**System Users**

Our website users are divided into 2 categories

1. Technician
2. Client

**Technician**

**Technician description**

Technician is including any person who has a certain craft and wants to expand his business online by join TechFix community like

* **Carpenter**

A person who makes and repairs wooden objects and structures.

* **Plumber**

A person who installs and repairs the pipes and fittings of water supply, sanitation.

* **Electrician**

A person who installs and maintains electrical equipment.

* **Mechanic**

A person who repairs and maintains machinery.

* **Craftsman**

A person skilled in creating something with a specified material.

**Technician activities**

* **Create Account**

Technician can create an account in order to participate in the website. Technician can sign up by providing

* forename
* last Name
* date of birth
* country and city
* email
* password
* telephone number
* fax number (If available)
* name of business
* type of service
* description of his/her provided services
* workshop address
* average working hours and days
* **Add Introduction Video**

The technician can provide an introductory video presenting himself/herself, which services are provided and show some of their skills and samples of his/her previous works. The video will always be shown at the technician profile for all the clients to see.

* **Manage Working Hours**

After the technician sets his/her average working hours at the beginning when setting the account, he/she will always have the option to edit these working hours according to their needs, circumstances and national days off.

* **Delete Account**

Every Technician will have the ability to deactivate and delete his/her account to be deleted from TechFix databases. But that deletion is permanent and can’t be undone once the technician goes through with it.

**Client**

**Client description**

Client is anyone who has a problem and wants to find an easier way to find a right technician for his/her problem like someone who need an electrician to fix a specific problem about his/her home’s electrical system or a someone who need a carpenter to repair or make something for him/her.

**Client activities**

* **Create Account**

The clients can create an account to participate in the site through which he can see the technicians and the type of service they provide and describe their services. The client creates an account by providing

* forename
* last Name
* email
* password
* city and region where they can find technicians closest to their area
* **Forgetting Password**

If a client has forgotten his/her password and he/she previously entered an email address when signing up, and you still have access to that email account, then this feature can help him/her to recover his/her access to his/her account. Just choose password reset, where you can enter either your username or your email. The system will send a temporary password to your saved email address that will allow you to retrieve your account. You can change the password after you log in.

* **Change Password**

The system provides the clients the ability to change the password. If the client chooses to change his/her password, he/she will then be asked to enter his/her old password to confirm his/her identity, after the identity of the client is confirmed he/she are then asked to enter the new password, then save it. Once the new password is set, the old password is useless and that step of changing the password can’t be undone.

* **Search for technician**

it can be done by many filters such as:

* Search by Name

Client can search for a specific name directly, without the need for the client to scroll along the whole TechFix database for that specific name.

* Search by Location

Because sometimes the clients need something to be fixed as fast as possible. Client can search results by location. In order for the clients to get a technician from the nearby regions to fix his/her problem as quick as possible.

* Search by Category

Client can choose which service he/she needs and then the search will show only the technicians who provide that service between different types of technicians’ categories including (Carpenters, Plumbers, Electricians, ...etc.).

* **Write feedback**

Client can write his/her feedback about the satisfaction or dissatisfaction they felt with the technician or the service. After a job is done by one of the technicians provided by TechFix, the clients are asked to provide comments, feedbacks and ratings about that technician.

* **Delete Account**

Every client in the website will have the ability to deactivate and delete his/her account to which will then be deleted from TechFix databases. But that deletion is permanent and can’t be undone once the client goes through with the process.