Admin Settings

21/05/2025 12:40 pm BST

Summary

There are 4 tabs within the MWI Pet Settings page.

Details

This page will detail all the tabs within Settings. Within this screen, MWI Pet administrators can set their online appointment booking hours, enable various settings, enable the Prescription functionality, add new admin users and enable practitioners.

Note - all workflows below are demonstrated on a desktop view of MWI Pet. If a practice admin user is using a mobile phone to access, workflows may differ slightly but have the same functionality.

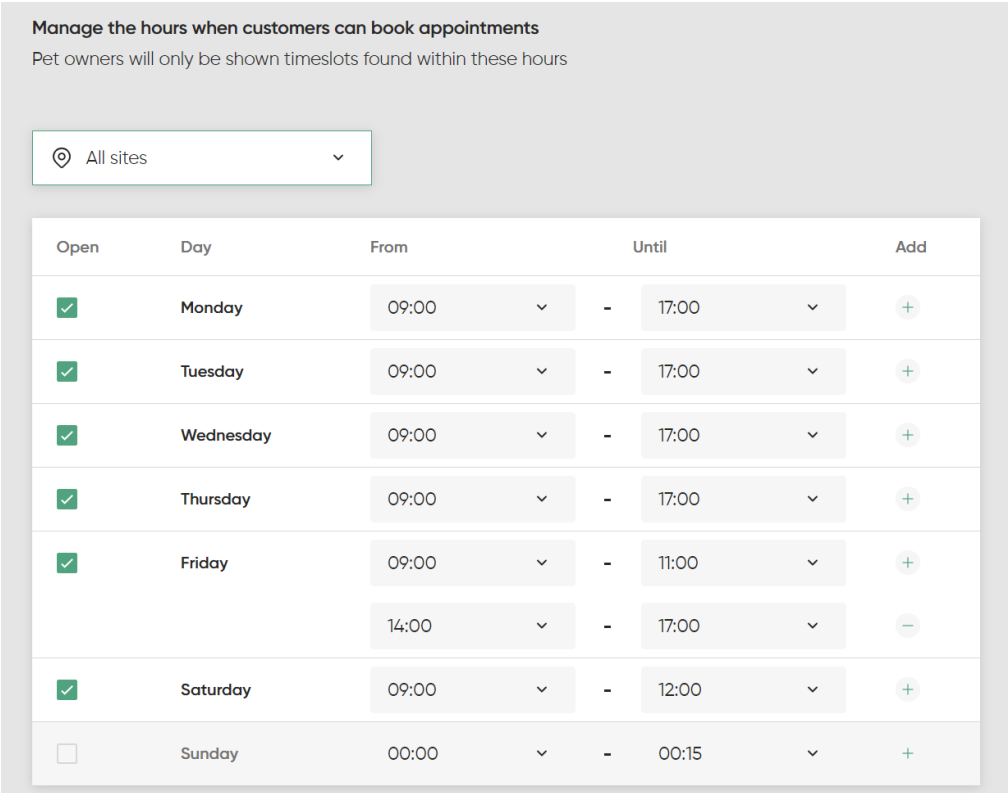
Appointments

This is where the practice set their available MWI Pet booking hours.

As default, all days will be deactivated and set from 09:00-17:00. For multi-site practices, MWI Pet opening days and times can be specified by site via the drop-down option.

To activate a day, simply press the ‘Open’ field and select the times by selecting the ‘From’ and ‘Until’ drop down options.

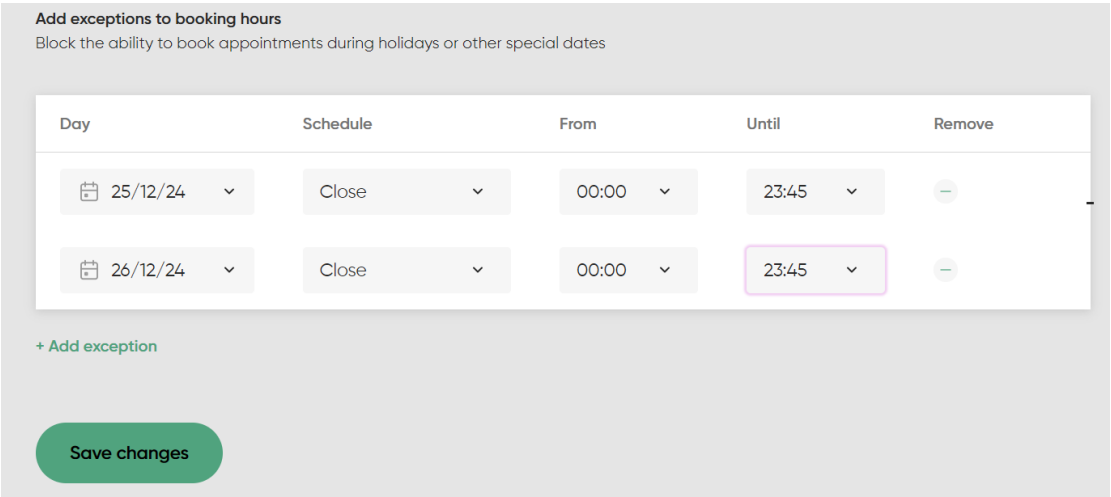
In the example below, this practice have available MWI Pet booking hours for all their sites Monday-Thursday 09:00-17:00. On Friday’s, their MWI Pet booking hours are 09:00-11:00 and then start again from 14:00-17:00. Saturday’s are open for bookings 09:00-12:00, and Sunday’s are closed for online bookings.



There is the option to add exceptions to booking hours by selecting 'Add exception'.

For example, if the practice is closing for a couple of hours during a particular day for staff training, or the practice is closed for a Bank Holiday, this is where you would specify.

In the example below, the practice is closed on Christmas Day and Boxing Day. This means, if a client attempted to book an appointment on either of these dates via MWI Pet, the date would be greyed out and won't be able to be selected.

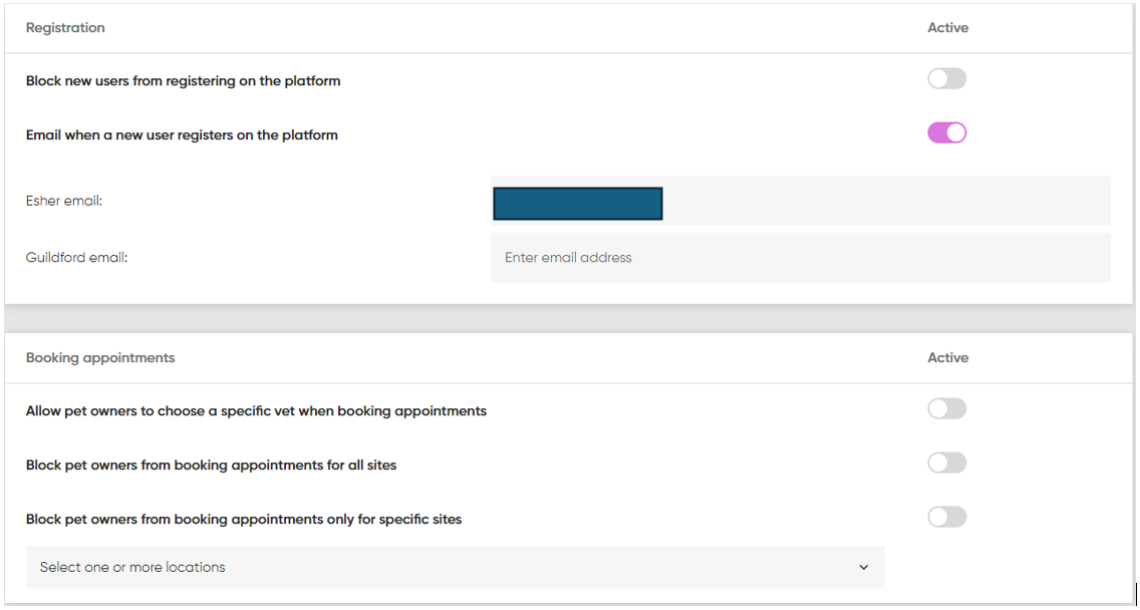


Notes:

- As appointments are booked in Merlin and MWI Pet in real time, be assured that double bookings will not take place.
- If appointment reminders are in place and sent via Merlin or a third party company, then these will be sent as per this standard procedure for an appointment booked via MWI Pet.

Features

This page allows the practice to manage the availability of different features in MWI Pet.



- Registration:

- If the practice is fully subscribed, you may wish to block new clients from registering via MWI Pet.

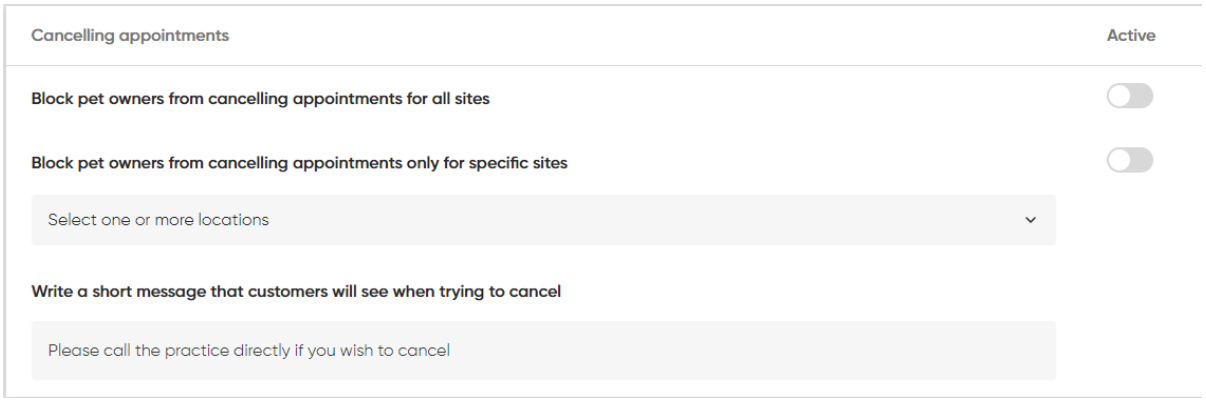
- An email can be sent to an email of your choice when a new user registers via MWI Pet. Please note, if this has been activated and an email address is not specified in the box next to the practice site(s), then the address it will be sent to is the one stored in Merlin. For more information, please see System > Site Administration.

- Booking appointments:

a. Allow pet owners to choose a specific vet when booking appointments - If this is activated, the client will be able to select their preferred practitioner when booking an appointment. If this box is not activated, then appointments are randomly assigned to those practitioners with availability for the requested appointment date/time and those who work within the set criteria of seeing the given species for the given reason. Please note - if you have your diary column names as room names such as Consult 1, Consult 2 etc then this cannot be achieved.

b. Block pet owners from booking appointments for all sites - you may wish to block clients from being able to book an appointment via MWI Pet for all sites. For example, if there are staffing issues or an emergency has arisen.

c. Block pet owners from booking appointments only for specific sites - Applies to multi-site practices only. You can specify which sites clients are blocked from booking via MWI Pet.

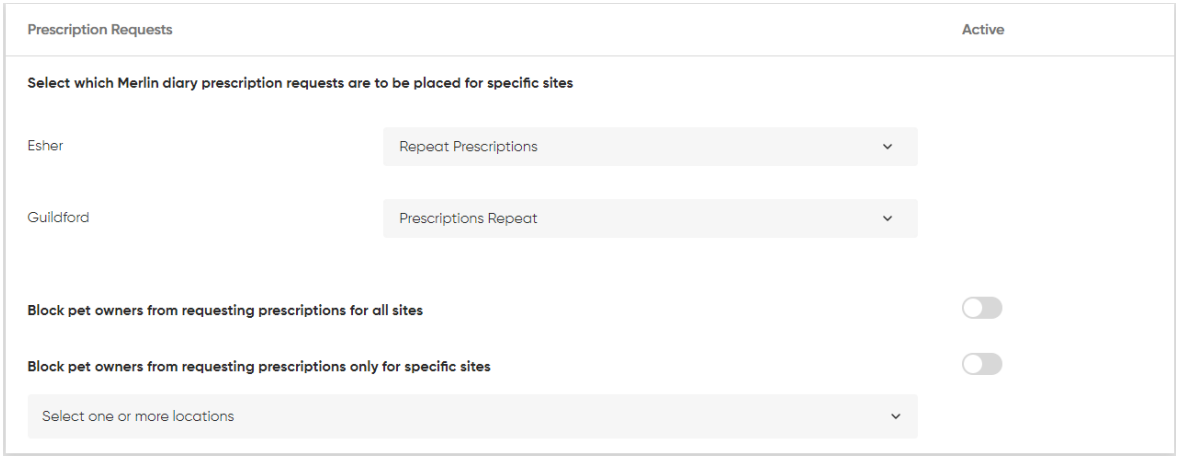


- Cancelling appointments:

a. Block pet owners from cancelling appointments for all sites - you may wish to have this in place, so if a client tries to cancel an appointment, the 'Cancel Appointment' option will not display.

b. Block pet owners from cancelling appointments only for specific sites - Applies to multi-site practices only. You may wish to have this in place, so if a client tries to cancel an appointment at the specified site, the 'Cancel Appointment' option will not display.

c. Write a short message that customers will see when trying to cancel - If a message is saved in this box, it will display to the client when they go to cancel the appointment. They can then proceed to cancel.



- Prescription Requests

Clients can request a repeat prescription when logged into the practices MWI Pet, and some initial set up in Merlin is required. For more information on how to set a Repeat Prescription diary column up, please see Diary > Appointment Daylists > Daylist Administration. For information on how to make a code eligible to be requested as a repeat prescription, please see MWI Pet > Repeat prescription set up.

Here, we can specify which Merlin diary column the prescription request will be placed. For multi-site practices, specify by site.

a. Block pet owners from requesting prescriptions for all sites - If you do not wish to allow clients to request a prescription via MWI Pet, ensure the button is toggled on.

b. Block pet owners from requesting prescriptions only for specific sites - If you are a multi-site practice,

you may wish to only block clients from requesting prescriptions from specific sites.

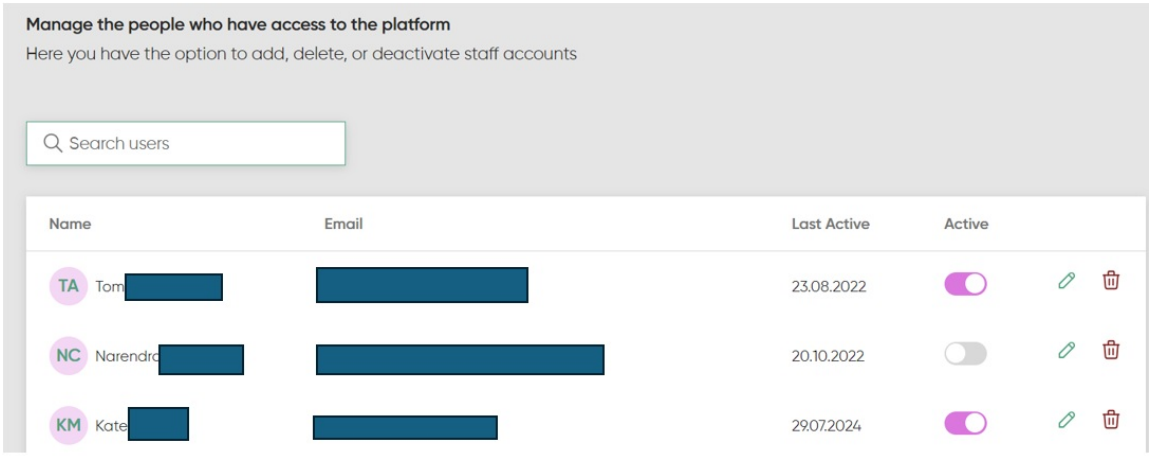
Note - if you have activated the button to block pet owners from requesting a prescription, and they then select the button to request a prescription, they will receive a message to inform them that the practice is not accepting prescription requests.

User management

This screen allows you to view, add, delete and deactivate any staff member who has access to your practice MWI Pet.

There is a search option to search for a specific user.

This screen provides the Name, Email, Last Active status and whether the user has been activated:



To edit a user, select the edit pencil icon. The users first and last name and also their email address can be edited.

Deleting a user will remove their access from the practices MWI Pet. To do this, select the red bin icon.

To , scroll to the bottom of the page and select 'Add new user'. This will then prompt you to enter their email address, then select 'Send invitation'. The new user will then receive an email with a link that is valid for 24 hours to activate their user. If they do not activate their user within this timeframe, then another MWI Pet user can resend the verify link by selecting 'Resend verify link'.

Practitioners

This screen allows you to activate the Practitioners diary's that will be made visible for bookings via MWI Pet.

Practitioners are synched from Merlin. For more information, please see Diary > Diary & Appointments > Surgeons.

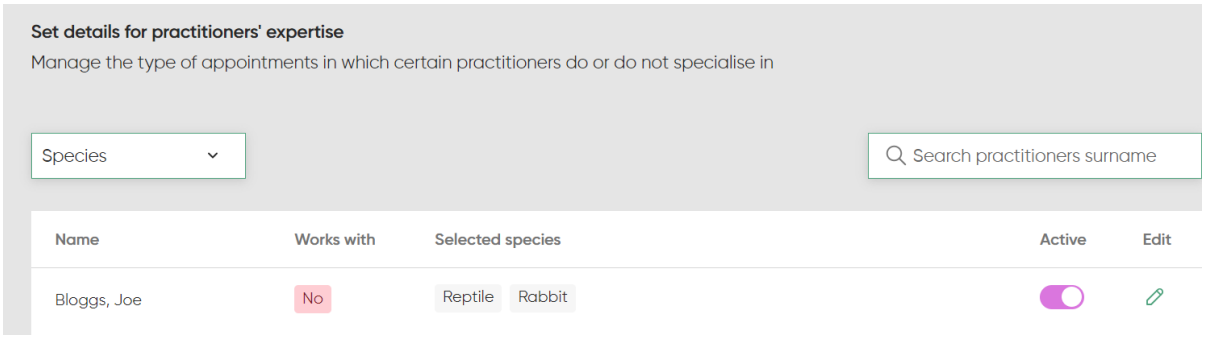
There is a search bar to search for the practitioners surname.

To activate a practitioner in this screen, select the 'Active' button.

Certain settings are available within this screen to ensure an efficient use of time for every practitioner and their skill set.

There is a drop down option to select either a. Species or b. Reasons.

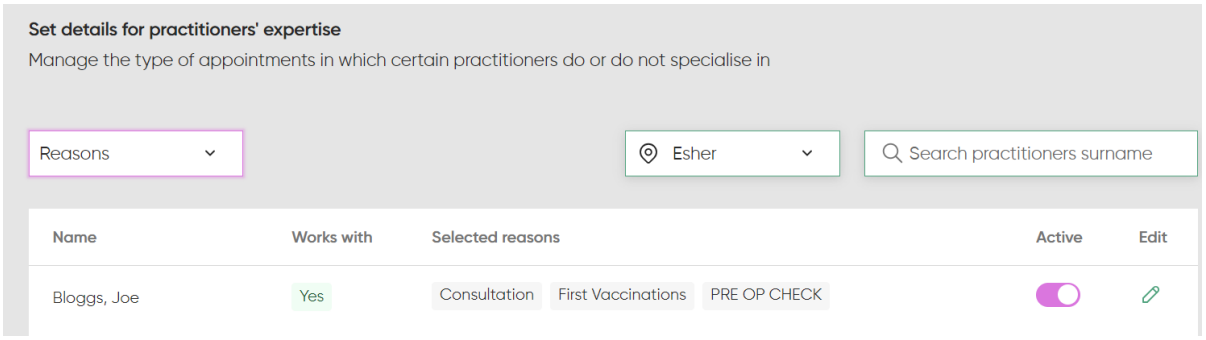
a. Practices can choose which species practitioners do/do not work with. In the example below, Joe Bloggs does not work with Reptiles or Rabbits:



This means that when a client books an appointment for their Reptile or Rabbit, MWI Pet will ensure this appointment is not booked with Joe Bloggs.

Alternatively, practices can choose which species practitioners only work with:

b. Practices can choose which Appointment Reasons practitioners do/do not work with. In the example below, Joe Bloggs only works with Consultations, First Vaccinations and Pre-Op checks:



This means that when a client goes through the booking process and selects ‘Consultations’, there is a chance this could be booked in with Joe Bloggs, depending on other pre-set settings in this page.

Please note - For multi-site practices, please activate the Reasons per site via the drop down option.