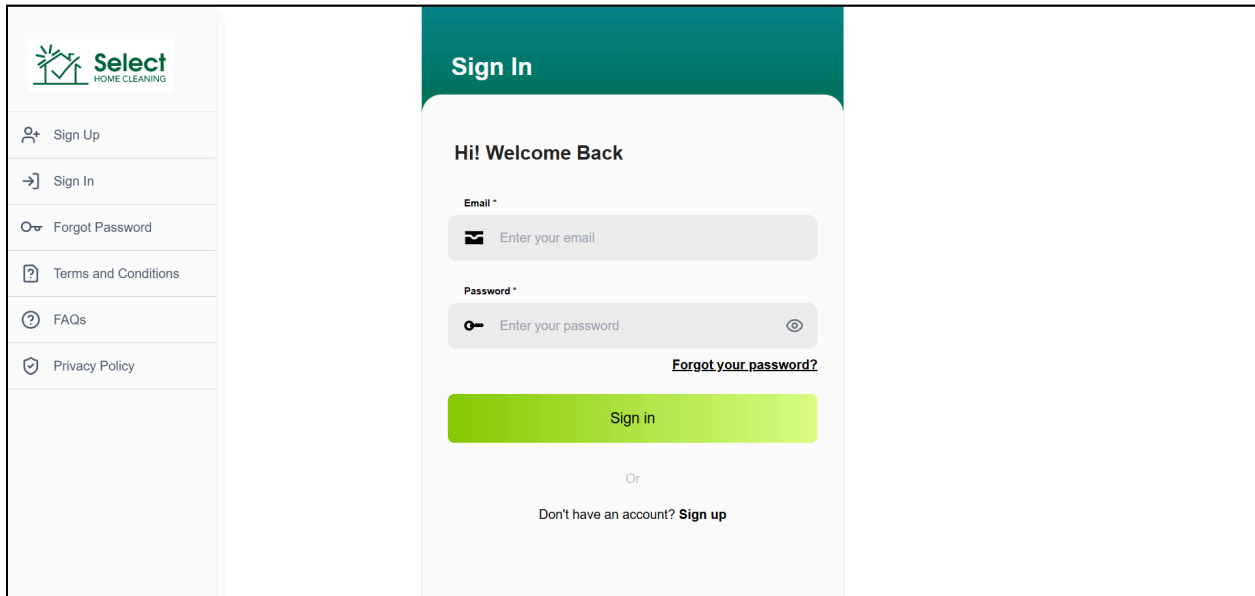## Welcome!

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

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

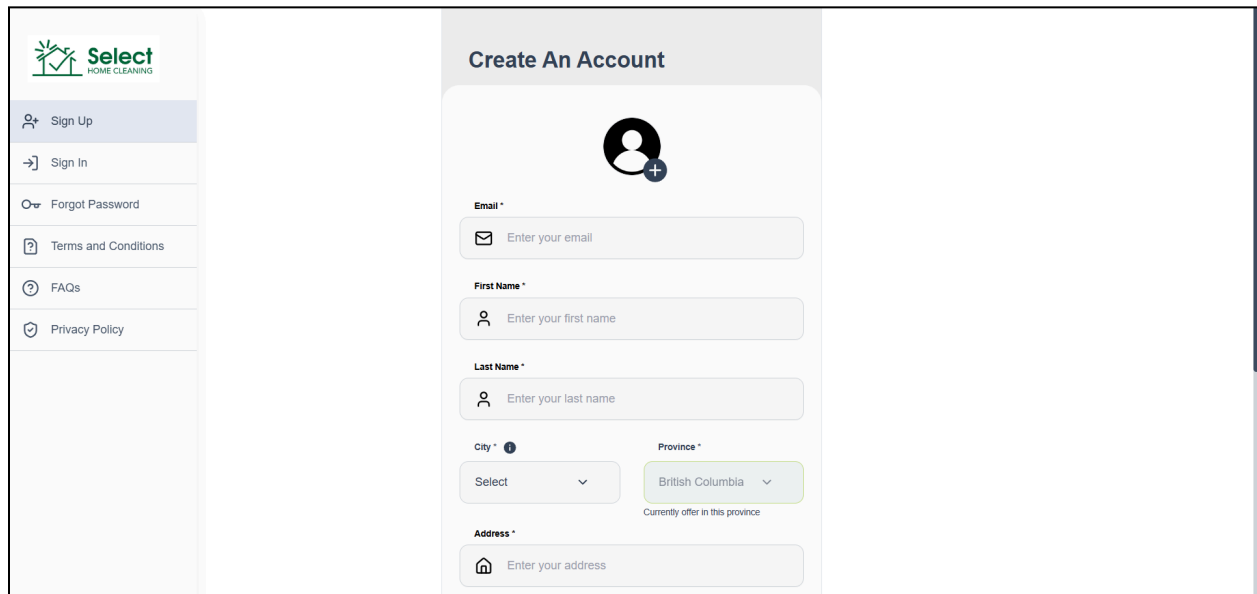## Locked out? No worries. It happens!

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

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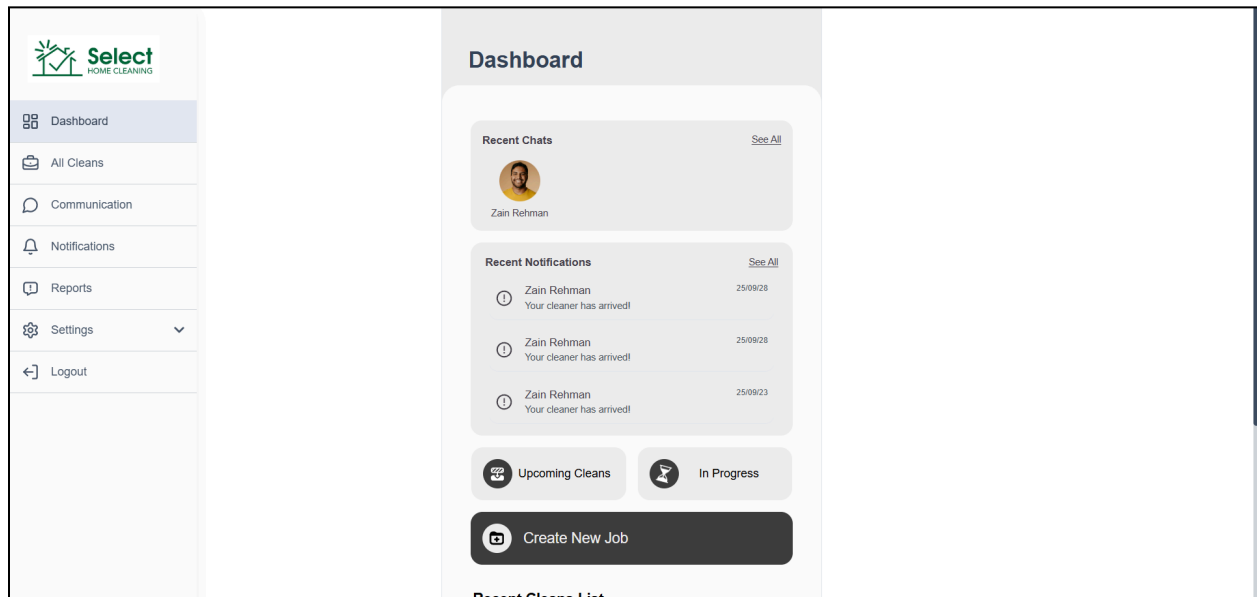
Your **Dashboard** is your personal home base. The place where you can see what's coming up, what's in progress, and what's been recently completed.

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
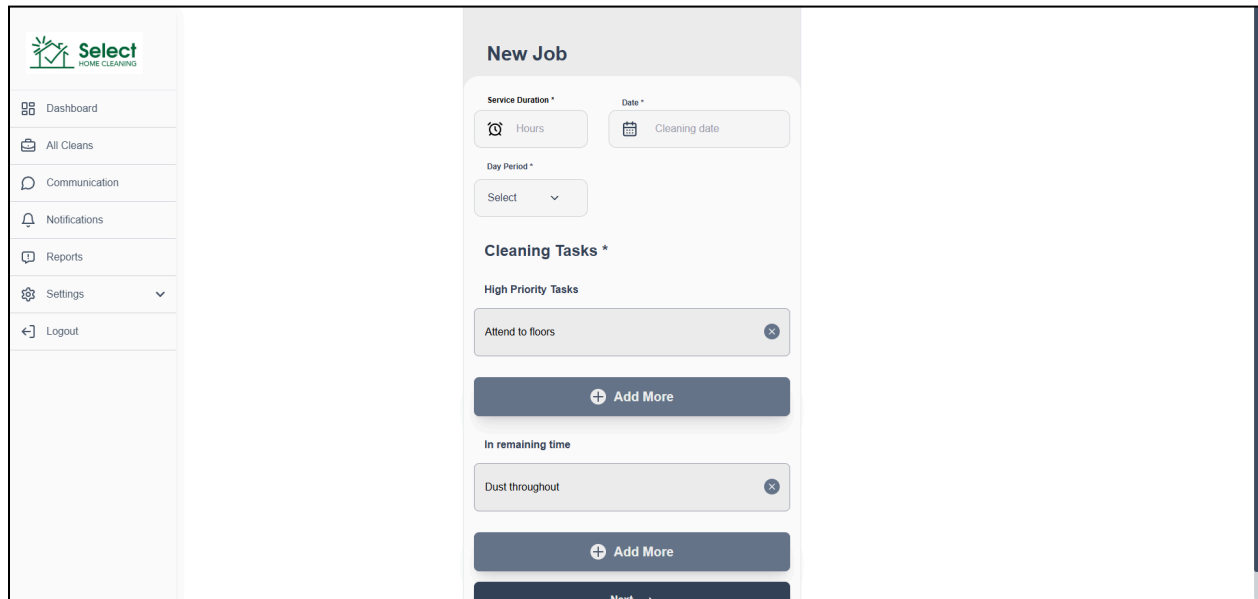3. **Create New Job**: Book your next cleaning in minutes

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.

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.

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.

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.

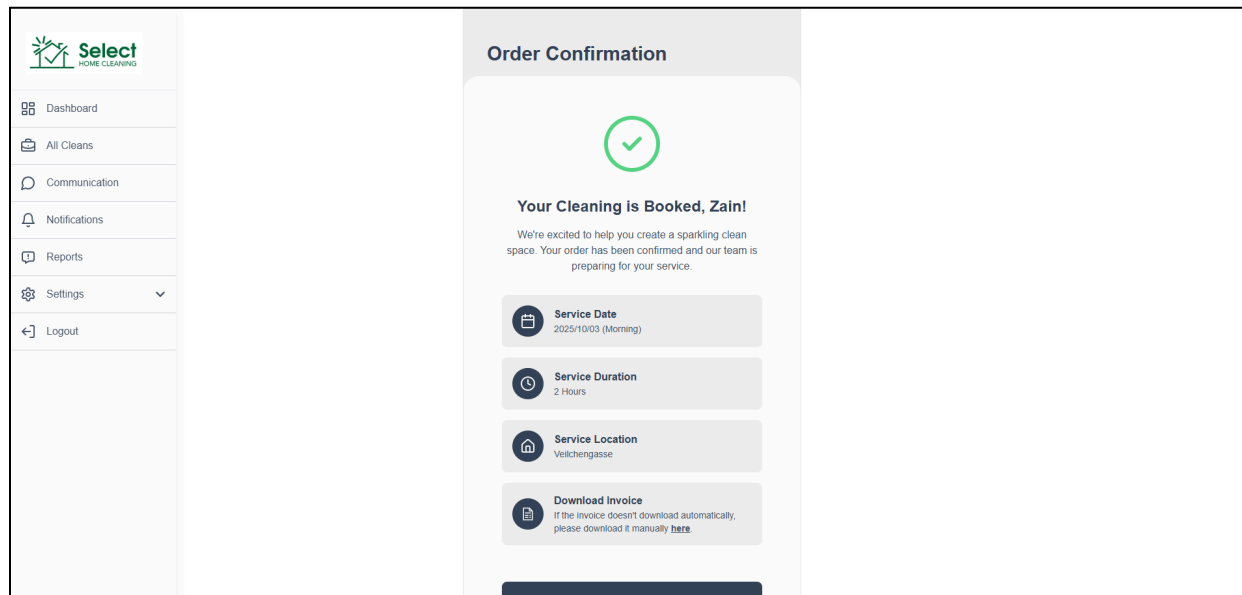- *Your available credit balance is visible in both the payment method section, as well as the billing tab.*

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.
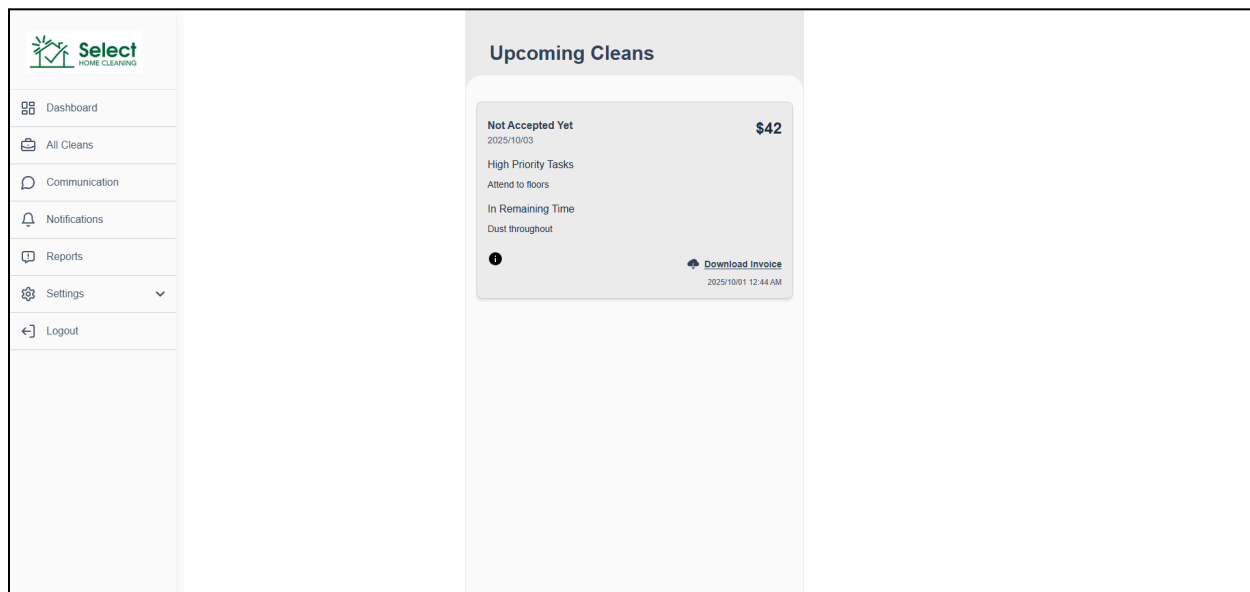
Managing Your Cleans

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.
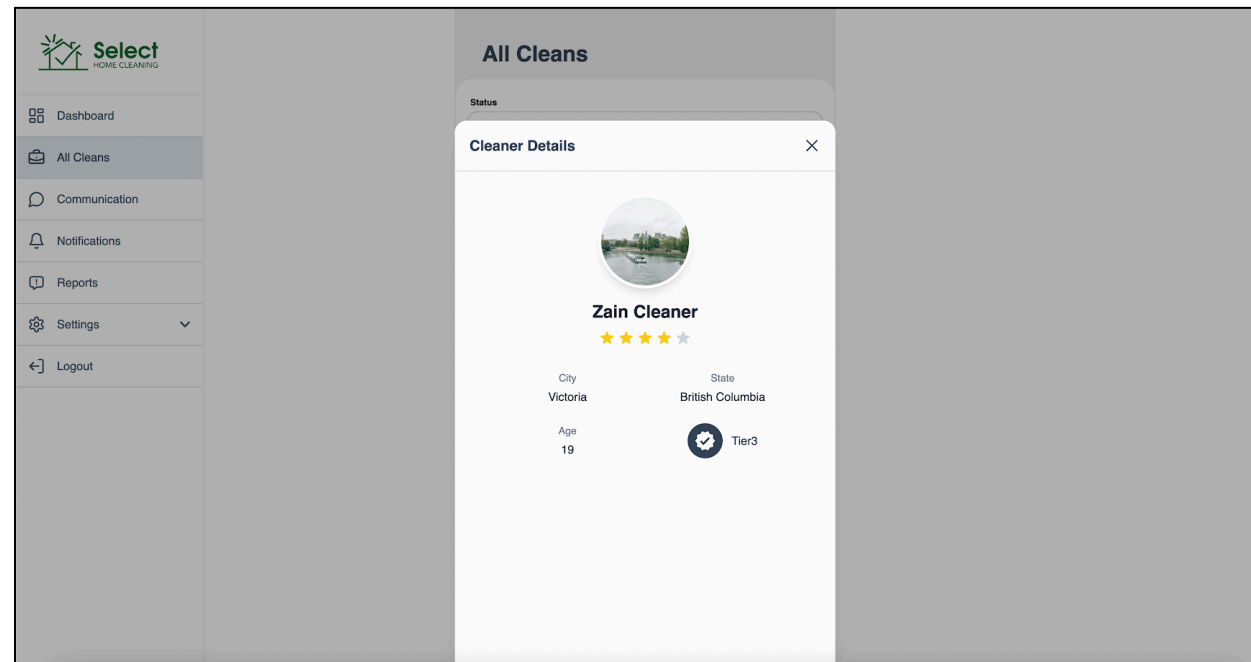
Cleans in Progress

Once your cleaner starts, your job moves here. You can check on what's happening in real time. No need to message or refresh.
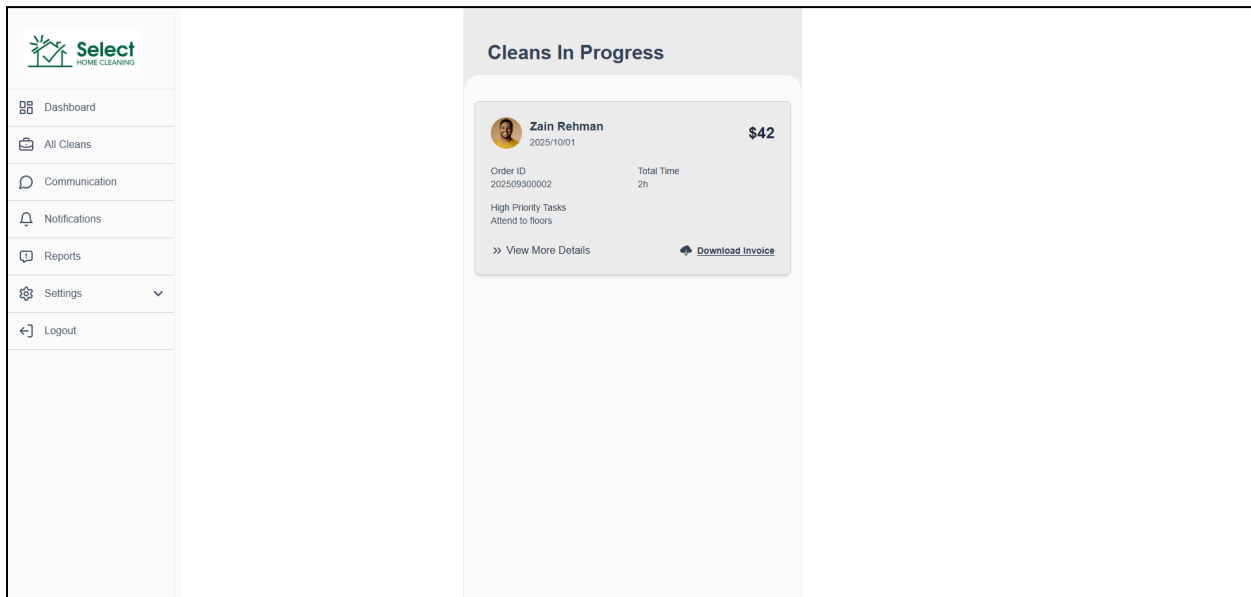
Each in-progress card includes:

• Cleaner Name + Photo *(tap to see more info)* • Scheduled Date + Time • Base Price	• Order ID • Total Hours Booked • High-Priority Tasks

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.
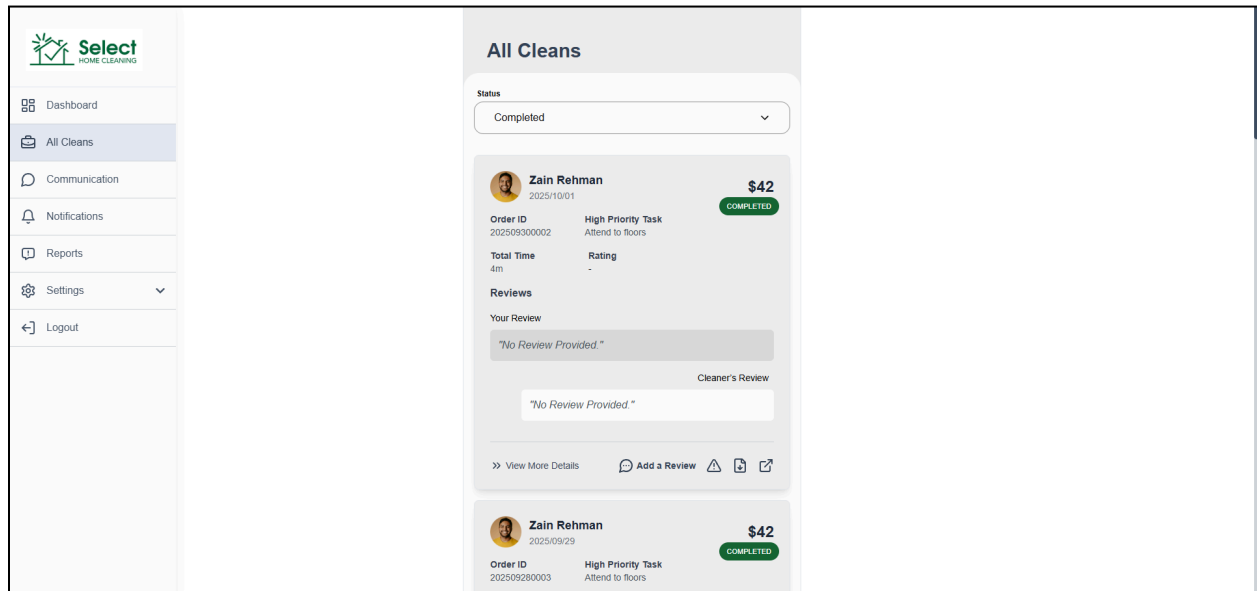
Filter by Status

- 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.
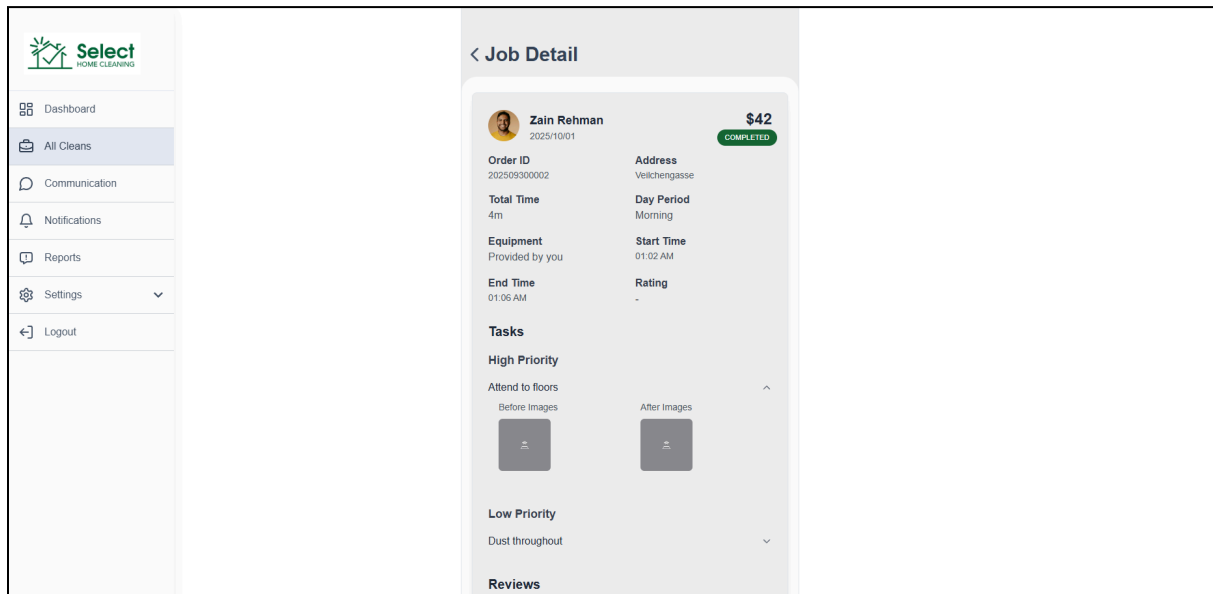
Job Overview

- **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
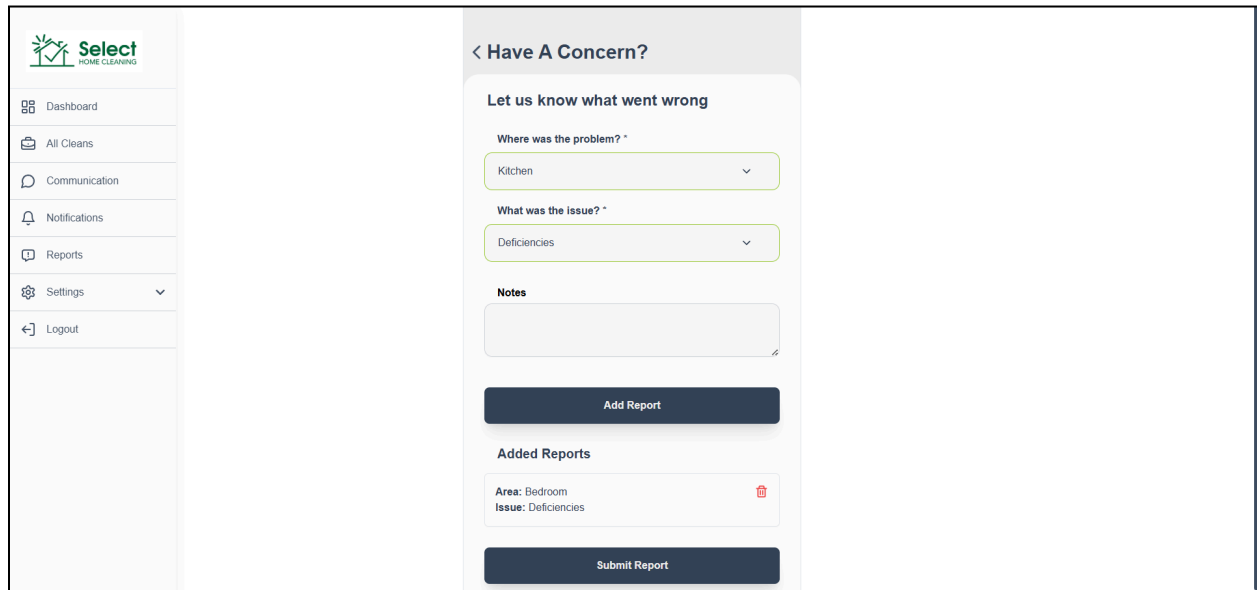
Tell us how it went!

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

Your feedback helps us maintain quality and recognize great cleaners.

Report An Issue

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

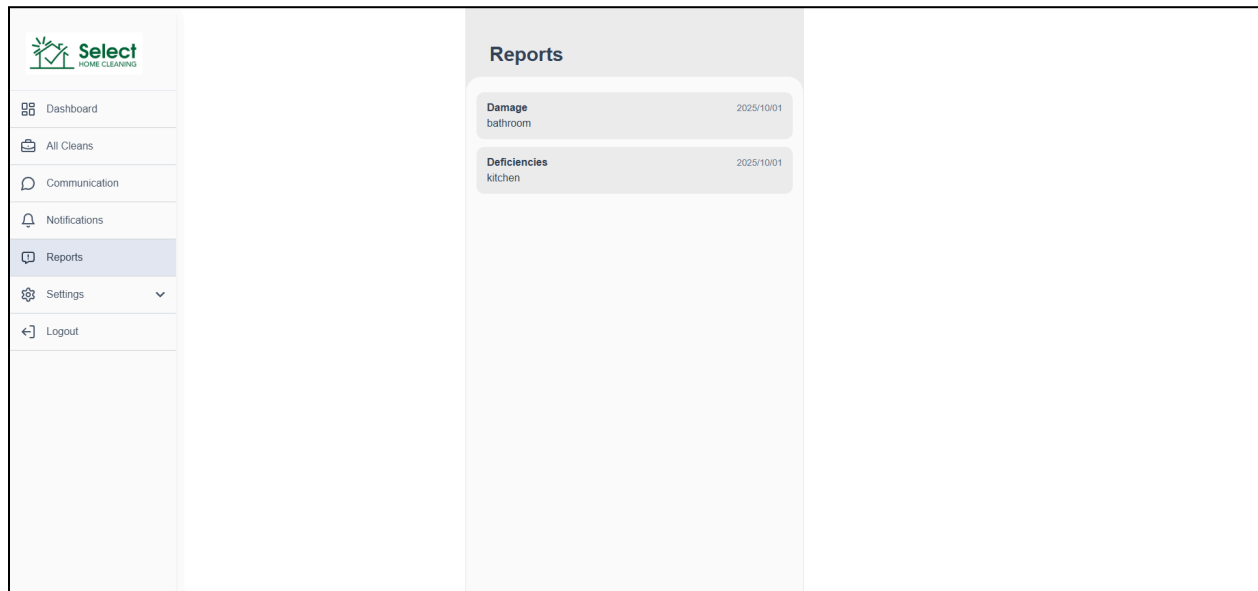After every completed clean, download a detailed PDF summary including:

- 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)*
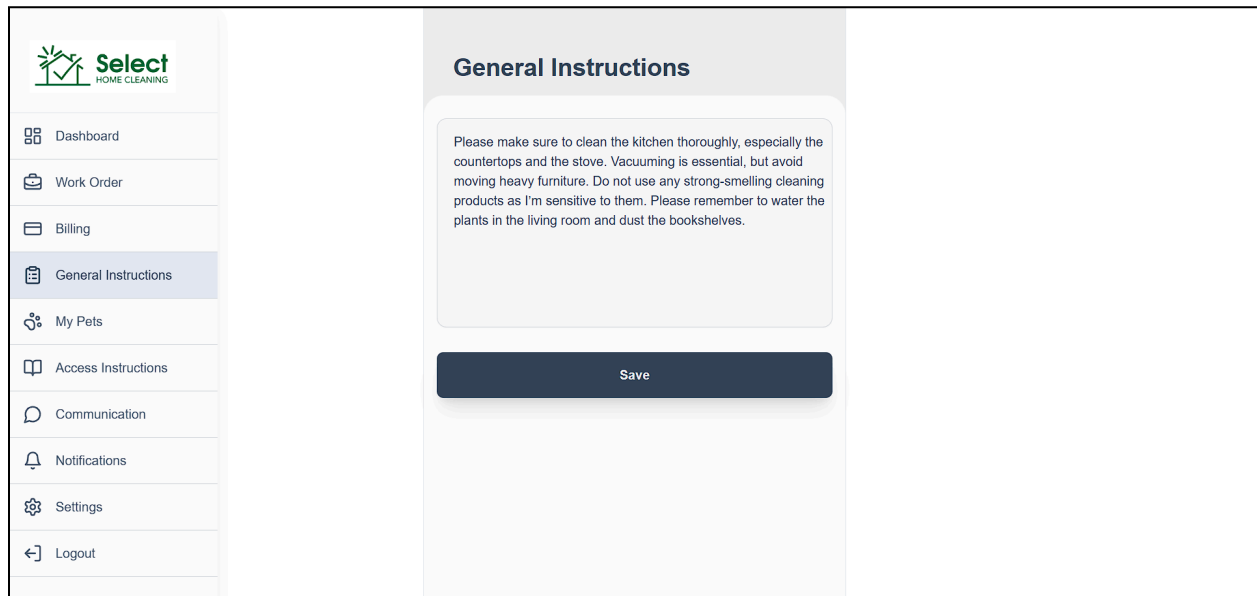 - **Status** *(Under Review, Resolved)*

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.

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)*
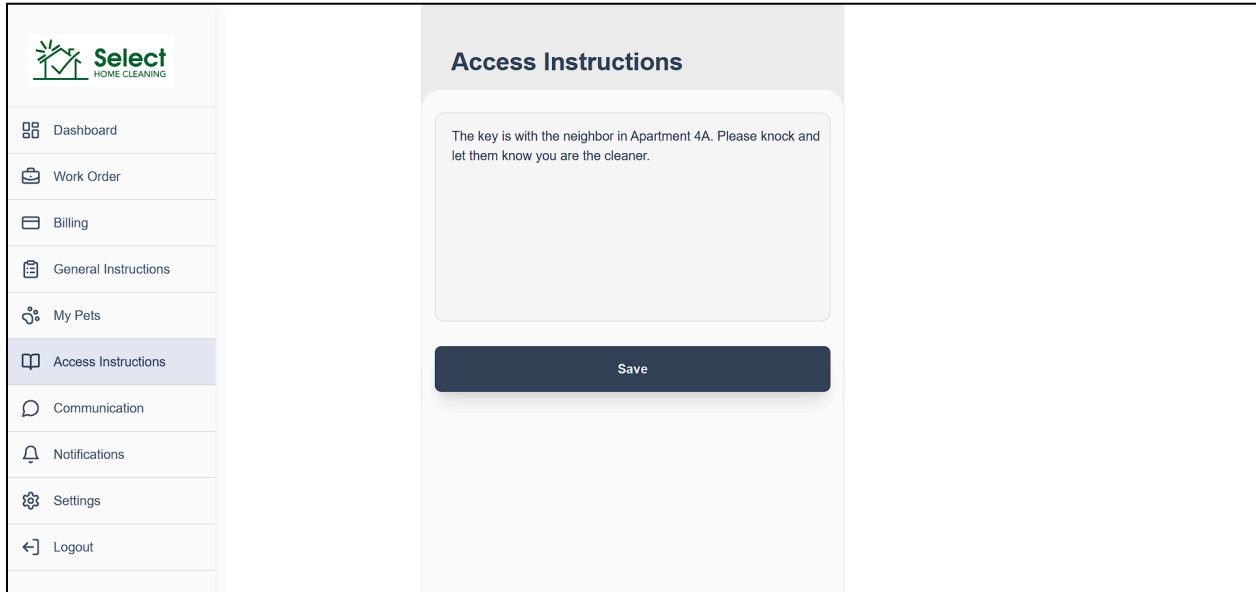- Little touches that make your home sparkle the way you like it.

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.

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

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

Add Pet Screen

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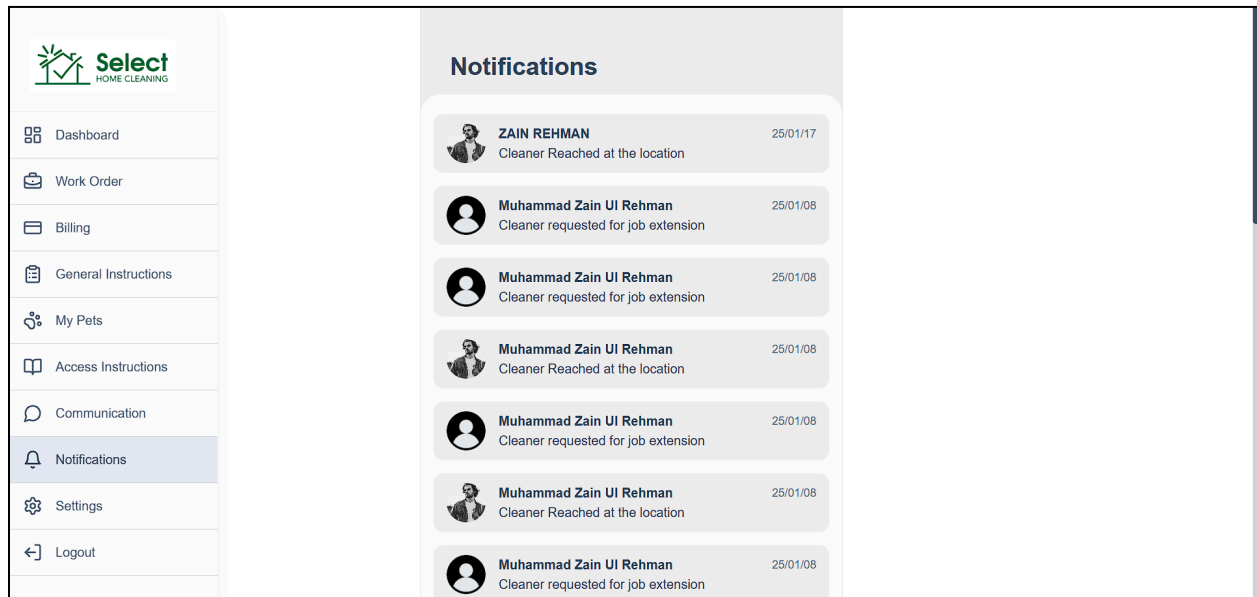
- Pet Name + Photo
- Temperament
- Special Instructions
- Tap **Save** to store and update as needed

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
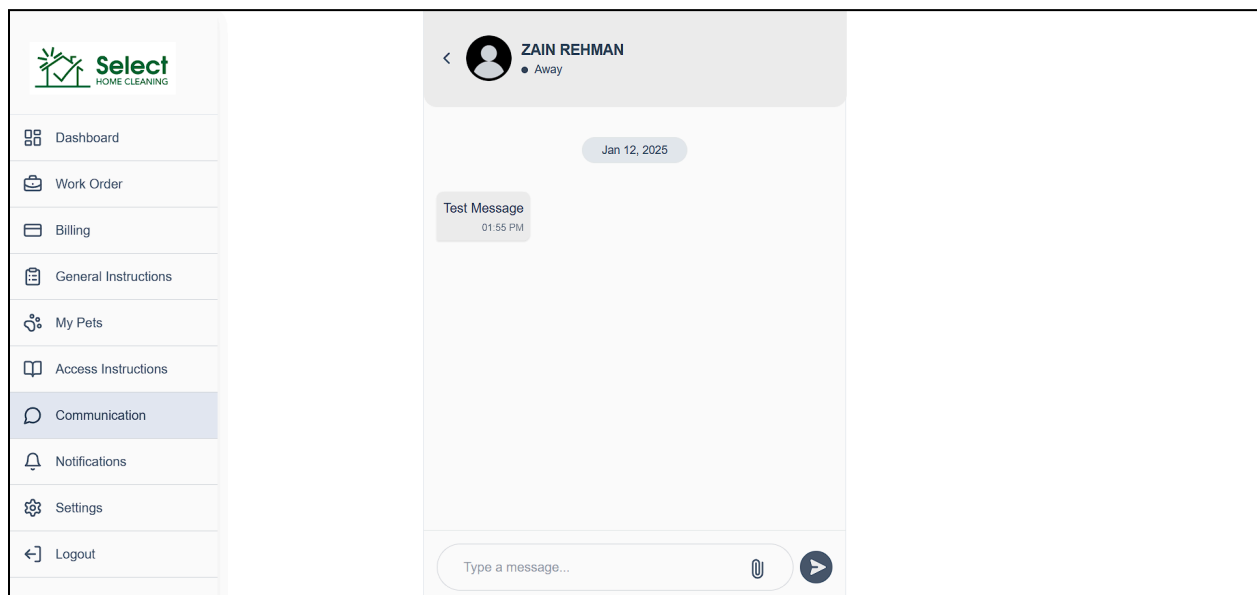
Inside your chat:

- 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

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

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.

Payment History

See a clear breakdown of:

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

Credit Card Management

- 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.