



KeralaDirectory

C O M P L E T E
U S E R M A N U A L

Business Directory & Website Builder Platform

KeralaDirectory.co.in

Version 2026

For customers, Business Owners, Website Owners, and administrators

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A clickable route through KeralaDirectory

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N O T E

Links in this contents page take you to the relevant section in compatible PDF readers. The manual uses real application captures for public entry points and written instructions for authenticated workflows.

1. Introduction

A directory, business catalogue, and website publishing platform

KeralaDirectory helps people find local businesses and gives Business Owners tools to create and manage a public business listing. Premium members can use the Website Builder, publish a business website, manage offers, and use other enabled premium features.

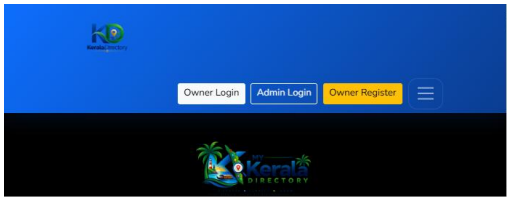


Figure 1 - KeralaDirectory homepage

The live public homepage introduces the directory and gives visitors access to businesses, offers, jobs, events, and Business Owner registration.

Who uses KeralaDirectory

Role	Primary use
Visitor	Search the directory, open a business profile, view public offers, jobs, events, and published websites.
Business Owner	Create businesses, manage catalogue content, appointments, events, jobs, and premium website content.
Administrator	Approve businesses and offers, manage categories, memberships, payments, users, and platform settings.

Quick Start: Business Owner

1. Open KeralaDirectory.co.in and choose Owner Register.
2. Select the available membership option and complete your account details.
3. Verify the mobile number using the registration OTP, then sign in.

4. Create a business and complete its profile, category, contact information, and location.
5. Add products or services. Configure appointment booking on the relevant service when required.
6. For an enabled Premium membership, open Website Builder, save a draft, preview, and publish after review.

I M P O R T A N T

A public listing may depend on administrator approval when automatic business approval is disabled. Do not promise a customer that a new listing will be visible until it is approved.

2. Getting Started, Registration and Login

Create and access a Business Owner account

Use a current desktop or mobile browser with JavaScript enabled. Go to KeralaDirectory.co.in. The navigation presents Owner Login, Admin Login, and Owner Register. The app is responsive; labels may move into the mobile navigation menu on narrow screens.

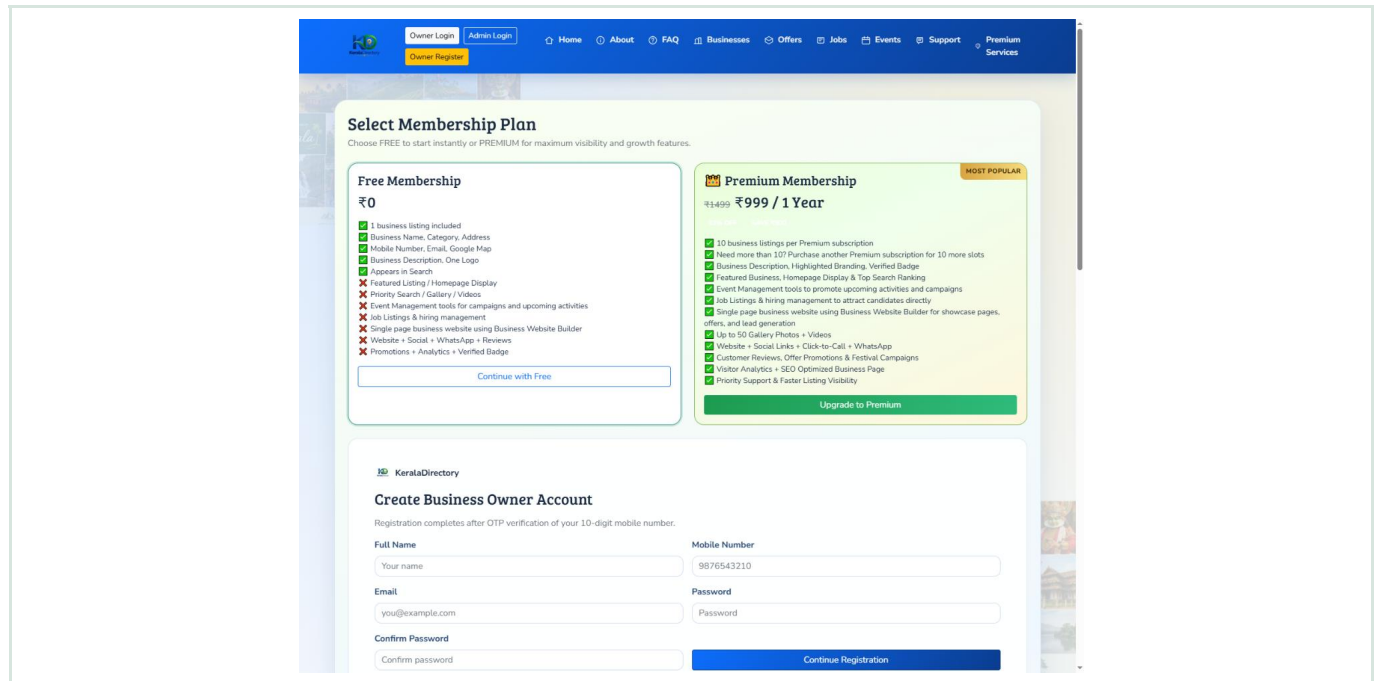


Figure 2 - Business Owner registration and membership selection

The registration page presents the membership choices and starts account creation after a plan is selected.

Register a Business Owner account

1. Choose Owner Register from the navigation.
2. Choose the membership option appropriate for the account.
3. Enter the requested account details and a 10-digit mobile number.
4. Create and confirm the password as prompted by the form.
5. Submit the form and enter the one-time password (OTP) sent for registration verification.
6. After verification, sign in using the verified mobile number and password.

IMPORTANT

Registration completes only after mobile OTP verification. Required fields and password validation are shown by the application; correct the indicated field before submitting again.

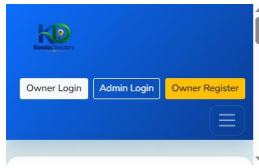


Figure 3 - Business Owner Login

Business Owners sign in with the verified mobile number and password. The page also provides account registration and password recovery links.

Account management and security

1. Use Forgot your password? on the owner login page if access is lost.
2. Follow the password reset workflow and enter the verification details requested on screen.
3. Use the profile page to review account information available to your role.
4. Use Logout when work is complete, especially on a shared device.

W A R N I N G

Do not share passwords or OTPs. Session timeout behavior can be configured by an administrator and may sign users out after inactivity.

3. Business Profile, Directory and Categories

Build the public foundation of a listing

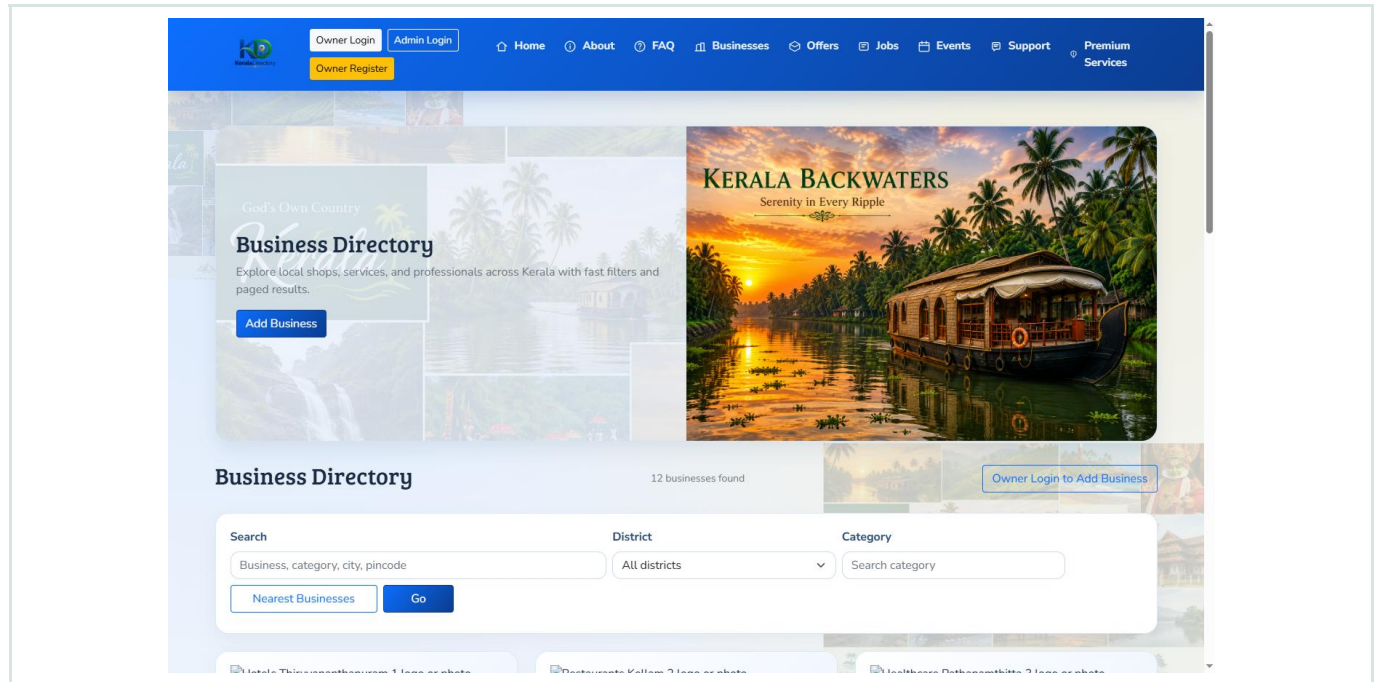


Figure 4 - Business Directory

The live directory provides keyword, category, and location-oriented discovery with paged business results.

Create and complete a business

1. Sign in as a Business Owner and open My Business or the business creation route.
2. Enter the business name and choose the applicable category.
3. Enter the description, address, contact number, email, website URL, and operating hours where applicable.
4. Upload the business logo and business images using the accepted image formats.
5. Choose district and city, then verify the address and Google Maps URL before saving.
6. Save the business and review its public profile after approval.

Information	Why it matters
Business name and category	Controls how customers identify and discover the listing.
Description	Explains what the business offers in plain language.
Address, city and district	Supports location-based discovery and contact information.
Phone, email and website	Gives customers direct contact options when made visible.
Logo and images	Improves recognition in listings and public business content.

Categories and directory visibility

Administrators maintain districts, cities, and categories. When the category chooser supports searching, type a distinctive part of the category name and select the matching result. Choose the most specific available category: it determines the directory context in which customers find the business.

T I P

Use a registered or customer-recognizable business name and a short description that states the service area and principal offering. Avoid keyword-only descriptions.

N O T E

Business creation and editing are authenticated Business Owner workflows. Field labels and validation messages in the live form are the source of truth for the current release.

4. Products and Services

Manage the catalogue customers can see

Products and Services is the Business Owner catalogue area. It has separate Add Product and Add Service actions, a business selector, and links to Website Builder. Each catalogue item has active and website visibility states; service data also supports appointment configuration.

Products

1. Open Products & Services and select the business being managed.
2. Select Add Product.
3. Enter the product name and the fields offered by the form, such as category, description, price, unit, and image.
4. Save the product, then use Edit to correct it later.
5. Use Show or Hide to control website visibility. Use Delete only after confirming the product should be removed.

Services

1. Select Add Service for the chosen business.
2. Enter the service name, description, price, and image where applicable.
3. Set the service active state and website visibility as needed.
4. Configure appointment booking only for services customers can book.
5. Save the service and use Website Builder to control the published website presentation.

IMPORTANT

Products and services are separate catalogue items. An appointment is associated with the selected service, not merely with the business.

WARNING

Deleting a service also removes it from the website. Confirm that it is no longer required before using Delete.

NOTE

Catalogue administration is available only to the Business Owner who manages the selected business.

5. Appointment Booking

Business -> Service -> Appointment

Appointments are created against a specific service offered by a business. This relationship is fundamental: a customer selects a business, then a service, then an available date and time. Token numbers are scoped to the relevant Business + Service + appointment date.

Business Owner setup

1. Create or select the business.
2. Create the service in Products & Services.
3. Enable appointment booking for that service and configure the appointment values offered by the service form, including duration, daily maximum, start and end times, slot duration, break time, advance booking days, cancellation allowance, and token prefix where applicable.
4. Save the service and make it active and visible as required.
5. Publish or update the website when the service is intended to appear on the public website.

Customer booking

1. Open the business appointment page or the appointment-enabled service on its public website.
2. Select the required service.
3. Select a future date; the application loads the available times for the selected service and date.
4. Choose a time and enter name and mobile number. Email and notes are optional when shown.
5. Select Confirm Appointment and retain the displayed booking reference or ticket.

Tokens and management

When token booking is enabled for a service, the confirmation can include the token number and configured prefix. Business Owners use appointment management to review bookings, update status, and export appointment data. The customer can use the confirmation and lookup experience to retain booking details.

NOTE

Cancellation is available only when the configured service allows it. Rescheduling is not documented as a separate customer action in the current interface; use the booking and management screens to verify the current behavior.

NOTE

Appointment settings and availability are controlled from the selected service. Review the service configuration whenever schedules or customer booking rules change.

6. Website Builder and Publishing

Create, preview, and publish a business website

Website Builder is an authenticated feature and may require Premium membership. Start by selecting a business, then use Builder to edit website content. The interface offers Save Draft, Preview, and Publish Website actions. Manage provides a management route, and an already published website can be unpublished from its management flow.

Build a website

1. Open Website Builder and select the business when prompted.
2. Complete Business Details, including business name, category, description, tagline, hero text, and the SEO title and description when appropriate.
3. Complete Contact details, including phone, WhatsApp, email, address, locality, business hours, and Google Maps URL as applicable.
4. Add branding: business logo, cover image, colors, template, and theme mode.
5. Review the Gallery, Products & Services, Reviews, Socials, Offers, Events, Jobs, Design, and Publish steps. Only enable or add content that applies to the business.
6. Save Draft during editing. Use Preview to inspect the result before publishing.
7. Select Publish Website only after checking the contact details, branding, public content, and location.

Action	Result
Save Draft	Stores the editable website configuration without treating it as the final public release.
Preview	Shows the configured website for review before publishing.
Publish Website	Publishes the website configuration for its public website route.
Manage / Unpublish	Provides management access and can remove a published website from public availability.

IMPORTANT

After editing an already published website, save and use the publishing/update action again so the reviewed changes are reflected publicly.

TIP

Use a business with complete contact details, images, and services when previewing. It makes missing public information much easier to spot before publishing.

7. Website Content and Google Maps

Keep customer-facing details accurate

The public website can present business identity, contact information, catalogue items, appointment-enabled services, gallery content, offers, events, jobs, reviews, social links, and location information when that content is configured and visible. The exact displayed modules depend on the business data and website configuration.

Google Maps and address workflow

1. Enter the business address, district, city, and locality in the business or website contact information.
2. Find the required place in Google Maps and copy its shareable URL where the Google Maps URL field is provided.
3. Paste the URL into Google Maps URL. Review the address and map link together before saving.
4. Save changes, preview the website, and publish/update it to make the corrected content available publicly.

TIP

Use the share URL for the exact customer entrance or branch. A broad area link can send visitors to the wrong location.

Updating public content

Update products, services, events, jobs, and business details in their owning management areas. Then review the website configuration and publish/update it. Visibility, active state, approval status, and membership eligibility can affect whether content appears.

IMPORTANT

A valid Google Maps URL complements, but does not replace, an accurate written address, city, district, and locality.

8. Events and Job Posting

Publish time-sensitive business content

Events

1. Open Event Management or My Events as a Business Owner.
2. Choose Create and complete the event title, description, timing, location, and banner/gallery fields offered by the form.
3. Save the event, then use Edit when information changes.
4. Use the publish control to make the event available publicly, and use the cancellation control when the event will not proceed.

Jobs

1. Open My Jobs and choose Create.
2. Enter the job title, description, location, employment and application details provided by the form.
3. Save and publish the job when applications should be accepted.
4. Review Applicants when present. Use the filled control when hiring has concluded, or edit/delete as appropriate.

Event and job limits are controlled at the Business Owner subscription level, shared across that owner's businesses for the subscription period. They are not independent limits for each individual business. A configured limit of 0 disables the feature; -1 means unlimited.

W A R N I N G

Do not leave expired events or filled vacancies published. Update their state promptly so public results remain trustworthy.

N O T E

Use the management lists to confirm public state after saving, publishing, cancelling, filling, or deleting an item.

9. Subscriptions and Payments

Premium membership is owned by the Business Owner account

KeralaDirectory presents Free and Premium membership options. The actual plan features, pricing, discounts, business limits, and enabled modules are configured by the current application. Do not quote historic prices; use the amount shown on the active checkout screen.

Premium payment workflow

1. Open the Premium membership checkout as a Business Owner.
2. Review the displayed plan, amount, merchant, UPI ID, and payment instructions.
3. Scan the configured UPI QR code or use the presented payment details to complete payment.
4. Keep the payment confirmation and select Continue after payment.
5. Submit the requested payment details and payment screenshot for verification.
6. Wait for the administrator review and status notification. Premium features become available after activation.

IMPORTANT

The current checkout uses configured UPI payment details and payment screenshot verification. It does not expose an automated card or gateway flow in this interface.

Renewal and limits

Membership activation, expiry, renewal reminders, payment verification, and the Premium status are administered through the membership system. Business, event, and job limits are stored with the Business Owner membership period. Administrators can export payment and renewal information.

WARNING

Only follow the payment details displayed in the current checkout. Do not rely on screenshots or payment details from an earlier transaction.

10. Platform Settings and Roles

Administrator controls and access boundaries

Role	Access
Visitor	Public directory, public business details, public jobs, events, offers, published websites, and appointment booking where enabled.
Business Owner	Own businesses, product/service catalogue, appointments, website builder, events, jobs, memberships, and permitted support/account actions.
Administrator	Platform dashboard, users, categories, districts/cities, business approvals, offers approval, membership plans, payment verification, reports, platform settings, session security, UPI configuration, and support administration.

Platform Settings

Administrators can configure Free and Premium business listing limits, Free and Premium owner-level event and job limits, business approval method, and offer approval method. Existing listings are not changed merely by changing a future submission setting.

Setting	Effect
Free/Premium business limit	Maximum listings for owners without / with active Premium membership.
Free/Premium event and job limits	Shared owner subscription-period limits across all businesses; 0 disables and -1 is unlimited.
Automatic business approval	New businesses are immediately approved when enabled; otherwise they remain pending for administrator approval.
Automatic offer approval	New offers become available immediately when enabled; otherwise they remain pending for review.

WARNING

Administrator actions change platform behavior for users. Review the value and explanatory text on screen before saving platform settings.

NOTE

Administrator functions are restricted to the Admin role and are not available to Business Owner accounts.

11. Public Discovery and SEO

Help customers find accurate business information

Customer journey

1. Open the public directory and search by business terms, category, and location.
2. Open a business result to review its profile, contact information, address, products/services, and public website where provided.
3. Use the published website to explore its configured sections, including services and appointments where enabled.
4. For an appointment service, select the service before choosing date and time.

SEO features provided

The Website Builder includes SEO Title and SEO Description fields. Public business and website routes also supply page metadata and sitemap/robots support. Accurate business name, category, address, public website slug, and Google Maps URL all improve the clarity of public discovery. Search engine indexing itself is controlled by search engines and is not guaranteed by this platform.

E X A M P L E

A concise SEO title might identify the business, primary service, and locality. Keep it truthful and customer-readable rather than repeating keywords.

Notifications and support

The application includes support tickets for signed-in users and administrator support management. The membership workflow also supports payment and renewal communications. Refer to the active application screens for the notification status available to your account.

N O T E

Please refer to the official KeralaDirectory website for current support contact information.

12. Troubleshooting, FAQ and Appendix

Common checks before contacting support

Troubleshooting

Issue	What to check
Cannot log in	Use the verified mobile number, check the password, then use Forgot your password? if needed.
Business is not appearing	Confirm the listing is saved, has correct category/location details, and has been approved if manual approval is enabled.
Service is not appearing	Confirm it belongs to the correct business, is active, is visible on the website, and the website is updated/published.
Appointment service is unavailable	Confirm appointment booking is enabled on that service and that date/time availability remains within the service configuration.
Map location is incorrect	Correct the address and Google Maps URL, save, preview, then publish/update the website.
Website changes are not visible	Save the edits, publish/update the website, reload the browser, and check item visibility states.
Event or job limit reached	Review the Owner subscription-level limit and current usage; this limit is shared across the owner's businesses.
Payment completed but Premium is inactive	Check the payment submission status and screenshot, then wait for or request administrator verification.

Frequently asked questions

Question	Answer
Can a visitor book an appointment for only a business?	No. A booking is made for a selected service belonging to the business. See Appointment Booking.
Is a token shared by every business service?	No. The token is associated with Business + Service and appointment date.
Does every business have its own event and job limit?	No. These limits are controlled at the Business Owner subscription level and shared across that owner's businesses.
Can I publish before reviewing my website?	Use Save Draft and Preview first, then publish after reviewing contact, location, and visible content.
Can I choose a payment method not shown at checkout?	Use only the configured checkout instructions. The current interface documents UPI details and payment screenshot verification.
Where are support contacts?	Please refer to the official KeralaDirectory website for current support contact information.

Business Owner checklist

☐ Account verified ☐ Business created ☐ Business information completed ☐ Category selected ☐ Logo/images added ☐ Hours and Google Maps URL checked ☐ Products/services added ☐ Appointment services configured ☐ Website previewed and published ☐ Events/jobs reviewed ☐ Membership status checked

Glossary

Business: a directory listing. Business Owner: account that manages one or more businesses. Customer/Visitor: person viewing public content. Product: an item for sale. Service: an offering that can be displayed and may enable appointment booking. Appointment: a booked service date and time. Token: service-specific appointment queue number. Event: business activity or campaign. Job: published vacancy. Membership: owner account entitlement. Published Website: public website configuration. Category: directory classification. Google Maps URL: map link saved with location details. Platform Settings: administrator configuration for limits and approvals.