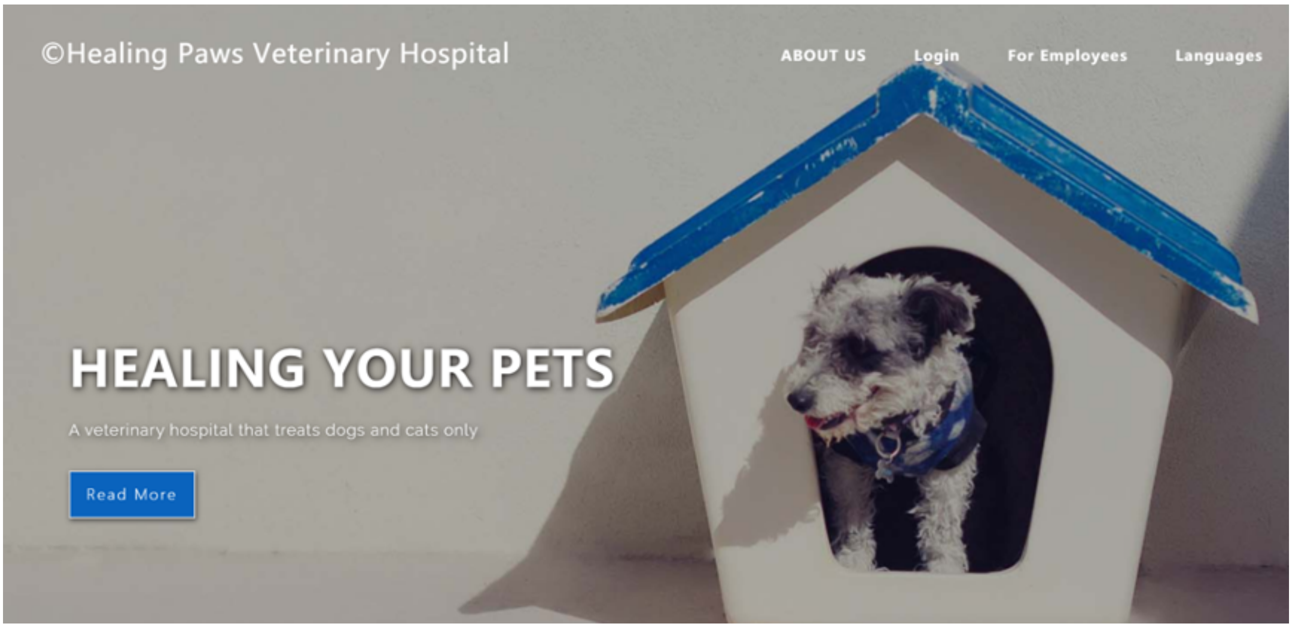
User Draft

Group 6

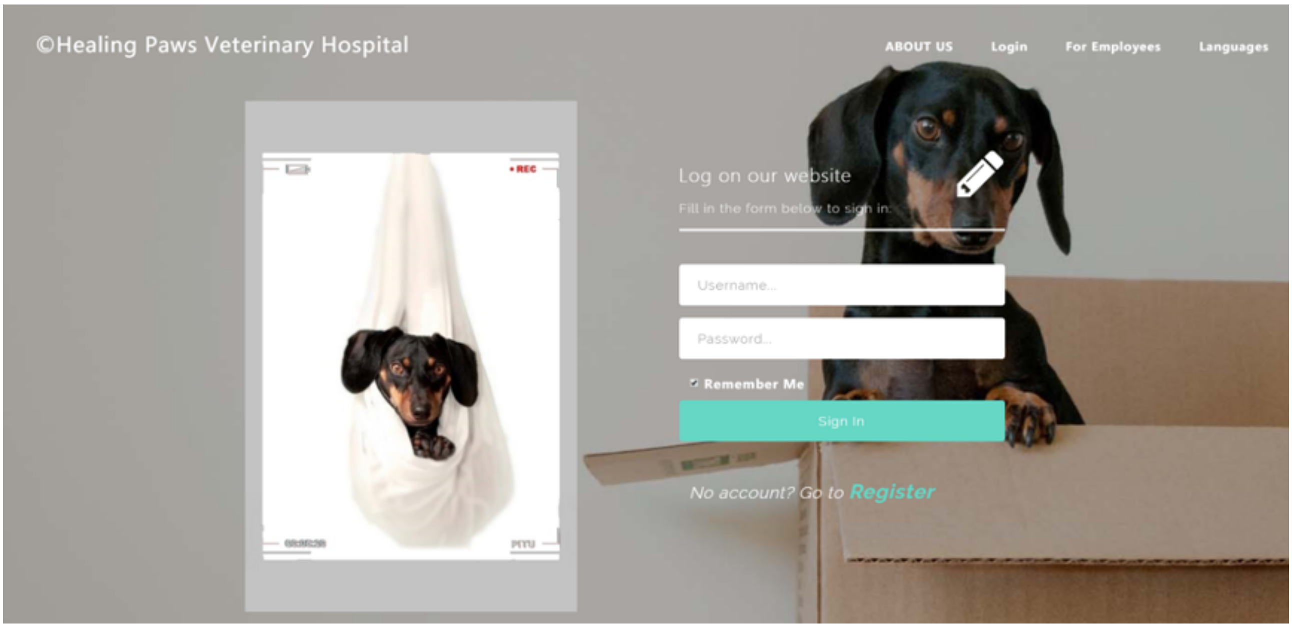
How a customer uses the system:

First, enter the IP address 182.92.57.99 on any browser and go to the main page. Click About us and Read more can both lead you to the introduction page of the website (which we have not completed yet). Click Languages to select Chinese or English language (which we have not completed yet). Each page of the website has the language switching button, which can be switched at any time.

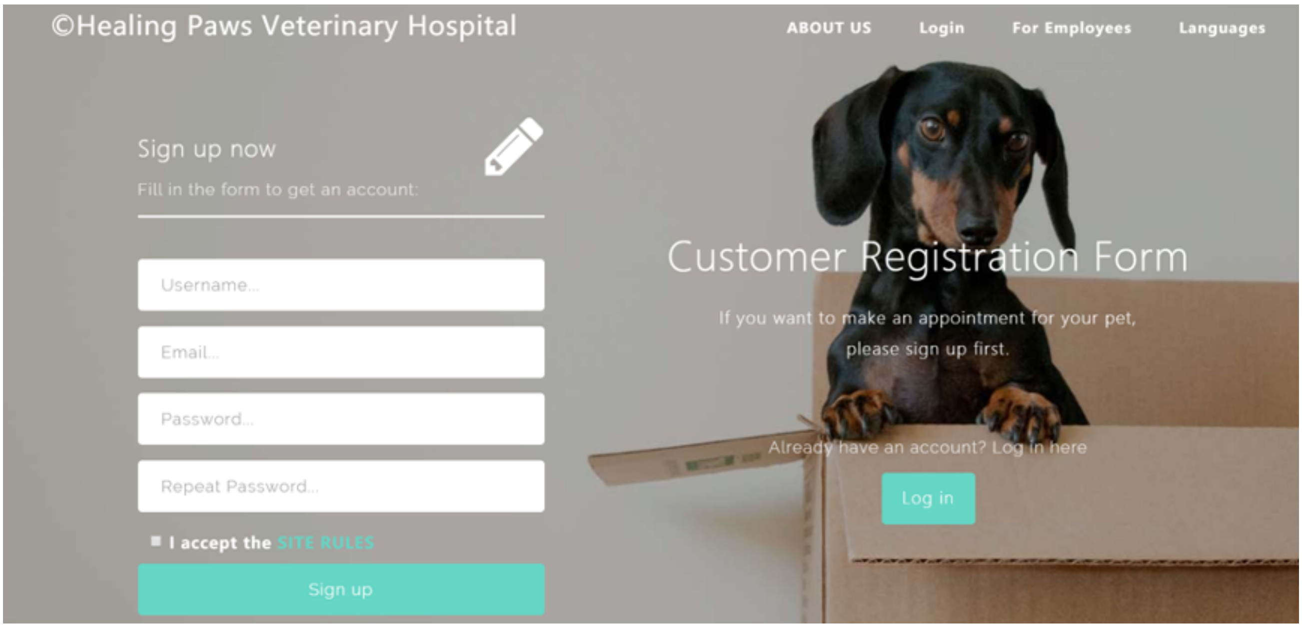


Click Login to enter the customer login interface.

There is a ready-made customer account whose username is ‘Customer123’ and the password is ‘Customer123’ for testing. By filling in the test account (username and password are both ‘Customer123’), tester will log onto the website successfully.



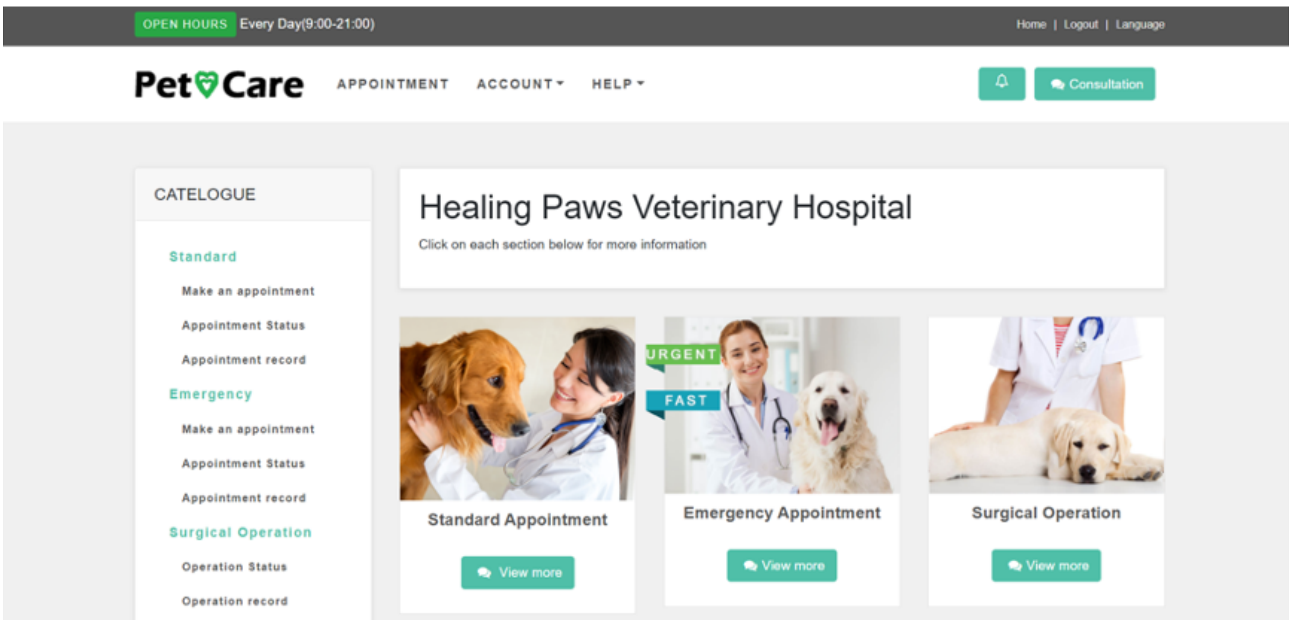
Tester can also click Register to enter the registration interface and sign up a new account by themselves. Only when all the information is filled in the right format can they register. Username and Password should start by upper alphabetic letter and contain only letters, numbers and underlines. Email should be a valid one.



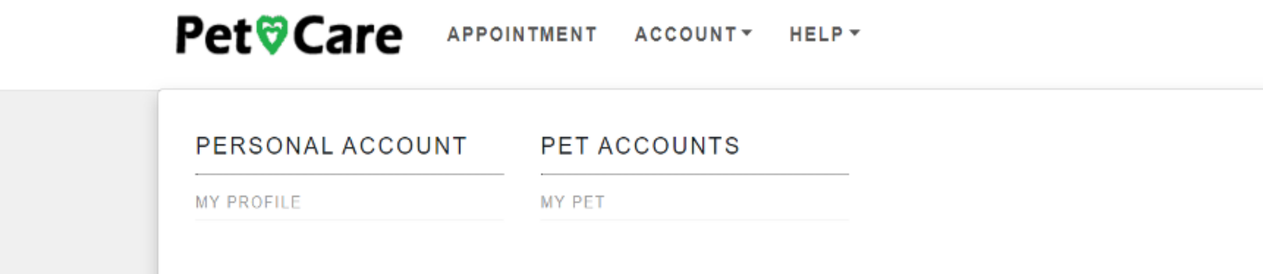
After successful registration, it will automatically jump to the login interface and display the line "user registered with username" at the top of the page (for example: registered user 1234).

User registered with username:1234

After logged in, you come to the customer index page.

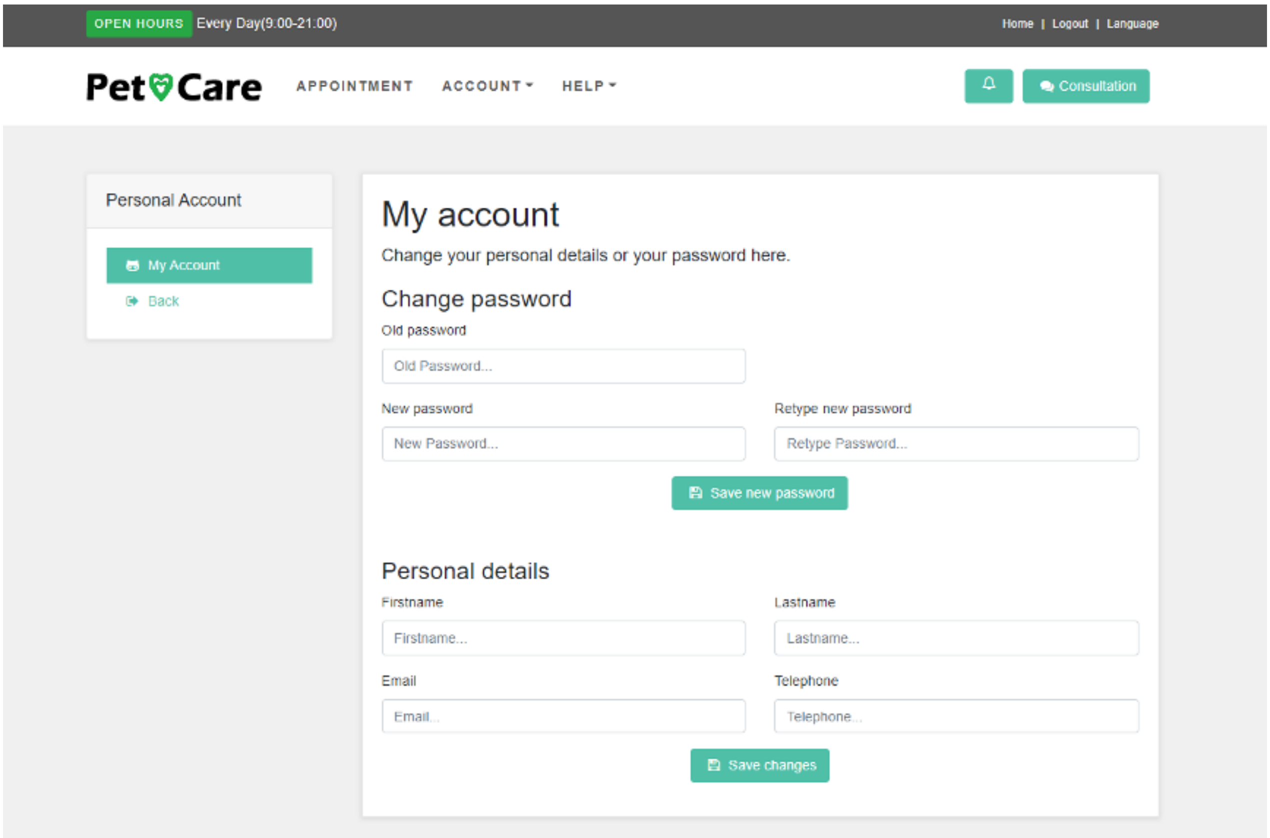


The appointment button in the upper navigation bar displays all the appointments that you have already made. The ‘help’ button in the upper navigation bar includes an instruction of appointment making (which we have not completed yet).

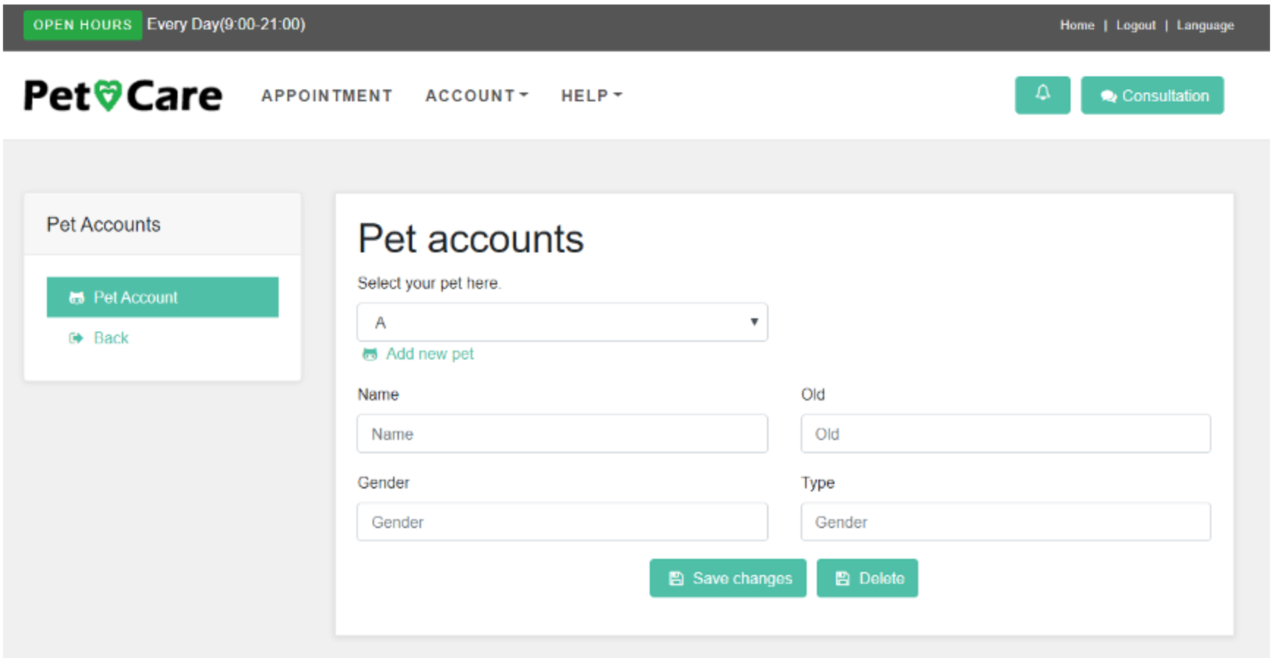


Click the account button in the upper navigation bar to change the user account and pet accounts.

Click my profile button to change the password and improve personal information so that the hospital can contact customers. Click back to return to the customer index page.

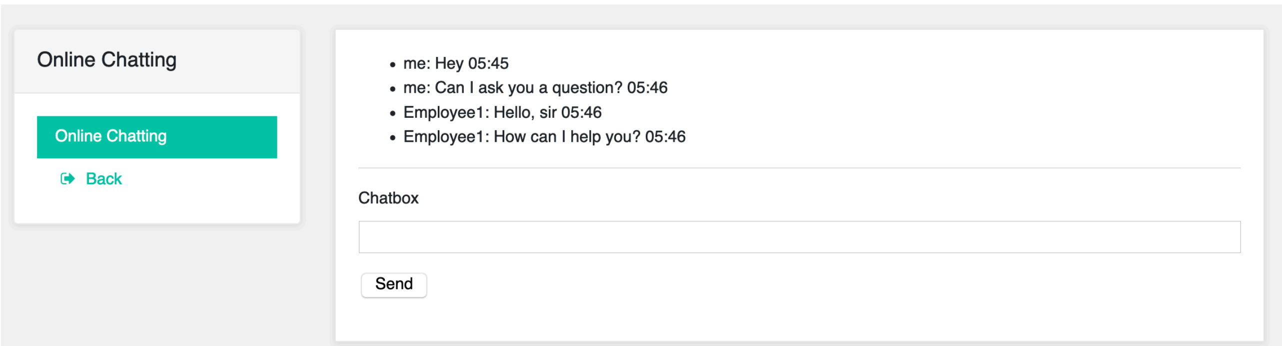


Click my pet button to change the pet information. When making an appointment, you can directly select the pet you want to make an appointment with. Click add new pet to add a new pet. Because a customer can make an appointment for multiple pets, you need to save all the pets information you want to make an appointment with.

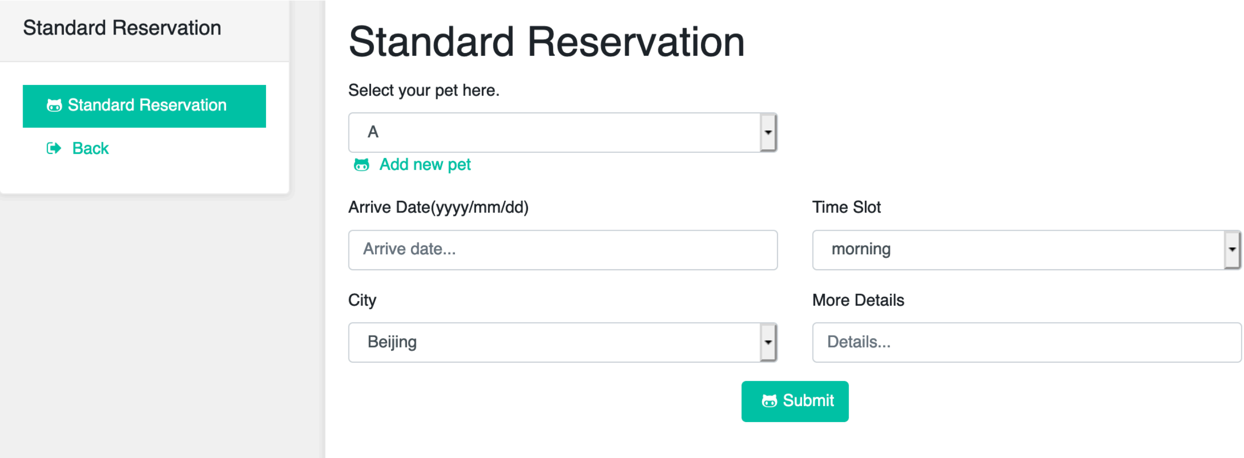


Click the Consultation button on the upper right of the navigation bar to ask questions to the employee. When there is a reply, the bell on its left will inform the user and the user can view it.

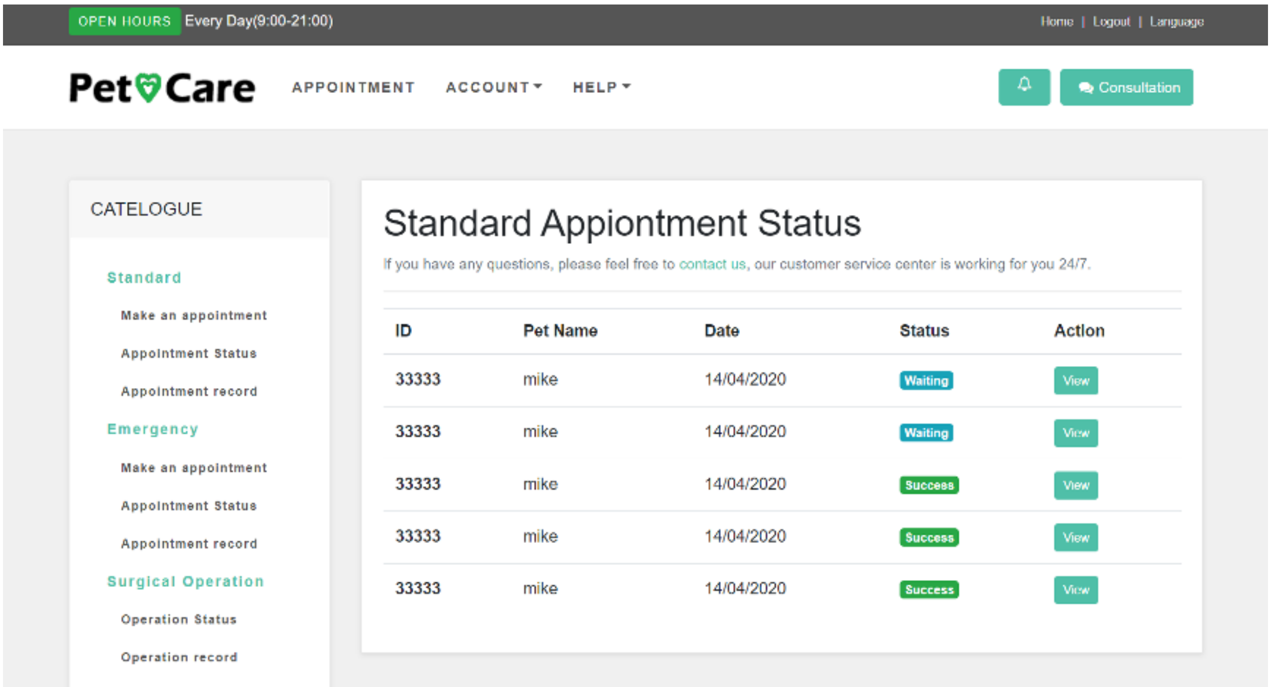
Type your question in the Chat box and your conversation will appear on the above.



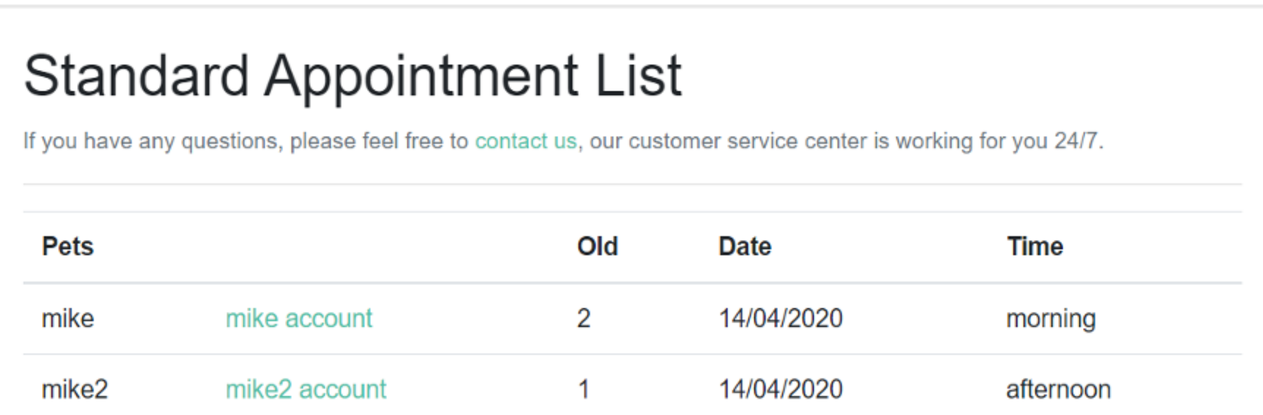
If you want to make a standard appointment, click the make an appointment button under the left navigation bar called standard to select the pet to be reserved, the appointment date and time slot for arrival(morning, afternoon, evening), the city (there are three cities to choose from), and fill in some details, such as symptoms. Click the back button to return to the customer index page.



Click the appointment status button under standard in the left navigation bar to view the appointment status at any time, such as success and waiting. Click the view button to change or cancel the appointment.



Click the appointment record button under standard in the left navigation bar to view the appointment records at any time.

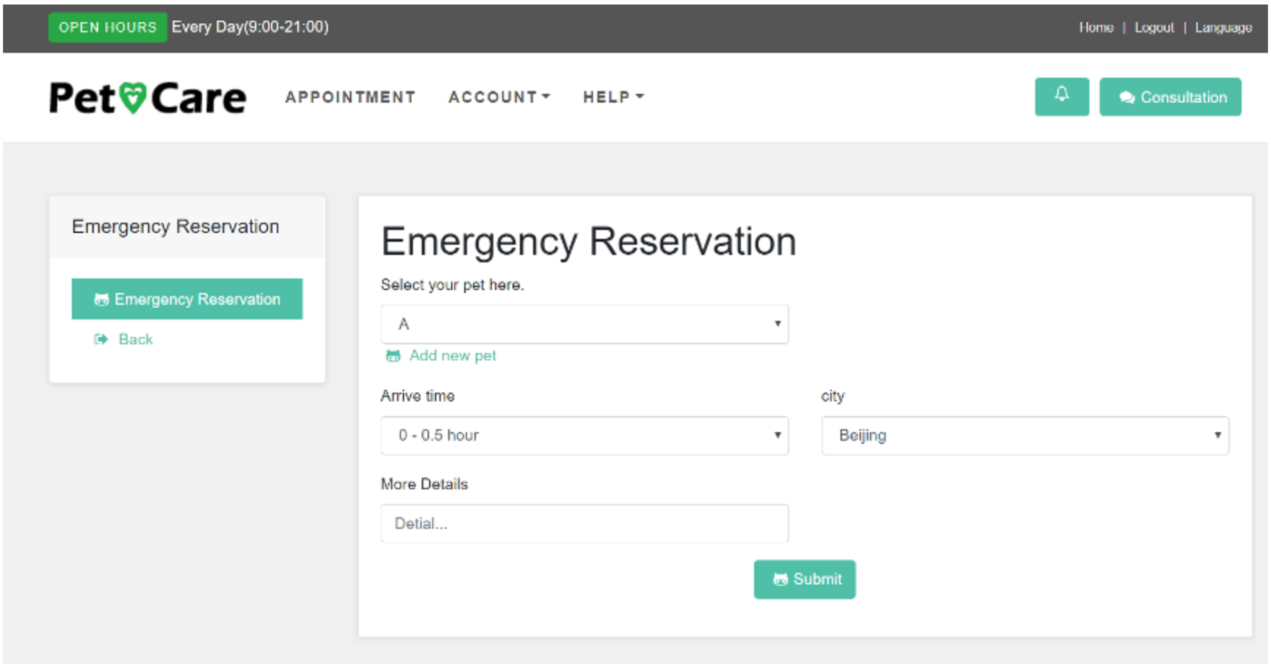


Standard Appointment List

If you have any questions, please feel free to contact us, our customer service center is working for you 24/7.

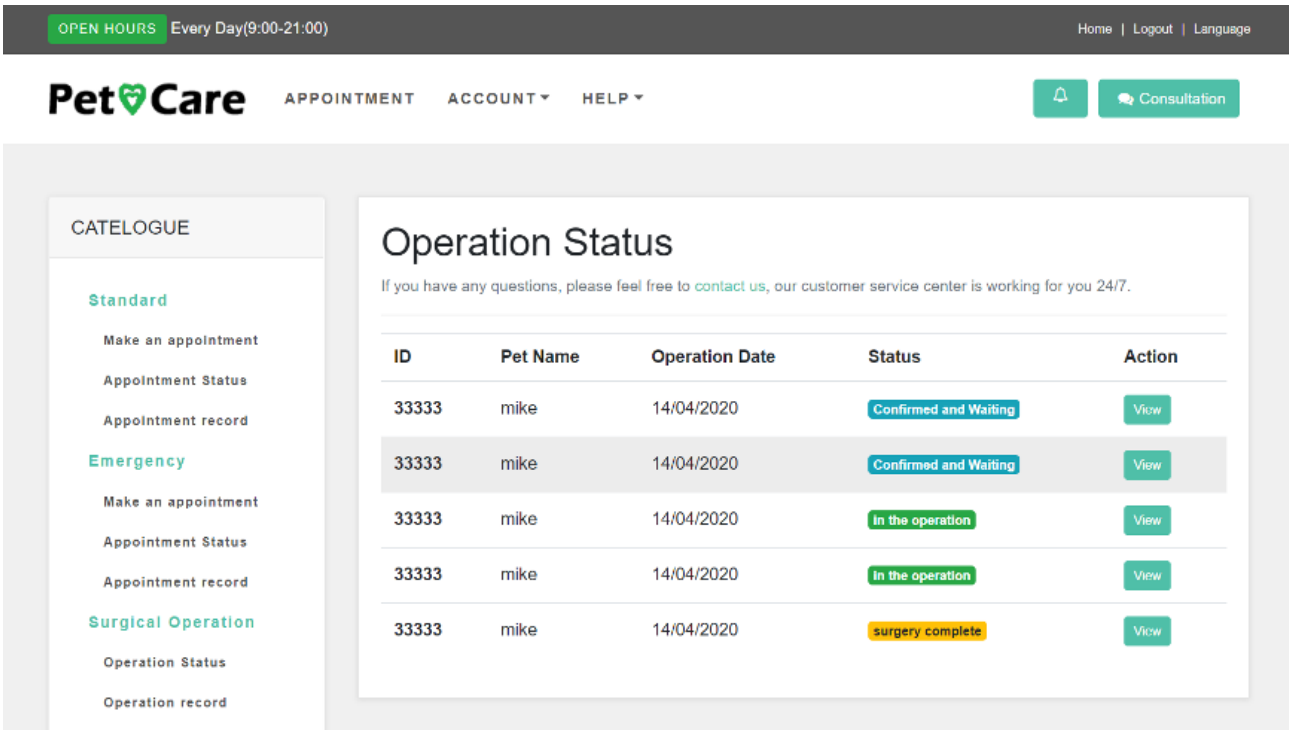
Pets		Old	Date	Time
mike	mike account	2	14/04/2020	morning
mike2	mike2 account	1	14/04/2020	afternoon

If you want to make an emergency appointment, click the make an appointment button under emergency in the left navigation bar to select the pet you want to make an appointment with, estimated arrival time, city (there are three cities to choose from), and fill in some details, such as symptoms, etc. click the back button to return to the customer index page.



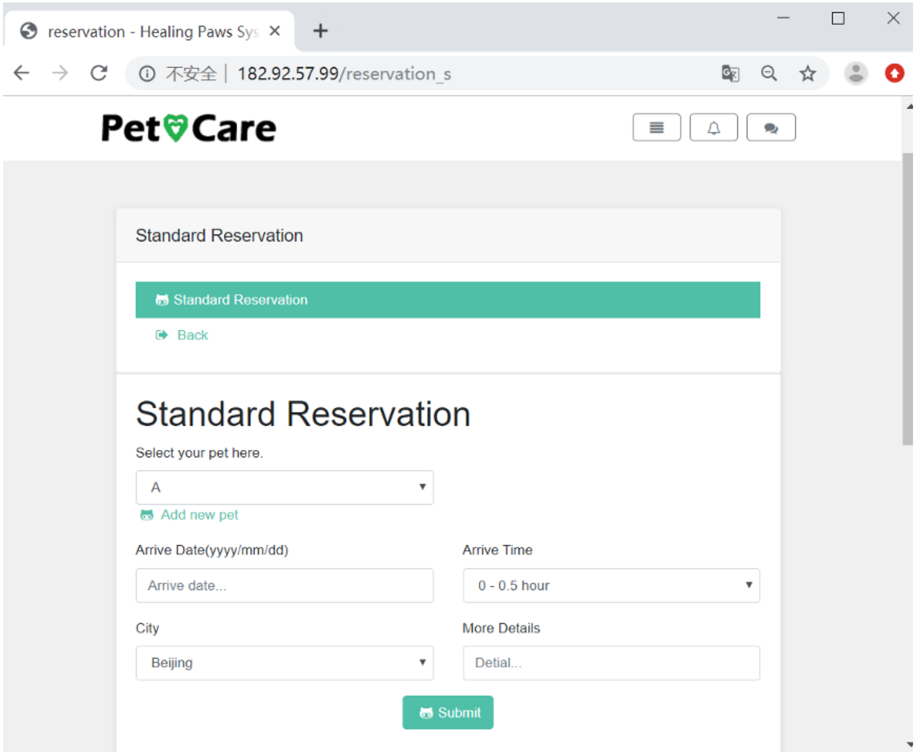
Status and Record of the emergency appointments are similar to the standard ones (which we may integrate them into one category later).

Click the operation status button under the surgical operation on the left navigation bar to view the operation status of the pet at any time, such as the operation date, in the operation, completed the operation and waiting for the operation etc.



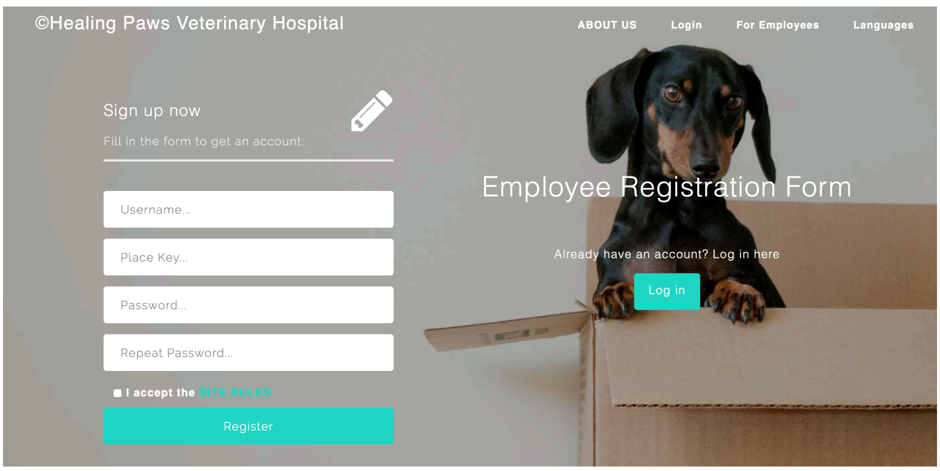
Click Logout on the upper right corner to exit the customer index page and return to the main index page. Your logged-in session will also pop out. This can protect your personal account that makes the website more secure.

The website can also run on mobile devices on the customer side using the web page adaptive technology, such as reducing the web page box when making an appointment:

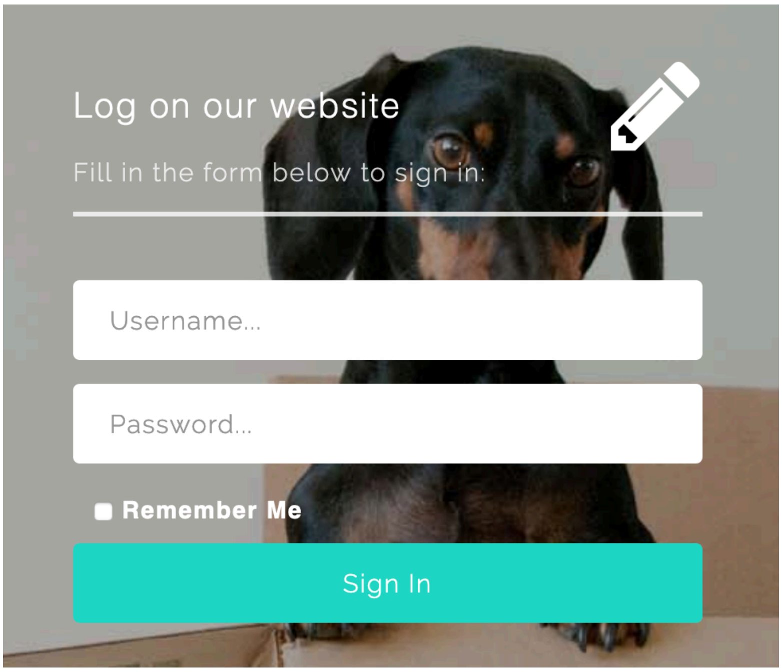


<u>How an employee uses the system:</u>

Click the ‘For Employees’ button on the right top of the main page, you can register an account as an employee. ‘Username’ and ‘Password’ should start by Upper alphabetic letter and contain only letters, numbers and underlines. ‘Place Key’ only contains three values representing different locations of the hospital. Only when you fill in one of the three keys correctly can you pass the validation. These keys are ‘BJ001’, ‘SH002’, ‘CD003’.

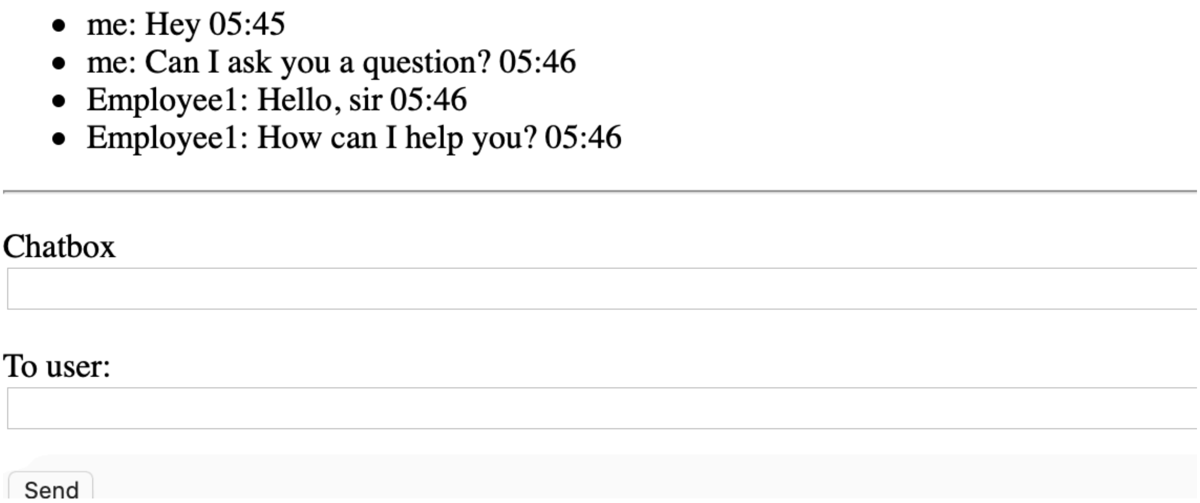


If you have already got an account, you can click the ‘Log in’ button on the right and go to the Login page. You can choose to remember your account and password by ticking the ‘Remember me’ box. The test username and password are both ‘Employee123’ .



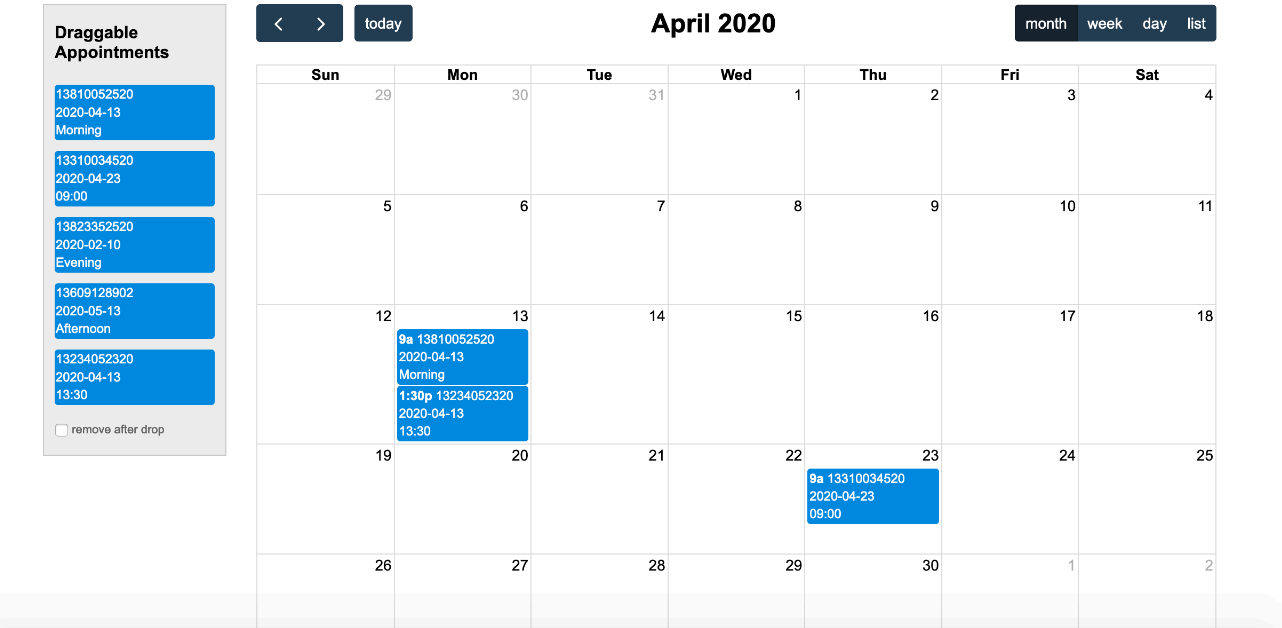
After logged in, you come to the index page for the employee.

Click the Chatting button on the upper right of the navigation bar to reply questions from the customers. When there is a question received, the bell on its left will inform the employee. Send to a specific user by typing the username in the box (we will improve this later to avoid the employee typing username when replying. They should be able to talk with each customer under their name directly).



Back to the index page, you can see a full calendar showing the current date on it. Click on ‘month’ shows a whole month, ‘week’ shows a whole week, and ‘day’ shows a whole day. You can also switch to other month/week/day by clicking the left/right switching button. You can always click ‘today’ to view the current appointments.

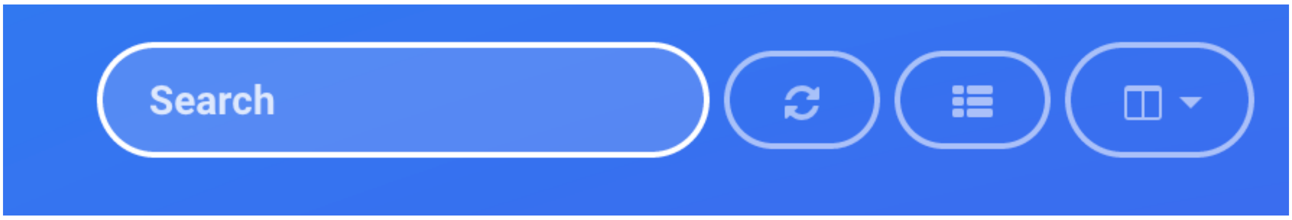
To organize and prioritize the appointments, you can drag them onto the calendar from the Draggable Appointments on the left side. Click on any date on the Month calendar will take you to the Day page. You can drag the appointments toward there. Resize, move or delete the appointment by dragging it on the calendar. It is very intuitive for you to see whether each time slot is occupied or not.



To keep track of all the appointments and set status, click on 'View all appointments' on the left top of the index page. Here, a table list of all appointments made by all customers are shown. Each column can be sorted (the sorting button is on the right for each column, not the left). 'Submission time' is the time a customer has made the appointment, so that it can be 'first made first serve'. 'Actions' can be made to change or delete an appointment. (We will also add the appointment/ surgery status changing button in this 'Actions' column.)

ID	PET NAME	PHONE NUMBER	APPOINTMENT SLOT	APPOINTMENT TYPE	SUBMISSION TIME	ACTIONS
5	Doris	13520	04-10 morning	standard	2020-04-14	
2	Minerva	13810252520	04-22 morning	standard	2020-04-12	
8	Colton	93234961	04-11 14:00	emergency	2020-04-12	
7	Alden	13852520	04-14 12:00	emergency	2020-04-11	
9	Illana	23456142	04-16 morning	standard	2020-04-11	
10	Nicole	123456	04-08 afternoon	standard	2020-04-11	
11	Chaim	978654	04-18 evening	standard	2020-04-11	
3	Sage	810052520	04-17 08:00	emergency	2020-04-08	

On the top of the page, there are four icons to click on. ‘Search’ keywords for selecting specific rows. ‘Refresh’ the table for receiving new coming appointments. ‘Toggle’ to another view of the table. ‘Delete columns’ if no need.



On the bottom of the page, switch to different number of visible rows.

Click ‘Back to calendar’ on the left top will bring you back to the index page. Then click ‘Logout’ will bring you out of the logged-in session.

(We will also integrate into one color for the whole interface style which we have not completed yet.)