

# Appointment Booking Pro for Joomla

Version 2.0.4

## User's Guide

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By Soft Ventures, Inc.

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## Overview

Simply put, Appointment Booking Pro allows a visitor to your web site to book a resource for a specific period of time. It has many features and many ways to set up screens and capture user data, but ultimately it is just there to book a resource.

It does not do much, but it does it quite well.

## Terms and concepts

### Resources

The 'Resource' is what is being booked or reserved.

A resource can be anything you want, a room (meeting room, exercise room, etc), a person (doctor, hair stylist, etc) or an object (computer, golf clubs, Ferrari)

The resources will appear in a dropdown list for you visitor to choose. If you only have one resource it will be preselected when the visitor opens the booking screen.

### Categories

Categories were added for people who have too many resources to fit into a dropdown list.

They can also be used to group resources, for example by physical location – Calgary Office, Toronto Office, etc.

It is important to remember that categories are just way to group resources and make them easier to locate in the booking screen. You do not 'book' a category, you book a resource.

*A resource can one belong to only one category. As of ABPro 2.0.3 beta 4, a resource can be assigned to multiple categories.*

Categories are **optional** and should not be used unless there is a business reason to do so.

### Services

Services were added as an attribute to a resource; a way for you to give the visitor a specific list of tasks that they can request of the resource.

You do not 'book' a service, you book a resource. The service just specifies what you want the resource to do.

A resource can have any number of services.

Services have no effect on the time duration of a booking.

Services are **optional** and should not be used unless there is a business reason to do so.

### Timeslots

A resource booking needs a start and end time. Timeslots provide you a way to define blocks of time that a user can chose to book.

The difference between Appointment Booking Pro (ABPro) and its sister component Resource Booking Pro (RBPro) is in **who** decides when the booking ends.

With ABPro, you define a start and end time for timeslots – you tell the visitor when the booking ends.

With RBPro, the visitor tells you when the booking will end.

You can define any number of timeslots. A timeslot can be any size, in minutes. Smaller than 10 minutes is not recommended.

A resource can use 'Global' timeslots, timeslots you have defined as 'Global', or the resource can be set to use resource specific timeslots. In this case you define slots just for a specific resource, independent of other resources or of Global timeslots.

Timeslots give you great flexibility in when your resources are available. You can set no slots from noon to 1:00 each day for lunch, set none for after 3:00 on Fridays, etc.

What you **cannot** do is have overlapping slots. For example you **cannot** have 1 hour timeslots that begin every half hour. The system comes with Global timeslots defined for Monday to Friday. These are just to get you started and can be modified or deleted.

### Book-offs

Book-offs are used to make a resource unavailable on one or more specific dates. These would be used for vacation days, statutory holidays, etc.

In the resource setup screen you can define which days-of-the-week your resource is available, for example Monday-Friday. Book-offs are used for specific dates.

### Seats

ABPro was originally designed for individuals to book appointments. With version 1.4.3 the concept of 'seats per booking' was added. You can set 'maximum seats' for a resource (normally 1 for individual appointments) and customers can select how many seats they want to book. This allows ABPro to be used for booking seats in a class or on a tour.

### Coupons

Added in version 1.4.3, you can define any number of coupon codes. You set the discount amount, either currency or percentage of total order, and an expiry date. You can give this to prospective customers and the total changes will be adjusted when they enter the coupon code into the coupon box on the booking screen.

### Extras

Added in version 1.4.4, you can define any number of extra items that the user can add to a booking. These 'Extras' can have a cost associated with them and the booking total will be adjusted based on the user's choices.

### UDFs

ABPro supports an unlimited number of User Defined Fields or UDFs.

UDFs are fields that you can place on the booking screen to gather additional information from the visitor. ABPro supports the following types of UDFs, textbox, radio button, dropdown list and text area.

You can specify some types of UDFs as required fields so the visitor must fill them in before making a booking.

UDF data cannot be changed. You can see what the visitor entered but you cannot change it.

### Resource Administrator

You can assign any user or users to be a resource administrator. A resource administrator can access front end admin screens to manage the administration for their resources. The front end admin screens have limited functionality but



allow the resource administrator to handle day to day tasks without needing to have access to the Joomla administrator back end.

### User Credit

User Credit is a number, representing a currency amount, associated with a registered user. You can sell your customer user credits OUTSIDE of ABPro then enter their number of credits into ABPro. Now when they go to make a booking, the cost of the booking is deducted from their credits.

### Conventions used in this guide

Visitors making appointment bookings will be referred to as **customers** or **visitors**.

I realize ABPro is often used in a medical environment where they are 'patients' – no disrespect intended ;-)

Screen Shots will be Joomla 1.5 unless the feature being discussed is specific to Joomla 1.6+.

The term Joomla 1.6+ indicates Joomla 1.6 and above.

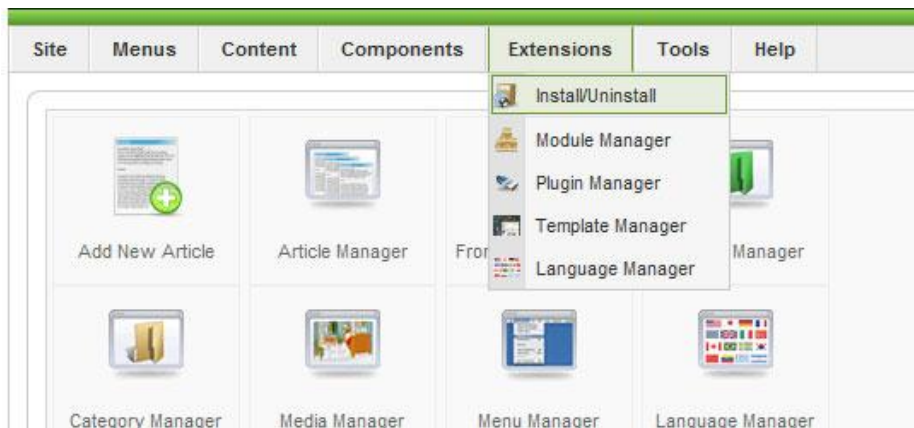
## What's New in 2.0.4

- When using Service based duration, the GAD and Wizard booking screens will **dynamically re-size the timeslot** box to reflect the total booking time including service and extras. \*\*
- **Staff Only UDFs** - you can define UDFs as being for Staff only and they will only appear on the staff booking screen.
- ABPro now tracks the operator's user id for bookings created or modified via the staff booking screen.
- Wizard booking screen summary now lists UDFs and values entered by customer.
- Staff booking screen (front desk) now has 'search' for user. For sites with a large number of users.
- Optional *Category* filter on the Front Desk month/week/day views.
- Enhanced locking on front end admin and front desk screens. If an item is being edited by another administrator, the screen will show *who* has the item locked and will not allow changes until the operator with the screen open saves or cancels.
- New Book-Offs screen will allow you to specify which days to book-off when creating a series. For example, specify July 1-31 and day Wed, Fri will create Book-Offs on Wednesdays and Fridays, between July 1-31.

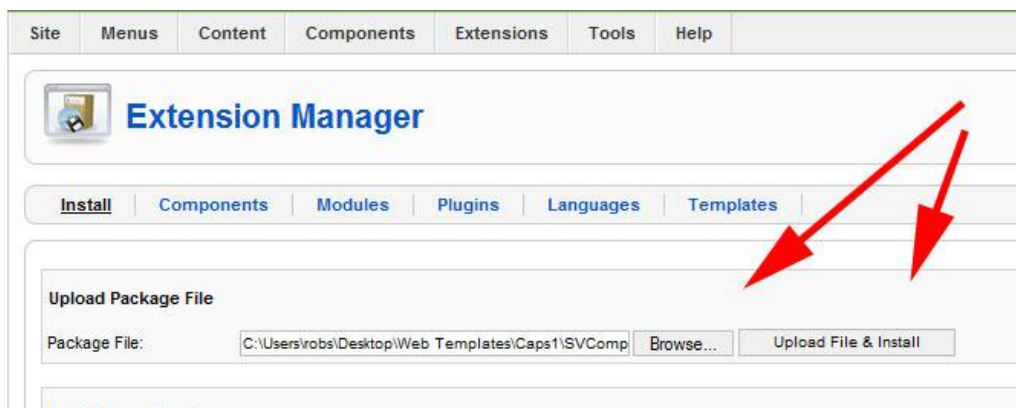
\*\* Only applies when Time on Y-Axis is set to 'No'.

## Installation

ABPro is a native Joomla 1.5 component... and a native Joomla 1.6/1.7 component.  
The installation procedure is standard Joomla stuff...



Browse to find the zip file you downloaded from [appointmentbookingpro.com](http://appointmentbookingpro.com)  
Then upload and install.

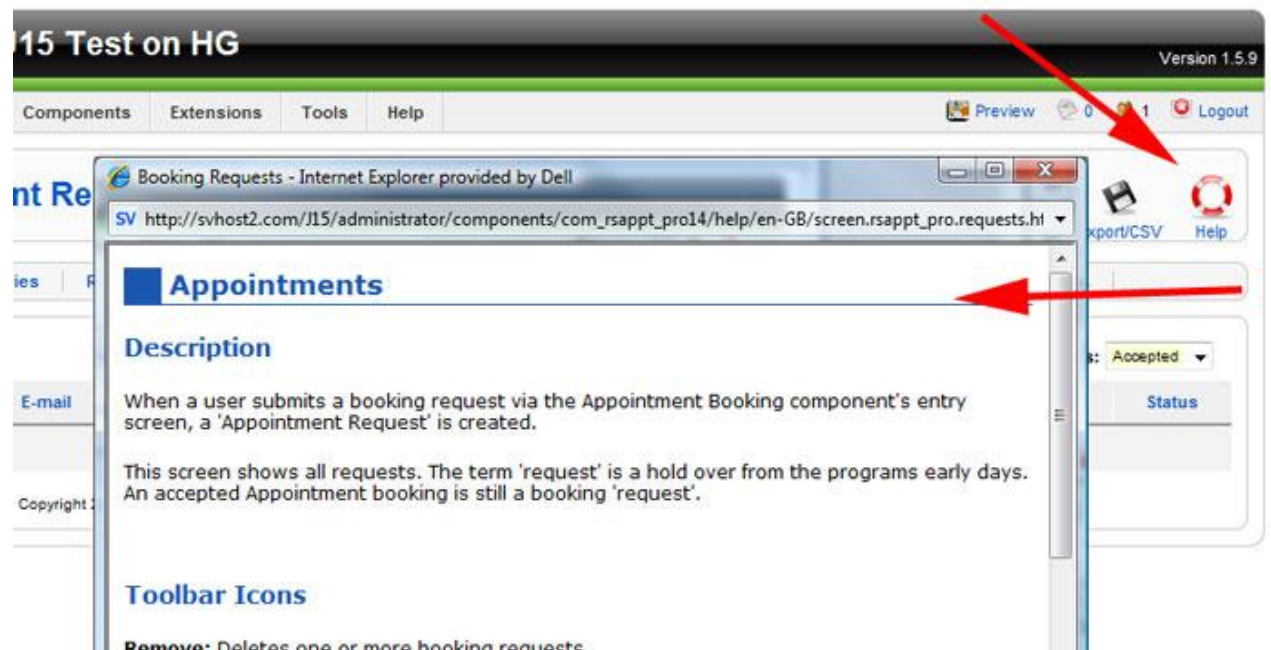


You are done.

# Setup

## Getting Started

You might want to just look through the menus and screens to get a feel for how things are laid out. Each screen has a help icon in the upper left that will bring up some help on the current screen.



## Minimum setup – Quick Start

Ok, you have ABPro installed, now what.

The Plan..

ABPro has a lot of settings - Start simple.

On a clean install, create a new resource, leaving everything defaulted (well except the resource name) and set published = Yes.

Make a menu to call the booking screen and open it. You will see your resource and all the slots.

Don't enable Google calendar or any other options until you are comfortable that the core ABPro functionality is there. Leave Auto-Accept = Yes and make a booking.

Once you know it is working you can start making changes. If you want a different timeslot, change the start/end times for one of the included ones and verify it is changed to what you want.

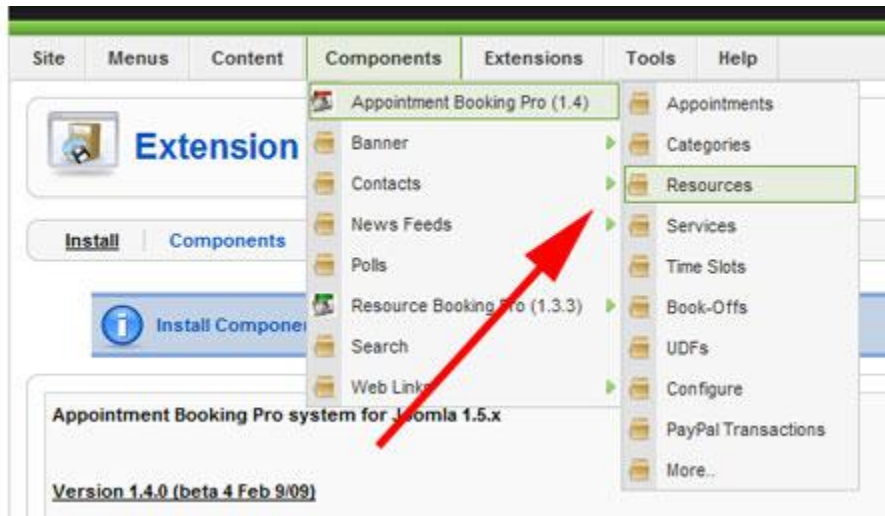
Once your slots are there and bookings are going in ok, enable Google Calendar, add your settings, and make another booking. Login to Google and look at your calendar to see the booking is there.

Ok, let's go..

The bare minimum you need before you can try out the booking screens is something to book.

You need to add a resource.

Select the Resources menu item



The select 'New' button to open the Resource Edit screen.

The Resource Detail screen is one of the busiest in the system but don't worry, for now just enter a name and description. The description is what will be shown in the booking screen. Click on Save to save the new resource.

A screenshot of the 'Resource Detail' form in Joomla!. The form has a title 'Resource Detail' and a subtitle 'A resource is who or what the appointment is being made for. For example, an appointment to visit doctor or test drive a car. The resource would be the doctor or the car.' The form contains several input fields: 'Resource ID:', 'Category:' (with a dropdown menu labeled 'Select Category'), 'Name:' (with the text 'Mr Smith'), 'Description:' (with the text 'Mr Smith'), and 'Cost:' (with an empty text box). There are two red arrows pointing to the 'Name' and 'Description' fields. On the right side of the form, there are some partially visible text labels: 'This field is', 'Cost is a fr', 'This appea', and 'Rate is use'.

We need to publish the new resource by clicking on the red X..

**Resource List**

[Appointments](#)
[Categories](#)
[Resources](#)
[Services](#)
[Time Slots](#)
[Book-Offs](#)
[UDFs](#)
[Configure](#)
[PayPal Transactions](#)
[More..](#)

**Resource List**

<input type="checkbox"/>	ID	Name▲	Description	Days	Time Slots	Category	Display Order	Published
<input type="checkbox"/>	1	Mr Smith	Mr Smith	Sun Mon Tue Wed Thr Fri Sat	Global		1	

Display # 15 ▼

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**Resource List**

[Appointments](#)
[Categories](#)
[Resources](#)
[Services](#)
[Time Slots](#)
[Book-Offs](#)
[UDFs](#)
[Configure](#)
[PayPal Transactions](#)
[More..](#)

**Resource List**

<input type="checkbox"/>	ID	Name▲	Description	Days	Time Slots	Category	Display Order	Published
<input type="checkbox"/>	1	Mr Smith	Mr Smith	Sun Mon Tue Wed Thr Fri Sat	Global		1	

Display # 15 ▼

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That gives us a Resource so we can now map a booking screen to a menu item and try it out.

Go to the Joomla menu system and add a new Main Menu item.

You have two choices for booking screens, simple 'Booking Screen' or the Graphic Availability Display or 'GAD Booking Screen'.

**Menu Item: [New]**

**Select Menu Item Type**

- Internal Link
  - Appointment Booking Pro (1.4)
    - Advanced Admin
    - Booking Admin
    - Booking Screen
    - Booking Screen GAD
    - My Bookings
  - Articles
  - Contacts

The GAD Booking screen has a grid displaying timeslots. Lets use that one.

Enter a title for the menu item then save.

### Menu Item Details

Title:	Booking Screen
Alias:	
Link:	index.php?option=com_rsappt_pro14&view=Bo
Display in:	Main Menu

#### Main Menu

- Home
- Joomla! Overview
- Joomla! License
- More about Joomla!
- FAQ
- The News
- Web Links
- News Feeds
- Booking Screen

#### Latest

- Joo
- Cor
- The
- Wel
- Nev

#### Welcor

Joomla!

And here it is..

### Appointment Booking

Enter header text here - clear for no header

Your Name:

Phone:

Email:

Comments:

Resource: Mr Smith

Grid Start Date: 2009-2-15

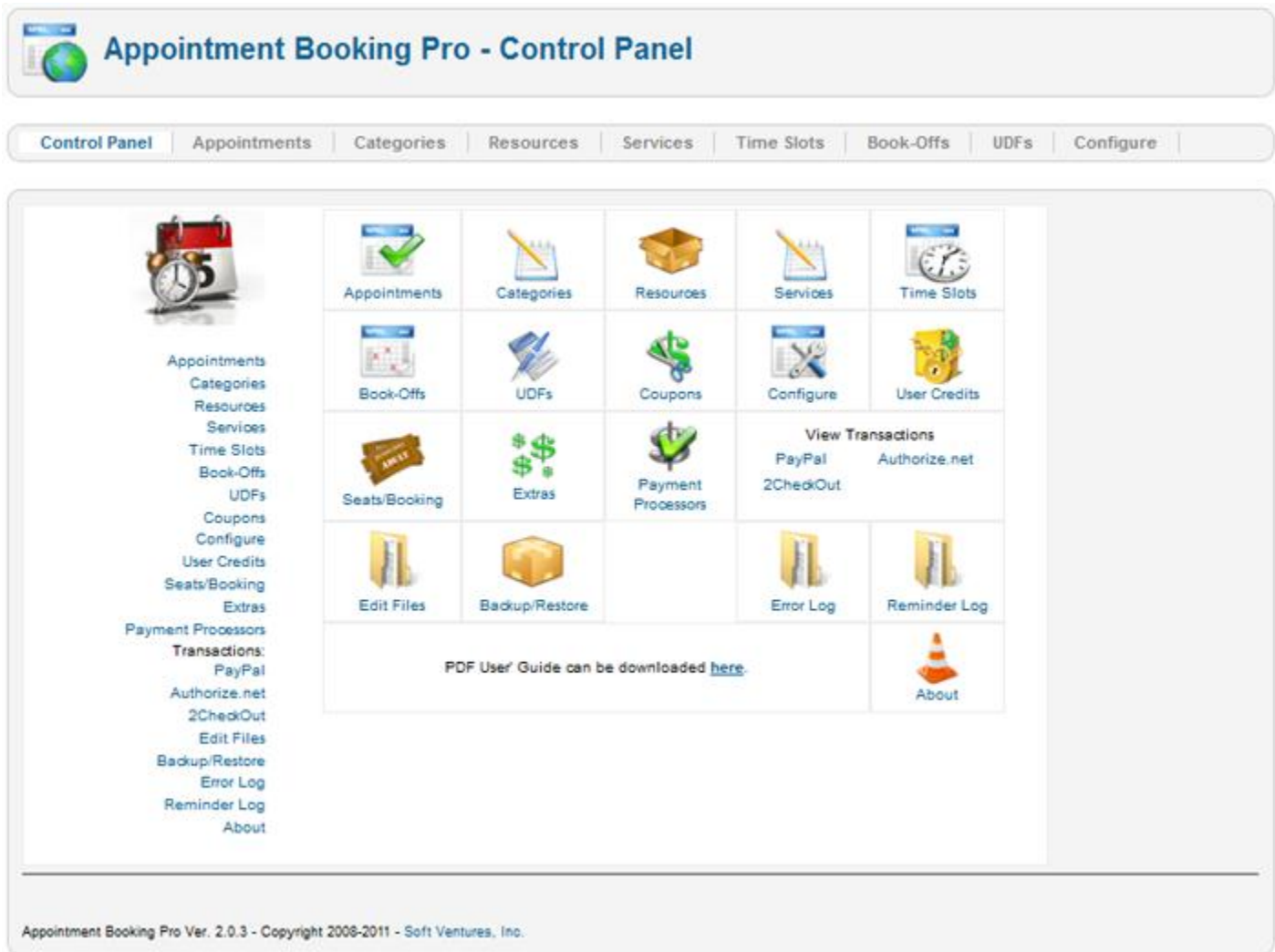
Grid Start: 8:00 AM End: 5:00 PM

	8 AM	9 AM	10 AM	11 AM	Noon	1 PM	2 PM	3 PM	4 PM
Sun 15-Feb-2009									
Mon 16-Feb-2009	✓	✓	✓	✓		✓	✓	✓	
Tue 17-Feb-2009	✓	✓	✓	✓		✓	✓	✓	
Wed 18-Feb-2009	✓	✓	✓	✓		✓	✓	✓	
Thu 19-Feb-2009	✓	✓	✓	✓		✓	✓	✓	
Fri 20-Feb-2009	✓	✓	✓	✓		✓	✓	✓	
Sat 21-Feb-2009									

- Indicates an available timeslot, click on green checkmark to select. 
 - Indicates an unavailable timeslot



## The Control Panel



The back end administrator menu is where all setup and management is done.

There are also several front end Administrator screens but these are for designated resource administrators to use and are limited in functionality.

As a rule there will always be a list screen and a detail. For example; a list of appointments, then click on a link to access the details of a specific appointment.


Some exceptions are screens like Configure, Backup/Restore etc., where the list-detail idea does not apply.









There is a **Help** button at the top right of each screen with brief help information about the screen.





## Appointments

This is the default opening screen for the component.

 **Appointments**

 Remove  Edit  Reminders (Email)  Reminders (SMS)  Export/CSV  Export/ICS  Close  Help

Control Panel | **Appointments** | Categories | Resources | Services | Time Slots | Book-Offs | UDFs | Configure

**Appointment List**  
 Search Date Range:    Clear Dates  Select a Category  Select a Resource  Status:  Show All

<input type="checkbox"/>	ID	Name	E-mail	Category	Resource	Service	Date/Time	Seats	Payment Info	Payment	Status
<input type="checkbox"/>	472	Rob Stevens	rob.stevens@softventures.com	SUB_CAT_1	Dr Bar	60 Minute	Nov 25 09:00	1	1TP91039XN176462K	paid	canceled
<input type="checkbox"/>	750	Administrator	rob.stevens@softventures.com	SUB_CAT_1	Dr Bar	60 Minute	Nov 16 14:00	1	2155715152	paid	accepted
<input type="checkbox"/>	749	Administrator	rob.stevens@softventures.com	SUB_CAT_1	Dr Bar	60 Minute	Nov 16 13:00	1	2155715145	paid	accepted
<input type="checkbox"/>	748	Administrator	rob.stevens@softventures.com	SUB_CAT_1	Dr Bar	60 Minute	Nov 16 11:00	1	2155715134	paid	accepted
<input type="checkbox"/>	747	Administrator	rob.stevens@softventures.com	SUB_CAT_1	Dr Bar	60 Minute	Nov 16 10:00	1	2155715124	paid	accepted
<input type="checkbox"/>	745	Administrator	rob.stevens@softventures.com	SUB_CAT_1	Dr Bar	60 Minute	Nov 16 09:00	1	2155715094	paid	accepted
<input type="checkbox"/>	744	Administrator	rob.stevens@softventures.com	SUB_CAT_1	Dr Bar	60 Minute	Nov 16 08:00	1		pending	timeout
<input type="checkbox"/>	746	Administrator	rob.stevens@softventures.com	SUB_CAT_1	Dr Bar	60 Minute	Nov 16 08:00	1	2155715100	paid	accepted
<input type="checkbox"/>	743	Administrator	rob.stevens@softventures.com	SUB_CAT_1	Dr Bar	60 Minute	Nov 15 08:00	1	2155715050	paid	accepted
<input type="checkbox"/>	609	Rob O'Stevens	rob.stevens@softventures.com	Cat 1	Bus Tour		Nov 10 11:00	10		pending	accepted

Display #  10   1 2 3 4 5 6 7 8 9 10   Page 1 of 31

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The Appointments screen lists all appointments in the system. It has several filters to help manage a large list.

When a user submits a booking request via the Appointment Booking component's entry screen, an 'Appointment Request' is created.

This screen shows all requests. The term 'request' is a hold over from the programs early days. An accepted Appointment booking is still a booking 'request'.

### Toolbar Icons

**Remove:** Deletes one or more booking requests.

**Edit:** Opens the Appointments Edit screen to allow you to view and modify the request.

**Email Reminders:** You can send reminder messages to users. (message text defined in the configure screen). Use the Date filter to choose a date then select bookings to receive reminders. Reminders will only be sent to bookings in the future, that are in 'Accepted' status.

**SMS Reminders:** You can also send SMS text message reminders to users. (message text defined in the configure screen). Use the Date filter to choose a date then select bookings to receive reminders. Reminders will only be sent to bookings in the future, that are in 'Accepted' status.

**Export/CSV:** Exports request details for one or more Appointments to a csv file. The csv file can be read into Excel for reporting purposes.

**Export/ICS:** Exports request details for one or more Appointments to an ics file. The ics file can be emailed to Outlook and the selected appointments will be added to the Outlook calendar. Note this is a one-way operation. Changes made in Outlook will have NO EFFECT on ABPro.

**Help:** Opens this help screen.

## *Filters*

**Date:** Filter by date, use the 'Clear Date' link to remove filter.

**Category:** Filter by Category

**Resource:** Filter by resource:

- *Show All* - Appointments for all resources.
- *name* - Choose a specific resource

**Status:** Filter by request status:

- *New* - a new request.
- *Pending*- when using PayPal a new booking goes in a pending and is changed to accepted status when PayPal sends back an ipn message saying payment is complete.
- *Accepted* - accepted request - resource is booked.
- *Declined* - admin refused the booking.
- *Cancelled* - Request was cancelled by admin.
- *No Show* – customer/patient did not show up for appointment
- *Attended* – customer/patient did show up for appointment
- *Deleted* – appointment deleted by customer/patient

## *List Area*

**ID:** Unique ID for the request.

**Name:** Requestor's name.

**Email:** Email address (if supplied) of the requestor, click on the address to send an email to the person.

**Resource:** Name of the Resource being booked.

**Time:** Date and time of the booking.

**PayPal Txn:** PayPal transaction ID, this ID is generated by PayPal.

**Payment:** Payment status of the booking.

**Status:** Request status (see filters above)

Click on the **Name link** to open the edit screen.

Click on the **Email link** to send an email mail message.

Click on the **PayPal Txn link** to view the details of the PayPal transaction (read only)

## Appointment Detail

Access the appointment detail by clicking on the name in the appointment list screen.



**Appointment Detail:** [ Edit ]



Req ID: 749

Name:\* Administrator

Phone: 403-555-1234

Email:\* rob.stevens@softventures.com

Use SMS: Yes

SMS Phone: 4035551212

SMS Dial Code: 1

Resource: Dr Bar

Service: 60 Minute

Start Date:\* 2010-11-16

Start Time: 13 : 00 (hh:mm)

End Date:\* 2010-11-16

End Time: 14 : 00 (hh:mm)

Booked Seats: 1

Comment:

User Defined Fields

Label	Value
Event Type	Birthday Party
Accept Terms	Yes

Request Status: Accepted

Payment Status: Paid

Total: \$ 10.00

Amount Due: \$ 0.00

Credit Used: \$0.00

Coupon Used:

Current Calendar: JCalPro2

Post to Calendar: Yes

Calendar Category: General

Default Calendar: Default

Admin Comment:

Changing status will send email to user's email address above:

- Accepted will email a confirmation message
- Canceled will email cancellation message

Administrator can indicate payment has been received.

Amount charged to PayPal

If User Credit System in use, this shows amount deducted from user's credits.

Administrator can enter an internal comment.

Example: 'Phoned to confirmed new end time'

A unique, system generated, Code that the user can use to cancel their booking.

Not recommended if you are using PayPal as no PayPal refunding in this release.

PayPal or Authorize.net generated code for this transaction.

Cancellation Code: c4024be156fdb15817379fadd101c84

Payment Txn ID: 2155715145

language Code: en-GB

Timestamp: 2010-11-13 08:45:48

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The heart of the component is the Appointment Request.

This screen allows you to view and edit the details of a request or Appointment booking.

### *Toolbar Icons*

**Cancel:** Abort changes and return to the previous screen.

**Save:** Save changes and return to the previous screen.

**Help:** Opens this help screen.

### *Edit Area*

The edit area is divided into two sections; the top is the request as it came from the user. The lower section is an Admin area where the administrator decides what to do the request.

**Name, Phone, Email:** The top fields are self explanatory.

**Use SMS:** ABPro can send reminder messages via SMS text messaging. This feature requires an account with Clickatell.com. If you have SMS enabled (see configuration for setting up SMS) the booking screen will ask the customer if they want SMS reminder messages. This will so if they said Yes or No.

**SMS Phone:** If the customer wished SMS reminders, they enter a cell phone to receive them.

**SMS Dial Code:** If the site is being run in North America the dial code is 1 and that is the default for ABPro. If the site is being run elsewhere, the configuration area lets you set an alternate default dial code. If you are running in a part of the world where your customers may come from different dial codes, you can have a dropdown list of codes displayed for the customer to choose from.

**Resource:** The resource being booked.

**Service:** The service (optional) that the customer chose.

**Comment:** This is the comment from the user and is not editable.

**Booked Seats:** This will be 1 unless 'seats per booking' is enabled by defining seat types.

**User Defined Fields (UDFs):** This area shows the values entered by the user for any UDFs you have defined. On the right shows the type of UDF and the label. UDF data is editable in version 2.0 of ABPro.

### **Below the UDFs is the Admin area.**

**Request Status:** Used and an indicator for the administrator and also by the system if duplicate bookings are not allowed. Bookings with status of Accepted OR Pending will trigger a conflict message if Prevent Duplicate Bookings is set to Yes. Well, it is a bit more complicated than that as you *can* allow x number of duplicates, like x students booked into a class. See the resource setup screen for more details on duplicate booking options.

**Payment Status:** Change as required to indicate payment has been received. This can be set to be changed by PayPal when payment is completed.

**Current Calendar:** Read-only indicator of which 3rd party calendar you current have ABPro set to use.

#### Post to Calendar:

To have an entry added to a 3rd party calendar the following are required:

- A calendar chosen in the configure screen
- The **Request Status** set to 'Accepted'
- The **Post to Calendar** set to 'Yes'

**Calendar Category:** The 3rd party calendars require a category be specified.


**Calendar Comment:** This comment will appear in the calendar booking details. This has been pretty much superseded by the new calendar body settings in the configuration screen, calendars tab. You can now define what is to go into the calendar body using tokens so the user's data will be inserted. See Configuration, Calendars for details.







**Administrator Comment:** Administrator can enter an internal comment. Example: *'Phoned to confirmed new end time'*

**Timestamp:** read only, showing time request was entered.

Note: If you have set Calendar to 'None', the calendar related fields will not appear in this screen.

## Categories

 **Resource Categories**

[Control Panel](#) | [Appointments](#) | [Categories](#) | [Resources](#) | [Services](#) | [Time Slots](#) | [Book-Offs](#) | [UDFs](#) | [Configure](#) | [More..](#)

**Resource Categories**  
Categories are OPTIONAL, to disable the use of Resource Categories, do not create any!  
If ANY Resource Categories are published, that will enable the use of Resource Categories on the booking screen. When enabled, ALL resources must be assigned to some category or they will not be displayed on the booking screen.  
See Help above for more information on when and why to use categories.

<input type="checkbox"/>	ID	Name▲	Description	Parent Category	Order	Published
<input type="checkbox"/>	1	Cat 1	Cat 1		1	✓
<input type="checkbox"/>	2	Cat 2	Cat 2		2	✓
<input type="checkbox"/>	3	Sub Cat 1	Sub Cat 1	Cat 1	1	✓
<input type="checkbox"/>	4	Sub Cat 2	Sub Cat 2	Cat 1	2	✓

Display # 15 ▼

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The first thing to point out is that Categories are OPTIONAL - you do not need to set up any categories unless you feel they would help or be useful to you.

### What is a Category?

A category is an arbitrarily defined entity that a resource can belong, or be assigned to. Categories sit above resources in the structure hierarchy.

### Why use Categories?

Two reasons mainly;

1. You have too many resources to fit in the resource drop down list. With categories you can break the resources list into groups (or categories). The user first picks the category, then sees a smaller list of resources that you have assigned to the category.
2. Physical locations. If you have offices in two cities you can set up two categories and assign the resources in the appropriate category.

### Things to know about Categories.

There is a one to one relation between a resource and a category, you can only assign a resource to one category.

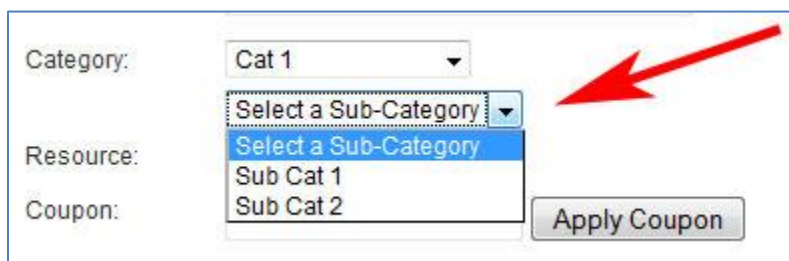
#### ## UPDATE ##

As of ABPro 2.0.3 beta 4, you can assign a resource to multiple categories.

### Hierarchy

**Resource Category** -> [optional subcategory] -> Resource -> Resource Service

NEW – you can now define one level of subcategory..



Category: Cat 1

Resource: Select a Sub-Category  
Sub Cat 1  
Sub Cat 2

Coupon: Apply Coupon

Example:

Categories defined: Calgary Office, Edmonton Office


#### Resources:

Dr Foo - assigned Calgary Office

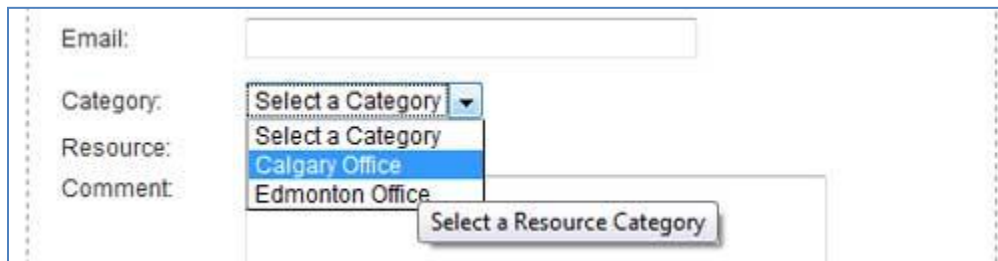
Dr Bar - assigned Edmonton Office

Mr Smith - assigned Edmonton Office

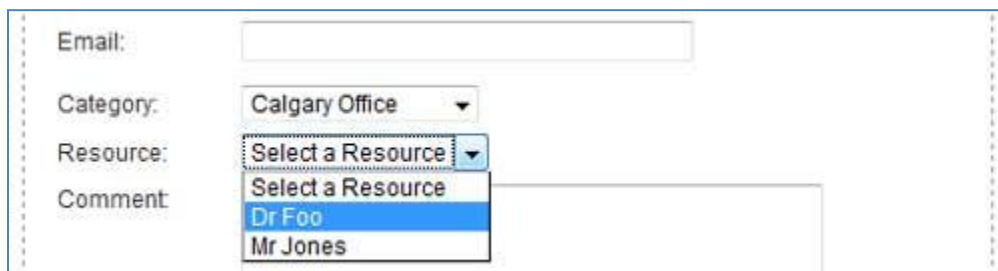
Mr Jones - assigned Calgary Office



This screenshot shows the top portion of an appointment booking form. It includes fields for 'Email:', 'Category:', 'Resource:', and 'Comment:'. The 'Category:' dropdown menu is open, showing 'Select a Category' as the current selection.



This screenshot shows the 'Category:' dropdown menu open, displaying a list of options: 'Select a Category', 'Select a Category', 'Calgary Office', and 'Edmonton Office'. A tooltip 'Select a Resource Category' is visible next to the dropdown.



This screenshot shows the 'Resource:' dropdown menu open, displaying a list of options: 'Select a Resource', 'Select a Resource', 'Dr Foo', and 'Mr Jones'. The 'Category:' dropdown is now closed and shows 'Calgary Office' as the selected value.

What if Dr Foo works out of both offices?

He would no doubt **not** be in both locations at the same time. Make two resources called Dr Foo and assign one to each office. Each 'Dr Foo' will need its own available dates and times.

To **DISABLE** the use of Resource Categories, **do not create any!**

If ANY Resource Categories are published, that will enable the use of Resource Categories on the booking screen. When enabled, ALL resources must be assigned to some category or they will not be displayed on the booking screen.

#### *Toolbar Icons*

**Publish:** Sets one or more categories to Unpublished. Only Published categories will appear in the drop down list on the Appointment Booking screen.

**Unpublish:** Sets one or more categories to Unpublished so they will not show in the drop down list on the Appointment Booking screen.

**Remove:** Deletes one or more categories.

**Edit:** Opens the Category Edit screen to allow you to view and modify the category.



**New:** Opens the New Category screen to allow you to add a new category.

**Help:** Opens this help screen.

### List Area

**ID:** Unique ID for the category.

**Name:** Category name.

**Description:** Category description, for internal use, does not appear on user screen anywhere.

**Parent Category:** ABPro supports 2 level hierarchy for categories. This column shows the parent category if there is one.

**Display Order:** Order the categories will appear in the Category drop down list.

**Published:** Indicates the published state.

Click on the **Name link** to open the edit screen.

### Category Detail

A category is an arbitrarily define entity that a resource can belong, or be assigned to. Categories sit above resources in the structure hierarchy.

### Toolbar Icons

**Cancel:** Abort changes and return to the previous screen.

**Save:** Save changes and return to the previous screen.

**Help:** Opens this help screen.

### Edit Area

**Name:** Name of the Category, this will appear in the drop down list on the Appointment Booking screen.

**Description:** For internal use only.

**Parent Category:** ABPro supports a 2 level hierarchy for Categories. To define a sub-category you select what the new categories parent should be.

**Note:** Ensure you do not assign a resource to a parent category that has children or you will get unpredictable booking screen results. *Resources must **only be assigned** to **sub-categories** OR **categories** that have no sub-categories.*

**Order:** This determines the order this Category will appear in the Category drop down list on the Appointment Booking screen.

**Published:** Only categories with Published set to **Yes** will appear in the drop down list on the Appointment Booking screen.

## Resources

List of resources that can be booked by visitors.

ID	Name	Description	Days	Timeslots	Category	Order	Published
3	Res Free	Res Free	Sun Mon Tue Wed Thu Fri Sat	Global		3	✓
1	Resource 1	Resource 1	Sun Mon Thu Fri Sat	Global		1	✓
4	Resource 1a	Resource 1a	Sun Mon Tue Wed Thu Fri Sat	Global	Sub Cat 1	2	✓
2	Resource 2	Resource 2	Sun Mon Thu Fri Sat	Global	Cat 2	2	✓
6	Resource 2	Resource 2	Sun Mon Thu Fri Sat	Global	Cat 2	2	✗

### Toolbar Icons

**Publish:** Sets one or more resources to Unpublished. Only Published resources will appear in the dropdown list on the Resource Booking screen.

**Unpublish:** Sets one or more resources to Unpublished so they will not show in the dropdown list on the Resource Booking screen.

**Copy Resource(s):** Make a duplicate copy of one or more resources.

**Remove:** Deletes one or more resources.

**Edit:** Opens the Resource Edit screen to allow you to view and modify the resource.

**New:** Opens the New Resource screen to allow you to add a new resource.

**Help:** Opens this help screen.

### List Area

**ID:** Unique ID for the resource.

**Name:** Resource name.

**Description:** Resource description that is used in the Resource dropdown list.

**Days:** Shows what days of the week this resource is available for booking.

**Time Slots:** Indicates whether this resource is set to use Global time slots or if Specific time slots have been setup.

**Display Order:** Order the resources will appear in the Resource dropdown list.

**Published:** Indicates the published state.

Click on the **Name link** to open the edit screen.

## Resource Detail

The 'Resource' is what is being booked or reserved. A resource can be anything you want, a room (meeting room, exercise room, etc), a person (doctor, hair stylist, etc) or an object (computer, golf clubs, Ferrari)

### Resource Detail: [EDIT]

 Save & Close

 Close

 Help

A resource is who or what the appointment is being made for.

For example, an appointment to visit **doctor** or test drive a **car**. The resource would be the doctor or the car.

Resource ID: 2

Name: Dr Bar

Description: Dr Bar desc

Auto-Accept Bookings: Use Global ▼

If set to Yes, new bookings will skip the *New* status and go automatically to 'Accepted' status. This will override the component level setting. Set to Global to use Config screen setting.

Access

ABPro Users ▼

Add >>

<< Remove

Public ▲

You can set what Joomla user groups can see this resource. The default is 'Public' so everyone can see it. If you wish to restrict access to a resource to certain group(s) select them on the left. For example if you define a J1.6 group called 'Foo', and set this resource's Access to only 'Foo', only users assigned to group 'Foo' will see the resource.

Category:

Cat 1 ▼

Add >>

<< Remove

Cat 1

Cat 3 with long name ▲

[Optional] Resource Category. Left list shows all categories, right box shows categories this resource is assigned to.

**Note:** Ensure you do not assign a resource to a parent category that has children or you will get unpredictable booking screen results. Resources must only be assigned to sub-categories OR parent categories that have no sub-categories.

Cost: \$10 per hour + tax

Cost is a free form text field so you can put things like '\$10/hr + \$20 deposit'. This appears in the resource dropdown list for the customer.

Rate:

10.70

Rate Unit:

per Hour ▼

Rate is used by the Payment Processor implementation. Rate is the amount you charge as a decimal number. This is used by the system to calculate total charge for PayPal.

o per Hour = calculate costs as rate x hours

o per Booking = flat rate charge per booking

Deposit Required

2.50

Fixed or Percent

Fixed Amount ▼

If you enter an amount for a required deposit ABPro will **only** bill that amount to PayPal, Authnet or 2Checkout.

0.00 = no deposit, full cost is billed PayPal et al.

PayPal Account

foo@bar.com

If this field is left blank, the component level PayPal account, set in Payment Processors screen - PayPal tab, will be used.

Email to:

rob.stevens113@gmail.com

To have notifications for this resource sent to one or more special email addresses, enter them here.

**Example:** foo@bar.com,abc.xyz.com (use comma to separate multiple addresses)

If this field is left blank resource requests will be sent to the address specified in the configuration section.

SMS Phone:

14035551212

To have SMS text message notifications sent to this resource enter a cell phone here (only **one sms number** supported). This feature requires a Clickatell, or ezTexting account be setup and configured. See the Configure screen Clickatell or ezTexting tab. Do not enter the country code.

Maximum Seats

1

This setting works with 'Seat Types'. If no Seat Types are defined a booking will be count as one seat and no 'seats' data entry box will be shown to the customer. If Seat Types are defined, a single booking can be for x number of seats. This setting specifies the maximum number of seats that can be booked before the timeslot is shown as unavailable.

**0 = unlimited.**

(Max Seats replaces the old 'Max Duplicates'.)

Default Calendar Category:  (EventList, JCalPro2)

Enter a default calendar category for this resource. This is only applicable if you are using 'auto-accept' and a 3rd party calendar (JCalPro2)

Default Calendar:  (JCalPro2 ONLY)

Enter a default calendar for this resource. JCalPro2 ONLY

Google Login User:  (Google only)

Required to access Google Calendar to add/change events.

Google Login Password:  (Google only)

Required to access Google Calendar to add/change events.

Google Calendar ID:

Only required if you are using a calendar other than the default for this login. This is obtained on the Google Calendar 'Calendar Settings' screen, Calendar Address section.

Resource Administrators:

Select one or more users to be administrators for this resource. When a resource administrator accesses the front-end control they see only requests for their resources. A user can administer one or many resources and a resource can have one or many administrators.

Time Slots:

Global = use 'Global' time slots

Resource specific = this resource has it's own time slots defined. Use the Time Slots screen to set time slots.

Allow Booking on Days: Sun ☒ Mon ☒ Tue ☒ Wed ☒ Thu ☒ Fri ☒ Sat ☐

Un-check any days you wish to not show timeslots for, and to be disabled on the popup calendar. To block bookings on specific dates (eg: News Years day or holidays) use the Book-Offs tab.

Hide non-Booking days:

If set to Yes days unchecked above will not be displayed in the GAD grid. If set to No every day will be shown and non Booking days will be blank or can display a message - see next field. Note: this only effects the GAD booking screen in single-resource-multiple-days view.

Non-Booking days message:

For days not checked above, you can display an optional message in the GAD grid for that day. Example:-- not available -- or \*\*\* My Day Off :-)

Minimum lead time:  (hours)

Enter the minimum number of hours a person can book ahead. Example: set to 1 = someone can book an appointment for 1 hour from now, set to 24 and appointments less than 24 hours from now will be blocked. Normal setting is '0' with Disable Dates Before set to 'Tomorrow' means a visitor can book anytime tomorrow.

Disable Dates Before: ☐ Today ☒ Tomorrow ☐ 5 days from now ☐ Specific date:

Dates to disable on user's popup calendar and GAD grid..

Today = Disable booking of dates earlier than today (allow current day booking)

Tomorrow = Disable booking of dates earlier than tomorrow (normal setting)

x days from now = no bookings sooner than x days from now.

Specific date = disable booking of dates before the selected date

Disable Dates After: ☒ Not Set ☐ 0 days from now ☐ Specific date:

Dates to disable on user's popup calendar and GAD grid..

x days from now = no bookings beyond that x days from now.

Not Set = allow bookings in the future with no limits (normal setting)

Specific date = disable dates after the selected date

The *Specific date* setting above when you want to allow bookings on ONLY certain dates, ex: appointments during a 3 day event. Disable dates before and after the event so users can only book appointments during the event. Leave as 'Tomorrow' and 'Not Set' for day to day appointment booking on an on-going basis.

Display Order:

Enter a number to indicate what order this resource should appear in the dropdown list.

Published:

## Toolbar Icons

**Cancel:** Abort changes and return to the previous screen.

**Save:** Save changes and return to the previous screen.

**Help:** Opens this help screen.

## Edit Area

**Name:** A resource must have a name. ex: 'Meeting Room A' or 'Dr. Allan Harper.'

**Description:** The description is often just set to the name but can also include more information.

**Auto-Accept Bookings:** You can set auto-accept in the resource so some resources can accept immediately while others can require admin manual acceptance. Setting to 'Global' means the auto-accept is controlled by the setting in the component's configure screen.

**Access:** You can set what Joomla user groups can see this resource. The default is 'Public' so everyone can see it. If you wish to restrict access to a resource to certain group(s) select them on the left. For example if you define a J1.6 group called 'Foo', and set this resource's Access to only 'Foo', only users assigned to group 'Foo' will see the resource.

**Category:** [Optional] Resource Category. Left list shows all categories, right box shows categories this resource is assigned to. You can assign a resource to 0, 1 or more than 1 category. See Resource Category setup screen for more details on when/why/how to use categories. If you publish **any** categories that enables the feature and **ALL** resources must then be assigned to one or more categories.

ABPro supports a 2 level hierarchy for Categories.

**Note:** Ensure you do not assign a resource to a parent category that has children or you will get unpredictable booking screen results. Resources must only be assigned to sub-categories OR parent categories that have no sub-categories.

Limitations for multi-resource-category:

- Native mobile apps, using Categories, will not work. Development has stopped on them so they will not be modified to support multiple categories for a resource.
- Front-end admin screen will show all categories to res-admins, not just categories with resources that they admin to.

**Cost:** Cost is a free form text field so you can put things like '\$10/hr + \$20 deposit'. This appears in the resource dropdown list for the customer.

**Rate:** Rate is used by the PayPal implementation. Rate is the amount you charge as a decimal number. This is used by the system to calculate total charge for PayPal.

- per Hour = calculate costs as rate x hours
- per Booking = flat rate charge per booking

**Deposit Required:** If you enter an amount for a required deposit ABPro will **only** bill that amount to PayPal, Authnet or 2Checkout. The deposit can be either a **Fixed Amount** or a **Percent or Total** cost.

0.00 = no deposit, full cost is billed PayPal et al.

Cost Summary:

Resource Rate	Hours	Total Owning
\$ 10.52	1.00	\$ 10.52
Additional Fee:		1.23
Discount:		(0.00)
Total Owning:		\$ 11.75
Deposit Required:		\$ 2.50

**PayPal Account:** You can define a different PayPal account for each resource. If left blank the PayPal account set in the Configure screen will be used for all resources.

**Email To:** To have notifications for this resource sent to **one or more** special email addresses, enter them here. Example: foo@bar.com,abc.xyz.com (use comma to separate multiple addresses) If this field is left blank resource requests will be sent to the address specified in the configuration section. The resource level overrides the component level. If you set a notification address at the resource level, the component level is ignored, if you want both you will need to add both at the resource level.

**SMS Phone:** To have SMS text message notifications sent to this resource enter a cell phone here (only one supported). This feature requires a Clickatell account be setup and configured. See the Configure screen Clickatell tab. If this field is left empty, no SMS messages will be sent to the resource.

SMS notifications are sent, to the resource, on these events :

- New booking
- User cancel from front end
- Booking status change; [status any status] -> accepted, by admin or front-end admin.
- Booking status change; [status any status] -> cancelled, by admin or front-end admin.

#### Max Seats:

This setting works with 'Seat Types' (see Seat Types later in this guide). If no Seat Types are defined a booking will be counted as one seat and no 'seats' data entry box(s) will be shown to the customer. If Seat Types are defined, a single booking can be for x number of seats. This setting specifies the maximum number of seats that can be booked before the timeslot is shown as unavailable.

**0 = unlimited.**

(Max Seats replaces the old 'Max Duplicates'.)

**Default Calendar Category:** Enter a default calendar category for this resource. This is only applicable if you are using 'auto-accept' and a 3rd party calendar (JCalPro, not required for Google Calendar)

**Resource Administrators:** Select one or more users to be administrators for this resource. When a resource administrator accesses the front-end control they see only requests for their resources. A user can administer one or many resources and a resource can have one or many administrators.

**Time Slots:** Global = use 'Global' time slots, Resource specific = this resource has its own time slots defined. Use the Time Slots screen to set time slots.

**Allow Booking on Days:** Un-check any days of the week that the resource is NOT available for booking. For specific dates off, use Book-offs. See the Book-offs section of this guide for details.

**Hide Non-Booking Days:** If set to Yes, the GAD booking grid will not show non booking days (un-checked days above).

**Non-Booking Days Message:** If you do not *hide* non-booking days they will appear blank (no timeslots). If you would rather show a message enter text here.

**Minimum lead time\*\*:** Enter the minimum number of hours a person can book ahead. This was added for sites allowing 'current day' booking.

Example: set to 1 = someone can book an appointment for 1 hour from now, set to 24 and attempts to book appointments less than 24 hours from now will be blocked.

*Normal setting is '0' with Disable Dates Before set to 'Tomorrow' means a visitor can book anytime tomorrow.*

**Disable Dates Before\*\*:** Dates to disable on user's popup calendar and the GAD display.

- Today = Disable booking of dates earlier than today (allow current day booking)
- Tomorrow = Disable booking of dates earlier than tomorrow (normal setting)
- Specific date = disable booking of dates before the selected date

**Disable Dates After\*\*:** Dates to disable on user's popup calendar and the GAD display.

- Not Set = allow bookings in the future with no limits (normal setting)
- Specific date = disable dates after the selected date

You can use the above two settings when you want to allow bookings on ONLY certain dates, ex: appointments during a 3 day event. Disable dates before and after the event so users can only book appointments during the event. Leave as 'Tomorrow' and 'Not Set' for day to day appointment booking on an on-going basis.

**Display Order:** Enter a number to indicate what order this resource should appear in the dropdown list.


**Published:** Only resources with Published set to **Yes** will appear in the dropdown list on the Booking screen








\*\* These settings do not change the Graphic Availability Display (GAD) booking screen grid but do effect the validation. That means a user may see a timeslot that shows as available but when they try to book it the validation may tell them there is not enough lead time.



## Services

The first thing to point out is that Services are OPTIONAL - you do not need to set up any services unless you feel they would help or be useful to you.

 **Resource Services**

 Publish  Unpublish  Copy  Remove  Edit  New  Help

Control Panel | Appointments | Categories | Resources | Services | Time Slots | Book-Offs | UDFs | Configure

**Resource Services** Resource: **Nudder Resource**

See Help above for more information on when and why to use services.

<input type="checkbox"/>	ID	Service Name	Description	Resource	Order	Published
<input type="checkbox"/>	9	<a href="#">Nudder Service</a>	Nudder Service	Nudder Resource	1	✓
<input type="checkbox"/>	19	<a href="#">60 Minute Booking</a>	60 Minute Booking at \$15/hr	Nudder Resource	2	✓
<input type="checkbox"/>	20	<a href="#">90 Minute Booking</a>	90 Minute Booking at \$10/hr	Nudder Resource	3	✓

Display # **20**

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### What is a Service?

A Service is an arbitrarily define entity that can be associated with resource. Services sit below resources in the structure hierarchy.

### Why use Services?

If your resource can be booked to perform multiple tasks. Creating services for a resource allows your user to choose the resource AND what service is to be performed. An example would be a staff member in a Spa, she can be booked to do various services, massage, manicure, etc.

### Things to know about Services.

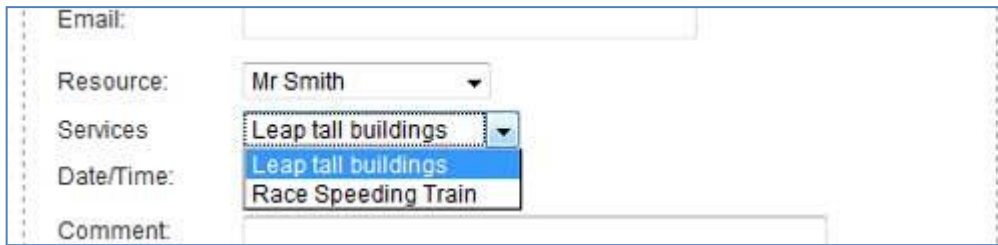
You can create as many services as you wish for a resource. A service is specific to a resource but you can copy services to other resources. For example, if your Spa has three staff and all do massage, you can copy the 'massage' service to the other staff members (resources).

Services and categories can be used together and have no real relation to one another.

The service selected by the user will appear in the booking detail.

## Hierarchy

Resource Category -> Resource -> **Resource Service**



Email:

Resource: Mr Smith

Services: Leap tall buildings  
Leap tall buildings  
Race Speeding Train

Date/Time:

Comment:

### *Toolbar Icons*

**Publish:** Sets one or more services to Unpublished. Only Published services will appear in the drop down list on the Appointment Booking screen.

**Unpublish:** Sets one or more services to Unpublished so they will not show in the drop down list on the Appointment Booking screen.

**Copy:** Select one or more services to copy to another resource.

**Remove:** Deletes one or more services.

**Edit:** Opens the Service Edit screen to allow you to view and modify the Service.

**New:** Opens the New Service screen to allow you to add a new Service.

**Help:** Opens this help screen.

### *Filter*

**Resource:** select the resource who's services you wish to see.

### *List Area*

**ID:** Unique ID for the Service.

**Name:** Service name.

**Description:** Service description, for internal use, does not appear on user screen anywhere.

**Resource:** the resource this service is for.

**Display Order:** Order the services will appear in the Service drop down list.

**Published:** Indicates the published state.

Click on the **Name link** to open the edit screen.

## Service Detail

A Service is an arbitrarily define entity that can be associated with resource. Services sit below resources in the structure hierarchy.

This screen is used to create or edit resource services.

ID: 13  
Resource: Service Man  
Service Name: Service 1 (30 min)  
Description: Service 1 (30 min)

Service Rate: 20.00 Rate Unit: per Hour  
Rate is used by the PayPal implementation. Rate is the amount you charge as a decimal number. This is used by the system to calculate total charge for PayPal.  
This rate, if set, overrides the resource rate.  
o per Hour = calculate costs as rate x hours  
o per Booking = flat rate charge per booking

Service Duration: 30 Rate Unit: Minutes  
The service duration will let you **override the timeslot size** for the length of the booking.  
Example: If the timeslot size is 60 minutes but you set a service duration of is 30 minutes, the end time of the booking will be forced to 30 minutes after the start time.  
Set to 0 to disable service duration for this service.

Display Order: 1  
Published: Yes

**NOTES:**  
1. Use with caution! If enabled, bookings are not longer constrained by timeslot boundaries.  
2. ONLY works with GAD Booking screen

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## Toolbar Icons

**Cancel:** Abort changes and return to the previous screen.

**Save:** Save changes and return to the previous screen.

**Help:** Opens this help screen.

## Edit Area

**Resource:** The resource this service will apply to.

**Name:** Name of the service, this will appear in the drop down list on the Appointment Booking screen.

**Description:** For internal use only.

**Service Rate:** Rate is used by the PayPal implementation. Rate is the amount you charge as a decimal number. This is used by the system to calculate total charge for PayPal. This rate, if set, overrides the resource rate.

**Rate Unit:**

- per Hour = calculate costs as rate x hours
- per Booking = flat rate charge per booking

**Services Duration:** The service duration will let you override the timeslot size for the length of the booking.

*Example:* If the timeslot size is 60 minutes but you set a service duration of is 30 minutes, the end time of the booking will be forced to 30 minutes after the start time.

Set to 0 to disable service duration for this service

**Rate Unit:**

- Minutes
- Hours

#### NOTES:

1. Use with caution! If enabled, bookings are **not longer constrained by timeslot boundaries** and some other features will no longer work (seats per booking for example)
2. **ONLY** works with **GAD Booking screen**

**Order:** This determines the order this service will appear in the service drop down list on the Appointment Booking screen.

**Published:** Only services with Published set to **Yes** will appear in the drop down list on the Appointment Booking screen.

#### Service Copy

You can copy a service from one resource to one or more others.

Select a service in the service list, then click on Copy.

### Copy Resource Service(s)

Copy Resource Service(s)

Destination Resource

Dr Foo

Dr O'Bar

Mr Jones

Mr Smith

new guy

Select one or more resources.

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Choose your destination resources for the copy, then click Copy Now.

## Timeslots

A Time Slot is a block of time in the day that you wish to allow visitors to book. A day can have as many time slots as you like.

The Appointment Booking component stores a booking with a start and end date and time. The time slot just allows you to specify a fixed start/end that is easy for your visitor to choose.

Note: Changing a time slot has no effect on previously created bookings.

## Toolbar Icons

**Publish:** Only Published time slots will appear in the dropdown list on the Appointment Booking screen.

**Unpublish:** Hides a time slot.

**Copy:** Copy one or more time slots to a different day.

**Remove:** Deletes one or more time slots.

**Edit:** Opens the Time Slot edit screen to allow you to change the day, start time and/or end time.

**New:** Creates a new time slot, allowing you to set the day, start and end time.

**Help:** Opens this help screen.

## Filters

**Resource:** Show only time slots for a selected resource. Resources with their 'time slots' set to 'Global' will NOT appear in this list. To set resource specific timeslots for a resource you must first set the 'timeslots' setting for the resource to 'Resource Specific'

**Day:** Show only time slots for a selected day.

### *List Area*

**ID:** Unique ID for the time slot.

**Day:** Day the time slot applies to.

**Start:** Start time for the time slot.

**End:** End time for the time slot.

**Start Pub:** Start Publishing this timeslot.

**End Pub:** End Publishing this timeslot.

Click on the **ID link** to open the edit screen.

Click on the icon in the Published column to toggle the published state.


Click on the ID link to open the edit screen.

## Timeslot Detail




A Time Slot is a block of time in the day that you wish to allow visitors to book an appointment. A day can have as many time slots as you like.

The Appointment Booking component stores a booking with a start and end date and time. The time slot just allows you to specify a fixed start/end that is easy for your visitor to choose.

Note: Changing a time slot has no effect on previously created bookings.



### Time Slot Detail

Cancel Save Help

This screen is used to create or edit time slots.  
Note: The system does no validation that the time slot you create is correct.  
You must take care not to create overlapping time slots or slots with start time after end time.

ID: 1

Resource: Global (Resources with their 'time slots' set to 'Global' will **not** appear in this list.)

Day: Monday

Start: 08 : 00 (hh:mm)

End: 09 : 00 (hh:mm)

Description:

Start Publishing: 0000-00-00

End Publishing: 0000-00-00

Published: Yes

Notes:

- Changes to timeslots will have NO EFFECT on existing bookings.
- When checking for duplicate bookings, ABPro uses (starttime + 1 second) to (endtime - 1 second) so adjacent slots can be set with **common end points**  
Example: 9:00-9:15 next slot can be 9:15-9:20.
- Currently no support for timeslots going past midnight.
- **Overlapping timeslots are NOT SUPPORTED**

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## Toolbar Icons

**Cancel:** Abort changes and return to the previous screen.

**Save:** Save changes and return to the previous screen.

**Help:** Opens this help screen.

## Edit Area

**Resource:** Select either 'Global' or a specific resource name. Resources with their 'time slots' set to 'Global' will not appear in this list.

**Day:** Choose the day you want this time slot to apply to.

**Start:** Select the **start time** for this time slot.

**End:** Select the **end time** for this time slot. Ensure the end time is after the start time.

**Description:** The description is shown on the timeslot on the GAD booking screen. If left blank, no description is shown, the green checkmark image is displayed.

There is not much room so keep it brief. This would **only be used** if you need to provide **special information** about the timeslot, for example 'Morning Session'.

**Start Publishing:** If left blank (or at 0000-00-00), published state is controlled by the **Published** yes/no setting. You can select a date to start publishing which work in conjunction with the Published setting. That is, the timeslot must have Published = Yes AND the date be on or after the start publishing date. This would be used if you want to have additional timeslots on specific dates. For example if you run a promotion and will be open late during a show so you want evening timeslots just for a few days you could define the publishing to only show them at that time.

**End Publishing:** If left blank (or at 0000-00-00), published state is controlled by the **Published** yes/no setting. You can select a date to end publishing which work in conjunction with the Published setting. That is, the timeslot must have Published = Yes AND the date be on or before the end publishing date

**Published:** Only time slots with Published set to **Yes** will appear in the dropdown list on the Resource Booking screen

Notes:

- Changes to time slots will have NO EFFECT on existing bookings.
- When checking for duplicate bookings, ABPro uses (starttime + 1 second) to (endtime -1 second) so adjacent slots can be set with **common end points**  
Example: 9:00-**9:15** next slot can be **9:15**-9:20.
- Currently no support for time slots going past midnight.

## Timeslot Copy

You can copy one or more timeslots to another day. This means you can setup one day's timeslots and copy them to any other days of the week you need. You can copy from Global to a specific resource or vice versa.



## Copy Time Slots



Copy Time Slot(s)

Destination Resource

Destination Day(s)

Global ▾

Sun	Mon	Tue	Wed	Thu	Fri	Sat
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Check all days that wish the time slots copied to.

- Copying timeslots will have NO EFFECT on existing bookings.
- Resources with their 'time slots' set to 'Global' will NOT appear in this list.
- To set resource specific timeslots for a resource you must first set the 'timeslots' setting for the resource to 'Resource Specific'

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## Book-Offs

A Book-Off is a specific date or dates that you do not want to allow bookings for a resource. Examples would be holidays, vacation days, etc. As of version 1.4.3 you can specify a range of hours if you do not want to book-off the full day.

For blocking days of the week (ie: only book Mon, Wed, Fri) - use Resource setup, Basic Setup tab, 'Allow Booking on Days'



## Book-Offs



Control Panel | Appointments | Categories | Resources | Services | Time Slots | **Book-Offs** | UDFs | Configure

Book-Offs List

Resource: Dr Bar ▾

Use this to screen specify specific dates that you do not want to allow bookings (book-off, holidays, vacation, etc).  
For blocking days of the week (ie: only book Mon, Wed, Fri) - use Resource setup, Basic Setup tab, 'Allow Booking on Days'

<input type="checkbox"/>	ID	Resource	Date Off	Full Day	Hours	Description	Published	
<input type="checkbox"/>	11	Dr Bar	Wednesday April 7, 2010	No	12:00-13:00	Lunch	✓	
<input type="checkbox"/>	1	Dr Bar	Saturday December 25, 2010	Yes	00:00-00:00	Merry Christmas	✓	
<input type="checkbox"/>	21	Dr Bar	Monday May 31, 2010	No	07:00-13:00	Test from Android	✓	
<input type="checkbox"/>	18	Dr Bar	Thursday June 10, 2010	Yes	00:00-00:00	Test from iPhone	✗	
<input type="checkbox"/>	2	Dr Bar	Monday May 24, 2010	Yes	01:00-02:00	Victoria Day	✓	

Display #: 20 ▾

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## Toolbar Icons

**Publish:** Only Published book-offs will affect the popup calendar in the Resource Booking screen.

**Unpublish:** Only Published book-offs will affect the popup calendar in the Resource Booking screen.

**Copy:** Copy a book-off to a different resource.

**Remove:** Deletes one or more book-offs.

**Edit:** Opens the Book-Off edit screen to allow you to change the date or description\*.

**New:** Creates a book-off, allowing you to set the resource, date and description\*.

**Help:** Opens this help screen.

\*Description is for internal use only and is not shown to the public.

## Filters

**Resource:** Show book-offs for a selected resource.

## List Area

**ID:** Unique ID for the book-off record.

**Resource:** Resource the book-off applies to.

**Date Off:** Date of book-off.

**Full Day:** Yes or No

**Hours:** If not Full Day, shows what hours are booked-off.

**Description:** Text entered here will appear in booking screen.

Click on the **ID link** to open the edit screen.


Click on the icon in the Published column to toggle the published state.




Click on the ID link to open the edit screen.

## Book-Off Detail




A Book-Off is a specific date or dates that you do not want to allow bookings for a resource. Examples would be holidays, vacation days, etc.

Detail for Edit:

 **Book-Off Detail**

This screen is used to create or edit book-offs.

ID:	1
Resource:	Resource
Date:	2009-08-05 
Full Day:	No 
Start:	07 : 00 (hh:mm)
End:	12 : 00 (hh:mm)
Description:	Golfing
Published:	Yes 

**If Full Day = No,** use the start/end times to determine the booking start and ending times. These times are ignored if you set Full Day = Yes. You **must** set the bookoff range to match timeslot boundaries. For example if you have a timeslot that runs from 10:00-11:00 do not start you book-off at 10:30.

Text entered here will be displayed in the book-off area on the GAD booking screen.

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Detail for add NEW has a 'To' date box for creating a group of book-offs between two dates:

### Toolbar Icons

**Cancel:** Abort changes and return to the previous screen.

**Save:** Save changes and return to the previous screen.

**Help:** Opens this help screen.

### Edit Area

**Resource:** In edit mode this will show the name of the resource owning this book-off record. In Add New mode, you select the specific resource name.

**Date:** Date for the Book-Off, use the popup calendar to choose a date.

**Full Day & start/end:** If Full Day = No, use the start/end times to determine the booking start and ending times. These times are ignored if you set Full Day = Yes. You must set the book-off range to match timeslot boundaries. For example if you have a timeslot that runs from 10:00-11:00 do not start your book-off at 10:30.

**To:** (only for add new) Book-offs are stored as individual dates, NOT date ranges. This screen will create a series of book-offs between two dates. To edit or remove the book-off you must deal with them as individual dates.

**Description:** Description of the book-off is for internal use only and is not shown to the public.

**Published:** Only Book-Offs with Published set to **Yes** will affect the popup calendar.

## Copy Book-offs

You can copy a book-off from one resource to one or more others. In ABPro 2 you can also specify a new date. Select a book-off in the book-off list, then click on Copy.

### Copy Book-Off(s)

Copy Book-off(s)

Destination Resource

Bus Tour desc

Dr Bar desc

Nudder Resource

RESOURCE\_1 desc

Spring Event

Select one or more resources.

Optionally you can specify a new date for the Book-Off(s).  
If left blank the original date(s) are retained.  
Note: If a date is selected ALL the copied book-offs will be entered with the new date even if the source book-offs were on a variety of dates.

New Date:  

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Choose your destination resources for the copy, then click Copy Now.

## UDFs

The UDF system within ABPro allows you to add any number of additional data entry fields to your booking screen. You can add textboxes, checkboxes, dropdown lists or radio buttons to your screen. The values entered by the user will be displayed in the appointment detail screen.

**Appointment Booking**

Enter header text here - clear for no header

Your Name:

Phone:

Email:

Favorite Fruit: ☒ Apples ☐ Oranges ☐ Bananas

Sex:  help here

Meaning of life:

Category:

Resource:

Enter footer text here - clear for no footer

powered by AppointmentBookingPro.com v 1.4

**User Defined Fields**

Publish Unpublish Remove Edit New Help

Appointments Categories Resources Services Time Slots Book-Offs UDFs Configure PayPal Transactions More...

<input type="checkbox"/>	ID▲	Screen Label	Type	Required	User Help	Order	Published
<input type="checkbox"/>	1	Refreshments	Textbox	No	(ex: coffee for 101)	1	<input type="checkbox"/>
<input type="checkbox"/>	2	Accept Terms	Checkbox	No	Do you need a projector	3	<input type="checkbox"/>
<input type="checkbox"/>	4	Favorite Fruit	Radio	--	help here	2	<input checked="" type="checkbox"/>
<input type="checkbox"/>	10	Meaning of life	Textarea	No	o'boy	6	<input checked="" type="checkbox"/>
<input type="checkbox"/>	12	Sex	List	--		5	<input checked="" type="checkbox"/>

Display # 15 ▼

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### Toolbar Icons

**Publish:** Only Published UDFs will appear in the booking screen.

**Unpublish:** Only Published UDFs will appear in the booking screen.

**Remove:** Deletes one or more UDFs.

**Edit:** Opens the UDF edit screen to allow you to change the UDF's information.

**New:** Creates a new UDF.

**Help:** Opens this help screen.

## *List Area*

**ID:** Unique ID for the UDF record.

**Screen Label:** The label for the UDF on the booking screen.

**Type:** Textbox, Checkbox, List or Radio Button.

**Required:** You can set any Textbox UDFs to be a required field.

**User Help:** You can define help text that will appear below the UDF on the booking screen. This is intended to assist the user in filling in the box.

**Order:** The order in which the UDFs are presented on the booking screen.

Click on the **ID link** to open the edit screen.

Click on the icon in the Published column to toggle the published state.

## UDF Detail

The UDF system within ABPro allows you to add any number of additional data entry fields to your booking screen. You can add textboxes, checkboxes or radio buttons to your screen. The values entered by the user will be displayed in the appointment detail screen.

## User Defined Field Detail: [EDIT]



This screen is used to create or edit User Defined Fields.

ID:	6		
Screen Label:	<input type="text" value="Cell"/>		
Type:	<input type="text" value="Textbox"/>		
Size:	<input type="text" value="40"/>	(only applies if control type = Textbox or Textarea)	
Rows:	<input type="text" value="2"/>	(only applies if control type = Textbox or Textarea)	
Columns:	<input type="text" value="40"/>	(only applies if control type = Textbox or Textarea)	
Radio Buttons or List Items:	<input type="text" value=""/> Example: 'Apples, (d)Oranges, Bananas', MAX 255 characters		
Required Field:	<input type="text" value="No"/> (only applies if control type = Textbox, Textarea or Radio button [when no button default is specified])		
Help Text:	<input type="text"/>		
Tooltip:	<input type="text"/>		
Text for 'Content' UDF type:	<div><input type="text"/></div> <div>Unlike other UDFs the 'Content' type is for presenting information TO the customer. This can be used for common information like terms &amp; conditions, or for resource specific information. HTML is allowed.</div>		
Show on Booking Screen:	<input type="text" value="Yes"/> If set to No, this content will not show on the booking screen. You can use the token system to include this text in your confirmation messages		
You can assign this UDF to one or more resources. If NOT assigned, it will be shown for ALL.			
Resources:	<input type="text" value="Dr Bar"/>	<input type="button" value="Add &gt;&gt;"/> <input type="button" value="Remove &lt;&lt;"/>	<div>Empty = ALL</div> <div>Select one or more resources that this UDF applies to. If you wish this UDF to be shown for ALL resources, do not select any.</div>
If you are using the Joomla Profile plug-in and wish to populate an ABPro UDF field from a Joomla profile field, set the field mapping here. Only Textbox or Textarea fields can pre-fill from the Joomla Profile. NOTE: The plug-in must be enabled AND at least one user profile value entered or the list will show empty.			
Joomla Profile plug-in Field:	<input type="text" value="profile.phone"/>		
Read Only:	<input type="text" value="No"/> Set to Yes if you do not want visitor to change the value. Note: Changes, if allowed, are never written back to JS. Changes are only stored in the ABPro booking.		
Set to Yes if you do not want visitor to change the value. Note: Changes, if allowed, are never written back to the Joomla profile. Changes are only stored in the ABPro booking.			
CB Profile Field:	<input type="text" value="Select a CB profile value"/>		
Read Only:	<input type="text" value="No"/> Set to Yes if you do not want visitor to change the value. Note: Changes, if allowed, are never written back to CB. Changes are only stored in the ABPro booking.		
If you are using JomSocial and wish to populate an ABPro UDF field from a JS profile field, set the field mapping here. Only Textbox or Textarea fields can pre-fill from JomSocial.			
JS Profile Field:	<input type="text" value="Select a JS profile value"/>		
Read Only:	<input type="text" value="No"/> Set to Yes if you do not want visitor to change the value. Note: Changes, if allowed, are never written back to JS. Changes are only stored in the ABPro booking.		
Display Order:	<input type="text" value="1"/>		
Published:	<input type="text" value="No"/>		

Notes: All text fields maximum of 255 characters, except Text for 'Content' UDF.



## *Toolbar Icons*

**Cancel:** Abort changes and return to the previous screen.

**Save:** Save changes and return to the previous screen.

**Help:** Opens this help screen.

## *Edit Area*

**Screen Label:** The label for the UDF on the booking screen.

**Type:** Textbox, Textarea, List, Checkbox, Radio Button or Content.

**Size:** You can set the size that textboxes will be shown on the booking screen. The size of the textbox does not limit the amount of text that can be entered, just the on-screen size of the box. The max text allowed is 255 characters.

**Rows:** This will set the number of rows if the 'Type' is textarea. The size of the textbox does not limit the amount of text that can be entered. The max text allowed is 255 characters.

**Columns:** This will set the number of columns if the 'Type' is textarea. The size of the textbox does not limit the amount of text that can be entered. The max text allowed is 255 characters.

**Radio Buttons or List Items:** Enter a comma separated list of words or phrases that are to be used as the radio button labels or listbox items. You can specify one to be initially selected by adding a "(d)" (to indicate default selection). Example: "Apples, (d)Oranges, Bananas", will open the booking screen with the Oranges selected.

**Required Field:** You can set any Textbox, or Textarea, UDFs to be a required field. This setting is ignored for non-Textbox/Textarea UDFs.

**Help Text:** You can define help text that will appear below the UDF on the booking screen. This is intended to assist the user in filling in the box.

**Tooltip Text:** You can define tooltip text that will appear when the user puts the mouse over the UDF on the booking screen.

**Text for 'Content' UDF type:** Unlike other UDFs the 'Content' type is for presenting information TO the customer. This can be used for common information like terms & conditions, or for resource specific information. HTML is allowed.

**Show on Booking Screen:** If set to No, this content will not show on the booking screen. This would be to show a message in the confirmation email or screen that does not appear on the booking screen. You can use the token system to include this text in your confirmation messages. See section 'Using UDFs' later in the guide for more detail.

**Resources:** By default UDFs show for all resources. You can set a UDF to only show for one or more specific resources.

For UDFs set to show for ALL resources, they appear above the resource dropdown, resource specific below.

Mapping to Community Builder, JomSocial or Joomla Profile Plug-in. See appropriate sections later in this guide.  
Example 'Community Builder and ABPro'

## Appointment Booking

Enter header text here - clear for no header

Your Name:

Phone:

Email:


Refreshments:   
(ex: coffee for 101)

City:

Category:

Resource:

Favorite Fruit: ☒ Apples ☐ Oranges ☐ Bananas  
[help here](#)

Grid Start Date:  

Grid Start:  End:

	8 AM	9 AM	10 AM	11 AM	Noon	1 PM	2 PM	3 PM	4 PM
Fri 15-May-2009	✓	✓	✓	✓		✓		✓	

UDFs for ALL resources

UDFs for specific resources

To have a UDF show for a specific resource select the resource from the left list and 'Add' to the right.

You can assign this UDF to one or more resources. If NOT assigned, it will be shown for ALL.

Resources:

Empty = ALL

Select one or more resources that this UDF applies to. If you wish this UDF to be shown for ALL resources, do not select any.

To have a UDF appear for ALL resources, do not 'Add' any.

**Community Builder:** You can map UDF textboxes to Community Builder profile data. See 'Community Builder and ABPro' for details.

**JomSocial:** You can map UDF textboxes to JomSocial profile data. See 'JomSocial and ABPro' for details.

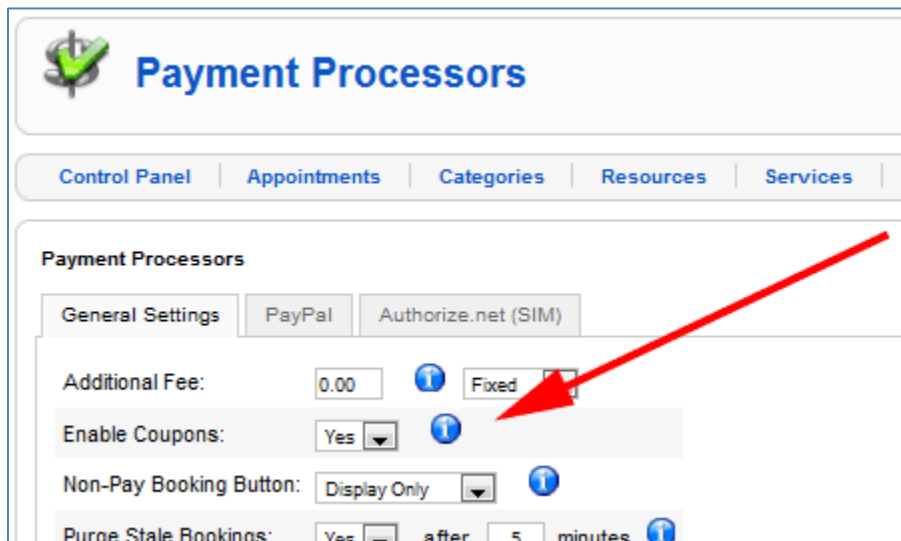
**Order:** The order in which the UDFs are presented on the booking screen.

**Published:** Only Published UDFs will appear in the booking screen.

## Coupons

The coupon system allows you to create coupon codes, assign discount levels and expiry dates to them and give them to customers. With the coupon system enabled (done in the Configure/PayPal screen) the booking screen will show a coupon entry box. When the customer enters a code, it is validated and the discount applied to the total cost.

Coupons are only meaningful when PayPal and/or Authorize.net is enabled.



**Payment Processors**

Control Panel | Appointments | Categories | Resources | Services

Payment Processors

General Settings | PayPal | Authorize.net (SIM)

Additional Fee: 0.00 ☒ Fixed

Enable Coupons: Yes ☐

Non-Pay Booking Button: Display Only

Purge Stale Bookings: Yes after 5 minutes



Coupon: 1234

10% off

Resource Rate	Hours	Total
\$ 20.00	1.00	\$ 20.00

Additional Fee: 1.00

Discount: (2.10)

Total: \$ 18.90

To offer a FREE booking set **Value = 100** and the **Type = Percent**.

If the booking total after discount is \$0, no trip to PayPal or Authorize.net is made and the booking is placed immediately.

The Booking detail will show a coupon code is one was used in the booking.

The Coupons screen is accessed via the **Coupons** control panel icon or **More | Coupons**.

The screenshot shows the 'Coupons' control panel. At the top, there's a header with the 'Coupons' title and a toolbar with icons for Publish, Unpublish, Delete, Edit, New, and Help. Below the header is a navigation bar with tabs: Control Panel, Appointments, Categories, Resources, Services, Time Slots, Book-Offs, UDFs, Configure, and More.. The main content area is titled 'Coupon List' and contains a table with the following data:

ID	Description	Coupon Code	Value	Type	Expiry Date	Published
1	10% off	1234	10	percent	Wednesday September 30, 2009	✓
2	\$5.00 OFF	1122	5	fixed	Wednesday September 30, 2009	✓

Below the table is a 'Display # 15' dropdown menu. At the bottom, there is a footer: 'Appointment Booking Pro Ver. 1.4.3 - Copyright 2008-2009 - Soft Ventures, Inc.'

### Toolbar Icons

**Publish:** Sets one or more coupons to Unpublished. Unpublished coupons will return 'Invalid Coupon' on the Appointment Booking screen.

**Unpublish:** Sets one or more coupons to Unpublished.

**Remove:** Deletes one or more coupons.

**Edit:** Opens the Coupon Edit screen to allow you to view and modify the coupon.

**New:** Opens the New Coupon screen to allow you to add a new coupon.

**Help:** Opens this help screen.

### List Area

**ID:** Unique ID for the coupon.

**Description:** This text appears on the booking screen.

**Coupon Code:** The Coupon Code is what the customer enters to get the discount. When the user enters a coupon code it is validated by the system and the appropriate discount is applied. This code is stored in the booking so you can tell a customer used a coupon with the order.

**Value:** This is the amount that will be discounted.

**Type:** This tells what type of discount will be applied, fixed amount or percentage.

**Expiry:** This tells when the coupon will expire. An expired coupon will return 'Coupon Expired' when the user attempts to use it.

**Published:** Indicates the published state.

Click on the **ID** to open the edit screen.

## Coupon Detail

### Toolbar Icons

**Cancel:** Abort changes and return to the previous screen.

**Save:** Save changes and return to the previous screen.

**Help:** Opens this help screen.

### Edit Area

**Description:** This text appears on the booking screen when the user enters a coupon code it it is validated by the system. Examples: '10% OFF', 'Summer Special'

**Coupon Code:** The Coupon Code is what the customer enters to get the discount. This code is stored in the booking so you can tell a customer used a coupon with the order.

**Value:** This is the amount that will be discounted. Must be a number.

**Type:** This tells what type of discount will be applied, fixed amount or percentage.

**Max User Usage:** This is the maximum times an individual user can use this coupon. Only works if booking requires login. Set to 0 for no limit.

**Max Total Usage:** This is the maximum times the coupon be used in total (by all users) Set to 0 for no limit. If non-0 Max Total must be equal to or greater than Max User.

**Resources:** You can assign this coupon to one or more resources. If NOT assigned, it will be available for ALL. Select one or more resources that this coupon applies to. If you wish this coupon to be available for ALL resources, do not select any.


**Expiry:** This tells when the coupon will expire. And expired coupon will return 'Coupon Expired' when the user attempts to use it.





**Published:** Indicates the published state.

## Configuration

The configuration screen is made up of several tabs.

### Basic Setup

 **Component Configuration**

 Save  Save & Close  Close  Help

Control Panel | Appointments | Categories | Resources | Services | Time Slots | Book-Offs | UDFs | **Configure**


**Appointment Booking Configuration**


Basic Setup | Calendars | Graphic Availability Display | Messages | SMS - Clickatell | SMS - EzTexting | Front-End Screens


Send email notifications TO:   
(multiple recipient example: Joe@abc.com, Frank@xyz.com)






Email notification FROM address:


Email notification SUBJECT:


HTML email: Yes 


Login Required: No 


Name Read Only: Yes 


Phone: Optional   
Read Only: No   
[optional] Fetch data from Joomla profile:    
[optional] Fetch data from CB profile:    
[optional] Fetch data from JS profile:  


Email: Required 

Hide logo: No 

Use DIV Calendar: Yes 

Calendar Positioning Method: 1 

Date Picker Start Day: Sunday 

Limit a User's Bookings: 0 in 1 days 

Auto-Accept Bookings: Yes

Allow Cancellation: From My Bookings Only up to 4 hours before booking. Absolute hours, not range hours.  
 Note: This system does not do PayPal refunds so if you have PayPal enabled AND you 'Allow Cancellation' you must manually refund payments.

Allow Credit Refunds: Yes

Time Format: 12 hour AM/PM

Header Text: [Your header text here]

Footer Text: [Your footer text here]

Site Access Code: 9872

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**Send email notifications TO:** When a new booking request is created by the front-end screen, a notification is emailed to the address specified here. Note this can be overridden at the resource level, so different resources can send notifications to different addresses.

**Email notification FROM address:** Any emails sent from the component must have a FROM address. This should be the same domain as you web site. Example: if your web site is **abc.com**, the FROM must be **somebody@abc.com** or else you mail server may reject the outgoing mail as 'relayed' or spam.

**Email notification SUBJECT:** This will be the subject used in email notifications

**HTML email:** Yes = send HTML formatted email, No = send plain text emails.

**Login Required:** If set to Yes only registered users will be allowed to submit a booking.

**Phone:** Make the phone number a required input field, optional field or hide altogether. You can also map the phone number to either Community Builder, JomSocial or Joomla Profile Plug-in. See the appropriate sections later in the guide.

**Email:** Make the email address a required input field, optional field or hide altogether.

**Hide logo:** Hide the AppointmentBookingPro.com link on the front-end screen.

**Use DIV calendar:** If set to Yes, the popup calendar used by the booking screens will be a CSS div based object, if No it will be a popup window.

**Date Picker Start Day:** The date picker popup calendar can be set to start the week with Sunday or Monday.



**Limit User's Daily Bookings:** You can limit the maximum number of booking a user can make **x** days. This requires the user to be logged in.

Setting **1 booking in 1 days** means it will only allow a user to make one booking per day.

Setting **1 booking in 7 days** means it will only allow a user to make one booking between now and 7 days from now. It **does not limit** beyond 7 days from now. If you do not want people making bookings beyond the 7 day window you can set the resource 'Disable Dates After' to 7 days from now.

ABPro does not currently have the ability to limit in a floating window of x days.

**Auto-Accept Bookings:** Normally a booking 'request' is created, with the status of 'new', and notification is send to the address specified above. A designated administrator would make the decision to accept or decline the booking request. With Auto-Accept = Yes, the 'new' status is skipped and the booking as added with the status of accepted. Bookings with status of 'new' do not lock the timeslot. Only 'accepted' bookings do that. You can have any number of 'requests' for the same timeslot but only one can be accepted. With Auto-Accept enabled the first booking locks the slot to prevent duplicates. (Unless multiple duplicates are allowed – see resource set for details)

**Allow Cancellation:** If set to 'Yes', a system generated, unique, code is created and added to the booking. You can add this code to the confirmation sent to the user via tokens (see Tokens on the Messages tab). With Allow Cancellation = Yes, a section will be shown, at the bottom of the booking screen, where the user can enter their cancellation code and have their booking cancelled. This does not remove the booking, it just changes the status to 'cancelled' It will remove the booking from the calendar if one is in use.

Note: PayPal refunds are not handled by ABPro so if you allow cancellation and are using PayPal you will need to manually refund as required.

**up to x hours...:** You can set a minimum time, before the booking, that cancellation will be accepted. For example, if you set it to 24 hours and the customer attempts to cancel 4 hours before, they will get a message saying cancellations are only allowed up to x hours before the booking starts. See Messages tab for setting the exact wording you want.

**Allow Credit Refund:** Yes = reinstate credits on appointment cancel, No = do not reinstate credits.


Only applies to the ABPro User Credit system, has not effect on PayPal/AuthNet. ABPro never does PayPal/AuthNet refund.




**Time Format:** You can specify the time format to be used on the front-end screen, either 24 hour or 12 hour +AM/PM. All internal times and administrator screens are in 24 hour format.

**Header Text:** Enter any information text that you would like to be displayed above the input fields of the booking screen.

**Footer Text:** Enter any information text that you would like to be displayed above the input fields of the booking screen.

## Calendars

 **Component Configuration**

 Save  Close  Help

Control Panel | **Appointments** | Categories | Resources | Services | Time Slots | Book-Offs | UDFs | **Configure**

**Appointment Booking Configuration**

Basic Setup | **Calendars** | Graphic Availability Display | Messages | SMS - Clickatell | SMS - EzTexting | Front-End Screens

Choose which optional 3rd party Calendar you want the Appointment Booking System to talk to.

☐ None

☐ EventList ([click here for more information about EventList](#))  
This one is not a actually calendar but some people really like it.

☐ Google ([click here for more information about Google Calendar](#))  
Requires an account with Google and Zend Google Data Client Libraries installed on your server.

☒ JCalPro2 ([click here for more information about JCalPro](#))  
JCalPro version 2 and above.

Calendar Fields:

Event Title:

request.name

This is the value that will appear in the calendar view on the day cell.  
resource.name = the name of the resource being booked  
request.name = the person making the booking  
UDFs, the screen labels for published UDFs of type textbox, radio or list, will be in the list also. If you select one of those, the user's choice or text entry will be used as the calendar entry title. Use caution with textbox types as *anything* the user enters will appear in the calendar.

Event Body:

<b><i>Thank you for your order.</i></b>  
<br />  
<b><font color="red">[resource]</font></b>, has been booked for  
[requester name] for this date/time:<br />  
[startdate] [starttime]

This will appear in the calendar detail area. You can use the tokens as listed on the 'Messages' tab.

Daylight Savings Time:

Yes

ABPro stores times in local time but some 3rd party calendars store in UTC (or GMT) and ABPro needs to convert local to UTC by using the Joomla time zone setting. Not everywhere in the world implements DST. This setting lets you tell ABPro if it should apply DST when converting to UTC.

DST Start Date:

2010-04-25

DST End Date:

2010-10-10

Appointment Booking Pro can be set to work with several 3rd party calendars, Google, JCalPro, or EventList.

There is no direct connection between ABPro and the calendars; ABPro just adds/removes data from the calendar's tables. This means the communication is one-way, ABPro knows about the calendar but the calendar has no knowledge of ABPro. You cannot initiate a booking from the 3rd party calendar and have it talk to ABPro.

When a calendar is chosen, a section dealing with the calendar will appear in the booking details screen.

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Request Status:

Current Calendar: JCalPro

Post to Calendar:

Calendar Category:

Calendar Comment:

**None:** do not use a 3rd party calendar

**EventList:** Use EventList

**Google:** Use Google calendar. See 'Google Calendar and ABPro' later in this guide for details.

**JCalPro2:** Use JCalPro2

**Calendar Fields:** 3rd party calendars have a 'title' and 'body' area. The title is what appears in the calendar cell, the body is what appears when you open a calendar date for details on the event. You can tell ABPro which field to put in which area.

**Event Title:** Choose either resource.name (name of the resource) or request.name (name of the requester)

**Event Body:** This is what will be placed in the calendar body area. You can use tokens too insert booking information.

These are the **tokens available:**

Token	Will be replaced with
[resource]	name of the resource being booked
[requester name]	the name of the requester
[startdate]	start date of the booking
[starttime]	start time of the booking
[enddate]	end date of the booking
[endtime]	end time of the booking

Token	Will be replaced with
[resource_category]	the resource category
[resource_service]	the resource service
[phone]	the phone number of the requester
[email]	the email address of the requester
[cancellation_id]	the system generated cancellation_id3

for UDFs

[screen label]	the UDF label
----------------	---------------

UDF example

[Favorite Fruit]	value entered by user for Favorite Fruit
------------------	--

Example:

Calendar Fields:

Event Title:

This is the value that will appear in the calendar view on the day cell.  
resource.name = the name of the resource being booked  
request.name = the person making the booking

Event Body:

Meeting Room Name [resource]<br>  
Date and Time [{startdate}:{starttime} - {enddate}:{endtime}]<br>  
Contact [requester name]<br>  
Contact Email [email]

This will appear in the calendar detail area. You can use the tokens as listed on the 'Messages' tab.

Yields (show using JCalPro but they all work the same)..

The screenshot shows a Joomla! calendar interface. At the top, there's a search bar. Below it, navigation icons for Monthly View, Flat View, Weekly View, Daily View, Categories, and Search are visible. The main content area displays details for an event titled "Safety". The event is categorized as "General". The date and time are "Thursday, March 05, 2009 At 09:00 AM" with a duration of "1 Hour 30 Minutes". The event body contains the following information: "Meeting Room Name Meeting Room D", "Date and Time [Thursday March 5, 2009:9:00 AM - Thursday March 5, 2009:10:30 AM]", "Contact Rob Stevens", and "Contact Email rob.stevens@softventures.com [req id:237]". A red arrow points to the "Contact Email" field. Below the event details is a "Back" button. At the bottom, there's a "Search Calendar" section with a text input field and a "Go" button. The footer indicates "Powered by JCal Pro Calendar 1.3".


Note: The 3<sup>rd</sup> party calendar is optional. Some offices like to use one for getting different views of upcoming appointments. If you make the calendar available to the public, it is not recommended that you display email addresses like in the sample above.

**Daylight Savings Time:** ABPro stores times in local time but some 3rd party calendars store in UTC (or GMT) and ABPro needs to convert local to UTC by using the Joomla time zone setting. Not everywhere in the world implements DST. This setting lets you tell ABPro if it should apply DST when converting to UTC.




**DST Start Date:** What date does DST start. Required so bookings for DST dates can be made outside of DST.

**DST End Date:** What date does DST end. Required so bookings for DST dates can be made outside of DST.

## Graphic Availability Display



### Component Configuration

 Save  Close  Help

Control Panel | Appointments | Categories | Resources | Services | Time Slots | Book-Offs | UDFs | **Configure**

#### Appointment Booking Configuration

Basic Setup | Calendars | **Graphic Availability Display** | Messages | SMS - Clickatell | SMS - EzTexting | Front-End Screens

These settings are used for the Graphic Availability Display booking screen only.

Time on Y-Axis:	No	If set to Yes, the GAD screen will display time down the side (y-axis) of the screen and either resources or dates along the top (x-axis). This view is prone to css problems plus some(many?) optional settings to not work properly with this view. If it works for you - great - if not, do not use it. Limitations: Not usable for more than 6 or 7 resources and/or 7 days, or else columns get too narrow. This option is not compatible with the resource setting 'Hide non-Booking Days'
Row Height::	40	
Default Grid Start Time:	8:00	
Default Grid End Time:	17:00	
Hide Grid Start/Stop controls:	No	Yes=Do not show the grid start/end dropdown lists on the GAD screen. The grid will be fixed at the values above.
Grid Start Day:	<div><div><input type="radio"/> Today</div><div><input checked="" type="radio"/> Tomorrow</div><div><input type="radio"/> Monday</div><div><input type="radio"/> 2 days from now</div><div><input type="radio"/> Specific date: <input type="text" value="Tomorrow"/></div></div>	Today = Grid will start with today's date Tomorrow = Grid will start with tomorrow's date x days from now = Grid will start at x days from now. Specific date = Grid will start at the selected date
Grid Width:	700	You may need to adjust this to work with your template. It cannot be a % as the system must calculate a ratio of pixels to grid minutes for resizing grid. (default is 700)
Name Width:	100	This is the width of the Y-Axis for the availability table. Either date or name. (default is 100)
Available Time Slot image:	<input type="text" value="/administrator/images/tick.png"/>	Path to image, example.. ./administrator/images/tick.png
Booked Time Slot image:	<input type="text" value="/administrator/images/publish_x.png"/>	Path to image, example.. ./administrator/images/publish_x.png
Number of days to show:	7	When viewing by resource, this sets the number of days to show in the grid. Default is 7. More days = longer screen and slower response as more days need to be calculated and added to the grid.
Show Seats Available:	Yes	Instead of a checkmark indicating a free timeslot, show the number of available seats.

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These settings are used for the Graphic Availability Display (GAD) booking screen only.

This display presents an alternate booking screen in which the user chooses a timeslot from a table of available slots.

**Time on Y-Axis:** If set to Yes, the GAD screen will display time down the side (y-axis) of the screen and either resources or dates along the top (x-axis).

*Limitations: Not usable for more than 6 or 7 resources and/or 7 days, or else columns get too narrow.*

YES

	Mon 29-Mar-2010	Tue 30-Mar-2010	Wed 31-Mar-2010	Thu 01-Apr-2010	Fri 02-Apr-2010	Sat 03-Apr-2010	Sun 04-Apr-2010
8 AM	✓	test book off	✓	✓	✓	Not available on Saturdays	✓
9 AM	✓		✓	✓	✓		✓
10 AM	✓		✓	✓	✓		✓
11 AM	✗		✗	✓	✓		
Noon							
1 PM	✓	✗	✗	test book off	✓		
2 PM	✓	✗			✓		✓
3 PM		✗	✓		✓		✓
4 PM							

NO (default setting):

	8 AM	9 AM	10 AM	11 AM	Noon	1 PM	2 PM	3 PM	4 PM
Mon 29-Mar-2010	✓	✓	✓	✗		✓	✓		
Tue 30-Mar-2010	test book off					✗	✗	✗	
Wed 31-Mar-2010	<<	✓	✓	✗		✗	✓	✓	
Thu 01-Apr-2010	✓	✗	✓	✓		test book off			
Fri 02-Apr-2010	✓	✓	✓	✓		✓	✓	✓	
Sat 03-Apr-2010	Not available on Saturdays								
Sun 04-Apr-2010	<<	✓					✓	✓	

8 AM 9 AM 10 AM 11 AM Noon 1 PM 2 PM 3 PM 4 PM

✓ - Indicates an available timeslot, click on green checkmark to select.  
✗ - Indicates an unavailable timeslot.

**Row Height:** Sets row height when **Time on Y-Axis** is used.

**Default Grid Start Time:** The user can adjust the grid or table of timeslots to display an appropriate range of hours. This setting is the default when the screen opens.

**Default Grid End Time:** The user can adjust the grid or table of timeslots to display an appropriate range of hours. This setting is the default when the screen opens.

**Hide Grid Start/Stop controls:** If you do not need or want your visitors to change the grid range you can turn off the controls. If you use many small timeslots the grid start/stop gives the visitor the ability to zoom in on a block of time to better see small timeslots.

**Grid Start Day:** Set what day the grid opens on.

**Grid Width:** This is the width of the timeslots grid. You may need to adjust this to work with your template. This must be a number of pixels, not a percentage, as the system must calculate a ratio of pixels to grid minutes for resizing grid. (default is 700)

**Name Width:** This is the width of the Y-Axis for the availability table. Either date or name. Again, it must be a number of pixels not a %. (default is 100)

**Available Time Slot image:** You can specify an image to be shown in the available timeslots. This is a path to image, example: `"/administrator/images/tick.png"`

**Booked Time Slot image:** You can specify an image to be shown in the booked or unavailable timeslots. This is a path to image, example: `"/administrator/images/publish_x.png"`

**Number of days to show:** This setting determines the number of days to display in the availability grid. Default is 7.

The colors for this screen are set in the css file and can be tailored to you site. See the section on CSS elsewhere in this guide.



Component Configuration		Save	Close	Help					
<a href="#">Control Panel</a>	<a href="#">Appointments</a>	<a href="#">Categories</a>	<a href="#">Resources</a>	<a href="#">Services</a>	<a href="#">Time Slots</a>	<a href="#">Book-Offs</a>	<a href="#">UDFs</a>	<a href="#">Configure</a>	
<b>Appointment Booking Configuration</b>									
<div>Basic Setup   Calendars   Graphic Availability Display   <b>Messages</b>   SMS - Clickatell   SMS - EzTexting   Front-End Screens</div> <p>These messages are used for both email and screen display.  <b>SMS Note:</b> The only SMS sent to a customer is the reminder, all other SMS messages are notifications to the resource administrator.  <b>Multi-language Note:</b> For multi-language operation when placing language keys in place of messages you MUST wrap the key with {svkey}. Example:  {svkey}MY_CONF_MSG{svkey}</p> <div> <div>Booking Complete (to Customer):</div> <div> <div> <div>B I U ABC [list icons] Styles Format Font family Font size</div> <div>[rich text toolbar]</div> <div>Thank you for your order.</div> <div>{resource}, has been booked for {requester name} for this date/time: [startdate] [starttime] to [enddate] [endtime]</div> <div>:smiley:</div> <div>Path:</div> <div>Image Pagebreak Readmore Toggle editor</div> </div> <div>This is the confirmation of request processing completion sent to the customer.</div> </div> <div> <div>Booking Complete (to Admin):</div> <div> <div> <div>B I U ABC [list icons] Styles Format Font family Font size</div> <div>[rich text toolbar]</div> <div>New Booking!</div> <div>{resource}, has been booked for {requester name} for this date/time: [startdate] [starttime] to [enddate] [endtime]</div> <div>Path:</div> <div>Image Pagebreak Readmore Toggle editor</div> </div> <div>This is the confirmation of request processing completion sent to Admin.</div> </div> <div> <div>Attach .ics file to confirmation email:</div> <div>To Customer: No To Admin: No To Resource: No</div> <div>You can have a .ics file attached to confirmation emails so the appointment can be added to the customer's/admin's /resource's MS Outlook.</div> </div> </div> </div>									

Several important messages produced by the system are represented here for you to edit.

There are two types of most messages, an email message and an SMS text message. SMS text messages are limited to 160 characters in length so we need essentially a short version and a long version.



**Booking Complete (to Customer):** This message is used when the booking is complete. You can use the tokens listed at the bottom of the screen in this message.

Example:

Booking Complete:

```
<b>Thank you for your order.</b>
<br><br><b>[resource]</b> has been booked for <b><i>[requester name]
</i></b> for this date/time:<br>
<b>[startdate] [starttime]</b><br>to <b>[enddate] [endtime]
</b><br><br>Your Cancellation ID is <b>[cancellation_id]</b><br>
To cancel your booking enter this code into the booking screen.
```

**Appointment Booking**

Thank you for your order.

Dr Bar has been booked for *Rob Stevens* for this date/time:  
Monday October 27, 2008 3:00 PM  
to Monday October 27, 2008 4:00 PM

Your Cancellation ID is **c42124feb2766ab2b1457c9e9eae146c**  
To cancel your booking enter this code into the booking screen.

**Booking Complete (to Admin):** This is a message for Admin or resource admin used when the booking is complete. You can use the tokens listed at the bottom of the screen in this message.

**Attach .ics file to confirmation email:** You can have ABPro create an ics attachment for the confirmation email. If the recipient uses MS Outlook they will be able to use the ics attachment to add the booking to their Outlook or iCal calendar. This is a **one-way** operation, changes made in Outlook or iCal have NO EFFECT on ABPro.

**In Progress** is used when Auto-Accept is set to No, or when using PayPal and the visitor gets back to the site, from PayPal.com, before the PayPal ipn has confirmed payment.

**Cancellation:** This is the confirmation message for user initiated cancellation. It appears on the booking screen so best to keep it short and sweet ;-)

☐ Copy me on the email request

Cancel Code:

Your booking has been cancelled.  
Thank you.

Enter footer text here - clear for no footer

**Too late to Cancel:** You set the number of hours before a booking that you will allow a cancellation. (See basic setup) This is the message the user will get if they try to cancel too close to the booking time. This is also on the booking screen so it should be kept brief.

Copy me on the email request

**Submit Request**

Cancel Code: 1f93680d0e262940fc6b43aabe57c25 **Cancel Now**

Cancellation is only accepted up to 24 hours before your booking.  
Please call our office at 403-555-1212.

Enter footer text here - clear for no footer

**Reminder:** This message can be sent by Admin.

These are the **tokens available**:

Token	Will be replaced with	Token	Will be replaced with
[resource]	name of the resource being booked	[resource_category]	the resource category
[requester name]	the name of the requester	[resource_service]	the resource service
[startdate]	start date of the booking	[phone]	the phone number of the requester
[starttime]	start time of the booking	[email]	the email address of the requester
[enddate]	end date of the booking	[cancellation_id]	the system generated cancellation_id3
[endtime]	end time of the booking	[booking_total]	Total cost

for UDFs

[screen label] the UDF label

UDF example

[Favorite Fruit] value entered by user for Favorite Fruit

## New tokens

### For Seats: [enter seat type]

Example confirmation message:

```
<b>Thank you for your order.</b>
<br/>
<br/><b>[resource], [resource_service]</b> has been booked for <b><i>[requester name]</i></b> for this
date/time:<br>
<b>[startdate] [starttime]</b><br>to <b>[enddate] [endtime]</b><br><br>
Seats Booked:<br>
Adult seats: [Adult]<br>
Youth seats: [Youth]<br>
Child seats: [Child]<br>
```

Where your seat types you have created are 'Adult', 'Youth' and 'Child'.

**Seat Types**

Control Panel | Appointments | Categories | Resources | Services | Time Slots | Book-Offs | UDFs | Configure | More..

Seat Type List

Seats are optional and should only be used if you are allowing multiple seats per timeslot. For sites booking individuals to appointments DO NOT use seats. To disable the seats/booking capability, do not publish any seat types.

ID	Seat Type	Price	Group Pricing	Order	Published
1	Adult	10.00	No	1	✓
2	Youth	5.00	No	2	✓
5	Child	0.00	No	3	✓

## For Extras: [Screen Label]

Example confirmation message:

```
<b>Thank you for your order.</b>
<br/>
<br/><b>[resource], [resource_service]</b> has been booked for <b><i>[requester name]</i></b> for this
date/time:<br>
<b>[startdate] [starttime]</b><br>to <b>[enddate] [endtime]</b><br/><br/>Your Cancellation ID is
<b>[cancellation_id]</b><br/>
To cancel your booking enter this code into the booking screen.
<br/>Extras:<br>
Red Widgets: <i>[Red Widgets]</i>
```

Yields..


Thank you for your order.

Resource 1, has been booked for **Rob Test** for this date/time:  
Thursday December 17, 2009 11:00 AM  
to Thursday December 17, 2009 12:00 PM

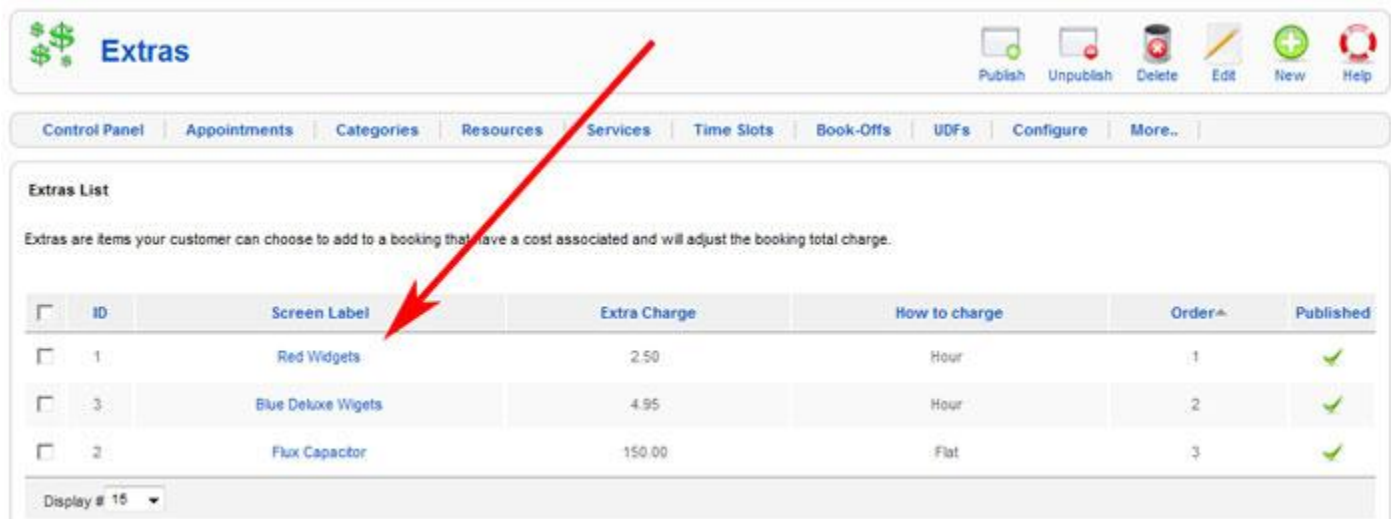
Your Cancellation ID is **dec40ea1bdf1807c23157929f083ae0**  
To cancel your booking enter this code into the booking screen.

Extras:

Red Widgets: 3



Where..



**Extras**

Control Panel | Appointments | Categories | Resources | Services | Time Slots | Book-Offs | UDFs | Configure | More..


Extras List



Extras are items your customer can choose to add to a booking that have a cost associated and will adjust the booking total charge.

<input type="checkbox"/>	ID	Screen Label	Extra Charge	How to charge	Order	Published
<input type="checkbox"/>	1	Red Widgets	2.50	Hour	1	✓
<input type="checkbox"/>	3	Blue Deluxe Widgets	4.95	Hour	2	✓
<input type="checkbox"/>	2	Flux Capacitor	150.00	Flat	3	✓


Display # 15

## SMS - Clickatell

 **Component Configuration**

Control Panel | Appointments | Categories | Resources | Services | Time Slots | Book-Offs | UDFs | **Configure**

 Save Completed

**Appointment Booking Configuration**

Basic Setup | Calendars | Graphic Availability Display | Messages | PayPal | **SMS - Clickatell** | SMS - EzTexting | Front-End Screens

**\*\*\* Non-USA ONLY \*\*\*** To use [Clickatell.com](http://Clickatell.com) you need to have an HTTP/S account with them. The values below will be found on your Clickatell.com 'Manage My Products' screen.

Enable Clickatell:	<input type="text" value="No"/>	Yes = Messages will be sent via sms text messaging through your Clickatell.com account. No = No text messaging reminders. Do Not enable both Clickatell AND EzTexting.
Login User:	<input type="text" value="mls22"/>	Your Clickatell.com login so ABPro can connect and send SMS reminders.
Login Password:	<input type="password" value="*****"/>	Your Clickatell.com login so ABPro can connect and send SMS reminders.
API_ID:	<input type="text" value="9999999"/>	This ID will be supplied by Clickatell.com when you open an HTTP/S account.
Default Dialing Code:	<input type="text" value="USA - 1"/>	This is your international dialing code. Example: Anywhere in Canada or USA = 1
Show Code List:	<input type="text" value="No"/>	Yes=Show the dropdown list of country dial codes on the booking screen. You would only do this if your customer might be outside your dialing code. (country code, not area code)
Enable Unicode:	<input type="text" value="No"/>	Set to Yes for non-English sites to support special character sets.

To test your Clickatell.com account copy this to your browser:  
**[http://api.clickatell.com/http/sendmsg?user=\[your user id\]&password=\[your password\]&api\\_id=\[your api\\_id\]&to=\[your cell number\]&text=Test+from+ABPro](http://api.clickatell.com/http/sendmsg?user=[your user id]&password=[your password]&api_id=[your api_id]&to=[your cell number]&text=Test+from+ABPro)**  
Note: your cell number must include the country dialing code, for example add '1' in front of your number for USA and Canada - 14035551212 (no dashes)

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This screen is where you set ABPro to use Clickatell.com for sending SMS text messages.

You must have an account with Clickatell.com.

The data for this screen comes from your Clickatell.com account's 'Manage My Products' page.

You should ensure you account is functioning properly before incorporating it into ABPro.

DO NOT enable both Clickatell AND EzTexting.

This service should be used is you are outside of the United States. (Clickatell no longer works in the USA)

## SMS - EzTexting

**Component Configuration**

Control Panel | Appointments | Categories | Resources | Services | Time Slots | Book-Offs | UDFs | Configure

Save Help

Save Completed

**Appointment Booking Configuration**

Basic Setup | Calendars | Graphic Availability Display | Messages | PayPal | SMS - Clickatell | **SMS - EzTexting** | Front-End Screens

**\*\*\* USA ONLY \*\*\*** To use [EzTexting](#) you need to have an account with them. You will need to request 'API access' for ABPro to talk to their service.

Enable EzTexting: Yes  Yes = Messages will be sent via sms text messaging through your EzTexting.com account.  
No = No text messaging reminders. Do Not enable both EzTexting AND Clickatell.

Login User:  Your EzTexting.com login so ABPro can connect and send SMS reminders.

Login Password:  Your EzTexting.com login so ABPro can connect and send SMS reminders.

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This screen is where you set ABPro to use EzTexting.com for sending SMS text messages.




You must have an account with EzTexting.com.

You should ensure your account is functioning properly before incorporating it into ABPro.

DO NOT enable both Clickatell AND EzTexting

This service can be used for USA or Canada only.

## Front-End Screens (Joomla 1.5)

 **Component Configuration**  

Control Panel | Appointments | Categories | Resources | Services | Time Slots | Book-Offs | UDFs | **Configure**

**Appointment Booking Configuration**

Basic Setup | Calendars | Graphic Availability Display | Messages | PayPal | Clickatell | **Front-End Screens**

**Advanced Admin**  
You can configure the front-end Advanced Admin screen to show just the tabs you wish.

Show Resources tab:

Yes

Show Services tab:

Yes

Show Timeslots tab:

Yes

Show Book-Offs tab:

Yes

Show PayPal tab:

No

Show Coupons tab:


No

Show Extras tab:

Yes

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## (Joomla 1.6)

 **Component Configuration**

Control Panel | Appointments | Categories | Resources | Services | Time Slots | Book-Offs | UDFs | **Configure**

**Appointment Booking Configuration**

Basic Setup | Calendars | Graphic Availability Display | Messages | PayPal | Clickatell | **Front-End Screens**

**Advanced Admin**  
You can configure the front-end Advanced Admin screen to show just the tabs you wish.

Show Resources tab:

Yes

Show Services tab:

Yes

Show Timeslots tab:

Yes

Show Book-Offs tab:

Yes

Show PayPal tab:

Yes

Show Coupons tab:

No

Show Extras tab:

Yes

ABPro Admin 1

ABPro Staff

Administrator

Author

Customer Group

Editor

Manager

Publisher

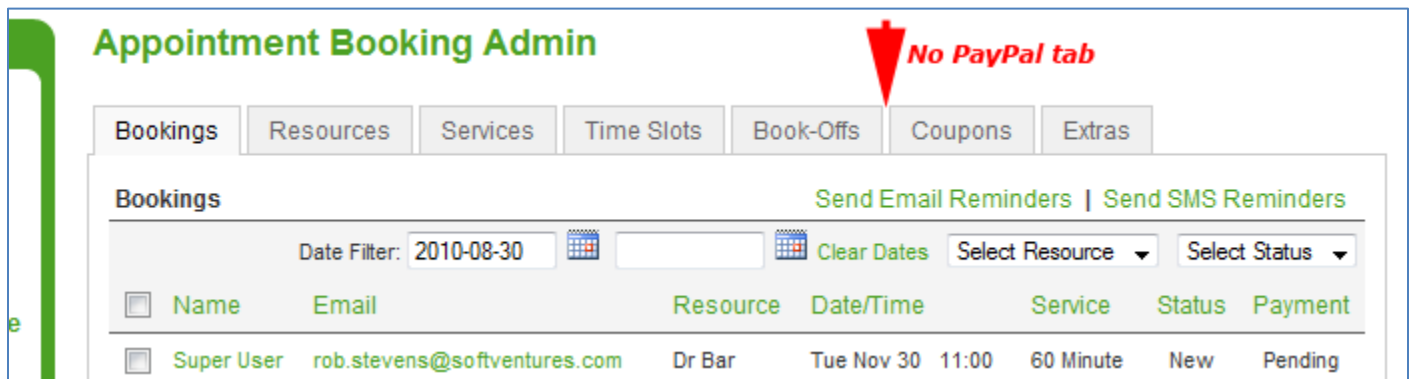
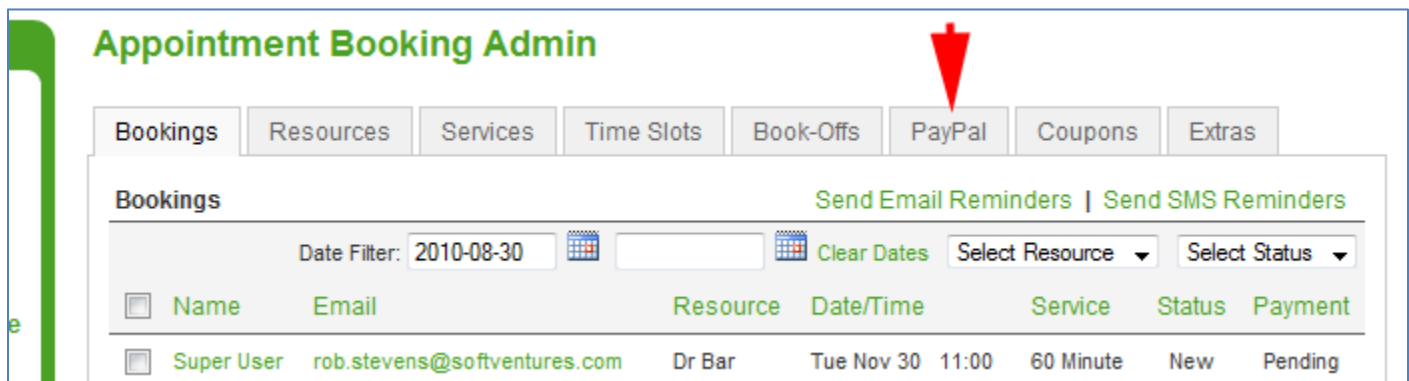
Shop Suppliers

Super Users

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Turns on/off tabs in Advanced Front-End Admin screen.



### Joomla 1.5

You can turn the tabs on/off

### Joomla 1.6

You can set what group sees the tab.

Joomla 1.6 supports users defined groups.

## User Credits

### Overview

The first thing to point out is that User Credit is OPTIONAL - you do not need to implement user credits unless you want to.

#### What is a User Credit?

User Credit is a number, representing a currency amount, associated with a registered user. You can sell your customer user credits OUTSIDE of ABPro then enter their number of credits into ABPro. Now when they go to make a booking, the cost of the booking is deducted from their credits.

#### Why use User Credit?

A few reasons:

If you want to sell your customer the ability to make multiple bookings without paying each time. For example, selling a package of 5 appointments.

Quantity discounting. You can sell a package of 10 appointments for less than the cost of 10 individual appointments. This could be done for example by selling \$100 of credits for \$75.


Support additional payment gateways, for example sell credits through Virtumart or an existing gateway, then just add the credits into ABPro.

#### Limitations





- ABPro is not a banking system and Soft Ventures will not be liable for any discrepancies. Limited activity logging will be maintained but NOT at an auditing level one would find in financial system software.
- PayPal must be enabled to turn on the financial parts of the screens.
- Credits are purchased outside of ABPro (PayPal buy now or Virtumart, etc.) and entered manually by Admin.
- A resource can have only one rate, that is you cannot offer a different rate for customers paying by PayPal vs paying by credits. Discounting would be handled outside ABPro when credits are purchased (ex: sell \$100 worth of credits for \$75)
- No partial cancel, ie: no cancel 1 seat of 3, cancel all and reorder.
- If a user needs to pay part via PayPal (his credit balance was not enough) and he bails out of PayPal without paying, he would need to contact admin to get his credits restored manually.
- The credit system only applies to the public booking screens and Front-Desk booking screen. Admin manually setting a booking to 'accepted' will have no effect on the user's credit balance. If admin sets a booking to 'canceled', and the booking was paid all or in part by user credit, the credit is re-instated. If part was paid by PayPal, that will be added to the user's credit balance - no PayPal refunds are ever initiated by ABPro.
- Not compatible with manual booking acceptance (Auto-Accept = No)

The List screen shows all user credit accounts and their current balances.






## User Credits

 Remove
  Edit
  New
  Help

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### User Credits List

The User Credits system allows you to assign credits to a user which can be used to pay for appointment bookings.


	ID	User ID	Name	User's Credit Balance
	4	63	Testy Tester	\$ 990.00

Display # 15




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### View account activity

Click on the User ID in the list screen (above) to open the detail screen for a specific user.



## User's Credit Detail

 Cancel
  Save
  Help

Use this screen to add/edit a user's credit balance.  
 The use of the credit system in ABPro is **optional**.  
 To use it you would sell the user credits OUTSIDE of ABPro then enter the amount here. When the user goes to make a booking, the booking charge is deducted from his/her credit balance.

ID: 4  
 User ID: 63  
 User Name: Testy Tester  
 Credit Balance: \$ 990.00

Enter a credit amount for this user. Must be a currency number, 0.00 or higher.

### Credit Activity

As bookings are made they will appear below. Any edits made by Admin will appear here also.

ID	Comment	Booking	Increase	Decrease	Balance	Operator	Timestamp
14	Credit used for booking	(5) Feb 6/11:00 - My Resource 1		10.00	990.00	Testy Tester	2010-02-05 12:26:11
13	Admin EDIT, balance now: 1000.00				1000.00	Admin2	2010-02-05 11:06:26
12	Refund on cancellation	(4) Feb 6/11:00 - My Resource 1	10.00		100.00	Testy Tester	2010-02-05 10:10:25
11	Credit used for booking	(4) Feb 6/11:00 - My Resource 1		10.00	90.00	Testy Tester	2010-02-05 10:09:48
10	New Credit Entry		100.00		100.00	Admin2	2010-02-05 10:09:29

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In the top section of the screen, you can manually adjust the current balance.

The lower section shows all activity with most recent activity at the top of the list. The ID of any bookings is a link to the booking detail.

The timestamp column shows when the change was made, the operator column shows who made the change.

### Adding a New account

Select New on the User Credits list screen.

## User's Credit Detail

Use this screen to add/edit a user's credit balance.  
 The use of the credit system in ABPro is **optional**.  
 To use it you would sell the user credits OUTSIDE of ABPro then enter the amount here. When the user goes to make a booking, the booking charge is deducted from his/her credit balance.

ID: \_\_\_\_\_

User ID: \_\_\_\_\_

User Name:

Credit Balance: \$

Select user to create a credit account for. This list will only show users who are not already in the credit system.

Enter a credit amount for this user. Must be a currency number, 0.00 or higher.

---

Credit Activity  
 As bookings are made they will appear below. Any edits made by Admin will appear here also.

ID	Comment	Booking	Increase	Decrease	Balance	Operator	Timestamp

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Select a user from the drop down list. The list will only show users not currently in the credit system.

Enter a starting balance and hit Save.

That's it. The Booking screen will now use the credit balance to pay for bookings.

## Appointment Booking

This is a demo for User's Credit.  
 Login as test/test to see credit in action.

Your Name:

Email:

Resource:

Appointment Selection: **My Resource 1 - Tue 09-Feb-2010 - 11:00 AM - 12:00 PM**

Grid Start Date:  Grid Start:  End:

09-Feb-2010	8 AM	9 AM	10 AM	11 AM	Noon	1 PM	2 PM	3 PM	4 PM
My Resource 1	✓	✓	✓	✓		✓	✓	✓	
Nudder Resource	✓	✓	✓	✓		✓	✓	✓	

- Indicates an available timeslot, click on green chedmark to select.  
 - Indicates an unavailable timeslot

Resource Rate	Hours	Total
\$ 10.00	1.00	\$ 10.00
Applied Credit:		(10.00)
Total:		\$ 0.00

**Buy Now**

If the user's credit balance is insufficient to cover the cost of the booking, the shortfall will be charged to PayPal.

If you allow refunds on cancellation (see next section), no refund is made to PayPal.

ABPro NEVER initiates PayPal refunds. If there was a shortfall amount it will be added to the user's credits on cancellation.

### Allow Refunds

You can set weather you want ABPro to refund credits if a booking is cancelled or not.

The setting to allow refunds or not is on the Configure screen, Basic Settings tab.

### My Bookings Screen

The user can view his current balance and activity on his account via the My Bookings screen.

Resource	Date	From	Until	Seats	Status
My Resource 1	Sat Feb 6, 2010	11:00 AM	12:00 PM	1	Accepted
My Resource 1	Sat Feb 6, 2010	11:00 AM	12:00 PM	1	Canceled
Nudder Resource	Mon Feb 15, 2010	2:00 PM	3:00 PM	1	Accepted

Comment	Booking	Increase	Decrease	Balance	Operator	Timestamp
Credit used for booking	Feb 15 / 2:00 PM - Nudder Resource		33.00	957.00	Testy Tester	2010-02-08 10:55:55
Credit used for booking	Feb 6 / 11:00 AM - My Resource 1		10.00	990.00	Testy Tester	2010-02-05 12:26:11
Admin EDIT, balance now: 1000.00				1000.00	Admin2	2010-02-05 11:06:26
Refund on cancellation	Feb 6 / 11:00 AM - My Resource 1	10.00		100.00	Testy Tester	2010-02-05 10:10:25
Credit used for booking	Feb 6 / 11:00 AM - My Resource 1		10.00	90.00	Testy Tester	2010-02-05 10:09:48
New Credit Entry		100.00		100.00	Admin2	2010-02-05 10:09:29

The Credit Activity section shows the most recent 20 events only, in reverse chronological order.

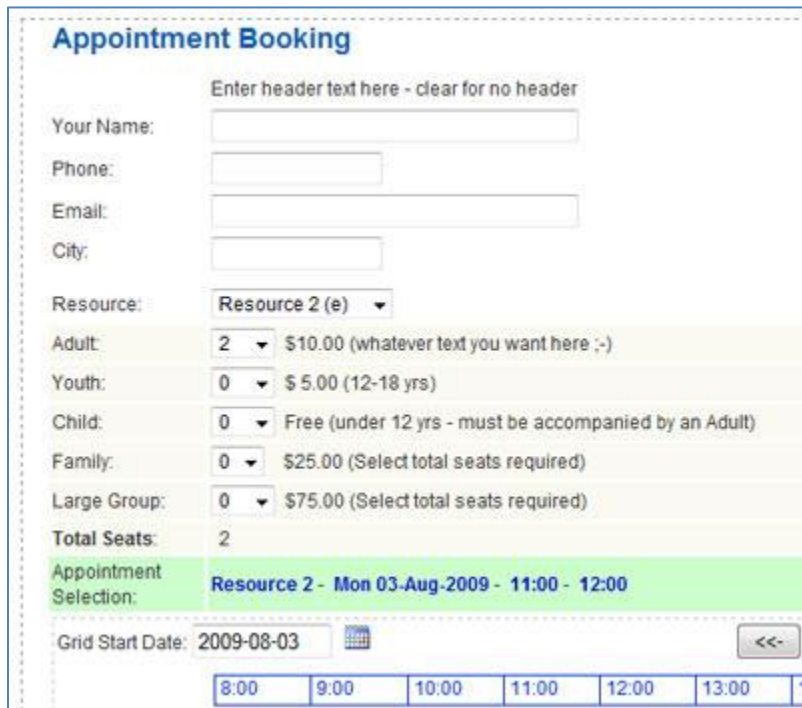
The Timestamp shows when the change was made and the Operator column shows who made the change.



## Seats/Booking

ABPro was originally designed for individuals to book appointments. With version 1.4.3 the concept of 'seats per booking' was added. You can set 'maximum seats' for a resource (normally 1 for individual appointments) and customers can select how many seats they want to book. This allows ABPro to be used for booking seats in a class or on a tour

Seats are **optional** and should only be used if you are allowing multiple seats per timeslot. For sites booking individuals to appointments DO NOT use seats.



The screenshot shows the 'Appointment Booking' form. It includes fields for 'Your Name:', 'Phone:', 'Email:', and 'City:'. Below these is a 'Resource:' dropdown menu set to 'Resource 2 (e)'. A section for seat types follows, with dropdowns for 'Adult:', 'Youth:', 'Child:', 'Family:', and 'Large Group:', each with a corresponding price and description. The 'Total Seats:' is set to 2. The 'Appointment Selection:' is highlighted in green, showing 'Resource 2 - Mon 03-Aug-2009 - 11:00 - 12:00'. At the bottom, there is a 'Grid Start Date:' set to '2009-08-03' and a calendar icon. A time slot grid is visible at the bottom, with columns for 8:00, 9:00, 10:00, 11:00, 12:00, 13:00, and 1.

To disable the seats/booking capability, do not publish any seats types.

When in use, seat types appear in the booking details screen to show what types of seats the customer requires.




The screenshot shows the booking details screen. It includes fields for 'Start Time:', 'End Date:', 'End Time:', and 'Booked Seats:'. The 'Booked Seats:' field is set to 3. Below this is a table showing the breakdown of seats:

Type	Number
Adult	2
Child	1







A red arrow points to the 'Type' column header. Below the table is a 'Comment:' field and a 'User Defined Fields' section with a table showing 'Label Value Type' and 'City Calgary Textbox'.

The Seat Type screen is accessed via the **Seats/Booking** control panel icon or **More | Seats/Booking**.





# Seat Types

 Publish
  Unpublish
  Delete
  Edit
  New
  Help

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## Seat Type List

Seats are optional and should only be used if you are allowing multiple seats per timeslot. For sites booking individuals to appointments DO NOT use seats. To disable the seats/booking capability, do not publish any seats types.

<input type="checkbox"/>	ID	Seat Type	Price	Group Pricing	Order	Published
<input type="checkbox"/>	1	Adult	10.00	No	1	
<input type="checkbox"/>	2	Youth	5.00	No	2	
<input type="checkbox"/>	5	Child	0.00	No	3	
<input checked="" type="checkbox"/>	3	Family	25.00	Yes	4	
<input type="checkbox"/>	4	Large Group	75.00	Yes	5	

Display # 15

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### Toolbar Icons

**Publish:** Sets one or more seat types to Unpublished. Only Published seat types will appear on the Appointment Booking screen.

**Unpublish:** Sets one or more seat types to Unpublished so they will not show in the Appointment Booking screen.

**Delete:** Deletes one or more seat types.

**Edit:** Opens the Seat Type Edit screen to allow you to view and modify the seat type.

**New:** Opens the New Seat Type Edit screen to allow you to add a new seat type.

**Help:** Opens this help screen.

### List Area

**ID:** Unique ID for this seat type.

**Seat Type:** Seat Type name. This will become the booking screen label for the seat type.

**Price:** Price, per hour or per booking, for this seat type.


**Group Pricing:** Group Pricing allows you to define a fixed price for a group of up to x seats.

**Order:** Order the seat types will appear in the booking screen.




**Published:** Indicates the published state.

Click on the Seat Type to open the edit screen.

### Seat Type Detail



## Seat Type Detail

Use this screen to add/edit a seat type.  
 Seats are **optional** and should only be used if you are allowing multiple seats per timeslot. For sites booking individuals to appointments DO NOT use seats.  
 To disable the seats/booking capability, do not publish any seats types.  
 Seats per Booking is NOT compatible, and DOES NOT work with, with service based duration.

ID:	1	
Seat Type:	Adult (R1)	This will be the label used on the booking screen for the seat type.
ToolTip:	Select the number of Adult seats you wish to c	This text will appear when the customer hovers over the type.
Seat Cost:	\$ 10.50	This will be the amount charged <b>per seat</b> of this type. Exception; in the case of 'group pricing' the price is charged <b>per booking</b> regardless of how many seats.
Help Text:	\$10.00 (whatever text you want here :))	This text appears to the right of the dropdown list where the user selects how many seats of this type they want.
Group Seat Type:	No	If set to Yes, this seat type is a 'group seat' an the charge will be fixed regradless of how many seats a chosen. See Help for more deatils on group seating prices.
Max Group Size:	10	Maximum number in the group price, example: Family rate max may be 5. This will allow a family of up to 5 seats for the fixed Family rate. This is aslo used as the max number of seats in the dropdown list for this seat type.

You can assign this Seat Type to one or more resources. If NOT assigned, it will be shown for ALL.

Resources:	<div> <div>Resource 1</div> <div>Add &gt;&gt;</div> </div> <div> <div>&lt;&lt; Remove</div> <div>Resource 1</div> </div>	<div>Resource 1</div> <div>Empty = ALL</div>	Select one or more resources that this Seat Type applies to. If you wish this Seat Type to be shown for ALL resources, do not select any.
------------	--	--	---

Order	1
Published	Yes

Use this screen to define details of a seat type.

### Toolbar Icons

**Cancel:** Abort changes and return to the previous screen.

**Save:** Save changes and return to the previous screen.

**Help:** Opens this help screen.

### Edit Area

**Seat Type:** Seat Type name. This will become the booking screen label for the seat type.

**Tool Tip:** This text will appear when the customer hovers over the dropdown list for this seat type.

**Seat Cost:** This will be the amount charged **per seat** of this type. Exception; in the case of 'group pricing' the price is charged **per booking** regardless of how many seats.

**Help Text:** This text appears to the right of the dropdown list where the user selects how many seats of this type they want. **Example:** *Child (12 years or under)*

**Group Seat Type:** If set to Yes, this seat type is a 'group seat' and the charge will be fixed regardless of how many seats are being booked (to max group size). Example: Family price, \$x for a family of 5.

**Max Group Size:** Maximum number in the group price, example: Family rate max may be 5. This will allow a family of up to 5 seats for the fixed Family rate. This is also used as the max number of seats in the dropdown list for this seat type.

**Resources:** You can assign this seat type to one or more resources. **If NOT assigned, it will be shown for ALL.** Select one or more resources that this seat type applies to. If you wish this seat type to be available for ALL resources, do not select any.

**Order:** This determines the order this seat type will appear in the Appointment Booking screen.

**Published:** Only seat types with Published set to **Yes** will appear in the Appointment Booking screen.



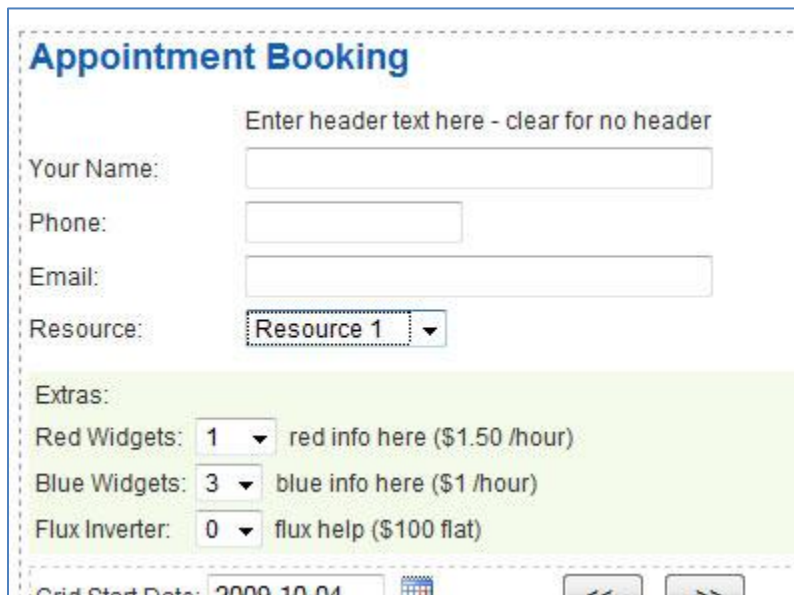
## Extras

Add in version 1.4.4, you can define any number of extra items that the user can add to a booking. These 'Extras' can have a cost associated with them and the booking total will be adjusted based on the user's choices.

Extras are **optional** you do not need to set up any extras.

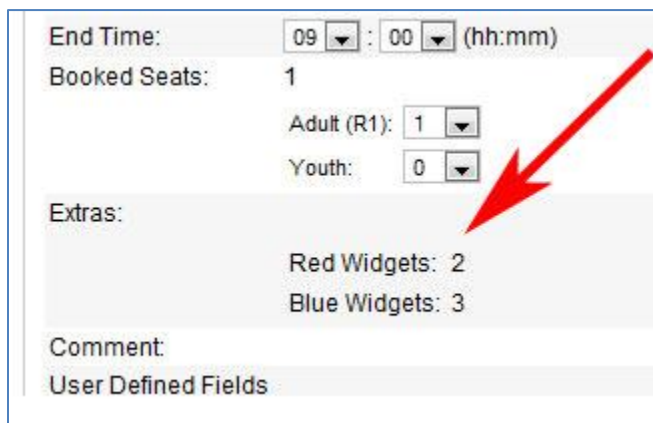
Extras can be used in conjunction with PayPal and the appropriate totals will be calculated.

**To disable** the Extras capability, **do not publish any Extras**.




The screenshot shows a web form titled "Appointment Booking". It includes input fields for "Your Name:", "Phone:", and "Email:". Below these is a "Resource:" dropdown menu currently set to "Resource 1". A section titled "Extras:" is highlighted with a light green background. It contains three rows: "Red Widgets: 1" with a dropdown arrow and the text "red info here (\$1.50 /hour)", "Blue Widgets: 3" with a dropdown arrow and the text "blue info here (\$1 /hour)", and "Flux Inverter: 0" with a dropdown arrow and the text "flux help (\$100 flat)". At the bottom, there is a "Grid Start Date:" field set to "2009-10-04" and two navigation buttons.







When in use, extras appear in the booking details screen.



The screenshot shows a "booking details screen" with fields for "End Time:" (09:00 (hh:mm)), "Booked Seats:" (1), "Adult (R1):" (1), and "Youth:" (0). Below these is an "Extras:" section with "Red Widgets: 2" and "Blue Widgets: 3". A red arrow points from the "Extras:" label to the "Red Widgets: 2" text. At the bottom are "Comment:" and "User Defined Fields" sections.

The Extras screen is accessed via the **Extras** control panel icon or **More | Extras**.


**Extras**

 Publish
  Unpublish
  Delete
  Edit
  New
  Help

Control Panel | Appointments | Categories | Resources | Services | Time Slots | Book-Offs | UDFs | Configure | More..

**Extras List**  
 Extras are items your customer can choose to add to a booking that have a cost associated and will adjust the booking total charge.

<input type="checkbox"/>	ID	Screen Label	Extra Charge	How to charge	Order▲	Published
<input type="checkbox"/>	2	Red Widgets	1.50	Hour	1	✓
<input type="checkbox"/>	1	Blue Widgets	1.00	Hour	2	✓
<input type="checkbox"/>	3	Flux Inverter	100.00	Flat	3	✓

Display # 15

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### Toolbar Icons

**Publish:** Sets one or more extras to Unpublished. Only Published extras will appear on the Appointment Booking screen.

**Unpublish:** Sets one or more extras to Unpublished so they will not show in the Appointment Booking screen.

**Delete:** Deletes one or extras.

**Edit:** Opens the Extras Edit screen to allow you to view and modify the extra.

**New:** Opens the New Extras Edit screen to allow you to add a new extra.

**Help:** Opens this help screen.

### List Area

**ID:** Unique ID for this extra.

**Screen Label:** This is the booking screen label for the extra.

**Extra Charge:** Charge, per hour or flat rate per booking, for this extra.

**How to Charge:** Charge this extra item per hour of the booking or as a flat rate or fixed charge.

**Order:** Order the extras will appear in the booking screen.

**Published:** Indicates the published state.

Click on the **Screen Label** to open the edit screen.

## Extra Item Detail: [ EDIT ]

 Save & Close

 Close

 Help

Use this screen to add/edit an Extra item.

Extras are items your customer can choose to add to a booking that have a cost associated and will adjust the booking total charge.

ID: 3

Screen Label: Green Pencil

This is the screen label for the extra.

Tooltip: Prints in green!

This text will appear when the customer hovers over the extra's dropdown list.

Extra Charge: \$ 1.23 per Hour

This amount will be added to the booking (either as a flat charge or a per hour charge)

Duration: 12 Minute per Item

Extras can be made to add duration to the booking. Use **caution** not compatible Simple Booking screen or some ABPro features like seats/booking. Once you set durations into Extras, **bookings are no longer constrained by timeslot boundaries!**

**Per Item** means the duration minutes are added for each item, if user selects 3 of this extra, 3x the duration is added.

**Per Booking** means duration minutes are added once regardless of how many items user requests.

Help Text: Each pencil adds 12 min to booking duration

This text appears to the right of the dropdown list where the user selects how many of the Extra item they want.

Maximum Number: 3

This is the max number in the dropdown list. This should be between 1 and 10 so the dropdown list does not get too long.

Default Number: 1

This is the default number selected when the customer opens the booking screen.

Note: This setting is not compatible with extra durations or ABPro Mobile. If you are using extra durations or ABPro Mobile, you must set this to 0. The user changing the item count is what triggers new duration calculation.

You can assign this Extra to one or more resources. If NOT assigned, it will be shown for ALL.

Resources: Dr Bar Add >> << Remove Dr Bar Empty = ALL

Select one or more resources that this Extra applies to. If you wish this Extra to be available for ALL resources, do not select any.

Order 2

Published Yes

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Use this screen to define details of an extra.

### Toolbar Icons

**Cancel:** Abort changes and return to the previous screen.

**Save:** Save changes and return to the previous screen.

**Help:** Opens this help screen.

## Edit Area

**Screen Label:** This is the booking screen label for the extra.

**Tool Tip:** This text will appear when the customer hovers over the dropdown list for this extra.

**Extra Charge:** Charge per hour or per booking, for this extra. How to charge; per Hour or flat rate per booking.

**Duration:** Extras can be made to add duration to the booking.

Use **caution** not compatible Simple Booking screen or some ABPro features like seats/booking.

Once you set durations into Extras, **bookings are no longer constrained by timeslot boundaries!**

**Per Item** means the duration minutes are added for each item, if user selects 3 of this extra, 3x the duration is added.

**Per Booking** means duration minutes are added once regardless of how many items user requests.

**Help Text:** This text appears to the right of the dropdown list where the user selects how many extras of this type they want.

**Maximum Number:** This sets the maximum number in the dropdown list. This should be kept between 1 and 10 to keep the dropdown list size from being too large. For extras where you need large numbers you can define packages (example: 'Package of 10'). If combined with individuals and the customer wanted 32, he could specify 3 'Package of 10' and 2 individuals. The dropdown list starts from 0 so the **user can specify they do not want any by choosing 0.**

**Default Number:** This number is the default the booking screen will open with.

**Resources:** You can assign this Extra to one or more resources. If NOT assigned, it will be shown for ALL. Select one or more resources that this Extra applies to. If you wish this Extra to be available for ALL resources, do not select any.

**Order:** This determines the order this Extra will appear in the booking screen.

**Published:** Only extras with Published set to **Yes** will appear in the booking screen.

## Payment Processors

This screen is used to setup PayPal, Authorize.net and/or 2Checkout

You **can** also choose to have ABPro **display booking costs** even though you are **not using either payment gateway**.

### General Settings

The screenshot shows the 'Payment Processors' configuration window. At the top, there's a title bar with a green checkmark icon and the text 'Payment Processors'. To the right are 'Save', 'Cancel', and 'Help' buttons. Below the title bar is a navigation menu with links: 'Control Panel', 'Appointments', 'Categories', 'Resources', 'Services', 'Time Slots', 'Book-Offs', 'UDFs', and 'Configure'. The main content area is titled 'Payment Processors' and contains four tabs: 'General Settings' (selected), 'PayPal', 'Authorize.net (SIM)', and '2Checkout'. Under the 'General Settings' tab, there are four settings: 'Additional Fee' (set to 5.00, Fixed), 'Enable Coupons' (set to Yes), 'Non-Pay Booking Button' (set to No), and 'Purge Stale Bookings' (set to Yes, after 5 minutes). Each setting has a blue information icon. At the bottom, a footer reads 'Appointment Booking Pro Ver. 2.0.3 - Copyright 2008-2011 - Soft Ventures, Inc.'

**Additional Fee:** You can optionally add an additional fee to the transaction. This can be either a fixed fee or percentage for the total. An example may be a processing fee you wish to charge.

**Enable Coupons:** Turns on ABPro's coupon system.

**Non-Pay Booking Button:** If you are not using PayPal or Authorize.net, ABPro will show a submit button to make the booking. If you enable PayPal or Authorize.net the customer must choose one of those payment buttons to make a booking. If you wish to allow the customer to **make a booking without paying**, for example to *pay at the door*, this option allows you to show a submit button alongside the payment buttons.

- **Yes** = Show submit button, allow bookings without paying.
- **No** = Do not show the button.
- **Display Only** = Normally, if PayPal and Authorize.net are **both disabled** ABPro treats the bookings as free and does not show any financial information on the booking screen. Setting this to 'Display Only' will show booking costs even though no payment gateway is enabled. This would be used if you collect payment outside of ABPro such as pay-at-the-door.
- **Display & Block** = Display booking costs, without payment buttons, but block the booking from being processed if there is an amount due. This would be used in conjunction with the User Credit system such that if the user has run out of credit, they cannot book.  
Note: normally the User Credit system would be used with PayPal or AuthNet so the customer could still book but would be sent to the appropriate payment site to cover any shortfall in their credit.

**Purge Stale Bookings:** This is used to free timeslots when customer bails out of PayPal/AuthNet without paying. The stale booking will have its status set to 'timeout'. Use with caution as this will cause PayPal eChecks to fail as they can take several *days* to clear.

**Payment Processors**

General Settings | **PayPal** | Authorize.net (SIM) | 2Checkout

Enable PayPal: Yes

PayPal button image URL:

Currency Code:

PayPal Account:

PayPal Sandbox URL:

PayPal Production URL:

Use PayPal Sandbox: Yes

Your Logo image:

Item Name:

Optional Field Name 0:

Optional Field Value 0:

Optional Field Name 1:

Optional Field Value 1:

Optional Field Name 2:

Optional Field Value 2:

Optional Field Name 3:

Optional Field Value 3:

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*Your customers **do not need a PayPal account** to purchase via PayPal.*

With PayPal enabled, the booking screen will show the calculated cost at hours x rate, or flat rate depending on how you set it up.

The other main difference when enabling PayPal, is that a new request will get inserted with a status of 'pending' rather than 'new'. The user is sent to PayPal to make their payment. They are sent back to your site. In a separate thread, PayPal processes the payment and sends an IPN (Instant Payment Notification) message to your site. This IPN is really not 'instant' and your customer may have been returned to your site before the IPN arrives. In this case the in-progress message is shown to the customer. When PayPal completes the payment processing, they send the customer an email and send your site an IPN message. When the customer comes back to your site; the return page checks to see if the transaction has completed. If it has, it displays the confirmation message, if not it displays the in-progress message. These messages are set in the 'Messages' tab.

There is a possibility that the customer may abandon the booking after being sent to PayPal. In this case the booking will stay in '**pending**' and need to be cleared either **manually** or by the **stale booking purge** option. If the customer elects to 'Cancel' the payment in PayPal, the IPN will reflect that and ABPro will set the request from 'pending' to 'cancelled'.

The relation between ABPro's 'Auto-Accept' and 'PayPal Enabled' is show below.

**PayPal = No (no PayPal submit button)**

**Auto-Accept = Yes**

New booking status = 'Accepted' (timeslot locked)

**Auto-Accept = No**

New booking status = 'New' (timeslot not locked)

**PayPal = Yes (ONLY PayPal submit button shown)**

**Auto-Accept = Yes**

New booking status = 'Pending' -> goes to 'Accepted' on IPN ok (Pending locks appointment)

**Auto-Accept = No**

New booking status = 'New'

Accept on Payment = Yes -> goes to 'Accepted' on IPN ok

***Important!!***

When a booking is made with status 'Pending', the timeslot is locked just as if it were accepted. The display GAD display will show a dashed border so you can see what timeslots are 'Pending'. Normally a slot should only be 'Pending' for a few minute (seconds?) while PayPal is processing the payment. If the user aborts out of PayPal without paying, the slot will stay 'Pending' (and locked) until admin deletes it or it is cleared by the stale booking option below.

---

**Enable PayPal:** Enable ABPro to use PayPal. You require either a **Premier** (recommended) or **Business** PayPal account to accept payments.

**PayPal button image URL:** This is the location used to fetch the PayPal button image. For other images, use PayPal to 'create a buy now button' then cut&paste the button URL.

**Currency Code:** What currency you wish to charge in.

**PayPal Account:** Enter your PayPal business account, normally your email address.

**PayPal Sandbox URL:** Use of the PayPal sandbox for testing is recommended but not mandatory. How to use the sandbox is beyond the scope of this help file.

**PayPal Production URL:** This is the URL to access PayPal, it was made editable as it may change for non-North American PayPal accounts(?).

**Use PayPal Sandbox:** If set to 'Yes', the buy-now button will be send you to the PayPal sandbox URL rather than the production URL.

**Logo Image PayPal:** You can display your logo on the PayPal screen. Enter a URL here.

**Item Name:** You can modify the item name, this is what PayPal shows as the thing being purchased.

**Optional Fields (0-3):** You can specify additional information to be show on the PayPal screen.

### *PayPal Optional Fields Example*

Single Language (ie: not using language file keys)

In this example we will define an Extra call 'Red Pencil' and show how many were ordered in the PayPal screen.

First define the Extra..

Now set the PayPal optional field.

Your Logo Image:	
Item Name:	[resource]: [startdate] [starttime]
Optional Field Name 0:	Red Pencil count in your order:
Optional Field Value 0:	[Red Pencil]
Optional Field Name 1:	

The Name is whatever text you want to display on the PayPal screen for this optional item.



The Value is a token ABPro will replace with the number the customer chose. For Extras, Seat and UDFs you use the screen label as the token. In our case the screen label is "Red Pencil" so the token is [Red Pencil].

In the booking screen...

Resource: City Tour

Adult: 1 \$10.00 (whatever text you want here ;-)

Child: 0 Free (under 12 yrs - must be accompanied by an Adult)

Total Seats: 1

Extras:

Red Pencil: 3 Writes in red!

Appointment Selection: City Tour - Fri 18-Dec-2009 - 10:00 AM - 11:00 AM

Grid Start Date: 2009-12-18

I choose 3 pencils.


In the PayPal screen..




Description	Unit Price	Quantity	Amount
City Tour: Friday December 18, 2009 10:00	\$11.75	1	\$11.75
Red Pencil count in your order: 3			
Item total:			\$11.75
Total:			\$11.75 CAD

PayPal is the safer, easier way to pay

PayPal Secure Payments

PayPal securely processes payments for rob.stevens@softventures.com. You can finish paying in a


**Payment Processors**

 Save
  Cancel
  Help

[Control Panel](#) | 
 [Appointments](#) | 
 [Categories](#) | 
 [Resources](#) | 
 [Services](#) | 
 [Time Slots](#) | 
 [Book-Offs](#) | 
 [UDFs](#) | 
 [Configure](#)

**Payment Processors**

[General Settings](#) | 
 [PayPal](#) | 
 [Authorize.net \(SIM\)](#) | 
 [2Checkout](#)

Enable Authorize.net:  ⓘ

API Login ID:  ⓘ

Transaction Key:  ⓘ

Button image URL:  ⓘ

Payment form header text:  ⓘ

Payment form footer text:  ⓘ

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**Enable Authorize.net:** This enables Authorize.net in ABPro. You need an account with Authorize.net to use this gateway.


**API Login ID:** Supplied by Authorize.net.

**Transaction Key:** Supplied by Authorize.net.

**Button image URL:** This is the URL for the image button that ABPro will display on the booking screen. You can create your own button, and set this URL to point to it, if you like.

**Payment form header/footer:** You can enter text to be displayed in the standard Authorize.net payment form.

[header here]



Order Information

\* Required Fields





Description: Dr Bar desc: 2010-11-22 11:00:00

Invoice Number: 751

Total: US \$10.00

Payment Information

Pay by ☒ Credit Card ☐ Bank Account (USA only)



Card Number:  \* (enter number without spaces or dashes)

Expiration Date:  \* (mmyy)

Billing Information

Customer ID:

First Name:  Rob Last Name:  Stevens

Company:

Address:

City:

State/Province:  Zip/Postal Code:

Country:

Email:

Phone:

Fax:

Shipping Information

☐ Copy Billing Information to Shipping Information

First Name:  Last Name:

Company:

Address:

City:

State/Province:  Zip/Postal Code:


Country:

[footer here]

Submit

Reset Form

## 2Checkout


 **Payment Processors**


Save Cancel Help


Control Panel | Appointments | Categories | Resources | Services | Time Slots | Book-Offs | UDFs | Configure


**Payment Processors**


General Settings | PayPal | Authorize.net (SIM) | **2Checkout**

Enable 2Checkout: Yes 

Demo Mode: Yes 

2CO Account #: 1899123 

Button image URL: <https://www.2checkout.com/static/checkout/CheckoutButton2COO> 

Item Name: [resource]: [startdate] [starttime] 

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**Enable 2Checkout:** This enables 2Checkout.com in ABPro. You need an account with 2Checkout.com to use this gateway.

**Demo Mode:** If set to YES, transactions go to the 2ChcekOut demo servers.


**Account #:** Supplied by 2Checkout.com.





**Button image URL:** This is the URL for the image button that ABPro will display on the booking screen. You can create your own button, and set this URL to point to it, if you like.

**Item Name:** This is the text used for the item name. It can include ABPro tokens.

## View Transactions

### PayPal

 **PayPal Transactions**

 Remove  View  Export/CSV  Help

Appointments | Categories | Resources | Services | Time Slots | Book-Offs | UDFs | Configure | **PayPal Transactions** | More...

**PayPal Transactions**

<input type="checkbox"/>	PayPal txnID	Request ID	Buyer's Name	E-mail	Date▼	Status	Total	Fee	Tax	Timestamp
<input type="checkbox"/>	3371440890425034W	320	User, Test	testus_1221171528_per@softventures.com	18:31:44 Jan 07, 2009 PST	Completed	6.48	0.49	0.00	2009-01-07 19:31:23
<input type="checkbox"/>	66Y3971638246843W	150	User, Test	testus_1221171528_per@softventures.com	14:32:11 Jan 13, 2009 PST	Completed	6.25	0.48	0.00	2009-01-13 15:31:59
<input type="checkbox"/>	8HD80451MV998604G	353	User, Test	testus_1221171528_per@softventures.com	14:01:43 Feb 08, 2009 PST	Completed	6.25	0.48	0.00	2009-02-08 15:01:28
<input type="checkbox"/>	80T24963888655727	319	User, Test	testus_1221171528_per@softventures.com	13:50:49 Jan 07, 2009 PST	Completed	6.48	0.49	0.00	2009-01-07 14:50:34
<input type="checkbox"/>	56Y917595R596231P	318	User, Test	testus_1221171528_per@softventures.com	11:48:49 Jan 07, 2009 PST	Completed	6.25	0.48	0.00	2009-01-07 12:48:43

Display # 15 ▼

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Your customers **do not need a PayPal account** to purchase via PayPal.

### Toolbar Icons

**Remove:** Deletes one or more booking requests.

**View:** Opens the PayPal Transactions screen to allow you to view the details as received from PayPal.

**Export/CSV:** Exports request details for one or more PayPal Transactions to a csv file. The csv file can be read into Excel for reporting purposes.

**Help:** Opens this help screen.

### List Area

**PayPal txnID:** Unique identified generated by PayPal for the transaction.

**Request ID:** The ABPro request to which this PayPal transaction refers.

**Buyer's Name:** Name of the person who made the PayPal transaction. This may not be the same name as on the booking request.

**Email:** Email address of the person who made the PayPal transaction. This may not be the same name as on the booking request.

**Date:** Date and time of the PayPal transaction.

**Status:** PayPal status.


**Total:** Total amount of transaction.






**Fee:** Fee if any

**Tax:** Tax if any

**Timestamp:** Date and time PayPal IPN was received by ABPro.

Click on the **PayPal Txn** link to view the details of the PayPal transaction (read only)


**Authorize.net Transactions**

 Remove
  View
  Export/CSV
  Close
  Help

[Control Panel](#) | 
 [Appointments](#) | 
 [Categories](#) | 
 [Resources](#) | 
 [Services](#) | 
 [Time Slots](#) | 
 [Book-Offs](#) | 
 [UDFs](#) | 
 [Configure](#)

**Authorize.net Transactions**

Date Range:  2010-11-10 [Clear Dates](#)

<input type="checkbox"/>	Txn ID	Request ID	First	Last	E-mail	Phone	Amount	Timestamp▲
<input type="checkbox"/>	<a href="#">2155519511</a>	<a href="#">663</a>	asd	asd			10.00	2010-11-07 16:46:53
<input type="checkbox"/>	<a href="#">2155519579</a>	<a href="#">664</a>	asd	asd			10.00	2010-11-07 16:47:43
<input type="checkbox"/>	<a href="#">2155519583</a>	<a href="#">665</a>	Rob	Stevens	rob.stevens@softventures.com	403-555-1212	10.00	2010-11-07 16:50:12
<input type="checkbox"/>	<a href="#">2155519600</a>	<a href="#">666</a>	asd	asd			10.00	2010-11-07 16:53:33
<input type="checkbox"/>	<a href="#">2155519649</a>	<a href="#">667</a>	asd	asd			10.00	2010-11-07 17:00:35
<input type="checkbox"/>	<a href="#">2155519678</a>	<a href="#">668</a>	asd	asd			10.00	2010-11-07 17:04:24
<input type="checkbox"/>	<a href="#">2155519715</a>	<a href="#">670</a>	asd	asd			10.00	2010-11-07 17:09:49
<input type="checkbox"/>	<a href="#">2155519738</a>	<a href="#">671</a>	asd	asd			10.00	2010-11-07 17:11:03
<input type="checkbox"/>	<a href="#">2155519774</a>	<a href="#">672</a>	asd	asd			10.00	2010-11-07 17:13:28
<input type="checkbox"/>	<a href="#">2155519809</a>	<a href="#">673</a>	asd	asd			10.00	2010-11-07 17:15:13
<input type="checkbox"/>	<a href="#">2155519874</a>	<a href="#">674</a>			asd		10.00	2010-11-07 17:18:19

Display #  20

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## Toolbar Icons

**Remove:** Deletes one or more booking requests.

**View:** Opens the Authorize.net Transactions screen to allow you to view the details as received from v.

**Export/CSV:** Exports request details for one or more Authorize.net Transactions to a csv file. The csv file can be read into Excel for reporting purposes.

**Help:** Opens this help screen.

## List Area

**Txn ID:** Unique identified generated by Authorize.net for the transaction.

**Request ID:** The ABPro request to which this Authorize.net transaction refers.

**First/Last:** Name of the person who made the Authorize.net transaction. This may not be the same name as on the booking request.

**Email:** Email address of the person who made the Authorize.net transaction. This may not be the same name as on the booking request.


**Phone:** Phone number entered by purchaser.






**Amount:** Total amount of transaction.

**Timestamp:** Date and time the Authorize.net data was received by ABPro.

Click on the **Txn ID** link to view the details of the Authorize.net transaction details (read only)



## 2CheckOut

 **2CheckOut.com Transactions**


    

[Control Panel](#) | [Appointments](#) | [Categories](#) | [Resources](#) | [Services](#) | [Time Slots](#) | [Book-Offs](#) | [UDFs](#) | [Configure](#)

**2CheckOut.com Transactions**

Date Range:     [Clear Dates](#)

<input type="checkbox"/>	ID	Request ID	First	Last	E-mail	Phone	Amount	Timestamp▲
<input type="checkbox"/>	4548832409	1116	rob	stevens	rob.stevens@softventures.com	403-555-1212	35.00	2011-10-04 15:58:05
<input type="checkbox"/>	4548902063	1117	foo	bar	rob.stevens111@gmail.com	123-123-1233	15.50	2011-10-04 19:04:28
<input type="checkbox"/>	4550470022	1126	rob	stevens	rob.stevens@softventures.com	403-555-1212	15.50	2011-10-07 07:58:34

Display # 20 

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### Toolbar Icons

**Remove:** Deletes one or more booking requests.

**View:** Opens the 2CheckOut Transactions screen to allow you to view the details as received from 2CheckOut.

**Export/CSV:** Exports request details for one or more 2CheckOut Transactions to a csv file. The csv file can be read into Excel for reporting purposes.

**Help:** Opens this help screen.

### List Area

**ID:** Unique identified generated by 2CheckOut for the transaction.

**Request ID:** The ABPro request to which this 2CheckOut transaction refers.

**First/Last:** Name of the person who made the 2CheckOut transaction. This may not be the same name as on the booking request.

**Email:** Email address of the person who made the 2CheckOut transaction. This may not be the same name as on the booking request.

**Phone:** Phone number entered by purchaser.

**Amount:** Total amount of transaction.

**Timestamp:** Date and time the 2CheckOut information was received by ABPro.

Click on the ID to open the detail view of a transaction. (read only)

## Edit Files

This screen allows the administrator to change the component's CSS and/or language file from within the Administrator area.

The language file can be used for translation of the component's front-end to another language or merely to **change labels on front-end screens**. The language file ONLY relates to front-end screens not the administrator screens.

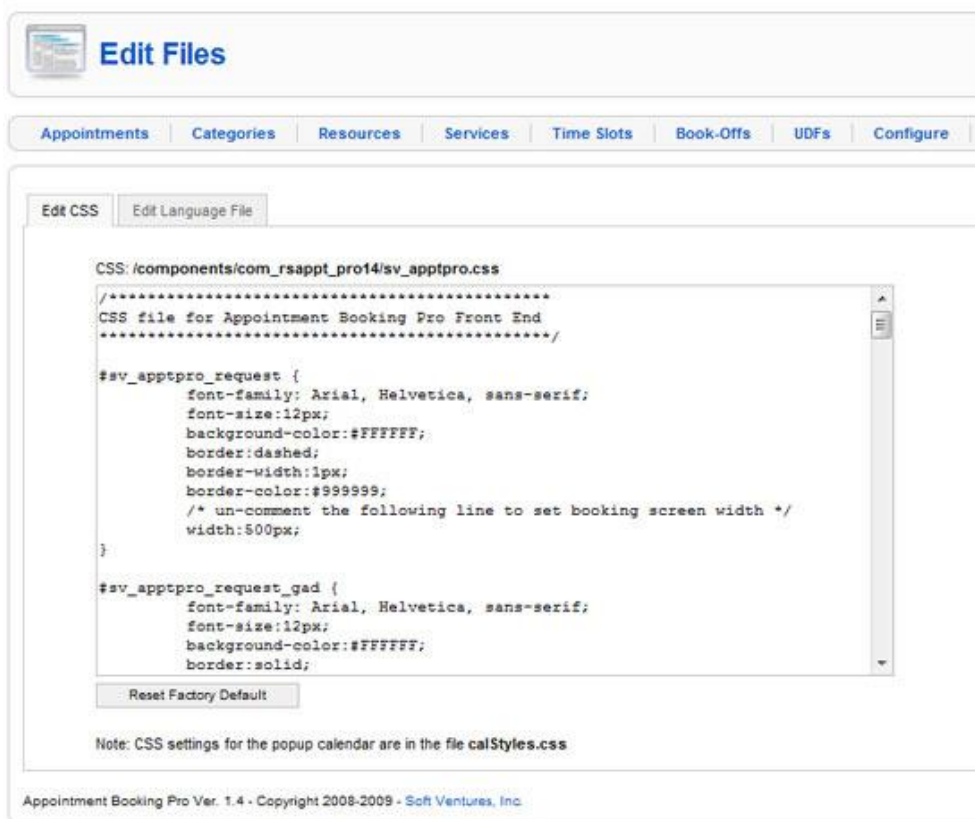
### Toolbar Icons

**Save:** Save changes.

**Help:** Opens this help screen.

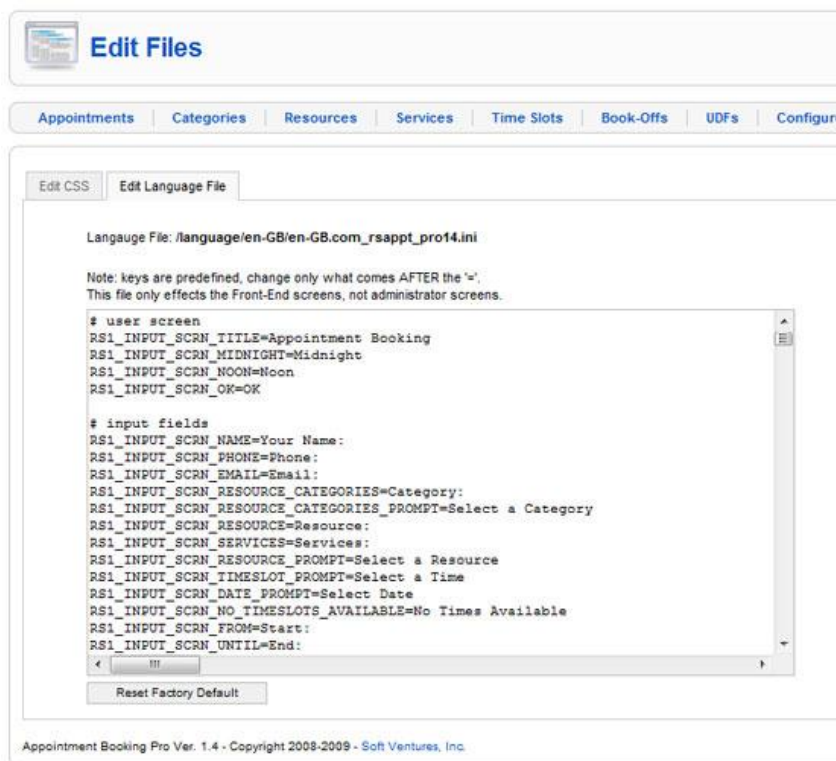
### Tabs

**Edit CSS :** This tab displays the component CSS file. Make changes as desired then click on 'Save'.



**Edit Language File:** This tab displays the component's English language file. Make changes as desired then click 'Save'.








The file format is [key]=[value]

Change ONLY the value, or, the text AFTER the "=".

On both screens the 'Reset Factory Default' button will load the original CSS or Language files into the screen. You must click on 'Save' to have the defaults written out to disk.

## Backup/Restore

The Backup and Restore functions built into the Appointment Booking component are primarily intended for use when upgrading from one version to another. All component data is saved to backup tables in the database. Old backup tables are removed before new ones are created.

 **Backup/Restore**  

Control Panel | **Appointments** | Categories | Resources | Services | Time Slots | Book-Offs | UDFs | Configure

The Backup and Restore functions built into the Appointment Booking component are primarily intended for use when upgrading from one version to another. All component data is saved to backup tables in the database. Old backup tables are removed before new ones are created.

The sequence of actions to upgrade from one version to another is this:  
**Backup data -> Uninstall ABPro component -> Install new version -> Restore data**  
**Warning! Backup/Restore WILL NOT RETAIN YOUR CSS file across an uninstall/reinstall because Joomla deletes the directory, you must manually backup and restore sv\_apptpro.css.**  
If you have added language file keys you must either include the language file in your backup/restore OR manually re-add your language file keys after restore. ONLY the ENGLISH language file is touched in backup/restore.

Backup Now!

☐ Include Error Log\* in Backup  
☐ Include Reminder Log\* in Backup  
☐ Include Language File\*\* in Backup

Restore Now!

☐ Include Error Log\* in Restore  
☐ Include Reminder Log\* in Restore  
☐ Include Language File\*\* in Restore

\* The error and reminder log files can be very large and should only be backed up if you really need the information brought to the new version.

\*\* Not recommended unless you have made a lot of changes to the standard language file. If you are installing a new version of the component that has additional language file keys you will need to manually add them.

/language/en-GB/en-GB.com\_rsappt\_pro2.ini

Restore data and settings from ABPro version 1.4.x: 

Restore from 1.4.x Now!

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The sequence of actions to upgrade from one version to another is this:

**Backup data -> Uninstall RB component -> Install new version -> Restore data**

With database tables you can merge old data into new table structures. This cannot be done with the language file because it is a plain text file. If you are doing a backup/restore because you are moving from one ABPro version to the next, the new version will have a new language file with, possibly, new language keys defined. If you choose to backup/restore the language file it will overwrite the new file with your old one. That will keep all you old modifications but it will also remove any new language keys. You will need to manually re-apply these keys.

### Toolbar Icons

**Help:** Opens the help screen.

## Actions

**Backup Now!** : This will create backup database tables and copy your current settings to them. If the backup tables already exist, they will be overwritten. If a table has no data it will not be copied. This is to prevent accidentally backing up empty tables over your real backup.

**Restore Now!** : This will look to see if there are backup tables and if there are, it will replace the contents of the production tables with the contents of the back tables. If a backup table has no data in it it will not be copied. This is to prevent accidentally restoring up empty tables over your production tables.

**Restore from 1.4.x Now!**: Restore data and settings from ABPro version 1.4.x

**Include Error log in Backup/Restore:** These can get large and may be of little value brought forward on an upgrade.

**Include Reminder log in Backup/Restore:** These can get large and may be of little value brought forward on an upgrade.

**Include Language File in Backup** : Make a backup copy of your English language file.

**Include Language File in Restore** : Restore a previously created English language file backup.

## Error Log

Check here if you are experiencing problems. This is also a good place to look if PayPal does not work correctly.

## Reminder Log

Originally added as a way to keep track of reminders sent, especially by automated cron jobs, it is also used now for logging SMS text messages.

Reminder Log

Remove

[Appointments](#)
[Categories](#)
[Resources](#)
[Services](#)
[Time Slots](#)
[Book-Offs](#)
[UDFs](#)
[Configure](#)
[PayPal Transactions](#)
[More...](#)

Reminder Log

	Req ID	User ID	Name	Description	Time
	354	-1	Rob	New booking: No SMS phone number set for resource	07:19 - Feb 11
	351	0		User Cancellation of booking: ID: 0da1a5e59529723d84155f7c99fe5acc	15:32 - Feb 08
	352	62	Dave Lister	Booking set to accepted status: ID: c4de1446014688afe5e8ecce7d12faea	15:31 - Feb 08
	352	0		User Cancellation of booking: ID: dce88021ec1b8de992ff2dbbf5991d5	15:30 - Feb 08
	352	0		User Cancellation of booking: ID: 07e9e9493b403953a3a346909396d125	15:28 - Feb 08
	352	-1	Dave Lister	New booking: ID: 8924427ae9b9facb9a75e1f83eb7e4d7	14:52 - Feb 08
	351	62	Administrator	New booking: ID: a1d1b09af5db86feba19c56b36b3a5b9	14:50 - Feb 08
	321	62	Administrator	Booking set to cancelled status: ID: a229ea1be619ff2fe81a8127c122a6f	14:39 - Feb 08
	321	62		Booking set to accepted status: ID: ed481a214189908b926db102ff9c1c73	14:35 - Feb 08

Display # 15

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It can get big and should be emptied when it does.

**Req ID:** The booking that this entry refers to.

**User ID:** The user doing the activity, example a resource administrator sending reminders interactively. A '-1' indicates no user can be determined.

**Name:** Name from the booking request.

**Description:** Description of the entry.

**Time:** When it happened.

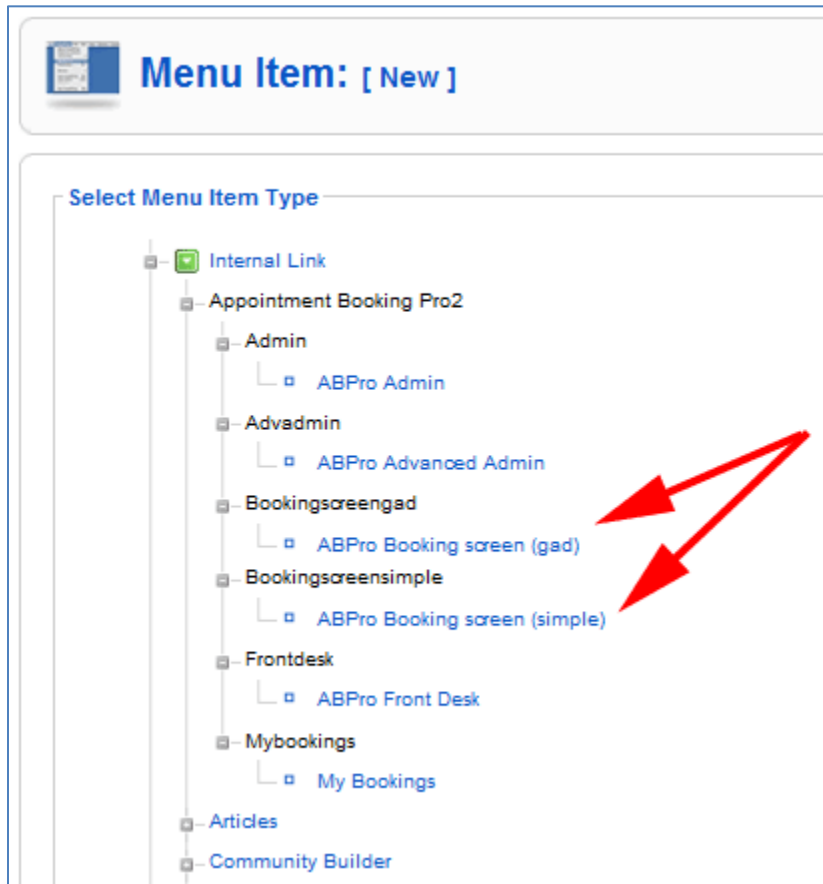
## About

License information

## Front End Screens

To access front end screen you need to assign a menu to them.

Normally the booking screen(s) would be on the Joomla 'Main Menu' and the others would be on the 'User Menu' (only accessible after login)



## Booking Screen

The booking screen's appearance will vary greatly depending on what options you have configured in. The screen here is fairly basic, it has a few UDFs and uses categories.

The screenshot shows a web form titled "Appointment Booking". At the top, there is a header text area with the placeholder "Enter header text here - clear for no header". Below this are several input fields: "Your Name:", "Phone:", "Email:", and "Refreshments:". A note "(ex: coffee for 101)" is placed below the Refreshments field. The "Favorite Fruit:" section has three radio button options: "Apples" (selected), "Oranges", and "Bananas". Below this is a "Sex:" dropdown menu currently set to "Male" with a "help here" link. The "Category:" dropdown menu is set to "Select a Category". The "Resource:" field is empty. A "Submit Request" button is located below the Resource field. At the bottom, there is a footer text area with the placeholder "Enter footer text here - clear for no footer". The footer text reads "powered by AppointmentBookingPro.com v1.4".

Select a Category to fetch Resources..

This screenshot shows the "Category:" dropdown menu open, displaying a list of options: "Select a Category", "Select a Category", "Calgary Office" (highlighted), and "Edmonton Office". The "Resource:" field is also visible, showing "Select a Resource". A "Select a Resource Category" button is located to the right of the dropdown menu. The footer text "Enter footer text here -" is visible at the bottom. The footer text reads "powered by AppointmentBookingPro.com v1.4".


This screenshot shows the "Resource:" dropdown menu open, displaying a list of options: "Select a Resource", "Select a Resource", "Dr Foo", "new guy" (highlighted), "Mr Smith", and "Dr O'Bar". The "Category:" dropdown menu is set to "Calgary Office". The footer text "Enter footer text here -" is visible at the bottom. The footer text reads "powered by AppointmentBookingPro.com v1.4".

Then it fetches the available dates..

Sex:

Category:

Resource:

Date/Time:  

<< February 2009 >>

S	M	T	W	T	F	S
	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	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18

Today


Enter footer text here - clear for n

Finally choose available timeslot..

Sex:

Category:

Resource:

Date/Time:  

Submit Request

Enter footer text here - clear

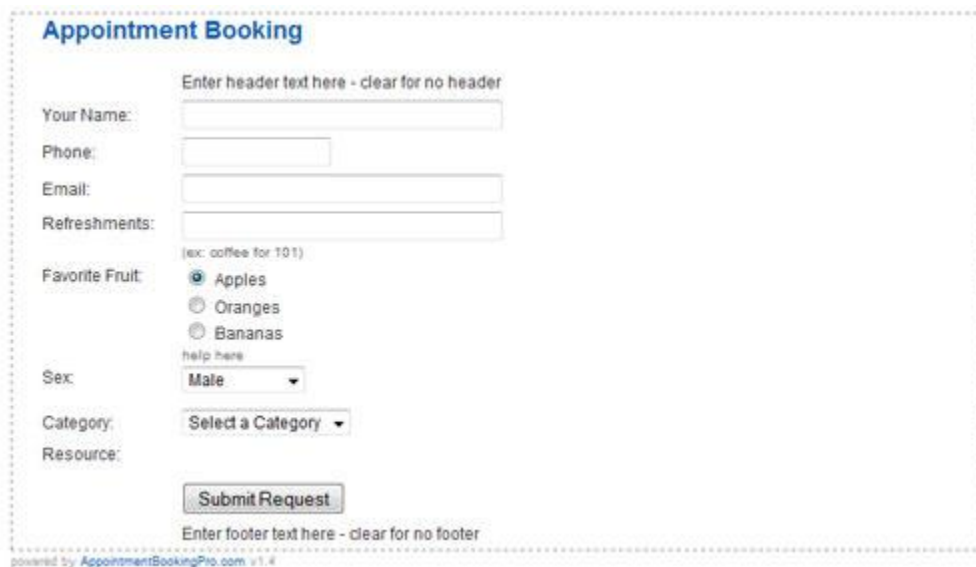
Select a Time

- Select a Time
- 8:00 AM - 9:00 AM
- 9:00 AM - 10:00 AM
- 10:00 AM - 11:00 AM
- 11:00 AM - 12:00 PM
- 1:00 PM - 2:00 PM
- 2:00 PM - 3:00 PM
- 3:00 PM - 4:00 PM

powered by [AppointmentBookingPro.com](http://AppointmentBookingPro.com) v1.4

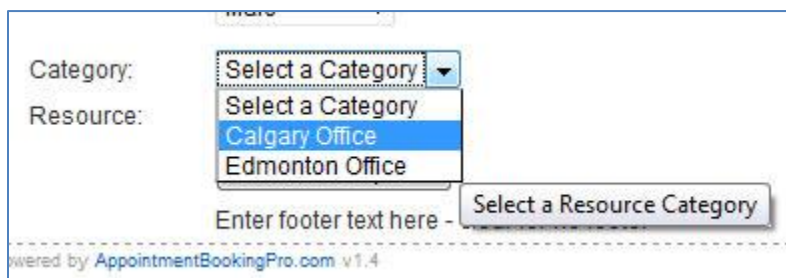
## GAD Booking Screen

The booking screen's appearance will vary greatly depending on what options you have configured in. The screen here is fairly basic, it has a few UDFs and uses categories.



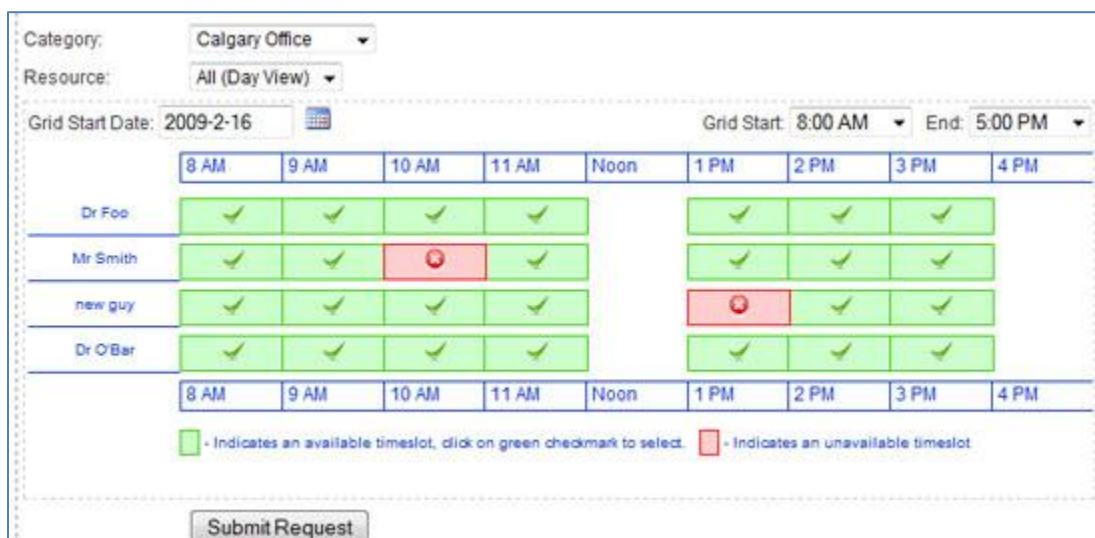
The screenshot shows a web form titled "Appointment Booking". It includes input fields for "Your Name:", "Phone:", "Email:", and "Refreshments:". Below these is a "Favorite Fruit" section with radio buttons for "Apples", "Oranges", and "Bananas", and a "Sex:" dropdown menu set to "Male". There is also a "Category:" dropdown menu labeled "Select a Category" and a "Resource:" field. A "Submit Request" button is at the bottom. The form is framed by a dashed border with header and footer text areas.

Again, category..



This image shows a close-up of the "Category:" dropdown menu. The menu is open, showing options: "Select a Category", "Select a Category", "Calgary Office", and "Edmonton Office". The "Calgary Office" option is highlighted in blue. Below the dropdown is a "Resource:" field and a "Select a Resource Category" button. The form is framed by a dashed border with header and footer text areas.

If you have multiple resources it will show in day mode – all resources for one day.



The screenshot shows a "Day mode" booking grid. At the top, there are dropdowns for "Category:" (set to "Calgary Office") and "Resource:" (set to "All (Day View)"). Below these are "Grid Start Date:" (2009-2-16) and "Grid Start:" (8:00 AM) and "End:" (5:00 PM) dropdowns. The grid itself has columns for time slots: 8 AM, 9 AM, 10 AM, 11 AM, Noon, 1 PM, 2 PM, 3 PM, and 4 PM. Rows represent different resources: Dr. Foo, Mr. Smith, new guy, and Dr. O'Bar. Green checkmarks indicate available timeslots, while red boxes with a red 'X' indicate unavailable timeslots. For example, Mr. Smith is unavailable at 10 AM, and the new guy is unavailable at 1 PM. A legend at the bottom explains the green checkmark and red box indicators. A "Submit Request" button is at the bottom.

Things to note; the grid date selectable by the customer as is the time range.

Available timeslots are green and clickable (can be changed in css). To select a timeslot click a green box.



## My Bookings

If you have Require Login = Yes, a booking can only be made by a registered user. If a logged in user makes a booking, ABPro will record the UserID with the booking. This means you can offer them a 'My Bookings' screen if you like.

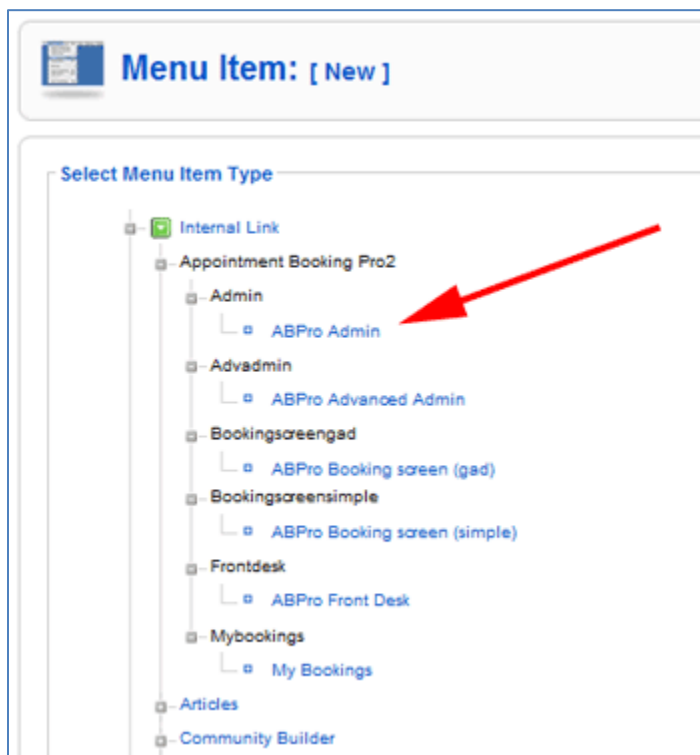
Resource	Date	From	Until	Status	
new guy	Wed Feb 18, 2009	11:00 AM	12:00 PM	accepted	<a href="#">Cancel Now</a>
Mr Smith	Thu Feb 19, 2009	2:00 PM	3:00 PM	accepted	<a href="#">Cancel Now</a>

Appointment Booking Pro Ver. 1.3.2 - Copyright 2008-2009 - Soft Ventures, Inc.

The 'Cancel Now' link will only appear if you have 'Allow Cancel'=Yes, see the Configuration section of this guide.

## Front End Admin

The Front End Admin screen is activated by a menu call...



You can delegate administration duties to other users. Rather than having to give them access to the Joomla Admin back end, which can be intimidating, ABPro offers two front-end admin screens.

To use these a user must be designated as a 'Resource Administrator', see the Resource setup for details on how to do that.

The simple Admin screen has very basic capabilities.

Appointment Booking Admin
Res Admin

Send Email Reminders
Date Range: 2009-02-13
Clear Dates
Select Resource
Select Status

<input type="checkbox"/>	Name	Email	Resource	Date/Time	Service	Status
<input type="checkbox"/>	RBPro (1.3.3)	<a href="mailto:rob.stevens@softventures.com">rob.stevens@softventures.com</a>	Mr Smith	Mon Feb 16 10:00		accepted
<input type="checkbox"/>	Res Admin	<a href="mailto:rob.stevens@shaw.ca">rob.stevens@shaw.ca</a>	Mr Smith	Thu Feb 19 14:00		accepted

Appointment Booking Pro Ver. 1.4 - Copyright 2008-2009 - Soft Ventures, Inc.

This screen offers only the ability to see bookings and process them.

Only bookings for resources that they are set as 'Resource Administrator' for will be shown here.

Screen filtering works like the back end. Click on the email address to send a message.

Click on the name to open the booking detail screen.

## Appointment Booking Admin - Booking Detail

Save Changes

Cancel

Name:\*

Res Admin

Unit Number:

Phone:

Email:

Resource:

Mr Smith

Service:

Start Date:

2009-02-19

Start Time:

14 : 00 (hh:mm)

End Date:

2009-02-19

End Time:

15 : 00 (hh:mm)

Comment:

User Defined Fields

Label	Value	Type
Refreshments		Textbox
Favorite Fruit	Apples	Radio
Sex	Male	List

Request Status:

Accepted

Payment Status:

Pending

Current Calendar:

JCalPro

Post to Calendar:

Yes

Calendar Category:

General

Calendar Comment:

Admin Comment:

Timestamp:

2009-02-13 06:49:11

These fields are from the booking request. They can be modified by the administrator. An example might be where a requested date is not available so the administrator phones the requester and agrees on a new date or time. The Administrator would then change the date here.

Set request to Accepted, Declined or Canceled. Email messages will be sent when changing to 'Accepted' or 'Cancelled'.

Administrator can indicate payment has been received.

Yes or No

Select what calendar category this request will be add into.

This comment will appear in the calender booking details. Examples: who the resource is booked to, what for, etc.

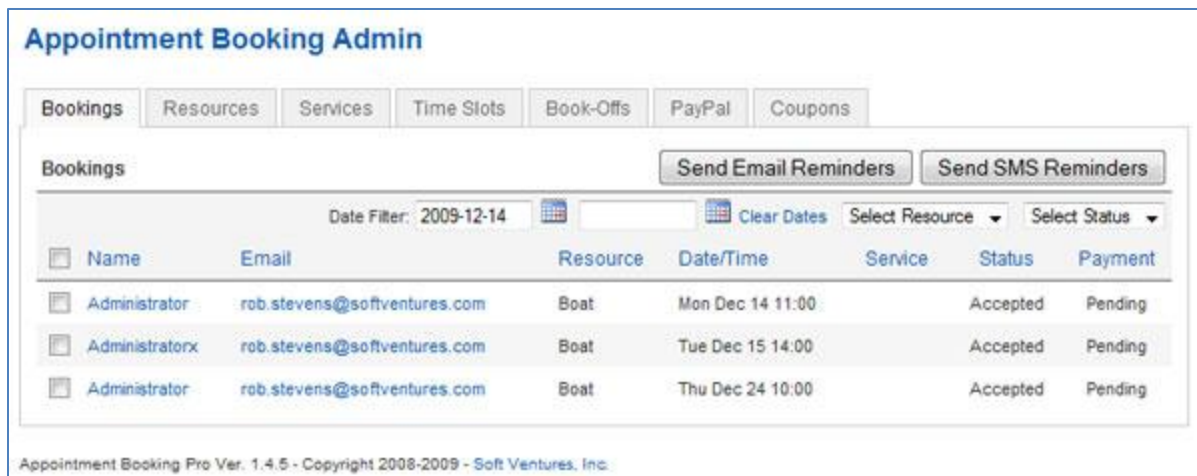
Administrator can enter an internal comment. Example: 'Phoned to confirmed new end time'

Appointment Booking Pro Ver. 1.4 - Copyright 2008-2009 - Soft Ventures, Inc.

See the Appointment Detail section of this guide for information of what the various fields mean.

## Front End Advanced Admin

If you wish to give your resources more control, such as setting timeslots and book-off for the resources they administer, you can give them access to the Advanced Admin screen.

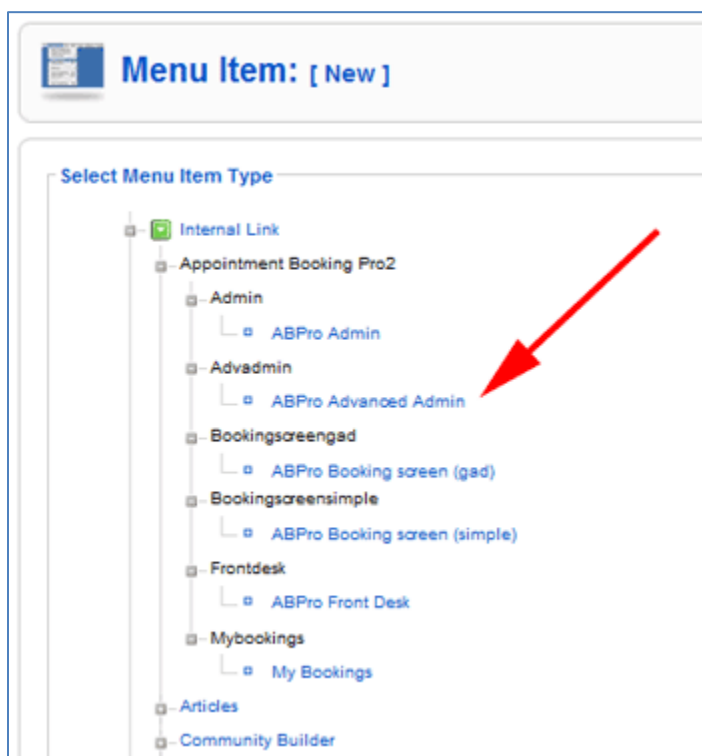


This allows the resource administrator to manage the day to day operations.

Each tab corresponds to the respective back end administration function but is limited, where applicable, to only the resources this user has been assigned to administer.

Note; Categories is not available here as category is above resource in the hierarchy and can only be managed by the back end administrator.

The Advanced Admin front end screen is activated by a menu call...



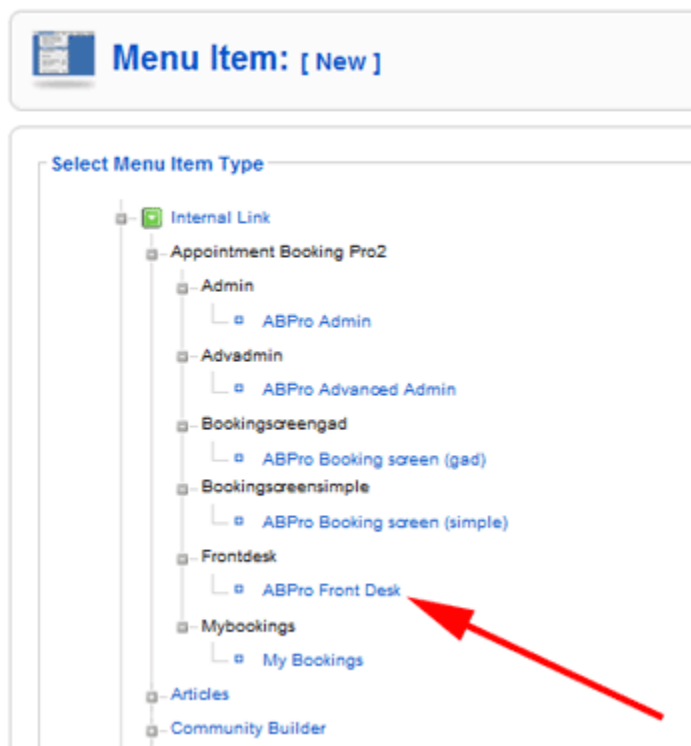
## Front Desk

This screen is new in version 1.4 and offered the resource administrator 3 views of the upcoming appointments.


The front desk screen is for staff to use and should not be shown to the public.

**You must be a resource administrator to use the Front Desk.** Only bookings for resources that you are designated as resource administrator will appear in the screens. Use the resource setup screen to set who is a resource administrator.

To set resource administrators, use the Resource setup screen, about ½ way down the screen is where you assign administrators.







Monday, 16 February 2009 | Home | Contact Us

20 Years  
1988 - 2008

Home Downloads Support Forum Soft Ventures, Inc. Resource Booking Pro

## Reception Desk

Week View

[Send Email Reminders](#) | [Send SMS Reminders](#)

Select Resource
Accepted

<<

Week View

>>

Sunday February 15, 2009				
<input type="checkbox"/>	13:00	Dr Bar	testing	asdfasdfa@asdfasdf.com accepted
Monday February 16, 2009				
<input type="checkbox"/>	10:00	Joe Banker	claudia	claudia@monters.com.mx accepted
<input type="checkbox"/>	10:00	Dr Bar	Jane Smith	jsmith@email.com accepted
<input type="checkbox"/>	13:00	Joe Banker	D M	denstomoreno@gmail.com accepted
<input type="checkbox"/>	14:00	Joe Banker	raycollazo	deanna@corpsh.com accepted
Tuesday February 17, 2009				
<input type="checkbox"/>	09:00	Dr Bar	test	test@test.com accepted
<input type="checkbox"/>	10:00	Joe Banker	xxxx xxx	ddd@ddd.eu accepted
Wednesday February 18, 2009				
<input type="checkbox"/>	10:00	Joe Banker	anne	eraminez@designblox.com accepted
<input type="checkbox"/>	11:00	Joe Banker	anne2	eraminez@designblox.com accepted
<input type="checkbox"/>	13:00	Dr Bar	gregorcy	brian@man.com accepted
Thursday February 19, 2009				
<input type="checkbox"/>	08:00	Joe Banker	Ronald van de Ven	Ronald@brulven.nl accepted
<input type="checkbox"/>	09:00	Joe Banker	ralph	ralph@camden.com accepted
<input type="checkbox"/>	10:00	Joe Banker	Luke	111@111.com accepted
<input type="checkbox"/>	16:00	Joe Banker	test	duck@duck.ca accepted
Friday February 20, 2009				
Saturday February 21, 2009				

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## Day View

The screenshot shows the 'Reception Desk' interface for February 05, 2009. At the top, there is a navigation bar with links: Home, Downloads, Support Forum, Soft Ventures, Inc., and Resource Booking Pro. A search bar is also present. Below the navigation bar, the 'Day View' is selected, and there are buttons for 'Send Email Reminders' and 'Send SMS Reminders'. A table lists bookings for the day, with columns for time, resource, name, email, and status. The status for all bookings is 'accepted'.

Time	Resource	Name	Email	Status
08:00	Joe Banker	gthfgh	tdk1710@gmail.com	accepted
09:00	Joe Banker	zazamanga	zazamanga@hotmail.it	accepted
10:00	Joe Banker	benito castellanos	arocabea@hotmail.com	accepted
11:00	Dr Bar	test	1@gmail.com	accepted
11:00	Joe Banker	nielly	ceo@jamaicamarketplace.com	accepted
12:00	Joe Banker	Dick Johnson	dickjohnson2005@gmail.com	accepted
16:00	Joe Banker	ifix	ifix70@hotmail.it	accepted

In each view, clicking on a specific booking will open the booking detail screen.

The resource administrator can also send email and sms reminders from the week or day views by selecting one or more bookings then clicking the appropriate reminder link.

## Front Desk Booking

Version 1.4.3 added an **Add Booking** button to the front desk screens for making bookings.



The booking screen is similar to the normal GAD booking screen but with some enhancements for a staff to making phone bookings.



## Reception Desk Booking

Select a User: Administrator ▼

Your Name: Administrator

Phone: 555-1212

Email: rob.stevens@softventures.com

City: Calgary

Resource: Resource 2 (e) ▼

Adult: 0 ▼ \$10.00 (whatever text you want here ;-)

Youth: 0 ▼ \$ 5.00 (12-18 yrs)

Child: 0 ▼ Free (under 12 yrs - must be accompanied by an Adult)



Family: 0 ▼ \$25.00 (Select total seats required)

Large Group: 0 ▼ \$75.00 (Select total seats required)

Total Seats: 0

Grid Start Date: 2009-08-05 



	8 AM	9 AM	10 AM	11 AM	Noon	1 PM	2 PM	3 PM	4 PM
Wed 05-Aug-2009	10	10	10	10		10	7	10	
Thu 06-Aug-2009									
Fri 07-Aug-2009	10	10	10	10		10	10	10	
Sat 08-Aug-2009	10	10	10	10		10	10	10	
Sun 09-Aug-2009									
Mon 10-Aug-2009	10	10	10	10		10	10	10	
Tue 11-Aug-2009	10	10	10	10		10	10	10	
	8 AM	9 AM	10 AM	11 AM	Noon	1 PM	2 PM	3 PM	4 PM
<div>  - Indicates an available timeslot, click on green checkmark to select.            - Indicates an unavailable timeslot         </div>									

Coupon:

Apply Coupon

Booking Status: Accepted ▼

Payment Status: Pending ▼

Confirmation: ☒ Send an email confirmation

Book Now

Cancel

powered by AppointmentBookingPro.com v1.4.3

### Special Functionality

**Select A User:** This is a drop down list of all registered users on the site. The operator can select a user to make the booking for.

**Booking Status:** The operator can select what status the booking should be added with.

**Payment Status:** The operator can select what payment status the booking should be added with.

**Confirmation:** The operator can decide to send a confirmation email or not.

PayPal is never called from this screen.

### Passenger Manifest or Class List

In scenarios where you are allowing multiple seats per booking, such as a tour or class, it is often handy to have a list of passengers, students, etc. The manifest offers that.

Another feature that works well with the manifest is the 'Show Seat Totals' option on the front desk day view.

The screenshot shows the 'Reception Desk' interface. At the top right, it says 'Administrator'. Below this are links for 'Send Email Reminders' and 'Send SMS Reminders'. On the left, there is a 'Day View' dropdown menu and an 'Add Booking' button. In the center, there is a 'Show Seat Totals' checkbox and two dropdown menus labeled 'Select Resource' and 'Select Status'. A search bar with a 'Search' button is on the right. The main area displays a table for 'December 17, 2009' with columns for time, activity, seats, user, email, and status. The table contains seven rows of booking data.

December 17, 2009						
<input type="checkbox"/>	9:00 AM	City Tour	3	Administrator	rob.stevens@softventures.com	Accepted
<input type="checkbox"/>	10:00 AM	City Tour	4	Jane Doe	janed@hotmail.com	Accepted
<input type="checkbox"/>	10:00 AM	City Tour	1	Rob Test	rob.stevens@softventures.com	Accepted
<input type="checkbox"/>	10:00 AM	City Tour	3	Joe Customer	joe@foobar.com	Accepted
<input type="checkbox"/>	10:00 AM	City Tour	2	Administrator	rob.stevens@softventures.com	Accepted
<input type="checkbox"/>	11:00 AM	City Tour	4	Administrator	rob.stevens@softventures.com	Pending
<input type="checkbox"/>	1:00 PM	City Tour	3	Rob Test	rob.stevens@softventures.com	Pending

Reception Desk

Administrator

[Send Email Reminders](#) | [Send SMS Reminders](#)

☒ Show Seat Totals

Day View

☒ Show Seat Totals

<<

December 17, 2009

>>

<input type="checkbox"/>	9:00 AM	City Tour	3	Administrator	rob.stevens@softventures.com	Accepted
Total Seats Booked: 3						
<input type="checkbox"/>	10:00 AM	City Tour	4	Jane Doe	janed@hotmail.com	Accepted
<input type="checkbox"/>	10:00 AM	City Tour	1	Rob Test	rob.stevens@softventures.com	Accepted
<input type="checkbox"/>	10:00 AM	City Tour	3	Joe Customer	joe@foobar.com	Accepted
<input type="checkbox"/>	10:00 AM	City Tour	2	Administrator	rob.stevens@softventures.com	Accepted
Total Seats Booked: 10						
<input type="checkbox"/>	11:00 AM	City Tour	4	Administrator	rob.stevens@softventures.com	Pending
Total Seats Booked: 4						
<input type="checkbox"/>	1:00 PM	City Tour	3	Rob Test	rob.stevens@softventures.com	Pending
Total Seats Booked: 3						

Click on a timeslot's start time link to open the manifest for that timeslot. You can Print this and use the side checkboxes to tick-off for a paper attendance record.

Manifest

|

This is the Manifest header area. Put instructions or comments here

City Tour

Thursday, December 17 2009 / 10:00 AM - 11:00 AM

	Name	Phone	Email	Status	Payment	Seat	#
<input type="checkbox"/>	Administrator		rob.stevens@softventures.com	Accepted	Pending	Adult	2
<input type="checkbox"/>	Jane Doe		janed@hotmail.com	Accepted	Pending	Adult	1
						Child	3
<input type="checkbox"/>	Joe Customer		joe@foobar.com	Accepted	Pending	Adult	2
						Child	1
<input type="checkbox"/>	Rob Test		rob.stevens@softventures.com	Accepted	Pending	Adult	1

This is the Manifest footer area. Put instructions or comments here

## CSS

The CSS file for the front end booking screens is editable via the Edit Files menu. See the Edit Files section for more information.

The CSS file can be edited from within ABPro's admin screens under control panel; **Edit Files**

## Language file

The language file for the front end booking screens is editable via the Edit Files menu. See the Edit Files section for more information.

This is used to translation of the front end to another language and also for changing the screen labels.

The language file can be edited from within ABPro's admin screens under control panel; **Edit Files**

## Email Reminders cron module

### Overview

Web applications are driven by people requesting pages so they cannot wake up in night and automatically send out reminders.

However, the operating system that Joomla is running under does support that sort of thing via what is called cron jobs, or scheduled tasks.

I have made a module that uses cron to send automated reminders. This requires cron be available from you hosting company, most allow the use of cron jobs but some do not.

The module mod\_sv\_reminders, an add-on to ABPro, does not do automated email reminders by itself.

It installs a file, reminders\_cron.php, that can be called by your server's cron facility and when it is, it will look at the module parameters and send email reminders to accepted bookings. The module needs to be 'Published' but need not appear on any site page. It is really just a way to let you set parameters for the reminders\_cron.php to read at runtime.

### Installation, setup and test

#### Step 1 Download and install the module

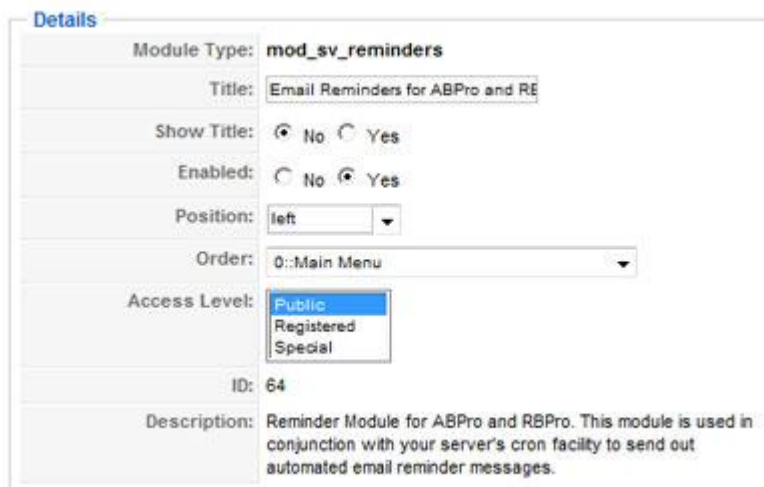
Download from link above then install as with any other module - nothing special here.

---

#### Step 2 Module Setup

Set **Enabled** = Yes

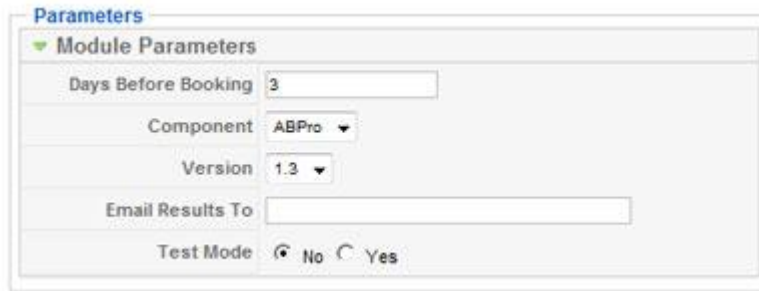
and **Show Title** = No



The screenshot shows the 'Details' tab of the Joomla! Module Manager for the 'mod\_sv\_reminders' module. The 'Title' is 'Email Reminders for ABPro and RE'. The 'Show Title' option is set to 'No' (selected with a radio button). The 'Enabled' option is set to 'Yes' (selected with a radio button). The 'Position' is set to 'left' in a dropdown menu. The 'Order' is set to '0::Main Menu' in a dropdown menu. The 'Access Level' dropdown menu is open, showing 'Public' (selected), 'Registered', and 'Special'. The 'ID' is 64. The 'Description' is 'Reminder Module for ABPro and RBPro. This module is used in conjunction with your server's cron facility to send out automated email reminder messages.'

You can set the Menus to None as it does not need to appear on any page.

## Parameters



### Days Before Booking:

Enter a number days in advance of the booking time that you wish the email to be sent.

You can have multiple days separated by comma.

Example: 3 = send a reminder 3 days before the booking.

Example: 5,3 = send a reminder 5 days before AND send a reminder 3 days before

This field must be integer value(s) - no 3.5 days.

### Component:

Select either ABPro or RBPro

### Version:

For future use, currently only supports version 1.3 of each component.

### Email Results To:

You can enter an email address that will receive a status report after each cron run.

If left blank the report will be sent to the email address in the component's (ABPro or RBPro) Configure / MailTO setting.

### Test Mode:

For testing, see below.

---

## Step 3 Cron Setup

After you have the module installed and configured, your next step is to setup or schedule the cron job at your webserver. Each hosting provider will have their own unique process for exactly how to do this. But in each case, you need to create and name a new Cron job, define how often the Cron job should run (this should be once per day), and point the Cron job to the correct path to the reminders\_cron.php file. Below are 2 video tutorials that will demonstrate the setup procedures for common hosts.

You need to know the physical path, on the server, to the file reminders\_cron.php

There is a file included in the module to do this for you. From your browser issue the request:

[http://yoursite.com/modules/mod\\_sv\\_reminders/show\\_path.php](http://yoursite.com/modules/mod_sv_reminders/show_path.php)

You will get back a screen like this..

```
Path for cron job: /home/content/██████/html/test_J15N/modules/mod_sv_reminders/reminders_cron.php
CPanel cron command: /usr/bin/php '/home/content/██████/html/test_J15N/modules/mod_sv_reminders/reminders_cron.php'
Note: some hosts may have different path for php, ie: something other than '/usr/bin/php'
```

Cron setup tutorials

Hosting sites that use [CPanel](#)

Setup on [GoDaddy.com](#)

---

#### Step 4 Testing

The file reminders\_cron.php has some code at the beginning to prevent it from being called interactively by a malicious user.

For testing you can set 'Test Mode' (above) to Yes and call reminders\_cron.php from your browser like:

[http://yoursite.com/modules/mod\\_sv\\_reminders/reminders\\_cron.php](http://yoursite.com/modules/mod_sv_reminders/reminders_cron.php)

When calling as above, you will just get a blank screen and the results will be emailed out.



## Google Calendar and ABPro

This section covers the requirements and setup for using Google Calendar with ABPro.

### Requirements

- A Google Account for creating and using Google Calendars.
- PHP 5.1.4 or higher
- Google Data PHP Client Library (from Zend)
- ABPro 1.4.1 beta 5 or higher

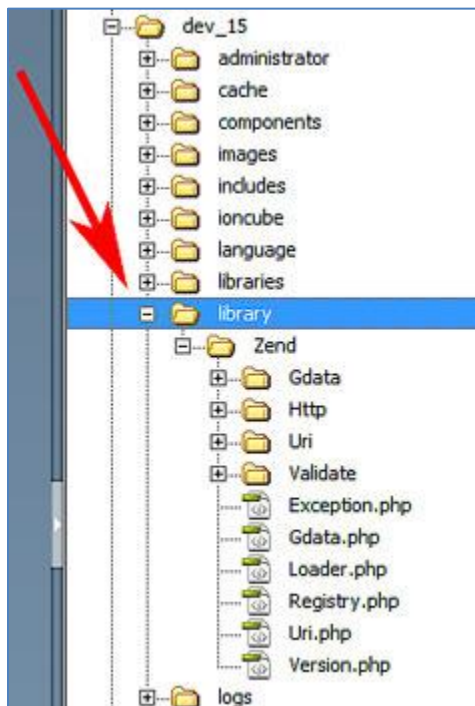
### Setup GData library

You will need to download the Google Data PHP Client Library and upload it to your server. The Google Data PHP Client Library is part of the Zend Framework but can also be installed standalone.

First get the Google Data PHP Client Library from:

<http://framework.zend.com/download/gdata/>

The download contains several folders but the only one you need is the **/library** one. Extract the 'library' folder from the downloaded zip file and **ftp it up to your server**. You **MUST** put the /library folder in the top level Joomla directory. This is because rather than trying to change your php include\_path with php.ini or .htaccess, ABPro will just look in that location.

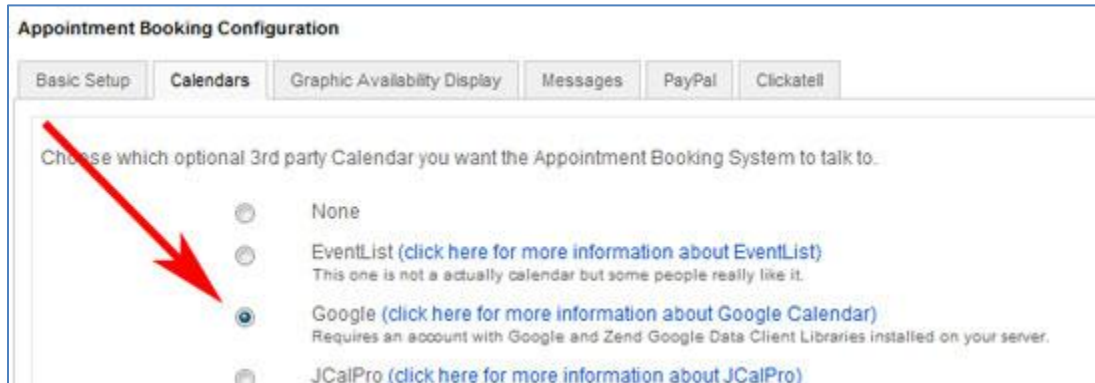




## Setup ABPro

You need to do two things; tell ABPro you want to use Google Calendar and set each resource so it can access a Google Calendar.

Choose **Google Calendar** in ABPro Admin Configure / Calendars



**Appointment Booking Configuration**

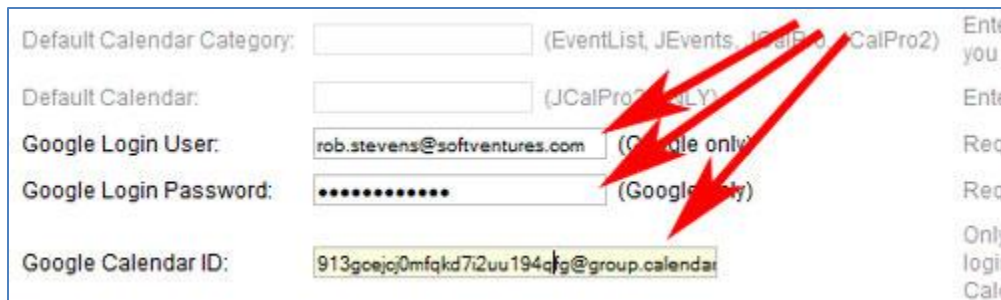
Basic Setup | **Calendars** | Graphic Availability Display | Messages | PayPal | Clickatell

Choose which optional 3rd party Calendar you want the Appointment Booking System to talk to.

- ☐ None
- ☐ EventList ([click here for more information about EventList](#))  
This one is not a actually calendar but some people really like it.
- ☒ Google ([click here for more information about Google Calendar](#))  
Requires an account with Google and Zend Google Data Client Libraries installed on your server.
- ☐ JCalPro ([click here for more information about JCalPro](#))

Now **for each ABPro resource** set what Google Calendar you want bookings added to.

In the Resource setup screen enter Google Login information and calendar ID.



Default Calendar Category:  (EventList, JEvents, JCalPro, JCalPro2) Enter you a

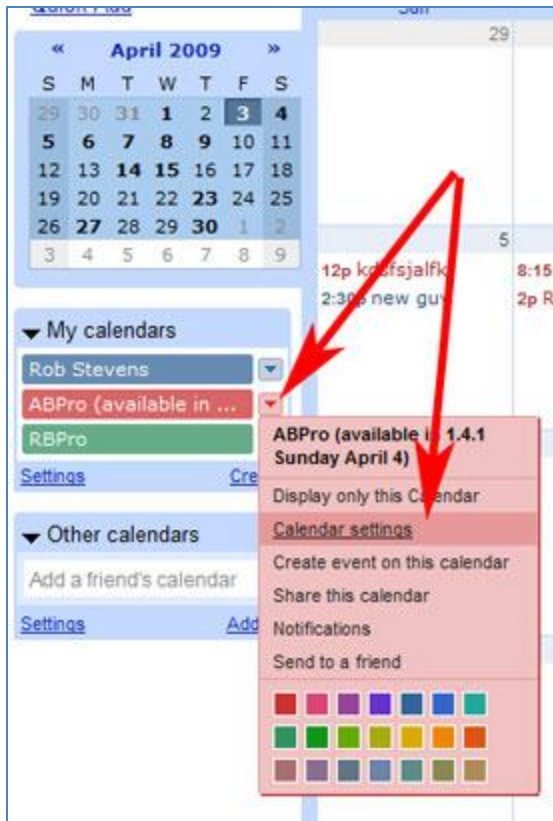
Default Calendar:  (JCalPro2 ONLY) Enter

Google Login User:  (Google only) Req

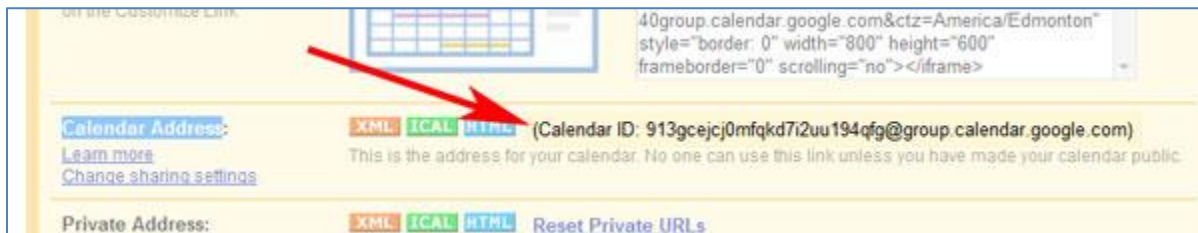
Google Login Password:  (Google only) Req

Google Calendar ID:  Only login Cale

To get the Calendar ID, open the Calendar settings screen in Google.



In the Calendar Settings screen near the bottom you will see the Calendar Address section and on the right the Calendar ID. For your primary Google Calendar this will be the same as your Google login ID but for secondary calendars it will be a long cryptic value.



Now new bookings for this resource will be added to your Google Calendar.

As with all 3rd party calendars the communication is one-way only. Changes made in your Google Calendar will have no effect on ABPro.

## Adding a Google Calendar Menu Item

A simple way to display your Google Calendar is with a 'Wrapper'.

Add a new menu item of the type Wrapper.



In the Wrapper setup screen enter the HTML link from Google into the 'Wrapper URL' field.

You get the link URL from your Google Calendar, Calendar Settings page.

That's it.

## Seats & Extras in Google Calendar

You can have the Google calendar insert contain Seats and Extras...

In the Configure screen, Calendars tab..

### For Seats...

textbox types as *anything* the user enters will appear in the calendar.

Event Body:

```
<b>[resource], [resource_service]</b> has been booked for <b><i>[requester name]</i></b> for this date/time:<br>
<b>[startdate] [starttime]</b> to <b>[enddate] [endtime]</b>
<br>Adult: [Adult]
<br>Child: [Child]
```

This will appear in the calendar detail area. You can use the tokens as listed on the 'Messages' tab.

Daylight Savings

☐ Yes ☐ No

ARPro stores times in local time but some 3rd party calendars store

Will produce..

**Rob Test**

When: Mon, November 30, 9:00am – 9:30am

Description: Resource (ro), Service 1 (30 min) has been booked for **Rob Test** for this date/time:  
**Monday November 30, 2009 10:00**  
to Monday November 30, 2009 10:30  
Adult:1  
Child:2

---

[more details»](#) [copy to my calendar»](#)

## And for Extras ..

columns appear as ungrouped and must be added into the spreadsheet.

Event Body:

```
[resource] has been booked for [requester name]
<br/>Blue Widgets:<i>[Blue Widgets]</i>
```

This will appear in the calendar detail area. You can use the tokens as listed on the 'Messages' tab.

Daylight Savings

409

ABPro stores times in local time but some 3rd party calendars store

Will produce..

**Administrator**

**When** Wed, December 2, 12pm – 1pm

**Description** Resource 1 has been booked for Administrator  
Blue Widgets:3

[more details»](#) [copy to my calendar»](#)

Dec 1	2	3	4
9am kukkj	9am Vallagrupper	10am Mike	
9am Rofaulo	10am K	1pm abcd	
12pm Administrat	11am DDD		

### Limitation

The technique for doing this is very simple and has no logic for limiting inserts based on resource. That means that if you have 3 *different* 'Adult' seat types for 3 different resources, the insert cannot show only the Adult seats for the resource the customer chose, it must show all.


# Community Builder and ABPro

## Overview

ABPro can be set to pull user information from their CB profile, into a booking screen.

This is done by setting up ABPro UDFs (user defined fields) for your booking screen and telling ABPro to pre-fetch data for these fields from the user's CB profile.

## UDF Settings for CB

 **User Defined Field Detail**

This screen is used to create or edit User Defined Fields.

ID:	10		
Screen Label:	City		
Type:	Textbox		
Size:	40	(only applies if control type = Textbox)	
Rows:	2	(only applies if control type = Textbox)	
Columns:	40	(only applies if control type = Textbox)	
Radio Buttons or List Items:	<div></div> Comma separated radio button or dropdown list values, use "[d]" to indicate default selection. Example: "Apples, [d]Oranges, Bananas". MAX 255 characters		
Required Field:	No (only applies if control type = Textbox, Textarea or Checkbox)		
Help Text:	Enter your city		
Tooltip:			

If you are using Community Builder and wish to populate an ABPro UDF field from a CB profile field, set the field mapping here. Only Textbox or Textarea fields can pre-fill from Community Builder.

CB Profile Field:	city
Read Only:	Yes Set to Yes if you do not want visitor to change the value. Note: Changes, if allowed, are never written back to CB. Changes are only stored in the ABPro booking.

Display Order:	6
Published:	Yes

Notes: All text fields can accept a maximum of 255 characters.

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If you are using Community Builder and wish to populate an  
Only Textbox or Textarea fields can pre-fill from Community

CB Profile Field:

Read Only:

Display Order:

Published:

Notes: All text fields can accept:

Appointment Booking Pro Ver. 1.4.2

ie

city  
Select a CB profile value  
address  
city  
company  
country  
fax  
firstname  
interests  
lastname  
location  
middlename  
name  
occupation  
phone  
state  
username  
zipcode

Select the CB Profile field from the dropdown list. This list is created from your CB profile table and will only be populated if you have CB installed.

You can also set the field to be read only if you do not want the person doing a booking to be able to change the values.

**Note:** Changes, if allowed, are **never written back to CB**. Changes are only stored in the ABPro booking.


# JomSocial and ABPro

## Overview


ABPro can be set to pull user information from their JomSocial profile, into a booking screen.

This is done by setting up ABPro UDFs (user defined fields) for your booking screen and telling ABPro to pre-fetch data for these fields from the user's JomSocial profile.

## UDF Settings for JomSocial



User Defined Field Detail



This screen is used to create or edit User Defined Fields.

ID:	3
Screen Label:	Cell phone
Type:	Textbox
Size:	40 (only applies if control type = Textbox)
Rows:	2 (only applies if control type = Textbox)
Columns:	40 (only applies if control type = Textbox)
Radio Buttons or List Items:	Comma separated radio button or dropdown list values, use "(d)" to indicate default selection. Example: "Apples, (d)Oranges, Bananas", MAX 255 characters
Required Field:	No (only applies if control type = Textbox, Textarea or Checkbox)
Help Text:	
Tooltip:	

You can assign this UDF to one or more resources. If NOT assigned, it will be shown for ALL.

Resources:

Add >>

Resource 1

<< Remove

Select one or more resources that this UDF applies to. If you wish this UDF to be shown for ALL resources, do not select any.

Empty = ALL

---

If you are using Community Builder and wish to populate an ABPro UDF field from a CB profile field, set the field mapping here.  
Only Textbox or Textarea fields can pre-fill from Community Builder.

CB Profile Field:	Select a CB profile value
Read Only:	No Set to Yes if you do not want visitor to change the value. Note: Changes, if allowed, are never written back to CB. Changes are only stored in the ABPro booking.

---

If you are using JomSocial and wish to populate an ABPro UDF field from a JS profile field, set the field mapping here.  
Only Textbox or Textarea fields can pre-fill from JomSocial.

JS Profile Field:	Land phone
Read Only:	Yes Set to Yes if you do not want visitor to change the value. Note: Changes, if allowed, are never written back to JS. Changes are only stored in the ABPro booking.

---

Display Order:	1
Published:	Yes

Notes: All text fields can accept a maximum of 255 characters.



Changes are only stored in the ABPro booking.

If you are using JomSocial and wish to populate an ABPro UDF field from a JS profile field, Only Textbox or Textarea fields can pre-fill from JomSocial.

JS Profile Field: Land phone

Read Only: ☐ Select a JS profile value. Do not want visitor to change the value. **never** written back to JS. ABPro booking.

Display Order:

Published: ☐

Notes: All text fields can contain up to 255 characters.

Appointment Booking Pro Ver. 1.4.4 - Copyright 2008-2009 - Soft Ventures, Inc.

- Select a JS profile value
- About me
- Address
- Birthday
- City / Town
- College / University
- Country
- Gender
- Graduation Year
- Hometown
- Land phone
- Mobile phone
- State
- Website

Select the JomSocial Profile field from the dropdown list. This list is created from your JomSocial profile table and will only be populated if you have JomSocial installed.

You can also set the field to be read only if you do not want the person doing a booking to be able to change the values.

**Note:** Changes, if allowed, are **never written back to JomSocial**. Changes are only stored in the ABPro booking.

## Overview

This is done by setting up ABPro UDFs (user defined fields) for your booking screen and telling ABPro to pre-fetch data for these fields from the user's Joomla Profile plug-in I profile.

You can assign this UDF to one or more resources, if NOT assigned, it will be shown for ALL.

Resources:

---

If you are using the Joomla Profile plug-in and wish to populate an ABPro UDF field from a Joomla profile field, set the field mapping here.  
 Only Textbox or Textarea fields can pre-fill from the Joomla Profile. NOTE: The plug-in must be enabled AND at least one user profile value entered or the list will show empty.

Joomla Profile plug-in Field:

Read Only: ☐ No ☐ Yes

---

Set to Yes if you do not want visitor to change the value.  
 Note: Changes, if allowed, are never written back to the Joomla profile.  
 Changes are only stored in the ABPro booking.

CB Profile Field:

Read Only: ☐ No ☐ Yes

---

If you are using JomSocial and wish to populate an ABPro UDF field from a JS profile field, set the field mapping here.  
 Only Textbox or Textarea fields can pre-fill from JomSocial.

JomSocial Profile Field:

Select the Profile plug-in profile field from the dropdown list. This list is created from your Profile plug-in table and will only be populated if you have Profile plug-in enabled and at least one user's profile item added.

**Note:** Changes, if allowed, are **never written back to Joomla profile**. Changes are only stored in the ABPro booking.

## How to setup Single Resource, Service or Category Modes

To set ABPro into single resource, single service or single category mode you need to be able to tell it what resource, service or category to display.

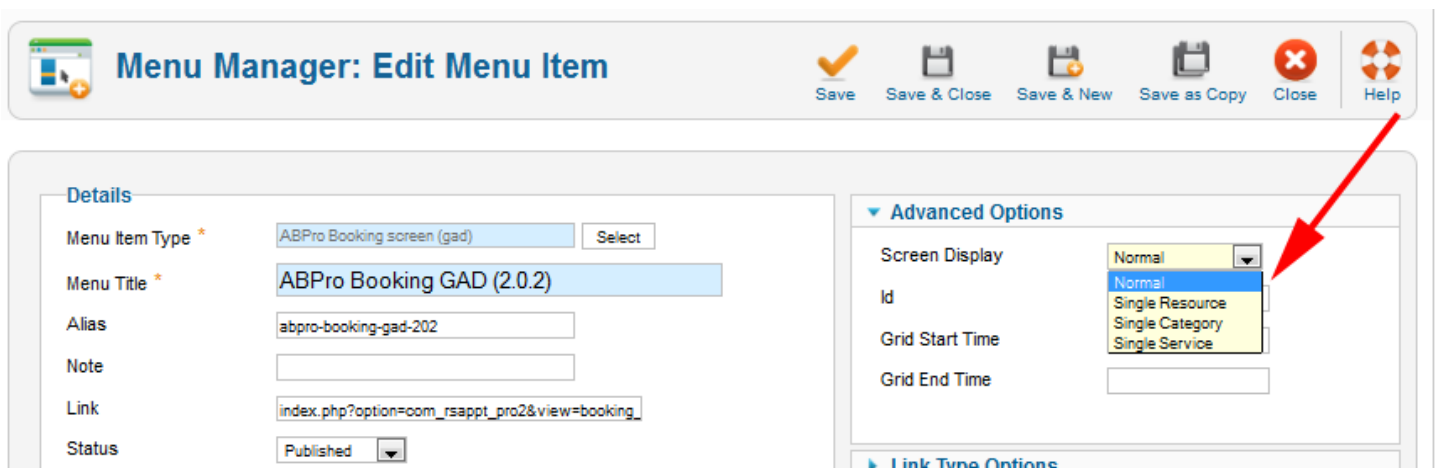
The booking screens support two methods of doing this.

1. Called by Menu
2. Called by URL

---

### Called by Menu

When you create a menu item to call ABPro there are some menu parameters; Screen display and ID.



Screen display can be set to Single Resource, Single Service or Single Category.

ID is the resource, service or category id that you want the booking screen to display.

These are only used for the public booking screens **DO NOT set these for the Front Desk menu item** or its bookings screen will encounter errors.

### Called by URL

If you are calling from a content page, you can use a querystring parameter on the URL.

You simply take the URL and add '&res=x', '&srv=x' or '&cat=x' where x is the appropriate resource, service or category id.

A simple way to get the URL is make a menu that calls the screen you want (simple or GAD) then click on it. Take the URL that Joomla created and add "&res=123"

If using **SEO and ABPro 2.0.3 or above** you need a "?". See below.

An example URL would be:

[http://YourSite.com/index.php?option=com\\_rsappt\\_pro2&view=bookingscreengad&Itemid=58&res=2](http://YourSite.com/index.php?option=com_rsappt_pro2&view=bookingscreengad&Itemid=58&res=2)

[http://YourSite.com/index.php?option=com\\_rsappt\\_pro2&view=bookingscreengad&Itemid=58&cat=123](http://YourSite.com/index.php?option=com_rsappt_pro2&view=bookingscreengad&Itemid=58&cat=123)

[http://YourSite.com/index.php?option=com\\_rsappt\\_pro2&view=bookingscreengad&Itemid=58&srv=456](http://YourSite.com/index.php?option=com_rsappt_pro2&view=bookingscreengad&Itemid=58&srv=456)

If using **SEO and ABPro 2.0.3 or above** you need a "?".

<http://appointmentbookingpro.com/appointment-booking-demo39.html?res=8>

<http://appointmentbookingpro.com/appointment-booking-demo39.html?cat=2>

<http://appointmentbookingpro.com/appointment-booking-demo39.html?srv=3>

QS parameters are not compatible with SEO and ABPro prior to 2.0.3.

## Querystring parameters

Normally you would use the 'Configure' screen to set your GAD grid to open on; 'Today', 'Tomorrow', etc.

If you need to dynamically change that you can use a link from a content page and pass information telling ABPro how you want it to open. You can use querystring parameters to control *what date* the GAD screen opens on and also the *time range*.

A simple way to get the URL is make a menu that calls the screen you want (simple or GAD) then click on it. Take the URL that Joomla created and add the appropriate ending.

### Mygridstarttime / mygridstarttime

You can call the booking screen via a URL with a querystring parameter tacked on the end, like:

[/index.php?option=com\\_rsappt\\_pro2&view=bookingscreengad&Itemid=58&mygridstarttime=9:00&mygridendtime=13:00](/index.php?option=com_rsappt_pro2&view=bookingscreengad&Itemid=58&mygridstarttime=9:00&mygridendtime=13:00)

This might be used where you want to open the grid only showing the morning in one case and only the afternoon in another.

If using **SEO and ABPro 2.0.3 or above** you need a "?".

<http://appointmentbookingpro.com/appointment-booking-demo39.html?mygridstarttime=9:00&mygridendtime=13:00>

QS parameters are not compatible with SEO and ABPro prior to 2.0.3.

### mystartdate

You can call the booking screen via a URL with a querystring parameter tacked on the end, like:

[/index.php?option=com\\_rsappt\\_pro2&view=bookingscreengad&Itemid=58&mystartdate=2009-09-14](/index.php?option=com_rsappt_pro2&view=bookingscreengad&Itemid=58&mystartdate=2009-09-14)

This could be used if you were booking for events in the distant future and wanted a link for the event detail screen to the booking screen with the booking screen opening on the event date or week.

See the previous section for how to call specific resource or category via URL.

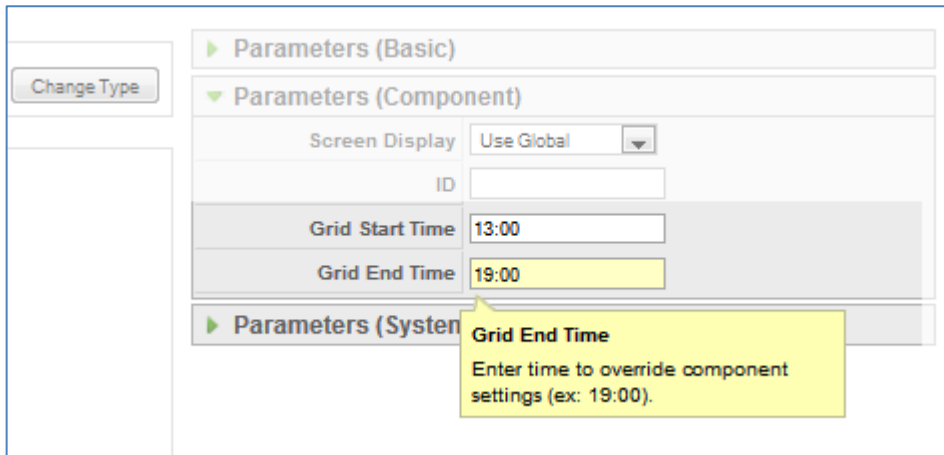
If using **SEO and ABPro 2.0.3 or above** you need a "?".

<http://appointmentbookingpro.com/appointment-booking-demo39.html?mystartdate=2012-09-14>

QS parameters are not compatible with SEO and ABPro prior to 2.0.3.

## Menu parameters

You can set menu parameters to adjust the GAD grid start/end times. For ABPro 2.0 and above.



The screenshot shows a configuration window for menu parameters. On the left is a sidebar with a 'Change Type' button. The main area is divided into three sections: 'Parameters (Basic)', 'Parameters (Component)', and 'Parameters (System)'. The 'Parameters (Component)' section is expanded, showing fields for 'Screen Display' (set to 'Use Global'), 'ID' (empty), 'Grid Start Time' (set to '13:00'), and 'Grid End Time' (set to '19:00'). A yellow tooltip points to the 'Grid End Time' field, containing the text: 'Grid End Time' and 'Enter time to override component settings (ex: 19:00)'.

Parameters (Basic)	
Parameters (Component)	
Screen Display	Use Global
ID	
Grid Start Time	13:00
Grid End Time	19:00
Parameters (System)	

**Grid End Time**  
Enter time to override component settings (ex: 19:00).

# Multi-Language Operation

## Overview



Version 1.4.5 is the International version with support for UTF-8, all elements (resources, categories, services, messages, etc) will support language file keys.

For example, rather than entering a confirmation message into the ABPro message box, you can enter a language file key. Create your confirmation message(s) in whatever language files you support and ABPro will send the language specific confirmation message

While ABPro does not support Joom!Fish, they can co-exist and work together nicely.

## Limitations

- Admin messages are sent in language of admin side. An example of this would be if back-end Admin sets the booking to 'Accepted' the confirmation will go in whatever language the back-end Admin is running. In the case of auto-accept where the confirmation is generated at booking time, it goes in the current front-end language the user has selected.
- Date format is not changeable. Any expanded dates are translated (ex: mar. 15-déc.-2009) but the date picker fields will show YYYY-MM-DD format.
- Currency format does not adjust the ',' and '.' so all currencies show as ##,###.##. The currency symbol is set in the language file so it can be translated to \$, €, £, etc.
- Language changes by the user **may** need screen refresh. This is because ABPro uses many asynchronous AJAX calls and it is possible that immediately after a language change, if you are on an ABPro screen when doing the change, the screen may show part in the new language and part in the old. A refresh will clear this.

## Windows Servers

### Not supported on Windows servers.

From PHP docs: "If you are running PHP on a multithreaded server API like IIS or Apache on Windows, you may experience sudden changes in locale settings while a script is running"... that means **on windows servers** dates ~~may~~ will sometimes switch to English part way through the GAD grid.

For Windows servers (if you want to run in spite of the above warning) you will need to edit file **rsappt\_pro14.php**

Find:

```
define("WINDOWS", false);
```

Change to:

```
//define("WINDOWS", false);
```

## Using Language file Keys

ABPro uses Joomla's built in translation capabilities. When rendering text it checks to see if a language file entry has been defined for the text, if so it uses the language file text, if not it renders the text directly.

For example:

If you define the resource as "Boat", the screen will show "Boat"

If you define the resource as "RES\_BOAT" **and** define keys in the language file like..

- In the English file: RES\_BOAT=Boat
- In the French file: RES\_BOAT=Bateau
- In the Spanish file: RES\_BOAT=Lancha

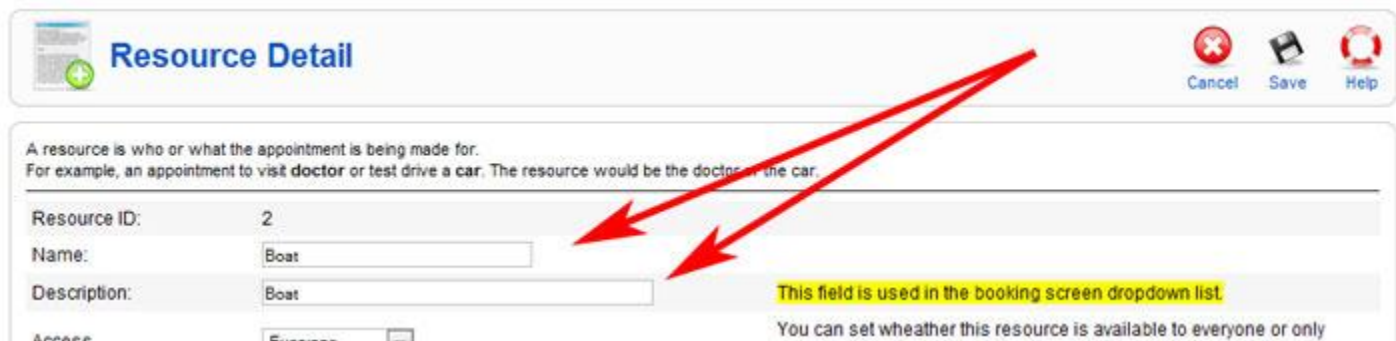
The screen would display the appropriate translation depending on the user's choice of front-end language.

## Resources, Categories, etc

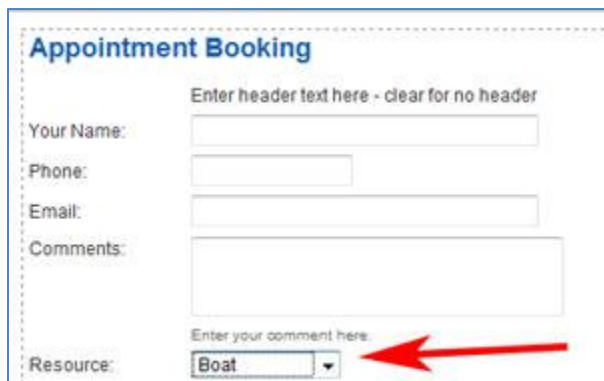
Any entities you define to be show on screen can use language file keys. This would be resource, categories, services, extras, etc.

Example setting up a Resource:

For single language sites you can enter Resource name and description directly.



The screen will show..



For Multilanguage sites you need to enter a language file key.



**Resource Detail**

Cancel Save Help

A resource is who or what the appointment is being made for.  
For example, an appointment to visit **doctor** or test drive a **car**. The resource would be the doctor or the car.

Resource ID: 2

Name: RESOURCE\_BOAT

Description: RESOURCE\_BOAT

This field is used in the booking screen dropdown list

Available ☒

You can set wheather this resource is available to everyone or only

In this case I made the key '**RESOURCE\_BOAT**'.

You can define the key as **any text you like** with these limitations:

- All upper case
- No spaces
- Unique in ABPro.

Now in the language files you add translations for RESOURCE\_BOAT..

```
SERV_2=Island Tour  
BOOKING_COMPLETE=Thank you for your order.[resource], [resource_service] has been  
CANCEL_MSG=Your booking for [resource] on [startdate] has been cancelled, thank
```

C:\xampp\htdocs\dev\_15\_5\language\en-US\en-US.com\_rsappt\_pro14.ini

```
RS1_INPUT_SCRN_VALIDATION_FAILED=Validation Failed:  
RS1_INPUT_SCRN_VALIDATION_OK=Validation OK  
  
RS1_ADMIN_SCRN_TIMESLOT_DETAIL_DESC=Description  
RS1_ADMIN_SCRN_RES_NON_WORK_HIDE=Hide non-Booking days:  
RS1_ADMIN_SCRN_RES_NON_WORK_HIDE_HELP=If set to Yes days unchecked above will no  
  
RS1_INPUT_SCRN_ALREADY_CANCELED=Booking already cancelled.  
  
# v 1.4.5 stuff  
RS1_ADMIN_SCRN_BOOKING_LANGUAGE=Language Code  
  
# my translations  
RESOURCE_1=Resource 1  
RESOURCE_BOAT=Boat  
RESOURCE_CAR=Car  
HEADER_TEXT=Enter header text here - clear for no header  
FOOTER_TEXT=Enter footer text here - clear for no footer  
CAT_1=North  
CAT_2=South
```

C:\xampp\htdocs\dev\_15\_5\language\es-ES\es-ES.com\_rsappt\_pro14.ini

```
RS1_INPUT_SCRN_ALREADY_CANCELED=reservas ya canceladas.  
  
# Cosas v 1.4.5  
RS1_ADMIN_SCRN_BOOKING_LANGUAGE=Language Código  
  
# my translations  
UDF_COMMENTS =Comentarios  
RESOURCE_1=Recurso 1  
RESOURCE_BOAT=Lancha  
RESOURCE_CAR=Coche  
HEADER_TEXT=Introduzca el texto de cabecera aquí - claro para no tener ninguno  
FOOTER_TEXT=Introduzca el texto de pie de página aquí - claro para no footer  
CAT_1=Norte  
CAT_2=Sur  
SUB_CAT_1=Este  
SUB_CAT_2=Oeste  
SERV_1=Short puerto de Tour  
SERV_2=Tour de la Isla  
BOOKING_COMPLETE= Gracias por su solicitud. [resource], [resource_service]  
CANCEL_MSG=Su reserva de [resource] de [startdate] ha sido cancelada, gracias.
```

C:\xampp\htdocs\dev\_15\_5\language\fr-FR\fr-FR.com\_rsappt\_pro14.ini

Which yields (when Spanish is selected as front-end language)..

**Haga una cita**

Introduzca el texto de cabecera aquí - claro para no tener ninguno

Su nombre:

Teléfono:

Email:

Comentarios:

Escribe tu comentario aquí.

Recurso:

The same procedure is used to define multi-language services, categories, etc.

## Messages

If you are running a single language site you can enter message text directly into the configure screen.

**Component Configuration**

Control Panel | Appointments | Categories | Resources | Services | Time Slots | Book-Offs | UDFs

**Appointment Booking Configuration**

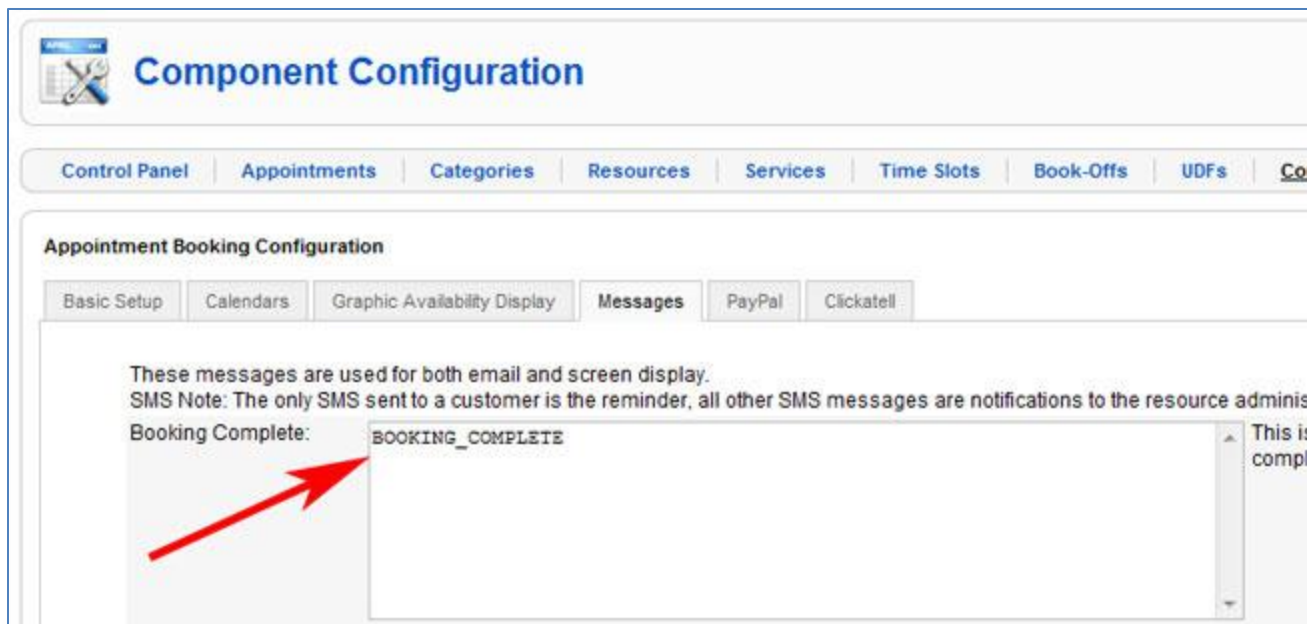
Basic Setup | Calendars | Graphic Availability Display | **Messages** | PayPal | Clickatell

These messages are used for both email and screen display.  
SMS Note: The only SMS sent to a customer is the reminder, all other SMS messages are notifications to the resource administrator.

Booking Complete:

```
<b>Thank you for your booking.</b>
<br><br><b>[resource]</b> has been booked for <b><i>[requester name]
</i></b> for this date/time:<br>
<b>[startdate] [starttime]</b><br>to <b>[enddate] [endtime]
</b><br><br>Your Cancellation ID is <b>[cancellation_id]</b><br>
To cancel your booking enter this code into the booking screen.
<br>Favorite Fruit = {Favourite Fruit}
<br>(You can put any of the captured information in the confirmation
```

For a multi-language site you can define a language file key..



And now add a BOOKING\_COMPLETE key to each language file. (see below)

**Note:** In version 2.0 the edit boxes add extraneous characters so you need to wrap your key with "{svkey}"

Example:

```
{svkey}BOOKING_COMPLETE{svkey}
```

ABPro 2 will just take the value between the {svkey} tags and ignore formatting characters inserted by the editor.

Note the tokens are not translated. If you want to insert the user's selected service you use the normal token [resource\_service]

For UDFs, Seats or Extras where the screen label is being translated, you use the key.



```
RS1_INPUT_SCRN_RESOURCE_PROMPT=Select a Resource
RS1_INPUT_SCRN_TIMESLOT_PROMPT=Select a Time
RS1_INPUT_SCRN_DATE_PROMPT=Select Date
RS1_INPUT_SCRN_NO_TIMESLOTS_AVAILABLE=No Times Available
RS1_INPUT_SCRN_FROM=Start:
RS1_INPUT_SCRN_UNTIL=End:
```

C:\xampp\htdocs\dev\_15\_5\language\en-US\en-US.com\_rsappt\_pro14.ini

```
RESOURCE_1=Resource 1
RESOURCE_BOAT=Boat
RESOURCE_CAR=Car
HEADER_TEXT=Enter header text here - clear for no header
FOOTER_TEXT=Enter footer text here - clear for no footer
CAT_1=North
CAT_2=South
SUB_CAT_1=East
SUB_CAT_2=West
SERV_1=Short Harbour Tour
SERV_2=Island Tour
BOOKING_COMPLETE=Thank you for your order.[resource], [resource_service] has bee
CANCEL_MSG=Your booking for [resource] on [startdate] has been cancelled, thank
BOOKING_IN_PROGRESS=Thank you, [requester name].Your request will be reviewed sh
ADULT_SEAT=Adult
ADULT_SEAT_TOOLTIP=Select the number of Adult seats you wish to order.
ADULT_SEAT_HELP=$10.00 (whatever text you want here ;- )
CHILD_SEAT=Child
CHILD_SEAT_TOOLTIP=Select the number of Child seats you wish to order.
CHILD_SEAT_HELP=Free (under 12 yrs - must be accompanied by an Adult)
```

C:\xampp\htdocs\dev\_15\_5\language\es-ES\es-ES.com\_rsappt\_pro14.ini

```
UDF_COMMENTS =Comentarios
RESOURCE_1=Recurso 1
RESOURCE_BOAT=Lancha
RESOURCE_CAR=Coche
HEADER_TEXT=Introduzca el texto de cabecera aquí - claro para no tener ninguno
FOOTER_TEXT=Introduzca el texto de pie de página aquí - claro para no footer
CAT_1=Norte
CAT_2=Sur
SUB_CAT_1=Este
SUB_CAT_2=Oeste
SERV_1=Short puerto de Tour
SERV_2=Tour de la Isla
BOOKING_COMPLETE= Gracias por su solicitud.[resource], |[resource_service] ha si
CANCEL_MSG=Su reserva de [resource] de [startdate] ha sido cancelada, gracias.
BOOKING_IN_PROGRESS=Gracias, [requester name]. Su solicitud será revisada en br
ADULT_SEAT=Adultos
ADULT_SEAT_TOOLTIP=Selecciona el número de asientos para adultos que quiere pedi
ADULT_SEAT_HELP=$ 10,00 (el texto que queremos aquí ;- )
CHILD_SEAT=Niño
```

C:\xampp\htdocs\dev\_15\_5\language\fr-FR\fr-FR.com\_rsappt\_pro14.ini

## UDFs (User Defined Fields)

If you are running a single language site you can enter UDF text directly into the UDF setup screen.

### User Defined Field Detail

This screen is used to create or edit User Defined Fields.

ID:	1
Screen Label:	Pet's Name
Type:	Textbox
Size:	30 (only applies if control type = Textbox)
Rows:	2 (only applies if control type = Textbox)
Columns:	40 (only applies if control type = Textbox)
Radio Buttons or List Items:	Comma separated radio button or dropdown list values, use "(d)" to indicate default selection. Example: "Apples, (d)Oranges, Bananas" MAX 255 characters
Required Field:	No (only applies if control type = Textbox, Textarea or Checkbox)
Help Text:	^ Sample user defined field (UDF)
Tooltip:	As many user defined fields as you want

You can assign this UDF to one or more resources. If NOT assigned, it will be shown for ALL.

Here showing a UDF textbox with the screen text 'Pet's Name'.

For a multi-language site you can define a language file keys..

### User Defined Field Detail

This screen is used to create or edit User Defined Fields.

ID:	1
Screen Label:	UDF_COMMENTS
Type:	Textarea
Size:	40 (only applies if control type = Textbox)
Rows:	2 (only applies if control type = Textbox)
Columns:	40 (only applies if control type = Textbox)
Radio Buttons or List Items:	Comma separated radio button or dropdown list values, use "(d)" to indicate default selection. Example: "Apples, (d)Oranges, Bananas" MAX 255 characters
Required Field:	No (only applies if control type = Textbox, Textarea or Checkbox)
Help Text:	UDF_COMMENTS_HELP
Tooltip:	UDF_COMMENTS_TOOLTIP

You can assign this UDF to one or more resources. If NOT assigned, it will be shown for ALL.

Here showing a textarea for comments.

Now add language file keys..

```
RS1_INPUT_SCRN_DATE_PROMPT=Select Date
RS1_INPUT_SCRN_NO_TIMESLOTS_AVAILABLE=No Times Available
RS1_INPUT_SCRN_FROM=Start:
RS1_INPUT_SCRN_UNTIL=End:
```

C:\xampp\htdocs\dev\_15\_5\language\en-US\en-US.com\_rsappt\_pro14.ini

```
SUB_CAT_2=West
SERV_1=Short Harbour Tour
SERV_2=Island Tour
BOOKING_COMPLETE=Thank you for your order. [resource], [resource_service] has been
CANCEL_MSG=Your booking for [resource] on [startdate] has been cancelled, thank
BOOKING_IN_PROGRESS=Thank you, [requester name]. Your request will be reviewed sh
ADULT_SEAT=Adult
ADULT_SEAT_TOOLTIP=Select the number of Adult seats you wish to order.
ADULT_SEAT_HELP=$10.00 (whatever text you want here ;- )
CHILD_SEAT=Child
CHILD_SEAT_TOOLTIP=Select the number of Child seats you wish to order.
CHILD_SEAT_HELP=Free (under 12 yrs - must be accompanied by an Adult)
EXTRA_1=Red Pencil
EXTRA_1_TOOLTIP=Select how many you want.
EXTRA_1_HELP=Writes with red ink.
UDF_COMMENTS=Comments
UDF_COMMENTS_TOOLTIP=Max 255 characters
UDF_COMMENTS_HELP=Enter your comment here.
COUPON_5_OFF=$5.00 OFF
```

C:\xampp\htdocs\dev\_15\_5\language\es-ES\es-ES.com\_rsappt\_pro14.ini

```
SUB_CAT_2=Oeste
SERV_1=Short puerto de Tour
SERV_2=Tour de la Isla
BOOKING_COMPLETE= Gracias por su solicitud. [resource], [resource_service]
CANCEL_MSG=Su reserva de [resource] de [startdate] ha sido cancelada, gracias.
BOOKING_IN_PROGRESS=Gracias, [requester name]. Su solicitud será revisada en br
ADULT_SEAT=Adultos
ADULT_SEAT_TOOLTIP=Selecciona el número de asientos para adultos que quiere pedi
ADULT_SEAT_HELP=$ 10,00 (el texto que queremos aquí ;- )
CHILD_SEAT=Niño
CHILD_SEAT_TOOLTIP=Selecciona el número de asientos del niño que quiere pedir.
CHILD_SEAT_HELP=gratis (menores de 12 años - deben ir acompañados por un adulto)
EXTRA_1=Rojo Lápiz
EXTRA_1_TOOLTIP=Selecciona el número que desee.
EXTRA_1_HELP=Escribe con tinta roja.
UDF_COMMENTS =Comentarios
UDF_COMMENTS_TOOLTIP=Máximo 255 caracteres
UDF_COMMENTS_HELP=Escribe tu comentario aquí.
COUPON_5_OFF=la reducción de 5.00
```

C:\xampp\htdocs\dev\_15\_5\language\fr-FR\fr-FR.com\_rsappt\_pro14.ini

## Editing Language File(s)

Prior to version 1.4.5, ABPro only supported edit of a single language file from in the Admin area.

ABPro will now look through your language files and allow you to edit all ABPro language files at one time.



















# Appointment Booking Pro - Control Panel

[Control Panel](#) | 
 [Appointments](#) | 
 [Categories](#) | 
 [Resources](#) | 
 [Services](#) | 
 [Time Slots](#) | 
 [Book-Offs](#) | 
 [UDFs](#) | 
 [Configure](#)



[Appointments](#)  
[Categories](#)  
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[Edit Files](#)  
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[Activity Log](#)  
[About](#)

 Appointments	 Categories	 Resources	 Services	 Time Slots
 Book-Offs	 UDFs	 Coupons	 Configure	 PayPal Transactions
 Seats/Booking				 Extras
 Edit Files	 Backup/Restore	 Error Log	 Reminder Log	 Activity Log
PDF User' Guide can be downloaded <a href="#">here</a> .				 About



## Edit Files

[Control Panel](#) | 
 [Appointments](#) | 
 [Categories](#) | 
 [Resources](#) | 
 [Services](#)

[Edit CSS](#)
[Edit Language File\(s\)](#)

CSS: /components/com\_rsappt\_pro14/sv\_apptpro.css

```

/*****
CSS file for Appointment Booking Pro Front End
*****/

```



Edit CSS | Edit Language File(s)

C:\xampp\htdocs\dev\_15\_5\language\de-DE\de-DE.com\_rsappt\_pro14.ini

```
# Benutzeroberfläche
RS1_INPUT_SCRN_TITLE=Terminreservierung
RS1_INPUT_SCRN_MIDNIGHT=Midnight
RS1_INPUT_SCRN_NOON=Noon
RS1_INPUT_SCRN_OK=OK

# Eingabefelder
RS1_INPUT_SCRN_NAME=Ihr Name:
RS1_INPUT_SCRN_PHONE=Telefon:
RS1_INPUT_SCRN_EMAIL=E-Mail:
RS1_INPUT_SCRN_RESOURCE_CATEGORIES=Kategorie:
RS1_INPUT_SCRN_RESOURCE_CATEGORIES_PROMPT=Wählen Sie eine Kategorie
RS1_INPUT_SCRN_RESOURCE=Ressource:
RS1_INPUT_SCRN_SERVICES=Dienstleistungen:
RS1_INPUT_SCRN_RESOURCE_PROMPT=Wählen Sie eine Ressource
RS1_INPUT_SCRN_TIMESLOT_PROMPT=Wählen Sie einen Time
RS1_INPUT_SCRN_DATE_PROMPT=Datum wählen
RS1_INPUT_SCRN_NO_TIMESLOTS_AVAILABLE=Nein jederzeit zur Verfügung
RS1_INPUT_SCRN_FROM=Start:
RS1_INPUT_SCRN_UNTIL=Ende:
```

C:\xampp\htdocs\dev\_15\_5\language\en-GB\en-GB.com\_rsappt\_pro14.ini

```
# user screen
RS1_INPUT_SCRN_TITLE=Appointment Booking
RS1_INPUT_SCRN_MIDNIGHT=Midnight
RS1_INPUT_SCRN_NOON=Noon
RS1_INPUT_SCRN_OK=OK

# input fields
RS1_INPUT_SCRN_NAME=Your Name:
RS1_INPUT_SCRN_PHONE=Phone:
RS1_INPUT_SCRN_EMAIL=Email:
RS1_INPUT_SCRN_RESOURCE_CATEGORIES=Category:
RS1_INPUT_SCRN_RESOURCE_CATEGORIES_PROMPT=Select a Category
RS1_INPUT_SCRN_RESOURCE=Resource:
RS1_INPUT_SCRN_SERVICES=Services:
RS1_INPUT_SCRN_RESOURCE_PROMPT=Select a Resource
RS1_INPUT_SCRN_TIMESLOT_PROMPT=Select a Time
RS1_INPUT_SCRN_DATE_PROMPT=Select Date
RS1_INPUT_SCRN_NO_TIMESLOTS_AVAILABLE=No Times Available
RS1_INPUT_SCRN_FROM=Start:
RS1_INPUT_SCRN_UNTIL=End:
```

C:\xampp\htdocs\dev\_15\_5\language\en-US\en-US.com\_rsappt\_pro14.ini

```
# user screen
RS1_INPUT_SCRN_TITLE=Appointment Booking
RS1_INPUT_SCRN_MIDNIGHT=Midnight
```

## Using UDFs (User Defined Fields)

### Overview

UDFs are primarily for capturing user input on the booking screen. There is special type of UDF call 'content' that can be used to present information to the customer. See 'Content' under 'Types of UDFs' below.

They typically solicit a customer's choice from lists or radio button, or allow text to be entered by the customer.

You can define tooltips to be shown when the customer moves their mouse over the UDF, and help text to appear below the UDF.

The screenshot shows an 'Appointment Booking' form. It includes fields for 'Your Name' (filled with 'Joe User'), 'Phone', 'Email' (filled with 'foo234@bar.com'), and 'Cell'. Below these is a 'Favourite Fruit' section with radio buttons for 'Apples', 'Oranges' (selected), and 'Bananas'. A red arrow labeled 'UDFs' points to the 'Your Name' and 'Phone' fields. A red arrow labeled 'Help text' points to the text 'Select your favourite' below the fruit options. A red arrow labeled 'Tooltip' points to a tooltip box that says 'Enter your cell phone here.' which is positioned over the 'Cell' field.

In the UDF setup screen (Control Panel | UDFs) ..

The screenshot shows the 'User Defined Field Detail: [ Edit ]' screen. It contains a form with the following fields and values: 'ID' is 3; 'Screen Label' is 'Favourite Fruit'; 'Type' is 'Radio Buttons'; 'Size' is 40; 'Rows' is 2; 'Columns' is 40; 'Radio Buttons or List Items' is 'Apples, (d)Oranges, Bananas'; 'Required Field' is 'No'; 'Help Text' is 'Select <b></b>your</b> favourite'; and 'Tooltip' is 'Select your favourite'. Red arrows point to the 'Screen Label', 'Type', 'Radio Buttons or List Items', 'Help Text', and 'Tooltip' fields.

The UDF setup screen is where you define the screen label to be used and various parameters for your UDF. Some fields in the setup screen are only applicable to certain UDF types. See UDF Types below for details.

If you are running a multi-language site you can enter a language file KEY as the 'Screen Label' and ABPro will use the language file value on screen. See Multi-Language Operation in this guide for more details.

ABPro supports **any number of UDFs** on a booking screen.

With the flexibility of unlimited numbers come some limitations.

- The UDFs are processed by looping code and so cannot have specific treatment. That is to say if you have 3 textboxes you **can** control when order they appear in, but you **cannot** have special processing for one textbox. A textbox is a textbox is a textbox.
- Vertical lists only. A web page can grow longer quite easily. Growing wider is problematic. As such as you add more UDFs the screen gets longer. There is no facility to have UDFs appear in multiple columns. Radio Buttons can likewise only be displayed in vertical lists.
- UDFs are not stored as part of the core booking record, but reside in a separate table. This means you cannot easily include UDFs in listing screens like the My Bookings screen.

## Types of UDFs

### Textbox

The 'Size' field on the UDF setup screen is for Textboxes. This will determine the physical size of the box on the screen. All textboxes accept 255 characters of input.

A textbox can be designated as a required field. If the customer attempts to submit a booking without entering data into a 'required' textbox, validation will fail and block them from making their booking.

### Textarea

A textarea is like a textbox but allows a larger screen presence. The 'Rows' and 'Columns' fields set the on-screen size. All textareas accept 255 characters of input.

A textarea can be designated as a required field. If the customer attempts to submit a booking without entering data into a 'required' textarea, validation will fail and block them from making their booking.

### Radio button

To present a customer with a list of radio buttons, select 'Radio Buttons' type and provide a list of options in the 'Radio Buttons or List Items' box. You can specify a default item by putting "(d)" in front. See above.

One radio button is always selected so radio buttons cannot be 'required' fields.

### Dropdown List

To present a customer with a dropdown list from which to choose, select the 'Dropdown List' this type and provide a list of options in the 'Radio Buttons or List Items' box. You can specify a default item by putting "(d)" in front. See above.

One radio button is always selected so radio buttons cannot be 'required' fields.

### Checkbox

The Checkbox type provides a simple checkbox for the customer to check. This can be a required field.

## Content

The Content type is different than all the others in that it is intended to **provide information TO the customer** rather than capturing information from them.

Example, setting..

ID:	13
Screen Label:	Directions
Type:	Content
Size:	40 (only applies if control type = Textbox or Textarea)
Rows:	2 (only applies if control type = Textbox or Textarea)
Columns:	40 (only applies if control type = Textbox or Textarea)
Radio Buttons or List Items:	 Comma separated radio button or dropdown list values, use '(d)' to indicate default selection. Example: 'Apples, (d)Oranges, Bananas', MAX 255 characters
Required Field:	No (only applies if control type = Textbox, Textarea or Checkbox)
Help Text:	
Tooltip:	
Text for 'Content' UDF type:	You can't get there from here.
Show on Booking Screen:	Yes

Yields..

**Appointment Booking**

[Your header text here]

Your Name:

Phone:

Email:

Cell:

Favourite Fruit:  
☐ Apples  
☒ Oranges  
☐ Bananas  
Select your favourite

Directions: You can't get there from here.

The text you place in the content UDF can be HTML so you can have rudimentary formatting like color and bolding. You can create a content UDF with a local image tag also.

Tooltip:

Text for 'Content' UDF type: ``

Show on Booking Screen: Yes

Favourite Fruit: ☐ Apples ☒ Oranges ☐ Bananas

Select your favourite

Directions: You can't get there from here.

Image: 

Information: Lorem ipsum dolor sit amet, consectetur adipiscing elit. Ut sed enim tortor, vel interdum libero. Quisq lectus non tellus tristique aliquet sit amet ut lectus. Duis convallis, massa eu hendrerit accumsan, neque l vulputate tellus, non interdum ante turpis eu felis. Nunc aliquet metus eu erat auctor interdum. Cras ut dia

Images CANNOT be included in the confirmation email.

## Resource Specific UDFs

UDFs can be either common for all resources or resource specific to one or more resources.

Common resources appear ABOVE the resource whereas resource specific UDFs appear BELOW the resource AFTER the resource is selected.


Favourite Fruit: ☐ Apples ☒ Oranges ☐ Bananas

Select your favourite

Directions: You can't get there from here.

Resource: Dr Bar - \$10 per hour + tax

Services: 60 Minute

Image: 

NON-Resource Specific UDFs

Resource Specific UDF

By default all new UDFs are NON-Resource Specific so they will appear on all booking screens.

To make a UDF only appear for certain resources, add the resources to the right box. In the example below the UDF will only display for resources 'Dr Bar' and 'Nudder Resource'.

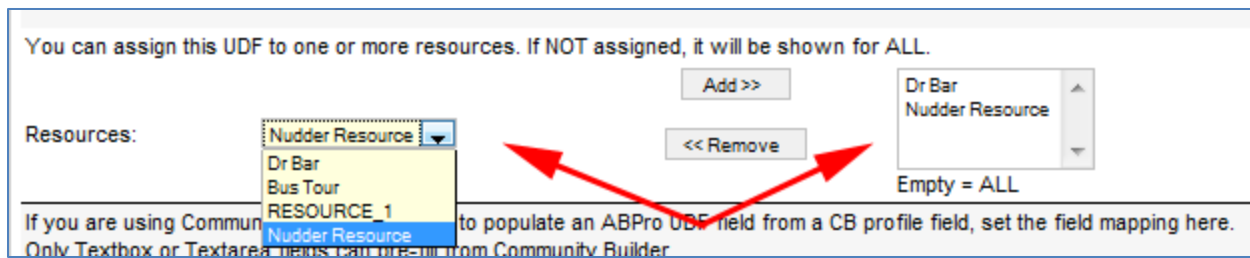
You can assign this UDF to one or more resources. If NOT assigned, it will be shown for ALL.

Resources:

Dr Bar  
Nudder Resource

Empty = ALL

If you are using Community Builder to populate an ABPro UDF field from a CB profile field, set the field mapping here.  
Only Textbox or Textarea fields can be used from Community Builder



## Mapping a UDF to Community Builder, JomSocial or Joomla's Profile plug-in

ABPro has the ability to fetch user profile data from Community Builder, JomSocial or Joomla's Profile plug-in.

This is intended to save the customers typing.

For example, if they have a CB of JS profile that contains 'Cell Phone' and you want that captured in the booking you can create a UDF called 'Cell Phone' and map it to the CB or JS data. Assuming you have CB or JS installed.

You can also set whether the mapped value can be edited in the booking screen or not. Note, changes to the mapped value will only be changed in the booking record.

ABPro NEVER changes data in CB, JS or Joomla profile.

If you are using the Joomla Profile plug-in and wish to populate an ABPro UDF field from a Joomla profile field, set the field mapping here.  
Only Textbox or Textarea fields can pre-fill from the Joomla Profile. NOTE: The plug-in must be enabled AND at least one user profile value entered or the list will show empty.

Joomla Profile plug-in Field:

Read Only: ☐ No ☐ Yes Set to Yes if you do not want visitor to change the value.  
Note: Changes, if allowed, are never written back to JS.  
Changes are only stored in the ABPro booking.

---

Set to Yes if you do not want visitor to change the value.  
Note: Changes, if allowed, are never written back to the Joomla profile.  
Changes are only stored in the ABPro booking.

CB Profile Field:

Read Only: ☐ No ☐ Yes Set to Yes if you do not want visitor to change the value.  
Note: Changes, if allowed, are never written back to CB.  
Changes are only stored in the ABPro booking.

---

If you are using JomSocial and wish to populate an ABPro UDF field from a JS profile field, set the field mapping here.  
Only Textbox or Textarea fields can pre-fill from JomSocial.

JS Profile Field:

Read Only: ☐ No ☐ Yes Set to Yes if you do not want visitor to change the value.  
Note: Changes, if allowed, are never written back to JS.  
Changes are only stored in the ABPro booking.

## Using UDFs to tailor the customer confirmation message

Any UDF data, either captured from the customer or presented via content UDFs, can be included in the confirmation email message via ABPro's token system.

### The Token system

The idea of the token system is that you can create a common confirmation message, in the Configuration screen, messages tab, and include tokens that will be swapped at runtime for the appropriate data. The token system is discussed in other parts of this guide pertaining to the confirmation message.

In the case of UDFs the token is the screen label inside [].

For example:

1. If your screen label is 'Directions' and you place the token '[Directions]' into your message, ABPro will substitute the content you place in the UDF for the token.
2. If your screen label was 'Cell Phone' and you place the token '[Cell Phone]' into you message, ABPro will substitute the value the customer entered as his cell phone in place of the token.

Note!!

You must ensure **your UDF token names do not conflict with any built in tokens** or unpredictable results will arise. Built in token names can be found on the Configure screen, messages tab, at the bottom of the screen.

### Common Content

If you have content you wish added to all booking screens, such as terms and conditions, you could create a 'content' type UDF that is NON-resource specific. If you called it 'Terms'. This would show on all booking screens.

If you now add '[Terms]' in the confirmation message, the terms would also be added to the confirmation email message.

### Resource Specific Content

If you have content you wish added to only certain booking screens, such as resource specific information, you could create a 'content' type UDF that IS resource specific. If you called it 'Resource Info', this would only show on booking screens where the appropriate resource was selected by the customer.

If you now add '[Resource Info]' in the confirmation message, the content text would only be added to the confirmation email message when the appropriate resource is booked.

### Token only Content

In some cases you may wish to have common or resource specific text added to the confirmation email but NOT shown on the booking screen.

To do this set 'Show on Booking Screen' = No when creating a content type UDF.

Now the booking screen will NOT show the content text for this UDF, however if you include a token for it the text WILL be added to the confirmation email.



## Using the Front Desk

The Front Desk view was designed for **staff** to see and manage upcoming bookings. It was a STAFF ONLY screen that had a lot of power.

With ABPro 2.0.1 the roll of the Front Desk was expanded such that it could also be used as a **public** screen showing a calendar view of existing bookings.

**Use CAUTION when setting up a public Front Desk screen** as ABPro cannot dictate what power you want the public to have, it is up to you. The following section details each setting available in the menu setup screen.

You can have multiple menu items calling the Front Desk screen with different capabilities if you like.

For basic setup information see previous section in the guide 'Front End Screens', subsection 'Front Desk'

### Overview

For basic setup information see previous section in the guide 'Front End Screens', subsection 'Front Desk'

This section of the guide covers configuring the Front Desk view from the menu setup.

Many of the Front Desk's capabilities can be turned on or off via the menu setup.

**NOTE:** ABPro cannot control who you make the Front Desk available to. There are some options you should NEVER let the public have access to. It is **your responsibility to not enable sensitive booking information** on a screen that you show the public.

## Menu Setup

▼ Parameters (Basic)	
Default View	Month ▼
Change requires client browser <b>restart!</b>	
Use Page Title	<input type="radio"/> Yes <input checked="" type="radio"/> No
Calendar cell display	<input checked="" type="radio"/> Customer <input type="radio"/> Resource
Tooltip display	<input type="radio"/> Customer <input checked="" type="radio"/> Resource <input type="radio"/> None
<hr/>	
Resource Admin Only	<input checked="" type="radio"/> Yes <input type="radio"/> No
Login Required	<input checked="" type="radio"/> Yes <input type="radio"/> No
View Only	<input type="radio"/> Yes <input checked="" type="radio"/> No
Edit Status Only	<input type="radio"/> Yes <input checked="" type="radio"/> No
Enable Seat Totals	<input checked="" type="radio"/> Yes <input type="radio"/> No
Enable Customer History	<input checked="" type="radio"/> Yes <input type="radio"/> No
Enable Manifest	<input checked="" type="radio"/> Yes <input type="radio"/> No
Enable Reminders	<input checked="" type="radio"/> Yes <input type="radio"/> No
Show Booking details	<input checked="" type="radio"/> Yes <input type="radio"/> No
Show Contact Info	<input checked="" type="radio"/> Yes <input type="radio"/> No
Show UDFs	<input checked="" type="radio"/> Yes <input type="radio"/> No
Show Extras	<input checked="" type="radio"/> Yes <input type="radio"/> No
Show Booking Charges	<input checked="" type="radio"/> Yes <input type="radio"/> No
New Booking Screen	<input checked="" type="radio"/> Staff <input type="radio"/> Public <input type="radio"/> None
► Parameters (System)	

### Default View

Month/Week/Day

This determines what view the screen will open with. As the user changes view the current selection is stored in a session variable. If you change this value you may need to restart your browser to see the screen open in the new view. If Front Desk is set **View Only**, for public viewing, this setting is ignored. Only **month view** is available to the public.

### Use Page Title

Yes/No

Yes = Use the menu title as the Front Desk title.

No = Use the Language file entry as the title. (Language file key: RS1\_FRONTDESK\_SCRN\_TITLE)

### Calendar Cell Display

Customer or Resource

## Customer

10
08:00 Administrator
13:00 Rob Stevens
13:00 John Doe
17

## Resource

10
08:00 Dr Bar
13:00 Bus Tour
13:00 Bus Tour
17

## Tooltip Display

Customer, Resource or None.

### Customer

10	11
08:00 Dr Bar	
13:00 Bus Tour	
13:00 Bus Tour	
17	18

13:00-14:00 Rob Stevens

### Resource

10	11
08:00 Administrator	
13:00 Rob Stevens	
13:00 John Doe	
17	18

13:00-14:00 Bus Tour

## Resource Admin Only

Yes/No

As stated previously the Front Desk was for staff to manage bookings. To support the idea of one user managing some resources and another user managing different resources the operator could **only see bookings for resources they were assigned as resource admin for**. This was also good if the resources were different companies and you did not want staff from company A seeing bookings for company B.

**Yes** = The operator will **only** see bookings for resources that they are **assigned as resource admin**. Setting a resource's administrators is done in the resource setup screen near the bottom.

**No** = The operator will see bookings for all resources.

## Login Required

Yes/No

Yes = the user must be logged in.

No = User need not be logged in.

Use with caution to ensure non-logged in visitor does not get staff level access.

*Login Required* = No should **ONLY** be used with **View Only = Yes**.

## View Only

Yes/No

Yes = Front desk will be read-only, no changes can be allowed. Also some action controls will be hidden.

Any time a Front Desk screen is made available to the public it should be on View Only mode.

**Never** give the **public access** to a Front Desk with **View Only = No**.

If you wish, you can allow the Front Desk booking links to display some or all the booking details. See *Show Booking Details* below.

Edit Status Only

Yes/No

Yes = The booking detail edit screen will display with all data read-only except the booking status. This would be used if you only want staff to be able to change booking status.

Appointment Booking Admin - Booking Detail

Save Changes | Cancel

ID: 894

Name:\* John Doe

Phone:

Email: asd@sad.com

Use SMS: Yes

SMS Phone:

SMS Dial Code:

Resource: Dr Bar

Service: 60 Minute

Start Date: 2011-03-30

Start Time: 10 : 00 (hh:mm)

End Time: 11 : 00 (hh:mm)

These fields are from the booking request. They can be modified by the administrator. An example might be where a requested date is not available so the administrator phones the requester and agrees on a new date or time. The Administrator would then change the date here.

User Defined Fields

Label	Value
Directions:	You can't get there from here....
Cell:	
Favourite Fruit:	Oranges
Image:	...

Request Status: Accepted

New

Pending

Accepted

Canceled

Deleted

Completed

Declined

No Show

Attended

Timeout

Set request to Accepted, Declined or Canceled. Email messages will be sent when changing to 'Accepted' or 'Cancelled'.

Administrator can indicate payment has been received.

Payment collected manually by staff (ex: walk-in or phone credit card)

If User Credit System in use, this shows amount deducted from user's credits.

Total :

Amount Due :

Manual Payment :

Credit Used :

Coupon Used :

Enable Seat Totals

Yes/No

If you are not using the 'Seats per Booking' features of ABPro, you can set this to No and the seat related controls will not show.

Some examples:

Yes	No
<div><div><input type="checkbox"/> Show Seat Totals</div><div>Select Resource</div><div>Week View</div></div>	<div><div>Select Resource</div><div>Week View</div></div>

Start Time:	13 ▾ : 00 ▾ (hh:mm)
End Time:	14 ▾ : 00 ▾ (hh:mm)
Booked Seats:	1
Adult:	0 ▾
Child:	0 ▾
<u>User Defined Fields</u>	
<b>Label</b>	<b>Value</b>

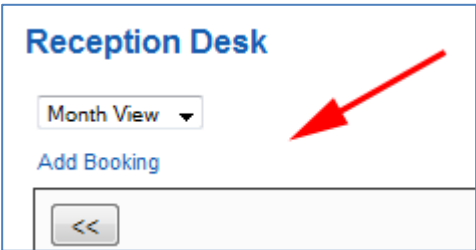
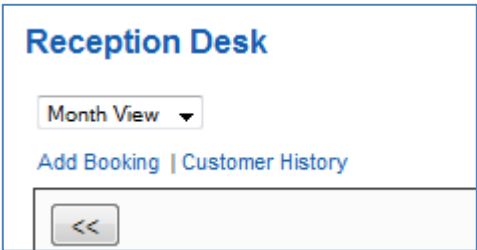
Start Time:	13 ▾ : 00 ▾ (hh:mm)
End Time:	14 ▾ : 00 ▾ (hh:mm)
<u>User Defined Fields</u>	
<b>Label</b>	<b>Value</b>
Cell:	
Favourite Fruit:	Oranges
Directions:	...

Enable Customer History

Yes/No

Yes

No



NEVER enable a customer history screen on a Front Desk accessible by the public.

Customer History screen

Customer History - John Doe

Administrator

Select a Customer

by Registered User: John Doe

or by Email Address:

Search

This screen will only show bookings of resources for which you are designated as resource administrator.

Close

Printer Friendly

Date Filter: 2011-03-26

Clear Dates

Select Status

ID	Name	Email	Resource	Date	Time	Log-in	Status
900	John Doe	asd@sad.com	Dr Bar	Sat Mar 26, 2011	10:00 - 11:00	Yes	Accepted
902	John Doe	asd@sad.com	Dr Bar	Mon Mar 28, 2011	14:00 - 15:00	Yes	Accepted
896	John Doe	asd@sad.com	Dr Bar	Tue Mar 29, 2011	13:00 - 14:00	Yes	Accepted
894	John Doe	asd@sad.com	Dr Bar	Wed Mar 30, 2011	10:00 - 11:00	Yes	Accepted
895	John Doe	asd@sad.com	Dr Bar	Fri Apr 1, 2011	11:00 - 12:00	Yes	Accepted

Credit Activity

As bookings are made they will appear below.

Comment	Booking	Increase	Decrease	Balance	Operator	Timestamp
Credit used for booking	Apr 1 / 11:00 - Dr Bar desc		6.80	0.00	John Doe	2011-03-19 13:20:25
Credit used for booking	Mar 30 / 10:00 - Dr Bar desc		10.50	6.80	John Doe	2011-03-19 13:20:07
Credit used for booking	Mar 21 / 09:00 - Dr Bar desc		10.50	17.30	John Doe	2011-03-19 13:17:49

Enable Manifest

Yes/No

Yes

No

**Reception Desk**

Day View ▾

[Add Booking](#) | [Customer History](#)

<< Mar

<input type="checkbox"/>	13:00	Bus Tour	3	<a href="#">Rob Stevens</a>
<input type="checkbox"/>	13:00	Bus Tour	1	John Doe

**Reception Desk**

Day View ▾

[Add Booking](#) | [Customer History](#)

<< Mar

<input type="checkbox"/>	13:00	Bus Tour	3	<a href="#">Rob Stevens</a>
<input type="checkbox"/>	13:00	Bus Tour	1	John Doe

no link

## Manifest screen

**Manifest**

Print | Cancel

This is the Manifest header area. Put instructions or comments here

Thursday, March 10 2011 / 13:00 - 14:00

	Name	Phone	Email	Status	Payment	Seat	#
<input type="checkbox"/>	John Doe		rob.stevens@shaw.ca	Accepted	Paid	Adult	1
<input type="checkbox"/>	Rob Stevens		rob.stevens@shaw.ca	Accepted	Paid	Adult	2
						Child	1

This is the Manifest footer area. Put instructions or comments here

## Enable Reminders

Yes/No

Yes

No

Administrator

[Send Email Reminders](#) | [Send SMS Reminders](#)

Search

View Seat Totals Bus Tour ▾ Select Status ▾

Administrator

Search

View Seat Totals Bus Tour ▾ Select Status ▾

## Show Booking Details

Yes/No

In View Only mode you can choose to show the booking details in a modal window.

What details are shown/hidden depends on the other menu settings described in this section.

**Appointment Detail**

Name:	John Doe
Phone:	403-555-1212
Email:	asd@sad.com
Use SMS:	Yes
SMS Phone:	
Resource:	Dr Bar
Service:	60 Minute
Start Date:	Monday March 21, 2011
Start Time:	09:00
End Time:	10:00
User Defined Fields:	
Directions:	You can't get there from here....
Favourite Fruit:	Oranges
Cell:	
Image:	...
Request Status:	accepted
Admin Comment:	

### Show Contact Info

Yes/No

Contact Info being: email, phone, sms phone.

Name is always shown.

### Show UDFs

Yes/No

Show/hide UDFs on booking detail.

### Show Extras

Yes/No

Show/hide Extras on booking detail.

### Show Booking Charges

Yes/No


Show financial information about the booking on the detail screen.

Shown here set to Yes..



### Appointment Detail

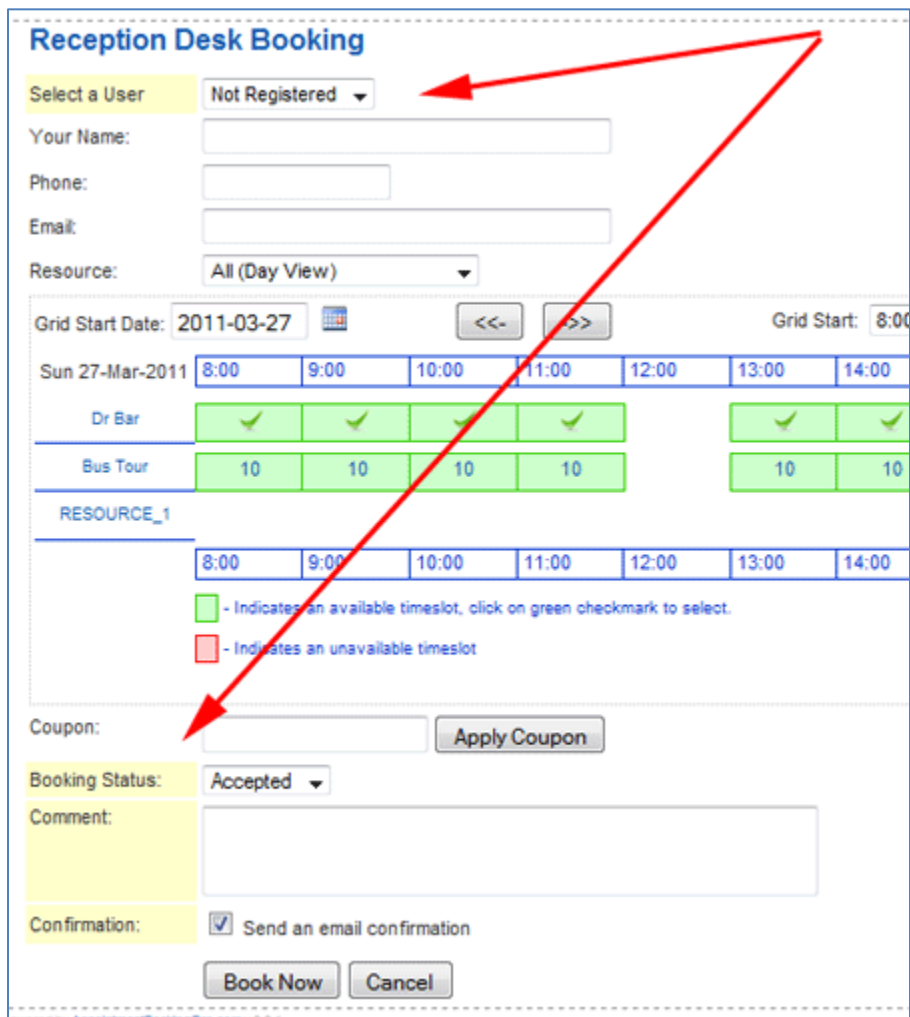
Name:	John Doe
Resource:	Dr Bar
Service:	60 Minute
Start Date:	Monday March 21, 2011
Start Time:	09:00
End Time:	10:00
Request Status:	accepted
Payment Status:	paid
Total :	\$ 0.00
Amount Due :	\$ 0.00
Manual Payment :	\$ 0.00
Credit Used :	\$ 10.50
Coupon Used :	
Admin Comment:	



## New Booking screen

Staff/Public/None

**Staff** booking screen has additional power and less validation.



**Reception Desk Booking**

Select a User: **Not Registered** ▼

Your Name:

Phone:

Email:

Resource: **All (Day View)** ▼

Grid Start Date: **2011-03-27** <<- >>> Grid Start: **8:00**

Sun 27-Mar-2011	8:00	9:00	10:00	11:00	12:00	13:00	14:00
Dr Bar	✓	✓	✓	✓		✓	✓
Bus Tour	10	10	10	10		10	10

RESOURCE\_1

	8:00	9:00	10:00	11:00	12:00	13:00	14:00

■ - Indicates an available timeslot, click on green checkmark to select.  
■ - Indicates an unavailable timeslot

Coupon:  **Apply Coupon**

Booking Status: **Accepted** ▼

Comment:

Confirmation: ☒ Send an email confirmation

**Book Now** **Cancel**

**Public** booking screen calls the standard GAD booking screen.

**None** = no 'New Booking' link is displayed.

# Using Android, iPhone, Windows Phone 7 and BlackBerry applications

## Customer App

See online information at

Mobile Web app

<http://appointmentbookingpro.com/mobile-customer-apps-download/web-app-information.html>

Native app

<http://appointmentbookingpro.com/mobile-customer-apps-download/mobile-customer-apps.html>

## Admin App

Mobile Web app

<http://appointmentbookingpro.com/ma2/web-app-information.html>

Native app

<http://appointmentbookingpro.com/ma2/native-app-information.html>

## Issues and Limitations

See [http://www.appointmentbookingpro.com/index.php?option=com\\_kunena&Itemid=66&func=showcat&catid=9](http://www.appointmentbookingpro.com/index.php?option=com_kunena&Itemid=66&func=showcat&catid=9)