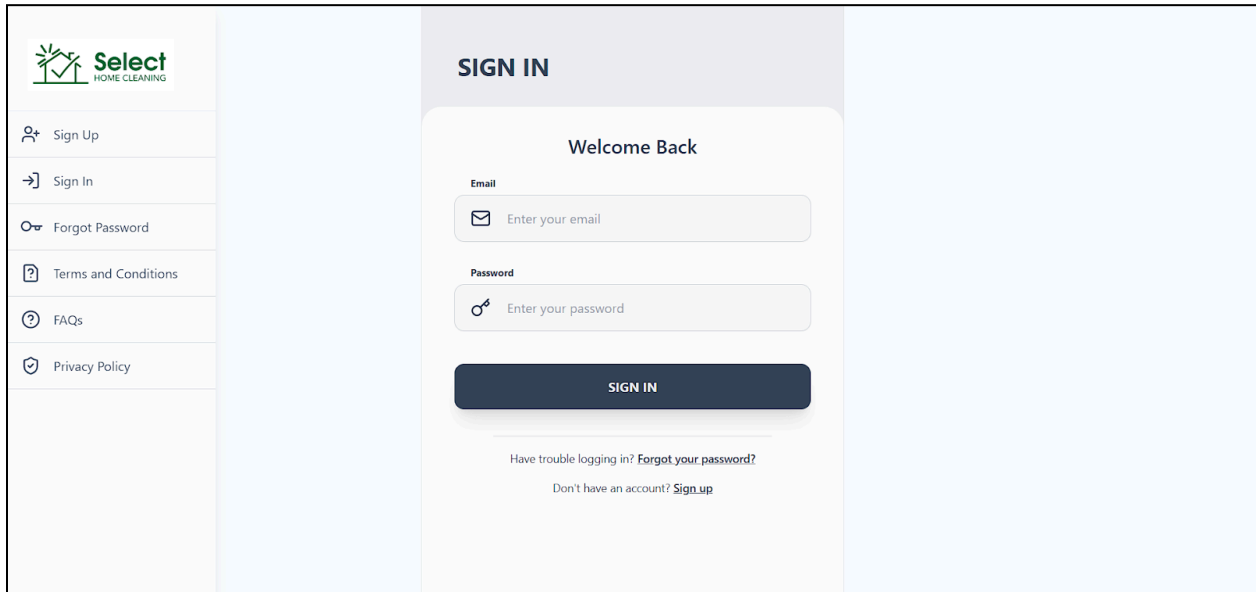


Cleaner Portal

Welcome!

This guide helps you feel prepared, supported, and confident on every job. From signing in and onboarding, to accepting work, tracking time, and getting paid.

Login



The screenshot displays the 'Sign In' page for the Select Home Cleaning portal. On the left is a vertical sidebar with the Select logo and links for Sign Up, Sign In, Forgot Password, Terms and Conditions, FAQs, and Privacy Policy. The main content area is titled 'SIGN IN' and features a 'Welcome Back' message. It contains two input fields: 'Email' with an envelope icon and 'Password' with a key icon, both with placeholder text 'Enter your email' and 'Enter your password' respectively. Below these is a dark blue 'SIGN IN' button. At the bottom, there are two links: 'Forgot your password?' and 'Sign up'.

Sign In

Welcome back!

- Enter your email and password.
- Click Sign In to open your dashboard.
- Seeing an error? Double check your details or reset your password.

Forgot Password

Select
HOME CLEANING

Sign Up

Sign In

Forgot Password

Terms and Conditions

FAQs

Privacy Policy

Forgot Password?

No worries! We're here to help

Please write your email in the following field and you will receive our email with further instructions.

Email

Enter your email

Reset Password

[Go back to login](#)

Forgot Password

Locked out? It happens.

1. Click Forgot Password?
2. Enter your email.
3. Open the reset link we send.
4. Create a new password and sign in.
5. If the email isn't there, check spam or promotions.

Registration Process

The screenshot displays the 'CREATE AN ACCOUNT' form for Select Home Cleaning. On the left is a sidebar with the company logo and navigation links: Sign Up, Sign In, Forgot Password, Terms and Conditions, FAQs, and Privacy Policy. The main form area contains the following fields: Email (with an envelope icon), First Name (with a person icon), Last Name (with a person icon), Age (with a calendar icon), City (text input), and Province (dropdown menu). An 'Address' field is partially visible at the bottom.

Start Registration

- Click **Sign Up** on the login screen.
- Add your details (name, email, age, address, city, province, phone).
- Optional: profile photo.

Create and confirm your password, then **Sign Up**

OTP Verification

1. Check your email for your verification code (OTP = one time password).
2. Enter the code. Need another? **Tap Resend OTP.**

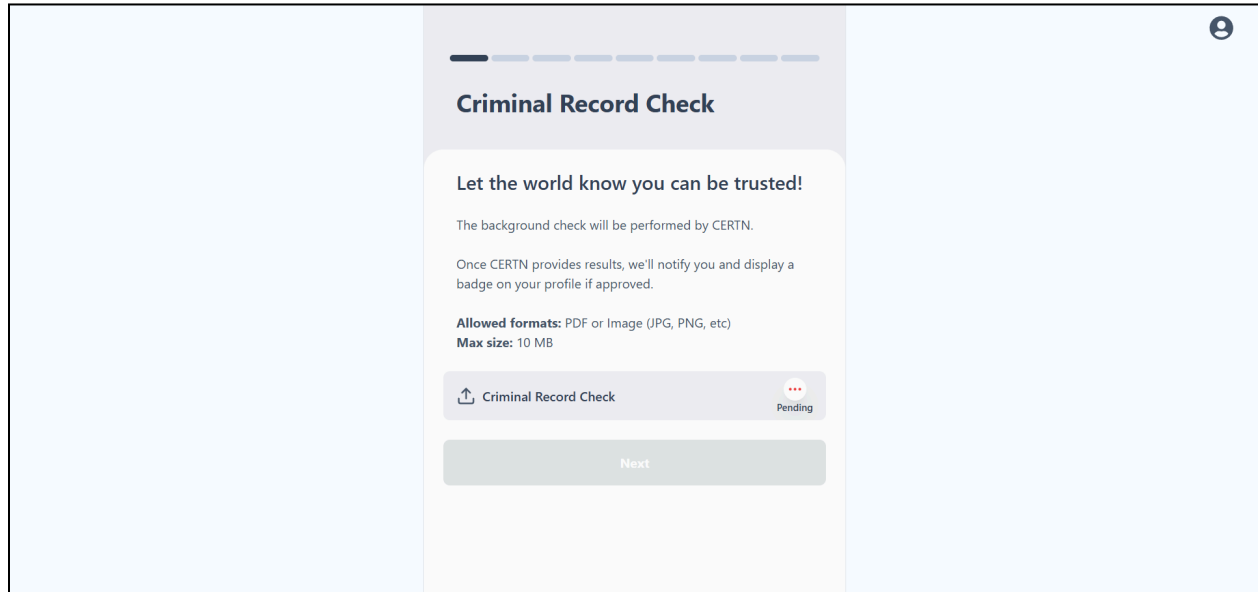
Finalize Registration

Once verified, log in with your new credentials. You're ready for onboarding.

Onboarding

We keep things simple, safe, and professional so you can do great work with Select Home Cleaning.

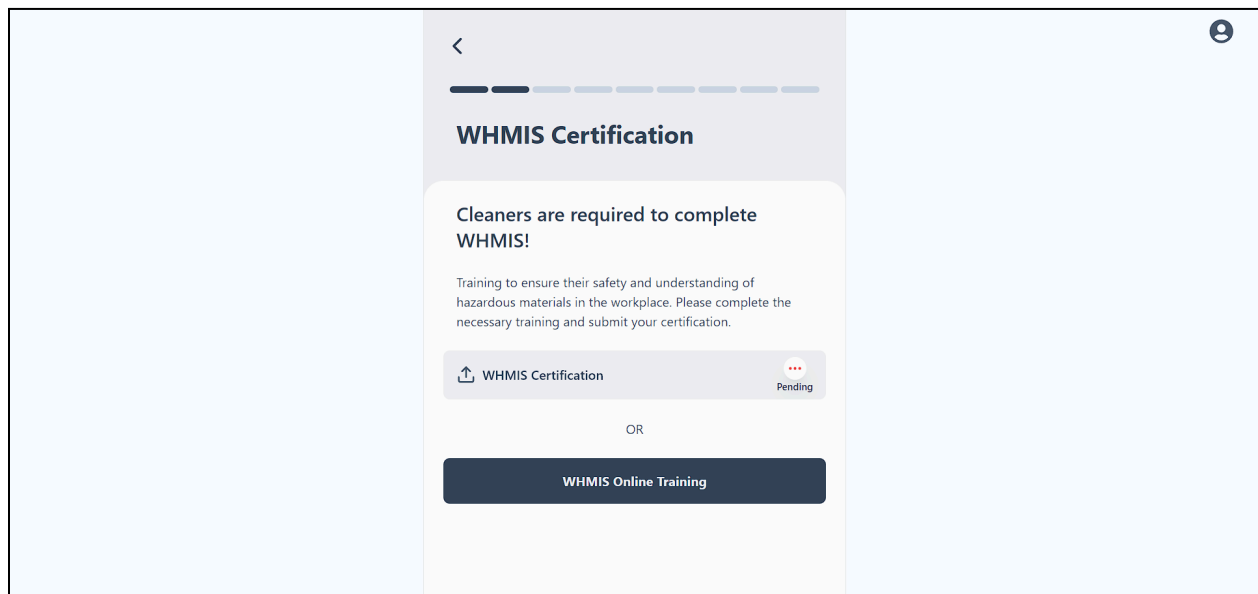
Criminal Record Check



The screenshot shows a mobile app interface for a 'Criminal Record Check'. At the top, there's a header with a back arrow and a profile icon. Below the header, the title 'Criminal Record Check' is displayed. The main content area has a light yellow background and contains the following text: 'Let the world know you can be trusted!', 'The background check will be performed by CERTN.', 'Once CERTN provides results, we'll notify you and display a badge on your profile if approved.', 'Allowed formats: PDF or Image (JPG, PNG, etc)', and 'Max size: 10 MB'. Below this text is a file upload button labeled 'Criminal Record Check' with a 'Pending' status indicator. At the bottom, there is a 'Next' button.

- Upload your document (PDF/JPG/PNG, max 10 MB). You'll see Uploaded when it's received.

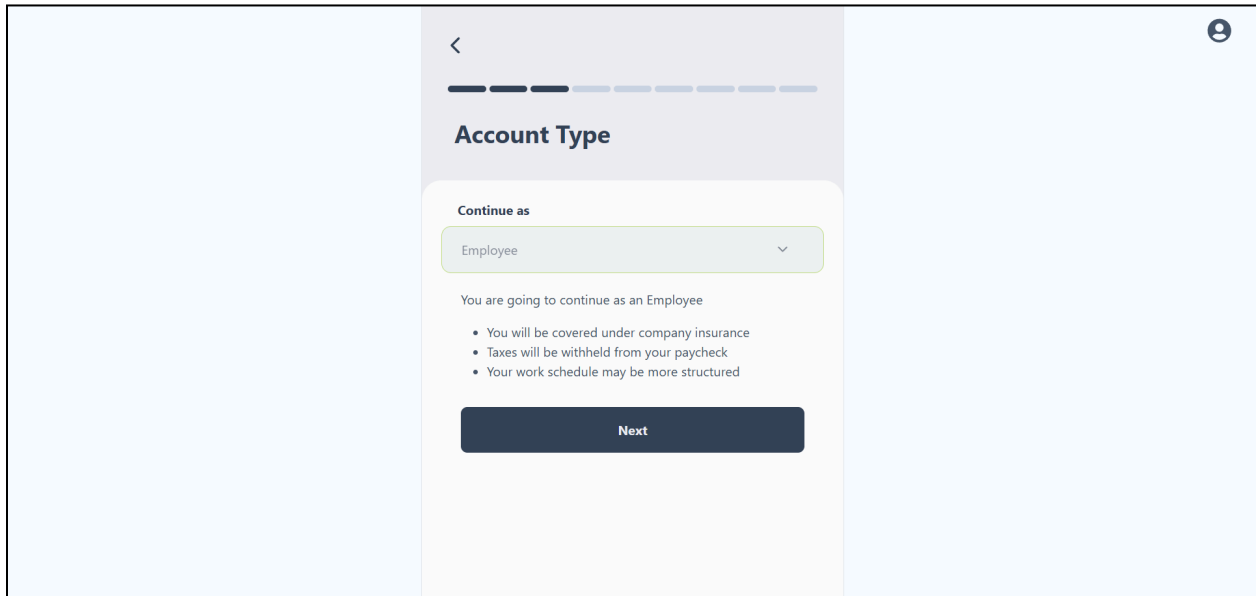
WHMIS Certification



The screenshot shows a mobile app interface for 'WHMIS Certification'. At the top, there's a header with a back arrow and a profile icon. Below the header, the title 'WHMIS Certification' is displayed. The main content area has a light yellow background and contains the following text: 'Cleaners are required to complete WHMIS!', 'Training to ensure their safety and understanding of hazardous materials in the workplace. Please complete the necessary training and submit your certification.', and a file upload button labeled 'WHMIS Certification' with a 'Pending' status indicator. Below this, there is an 'OR' separator and a dark blue button labeled 'WHMIS Online Training'.

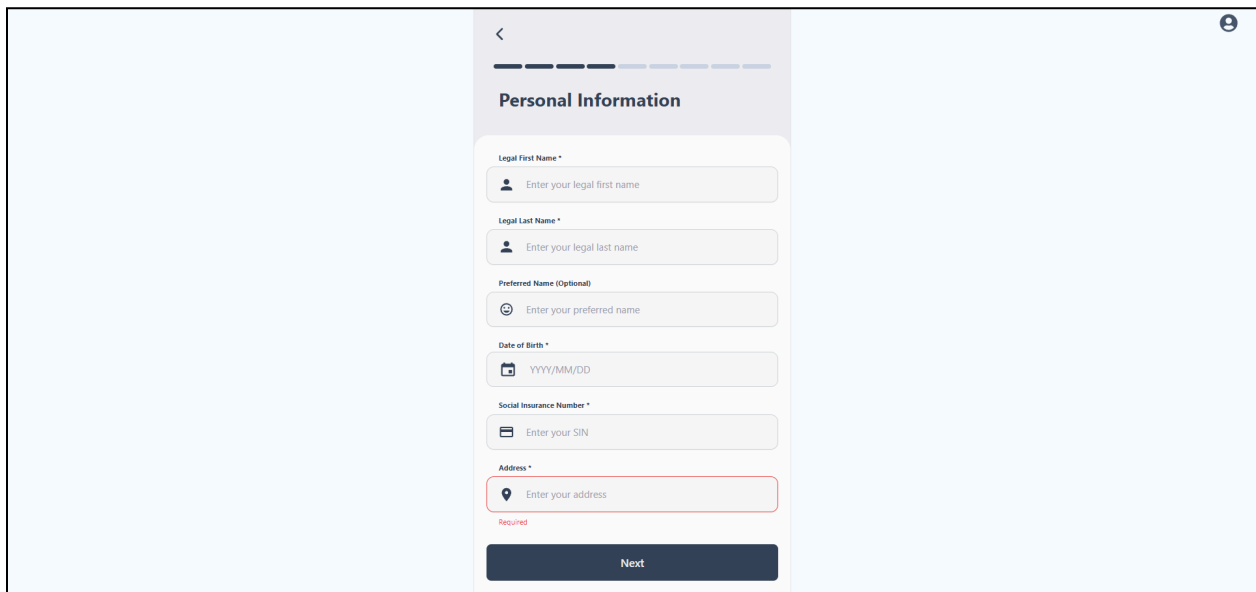
- **Already certified? Upload** your certificate.
- **Need it?** Complete the online training, download the certificate, and upload it.
- **This is required for all cleaners.**

Proof of Insurance



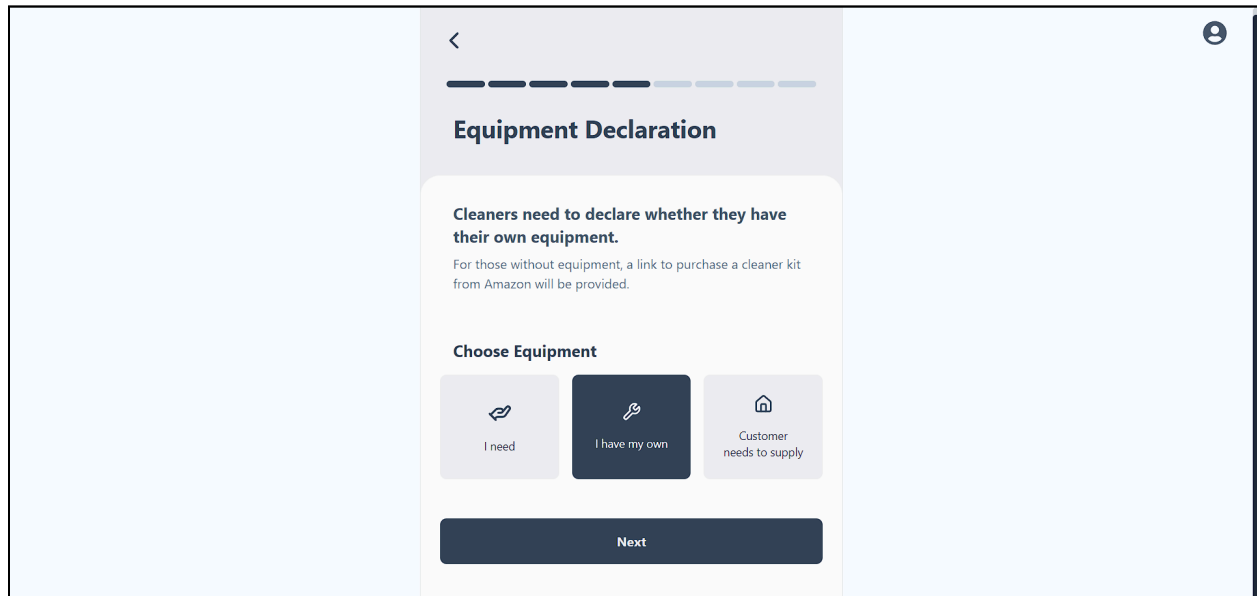
1. You are covered under the company policy as an employee. **Taxes are withheld.**
2. Click **Confirm** to acknowledge.

Personal Information



- Add the basics:
 - legal first/last name, preferred name (*optional*), date of birth (YYYY-MM-DD), SIN, and residential address.

Equipment Declaration


A mobile app screen titled "Equipment Declaration". At the top, there is a back arrow and a progress bar with 7 segments, the 4th of which is filled. Below the title, a text block states: "Cleaners need to declare whether they have their own equipment. For those without equipment, a link to purchase a cleaner kit from Amazon will be provided." Underneath, a section titled "Choose Equipment" features three buttons: "I need" (with a hand icon), "I have my own" (with a wrench icon and selected), and "Customer needs to supply" (with a house icon). A "Next" button is at the bottom.


<


Equipment Declaration

Cleaners need to declare whether they have their own equipment.
For those without equipment, a link to purchase a cleaner kit from Amazon will be provided.

Choose Equipment

 I need

 I have my own

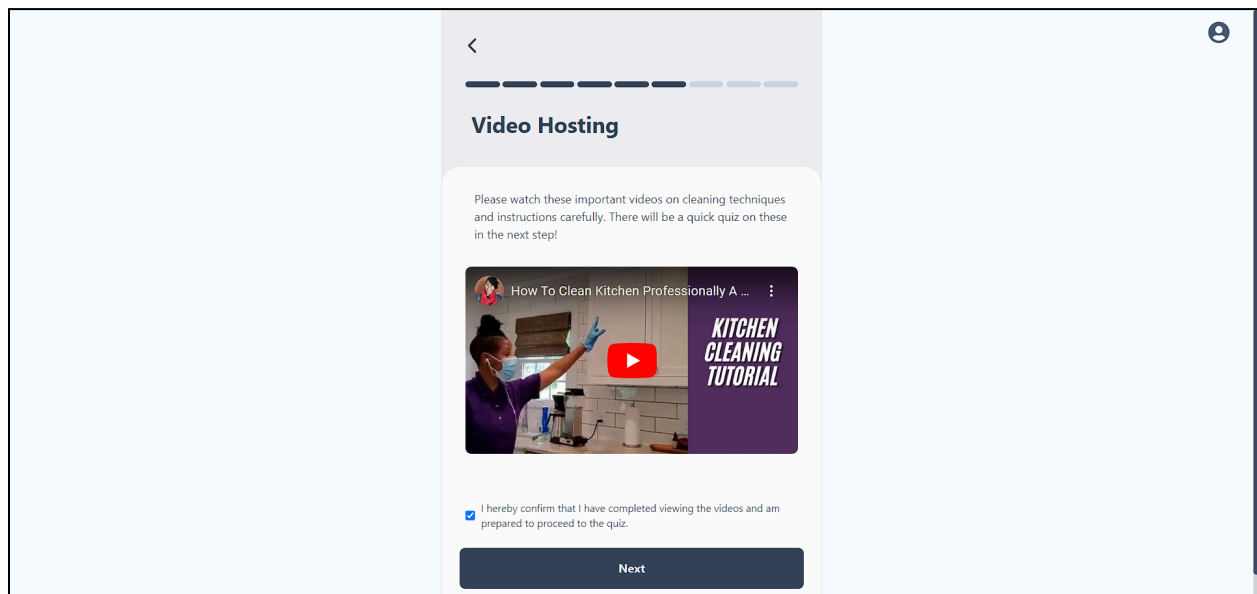
 Customer needs to supply

Next

Tell us how you'll work:

- **I Need Equipment:** We'll share a cleaner kit link.
- **I Have My Own:** You'll use your tools.
- **Customer Needs To Supply:** Only accept jobs where equipment is provided.


Video Training

A mobile app screen titled "Video Hosting". At the top, there is a back arrow and a progress bar with 7 segments, the 4th of which is filled. Below the title, a text block states: "Please watch these important videos on cleaning techniques and instructions carefully. There will be a quick quiz on these in the next step!". Below this is a video player showing a woman cleaning a kitchen, with the title "How To Clean Kitchen Professionally A ..." and a "KITCHEN CLEANING TUTORIAL" overlay. At the bottom, there is a checkbox with a blue checkmark and the text: "I hereby confirm that I have completed viewing the videos and am prepared to proceed to the quiz." A "Next" button is at the very bottom.

<

Video Hosting

Please watch these important videos on cleaning techniques and instructions carefully. There will be a quick quiz on these in the next step!



☒ I hereby confirm that I have completed viewing the videos and am prepared to proceed to the quiz.

Next

Watch the short training video on techniques and safety, then confirm you've completed it:
[YouTube - Cleaning Techniques](#)

Quiz (Mandatory)

<

Quiz (Mandatory)

Here you will find the quiz, Please make sure you fill the quiz with the same email address by which you register here in Select Home Cleaning App. its mandatory thing otherwise we can not get your results and you will not be able to activate in our system.

Please click [here](#) to submit your quiz.

☒ I confirm that I have submitted the Quiz form using this email address.

Next

Take the quick quiz using your registered email and submit your results.

My Availability

<

My Availability

Monday

🕒 09:00 AM | ▾ to 05:00 PM | ▾ 🗑️

Tuesday

⊕ Add Tuesday

Wednesday

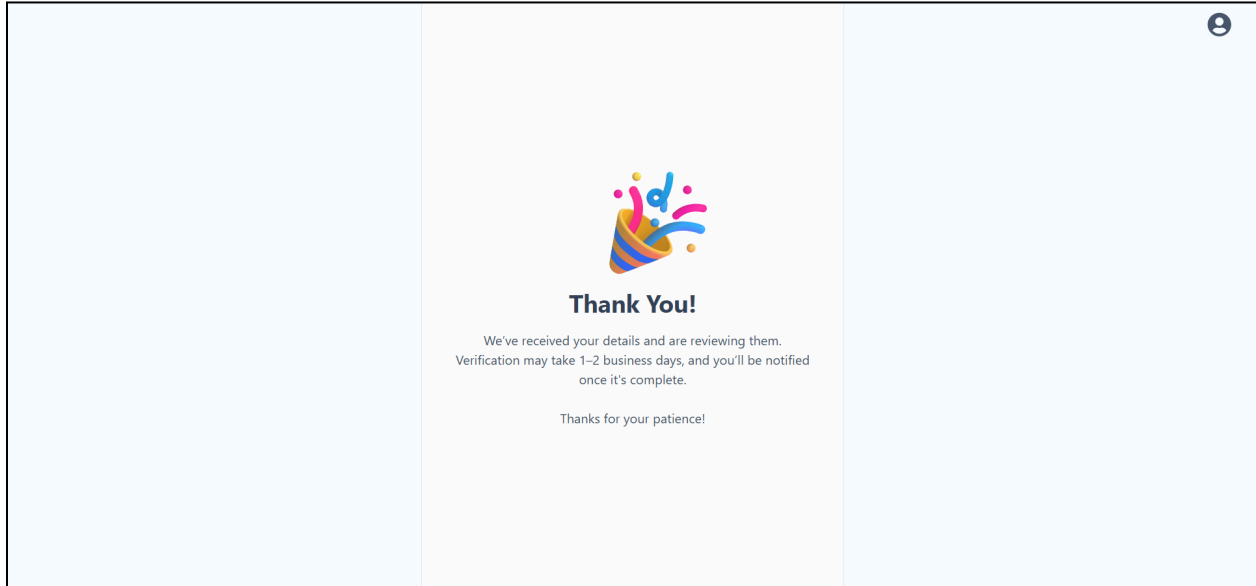
🕒 09:00 AM | ▾ to 05:00 PM | ▾ 🗑️

Thursday

🕒 09:00 AM | ▾ to 05:00 PM | ▾ 🗑️

- Choose the days and times you're available.
- Keep it realistic so you only get jobs you can take.

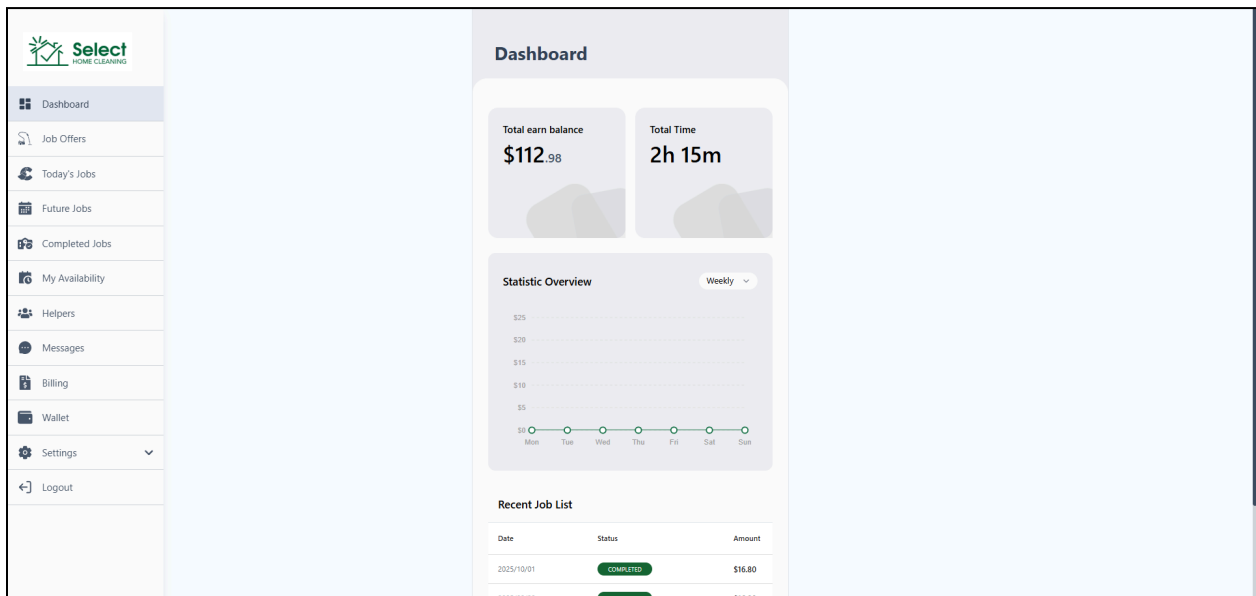
Tasks Completed



We'll review your onboarding. You'll get an email once you're approved and active.

Dashboard

Your home base for earnings, hours, and recent jobs.



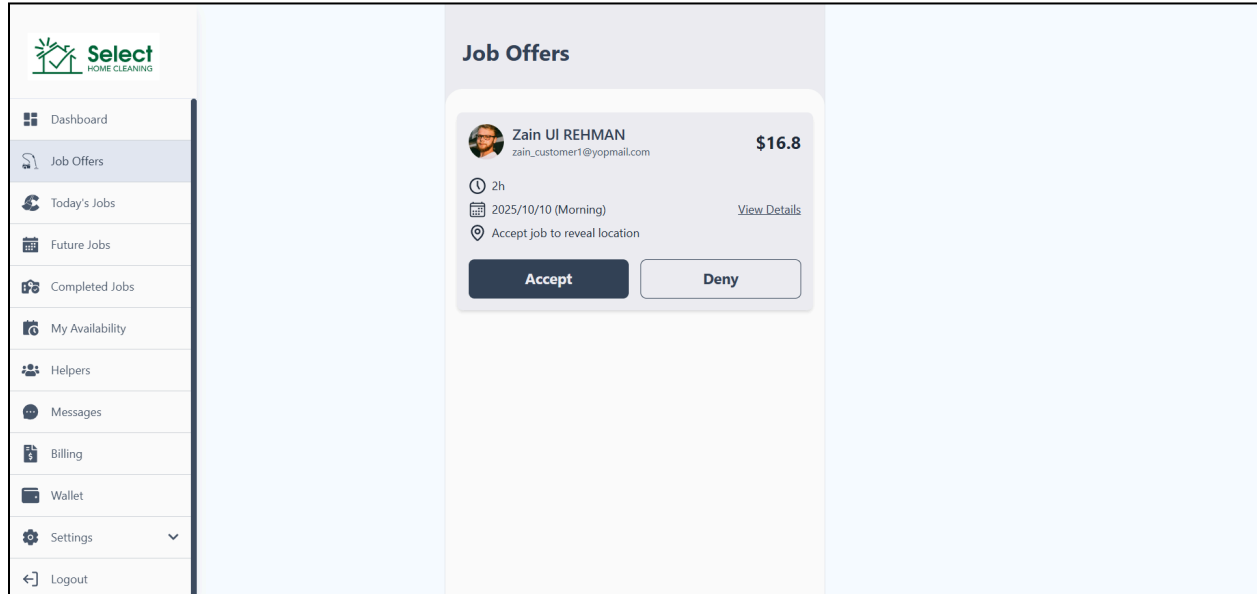
Total Earn Balance: Your current available earnings.

Total Time: Total hours worked.

Statistic Overview: View earnings by week or month.

Recent Jobs: Date, status, and earnings at a glance.

Jobs



Job Offers

See new opportunities in your city with clear details (*customer, price, duration, date*).

Equipment: If your status is *Customer Needs To Supply* and the job requires your tools, **Accept** is disabled.

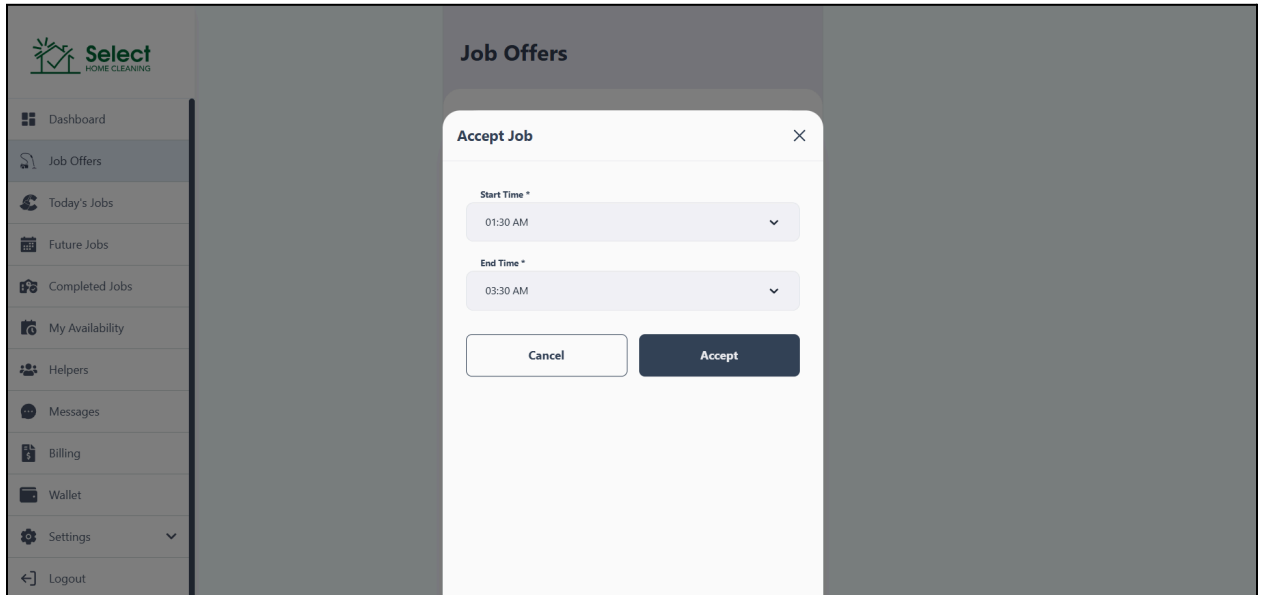
You'll see

"This job requires your own equipment. Update your status in profile to accept."

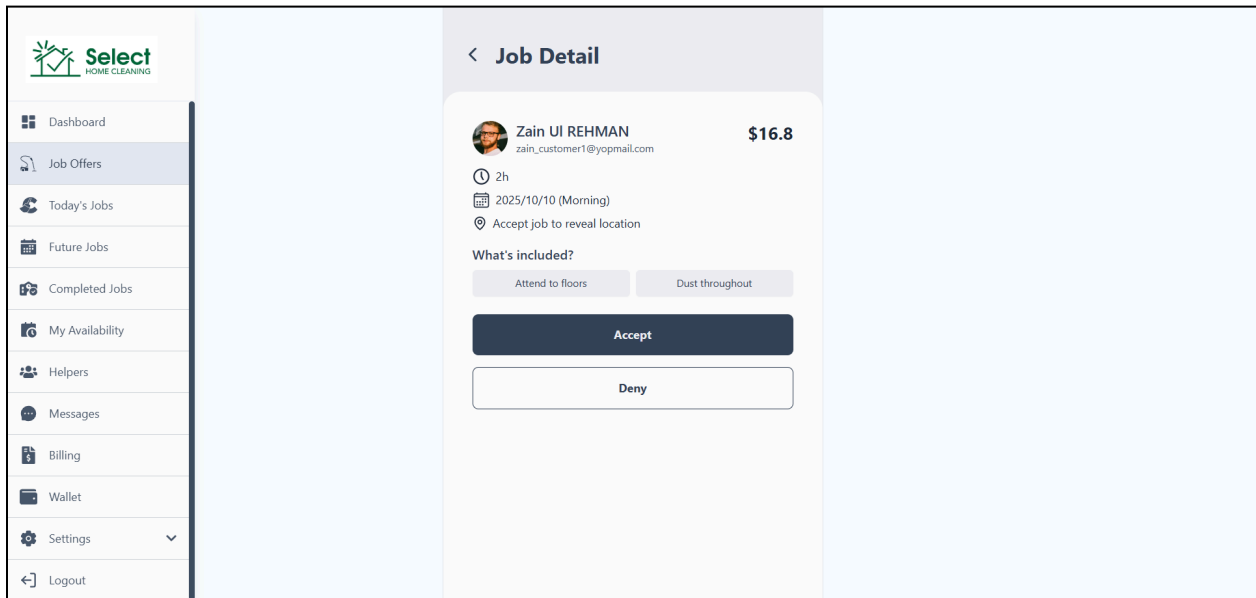
Actions

View Details, Accept (pick a start time; we calculate the end time), or **Deny**.

Job Offer Details



- View customer info, price, duration, date, and **What's Included**.
- Address is revealed after you accept.

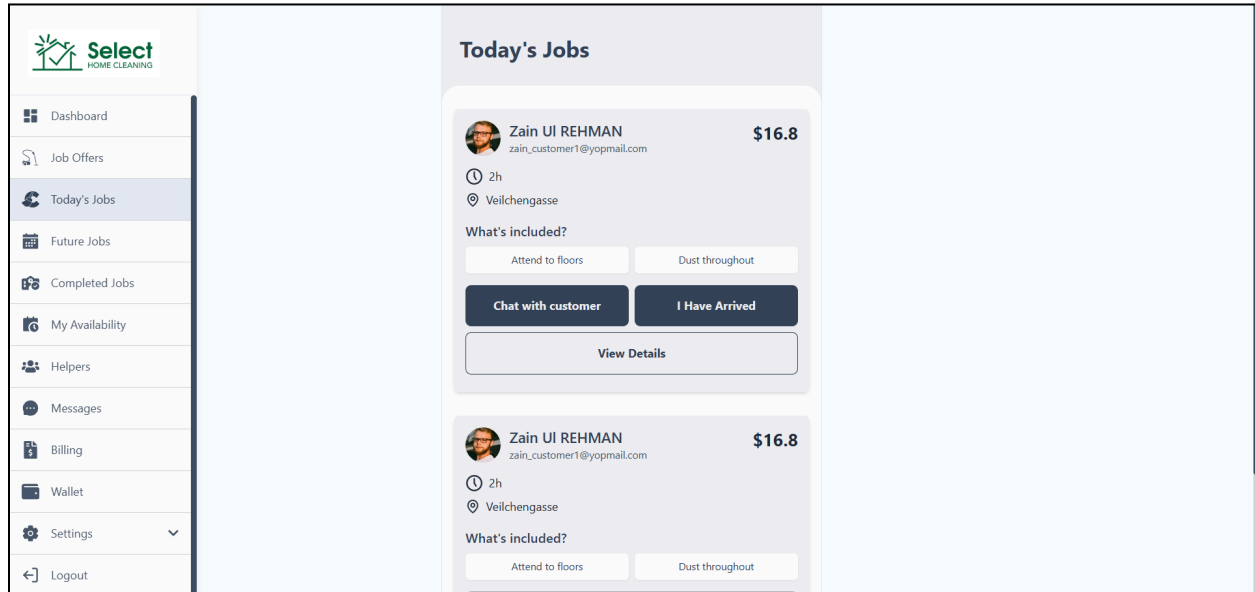


Future Jobs

Upcoming jobs with all key details and any special notes.

Actions: Chat With Customer, View Details.

Today's Jobs

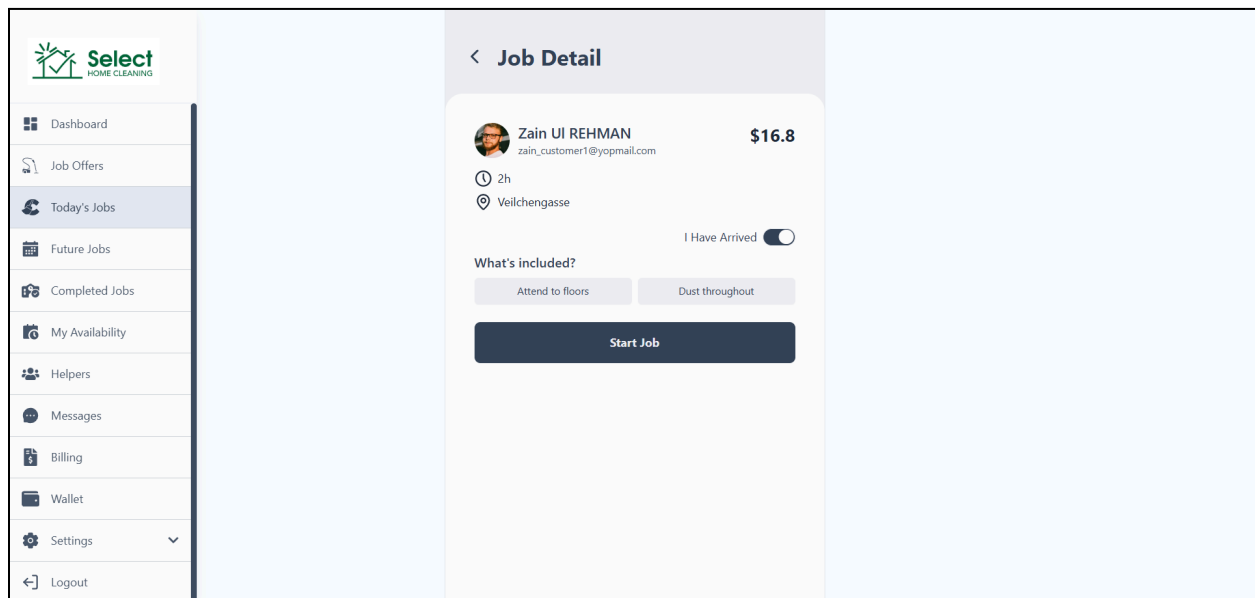


- Jobs for today and active jobs.
- See customer details, price, duration, address, and tasks.

Actions: *Chat With Customer*, *I Have Reached* (notifies arrival and opens Time Tracking), *View Details*.

Job Detail

When a user clicks "View Details," they will see the following detailed information about today's job



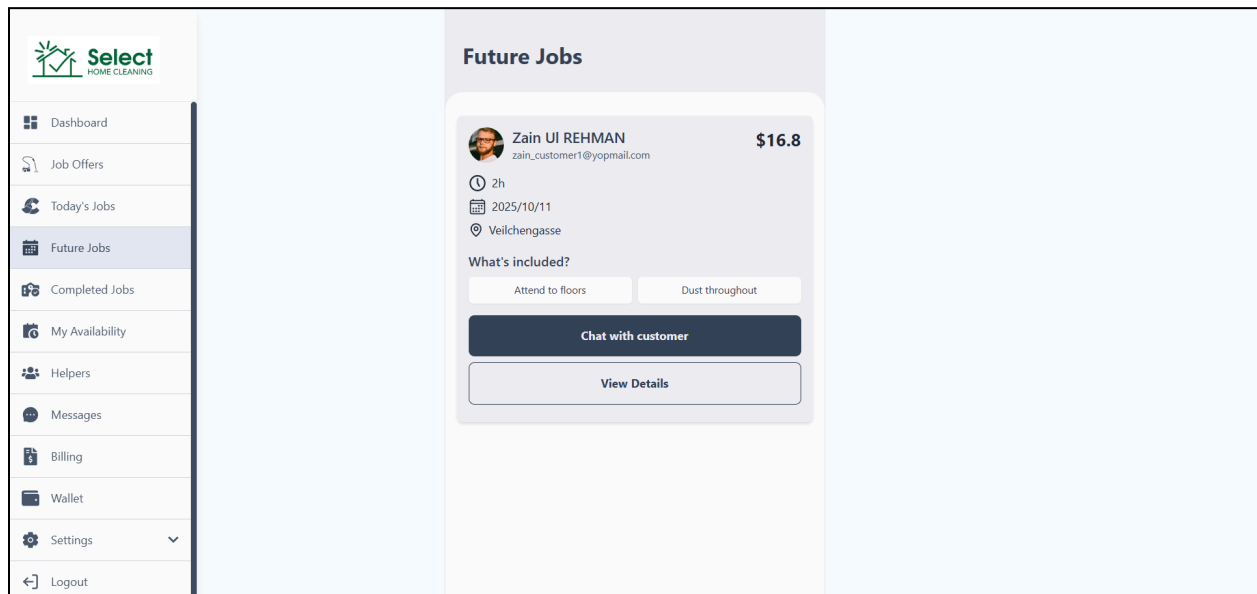
Job Information

- Customer Name and Email
- Base Price
- Duration
- Address

Included Tasks

- **What's Included?:** This section outlines the specific tasks that need to be completed as part of the job (e.g., cleaning kitchen, vacuuming, etc.).

Future Jobs

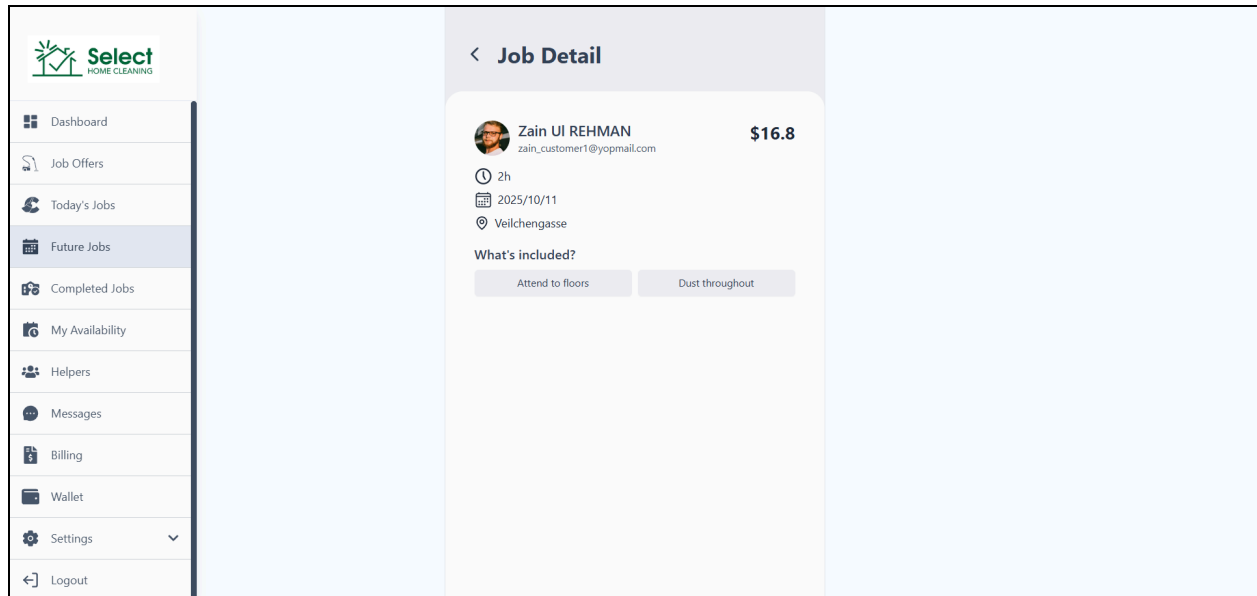


Job Card Includes

- Customer Name and Email: Displays the customer's contact information.
- Base Price: The payment amount for the job.
- Duration: Estimated time to complete the job.
- Date: The scheduled date for the job.
- Address: Address of the customer.
- What's Included: Lists the tasks to be completed for the job.
- Note: Any specific instructions requested from the customer.

Job Detail

When a user clicks "View Details," they will see the following detailed information about a future job:



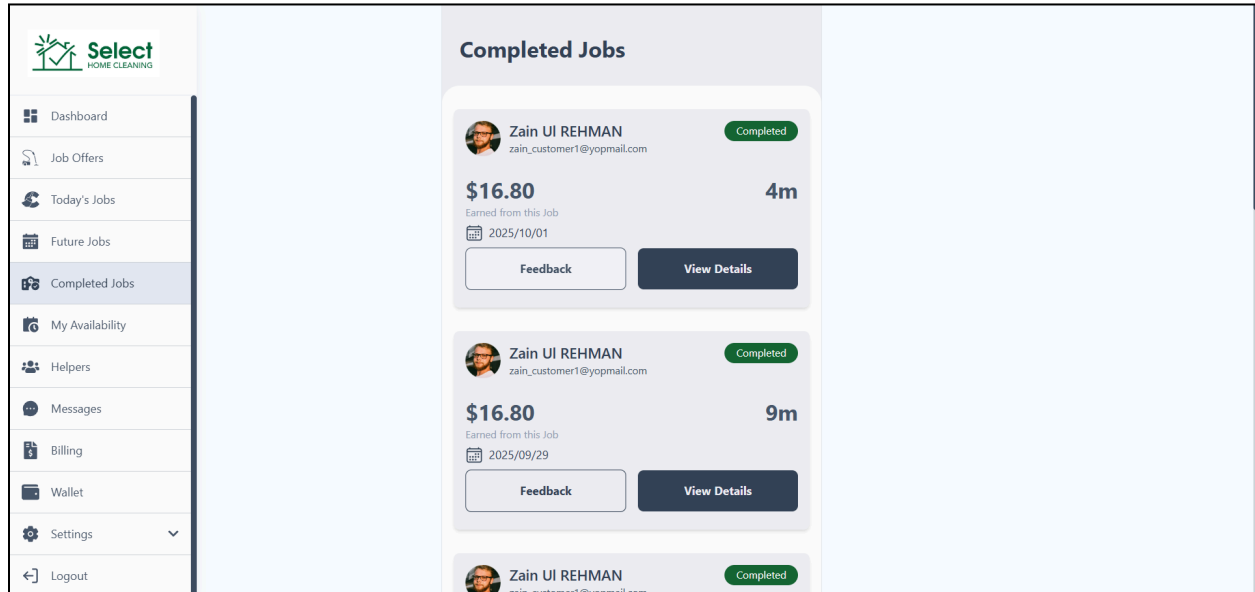
Job Information

- Customer Name and Email
- Base Price
- Duration
- Date
- Address

Included Tasks

What's Included?: This section outlines the specific tasks that need to be completed as part of the job (e.g., cleaning kitchen, vacuuming, etc.).

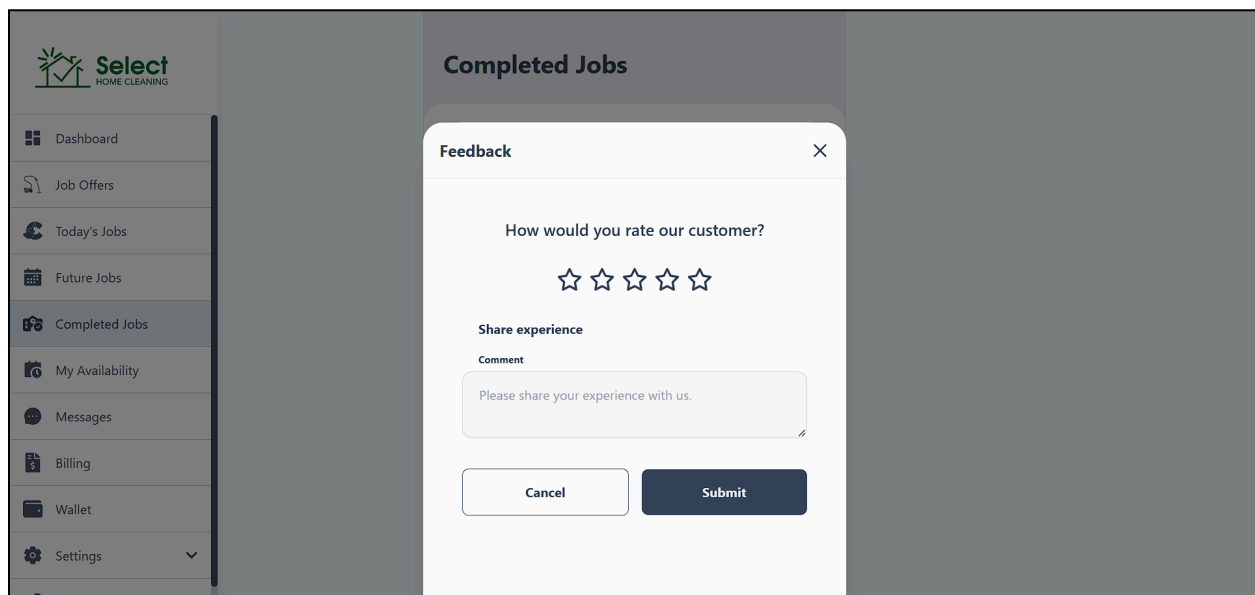
Completed Jobs



Displays jobs that have been finished and marked as completed. Cleaners can view the details of the job, and can give feedback to customers.

- Finished jobs with earnings, time, and date.
- **Actions:** Feedback (rate the customer and leave a comment), View Details.

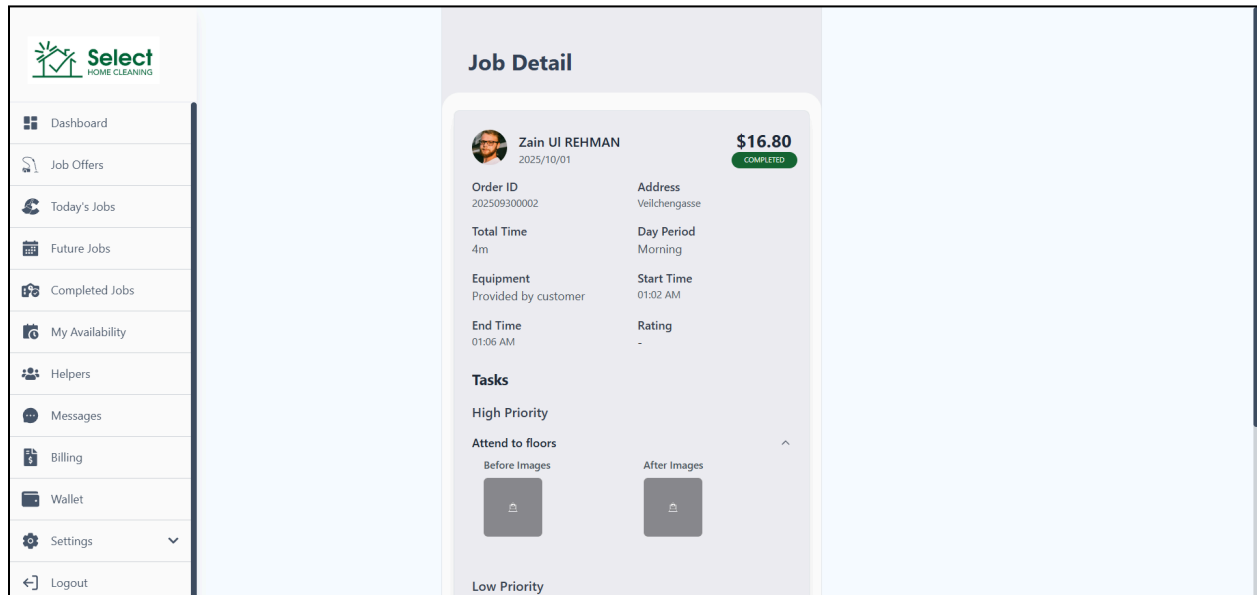
Feedback



A star rating system for the cleaner to rate their experience including a comment box where the cleaner can share their experience or provide feedback.

Clean Detail

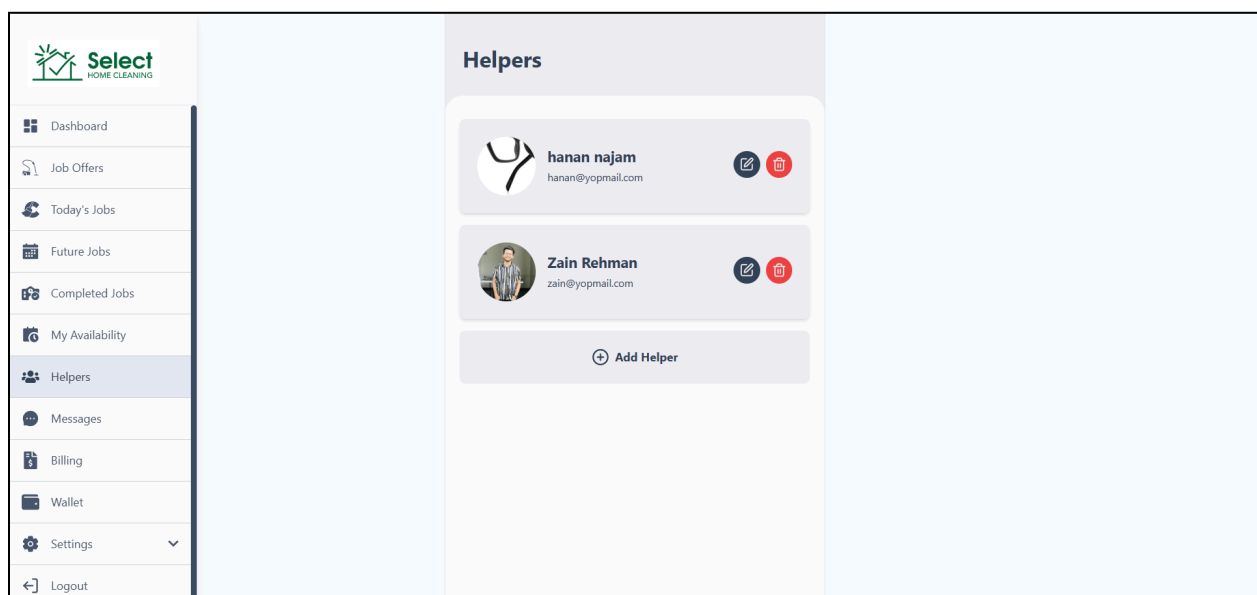
Everything for one job, all in one place.



- **Job Overview:** Order ID, status, time of day, address, equipment, total time, start and end times.
- **Tasks:** High Priority and Low Priority with before and after photos.
- **Reviews And Feedback:** Customer rating, their comments, and your notes.

Helpers

See your helpers with photo, name, and email. Edit or Delete (with confirmation).



When you open the Helpers Tab, a list of existing helpers is displayed in a card format. Each helper card contains:

- **Profile Picture**
- **Name**
- **Email**
- **Edit Button**
- **Delete Button**

Delete Button Function:

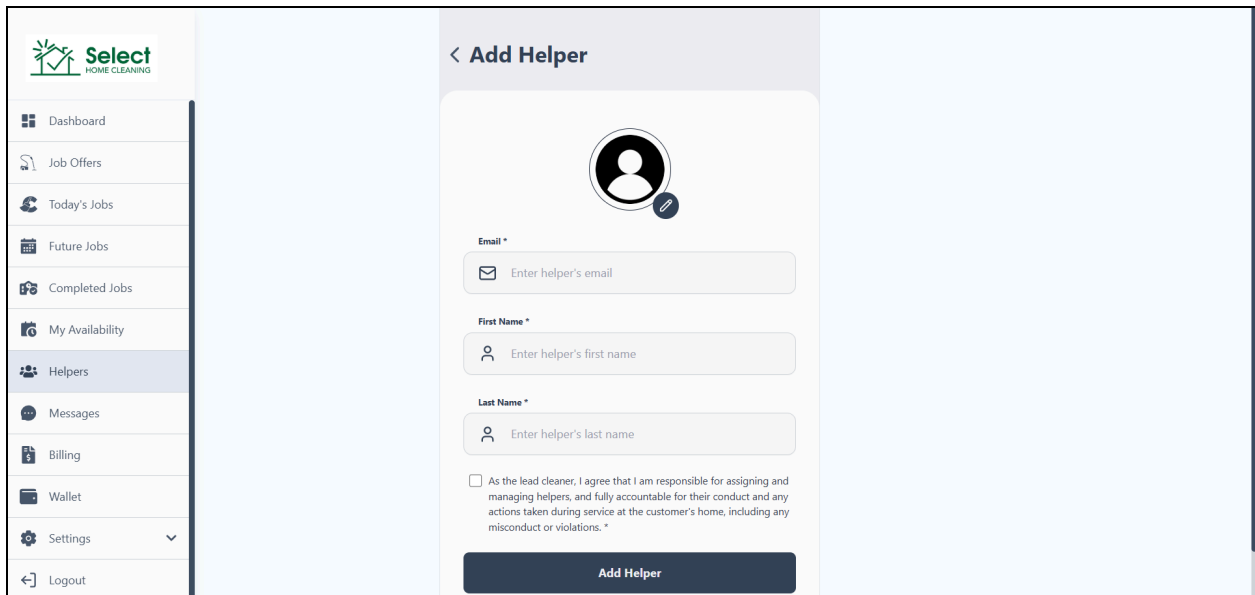
Clicking the **Delete** button opens a confirmation popup with the message:

“Are you sure you want to delete this helper?”

- Confirming the action permanently removes the helper from the list.

Add Helper

The Add Helper page allows cleaners to register new helpers who can assist them on cleaning jobs.



Add Helper

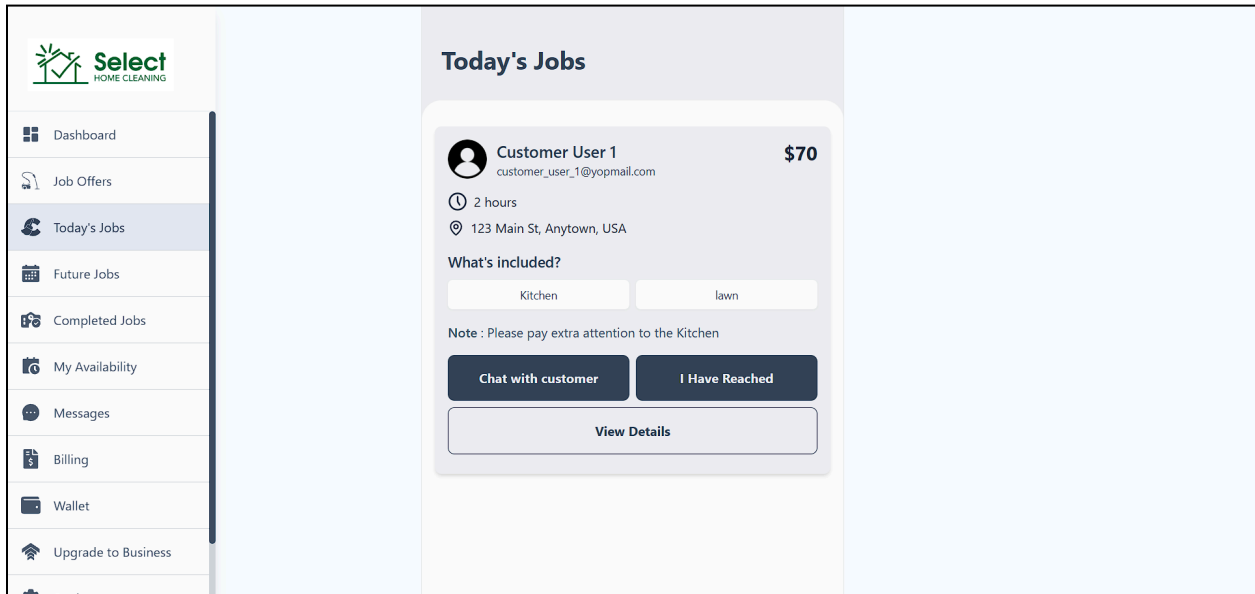
Upload photo (required), add name and email, and agree to this:

“As the lead cleaner, I am responsible for assigning and managing helpers and fully accountable for their conduct during service.”

Click **Add Helper** to save.

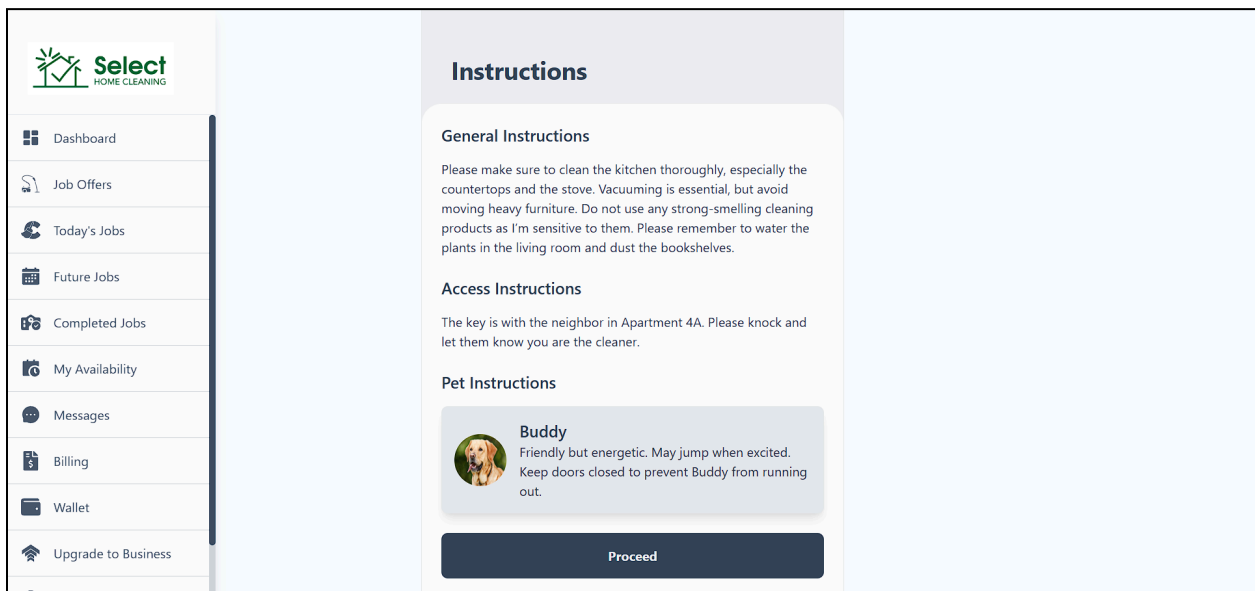
Job Completion Flow:

Accepting a Job



To accept an offer, go to **Today's Jobs**, and tap **I Have Reached** when you arrive. You'll see the Instruction Screen.

Instructions Screen



- Review **General Instructions**, **Access Instructions**, and **Pet Information**.
- Click **Proceed** to assign tasks or move to Time Tracking.

Assign Tasks To Helpers

Select a helper for any task, or **Skip** if you're solo. Click **Assign** to continue.

The screenshot shows a mobile app interface for 'Select HOME CLEANING'. On the left is a sidebar menu with options: Dashboard, Job Offers, Today's Jobs, Future Jobs, Completed Jobs, My Availability, Helpers, Messages, Billing, Wallet, Settings (with a dropdown arrow), and Logout. The main content area is titled 'Assign Tasks To Helpers'. It features two sections: 'High Priority Tasks' with a task 'Attend to floors' and a 'Select Helper' dropdown; and 'Low Priority Tasks' with a task 'Dust throughout' and a 'Select Helper' dropdown. At the bottom of the task list are two buttons: 'Skip' and 'Assign'.

Select a helper for any task, or **Skip** if you're solo. Click **Assign** to continue.

Time Tracking Dashboard

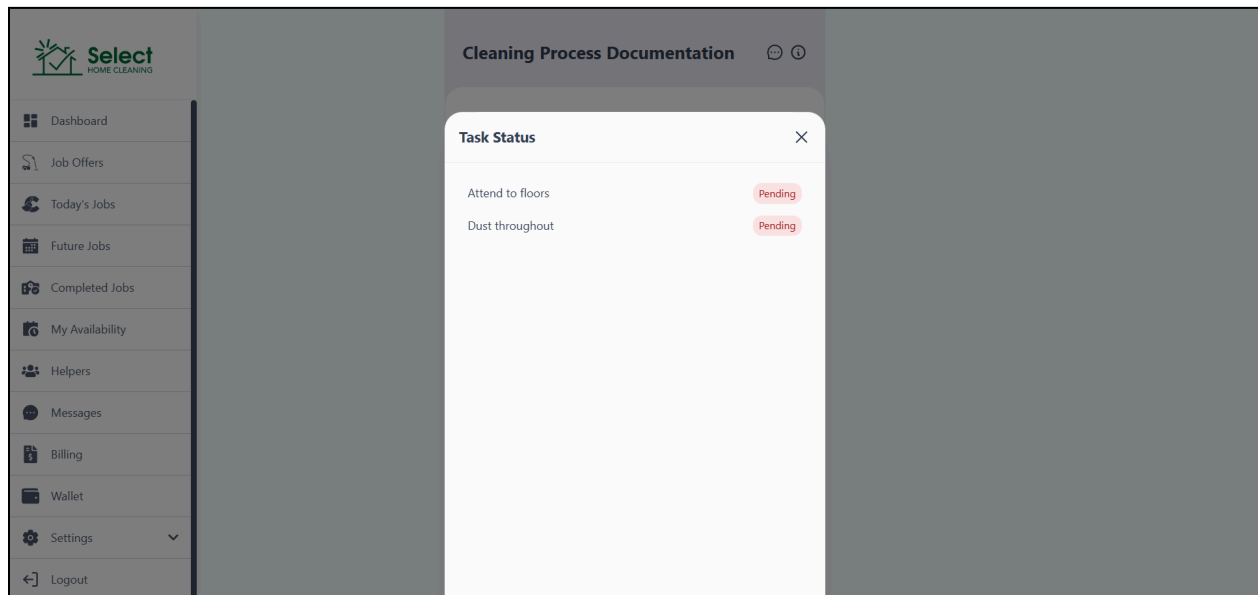
The screenshot shows a mobile app interface for 'Select HOME CLEANING'. On the left is a sidebar menu with options: Dashboard, Job Offers, Today's Jobs, Future Jobs, Completed Jobs, My Availability, Messages, Billing, Wallet, Upgrade to Business, and Logout. The main content area is titled 'Cleaning Process Documentation' with an information icon. It features a large timer displaying '02:00:00'. Below the timer is a note: 'The timer will be initiated upon the upload of the first 'before' image for each task and will cease upon the successful upload of at least one 'after' image for each task.' Below this is a 'Select a Task' dropdown menu currently showing 'Kitchen'. There are two columns: 'Before Images' and 'After Images', each with a 'Capture image' button. At the bottom is a 'Notes for Kitchen' section with a text input field labeled 'Enter notes'.

Top Panel: Instructions icon (quick reference), Messages icon (chat with customer), Timer(start/pause).

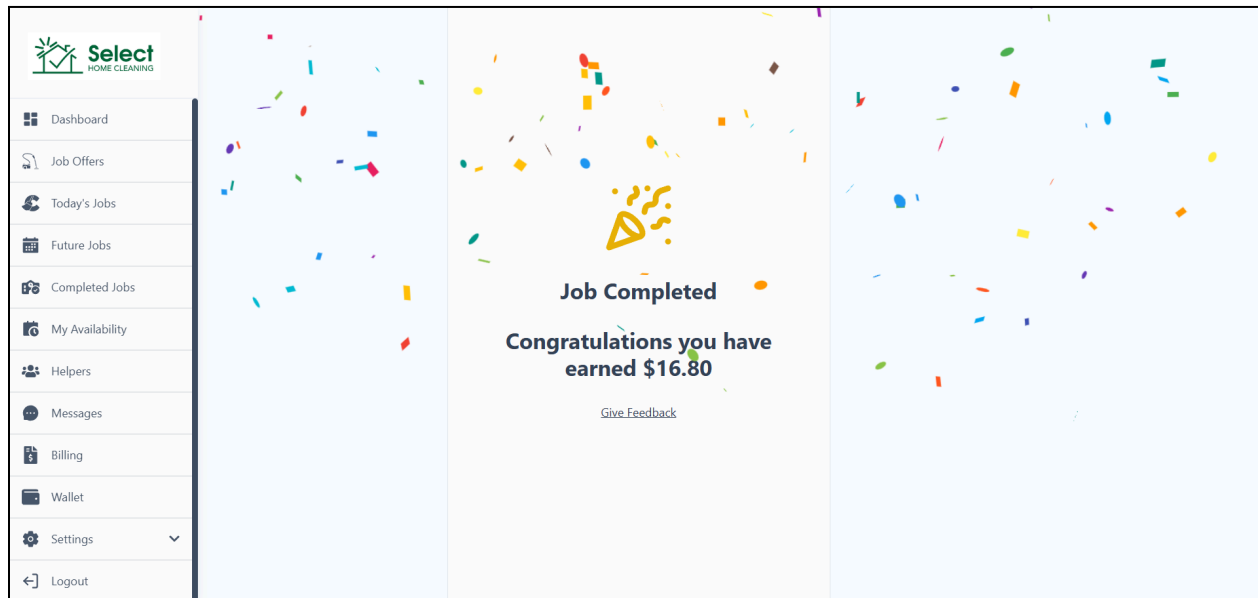
Tasks: Choose High or Low Priority, upload **Before** photos, clean, then upload **After** photos. Add notes if needed.

Timer: Starts when you upload your first **Before** photo. Stop when finished.

Mark As Complete: If anything is missing, a status popup will guide you to finish required steps. Otherwise, you'll see **Congratulations** and your earnings summary with a **Feedback** button.

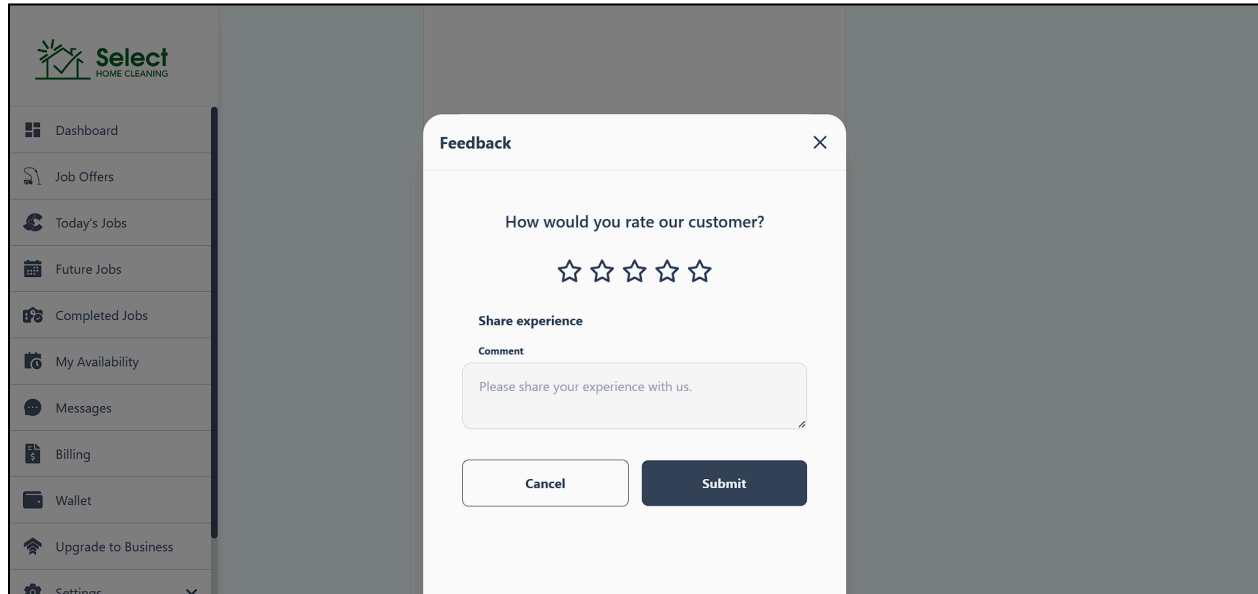


Completing the Job



Click the **Mark as Complete** button once the timer stops.

Feedback Popup



Rate 1–5 stars and share a short note about the experience.

Helper Job Completion Flow

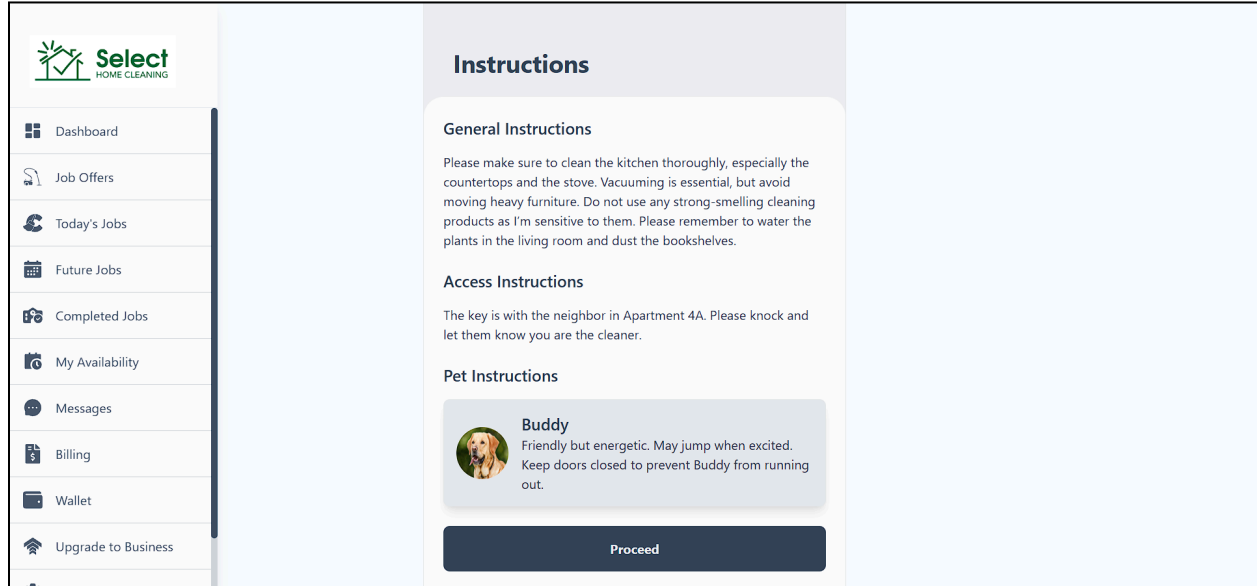
Helpers get a secure public link. There's no login needed.

1. Open the link from email
2. Review instructions
3. Start Job
4. Track time, upload **Before/After** photos
5. Stop the timer and close the link.

Job Invitation

- When tasks are assigned to a helper, they will **receive an invitation via email**.
- The email contains a secure public link that redirects the helper to the **Instructions Screen** of the assigned job.

Instructions Screen



This screen provides the helper with all the necessary details to complete the job effectively. It includes:

- **General Instructions:** Any specific requirements or guidelines provided by the customer.
- **Access Instructions:** Details about property access (e.g., keys, door codes, security notes, etc.).
- **Pet Information:** Important notes regarding any pets on the premises.

A **“Start Job”** button is available at the bottom of this screen, which takes the helper to the **Time Tracking Dashboard**.

Time Tracking Dashboard

This dashboard assists helpers with managing their assigned tasks and track time accurately.

Task Section

- A **dropdown field** categorizes the tasks assigned to the helper into **High** and **Low** priority
- Upon selecting a task, the helper must:
 - **Upload Before Images:** Take and upload photos showing the area before cleaning.
 - **Upload After Images:** Take and upload photos showing the area after cleaning.
 - **Add Notes (optional):** A note field is available for adding comments or observations for the cleaner or about the task.

Helpers only see tasks assigned to them, they cannot access lead cleaner tasks.

Timer Instructions

- The timer can be started once the cleaner begins the job.

- Uploading the first “Before” image will **automatically initiate** time tracking.

Job Completion

- Once the helper has completed all assigned tasks, they simply **stop the timer**.
- After stopping the timer, they can **close the public link**.

My Availability

The screenshot shows the 'My Availability' interface. On the left is a sidebar with the 'Select HOME CLEANING' logo and a list of menu items: Dashboard, Job Offers, Today's Jobs, Future Jobs, Completed Jobs, My Availability (highlighted), Messages, Billing, Wallet, Settings, and Logout. The main area is titled 'My Availability' and contains a list of days with their respective availability slots. Each day entry includes a time range (e.g., 09:00 AM to 05:00 PM) and a delete icon.

Day	Start Time	End Time	Action
Monday	09:00 AM	05:00 PM	Delete
Tuesday	09:00 AM	05:00 PM	Delete
Wednesday	09:00 AM	05:00 PM	Delete
Thursday	09:00 AM	01:00 PM	Delete
Friday	09:00 AM	10:00 AM	Delete

1. Pick the days you work and add time slots (for example, 9:00 AM - 5:00 PM).
2. Remove a day with the delete icon. Click **Save Changes** to apply.

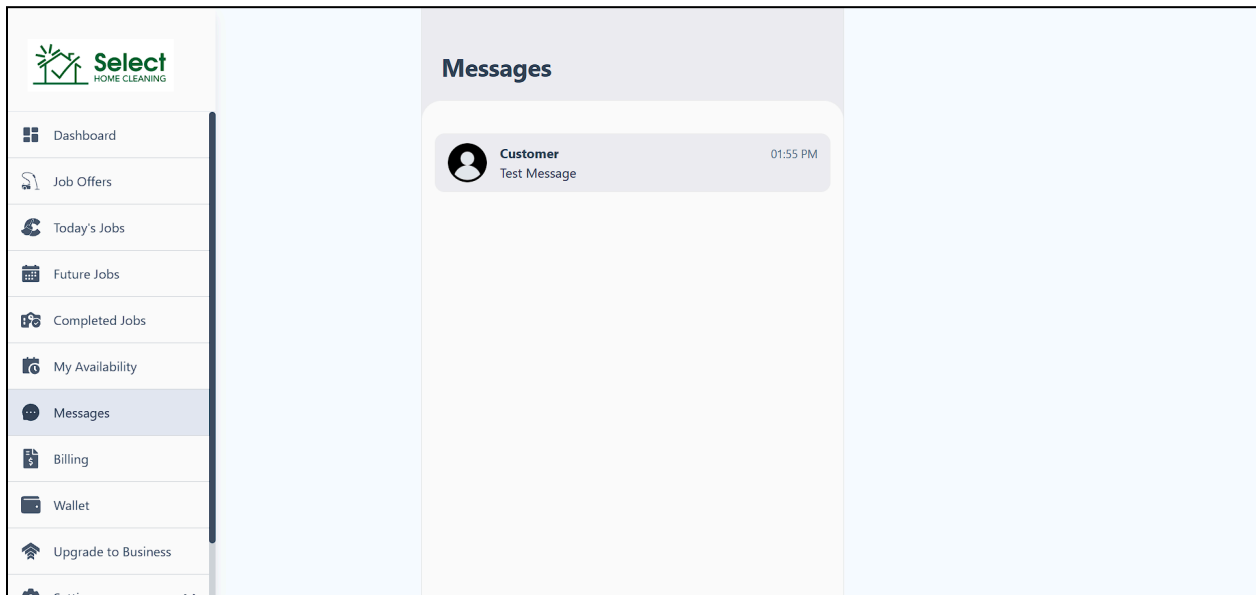
Messages

The Messages tab includes the following functionalities:

1. **Chat List:** All ongoing conversations.
2. **Chat Room:** Provides an interface for one-on-one communication.
3. **Message Attachments:** Allows users to share various types of files during a conversation.

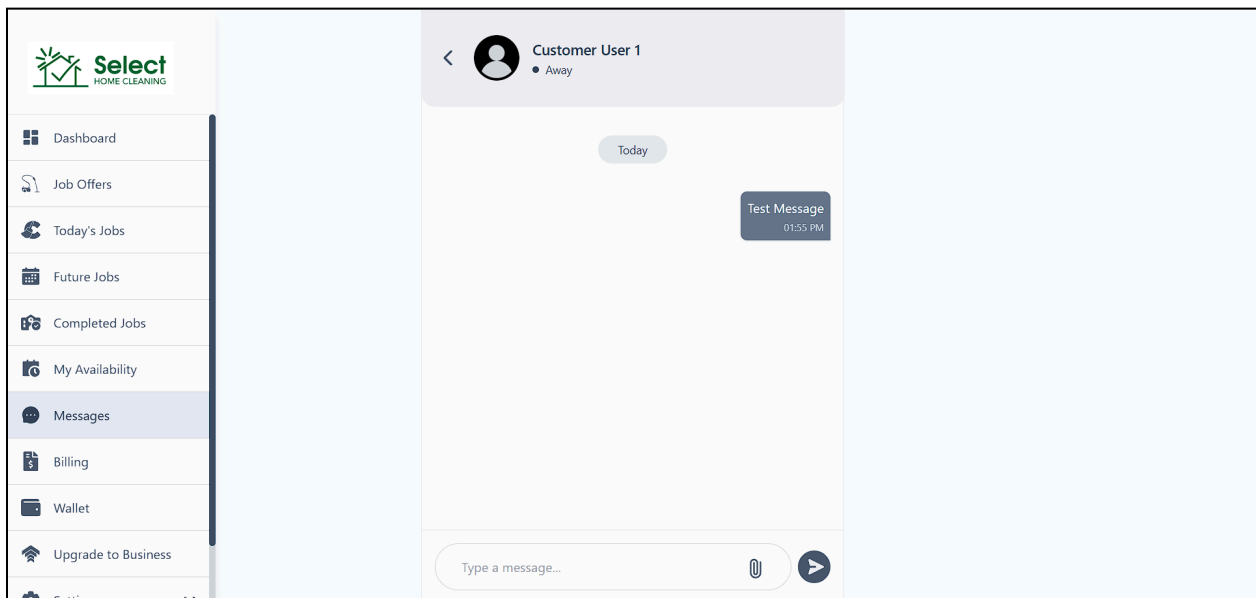
Chat List

All conversations in one place with photo, name, last message, and timestamp.



Chat Room

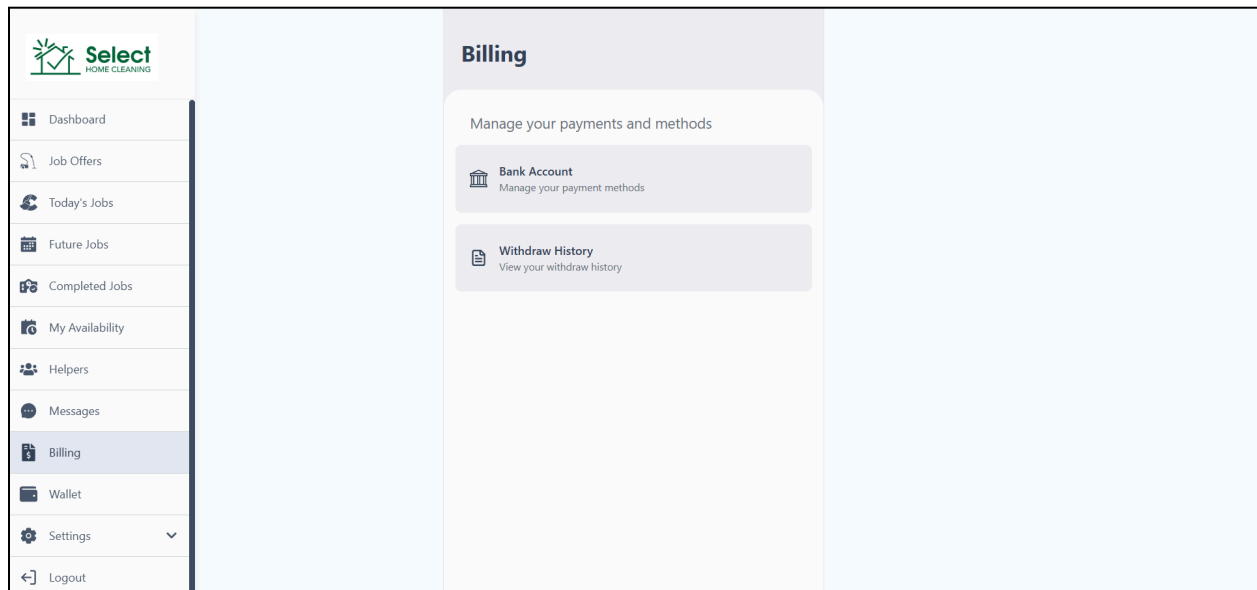
Real-time messaging with online status. Keep it professional and focused on the job.



Message Attachments

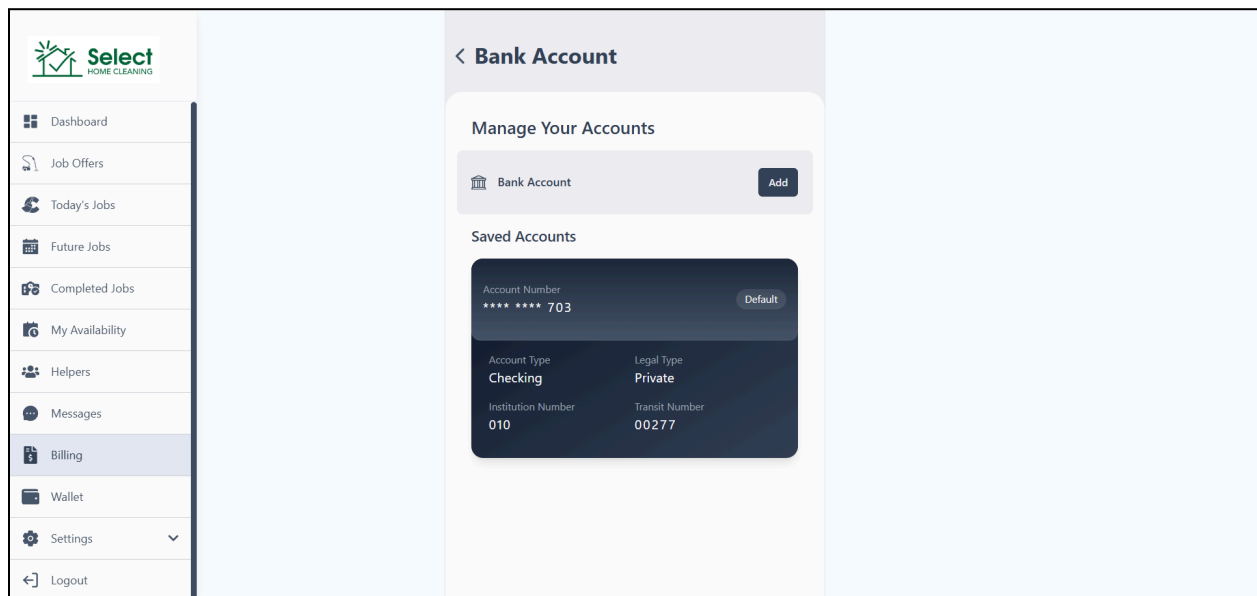
Share a camera photo, gallery image, or PDF using the paperclip icon.

Billing



1. Bank Account.
2. Withdraw History

Bank Account



- Add your account (type, legal type, institution number, transit number, account number).
- Set a default, save, and manage existing accounts (set as default or delete).

Withdraw History

The screenshot shows the 'Withdraw History' page. On the left is a sidebar with navigation options: Dashboard, Job Offers, Today's Jobs, Future Jobs, Completed Jobs, My Availability, Helpers, Messages, Billing (selected), Wallet, Settings, and Logout. The main content area is titled '< Withdraw History'. It contains three withdrawal cards:

- Card 1:** Amount \$5, Status REJECTED BY ADMIN. Withdrawal Date: 2025/08/28 10:56 PM, Rejected Date: 2025/08/28 10:56 PM. Message: Withdrawal rejected: No we can't approve this request.
- Card 2:** Amount \$5, Status REJECTED BY ADMIN. Withdrawal Date: 2025/08/23 12:32 AM, Rejected Date: 2025/08/23 12:32 AM. Message: Withdrawal rejected: Test.
- Card 3:** Amount \$5, Status PROCESSING. Withdrawal Date: 2025/08/22 07:37 PM. Transaction Fee: \$1.21, You Will Receive: \$3.79. Estimated Delivery: 2025/08/25 at 08:30. Includes a Download Receipt link.

- See each withdrawal with amount, status (Processing, Completed, Rejected By Admin), date, and receipt.
- When completed, you'll also see the fee, net amount, and estimated delivery.

Settings

The screenshot shows the 'Account Settings' page. On the left is the same sidebar as the previous screenshot, with 'Settings' selected. The main content area is titled 'Account Settings' and contains an 'Update Profile' section with the following fields:

- Email:** cleaner_1@yopmail.com
- First Name:** Cleaner
- Last Name:** 1
- Age:** 22
- Address:** 7980 County 10 Hwy Davenport, New York

Update Profile

Edit your name, age, address, phone, city, state, and equipment status. Email is fixed for security. Click **Save Changes**.

Change Password

Select
HOME CLEANING

Today's Jobs

Future Jobs

Completed Jobs

My Availability

Helpers

Messages

Billing

Wallet

Settings

My Profile

Change Password

Logout

Change Password

Old Password *

Enter your old password

New Password *

Enter your new password

Confirm Password *

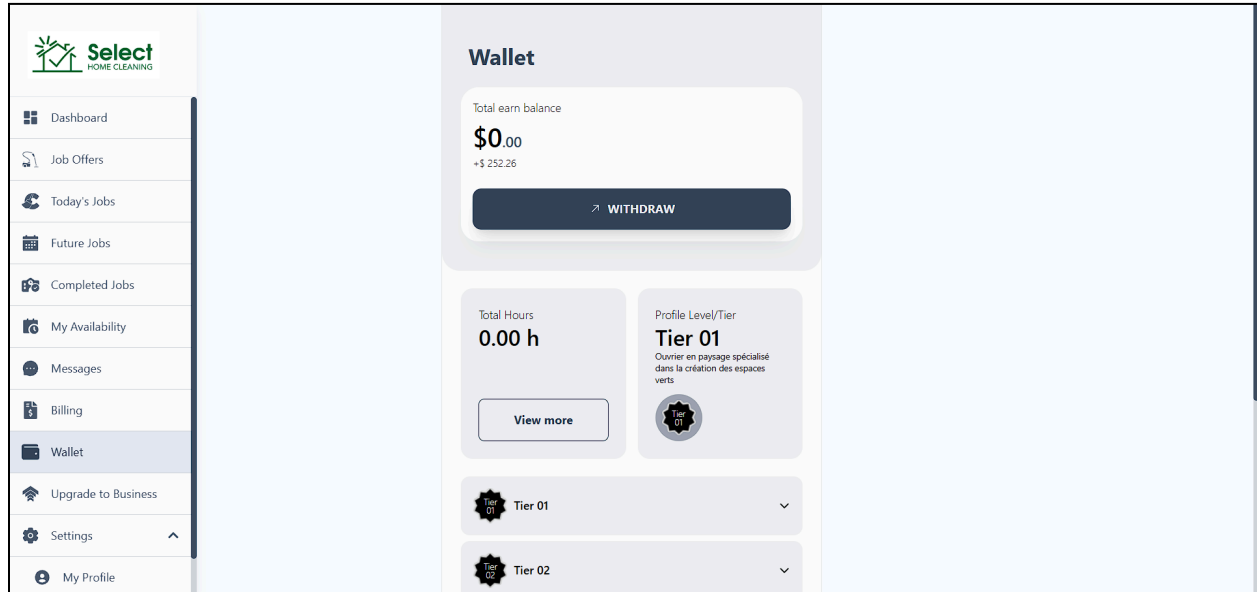
Enter your confirm password

Update Password

Enter your current password, add a new one (twice), and **Update Password**.

Wallet

The **Wallet** page provides a comprehensive overview of your earnings, work hours, tier level, and balance management, including taxation-related holds.



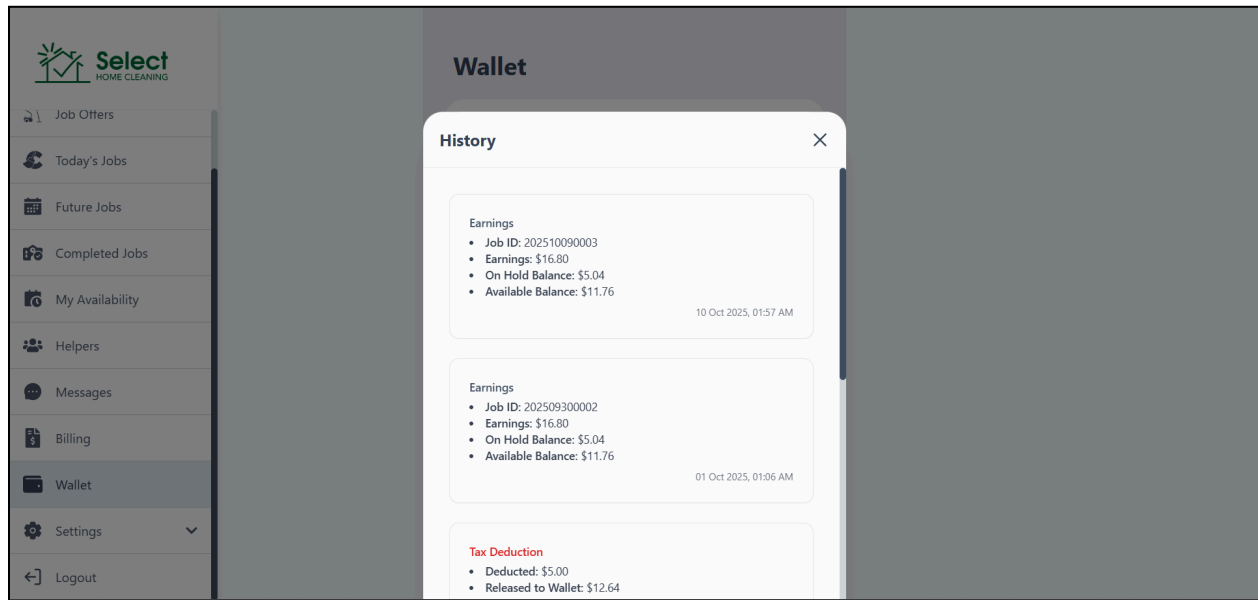
Total Earn Balance

See your current balance, refresh it, and **Withdraw** funds.

Summary Cards

- **Total Time:** With a quick link to Completed Jobs.
- **Profile Level + Tier:** Your current tier
- **On Hold Balance:** Tax holds with a History view.

On Hold Balance History



For each job: Job ID, earnings, hold amount, available balance, and timestamps.
If a deduction applies, you'll also see the amount deducted and the amount released.

Withdrawal Process

Before any withdrawal can be made, the system checks whether a bank account has been added in the Billing section. If no bank account is saved, we'll prompt you to add one first.

Once saved:

- Click **Withdraw**, enter the amount (not more than your balance), and submit.
- **Statuses:** Pending Approval, Processing, Completed, or Rejected By Admin (with reason).

Add Bank Account Popup

This popup allows users to securely add their bank account details. All fields are **mandatory** to ensure accurate and secure payment processing.

The screenshot shows the 'Add Bank Account' popup within the 'Wallet' section of the Select Home Cleaning app. The app's sidebar on the left contains the following menu items: Job Offers, Today's Jobs, Future Jobs, Completed Jobs, My Availability, Helpers, Messages, Billing, Wallet (selected), Settings, and Logout. The popup itself has a title bar with 'Add Bank Account' and a close button (X). It contains the following fields and controls:

- Account Type ***: A dropdown menu with 'Checking' selected.
- Legal Type ***: A dropdown menu with 'Private' selected.
- Institution Number ***: A text input field with the placeholder 'e.g., 010'.
- Transit Number ***: A text input field with the placeholder 'e.g., 00277'.
- Account Number ***: A text input field with the placeholder 'e.g., 00100027703'.
- ☐ Set as default
- Add Account**: A dark blue button at the bottom.

Withdrawal Popup

The screenshot shows the 'Withdrawal Request' popup within the 'Wallet' section of the Select Home Cleaning app. The app's sidebar on the left is identical to the previous screenshot. The popup has a title bar with 'Withdrawal Request' and a close button (X). It contains the following fields and controls:

- Amount ***: A text input field with the placeholder 'Enter amount'.
- My Wallet: \$224.57**: A label indicating the current wallet balance.
- Cancel**: A button to dismiss the request.
- Withdraw**: A button to execute the withdrawal.

Inside the popup:

- **Amount Field:** Input field for entering the desired withdrawal amount. This cannot exceed the wallet balance.
- **Wallet Balance Display:** Below the field, the system shows your available wallet balance. Your wallet balance will then update in real-time to reflect the remaining amount after withdrawal.
- **Submit Button:** Once you submit, this will send the withdrawal request to the admin team for review.

Upon submission, a confirmation message appears

Pending Approval: We've sent your withdrawal request to the admin team for approval. Once it's approved, the transfer will be processed and you'll receive the funds in a few days.

Approval and Processing Flow

- **Pending Approval:** Request sent, awaiting admin team review.
- **Processing:** Admin team has approved the request, and payment is being transferred.
- **Completed:** Withdrawal successfully transferred to the linked bank account.
- **Rejected by Admin:** Request declined with a reason provided.