

WISEIN - COMPLETE PLATFORM USER GUIDE & OPERATIONAL DOCUMENTATION

1.What is WiseIn?

WiseIn is an enterprise-grade, trust-first professional networking platform created by *Sanshi Network Tech Private Limited*. Built to eliminate identity fraud, hiring scams, and spam on traditional networks, WiseIn mandates government-backed identity authentication for individuals (via DigiLocker, Aadhaar, or PAN) and corporate registration verification for businesses (via CIN, GST, and domain authentication).

WiseIn integrates five core operational pillars into a unified web and mobile environment:

1. Trust & Verification: 100% authenticated members and real corporate pages.
2. Video-First Connections: Short-form video posts ("Waves") and 1:1 / group video meetings.
3. AI Collaboration: Automated post-meeting transcription, action items, and executive summaries.
4. Scam-Free Recruitment: Verified corporate job postings and authenticated candidate profiles.
5. Spam-Free Messaging: Verified direct chat and meeting booking requests without bot spam.

2.Step-by-Step Sign-Up Process

1. Navigate to <https://www.wisein.in/sign-up>.
2. Enter Username: Input your chosen Username.
3. Enter Email Address: Input your valid personal or corporate Email Address.
4. Create Password: Enter a secure password (minimum 8 characters, containing uppercase, lowercase, numbers, and symbols).
5. Request OTP: Click Send OTP / Verify Email.
6. Enter OTP: Retrieve the 6-digit One-Time Password (OTP) sent to your registered email inbox and enter it into the verification modal.
7. Complete Sign-Up: Click Submit & Continue.

Expected System Response:

- Success: The system validates the email OTP, registers your initial account in the database, and automatically directs you to Step 2: Mandatory Identity Verification (KYC).
- Error: If the username is already taken or does not match valid ID naming rules, an inline alert displays: *"Username unavailable or invalid format. Please match your Government ID name."*

3.GOVERNMENT IDENTITY & VIDEO KYC VERIFICATION

1. After completing sign-up, the Identity Verification Portal opens automatically (or go to Settings > Verification).
2. Select Government ID Document:
 - Option 1: DigiLocker Gateway (Fastest): Click Verify with DigiLocker -> Log into DigiLocker using Aadhaar/Mobile -> Grant document access.
 - Option 2: Aadhaar Card OTP: Enter 12-digit Aadhaar Number -> Click Send Aadhaar OTP -> Submit OTP sent to your Aadhaar-linked mobile.
 - Option 3: PAN Card Verification: Enter 10-digit PAN Number and Full Legal Name as per PAN record.
3. Complete Video Liveness Check:
 - Allow camera access when prompted by the browser.
 - Perform a short 3-second face liveness scan in front of your webcam/mobile camera.
4. Click Complete Verification.

Expected System Response:

- Success: System validates your name and face scan against government records. The Blue Verified Checkmark (✓) is assigned to your profile, granting full platform access.
- Failure: If verification fails due to name mismatch or unclear camera scan, system alerts: *"Verification Failed: Document details do not match account profile. Please retry."*

4.PROFILE SETUP & VERIFIED PORTFOLIO BUILDER

1. Click your profile avatar -> Click Edit Profile.
2. Upload a professional headshot and background cover banner.
3. Add your Headline and Bio (describing your current role, skills, and industry focus).
4. Go to Experience: Click + Add Experience, enter Job Title, Company Name, Employment Type, and Start/End Dates.
5. Go to Education: Click + Add Education, enter Degree, Field of Study, and Institution.
6. List your core Skills and save.

Expected System Response:

- Profile is updated live with verified employment tags if your company is registered on WiseIn.

5.EXPLORE & ADVANCED MEMBER DISCOVERY

1. Navigate to **Explore** (/explore).
2. Type a query into the search bar (e.g., "*Senior Software Engineer*").
3. Apply filters: Role, Location, Skills, Verified Status, and Availability for 1:1 Video Calls.
4. View matching verified member cards and click **Book Meeting** or **Connect**.

6.WAVES (SHORT-FORM VIDEO HUB)

Watching & Uploading Waves (<https://www.wisein.in/waves>)

1. Navigate to **Waves** (/waves).
2. Scroll through short vertical video clips.
3. To upload a Wave: Click + **Create Wave** -> Drag & drop a 9:16 vertical video (max 90s) -> Enter Title and Hashtags -> Click **Publish Wave**.

7.JOBS & VERIFIED RECRUITMENT PORTAL

Job Applications & Employer Posting (<https://www.wisein.in/jobs>)

1. Job Seekers: Search jobs -> Click listing -> Click Easy Apply using your verified profile.
2. Employers: Ensure company page is verified -> Click Post a Job -> Fill role requirements and screening questions -> Publish listing.

8.MY NETWORK & VERIFIED SPAM-FREE CHAT

Network Growth & Direct Chat (<https://www.wisein.in/network> & [/chat](https://www.wisein.in/chat))

1. Go to My Network to accept incoming connection requests.
2. Go to Chat to message connected verified members.

9.ORGANIZATIONS (WISEIN FOR BUSINESS)

Company Setup & Corporate Verification (<https://www.wisein.in/organizations>)

1. Click Organizations -> Click Create Organization Page.
2. Fill in business name, website, and company bio.
3. Go to Organization Settings > Verification: Upload CIN Certificate, GSTIN Certificate, Company PAN, and verify Corporate Email Domain OTP (admin@company.com).
4. Upon review (24-48h), your page receives the Verified Business Badge.

10. SETTINGS & ACCOUNT CONTROLS ([wisein.in/settings](https://www.wisein.in/settings))

The Settings module (<https://www.wisein.in/settings>) contains 12 distinct sub-menus. Below is the exhaustive detail, usage, input fields, and options for every single sub-menu item:

10.1 Edit Profile

- **Purpose:** Manage primary public profile identity, contact information, bio, and suggestion visibility.
- **UI Elements & Form Fields:**
 - **Change Photo Button:** Trigger file uploader (image/*) to update avatar headshot.
 - **Username Display:** View your verified platform handle (@yourusername).
 - **Phone Number Field:** Country code selector (e.g., +91, +1) and numeric phone input field.
 - **Current Job Title Field:** Text input for professional designation (e.g., *"Lead Architect"*).
 - **Website Field:** Text input for personal/corporate portfolio URL. (*Note: Link editing available on mobile app*).
 - **Current Organization Field:** Text input for employer company name.
 - **Bio Field:** Text area with real-time character counter (up to 150 characters).
 - **About Section:** Rich text editor block for detailed background summary.
 - **Gender Selector Dropdown:** Select gender (Male, Female, Non-Binary, Prefer not to say). (*Note: Kept private; not shown on public profile*).
 - **Show Account Suggestions on Profiles Toggle:** Toggle switch (ON/OFF). Controls whether your profile is suggested to other members and whether similar profile suggestions appear on your page.
 - **Submit Button:** Saves profile changes.

10.2 Notifications

- **Purpose:** Configure multi-channel notification alerts to prevent alert fatigue.
- **UI Elements & Options:**
 - **Channels:** In-App Alerts, Push Notifications, Email Digests.
 - **Event Controls:** Toggle alerts for Connection Requests, 1:1 Video Meeting Invites, Direct Chat Messages, Job Recommendations, Post Engagements (Likes/Comments), and Company Announcements.

10.3 Sign in & Security

- **Purpose:** Protect account credentials and manage session authentication.
- **UI Elements & Options:**
 - **Change Password:** Input fields for Current Password, New Password, and Confirm New Password.
 - **Two-Factor Authentication (2FA):** Enable/Disable 2FA via SMS OTP or Authenticator App (Google Authenticator / Authy).
 - **Login Sessions & Devices:** View active logged-in devices, locations, IP addresses, and click **Revoke Session / Log Out All Other Devices**.

10.4 Subscriptions

- **Purpose:** Manage paid platform tiers and billing details for individuals and businesses.
- **UI Elements & Options:**
 - **Current Plan Card:** Displays active plan tier (Free Trial, Professional, Enterprise).
 - **Billing Cycle Toggle:** Switch between Monthly and Annual billing options.
 - **Payment Methods:** Add/Remove credit cards, UPI, or corporate net banking.
 - **Invoices & Receipts:** Download past billing statements and GST tax receipts.
 - **Upgrade / Downgrade Plan Button:** Change subscription tier.

10.5 Data Privacy

- **Purpose:** Control profile visibility, search engine indexability, and meeting request eligibility.
- **UI Elements & Options:**
 - **Profile Visibility:** Toggle between *Public* (visible to all web users) and *Network Only*.
 - **Search Engine Indexing:** Allow/Disallow Google and external engines to index your profile page.
 - **1:1 Meeting Eligibility:** Set who can book video calls with you (*Everyone, Verified Members Only, Connections Only*).
 - **Connection List Privacy:** Choose who can view your connected contacts (*Public, Connections Only, Only Me*).
 - **Data Export Request:** Click **Download My Data Archive** to receive a ZIP file of all posts, messages, and meeting logs.

10.6 Scheduled Post

- **Purpose:** Manage draft posts and automated content publication schedules.
- **UI Elements & Options:**
 - **Scheduled Queue:** View upcoming posts, queued publication timestamps, and intent tags.
 - **Actions:** Edit scheduled text, reschedule time slot, or **Publish Now / Delete Draft**.

10.7 Saved Content

- **Purpose:** Access bookmarked platform resources in a single repository.
- **UI Tabs:**
 - **Saved Posts:** Bookmarked feed posts and articles.
 - **Saved Waves:** Saved vertical video clips.
 - **Saved Jobs:** Bookmarked job vacancies.

10.8 My Ads

- **Purpose:** Advertiser dashboard for promoted content and corporate campaigns.
- **UI Elements & Options:**
 - **Campaign Manager:** Create sponsored feed posts or video ad campaigns.
 - **Targeting Controls:** Target members by role, skill, industry, geography, and verification status.
 - **Budget & Schedule:** Set daily/lifetime spend limits and campaign run dates.
 - **Ad Analytics:** Monitor impressions, click-through rates (CTR), conversion costs, and ROI.

10.9 Blocked

- **Purpose:** Manage restricted member accounts.
- **UI Elements & Options:**
 - **Blocked Users List:** View list of blocked members.
 - **Unblock Button:** Restore interaction permissions for a blocked user.

10.10 Deactivate

- **Purpose:** Temporarily pause profile activity.
- **UI Process:**
 1. Click **Deactivate Account**.
 2. Select reason for deactivation.
 3. Enter account password to confirm.
- **Result:** Profile, posts, and comments are hidden from the platform until you log back in.

10.11 Delete Account

- **Purpose:** Permanently erase all account data.
- **UI Process:**
 1. Click **Delete Account** (trash icon).
 2. Read warnings regarding permanent loss of verified badge, network connections, meeting summaries, and post history.
 3. Enter password and confirm deletion.
- **Result:** Account enters a 30-day grace period, after which all personal data and identity audit records are permanently purged.

10.12 Log Out

- **Purpose:** Terminate current browser session securely.
- **Action:** Click **Log Out** (red text button at bottom of settings sidebar) -> Clears local storage session tokens and redirects to homepage.

11. HELP, SUPPORT & COMMUNITY PORTAL ([wisein.in/help-support](https://www.wisein.in/help-support))

The Help & Support Portal (<https://www.wisein.in/help-support>) provides direct customer support, ticketing, live chat, and platform documentation.

11.1 Support Availability & SLA

- Support Availability: Monday – Friday
- Target Response SLA: Within 24 Hours

11.2 Step-by-Step: Submitting a Support Ticket

Form Input Fields:

1. Full Name * (Text input)
2. Email Address * (Email input)
3. Mobile Number * (Phone number input)
4. Company (Optional company name input)

5. Message * (Textarea for issue description, slot booking queries, or badge verification help)

Step-by-Step Instructions:

1. Navigate to <https://www.wisein.in/help-support>.
2. Fill out all required fields (*Full Name, Email, Mobile Number, Message*).
3. Review terms disclaimer (*Privacy Policy* and *Terms & Conditions*).
4. Click Submit request ->.

Expected System Response:

- Form validates input, submits ticket to support queue, and displays confirmation message: *"Support request submitted. Our team will respond within 24 hours to your email."*

11.3 Support Channels & Resources

- **Documentation:** Comprehensive platform guides and onboarding tutorials (/community-guidelines, /content-policies).
- **FAQs:** Instant answers for slot booking, identity badges, and company page verification.
- **Live Chat:** Floating **Support Chat Button** (bottom-right of screen) or direct assistance via official Instagram DMs.
- **Direct Email Support:** support@wisein.in