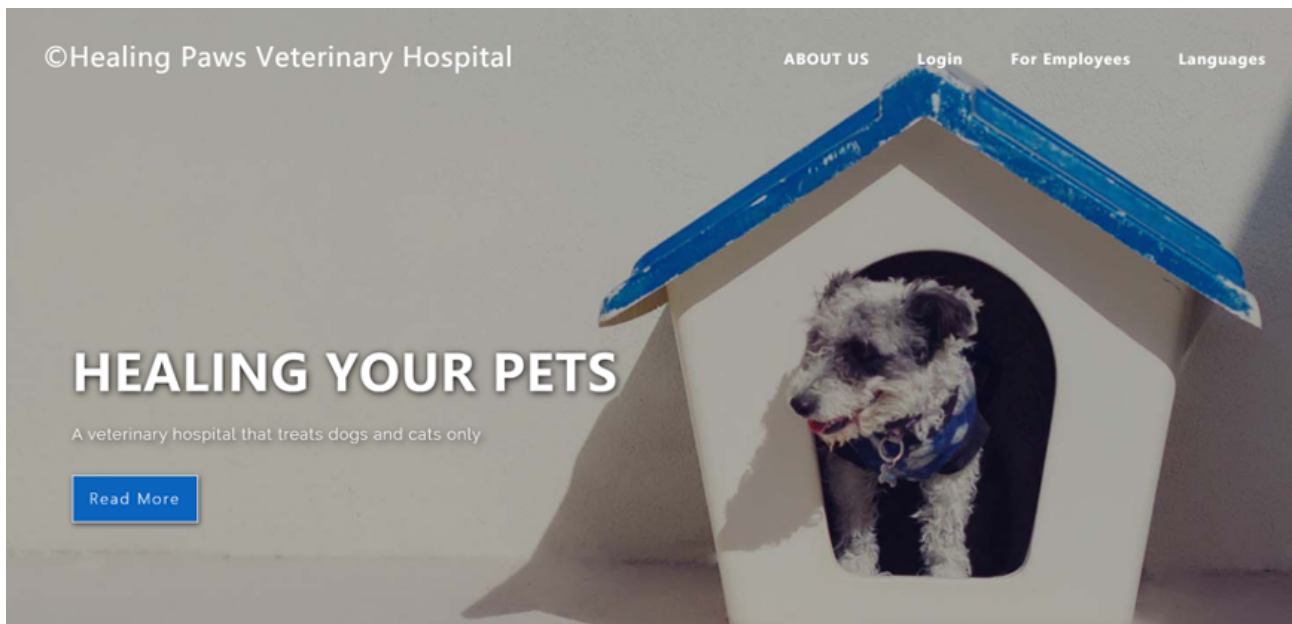


# User Draft

## Group 6

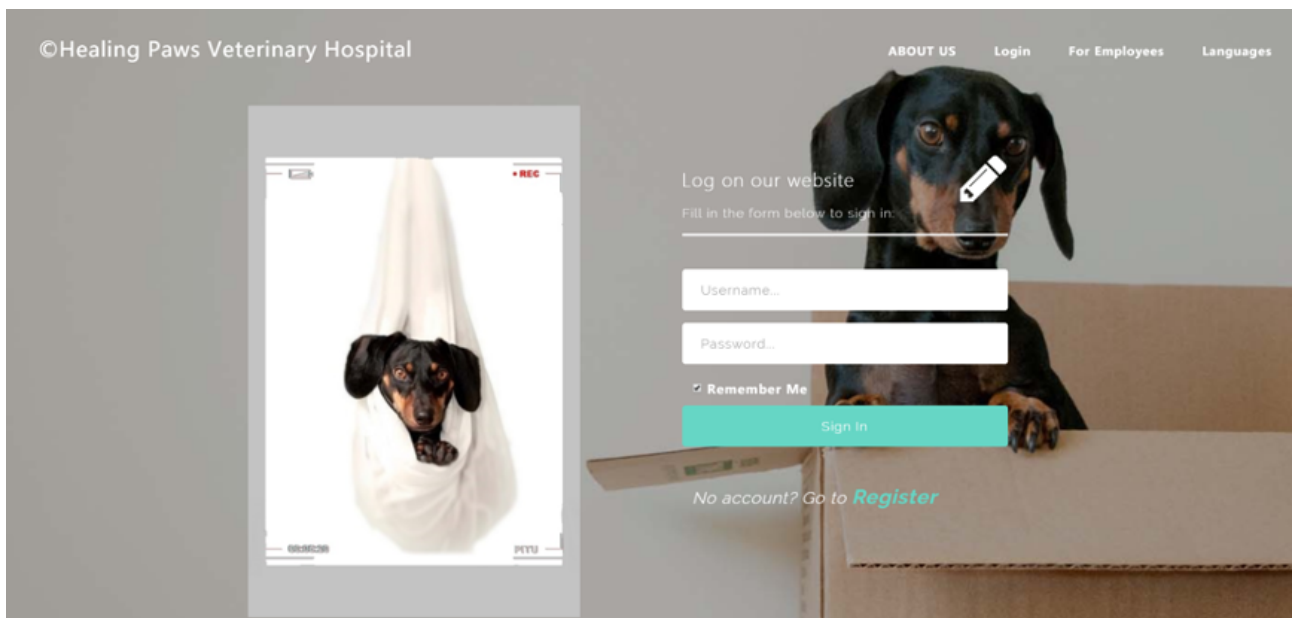
### How a customer uses the system:

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.

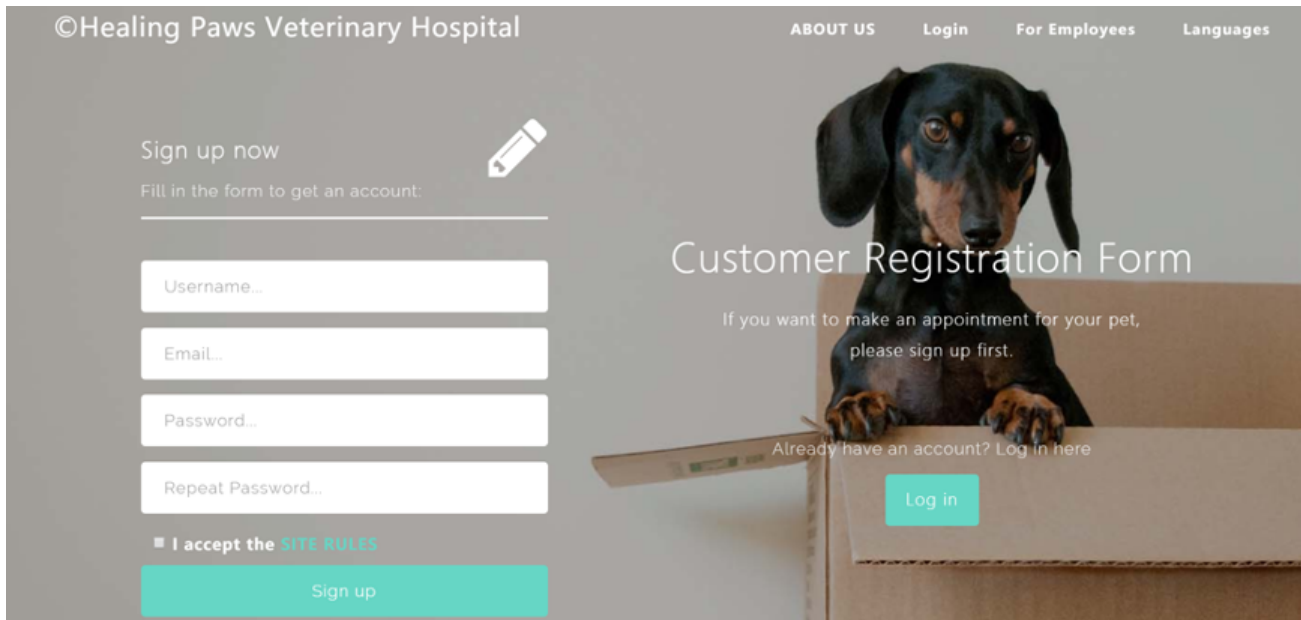


Click Login to enter the customer login interface.

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.



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ABOUT US Login For Employees Languages

Sign up now

Fill in the form to get an account:

Username...

Email...

Password...

Repeat Password...

☐ I accept the [SITE RULES](#)

Sign up

Customer Registration Form

If you want to make an appointment for your pet, please sign up first.

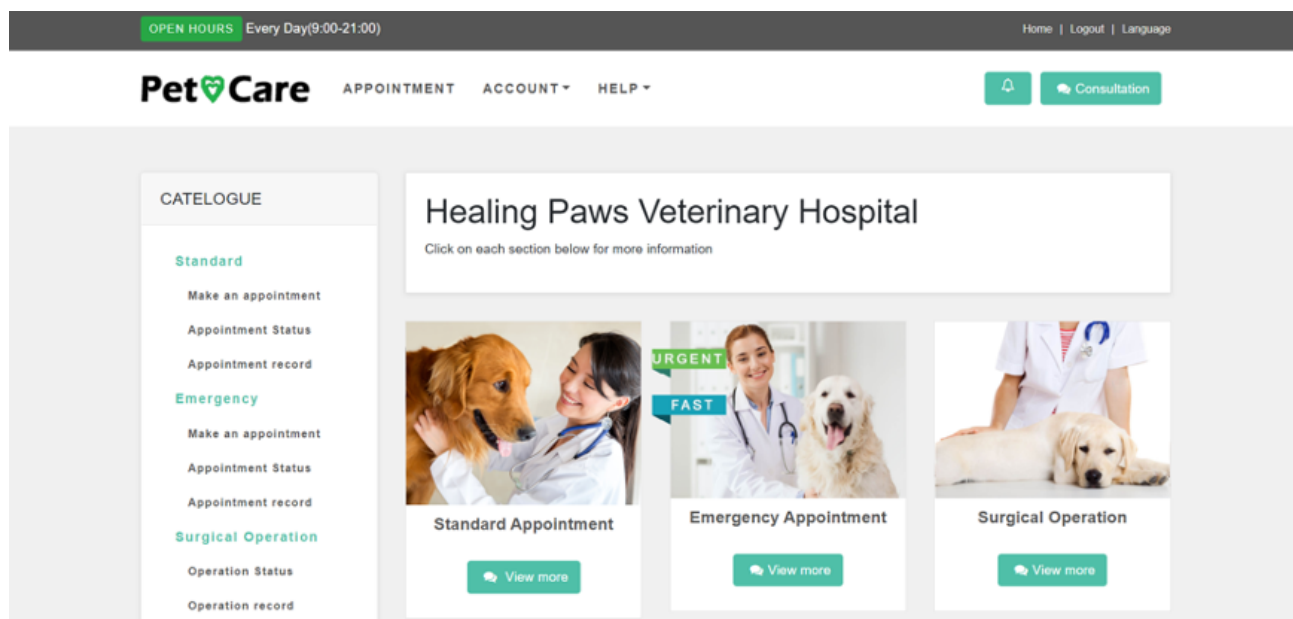
Already have an account? [Log in here](#)

Log in

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.



OPEN HOURS Every Day(9:00-21:00)

Home | Logout | Language

**Pet Care** APPOINTMENT ACCOUNT HELP

Consultation

CATALOGUE

- Standard
  - Make an appointment
  - Appointment Status
  - Appointment record
- Emergency
  - Make an appointment
  - Appointment Status
  - Appointment record
- Surgical Operation
  - Operation Status
  - Operation record

Healing Paws Veterinary Hospital

Click on each section below for more information

Standard Appointment

View more

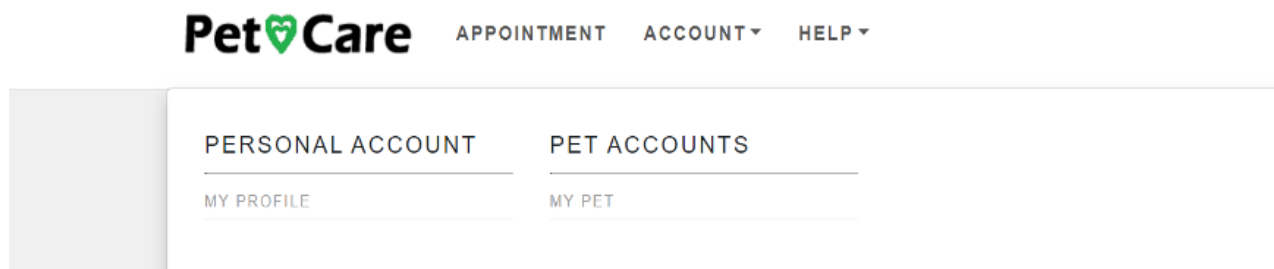
Emergency Appointment

View more

Surgical Operation

View more

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.

The image shows the 'My account' page. At the top, there's a dark bar with 'OPEN HOURS Every Day(9.00-21.00)' and links for 'Home | Logout | Language'. Below this is the PetCare navigation bar with 'APPOINTMENT', 'ACCOUNT', and 'HELP' links, along with a bell icon and a 'Consultation' button. The main content area has a sidebar on the left with 'Personal Account' and buttons for 'My Account' and 'Back'. The main section is titled 'My account' and includes a subtitle 'Change your personal details or your password here.' It has two main sections: 'Change password' with fields for 'Old password', 'New password', and 'Retype new password', and a 'Save new password' button; and 'Personal details' with fields for 'Firstname', 'Lastname', 'Email', and 'Telephone', and a 'Save changes' button.

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.

OPEN HOURS

Every Day(9:00-21:00)

[Home](#) | [Logout](#) | [Language](#)

PetCare

[APPOINTMENT](#)
[ACCOUNT](#)
[HELP](#)

Consultation

Pet Accounts

Pet Account

Back

Pet accounts

Select your pet here.

A

Add new pet

Name

Name

Old

Old

Gender

Gender

Type

Gender

Save changes

Delete

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.

Online Chatting

Online Chatting

Back

- me: Hey 05:45
- me: Can I ask you a question? 05:46
- Employee1: Hello, sir 05:46
- Employee1: How can I help you? 05:46

Chatbox

Send

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.

Standard Reservation

Standard Reservation

Back

# Standard Reservation

Select your pet here.

A

+

+

Add new pet

Arrive Date(yyyy/mm/dd)

Time Slot

Arrive date...

morning

City

More Details

Beijing

Details...

Submit

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.

OPEN HOURS

Every Day(9:00-21:00)

Home | Logout | Language

PetCare

APPOINTMENTACCOUNT▼HELP▼

Consultation

CATELOGUE

Standard

Make an appointment

Appointment Status

Appointment record

Emergency

Make an appointment

Appointment Status

Appointment record

Surgical Operation

Operation Status

Operation record

Standard Appointment Status

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

ID	Pet Name	Date	Status	Action
33333	mike	14/04/2020	Waiting	<a href="#">View</a>
33333	mike	14/04/2020	Waiting	<a href="#">View</a>
33333	mike	14/04/2020	Success	<a href="#">View</a>
33333	mike	14/04/2020	Success	<a href="#">View</a>
33333	mike	14/04/2020	Success	<a href="#">View</a>

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	<a href="#">mike account</a>	2	14/04/2020	morning
mike2	<a href="#">mike2 account</a>	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.

OPEN HOURS

Every Day(9:00-21:00)

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PetCare

APPOINTMENT

ACCOUNT

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Consultation

Emergency Reservation

Emergency Reservation

Back

Emergency Reservation

Select your pet here.

A

Add new pet

Arrive time

0 - 0.5 hour

city

Beijing

More Details

Detail...

Submit

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.

OPEN HOURS

Every Day(9:00-21:00)

Home | Logout | Language

PetCare

APPOINTMENT

ACCOUNT

HELP

Consultation

CATELOGUE

Standard

Make an appointment

Appointment Status

Appointment record

Emergency

Make an appointment

Appointment Status

Appointment record

Surgical Operation

Operation Status

Operation record

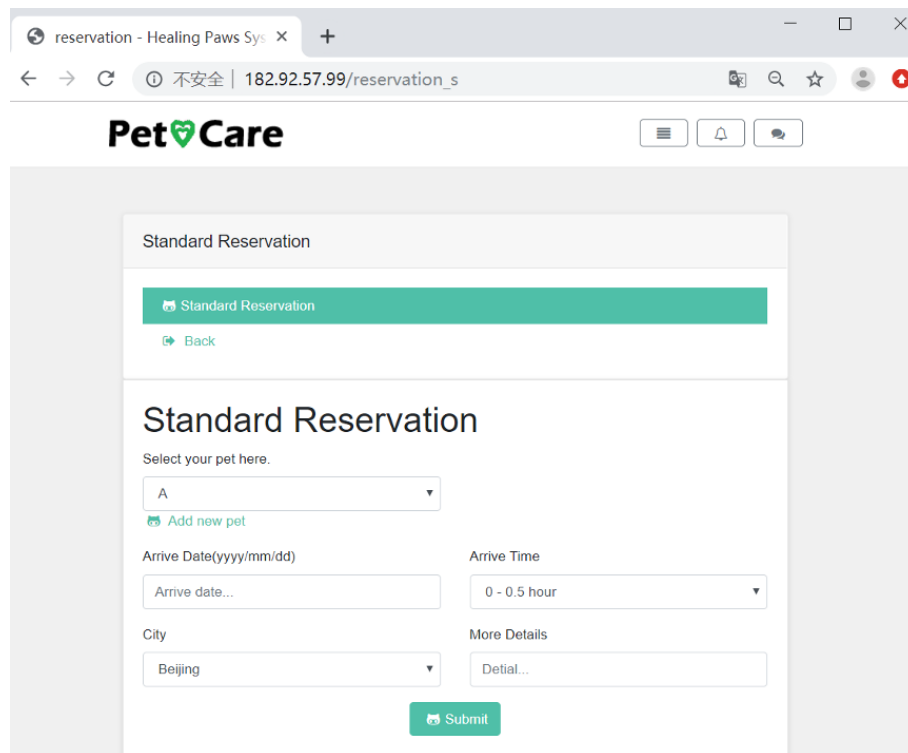
Operation Status

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

ID	Pet Name	Operation Date	Status	Action
33333	mike	14/04/2020	Confirmed and Waiting	<a href="#">View</a>
33333	mike	14/04/2020	Confirmed and Waiting	<a href="#">View</a>
33333	mike	14/04/2020	In the operation	<a href="#">View</a>
33333	mike	14/04/2020	In the operation	<a href="#">View</a>
33333	mike	14/04/2020	surgery complete	<a href="#">View</a>

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.

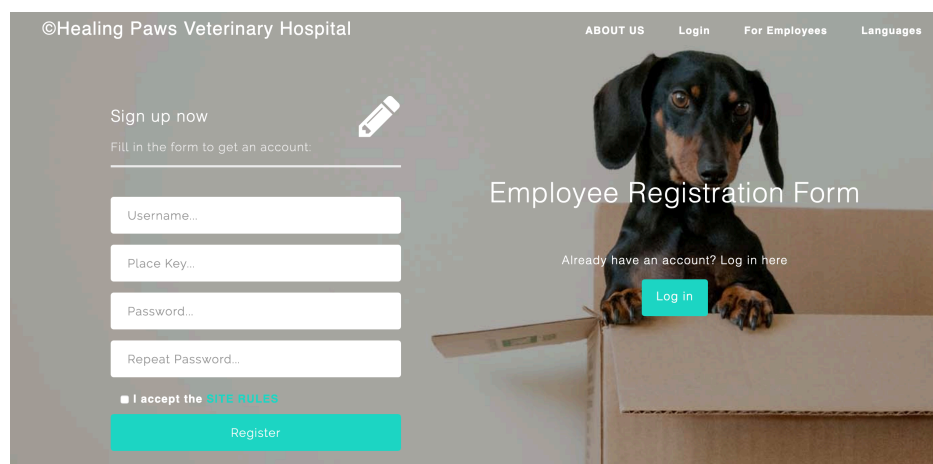
The website can also run on mobile devices on the customer side using the web page adaptive technology, such as reducing the web page box when making an appointment:



The screenshot shows a mobile browser window with the URL 'reservation - Healing Paws Sys' and '182.92.57.99/reservation\_s'. The page features the 'PetCare' logo and a navigation bar with a menu icon, a bell icon, and a chat icon. The main content area is titled 'Standard Reservation' and contains a form with the following fields: 'Standard Reservation' (header), 'Back' (link), 'Select your pet here.' (dropdown menu with 'A' selected), 'Add new pet' (link), 'Arrive Date(yyyy/mm/dd)' (text input), 'Arrive Time' (dropdown menu with '0 - 0.5 hour' selected), 'City' (dropdown menu with 'Beijing' selected), 'More Details' (text input), and a 'Submit' button.

### **How an employee uses the system:**

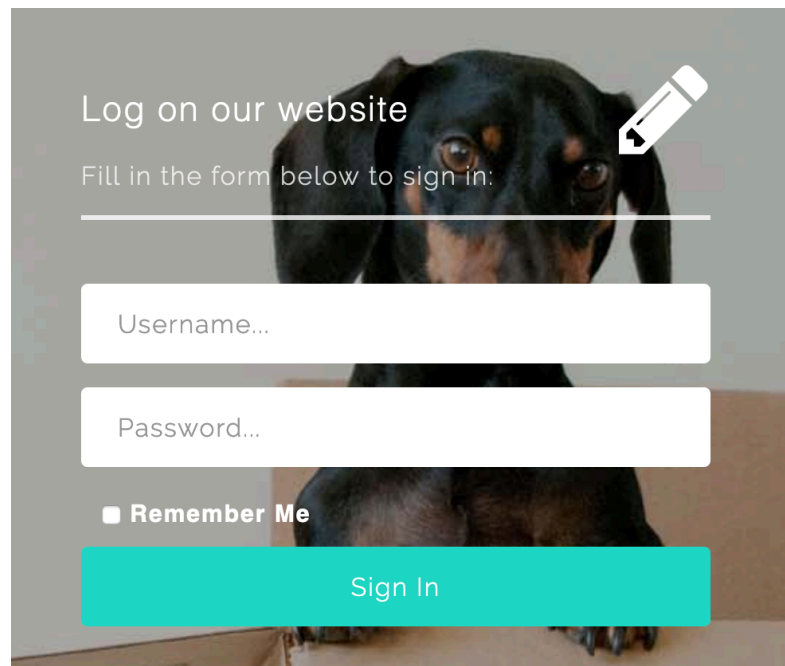
Click the 'For Employees' button on the right top of the main page, you can register an account as an employee. 'Username' and 'Password' should start by Upper alphabetic letter and contain only letters, numbers and underlines. 'Place Key' only contains three values representing different locations of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



The screenshot shows the 'Employee Registration Form' on the 'Healing Paws Veterinary Hospital' website. The form is titled 'Sign up now' and includes the instruction 'Fill in the form to get an account:'. The form fields are: 'Username...', 'Place Key...', 'Password...', and 'Repeat Password...'. Below the fields is a checkbox labeled 'I accept the SITE RULES' and a 'Register' button. To the right of the form is a large image of a dachshund dog sitting on a cardboard box. The text 'Employee Registration Form' is overlaid on the image, along with the text 'Already have an account? Log in here' and a 'Log in' button. The website header includes the text '©Healing Paws Veterinary Hospital' and navigation links: 'ABOUT US', 'Login', 'For Employees', and 'Languages'.



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'.



Log on our website

Fill in the form below to sign in:

Username...

Password...

☐ Remember Me

Sign In

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).

- me: Hey 05:45
- me: Can I ask you a question? 05:46
- Employee1: Hello, sir 05:46
- Employee1: How can I help you? 05:46

Chatbox

To user:

Send

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.

May 2020

day

week

month

◀

▶

today



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.

**Draggable Appointments**

13810052520  
2020-04-13  
Morning

13310034520  
2020-04-23  
09:00

13823352520  
2020-02-10  
Evening

13609128902  
2020-05-13  
Afternoon

13234052320  
2020-04-13  
13:30

☐ remove after drop

< > today

### April 2020

month week day list

Sun	Mon	Tue	Wed	Thu	Fri	Sat
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
	9a 13810052520 2020-04-13 Morning 1:30p 13234052320 2020-04-13 13:30					
19	20	21	22	23	24	25
				9a 13310034520 2020-04-23 09:00		
26	27	28	29	30	1	2

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. )