



ACTIVE WORKDESK

W O R K F R O M H O M E

DOCUMENTATION

Author : Active IT zone
Software Framework : Laravel
Provided by : codecanyon



Documentation

[**For online details documentation Click Here**](#)

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How to in Details

This section elaborates the actions of the admin

1. What is workdesk?

Answer:

Workdesk is a simple web application online platform where clients can post projects and freelancers can bid for those projects. It's developed with Laravel, a framework of PHP and Bootstrap for making this completely responsive.

2. How to install the script?

Answer:

To install the script, one needs to follow the below steps:

- Extract downloaded from codecanyon on your PC.
- Upload the Install.zip file to your server **public_html** or any other **directory** you intend to run the script.
- Extract the zip file in that directory.
- Create a new database from your server **MySQL database**.
- Create a db **user** to the database and link that **database** to the **db user**.
- First hit your **site url** and it will automatically take you to the **installation**.
- Click on **Start Installation Process**.
- You will get the **Checking File Permission** page. If everything is ok then click on **Go to the next step**.
- Now you need to set **Database Host**, **Database Name**, **Database Username**, **Database Password** and click **Continue**.
- Now you need to **import the sql file**.
- Now **fill up the information for the website** and click **Continue**.
- Click on **Go to Home/ Login to the admin panel**.

3. How to update to the latest version?

Answer:

- **Extract** the downloaded file from codecanyon.
- There you will get a zipped folder named **updates.zip**. upload that to the root directory on your server where your previous version is running & **Unzip** that file and replace all files.
- Now **reload** the home page and click on '**Update Now**'.
- It's Done! The full system has been updated with a single click.
- Let's Browse Active Workdesk cms Latest Version

4. How to activate the script?

Answer:

Following the given procedure below will make the license activated for your domain and you'll be able to use the script smoothly:

- Open the link in the browser. <https://activeitzone.com/activation/>
- In the respective fields, put your **Name, E-mail, CodeCanyon Username, Purchase Key** and your intended **domain name** for the script and verify the captcha.
- The form will be submitted to check the purchase key and then activate the licence for that domain.
- You can change the activation later from this same form. Activating a Regular License again with another domain name will remove the activation of the previous domain.

5. How many types of users are there?

Answer:

There are mainly three types of users in **workdesk** and they are:

- I. System Admin
- II. Clients
- III. Freelancers

6. How does the admin create Packages for users?

Answer:

There are two types of packages in workdesk, which are:

- Client Package
- Freelancer Package

Admin can create these packages by following the below steps:

- First of all, the **Admin** needs to login into his panel.

Client Package:

- Go to the **Clients > Client Package**
- Click on **Create New Package**
- Fill up the fields with information
- Finally, click on **Create New Package** button.

The screenshot shows the Active Workdesk Admin dashboard. On the left, there's a sidebar with various menu items like Dashboard, Projects, Services, Verification Requests, Users Chats, Freelancers, Clients, Reviews, Support Ticket, and Accountings. Under the 'Freelancers' section, 'Clients' is highlighted with a red box, and 'Client Packages' is also highlighted with a red box. In the main content area, there's a table titled 'Client Packages' with columns for #, Title, Type, Total sale, Badge, Price, Recommended, Icon, Current Status, and Options. Three packages are listed: Professional (Client, 8 times, \$25.00, Recommended, Active), Standard (Client, 3 times, \$10.00, Recommended, Active), and Basic (Client, 0 times, \$0.00, Not Recommended, Active). At the top right of this table, there's a blue 'Create New Package' button with a red arrow pointing to it.

Figure (6a): Create a new package for Clients from Admin.

Freelancer Package:

- Go to the **Freelancer > Freelancer Package**
- Click on **Create New Package**
- Fill up the fields with information
- Finally, click on **Create New Package** button.

The screenshot shows the Active Workdesk Admin dashboard. On the left, there's a sidebar with various menu items like Dashboard, Projects, Services, Verification Requests, Users Chats, Freelancers, Clients, Reviews, Support Ticket, and Accountings. Under the 'Freelancers' section, 'Freelancer Packages' is highlighted with a red box. In the main content area, there's a table titled 'Freelancer Packages' with columns for #, Title, Type, Total sale, Badge, Price, Commission, Recommended, Icon, Status, and Options. Three packages are listed: Professional (Freelancer, 9 times, \$25.00, 2 Percent, Recommended, Active), Standard (Freelancer, 3 times, \$10.00, 5 Percent, Not Recommended, Active), and Basic (Freelancer, 0 times, \$0.00, 10 Percent, Not Recommended, Active). At the top right of this table, there's a blue 'Create New Package' button with a red arrow pointing to it.

Figure (6b): Create a new package for Freelancer from Admin.

7. How does the admin create Project Category?

Answer:

Admin can create Project Category for **clients** and **freelancers**. To create Project Category Admin needs to follow the below steps after login into his panel:

- Go to **Projects > Project Category**.
- There, admin will get a form for creating a **new Category** on the right side of that page.
- Admin needs to fill up that form with **name**, **parent category**(if parent category exists), and **icon image** (.svg file recommended).
- Finally, Click on **Save New Category**.

The screenshot shows the Active Workdesk application interface. On the left, there is a sidebar with various menu items: Dashboard, Projects (selected and highlighted with a red box), All Projects, Running Project, Open Project, Cancelled Project, Project Cancel Request, Project Category (selected and highlighted with a red box), Services, Verification Requests, Users Chats, Freelancers, Clients, and Reviews. The main content area has two sections: 'All Categories' on the left and 'Add New Category' on the right. The 'All Categories' section displays five rows of data with columns: ID, Name, Parent, Icon, and Action. The data is as follows:

ID	Name	Parent	Icon	Action
1	Technical Writing	Engineering & Architecture		Edit Delete
2	Logo Design & Branding	Design & Creative		Edit Delete
3	Sales & Marketing	No Parent		Edit Delete
4	Customer Service	Admin Support		Edit Delete
5	Admin Support	Finance & Accounting		Edit Delete

The 'Add New Category' section contains fields for Name (Category Name), Parent (No Parent selected), and Icon (Browse and Choose File buttons). A red arrow points to the 'Save New Category' button at the bottom right of this section.

Figure (7a): Create a new project category from Admin.

8. How does the admin create Badges for users?

Answer:

Admin can **create Badges** for clients and freelancers. To create a new Badge Admin needs to follow the below steps after login into his panel:

Freelancer Badge:

- Go to the **Freelancers > Freelancer Badge**
- There, admin will get a form for **adding a new Badge** for freelancers at the right side of that page.
- Admin needs to fill up that form with appropriate data.
- Finally Click on **Add New badge**.

Figure (8a): Add new badge for a freelancer from Admin.

Client Badge:

- Go to **Clients > Client Badges**
- There, admin will get a form for **adding a new Badge** for clients at the right side of that page.
- Admin needs to fill up that form with appropriate data.
- Finally Click on **Add New badge**.

Figure (8b): Add new badge for a client from Admin.

9. How does the admin create Skills for freelancers?

Answer:

Admin can create Skills for freelancers. To create a new Skill Admin needs to follow the below steps after login into his panel:

- Go to **Freelancers > Freelancers Skill**
- There, admin will get a form for **adding a new Skill** for freelancers at the right side of that page.
- Admin needs to fill up that form with appropriate data.
- Finally, Click on **Add New Skill**.

The screenshot shows the Admin panel interface. On the left, there's a sidebar with various menu items like Dashboard, Projects, Services, Verification Requests, Users Chats, Freelancers, Clients, Reviews, Support Ticket, and Accountings. Under the 'Freelancers' section, 'Freelancer Skills' is selected and highlighted with a red box. The main content area is titled 'Skill list' and displays a table with 7 rows, each containing a skill name and two small circular icons. To the right of this table is a form titled 'Add New Skill'. The 'Name' field contains 'Eg. wordpress'. At the bottom right of the form is a blue button labeled 'Add New Skill', which is also highlighted with a red box and a red arrow pointing to it.

Figure (9a): Add new skill for a freelancer from Admin.

10. How does the admin manage projects?

Answer:

Admin can check all types of projects from the admin panel. There are individually listed all projects.

- All Projects List
- Running Project List
- Open Project List
- Canceled Project List

These all are under the Projects menu at the left sidebar.

11. How does the admin manage Project cancel Request?

Answer:

If any client hires any freelancer for any project and then if the client wants to cancel the project, in that case the admin will manage the entire procedure.

- The client who wants to cancel the project sends a project cancellation request to the admin.
- Admin can find that request by going to the **Project Cancel Request** sub-menu under the **Projects** menu from the left sidebar.
- Admin will check the reason for project cancellation and contact with the other side.
- By following a conversation procedure finally the admin will decide what he/she needs to do.

12. How does the admin manage review?

Answer:

The admin can manage the reviews for clients and freelancers. Admin can see all client's rating lists and if the admin wants he can also check any specific client's all reviews by going to the **Client Review** sub-menu under the **Reviews** Menu.

Admin can also see all Freelancer's rating lists and if the admin wants he can also check any specific Freelancer's all reviews by going to the **Freelancer Review** sub-menu under the **Reviews** Menu.

13. How does the admin manage accounts?

Answer:

The admin can manage and check all accounts-related information like:

- Project Payment History
- Client package purchase history
- Freelancer package purchase history
- All requests for milestone payments
- Account Summary

Admin will get all of these submenus under the **Accountings** menu into the admin panel from the Left navbar.

14. How does the admin manage employees?

Answer:

The admin can manage all employees and their roles. To manage this admin needs to follow below steps:

Step - 1:

- Login into the **admin panel** and go to **Employee > Employees Role**
- Click on **Add Role**
- Admin just needs to put the **role name** and **enable** the switch of the permission
- Then click on **Save**.

The screenshot shows the left sidebar navigation with various categories like Projects, Services, Verification Requests, etc. Under the Employee category, 'Employee Roles' is selected and highlighted with a red box. In the main content area, there's a table titled 'All Roles' with three entries: admin, Project Manager, and Developer. The 'Actions' column for each entry has two buttons: a blue one and a red one. In the top right corner of the main content area, there is a blue button labeled 'Add Role' with a red arrow pointing to it.

Figure (14a): Add employee role from Admin.

The screenshot shows the 'Create new Role' form. At the top, there is a 'Role Name' input field. Below it is a tab labeled 'Permissions' which is highlighted with a red box. The main area contains a 4x6 grid of permission items, each with a toggle switch. The permissions are listed as follows:

Show running projects	Show all projects	Show open projects	Show cancelled projects	Show project cancel requests	Show project category
Show verification requests	Show user chats	Show all freelancers	Show freelancer packages	Show freelancer skills	Show freelancer badges
Show all clients	Show client packages	Show client badges	Show freelancers reviews	Show client reviews	Show active tickets
Show my tickets	Show solved tickets	Show support settings category	Show default assigned agent	Show project payments	Show package payments

Figure (14b): Enable employee role permission switch from Admin.

Step - 2:

- Now click on **All Staff** from the left navbar
- Here you can find the staff name, email and role, also can add new staff.
- Click on **Add Staff**
- Insert the employee name, e-mail, and password, select the role, and click on **Save** button.

#	Name	Email	Role	Options
1	Vernon Singleton	nix@mailinator.com	Project Manager	
2	Sonny L Walker	developer@example.com	Developer	
3	Sarah L Hart	developer1@example.com	Project Manager	

Figure (14c): Add new Staff from Admin.

15. How does the admin set up currency?

Answer:

To add currency Admin needs to follow the below steps:

- Go to the **setting > system currency**
- Select the **system default currency** and **save**.
- Select **symbol format & no of decimals** and **save**.
- For **adding** new currency:
 - Click **Add New Currency**
 - Fill the form with **Name(eg US Dollar)**, **Symbol(eg \$)**, **Code(eg USD)**, **exchange rate(1USD = ? eg 100)**
 - And then click **save**.
- You can also edit a currency

#	Currency name	Currency symbol	Currency code	Exchange rate(1 USD = ?)	Options
1	Dollar	\$	USD	1	
2	Taka	৳	BDT	80.5	
3	Australian Dollar	\$	AUD	1.28	
4	Brazilian Real	R\$	BRL	3.25	
5	Canadian Dollar	\$	CAD	1.27	

Figure (15a): Add new currency from Admin.

16. How does the admin add a language?

Answer:

To add language Admin needs to follow the below steps:

- Go to **Setting > System Language**
- There, the admin will find the all-language list and to **add a new language** he/she will find a **form on the right side** of that page.
- Insert **Name**, choose the **country code**, enable/disable language RTL switch then click on **Create**
- From there Admin can also set the default language for the system.

Figure (16a): Add new language from Admin.

17. How does the admin send money to freelancers?

Answer:

Admin needs to follow the below instruction for sending money to freelancers:

- Go to **Accountings > Freelancers Withdraw Request**
- There, the admin will find the all withdraw requests lists.
- Admin will click on the **Pay Now** action.
- From there Admin will insert the money sending details with receipt and then click on the **Paid** button.
- Admin can send money to freelancers via bank or paypal and for this freelancer needs to set his/her payout information.

The screenshot shows the 'Withdraw Requests list' page. The left sidebar is titled 'ACTIVE WORKDESK' and includes sections like Dashboard, Projects, Services, Verification Requests, Users Chats, Freelancers, Clients, Reviews, Support Ticket, and Accountings. Under Accountings, 'Freelancer Withdraw Requests' is selected and highlighted with a red box. The main table has columns: #, User Name, Requested Amount, Message, Payment Method, Paid-Status, and Actions. One row for 'Mr. Freelancer' is shown with a value of '\$15.00' in the Requested Amount column and 'Need to withdraw 15 dollar.' in the Message column. The Paid-Status is 'Non-Paid'. The Actions column contains two icons: a blue circle with a white edit icon and a red circle with a white delete icon, both of which are highlighted with a red arrow.

Figure (17a): Admin sends money to the freelancer

This screenshot shows the 'Pay to Mr. Freelancer' form. On the left, there's a 'Mr. Freelancer Account Information' panel with fields for Bank Name (Demo Bank), Bank Account Name (Demo Account Name), Bank Account Number (0123456789), Bank Routing Number, Paypal Account (demo@paypal.com), and Paypal Email (PayPal). On the right, the 'Pay to Mr. Freelancer' form has fields for Freelancer Balance (\$1705.2), Requested Amount (15), Pay Amount (12), Payment Type (Paypal), and Payment Receipt (Browse, Choose File). A large blue 'Pay Mr. Freelancer' button is at the bottom, with a red arrow pointing directly at it.

Figure (17b): Admin sends money to the freelancer-(i)

18. How can the admin add the freelancer's wallet balance?

Answer:

Follow the instruction:

- Go to **Freelancers > All freelancers**
- Here you can see the freelancers' list
- From the **Add Wallet Balance** action admin can **confirm the recharge wallet amount**.

#	Name	Email	Package	Verification Status	Balance	Options
1	Camden Cervantes	jodyde@mailinator.com	Package Removed	Not Received Yet	\$3.00	
2	Zeph Pittman	freelancer5@example.com	Professional	Verified	\$2.00	
3	Haviva Garner	freelancer4@example.com	Professional	New Request	\$0.00	
4	Lucas H.	freelancer3@example.com	Professional	Not Received Yet	\$0.00	
5	Mr. Jon Doe	freelancer2@example.com	Standard	New Request	\$0.00	
6	Mr. Freelancer	freelancer@example.com	Professional	Verified	\$1,705.20	

Figure (18a): Admin adds freelancer's wallet balance

19. How does the admin configure social media and 3rd party API?

Answer:

To configure social media and 3rd party configurations Admin needs to follow the below steps:

- Go to **Setting > 3rd party API**
- Here you can find Social Media & Other 3rd Party Configuration page
- Now admin needs to **enable the activation switch** and **insert the necessary information** and click on **Update** button

Figure (19a): Admin configure social media and 3rd party API

20. How to generate Google reCAPTCHA?

Answer:

Follow the instruction:

- Sign up for your API key pair for your site. [Click here.](#)
- Select **V3 admin console**.
- Type your website URL in the **label** section.
- Then select recaptcha type: **reCAPTCHA v2**.
- Enter your website URL under **Domains**.
- Enter the emails of the administrators.
- Accept reCAPTCHA Terms of Service.
- Submit the form. Your API keys will be generated.

The screenshot shows the 'Settings' page for a reCAPTCHA site. At the top, there's a 'Label' field containing 'Active Ecommerce'. Below it, the 'reCAPTCHA type' is set to 'v2 Checkbox'. Under the 'reCAPTCHA keys' section, there's a 'COPY SITE KEY' button next to a redacted key value. A note says to use this site key in the HTML code. Below that, there's a 'COPY SECRET KEY' button next to another redacted key value. A note says to use this secret key for communication between the site and reCAPTCHA. At the bottom, the 'Domains' section lists 'activeitzone.com' and 'demo.activeitzone.com' with a '+ Add a domain' link.

Figure: (20a) Google reCaptcha site

- Now log in to your **admin** panel.
- Go to **Setting > 3rd party API**
- Now enable **the Google reCAPTCHA** switch
- Copy the **Site KEY** and **SECRET KEY**.

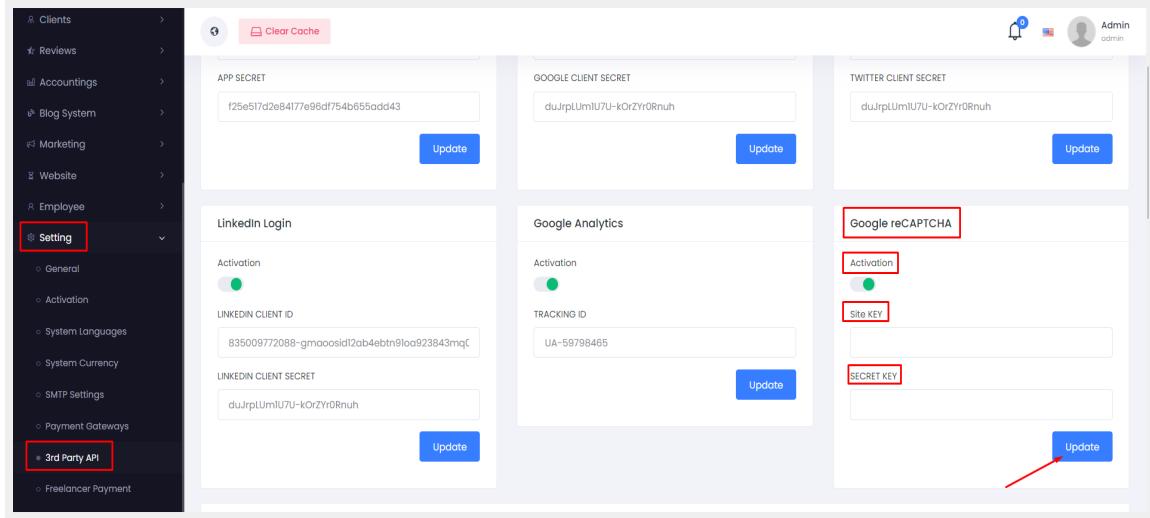


Figure: (20b) Google reCAPTCHA setting

21. How do exchange messages between freelancers and clients in any running project?

Answer:

Please follow the below procedure:

- First of all, the **admin** needs to **enable chat activation**
- For enabling the chat activation please follow the procedure:
 - Admin needs to **log in**
 - Go to **Setting > 3rd Party API**
 - From the Running, Project Chat **enable the chat activation switch** and insert the valid API key, Auth Domain, Database URL, Project ID, Storage Bucket, messaging sender ID, App ID, FCM server key, Public Vapid Key
 - Now click on **Update**

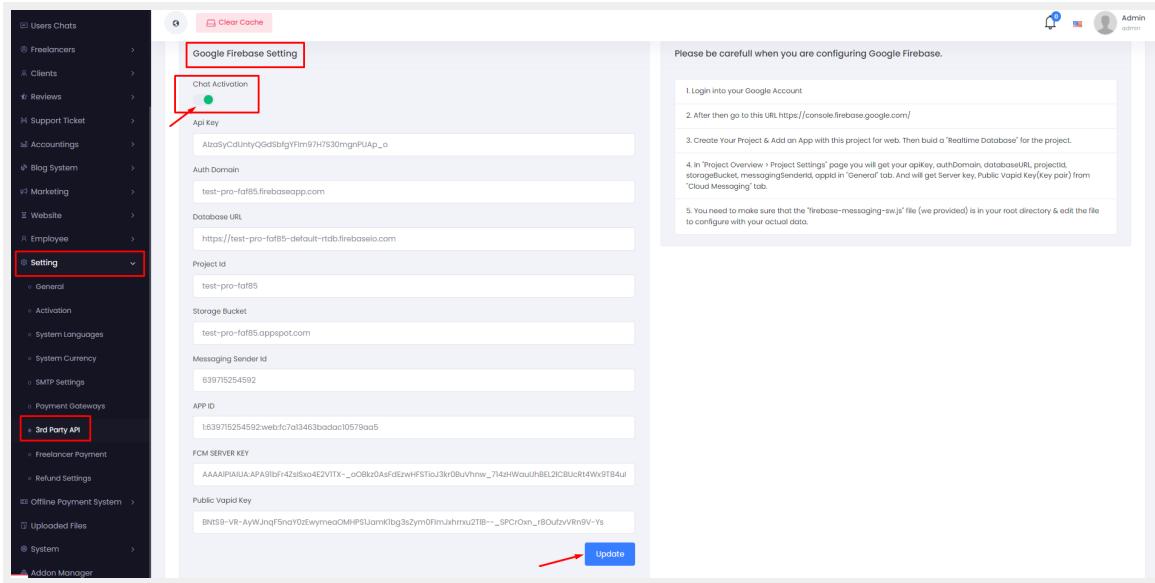


Figure: (21a) enable chat activation

Now for exchange message follow the procedure:

- **log in as a freelancer/ client**
- Now go to **Projects > Running**
- Click on **message** option
- And freelancer and client can exchange message between them

The screenshot shows the freelancer's project dashboard. On the left, a sidebar menu includes 'Dashboard', 'Services', 'Projects' (which is highlighted with a red box), 'Bidded', 'Running' (which is also highlighted with a red box), 'Completed', 'Cancelled', 'Project Proposal', 'Earnings', and 'Bookmarked Projects'. The main content area is titled 'Running Projects' and lists two projects:

- Project 1:** \$905.00, Jordan Holder, 21 hours ago, Technical Writing, Fixed. Status: Running. Buttons: Message (highlighted with a red box), Send Payment Request.
- Project 2:** \$210.00, You will get social media manager and marketing per month, 3 minutes ago, Technical Writing, Fixed. Status: Running. Buttons: Message (highlighted with a red box), Send Payment Request.

 Red arrows point from the 'Message' buttons to their respective project cards.

Figure: (21b) Give a message from freelancer panel

The screenshot shows a client's dashboard interface. On the left, a sidebar lists 'Dashboard', 'Services' (with 'Projects' selected), 'All Projects', 'Open Projects' (with 'Running' selected), 'Completed', 'Cancelled', 'Bookmarked Freelancers', and 'Milestone Request'. The main area displays two 'Running Projects': one for a 'social media manager and marketing per month' by 'freelancer' (client) and another for 'Jordan Holder'. Each project card includes a 'Message' button, which is highlighted with a red box and an arrow pointing to it.

Figure: (21c) give a message from the client panel

22. How to configure the Firebase console setup for Running Project chat?

Answer:

To use Firebase follow the procedure which is mentioned below

- Go to this URL to create a project <https://console.firebaseio.google.com/u/0/>

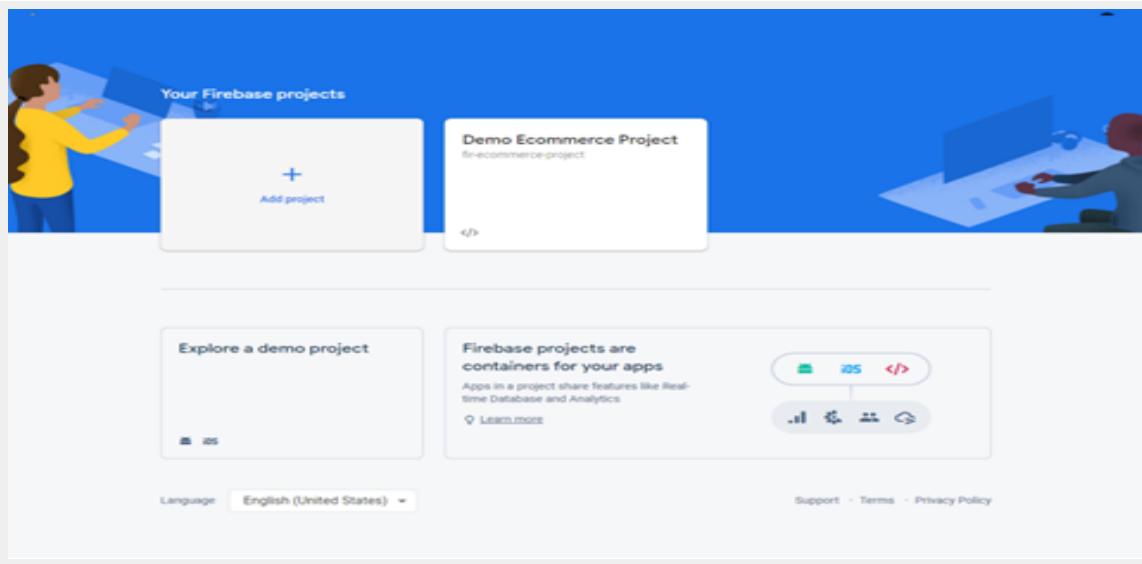


Figure: (22a) Go to URL

- Enter project name and then click on **continue** button

This screenshot shows the first step of creating a new Firebase project. The title "Create a project (Step 1 of 3)" is at the top. Below it, the instruction "Let's start with a name for your project®" is followed by a text input field containing the text "new project". There is a small checkbox below the input field that is currently unchecked. At the bottom of the form is a large blue "Continue" button.

Figure: (22b) Insert project name

- Disable the Google analytics for this project option and click **Create project** button

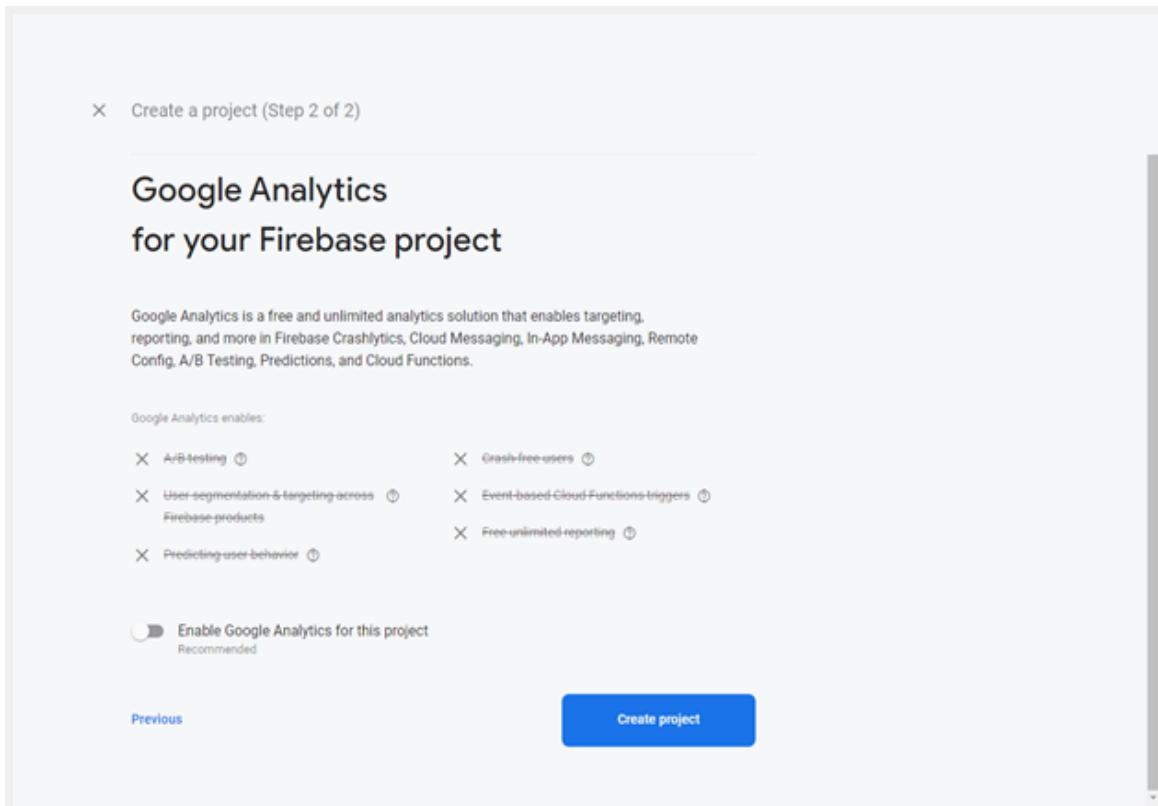
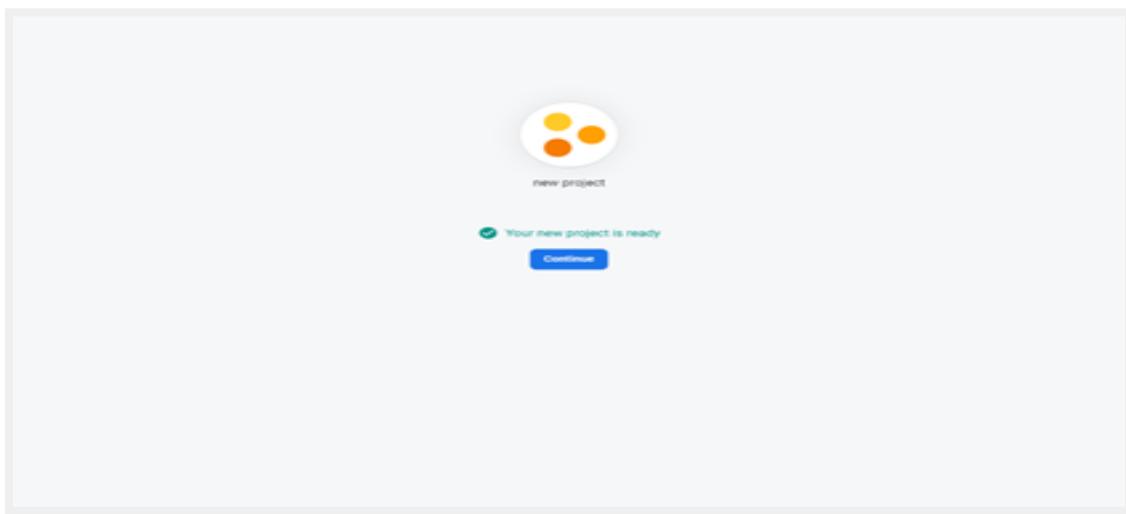


Figure: (22c) clicking the project create button

- After then click on **continue** button



- After then you need to add an app for web.

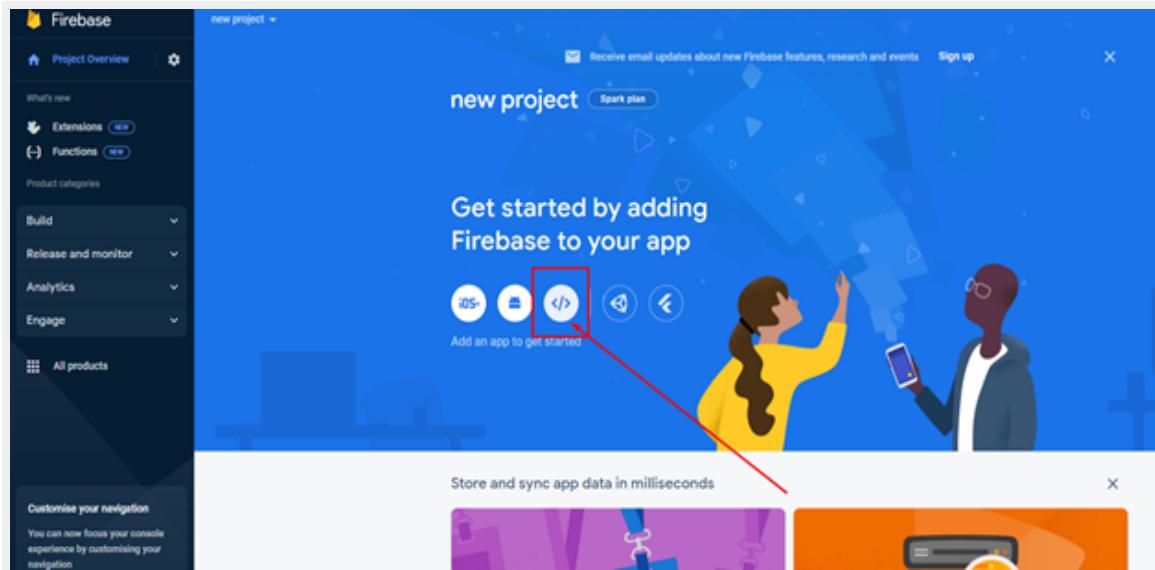


Figure: (22d) Adding app for web

- Put your app nickname & then click on the **Register App** button

The screenshot shows the 'Register app' step of the Firebase setup wizard. It has a vertical navigation bar on the left with steps 1 and 2. Step 1 is titled 'Register app' and contains a text input field labeled 'App nickname' with the value 'new app'. There's also a checkbox for 'Also set up Firebase Hosting for this app' and a note about hosting costs. Step 2 is titled 'Add Firebase SDK'. A red arrow points from the 'new app' input field to the 'Register app' button at the bottom of the step 1 form.

Figure: (22e) Inserting app name

- Then just click on **Continue to the console**

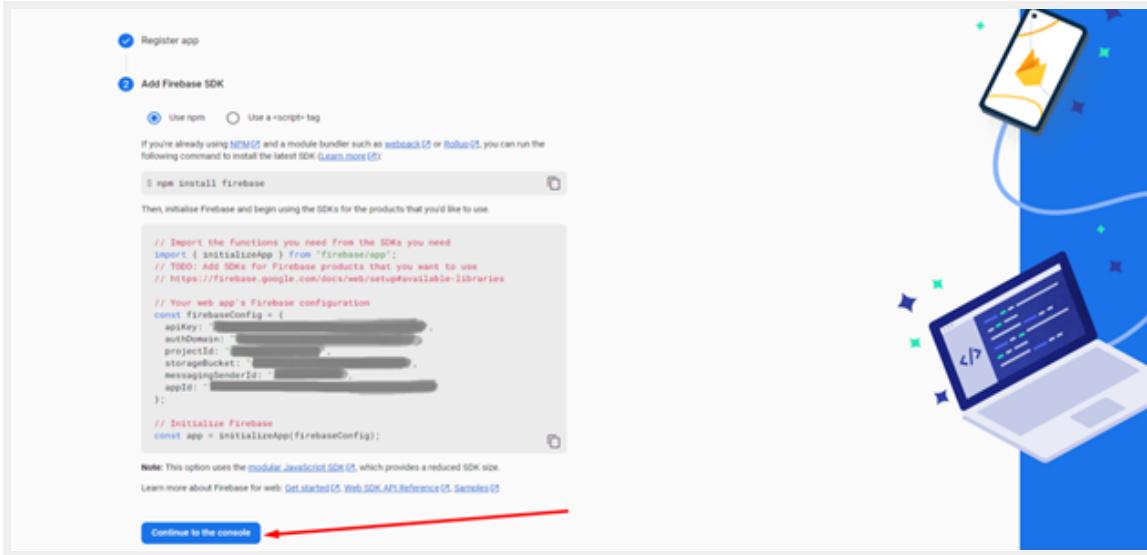


Figure: (22f) Clicking console button

- Create a **Real time Database** by following steps given bellow.

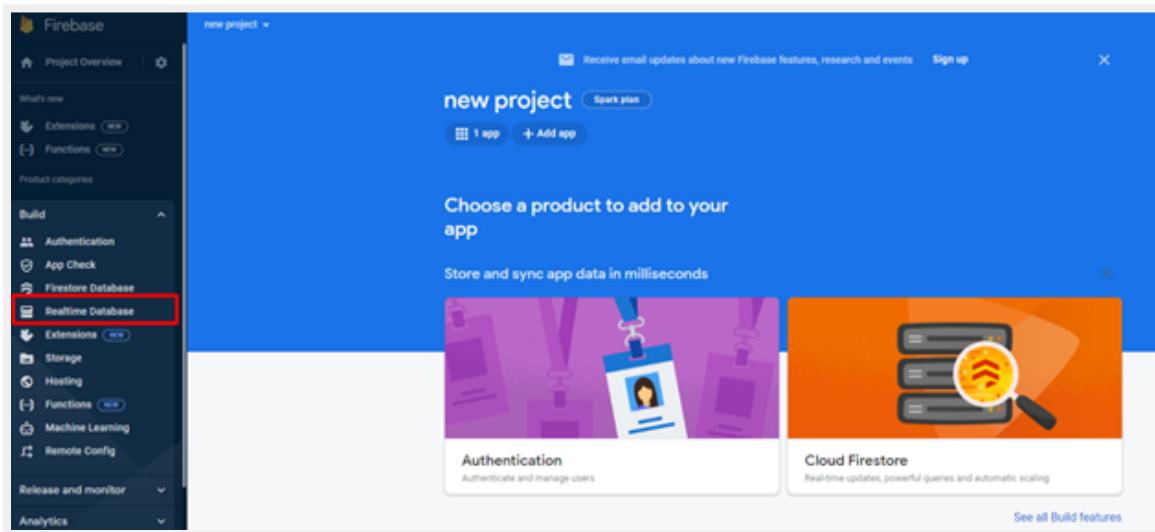


Figure: (22g) Creating real time database (i)

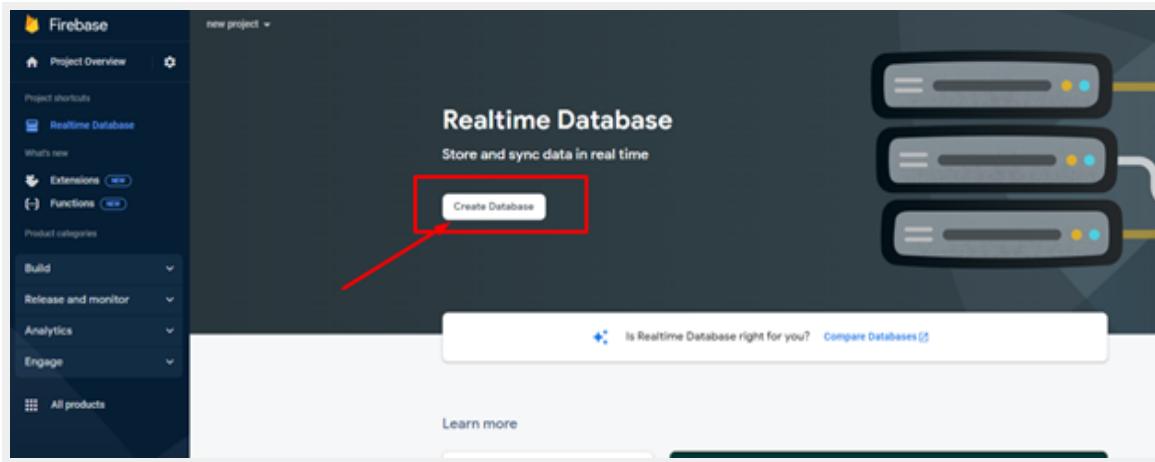


Figure: (22h) Creating real time database (ii)

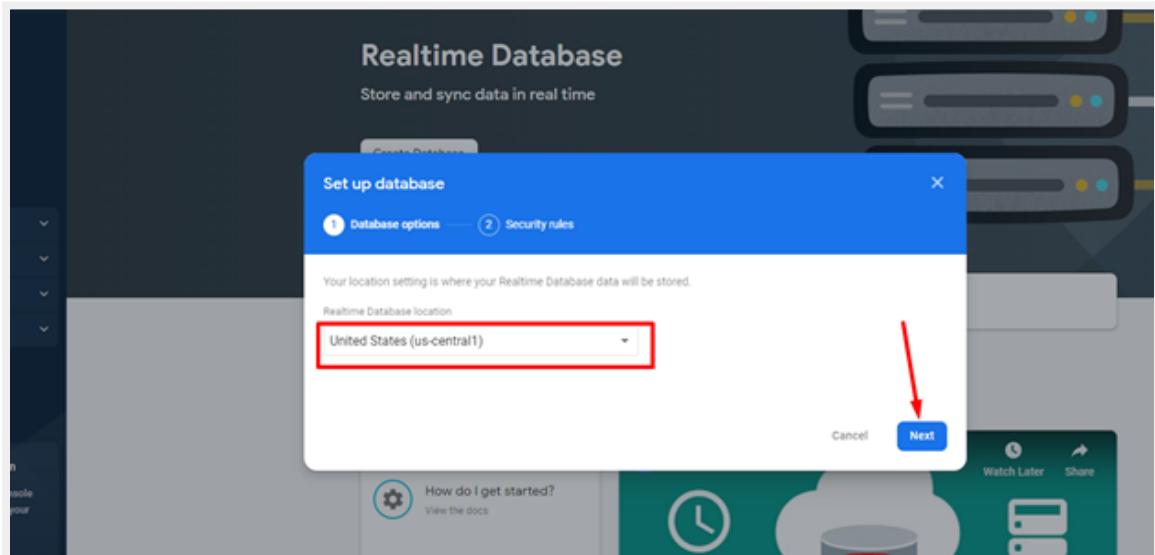


Figure: (22i) Creating a real-time database (iii)

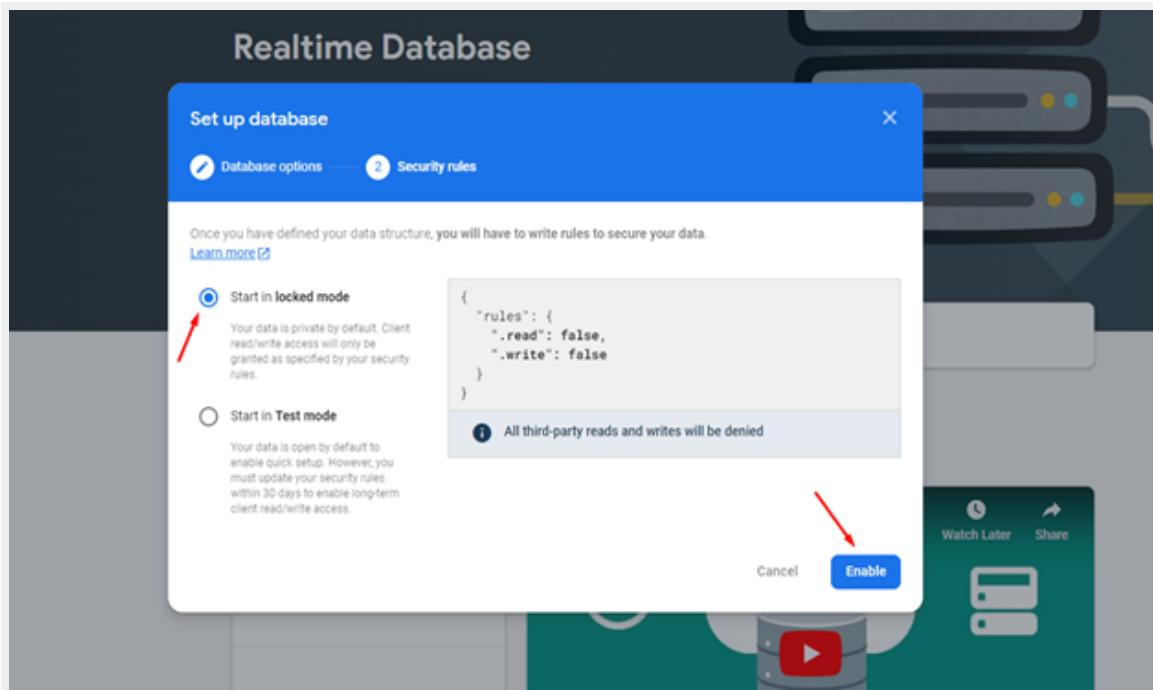


Figure: (22j) Creating real time database (iv)

- Edit Rules of Real-time Database and make 'read' & 'write' true

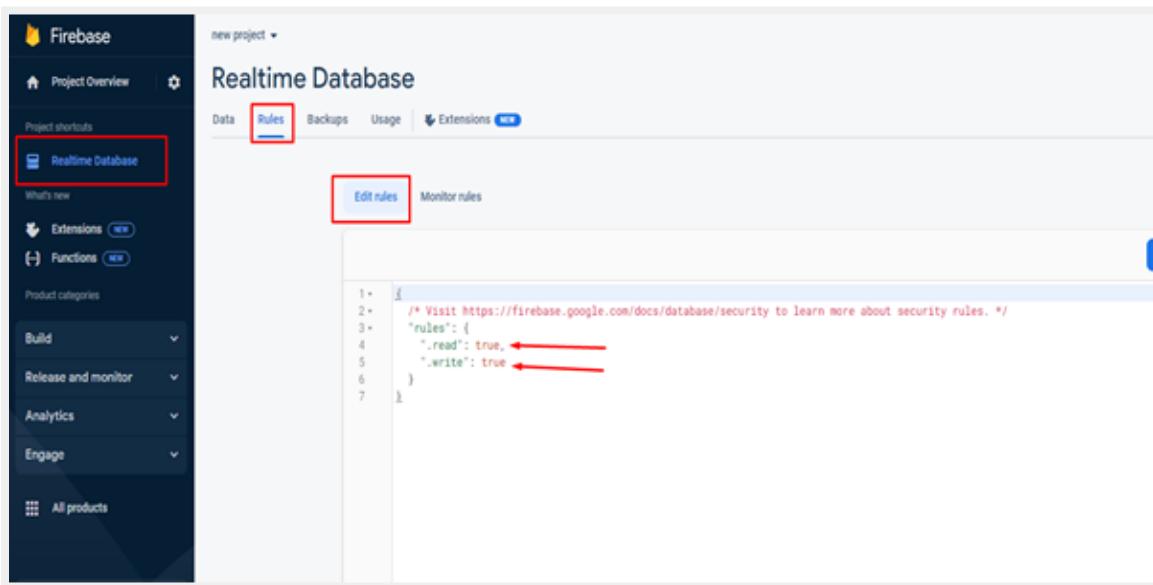


Figure: (22k) Creating real time database (v)

- Now go to **project settings** to get API Key, Auth Domain, Database URL, Project Id, Storage Bucket, Messaging Sender Id, App Id, server key & Public Vapid Key (Key pair)

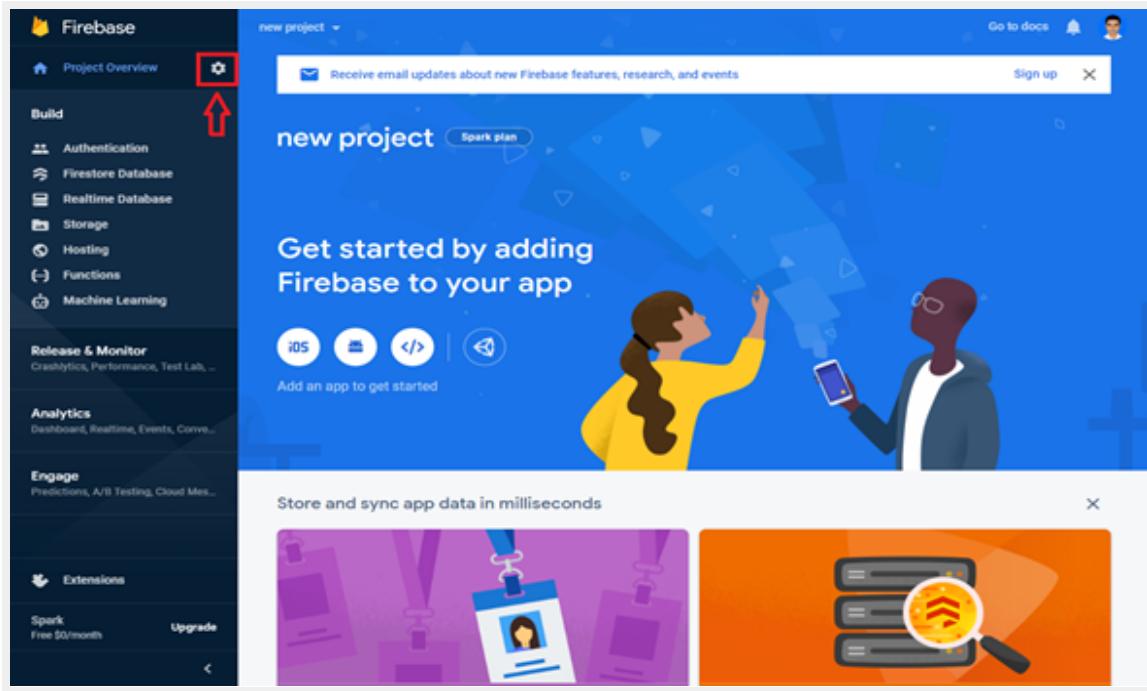


Figure: (22l) Creating real-time database (vi)

- To get 'API Key', 'Auth Domain', 'Database URL', 'Project Id', 'Storage Bucket', 'Messaging Sender Id', 'App Id' click on **General** option & select **Config** option of 'SDK setup & configuration'.

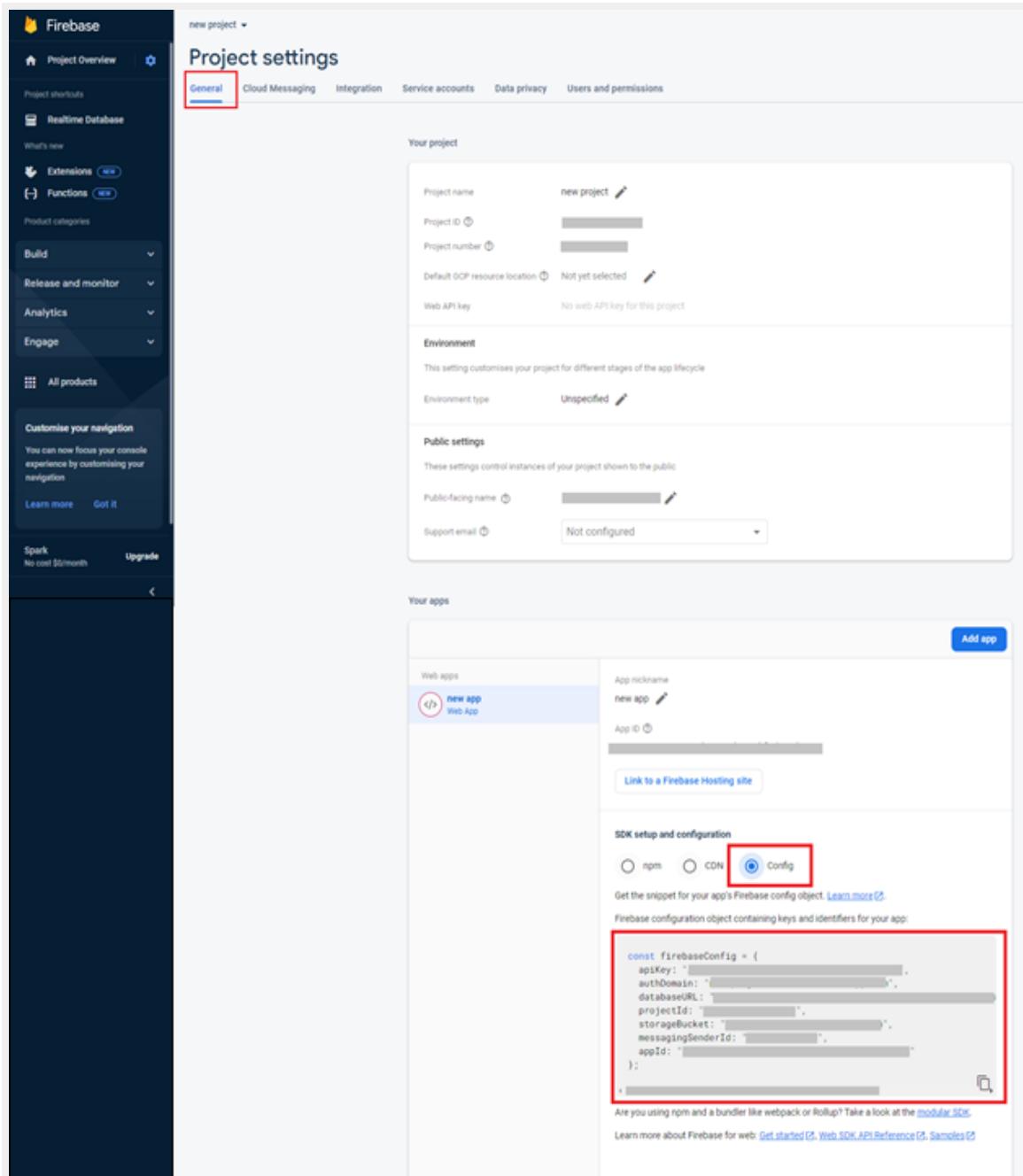


Figure: (22m) Setting the project

- To get 'server key' & 'Public Vapid Key' click on **Cloud Messaging** option. Here 'Server Key' is the 'FCM SERVER KEY' & 'Key pair' is the 'Public Vapid Key'. You need to 'generate Key pair' to get 'Public Vapid Key'.

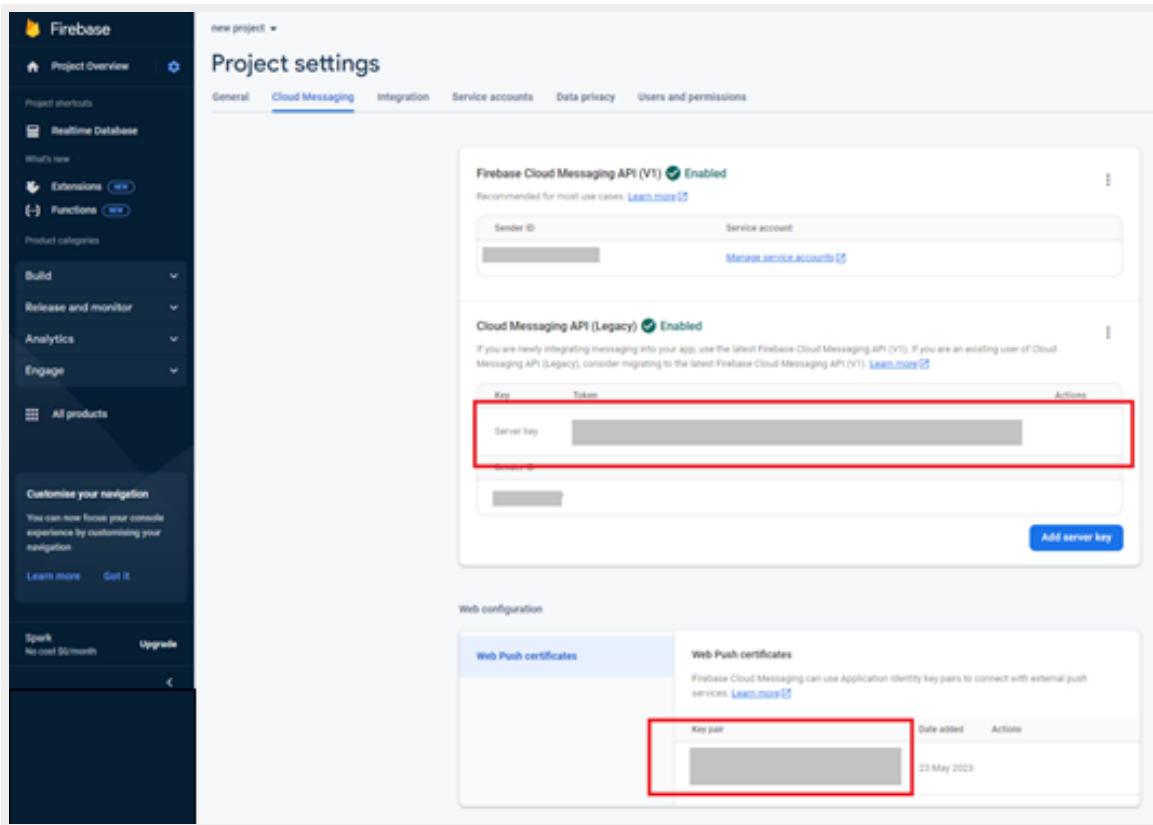


Figure: (22n) Setting the project (ii)

****Note:** You need to make sure that the 'firebase-messaging-sw.js' file (we provided) is in your root directory & edit the file to configure with your actual data.

23. How does the admin set a minimum amount for withdraw requests?

Answer:

Follow the below instruction:

- Go to **Settings > Freelancer Payment**
- Here you can find a form for the **minimum amount for withdraw request**
- Insert the **minimum amount**
- Click on the **Update** button

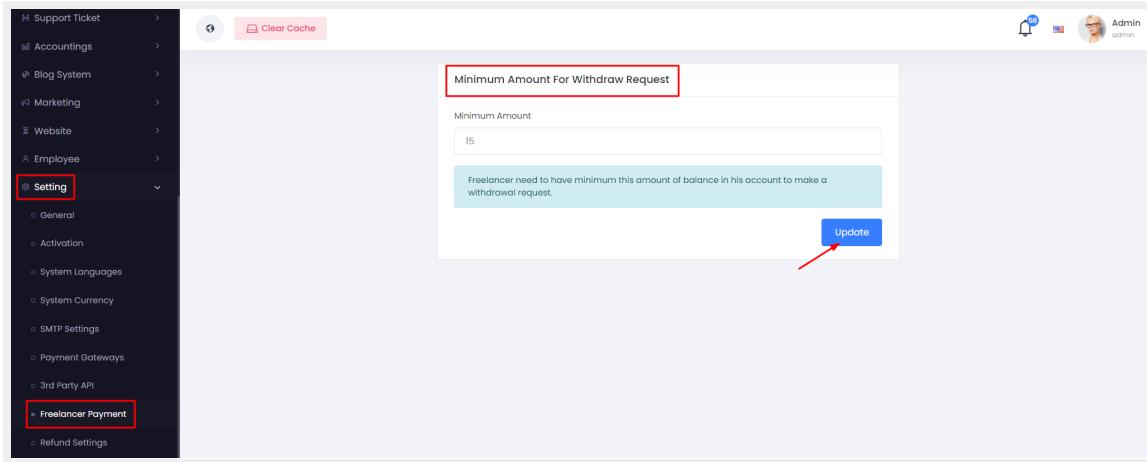


Figure (23a): Admin set a minimum amount for withdraw request

24. How does the admin confirm or reject the verification request of the client?

Answer:

For the admin to confirm or reject the verification request of the client the user needs to do the following:

- **Login as an admin.**
- Go to the **Verification Requests** menu.
- Click on the **view details** action.
- Then you can find **verification details**, and the admin will see two buttons
 - By clicking the '**Accept**' button the admin accepts the request of the user.
 - By clicking the '**Reject**' button the admin rejects the request of the user.

#	Name	Email	User Type	Verification Status	Actions
1	Camden Cervantes	jodydej@mailinator.com	freelancer	Not Received Yet	
2	Zeph Pittman	freelancer5@example.com	freelancer	Verified	
3	Haviva Garner	freelancer4@example.com	freelancer	New Request	
4	Bird Rosa	client5@example.com	client	Verified	
5	Enrico Fermi	client4@example.com	client	Verified	
6	Stephanie	client3@example.com	client	Not Received Yet	
7	Samantha Norton	client2@example.com	client	New Request	
8	Lucas H.	freelancer3@example.com	freelancer	Not Received Yet	

Figure (24a): Verification Request List

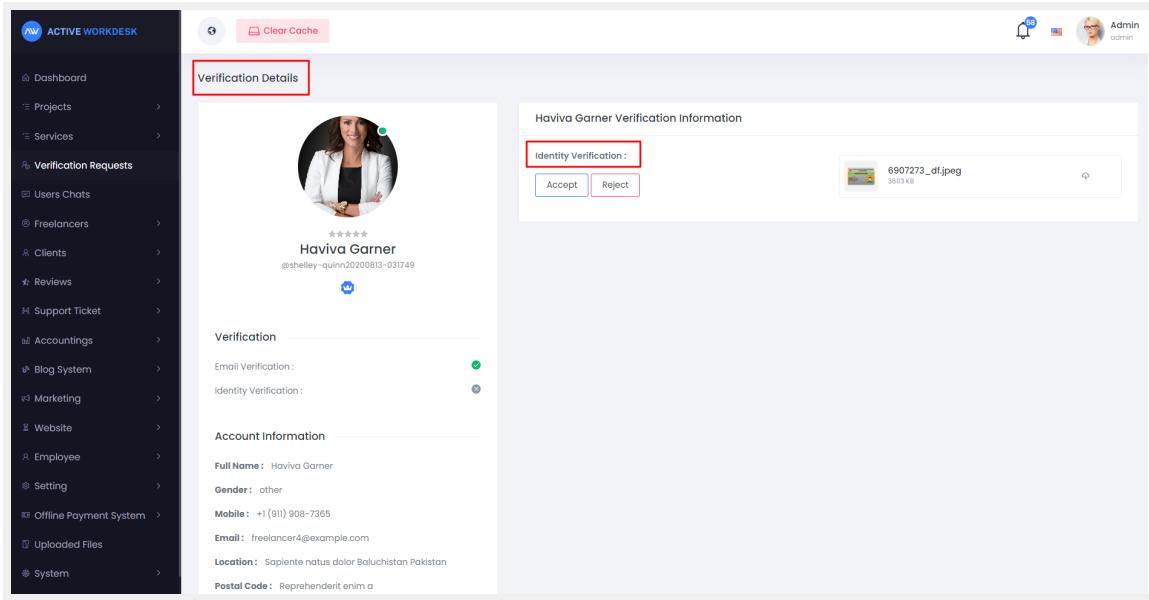


Figure (24b): Accept or reject verification request

25. How to view the client-freelancer conversation as an admin?

Answer:

For an admin to view the client-freelancer conversation as admin he needs to do the following procedure:

- Firstly, **log in as an admin.**
- Then Go to the **User Chat** Menu visible at the left sidebar of the admin dashboard.
- Then click on the **edit action** of any client-freelancer row available at the options column.

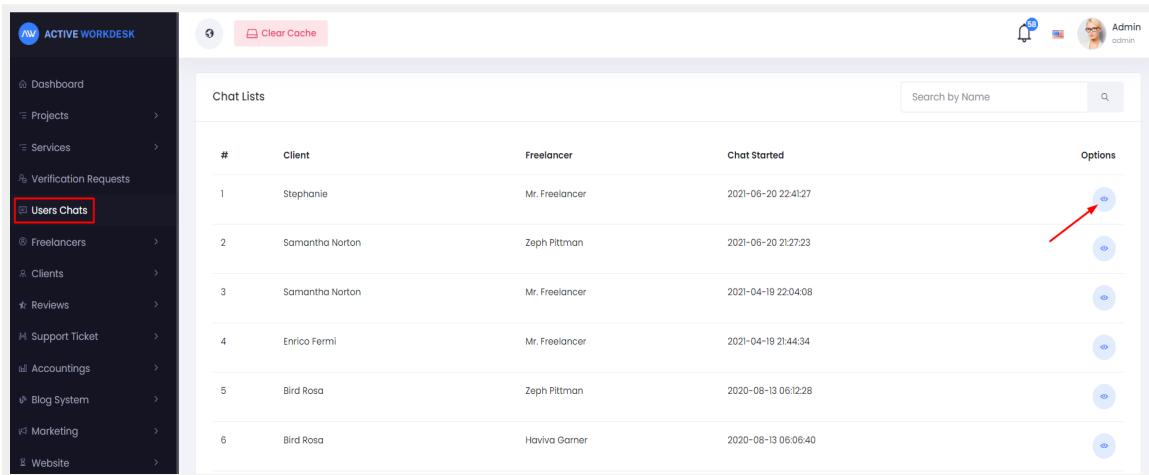


Figure (25a): User chat menu

- And finally, He will be able to **see all the conversations** that happened and are happening between the client and freelancer.

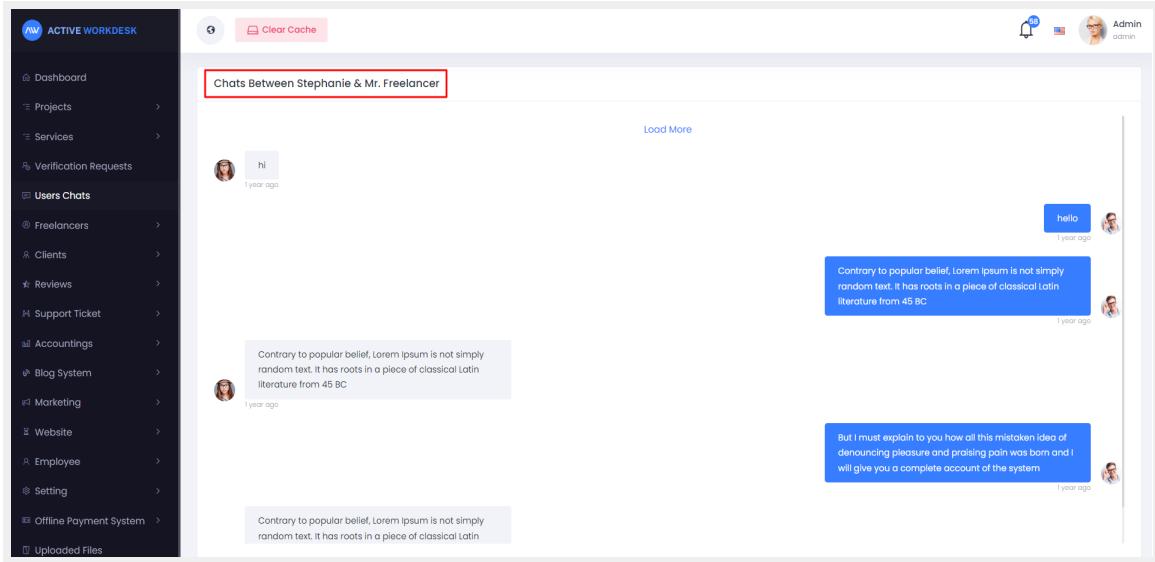


Figure (25b): Conversation between client and freelancer

26. How does the admin configure payment gateways?

Answer:

For an admin to configure the payment gateways he needs to do the following:

Seven types of payment gateway configurations are available there. To configure them follow the steps:

- **Log in to the admin panel.**
- From the navigation, go to **settings > Payment Gateways**.
- **Switch on** by clicking the switch of the methods which you want to **activate**.
- Insert necessary Information of the methods.
 - **Paypal** – Insert the paypal **client ID**, **Client secret** and switched off the sandbox mode(which for demo transactions). Then click on **Update**.
 - **Stripe** – Insert the **stripe key**, **stripe secret** which you will get from your stripe account and switched off the sandbox mode(which for demo transactions). Then click on **Update**.
 - **Instamojo** – Insert the **instamojo api key**, **instamojo auth token** which you will get from your instamojo account and switched off the sandbox mode(which for demo transactions). Then click on **Update**.

- **Flutterwave** – Insert the **public key**, **Secret Key** which you will get from your Flutterwave account settings, **Secret Hash**, and **Currency Code**. Then click on **Update**.
- **Paystack** – Insert the **public key**, **secret key**, and merchant email which you will get from your Paystack account. Then click on **Update**.
- **Paytm** – Insert the **environment**, **merchant ID**, **merchant key**, **merchant website**, **Paytm channel**, and **industry type** which you will get from your paystack account. Then click on **Update**.
- **SSLCommerz** – Insert the **SSLCZ store ID**, **SSLCZ store password** and switch off the sandbox mode. Then click on **Update**.
- **MERCADOPAGO** – Insert the **MERCADOPAGO KEY**, **MERCADOPAGO ACCESS**, and **MERCADOPAGO CURRENCY CODE**, which you will get from your MERCADOPAGO account. Then click on **Update**.
- **Iyzico** – **Enable** the activation switch. Insert the **Iyzico API KEY**, **Secret Key**, and **Currency code**, and switch off the **Iyzico Sandbox Mode**. Then click on **Update**.

***Please note that for SSLCommerz you have to set your site default currency is BDT. This method is only for Bangladesh.

Services

- Verification Requests
- Users Chats
- Freelancers
- Clients
- Reviews
- Support Ticket
- Accountings
- Blog System
- Marketing
- Website
- Employee
- Setting**
 - General
 - Activation
 - System Languages
 - System Currency
 - SMTP Settings

PAYPAL Configuration

Activation

PAYPAL CLIENT ID
[REDACTED]

PAYPAL CLIENT SECRET
[REDACTED]

Sandbox Activation

Update

STRIPE Configuration

Activation

STRIPE KEY
[REDACTED]

STRIPE SECRET
[REDACTED]

Sandbox Activation

Update

SSICOMMERZ Configuration

Activation

Sslc Store Id
[REDACTED]

Sslc store password
[REDACTED]

Sslcommerz Sandbox Mode

Update

INSTAMOJO Configuration

Activation

Api Key
[REDACTED]

Auth Token
[REDACTED]

Sandbox Activation

Update

PAYSTACK Configuration

Activation

Public Key
[REDACTED]

SECRET KEY
[REDACTED]

Merchant Email
[REDACTED]

PAYSTACK Currency Code
[REDACTED]

Update

PAYTM Configuration

Activation

Environment
[REDACTED]

Merchant ID
[REDACTED]

Merchant Key
[REDACTED]

Merchant Website
[REDACTED]

PAYTM Channel
[REDACTED]

Industry Type
[REDACTED]

Update

FLUTTERWAVE Configuration

Activation

Public Key
[REDACTED]

SECRET KEY
[REDACTED]

Secret Hash
[REDACTED]

Currency Code
[REDACTED]

Update

MERCADOPAGO Configuration

Activation

Mercadopago key
[REDACTED]

Mercadopago Access
[REDACTED]

MERCADOPAGO CURRENCY
[REDACTED]

Currency must be es-AR or es-CL or es-CO or es-MX or es-VE or es-UY or es-PE or pt-BR
If kept empty, en-US will be used automatically

Update

IYZICO Configuration

Activation

Api Key
[REDACTED]

SECRET KEY
[REDACTED]

Currency Code
[REDACTED]

IYZICO Sandbox Mode

Figure (26a): Payment gateway list

27. How to create a custom page as an admin?

Answer:

For an admin to create a custom page he needs to do the following:

- Firstly, the admin needs to **log in** as an admin.
- Then go to **Website > Pages**
- And click the **Add New Page** button.
- There he will get a form where he will be able to set the detailed information about the page.
- Finally, by clicking the **Add Page** button he will be able to add the new page to his website.

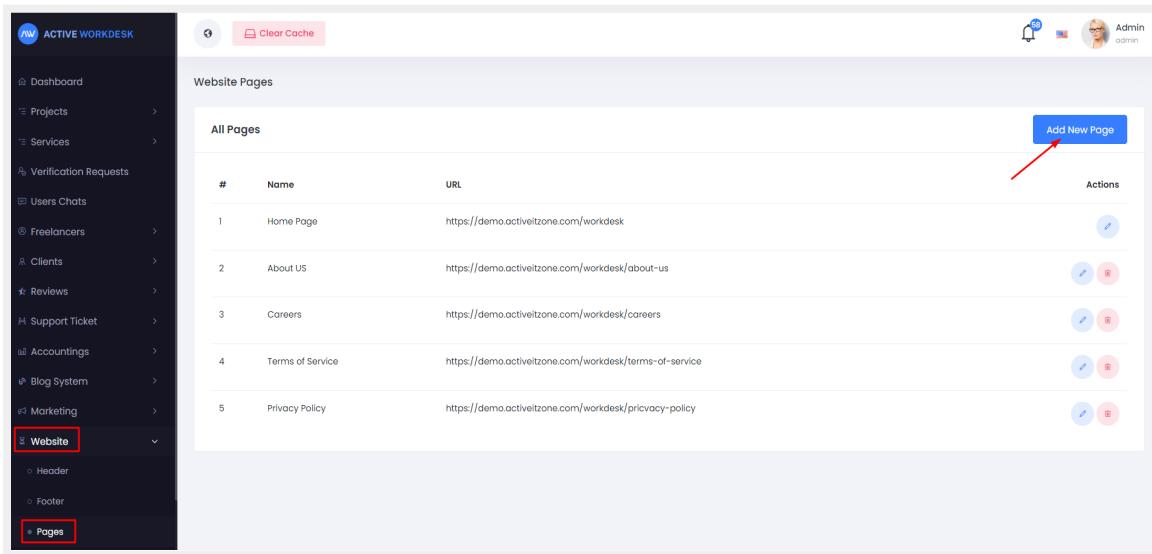


Figure (27a): Add any custom page

28. How to set up the header of the site as an admin?

Answer:

For an admin to set up the header of the site he needs to do the following:

- Firstly, he needs to **log in** to the **admin** panel.
- Then go to **Website > Header**.
- There he will be provided with two functions.
- He will be able to make the site header sticky as well he will be able to set the header logo.

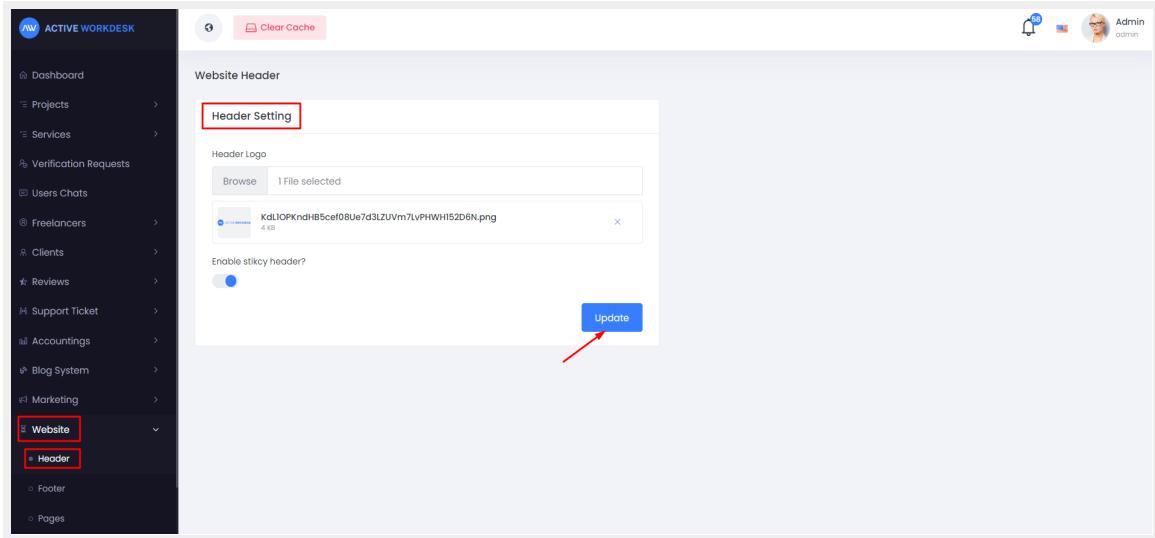


Figure (28a): Set up header setting

29. How to set up the footer of the site as an admin?

Answer:

For an admin to set up the footer of the site he needs to do the following:

- Firstly, he needs to **log in** to the **admin** panel.
- Then go to the **Website > footer**
- There he will be able to set **all the widgets** of his website.
- He will be able to set the footer widgets.
 - Insert **Footer Logo, Description**
 - He will be able to set the **social widget**.
 - He will be able to set the **Footer apps link**.
 - He will be able to enable/disable the **language switcher** from the footer bottom..
 - And also have the feature of setting his **copyright text**.

ACTIVE WORKDESK

The screenshot shows the 'Footer' configuration page within the Active Workdesk application. The left sidebar navigation includes 'Dashboard', 'Projects', 'Services', 'Verification Requests', 'Users Chats', 'Freelancers', 'Clients', 'Reviews', 'Support Ticket', 'Accountings', 'Blog System', 'Marketing', 'Website' (selected), 'Header', 'Footer' (selected), 'Pages', 'Appearance', and 'Employee'.

Website Footer

Footer Widget

About Widget

Footer Logo

Browse | File selected
KdLlOPKndIB5cel08Ue7d3LZUVm7vPHWH152D8N.png

About description

Workdesk is a simple web application online platform where clients can post projects and freelancers can bid for those projects. It's developed with Laravel, a framework of PHP and Bootstrap for making this completely responsive.

Link Widget Three

Title
For Clients

Links

View Projects	http://
Freelancers	http://
Services	http://
All Categories	http://
Packages	http://
Profile	http://

Add Now

Link Widget One

Title
Company

Links

About Us	/workdesk/about-us
Careers	/workdesk/careers
Terms of Service	/workdesk/terms-of-service
Privacy Policy	/workdesk/privacy-policy
Accessibility	/workdesk/Accessibility/

Add New

Link Widget Two

Title
RESOURCES

Links

RESOURCES	#
Customer Support	#
Customer Stories	#
Business Resources	#
Payroll Services	#

Add New

Link Widget Four

Title
For Freelancers

Links

Profile	http://
All Services	http://
Following Clients	http://
Packages	http://

Add New

Social Widget

Title
Social Network

Social Links

f	#
v	#
g	#
o	#
in	#

Footer Apps Link

Android App Link
http://

Apple App Link
http://

Footer Bottom

Show Language Switcher?

Copyright Text

©2020 Active Workdesk

© workdesk v3.1.0

Figure (29a): Set up Footer

30. How to set up the homepage of the site as an admin?

Answer:

For an admin to set up the homepage of the site he needs to do the following:

- Firstly, he needs to **log in** to the **admin** panel.
- Then go to **Website > Pages**
- Then click on the **Homepage** action button
- Fill up the **Slider section**
 - At the right side **enable/disable** the switch
 - Insert **Title, Subtitle**, and **Slider images** (Recommended size 1920x1080)
 - Click on **Update**
- Fill up **client section**
 - At the right side **enable/disable** the switch
 - Insert **clients logos** (Recommended size 190x80)
 - Click on **Update**
- Fill up **How it works section**
 - At the right side **enable/disable** the switch
 - Insert **Title, Subtitle**
 - For step 1 insert **image** and fill up about **description**
 - For step 2 **insert image** and fill up **about description**
 - For step 3 insert **image** and fill up about **description**
 - Click on **Update**
- Fill up **Latest Project Section**
 - At the right side **enable/disable** the switch
 - Insert **Title, Subtitle**
 - Click on **Update**
- Fill up **Featured Category Section**
 - At the right side **enable/disable** the switch
 - Insert **Title, Subtitle**, select **categories**, upload **left banner** and **right banner**
 - Click on **Update**
- Fill up **Services Section**
 - At the right side **enable/disable** the switch
 - Insert **Title, Subtitle, max service show**
 - Click on **Update**
- Fill up **CTA Section**

- Insert **Title** for client, **Subtitle** for client, **Title** for Freelancer, **Subtitle** for Freelancer and upload **banner**
- Click on **Update**
- Fill up **Blog Section**
 - At the right side **enable/disable** the switch
 - Insert **Title, Subtitle, Max Blog Show**
 - Click on **Update**
- Fill up **Seo Fields**
 - Insert **Meta Title, Meta description, Keywords, Meta Image**
 - Click on **Update**

#	Name	URL	Actions
1	Home Page	https://demo.activeitzone.com/workdesk	
2	About US	https://demo.activeitzone.com/workdesk/about-us	
3	Careers	https://demo.activeitzone.com/workdesk/careers	
4	Terms of Service	https://demo.activeitzone.com/workdesk/terms-of-service	
5	Privacy Policy	https://demo.activeitzone.com/workdesk/privacy-policy	

Figure (30a): Website pages list and Homepage

ACTIVE WORKDESK

Website Home

Sliders Section

Title: Hire expert freelancers for any job, online from anywhere.

Sub title:

Millions of small businesses use Workdesk to turn their ideas into reality.

Slider Images (Recommended size 1620x960)

Browse 1 File selected

zIPR0fM4wB30...png 454 KB

Clients Section

Clients Logos (Recommended size 160x60)

Browse 8 Files selected

Untitled.jpg 7 KB Untitled.jpg 3 KB Untitled.jpg 5 KB Untitled.jpg 5 KB Untitled.jpg 9 KB Untitled.jpg 9 KB Untitled.jpg 9 KB Untitled.jpg 9 KB

How It Works Section

Title: How It Works

Sub title: It's easy. Simply post a job you need completed and receive competitive bids from freelancers within minutes.

Step 1

Image

Browse 1 file selected

IWWbdIlyQRbtSmwqpiolz2M5frjbvWHPSTEYwFLzX.png 14 KB

About description:

Post a job

Tell us about your project. We connects you with top talents around the world.

Step 2

Image

Browse 1 file selected

YO40rD2vgltIA.png 16 KB

About description:

Connect with freelancers

Get bids from freelancers. Interview, chat with freelancers and hire the best one.

Step 3

Image

Browse 1 file selected

Figure (30b): Set up the Homepage

31. How does an admin view all services created by the freelancers?

Answer:

Admin can view all the services created by the freelancers. The admin needs to do the following:

- Firstly, he needs to **log in** to the **admin** panel.
- Now, Go to **Services > All services**
- Here you can find all services
- By clicking on any **service title** admin can see all his/her services and by clicking on **service owner** admin can see any freelancer's profile.

The screenshot shows the Active Workdesk admin dashboard. On the left, there is a sidebar with various menu items: Dashboard, Projects, Services (which is currently selected and highlighted in red), All Services (also highlighted in red), Cancelled Services, Service Cancellation Requests, Verification Requests, Users Chats, Freelancers, Clients, Reviews, Support Ticket, Accountings, and Blog System. The main content area is titled 'All Services'. It features a table with columns: #, Service Title, Service Owner, Starts At, and Service Created At. There are six rows of data, each representing a service posted by a freelancer. The data is as follows:

#	Service Title	Service Owner	Starts At	Service Created At
1	I will design environment concept art and background	Mr. Freelancer	\$150.00	2021-04-19 03:15:31
2	I will design professional creative and modern 3d business logo	Mr. Freelancer	\$100.00	2021-04-19 03:12:28
3	I will do a professional and modern logo design for your business	Mr. Freelancer	\$100.00	2021-04-19 03:09:51
4	I will create branded one product shopify dropshipping store	Mr. Freelancer	\$50.00	2021-04-19 03:07:42
5	I will create content for your social media accounts monthly	Mr. Freelancer	\$20.00	2021-04-19 03:04:27
6	I will create premium quality social media designs for you	Mr. Freelancer	\$20.00	2021-04-19 03:01:49

Figure (31a): Admin view all services of freelancers

32. How does an admin view all the service payments that happened between clients and freelancers?

Answer:

In order for an admin to view all the payment that has happened between the clients and the freelancers he/she needs to do the following:

- **Log in as admin**
- After logging in the admin needs to go to **Accounting > Service Payments**

#	Service	Service Type	Client	Freelancer	Amount	My Earnings	Freelancer Earnings	Payment Method	Payment Type	Approval (For Manual Payment)	Date
1	I will create content for your social media accounts monthly	Basic	Stephanie	Mr. Freelancer	\$20.00	\$0.40	\$19.60	Paid via stripe	Online		2021-06-20 22:42:27
2	I will design environment concept art and background	Standard	Samantha Norton	Mr. Freelancer	\$170.00	\$3.40	\$166.60	Paid via stripe	Online		2021-06-20 21:31:14
3	I will create branded one product shopify dropshipping store	Premium	Samantha Norton	Mr. Freelancer	\$100.00	\$2.00	\$98.00	Paid via stripe	Online		2021-06-20 21:30:04
4	I will create content for your social media accounts monthly	Basic	Samantha Norton	Mr. Freelancer	\$20.00	\$0.40	\$19.60	Paid via stripe	Online		2021-06-20 21:29:00
5	I will create premium quality social media designs for you	Basic	Samantha Norton	Mr. Freelancer	\$20.00	\$0.40	\$19.60	Paid via stripe	Online		2021-06-20 21:28:12
6	I will create premium quality social media designs for you	Basic	Enrico Fermi	Mr. Freelancer	\$20.00	\$0.40	\$19.60	Paid via stripe	Online		2021-04-19 21:44:34
7	I will do a professional and modern logo design for your business	Premium	Lisa Elizabeth	Mr. Freelancer	\$150.00	\$3.00	\$147.00	Paid via stripe	Online		2021-04-19 03:18:03

Figure (32a): Admin view all service payments

This portion deals with the client-side login

33. How does the user get registered as a client?

Answer:

The registration system is very simple and easy. To get registered as a client, a user needs to follow the steps mentioned below:

- Go to the **homepage**.
- At the top right corner of the page there is a Log In button and a Get Started button.
 - If you are already **registered** into the **system** then **Log in** with your credentials.
 - Else Click the **Get Started** button and **register** your account.
- To register, user should provide proper information inside the form.
- Choose **As a Client** radio button.
- And then Click **Join With Us**

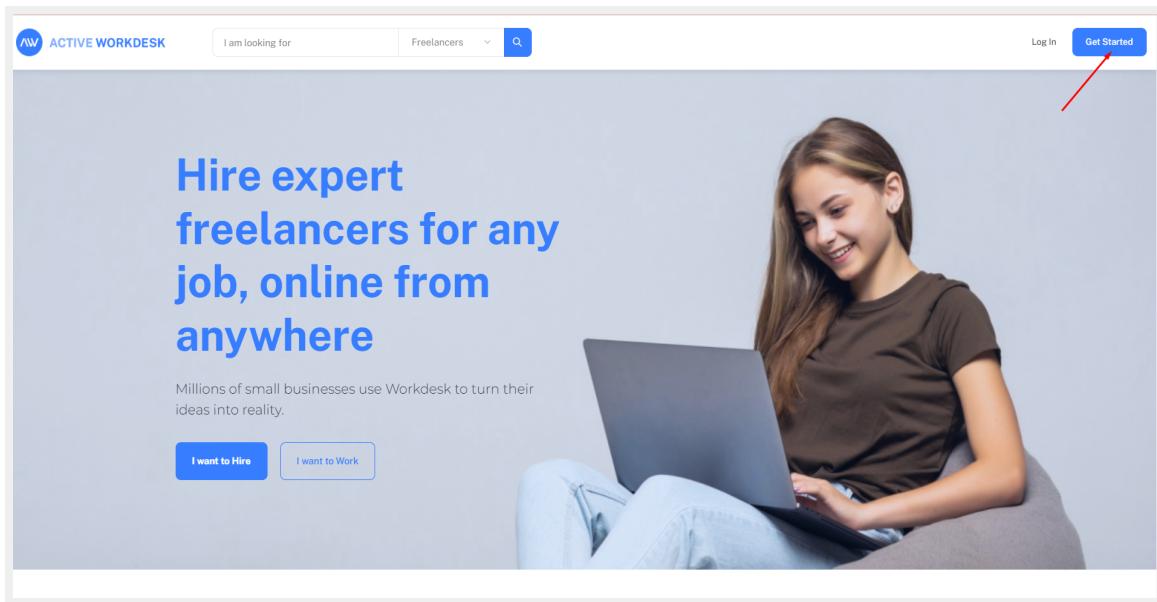


Figure (33a): Get started button

A screenshot of the Active Workdesk registration form. The top navigation bar is identical to the homepage. The main form is titled 'Join With Us' with the sub-instruction 'Fill out the form to get started.' It contains fields for 'Full Name', 'Email address', 'Password' (with a note 'Minimum 6 characters'), and 'Confirm Password' (with a note 'Minimum 6 characters'). Below these are two radio buttons: 'As A Freelancer' (unchecked) and 'As A Client' (checked). A note below the radio buttons states: 'By signing up you agree to our terms and conditions.' At the bottom of the form is a 'Join With Us' button, followed by a 'Or Login With' section featuring social media icons for Facebook, Google+, LinkedIn, and Twitter.

Figure (33b): Registration form

34. Who can create a project and how many types of projects?

Answer:

The Client can only create the projects. The Client can create a project in two ways.

- Open projects for any freelancer
- Private project for any specific freelancer.

There are also two types of projects and they are:

- Fixed type project
- Long term project

35. How to create an open project?

Answer:

To create a new open project a client needs to follow the below steps:

- **Login to the client panel**
- **Go to Project > All Projects**

The screenshot shows the 'All Projects' page of the Active Workdesk client interface. On the left, there's a sidebar with a user profile for 'Lisa Elizabeth' and navigation options like 'Dashboard', 'Services', and 'Projects'. Under 'Projects', 'All Projects' is selected. In the main area, there are three project cards. The first card for 'Jordan Holder' has a budget of '\$945.00', was posted '10 months ago', and is categorized as 'Technical Writing' (Fixed). The second card for 'Lucas H.' has a budget of '\$350.00', was posted '1 year ago', and is categorized as 'Sales & Marketing' (Fixed). The third card has a budget of '\$200.00' and is described as 'You will get an excellent English to German translation of any content in 48 hours'. At the top right of the main area, there is a blue button labeled '+ Add New Project' with a red arrow pointing to it.

Figure (35a): Add new project from client

- The client will be able to create an open project provided that he has not exceeded the limit of creating open projects mentioned by the package that he purchased.
- In there, the client will find the **Add New Project** button at the top right side of that page and click on it.
- Then the client will get a form to fill up.
- The client needs to fill up that form with **project title, type, budget, category, description, skills, project details, attached any file** and click on the **Post Project** button.

36. How to hire a freelancer for an open project?

Answer:

To hire a freelancer for an open project the steps below should be followed:

- Firstly, the user needs to **log in** as a **client**.
- The client will be able to hire freelancers for an open project provided that he has not exceeded the limit of hiring freelancers for private projects mentioned in the terms of the package that he purchased.
- Then go to **Projects > Open projects**.

The screenshot shows the Active Workdesk interface. On the left, a sidebar menu includes 'Dashboard', 'Services', 'Projects' (which is selected and highlighted with a red box), 'All Projects', 'Open Projects' (which is also highlighted with a red box), 'Running', 'Completed', and 'Cancelled'. 'Bookmarked Freelancers' is also listed. The main content area is titled 'Open Projects' and lists three projects:

- A project for \$250.00, published one year ago, in Sales & Marketing category, fixed price. It requires social media manager and marketing per month. The 'See All Bidders' button is highlighted with a red arrow.
- A project for \$200.00, published one year ago, in Translation category, long term. It requires an excellent English to German translation of any content in 48 hours. The 'See All Bidders' button is visible.
- A project for \$20.00, published one year ago, in PayPal API category. It requires a long-established fact about reader distraction. The 'See All Bidders' button is visible.

Each project card includes a 'Cancel Project' button and a 'Published' status indicator.

Figure (36a): Open project list and all bidders

- There the user has to click the **See All Bidders** button of the particular project.
- Then he will be able to see **all the bidders** that bidden for that particular project.

Bids for Optimize and Debug Wordpress Multisite

- Haviva Garner**
Customer Service
\$4,800.00
Billed Amount
Hire now **Call for Interview**
- Zeph Pittman**
Legal
\$4,500.00
Billed Amount
Hire now **Call for Interview**
- Mr. Jon Doe**
Accounting & Consulting
\$4,300.00
Billed Amount
Hire now **Call for Interview**

Figure (36b): Bidded all projects

- Then he will be able to **chat** by clicking **interview**.

I am looking for Freelancers

Lisa Elizabeth client@example.com

Dashboard Services Projects Bookmarked Freelancers Milestone Request Message 0

Reviews Packages

Freelancers

Lucas H. 1 year ago It is a long established fac... 0

Mr. Freelancer 1 year ago It is a long established fac... 0

Mr. Jon Doe 1 year ago It is a long established fac... 0

Haviva Garner 56 seconds ago guij 0

Can you chat now? 2 years ago

Ok. 2 years ago

I have sent you a project proposal, did you check? 2 years ago

hey you there? 2 years ago

Your Message...

It is a long established fact that a reader will be distracted by the readable content of a page when looking at its layout. The point of using Lorem Ipsum is that it has a more-or-less normal distribution of letters, as opposed to using 'Content here, content here', making it look like readable English.

Figure (36c): chat with freelancer

- After chatting and interviewing the client can **hire** the freelancer of his choice for his project.

Bids for Optimize and Debug Wordpress Multisite

Haviva Garner
Customer Service
0 ★★★★★ (0 Reviews) • Baluchistan, Pakistan

\$4,800.00
Billed Amount

Lorem Ipsum is simply dummy text of the printing and typesetting industry. Lorem Ipsum has been the industry's standard dummy text ever since the 1500s when an unknown printer took a galley of type and scrambled it to make a type specimen book.

Zeph Pittman
Legal
0 ★★★★★ (0 Reviews) • Singapore, Singapore

\$4,500.00
Billed Amount

Lorem Ipsum is simply dummy text of the printing and typesetting industry. Lorem Ipsum has been the industry's standard dummy text ever since the 1500s when an unknown printer took a galley of type and scrambled it to make a type specimen book.

Figure (36d): To hire any freelancer click the hire now button

37. How to hire a freelancer for a private project?

Answer:

To hire a freelancer for a private project the steps mentioned below should be followed:

- **Log in as Client**
- Go to the **freelancer listing page**.

ACTIVE WORKDESK

I am looking for **Freelancers**

Filter By

Categories: All Categories

Countries: All Countries

Hourly Rate: 5.00 - 5.00

Rating: Any rating, 4 star +, 3 to 4 star, 2 to 3 star, 1 to 2 star, 0 to 1 star

Search Keyword: Search Keyword

Mr. Freelancer
Legal
\$35.00
Hourly Rate

Hi, my name is Mr. Freelancer and I head a software house in the United Kingdom. I've built many large-scale web application projects from the ground up, including a powerful hotel booking management system, various bespoke CMS and support ticketing systems and more. I take great pride in my work. Le...

5.00 ★ ★ ★ ★ (1 Reviews) • London, United Kingdom

eCommerce CMS AJAX JavaScript PHP MySQL HTML5 jQuery / Prototype Stripe

Hire Me

Figure (37a): Freelancer listing page

- Choose a **freelancer** who is suitable for the job and see details of the freelancer's work

The screenshot shows the Active Workdesk interface. On the left, there is a sidebar titled "Filter By" with sections for "Categories" (All Categories), "Countries" (All Countries), and "Hourly Rate" (a slider from 5.00 to 5.00). Below these are "Rating" filters: "Any rating" (selected), "4 star +", "3 to 4 star", "2 to 3 star", "1 to 2 star", and "0 to 1 star". In the center, a detailed profile for "Mr. Freelancer" is displayed. The profile includes a photo of a man with glasses, the name "Mr. Freelancer", the title "Legal", a bio about building software houses and web applications, a 5-star rating with 1 review, a location in London, United Kingdom, and an hourly rate of \$35.00. The profile also lists skills: eCommerce, CMS, AJAX, JavaScript, PHP, MySQL, HTML5, jQuery / Prototype, and Stripe. A blue "Hire Me" button is located at the bottom right of the profile box. At the top right of the main area, there is a user profile for "Lisa Elizabeth".

Figure (37b): Freelancer choosing

- Then click on the **Hire Me** button.

This screenshot shows the continuation of the hiring process. The "Hire Me" button from the previous screen has been clicked, and the page has loaded to show the next steps. The "Mr. Freelancer" profile is still visible on the left, but the main focus is now on the right side. It shows a large blue "Hire Me" button with a red arrow pointing to it. Below this button, there are sections for "Badges" (one star) and "Skills" (the same skill set as the profile). The "Skills" section includes links for eCommerce, CMS, AJAX, JavaScript, PHP, MySQL, HTML5, jQuery / Prototype, and Stripe.

Figure (37c): Hiring Freelancer

- It'll redirect the user into another page where there will be a form. The client needs to fill out the form. And then click the **Send Invitation** button.

The screenshot shows a user profile for "Mr. Freelancer" with a rating of 5.00 stars from 1 review, located in London, United Kingdom. The rate is \$35.00 per hour. Below the profile, there is a form titled "Send invitation for a private project". The form fields include:

- Project title***: A text input field labeled "Enter project title".
- Project Type***: Radio buttons for "Fixed" (selected) and "Long Term".
- Project budget offer***: A text input field labeled "Enter project budget".
- Project Category***: A dropdown menu currently set to "Legal".
- Project summary***: A large text area for a project description.
- Project Details***: A rich text editor toolbar.
- File attachment**: Buttons for "Browse" and "Choose File".

A red arrow points to the blue "Send Invitation" button at the bottom of the form.

Figure (37d): Invitation send for private project

38. How to send milestone payment to freelancers?

Answer:

To send milestone payment to freelancers the steps below should be followed:

- Firstly, the user has to **log in as a client**.
- Then go to the **Milestone Request** menu.
- The client can see what is the message sent with the milestone request by clicking on the **view message** action
- There he will have to click the **Pay now** Button for the particular freelancer he wants to pay to.

The screenshot shows the Active Workdesk interface. At the top, there's a search bar with 'I am looking for' and 'Freelancers'. On the right, there are user profile icons for 'Lisa Elizabeth'. The main area is titled 'Project Milestone Requests' and contains a table of 'All Requests'. The table has columns for #, project, Freelancer, Time, Amount, Status, Approval (For Manual Payment), and Actions. One row is shown: '# 1 Moodleer Dashboard Customization' by 'Mr. Freelancer' on '2021-06-20 22:35:07' for '\$450.00' with a 'Paid' status. In the sidebar on the left, under 'Milestones Requests', the 'Milestone Request' option is highlighted with a red box.

Figure (38a): Project Milestone requests list

- After that a modal will **pop up**. There again the client user has to click the **Pay Now** button.

This screenshot shows a modal window titled 'Details' over a background of the 'Project Milestone Requests' list. The modal contains fields for 'Sending Amount' (set to '1000') and 'Payment System' (set to 'PayPal'). A red arrow points to the 'Pay Now' button at the bottom right of the modal.

Figure (38b): pop up the details

- It will lead him to a new page with a form in it where he will have to provide his **credit card credentials** and click the **Pay Now** button residing at the bottom of the form.

The form is titled "Pay With Your Credit Card" and "Payment Details". It features logos for VISA, MasterCard, DISCOVER, and AMERICAN EXPRESS. The "Name on Card" field contains "Samantha Norton". The "Card Number" field contains "4111111111111111". The "CVC" field contains "123". The "Expiration Month" field contains "05". The "Expiration Year" field contains "2021". A blue button at the bottom right is labeled "Pay Now (\$150.00)" with a red arrow pointing to it.

Figure (38c): Payment details form

39. How to cancel an open project?

Answer:

To cancel a project the client needs to follow the steps mentioned below:

- **Login** into the **client** panel
- Then go to **Projects > Open Projects**
- There, the client will find **all the Open Projects**.
- In every single open project you can find the **Cancel Project** option.
- Click on the specific project's **Cancel Project** button to cancel that project.

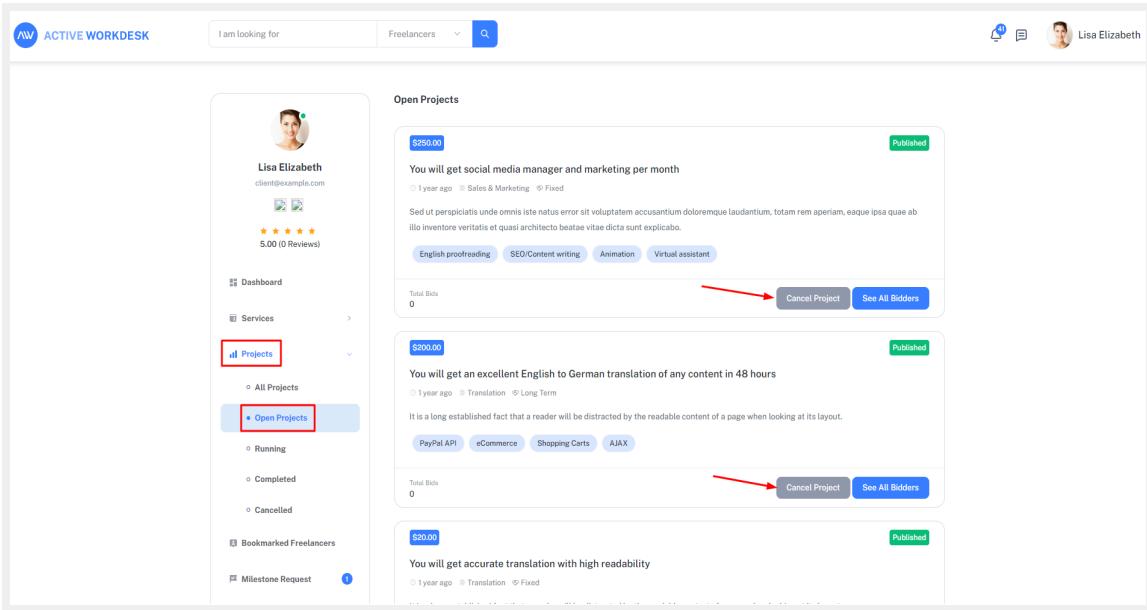


Figure (39a): Cancelling the Open project

40. How to complete a running project?

Answer:

To complete a project the user has to do the following:

- Firstly, **log in as a client**. Because only clients can complete a project.
- Go to **Projects > Running**
- There the client will find two buttons.
- One of them says **Complete this**.
- By clicking that button the client submits the project as being completed.
- And finally, the project will move to the Completed submenu under the Projects menu.

**** The payment should also be completed before completing a project. Otherwise, The completing operation will be withheld and a warning message will be shown to the client saying 'The payment needs to be completed before completing the project'.**

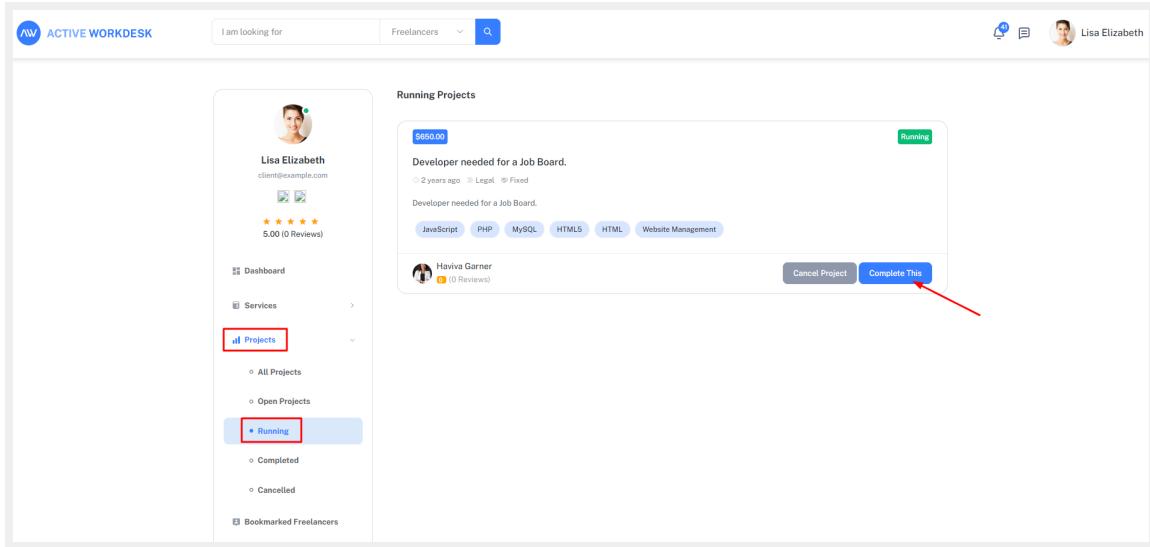


Figure (40a): Complete a running project

41. How to see all projects as a client?

Answer:

To see all projects as a client the user has to follow the steps mentioned below:

- **Login as client.**
- **Go to Projects > All Projects**

Figure (41a): All project list

42. How to see open projects as a client?

Answer:

To see open projects as a client the user has to follow the steps mentioned below:

- **Login as a Client.**
- **Go to Projects > Open Projects.**

The screenshot shows the Active Workdesk interface. On the left, there's a sidebar with a profile picture of Lisa Elizabeth, her email (Client@example.com), and a 5.00 (0 Reviews) rating. Below this are sections for Dashboard, Services, and Projects. The 'Projects' section is expanded, showing 'All Projects' (with 'Open Projects' highlighted by a red box), Running, Completed, and Cancelled. Under 'Bookmark Freelancers', there's a 'Milestone Request' with a blue notification badge. The main area is titled 'Open Projects' and displays three project listings. Each listing includes a thumbnail, title, price (\$250.00, \$200.00, \$20.00), status (Published), a brief description, tags (e.g., Sales & Marketing, Fixed, English proofreading, SEO/Content writing, Animation, Virtual assistant, PayPal API, eCommerce, Shopping Carts, AJAX), and bid counts (0). Buttons for 'Cancel Project' and 'See All Bidders' are also present.

Figure (42a): All open project list

43. How to see Running projects as a client ?

Answer:

To see Running projects as a client the user has to follow the steps mentioned below:

- **Login as a Client.**
- **Go to Projects > Running Projects.**

The screenshot shows the Active Workdesk client interface. At the top, there's a search bar with 'I am looking for' and a dropdown for 'Freelancers'. On the right, there are profile icons for 'Lisa Elizabeth' and other users. The main area has a sidebar with 'Dashboard', 'Services', and a 'Projects' section. Under 'Projects', there are options for 'All Projects', 'Open Projects', 'Running' (which is highlighted with a red box), 'Completed', and 'Cancelled'. Below the sidebar is a 'Bookmarked Freelancers' section and a 'Milestone Request' button. To the right, a 'Running Projects' card is displayed for a project titled 'Developer needed for a Job Board.' It shows a budget of '\$650.00', a description, a timeline ('2 years ago'), and tags like 'JavaScript', 'PHP', 'MySQL', 'HTML5', 'HTML', and 'Website Management'. There are 'Cancel Project' and 'Complete This' buttons at the bottom of the card.

Figure (43a): All running project list

44. How to see Completed projects as a client?

Answer:

To see Completed projects as a client the user has to follow the steps mentioned below:

- **Login as a Client.**
- **Go to Projects > Completed Projects**

The screenshot shows the Active Workdesk client interface. The layout is similar to Figure 43a, with a sidebar on the left and a main content area on the right. In the sidebar, the 'Completed' option under the 'Projects' section is highlighted with a red box. The main content area displays a 'Completed Projects' card for a project titled 'Moodle Dashboard Customization' with a budget of '\$450.00'. The card includes details like '2 years ago', 'Web & Mobile Design', and tags such as 'PHP', 'MySQL', 'CodeIgniter', 'jQuery / Prototype', and 'Website Management'. A note at the bottom of the card says 'You Already rated this client.' There are 'Cancel Project' and 'Complete This' buttons at the bottom of the card.

Figure (44a): All completed project list

45. How to see Canceled projects as a client?

Answer:

To see Canceled projects as a client the user has to follow the steps mentioned below:

- Login as a Client.
- Go to **Projects > Canceled Projects**.

The screenshot shows the Active Workdesk interface. On the left, there's a sidebar with a user profile for 'Lisa Elizabeth' and a list of project categories: Dashboard, Services, Projects (which is selected and highlighted with a red box), All Projects, Open Projects, Running, Completed, and Canceled (also highlighted with a red box). Below these are Bookmarked Freelancers and Milestone Request. On the right, under the heading 'Cancelled Projects', there's a card for a project titled 'Development Support' with a budget of '\$500.00'. The card includes details like '2 years ago', 'Admin Support', 'Fixed', and 'Website Management', 'Data visualization', 'Resume Writing' under 'Services'. A red box highlights the 'Cancelled' status at the top right of the card. At the bottom of the card, it says 'Total Bids 3+' and 'Cancelled By Lisa Elizabeth'.

Figure (45a): All canceled project list

46. How to set up a client profile?

Answer:

To set up a client profile the user has to follow the steps below:

- Firstly, **Login as a client**.
- Then go to the **profile setting** menu.
- There the user will be able to insert account info, basic info, profile images.
- And Click on the **save changes** button for each section.

The screenshot shows the 'Profile Setting' section of the Active Workdesk client interface. On the left, there's a sidebar with navigation links: Dashboard, Services, Projects, Bookmarked Freelancers, Milestone Request, Message, Reviews, Packages, Support Ticket, Wallet, Profile Setting (which is highlighted), and Logout. The main area is divided into several sections:

- Identity Verification:** A green box stating "Your identity verified successfully."
- Account Info:** Fields for Username (lisa-elizabeth20200728-053107), Email address (client@example.com), New Password, Confirm Password, and Bio (I am an entrepreneur who is engaged in social media marketing, and tech businesses.). A "Verified" badge is next to the email field.
- Basic Info:** Fields for Name (Lisa Elizabeth), Gender (Male), Country (Australia), City (Australian Capital Territory), Postal Code (8745), Address (32 High Street, Capitol Hill), Phone (643131564121), and Nationality (AU). A "Save Changes" button is at the bottom.
- Profile Images:** Sections for Profile Image (User-8.jpg) and Cover Image (business...jpg). Both have "Browse" buttons and file selection boxes. A "Save Changes" button is at the bottom.

Figure (46a): Set up client profile

47. How does a client chat with his freelancers?

Answer:

For a client to chat with his freelancers he needs to do the following:

- **Log in as a client.**
- Go to the **Message** menu.
- Then **choose the freelancer** he wants to chat with.
- Type in the message inside the message field.
- **Attach files** by clicking the clip button on the right side of the message field.
- Choose files and click on them.
- Click the Add files button.

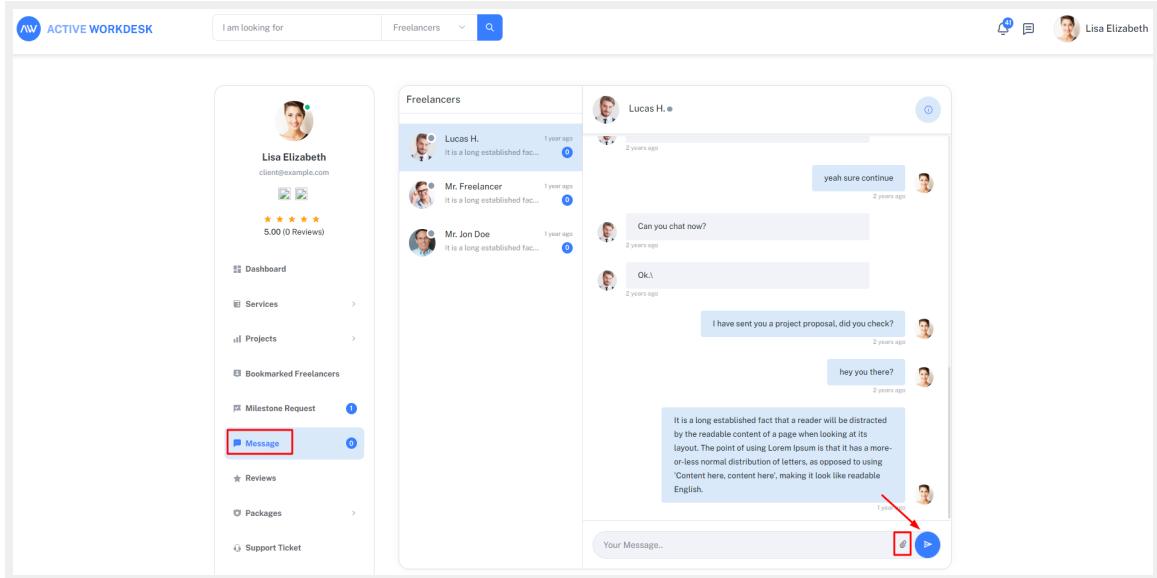


Figure (47a): a client chat with his freelancers

- The user can attach multiple files if he wishes.
- Then finally **click the Send icon.**

48. How does a client see all reviews?

Answer:

For a client to see all reviews the user needs to do the following steps:

- Firstly, the user needs to **log in as a client.**
- Click on the **Reviews** button.
- Then he will be able to see all the reviews that the freelancers made about him.

The screenshot shows a user interface for a freelancing platform. At the top, there is a navigation bar with the logo 'ACTIVE WORKDESK', a search bar containing 'I am looking for' and a dropdown menu 'Freelancers', and a search icon. On the right side of the top bar are icons for notifications, messages, and a user profile for 'Lisa Elizabeth'. Below the top bar, the main content area displays a user profile for 'Lisa Elizabeth' (client@example.com). The profile includes a photo, a rating of 5.00 (6 reviews), and a link to view reviews. To the right of the profile, a section titled 'Reviews' is highlighted with a red box. This section shows a table of reviews with the following data:

#	Project Name	Reviewer Name	Reviews	Rating	Status
1	I want to add paypal to my ecommerce	Mr. Freelancer	good	★★★★★	Published
2	I want to add paypal to my ecommerce	Mr. Freelancer	good	★★★★★	Published
3	I want to add paypal to my ecommerce	Mr. Freelancer	good	★★★★★	Published
4	I want to add paypal to my ecommerce	Mr. Freelancer	good	★★★★★	Published
5	I want to add paypal to my ecommerce	Mr. Freelancer	good	★★★★★	Published
6	I want to add paypal to my ecommerce	Mr. Freelancer	good	★★★★★	Published

On the left side of the main content area, there is a sidebar with several menu items: Dashboard, Services, Projects, Bookmarked Freelancers, Milestone Request, Message, and Reviews. The 'Reviews' item is highlighted with a red box. At the bottom of the sidebar, there is a link to 'Packages'.

Figure (48a): a client sees all reviews

49. How does a client bookmark a freelancer?

Answer:

For a client to bookmark a freelancer he needs to do the following steps:

- Firstly, he needs to **login as a client**.
- Then **search for the freelancer**. To search for a freelancer he needs to do the following:
 - Go to the **search bar** residing at the **top navbar** of the site.
 - The user should type in the **name of the freelancer** he is searching for or keep it blank if he wants the list of all the freelancers.
 - Then select the **freelancer option** from the select option.
 - Finally, click the **search** icon at the right side of the select option.

The screenshot shows the Active Workdesk dashboard. At the top, there is a search bar with the placeholder "I am looking for" and a dropdown menu set to "Freelancers". A red arrow points to the search icon (magnifying glass) in the search bar. The dashboard features a sidebar with navigation links: Dashboard, Services, Projects, Bookmarked Freelancers, Milestone Request, Message, Reviews, and Packages. The main area displays various metrics and charts. On the left, a profile card for "Lisa Elizabeth" is shown with a 5.00 rating and 0 reviews. To the right, there are sections for "This Month Expense" (\$0.00), "Total Expense" (\$450.00), "Add New Project", "Total Projects 22", "Completed Project 2", "Running Project 2", and a donut chart for project status. Below these are sections for "Running Projects" and "Suggested Freelancers".

Figure (49a): Searching all freelancers list

- Go to any **freelancer details page**, for this click on any **freelancer's name**.
- There he will find a **Bookmark Freelancer** button.
- Just by clicking that button a client can bookmark a freelancer.

The screenshot shows the Active Workdesk freelancer details page for "Mr. Freelancer". On the left, there is a sidebar titled "Filter By" with sections for Categories (All Categories), Countries (All Countries), and Hourly Rate (5.00). The main content area shows a profile picture of Mr. Freelancer, his name "Mr. Freelancer", and his title "Legal". A red arrow points to his name. Below this, there is a bio: "Hi, my name is Mr. Freelancer and I head a software house in the United Kingdom. I've built many large-scale web application projects from the ground up, including a powerful hotel booking management system, various bespoke CMS and support ticketing systems and more. I take great pride in my work. Le...". It also shows his hourly rate of "\$35.00", a 5.00 rating with 1 review, and locations in London, United Kingdom. Below the bio, there are skill tags: eCommerce, CMS, AJAX, JavaScript, PHP, MySQL, HTML5, jQuery / Prototype, and Stripe. A "Hire Me" button is at the bottom right.

Figure (49b): click on any freelancer's name

Figure (49c): Click on bookmark freelancer button

50. How does a client see all bookmarked freelancers?

Answer:

For a client to see all bookmarked freelancers he needs to follow the following steps:

- Firstly, he needs to **log in** as a **client**.
- Then go to the **Bookmarked Freelancers** menu residing on the left side-bar.
- There he will be able to see all the bookmarked freelancers.

Figure (50a): All Bookmarked freelancers list

51. How to purchase any package as a client?

Answer:

To purchase a package the user has to follow the steps below:

- At First **login** as a **client**.
- Then go to **Packages > Upgrade/Downgrade**.
- The user has to click on the **Purchase This Package** button on the package he thinks is suitable.

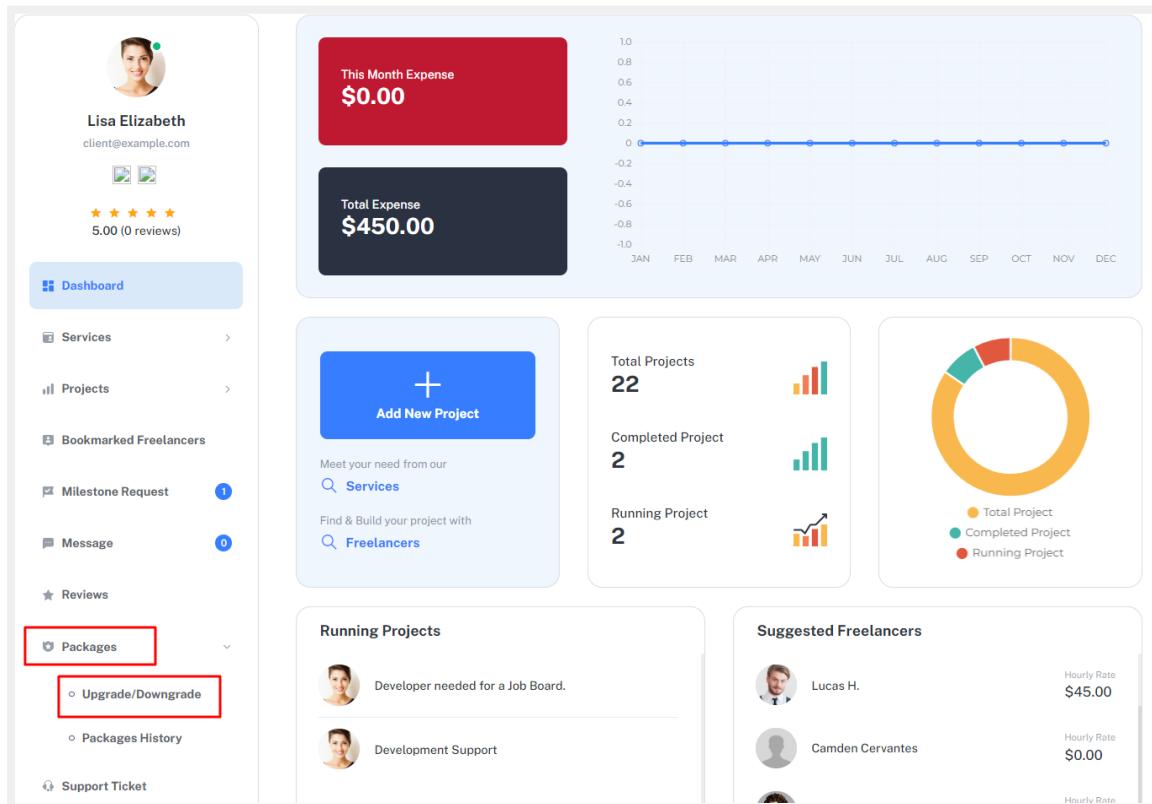


Figure (51a): Go to the packages list

- Enter the desirable payment system and click the **Purchase This Package** .
- Finally, the user has to provide his **credit card credentials** and press **Pay Now** .
- These packages will be related to almost all the actions of a client.
 - How many **open projects** he can create.
 - How many **fixed projects** he can create.
 - How many **long term projects** he can create.
 - How many **private projects** he can create.
 - How many **fixed private projects** he can create.
 - How many **long term private projects** he can create.

- How many **words** he can write inside his bio.
- How many **freelancers** he can **follow**.

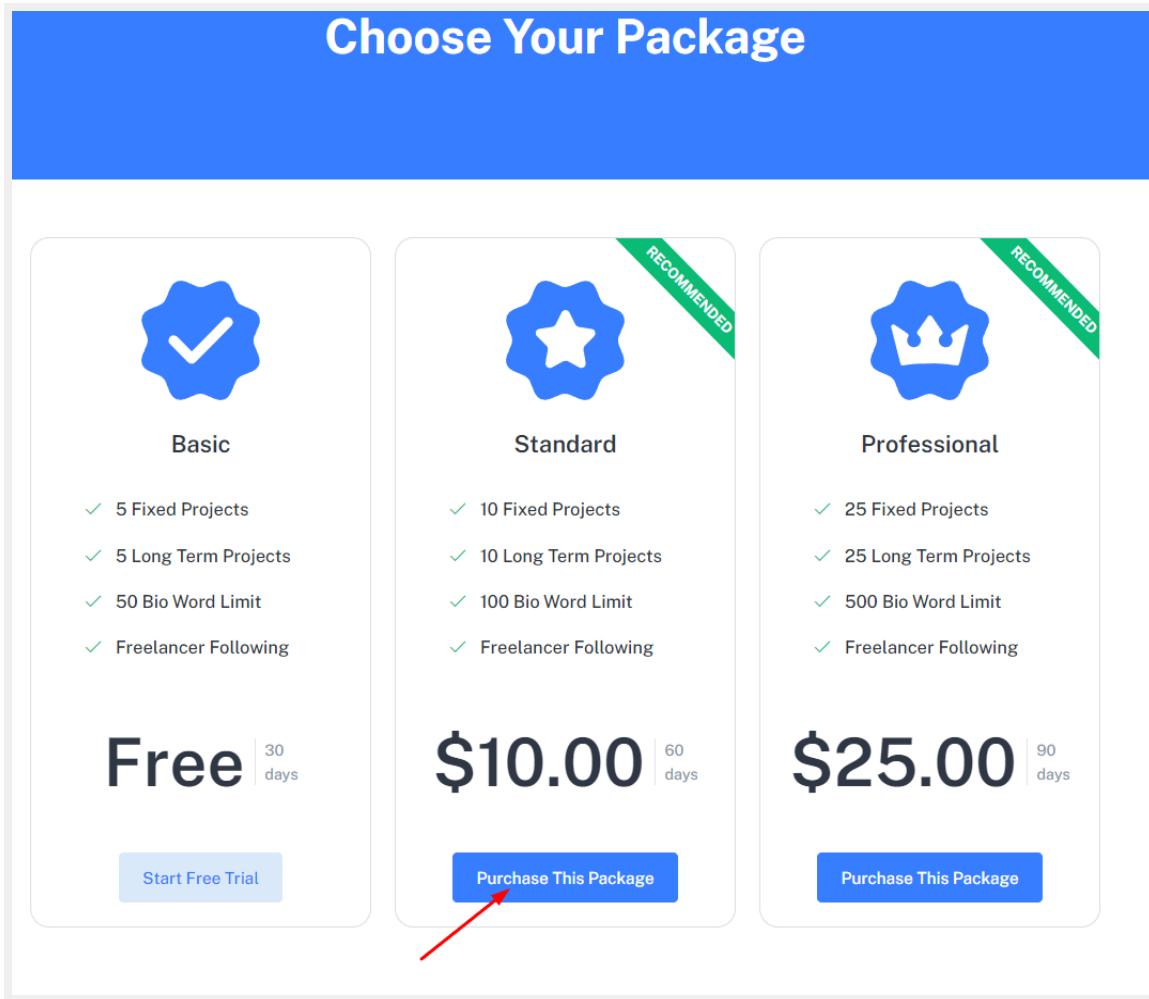


Figure (51b): Click on Purchase this package button

52. How does a client rate a freelancer?

Answer:

To rate a client the user needs to follow the steps mentioned below:

- Firstly, **Login as a freelancer**.
- Then go to **Projects > Completed**.
- There on every single completed project card he will find a button **Rate This Freelancer**.
- Clicking on the button he will be presented with a **form**.
- He can **rate** the client by clicking on different numbers of **stars**. 1/2/3/4/5 stars.
- As well, he can give his reviewing **comment**.

- Finally, click on the **Rate this Freelancer** button.
- After the reviewing process is complete he will be given a success message.

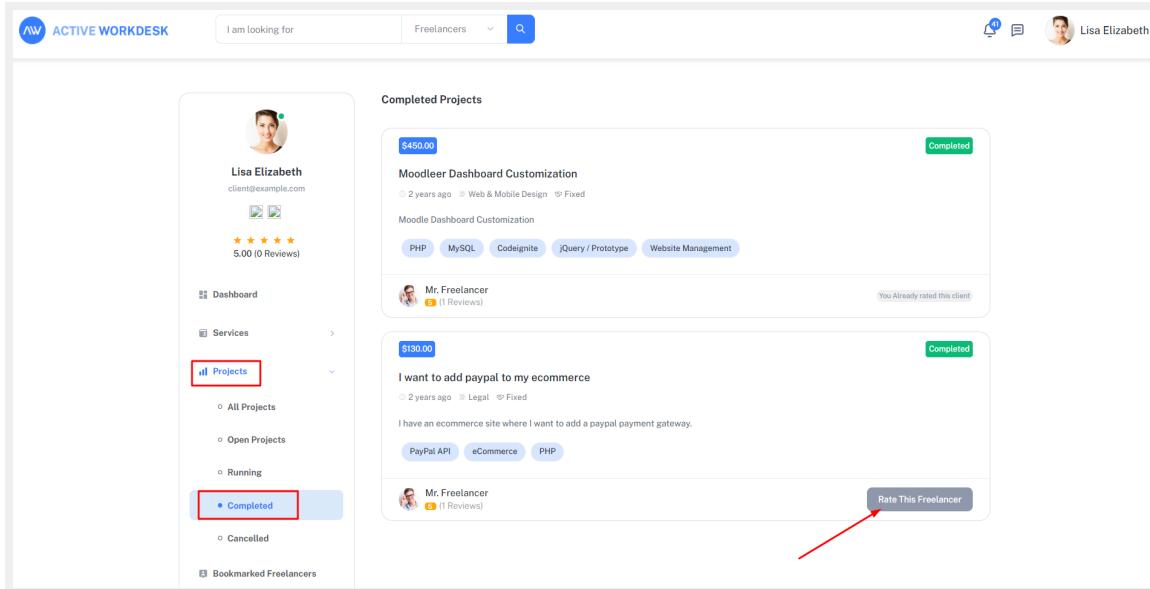


Figure (52a): Give rating any freelancer

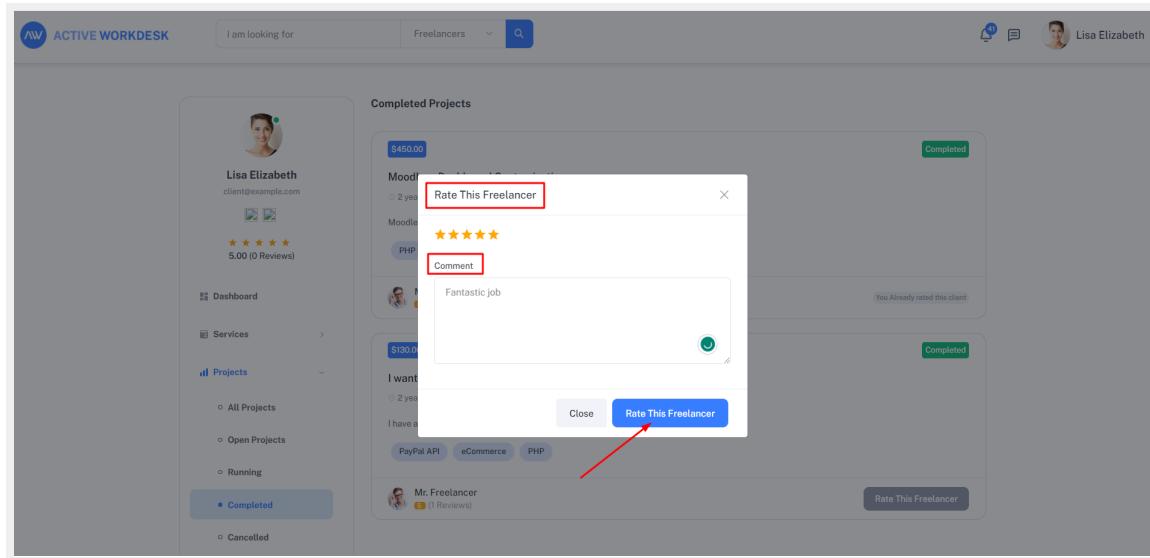


Figure (52b): Give a star and comment for any freelancer

53. How to purchase any package as a freelancer?

Answer:

To purchase a package the user has to follow the steps below:

- First login as a **freelancer**.

- Then go to **Packages > Upgrade/Downgrade**.
- The user has to click on the **Purchase This Package** button
- Enter the desirable payment system and click the **Purchase button**.
- Finally, the user has to provide his credit card credentials and press **Pay Now**.
- These packages will be related to almost all the actions of a client.
 - In how many **open projects** he can bid.
 - In how many **fixed projects** bids he can make.
 - In how many **long term** projects bids he can make.
 - How many **private project** proposals he can accept.
 - In how many **fixed projects** bids he can make.
 - How many **long term private** projects he can create.
 - How many **words** he can write inside his bio.
 - How many **freelancers** he can follow.

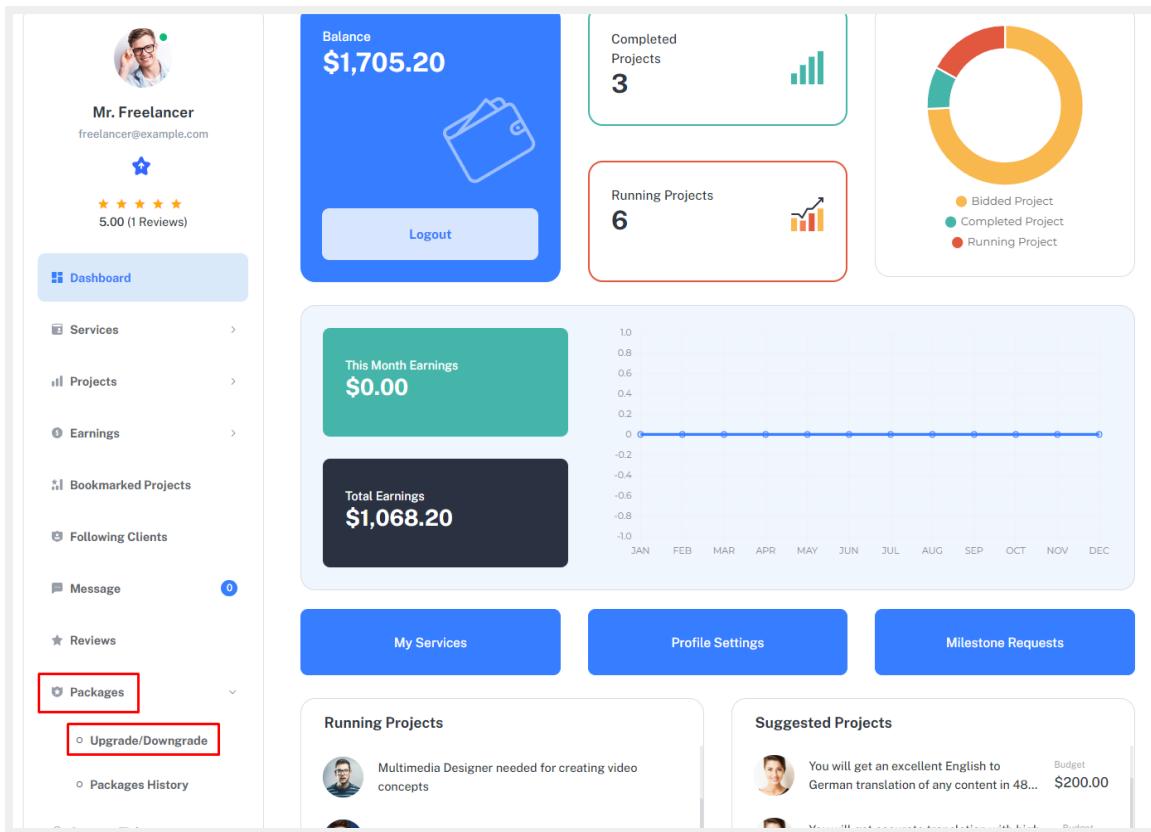


Figure (53a): go to the packages list from freelancer panel

54. How does the client verify his/her identity?

Answer:

For a client to verify his identity he needs to do the following:

- **Log in as a client.**
- Go to the **Profile Settings** menu from the left sidebar of his panel.
- **Browse for the NID/Passport pdf** to be uploaded.
- Click the **Save Changes** button.
- Finally, when the admin **verifies his identity**. He will be able to **see it in his profile settings**.

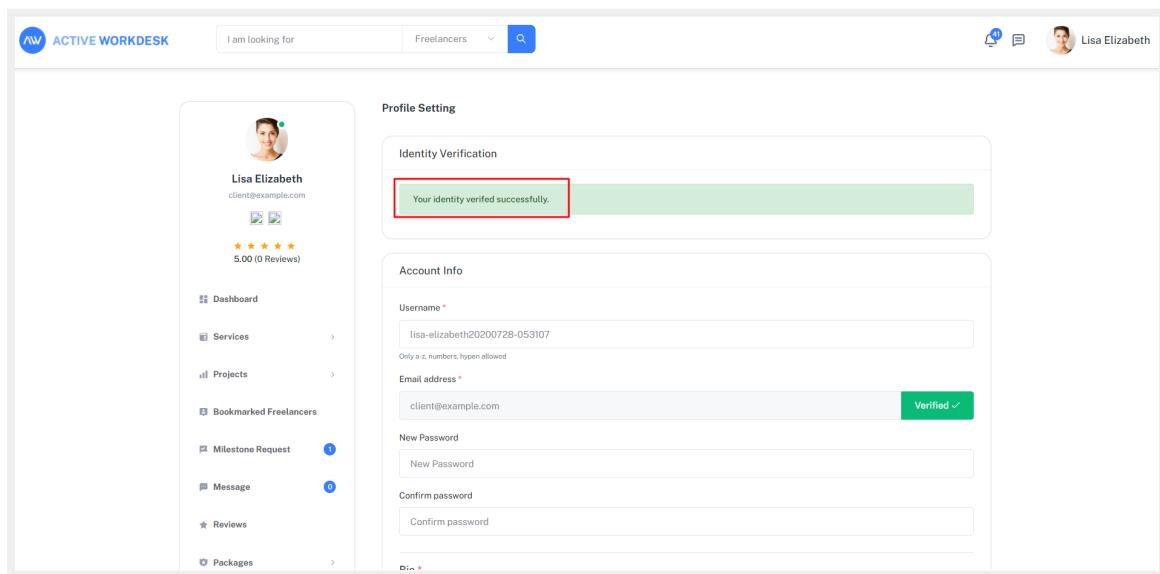


Figure (54a): Client Identity Verification

55. How does a client purchase a service?

Answer:

The client needs to follow the steps mentioned below to purchase a service.

- Firstly, the client needs to **log in**.
- Go to the **services** or search for specific services from the search bar visible at the **top header nav**.
- Beside the search bar, there is a dropdown from that dropdown the client needs to **select Services**. And then press enter or **click** the search icon.
- Then the matched results of services will be shown on the screen or the service listing page will be visible.

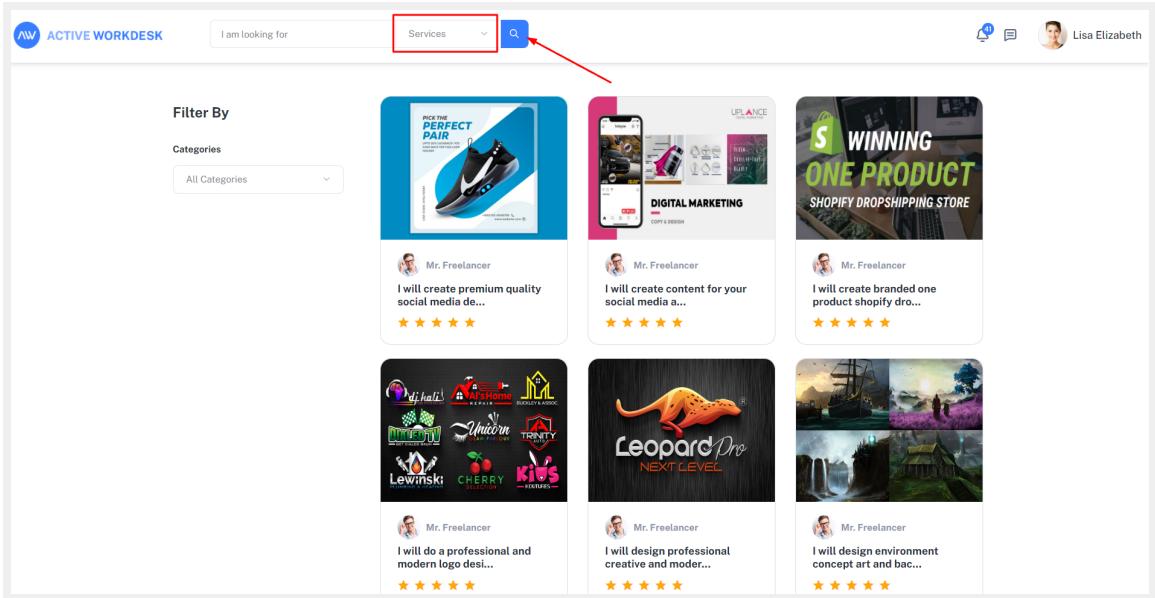


Figure (55a): Search for services

- After that the client can **select** any of the **services** of his/her choice.
- Not only that he can choose the service but also what type of service he wants to purchase. I.e: Basic, Standard, and Premium. See the images below for a better understanding.

○ **Basic:**

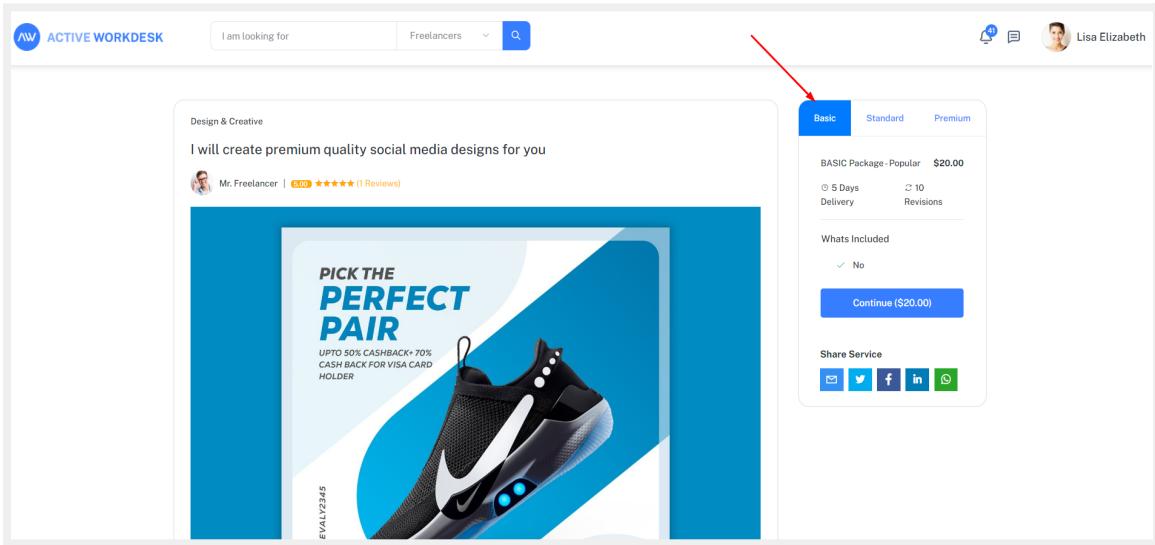


Figure (55b): Basic type of services

○ **Standard:**

The screenshot shows the Active Workdesk platform interface. At the top, there is a search bar with the placeholder "I am looking for" and a dropdown menu set to "Freelancers". On the right, there is a user profile for "Lisa Elizabeth" with a blue notification badge. Below the search bar, a service listing for "Design & Creative" is displayed. The service description is "I will create premium quality social media designs for you". It includes a profile picture of "Mr. Freelancer" and a rating of 5 stars from 1 review. A large thumbnail image shows a shoe advertisement with the text "PICK THE PERFECT PAIR". To the right of the service description, there is a pricing section with three tabs: "Basic", "Standard" (which is selected and highlighted in blue), and "Premium". The "Standard" tab shows a "STANDARD Package - Recommended" for \$50.00, including "3 Days Delivery" and "Unlimited Revisions". The "Premium" tab shows a "PREMIUM Package - Must \$100.00 for Pro" for \$100.00, including "2 Days Delivery" and "Unlimited Revisions". Both tabs have a "What's Included" section with a note that "No" services are included. Below the tabs is a "Continue (\$50.00)" button and a "Share Service" section with social media sharing icons.

Figure (55c): Standard type of services

- **Premium:**

This screenshot shows the same service listing as Figure 55c, but with the "Premium" tab selected instead of "Standard". The "Premium" tab is highlighted in blue. The "PREMIUM Package - Must \$100.00 for Pro" is selected, showing a price of \$100.00, "2 Days Delivery", and "Unlimited Revisions". The rest of the interface is identical to Figure 55c, including the service description, thumbnail image, and pricing details for the standard package.

Figure (55d): Premium type of services

- After Clicking the **Continue** button the client can select the **payment method** of his/her choice to finalize the purchase.

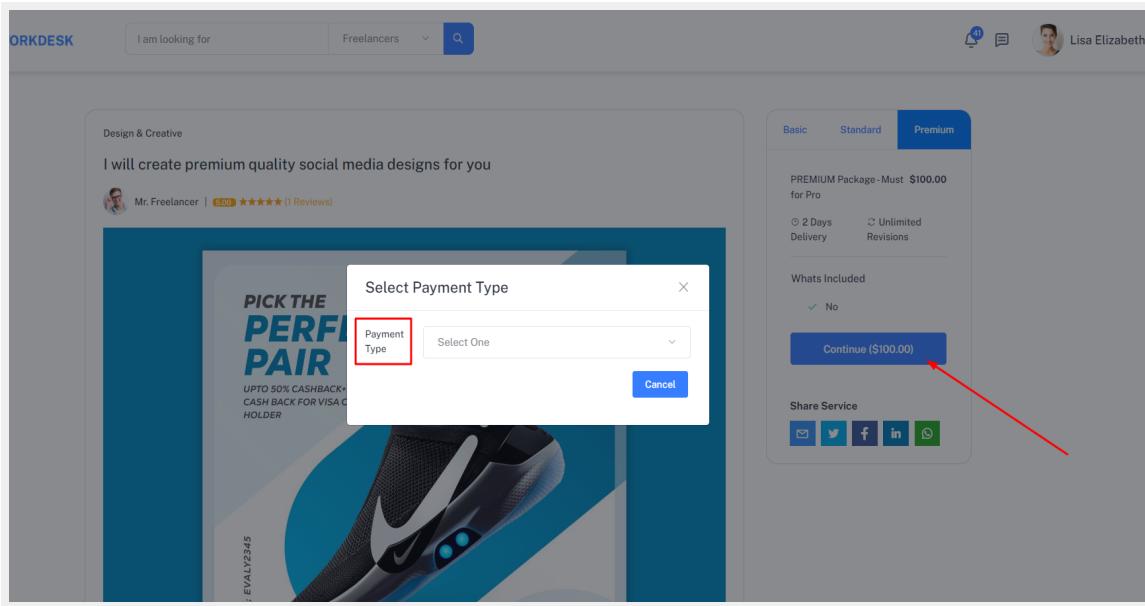


Figure (55e): Selecting payment type

56. How does a freelancer view all of his purchased services?

Answer:

For viewing all of his purchased services the client needs to do the following:

- At first, the client needs to **log in** to his/her panel.
- Then go to **Services > Purchased Services**

The screenshot shows the user interface for a client. At the top, there's a search bar with 'I am looking for' and 'Freelancers'. On the right, there's a profile for 'Lisa Elizabeth'. The left sidebar has sections for 'Dashboard', 'Services' (which is selected and highlighted with a red box), 'Purchased Services' (also highlighted with a red box), 'Cancelled Services', 'Service Cancel Requests', 'Projects', and 'Bookmarked Freelancers'. The main content area is titled 'Purchased Services' and shows a table of services purchased. The table has columns for #, Service Title, Freelancer, Service Type, Bought At, Payment Type, Approval (For Manual Payment), Purchased At, and Option. Two services are listed:

#	Service Title	Freelancer	Service Type	Bought At	Payment Type	Approval (For Manual Payment)	Purchased At	Option
1	I will do a pro...	Mr. Freelancer	Premium	\$150.00	Online payment		2021-04-19 03:18:03	<button>Cancel</button>
2	I will design e...	Mr. Freelancer	Basic	\$150.00	Online payment		2021-04-19 03:17:16	<button>Cancel</button>

Figure (56a): View all purchased services

This portion deals with the freelancer-side login

57. How does the user get registered as a freelancer?

Answer:

The registration system is very simple and easy. To get registered as a freelancer a user needs to follow the steps below:

- Go to the **homepage**.
- At the top corner of the page there is a Log In button and a **Get Started** button.
 - If you are already registered into the system then Log in with your credentials.
 - Otherwise, Click the **Get Started** button and **register** your account.
- To register, the user has to provide **proper information** inside the registration form.
- Then select the **As A Freelancer** radio button.
- Finally, Click the **Join With Us** button.
- If the user wants he can also join with Facebook, Google, Twitter or LinkedIn.

The screenshot shows a registration form titled "Join with us". The form fields include "Full Name", "Email address", "Password" (with a note "Minimum 6 characters"), and "Confirm password" (with a note "Minimum 6 characters"). There are two radio buttons: one selected for "As A Freelancer" and one for "As A Client". A checkbox labeled "By signing up you agree to our terms and conditions." is checked. At the bottom is a large blue "Join with us" button, which is highlighted with a red rectangle. Red arrows point from the "Get Started" button at the top right and the "As A Freelancer" radio button to their counterparts in the screenshot.

Figure (57a): Register as a freelancer

58. How to bid for a project?

Answer:

To bid for a project the user has to follow the steps mentioned below:

- The Freelancer will be able to place bids provided that he has not exceeded his bidding limit which was mentioned in the package he purchased.
- **Login** to the **freelancer** panel.
- Then go to **all projects listing** page
 - There is a search bar at the top. Select **Projects** and then click the **search** button.
- After the listing page arrives. The user should **select** the project he wants to bid.

The screenshot shows the Active Workdesk platform's search interface. At the top, there is a search bar with the placeholder "I am looking for" and a dropdown menu set to "Projects". To the right of the search bar is a blue search button with a magnifying glass icon. A red arrow points from the text above to this search button. Below the search bar is a "Filter By" section with several categories:

- Categories:** A dropdown menu currently set to "All Categories".
- Project Type:** Two checkboxes are checked: "Fixed Price" and "Long Term".
- Numbers of Bids:** A radio button is selected for "Any Number of bids". Other options include "0 to 5", "5 to 10", "10 to 20", "20 to 30", and "30+".
- Price:** A horizontal slider with markers at 20.00 and 1050.00.

 The main content area displays three project listings:

- Project 1:** Budget \$250.00, 0 bids. Description: "You will get social media manager and marketing per month". Skills: English proofreading, SEO/Content writing, Animation, Virtual assistant. Posted 1 year ago. Category: Sales & Marketing.
- Project 2:** Budget \$200.00, 0 bids. Description: "You will get an excellent English to German translation of any content in 48 hours". Skills: PayPal API, eCommerce, Shopping Carts, AJAX. Posted 1 year ago. Category: Translation.
- Project 3:** Budget \$20.00, 0 bids. Description: "You will get accurate translation with high readability". Skills: eCommerce, Shopping Carts, PHP, Illustration. Posted 1 year ago. Category: Translation.

 On the right side of the interface, there is a profile for "Mr. Freelancer" with a balance of \$1,705.20.

Figure (58a): Search for project

- Then click on the **Place Bid** button.

The screenshot shows the Active Workdesk platform's project details page for a specific project. At the top, there is a search bar with the placeholder "I am looking for" and a dropdown menu set to "Freelancers". To the right of the search bar is a blue search button with a magnifying glass icon. A red arrow points from the text above to this search button. The main content area displays the following information:

- Description:** "You will get an excellent English to German translation of any content in 48 hours".
- Skills Required:** PayPal API, eCommerce, Shopping Carts, AJAX.
- Attachments:** "No attachment".
- Budget:** \$200.00, 0 bids.
- Client Information:**
 - Share Project:** Buttons for email, Twitter, Facebook, LinkedIn, and Google+.
 - Bookmark Project:** A button to bookmark the project.
 - Place Bid:** A large blue button with white text.
 - About This Client:**
 - Profile picture of "Lisa Elizabeth".
 - Rating: 5.00 (0 reviews).
 - Location: Australian Capital Territory, Australia.
 - Jobs posted: 22 jobs posted.
 - Total spent: \$450.00 total spent.

Figure (58b): Place bid for a project

- A **form** will come up and the user has to Place a bid price and give a cover letter and click submit.

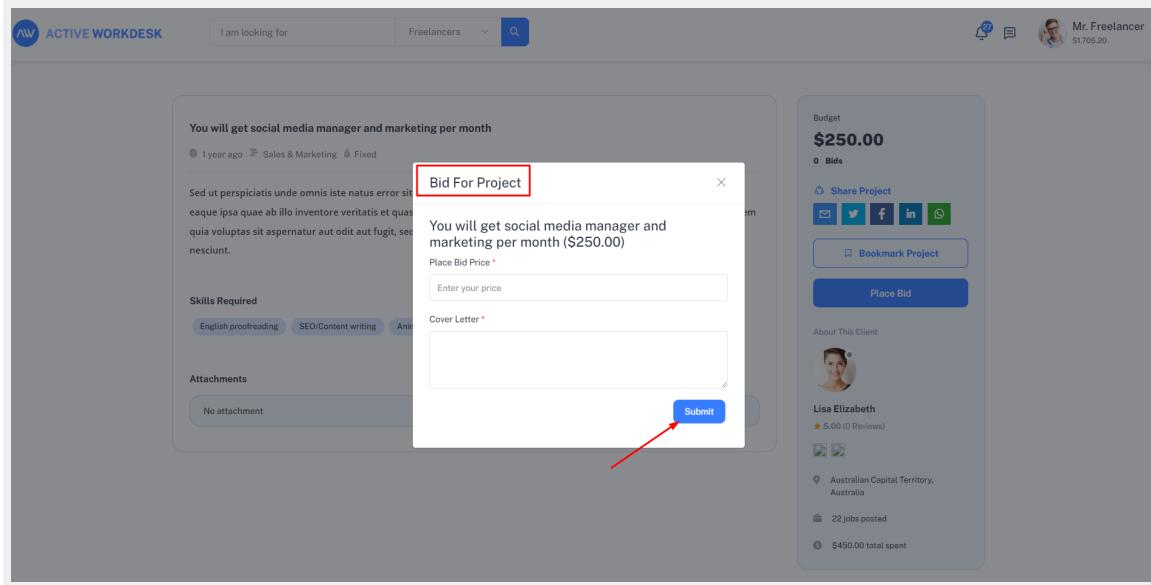


Figure (58c): Finally click on submit button for Place bid

59. How many projects can a freelancer bid?

Answer:

The freelancer will be able to bid on the number of projects mentioned in the terms of the package he purchased.

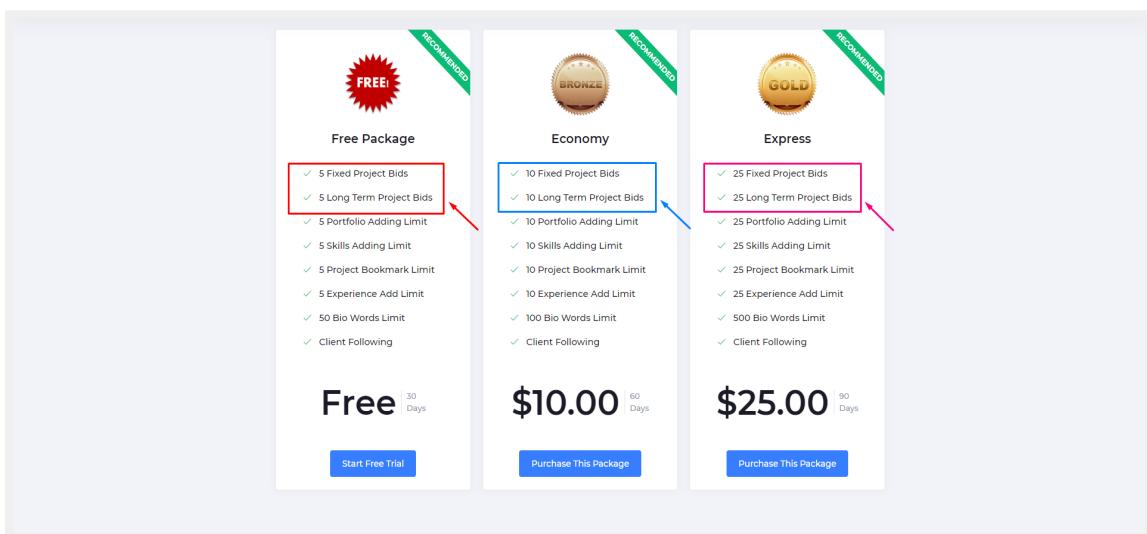


Figure (59a): Place bid for project

60. How to send milestone payment requests to clients?

Answer:

To send milestone requests the user has to follow the steps below:

- **Log in as a freelancer.**
- **Go to Projects > Running.**
- Then click on the **Send Payment Request** button of a particular project.

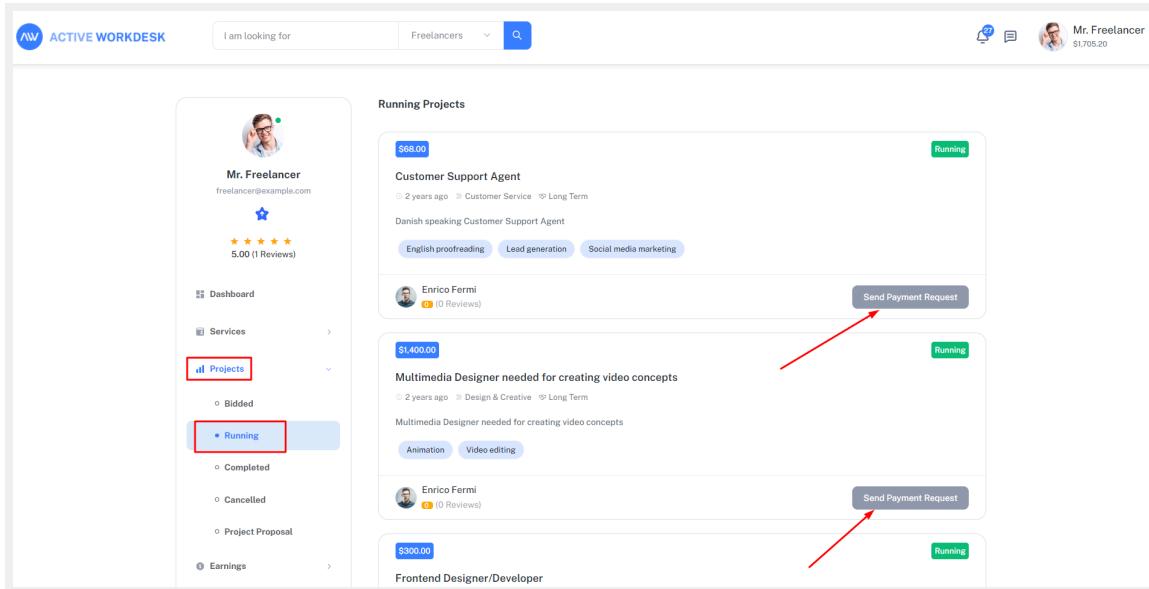


Figure (60a): A freelancer sends a payment request to clients

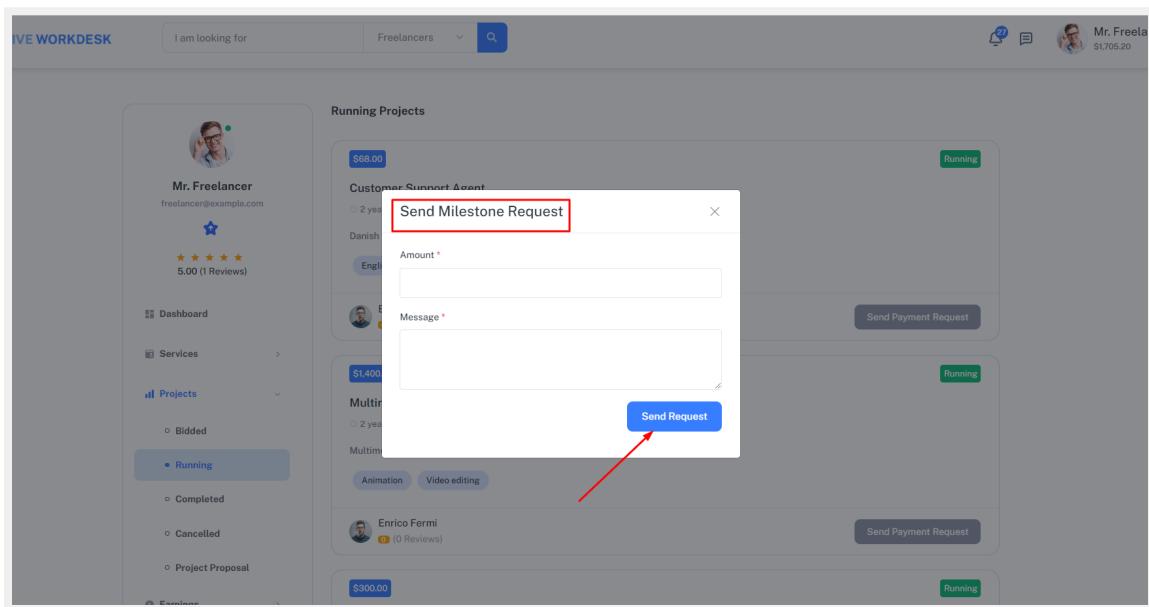


Figure (60b): Send Milestone Request form

- Finally, the user has to enter the payment **amount** and a **message** and click on **send request**.

****One thing should be noticed, when the client pays the freelancer. The freelancer does not get all of the payment. Rather, a certain amount(commision amount according to the freelancer package) of the payment is deducted by the admin from the payment that has been sent. To get the money in hand from his/her balance, the freelancer needs to send a withdrawal request to the site admin.**

61. How to withdraw money as a freelancer?

Answer:

To withdraw money as a freelancer the user must follow the steps mentioned below:

- It is noticeable that the freelancer will be able to request for withdrawal of money provided that he has not exceeded the limit of withdrawal requests mentioned by the admin inside the terms and conditions section.
- Log in as a freelancer.**
- Go to Earnings > Withdraw Request.**
- User should enter the **amount** he wants to withdraw along with the **payment method** and a **message**.
- Finally, click the **Request for Withdraw** button.

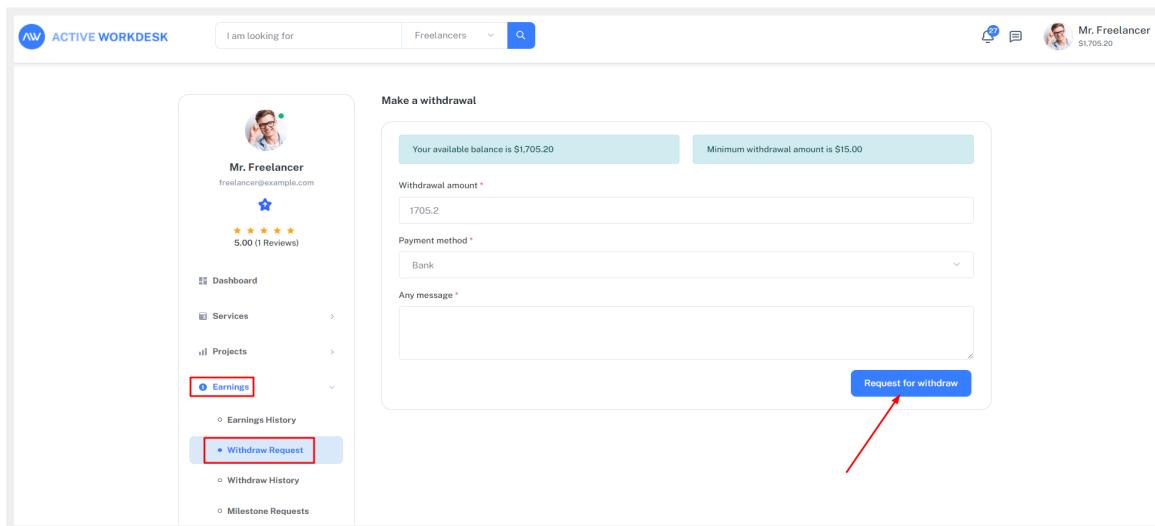


Figure (61a): Send withdraw Request

62. How to set up a freelancer profile?

Answer:

To set up a freelancer profile the user has to follow the steps mentioned below:

- Firstly, **log in** as a **freelancer**.
- Then go to **Setting > Profile Setting**.
- There the user will be able to set his profile.
- Freelancers can add **Account info, Basic info, profile image, portfolio, work experience, and educational information** according to his current package.
- After entering proper information about himself the user has to click the **Save Changes** button and **add button**.

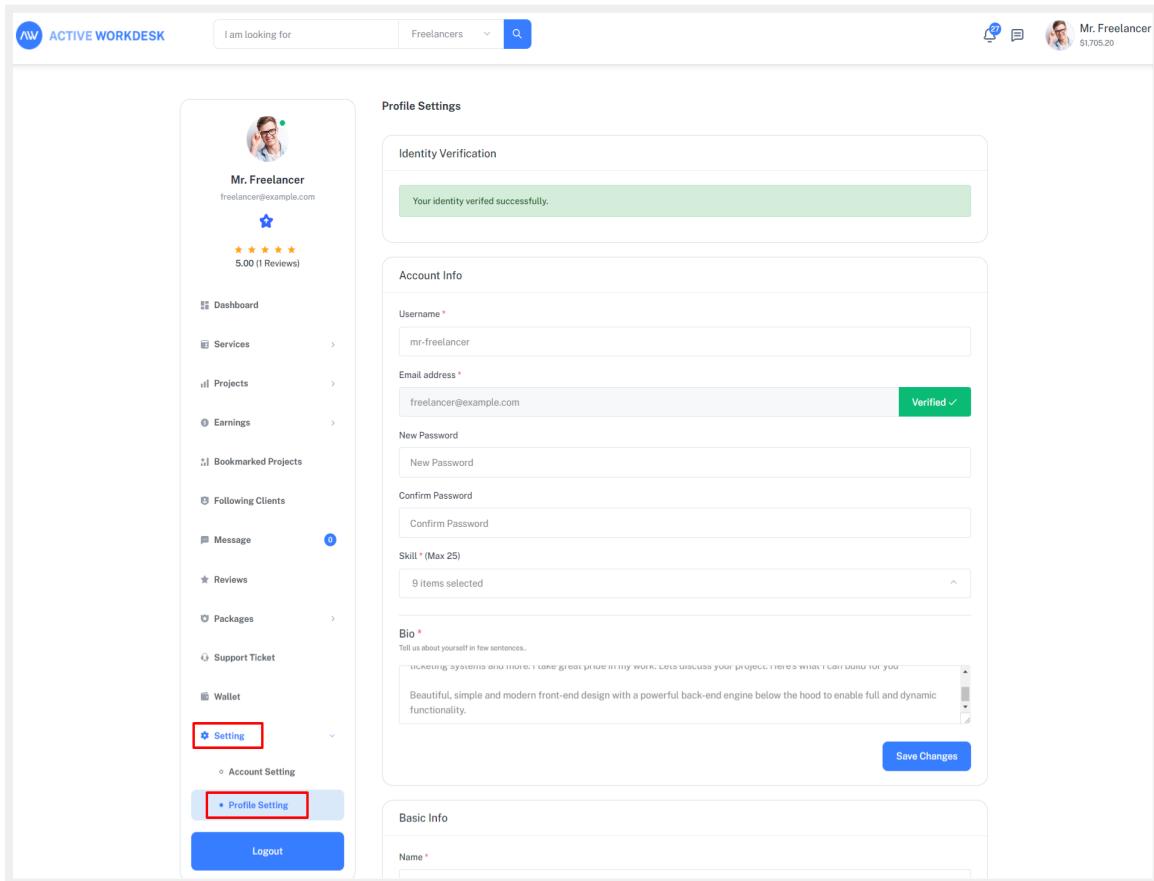


Figure (62a): Set up freelancer profile

63. How does a freelancer manage a project proposal?

Answer:

To manage a project the user has to do the following:

- First, **log in** to the **freelancer** panel.
- The client will be able to propose a specific freelancer for a project.
- The Freelancer will get notified.
- The freelancer will be able to accept the request in the following manner.
 - The freelancer has to go to **Project > Project Proposal**.
 - All of the projects that have been proposed to the freelancer will be visible on that page.
 - There he will be able to accept or reject the proposal made by the client.
 - User has to click accept to **accept** the proposal.
 - Else click reject to **reject** the proposal.
 - Or he/she can also **chat with client**

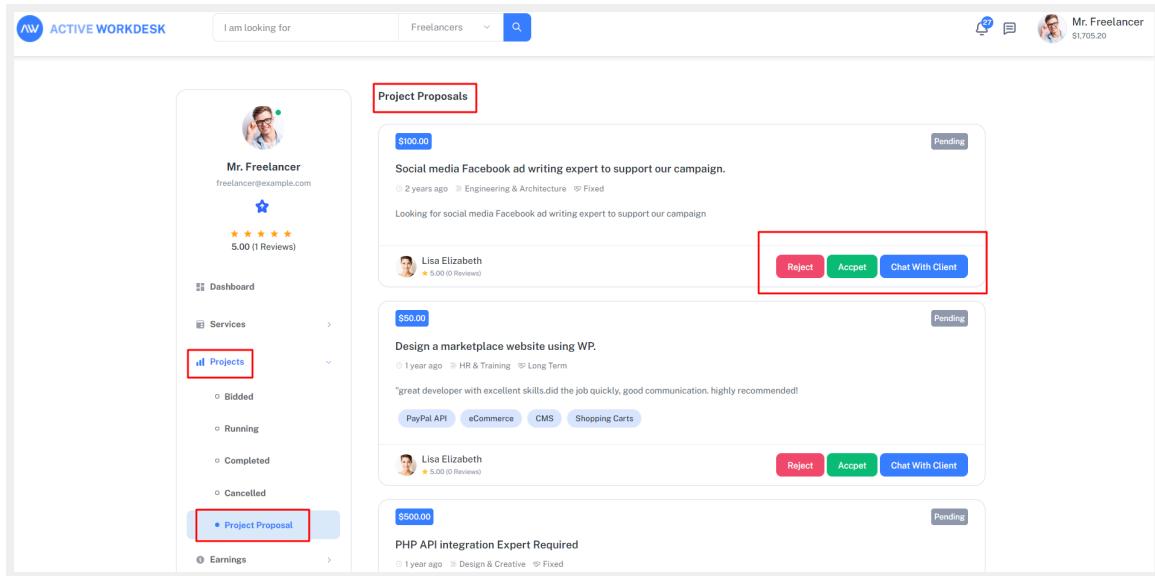


Figure (63a): Freelancer manage project proposal

64. How does a freelancer see all of the **bidded** projects?

Answer:

To see all of the bidded projects the user has to do the following:

- **Log in as a freelancer.**
- Then go to **Project > Bidded**.
- There he/she will be able to see all the bidded projects as well as see the status of the bidding. I.e: rejected, hired / not hired.

The screenshot shows a Freelancer's profile on the left with a 5.00 rating and 1 review. The main area is titled 'Bidden Projects' and lists three projects:

- \$120.00** I want to add paypal to my ecommerce
2 years ago Legal Fixed
PayPal API, eCommerce, PHP
Lisa Elizabeth (0 reviews) Total bids 2 My bid \$150.00 Hired You
- \$50.00** I want a good banner design for my eCommerce.
2 years ago Design & Creative Fixed
Animation, Logo design
Lisa Elizabeth (0 reviews) Total bids 5 My bid \$50.00 Not Hired Yet
- \$140.00** Need technical writing
2 years ago Technical Writing Fixed
Need somebody to write my phd thesis summary
SEO/Content writing, Blog Writing, Resume Writing
Not Hired Yet

Figure (64a): Freelancer sees all the bidden projects

65. How does a freelancer see all the running projects?

Answer:

To see all of the running projects the user has to do the following:

- **Log in as a freelancer.**
- **Go to Projects > Running**

The screenshot shows a Freelancer's profile on the left with a 5.00 rating and 1 review. The main area is titled 'Running Projects' and lists two projects:

- \$668.00** Customer Support Agent
2 years ago Customer Service Long Term
Danish speaking Customer Support Agent
English proofreading, Lead generation, Social media marketing
Enrico Fermi (0 reviews) Send Payment Request Running
- \$1,400.00** Multimedia Designer needed for creating video concepts
2 years ago Design & Creative Long Term
Multimedia Designer needed for creating video concepts
Animation, Video editing
Enrico Fermi (0 reviews) Send Payment Request Running

Figure (65a): Freelancer sees all the running projects

66. How does a freelancer see all the completed projects?

Answer:

To see all of the completed projects the user has to do the following:

- **Log in as a freelancer.**
- **Go to Projects > Completed**

The screenshot shows the Active Workdesk interface. On the left, there's a sidebar with a user profile for 'Mr. Freelancer' (freelancer@example.com) showing a 5.00 rating. Below the profile are buttons for 'Dashboard', 'Services', 'Projects' (which is highlighted with a red box), 'Bidded', 'Running', 'Completed' (which is also highlighted with a red box), 'Cancelled', and 'Project Proposal'. In the main area, there's a heading 'Completed Projects' with a red box around it. Below it are two project cards. The first project card is for 'I want to add paypal to my ecommerce' by 'Lisa Elizabeth' (0 reviews). It shows a budget of \$100.00, a completion status of 'Completed', and tags like PayPal API, eCommerce, PHP. The second project card is for 'Moodle Dashboard Customization' by 'Lisa Elizabeth' (0 reviews). It shows a budget of \$450.00, a completion status of 'Completed', and tags like PHP, MySQL, Codeigniter, jQuery / Prototype, Website Management. Both cards have a 'Rate This Client' button.

Figure (66a): Freelancer sees all the completed projects

67. How does a freelancer see all the canceled projects?

Answer:

To see all of the canceled projects the user has to do the following:

- **Log in as a freelancer.**
- **Go to Projects > Canceled.**

Cancelled Projects

Development Support
\$50.00
Cancelled

#	Project Name	Paid Amount	Your Earnings	Paid at	Admin Charge
1	You will get a Stripe payment gateway integrated into your site.	\$550.00	\$539.00	2021-06-20 22:55:23	\$11.00
2	Moodler Dashboard Customization	\$450.00	\$441.00	2021-06-20 22:35:07	\$9.00
3	You will get WordPress installation with Theme setup	\$40.00	\$39.20	2021-06-20 21:48:30	\$0.80
4	Customer Support Agent	\$50.00	\$49.00	2021-04-19 22:28:01	\$1.00

Figure (67a): Freelancer sees all the canceled projects

68. How does a freelancer see all the earnings history?

Answer:

To see all of the earnings history the user has to do the following:

- **Log in as a freelancer.**
- **Go to Earnings > Earnings History.**

Your earnings history

#	Project Name	Paid Amount	Your Earnings	Paid at	Admin Charge
1	You will get a Stripe payment gateway integrated into your site.	\$550.00	\$539.00	2021-06-20 22:55:23	\$11.00
2	Moodler Dashboard Customization	\$450.00	\$441.00	2021-06-20 22:35:07	\$9.00
3	You will get WordPress installation with Theme setup	\$40.00	\$39.20	2021-06-20 21:48:30	\$0.80
4	Customer Support Agent	\$50.00	\$49.00	2021-04-19 22:28:01	\$1.00

Figure (68a): Freelancer sees all the earning history

69. How does a freelancer see all the withdrawal history?

Answer:

To see all of the withdrawal histories the user has to do the following:

- **Log in as a freelancer.**
- **Go to Earnings > Withdraw History.**

The screenshot shows the Active Workdesk interface. At the top, there is a search bar with 'I am looking for' and 'Freelancers' dropdown, and a magnifying glass icon. On the right, there is a notification bell with 27 notifications, a message icon, and a profile for 'Mr. Freelancer' with \$1,705.20. The main area shows a sidebar with 'Mr. Freelancer' profile, a 5-star rating (5.00), and 1 review. Below the profile are links for 'Dashboard', 'Services', 'Projects', and 'Earnings'. The 'Earnings' section is expanded, showing 'Earnings History' (selected), 'Withdraw Request', and 'Withdraw History' (highlighted with a red box). To the right, a large box titled 'Your withdrawal history' displays a table with three rows of data:

#	Requested Amount	Paid Amount	Payment Method	Date	Receipt	Status
1	\$52.00	\$52.00	bank	2020-08-13 06:53:23	No Receipt	Paid
2	\$15.00	\$0.00	paypal	2020-07-28 10:52:22	N/A	Pending
3	\$50.00	\$50.00	bank	2020-07-28 09:14:07	Show Receipt	Paid

Figure (69a): Freelancer sees all the withdrawal history

70. How does a freelancer see all the milestone requests?

Answer:

To see all of the milestone requests the user has to do the following:

- **Log in as a freelancer.**
- **Go to Earnings > Milestone Requests.**

#	Project Name	Client	Sending date	Requested Amount	Client Status	Payment Status	Actions
1	You will get a Stripe payment gateway integrated into your site.	Stephanie	2021-06-20 22:55:23	\$550.00	Unseen	Paid	Show
2	Frontend Designer/Developer	Bird Rosa	2021-06-20 22:38:21	\$200.00	Unseen	Pending	Show
3	Moodle Dashboard Customization	Lisa Elizabeth	2021-06-20 22:35:07	\$450.00	Unseen	Paid	Show
4	You will get WordPress installation with Theme setup	Samantha Norton	2021-06-20 21:48:30	\$40.00	Unseen	Paid	Show
5	Customer Support Agent	Enrico Fermi	2021-04-19 22:29:01	\$50.00	Unseen	Paid	Show

Figure (70a): Freelancer sees all the Milestone requests history

71. How does a freelancer see all the bookmarked projects?

Answer:

To see all of the bookmarked projects the user has to do the following:

- **Log in as a freelancer.**
- **Go to Bookmarked Projects menu.**

Figure (71a): Freelancer sees all the Bookmarked projects

72. How does a freelancer see all the following clients?

Answer:

To see all of the bookmarked clients the user has to do the following:

- **Log in as a freelancer.**
- Go to the **Following Clients** menu.

The screenshot shows the ACTIVE WORKDESK interface. On the left, there's a sidebar with a user profile for 'Mr. Freelancer' (freelancer@example.com) showing a 5.00 rating from 1 review. Below this are links for Dashboard, Services, Projects, Earnings, Bookmarked Projects, Following Clients (which is highlighted with a red box), Message, and Reviews. In the main area, a section titled 'Following Clients' is also highlighted with a red box. It lists five clients with their profiles, locations, job counts, and total spent:

- Lisa Elizabeth: Australian Capital Territory, Australia - 22 jobs posted, \$450.00 total spent
- Samantha Norton: Birmingham, United Kingdom - 4 jobs posted, \$40.00 total spent
- Bird Rosa: Bulawayo, Zimbabwe - 5 jobs posted, \$0.00 total spent
- Stephanie: Arizona, United States - 2 jobs posted, \$550.00 total spent
- Enrico Fermi: Bulawayo, Zimbabwe - 6 jobs posted, \$50.00 total spent

Figure (72a): Freelancer sees all the following client list

73. How does a freelancer chat with his clients?

Answer:

To chat with clients the user has to do the following:

- **Log in as a freelancer.**
- Go to the **Message** menu.
- **Select the client** to chat with from the client list.
- Type in message inside the message field.
- The user can also attach files to his message.
 - To do that click on the clip button visible at the right side of the message field.
- The user can select multiple files and attach to his/her message.
- Finally, click the **send** icon to send the message.

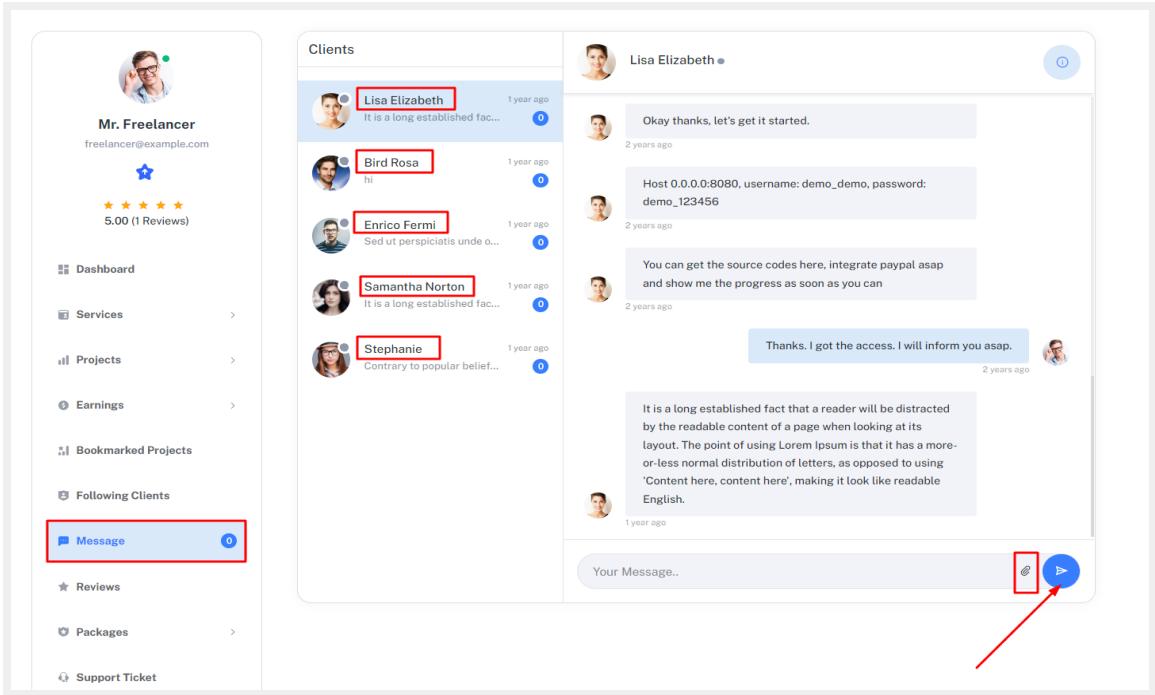


Figure (73a): Freelancer sends a message to any client

74. How does a freelancer see all reviews?

Answer:

To see all of the reviews of the clients the user has to do the following:

- **Log in as a freelancer.**
- Go to the **Reviews** menu.
- There the freelancer will be able to read all the reviews made by the clients about his profile.

The screenshot shows a Freelancer dashboard interface. On the left, there's a sidebar with navigation links: Dashboard, Services, Projects, Earnings, Bookmarked Projects, Following Clients, Message, Reviews (which is highlighted with a red box), and Packages. The main area is titled 'Reviews' and contains a table with one row of data. The table columns are #, Project Name, Reviewer Name, Reviews, Rating, and Status. The single entry shows a project named 'Moodleer Dashboard Customization' reviewed by 'Lisa Elizabeth' with a rating of '5.00 (1 Reviews)'. The review text is a placeholder Latin sentence. The 'Rating' column shows '★★★★★' and the 'Status' column shows 'Published'.

Figure (74a): Freelancer sees all the reviews

75. How does a freelancer bookmark a project?

Answer:

To bookmark a certain project the user has to do the following:

- **Log in as a freelancer.**
- Search for a project.
 - To search for a project the user has to type in the name of the project inside the search bar at the top of the page.
 - And then select the project from the dropdown list.
 - Or he/she can search for all projects
 - After that click the **search icon** on the right side of the search field.
 - **The Project listing page** will appear.
 - From there the user will select the desired project by clicking on the name of the project.
- It will take the user to the details of that **project**.
- There at the bottom right corner of the page resides a button that says **Bookmark Project**.
- By clicking that button the user will have bookmarked the desired project.

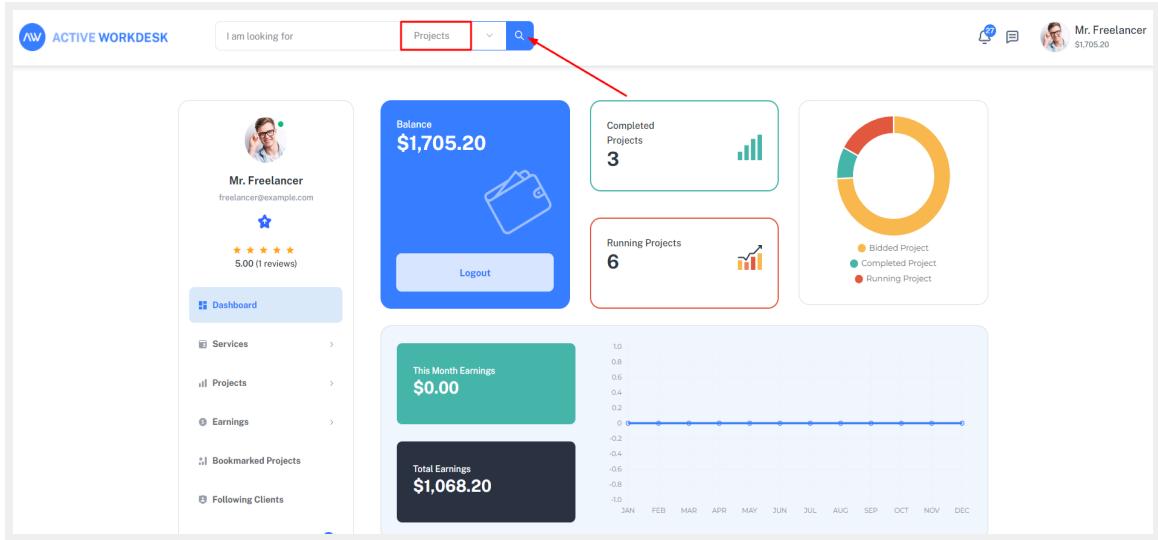


Figure (75a): Freelancer search for projects

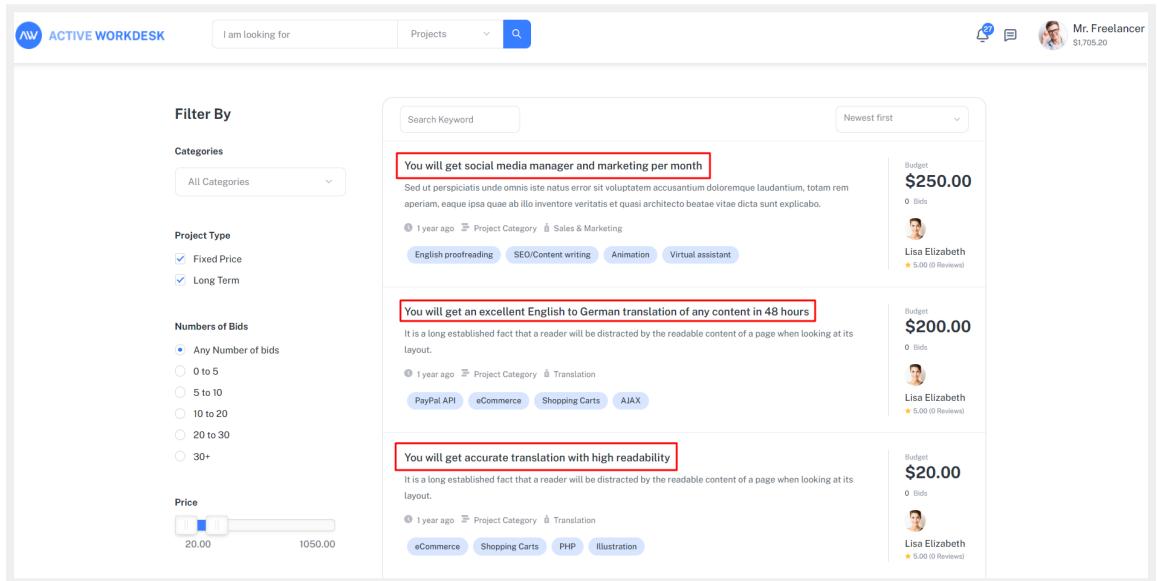


Figure (75b): Freelancer clicks on any project name for project details page

The screenshot shows a freelance project listing on the Active Workdesk platform. The project details are as follows:

- Description:** You will get social media manager and marketing per month
- Posted:** 1 year ago
- Category:** Sales & Marketing
- Budget:** \$250.00
- Bids:** 0 Bids
- Skills Required:** English proofreading, SEO/Content writing, Animation, Virtual assistant
- Attachments:** No attachment

The sidebar on the right provides information about the client, Lisa Elizabeth:

- Name:** Lisa Elizabeth
- Reviews:** 5.00 (0 Reviews)
- Location:** Australian Capital Territory, Australia
- Jobs Posted:** 22 jobs posted

Figure (75c): Freelancer bookmarked a project

76. How does a freelancer set his account?

Answer:

To set freelancer account the user has to do the following:

- **Log in as a freelancer.**
- **Go to Setting > Account Setting**
- There the freelancer will be able to set up his account with his/hers desired information.

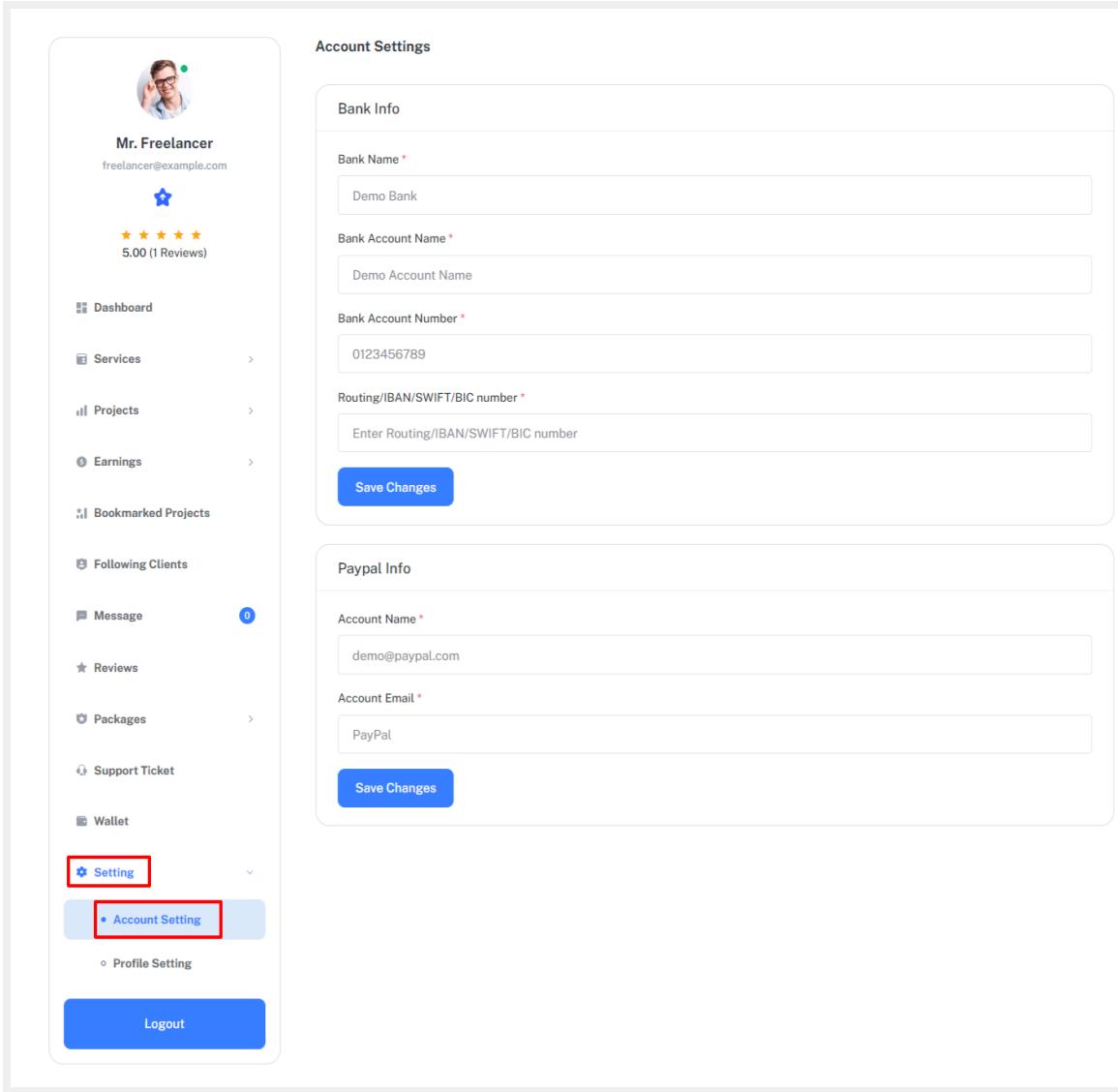


Figure (76a): Freelancer set up his account

77. How does a freelancer rate a client?

Answer:

To rate a client user has to do the following:

- **Log in as a freelancer.**
- **Go to Projects > Completed**
- There the freelancer will be able to rate particular clients.
- Click the **Rate This Client** button.
- After that a modal will pop up.

- There he will be able to rate the client for the particular project.
- He can **add a reviewing comment** also if he wishes to.
- Finally, click the 'Rate This Client' button to finalize the rating.
- If all went well he will be able to see the success message on the bottom-left corner of the screen.

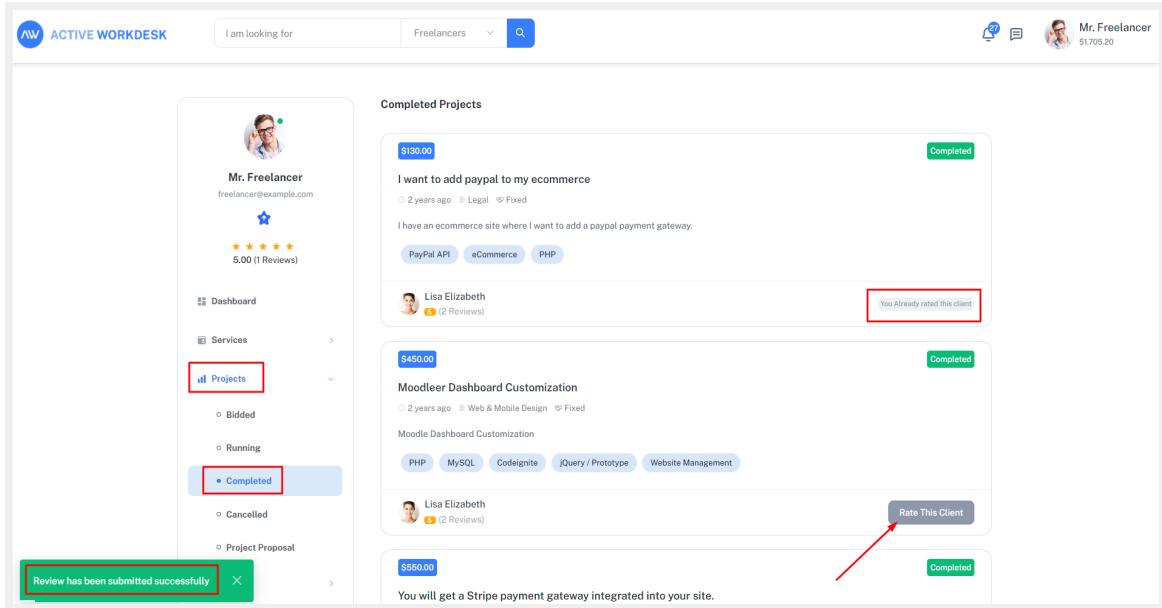


Figure (77a): Freelancer give rating to a client

78. How does a freelancer follow a client?

Answer:

To follow a client user has to do the following:

- **Log in as a freelancer.**
- **Search for a project.**
- Then click on the **name of the client**.
- At the right sidebar there is the profile picture and name of the client .
- Click on any of them.
- It will take the user to the **client's profile**.
- There the user will find the **Follow** button
- By clicking on that button the freelancer follows that particular client.

ACTIVE WORKDESK

I am looking for Projects

Filter By

Categories: All Categories

Project Type: Fixed Price, Long Term

Numbers of Bids: Any Number of bids, 0 to 5, 5 to 10, 10 to 20, 20 to 30, 30+

Price: 20.00 - 10500

Search Keyword: Newest first

You will get social media manager and marketing per month

Sed ut perspiciatis unde omnis iste natus error sit voluptatem accusantium doloremque laudantium, totam rem aperiam, eaque ipsa quae ab illo inventore veritatis et quasi architecto beatae vitae dicta sunt explicabo.

1 year ago Project Category Sales & Marketing

English proofreading, SEO/Content writing, Animation, Virtual assistant

Budget: \$250.00, 0 Bids, Lisa Elizabeth (5.00 (2 Reviews))

You will get an excellent English to German translation of any content in 48 hours

It is a long established fact that a reader will be distracted by the readable content of a page when looking at its layout.

1 year ago Project Category Translation

PayPal API, eCommerce, Shopping Carts, AJAX

Budget: \$200.00, 0 Bids, Lisa Elizabeth (5.00 (2 Reviews))

You will get accurate translation with high readability

It is a long established fact that a reader will be distracted by the readable content of a page when looking at its layout.

1 year ago Project Category Translation

eCommerce, Shopping Carts, PHP, Illustration

Budget: \$20.00, 0 Bids, Lisa Elizabeth (5.00 (2 Reviews))

Figure (78a): Freelancer search projects

ACTIVE WORKDESK

I am looking for Freelancers

You will get an excellent English to German translation of any content in 48 hours

1 year ago Translation, Long Term

It is a long established fact that a reader will be distracted by the readable content of a page when looking at its layout. The point of using Lorem Ipsum is that it has a more-or-less normal distribution of letters, as opposed to using 'Content here, content here', making it look like readable English.

Skills Required: PayPal API, eCommerce, Shopping Carts, AJAX

Attachments: No attachment

Budget: \$200.00, 0 Bids

Share Project: [Email](#), [Twitter](#), [Facebook](#), [LinkedIn](#), [Pinterest](#)

Bookmark Project

Place Bid

About This Client: Lisa Elizabeth (5.00 (0 Reviews))

Australian Capital Territory, Australia

22 jobs posted

\$450.00 total spent

Figure (78b): Freelancer go to a client profile

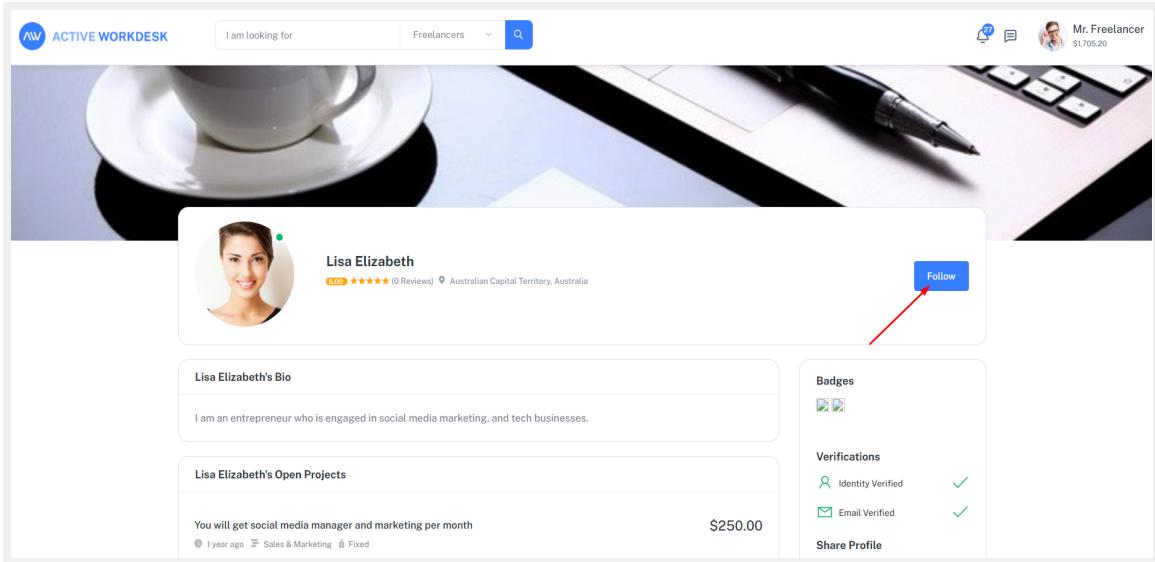


Figure (78c): Freelancer clicks on Follow button

79. How does a freelancer verify his/her identity?

Answer:

To verify his/her identity the freelancer needs to follow the steps mentioned below:

- **Login as a freelancer.**
- Go to **Setting > Profile Setting**.
- Then **upload the pdf file of his NID/Passport**.
- Then click the **Save Changes** button.
- Finally, he will be able to see if the admin approved his verification request.

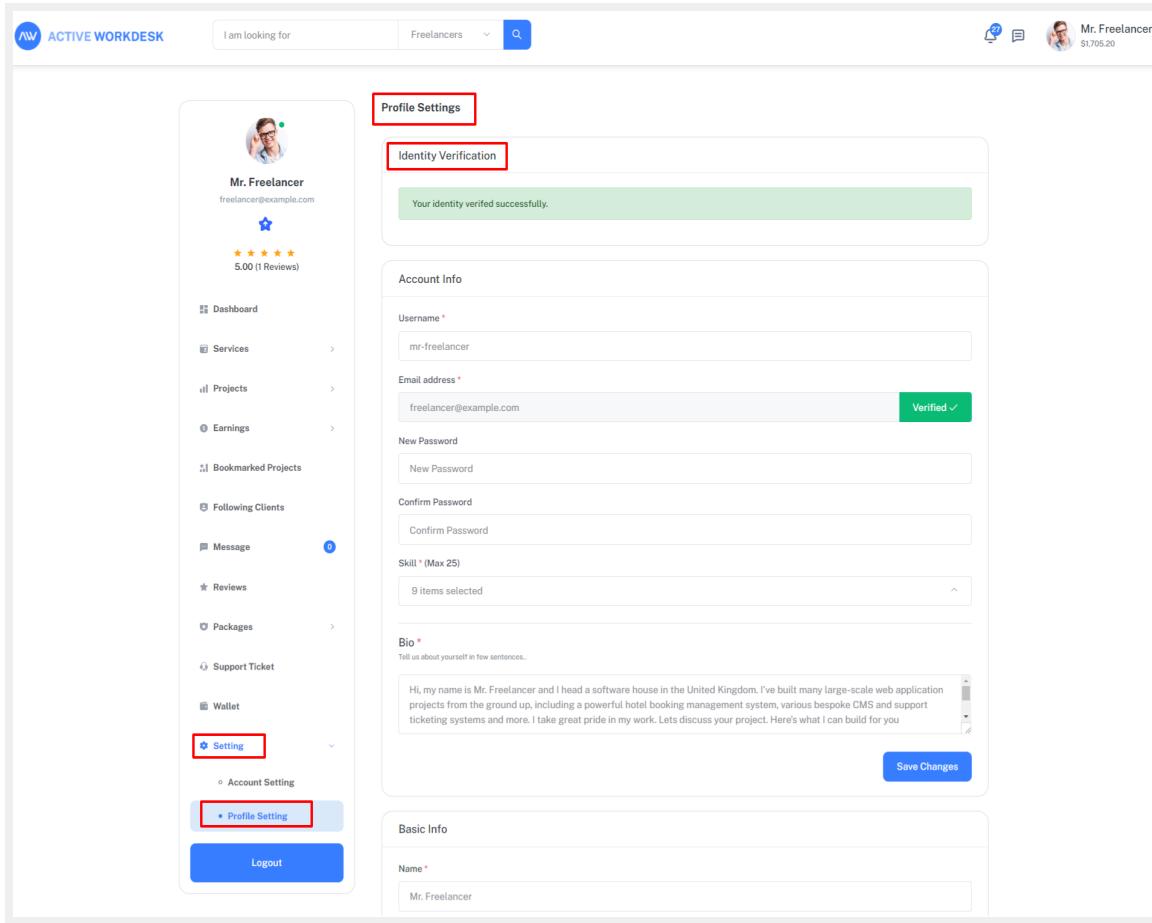


Figure (79a): Freelancer verifies his identity verification

80. How does a freelancer create a new service?

Answer:

For a freelancer to create a new service he/she needs to follow the procedures -

- **Log in as a freelancer**
- Then go to **All Services > Services**
- He will need to go to that menu and then he or she needs to click on the **Add new service button** visible at the top right corner.
- After clicking the mentioned button he/she will be presented with a **form** which he/she will need to fill up.
- After **filling** up the **form** he/she can create the desired service by clicking the **Post Service**.

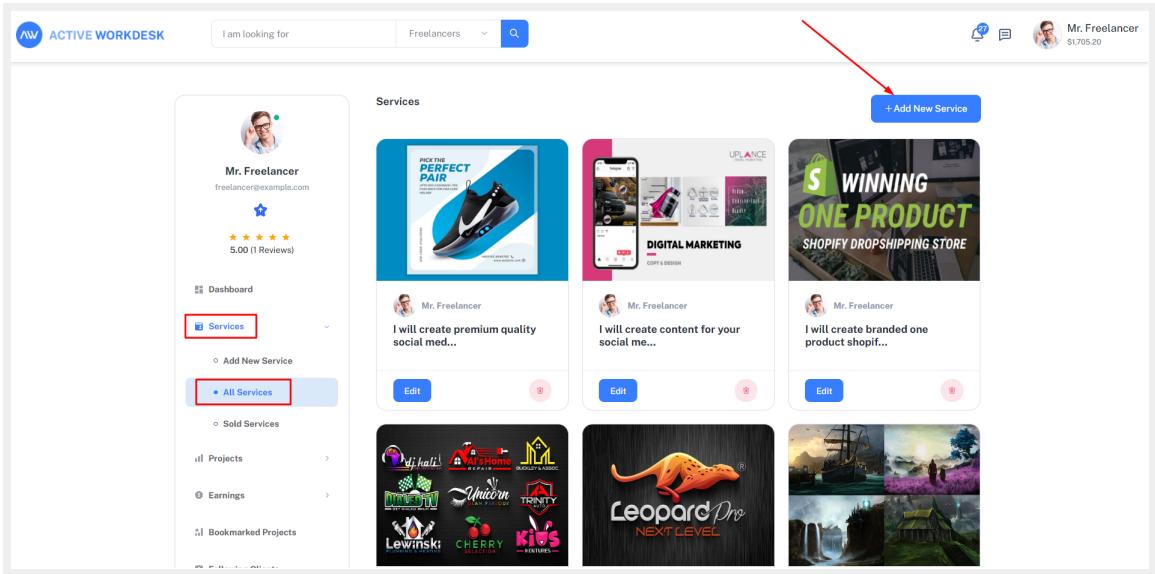


Figure (80a): Freelancer clicks on add new project button

Figure (80b): Freelancer fills up the add new project form

81. How can a freelancer see all his created services?

Answer:

Follow the below procedure:

- **Login as a freelancer.**
- Then Go to **Services > All Services.**

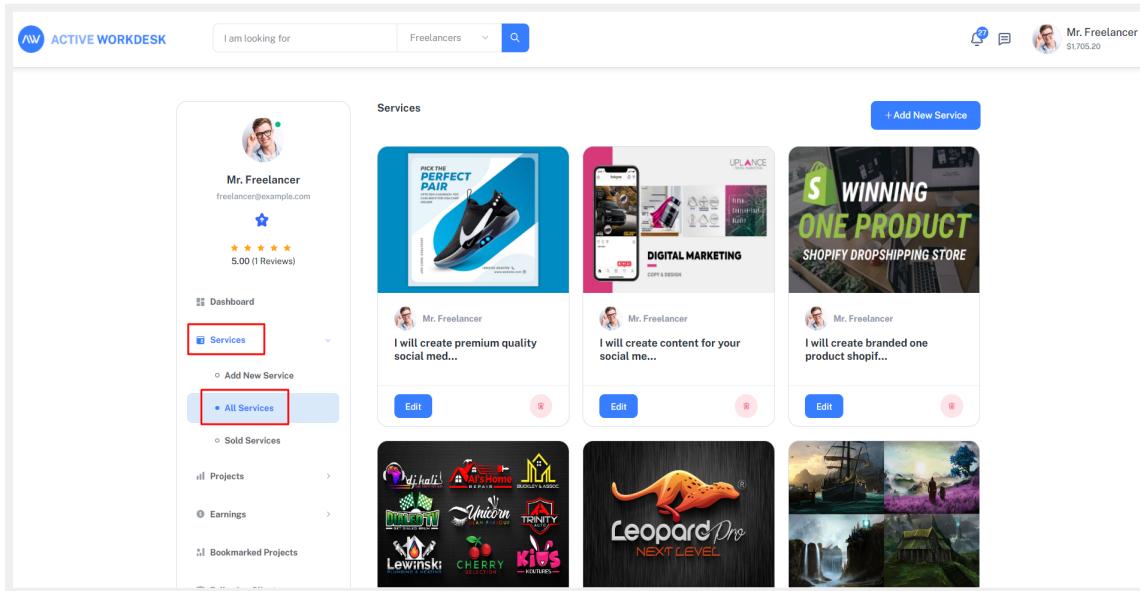


Figure (81a): Freelancer sees all services

82. How does a freelancer edit his/her created service?

Answer:

Follow the steps below:

- **Login as a freelancer.**
- Then Go to **Services > All Services.**
- There at the bottom left corner of each service card there is an **Edit** button. the freelancer will need to click that button.
- After that a form will be generated on clicking the mentioned button. Then the freelancer will be able to save his/her changes.

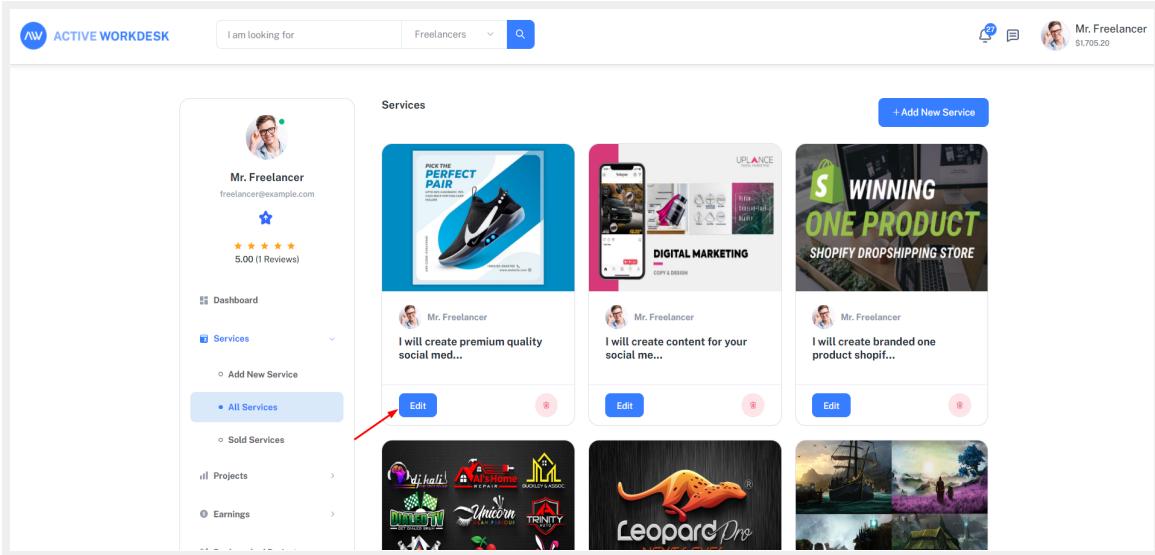


Figure (82a): Freelancer click edit button

83. How does a freelancer view all of his sold services?

Answer:

Follow the below procedure:

- **Login as a freelancer.**
- Then Go to **Services > Sold Services.**

The screenshot shows the Active Workdesk interface. The sidebar menu highlights 'Services' and 'Sold Services'. The main area is titled 'Purchased Services' and displays a table titled 'List of service sold'. The table has columns for '#', 'Service Title', 'Client Name', 'Service Type', 'Amount', 'My Earning', and 'Purchased At'. Eight rows of data are listed, showing various services provided to clients like Stephanie, Samantha Norton, and Lisa Elizabeth, with details like service type (Basic, Standard, Premium) and purchase date.

#	Service Title	Client Name	Service Type	Amount	My Earning	Purchased At
1	I will create c...	Stephanie	Basic	\$20.00	\$19.60	2021-06-20 22:41:27
2	I will design e...	Samantha Norton	Standard	\$170.00	\$166.60	2021-06-20 21:31:14
3	I will create b...	Samantha Norton	Premium	\$100.00	\$98.00	2021-06-20 21:30:04
4	I will create c...	Samantha Norton	Basic	\$20.00	\$19.60	2021-06-20 21:29:00
5	I will create p...	Samantha Norton	Basic	\$20.00	\$19.60	2021-06-20 21:28:12
6	I will create p...	Enrico Fermi	Basic	\$20.00	\$19.60	2021-04-19 21:44:34
7	I will do a pro...	Lisa Elizabeth	Premium	\$150.00	\$147.00	2021-04-19 03:18:03
8	I will design e...	Lisa Elizabeth	Basic	\$150.00	\$147.00	2021-04-19 03:17:16

Figure (83a): Freelancer sees sold services