



جامعة أم القرى  
UMM AL-QURA UNIVERSITY

# E-Booking System Manual at University Medical Clinic





## Introduction

This guide is prepared to explain the steps of the E-booking for clinics process at the UMC for university employees through the electronic portal so that the auditor can schedule his review of the UMC in line with the lectures' dates and save him time before visiting.

We developed this guide to facilitate the steps of registration and e-booking appointments, so we ask those who want to follow all the steps, especially the first time. If there is any technical problem in completing the electronic registration process or booking an appointment, please call Tel. 5580303, ext. (135/121), to respond to inquiries related to the electronic registration process.

## Electronic Registration Steps (for the first time)

We hope that you follow the following steps in order:

### The First Step:

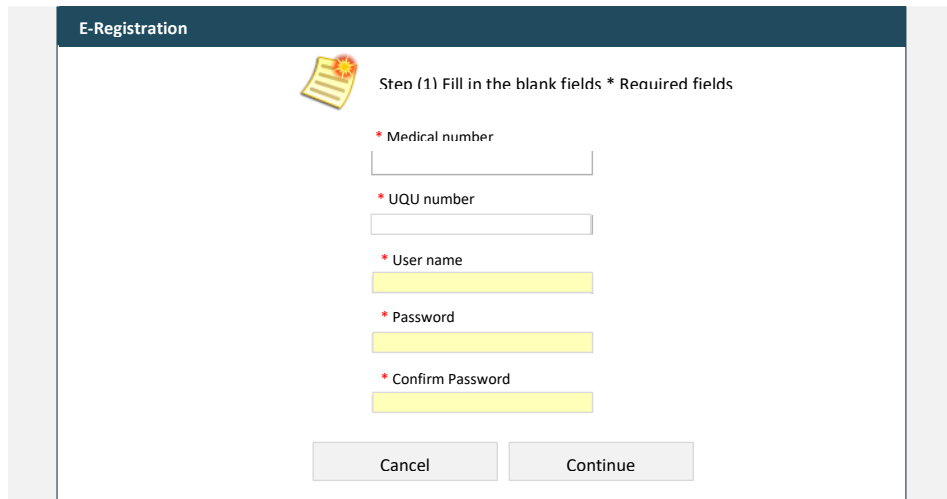
#### 1. Access the **e-booking link** for the UMC clinic appointments from the UQU website



#### 2. Then click on **Login** and (Create a new account record)

A screenshot of a login form titled 'Log in to access your account'. The form contains the text 'Log in here or [create a new account record](#)'. Below this text, there are two input fields: 'Username' and 'Password'. At the bottom of the form, there is a 'Login' button.

3. A screen will appear with the title of **E- registration** - enter all the data required from you



The screenshot shows a web form titled "E-Registration". At the top, there is a yellow icon of a document with a star and the text "Step (1) Fill in the blank fields \* Required fields". Below this, there are five input fields, each with a red asterisk indicating it is required:

- \* Medical number
- \* UQU number
- \* User name
- \* Password
- \* Confirm Password

At the bottom of the form, there are two buttons: "Cancel" and "Continue".

### **Conditions for completing the creation of a new record:**

- You must have an active UMC file number.
- Your mobile number must be registered in the university's database.
- Enter the correct employee number.
- Enter your data, the desired user name, and your password.

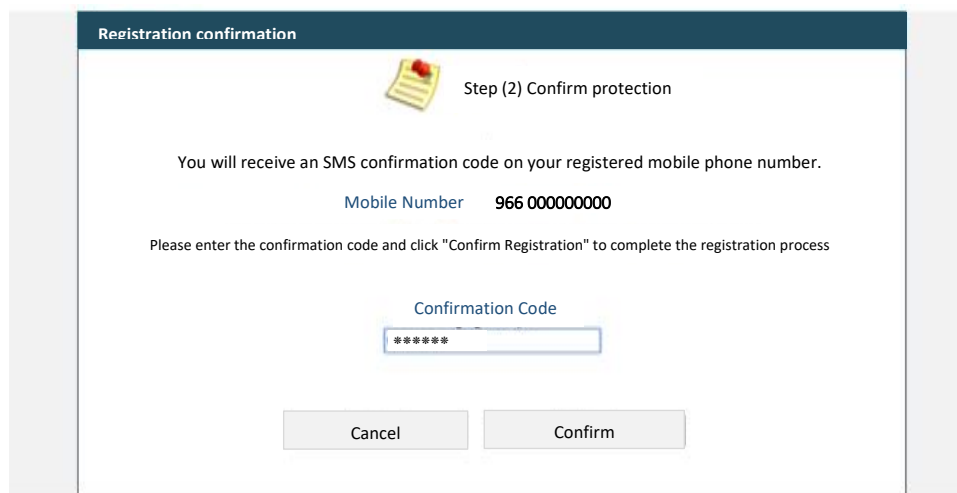
4. Click the **Continue** button. The second step screen will appear if all the data are correct and complete and you registered your mobile number in the UQU database.

**If the second step screen does not appear**, the reason is that one of the data you entered does not match the data in the UQU database, or your mobile number is not in the database. It requires you to verify your data on the personal profile on the university's website and then visit the reception department at the UMC to review the file that you were unable to register with the e-booking to enter any data missing.

### The Second Step:

You will receive a confirmation code message on your mobile phone registered in the university database.

**Enter the code in the field provided, then click Confirm Registration**



The image shows a mobile application screen titled "Registration confirmation". It features a yellow envelope icon with a red seal and the text "Step (2) Confirm protection". Below this, it states "You will receive an SMS confirmation code on your registered mobile phone number." and displays the "Mobile Number 966 000000000". A prompt asks the user to "Please enter the confirmation code and click 'Confirm Registration' to complete the registration process". There is a text input field labeled "Confirmation Code" containing six asterisks. At the bottom, there are two buttons: "Cancel" and "Confirm".

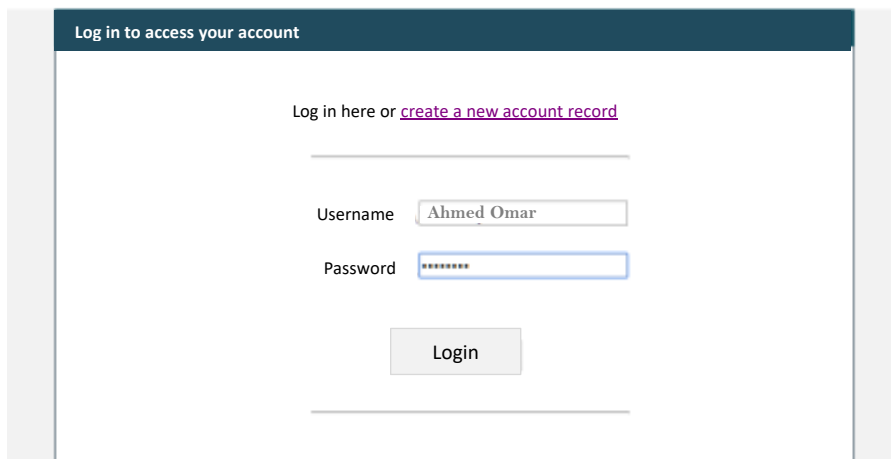
After confirming the registration, you will **receive another message** with the **username and password** you created.

**Save it** so you can use it to enter the site and book appointments, and with this, you have finished creating your account on the clinic's e-booking site.

## Steps for Booking Clinic Appointments

After you have created your account and kept your username and password, you can, at any time you need to book an appointment at the clinics, use [the booking portal](#) by following these steps:

1. Enter the page: Log in to your account, type your **username and password**, and click **Login**.

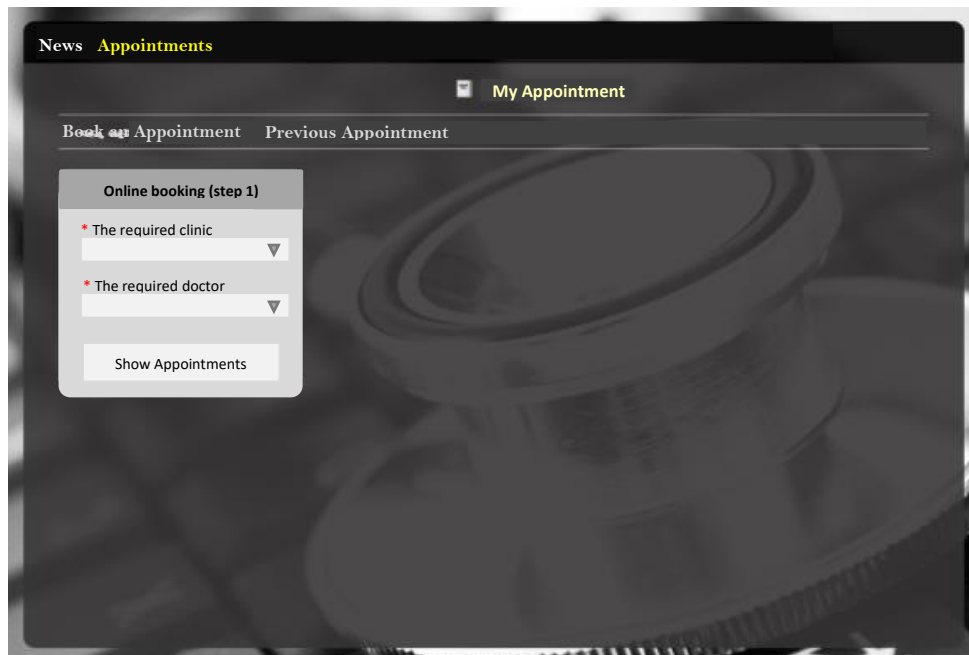


The screenshot shows a login form titled "Log in to access your account". It includes a link to "Log in here or [create a new account record](#)". The form has two input fields: "Username" with the value "Ahmed Omar" and "Password" with masked characters. A "Login" button is positioned below the password field.

2. When you log in to your account, a screen appears with two headings: (News, Appointments) - **click on Appointments**



3. A screen (My Appointments) will appear in front of you, and under the heading “Book an Appointment” there is an online booking window (step 1)

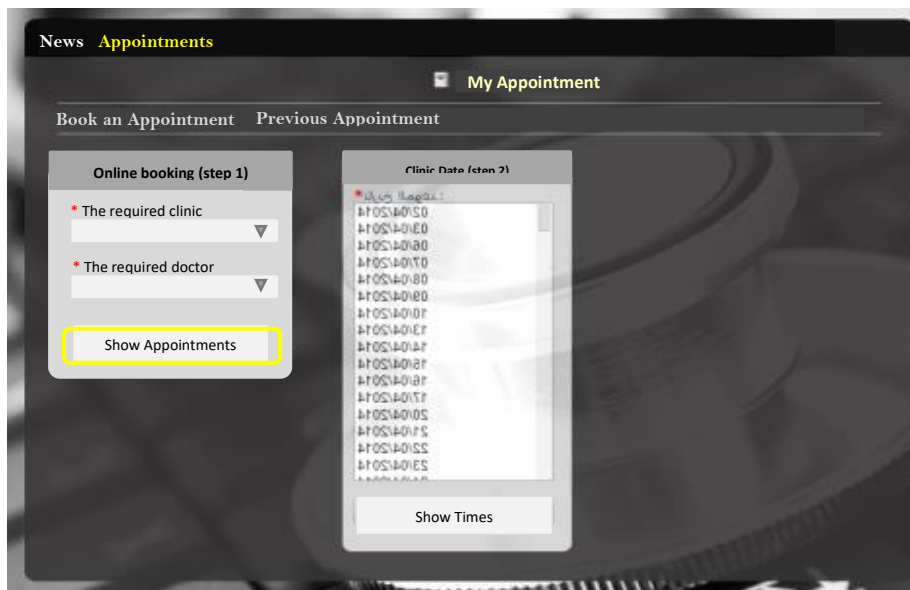


You must specify the **required clinic** and the **doctor's name** by choosing from the list when you click on the arrow of the box. Then, select the clinic and the doctor from the screens in front of you.

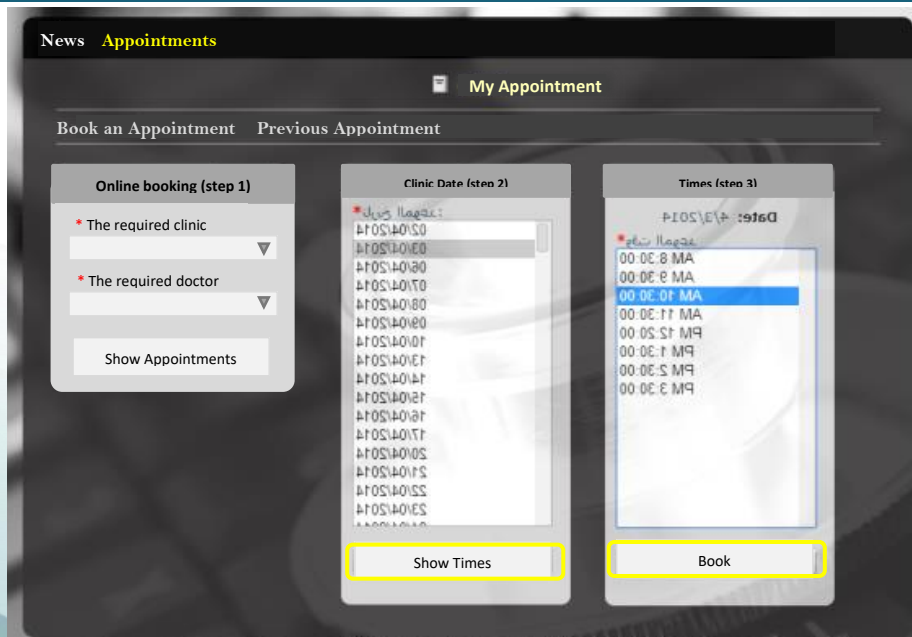


4. Click on the **“Show Appointments”** A window will appear in front of you of the first titled **Clinic Date (Step 2)**

**Choose the day** (the date provided is the **Gregorian calendar**, please use any calendar you have to know the exact date)

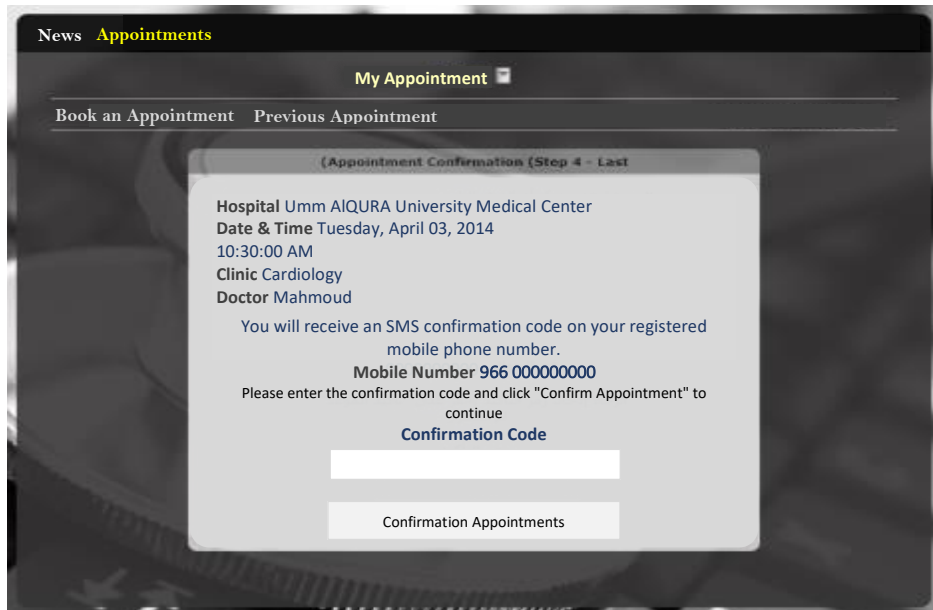


5. Click on **show times/** A window will appear in front of you to the right of the previous two windows with (8) slides that allow you to book the appointment that suits you **(according to the available booking)**, then **choose the appointment's date** and press **(Booking)**.





6. A window will appear with the details of the appointment you booked, asking you to enter the confirmation number that you received on your phone number registered in your file



News Appointments

My Appointment

Book an Appointment Previous Appointment

(Appointment Confirmation (Step 4 - Last

Hospital Umm AlQURA University Medical Center  
Date & Time Tuesday, April 03, 2014  
10:30:00 AM  
Clinic Cardiology  
Doctor Mahmoud

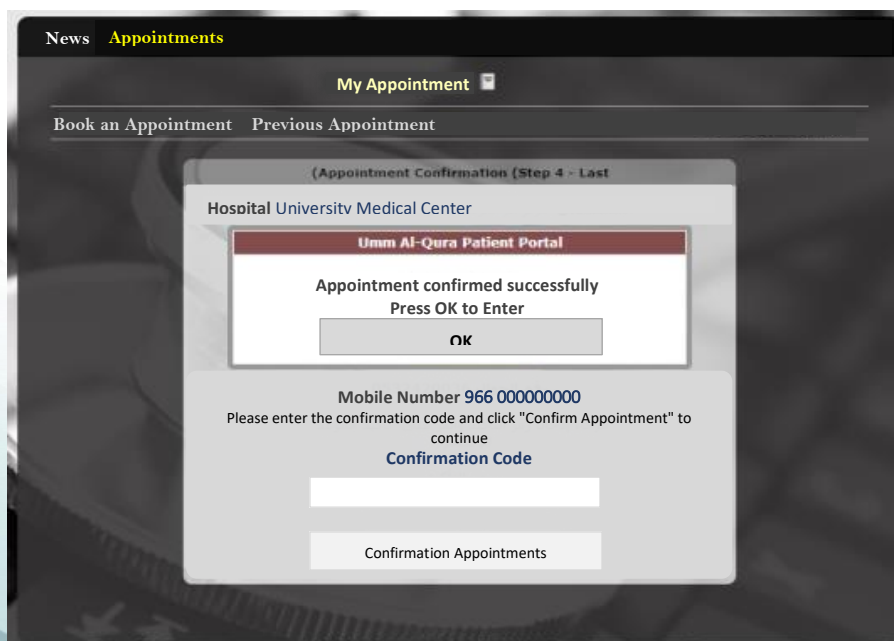
You will receive an SMS confirmation code on your registered mobile phone number.  
Mobile Number 966 000000000

Please enter the confirmation code and click "Confirm Appointment" to continue

Confirmation Code

Confirmation Appointments

Finally, Please ensure the appointment is correct, enter the confirmation number in the specified field, and press the word “confirm” “Appointment confirmed successfully” will appear before you, and you will receive a message on your phone with its details, Please keep the message to remember the appointment, then press OK to enter the booking portal again.



News Appointments

My Appointment

Book an Appointment Previous Appointment

(Appointment Confirmation (Step 4 - Last

Hospital University Medical Center

Umm Al-Qura Patient Portal

Appointment confirmed successfully  
Press OK to Enter

OK

Mobile Number 966 000000000

Please enter the confirmation code and click "Confirm Appointment" to continue

Confirmation Code

Confirmation Appointments

A window will appear to you with the appointments you booked in the previous period and the new one. You can click “Book an Appointment” at the top of the window for another booking.



- ❖ If you wish to book another appointment for the same file number, follow the same previous steps ([Steps for Booking Clinic Appointments](#)) from step (1) to (6) to book in the required clinic until you receive a new message with the details of the reservation you completed. You can also print the appointment details from the screen in front of you on the computer by pressing Ctrl + P on the keyboard.
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- ❖ On the appointment's booked day, kindly request to go to the vital signs room and then to the clinic at least a quarter of an hour before the appointment, and inform the nurse of the file number and booked date to organize and prepare the entry to the clinic, so as not to be late for the appointment.

### Important Instructions:

1. To make any booking through the portal, it is necessary to register an account for each file holder in the center using the file number, even if they are members of the same family.
2. The necessity of having a registered mobile number for each file number for each family member, with the possibility of repeating the mobile number in more than one file for members of the same family
3. E-booking of more than two clinics per day for each file number is not accepted.
4. The E-booking system allows you to book an appointment in a particular clinic only once a week. If you need a second visit in less than a week, you must refer to the reception staff at the UMC to book the appointment on the same day.
5. If you cannot create an account for yourself or any family member on the E-booking portal, please review the UMC to enter the correct mobile number in the records after reviewing and verifying the employee's data in the UQU database.

The UMC wishes you good health and wellness

