



Login

[Forgotten your PIN?](#)

Lifestyle Active Online Booking User Guide January 2017

Online Bookings

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Accessing Online Bookings

Queen Elizabeth Leisure Centre

From Queen Elizabeth's website you click the 'Book Online' button which is either here; <https://www.dorsetforyou.gov.uk/ge-leisure-centre> (main page) or here; <https://www.dorsetforyou.gov.uk/ge-leisure-centre/fitness-classes> (fitness class page)

These 2 buttons take you to here; <https://bookings.christchurchandeastdorset.gov.uk/ConnectCED/>

Two Riversmeet Leisure Complex


From Two Riversmeet's website you click the 'Book Online' button which is either here; <https://www.dorsetforyou.gov.uk/ge-leisure-centre> (main page) or here; <https://www.dorsetforyou.gov.uk/ge-leisure-centre/fitness-classes> (fitness class page)

These 2 buttons then take you to here; <https://bookings.christchurchandeastdorset.gov.uk/ConnectCED/>

Logging In screen

Help Login Cymraeg

Book Online



Login

Email Address

PIN

Login

Forgotten your PIN?

Privacy Policy

Username and Password

At this screen you log in using your user name and password. The username will be the email address you have given us and that we have stored on our booking system. Your password will be a 4 digit pin

Resetting your username or password

If you cannot remember your user name (email address) or password then please contact reception

Home Page

Once you have logged in you will see this screen (it may differ slightly in layout depending on the size of the monitor you are using);

The screenshot shows the home page of an online booking system. At the top right, there is a user greeting 'Welcome Karl Prince' and links for 'Help', 'My Details', 'Logout', and 'Cymraeg'. The main heading is 'Book Online' in large blue font, accompanied by a calendar icon. Below this is a navigation bar with 'Home', 'Make a Booking', and 'Manage Bookings' links, and a search input field. The main content area is divided into several sections: 'QuickBook' with buttons for 'Tone Zone Wed 1310' and 'Aqua Fit Tue 1030'; 'Upcoming Bookings' with a link to view information; 'Search' with a dropdown menu set to 'Q E Leisure Centre' and buttons for 'Today', 'Tomorrow', and '7 days time'; 'Advanced Search'; and 'Classes' listing 'Body Attack Exp Mon 1915', 'Body Pump Mon 1815', and 'R.P.M Mon 1925', each with 'Space' availability and 'Calorie Burning' details.

Quick book enables you to re-book classes you have previous booked online.

Upcoming bookings shows any bookings you have in the next 10 days.

Search enables you to find and book any classes / activities that are web bookable either today, tomorrow or in 7 days' time.

Search Classes / Activities

People at Queen Elizabeth Leisure Centre will automatically see 'Q E Leisure Centre' and people from Two Riversmeet will automatically see 'Two Riversmeet L C'. You can switch between sites or show all.

This image shows a close-up of the search dropdown menu. The dropdown is open, showing 'Q E Leisure Centre' as the selected option. The menu is titled 'What's on at' and has a search input field above it.

Using the Search function you will see all of the classes / activities that you can book, by default this will show all classes / activities for today. If you want to see tomorrow or 7 days' time you can change that here.

This image shows three buttons for search time filters: 'Today' (highlighted in blue), 'Tomorrow', and '7 days time'.

This can confuse users as it is easy to interpret this as 7 days' time meaning all classes / activities between now and the next 7 days... *it doesn't it means classes / activities on the 7th day from today....* To search classes / activities 2-10 days away see Advanced Search.

Use the search to see today's, tomorrow's or classes in 7 days' time (only those on the seventh day).

Advanced Search

The Advanced Search function allows you to book classes / activities up to 10 days in advance and you can see everything available across all dates, not just today, tomorrow or in 7 days' time.

The screenshot shows the 'Advanced Search' form with the following fields and annotations:

- What's on at:** A dropdown menu showing 'Q E Leisure Centre' with a downward arrow icon. Annotation: 'Change the site you want to search.'
- Activity Type:** A dropdown menu showing 'Any'. Annotation: 'Pick an Activity Type, RPM is Calorie Burner for example. These should correlate to the timetable, with regards to classes.'
- Activity:** A dropdown menu showing 'Any'. Annotation: 'Pick the actual activity, such as RPM'
- From:** A date input field showing '21/11/2016'. Annotation: 'Pick the dates you wish to search between'
- To:** A date input field showing '21/11/2016'. Annotation: 'Pick the dates you wish to search between'
- Preferred Times:** Three buttons: 'Morning', 'Afternoon', and 'Evening'. Annotation: 'Filter results to Morning, Afternoon or Evening.'
- Include Days:** Seven buttons: 'Mon', 'Tue', 'Wed', 'Thu', 'Fri', 'Sat', and 'Sun'. Annotation: 'Filter results by day.'

Once the user has filtered the criteria shown above hit 'Search'



All results for bookable classes / activities will then be displayed below the search options

Booking Classes

Once you have searched for the class using either basic or Advanced Search options you will see all results for bookable classes / activities

Classes		
Body Attack Exp Mon 1915	Space	Calorie Burning With Hilary
Body Attack Exp Sat 0830	Space	Calorie Burning With Jocelyn or Hilary
Body Attack Exp Thu 0915	Space	Calorie Burning With Jocelyn
Body Combat Exp Fri 0915	Wait	Calorie Burning With Louise
Body Combat Mon 0915	Space	Calorie Burning With Louise
Body Combat Thu 1830	Space	Calorie Burning With Hilary
Body Combat Tue 1900	Space	Calorie Burning With Louise
Body Combat Wed 0915	Full	Calorie Burning With Hilary

If classes have spaces and can be booked, they will say 'Space' and be green.


If classes are currently fully booked, but there is space on the waiting list, they will say 'Wait' and be purple.

If classes are full and there is no waiting list or the waiting list is already full, they will say 'Full' and be red.

To book a class click on the Green button or to go on the waiting list click the purple button, of the corresponding class. This will take you to the screen below;

Welcome Karl Prince [Help](#) [My Details](#) [Logout](#) [Cymraeg](#)

Book Online



[Home](#) [Make a Booking](#) [Manage Bookings](#)

Select Slot

Body Attack Exp Mon 1915 [Studio 1]
Mon 21 Nov
00:00 - 23:59

Mon 21 Nov, 19:15
(45 mins)

[Book](#)
58 spaces remaining

Preferred Booking Site: [Q E Leisure Centre](#) [Change](#)
[Privacy Policy](#)

Click here to 'Book' the class / activity

This screen shows a little more detail and allows you to confirm you have the correct class / activity. To proceed with the booking click the green 'Book' button, under where it states how many spaces are available.

Confirming the Booking

Complete Your Booking

Body Balance Tue 1100 [Studio 2]

Tue 22 Nov, 11:00 (60 mins)

£0.00 ←

Comments

With Becki

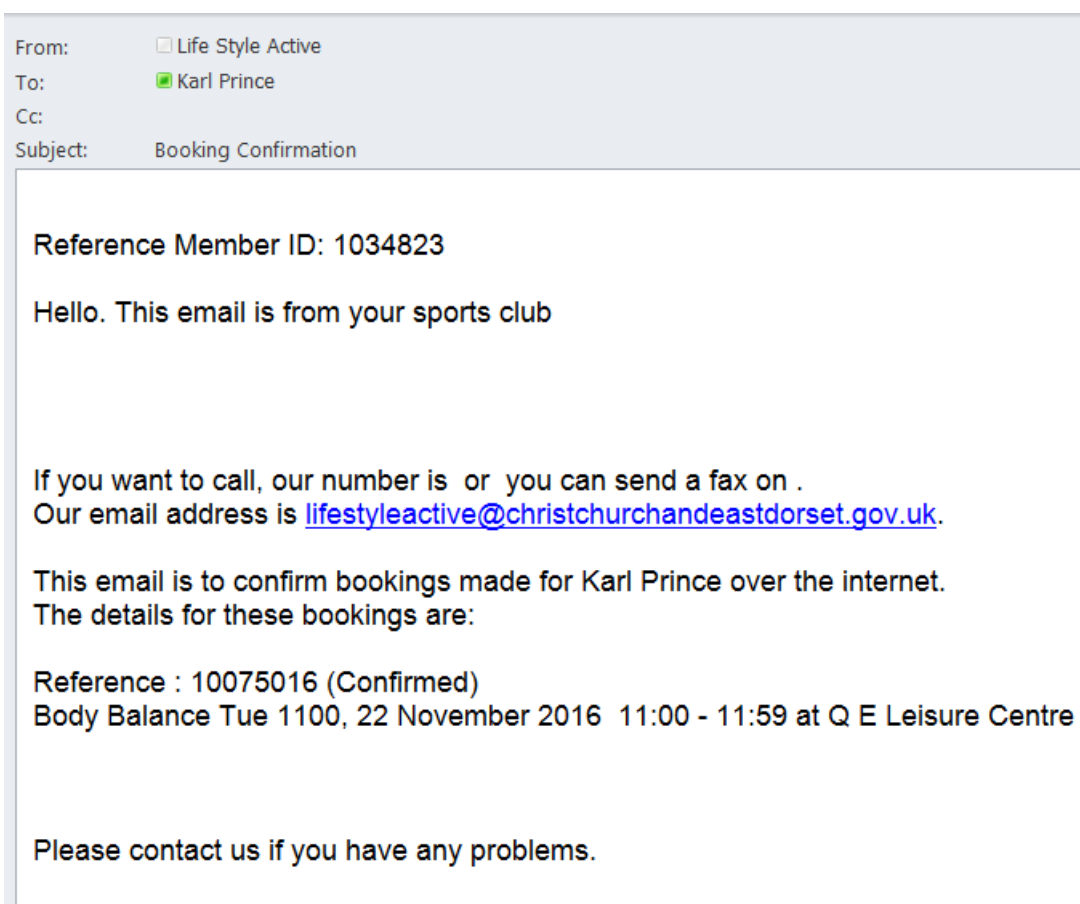
Do you want to make this booking?

After proceeding with the booking, the following screen shows any amount due to pay, which should generally be zero (£0.00) as only Platinum members are generally given log in details and Platinum members get classes for free.

To confirm click 'Book'

Email Confirmation

You will then receive, to the address provided and with which you logged in with, an email such as the one below.



Booking Activities

You can search for the activities in the same way as classes, but the way you book them is slightly different, as obviously there are different time slots available.

Once you have searched for an activity using the basic or advanced search options, detailed above, you can click the green button to be taken through to select a time / court / etc... The example below shows an online booking for badminton at QE

Select Slot

Select the day and timeslot to view the specific availability

Badminton

Mon 21 Nov
00:00 - 23:59

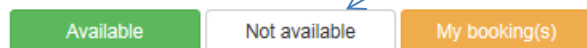
Mon 21 Nov			
Court 1	Court 2	Court 3	Court 4
17:00	17:00	17:00	17:00
17:30	17:30	17:30	17:30
18:00	18:00	18:00	18:00
18:30	18:30	18:30	18:30
19:00	19:00	19:00	19:00
19:30	19:30	19:30	19:30
20:00	20:00	20:00	20:00
20:30	20:30	20:30	20:30
21:00	21:00	21:00	21:00
21:30	21:30	21:30	21:30

Click left or right to change the date

Click on an available slot to book it out

- Green is 'Available'
- White is 'Not Available'
- Orange shows bookings you have already made.

Availability status information



Once a slot has been picked the rest of the booking is the same as a class, you will get the same confirmation screen and a similar email confirming their booking.

Book Online

[Home](#) [Make a Booking](#) [Manage Bookings](#)

You are not allowed to pay for unpaid sales.

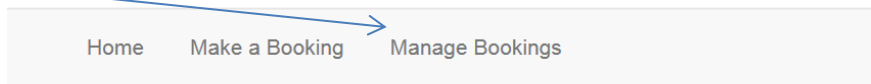
As certain activities are still not free for Platinum members, these activities will generate a charge. However, as we cannot take online payments you will get a message like this upon booking;

The booking has gone through, but payment cannot be made online. This is another reason why we only allow Platinum members to have online booking access.

Managing Bookings

On most pages you will see a tab called 'Manage Bookings', next to 'Make Bookings'.

Book Online



This is at the top of the page.

Manage Bookings

Confirmed bookings

Activity	Date	Time	Site	Paid	Member	Actions
Body Balance Tue 1100	Tue 22 Nov	11:00 (60 mins)	Q E Leisure Centre	Paid	Karl Prince	

Make another booking

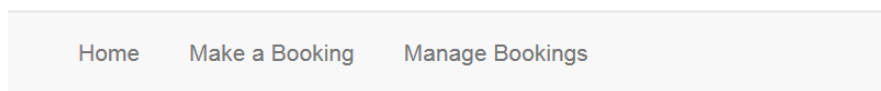
From here you can 'Make another booking' or 'Cancel' any bookings you have already made.

You can also 'View' more info on any existing bookings.

You can also 'Move' the date booking, but this is not possible with classes, as they are all fixed to one day. You would have to cancel your space on a class and rebook one on another day if you wish to move *your* booking. This is detailed below.

Cancelling a booking

After clicking the 2nd button, shown next to the class / activity on the 'Manage booking' page, under 'Actions' you will be taken to a confirmation screen.



Manage your booking

Please click on **Confirm** to cancel your booking

To confirm the cancellation click the green 'Confirm' button.

Body Balance Tue 1100 [Studio 2]

Tue 22 Nov, 11:00 (60 mins)
Price: £0.00

At this stage no confirmation email is sent.



Moving a booking

After clicking the 2nd button, shown next to the class / activity on the 'Manage booking' page, under 'Actions' you will be taken to a screen that shows all dates and times the activity can be moved to.

Badminton [Court 4]

Tue 22 Nov, 20:00 (60 mins)

Price: £8.90

	Mon 21 Nov to Sun 27 Nov						
-	Mon 21 Nov	Tue 22 Nov	Wed 23 Nov	Thu 24 Nov	Fri 25 Nov	Sat 26 Nov	Sun 27 Nov
08:00	Not Available	Not Available	Not Available	Not Available	Not Available	Available	Available
08:30	Not Available	Not Available	Not Available	Not Available	Not Available	Available	Available
09:00	Not Available	Not Available	Not Available	Not Available	Not Available	Available	Available

Again, 'White' indicates not available and 'Green' available. 'Orange' would indicate another booking.

Once you have picked another day and time, you will be taken to a further booking sheet to pick a court, obviously this is specific to badminton 😊

Manage your booking

Please click on **Confirm** to move your booking

Badminton [Court 4]

Tue 22 Nov, 20:00 (60 mins)

Price: £8.90

Move to

Badminton [Court 4]

Sat 26 Nov, 10:30 (60 mins)

Price: £7.20

Cancel

This booking can not be moved as there is a price difference between products.

If you try to change to a time when the prices are different (peak / off-peak), you will get the following screen

Once you have an applicable day and time to move the booking to (i.e. same price) you will get the following confirmation screen. All you then need to do is click the green 'Confirm' button.

At this stage no confirmation email is sent to confirm changing bookings.

Manage your booking

Please click on **Confirm** to move your booking

Badminton [Court 4]

Tue 22 Nov, 20:00 (60 mins)

Price: £8.90

Move to

Badminton [Court 3]

Fri 25 Nov, 21:00 (60 mins)

Price: £8.90

Confirm

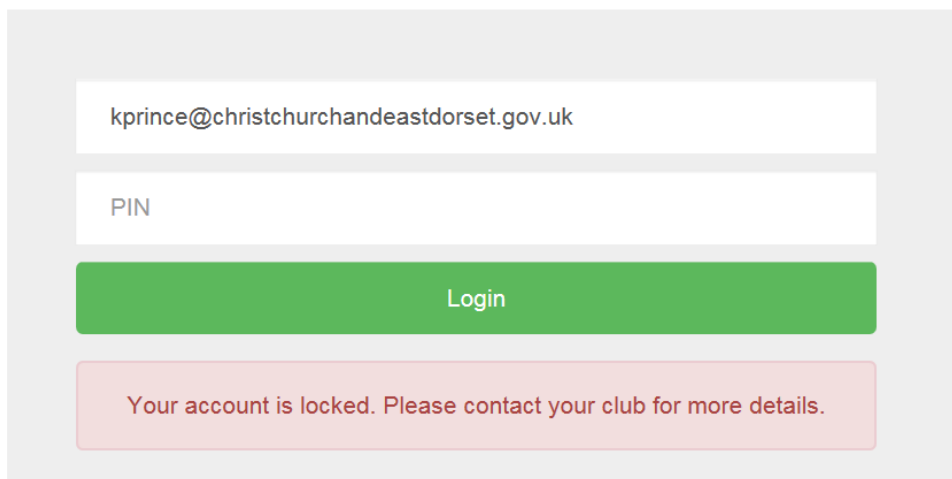
Cancel

Common / Known Issues

Locked out of account

If you get your password wrong 3 times, you will see the error message shown below

Login



The screenshot shows a login interface with the following elements:

- A text input field containing the email address: `kprince@christchurchandeastdorset.gov.uk`
- A text input field containing the label: PIN
- A green button labeled: Login
- A red error message box containing the text: `Your account is locked. Please contact your club for more details.`

You will need to call Queen Elizabeth; 01202 888208 or Two Riversmeet; 01202 477987 and they can unlock your account.

I would suggest checking your pin (password) matches what we have on our system, if they don't match please have it reset.

Booking 10 days in advance

We get some users who feel they cannot book 10 days in advance. This is generally user error, because you are not using the 'Advanced Search' option and can only see the Today, Tomorrow and 7 Days options.

You need to use the Advanced Search to see all classes / activities available between set dates. Obviously further than 10 days will not show up regardless.