

# PVCC Website User Manual

## Website Features

### Booking

#### Facilities

Most facilities are bookable online. This is further explained in the "Venues" section under "Administrator". When a user navigates to the PVCC booking form, they will have to enter their full name, phone number and email. Then they will need to select a facility, after which they can select a specific room and choose a duration, specifying how long the user wishes to use the facility. Choosing a duration will automatically generate and display to the user the cost to use their chosen facility for the chosen duration.

## Book Now

The Book Now form is used for one-time booking of venues/facilities across Park View Community Centre. For more specific bookings, including activities and any large scale events, or if you cannot find what you are looking for, please contact us [here](#).

Full Name

Phone Number

Email

Purpose

Venue

Rooms

Duration (HH:MM) (£25.00)



Date

Start time

Allow PVCC to store your email address and phone number for contacting you should there be any amendments to your booking.

The user then chooses a date, after which a list of available times based on their chosen duration, their chosen date and other users' bookings will be automatically generated for them. Finally, the user has to tick the checkbox to consent to PVCC storing their email address and phone number in case they need to contact the user.

## Book Now

The Book Now form is used for one-time booking of venues/facilities across Park View Community Centre. For more specific bookings, including activities and any large scale events, or if you cannot find what you are looking for, please contact us [here](#).

Full Name

Phone Number

Email

Purpose


Venue

Rooms


Duration (HH:MM) (£25.00)

Date

Start time

Allow PVCC to store your email address and phone number for contacting you should there be any amendments to your booking. 

After submitting, the user is taken to the PayPal website where they follow the respective steps to confirm the payment. After the payment has been successfully confirmed, the user is redirected to PVCC's website with a message telling them their payment is confirmed and highlights some booking details.



HOME ABOUT US WHAT'S ON FACILITIES CONTACT US **BOOK NOW**

✔ Payment confirmed.

Here are your booking details:


Venue	Gym
Rooms	Gym
Start	2019-03-14T19:00:00.000Z
End	2019-03-14T20:00:00.000Z
Name	Tom Webb
Phone Number	+44 172 7649183
Payment ID	PAYID-LSEUL7I3JA124551F1669036

Please arrive on time!

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\*Park View Community Centre\* is a trading name of Park View Community Association, a company limited by guarantee (company number 8174241) and registered charity (charity number: 1148865), registered in England and Wales at Park View Community Association, Church Chare, Chester-le-Street, Co. Durham DH3 3PZ.



The user also has the option to cancel their payment from the PayPal site, after which they are redirected back to PVCC's website.

test facilitator's Test Store

test facilitator's Test Store

PayPal £25.00 GBP

Hi Jun. **Not you?**

Deliver to [Change >](#)  
Jun Eeo  
Spitalfields Arts Market, 112 Brick Lane,, London,  
LONDON, E1 6RL United Kingdom

Pay with [Manage >](#)  
 Visa x-7892 £25.00 GBP

[+ Link a debit or credit card](#)

**PayPal CREDIT** [Apply Now](#)  
Get more time to pay on this £25.00 purchase with PayPal Credit\*

[Continue](#)

You'll be able to review your order before you complete your purchase.  
This transaction will appear on your statement as PayPal \*TESTFACILIT.

\* This example shows the typical cost of using PayPal Credit without offers.  
Representative example

Purchase rate p.a. (variable)	17.9%
Representative APR (variable)	17.9% APR
Assumed credit limit	£1,200

T&Cs apply

[Cancel and return to test facilitator's Test Store](#)

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The user is redirected to this webpage, telling them their payment has been cancelled.

**Park View**  
Community Centre

[HOME](#) [ABOUT US](#) [WHAT'S ON](#) [FACILITIES](#) [CONTACT US](#) [BOOK NOW](#)

**✖ Payment cancelled.**  
Click [here](#) to go back.

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When the payment is successful, PVCC receives an email with the booking details, including name, phone number and the Paypal payment ID of the user.

## Automated Booking



**durhamredthunder2018@gmail.com**

to me ▾

**Venue:** Gym

**Rooms:** Gym

**Name:** Tom Webb

**Phone Number:** +44 172 7649183

**Start:** Thu Mar 14 2019 19:00:00 GMT+0000 (Greenwich Mean Time)

**End:** Thu Mar 14 2019 20:00:00 GMT+0000 (Greenwich Mean Time)

**PayPal ID:** PAYID-LSEUL7I3JA124551F1669036

↩ Reply

➡ Forward

### Activities

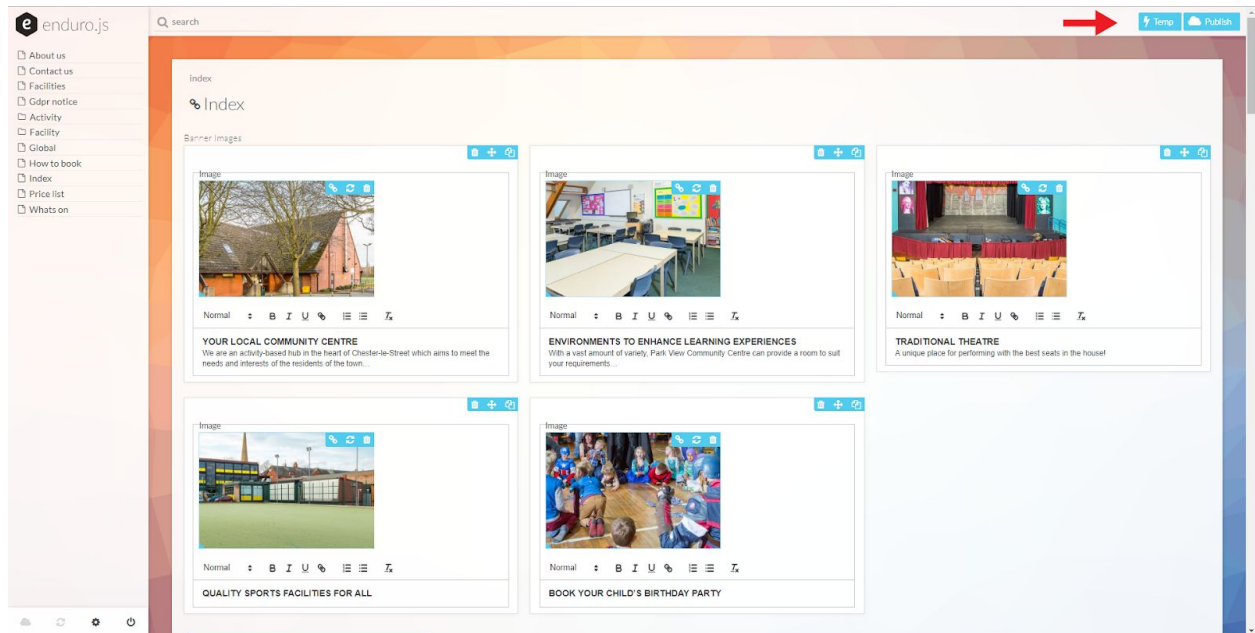
Activities (e.g. Fast Feet Football Academy) are not bookable online. To make an enquiry about an activity, a user can email PVCC via the Contact-Us page, which is linked in the booking form.

# Administrator

## Editing Basic Content

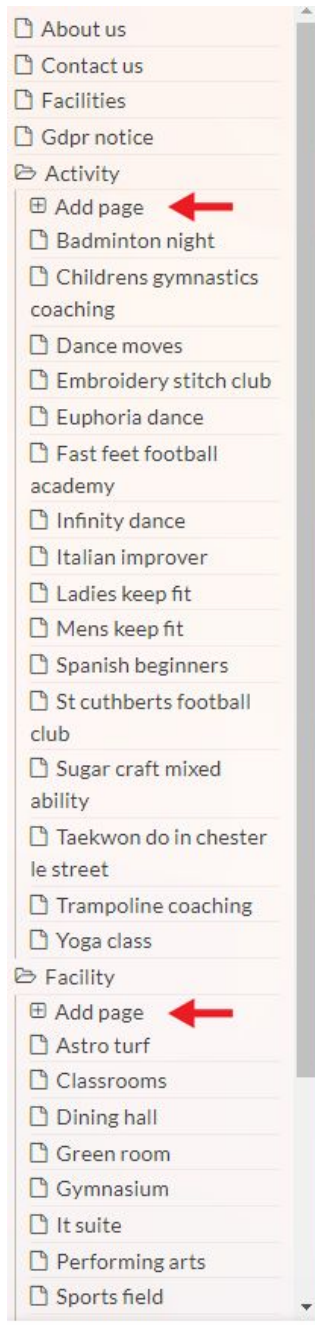
Basic (static) content such as text, images, titles and so on can be edited via the **main admin page**.

To log in, navigate to **[site name]/admin**, and enter the admin login details. You will see the different sites on the left-hand side. Pick the site where you want to make an edit. Content inside text boxes can just be changed and images can be changed by just dragging a new image on top of the image you want to replace. To save changes, you must press the **publish** button on the top right. To view your changes before saving them, you must press the **temp** button on the top right.



## Adding New Pages

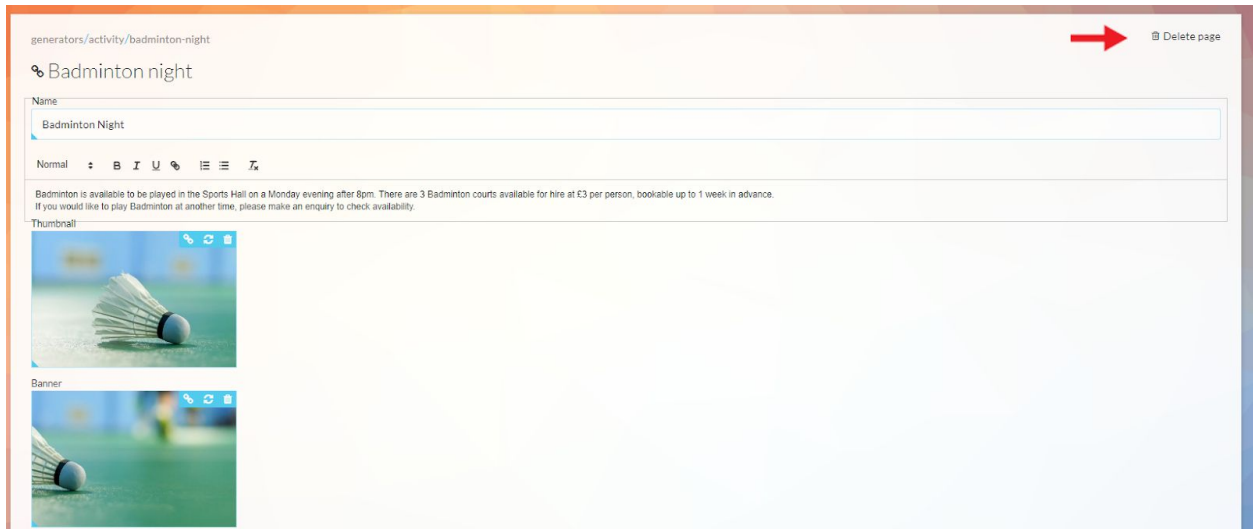
You can add a new facility or activity webpage by navigating to **[site name]/admin** and logging in. Then, you may choose Facility or Activity on the left and see **Add page** as an option. Click on that option and you will be asked to name that webpage. This name will be important, because to visit this new webpage, you will have to navigate to **[site name]/name**.



You may then complete all text and image boxes and press **temp** to see what your webpage will look like and **publish** to apply the changes to the live site.

## Deleting Pages

You can delete existing facility or activity webpages by navigating to **[site name]/admin** and logging in. Then, you may choose Facility or Activity on the left and choose the webpage you want to delete. Press Delete page on the top right and the webpage will be deleted. You may still see the webpage on the admin page, but can just refresh the admin page and click on a new webpage and your deleted webpage will disappear.



## More Complex Editing

Adding, editing and deleting venues involves making changes to the site's database. As such, these tasks require the use of the **booking-admin page**.


To log in, navigate to **[site name]/booking-admin**, and enter the admin login details.

### Venues

'Venues' is the name given to facilities. A venue contains rooms and products.

The admin can choose whether to make a venue bookable online or not. For instance, if booking for the theatre should only be done by emailing or calling PVCC, the 'theatre' venue would not need to be bookable online, and its 'bookable' property should be unchecked.

Theatre

**Venue is Bookable** - customers can book this venue using the online form. 

Calendar ID:

**Opening Times:**

Monday	18:00	21:30
Tuesday	18:00	21:30
Wednesday	18:00	21:30
Thursday	18:00	21:30
Friday	18:00	21:30
Saturday	10:00	16:30
Sunday	10:00	12:30

**Rooms**

Theatre

**Products**

Name: Theatre

**Rooms:**

Theatre

**Prices:**

Per Hour:

Half Day:

Full Day:



## Rooms

'Rooms' are the sections into which a venue can be divided. They can be added and deleted by the administrator.


**Theatre**

**Venue is Bookable** - customers can book this venue using the online form.  
Calendar ID:

**Opening Times:**

Monday	18:00	21:30
Tuesday	18:00	21:30
Wednesday	18:00	21:30
Thursday	18:00	21:30
Friday	18:00	21:30
Saturday	10:00	16:30
Sunday	10:00	12:30

**Rooms**

Theatre   

**Products**

Name: Theatre

Rooms: Theatre

**Prices:**

Per Hour:

Half Day:

Full Day:

## Products

Products are the things that users can book and pay for. They can contain multiple rooms, and make it possible for a user to book portions of a venue (e.g. two courts of the Sports Hall). A product also has hourly, half-day and day prices (shown in pounds).

Products can be added, deleted, and edited.

**Theatre**

**Venue is Bookable** - customers can book this venue using the online form.  
Calendar ID:

**Opening Times:**

Monday	18:00	21:30
Tuesday	18:00	21:30
Wednesday	18:00	21:30
Thursday	18:00	21:30
Friday	18:00	21:30
Saturday	10:00	16:30
Sunday	10:00	12:30

**Rooms**

Theatre

**Products**

Name: Theatre


Rooms: Theatre

**Prices:**

Per Hour:

Half Day:

Full Day:



# Reservations

Each product has an associated list of reservations. Reservations are bookings for a product which have been made online, and can be viewed, added and deleted.

**Venues**  
Theatre  
Dining Hall  
Performing Arts Room  
Green Room  
Astro Turf  
**Gym**  
IT Suite  
11 v 11 Football Pitch  
Junior Football Pitch  
Sports Hall  
[Add Venue](#)

**Reservations**  
Sort by: Date created (descending) ▼

Details	Start	End	Rooms	Paypal ID	
<a href="#">View</a>	3/14/2019 19:00	3/14/2019 20:00	Gym	PAYID-LSEUL713JA12455	<a href="#">Delete</a>

[Previous](#) [Next](#)

**Add a reservation**

**Customer Details**  
Name   
Phone   
Email   
Purpose   
Date   
Start time   
End time   
 Ignore clashes  
[Add](#)



When adding a reservation, it is possible that the time you select for it clashes with an existing reservation, or is outside normal opening hours. To ignore any clashes, and force the booking through anyway, check the 'Ignore clashes' checkbox.

**Venues**  
Theatre  
Dining Hall  
Performing Arts Room  
Green Room  
Astro Turf  
**Gym**  
IT Suite  
11 v 11 Football Pitch  
Junior Football Pitch  
Sports Hall  
[Add Venue](#)


**Reservations**  
Sort by: Date created (descending) ▼

Details	Start	End	Rooms	Paypal ID	
<a href="#">View</a>	3/14/2019 19:00	3/14/2019 20:00	Gym	PAYID-LSEUL713JA12455	<a href="#">Delete</a>

[Previous](#) [Next](#)

**Add a reservation**

**Customer Details**  
Name   
Phone   
Email   
Purpose   
Date   
Start time   
End time   
 Ignore clashes  
[Add](#)



## FAQ

### How do I issue a refund to a customer?

Payments can be refunded on the PayPal website. To refund a payment, the payment ID is required.

You can find this from the booking-admin page. Select the venue, view the list of reservations for the product booked, and look for the reservation you need to refund, which contains the PayPal ID. Clicking on the PayPal ID once will automatically copy it for you and you can easily paste it when needed in PayPal. Once the refund has been made, delete the reservation.

The screenshot shows the 'Reservations' section of the booking-admin page. On the left, there is a sidebar with 'Venues' listed: Theatre, Dining Hall, Performing Arts Room, Green Room, Astro Turf, Gym, IT Suite, 11 v 11 Football Pitch, Junior Football Pitch, Sports Hall, and an 'Add Venue' button. The main area shows a table of reservations with columns for Details, Start, End, Rooms, Paypal ID, and a Delete button. A red arrow points to the 'PAYID-LSEUL713JA12455' in the Paypal ID column. Below the table are 'Previous' and 'Next' buttons, and an 'Add a reservation' form with fields for Name, Phone, Email, Purpose, Date, Start time, and End time, along with an 'Ignore clashes' checkbox and an 'Add' button.

Details	Start	End	Rooms	Paypal ID	
<a href="#">View</a>	3/14/2019 19:00	3/14/2019 20:00	Gym	PAYID-LSEUL713JA12455	<a href="#">Delete</a>

### A new facility has been built and I want to add it to the website. How do I do this?

- Go to the 'booking-admin' page, log in, then add the venue, with the relevant rooms and products.
- Log in to the other admin page for editing static content, select 'Facility' and then click 'Add page'.
- Enter the page name.
- Add a banner image, thumbnail and fill in all the text boxes. You can do this via a simple 'drag and drop' method, or by copy-pasting them
- Add opening times for the facility, then click 'Publish' to publish them to the website, or 'Temp' to preview.

The new facility will now have its own page on the website, and the site's users will be able to book and pay for it online.