

John Abbott College, Montréal

A Project Report

On

Smith's Clinic

Submitted By

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Under the guidance of

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1. Introduction

Creating an official website is an option for many businesses today. Through the official website, companies can display their information here, and making appointments through the official website can also greatly improve the efficiency of making appointments. For customers, the instant validity of the reservation information on the website also makes the reservation more convenient and smooth, and the reservation management set up on the website also provides a more convenient way for users to re-schedule, cancel or give feedback on the reservation information.

1.1 Description

The Smith Clinic website is the official website of Smith Clinic and has two options on the user side: customers and visitors.

Clients must be registered users. They make an appointment with Smith Clinic on the Appointment page, which will also have a Personal Information page and an Appointment Management page. They can view and change their personal information on the personal information page, and they can view, reschedule, cancel and provide feedback on their completed appointments on the appointment management page.

Visitors do not need to register to find information about Smith Clinic on the website, including clinic information, doctor information, services, hours of operation, clinic location and contact information. There is also an option to register as a site user.

1.2 Scope

The scope of this website is directed to current and potential customers of Smith Clinic.

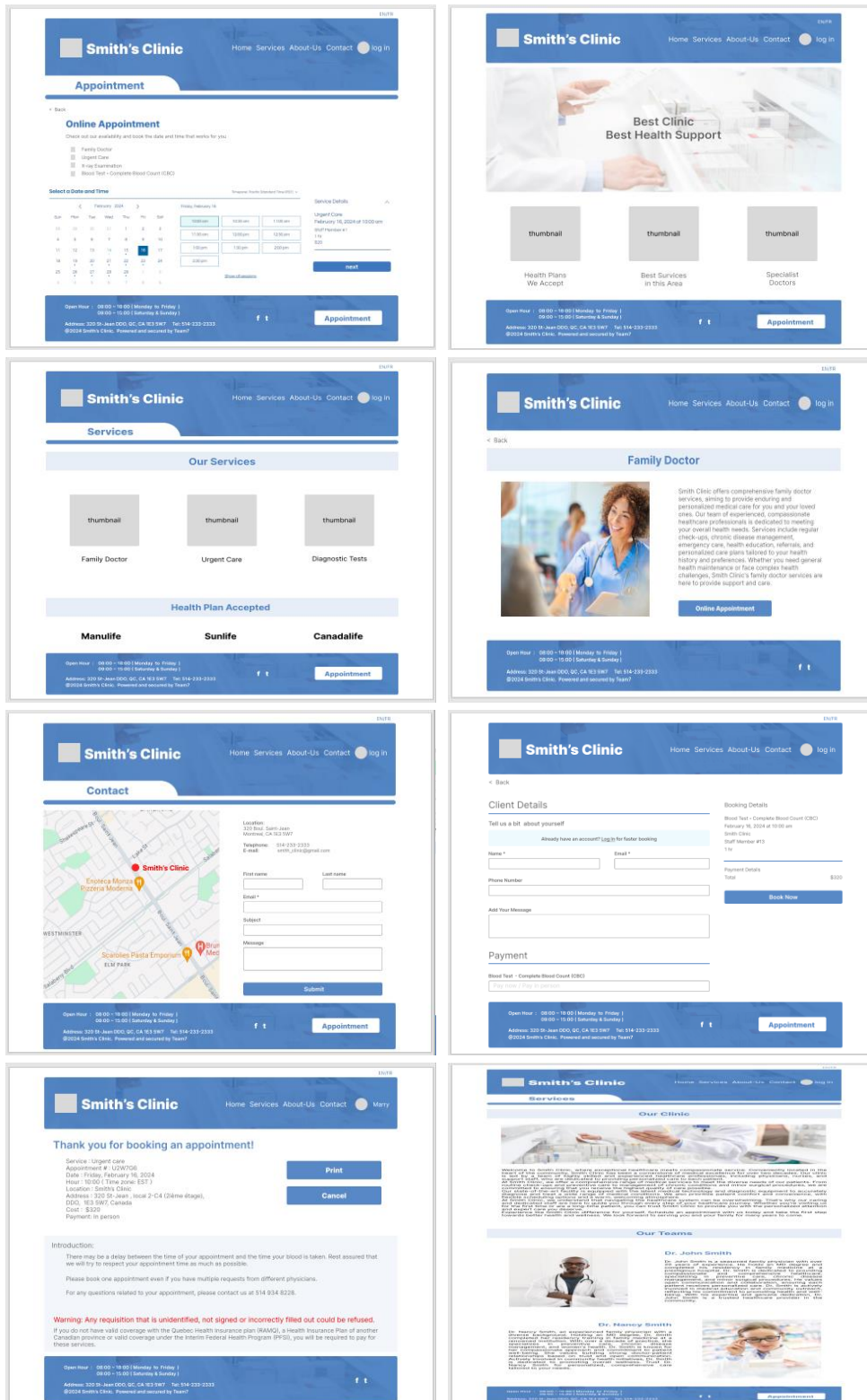
2. Functional Requirements

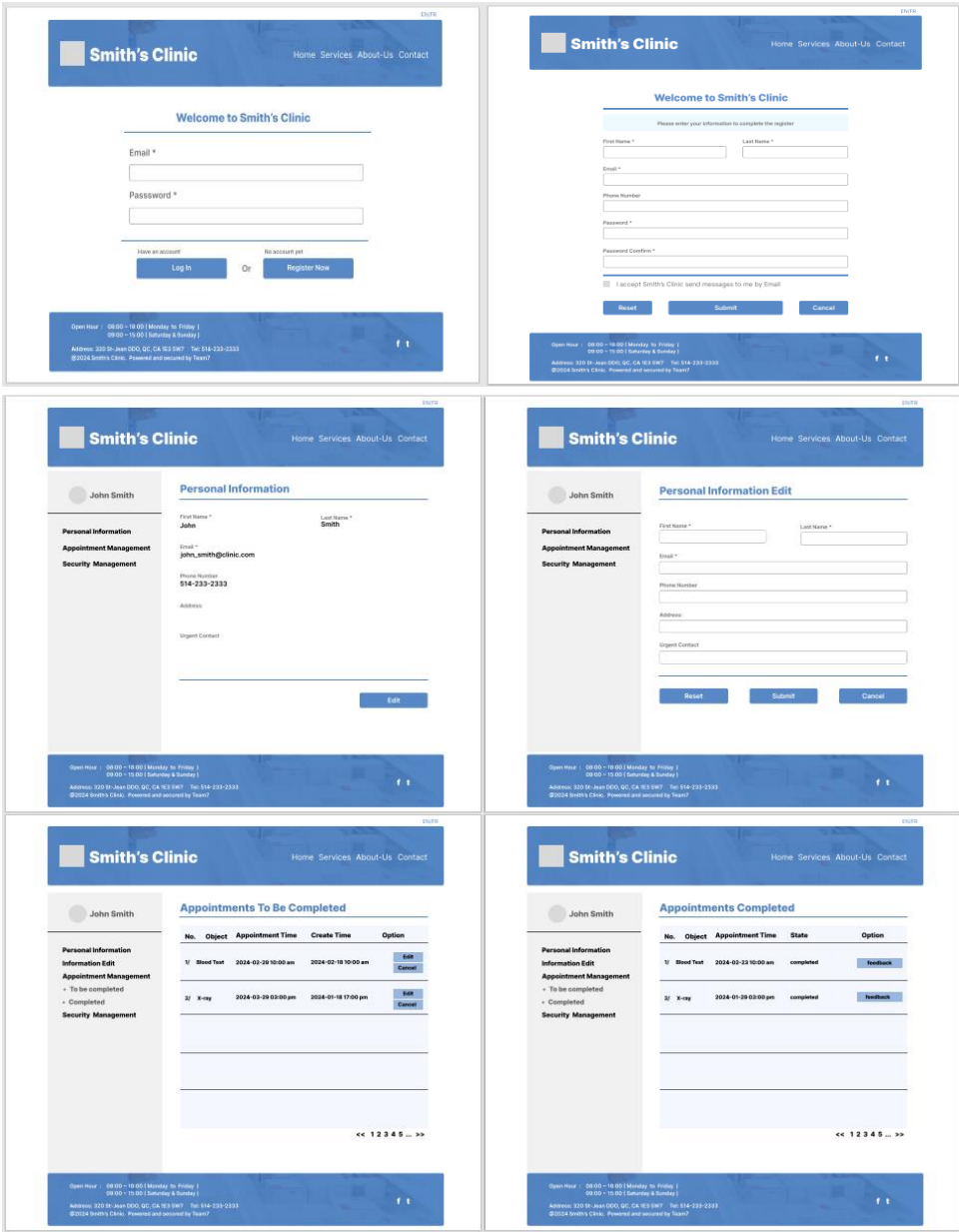
- The Guest should be able to view public information on the website
- The Guest should be able to send message to clinic on the website
- The Guest and the Customer should be able to see the location of Smith's Clinic on the website
- The Customer shall be able to register
- The Customer shall be able to login
- The Customer shall be able to logout
- The Customer should be able to request a password reset if they forgot their login credentials.
- Customer should be able see their personal information in the profile page
- Customer should be able edit their personal information in the profile page
- Customer should be able to make appointments on the website
- Customer should be able to pay for appointment
- Customer should be able to view their uncompleted appointments and completed appointments
- Customer should be able to reschedule each of the uncompleted appointments
- Customer should be able to cancel their uncompleted appointments
- Customer should be able to feedback to each completed appointment
- Customer should be able to print and save the appointment information after making appointment

3. Non-Functional Requirements

- The application user interface should be easy to use
- Customers must be registered; no appointment access is possible without registration
- The application should handle possible exceptions and avoid malfunctions
- Information such as customer information, uploaded images, service type, and appointment time should not be empty.
- The efficiency of the application will not change if there are multiple users using it.
- Users should be able to access the application at any time
- Application should be able to handle input validation
- Customer's login details should be retained in the website until the customer logs out or the login times out
- Any changes in the database should take effect in real time
- The map camera will be adjusted to 22x zoom to cover the appropriate area around the map.

4. Mock-ups





5. Use Cases

Use Case	Contact Us
Primary Actors	Customer, Guest
Secondary Actors	Database
Main Success Scenario	<ol style="list-style-type: none"> 1. Customer/ Guest open the browser and did not find the information he wants, he can contact the clinic by the methods provided. 2. Customer/ Guest can get the clinic address and go to the clinic in person. 3. Customer/ Guest can call the clinic by telephone. 4. Customer/ Guest can email the clinic by email address. 5. Customer/ Guest can contact the clinic by submitting a form .
Pre Condition	Customer/ Guest has a device, such as a smartphone or a PC or a laptop etc., and is connected to the internet .
Post Condition (Success Guarantee)	Customer/ Guest got the information he wanted by a way of the contacts methods.
Alternative Scenario	Customer/ Guest don't want to contact the clinic anymore.
Use case	View Personal Information
Primary Actor(s)	Customer
Secondary Actor(s)	Database
Main Success Scenario	<ol style="list-style-type: none"> 1. Customer clicks on "Personal Information" 2. By default, the customer's information is displayed on the page in a fixed order and format 3. There is a button 'Edit My Information' to enter the edit page.
Pre-Condition	<ol style="list-style-type: none"> 1. Customer goes to the web application. 2. Customer is an already existing customer. 3. Customer clicks "Log in". 4. Customer successfully logs in by entering correct credentials.
Post Condition (Success Guarantee)	The user sees his full information on this page
Alternative Scenario	2a. Information not found in the database will be shown as blank on this page.

Use Case	Registration
Primary Actors	Guest(or visitor)
Secondary Actors	Database
Main Success Scenario	<ol style="list-style-type: none"> 1. Guest can open the browse and check the clinic information, doctor information, services, opening hours, clinic location and contact information. 2. Guest can create an account to register in this clinic 3. Guest can choose the service which he needs and makes an appointment after the registration.
Pre Condition	Guest has a device , such as a smartphone or a PC or a laptop etc, and is connected to the internet .
Post Condition (Success Guarantee)	<ol style="list-style-type: none"> 1. Guest got the information he needs. 2. Registered successfully. 3. Made an appointment successfully. 4. Rescheduled an appointment 5. Cancel an appointment 6. Finished a payment.
Alternative Scenario	2a. Guest get the information and did not register .

Use case	Edit Personal Information
Primary Actor(s)	Customer
Secondary Actor(s)	Database
Main Success Scenario	<ol style="list-style-type: none"> 1. Customer clicks on “Edit My Information” 2. Users can see a form to enter personal information 3. When a new image is selected as avatar, the temporary avatar image is also changed. 4. Customer click ‘Submit’, all the current data is saved to the Database and the customer will be redirected to the Personal Information page.
Pre-Condition	<ol style="list-style-type: none"> 1. Customer goes to the web application. 2. Customer is an already existing customer. 3. Customer clicks “Log in”. 4. Customer successfully logs in by entering correct credentials.
Post Condition (Success Guarantee)	The user sees his full information on this page
Alternative Scenario	<p>4a. Customer click ‘Reset’, the values of all inputs on the page are cleared.</p> <p>4b. Customer click ‘Cancel’, all the modified data on the page is discarded and you are redirected back to the personal information display page.</p>

Use Case	Login
Primary Actors	Customer
Secondary Actors	Database
Main Success Scenario	<ol style="list-style-type: none"> 1. Customer can open the browser and login to check the clinic information, doctor information, services, opening hours, clinic location and contact information, appointment details, payment methods, reschedule options, 2. Customer can make an appointment. 3. Customer can reschedule an appointment. 4. Customer can cancel an appointment. 5. Customer can make a payment.
Pre Condition	Customer has a device, such as a smartphone or a PC or a laptop etc., and is connected to the internet .
Post Condition (Success Guarantee)	The information is shown to customers and Customer finished the actions successfully.
Alternative Scenario	Customer logout without any further actions .

Use case	View Personal Information
Primary Actor(s)	Customer
Secondary Actor(s)	Database
Main Success Scenario	<ol style="list-style-type: none"> 1. Customer clicks on “Personal Information” 2. By default, the customer's information is displayed on the page in a fixed order and format 3. There is a button ‘Edit My Information’ to enter the edit page.
Pre-Condition	<ol style="list-style-type: none"> 1. Customer goes to the web application. 2. Customer is an already existing customer. 3. Customer clicks “Log in”. 4. Customer successfully logs in by entering correct credentials.
Post Condition (Success Guarantee)	The user sees his full information on this page
Alternative Scenario	2a. Information not found in the database will be shown as blank on this page.

Use case	Edit Personal Information
Primary Actor(s)	Customer
Secondary Actor(s)	Database
Main Success Scenario	<ol style="list-style-type: none"> 1. Customer clicks on “Edit My Information” 2. Users can see a form to enter personal information 3. When a new image is selected as avatar, the temporary avatar image is also changed. 4. Customer clicks ‘Submit’, all the current data is saved to the Database and the customer will be redirected to the Personal Information page.
Pre-Condition	<ol style="list-style-type: none"> 1. Customer goes to the web application. 2. Customer is an already existing customer. 3. Customer clicks “Log in”. 4. Customer successfully logs in by entering correct credentials.
Post Condition (Success Guarantee)	The user sees his full information on this page
Alternative Scenario	<ol style="list-style-type: none"> 4a. Customer clicks ‘Reset’, the values of all inputs on the page are cleared. 4b. Customer clicks ‘Cancel’, all the modified data on the page is discarded and you are redirected back to the personal information display page.

Use case	Make Appointment
Primary Actor(s)	Customer
Secondary Actor(s)	Database
Main Success Scenario	<ol style="list-style-type: none"> 1. Clicks on “Appointment” 2. Chooses their appointment type 3. Choose the date 4. Choose an available time. 5. Click “next” button
Pre-Condition	<ol style="list-style-type: none"> 1. Customer goes to the web application. 2. Customer is an already existing customer. 3. Customer successfully logs in by entering correct credentials.
Post Condition (Success Guarantee)	The user goes to the payment page
Alternative Scenario	<ol style="list-style-type: none"> 1a. If the customer is not login, the page will jump to login page 3a. If the appointment type is not chosen, the customer cannot choose the date. 4a. If the date is not chosen, the customer cannot choose the time. 5a. If time is not chosen, the customer cannot proceed further.

Use case	Make payment
Primary Actor(s)	Customer
Secondary Actor(s)	Database
Main Success Scenario	<ol style="list-style-type: none"> 1. Chooses credit card type 2. Fill in all credit card information 3. Click “Booking Now” button
Pre-Condition	<ol style="list-style-type: none"> 1. Customer goes to the web application. 2. Customer is an already existing customer. 3. Customer successfully logs in by entering correct credentials. 4. Customer successfully picked an appointment time.
Post Condition (Success Guarantee)	The user goes to the appointment confirmation page
Alternative Scenario	4a. If the credit card information is not all filled in, the customer cannot proceed further.

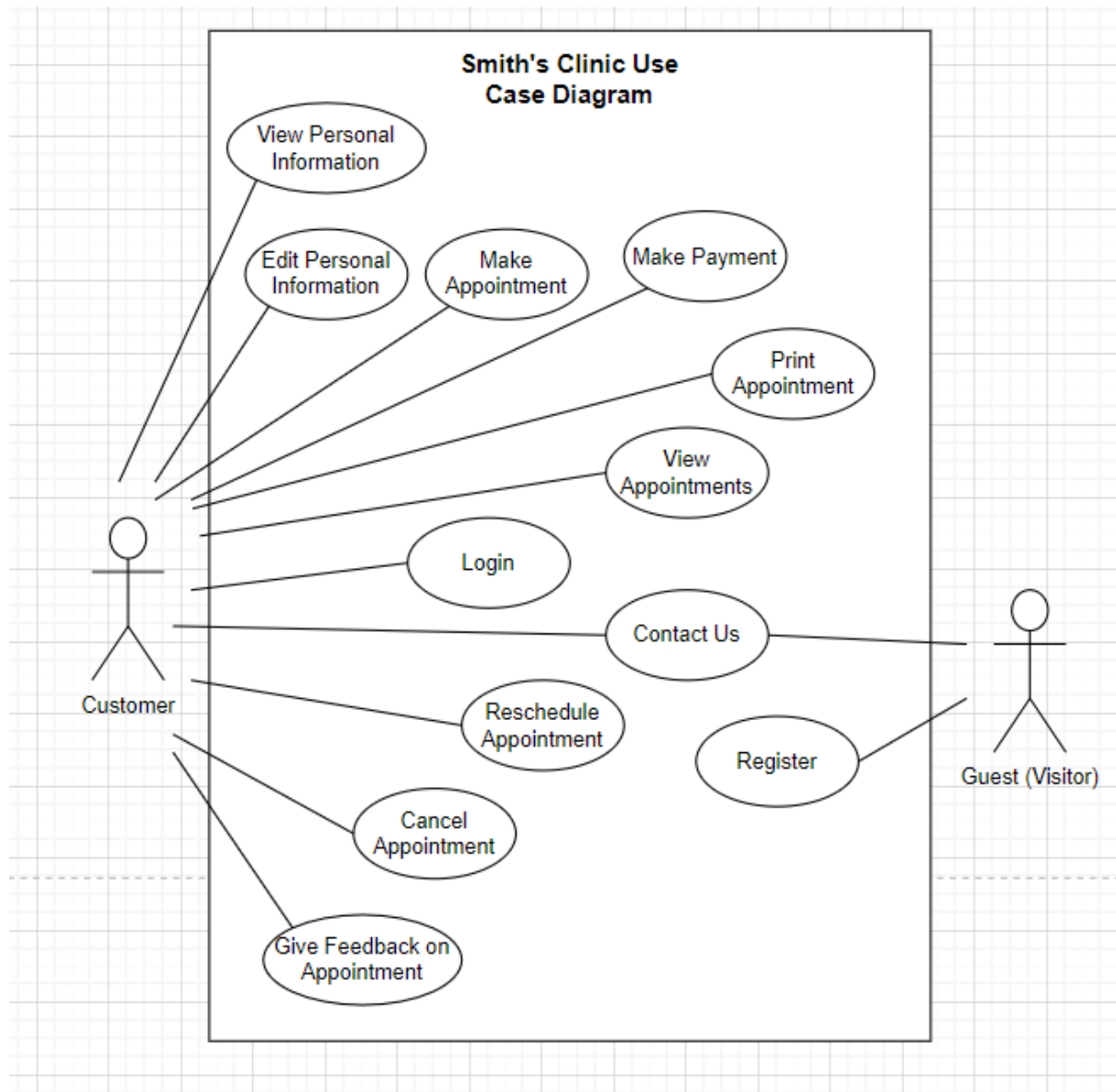
Use case	Print Appointment
Primary Actor(s)	Customer
Secondary Actor(s)	Database
Main Success Scenario	<ol style="list-style-type: none"> 1. Clicks button “Print” 2. Printer window jumps out 3. Click button “Save as PDF” 4. Printer window jumps out
Pre-Condition	<ol style="list-style-type: none"> 1. Customer goes to the web application. 2. Customer is an already existing customer. 3. Customer successfully logs in by entering correct credentials. 4. Customer successfully picked an appointment time. 5. Customer successfully paid for the appointment.
Post Condition (Success Guarantee)	Customer get this page printed or saved an PDF file.
Alternative Scenario	<ol style="list-style-type: none"> 2a. Printer cannot connect 3a. Printer cannot connect

Use case	View Appointments
Primary Actor(s)	Customer
Secondary Actor(s)	Database
Main Success Scenario	<ol style="list-style-type: none"> 1. Customer clicks on “Appointment Management” 2. By default, the customer sees all their appointments (uncompleted and completed) 3. If the customer wants to see only uncompleted appointments, customer clicks on the dropdown menu and selects “Uncompleted” 4. If the customer wants to see only completed appointments, customer clicks on the dropdown menu and selects “Completed”
Pre-Condition	<ol style="list-style-type: none"> 1. Customer goes to the web application. 2. Customer is an already existing customer. 3. Customer clicks “Log in”. 4. Customer successfully logs in by entering correct credentials.
Post Condition (Success Guarantee)	The user sees all their uncompleted appointments and completed appointments
Alternative Scenario	<p>3a. The user only has completed appointments so nothing will show if “Uncompleted” is selected.</p> <p>4a. The user only has uncompleted appointments so nothing will show if “Completed” is selected.</p>

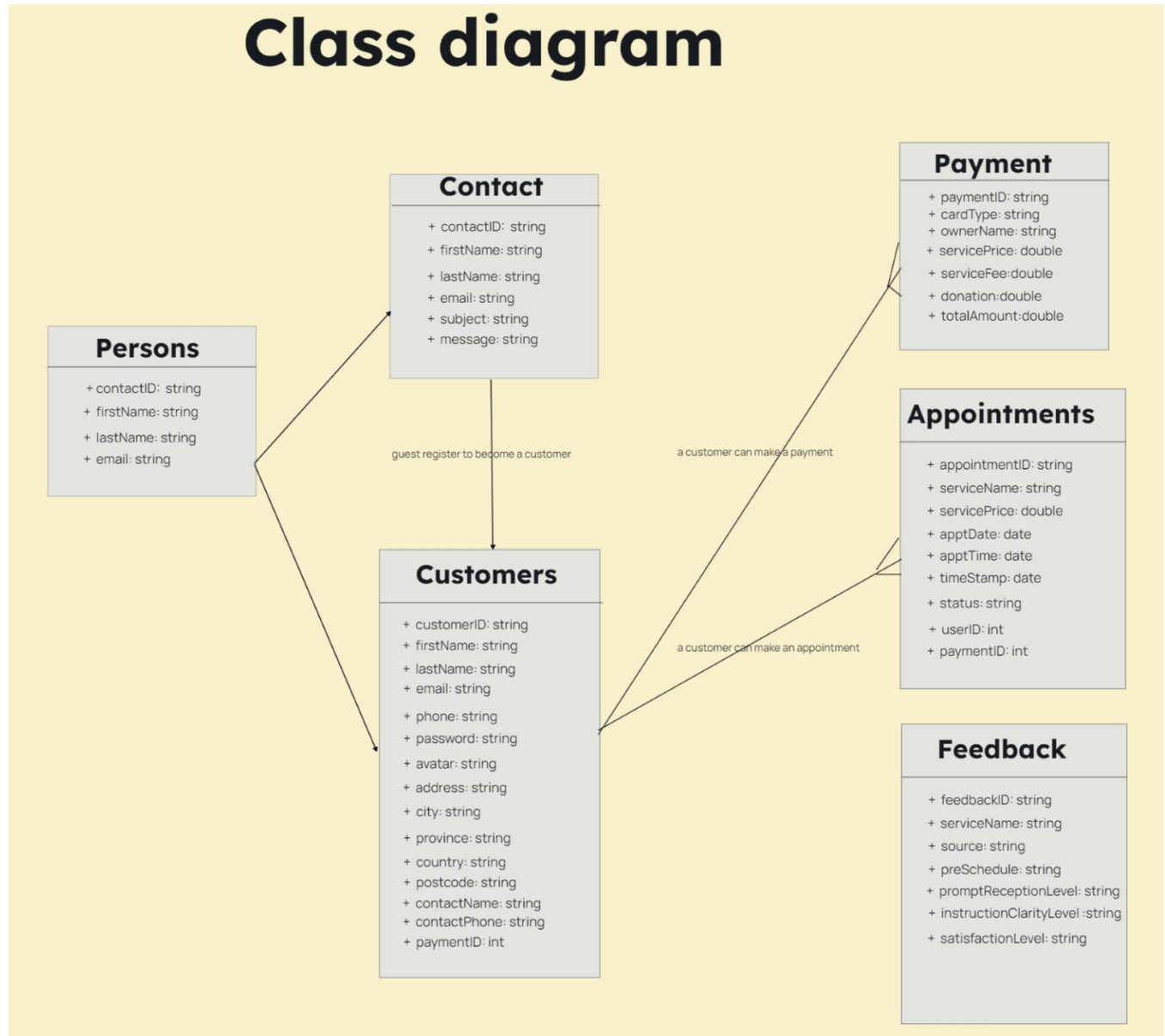
Use case	Reschedule Appointment
Primary Actor(s)	Customer
Secondary Actor(s)	Database
Main Success Scenario	<ol style="list-style-type: none"> 1. Customer clicks on “reschedule” 2. Customer chooses their appointment type, the date and the time. 3. Customer clicks on “next” 4. Customer successfully rescheduled appointment.
Pre-Condition	<ol style="list-style-type: none"> 1. The customer is already signed in as an existing customer. 2. Customer is on their appointment management page. 3. The customer has at least one appointment that is uncompleted.
Post Condition (Success Guarantee)	The updated time and service is successfully saved.
Alternative Scenario	1a. The customer only has completed appointments and has no appointments to reschedule.

Use case	Cancel Appointment
Primary Actor(s)	Customer
Secondary Actor(s)	Database
Main Success Scenario	<ol style="list-style-type: none">1. Customer clicks on “cancel”2. A pop-up message asks the user if they are sure they want to cancel the appointment.3. User selects “ok”.4. Appointment gets removed from the database.5. The appointment is no longer seen in the appointment list.
Pre-Condition	<ol style="list-style-type: none">1. The customer is already signed in as an existing customer.2. Customer is on their appointment management page.3. The customer has at least one appointment that is uncompleted.
Post Condition (Success Guarantee)	The appointment is successfully cancelled and is removed from the appointment list.
Alternative Scenario	1a. The customer only has completed appointments and has no appointments to cancel.

6. Use-Cases Diagram



7. Class Diagram



8. Task Division

Division 1 (March 26 , 2024)		
Name(Assigned To)	Tasks Assigned	Description
Shuting Tang	Documentation	1. Write requirements. 2. Add mock-up diagram in document. 3. Write use cases for these features: Personal information display, Personal information edit
Fei Li	Documentation	1. Write requirements. 2. Write use cases for these features: Appointment , Payment, Appointment confirmation
Leah Teresa Yapp	Documentation	1. Write requirements. 2. Write use cases for these features: Appointments display, Reschedule, Appointment Cancel, Appointment Feedback
Yingying Wei	Documentation	1. Write requirements. 2. Write use cases for these features: Login, Registration, Contact-us

Division 2 (March 27-30 , 2024)		
Name(Assigned To)	Tasks Assigned	Description
Shuting Tang	Refactoring APIs design	1. Refactoring some code in this project to do the preparation for the next step of group work. 2. Design the APIs which would be used in the program
Fei Li	Database and server APIs design	1. Create database and server 2. Design the APIs which would be used in the program
Leah Teresa Yapp	Documentation Database	1. Draw the Use-Cases diagram 2. Test database and server
Yingying Wei	Documentation Database	1. Draw the Class Diagram 2. Test database and server

Division 3 (March 31- April 3, 2024)		
Name(Assigned To)	Tasks Assigned	Description
Shuting Tang	Create APIs on server side Use APIs on client side	1. Create APIs for the functions related to payment. 2. Use APIs for these features: <ul style="list-style-type: none"> Appointment , Payment, Appointment confirmation, Appointment Reschedule
Fei Li	Create APIs on server side Use APIs on client side	1. Create APIs for the functions related to customer. 2. Use APIs for these features: <ul style="list-style-type: none"> Login, Registration, Personal information display and edit
Leah Teresa Yapp	Create APIs on server side Use APIs on client side	1. Create APIs for the functions related to appointment . 2. Use APIs for these features: <ul style="list-style-type: none"> Appointments display, Appointment Cancel, Appointment Feedback
Yingying Wei	Create APIs on server side Use APIs on client side Test & PPT	1. Create APIs for the functions related to contact and feedback. 2. Use APIs for these features: <ul style="list-style-type: none"> Contact-us 3. Test all the pages completed, and feedback the bugs 4. Make PPT for the presentation of this project