

User Manual for the NWU Smart Appointment System

Introduction

This user manual provides step-by-step guidance on how to use the Website System. The system allows users to book appointments, manage profiles, and access services online. The manual is designed to help new users navigate the platform efficiently.

System Requirements

Before using the system, ensure that your device meets the following requirements:
Device: Computer, tablet, or smartphone
Operating System: Windows, macOS, Android, or iOS
Web Browser: Google Chrome, Microsoft Edge, Safari, or Firefox (latest versions recommended)
Internet Connection: Stable internet access

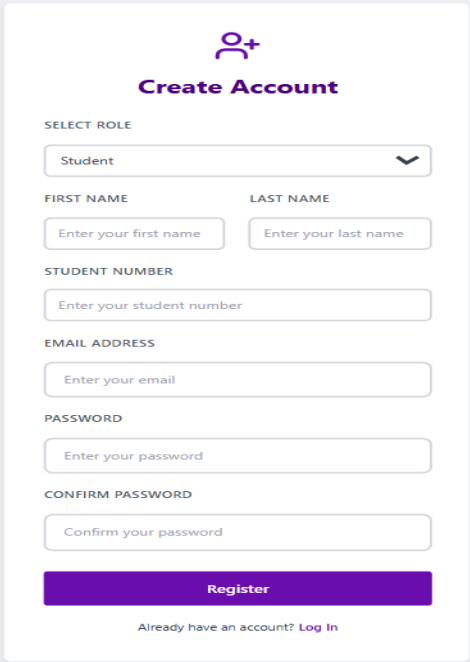
This manual provides instructions for three main user types:

Students: Can book appointments, view announcements, and manage their health interactions.

Staff: Can manage their appointments and set their availability.

Administrators: Have full system oversight, including user management, content creation, and analytics.

Create new Account

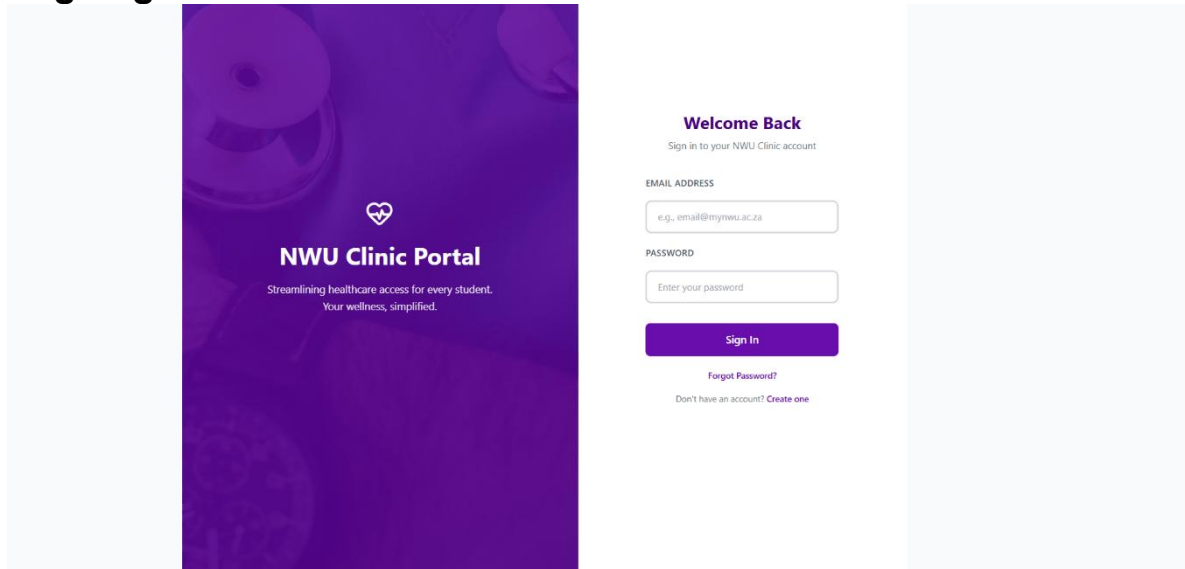


How to Create an Account:

1. Select Role: Choose your role (e.g., Student, Staff, or Admin)
2. Enter Your Name:
 - FIRST NAME: Type your first name.
 - LAST NAME: Type your last name.
3. Enter Details:
 - STUDENT NUMBER: (Students only)
 - EMAIL ADDRESS: Type your email address.
4. Create Password:
 - PASSWORD: Create a secure password.

- CONFIRM PASSWORD: Re-enter the same password.
 - 5. Complete Registration: Click the Register button.
- Already have an account? Click Log in to sign in instead.

Signing in



NWU Clinic Portal
Streamlining healthcare access for every student.
Your wellness, simplified.

Welcome Back
Sign in to your NWU Clinic account

EMAIL ADDRESS
e.g., email@mynwu.ac.za

PASSWORD
Enter your password

Sign In

[Forgot Password?](#)
Don't have an account? [Create one](#)

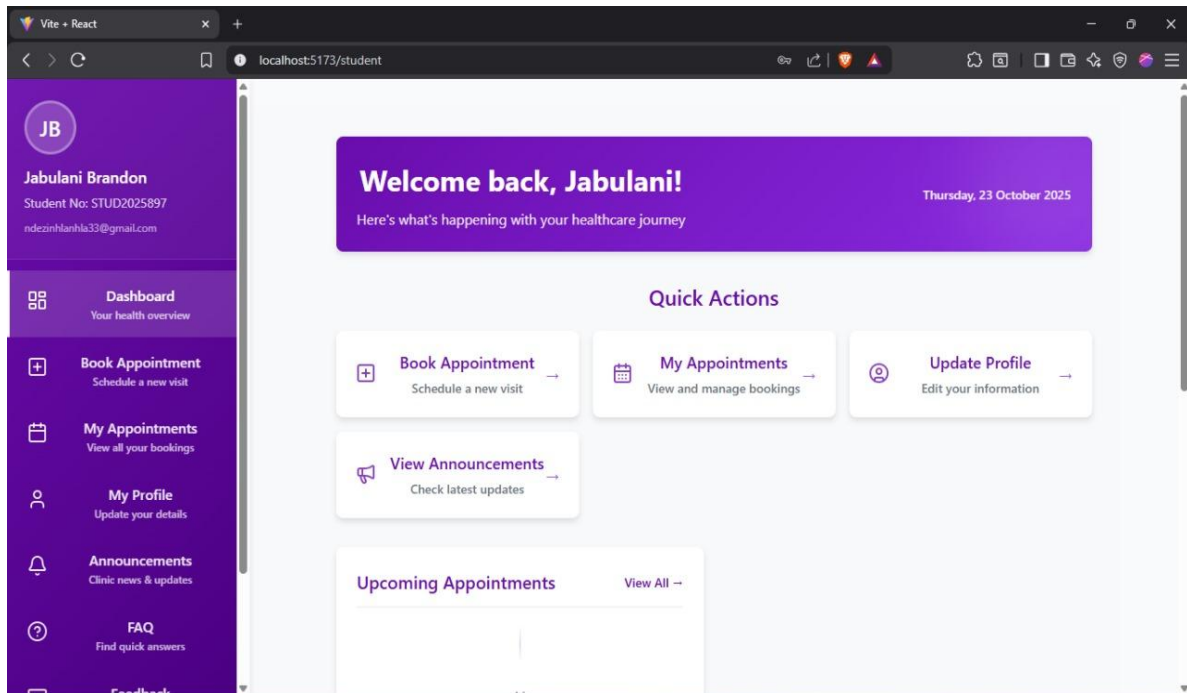
How to Sign In:

1. Email: Type your student email (e.g., email@mynwu.ac.za) in the EMAIL ADDRESS field.
2. Password: Enter your password in the PASSWORD field.
3. Login: Click the blue Sign In button.

Forgot Password? Click the "Forgot Password?" link. This will guide you through steps to reset your password.

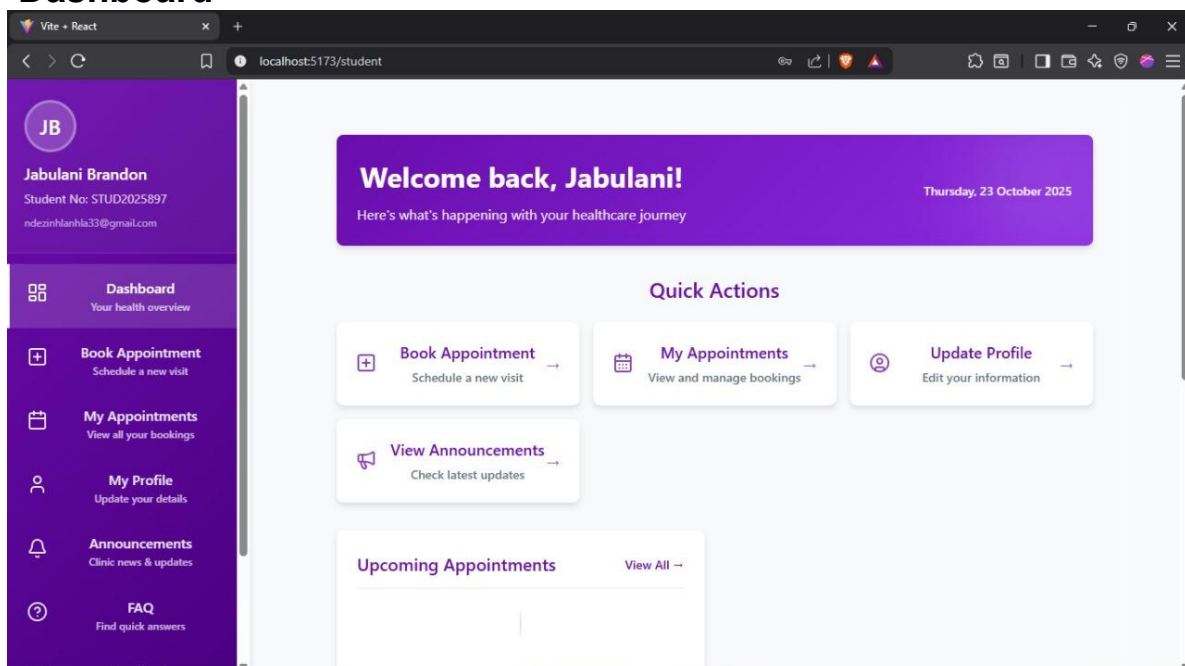
Don't Have an Account? If you're a new user, click "Create one" to register for a new account.

Student Portal Dashboard:



- 1- Dashboard: View a summary of your health records.
- 2- Book Appointment: Schedule a new visit with a healthcare provider.
- 3- My Appointments: Review all your upcoming and past bookings.
- 4- My Profile: Update your personal and contact information.
- 5- Announcements: Stay informed with the latest clinic news and updates.
- 6- FAQ: Quickly return to the Frequently Asked Questions page.
- 7- Feedback: Share your experience with the clinic.
- 8- Logout Button: Exit the portal when done.

Dashboard



This is your main hub for common tasks. Click on any item to perform the action.

- Book Appointment: Schedule a new clinic visit
- View Announcements: Check for latest clinic news and updates
- Upcoming Appointments: See your next scheduled visits

- My Appointments: View and manage all your bookings
- Update Profile: Edit your personal information

Book Appointment

The screenshot shows a web browser window with the URL `localhost:5173/student/book`. On the left is a purple sidebar with the user's name 'Jabulani Brandon', student ID 'STUD2025897', and email 'ndeziinhlanhla33@gmail.com'. The sidebar contains links to Dashboard, Book Appointment, My Appointments, My Profile, Announcements, FAQ, and Feedback. The main content area has a purple header 'Book an Appointment' with the subtitle 'Choose a service and find a time that works for you.' Below this is a form with two sections: 'SERVICE TYPE' with a dropdown menu showing 'Select a service...', and 'PREFERRED DATE AND TIME' with a date/time picker showing '10/29/2025 12:00 AM'. At the bottom of the form is a purple 'Book Now' button.

How to book an appointment:

1. Choose Service: Click "Select a service..." and pick what you need.
2. Pick Time: Click the date/time field and choose from the calendar.
3. Confirm: Click the "Book Now" button.

You'll get a confirmation message and the appointment will appear in "My Appointments".

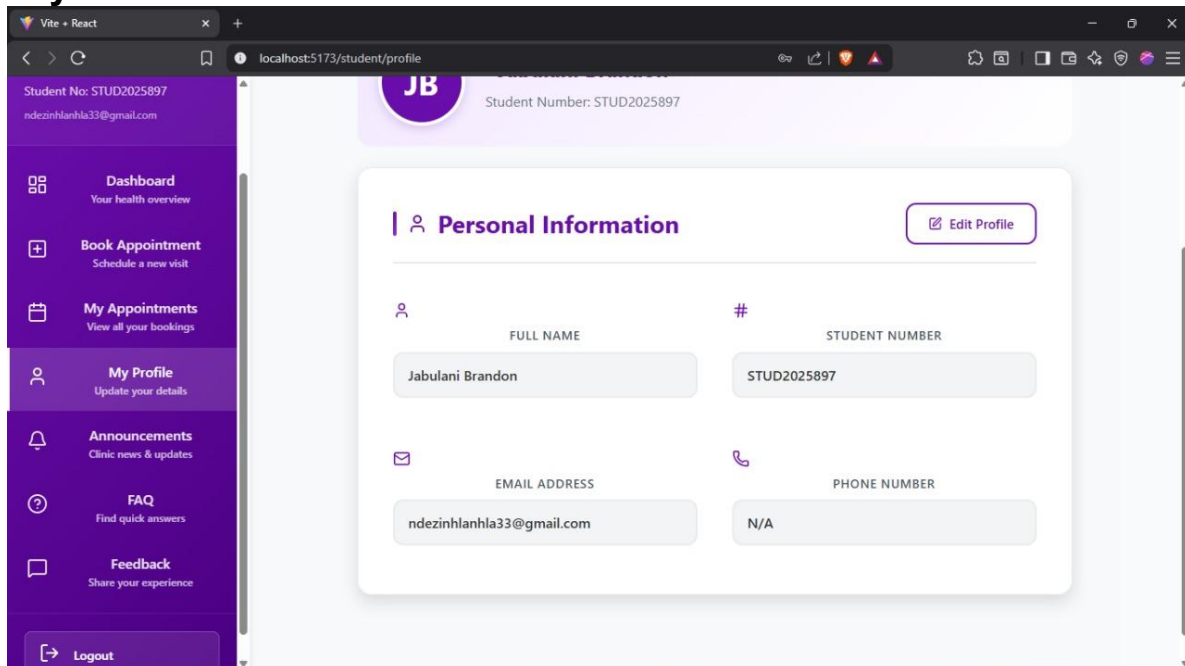
My Appointments

The screenshot shows a web browser window with the URL `localhost:5173/student/appointments`. The sidebar is identical to the previous page. The main content area has a purple header 'My Appointments' with the subtitle 'View, filter, and sort your complete appointment history.' Below the header is a large, light gray box with a warning icon and the text 'No Appointments Found'. It says 'You haven't booked any appointments yet. Get started now!' and includes a purple link 'Book an Appointment'. At the bottom of the sidebar is a 'Logout' button.

The "My Appointments" page allows you to:

- View all your upcoming, past, and cancelled bookings in one place.
- Filter and sort your appointments (e.g., by date, service type).
- See details of each appointment.

My Profile

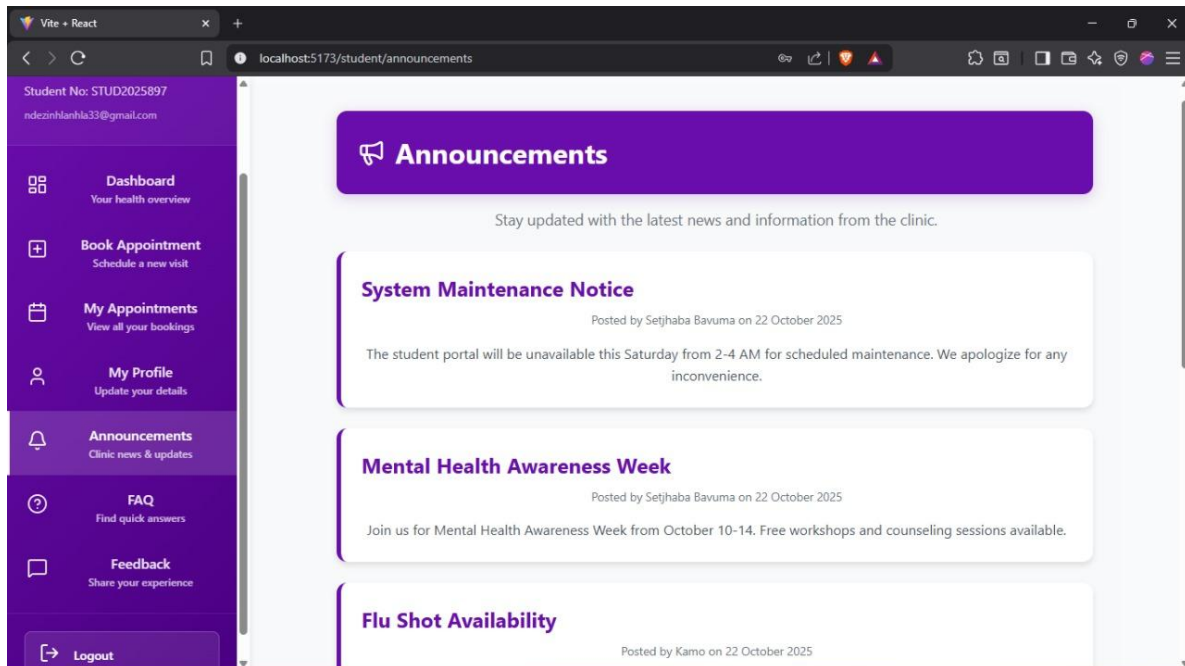


How to Update Your Information

To edit your profile details:

1. Click the "Edit Profile" button at the top of the personal information section.
2. This will open editable fields where you can:
 - Update your email address.
 - Add or change your phone number.
3. Save your changes when you are finished.

Announcements



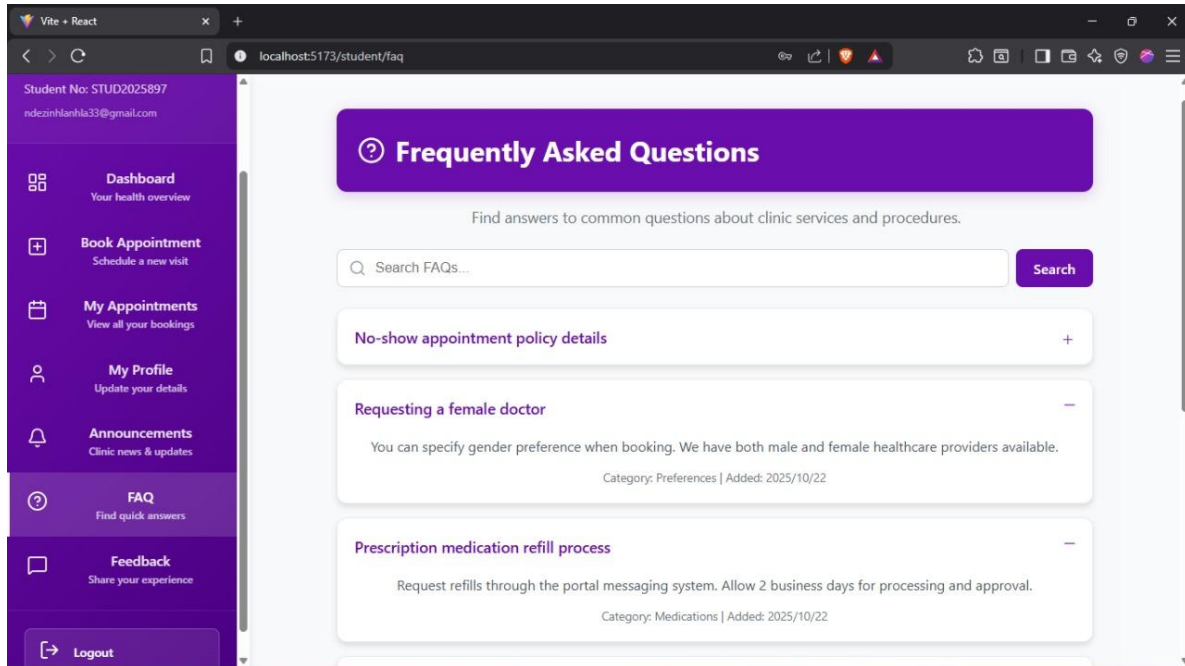
The Announcements page is where the clinic shares:

- Service notices (e.g., system maintenance, holiday hours)
- Health campaigns (e.g., flu shots, awareness weeks)
- General news and updates

Reading Announcements:

- All announcements are listed in order, with the latest at the top.
- Each announcement shows:
 - Title
 - Author
 - Date
 - Full message with all the details

FAQ



The FAQ (Frequently Asked Questions) page helps you:

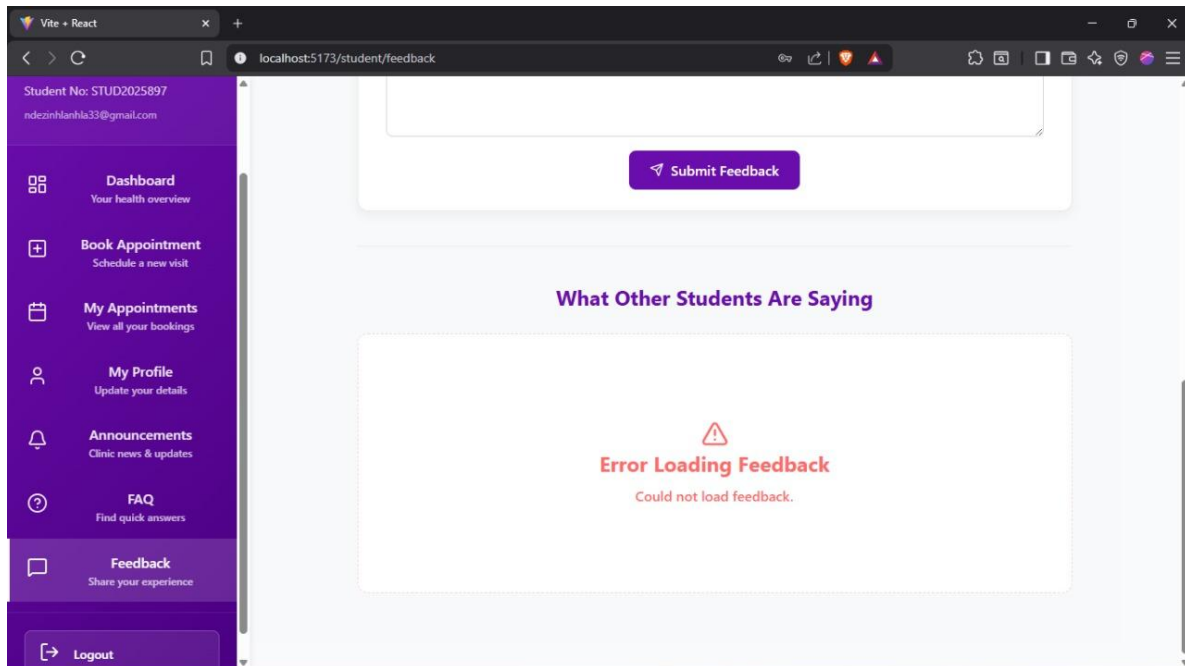
- Find immediate answers to common questions
- Learn about clinic policies and procedures
- Solve problems without needing to contact the clinic

2. How to Use This Page

Searching for Answers:

1. Type your question or keywords in the "Search FAQs..." box at the top
2. Click the "Search" button
3. Relevant questions and answers will appear below

Feedback



The Feedback page enables you to:

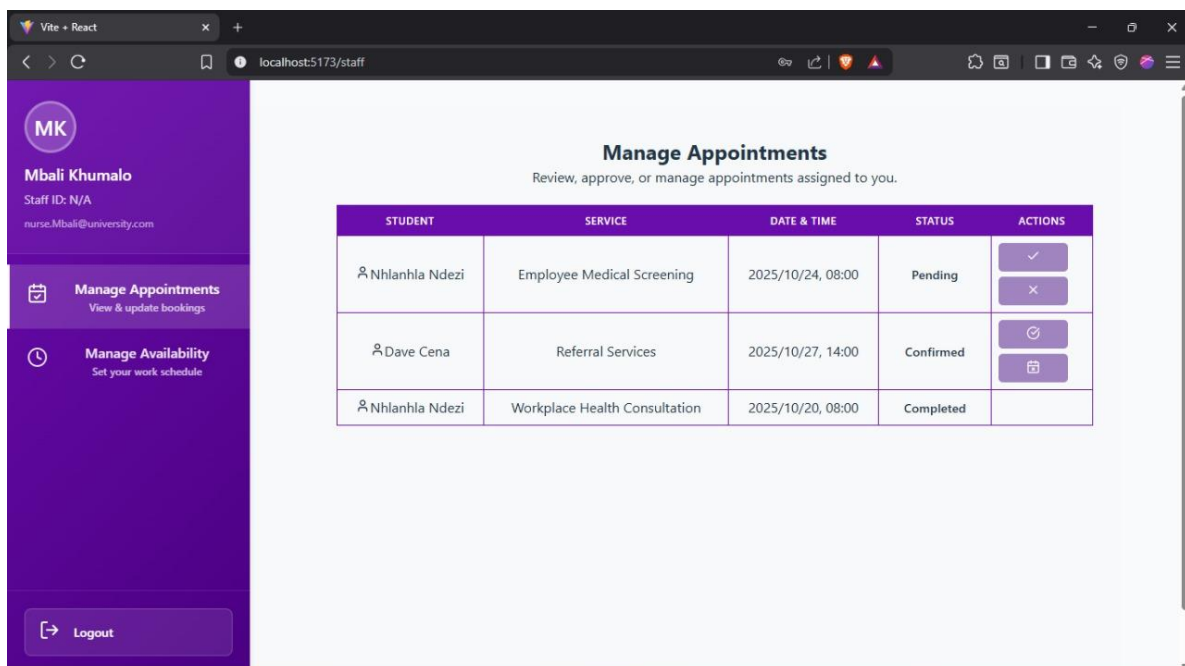
- Share your comments, suggestions, or concerns about clinic services
- View feedback from other students (when available)
- Help the clinic improve its services

2. How to Submit Feedback

To share your experience:

1. Write your feedback on the text box about your recent experience
2. Click Submit Feedback button to share your feedback with the clinic

Staff Portal Dashboard



Manage Appointments: Allows the staff to review and manage the appointments assigned

to them.

How to Manage Appointments

For Pending Appointments:

1. Find the appointment with "Pending" status
2. Click the action button (✓) in the ACTIONS column
3. Choose to Confirm or Decline the appointment

For Confirmed Appointments:

- Use the action button to:
 - Reschedule if needed
 - Mark as Completed after the appointment

For Completed Appointments:

- These are view-only for record keeping

Manage Your Availability

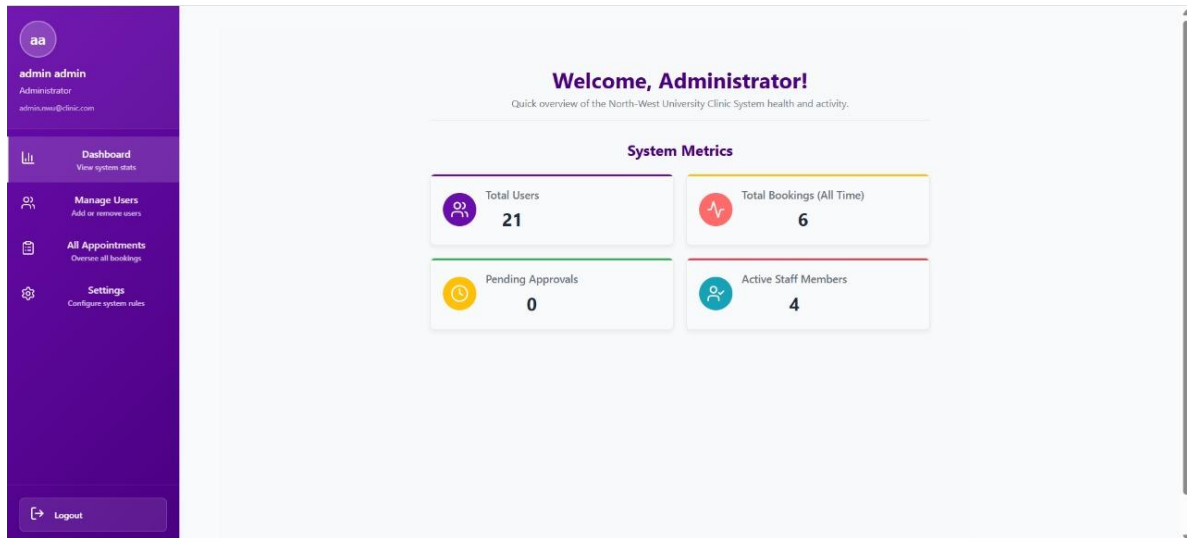
The screenshot shows a web application titled "Manage Your Availability" for a user named Mbali Khumalo. The interface includes a sidebar with navigation options: "Manage Appointments" and "Manage Availability". The main content area has a form to "Add New Slot" with fields for DATE (10/29/2025), START TIME (03:30 AM), and END TIME. A time selection dropdown is open, showing options from 12 PM to 06 PM, with 03:30 AM selected. Below the form is a table showing the user's schedule with columns for Date, Start Time, End Time, Status, and Actions. The table lists three entries: 2025/10/20 (08:00-08:30, Available, Regular shift), 2025/10/24 (09:00-12:00, Booked, Confirmed by admin), and 2025/10/24 (11:00-11:30, Available, Regular shift). A "+ Add Availability" button is also present.

Date	Start Time	End Time	Status	Actions
2025/10/20	08:00	08:30	Available	Regular shift
2025/10/24	09:00	12:00	Booked	Confirmed by admin
2025/10/24	11:00	11:30	Available	Regular shift

The Manage Availability page enables staff to:

- Add new available time slots
- View existing schedule and availability
- See which slots are booked or available
- Set recurring schedules

Administrator Portal Dashboard



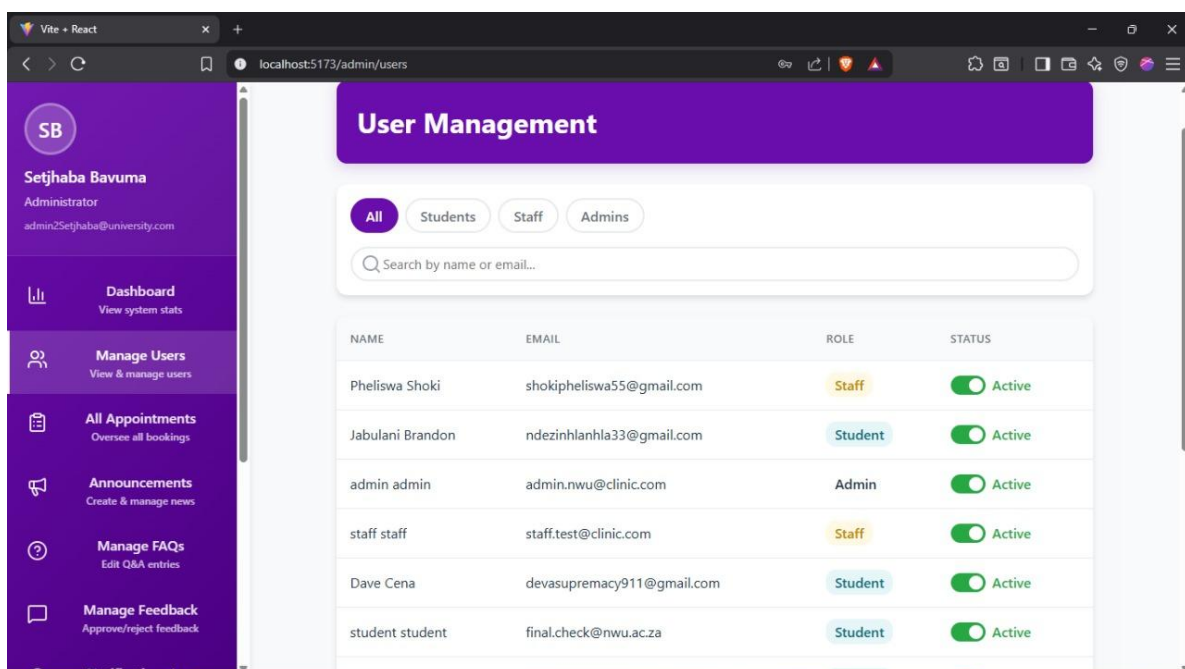
The Administrator Dashboard provides:

- System-wide overview and metrics
- Management tools for users and appointments
- System configuration controls
- Health monitoring of the clinic portal

The dashboard shows key performance indicators:

- Total Users (all registered students and staff)
- Pending Approvals: (items awaiting admin action)
- Total Bookings (All Time): (all appointments made)
- Active Staff Members: (staff available for appointments)

Manage Users



The User Management page enables admins to:

- View all students, staff, and administrators
- Search for specific users

- Manage user status
- Oversee the entire user database

All Appointments

The screenshot shows the 'All System Appointments' page. The sidebar on the left includes the user profile 'Setjhaba Bavuma' and navigation links for Dashboard, Manage Users, All Appointments, Announcements, Manage FAQs, and Manage Feedback. The main content area features a search bar, a date picker, and status filters (All, Pending, Confirmed, Completed, Cancelled). Below these is a table of appointments.

EMAIL	DATE	TIME	ASSIGNED NURSE	STATUS	ACTIONS
devasupremacy911@gmail.com	2025/10/27	14:00	Mbali Khumalo	Confirmed	<button>Cancel</button>
arrontumelo074@gmail.com	2025/10/24	08:00	Brian White	Pending	<button>Cancel</button>
arrontumelo074@gmail.com	2025/10/20	08:00	Mbali Khumalo	Completed	<button>Cancel</button>

The All Appointments page enables admins to:

- View all appointments across all users
- Filter appointments by status
- Search for specific appointments
- Monitor nurse workloads
- Cancel appointments if necessary

How to Manage Appointments

To cancel an appointment:

1. Find the appointment in the table
2. Click the "Cancel" button in the ACTIONS column

Announcements

The screenshot shows the 'Manage Announcements' page. The sidebar on the left is identical to the previous screenshot. The main content area features a 'Create New Announcement' form with fields for 'TITLE' and 'CONTENT', a checkbox for 'Mark as URGENT', and 'Publish' and 'Cancel' buttons at the bottom.

The Announcements page enables admins to:

- Create new announcements for students and staff
- Mark announcements as urgent
- Publish news and updates to the entire clinic community

How to Create an Announcement

Step 1: Enter Announcement Details

- TITLE: Enter the headline or title of your announcement
- CONTENT: Write the main message of your announcement

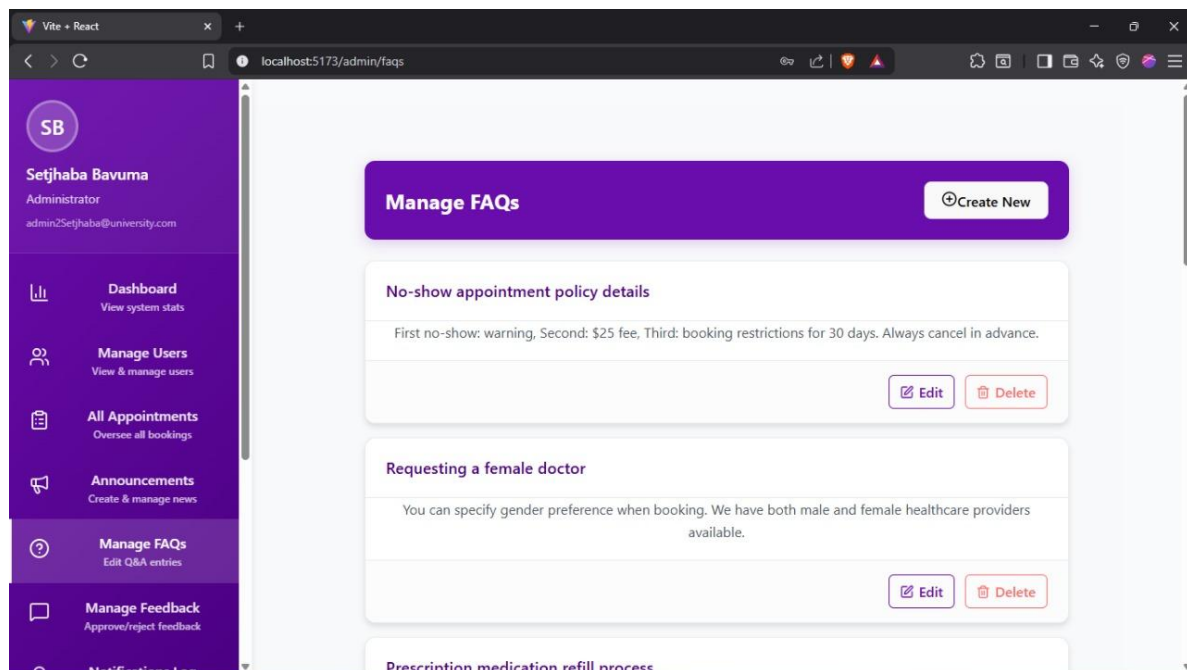
Step 2: Set Urgency (Optional)

- Check "Mark as URGENT" if the announcement requires immediate attention

Step 3: Publish or Cancel

- Click [Publish] to make the announcement visible to all users
- Click [Cancel] to discard your draft

Manage FAQs



The Manage FAQs page enables admins to:

- Create new FAQ entries
- Edit existing questions and answers
- Organise helpful information for students
- Maintain up-to-date clinic policies and procedures

How to Manage FAQs

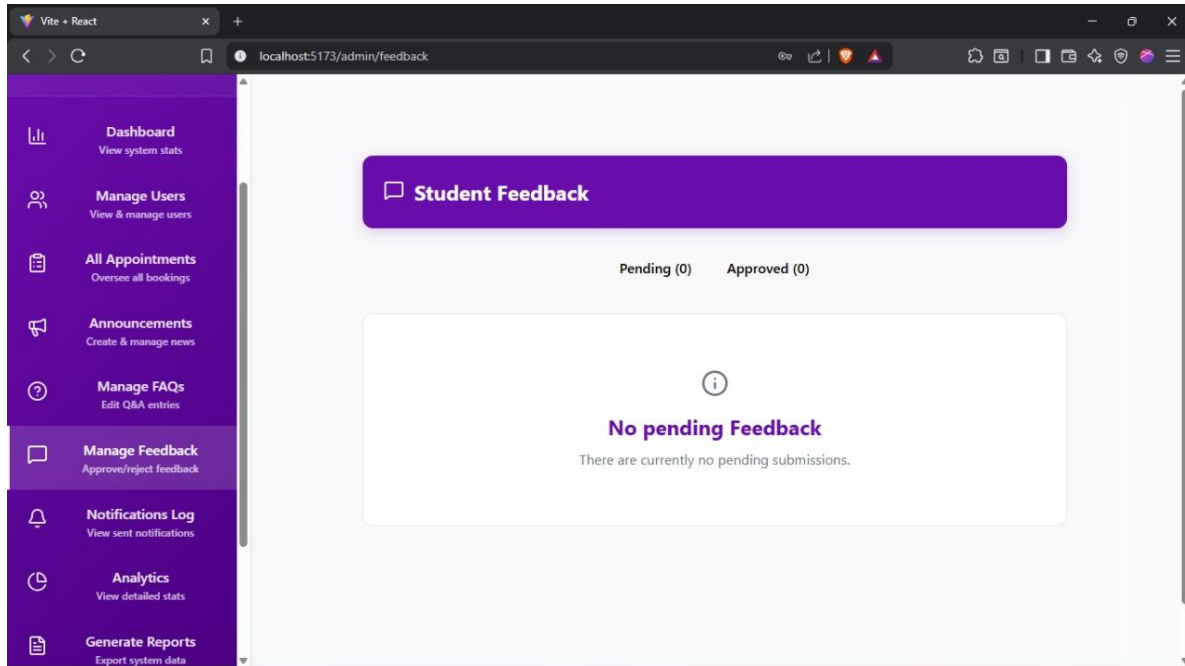
To create a new FAQ:

1. Click "Create New" to add a new FAQ entry
2. Enter the question in the title field
3. Write the detailed answer in the content area
4. Save or publish the FAQ

To edit an existing FAQ:

1. Click "Edit" on any existing FAQ
2. Edit the question or answer text as needed
3. Save your changes

Manage Feedback



The Manage Feedback page enables admins to:

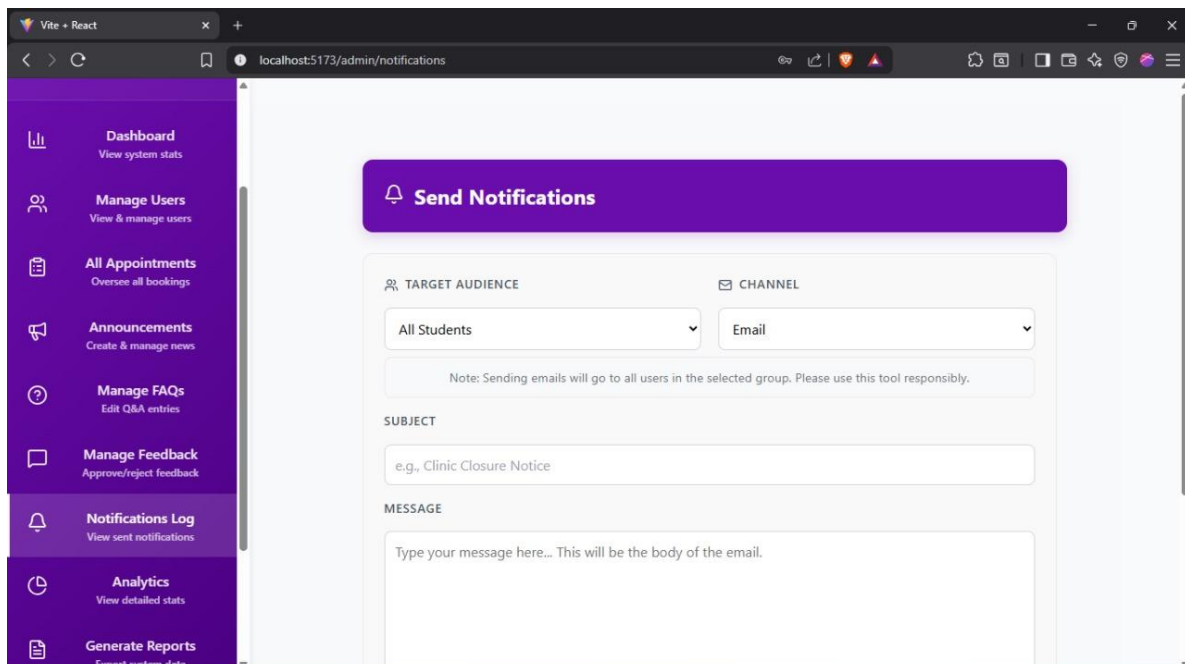
- View pending feedback awaiting review
- Approve or reject student submissions
- Monitor student comments and suggestions
- Maintain the quality of published feedback

How to Manage Feedback

Reviewing Feedback Status:

- Pending - Feedback awaiting admin review
- Approved - Feedback that has been approved and published

Notifications Log



The Send Notifications page enables admins to:

- Send bulk emails to students and staff
- Target specific user groups
- Communicate important clinic updates
- Send emergency alerts or announcements

2. How to Send Notifications

Step 1: Select Target Audience

- Choose "All Students" from the TARGET AUDIENCE dropdown
- (Other groups like "All Staff" or "Specific Users" may be available)

Step 2: Choose Channel

- Select "Email" as the delivery method
- (Other channels like in-app notifications may be available)

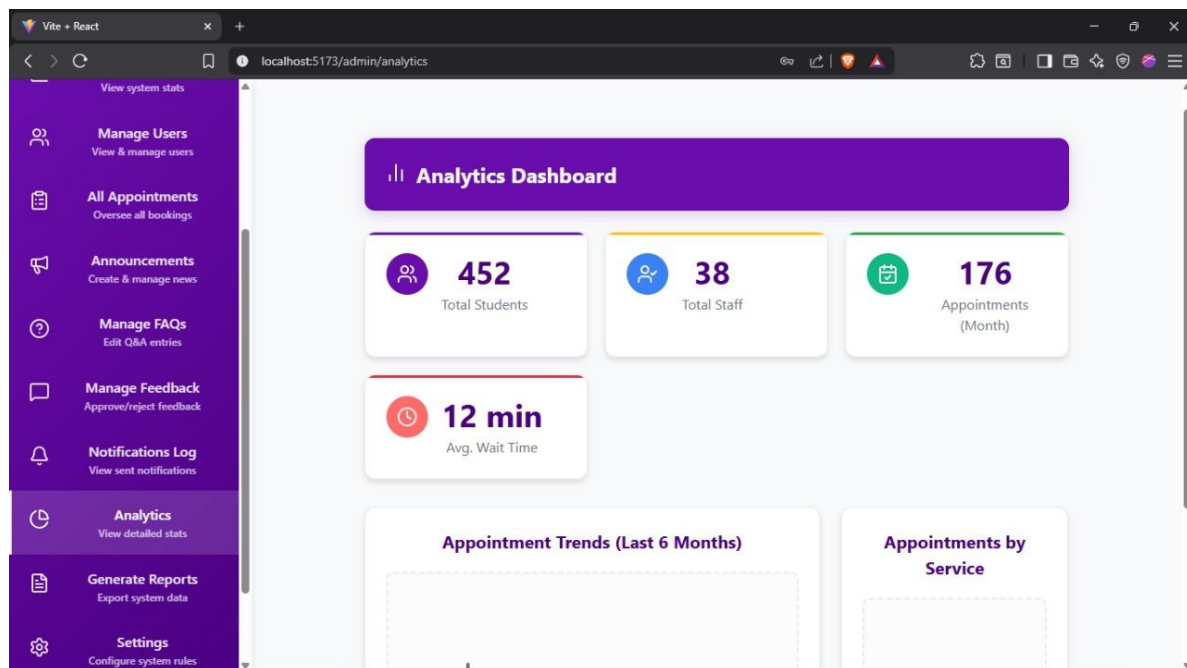
Step 3: Write Notification

- SUBJECT: Enter a clear subject line
- MESSAGE: Write the full content of your email notification

Step 4: Send Notification

- Review your message
- Click to send the notification to all selected users

Analytics



The Analytics Dashboard helps admins:

- Monitor key clinic metrics and trends
- Track user growth and appointment volumes
- Analyse service demand and wait times
- Make data-driven decisions for clinic management

Support and Contact

If you experience issues or need assistance, contact the support team:

Email: 42913479@mynwu.ac.za