

Inside Home Technician User Manual

Version 1.0 | Updated May 2025

1. Technician Sign-Up Process

Follow these steps to register as a technician on Inside Home:

1. **Open your browser** and go to www.insidehome.co.in
 2. Click “**Sign Up**” and choose the **Technician** option.
 3. Fill in:
 - **Select Address** where you want to provide service
 - **Select Appliance Categories** (You may select all if skilled in multiple appliances)
 4. Enter your **Personal Information**:
 - Name
 - Mobile Number
 - Email ID
 - Pin Code
 - Address
 - Create Username & Password
 5. Complete **OTP Verification** (OTP sent to your mobile or email).
 6. Upload your **Aadhar Card & Bank Details**.
 7. **Choose a Membership Plan**:
 - **Prime Membership** – ₹1000 (One-time, non-refundable)
 - **Priority Membership** – ₹2000 (One-time, non-refundable & gets booking preference)
 8. Make the **Payment** through the available options.
 9. After admin **approval**, you will receive a **Welcome SMS** confirming your registration.
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2. Technician Login

Login with Password

- Enter your **Mobile Number or Email ID**
- Enter your **Password**
- Click **Login**

Login with OTP

- Select **Login with OTP**

- Enter your **registered mobile number or email**
 - Receive and enter OTP
 - Access your technician dashboard
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3. Forgot Password

1. Click "**Forgot Password**" on the login page.
 2. Enter your **registered mobile or email**.
 3. Enter the **OTP** sent to your mobile/email.
 4. Set a **new password**.
 5. Login using your new password.
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4. Receiving & Managing Bookings

When You Receive a Booking:

- You will receive a **SMS notification**.
- Login to your **Technician Profile** to **View & Accept/Reject** the booking.
- **NOTE:** Customer contact number is only visible after **Accepting** the booking.
- You must accept the booking **within 2 hours**, or it will be **auto-assigned** to another technician.

Same-Day Completion Requirement:

- You must **complete the job and close it with an OTP** between **7 PM – 8 PM** on the **same day** of the slot.
- If not completed on time, the booking is marked as **Lapsed**.

Rejection Policy:

- **Rejecting after accepting** a booking = ₹100 fine.
 - **Rejecting without accepting** = No fine.
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5. Customer Reschedules or Cancels Booking

- If a **customer reschedules**, you'll get an SMS.
 - Go to your **profile** and **Accept or Reject** the new slot.
 - The same rules (accept within 2 hours, close by OTP) apply.
 - If a **customer cancels**, no further action is needed from you.
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6. Dashboard Overview

Your Technician Dashboard contains the following sections:

- **Spare Parts Orders**
- **Accepted Bookings**
- **Pending Bookings**
- **Completed Bookings**
- **Rejected Bookings**
- **Cancelled Bookings**
- **Lapsed Bookings**
- **Payment History**
- **Mark On Duty / Off Duty**
 - Set **On Duty** to receive bookings.
 - If set to **Off Duty**, you will not receive new jobs.

7. Profile Management

Go to **My Profile** to update:

- **Profile Info:** Change your Name, Service Area, Appliance Services
- **Bank Details:** Update Aadhar Number, Account Number, IFSC
- **Security Deposit Upgrade:** Pay and upgrade if required
- **Change Password**
- **Change Mobile Number** (OTP required)
- **Change Email ID**

8. Handling Spare Part Bookings

When a **Spare Part Booking** is made:

1. You will receive a **SMS notification**.
2. Go to: **Dashboard > Spare Part Orders > View Details**.
3. Visit the customer at the **scheduled date and time**.
4. Fix the spare part as required.
5. **Close the work using the OTP** sent to the customer.

☐ *OTP is mandatory to complete the spare part installation.*

9. Support

If you face issues with the portal, bookings, or payments:

- **Call/WhatsApp:** +91 7978986029
 - **Email:** insidehomeinfo@gmail.com
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10. Quick FAQs

Q: I didn't receive a booking SMS, but it's showing in my dashboard. What should I do?

A: Always keep your **mobile network stable** and check your **dashboard** regularly.

Q: I accidentally rejected a booking—can I reaccept it?

A: No. Once rejected, the booking is passed to another technician.

Q: My booking shows “Lapsed.” Why?

A: It means the booking wasn't closed with OTP before **8 PM** on the day of service.

Q: What's the benefit of Priority Membership?

A: Priority members get **preferred access to bookings** in their service area.

11. Final Words

You're a key part of Inside Home's success. Please:

- Stay professional and punctual.
- Follow OTP and booking timelines.
- Keep your status **On Duty** during working hours.
- Maintain accurate profile details.

We're here to help you grow. Let's deliver excellent service—together!