

Appointment Scheduler 1.0™ Frequently Asked Questions (FAQ)

Version 1.0

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1. What is Appointment Scheduler 1.0?

Appointment Scheduler 1.0 is a robust and easy-to-use application that will enable you to conveniently book appointments online. You simply stipulate your meeting availability and the allotted time intervals for bookings, and your customers visit your appointment scheduler online, and complete an engagement request. You can easily view your agenda and delete any appointments that were made erroneously.

2. How do I install Appointment Scheduler 1.0?

Appointment Scheduler 1.0 can be found in your WebsiteOS™ under the Site Builder tool set - simply click on "Site Builders", and then "Appointment Scheduler". The first time your visit Appointment Scheduler 1.0, you will be prompted to install the application.

3. How do I uninstall Appointment Scheduler 1.0?

In your WebsiteOS™, click on "Site Builders", and then "Appointment Scheduler". Select "Uninstall Appointment Scheduler" and click "Next". Everything in your Appointment Scheduler will be permanently deleted.

4. Can I customize my Appointment Scheduler?

Yes, you can tailor the appearance of your Appointment Scheduler to include a personalized title, your company contact information, bespoke introduction, booking and confirmation messages, as well as the color scheme of your choice.

5. How do I enter my weekly appointment availability?

In the Appointment Scheduler Management Interface, click on the "Booking Hours" tab, and the "Main Business Hours" page will be displayed by default. Here you can set your weekly hours. Simply select a day of the week (i.e. Monday) and then set the specific appointment hours for the selected day by first choosing "Open" and then by entering the "From" time and "To" time (i.e. Open, Monday, From: 8:00am To: 4:00pm).

Next, set the time intervals for appointments (i.e. every 60 minutes), so that persons requesting appointments can only book one that is within the time limit specified by you. Simply select a time interval from the "Each Appointment is booked at the following Interval" drop-down box. Time intervals can be set between 5 and 90 minutes.

Once you are finished completing the above listed steps, click "Apply" and the hours you selected, along with the [+] sign, will appear in the "Appointment Hours" column beside the day that you just configured.

Click on the [+] sign for a day (i.e. Monday) and you can view the available appointment times. You can de-select an interval by clicking the box next to the time (i.e. De-select 12:00pm if you do not want anyone to book an appointment during your lunch hour) and clicking "Apply". Click the [-] sign to close the detailed view.

Once you have set your appointment times for a specific day (i.e. Monday), your schedule for that day will be repeated for the following weeks (i.e. the Monday of every week will have the same availability).

You can also set special hours for a specific day (i.e. Monday, January 5, 2004) by clicking on "Specific Day Hours" at the bottom of the "Booking Hours" screen. Here you view your appointed days in calendar form and can change your availability for a specific day (go to FAQ 6 for details).

6. Can I edit my availability for a specific day?

Yes, you can. Simply click on "Specific Day Hours" at the bottom of the "Booking Hours" screen. The current month will appear in calendar format. Here you can click on an open day and change the day's hours (i.e. from the usual 8:00am – 4:00pm, to 10:00am – 2:00pm), time intervals (i.e. from the usual 60 minutes to 30 minutes) and de-select a specific time interval (i.e. 12:30pm – 1:00pm).

Once you have made changes for a particular day, click "Apply" to save them. If you want to undo your changes, click on the day for which changes were made, and check off the "Delete Specific Settings" box. This will return this date to the main business hours.

Click on the [+] and [-] signs on the calendar to toggle between months. Click on any day in the calendar to view its status.

7. How do I view appointments that have been made?

In the Appointment Scheduler Management Interface, click on the "Appointments" tab, and all appointments that have been successfully booked will appear. The information displayed includes the date, time, name, email, phone number and reason for the appointment. You can also delete an appointment by checking off the "Delete" box beside the appointment, and then clicking "Apply".

8. How do I delete an appointment?

In the Appointment Scheduler Management Interface, click on the "Appointments" tab and a list of your appointments will appear. Check off the "Delete" box beside the appointment, and then click "Apply".

9. How do I access my Appointment Scheduler to book an appointment for myself?

In your WebsiteOS™, click on "Site Builders", and then "Appointment Scheduler". Click where it says, "Click here to access your Appointment Scheduler" and the Appointment Scheduler where you can book an appointment will appear. Click on the desired days in the calendar, select a time interval, enter your name, email address, phone number and reason for appointment, and then click "Reserve".

10. Can I color code the calendar days so that their status (opened or closed) is easily identifiable?

Yes, you can. In the Appointment Scheduler Management Interface, click on the "Preferences" tab and you can pick the desired color for cells and text. Make the necessary changes and then click "Apply".