

## Registration/Login

### 1) How do I get started?

You can sign up on Ezysell as an individual user.

On the registration page, enter your full name, mobile number and your email address. You will receive a 4-digit OTP via SMS. Enter the OTP and you are done.

### 2) How can I sign up for a Business account if I own a company?

Register as an individual user first.

After completing the registration, go to "My Profile".

Click on "Own a Business".

Fill in all details of your company and submit.

You will receive a 4-digit OTP via SMS if you are using a different number for company. Enter the OTP.

Once all the details are verified, your account will be converted to a Business account.

### 3) Can I change my Account type from Business to Individual?

Currently it is not possible from the app. If you have to change your account from business to individual then you have to contact us on [ezysell@fijilive.com](mailto:ezysell@fijilive.com).

### 4) Can I browse or view ads without registering?

Yes, you can browse or view ads without registering on Ezysell. You can use the skip feature on the top right of the registration page. However, to use all features, you must register.

### 5) What happens if I forget the mobile number that I used to register for Ezysell?

Please follow these steps:

Open the app.

Click on forgot mobile number and it will display your mobile number.

### 6) How do I change the device that I used to register for Ezysell?

If you wish to change your device, put your sim card in your new device. Download & install Ezysell from Google Playstore or V-App Store.

Open the Ezysell app and follow these steps:

Enter your mobile number and tap on login.

A popup will appear: 'Do you want to activate new device?' Select Yes.

When you tap enter, you will receive a 4-digit OTP via SMS. Enter the OTP and your device will be changed successfully.

## Profile

### 1) Where do I find my Ezysell account details?

Go to the list of menus at the bottom and tap on Account.

### 2) How do I change my profile image?

Go to Account and tap on edit icon on the top left, beside the dummy profile picture. You can upload an image from your phone gallery or you can take a new photograph and upload.

### 3) How can I edit my profile information?

Individual Account

Go to Account and tap on edit. You will find it on the right, beside the profile image. You can edit your full name, email, gender and date of birth.

Business Account

Go to your Account and tap on edit icon beside the profile information on your right. You can edit your full name, company name, email, company email, address, website, VAT number, description, and business type.

### 4) How do I change the mobile number that I have used to register for Ezysell?

Individual Account

Log into Ezysell, go to your Account. Tap on edit icon beside Registered mobile number. Enter your new mobile number. You will receive a 4-digit OTP via SMS. Enter the OTP and your mobile number will be changed successfully.

Business Account

Log into Ezysell, go to your Account.

Tap on the edit icon beside Registered mobile number or Company mobile number.

Enter your new mobile number.

You will receive a 4-digit OTP via SMS.

Enter the OTP and your mobile number will be changed successfully.

### 5) How can I edit my locations for posting ads?

Go to your Account and tap on edit icon, beside the location. On location selection page you can select or add multiple cities or suburbs that you would like to display while posting your ads. Please note your current location will already be selected by default.

## 6) How can I edit my company profile information?

Go to your Account and tap on edit icon beside the profile information on your right. You can edit your full name, company name, email, company email, address, website, VAT number, description, and business type.

### Ad Posting

#### 1) What should I know before posting ads?

You should know how many tokens you have and how many tokens are needed to place your particular ad. If you do not have any tokens, you will be redirected to a page to top up your tokens.

#### 2) What should I know before submitting my ad?

Ad title, Ad description and Ad specification are the required fields.

##### Ad Title:

Your classifieds ad title is limited to 50 characters. Please choose concise, but descriptive words to attract the attention of users. All other information can be included in your ad description.

\* Please do not add text effects to your Ad Title or your ad will be deleted.

##### Ad Description:

Please submit an accurate description of the product or service you are offering. Please do not post words that do not represent the product or service you are offering. Doing so could result in your ad being rejected and/or your account being suspended or banned.

**\* We strongly advise that you do not list your email address in your ad description to avoid getting spam.**

##### Ad Specification:

###### Location

Please note to select the location of your ad in the city/town in which your product, property, job opportunity or business is located or is to be sold in. You can select more than one location.

###### Images for my Ad

Images must be in JPG, PNG or GIF format.

###### Video for my Ad

Video clips must be in mp4 format and should not be more than 60 seconds or 15mb.

### **3) How do I post Ads?**

Click on the green **Sell** button at the bottom.

Select the Super Category and Category for your Ad from the dropdown menu and tap Enter.

Enter your information in the appropriate fields.

Select your preferred Add-ons if you require pictures, videos or a premium badge for your ad.

Select the Date & Time for your ad to be posted on the app.

Press the Post Ad button on the bottom left to submit your ad. The ad will go to the Waiting For Verification section while you will get an OTP on your mobile. Enter the OTP, and the Ad will go to the Admin for approval.

\* If you are registered as an individual, the OTP will be sent to your mobile number.

\* If you are registered as a company, the OTP will be sent to your registered company number.

### **4) Before posting the Ad, is it possible to preview it?**

Yes, you can preview your Ad before posting by clicking on Preview in the Ad Review popup.

### **5) What is the time frame for ad approval on Ezysell?**

Ads are approved during working hours (approximately 7am-8pm), including on holidays and weekends.

### **6) After how long will my ad be approved on Ezysell?**

Your ads will be approved within 2 hours of posting, between the hours of 7am and 8pm.

### **7) How do I know if my Ad has been approved?**

Once your ad has been approved you will receive a sms alert saying your ad has been approved quoting the ad id.

### **8) Will I get an alert when my Ad is about to expire?**

Yes, you will receive a sms alert 3 hours before your Ad is due to expire.

### **9) Can I post ads that can be viewed only in certain locations?**

Yes, you can post ads that can be viewed in certain locations only. But by default when you post any ad "Show Country Wide" option is selected, therefore, if you want your ad displayed only in certain locations then you can un-check this option and edit locations. The edit location feature is at the bottom and you can select your preferred locations from the list provided.

However if any location, which you are looking for, is not displayed here, then you can go to Account and add the cities and suburbs under location.

## 10) What types of Ads are available?

**Text Ad** – This has a limit of 320 characters (the number of characters in 2 texts) and the ad will stay for 1 day. The person who placed the ad/s will get a notification saying his/her ad is about to expire. Users can post unlimited ads in this category.

**Text Ad With Pictures** – This has a text limit of 320 characters and up to 5 pictures can be uploaded. The ad will stay for 1 day. The ad will be on a first come, first served. The person who placed the ad/s will get a notification saying his/her ad is about to expire. Users can also select the premium option in order to put a ribbon on their ad and place it at the top of their respective categories. Premium ads will be displayed on a **first come, last served basis**. Users can post unlimited ads in this category.

**Text Ad With Video** – This has a text limit of 320 characters, 1 picture and 1 video (of size up to 15MB) can be uploaded. The ad will stay for 1 day. The ad will be on a first come, first served. The person who placed the ad/s will get a notification saying his/her ad is about to expire. Users can also select the premium option in order to put a ribbon on their ad and place at the top of their respective categories. Premium ads will be displayed on a first come, last served basis. Users can post unlimited ads in this category.

**Text Ad With Pictures And Video** - There will be a text limit of 320 characters, 5 pictures and video (of size up to 15MB) can be uploaded. The ad will stay for 1 day. The ad will be on a first come, first served. The person who placed the ad/s will get a notification saying his/her ad is about to expire. Users can also select the premium option in order to put a ribbon on their ad and place at the top of their respective categories. Premium ads will be displayed on a first come, last served basis. Users can post unlimited ads in this category.

All rates are introductory and will apply until the end of 2019.

## 11) What are premium ads and where will this be displayed?

Premium ads will display a ribbon on the ad. It will be placed at the top of its respective category.

## 12) How do I pay for my Ads?

You can pay for your Ads using tokens. Each token can be bought for \$1. Tokens can be bought through the following plans:

### Regular Plan

You can buy individual tokens in \$1 multiples up to a maximum of \$4.

### Double Up Plan

You can buy bulk tokens in \$5 multiples up to a maximum of 50 tokens. So if you buy 5 tokens, you will get a bonus 5 tokens or a total of 10 tokens.

\* All Ads are free until **June 30, 2019**.

### 13) What is the cost of Ads?

The cost depends on the Ad you have chosen to post.

Text Ad: \$1

Pics Ad: \$2 (+ \$2 for a premium ad) = \$4

Video Ad: \$2 (+ \$2 for a premium ad) = \$4

Video + Pics Ad: \$3 (+ \$2 for a premium ad) = \$5

### 14) Can I access the Ads I have posted?

Yes, you can access your Ads from My Ads section in the main menu.

### 15) What is My Ads?

The My Ads section allows you to manage all your Ads in one place under various headers:

**Shortlisted Ads:** All your favourite (or shortlisted) ads will available here.

**Recently Viewed Ads:** All ads which you have viewed recently on the app will be available here.

**Incomplete Ads:** All your incomplete ads are here. You can complete and post the ads any time.

**Waiting for Approval:** All the Ads you have posted will be displayed here until they are approved. A user posting an Ad can view or delete the ad in this section. If an Ad is deleted while waiting for approval, no credit will be given, but it will be visible under the Deleted Ads section.

**Active Ads:** Once your Ad is approved, it will be displayed in this section. You can delete, extend, edit and view the Ads here. If an Ad is deleted after approval, no credit will given, but it will be visible under the Deleted Ads section.

**Expired Ads:** This will show all your expired Ads. You can repost and view Ads here.

**Rejected Ads:** This will show all your rejected Ads. You can edit your Ads and repost them here.

**Deleted Ads:** This will show all your deleted Ads. You can view your ads but you cannot repost them here.

### 16) How many Ads can I post?

You can post an unlimited number of ads but duplicate ads will not be accepted.

### **17) Can I repost my expired ad?**

Yes, you can view and repost your expired ad by going to Expired Ads under My Ads menu with or without edit. Please note you cannot change the type of ad and category. However any edited ad will go to admin for fresh approval. An ad that is not edited does not need to go for approval.

### **18) Can I repost my rejected ad?**

Yes, you can repost your rejected ad by going to Rejected Ads under My Ads menu. But all rejected ads must be edited before reposting. You are given only one chance to re-post your rejected ad. If the original reference ad is rejected and the newly posted ad is also rejected, then there is no credit given and both ads are banned.

### **19) How can I delete my own ad?**

You can delete your own ads by going to My Ads menu. You will see delete option below each of your ads under Active Ads.

### **20) Can I edit my ad after it has been approved?**

Yes, you can edit your ad anytime by going to Active Ads under My Ads menu and clicking on Edit. But any changes made to your ad will go for re-approval from the admin.

### **21) Can we change the status of our ad if the items we are selling are sold?**

Yes, you can change the status of your active ads by following these steps:

Goto My Ads menu

Goto Active Ads

Here you will see sold option below each of your ads, on your right, which will allow you to mark them as sold or unsold (in case you have accidentally marked any of your ad as sold).

### **22) Is my Ezysell account available across all my mobile devices?**

No. Currently the account is limited to one mobile device.

### **23) Can I change my home screen to Buyers or Sellers?**

Yes, but this option will only be available once you have posted your ad and it has been approved by the admin.

### **24) How can I change my homescreen to Buyer or Seller?**

You can change your homescreen to Buyer or Seller using the switch option showing on top of the app, before the location icon.

## **25) Is it possible to change my default homescreen?**

Yes, you can change default homescreen to Buyer or Seller in the Account section under Settings. You can select your preferred homescreen and tap on back. Note: Your settings will be applied when you re-open the app.

## **26) What ads will be displayed on Buyers' home screen?**

Ads on the buyers home screen will be displayed based on the user's IP address (default city will be given) along with the ads posted by sellers in all locations.

A buyer's screen will have the following details:

Trending Ads

Featured Ads

Recently added – The last placed ad

Top viewed ads – The most viewed ad

Display all ads by a seller

Price of item (if available)

Display by location through IP address. Please note, in the location selection area, users can select their preferred location.

Display by category, price range, or/and any applicable fields

## **27) What ads will be displayed on Sellers home screen?**

The home screen will show ads based on the categories selected.

The seller home screen will only show ads from the chosen category. The display order for ads will be:

Category chosen + city + area (taken from the profile section)

Category chosen + city

Category chosen + all other locations

## **28) I am a real estate agent. Can I enter my licence number?**

Yes, you can add your licence number under User Details when you are posting an Ad under Real Estate category.

## **29) Can I display Ads according to my custom settings?**

Yes, you can use the filter option to display the Ads according to price, category and more. You will also get product alert emails related to these filters.

### **30) How can I create my custom filter/s?**

You can create your custom filter/s by going to browse menu.  
Select the Super Category and Category and tap enter.  
Look for the Filter option on top and click.  
Select the available fields and change the settings you want.  
Click on Apply on the bottom right, and you are done.

### **31) How can I save my custom filter/s?**

You can save your custom filter/s by going to the browse page from the main menu.  
Select the Super Category and Category and tap enter.  
Click on the Filter option.  
Select the available fields and change the settings you want.  
Click on Save, at the bottom left.  
Enter a title and click OK.

### **32) Where can I view or delete my filter settings?**

You can view your filter settings on the Profile page under Saved Filters. If you want to delete your filter settings, you can click on the Delete icon.

### **33) How can I sort ads?**

You can sort ads by going to browse menu.  
Select the Super Category and Category and tap enter.  
Click on the Sort By option on the top left.  
You can sort by Recent Ads, Highest and Lowest Price.

### **34) How can I search Ads?**

You can search ads by using the search option at the top left.

### **35) Can I view Ads by location?**

Yes, you can view Ads by location by tapping on the location icon at the top. You can select the location you want and the ads will be displayed accordingly.

### **36) Can I rate sellers?**

Yes, you can rate sellers. Go to the detail page and at the bottom you will find Seller Details. Click on Rate The Seller link, and give a rating from 5 to 1, with 5 being the highest and click on submit.

### **37) Can I report Ads with bad content, profanities, wrong or misleading images?**

Yes, you can by using the Report This Ad feature under the Seller Details section of the Ad details page. You can choose the reason, describe the ad and submit.

### **38) Can I see the number of times my Ad has been viewed?**

Yes, you can see the number of times your Ad has been viewed under the Seller Details section of the Ad details page.

### **39) I am getting an error message while posting Ads.**

Please email us the error message at [ezysell@fijilive.com](mailto:ezysell@fijilive.com) (subject: Error Posting Ads). The issue may be due to problems at either your end or ours. Please check your network connection and/or your available tokens.

### **40) How do I add Ads to my shortlist?**

To add Ads to your shortlist, please tap on the heart icon.

### **41) Where can I find my shortlisted ads?**

You can view all your shortlisted ads by going to the My Ads menu and clicking on Shortlisted Ads.

### **42) Can I try Ezysell for free?**

Yes, everyone can use Ezysell for free till June 30, 2019. You will get 50 free tokens each time you click on Get Free. Once you run out of the 50 free tokens, you can click again on Get Free under the Token Plan page and get more tokens. But all free tokens will expire on June 30, 2019.

### **43) What are the options for posting Ads?**

**Post Now:** You can post the Ads that will go live as soon as the admin approves it. The Ad will be on the app for 24 hours from the time it goes live.

**Post Later:** You can choose to post the Ads at a future date and time.

\* If you have selected the time, after admin approval, the ad will be displayed based on your selected date and time. It will expire 24 hours after the chosen starting time.

- If you have not selected the time, after admin approval, the ad will be displayed based on your selected date but the time will start from 00.00 hours and the ad will expire on the same date at 23:59 hours.

### **44) Can I post Ads over multiple, random days?**

Yes, you can select multiple, random dates from the given calendar as well as the time you wish the Ad to be posted. If you try to place an Ad where there is no free slot, you will be notified the space is not available.

#### **45) Can I view the ads which I have seen recently?**

Yes, you can view all your recently viewed ads by going to the My Ads menu and clicking on Recently Viewed Ads.

#### **46) How will a buyer respond to my Ad?**

Anyone can view an Ad, but a potential buyer must have an account to respond to an Ad. They can respond by email, SMS or a call, details of which you have entered previously.

#### **47) I am having problems posting ads on Ezysell.**

Please let us know which error message you are getting while posting the ad. Email us at [ezysell@fijilive.com](mailto:ezysell@fijilive.com)

### **Tokens**

#### **1) What are the steps for buying Tokens?**

Tap on the currency icon.

You will be redirected to the Token Plan page which will show you Regular and Double Up Plans.

You can click on plus (+) to increase number of tokens you want or you can use minus (-) to decrease.

After selecting the number of tokens, click on Buy option below each plan depending what you have selected.

You will see Payment Mode popup and it will show M-Paisa as the payment option. Click on OK.

Now you will be redirected to the M-Paisa Payment page.

Enter your phone number that is registered with your M-Paisa account.

Enter your 4-digit M-Paisa pin and tap on Login.

You will receive a 6-digit code on your phone via sms.

Enter the code and tap on Verify and Pay, and you are done with the payment.

Now you can see that the token has been updated on your account.

#### **2) How many tokens can I buy?**

You can buy a minimum of 1 token and a maximum of 9,999 tokens.

#### **3) Is there any expiry date for paid tokens?**

All paid tokens will be valid forever. However, any free or bonus tokens issued after the free trial will have a validity of 90 days.

#### 4) Where can I check how many tokens I have?

You can check the number of tokens available at the top section of the app with currency icon beside it.

#### 5) Will my token/s be credited if I delete my Ad while it is pending approval?

No. You will not be refunded if you do this at this stage.

#### 6) Will my token/s be credited if I delete my Ad after it has been approved?

No. You will not be refunded if you do this at this stage.

#### 7) Will my token/s be credited if my Ad is rejected?

Yes. But it will only be refunded the first time an Ad is rejected.

#### 8) What payment options can I use to buy tokens?

You can buy tokens using the M-Paisa wallet only.

\* If you are not an active M-Paisa user, please refer to the M-Paisa registration section on how to set up your account.

#### 9) How do I register to use the M-Paisa service?

All newly registered sim cards are activated for M-Paisa by default. You can register and open your M-Paisa account with a balance of \$0.00. If your number is yet to be registered for M-Paisa, you can follow the following steps to activate your account for M-Paisa.

**Option 1:** Visit any Vodafone Fiji retail outlet or authorised M-Paisa agent with your mobile phone to register as a M-Paisa customer.

You will need to present a valid photo identification card such as: Passport, Driver's Licence, FNPF card, Military/Police card, Social Welfare card, Citizenship Certificate, VKB ID or Voter Registration ID.

**Option 2:** You call 124 (for Vodafone prepay customers), 125 (for Vodafone postpay customers) or 123 (charged service); and for Inkk users, either 444 or 443 (charged service) and provide the following details:

Full name

Date of birth

Your identification card and number used for the registration of your sim card.

**Option 3:** You can send us an email at [info@vodafone.com.fj](mailto:info@vodafone.com.fj), chat with us on Vodafone Fiji Live Chat

or send us a personal message on Vodafone Fiji Facebook page and provide the registration details as listed above in Option 2 and we can help you register for the M-Paisa service.

Once you are registered for M-Paisa, you can dial \*181# to access the M-Paisa menu and follow the steps on your mobile phone.

For further details on M-Paisa, please visit:

<https://www.vodafone.com.fj/PersonalMaster/Services/M-PAISA-Vodafone-Money-Transfer/Frequently-Asked-Questions.aspx#FAQLink271>

## General

### 1) Where can I edit my settings?

You can edit your settings by going to Account and clicking on Settings. In Settings you are able to manage your preferred homescreen, logout option and app version.

### 2) How do I log out of Ezysell?

Go to Account, then Settings. Click on the logout button.

### 3) Can I log out if I do not have an Internet connection?

No. You will need an Internet connection to log out.

### 4) On which devices can I access Ezysell?

You can access Ezysell on any Android device that supports API level 18 (Android 4.3 Jelly Bean) and above.

### 5) What else I can view under Help & Support page under Account.

You can view Terms of Use, Privacy Policy and About Us.

### 6) How can I send my feedback on Ezysell?

You can send us your feedback by tapping on Feedback on Help & Support page under Account.

### 7) Can I share the Ezysell app with my friends?

Yes, go to Account

Click on Help & Support

Tap on Invite Friends

### **8) Can I Rate This App?**

Yes you can rate our app from the Help & Support page under Account.

### **9) I am having problems downloading the Ezysell app?**

Please let us know which Android device you are using. Email us at [ezysell@fijilive.com](mailto:ezysell@fijilive.com)

### **10) How do I uninstall the ezysell app completely from my device?**

Select the Settings app from your app drawer or home screen.

Tap Apps & Notifications, then hit See all apps.

Scroll down the list until you find the app you want to remove and tap it.

Select Uninstall.