CLIENT RELEASE NOTES

iBookings Update March 2018

NEW TOOLS TO HELP YOU COMPLY WITH GDPR HIGHLIGHTS

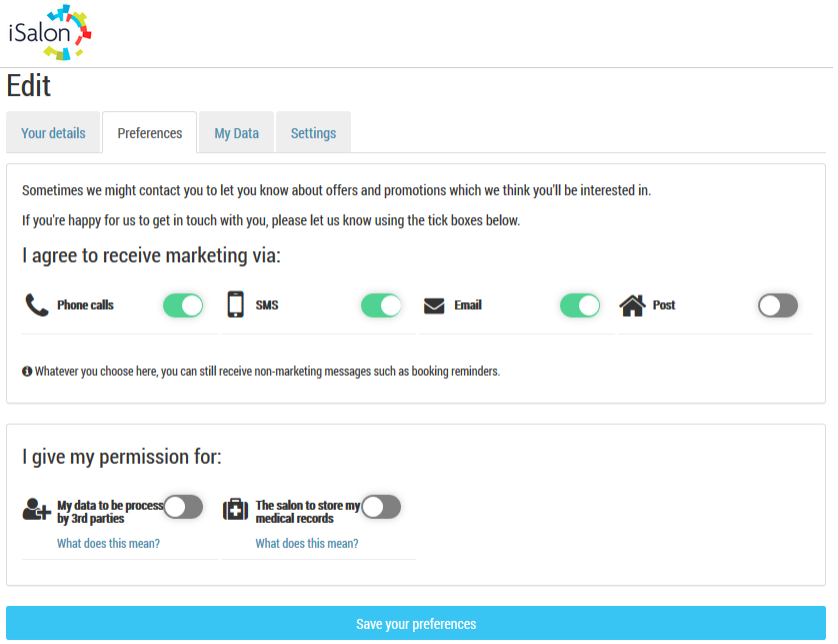
CLIENT PREFERENCES PORTAL	In versions 11.6 and later, iSalon will include a short URL in all SMS messages which leads clients to their preferences portal
CLIENT NOTES ACCESS	Clients allowed access to notes; method chosen on iBookings setup page
MARKETING OPT-IN TRACKING REPORT	This report now tracks opt-in changes made using the Client Preferences Portal
FORGET ME FUNCTION	'Forget Me' button allows clients to delete their data from iSalon

ENHANCEMENT HIGHLIGHTS

SALON CHOICE	The display for choosing a salon within a group of salons has been improved
NEW GENDER OPTION	Addition of 'Not Given' option under Gender field
CHANGE TO BOOKING CONFIRMATION EMAIL	The booking acknowledgement email that clients receive has been changed for clarity
AT A GLANCE AVAILABILITY	iBookings now shows if a Team Member in unavailable at a glance
UNAVAILABLE TEAM MEMBERS	When a Team member is not available (has no availability) – iBookings shows the salon/call centre phone number so clients can call to book an appointment
IMPROVED SALON INFORMATION PAGE	The salon info page layout has changed to show in sections to improve the layout
AMENDED WORDING	We have changed some of the wording of iBookings to make it even easier to use
ADDRESS FINDER	When clients enter their postcode, they are shown a list of corresponding addresses to choose from
FIELD ORGANISATION	We have re-ordered the client registration fields for ease of use

MORE INFO	'More Info' links shown by each service where more information is available

SHOW ME NEW TOOLS TO HELP COMPLY WITH GDPR

CLIENT PREFERENCES PORTAL	In versions 11.6 and later, iSalon will include a short URL in all SMS messages which leads clients to their preferences portal	

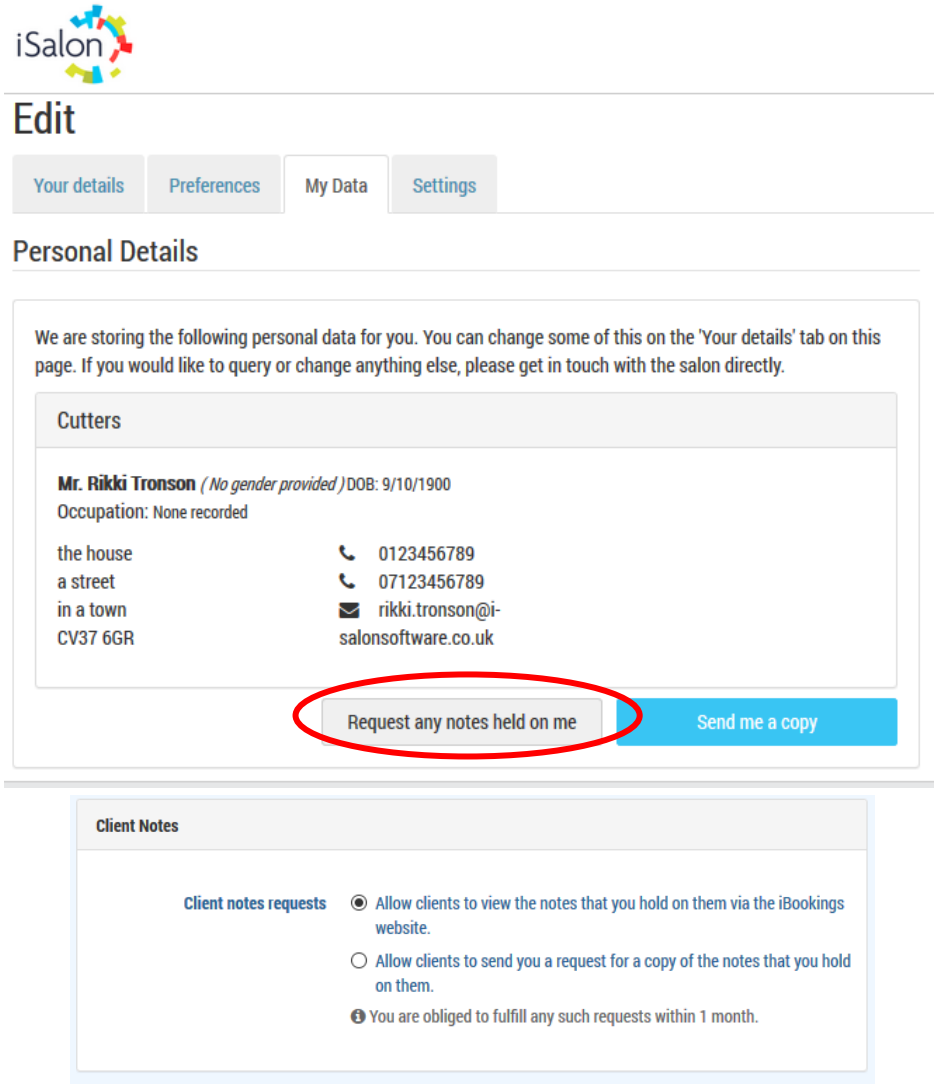
CLIENT NOTES ACCESS

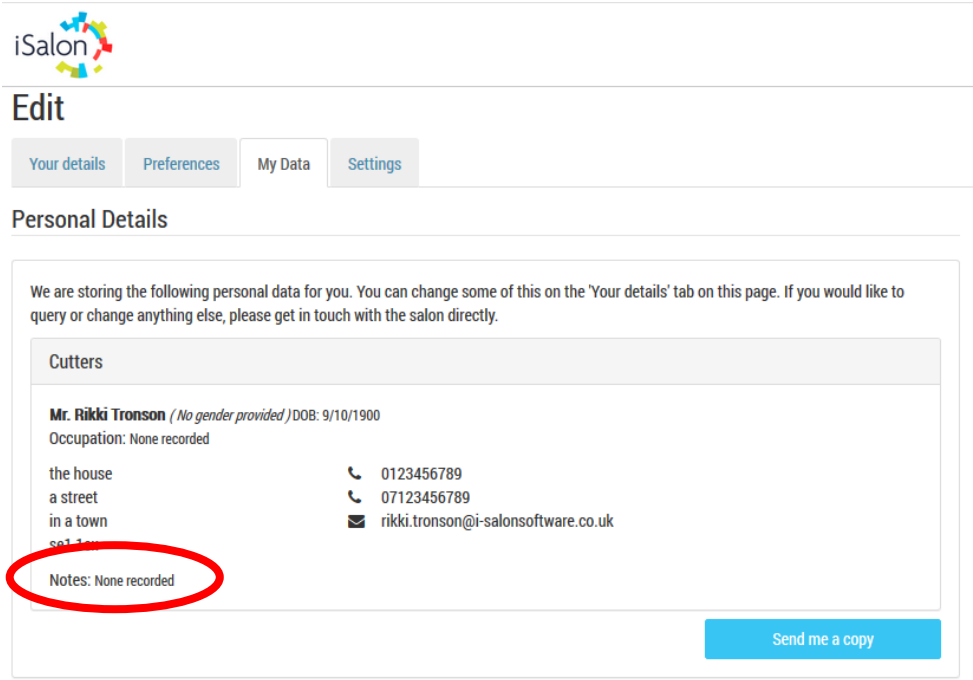
The Client Preferences Portal **will display a 'Subject Access Request' button (called 'Request any notes held on me')** by default.

A new feature has been added to the client preferences portal that allows clients to request any notes (these are their Client Notes, from the Client Record Card). The request is sent via email to the salon, and the salon have up to 1 month to fulfill this request.

Note: this can be changed in the iBookings setup portal that managers use. You can choose to show the client notes to them in their client preferences portal or give clients the option to request their notes.

You can be reminded of your admin (iBookings setup) login and passwords by referring to the email we sent you when we set your iBookings up; alternatively, you can call us on 01522 887 200 option 1.

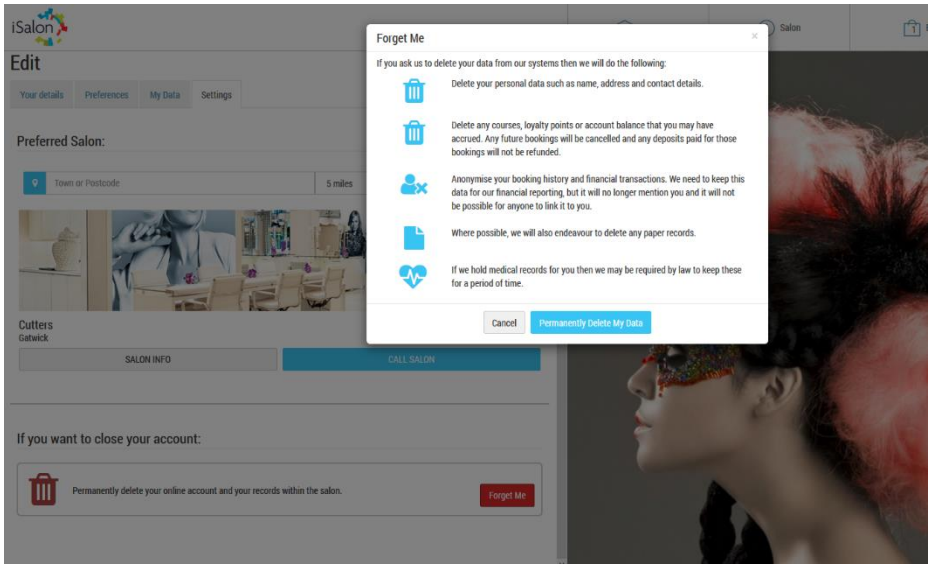




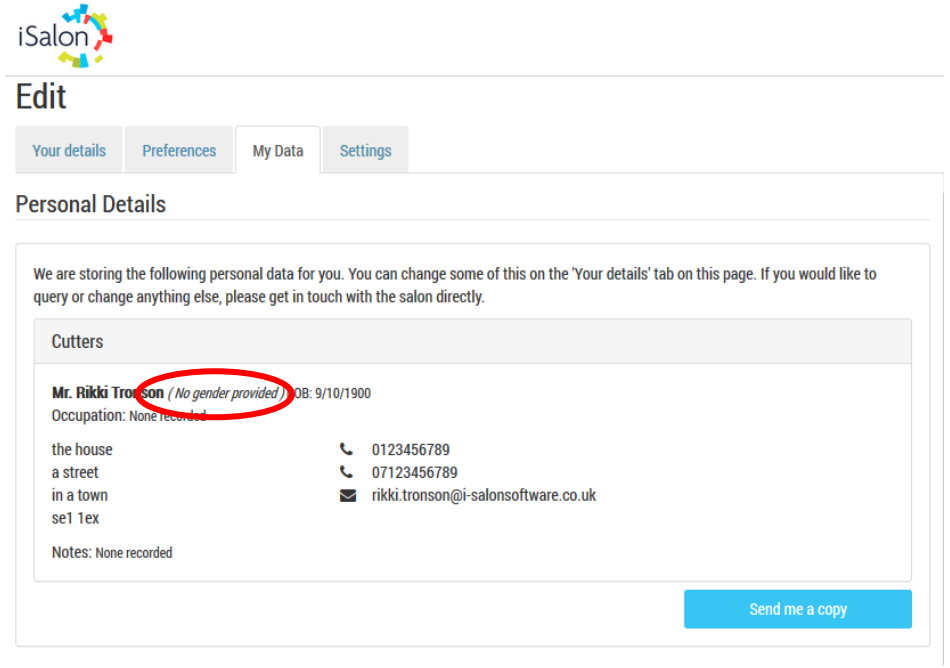
MARKETING OPT-IN TRACKING REPORT

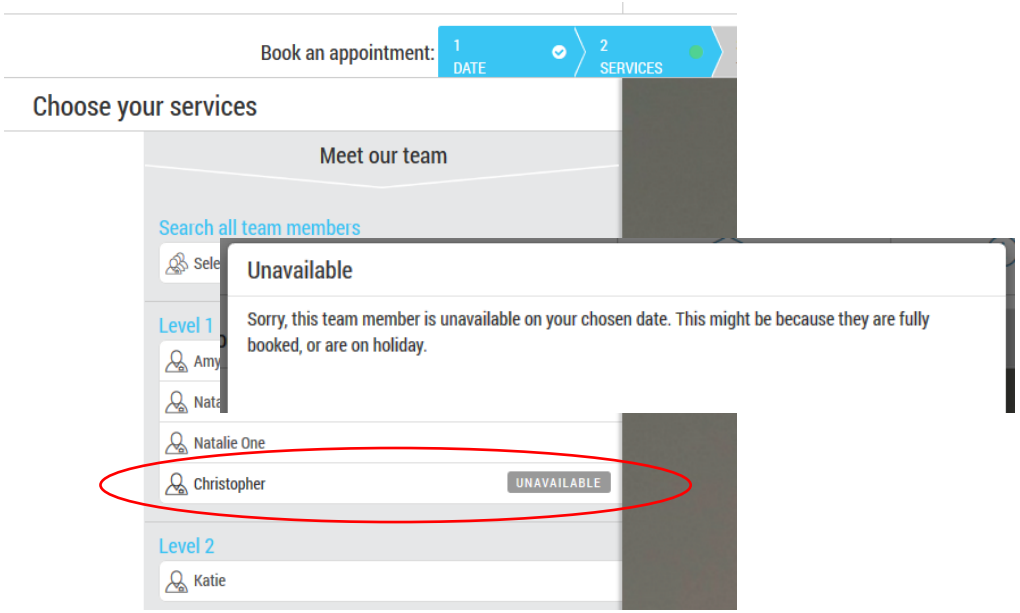
This report now tracks opt-in changes made using the Client Preferences Portal.

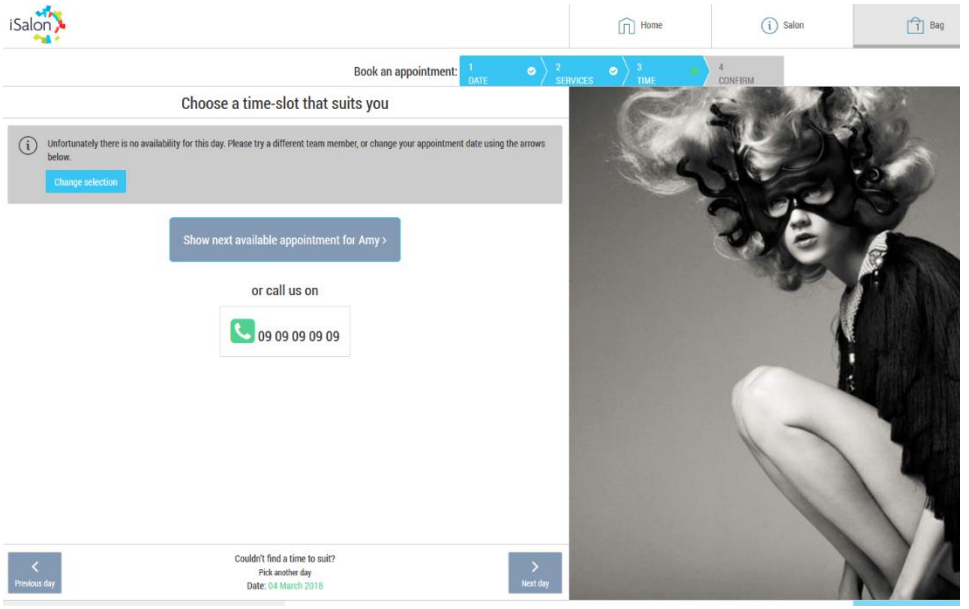
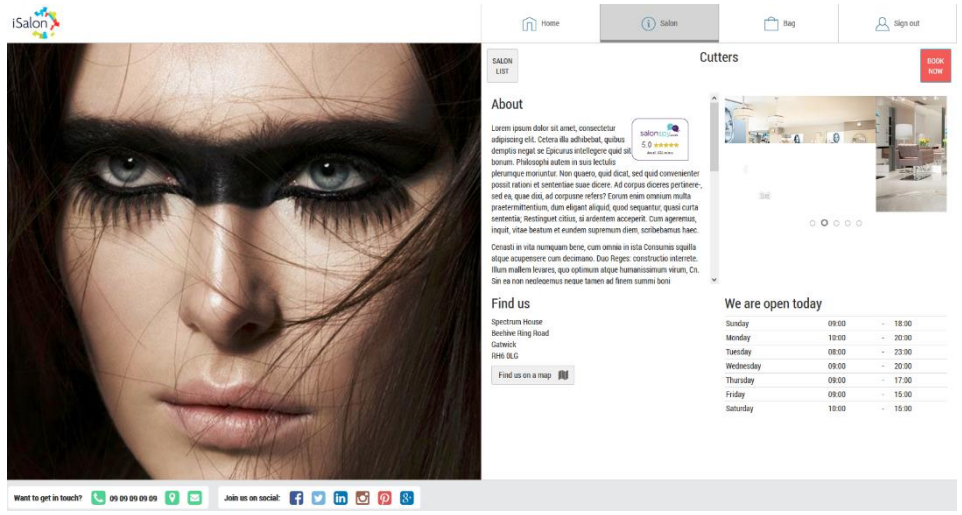
The new 'Marketing Opt-in Tracking' report in iSalon includes any changes to opt-ins that the client has made online in their iBookings 'My Account' page (Client Preferences Portal). You will know the client changed it as the last column will say 'iBookings 3' (iSalon shown in the example here, showing they made changes in local iSalon not online).

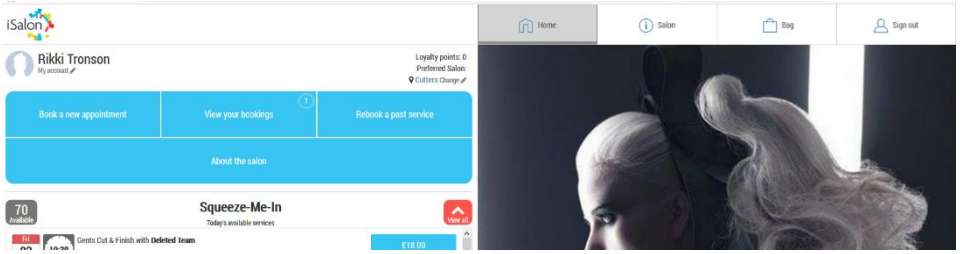
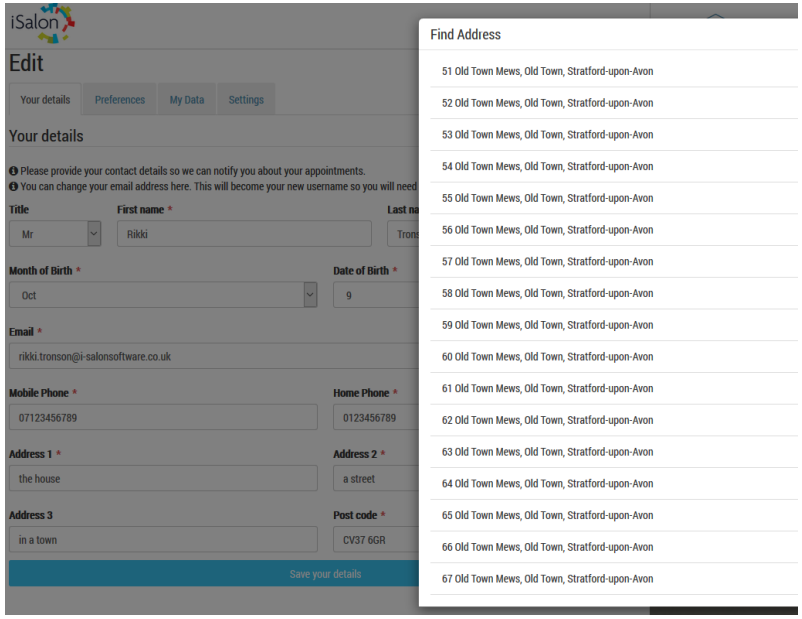
FORGET ME FUNCTION	'Forget Me' button allows clients to delete their data from iSalon. A pop-up will explain exactly what data will be deleted. We have a new warning list on the popup to say that any future bookings will be deleted, and any deposits paid for those bookings will be lost and will not be refunded.	

SHOW ME ENHANCEMENTS

NEW GENDER OPTION	Addition of 'Not Given' option under Gender field in iSalon will show in iBookings	
CHANGE TO BOOKING CONFIRMATION EMAIL	The booking acknowledgement email that clients receive has been changed for clarity; Clients are sent a 'Booking Acknowledgement' email, and then a 'Booking Confirmation' email. In 'Booking Acknowledgement' email we have the following changes:	

	The subject line has been changed to: "<salon name> - Your booking is awaiting confirmation from the salon" The title in the email (just underneath the logo) has been changed to: "Your booking is awaiting confirmation from the salon" In the grid, the text in line with the exclamation mark symbol has been made bold: "Your appointment is now awaiting confirmation from the Salon. We'll let you know as soon as that has been done."	
AT A GLANCE AVAILABILITY	iBookings now shows if a Team Member in unavailable at a glance. If the Team Member name is clicked on; a display message explains they are unavailable.	

UNAVAILABLE TEAM MEMBERS	When a Team member is not available (has no availability) – iBookings shows the salon/call centre phone number so clients can call to book an appointment	
IMPROVED SALON INFORMATION PAGE	The salon info page layout has changed to show in sections to improve the layout. NOTE: Tablets, laptops, desktops and other full screen devices will get this new view, but mobile phones will still get the tabbed view due to screen space.	

AMENDED WORDING	Changes to the salon logo shown top left of screen, and various word terms: 1) when clicking the logo, it opens a new window and takes us to the salon's website 2) Wording Change 'Website' tab name to "Go to <website url>" 3) top-right 'Set up an account' changed to 'New user?' 4) 'my account' wording has been changed to 'sign in' 5) 'log out' changed to 'sign out',	
ADDRESS FINDER	We have added a new Find Address button to the 'Register Via Email' and 'Edit Details pages' in iBookings (when users are creating an account for iBookings, or are editing their existing account details in iBookings). It looks at the postcode entered and displays a list of matching addresses.	

FIELD REORGANISATION	On iBookings, the client registration fields have been reordered as follows: First name Surname DATE OF BIRTH (Added) Mobile phone Postcode Email Password Confirm password	