

ProConnect JA — Core Features Status Report

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Sample assessment report — published with the client's permission, lightly redacted. An example of the assessment work delivered by Felia Solutions.

Purpose and important limitation

This report reviews the **13 core features** listed in the ProConnect JA Scope Review against the current website.

Please read this first. The Scope Review lists the core features as **names only**. Nine of the thirteen have no description whatsoever, and the four that do have a single line at most. One entry — "Millennial Option:" — ends with a colon and no text at all, suggesting the description was never completed. The document also describes features that *"were on the website"*, making it a recollection of what existed rather than a specification of how it was meant to behave.

Because of this, **we can confirm that a feature exists and show where it lives, but we cannot confirm that it behaves as originally intended** — that intention has never been written down.

For each feature below we therefore state:

1. **Whether it exists** in the current website
2. **Where it is** — the page or screen, and which part of the system provides it
3. **What we confirmed** and **what we could not confirm**

Recommended next step: a short working session in which ProConnect JA explains what each feature was meant to do. From that we can produce a **Functional Specification** (also called a Product Requirements Document) — a written definition of each feature's intended behaviour. That document then becomes the reference for testing, for fixing, and for quoting future work. Without it, "working" can only ever mean "the page loads".

Summary

Result	Count	Features
Present in the website	12	Emergency Option, Millennial Option, Registration & Login, Provider Dashboard, Member Profile, Search & Listings, Booking (as enquiry), Reviews & Ratings, Featured Providers, Live Chat (as messaging), Verification Badges, Google Maps
Not present anywhere	1	Loyalty Program

Of the twelve present, **eleven load and respond correctly**. **Google Maps is present but fails**, for a reason we have identified. Two — Booking and Live Chat — exist in a simpler form than their names imply.

The 13 core features

4. Emergency Option
5. Millennial Option

6. Member & Provider Registration and Login
 7. Service Provider Dashboard
 8. Member Profile
 9. Search & Provider Listings
 10. Booking System
 11. Reviews & Ratings
 12. Featured Providers
 13. Loyalty Program
 14. Live Chat
 15. Verification Badges
 16. Google Maps
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1. Emergency Option

Status: Present in the website

Where it is:

- Page: **/emergency-providers/**
- Membership plan named "Emergency Option", provided by the ARMember membership system
- Linked in the member and provider menus

What we confirmed: The page exists and loads. The membership plan exists and is active.

What we could not confirm: What the Emergency Option is actually meant to do. The Scope Review gives only the name. We do not know whether it was intended as priority access to providers, a 24-hour service, a specific provider category, or something else. The plan currently has **no subscribers**, and a second page named "Emergency Option" also exists alongside "Emergency Providers", which suggests the design changed at some point.

Needs explanation from ProConnect JA.

2. Millennial Option

Status: Present in the website

Where it is:

- Page: **/millennial-provider/**
- Membership plan "Millennial Provider" at \$10 per month, provided by ARMember
- Linked in the member and provider menus

What we confirmed: The page exists and loads. The plan exists and is active.

What we could not confirm: What the Millennial Option offers or who qualifies. This is the entry whose description is missing from the Scope Review entirely.

Also noted: There are **three published versions** of this page — two sharing the same web address (created 2020 and 2022) and a third named "Millennial Providers" (2024). The menu points at the 2020 version. This matters practically: anyone editing one of the newer pages would see no change on the live website, because visitors are shown the older one.

Needs explanation from ProConnect JA.

3. Member & Provider Registration and Login

Status: Present in the website

Where it is:

- Pages: `/login/`, `/register/`, `/pro-connect-member-sign-up/`, `/pro-connect-provider-sign-up/`
- Provided by the ARMember membership system, which replaces the standard WordPress login with its own

What we confirmed: All pages load. The system holds **60 registered members** with **46 recorded logins**, so it has been in genuine use.

What we could not confirm: The intended differences between member and provider sign-up — what each is asked for, what approval steps apply, and what each can do afterwards.

4. Service Provider Dashboard

Status: Present in the website

Where it is:

- Page: `/dashboard/` (visible after a provider logs in)
- Provided by the Reveal Listing system

What we confirmed: The dashboard loads correctly for a logged-in user.

What we could not confirm: The Scope Review says the dashboard should include "**profile statistics**" but does not say which. We cannot verify that the right figures are shown, or that they are accurate, without knowing what was intended — for example views, enquiries, ratings, or earnings.

Needs explanation from ProConnect JA.

5. Member Profile

Status: Present in the website

Where it is:

- Pages: `/profile/` and `/edit_profile/`
- Provided by the ARMember membership system

What we confirmed: Both pages load for logged-in members.

What we could not confirm: The Scope Review says the profile showed membership status, start date and photo, and that it *"allowed members to get a discount upon visit of any listed service provider"*. We can confirm the profile pages exist, but not how the discount was applied in practice — see the Loyalty Program below, which appears to be the same question.

6. Search & Provider Listings

Status: Present in the website

Where it is:

- Directory page: `/service-providers/`

- Individual providers: `/provider/{provider-name}/`
- Provided by the Reveal Listing system

What we confirmed: The directory holds **13 published provider listings** in **35 categories** across **all 14 parishes**. Search returns results, and individual provider pages display in full.

Note: Provider listings are **restricted to logged-in members**. Visitors who are not signed in are redirected to a sign-up page. We believe this is intentional, but it should be confirmed — it determines whether the public can browse providers before joining.

7. Booking System

Status: Present, but as an enquiry system rather than a booking system

Where it is:

- The enquiry form on each provider's page
- Provided by the Reveal Listing system

What we confirmed: Visitors can send a message to a provider, and messages are stored. There are **30 genuine enquiries**, so it has been used.

What is not there: No appointment scheduling of any kind — no calendar, no time slots, no confirmations, no reminders. No scheduling software is installed on the website.

Needs a decision: Did "Booking system" mean *sending an enquiry* (which exists) or *reserving a specific date and time* (which does not, and would be new work)?

8. Reviews & Ratings

Status: Present in the website

Where it is:

- The star rating and review section on each provider's page
- Provided by the Reveal Listing system

What we confirmed: The rating display and the review submission form both appear on provider pages.

What we could not confirm: Whether reviews were meant to be moderated, who was allowed to leave them, and whether ratings feed into anything else, such as the "Top Reviews" mentioned under Verification Badges.

Also noted: Only **two reviews exist** across the entire website. The feature works; it has simply not been used. Spam protection should be switched on, as the form is currently reachable by bots. Separately, the membership system contains a **second, unused review feature** for member profiles, which is switched on and should be turned off to avoid confusion.

9. Featured Providers

Status: Present in the website

Where it is:

- A "featured" marking applied to individual provider listings
- Provided by the Reveal Listing system

What we confirmed: The featured marking exists and is stored against listings.

What we could not confirm: How a provider becomes featured — whether it is paid for, granted manually, or awarded automatically — and where featured providers were meant to appear.

Needs explanation from ProConnect JA.

10. Loyalty Program

Status: Not present anywhere in the website

Where it is: Nowhere. We examined all 46 installed plugins (active and inactive), the website theme, the custom-built plugin created for ProConnect JA, and all custom code. No loyalty, points, or rewards system exists, and no such data has ever been recorded. The membership system includes an unused discount-coupon facility, but nothing has been set up in it.

What this suggests: The Scope Review describes *"members get a discount upon visit of any listed service provider"*. That reads like a **manual, in-person arrangement** — a member shows their membership status at a provider and receives a discount — rather than something the website manages. The complete absence of both software and data supports this reading.

Needs a decision: Was this ever meant to be handled by the website, or has it always been arranged directly between members and providers? If an automated programme is wanted, it would need to be built from scratch.

11. Live Chat

Status: Present, but as private messaging rather than live chat

Where it is:

- The member messaging area, provided by the Front End PM plugin, supported by the membership system's own messaging

What we confirmed: Members can send messages to one another through the website. However, only **three messages** have ever been sent.

What is not there: No live chat in the usual sense — no chat window, no indication of who is online, and no instant conversation. Messages are sent and read later, like email. No live chat software is installed.

Needs a decision: Is member-to-member messaging sufficient, or is real-time chat expected? If real-time chat is required, we recommend an established chat service rather than building one — considerably cheaper, and it handles mobile and out-of-hours enquiries automatically.

12. Verification Badges

Status: Present in the website

Where it is:

- Badges awarded to providers and shown on their listings
- Provided by the ARMember membership system

What we confirmed: **Ten badges** are defined in the system and appear on provider listings.

What we could not confirm: The Scope Review says the green tick indicates **"qualification, legitimacy and Top Reviews"**. We can confirm badges exist, but **not** that they represent those three things, nor how a provider earns one — whether documents are checked, whether an administrator approves it manually, or

whether it is awarded automatically. This is the feature where the gap between the name and the actual behaviour is widest.

Needs explanation from ProConnect JA.

13. Google Maps

Status: Present in the website, but **not working**

Where it is:

- The provider map shown on listing pages
- Provided by the Reveal Listing system

What we confirmed: The map feature is installed and configured. The Google Maps key is already correctly set up, and every provider's location and parish information is complete and correct. Despite this, maps do not display.

Why it fails: This is **not** a missing licence or a missing Google account. The listing software requests maps from a Google web address that **Google retired some time ago**. Google no longer responds at that address, so the map area stays blank.

There is an additional irony: the software only uses the outdated address **when a Google Maps key has been entered**. With no key entered, it correctly uses Google's current address. In other words, entering the key is what triggers the failure.

What is needed: A small correction to the listing software so it uses Google's current address. As this is supplier software, the correction should either be reported to the supplier (SmartDataSoft) or applied so that it survives future updates. Afterwards we should confirm the existing key is active and that billing is enabled on the Google account, since Google shows a faded, watermarked map when billing is switched off.

Issues Found During Testing

To carry out this review we rebuilt the entire website — files, database and images — in a private test environment. That process uncovered a number of problems.

These problems exist on the live website as well, because the rebuild uses the same software and the same database. They are listed in order of urgency and should be corrected on the live website.

Important

The website's images are not being backed up

The website's image library — **5,825 images totalling 670 MB, dating from 2020 to 2025** — exists in the wrong place of the old dump.

Action: Move the media to the correct location.

Housekeeping

Configuration corrections

- The **"Free Membership"** plan described in the Scope Review exists but is **switched off**, so free membership is not currently offered. Please confirm whether this was intentional.
- **Duplicate pages** exist for Millennial Provider (three published versions) and Emergency (two). Editing the wrong copy produces no visible change on the website. These should be consolidated.
- Duplicate and placeholder membership plans exist ("MILLENINIAL PACKAGE", two entries named "Guest") and should be removed.
- Spam protection should be enabled on the review form.

Software housekeeping

- **25 unused plugins** remain installed. Unused software still requires security updates and increases risk; these should be reviewed and removed.
- **Around 500 MB of duplicated folders** left by previous developers remain on the server. They serve no purpose, but should be checked before deletion — the missing website images were eventually found in one such misplaced folder.

Needs clarifications

On intended behaviour (what are these below supposed to be? How are they supposed to work?):

1. **Emergency Option**
2. **Millennial Option**
3. **Provider Dashboard**
4. **Verification Badges**
5. **Featured Providers**

On scope:

6. **Booking** — enquiries (exists today), or true appointment scheduling (new work)?
7. **Live Chat** — member messaging (exists today), or real-time chat (new work)?
8. **Loyalty Program** — was the member discount ever meant to be automated by the website?
9. **Free membership** — was this plan switched off deliberately?
10. **Provider listings** — should the public be able to browse providers before joining, or is members-only correct?