



# MY SPA Spabooking Technical Setup

MY SPA Spabooking – Online Booking Route.....	1
MY SPA Spabooking Design.....	2
Linking your website to MY SPA Spabooking.....	3
Login, Data Protection, Cookies.....	4
User Accounts.....	4
E-Mail-Dispatch.....	5
Setting up External Accessibility.....	8
Option 1: Reverse proxy in your infrastructure.....	8
Option 2: Direct port forwarding via the firewall.....	9

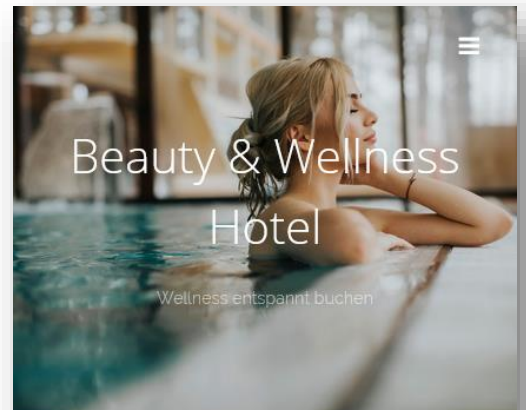
## MY SPA Spabooking – Online Booking Route

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 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



### Wellness Angebote

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



based on IT  
Hammermü  
Bernhard-M  
65203 Wies

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](#).

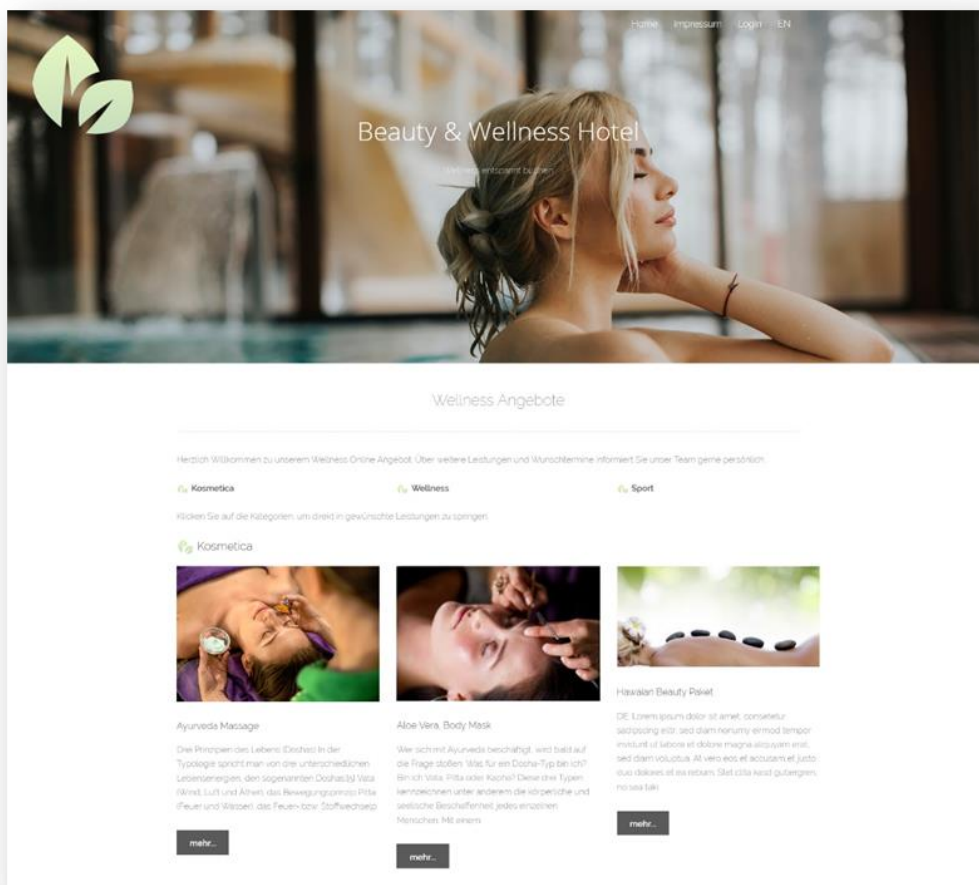
MY SPA Spabooking is a module that requires a licence, if you have not yet licensed it, please contact us.

## 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.



based on IT GmbH  
Hammermühle  
Bernhard-May-Str. 58  
65203 Wiesbaden

Tel. +49 (0)611-95 000 5-0  
Fax +49 (0)611-95 000 5-15  
info@based-on-it.de  
www.based-on-it.de

# Linking your website to MY SPA Spabooking

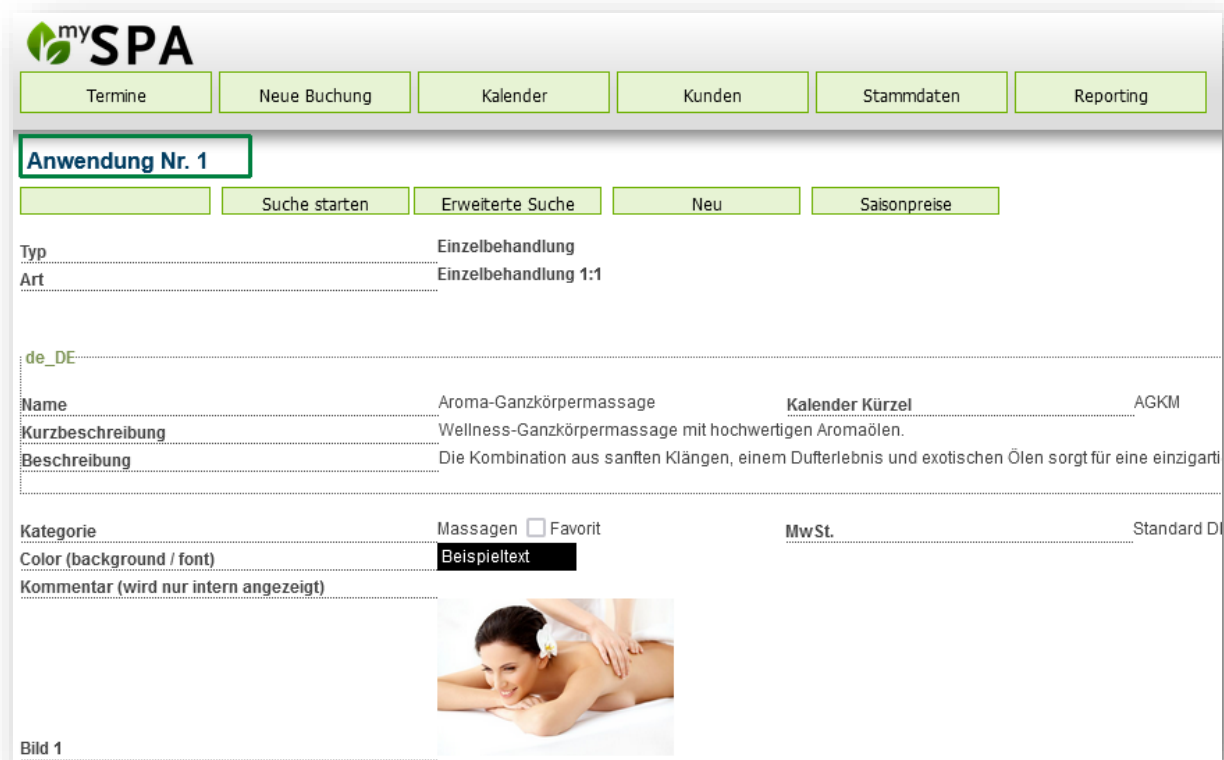
You can link the MY SPA Spabooking page with a "Book now" button or embed it as an iframe. The link is [https://\[your MY SPA address\]/myspa/spabooking.php](https://[your MY SPA address]/myspa/spabooking.php).

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.


The links are supplemented with the following information:

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

The last entry ....variable=1 is the number of the treatment in MY SPA:



The screenshot displays the MY SPA Spabooking 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. Underneath, there are buttons for 'Suche starten', 'Erweiterte Suche', 'Neu', and 'Saisonpreise'. The main content area shows details for a treatment:

- Typ: Einzelbehandlung
- Art: Einzelbehandlung 1:1
- de\_DE: (Language indicator)
- 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 einzigarti
- Kategorie: Massagen  Favorit
- MwSt.: Standard D
- Color (background / font): Beispielfext
- 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.

If you are using a multi-property installation of MY SPA, please add "shop=x" (the number of your shop in MY SPA) to the links:

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



# Login, 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.

**Qualified login links** for your guests may be generated and sent to your guests by e-mail, e.g. in a reservation confirmation, to make it even easier for your guests to log in. These must be designed as follows:

Login link with the reservation number of your hotel

system:[https://\[MYSPA\\_URL\]/myspa/spabooking.php?controller=login&subController=reservationlogin&firstname=\[VORNAME\]&lastname=\[NACHNAME\]&resno=\[RESERVIERUNGSNUMMER\]&fastlogin=true](https://[MYSPA_URL]/myspa/spabooking.php?controller=login&subController=reservationlogin&firstname=[VORNAME]&lastname=[NACHNAME]&resno=[RESERVIERUNGSNUMMER]&fastlogin=true)

Login link with arrival and departure date:

[http://\[MYSPA\\_URL\]/myspa/spabooking.php?controller=login&subController=reservationlogin&firstname=\[VORNAME\]&lastname=\[NACHNAME\]&from=\[yyy-mm-dd\]&until=\[yyy-mm-dd\]&fastlogin=true](http://[MYSPA_URL]/myspa/spabooking.php?controller=login&subController=reservationlogin&firstname=[VORNAME]&lastname=[NACHNAME]&from=[yyy-mm-dd]&until=[yyy-mm-dd]&fastlogin=true)

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	xxxxx	Port	587
Username	relay@based-on-it.com	Password	xxxxx
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](mailto: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](mailto: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](mailto: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.



# Setting up External Accessibility

If you obtain MY SPA / MY POS from us as a cloud system, none of the following measures are necessary: External accessibility, encryption and certificate management are fully covered by us - without any configuration effort or technical requirements for your infrastructure, and at no additional cost.

If you have opted for a server in your own infrastructure or a data centre of your choice, the following options are open to you:

## Option 1: Reverse proxy in your infrastructure

This option offers maximum security, flexibility and control if the MY SPA / MY POS server is operated in your local network, but external access - e.g. by customers or employees working from home - is to be enabled.

By using a reverse proxy in your own infrastructure, you retain complete control over the domain and certificates. For example, you can use free certificates such as Let's Encrypt without the need for time-consuming coordination with us. SSL/TLS encryption is implemented centrally on the reverse proxy, which provides additional protection for your internal network - the MY SPA / MY POS server itself remains inaccessible from the outside.

Another advantage: The reverse proxy can also be used to secure other services (e.g. control technology, internal tools) and can usually be integrated directly into existing firewalls or operated as a virtual open source solution without licence costs.

### To-Do:

1. register a suitable domain.
2. set up the DNS so that the domain points to the public IP address of your reverse proxy.
3. install the desired SSL certificate on the reverse proxy.
4. forward incoming HTTPS requests internally to the IP address of the MY SPA / MY POS server.
5. ensure that the certificate is renewed in good time if necessary.





## Option 2: Direct port forwarding via the firewall

If no reverse proxy is available, external access can be made via direct port forwarding (HTTPS / port 443) to the MY SPA / MY POS server. In this case, SSL encryption is handled directly by the server, which leads to increased maintenance costs. Free certificates such as Let's Encrypt cannot be used.

Note: This variant will no longer be supported in the long term for security reasons.

### To-Do:

1. register a suitable domain.
2. set up the DNS so that the domain points to the public IP address of your firewall.
3. configure the firewall so that HTTPS (port 443) is forwarded to the internal IP address of the MY SPA / MY POS server.
4. obtain a valid SSL certificate (not Let's Encrypt), e.g. as a wildcard certificate in PEM format.
5. send the certificate including intermediate certificates to [systems@based-on-it.de](mailto:systems@based-on-it.de).
6. we take care of the installation and the functional test (subject to a charge).
7. renew the certificate in good time before expiry and send it to us again (at least 14 days before expiry).
8. we will install the renewed certificate and carry out a functional test (subject to a charge).

