



For Clients

Using Jane App

Learning Objectives:

At the end of this module, you will be able to:

- 1. Create an account
- 2. Book an appointment
- 3. Cancel an appointment
- 4. Complete an intake form(s)
- 5. Edit notifications and reminders from Satori
- 6. Store your credit card securely


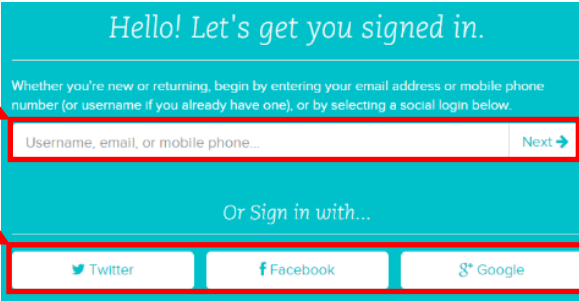
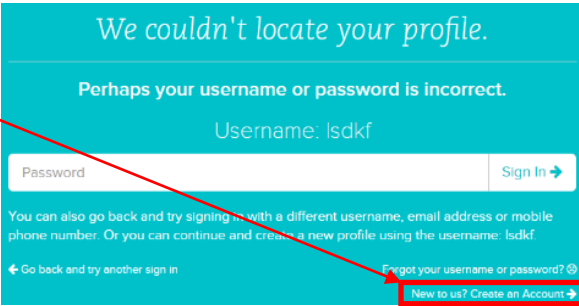
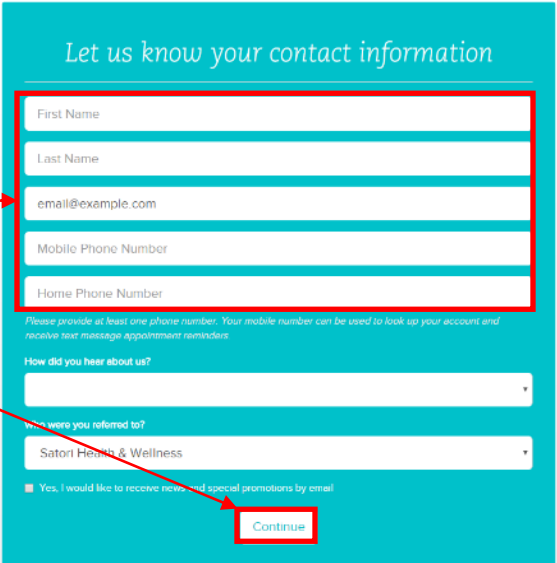


Table of Contents

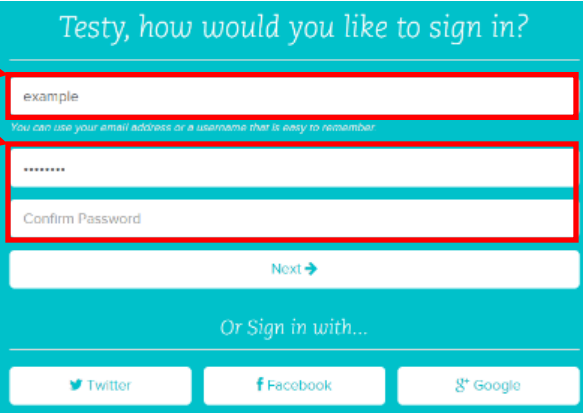

Create an Account.....	1
Booking an Appointment	3
Cancel an Appointment	7
Complete an Intake Form	8
Edit Notifications & Reminders from Satori	9
Store your credit card securely	10

Create an Account

When to do To enable online booking and manage your account

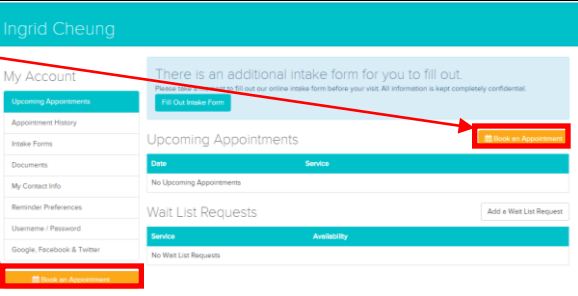
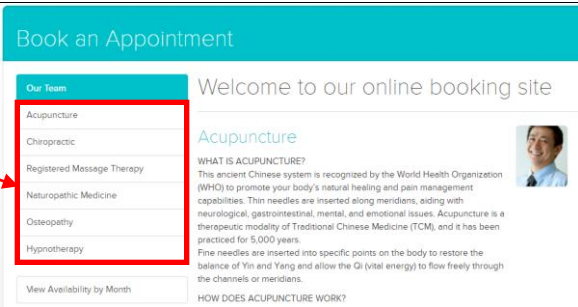
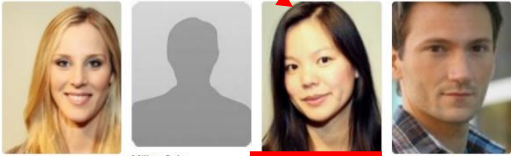
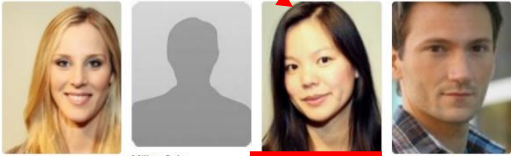
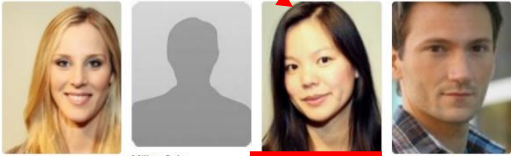
STEP	ACTION
1	Visit https://satoriwellness.janeapp.com/ .
2	Click “Sign In or Sign Up” (at the top right corner of the screen). 
3	Enter your email address and click “Next”. <ul style="list-style-type: none">• Or login through a social networking account. 
4	Click “Create an Account”. 
5	a. Fill out your contact information. b. Click “Continue” when ready to move to the next page. 

Create an Account *cont'd*

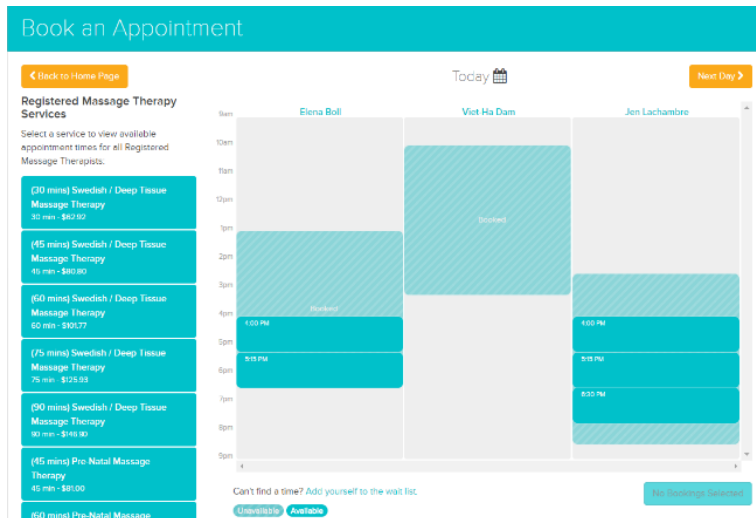
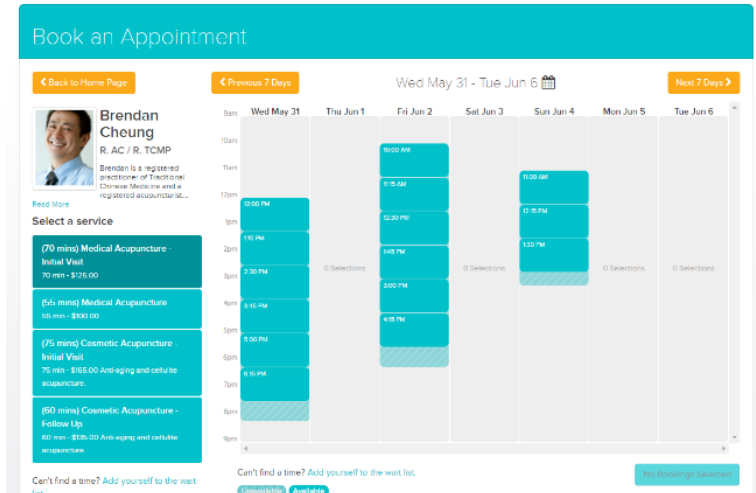
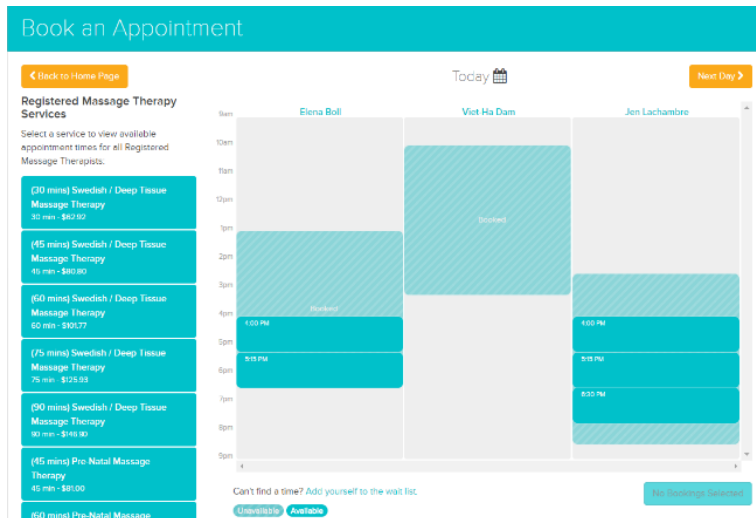
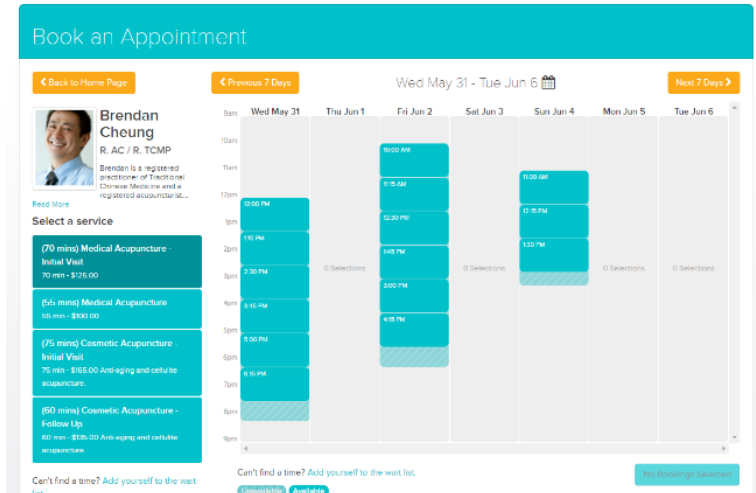
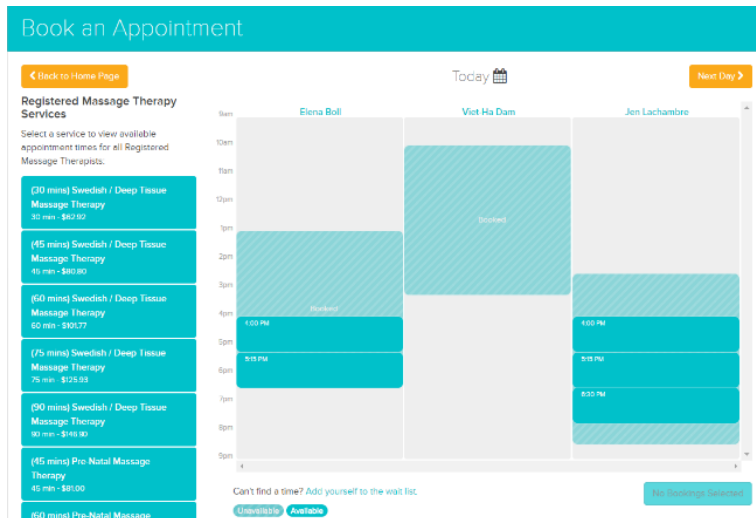
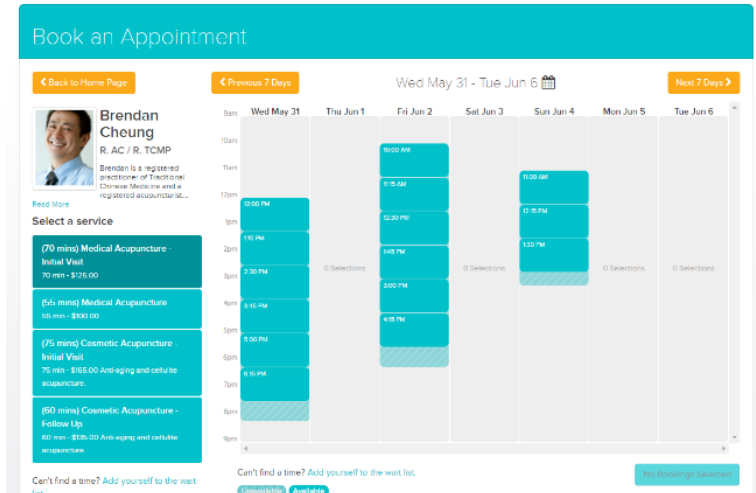
STEP	ACTION
6	<p>Create a username, and password for your account.</p> <p>IMPORTANT: Password must be at least 8 characters long. Can be only numbers, only letters, only special characters, or a combination of any of the above.</p> 
7	<p>Congratulations, you now have an account with Satori!</p> 

Booking an Appointment

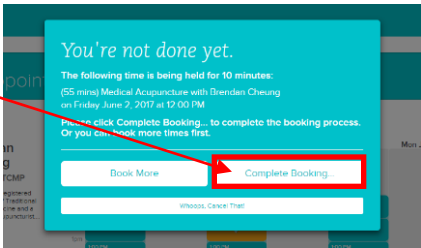
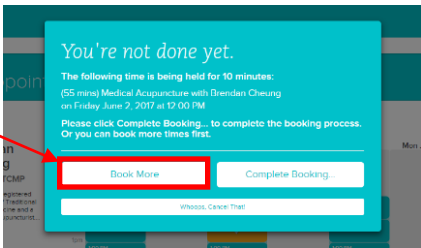
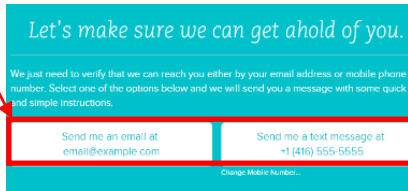
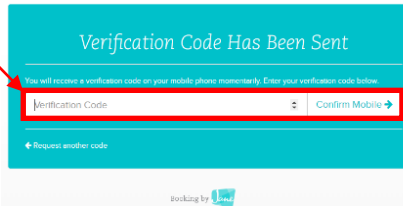
When to do To book an appointment at Satori

STEP	ACTION				
1	Visit https://satoriwellness.janeapp.com/ .				
2	Login to your account.				
3	Click "Book an Appointment". 				
4	Select the service specialty you are looking to book for. 				
5	Scroll down to either select a service or a practitioner. <table border="1" data-bbox="318 1234 1484 1644"> <thead> <tr> <th data-bbox="318 1234 899 1283">BY SERVICE</th> <th data-bbox="899 1234 1484 1283">BY PRACTITIONER</th> </tr> </thead> <tbody> <tr> <td data-bbox="318 1283 899 1644"> <p>Book by Service</p> <p>You can browse available appointment times in two ways. To view availability of all our Registered Massage Therapists, select a service in the list to the right. To view a specific Registered Massage Therapist's availability, select an option below.</p> <p>Registered Massage Therapy Services:</p> <ul style="list-style-type: none"> (20 mins) Swedish / Deep Tissue Massage Therapy 30 minutes - \$52.92 Offered by 14 Registered Massage Therapists (45 mins) Swedish / Deep Tissue Massage Therapy 45 minutes - \$80.80 Offered by 14 Registered Massage Therapists (60 mins) Swedish / Deep Tissue Massage Therapy 60 minutes - \$101.77 Offered by 14 Registered Massage Therapists (75 mins) Swedish / Deep Tissue Massage Therapy 75 minutes - \$126.93 Offered by 14 Registered Massage Therapists (90 mins) Swedish / Deep Tissue Massage Therapy </td> <td data-bbox="899 1283 1484 1644"> <p>Book by Practitioner</p> <p>Select a practitioner below to see their full list of services and availability.</p>  <ul style="list-style-type: none"> Elena Boll Read More View Services & Availability Milica Cala Read More View Services & Availability Viet-Ha Dam Read More View Services & Availability John Edwards Read More View Services & Availability </td> </tr> </tbody> </table>	BY SERVICE	BY PRACTITIONER	<p>Book by Service</p> <p>You can browse available appointment times in two ways. To view availability of all our Registered Massage Therapists, select a service in the list to the right. To view a specific Registered Massage Therapist's availability, select an option below.</p> <p>Registered Massage Therapy Services:</p> <ul style="list-style-type: none"> (20 mins) Swedish / Deep Tissue Massage Therapy 30 minutes - \$52.92 Offered by 14 Registered Massage Therapists (45 mins) Swedish / Deep Tissue Massage Therapy 45 minutes - \$80.80 Offered by 14 Registered Massage Therapists (60 mins) Swedish / Deep Tissue Massage Therapy 60 minutes - \$101.77 Offered by 14 Registered Massage Therapists (75 mins) Swedish / Deep Tissue Massage Therapy 75 minutes - \$126.93 Offered by 14 Registered Massage Therapists (90 mins) Swedish / Deep Tissue Massage Therapy 	<p>Book by Practitioner</p> <p>Select a practitioner below to see their full list of services and availability.</p>  <ul style="list-style-type: none"> Elena Boll Read More View Services & Availability Milica Cala Read More View Services & Availability Viet-Ha Dam Read More View Services & Availability John Edwards Read More View Services & Availability
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Book an Appointment *cont'd*

STEP	ACTION						
6	<p>Did you select “Book by Service” or “Book by Practitioner”?</p> <table border="1" data-bbox="318 373 1484 436"> <thead> <tr> <th data-bbox="318 373 610 436">IF you:</th> <th data-bbox="610 373 1484 436">You should see:</th> </tr> </thead> <tbody> <tr> <td data-bbox="318 436 610 972">Booked by Service</td> <td data-bbox="610 436 1484 972">  </td> </tr> <tr> <td data-bbox="318 972 610 1493">Booked by Practitioner</td> <td data-bbox="610 972 1484 1493">  </td> </tr> </tbody> </table>	IF you:	You should see:	Booked by Service		Booked by Practitioner	
IF you:	You should see:						
Booked by Service							
Booked by Practitioner							
7	<p>Select the service you wish to receive and a time slot when you are available for your appointment.</p>						

Book an Appointment *cont'd*

STEP	ACTION							
8	Are you booking one or multiple appointments for yourself?							
	IF you are:	THEN do the following:						
	Booking ONE appointment	Ensure you selected the correct service and time slot and click "Complete Booking". 						
	Booking MULTIPLE appointments	Click "Book More" and repeat STEP 6-8. 						
9	Is this your first time booking online?							
	IF:	THEN do the following:						
	Yes	Send yourself a verification code either via email or text message to confirm that your contact information is correct. 						
	No	Continue to STEP 11.						
10	Once you've received the veification code, enter it into the box and click "Verify Email/Mobile" to complete your confirmation.							
								
11	Congratulations, you now have an appointment booked!							
	If your booking was successful, your appointment information will be displayed in the table under "You have just booked the following appointments:" <p>You have just booked the following appointments:</p> <p>Please note that by booking on our website, you are agreeing to the cancellation policy below.</p> <table border="1" data-bbox="332 1808 1469 1892"> <thead> <tr> <th>Date</th> <th>Service</th> <th></th> </tr> </thead> <tbody> <tr> <td>Friday June 16, 2017 - 3:00pm</td> <td>(60 mins) Cosmetic Acupuncture - Follow Up with Brendan Cheung</td> <td>cancel</td> </tr> </tbody> </table>		Date	Service		Friday June 16, 2017 - 3:00pm	(60 mins) Cosmetic Acupuncture - Follow Up with Brendan Cheung	cancel
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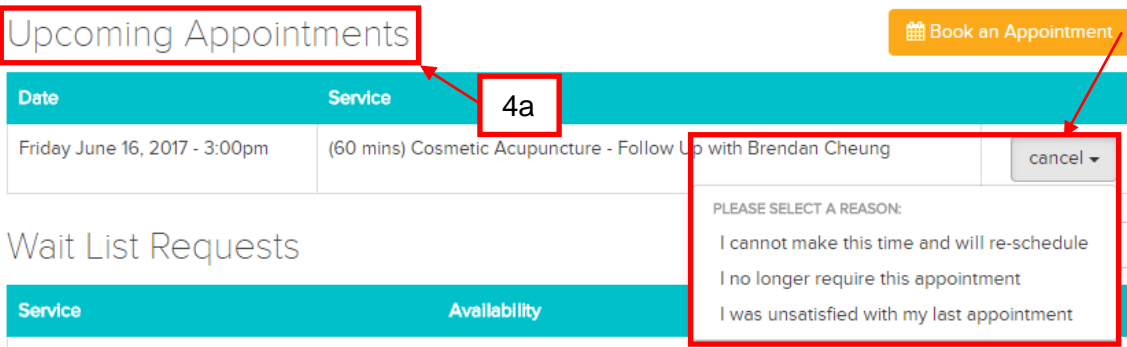
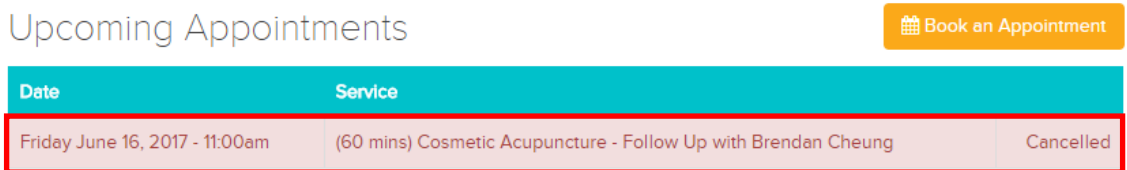
Book an Appointment cont'd

STEP	ACTION	
12	<p>You may wish to enter the reason for your visit if you feel this will be helpful for your practitioner to know in advance.</p>	<p>What is the reason for your visit?</p> <div style="border: 1px solid #ccc; height: 40px; width: 100%;"></div> <p style="text-align: right;">Save Reason</p>
13	<p>If this is your first time receiving this type of treatment, you will be prompted to complete fill out an intake form.</p> <p>IMPORTANT: To ensure your appointment isn't delayed, please complete the in-take for IN ADVANCE of your appointment.</p>	<p>There is an additional intake form for you to fill out. <small>Please take a moment to fill out our online intake form before your visit. All information is kept completely confidential.</small></p> <p style="text-align: right;">Fill Out Intake Form</p>
14	<p>You can also choose how and/or if you would like to be reminded about your upcoming appointment(s).</p> <p>NOTE: Your appointment will be reserved, regardless if you have selected any reminder methods or not.</p>	<p>How would you like to be reminded?</p> <p><input checked="" type="checkbox"/> Text Message (SMS) 2 days before appointment</p> <p><input checked="" type="checkbox"/> Email 2 days before appointment</p>
15	<p>Once you have booked an appointment, you will be notified about that practitioner's next available appointment for the same service at the top of the screen banner:</p>	<div style="background-color: #00a0c0; color: white; padding: 5px;"> <p> You last booked a (60 mins) Cosmetic Acupuncture - Follow Up with Brendan Cheung. Brendan's next opening is Friday June 16, 2017 at 10:00am View Brendan's Availability ></p> </div> <p>From there, you can then view the practitioner's availability and book another appointment for the same visit if you wish.</p>

Cancel an Appointment

When to do To cancel an appointment

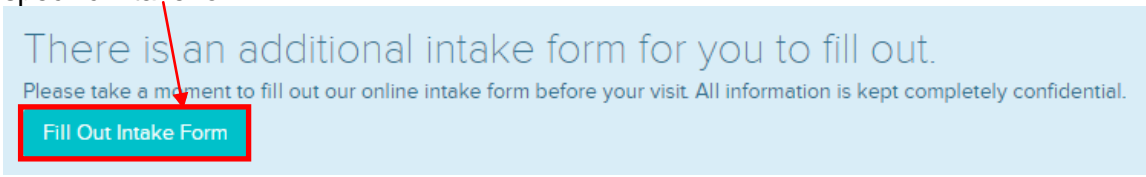
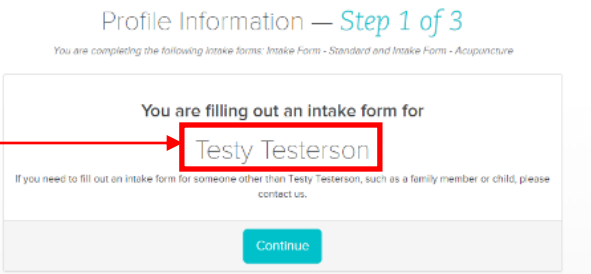
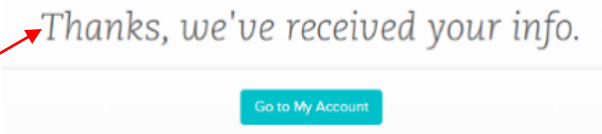
CAUTION: You will only be able to cancel an appointment online at least 24 hours before your scheduled appointment.

STEP	ACTION						
1	<p>Are you cancelling within 24 hours of your scheduled appointment?</p> <table border="1"> <thead> <tr> <th>IF you are cancelling:</th> <th>THEN do the following:</th> </tr> </thead> <tbody> <tr> <td>Within 24 hours of your scheduled appointment</td> <td> <p>Call Satori Health & Wellness (416-972-9355) to cancel your appointment.</p> <p>*Late cancellation charges may apply. Cancellations are not accepted via email.</p> </td> </tr> <tr> <td>More than 24 hours of your scheduled appointment</td> <td>Proceed to STEP 2.</td> </tr> </tbody> </table>	IF you are cancelling:	THEN do the following:	Within 24 hours of your scheduled appointment	<p>Call Satori Health & Wellness (416-972-9355) to cancel your appointment.</p> <p>*Late cancellation charges may apply. Cancellations are not accepted via email.</p>	More than 24 hours of your scheduled appointment	Proceed to STEP 2.
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More than 24 hours of your scheduled appointment	Proceed to STEP 2.						
2	Visit https://satoriwellness.janeapp.com/ .						
3	Login to your account.						
4	<p>a. Look for the appointment you wish to cancel under “Upcoming Appointments”. 4b</p> <p>b. Click “Cancel” and choose a reason for your cancellation.</p> 						
5	<p>Once you’ve cancelled your appointment, it should turn red for a few seconds and then disappear.</p> 						

Complete an Intake Form

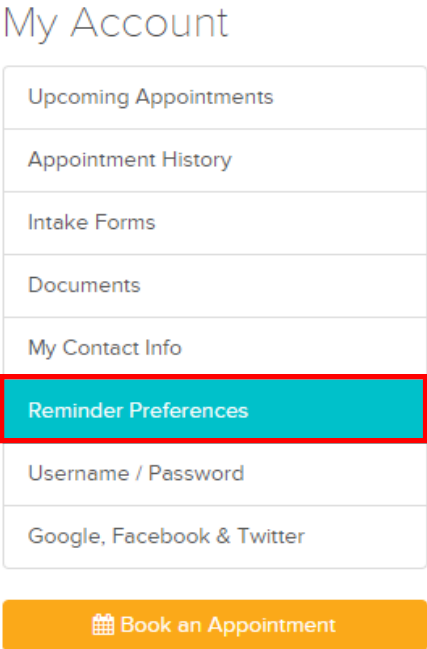
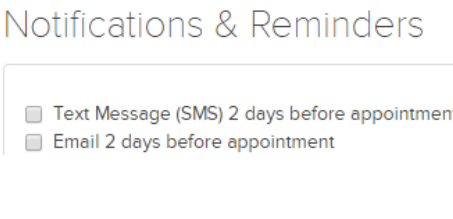

When to do To provide relevant information to your practitioner, helping them prepare to provide you with the most effective care.

NOTE: Each type of service at Satori may require you to provide additional information to the practitioner.

STEP	ACTION
1	Visit https://satoriwellness.janeapp.com/ .
2	Login to your account.
3	<p>Once you have an appointment booked, you will be prompted to fill out a service-specific intake form.</p>  <p>This form will provide your practioner with relevant health information that will prepare them to provide you with the most effective care.</p>
4	<p>You will then be prompted to complete the intake form.</p> <p>NOTE: Please ensure the form you are filling out is for the correct person.</p> 
5	Continue through the questionnaire, completing all 3 steps.
6	<p>Click "Submit Your Info" at the end to complete your form.</p> <p>You should see the message on the right when it has been completed.</p> 

Edit Notifications & Reminders from Satori

When to do To tell us if, how, and/or when you want to be notified or reminded of your Satori appointment(s)

STEP	ACTION
1	Visit https://satoriwellness.janeapp.com/ .
2	Login to your account.
3	<p>Select "Reminder Preferences".</p>  <p>The screenshot shows a 'My Account' menu with several options: Upcoming Appointments, Appointment History, Intake Forms, Documents, My Contact Info, Reminder Preferences (highlighted in red), Username / Password, and Google, Facebook & Twitter. Below the menu is a yellow 'Book an Appointment' button.</p>
4	<p>Select which type of notification(s) you would like to receive from Satori.</p>  <p>The screenshot shows the 'Notifications & Reminders' settings page with two checkboxes: <input type="checkbox"/> Text Message (SMS) 2 days before appointment and <input type="checkbox"/> Email 2 days before appointment.</p>
5	<p>Click "Save Reminder Preferences" to save your choices.</p>  <p>The screenshot shows a red-bordered button labeled 'Save Reminder Preferences'.</p>

Store your credit card securely

When to do You have decided to store your credit card on file for a faster and easier check out

STEP	ACTION
1	You can only add your credit card on file when you are physically at the Satori location. Please speak to a receptionist when you arrive for your next appointment.
