

# LUCY

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## User Guide

Quick start for freelancers and hire clients

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### User Guide - English

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Language: English

<https://jobs.lucyhub.org>

[partnerships@lucyhub.org](mailto:partnerships@lucyhub.org)

# 1. Welcome to Lucy

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Lucy connects Ethiopian freelancers with hire clients. Post jobs, find talent, apply with AI-matched recommendations, sign contracts, and pay in Ethiopian Birr (ETB). This guide explains how to use the web app in English. The platform also offers Amharic and Oromiffa in settings.

## 2. Create Your Account

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- Go to [jobs.lucyhub.org](https://jobs.lucyhub.org) and click Get Started
- Register with email and password; verify your email
- Choose Freelancer or Hire Client role during onboarding
- Complete your profile: photo, bio, categories, and skills
- Optional: verify identity with National ID (Fayda) for a trusted badge
- Dual profile: add a second role anytime to switch between freelancer and client

## 3. Freelancer Guide

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### 3.1 Find Jobs

- Open Browse Jobs or your Freelancer dashboard
- Use Best Match for AI-ranked jobs based on your profile
- Tap Why this matches you? for an AI-drafted cover letter
- Save jobs to review later

### 3.2 Apply to Jobs

- Each application uses connects (welcome bonus + purchasable packs)
- Client invites are free to accept - no connect cost
- Track status at Freelancer > Applications

### 3.3 After You Are Hired

- Accept offers when status is Offer Sent
- Chat opens fully after the client pays the contract commission
- Deliver milestones and receive payouts to your wallet
- Collect reviews on your public profile at [/talent/\[your-id\]](/talent/[your-id])

## 4. Hire Client Guide

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### 4.1 Post a Job

- Go to Post a Job - 4 steps: category, work type, ETB budget, connects required
- Free plan: 3 posts per 30 days; upgrade for unlimited posting
- Job appears in marketplace and notifies matching freelancers

## 4.2 Hire Talent

- Browse applicants on your job pipeline board
- Move candidates: Applied, Shortlist, Interview, Offer, Hired
- Search talent at Find Freelancers and send job invites
- Send an offer; freelancer accepts to start the contract

## 4.3 Pay and Unlock Contact

- Pay the contract offer via Telebirr or bank transfer
- Platform commission is a percentage of the offer value
- After payment, full chat contact is unlocked for both parties
- View billing history at Client > Billing

# 5. Payments and Wallet

| Action         | How to Pay   |
|----------------|--|
| Subscription   | Client > Subscription - Telebirr or bank, admin verifies |
| Contract offer | Pay from job pipeline or contract page                   |
| Connect packs  | Freelancer wallet > Buy connects                         |
| Commission due | Client or Freelancer > Commission if suspended           |
| AI tokens      | Assistant or AI Tokens page                              |

# 6. Telegram Bot

- Open the Lucy bot in Telegram and tap Get Started
- Link your account: enter email, then the 6-digit OTP code
- Use the menu to browse jobs, post jobs, check wallet, and view profile
- Switch between Freelancer and Hire Client modes from the menu
- Web app link: [jobs.lucyhub.org](https://jobs.lucyhub.org) for full profile editing

# 7. Social Features

- Feed: posts, likes, comments at [/feed/posts](#)
- Stories: share photos or videos for 7 days; tap avatars to view

- Follow freelancers and clients; manage requests at /connections
- Notifications for jobs, messages, follows, and hires
- Share your public profile link or QR card (freelancers)

## 8. Help and Support

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- Website: <https://jobs.lucyhub.org>
- Settings: account, privacy, notifications, appearance, language
- Messages: /messages for hired contract conversations
- Disputes: raise from contract page if delivery issues occur
- Partnerships and business inquiries: [partnerships@lucyhub.org](mailto:partnerships@lucyhub.org)

Thank you for using Lucy. Connect Ethiopian talent with opportunity.