

# 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
Maiden Castle	Squash Courts

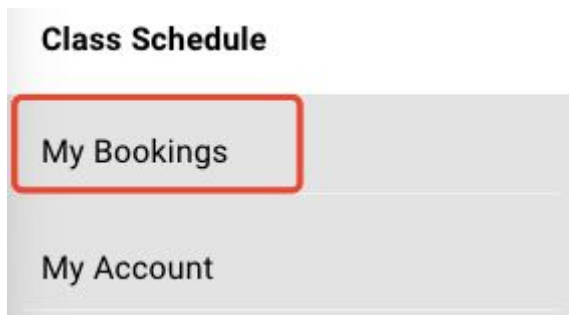
This facility is available on or after:	Start from	Finish by
21 May 2019	7:00 am	10:00 pm

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

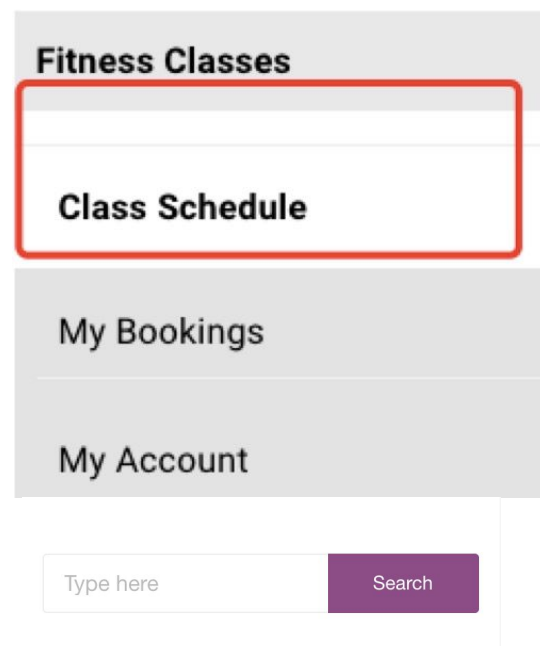
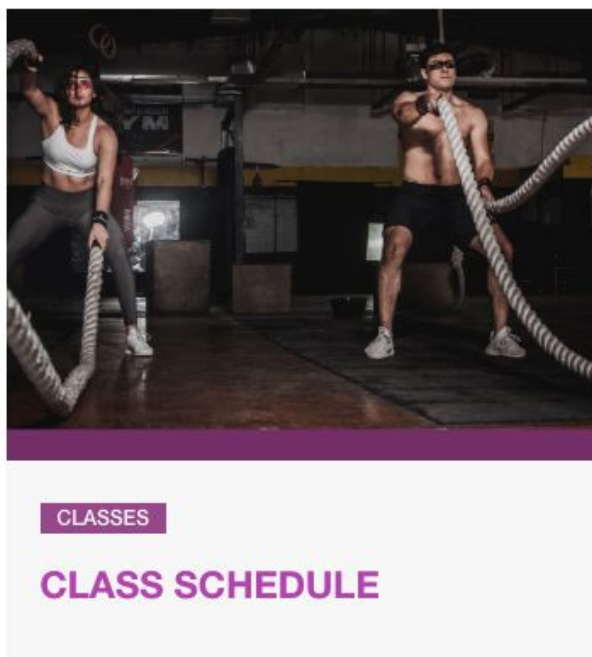


2. All of the customer's reservations will then be shown on the page giving them the option to cancel or reschedule any bookings.
  - a. If a booking is in the past, it will show a 'Expired' in both the Cancel and Reschedule columns as it is not possible to cancel or reschedule a past booking

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



2. 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.

## Timetable

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-6:00pm	Aerobics Room	Zumba	Oliver Williams	Further Information

3. 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](mailto:Rachel@dus.com)

Contact number:+440000000000

### Edit Personal Information

1. A customer that is logged in can click on 'My Account' at the sidebar to see they account information

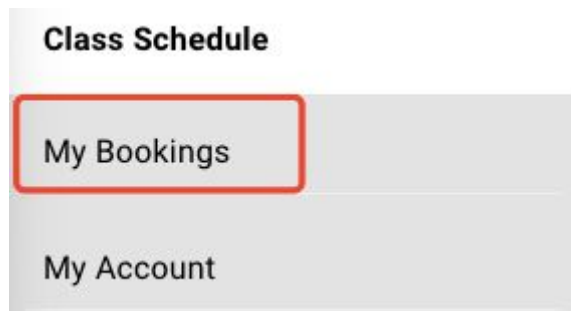
### Class Schedule



2. Click 'Profile Details'
3. Edit any information the customer would like to change and save it.
4. 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 shown all the customer's current bookings. The customer can then choose the one they would like to change.

[HOME](#) [ABOUT US](#) [FACILITIES](#) [WHY DURHAM?](#) [COLLEGE SPORT](#) [UNIVERSITY SPORT](#) [ALUMNI](#) [COMMUNITY OUTREACH](#) [HOLIDAY CAMPS](#)

Search

OUR FACILITIES

Facilities to book

Squash Courts

Tennis Courts

Aerobics Room

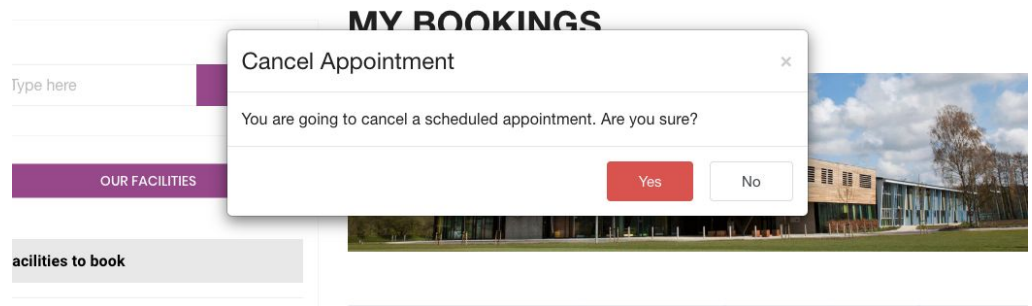
Athletic Track

Fitness Classes

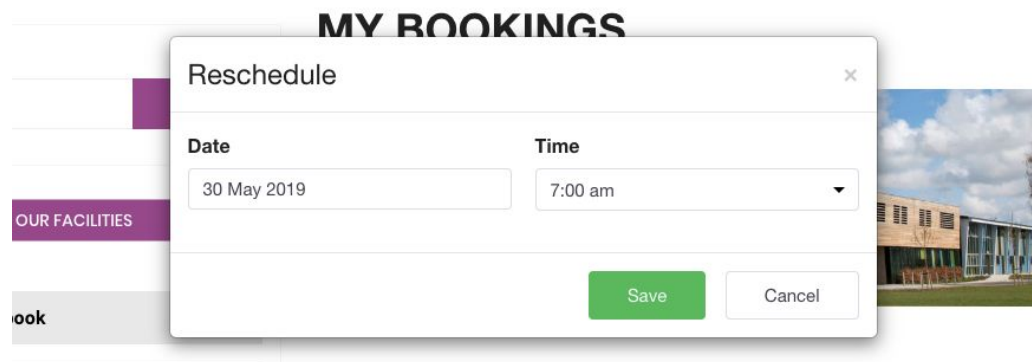
## MY BOOKINGS

Date	Facility	Status	Cancel	Reschedule
30th May 2019 8:00 am	Athletic Track	Approved	Cancel	Reschedule
25th May 2019 1:00 pm	Tennis Courts	Approved	Cancel	Reschedule
23rd May 2019 7:00 pm	Aerobics Room	Approved	Cancel	Reschedule
23rd May 2019 7:00 pm	Aerobics Room	Approved	Cancel	Reschedule
20th May 2019 7:00 am	Athletic Track	Approved	Expired	Expired

- 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.



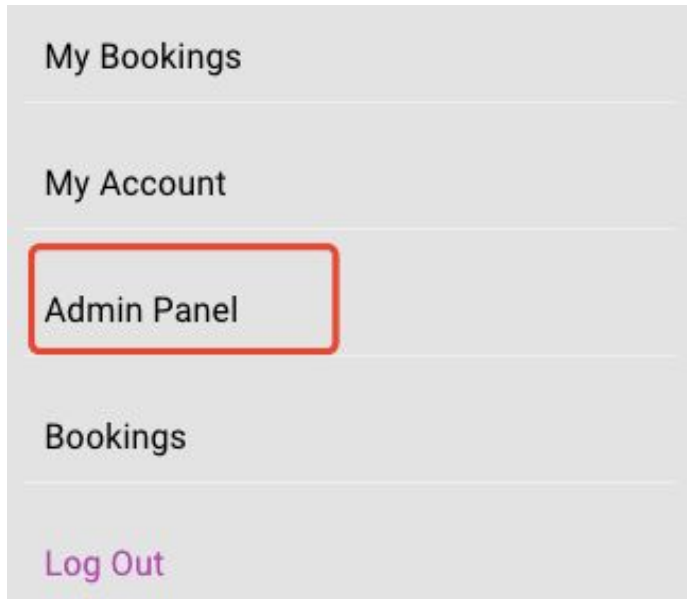
- b. For Reschedule: Click 'Reschedule' and a new window will appear providing you with the option to change the date and/or time of your booking. The customer will then select 'Save' when they are done. Once completed, the customer will receive both a cancellation email for their original booking and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



# Administrator Manual

## Edit and Add A Facility

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



2. 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.

A screenshot of a web dashboard for 'Team Durham'. The top navigation bar is purple and includes the team logo, name, and links to 'Durham University Sports' and 'POSTS'. A user profile 'admin' is in the top right. The left sidebar is purple and lists various administrative options. The main content area is white and displays a table of facilities. The 'ADD NEW' button in the top left of the main area is highlighted with a red box. The 'ALL FACILITIES' link in the sidebar is also highlighted with a red box. The table lists several facilities, with the first row '(no title) - Draft' highlighted by a red box.

Team Durham Durham University Sports POSTS admin

ADMIN PANEL  
BOOKING SYSTEM  
EDIT/ADD FACILITIES  
ALL FACILITIES  
ADD NEW FACILITY  
LOCATIONS/TYPES  
EDIT/ADD OTHER PAGES  
CREATE TABLES  
MANAGE USERS  
SETTINGS  
COLLAPSE MENU

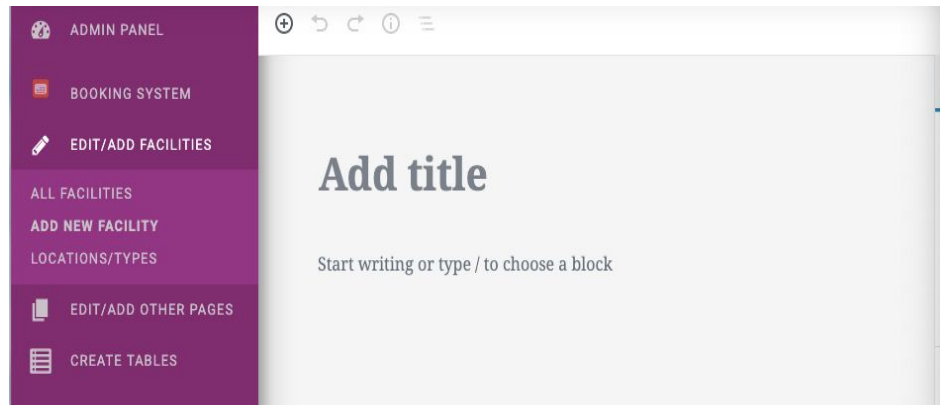
POSTS ADD NEW

All (7) | Published (5) | Drafts (2) | Bin (3)

Bulk Actions APPLY All dates All Categories FILTER 7 items

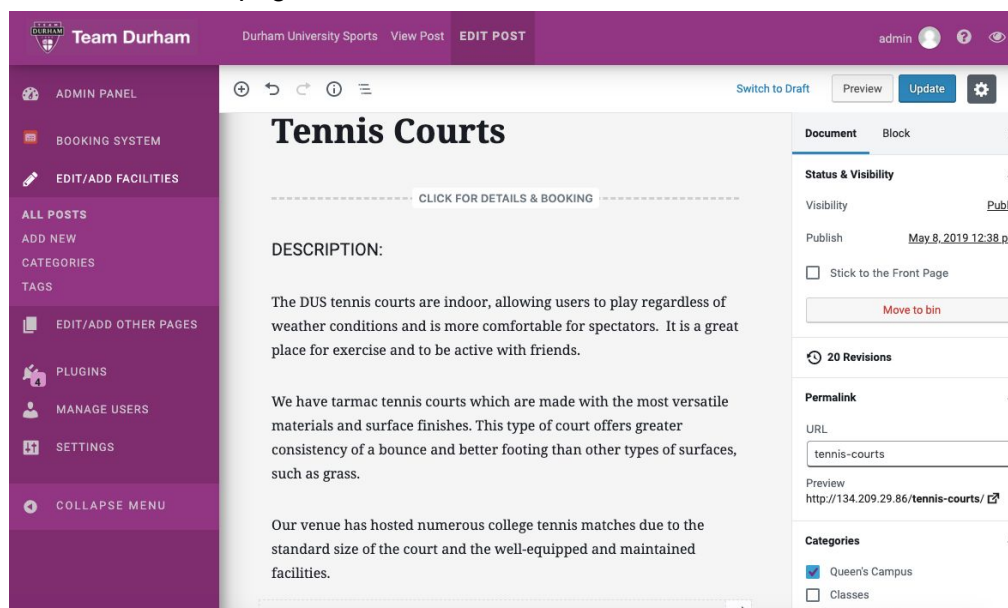
<input type="checkbox"/> Title	Author	Categories	Tags	Date
<input type="checkbox"/> (no title) - Draft	admin	Maiden Castle	—	Last Modified 2019/05/21
<input type="checkbox"/> Class Schedule	admin	Classes	—	Published 2019/05/12
<input type="checkbox"/> Yoga Classes - Draft	admin	Classes, Queen's Campus	—	Last Modified 2019/05/10
<input type="checkbox"/> Aerobics Room	admin	Maiden Castle	—	Published 2019/05/08
<input type="checkbox"/> Athletic Track	admin	Maiden Castle	—	Published 2019/05/08
<input type="checkbox"/> Tennis Courts	admin	Maiden Castle	—	Published 2019/05/08
<input type="checkbox"/> Squash Courts	admin	Maiden Castle	—	Published 2019/05/05
<input type="checkbox"/> Title	Author	Categories	Tags	Date

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



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.

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.



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 interface. The top navigation bar includes the Team Durham logo, 'Durham University Sports', and a 'SERVICES' tab. The left sidebar contains a 'BOOKING SYSTEM' section with a 'FACILITIES' link highlighted by a red dashed box. The main content area is titled 'Services' and features a list of existing services: 'Maiden Castle' and 'Fitness Classes', each with edit and delete icons. A '+ New Category' button is also present. To the right, an 'ALL SERVICES' table lists five services: 'Squash Courts' (green icon, 1 h, £8.00), 'Tennis Courts' (red icon, 1 h, £6.00), 'Aerobics Room' (blue icon, 1 h, £5.00), 'Athletic Track' (green icon, 1 h, £8.00), and 'Yoga Class' (blue icon, 1 h, £5.00). Each service has a dropdown arrow for editing. A '+ Add Service' button is located at the top right of the table.

ALL SERVICES

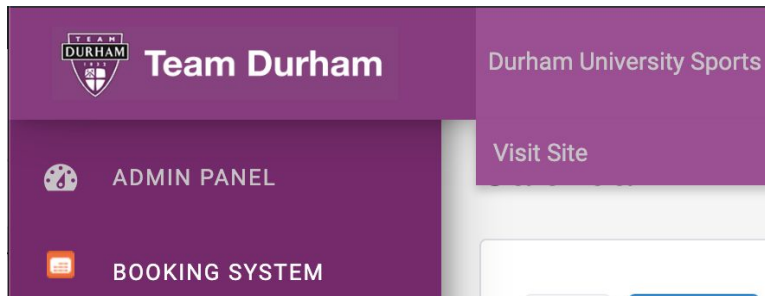
+ Add Service

The screenshot shows the edit form for the 'Squash Courts' service. The form is titled 'Squash Courts' and includes a 'Color' selector (green) and a 'Select Colour' button. The form fields are organized into two columns. The left column contains: 'Title' (Squash Courts), 'Visibility' (Public), 'Capacity (min and max)' (1, 1), and 'Duration' (1 h). The right column contains: 'Price' (8.00), 'One booking per time slot' (Disabled), and 'Padding time (before and after)' (OFF). Each field has a dropdown arrow for selection.

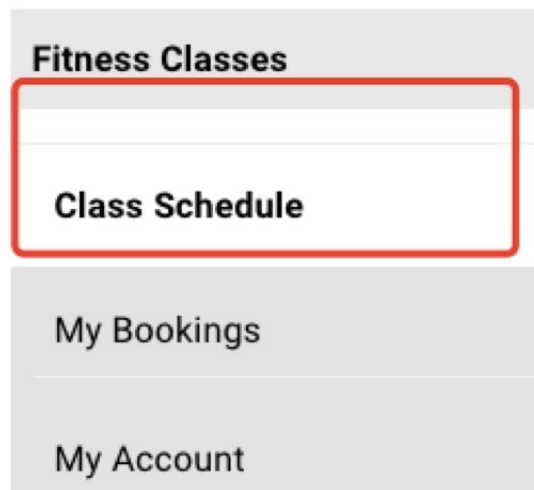


## Edit and Add A Class

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	<a href="#">Further Information</a>
SATURDAY 5:00pm-6:00pm	Aerobics Room	Metafit	Abigail Jones	<a href="#">Further Information</a>

[Edit](#)

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

Preview

Save Changes

Table Information

Table ID:

1

Shortcode:

[table id=1 /]

Table Name:

Timetable

Description:

Last Modified:

13th May 2019 3:04 pm by admin

Table Content

	A	B	C	D	E	
1	<input type="checkbox"/> TIME	Location	CLASS	COACH	Further Information	1
2	<input type="checkbox"/> MONDAY	Aerobics Room	Yoga	Rachel Green	<a href="http://132.1300">	2
3	<input type="checkbox"/> MONDAY	Aerobics Room	Intensity Dance	Julie Brown	<a href="http://132.1300">	3
4	<input type="checkbox"/> TUESDAY	Aerobics Room	Palites	Justin Taylor	<a href="http://132.1300">	4

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.
  - a. 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.

Team Durham

Durham University Sports

EDIT TABLE - TABLEPRESS

admin

ADMIN PANEL

BOOKING SYSTEM

EDIT/ADD FACILITIES

EDIT/ADD OTHER PAGES

USER REGISTRATION

APPEARANCE

PLUGINS

MANAGE USERS

SETTINGS

COLLAPSE MENU

7	<input type="checkbox"/> MONDAY	5:00pm-6:00pm	Aerobics Room	LBT	Isabella Martin	<a href="http://132.1300">	7
8	<input type="checkbox"/> FRIDAY	5:00pm-6:00pm	Aerobics Room	Line Dance	Daniel Garcia	<a href="http://132.1300">	8
9	<input type="checkbox"/> FRIDAY	5:00pm-6:00pm	Aerobics Room	Bodyflex	Margaret Davies	<a href="http://132.1300">	9
10	<input type="checkbox"/> SATURDAY	5:00pm-6:00pm	Aerobics Room	Metafit	Abigail Jones	<a href="http://132.1300">	10
11	<input type="checkbox"/>						11

TABLE MANIPULATION

INSERT LINK

INSERT IMAGE

ADVANCED EDITOR

Combine cells:

IN A COLUMN (ROWSPAN)

IN A ROW (COLSPAN)

?

Selected rows:

HIDE

SHOW

Selected columns:

HIDE

SHOW

Selected rows:

DUPLICATE

INSERT

DELETE

Selected columns:

DUPLICATE

INSERT

DELETE

Add

1

row(s)

ADD

Add

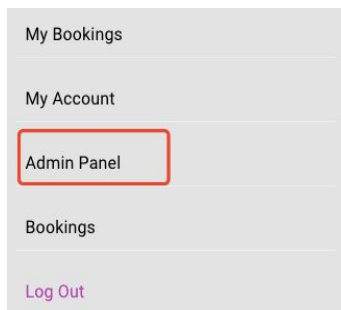
1

column(s)

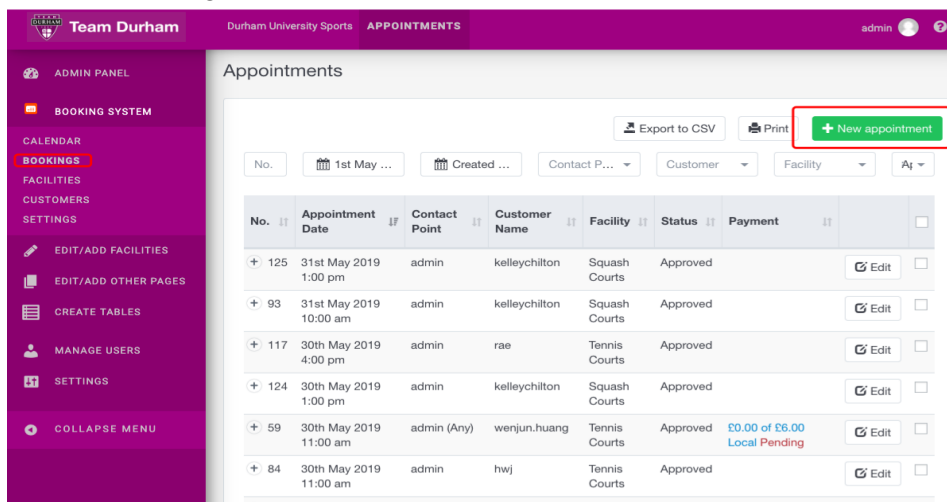
ADD

## Book A Facility for A Customer

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



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



- a. 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.

A screenshot of the 'New appointment' form. The form has a title 'New appointment' and a close button. It contains several fields: 'Provider' (a dropdown menu), 'Service' (a dropdown menu with the text '-- Select a service --' and a red annotation 'select facility here'), 'Date' (a date picker showing '23 May 2019') and 'Period' (a time picker showing '3:15 pm' to '3:30 pm' with a red annotation 'choose date and time here'), a checkbox for 'Repeat this appointment', 'Customers' (a search bar with the text '-- Search customers --' and a red annotation 'choose customer here', and a green '+ New customer' button), and 'Send notifications' (a dropdown menu showing 'Don't send').

## Block Booking A Facility

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

The screenshot shows the 'Team Durham' dashboard for 'Durham University Sports' under the 'APPOINTMENTS' section. The left sidebar contains a navigation menu with options: ADMIN PANEL, BOOKING SYSTEM, CALENDAR, BOOKINGS (highlighted), FACILITIES, CUSTOMERS, and SETTINGS. Below this are links for EDIT/ADD FACILITIES, EDIT/ADD OTHER PAGES, CREATE TABLES, MANAGE USERS, and SETTINGS, followed by a COLLAPSE MENU button. The main content area is titled 'Appointments' and features a table with columns: No., Appointment Date, Contact Point, Customer Name, Facility, Status, Payment, and an Edit button. A red box highlights the '+ New appointment' button in the top right corner of the appointments section.

No.	Appointment Date	Contact Point	Customer Name	Facility	Status	Payment	Edit
125	31st May 2019 1:00 pm	admin	kelleychilton	Squash Courts	Approved		Edit
93	31st May 2019 10:00 am	admin	kelleychilton	Squash Courts	Approved		Edit
117	30th May 2019 4:00 pm	admin	rae	Tennis Courts	Approved		Edit
124	30th May 2019 1:00 pm	admin	kelleychilton	Squash Courts	Approved		Edit
59	30th May 2019 11:00 am	admin (Any)	wenjun.huang	Tennis Courts	Approved	£0.00 of £6.00 Local Pending	Edit
84	30th May 2019 11:00 am	admin	hwj	Tennis Courts	Approved		Edit

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.

The screenshot shows the 'Service' form for creating a block booking. The 'Repeat this appointment' checkbox is checked and highlighted with a red box. Other fields include Service (Aerobiks Room (1 h)), Date (19 May 2019), Period (8:00 pm to 9:00 pm), Repeat frequency (Weekly), and Customers (hwj (196618955@qq.com)).

Service: Aerobiks Room (1 h)

Date: 19 May 2019 Period: 8:00 pm to 9:00 pm

Selected period doesn't match provider's schedule

☒ Repeat this appointment

Repeat: Weekly

On: ☐ Mon ☐ Tue ☐ Wed ☒ Thu ☒ Fri ☐ Sat ☒ Sun

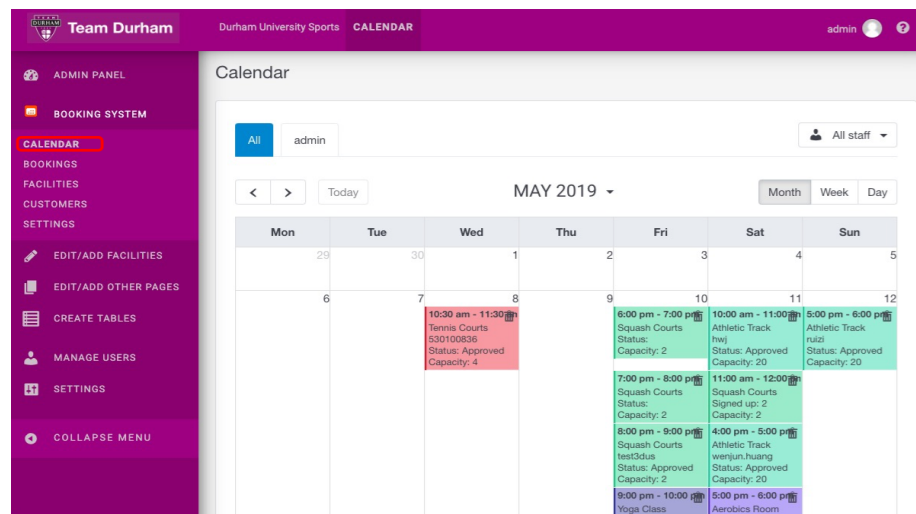
Until: 24 May 2019 or 3 time(s)

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

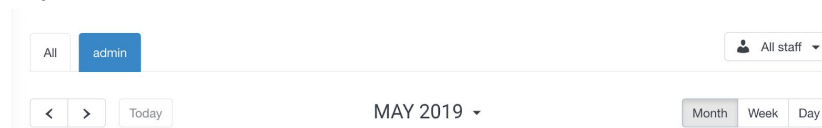
+ New customer

## 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 form the calendar.

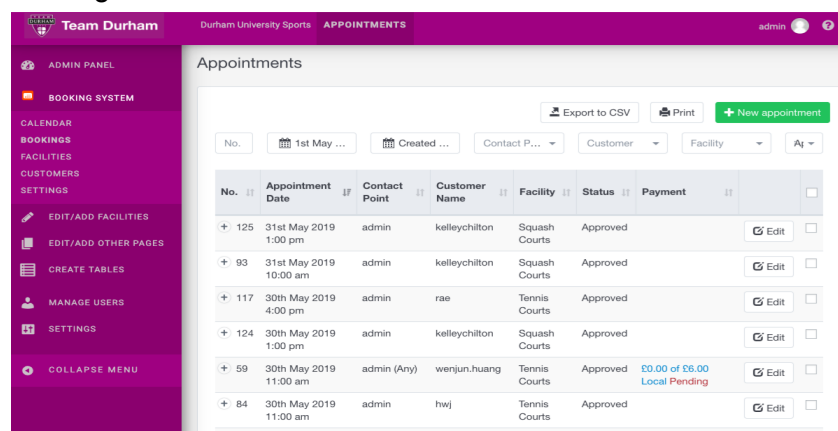


- ii. Additionally, Admin have the option to filter and view the calendar by day, week or month.



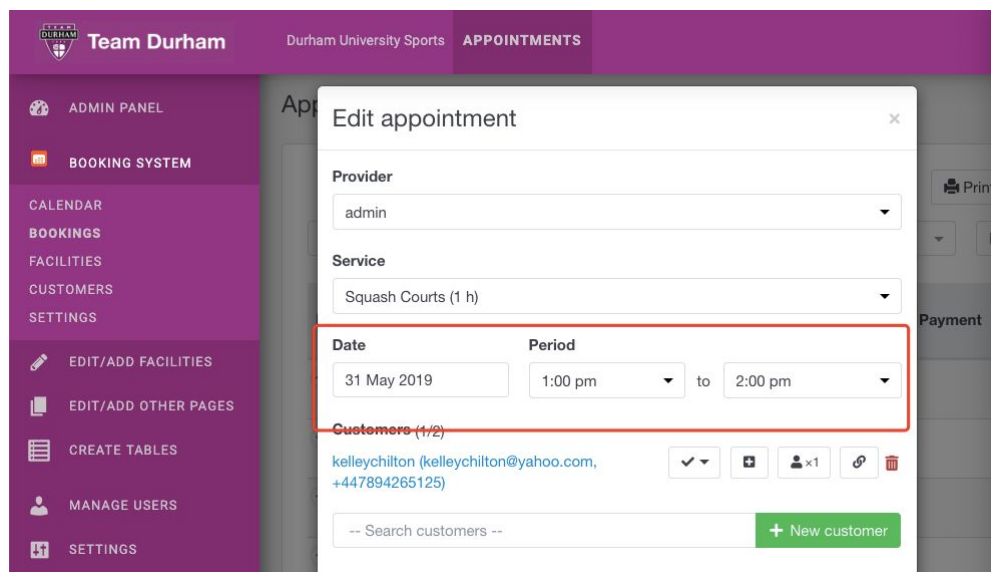
## b. Booking List View

- 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.

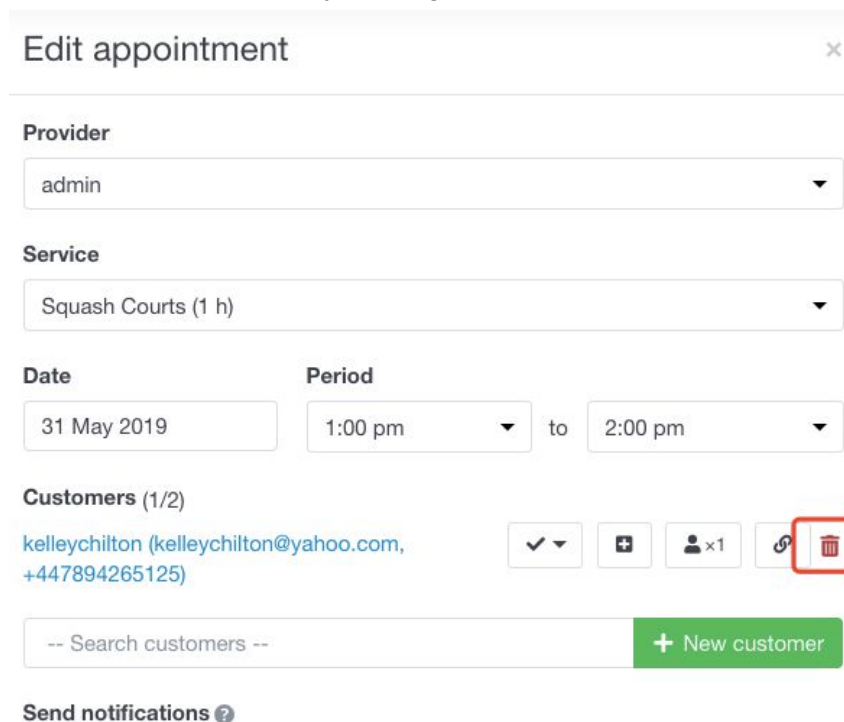


## Cancel And Reschedule Bookings For A Customer

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 reschedule 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.

The screenshot shows the 'Team Durham' dashboard with the 'BOOKING SYSTEM' menu selected. The 'Appointments' section displays a table of bookings. A red box highlights the 'Customer' dropdown filter, which is set to 'kelleychilton'. The table lists several appointments, including one for 'kelleychilton' on 31st May 2019 at 1:00 pm.

No.	Appointment Date	Contact Point	Customer Name	Facility	Status	Amount	Action
125	31st May 2019 1:00 pm	admin	kelleychilton	Squash Courts	Approved		Edit
93	31st May 2019 10:00 am	admin	kelleychilton	Squash Courts	Approved		Edit
117	30th May 2019 4:00 pm	admin	rae	Tennis Courts	Approved		Edit
124	30th May 2019 1:00 pm	admin	kelleychilton	Squash Courts	Approved		Edit
59	30th May 2019 11:00 am	admin (Any)	wenjun.huang	Tennis Courts	Approved	£0.00 of £6.00 Local Pending	Edit
84	30th May 2019 11:00 am	admin	hwj	Tennis Courts	Approved		Edit

- 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.

The screenshot shows the 'Edit appointment' modal form. The 'BOOKINGS' menu is highlighted in the sidebar. The form fields include 'Provider' (admin), 'Service' (Squash Courts (1 h)), 'Date' (31 May 2019), and 'Period' (1:00 pm to 2:00 pm). A red box highlights the date and time fields. The 'Customers' section shows 'kelleychilton' with a trash can icon next to it. The 'Send notifications' dropdown is set to 'Don't send'.

**Edit appointment**

Provider: admin

Service: Squash Courts (1 h)

Date: 31 May 2019 Period: 1:00 pm to 2:00 pm

Customers (1/2): kelleychilton (kelleychilton@yahoo.com, +447894265125)

-- Search customers -- + New customer

Send notifications: Don't send

- Click 'Save' when you are finished.

