



# Getting Started (Freelancer)

-Version 3.0-

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# Getting Started Guide

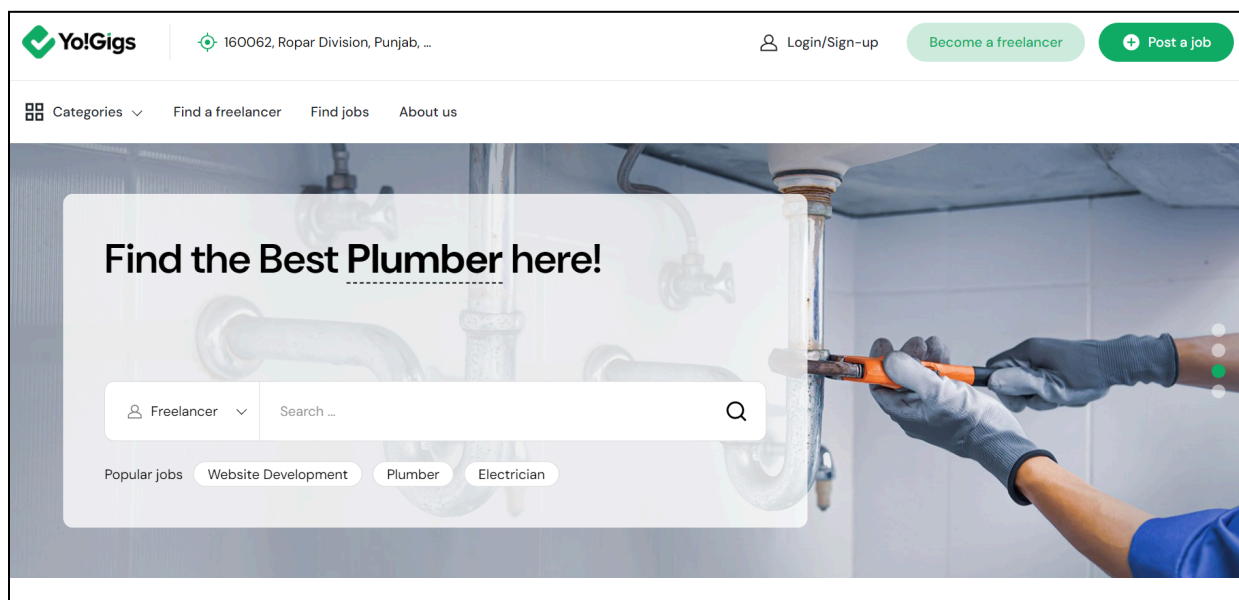
Yo!Gigs is a large freelancing and crowdsourcing marketplace, where every day, businesses of different sizes and independent freelancers from all over the world meet here to attain remarkable things.

If you have decided to join our community of experts by becoming a freelancer to advance your career and grow your earnings, this guide is for you.

Follow the step by step process shared to get started as a freelancer 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 two steps involved in becoming a freelancer on the platform:


1. First, you need to create an account on the platform (where you are automatically added as a client when you fill the [Create an account form](#) or [sign in via your Gmail or Apple ID](#)).
2. The second step involves filling the [freelancer registration form](#). Once you fill this form, your request to become a freelancer is sent to the platform's admin, who reviews your profile and either accepts the request or rejects it.


There are two places from where you can register as a freelancer on the platform:

- Login/Sign-up button > Create an account link at the bottom of the form
- Become a freelancer button

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**  
 ▼

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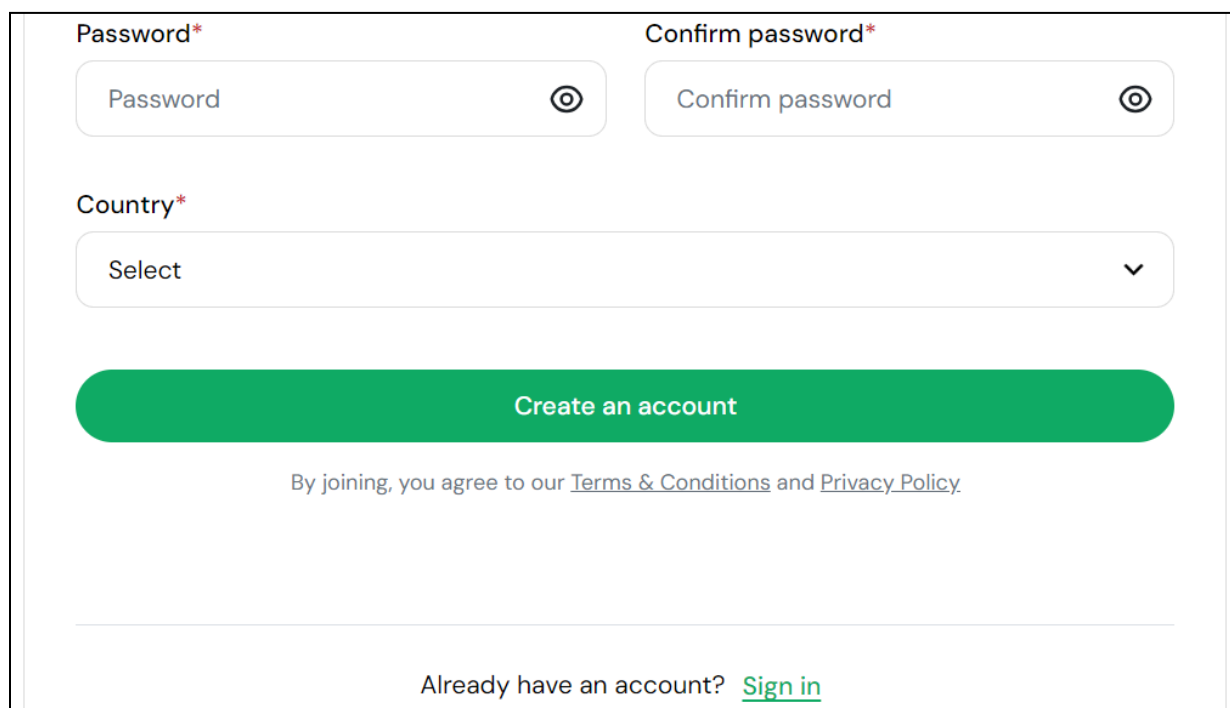
The secondary language setting and tabs are **ONLY** available if you have selected more than one language for the platform.

By default, the option ‘As a freelancer’ will be selected already. If not, select it.

Fill in your details under this form, including:

- **First name\*:** Enter your first name.
- **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 update the next fields:




The screenshot shows a registration form with the following elements:

- Password\*:** A text input field with a label "Password" and a visibility toggle icon (an eye with a slash).
- Confirm password\*:** A text input field with a label "Confirm password" and a visibility toggle icon.
- Country\*:** A dropdown menu with the text "Select" and a downward arrow.
- Create an account:** A large green button with white text.
- Terms & Conditions and Privacy Policy:** A link in blue text below the button.
- Sign in:** A link in green text at the bottom of the form.

- **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.

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Click to hide.

- **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.

Once done, click **Create an account**.



*Once you complete this step, you will be added as a client on the platform.*

*Your next step is to fill the [freelancer registration form](#) (provided you have completed any other formalities required based on the [settings configured](#) by the admin).*

## Signing up via your Gmail/Apple ID

If you follow the process of signing up using your Google or Apply ID to create an account, a client account will be created for you and you will be directed to the client dashboard.

To become a freelancer, you will have to create an account as a freelancer as well, to move ahead with your freelance journey.

There are two ways to do this:

### a. Become a freelancer

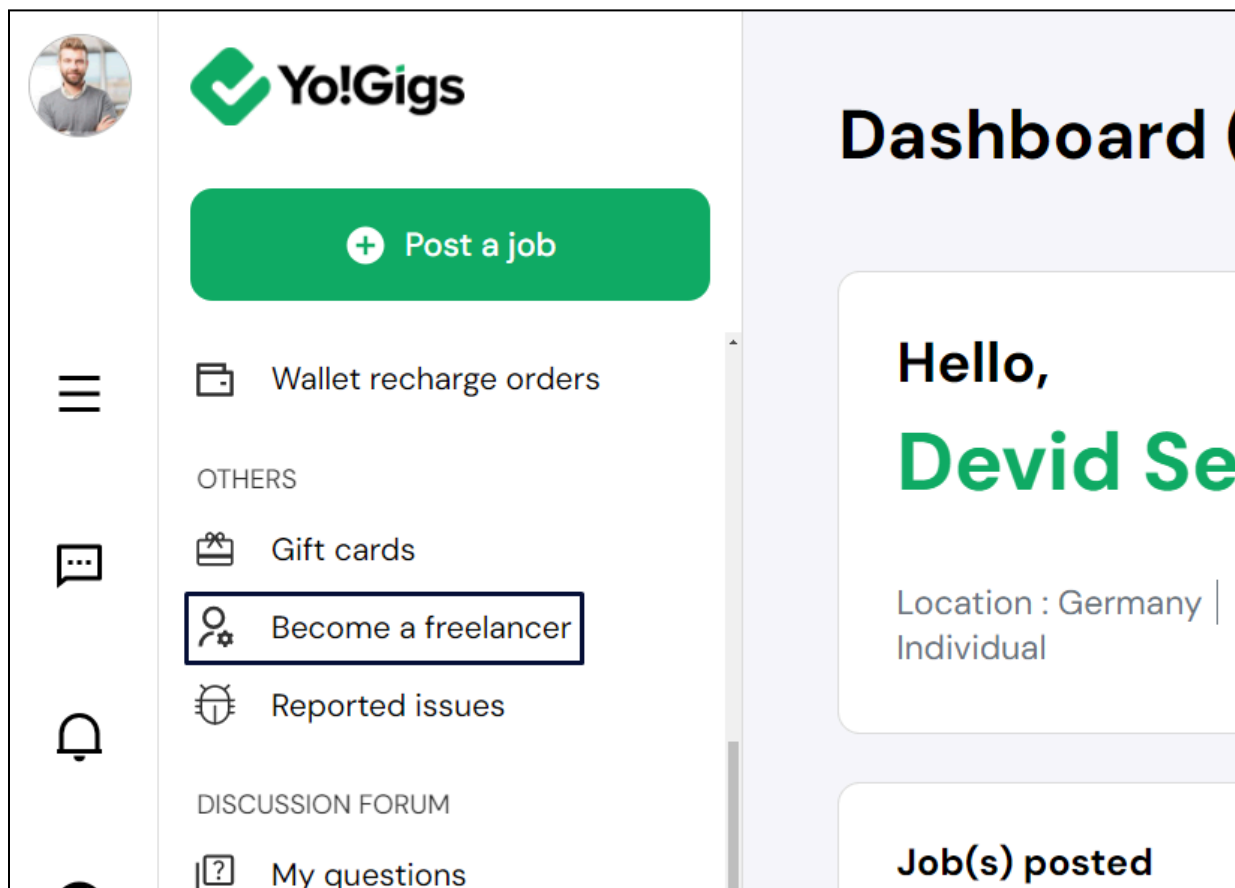
Scroll down to select **Become a freelancer** on the navigation menu.

Select it to request to become a freelancer on the platform.

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This will direct you to the [Freelancer registration form](#).

## b. Log in as a freelancer

On the left side navigation panel, click the profile icon.

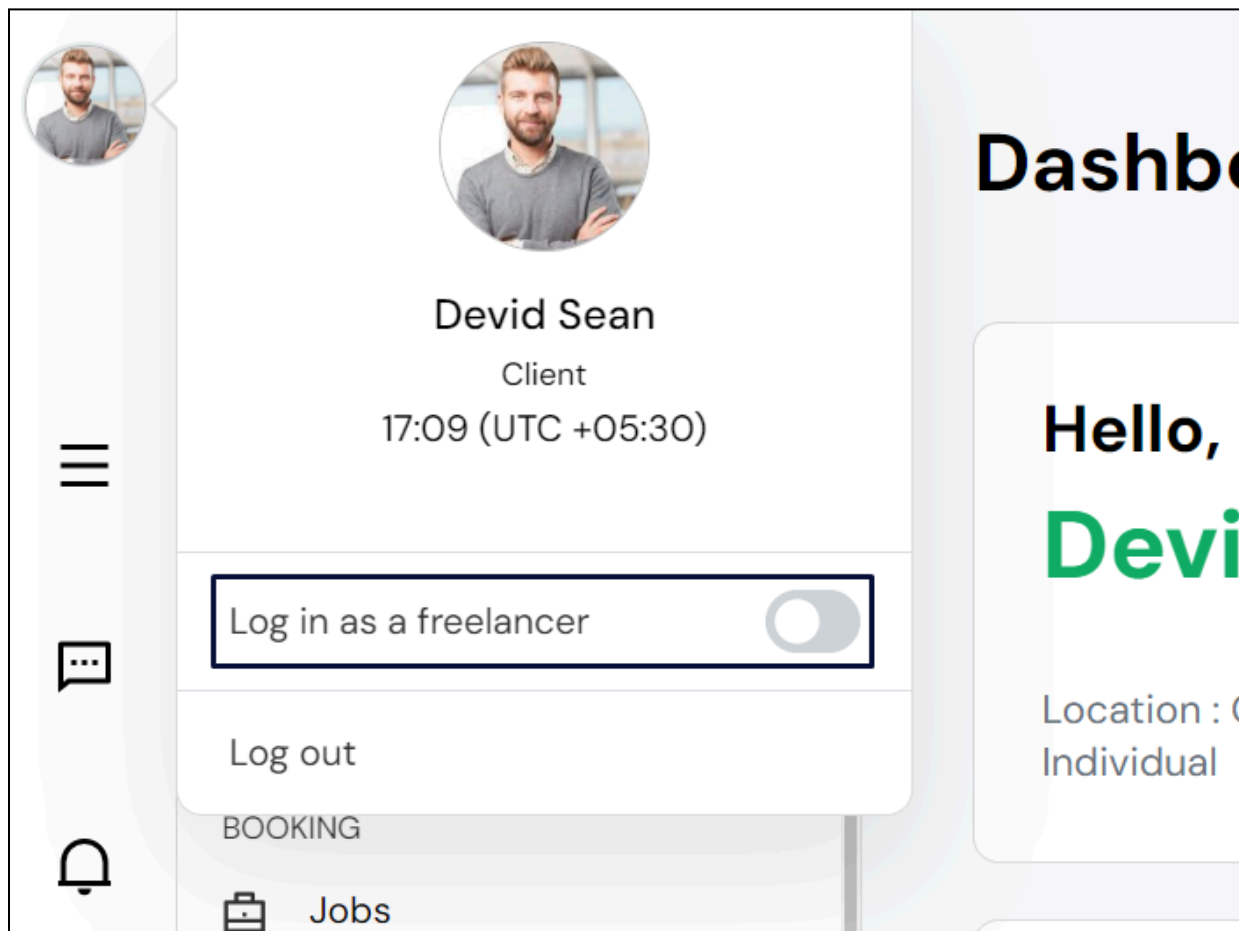
A tiny menu appears.

Turn on  the 'Log in as a freelancer' toggle switch to request to become a freelancer on the platform.

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This will direct you to the [Freelancer registration form](#).

## Additional points to note

- If the admin has activated the feature where you are **required to verify your email address** after filling the **Create an account** form, you will first have to verify your email address, and then log into your account to go to the [Freelancer registration form](#).
- If the admin has activated the feature where **every registration requires their approval**, you will have to wait for your request to create an account to be approved before you can log in, and fill out the [Freelancer registration form](#).

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## 3. Fill the Freelancer registration form

Once you create your account, you will be directed to the **Freelancer registration form**.

The screenshot shows the 'General profile' registration form on the Yo!Gigs platform. The form is titled 'General profile' and is part of a multi-step process. On the left, there is a sidebar with nine tabs: 1. General profile (selected), 2. Skills & preferences, 3. Qualifications, 4. Certificates, 5. Work experience, 6. Achievements, 7. Curriculum Vitae (CV), 8. Designation, and 9. Availability. The main content area is titled 'Personal information' and contains several input fields: 'First name \*' (text input with 'Richard'), 'Last name' (text input with 'Hsu'), 'Gender \*' (dropdown menu with 'Select'), 'Timezone \*' (dropdown menu with 'Select'), 'Phone code \*' (dropdown menu with 'Select'), 'Phone number \*' (text input), and 'Preferred language \*' (dropdown menu with 'Select'). To the right of the form, there is a toggle switch for 'Auto-translate into other languages' (currently off) and a dropdown menu for 'English'. Below the form, there is a green button labeled 'Next: Add skills & preferences'. At the top right of the form, there is a 'Cancel' button.

There are multiple tabs under this form.

**!** *The first two tabs (General profile and Skills & preferences) are default tabs added in the system. The tabs that follow these (called **dynamic tabs**), are created by the platform's admin, depending on the information they require from you. Hence, you might come across **different dynamic tabs** in the Freelancer registration form you are filling.*

The default tabs and the first two dynamic tabs have been explored to guide you accordingly.

### 3.1 General profile

Update all your personal information under this tab, which is broken down into three sections:

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## Personal information

Some fields under this tab will come prefilled with your personal information you added in the previous step.

Review and update them as needed, and fill the rest of the fields:

- **First name\***: This field will be prefilled. Review and/or edit your first name, if required.
- **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.
- **Preferred language\***: Click the field and select your preferred language from the options available.

Scroll down to update the next fields:

Short bio \*

Add a brief description about yourself...

Save

- **Short bio\***: Enter a brief description about yourself that will be displayed on your profile where potential clients and other freelancers can see.

Once done, click **Save**.

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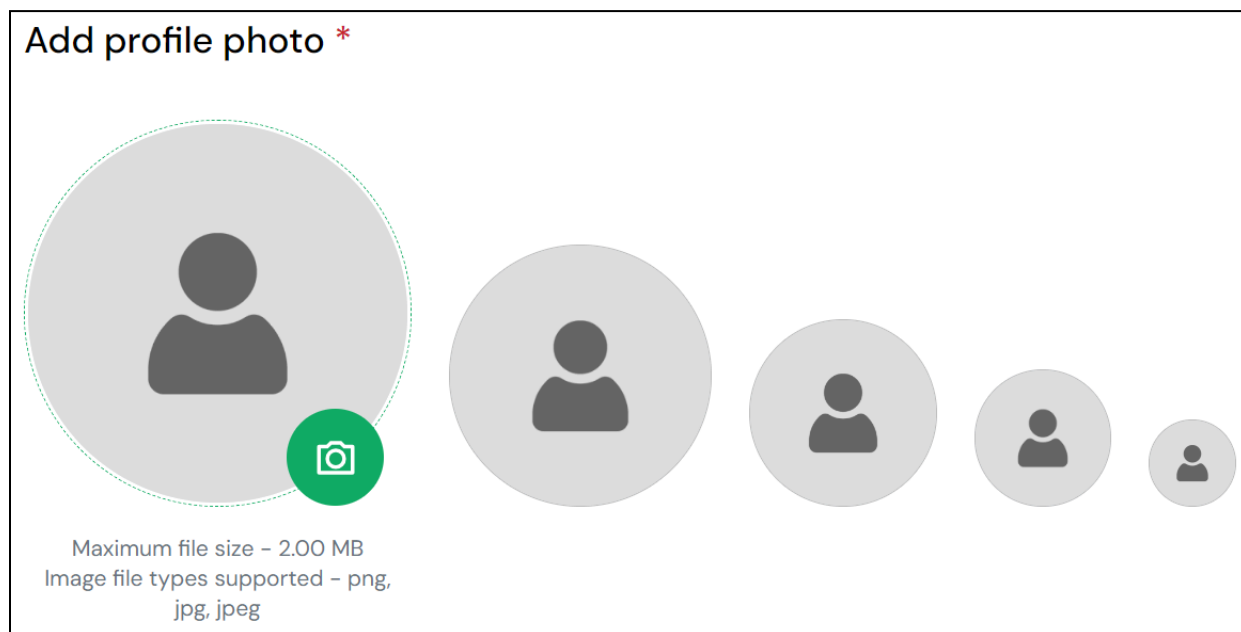
The secondary language setting and tabs are **ONLY** available if you have selected more than one language for the platform.

And the information added under this section will be saved.

You can also close the form, and come back later to resume filling your application from here.

## Add profile photo

Add your profile photo, which is a mandatory step to become a freelancer on the platform.



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**.

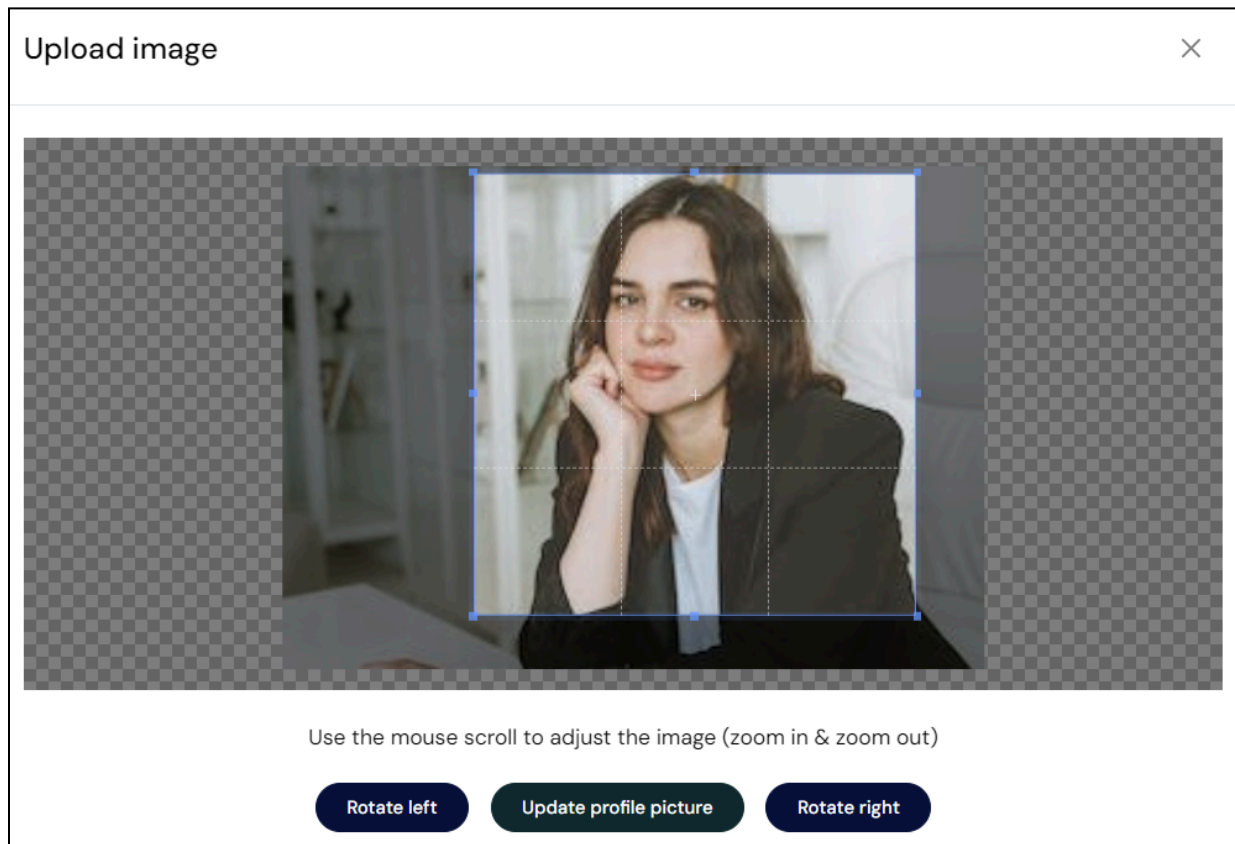
Rotate the image left or rotate it right using the applicable buttons.

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

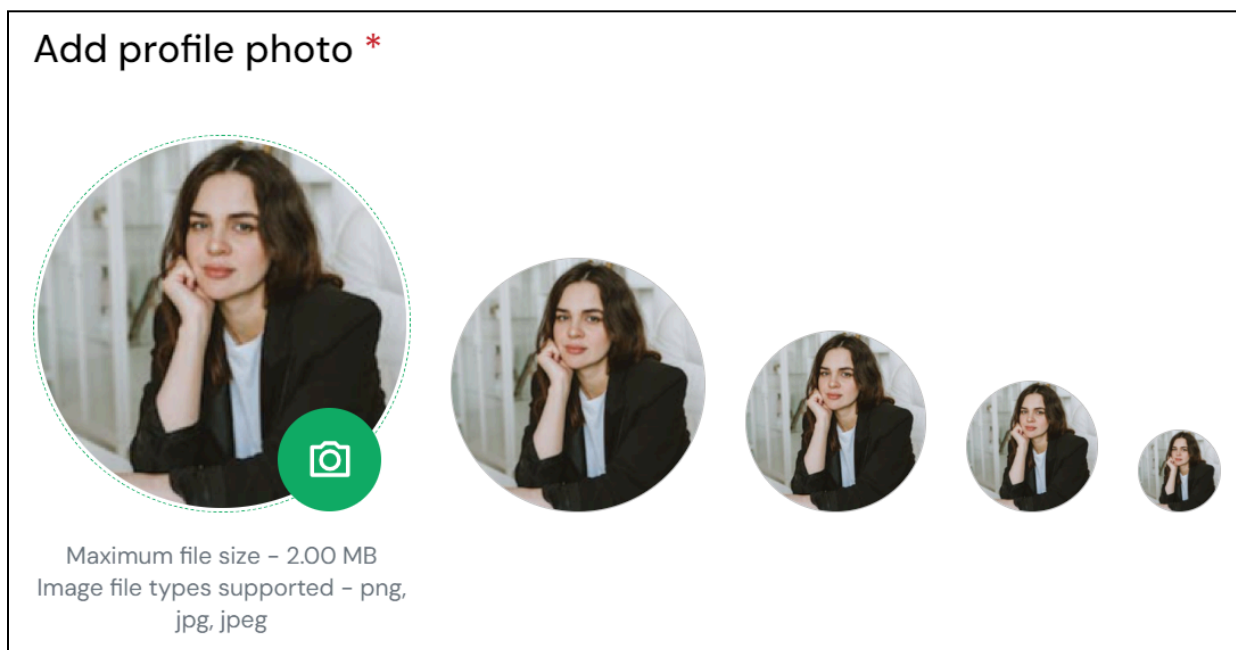
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Once the image has been edited, click **Upload profile picture**, and the image will be uploaded.




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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

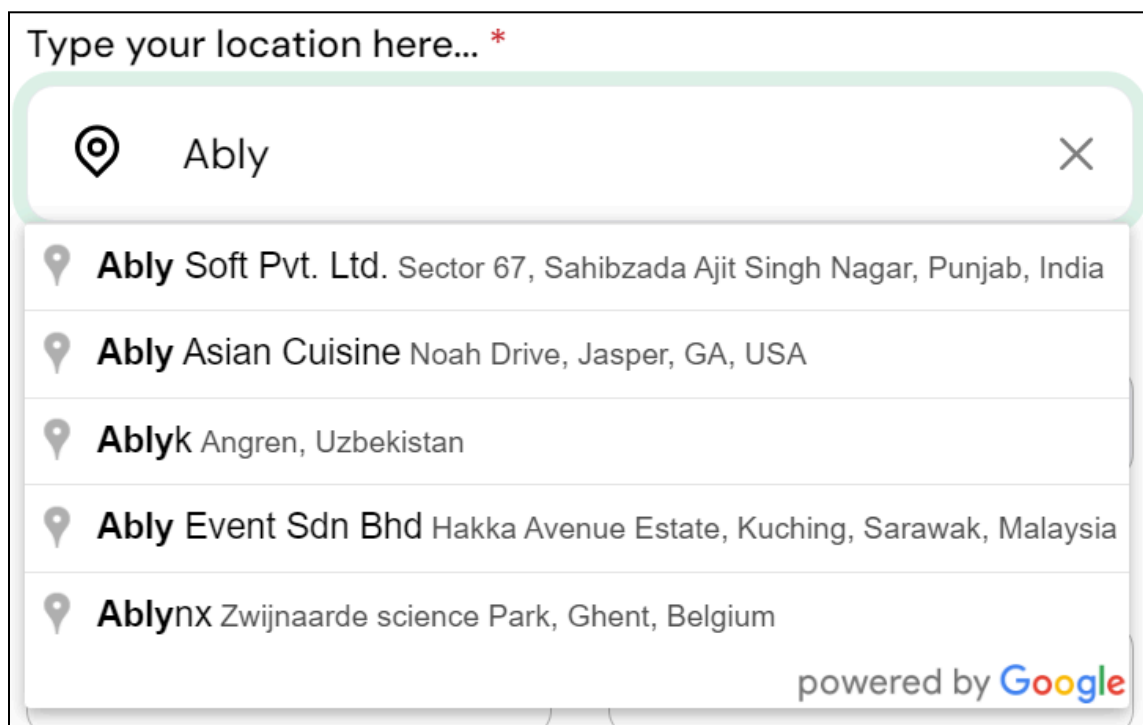
Update the following:

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- **Type your location here...\***: Begin typing your address in this field and 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.

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Make your selection accordingly.

- **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 the 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 to live.

Once everything is updated, click **Next: Add skills & preferences**.

## 3.2 Skills & preferences

List down your skills and spoken language under this tab, which is broken down into two sections.

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## Set up your profile



You can set up more than one skill profile under this section, depending on the number of skill sets you have.

For instance, if you are both a professional programmer and also an expert content creator, you can create two different profiles under this section.

To create one profile, simple update the following fields:

- **Profile category\*:** Click the field and select a category that defines that type of services you will be offering.
- **Hourly price (default currency)\*:** Enter your hourly rate in the default currency.
- **Profile title\*:** Enter your profile title, which will define your expertise.
- **Description:** Enter an extensive description defining your skills, experience and selected profile category.

Once done, click **Add**.

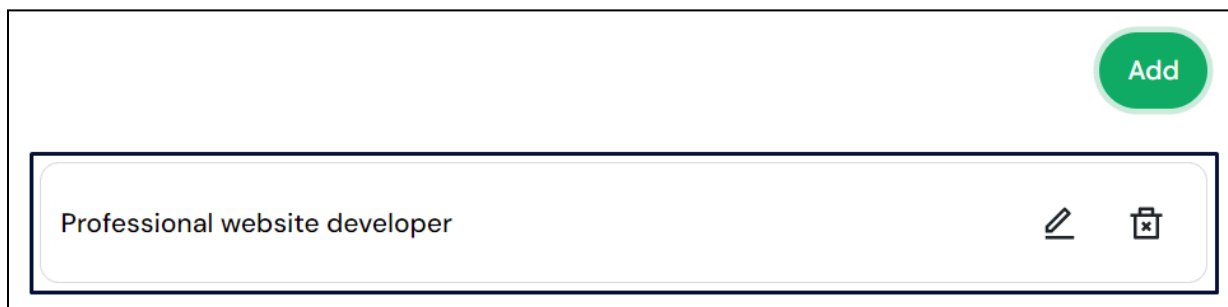
And with this, the profile will be added below these fields.

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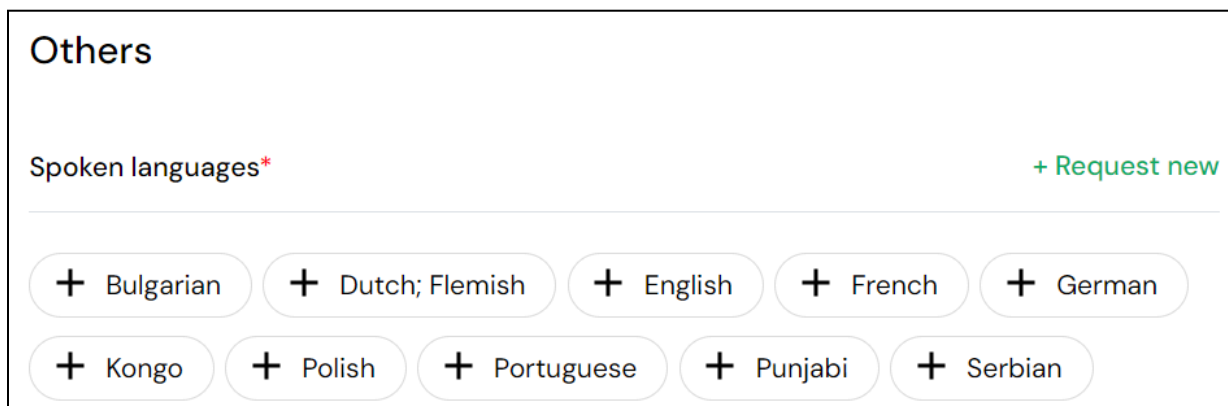
A screenshot of a profile card. At the top right is a green circular button with the text 'Add'. Below it is a white rectangular box containing the text 'Professional website developer'. To the right of the text are two icons: a pencil (edit) and a trash can (delete).

Add as many profiles under this section by filling the fields and clicking **Save** to add it to the list.

Use the **edit button**  beside the profile to edit its details. And use the **delete button**  to delete the profile.

## Others

Define the rest of your skills under this section.



A screenshot of the 'Others' section. The title 'Others' is at the top. Below it is the label 'Spoken languages\*' with a red asterisk. To the right is a green link '+ Request new'. Below these are two rows of buttons, each with a plus sign and a language name: Bulgarian, Dutch; Flemish, English, French, German, Kongo, Polish, Portuguese, Punjabi, and Serbian.

- **Spoken languages\*:** Select the languages you can speak in, and offer services in, from the available options, by clicking them. To deselect a language, click it again.

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

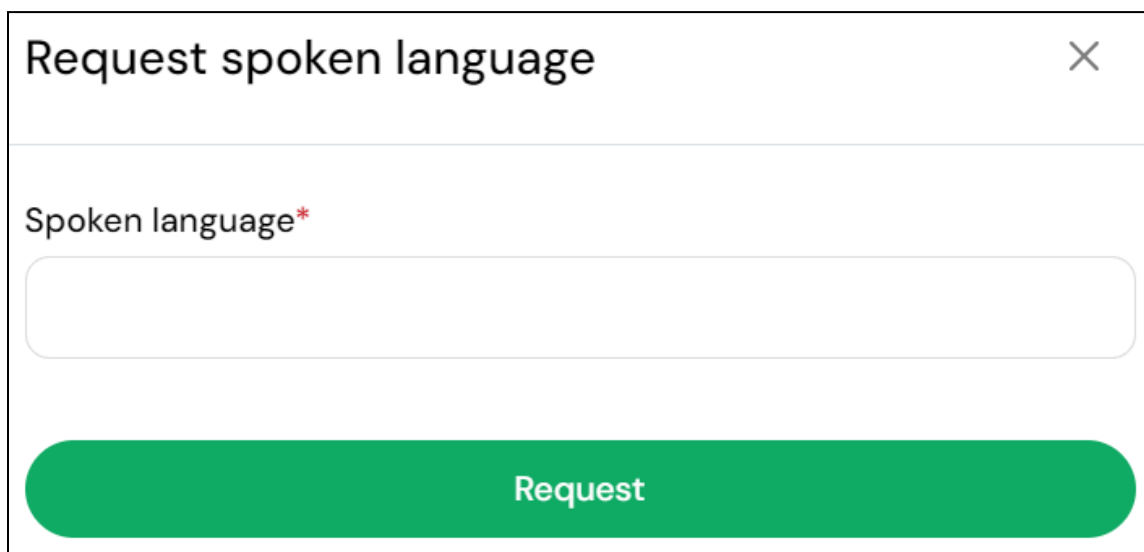
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the list (using the **Add** link) or request for a language to be added to the list (using the **Request new** link).

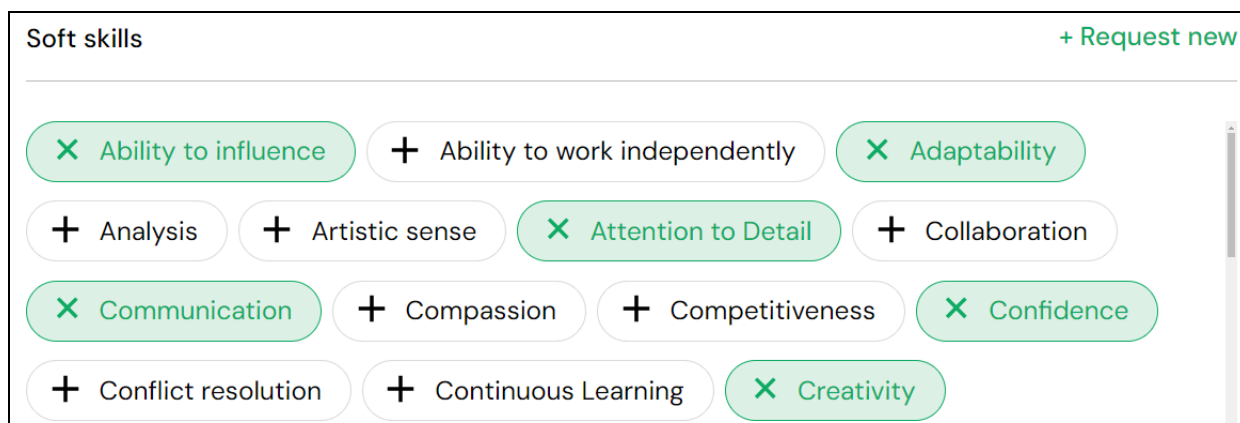
In both cases, the form is the same.



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 it under your profile. Once approved, go to your **dashboard > profile settings** to update it accordingly.*

Scroll down to define the soft skills you possess:



- **Soft skills\*:** Select the soft skills you have from the available options, by clicking them. 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

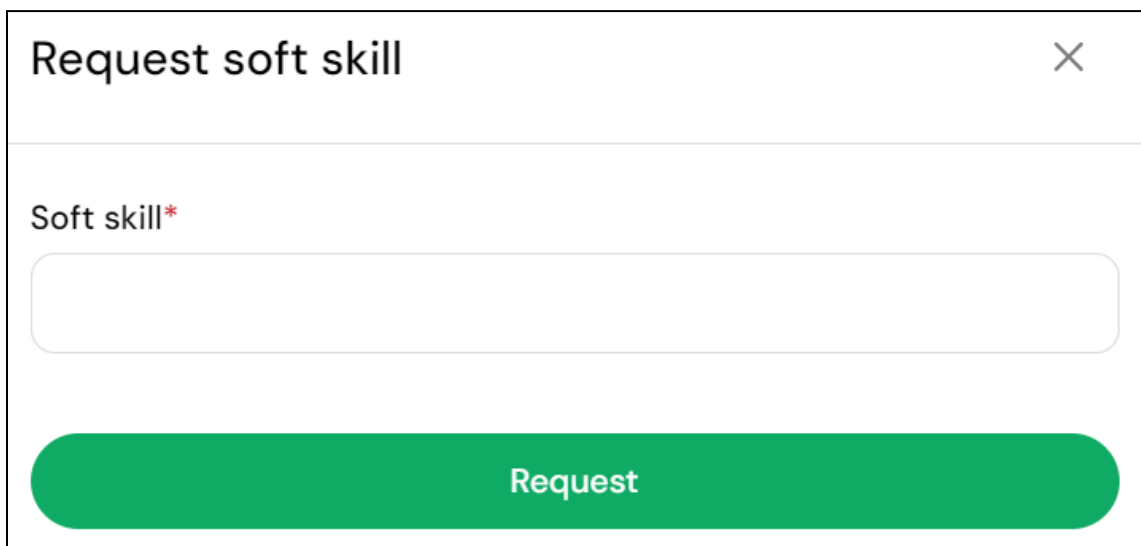
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the [Add](#) link) or request for a soft skill to be added to the list (using the [Request new](#) link).

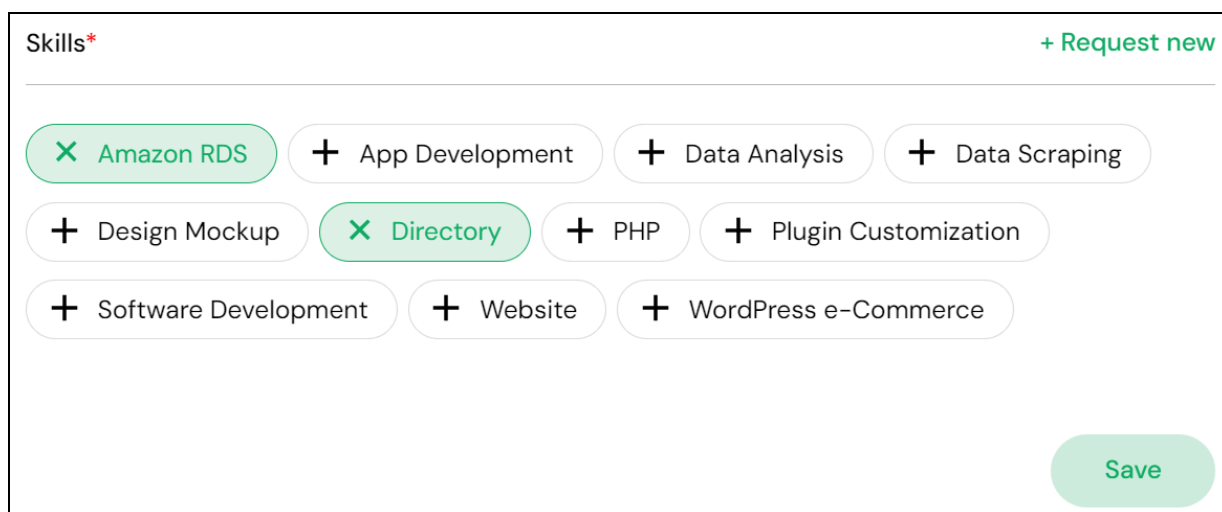
In both cases, the form is the same.




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 it under your profile. Once approved, go to your **dashboard > profile settings** to update it accordingly.*

Scroll down to define the skills you possess:



 *This list of skills visible under this section depends on the profiles created in the previous section. For instance, if you created a developer's profile and a writer's profile, all the skills linked to these two profiles will be listed here for you to select.*

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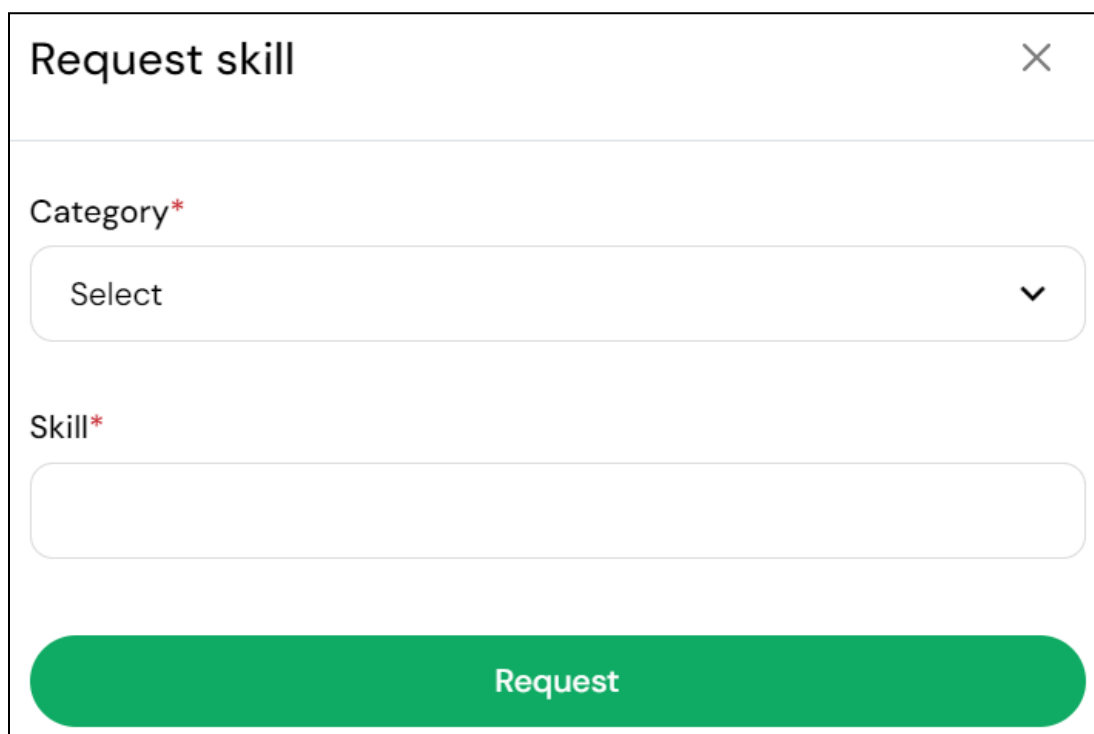
An asterisk (\*) next to a label indicates that the information is mandatory.

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- **Skills\*:** Select the skills you have from the available options by clicking them. 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).

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 it under your profile. Once approved, go to your **dashboard > profile settings** to update it accordingly.*

After making all the selections, click **Save**.

Then click **Next: Qualifications**.

 *The next tabs under this form are admin manageable (dynamic tabs) and can be different for you.*

*In such a case, simply update the fields with the data requested, complete the form and submit it to become a freelancer on the platform.*

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### 3.3 Qualifications

Share your highest qualification details under this tab.

Update the following under this tab:

- **Highest education\*:** Select your highest education from the list of options.
- **Institute name\*:** Enter the institute name from where you completed this education.

 *Just like the dynamic tabs, these fields are also dynamic in nature and are admin manageable. Hence, they can be different in your form (if there is a tab named qualifications).*

Once done, click **Submit**.

Then, click **Next: Certifications**.

### 3.4 Certifications

Share proof of your skills & qualifications under this tab.

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There is only one field that allows you to upload all your document proofs.

To upload a document, click **Choose file**. Select the document from your system and click **Open**. Then, click **Submit** to upload the document.

A new section will appear and the uploaded document will be listed under it.

Upload all the required documents following the same process.

**!** *Just like the dynamic tabs, these fields are also dynamic in nature and are admin manageable. Hence, they can be different in your form (if there is a tab named qualifications).*

Once done, click **Next: Work experience**.

Fill all the tabs under the form accordingly. By the end of the form, click **Submit** to complete the registration process.

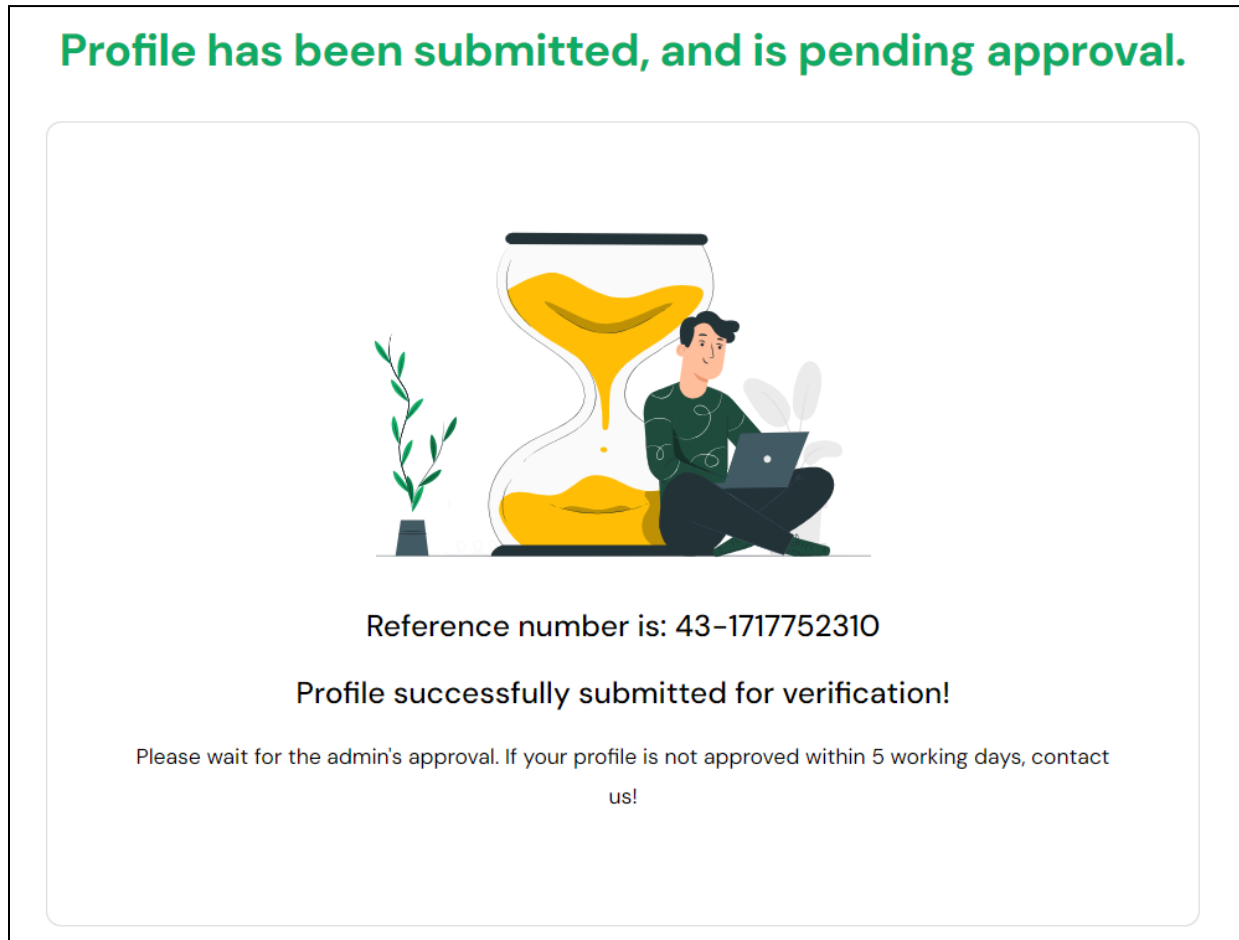
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## 4. Wait for the admin's approval

After submitting your application, you are directed to the following page asking you to wait for the admin's approval.



You are required to wait for the admin to review your application and share their approval for the same, which might take 5 to 7 working days.

You won't be able to log into your account before this.

Once the admin approves your application, you will be notified about it via your email address.

You can then log into your account and begin your freelancing journey.



*In case the admin declines your application, it is probably because they did not find your information complete or genuine.*

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*Update all your details again with proper information and ensure all your uploaded documents are genuine.*

*Once done, submit it again.*

*You can resubmit your application only for a set number of times (depends on the settings defined by the admin on the admin dashboard for the same).*

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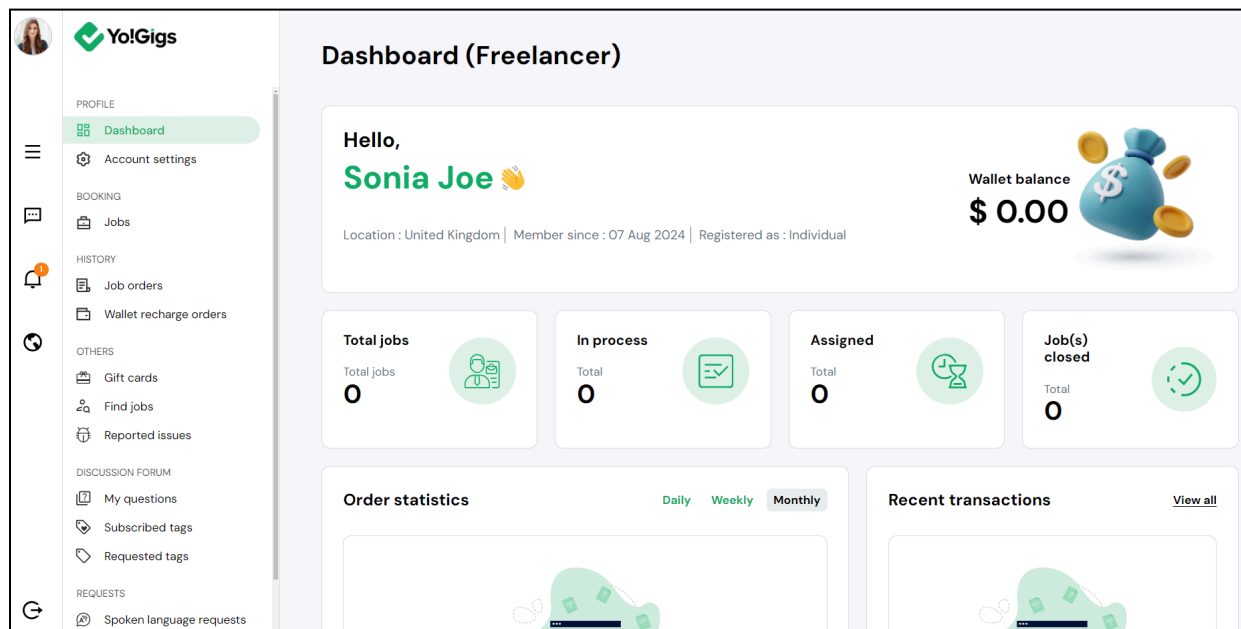
The **secondary language** setting and tabs are **ONLY available** if you have selected more than one language for the platform.



## 5. Explore your dashboard

Once your application is approved (you will be notified about it in your email), log into your account.

This will direct you 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



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- Log out 

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 freelancer account.

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## 6. Review your account settings

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

The screenshot shows the 'Account settings' page for a user named Seema. The page is divided into two main sections: a vertical tabs section on the left and a form section on the right.

**Vertical Tabs Section:**

- PROFILE:** Dashboard, **Account settings** (highlighted), Jobs
- BOOKING:** Job orders, Wallet recharge orders
- HISTORY:** Job orders, Wallet recharge orders
- OTHERS:** Gift cards, Find jobs, Reported issue

**Form Section: General profile**

**Personal information**

Auto-translate into other languages:

Language: English

Username \*: seema20  
<https://cpe.yogigs.4livedemo.com/Freelancer/seema20>

First name \*: Seema | Last name: Singh

Gender \*: Female | Timezone \*: UTC +05:30 Asia/Ko...

Phone code \*: | Phone number \*:

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

The first few tabs will be the same ones you filled out under the [Freelancer registration form](#). Review the information accordingly and update as required.

With this, you are ready to begin your freelance journey!

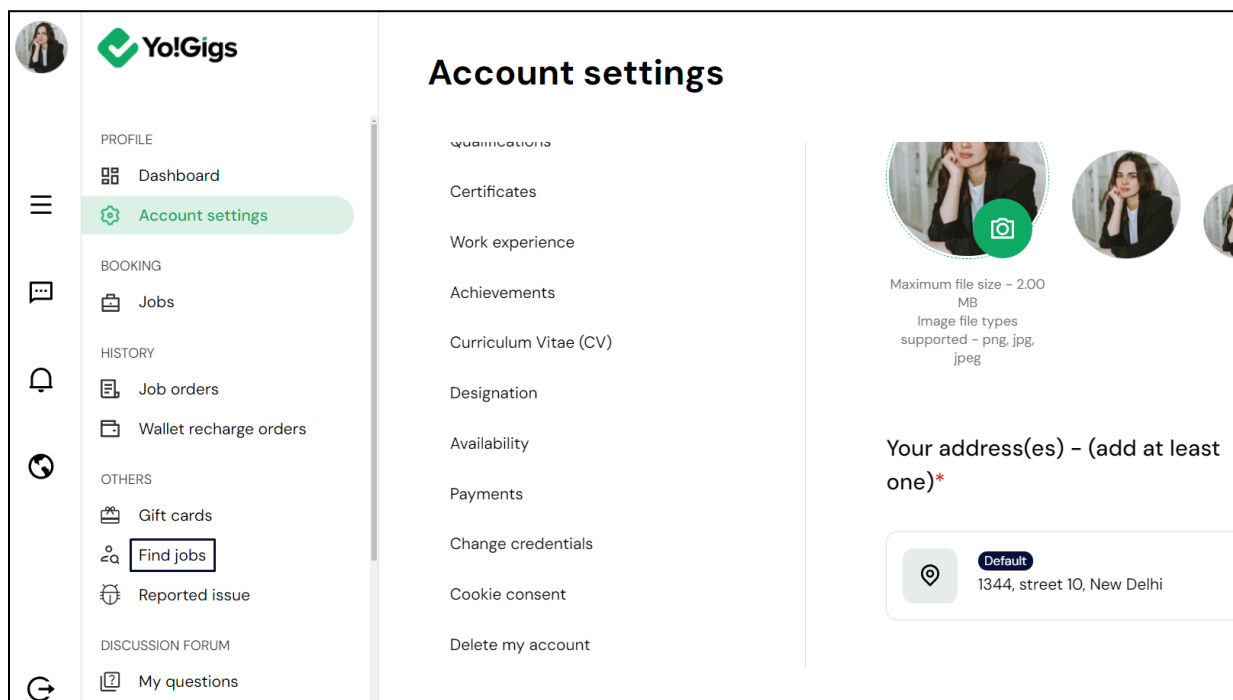
**DISCLAIMER:** The color theme and labels might differ in the screenshots as compared to on the platform.

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

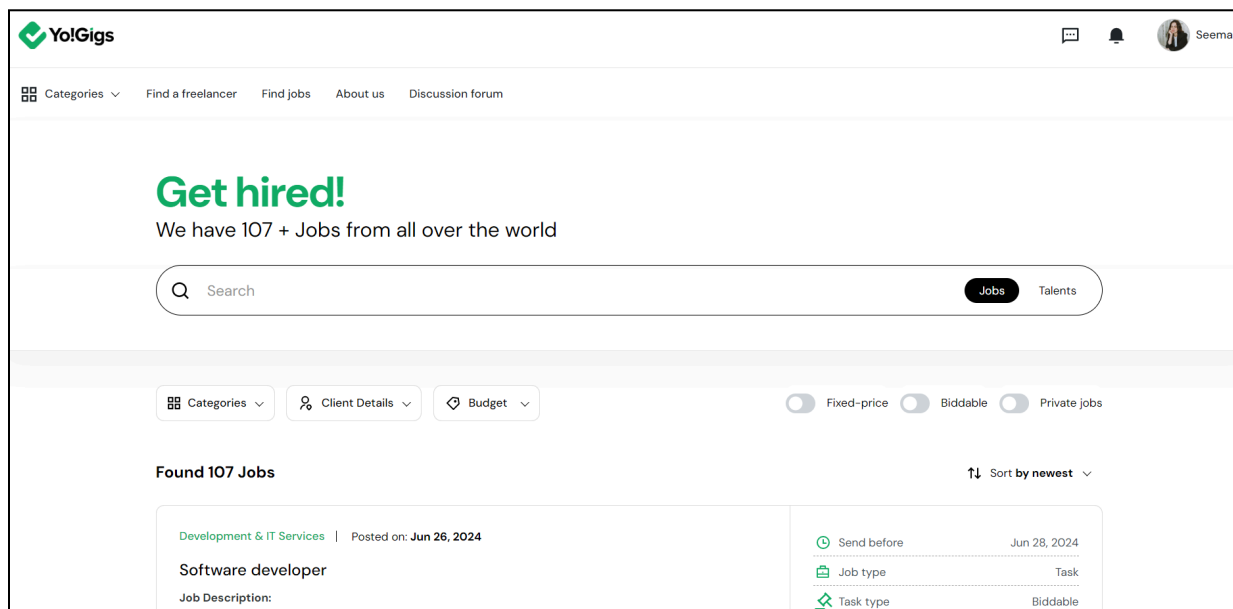
The secondary language setting and tabs are **ONLY** available if you have selected more than one language for the platform.

## 7. Find a job

On the vertical navigation bar, click **Find jobs** to begin looking for jobs.



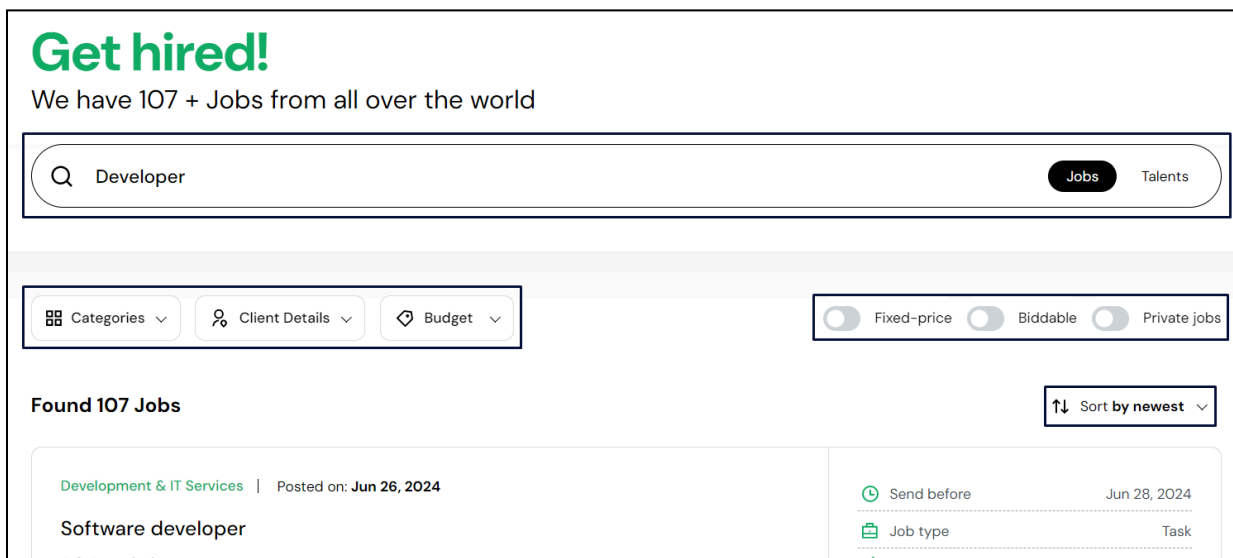
The front end job listing page will open in a new tab.



Use the search bar to search for a specific type of job.

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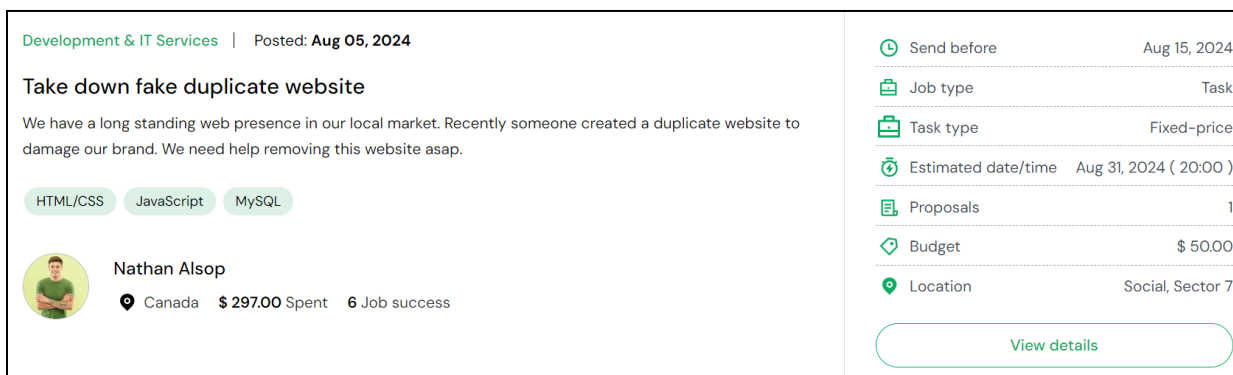
The secondary language setting and tabs are **ONLY** available if you have selected more than one language for the platform.



Narrow down your search results by using the various filters available below the search bar.

Each job posting will have the job title, description, skills required, last date to send a proposal, job type, task type, estimated date and time to complete the job, number of proposals given by other freelancers for the job, budget, and the client details.

And if the job is an on-site job, the location will also be displayed here.



To view the complete details and description of a job post, click **View details**, or click the respective job's title.

This will direct you to the respective job post page.

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## Software developer

Posted by: [Parul Chauhan](#)
 Posted on: Jun 26, 2024
 Last date: Jun 28, 2024
 Open

Proposal (0)
Job details

---

### About the job

**Job Description:**

We are looking for a skilled Software Developer specializing in web development to design, develop, and maintain our web applications. The ideal candidate will have a strong background in both front-end and back-end development, with a passion for creating user-friendly, high-performance websites and web applications.

**Key Responsibilities:**

- **Develop and Maintain Web Applications:** Design, code, and implement user-facing features and backend services for our web applications.
- **Collaborate with Cross-Functional Teams:** Work closely with product managers, designers, and other developers to gather requirements and translate them into technical specifications.
- **Ensure High Performance:** Optimize applications for maximum speed and scalability.
- **Debug and Troubleshoot:** Identify and resolve issues, bugs, and performance problems.
- **Stay Updated with Industry Trends:** Keep up-to-date with the latest web development trends, technologies, and best practices.

\$ 100.00 Offer price

Job type	Task
Task type	Biddable
Estimated date/time	Jun 30, 2024 ( 18:00 )
Job views	2

Send proposal

**Parul Chauhan**

Afghanistan

0/5 (0)

Review every detail about the job on this page, including the job description, any attachments shared with the job post, the client's details, their job success score, and job history.

Clients with a high job success score are considered good options.

Implement user-facing features and

with product managers, designers, and

into technical specifications.

num speed and scalability.

, and performance problems.

the latest web development trends,

anization, and automation.

Or equivalent work experience.

Send proposal

**Parul Chauhan**

Afghanistan

0/5 (0)

1

Job(s) posted

0%

Job success

\$ 0.00

Total spent

View profile

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Another thing you should keep an eye for includes the client's history including the number of jobs posted till date, the total amount spent till date, and their ratings.

Good clients have a reasonable budget, good ratings and have a few successfully completed jobs. To learn more about the client, click **View profile** below their details.

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## 8. Send a proposal

After reviewing everything (client's details and job details), if you feel that this job is perfect for you, click the **Send proposal** button on the job post page.

A pop-up form asking you to define your proposal terms will appear.

The screenshot shows a pop-up form titled "Software developer" with a close button (X) in the top right corner. The form is divided into three sections:

- Job profile:** This section is titled "Job profile" and contains the text "Job category & skill requirements defined by the client." Below this text are six green pill-shaped tags: "Website & CMS Bug Fixes", "Website Landing Page", "Custom Websites Developer", "Custom Web Applications", "Custom Desktop Application", and "Desktop App Improvements & Bug Fixes".
- Terms:** This section is titled "Terms" and contains the text "What is the price you would like to bid for this job?". Below this text is the label "Job price: \$100.00".
- Price input:** This section contains a label "Job price" followed by a text input field with a dollar sign (\$) on the left and the value "100.00" on the right.

At the bottom right of the form, there are two buttons: a green "Send proposal" button with a right-pointing arrow, and a grey "Cancel" button.

This form is divided into three sections.

### i. Job profile

This section defines the skills the client requires for this job. There is no field to fill under this section.

### ii. Terms

Define your proposal terms under this section.

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### Terms

What is the price you would like to bid for this job?  
Job price: **\$ 100.00**

**Job price**  
Total amount the client will see on your proposal

\$ 100.00

**12% Admin commission**  
This is the admin's commission, which is deducted from the amount you set as the price. Only you can see this.

\$ 12.00

**You'll receive**  
The estimated amount you will receive after the service fee (admin's commission) is deducted.

\$ 88.00

**How many days will it take to complete this job? \***  
Set the time it will take to complete the job

Years: 0      Months: 0      Days: Days

### Review and update the applicable fields:

- **Job price:** This field comes pre-filled with the job price set by the client.

Edit the price as per your requirements.



*If the job type is a fixed-price job, this field will not be editable.*

- **{percentage}% Admin commission:** This is the admin's commission that will be deducted from the total amount earned from the job.

This amount is derived using the commission rate set by the admin (visible in the label) and the job price defined by you (in the previous field).

In this example, the job price is 100 and the commission rate set is 12%, so the commission is  $(12/100)*100 = 12$ .

You CANNOT edit this field.

- **You'll receive:** This is the amount you will receive when the job is completed.

It is derived by deducting the commission from the job price ( $100-12 = 88$ ).

You CANNOT edit this field.

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- **How many days will it take to complete this job?\***: Define the number of days, months and years it will take for you to complete the job.

Enter 0 in the years and months field, if the amount of time is only in days.

### iii. Cover letter

Enter a cover letter and share your CV (along with your work portfolio) with the client to increase your chances of getting selected.

Cover letter

Enter your message to the client \*

3000 character(s) left.

Attachments (optional)

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

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

Update the following:

- **Enter your message to the client\***: Enter the complete cover letter in this space. Ensure that it falls within the character limit of 3000.
- **Attachments (optional)**: Share your CV, work portfolio and any other documents you feel is important to be considered for this job.

To add an attachment, click **Browse**.

Select the file from your system and click **Open**.

The file will be uploaded and displayed below this field:

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Attachments (optional)

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

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

 CV.png  
98KB ✕

Add as many documents you want to share as supporting evidence of your skills.

To remove a document, click  beside the document's name and it will be removed.

Review the form one last time.

**Software developer** ✕

I have gone through your JD and believe I am great fit for the job.

Kindly review my profile and reach out to me to discuss further.


Thank you  
Seema


2826 character(s) left.

Attachments (optional)

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

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

 CV.png  
98KB ✕

[Send proposal](#)  [Cancel](#)

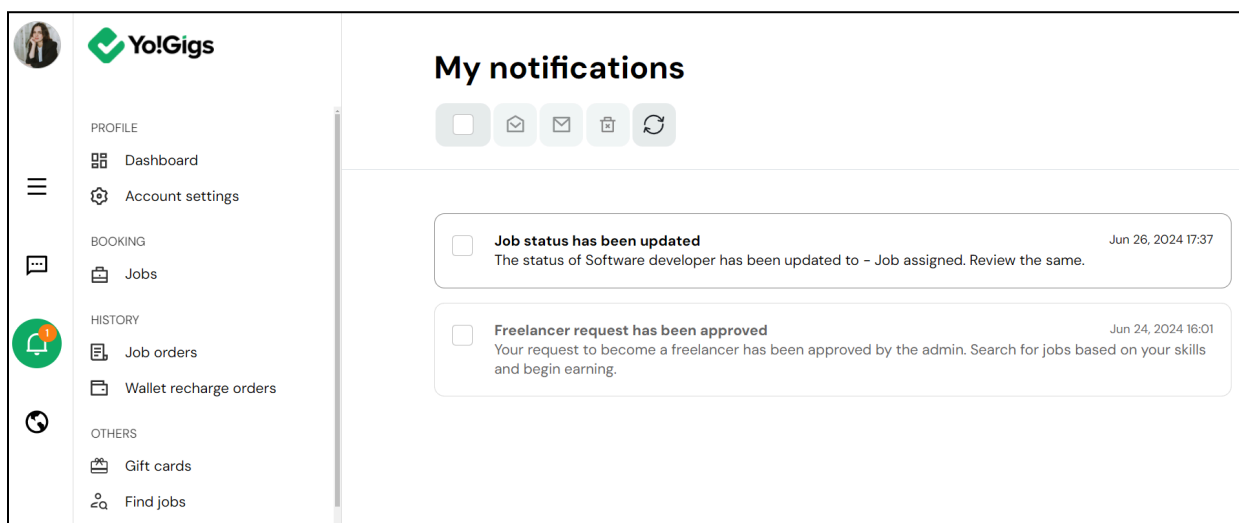
**DISCLAIMER:** The color theme and labels might differ in the screenshots as compared to on the platform. An asterisk (\*) next to a label indicates that the information is mandatory. The secondary language setting and tabs are **ONLY** available if you have selected more than one language for the platform.

Once everything has been updated, click **Send proposal**.

And your job proposal will be sent to the respective client.

Wait for the client to review the same.

If the client likes your proposal, they will accept your proposal instantly. When this happens, you will be notified about the change via your email and a notification about the update will be visible on your dashboard.



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## 9. Accept the job offer

Click the notification you received regarding the job's status update and you will be directed to the job post page.

### About the job

**Job Description:**

We are looking for a skilled Software Developer specializing in web development to design, develop, and maintain our web applications. The ideal candidate will have a strong background in both front-end and back-end development, with a passion for creating user-friendly, high-performance websites and web applications.

**Key Responsibilities:**

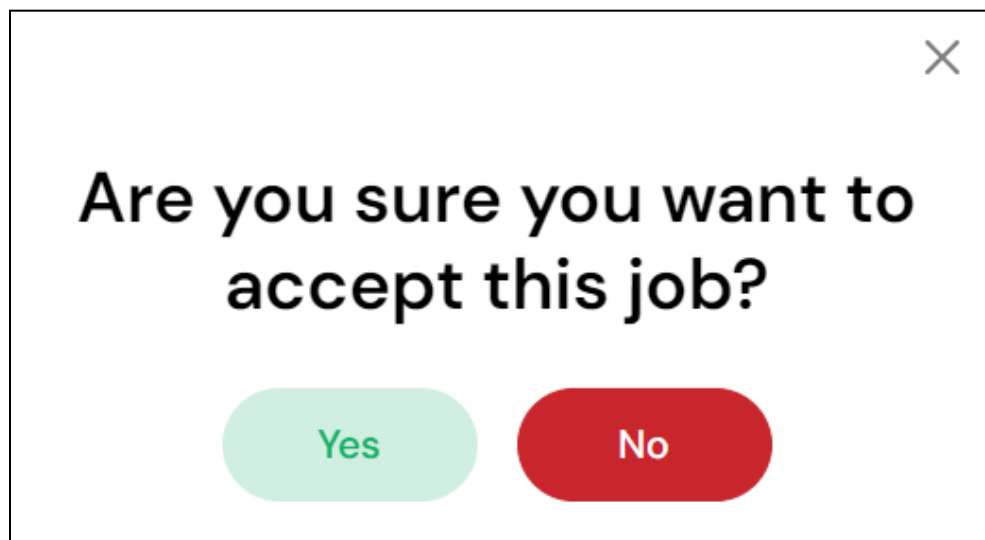
- **Develop and Maintain Web Applications:** Design, code, and implement user-facing features and backend services for our web applications.
- **Collaborate with Cross-Functional Teams:** Work closely with product managers, designers, and other developers to gather requirements and translate them into technical specifications.

**\$ 100.00** Offer price

📅 Job type	Task
🔗 Task type	Biddable
🕒 Estimated date/time	Jun 28, 2024 ( 20:00 )
👁️ Job views	1

Click **Accept job**.

A warning message appears asking you to confirm your action.



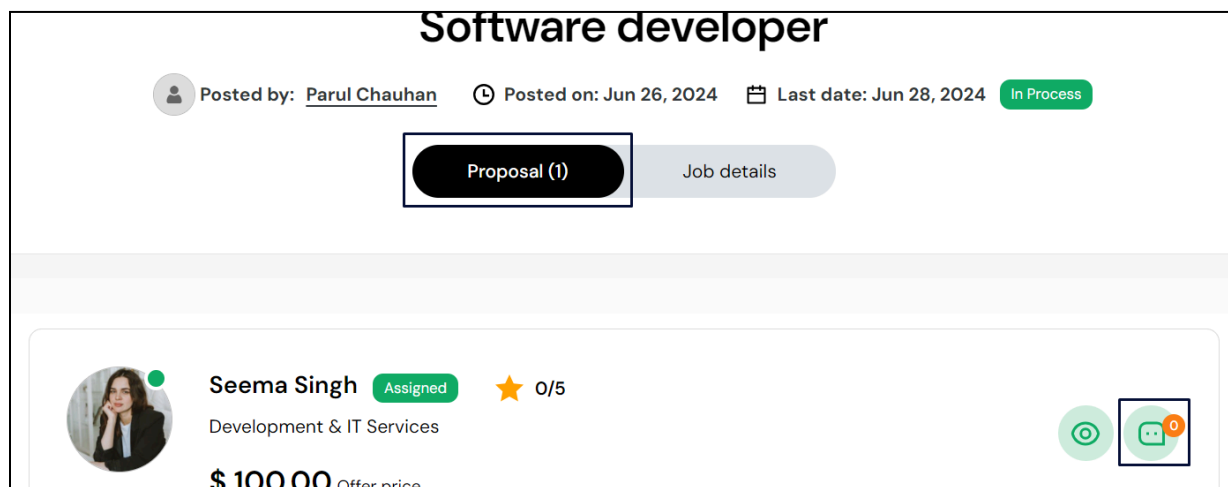
Click **Yes** to accept the job.

With this, your job will start.

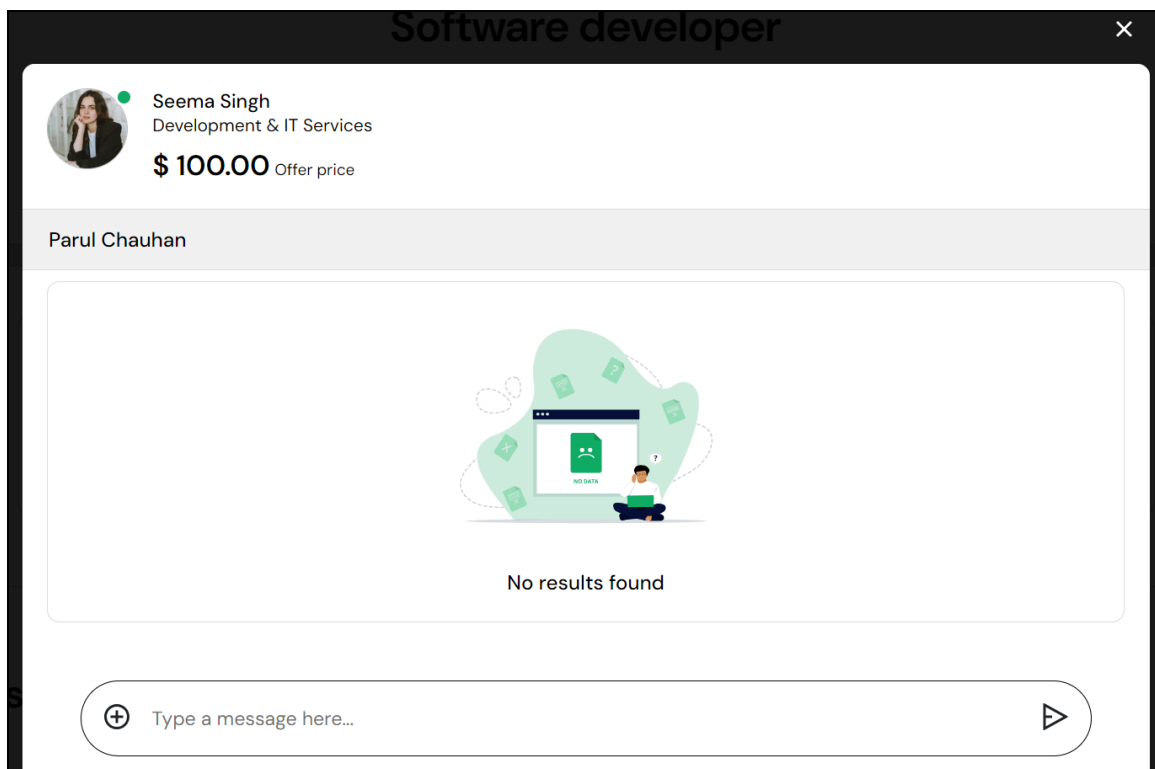
**DISCLAIMER:** The color theme and labels might differ in the screenshots as compared to on the platform. An asterisk (\*) next to a label indicates that the information is mandatory. The secondary language setting and tabs are **ONLY** available if you have selected more than one language for the platform.

## 10. Send a message

Keep an open communication with the client always. To send the first message, go to **Proposals** (lists all the proposals sent to the client) from the **Job post** page.




Click  and a pop-up chat room will open.



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Type your message in the field.

Press **Enter** on your keyboard, or click  to send the message.

To attach a file, click , select the file from your system and click **Open**.

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## 11. Complete the job

Once you have completed the job, visit the **Job post** page again.

**Job Description:**






We are looking for a skilled Software Developer specializing in web development to design, develop, and maintain our web applications. The ideal candidate will have a strong background in both front-end and back-end development, with a passion for creating user-friendly, high-performance websites and web applications.


**Key Responsibilities:**


- **Develop and Maintain Web Applications:** Design, code, and implement user-facing features and backend services for our web applications.
- **Collaborate with Cross-Functional Teams:** Work closely with product managers, designers, and other developers to gather requirements and translate them into technical specifications.
- **Ensure High Performance:** Optimize applications for maximum speed and scalability.

\$ 100.00

Offer price

 Job type	Task
 Task type	Biddable
 Estimated date/time	Jun 28, 2024 ( 20:00 )
 Job views	1
 Comments	<a href="#">View</a>

 Mark job as complete

 [Report an issue](#)

Click **Mark job as complete**. A pop-up form appears.

### Software developer

✕

---

Update job status & comment!

Share your comments & job update

**Attachments (optional)**

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

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

Submit

Cancel

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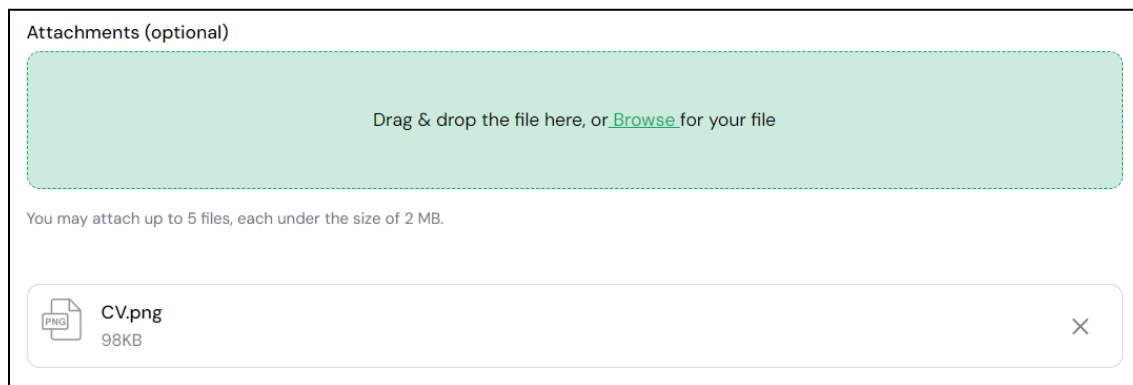
The secondary language setting and tabs are **ONLY** available if you have selected more than one language for the platform.




Update the following:

- **Share your comments & job update:** Enter a message to send to the client to let them know that the job has been completed, along with any other message you want to add.
- **Attachments (optional):** If there is any document that needs to be shared, upload it as an attachment.

Click **Browse**. Select the file from your system and click **Open**. The file will be uploaded and displayed below this field:

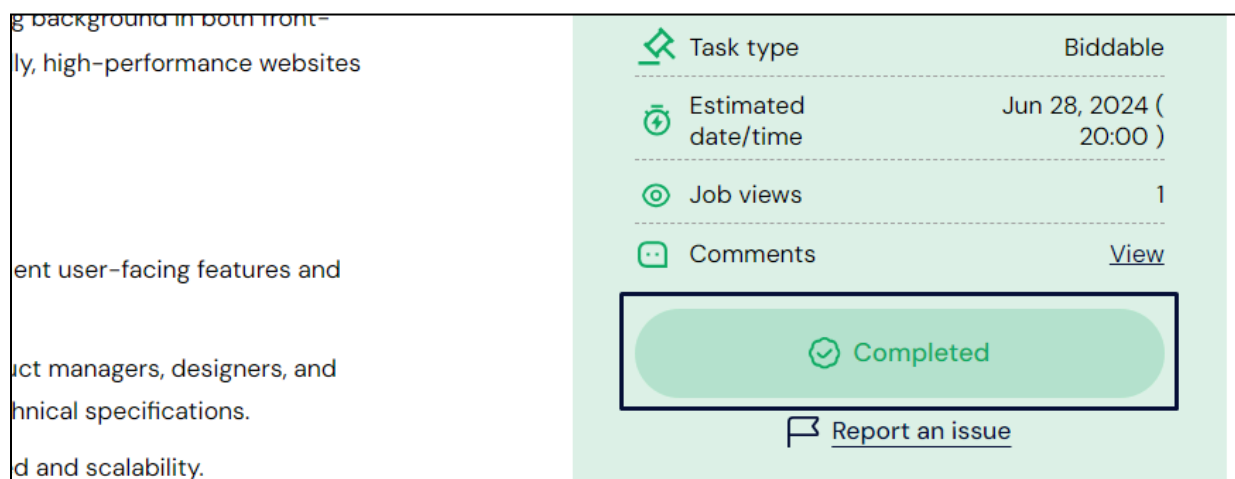


Add as many documents you want to share.

To remove a document, click  beside the document's name and it will be removed.

Click **Submit**.

With this, the job will be marked as completed.

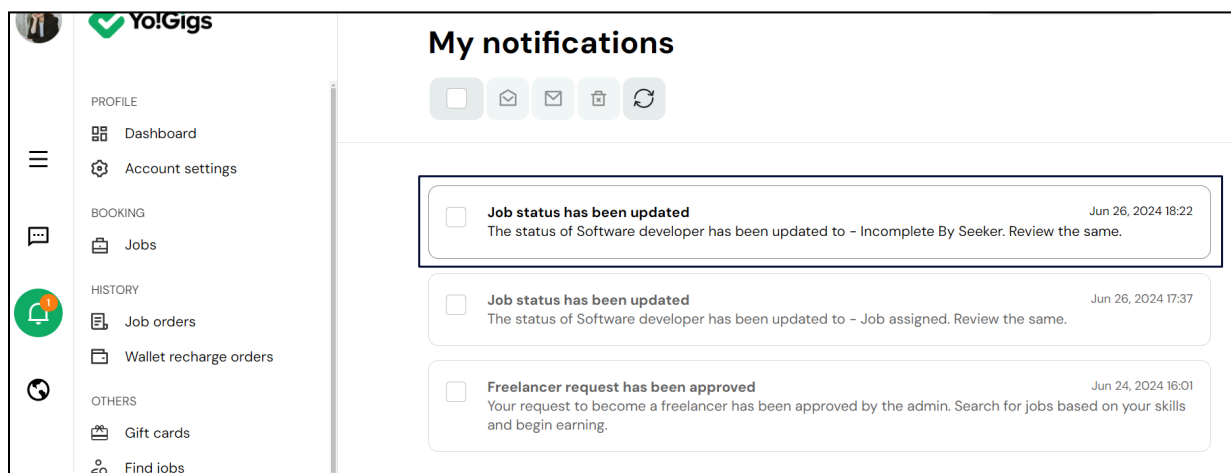


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If the client finds the work completed as per their requirements and as discussed, they will mark the job as closed and share their feedback for it. You can review the feedback from your dashboard and share your feedback for the client as well.

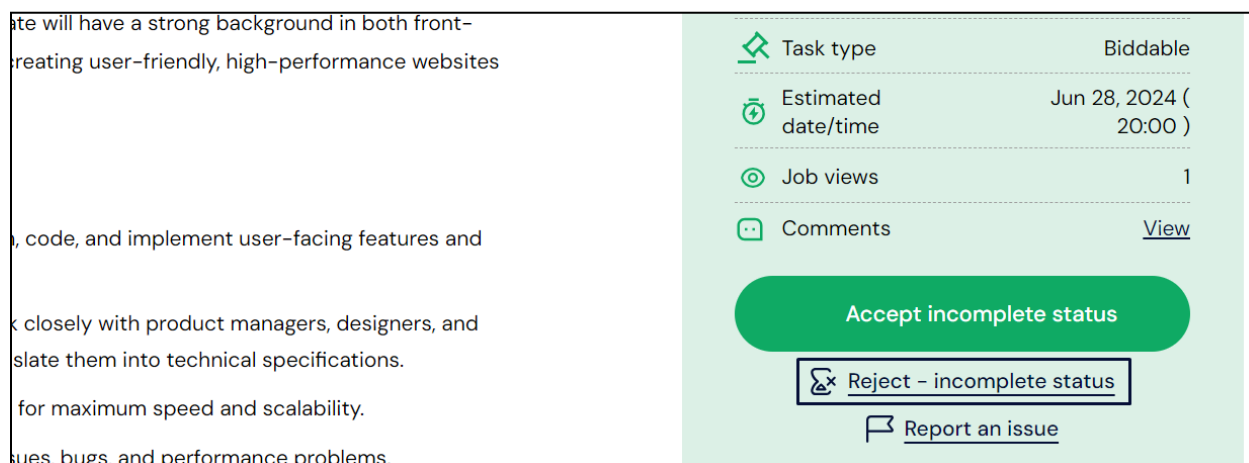
On the other hand, if the client feels that the work isn't completed as discussed or as expected, they can mark the job as incomplete.

In both cases, a notification will be sent to you regarding the same.



Click this notification and you will be directed to the job post page.

In case you feel that you have completed the job properly as per discussions and the selection by the client was wrong, you can reject the income status by clicking the **Reject - incomplete status** link.



Click **Accept incomplete status** to complete the job properly and submit again.

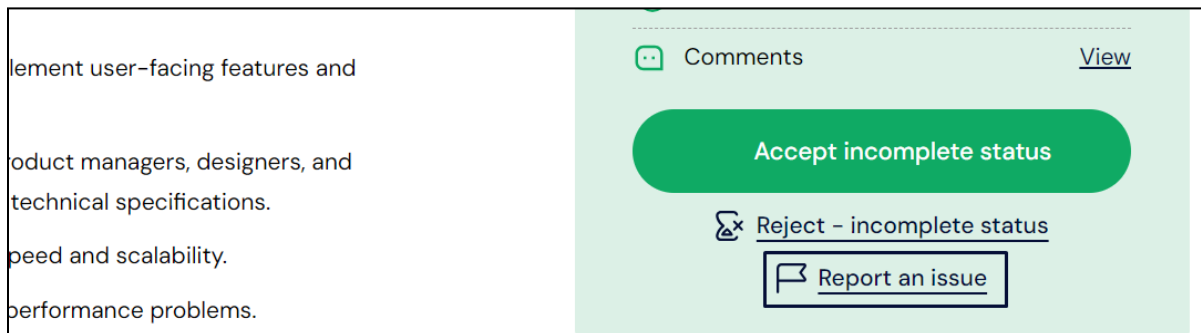
**DISCLAIMER:** The color theme and labels might differ in the screenshots as compared to on the platform.

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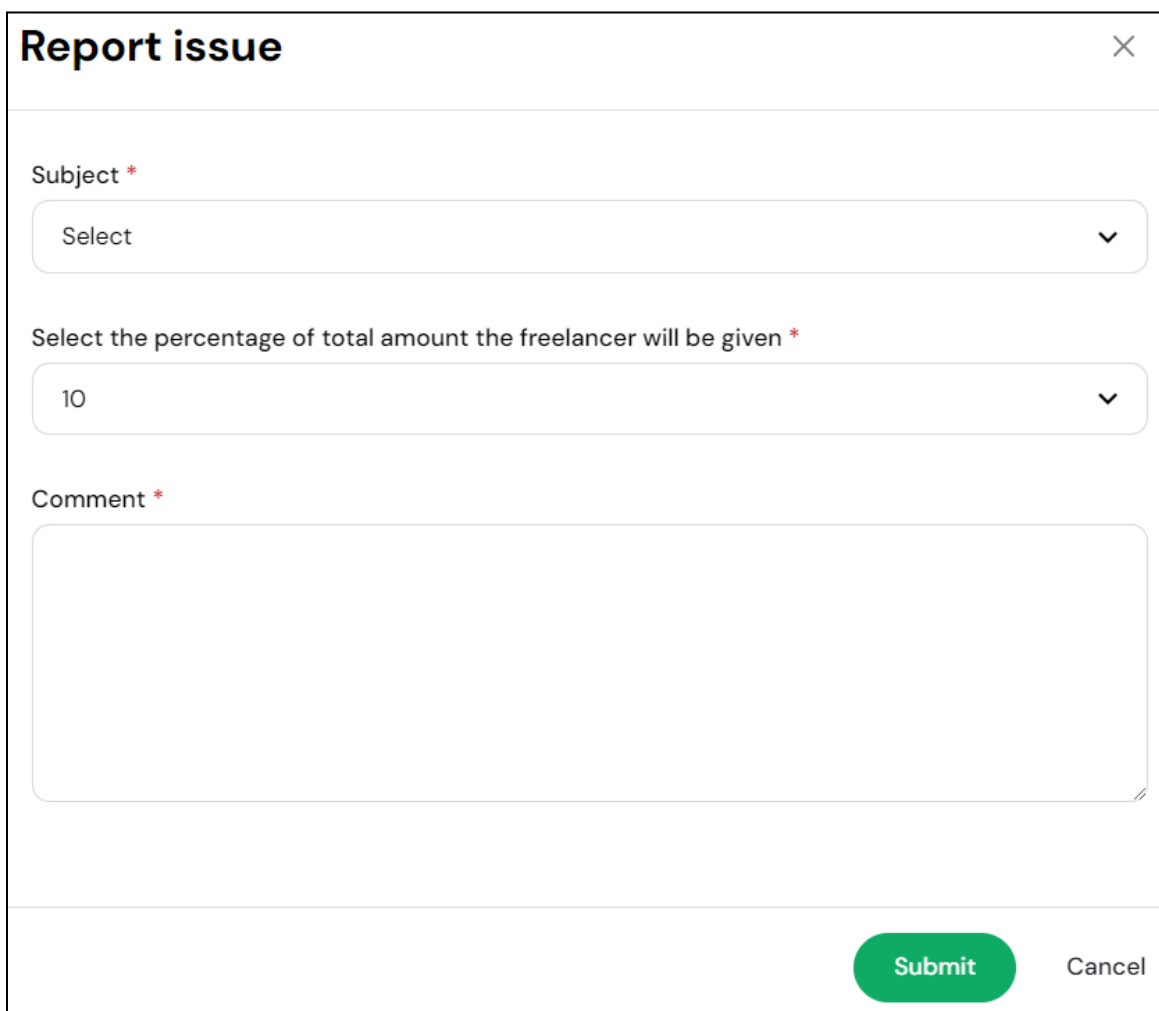
The secondary language setting and tabs are **ONLY** available if you have selected more than one language for the platform.

## 12. Report an issue

If you have any issues with the client or the job, you can report an issue for the same by clicking the **Report an issue** link on the Job post page.



When you do this, the Report issue pop-up form appears.

A screenshot of a 'Report issue' pop-up form. The form has a title 'Report issue' and a close button (X) in the top right corner. It contains three main sections: 1. 'Subject \*' with a dropdown menu currently showing 'Select'. 2. 'Select the percentage of total amount the freelancer will be given \*' with a dropdown menu currently showing '10'. 3. 'Comment \*' with a large text area for input. At the bottom right of the form are two buttons: a green 'Submit' button and a 'Cancel' button.

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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.) you should be given for the work from the dropdown list of options.
- **Comments\*:** Enter your comments related to the report being made.

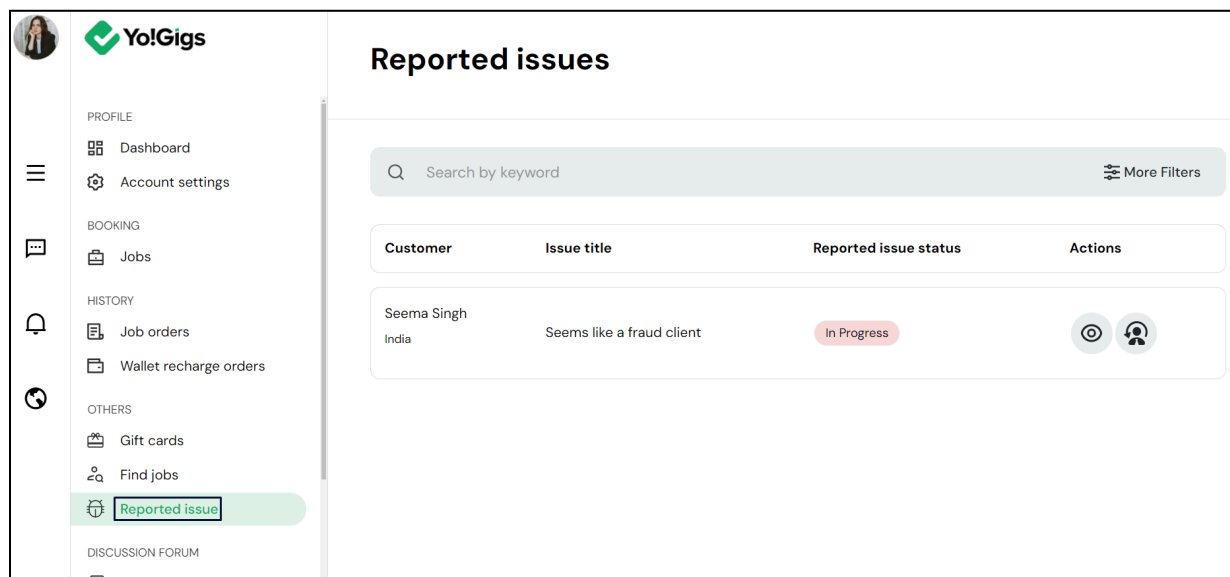
Click **Submit**.

With this, the issue is reported.

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

The client can either resolve the issue by accepting your terms or escalate the issue to the admin.

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



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

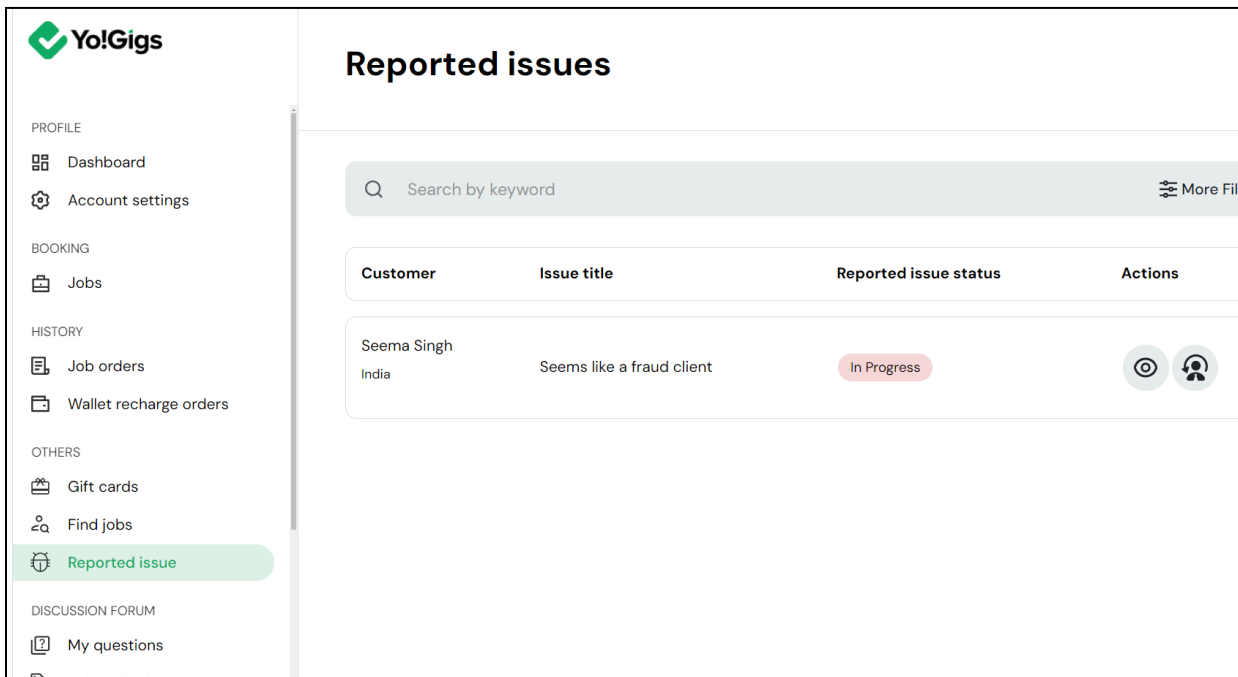
An asterisk (\*) next to a label indicates that the information is mandatory.

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

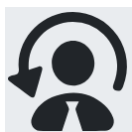
## 13. Escalate the issue

In case, the client doesn't agree to your terms and the issue hasn't been sorted yet, you can escalate the issue to the admin of the platform.

You can do this from the **Reported issues** page on your dashboard.



The screenshot shows the Yo!Gigs dashboard. The sidebar on the left contains navigation options: PROFILE (Dashboard, Account settings), BOOKING (Jobs), HISTORY (Job orders, Wallet recharge orders), OTHERS (Gift cards, Find jobs, **Reported issue**), and DISCUSSION FORUM (My questions). The main content area is titled 'Reported issues' and features a search bar and a table. The table has columns for Customer, Issue title, Reported issue status, and Actions. One issue is listed: Seema Singh (India) with the title 'Seems like a fraud client' and a status of 'In Progress'. The Actions column for this issue contains two icons: a circular arrow and a person icon.



Click  beside the reported issue, to escalate the issue to the admin.

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

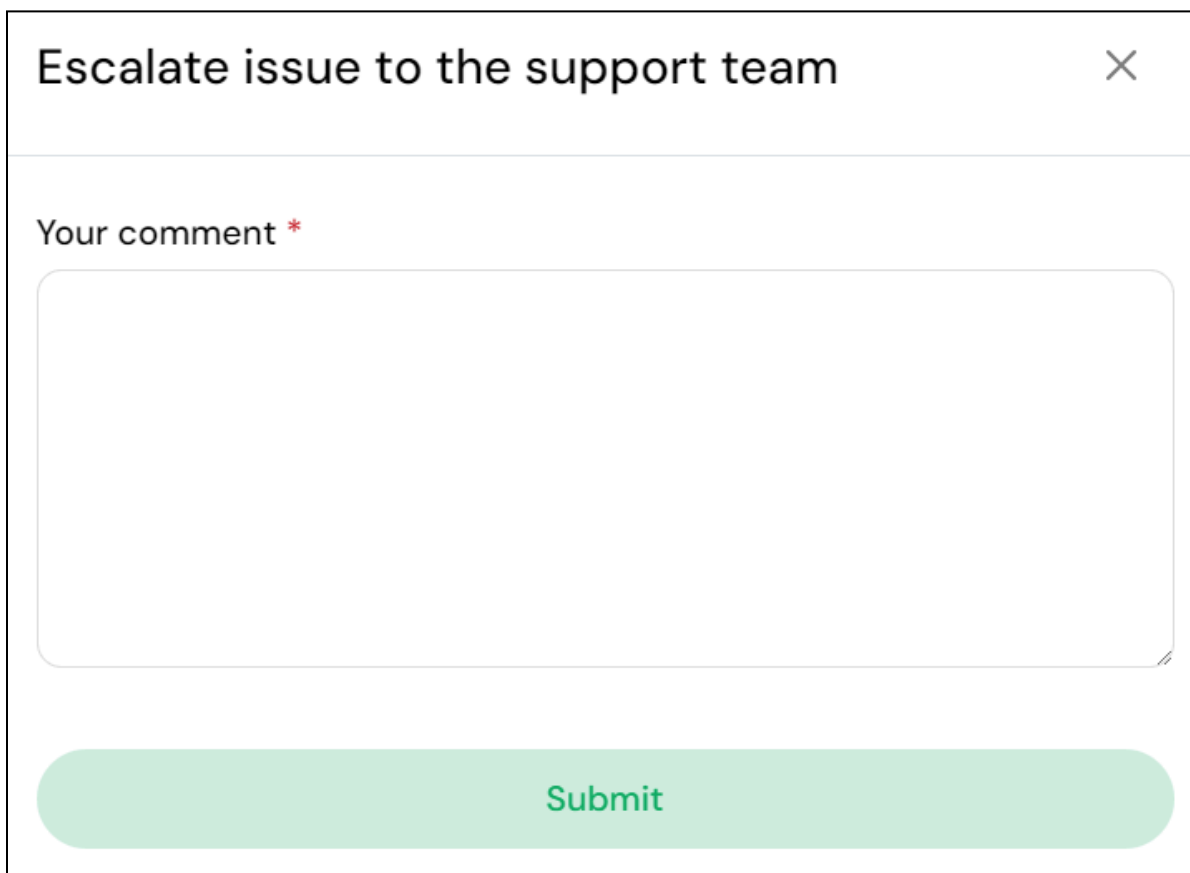
There is only one field in this form.

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

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Then, click **Submit**.

And the report will be escalated to the administrator of the platform.

The admin will take action after analyzing everything, and you will be updated regarding the same via your notifications section (and on email).

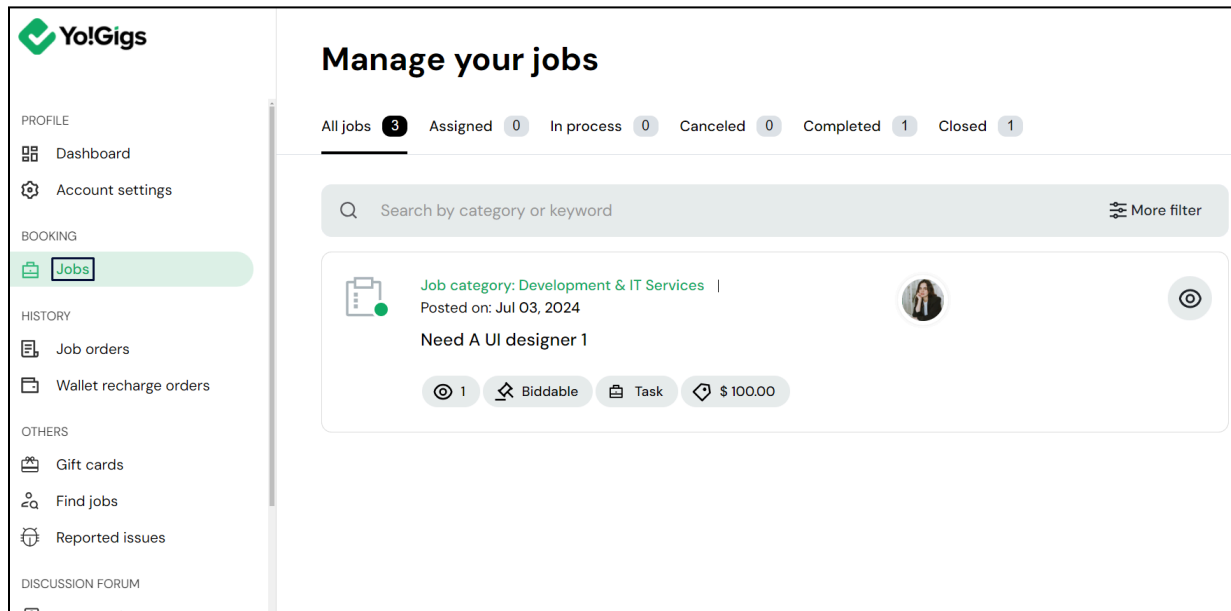
**DISCLAIMER:** The color theme and labels might differ in the screenshots as compared to on the platform.

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## 14. Review the jobs module

Once your job has been completed, review its details under the Jobs module.



Keep track of all your jobs here, including the jobs assigned, jobs in process, jobs canceled, jobs completed, and jobs completed.

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## Start your freelancing journey!

With your first job completed, you can move to the next job and continue earning via the platform.

Once in a while, remember to check your profile settings and update it with any new information

Refer to the **Freelancer manual** to know more about all the features the platform has to offer you!

x—x

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[Contact us](#)

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