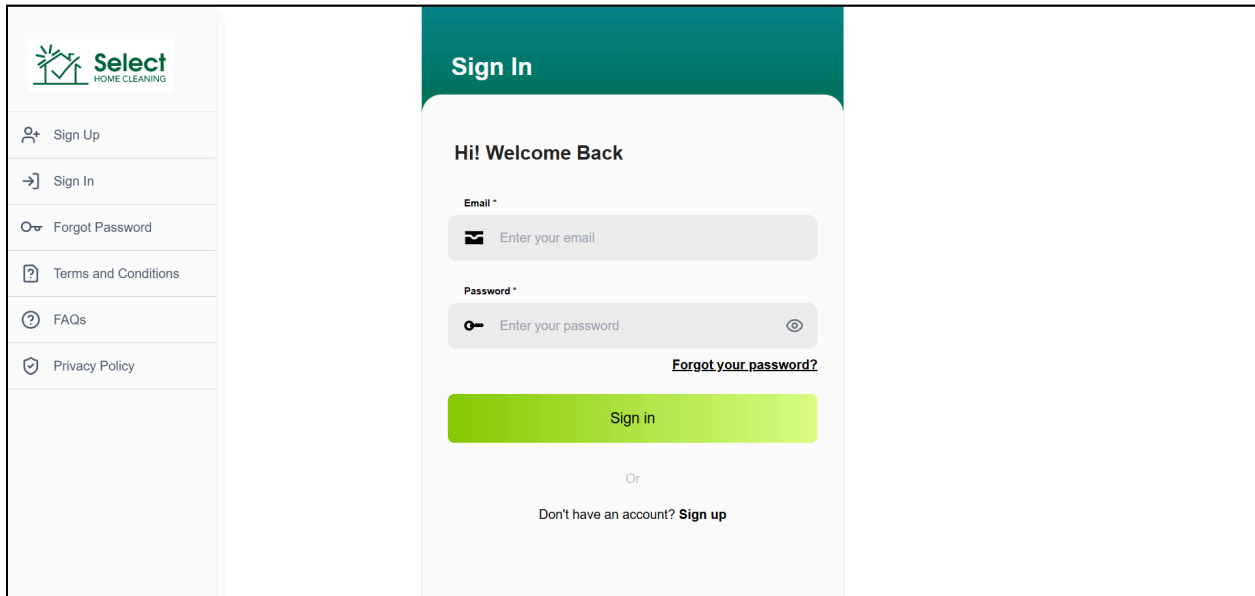


Welcome!

This guide walks you through every part of your Select Home Cleaning customer experience. From signing in to managing your cleans, communicating with your cleaner, and handling payments.

Login/Sign In

The screenshot shows the Select Home Cleaning website's sign-in interface. On the left is a vertical navigation menu with links: 'Sign Up', 'Sign In', 'Forgot Password', 'Terms and Conditions', 'FAQs', and 'Privacy Policy'. The main content area has a teal header with the text 'Sign In'. Below this, a white card contains the heading 'Hi! Welcome Back'. There are two input fields: 'Email *' with an envelope icon and 'Password *' with a key icon. Both fields have placeholder text 'Enter your email' and 'Enter your password' respectively. A 'Forgot your password?' link is positioned below the password field. A large green 'Sign in' button is centered below the inputs. At the bottom of the card, it says 'Or' followed by 'Don't have an account? Sign up'.

Welcome back!

To access your account:

Enter your email + password.

1. Click *Sign In*.
2. You'll land right on your dashboard, where your upcoming cleans, messages, and recent updates are waiting.
3. Forgot your password? If you get an error, double-check that your email and password are correct, or try resetting your password below.

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

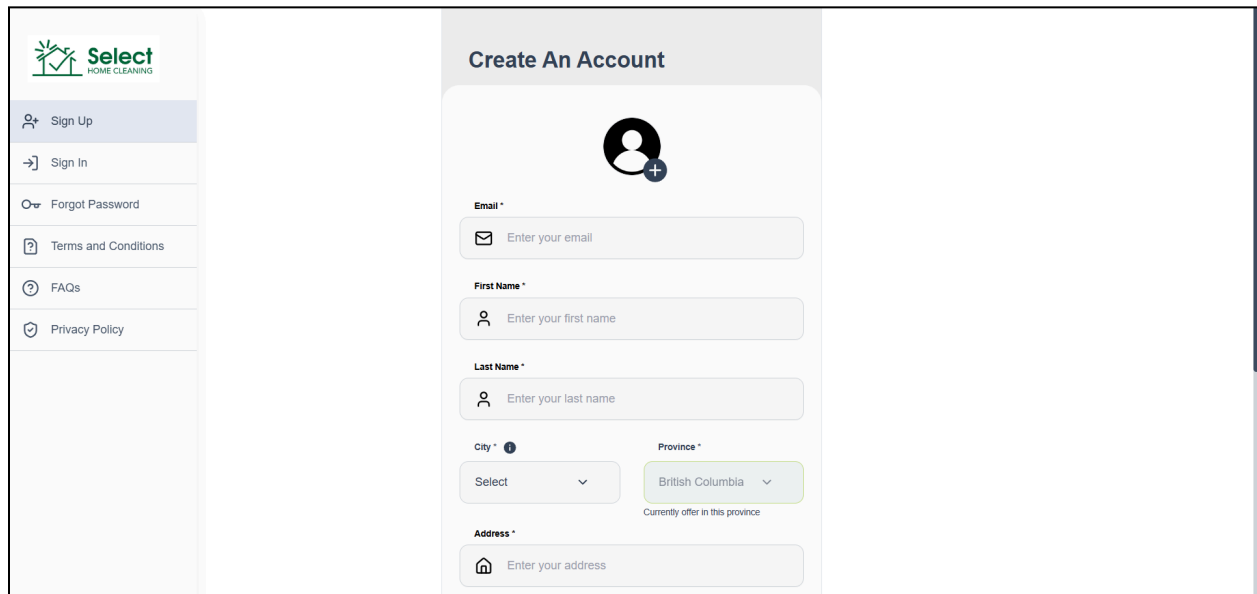
[Go back to login](#)

Locked out? No worries. It happens!

1. Click *Forgot Password?* on the login screen.
2. Enter the email address you registered with.
3. Check your inbox for a password-reset link (it should arrive within seconds).
4. Click the link, create a new password, and log back in.

If you don't see the email right away, check your spam or promotions folder. Sometimes they like to hide in there.

Register



The screenshot shows the 'Create An Account' page for Select Home Cleaning. On the left is a sidebar with links: Sign Up, Sign In, Forgot Password, Terms and Conditions, FAQs, and Privacy Policy. The main form area is titled 'Create An Account' and includes a profile picture upload icon. Below this are input fields for Email, First Name, and Last Name, each with a user icon. There are dropdown menus for City (with a 'Select' option) and Province (with 'British Columbia' selected and a note 'Currently offer in this province'). At the bottom is an Address field with a house icon.

New here? Welcome!

Here's how to get started:

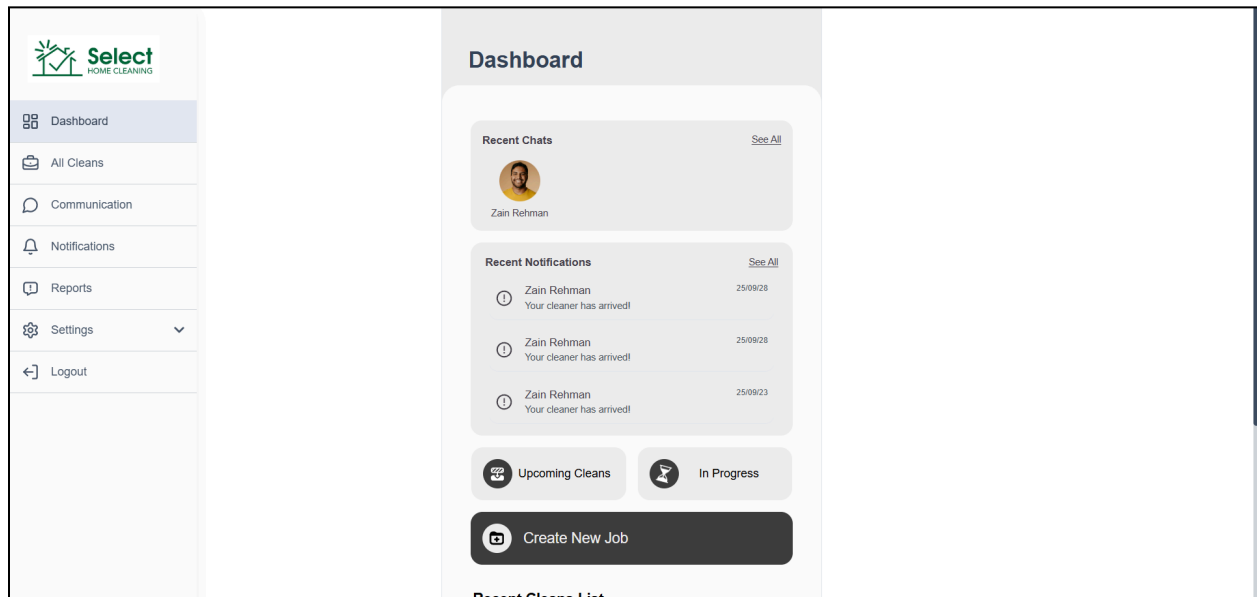
1. On the login page, click *Sign Up*.
2. Fill out your details:
 - First/Last Name, Email, Age, Home Address, Province (*currently available in British Columbia only*), and Phone Number.
 - 📷 You can add a Profile Picture (*optional, but it helps your cleaner know who to expect*).
3. Create a secure password, confirm it, and hit *Sign Up*.

Verify Your Email

1. Check your inbox for a verification code (*OTP = one time password*)
2. Enter that code on the next screen.
3. Didn't get it? All good. Click *Resend OTP* to get a new one.
4. Once confirmed, your account will be activated and ready to use.

You're in! Log in with your new credentials and you're officially ready to go!

Dashboard



Your **Dashboard** is your personal home base. The place where you can see what's coming up, what's in progress, and what's been recently completed.

Recent Notifications

Stay in the loop with real-time updates. You'll see pings from us such as:

"Your cleaner has arrived!" or "Your invoice is ready to download"

You can always click **See All** to view your full notification history.

Quick Actions

Below **Notifications**, you'll find three shortcuts:

1. **Upcoming Cleans:** See everything you have scheduled
2. **In Progress:** View cleans currently underway
3. **Create New Job:** Book your next cleaning in minutes

Recent Jobs

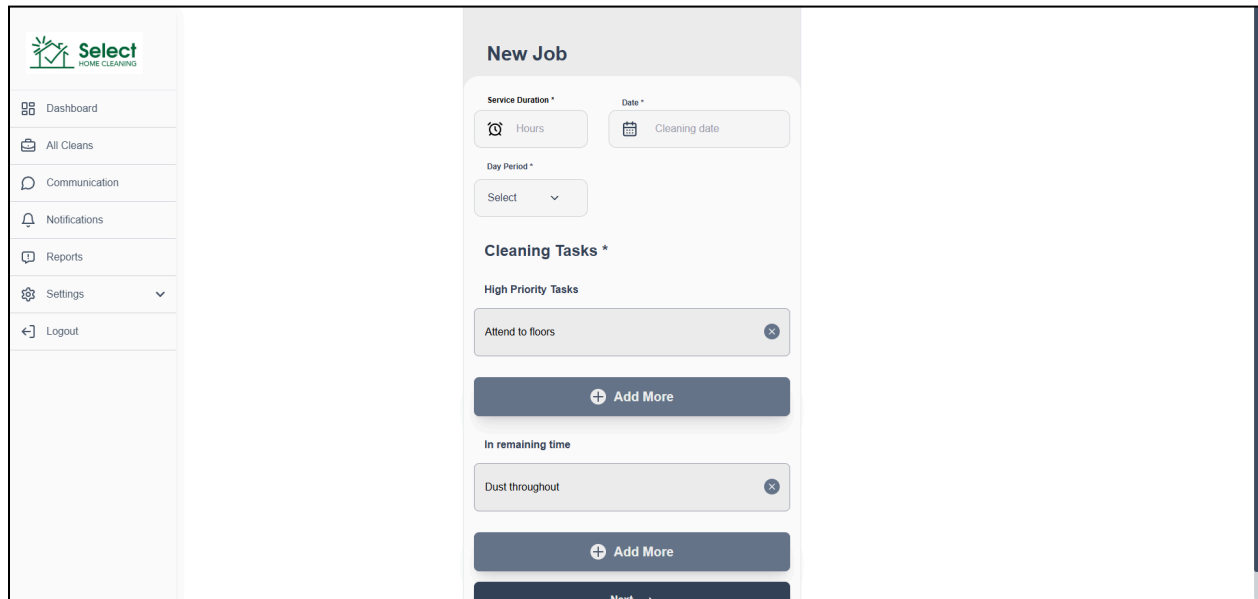
At the bottom of your dashboard, you'll see your five most recent bookings complete with:

- The date booked
- The status (*Pending, In Progress, or Completed*)
- The amount paid for the service

This gives you a quick snapshot of your cleaning history at a glance.

Job Creation

Booking a clean should feel as easy as a few taps. Here's how to set up your next service in minutes and make sure it's just the way you want it.

The screenshot shows the 'New Job' form in the Select Home Cleaning app. On the left is a sidebar menu with options: Dashboard, All Cleans, Communication, Notifications, Reports, Settings (with a dropdown arrow), and Logout. The main form area is titled 'New Job' and contains several sections: 'Service Duration *' with a clock icon and a text input field; 'Date *' with a calendar icon and a text input field; 'Day Period *' with a dropdown menu currently set to 'Select'; 'Cleaning Tasks *' which includes a 'High Priority Tasks' section with a task 'Attend to floors' and an 'Add More' button; and an 'In remaining time' section with a task 'Dust throughout' and another 'Add More' button. The bottom of the form has a 'Next' button.

New Job

Start by adding the basics:

- **Hours:** Choose how many hours you'd like (*with a minimum of 2 hours*). Keep in mind that our services are hourly, so book enough time for everything you'd like done.
- **Date:** Pick your preferred cleaning date (*starting from tomorrow onward*).
- **Time of Day:**

Choose what time works best for you:

Morning (12:00 AM - 12:00 PM)

Afternoon (12:00 PM - 5:00 PM)

Evening (5:00 PM - 12:00 AM)

Cleaning Tasks

High-Priority Tasks

Add the areas or tasks that matter most

- Tap **Add More** to include additional items.
- You can list up to ****20 ****unique tasks *****in total.**
- Each task has a ✕ button if you need to remove it.

Remaining Time (Lower - Priority Tasks)

These are your “if there’s extra time” items. We’ll always focus on your high-priority list first, then move to the rest.

Save + Next

When finished, click **Save & Next**.

Additional Services

Customize your booking with extras or special requests.

The screenshot displays the 'Additional Services' interface. On the left is a sidebar menu with the 'Select HOME CLEANING' logo and navigation options: Dashboard, All Cleans, Communication, Notifications, Reports, Settings (with a dropdown arrow), and Logout. The main content area has a title '< Additional Services'. Below the title, it asks 'Want more services? Please choose.' and provides two buttons: 'Request Carpet Clean Quote' (with a carpet icon) and 'Request Window Clean Quote' (with a window icon). The next section is 'Choose Equipment', featuring two buttons: 'Cleaner Provides Equipment (+\$10 per hour)' (with a toolbox icon) and 'I have my own equipment' (with a person icon). The final section is 'Any specific instructions?' with a text input field labeled 'Please write specific instructions here for cleaners.'

Service Options

- Request Carpet Cleaning Quote
- Request Window Cleaning Quote

Equipment Requirement (Required)

Please choose one:

- **Cleaner Provides Equipment:** We'll bring everything (+\$10/hour).

- **I Have My Own Equipment** : You supply it; no extra charge.

Special Instructions

Use this space to tell us what matters most to you. Perhaps something like...

"Please focus on the baseboards and kitchen backsplash." or *"Avoid citrus-scented cleaners."*

Navigation

- Tap **Save & Next** to move on to **Summary**.
- Tap **Go Back** if you'd like to edit your previous selections.

Summary

This screen is your quick double-check before confirming your booking.

Select HOME CLEANING

- Dashboard
- All Cleans
- Communication
- Notifications
- Reports
- Settings ▾
- Logout

< Summary

Cleaning Tasks

02 Hours Service for 2025/10/01 (Morning)

- High Priority Tasks**
 - Attend to floors
- In Remaining Time**
 - Dust throughout

Subtotal	\$40.00
GST (5%)	\$2
Total	\$42.00

Enter coupon code Apply

Select Payment Method

Pay with Credits

Pay with Card

Book Your Clean

What You'll See:

- Selected Hours
- Service Date & Time
- Cleaning Tasks (*High + Low Priority*)
- Additional Services
- Total Cost (*with 5% GST automatically calculated*)

Coupon Codes: Got a discount code? Enter it on this page and your total will update instantly. Want to remove it? Just tap the **✗** next to the code.

Payment Method

- **Credit/Debit Card:** Use a saved card or add a new one.
- **Credits:*** If you've received Select Home Cleaning Credits (*example: from a previous service*), you can use them here too.

If there is no payment method saved, you'll get a quick pop-up asking you to add one. It only takes a moment.

- *Your available credit balance is visible in both the payment method section, as well as the billing tab.*

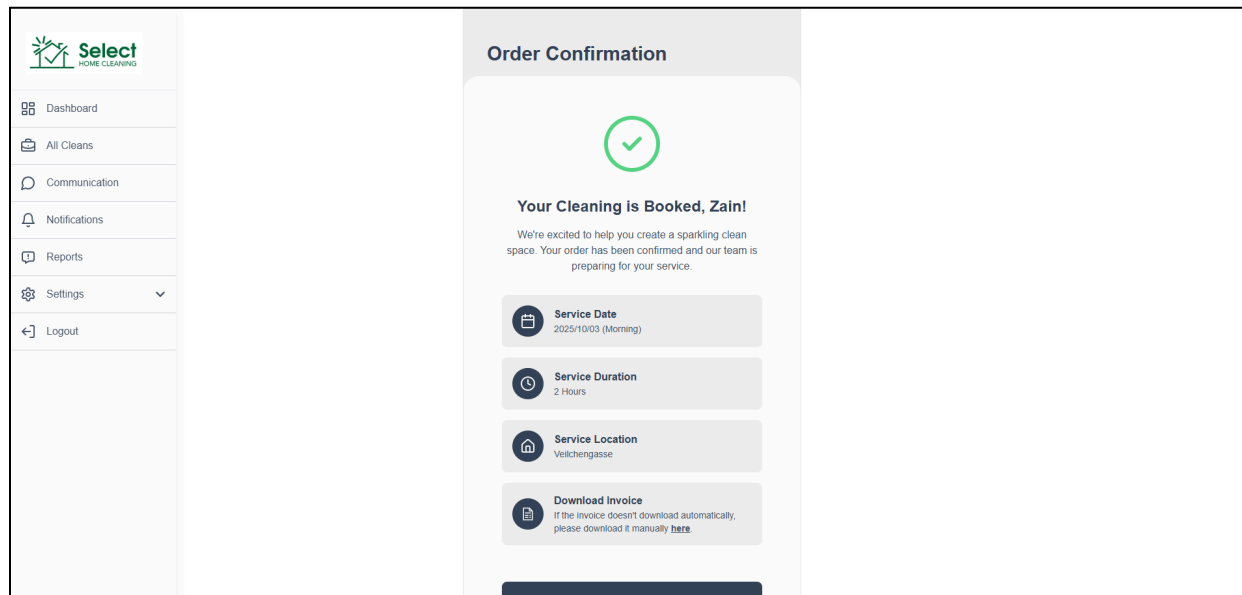
Book Your Clean

When everything looks perfect, click **Book Your Clean** to confirm.

Last Looks!

Prefer one last look? Tap **Review Order Information** before finalizing.

Order Confirmation



You did it! 🎉

Once your booking is complete, you'll see a confirmation screen with the following details:

- "Your Cleaning is Booked, [Your Name]!"
- Service Date & Time
- Duration of Cleaning

- Service Address
- Downloadable Invoice (*automatically generated*)

Your invoice will also save as a **PDF** for your records or receipts.

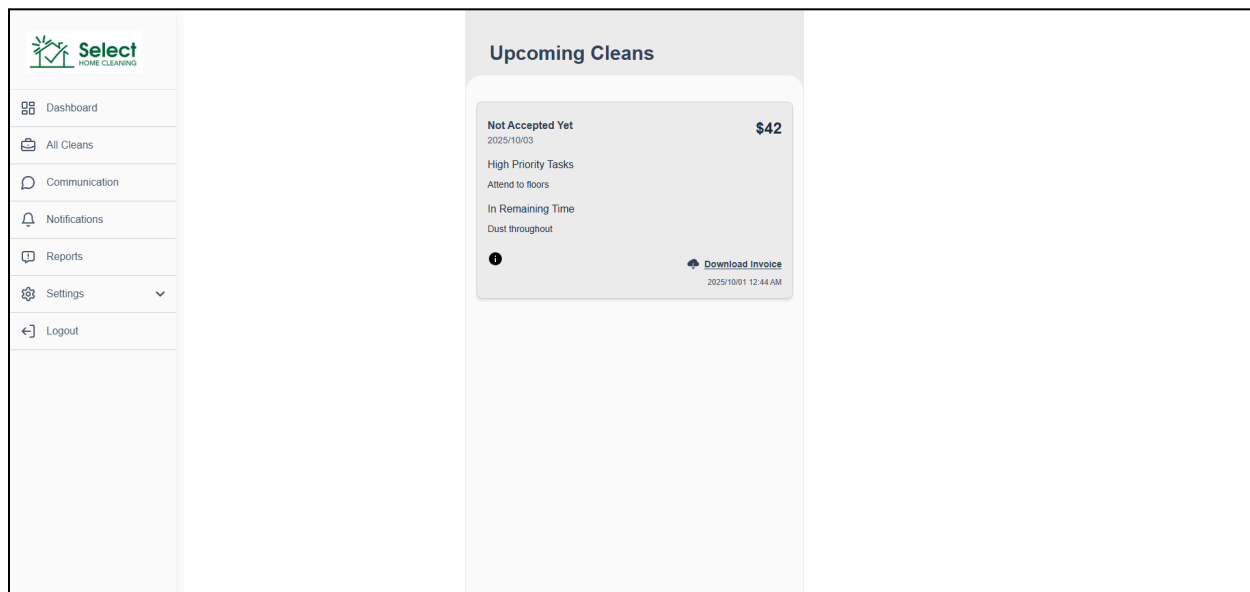
Managing Your Cleans

Everything about your bookings: past, present, and upcoming, lives right here.

You can review your next clean, track progress, or revisit completed jobs with just a few taps.

Upcoming Cleans

Shows all cleans that are booked or accepted by a cleaner but haven't started.



Each card displays:

- Cleaner's Name (*once confirmed*)
- Scheduled Date + Time
- High-Priority Tasks (*the must-do's*)
- Low-Priority Tasks (*if time allows*)
- Base Price

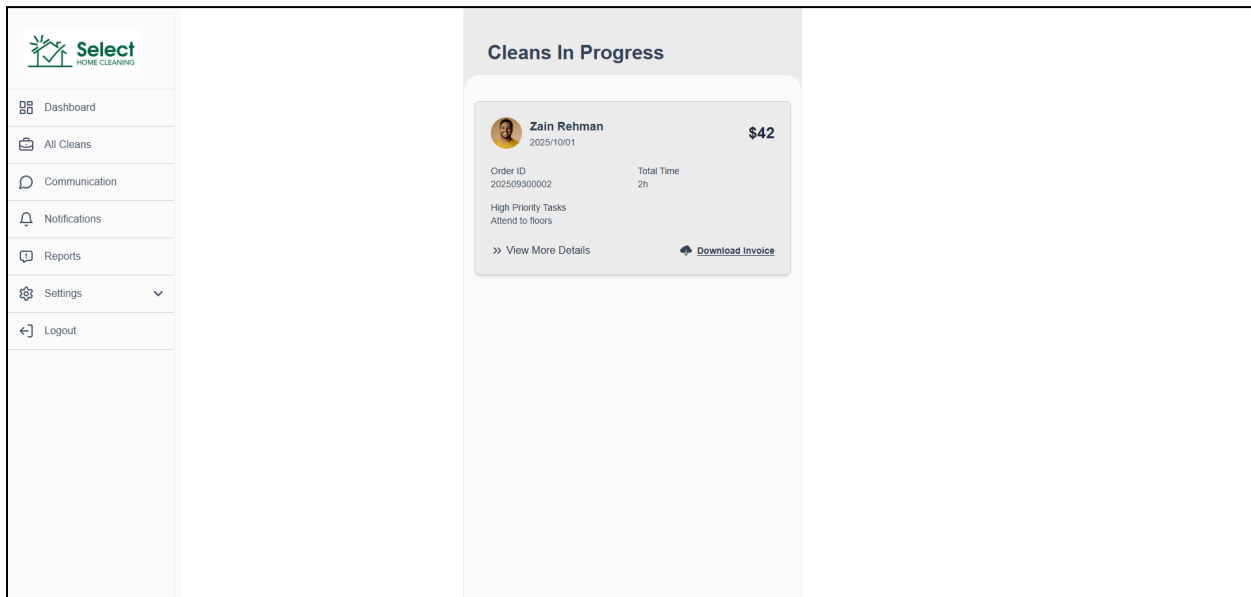
Quick Actions

1. **Details:** View everything about your clean: address, instructions, and hours.
2. **Message:** Chat directly with your cleaner (*available once they accept*).
3. **Download Invoice:** Opens your official Stripe invoice page.

Review this section the day before your clean to make sure your instructions and access details are still up to date.

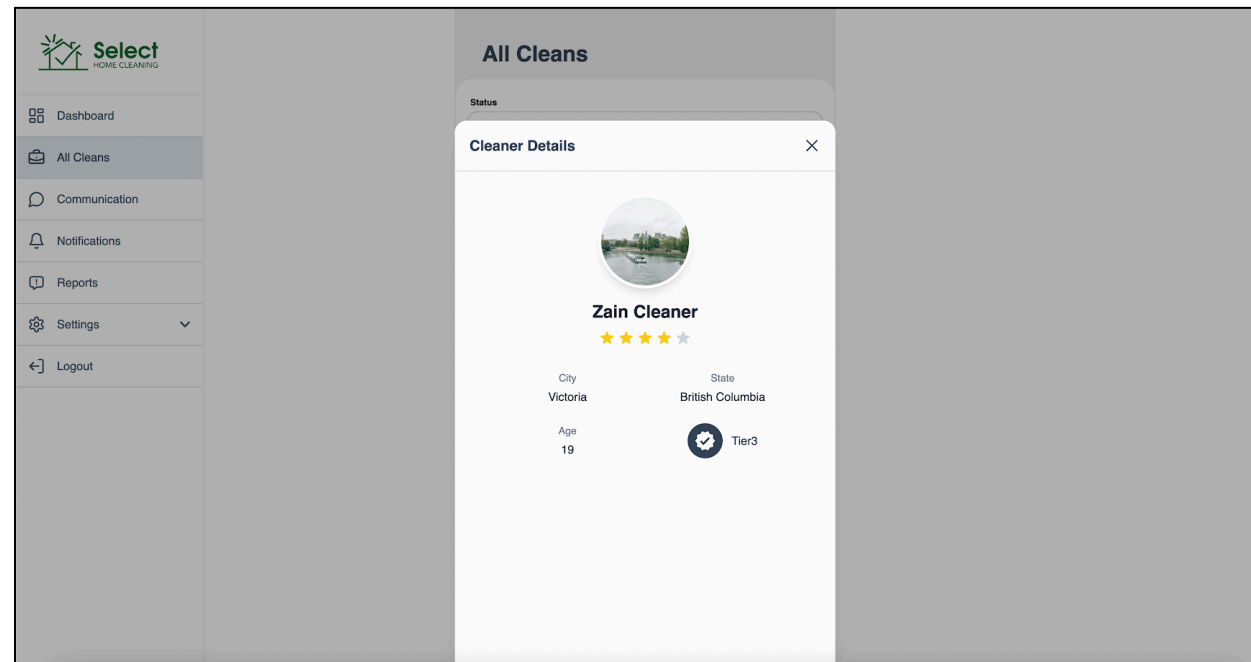
Cleans in Progress

Once your cleaner starts, your job moves here. You can check on what’s happening in real time. No need to message or refresh.



Each in-progress card includes:

<ul style="list-style-type: none"> Cleaner Name + Photo (<i>tap to see more info</i>) Scheduled Date + Time Base Price 	<ul style="list-style-type: none"> Order ID Total Hours Booked High-Priority Tasks
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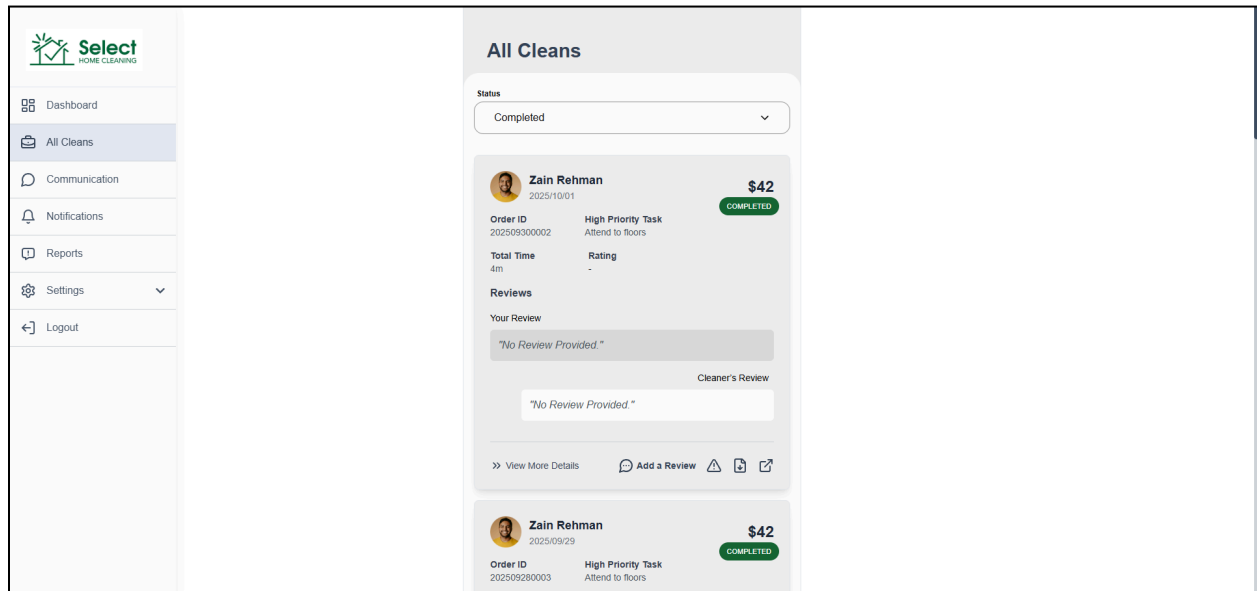


You'll also receive a notification when your cleaner has arrived.

All Cleans

All your cleaning history in one place: ***Open, In-Progress, Completed, or Refunded.***

You can use filters to quickly find what you need.



Filter by Status

- Open
- Accepted
- In Progress
- Completed
- Refunded

Completed Jobs

Your finished cleans. All wrapped up and ready for feedback!

Each completed job includes:

- Total Hours Worked (*actual time on site*)
- Your Star Rating (*1-5*)
- Your Review + Cleaner's comments
- Before & After Photos (*where available*)

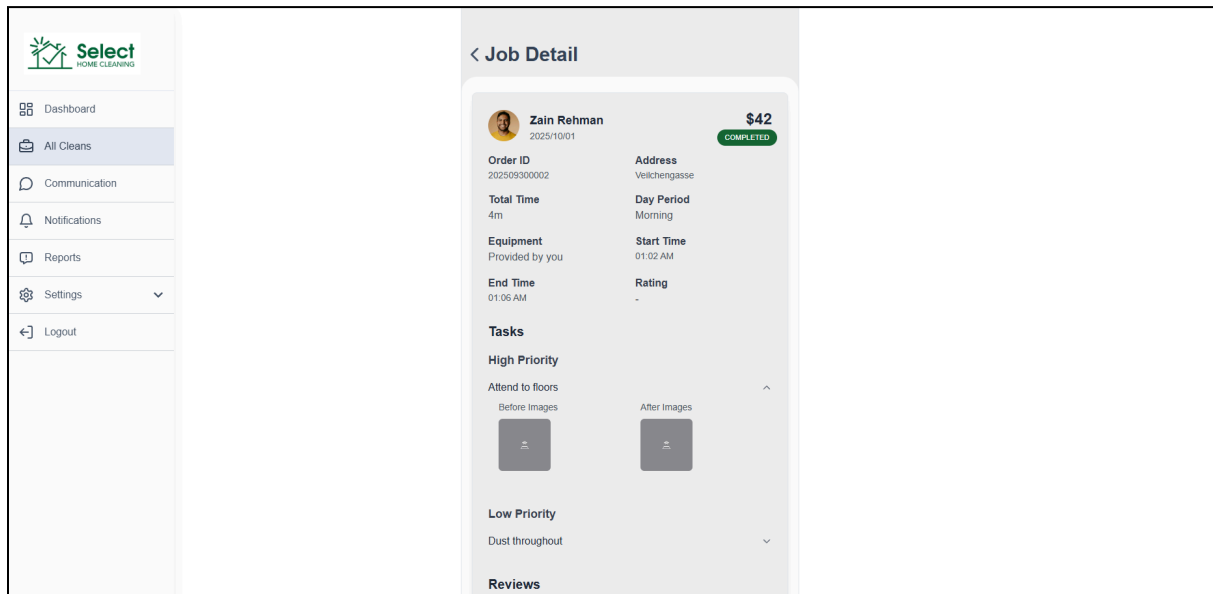
Actions

- Add A Review
- Report An Issue
- Download PDF Summary
- Download Invoice

You'll always have full visibility into who cleaned your space, what was completed, and how it went.

Clean Detail

Your one-stop view for everything about a single cleaning job: before, during, and after.



Job Overview

- **Order ID**
- **Status** (*Open, Accepted, In-Progress, Completed, Refunded*)
- **Time of Day** (*Morning, Afternoon, Evening*)
- **Address** (*cleaning location*)
- **Equipment** (*who provided supplies*)
- **Total Time Booked**
- **Start + End Times**

Cleaner Information

Tap your cleaner's name or photo to view:

- **Name, City, Province**
- **Average Rating**
- **Tier Level**


Feedback & Support

Rate the Service

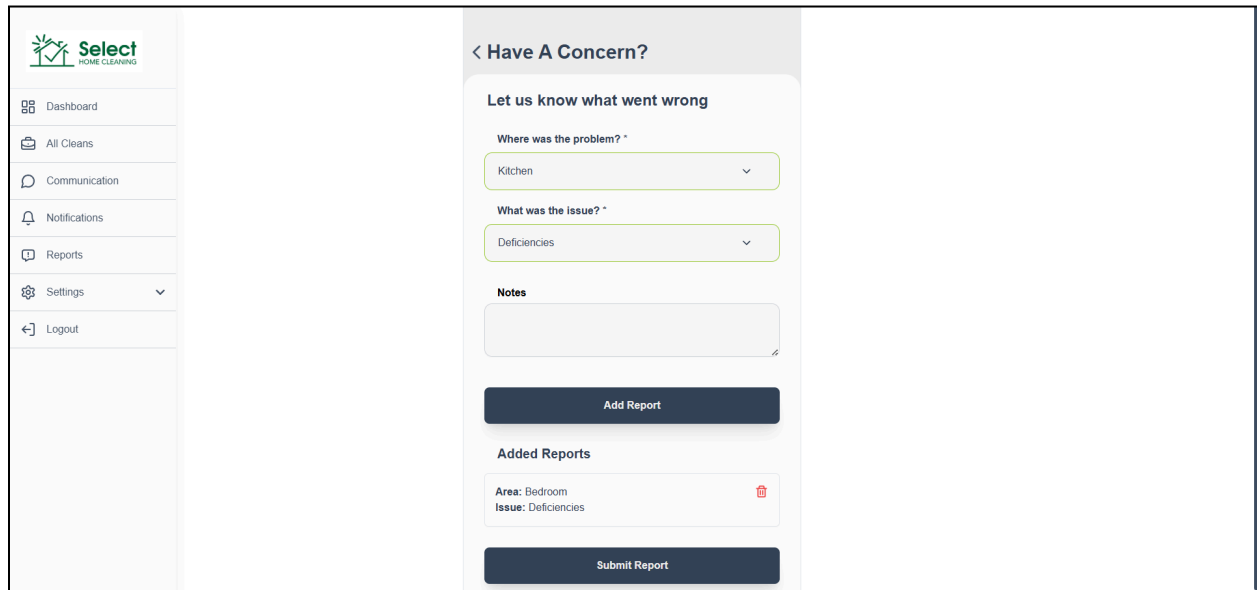
Tell us how it went!

- Select **1-5 stars**
- Add a short note about your experience

Your feedback helps us maintain quality and recognize great cleaners.

<div data-bbox="219 930 355 976"></div> <div data-bbox="207 1012 404 1455"><ul style="list-style-type: none">DashboardWork OrderBillingGeneral InstructionsMy PetsAccess InstructionsCommunicationNotificationsSettingsLogout</div>		<div data-bbox="638 940 846 968"><h3>Rate The Services</h3></div> <div data-bbox="696 1016 940 1035"><p>How would you rate our services?</p></div> <div data-bbox="740 1062 894 1092"><p>☆☆☆☆☆</p></div> <div data-bbox="638 1117 743 1134"><p>Share experience</p></div> <div data-bbox="638 1161 1015 1249"><p>Please share your experience with us.</p></div> <div data-bbox="621 1281 1015 1327"><p>Rate</p></div> <div data-bbox="716 1339 920 1358"><p>I don't want to rate the services.</p></div>	
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Report An Issue



The screenshot shows a mobile app interface for reporting an issue. On the left is a sidebar menu with the 'Select HOME CLEANING' logo and options: Dashboard, All Cleans, Communication, Notifications, Reports, Settings (with a dropdown arrow), and Logout. The main screen is titled '< Have A Concern?'. It contains a form with the heading 'Let us know what went wrong'. The first field is 'Where was the problem? *' with a dropdown menu showing 'Kitchen'. The second field is 'What was the issue? *' with a dropdown menu showing 'Deficiencies'. Below these is a 'Notes' section with a text input field. At the bottom of the form is a dark blue 'Add Report' button. Below the form is a section titled 'Added Reports' which displays a card for a previous report: 'Area: Bedroom' and 'Issue: Deficiencies', with a red trash icon to its right. At the very bottom is a dark blue 'Submit Report' button.

If something wasn't up to standard:

- Select the Area (*e.g., Kitchen, Living Area*)
- Choose the Issue Type (*Deficiency or Damage*)
- Upload photos (*optional, but helpful*)
- Add any details and tap **Submit Reports**

You can submit more than one report at a time. We'll review each one promptly.

Download PDF

After every completed clean, download a detailed PDF summary including:

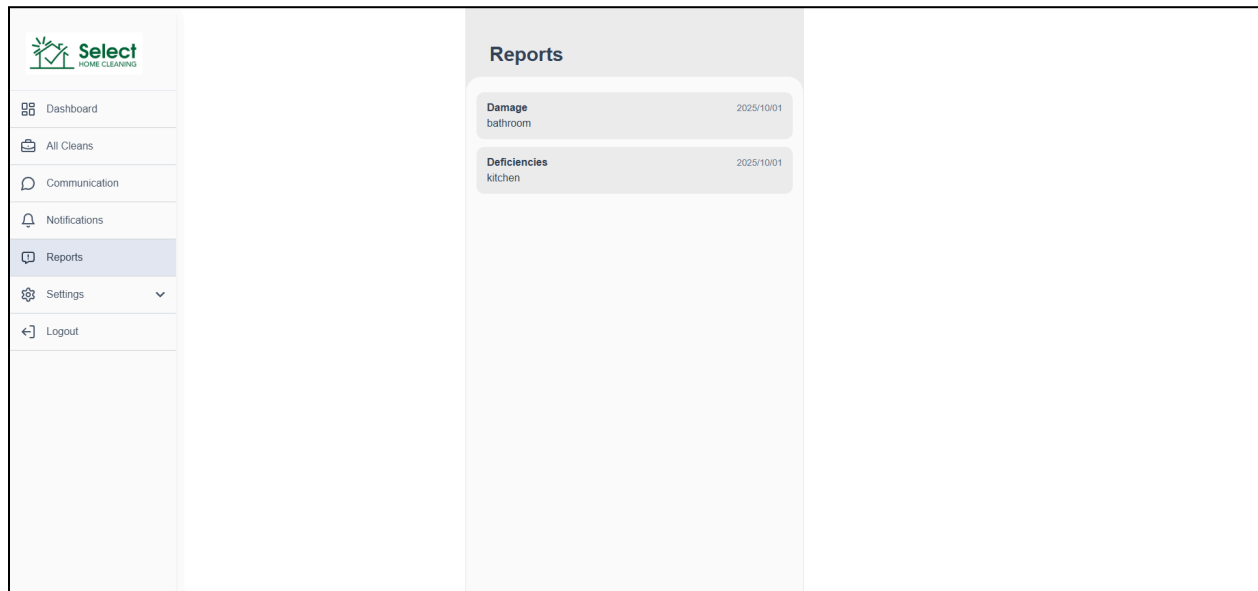
- Tasks Completed
- Photos
- Comments
- Time Logs
- Ratings

Reports, Messages & Account Tools

Your customer portal keeps everything organized: Reports, messages, notifications, and payment details all live here.

Reports

If something didn't go quite right, file a report directly in your portal.



Where to Find Reports

- Go to the **Reports** tab in your sidebar.
- Each report you've submitted will appear as a card with the following:
 - **Date** (*when you reported it*)
 - **Type** (*Deficiency or Damage*)
 - **Area** (*e.g., Kitchen, Living Area*)
 - **Status** (*Under Review, Resolved*)

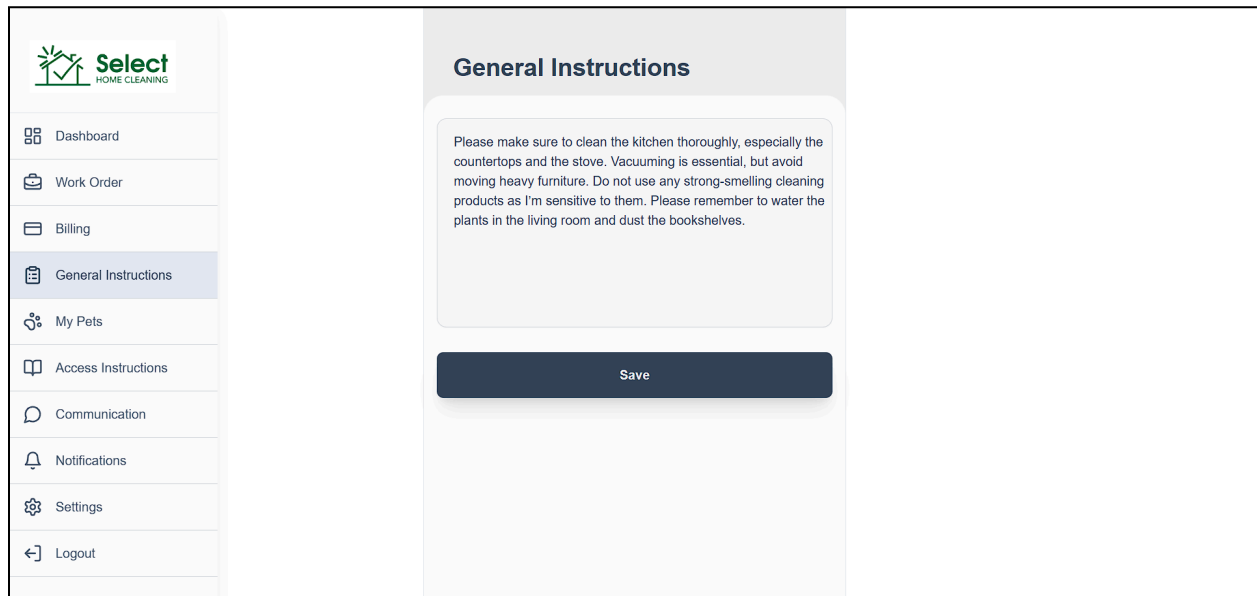
Click into a Report to View:

- **Cleaner Information** (*first/last name + email*)
- **Admin Comments** (*our response and resolution steps*)
 - *You can create multiple reports at once; one per area or concern.*
 - *Once a report is resolved, it'll be marked as "Closed" in your dashboard.*
- **Uploaded Images** (*for visual reference*)
 - *Uploading clear photos helps us resolve your issue faster.*

House Instructions

General Instructions

Share your cleaning preferences or sensitivities here. Include any details that make your home feel just right.



The screenshot shows the Select Home Cleaning app interface. On the left is a sidebar menu with the following items: Dashboard, Work Order, Billing, General Instructions (highlighted), My Pets, Access Instructions, Communication, Notifications, Settings, and Logout. The main content area is titled "General Instructions" and contains a text box with the following text: "Please make sure to clean the kitchen thoroughly, especially the countertops and the stove. Vacuuming is essential, but avoid moving heavy furniture. Do not use any strong-smelling cleaning products as I'm sensitive to them. Please remember to water the plants in the living room and dust the bookshelves." Below the text box is a dark blue "Save" button.

Why it matters:

The more details you provide, the better we can tailor each visit to your needs.

You can include things like:

- Products or scents to avoid (*Please don't use bleach*)
- Focus areas (*The baseboards could use a little extra attention today*)
- Little touches that make your home sparkle the way you like it.

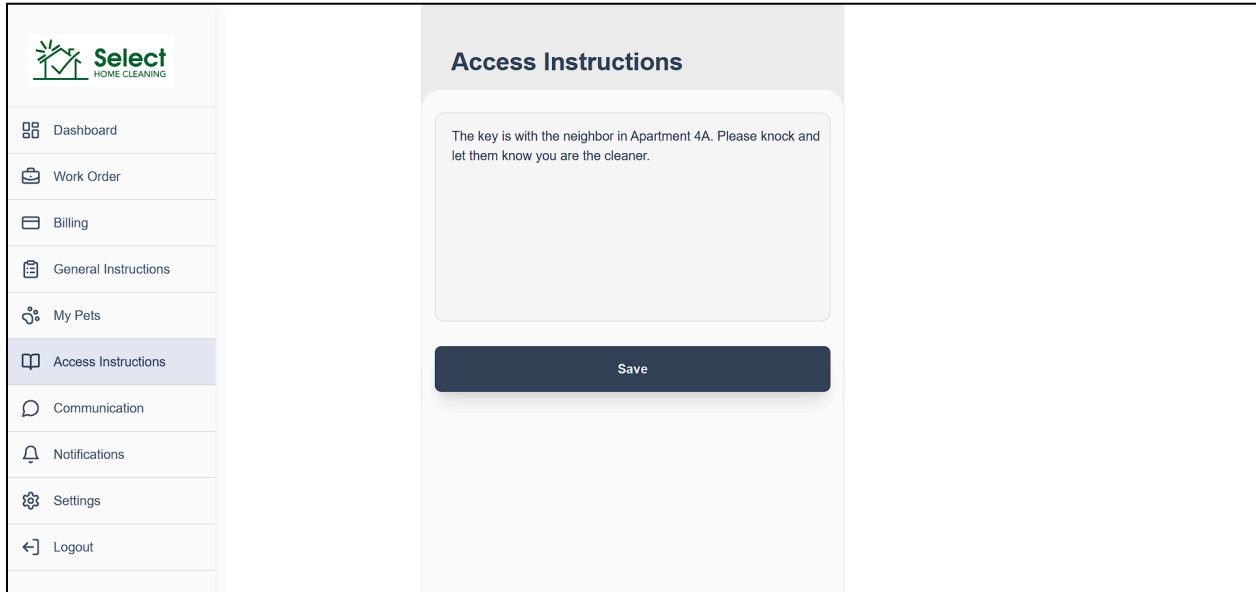
How to add your notes:

- Type your instructions in the text box provided.
- Tap **Save** to make sure your cleaner can see them before your next visit.

Update these anytime. Your preferences will apply to all future bookings automatically.

Access Instructions

Make sure your cleaner can get in easily and start on time. This is where you tell us how to enter your home safely and smoothly.



The screenshot displays the 'Access Instructions' page within the Select Home Cleaning app. On the left is a sidebar menu with the following items: Dashboard, Work Order, Billing, General Instructions, My Pets, Access Instructions (which is highlighted), Communication, Notifications, Settings, and Logout. The main content area has a header 'Access Instructions' and a large text input field containing the text: 'The key is with the neighbor in Apartment 4A. Please knock and let them know you are the cleaner.' Below the text field is a dark blue button labeled 'Save'.

Examples

- *"The door code is 1234. Press the lock icon after entering."*
- *"The key is under the doormat; please lock up when you leave."*

Why it's helpful:

Clear instructions mean no delays, no confusion, and no missed cleans.

How to update:

- Enter your access instructions in the text area.
- Hit **Save** when you're done.

You only have to do this once, but you can make updates at any time if things change.

My Pets

We love your furry (or feathery!) family members, and we want to make sure everyone stays safe and happy during your clean.

Use this section to tell us about your pets and any special notes for our cleaners.

Examples:

- *"Bella is our golden retriever. She is friendly, but barks when the vacuum starts."*
- *"Please make sure the cat doesn't go outside."*
- *"The bird cage is in the kitchen. No cleaning needed there."*

Pet Details

The screenshot shows the 'My Pets' section of the Select Home Cleaning app. On the left is a sidebar menu with the following items: Dashboard, Work Order, Billing, General Instructions, My Pets (highlighted), Access Instructions, Communication, Notifications, Settings, and Logout. The main content area is titled 'My Pets' and features a card for a pet named 'Buddy'. The card includes a circular profile picture of a golden retriever, the name 'Buddy', and the instruction 'Keep doors closed to prevent Buddy from running out.' with an edit icon. Below the card is a button labeled '+ Add Pet'.

Your cleaners will see this before each visit so they can arrive prepared and respectful of your pets' routines.

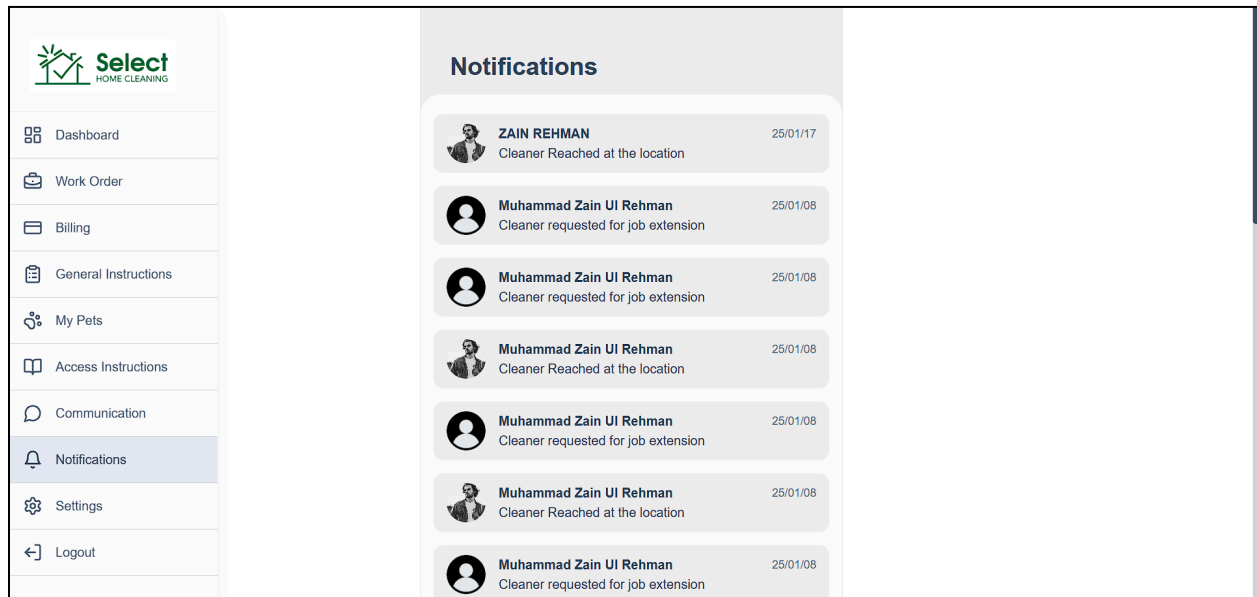
Add Pet Screen

The screenshot shows the 'Add New Pet' screen in the Select Home Cleaning app. The sidebar menu is identical to the previous screen, with 'My Pets' highlighted. The main content area is titled '< Add New Pet' and contains a form for adding a new pet. The form includes a circular profile picture placeholder, a 'Pet Type' dropdown menu (labeled 'Select Pet Type'), a 'Pet Name' text input field (labeled 'Enter Pet Name'), a 'Temperament' text input field (labeled 'Enter Temperament'), and a 'Special Instructions' text input field (labeled 'Enter Special Instructions'). At the bottom of the form is a dark blue button labeled 'Add Pet'.

Include:

- Pet Name + Photo
- Temperament
- Special Instructions
- Tap **Save** to store and update as needed

Notifications



We'll keep you in the loop every step of the way. No need to check in or guess what's happening.

You'll see in-app notifications for:

- Cleaner Arrived
- Booking Reminders
- New Messages
- Review Requests
- Payment Confirmations or Refunds

You'll also get email updates, but your in-app notifications are always the most current.

Click **See All** to view your full notification history.

Messages

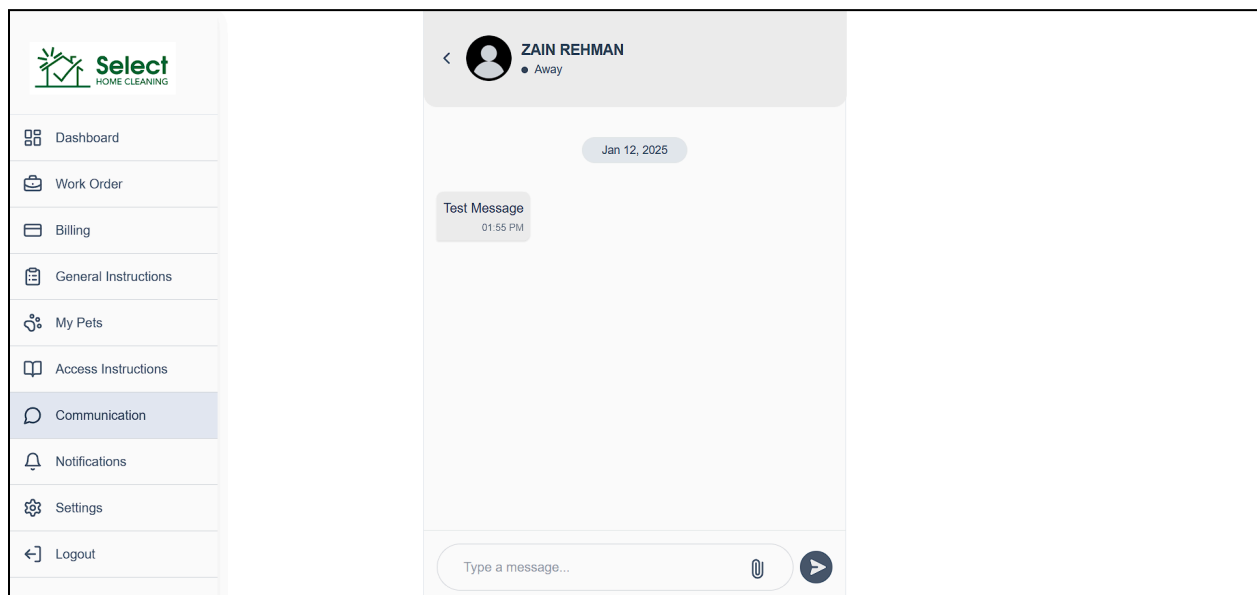
All your communication stays right here.

How it works:


1. Head to the **Messages** tab to see your **Chat List**. All active and past conversations are in one place.
2. Each chat shows:
 1. Cleaner's photo + name
 2. The last message
 3. Time sent

Tap any conversation to open the Chat Room to message your cleaner directly.

Chat Room



Inside your chat:

- Real-time updates (*no refresh needed*).
- Green dot = Cleaner is online.
- Share photos or PDFs easily : Just tap the  attachment icon.

Recent Chats

Pick up any ongoing conversations.

- Tap on a chat to jump right into the **chat room**.
- Conversations stay neatly organized, so you never lose track of who said what.

Keep chats focused on your clean. ~~If something's urgent or off track, just type~~ **“support,”** and our team will step in.

Account Settings

Your profile is your control center. Make sure your details are always up-to-date.

Update Profile

Select HOME CLEANING

- Dashboard
- All Cleans
- Communication
- Notifications
- Reports
- Settings **^**
 - General Instructions
 - Access Instructions
 - My Pets
 - Billing
 - My Profile**
 - Change Password
 - Logout

Account Settings

Update Profile

Email *
zain_customer1@yopmail.com

First Name *
Zain Ul

Last Name *
REHMAN

Address *
Veilchengasse

Phone Number *
+12230334434

City *
Victoria

Province *
British Columbia

Edit your:

- First/last name
- Age
- Address
- Phone number
- City

(Email and province are verified and cannot be changed at this time.)

Tap **Save Changes** when you're done.

Change Password

Change Password

Old Password *

Enter your old password

New Password *

Enter your new password

Confirm Password *

Enter your confirm password

Update Password

For extra peace of mind:

- Enter your current password
- Type your new one (*twice*)
- Tap ***Update Password***

Security Tip: Choose something unique . No repeats or easy guesses.

Billing

Everything you need for payments, credits, and invoices.

Billing

Available Credits


62

Easily manage your payment methods and see a record of your past transactions.

Credit or Debit Card
Manage your payment methods

Payment History
View your past transactions


Payment History

<div></div> <div><div>Dashboard</div><div>All Cleans</div><div>Communication</div><div>Notifications</div><div>Reports</div><div>Settings</div><div>General Instructions</div><div>Access Instructions</div><div>My Pets</div><div>Billing</div><div>My Profile</div><div>Change Password</div><div>Logout</div></div>		<div>< Payment History</div> <div><div><div>\$42.00 debited for a Job (202509300002)</div><div>Initial payment for creating new job</div><div>2025/10/01 01:02 AM</div></div><div><div>\$42.00 debited for a Job (202509300001)</div><div>Initial payment for creating new job</div><div>2025/10/01 12:44 AM</div></div><div><div>\$0.00 debited for a Job (202509290001)</div><div>Initial payment for creating new job with 100% coupon applied</div><div>2025/09/29 06:21 PM</div></div><div><div>\$10.00 refunded for a Job (202509280004)</div><div>Amount refunded by the admin</div><div>2025/09/29 02:08 AM</div></div><div><div>\$10.00 refunded for a Job (202509280005)</div><div>Amount refunded by the admin</div><div>2025/09/29 02:00 AM</div></div><div><div>\$42.00 debited for a Job (202509280005)</div><div>Initial payment for creating new job</div><div>2025/09/28 11:09 PM</div></div><div><div>\$42.00 debited for a Job (202509280004)</div><div>Initial payment for creating new job</div><div>2025/09/28 11:09 PM</div></div></div>	
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See a clear breakdown of:

- Date paid
- Amount
- Job ID
- Any discounts applied

Credit Card Management

<div></div> <div><div>Dashboard</div><div>All Cleans</div><div>Communication</div><div>Notifications</div><div>Reports</div><div>Settings</div><div>General Instructions</div><div>Access Instructions</div><div>My Pets</div><div>Billing</div><div>My Profile</div><div>Change Password</div><div>Logout</div></div>		<div>< Credit Card</div> <div><div>Credit or Debit Card</div><div>Visa, Mastercard, & more</div><div>Cancel</div></div> <div><div>Card Number</div><div>1234 1234 1234 1234</div><div>Expiry Date</div><div>MM / YY</div><div>CVC</div><div>CVC</div><div><input type="checkbox"/> Set as default payment method</div><div>Add Card</div></div> <div><div>Saved Cards</div><div><div>Default</div><div>Visa</div><div>•••••••• 4242</div><div>Card Holder</div><div>ZAIN UL REHMAN</div><div>Expires</div><div>04/27</div></div></div>	
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- Add or manage cards
- Delete old ones
- Set a default card

When adding a new card, enter:

- Name, Expiration Date (MM/YY), and CVC
- Click **Add Card**. We'll confirm once saved securely.

All payments are processed safely, and we never store sensitive card details.

Available Credits

If you've received account credits (*from a refund or adjustment*), you'll see your balance here. Your credits will automatically apply to your next booking.