**Use case descriptions.**

**Title:** Request Health Check

**Preconditions:** The individual, registered as a member of SheffieldWellness and currently logged into their member account,

**Actor**: Members

**Description :** This use case describes the process by which a registered member of SheffieldWellness can request a health check. Members are entitled to a free annual health check and can also request additional health checks for a fee.

**Scenario (normal course):**

1. The member opens their SheffieldWellness account and logs in.
2. The member then goes to the section marked "request health check."
3. The system checks if the members are eligible for a free annual health check((based on the current year and whether they've already received it).
4. Once qualified, the system shows the available time slots for the health check at different general practitioner offices.
5. For their health check, the member chooses a comfortable time slot and clinic location.
6. Members receive an email message with the appointment details once the system verifies the appointment.

**Alternative course**: At step 3 member may not be eligible for free annual health check

3.1. The system provides information on additional health checks that can be requested for a fee.

3.2. The member selects the type of health check they want to request.

3.3. The system displays available time slots for the selected health check.

3.4. The member chooses a convenient time slot and clinic location for the additional health check.

3.5. The system confirms the appointment and processes any applicable fees.

3.6. The member receives an email confirmation with the appointment details.

**Alternative course:** At step 5 all available time slots for free health checks are booked, the system notifies the member and provides alternative dates or locations if available

5.1. The system informs the member that all available times for the free health check are now currently booked

5.2. The system recommends alternate times or locations for the free health check

5.3. The member then selects a new available time slot or location

5.4. The member selects a new available time slot or location

5.5 The member then receives an email notification from the system confirming the updated appointment details.

**Title:** Access Online Material for Courses

**Preconditions:** The individual, registered as a member, tutor, or assistant in the SheffieldWellness system, is currently logged into their respective account

**Actors:** Member , Tutor , Assistant

**Description:** This use case outlines the process by which registered members, tutors, and assistants can access online materials related to lifestyle courses offered by SheffieldWellness.

**scenario ( normal course):**

1. The staff logs into their SheffieldWellness account (member, tutor, or assistant).
2. The staff accesses the website's "Courses" section.
3. A list of available courses is displayed by the system.
4. The staff then chooses a particular course in which they have an interest or affiliation.
5. The system gives staff’s access to documents, videos, and other instructional content that is available online and linked to the course they have chosen.
6. Depending on their preferences, the staff can watch, download, or engage with the online materials.
7. The system may monitor the user's progress and completion status if they are a member enrolled in a course.

**Alternative course:** at step 4 If a course has multiple sessions with corresponding materials, the staff may choose a specific session to access relevant materials.

4.1. Select a specific session from the list.

4.2. The system displays materials specifically related to the chosen session.

4.3. The staff proceeds to access the online materials for the selected session.

**Alternative course:** At step 5 If the selected course does not have associated online materials, the system notifies the staff and suggests exploring other available courses.

5.1. The system provides a link to a help centre or FAQs for troubleshooting.

5.2. The staff can access technical support through a provided contact method (e.g., customer service hotline or email)

5.3. The system logs the staff reported issue for further investigation

**Title**: Modify Bookings (Including Cancellations)

**preconditions:**The admin user is logged into their admin account, while the member has an existing booking that needs modification or cancellation.

**Actors:** Admin User Member

**Description:** This use case outlines the process by which an admin user can modify and manage bookings, including cancellations, on behalf of members in the SheffieldWellness system.

**scenario ( normal course):**

1. The admin user opens the admin interface and finds the "Booking Management" section.
2. A list of the services that are currently booked, such as lifestyle classes and health checks, is shown by the system.
3. The admin user chooses a particular reservation that has to be changed or cancelled.
4. The admin user can change information like the booking's date, time, and location.
5. If a cancellation is made, the system handles the request when the admin user confirms it.
6. The system sends an email notification to the affected member, informing them of the modification or cancellation

**Alternative course:** step 5 If the admin user needs to cancel a booking due to unforeseen circumstances

5.1. The system prompts the admin user to provide a reason for the cancellation.

5.2. The admin user enters the reason for cancellation.

5.3. The system processes the cancellation and logs the reason

5.4. The system generates an email notification to the affected member, including 5.5. the reason for cancellation and information on rescheduling if applicable.

**Alternative course:** step 5 If the admin user encounters difficulties modifying or cancelling a booking, the system

5.5. The system provides a link to a help centre or FAQs for troubleshooting.

5.6. The admin user can contact technical support or customer service through a provided contact method

5.7. The system logs the reported issue for further investigation.