

Simplybook service provider instructions

February 2026



Introduction

These instructions provide detailed guidance on setting up and managing service provider availability using the Simplybook platform.

Simplybook is Crystal Health Group's (CHG) chosen platform for managing online appointment bookings at selected locations. This document outlines the key features and functionalities that service providers will use, including:

- Logging in to the platform
- Releasing your availability
- Viewing bookings via the calendar feature
- Synchronising with Google and Outlook calendars

Each of these features is explained in detail within this guide.

A separate **SimplyBook Quick Reference Guide** is also available on the Sample Collection Training page. This provides step-by-step guidance on releasing availability and resolving common operational issues.

Service providers are encouraged to review the QRG before referring to this full guide.

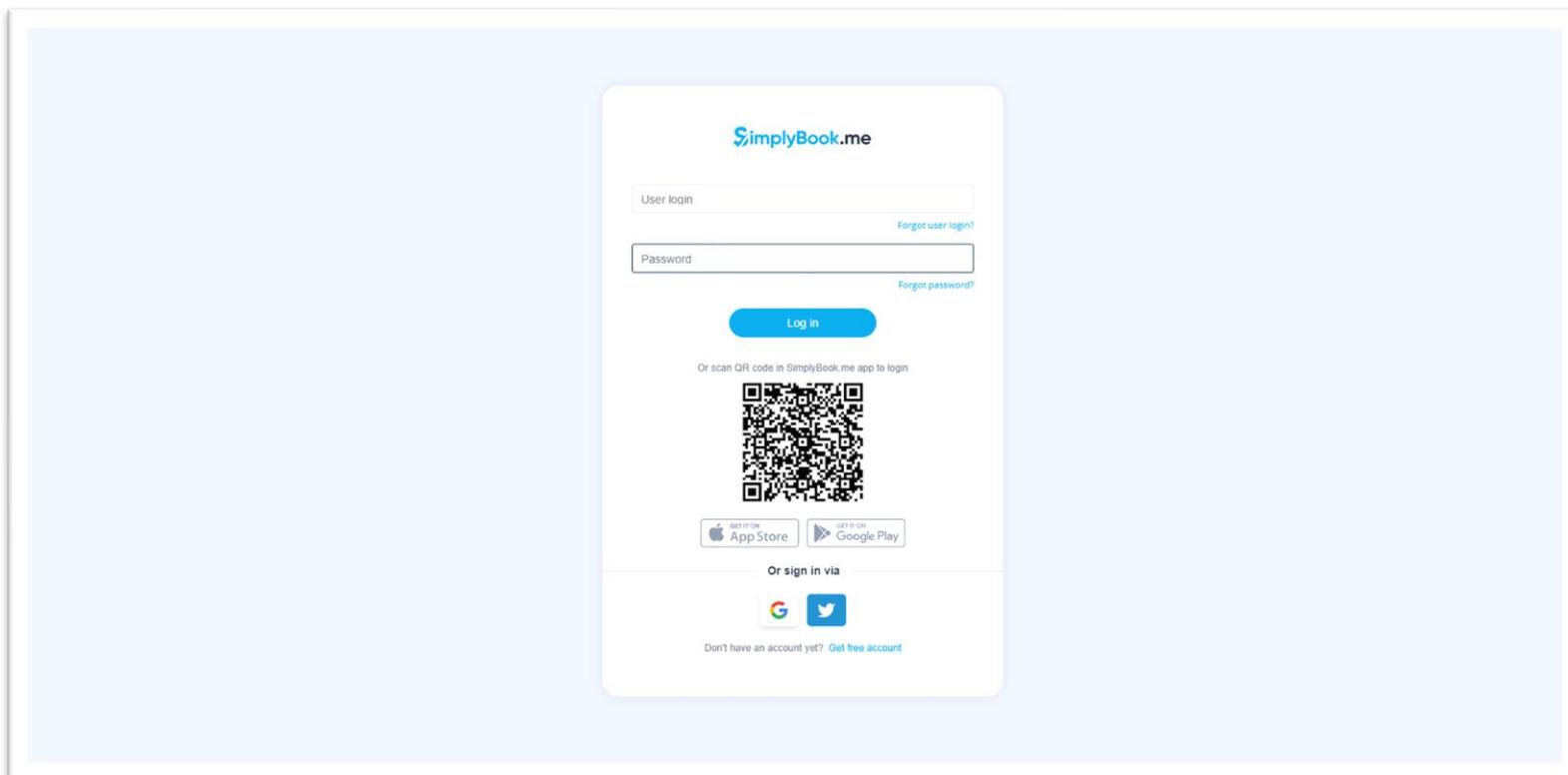
Simplybook service provider instructions

February 2026



First-time login (Browser – desktop or mobile)

1. Enter the following URL - <https://crystalhealth.secure.simplybook.it/>
2. If prompted for a company name, enter **crystalhealth**
3. Enter your user login (provided by separate email) and password.
4. You may change your password by selecting 'Forgot password'.
5. If you do so, follow the prompts to generate a new password and return to this screen to login using your new password.



Simplybook service provider instructions

February 2026



Setting up Two-factor (2FA) authentication using Google Authenticator

To protect sensitive client and company information, you must set up two-factor authentication (2FA). This adds an extra layer of security to your SimplyBook account.

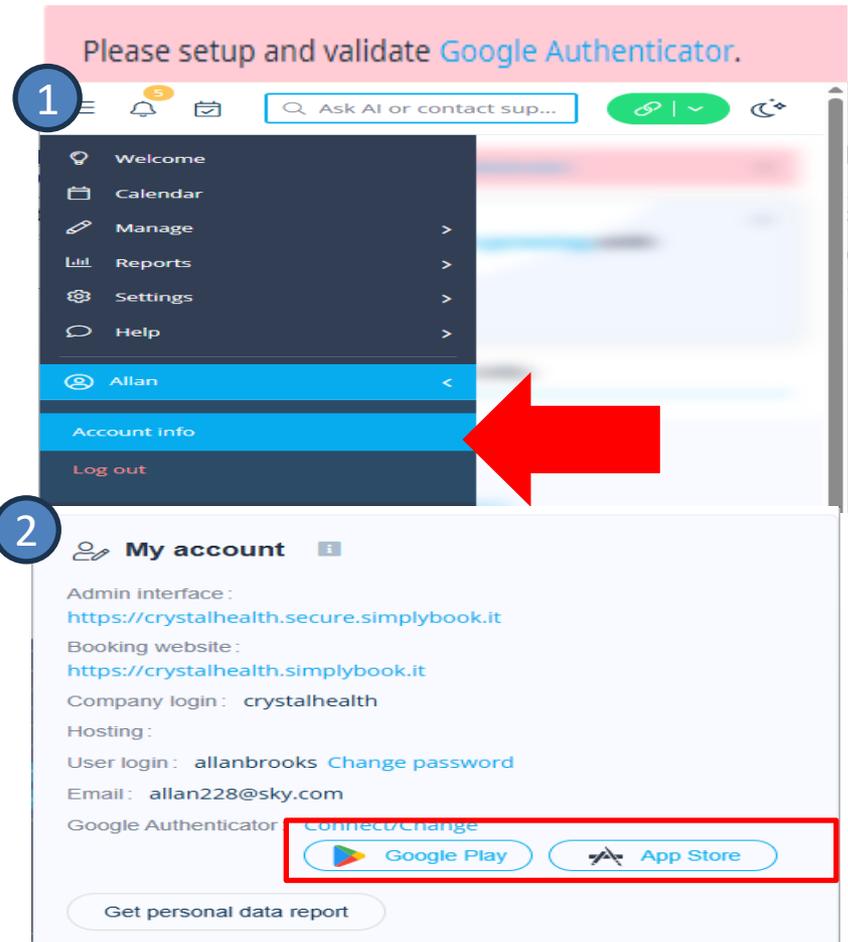


1. Login to Simplybook **via your browser (not the app)**. The setup process can be completed on either desktop or mobile, but you'll need your phone to install the Google Authenticator app. Navigate to your account info via your name in the menu. **Alternatively, you can click the banner at the top of the page.**

2. Install the Google Authenticator app by clicking on the relevant app store:

- Google Play for Android
- App Store for IOS

Open Google Authenticator App on your phone and login.



Simplybook service provider instructions

February 2026



Setting up Two-factor (2FA) authentication using Google Authenticator

To protect sensitive client and company information, you must set up two-factor authentication (2FA). This adds an extra layer of security to your SimplyBook account.

3. Return to the Simplybook screen and click on Connect/Change.

4. Either scan the QR code displayed or copy the secret key.

3

The screenshot shows the 'Account info' page. Under the 'My account' section, there are several links: 'Admin interface', 'Booking website', 'Company login', 'User login', and 'Email'. The 'Google Authenticator' link is circled in red. Below it are buttons for 'Google Play' and 'App Store'. A 'Get personal data report' button is also visible.

4

The screenshot shows the 'Google Authenticator' setup screen. It displays a QR code and a secret key: 'KAB5 O3RC APR5 52NR'. Below the QR code and secret key, there is a warning message: 'Important! If you lose your mobile device and along with it the code generator, you won't be able to log in to your account anymore. In this case you can contact the support to restore the access after verification process. Please add the recovery phone number you'd like to use to confirm your identity in user details.' At the bottom, there are 'Cancel' and 'Save' buttons.

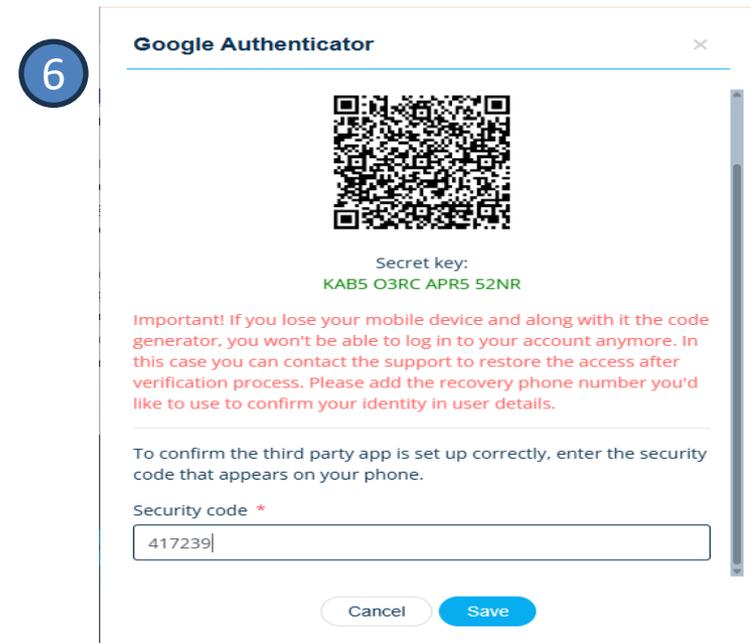
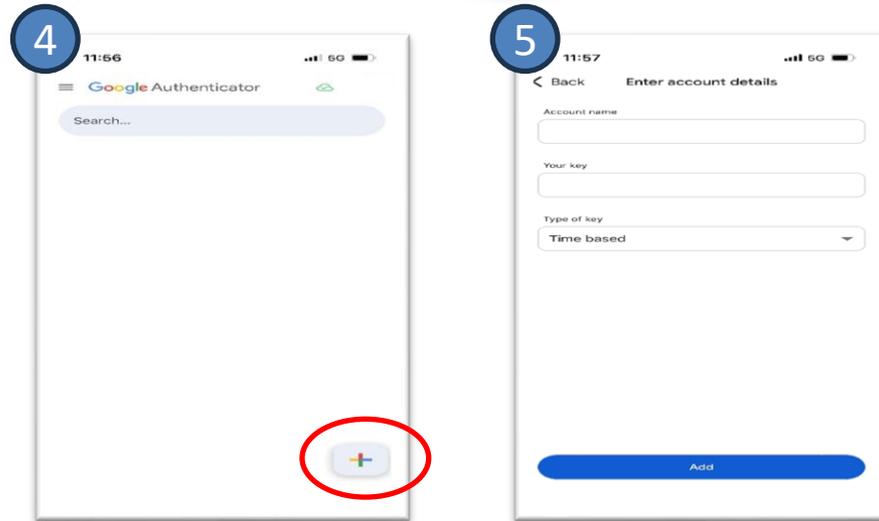
Simplybook service provider instructions

February 2026



Setting up Two-factor (2FA) authentication using Google Authenticator

4. Click the + sign in the bottom right hand corner and select 'Enter a setup key'.
5. On the next screen, enter the account name 'Simplybook', and paste the copied secret key code into the 'Your key' field. The 'Type of key' field should be set as 'Time based'. Click Add – Simplybook will now appear in the Google Authenticator list with a time-based generated code.
6. Return to Simplybook, scroll to the bottom of the page and enter the code generated by Google Authenticator into the security code box and click Save to successfully setup 2-factor authentication.
7. You will be prompted to enter a new code every time you log into SimplyBook. If you stay logged in, you won't be asked for a code.



If you experience issues linking Google Authenticator, please contact CHG. We can verify and reset your 2FA setup if needed.

Simplybook service provider instructions

February 2026

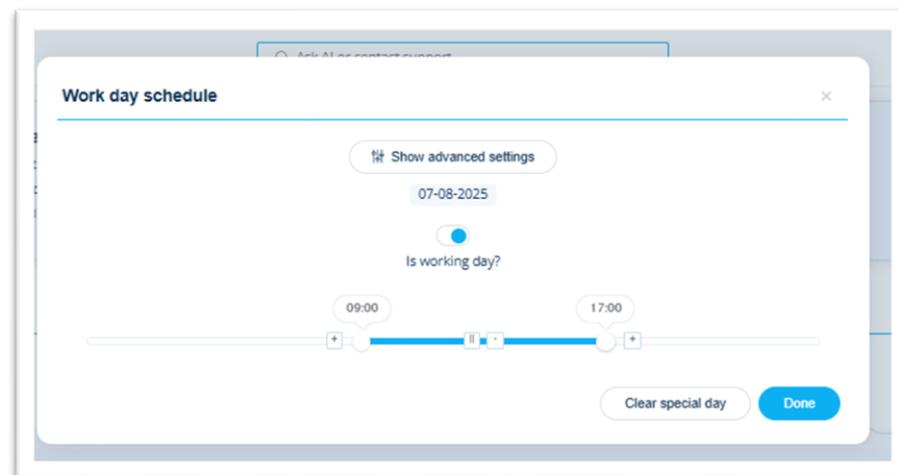
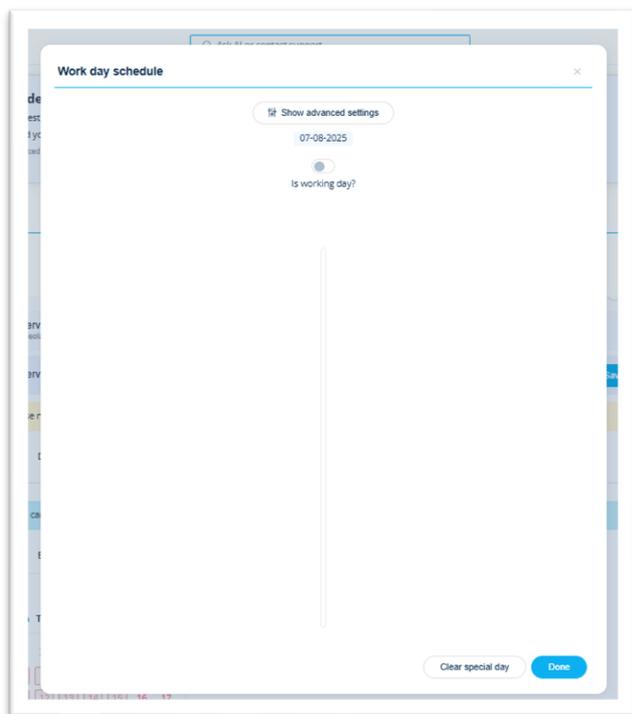


Releasing your availability

After navigating to:

Manage → Service Providers → Select your name → Service Provider Schedule

1. When you click on a day in the schedule calendar, a pop-up window will appear showing the day selected.
2. Select 'Is working day?' to release availability.
3. A new window will appear showing default operating hours. You should adjust these to reflect your actual availability for that day.



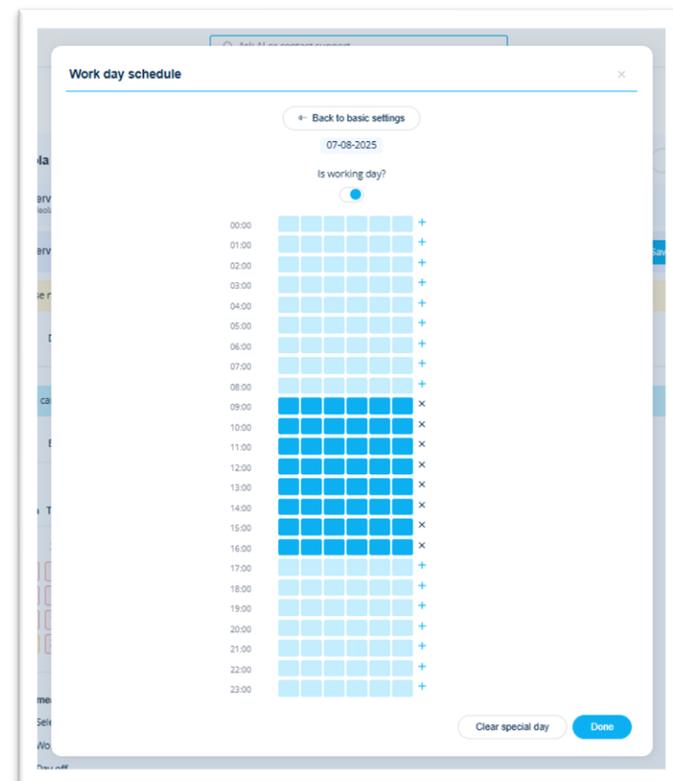
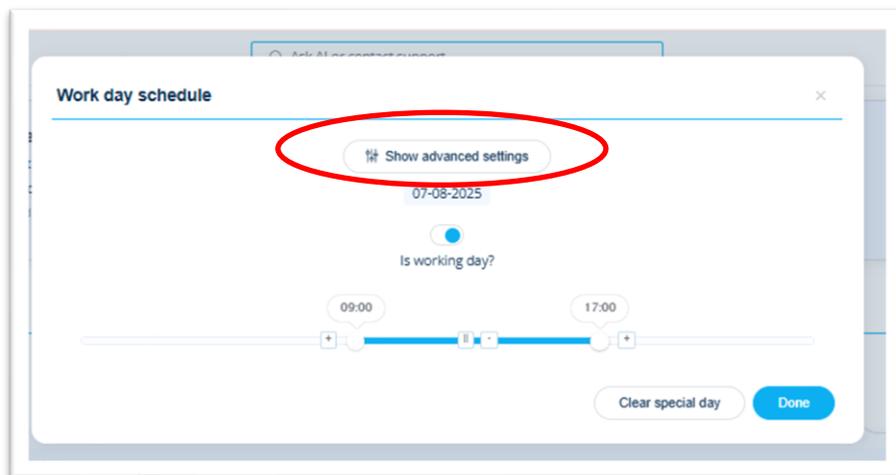
Simplybook service provider instructions

February 2026



Releasing your availability

1. You can also fine tune your availability for a given day by selecting 'Show advanced settings'.
2. This option allows you to set availability in increments of 15 minutes if required.



Simplybook service provider instructions

February 2026



Releasing your availability

1. You can also select multiple days to release availability (if suitable – see point 2 below) by switching ON the 'Enable group dates selection?' function highlighted below.
2. IMPORTANT - the availability set for the grouped dates must be the same across all dates. In other words, this function should not be used if you plan on having different availability for different days.

The screenshot shows the 'Service provider's details' page for Adeola Daramola. The 'Service provider schedule' section includes a 'Cancel' button and a 'Save & Close' button. A yellow warning box states: 'Please note that schedule changes will be applied automatically to previously saved service providers, regardless of "Save&Close" button'. Below this is a toggle switch for 'Do you want to set provider's schedule on special days only?' which is currently turned on. A blue instruction box says: 'You can set your service provider schedule per day here. Just click on a date to set the working hours.' The 'Enable group dates selection?' toggle is circled in red. Below the toggle is a calendar for August 2025. The calendar shows dates from 28 to 31. A legend at the bottom explains the color coding for the calendar days: 24 (Selected day), 5 (Working day), 21 (Day off), 2 (Company special working day), 13 (Company special day off), 22 (Special working day), and 4 (Special day off).

Simplybook service provider instructions

February 2026



The calendar

1. Navigate to the calendar tab. Here, you can view your bookings by day, week or month.
2. The red line denotes current point of date and time.

A screenshot of the SimplyBook.me web application's calendar interface. The interface is in a dark theme. On the left is a navigation sidebar with options: Welcome, Calendar (highlighted), Manage, Reports, Settings, Help, and Louise. The main area is titled "Calendar" and shows a weekly view for the period from 15-07-2024 to 21-07-2024. The time slots range from 09:00 to 13:00. A red horizontal line is positioned at the 12:00 mark on the 16-07-2024 column, indicating the current time. A large yellow shaded area covers the time slots from 09:00 to 13:00 on the 20-07-2024 and 21-07-2024 days. The interface includes various controls like "Edit schedules", "Manage bookings", "Add note / Block time", "Show filter", "Export", and "Show current week".

Simplybook service provider instructions

February 2026



The calendar – viewing your bookings

1. All bookings are managed by the Crystal Health team in Manchester.
2. Only confirmed bookings will be added to your calendar. **You must not add, change or delete any bookings.**
3. You can view details of the booking, but **you must always use the sample collection paperwork** we send you to perform the appointment.

A screenshot of the SimplyBook.me web interface. The interface is in a light blue and white color scheme. On the left is a dark blue sidebar with navigation options: Welcome, Calendar (highlighted), Manage, Reports, Settings, Help, and Louise. The main area is titled "Calendar" and shows a weekly view for the dates 15-07-2024 to 21-07-2024. A single booking is visible on 19-07-2024 from 10:00 to 10:30, labeled "POC Urine Drug Test". A red arrow points from the "My Booking Website" button in the top right corner to this booking. Other buttons include "Manage bookings", "Add note / Block time", "Transactions", "All notes", "Show filter", and "Export".

Simplybook service provider instructions

February 2026



Google and Outlook calendar sync.

1. If you already have these calendars in place to manage your appointments, it is possible to sync. Simplybook.
2. Select Manage, then Calendar sync. Click on Connect new calendar.
3. Follow the specific instructions in the system to sync. your calendar.
4. IMPORTANT - toggle the "sync busy time" option ON

The screenshot shows the SimplyBook.me web interface. At the top right, there is a green button labeled "My Booking Website" and a user profile icon. Below this is a blue button labeled "Connect new calendar". The main content area is titled "Calendar connection settings" and features a central icon of a calendar with a blue arrow pointing to it, accompanied by the text "Please connect calendar". On the left, a dark sidebar contains a menu with options: Welcome, Calendar, Manage, Reports, Settings, Help, and Louise. The "Manage" option is expanded, showing a sub-menu with Services, Service Providers, Clients, Intake forms, Calendar note types, and Calendar sync. A red arrow from the instructions points to the "Connect new calendar" button, and a blue arrow points from the "Please connect calendar" message to the "Calendar sync" option in the sidebar. At the bottom, there are links for Google Play and App Store, and a copyright notice for 2024 SimplyBook.me.

Simplybook service provider instructions

February 2026



Availability – Important Guidelines

1. Keep Availability Accurate and Current

- It's crucial to ensure your released availability on Simplybook reflects your actual schedule.

2. Online Bookings

- If you have agreed to accept online bookings, clients can book immediately within the times you've specified—no prior confirmation with CHG is required.
- Accurate availability minimises booking conflicts and ensures seamless service delivery.

3. One-Day Advance Visibility

- Your availability will display one working day in advance. This allows CHG to prepare and send you the necessary paperwork for appointments.

4. Benefits of the Calendar Function

- Online bookings streamline the process by reducing back-and-forth communication to confirm appointments.
- It provides full visibility of your future bookings, reducing errors and improving efficiency.

5. Considerations for Mobile Collection Officers

- If you're attending Regus locations, we will aim to batch telephone bookings for consecutive appointments.
- Online bookings, however, may result in gaps that require multiple visits to the same location. Factor this into your scheduling decisions.

6. Special Considerations for Simplybook Use

- Simplybook is strictly for your designated location(s), such as clinics, mobile coverage or Regus offices.
- Mobile collection bookings will now use the availability you set in Simplybook. Any necessary travel time, between mobile collections or two/from your fixed location (e.g., Regus), will be blocked off for you by CHG. If this setup doesn't work with your schedule, please contact us so we can help tailor a solution that fits your mobile collection needs.

7. Permitted Services for Online Booking

- Online bookings are limited to sample collection and OHT (Occupational Health Testing) activities you are trained to perform.
- Online booking is not available for complex DNA tests (e.g., sibling, grandparent, avuncular, twin) or hair and blood drug/alcohol testing.

Simplybook service provider instructions

February 2026



System Functions – Important Guidelines

Your user role has been designed to allow access only to information related to your specific location(s). While this permission includes the ability to add or edit bookings, **please do not use this feature**—all bookings will be managed by CHG.

Permitted Functions on Simplybook:

1. Set Your Provider's Schedule

- Use this function to release your availability.

2. View Calendar

- You may view bookings but must not add, edit, or delete them.

3. Sync Your Calendar

- Synchronise Simplybook with your Google or Outlook calendar to streamline scheduling.

Accessing Simplybook:

- These instructions are optimized for desktop use, but you can also download the **Simplybook.me Admin App** from Google Play or the App Store. The app offers key features with slight interface differences.

Benefits of Using the App:

- **Mobile Notifications:** Receive updates for confirmed, changed, or cancelled bookings directly to your mobile device.
- **Convenience:** Set a PIN to avoid repeated logins.

App Login Information:

- The company login is: **crystalhealth**
- You'll need your personal login details to access your account.
- Two-factor authentication (2FA) is mandatory for all users and must remain active on your SimplyBook account. Please do not disable it. Contact CHG Support if you experience login issues.

App Limitations:

- Due to your role access, the app **does not support setting your provider's schedule or releasing availability.**
- To access these features, log in through your phone's web browser (e.g., Safari on iPhone).