

QMATIC

Manual

Qmatic Web Booking

238.02N

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1. What's new

Version	Chapter	Change
01.A	• General	• New manual for Qwebbook
01.B	• Configuration	• How restriction settings work • Which changes require a restart of Orchestra central • Adjusted links for preselection of services and branches
01.C	• Configuration	• New section about enforcing SSL communication
	• Integration Into Existing Home Page	• Where to find branch public id and service public id. • New section about required changes in API Gateway.
01.D	• General	• New name Qmatic Web Booking
01.E	• Installation + Configuration	• Instructions for how to install and configure service groups
	• Appendix A	• New appendix with upgrade instructions
01.F	• Configuration	• New settings for prices • How to configure custom fields
01.G	• API Gateway	• Addition to application.yml for SMS verification to work

Version	Chapter	Change
01.H	• General	• References to Service Groups admin UI removed
	• Configuration	• How to configure custom flag • How to add service information using a service template
01.I	• Introduction	• Added General Admin UI as a system requirement
	• Configuration	• How to modify branch address order • How to enable and configure the footer
01.J	• Configuration	• Setting to select QR code type • Back to start URL parameter • New search field: Booking Reference • Note about matching fields and Customer Reference • New language properties for confirmation email when customer information is changed.
	• Integration Into Existing Home Page	• Modification to application.yml not needed with newer versions of API Gateway.
01.L	• Configuration	• Setting to auto-select the branch in the UI if only one branch available • Setting to show region before branch group • Setting to restrict URL to use pre-selected branch or service only • Settings for countdown timers when booking an appointment • Settings to limit number of people per service
	• Integration Into Existing Home Page	• Name changed to Deployment Options • Section about running Qmatic Web Booking in an iFrame removed.

Version	Chapter	Change
02.A	• All	• Configuration chapter divided into basic and advanced sections
	• Integration Into Existing Home Page	• Section about how to allow running Qmatic Web Booking in an iFrame added.
02.B	• Basic Configuration	• Add possibility to link to external privacy policy
	• Advanced Configuration	• Add Google Tag Manager Integration
02.C	• Basic Configuration	• Add section about how to show service groups based on custom field values.
02.D	• Advanced Configuration	• Add section about running on HTTP.
02.E	• Basic Configuration	• Add options to Branch/Service Options and General UI
	• Deployment Options	• Update instructions for allowing integration with iFrame
02.G	• Deployment Options	• Add urls for preselecting number of adults and children.
02.H	• Advanced configuration	• Update the section related to custom properties.
02.I	• Installation & Upgrade	• Remove Calendar and Calendar Admin access module from Qmatic Web Booking roles
02.J	• Introduction	• Add minimum system requirements • Change API Gateway from Optional to Mandatory
02.K	• Advanced configuration	• Update Google Tag Manager Integration section.
02.L	• Advanced configuration	• Add information about Customizing the Content Security Policy (CSP).

Version	Chapter	Change
02.M	• Basic configuration	• Add missing settings for General UI. • Add new setting in General UI, "Show Font Size Button".
	• Advanced configuration	• Add instructions for disabling Google Fonts.
	• Appendix B – Bot mitigation strategies for On-prem installations	• Add appendix with best practices and recommendations for mitigating bots.
02.N	• Advanced configuration	• Add information about new parameter type (Checkbox) and new option for single-selection field in Custom properties.

2. Introduction

Topics

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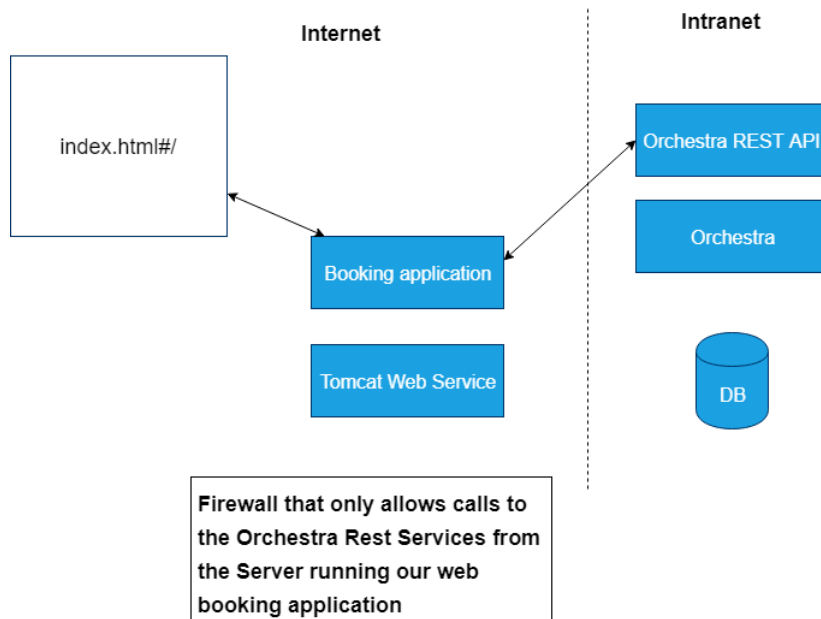
2.1 Overview

Qmatic Web Booking is an application for online appointment booking. This document describes how to install and configure Qmatic Web Booking. It also gives an overview of the deployment structure and explains how to integrate Qmatic Web Booking into an existing home page.

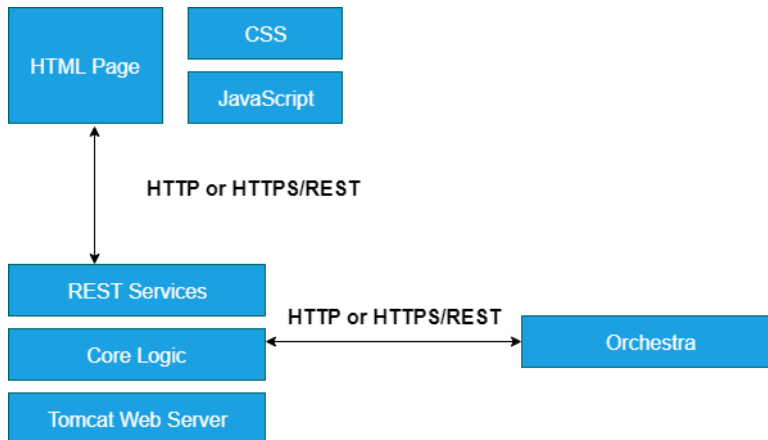
The following components are included in the full Qmatic Web Booking solution:

- Qmatic Web Booking application
- Qmatic Web Booking admin

The picture below illustrates the structure of the solution. Qmatic Web Booking runs in a separate Tomcat web server for security and performance reasons (Orchestra should not be published directly on the Internet). Qmatic Web Booking communicates with Orchestra using the public and private calendar REST API.



Qmatic Web Booking is a pure HTML and Javascript application. It communicates with its backend using REST web service calls through ajax. See illustration below:



Qmatic Web Booking is distributed as a package including a Java Development Kit (JDK) and a Tomcat web server. Everything is pre-configured to support the required load of 300 branches with appointments.

2.2 Requirements

This section describes what software and licenses you need, and also what you need to configure in Orchestra.

2.2.1 System requirements

Recommended minimum system requirements

- 2 CPU (> 1.6Ghz)
- 2 GB of RAM
- 40 GB of disk space

You also need Windows Server 64 bit operating system.

2.2.2 Platform requirements

The following prerequisites are required in order to install and use Qmatic Web Booking:

- Orchestra 6.2 or later
- Orchestra Calendar 6.2 or later
- Required licenses, see the Licensing documentation.

- API Gateway

Optional:

- General Admin UI (needed for service groups and service templates)

2.2.3 Orchestra configuration

The following needs to be configured in Orchestra for Qmatic Web Booking to work:

- Branches
- Branch groups (branch hierarchy)
- Services
- Resources
- Resource Groups
- Week Schedules
- Appointment Profiles
- Since Qmatic Web Booking has multi-service support, custom slot length must be enabled in Calendar Admin module (Calendar Admin > System Settings > Enable custom slot length)

For more information, please see the Administrator's guide for Orchestra.

3. Installation & Upgrade

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3.1 Required software files

The following software is required in order to proceed with your installation of Qmatic Web Booking:

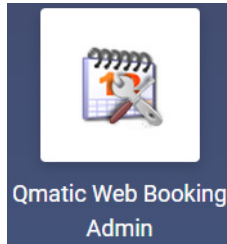
- Qmatic Web Booking zip file (QmaticWebBooking_x.x.x.zip)
- qmaticwebbookingadmin.war
- sql_queries.zip
- add_to_commonMessages.txt
- qmaticWebBookingAdminMessages.properties (can be extracted from qmaticwebbookingadmin.war)

3.2 Installing Qmatic Web Booking Admin

Please see “2.2 Requirements” on page 7 before you begin.

To install Qmatic Web Booking Admin, follow these steps:

1. Copy the file qmaticwebbookingadmin.war to
 <Orchestra_install_dir>\system\custdeploy.
2. Add the file qmaticWebBookingAdminMessages.properties to
 <Orchestra_install_dir>\system\conf\lang.
3. Add the content from the file add_to_commonMessages.txt to the file
 commonMessages.properties, located in
 <Orchestra_install_dir>\system\conf\lang.
4. To make the required changes to the qp_central database, execute
 update_central.sql from the sql zip file.
5. Restart Orchestra Central.
6. Create a user with access to Qmatic Web Booking Admin. Go to User
 Management > Roles.
7. Create a Qmatic Web Booking Admin role with access to the following modules:
 - System administration
 - Qmatic Web Booking Admin
 - Connector EntryPoint
 - Connector ServicePoint.
8. Create a user, or select an existing one and assign it the Qmatic Web Booking
 admin role. This user must have access to all branches.
9. Log in to Orchestra with the Qmatic Web Booking Admin user. You should now
 see the Qmatic Web Booking Admin menu item on the start page:



10. Before you start using Qmatic Web Booking, you need to click all **Save** buttons.

3.3 Installing Qmatic Web Booking (application)

ⓘ Note that you need to uninstall any previous Qmatic Web Booking Windows service and install again before you begin.

This section describes how to install Qmatic Web Booking.

1. Extract the Qmatic Web Booking zip file (for example QmaticWebBooking-1.0.0.zip) at a wanted location. The recommended location is C:\Qmatic. If you use this you will end up with a new folder at C:\Qmatic\QmaticWebBooking. This directory is hereby referred to as *<Qmatic Web Booking home>*.
2. Install the application as a windows service. To do this, run the following file: *<Qmatic Web Booking home>\Bin\Install.bat*. You may need to run it as administrator. This command will create a windows service with service name "QmaticWebBooking" and display name "Qmatic Web Booking".
3. Go to User Management > Roles and create a role for Qmatic Web Booking. This role needs access to the following modules:
 - Appointment
 - Connector Customer
 - Connector EntryPoint
 - System Administration
4. Create a new user and assign it the role you just created in the previous step. This user must have access to all branches. The username and the password for this user will be used when defining the values in configuration.properties in the next step.
5. Configure your settings in configuration.properties and save. See "4.1 Initial settings in configuration file" on page 14.
6. After the application is installed, start the service. The service is configured as starting automatically on boot, so this is only right after you install it. If you need to uninstall the service, this can be done with the supplied *<Qmatic Web Booking home>\Bin\Uninstall.bat*.

7. There is a possibility to start Qmatic Web Booking as a console application. You do this with `<Qmatic Web Booking home>\Bin\Run.bat`. This is not recommended for production use, but can be convenient during setup.
8. By default, Qmatic Web Booking will listen to port 8090, the default port for a web server. If you need to change this, you can edit the file `<Qmatic Web Booking home>\Tomcat\conf\server.xml`. Locate the port attribute on the `<Connector>` element and change it to a preferred port.

3.4 Upgrading Qmatic Web Booking Admin

When there is a new version of Qmatic Web Booking Admin, you need to upgrade it manually. Follow these steps to complete the upgrade:

1. Copy the new `qmaticwebbookingadmin.war` into the `custdeploy` folder of Orchestra Central, replacing the old war file.
2. Empty the browser cache.
3. Open the Qmatic Web Booking Admin application in Orchestra.
4. Your previous settings are kept, but should go through all settings and press **Save** in all tabs in case new settings have been added.

3.5 Upgrading Qmatic Web Booking (application)

To upgrade Qmatic Web Booking, please follow these steps:

1. Save the `conf` folder in the Qmatic Web Booking directory by copying it to a temporary location.
2. Remove the directory `<Qmatic Web Booking home>` altogether.
3. Extract the new Qmatic Web Booking zip file at the same location (for example `C:\Qmatic`).
4. Copy the files you want to keep from the `conf` folder at the temporary location, into the new `<Qmatic Web Booking home>\conf` folder.



Do not overwrite any language files. If you have customized language files in English (en), Spanish (sp), German (de) or Swedish (sv) that you want to keep, they should be named e.g `uiMessages_custom_en.properties`. For more info, see “5.6 Languages and translation” on page 49.

5. If you have customized language files, please check release notes to see if there are any new properties. In that case, check the newly installed files and add the new property to your customized file.

4. Basic Configuration

Topics

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Branch and service settings	15
General booking page options	19
Booking restrictions	25
Add information to services	28

This chapter describes the various configuration options for Qmatic Web Booking.

ⓘ Note that all changes in Qmatic Web Booking Admin require a restart of the Qmatic Web Booking server. If you change any services or branches in Orchestra, that requires a restart of Orchestra Central.

4.1 Initial settings in configuration file

The initial settings in the configuration file include the URL and the authentication token for the API Gateway. The settings are available in the file *<Qmatic Web Booking home>\Conf\configuration.properties*.

Note that it is only supported to connect to the Orchestra server via the API Gateway.

Table 1: Settings in configuration file

Setting	Description
APIGatewayURL	Url for the API gateway, i.e. <code>http://localhost:9090</code>
AUTH-TOKEN	Authentication token for the API Gateway

4.2 Branch and service settings

Branch/Service Options

Order of Steps:

Show the Branch step in the UI if only one branch available (first step only)?

☒

Auto select the Branch in the UI if only one branch available (first step only)?

☐

Show the Service step in the UI if only one service available (preselection only)?

☒

Enable BranchGroups(Regions):

☒

Use full name for BranchGroups (REGIONS/xxx):

☐

Show first available Appointment for Branches

☐

Enable Service Groups:

☐

Enable Multiple Services:

☐

Add the service multiple times if multiple people selected:

☐

Only show these branches: ☒ All

Branch 1

Only show these services: ☒ All

Loan

SAVE

To configure branch and service options, go to Qmatic Web Booking Admin > Options > Branch/Service Options and configure the following settings:

- **Order of Steps:** Select in which order the different steps should appear on the booking page.

1.Contact -> 2.Branch -> 3.Service -> 4.Date & Time -> 5.Confirmation ▼

1.Service -> 2.Branch -> 3.Date & Time -> 4.Contact & Confirmation

1.Branch -> 2.Service -> 3.Date & Time -> 4.Contact & Confirmation

1.Service -> 2.Branch -> 3.Date & Time -> 4.Contact -> 5.Confirmation

1.Branch -> 2.Service -> 3.Date & Time -> 4.Contact -> 5.Confirmation

1.Contact -> 2.Service -> 3.Branch -> 4.Date & Time -> 5.Confirmation

1.Contact -> 2.Branch -> 3.Service -> 4.Date & Time -> 5.Confirmation

If you want to show service groups depending on some value entered as customer information, the Contact step has to be the first step. See “4.2.1 Show service groups based on custom field values” on page 16.

- **Show the Branch step in the UI if only one branch available (first step only):** If checked, and only one branch is selected to be shown, the select branch step will be shown. Note that this is only when branch selection is the first step. When unchecked (and only one branch selected to be shown) the branch step will not be displayed and the branch will be selected automatically:

- **Auto select the Branch in the UI is only one branch available (first step only):** When checked (and only one branch selected) the branch will automatically be selected in the front end UI. This is only when the branch selection is the first step. If unchecked (and only one branch selected and show the branch step is checked) then the branch step will display without any automatic selection.
- **Show the Service step in the UI if only one service selected:** Select if you want to show the Service dropdown list when a service has been preselected through a URL. For more info, see “6.3 Preselect branches and services” on page 58.
- **Enable BranchGroups (Regions):** Check this checkbox to enable sort branches into branch groups (configured in Business Configuration)
- **Use full name for BranchGroups (REGIONS/xxx):** If checked, the region name will precede the branch group name.
- **Show first available Appointment for Branches:** Select to show the next available appointment time for each branch in the branch selection step.



Note that this is only available if the service is selected before the branch.

- **Enable Service Groups:** Check this checkbox to enable service groups (configured in General Admin UI, a Professional Services application)
- **Enable Multiple Services:** Check this checkbox to allow the user to select more than one service
- **Add the services multiple times if multiple people selected:** Select this to save the service for each person selected.
- **Only show these branches:** Select which branches to show. If you select anything other than “All”, you will have to manually add any new branches.
- **Only show these services:** Select which services to show. If you select anything other than “All”, you will have to manually add any new services.

4.2.1 Show service groups based on custom field values

It is possible to show different service groups, depending on the value that a customer has entered for a custom field in the Contact step.

For example, if they enter a certain postcode, they will be presented with a selected service group or service groups in the Select service step.

1. For the Order of Steps setting in Branch/Service options, select an option where Contact is the first step.

1.Contact -> 2.Branch -> 3.Service -> 4.Date & Time -> 5.Confirmation ▼

1.Service -> 2.Branch -> 3.Date & Time -> 4.Contact & Confirmation

1.Branch -> 2.Service -> 3.Date & Time -> 4.Contact & Confirmation

1.Service -> 2.Branch -> 3.Date & Time -> 4.Contact -> 5.Confirmation

1.Branch -> 2.Service -> 3.Date & Time -> 4.Contact -> 5.Confirmation

1.Contact -> 2.Service -> 3.Branch -> 4.Date & Time -> 5.Confirmation

1.Contact -> 2.Branch -> 3.Service -> 4.Date & Time -> 5.Confirmation

2. Create a custom field that you want to use for mapping service groups. Make sure that the step to show this custom field is set to **Contact Step**:

Edit Custom Property

Parameter Name

postcode

Parameter Type

TextField ▼

Save Parameter on

Customer ▼

Show in step

Contact Step ▼

Active

☒

Mandatory

☒

Copy to Notes

☐

Show Count

☐

Length

Min Max

Labels

Label (Default Language)

Postcode

Languages translated

Deutsch, English

EDIT

Only show for these Services

A very long name with 'single quote

AnEventLongerName

Küchencheck im EH

Service 1

Service 2

Service 3

Service a

Service b

Service c

Service d

SAVE

CANCEL

⚠ If a field is used for service mappings, you cannot restrict this custom field to be shown only for certain services, as for that feature to work, the service selection step has to be before the contact step.

3. In the Custom Properties tab, in the section Mappings of Values to Service Groups, click **Add** to create a new mapping. It is only possible to map the values for one custom parameter.

Qmatic Web Booking Settings

Version 2.8.3

Super Administrator Logout

tions

Languages

Security

Prices

Custom Properties

Mappings of Values to Service Groups

Parameter Name

ADD

Select the custom field that you want to use to select service groups. Also, select the default service group(s). This service group or service groups will be shown, if there is no mapping for the entered value.

Add Mapping

Parameter:

Default Servicegroups:
group1
group2

Value Service groups

4. To add available values for the custom field, click the Add button under Value. Select service group(s) for each value:

Add Mapping

Parameter:

Default Servicegroups:
group1
group2

Value Service groups

The settings above mean:

- If the customer enters 12000 as postcode, Qmatic Web Booking will show service group "group5".
- If the customer enters 13000 as postcode, Qmatic Web Booking will show service group "group6".
- For all other values entered, Qmatic Web Booking will show service groups "group1" and "group2".

4.3 General booking page options

General UI	
Restrict URL to use preselected branch or service only	☐
Time Format	HH:mm
Min Length for QmaticWebBookingId (Padded with leading 0s)	
Show Additional Service Info on Result page from custom json field:	
Show QR code on Result page	☐ Qmatic Web booking Id
Show Booking Reference on Result page	☒ Qmatic Web booking Id
Show Print Button on Result page	☐
Show Find appointment on Start page	☐
On Find appointment only return appointments that were made for the above selected services	☐
Disable Cancellation of appointments	☐
Show Notification Type Selection	☐ Email
Show Footer	☐
Show Countdown Popup (x seconds before the reservation runs out)	☐
Show Reservation Time Countdown	☐
Show Country Code for phone numbers	☒
Default Country Code (If the Country code is not shown, this is mandatory)	
SAVE	

To configure booking page options, go to Qmatic Web Booking Admin > Options > General UI, and configure the following settings:

- **Restrict URL to use preselected branch or service only:** If checked, the URL must contain a valid preselected branch/service or both. If not, it will display an error page.
- **Time Format:** Select how you want to display time
- **Min Length for QmaticWebBookingId (Padded with leading 0s):** Select a minimum length for the QmaticWebBookingId
- **Show Additional Service Info on Result page from custom json field:** If the custom field contains a String that represents a json string, and that json string contains a field, i.e. infoText, then the value of this field is shown on the last page (booking confirmation) as additional info.
- **Show QR code on Result page:** Select if you want to show a QR code in the Result (confirmation) page. Also select if you want to use Concierge booking Id for the QR code instead of Qmatic Web Booking Id.
- **Show Booking Reference on Result page:** Select if you want to show the Booking Reference in the Result (confirmation) page
- **Show Print Button on Result page:** Select if you want to show a print button in the Result (confirmation) page
- **Show Find appointment on Start page:** Shows a selection page as first page in Qmatic Web Booking with a button for creating a new appointment or searching for an existing one to remove or reschedule. This might be used in case the customer loses his link to change his appointment.

- **On Find appointment only return appointments that were made for the above selected services:** Select to only show appointments made for particular services.
- **Disable Cancellation of appointments:** Select to disable cancellation of appointments.
- **Show Notification Type Selection:** Select if you want the user to be able to select notification type.
- **Show Footer:** Select to show the page footer.
- **Show Countdown Popup (x seconds before the reservation runs out):** If enabled, a countdown popup timer will appear in the remaining x seconds of reservation expiry. The x seconds is taken from the input field next to the 'Show countdown' check box.

You can extend the booking countdown time once, which will reset the timer. Once the timer has expired, the booking will be cancelled and reset

- **Show Reservation Time Countdown:** If enabled, a countdown timer will appear once an appointment date and time have been selected. The reservation time is taken from the reservation expiry time set in Calendar Admin > System Settings > Online Booking Settings.
- **Show Country Code for phone numbers:** Select to show a field for entering the country code for phone numbers.
- **Default Country for phone:** Enter the default country code. If Show Country Code is disabled, this field is mandatory.
- **Show Flag with Country Code:** Displays the country's flag next to the country code field on the booking page. Requires that Show Country Code for phone numbers is enabled.
- **Show current Month only in date selection:** If enabled, only the current month is shown in the date selection calendar. Customers cannot navigate to other months when selecting an appointment date.
- **Include leading Zero for Phone number:** If enabled, a leading zero is automatically added to phone numbers that begin without one.
- **Enable Mobile Ticket arrival:** If enabled, a button is added to the reschedule/cancel link that allows customers to arrive for their appointment via Mobile Ticket. Use the text field to specify the base URL for the Mobile Ticket service.
- **Hide agreement:** If enabled, the checkbox for accepting Terms & Conditions and Privacy Policy will not be displayed when creating an appointment.
- **Show Font Size Button:** If enabled, an "AA" icon appears next to the language selection drop-down in the header of the booking page. Clicking the icon toggles the page font size between the two available settings (standard and large).

4.3.1 Configure footer

To add a footer, follow these steps:

1. Enable **Show Footer** in Qmatic Web Booking Admin UI > General UI.
2. In the footer, a Qmatic logo will be shown by default. To change the logo, go to Tomcat\webapps\qmaticwebbooking\img and replace the logo file with the company logo you want to use. It should be of similar size as the default logo.
3. To link to social media pages, add urls in uiMessages_xx.properties for the corresponding properties. For example:

```
footerFacebookLink = https://www.facebook.com/MyCompanyPage
```

ⓘ Do this for all language files you are using.

You can also change the default social media icons by replacing them in the /img folder. Use the same file names.

4. Link to other pages (maximum 6) by adding the url and labels to the following properties:

```
footerLink1 = https://qmaticwebbooking.com/terms  
footerLink1Label = Terms and Conditions
```

```
footerLink2 = https://qmaticwebbooking.com/privacypolicy  
footerLink2Label = Privacy Policy
```

```
footerLink3 = https://qmaticwebbooking.com/accessibility  
footerLink3Label = Accessibility
```

```
footerLink4 = https://qmaticwebbooking.com/contact  
footerLink4Label = Contact Us
```

4.3.2 Personal information form

UI Fields				
Fieldname	Show	Mandatory	Search	Max Size
Appointment Reference	☐	☐	☐	100
Customer Reference	☐	☐	☐	100
Last Name	☒	☐	☒	100
First Name	☒	☐	☐	100
Date of Birth	☐	☐	☐	
Email	☒	☒	☒	100
Confirm Email	☐	☐		
Phone	☒	☒	☒	10
Confirm Phone	☐	☐		
Notes	☐	☐		100
Booking Reference			☐	

To configure the personal information form, shown in the Contact details step, go to Qmatic Web Booking Admin > Options > UI Fields.

Select which of the input fields you want to show in the Contact details step. Select if the fields should be mandatory and if they should be searchable. You can also limit the number of characters allowed. The following fields are available:

- **Appointment Reference**
- **Customer Reference**
- **Last Name**
- **First Name**
- **Date of Birth**
- **Email**
- **Confirm Email**
- **Phone**
- **Confirm Phone**
- **Notes**

Please make sure that you change the following phrase in uiMessages according to your settings: `contactDetailsContentMobileVerificationText`.

ⓘ Note that **Booking Reference** can only be selected as a search field in the search dialog, and not be selected as an input field in the contact details.

Privacy policy

When customers have entered personal information, they have to agree to the terms and conditions and the privacy policy. You can either add text within the application, or link to external pages.

- If you want to add terms and conditions text and privacy policy text within the application, open `uiMessages_xx.properties` locate the following strings:

```
dialog1Text This dialog describes your full terms and  
conditions text. <br>Fill in with your own version.  
dialog1Title Terms and Conditions  
dialog1ButtonText Close
```

```
dialog2Text This dialog describes your privacy policy.  
<br>Fill in with your own version.  
dialog2Title Privacy Policy  
dialog2ButtonText Close
```

Fill in with the wanted text.

- If you want to link to external pages, open `uiMessages_xx.properties` and locate the following strings:

```
contactDetailsContentAgreementText1 I agree to the  
<link>Terms and Conditions</link>
```

contactDetailsContentAgreementText2 and <link>Privacy Policy</link>

Change them to the below text, but replace the urls:

contactDetailsContentAgreementText1 I agree to the Terms and Conditions

contactDetailsContentAgreementText2 and Privacy Policy

The linked web pages will be shown in an iFrame within the same dialog box.

4.3.3 Validation of email address and phone number

The screenshot shows two configuration panels. The top panel, titled 'Regular Expressions', contains fields for 'Email' with the regex `^([\"'w-s]+)([\"'w-]+)?\.[\"'w]`, 'Customer Reference' (empty), and 'Phone Number' with the regex `\d{3}([0-9]{3})?(\d{3})?([0-9]{4})?`. There is a checkbox for 'Use Phone Validation Library (replace regex)' which is checked, and a 'SAVE' button. The bottom panel, titled 'Customer', has a 'Match Customer:' checkbox which is checked. Below it is a dropdown menu for 'Match fields:' showing a list: 'Customer Reference', 'Last Name', 'First Name', 'Date of Birth', 'Email', and 'Phone'. A 'SAVE' button is at the bottom.

To configure validation of email addresses and phone numbers, go to Qmatic Web Booking Admin > Options > Regular Expressions, and configure the following settings:

- Enter regular expressions for phone numbers, email addresses and customer references.

4.3.4 Match customers

To match customers means that the system will try to find an existing customer object based on the selected match fields (+ lastName) and use that customer if a new booking is made,

Go to Qmatic Web Booking Admin > Options > Customer, and configure the following settings:

- **Match Customer:** Select whether Qmatic Web Booking should search for matching customers, or if a new customer object should be created every time.
- **Match fields:** Select which fields you want Qmatic Web Booking to use to find existing customer objects.

ⓘ If you use the input field Customer Reference, that should always be selected as the *only* match field. Otherwise, it will still use the customer with the same customer reference.

ⓘ Note that if you select email or phone number as match fields, they cannot be changed during a booking.

4.4 Booking restrictions

Qmatic Version 1.2

Options Booking Restrictions Languages Security Prices

Multiple future bookings

Enabled	Name	Description	Only check same Day
☒	Global Level	Only 2 future bookings are allowed per customer across all Branches and Services	☐
☐	Branch Level	Only future bookings are allowed per customer per Branch across all Services	☐
☐	Service Level	Only future bookings are allowed per customer per Service across all Branches	☐
☐	Time Level	Only bookings are allowed per customer in any days	☐

Multiple Bookings Identified by:

SAVE

Reschedule restrictions

Enable one or more of the following restrictions:

- ☐ Reschedule is only allowed until minutes before the original appointment time.
- ☐ Cancellation is only allowed until minutes before the original appointment time.
- ☐ Max reschedules/cancellations are allowed within the last days.

What should happen if the max number of reschedules is reached:

- ☐ Don't allow any further reschedule
- ☒ Only allow bookings from days from now

SAVE

People Restrictions

- ☒ Multiple people are allowed on bookings
- ☒ Hide multiple people if no additional service duration

9 Adults
9 Children
9 Total

SAVE

4.4.1 Multiple future bookings

To configure handling of multiple future booking, go to Qmatic Web Booking Admin > Booking Restrictions > Multiple future bookings, and configure the following:

- Set booking restrictions for how many future bookings to allow (per customer). Restrictions can be set on
 - Global Level
 - Branch Level
 - Service Level
 - Time Level.
- For the enabled levels, enter how many future bookings that are allowed.
- Set if you want the check to be done only for the same day or not.

Note that the restrictions are “combined”, that is, if you allow 3 bookings per branch and 1 booking per service, the user will be able to book 3 appointments per branch, but only 1 per service.

- **Multiple Bookings Identified by:** Select if you want multiple bookings to be identified by email address or phone number, or both.

4.4.2 Reschedule restrictions

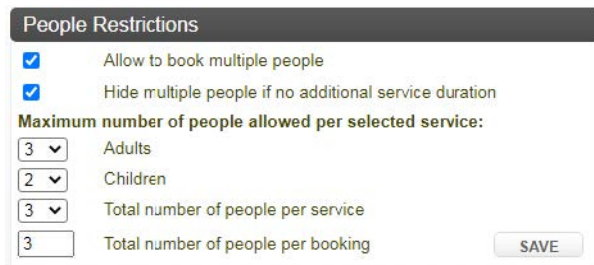
To configure reschedule restrictions, go to Qmatic Web Booking Admin > Booking Restrictions > Reschedule restrictions, and configure the following settings:

- **Reschedule is only allowed until x minutes before the original appointment time:** Set restrictions for how many minutes before the appointment reschedule is allowed.

- **Cancellation is only allowed until x minutes before the original appointment time:** Set restrictions for how many minutes before the appointment cancellation is allowed.
- **Max x reschedules/cancellations are allowed within the last x days:** Set how many time the user can reschedule and cancel within a certain number of days.
- **What should happen if the max number of reschedules is reached:** Select if no further reschedule should be allowed, or if booking only should be allowed x days from now.

ⓘ If you use reschedule restrictions, please make sure you change the corresponding error messages in the `uiMessages.properties` file according to your settings in Qmatic Web Booking Admin.

4.4.3 People Restrictions



People Restrictions

☒ Allow to book multiple people

☒ Hide multiple people if no additional service duration

Maximum number of people allowed per selected service:

3 ▾ Adults

2 ▾ Children

3 ▾ Total number of people per service

3 Total number of people per booking

SAVE

To configure restrictions for the number of people on an appointment, go to Qmatic Web Booking Admin > Booking Restrictions > People Restrictions, and configure the following:

- Set if it should be allowed to book multiple people, and then how many adults, children and total number of people that are allowed per booking. You can also set how many people should be allowed per service.

If the configuration is done like above, this means for example 1 person can book service 1 and 2 people can book service 2, because 3 is the total number of allowed people.

If the number of people per booking isn't limited, leave the field empty.

If you don't want to make a difference between adults and children, follow these steps:

1. Set the total number of people that are allowed per booking in the **Adults** selection, for example 2.
2. Add the same number in **Total number of people**.

3. Change 'adult' to a preferred word (for example 'person/people') in the following entries in `uiMessages_xx.properties`:

- `commonAdultText`
- `commonAdultsText`
- `chooseServiceContentAdults`
- `infoMessageNumberOfAdultsReached`

Restrict for which services multiple people should be allowed

In some cases, you may want to allow the selection of number of people only for some services. Follow these steps:

1. Check the **Hide multiple people if no additional service duration** check box in Qmatic Web Booking Admin.
2. Go to Calendar Admin > Services, and set **Additional service duration** to 0 for those services where number of people should not be an option.

This will automatically hide the option to select number of adults/children in the booking UI.

4.5 Add information to services

In some cases you need to add more information to a service, for example more details about the service, or which preparations that are needed. In this case you need to create a service template that can be displayed in Qmatic Web Booking.

Service templates are created in General Admin UI. General Admin UI is an Orchestra package and can be downloaded from Provisioning Tool. Please see the User guide for General Admin UI for more information.



The content of service templates will be always shown if it is added in General Admin UI. In order to remove this information from Qmatic Web Booking, the text in service templates has to be removed for each language in General Admin UI.

The information added to the service template is shown in the following places in Qmatic Web Booking:

- In the Select service step where the user can press the info button.

- In the confirmation page.

- In the appointment reschedule confirmation.

ⓘ Note that it is possible to change some texts related to service template. This is done in `uiMessages_xx.properties`.

- `serviceTemplateHeader` - changes the name of the information dialog box on service expansion panel.
- `confirmationTemplate` - changes the section name for additional service information on Confirmation page.

5. Advanced Configuration

Topics

Colors and logo.....	32
Logging settings.....	32
Security and HTTPS	33
Prices	44
Custom properties	45
Languages and translation	49

This chapter describes the various configuration options for Qmatic Web Booking.

5.1 Colors and logo

To change the color scheme of the Qmatic Web Booking user interface, edit the file `theme-style.css` in the folder `<Qmatic Web Booking home>\Tomcat\webapps\qmaticwebbooking\css`.

To change the logo, replace the file `company_logo_header.png` in the folder `<Qmatic Web Booking home>\Tomcat\webapps\qmaticwebbooking\img`. The default logo is 158x45 pixels and we recommend that you use an image with a similar size.

5.1.1 Disabling Google Fonts

By default, Qmatic Web Booking uses the Roboto font loaded from Google Fonts.

If your organization blocks Google domains or prefers to use fonts hosted internally, you can disable Google Fonts and use local font files instead.

1. Open the file `<Qmatic Web Booking home>\Tomcat\webapps\qmaticwebbooking\css\custom.css`
2. To deactivate Google Fonts, comment out the line importing from `fonts.googleapis.com` and uncomment the line importing `localgooglefonts.css`.

```
/* @import url("https://fonts.googleapis.com/
css2?family=Roboto:wght@100;300;400;500;700;900&display=s
wap"); */
```

```
@import url("localgooglefonts.css");
```

3. Save the file and restart the Qmatic Web Booking service.



The `localgooglefonts.css` file must exist on the internal web server and reference the locally hosted Roboto font files.

5.2 Logging settings

This section describes how to configure the logging settings.

The log settings are available in the file `<Qmatic Web Booking home>\Conf\log4j.properties`. Use a text editor to modify these settings. For full information about available settings you are referred to standard component Log4j documentation (available on the Internet).

By default up to 200 log files are created each being up to 20 Mb in size. This is reasonable for most installations.

It is recommended to start running with the debug level of logging until everything is running stably. Then reduce the logging level to **Info** for increased performance. The relevant line would look like this with this change:

```
log4j.logger.com.qmatic.qmaticwebbooking=info
```

The actual logs generated are found at <Qmatic Web Booking home>\Tomcat\logs. The main log file is qmaticwebbooking.log.

5.3 Security and HTTPS

5.3.1 Running on HTTP

When running Qmatic Web Booking on HTTP (not recommended), there is an error with a secure cookie when reserving a time. This only happens if not using localhost to access Qmatic Web Booking.

To make it work on http, change the secure setting in the cookie configuration in the file Tomcat\conf\web.xml to false:

```
<session-config>
<session-timeout>30</session-timeout>
<cookie-config>
<secure>>false</secure>
<http-only>>true</http-only>
<same-site>strict</same-site>
</cookie-config>
</session-config>
```

5.3.2 Activating HTTPS

When activating HTTPS, you have to do the following things:

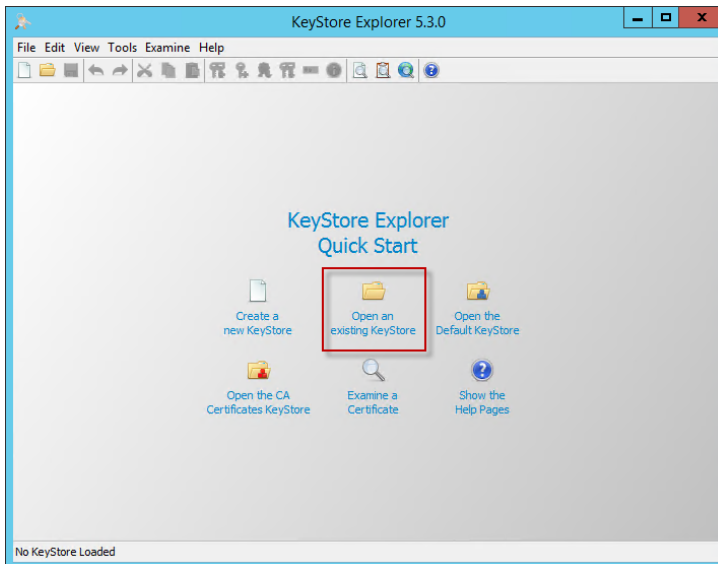
1. Import the certificate in Keystore
2. Activate the HTTPS listener in Qmatic Web Booking

Once you have a certificate, you have to add it in Keystore so Qmatic Web Booking can use this for the HTTPS listener.

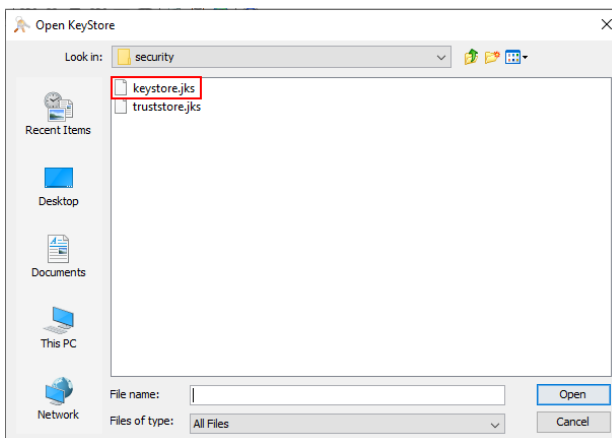
To add a certificate we are using a 3rd party tool named Keystore Explorer, available from here: <http://keystore-explorer.org/downloads.html>. Note that Keystore Explorer requires Java to be installed.

Import the certificate in Keystore

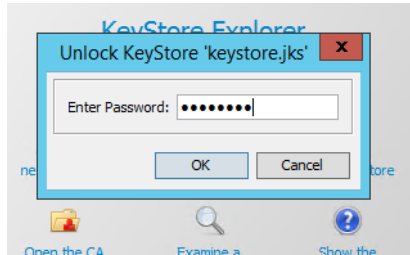
1. Run **Keystore Explorer**, and select **Open an existing Keystore**:



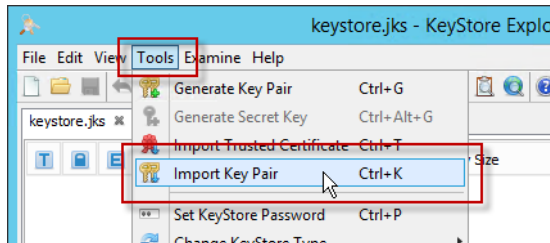
2. Browse to *<Qmatic Web Booking home>\Conf\security* and select the *keystore.jks* included with Qmatic Web Booking.



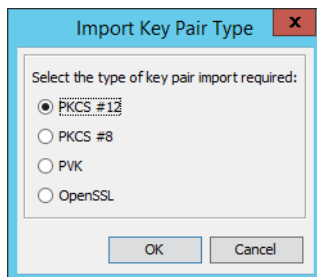
3. Enter the password for the Keystore (the default password is **changeit**) and click **OK**:



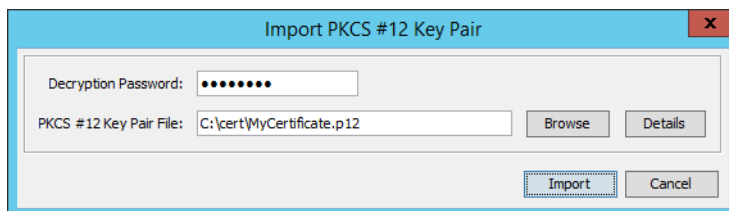
4. In the menu bar, go to **Tools > Import Key Pair**.



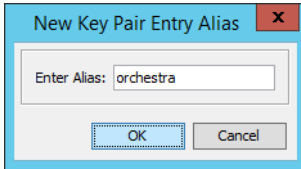
5. Select the type of key pair (in this example the type is PKCS #12):



6. Specify the password for the certificate, and browse to and select the certificate file, then click **Import**:



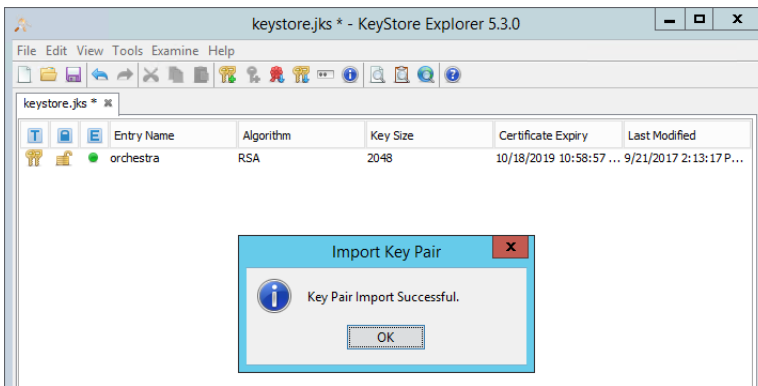
7. Enter the alias:



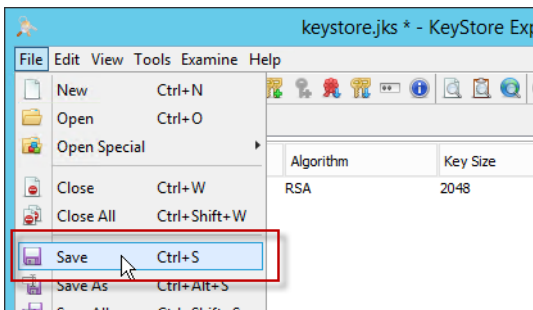
8. Enter the key pair password. This must be the same as the Keystore password (default: changeit).

! If you specify another password here, then you need to change the password according to 2. Change the Keystore password below

9. The key pair should now be imported successfully:



10. Save the updated Keystore:



Activate the HTTPS listener in Qmatic Web Booking

1. Open the file named server.xml located in the folder `<install_dir>\qmatic\QmaticWebBooking\Tomcat\conf\` in a text editor.

-
2. Uncomment the following section by removing the `<!--` and `-->` on line 99 and line 103.

```
<!--  
  
<Connector port="8445"  
protocol="org.apache.coyote.http11.Http11NioProtocol"  
  
maxThreads="150" SSLEnabled="true" scheme="https"  
secure="true"  
  
clientAuth="false" sslProtocol="TLS"  
keystoreFile="C:\qmatic\qmaticwebbooking\Conf\security\ke  
ystore.jks" keystorePass="changeit" keyAlias="orchestra"/>  
  
-->
```

3. You can change the port 8445 to a wanted port, for example 443.
4. In case of a secure Orchestra or API Gateway, follow the steps below:
 - a) Go to the file named **install.bat** to add the truststore. This file is located in the folder `<install_dir>\qmatic\QmaticWebBooking\Bin\`
 - b) See line 9, remove **rem** when you want to activate.

Before:

```
rem set JAVA_OPTS=-Djavax.net.ssl.trustStore=C:\qmatic\QmaticWeb-  
Booking\Conf\security\truststore.jks;-Djavax.net.ssl.trustStorePass-  
word=changeit
```

After:

```
set JAVA_OPTS=-Djavax.net.ssl.trustStore=C:\qmatic\QmaticWebBook-  
ing\Conf\security\truststore.jks;-Djavax.net.ssl.trustStorePass-  
word=changeit
```

- c) If you already have installed the services of Qmatic Web Booking, you have to uninstall first the services. To do this, execute **uninstall.bat** with administrator rights and the Qmatic Web Booking services will be removed. Then follow the instruction below to install the services again.
 - d) Execute the **install.bat** with administrator rights and the Qmatic Webbook services are installed and ready to execute.
5. You are now able to access Qmatic Web Booking on https.

Force SSL communication (optional)

In Qmatic Web Booking, you can force SSL communication. This means that users who enter http are redirected to https.

To force SSL communication, please follow these steps:

1. Open the file named **web.xml** located in the folder `<install_dir>\qmatic\QmaticWebBooking\Tomcat\conf\` in a text editor.

2. Add the following lines:

```
<!-- ===== HTTPS Configuration ===== -->
<!-- This section forces SSL communication. -->
<!--If users enter http URL, they are redirected to
https URL -->

<security-constraint>
  <web-resource-collection>
    <web-resource-name>Protected Context</web-
resource-name>
    <url-pattern>/*</url-pattern>
  </web-resource-collection>
  <user-data-constraint>
    <transport-guarantee>CONFIDENTIAL</transport-
guarantee>
  </user-data-constraint>
</security-constraint>
```

3. Save and restart the Qmatic Web Booking server.

5.3.3 Using ReCaptcha

Qmatic Web Booking supports invisible ReCaptcha. ReCaptcha is invoked directly when the user clicks Create appointment or Reschedule appointment in the Qmatic Web Booking application.

To configure ReCaptcha, follow these steps:

4. Create a Google account, and log in. Use the following URL to setup your secret: <https://www.google.com/recaptcha/admin>

❗ Invisible ReCaptcha (v2) should be used.

←

Register a new site

Label ⓘ

e.g. example.com

0 / 50

reCAPTCHA type ⓘ

☐ reCAPTCHA v3

Verify requests with a score

☒ reCAPTCHA v2

Verify requests with a challenge

☐ "I'm not a robot" Checkbox

Validate requests with the "I'm not a robot" checkbox

☒ Invisible reCAPTCHA badge

Validate requests in the background

☐ reCAPTCHA Android

Validate requests in your android app

Domains ⓘ

+ Add a domain, e.g. example.com

Owners

malik.wandari@gmail.com

(You)

+ Enter email addresses

☐ Accept the reCAPTCHA Terms of Service

You agree to explicitly inform visitors to your site that you have implemented reCAPTCHA on your site and that their use of reCAPTCHA is subject to the Google [Privacy Policy](#) and [Terms of Use](#).

By accessing or using the reCAPTCHA APIs, you agree to the Google APIs [Terms of Use](#), Google [Terms of Use](#), and to the Additional Terms below. Please read and understand all applicable terms and policies before accessing the APIs.

reCAPTCHA Terms of Service ▾

☒ Send alerts to owners ⓘ

CANCEL

SUBMIT

Keep in mind that even though invisible ReCaptcha is used, the user can still be prompted to validate images. This is because suspicious traffic still will be prompted to solve a captcha. For more info, see <https://developers.google.com/recaptcha/docs/invisible>. To change this behavior, edit your site security preference under Advanced settings.

5. You will then receive your site key and the secret key.

238.02N

Qmatic

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Adding reCAPTCHA to your site

'Qwebbook' has been registered.

Use this site key in the HTML code your site serves to users. [See client side integration](#)

COPY SITE KEY

Use this secret key for communication between your site and reCAPTCHA. [See server side integration](#)

COPY SECRET KEY

6. Go to Qmatic Web Booking Admin > Security > ReCaptcha and enter the site key and secret key.

Qmatic Version 1.2

Options Booking Restrictions Languages **Security** Prices

ReCaptcha

Enable: ☐

Secret Key:

Site Key:

SAVE

URL

☐ Disable use of QWebbookId in URL
(to change/delete an appointment)

SAVE

Mobile Number Confirmation

Send confirmation code to phone number: ☒

Confirmation Code expires after x minutes:

Confirmation Code Number of Digits:

SAVE

5.3.4 Disable use of QmaticWebBookingId in URL

- If you don't want to display the QmaticWebBookingId in the URL, go to Qmatic Web Booking Admin > Security > URL and check the checkbox.

Instead, a service public Id can be used.

5.3.5 Phone number confirmation

It is recommended that phone numbers are confirmed by sending a confirmation code.

Go to Qmatic Web Booking Admin > Security > Mobile Number Confirmation and configure the following settings:

- Send confirmation code to phone number:** Check this checkbox if you want to send a confirmation code to phone number (recommended).
- Confirmation Code expires after x minutes:** Set an expiration time for the confirmation code (minutes).

-
7. **Confirmation Code Number of Digits:** Select how many digits the confirmation code should consist of.

5.3.6 Google Tag Manager Integration

To enable integration with Google Tag Manager, go to Qmatic Web Booking Admin > **Security** > **Google Tag Manager Integration** and check the **Enable** check box. Also, enter the container Id.

Note that the URL www.googletagmanager.com had to be allowed to run scripts in Qmatic Web Booking. Now with the latest version of Google Analytics GA4 events, a URL like 'region1.google-analytics.com' (depending on your region) has to be added to your allowed sources instead.

If you are not using Google Tag Manager, and you don't want to allow it to run scripts, you can remove that URL in Qmatic Web Booking Admin > **Security** > **Custom Content Security Policy**. Another option is to remove it from the file `\Tomcat\webapps\qmaticwebbooking\WEB-INF\web.xml`. Remove the URL from the following setting:

```
<init-param>  
  
<param-name>scriptUrls</param-name>  
  
<param-value>www.googletagmanager.com</param-value>  
  
</init-param>
```

For each event QWB is sending, a new Google Analytics: GA4 Event needs to be created with a Trigger of type custom event with an event name matching the events QWB is sending (case-sensitive):

- Appointment Cancelled
- Appointment confirmed
- Appointment rescheduled
- Branch Selected
- Cancel Appointment Clicked
- Confirm clicked
- Customer added
- Date Selected
- Reschedule clicked
- Reschedule page entered
- Search clicked
- Search page entered
- Service Selected
- Time Selected

5.3.7 Security configuration against cross scripting

There is a new security class that is protecting the application against cross scripting attacks.

The configuration for this security handler can be found in the file `Tomcat\conf\web.xml`:

```
<filter>
    <filter-name>ContentSecurityPolicy</filter-name>
    <filter-
class>com.qmatic.qmaticwebbooking.api.ContentSecurityPol
icyFilter</filter-class>
        <init-param>
            <param-name>allowedUrls</param-name>
            <param-value>https://fonts.googleapis.com/,https://
www.google.com/,www.gstatic.com,https://
fonts.gstatic.com,https://restcountries.eu</param-value>
        </init-param>
        <init-param>
            <param-name>frameoptionsmode</param-name>
            <param-value>none</param-value>
        </init-param>
    </filter>
<filter-mapping>
    <filter-name>ContentSecurityPolicy</filter-name>
    <url-pattern>*</url-pattern>
</filter-mapping>
```

If other websites are needed, they must be added within the `allowedUrls` parameter, comma separated.

5.3.8 Customizing the Content Security Policy (CSP)

As an alternative to the manual configuration described in “5.3.7 Security configuration against cross scripting” on page 42, you can also define a Content Security Policy (CSP) directly from the admin interface. Both methods are used to protect against cross-site scripting (XSS) and other injection attacks by restricting the external sources that browsers are allowed to load content from (such as scripts, styles, fonts, and external APIs.)

The Custom Content Security Policy in the admin UI provides a more flexible and accessible way to manage these settings, without requiring direct edits to configuration files like `web.xml`.

To edit the CSP, go to Qmatic Web Booking Admin > **Security** > **Custom Content Security Policy**.

The screenshot shows the Qmatic Web Booking Admin interface. At the top, there's a navigation bar with tabs: Options, Booking Restrictions, Languages, Security (highlighted), Prices, and Custom Properties. Below the tabs, there's a 'Security' section with a 'Custom Content Security Policy' sub-section. The 'Custom Content Security Policy' section has a 'Enable' checkbox and a list of directives with their default values. The 'Enable' checkbox is checked. The directives and their default values are: Object-src: none; Script-src: www.google.com www.gstatic.com www.googletagmanager.com 'self'; Style-src: fonts.googleapis.com 'unsafe-inline' 'self'; Font-src: fonts.googleapis.com fonts.gstatic.com 'self' data; Img-src: 'self' data; Connect-src: restcountries.eu 'self'; Frame-src: 'self' www.google.com; Form-action: 'self'; Frame-ancestors: 'none'; Sandbox: (empty); Worker-src: (empty). There is a 'SAVE' button at the bottom of the section.

To activate custom CSP rules:

1. Check **Enable** to activate the custom CSP rules.
2. For each directive (e.g., script-src, style-src, img-src), enter allowed values separated by a space.
 - Default values for Qmatic Web Booking are listed under each field. It is recommended to keep these defaults and append your custom values as needed.
3. Click **Save** to apply changes.

Note: These policies are enforced by the browser at runtime. If a required script or style is not allowed by the policy, it may break parts of the application.

Example:

To allow analytics and font resources from Google, you might configure:

```
script-src: www.googletagmanager.com www.google-  
analytics.com 'self'
```

```
font-src: fonts.googleapis.com fonts.gstatic.com 'self'  
data:
```

5.4 Prices

Qmatic Web Booking Settings
Version 1.4.2

Options | Booking Restrictions | Languages | Security | **Prices** | Custom Properties

Prices Options

☒ Enable Prices
☒ Show Prices
Price calculation method ☒ Services Price ☐ Conditional Price

Prices for services

Service	Adult Price	Child Price	
Service 1	100	50	EDIT
Service 2	10	5	EDIT
Service 3			EDIT
Tjänst 1	2	1	EDIT
Tjänst 2	1	2	EDIT
Tjänst 3	9999	9999	EDIT
Служба 1	0	0	EDIT
Служба 2	10	5	EDIT
Служба 3	10	20	EDIT

To configure prices, go to Qmatic Web Booking Admin > Prices and configure the following settings:

- **Enable Prices:** Check to enable prices.
- **Show Prices:** Check to display prices to the user when booking an appointment
- **Price calculation method**
 - **Services Price** - prices are calculated per selected service and number of people (Adults and Children). Prices are defined in the separate price editor below.
 - **Conditional Price*** - Price is calculated based on the price setup in global variable `qw_conditional_prices`. Price values are created in JSON format.
Note: Contact Professional Services for further information on how to use Conditional Prices. Currently it only supports limited cases, but it will be expanded in the future.
- **Prices for services:** In this section you can enter prices for your services. It is possible to enter different prices for adults and children. The name of the currency is entered in `uiMessages_xx.properties` (NOK, SEK etc.)

5.5 Custom properties

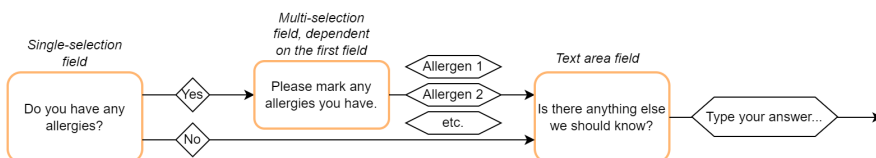
The screenshot shows the Qmatic Web Booking Settings interface. At the top, there's a navigation bar with the Qmatic logo, version 1.4.0, and a 'Super Administrator Logout' link. Below this is a tabbed interface with 'Options', 'Booking Restrictions', 'Languages', 'Security', 'Prices', and 'Custom Properties'. The 'Custom Properties' tab is active, showing 'Custom Properties Options' and 'Custom Properties list'. The 'Custom Properties Options' section has a checkbox for 'Show Active Custom Properties' and a 'SAVE' button. The 'Custom Properties list' section has a note: 'Up to 10 simultaneous custom properties are supported by WCAG in Qmatic Web Booking'. Below this is a table with columns: 'Active', 'Parameter Name', 'Mandatory', 'Parameter Type', 'Labels', and 'Val'. An 'ADD' button is located under the 'Parameter Name' column.

The custom properties function can help you gather more information about the customer or the type of appointment by adding custom questions or fields to the booking form.

The custom fields can be of different types, for example single or multiple selection.

It's possible to make fields mandatory. You can also have questions that depend on which option the customer has selected in a previous single-selection field.

Example question flow:



5.5.1 Set up custom properties

ⓘ Before you set up custom properties, you must have defined at least one language.

1. Go to Qmatic Web Booking Admin > **Custom Properties**.
2. In Custom Properties list, click **Add**.
3. In the Add Custom Property window, enter the following settings:
 - **Parameter Name** – The name of the parameter that will contain the value of the custom field. The parameter and its value will be saved to appointment table, custom field in qp_calendar database.

- **Parameter Type** – The type of custom field.
 - Single selection: The customer can select one option. Use the “Display style” property to specify if the available options are displayed as a dropdown list or as radio buttons.
 - Multiple selection: The customer can select more than one option.
 - Text field: A single-line text field for free-text input.
 - Text area: A multiple-line text field for free-text input.
 - Checkbox: The customer can check or uncheck an option. Use the “Checked by default” property to specify if the box is checked by default.



The Checkbox parameter type requires that you also define the values `true` and `false`. These values need to have labels, which will be displayed in the user's selected language on the summary and confirmation pages.

If you also enable the Mandatory setting, the user must check the box to proceed with the booking. This can be used as an acknowledgement or consent checkbox, for example “I agree to the terms and conditions”.

- **Save Parameter on** - select if the parameter should be saved on the appointment or the customer object.
- **Show in step** - Select if the field should be shown in the Contact step or the Confirmation step. If those steps are together, this setting is ignored.
- **Active** – If enabled, the custom field is active and visible in the appointment booking page.
- **Mandatory** – If enabled, the user will not be able to proceed with booking without filling in this field.
- **Copy to notes** - If enabled, the name and the value for this field will be copied to the notes field of the appointment.
- **Show count** - If enabled, the max length and the number of entered characters are shown. Only applicable for text fields and text areas.
- **Labels** – The name of the field that will be presented to the user. Also, you can add “Custom field description” to the label which is visible below the custom field and will explain to the user the purpose of the field.

Note that the label needs to be translated to all the languages that the booking page supports.

- **Values** – predefined values (options or answers) for the custom field. It is valid when Parameter Type is Single selection, Multiple Selection or Checkbox. To translate field values, click **Edit**. It is also possible to upload images for values.

4. Select for which branches and services to show the custom field.
5. When done, click **Save**.

Example of a setup

Add Custom Property

Parameter Name

existingCustomer

Parameter Type

Single Selection

Save Parameter on

Appointment

Show in step

Contact Step

Active

☒

Mandatory

☒

Copy to Notes

☒

Show Count

☐

Labels

Label (Default Language)

Have you been a customer the last 12 months?

Languages translated

English

EDIT

Values

Value:	Label:	Languages translated	Image	
Yes	Yes	English	☒	EDITDELETE
No	No	English	☒	EDITDELETE

ADD

Only show for these Services

Apply for a loan

Open savings account

Branches:

Avenyn

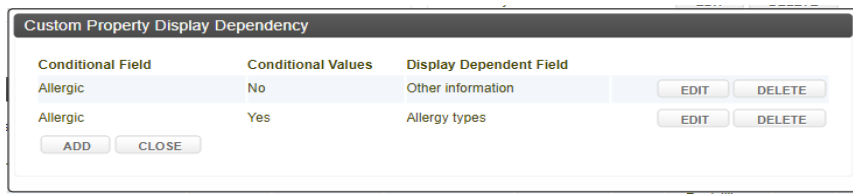
SAVE

CANCEL

5.5.2 Configure custom field dependencies

You can configure custom fields so that fields show depending on what value the customer has selected in a previous field.

1. In Custom properties > Custom properties options, click **Edit dependencies**.
2. Click **Add**.
3. Select the field that should you want to set up conditional values for. You can only select fields of the type Single selection.
4. Select one or more conditional values that should lead to a certain field to be displayed.
5. Select the field to be displayed if any of the values selected in the previous field are chosen.
6. Save.



The screenshot shows a window titled "Custom Property Display Dependency". Inside, there is a table with three columns: "Conditional Field", "Conditional Values", and "Display Dependent Field". The first row shows "Allergic" as the conditional field, "No" as the conditional value, and "Other information" as the display dependent field. The second row shows "Allergic" as the conditional field, "Yes" as the conditional value, and "Allergy types" as the display dependent field. Each row has "EDIT" and "DELETE" buttons to its right. At the bottom left of the table area are "ADD" and "CLOSE" buttons.

Conditional Field	Conditional Values	Display Dependent Field
Allergic	No	Other information
Allergic	Yes	Allergy types

The image above shows an example where the field Allergic (Do you have any allergies?) leads to the field Other information (Is there anything else we should know?) if “No” is selected, and the field Allergy types (Which allergies do you have?) if “Yes” is selected.

5.6 Languages and translation

QmATIC

Qmatic Web Booking Settings

Version 1.4.0 alpha

Super AdministratorLogout

OptionsBooking RestrictionsLanguagesSecurityPricesCustom Properties

Languages

Language Code	Language Name	CountryCode (Country)	CountryCode (Language)	Input Date Format	Display Date Format	Time Format	First Day of Week	Default	
en	English	gb	gb	DD MM YYYY		h:mm a	Sunday	☒	EDIT DELETE
de	German	de	de	YYYYMMDD	DD MMMM YYYY	h:mm a	Monday	☐	EDIT DELETE
sv	Swedish	se	se	DD MM YY		HH:mm	Monday	☐	EDIT DELETE
ua	Ukrainian	ua	ua			HH:mm	Monday	☒	EDIT DELETE
ru	Russian	ru	ru	DD MM YYYY		HH:mm	Sunday	☐	EDIT DELETE

ADD

Branches

Branch Name	Branch Name en	Branch Name de	Branch Name sv	Branch Name ua	Branch Name ru	
Center	Center	Center	Centrum	Центр	Центр	EDIT
DistributionBranch	Distribution and Delivery	Verteilung und Lieferung	Fördelning och Leverans	Доставка і видача	Доставка	EDIT
FinancialBranch	Finances	Finanzen	Finans	Фінансування	Финансирование	EDIT
NorthWest	North West	Nordwest	Nordväst	Північний Запад	Северо-запад	EDIT
SouthEast	South East	Süd-Ost	Sydöst	Південно-Східний	Юго-Восток	EDIT
VIPBranch	VIP Clients	VIP-Kunden	VIP-kunder	VIP-клієнти	VIP клиенты	EDIT

Services

Service Name	Service Name en	Service Name de	Service Name sv	Service Name ua	Service Name ru	
Service 1	Service	Bedienung	Service	Служба	услуга	EDIT

All languages that the end user booking UI should be translated to need to be added in Qmatic Web Booking Admin. All static text in the booking UI is translated in properties files.

Dynamic text, such as branch names and service names, are defined in Qmatic Web Booking Admin.

If only one language is defined, no language drop-down list will be displayed in the booking UI

5.6.1 Add languages

To add a language, go to Qmatic Web Booking Admin > Languages.

In the Languages section, add all languages that should be available. All languages need to have a corresponding uiMessages.properties file.

Edit Language

Language Code
 The Language Code is used for the notification module, for the definition of language specific names for branches and services, as extension for the ui properties file name, and also as locale for the Datepicker according to ISO-639-1

Language Name
 The Language Name is used to display the language option in the UI

Country Code (Country)
 The Country Code (Country) is used to read the correct properties file in combination with the language code (i.e. en_gb). It is also used for the flag in the phone number field. Should be set according to ISO-3166-1

Country Code (Language)
 The Country Code (Language) is used to display the flag in the language selection field. Should be set according to ISO-3166-1

Custom Flag
 Choose a custom flag here, if the flag you want to use is not in ISO-3166-1. The height should be 20 pixel and the width no more than 40 pixel. The size should be no more than 2KB.

Input Date Format
 Use DD MM YY YYYY according to moment.js. If empty YYYYMMDD will be used. Formatted Date: 28/05/2020

Display Date Format
 If empty the default format for the given language country code combination is taken. You can overwrite here. Use DD ddd dddd MM MMM MMMM Y YY YYYY according to moment.js. Formatted Date: 28/05/2020

Time Format
 Select a Time Format for the given language country code.

First Day of Week
 Select the first day of week used when displaying the calendar month.

Default Language
☐

Configure the following:

- **Language code:** The code is used for the notification language, branch and service names, for the properties file and locale for the date picker. Please use ISO 639-1 for defining language codes. To define a specific country for the language, please see Country code (language) below.
- **Language name:** The name displayed in the language selection drop-down list.
- **Country code (Country):** The code is used to display the default phone country code, and also for the flag in the phone country code field. Please use ISO 3166-1 Alpha-2 format for country codes.
- **The Country code (Language):** The code is used to display the correct flag in the language selection drop-down list. It is also used to read properties files. Please use ISO 3166-1 Alpha-2 format. Note that you need to use lower case letters.
- **Custom Flag:** Add a custom flag, in case you want to use another flag than the one defined in ISO-3166-1. Click **Select Flag** and navigate to the image file that you want to use. Jpg and png are allowed file formats.
- **Date Format and Time Formats:** Define a date and time format for every language. If no date format is provided, then it will take the date in the form that moment formats with the input "L", which is the short form of the date, but

depending on the language selected. Please enter formatting letters according to moment.js. (<https://momentjs.com/docs/>)

The Time format is selectable from 4 formats, default is HH:mm.

Example language and country codes

Say you want to use Qmatic Web Booking with Canadian English:

1. Set language code to **en**.
2. Set language name to **Canadian English**.
3. Set Country Code (Country) to **ca** (if you want to use the phone country code for Canada) and Country code (Language) to **ca**.
4. Define a date and a time format if you want to use something else than the default format.
5. Name the properties file `uiMessages_custom_en_ca.properties`.

Language-specific branch and service name

In the Branches and Services sections, you can define language-specific branch and service names for languages that you have added.

5.6.2 Translate Qmatic Web Booking Admin

All phrases for Qmatic Web Booking Admin are available in `qmaticWebBookingAdminMessages.properties`. For more information, see the Localisation chapter in Orchestra Reference manual.

5.6.3 Translate Qmatic Web Booking application

All phrases are available in the file `<Qmatic Web Booking home>\ConfluiMessages_en.properties`. There are default files for English (en), French (fr), Swedish (sv), Dutch (nl) and German (de).

If you want to make changes to (translate or customize) a language file, you should copy the original `uiMessages` file, for example `uiMessages_en.properties`, and name it `uiMessages_custom_en` (use ISO 639-1 for language codes). That way, the files won't be overwritten when upgrading.

Please set the `direction` property in each `uiMessages.properties` file to either `ltr` (left-to-right) or `rtl` (right-to-left).

All languages you want to use need to be added in Qmatic Web Booking Admin, see "5.6.1 Add languages" on page 49.

Qmatic Web Booking will primarily read the custom files and overwrite the settings of the main file. However, if a property is missing, Qmatic Web Booking will read the setting from the original file.

You need to restart the Qmatic Web Booking service for the changes to take effect.

❗ In `uiMessages.properties`, the Agreement text (`contactDetailsContentAgreementText1` and `contactDetailsContentAgreementText2`) is split into two parts. That is because it is possible to have two links in the Agreement text next to the confirm agreement checkbox.

The `<link></link>` should be put around the text that should be highlighted as link. The link in the first part will open the first dialog and the link in the second part will open the second dialog. If you don't want a link or only one, just remove the `<link></link>` in either both, or just one, text.

❗ The SMS message for phone number verification (`verificationMessage`) can also be configured here. Use `%1` where the PIN code should be written. The default phrase is: `This is your verification code: %1.`

❗ The parameters `emailChangeSubject` and `emailChangeMessage` are used for the confirmation email sent to the customer, when they are identified with for example customer reference, but enters another email address than the one registered to the customer object. An email is then sent out with the details about the changes made.

Localize branch address

In some cases you may want to modify the order of a branch address. This is done in the `uiMessages_xx.properties` file. Follow the instructions in the properties file for how to set up the branch address. The following properties can be modified:

- `branchFullAddress` - Appears on confirmation page and reschedule page.
- `branchShortAddress` - Appears in Select branch step > Branch name (when expanded).
- `branchSelected` - Appears on Select branch step when branch is selected and in Contact details step.

You can also set if the address should be separated by commas or by line breaks using the property `branchSeparator`.

Multi language

It is possible to run Qmatic Web Booking in several languages simultaneously.

The URL will always look the same, no matter what language is selected. Qmatic Web Booking has two-way binding, which means that if the language changes, the entire content of the website will be displayed in that language, no matter where in the process the end-user is.

The language settings will be stored in the appointment and the confirmation and reminder emails will also be sent in the appropriate language. When the user

follows the link to the appointment in the confirmation message, Qmatic Web Booking will fetch the language code from the appointment and display the application in that language.

6. Deployment Options

Topics

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6.1 Deployment scenarios

There are two main deployment scenarios, explained below.

Scenario 1

In the first scenario, the existing home page runs on one server and Qmatic Web Booking runs on another server. Both web servers listen to port 80 (the existing home page and Qmatic Web Booking).

Example servers:

Existing home page: www.myhomepageserver.com

Qmatic Web Booking: www.myqmaticwebbookingserver.com

The URLs would then be:

Existing home page: <http://www.myhomepageserver.com>

Qmatic Web Booking: http://www.myqmaticwebbookingserver.com/qmaticwebbooking/index.html#

Scenario 2

In the second scenario, the Qmatic Web Booking application is deployed on the same server as the existing homepage. In this case, Qmatic Web Booking must listen to a different port. See “3.3 Installing Qmatic Web Booking (application)” on page 11 for information on how to configure the web server port of Qmatic Web Booking.

Example:

Existing homepage server: www.myhomepageserver.com.

The existing homepage listens to port 80 and Qmatic Web Booking is configured to listen to port 8080.

Then the URLs would be:

Existing home page: <http://www.myhomepageserver.com>

Qmatic Web Booking: http://www.myhomepageserver.com:8080/qmaticwebbooking/index.html#

These URL examples will be used in the next section.

6.2 Allow integration with iFrame

By default, Qmatic Web Booking runs in full screen mode. It is also possible to let Qmatic Web Booking run inside a certain area of a website. This is done by creating an `<iframe>` html element on the website and then load the Qmatic Web Booking application inside this iFrame.

By default, running Qmatic Web Booking in an iFrame is not allowed. To allow integration with iFrame:

- Add the hosting server (the existing website) as allowed host (frameAncestors) in the file `<install_dir>\Tomcat\webapps\qmaticwebbooking\WEB-INF\web.xml`:

```
<init-param>
    <param-name>frameAncestors</param-name>
    <param-value>http://yourServer:yourPort</param-value>
</init-param>
```

If Qmatic Web Booking is running on https, the parent website also needs to be running on https.

- To allow cookies to be sent in cross-site requests, set the same-site cookie attribute in the file `<install_dir>\Tomcat\webapps\qmaticwebbooking\META-INF\context.xml`:

```
<Context>
    <CookieProcessor sameSiteCookies="none"/>
</Context>
```

⚠ Note that Qmatic Web Booking does not support Safari when used in an iFrame. This means that bookings cannot be made from phones or tablets running iOS, because other browsers installed on iOS still use Safari's underlying WebKit engine.

6.3 Preselect branches and services

If the user has already selected the service via links through the homepage, then it is possible to specify one or more preselected services, and one preselected branch. It is also possible to specify one or several preselected service groups.

❗ The variables **servicePublicId** and **branchPublicId** can be found in Calendar Admin in Orchestra. Go to the Services or Branches and select a service/branch.

❗ In Qmatic Web Booking Admin, disable the option “Show the Branch/Service drop-down list in the UI if only one branch/service selected” to hide the Select service and/or the Select branch step.

The following URL can be used (replace the server name and the variables in italics with actual IDs)

One service

`http://www.myhomepageserver.com:8090/qmaticwebbooking/#/preselect/services/{servicePublicId}`

Multiple services

To preselect multiple services, use a comma separated list:

`http://www.myhomepageserver.com:8090/qmaticwebbooking/#/preselect/services/{servicePublicId},{servicePublicId}`

One branch

`http://www.myhomepageserver.com:8090/qmaticwebbooking/#/preselect/branch/{branchPublicId}`

One branch and one service

`http://www.myhomepageserver.com:8090/qmaticwebbooking/#/preselect/branch/{branchPublicId}/services/{servicePublicId}`

For one branch and multiple services, separate the service IDs with a comma.

One service group

`http://www.myhomepageserver.com:8090/qmaticwebbooking/#/preselect/servicegroups/{serviceGroupId}`

Multiple service groups

Separate the service group IDs with a comma:

`http://www.myhomepageserver.com:8090/qmaticwebbooking/#/preselect/servicegroups/{serviceGroupId},{serviceGroupId}`

One branch and one service group

`http://www.myhomepageserver.com:8090/qmaticwebbooking/#/preselect/branch/{branchPublicId}/servicegroups/{serviceGroupId}`

For one branch and multiple service groups, just separate the service groups IDs with a comma.

Number of adults and children

It's possible to preselect the number of adults and children per service in case of service preselection (single or multiple, with or without branch preselection):

Add the 'adult' query parameter to set the number of adult, where x is the number of adults.

- ?adult=x

If you need to add a number of children, you can set both 'adult' and 'children' query parameter (children query parameter cannot be used alone), where x is the number of adult and y is the number of children.

- ?adult=x&children=y

Example to set 2 adults and 1 child:

<http://www.myhomepageserver.com:8090/qmaticwebbooking/#!/preselect/services/{servicePublicId}?adult=2&children=1>

If you have multiple services to preselect, you set the number of adults and children as comma separated list:

<http://www.myhomepageserver.com:8090/qmaticwebbooking/#!/preselect/services/{servicePublicId1},{servicePublicId2}?adult=x1,x2&children=y1,y2>

x1 and y1 are the number of adults and children to set to ServicePublicId1.

x2 and y2 are the number of adults and children to set to ServicePublicId2.

6.4 Preselection of a language

By default, Qmatic Web Booking page is loaded in the language that is set as default language in Qmatic Web Booking Admin UI > Languages. Although it is possible to add a language parameter to the page URL and force the booking page to open in a certain language.

The following URL should be used:

`http://www.myhomepageserver.com:8090/qmaticwebbooking/#/?lang=en_gb`

where

`?lang` = language parameter

`en` = language code

`gb` = country code

If language parameter value does not match the settings in Qmatic Web Booking Admin UI > Languages i.e. the value is invalid, then the page will be loaded in the default language set in Languages.

You can combine preselection of language with preselection of services/branch.

6.5 Passing in an encrypted customer

It is possible to pass in a customer in the Qmatic Web Booking page URL. The customer passed in needs to be an encrypted stringified JSON object.

To create the secure encryption key, go to Qmatic Web Booking Admin > Security > Security settings for passing in customer details

- Click **Create secure Encryption key**.
- Use the encrypted key to encode the customer details in the javascript code.

Example:

```
//Fill in the customer data that you have:
var customer = {}
customer.firstName = "Test";
customer.lastName = "Customer";
customer.phone = "123456";
customer.email = "test.customer@gmail.com";
customer.dob = "2000-01-01";
customer.custref = "MyCustomerReference"

now = new Date();
now.setHours(3, 42, 0);

customer.created = Date.now();
value = JSON.stringify(customer);

//Fill in the secret key that you created and saved in the
Admin UI.
let SECRET_KEY =
"@ (sn) ^Rd&#u(Q1ltnpK3AoLEku4vj55UuHgmzrZJgT^ufC)P^*B";

//Always use "QMATIC" as the SALT key:
let SALT_KEY = "QMATIC";
const key256Bits = CryptoJS.PBKDF2(SECRET_KEY, SALT_KEY, {
  iterations: 65536,
  keySize: 256 / 32,
  hasher: CryptoJS.algo.SHA256.create()
});

const encrypted = CryptoJS.AES.encrypt(value, key256Bits,
{
  mode: CryptoJS.mode.ECB
}).toString(CryptoJS.format.Hex);
```

- You can then redirect to QWB with the customer as a parameter. Use your host and port in the URL:

location.href="http://localhost:8090/qmaticwebbooking?customer="+encrypted;

6.6 Changing appointments with email links

The email confirmation and reminders sent out by Notification Admin module contains URL links that can be used to cancel or reschedule an appointment. These links could point directly to the URL of Qmatic Web Booking, but that would result in running it in full screen mode. The better solution is to make sure that the existing home page can accept a URL containing the appointment id and use this to load the iframe with the correct URL (including the appointment id).

The URL to Qmatic Web Booking for scheduling a new appointment is (with the example server used above):

```
http://www.myqmaticwebbookingserver.com/qmaticwebbooking/index.html#/
```

The URL to Qmatic Web Booking to cancel or reschedule an existing appointment is:

```
http://myqmaticwebbookingserver /qmaticwebbooking/index.html#/  
{appointmentId}
```

The appointment id is a unique identifier of the appointment. It is typically a 64 character long alpha numeric string. But the user will never have to see or remember this number, it is automatically placed in the link by Qmatic Web Booking when the email is generated.

If the appointment id given here is less than 64 characters, Qmatic Web Booking assumes it is the calculated booking reference for Qmatic Web Booking and searches for the appointment by that number.

So, the existing homepage should have a URL, for example the one below, that opens the page containing the iframe and then loads the iframe with the correct Qmatic Web Booking url for rescheduling.

```
http://www.myhomepageserver.com/appointments/  
changeAppointment?appointmentId=xxx
```

Exactly how this is implemented is up to the developers of the existing homepage.

6.7 Using the API Gateway

Please make sure you set up the API Gateway according to the API Gateway manual.

Once you have created the authentication token for your Qmatic Web Booking server to connect to Orchestra, please enter the token in the configuration file for Qmatic Web Booking under `AUTH_TOKEN` and set `useAPIGateway` to `true`.

⚠ You need the API Gateway role to have access to System Administration if you want to be able to display all branch groups.

6.7.1 Needed modification of `application.yml`

⚠ This is only needed if using a version of API Gateway earlier than 1.4.8.0.

For the API Gateway to work, modify **`application.yml`** in the following way:

- Under **`routes`**: add the following entry:

```
branchgroups_api:
  path: /rest/config/branchGroups/**
  url: ${orchestra.central.url}/qsystem/rest/config/branchGroups
```

- To be able to send verification SMS via API Gateway, add the following lines (also under **`routes`**):

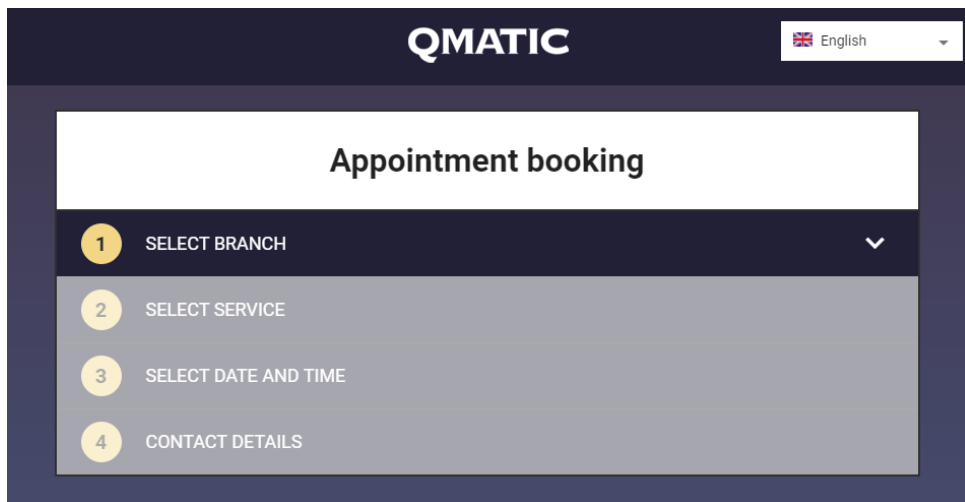
```
sms_api:
  path: /rest/notification/**
  url: ${orchestra.central.url}/notification/
```


7. End-user UI Walk-through

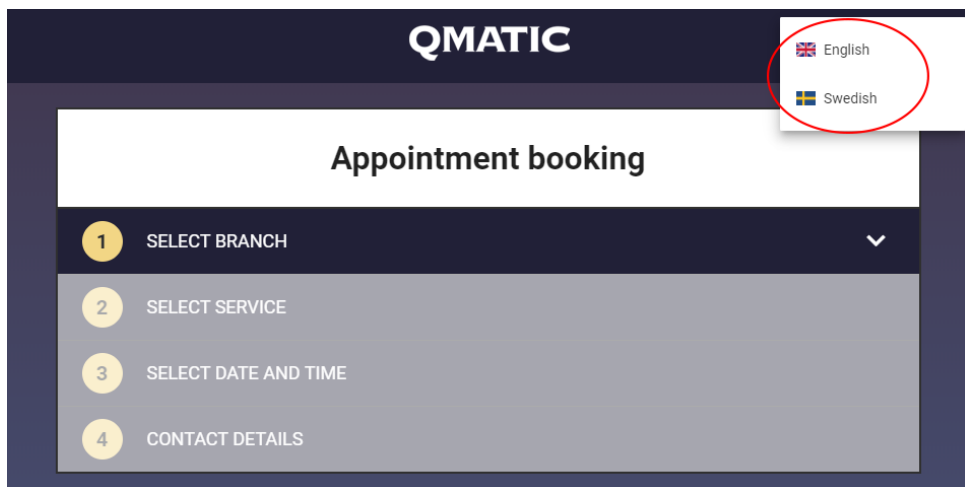
In this chapter, a typical use case for Qmatic Web Booking is described.

The following steps describe a common use case for Qmatic Web Booking. Please note that the functionality and the look of the application may differ depending on the configuration.

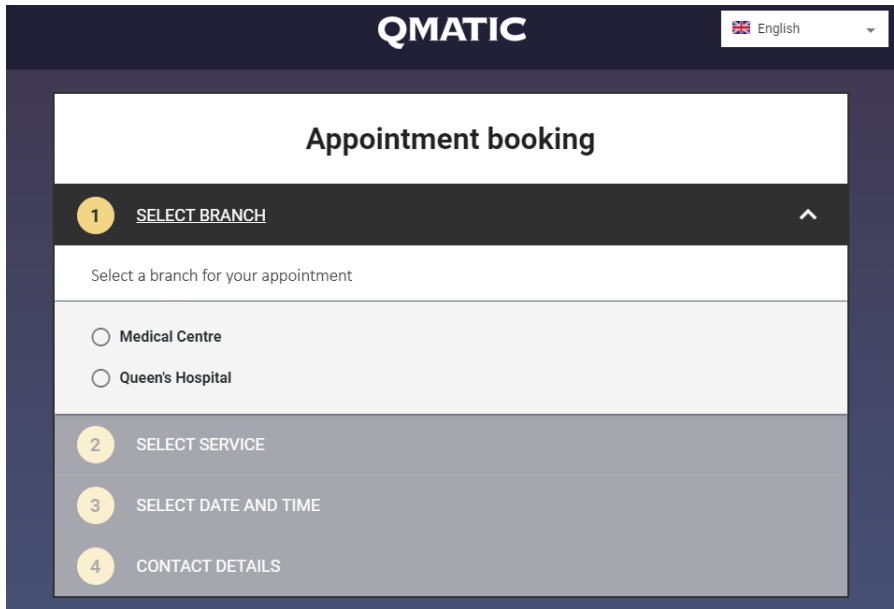
1. The first page displayed is the landing page:



2. Select a language:

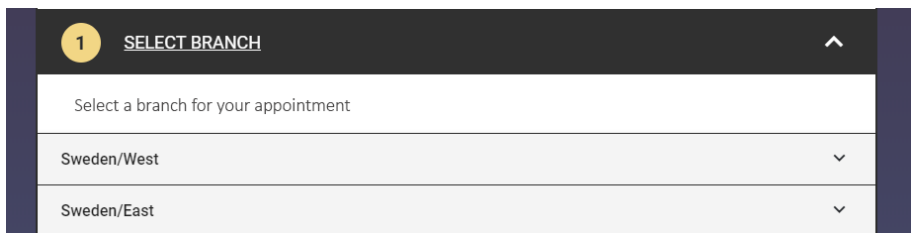


3. Select a branch:



The screenshot shows the QMATIC Appointment booking interface. At the top, the QMATIC logo is on the left, and a language selector (English) is on the right. The main heading is "Appointment booking". Below this is a progress bar with four steps: 1. SELECT BRANCH (highlighted), 2. SELECT SERVICE, 3. SELECT DATE AND TIME, and 4. CONTACT DETAILS. The "SELECT BRANCH" step is expanded, showing a search bar with the text "Select a branch for your appointment". Below the search bar are two radio button options: "Medical Centre" and "Queen's Hospital".

Branches are sorted into branch groups, if that is enabled.



This screenshot shows the "SELECT BRANCH" step of the QMATIC Appointment booking interface, where branches are grouped. The progress bar at the top shows "1 SELECT BRANCH" as the active step. Below the heading "Select a branch for your appointment", there are two branch groups, each with a dropdown arrow on the right:

- Sweden/West
- Sweden/East

4. Select a service

The screenshot shows the Qmatic web booking interface. At the top, the QMATIC logo is on the left, and a language dropdown menu set to 'English' is on the right. The main heading is 'Appointment booking'. Below this, there are four numbered steps: 1. SELECT BRANCH (with a dropdown arrow), 2. SELECT SERVICE (with an upward arrow), 3. SELECT DATE AND TIME, and 4. CONTACT DETAILS. Step 2 is currently active. Below the steps, a message states: 'Only services available in the selected branch are shown in the list'. Below this message, there are three radio button options: 'Blood test', 'Doctor', and 'Nurse'. The 'Blood test' option is selected.

If several people and prices are enabled, the service element will expand on click. The total cost will be calculated every time you make changes.

The screenshot shows the expanded 'Blood test' service element. It has a checkbox labeled 'Blood test' which is checked. Below this, there are two sections: 'Adults' and 'Children (under 16 years)'. Each section has a quantity selector with minus, zero, and plus buttons. The 'Adults' section shows a price of 100 NOK, and the 'Children' section shows a price of 0 NOK. The total cost is displayed as 0 NOK.

If you select more people than allowed, a warning is displayed:

A red warning banner with a triangle icon and the text: 'Maximum number of people allowed is 3'.

5. Select a date and a time:

3

SELECT DATE AND TIME

^

Please select a date and a time

2019
Mon, Jun 10

< June 2019 >

M	T	W	T	F	S	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

12:40 PM

12:45 PM

12:50 PM

12:55 PM

1:00 PM

1:05 PM

1:10 PM

1:15 PM

1:20 PM

1:25 PM

1:30 PM

1:35 PM

1:40 PM

1:45 PM

1:50 PM

1:55 PM

2:00 PM

2:05 PM

2:10 PM

2:15 PM

2:20 PM

2:25 PM

2:30 PM

2:35 PM

2:40 PM

2:45 PM

2:50 PM

2:55 PM

3:00 PM

3:05 PM

3:10 PM

3:15 PM

3:20 PM

3:25 PM

3:30 PM

3:35 PM

3:40 PM

3:45 PM

3:50 PM

3:55 PM

The current date is selected by default. Unavailable dates are greyed out and cannot be selected. If there are no available timeslots, you are notified about that.

6. Enter your contact details:

4 CONTACT DETAILS

You have chosen:

Service 1: 1 Adults, 0 Children

Center, Göteborg

12/19/2019 3:05 pm

CLEAR BOOKING

We will send you a confirmation. Please enter your mobile number (mandatory) and email (optional)

Last name

Smith

First name

James

Date of Birth

01 01 1984

DD MM YYYY

Email address

smith@qmatic.com

Confirm email address

smith@qmatic.com

Country Code

+46

Mobile number

070123456

SEND CODE

Notes

Simple Reservation

☒ I agree to the [Terms and Conditions](#) and [Privacy Policy](#)

CREATE APPOINTMENT

To clear all fields, and restart the booking, press **Clear booking**.

If you press Create appointment without filling in mandatory fields, you will be prompted to enter required information.

Country code is populated automatically and corresponds to the selected language. You can change the country code manually by editing the field.

Confirm email address

suswin@qmatic.com

sw

Mobile number

709684697

Botswana +267

Swaziland +268

Sweden +46

Switzerland +41

☐ I agree to the [Terms of Service and Privacy Policy](#)

If mobile verification is enabled, click Send code to send a verification code:

Confirm email address

+46 Mobile number 709684697

Confirm mobile number

A four-digit verification code is sent to the entered mobile number. Type the code into the field. When the mobile number is verified, the country list and mobile number input fields are disabled.

Date of birth

Email address

Confirm email address

+46

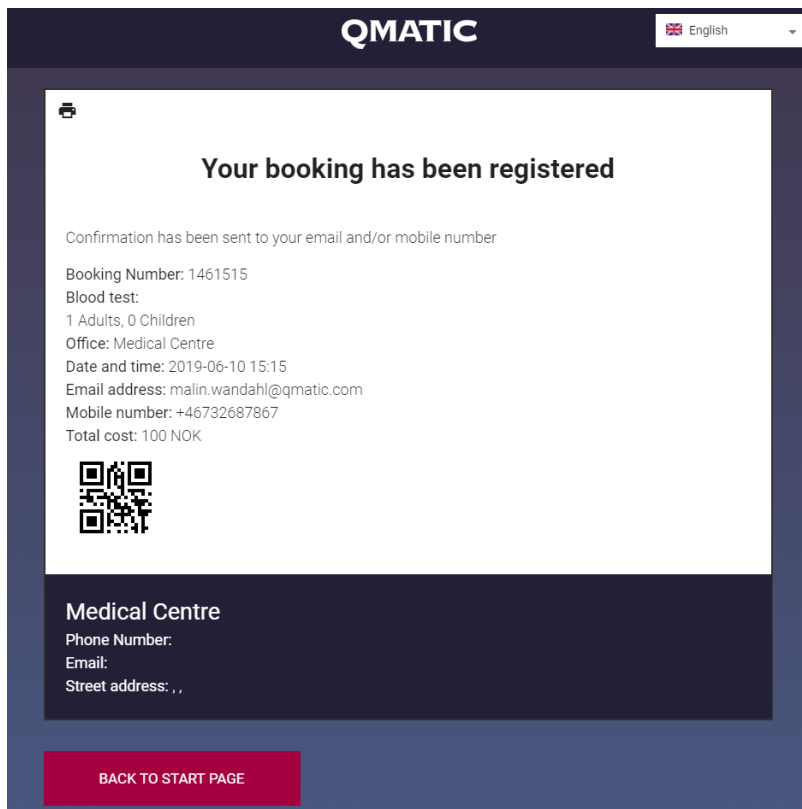
Confirm mobile number

☐ I agree to the Terms of Service and Privacy Policy

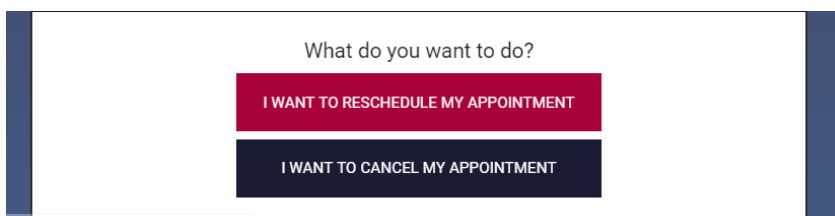
Verification code

7. Press Create appointment to finish the reservation.

8. A booking confirmation page is displayed:



9. When you receive the confirmation message, it will contain a link. If you follow the link, you can to reschedule or cancel the appointment. The page will be displayed in the language fetched from the appointment information.



If you choose to reschedule your appointment, you will be sent to a page where you can pick a new date and time.

If you choose to cancel your appointment, you will have to confirm your choice.

10.If email or phone number is changed during the booking, a confirmation email is sent to the old address.

8. Troubleshooting

If you have followed the instructions for installing Qmatic Web Booking and it does not work as expected, please check out the errors and their possible causes and solutions presented below.

Problem: Qmatic Web Booking server isn't starting

Solution: If you're starting Qmatic Web Booking as a Windows Service and it doesn't seem to start, try to restart it by running Run.bat (located in Qmatic Web Booking/Bin) and a Command Prompt window will appear. You can do that by double clicking on the file or run it directly in the Command Prompt by typing Run.bat and pressing enter (note that you need to navigate to the files directory within the cmd).

The window will then display log messages when the server is starting up and you'll likely see an error of why the server isn't starting correctly.

Old log files can be found in Qmatic Web Booking/Tomcat/logs

Note: The server will stop running if you close command prompt window.

When troubleshooting, it's advised to start Qmatic Web Booking server via Run.bat and not as a Windows Service

Problem: Command Prompt log doesn't display any errors

Solution: If you don't see any error messages when starting the server, please enable debug mode as described in chapter "5.2 Logging settings" on page 32 and then restart the server.

Problem: 400 error - Bad Request is displayed when visiting Qmatic Web Booking.

Solution: If you're using API gateway, please check in the documentation if it's configured correctly and that you've added correct authentication token, username and API Gateway URL to Qmatic Web Booking/Conf/configuration.properties file

You can also try to disable API Gateway by setting useAPIGateway to false in the same file and use credentials for Orchestra instead and restart Qmatic Web Booking. If it works, then API Gateway isn't configured correctly.

Problem: 500 error - Internal Server Error

Solution: If a 500 error is displayed when visiting Qmatic Web Booking, the problem is most likely that the Qmatic Web Booking server is down.

Problem: No data is displayed

Solution: If you don't see any errors or any data (services, branches, dates and available time slots) and only a loading progress bar, the request to the server is still pending. If the request didn't succeed, an error will be displayed.

⚠ Note: If any of the requests fails, an error will always be displayed in Qmatic Web Booking.

Problem: Qmatic Web Booking doesn't display correct message after change of uiMessages property file

Solution: Try restarting the Qmatic Web Booking service. Every time you change a property in any of the uiMessages property files, the server needs to be restarted.

Problem: Changes made in Qmatic Web Booking Admin in Orchestra aren't displayed in Qmatic Web Booking

Solution: All changes in Qmatic Web Booking Admin require a restart of the Qmatic Web Booking server.

Problem: New branches or services aren't displayed in Qmatic Web Booking

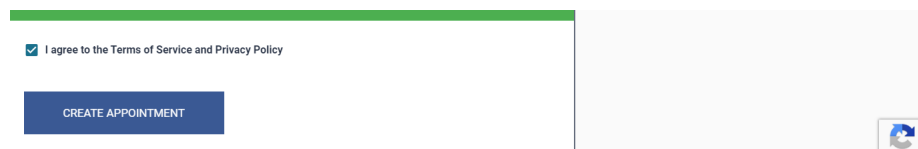
Solution: If you have not selected to show all branches and/or services in Qmatic Web Booking Admin UI, you will need to update the branch and services setting every time a branch or a service is added in Orchestra/Calendar. After you have added the new branch/service in Qmatic Web Booking Admin, you will also need to restart Qmatic Web Booking.

Problem: No verification code is sent to the phone number

Solution: If no errors are displayed in Qmatic Web Booking log, please check qp_server.log (located in qmatic/orchestra/system/logs). It could probably be an issue in the Notification Admin when sending an sms through Netsize gateway.

Problem: When clicking Create appointment, the button displays a loading progress circular and nothing happens

Solution: If no errors are displayed in Qmatic Web Booking server log, then it's most likely an issue with reCaptcha (if enabled). As soon as reCaptcha is validated, the request is made to Orchestra to create an appointment. Please check if you have added correct site and secret key for reCaptcha in Qmatic Web Booking Admin and also that the reCaptcha icon is displayed in the right bottom corner in the browser.



Problem: ReCaptcha icon displays an error

Solution: If reCaptcha icon displays an error message, then the domain that you have added in <https://www.google.com/recaptcha/admin> does not match the domain name that Qmatic Web Booking is located on. Please check your reCaptcha configuration.

Appendix A - Upgrade from 1.3.x to 1.4.x or later

This chapter contains a guide for how to upgrade from Qwebbook version 1.3.x to Qmatic Web Booking version 1.4.x

1. Remove Qwebbook Admin

To remove qwebbookadmin.war, follow these steps:

- a) Log in to Wildfly.
- b) Remove **qwebbookadmin.war** file.

2. Remove access module from Orchestra

To remove the access module from Orchestra, follow these steps:

- a) Note and save somewhere all users that have the Qwebbook Admin Role. Also do the same for all roles that have Qwebbook Admin Access Module.

To find which users have Qwebbook admin roles, run this SQL in the qp_central DB. The output will provide you with the list of users

```
select * from users where id in (
select user_id from users_roles where role_id in (
select role_id from role_modules where module_id =
'qwebbookadmin'));
```

To find which roles have Qwebbook Admin Access Module, run this SQL in qp_central DB

```
select name from sys_roles where id in (
select role_id from role_modules where module_id =
'qwebbookadmin');
```

- b) Remove the mapping between the QWebbook Admin Access Module and the user roles that have this role enabled. Run this SQL script against qp_central DB:

```
delete from qp_central.role_modules
where module_id = 'qwebbookadmin';
```

- c) Remove Qwebbook Admin Application from qp_central DB

```
delete from qp_central.application_modules
where id = 'qwebbookadmin';
delete from qp_central.applications
where id = 'qwebbookadmin';
```

3. Install Qmatic Web Booking Admin

To install Qmatic Web Booking Admin, follow these steps:

- a) Insert new application module with the new name (SQL provided in the example is for PostgreSQL, find Insert Scripts for other databases in Provisioning tool)

```
INSERT INTO applications
(id,branch_app,is_distributed,enabled,icon_url,url,version,view_index)
VALUES('qmaticwebbookingadmin',true,false,1,'images/
icons/application.png','qmaticwebbookingadmin',1,110);

/*adding modules*/
INSERT INTO application_modules
(id,is_distributed,enabled,icon_url,privilege_level,url,view_index,application_id)
VALUES('qmaticwebbookingadmin',1,1,NULL,20,NULL,110,
'qmaticwebbookingadmin');
commit;
```

- b) Restart Orchestra
- c) Copy qmaticwebbookingadmin.war file to \qmatic\orchestra\system\custdeploy (or deploy via Wildfly)
- d) Edit file commonMessages.properties in \qmatic\orchestra\system\conf\lang. Change:

```
application.qwebbookadmin = QWebBook Admin
application.qwebbookadmin.description = Administration
for QWebBook
module.qwebbookadmin = QWebBook Admin
```

To

```
application.qmaticwebbookingadmin = Qmatic Web Booking
Admin
application.qmaticwebbookingadmin.description =
Administration for Qmatic Web Booking
module.qmaticwebbookingadmin = Qmatic Web Booking Admin
```

- e) Edit file commonMessages_en.properties in \qmatic\orchestra\system\conf\lang. Change:

```
application.qwebbookadmin = QWebBook Admin
application.qwebbookadmin.description = Administration
for QWebBook
module.qwebbookadmin = QWebBook Admin
```

To

```
application.qmaticwebbookingadmin = Qmatic Web Booking  
Admin  
application.qmaticwebbookingadmin.description =  
Administration for Qmatic Web Booking  
module.qmaticwebbookingadmin = Qmatic Web Booking Admin
```

- f) Empty the browser cache.
- g) Add the access module to the roles that require it.
- h) Add the roles to the users that require the Qmatic Web Booking Admin role.

Appendix B - Bot mitigation strategies for on-prem installations

Automated traffic (“bots”) can generate a significant number of unwanted requests against public web services. While some bots serve legitimate purposes, others are used for malicious activities such as data scraping, credential stuffing, or denial-of-service attacks.

To protect Qmatic Web Booking installations from such activity, we recommend applying several layers of defense at both the application and network level.

The following strategies can be implemented to improve security and reduce the impact of automated traffic.

Booking restrictions

To prevent misuse of the booking function, limit the number of appointments that can be created per customer.

Even if multiple bookings across different services or branches are allowed, a reasonable upper limit (for example, 10 bookings) should be enforced.

For more information, see “4.4 Booking restrictions” on page 25.

reCAPTCHA integration

Enable Google reCAPTCHA in Qmatic Web Booking to block most automated submissions.

Although this method cannot completely eliminate bot traffic, it significantly reduces automated appointment creation and form submission attempts.

For more information, see “5.3.3 Using ReCaptcha” on page 38.

Rate limiting

Configure rate limiting on the network layer to control how many requests each client can make in a given time period.

This can be achieved by using a reverse proxy or API gateway such as NGINX, HAProxy, Envoy, or F5, and helps prevent brute-force, enumeration, and scraping attacks.

Web Application Firewall (WAF)

Deploy a Web Application Firewall to filter and block known malicious IPs and abnormal request patterns.

This can be implemented as an on-premises appliance or a cloud service (for example, AWS WAF, Azure Front Door, or a load balancer with built-in WAF functionality).

Geo-fencing

Restrict access to your booking application by region.

Blocking traffic from countries or regions not relevant to your operations reduces exposure to unwanted automated traffic and targeted attacks.

IP reputation lists

Integrate IP reputation feeds (for example, Spamhaus DROP/EDROP, AbuseIPDB, FireHOL) into your network firewall or proxy configuration.

These lists contain IP addresses associated with botnets or malicious activity and can automatically block known bad actors.

CDN with bot mitigation

Consider using a Content Delivery Network (CDN) with built-in bot mitigation features, such as Cloudflare, Akamai, or AWS CloudFront with AWS Shield.

These services can identify and filter out malicious traffic using device fingerprinting, behavioral analysis, and machine learning–based detection.

Q-MATIC

Q-MATIC AB,
Box 198,
SE-431 23 Mölndal,
Sweden.

VAT No SE556212749701

Phone: +46 31 756 46 00

Email: info@qmatic.com

Web: www.qmatic.com