

GETTING STARTED WITH SHAPEWORK.IO

A BEGINNER'S GUIDE



Get Started



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WELCOME TO SHAPEWORK.IO



What is Shapework.io?

Shapework.io is a freelance platform that connects skilled individuals in Africa—beginning with Ghana—to remote job opportunities from clients in the UK and beyond. **It is an initiative by Shapeways.io, a UK-based digital skills training provider that has expanded its reach to Ghana by creating practical freelance work opportunities.** Shapework.io enables users to earn online by offering services such as writing, design, tech support, and virtual assistance within a secure and trusted environment. With a strong focus on professionalism, skill development, and global access, Shapework.io helps everyday people start and grow remote careers from the comfort of their own homes.



OUR COMMITMENT



At Shapework.io, your trust is our priority. We are committed to creating a secure, respectful, and empowering platform for every user—whether you're exploring freelance opportunities, developing new skills, or hiring talent.

Our commitment includes:

Respecting your privacy: We value your personal information and take your privacy seriously. We only collect data that is relevant to your experience on the platform and use it responsibly and transparently.

Protecting your data: We use strong, industry-standard security tools and protocols to keep your data safe. While no digital system is completely immune to risks, we work continuously to safeguard your information and encourage all users to use strong passwords and be mindful of their online activity.

Creating a safe environment: We are dedicated to maintaining a safe and inclusive space for learning and freelancing. We do not tolerate harassment, exploitation, or abuse of any kind on our platform.

Safeguarding young users: To protect minors and comply with best practices, individuals under the age of 18 are not permitted to list services or create freelancer profiles. We may request verification where necessary to uphold this policy.

Being accountable: We believe in doing the right thing. If you have any concerns about data use or safety on the platform, our team is here to listen and respond promptly.

CODE OF PRACTICE POLICY



This policy exists to ensure that all users — whether freelancers, buyers, or other clients — can safely and confidently grow their careers or businesses through Shapework.io. By promoting transparency, professionalism, and mutual respect, we aim to create a supportive environment where quality work and fair opportunities thrive. Users are expected to uphold the values outlined in this Code of Practice at all times. Any breach of this policy may result in appropriate action, including formal warnings, temporary suspension, or permanent removal from the platform, depending on the severity of the violation. Our goal is not to punish, but to protect the integrity of the Shapework.io community and maintain a space where everyone can succeed.



WHO THIS POLICY COVERS



Freelancers: Individuals who create accounts to offer services, showcase their skills, and connect with clients through the platform.

Clients and Employers: Individuals or organisations who post job opportunities and hire freelancers on the platform.

Partners and Collaborators: Trusted individuals, organisations, or institutions we work with to promote opportunities, run programs, or list freelance jobs on the platform. They may act as clients or program facilitators and are expected to uphold our community standards and safeguarding policies.

Platform Users and Learners: Anyone accessing our platform to browse, attend events, or explore learning resources related to digital work and freelancing.

Website Visitors: Any individual who browses or interacts with our website, even without creating an account.

Shapework.io Staff and Moderators: Team members, volunteers, or affiliates involved in operating, supporting, or monitoring the platform.



EXPECTED BEHAVIOUR –

To maintain a safe, professional, and productive environment for all users, we expect everyone on the platform to follow these key behaviours:

1. Act Professionally

Communicate respectfully and clearly. Use appropriate language and maintain a courteous tone in all messages and interactions.

2. Respect Deadlines and Agreements

Honour agreed timelines, milestones, and project terms. If delays occur, communicate them early and clearly.

3. Deliver Quality Work

Freelancers should provide work that meets agreed specifications. Clients should provide clear instructions and fair feedback.

4. Use the Platform Honestly

Do not misrepresent your identity, skills, or intentions. Always provide truthful and accurate information.

5. Protect Privacy

Respect the confidentiality of clients, freelancers, and partners. Do not share private information without consent.

6. Stay on Platform

Keep communication and payments within Shapework.io to ensure protection for both parties.

7. Report Issues Responsibly

If you encounter a problem or violation, report it through official support channels. Do not harass or publicly shame other users.

8. Avoid Conflicts of Interest

Users involved in partnerships or program management must act in the best interest of the platform and avoid favouritism or unfair practices.

9. Be Inclusive and Fair

Treat all users equally, regardless of background, experience level, gender, or location.

10. Follow All Platform Policies

Adhere to the Terms & Conditions, Safeguarding Policy, and all other platform rules.

UNACCEPTABLE BEHAVIOUR –



1. Harassment or Abuse

- Bullying, threatening, or intimidating other users
- Sending unwanted or inappropriate messages
- Using discriminatory language (racism, sexism, homophobia, etc.)

2. Fraud and Misrepresentation

- Impersonating another person or using false identity documents
- Posting fake jobs or reviews
- Misrepresenting skills, experience, or qualifications

3. Exploitation or Scams

- Offering or requesting unpaid work under false pretences
- Soliciting payment or personal information outside the platform
- Pressuring users into deals or actions they're uncomfortable with

4. Inappropriate Content

- Sharing obscene, violent, or sexually explicit content
- Promoting illegal or harmful activities
- Uploading or linking to malware, phishing, or harmful files

5. Violation of Platform Rules

- Circumventing the platform to avoid fees
- Creating multiple accounts without permission
- Encouraging others to break our terms of service

CONSEQUENCES OF VIOLATING THIS POLICY

Violating any of the above may result in actions such as:

Warnings or account suspension

permanent ban from the platform

Reporting to relevant authorities (in serious cases)

We reserve the right to investigate any report of misconduct and take action to protect our users and platform.

BUYER SAFEGUARDING RULES



At Shapework.io, we are committed to creating a safe, respectful, and professional environment for all users — including buyers. These rules are designed to help buyers understand their responsibilities when hiring and working with freelancers on the platform. By following these guidelines, buyers contribute to a positive experience, build trust, and ensure that projects run smoothly and fairly. Whether you're hiring for a one-time task or a long-term role, these safeguarding rules are in place to protect both you and the freelancer throughout the entire working relationship.



BUYER SAFEGUARDING RULES



1. Use Verified Payment Methods

Always fund milestones or make payments using the Shapework.io secure payment system. Avoid offering direct or off-platform payments.

2. Post Clear, Honest Project Descriptions

Provide accurate details about the work, timelines, expectations, and deliverables. Avoid misleading or vague job posts.

3. Treat Freelancers with Respect

Maintain polite, professional communication at all times. Harassment, discrimination, or abusive behaviour will result in account action.

4. Keep Work on the Platform

All project discussions, file sharing, and payments should stay on Shapework.io to ensure both parties are protected in case of a dispute.

5. Don't Demand Free Work

Avoid asking for full tasks or large samples without a funded milestone or agreement.

6. Approve Work Fairly

Review submissions within a reasonable timeframe. If revisions are needed, communicate clearly and respectfully.

7. Avoid Off-Platform Communication for Deals

Conduct all hiring and transactions through Shapework. Users attempting to bypass the system may face suspension or loss of platform protections.

8. Agree on Milestones and Terms in Writing

Before starting larger or more complex projects, clearly outline deliverables, timelines, and payment milestones using the platform's messaging system. This helps prevent misunderstandings and protects both parties.

9. Report Issues Promptly

If you experience misconduct, fraud, or poor-quality work, report it quickly using our dispute or support channels. The sooner we're informed, the better we can help.

10. Respect Platform Rules

Buyers must follow all platform Terms, Safeguarding Policies, and Community Guidelines. Violations may lead to account restrictions.

FREELANCER SAFEGUARDING RULES



Shapework.io is dedicated to supporting freelancers by providing a secure, fair, and professional platform to grow their remote careers. These safeguarding rules are designed to protect you while you work, ensure clear expectations with clients, and promote a healthy working environment. As a freelancer on Shapework.io, you have the right to be treated with respect, paid fairly for your work, and supported in cases of misconduct or disputes. By following these rules, you not only protect yourself but also contribute to the overall trust and reliability of our freelance community.





FREELANCER SAFEGUARDING RULES

1. Verified Payments Only

Only accept projects that are initiated and paid through Shapework.io. Never begin work unless the client has a verified payment method or a funded milestone.

2. Stay on Platform

Keep all communication and file exchanges on the Shapework.io platform. This ensures you're protected in case of disputes and allows our team to intervene if needed.

3. No Upfront Free Work

Do not provide free sample work beyond what's necessary to showcase your existing portfolio. Always request a funded milestone or agreed terms before starting a project.

4. Respect the Agreed Project Scope

Stick to the scope outlined in the project description. If a client requests additional work, submit a revised quote or request an updated agreement via the platform.

5. Avoid Off-Platform Payments

Accepting payments outside of Shapework.io removes our ability to protect you. Freelancers who do so may lose dispute support, risk suspension, and receive lower ratings.

6. Report Suspicious or Harmful Behaviour

If a client offers to pay you off-platform or acts unprofessionally (e.g. harassment, blackmail, or spam), report it immediately using the available support channels. (use the "Dispute" or contact options.)

7. Protect Your Personal Data

Avoid sharing personal contact information such as phone numbers, emails, or addresses unless it's absolutely necessary and the client has been verified.

8. Use Contracts When Needed

For high-value or long-term projects, use Shapework.io's contract features to define deliverables, timelines, and payment schedules in writing.

9. Follow Platform Rules

Adhere to Shapework.io's Terms & Conditions and community guidelines at all times. Breaching these may result in a review, suspension, or removal of your account.

10. Leave Honest Feedback

After completing a project, provide honest, constructive feedback for the client. Your feedback helps maintain quality and accountability on the platform.

REPORTING CONCERNS



How to Report

If you experience or witness any inappropriate behaviour, disputes, or safety concerns on Shapework.io, here's how to get support:

Disputes Between Buyer and Seller

For issues related to job delivery, payment, or communication between freelancers and clients, click the "Dispute" button on the person's profile. Our team will review the concern and step in where necessary.

Report Other Concerns

If your concern is not related to a buyer-seller dispute, you can reach us through any of the following:

Call Us: +233 0200 686054 (Available Monday to Friday, 9 AM – 5 PM)

Email Us: info@shapeways.io

For platform or safety concerns: info@shapeways.io

Chat with Support: Click the Shapework.io chat icon at the bottom-right corner of our website to connect with our support team directly.

Confidentiality

We treat all reports with discretion and care. Your identity and the details you share are kept confidential within the support and safeguarding team.

However, in buyer-seller disputes, relevant information (such as project agreements, key messages, or submitted work) may be shared with the other party when necessary to ensure a fair resolution.

Personal information will only be disclosed if essential and appropriate for resolving the issue. We do not share your identity publicly and never disclose sensitive details beyond what is required for resolution or as mandated by law.

HOW WE RESPOND

How We Respond to Reports & Concerns At Shapework.io:

We take all concerns seriously and aim to respond promptly, fairly, and confidentially.

Here's how we handle reports:

Acknowledgement

Once we receive your report, you'll receive a confirmation (via email or platform message) within 24–48 hours.

Initial Review

Our support or safeguarding team will assess the nature of the concern and gather any necessary evidence or context (e.g., chat logs, transaction history).

Action Steps

- Depending on the situation, we may
- Mediate communication between users
- Issue a warning or restriction
- Suspend or remove accounts that violate policies
- Escalate to external authorities if safety is at risk



INFORMATION WE COLLECT

PAYMENT & FINANCIAL DATA

- Payment and withdrawal preferences (processed via secure third-party providers)
- Invoicing and transaction history

We do not store full credit/debit card numbers or sensitive banking data.

PLATFORM ACTIVITY

- Job posts and applications
- Direct messages and conversations
- Reviews, ratings, and user feedback
- Event registrations or training participation

TECHNICAL AND USAGE INFORMATION

- IP address, device and browser type
- Login times, page visits, clicks
- Cookies and analytics data to help us improve functionality and user experience

GETTING STARTED ON SHAPEWORK.IO

(Freelancers)



(Upload your ID and Profile Photo to get verified)

Step 1. Sign up on www.shapework.io

Complete all registration and profile details.

- First Name
- Last Name
- Telephone Number
- Email Address
- Password
- Select: SELLER

Step 2. Complete all Profile Settings.

- Upload Profile Photo: JPG, Gif, or JPEG.
- Add a Tagline
- Write a short Description
- List your skills
- Set your Hourly Rate
- Enter Educational Details



HOW TO CREATE A GIG OR OFFER A SERVICE

Once your identity is verified and your profile is complete, you can list your service as a "Gig" on the platform.

WHAT IS A GIG?

A gig is a specific service or task that you offer online, which individuals or businesses can pay you to complete remotely. Think of it as doing a "small job" for someone over the internet.

Click here (On Your Dashboard) to add your service.



Create a gig +

Use a clear and specific title that tells buyers exactly what service you're offering.

Add task title:
Professional Web Development | Responsive, Fast & Scalable Websites

Choose category: Tech & Development Sub-category: E-commerce Development Task type: Search country

Country: Ghana

Task introduction

Need a modern, responsive, and high-performance website for your business, portfolio, or startup? I offer full-stack web development services tailored to your needs. Whether you're launching a new product, redesigning your website, or building an MVP, I deliver clean, scalable, and SEO-friendly solutions.

Technologies I work with include:

- HTML5, CSS3, JavaScript
- React, Vue, Angular
- Node.js, Express, PHP
- WordPress, Shopify, Wix

In the task description, clearly explain what you will do, how you will do it, and what the buyer can expect. Keep it simple, professional, and focused on the value you'll deliver.

Tags: Frontend × WordPress × React × Add tags

Add 3–5 relevant keywords (tags) that describe your service and help buyers find your Gig easily.

Click "Save & Continue" to add latest changes made by you

Save & Continue

HOW TO FIND WORK OR APPLY FOR JOBS

Recent Projects

Recent Projects

[Browse All Projects](#)



Link2 Learnit ✓

Junior Social Media Strategist

📅 Posted 3 days ago 📍 Remote 🏠 Junior level 👤 1 freelancer

Hourly Price Project
\$0.80-\$0.90/hr

[Apply Now](#)



Meshech Rainboww Wright ✓

Leaflet Design for E-commerce Business

📅 Posted 3 weeks ago 📍 Remote 🏠 Expert level 👤 1 freelancer

Fixed Price Project
\$40.60-\$40.61

[Apply Now](#)



Meshech Rainboww Wright ✓

Business Card Design

📅 Posted 3 weeks ago 📍 Remote 🏠 Expert level 👤 1 freelancer

Fixed Price Project
\$20.30-\$20.31

[Apply Now](#)

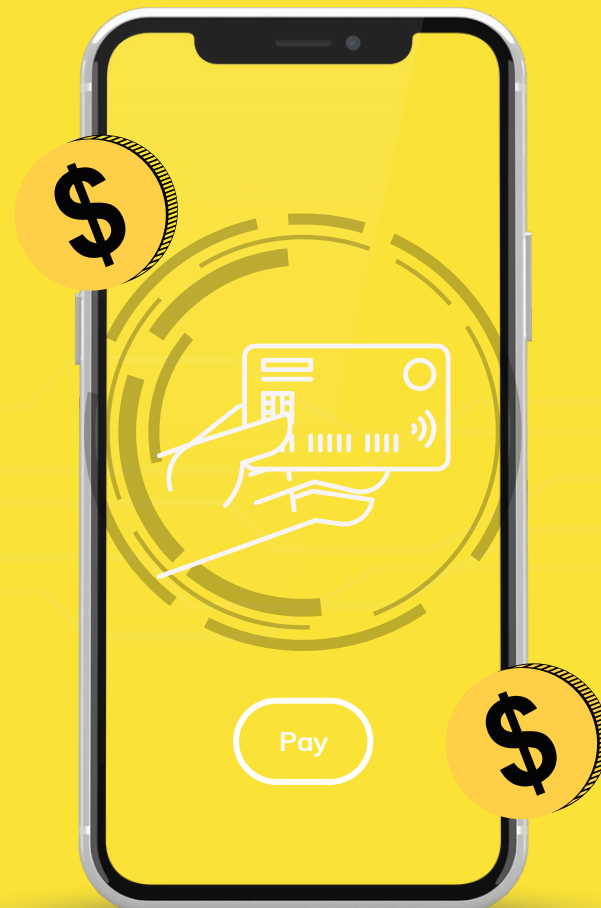
To find work and apply for jobs on the Shapework.io platform, start by visiting the homepage, where you'll see snippets of highlighted job postings. For full job details, head to the Browse Projects section. Here, you can explore a wide range of freelance opportunities across different categories. Please note that only registered users with a seller account can view full job descriptions and submit proposals. Make sure your profile is complete and up to date to improve your chances of getting hired.

MLESTONES & PAYMENTS

On Shapework.io, projects can be broken down into smaller tasks called **milestones**, making it easier to manage work and payments in stages. Each milestone is funded upfront by the client and held in escrow by Shapework.io for security. Once the freelancer completes a milestone and marks it as “Completed,” the client reviews the work and either approves the release of funds or requests revisions. This structured approach protects both parties and ensures payments are made fairly and transparently. Any changes to milestone tasks or payments must be agreed upon by both the freelancer and the client.

How to request payment.

Go to Dashboard → Insights → Click on Withdraw Now Link and enter the amount.



How Milestones Work:

- When a client posts a project, they can divide the work into one or more milestones (e.g., “Design mock-up – \$100”).
- Each milestone is funded upfront and held securely in escrow by Shapework.io.
- Once the freelancer completes a milestone task, they mark it as “Completed.”
- **The client then reviews the work and either:**
 - Approves it, releasing the funds to the freelancer, or
 - Requests revisions if any changes are needed.
- Any changes to milestones — such as editing tasks or adjusting payments — must be agreed upon by both the client and the freelancer.

This system ensures transparency, protects both parties, and ensures that freelancers are paid fairly for each stage of work completed.



DISPUTES & SUPPORT

If you encounter a problem with a client on Shapework.io, it's important to act quickly and professionally. First, pause any ongoing work to prevent misunderstandings. Then, contact our support team via email at **info@shapeways.io**, clearly explaining the issue. Be sure to restate the originally agreed scope of work and include relevant evidence such as files, screenshots, or chat logs. This helps us assess the situation fairly and support both parties in finding a resolution.

If you need to open a dispute or get help on Shapework.io, **go to the Project Page** by hovering over **“Manage Task”** and clicking on **“Orders.”** Select the relevant project and click on **“Create Dispute.”** Fill in the dispute details, upload any supporting evidence if needed, and click **“Submit.”**

For additional support, you can reach out via live chat (available Monday to Friday, 9 am–5 pm GMT) by clicking the chat bubble on the bottom-right corner of any page. You can also email us at **info@shapeways.io** for assistance.

Total task budget	
\$0.74	
Basic	(\$0.99)
Admin commission	(\$0.25)
You will get	(\$0.74)
Task deadline	
D: 05 / H: 21 / M: 50 / S: 31	
Create dispute	