

Customer and Administrator Instruction Manual

Customer Manual

Make A Booking

1. Click the facility the customer wants to book on the homepage
2. Scroll down to the booking section and confirm the facility the customer wants to book and click 'NEXT'.

Book this facility today:

1. Facilities	2. Date & Time	3. Details	4. Fees & Rates	5. Confirmation

Please select a location and a facility to book:

Location	Facility
<input type="text" value="Maiden Castle"/>	<input type="text" value="Squash Courts"/>

This facility is available on or after: Start from Finish by

NEXT

3. Follow the instruction on the web page until the customer completes their booking. If the customer is already logged in, they will receive the booking confirmation via email. If the customer has not registered, they will have the option to register and once completed, the system will automatically create their account and the customer will be able to complete their booking.

View Bookings

1. Click on 'My Bookings' in the side bar

Class Schedule

My Bookings

My Account

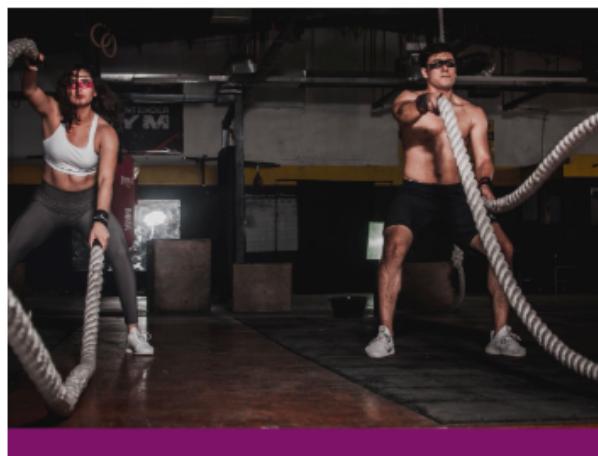
Log Out

2. All of the customer's reservations will then be shown on the page giving them the option to cancel or reschedule any bookings.
 - a. If a booking is in the past, it will show a 'Expired' in both the Cancel and Reschedule columns as it is not possible to cancel or reschedule a past booking

Date	Facility	Status	Cancel	Reschedule
12th July 2019 12:00 pm	Squash Courts	Approved	<button>Cancel</button>	<button>Reschedule</button>
18th May 2019 1:00 pm	Yoga Class	Approved	<button>Cancel</button>	<button>Reschedule</button>
13th May 2019 10:00 am	Tennis Courts	Approved	<button>Cancel</button>	<button>Reschedule</button>

Find A Class

1. A customer clicks on the class schedule on the facilities home page, click the from the menu on the sidebar, or search in the search bar



CLASSES

CLASS SCHEDULE

Fitness Classes

Class Schedule

My Bookings

My Account

Log Out

Type here

Search

- Once a customer selects or navigates to the Class Schedule page, they will see a table about classes and times. If the customer wants to attend a class, they would click the 'Further Information' URL, and the website will redirect them to the 'Further Information' page which includes class detail, coach's profile and contact preferences.

TIME	Location	CLASS	COACH	Further Information
MONDAY 9:00am- 10:00am	Aerobics Room	Yoga	Rachel Green	Further Information
MONDAY 5:00pm- 6:00pm	Aerobics Room	Intensity Dance	Julie Brown	Further Information
TUESDAY 7:00pm- 8:00pm	Aerobics Room	Palites	Justin Taylor	Further Information
WEDNESDAY 5:00pm-	Aerobics Room	Zumba	Oliver Williams	Further Information

- Once they reach the 'Further Information' page, they will find the advertised contact information for the selected coach. If they click on the email address, the website will automatically open their default email application in order to make booking the class easier for the user.

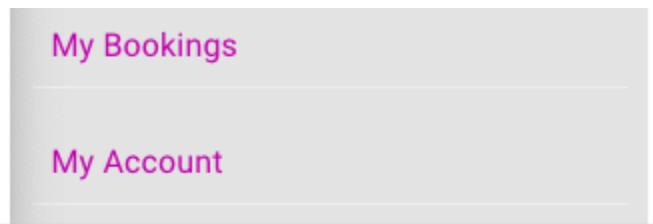
Contact Method

E-mail: Rachel@dus.com

Contact number:+440000000000

Edit Personal Information

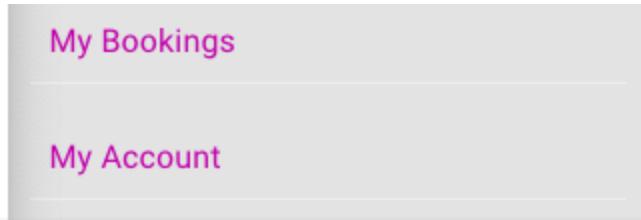
- A customer that is logged in can click on 'My Account' at the sidebar to see their account information



- Click 'Profile Details'
- Edit any information the customer would like to change and save it.
- Additionally they can change their password and also upload a profile picture

Cancel or Reschedule A Booking

1. Click 'My Bookings' at the sidebar



2. A table will show all the customer's current bookings. The customer can then choose the one they would like to change.

The screenshot shows the 'MY BOOKINGS' page. At the top left is a search bar with a placeholder 'Type here' and a purple 'Search' button. Below the search bar is a purple button labeled 'OUR FACILITIES'. Underneath is a section titled 'Facilities to book' with three items: 'Squash Courts', 'Tennis Courts', and 'Aerobics Room'. To the right is a large table titled 'MY BOOKINGS' with columns for Date, Facility, Status, Cancel, and Reschedule. The table contains two rows of data:

Date	Facility	Status	Cancel	Reschedule
30th May 2019 11:00 am	Yoga Class	Approved	<button>Cancel</button>	<button>Reschedule</button>
30th May 2019 8:00 am	Athletic Track	Approved	<button>Cancel</button>	<button>Reschedule</button>

- a. For Cancellation: Click 'Cancel' and a warning window will appear. Click 'Yes' if the customer would like to confirm the cancellation of their booking. Once completed, the customer will receive a confirmation email confirming the cancellation.

The screenshot shows a 'Cancel Appointment' dialog box. The title is 'Cancel Appointment'. The message inside says 'You are going to cancel a scheduled appointment. Are you sure?'. At the bottom are two buttons: a red 'Yes' button and a white 'No' button. The background of the dialog box is semi-transparent, showing the 'MY BOOKINGS' page and a building image.

- b. For Reschedule: Click 'Reschedule' and a new window will appear providing you with the option to change the date and/or time of your booking. The customer will then select 'Save' when they are done. Once completed, the customer will receive both a cancellation email for their original booking and confirmation email for the rescheduled booking.

MY BOOKINGS

Reschedule

Date

30 May 2019

Time

7:00 am

Save

Cancel

OUR FACILITIES

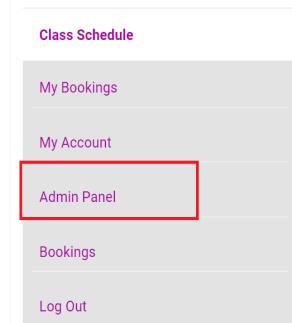
book



Administrator Manual

Edit and Add A Facility

- Once logged in, the admin would click 'Admin Panel' in the side bar.



- The admin will be redirected to the dashboard. They would click 'Edit/Add Facilities' on the side bar. All of the existing facilities will appear on the page.

Title	Author	Categories	Tags	Date
(no title) – Draft	admin	Maiden Castle	–	Last Modified 2019/05/13
Class Schedule	admin	Classes	–	Published 2019/05/12
Yoga Classes – Draft	admin	Classes, Queen's Campus	–	Last Modified 2019/05/10
Aerobics Room	admin	Queen's Campus	–	Published 2019/05/08
Athletic Track	admin	Queen's Campus	–	Published 2019/05/08

- If you want to add a new facility you would select the 'Add New' Post option in the top left corner and follow the instructions to add a new facility.

Add title

Start writing or type / to choose a block

Document Block X

Status & Visibility ^

Visibility Public

Publish Immediately

Stick to the Front Page

Pending Review

Categories ^

Classes

Maiden Castle

Queen's Campus

Add New Category

3. If the admin clicks 'Quick Edit', the window below will appear. From here the admin user can edit the title, date, categories, and tags. Click 'UPDATE' when all edits have been made.

QUICK EDIT		Categories	Tags
Title	Aerobics Room	<input type="checkbox"/> Classes	
Slug	aerobiks-room	<input type="checkbox"/> Maiden Castle	
Date	05-May 08, 2019 @ 12:54	<input checked="" type="checkbox"/> Queen's Campus	
Password		-OR-	<input type="checkbox"/> Private
		Status	Published <input type="button" value="▼"/>
		<input type="checkbox"/> Make this post sticky	
<input type="button" value="CANCEL"/>		<input type="button" value="UPDATE"/>	

4. If admin clicks 'Edit' under the facility name, the admin can edit the page description. If the admin needed to change the booking section of the facility, they could do so at the bottom of this page.

Team Durham

Durham University Sports View Post EDIT POST

admin

- ADMIN PANEL
- BOOKING SYSTEM
- EDIT/ADD FACILITIES
- ALL POSTS
- ADD NEW
- CATEGORIES
- TAGS
- EDIT/ADD OTHER PAGES
- PLUGINS
- MANAGE USERS
- SETTINGS
- COLLAPSE MENU

Tennis Courts

CLICK FOR DETAILS & BOOKING

DESCRIPTION:

The DUS tennis courts are indoor, allowing users to play regardless of weather conditions and is more comfortable for spectators. It is a great place for exercise and to be active with friends.

We have tarmac tennis courts which are made with the most versatile materials and surface finishes. This type of court offers greater consistency of a bounce and better footing than other types of surfaces, such as grass.

Our venue has hosted numerous college tennis matches due to the standard size of the court and the well-equipped and maintained facilities.

Switch to Draft Preview Update :

Document **Block**

Status & Visibility

Visibility Stick to the Front Page Move to bin

Publish May 8, 2019 12:38 pm

20 Revisions

Permalink

URL Preview <http://134.209.29.86/tennis-courts/>

Categories Queen's Campus Classes Maiden Castle

5. If admin needs to edit more information on a facility, such as price, capacity or time slot, you can click 'Booking System' on the side bar, then click 'Facilities', and lastly select the drop down arrow next to the facility you would like to further edit.

The screenshot shows the Team Durham Admin Panel interface. The left sidebar has a red dashed box around the 'FACILITIES' option under 'BOOKING SYSTEM'. The main area shows a list of services: Maiden Castle, Fitness Classes, and a 'New Category' button. Below this is a table of all services:

	Service	Duration	Price	Action
●	Squash Courts	1 h	£8.00	<input type="checkbox"/>
●	Tennis Courts	1 h	£6.00	<input type="checkbox"/>
●	Aerobics Room	1 h	£5.00	<input type="checkbox"/>
●	Athletic Track	1 h	£8.00	<input type="checkbox"/>
●	Yoga Class	1 h	£5.00	<input type="checkbox"/>

Below this is a detailed view for the 'Squash Courts' service:

Title: Squash Courts

Color: ● [Select Colour](#)

Visibility: Public

Price: 8.00

Capacity (min and max): 1 (min), 1 (max)

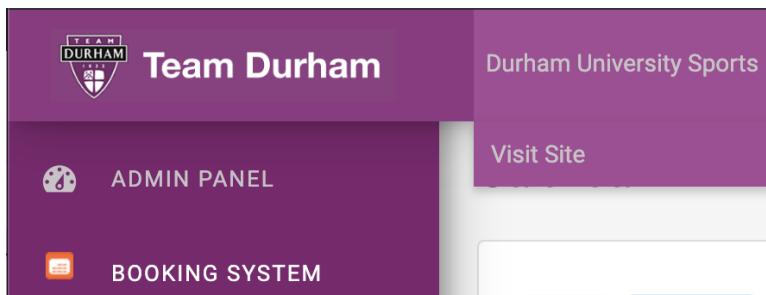
One booking per time slot: Enabled

Duration: 1 h

Padding time (before and after): OFF, OFF

Edit and Add A Class

1. Administrators are responsible for upkeep of the class information on the website.
2. If you are on the dashboard, you will navigate to visit the site by going to the top of the page where it says 'Durham University Sports' and select 'Visit Site' from the dropdown.



3. Open the 'Class Schedule' in the sidebar, and click the 'Edit' button in the left bottom of the class table. Then administrator will go to the dashboard to edit the table.

5:00pm-6:00pm	Room			
FRIDAY 5:00pm-6:00pm	Aerobics Room	Bodyflex	Margaret Davies	Further Information
SATURDAY 5:00pm-6:00pm	Aerobics Room	Metafit	Abigail Jones	Further Information

Edit

4. You can edit the time, location, class, coach and further information, and click 'Save changes' to show your edits on the webpage.

The screenshot shows a table editor interface. At the top, there are buttons for 'Preview' and a prominent blue 'Save Changes' button, which is outlined in red. Below this is the 'Table Information' section, which includes fields for 'Table ID' (set to 1), 'Table Name' (set to 'Timetable'), and 'Description'. The 'Last Modified' field shows '13th May 2019 3:04 pm by admin'. The bottom section is titled 'Table Content' and displays a grid of five rows and five columns. The columns are labeled A through E. Row 1 contains the header: TIME, Location, CLASS, COACH, and Further Information. Rows 2 through 4 list classes for Monday and Tuesday at Aerobics Room. Row 5 lists a class for Tuesday at Aerobics Room. The entire table content area is also outlined in red.

A	B	C	D	E
1	TIME	Location	CLASS	COACH
2	MONDAY 0:00pm-10:00pm	Aerobics Room	Yoga	Rachel Green
3	MONDAY 5:00pm-6:00pm	Aerobics Room	Intensity Dance	Julie Brown
4	TUESDAY 7:00pm-8:00pm	Aerobics Room	Palites	Justin Taylor

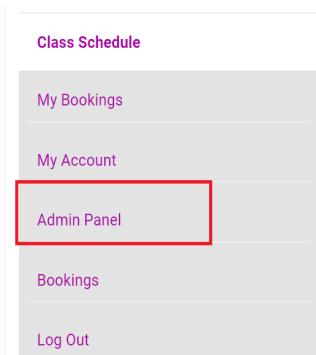
5. If you want to add a class, please click 'Add' from in the picture below, then the table will add a new line for you to add a class.
- Similar for removing a class, select the checkbox on the left side of the row and select the 'DELETE' option in the Table Manipulation section.

The screenshot shows the 'EDIT TABLE' section of the TablePress plugin on the Team Durham website. The left sidebar has navigation links: ADMIN PANEL, BOOKING SYSTEM, EDIT/ADD FACILITIES, EDIT/ADD OTHER PAGES, USER REGISTRATION, APPEARANCE, PLUGINS, MANAGE USERS, SETTINGS, and COLLAPSE MENU. The main area shows a table with 11 rows and 5 columns. The first four rows represent Monday, Friday, Saturday, and another Saturday entry. The last row is empty. A red box highlights the last row (row 11). Below the table is the 'TABLE MANIPULATION' section, which includes buttons for INSERT LINK, INSERT IMAGE, ADVANCED EDITOR, and various selection and modification tools like HIDE, SHOW, DUPLICATE, INSERT, DELETE, and ADD. The 'ADD' button is highlighted with a red box.

7	MONDAY 5:00pm-6:00pm	Aerobics Room	LBT	Isabella Martin
8	FRIDAY 5:00pm-6:00pm	Aerobics Room	Line Dance	Daniel Garcia
9	SATURDAY 5:00pm-6:00pm	Aerobics Room	Bodyflex	Margaret Davies
10	SATURDAY 5:00pm-6:00pm	Aerobics Room	Metafit	Abigail Jones
11				

Book A Facility for A Customer

- Once logged in, the admin would click 'Admin Panel' in the side bar.



- Admin will navigate to the dashboard and click on 'Booking System', then 'Bookings', then select the green 'New Appointment' button.

The screenshot shows the 'Appointments' list on the Booking System dashboard. The 'New appointment' button is highlighted in green at the top right of the list area. The list itself displays three new appointment entries, each with details like date, time, provider, customer name, facility, status, and payment information.

- Admin has the ability to help a customer make a booking by phone or email if the customer has already registered online. Once the admin has input the facility, time and customer name, the customer will receive a confirmation email automatically for their booking and the booking will appear on the customers 'My Bookings' page.

The screenshot shows the 'New appointment' dialog box. Several fields are highlighted with red boxes:

- Service:** Squash Courts (1 h)
- Date / Period:** 22 May 2019, 3:45 pm to 4:45 pm (with a note: "The selected period is occupied by another appointment")
- Customers:** (0/2) (with a note: "choose customer here")
- Internal note:** (with a note: "choose internal note here")

Block Booking A Facility

1. Admin will navigate to the dashboard and click ‘Booking System’, then ‘Bookings’, then select the green ‘New Appointment’ button.

No.	Appointment Date	Contact Point	Customer Name	Facility	Status	Payment
+ 27	25th May 2019 12:00 pm	admin (Any)	wenjun.huang	Tennis Courts	Approved	£0.00 of £70.00 Local Pending
+ 27	25th May 2019 12:00 pm	admin (Any)	wenjunhuang	Tennis Courts	Approved	£0.00 of £6.00 Local Pending
+ 27	25th May 2019 12:00 pm	admin (Any)	wenjunhuang	Tennis Courts	Approved	£0.00 of £6.00 Local Pending

2. In order to create a block booking, admin must check the box that reads ‘Repeat this appointment’, and select the repeat frequency, period, facility, customer, etc.

Repeat this appointment

Repeat: Weekly

On: Mon, Tue, Wed, Thu, Fri, Sat, Sun

Until: 24 May 2019 or 3 time(s)

Customers (1/15): hwj (196618955@qq.com)

+ New customer

Viewing All Customers Bookings

1. Admin has the ability to look over all of the customer reservations. The admin has multiple different views to choose from.
 - a. Calendar View
 - i. Click on ‘Booking System’, then ‘Calendar’ and this will show all the bookings made. They are color coordinated by facility and you will be able to initially see the facility, username, status, and capacity. If you want to see any additional information simply click on the booking from the calendar.

The screenshot shows the 'CALENDAR' section of the Team Durham Admin Panel. The main area is a monthly calendar for May 2019, with days from Monday to Sunday. Bookings are represented by colored boxes: green for Squash Courts, blue for Athletic Track, and purple for Aerobics Room. Each booking box contains details like start time, end time, facility name, status, and capacity. At the top right, there are buttons for 'Documentation', 'Contact us', 'Feature requests', and 'Feedback'. On the far right, there's a user profile for 'admin'.

- ii. Additionally, Admin have the option to filter and view the calendar by day, week or month.

This screenshot shows the same calendar interface as above, but with specific filters applied. The 'admin' button is highlighted in blue, indicating it's selected. Below the calendar, there are buttons for 'Month', 'Week', and 'Day', suggesting the user can switch between these views.

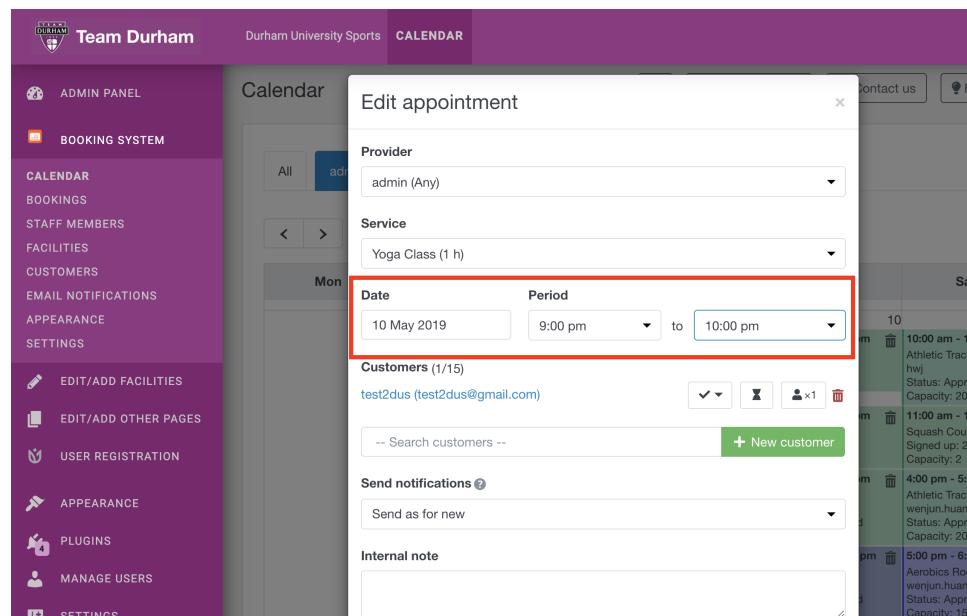
b. Booking List View

- i. Click on 'Booking System', then 'Bookings' and this will show you a list view of all the bookings. All the headers in this view have the ability to be sorted in ascending or descending order. Admin can also edit and delete a booking directly from the view or narrow the results down by using the filter options at the top to in order to locate a specific booking.

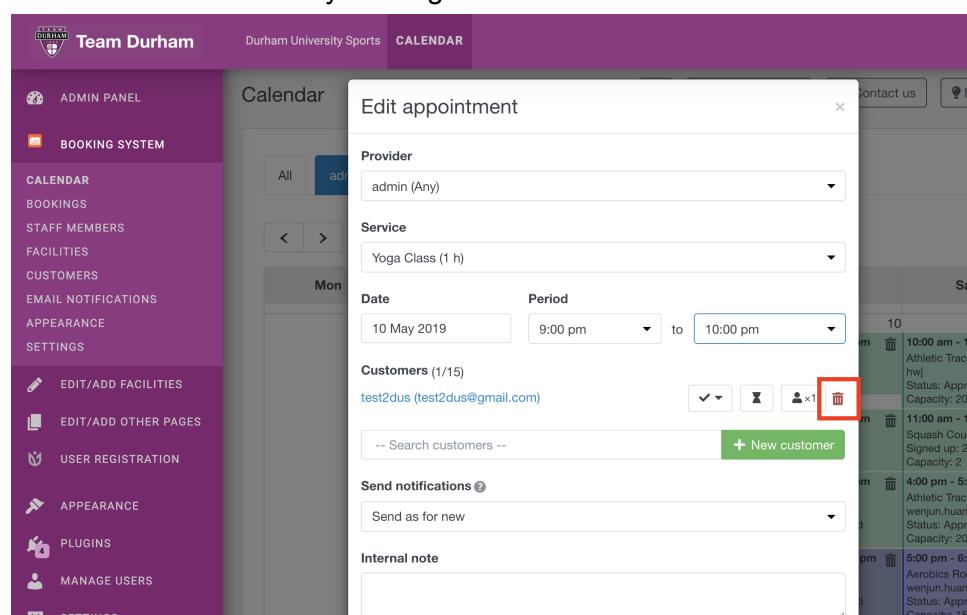
This screenshot shows the 'APPOINTMENTS' section of the Admin Panel. It lists several bookings in a table format. The columns include: No. (with a plus sign), Appointment Date, Contact Point, Customer Name, Customer Phone, Facility, Status, Payment, and two small buttons for 'Edit' and 'Delete'. The table has a header row with sorting icons. At the top of the page, there are navigation links for Admin Panel, Booking System, and other settings, along with buttons for 'Documentation', 'Contact us', 'Feature requests', and 'Feedback'.

Cancel And Reschedule Bookings For A Customer

1. The admin can cancel and reschedule a booking for a customer that contacts them by phone or email by either access the customer's booking from the calendar or from the booking list on the admin dashboard.
 - a. *Remember: you can only cancel and reschedule a booking for a registered customer.*
2. Cancel or Reschedule From the Calendar
 - a. Navigate to your calendar on your dashboard by clicking 'Booking System', then select 'Calendar'.
 - b. Click on the reservation you want to cancel or resechedule on the calendar
 - c. Edit the date or time for the customer



- d. Cancel the reservation by clicking on the trash can icon



- e. Click 'Save' when you are finished.

3. Cancel or Reschedule From the Booking List

- Navigate to your booking list on your dashboard by clicking 'Booking System', then select 'Booking'.
- Use the filters and sorting options to locate the booking you want to cancel or reschedule for the customer.

No.	Appointment Date	Contact Point	Customer Name	Facility	Status
+ 93	31st May 2019 10:00 am	admin	kelleychilton	Squash Courts	Approved
+ 92	30th May 2019 10:00 am	admin	kelleychilton	Squash Courts	Approved
+ 91	29th May 2019 10:00 am	admin	kelleychilton	Squash Courts	Approved
+ 90	28th May 2019 10:00 am	admin	kelleychilton	Squash Courts	Approved
+ 89	27th May 2019 10:00 am	admin	kelleychilton	Squash Courts	Approved
+ 75	26th May 2019 12:00 pm	admin (Any)	kelleychilton	Athletic Track	£0.00 of £80.00 Local Pending

- Select 'Edit' for the correct booking
- Edit the date or time for the customer or to cancel the reservation click on the trash can icon.

Edit appointment

Provider: admin (Any)

Service: Tennis Courts (1 h)

Date: 25 May 2019 Period: 1:00 pm to 2:00 pm

Customers (4/4):
 wenjun.huang (wenjun.huang@durham.ac.uk, +447422630054)
 wenjunhuang (196618955@qq.com, 7422630054)
 wenjunhuang (196618955@qq.com,)

Payment:
 £0.00 of £70.00 Local Pending **Edit**
 £0.00 of £6.00 Local Pending **Edit**

- Click 'Save' when you are finished.