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Description automatically generated**NarcoTech**

**User Manual**

**Alexa Physio Reminder Skill**

**Appointment Reminder System for O.P.S**

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# Introduction

Welcome to the official user manual of the Alexa Physio Reminder skill designed and implemented by the team at NarcoTech! The purpose of this manual is to provide clarity on the functionality of the system, addressing the setup, use and troubleshooting of the system. It is our hope that the information provided in this manual will improve your user experience significantly. So without further ado, let’s get started!

# Getting Started

## System Overview

This system is intended to assist patients of Optimal Physiotherapy Services with managing their physiotherapy appointments by providing reminders prior to the scheduled appointments. The system is in the form of an Alexa skill, making it easy for users to interact with the system through voice input on their Alexa-enabled devices.

## System Requirements

1. **Hardware:** The skill will require an Alexa-enabled device with a working microphone and speaker. Some examples of these devices include:
   1. Alexa Echo Devices
   2. Smart Home Devices
   3. Phone/Tablet
   4. Computer
2. **Software:** The skill is compatible with devices running the latest version of the Alexa app.
   1. Users should ensure their Alexa-enabled device has the latest software updates installed for optimal performance.
   2. The skill may have additional compatibility with certain operating systems on smartphones, tablets, or computers when accessing Alexa through the Alexa app.
3. **Internet Connectivity:** Users will need a stable internet connection in order for the skill to function properly.
   1. For a smooth experience, a minimum of 50 Mbps or more may be preferable.
   2. Poor internet connectivity may affect the skill’s functionality.

## Installation Instructions

1. **Activate Your Alexa Device:**
   1. Power on your Alexa-enabled device.
   2. Ensure it's connected to your Wi-Fi network.
2. **Access Alexa Skills:**
   1. Open the Alexa app on your mobile device or visit the Alexa Skills Store on the web.
   2. Search for O.P.S. Appointment Reminder:
3. **Enable the Skill:**
   1. Locate the skill in the search results.
   2. Click on it to view details and then click "Enable Skill."

# User Interface

You can easily interact with your Alexa skill by using voice commands to indicate what you’d like Alexa to do. To initiate the skill, start by saying a launch phrase such as “Alexa, launch Reminder Assistant”. Once activated, you can easily interact with Alexa as though you are having a normal conversation. Simply let Alexa know what action you’d like to perform.

# Using the System

## Adding Reminders

To add a new reminder, you simply need to use a phrase asking Alexa to create a new appointment reminder. Here are some of the possible phrases you can use:

* Alexa, remind me about my physiotherapy appointment on 2024 January 30th at 2:30 PM
* Set a reminder for my appointment at 9:00 AM on 2023 December 20th.
* Remind me about my physiotherapy session on 2024 April 11th 1:00 PM.

## Deleting Reminders

To delete a reminder, you simply need to use a phrase asking Alexa to delete the appointment with a specified date and time. Here are some of the possible phrases you can use:

* Cancel the reminder for my physiotherapy appointment on 2024 August 8th at 2:00 PM.
* Remove the reminder for my 2024 January 30th appointment at 10:30 AM.
* Alexa, I don't need a reminder for my session on 2023 December 12th at 3:00 PM anymore.

## Checking Your Schedule

To get a list of your upcoming appointments, use a phrase asking Alexa to list the appointments on your schedule. Here are some of the possible phrases you can use:

* List my upcoming physiotherapy appointments.
* What are my scheduled physiotherapy sessions?
* Tell me about all my appointments with my physiotherapist.

## Check Appointment Information

To get details about a specific appointment, use a phrase asking Alexa for details of the appointment on the specific date and time you’d like to hear about. Here are some of the possible phrases you can use:

* What’s my next physiotherapy appointment?
* Alexa, can you tell me about my upcoming appointment?
* When is my next session?
* Who is the physiotherapist for my appointment on 2024 February 9th at 3:00 PM.

# Frequently Asked Questions (FAQs)

1. **Can I use the skill on my computer or tablet?**

Yes, the skill is compatible with Alexa-enabled devices such as computers, tablets, and smartphones.

1. **How do I set a reminder for my physiotherapy appointment?**

You can set a reminder by saying, "Alexa, remind me about my physiotherapy appointment on [date] at [time]."

1. **Can I receive reminders through SMS or email?**

Currently, the skill sends reminders through the Alexa device. Additional notification options like SMS or email are not supported at this time.

1. **How do I check my upcoming appointments?**

Ask Alexa, "What are my upcoming appointments?" to receive information about your scheduled physiotherapy sessions.

1. **Can I change the date or time of my appointment using the skill?**

Yes, you can modify your appointment details by saying, "Alexa, change my physiotherapy appointment to [new date] at [new time]."

# Contact Support

Thank you for using the NarcoTech Appointment Reminder Skill! If you encounter any issues, have questions, or need assistance with the Appointment Reminder Skill, our support team is here to help. Please follow the steps below:

1. **Check the FAQs:** Before reaching out to support, please review our Frequently Asked Questions (FAQs) section in the manual. Many common queries are addressed there.
2. **In-Skill Help:** You can also ask Alexa for in-skill help by saying, "Alexa, ask Appointment Reminder for help." This may provide instant guidance on using the skill
3. **Email Support:** For personalized assistance, you can email our support team at support@narcotech.com.

# Additional Resources

**Amazon Alexa Skills Support**

<https://www.amazon.com/gp/help/customer/display.html?nodeId=G8QQCQL47RFVGAZC>

**Amazon Alexa Skills Catalog**

<https://www.amazon.com/alexa-skills/b?ie=UTF8&node=13727921011>