

WalkMe Marketplace FAQ - Buyers

Brief Overview

The following article contains some common facts and questions that Buyers may have when using the WalkMe Marketplace.

How to choose and hire a freelancer/agency?

First, you need to determine what kind of service you are looking for. It can be a builder, a consultant, a CSS developer, or a translator. Once you know what you are looking for, you can either browse through the different service offerings or post a project request.

- Browse services
On every category page you'll find a variety of different services by different sellers. Each of them offers a unique combination of price, proficiency, and project scale. All of the information you need will be represented on their service page and their profile page. Once you find the perfect match for you, you can instantly hire them, request a custom offer, or send them a direct message to discuss further.
- Post a request
If you can't find the perfect match, or just don't want to go over all the different offerings, you can publish a project request and have the sellers contact you. When posting a new project request, you can define your project details, expected delivery time, and budget for the project.

Registration

In order to use the full functionality of the platform, you need to be logged in as a user. If you don't have a username, first you need to register.

The registration process is very easy and straightforward:

- Choose your user type. Seller (if you are looking for new clients) or Buyer (If you are looking to hire).

- Choose your username. This name will be publicly visible.
- Choose your email address. Make sure to use a usable email address. Important updates and notifications will be sent to this address.
- Choose your password.

What happens after I hire?

After you hire a service provider, they get 24 hours to accept or deny it. If they don't accept the project within 24 hours, the project will be automatically terminated, and it'll be canceled.

During this timeframe, they might ask for more information before they begin working on the project.

You'll be notified both on the platform's website and your personal email of any action the seller will make, including messages they might send.

The new project will be listed on your personal "My Orders" page, where you'll see all your current project orders and their status.

Paying the service providers

WalkMe is not responsible for the payment process. The contract details between you and the service providers should be agreed upon independently. The payment process takes place outside of the marketplace, directly between the two parties.

Is there a quality check / vetting process for the service providers?

Although all freelancers and agencies listed on the platform are professionals in their fields, WalkMe is not responsible for vetting or validating the service provider's experience or quality of work.

Pictures technical specs

- Profile picture:
 - Aspect ratio: 1:1 (square).
 - Min. size: 300 x 300 pixels.
- Profile cover picture:
 - Min. size: 1,140 x 200 pixels.