HomeServ

CUSTOMER USER GUIDE

How to use HomeServ

Create your account, sign in and book a service — step by step.

Sign up & login | Book a service | Tracking & support

homeservs.com
Support: +91 99833 67739 · support@homeservs.com

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START HERE

Welcome to HomeServ

HomeServ connects you with verified professionals for cleaning, plumbing, electrical work, painting, carpentry, AC repair and more — with clear pricing and a simple booking flow.

1 · Create an account

Sign up with Google or email, then choose whether you want to book services or provide them.

2 · Book a service

Pick a service, date and time slot, then add the address where the work should happen.

3 · Track your booking

Follow your booking in My Bookings and contact support if anything needs to change.

What's inside this guide

1 Create your account (sign up)

2 Sign in & reset your password

3 Book a service — the 4-step wizard

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BEFORE YOU START

Keep your **email** and a **10-digit mobile number** ready. The email is used for login and booking updates; the mobile number helps the professional reach you on the service day.

1 GETTING STARTED

Create your account (sign up)

Open **homeservs.com** and click **Sign Up** (top-right of the menu), or go directly to **/auth/signup**.

Option A — Continue with Google

1. Click **Continue with Google**.
2. Choose the Google account you want to use.
3. Allow HomeServ to read your name and email.
4. Continue to choose your account type (next card).

Fastest option. Your Google name and email are filled in automatically.

Option B — Sign up with email

1. Enter your **full name**.
2. Enter a **valid email** (this becomes your login).
3. Create a **password** that meets all rules below.
4. **Username** is optional — but it must be available.
5. Click **Create account**, then choose your account type.

Password rules

- At least **8 characters**
- At least one **uppercase** letter (A–Z)
- At least one **lowercase** letter (a–z)
- At least one **number** (0–9)
- At least one **special character** (e.g. ! @ # $ % & *)

> Example of a strong password: **Jodhpur@2026**

Username rules

- **3–20 characters**
- Only **lowercase letters, numbers and underscore** (a–z, 0–9, _)
- Must be **unique** — the field shows "available" or "taken" while you type
- Optional: if you leave it blank, you can still sign up

Username is only a display handle; you sign in with your email or Google account.

Choose your account type

Customer I want to book home services.

You will land on your customer dashboard after sign up.

Service partner I want to provide services and earn.

Pick a category such as Cleaning, Plumbing, Electrical, Painting, Carpentry, AC Repair, Beauty or Wellness. You will land on the worker dashboard.

1. **Add your mobile number** — exactly 10 digits, no +91 or spaces.
2. **Click Continue** to finish. You are signed in automatically.
3. You will be taken to your **dashboard** (customer) or **worker dashboard** (partner).

GOOD TO KNOW

If you see **"Email already registered"**, the email is already on HomeServ — go to **Login** instead, or use **Forgot password**. One email can have only one account, so use a different email for a worker account.

2 RETURNING USERS

Sign in & reset your password

Open **/auth/login** and choose the same method you used while signing up.

Login with Google

1. Click **Login with Google**.
2. Select the same Google account as before.
3. You are taken to your dashboard automatically.

Login with email

1. Click **Login with Email**.
2. Enter your **email** and **password**.
3. Use the eye icon to check what you typed.
4. Click **Login**.

Forgot your password?

1. On the email login screen, click **Forgot password?**
2. Enter your registered email and click **Send Reset Link**.
3. Open the email and follow the reset link (check spam/junk too).
4. Set a new password, then log in again.

Situation	What to do
Signed up with Google	Use **Login with Google** — there may be no email password for that account.
Signed up with email	Use **Login with Email**, or reset the password if you forgot it.
"Account blocked" message	Your account was disabled by an administrator. Contact support to resolve it.
Session expired	Simply log in again. For your safety you may be asked to sign in after a long break.

WHERE YOU LAND AFTER LOGIN

Customer → **/dashboard** · Service partner → **/worker**.

3 THE MAIN FLOW

Book a service — 4 easy steps

Click **Book a Service** on your dashboard, use a **Quick Book** category, or pick a service from the homepage. The wizard has four steps: Service → Date & Time → Address → Confirm.

Step 1 · Choose a service

- Search by name, or filter by category (Cleaning, Plumbing, Electrical, AC Repair, and more).
- Each card shows the **service, duration and price**.
- Select a card, then click **Next**.

Step 2 · Pick date & time

- Choose any date within the **next 14 days**.
- Choose a time slot: **9:00 AM to 6:00 PM** (hourly slots).
- Click **Next** once both are selected.

Step 3 · Add the service address

- Enter the **full address**: house/flat number, street, area, landmark, city and PIN code (at least 6 characters).
- Confirm the **contact number** — it must be exactly 10 digits and is pre-filled from your profile.
- Add **notes** if helpful (gate code, parking, pets, floor number).
- Click **Next**.

TIP

The professional calls the number on the booking, so make sure it is switched on and reachable on the service day.

Step 4 · Confirm your booking

- Review the service, date, time, address and price.
- Click **Pay ₹59 & Confirm** — the secure Razorpay window opens, where the platform charge is paid online.
- When it succeeds, you land on the **Booking Confirmed** page with your booking ID.
- Save the booking ID — it is the fastest way for support to find your booking.

IMPORTANT

A booking is created as soon as you confirm. If something does not look right on the confirmation screen, contact support with your **booking ID** before the service date.

4 TRACKING

After booking — status & notifications

Every booking moves through a clear status flow. You can see the current status any time in **My Bookings**.

Status	What it means	What you should do
Pending	Booking received. A professional is being assigned.	Nothing — you will be notified when it is confirmed.
Confirmed	A professional has been assigned for your date and time.	Check the professional's name and phone in the booking card.
In progress	The professional has started the work.	Coordinate on-site; keep your phone reachable.
Completed	The work is finished.	Check the work; contact support if anything is wrong.
Cancelled	The booking was cancelled.	Contact support if you did not request this.

Notifications

- Booking confirmation and status changes are emailed when your account has an email address.
- The **professional's name and phone number** appear on the booking card once assigned.
- Your dashboard highlights active jobs so you always know what is upcoming.

On the service day

- Keep the contact number switched on.
- Make sure someone is available at the address at the chosen time.
- Verify the professional's name against the booking card before letting them in.
- Check the work before the professional leaves.

SATISFACTION

Not happy with the work? Contact support within a reasonable time with your booking ID so the issue can be reviewed and resolved.

5 YOUR ACCOUNT AREA

Dashboard, bookings & profile

After logging in as a customer, the left sidebar gives you four sections: **Dashboard**, **Book Service**, **My Bookings** and **Profile**. **Logout** is at the bottom.

Dashboard

- Greeting and a big **Book a Service** button.
- Four stats: **Total Bookings, Active Jobs, Completed, Total Spent**.
- **Quick Book** shortcuts: Cleaning, Plumbing, Electrical, AC Repair.
- **Recent Bookings** with status and worker details.

My Bookings

- Counters for total, pending and completed bookings.
- Search by service name.
- Filter by status: All, Pending, Confirmed, In Progress, Completed, Cancelled.
- Each card shows the service, date/time, address, status and worker details.

Profile — keep your details correct

Editable by you:

- Full name
- Email address
- Address

Click **Save** after editing. The change appears across the app.

Managed with support:

- Mobile number
- Username
- Account type (customer / partner)

Contact support to change these, so your bookings stay linked to the right account.

BOOKING FOR A DIFFERENT ADDRESS?

You can enter any service address during the booking (Step 3) without changing your profile. Update the phone number on the booking if the professional should call a different number.

Logging out

Use **Logout** at the bottom of the sidebar, especially on a shared or public device. You will need to sign in again to book or view bookings.

6 HELP

Troubleshooting & FAQ

I cannot log in.

Use the same method as sign up (Google or email). For email accounts, reset the password. If the message says the account is blocked, contact support.

I did not receive the confirmation or reset email.

Check spam/junk and promotions folders, confirm the email on your account, and try again. Your booking is still visible in My Bookings even without the email.

The username I want is taken.

Usernames must be unique. Add numbers or an underscore, or leave the username blank — you still log in with your email.

I entered the wrong address or phone number.

Update your address in Profile. Phone number changes are handled by support. If a booking is already active, contact support as early as possible so the professional gets the correct details.

The professional has not arrived.

Call the professional using the number on the booking card. If unreachable, contact support with the booking ID for help arranging a replacement or resolution.

I need to change or cancel my booking.

Contact support as early as possible with your booking ID. The team will update or cancel the booking for you so nothing goes wrong with an active job.

The booking is not showing in My Bookings.

Refresh the page and make sure you are logged in with the account used to book. If it still does not appear, contact support with the booking ID.

How do I delete my account?

Contact support from your registered email or phone. Account deletion is handled by the team after verification.

Can I book for someone else?

Yes. Enter their address in Step 3 and a contact number the professional can reach on the service day. Keep the booking in your account so you can track it.

7 WE'RE HERE TO HELP

Contact support

HomeServ Support

Have your booking ID ready — it helps us resolve things faster.

PHONE	EMAIL	WEBSITE
+91 99833 67739	support@homeservs.com	homeservs.com

8 PRINT ME

Quick reference checklist

Before booking

- ✓ Account created & logged in
- ✓ Email verified / correct
- ✓ 10-digit contact number ready
- ✓ Full address with PIN code
- ✓ Service & slot chosen

During booking

- ✓ Correct service selected
- ✓ Date & time double-checked
- ✓ Landmark and floor added in notes
- ✓ Contact number reachable
- ✓ Booking ID saved

After service

- ✓ Work checked after service
- ✓ Status shows Completed
- ✓ Issue reported to support if any
- ✓ Booking ID kept for reference

ONE LAST THING

Keep this guide handy for your first booking. After that, the four-step booking wizard and the My Bookings page contain everything you need.