

my.Appointment，是一款基於雲端服務的預約管理服務 app，致力於在最少的使用成本，最簡單的操作流程，解決煩人的預約過程。而且，my.Appointment 耗費相當多資源去探索使用者的行為模式與想法，將這些發現落實在軟體架構與操作流程中，”3 個步驟”與”30 秒完成”預約，是 my.Appointment 的服務原則。

my.Appointment is a cloud-based appointment service app that is committed to solving the annoying appointment process with the minimum cost and the easy-to-use process. Moreover, my.Appointment spends a lot of resources to explore users' behavioral and concern, and implements these findings into the software architecture and system process. "3 steps" and "30 seconds to complete" appointment, is my.Appointment's principle.

有別於其它的預約管理軟體/app，消費者都須先查詢服務提供者可以被預約的時段，再查詢自己的行事曆看自己在那些時段是否沒有行程，如果沒有行程的話才進行預約。my.Appointment 認為，應該先從消費者的行事曆出發，依照自己有空的時間進行否一種服務預約，而且聰明的 my.Appointment 會自動比對雙方的行程，如果服務提供者在那個時段也是可以被預約的，就會直接完成預約。如果服務提供者在那個時段已經被預約了，就會顯示出雙方當天都可以的時段讓消費者選擇。這樣的作法，讓預約流程簡單多了。

Different from other appointment management software/app, consumers must first check the service provider's schedule that can be booked, and then check their own calendar to see if they have no schedule during those times. If consumers do not have schedule at that time, they can make an appointment. my.Appointment believes that consumers should start from their schedule and make an appointment according to their free time. Moreover, the smart my.Appointment will automatically compare the schedule of both parties. If the service provider is also available during that time, If an appointment can be made, the appointment will be completed directly. If the service provider has been booked during that time period, the available time slots to both parties on the day will be displayed for the consumer to select. This approach makes the appointment process much easier and faster.

my.Appointment 不只是讓使用者在線上預約服務，它更能提供簡易的行事曆管理、預約提醒等，讓消費者可以透過手機進行服務預約，管理好行程。

my.Appointment not only allows consumers to reserve services online, it also provides simple calendar management, appointment reminders, etc., allowing consumers to make service appointments and manage their schedules through smart phones.

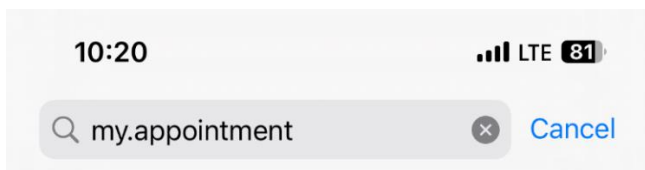
目前，my.Appointment 提供給 iPhone 的使用者，而且，iOS 的版本要求為 14.1 版以上。我們後續會開發新的版本給非 iPhone 的使用者。

Currently, my.Appointment is available to iPhone users, and the iOS version is required to be version 14.1 or above. We will develop new versions for non-iPhone users in the future.

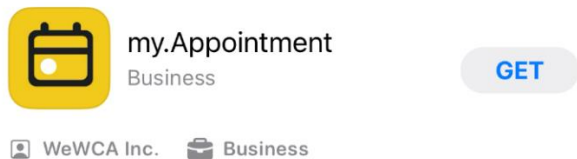
以下，我們就 my.Appointment 的帳號建立、建立服務提供者名單、建立預約及帳戶管理四個階段，說明該如何使用 my.Appointment。

Below, we explain how to use my.Appointment in the four stages of my.Appointment account creation, service provider list creation, making an appointment and account management.

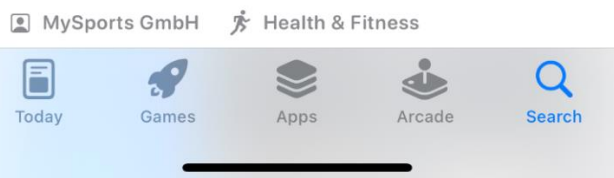
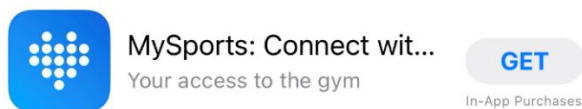
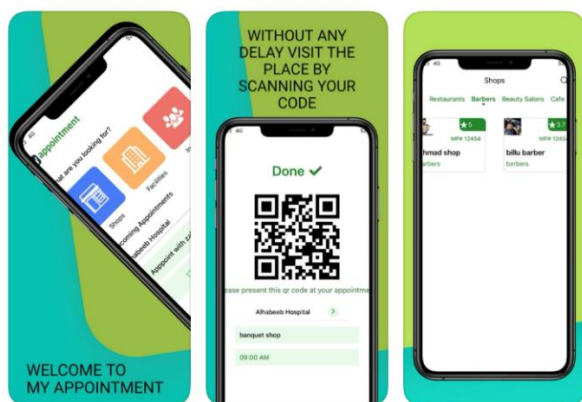
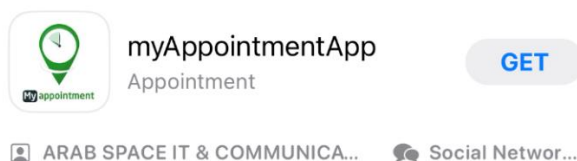
# 帳號建立 Account creation



打開 AppStore，搜尋”my.Appointment”，你可以看到 my.Appointment，點選”GET”符號下載 App。



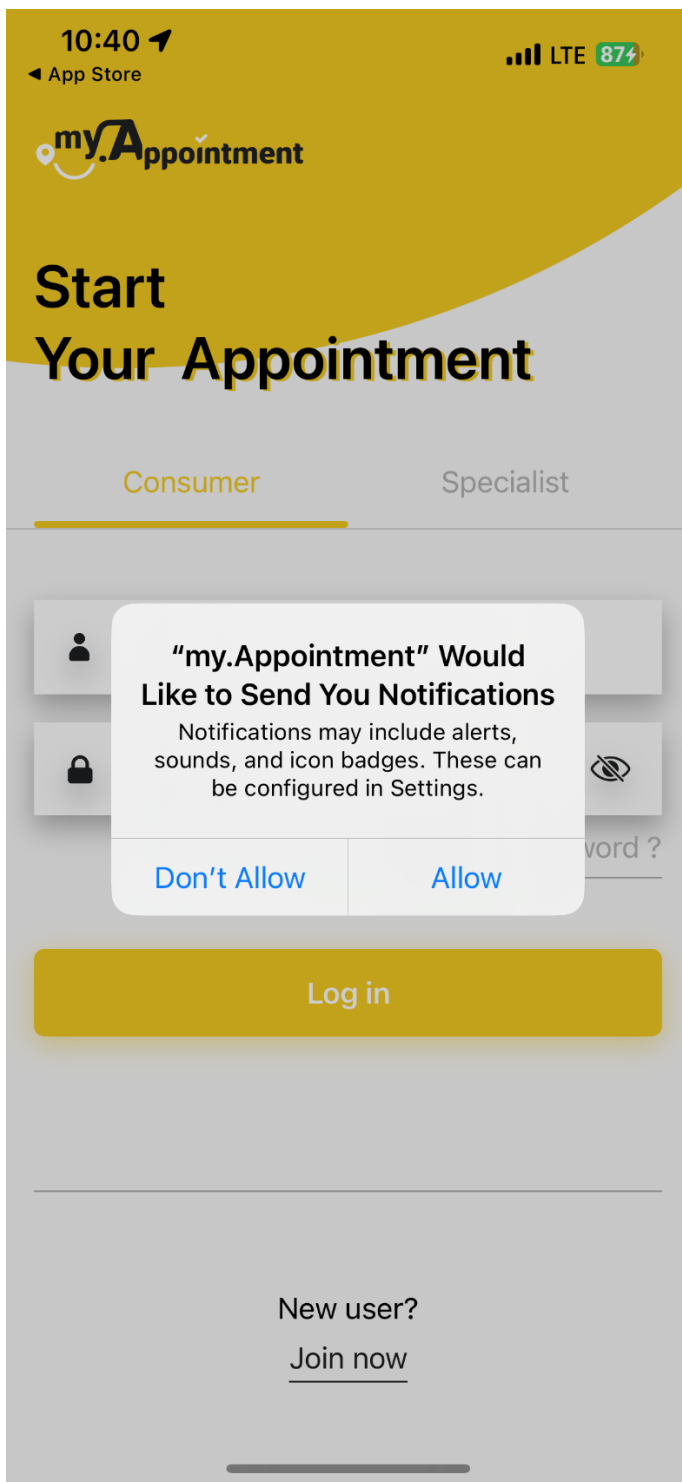
Open the AppStore and search for "my.Appointment", you can see my.Appointment, click the "GET" icon to download the App.





當下載完 App 後，你可以在你的畫面上，看到 my.Appointment 的 icon。打開 my.Appointment。

After downloading the App, you can see the my.Appointment icon on your screen. Click the icon and open my.Appointment.



my.Appointment 會跳出一個提示畫面，請點選"Allow"，這樣 my.Appointment 的提醒預約活動才能啟動。

my.Appointment will pop up a prompt screen regarding the function of Notifications. Please click "Allow" so that my.Appointment's appointment reminding function can be activated.



# Start your reservation

Consumer

Specialist

Please enter the following information !

 User name

 Password 

[Forget your password ?](#)

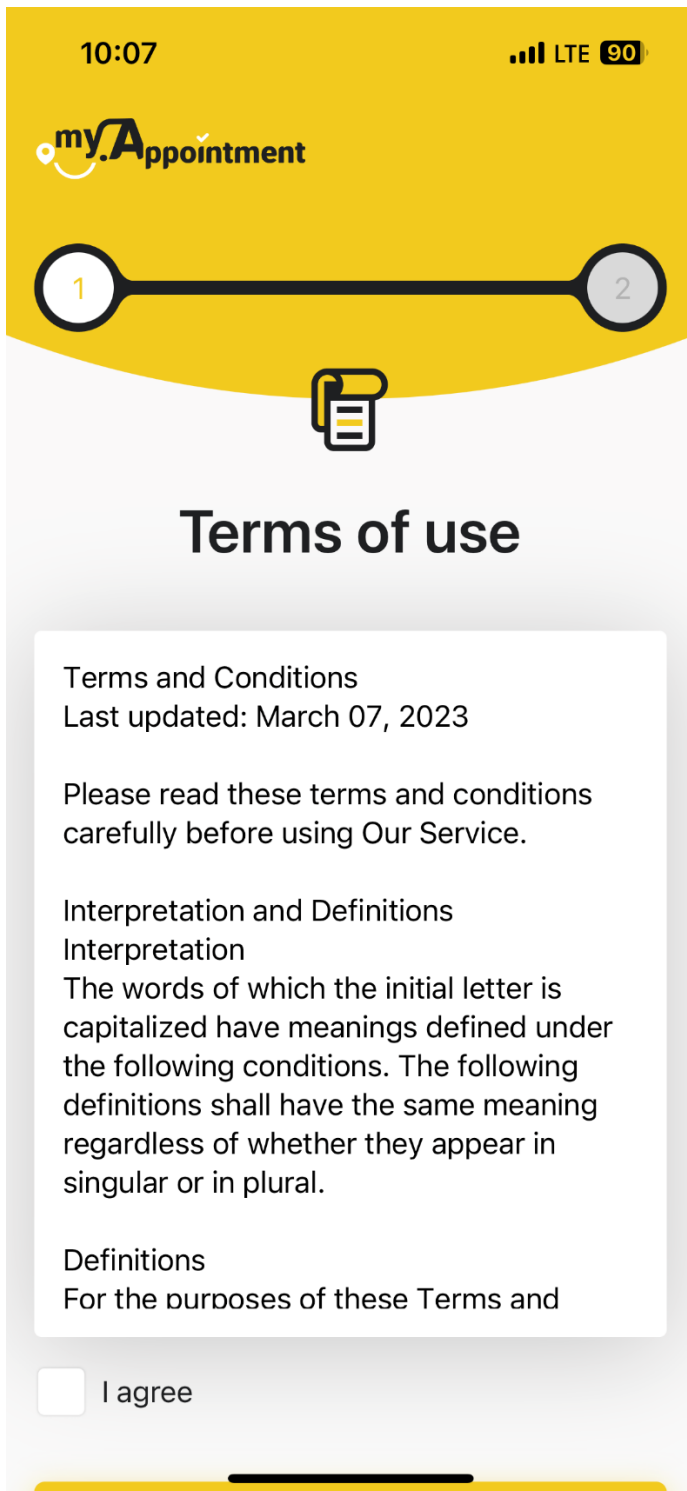
Log in

Don't have an account ?

[\*\*Create an Account\*\*](#)

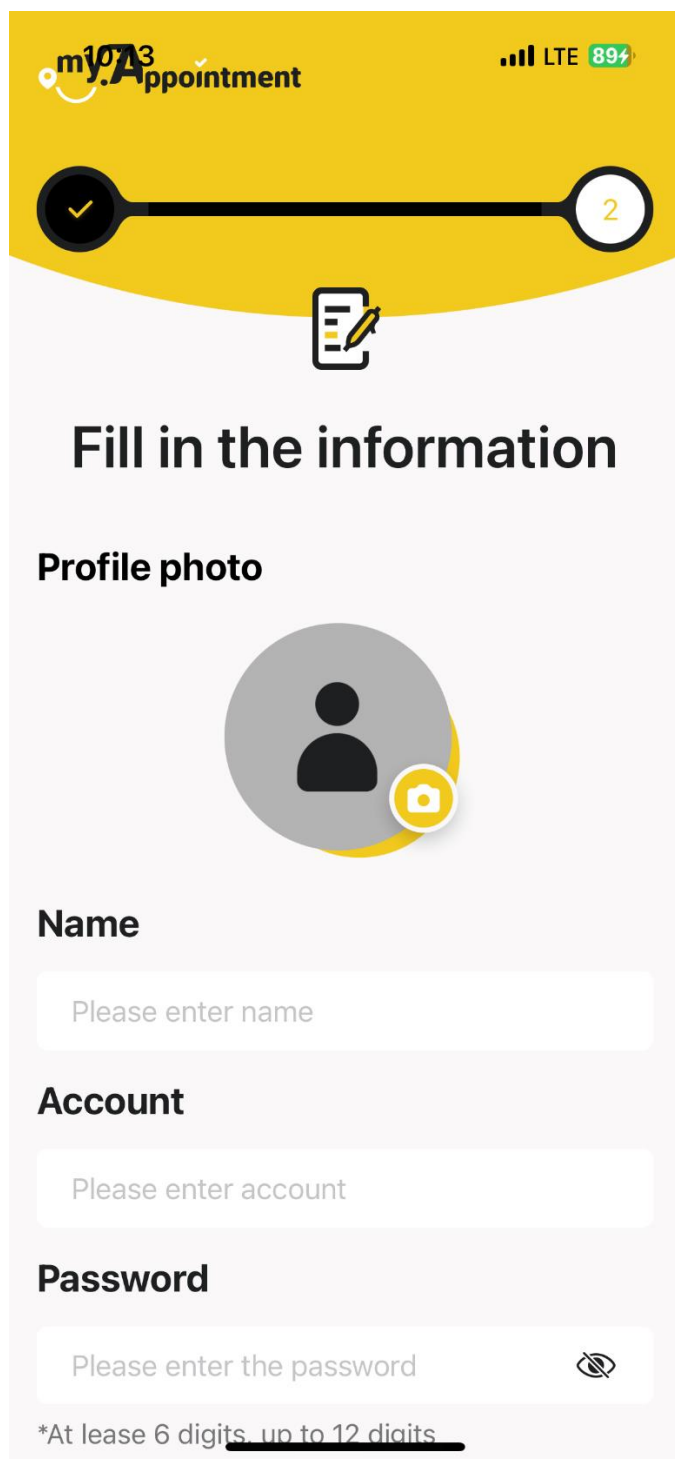
請選擇”Consumer”，進入消費者的畫面 (app 背景為白色)。接著點選”Create an account”，開始註冊帳號。

Please select "Consumer" to switch to the consumer screen (the app background is white). Then click "Create an account" to start registering your account.



Terms of use 說明了 my.Appointment 對於資料的使用規範，以及資料保護的作法，請勾選“I agree”。

The “Terms of use” describe my.Appointment's data use specifications and data protection. Please check "I agree".



The image shows a mobile app interface for 'myAppointment'. At the top, there's a yellow header with the app logo, signal strength, LTE, and 89% battery. Below the header is a progress bar with a checkmark on the left and a '2' on the right. A document icon with a pencil is centered below the progress bar. The main heading is 'Fill in the information'. Underneath is the 'Profile photo' section with a grey circular placeholder and a camera icon. Below that are three input fields: 'Name' (placeholder: 'Please enter name'), 'Account' (placeholder: 'Please enter account'), and 'Password' (placeholder: 'Please enter the password' with an eye icon). At the bottom, there's a note: '\*At least 6 digits, up to 12 digits'.

myAppointment

LTE 89%

2

Fill in the information

Profile photo

Name

Please enter name

Account

Please enter account

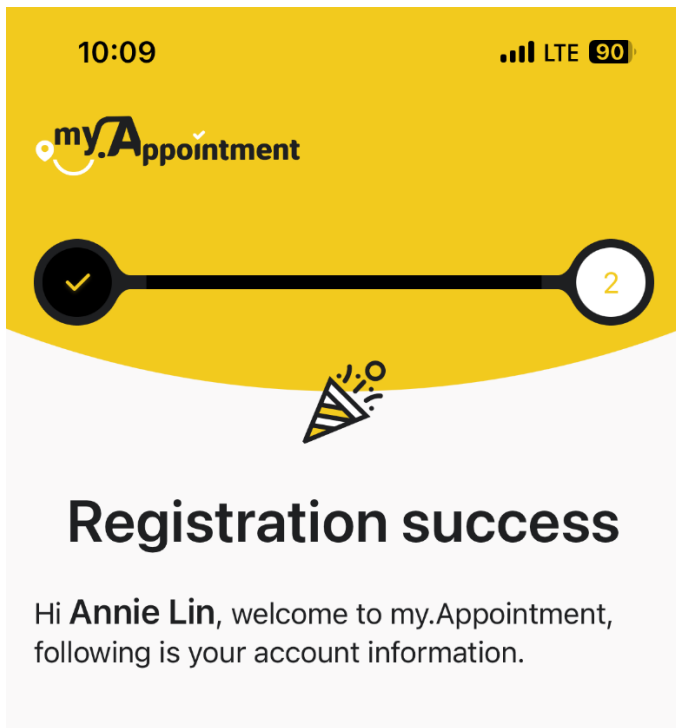
Password

Please enter the password

\*At least 6 digits, up to 12 digits

請開始填入你的基本資料，這裡需要填入的包含你的全名、my.Appointment 上使用的帳號、密碼、聯繫的地址以及電話。如果你有想要使用的 Profile photo，點選圖案後，my.Appointment 會連結到你的手機裡的相本，你選擇你想要使用的圖片。完成輸入後，點選"Next"鍵。

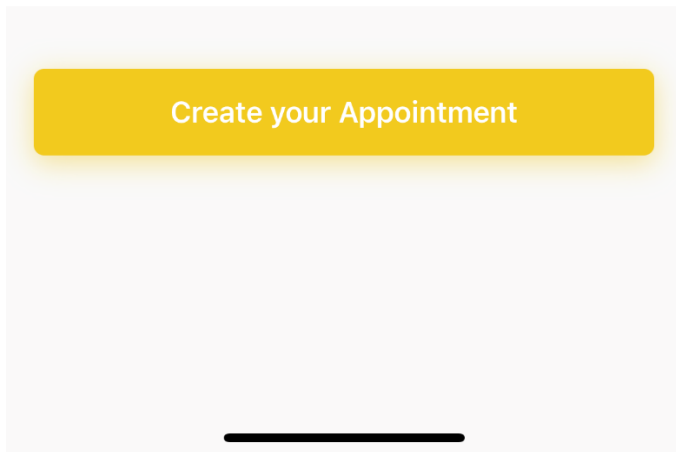
Please start filling in your basic information. What needs to be filled in here includes your full name, account name, password, contact address and phone number used on my.Appointment. If you have a profile photo you want to use, after clicking on the photo icon, my.Appointment will be linked to the photo album on your smart phone, and you can choose the photo you want to use. After completing the filling, click the "Next" button.



**UserID**

Annielin0813

**password**



接著，畫面會出現你所設定的帳號基本資料。按下"Enter"，就可以進入預約行事曆的畫面。

Next, the account information you set will appear on the screen. Press "Enter" to log-in the appointment calendar screen.

**收藏服務提供者**

**Create Service provider list**



# Start your reservation

Consumer

Specialist

Please enter the following information !

 User name

 Password



[Forget your password ?](#)

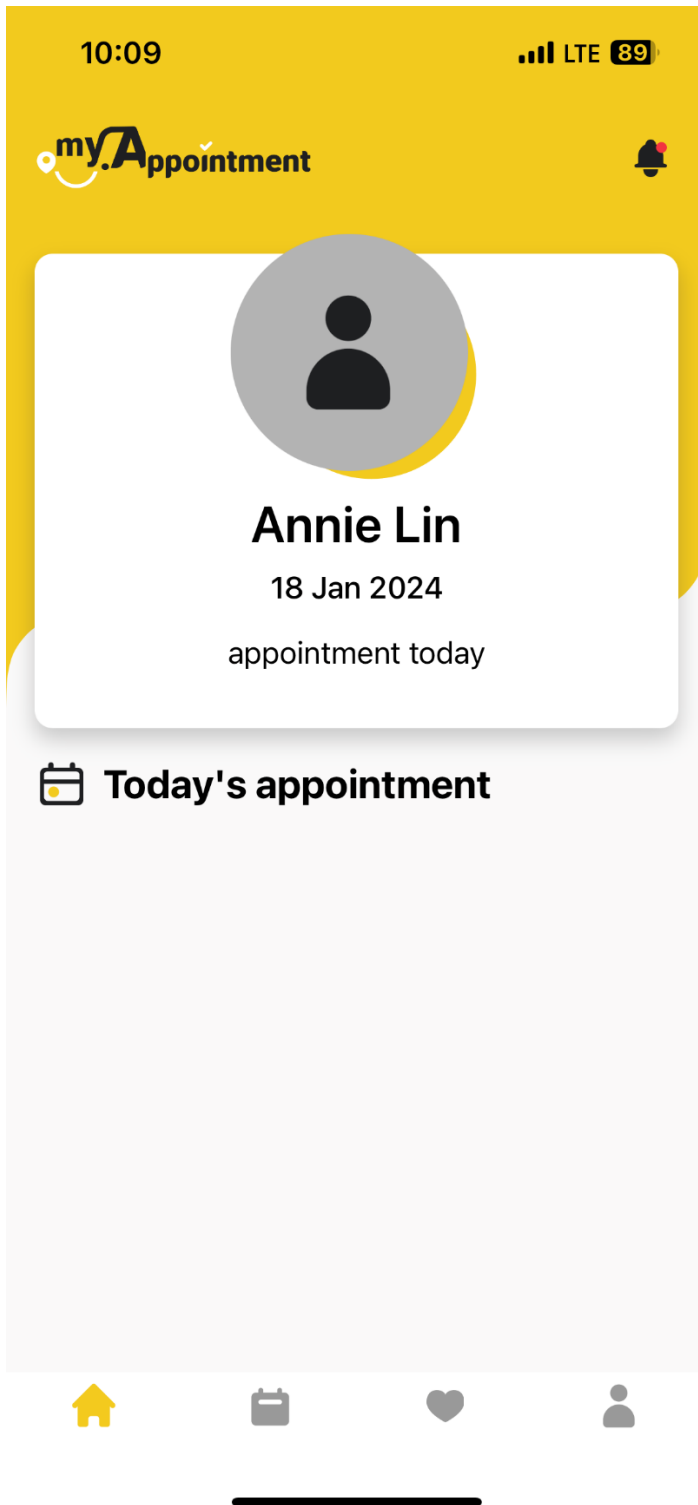
Log in

Don't have an account ?

[\*\*Create an Account\*\*](#)

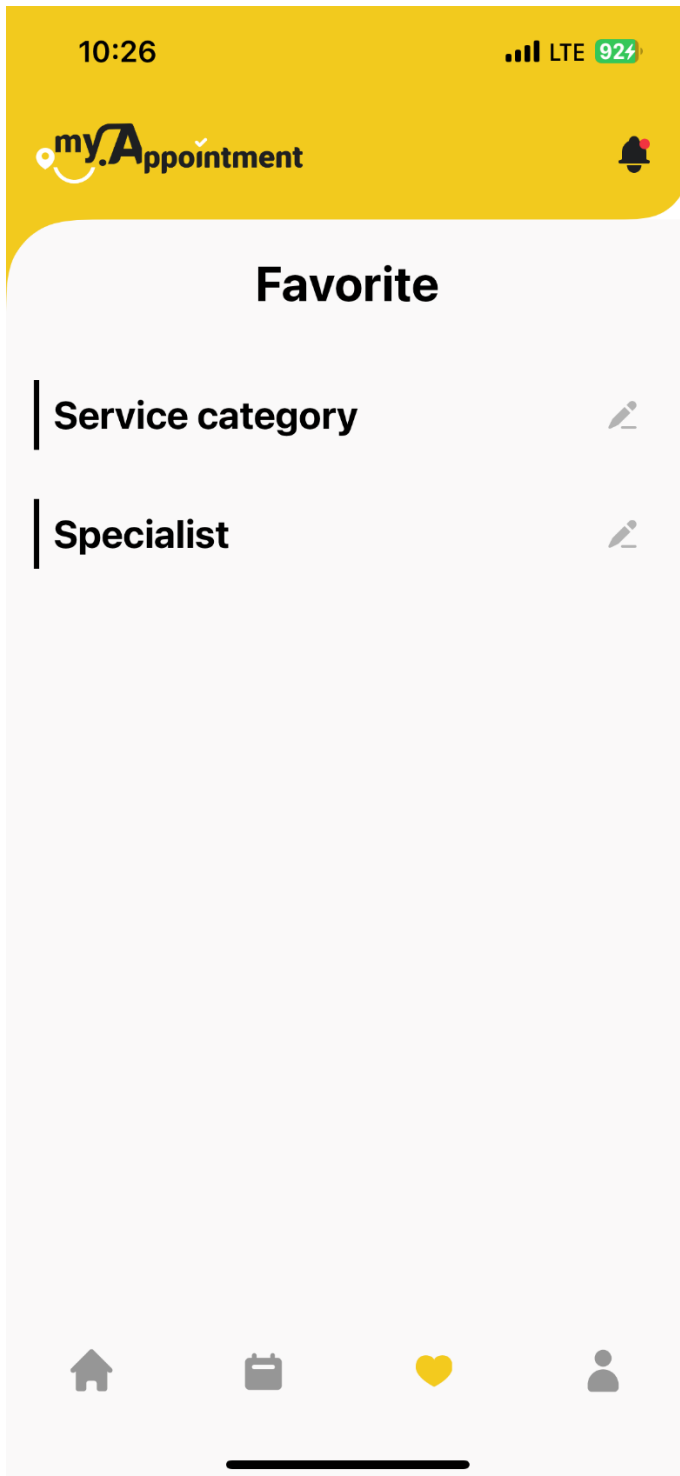
以你的帳號及密碼登入 my.Appointment。

Log in to my.Appointment with your account and password.



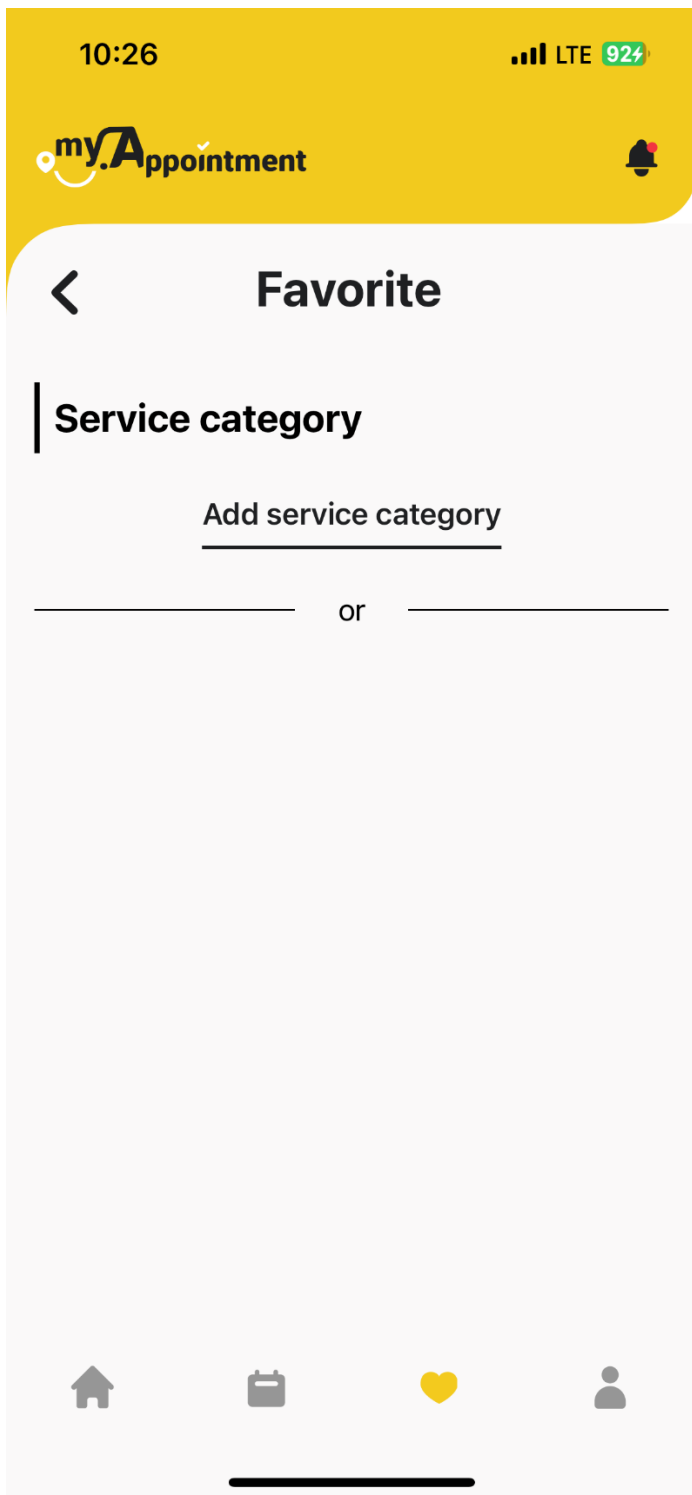
進入 my.Appointment 後，下方有 4 個常駐功能，由左到右為首頁(home icon)、行事曆(Calendar icon)、我的服務提供者(Heart icon)及帳戶管理(Human icon)。為了縮短預約的時間，在進行預約前，你需要先把提供你各項服務的服務提供者，給儲存到你的最愛名單裡面。

After entering my.Appointment, there are four permanent functions below. From left to right are the Main page (home icon), My calendar (calendar icon), My service provider (Heart icon) and Account management (Human icon). In order to shorten the appointment making, you need to store the service providers who provide your services to your service provider list before making an appointment.



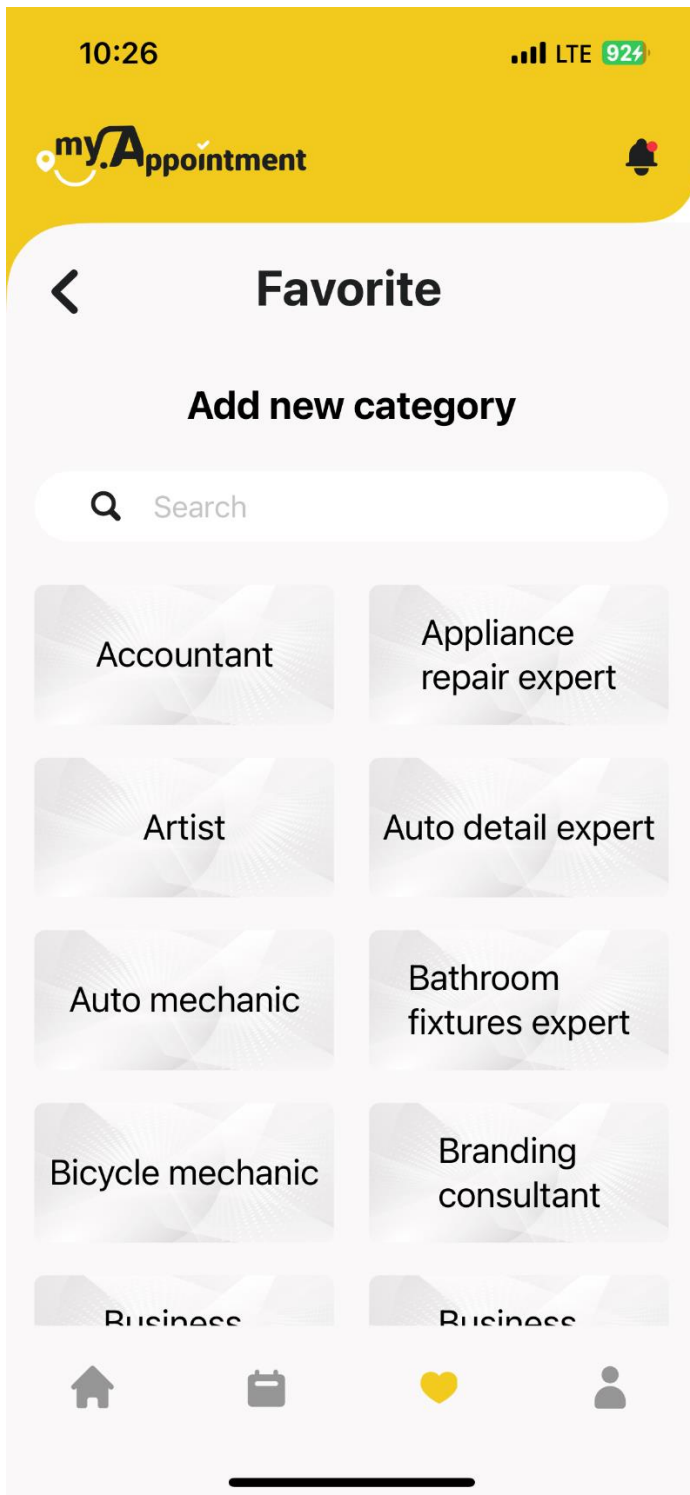
點選 heart icon 後，你可以看到"Favorite"的畫面，這個部分會儲存所有你的服務提供者名單，包含 Service category 與 Specialist。如果你要新增服務提供者，先選擇"Service category"後面筆的符號。

After clicking the heart icon, you can see the "Favorite" screen. This screen lists all your service providers, including Service category and Specialist. If you want to add a new service provider into favorite list, first select the pen icon behind "Service category".



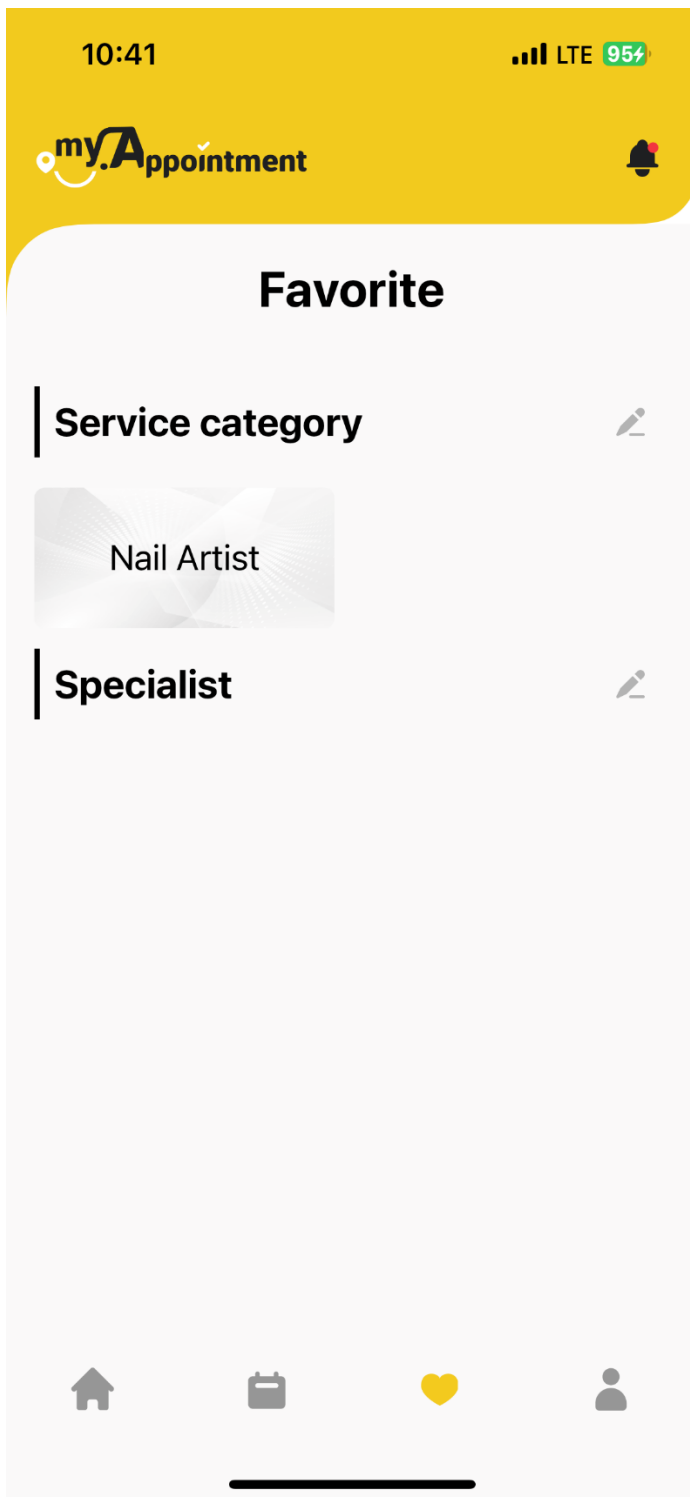
接著，點選”Add service category”。

Next, click “Add service category”.



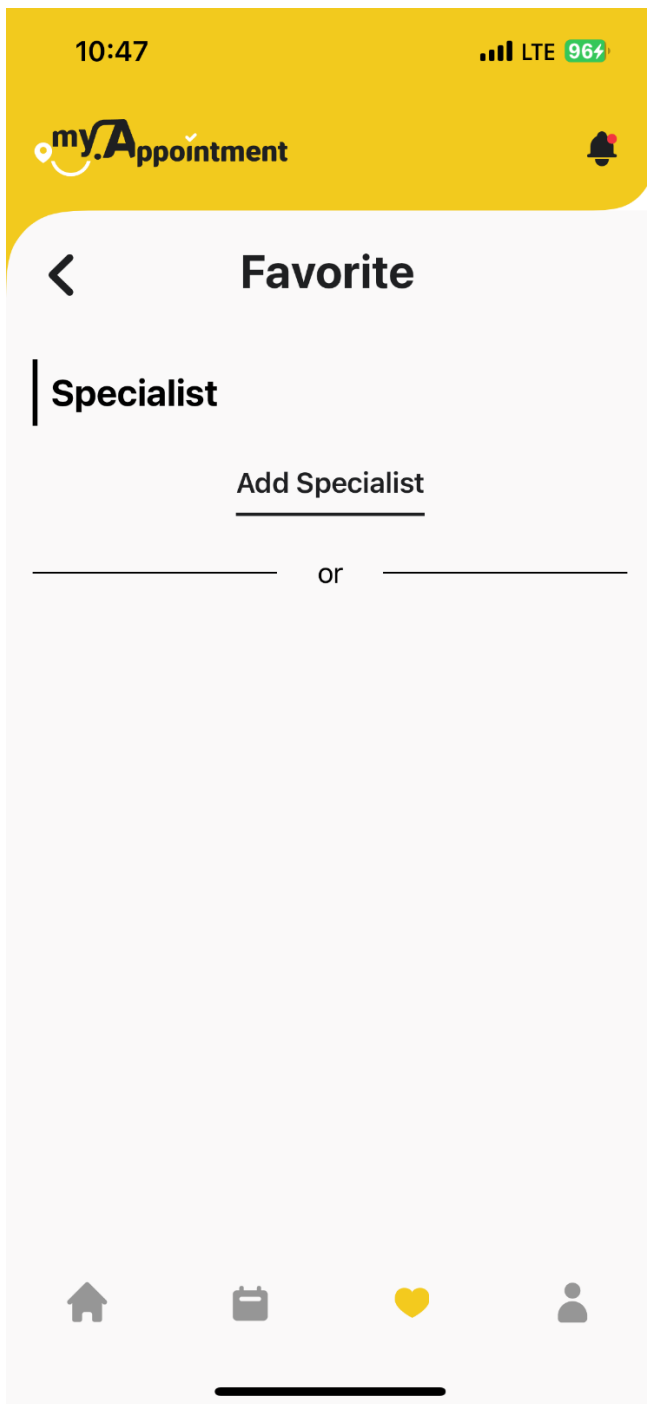
my.Appointment 會列出所有的服務類別，你選擇你要新增的服務提供者的專業類別。完成選擇 service category 後，按下“<”鍵，my.Appointment 會回到“Favorite”頁面。

my.Appointment will list all service categories. You can select the professional category of the service provider you want to add. After completing the selection of service category, click the "<" icon at the left of “Favorite”, my.Appointment will return to the "Favorite" page.



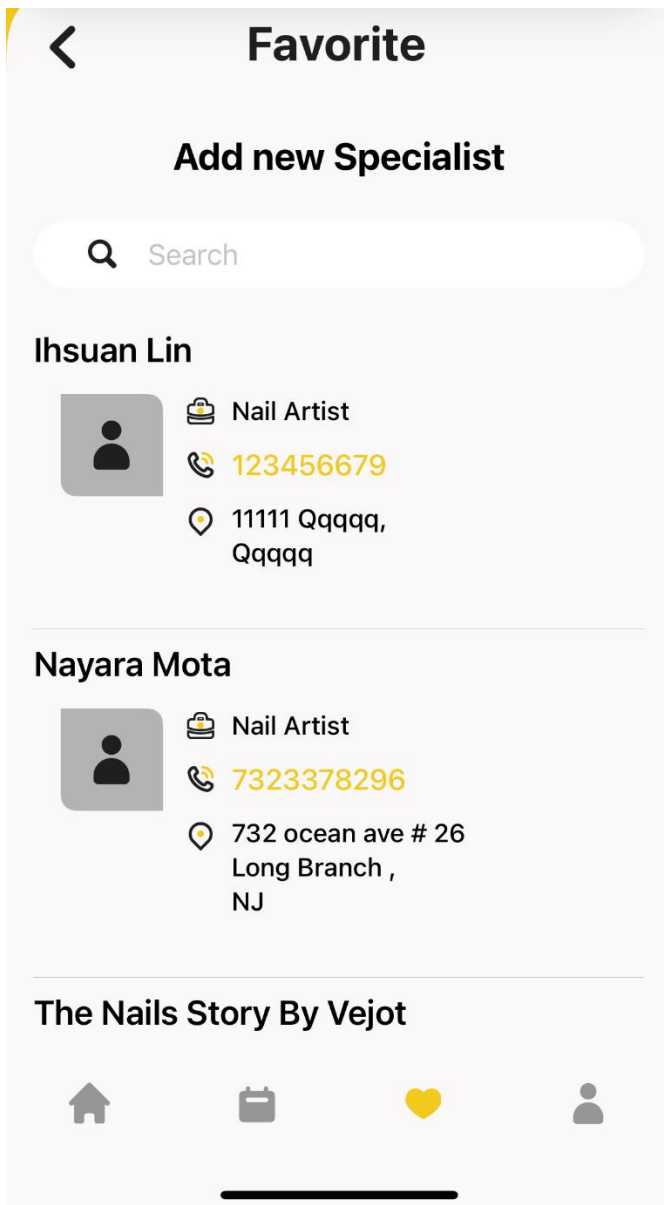
當你回到 Favorite 頁面，你可以看到剛剛你新增的 service category。接著，案下 Specialist 旁的筆 icon，開始將你的服務提供者放到名單中。

When back to Favorite page, you can see that the Service category you just added has appeared in your list. Next, click the icon next to Specialist to start adding your service providers to the list.



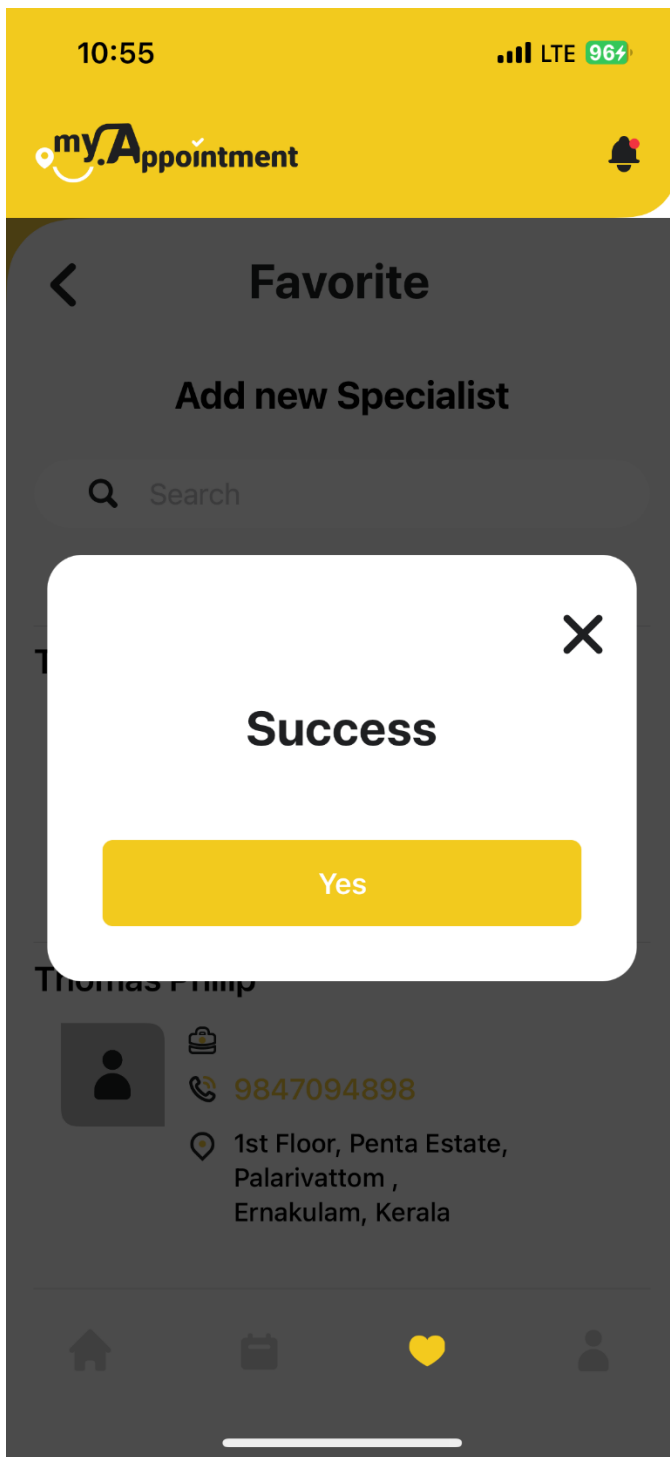
點選“Add Specialist”。

Click on “Add Specialist”.



my.Appointment 會列出所有的服務提供者名單，你可以滑動畫面從名單中挑選提供服務給你的人，或是在”Search”欄中輸出你的服務提供者的名字。

my.Appointment will list all service providers. You can slide the screen to select the specialist who provides services to you from the list, or enter the name of your service provider in the "Search" bar.



當你找到你的服務提供者後，按下名字旁的 profile photo，my.Appointment 就會把這個服務提供者加到你的名單中。

When you find your service provider, click on the profile photo next to their name, my.Appointment will add this service provider to your favorite list

11:01

LTE 97%

myAppointment



## Favorite

### Service category



Nail Artist

### Specialist



#### Nayara Mota



Nail Artist

7323378296

732 ocean ave # 26  
Long Branch ,  
NJ

#### The Nails Story By Vejot



Nail Artist

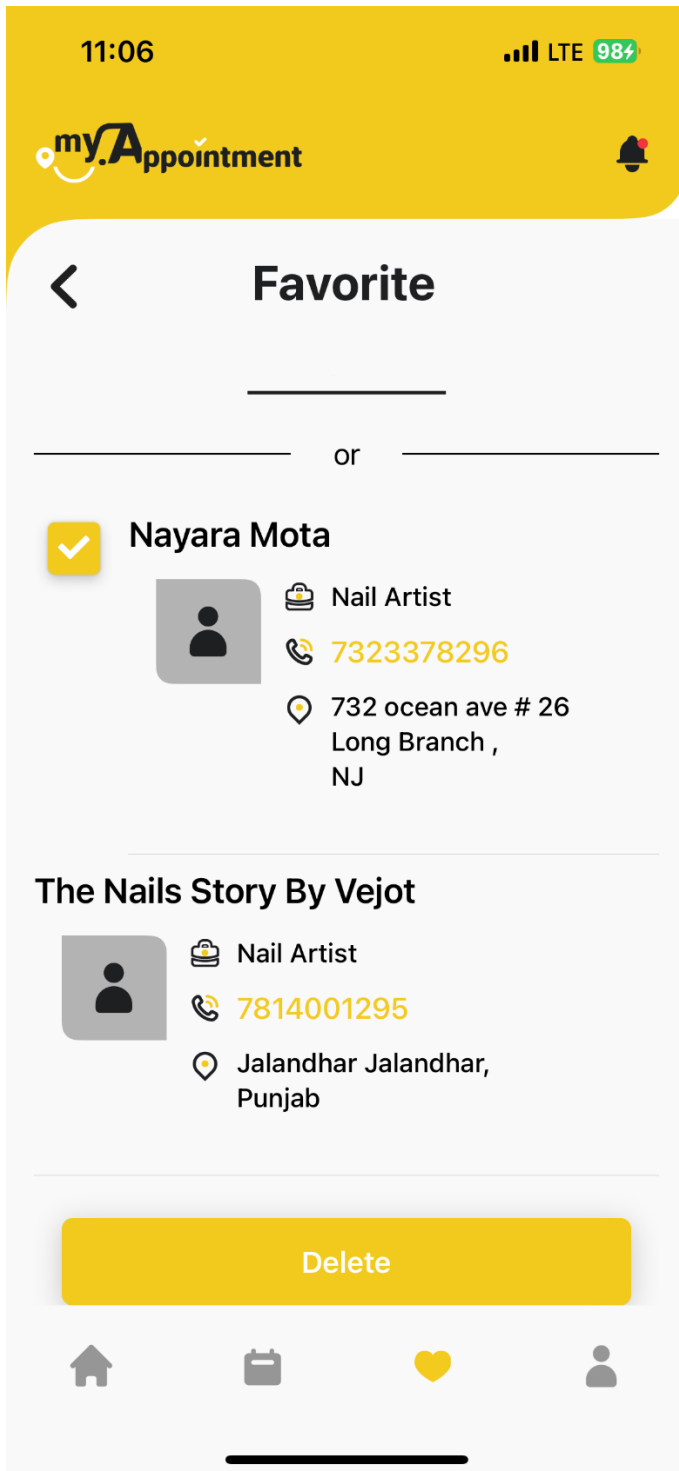
7814001295

Jalandhar Jalandhar,



回到”我的 service provider list”頁面後，你可以看到所有你以儲存的服务類別及服务提供者。未来，如果你要在你以收藏的服务类别里加入新的服务提供者，就直接點選 Specialist 後的筆的符號增加就可以了。

After back to the "Favorite" page, you can see all the service categories and service providers you have saved. In the future, if you want to add a new service provider to the service category you have saved, just click on the pen icon after "Specialist" to add the specialist.



如果你要刪除某一位你已收藏的服務提供者，就在"Favorite"頁面，點選"Specialist"後的筆的符號，進入你已收藏的所有服務提供者名單，點選這位服務提供者的 profile photo，接著點選"Delete"鍵後，my.Appointment 就會把這位服務提供者從你的名單中移除。

If you want to delete a service provider that you have saved, on the "Favorite" page, click the pen icon after "Specialist" to enter the list of all service providers in your list, and click on this service provider's profile photo, and then click the "Delete" button, my.Appointment will move the service provider out of your list.

**進行預約 Book a service**



# Start your reservation

Consumer

Specialist

Please enter the following information !

 User name

 Password



[Forget your password ?](#)

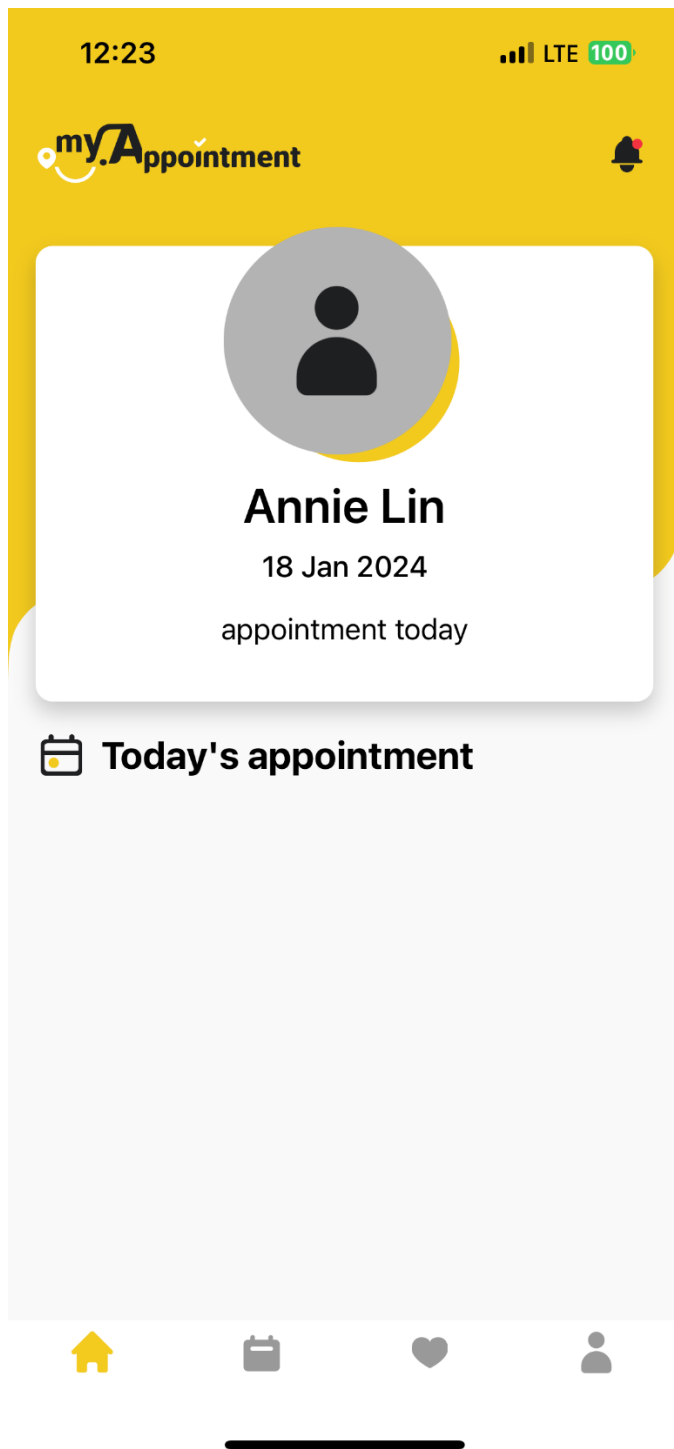
Log in

Don't have an account ?

[Create an Account](#)

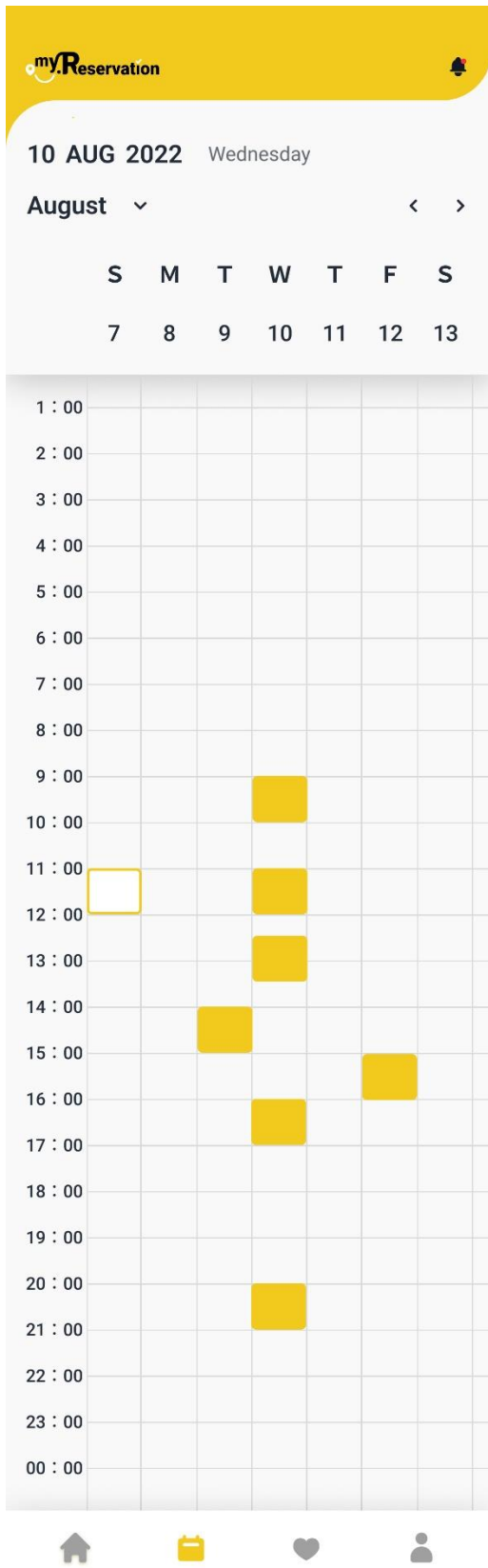
以你的帳號及密碼登入 my.Appointment。

Log in to my.Appointment with your account and password.



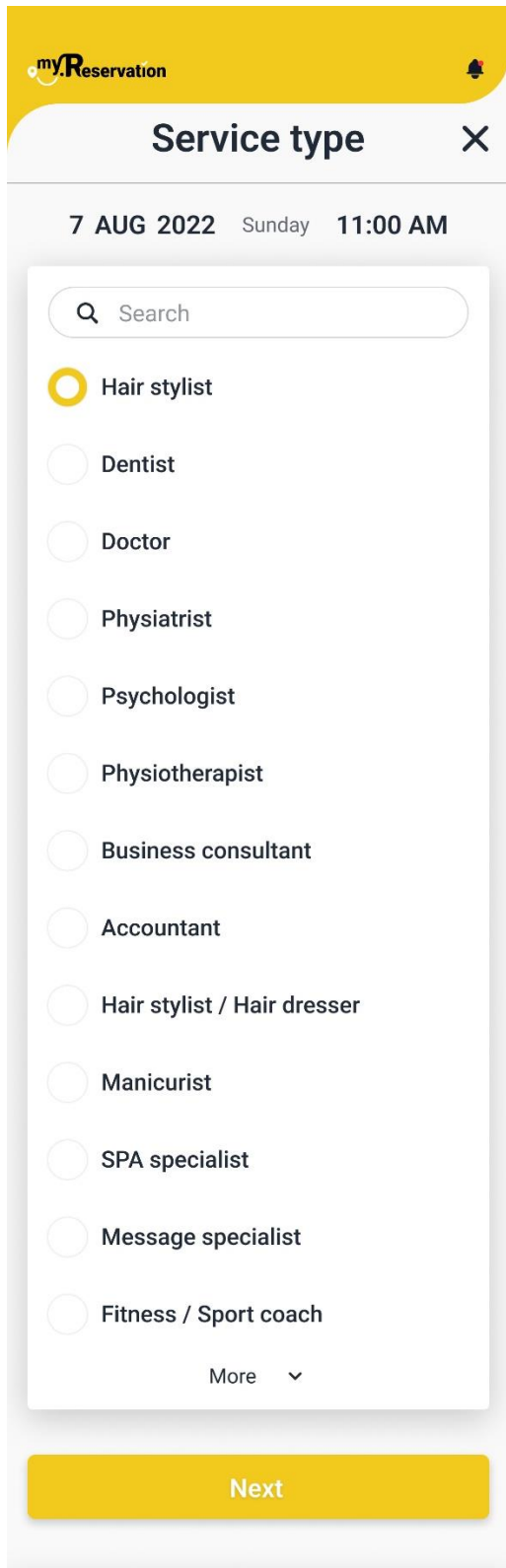
登入 my.Appointment 後，會先進到首頁，列出你今天所有的預約項目。如果你想要開始預約某一個服務，請點選下方的 Calendar 功能。

After logging in to my.Appointment, you will first go to the Main Page where all your appointments for today are listed. If you want to start booking a service, please click the Calendar icon below.



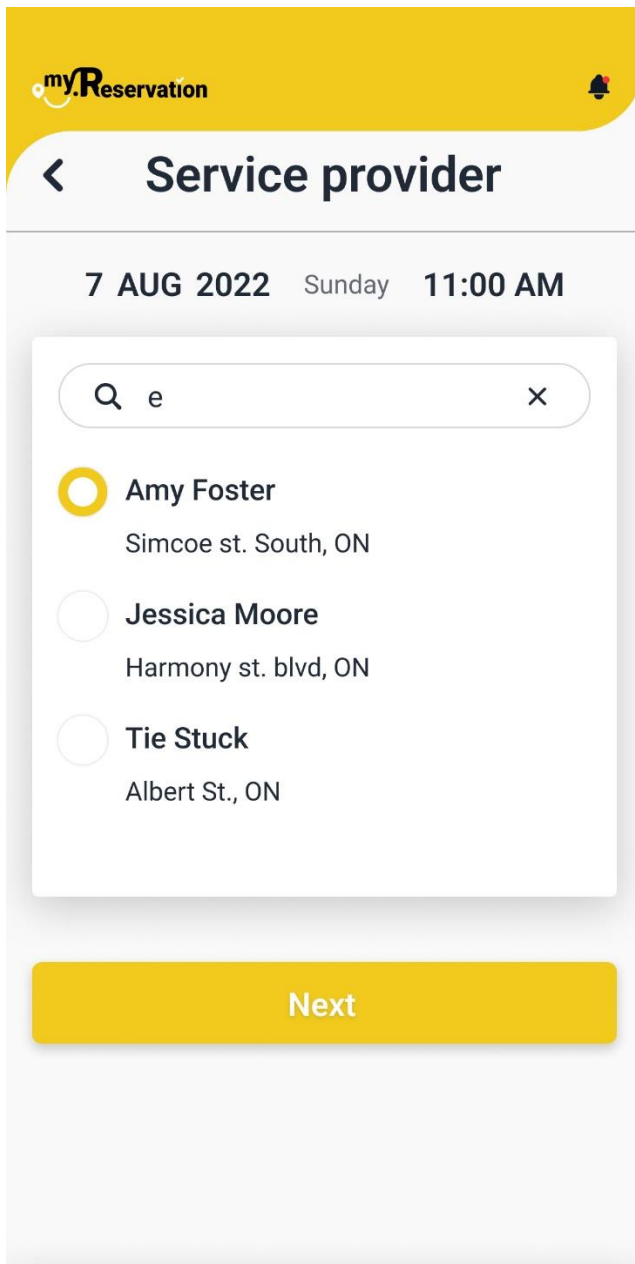
進到你的預約行事曆後，你可以看到當周的行事曆，金色格子為已經有的預約行程，白色格子為空閒的時段，請在行事曆上點選你想要進行預約的時段。

After entering your calendar, you can see this week's schedule. The gold grid means existing appointments and the white grid means the time slots that can make appointment. Please click on the time slot you want to make an appointment on the calendar.



接著，my.Appointment 會列出你已經收藏的服務類別，你點選想要的服務類別後按下”Next”鍵。

Then, my.Appointment will list the service categories you have saved. You click on the service category you want and press the "Next" button.



接著， my.Appointment 會列出在這個服務類別下面你已儲存的服務提供者名單，點選你想要的服務提供者，然後按下”Next”鍵。

Then, my.Appointment will list the service providers you have saved under this category. Select the service provider you want, and then press the "Next" button.



Schedule booked successfully

### Amy Foster



 7 AUG 2022 SUN

 11 : 30

 Hair stylist

 (905) 9223327

 Simcoe st. South, ON

Confirm



如果這個時段，你選擇的服務提供者是沒有被預約，my.Appointment 就會將你的預約放到他的行事曆中。

If the service provider you selected is not booked at this time slot, my.Appointment will put your appointment in his/her calendar.



This time slot is not available, please select another time slot!

**Amy Foster**



📅 9 AUG 2022 SUN

🕒 11 : 30

👩 Hair stylist

📞 (905) 9223327

📍 Simcoe st. South, ON

Cancel

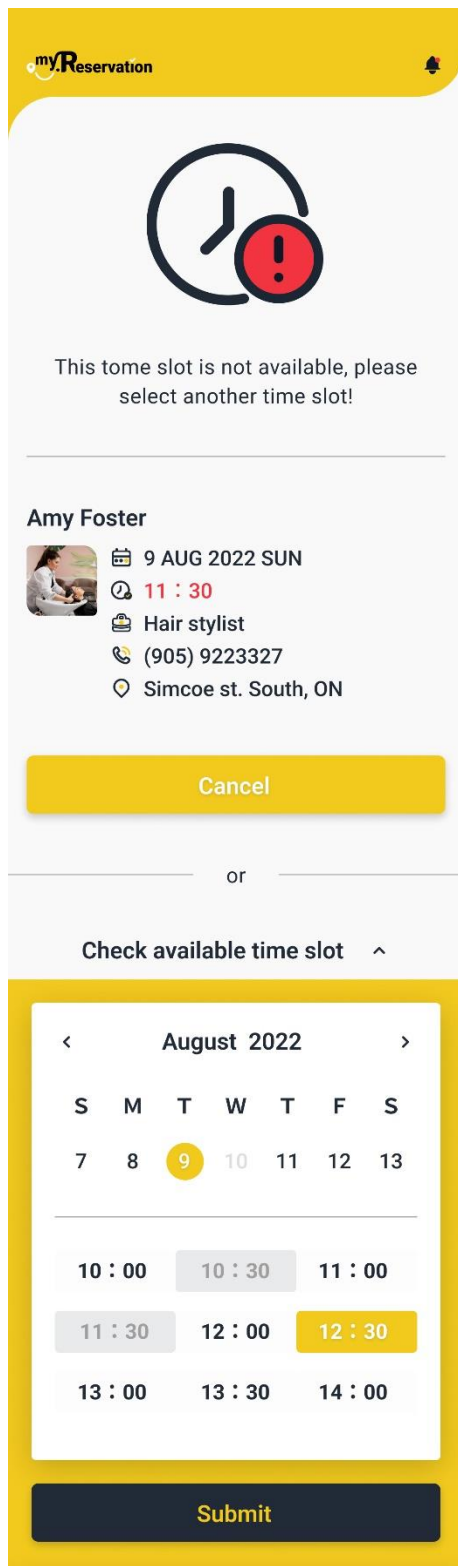
or

Check available time slot ▾



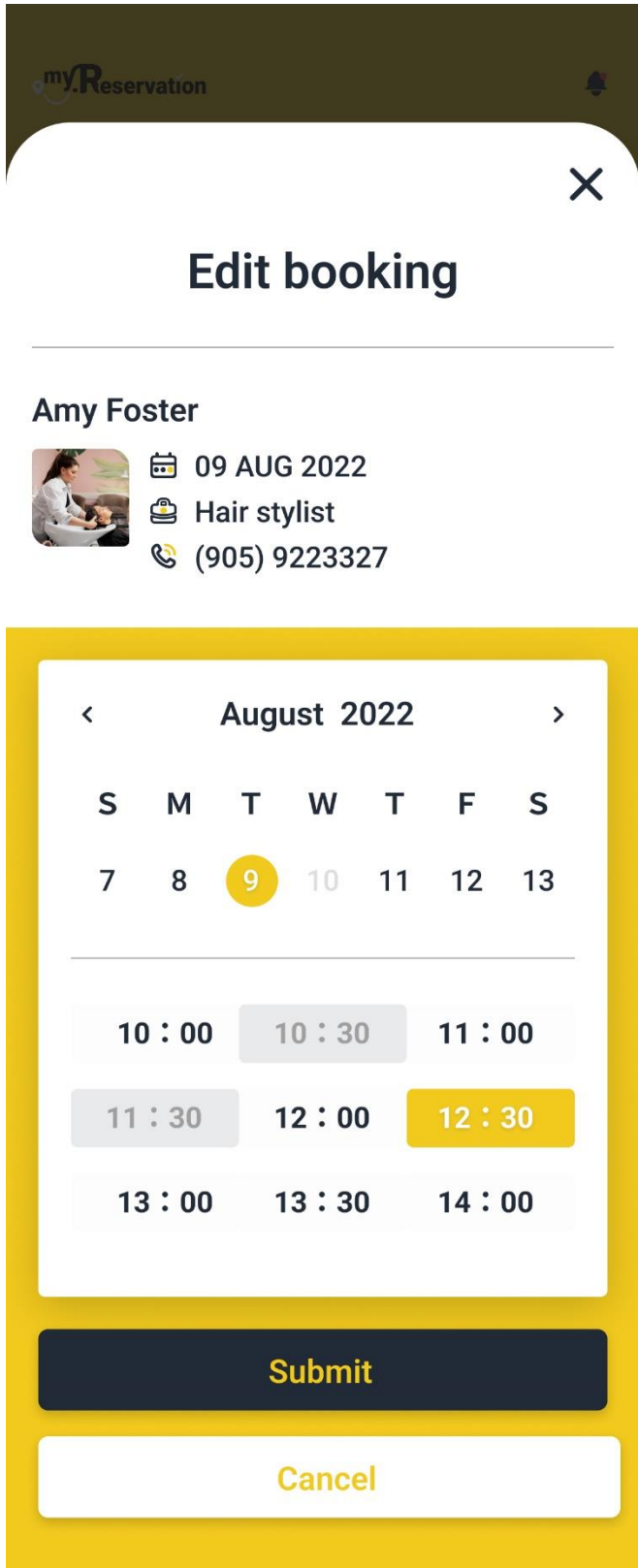
如果這個時段，你選擇的服務提供者已經被其他消費者預約，my.Appointment 就會通知你預約不成功，你可以點選"Check available time slot"去選擇其它可以被預約的時段。

If the service provider you selected has been booked by other consumers at this time slot, my.Appointment will notify you that the appointment was unsuccessful. You can click "Check available time slot" to select other time that can be booked.



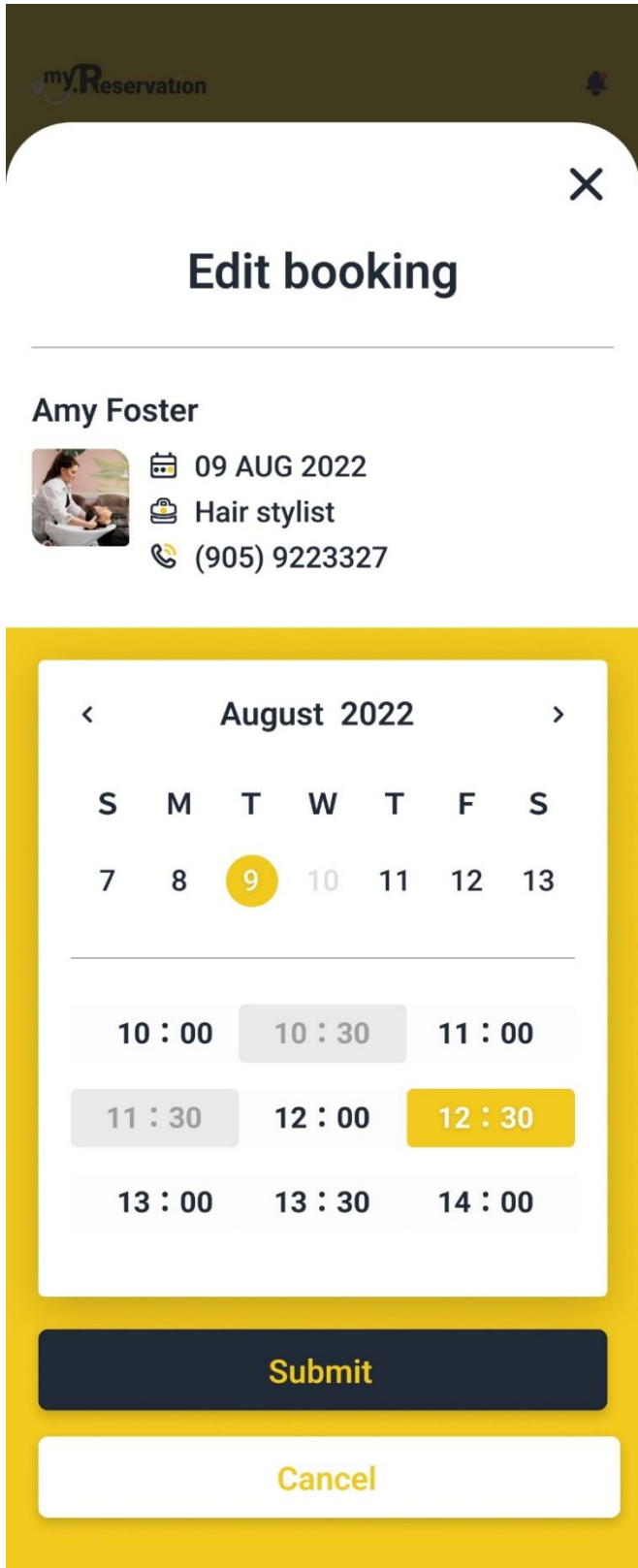
點選"Check available time slot"後，my.Appointment 會秀出這一位服務提供者當天的行事曆，灰色的時間代表他已被其它消費者預約了，白色的時間代表你跟他都沒有行程的時段，你可以點選其它沒有被預約的時間。

After clicking "Check available time slot", my.Appointment will show list the schedule of this service provider for the day. The time slot with gray color means that he/she has been booked by other consumers, and the time slots with clear background means that both he/she and you have no schedule. You can click on the available time slot to book an appointment.



如果你要變更預約時間，請在行事曆上點選你想要變更的那個預約，my.Appointment 會列出這個預約的詳細資料，請選擇你想要更改到哪一天跟哪一個時段。確定後，點選 "Submit" 鍵後，my.Appointment 就會更新預約時間。變更時間後，my.Appointment 會主動以訊息方式通知那一位服務提供者。

If you want to reschedule the appointment, please click on the appointment you want to change on your calendar, my.Appointment will list the details of the appointment. Please select the day and time period you want to reschedule, and then click the "Submit" button, my.Appointment will update the appointment time. After rescheduling the appointment, my.Appointment will proactively notify the service provider via a message.



如果你想要取消預約，請在行事曆上點選你想要取消的那個預約，my.Appointment 會列出這個預約的詳細資料，請點選”Cancel”鍵後，my.Appointment 就會刪除這個預約。取消預約後，my.Appointment 會主動以訊息方式通知那一位服務提供者

If you want to cancel an appointment, please click on the appointment you want to cancel on your calendar. my.Appointment will list the details of the appointment. Please click the "Cancel" button and my.Appointment will delete it. After cancel the appointment, my.Appointment will proactively notify the service provider via a message.

## Appointment reminder

Hi Tiffany,  
You have a hair stylist Amy appointment  
at 9 AUG SUN 11 : 00

### Amy Foster

Phone (905) 9223327

address Simcoe st. South, ON

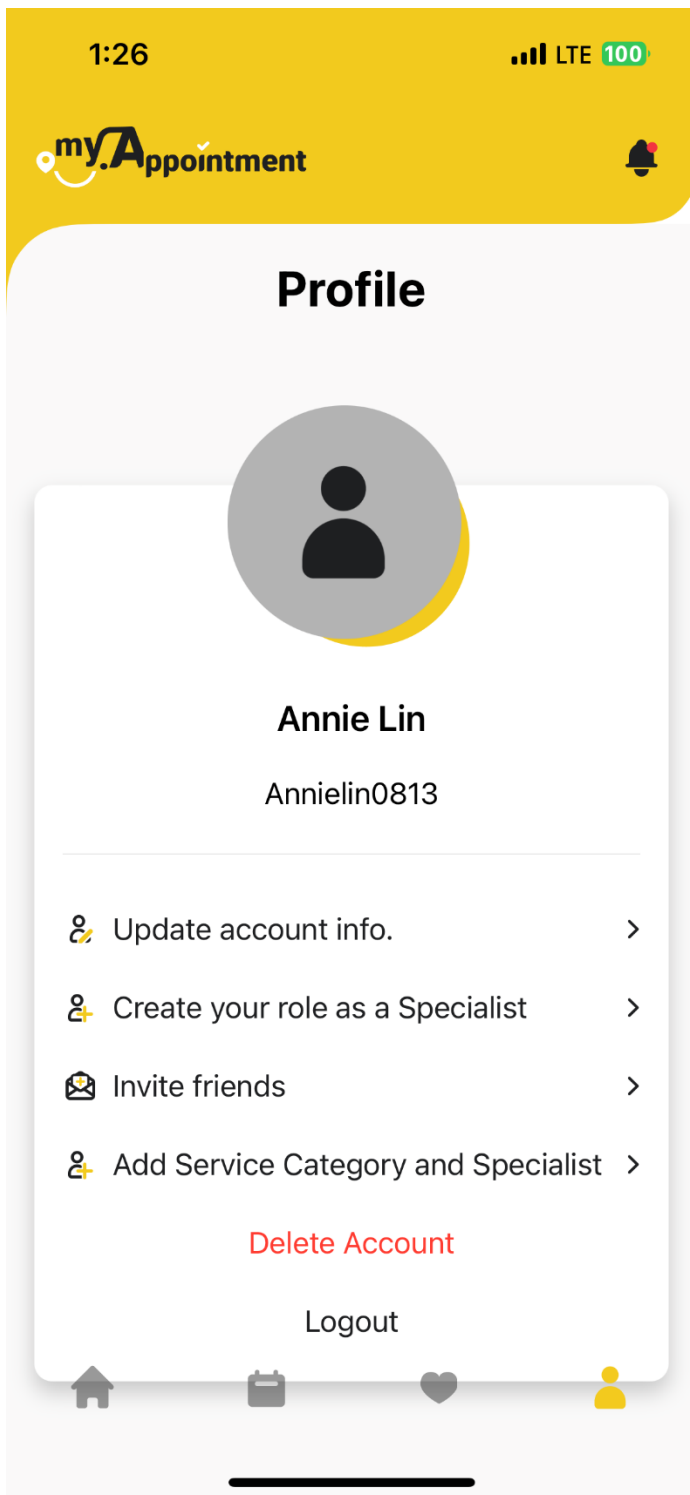
Confirm

Book now

預約當天的早上，my.Appointment 會主動以訊息提醒你當天的預約行程，所以你不會忘記。

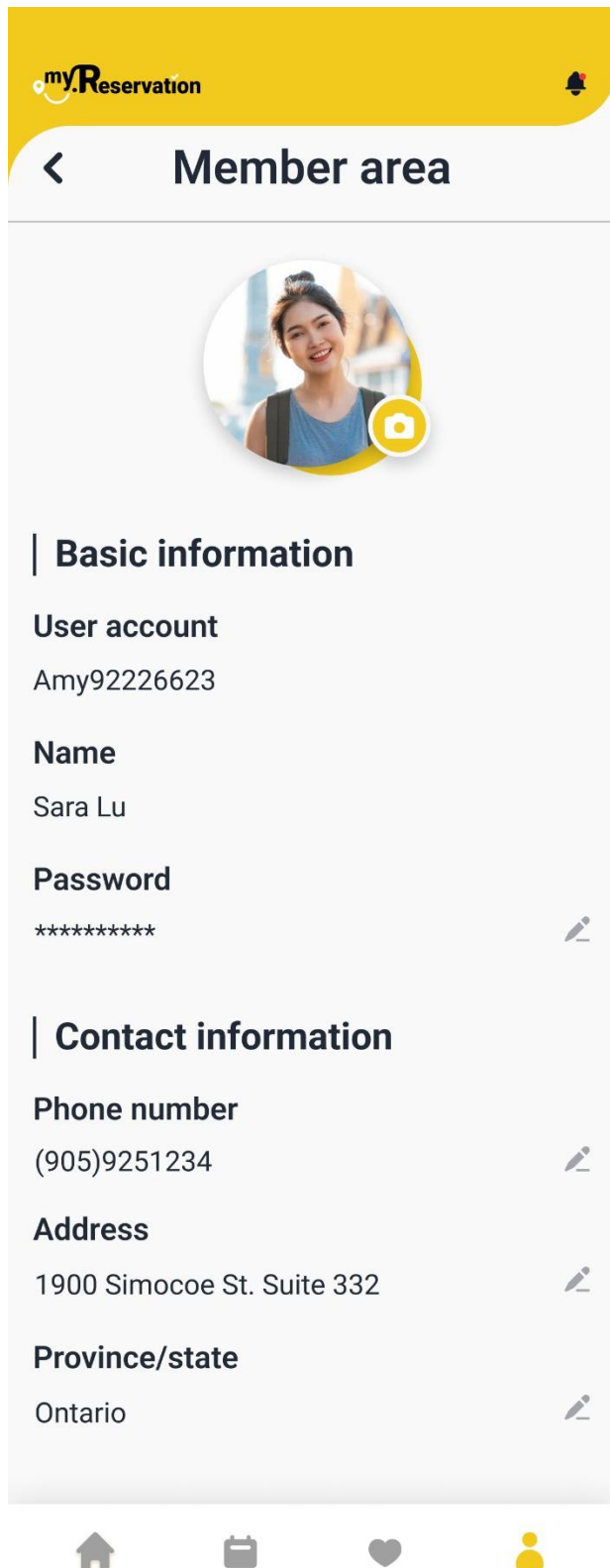
On the morning of the appointment day, my.Appointment will proactively send you a message to remind you of the day's appointment schedule, so you won't forget it.

# 帳戶管理 **Account management**



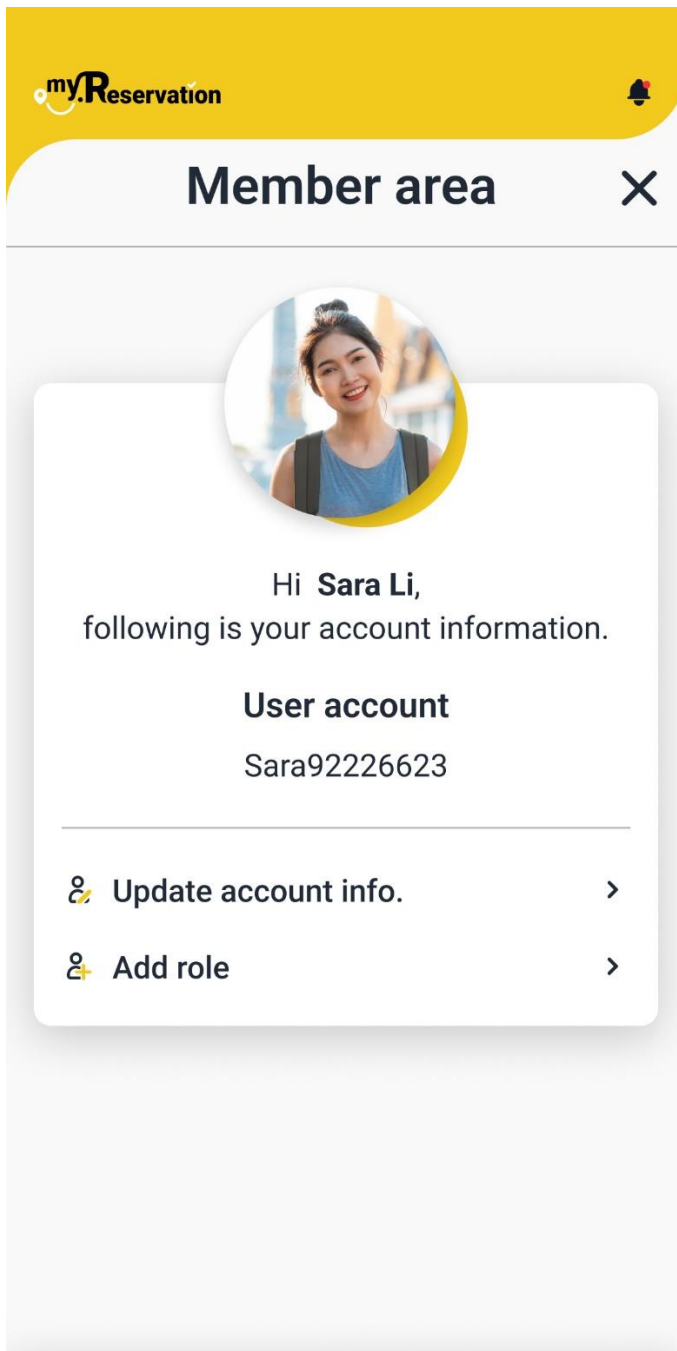
如果想要進行帳戶管理，你只要點選”帳戶管理”icon，my.Appointment 會跳出包含更新帳戶基本資料、建立服務提供者身分功能、邀請朋友使用 my.Appointment 及新增服務使用者四個子功能。

If you want to manage your account, you only need to click the "Human" icon, and my.Appointment will pop up four sub-functions including updating account information, Create your role as a Specialist, inviting friends to use my.Appointment, and add service specialist into your favorite list.



如果想要變更你的基本資料，點選”Update account information”項目，my.Appointment 會跳出你的帳戶基本資料，你可以點選筆的符號後在這裡更新登入帳戶密碼、聯絡資訊等。輸入完新的資料後，點選”Update”鍵，my.Appointment 就會儲存你最新的帳戶資訊。

If you want to change your basic information, click the "Update account information" item, my.Appointment will pop up your basic account information, where you can click on the pen icon to update your login account password and contact information. After entering the new information, click the "Update" button and my.Appointment will store your latest account information.



當然，你會是一位消費者，同時也提供專業服務給消費者。在”Create your role as a Specialist”項目，my.Appointment 會切換到服務提供者的頁面(底色為黑色)，你可以建立你以服務提供者身分的個人資訊。如何建立你的服務提供者帳號，請見服務提供者使用手冊。

Of course, you can be a customer and at the same time a service provider of other consumers. In the "Create your role as a Specialist" function, my.Appointment will switch to the service providers' account page (the background color is black), and you can create your personal information as a service provider. For how to create your service provider account, please see the service provider user manual.

## < Forgot password

Please fill in your registered mobile phone number and the system will send you a link to reset your password.

 Your phone number

Send

my.Appointment 歡迎更多的使用者使用 app，你可以在”Invite friends”項目下，輸入你想要邀請使用 my.Appointment 的人的 email，不論他是你朋友或是你的服務提供者。輸入完 email 後，按下”Invite”鍵，my.Appointment 就會把邀請訊息透過 email 的方式寄給對方。

my.Appointment welcomes more users to use the app. Under the "Invite friends" item, you can enter the email address of the person you want to invite to use my.Appointment, whether he/she is your friend or a service provider. After entering the email, press the "Invite" button, and my.Appointment will send the invitation message to the person via email.