



COMPLETE PLATFORM GUIDE

For workers, hirers, community contributors and administrators

WORK89 is a free work marketplace connecting workers and hirers.
The homepage is only the beginning - sign in to access the full platform.

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Official support: work89@risenapp.io

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1. Welcome to WORK89

WORK89 is a free work marketplace that helps workers and hirers find one another. Workers can present their skills, careers and availability, discover opportunities and apply. Hirers can search for workers, post jobs or specific tasks and manage applicants. One account may be used on both sides.

KEY POINT

The homepage is only the beginning. Creating a free account and signing in opens the full platform, including profiles, applications, job posting, matching, CV creation, journey-status sharing and verified work records.

What WORK89 is for

- Everyday and household services
- Local, informal and practical work
- Trades and technical services
- Short-term, flexible and once-off tasks
- Formal careers and professional opportunities
- People developing or changing careers
- Individuals, households, businesses and organisations that need workers

What WORK89 does not promise

- A job, income, interview, call or successful hire
- That every person is trustworthy merely because they have an account
- That a declared career proves a qualification or professional registration
- Payment collection or payment protection
- Transport, equipment, insurance or workplace safety
- Emergency monitoring or guaranteed assistance

2. Start with one free account

- 1 Open <https://work89.co/>.
- 2 Choose Create account and select the role that best describes what you want to do first.
- 3 Enter truthful personal or organisation information.
- 4 Read and accept the WORK89 Terms and Privacy Notice.
- 5 Confirm the email sent by WORK89 from work89@risenapp.io.
- 6 Sign in and follow the Getting Started guidance.

KEY POINT

A user who begins as a worker can later enable hiring. A hirer can also enable a worker profile. Worker activity and hiring activity remain clearly separated inside the same account.

Email and password help

- Confirmation and password-reset messages come from WORK89 using work89@risenapp.io.
- Check the spam or junk folder if an expected message is delayed.
- Use Forgot password on the sign-in screen if necessary.
- Never send anyone your password, one-time code, authentication link or recovery code.

3. Personal details and account options

- Use the name by which you should appear on WORK89.
- Add the correct province and city or broad area.
- A profile photo is optional and must not be an identity document.
- Keep the private mobile number current.
- Choose whether WORK89 may contact you through WhatsApp.
- Use Account options to enable or review worker and hirer capabilities.
- Use Account settings to change security information or request account deletion.

IMPORTANT

Only make information public when you understand who will be able to see it. Exact home addresses should not be placed on public profiles or job listings.

4. Build a worker profile

- 1 Write a short professional headline.
- 2 Describe the work you can genuinely do.
- 3 Add truthful years of experience and an optional expected day rate.
- 4 Select whether you are currently available.
- 5 Choose whether to publish a work phone number.
- 6 Select every relevant practical skill.
- 7 Add one truthful custom skill when the catalogue does not contain it.
- 8 Review the profile as a hirer would see it.

KEY POINT

A written profile remains important even when a CV is uploaded. Written information makes the worker searchable and supports skill matching.

5. Careers, professions and specialisations

WORK89 serves both the people it was originally created for and people in formal or developing careers. A worker may be a cleaner, gardener, babysitter, bricklayer, medical laboratory professional, teacher, accountant, IT student - or several of these at once.

- Choose more than one career, profession, trade or type of work.

- Set the correct stage for each: experienced, qualified, studying, training, entry level or interested.
- Select specialisations only when they truthfully apply.
- Add an unlisted career when necessary.
- Use the written journey section to explain what a list cannot.
- Career information is optional and never blocks profile completion, applications or matching.

IMPORTANT

Selecting a regulated profession is a declaration, not verification. WORK89 should not be used to misrepresent qualifications, licences, council registration or authority to practise.

6. Skills and searchable work

Careers describe professional identity. Skills describe what a worker can actually offer. WORK89 keeps them separate so a person is not reduced to one title.

- Search the full skills catalogue by name or category.
- Select only skills that genuinely apply.
- Use custom skills when a service is missing.
- Keep the description clear enough for a hirer to understand.
- Update availability, rates and skills as circumstances change.
- Career titles, skills, location and job wording all improve discovery, but no match is a guarantee.

7. Create or upload a CV

Create a WORK89 CV

- 1 Open Dashboard, then Create my CV.
- 2 Review the profile information added automatically.
- 3 Add education, other work experience, qualifications, languages and references.
- 4 Choose whether email and phone should appear.
- 5 Save the details.
- 6 Select Save or print as PDF, then choose Save as PDF in the device print window.

Upload an existing CV

- PDF is preferred; DOC and DOCX are accepted.
- The maximum file size is 5 MB.
- The CV is stored privately.
- A hirer can access it only after the worker applies to that hirer's job.
- A CV should not replace the searchable WORK89 profile.

8. Photos and video portfolio

- A worker may upload up to six work photos, a short video, either one or both.

- The worker can see each upload and its pending, approved or rejected status under Manage profile, then Work portfolio.
- Use only media the worker owns or has permission to use.
- Do not show identity documents, private addresses, children, phone numbers or unrelated people.
- Portfolio media remains hidden until WORK89 approves it for safety.
- Every active administrator receives an internal notification linking to Worker media moderation when new media is submitted.
- Approved media appears under Work portfolio when someone opens the worker through Find workers.
- Approval concerns the suitability of the media, not the quality or trustworthiness of the worker.

9. Identity and address evidence

Verification documents are private and should be uploaded only through the Verification Centre.

- An identity badge requires administrator review of acceptable identity evidence.
- Proof of address is optional and reviewed separately.
- A worker without proof of address may still use WORK89.
- No user should be treated as suspicious merely because optional address evidence is absent.
- Verification does not guarantee conduct, quality, payment or safety.
- Never upload identity evidence to a public profile, portfolio, message or job listing.

10. Find work and apply

- 1 Open Find work and search by skill, career, job wording or location.
- 2 Use View all available jobs when you want to browse open opportunities beyond your current matches.
- 3 Open the full opportunity and review the task, hirer, place, dates, disclosed pay when supplied and payment arrangement.
- 4 Review approved poster, photo or video material when supplied.
- 5 Write a brief application message explaining suitability.
- 6 Submit the application and track its status under My applications.
- 7 If accepted, continue through the WORK89 work process and confirm practical details before starting.

SAFETY WARNING

Never pay merely to apply, register, obtain an interview or secure a WORK89 opportunity. Report suspicious payment demands.

11. Find, request or invite workers

A hirer can begin with the person, not only with a job advert. If you discover the right cleaner, welder, tutor or other worker, request that person's service privately without publishing a public opportunity.

- 1 Open Find workers and search by service, career or broad location.

- 2 Open the worker's full profile and review availability, skills, work history, ratings and approved portfolio media.
- 3 Select Request service.
- 4 Describe the work, broad location, preferred date and proposed pay, or choose to discuss pay with the worker.
- 5 Send the private request.
- 6 The worker receives an internal notification and remains free to accept or decline.
- 7 When accepted, WORK89 creates the protected work record used for agreement, safety, messages, completion and reviews.

KEY POINT

A private direct-service request is visible only to the requesting hirer, the selected worker and authorised WORK89 administrators. It does not appear on the public job board or make the hirer appear as an organisation hiring publicly.

Invite someone to an existing public job

- A hirer who already has an open public job can choose Use an existing job instead.
- Connect the invitation to the correct real opportunity.
- The worker may accept or decline; accepting an ordinary public-job invitation becomes an application for the hirer to review.
- A public phone number appears only when the worker chose to publish it.
- Save useful worker profiles for later.
- Do not assume identity verification is a guarantee of suitability.

12. Post a clear job or task

- 1 Complete a hiring profile first.
- 2 Write a clear job title and full description.
- 3 Select the closest category and required skills.
- 4 State the province, city and broad meeting area without publishing an exact private address.
- 5 Add start and end dates when known.
- 6 Disclose the proposed pay when appropriate, or leave the amount blank so the listing clearly says that pay will be discussed with the hirer.
- 7 State the pay period, payment method and number of workers needed where applicable.
- 8 Optionally add one poster, up to two photos or one short video.
- 9 Publish and then review the live listing.

Job poster files

- JPG, PNG, WebP or PDF
- Maximum 10 MB
- The written listing remains compulsory and must match the poster

- Media remains hidden until approved
- A poster must not request application fees or contain deceptive claims

13. Applications and hiring

- Hirers review applications in the Hiring inbox.
- An application can be shortlisted, accepted or declined.
- Where a worker has added a CV, the hirer may open it only in connection with that application.
- Workers can track decisions and withdraw an active application.
- Accepting a public-job applicant creates the basis for a real WORK89 work record.
- Accepting a private direct-service request creates the work record immediately because the hirer already selected that worker.
- A hirer should not accept more people than the job genuinely requires.

14. Explainable skill matching

WORK89 suggestions compare declared skills, job requirements, wording and broad location. Matching helps discovery but people always make the final decision.

- Workers may receive suggestions for suitable open jobs.
- Hirers may receive suggestions for workers who appear relevant.
- Users can opt in or out of matching alerts.
- Matching must not use gender, identity documents or other unnecessary private data.
- A high match is not a guarantee, ranking of human worth or professional verification.

15. Work agreement and safety checklist

- 1 Confirm the task and expected outcome.
- 2 Agree on pay amount, pay period and payment method.
- 3 Record important notes, tools, materials, transport and timing.
- 4 Both worker and hirer review and confirm the agreement.
- 5 Both complete the pre-work safety checklist.
- 6 Do not begin merely because a digital record exists; ordinary safety judgment still applies.

16. Journey-status sharing

Journey sharing helps a worker and hirer coordinate an active work journey. It is not permanent location tracking and is not an emergency service.

- Use it only for a genuine active WORK89 work record.
- The worker controls when journey updates begin and stop.
- Statuses may include ready, en route, arrived and stopped.
- Location permission remains controlled by the device and user.
- Stop sharing when the journey is complete or no longer appropriate.

- For immediate danger, contact emergency services or a trusted person rather than relying on WORK89.

17. Private work messages and notifications

- Every confirmed WORK89 account receives an internal welcome message.
- A worker receives an internal notification when a hirer sends a private service request or public-job invitation.
- Private work messaging is available only to the worker and hirer connected by a real work record.
- Use messages for task-related coordination.
- Do not send passwords, banking PINs or unnecessary identity documents.
- Notifications cover applications, invitations, direct requests, verification submissions and decisions, reviews, matching and moderation.
- Every active administrator receives an internal notification when worker media, job media or private verification evidence is submitted for review.
- Opening an administrator media notification takes the administrator directly to the correct moderation queue.
- Mark notifications as read after reviewing them.
- Email authentication messages use work89@risenapp.io; ordinary marketplace notifications primarily appear inside WORK89.

18. Payment acknowledgements

WORK89 may record what users say was paid, confirmed or disputed, but it does not currently receive, hold or transfer payment.

- Agree on the payment method before work begins.
- A hirer may declare a payment with amount, date, method and optional reference.
- The worker may confirm or dispute the acknowledgement.
- Keep independent proof such as receipts or bank records where appropriate.
- A WORK89 acknowledgement is not a bank statement or payment guarantee.

19. Completion, reviews and work records

- Completion should reflect real work.
- Both sides confirm the relevant work record.
- Reviews must relate to genuine completed WORK89 activity.
- Reviews must not include threats, harassment, private information or knowingly false statements.
- Verified work history can strengthen a worker's profile and WORK89 CV over time.
- Disputes should be reported honestly and supported with appropriate information.

20. Safety and responsible use

- Assess the person, task, location and agreement before proceeding.
- Meet initially in an appropriate place when possible.
- Tell a trusted person where you are going and when you expect to return.

- Confirm tools, protective clothing, transport and access conditions.
- Do not surrender an identity document, phone or bank card as security.
- Leave and seek help if there are threats, coercion, unsafe conditions or suspected criminal activity.
- Use WORK89 reporting tools for platform concerns and emergency services for immediate danger.

21. Reports and job moderation

WORK89 administrators may review reports and media to protect the marketplace. Decisions should have a clear human reason and remain accountable.

- A new worker photo or video enters Worker media moderation and remains hidden publicly until approved.
- A new job photo, video or poster enters Job media moderation and remains hidden publicly until approved.
- All nominated administrators receive the same internal review notification; action by one administrator resolves the shared queue item.
- A job may be hidden while a concern is reviewed.
- The hirer receives an in-app reason when a job is hidden.
- A hidden job may be restored when it is shown to comply or the concern is resolved.
- A job may be permanently deleted for a serious or repeated policy violation.
- Unsafe, unlawful, fraudulent, exploitative, discriminatory, dangerous or deliberately misleading listings may be removed.
- Moderation decisions and reasons are recorded in the audit trail.
- Accounts may be suspended or removed in serious cases.

22. Privacy and personal information

- Provide only information necessary to use the platform.
- Control whether a work phone number appears publicly.
- CVs and verification evidence are stored privately under specific access rules.
- Do not place exact home addresses in public areas.
- Do not upload another person's information without permission.
- Users may request correction or deletion through account settings or support.
- Some records may need to be retained for legal, fraud-prevention or active-dispute reasons.

KEY POINT

Privacy and support contact: work89@risenapp.io. Use a subject beginning with WORK89 and a clear heading, such as WORK89 - Privacy or WORK89 - Cannot upload CV.

23. Administrator responsibilities

- Access private administration only through an authorised administrator account.
- Review internal notifications and the shared queue counts regularly.
- Review verification evidence and media carefully.

- When another administrator has already handled a shared media item, confirm its current status before taking further action.
- Record reasons for sensitive decisions.
- Use hiding and restoration before permanent deletion when appropriate.
- Reserve permanent deletion for serious cases.
- Avoid promising jobs, professional verification or favourable treatment.
- Protect private documents and never reuse them for another purpose.
- Maintain a fair audit trail and respond to reports consistently.

24. Troubleshooting

Email does not arrive

- Wait a few minutes and check spam or junk.
- Confirm the address was entered correctly.
- Request one new message rather than repeatedly submitting.

A file will not upload

- Check the permitted file type and maximum size.
- Try a stable connection.
- Use PDF for CVs when possible.
- Do not upload HEIC where it is not accepted.

A poster or portfolio item is not public

- New media is hidden until approved.
- Check the relevant status in the account.
- Rejected media should be replaced with safe, accurate material.

A job has been hidden

- Open Notifications to read the reason.
- Correct the listing where appropriate.
- Contact support if evidence shows the job complies.

25. Contact WORK89

KEY POINT

Official WORK89 support email: work89@risenapp.io

- Website: <https://work89.co/>
- Use a clear subject beginning with WORK89.
- Include the affected page, what you expected, what happened and a screenshot when safe.
- Never email passwords, one-time codes, banking PINs or unnecessary identity documents.

- Use work89@risenapp.io for every WORK89 support, privacy and platform enquiry.

Appendix A. Quick worker checklist

- Check: Email confirmed and account accessible
- Check: Personal details and broad location complete
- Check: Worker profile written in clear language
- Check: Skills selected truthfully
- Check: Careers and journey added if useful
- Check: Availability and optional public phone reviewed
- Check: CV created or uploaded if useful
- Check: Portfolio media safe and owned
- Check: Verification considered through the private centre
- Check: Safety expectations understood

Appendix B. Quick hirer checklist

- Check: Hiring identity complete
- Check: Worker search attempted
- Check: Correct route chosen: private direct request or public job
- Check: Work description is real and clear
- Check: Location does not expose an unnecessary private address
- Check: Dates, pay and payment arrangement stated or marked for discussion
- Check: Required skills selected for public jobs
- Check: Poster and media match any public written listing
- Check: No application or placement fee requested
- Check: Workers remain free to accept or decline
- Check: Agreement and safety checklist completed before work

Appendix C. Community onboarding principles

- Participation must be voluntary.
- Explain WORK89 without promising work.
- Allow people to describe their own careers, skills and journey.
- Assist only with permission.
- Do not charge registration fees.
- Do not collect passwords, banking credentials or identity evidence outside the proper private process.
- Record useful feedback without recording unnecessary personal information.
- Respect anyone who declines.