



USER MANUAL

**For use with the ibooka
online reservations and booking system**

ibooka Head Office

Garden House
Lumley Thicks
Chester-le-Street
Durham, DH3 4HF

Telephone: +44 (0)191 385 9755
Fax +44 (0)191 385 9944

Email: ibooka@ibooka.com

Web: www.ibooka.com

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**Online Booking Solutions
that save you time and money**



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1. Welcome to ibooka

Welcome to ibooka. This manual will explain how ibooka works and how you can configure this innovative reservations and booking solution to provide you with the optimum services in your business. **Just like any computer system ibooka is controlled by the parameters you set up and will act accordingly. We recommend that you take few minutes to review this user manual, then print it out and use it as you reference manual for your ibooka system.**

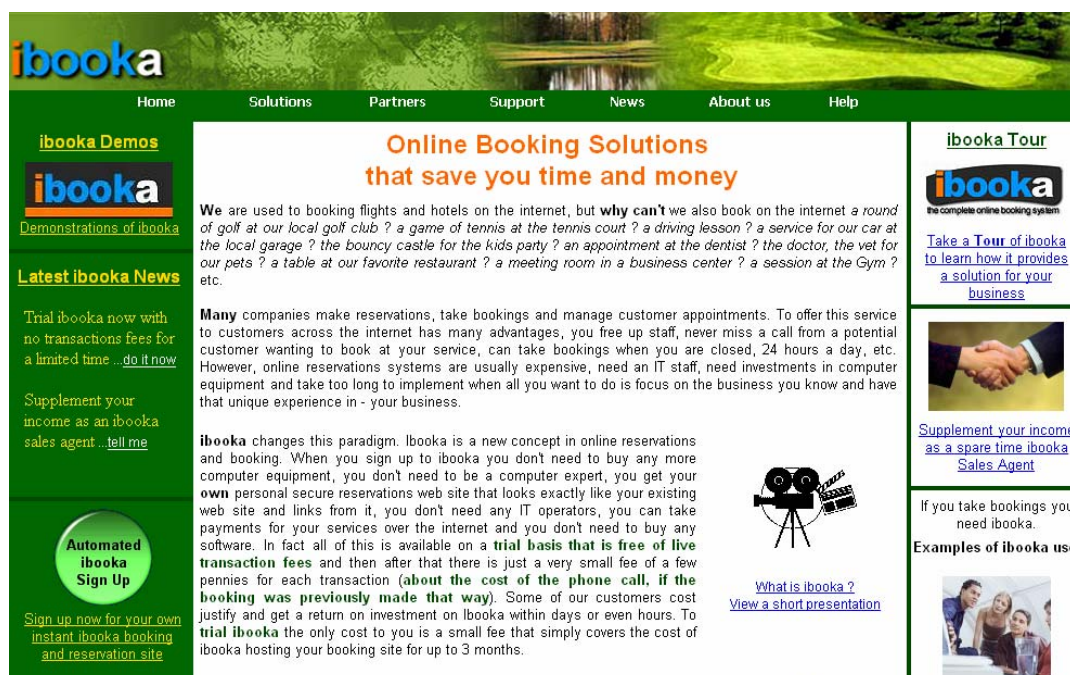
We are used to booking flights and hotels on the internet, but until now we could not book on the internet a round of golf at our local golf club ? a game of tennis at the tennis court ? a driving lesson ? a service for our car at the local garage ? the bouncy castle for the kids party ? an appointment at the dentist ? the doctor, the vet for our pets ? a table at our favourite restaurant ? a meeting room in a business center ? a session at the Gym ? etc.

Many companies make reservations, take bookings and manage customer appointments. To offer this service to customers across the internet has many advantages, you free up staff, never miss a call from a potential customer wanting to book at your service, can take bookings when you are closed, 24 hours a day, etc. However, online reservations systems are usually expensive, need an IT staff, need investments in computer equipment and take too long to implement when all you want to do is focus on the business you know and have that unique experience in - your business.

ibooka has changed this paradigm. Ibooka is a new concept in online reservations and booking. You don't need to buy any more computer equipment, you don't need to be a computer expert, you get your own personal secure reservations web site that looks exactly like your existing web site and links from it, you don't need any IT operators, you can take payments for your services over the internet and you don't need to buy any software.

Whatever your business, ibooka provides a booking and reservation solution that will save you time and money; and it is so simple that your customers and staff will love it.

If this manual does not provide you with all of the information that you require or you have questions that are not addressed by the manual please email us at support@ibooka.com.



The screenshot shows the ibooka website homepage. The header features the ibooka logo and a navigation menu with links: Home, Solutions, Partners, Support, News, About us, and Help. The main content area is titled "Online Booking Solutions that save you time and money" and includes a paragraph about the benefits of ibooka. To the left, there are sections for "ibooka Demos", "Latest ibooka News", and "Automated ibooka Sign Up". To the right, there is a section for "ibooka Tour" and "Examples of ibooka use".

ibooka
Home Solutions Partners Support News About us Help

ibooka Demos
ibooka
Demonstrations of ibooka

Latest ibooka News
Trial ibooka now with no transactions fees for a limited time... [do it now](#)
Supplement your income as an ibooka sales agent... [tell me](#)

Automated ibooka Sign Up
Sign up now for your own instant ibooka booking and reservation site

Online Booking Solutions that save you time and money
We are used to booking flights and hotels on the internet, but **why can't** we also book on the internet a round of golf at our local golf club ? a game of tennis at the tennis court ? a driving lesson ? a service for our car at the local garage ? the bouncy castle for the kids party ? an appointment at the dentist ? the doctor, the vet for our pets ? a table at our favorite restaurant ? a meeting room in a business center ? a session at the Gym ? etc.
Many companies make reservations, take bookings and manage customer appointments. To offer this service to customers across the internet has many advantages, you free up staff, never miss a call from a potential customer wanting to book at your service, can take bookings when you are closed, 24 hours a day, etc. However, online reservations systems are usually expensive, need an IT staff, need investments in computer equipment and take too long to implement when all you want to do is focus on the business you know and have that unique experience in - your business.
ibooka changes this paradigm. Ibooka is a new concept in online reservations and booking. When you sign up to ibooka you don't need to buy any more computer equipment, you don't need to be a computer expert, you get your **own** personal secure reservations web site that looks exactly like your existing web site and links from it, you don't need any IT operators, you can take payments for your services over the internet and you don't need to buy any software. In fact all of this is available on a **trial basis that is free of live transaction fees** and then after that there is just a very small fee of a few pennies for each transaction (**about the cost of the phone call, if the booking was previously made that way**). Some of our customers cost justify and get a return on investment on ibooka within days or even hours. To **trial ibooka** the only cost to you is a small fee that simply covers the cost of ibooka hosting your booking site for up to 3 months.

ibooka Tour
ibooka
the complete online booking system
[Take a Tour of ibooka to learn how it provides a solution for your business](#)

[Supplement your income as a spare time ibooka Sales Agent](#)

If you take bookings you need ibooka.
Examples of ibooka use

[What is ibooka ? View a short presentation](#)

2. Getting Started

2.1. Your ibooka web site

Congratulations, you now have your own **ibooka** online reservations and booking site created and hosted by **ibooka Limited**. The site name is the name you selected, probably your business name, when you completed the ibooka sign up.

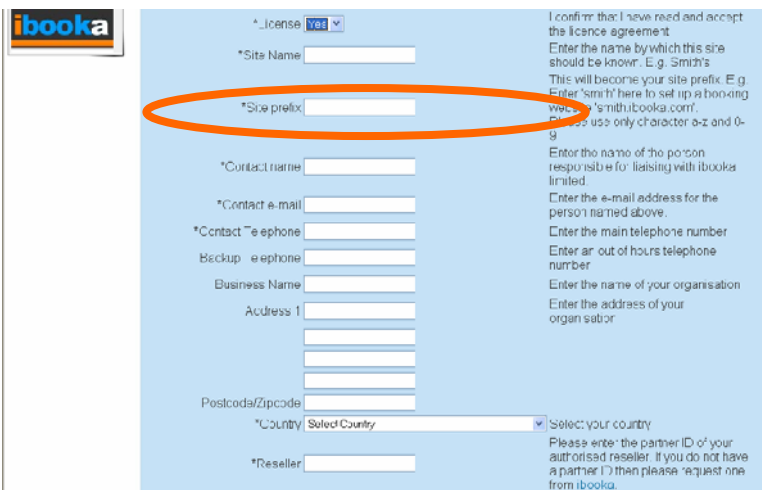
The site name is <nameyouchoose>.ibooka.com.

You can access your **ibooka** site directly by typing this name into your internet browser.

If you have any problems the format is

<http://<name>.ibooka.com>

When you signed up you will have also received a copy of the ibooka license agreement, this may also be found on the **ibooka** website at www.ibooka.com if you need to get another copy.



2.2. Where do I start ?

You can navigate your way around the site by using the menu on the left. A single mouse click when the cursor is over the menu option will take you to that page.

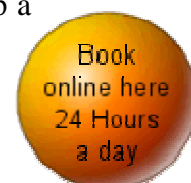
Wherever possible, entering information into the system is simply a matter of selecting options from pre-formed lists or ticking a checkbox. There is help available on every page to guide you through your booking or reservation experience.

2.3. Context sensitive help

This is the **ibooka** User Manual. The information contained in this user manual may be accessed via the individual help screens that are "popped up" by pressing the help buttons within your ibooka web site.

2.4. How do I link my existing web site to ibooka

It could not be easier to link your web site to **ibooka**. Simply set up a link on your web site using a button like the one here (you may copy and paste this one if you wish) or a hyperlink from text. In either case just hyperlink, using the open.window, "_New" or similar HTML command, these to your ibooka site name, <http://<yoursitename>.ibooka.com> and your customers will enter the logon (home) page of your booking site in a new window, which will return them to your site when they are finished.



2.5. Setting up your site for the first time

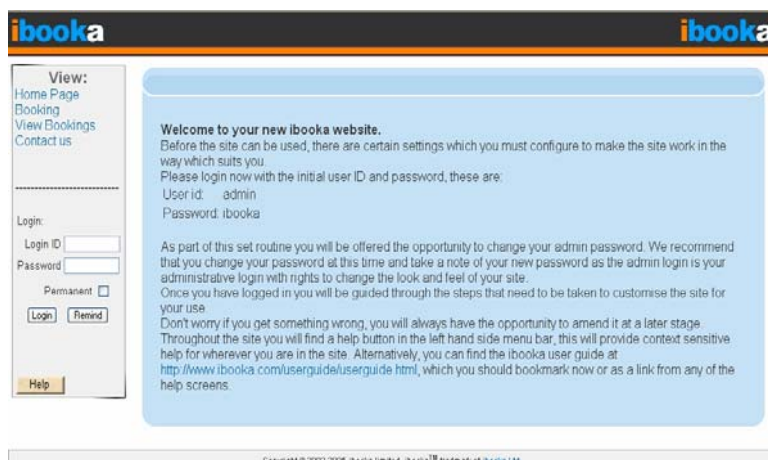
When you enter your new site for the first time you will see the following screen.

Before the site can be used, there are certain settings which you must configure to make the site work in the way which suits you.

Please login now with the initial user ID and password, these are:

User id: admin

Password: ibooka



As part of this set routine you will be offered the opportunity to change your admin password. We recommend that you change your password at this time and take a note of your new password as the admin login is your administrative login with rights to change the look and feel of your site.

Once you have logged in you will be guided through the steps that need to be taken to customise the site for your use.

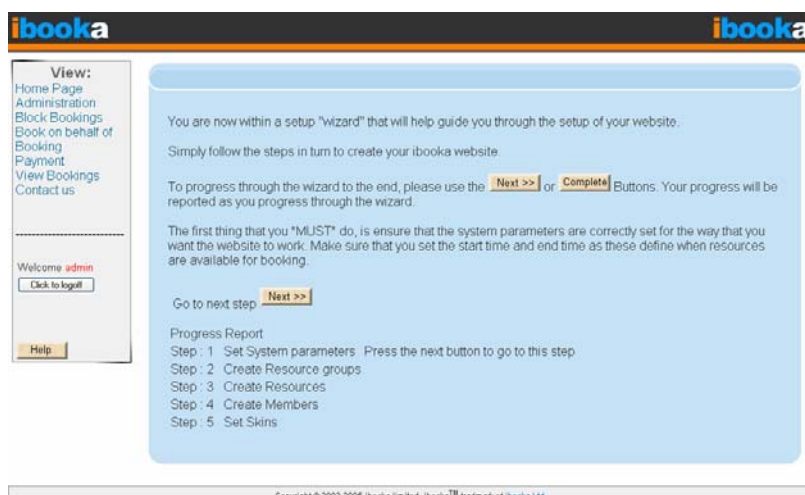
Don't worry if you get something wrong, you will always have the opportunity to amend it at a later stage.

If you check the “**Permanent**” check box then this login and password will be remembered each time you come back to this login page.

Click the “**Login**” button to log in to your iBooka site.

2.6. Set up Wizard

If you are not a computer expert or speak all the computer lingo, don't worry. When you log on for the first time you activate the iBooka set up wizard which will guide you through the initial set up of your iBooka site and the screen will have changed to the screen shown here. You will also note that the login



area has now changed to “Welcome admin” which shows that you are logged in.

Simply follow the steps and instructions in turn to create your ibooka website.

To progress through the wizard to the end, please use the **Next >>** or **Complete** Buttons. Your progress will be reported as you progress through the wizard.

The first thing that you **must** do, is ensure that the system parameters are correctly set for the way that you want the website to work. Make sure that you set the start time and end time as these define when resources are available for booking.

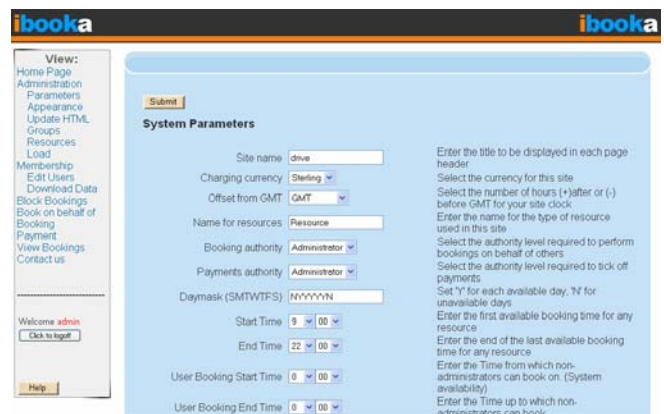
Please follow the direction “go to next step” by pushing the button **Next >>**

You are now taken to the System Parameters set up page. You will also note that the menus bar on the left hand side of the page has changed to the menu appropriate for the system administrator (as shown on the left of this page)

The system parameters allow you to customise your **ibooka** system to have system wide parameters that will affect all users of the system. You can set the system parameters so that **ibooka** works in the way in which you do.

With these you can change the appearance of the site (select a different skin), define opening times and booking periods, specify whether people are allowed to register themselves or have to have user ID's and passwords allocated for them.

The following parameters can be set here :-



Site name	Enter the title to be displayed in each page header. You can call it what you like, there are no restrictions.
Charging Currency	Select the currency for this site. This will appear wherever you have a currency symbol in the site.
Offset from GMT	Select the number of hours (+) after or (-) before GMT for your site clock. As ibooka is a hosted system and our sites can be for anywhere in the world ibooka needs to know local time and this is calculated as an offset from local time.
Name for resources	Generically, ibooka refers to bookable resources as 'resources', if this name is inappropriate for your site, choose something better.
Unit of Measure	Select the appropriate Allocation units - Minutes or hours.
Booking authority	Select the authority level required to perform bookings on behalf of others
Payments authority	Select the authority level required to mark payments as made.
Daymask (SMTWTFS)	Set 'Y' for each available day, 'N' for unavailable days e.g. NYYYYYN means that the resources are available Monday

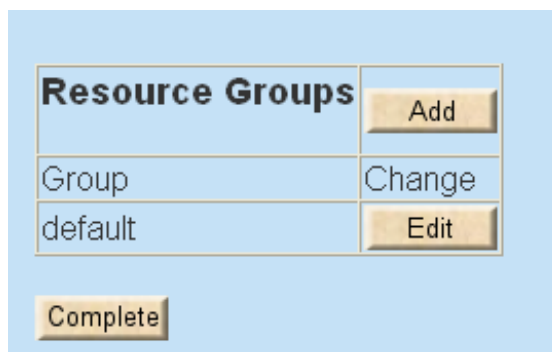
	to Friday only.
Start Time	Enter the first available booking time for any resource. If your resources are on different booking schedules, then enter the earliest starting time here and, for those events on a different booking scale, mark a 'start offset' from the earliest time to the first start time for the particular resource.
End Time	Enter the end of the last available booking time for any resource
Booking Start Time	Enter the time when the system becomes available for booking
Booking End Time	Enter the time after which the system is not available for booking
Page Unit	Select the appropriate page view units - Days / Weeks
Allow Registration	Allow users to register themselves for the service - If this flag is set to 'Y' then as well as the Log in button, users will also be offered the Register button and will then be allowed to create user accounts for themselves.
Allow Remember me	Allow users to login once and then register via a cookie held on their machine. This speeds up access but does mean that anyone with access to the users machine will have access to the booking system using their user id.
Booking window	Enter the number of page view units to allow booking in advance. 0=no limit
Cancellation window	Enter the number of page view units to allow cancellations without penalty. 0=no limit

Change the parameters to modify system behaviour. Beware of modifying the 'Start Time' field on a live system as any bookings made for the previous time patterns will be lost and would have to be manually re-entered.

The submit button updates the system parameters and the complete button completes this step of the wizard and moves on to the next step, which is defining the resources.

First you must define the **Resource Groups**. Resources can be grouped to help the user identify different services or events that you offer. For example, a Golf club may offer Tee Times under the main group but optional extras such as carts or trolleys under a separate group. In the same way a automotive service center may offer a services group for car services, oil/exhaust change, Emissions testing, etc. but offer car valeting or hand car washes under a second group.

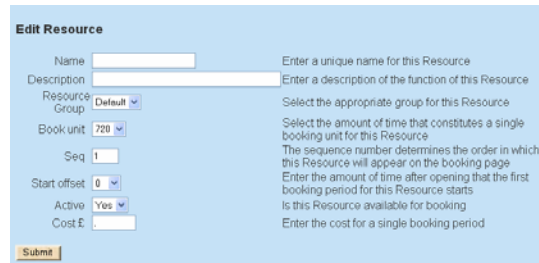
You can set which group is displayed as the default group.



Resource Groups	
Group	<input type="button" value="Add"/> <input type="button" value="Change"/> <input type="button" value="Edit"/>
default	

This section simply allows you to add or edit groups under which resources can be added. If you do not enter any information here then all resources will fall under the default group that **ibooka** creates for you as part of this set up wizard.

The next step is to define some **Resources** or bookable activities for your site.



Resources are the "bookable" components that you want to let your customers reserve or book within **ibooka**. If you are a golf club these would be tee times, a driving school then these are the lessons or exams, a garage then its the car servicing or emissions test, etc. and so on.

You set up a resource using the Edit Resource function. The fields that you are asked for are:

Name	This the name for the resource as it will appear on the booking page
Description	This the description for the resource as it will appear on the booking page
Resource Group	Which of the resource groups that you have set up do you want to associate this resource with.
Book Unit	The amount of units (minutes) that constitute a single booking unit for this resource
Seq	This sequence number determines the order in which this resource will appear on your booking page
Start Offset	The start offset allows you to set certain resources to only be available to be booked a certain time after the start of each day
Active	Yes or no in this field indicates to the ibooka system if the resource is available for booking or not
Cost	This field defines the cost of the resource or bookable event Note: the currency symbol changes to the home currency based on the parameter set in the system parameters section.

Once you have entered your resources you need to create any initial **members** or maybe load in a membership or customer database. If you want to set any initial users up then you can add them here. However, you can of course add users or in fact load membership details in as a batch once this set up wizard is finished.

You will notice that **ibooka** has set three system users up for you, these are admin, holiday and maintenance. It is recommended that you do not change this at this stage, however, they may be edited at a later date as you update your system parameters and usage.

When you set up a user and enter their email address, **ibooka** automatically send them an email in the format:

Hi <real name>,

This is a confirmation that your username (<username>) has been set up with a password of [<password>] on the ibooka:<websitename> the internet booking service website.

You are now given the chance to reset the skin of your site to one of the templates provided by **ibooka**. After this setup wizard is complete you will have a chance to change the appearance of your site further.

At this point you are only offered some standard colour schemes for the appearance of your site (Green, Orange and Grey). You can select from our full menu of standard site skins by selecting the appearance menu item after you have completed to set-up wizard. We suggest that you select one of the default skins at this point and then review the sections later in this document to see how to customise this to match your specific appearance requirements.

Choose from our range of attractive design layouts

You will want to create your own ibooka site design layout

This is done by downloading a template from the administration menu and amending it, icons and pictures can also be uploaded to ibooka to personalise it. However, please ensure that you review the ibooka user guide in detail before attempting this. We recommend that you perform this process as a separate task and upload the new skin as part of the standard administration functions during the next day or so. Temporarily you should choose from our standard placeholder design layouts below. Click on one of the small page images below to select an appearance for your installation. This can always be amended later.



Green

The site will be configured to have a standard style that includes pictures, themed in green.

Orange

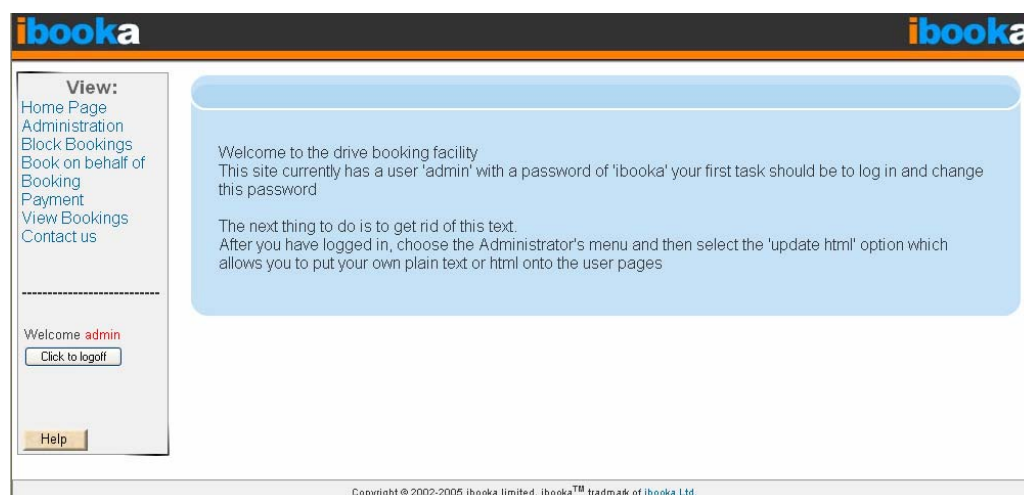
The site will be configured to have a standard style that includes pictures, themed in orange.

Grey

The site will be configured to have a standard style that includes pictures, themed in grey.

You can change any of the parameters in your **ibooka** site by using the menu on the left hand side of the screen to navigate to any of the sections of the site described in the administrator section of this User Manual.

When complete you will be routed back to the ibooka home page or when you next log in you will reach this page without going through the initial set up wizard.



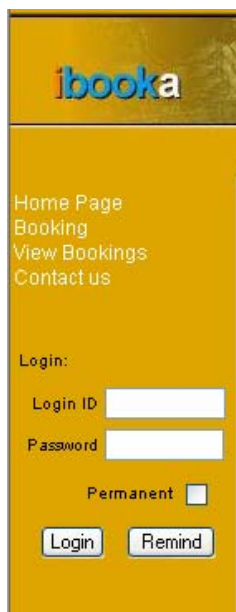
You should now update the text on your home page and personalise your web site. The information in the administrators section of this manual should help you through these steps.

3. User Functions

3.1. Introduction

This section of the user manual describes the functions and options for users of your **ibooka** system. This information is also available to your users as context sensitive help on each screen they access. The descriptions in this section are organised by the menu items available to users when they log on.

3.2. Logging On to ibooka

The screenshot shows the ibooka login interface. At the top left is the ibooka logo. Below it is a vertical menu with links: Home Page, Booking, View Bookings, and Contact us. The main area is titled 'Login:' and contains a 'Login ID' text box, a 'Password' text box, and a 'Permanent' checkbox. At the bottom of the login section are two buttons: 'Login' and 'Remind'.

The **ibooka** booking service provides a simple way for members and associates of an organisation to book or reserve resources over the web.

In order to use the facility, you must first of all log in. Some organisations will give you the ability to register yourself. Where this is the case, a **Register** button will be presented as part of the login facilities on the left hand side of the home page. Alternatively, if there is no **Register** button on the home page you will need to contact the organisation to register and have your user id and password issued to you by the them.

To log into the system, enter your user id and password at the prompt on the left hand side of the home page and press the **Log in** button. If you have entered the user name or password incorrectly then the word "**failed**" will appear. You should note that the user id and password **are case sensitive**, so please take great care to enter these exactly as you created them or they were given to you by the owner of this site.

When you have successfully logged on a more comprehensive set of menus will appear on the left of the page allowing you access to the other parts of the site.

If, at any time, you forget your password, press the **Remind** button to receive an e-mailed reminder. You may also be offered the "**Permanent**" or "**remember me**" button. If you select this then you will not need to login each time you access the site.

You can navigate your way around the site by using the menu on the left. A single mouse click when the cursor is over the menu option will take you to that page.

Wherever possible, entering information into the system is simply a matter of selecting options from pre-formed lists or ticking a checkbox. There is help available on every page to guide you through your booking or reservation experience.

3.3. Password Reminder

If, at any time, you forget your password, press the **Remind** button to receive an e-mailed reminder. You may also be offered the "**Permanent**" button. If you select this then you will not need to login each time you access the site.

If we helped you register or you cannot remember your user ID then see our contact us page and give us a call. We will be happy to help you.

As long as you have entered your correct userid then your password reminder will have been sent to you at the email address held on the **ibooka** system for you.

3.4. Customer Registration and options screen

When you register you can control the way **ibooka** works for you.

You can select whether to receive emails confirming your bookings. Whether to receive copies of your schedule (all forthcoming bookings)

Whether to receive notices from us

and also you can select privacy items such as whether to show your name or ID to appear on booking screens.

Some people will want total privacy, however, others may want to let other members or users of this site know when they will be around.

The picture, above, shows a customer options screen.



User Preference

Username: Enter here the username that you want the system to know you by

e-mail Address: Set this to blank to stop receiving e-mail confirmations

Update Notices: ☒ Would you like us to use this e-mail address to contact you on other matters

Privacy Level: Only the Administrator will see your contact details

3.5. Home Page

By clicking on "home" on the menu you will always be brought back to the home page. This page is the welcome screen and the only functions available are detailed in the menu bar on the left hand side of the page.

You can navigate your way around the site by using the menu on the left. A single mouse click when the cursor is over the menu option will take you to that page.

Wherever possible, entering information into the system is simply a matter of selecting options from pre-formed lists or ticking a checkbox. There is help available on every page to guide you through your booking or reservation experience.

3.6. Making a Booking or Reservation

Marking a booking or reservation is on **ibooka** could not be easier. On the booking page you will be presented with a screen like this.

Decide which date

The first thing to do is decide on which date you want to consider for your booking or reservation. This is selected from the drop down menu date selection in the center of the screen.



Next Date:

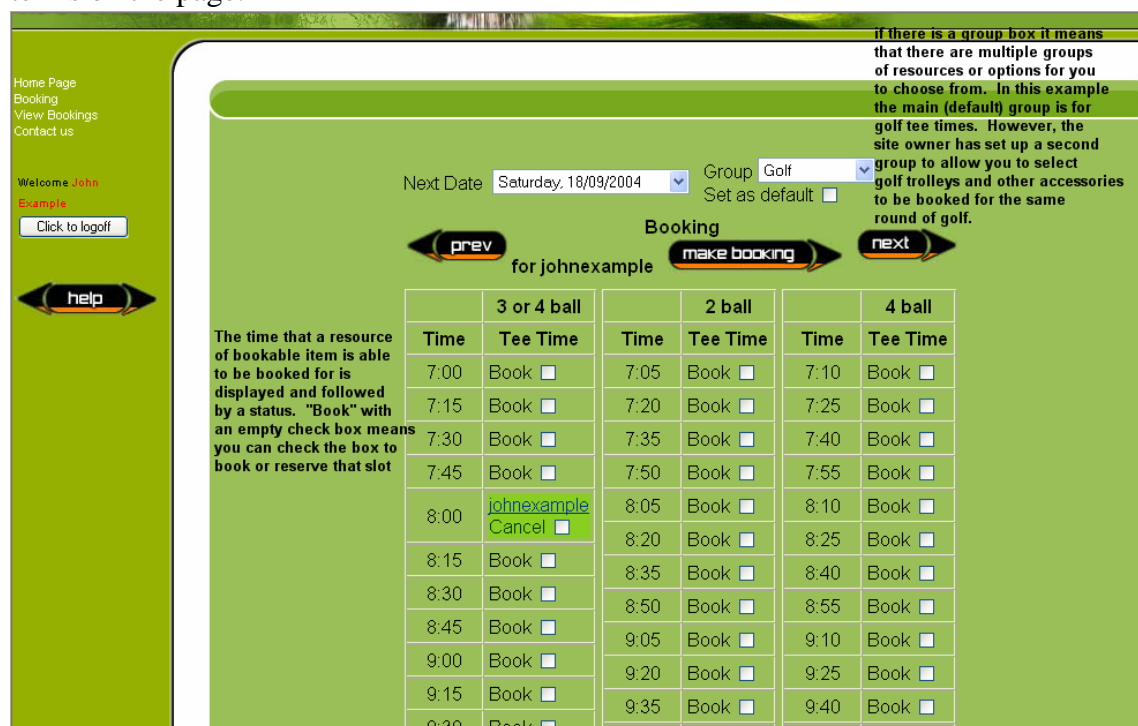
	Court 1	Court 2	Court 3	Court 4	Court 5	Court 6
Time	Squash Court	Badminton Court	Crown Court	Tennis Court	Tennis Court	Tennis Court
9:00	Book <input type="checkbox"/>	John Cancel <input type="checkbox"/>	John Cancel <input checked="" type="checkbox"/>	Coaching - 4 john Booked: 1 Available: 11 Unsubscribe <input type="checkbox"/>	Coaching - 4	Book <input type="checkbox"/>
9:40	Book <input type="checkbox"/>	Book <input type="checkbox"/>	Book <input type="checkbox"/>	Coaching - 4	Coaching - 4	Book <input type="checkbox"/>

At the top and the bottom of the page we have a selector bar which allows us to move forward or backwards one day at a time. Use the "<<Prev" button to go back

one day, and use the “**Next>>**” button to move forward one day. Bookings cannot be made in the past, nor beyond the end of the booking window. The top bar also contains a day selector which gives the option of picking a date from the booking window to move to. Selection of that date automatically submits the page and any checkboxes that have been checked will be actioned.

Understand the terms on the screen

Now that you are familiar with the date selector, ensure you are familiar with other terms on the page.



The screenshot shows the iBooka booking interface. On the left is a sidebar with links: Home Page, Booking, View Bookings, Contact us, and a 'Click to logoff' button. The main area displays the 'Next Date' as Saturday, 18/09/2004, and the 'Group' as 'Golf'. Below this is a 'Booking for johnexample' section with 'prev', 'make booking', and 'next' buttons. A table shows available booking slots for 3 or 4 ball, 2 ball, and 4 ball groups. Each slot has a 'Time' and a 'Tee Time' with a corresponding 'Book' checkbox. A text box explains that a 'Book' status with an empty checkbox means the slot can be booked or reserved. A tooltip on the right explains that a group box indicates multiple resource options.

if there is a group box it means that there are multiple groups of resources or options for you to choose from. In this example the main (default) group is for golf tee times. However, the site owner has set up a second group to allow you to select golf trolleys and other accessories to be booked for the same round of golf.

Next Date: Saturday, 18/09/2004 Group: Golf Set as default ☐

Booking for johnexample

prev make booking next

The time that a resource of bookable item is able to be booked for is displayed and followed by a status. "Book" with an empty check box means you can check the box to book or reserve that slot

3 or 4 ball		2 ball		4 ball	
Time	Tee Time	Time	Tee Time	Time	Tee Time
7:00	Book <input type="checkbox"/>	7:05	Book <input type="checkbox"/>	7:10	Book <input type="checkbox"/>
7:15	Book <input type="checkbox"/>	7:20	Book <input type="checkbox"/>	7:25	Book <input type="checkbox"/>
7:30	Book <input type="checkbox"/>	7:35	Book <input type="checkbox"/>	7:40	Book <input type="checkbox"/>
7:45	Book <input type="checkbox"/>	7:50	Book <input type="checkbox"/>	7:55	Book <input type="checkbox"/>
8:00	johnexample Cancel <input type="checkbox"/>	8:05	Book <input type="checkbox"/>	8:10	Book <input type="checkbox"/>
8:15	Book <input type="checkbox"/>	8:20	Book <input type="checkbox"/>	8:25	Book <input type="checkbox"/>
8:30	Book <input type="checkbox"/>	8:35	Book <input type="checkbox"/>	8:40	Book <input type="checkbox"/>
8:45	Book <input type="checkbox"/>	8:50	Book <input type="checkbox"/>	8:55	Book <input type="checkbox"/>
9:00	Book <input type="checkbox"/>	9:05	Book <input type="checkbox"/>	9:10	Book <input type="checkbox"/>
9:15	Book <input type="checkbox"/>	9:20	Book <input type="checkbox"/>	9:25	Book <input type="checkbox"/>
9:30	Book <input type="checkbox"/>	9:35	Book <input type="checkbox"/>	9:40	Book <input type="checkbox"/>

Any resource booking slot that is available to be booked by you has a check box next to it. When this checkbox is checked and the 'next', 'previous' or 'make booking' button is depressed, the booking system will attempt to book the selected resource at the specified time for you. When the page is redrawn, that resource booking slot will then be shown as 'booked' either with your name against it or, depending on the privacy setting you selected, as 'engaged'. Engaged booking slots appear with a different background colour.

The booking will also be displayed on the left hand menu for your to review and an email dispatched to you confirming the booking.

You may be offered a way to pay for your booking or reservation at this time depending on the preference of the site owner.

If, as can happen on a multi-user database system, someone else attempts to book the same resource at the same time, then only one of them can be successful. The other user will be given an appropriate message explaining what has happened.

3.7. View Bookings

In the View Bookings Page you can find details of any booking that you currently have in the system.

There is an option on the screen for you to request all bookings that you have made and that are outstanding are emailed to you.

If you are looking to make a booking, alter a reservation, view your bookings or use any other feature of this system, then please use the menu bar that appears on the left hand side of this screen to select that option.

3.8. Contact Us

In the Contact Us Page users can find details of how to contact you by other means than through this web site.

4. Administration Functions

This section of the **ibooka** User Manual is only applicable **ibooka** administrators and managers of the system. It contains information relevant to the administrator functions of **ibooka** and management of your secure **ibooka** booking and reservation site.

4.1. Administration

As the administrator for the system you are responsible for the maintenance of members database, the resource table and the system parameters, change the appearance and html content of the site.

You also have considerable reporting facilities available as the whole of the booking database is available as a 'tsv' (tab separated values) format download.

You can navigate your way around the site by using the extended menu on the left of this page. A single mouse click when the cursor is over the menu option will take you to that page.

Wherever possible, entering information into the system is simply a matter of selecting options from pre-formed lists or ticking a checkbox. There is help available on every page to guide you through your booking or reservation experience.

4.2. Logging On to ibooka

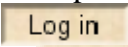
The **Ibooka** booking service provides a simple way for the administrator to log on and then control the system. You must log on with a valid ID and password to access these functions.

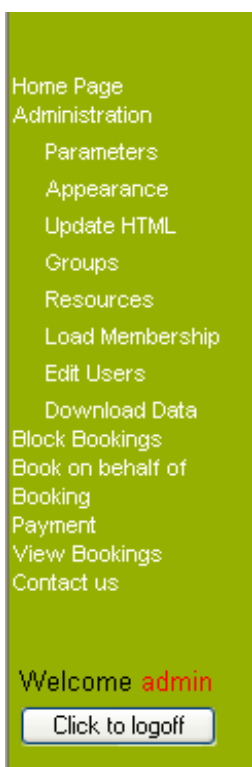
The first thing you **MUST** do is identify yourself. This means you must log on to the system as the system administrator with the logon and password issued to you when you signed up for **ibooka**. We recommend that one of the first things you do is change your password to a private password known only to yourself.

The first time through your **ibooka** site you will be guided by a "setup wizard" that will ask you to make a series of initial decisions regarding the set up of your **ibooka** site. Don't worry, all of these decisions are changeable by reentering the system set up at a later time. We recommend that you set the system up with standard or default parameters until you have a chance to become familiar with the full set of functions and features available within **ibooka**.

You can navigate your way around the site by using the menu on the left. A single mouse click when the cursor is over the menu option will take you to that page.

Wherever possible, entering information into the system is simply a matter of selecting options from pre-formed lists or ticking a checkbox. There is help available on every page to guide you through your booking or reservation experience.

To log into the system, enter your user id and password at the prompt on the left hand side of the home page and press the  button. If you have entered the user name or password incorrectly then the word "**failed**" will appear. You should note that the user id and password **are case sensitive**, so please take great care to



enter these exactly as you created them or they were given to you by the owner of this site.

When you have successfully logged on a more comprehensive set of menus will appear on the left of the page allowing you access to the other parts of the site.

If, at any time, you forget your password, press the **Remind** button to receive an e-mailed reminder. You may also be offered the “**permanent**” button. If you select this then you will not need to login each time you access the site.

You can navigate your way around the site by using the menu on the left. A single mouse click when the cursor is over the menu option will take you to that page.

Wherever possible, entering information into the system is simply a matter of selecting options from pre-formed lists or ticking a checkbox. There is help available on every page to guide you through your booking or reservation experience.

4.3. Setting System Parameters (within the administration menu option)

The system parameters allow you to customise your **ibooka** system to have system wide parameters that will affect all users of the system. You can set the system parameters so that **ibooka** works in the way in which you do.

With these you can change the appearance of the site (select a different skin), define opening times and booking periods, specify whether people are allowed to register themselves or have to have user ID's and passwords allocated for them.

The following parameters can be set here :-

Site name	Enter the title to be displayed in each page header. this is your site, we only provide the software, you can call it what you like.
Charging Currency	Select the currency for this site. This will appear wherever you have a currency symbol in the site..
Offset from GMT	Select the number of hours (+) after or (-) before GMT for your site clock. As ibooka is a hosted system and our sites can be for anywhere in the world ibooka needs to know local time and this is calculated as an offset from local time.
Name for resources	Generically, we refer to bookable resources as 'resources', if this name is inappropriate for your site, choose something better.
Unit of Measure	Select the appropriate Allocation units - Minutes or hours.
Booking authority	Select the authority level required to perform bookings on behalf of others
Payments authority	Select the authority level required to mark payments as made.
Daymask (SMTWTFS)	Set 'Y' for each available day, 'N' for unavailable days e.g. NYYYYYN means that the resources are available Monday to Friday only.
Start Time	Enter the first available booking time for any resource. If your resources are on different booking schedules, then enter the earliest starting time here and, for those events on a different booking scale, mark a 'start offset' from the earliest

	time to the first start time for the particular resource.
End Time	Enter the end of the last available booking time for any resource
Booking Start Time	Enter the time when the system becomes available for booking
Booking End Time	Enter the time after which the system is not available for booking
Page Unit	Select the appropriate page view units - Days / Weeks
Allow Registration	Allow users to register themselves for the service - If this flag is set to 'Y' then as well as the Log in button, users will also be offered the Register button and will then be allowed to create user accounts for themselves.
Allow Remember me	Allow users to login once and then register via a cookie held on their machine. This speeds up access but does mean that anyone with access to the users machine will have access to the booking system using their user id.
Booking window	Enter the number of page view units to allow booking in advance. 0=no limit
Cancellation window	Enter the number of page view units to allow cancellations without penalty. 0=no limit

Change the parameters to modify system behaviour. Beware of modifying the 'Start Time' field on a live system as any bookings made for the previous time patterns will be lost and would have to be manually re-entered.

4.4. Appearance (within the administration menu option)

The appearance feature allows you to change the look and feel of your **ibooka** site. In order to get you started there are a number of standard **ibooka** templates, that are called "skins" that you can choose from.

The drop down menu "select a skin" allows you to select one of the default skins and the "test skin" button applies the selected skin to your site.

While we expect that you will use a standard skin to get started, **ibooka** is designed to allow you to create your own "skin" to make the web site look exactly like your existing web site if you wish. The "New Skin" section of the appearance page allows you to upload a new skin to the **ibooka** system and apply it to your site. Simply browse for a skin that you have previously created (please refer to the section of this user manual that relates to creating a new skin) and select the appropriate file. You may now upload this to **ibooka** for your site.

If you are creating a skin please refer to the "creating a skin section" of this user manual which also contains the specific instructions for uploading the new skin and associated images to your site.

The mail template button **Mail Template** sends a request to the **ibooka** system to email you a template and details for creating a new template. Please refer to "creating a new template" in this user manual.

The appearance screen also allows you to upload new images to parts of your **ibooka** site. Please also refer to the sections "**creating HTML for your site**" and "**uploading images**" that appear in this user manual.

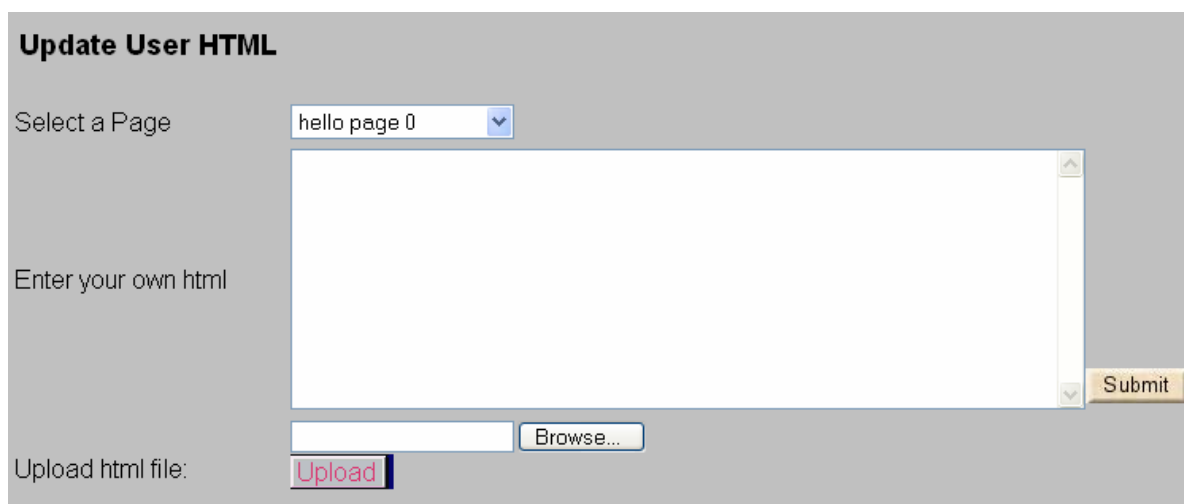
4.5. Update HTML (within the administration menu option)

Please also refer to the sections "**creating HTML for your site**" and "**uploading images**" that appear in this user manual.

The update HTML function (screenshot below) is used to allow you to upload the text/graphics for a number of the **ibooka** pages as html pages. In this way you can preserve the look and feel of your own web environment or site within **ibooka**.

As standard you can update the text on the **Home page** and the **Contact Us Page**

You can either type the html into the text box provided or upload a file that you have created using a separate product such as Frontpage or Dreamweaver.



First you must select which page you wish to update. The drop down menu give you the options open to you, which include the home page and the contact us page. If you have created a new separate HTML page then use the browse function to locate it and then simply press "upload".

4.6. Groups (within the administration menu option)

Resources can be grouped to help the user identify different services or events that you offer. For example, a Golf club may offer Tee Times under the main group but optional extras such as carts or trolleys under a separate group. In the same way a automotive service center may offer a services group for car services, oil/exhaust change, Emissions testing, etc. but offer car valeting or hand car washes under a second group.

You can set which group is displayed as the default group.

This section simply allows you to add or edit groups under which resources can be added. If you do not enter any information here then all resources will fall under the default group that **ibooka** creates for you when the site is created.

Resource Groups	
	<input type="button" value="Add"/>
Group	<input type="button" value="Change"/>
default	<input type="button" value="Edit"/>
Services	<input type="button" value="Edit"/>
Options	<input type="button" value="Edit"/>

4.7. Resources (within the administration menu option)

Edit Resource

Name

Description

Book unit

Seq

Start offset

Active

Cost £

Enter a unique name for this Resource

Enter a description of the function of this Resource

Select the amount of time that constitutes a single booking unit for this Resource

The sequence number determines the order in which this Resource will appear on the booking page

Enter the amount of time after opening that the first booking period for this Resource starts

Is this Resource available for booking

Enter the cost for a single booking period

Resources are the "bookable" components that you want to let your customers reserve or book within **ibooka**. If you are a golf club these would be tee times, a driving school then these are the lessons or exams, a garage then its the car servicing or emissions test, etc. and so on.

You set up a resource using the Edit Resource function. The fields that you are asked for are:

Name	This the name for the resource as it will appear on the booking page
Description	This the description for the resource as it will appear on the booking page
Book Unit	The amount of units (minutes) that constitute a single booking unit for this resource
Seq	This sequence number determines the order in which this resource will appear on your booking page
Start Offset	The start offset allows you to set certain resources to only be available to be booked a certain time after the start of each day
Active	Yes or no in this field indicates to the ibooka system if the resource is available for booking or not
Cost	This field defines the cost of the resource or bookable event Note: the currency symbol changes to the home currency based on the parameter set in the system parameters section.

4.8. Load membership (within the administration menu option)

ibooka needs to know who your customers or members are. It stores these details in the database it creates for your business.

ibooka uses these records to check visitors logging into the system and assign them the correct privileges. If you want, you can record other information in the database and use **ibooka** as your own membership or customer database.

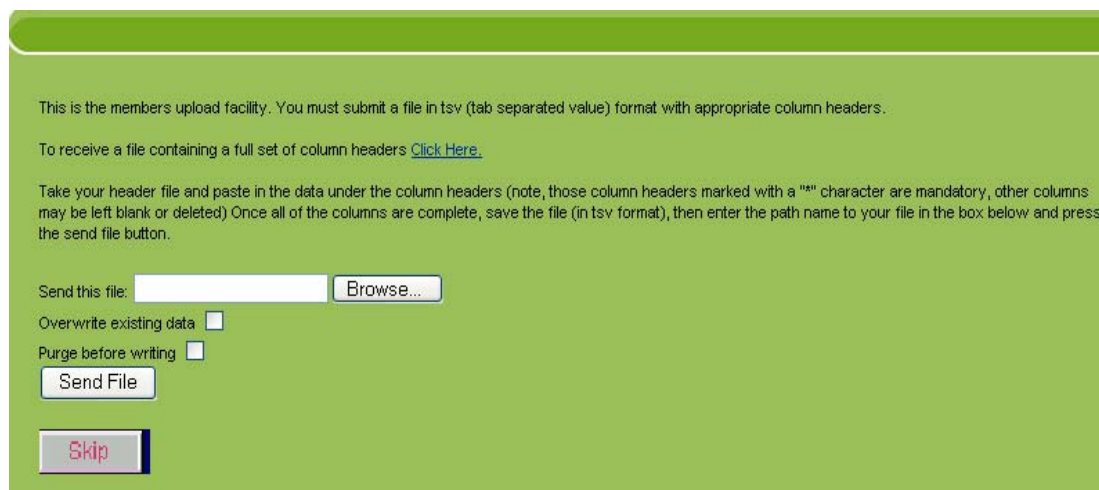
If you already hold customer/member details in electronic format, **ibooka** makes it easy to upload these to its database or they can, of course, be entered using the on-screen forms (see edit users below).

On the Load Membership page, under the administration menu, there is the members upload facility. You must submit a file in tsv (tab separated value) format with appropriate column headers.

To receive a file containing a full set of column headers simply go to the download data option in the menu (see download data in this user manual) and a sample file will be emailed to you.

Take your header file and paste in the data under the column headers (note, those column headers marked with a "*" character are mandatory, other columns may be left blank or deleted). Once all of the columns are complete, save the file (in tsv format).

You are now ready to upload the membership file to **ibooka**. To do this simply return to the Load membership page and then enter the path name to your file in the file box and press the send file button.



As you can see from the screen shot above, there are options to overwrite existing data or purge before writing.

4.9. Edit Users (within the administration menu option)

ibooka needs to know who your customers or members are. It stores these details in the database it creates for your business.

ibooka uses these records to check visitors logging into the system and assign them the correct privileges. If you want, you can record other information in the database and use **ibooka** as your own membership or customer database.

If you already hold customer/member details in electronic format, **ibooka** makes it easy to upload these to its database (see load membership section of this user manual above) or they can, of course, be entered using the on-screen forms.

Using the Members form (shown below), new user records can be added at any time or existing records updated, deleted or temporarily deactivated (e.g.; if a member has failed to pay a subscription due). Update facilities have been removed for the demo.

There is no practical limit to the number of customer or member records that **ibooka** can hold on your behalf.

Name	<input type="text" value="lee"/>	Unique name for this user (cannot be changed)
Real Name	<input type="text"/>	Enter the full name of this user
Password	<input type="password"/>	Only enter a new password if you want to change the current password. NB this password will be submitted to the user when you file this screen
e-mail	<input type="text"/>	Enter the user's e-mail address for confirmations
Address	<input type="text"/>	Address line 1
	<input type="text"/>	
	<input type="text"/>	
Postcode/Zip code	<input type="text"/>	Postcode / Zipcode
Telephone - Home	<input type="text"/>	Telephone - Home
Telephone - Work	<input type="text"/>	Telephone - Work
Telephone - Other	<input type="text"/>	Telephone - Other
Telephone - Fax	<input type="text"/>	Telephone - Fax
Telephone - Mobile	<input type="text"/>	Telephone - Mobile
Default resource group	<input type="text" value="Services"/>	Select the resource group to be displayed initially for this user
Privacy Level	<input type="text" value="Open to Administrator"/>	Select the privacy level to be

4.10. Download Data (within the administration menu option)

This menu option works in conjunction with the load membership option. **ibooka** needs to know who your customers or members are. It stores these details in the database it creates for your business.

If you already hold customer/member details in electronic format, **ibooka** makes it easy to upload these to its database.

On the Load Membership page, under the administration menu, there is the members upload facility. You must submit a file in tsv (tab separated value) format with appropriate column headers.

To receive a file containing a full set of column headers simply select the download data option in the menu and a sample file will be downloaded to your computer.

Take your header file and paste in the data under the column headers (note, those column headers marked with a "*" character are mandatory, other columns may be left blank or deleted). Once all of the columns are complete, save the file (in tsv format).

You are now ready to upload the membership file to **ibooka**. To do this simply return to the Load membership page and then enter the path name to your file in the file box and press the send file button.

4.11. Block Booking

There are many situations which occur where a number of resources have to be booked multiple times.

The facilities provided in the 'Block Booking' section allow for the creation of events (bookings/reservations) which cover multiple resources over many days or which recur on a regular basis.

It is also possible to simply mark many resources as unavailable for a period of time. This is useful for period of maintenance, holiday blackout periods of because a resource has become unusable due to a fault or other condition.

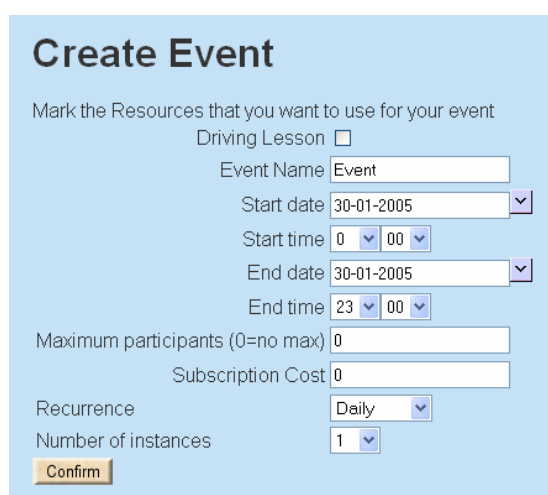
Choose from the options from the menu on the left hand side of this page. Specific help is provided for each option. Please see below.

4.11.1. Events (In the Block Bookings menu)

Many of the resources you define can be used in different ways. Where it is not simply a single user booking a single resource, you might consider the creation of an event. Members can then subscribe to the event.

This facility allows you to specify events and to allocate resources and define recurrence.

When events are defined, the booking schedule shows the resource(s) as booked by the event.



4.11.2. Defining Events (In the Block Bookings menu)

An event can book a number of resources, even over a number of days. These resources then become 'engaged' and unavailable for other users or events to book. To define an event, choose Block Bookings/Set Events You will be presented with a full list of the resources available to the system, mark the ones that you want to use for the event (tick the checkboxes next to them), Then complete the following fields:

Field	Description
Event Name	Give the event a name. This name will appear in the booking schedule and on e-mails confirming subscription
Start date	Enter the first date for the event to make bookings
Start time	Enter the time from which the resources are required. Generally it is easier to book too many resources and then manually cancel those that are not required using the Edit events option.
End date	Enter the last date on which to book resources for this event. Unless a specific event is to last more than a single day this should be the same as the "Start date". Where separate subscription bookings can be made for different dates, these should be set up as separate events using the

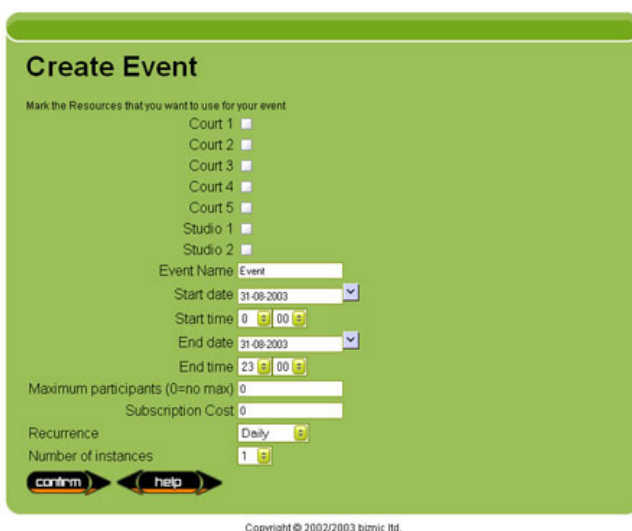
	recurrence facility (see below).
End time	Enter the last time which resources should be booked
Maximum participants	Set the maximum number of participants allowed to subscribe to the event, if there is no maximum, set this value to "0"
Subscription Cost	Enter here the fee to be charged for this event
Recurrence	If there is to be more than one instance of this event that can be separately subscribed to, then select the recurrence period. The choices are Daily, Weekly, 4 weekly and monthly.
Number of instances	Select the number of times this event will run, options run from "1" to "52" times

Once the options have been set, depressing the “**submit**” button will commit the event to the booking schedule. A set of messages showing the resources booked will appear underneath the menu when the screen is redrawn.

Making changes

Once an event exists, changes can be made the resources that it has booked. Choose Block Bookings/Edit Events from the menu. this will take you into a screen that looks like the normal bookings screen but will show a heading of Edit Events. On this page, resource booking slots that are allocated to particular events can be released. On the normal booking screen where there is an event booking covering more than one resource booking slot, only the first booking slot on a page contains a subscribe(unsubscribe) checkbox; on this page each booked slot can be cancelled and free slots can be allocated to the event selected in the drop down box in the button bar at the top of the page.

4.11.3. Edit Events (In the Block Bookings menu)



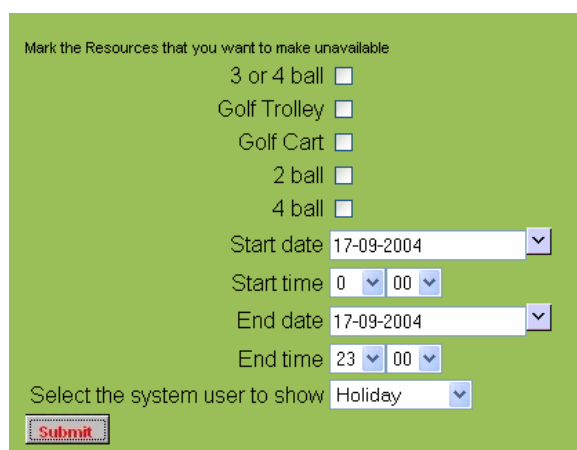
The 'Edit Events' screen is similar to the standard booking screen except that, in the selection bar at the top, there is a drop-down box containing all defined events. individual booking slots can be allocated to the currently selected event.

Also, specific booking slots which are allocated against an event can be removed simply by checking the cancel box next to them.

You will not be allowed to delete any event which has got subscriptions against it. Multiple bookings provide a quick way to book the same resource or facility, say, every week or month.

4.11.4. Set Holidays (In the Block Bookings menu)

When you select the "Set Holidays" option from the Administrator's menu you will be presented with a page which contains the following :



The list of resources will be those that are defined specifically for your system, select those that you want to mark as busy.

Then enter the start date, start time, end date and end time for the periods to be marked as busy. Finally, select the system user from the drop-down window and depress the "submit" button. The page will be redrawn with

a message reporting the number of booking slots reserved on each day.

4.12. Booking

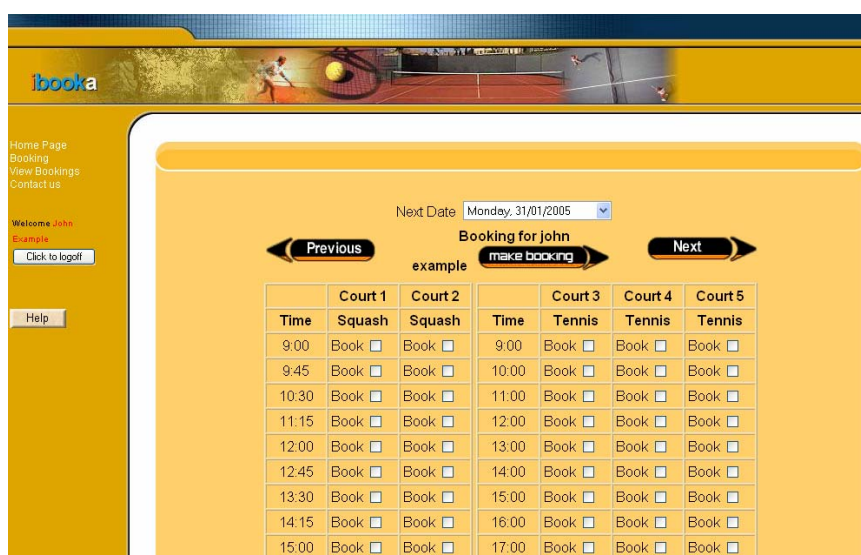
This is the heart of the booking system. In our demonstration system, one day at a time is displayed showing all available resources and their current status.

Date Selection

At the top and the bottom of the page we have a selector bar which allows us to move forward or backwards one day at a time. Use the "<<prev" button to go back one day, and use the "next>>" button to move forward one day. Bookings cannot be made in the past, nor beyond the end of the booking window. The top bar also contains a day selector which gives the option of picking a date from the booking window to move to. Selection of that date automatically submits the page and any checkboxes that have been checked will be actioned.

Any resource booking slot that is available to be booked for the current user has a check box next to it. When this checkbox is checked and the 'next', 'previous' or 'submit' button is depressed, the booking system will attempt to

book the selected resource at the specified time for the current user. When the page is redrawn, that resource booking slot will then be shown as 'booked' either with a name against it or, depending on the user's privacy setting, as 'engaged'. Engaged booking slots appear with a different background colour. Additionally, where 'events'



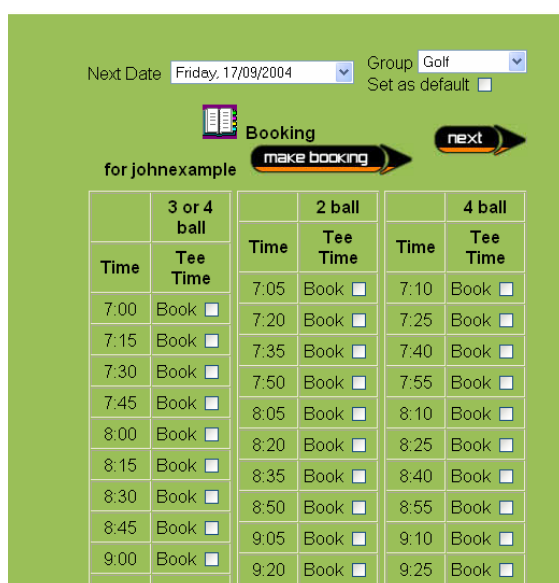
	Court 1	Court 2		Court 3	Court 4	Court 5
Time	Squash	Squash	Time	Tennis	Tennis	Tennis
9:00	Book <input type="checkbox"/>	Book <input type="checkbox"/>	9:00	Book <input type="checkbox"/>	Book <input type="checkbox"/>	Book <input type="checkbox"/>
9:45	Book <input type="checkbox"/>	Book <input type="checkbox"/>	10:00	Book <input type="checkbox"/>	Book <input type="checkbox"/>	Book <input type="checkbox"/>
10:30	Book <input type="checkbox"/>	Book <input type="checkbox"/>	11:00	Book <input type="checkbox"/>	Book <input type="checkbox"/>	Book <input type="checkbox"/>
11:15	Book <input type="checkbox"/>	Book <input type="checkbox"/>	12:00	Book <input type="checkbox"/>	Book <input type="checkbox"/>	Book <input type="checkbox"/>
12:00	Book <input type="checkbox"/>	Book <input type="checkbox"/>	13:00	Book <input type="checkbox"/>	Book <input type="checkbox"/>	Book <input type="checkbox"/>
12:45	Book <input type="checkbox"/>	Book <input type="checkbox"/>	14:00	Book <input type="checkbox"/>	Book <input type="checkbox"/>	Book <input type="checkbox"/>
13:30	Book <input type="checkbox"/>	Book <input type="checkbox"/>	15:00	Book <input type="checkbox"/>	Book <input type="checkbox"/>	Book <input type="checkbox"/>
14:15	Book <input type="checkbox"/>	Book <input type="checkbox"/>	16:00	Book <input type="checkbox"/>	Book <input type="checkbox"/>	Book <input type="checkbox"/>
15:00	Book <input type="checkbox"/>	Book <input type="checkbox"/>	17:00	Book <input type="checkbox"/>	Book <input type="checkbox"/>	Book <input type="checkbox"/>

are created, they will show all of the resource booking slots that they have reserved in a third color. against the first booking slot that the event has reserved, the option to subscribe to the event will be offered where appropriate.

If, as can happen on a multi-user database system, someone else attempts to book the same resource at the same time, then only one of them can be successful. The other user will be given an appropriate message.

4.13. Booking on behalf of users

At present, most, if not all, your bookings are probably made by telephone or in person. Naturally, this facility must be retained and, naturally, **ibooka** provides it **and more.**



Next Date: Friday, 17/09/2004 Group: Golf Set as default ☐

Booking for johnexample **make booking** **next**

3 or 4 ball		2 ball		4 ball	
Time	Tee Time	Time	Tee Time	Time	Tee Time
7:00	Book <input type="checkbox"/>	7:05	Book <input type="checkbox"/>	7:10	Book <input type="checkbox"/>
7:15	Book <input type="checkbox"/>	7:20	Book <input type="checkbox"/>	7:25	Book <input type="checkbox"/>
7:30	Book <input type="checkbox"/>	7:35	Book <input type="checkbox"/>	7:40	Book <input type="checkbox"/>
7:45	Book <input type="checkbox"/>	7:50	Book <input type="checkbox"/>	7:55	Book <input type="checkbox"/>
8:00	Book <input type="checkbox"/>	8:05	Book <input type="checkbox"/>	8:10	Book <input type="checkbox"/>
8:15	Book <input type="checkbox"/>	8:20	Book <input type="checkbox"/>	8:25	Book <input type="checkbox"/>
8:30	Book <input type="checkbox"/>	8:35	Book <input type="checkbox"/>	8:40	Book <input type="checkbox"/>
8:45	Book <input type="checkbox"/>	8:50	Book <input type="checkbox"/>	8:55	Book <input type="checkbox"/>
9:00	Book <input type="checkbox"/>	9:05	Book <input type="checkbox"/>	9:10	Book <input type="checkbox"/>
9:15	Book <input type="checkbox"/>	9:20	Book <input type="checkbox"/>	9:25	Book <input type="checkbox"/>

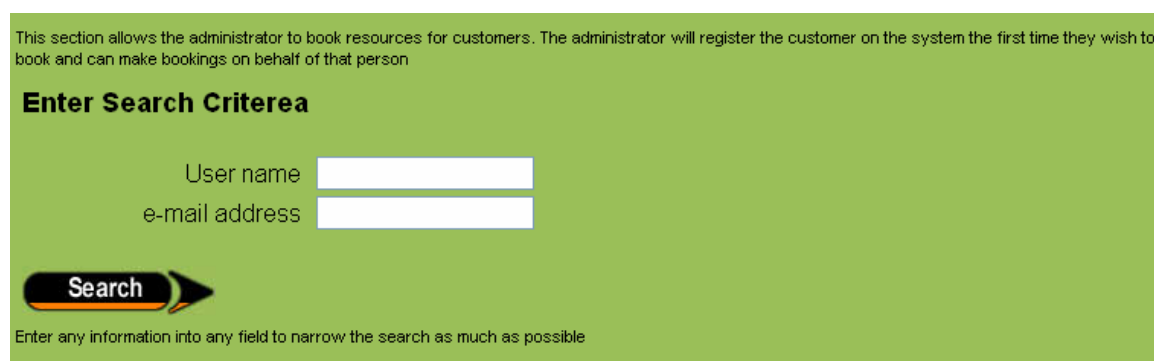
Your office is connected to the **ibooka** servers in the same way that your customers are, using an ordinary Internet connection, which can be shared among any number of staff in your business.

You can designate any user or users of your **ibooka** system as booking staff, manager or site administration personnel. The privileges you assign open up additional facilities within **ibooka** to those staff alone

Not all members will have access to the internet and so telephone booking still has to remain an option.

If the user is a moderator then, in addition to the date selector in the selector bar, a link to the user selector is also included so that bookings may be made on behalf of members. As a safety feature, users who have the facility to book on behalf of other users cannot also book courts for themselves.

If you have the authority to book on behalf of others, then before being presented with the booking page you will be taken into the user selection page to select a user to book for.



This section allows the administrator to book resources for customers. The administrator will register the customer on the system the first time they wish to book and can make bookings on behalf of that person

Enter Search Criteria

User name

e-mail address

Search

Enter any information into any field to narrow the search as much as possible

Enter part of the username and/or e-mail address to narrow the search as much as possible and press the “**search**” button, the screen will be redrawn with a drop down

box of the search result added at the top. You can now either refine your search or make a selection from the drop-down box.

Confirming the selection loads the booking page.



The address button icon allows you to quickly and easily select a new user from the list of users. It returns you to the user selection screen shown above.

4.14. View Booking

One of the most important requirements in your office is the need to see the pattern of bookings at a glance. **iBooka** not only provides a clear display of all bookings and availability, the display is *live* and accepts additions or changes to bookings with just a click

	Court 1	Court 2	Court 3		Court 4
Time	Squash	Squash	Squash	Time	Squash
9:00	Book	Book	Book	9:00	Book
9:45	Book	Book	Book	10:00	Book
10:30	Book	Book	Book	11:00	Book
11:15	Book	Book	Book	12:00	Adam Perfect Cancel
12:00	Book	Book	engaged		
12:45	Book	Book	Book	13:00	Adam Perfect Cancel
13:30	Book	Book	engaged		
14:15	Book	Book	Book		

User booking screen

The customer Adam Perfect is able to see his name only against selected bookings. All other customers are shown as "engaged" to ensure client privacy

	Court 1	Court 2	Court 3		Court 4
Time	Squash	Squash	Squash	Time	Squash
9:00	Book	Book	Book	9:00	Book
9:45	Book	Book	Book	10:00	Book
10:30	Book	Book	Book	11:00	Book
11:15	Book	Book	Book	12:00	Adam Perfect Cancel
12:00	Book	Book	Joe Bloggs Cancel		
12:45	Book	Book	Book	13:00	Adam Perfect Cancel
13:30	Book	Book	Joe Bloggs Cancel	14:00	Book
14:15	Book	Book	Book	15:00	Book
				16:00	Book

Office booking screen

The office booking screen highlights all bookings by customer name.

In use, the facility operates just like the customer booking procedure but, as comparison of the two screenshots above shows, your staff can also:

1. see **who** has booked
2. make and amend bookings **on behalf of** customers
3. make **multiple** or **repeat** bookings
4. set up **events** or **classes** that many customers can then subscribe to
5. mark **maintenance or holiday** periods when resources will be unavailable

In the View Bookings Page select a user from the drop down list and a report will show all bookings for that user. This option is included in case you have a member on the phone asking a question. However, when the booking screen refreshes it will show you (the administrator) all bookings that are currently made including the user you selected.

There is an option on the screen for you to request all bookings that you have made and that are outstanding are emailed to you.

If you are looking to make a booking, alter a reservation, view your bookings or use any other feature of this system, then please use the menu bar that appears on the left hand side of this screen to select that option.

4.15. Collecting payments

One of the important options in your booking service is the ability to collect the fees for the resources that are being booked.

In order to do this, your organisation must sign up to a reputable payments service; in this example we have used Worldpay, as they are the company that ibooka uses and one of the standard options available to you in ibooka.

The Worldpay Credit Card collection service is completely independent from ibooka Limited and is signed up to at <http://www.worldpay.co.uk/sme/index.php>.

This process is not instantaneous and can take approximately one month to implement. If you wish you can set up your ibooka system without payment while you go through the Worldpay sign up process and then turn payments on at a later date.

Once you are ready to use Worldpay in your ibooka installation, login as the “admin” user and go to the Administration section, parameters page:

System Parameters

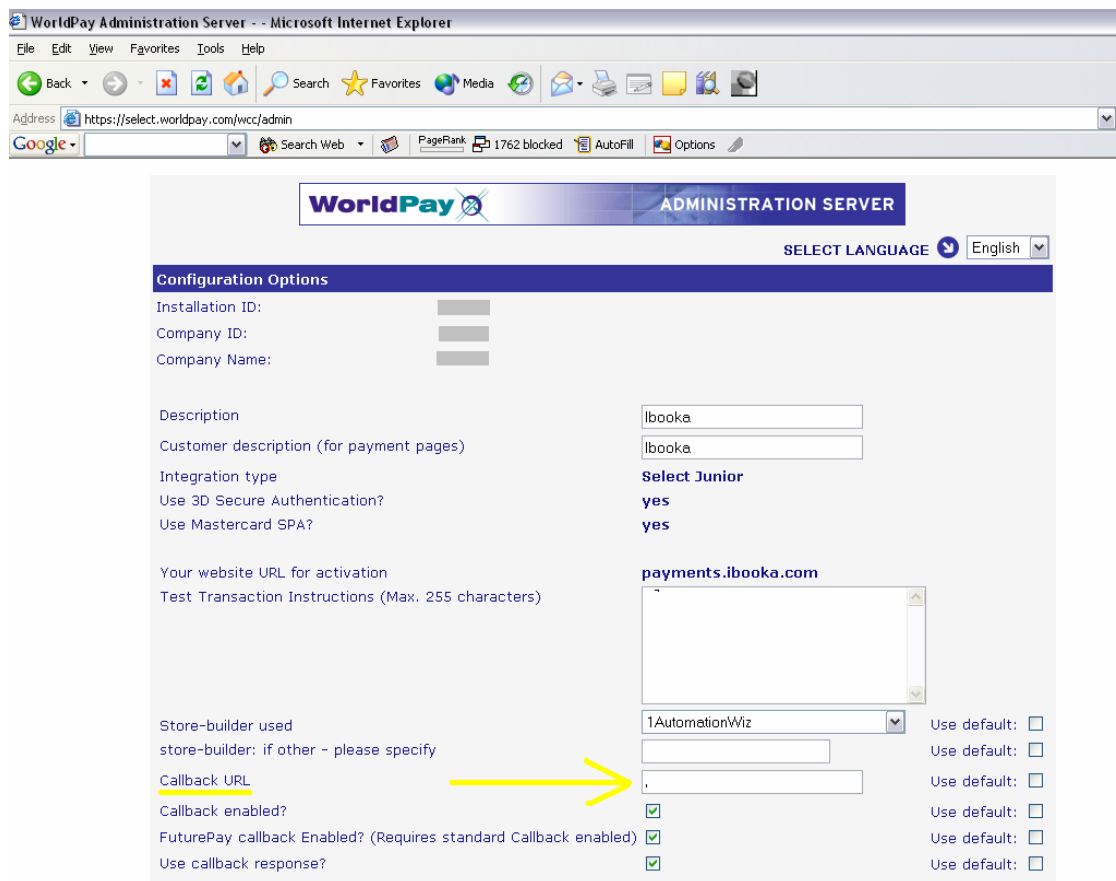
<p>Site name <input type="text" value="test"/></p> <p>Name for resources <input type="text" value="Resource"/></p> <p>Allow Registration <input type="button" value="No"/></p> <p>Daymask (SMTWTFS) <input type="text" value="NYYYYYN"/></p> <p>Start Time <input type="text" value="9"/> <input type="text" value="00"/></p> <p>End Time <input type="text" value="22"/> <input type="text" value="00"/></p> <p>User Booking Start Time <input type="text" value="0"/> <input type="text" value="00"/></p> <p>User Booking End Time <input type="text" value="0"/> <input type="text" value="00"/></p> <p>Show prices <input type="button" value="Yes"/></p> <p>Booking window <input type="text" value="14"/></p> <p>Cancellation window <input type="text" value="1"/></p> <p>Charging currency <input type="button" value="Sterling"/></p> <p>Worldpay options <input type="button" value="Accrue Customer Balance"/></p> <p>Worldpay Installation ID <input type="text" value="52447"/></p> <p>Worldpay Company ID <input type="text" value="665155"/></p> <p>Default Credit Limit <input type="text" value="10"/></p> <p>Is Worldpay live? <input type="button" value="No"/></p> <p>Offset from GMT <input type="button" value="GMT"/></p>	<p>Enter the title to be displayed in each page header</p> <p>Enter the name for the type of resource used in this site</p> <p>Allow users to register themselves for the service</p> <p>Set 'Y' for each available day, 'N' for unavailable days</p> <p>Enter the first available booking time for any resource</p> <p>Enter the end of the last available booking time for any resource</p> <p>Enter the Time from which non-administrators can book on. (System availability)</p> <p>Enter the Time up to which non-administrators can book</p> <p>Display costs on the booking page</p> <p>Enter the number of page view units to allow booking in advance. 0=no limit</p> <p>Enter the number of page view units to allow cancellations. 0=no limit</p> <p>Select the currency for this site</p> <p>Choose the collections method appropriate to your installation</p> <p>Enter the Worldpay installation ID for this website</p> <p>Enter the Worldpay company ID for this website</p> <p>Enter the Default customer credit limit for collecting customer balances</p> <p>Enter 'Yes' here when Worldpay have set up your installation as 'live'</p> <p>Select the number of hours (+)after or (-) before GMT for your site clock</p>
--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Complete the following fields:

Field	Description
-------	-------------

Charging currency	Choose the currency top match your Worldpay installation
Worldpay options	Choose “Accrue Customer Balance”
Worldpay Installation ID	Enter the installation ID Issued by Worldpay
Worldpay Company ID	Enter the company ID Issued by Worldpay
Default Credit Limit	Initially, set this figure to be an unrealistically high number. This will allow users to book without having to go through the payment procedure before the Worldpay installation goes live at which point it should be set to a reasonable figure.
Is Worldpay live?	Select No until your Worldpay installation has been accredited as live.

When you sign up for the Worldpay service you will be given access to the Customer Maintenance system, log in to this using the user ID and password provided by Worldpay and then select the “Configuration Options” for your installation (be careful to go down to the bottom of the page PAST the configuration options for your accounts). You will be presented with a form similar to the following:



WorldPay ADMINISTRATION SERVER

SELECT LANGUAGE English

Configuration Options

Installation ID:

Company ID:

Company Name:

Description:

Customer description (for payment pages):

Integration type: **Select Junior**

Use 3D Secure Authentication? **yes**


Use Mastercard SPA? **yes**

Your website URL for activation: **payments.ibooka.com**

Test Transaction Instructions (Max. 255 characters):

Store-builder used: **1AutomationWiz**

store-builder: if other - please specify:

Callback URL: 

Callback enabled? ☒

FuturePay callback Enabled? (Requires standard Callback enabled) ☒

Use callback response? ☒

Use default: ☐

Use default: ☐

Use default: ☐

Use default: ☐

Use default: ☐

Use default: ☐

In the Callback URL field enter the following:

<http://payments.ibooka.com/return.htm>

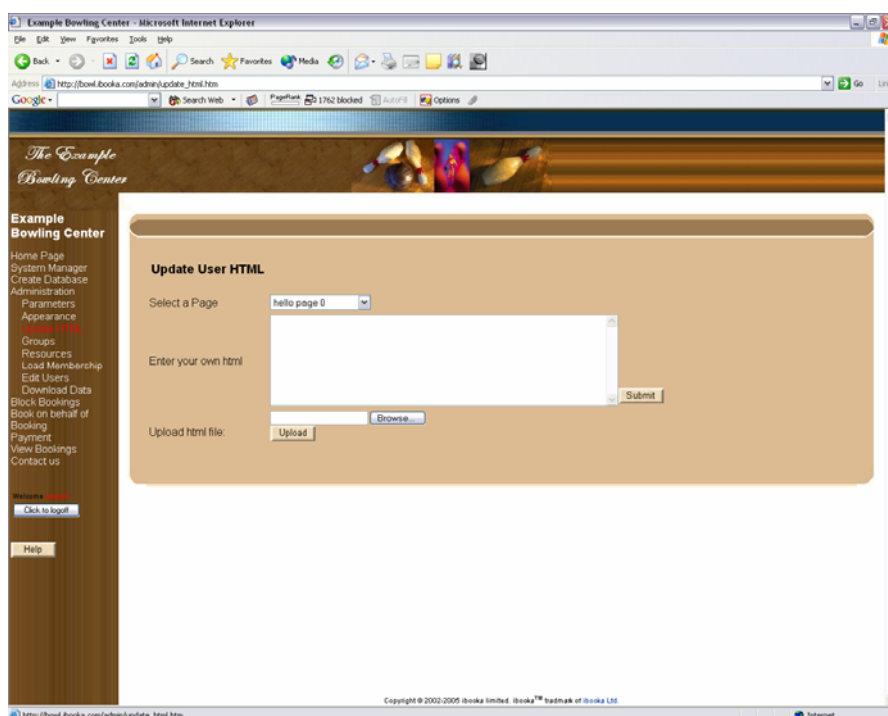
Now, you are ready to test the system. You will have dialogue with Worldpay who insist that they test your installation before allowing you to collect money live.

To conform with Worldpay regulations, you need to show your refund policy (You can check ours as an example at <http://golf.ibooka.com/worldpay/refunds.htm>).

To do this, go to the administration menu, update html option.

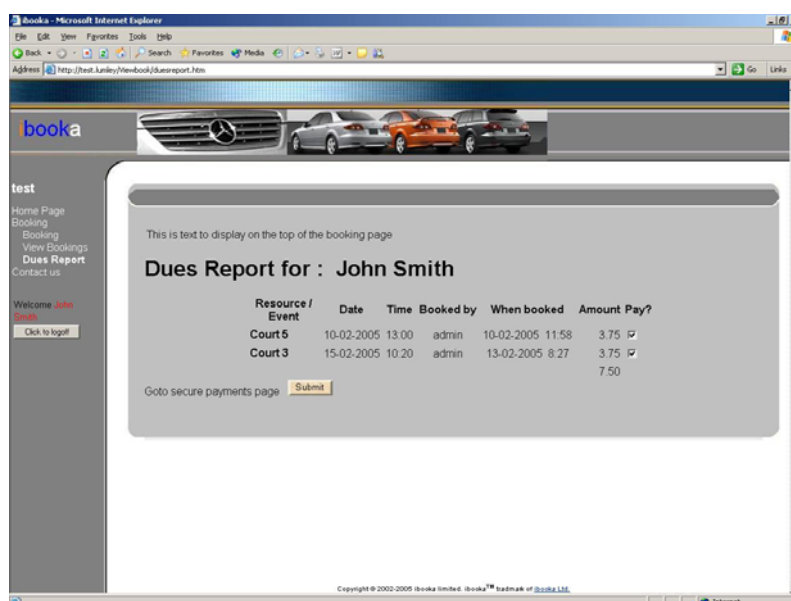
Choose the “refund page 0”, enter your refund policy in the box and submit it.

You are now ready to test your payments facility. Set up a test user with a password and a reasonable credit limit (Administration menu, Edit users then press the “Add” button.) Next, simply log in as that user and make bookings.



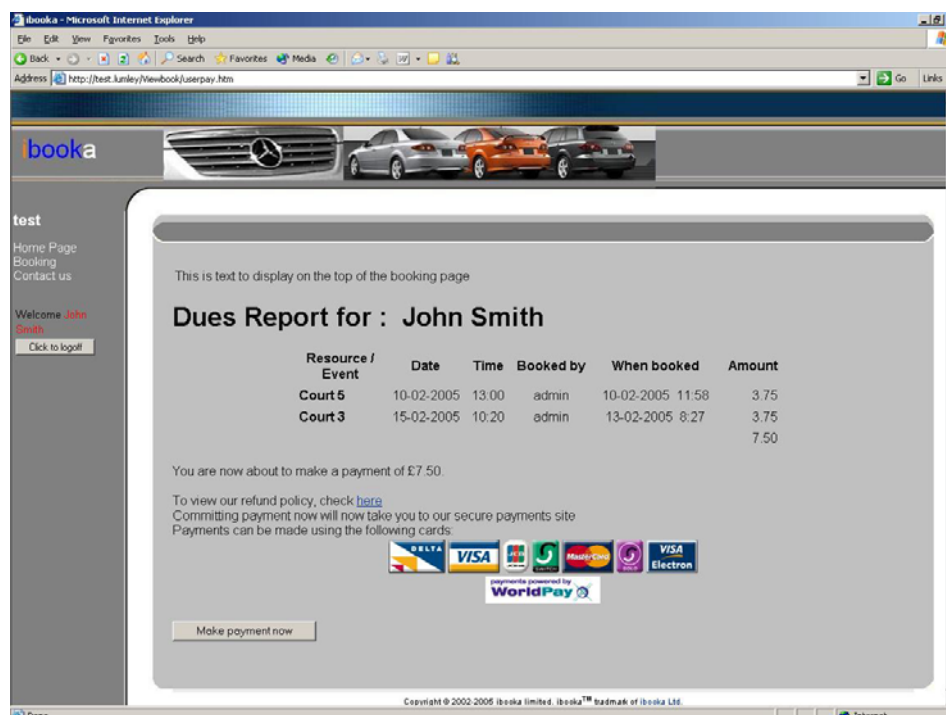
Depending on the credit limit that you have set, you can either choose to make a payment by selecting the “Dues report” from the booking menu or, if the user credit

limit is set at a low level and your user balance is above the credit limit, you will be taken automatically into the “Dues report” when you select “Booking” from the menu.



Once in the Dues report which lists all of the bookings made which have not yet been paid, select those to pay by ticking the checkbox against each and press the “submit” button at the bottom of the report.

You will be taken to the payments page and from their through the Worldpay payment routine. Upon a successful return being received from Worldpay, the paid items will be removed from the Dues report and from the user balance.

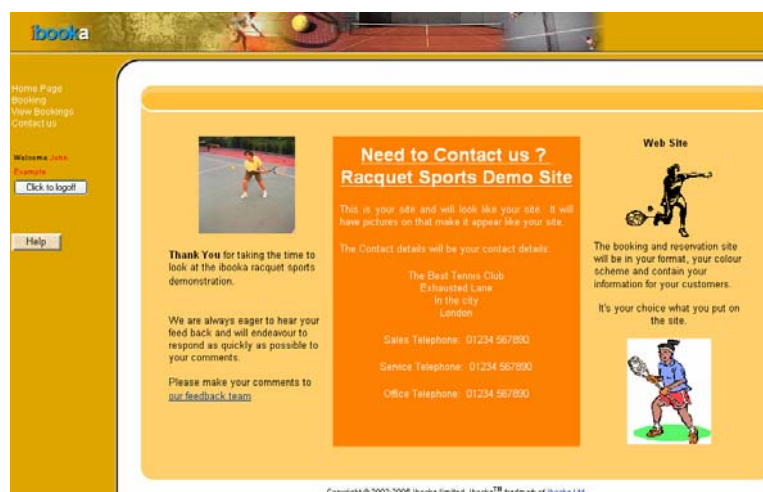


You will have to inform Worldpay of the user ID and password and let them know how to go through the payments routine because they insist on testing the payments routine for themselves. Once they have done so and inform you that they accept the website, you can update the “Is Worldpay live?” and “Default credit limit” fields.

Your site is now available for real payments collections.

4.16. Contact Us

The Contact Us Page is where you should give details of how your customers can reach you through means other than your **ibooka** web site.



Examples of the type of information that could go on the Contact us page can be found in the demonstration **ibooka** systems at www.ibooka.com

The main panel of the Contact Us page is amended using the "update HTML" administration

function. Please refer to the specific sections of this user manual that relate to creating HTML pages, uploading pictures to your **ibooka** system and uploading HTML.

4.17. Uploading images to your site

You can upload all kinds of images to **ibooka** and use them in many different ways. The two most common ways are:

1. in HTML that you add to your ibooka website
2. as part of new/replacement templates for your site

Uploading and using images in HTML pages (see also "creating HTML for your site" section below)

When you create an HTML page you will be used to including images. In the creating an HTML page example below we take you through the HTML for uploading the contact us page from the racquet sports example. This section will now take you through uploading the images for this page.

While creating your HTML page, you simply browse to the local folder that contains the image that you need and insert that as normal. When you are happy with your page YOU HAVE TO CHANGE the path in the HTML that picks up the image.

The original path will probably be something like:

```
src="../../ibooka/images/admin.png"
```

This needs to change to:

```
src="/user/<include site name here>/images/<include skin name here>/admin.png"
```

The site name is the name of your site and the skin name is either the name that you gave to the skin template you uploaded OR if you are using one of the default skins on the **ibooka** site it is tennis for the orange skin, golf for the green skin and motor for the grey skin.

4.18. Creating Words for individual pages (HTML) for your site

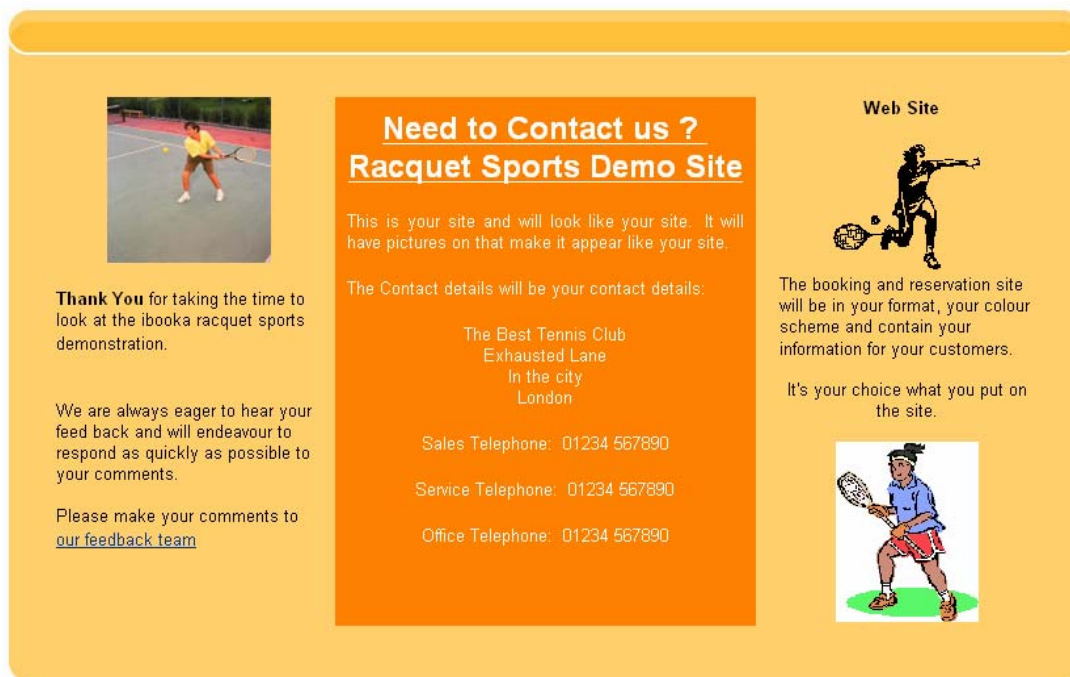
The text/graphics for a number of the **ibooka** pages can be created as html. You can add text and images to all of the screens that your users will see. However, there are a number of logical rules that must be followed.

If you do wish to create new styles, please be aware that **ibooka** already defines a number of styles and uses these automatically. If you want to amend these then please refer to the section below on creating a new template (skin). Do not include the standard header and title information added by programs such as Frontpage or Dreamweaver.

It is always easier to give an example rather than go through all the things that will cause a problem. For the images that are part of your HTML screens, please refer to the section uploading images in this user manual for the "locations" that you must in your html.

You can find an example of HTML code used in **ibooka** for creating the HTML described in this section in APPENDIX C of this User Manual

This is what the example code produces



You are now ready to upload this HTML page to **ibooka** using the administration function "update HTML". N.B. When you paste this into the input field on the "Update HTML" screen, it must be in HTML format. If you are using Frontpage or Dreamweaver, copy from the "code view" page.

4.19. Creating a new template document (Skin)

Creating a new skin for your site is the most advanced technical function that ibooka users need to know. If you do not feel comfortable with creating a new skin (background and frame of each page on your ibooka site, then there are three options available to you:

1. Choose one of the supplied templates and customise it using the Upload HTML and Upload images options
2. Contact your reseller who will be able to provide guidance and assistance in customising your own template.
3. Contact ibooka@ibooka.com and we will be pleased to help you.

For those that do want to create a new skin, the following is a step by step guide.

Download a template

When creating your own template or background skin for your site the first thing you should do is download an example template that contains all the default items and commands for the skin. This is done through the appearance screen, under the administrator option. There is a "Download a Sample template" option on the Appearance screen.

A file called template.zip will be downloaded to your local computer. In this zip file you will find a folder called img.zip, which is the images that the template references

and sample buttons for you to use. There is also a file called template.html, which is your sample template file.

Create a new folder and unzip all of these files into it. You will need to unzip the template.zip file and then the img.zip file that is within it.

Name your template

The first thing to do is give your template a name, so make a copy of template.html and call it another name. We recommend you call it something like <sitename>template.html but you can call it whatever you want. In this example we will call ours Exampletemplate.html.

Editing your template

You now need to edit your template. While this can be done with word editors we recommend that you use a product such as Microsoft's Frontpage or Dreamweaver or similar.

The very first thing to do with the template is identify it for when you use it on the ibooka system. In the template you will see that the first line is:

```
<!-- skin name : * Racquet Sport *-->
```

Change this to the name you want for your template e.g.

```
<!-- skin name : * myskinname * -->
```

This can be whatever you want, but we recommend you use the same name as you have called your template. We will use "Example" for our example.

You now have a working template for your site, however, it is the same as the standard template.

At this stage, take a moment to look at the rest of the HTML code on the page. There is not a lot but understanding it will make the task easier.

Styles

Within the header section of the sample template are a number of style definitions. Ibooka uses these to format items for display within the functional content of the pages. These styles should not be removed.

Even if you are not an expert in HTML, you can experiment with the color settings without doing any damage. Make sure that you keep a backup in case you really get it wrong!

If you want to see which text is affected by changing particular styles, use the "Examine source" option of your web browser. You will see font and table cell definitions containing the phrase 'class=stylename'. This will be applied to the text/cell that follows. Experiment!

Tags

The first thing you will notice is that within the template there are placeholders (called tags) for all the components that are automatically filled in by **ibooka**. By knowing what these are you can change their position, add things around them or even remove them. However, **it is not recommended that you do remove these items as removal of the navigation menu, for example, will restrict(!) movement around the site.**

Understanding these tags will help you understand how the screen is created.

Currently tags that may be found in the template and their respective uses are :

Tag	Function
%content%	This tag will be replaced with the functional part of the page currently being processed
%imgdir%	This tag will be replaced with the path to the images uploaded with the currently selected template
%help%	The help button linked to context sensitive help
%loginform%	The user login / remind / remember / off buttons (This can be replaced with &loginformw% to have the text and buttons formatted in two columns e.g. if you want to re-locate it into the top margin.)
%navmenu%	The site menu
%sitename%	The site name from the system parameters. (This is optional, it is your template, you can replace this with any text that you want.
%copyright%	The ibooka copyright notice. It is part of the licence agreement that this copyright notice is included on your website.

We will explain how these tags are best used in the following sections.

Try out your skin

At each stage through this skin creation process it is good practice to try out your new skin on your ibooka site. The sub-section at the end of this section of the manual explains how you upload and try out your ibooka skin.

Important: when you upload a skin and CONFIRM it then ibooka resets the system to point to the images folder associated with that skin. When you upload buttons or images to ibooka they will go into the folder associated with this skin. If you then select another skin and upload buttons or images then these will go into the folder associated with that skin. Therefore, it is important to upload your new skin, confirm it and then upload your images to the folder associated with THAT specific skin.

Changing the main image at the top of the screen

Next, look at the images at the top of the screen. The top panel is made up of two images. First is a background image, usually, but not essentially, this is a colored panel that will be automatically resized to fit the top of your **ibooka** screen. This image is called topbg.jpg. The next image is the panel at the top of the screen, this is called top.jpg and is the actual graphic or picture that is overlaid on the background.

We will change these images first before doing anything else to our site.

You will need to use a graphics package or picture editor to create new versions of topbg.jpg and top.jpg. You can find these two images, as used by our sample template, in the img folder that you downloaded if you want to edit our pictures or you can start from scratch.

Create new versions of these pictures and call them by names that you will recognise e.g. exampletopbg.jpg and exampletop.jpg.

The Main background image, called topbg.jpg, in our example is a standard image size of 1 x 147 pixels but can be any size you wish. This image is stretched out

across the top of the page. Many of our customers just use a standard white background instead of our colored one.



Within your template (exampletemplate.html) you will need to find the line where these files are referenced:

```
<td background="%imgdir%/topbg.jpg" height="1%" colspan="2" valign="top"></td>
```

And change the name of the files to your filenames, as shown:

```
<td background="%imgdir%/exampletopbg.jpg" height="1%" colspan="2" valign="top"></td>
```

Once you have created your picture files or collected pictures from your existing site you will need to upload them to the **ibooka** system (see uploading your images section of this manual) with the new template you are creating. For the exampletop.bg image, when you have chosen a suitable image, probably the image from your existing web site, then depending on the size of this image you may need to resize the image definition in the template. The following line is taken from the template:

```
<td background="%imgdir%/topbg.jpg" height="1%" colspan="2" valign="top"></td>
```

You may need to change the highlighted size information to suit your image or alter your image to fit the size information. You may choose either option.

Try out your skin again

Now that you have created an exampletemplate.html and two new images, upload these and try out your skin again.

This will help you see that you are able to continue to work through the amending of the skin for your site.

Check Point

Did it work ?

If it did then well done, if not, we suggest you contact ibooka at ibooka@ibooka.com to discuss how the problems can be addressed. We are here to help you and are happy to help.

Other standard components of the skin

Now let's select and change some of the other components for your skin. With the template that was downloaded you will have received an images folder, in here are all the standard components of a skin and you may use these as the base components

of your new skin. The standard images folder will be copied to your new skin folder, when the folder is created, to give you a base set of components, you may want to overwrite each of these files with your own files to create your own look and feel to the site.

The main images in the template and their meanings are as follow:

Buttons

A series of buttons that are used on various pages. These have transparent backgrounds and so should not affect the look and feel of your site:

e.g.



these can be changed to any buttons you want

e.g.



However, you must keep the names the same as the standard buttons downloaded to your img folder and then upload these new buttons to your site via the upload images function of ibooka.

The Menu

The Menu background image called menubg.jpg which has a standard image size of 157 x 1 pixels but can be any size you wish

If you make an image and rename it to the same name as this image above and then upload it with the skin you want confirmed, then it will overwrite the image in your personal skin folder and replace that part of the image in your skin.

The central panel on ibooka pages

The central panel on most ibooka pages is simply a set of images that are used to create a background picture. These images are defined below. If you like the background image but simply want to change the color then simply recolor the images downloaded in your images folder (see examples below) and upload them to ibooka with your new skin selected.

You will see in the main part of the html for your exampletemplate page where all of these images are put together to create the background image. If you are simply recoloring then you don't need to make any changes here, simply upload the recolored buttons with the same names as these ones when your new skin is confirmed. However, if you wish to remove this panel with a) create each of these images as a white image (see example image for you below) b) remove the

appropriate html code or c) upload completely different images that you do with to use but with the same names as these.

content_topright.jpg 

content_topleft.jpg 

content_left.jpg 

content_right.jpg 

content_bottomleft.jpg

content_bottomright.jpg 

content_bottombg.jpg  and

content_bg.jpg 

These images can be copied and recolored or recreated and uploaded over these default ones to create the center panel

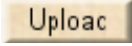
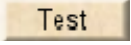
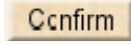
If you just want a white background to the main panel of your skins then either create the images as all white OR simply select the image here by right clicking over the center of the image, copy the image and then rename each of the copies to the filenames above and upload them.



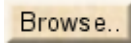
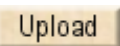
(Please note the black border has been added so that the image can be seen - select the image, which is in the center of the board and copy that, it is called whiteimage.jpg).

Trying out the skin again

Once again you should now go back to the appearance screen (on the administrator menu), choose a relevant name for this skin (this may or may not be the same name as you chose to put in the template). Enter this in the box marked "**new skin name**".

Next browse for the new template file that you have created and then press . This action will not only upload your new skin BUT will also create a new folder or point the already created folder for this skin. Remember, it is important that you complete this upload and then  and  your new skin BEFORE you upload the images that you have made part of the skin.

Once you have completed the template upload and the new folder is created, uploading the images is the easy part.

Simply upload the images on the appearance screen by  to the correct filename of the image that you have locally and then press .



If the image displayed on your new skin when you tested it locally on your PC, it should now appear on the new skin.

NOTE: When you upload an image that OVERWRITES a previous image you will need to refresh your browser screen as the previous image may have been cached and some browsers or versions of browsers need a refresh to update the computers cache memory.

Advanced features

Congratulations, you have created a new skin for your ibooka system. This is as far as most of our customers go with customising their site. However, the template file is just HTML and therefore, if you wish, you can go further and add, change or delete html code in the file to customise your site further. Remember, do not remove the tags, as ibooka uses these and be careful with image sizes. If you have any questions please contact ibooka at ibooka@ibooka.com

5. How Do I Do That – Question and Answer Section

5.1. How do I log in to the system?

To log into the system you need a user ID and a password. This is set up in the user information in the administration menu, loaded into the ibooka system using the batch upload of user information or you can set a system parameter to have users register themselves. Once you have a user ID, enter it at the Login prompt along with the password that was issued to you.

5.2. How do I set the time on my booking site to my local time?

There is a system parameter on the system parameters page that tells ibooka what the offset to GMT is for the location in which your ibooka system will operate.

5.3. How do I set it so that my customers register themselves?

There is a system parameter on the system parameters page that tells ibooka if you want you customers the register themselves or if you want to maintain your own user file.

5.4. I've forgotten my password, what do I do?

When you enter your username in the “Login ID” box and press the “Remind” button. An e-mail, containing your password, will be sent to the email address held for your user id that has been entered into the user information record.

5.5. How do I make a booking for a user?

To make a booking on behalf of another user, you must be logged in to the system with appropriate privileges (see user information). Select “Book on behalf of” from the menu, refine your search until you select the specific user for whom you need to make a booking, you will then be taken to the booking page to select the appropriate resource group, resource and available timeslot. Tick the box and press the submit button and your booking will be completed. You will see details of the completed booking appear in your browser window and the user for whom you are booking will receive an e-mail confirmation.

5.6. How do customers register themselves in the ibooka system?

Some implementations of ibooka allow users to register themselves, others choose to control the issue of user IDs. There is a system parameter in the administration section that selected which method your system will use.

5.7. How do I check what bookings I have made?

Select the “View bookings” option from the menu, a report of all of your bookings will be shown in your browser.

5.8. How do I define an event?

Choose “Block bookings” from the main menu and then choose “Set Events”.

You are presented with a screen which allows you to define, very flexibly single or recurring events covering multiple resources and timeframes. For full details of how to use these options please see the “Defining Events (In the Block Bookings menu)” section in the user manual

5.9. How do I make a resource unavailable for a period of time for maintenance?

Choose “Block bookings” from the main menu and then choose “Set Holidays”.

You can now allocate selected resources to selected system users for the periods that you wish to make the resources unavailable.

5.10. How does a user make a booking?

To make a booking, you must be logged in to the system. Select the booking page from the menu, then, if there are multiple resource groups, select the appropriate resource group, resource and available timeslot. Tick the box and press the submit button and your booking will be completed. You will see details of the completed booking appear in your browser window and you will receive an e-mail confirmation of your booking.

5.11. How do I cancel a booking I have made?

Select the main booking page from the menu. Select the appropriate resource group, resource and booked timeslot. Provided you are within the valid cancellation window (as set by the system administrator), tick the box and press the submit button and your booking will be cancelled. You will see confirmation of the cancellation appear in your browser window and you will receive an e-mail confirmation of your cancellation.

5.12. How do I set up the words on the home page?

You must be logged in to the system as the system administrator. Choose the Administration menu and go to the “Update HTML” page. You can then replace the text on any of the pages offered to you (update “hello page 0”) or you can create additional text (Submit “New hello page”). Each time a user logs in to the system, they will see the text from “hello page 0” on the home page, on each subsequent visit to the home page, the next available “hello page n” will be displayed until there are no more pages when “hello page 0” will again be cycled. This mechanism applies to each of the pages in the system where text can be added.

5.13. How do I change the position of the login boxes ?

This can be achieved by replacing the “%loginform%” placemaker in the Skin template with “%loginformw%”

5.14. How do I load membership details from existing systems into ibooka?

There are three mechanisms available for the creation and maintenance of members within ibooka.

1. Allow registration – In system parameters, set the “Allow Registration” parameter to “Yes”. Anyone who wants to use your ibooka implementation can then register themselves and use the system.
2. Manually Administer membership – Select Administration from the menu and choose the “Edit users” option. You are then presented with a list of current members which you can maintain using the ibooka forms based update interface.
3. For users who want to create bulk membership records from an existing database, these should be converted into a file which is TSV formatted using the column headings provided by ibooka. To use this option choose the Administration menu and go to the “Load Membership” page. Use the “Click here” link to download a set of column headings, update your file to put it into this format and then upload the ‘tsv’ file. Helpful error messages will let you know why any invalidly formatted entries cannot be accepted.

5.15. Help!!! I’ve uploaded a wrong template and all of the pages on my website are blank!

Don’t Panic! All is not lost. In the address bar of your browser, enter the following:

<http://yoursitename.ibooka.com/admin/skins.htm?fixskin=golf>

The skins page will be displayed using the golf template and you can then upload a revised template.html file

5.16. How do I Add Advertisements to my website?

On each page there is a section where you can add your own html text. You can use this to advertise with the inclusion of images which you can also upload.

6. Appendix A - Reference Information

6.1. ibooka technical notes, specifications and compatibility

This section contains technical specifications for **ibooka** and describes the directory structure and delivery strategy implemented in the **ibooka** product.

6.1.1. Environment

ibooka has been developed and is currently warranted to run in a Linux environment under Red Hat Linux release 9, Apache version 2.0.40, PHP version 4.2.2 and MySql version 3.23.54.

6.1.2. Directory structure

The file structure is split into two parts: The web space and the code space. This is in addition to the separate directory structure for the database.

The code space contains a set of php scripts which maintain a 'session' on the server for each user who is logged onto the server.

This means that users must allow a single cookie to be dropped into their computer in order for the session to be maintained.

The web space contains a single web-site structure. The appearance is defined in user specific subdirectories. The actual page content is delivered by the php scripts which combine the database content and user defined template files to produce plain html web pages.

6.1.3. Cookies

The code space contains a set of php scripts which maintain a 'session' on the server for each user who is logged onto the server.

This means that users of the site must accept cookies and the site should carry a message on the home page which explains this.

6.1.4. How it works

When a web client attaches to the **ibooka** web site, a session is opened for them. The .htm content definition file which the web engine reads is then processed by the php engine.

The content definition file contains a number of directives to the web delivery mechanism (WDM) which might overwrite default headers, insert some pre-delivery processing or change the selected web page template as well as specifying the location of the page content before launching the WDM.

6.1.5. Security

The first thing that is done is a security check to establish if the user has the authority to view the selected page. In addition to the security checks on the menu (only those

options available to the user are shown) each time a page is processed. The same check that is used by the menu processor to ensure that a particular page is offered as an option is invoked to ensure that the requested page is within a directory that the user is allowed to access.

6.1.6. Delivery

The WDM then assembles the various components of the web page, performing the pre-delivery processing, selecting the correct template and replacing all of the placeholder items such as the login widget, the menu etc with the code appropriate to the currently selected menu item, before submitting the page to the HTML processor.

For example, the following file could be used as a page definition file in the website:

```
<?php
$header = "";
$content = "../index.php";
$fixskin = "default"; // Specify skin
$imgdir = "images"; // Image Directory
$orient = "h"; // Menu orientation
include("$rustweb/webserve.php");
?>
```

This set of tags defines how the page will be delivered

Parameter	Setting
\$header	Not set. This contains any code which should go into the web page header. E.g. any javascript functions that are included in the web delivery.
\$headbar	Code to replace the %header% tag.
\$footbar	Code to replace the %footbar% tag.
\$content	The path of the file containing the main web page content for this page.
\$fixskin	The template and .css files to be used to format the web page if different from the site defined skin.
\$orient	Menu orientation h: horizontal v: vertical (default)
\$pricing	Code to replace the %pricing% tag

6.1.7. Additional HTML

As well as the appearance defined in the template for the site. The admin user can place additional text/html onto the site pages.

This is done by entering text/html on the appearance page, selecting the appropriate area and whether the test replaces current text is additional text and pressing the submit button.

Each time a site user selects or refreshes a page the text/html files for that page will be cycled i.e. On first arrival at the home page the file home0.htm will be included in the page output. On next display of that page the file home1.htm will be included if it exists, if not then home0.htm will be displayed again.

7. Appendix B – Other reference and help sources

7.1. Context sensitive help

All of the usability information contained in this user manual may be accessed via the individual help screens that are "popped up" by pressing the help buttons within your **ibooka** site.

7.2. Ibooka Web Site

The **ibooka** web site at www.ibooka.com contains a number of reference presentations and documents as well as a frequently asked questions section. Please refer to the web site as a source of additional marketing and support information regarding **ibooka**.

7.3. Ibooka User Guide

A copy of the full **ibooka** user guide may be found **ibooka** web site at www.ibooka.com or may be accessed at any time by an administrator from your **ibooka** web site on any of the context sensitive help screens.

7.4. Ibooka support

email: Support@ibooka.com



Please have your site name available when you telephone **ibooka** support.

Please contact your **ibooka** reseller/distributor for your first line support, however, in the event that you need additional support **ibooka** support is here to help.

8. Appendix C – Sample HTML for use with ibooka update HTML command

```

<html>
<head>
<meta http-equiv="Content-Type" content="text/html; charset=windows-1252">
</head>
<body topmargin="1" leftmargin="3">
<table border="0" width="100%" height="383" cellspacing="0" cellpadding="0">
<tr>
<td width="29%" height="358" valign="top">
<h1 align="center"></h1>
<p style="margin-left: 9; margin-right: 9"><font face="Arial" size="2"><b>Thank You </b>for taking the time to
look at the ibooka racquet sports demonstration.</font>
<p style="margin-left: 9; margin-right: 9"><font face="Arial" size="2"><br>
We are always eager to hear your feed back and will endeavour to respond as quickly as possible to your
comments.<br><br>
Please make your comments to <a href="mailto:info@ibooka.com">our feedback team</a></font></td>
<td width="42%" height="358" valign="top" bgcolor="#FF8000">
<p style="margin-left: 9; margin-right: 9; margin-top: 9" align="center">
<u><b><font face="Arial" size="5" color="#FFFFFF">Need to Contact us ?&nbsp;<br>
Racquet Sports Demo Site<b style="mso-bidi-font-weight:normal"><br>
</b></font></b></u></p>
<p style="margin-left: 9; margin-right: 9; margin-top: 6.0pt" align="justify"><font face="Arial" size="2"
color="#FFFFFF">
This is your site and will look like your site.&nbsp;<br> It will have pictures on that make it appear like your site.&nbsp;<br>
</font></p>
<p style="margin-left: 9; margin-right: 9; margin-top: 6.0pt" align="justify"><font face="Arial" size="2"
color="#FFFFFF">
The contact details will be your contact details:</font></p>
<p style="margin-left: 9; margin-right: 9; margin-top: 6.0pt" align="center"><font color="#FFFFFF" face="Arial"
size="2">
The Best Tennis Club<br>Exhausted Lane<br>In the city<br>London</font></p>
<p style="margin-left: 9; margin-right: 9; margin-top: 6.0pt" align="center"><font color="#FFFFFF" face="Arial"
size="2">Sales Telephone:&nbsp;<br>01234 567890</font></p>
<p style="margin-left: 9; margin-right: 9; margin-top: 6.0pt" align="center"><font color="#FFFFFF" face="Arial"
size="2">Service Telephone:&nbsp;<br>01234 567890</font></p>
<p style="margin-left: 9; margin-right: 9; margin-top: 6.0pt" align="center"><font color="#FFFFFF" face="Arial"
size="2">Office Telephone:&nbsp;<br>01234 567890</font></p></td>
<td width="29%" height="358" valign="top" bordercolor="#C0C0C0" bordercolorlight="#C0C0C0"
bordercolordark="#C0C0C0">
<p align="center"><b><font size="2" face="Arial" color="#000000">Web Site</font></b></p>
<p align="center" style="line-height: 100%; margin-left: 18; margin-right: 9; margin-top: 0; margin-bottom:
0">
<p align="left" style="line-height: 100%; margin-left: 18; margin-right: 9; margin-top: 0; margin-bottom: 0"><font
face="Arial" size="2" color="#000000">The booking and reservation site will be in your format, your colour
scheme and contain your information for your customers.</font>
<p align="left" style="line-height: 100%; margin-left: 18; margin-right: 9; margin-top: 0; margin-bottom:
0">&nbsp;<br>
<p align="center" style="line-height: 100%; margin-left: 18; margin-right: 9; margin-top: 0; margin-bottom:
0"><font face="Arial" size="2" color="#000000">It's your choice what you put on the site.<br>
</font><font face="Arial" size="2" color="#00FF00"><br></font>
 </td>
</tr>
</table>
</body>
</html>

```

9. Appendix C – Glossary

ASCII	American standard code for information interchange - a standard code which represents characters (A-Z, 1-9 etc) mapped to the values 0-255. For example 'A' is represented as ASCII value '65'.
Booking Slot	A single resource booking period.
Booking Window	The number of days ahead of time that a resource can be reserved.
Browser	A client software program used for searching and viewing and updating various kinds of Internet resources such as information on a web site. The most popular Internet browsers are Microsoft Internet Explorer and Netscape Navigator.
Button	One of various controls whose on-screen appearance typically simulates a push button or a radio button. The user clicks buttons to effect an action such as the submission of a web form.
Cancellation Window	The number of days ahead of time that a booking for a particular resource or event can be cancelled without incurring a charge.
Cut and paste	Just like when we were in Kindergarten - only using the PC instead of scissors and glue. This allows us to remove sections from one document (cut) & place them in another document (paste).
Daymask	A collection of seven characters each being either 'Y' or 'N' which define the availability ('Y') or otherwise ('N') of an ibooka website for booking from Sunday through Saturday
email address	A complete E-mail address is composed of the username, "@" and the name of the server where the user's mailbox resides. Suppose your E-mail address is ABC1234@KSU.EDU. Your username is ABC1234. Your mail is on the KSU.EDU server. Generally, E-mail addresses are case insensitive. If mail is undeliverable because of a bad address, you receive a message. If the message indicates "user not found," you probably made a spelling error to the left of the "@." However, if the error message indicates "server not found," the problem is to the right of the "@."
Event	An event is a block booking of one or more resources for one or more time slots over one or more days or weeks to which one or more users can 'subscribe'. For instance, in a tennis club, half of the club's courts could be booked every evening over two weeks for the hosting of the club championship. The event will book the courts and the members subscribe to the event.
Group	A collection of resources grouped together so that they appear on the same page for booking purposes.
Home Page	Originally, the web page that your browser is set to use when it starts up. The more common meaning refers to the main web page for a business,

organization, person or simply the main page out of a collection of web pages. This is usually the page which is displayed by default when a URL is specified.

HTML	(HyperText Markup Language) -- The coding language used to create Hypertext documents for use on the World Wide Web. HTML looks a lot like old-fashioned typesetting code, where you surround a block of text with codes that indicate how it should appear, additionally, in HTML you can specify that a block of text, or a word, is linked to another file on the Internet. HTML files are meant to be viewed using a World Wide Web Client Program, such as Netscape or Mosaic
HTML file	A file containing text encoded in HTML format which can be rendered to a web page
Image file	A computer file containing definition of an image which is in a format which can be rendered on a web page.
Internet	The vast collection of inter-connected networks that all use the TCP/IP protocols and that evolved from the ARPANET of the late 60's and early 70's. The Internet now (July 1995) connects roughly 60,000 independent networks into a vast global internet
Log on	The process of logging on to a website identifies you to the website and takes you through basic security screening. This allows the website to react in the way which is most appropriate to your use.
Parameter	A value that is set in a control table which affects the appearance or operation of ibooka
Registration	The (optional) ability of a person who has not been previously authorised to create their own user ID and password for access to a particular ibooka website.
Resource	A resource is anything that can be booked in timeslots
Site	a computer or a collection of computers connected to the internet that maintain a series of web pages made available on the World Wide Web. A site typically has a name, which is part of a network domain written as a URL.
Site Name	A descriptive name for a specific ibooka website.
Skin	An alternative graphical interface for an operating system (OS) or a software program. A skin customizes the look of the OS or program but does not affect its functionality. How an ibooka implementation appears depends on the format of a 'template' file and on a number of standard images which are displayed in various places on the wwebsite.Collectively these objects are known as the skin.
TSV	Tab seperated value. A file which contains data arranged into columns where the contents of each column are delimited by a TAB character (ASCII char 9)

- URL** Uniform Resource Locator (URL). An example of the site name is URL = `http://www.iBooka.com`, which is made up of three parts: the "http", which specifies the protocol, the "www" for specific server name and "iBooka.com", which is the domain.
- Web page** A web page is a document created with HTML that is part of a group of hypertext documents or resources available on the World Wide Web. Collectively, these documents and resources form a web site. Every Web page is identified by a unique URL.
- World Wide Web (WWW)** A system of Internet servers that uses HTTP to transfer specially formatted documents. The documents are formatted in a language called HTML (HyperText Mark-up Language) that supports links to other documents, as well as graphics, audio, and video files. One can jump from one document to another simply by clicking on hyperlinks. Not all Internet servers are part of the World Wide Web.