**Introduction:**  
[Easy!Appointments](http://52.23.162.78/S4AppointmentsPT2/) is a web application for customers to book their own appointments at for a variety of business services and providers. The software is hosted on a cloud-based service provider and is accessible to anyone with an internet connection.

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| Icon  Description automatically generated  EASY!APPOINTMENTS TRAINING AND DEVELOPMENT PLAN  Back-end Section | **Submitted to:**  Josh Griggs-Humphries  **Prepared by:**  Tom Woodward &  Lloreli Sigua | |
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| **DATE:** | 15/10/2020 | **TUTOR:** | Tom Woodward & Lloreli Sigua | **LESSON LENGTH:** | 2 Hours | **LESSON N0:** | 1 |
| **TRAINING GOALS:** | | | | | | | |
| * Demonstrate the process on how to initialise and operate the Easy!Appointments web application * Students will be able to learn how to access and navigate the back-end section of Easy!Appointments * Students will learn how to add and modify booking details and settings manually * Students will be able to add a new service and provider and modify the settings * Students will understand the importance of using a web application | | | | | | | |
| **LEARNING OUTCOMES:** By the end of the lesson students will be able to: | | | | | | | |
| * Initialise and understand the importance of Easy!Appointments as an online booking application * Create an appointment through a series of steps on the front-end side * Login and access the back-end section using the Admin privilege * Make new appointments or modify existing appointments at the back-end section * Demonstrate how to add new customers manually at the back-end side * Add new Service and Service Provider * Demonstrate how to add new user and admin * Set up and modify Easy!Appointments general and business logic settings * Securely log out of the booking system | | | | | | | |

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| **LESSON BREAKDOWN & DELIVERY METHODS:** Describe student/teacher activities. Consider logical progression and application of skills. | |
| **WHAT THE TUTOR WILL DO:** | **WHAT STUDENTS WILL DO:** |
| * Brief introduction about the online booking system for Easy!Appointments (EA) * Provide students a copy of Easy!Appointments Back-End Documentation (User Manual) for reference | * Students should have internet access to open the Easy!Appointments web application * Listen and follow the tutor’s instruction for Backend Documentation |

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| **LESSON** – Add or delete boxes as required | | |
| **SPECIFIC LEARNING OUTCOME:** | **WHAT THE TUTOR WILL DO:** | **WHAT STUDENTS WILL DO:** (to achieve the learning outcome) |
| * Initialisation of Easy!Appointments web application | * Demonstrate how to open Easy!Appointments on a browser * Provide the IP address or link | * Students will be doing what the tutor has said and listen to the procedure. |
| * Explain the user interface and expectations | * Describe the overall design both functional and non-functional | * Work on their computer and understand what the tutor has discussed * Refer to EA Backend Documentation |
| * Discuss how to navigate Easy!Appointments | * Explain the purpose of elements on each booking page i.e. forms, buttons, and drop-down menu | * Listen and pay attention to tutor’s hands-on demonstration * Watch and follow the steps * Go to page 4, EA Backend Documentation |

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| **LESSON BREAKDOWN & DELIVERY METHODS:** Describe student/teacher activities. Consider logical progression and application of skills. | |
| **WHAT THE TUTOR WILL DO:** | **WHAT STUDENTS WILL DO:** |
| * Create an appointment through a series of steps on the front-end side or booking page | * Learn the process while the tutor gives instruction * Watch and follow the tutor and familiarise the set-up procedure * Refer to User Manual (EA Backend Documentation) |

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| **SPECIFIC LEARNING OUTCOME:** | **WHAT THE TUTOR WILL DO:** | **WHAT STUDENTS WILL DO:** (to achieve the learning outcome) |
| * Know how to select a service for online booking | * Point out to students how to find and select Services using drop down menu | * Work alongside with tutor’s demonstration * Refer to User Manual when get stuck |
| * Learn how to choose provider for the selected service | * Point out to students how to select Provider using drop down menu | * Watch and follow tutor’s demonstration * Go to page 4, User Manual and follow onwards |
| * Know how to book for an appointment date | * Show students how calendar works to book for an appointment date | * Let students choose the appointment date |
| * Know how to select an appointment time | * Show students how to select for an appointment time | * Let students choose the appointment time |
| * Change booking preference for Service & Provider | * Demonstrate how to change preferences for Service & Provider | * Allow students to change booking preferences for Service & Provider |
| * Change booking preference for Appointment Date & Time | * Instruct students on how to change booking preferences for Appointment Date & Time | * Allow students to change Appointment Date & Time |
| * Fill in personal information correctly | * Explain what required fields are in filling in personal information | * Listen and follow the tutor’s instruction * Hands-on learning |
| * Distinguish the required fields for user input | * Explain the occurrence of highlighted red fields with empty data | * Do some data entry with and without data to see the difference |
| * Know the booking has been successfully registered | * Inform students that booking is recorded successfully until a confirmation page shows on screen | * Continue the booking process until confirmation page displayed on screen |

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| **LESSON BREAKDOWN & DELIVERY METHODS:** Describe student/teacher activities. Consider logical progression and application of skills. | |
| **WHAT THE TUTOR WILL DO:** | **WHAT STUDENTS WILL DO:** |
| * Inform students the login details created during the Easy!Appointments set up to access the back-end section * Inform students to ask questions if they do not understand the procedure clearly | * Use the login details to navigate and learn the back-end section of Easy Appointments * Refer to Easy!Appointments Backend Documentation as a guide throughout the learning process * Ask questions for clarification |

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| **SPECIFIC LEARNING OUTCOME:** | **WHAT THE TUTOR WILL DO:** | **WHAT STUDENTS WILL DO:** (to achieve the learning outcome) |
| * Login to back-end section as Administrator | * Provide login details to students i.e. username & password | * Input username and password to access back-end section |
| * View calendar and check booking details at back-end section | * Demonstrate how to navigate menu tab and view booking information at the back-end side * Inform students to turn the EA Backend Documentation to page 9 | * Navigate the back-end side without changing the settings * View and check the entries created in front-end |
| * Edit and save booking information through Admin privilege | * Show students how to edit booking details and save | * Modify and save booking information and view changes |

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| **LESSON BREAKDOWN & DELIVERY METHODS:** Describe student/teacher activities. Consider logical progression and application of skills. | |
| **WHAT THE TUTOR WILL DO:** | **WHAT STUDENTS WILL DO:** |
| * Demonstrate how to add new users i.e. Providers, Customers & Admins | * Follow the tutor’s demonstration on adding new Providers, Customers, and Admins * Refer to page 14, EA Backend Documentation |

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| **SPECIFIC LEARNING OUTCOME:** | **WHAT THE TUTOR WILL DO:** | **WHAT STUDENTS WILL DO:** (to achieve the learning outcome) |
| * Learn how to add new Providers | * Point out menu tab for Users and select Providers * Click +Add button to add new Providers | * Listen and go along with tutor’s step by step instruction * Follow the manual |
| * Learn how to add new Secretaries | * On Users tab Select Secretaries * Click +Add button to add new Secretaries | * Keep following the instruction sequentially * Always refer to EA Backend Documentation |
| * Learn how to add new Admin | * Click Users tab and select Admins * Click +Add button to add new Admins | * Watch and work alongside with tutor * Ask questions for clarification |

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| **LESSON BREAKDOWN & DELIVERY METHODS:** Describe student/teacher activities. Consider logical progression and application of skills. | |
| **WHAT THE TUTOR WILL DO:** | **WHAT STUDENTS WILL DO:** |
| * Edit or modify the General and Business Logic settings | * Watch and follow the tutor’s instruction on changing the General and Business Logic Settings * Refer to User Manual on page 15 |

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| **SPECIFIC LEARNING OUTCOME:** | **WHAT THE TUTOR WILL DO:** | **WHAT STUDENTS WILL DO:** (to achieve the learning outcome) |
| * Learn how to edit the General Settings | * Click on Settings tab and select General * Demonstrate how to edit previously entered info and save | * Listen and follow the tutor’s demonstration * Always refer to User Manual * Check their work for correctness |
| * Demonstrate how to add extra security on booking appointments | * Point out CAPTCHA and explain what it does to make the booking secured | * Students will turn the Require CAPTCHA on and create a booking to try |
| * Learn how to modify the Business Logic | * Show students how to find Business Logic on settings * Demonstrate how to alter the working plan or breaks and save | * Go along with the instructor and refer to End User Documentation |

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| **LESSON BREAKDOWN & DELIVERY METHODS:** Describe student/teacher activities. Consider logical progression and application of skills. | |
| **WHAT THE TUTOR WILL DO:** | **WHAT STUDENTS WILL DO:** |
| * Securely log out the booking system | * Follow the tutor’s instruction to log out the back-end section completely |

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| **SPECIFIC LEARNING OUTCOME:** | **WHAT THE TUTOR WILL DO:** | **WHAT STUDENTS WILL DO:** (to achieve the learning outcome): |
| * Demonstrate the importance of logging out the system | * Point out the Log Out tab and what to expect | * Click the Log Out tab and wait until it displays “Log Out” |

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| **RESOURCES:** (List the materials you will require for your lesson) |
| * Easy!Appointments Backend Documentation (User Manual) * PowerPoint Presentation * [Easy! Appointments Web Application](http://52.23.162.78/S4AppointmentsPT2/) |