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Member's Guide to Happy Exchanging

For more information go to www.hourworld.org and click on "Members->Software Changes".

Logging In and Button Menu Synopsis

Here we go! When you click the member login link on your organization's web site you'll arrive at this login screen. The page may look slightly different as it will be customized to your organization. Type in the email address and password you set up with the administrators of your organization and click the [Login to Member Account] button. Remember that your password is cAsE Sensitive. Contact your administrator if you are unsure of your login information or click on "Contact hour world" at www.hourworld.org

Welcome to Member login!

Not a Member? Apply Here!

See the Member Guide to Happy Service Exchanging

Type in your email address and password.
Click [Login to Member Account]
If you do not have an email address and password,
contact Hour Exchange Portland to set them up!

Enter your Email Address:

Enter your Password:

See a short Time and Talents Tutorial

Login to Member Account

My News

My Profile

My Services

My Contact Info

My Statement

My Hours

My Eblast

My Page

My Images

My Groups

My Attributes

Search for

Providers

Receivers

Members

In the pages ahead we will walk through the functions of each one of the pages below. For now, cursory explanations:

[My News] - View messages and news from and send messages to everyone in your organization, a group you are part of, a circle of friends, or an individual member. (p9)

[My Profile] - View, edit and save changes to your name, address, workplace, birth date, bio, password, etc. (p3)

[My Services] - View, add, remove, edit, add a service description or image to any service you wish to provide or receive. (p4)

[My Contact Info] - View, add, remove, edit, or set to private your contact information like email, phone, website, etc. (p4)

[My Statement] - Review your transaction history (what services you have provided or received, who with and when) and print a copy or email a copy. (pg. 8)

[My Hours] - If you provided a service you can report the Hours you earned here (you can also report if you received a service). (p7) You can also donate Hours earned to a Social Capital Fund, organization, or member. (p1)

[My Eblast] - Online bulletin board with Member's Requests, Community News, etc. You can view, add, remove, or edit your own Eblast entries here. (p10)

[My Page] - What other members see when you come up in a search. (p12)

[My Images] - Add a Profile image of yourself to your account (p8)

[My Groups] - View, add or remove group affiliations. (p11)

[My Attributes] - View, add or remove attributes. (p11)

Search for [Providers] - Search for providers of a service, by searching services or service descriptions or browsing the Service Provider Directory. (p6)

Search for [Receivers] - Search for members that want to receive a service. (p6)

Search for [Members] - Search for members by any part of their name. (p12)

Starting Out

The First Time you Login the first thing you will see is the [My News] page, you can ignore this for the moment. The first simple steps to getting started is making sure your contact info is correct on the [My Profile] and [My Contact Info] pages then add the services you wish to provide or receive on the [My Services] page. Next you will want to review how to search for services under Search for [Providers], report hours you have earned at [My Hours], and review your transaction history at [My Statement]. Once you understand these pages you will know how to perform all the basic functions of service exchanging, additional functions like [My Groups] and [My News] we will cover later and are available to enhance your experience but are not necessary to participate in service exchanging.

My Profile

Firstname	Mona	Lastname	Lisa	Save
Street	470 Forest Ave.			
City,	Portland	State/Zip	ME	04101
Workplace	My Workplace			
Birthdate	04/30/1955	Age:	55	
My Bio	<p>I live on the West End and love murder mysteries and stand up comedy. I look forward to meeting interesting new people including creative artist types. I speak Italian and a little French (but could use some practice).</p>			
Current Username: hourtime@hourworld.org		Change Your Password	Reset Your Password	

On the [My Profile] page you can edit your name, your address, your workplace (private), your birth date (this is kept private from other members, it is compiled anonymously so we can see what populations are being served by our program and help us serve you better, if you are uncomfortable providing the exact date we simply ask that the year be accurate), and a short bio space that you can let other members know more about you.

Remember to click the [Save] button or none of your edits will be saved when you leave the page.

To change your password click [Change Your Password] if you know your old password or click [Reset Your Password] and a new strong one will be emailed to you. You may keep this or change it back to a password you prefer. Contact your local administrator if you have any problems.

Your address is kept private from other members. Making sure this information is accurate allows you to see how many miles away other members live from you when you search for services and vice versa. If you add an Address entry in you're my Contact Info area a Google Map Link will appear in the contact info other members can see.

My Contact Info

My Contact Information:

Type	Contact	Save	Private	
Home1	555-555	Save	No	Remove
Email1	hourtime@hourworld.org	Save	No	Remove
Website	www.NovusVisum.com	Save	No	Remove

Add New Contact Information

Type	Contact	Private	
Home 1		No	Add Contact Info


Private contact information will not appear in the online or paper directories.

On the [My Contact Info] page you can add, remove, edit, or set to private your contact information like email, phone, website, etc. Your Email1 will be what you use to login to your account. Any entries set to Private [Yes] are not seen by other members. You should have at least one non-private method of contact so other members can get a hold of you. If you make changes to any entry, be sure to click the [Save] button next to it. To add new contact info, select the type in the drop down list under Type, enter the info in the Contact box, select [Yes] or [No] in the Private box, and click [Add Contact Info]. To delete an entry from your list, just click the [Remove] button next to the entry.

My Services

Services I'll Provide:

Add Service Offer/Request

Category: Service	+/- Image	Provide	Receive	Remove	Save	Image
Arts & Crafts: Knitting	Remove Image	Yes	No	Remove	Save	
Sweaters, scarves, you name it. Lots and Lots of colors! Pink, Blue, Silver, and Green - well, 16 million colors in all!						

No members are currently requesting this service. Update your description so members have an additional way to find you!

Services I want to receive:

Category: Service	Provide	Receive	Remove	Save
Art: Painting	No	Yes	Remove	Save
Someone to paint my portrait. No eyebrows please				

See the 8 Members Offering This Service

On the [My Services] page you can add, remove, edit, add a service description or image to any service you wish to provide or receive. It is important that you update and maintain this information, if you wont be offering a service for awhile be sure to remove it or people may contact you to provide a service you no longer offer. Entering service descriptions like "Sweaters, scarves..." above is a great way to provide more information about the services you are looking to provide or receive. The service descriptions are also searchable (see Search for [Providers] p6). If you add or edit a service description click the [Save] button on the same line as the entry to save your changes. You can add images to a service you offer by clicking [Add Image]. Clicking [Yes] or [No] in the Provide or Receive columns toggles the setting to its opposite. Use these to indicate if you want to provide and/or receive a service. To remove an entry from your list click the [Remove] button on the same line as the entry. To add a new service to your list click the [Add Service Offer/Request] button at the top of the page (pg. 5). Under a service you add will be a link to a list of other members who are looking for the service you are providing or who are offering the service you wish to receive, in the example above you would click on See the 8 Members Offering This Service. After you've added a service you can remove "No Services Offered".

Add Service Offer/Request

When you click [Add Service Offer/Request] on the [My Services] page a list of service categories will appear like below, you can click on these service categories to add a service in that category. If you are unsure of what category a service you would like to add would be under you can search for that service under Search for [Providers] (pg. 6) and see where others have listed that service.

- Access to the Arts
- Art and Crafts
- Audio and Video
- Auto/Boat/Bike
- Beauty and Spa
- Business/Office Services
- Children/Youth
- Classes/Lessons/Tutor
- Community and Recreation
- Computer
- Construction and Home Repair
- Conversation and Counseling
- Cooking
- Design and Decorating
- Elder and Companionship
- Entertainment/Performance/Shows
- Environment/Nature/Outdoor Activities
- Event
- Financial Advice
- Garden/Yard
- Hair
- Health and Wellness
- Help in the Home
- HEP Account Management
- Hour Exchange Portland Support
- Interpreting
- Items Exchange
- Learning Works Support
- Legal
- Lodging/Accommodation
- Marketing and Media
- Mercy Hospital
- Miscellaneous
- Moving and Hauling
- Organize
- Pet Care
- Photography
- Plant and Flower Care
- Preble Street Support
- Reading
- Rental/Space Available
- Sailing
- Sewing
- Spirituality/Philosophy/Metaphysics
- Theater Production
- Translation
- Transportation
- Weatherization
- Writing/Research/Publishing

After clicking a service category like [Computer](#) you can select [Yes] or [No] in the Provide and Receive columns, type in a service description (you can add this later if you want on the [My Services] page), and click [Add]. The new service will appear in your list on the [My Services] page and will be entered in the service directory so that other members can contact you regarding providing or receiving that service.

Here are the Services in the Category: Computer

Service	Provide	Receive	(Optional) Description of your service.	Add
Access/Usage/Purchase	Yes <input type="button" value="v"/>	No <input type="button" value="v"/>		Add
Assistance/Advice	Yes <input type="button" value="v"/>	No <input type="button" value="v"/>		Add
Data Entry	Yes <input type="button" value="v"/>	No <input type="button" value="v"/>		Add

Search for Providers or Receivers

On the Search for [Providers] page you can search for providers of a service. You can click on the name of a service category to see the services listed under that category and then click on the name of that service to see who is offering to provide that service. You can search services and service categories by typing in a word and clicking [Search Records] or if no results come up you can check the [X] Search Service Descriptions box to search only for what is in the service descriptions when you click [Search Records]. You can also browse the entire service directory by clicking [Browse Service Provider Directory] (pg. 12). The Search for [Receivers] page works the same except the list you are searching is of members wishing to receive the service, not provide the service.

Search for Services that Members Provide

Type in (any part of the name) of a Service Category, Service or member's Service Description

([X] Check the box to search member's service descriptions.)

Search Records

Search Service Descriptions

or browse the service categories below or [Browse Service Provider Directory](#)

[Access to the Arts](#)

[Art and Crafts](#)

[Audio and Video](#)

[Auto/Boat/Bike](#)

[Environment/Nature/Outdoor
Activities](#)

[Event](#)

[Financial Advice](#)

[Organize](#)

[Pet Care](#)

[Photography](#)

[Plant and Flower Care](#)

In the example below I clicked on the service category [Computer](#) and then clicked on the service [Data Entry](#) to show all the members offering that service.

[Display Name & Contact Info ONLY!](#) All Services Offered by this Member

Mona Lisa

[See the Member's Page](#)

0.0 miles away

Last Login: 01/17/2011

Last Transaction: 01/12/2011

Arts & Crafts: Knitting Sweaters, scarves, you name it. Lots and Lots of colors! Pink, Blue, Silver, and Green - well, 16 million colors in all!

Computer: Data Entry I have experience doing data entry for medical billing.

Home1: 555-555

Email1: hourtime@hourworld.org

Website: www.NovusVisum.com

Bio BIO: I like to talk with the animals, walk with the animals, honk and squeek and sqawk with the animals.

You can see the members' names, a link to the [Member's Page](#) (pg. 12), how many miles away from you they live, the last time they logged into their account and their last transaction (the member with the most recent transaction is at the top of the list as they may be most likely to contact you back), their contact info, their bio, and all the services they offer along with their service descriptions. If this page has too much information for you to scan through the list of members effectively you can click [Display Name & Contact Info ONLY!] to see just the information below where you can click [Display More Information!] to toggle back to more information. Above I clicked [Knitting](#) to reveal the members offering that service, which also displays the other services this member offers with their service descriptions, their non-private contact information, their bio if they have provided one, and how far away they live from you.

[Display MORE Information!](#)

Mona Lisa

[See the Member's Page](#)

0.0 miles away

Last Login: 01/17/2011

Last Transaction: 01/12/2011

Home1: 555-555

Email1: hourtime@hourworld.org

Website: www.NovusVisum.com

My Hours

Report My Hours: Step 1

[Donate Your Hours](#)

Did you provide or Receive? **I Provided this Service** ▼

Enter the number of hours:

Enter the exchange date: (mm/dd/yyyy)

[Next](#)

On the [My Hours] page, if you provided a service, you can report the Hours you earned here (you can also report if you received a service and your account will be debited that time, it is the default policy that it is the responsibility of the person who provided the service to report the transaction in order to prevent accidental double billing, unless both parties agree in advance that the receiver of the service will report the transaction due to lack of access to a computer by the provider or other such reasons). You can report transactions by provider or receiver by clicking the down arrow [v] of the drop down menu next to Did you provide or receive?. You can enter a positive number of hours in 0.25 increments (an hour and a quarter would be 1.25, and an hour and a half would be 1.5, etc.) and the date the service occurred in mm/dd/yyyy format (where mm is the two digit month 01 to 12, dd is the two digit day from 01 to 31, and yyyy is the four digit year like 2011 that the transaction occurred in). Then click [Next] to select the member with whom you made the transaction.

Report My Hours: Step 2

I Provided this Service. Hours = 1.5 Exchange Date = 01/12/2011

Type part of the member's name here and click [Get Members Name](#)

or [Go Back to the Date and Hours screen if needed](#)

Notice above that the hours you entered and the date of service are displayed on the new form. Type in any part of the member's name and click [Get Members Name] or click Go Back to go back to the previous page.

Then select the name from the resulting list that appears here: ▼

[Next Step](#) or [Go Back to the member name selection](#)

More than one name may come up in the drop down menu (if you typed in "vin" Vincent Van Gogh may be listed as well as Leonardo DaVinci), so select the correct one and click [Next Step] to type in any part of the name of the service or service category that was exchanged. You can check out Search for [Providers] (p6) to see what service category the service you are recording is listed under.

Type part of the name of the service or category here

and click [Get Service Categories](#) or [Go Back to Provider Name selection if needed](#)

More than one service category or service may appear in the drop down menu so make sure you select the correct one.

Then select the service category from the list that appears here: Service Category: ▼

[Next Step](#) or [Go Back to Service Category search if needed](#)

Once you've selected the correct service click [Record Transaction] and your screen will say TRANSACTION RECORDED! and you can view your transaction history on the [My Statement] page (pg. 8).

Select the service you provided from this list: ▼ and click [Record Transaction](#)

or [Go Back to Service Category selection](#)

My Statement

Browse your transaction history with the page links below.

[< 0 >](#) [1](#) [2](#) [3](#) [4](#) [5](#) [6](#)

ID#	Type	Provider	Receiver	Date	Service	Hours
3475	(Cr)	Mona Lisa	Leonardo DaVinci	01/12/2011	Computer: Data Entry	1.5
1360	(Db)	Leonardo DaVinci	Mona Lisa	01/04/2011	Health Services: Physical Therapy	-1
3474	(Cr)	Mona Lisa	Leonardo DaVinci	01/03/2011	Art: Painting	1
1361	(Db)	Leonardo DaVinci	Mona Lisa	01/01/2011	Health Services: Physical Therapy	-1
3473	(Cr)	Mona Lisa	Leonardo DaVinci	12/31/2010	Health Services: Physical Therapy	1
1359	(Db)	Leonardo DaVinci	Mona Lisa	12/31/2010	Health Services: Physical Therapy	-1
1359	(Cr)	Mona Lisa	Leonardo DaVinci	12/15/2010	Boat: Navigation Skills-Small	2
1358	(Db)	Leonardo DaVinci	Mona Lisa	07/25/2010	Health Services: Acupressure	-1
1357	(Db)	Leonardo DaVinci	Mona Lisa	04/30/2010	Computer: Assistance-Mac only	-1.75
1355	(Db)	Leonardo DaVinci	Mona Lisa	04/15/2010	Art: Portrait	-1.5
3471	(Cr)	Mona Lisa	Isabella d'Este	03/10/2010	Account Mangement: Advertising	1
1350	(Db)	Leonardo DaVinci	Mona Lisa	01/08/2010	Hair: Coloring	-4
3470	(Cr)	Mona Lisa	Michelangelo B	03/13/2009	HEP: Support: Strategic Meeting	5
3469	(Cr)	Mona Lisa	Michelangelo B	02/13/2009	HEP: Support: Board Meeting	2
3468	(Cr)	Mona Lisa	Michelangelo B	01/30/2009	HEP: Support: Board Meeting	2
3467	(Cr)	Mona Lisa	Michelangelo B	11/21/2008	HEP: Support: Board Meeting	2
3466	(Cr)	Mona Lisa	Michelangelo B	10/24/2008	HEP: Support: Board Meeting	2
3465	(Cr)	Mona Lisa	Michelangelo B	09/26/2008	HEP: Support: Board Meeting	2
3464	(Cr)	Mona Lisa	Michelangelo B	08/31/2008	HEP: Support: Board Meeting	2
3462	(Cr)	Mona Lisa	Michelangelo B	06/27/2008	HEP: Support: Board Meeting	6

[Make a Printer Friendly Statement](#)

OR

[Email My Statement TO:](#)

hourtime@hourworld.org

On the [My Statement] page you can review your transaction history (what services you have provided or received, who with and when) and print a copy or email a copy.

Header and My Images



Member ID: 1010 ---- Member Since: 09/17/1997 ---- Membership Type: Individual

?January: My Page Visits: 7 YTD: 7 ---- ?Search Returns 6 YTD: 6 ---- Last Transaction: 01/04/2011

Provided: 257.75 hours ---- Received: 55.25 hours ---- My Balance: 202.5 hours

The header at the top of the page shows your unique Member ID number, when you joined, what type of membership you have (Individual, Business, or Organization), how many visits to [My Page] (pg. 12) this month and Year-To-Date, how many times your name has appeared when someone has searched a service for this month and Year-To-Date, the date of your Last Transaction, how many hours of service you have Provided, Received and your account balance. If you mouse over the question marks it will provide you with more information. The header also shows a picture of you if you have uploaded one on the [My Images] page.

With [My Images] you may upload a Profile picture, and/or a Banner Ad that will appear on your show member pagewhen others look you up using [Search Members] or through the links in the Member Directory. For a premium, you'll be able to have a 1/4 size version of your banner (100 pixels x 400 pixels) randomly display on the pages of this site. In the [My Services] area you may upload an image for each service (or product) you offer. The will also be displayed on your show member page. If this is a Buy Local configuration of Time and Talents you may upload up to ten Sale Coupons!

Add Profile Image: Best Ratio 3 wide : 4 tall

Please choose a *.jpg image file:

See how your home page will look to others. [Use 'Go Back' to Return](#)

My News

[Eblasts & News Wall](#)
[My Message Wall](#)
[My Circle Wall](#)
[My Groups Wall](#)
[My Circle Members](#)
[Service Changes](#)

To send an Eblast to all of the members of your exchange Go Here.

Date	See Member's Page		
4:25 pm Mar 20	Leonardo DaVinci	Trip to Boston	x
3:00 pm Feb 12	Michelangelo B	Time and Talents Software	

To send a message to all of the members of your exchange:

enter your message here and click send...

Date	See Member's Page		
4:24 pm Mar 20	Leonardo DaVinci	I'm going to Boston, March 30th, and I habve room for two. I'm returning the next day by 5pm.	reply x

The [My News] page is the first page you see after you login. Once you understand how to update your contact info and services, search for services and report your hours, we hope you will find the [My News] page a great way to connect with other members. At [My News] you can see messages from and send messages to the whole exchange, a group you are a part of, a circle of friends you create, or an individual member.

Use the tabs menu to see or create messages in each area:

[Eblasts & News Wall] to send a message or Eblast the whole exchange can see

(Use [My Eblast] on the left menu to create or edit your own Eblasts)

[My Message Wall] to send a message to a single member

[My Circle Wall] to send a message to all the members of your circle

[My Groups Wall] to end a message to all the members of a group you are affiliated with

[My Circle Members] to review, remove, and invite another member to be in your circle

[Service Changes] to see automated messages generated by the system announcing changes to members' service listings.

Write your message in the light orange box and click [send]. The message you send will appear in your news area and in the news area of whatever person or group you sent the message to.

You can start a conversation by clicking [reply] to any message. Messages remain on your wall for 2 weeks after the most recent comment, you can delete messages you originated by clicking the [x] box next to it. [My News] also shows when other members update their services.

You can view Eblast news items by clicking on the message heading. You can see the member page of the member who posted a news item by clicking on their name. If you select [My Circle Members] you can view or remove members from your circle by clicking the [x] or [See the members in so and so's circle.] as in the example below.

Mona Lisa -> See the members in Mona Lisa's circle.

Here are the members in Mona Lisa's circle

- > **Leonardo DaVinci**
- > **Michelangelo B**

John Doe -> See the members in John Doe's circle.

My Eblast

My Eblast Postings

[Add a New Eblast Entry](#)

Your non-private contact info will be included in your posting.

[See the Eblast](#)

Category **Community News** Neighborhood **ALL** Expires 01/20/2011 [Preview](#) [Post](#) [Delete](#)

Heading Potluck
Where Where - At the Office
When When - This Friday

Share food and fun, meet interesting people to make exchanges with.

On the [My Eblast] page you can add, edit and delete your own member requests, community announcements, etc. or click [See the Eblast] to view all the messages on the Eblast online bulletin board. The Eblast is just one more way that members can connect with each other in addition to adding and searching services and messaging on the [My News] area (pg. 9). When you click [Add a New Eblast Entry] you can select a Category, a Neighborhood, or change the expiration date of your announcement (the default is to expire in two weeks after you created it). The heading will be displayed on the [My News] area as a link for other members to click on to see your announcement in the Eblast with the where, when, and what you enter in the body. Clicking [Post] saves any changes you make and posts your entry to the Eblast, your non-private contact information will automatically be added to your entry at the bottom. We ask that your posts be pertaining to items or services you wish to exchange or events that other members can participate in for free or in exchange for time credits. Click [Delete] to delete your post or [See the Eblast] to view it.

Select E-Blast Category to View (All 2 entries)

Or Search the E-blast for a word or phrase

All [View Category](#)

[Search E-Blast](#)

Potluck

Member: Mona Lisa Category: Community News Neighborhood: ALL Where: Where - At the Office when: When - This Friday

Share food and fun, meet interesting people to make exchanges with.

[See this member's bio and their service offers & wants.](#)

Home1: 555-555

Email1: hourtime@hourworld.org **REPLY!**

Website: www.NovusVisum.com


You can view all posts by Category using the drop down menu and clicking [View Category] or search all posts by typing a word or phrase into the box at the top right and clicking [Search E-blast]. In each post there is a link to the member's bio Page (pg. 12) and you can even email them by clicking REPLY! through a pre-filled out email form, just type your message, type the three letter security code (different every time) and click [Submit].

Contact: Leonardo DaVinci (mayaway@maine.rr.com)

From: Mona Lisa
My Email: hourtime@hourworld.org
Subject: Time and Talents Software

Message:

Submit



My Groups

Groups I am affiliated with include:

Group		See Other Members
Care Facility	Remove	40
Hour Exchange Portland	Office Use Only	727

Add A New Group Affiliation

Group	Add
Care Facility	Add

On the [My Groups] page you can view, add or remove group affiliations. Once you join a group you can also send messages to the group through [My News] (pg. 9). You can also see who is in the group by mousing over or clicking on the number that shows how many members joined that group. Groups are a great way to connect with other members who may live in the same neighborhood, speak the same language, or share the same interests as you. You could collaborate on a project together or plan a fun event, potluck, or fundraiser. Click the [Remove] button to remove yourself from a group and [Add] to add yourself to a group.

My Attributes

My Attributes: ONLY Staff can see these Attributes. They are not published anywhere. They do NOT appear in any profile or report that other members may see.

[Bulk Add Attributes](#)

[Add an Attribute](#)

Category	Attribute	Possess	Prefer
Education:	Bachelors Degree	Yes	No
Employment:	full-time	Yes	No

The [My Attributes] page displays attributes that are confidential and are NOT published to other members. These may vary and might include things like Gender, Housing, Transportation, Language, etc. The data may be compiled anonymously to better understand the needs of the membership and aid in fundraising and applying for grants, like to track how many hours of transportation were provided to seniors for the year or to Spanish speaking baby boomers.

Search for Members

Type any part of the member's name here and click [Find a Member](#)

[Browse Service Provider Directory](#)

The Search for [Members] page allows you to search for members by typing in any part of their name, more than one name may come up when you click [Find a Member] so make you select the correct one in the drop down menu then click [Show Info] and it will take you to that members page.

My Page



Last Login: **01/13/2011** Last Transaction: **01/12/2011** Member Since: **09/17/1997**
Mona Lisa has had **159** exchanges with **11** different members and **100%** were happy with the exchange.

A little bit about Mona Lisa I live on the West End and love murder mysteries and stand up comedy. I look forward to meeting interesting new people including creative artist types. I speak Italian and a little French (but could use some practice).

You may contact Mona Lisa by

Home: 555-555

Email: hourtime@hourworld.org

Website: www.NovusVisum.com

Mona Lisa offers these services:

Service: Arts & Crafts: Knitting

Description: Sweaters, scarves, you name it. Lots and Lots of colors! Pink, Blue, Silver, and Green - well, 16 million colors in all!

Service: Computer: Data Entry

Description: I have experience doing data entry for medical billing.

Mona Lisa wants these services:

Service: Art: Painting

Description: Someone to paint my portrait. No eyebrows please

[My Page] is the information other members can see about you, which includes the last time you logged in and made a transaction, when you joined, how many exchanges you've had with how many members, your bio if you added one on the [My Profile] page (pg. 3), a picture of you if you added one on the [My Images] page (pg. 8), your non-private contact info (pg. 4), what services you are looking to provide and receive and their service descriptions if you added any (pg. 4).

Service Directory

[Email Spreadsheet](#)

[Print Service Directory](#)

Service Category	Service	MbrID	Provider	Phone/Cell	Email
Accounting	Assistance	1472	Member 1472	555-555	MyUsername@MyDomain.com
Accounting	Assistance	2091	Member 2091		MyUsername@MyDomain.com
Accounting	Bookkeeping	2960	Member 2960	555-5555	MyUsername@MyDomain.com
Accounting	Bookkeeping	3013	Member 3013	555-555	MyUsername@MyDomain.com

The Search for [Members] page also has a [Browse Service Provider Directory] button link that can be found on the "Search for Providers" page as well. Organized alphabetically by Service Category and Service, this directory shows every service and every member offering that service along with basic contact info and their Member ID number that links to that members page. You can email this directory to yourself or print it out.

Happy Exchanging!

Member Satisfaction and References

When the receiver of a service is reporting hours they may indicate their satisfaction with the exchange and their willingness to provide a reference for the provider. These are recorded separately so that members may be satisfied AND maintain their privacy (i.e. a receiver of health care). The providing member may delete a transaction if the receiving member is not satisfied, essentially refunding the hours earned.

When the provider is reporting hours they may indicate if the receiving member is satisfied, and if the receiving member is willing to provide them a reference.

In either case the member not recording the exchange is sent a message viewable in their My News area announcing the exchange has been recorded, and the satisfaction and reference choices made by the recording member.

message **Leonardo DaVinci**

Leonardo DaVinci has reported you provided Art- Murals for 1 hour(s) on 02/20/2011. They indicated they were satisfied with the transaction. They indicated they would be willing to provide you a reference if other members asked.


reply

If the member is not happy with these settings they may change them in their My Statement area. Just click on the Yes to change it to No for Satisfied or Reference or vice versa.

ID#	Type	Provider	Receiver	Date	Service	Hours	Satisfied?	Reference?	Delete
1365	(Cr)	Leonardo DaVinci	Doctor Dolittle	02/21/2011	Account Mangement: Advertising	1	No	No	Delete
1365	(Db)	Mona Lisa	Leonardo DaVinci	02/20/2011	Art: Murals	-1	Yes	Yes	
1365	(Db)	Mona Lisa	Leonardo DaVinci	02/13/2011	Art: Modeling	-1	Yes	No	

In the providing member's My Page area (which other members can see), a heart icon will appear with the number of references the member has for that service. Holding the mouse over the heart number pops up a list of those willing to provide a reference. Clicking on the heart number brings you to page where you may email each reference provider (one at a time).

Leonardo DaVinci offers these services:

Service: **Art: Artistic Painting**  **1 Reference(s)**
Description: Portraits are a favorite of mine!

In the provider's My Page area (which other members can see) the header will contain information about the number of exchanges in which the receiver was satisfied, in addition to Last Login, Last Transaction, Member Since, etc. All of this information can help receivers decide if this is a member they want to exchange with.

Last Login: **02/22/2011** Last Transaction: **02/21/2011** Member Since: **08/30/2006**
Leonardo DaVinci has had **399** exchanges with **60** different members.
Of **360** exchanges provided, the receiving members were happy with the exchange **359** times, or (99.7%).