

Logging In To Zen:


The first thing you will want to do is login with your user account. If you do not have one, this is also where you create one. It's quick and easy and should take no more than a couple of minutes to create.

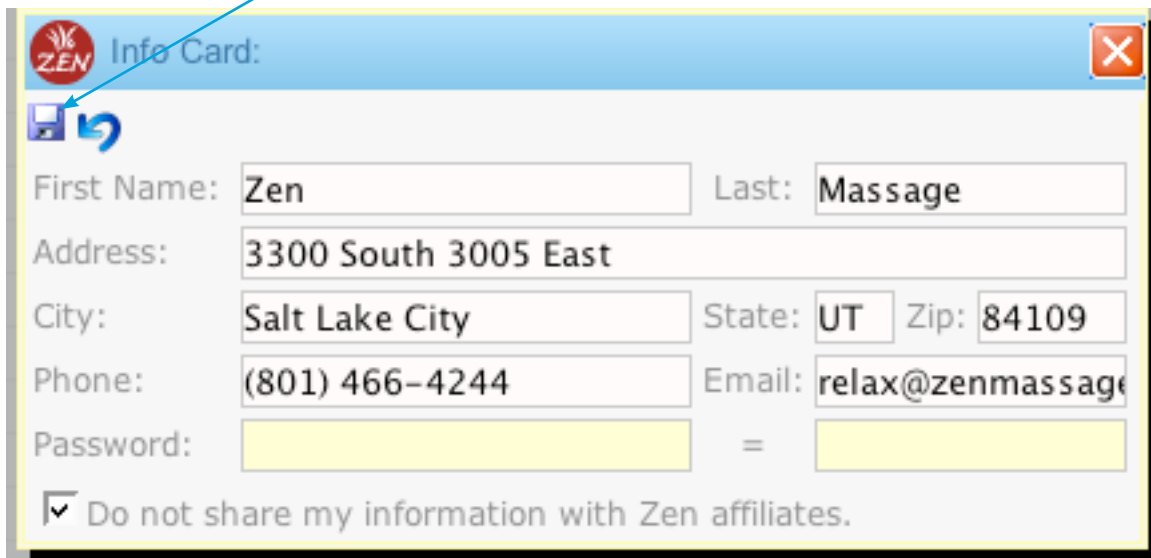
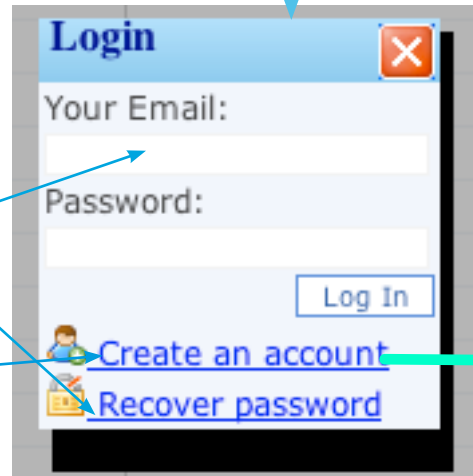
1. In the upper Toolbar, locate and click:  Login

2. A login dialog should appear. If you have an existing account, enter your email address and password now and either click the Log In square or hit the Enter key on your keyboard.

If you forgot your password, simply enter your email address in the email field and then click on the Recover password link.

If you do not have an existing account click here You should then see the Info Card dialog. This simple dialog is all the information we need to activate your account. Once you fill in the required fields click to save your in-

formation. Be sure you enter your correct email address as this is where appointment confirmations will be sent. You can also return to update your information by clicking :  My Card



[CardSpace / InfoCard:](#)

If you are on a computer running Microsoft Windows, we at Zen have made signing up and logging in even easier. Click  [Card In](#) to access your personal cardspace. A few things to be note:


Cardspace requires that you:

1. Are running Microsoft Windows.
2. Have installed all the windows updates.
3. Have the Microsoft .Net framework 3.0 or higher.
4. Have enabled Cardspace on your computer.

In addition, Zen cardspace utilizes the security features of the .NET 3.5 framework which you will be prompted to download from the Microsoft Website if you do not already have it installed.

Once you open your CardSpace, you will be prompted to submit a self-issued card. If you do not have one, you will be able to create one at that time. Then, you will be able to use it each time you visit our site or any other website which supports SAML security assertion and the infocard standard.

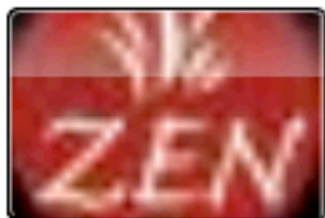
Important Notes:

1. While there is limited support for Cardspace on Mozilla's Firefox, you will need to download and install a community plugin and will need to navigate to our page through our secure (https://) site. All of the prompts and links will be provided for you if you are browsing with Firefox.
2. Your self-issued card provides secure and easy access to your account, however since the card is both your ID and Password, we cannot recover your password via email. If you lose or are unable to access your CardSpace, simply submit a new self-issued card or log-in through the  [Login](#) screen with your email and password.



- The information that you will send is not protected with encryption and can be viewed by others. Do not send a card that includes sensitive information.

Cards you've sent to this site:



test

Your other cards:



Add a card

[Scheduling Appointments:](#)

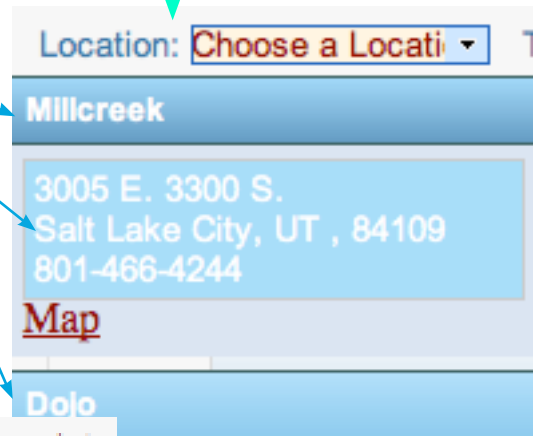
Once you have a user account and have logged in, you can now schedule appointments on-line, and review your appointment history to provide comments, feedback and ratings for our therapists.

NOTE: You can browse our available times, rooms and sessions without logging in, however you will not be able to schedule on-line until you do so.

[Step 1: Choosing a location...](#)

Once you are ready to schedule, the best place to start is deciding where you would like your session to take place. **Location: Choose a Location.**

Location Names are highlighted in the headers here. The address is provided here and clicking on this area selects the location. Finally, a MAP is provided for your convenience. Your confirmation email will also have a link to a map and directions to help you find us.



[Step 2: Selecting your therapist...](#)

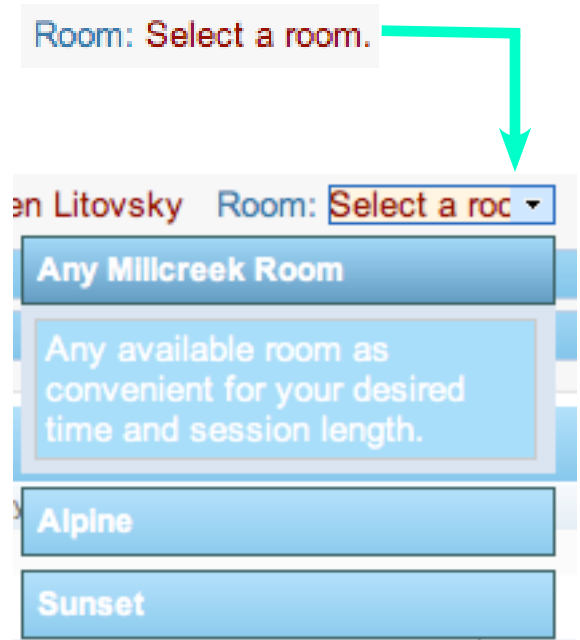
Now that you have a location in mind, you can now see who is available at our location on the day you would like to schedule. Just click **Therapist: Select A Therapist.**



The panel you see will display a list of therapists on our schedule for the day including their name, license and effective dates. You will also see any additional information the therapist has elected to share about their skills and experience in the blue box below. Clicking on any text in the panel or the picture will select the therapist. If you don't have a preference or are not sure which therapist you would prefer, you may select the top category for "Any available therapist" and one will be assigned to you based on a fair and equitable rotation schedule.

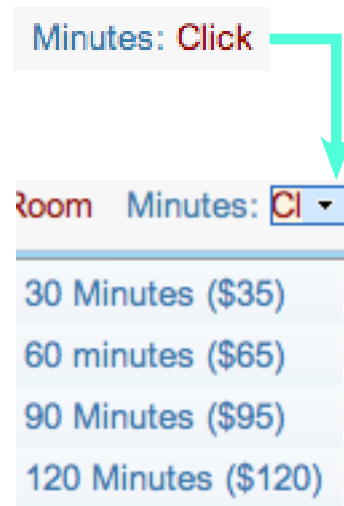
[Step 3: Selecting Your Room](#)

In this section you are presented with an option to select a room. Some of our rooms have special amenities like Ashiatsu bars, Hot-Stone basins, private showers, couples tables, and audiophile-grade audio systems. Other rooms are more basic and available. In the menu you can read about the room and clicking on the description selects it for your appointment. Having no preference, you should select the first option for “Any” room and one will be assigned to you when you arrive for your session.



[Step 4: Choosing your Service](#)

Unlike other Spas and Salons, we don't offer a full menu of treatments, instead preferring to custom-tailor each session to the needs of the client. All you need to do here is select how much time you would like to spend in your treatment. For your convenience, the prices for each session are also posted. Simply select a length for your session and you are ready to schedule your appointment.



Step 5: Viewing the schedule:

Once you have chosen a location, therapist and room you notice the schedule becomes populated with two or three types of appointments:

- Hover over the therapist to see their **schedule**.
- Times reserved by other clients show up like this.
- Your past appointments show up as a thank you.

Other Information:

The page also has some other useful views which are initially hidden to present a simpler and less confusing interface to access them simply click on the collapsible panels which label what they are:

- A map of your selected location can be viewed by expanding this **panel**.
- Wider ranges of our schedule can be seen by expanding the **Month and Week** panels.
- Finally, if you would like to reset your selections and start over with a different location, you can click **here**.

Step 6: Choosing the time of your session

At this point the web page has already built an appointment prototype for you and is just waiting for the time you want to come in. To select your time simply find an available time slot in the schedule and **DOUBLE CLICK** on the time when you want your appointment to **START**.


Example:

If you wanted to come in at 4:00 P.M. double-click **HERE**

The next thing you should see is the Appointment Card which will confirm the information you selected.

[Step 7: Confirmation, Comments, and Saving your appointment.](#)

Please review the information you selected to make sure it is accurate. Also this form gives you a space to enter any particular information which you feel your therapist should know to better treat and accommodate your needs. Your comments will be reviewed by your therapist prior to your arrival and if any additional information is needed we will attempt to contact you before you come in. You can also use this field to enter comments and feedback about your session after it has concluded.

Finally to save and confirm your appointment you must click on the save  icon in the upper left-hand corner.



The screenshot shows a web form titled "Appointment Card:" with a "ZEN" logo. On the left is a photo of a woman receiving a massage. The form fields are as follows:

Time of Session:	Session Length:	
Wed Jan 16 14:15:00 2008	60	
Location:	Therapist:	Room:
Millcreek	Any	Any Millcreek Room

Below these fields is the address: 3005 E. 3300 S., Salt Lake City, UT, 84109

There is a text area labeled "Please add your comments here:" containing the text: **Your Comments go HERE*

A blue arrow points from the word "corner" in the text above to a small save icon in the top-left corner of the form's header area.

[Step 8: Email confirmation](#)

The final step to securing your appointment with us is to click on the confirmation link you will receive from us in a confirmation email. These email are sent automatically

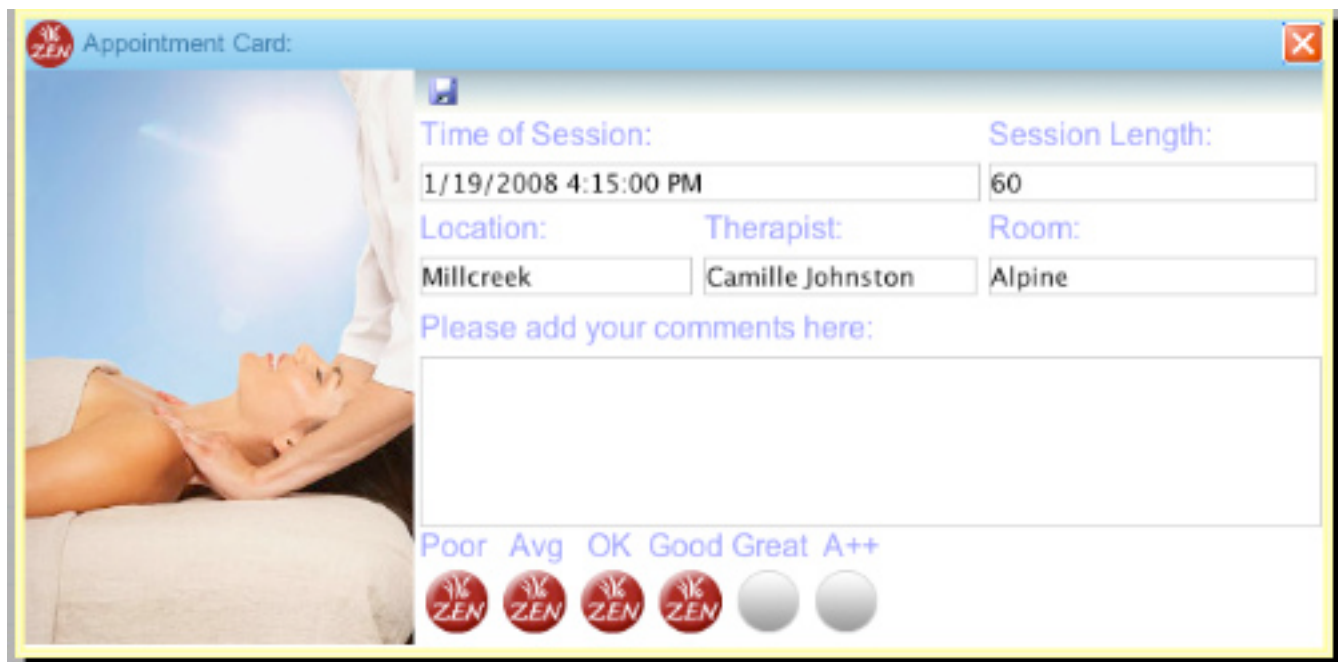
Confirmation Link:	<u>CONFIRM</u>
Cancellation Link:	<u>CANCEL</u>

and do not have a response header so please do not attempt to reply to them as the replies will not be read. Instead, simply click on one of two links provided at the bottom and you will be taken to a page which will provide you with final confirmation or cancellation of your appointment.

Rating and Feedback:

We value your feedback and suggestions. And want to give you an opportunity to share your experience with us. For this reason we have provided you with an appointment history. Everyone who schedules on-line or over the phone will always be able view all of their visits on-line and rate the quality of your service, with specific comments about how you feel we can improve. Your therapist will appreciate honest feedback as much as we will and we will do our best to apply your suggestions to better serve our clients in the future.

For your convenience, any past appointment can be opened by double-clicking on the thank-you note in the schedule. This will re-open your appointment card with a new rating bar



Clicking on a rating button automatically saves your rating. But if you would like to leave a more personal comment for us or your therapist, please use the comments box and be sure to click on the save icon after you are done.

We hope you enjoyed the on-line experience and would welcome any suggestions you may have to improve it for future use!

Sincerely,
Zenproject.net

About the technology:

ZenWeb was designed and built by ZenProject; our sister company specializing in innovative IT solutions and development on beta and pre-RTM tools. The website is 100% WEB 2.0 enabled with AJAX extenders generating partial page callbacks. ZenWeb was built from the ground up utilizing the Microsoft .Net 3.5 framework with ASP.NET Ajax assemblies and scripting libraries. The site is hosted on IIS 7.0 running on a NLB server cluster block and a tri-node Failover Data Cluster in our privately-owned and maintained N+1 data center.

This architecture, combined with our distributed smart-client, loosely connected framework of CRM and scheduling tools allows us to provide you with REAL-TIME appointment scheduling at multiple locations which synchronize with a central data-core. Your appointment appears at the location you will be treated within seconds of your scheduling and is updated as soon as you confirm or cancel. To learn more about this technology and the person behind the effort, please visit <http://www.zenproject.net> or <http://www.zenthinking.com>