

# User Manual

Booking and Scheduling System

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## 1. Introduction

This user guide is intended to help you use all the features of the booking system. This guide will start showing you how to install the program, how to manage and sustain the system and how to deal with backups. Also included is a step-by-step guide to troubleshooting guide at the end of the guide in the event that the system meets any problems.

## 2. System requirements

### 2.1 Hardware

- A Basic Dual Core CPU (x86/x64) or equivalent.
- 1024Mb of RAM.
- at least 4GB of storage.
- A stable internet connection
- For the Staff's side of the system they will each require a mobile internet device such as a smartphone, that is capable of connecting to the salon's WiFi.

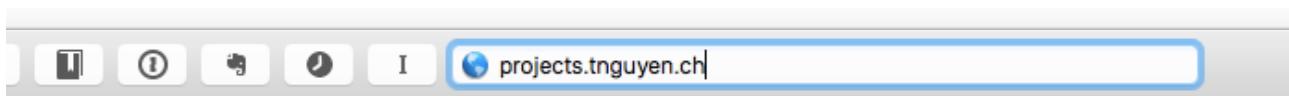
### 2.2 Software

All hardware needs to be accompanied with an internet browser that supports HTML5 and has javascript enabled.

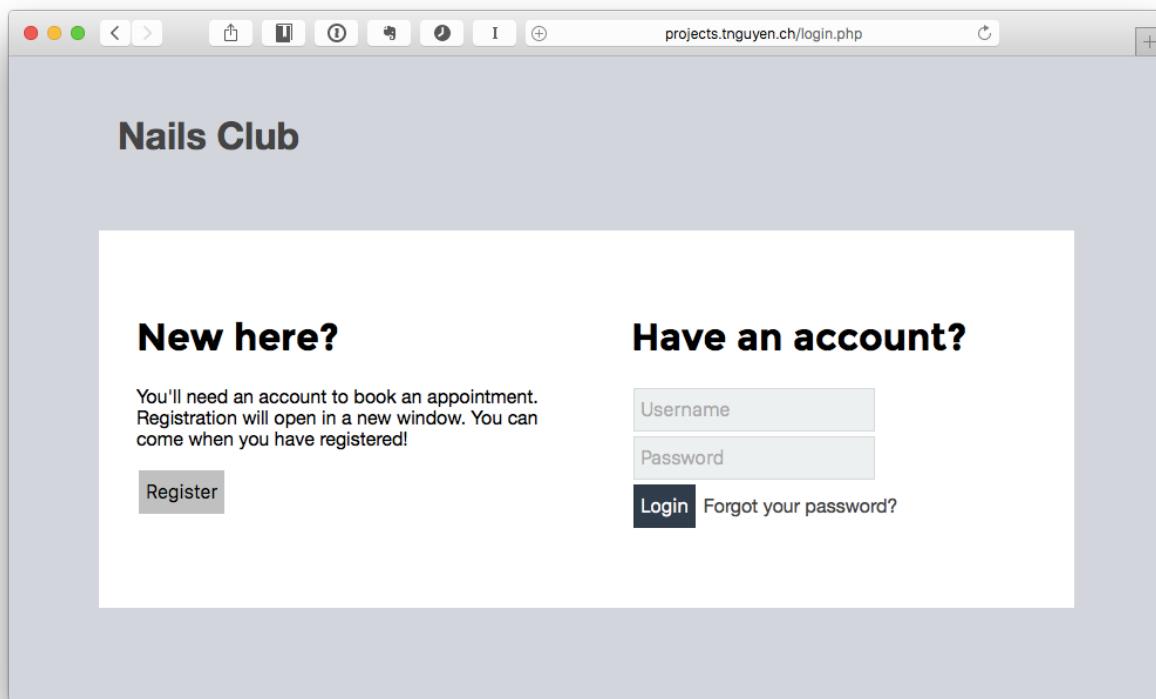
The following web browsers are supported:

- Safari 5+
- Safari (Mobile, iOS4+)
- Chrome 10+
- Chrome (Mobile, 3.14+)
- Internet Explorer 8+
- Firefox 28+
- Opera 18+
- Spartan 1.0+

### 3a. Accessing the Booking System Online



To access the system, simply type in “<http://projects.tnguyen.ch>” in the homepage. After July 2015, The link will automatically redirect to the new domain, which is undecided for the time being.



You should now be directed to the system.

### 3b. Self Hosting the Booking System (Optional)

If you wish to migrate the system to your own server later on, then follow the steps below. Otherwise, ignore this part of the manual and continue to 4. *Using the Booking System*.

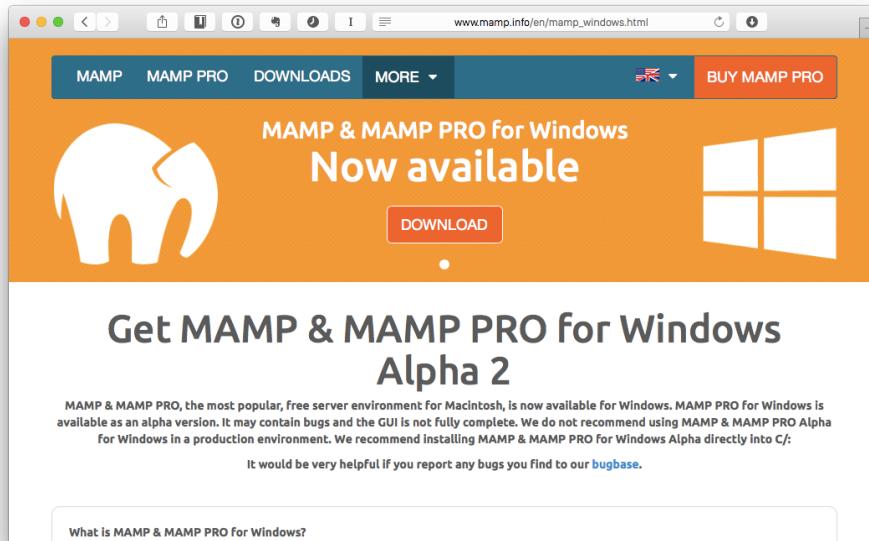
You must have a Static IP Connection. Contact your ISP to set up a static IP in your line before continuing.

To begin, please start by installing MAMP from the internet if you do not have the program contained in the server already. In this user manual, after the system setup I'll be describing the process on a Mac, however the process itself is very similar to windows systems.

#### 3b.1 Windows

For windows, you'll need to make your way to [http://www.mamp.info/en/mamp\\_windows.html](http://www.mamp.info/en/mamp_windows.html) and

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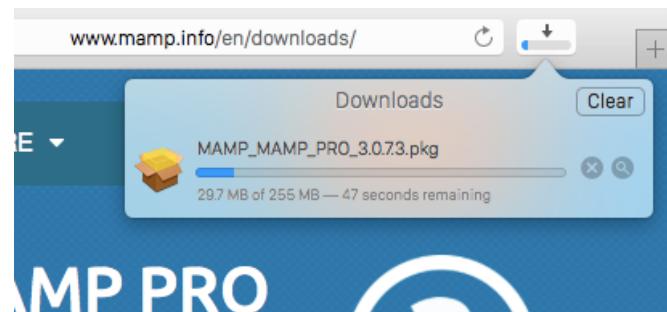
download the program by click “download”.

### 3b.2 Mac

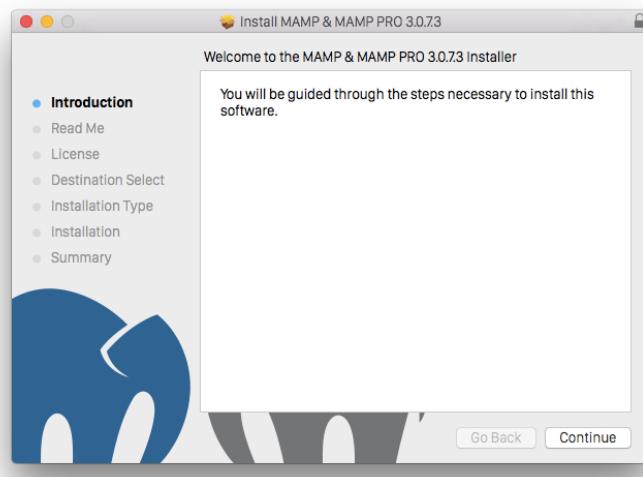


If the designated system is a mac, then you'll need to go to <http://www.mamp.info/en/downloads/> and download MAMP itself. What you have downloaded is a package file containing the necessary tools to run the system.

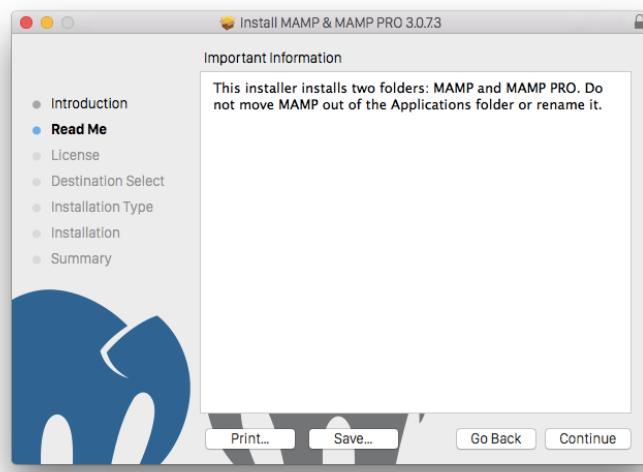
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When the package has finished downloading, you'll want to double click the package, which will then take you through the process of installing said package on the system.



Click continue to advance.

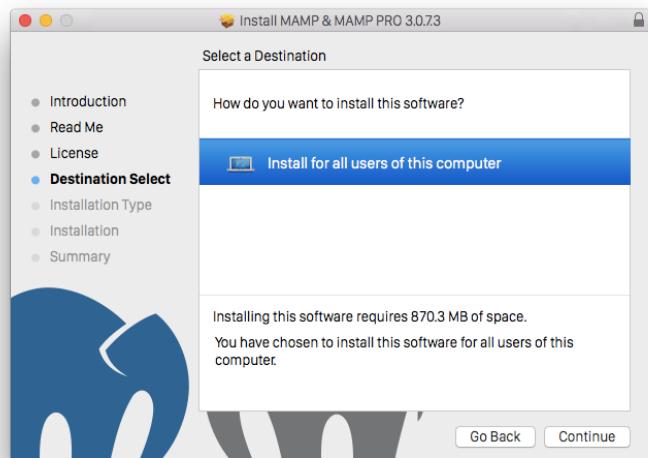


Click continue to advance.

## Scheduling System

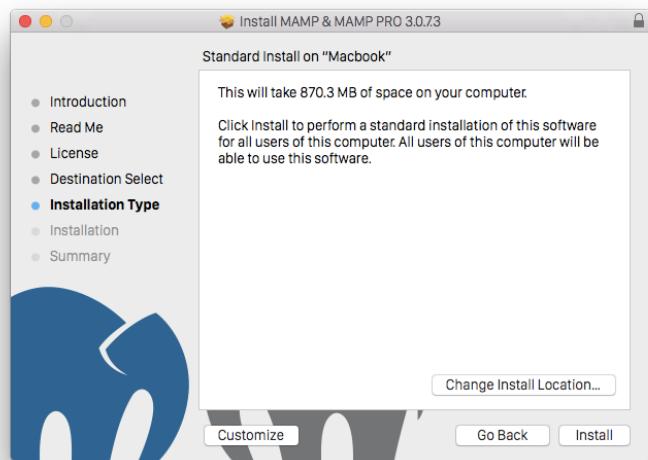


Click Agree to advance.



Click continue to advance.

## Scheduling System



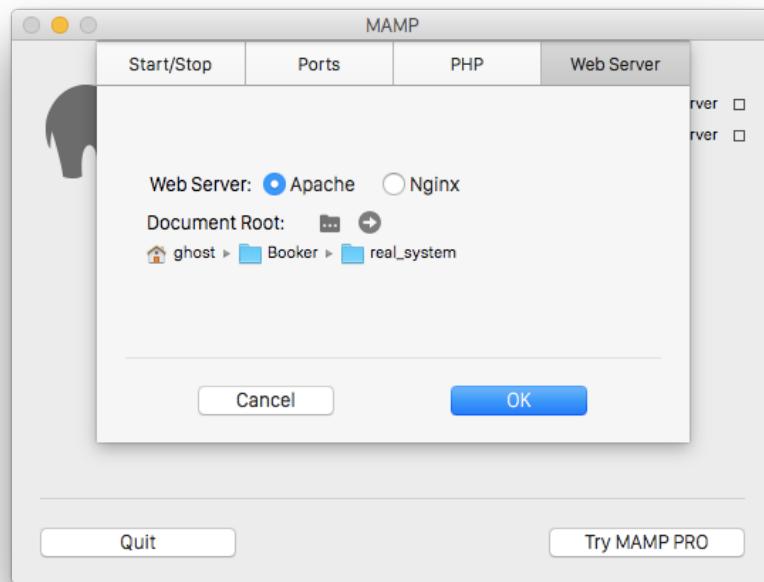
Click install. The package will now install the necessary files for the system to run.

When MAMP has finished the installation process, make your way to Applications, and double click on MAMP. You will notice that the actual program is stored within the folder. Run MAMP.app.

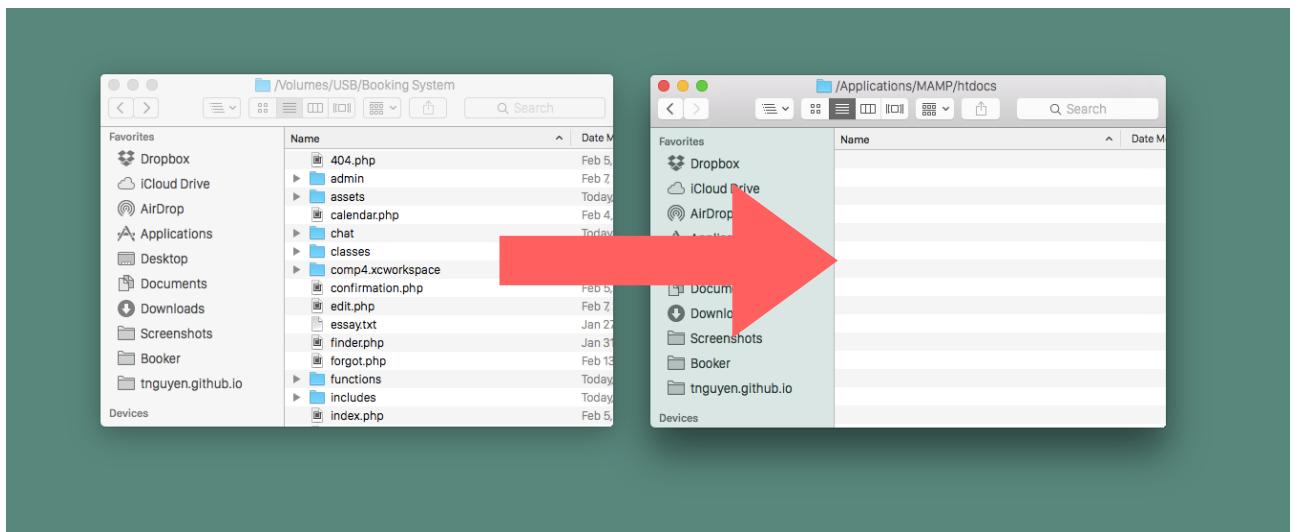


You'll want to click on preferences, and click on the Web Server tab.

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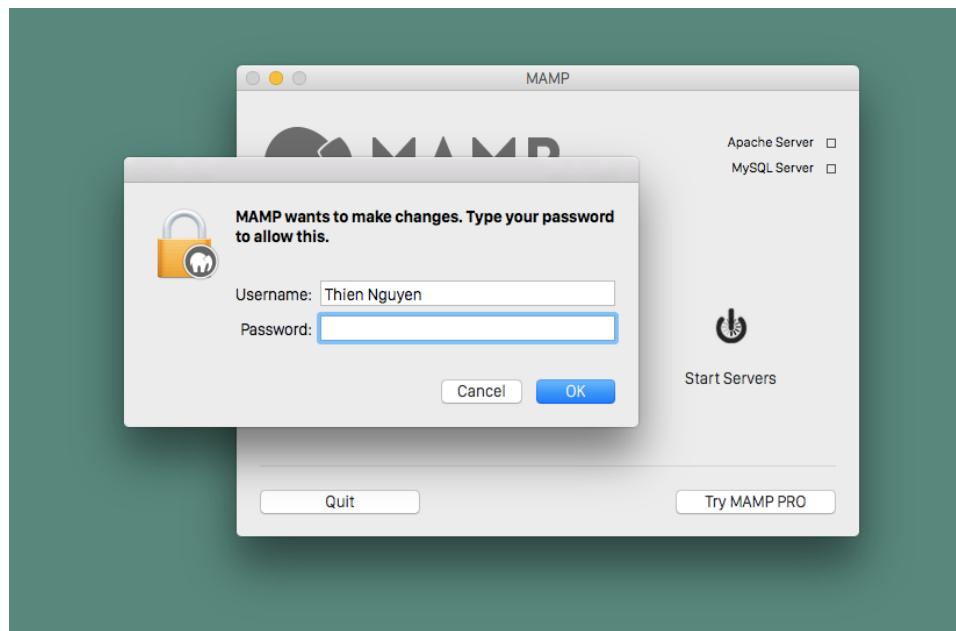


Please notice the document root. You'll want to remember this location as this is the location where the contents of the USB device needs to be stored in.

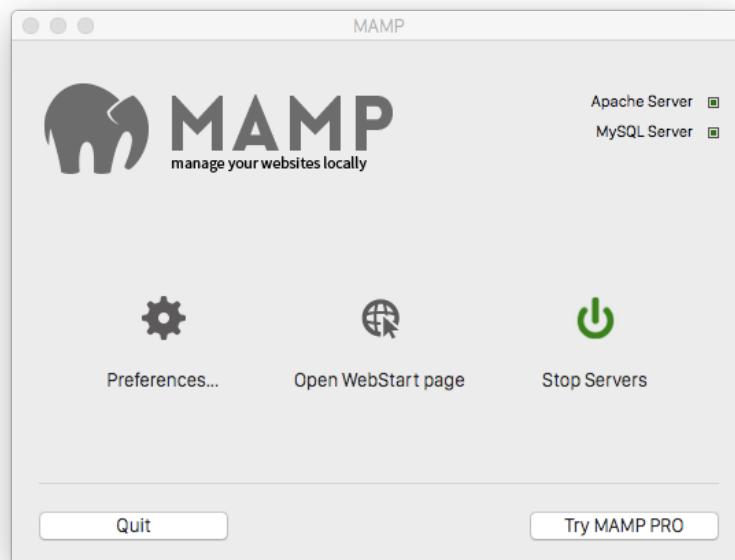


Plug in the accompanied USB device containing the booking system. You will need to transfer the contents of the “Booking System” files to the directory that is set on your MAMP setting.

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Now, you want to go back on MAMP and click on “Start Servers”. A popup requiring you to log on (using the credentials to log onto the system) will show. You will need to type in your credentials to continue



Now, the system is ready to run, and is live.

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For the database name, you will need to log into PhpMyAdmin. Navigate to <http://localhost/> [phpMyAdmin/](#) and click on the databases tab. From here you can create a new database, and when you are ready, click create.

The screenshot shows the phpMyAdmin interface running on a Mac OS X system. The title bar indicates the URL is `localhost/phpMyAdmin/?lang=en#PMAURL-1:se`. The main window has a sidebar on the left with 'Recent' and 'Favorites' sections, and a tree view showing existing databases: information\_schema, mysql, performance\_schema, and thien\_projects. The central area is titled 'Server: localhost:8888' and 'Databases'. It features a 'Create database' form with a 'Database name' input field and a 'Collation' dropdown. A note below the form states: 'Note: Enabling the database statistics here might cause heavy traffic between the web server and the MySQL server.' Below this is a table listing the current databases with columns for 'Database', 'Collation', and 'Check Privileges' links. At the bottom of the table, it says 'Total: 4'. There are buttons for 'Check All' and 'With selected:' followed by a 'Drop' button. A link to 'Enable Statistics' is also present.

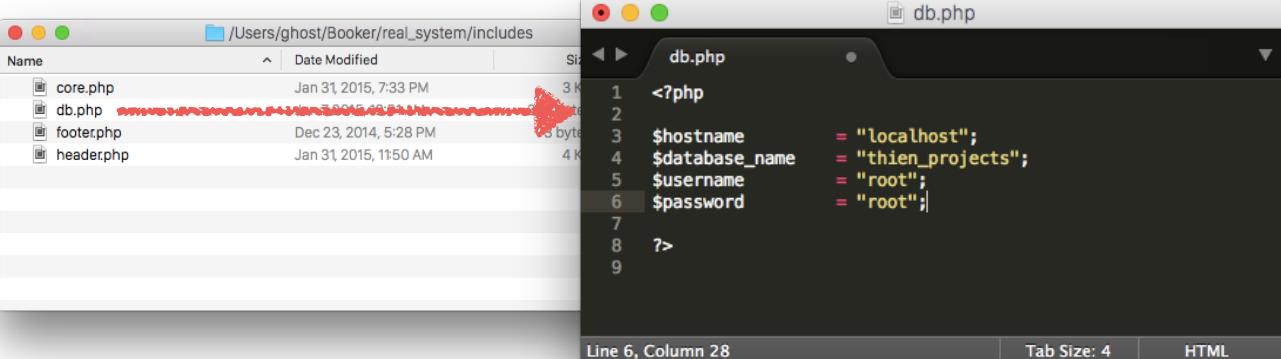
Now, you need to navigate to the root directory where MAMP is configured.

The screenshot shows a Mac OS X Finder window displaying the contents of the directory `/Users/ghost/Booker/real_system`. The table view lists files and folders with columns for Name, Date Modified, Size, and Kind. The files listed include 404.php, admin, assets, calendar.php, chat, classes, comp4.xcworkspace, confirmation.php, edit.php, essay.txt, finder.php, forgot.php, functions, includes (which is highlighted with a yellow background), and index.php. The 'includes' folder was created in the previous step.

Name	Date Modified	Size	Kind
404.php	Feb 5, 2015, 12:09 PM	633 bytes	PHP script
admin	Feb 7, 2015, 1:16 PM	--	Folder
assets	Feb 7, 2015, 10:55 AM	--	Folder
calendar.php	Feb 4, 2015, 5:31 PM	4 KB	PHP script
chat	Yesterday, 11:50 AM	--	Folder
classes	Feb 7, 2015, 11:53 AM	--	Folder
comp4.xcworkspace	Dec 29, 2014, 8:48 PM	--	Folder
confirmation.php	Feb 5, 2015, 12:09 PM	3 KB	PHP script
edit.php	Feb 7, 2015, 1:22 PM	8 KB	PHP script
essay.txt	Jan 27, 2015, 11:05 AM	21 KB	text
finder.php	Jan 31, 2015, 10:20 PM	4 KB	PHP script
forgot.php	Feb 13, 2015, 1:54 PM	1 KB	PHP script
functions	Feb 4, 2015, 5:35 PM	--	Folder
includes	Feb 7, 2015, 11:53 AM	--	Folder
index.php	Feb 5, 2015, 12:10 PM	380 bytes	PHP script

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within this folder is the db.php file, where you will need to modify its contents. Open it with a text editor such as notepad, and compare the contents of <http://localhost/MAMP/index.php?language=English> with the variables set. For the database name, you'll need to use the name of the database that you made previously.

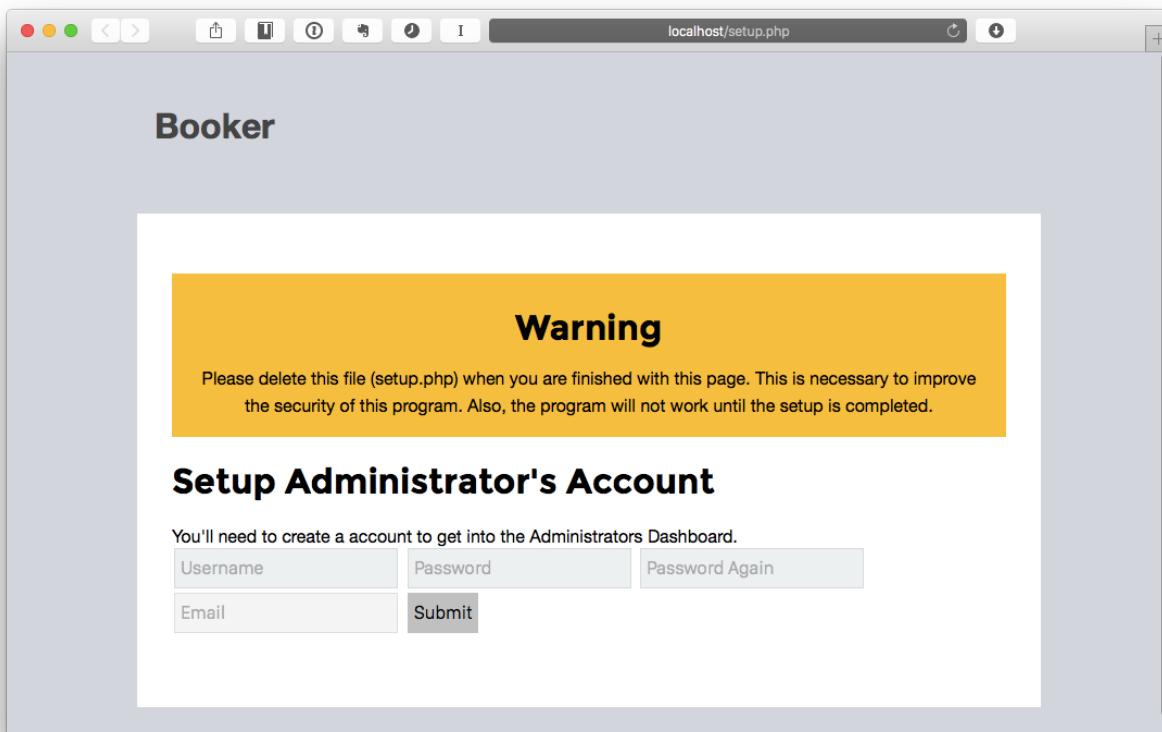


The screenshot shows a Mac OS X desktop environment. On the left, a file browser window titled 'real\_system/includes' lists four files: core.php, db.php, footer.php, and header.php. The db.php file is selected and highlighted with a red arrow. On the right, a code editor window titled 'db.php' displays the following PHP code:

```
<?php  
$hostname = "localhost";  
$database_name = "thien_projects";  
$username = "root";  
$password = "root";?  
?>
```

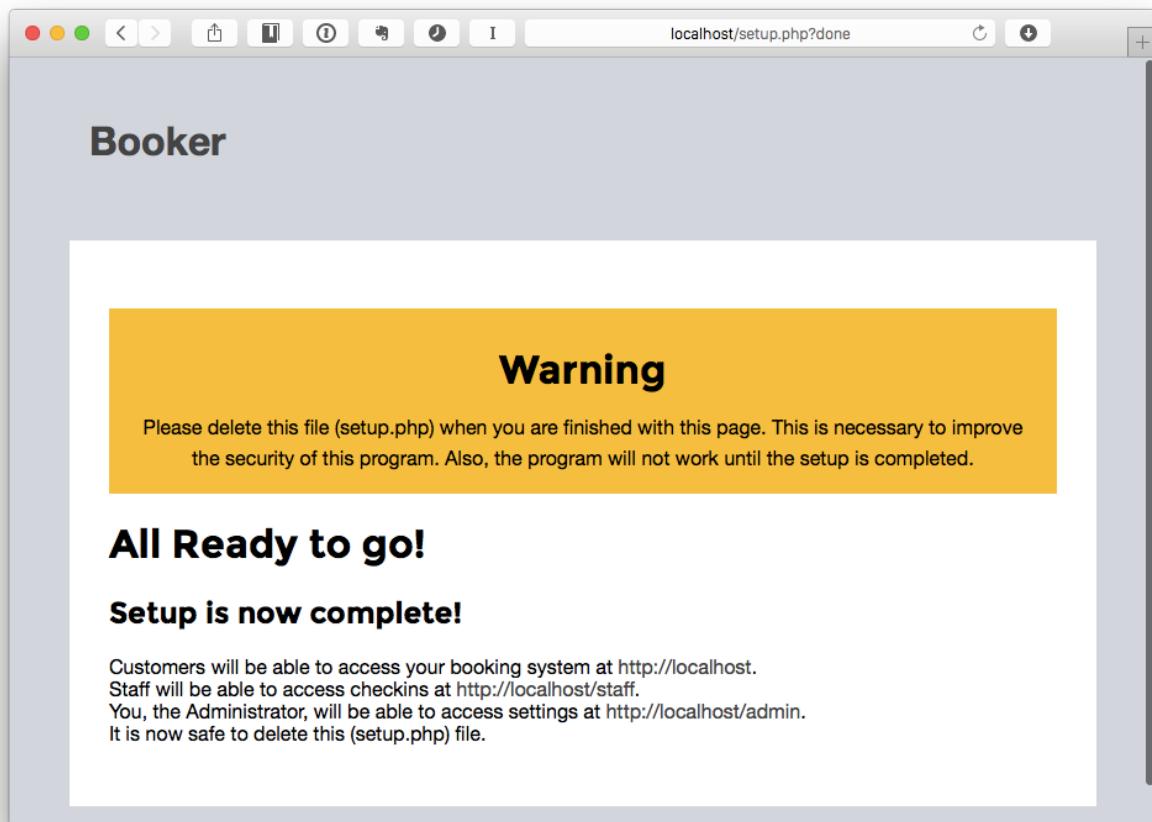
The status bar at the bottom of the code editor indicates 'Line 6, Column 28'. The bottom right corner of the code editor has buttons for 'Tab Size: 4' and 'HTML'.

Now, you want to open your browser and go to localhost. The page that should come up is the setup page, where you will be required to create an account for the administrator. Type in your credentials, and click submit when you are ready.

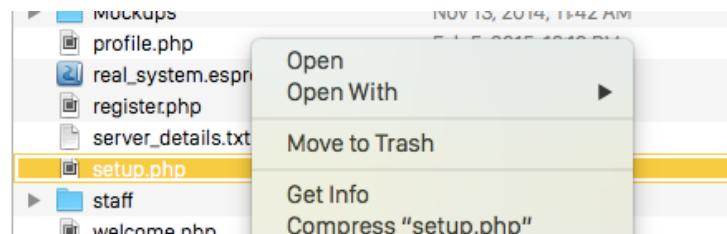


You should now be prompted to delete the setup.php file when you are ready. **This is necessary** for the system to continue working, as security procedures have taken place which will prevent the system running without you following the next step.

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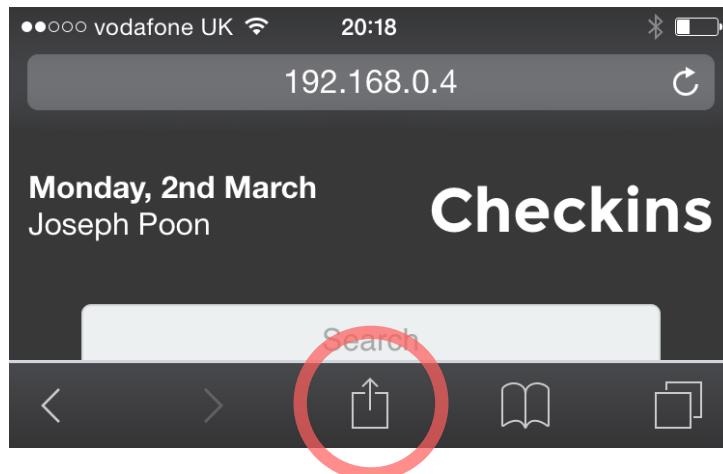
You are now ready to safely delete the setup file, as you will no longer need this.



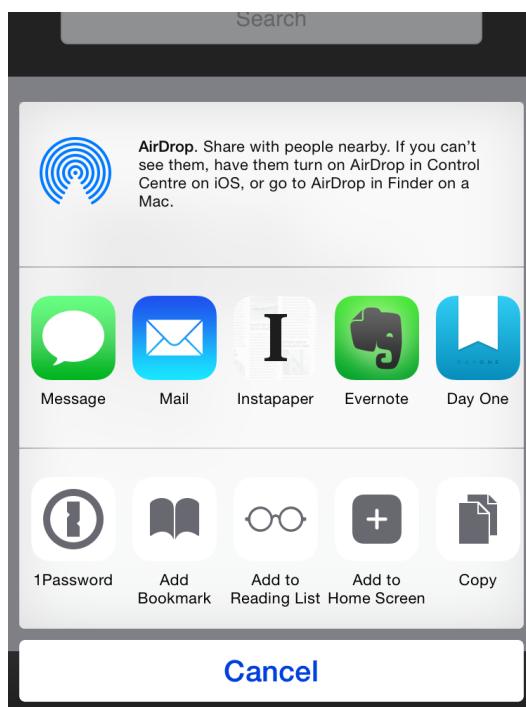
The system is now ready to be used.

### 3.1 Setting Up Staff Checkins on Web Devices

Now, you will need to set up the client nodes for each staff. For each phone, you will need to go on the mobile browser on that phone and go to the staff directory set on your server URL.

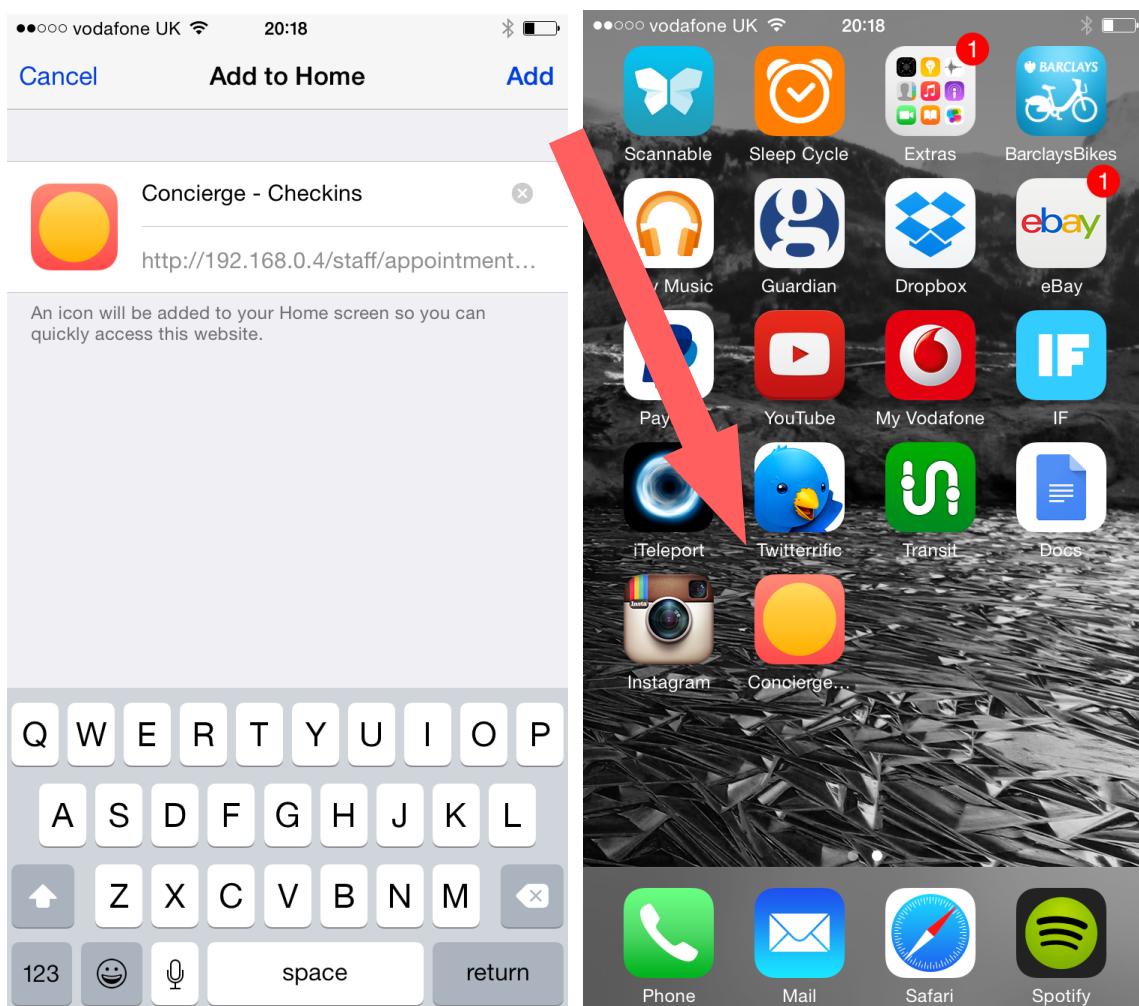


You will need to tap on the box with an arrow going upwards (circled on the screenshot above), which will then display you a list of options.



Tap the "Add to Home Screen" button.

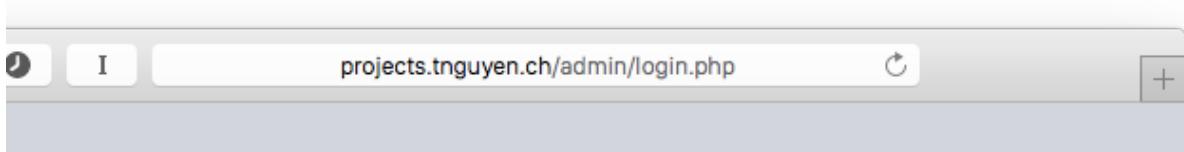
## Scheduling System



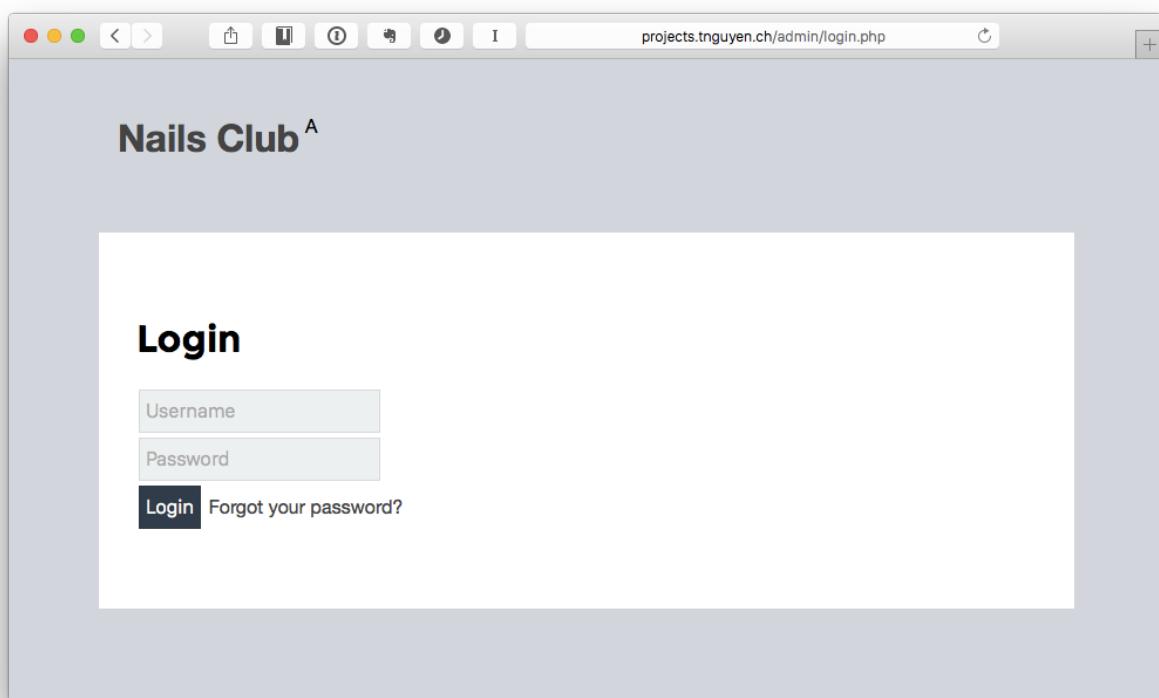
Now press add. a short cut is now saved onto the home-screen of the device. The staff can now use this to quickly go to the staff's login.

## 4. Using the Booking System

### 4.1 Administrator



To access the administrators, simply type in the address of the system and put "/admin" at the end of the address.

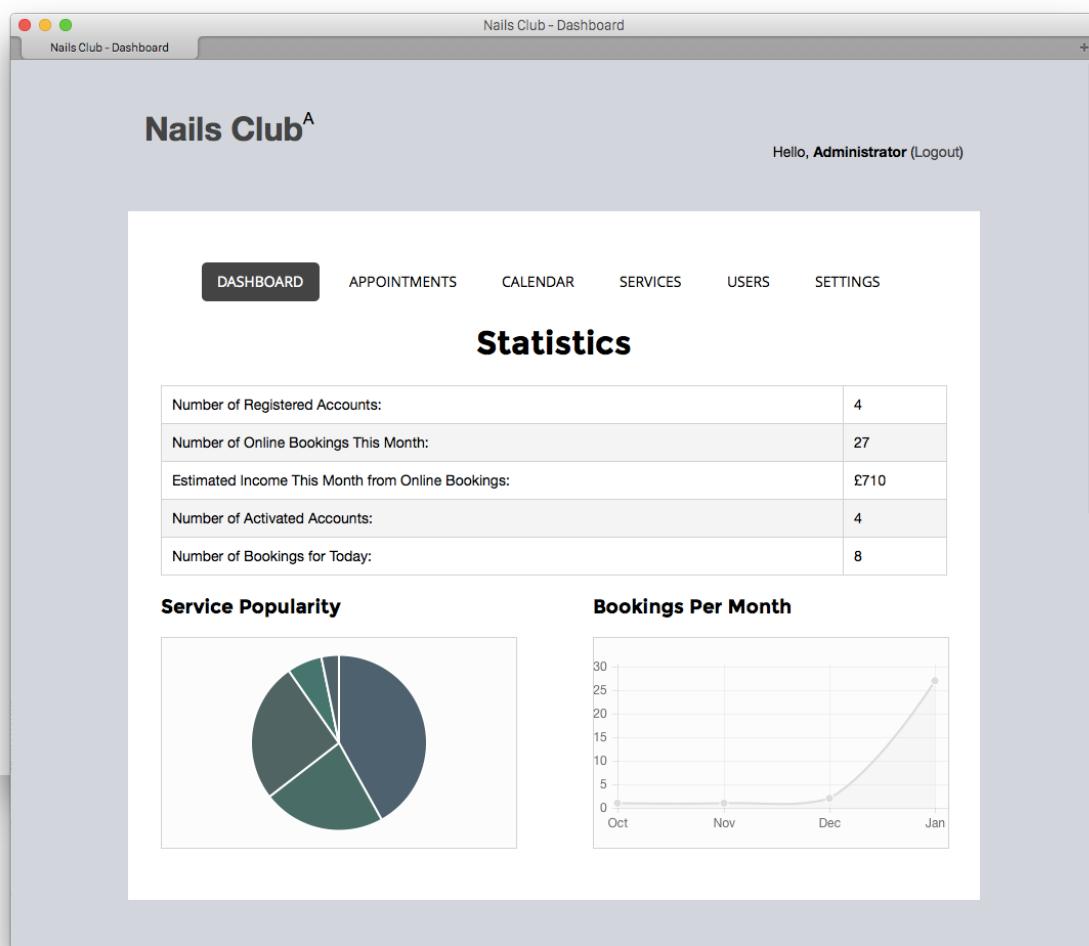


#### 4.1.1 Administrators Login

The Administrators Control Panel is indicated by the letter A affixed at the end of the header. In order to access the administrators dashboard, you'll need to type in the credentials that you have configured in the setup page at the beginning of running the system.

In the event that you forget your login credentials, you can click forgot your password? which will take you through the process of recovering your password.

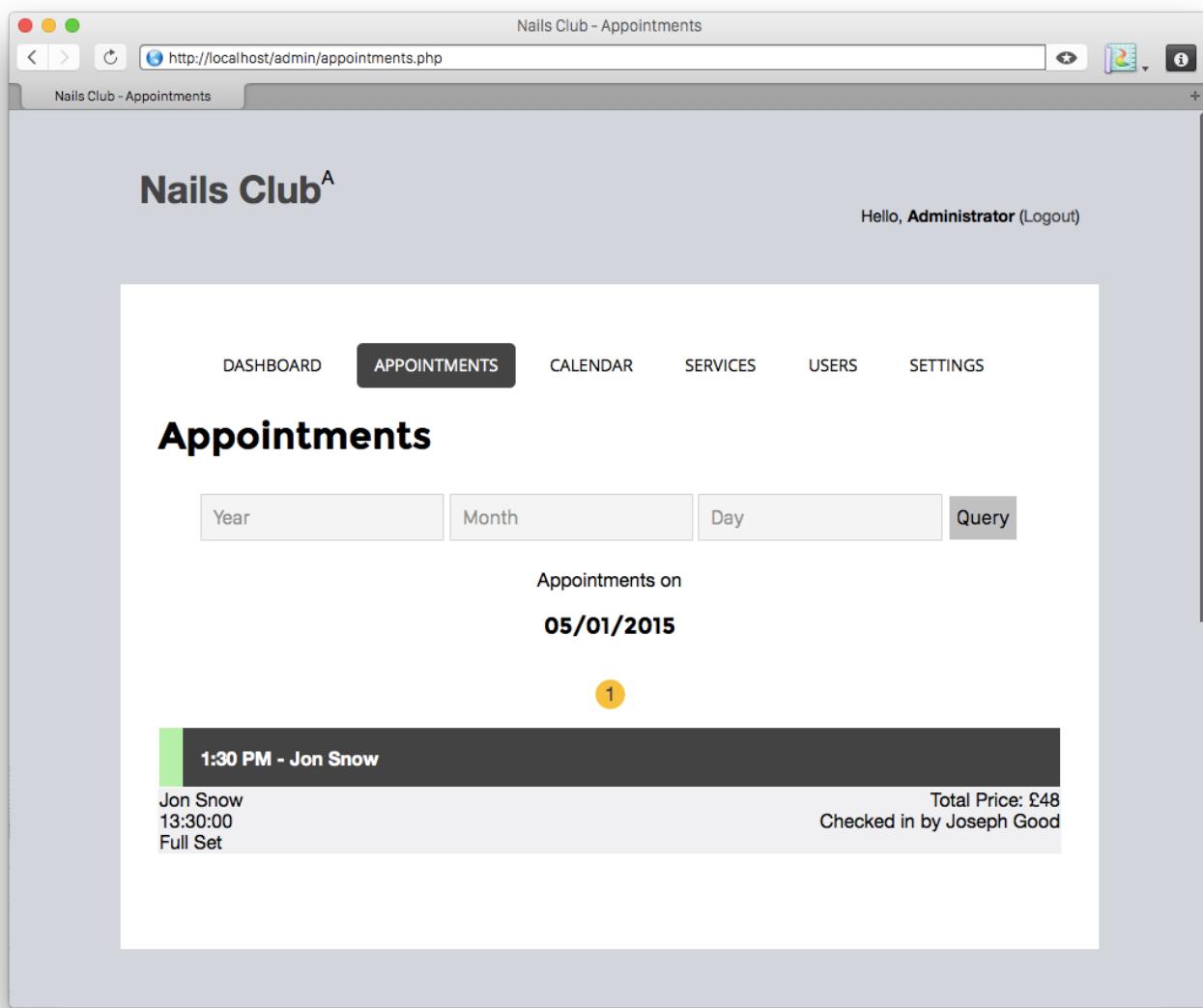
## 4.1.2 Administrators Dashboard



The dashboard shows a summary of the performance of the business. Graphs are calculated for the number of bookings per month, and the estimated income for the month. Hovering on the pie chart will give you values for the number of bookings for that service.

At the top right, you are able to log out safely, or alternatively you are automatically if you remain inactive for ten minutes. The navigation bar and the option to log out will be available throughout the dashboard.

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### 4.1.3 Appointments

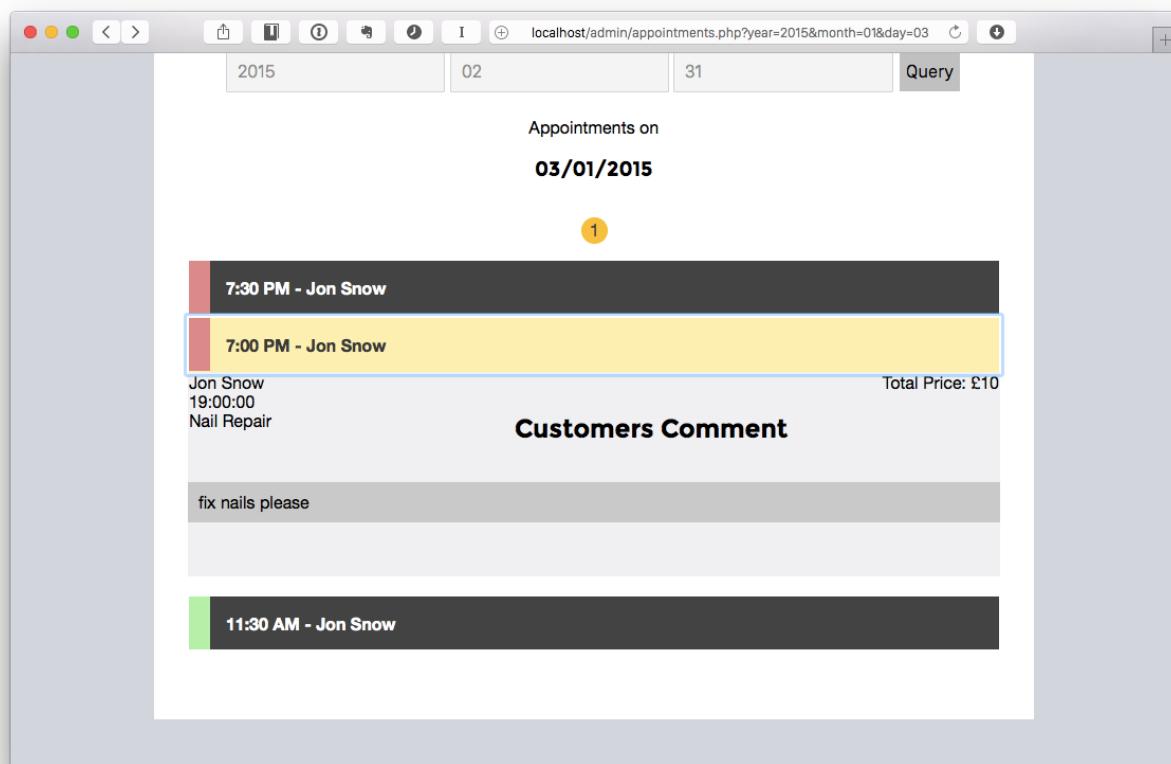
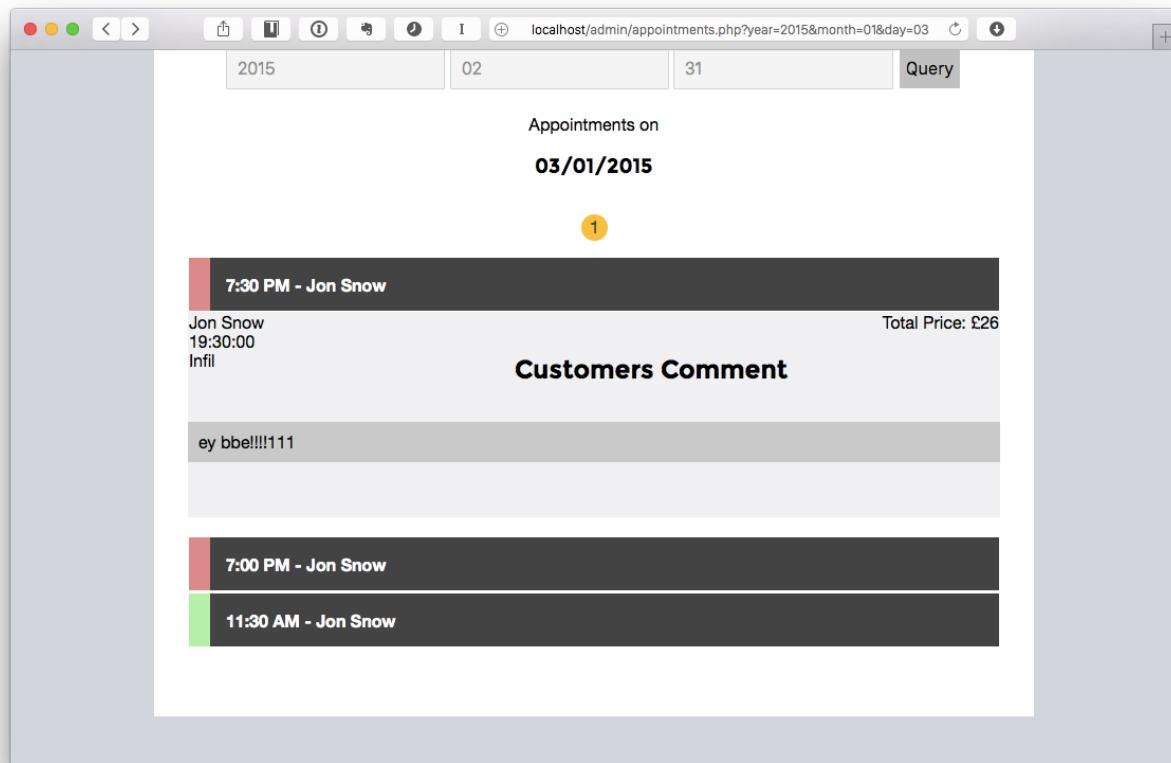
On this page you are given access to see appointments that have occurred on certain days. By default, it is set to show appointments occurred on the day they are accessing the website, but there are drop-downs for the year, the month and the day for which they can use to navigate through to other days. They are not given access to modify customer details or checkins.

A Pagination is used in the event that there are enough appointments that will be difficult to display without hindering the UI experience. This pagination is handled within the database query in order to preserve bandwidth and performance.

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### 4.1.3.1 Viewing Appointments

To view each appointment in more detail, click the black bar corresponding to the date and time of each booking. This will open up the booking and reveal more information, such as the staff who booked in the customer, the price the customer paid and the service they required.



#### 4.1.3.2 Looking for Appointments on a Certain Day

Year	Month	Day	Query
------	-------	-----	-------

Firstly, choose the date.

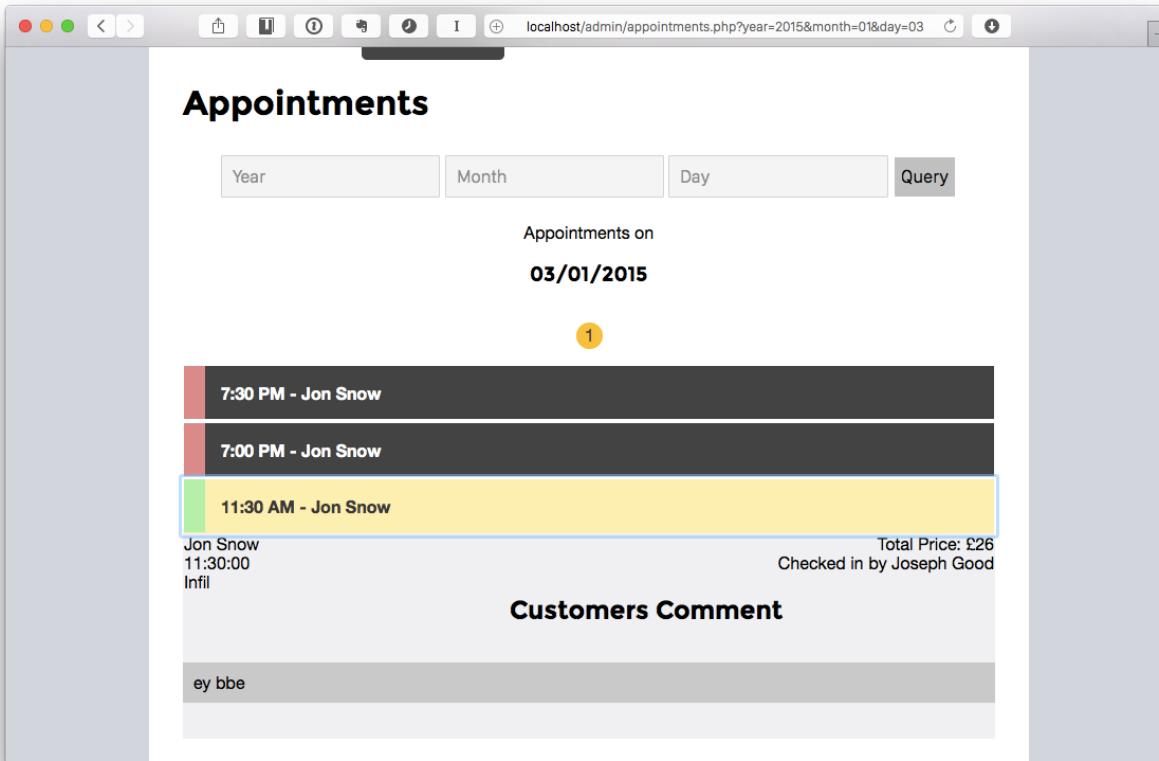
DASHBOARD      **APPOINTMENTS**      CALENDAR      SERVICES      USERS

# Appointments

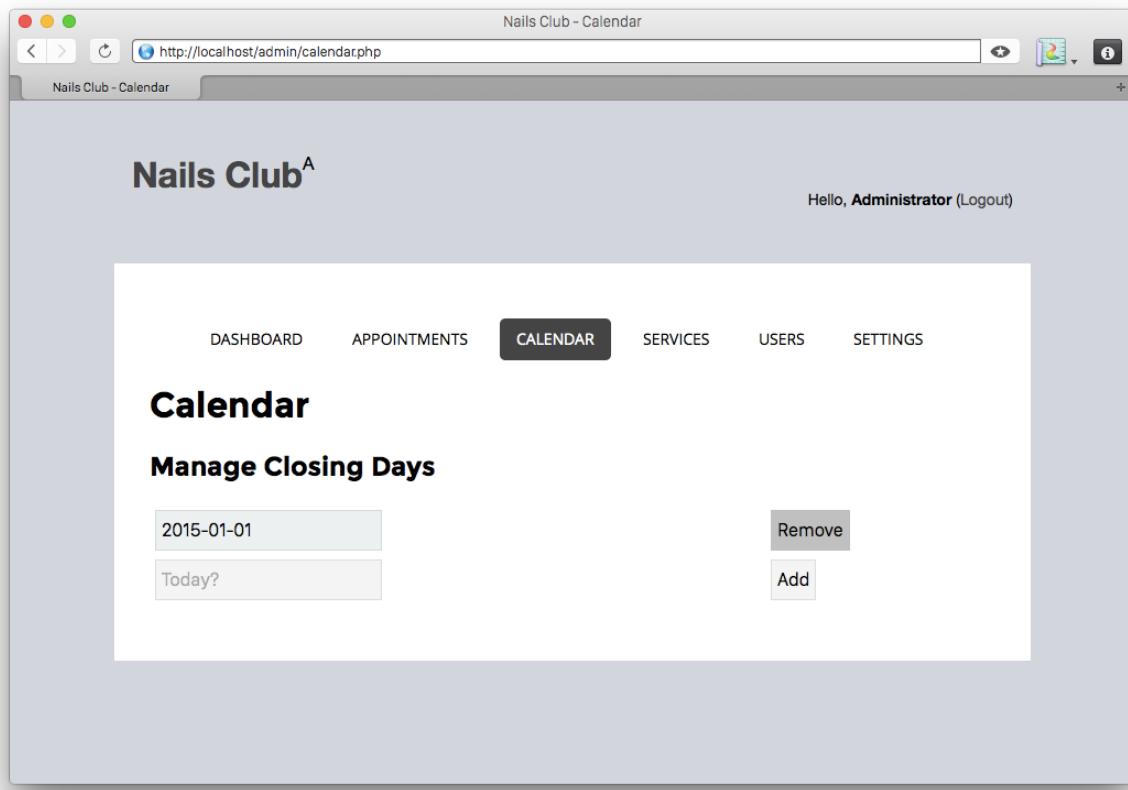
2015      01      ✓ 03



Now, when that is done, click on query. The page should load again with appointments on that page. From there you can now click on the appointments in order to show more detail.



## 4.1.4 Calendar

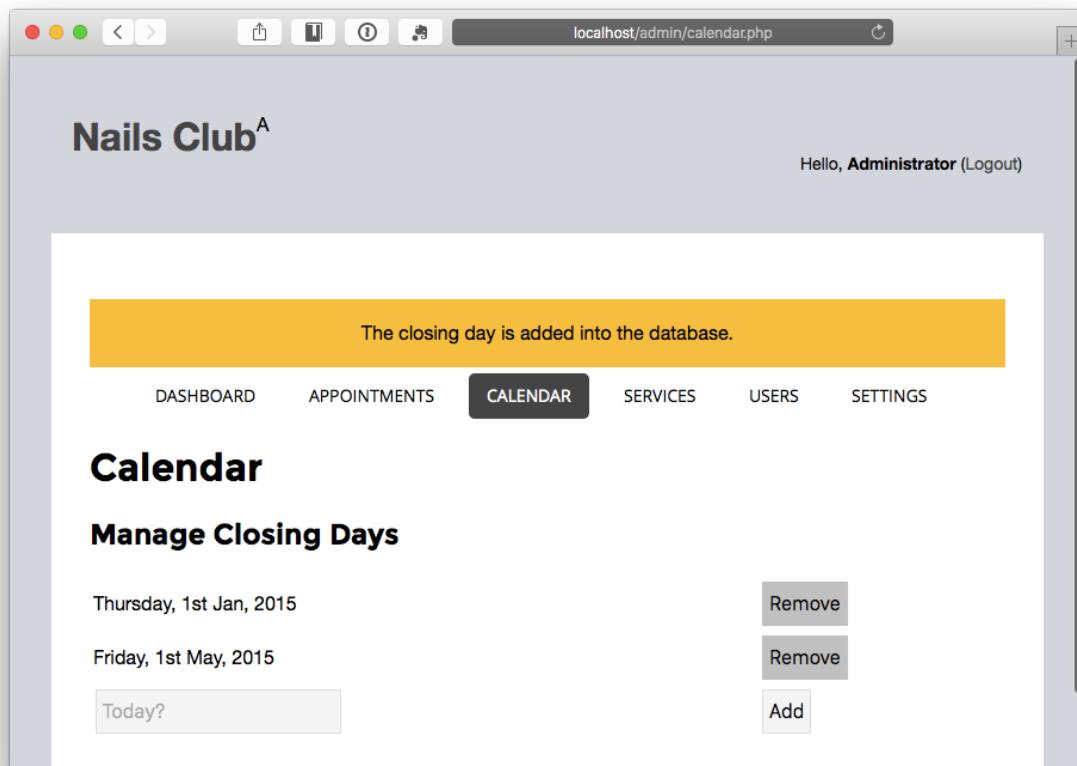


In this page you can choose to set closing days on the calendar. This would be saved onto the database and will be recalled when the customer loads the calendar to book an appointment. The closed days set on the database will show up as unavailable on the calendar.

### 4.1.4.1 Adding a Closing Day

To start, insert a date in the text box. The date must be set in YYYY-MM-DD. When you are ready, click add.





You should now be notified that the date you entered is now in the database.

#### 4.1.4.2 Removing a Closing Day

##### Manage Closing Days

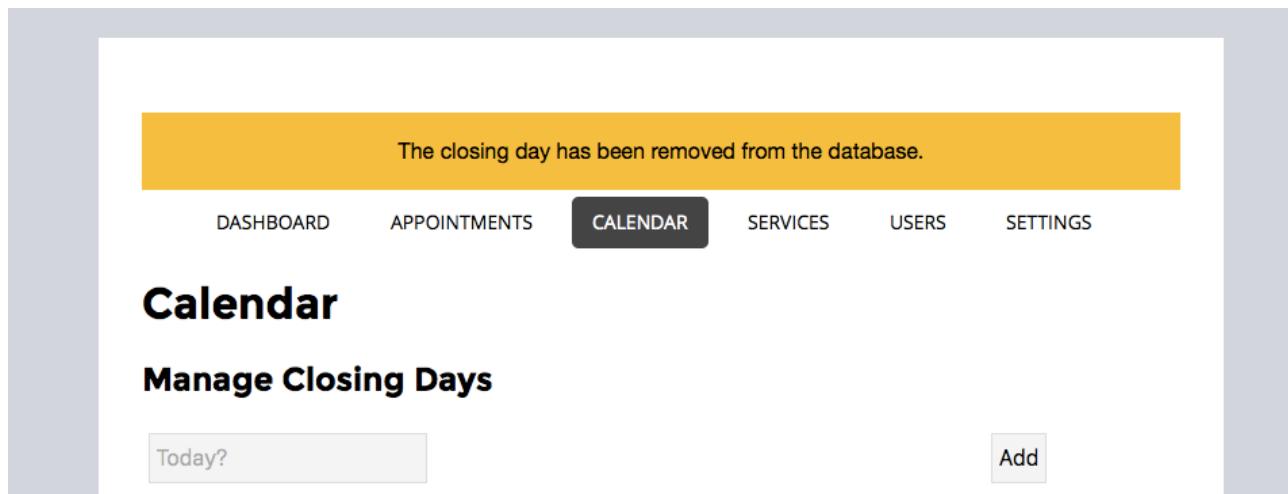
Friday, 1st May, 2015

Remove

Today?

Add

To remove a date, click on the remove button that is directly on the right of the date.



You should now be notified that the date is removed from the database.

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### 4.1.5 Services

Option	Value (€)	Description
Manicure	25	A luxurious beauty treatment for the fingernails and hands which includes perfectly-polished nails.
Infil	26	Description
Pedicure	29	Description
Full Set	48	Description
File & Polish	15	Description
Nail Repair	10	Description
Name	Price	Description

Update Remove

Update Remove

Update Remove

Update Remove

Update Remove

Add

On this page you can manage the current services you have set up, allowing you to modify current ones, add new ones or remove old ones. Data is displayed as a result of a database query. By default, the description text-box is sized to be the same height as the other text boxes, and will expand on click.

#### 4.1.5.1 Adding a New Service

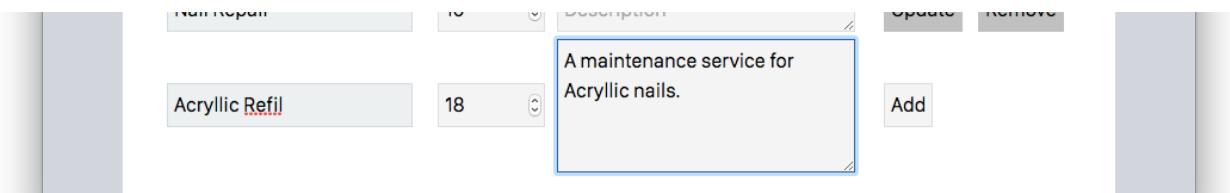
Name	Price	Description	Update	Remove	Add
Acrylic Refill	18	Description			

Firstly, Type in the name of the service you wish to include into the system in the bottom most row.

Name	Price	Description	Update	Remove	Add
Acrylic Refill	18	Description			

Now, include a price for your system. Don't include the pound sign, just the number.

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Now, please type in a description that you wish to include for the service you will be providing. When you are done, click add. You should now be notified that the query is added, which means the service you have recently inputted is now live on the system for customers to book with.

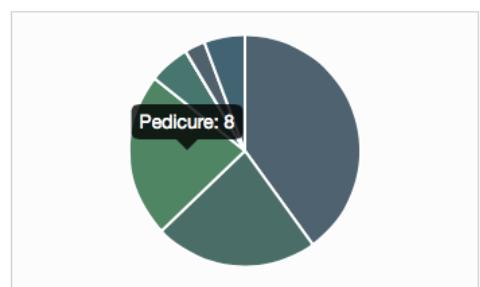
A screenshot of a web browser window titled 'localhost/admin/services.php'. The page has a navigation bar with links for DASHBOARD, APPOINTMENTS, CALENDAR, SERVICES (which is the active tab), USERS, and SETTINGS. A yellow banner at the top says 'The query has been added.' Below the banner is a table titled 'Services' with columns for 'Option', 'Value (£)', and 'Description'. The table lists several services: Manicure (Value: 25, Description: A luxurious beauty treatment), Infil (Value: 26, Description: Description), Pedicure (Value: 29, Description: Description), Full Set (Value: 48, Description: Description), File & Polish (Value: 15, Description: Description), Nail Repair (Value: 10, Description: Description), and Acrylic Refil (Value: 18, Description: A maintenance service for Acrylic nails., highlighted with a blue border). To the right of each row are 'Update' and 'Remove' buttons. At the bottom of the table is a row with 'Name', 'Price', and 'Description' input fields, and an 'Add' button.

### 4.1.5.2 Removing a Service

Before you can consider deleting a service, you need to check if the service is already booked by a customer. For now, you are unable to delete a service that is used by a customer already, which is done to improve the integrity of the database.

You can check if a service is used by hovering over the pie chart on the dashboard.

If it is not on the piechart, you are able to continue deleting the service.



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First, find the service you wish to delete. In this example i will be deleting “Rare Candy”.

Name	Value	Description	Update	Remove
Nail Repair	10	A maintenance service for	Update	Remove
Acrylic Refil	18	A maintenance service for	Update	Remove
Rare Candy	99	Can you afford this?	Update	Remove
Name	Price	Description	Add	

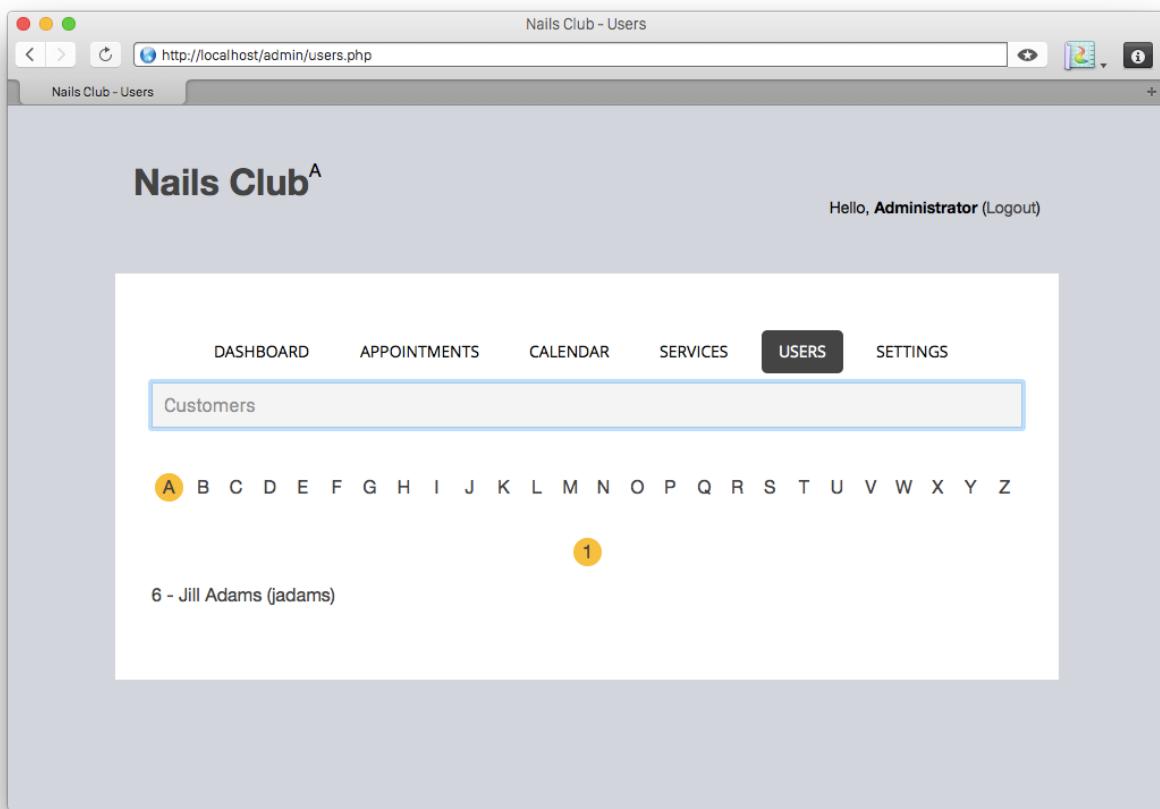
Then, on the far right, click the remove button that is on the same row as the item you wish to delete. The page will reload, notifying you of the change.

The screenshot shows a web application window titled "localhost/admin/services.php". The top navigation bar includes links for DASHBOARD, APPOINTMENTS, CALENDAR, SERVICES (which is currently selected), USERS, and SETTINGS. A yellow success message box displays the text "The service has been deleted." Below the message, the "Services" section is listed with a table:

Option	Value (£)	Description	Update	Remove
Manicure	25	A luxurious beauty treatment	Update	Remove
Infil	26	Description	Update	Remove
Pedicure	29	Description	Update	Remove
Full Set	48	Description	Update	Remove
File & Polish	15	Description	Update	Remove
Nail Repair	10	Description	Update	Remove
Acrylic Refil	18	A maintenance service for	Update	Remove
Name	Price	Description	Add	

## Scheduling System

### 4.1.6 Users

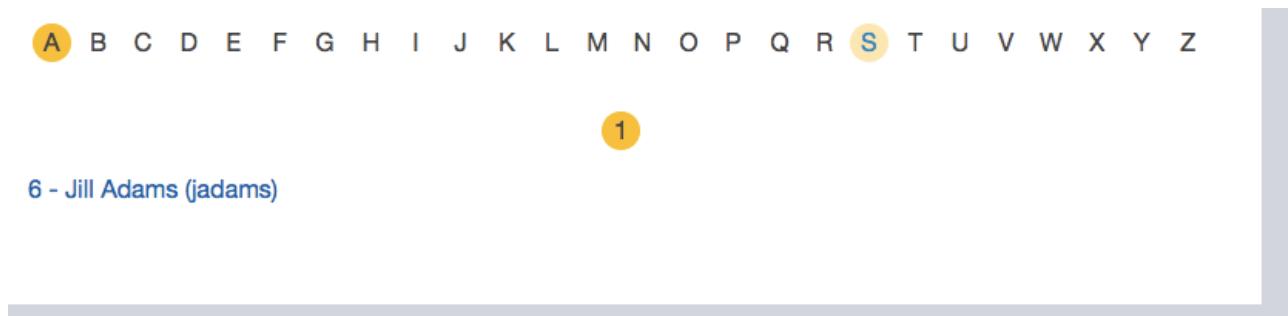


On this page you can access the different users on the site, customer or staff. These two categories are separated by the on-load and selected dropdown. By default it is set to load customers, but it can be changed to staff.

Users are displayed in order of surname in ascending order. By default, it is set to A. Pagination is also handled on this page, dividing the total number of customers loaded per page to ten.

#### 4.1.6.1 Finding a Customer

Start by clicking on the Letter corresponding to the surname of your customer. In this example i will be looking for a customer named “Jon Snow”. Jon starts with S, so i will be clicking on that letter.



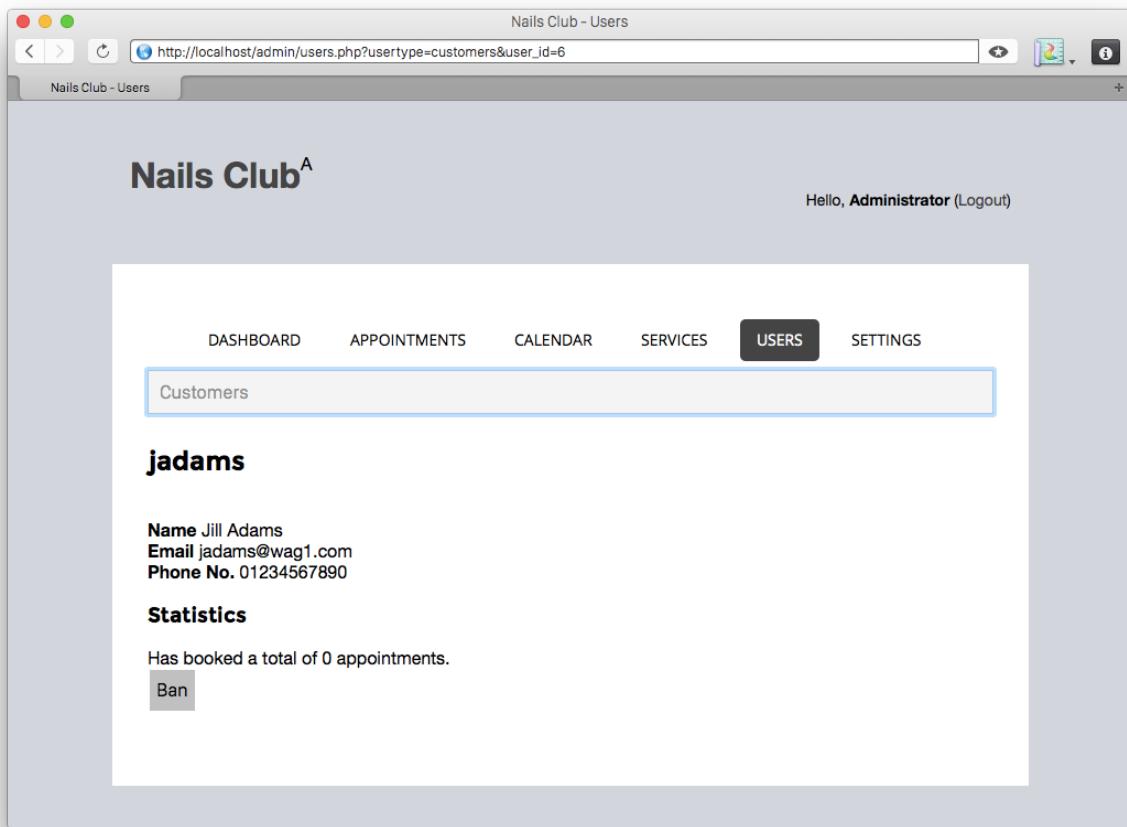
## Scheduling System

The page should now reload, displaying customers with the surname beginning with S.

A screenshot of a web browser window titled "localhost/admin/users.php?char=S". The title bar shows the URL "localhost/admin/users.php?char=S". The page header "Nails Club" and "Hello, Administrator (Logout)" are visible. A navigation menu at the top includes links for DASHBOARD, APPOINTMENTS, CALENDAR, SERVICES, USERS (which is highlighted), and SETTINGS. Below the menu, a search bar contains the placeholder text "Customers". A horizontal list of letters from A to Z is displayed, with "S" being highlighted in yellow. Underneath this list, two customer entries are shown: "3 - Jon Snow (jonsno)" and "5 - Claire Snow (clairesno)".

I can now see that “Jon Snow” is there, on the top of the results. Clicking on the customers name will direct the page to show the customers details, which will now lead us into the next page.

#### 4.1.7 Displaying User Details



On this page, Details about the customer such as the customer's phone number and their email addresses are displayed. It also shows the number of bookings that the customer has booked through the account.

You are given the option to ban the customer account from logging into the system.

##### 4.1.7.1 Banning and Unbanning an Account

To ban an account simply click the “Ban” button. This will then update the database, and now the customer is no longer able to book into the system.



You are also now notified of the account being banned.

## Scheduling System

The screenshot shows a web browser window for the 'Nails Club' scheduling system. The URL is `localhost/admin/users.php?usertype=customers&user_id=3`. The top navigation bar includes links for DASHBOARD, APPOINTMENTS, CALENDAR, SERVICES, USERS (which is selected), and SETTINGS. A welcome message 'Hello, Administrator (Logout)' is at the top right. A yellow banner at the top of the main content area says 'Jon is now banned.' Below this, the user profile for 'jonsno' is displayed, showing the name 'Jon Snow', email 'thien.nguyen@me.com', and phone number '0747811111'. A section titled 'Statistics' indicates 'Has booked a total of 31 appointments.' and features a grey 'Unban' button.

To un-ban the customer, simply click the “Un-ban” button.



The page will reload, and it will notify you of the change. The customer is now able to log in again.

This screenshot shows the same web browser window after the customer has been unbanned. The yellow banner now says 'Jon is now unbanned.' The rest of the page content is identical to the previous screenshot, including the user profile information and the 'Statistics' section with the 'Unban' button.

## 4.1.8 Staff List

The screenshot shows a web application window titled "Nails Club - Users" with the URL "http://localhost/admin/users.php?usertype=staff". The page header includes the "Nails Club - Users" logo, a "Hello, Administrator (Logout)" message, and a navigation menu with links for DASHBOARD, APPOINTMENTS, CALENDAR, SERVICES, USERS (which is highlighted in dark grey), and SETTINGS.

The main content area is titled "Staff" and displays two staff members with their details:

Forename:	Action Buttons
Joseph	Update   Ban   Generate New PIN
Surname:	
Good	
Email:	
jg00d@good.com	

Below this, there is another row of staff member details:

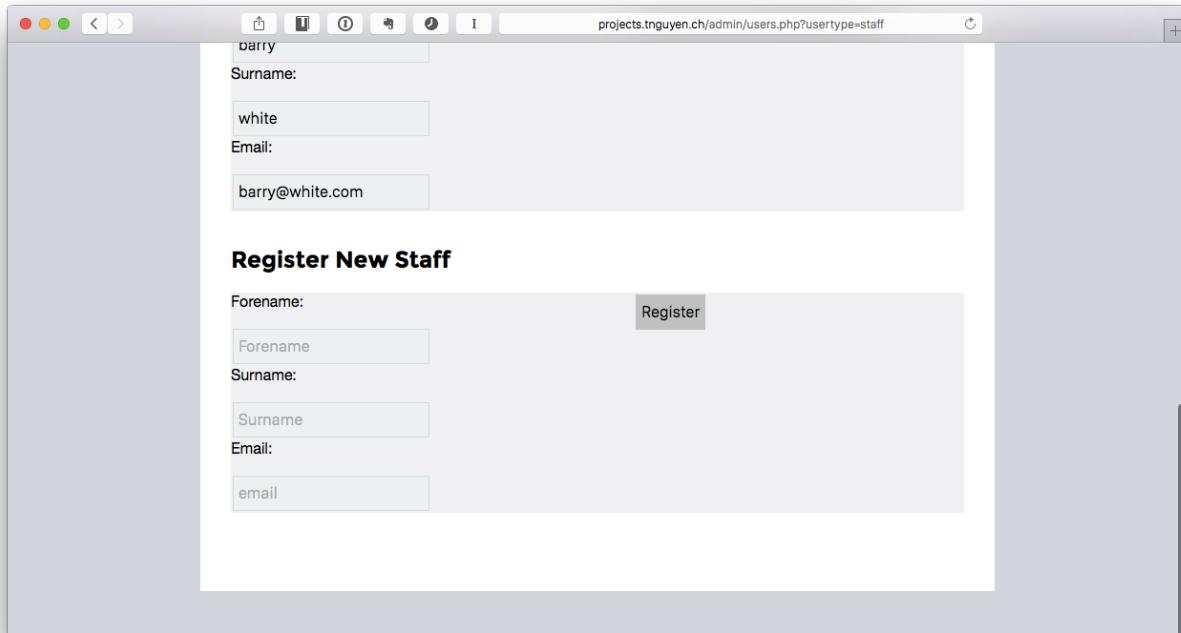
Forename:	Action Buttons
	Update   Ban   Generate New PIN

Details about staff are displayed this page. On this page you can add new staff or adjust the current staff. You are also given the option to generate a new PIN for the Staff to use. A New Pin is sent to the staff through Email.

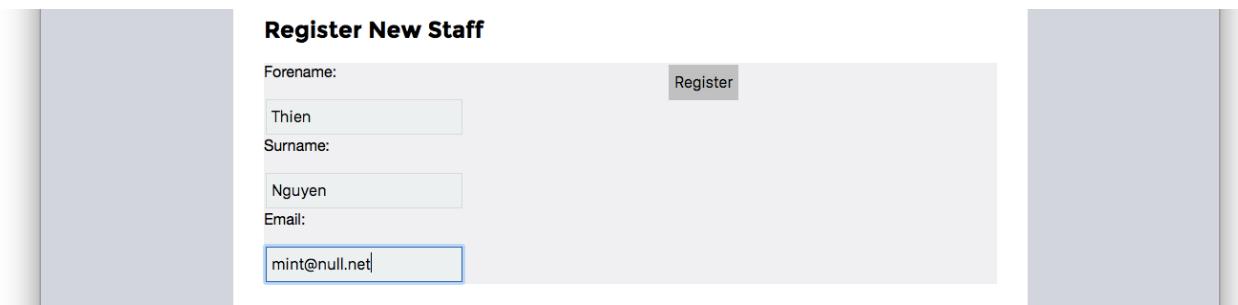
You can also ban staff who are fired or staff who have left the business. They can also be un-banned.

### 4.1.8.1 Adding a New Staff Member

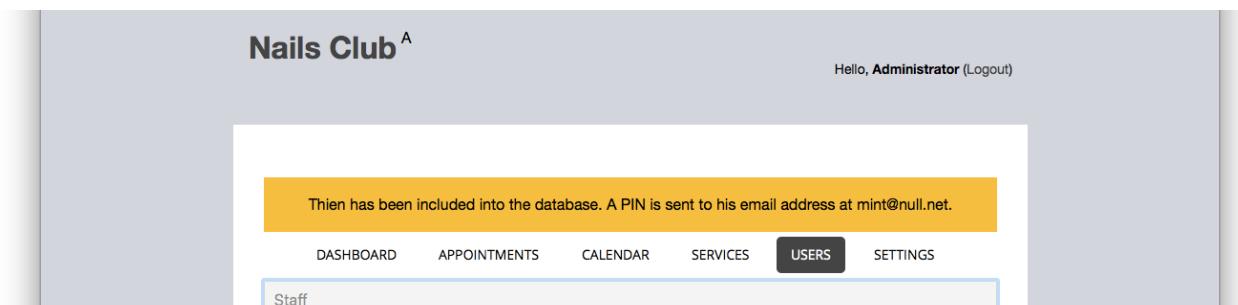
To start, scroll to the bottom of the page where the option to add a new staff member is displayed.



Type in the Staffs credentials and click register to continue.



You will now be prompted that the new staff is now included in the database. The staff will now be able to log in using the PIN that is sent to his email address.



## Scheduling System

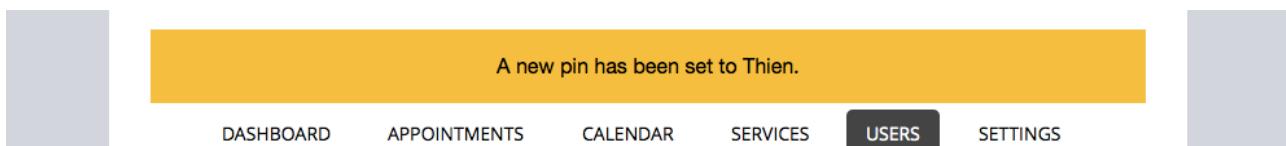
### 4.1.8.2 Generating a New PIN for a Staff Member

This may be done in the event that the staff's PIN is forgotten or that someone else knows the password.

In order to generate a new PIN, simply click on "Generate New PIN".

The screenshot shows a form for updating staff information. It includes fields for Forename (Thien), Surname (Nguyen), and Email (mint@null.net). There are three buttons at the top right: 'Update' (disabled), 'Ban' (disabled), and 'Generate New PIN' (highlighted in blue).

You should now be prompted that a new pin is generated for that staff.

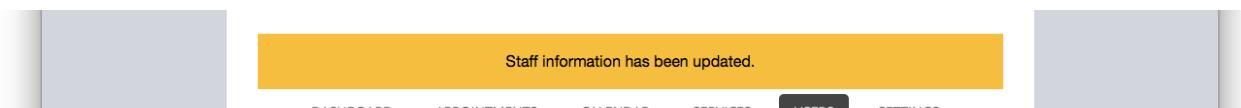


### 4.1.8.3 Updating Staff Information

To modify staff information, simply change the details of the staff and click the "Update button" when you are finished. You can only update one staff at a time, so click "Update" when you are finished with editing that specific staff before modifying another staff's details.

The screenshot shows a form for updating staff information. The Forename field has been changed to "Thiene". The other fields (Surname, Email) remain the same as in the previous screenshot. The 'Update' button is highlighted in blue.

You will now be prompted of the change being successful.



### 4.1.8.4 Banning and Unbanning Staff

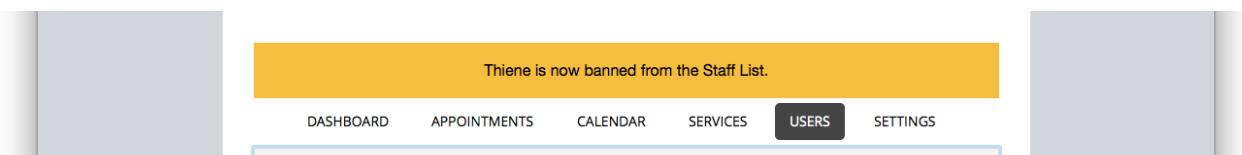
To ban a staff, go to their details and simply click the “Ban” button.

The screenshot shows a staff member's profile with the following details:

- Forename: Thiene
- Surname: Nguyen
- Email: mint@null.net

At the bottom right of the form are three buttons: "Update", "Ban", and "Generate New PIN". The "Ban" button is highlighted with a dark background.

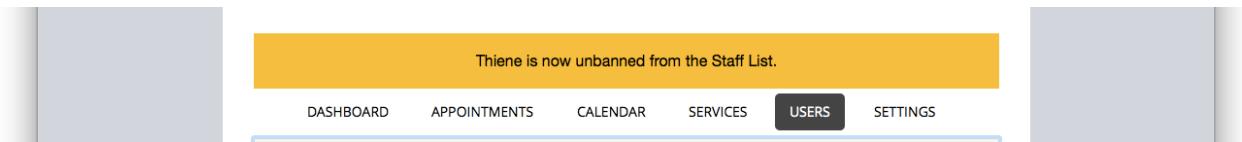
You should now be informed that the staff is now banned. This stops the staff from logging into the Staff Checkins.



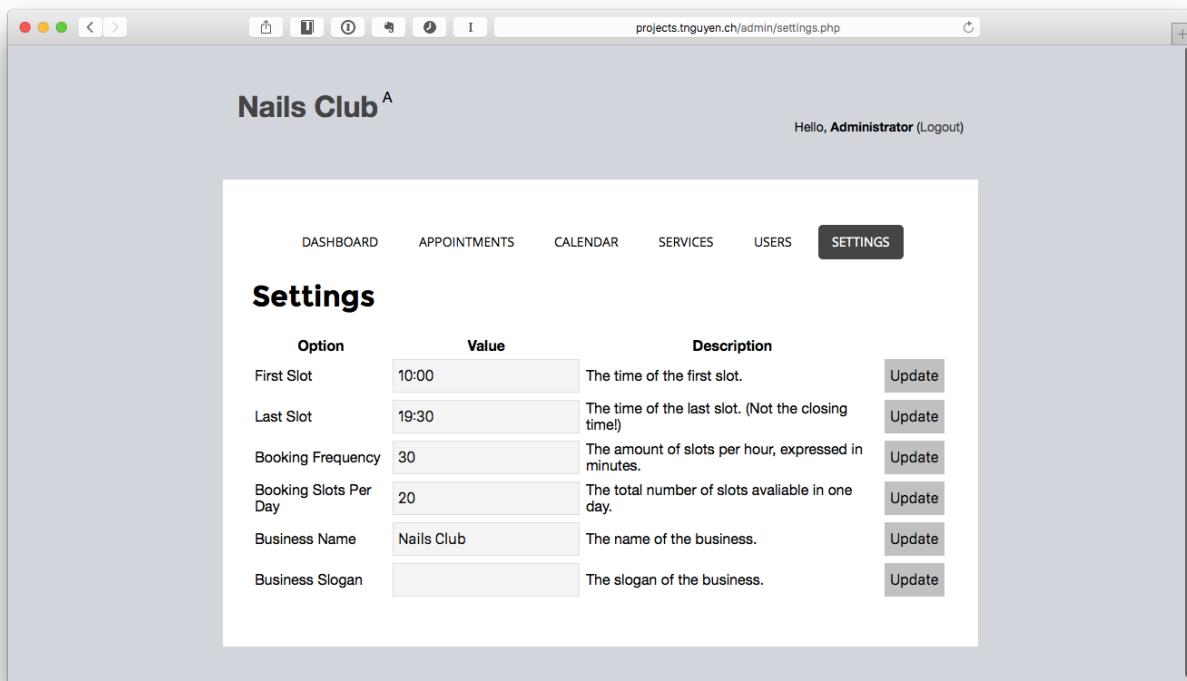
To un-ban, simply click to the “Un-ban” button corresponding to the staff you wish to un-ban.

The screenshot shows the same staff member's profile as before, with the same details: Forename: Thiene, Surname: Nguyen, Email: mint@null.net. At the bottom right, the "Ban" button has been replaced by an "Unban" button, which is highlighted with a dark background.

You should now be informed that the staff is now un-banned.



#### 4.1.9 Settings



This page is used to adjust or update settings that are set on the system. You can set the time of the first booking and last booking times, the booking frequency, the business name and the slogan.

Whenever you click update, the row the update button is executed on will be updated, provided that the value is correctly validated. The syntax for each input is displayed below.

Option	Value Syntax
First Slot	HH:MM
Last Slot	HH:MM
Booking Frequency	Number in minutes
Business Name	Text
Business Slogan	Text (Optional)

## Scheduling System

### 4.1.9.1 Updating a Setting

Let's say in this instance that I wish to change the name of the system to "Business Name". First, find the business name row, and edit the text-box to accommodate the new name of the system. When you are ready, click update.

A screenshot of a web-based scheduling system's settings page. The page has a header with a logo and navigation links. Below the header is a search bar and a main content area. The content area contains several input fields with labels and descriptions. One field, 'Business Name', has the value 'Business Name' and is highlighted with a blue border. To its right is a description: 'The name of the business.' Below this is another field with the label 'Business Slogan' and a description 'The slogan of the business'. There are three 'Update' buttons at the bottom right of the input group.

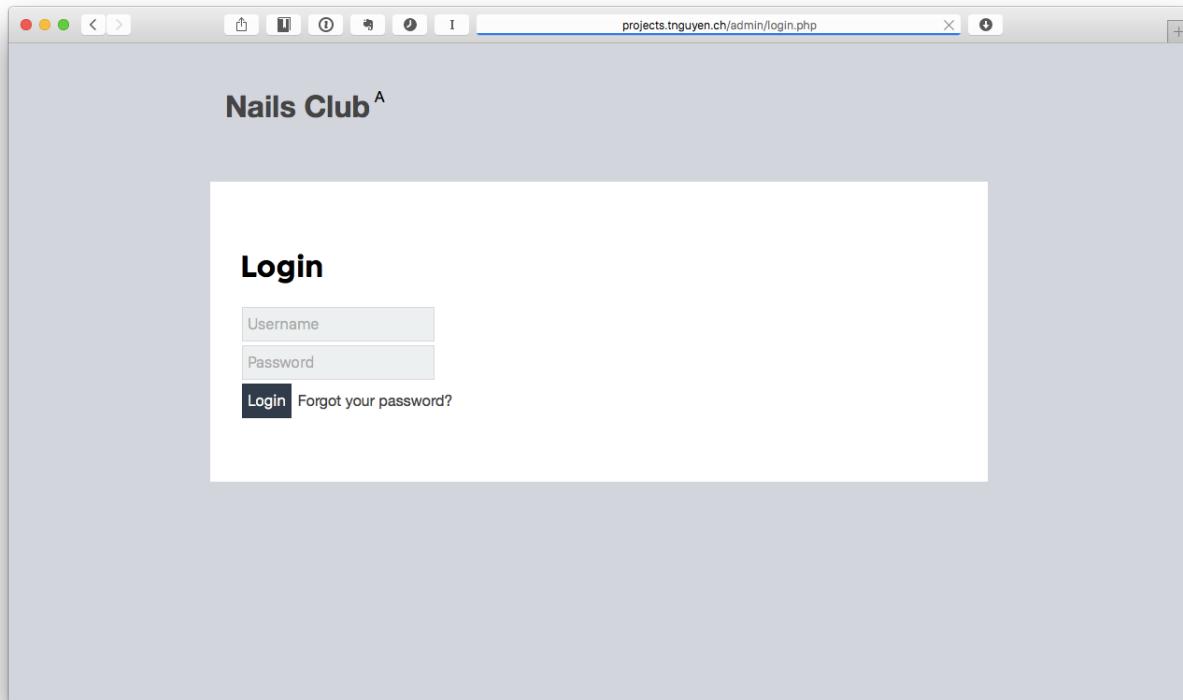
You should now be prompted of the change, and you can see the change happen as the new business name is now displayed on the top left of the system.

A screenshot of a web browser displaying the 'localhost/admin/settings.php' page. The title bar shows the URL. The main content area has a header 'Business Name<sup>A</sup>' and a 'Hello, Administrator (Logout)' link. Below the header is a yellow success message box containing the text 'Your information has been updated into the database.' Underneath the message is a navigation menu with tabs: DASHBOARD, APPOINTMENTS, CALENDAR, SERVICES, USERS, and SETTINGS. The SETTINGS tab is currently selected. The main content area is titled 'Settings' and contains a table with three rows. The first row has columns for 'Option', 'Value', and 'Description'. The second row has columns for 'First Slot', '10:00', and 'The time of the first slot.'. The third row has columns for 'Last Slot', '20:00', and 'The time of the last slot. (Not closing time!)'. The fourth row has columns for 'Booking Frequency', '30', and 'The interval of each booking, expressed in minutes.'. Each row has an 'Update' button at the end. The entire screenshot is framed by a thick gray border.

### 4.1.10 Logging Out

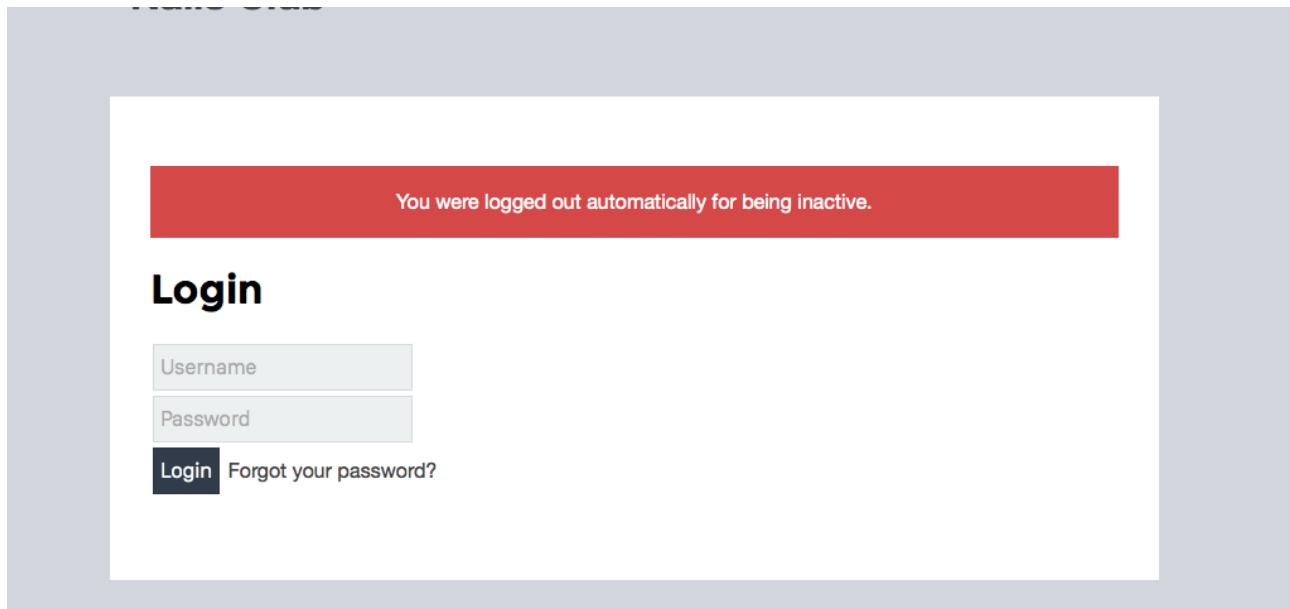
To log out, simply click on the "Logout" link on the top right of the system.

## Scheduling System



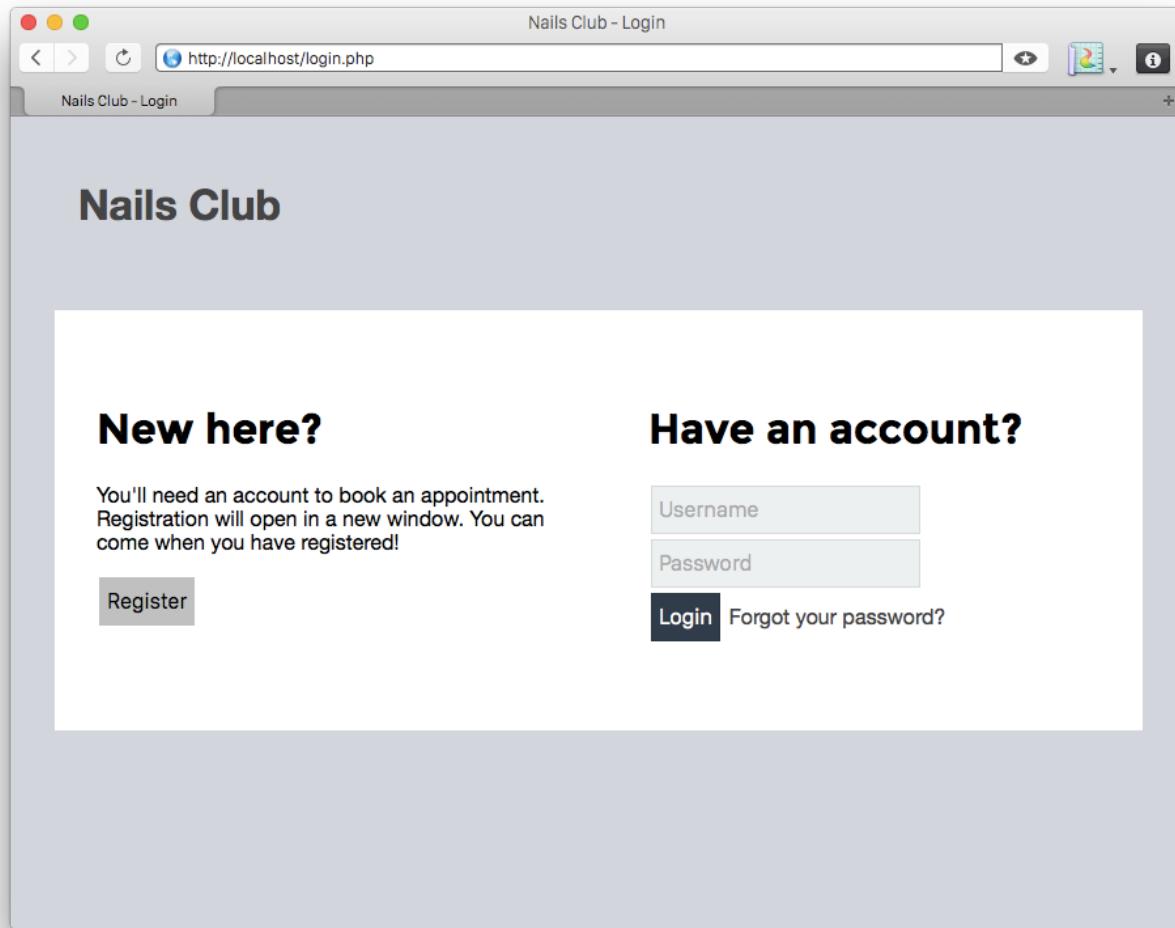
You should now be taken back to the login screen.

### 4.1.11 Inactivity



In the event that you haven't been using the system in the last ten minutes the system will automatically time you out. This is done to improve security measures.

## 4.2 Customer

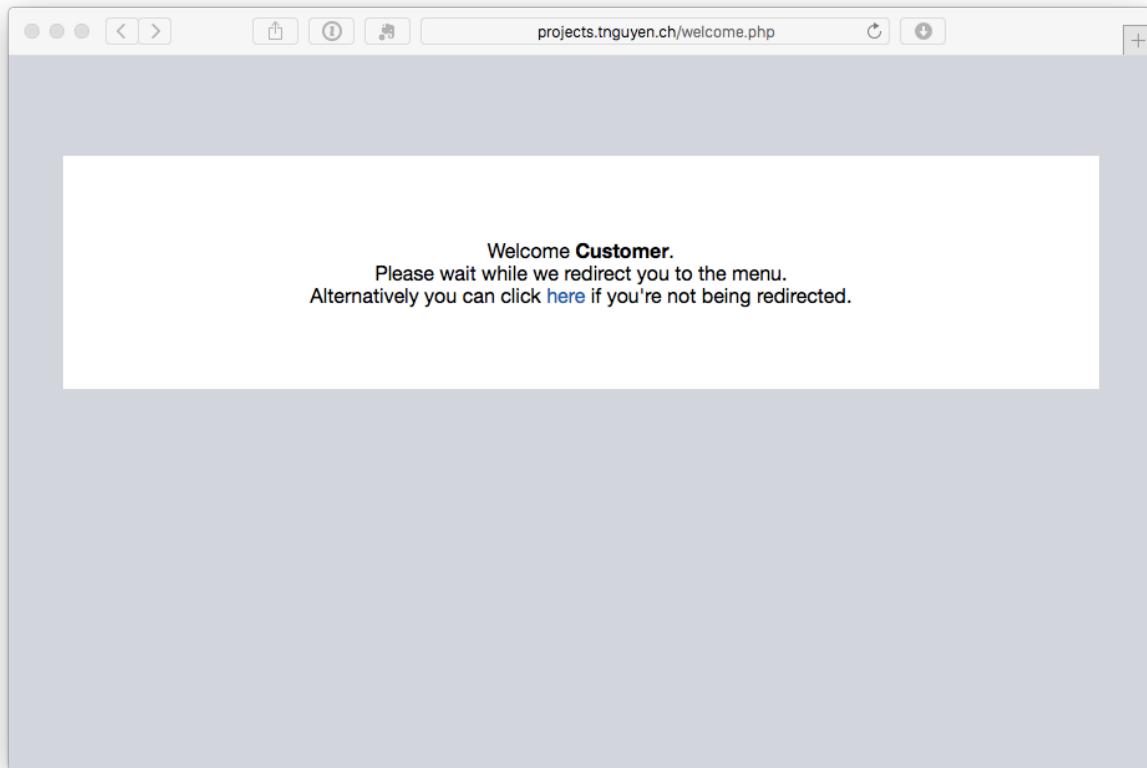
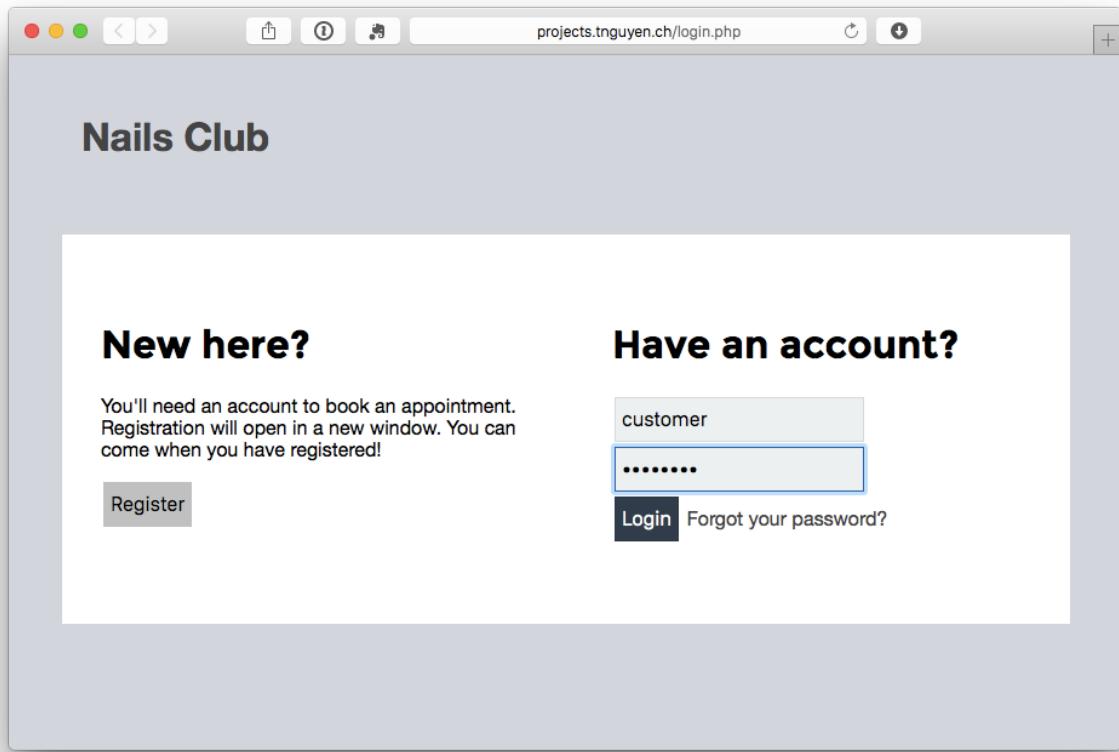


### 4.2.1 Login Page

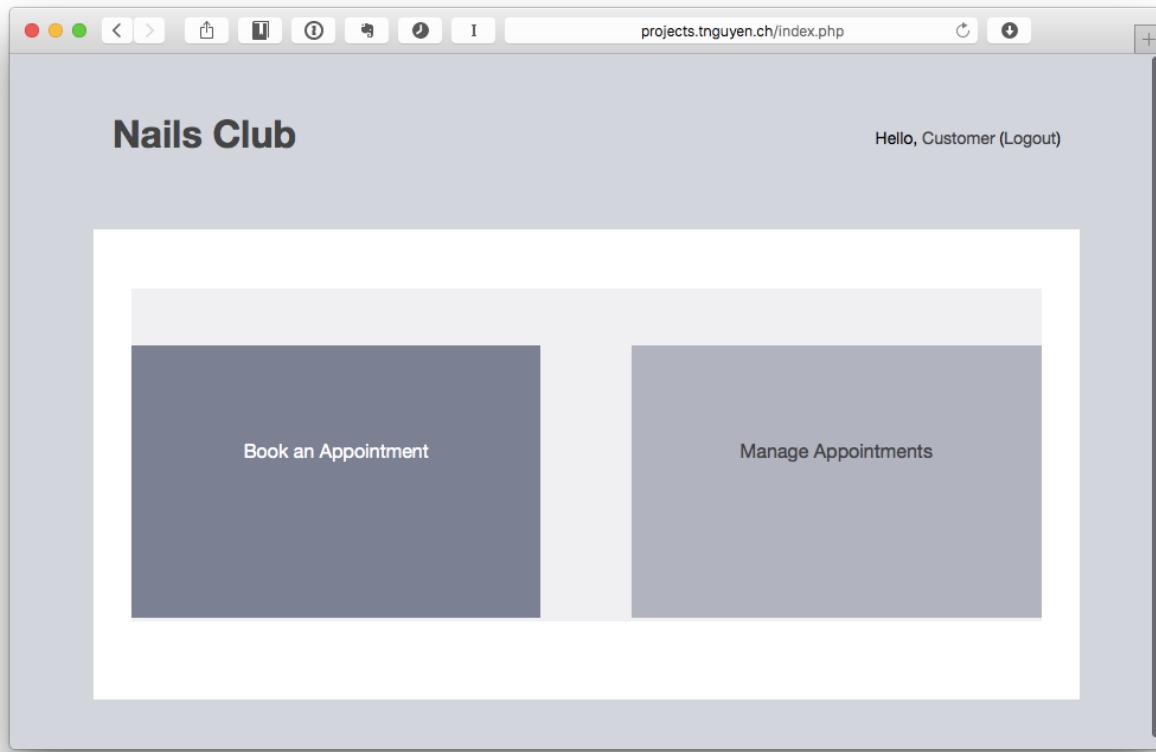
This will be the homepage, and you're given the option to register, or to log in. Additionally, if you have registered already but forgot your password, you can access a link to recover your password. Clicking the register button will redirect you to the registration page.

If you have an account and log in using the credentials, If the system finds that the credentials match, then you are directed into the dashboard.

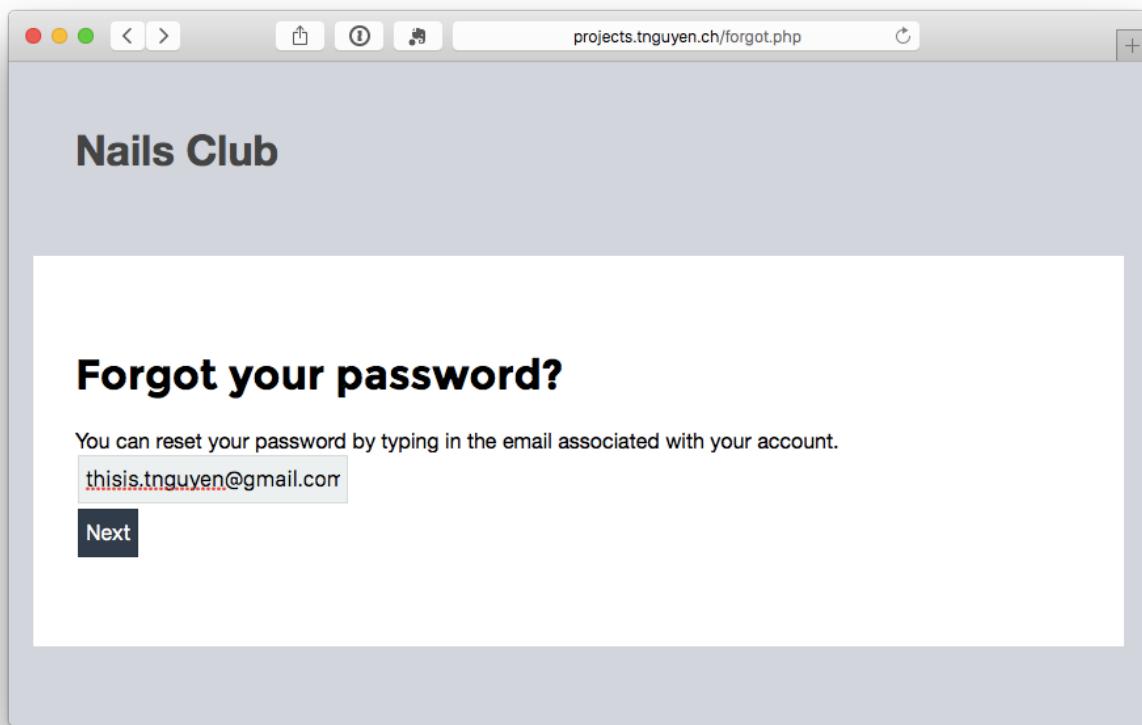
#### 4.2.1.1 Logging In



## Scheduling System

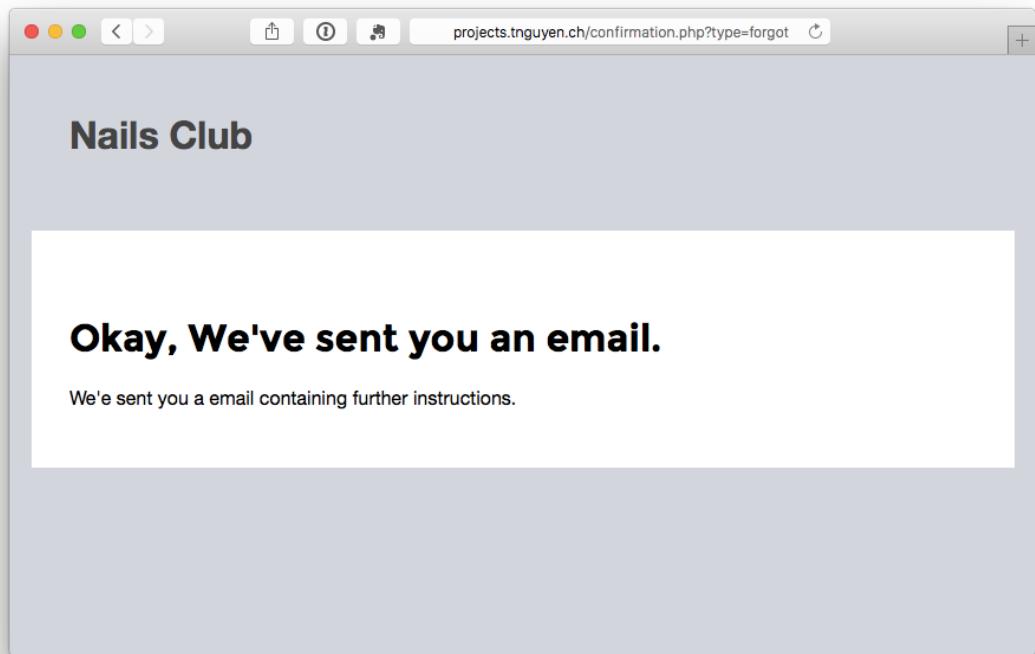


### 4.2.2 Forgot Password



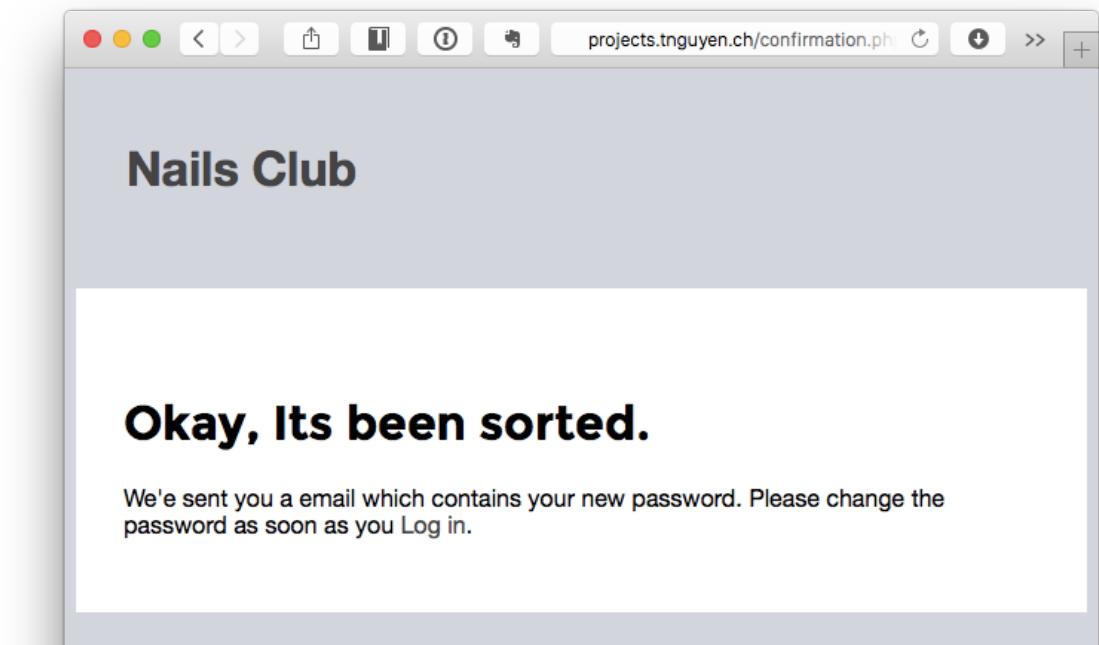
Like the login, this part of the program similarly follows the footsteps of the enacted design. When a email address is correctly entered a email would be sent to them about further instructions. Type in your email that is associated with the account you registered and click "Next".

## Scheduling System

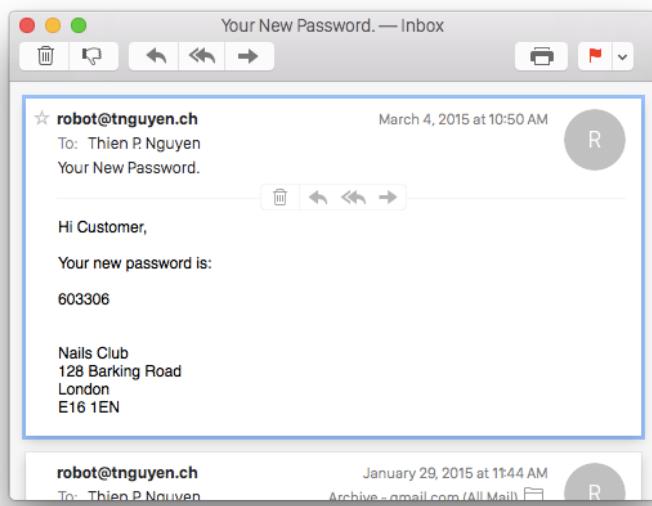
A screenshot of a Gmail inbox. The left sidebar shows categories like "Inbox (16)", "Drafts (6)", and "Outlook (6)". The main pane shows an email from "robot@tnguyen.ch" with the subject "Forgotten Password request?". The email body says "Hi Customer, You have req 11:32 AM (12 minutes ago)" and "Hi Customer, You have requested to reset your password. Click the link below." followed by a link: <http://projects.tnguyen.ch/confirmation.php?type=forgot&value=1b43882844a61ff9e09bc6fb77dafa194f9c2762>. At the bottom, there's a placeholder "Click here to Reply or Forward".

You should now be notified that an email is sent to the address you inserted. Go into your email and check the delivery of the message. Now, click on the link.

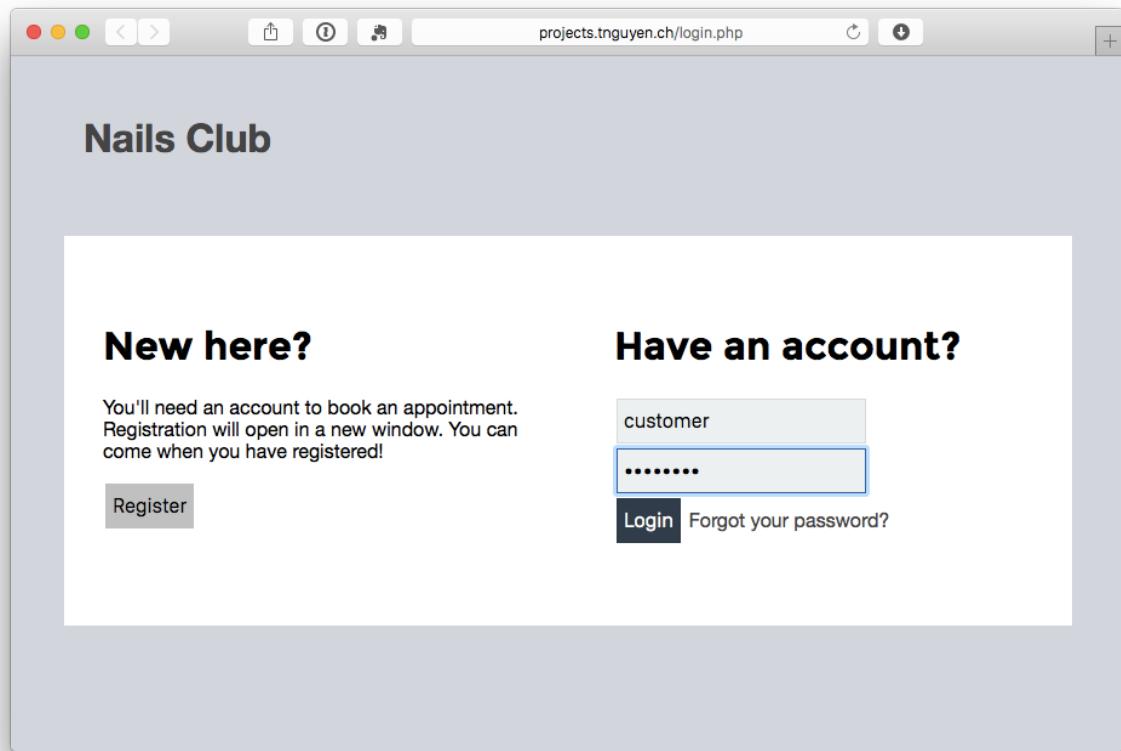
## Scheduling System



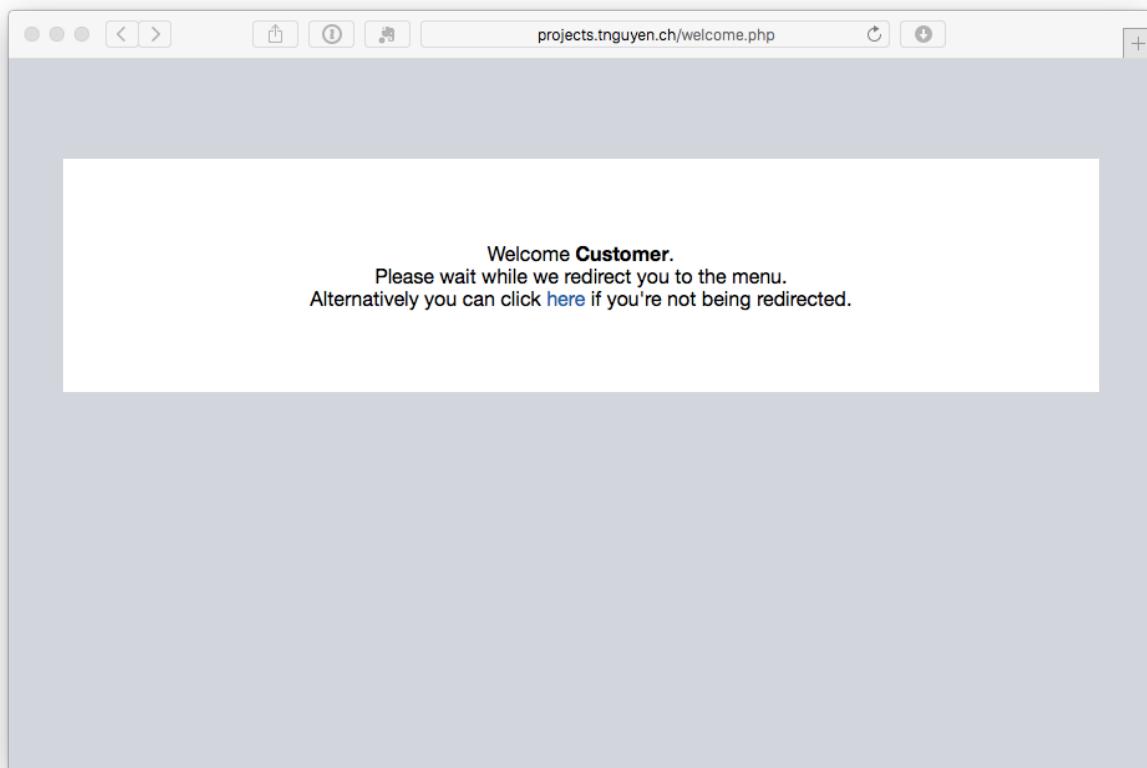
You are now informed that your new password is sent to you by email. So check your inbox again to see the new message containing your new password.



Now, you can use that password alongside with your username to log into the system.



Your new password should now work and you are now logged in.



### 4.2.3 Customer Registration

The screenshot shows a web browser window titled "Nails Club - Register" with the URL "http://localhost/register.php". The page has a header "Nails Club" and a main title "Register". The form fields are as follows:

- Forename: First (text input)
- Surname: Last (text input)
- Username: Username (text input)
- Password: Password (text input)
- Confirm Password: Password (text input)
- Email: example@domain.com (text input)
- Confirm Email: example@domain.com (text input)
- Phone Number: (text input)
- Captcha: A reCAPTCHA challenge image showing the number "178" on a building facade, with a text input field below it labeled "Type the text" and a "reCAPTCHA" button.
- Next: A large red "Next" button at the bottom right.

In this page you are shown a form which is necessary to be filled in order to register an account. You'll need to fill in your full name, a username, password, email and phone numbers. You'll also need to fill in a CAPTCHA to prove that you're a human.

## Nails Club

### 4.2.3.1 Registering An Account

#### New here?

You'll need an account to book an appointment. Registration will open in a new window. You can come when you have registered!

[Register](#)

To start, click on the register button on the homepage. This will take you to the registration page where you can fill in the details that we require in order for you to use the booking system.

On the registration page, start by typing in your forename and surname in the designated textboxes.

**Register**

Forename:

Custo

Surname:

Mer

Now, type in the username you wish to have. This is used in order for you to log into our system. On the right it will tell you whether the username is available or not.

Here are some guidelines.

Username:

jonsno|

This username isn't available.

The example above shows that the username is unavailable. This means that another user has already registered with this username.

Username:

jon|

This username is too short!

The username above is too short. Usernames must have at least four characters.

Username:

jonsno!

This username is invalid.

Usernames can only contain letters or numbers.

Username:

customer2

This username is available!

This username is valid.

## Scheduling System

Now, enter a password. A Password meter is shown on the right which will determine the strength of your password.

The screenshot shows a user interface for entering a password. On the left, there is a label "Password:" above a text input field containing five dots ("....."). To the right, there is a label "Password Strength:" above a horizontal bar divided into two colors: red on the left and grey on the right. The word "Weak" is displayed in white text on the red section of the bar.

Here is a guideline for a strong password.

Weak	letters only, numbers only, all in lower case. Password is less than 8 characters.
Good	Letters and numbers. One special character.
Strong	Capital and lower case letters, numbers, More than one special characters.

Now, repeat the password you made into the box called confirm password before continuing.

The screenshot shows a registration form with three text input fields. The first field is labeled "Email:" and contains "example@domain.com". The second field is labeled "Confirm Email:" and also contains "example@domain.com". The third field is labeled "Phone Number:" and contains a partially visible number ending in "1234".

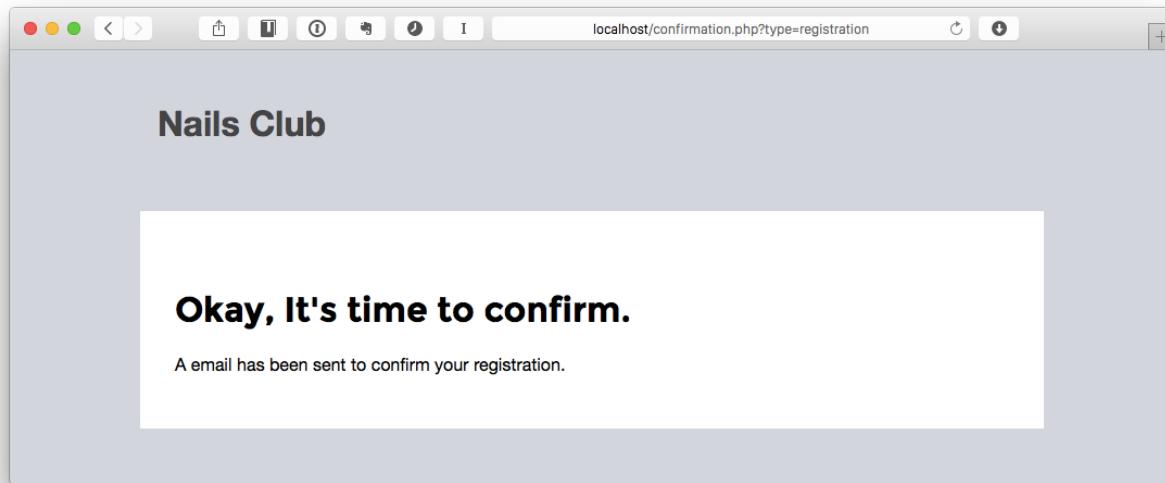
Now type in your email address, and repeat it in the two boxes. Then, type in your phone number. If you don't have an email address, You can make a new account with an email provider such as Gmail, Outlook and Yahoo.



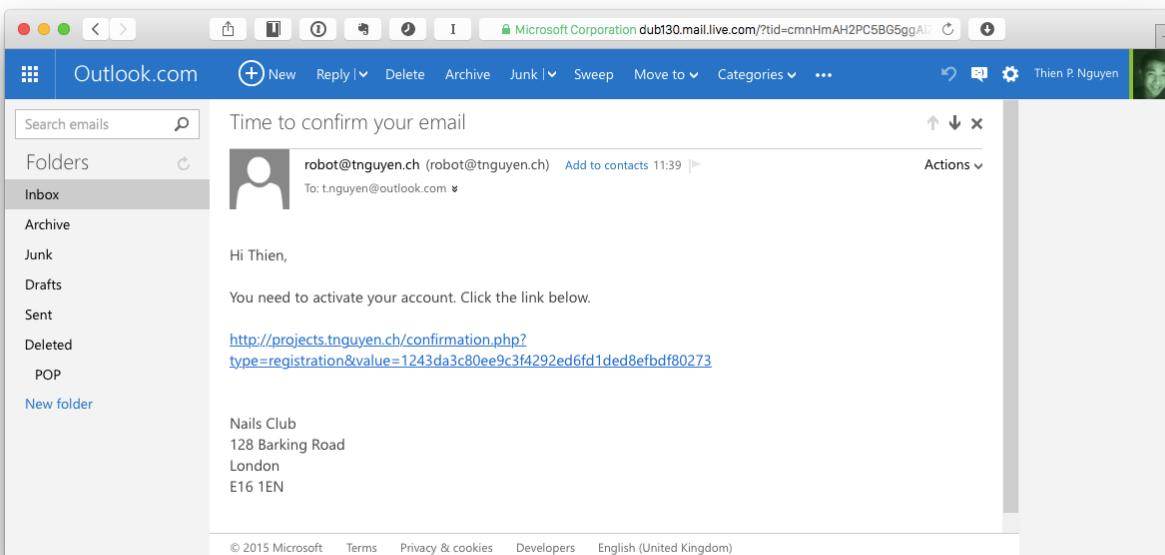
Now, type what you see with the captcha. For this example i would type 296. This is done so to ensure that the user registering is a human. When you are finished with everything, click on Next.

Next

## Scheduling System

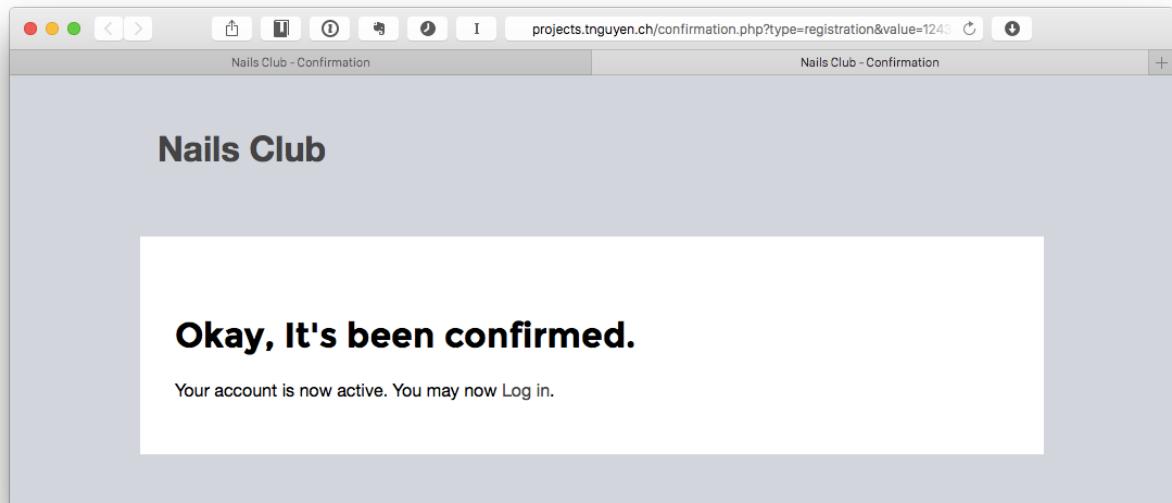


If everything is correct, you will then be notified that an email is sent to confirm your registration.



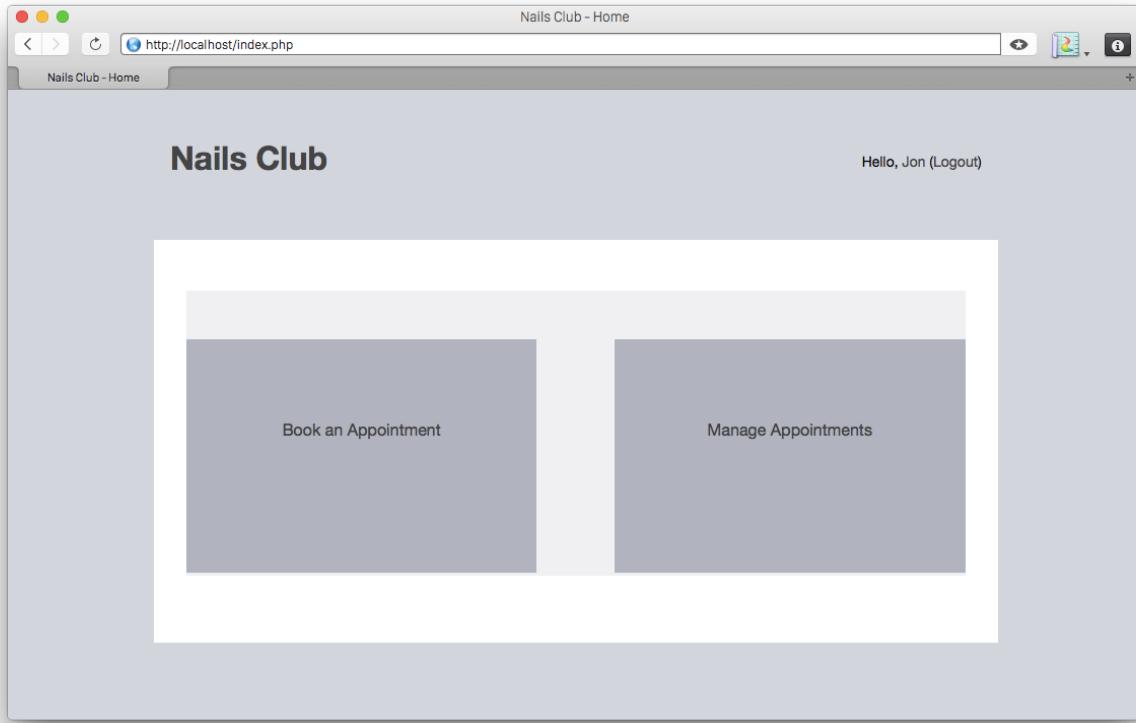
Go back into your email inbox and find the email. Open the message and click the link.

## Scheduling System



Clicking the link will confirm your registration. Your account is now ready to be used.

## Scheduling System



### 4.2.4 Dashboard

The dashboard is accessed whenever you have logged in successfully. At this stage you have the option to book an appointment or manage appointments. Also, they can click on your forename on the top right to access your details.

#### 4.2.5 Calendar

Calendar of the Month and Year

Nails Club - Book Appointment  
Nails Club - Book Appointment  
Hello, Jon (Logout)

**Nails Club**

Click to look at appointments you have already booked.

Pick to select the previous month.

BOOK APPOINTMENT    MANAGE APPOINTMENTS

January, 2015 ?

Mo	Tu	We	Th	Fr	Sa	Su
1	2	3	4			
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

Please select a day.

Click to select the next month.

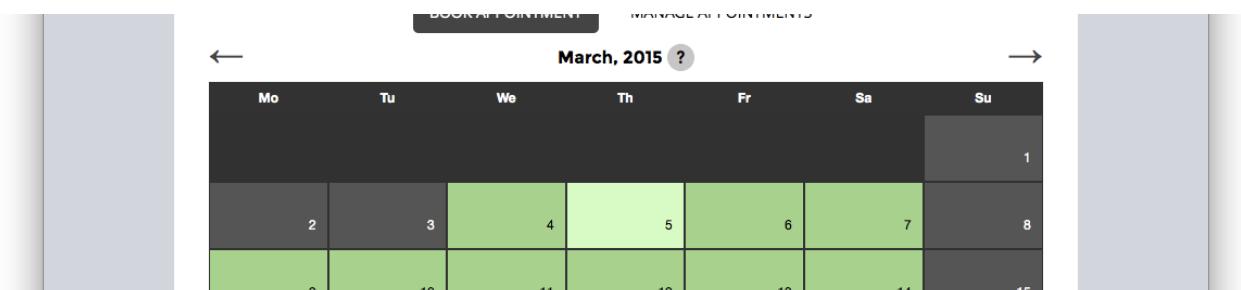
Hovering over the question mark will reveal the Key for the days.

**Key**

- Fully Booked
- Free (Partially)
- Free
- Not Available

## Scheduling System

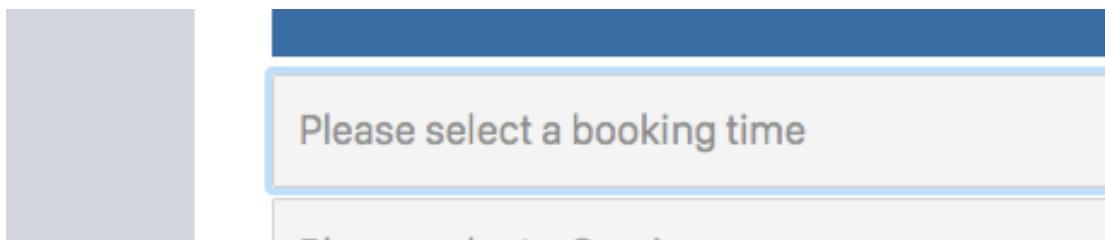
### 4.2.5.1 Booking an Appointment



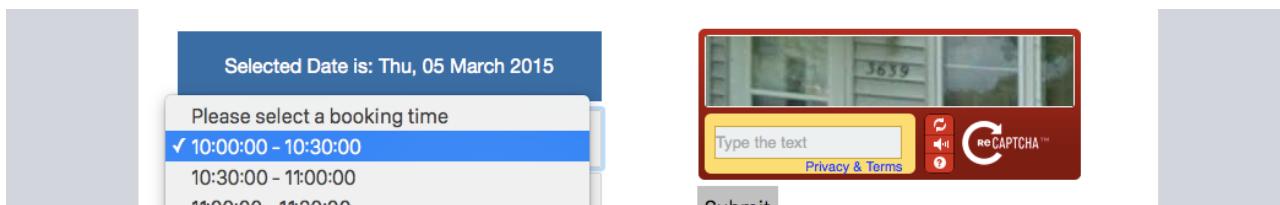
First, let's start by choosing a date. In this example I'll be choosing the 5th of March 2015. Click on the box where the 5 is.

A screenshot of a booking form. At the top, it says "Selected Date is: Thu, 05 March 2015". Below that are four input fields: "Please select a booking time", "Please select a Service", and "Any comments? (140 Character Limit!)". To the right of these fields is a reCAPTCHA verification box with a red border. It contains a CAPTCHA image, a text input field with "Type the text", and the "reCAPTCHA" logo. Below the reCAPTCHA box is a "Submit" button.

The page will now reload with the date chosen underneath.



Now, click the "Please select a booking time" button, and a dropdown will appear.

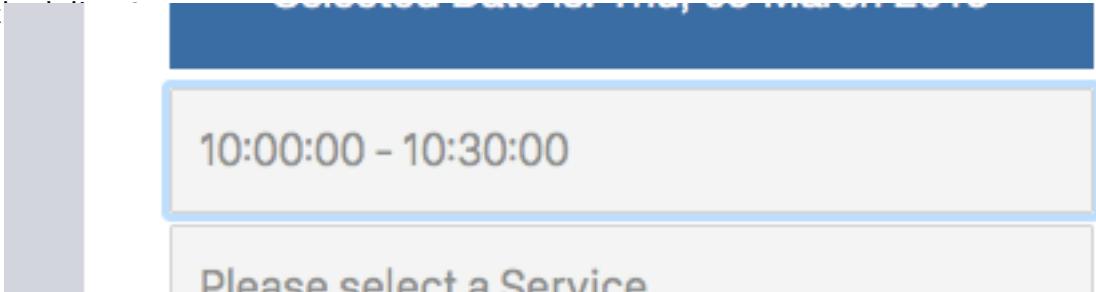


Now, select the time you wish to book your appointment in.

Sc

10:00:00 - 10:30:00

Please select a Service



The dropdown will now close with the time you picked. Now, move on to the second dropdown saying "Please Select a Service" and repeat the same but with the service you require.

10:00:00 - 10:30:00

Please select a Service

✓ Manicure - £25

Infil - £26

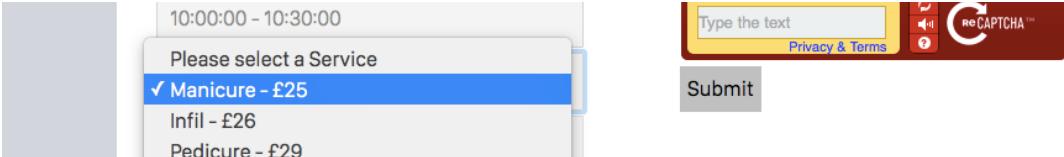
Pedicure - £29

Type the text

Privacy & Terms

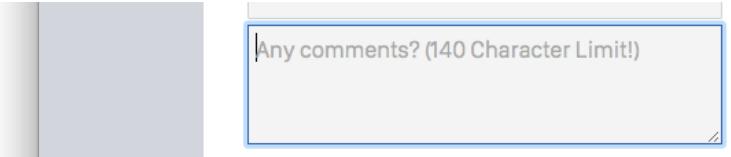
reCAPTCHA

Submit



Now, the next part is optional but it can be a good idea if you require something specialised. Put in a comment if you wish in the text-box below.

Any comments? (140 Character Limit!)



Now, fill in the captcha on the right.

Selected Date is: Thu, 05 March 2015

10:00:00 - 10:30:00

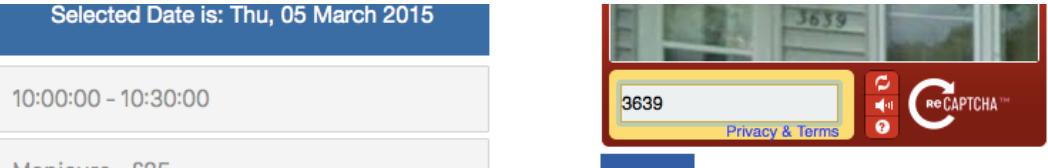
Manicure - £25

3639

Privacy & Terms

reCAPTCHA

Submit



Make sure you check your booking details before you click submit. When you are ready, click submit to continue.

**Nails Club**

Hello, Joanne (Logout)

**Okay, Your appointment is confirmed.**

Your appointment details are sent to your email address.

You should now be notified that the appointment is confirmed. Details should come in your email address.

**COMPOSE**

**Inbox**

- Starred
- Important
- Sent Mail
- Drafts (6)**
- [Imap]/Archive
- [Mailbox]
- ▼ College
- Interviews
- Deleted Messages
- lolz
- Notes

**Your Appointment**     **Inbox**

**robot@tnnguyen.ch**   2:01 PM (9 minutes ago)

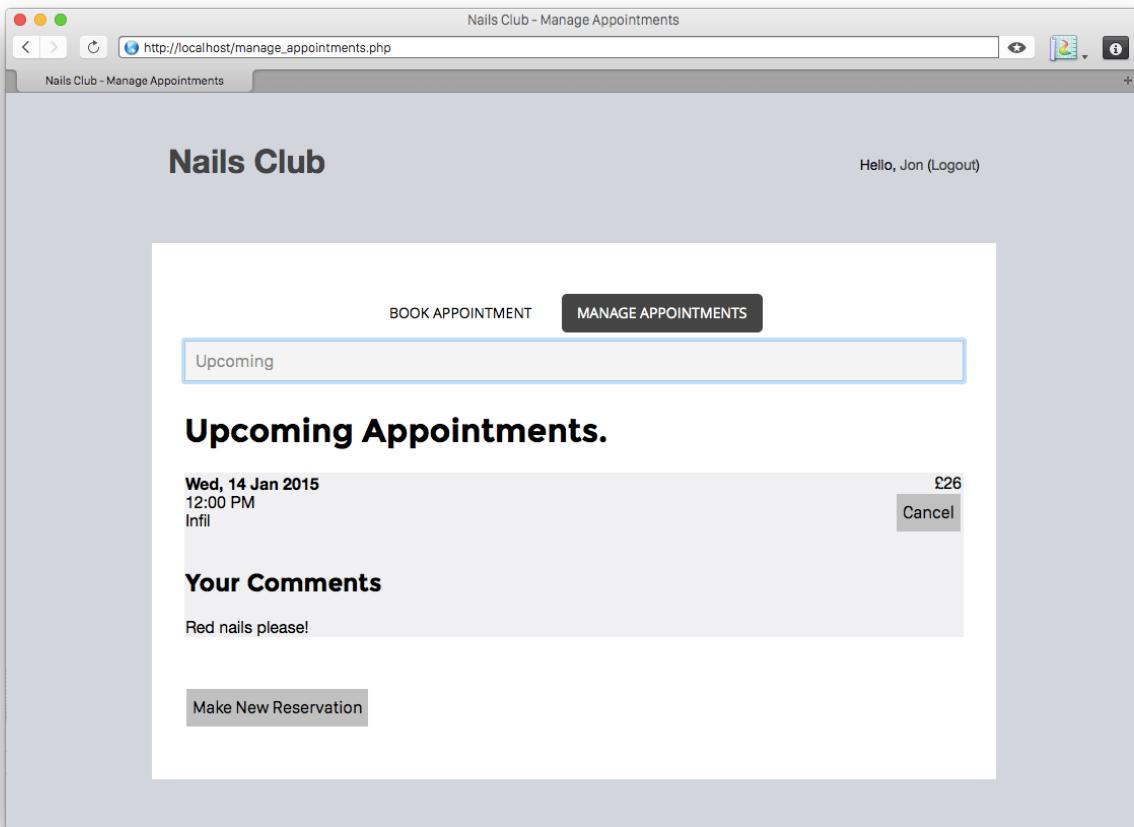
to me

Hi Jon,

You have an appointment at 2015-03-05, 10:00:00 for a Manicure.

Nails Club  
128 Barking Road  
London  
E16 1EN

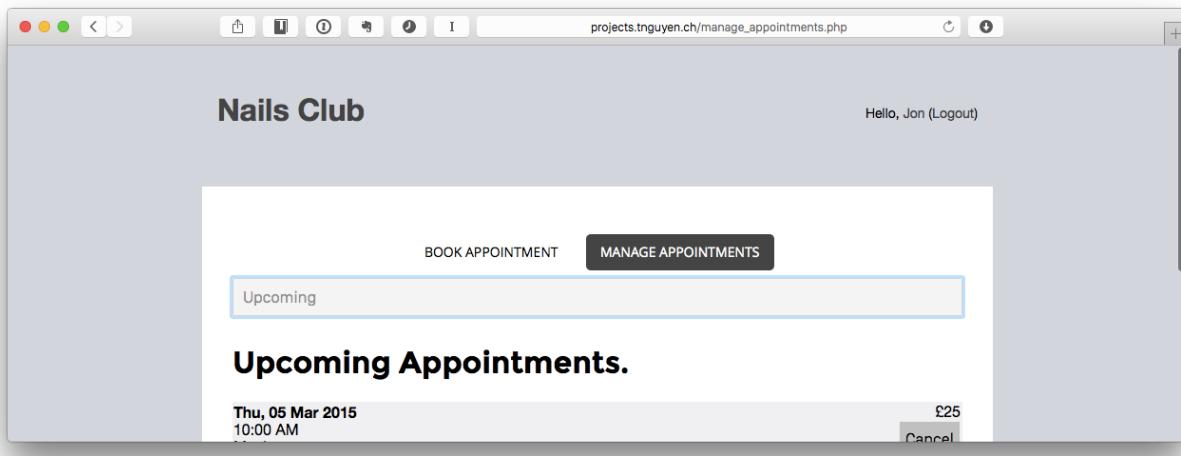
## Scheduling System



### 4.2.6 Your Appointments

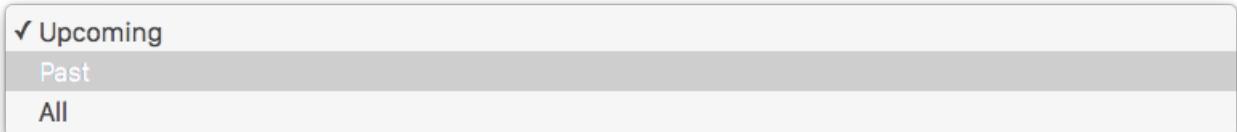
In this section of the page you can see your appointments, Upcoming, or past, and even both combined. This way you can see your booking history in the event that you wish to have an enquiry about your last bookings. This page allows you to cancel upcoming appointments, and book a new reservation.

#### 4.2.6.1 Switching between Past, Upcoming and All Appointments



Start by selecting the box that says “Upcoming”.

## Scheduling System



A dropdown menu will show either “Upcoming”, “Past” and “All”. The tick next to the label shows which page your are currently on. Simply select the option you wish to have. I will choose “Past” in this example.

A screenshot of a web browser window titled "Nails Club". The URL is "projects.tnguyen.ch/manage\_appointments.php?option=past". The page displays "Past Appointments" with two entries:

Date	Time	Service	Cost
Mon, 29 Dec 2014	6:00 PM	Pedicure	£29
Sat, 03 Jan 2015	11:30 AM	Infill	£26

Comments for the first appointment: "I'd like it red please!"

The page will now refresh, showing you your appointments that have been booked in the past.

### 4.2.6.2 Cancelling a Booked Appointment

To cancel a booked appointment, Selecting “Upcoming” on the dropdown menu and find the appointment you wish to cancel. In this example i will be cancelling my appointment on Friday, 6th March 2015.

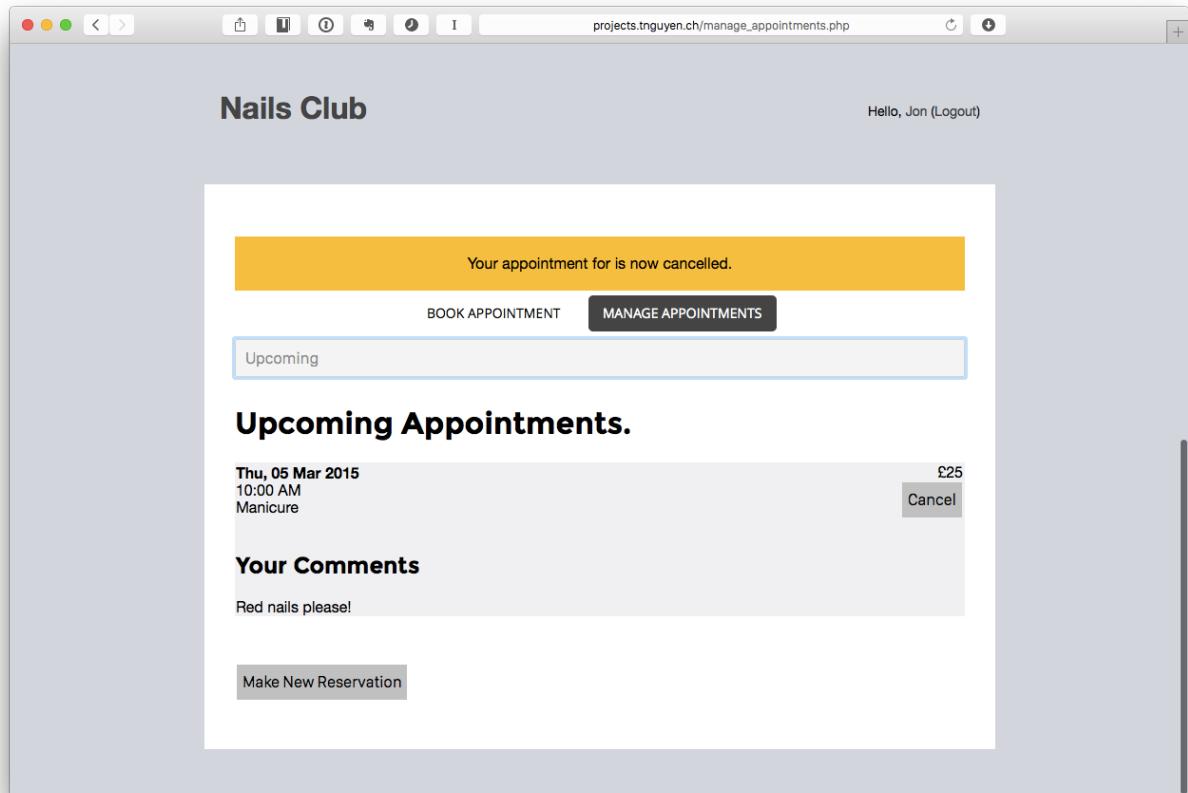
A screenshot of a web browser window titled "Upcoming Appointments". The page displays two entries:

Date	Time	Service	Cost	Action
Thu, 05 Mar 2015	10:00 AM	Manicure	£25	Cancel
Fri, 06 Mar 2015	10:30 AM	File & Polish	£15	Cancel

Comments for the first appointment: "Red nails please!"

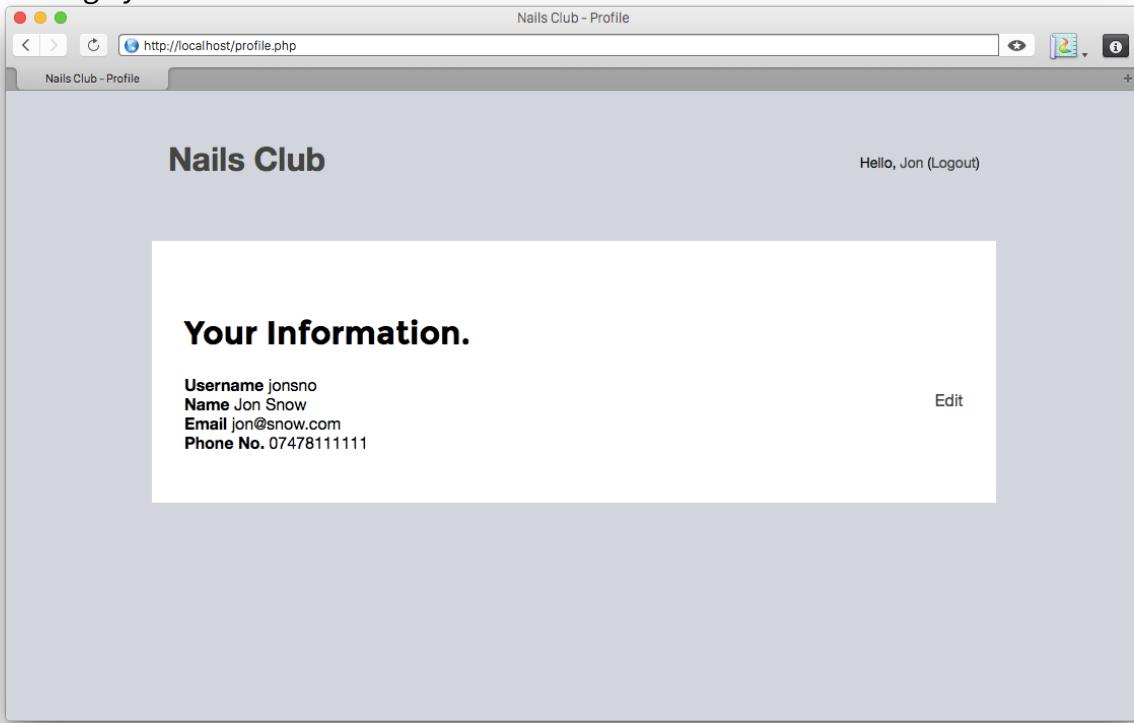
Simply click cancel in the box containing the details you wish to cancel.

## Scheduling System



The booking is now cancelled and you will be notified of the change. To book another appointment, simply click the “Make New Reservation” button at the bottom or click the “Book Appointment” on the top left.

## Scheduling System



### 4.2.7 Users Information

This page is accessed whenever you click on your forename, displayed on the top right of the system. This page displays your current information that is stored in the database, except for the password. A link to edit your information is displayed on the right.

## Scheduling System

### 4.2.7.1 Editing Your Details

The screenshot shows a web page titled "Nails Club - Edit" with the URL "http://localhost/edit.php". The page has a header "Nails Club" and a main section titled "Your Details.". It contains several input fields:

- Forename: Jon
- Surname: Snow
- Password: Password
- Confirm Password: Password
- Email: jon@snow.com
- Phone Number: 0747811111
- Current Password Textfield: (empty)

A red "Update" button is located at the bottom right. Callout boxes with arrows point to specific fields:

- "Forename and Surname Textfields" points to the Forename and Surname fields.
- "New Password Textfields" points to the Password and Confirm Password fields.
- "Email Textfield" points to the Email field.
- "Phone Number Textfield" points to the Phone Number field.
- "Current Password Textfield" points to the empty Current Password field.

When the edit page loads, your current information is displayed in textfields. To make an adjustment, simply modify the textfield and modify them to your preference. For example, if i wished to change my name from “Jon” to “John”, i would change my forename to “John”, replacing what was before it.

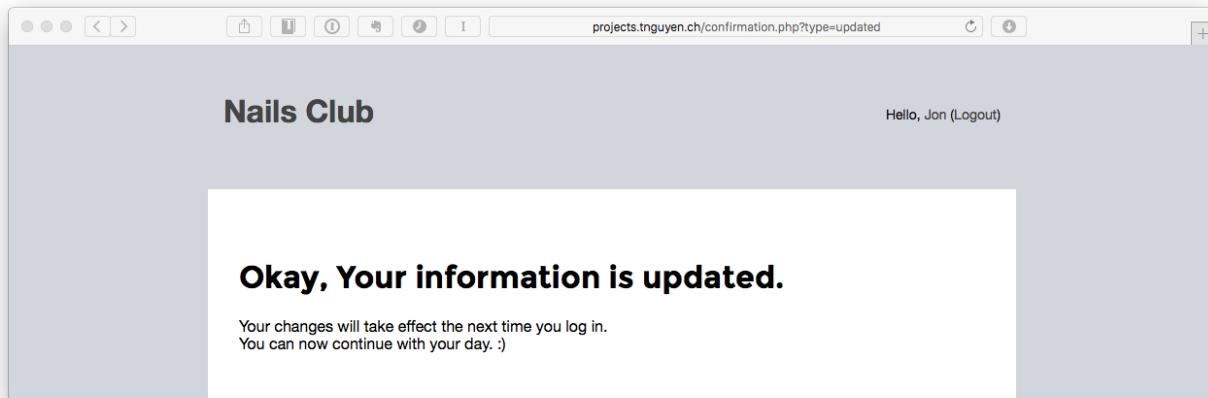
Forename: John|

Surname: Snow

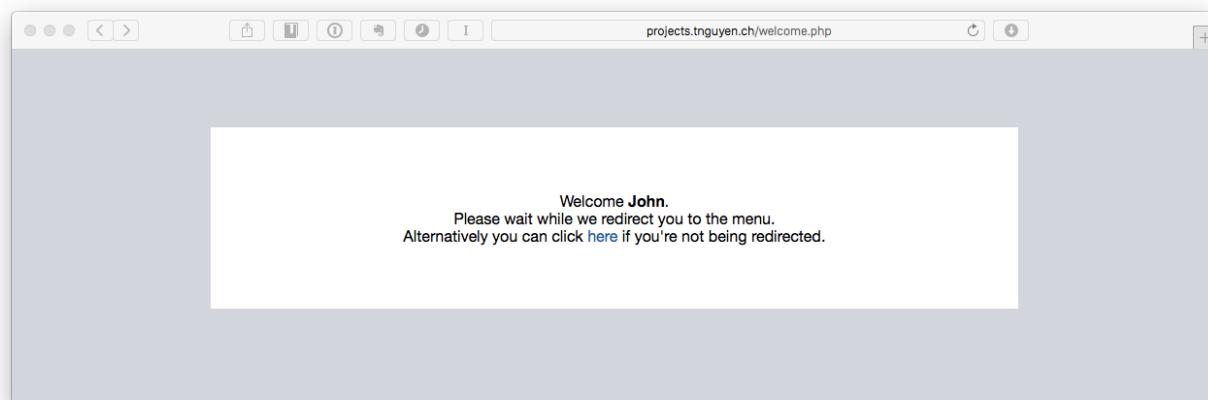
To save the changes, type in your current password in the last textfield at the bottom of the page, and

## Scheduling System

click update.



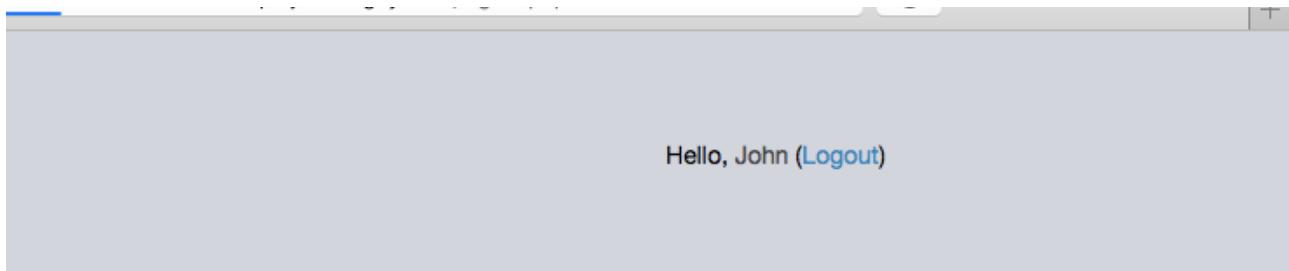
You should now be notified that your information is updated. To see the effect, log out and log back in.



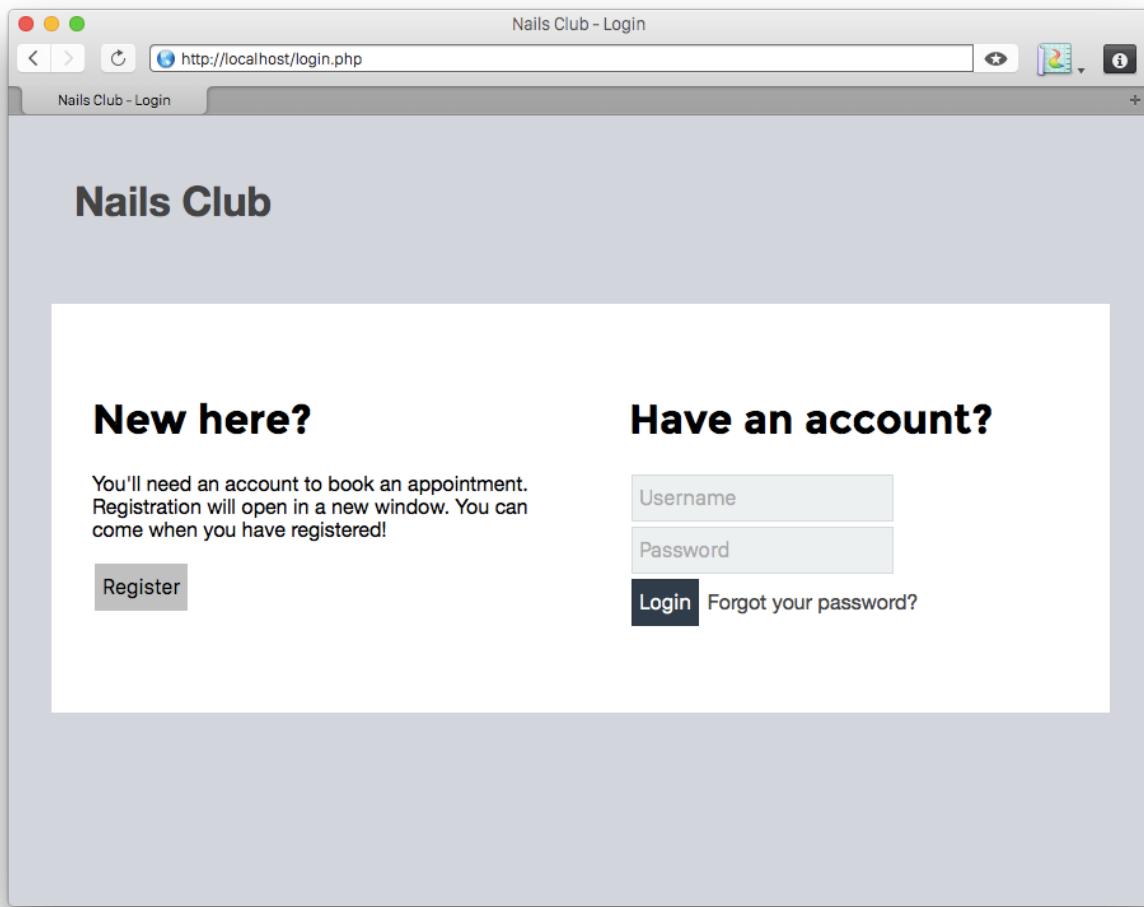
## Caution!

You are unable to adjust your username. To use a new username, please register a new account.

## 4.2.8 Logging Out

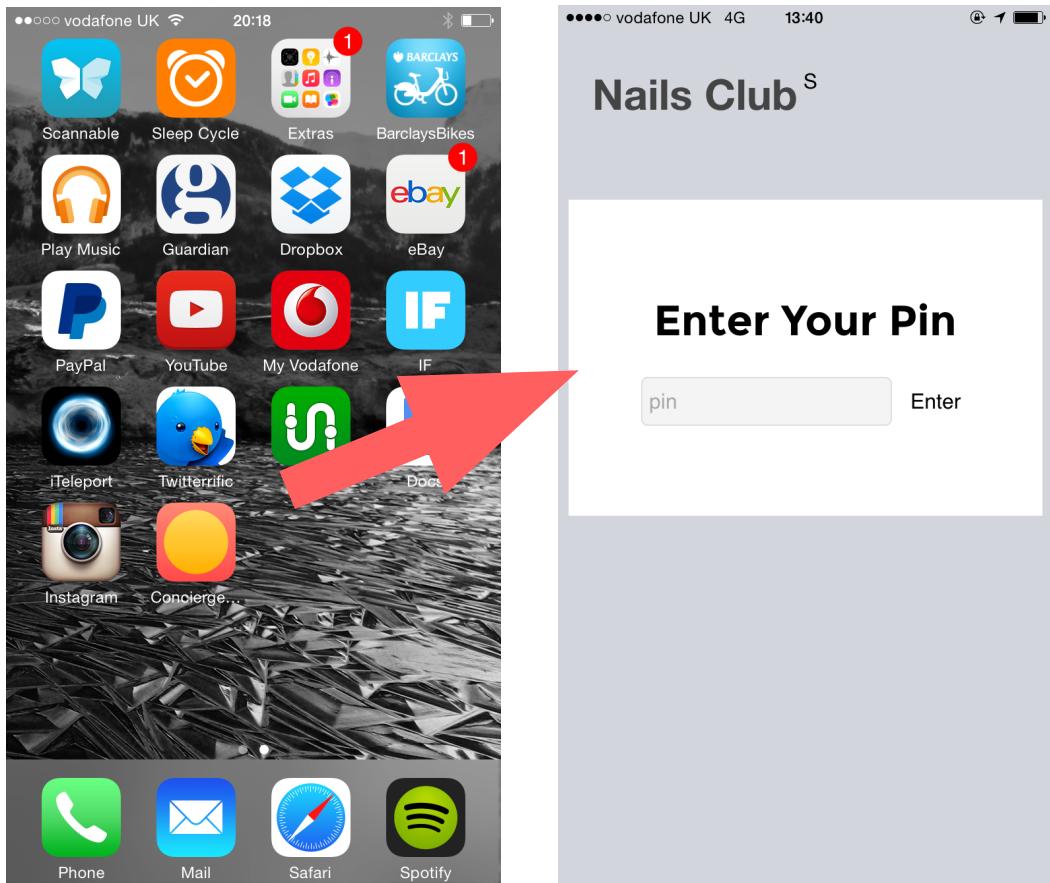


To log out, simply click on the “Logout” link on the top right of the system.



You should now be taken back to the login screen.

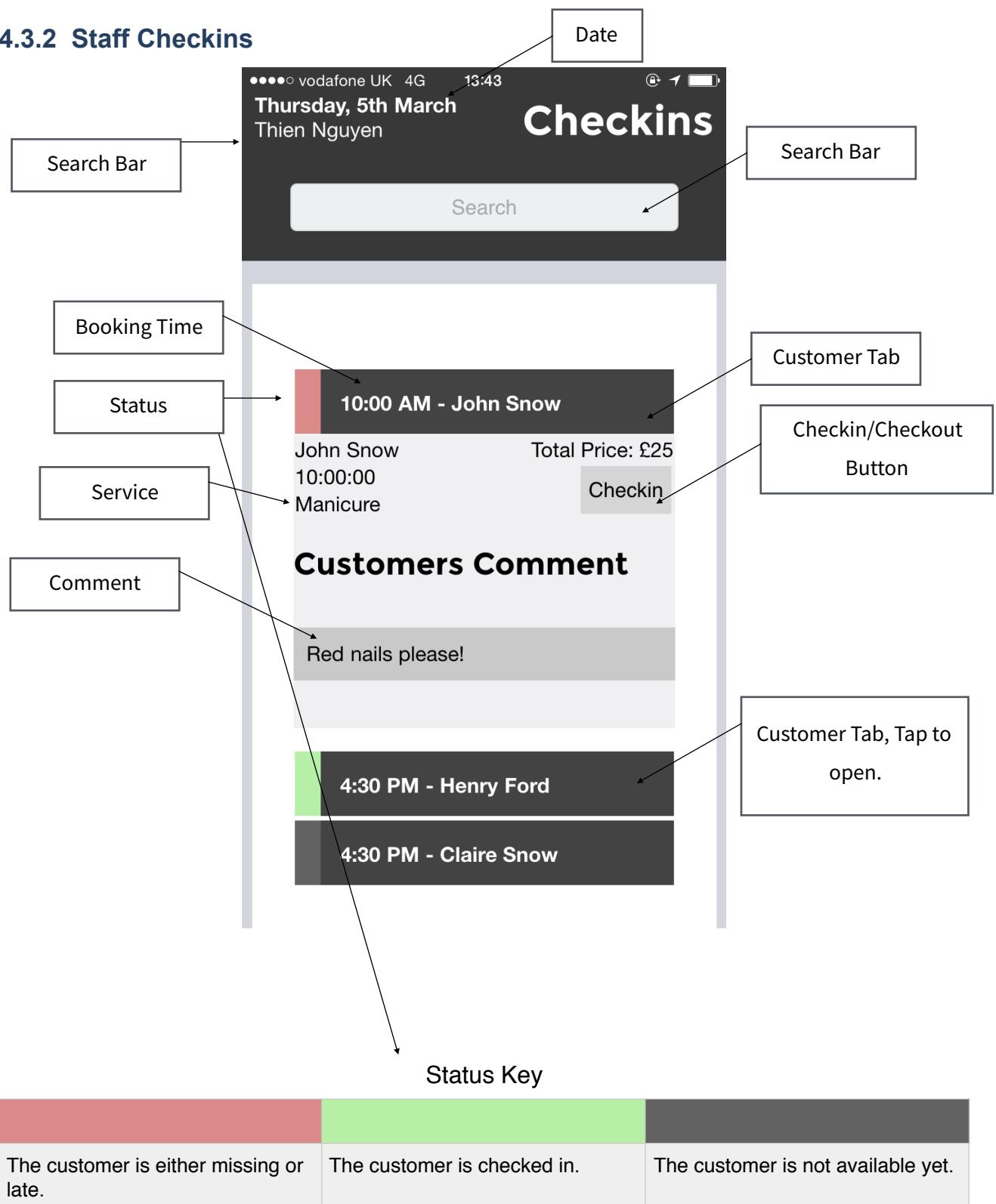
### 4.3 Staff



#### 4.3.1 Staff Login

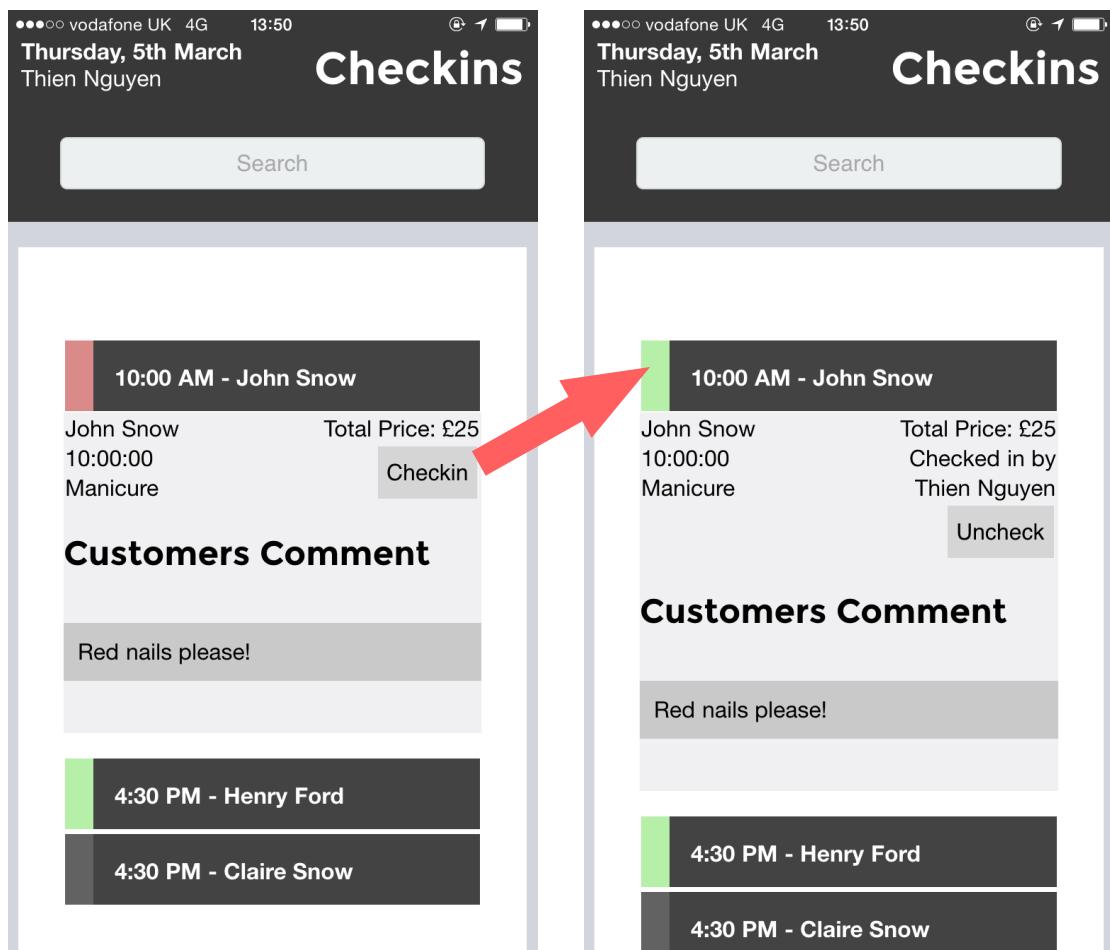
To start, you will need to go to the Staff Checkins page. A bookmark should have been set by your administrator on your mobile device. Tap the icon to go to the Login page. You'll be required to only enter your PIN. Type in the pin in order to get to the Checkin's page.

#### 4.3.2 Staff Checkins



## Scheduling System

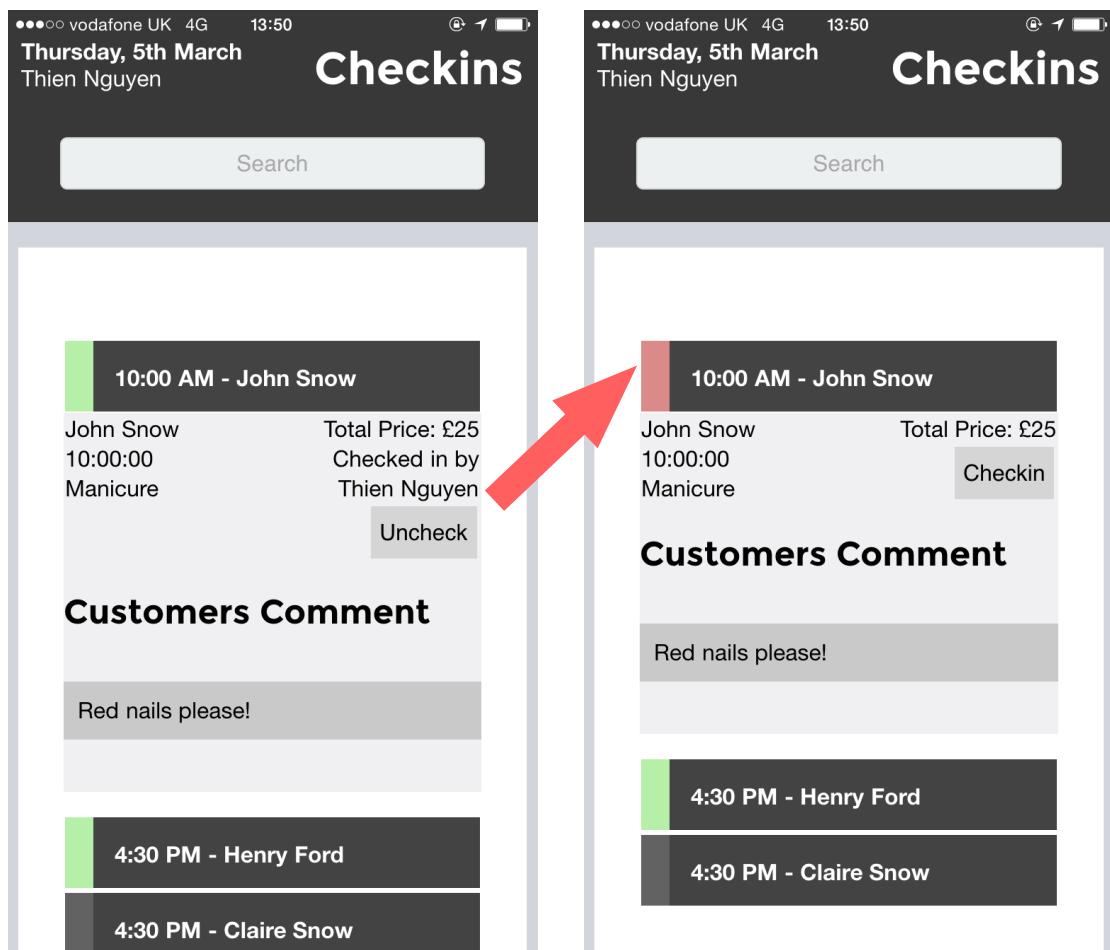
### 4.3.2.1 Checking in a Customer



Start by pressing the black bar corresponding to the person you wish to check in. Now press the “Checkin” button. The page will reload and now show that the person you checked in has a green indicator now.

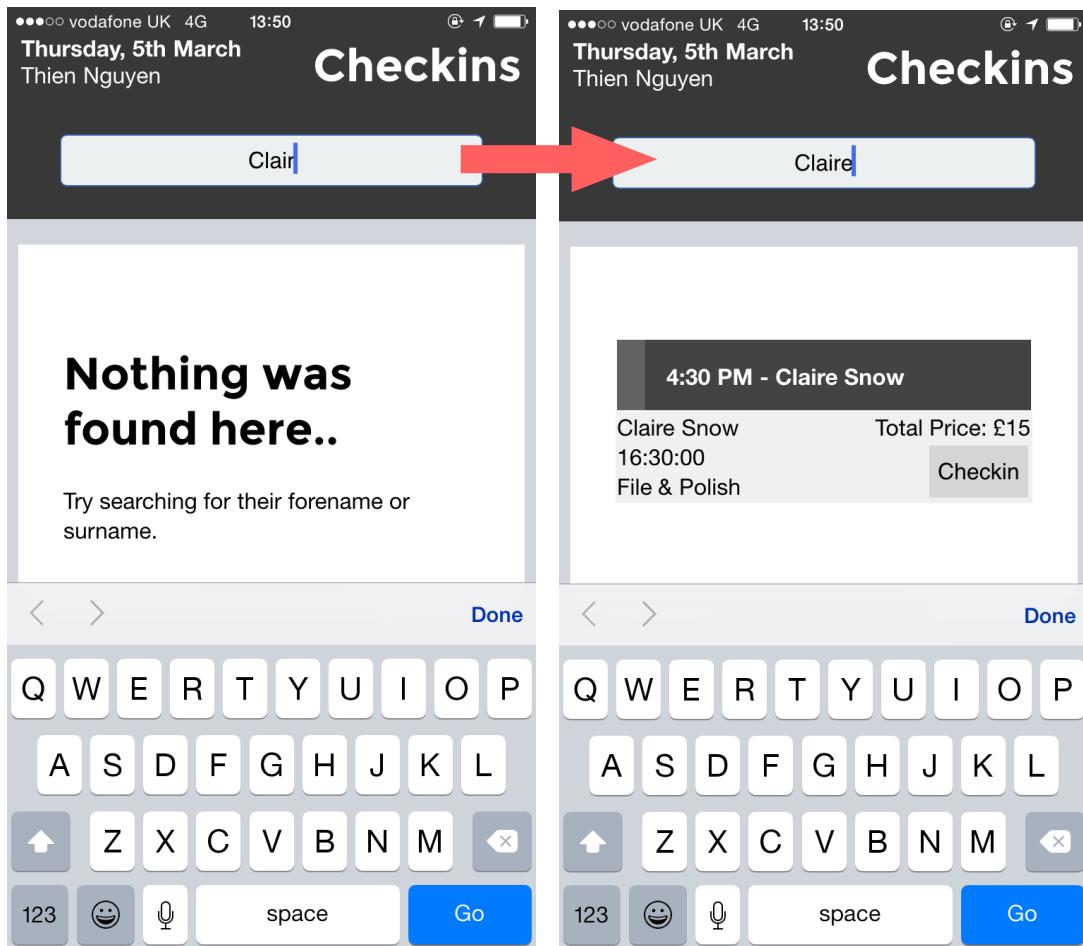
## Scheduling System

### 4.3.2.2 Unchecking a Customer



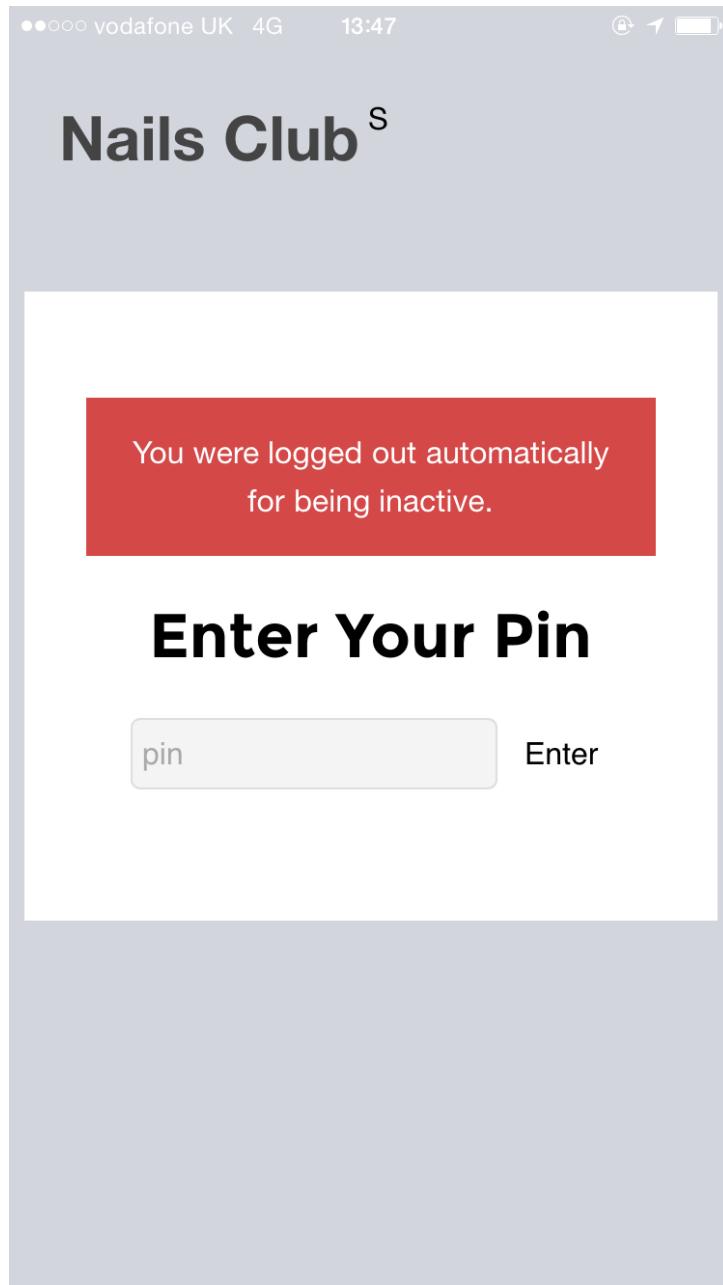
Start by pressing the black bar corresponding to the person you wish to check in. Now press the “Checkin” button. The page will reload and now show that the person you checked in has a green indicator now.

### 4.3.2.3 Searching for a Customer



To search, ask the customer of their surname and simply tap on the search bar on the top. Type in either the forename or surname of the customer. Results will show when you finish typing their name.

#### 4.3.2.4 Timing Out (Automatic Log Out)



In the event that you were inactive for 60 seconds, the system will automatically log you out. This is done to preserve the security of the system. To log back in, simply type in your PIN.

## 5. Troubleshooting

The username and password combination is not recognised, try again!

Messages enclosed in a red box, such as the example in the screenshot above, will have an explanation below in the event that you want more detail out of the message. Error messages are displayed in alphabetical order of the message.

### 5.1 Administrators

Error Message	Solution	Location
"The selected date is invalid, please try again."	The chosen date is either not an actual, realistic date or the syntax of the date is not correct.	Appointments
"Please fill in all the criteria for the date."	The date is not fully filled. You will need to select a year, month and a date from their designated dropdown menus.	Appointments
"This date is too old, try again."	The date is beyond the booking threshold, which is within six months past or after the current date.	Calendar
"YYYY-MM-DD is an invalid date. Please try again."	The date chosen is not a valid date. Make sure you choose a date that is real.	Calendar
"Please type in a type."	The type textfield is empty. The type field requires an input before continuing.	Services
"Please type in a price."	The price is not specified. The price needs to be typed in before continuing.	Services
"Please type in a description."	The description is not specified. The description needs to be typed in before continuing.	Services
"This service is used by a customer. It is no longer able to be deleted."	This means that the service is already booked by a customer. You can't delete the service now.	Services
"Please enter a correctly formatted time. (HH:MM)"	The time inserted is not correctly formatted. Make sure that it is in a 24 hour format, and includes the colon between the hour and the minute.	Settings

## Scheduling System

"This is an invalid time."	This message is shown because the time inserted is not a valid time. For the hour, it must range between 00 to 23, and the minutes being 00-59.	Settings
"The booking frequency is either too short or too long. Try again!"	The booking frequency has a limit between 10-99 minutes. The inputted frequency may be out of this range.	Settings
"This is an invalid interval."	The inputted value is not a number.	Settings
"The business name is too short."	The business name needs to be at least one character.	Settings
"The business name is too long."	The business name needs to be under fifty characters.	Settings
"The slogan is too long."	The slogan needs to be under fifty characters.	Settings
"Please type in a forename."	A forename needs to be inserted, and must have at least one letter.	Users
"Please type in a surname."	A forename needs to be inserted, and must have at least one letter.	Users
"Please specify a valid email address."	The inputted email address must have an "@" symbol, alongside a period ":".	Users
"Please enter a valid username"	The username that is in the text-field is invalid. Usernames can only contain letters or numbers.	Setup
"Please repeat your password."	The password needs to be repeated in the "repeat password" text field.	Setup
"The passwords do not match."	The contents of the two password fields do not match. Make sure that they both match before continuing with registration.	Setup

## 5.2 Customers

Error Message	Solution	Location
"Please select a booking time."	A booking time needs to be chosen before you can continue booking you appointment.	Calendar
"Please select a service."	A service needs to be chosen before you can continue booking you appointment.	Calendar

## Scheduling System

"The captcha is incorrect. Please try again!"	The Captcha attempt was incorrect, and will require a retry before you can continue with booking.	Calendar
"The captcha is incorrect."		
"Please type in the captcha."	The Captcha must be filled before you can continue. This is done to verify that you are a human.	Calendar
"You have exceeded the character limit for the comments. Please shorten it!"	There's too many characters in the comment box. The comment box is limited to 140 characters.	Calendar
"This date is currently beyond our booking threshold for now."	This message only occurs if you have manually typed in the date in the address. You cannot book an appointment on this date for now, but it will be available in due time.	Calendar
"This date is invalid."	This message only occurs if you have manually typed in the date in the address. You cannot book an appointment on this date.	Calendar
"We don't open on sundays."	This message only occurs if you have manually typed in the date in the address. You cannot book an appointment on this date.	Calendar
"We would be closed on the date chosen."	This message only occurs if you have manually typed in the date in the address. You cannot book an appointment on this date.	Calendar
"Today is fully booked."	This message only occurs if you have manually typed in the date in the address. You cannot book an appointment on this date. Of course, you can try later if someone happens to cancel their appointment on this day.	Calendar
"This email is already associated with an account. Please choose another email."	The email address inserted is already used by another person. If this is your email address, try recovering your password. If all else fails, contact the administration.	Edit
"Please specify a valid email address."	The inputted email address must have an "@" symbol, alongside a period ":".	Edit
"Your current password is incorrect, Please try again."	The inputted password does not match your actual password.	Edit

## Scheduling System

"Please specify a valid phone number."	The number inserted is not a valid phone number. You will have to type in a real phone number starting with 07.	Edit
"Please enter a password. Passwords must contain at least 5 characters."	The password inserted needs to have at least five characters before you can continue with editing.	Edit
"You have been banned."	The administration have chosen to ban you, barring you from using the booking system again.	Login
"You didn't activate your account!"	The account is not activated. You need to go to the inbox that is associated to the email of the account and activate it from there. For more information go to <i>Registering an Account</i> .	Registration
"The email addresses do not match"	The contents of the two email fields do not match. Make sure that they both match before continuing with registration.	Registration
"This username is already chosen. Please choose another username."	The username is already in use by another person, which means that the inputted username needs to be different.	Registration
"Please enter a username."	A username needs to be inserted before continuing with the registration.	Registration
"Please specify a valid phone number."	The number inserted is not a valid phone number. You will have to type in a real phone number starting with 07.	Registration
"Your forename has invalid characters."	The forename field contains illegal characters. Make sure there are only letters in the field.	Registration
"Your surname has invalid characters."	The Surname field contains illegal characters. Make sure there are only letters in the field.	Registration
"You were logged out automatically for being inactive."	The system has logged you out of the system since you haven't used the system in thirty minutes. You will need to log in to continue using the system.	Systemwide
"Please select a booking time."	A booking time needs to be chosen before you can continue booking you appointment.	Calendar
"Please select a service."	A service needs to be chosen before you can continue booking you appointment.	Calendar

## 6. Error Recovery

### 6.1 Can't Log in (Customer)

- Make sure that you have the correct username and password combination inserted.
- Try recovering your password by following the *Forgot Password* section.
- If all else fails, either make a new account or contact the system administrator at [help@tnguyen.ch](mailto:help@tnguyen.ch).

### 6.2 Can't Log in (Administrator)

- Make sure that you have the correct username and password combination inserted.
- Try recovering your password by following the *Forgot Password* section.
- If all else fails, contact the system administrator at [help@tnguyen.ch](mailto:help@tnguyen.ch).

### 6.3 Can't Log in (Staff)

- Make sure you have your PIN.
- Contact your system administrator to reset your PIN. A New PIN will be sent to your email, doing so.

### 6.4 No results when searching

- Ask the customer for their first name or their surname.
- Ask the customer if they booked for this day.
- If all else fails, either tell the staff to make a new appointment or contact the system administrator.

### 6.5 Pages are taking too long to load

- Check if other websites, such as google, are taking too long to load.
  - If this is the case, This is a problem with your internet connection.
    - Turn your router off and on again, or if you're using a mobile connection, turn off and back on your mobile device.
- The server may be under a heavy load, so wait a few minutes before trying again.
- If all else fails, contact the system administrator at [help@tnguyen.ch](mailto:help@tnguyen.ch).

### 6.6 Can't Book an Appointment

- Make sure that you have the correct username and password combination inserted.
- Try recovering your password by following the *Forgot Password* section.
- If all else fails, either make a new account or contact the system administrator at [help@tnguyen.ch](mailto:help@tnguyen.ch).

## 6.7 Can't connect to the website

- Make sure that you have the correct username and password combination inserted.
- Try recovering your password by following the *Forgot Password* section.
- If all else fails, either make a new account or contact the system administrator at [help@tnguyen.ch](mailto:help@tnguyen.ch).

## 6.8 I haven't received an Email! (Customer)

- Make sure you have set an email address that you can access.
- Try checking your junk mail.
- If all else fails, either make a new account or contact the system administrator at [help@tnguyen.ch](mailto:help@tnguyen.ch).

## 6.9 I haven't received an Email! (Staff)

- Make sure you have set an email address that you can access.
- Try checking your junk mail.
- If all else fails, contact the system administrator in store or at [help@tnguyen.ch](mailto:help@tnguyen.ch).