



Getting Started (Client)

-Version 3.0-

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Getting Started Guide

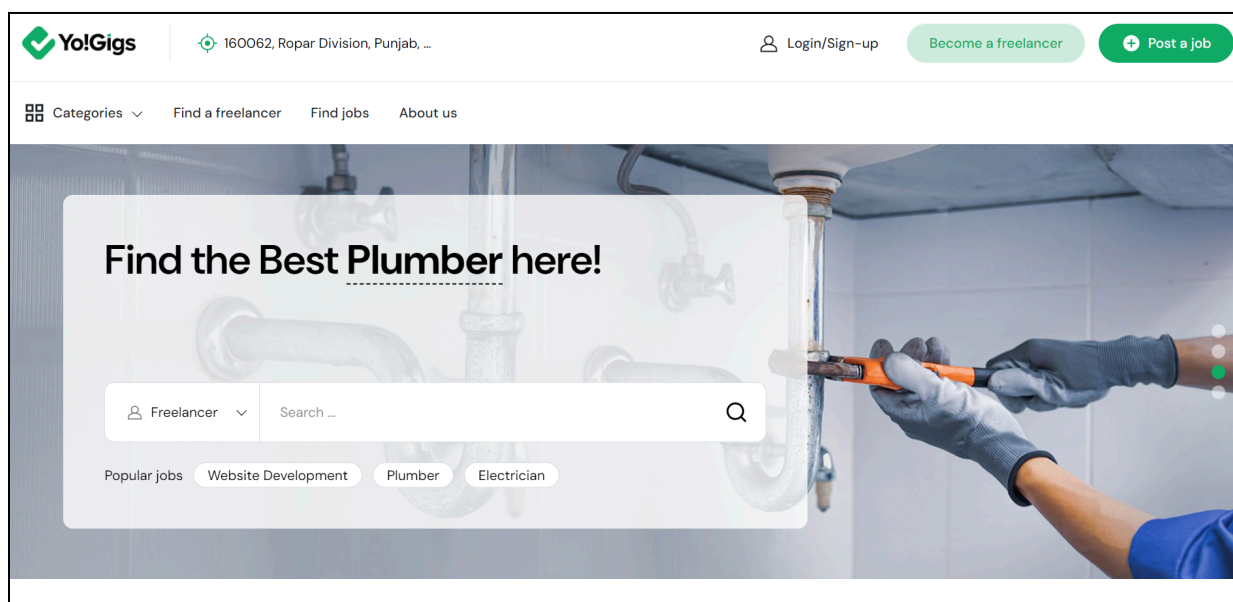
Yo!Gigs is a large freelancing and crowdsourcing marketplace, where every day, businesses of different sizes and independent freelancers from all over the world meet here to attain remarkable things.

If you have been looking for a platform to hire the best experts in the industry, this is the place for you.

Follow the step by step process shared to get started as a client, begin posting jobs and hiring the best talents on this platform.

1. Visit the platform

Open a web browser and in the address field, type in the platform's URL to visit the platform's front end home page.



DISCLAIMER: The color theme and labels might differ in the screenshots as compared to on the platform.

An asterisk (*) next to a label indicates that the information is mandatory.

The secondary language setting and tabs are **ONLY** available if you have selected more than one language for the platform.


2. Create an account

There are multiple ways to register as a client on the platform:

- Login/Sign-up button > Create an account link (at the bottom of the form)
- Post a job button (on home page header)
- Find a freelancer > Hover over the selected freelancer profile > select any of the following options:
 - Invite to job
 - View profile > mark as favorite / invite to job


All options will lead you to the **Create an account** page.

Create an account



As a client

I want to hire talent. ✓



As a freelancer

I am looking for work. ✓

First name*

Last name

Username*

Email ID*

Register as

By default, the option 'As a client' will be selected already. If not, select it.

Fill in your details under this form, including:

- **First name*:** Enter your first name.

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- **Last name:** Enter your last name.
- **Username*:** Enter a username.
- **Email ID*:** Enter your email address.
- **Register as:** Click the field and select if you are registering as an individual or a company from the dropdown list.

Scroll down to edit the next fields:

Password*

Confirm password*

Country*


[Create an account](#)

By joining, you agree to our [Terms & Conditions](#) and [Privacy policy](#).

Already have an account? [Sign in](#)

- **Password*:** Enter an alphanumeric password that is at least 8 characters long.
 - ! *The password is case-sensitive, which implies that "A" and "a" will both be considered two different characters.*



Click  to view the password you typed, which is hidden behind the bullets (●) in the password field. This will reveal the dotted password.



Click  to hide.

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- **Confirm password:** Re-enter the new password you entered in the last field.
- **Country*:** Click the field and select the country you are currently residing in from the dropdown list.

Refer to the **Terms & Conditions** and the **Privacy Policy** of the platform by clicking the respective links below the **Create an account** button.

Click **Create an account**.

Points to note

- If the admin has deactivated the feature where you are **automatically signed into your account** when you click the Create an account button, you will be directed to the login page where you will have to log into your account to move ahead. And if email verification or admin approval is NOT required for the registration, you will be directed to your dashboard.
- If you had selected the option to **sign in using your Google or Apple ID**, you won't have to fill in the create an account form. Instead, your account will be created directly using your applicable credentials. And if email verification or admin approval is NOT required for the registration, you will be directed to your dashboard.
- If the admin has activated the feature where you are **required to verify your email address** after registration and before you can log into your account, you will first have to verify your email address, and then, login into your account to move ahead. And if no approval is required for the registration, you will be directed to your dashboard.
- If the admin has activated the feature where **every registration requires their approval**, you will have to wait for your account to be approved before you can log in.

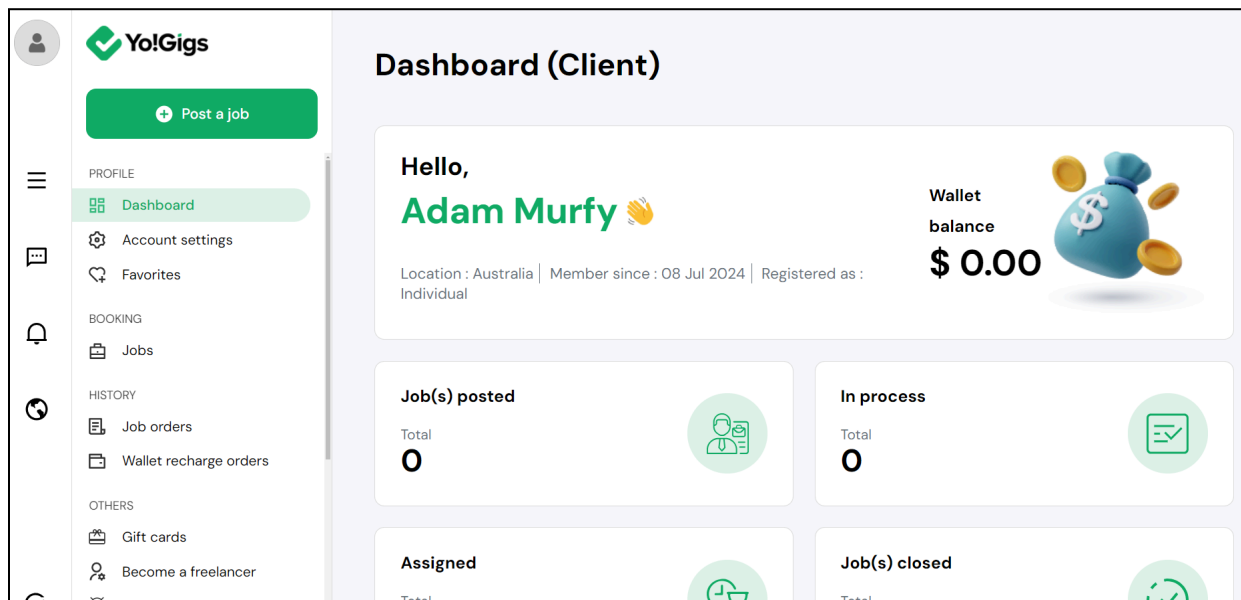
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The **secondary language** setting and tabs are **ONLY available** if you have selected more than one language for the platform.

3. Explore your dashboard

When you log into your account, you will be directed to your dashboard.



On the extreme left are a few buttons that allow you to:

- Hide your left side navigation bar 
- Go to your messages 
- Check your notifications 
- Change your language settings 
- Log out 

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And on the right side of these buttons is the vertical navigation bar.

In the middle of the page is the dashboard insight section that is filled with various types of charts, graphs, or gauge widgets, which allow you to see, at a glance, the performance of your client account.

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4. Update account & payment information

From the navigation bar, go to **Account settings**.

This will direct you to the account settings page, which is divided into two sections - a vertical tabs section and a form section.

Out of the 5 tabs, the first two are important to fill before you can post a job:

4.1 General profile

Update all your general profile under this tab, which is broken down into three sections.

Personal information

A few fields are prefilled under this section. Review the fields and update the other required information as well:

- **Username***: This field will be prefilled. Review and/or edit your username.
- **First name***: This field will be prefilled. Review and/or edit your first name, if required.

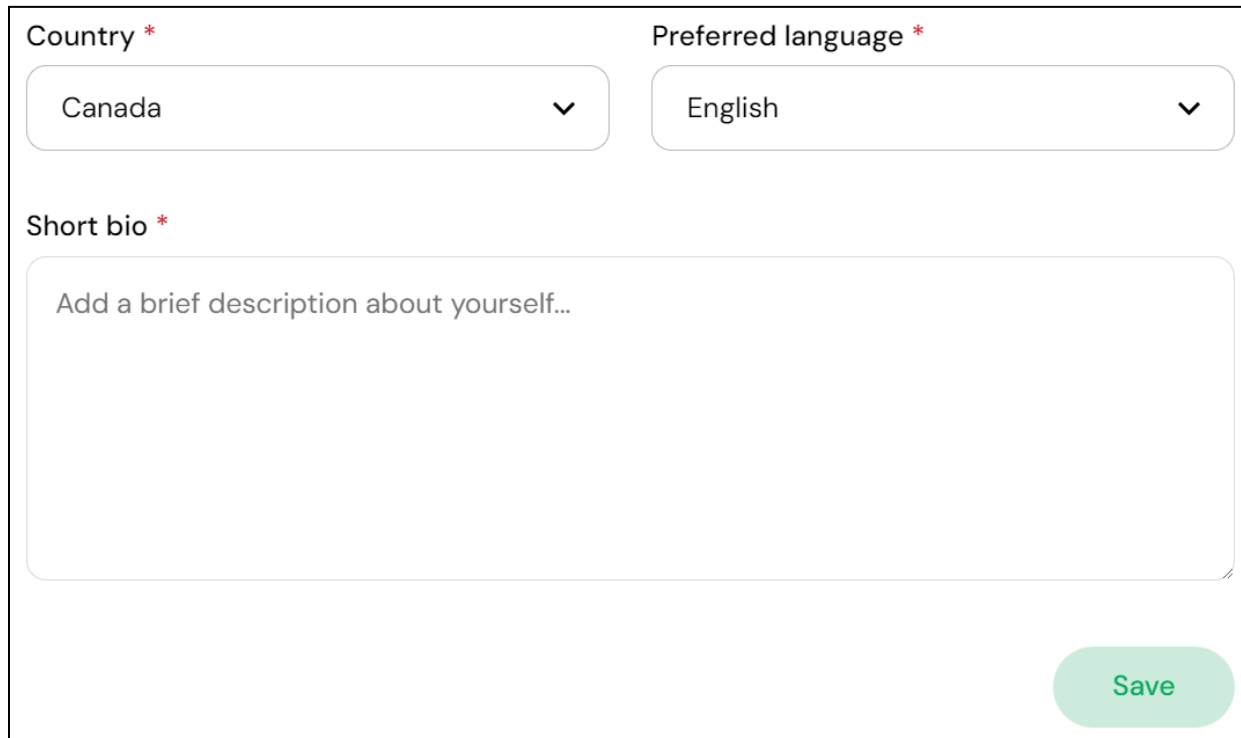
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- **Last name:** This field will be prefilled. Review and/or edit your last name.
- **Gender*:** Click the field and select your applicable gender.
- **Timezone*:** Click the field and select your current timezone.
- **Phone code*:** Click the field and select your phone code.
- **Phone number*:** Enter your phone number.

Scroll down to edit the next fields:



The screenshot shows a form with three main sections. At the top, there are two dropdown menus: 'Country *' with 'Canada' selected and 'Preferred language *' with 'English' selected. Below these is a text area labeled 'Short bio *' with the placeholder text 'Add a brief description about yourself...'. At the bottom right of the form is a green 'Save' button.

- **Country*:** Click the field and select the country in which you reside.
- **Preferred language*:** Click the field and select your preferred language from the options available.
- **Short bio*:** Enter a brief description about yourself that will be displayed on your profile for freelancers and other clients to see.

Once done, click **Save**.

And the information added under this section will be saved.

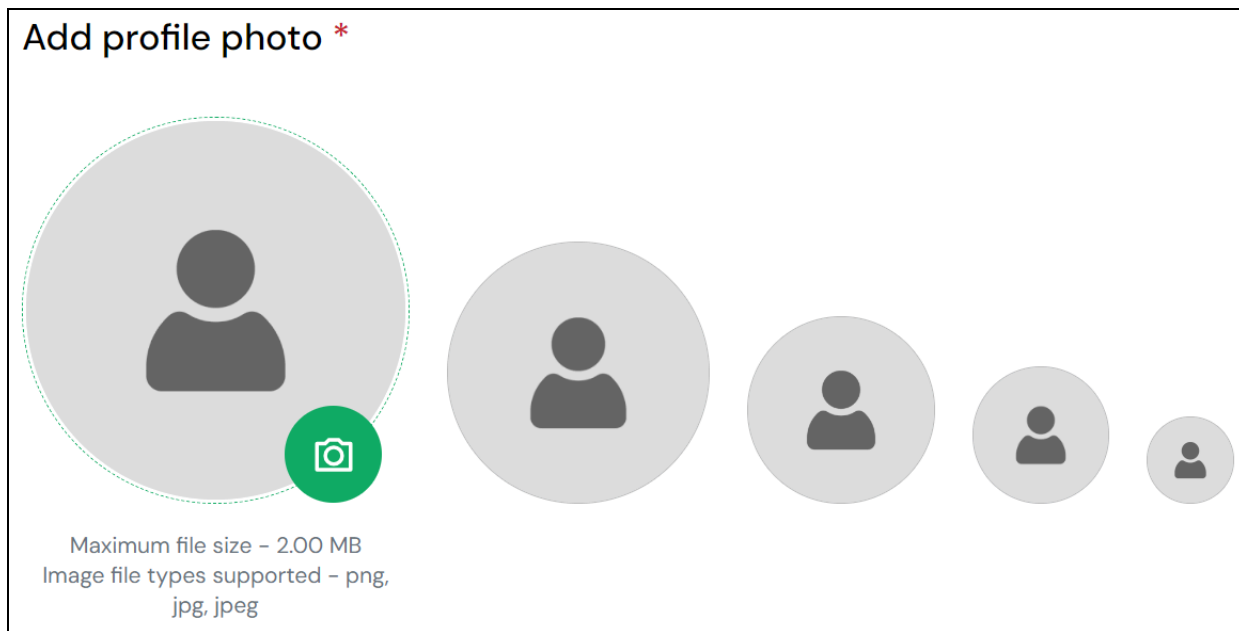
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Add profile photo

Add your profile photo.



Select a picture from your system and click **Open**.

The image will open in an image editor pop-up, in the middle of the screen.

There are three buttons at the bottom of the form, namely **Rotate left**, **Upload profile picture**, and **Rotate right**.

Rotate the image left or rotate it right using the applicable buttons.

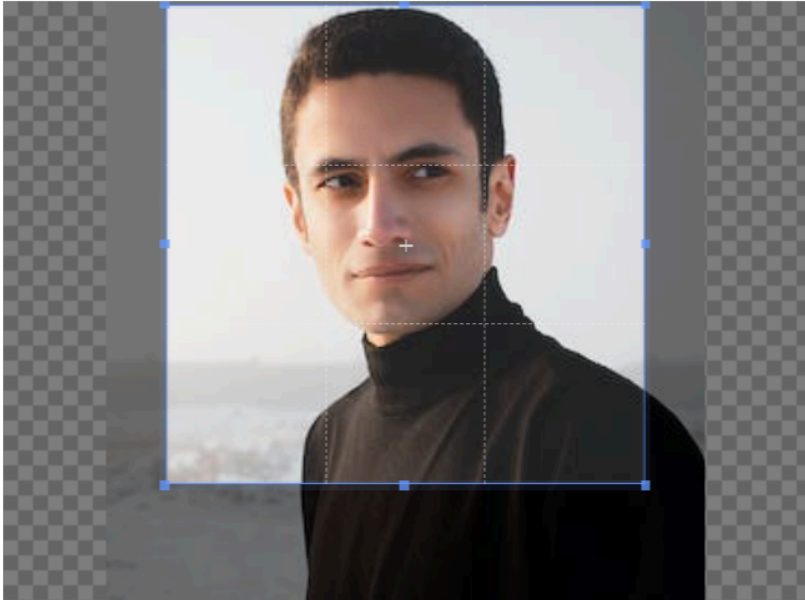
Use the mouse scroll to adjust the image by zooming it in and out accordingly.

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Upload image ✕








Use the mouse scroll to adjust the image (zoom in & zoom out)

Rotate left
Update profile picture
Rotate right

Once the image has been edited, click **Upload profile picture**, and the image will be uploaded.

Add profile photo *



Maximum file size - 2.00 MB
Image file types supported - png, jpg, jpeg


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Your address(es) - (add at least one)

Next, add your current address.

Your address(es) - (add at least one)* + Add



No results found

Click **Add** from the upper-right corner of the section.

The **Add address** pop-up form appears.

Add address
✕

Type your location here... *

📍 Type your location here...

Country *

Select
▼

State *

Select
▼

City *

Select
▼

Zip code *

Set as default

Save

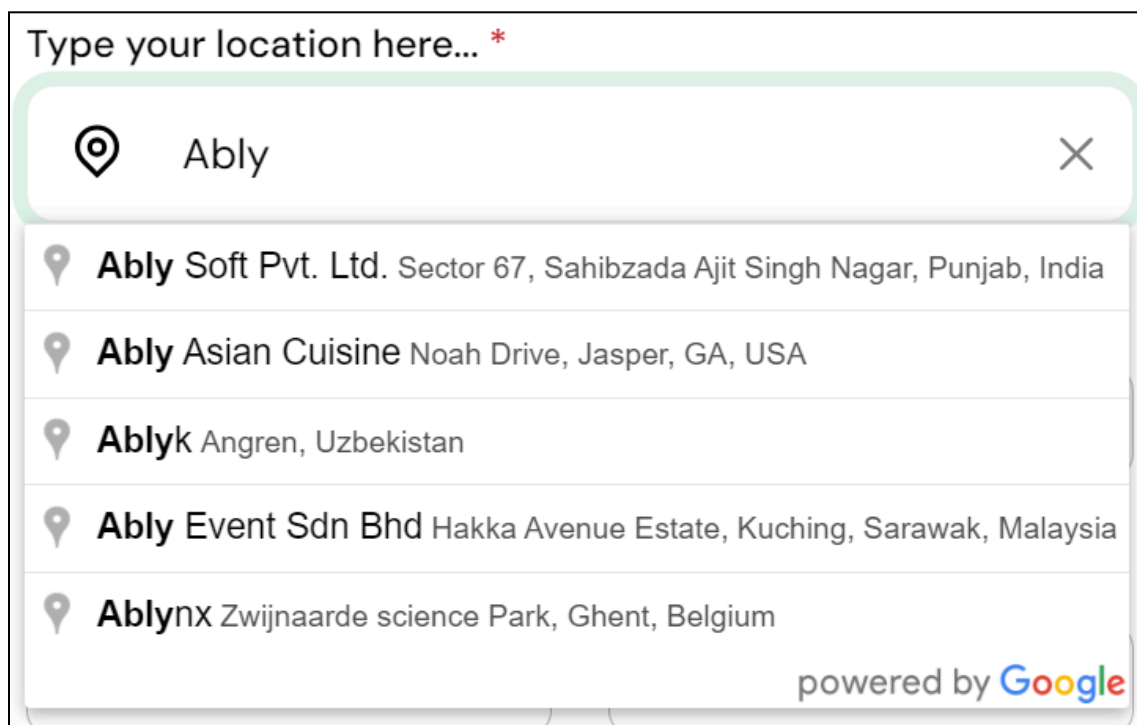
Update the following:

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- **Type your location here...***: Begin typing your address in this field and the related search results will appear in a dropdown list.



Make your selection from the list.

When you do this, the other fields in the form will automatically get filled with the appropriate data (example - the country field will be updated based on the selected address).

 *If the admin has not activated the Geo-location feature, the list of address suggestions will not appear. In this case, simply add the complete address in this field.*

- **Country***: If you selected a Google suggested address, this field will be filled automatically and cannot be edited.

On the other hand, if the Geo-location feature was not activated, you will be able to select the country from a list of countries. Make your selection accordingly.

- **State***: If you selected a Google suggested address, this field will be filled automatically and cannot be edited.

On the other hand, if the Geo-location feature was not activated, you will be able to select the state from a list of states, based on the country selected in the previous field. Make your selection accordingly.

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- **City***: Click the field and select the city.
- **Zip code***: Edit/Enter the zip code.


- **Set as default**: Turn on  this toggle switch to set this address as your default address.

Leave this off or turn it off  if you do not want to mark it as your default address.

Once done, click **Save**.


The address will be added to this section.

Your address(es) - (add at least one)* + Add



Default

1344, street 10, New Delhi



You can add multiple addresses here, assuming you have multiple different places of business.

4.2 Payments

Select the **Payments** tab under **Account settings** to update your payment method.

This is an important step to take before you can start posting jobs and hiring talent on the platform.

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Account settings

Auto-translate into other languages

English ▼

Personal information

Payments >

Change credentials

Cookie consent

Delete my account

Payment settings

Set up your billing method so that you can start your journey instantly and begin to hire the best talents in the industry.

Bank details

<p>Bank name *</p> <input style="width: 95%; height: 25px; border: 1px solid #ccc;" type="text"/>	<p>Beneficiary/Account holder name *</p> <input style="width: 95%; height: 25px; border: 1px solid #ccc;" type="text"/>
<p>Bank account number *</p> <input style="width: 95%; height: 25px; border: 1px solid #ccc;" type="text"/>	<p>IFSC code / SWIFT code *</p> <input style="width: 95%; height: 25px; border: 1px solid #ccc;" type="text"/>
<p>Bank address</p> <input style="width: 95%; height: 40px; border: 1px solid #ccc;" type="text"/>	

There are two types of payment methods you can set up, including bank transfer and PayPal.

You are required to set up at least one of these methods before you begin your journey.

Bank details

Update the following:

- **Bank name***: Enter your bank name.
- **Beneficiary/Account holder name***: Enter the bank account's owner name. If it is a business bank account, enter the business name, exactly as it is in the bank documents.
- **Bank account number***: Enter the bank account number.
- **IFSC code / SWIFT code***: Enter the IFSC code or SWIFT code, whichever is applicable.
- **Bank address**: Enter the bank address.

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Click **Save** to update these details in the system.

PayPal details

Scroll down to update the PayPal payment details.

PayPal details

PayPal email address *

Save

Enter your or your business PayPal email address in the field.

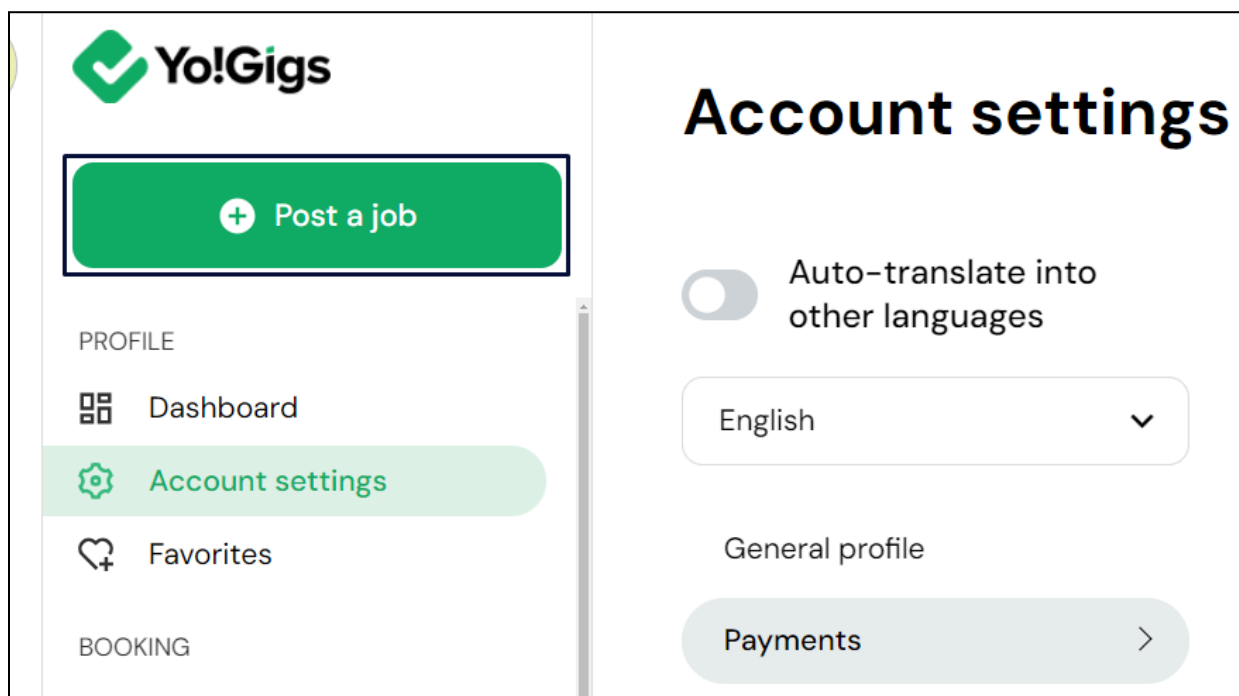
Then, click **Save**.

With this, your profile is ready.

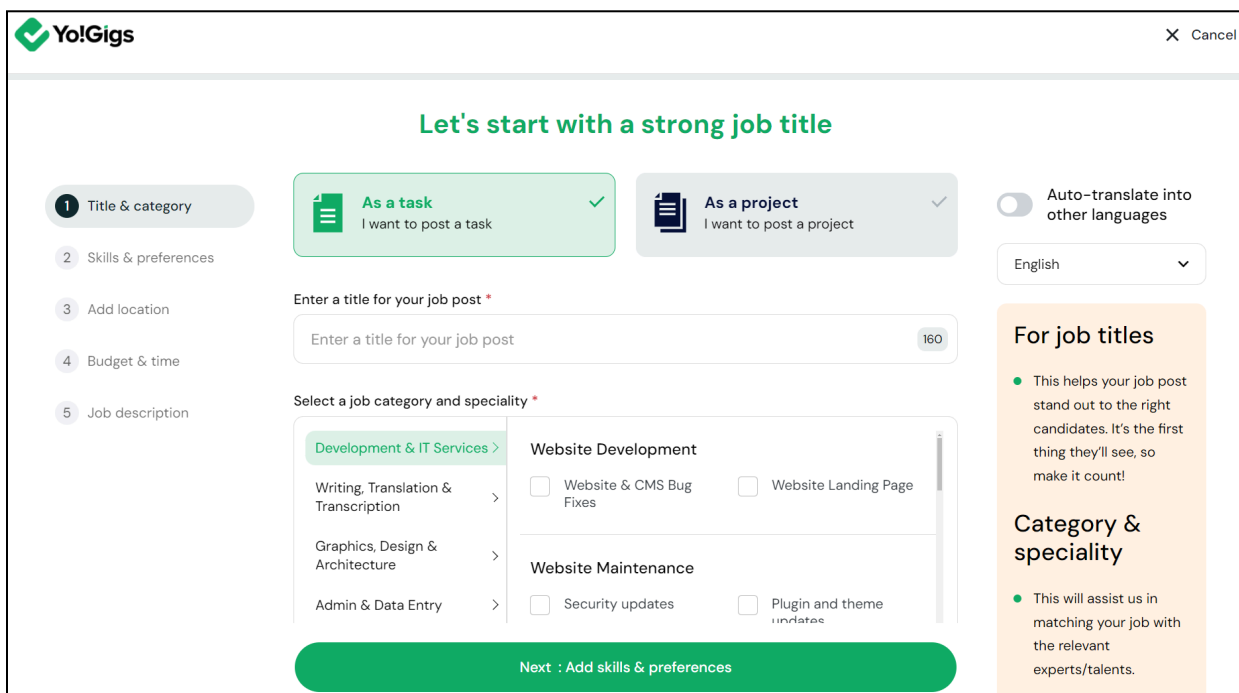
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5. Post a job

On the vertical navigation bar, click the **Post a job** button.



This will direct you to the **Create a job post** form.



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There are 5 tabs under this form.

Fill each of them accordingly.

5.1 Title & category

There are two kinds of job posts you can create:

- **Task:** A small level job.
- **Project:** A large level job.

Select the type of job you want to post from the top of the form, under this tab. The form is the same for both options.

Once you have selected the job type, begin filling the form:

- **Enter a title for your job post*:** Enter a short and self-explanatory title for the job post. It should be able to give an idea regarding the kind of skills you are looking for.
- **Select a job category and speciality*:** Select the category that this job will fall under.

Select a job category and speciality *

Development & IT Services >	Articles & Blog Posts	Parent categories
Writing, Translation & Transcription >	<input type="checkbox"/> Articles Writing <input type="checkbox"/> Blog Post Writing	
Graphics, Design & Architecture >	Content Strategy	Subcategories
Admin & Data Entry >	<input type="checkbox"/> Front end and Back end Content Strategy	
Marketing & Sales >	Website Content	
Plumber >		

You can select only one parent category. However, you can select multiple subcategories under the parent category.

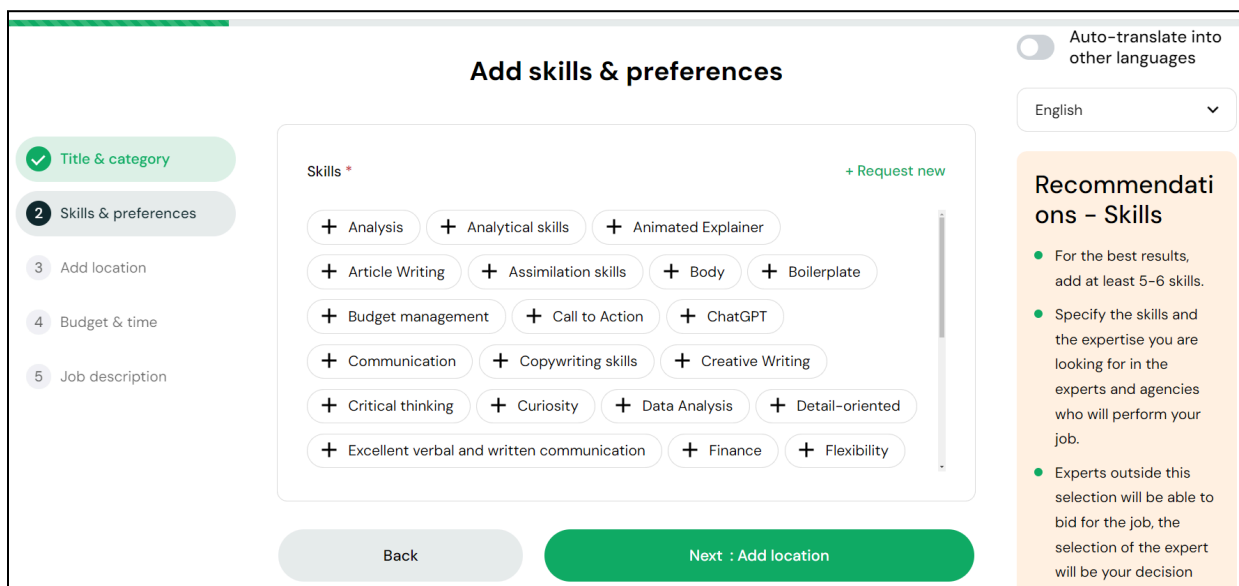
Once done, click **Next: Add skills & preferences.**

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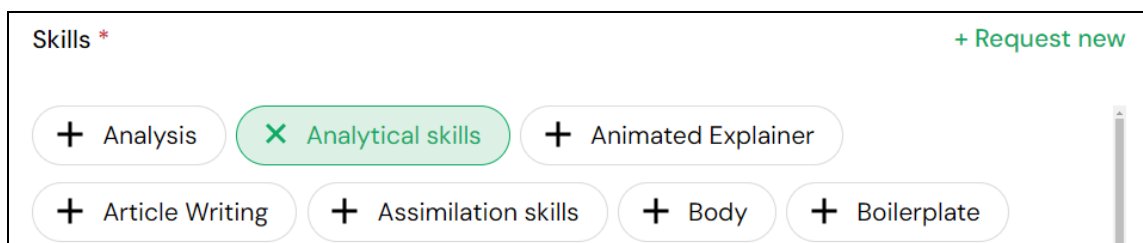
5.2 Skills & preferences



Select the skills, soft skills and spoken languages you require for this job:

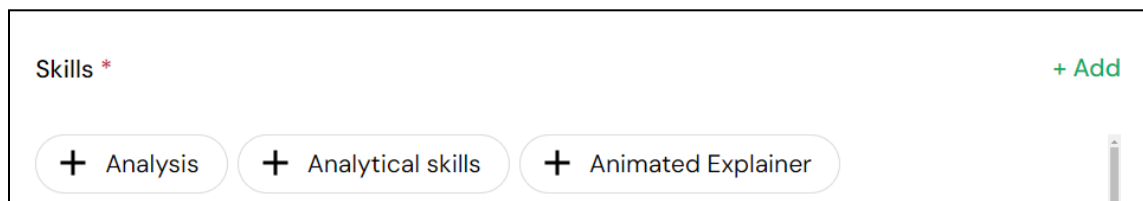
- **Skills*:** All the applicable skills that fall under the selected parent category and subcategory will be listed here.

Select the skills required for this job by clicking it.



To deselect a skill, click it again.

If a skill you require is not in the list, *depending on the settings configured by the admin*, you will either be able to directly add a skill to the list (using the **Add** link as shown in image below) or request for a skill to be added to the list (using the **Request new** link as shown in image above).



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In both cases, the form is the same.

Select the category the skill will fall under, and enter the name of the skill.

Then, click **Request**.

 *If you are requesting the skill, you will have to wait for the admin's approval (which will take some days) before you can select this option for the job post.*

Scroll down to update the next requirement for the job:

- **Spoken languages*:** Select the languages that the candidate should know from the list by clicking it. To deselect a language, click it again.

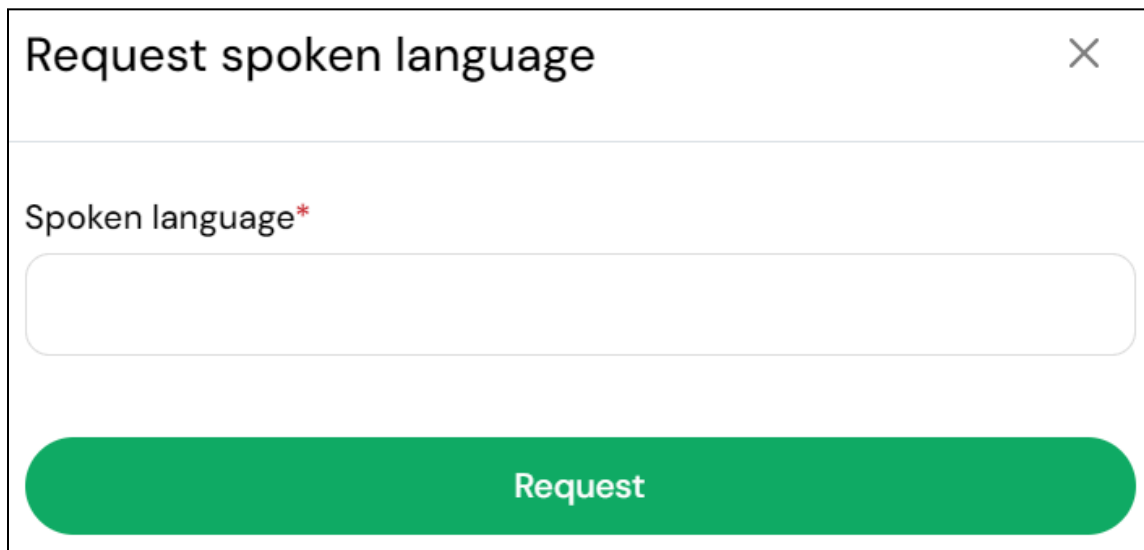
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If a language you require is not in the list, *depending on the settings configured by the admin*, you will either be able to directly add a language to the list (using the **Add** link) or request for a language to be added to the list (using the **Request new** link).

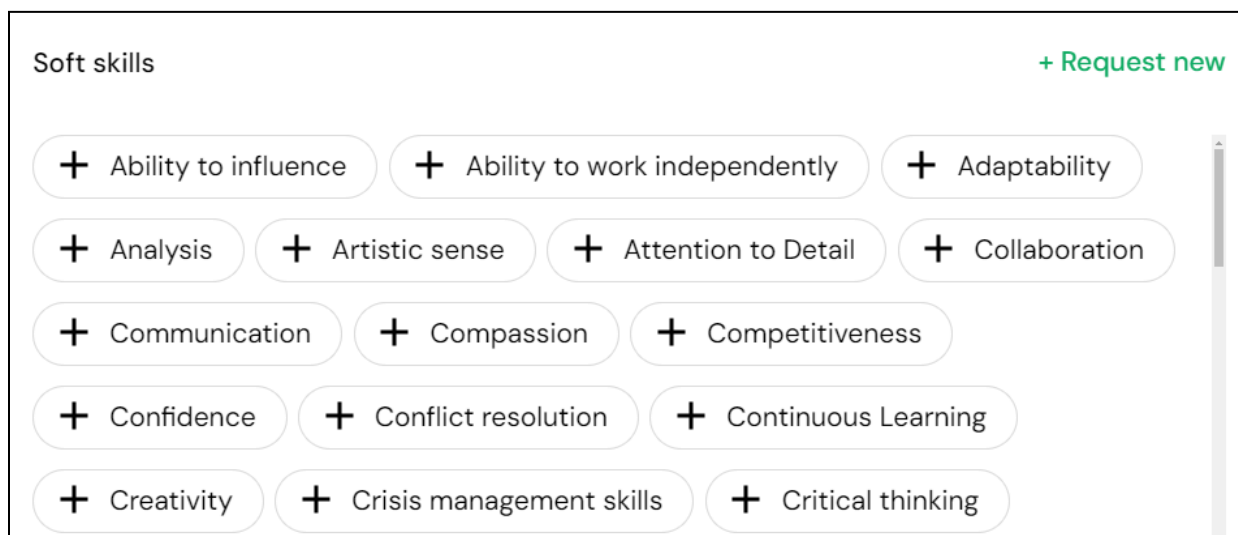
In both cases, the form is the same.



Enter the language in the field, and click **Request**.

 *If you are requesting the language, you will have to wait for the admin's approval (which will take some days) before you can select this option for the job post.*

Scroll down to update the next requirement for the job:



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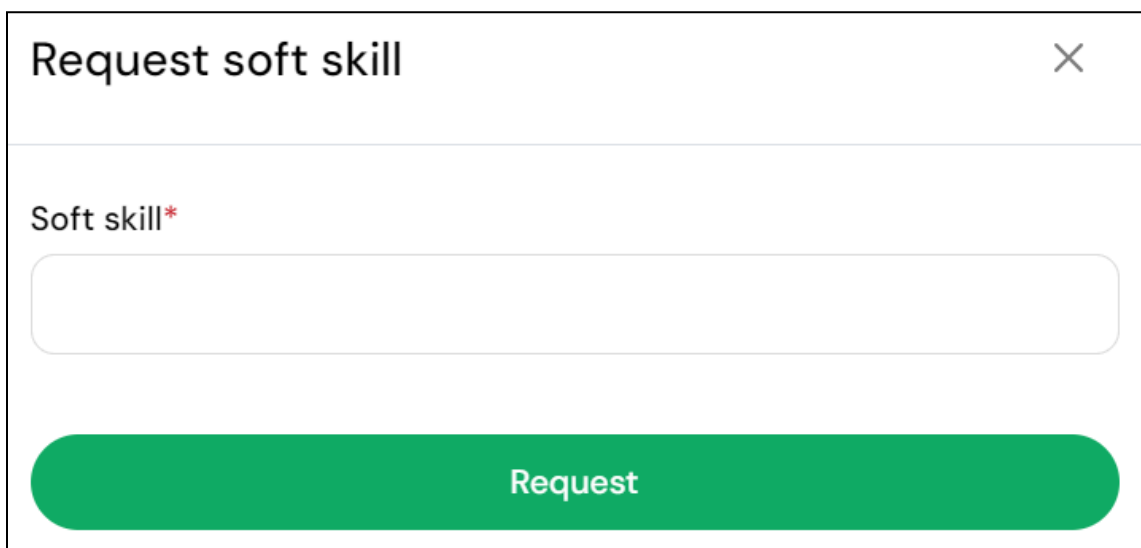
An asterisk (*) next to a label indicates that the information is mandatory.

The **secondary language** setting and tabs are **ONLY** available if you have selected more than one language for the platform.

- **Soft skills*:** Select the soft skills required from the list by clicking it. To deselect a soft skill, click it again.

If a soft skill you require is not in the list, *depending on the settings configured by the admin*, you will either be able to directly add a soft skill to the list (using the **Add** link) or request for a soft skill to be added to the list (using the **Request new** link).

In both cases, the form is the same.



The screenshot shows a modal window titled "Request soft skill" with a close button in the top right corner. Below the title bar is a text input field with the label "Soft skill*" in red. At the bottom of the modal is a prominent green button with the text "Request" in white.

Enter the soft skill name in the field, and click **Request**.



If you are requesting the soft skill, you will have to wait for the admin's approval (which will take some days) before you can select this option for the job post.

After making all the selections, click **Next: Add location**.

5.3 Add location

There are two types of jobs you can create under this form: an on-site job or an online job.

Make your selection accordingly.

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In-person

There are two sections on the form, when this option is selected:

i. Select the job's location*

Select or add the address (location) of the job. This is where the candidate will come to work on-site.

Your saved addresses will appear under this section.

If the job is at another location whose location is not added in this list, then add a new address by clicking the link **Add**.

The **Add address** pop-up form appears.

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Add address ✕

Type your location here... *

📍 Type your location here...

Country *

Select

State *

Select

City *

Select ▼

Zip code *

Set as default

Save

The [Add address](#) form is the same everywhere on the platform (refer to 4.1.3 to know how to add an address).

Add in the details accordingly and click **Save** to add the address.

Then, select the address where the freelancer will have to come to work, under this section.

Select the job's location - * + Add

📍

Default

Abyly Soft, ITC 3, Sector 67

✎

📍

Social, Sector 7

✎

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ii. By when do you need this done?*

Update the time and date by when you need this task to be done.

By when do you need this done?*

Eg. 17/05/2023

📅

Eg. 6 AM

🕒

To select the date, click the date field and a calendar appears.

◀ Jul ▼
2024 ▼ ▶

Su	Mo	Tu	We	Th	Fr	Sa
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

Today
OK

Eg. 17/05/2023
📅

Select the date.

If you want to select today's date, click **Today**, and today's date will be selected accordingly.

To select the time, click the time field and a list of different times of the day.

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Select the time.

Once done, click **Next: Budget & time.**

Online

There is only one section on the form when this option is selected - **By when do you need this done?***

Update the time and date by when you need this task to be done (process is the same as [shared above](#)).

Update the date and time.

Once done, click **Next: Budget & time.**

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5.4 Budget & time

There are two types of jobs you can create under this form: a biddable job or a fixed-price job.

Tell us about your budget & the date till when the project will be open.

Auto-translate into other languages

English ▼

Biddable
 Select this to post a biddable job. Freelancers can bid a lower price or even higher price for the job.

Fixed-price
 Select this to post a fixed-price job. Freelancers will have to get the job done for the price you set.

Budget for the job (USD)
 Enter the total amount (budget) that you are willing to pay for this job.

Last date to bid on this job
 Freelancers will be able to share a bid on this job till this date. After this, the job will be marked as expired.

Recommendations

- This will help us match you to the best and available talent within your budget range.
- These AREN'T final answers, but this information helps us recommend the right talent for what you need.
- Select the last day till when the job will be displayed as open for freelancers to apply to. **NOTE:** Once you hire someone for the job, this section will be

A biddable job allows freelancers to bid on the job, defining their price, which can be more or less than the price set by you.

In a fixed-price job, freelancers will have to get the job done for the price set by you.

Make your selection accordingly.

Biddable

Update the following:

- **Budget for the job (default currency):** Enter the total amount (budget) that you will be paying for this job.
- **Last date to bid on this job:** Select the date till when freelancers can bid on the job.



This date has to be a date that falls before the deadline for this job ([By when do you need this done?](#)) as defined in the previous step.

DISCLAIMER: The color theme and labels might differ in the screenshots as compared to on the platform.


An asterisk (*) next to a label indicates that the information is mandatory.

The secondary language setting and tabs are **ONLY** available if you have selected more than one language for the platform.

Once this date crosses, if no freelancer applied or no freelancer was selected, the job will be marked as expired.


Once done, click **Next: Job description**.

Fixed-price



Biddable ✓

Select this to post a biddable job. Freelancers can bid a lower price or even higher price for the job.



Fixed-price ✓

Select this to post a fixed-price job. Freelancers will have to get the job done for the price you set.

Budget for the job (USD)

Enter the total amount (budget) that you are willing to pay for this job.

\$

Last date to share a proposal for this job

Freelancers will be able to share a proposal for this job till this date. After this, the job will be marked as expired.

📅

Update the following:

- **Budget for the job (default currency):** Enter the total amount (budget) that you will be paying for this job.
- **Last date to share a proposal for this job:** Select the date till when freelancers can share their proposal for the job.



This date has to be a date that falls before the deadline for this job ([By when do you need this done?](#)) as defined in the previous step.

Once this date crosses, if no freelancer applied or no freelancer was selected, the job will be marked as expired.

Once done, click **Next: Job description**.

DISCLAIMER: The color theme and labels might differ in the screenshots as compared to on the platform.

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The secondary language setting and tabs are **ONLY** available if you have selected more than one language for the platform.

5.5 Job description

Share more information about the job including the job description, requirements and instructions.

Update the following:

- **Mark job as private:** Turn on  this toggle switch to mark this job as a private job.

A private job won't be published on the job listing page. Instead, you will have to invite freelancers to share their proposals for this job.

Whoever accepts your invitation and shares a proposal for the job, can then be hired, if selected.

Leave this off  to keep this job open for all freelancers.

An open job is published on the job listing page and any freelancer can share their proposal for the same.

- **Describe your job*:** Enter a description of the job sharing your requirements in detail.

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The secondary language setting and tabs are **ONLY** available if you have selected more than one language for the platform.

Use the editor tools at the top of the text field to edit your description (add bullet points, bold text, etc.).

Scroll down to update the next fields:

Job instructions (Optional)

B *I* U ☰ ☰

💡 G

<BODY>

Attachment(s) (Optional)

[Browse](#)

- **Job instructions (Optional):** Enter the job instructions.
- **Attachment(s) (Optional):** Upload any attachment(s) that you have to help the freelancer understand your requirements better.

To upload, click Browse, select the file from your system and click open.

The uploaded file(s) will be listed below this section:

[Browse](#)


You may attach up to 5 files, each under the size of 2 MB.


TechnicalContentWriter31stMarch2...
×

25KB

DISCLAIMER: The color theme and labels might differ in the screenshots as compared to on the platform. An asterisk (*) next to a label indicates that the information is mandatory.

The secondary language setting and tabs are **ONLY** available if you have selected more than one language for the platform.

To delete an uploaded file, click  beside it.

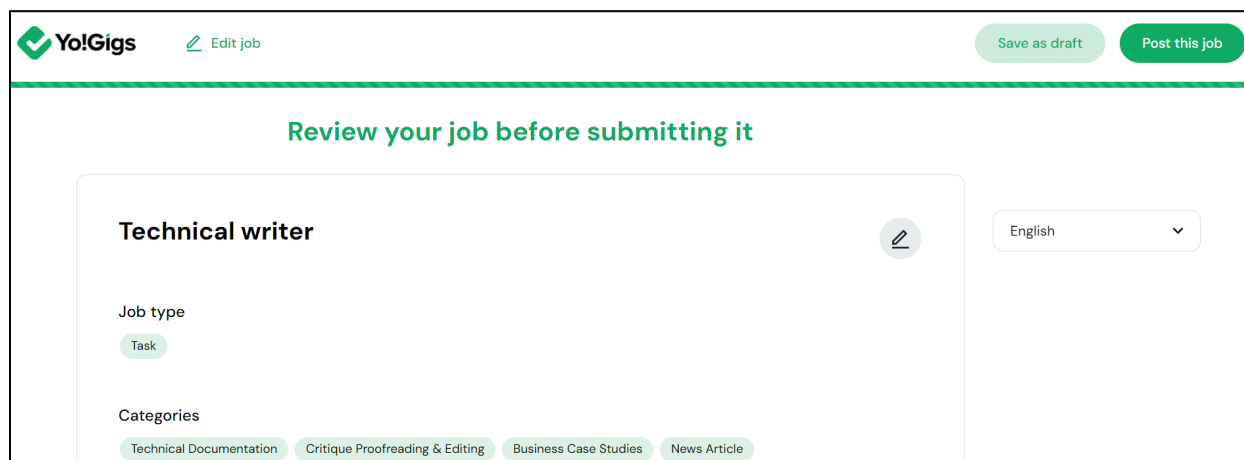
 *You can upload multiple files as attachments. However, you can only upload one file at a time.*

Once done, click **Review job post**.

DISCLAIMER: The color theme and labels might differ in the screenshots as compared to on the platform.
An asterisk (*) next to a label indicates that the information is mandatory.
The **secondary language** setting and tabs are **ONLY available** if you have selected more than one language for the platform.


6. Review & publish the job post

This will direct you to the page where you can review the job post.

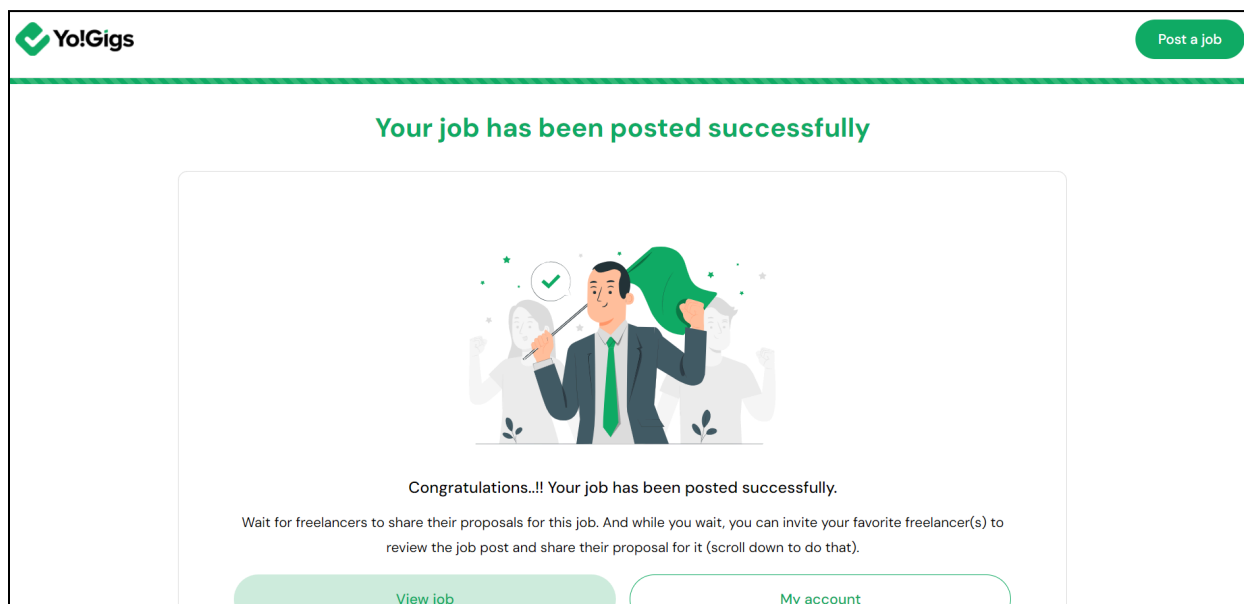


Go through all the sections by scrolling through the page.



To edit any information, click  beside it. To edit multiple details under the job, click the **Edit job** link at the top of the page.

Once everything has been reviewed, publish the job by clicking **Post this job**. This will direct you to the following page.



DISCLAIMER: The color theme and labels might differ in the screenshots as compared to on the platform.

An asterisk (*) next to a label indicates that the information is mandatory.

The secondary language setting and tabs are **ONLY** available if you have selected more than one language for the platform.

There are three sections under this page.

Your job has been posted successfully

This section lets you know that the job has been posted successfully.

You can view the job post page (by clicking **View job**) or go back to your account (by clicking **My account**).

Favorite freelancers - relevant to the job



This section will only be visible if you have marked freelancers who offer the service you are looking for, as your favorite freelancers.

This section allows you to send invites to your favorite freelancers who offer the services you require for this job.

Favorite freelancers - relevant to the job

Send an invite for this job to your favorite freelancer(s), who have the relevant skills to complete the job successfully...

Select all
Send invite ↗

Diana Wilson
Writing, Translation & Tran...

★ 3.67 | 3 Feedback

5+Jobs
\$ 23.00

Audrey Jim
Writing, Translation & Tran...

★ 3.50 | 2 Feedback

2+Jobs
\$ 24.00

Select the freelancer you want to send an invite to, or turn on the 'Select all' toggle switch to send an invite to all your favorite freelancers.

Once selected, click **Send invite**. And the invites will be sent to them accordingly.

DISCLAIMER: The color theme and labels might differ in the screenshots as compared to on the platform.

An asterisk (*) next to a label indicates that the information is mandatory.

The secondary language setting and tabs are **ONLY** available if you have selected more than one language for the platform.

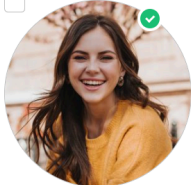
Recommended freelancers - relevant to the job

This section allows you to send invites to recommended freelancers (experts in the field) who offer the services you require for this job.

Recommended freelancers – relevant to the job


Send an invite for this job to freelancer(s) from the recommended list below...

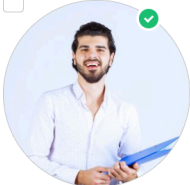
Select all
Send invite ↗



Diana Wilson
Writing, Translation & Tran...


★ 3.67 | 3 Feedback

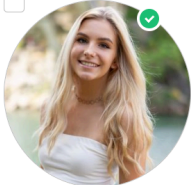
 5+Jobs \$ 23.00



Audrey Jim
Writing, Translation & Tran...


★ 3.50 | 2 Feedback


 2+Jobs \$ 24.00



Fiona Parker
Writing, Translation & Tran...

★ 3.00 | 1 Feedback

 6+Jobs \$ 35.00

Select the freelancer you want to send an invite to, or turn on  the 'Select all' toggle switch to send an invite to all your favorite freelancers.

Once selected, click **Send invite**. And the invites will be sent to them accordingly.

DISCLAIMER: The color theme and labels might differ in the screenshots as compared to on the platform.

An asterisk (*) next to a label indicates that the information is mandatory.

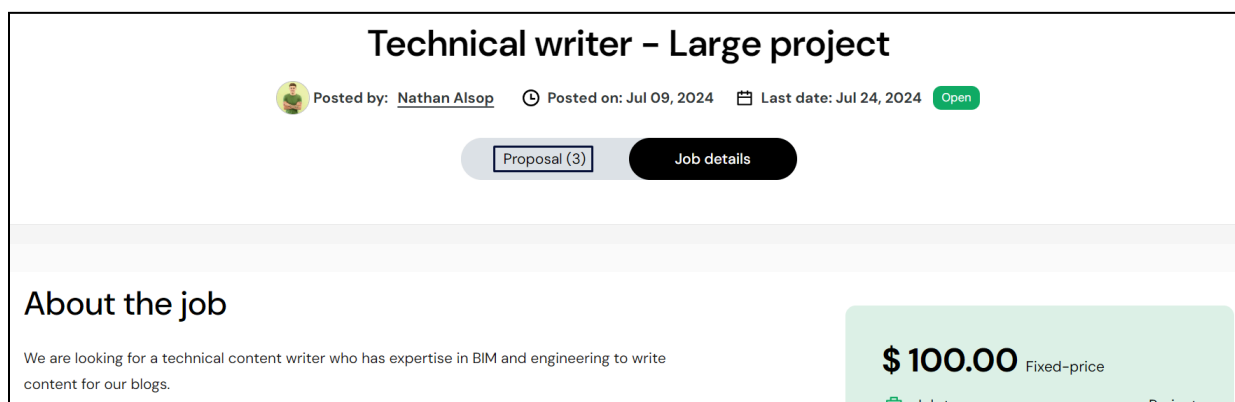
The secondary language setting and tabs are **ONLY** available if you have selected more than one language for the platform.

7. Review the proposals & select a candidate

With the job published, you will begin to receive proposals by various freelancers.

Review the proposals you receive and either shortlist a few (if you want to interview them before you choose the final candidate), or simply select a final candidate by hiring them.

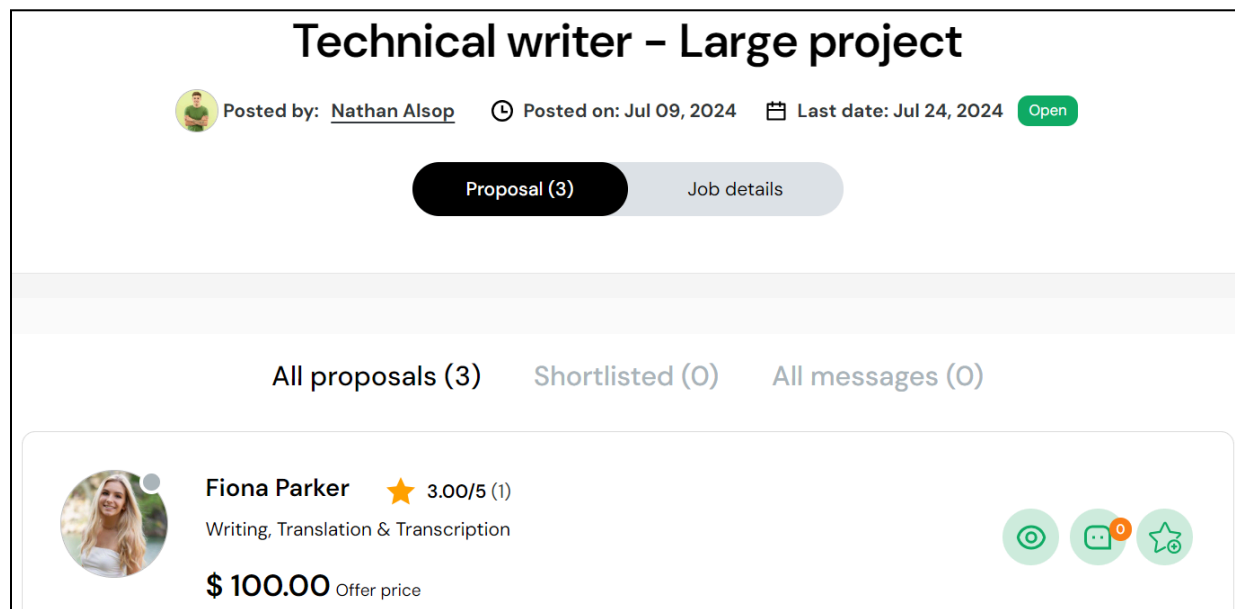
To do this, go to the job post page.



The screenshot shows the job post page for "Technical writer - Large project". At the top, it says "Posted by: Nathan Alsop", "Posted on: Jul 09, 2024", and "Last date: Jul 24, 2024" with an "Open" status. Below this are two tabs: "Proposal (3)" and "Job details". The "About the job" section starts with "We are looking for a technical content writer who has expertise in BIM and engineering to write content for our blogs." On the right, there is a green box showing "\$ 100.00 Fixed-price".

Select the **Proposal** tab at the top of the page.

This will direct you to the page listing all the proposals that have been sent for this job up till now.



The screenshot shows the proposals page for "Technical writer - Large project". At the top, it says "Posted by: Nathan Alsop", "Posted on: Jul 09, 2024", and "Last date: Jul 24, 2024" with an "Open" status. Below this are two tabs: "Proposal (3)" and "Job details". The "All proposals (3)" tab is selected. Below the tabs, there are three sub-tabs: "All proposals (3)", "Shortlisted (0)", and "All messages (0)". The first proposal is from "Fiona Parker" with a rating of "3.00/5 (1)" and the text "Writing, Translation & Transcription". The offer price is "\$ 100.00 Offer price". There are three icons at the bottom right: a camera, a chat bubble with a notification, and a star.

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There are three buttons beside each proposal.


7.1 View proposal



Click this to view the proposal terms shared by the respective freelancer.

The **Proposal details** will open up in a pop-up window.

Proposal details
×



Fiona Parker
Writing, Translation & Transcription

\$ 100.00 Offer price

× Reject

✓ Accept

Proposed date
2024-07-10

Proposed completion
Days : 25

Cover letter
Hello hiring manager,

I have gone through your JD and believe I can offer this service to you with the highest quality.

Let us connect to discuss further before you make your decision.

Thank you

<
Prev

>
Next

Review the details and either accept or reject the proposal.

Or, review all the proposals without closing this pop-up window by clicking **Next** to view the next proposal and **Prev** to view the previous proposal. After reviewing all, go to the proposal you like the most and [accept it](#).



You can also shortlist a proposal, if you like more than one proposal and would like to have a conversation with the freelancer before making your decision.

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An asterisk (*) next to a label indicates that the information is mandatory.

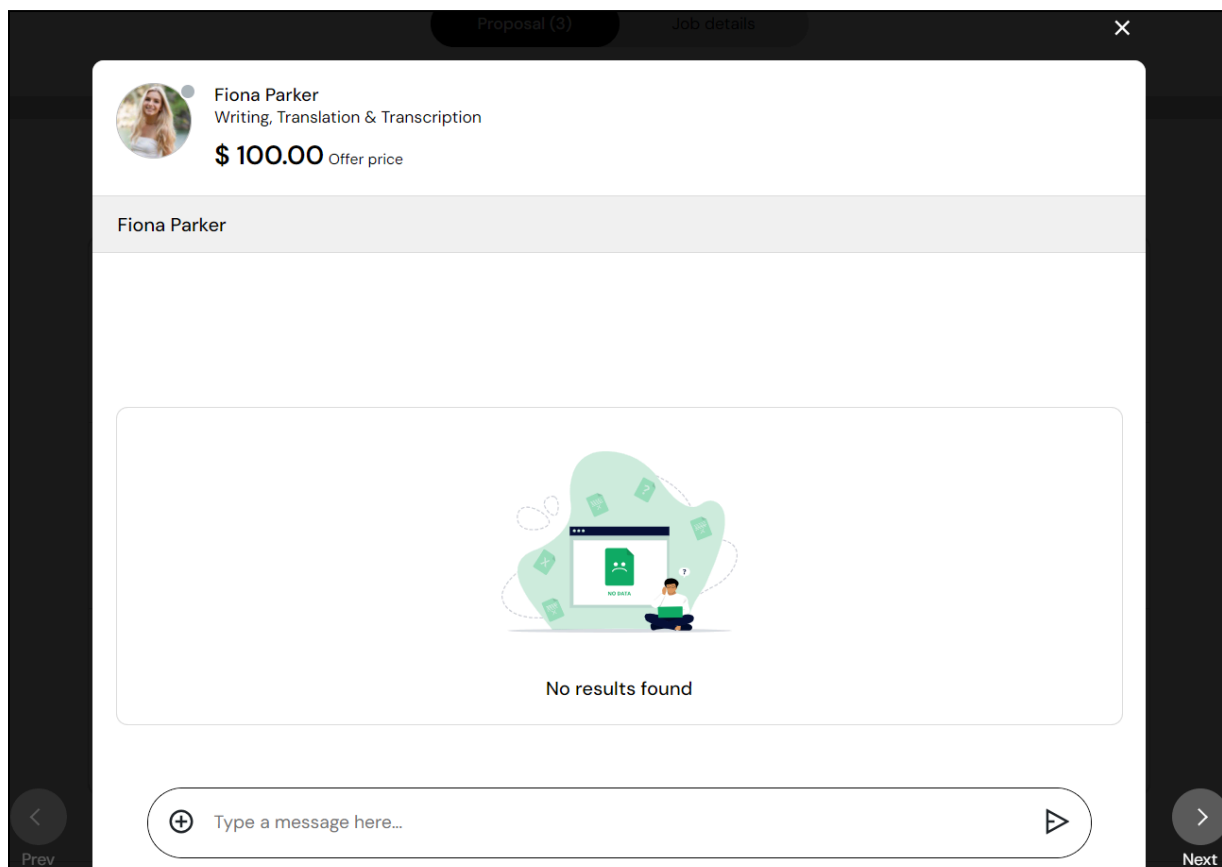
The secondary language setting and tabs are **ONLY** available if you have selected more than one language for the platform.

To shortlist a proposal, close this pop-up window and mark this proposal as shortlisted using the [Add to shortlist](#) button beside it on the proposals page.


7.2 Message



Click this to open the chat room to initiate a conversation between you and the freelancer.



To send a message, enter it in the **Type a message here...** field. You can also

add attachments to the messages by clicking , selecting the file you want to send from your system, and clicking open.

And the attachment will be added to the message field.

DISCLAIMER: The color theme and labels might differ in the screenshots as compared to on the platform.

An asterisk (*) next to a label indicates that the information is mandatory.

The secondary language setting and tabs are **ONLY** available if you have selected more than one language for the platform.



Once the message is ready, click  to send it.

The freelancer will receive the message and share a revert accordingly.

Clear all your concerns via this chat room, before hiring the freelancer.













Navigate to the next (by clicking Next) or previous (by clicking Prev) chat rooms of freelancers who shared their proposal with you.



7.3 Add to shortlist

Click this to shortlist a freelancer.

The freelancer you shortlist will be highlighted via this button as shown in the image below.

	Fiona Parker ★ 3.00/5 (1) Writing, Translation & Transcription \$ 100.00 Offer price	  
	Diana Wilson ★ 3.67/5 (3) Writing, Translation & Transcription \$ 100.00 Offer price	  
	Audrey Jim ★ 3.50/5 (2) Writing, Translation & Transcription/Development & IT Services \$ 100.00 Offer price	  



The freelancer isn't notified when you shortlist them. This feature simply assists you during your selection process.

DISCLAIMER: The color theme and labels might differ in the screenshots as compared to on the platform.

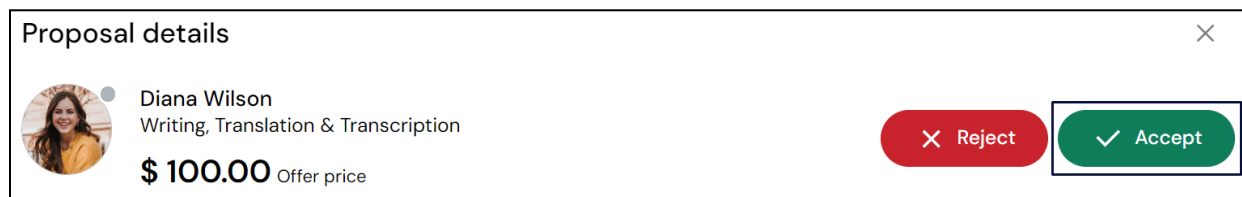
An asterisk (*) next to a label indicates that the information is mandatory.

The secondary language setting and tabs are **ONLY** available if you have selected more than one language for the platform.

7.4 Accept a proposal

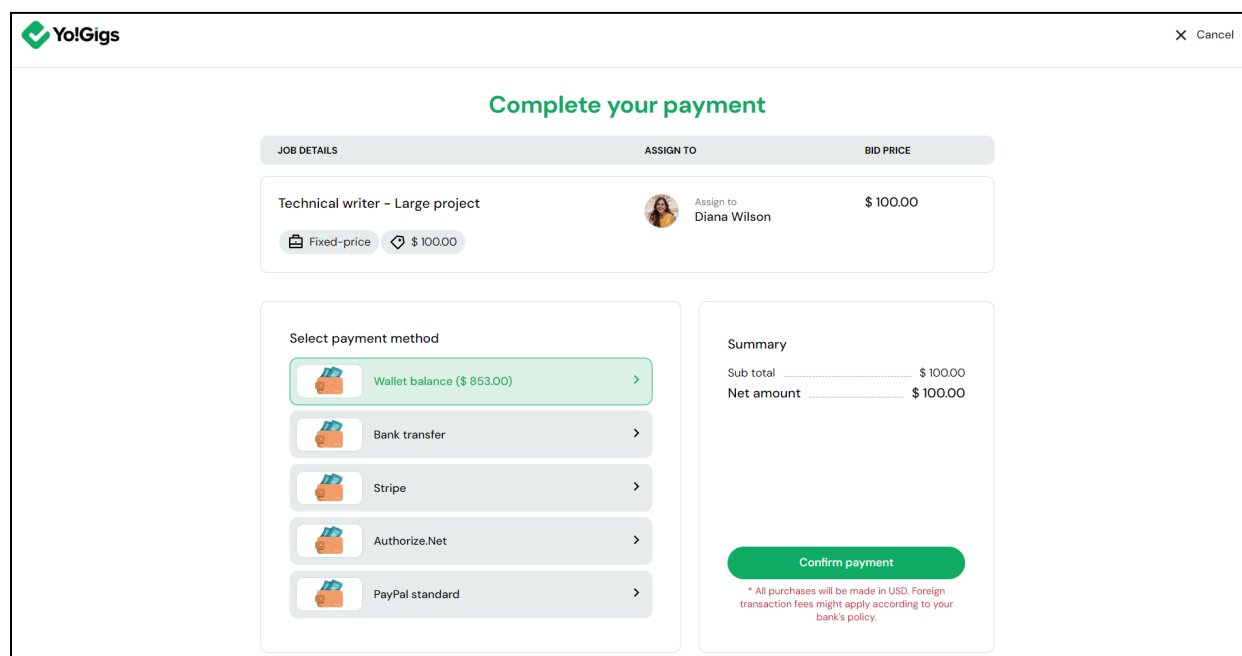
Once you decide who to hire, click the **view proposal**  button again.

The **Proposal details** will open up in a pop-up window.



Click **Accept** to hire the freelancer.

This will direct you to the payment page.



Review the payment details for the job.

Then, select the payment method and complete the payment accordingly by clicking **Confirm payment**.


Depending on the payment method selected, you will be directed to the respective payment gateway page where you need to fill the applicable details to make the payment.

DISCLAIMER: The color theme and labels might differ in the screenshots as compared to on the platform.

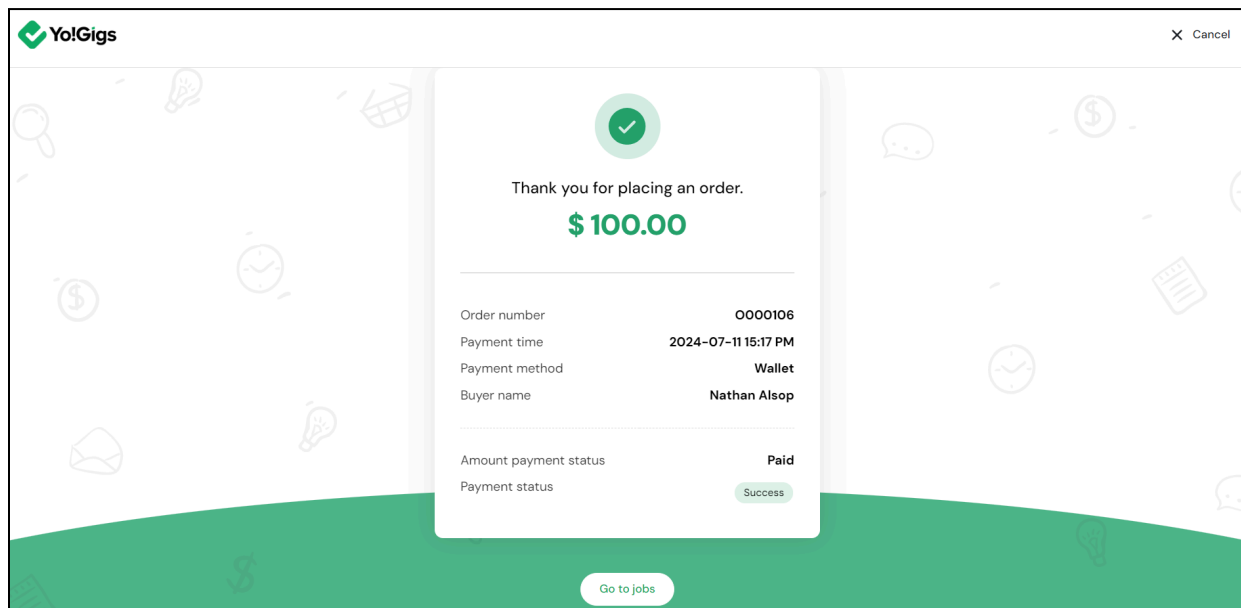
An asterisk (*) next to a label indicates that the information is mandatory.

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If you selected the wallet payment method, the payment will be made directly by deducting the amount from your wallet balance.

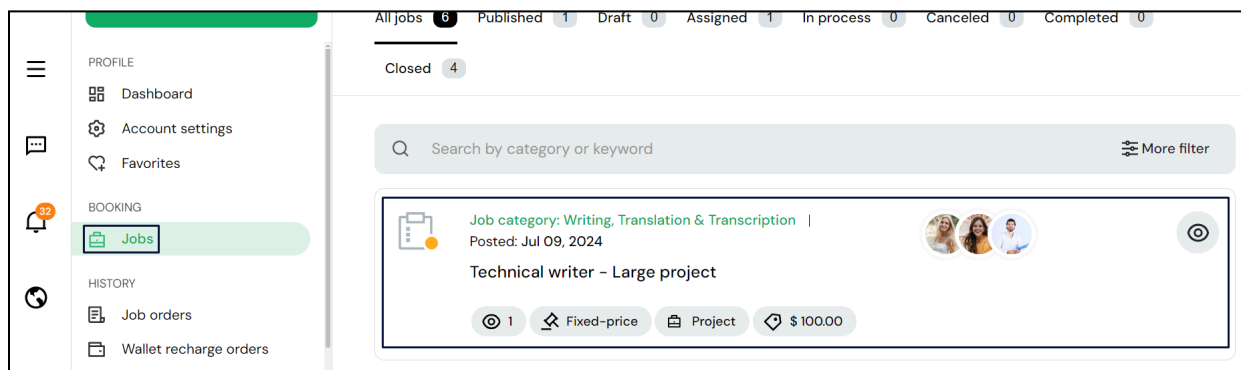
 *For the bank transfer process, you will have to manually make the payment to the admin's account and update the transaction details on the payment gateway page.*


Once the payment is made from your end, you will be directed to the following page.



From here, go back to the **Jobs** module under your dashboard by clicking **Go to jobs**.

Or, close the form and go to the website home page by clicking **Cancel**. Then, go back to your dashboard and select **Jobs**.



 *The freelancer has the option to reject a job, after this. In such a case, you will have to choose another applicant for the job.*

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8. Review the completed job

Once the freelancer completes the job, you will be notified about it.

Visit the job post page at the front end to view the details.

About the job

We are looking for a technical content writer who has expertise in BIM and engineering to write content for our blogs.

Topics include:
 The current state of the BIM industry
 Overview of GIS mapping
 Digital Twins Applications to Construction and FM
 Etc

SOW is to provide a list of titles for these articles for us to choose from and then write the selected ones with relevant images.

We are looking to publish 4 articles on our website to start with and then 1 each week for 3 months. Depending on the results, we will decide if we wish to continue thereafter or not.

You must be a subject matter expert to be considered.

\$ 100.00

Fixed-price

Job type	Project
Task type	Fixed-price
Estimated date/time	Oct 31, 2024 (20:00)
Location	Social, Sector 7
Job views	1
Comments	View

Mark job as closed

[Mark job as incomplete](#)

[Report an issue](#)

Click **View** to see the comments left by the freelancer.

Comments

✕

Total comments: 2

Diana Wilson

4 mins ago Completed

Done and shared via message.

Diana Wilson

4 mins ago Job In Progress

Job in progress

If the work was shared via comments, review it accordingly. If it was shared via the Message center, go there and review the same.

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There are multiple options on the job post page, allowing you to take actions accordingly, based on the situation:

8.1 Mark job as closed

Click this to accept the completed job and mark it closed.

When you do this, a warning message appears in the middle of the page.



Click **Yes** to close the job. And the job will be marked as closed successfully.

Click **No** to cancel the action (in case the [job is incomplete](#), or you want to [report an issue](#) with the freelancer).

Once the job is marked as closed, the amount you paid when hiring the freelancer will be released from escrow and sent to their wallet automatically by the system.


Additionally, a **Feedback** pop-up form will appear on the screen, asking you to share your feedback for the freelancer.

DISCLAIMER: The color theme and labels might differ in the screenshots as compared to on the platform.

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The secondary language setting and tabs are **ONLY** available if you have selected more than one language for the platform.

Feedback
×



Title *

Description *

Update the following:

- **Stars:** Hover over the stars and click a star to give a rating for the job completed by the freelancer.

For example, to give a 4-star rating, click the fourth star from the five stars and a 4-star rating will be selected accordingly.



- **Title*:** Enter a title for the review you are giving.
- **Description*:** Enter a detailed description sharing your feedback pointers.

Once done, click **Submit**.

 *Once feedback is added, you cannot change it.*

The freelancer will be notified regarding the feedback shared by you.

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And they are also asked to share their feedback for working with you.

As soon as they share their feedback, you are notified about it as well (under the notifications section on your dashboard).

Review the feedback accordingly.

8.2 Mark job as incomplete

Select this option if you feel that the job was not completed as per your requirements.

Technical writer – Large project ×

Update job status & comment!

Share your comments & job update

Attachments (optional)

Drag & drop the file here, or [Browse](#) for your file

SubmitCancel

A pop-up will appear.

Update the following:

DISCLAIMER: The color theme and labels might differ in the screenshots as compared to on the platform.

An asterisk (*) next to a label indicates that the information is mandatory.

The secondary language setting and tabs are **ONLY** available if you have selected more than one language for the platform.

- **Share your comments & job update:** Enter our message regarding the change in status and what you are expecting from the freelancer under this form.
- **Attachment(s) (Optional):** Upload any attachment(s) that you have to help the freelancer understand your requirements better.

To upload, click Browse, select the file from your system and click open.

The uploaded file(s) will be listed below this section:

Click **Submit**.

With this, the freelancer will be notified about the same.

The freelancer can then either accept the incomplete status, complete the task and submit it again.

Or, they can reject the incomplete status.



In some cases, freelancers can also report an issue if they feel that everything was completed, however, you are asking for more than what they are being paid for. ([explained further](#)).

If the freelancer accepts the incomplete status, and completes the task, you can mark it closed.

If the freelancer rejects the incomplete status, you will again get the same options, where you can either [mark the job as closed](#), [mark the job as incomplete](#), or [report an issue](#) with the freelancer.

Decide accordingly.

8.3 Report an issue

Click this if you want to report an issue with the freelancer.

The **Report issue** pop-up form will appear.

DISCLAIMER: The color theme and labels might differ in the screenshots as compared to on the platform.

An asterisk (*) next to a label indicates that the information is mandatory.

The secondary language setting and tabs are **ONLY** available if you have selected more than one language for the platform.

Report issue ✕

Subject *

Select ▼

Select the percentage of total amount the freelancer will be given *

10 ▼

Comment *

Update the following:

- **Subject*:** Select the subject of the issue from the predefined list of issues as set by the admin.
To do this, click the field and a dropdown list with all options will appear. Make your selection.
- **Select the percentage of total amount the freelancer will be given*:** Select the percentage of the total amount (10%, 50%, 100%, etc.) the freelancer should be given for the work from the dropdown list of options.
- **Comments*:** Enter your comments related to the report being made.

Click **Submit**.

With this, the issue is reported.

DISCLAIMER: The color theme and labels might differ in the screenshots as compared to on the platform.

An asterisk (*) next to a label indicates that the information is mandatory.

The secondary language setting and tabs are **ONLY** available if you have selected more than one language for the platform.

! Once an issue has been reported, the job cannot be marked as closed, incomplete or completed.

Update the issue if required, by clicking **Update reported issue** on the job post page.

\$ 50.00 Offer price

Job type	Task
Task type	Biddable
Estimated date/time	Dec 31, 2024 (16:00)
Job views	1
Comments	View

Issue reported

Update reported issue

By clicking this, the **Report issue** form will appear again with the information you previously filled.

Update the information as per your requirements and click **Submit**.

Both the platform's admin and the respective freelancer will be able to view the issue reported and take action against it.

DISCLAIMER: The color theme and labels might differ in the screenshots as compared to on the platform.

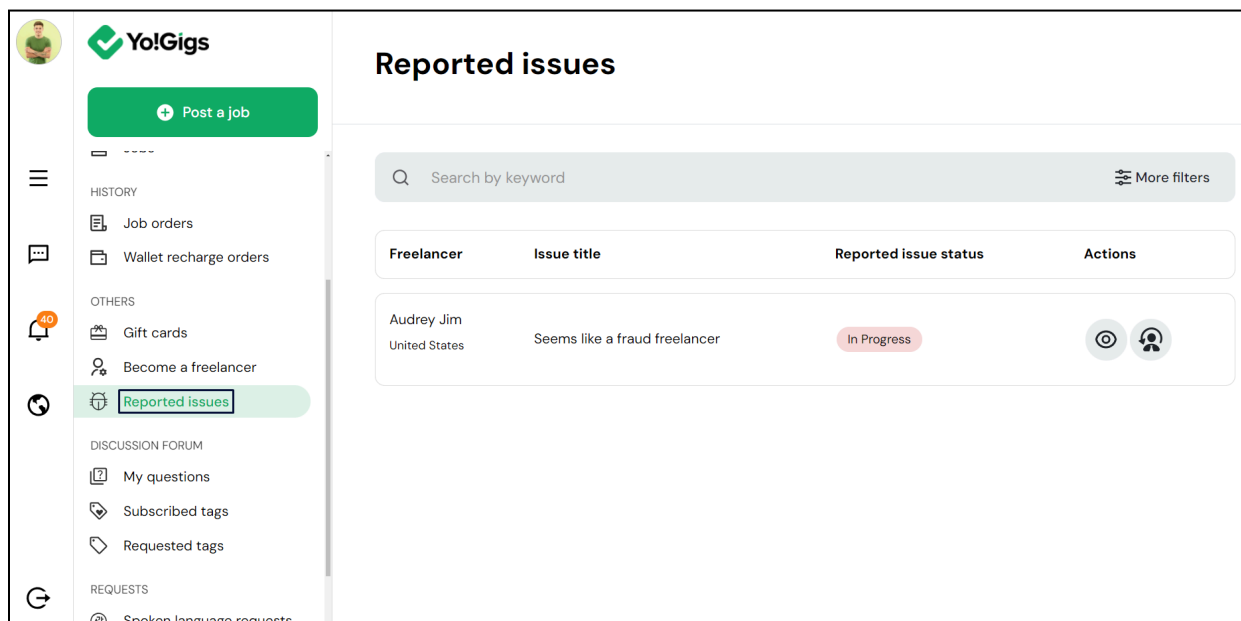
An asterisk (*) next to a label indicates that the information is mandatory.

The secondary language setting and tabs are **ONLY** available if you have selected more than one language for the platform.

The freelancer can either resolve the issue by accepting your terms or sharing their own terms.

Additionally, the freelancer also has the option to escalate the issue to the admin.

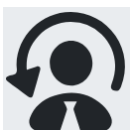
Review the reported issue's update on your dashboard under **Reported issues**.



8.4 Escalate the issue

In case, the freelancer doesn't agree to your terms and the issue hasn't been resolved yet, you can escalate the issue to the support team (administrator of the platform).

To do this, go to the **Reported issues** page on your dashboard.



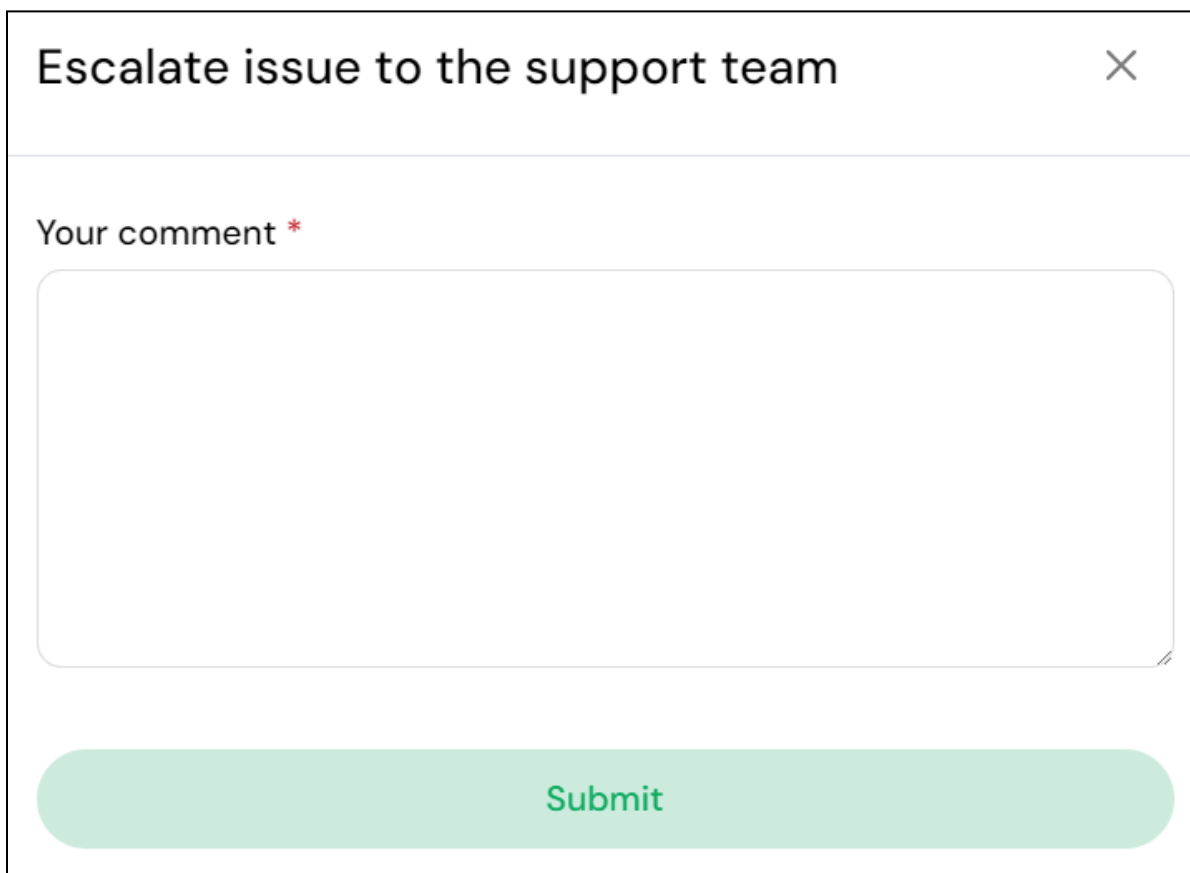
Click  beside the reported issue.

With this, the **Escalate issue to the support team** pop-up form appears.

DISCLAIMER: The color theme and labels might differ in the screenshots as compared to on the platform.

An asterisk (*) next to a label indicates that the information is mandatory.

The secondary language setting and tabs are **ONLY** available if you have selected more than one language for the platform.



Escalate issue to the support team

Your comment *

Submit

There is only one field in this form.

Add your comments regarding the report and its escalation in the field provided.

Then, click **Submit**.

And the report will be escalated to the administrator of the platform. The admin and the freelancer will be notified about the escalation.

Since the admin's interference is needed, the admin will analyze everything and decide on an appropriate action.

Whatever action is taken, both you and the freelancer will be updated regarding the same via your notifications section (and on email).

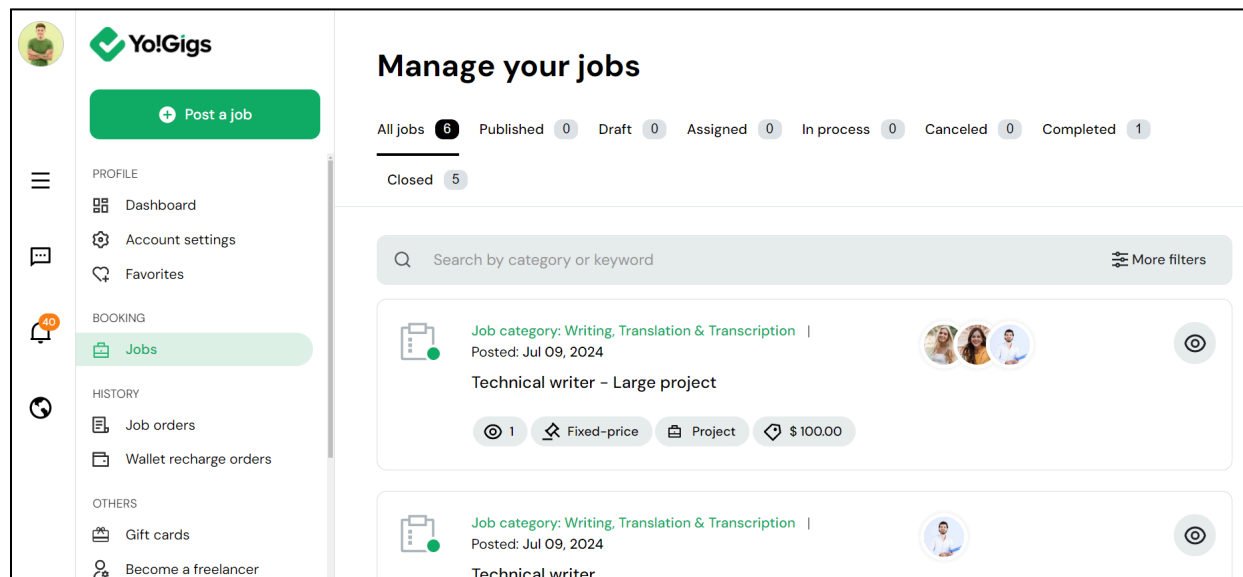
DISCLAIMER: The color theme and labels might differ in the screenshots as compared to on the platform.

An asterisk (*) next to a label indicates that the information is mandatory.

The secondary language setting and tabs are **ONLY** available if you have selected more than one language for the platform.

9. Review the jobs module

All your jobs can be managed and tracked under the **Jobs** module on your dashboard.



Keep track of all your jobs here, including the jobs published, jobs saved as drafts, jobs assigned, jobs in process, jobs canceled, jobs completed, and jobs closed.

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Get your work done by the best professionals in the industry!

Keep posting jobs and hiring the best talents from the platform and get all your requirements fulfilled on time, and at the best rates.

Refer to the **Client User Manual** to know more about all the features the platform has to offer you!

x—x

DISCLAIMER: The color theme and labels might differ in the screenshots as compared to on the platform.

An asterisk (*) next to a label indicates that the information is mandatory.

The **secondary language** setting and tabs are **ONLY available** if you have selected more than one language for the platform.

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