Your first booking, clearly explained.

Choose a service, find a time and understand the result. If you work for the business, take the separate Studio route.

Start with your job.

Chime lets customers request appointments and gives staff a workspace for the work that follows.

I am booking

Follow six tasks: choose a service, pick a time, read the terms, enter contact details, handle any deposit and read the result.

I work for the business

Sign into Studio. Use setup to prepare services and openings, or go directly to the appointment, deposit or message you need.

Customer pictures use a local fictional example. Studio pictures show an authenticated workspace viewed without saved changes. Earlier populated examples and source based explanations are labeled separately.

Choose a service

The fictional example	What stays the same
Business and customer	Example Service Studio; Jordan Reed
Appointment	Consultation, 30 minutes; October 27, 2026 at 9:00 AM
Deposit	USD 20.00; no full service price published

Visit Chime

Read the project case study

Why a label may differ

The illustrated customer components use Calendar and Continue to calendar. The live Studio preview uses Time and Continue to times. Follow the matching service and time controls in the edition you use.

How the app groups these tasks

The six tasks sit inside three app stages: Service, Calendar and Reserve. Reserve contains Terms, Contact, Deposit and Done. Deposit appears when required.

Go to the staff workspace

Choose your service.

Start with what you want the business to do.

01 Do: Compare the service cards.

You should see: Each card explains the offering and its duration. The example has Consultation at 30 minutes, Repair Session at 60 and Installation at 90.

02 Do: Select Consultation, then Continue to calendar.

You should see: The calendar uses that service. A different service can have different times and deposit requirements.

A deposit is an amount required under the booking policy. It is separate from the full service price. This sample publishes a USD 20.00 deposit and no total price.

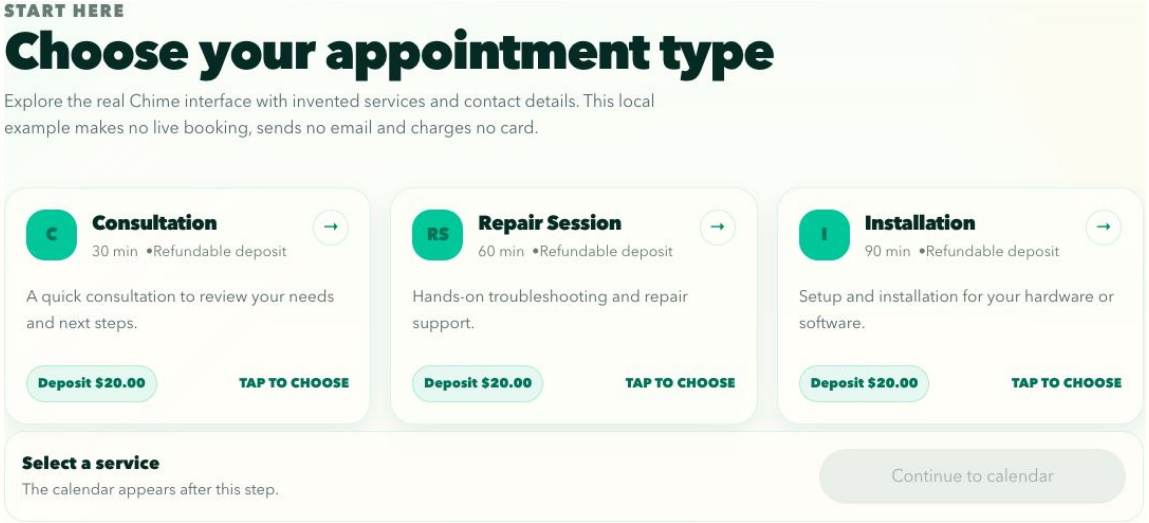


FIG 01 Compare services before choosing a time. Consultation lasts 30 minutes.

Pick a date, then a time.

A day with openings still needs a specific time selection.

01 Do: Choose October 27 in the month view.

You should see: The example shows 13 openings that day. Next opening and the month controls help you find other dates.

02 Do: Select 9:00 AM.

You should see: The selected summary reads Tue, Oct 27 at 9:00 AM. Booked times are unavailable; Popular is a display cue.

03 Do: Check the summary, then Continue to terms.

You should see: The terms screen keeps the chosen appointment visible.

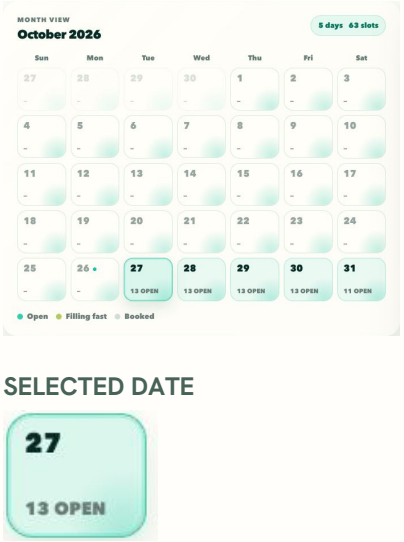


FIG 02 Use the month view to choose a day with openings.

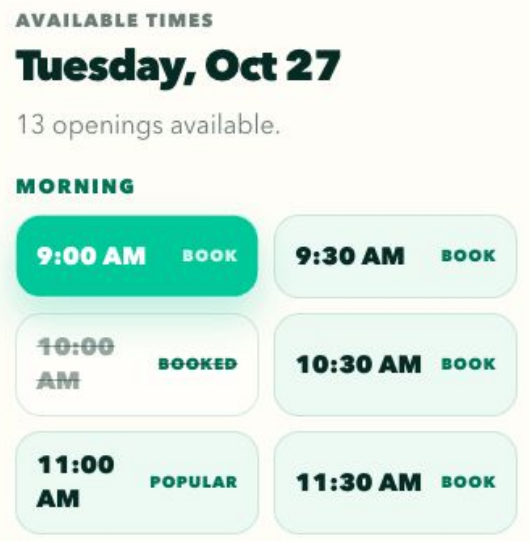


FIG 03 Choose an available time. Booked and Popular mean different things.

Moving around the calendar

Previous and next day controls move among days with openings. On a narrow screen, the month button and Back to times switch views. Change service revisits the offering. Read the displayed date and time; this guide does not assign a time zone to the customer display.

An opening is a choice

The reviewed server rechecks capacity and service rules on submission. Selecting a time does not guarantee that it remains available.

Read before agreeing.

The terms belong to the selected business and appointment.

01 Do: Read the document and scroll inside it to the bottom.

You should see: The agreement checkbox becomes available. Scrolling the outer page alone does not complete this gate.

For a real booking, only if you agree

02 Do: Select I have read and agree to the terms and conditions.

You should see: Continue to contact details becomes available.

03 Do: Choose Continue to contact details.

You should see: The contact form opens. Back to calendar lets you revisit the time.

When scrolling is unnecessary

If the entire document already fits, the component recognizes that and makes the checkbox available without requiring a scroll.

The pictured text is explicitly fictional and nonbinding. Read the real business terms and cancellation policy for a real appointment.

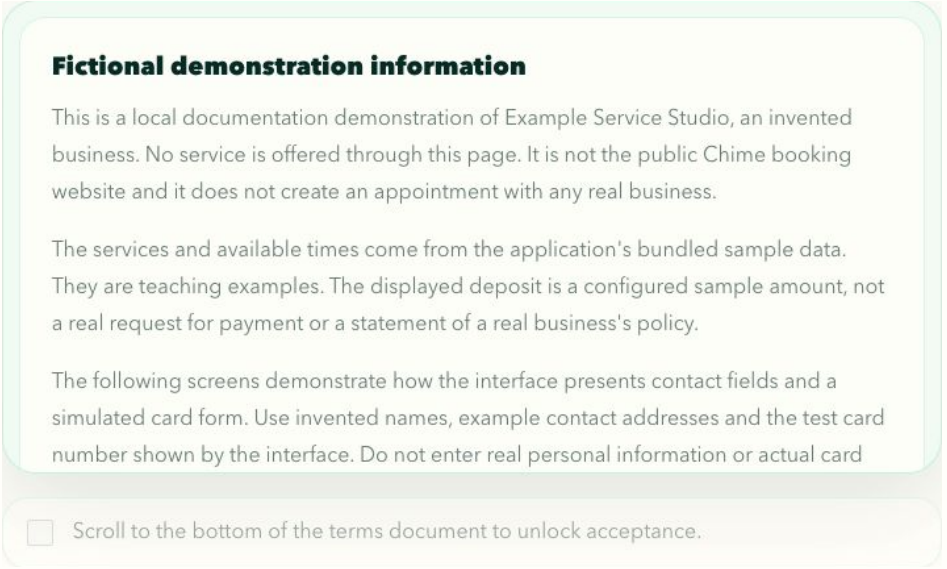


FIG 04 Scroll inside the document panel to complete the reading gate.

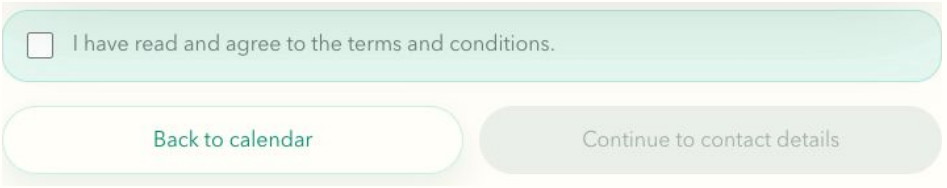


FIG 05 After: the agreement checkbox is available but still unchecked.

Add your contact details.

Use an address the business can use to contact you.

01 Do: Enter Full name and Email.

You should see: Valid required values enable the next action. The example uses Jordan Reed and jordan.reed@example.com.

02 Do: Add Phone or Notes if useful, then check your email address.

You should see: Those default fields are optional. The example note says Fictional documentation example.

03 Do: Choose Continue to $20.00 deposit.

You should see: The sample opens the deposit screen. A service without a required deposit can instead offer Confirm appointment.

A business can ask for different fields

A business can configure different customer fields. Follow its required markers. Missing or invalid required values keep Continue unavailable. Back to terms returns to the previous stage.

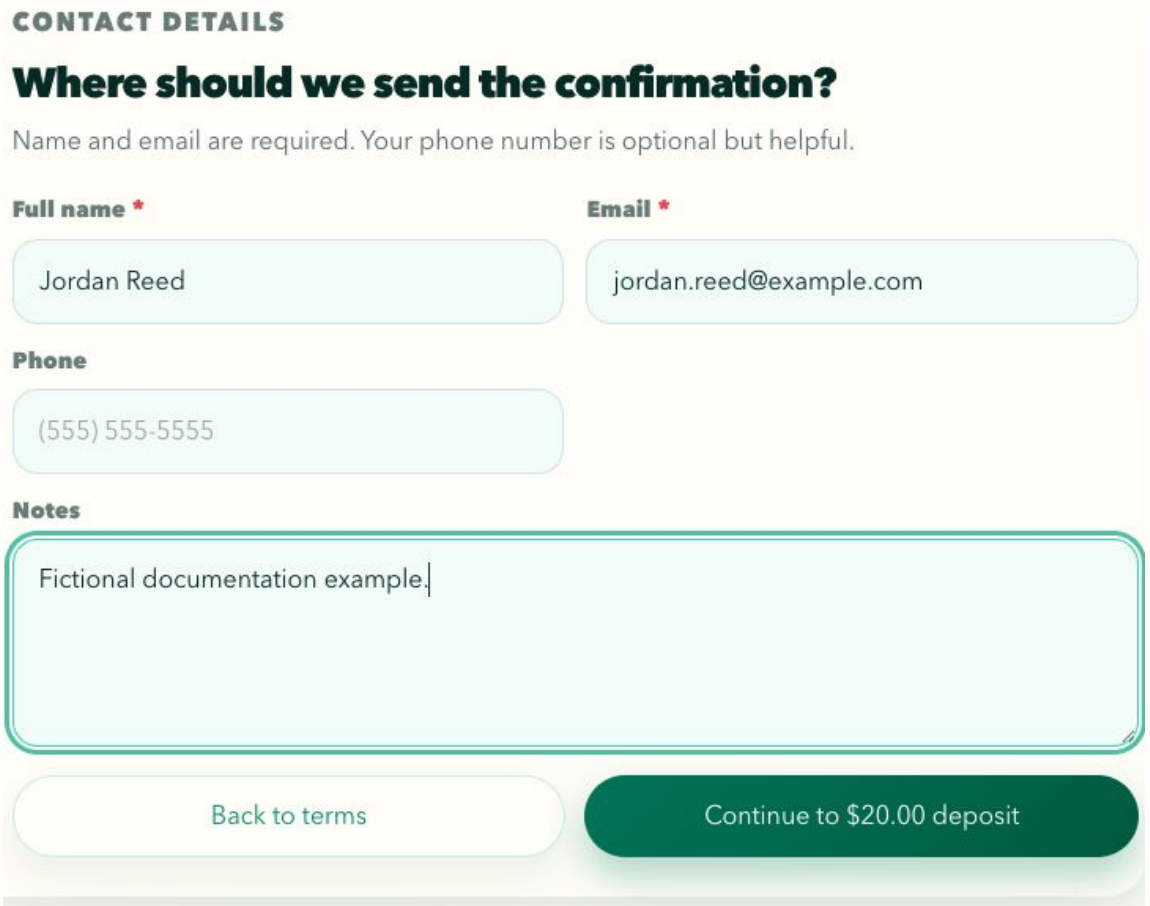


FIG 06 Valid contact fields make the next action available.

Handle the deposit.

If a positive deposit is required, read the amount and mode before using the payment action.

When following this fictional example

01 Do: Confirm that the example says Test mode.

You should see: It explicitly states that no real charge will be made.

02 Do: Enter 4242 4242 4242 4242, expiry 12/34, CVC 123 and Jordan Reed.

You should see: The actual simulated form is ready. These are test values, not a real card.

03 Do: Use Pay refundable $20.00 deposit once.

You should see: The local flow proceeds to its result without charging a card.

When the screen stops

A required deposit without payment configuration reports a problem. Back to contact details returns to the form. If payment succeeded but booking saving failed, use the retained payment retry route described in Recovery.

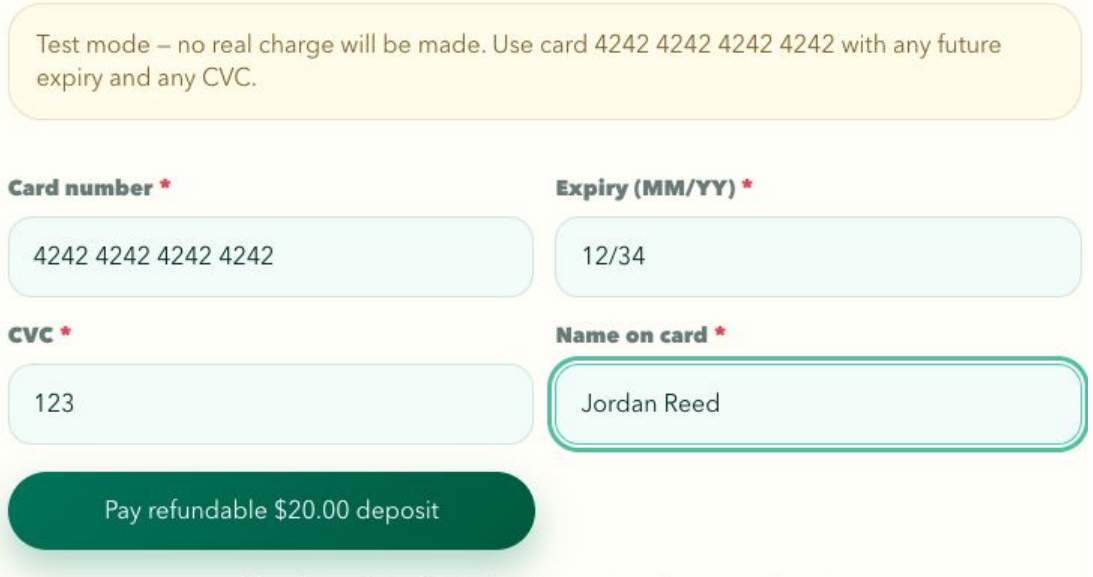


FIG 07 Test mode uses a simulated form and the displayed test values.

How the example stays local

The fictional configuration uses the actual simulated form without a Stripe payment endpoint. No payment provider is contacted. A provider here means the outside payment service.

For a real booking, follow the actual business policy and payment mode. Authorization means a hold; collection means money was captured. A sample success establishes neither.

Read what finished.

The result should match the appointment you requested.

01 Do: Check the service, date, time, duration and deposit.

You should see: The example repeats Consultation, October 27 at 9:00 AM, 30 minutes and USD 20.00.

02 Do: Read the result message and any reference.

You should see: The component says Appointment request received and a confirmation has been prepared. A server reference appears when supplied.

03 Do: Add a personal calendar entry if useful.

You should see: Google Calendar, Apple / iCal (.ics), Outlook.com, Office 365 and Yahoo links provide reminders. They do not approve a business request.

Starting again

Book another appointment begins a new customer flow. It does not change the appointment just completed.

Despite the Confirmed badge, this local example explicitly says no booking was saved, no payment was made and no email was sent. A prepared confirmation is not proof of inbox delivery.

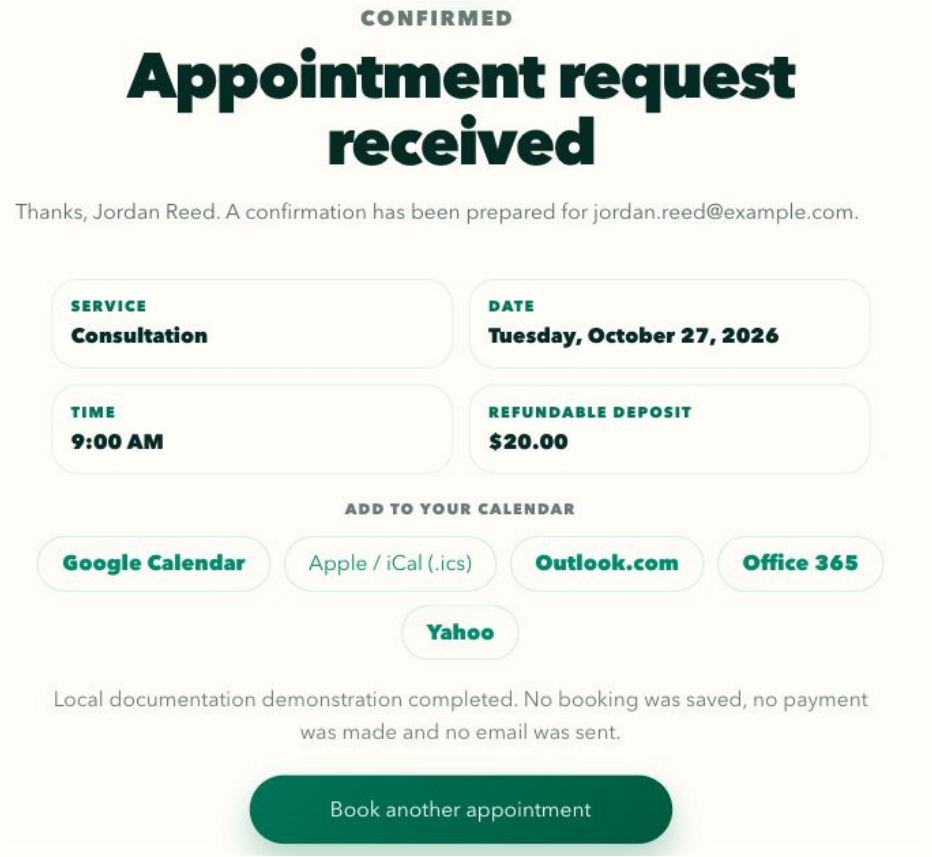


FIG 08 The local result names the appointment and states the demonstration boundary.

Find your staff route.

Studio is the business workspace. It requires an authorized account.

01 Do: Sign in and confirm the workspace name.

You should see: The observed Freelance workspace had an empty schedule and no active team. An empty workspace differs from an expired session.

Keep the examples separate

Freelance contains a draft Consultation set to one hour, USD 0 and no deposit, with no published service. It is not Jordan's fictional 30 minute, USD 20 Consultation. Earlier Sea & Kin Studio pictures are another separate example.

Sign in to Chime Studio

Prepare services

Add an agreed appointment

Review schedule changes

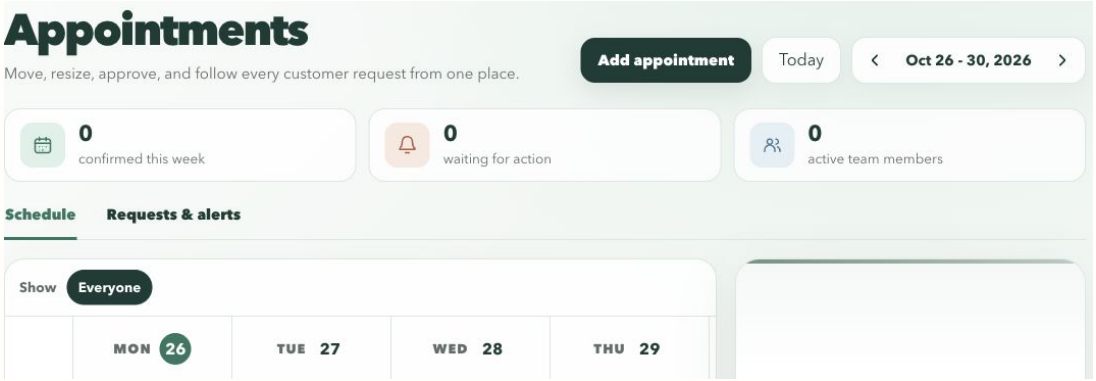


FIG 09 An authenticated workspace can have an empty schedule.

Your job	Open
Prepare a service and its openings	Business setup: Services, Team, Availability
Change appearance or publish a channel	Booking widget: Widget designer, Launch
Manage appointments	Appointments: Schedule, Requests
Check a deposit or message	Money; Customers: Messages

Define the service first.

Service rules determine what customers can request.

01 Do: Open Business setup, then Services.

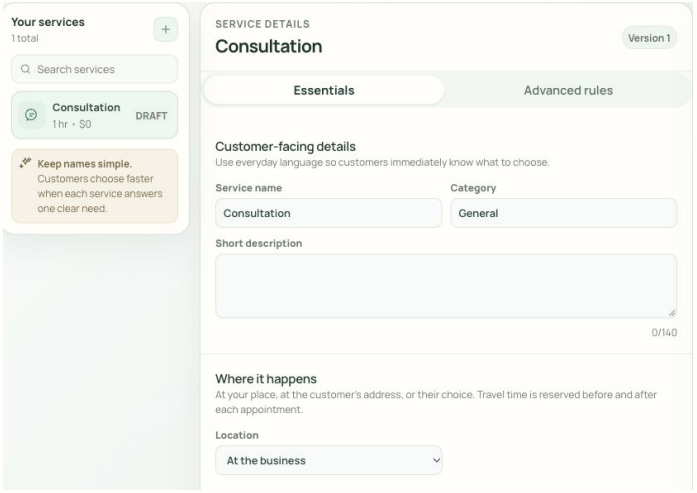
You should see: The existing draft offering and its settings appear.

02 Do: Enter Service name, Category, Short description and Default length. Set Service price separately from Deposit.

You should see: The form shows the proposed offering; it is not saved yet.

03 Do: Choose the rule values, using What the timing rules mean for help. Then Save service.

You should see: The service uses its saved rules. A preview or unsaved field is not the saved configuration.



SERVICE FIELDS

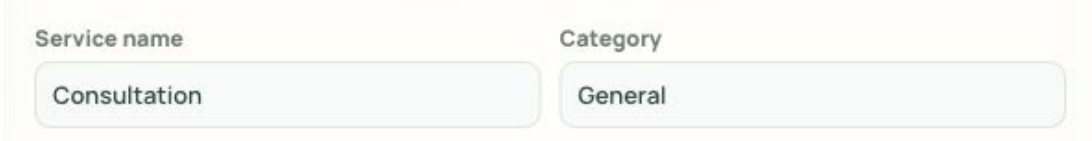


FIG 10 The live workspace has its own draft service configuration.

What the timing rules mean

Minimum notice sets how soon a booking may start. Book ahead sets how far into the future someone can book. Capacity per start time is how many people can share a start. Shortest and Longest set allowed duration. Resize steps set the size of duration changes. Buffer before and Buffer after reserve gaps around the appointment.

Service rules at a glance.

Rule group	What to check
Payment	No deposit, Fixed amount, Percentage or Full payment; applicable amount or percentage
Availability	Assigned team and locations; Minimum notice, Book ahead, Capacity per start time
Duration	Shortest, Longest, Resize steps, Buffer before and Buffer after
Visibility and decisions	Active service, customer visibility, initial confirmation and later Schedule changes are separate settings

Two kinds of approval

Confirm automatically and Review each request govern initial booking. Later Schedule changes has its own policy. The inspected revision's staff approval behavior is described under Schedule changes; it is not established as the current deployed behavior.

Connect people to openings.

A saved profile is different from a published customer calendar.

01 Do: Open Team and add or select a member.

You should see: A new form is unsaved. Opening it alone does not create an active person.

02 Do: Enter the name, role and contact details. Assign services and locations, then set working days and hours.

You should see: The form shows the proposed profile and schedule.

If time off is needed

03 Do: Add time off with From, Through and an optional note.

You should see: The draft includes the time off.

04 Do: Review the profile, then Save team member.

You should see: The profile is stored. Saving is separate from publishing customer openings.

05 Do: Review calendar readiness before publishing openings.

You should see: The panel identifies its date range, time zone and ready services. Save profiles before publishing means edits remain unsaved.

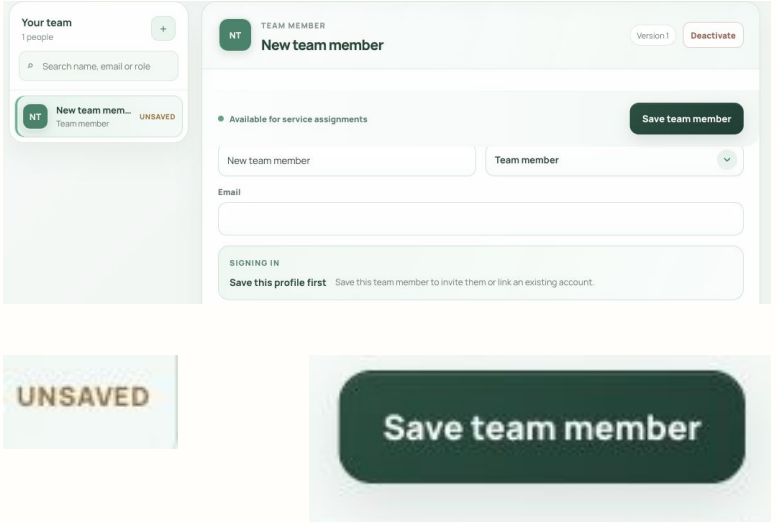


FIG 11 Opening a profile creates an unsaved form, not a saved active person.

When expected times are missing

Check the active service, member, location, hours and publication state. The reviewed model also accounts for existing appointments and buffers. Do not create a duplicate offering just because a time is absent.

The observed workspace had no active public services ready to publish. Its calendar showed Pacific/Honolulu and October 26 through November 24. No profile was saved or opening published.

Design, then check Launch.

Appearance, setup readiness and publication are separate states.

01 Do: Review Widget designer.

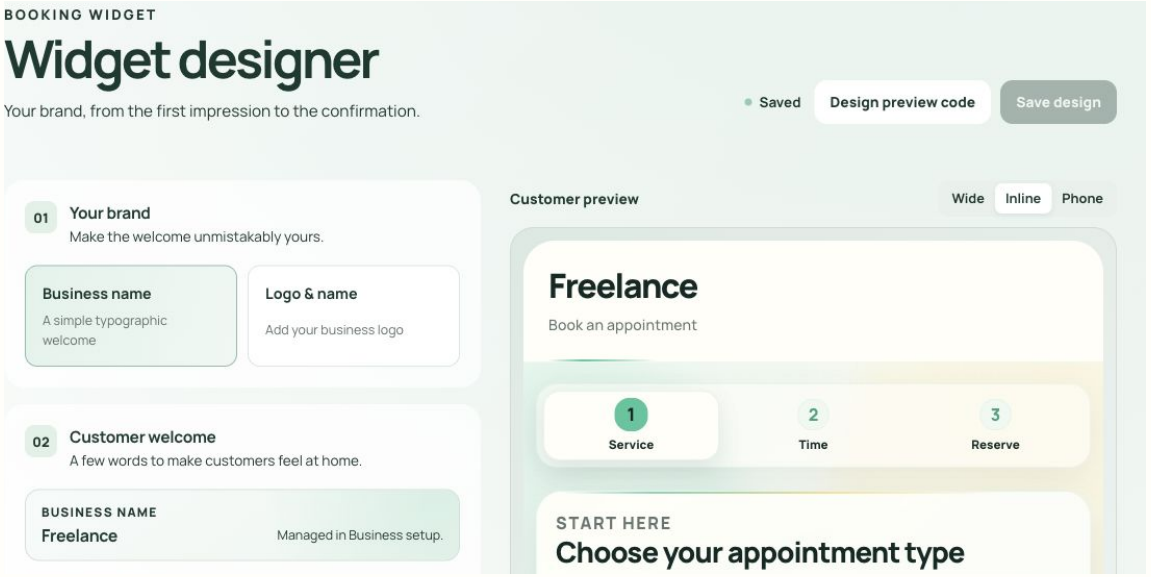
You should see: Your brand, Customer welcome, Color and finish and Saved design organize the current controls. Wide, Inline and Phone change the preview.

02 Do: Use Save design when you intend to store a change.

You should see: It is disabled when already Saved. Design preview code is a preview connection, not proof of installation.

A stored design can remain private

Saved design shows Design address and Available to customers. A stored design can remain private when Available to customers is off. A design address or Saved label does not prove that a customer channel is ready.



SAVE CONTROL



FIG 12 Save appearance in Widget designer.

Check the channel before publishing.

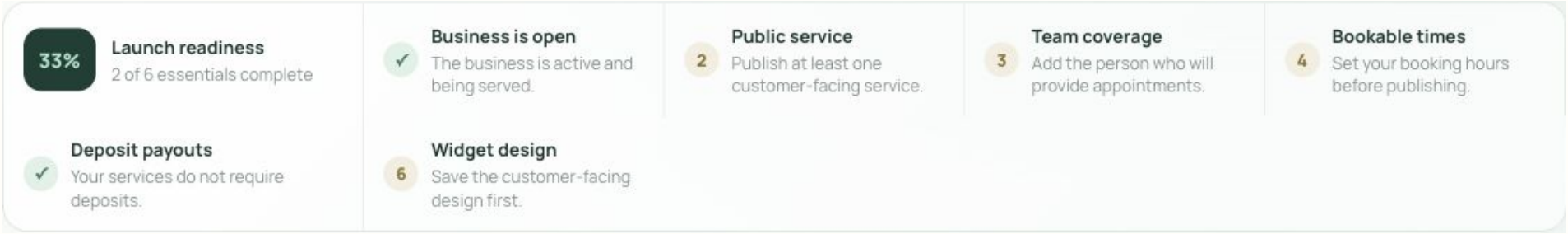


FIG 13 Two of six essentials are complete; four setup items remain.

03 Do: Open Launch and read the channel state.

You should see: Hosted booking link and Add Chime to a website are separate routes. Check readiness before Save changes.

Choose the correct connection

Hosted booking has Publish the hosted booking link, Open and Copy link. Website modes are On the page, Pop-up and Floating button, with Website preview and trusted website choices. Public connection code should never contain administrator credentials.

What the observed readiness meant

Readiness was 33%, two of six essentials. Business is open and Deposit payouts were complete because no deposit was required. Public service, Team coverage, Bookable times and Widget design remained incomplete. The website widget was paused, Not published yet, with zero connected websites and Finish setup to publish disabled. The broad Live badge did not make that channel ready.

Add an agreed appointment.

Use this route for an appointment already arranged outside the customer widget.

Prepare the service and team member first. If choices are absent, finish setup before continuing.

01 Do: Open Add an appointment from Schedule.

You should see: The manual appointment form opens.

02 Do: Choose Service, Team member and Starts. Check editable Minutes and Location when applicable.

You should see: Minutes starts with the service length. The draft has the proposed service, person, time and duration.

03 Do: Enter required Customer name. Add Phone, Email and Note for your team if useful.

You should see: The draft identifies the customer; those additional fields are optional.

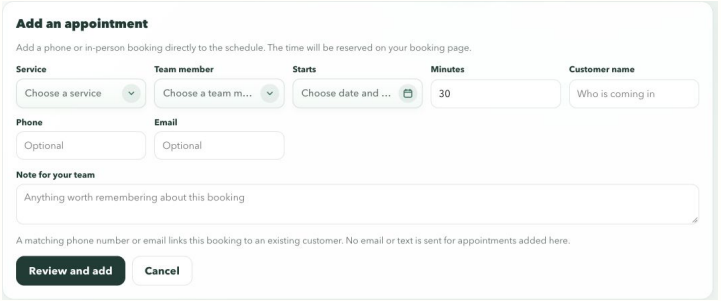
04 Do: Choose Review and add.

You should see: The review shows the appointment before it is saved.

If the review is correct

05 Do: Choose Add appointment.

You should see: In the reviewed implementation, the schedule opens that week and stops offering the time to customers.



REVIEW ACTION



FIG 14 Review the record before adding it.

Contact matching

The reviewed route can link a matching existing customer by phone or email. A completed form or review screen alone does not establish a saved appointment.

The live form was viewed without saving. In the reviewed implementation, this manual route does not email or text the customer because the appointment was already agreed.

Review a schedule change.

A proposed time and an applied change are different results.

01 Do: Adjust the appointment time, length, person or location.

You should see: Dragging and typed edits use the same reviewed route. Buffers can explain an overlap warning.

02 Do: Enter Why is this changing? and open the review.

You should see: The old and new values, reason and recipient appear. An unchanged record is not sent again.

03 Do: Choose the action named in the review.

You should see: Move it now applies the change. Ask the customer to approve leaves the original active while Waiting for customer shows the proposal.

Withdrawing a pending proposal

Before a customer decision, use Withdraw request to end the proposal. A pending request is different from an applied change.

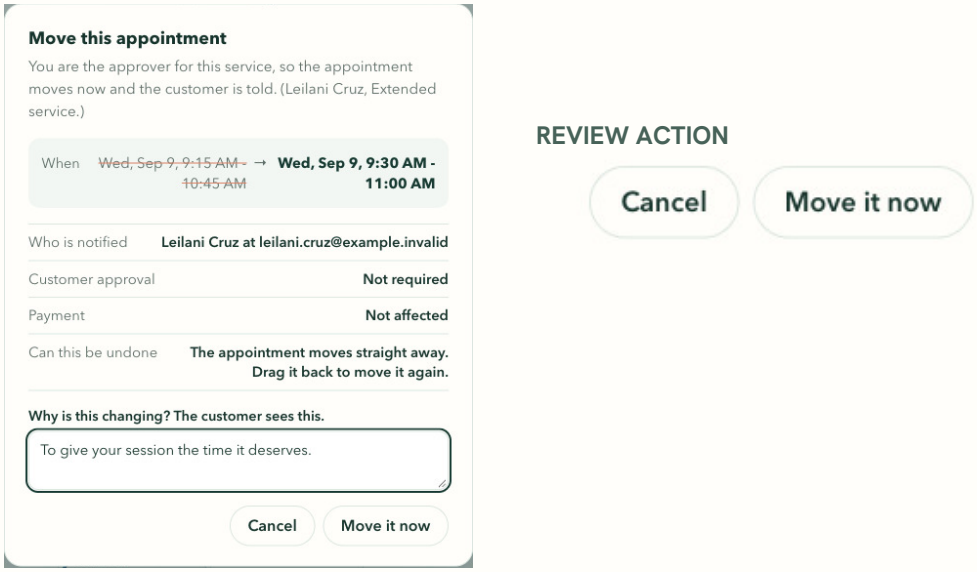


FIG 15 Earlier populated example: compare the original and proposed appointment.

A limit of the inspected revision

That revision sends staff related modes to customer approval because its staff channel is unfinished. This does not establish a deployed limitation. Live templates include newer team and coverage messages, but templates alone do not prove an approval route.

This route comes from inspected source and an earlier populated image. No live change was exercised. Approval rechecks current rules; the proposed replacement is not guaranteed reserved.

Resolve the request, then check its state.

A business decision and a financial action should not be confused.

01 Do: Open the request and read its appointment details.

You should see: The initial service policy determines whether a booking confirms automatically or needs review.

02 Do: Review the decision and intended recipient.

You should see: The inspected route offers Approve and notify or Decline and reopen.

If the reviewed decision is appropriate

03 Do: Choose Approve and notify to confirm, or Decline and reopen to decline.

You should see: Approval confirms the request. Declining reopens the time. These actions were not exercised in the live empty workspace.

Cancel appointment does not establish that a deposit was returned. Check the payment record and business policy separately. Keep completed actions instead of repeating them.

Read the deposit state.

The current financial page is headed Deposits.

01 Do: Open the deposit workspace under Money.

You should see: Deposits, Deposit rules and Connection are separate areas.

02 Do: Search or choose All deposits, Needs action or Refunds.

You should see: Refresh updates the list. The observed workspace had zero deposits, so no financial row action was exercised.

Reference for a populated record

The inspected implementation and earlier examples include collection, release, refund and provider sync actions with permission and version checks. They do not establish current row button labels. New connected account payments retain their originating account; historical records without one use the platform branch.

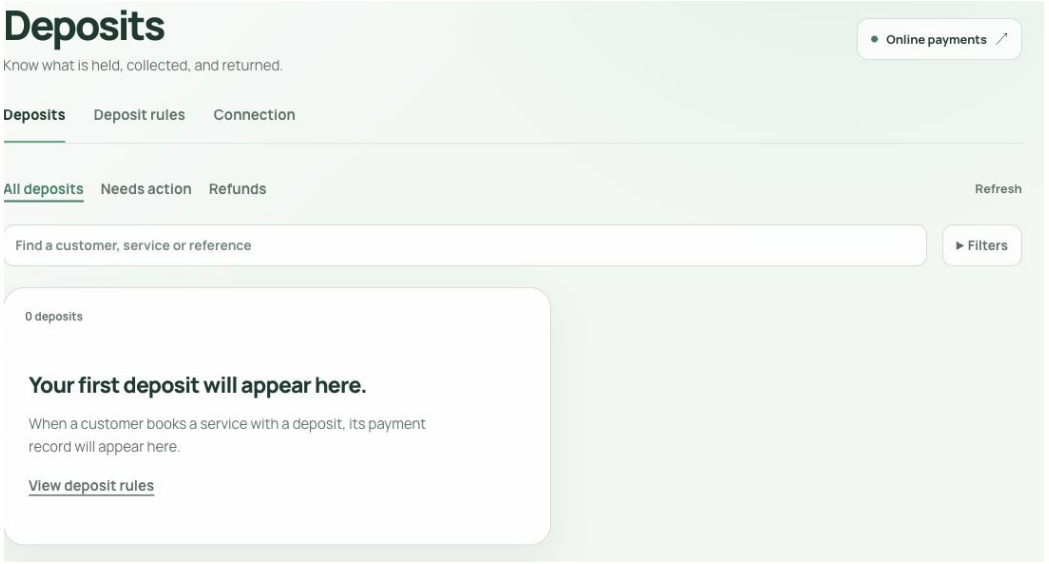


FIG 16 An empty Deposits list does not demonstrate a payment action.

State	Meaning
Authorized	A hold; money is not yet collected
Collected	Money was captured
Released	An uncaptured hold ended
Refund requested	Previously collected money is being returned; bank posting is separate

Check the message, not just the booking.

Activity, Templates and Sending setup answer different questions.

01 Do: Use Activity to find a message.

You should see: Search messages, channel choices, Refresh and Needs attention, Upcoming, Recent, Stopped or All narrow the list. Select a record for content and delivery history.

02 Do: Use Templates to inspect published content.

You should see: Published email uses sample details. Wide, Narrow and Plain text change its preview; viewing it sends nothing.

Editing is a separate task

Edit email starts a content change. A published sample, an edit and a sent preview are different actions. The current editor was not exercised; older template controls are not presented as current instructions.

Send preview email is a real send, separate from looking at the preview. No email was sent in this review.

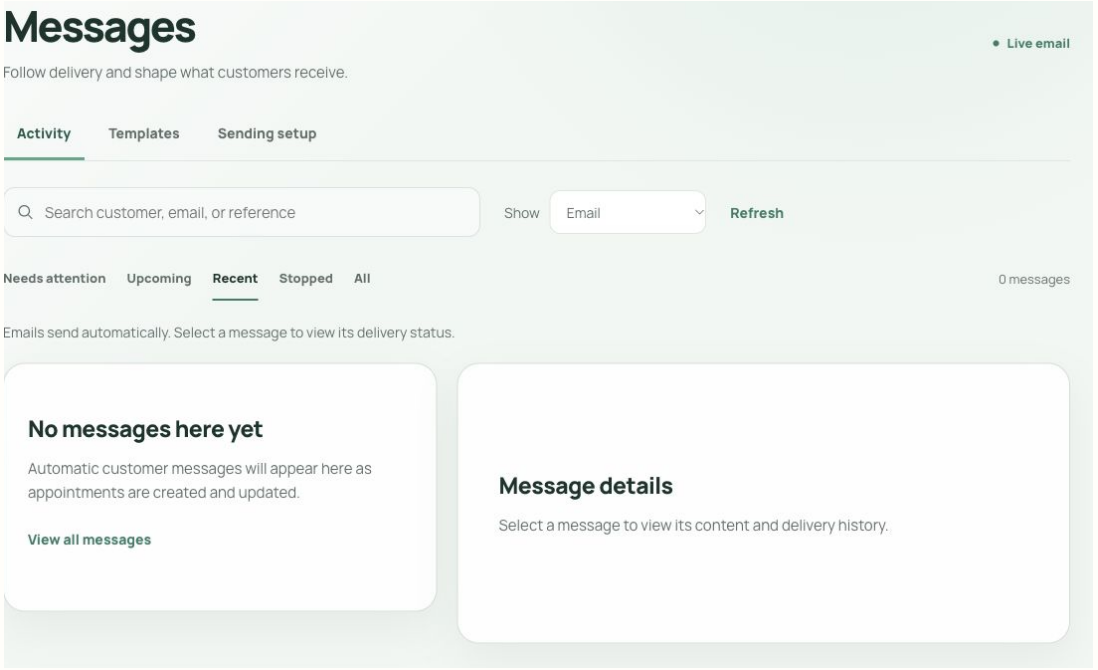


FIG 17 Activity is where you inspect a message and its history.



FIG 18 A sample preview is different from sending an email.

Read the sending state separately.

03 Do: Read Sending setup for delivery status.

You should see: It shows identity, reply destination and service state. Refresh status updates that view.

What the live state established

The workspace showed Live email, zero messages, Sending service Set up and Automatic sending Running. Last message accepted was None recorded. Acceptance does not confirm inbox delivery. Replies go to the displayed mailbox, not into Chime.

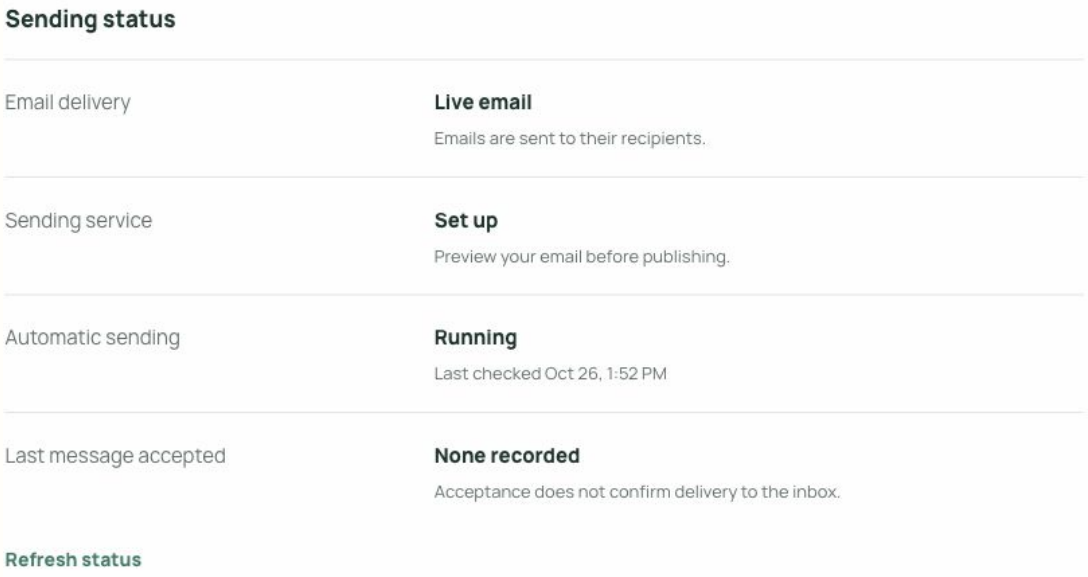


FIG 19 Running does not mean an email reached an inbox.

When the normal route stops.

Start with the visible symptom and keep completed work intact.

You see	Do this	Expected result
Continue unavailable	Check the selected service/time, terms document gate or required fields at that stage.	The missing prerequisite becomes clear.
Opening or deposit changed	Read the reported conflict and revisit the current choice.	The request uses current rules.
Payment recorded, booking unfinished	Use Retry booking in the retained payment route.	The save is retried with the existing payment identifier.
Edit conflict or newer version	Reload the record and compare your intended change; include buffers.	You review the current saved state.
Studio asks for sign in	Use the assigned account and workspace.	An authorized session replaces the expired one.
Missing setup or delivery failure	Read that area's state, permissions and reported issue.	You address the affected record rather than replaying unrelated work.

Payment retry wording

The reviewed component can show Payment received - finishing your booking. Retry booking retains the payment identifier. If the problem persists, ask the business for help instead of starting a separate payment.

When this reference is insufficient

Source checks do not establish recovery from every provider or simultaneous edit failure. Preserve the reference and error details when seeking help; a successful action should not be repeated just to clear another screen.