WELFAREARO

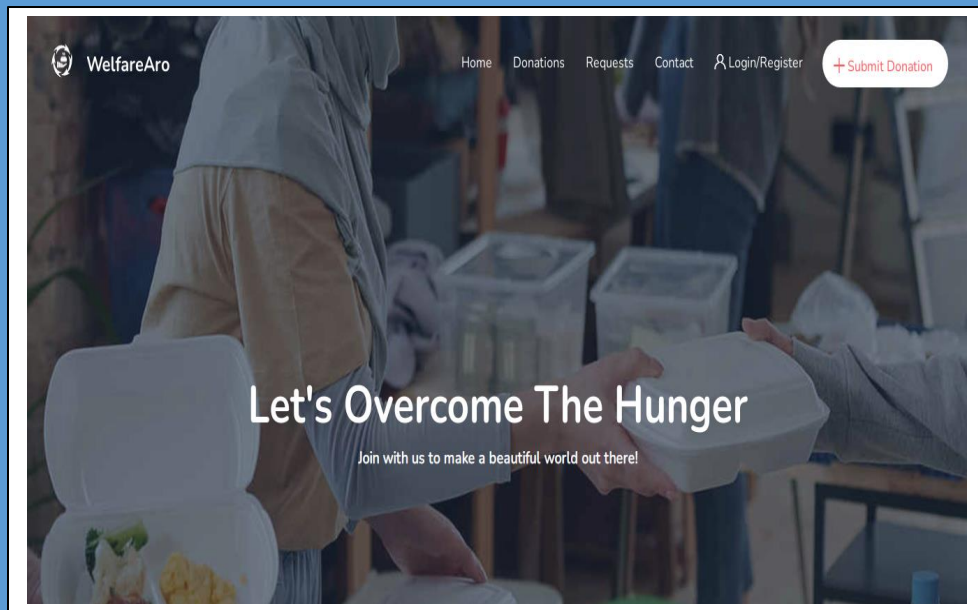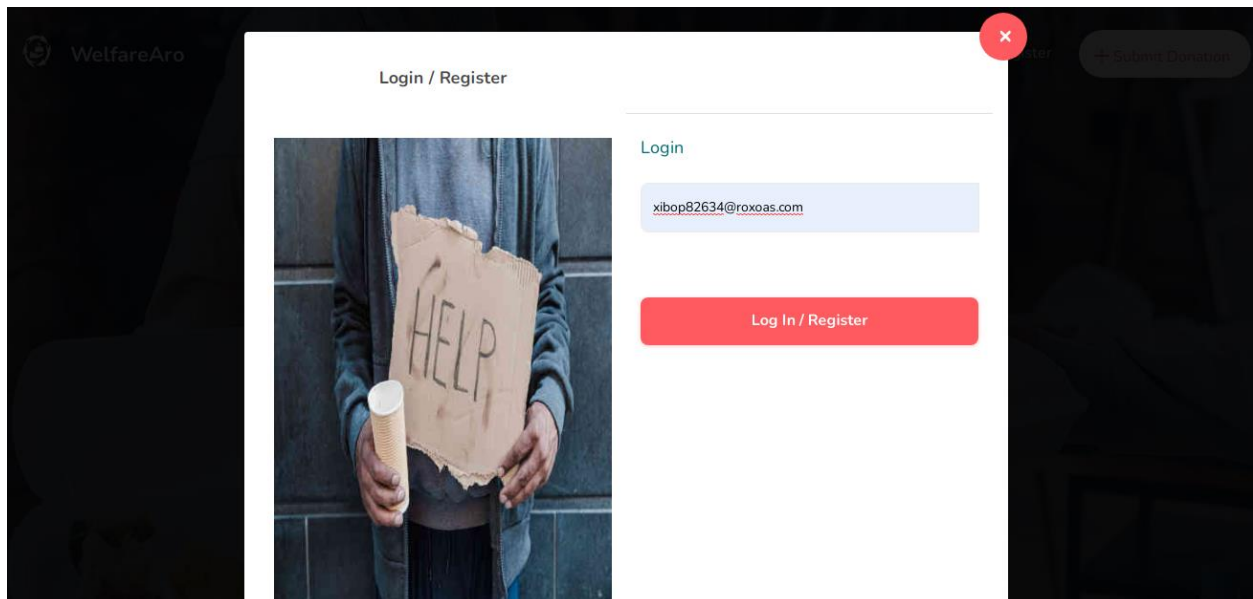## User Guide

1 How to Login/Register

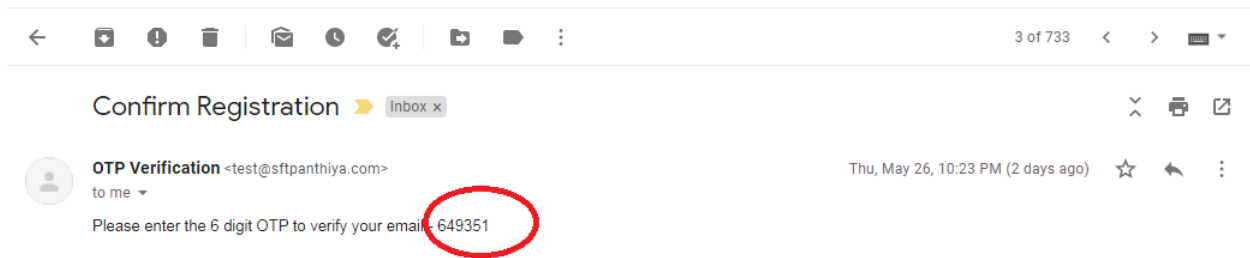## 1.1 Click on "Login/Register" button

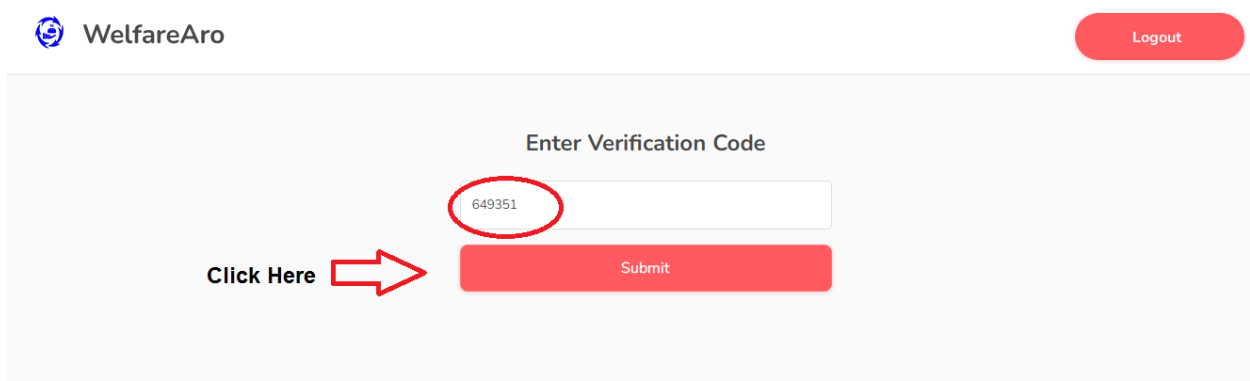## 1.2 Enter your email and click on "Login/Register" button

Tip – Don't user your personal email to this, create a brand new email

1.3 Go to your email and copy/memorized the OTP code
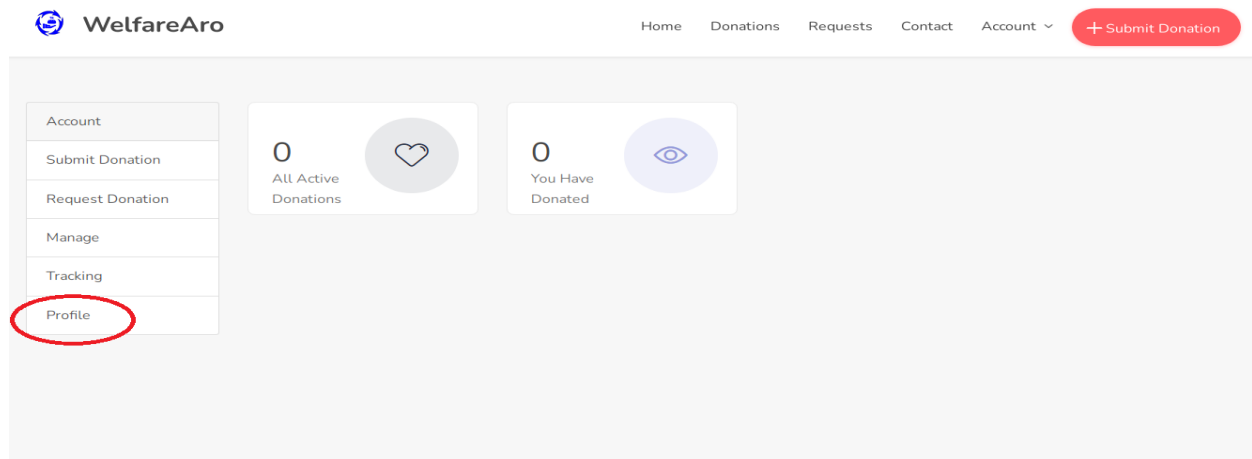

1.4 Enter your Verification Code/OTP and click "Submit" button
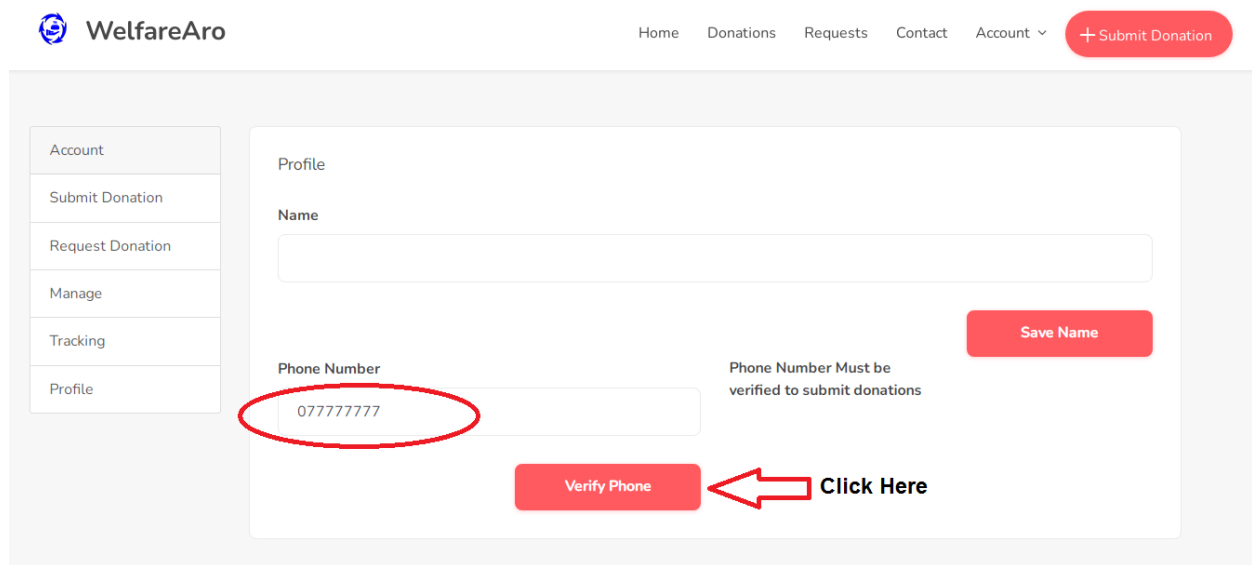

2 How to Mobile Verify an Account

You need to mobile verify your account before you post any post or claim any donation.
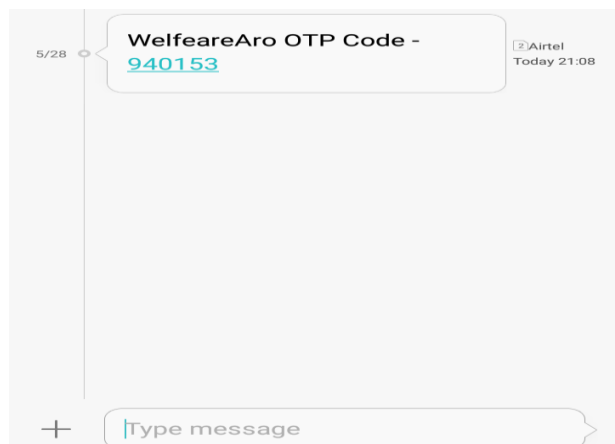
2.1 Click on "Profile" tab on your account page.

2.2 Enter your phone number and click on "Verify Phone" button

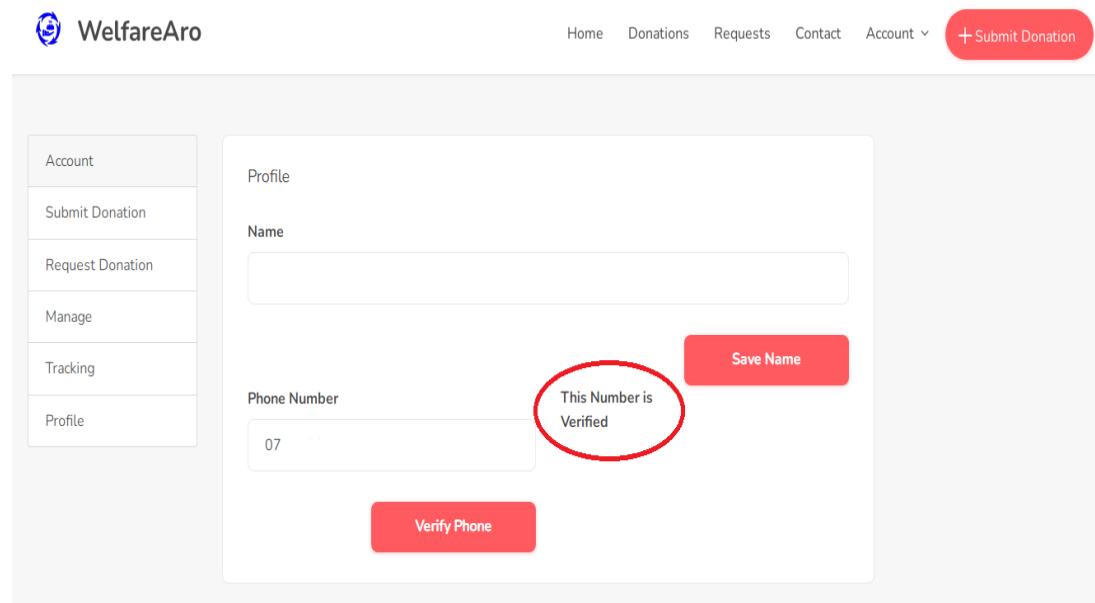## 2.2 You will get a OPT in to your mobile like below

2.3 Enter that OPT on "SMS OTP Verification" form and click "Submit" Button

2.4 Then click "Ok" button on "Done" pop-up
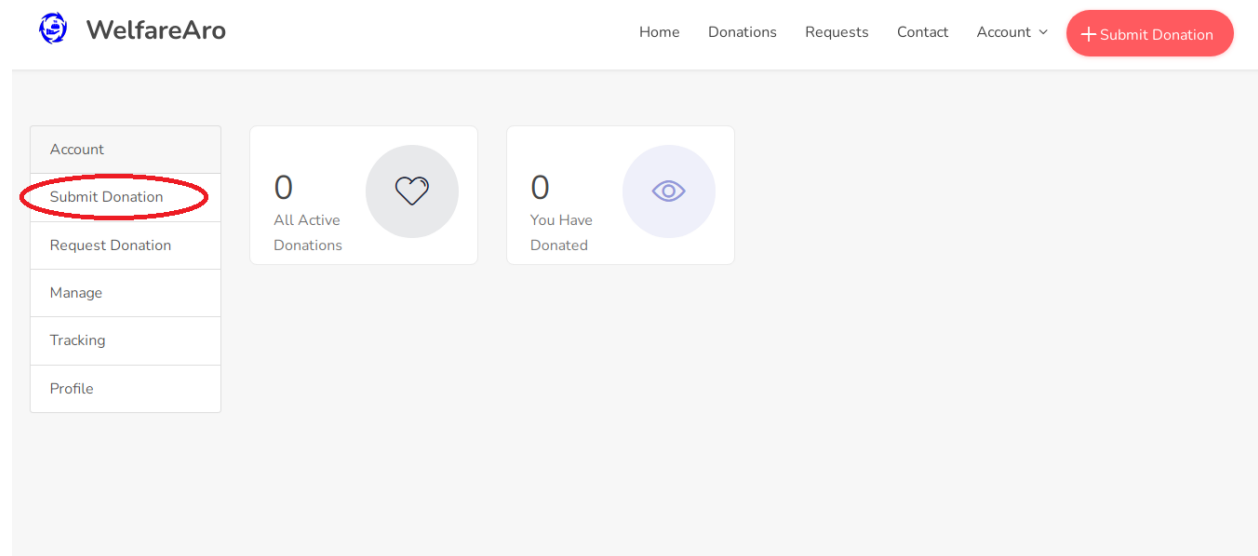
Now your account is mobile verified.

3 How to Post a Donation

3.1 Go to your account and click on "Submit Donation" tab

3.2 Fill donation form and click "Submit" button. If you want you can add an image but it is not necessary.
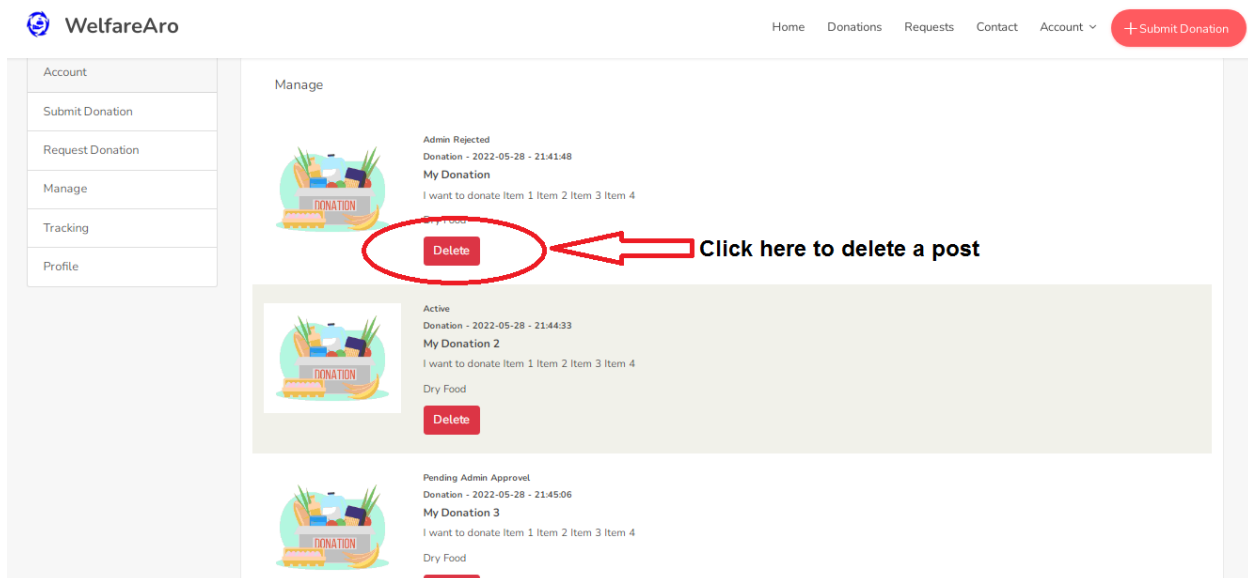

After you submit a post our team will review and approve your post within 24 hours, after that your post will appear on "Donation" page.

You can check your post status in "Manage" tab on your account.

3.3 To delete your post first go to "Manage" tab and click on "Delete" button in front of the relevant post.


4 How to Request a Donation

You need to get our manual approval to post a request a donation post. Please contact us via welfarearo@gmail.com. After we approve your request you can post requests same as you post donations and we don't allow to upload pictures.
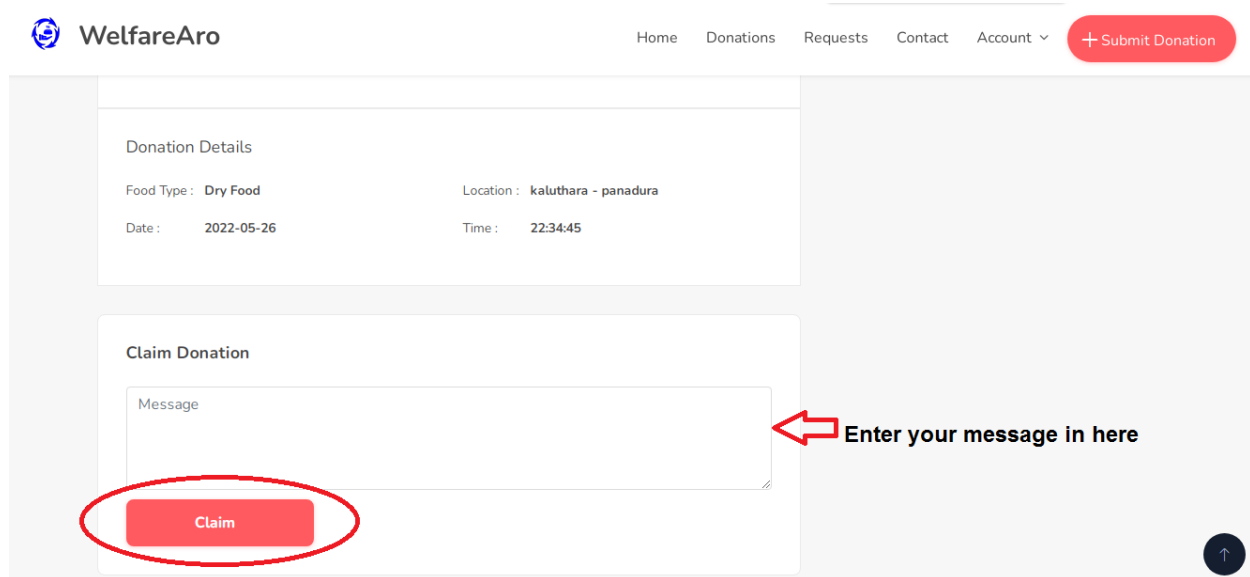
5 How to Claim a Donation

5.1 First you need to log in to your account and mobile verify it.

5.2 Then go to "Donation" page and click on the post you want to claim.
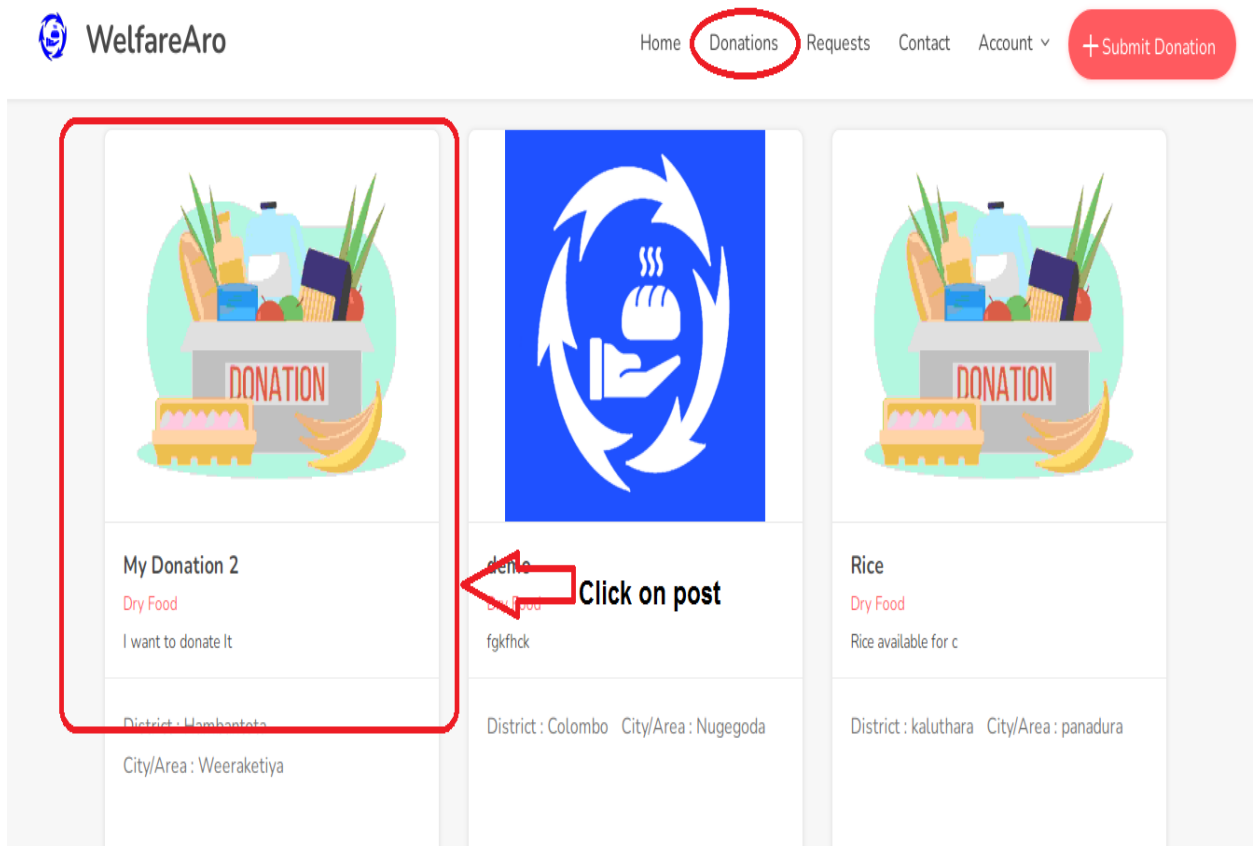
5.3 Scroll down and enter a message if you want and it is not necessary, after that click on "Claim" button.

You can check your claims status in "Tracking" tab on your account.

6 How to Approve or Reject a Claim

6.1 First you need to log in to your account and click on "Manage" tab.

6.2 Then you can see claim requests on your donations. You can accept only one claim request for a donation post. You can click "Approve" button to approve or "Reject" button to reject a claim request. Once you approve or reject a claim you can't undo it.