

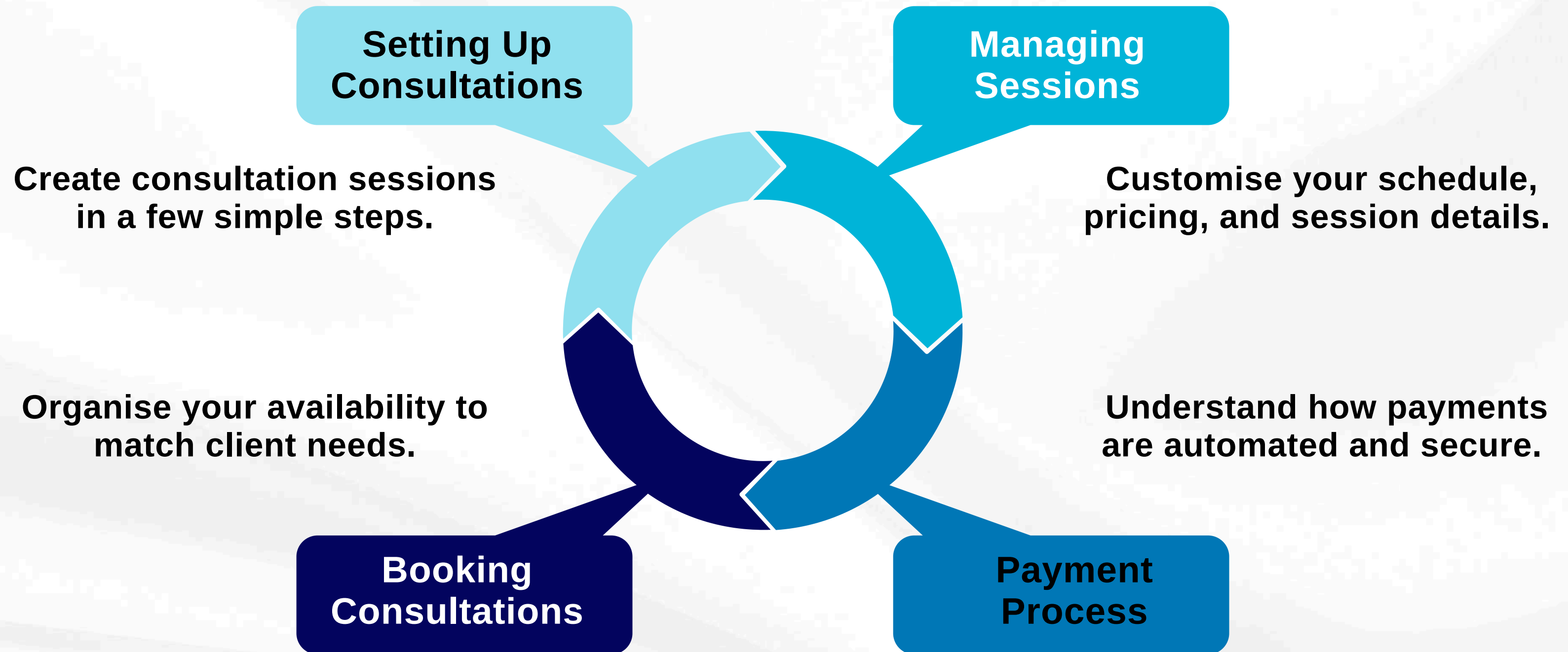


Webinar Series 3: How to Offer Consultations?

Acknowledgement of Country

ExpertGate acknowledges the traditional custodians of the land on which we meet today and pay my respects to Elders past, present and emerging. We pay respect to the peoples of the Darug, Tharawal, Eora and Wiradjuri nations who are the Traditional Custodians of this Land.

What We Will Cover Today?



What are Consultation Sessions?

ExpertGate Consultation Sessions are led by academic and industry experts to provide professional advisory services in fields such as Agriculture, Healthcare, Education, Manufacturing, Environmental, Energy, Mining, Business and More..

Consultation Sessions are created and conducted by verified experts thereby allowing the clients to receive tailored guidance and insights.

Why Experts Offer Consultations at ExpertGate?

Global Reach: Access to a worldwide audience allows experts to connect with diverse clients.

Automated Systems: Fully automated and secure payment processes save time and effort.

Professional Growth: Opportunities to expand portfolios and gain international recognition.

Social Impact: Contribution to educational initiatives, with 50% of profits reinvested into empowering underprivileged communities.

Flexible Offerings: Experts can tailor services as consultations, courses, or training sessions.

Quick Setup: Simple five-minute profile creation enables fast onboarding.



How to Set Up a Consultation Session?



Visit your Dashboard

Expert Gate Find Services All Contracts My Services Payments

I am looking for Project

My Consultations (0)

Add New Consultation

Add Consultation

1 Expertise 2 Service fees 3 Availability 4 Summary

Consultation Title (max 100 characters)
Cancer Genetic Counseling

Consultation Category
Healthcare

Skillset
Bioinformatics Bayesian Statistical Analysis Adult Onset Genetic Disorders Counseling
Accident Investigation and Reporting Anxiety Disorders Treatment

Add the 5 key skills in your area of expertise.

Suggestions: Chronic Disease Management Education, Air Quality Monitoring and Assessment, Healthcare Accreditation and Licensing

Cancel Save & Continue

Was This Page Useful? Provide Feedback

Visit "My Services" and click "Consultations"

02

Enter Session Title, Category, and Skillset

Expert Gate Find Services ▾ All Contracts ▾ My Services ▾ Payments ▾

I am looking for Project 🔍

My Consultation (0)

Add Consultation ✕

1 ——— 2 ——— 3 ——— 4

Expertise Service fees Availability Summary

Consultation Title (max 100 characters)

Cancer Genetic Counseling

Consultation Category

Healthcare ▾

Skillset

Bioinformatics ⓘ Bayesian Statistical Analysis ⓘ Adult Onset Genetic Disorders Counseling ⓘ

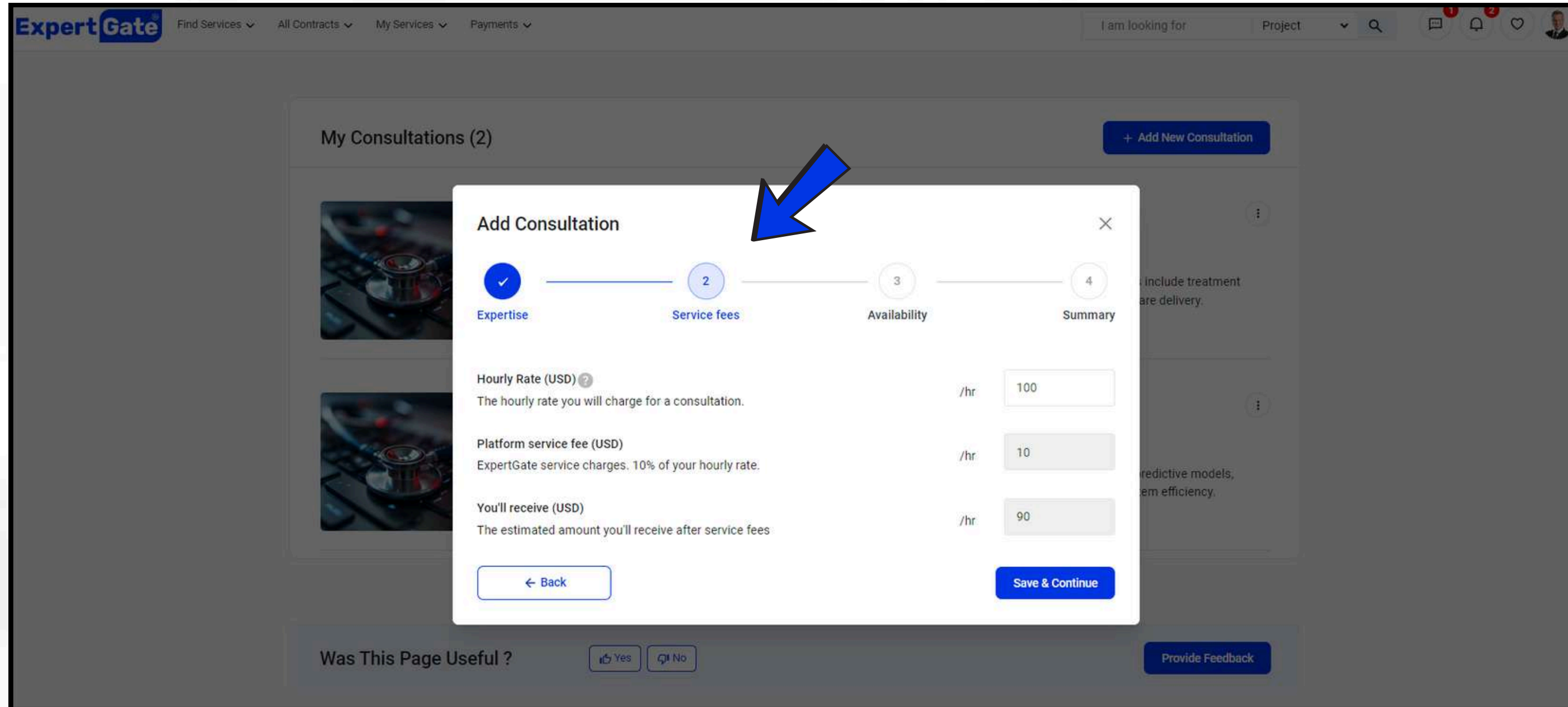
Accident Investigation and Reporting ⓘ Anxiety Disorders Treatment ⓘ

Add the 5 key skills in your area of expertise.

Suggestions: Chronic Disease Management Education , Air Quality Monitoring and Assessment , Healthcare Accreditation and Licensing

Cancel Save & Continue

Set your hourly rate

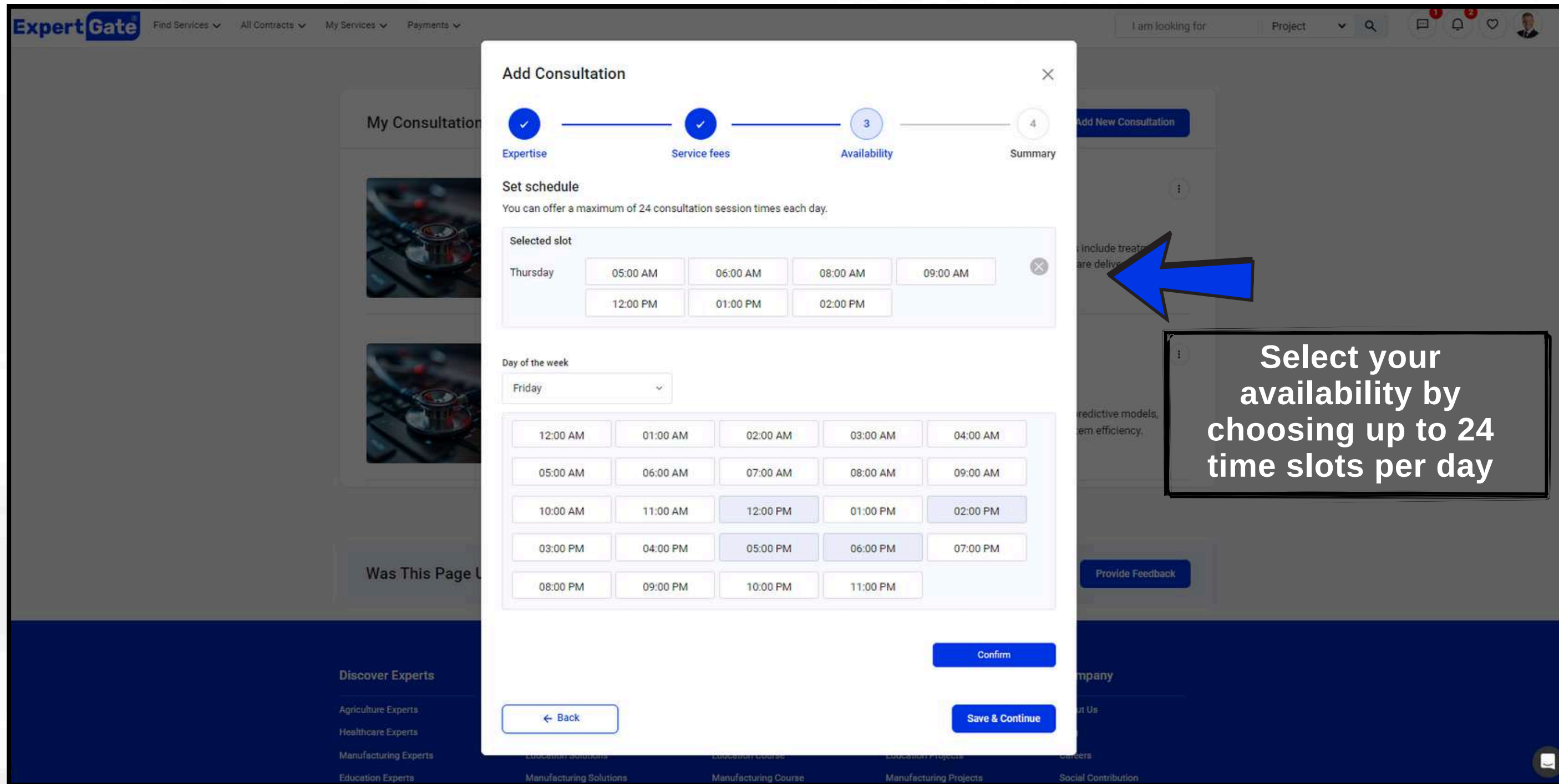


The screenshot shows the ExpertGate user interface. At the top, there are navigation links: Find Services, All Contracts, My Services, and Payments. A search bar contains the text "I am looking for" and "Project". A notification bell icon shows 2 alerts. The main content area is titled "My Consultations (2)" and includes a "+ Add New Consultation" button. A modal window titled "Add Consultation" is open, showing a progress bar with four steps: Expertise (checked), Service fees (active), Availability, and Summary. A blue arrow points to the "Service fees" step. The form fields are as follows:

Field	Description	Unit	Value
Hourly Rate (USD)	The hourly rate you will charge for a consultation.	/hr	100
Platform service fee (USD)	ExpertGate service charges. 10% of your hourly rate.	/hr	10
You'll receive (USD)	The estimated amount you'll receive after service fees	/hr	90

At the bottom of the modal, there are buttons for "Back" and "Save & Continue". Below the modal, a feedback section asks "Was This Page Useful?" with "Yes" and "No" buttons, and a "Provide Feedback" button.

Set your availability



Add Consultation

Expertise Service fees **Availability** Summary

Set schedule
You can offer a maximum of 24 consultation session times each day.

Selected slot

Thursday

05:00 AM	06:00 AM	08:00 AM	09:00 AM
12:00 PM	01:00 PM	02:00 PM	

Day of the week

Friday

12:00 AM	01:00 AM	02:00 AM	03:00 AM	04:00 AM
05:00 AM	06:00 AM	07:00 AM	08:00 AM	09:00 AM
10:00 AM	11:00 AM	12:00 PM	01:00 PM	02:00 PM
03:00 PM	04:00 PM	05:00 PM	06:00 PM	07:00 PM
08:00 PM	09:00 PM	10:00 PM	11:00 PM	

[← Back](#) [Confirm](#) [Save & Continue](#)

Select your availability by choosing up to 24 time slots per day



Provide Consultation Session Summary

The screenshot shows the 'Add Consultation' modal in the Expert Gate system. The modal has a progress bar with four steps: Expertise, Service fees, Availability, and Summary. The 'Summary' step is currently active and highlighted with a blue circle containing the number '4'. Below the progress bar, there is a text area for the 'Consultation Summary' with the following text: 'Provides expert consultation on establishing and managing cancer genetic counseling services. Offers guidance on risk assessment protocols, genetic testing strategies, and developing personalized management plans for individuals with hereditary cancer predispositions.' At the bottom of the modal, there are buttons for 'Back' and 'Preview Consultation'. A blue arrow points from the 'Summary' step in the progress bar to a callout box on the right.

Summarise your expertise by outlining the specific skills you will offer.

Preview your Consultation Session before publishing

The screenshot shows the 'Add Consultation' modal in the Expert Gate system. The modal is divided into four steps: Expertise, Service fees, Availability, and Summary, all of which are completed. The 'Summary' step is active, displaying a preview of the consultation session. The preview includes a title 'Cancer Genetic Counseling', a category 'Healthcare', and a rate of '\$100/hr'. A description follows: 'Provides expert consultation on establishing and managing cancer genetic counseling services. Offers guidance on risk assessment protocols, genetic testing strategies, and developing personalized management plans for individuals with hereditary cancer predispositions.' Below the description are several tags: 'Bioinformatics', 'Bayesian Statistical Analysis', 'Anxiety Disorders Treatment', 'Adult Onset Genetic Disorders Counseling', and 'Accident Investigation and Reporting'. The 'Time slots you have selected' section shows a grid of time slots for Thursday and Friday. Thursday slots are 05:00 AM, 06:00 AM, 08:00 AM, 09:00 AM, 12:00 PM, and 01:00 PM. Friday slots are 05:00 PM, 12:00 PM, 02:00 PM, and 06:00 PM. At the bottom of the modal are 'Back' and 'Create Consultation' buttons.

Review the details of your consultation session to ensure everything is accurate



View your live Consultation Sessions

Expert Gate Find Services ▾ All Contracts ▾ My Services ▾ Payments ▾

I am looking for Project 🔍

Courses
Consultations

My Consultations (3)

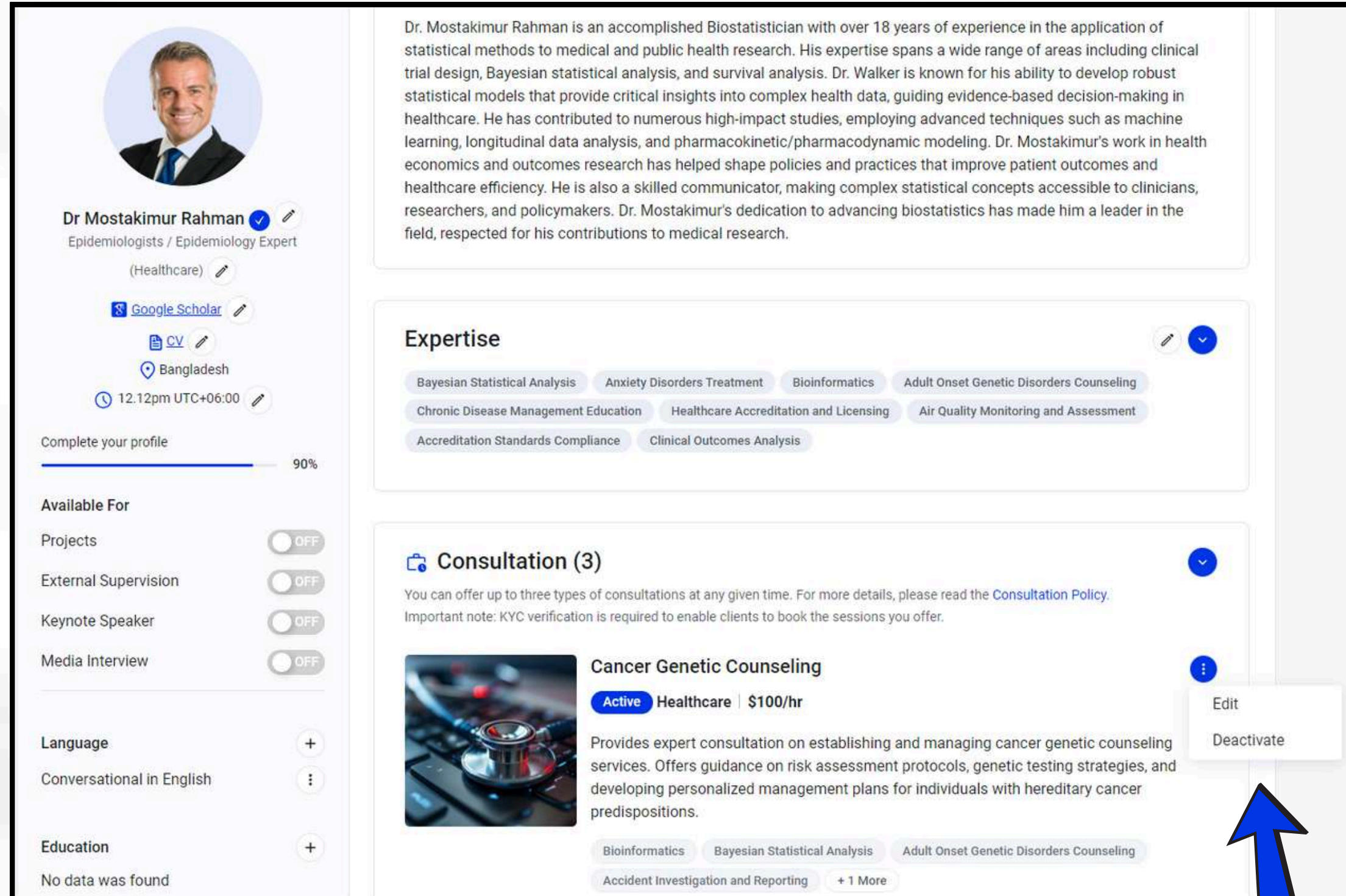
- Cancer Genetic Counseling**
Active Healthcare | \$100/hr
Provides expert consultation on establishing and managing cancer genetic counseling services. Offers guidance on risk assessment protocols, genetic testing strategies, and developing personalized management plans for individuals with hereditary cancer predispositions.
Bioinformatics Bayesian Statistical Analysis Adult Onset Genetic Disorders Counseling Accident Investigation and Reporting + 1 More
- Cognitive Behavioral Therapy**
Active Healthcare | \$100/hr
Provides expert guidance on implementing evidence-based CBT interventions for various mental health conditions. Services include treatment protocol development, therapist training, and program evaluation to ensure effective and culturally sensitive mental health care delivery.
- Health Data Analytics Consultation**
Active Healthcare | \$1000/hr
Offers specialized consultation on leveraging big data in healthcare for improved decision-making. Focuses on developing predictive models, conducting health outcomes research, and implementing data-driven strategies to enhance patient care and healthcare system efficiency.










View your live consultations on your dashboard



How to Manage a Consultation Session?

Review and Edit Session Details



Dr Mostakimur Rahman  
Epidemiologists / Epidemiology Expert
(Healthcare) 
 
 
Bangladesh 
12.12pm UTC+06:00 

Complete your profile 90%



Available For


Projects OFF

External Supervision OFF



Keynote Speaker OFF

Media Interview OFF


Language 
Conversational in English 

Education 
No data was found



Dr. Mostakimur Rahman is an accomplished Biostatistician with over 18 years of experience in the application of statistical methods to medical and public health research. His expertise spans a wide range of areas including clinical trial design, Bayesian statistical analysis, and survival analysis. Dr. Walker is known for his ability to develop robust statistical models that provide critical insights into complex health data, guiding evidence-based decision-making in healthcare. He has contributed to numerous high-impact studies, employing advanced techniques such as machine learning, longitudinal data analysis, and pharmacokinetic/pharmacodynamic modeling. Dr. Mostakimur's work in health economics and outcomes research has helped shape policies and practices that improve patient outcomes and healthcare efficiency. He is also a skilled communicator, making complex statistical concepts accessible to clinicians, researchers, and policymakers. Dr. Mostakimur's dedication to advancing biostatistics has made him a leader in the field, respected for his contributions to medical research.

Expertise  

Bayesian Statistical Analysis Anxiety Disorders Treatment Bioinformatics Adult Onset Genetic Disorders Counseling
Chronic Disease Management Education Healthcare Accreditation and Licensing Air Quality Monitoring and Assessment
Accreditation Standards Compliance Clinical Outcomes Analysis

Consultation (3) 

You can offer up to three types of consultations at any given time. For more details, please read the [Consultation Policy](#).
Important note: KYC verification is required to enable clients to book the sessions you offer.

 **Cancer Genetic Counseling** 
Active Healthcare | \$100/hr

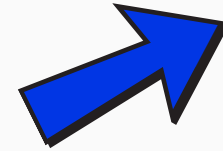
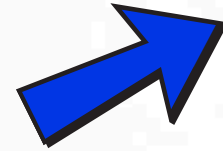
Provides expert consultation on establishing and managing cancer genetic counseling services. Offers guidance on risk assessment protocols, genetic testing strategies, and developing personalized management plans for individuals with hereditary cancer predispositions.

Bioinformatics Bayesian Statistical Analysis Adult Onset Genetic Disorders Counseling
Accident Investigation and Reporting + 1 More

Edit
Deactivate

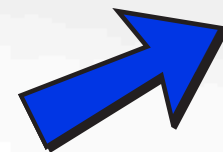
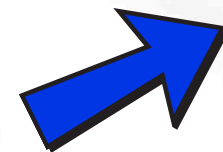
You can edit and modify the session details from your dashboard

Review and Edit Session Details

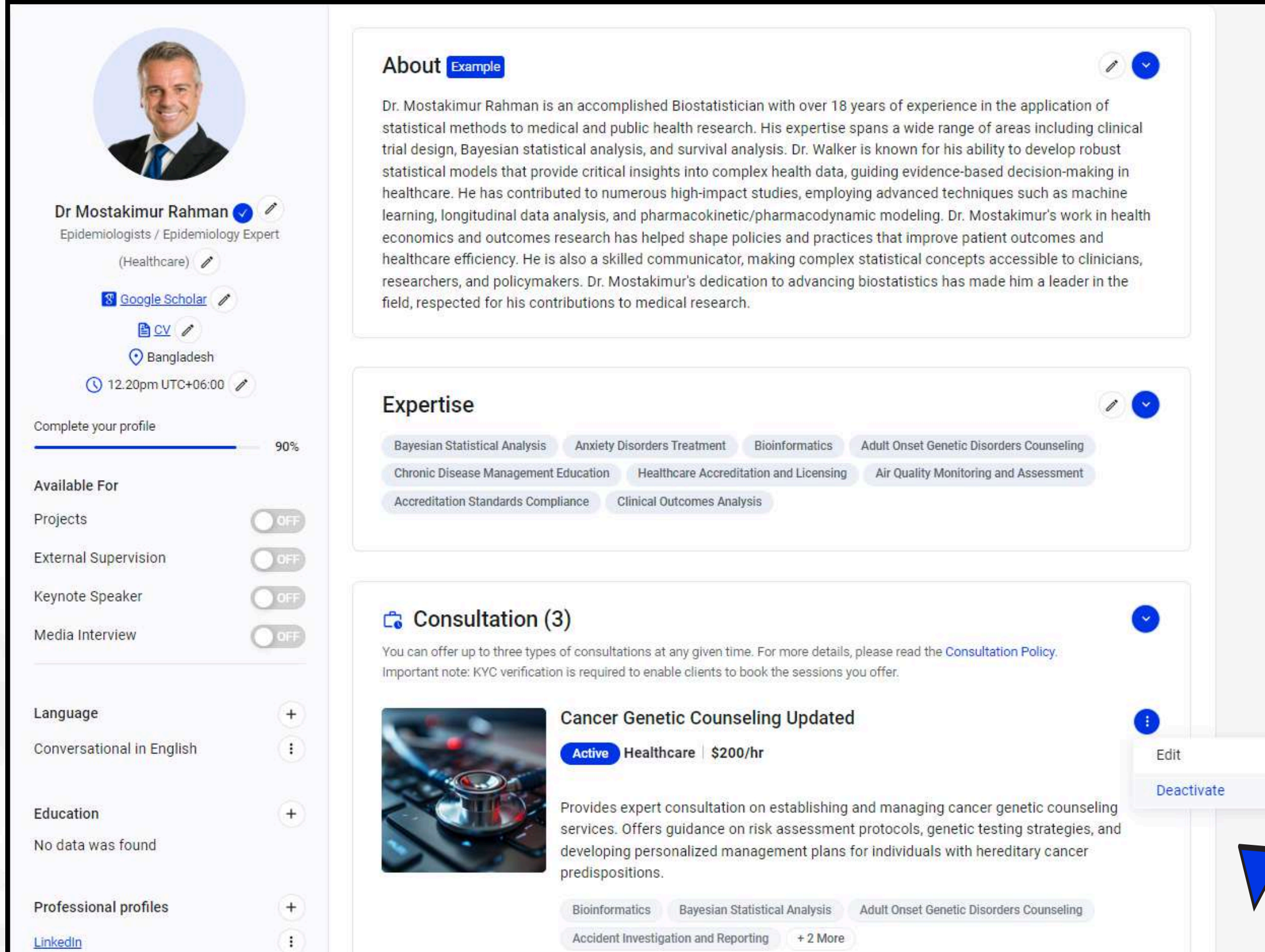



Thursday	06:00 AM	08:00 AM	09:00 AM	12:00 PM	<input type="checkbox"/>
	01:00 PM	02:00 PM	05:00 AM		<input type="checkbox"/>
Friday	12:00 PM	02:00 PM	05:00 PM	06:00 PM	<input type="checkbox"/>
Wednesday	05:00 AM	11:00 AM	12:00 PM		<input type="checkbox"/>

Review and edit the required information by navigating to the relevant step

Deactivate the Session



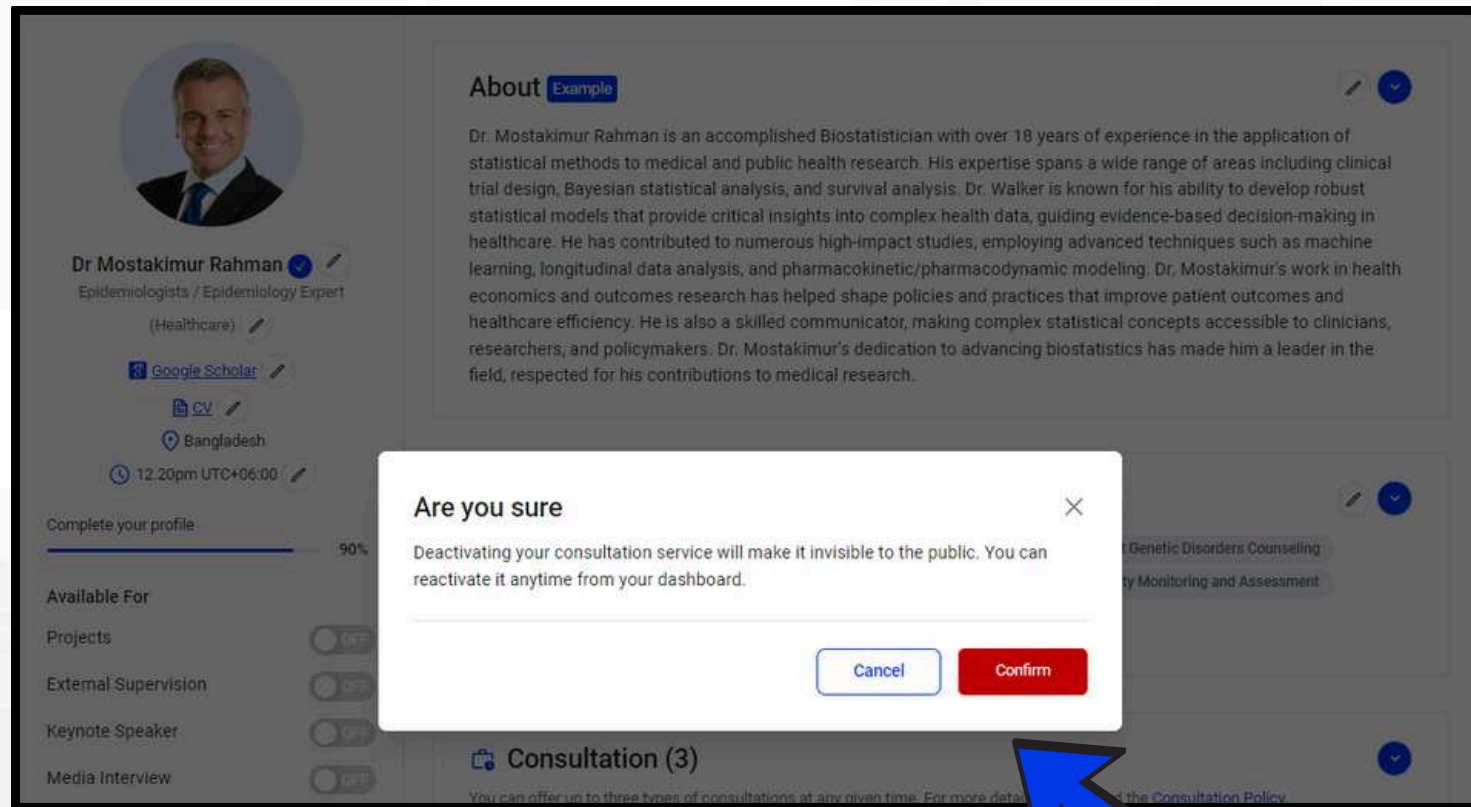
The screenshot displays a user profile for Dr. Mostakimur Rahman. The profile includes a circular profile picture, name, title 'Epidemiologists / Epidemiology Expert', and various links like Google Scholar and CV. A progress bar shows 'Complete your profile' at 90%. Below this are toggle switches for 'Available For' (Projects, External Supervision, Keynote Speaker, Media Interview), all currently set to 'OFF'. There are also sections for 'Language' (Conversational in English), 'Education' (No data was found), and 'Professional profiles' (LinkedIn).

The main content area is divided into three sections:

- About Example:** A bio paragraph describing Dr. Mostakimur Rahman's 18 years of experience in biostatistics and medical research.
- Expertise:** A list of skills including Bayesian Statistical Analysis, Anxiety Disorders Treatment, Bioinformatics, Adult Onset Genetic Disorders Counseling, Chronic Disease Management Education, Healthcare Accreditation and Licensing, Air Quality Monitoring and Assessment, Accreditation Standards Compliance, and Clinical Outcomes Analysis.
- Consultation (3):** A section for offering consultations. It includes a note about KYC verification and a list of active sessions. One session is highlighted: 'Cancer Genetic Counseling Updated', which is 'Active' in the 'Healthcare' category at '\$200/hr'. A dropdown menu is open for this session, showing 'Edit' and 'Deactivate' options. A blue arrow points to the 'Deactivate' button.

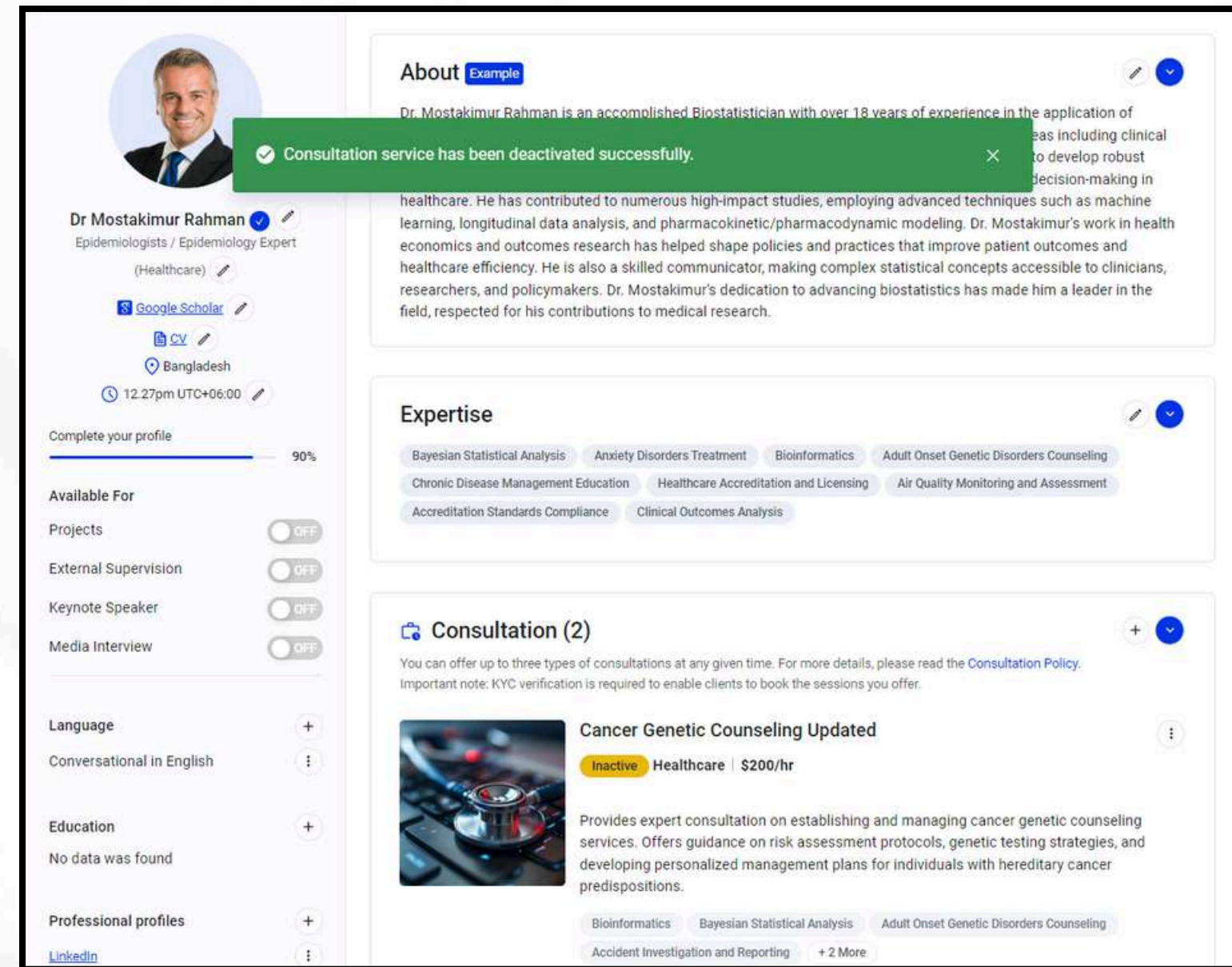
Visit your dashboard
and click
"Deactivate"

Deactivate the Session



The screenshot shows a user profile for Dr. Mostakimur Rahman. A modal dialog box titled "Are you sure" is displayed in the foreground, asking for confirmation to deactivate the consultation service. The dialog text reads: "Deactivating your consultation service will make it invisible to the public. You can reactivate it anytime from your dashboard." There are "Cancel" and "Confirm" buttons. A blue arrow points from the "Confirm" button to a separate box below.

**Confirm
deactivation**



The screenshot shows the same user profile after the deactivation. A green notification banner at the top states: "Consultation service has been deactivated successfully." The profile details, including the "About" section, "Expertise" tags, and a "Consultation (2)" listing for "Cancer Genetic Counseling Updated" (marked as inactive), are visible.

03 Monitor Your Consultation Sessions

Expert Gate® Find Services ▾ All Contracts ▾ My Services ▾ Payments ▾

I am looking for Project 🔍

2 3

Courses
Consultations
Projects

Consu

Upcoming (1) In progress (0) Completed (0) Refund Requested (0) Disputed (0) Cancelled (0) Refunded (0)

ID: 2
Cancer Genetic Counseling

Mrs Jose Levya
ABC Corporation Bangladesh

Fixed: \$100
Secured Account: \$100.00

3 days 4 hours 19 mins
October 25, 2024
5:00 PM - 6:00 PM

Keep track of your in-progress, upcoming, cancelled, and completed sessions

Was This Page Useful? Yes No Provide Feedback



How Clients can book a Consultation Session?



Find Suitable Expert and Book a Session

The screenshot shows the Expert Gate website interface. At the top, there is a navigation bar with the logo and menu items: Projects, My Contracts, Find Services, and Billings & Payment. A search bar contains the text "I am looking for" and "Expert". A dropdown menu is open, showing options: Find Courses, Find Consultations, and Find Experts. The main heading is "Find Top Experts for your project". Below this, there is a description: "We connect you with top global experts in fields like agriculture, healthcare, education, and more. Whether you need help with project management, research, or consultations, ExpertGate offers expert guidance for your key projects." Two buttons are present: "Post Your Project" and "Become an Expert". On the right, there is a profile for "Professor Michael Kassiou", a Crop Science Expert (Agriculture) located in Sydney, Australia. Below this, there is a search filter section with a search box containing "mostakim" and a "Filter" section with "Clear filters" link. The "Expert Category" section lists Agriculture, Healthcare, Manufacturing, Education, Business, and Energy. To the right of the filters is a profile for "Dr Mostakimur Rahman", an Epidemiologists / Epidemiology Expert from Bangladesh, who is "Available now". His bio states: "Dr. Mostakimur Rahman is an accomplished Biostatistician with over 18 years of experience in the application of statistical methods to medical and public health research. His expertise spans a wi... [Read More](#)". Below the bio are several tags: "Available for Consultation", "Bayesian Statistical Analysis", "Anxiety Disorders Treatment", "Bioinformatics", "Adult Onset Genetic Disorders Counseling", "Chronic Disease Management Education", "Healthcare Accreditation and Licensing", "Air Quality Monitoring and Assessment", "Accreditation Standards Compliance", and "Clinical Outcomes Analysis".

Utilise the platform's search filters to easily locate experts for your consultation needs



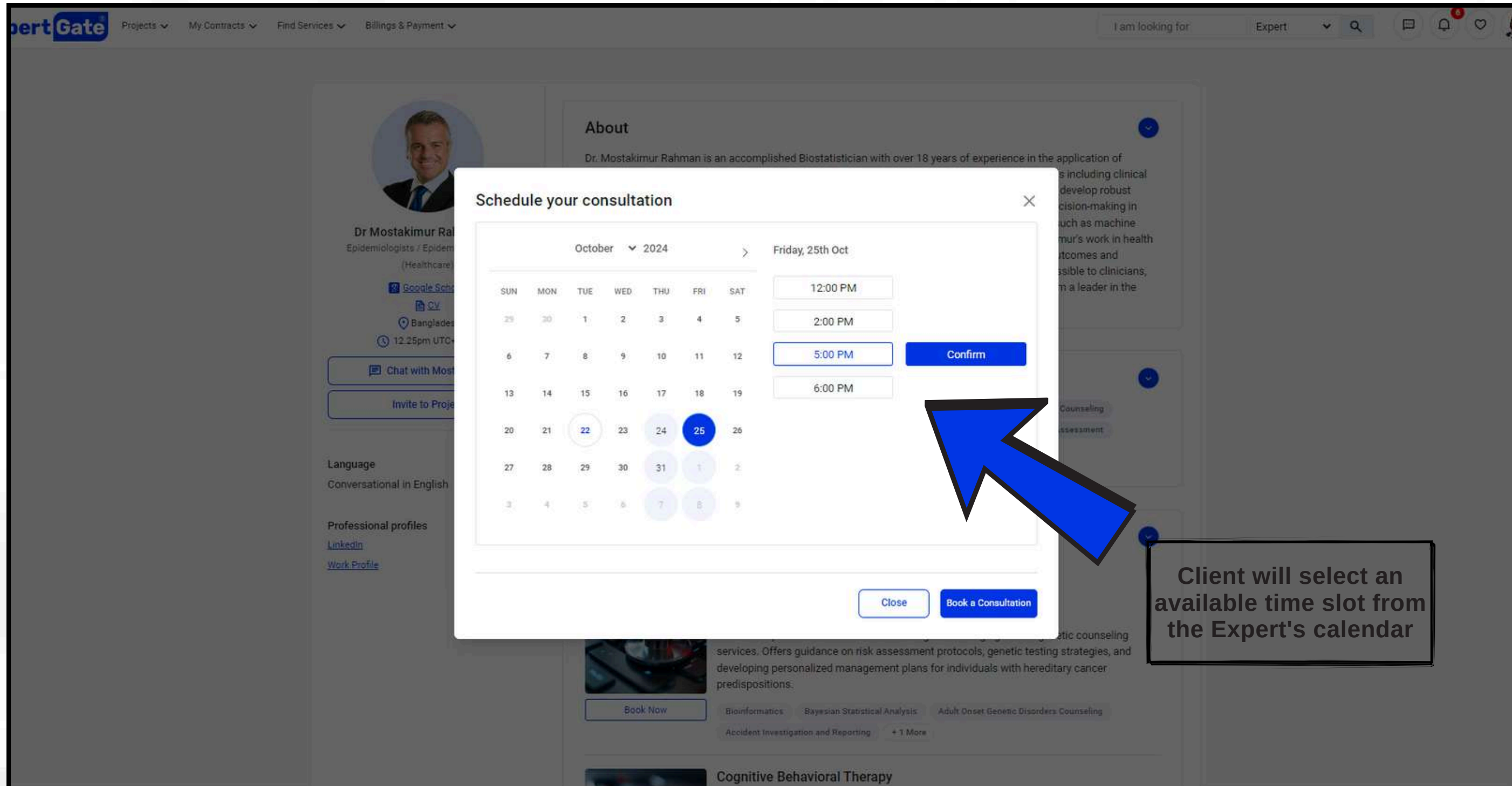


Visit Expert Profile and Book the Session

View Live Consultations

Click on "Book Now"

Select available time slot



Schedule your consultation

October 2024 Friday, 25th Oct

SUN	MON	TUE	WED	THU	FRI	SAT
29	30	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2
3	4	5	6	7	8	9

Time slots: 12:00 PM, 2:00 PM, 5:00 PM, 6:00 PM

Confirm

Book a Consultation

Client will select an available time slot from the Expert's calendar

04

Complete the payment and book the session

Select a billing method
This will be primary billing method across all contracts, account activity and subscriptions

MC ends with 5 Exp: 5/2036

VISA ends with 77 Exp: 5/2036

[+ Add New Billing Method](#)

Choose the payment method →

Dr Mostakimur Rahman
Epidemiologists / Epidemiology Expert
Bangladesh

Cancer Genetic Counseling

October 25, 2024 at 05:00 PM - 06:00 PM

Total Service Value 1 x \$100.00	\$100.00
Platform Fee (5%)	\$5.00
Contract initiation Fee	\$3.00
Subtotal	\$108.00
GST	\$0.80
Transaction Fee (3.5%)	\$3.81
Total Payable Amount:	\$112.61

By clicking on Check & Fund Button you are Agreeing with ExpertGate [Terms & Conditions](#)

[Book Consultation Now](#)

Select a billing method
This will be primary billing method across all contracts, account activity and subscriptions

VISA ends with 77 Exp: 5/2036

[+ Add New Billing Method](#)

Enter payment details →

Add Billing Method

Card

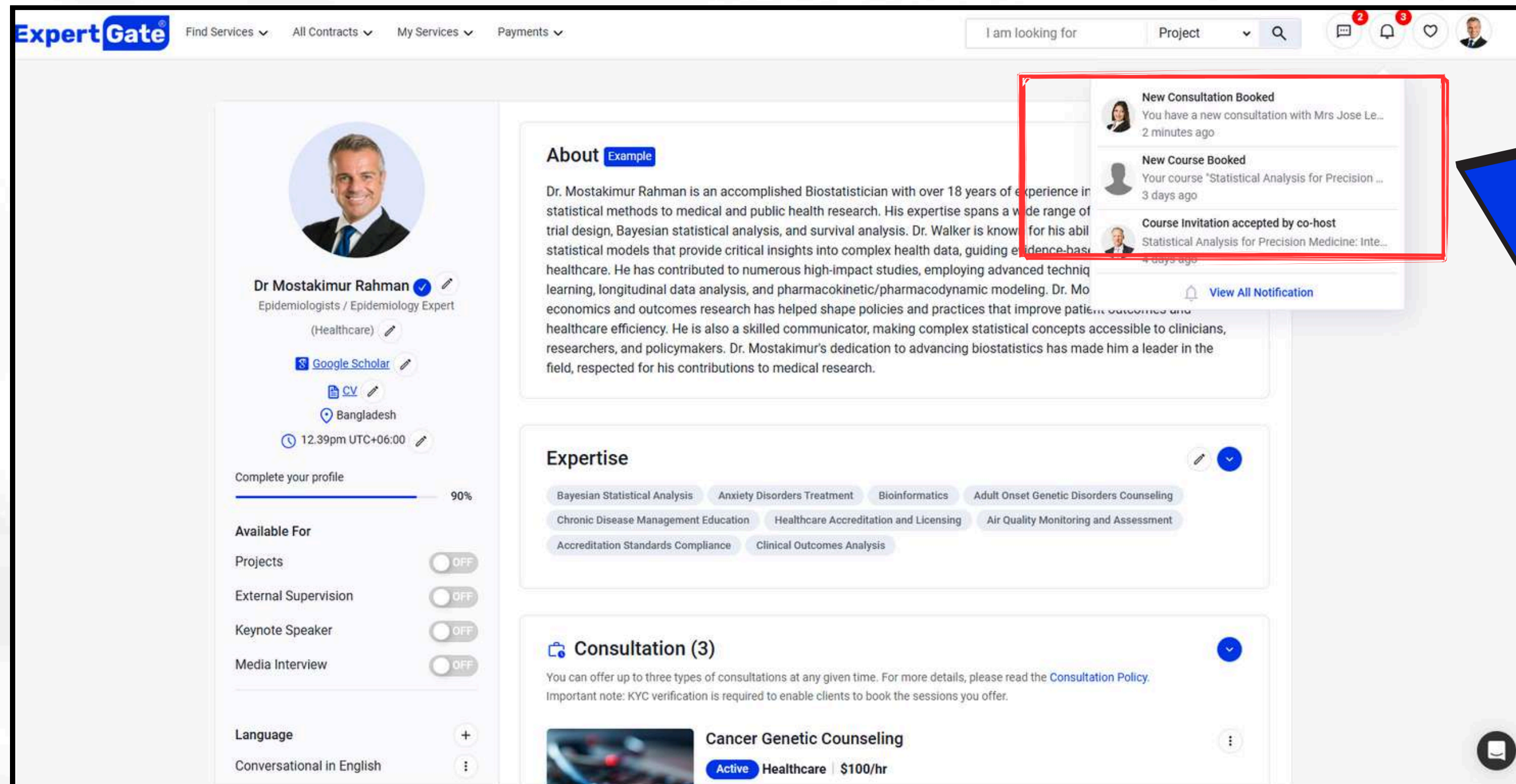
Card number: 378...005 Expiration date: Security code:

Country: United States Zip code:

By providing your card information, you allow ExpertGate Inc. to charge your card for future payments in accordance with their terms.

[Cancel](#) [Add](#)







Booking Confirmation Notification to the Expert



The screenshot shows the Expert Gate profile page for Dr. Mostakimur Rahman. The profile includes a header with navigation links (Find Services, All Contracts, My Services, Payments), a search bar, and notification icons. The main content area is divided into three sections: 'About Example', 'Expertise', and 'Consultation (3)'. A notification overlay is visible in the top right corner, containing three items: 'New Consultation Booked', 'New Course Booked', and 'Course Invitation accepted by co-host'. A large blue arrow points to the notification area.

Expert Gate Find Services ▾ All Contracts ▾ My Services ▾ Payments ▾

I am looking for Project 🔍

Dr. Mostakimur Rahman 
Epidemiologists / Epidemiology Expert
(Healthcare) 
[Google Scholar](#) 
[CV](#) 
Bangladesh 
12.39pm UTC+06:00 

Complete your profile 90%

Available For

Projects OFF

External Supervision OFF

Keynote Speaker OFF

Media Interview OFF

Language
Conversational in English

About Example

Dr. Mostakimur Rahman is an accomplished Biostatistician with over 18 years of experience in statistical methods to medical and public health research. His expertise spans a wide range of trial design, Bayesian statistical analysis, and survival analysis. Dr. Walker is known for his ability to develop statistical models that provide critical insights into complex health data, guiding evidence-based healthcare. He has contributed to numerous high-impact studies, employing advanced techniques such as machine learning, longitudinal data analysis, and pharmacokinetic/pharmacodynamic modeling. Dr. Mostakimur's research in health economics and outcomes research has helped shape policies and practices that improve patient outcomes and healthcare efficiency. He is also a skilled communicator, making complex statistical concepts accessible to clinicians, researchers, and policymakers. Dr. Mostakimur's dedication to advancing biostatistics has made him a leader in the field, respected for his contributions to medical research.

Expertise

Bayesian Statistical Analysis Anxiety Disorders Treatment Bioinformatics Adult Onset Genetic Disorders Counseling
Chronic Disease Management Education Healthcare Accreditation and Licensing Air Quality Monitoring and Assessment
Accreditation Standards Compliance Clinical Outcomes Analysis

Consultation (3)

You can offer up to three types of consultations at any given time. For more details, please read the [Consultation Policy](#).
Important note: KYC verification is required to enable clients to book the sessions you offer.

Cancer Genetic Counseling
Active Healthcare | \$100/hr

Notifications:

- New Consultation Booked**
You have a new consultation with Mrs Jose Le...
2 minutes ago
- New Course Booked**
Your course "Statistical Analysis for Precision ..."
3 days ago
- Course Invitation accepted by co-host**
Statistical Analysis for Precision Medicine: Inte...
4 days ago

[View All Notification](#)



Booking Confirmation Notification to the Client

The screenshot displays the ExpertGate user interface. At the top, there is a navigation bar with the ExpertGate logo and menu items: Projects, My Contracts, Find Services, and Billings & Payment. A search bar on the right contains the text "I am looking for" and "Expert".

The main content area is titled "Consultation > All Contracts". Below this, there are tabs for "Upcoming (1)", "In progress (0)", "Completed (0)", "Refund Requested (0)", "Disputed (0)", "Cancelled (0)", and "Refunded (0)".

The "Upcoming (1)" tab is active, showing a consultation card for "Cancer Genetic Counseling" with ID: 2. The consultant is Dr. Mostakimur Rahman, an Epidemiologist / Epidemiology Expert from Bangladesh. The fixed fee is \$100, and the account is secured for \$100.00. The consultation is scheduled for October 25, 2024, from 5:00 PM to 6:00 PM, with a countdown timer showing "3 days 4 hours 21 mins".

A notification panel is open on the right side, highlighted with a red box and a blue arrow. It contains the following notifications:

- Billing: Card Charged**: Your credit card been charged 112.61 usd 1 minute ago
- Consultation Confirmed!**: Your consultation with Dr Mostakimur Rahman... 1 minute ago
- Billing: Card Charged**: 3 days ago
- Course Confirmed!**: Your course "Statistical Analysis for Precision ..." 3 days ago
- Refunded**: Refunded 112.61 usd 5 days ago

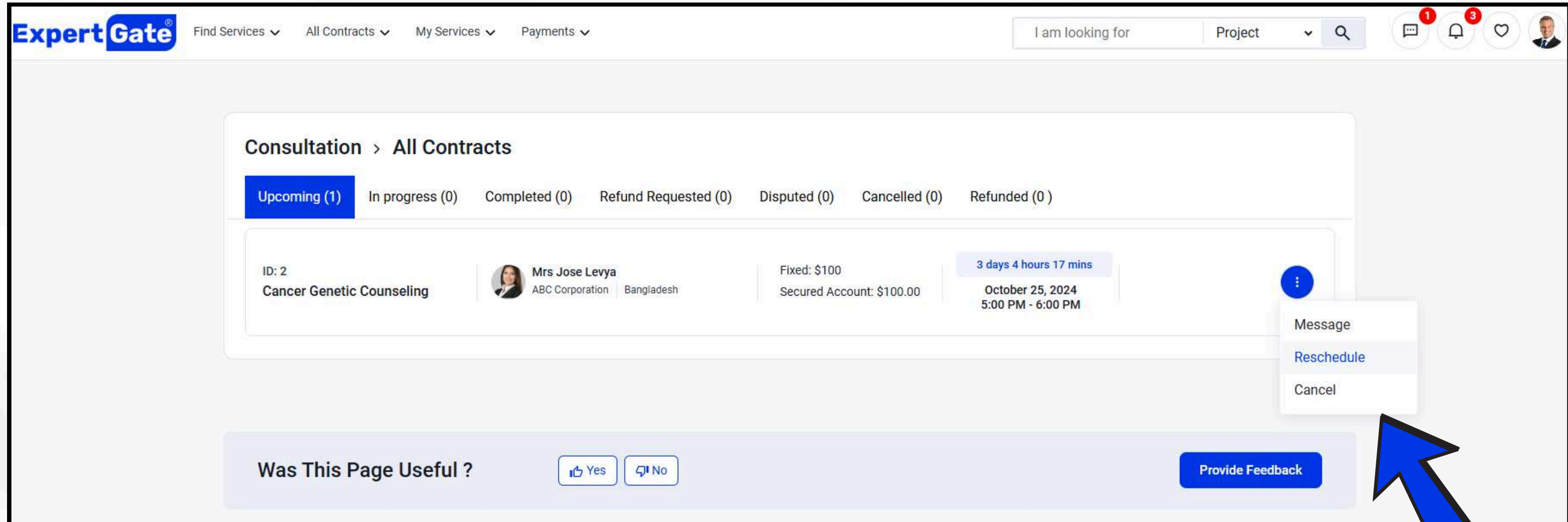
At the bottom of the notification panel, there is a link to "View All Notification".

At the bottom of the main content area, there is a feedback section titled "Was This Page Useful?" with "Yes" and "No" buttons, and a "Provide Feedback" button.



How to Reschedule a Consultation Session?

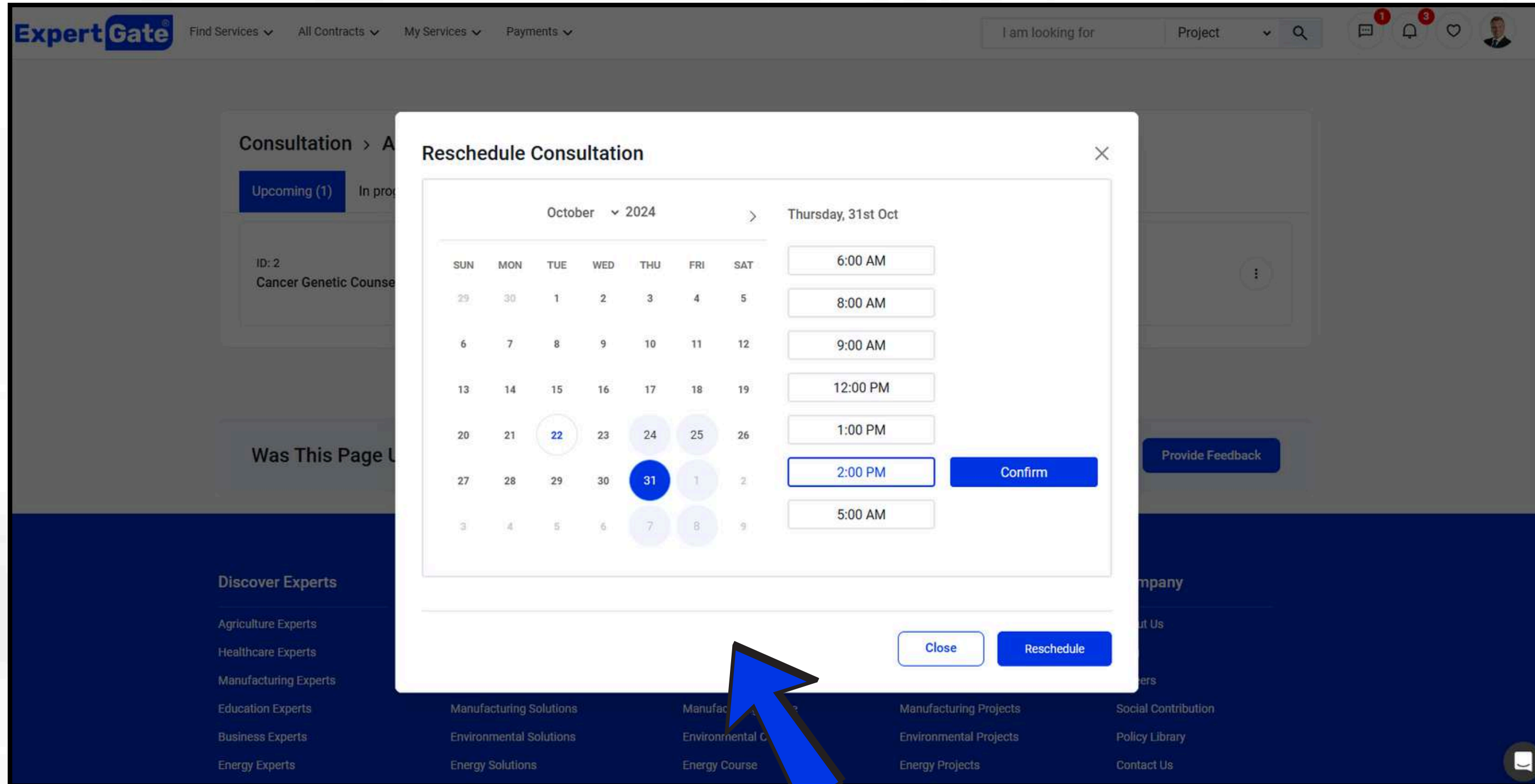
Rescheduling Session by Expert



The screenshot shows the Expert Gate dashboard interface. At the top, there is a navigation bar with the Expert Gate logo, menu items like 'Find Services', 'All Contracts', 'My Services', and 'Payments', a search bar, and notification icons. The main content area is titled 'Consultation > All Contracts' and features a filter bar with options: 'Upcoming (1)', 'In progress (0)', 'Completed (0)', 'Refund Requested (0)', 'Disputed (0)', 'Cancelled (0)', and 'Refunded (0)'. A single consultation card is displayed with the following details: ID: 2, 'Cancer Genetic Counseling', expert 'Mrs Jose Levya' from 'ABC Corporation' in 'Bangladesh', a fixed fee of '\$100' with a 'Secured Account: \$100.00', and a session time of '3 days 4 hours 17 mins' on 'October 25, 2024' from '5:00 PM - 6:00 PM'. A dropdown menu is open on the right side of the card, showing options for 'Message', 'Reschedule', and 'Cancel'. A blue arrow points from the 'Reschedule' option to a text box at the bottom right. At the bottom of the dashboard, there is a feedback section asking 'Was This Page Useful?' with 'Yes' and 'No' buttons, and a 'Provide Feedback' button.

Visit your dashboard and click on "Reschedule"

Choose new date and time



Expert Gate Find Services All Contracts My Services Payments I am looking for Project

Consultation > A

Upcoming (1) In pro

ID: 2
Cancer Genetic Course

Was This Page U

Provide Feedback

Discover Experts

- Agriculture Experts
- Healthcare Experts
- Manufacturing Experts
- Education Experts
- Business Experts
- Energy Experts

Manufacturing Solutions
Environmental Solutions
Energy Solutions

Manufac
Environmental C
Energy Course

Manufacturing Projects
Environmental Projects
Energy Projects

Social Contribution
Policy Library
Contact Us

Reschedule Consultation

October 2024 Thursday, 31st Oct

SUN	MON	TUE	WED	THU	FRI	SAT
29	30	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2
3	4	5	6	7	8	9

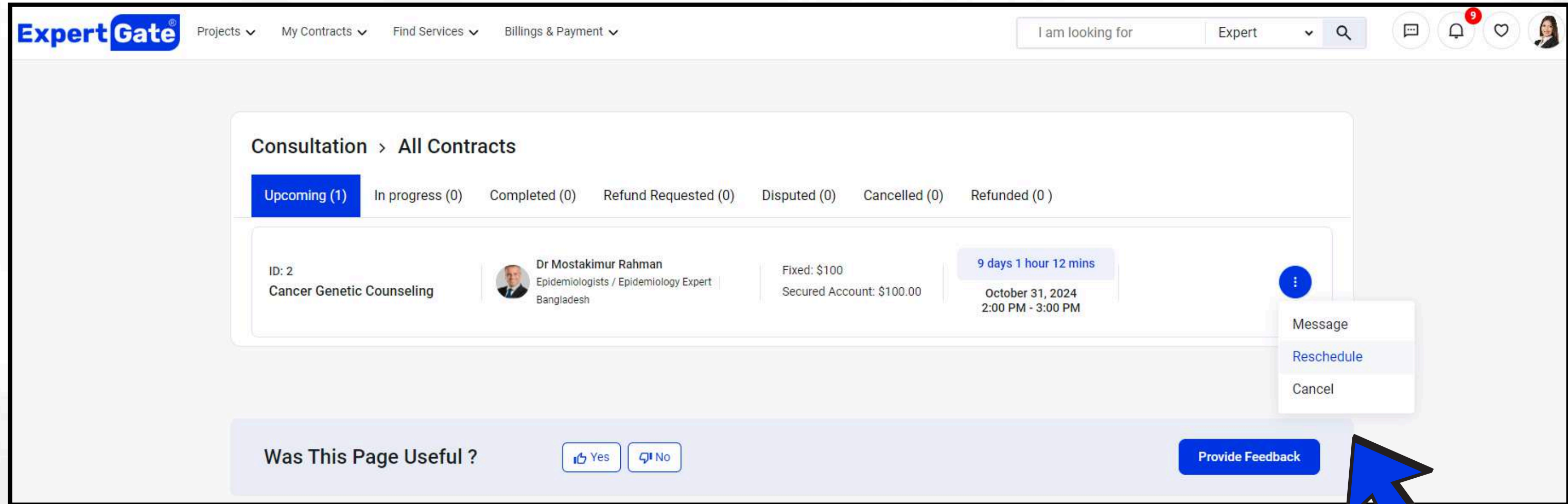
6:00 AM
8:00 AM
9:00 AM
12:00 PM
1:00 PM
2:00 PM
5:00 AM

Confirm

Close Reschedule

Choose a new date and time

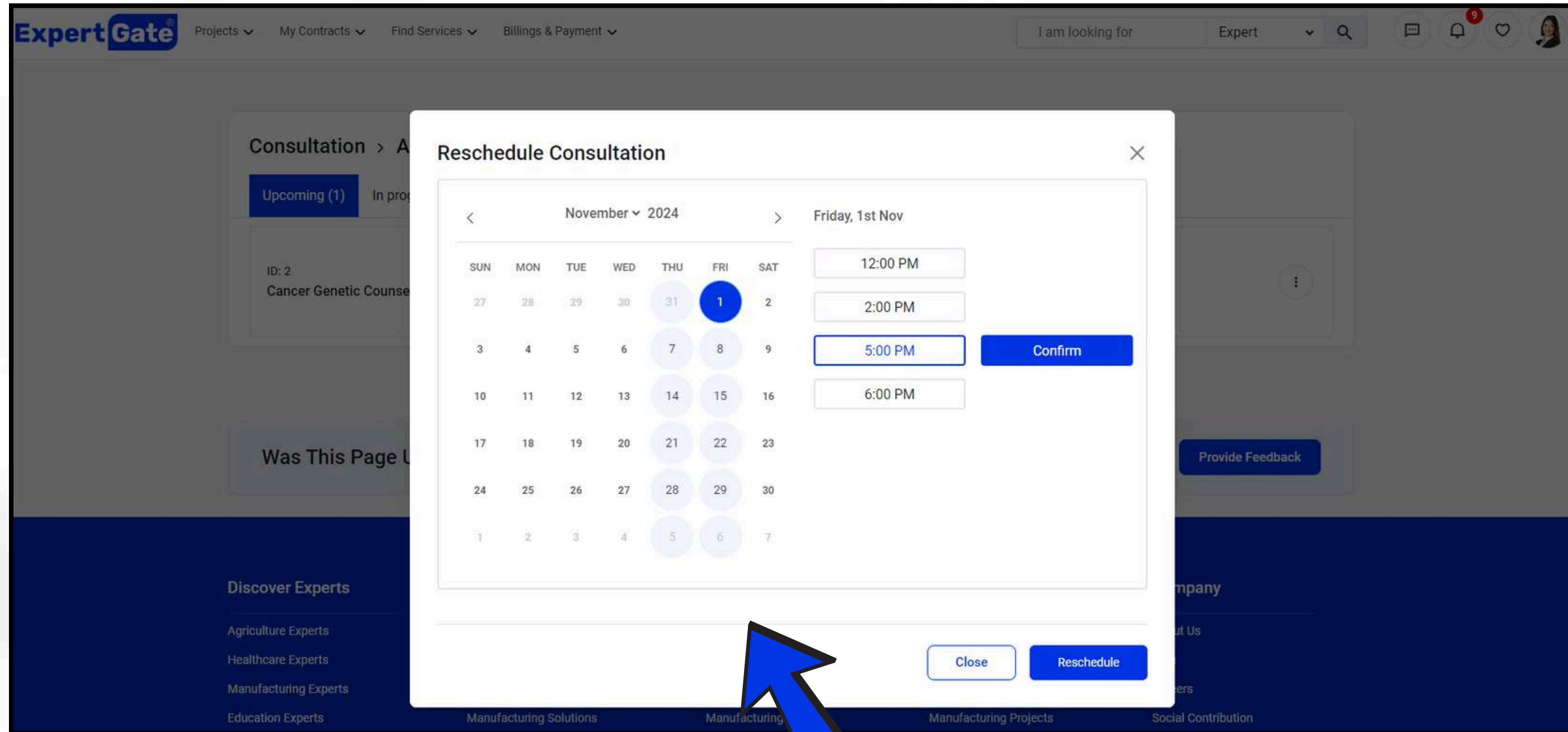
Rescheduling Session by Client



The screenshot shows the Expert Gate dashboard. At the top, there is a navigation bar with the Expert Gate logo and menu items: Projects, My Contracts, Find Services, and Billings & Payment. A search bar contains the text 'I am looking for' and 'Expert'. On the right, there are icons for chat, notifications (with a red '9' badge), a heart, and a user profile. The main content area is titled 'Consultation > All Contracts'. Below this, there are tabs for 'Upcoming (1)', 'In progress (0)', 'Completed (0)', 'Refund Requested (0)', 'Disputed (0)', 'Cancelled (0)', and 'Refunded (0)'. The 'Upcoming (1)' tab is active. A consultation card is displayed with the following details: ID: 2, Cancer Genetic Counseling, Dr. Mostakimur Rahman (Epidemiologists / Epidemiology Expert, Bangladesh), Fixed: \$100, Secured Account: \$100.00, and a session time of 9 days 1 hour 12 mins on October 31, 2024, from 2:00 PM to 3:00 PM. A dropdown menu is open on the right side of the card, showing options: Message, Reschedule, and Cancel. At the bottom of the dashboard, there is a feedback section with the text 'Was This Page Useful?' and buttons for 'Yes' and 'No', along with a 'Provide Feedback' button. A blue arrow points from the 'Reschedule' option in the dropdown menu to a text box at the bottom right.

Visit your dashboard and click on "Reschedule"

Choose new date and time



Expert Gate® Projects My Contracts Find Services Billings & Payment I am looking for Expert

Consultation > A
Upcoming (1) In pro
ID: 2
Cancer Genetic Counse
Was This Page U
Provide Feedback

Reschedule Consultation

November 2024 Friday, 1st Nov

SUN	MON	TUE	WED	THU	FRI	SAT
27	28	29	30	31	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
1	2	3	4	5	6	7

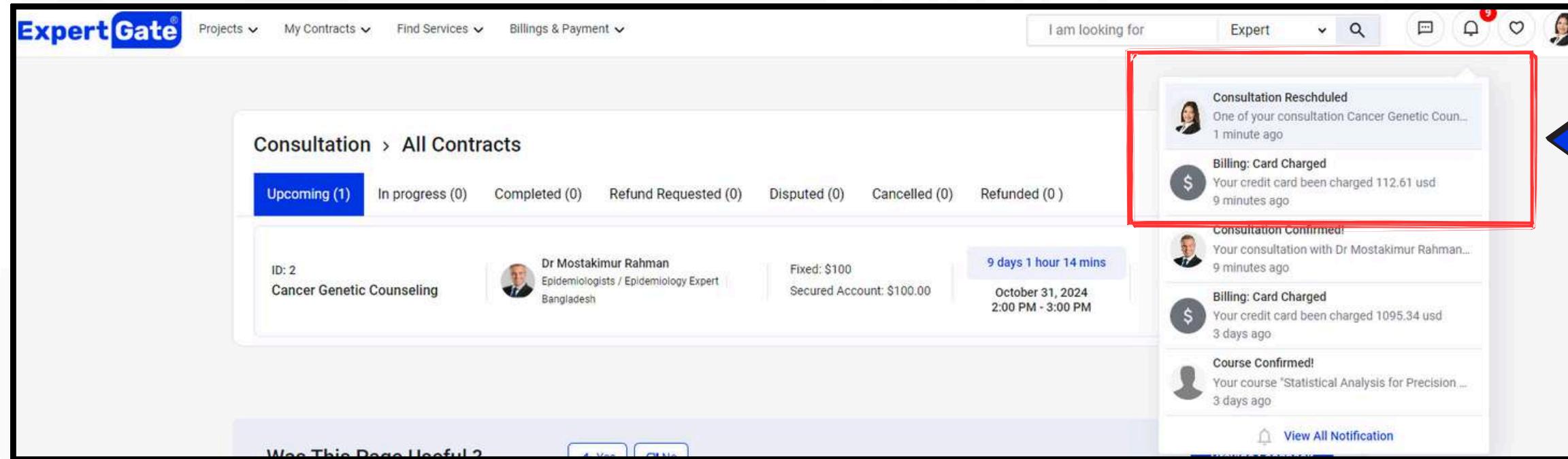
12:00 PM
2:00 PM
5:00 PM
6:00 PM

Confirm

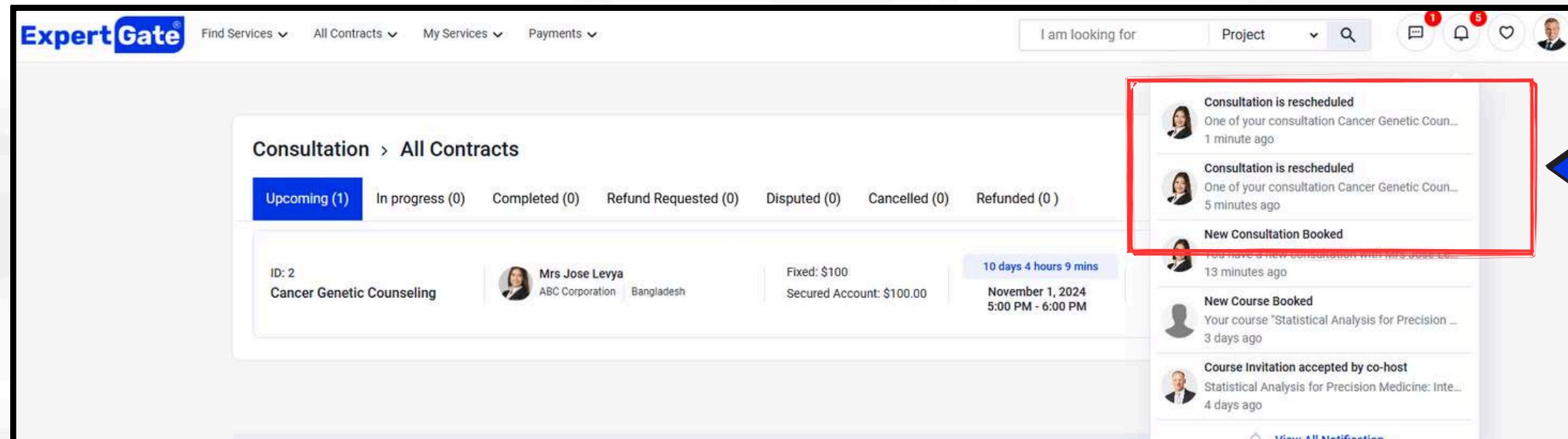
Close Reschedule

Choose a new date and time

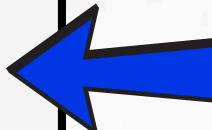
Notification of Rescheduled Session to both Expert and Client



The screenshot shows the client's dashboard on Expert Gate. The main content area displays a consultation for Dr. Mostakimur Rahman, an Epidemiologists / Epidemiology Expert in Bangladesh. The consultation is for Cancer Genetic Counseling, with a fixed fee of \$100 and a secured account of \$100.00. The session is scheduled for October 31, 2024, from 2:00 PM to 3:00 PM. On the right side, a notification panel is visible, with a red box highlighting a notification titled "Consultation Rescheduled" that says "One of your consultation Cancer Genetic Coun... 1 minute ago". Other notifications include "Billing: Card Charged" and "Consultation Confirmed!".



The screenshot shows the expert's dashboard on Expert Gate. The main content area displays a consultation for Mrs. Jose Levy, an ABC Corporation in Bangladesh. The consultation is for Cancer Genetic Counseling, with a fixed fee of \$100 and a secured account of \$100.00. The session is scheduled for November 1, 2024, from 5:00 PM to 6:00 PM. On the right side, a notification panel is visible, with a red box highlighting a notification titled "Consultation is rescheduled" that says "One of your consultation Cancer Genetic Coun... 1 minute ago". Other notifications include "New Consultation Booked", "New Course Booked", and "Course Invitation accepted by co-host".

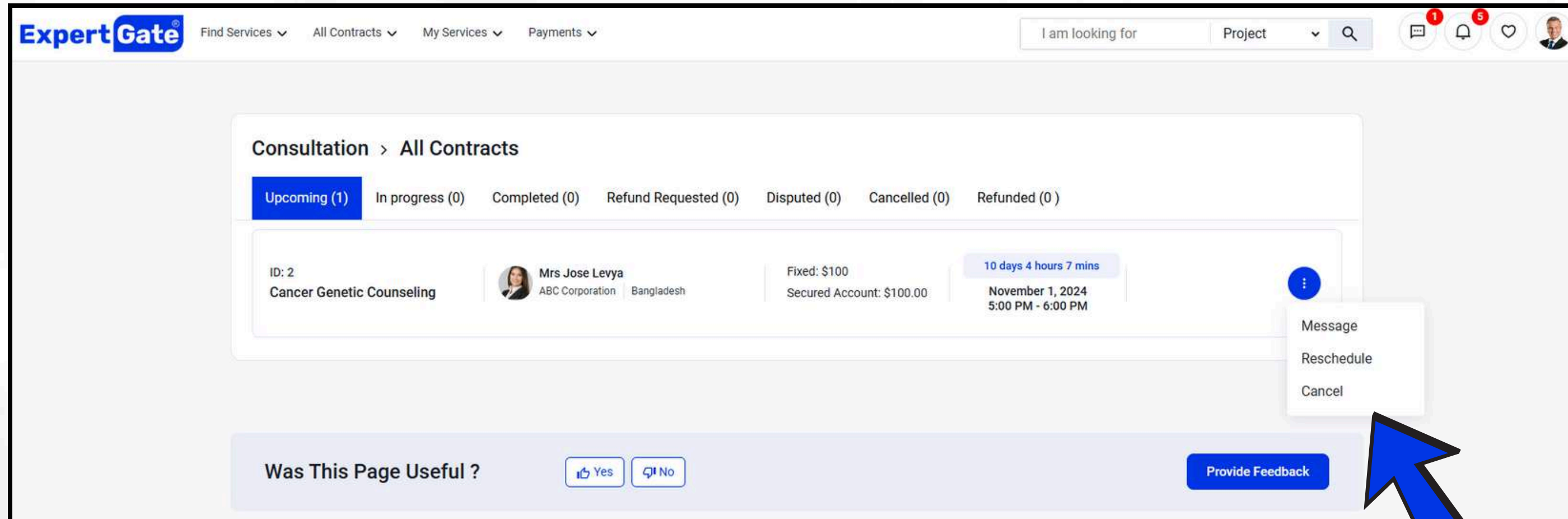


In case of rescheduled session either by expert or client, both will receive the notifications



How to Cancel a Consultation Session?

Cancellation by Expert- Visit your dashboard



The screenshot shows the Expert Gate dashboard interface. At the top, there is a navigation bar with the Expert Gate logo, a search bar, and several menu items: 'Find Services', 'All Contracts', 'My Services', and 'Payments'. A search bar contains the text 'I am looking for' and a dropdown menu is set to 'Project'. On the right side of the navigation bar, there are icons for chat, notifications (with a red '5' badge), a heart, and a user profile picture.

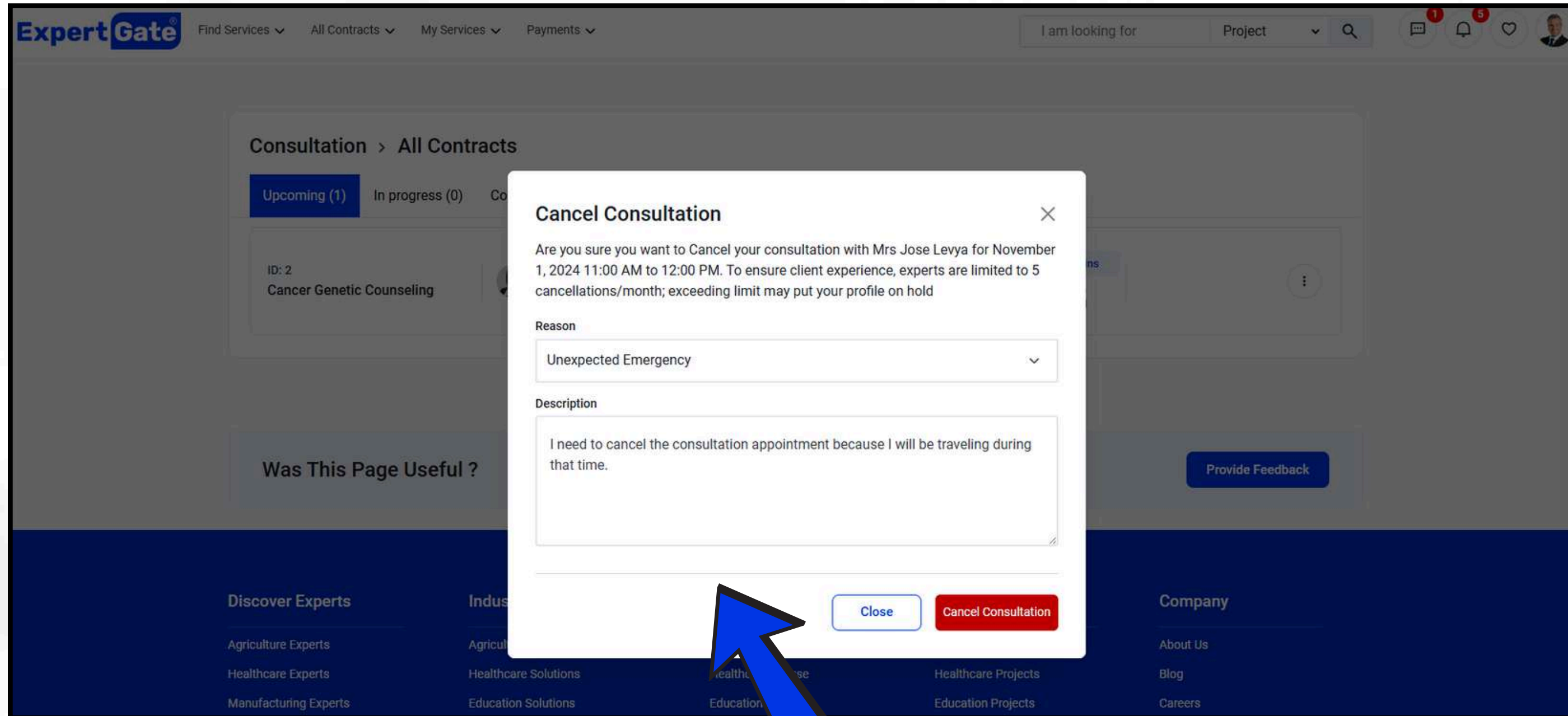
The main content area is titled 'Consultation > All Contracts'. Below this title, there are several tabs: 'Upcoming (1)', 'In progress (0)', 'Completed (0)', 'Refund Requested (0)', 'Disputed (0)', 'Cancelled (0)', and 'Refunded (0)'. The 'Upcoming (1)' tab is selected.

The main content area displays a single contract card for 'Cancer Genetic Counseling'. The card includes the following information: ID: 2, Mrs Jose Levya (ABC Corporation, Bangladesh), Fixed: \$100, Secured Account: \$100.00, and a timer showing '10 days 4 hours 7 mins' remaining. The contract is scheduled for 'November 1, 2024' from '5:00 PM - 6:00 PM'. A blue information icon (i) is located on the right side of the card, and a dropdown menu is open, showing the options 'Message', 'Reschedule', and 'Cancel'. A large blue arrow points from the 'Cancel' option to a text box at the bottom right of the image.

At the bottom of the dashboard, there is a feedback section with the text 'Was This Page Useful?' and two buttons: 'Yes' and 'No'. A 'Provide Feedback' button is also present.

Visit your dashboard
and click on
"Cancel"

Provide reason of cancellation



The screenshot shows the Expert Gate web interface with a 'Cancel Consultation' modal form open. The modal contains the following text and fields:

Cancel Consultation [Close]

Are you sure you want to Cancel your consultation with Mrs Jose Levya for November 1, 2024 11:00 AM to 12:00 PM. To ensure client experience, experts are limited to 5 cancellations/month; exceeding limit may put your profile on hold

Reason
Unexpected Emergency [v]

Description
I need to cancel the consultation appointment because I will be traveling during that time.

[Close] [Cancel Consultation]

The background shows a navigation bar with 'Expert Gate', 'Find Services', 'All Contracts', 'My Services', and 'Payments'. Below the navigation bar, there are tabs for 'Upcoming (1)', 'In progress (0)', and 'Completed'. A card for 'Cancer Genetic Counseling' is visible with ID: 2. A 'Was This Page Useful?' section is also present. The footer contains various links like 'Discover Experts', 'Agriculture Experts', 'Healthcare Experts', 'Manufacturing Experts', 'Education Solutions', 'Healthcare Solutions', 'Education Projects', and 'Company'.



Provide the reason of cancellation and confirm

Cancellation by Client

The screenshot shows the Expert Gate dashboard. At the top, there is a navigation bar with the Expert Gate logo and menu items: Projects, My Contracts, Find Services, and Billings & Payment. A search bar contains the text 'I am looking for' and 'Expert'. On the right, there are icons for chat, notifications (9+), and a user profile. The main content area is titled 'Consultation > All Contracts'. Below this, there are tabs for contract statuses: Upcoming (1), In progress (0), Completed (0), Refund Requested (0), Disputed (0), Cancelled (0), and Refunded (1). The 'Upcoming (1)' tab is selected. A contract card is displayed with the following details: ID: 4, Cognitive Behavioral Therapy, Dr. Mostakimur Rahman (Epidemiologists / Epidemiology Expert, Bangladesh), Fixed: \$100, Secured Account: \$100.00, and a duration of 1 day 4 hours 25 mins. The start time is October 24, 2024, 5:00 PM - 6:00 PM. A dropdown menu is open on the right side of the contract card, showing options: Message, Reschedule, and Cancel. At the bottom of the dashboard, there is a feedback section titled 'Was This Page Useful?' with 'Yes' and 'No' buttons, and a 'Provide Feedback' button. A blue arrow points from the 'Provide Feedback' button towards the 'Cancel' option in the dropdown menu.

Client will visit their dashboard and click on "Cancel"

04 >> Client will provide reason of cancellation

Reason for Canceling

Are you sure you want to Cancel your consultation with Dr Mostakimur Rahman for October 24, 2024 11:00 AM to 12:00 PM. To ensure expert experience, clients are limited to 5 cancellations/month; exceeding limit may put your profile on hold.

Reason

Health Issue

Description

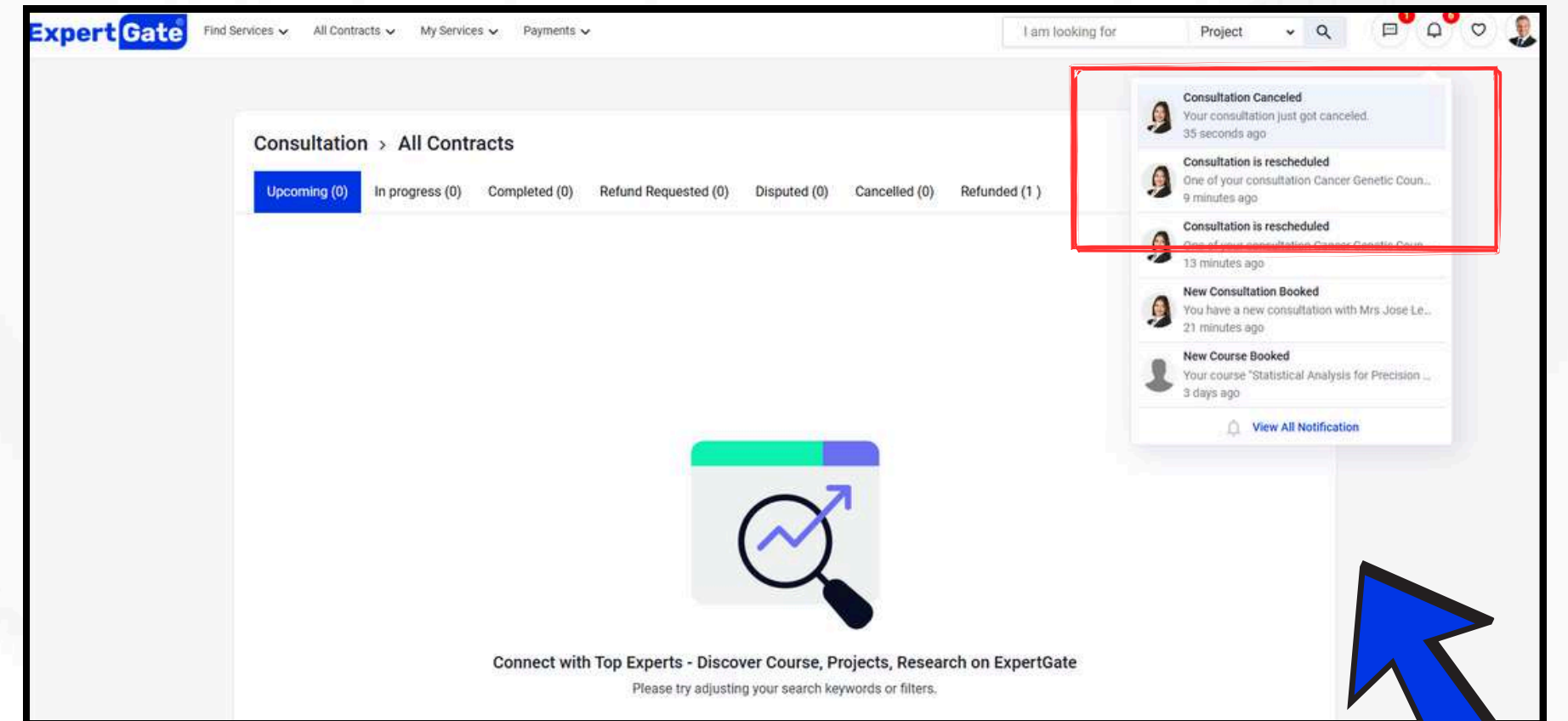
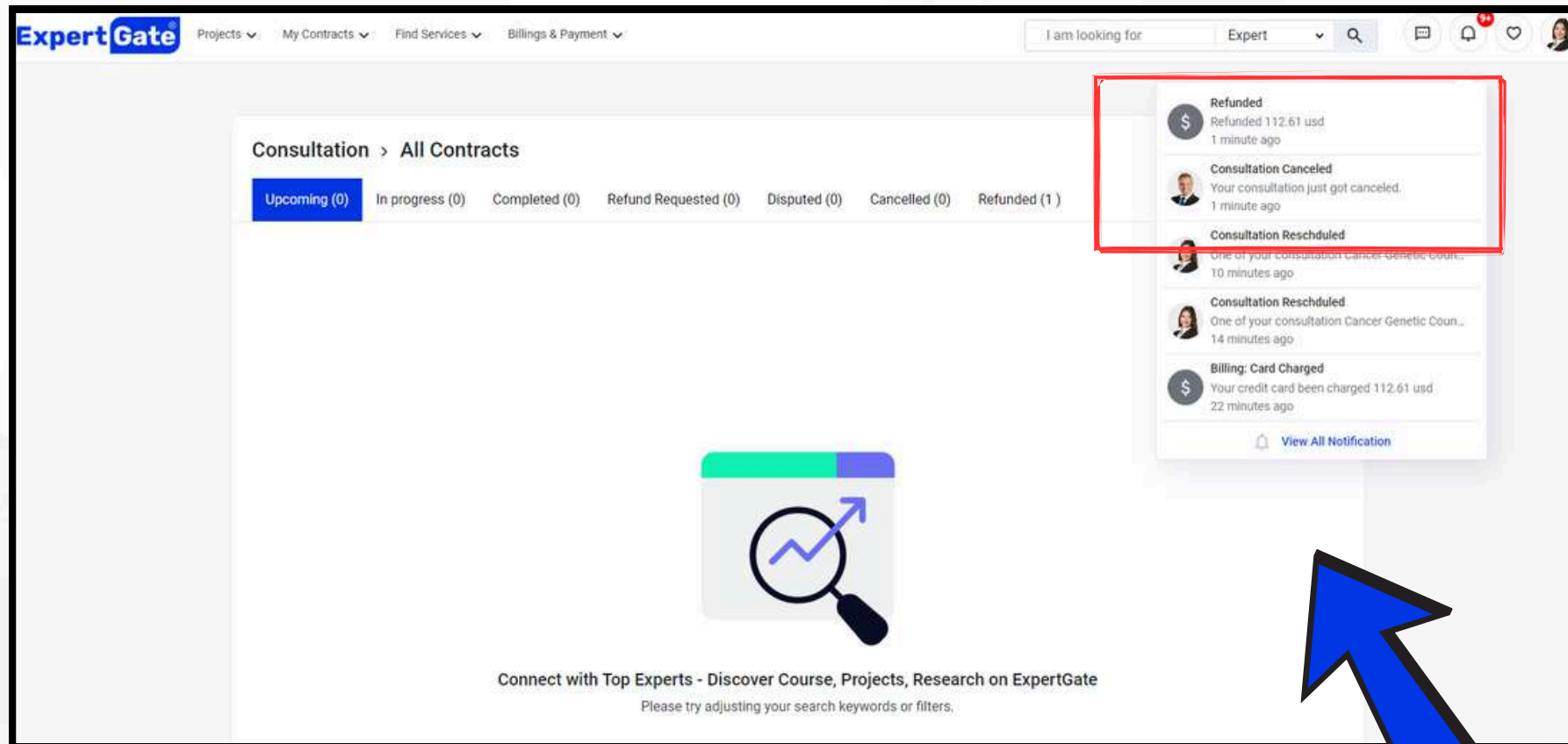
I am sick, so I will not be able to attend the session.

Close Cancel Consultation

Provide the reason of cancellation and confirm

05 >>

Notification of Cancellation to both Expert and the Client



Cancellation and refund notification to the client

Cancellation notification to the expert



Payments Management

Payments Management

Transparency, Reliability, and Security:

- At ExpertGate, we prioritise trust in all collaborative endeavours.
- Our robust payment and pricing policy is designed to:
 - Safeguard your interests through transparent processes.
 - Ensure smooth and fair transactions.

Key Principles

- **Transparency:** Clear pricing and fees at every step.
- **Reliability:** Consistent and timely payments for all services.
- **Security:** Advanced measures to protect all financial transactions.
Detailed explanation in ExpertGate's payment policy.

Payments Management

Secure Payment Handling:

- ExpertGate partners with Stripe and utilises **Stripe Express Connect** to securely handle payment delivery, holding, and receipt for contracts/sessions between experts and clients.
- Students are required to pay in advance, with funds held in a designated **Platform Secured Account under the expert's name**, protected by Stripe, and kept separate from our operational accounts to ensure security and transparency.
- All experts must complete **Know Your Customer (KYC)** verification as mandated by Stripe to ensure compliance and security in financial transactions.

Automatic Release of Funds

- After an Expert completes a Project or Session, they submit a release request to the client.
- The Customer has a designated review period to assess the delivered service and ensure the agreed-upon requirements are met.
- If there are no objections after the review period ends, funds held in the Platform Secured Account will be **automatically released** to the Expert's account.

Payment Structure at ExpertGate

Contract Type	Platform Fee	Contract Value	Service Charge Fee (10%)	Expert's Earning
Fixed Price Contract	10%	\$100	\$10	\$90
Hourly Contract	10%	\$100 per hour	\$10 per hour	\$90 per hour
Consultation Session	10%	\$100	\$10	\$90
Course	10%	\$100	\$10	\$90

Automated Payments: The payment system is fully automated, ensuring timely and secure transactions for all parties.

Revenue Sharing: Experts receive a percentage of the course fees based on their role as either Organising Instructors or Co-Instructors.

50% Social Contribution: ExpertGate commits to reinvesting 50% of profits into educational initiatives, benefiting underserved communities.

Transparent Payouts: Experts can track their earnings in real-time through their dashboard, with payments processed automatically after course completion.

Q/A

We welcome your questions!

If you have any inquiries about ExpertGate, or consultation sessions, please feel free to ask!