ONLINE SERVICE PROVIDER

Project Overview:

The Online Service Provider System is a versatile platform offering a wide range of services, including electricians, plumbers, and more. With three core modules - Admin, Workers/Agencies, and Users - the system seamlessly connects users with skilled service providers. Admin oversees worker approvals, facilitates department and service management, and ensures system integrity. Workers/Agencies can register for specific services, while users effortlessly request and review services, fostering a robust ecosystem of convenience and reliability.

General Requirements:

- The system must be mobile-responsive, providing an optimal user experience on various devices.

- The system should have modules like admin, workers or agencies, and users.

Registration:

- The registration form must have live form validation for fields like name, email, and password and additional fields are required for Workers registration mentioned in the workers module.
- Passwords must meet minimum security requirements (e.g., minimum length, special characters, numbers).
- Email addresses must be unique, and the system should display an error if the email is already registered.
- Upon successful registration, the user must receive a confirmation email to the user and worker with the randomly generated **6-digit number** as a password and can later reset the password as needed.

Login:

- Users and workers must have the option to reset their passwords using a secure and user-friendly password reset process and it must have the proper form live validation as mentioned above in registration.

- Users and workers should have the ability to update their profile information and should be able to reset their passwords securely.

Admin Features:

- Admin can add new departments and services within respective departments.
- Admin dashboard receives notifications for new worker/agency registrations to approve or disapprove.
- Admin can view lists of all registered workers/agencies and users.

- The administrator must have the ability to individually access the work history of each service provider in the system. This history includes successfully completed tasks, along with comprehensive work details such as location, type of service, and a list of users who requested services from that particular service provider.

Worker / Agencies Features:

- The registration form must have fields like department, an option to select service, and the file upload field to upload certificates or supporting documents.

- If the desired department or service is unavailable during worker registration from the list, an option to add them manually must provide. Admin can later review and integrate new services or departments into the system based on relevance and appropriateness.

- Workers/agencies receive notifications in their dashboards when a user requests their service.

- Workers/agencies can accept or reject service requests from users.

User Module Features:

- Users must register before requesting services.

- Users can request services from available workers/agencies.

- Users can provide reviews and ratings for services received from workers/agencies.