



MY SPA Spabooking Technical Setup

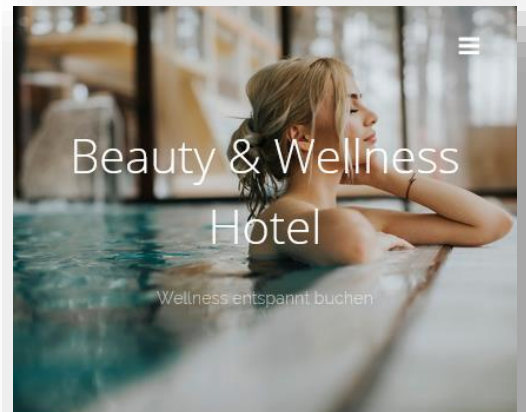
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MY SPA Spabooking – Online Booking Route

The booking page for your guests offers booking options for day spa guests, where they can book appointments and packages, as well as additional functions for hotel guests: they can authorise themselves with their reservation number or room number and name, and use this to schedule their arrangement services and pre-bookings themselves. The site is optimised for mobile devices (mobile first), but can of course also be used on normal PC monitors.

The appointment reservation via the MY SPA booking route books directly into your calendar and naturally includes all multiple checks. Overbooking is impossible.

Choose which applications you would like to offer via the customer booking route and determine the timing of your



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Herzlich Willkommen zu unserem Wellness Online Angebot. Über weitere Leistungen und Wunschtermine informiert Sie unser Team gerne persönlich.

- Kosmetica
- Wellness
- Sport

Klicken Sie auf die Kategorien, um direkt in gewünschte Leistungen zu springen.

Kosmetica



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offer as well as the appointment lead time, advance booking period and start of the appointment. Add a short text, a detailed description and two images to the information.

Booking appointments via the MY SPA booking route books directly into your calendar and naturally includes all the multiple checks you are familiar with from working with the calendar. Overbooking is impossible.

You can find detailed instructions in the [MY SPA Manual](#).

MY SPA Spabooking is a module that requires a licence, if you have not yet licensed it, please contact us.

Setting up External Accessibility

For the external connection of MY SPA for the customer booking route and/or use from outside (home office, also MY POS), you have the choice between the following solutions:

Call via a subdomain of `my-planer.de` (e.g. `yourhotel.my-planer.de`)

This option is particularly attractive as it involves minimal effort - both for you and for us. You benefit from a quick, straightforward setup that gives you full functionality without incurring additional recurring costs. A one-off installation fee covers all the necessary steps, so you don't have to worry about managing certificates or configuring the server. This is the most cost-effective and simple solution that is ready to use immediately and requires no additional activity on your part.

Call via a subdomain of your own domain (e.g. `myspa.yourhotel.com`)

This option allows you to use your own domain for the call, but requires considerable extra effort and additional costs. You must first purchase a wildcard certificate (e.g. `*.yourhotel.com`), which involves direct costs. Even if no CSR is required, we incur additional costs for the installation of the certificate on the MY SPA / MY POS server as well as for the annual renewal and the associated testing. Failure to renew the certificate on time may result in your customers receiving security warnings in their browsers. This solution therefore not only requires more administrative effort, but also recurring costs on your part to ensure that the subdomain remains secure at all times.

Use of a reverse proxy in your infrastructure

This option offers you maximum flexibility and security if you operate a MY SPA / MY POS server in your infrastructure. By using a reverse proxy in your own infrastructure, you retain complete control over your domain and certificates, including the option to use free certificates such as Let's Encrypt. This solution is particularly secure as the reverse proxy manages the SSL/TLS encryption centrally, providing additional protection for your network and the MY SPA / MY POS server. As all technical requirements are managed in your own system, you do not incur any effort or additional costs on our part. This option enables you to operate your entire web infrastructure securely and efficiently.



Important to know: The effort is considerably less if you obtain MY SPA / MY POS via our cloud.

To-do's for the individual variants

If `*.my-planer.de` is used:

1. coordinate with us your desired subdomain (what should be in front of `my-planer.de`, e.g. "ihrhotel" for "ihrhotel.my-planer.de"). If you obtain MY SPA / MY POS via our cloud, that's it.
2. make sure that your firewall is configured so that incoming HTTPS traffic (port 443) is forwarded to the internal IP address of the MY SPA / MY POS server (only required if you operate MY SPA / MY POS in your infrastructure/on premise).
3. provide us with the external IP address which should accept and forward the incoming data traffic (only required if you operate MY SPA / MY POS in your infrastructure/on premise).

If a subdomain is to be used for a separate domain:

1. configure your firewall so that incoming HTTPS traffic (port 443) is forwarded to the internal IP address of the MY SPA / MY POS server (only required if you operate MY SPA / MY POS in your infrastructure/on premise).
2. register the desired subdomain with your domain registrar.
3. set up the DNS so that the necessary A records or CNAME records for the desired subdomain point to the external IP address that is to accept and forward the incoming data traffic. If you obtain MY SPA / MY POS via our cloud, you will receive this IP address from us.
4. obtain/generate a wildcard certificate (not LetsEncrypt!) for your domain, e.g. for `*.yourhotel.com` (the "*" means that it is valid for all domains ending with "yourhotel.com", i.e. also `myspa.yourhotel.com`) in PEM format.
5. send the SSL certificate you have received and the intermediate certificates (*.crt files) to systems@based-on-it.de. Please also specify which subdomain is being used.
6. we install the certificate on the MY SPA / MY POS server and test the functionality/correctness of all steps taken so far.
7. ensure that a renewed certificate is sent to systems@based-on-it.de in good time before the certificate expires (at least 7 days before expiry).

Use of a reverse proxy when operating MY SPA / MY POS in your infrastructure/on premise:

1. procure domain and certificate as desired, the latter must be compatible with your reverse proxy.
2. set up the DNS for this domain so that it points to the external IP address of the reverse proxy and install the certificate on your reverse proxy.
3. configure your reverse proxy so that it forwards requests from the Internet for the domain to the internal IP address of the MY SPA / MY POS server.
4. also note the certificate expiry date here, if applicable.



MY SPA Spabooking Design

We can implement your corporate design to a large extent - start image, font, colours, mail header and footer, etc. We charge for these customised services on a time and material basis.

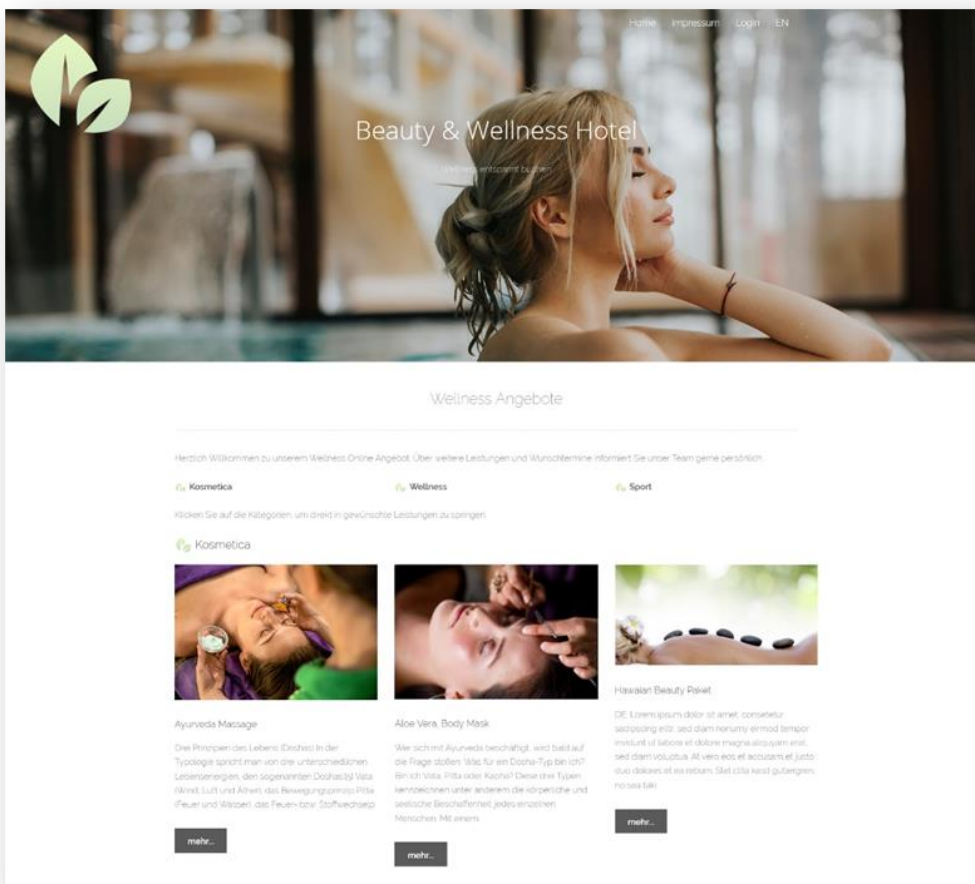
If fonts subject to licence are to be used, we require these as .OTF files.

You maintain texts and images in your MY SPA installation. Please note that the sample images must be replaced with your own licenced images upon delivery.

Linking your website to MY SPA Spabooking

You can link the MY SPA Spabooking page with a "Book now" button or embed it as an iframe. The link is [https://\[your MY SPA address\]/myspa/spabooking.php](https://[your MY SPA address]/myspa/spabooking.php).

If you have already presented your spa offer on your own website with images and descriptions, your website administrators can also add dedicated links that direct your visitors directly to the desired MY SPA online booking treatment.



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The links are supplemented with the following information:

...../myspa/spabooking.php?controller=overview&subController=detail&variable=1

The last entryvariable=1 is the number of the treatment in MY SPA:

The screenshot displays the 'mySPA' web application interface. At the top, there is a navigation bar with buttons for 'Termine', 'Neue Buchung', 'Kalender', 'Kunden', 'Stammdaten', and 'Reporting'. Below this, a section titled 'Anwendung Nr. 1' is highlighted. This section contains several buttons: 'Suche starten', 'Erweiterte Suche', 'Neu', and 'Saisonpreise'. The main content area shows details for a treatment:

- Typ:** Einzelbehandlung
- Art:** Einzelbehandlung 1:1
- de_DE:**
- Name:** Aroma-Ganzkörpermassage
- Kalender Kürzel:** AGKM
- Kurzbeschreibung:** Wellness-Ganzkörpermassage mit hochwertigen Aromaölen.
- Beschreibung:** Die Kombination aus sanften Klängen, einem Dufterlebnis und exotischen Ölen sorgt für eine einzigartige Erfahrung.
- Kategorie:** Massagen Favorit
- MwSt.:** Standard D
- Color (background / font):** Beispieltext
- Kommentar (wird nur intern angezeigt):**
- Bild 1:** 

Links to packages look like this:

...../myspa/spabooking.php?controller=overview&subController=packagedetail&variable=1
and is varied with the number of the package in MY SPA.



Technology, Data Protection, Cookies

We only use technically necessary session cookies, the use of which does not require authorisation, as they do not store any data on the accessing device or browser.

User Accounts

External guests must create a user account in order to make a booking. In addition to the first and last name, the guest's telephone number and address are mandatory fields for creating a customer account so that an invoice can be sent in the event of a no-show. You can deactivate and thus block user accounts in MY SPA if the guest proves to be dubious.

Hotel guests can log in with their first name, surname and reservation or room number. A unique session code is generated and displayed in the browser. No data about your stay is visible in the browser. You can also create a user account, but you do not have to do this. If a hotel guest creates a user account, they can log in with their personal access data and not only access one stay, but also make bookings for further stays.

You can largely control these functionalities; you will find settings under 'Booking conditions for the online shop' in the MY SPA master data.

Here you should also enter a link to your [legal notice](#) and your [privacy policy](#), which you should expand for the MY SPA online booking route according to your use.

E-Mail-Dispatch

Both the guest making the booking and your spa will receive confirmation of bookings by email. Each guest enters an e-mail address for this purpose, which must be confirmed by double opt-in. HTML e-mails are sent (please send us your header and/or footer, which we will integrate for you. Images used here must be embedded as a link, i.e. be publicly accessible on the Internet, for example on your hotel website).

In this HowTo we explain how you can enter the SMTP settings in the MY SPA backend. These settings are necessary to send emails via an external SMTP server, such as Office 365/Outlook 365. However, our instructions do not constitute a manual, they are merely intended to provide information. Any changes you make to your infrastructure, including using this information, are your sole responsibility.

You configure your e-mail dispatch in the MY SPA Main Data - Shop Data:



- Email-Einstellungen			
Server	xxxxxx	Port	587
Username	relay@based-on-it.com	Password	xxxxxx
Absender Emailadresse	systems@based-on-it.de	Reply-To Emailadresse	systems@based-on-it.de
Verschlüsselung	TLS ▼		

Server:

Enter the host name of the SMTP server here. This is the address of the server that sends the emails.

Example value for Office 365/Outlook 365: "smtp.office365.com"

Note: The host name may vary depending on the email service used (e.g. `smtp.gmail.com` for Gmail).

Port:

The port via which the MY SPA server communicates with the SMTP server. This may need to be authorised in the firewall. Typical values:

587 for `TLS` (STARTTLS), recommended for modern connections.

465 for `SSL` (SMTPS), used for direct SSL connections.

25 Without encryption (or in some cases also for STARTTLS), often blocked or severely restricted for modern email services.

Example value for Office 365/Outlook 365: 587

Note: Make sure to specify the port correctly, as this affects the successful connection to the SMTP server.

Username:

The user name is usually the e-mail address that you use for authentication with the SMTP server. This is the email address used to send the messages.

Example value for Office 365/Outlook 365: ihre_email@ihrhotel.de

Note: Use the full email address as the user name.

Password:

This is the password for the above e-mail address. It is required to authenticate the MY SPA server on the SMTP server and to enable e-mails to be sent.

Note: Make sure that the password is secure and can only be viewed by authorised persons - once saved, it will no longer be displayed legibly in MY SPA.

Senderaddress:

The sender address is the email address (From) that is displayed in the "From" field when the recipient receives the email. It should be a valid email address, ideally belonging to the domain you are using.

Example: noreply@ihrhotel.de

Note: Make sure this address is consistent and recognisable to recipients to increase trust and avoid spam filters.



Reply-To-Address:

The reply-to address is the email address to which replies to the sent email are sent. This may differ from the sender address if, for example, you use a no-reply sender address and replies are to be sent to a different email address.

Example: spa@ihrhotel.de

Note: This address should be monitored if you expect users to reply to the emails.

Encryption:

This parameter defines which type of encryption is used to secure the connection to the SMTP server. You can choose between the following options:

None (leave blank): No encryption is used, which means that the communication is transmitted unencrypted over the Internet. This is not recommended.

SSL: Establishes an encrypted connection to the SMTP server by using SMTPS (SMTP over SSL). This is an older method that is still supported by some servers.

TLS: Uses STARTTLS, which converts the connection from unencrypted to encrypted (TLS). This is the recommended method as it is more secure.

Example value for Office 365/Outlook 365: TLS

All guest emails in BC to:

By entering an e-mail address in this field, all e-mails sent to guests will also be sent as blind copies to this e-mail address.

All example values may vary depending on your SMTP infrastructure/settings.

If you want to send emails from MY SPA via Office 365, an SMTP relay must be configured for this. To do this, you may need to set up a connector in the Exchange Admin Centre. It is recommended that you configure the connector so that it only accepts emails from authorised IP addresses or domains to prevent misuse. Make sure that the source address via which the MY SPA server establishes the connection (firewall/NAT) is known and correctly specified.

If you obtain MY SPA hosted in the data centre of based on IT, this address is "46.4.124.28" (as of 08/2024; you will be notified of any changes in good time).

Note: Office 365 is very often used for sending emails from apps (such as MY SPA), which is why it is also covered here, but this is not its "core competence". There are alternative offers for SMTP mail dispatch, including from Microsoft (Azure Communication Services), which are more suitable in many scenarios.

