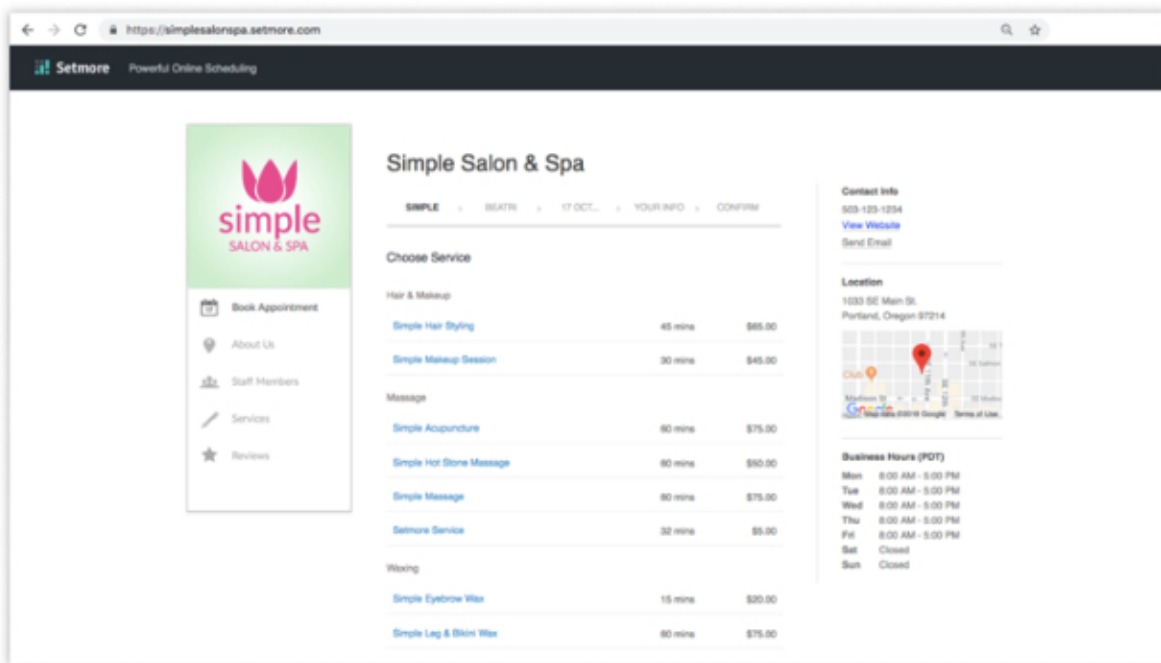# Book Appointments Online

A guide for customers.

We use Setmore Appointments for online scheduling, which means you can book an appointment online, any time. Below we'll show you how to book online and what to expect when you do.

Note: The example screenshots in this guide portray a fictional business called "Simple Salon & Spa." This is just for demonstration purposes.

Step 1: Go to the Booking Page

In your web browser, enter your Booking Page URL into the web address field. We'll have the URL posted either on our website or social media.

Step 2: Choose a service and provider

Click or tap on the service you want and the screen will advance automatically. Then, if prompted, choose the team member you'd like to deliver that service. (If the team member isn't listed, it could be because they don't offer that service.)

Step 3: Choose a date and time

Click on a day in the calendar, and then select a time slot from the provided list of options.

Step 4: Log in to your customer profile

The Customer Profile option may be enabled for this Booking Page. If so, then you'll be prompted to log in with your account to continue. Here you'll see a number of options:

Step 4: Log in to your customer profile (Cont.)

Sign in: If you've already booked an appointment with this business, you can log in with the username and password you previously created. Or you can log in with your Facebook or Google account.

Create new profile: If this is your first time booking an appointment with this business, you may be required to create a customer account before continuing. You may either:

- Create a new username and password.
- Create a new profile using your Google or Facebook account.
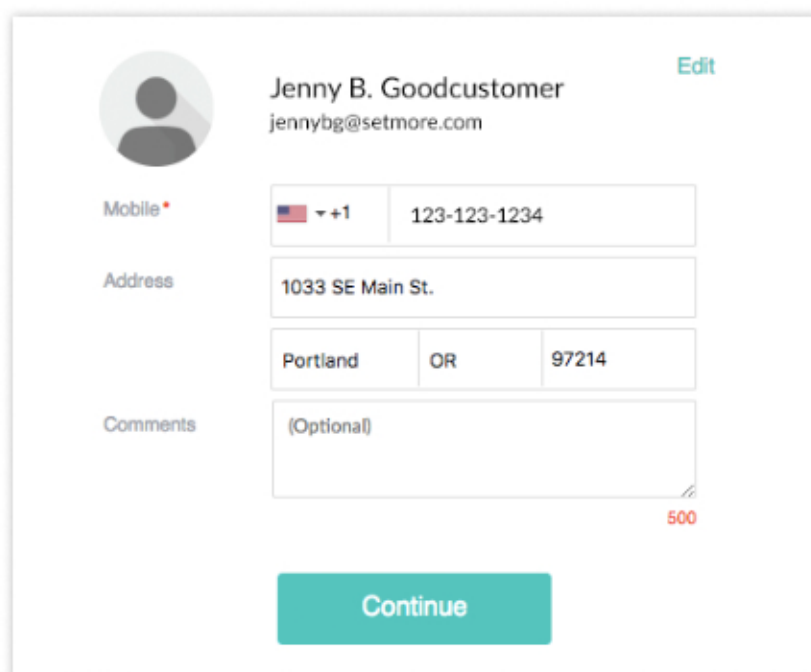
Skip login process: This option may or may not appear. If offered, you can skip creating an account altogether.

The advantages of creating an account:

- We will already have all of your info on file.
- You can manage your reminder settings in a customer profile.
- You can view upcoming or past appointments.
- If allowed, you can reschedule an appointment online.

Step 5: Provide your contact information

This is so we know who's coming in for the appointment. Also, you can receive appointment confirmation and reminder messages.

Step 6: Book your appointment

You'll see the details of your appointment presented on the final screen. If everything looks good, click "Book Appointment." The next screen will confirmed that your appointment was booked, and you may also receive an automated confirmation email from us.

Using the Customer Profile

If the customer login is something we offer and you created a customer profile with us, you can log into your profile on our Booking Page at any time. Here you can see your upcoming appointments, and do some other useful things, which we'll talk about below.

Step 1: Log into your profile

Navigate to the business's Booking Page and click "Login" in the top right corner.

Step 2: My Schedule

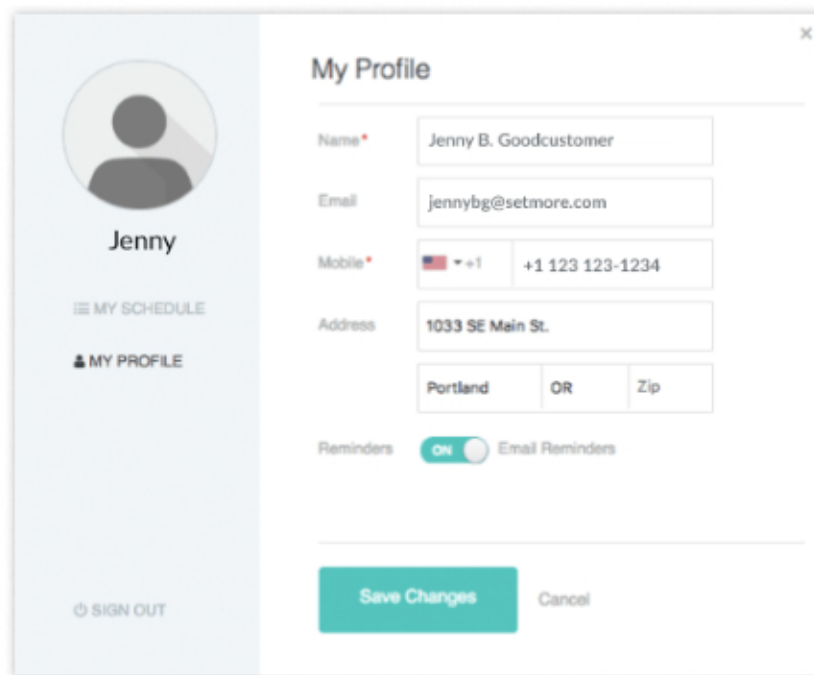The My Schedule menu lets you see upcoming appointments.

- Use the dropdown menu in the top-right to toggle between "upcoming" and "past" appointments.
- Click the Pencil icon next to an appointment to reschedule (Edit) or cancel (Delete) an appointment.

Step 2: My Schedule (Cont.)
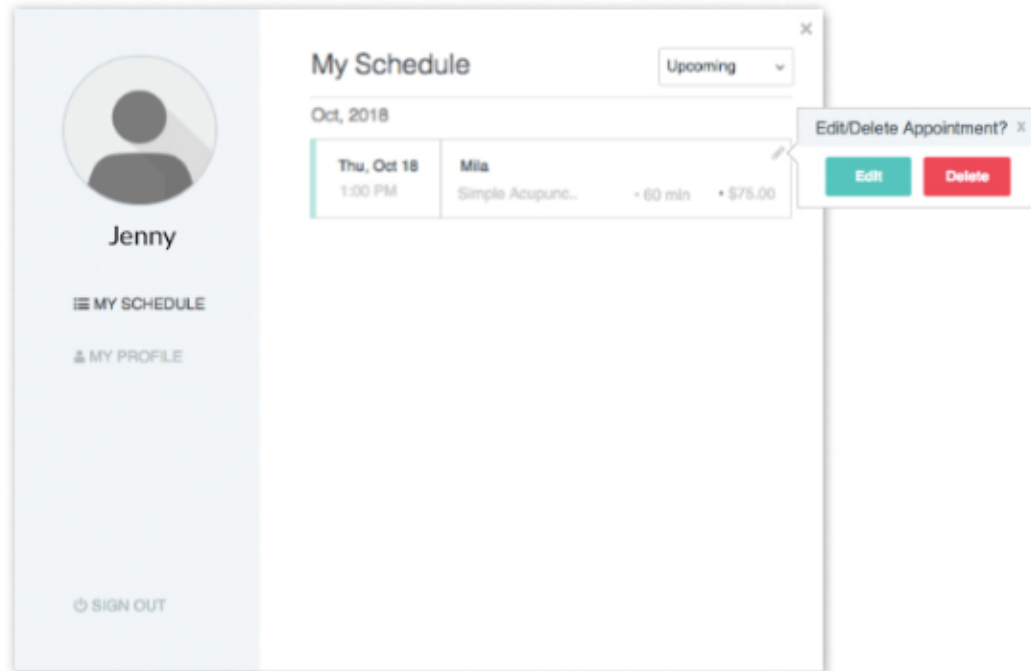
Step 3: My Profile

Here you can update your contact information or toggle email reminders on or off.
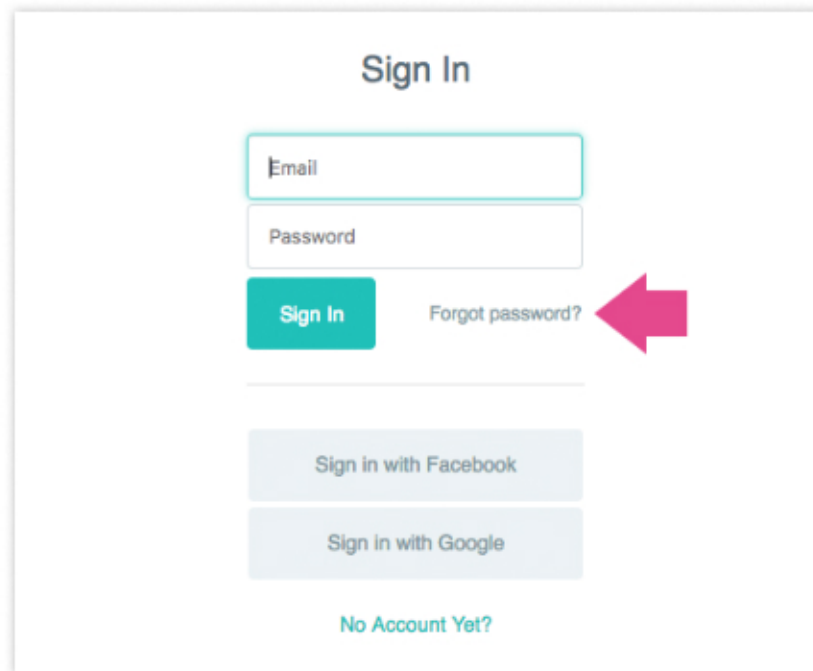
Recovering a Lost Password

If you used your Facebook or Google account to create a customer profile on the Booking Page, then you'll continue to use that to log in to your profile each time. If you created a separate username and password to use with your customer profile, and you lost or forgot your password, you can follow these instructions to reset your password:

Step 1: Go to the Booking Page

Navigate to the Booking Page and click "Login" in the top right corner.

Step 2: Click "Forgot Password?"

When prompted to log in, instead you'll click the "Forgot Password?" link.

Step 3: Reset your password

Where prompted, enter your email address and click the "Submit" button. The Setmore system will send you an email with a link to reset your password.