

## USER GUIDE FOR ONLINE APPOINTMENT BOOKING SYSTEM

### CHOOSING YOUR LANGUAGE

The booking system is bilingual and works in both English and Croatian language.

You can change the language settings CRO->ENG or ENG->CRO by clicking on the link located in the top right-hand side of the window

Press "ENG" for English Language: [ENG](#)

or

Pritisnite "HR" za Hrvatski jezik: [HR](#)

The system will remember the language you have selected and will appear in your chosen language every time you log on.

### USER ACCOUNT

In order to use the system you need to create a user account.

With your user account you will be able to:

- Book your next *Parent Consultation* or *Play Therapy* appointment
- Cancel any future appointments

*(Cancellation procedure – If you need to cancel your appointment in the same day of the scheduled appointment, please inform the therapist by SMS only at 092 2117752, at least 2 hours prior to the scheduled time of your appointment. Cancellations received under 2 hrs will be charged at the full rate of service).*

- Have an overview of all your appointments (past and future) and payment status for each

*(Important – recording of received payments is done manually and therefore some payment statuses may still need to be updated).*

### OPENING A NEW USER ACCOUNT

Press 

Fill in the required data.

*(Fields marked with \* are required).*

At the end press

An email with the confirmation link will be sent to the email address you provided. It is necessary that you open the link in order to confirm your email address.

*(Important – it is necessary to confirm your email address as above, so your user account can be activated).*

Each user account is approved manually. After you confirm your email address you will be informed about the activation of your user account by email.

## LOGIN EXISTING USERS

If you already have a user account, it is necessary that you login with your username and password to be able to book your appointment.

Press 

Fill in the username and password

If you have forgotten your login information, you can use the link [Forgot Your Password?](#) and it will be emailed to you.

## BOOKING AN APPOINTMENT




If you want to book an appointment it is necessary first to login.

Then press 

In the new window you need to choose the service which you will book for your appointment.


### New Appointment

**Service** ▾

<p> <u>Terapija igrom / Play therapy (45 min)</u></p> <p>⌚ 45 Minutes    kn250,00</p>	<p> <u>Terapija igrom / Play Therapy (30 min)</u></p> <p>⌚ 30 Minutes    kn180,00</p>
<p> <u>Konzultacija sa roditeljima / Parent Consultation</u></p> <p>⌚ 45 Minutes    kn300,00</p>	

Next you need to choose the date and the time for your appointment

### New Appointment

 Terapija igrom / Play therapy (45 min) ✕

⌚ 45 Minutes    kn250,00

**Time** ▾

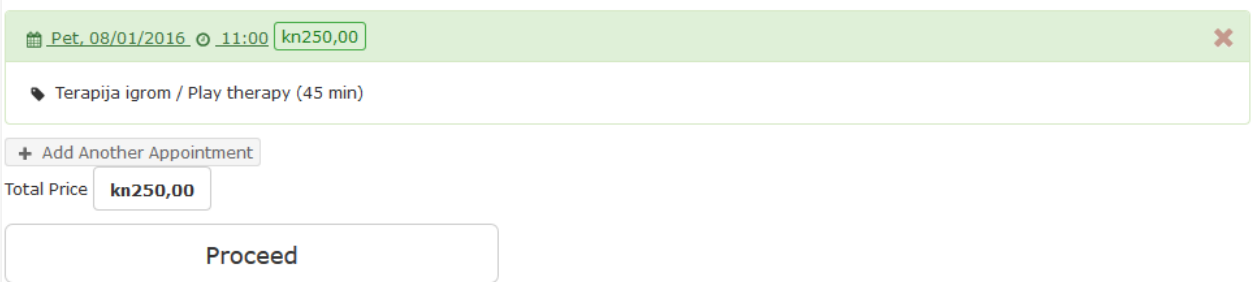
«      **Jan 2016**      »      **Čet, 07/01/2016**

Mon	Tue	Wed	Thu	Fri	Sat	Sun
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

15:30    16:30    17:30    18:30

The following window shows the service for which you booked an appointment and its price.

## Click Proceed Below To Confirm Appointment



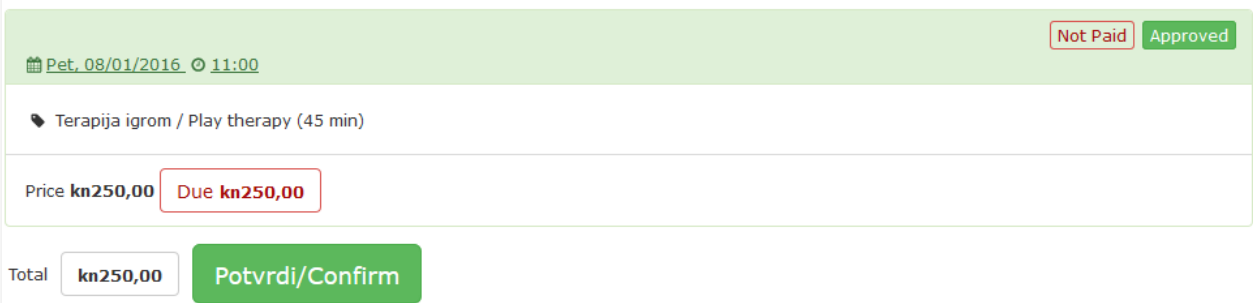
📅 Pet, 08/01/2016 🕒 11:00 kn250,00 ✕  
 📌 Terapija igrom / Play therapy (45 min)  
 + Add Another Appointment  
 Total Price kn250,00  
 Proceed

If you want to book more appointments you can press + Add Another Appointment otherwise you need to press Proceed

The following window shows a complete overview of all the appointments you have booked at this time, the prices for each service and total value.

## Status

Jan 2016



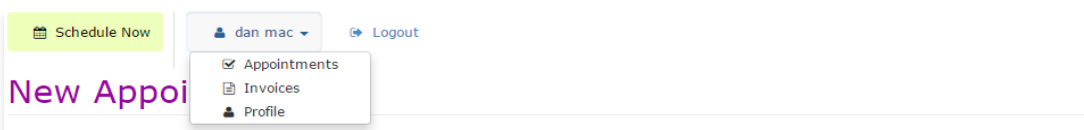
📅 Pet, 08/01/2016 🕒 11:00 Not Paid Approved  
 📌 Terapija igrom / Play therapy (45 min)  
 Price kn250,00 Due kn250,00  
 Total kn250,00 Potvrđi/Confirm

You need to confirm by pressing Potvrđi/Confirm

An email will be sent to you, with a complete overview of booked appointments and prices.

## CANCELLING APPOINTMENTS

If you want to cancel an appointment it is necessary to login with your username and password. Press on the link that shows your name and surname and choose from dropdown menu "appointments".



📅 Schedule Now dan mac Logout  
 New Appoi  
 ✓ Appointments  
 📄 Invoices  
 👤 Profile

This will bring you to the overview of your appointments and payments. You can cancel any of the future appointments by pressing ✕ Cancel while in the next window you will need to confirm again the cancellation by pressing Yes, Cancel