

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.

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，讓服務提供者可以透過手機管理好行程，同時可以提高客戶服務滿意度。

my.Appointment not only allows users to book services online, it also provides simple calendar management, appointment reminders, etc., allowing users to manage their itineraries through their mobile phones, allowing service providers to improve customer service satisfaction.

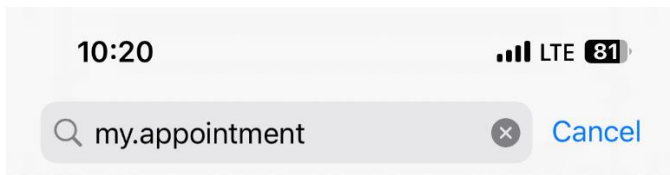
目前，my.Appointment 提供給 iPhone 的使用者，而且，iOS 的版本要求為 14.1 版以上。我們後續會開發新的版本給非 iPhone 的使用者。

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.

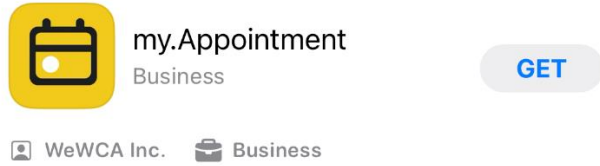
以下，我們就 my.Appointment 的帳號建立、服務設定兩個步驟，說明該如何使用 my.Appointment。

Below, we explain how to use my.Appointment based on the two steps of my.Appointment account creation and service setting.

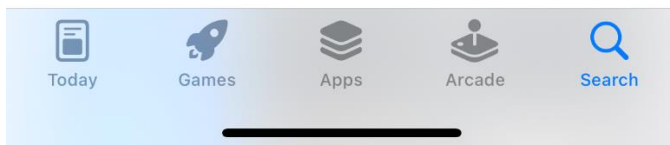
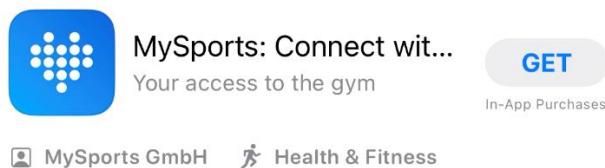
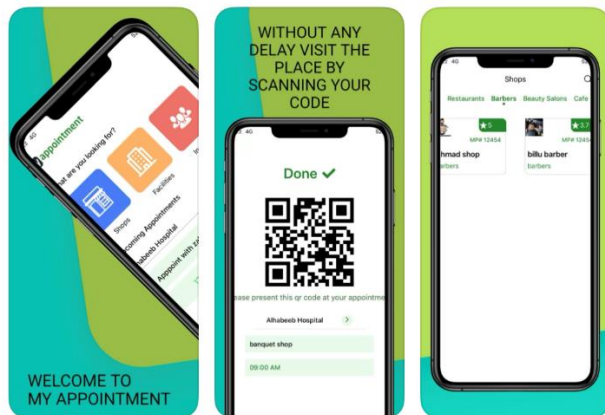
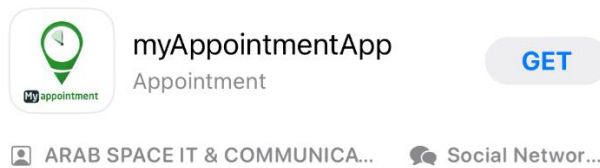
帳號建立 Account creation



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



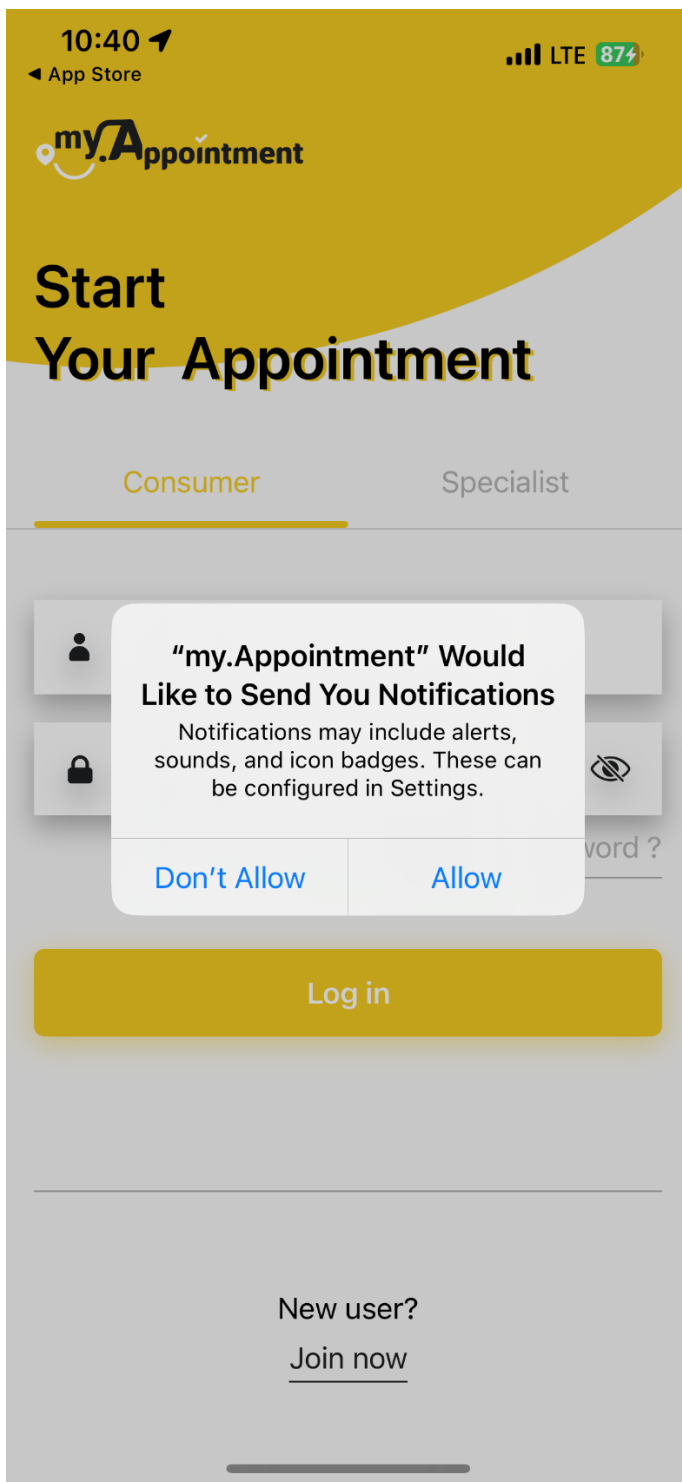
Open the AppStore and search for "my.Appointment", you can see my.Appointment, click the "GET" icon to download the App.





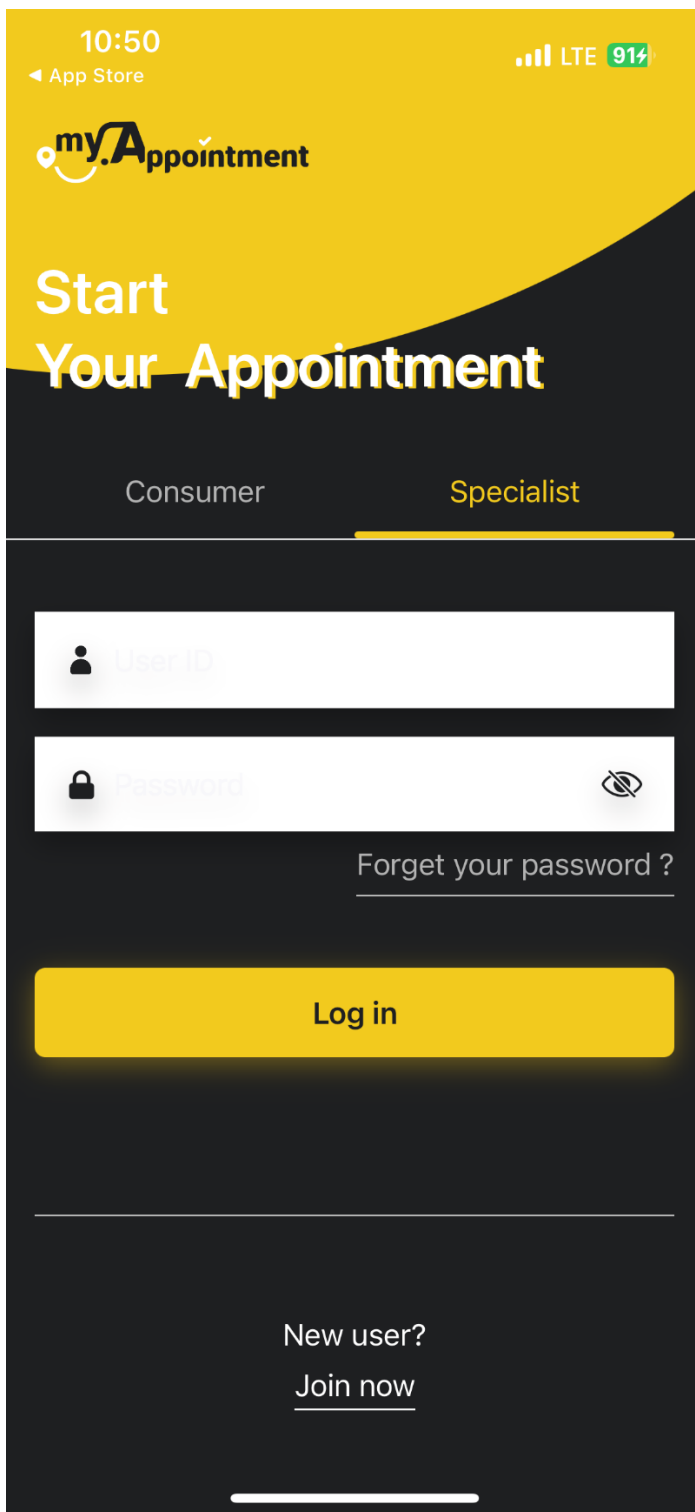
當下載完 App 後，你可以在你的畫面上，看到 my.Appointment 的 icon。打開 my.Appointment。

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.



請選擇”Specialist”，進入服務提供者的畫面(app 背景為黑色)。接著點選”Create an account”，開始註冊帳號。

Please select "Specialist" to switch to the service provider screen (the app background is black). Then click "Create an account" to start registering your account.

10:57

LTE 94%

myAppointment

1

2



Terms of use

Terms and Conditions

Last updated: March 07, 2023

Please read these terms and conditions carefully before using Our Service.

Interpretation and Definitions

Interpretation

The words of which the initial letter is capitalized have meanings defined under the following conditions. The following definitions shall have the same meaning regardless of whether they appear in singular or in plural.

Definitions

For the purposes of these Terms and

I agree

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".

my.Reservation

1 2 3 4

Service items

You are

Q Search

- Lawyer / Attorney
- Dentist
- Doctor
- Psychiatrist
- Psychologist
- Physiotherapist
- Business consultant
- Accountant
- Hair stylist / Hair dresser
- Manicurist
- SPA specialist
- Message specialist
- Fitness / Sport coach
- Real estate agent

More ▾

Next

Back

選擇你的服務專業，例如律師、牙醫師，或是其他的專業。如果你有兩個以上的專業，請另外建立第二個專業的使用帳號。完成選擇後，點選”Next”鍵。


Select your service profession, such as lawyer, dentist, or other profession. If you have more than two majors, please create another account for second profession.

After completing the selection, click the "Next" button.

11:21
App Store

Profile photo

LTE 97%




Name

Please enter name


Account

Please enter account

Password

Please enter the password 

*At least 6 digits, up to 12 digits

Please enter the password again 

Address

Please enter address

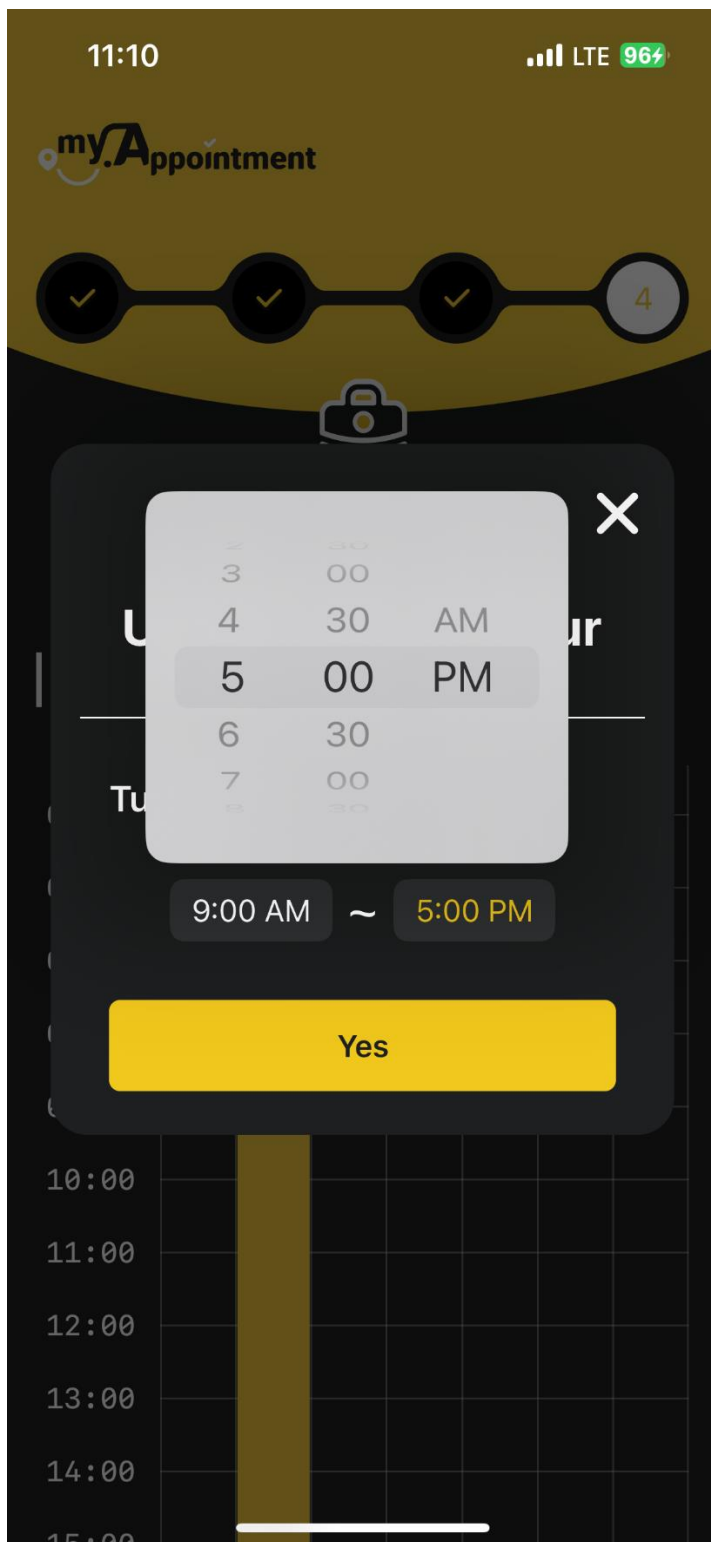
City

Please enter city

Province/State

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.



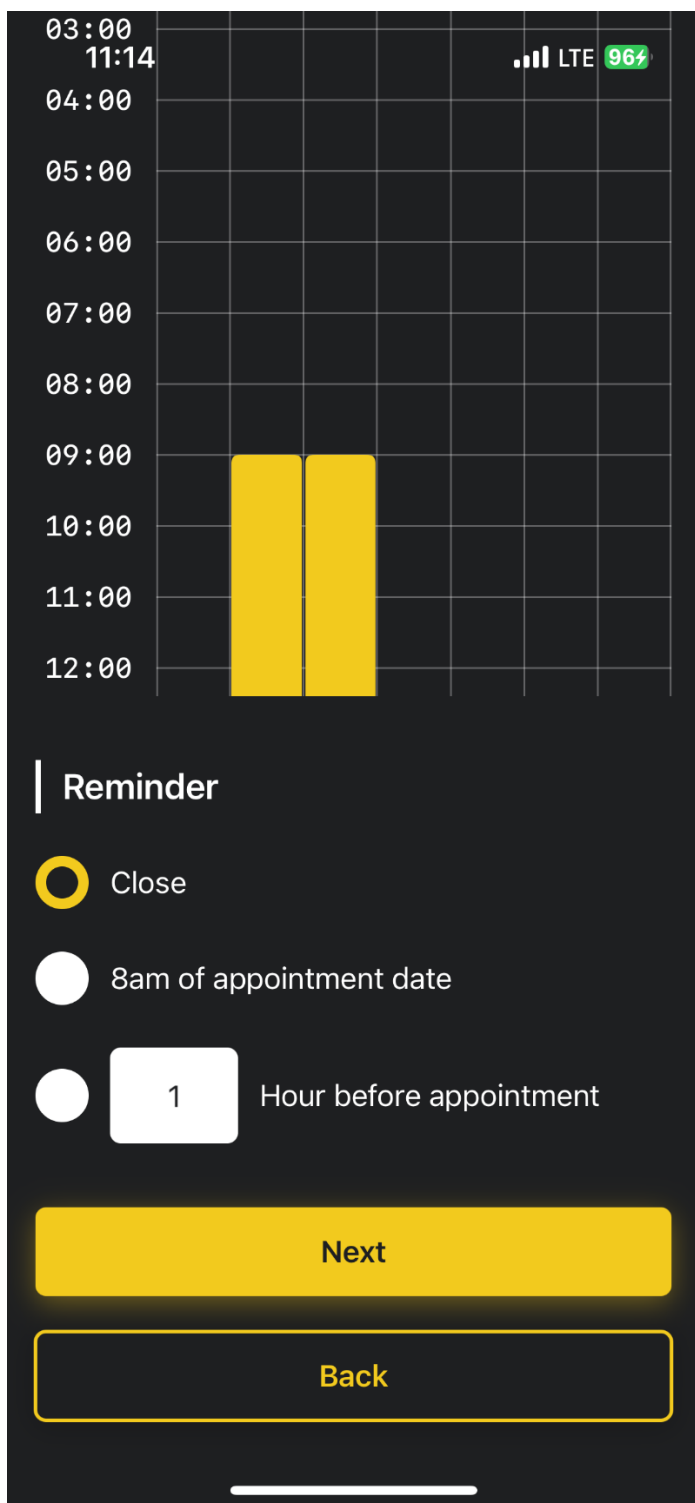
接下來，請設定你提供服務的時段，這裡，我們需要針對每一天的服務時段進行設定。例如每一周的周一、周二、週四提供服務，就需要設定這3天的服務時間。

請在每一天的開始服務時間上按一下，就會跳出當天的時段設定起訖時間。完成時段設定後，點選"Yes"鍵。

Next, please set the time period for your service. Here, we need to set the service time period for each day. For example, if you provide services on Monday, Tuesday, and Thursday every week, you need to set the service time for these three days.

Please click on the start service time of each day, and the start and end time of the day's time period will pop up.

After completing the time period setting, click the "Yes" button.

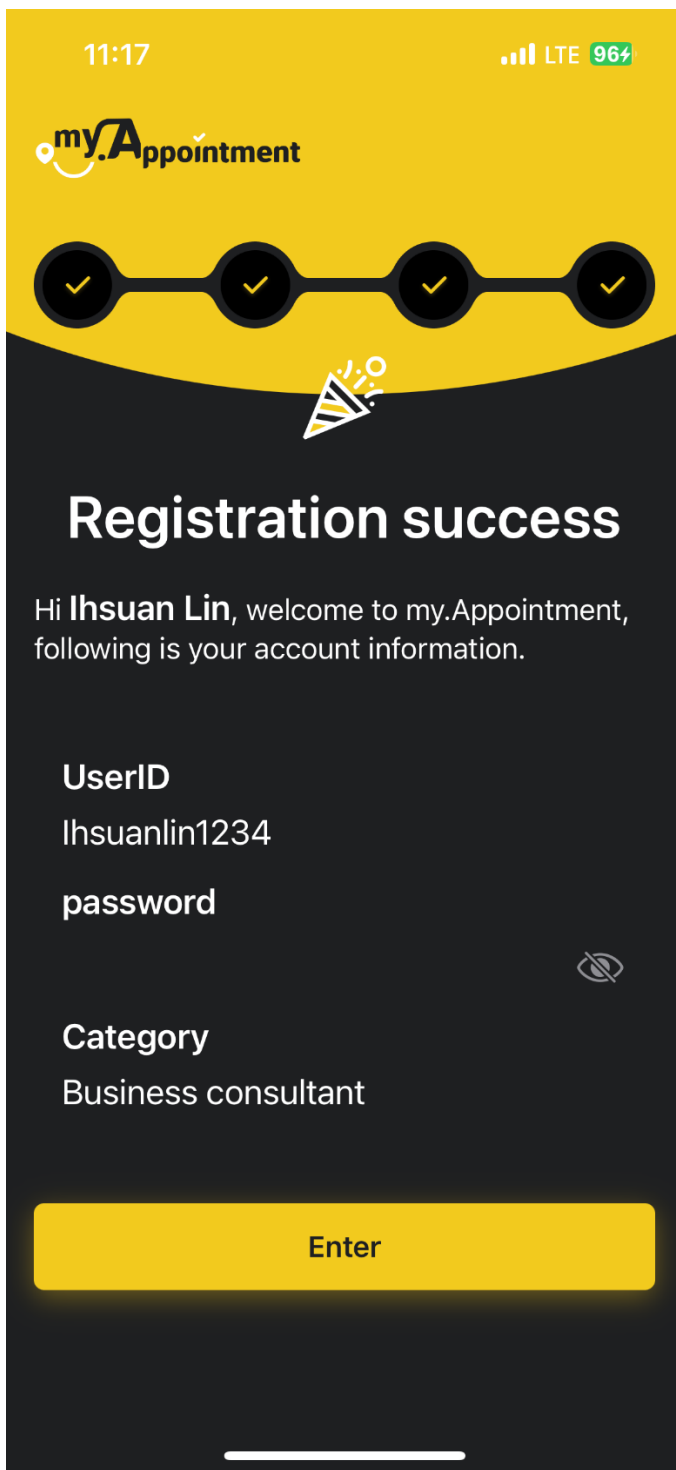


由於 my.Appointment 提供預約提醒的功能，你可以選擇預約當日上午 8 點提醒，或是預約行程前幾個小時提醒你。如果你不需要提醒的功能，請點選”Close”。完成提醒功能設定後，點選”Next”鍵。

Since my.Appointment provides an appointment reminder function, you can choose to be reminded at 8 a.m. on the day of the appointment, or a few hours before the appointment schedule.

If you do not need the reminder function, please click "Close".

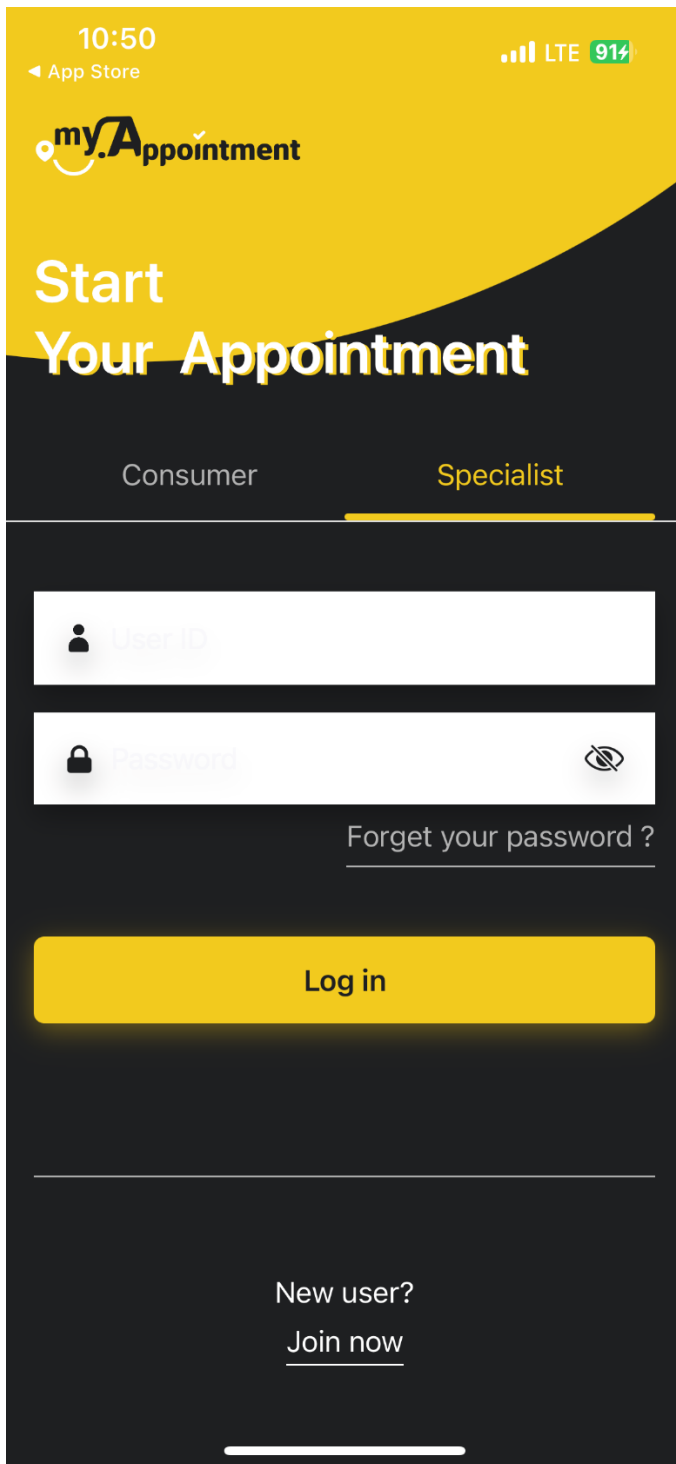
After completing the reminder function settings, click the "Next" button.



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。

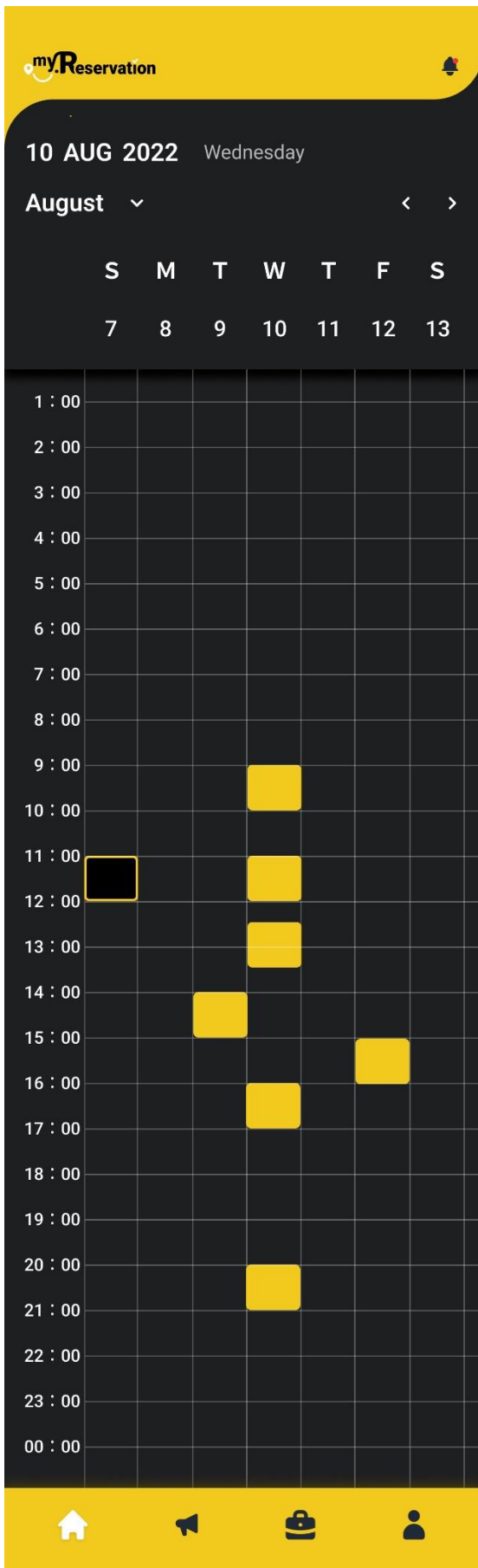
Next, the account information you set will appear on the screen. Press "Enter" to log-in the appointment calendar screen.

服務設定 Service setting



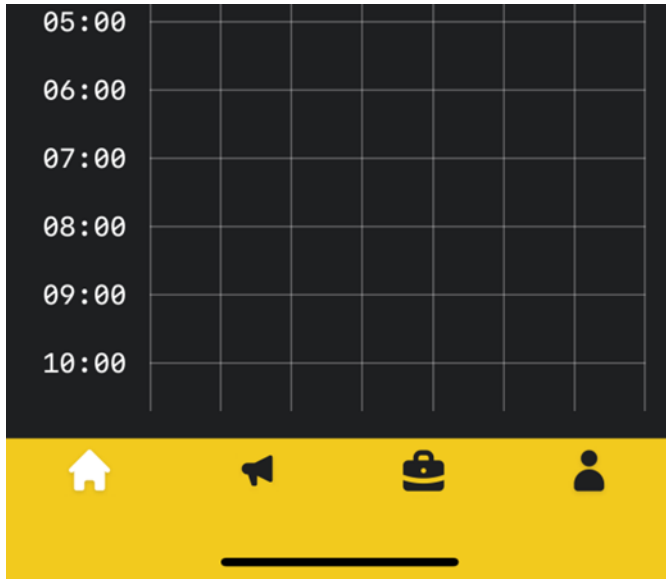
以你的帳號及密碼登入 my.Appointment。

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



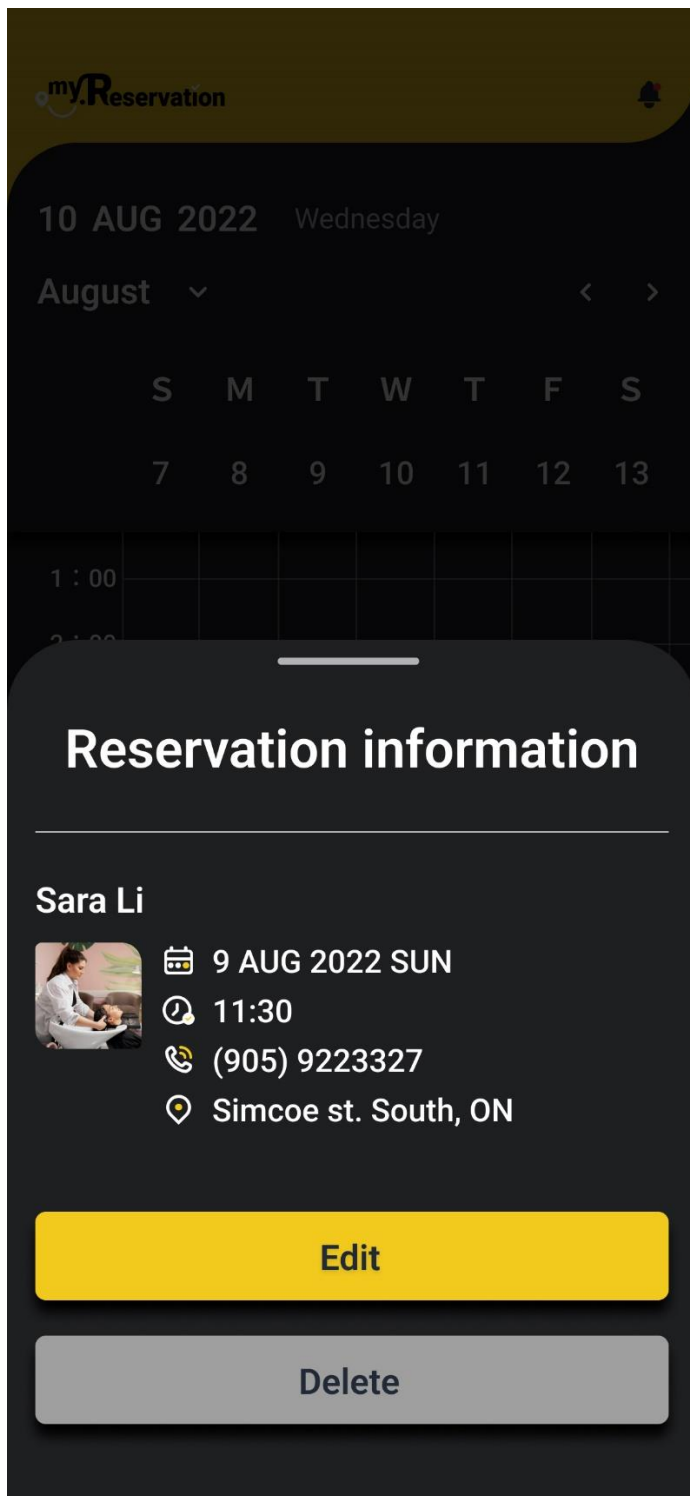
進入 my.Appointment 後，第一個畫面極為你的預約行事曆，上面顯示當週每一天的預約紀錄，金色的方格代表有被預約的時段，黑色的方格則是可以被預約的時段。

After log in my.Appointment, the main screen is your appointment calendar, which displays all the appointments for each day of this week. The golden squares represent the booked time slots, and the black squares represent the time slots that can be booked.



my.Appointment 的首頁下方提供了 4 個主要的功能 icon，由左至右為”首頁”、”推播訊息”、”重新設定服務時間”及”帳戶管理”。這四個 icon 會一直出現在頁面中，你隨時可以點選其中一個進入該功能裡。

There are four main function icons provided at the bottom of the main page of my.Appointment. From left to right, they are "Main page"(house icon), "Push Messages"(trumpet icon), "Reset Service Time"(suitcase icon) and "Account management"(human icon). These four icons always appear on the bottom. You can click on one of them to enter this function at any time.




在 my.Appointment 的行事曆上，點選任何一個被預約的方格後，my.Appointment 會顯示出預約的基本資料，包含預約者的姓名、預約日期與時間、連絡電話及地址。同時，也提供了變更預約及取消預約的功能鍵。


On my.Appointment's calendar, after clicking on any booked time slot, my.Appointment will display the basic information of the appointment, including the name and profile photo of the customer, appointment date and time, customer's contact phone number and address. At the same time, function keys for changing appointments and canceling appointments are also provided.

my.Reservation

Edit booking

Sara Li

 09 AUG 2022

 (905) 9223327

< August 2022 >

S	M	T	W	T	F	S
7	8	9	10	11	12	13

10 : 00	10 : 30	11 : 00
11 : 30	12 : 00	12 : 30
13 : 00	13 : 30	14 : 00

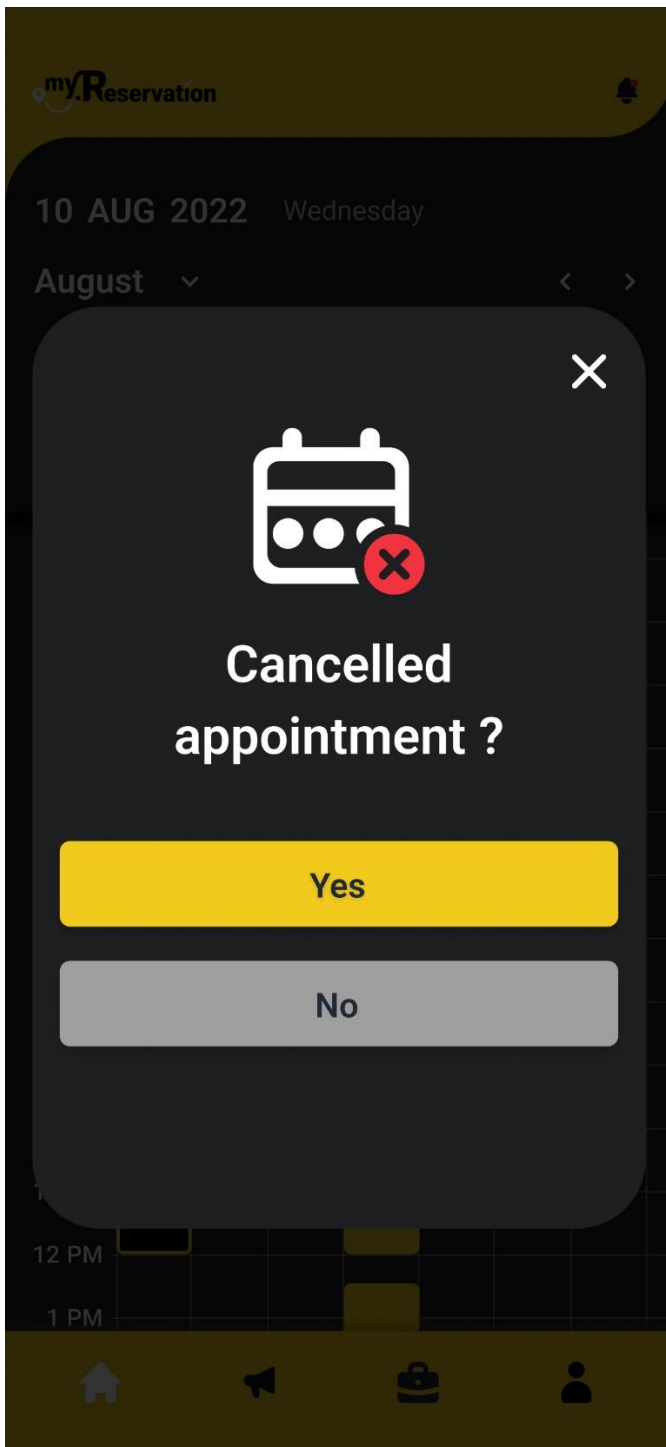
Submit

Cancel

如果要變更預約時間，只要點選"Edit"鍵，你就可以變更該預約的時間，my.Appointment 會跳出行事曆，你可以選擇新的時間。變更完成按下"Submit"鍵後，my.Appointment 會以訊息通知客戶該筆預約已變更。

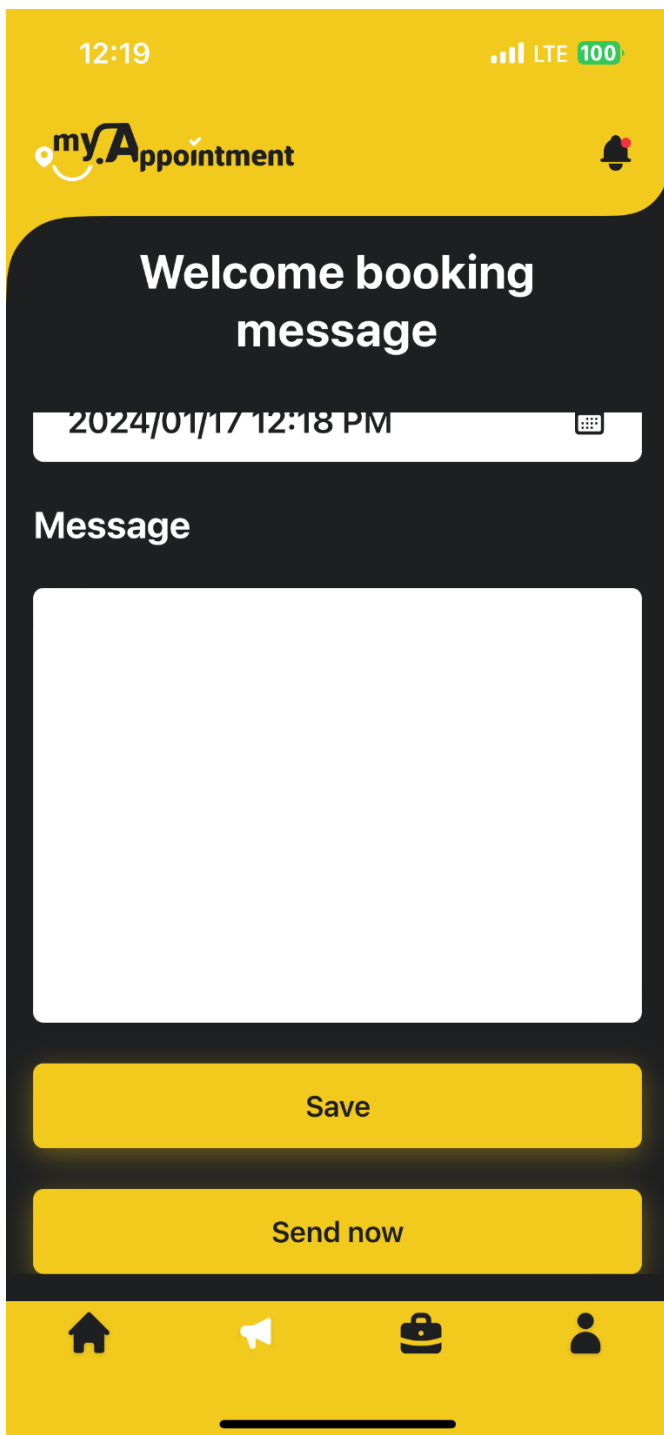
If you want to change the appointment, just click the "Edit" button and you can change the appointment date and time.

my.Appointment will pop up the calendar and you can choose a new time. After the change is completed and the "Submit" button is pressed, my.Appointment will notify the customer that the appointment has been changed via message.



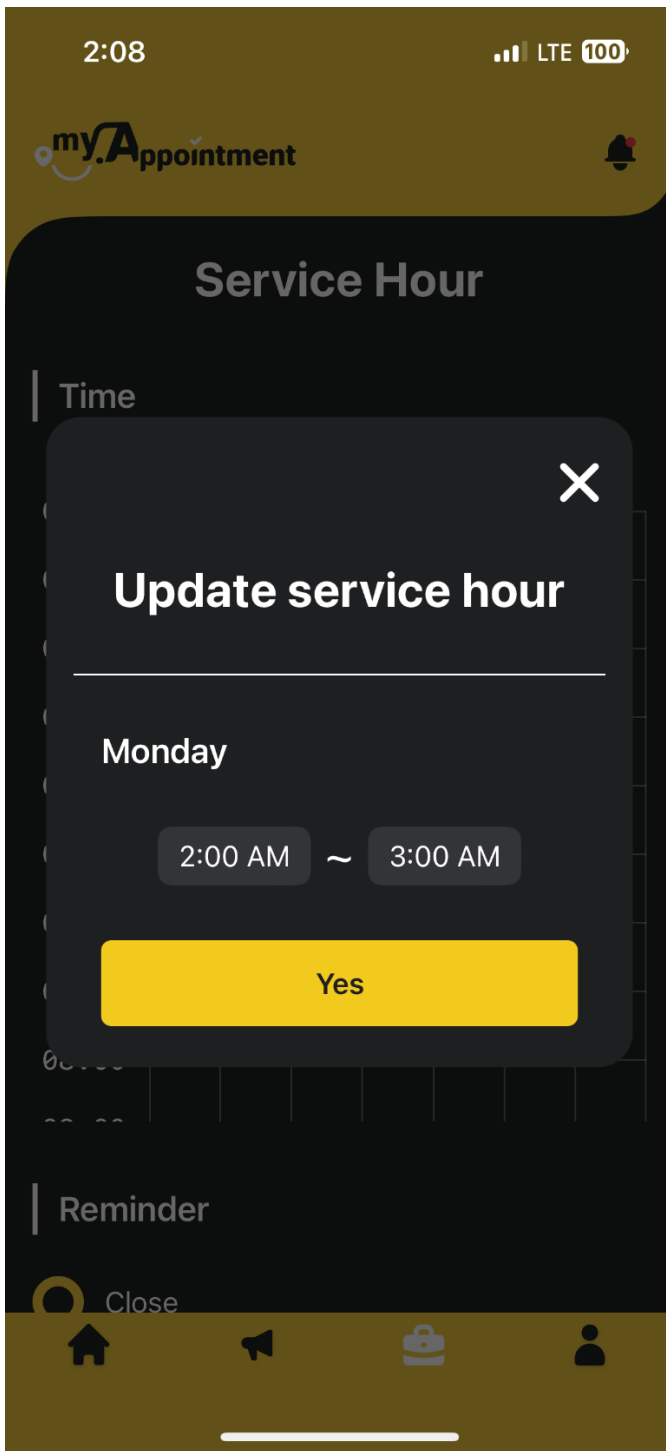
如果要取消預約，只要點選"Delete"鍵，你就可以取消該預約，取消後按下"Yes"鍵後，my.Appointment 會以訊息通知客戶該筆預約已取消。

If you want to cancel an appointment, just click the "Delete" button to cancel the appointment. After canceling and pressing the "Yes" button, my.Appointment will notify the customer that the appointment has been cancelled via message.



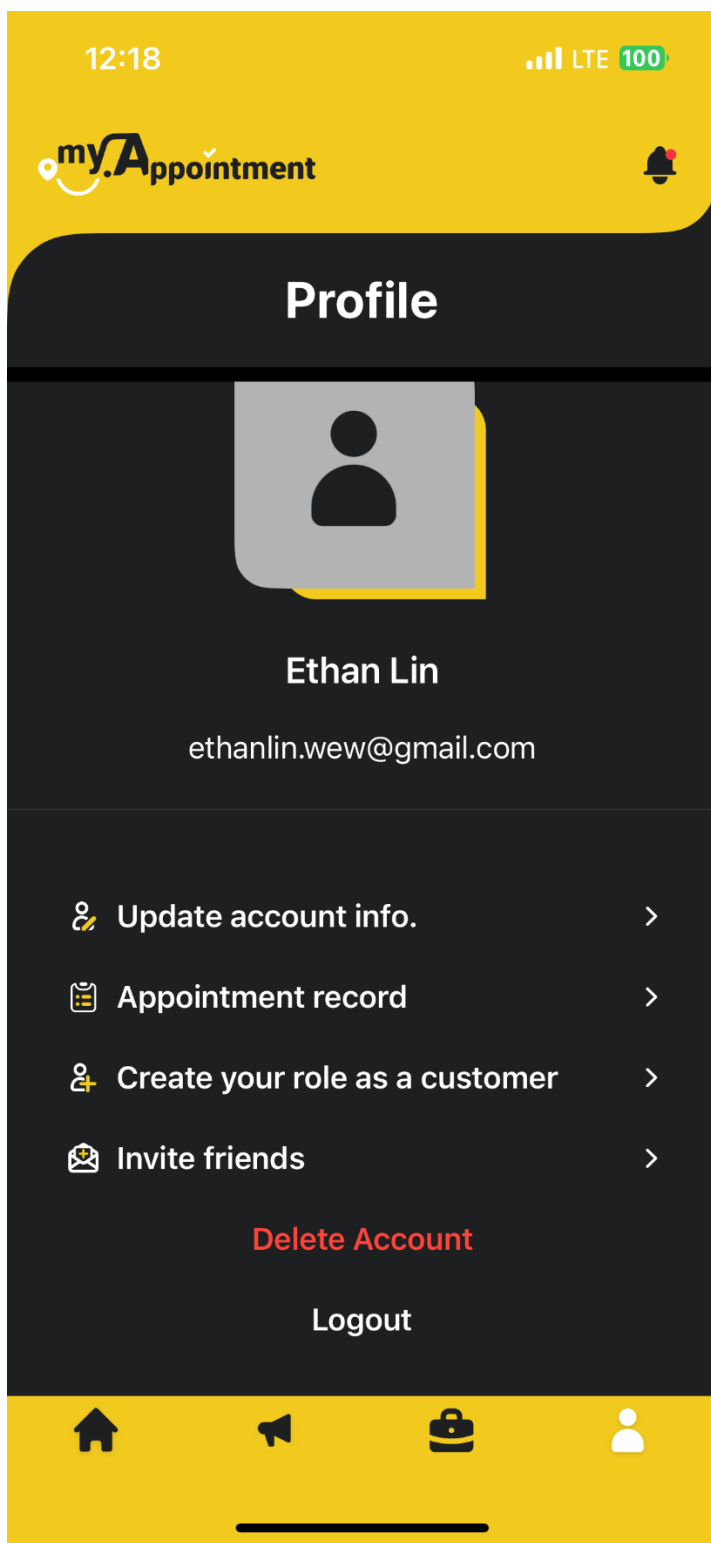
如果想要提高被預約率，你可以點選”喇叭”icon，輸入你想推播的訊息內容後，按下"Send now"，my.Appointment 就會把歡迎預約的推播訊息寄送給你的客戶。

If you want to increase the appointment chance, you can click the " trumpet" icon, enter the welcome booking message you want to push, and press "Send now", and my.Appointment will send a push message welcoming appointments to your customers.



如果想要變更服務時間，你只要點選”公事包”icon，my.Appointment 會跳出你的服務時間行事曆，你只要點選想要變更的那一天，my.Appointment 會出現變更的畫面，你就可以依據你的需要調整當天的服務時間了。

If you want to change the service time, you only need to click on the "Briefcase" icon, and my.Appointment will pop up your service time screen. You only need to click on the day you want to change, and the change screen will appear on my.Appointment. You can reset the service hours of the day according to your needs.



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、被預約紀錄查詢、建立消費者身分功能及邀請朋友使用 my.Appointment 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, querying appointment records, creating your role as a customer, and inviting friends to use my.Appointment.

The screenshot shows the 'Member area' of the myAppointment app. At the top, there is a yellow header with the 'myReservation' logo and a notification bell. Below the header is a dark grey bar with a back arrow and the text 'Member area'. A profile picture of a woman washing a client's hair is shown with a camera icon. The form is divided into two sections: 'Basic information' and 'Contact information'. The 'Basic information' section includes fields for 'User account' (Sheey9251234), 'Name' (Sara Lu), and 'Password' (YTFYI64kLo). There are two password input fields: 'Please enter the new password' and 'Please enter the password again', both with a lock icon. The 'Category' is set to 'Hair stylist'. The 'Contact information' section includes fields for 'Phone number' ((905)9251234), 'Address' (1900 Simocoe St. Suite 332), and 'Province/state' (Ontario). At the bottom of the form are two buttons: a yellow 'Update' button and a grey 'Cancel' button. The app's bottom navigation bar is visible at the very bottom, showing icons for home, search, cart, and profile.

myReservation

< Member area

Basic information

User account
Sheey9251234

Name
Sara Lu

Password
YTFYI64kLo

Please enter the new password

Please enter the password again

Category
Hair stylist

Contact information

Phone number
(905)9251234

Address
1900 Simocoe St. Suite 332

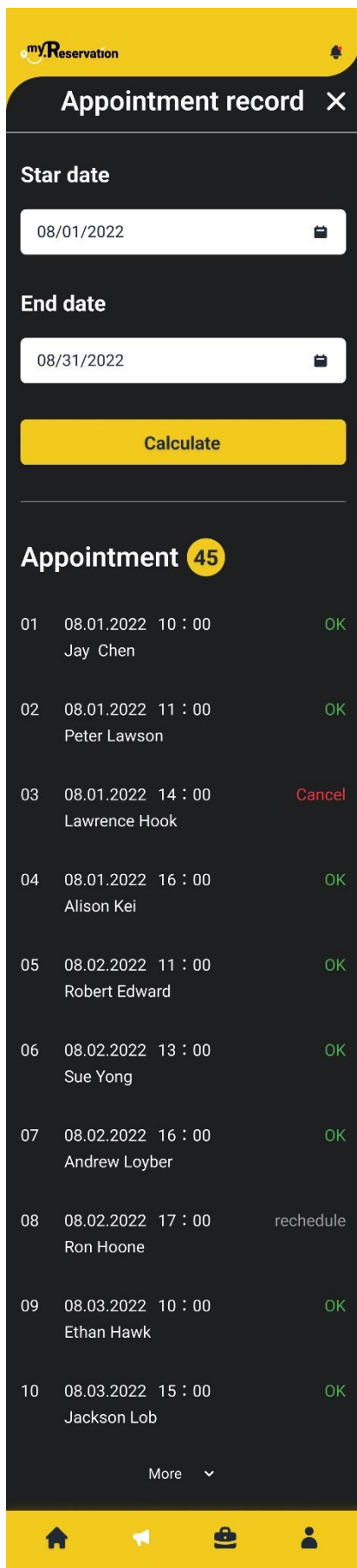
Province/state
Ontario

Update

Cancel

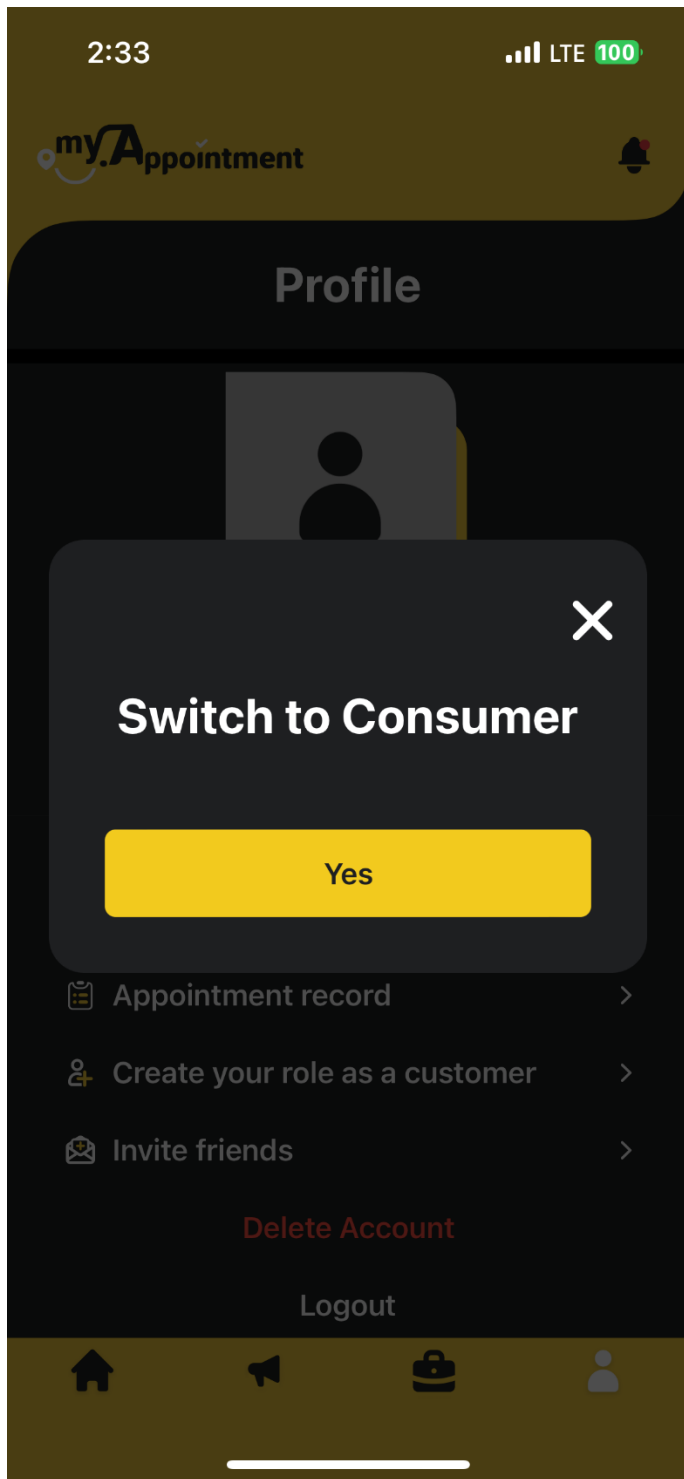
如果想要變更你的基本資料，點選”Update account information”項目，my.Appointment 會跳出你的帳戶基本資料，你可以在這裡更新登入帳戶密碼、服務專業類別、聯絡資訊等。輸入完新的資料後，點選”Update”鍵，my.Appointment 就會儲存你最新的帳戶資訊。

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 update your login account password, professional category, contact information, etc. After entering the new information, click the "Update" button and my.Appointment will store your latest account information.



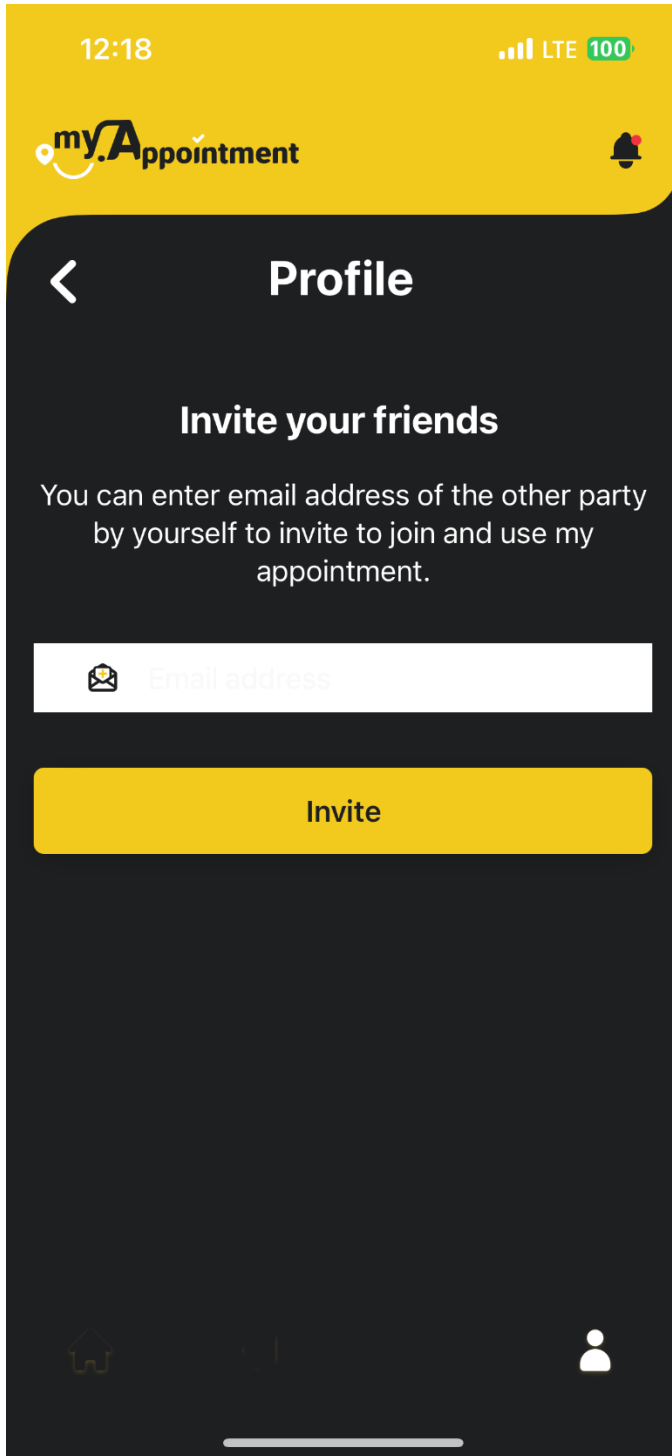
如果想要查詢某一段期間被預約的紀錄，只要點選”Appointment record”項目，設定查詢的開始與結束日期，my.Appointment 會就統計在這個期間所有的預約數量及每一筆預約紀錄，包含客戶姓名、預約日期與時間，以及該筆預約有實現或者被取消。

If you want to query the records of appointments made during a certain period, just click on the "Appointment record" item and set the start and end dates of the query. my.Appointment will count all the number of appointments and each appointment record during this period. Contains the customer's name, appointment date and time, and whether the appointment was fulfilled or cancelled.



當然，你會是一位服務提供者，同時也會某一個服務提供者的客戶。在”Create your role as a customer”項目，my.Appointment 會切換到消費者的頁面(底色為白色)，你可以建立你以消費者身分的個人資訊。

Of course, you can be a service provider and at the same time a customer of other service providers. In the "Create your role as a customer" function, my.Appointment will switch to the consumer's account page (the background color is white), and you can create your personal information as a consumer.



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，不論他是你的同業或者是朋友。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 is your colleague or a friend. After entering the email, press the "Invite" button, and my.Appointment will send the invitation message to the person via email.