

User Icon

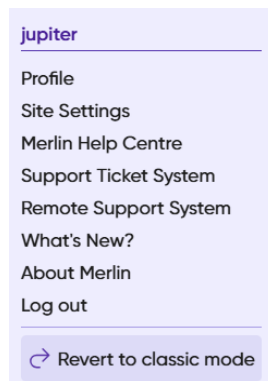
11/08/2025 8:26 am BST

Details

The User Icon is a new area of Merlin and sits in the top right hand corner of your screen in the site banner. The initial(s) are that of the user currently logged in.



When you click on the User Icon you are presented with the following dropdown menu:-

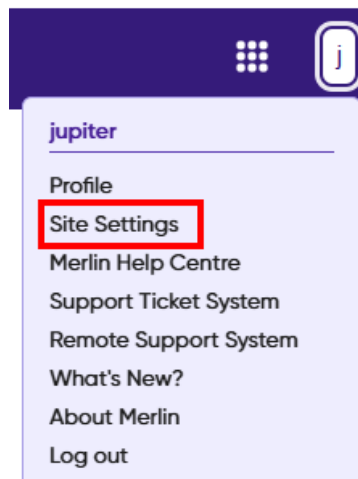


Profile

Click on this link for more information [User Profiles](#)

Site Settings

Site Settings is located within The User Icon located at the top right hand side of the screen as shown below:-



In this area you have:-

a. Theme Settings - where the user can preview the "new look" Merlin. Here you can also enable the new look for all site users.

⚙ Site Settings

Theme Settings

☒ Allow users to preview the new look and feel

☐ Enable the new look for all site users

A link will appear in the top right of Merlin

b. App Drawer Links - where the practice can add links to The App Drawer to be available for all site users to view.

☰ App Drawer Links

Manage the links that appear in the App Drawer in the header.

+ Add Link

NOAH Compendium
https://www.noahcompendium.co.uk/

These links are be visible to all site users.

c. Customise Header - which allows the practice to customise the Header shown across all Merlin sessions.

✎ Customise Header

Practice Name

MWI Vets

Clear

Practice Name is displayed at all sites

Site Name

Castle Cary

Reset

Overriding default name: Esher

Header Background / Text Colour

Reset

Customise the header colour for this site

Save Changes

The Practice Name will be displayed at all sites

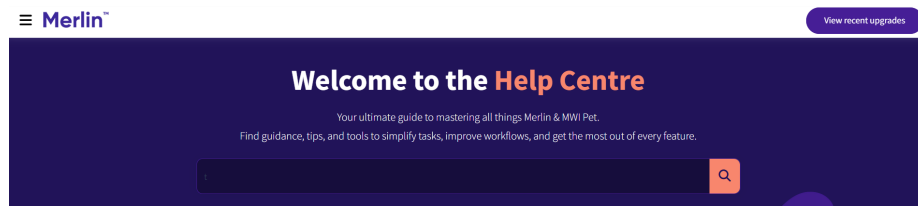
The Site Name will change depending on the site the user is logged into.

The colour of the banner and text can be set individually at each practice.



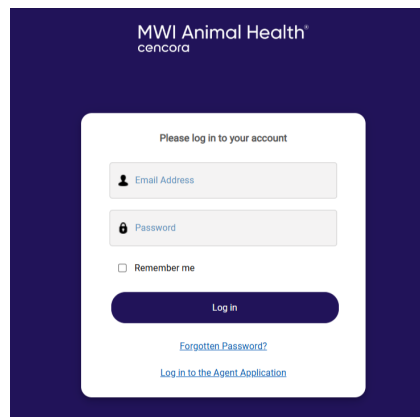
Merlin Help Centre

Selecting this heading takes you to our new "Help Centre" which replaces the original Merlin manual.



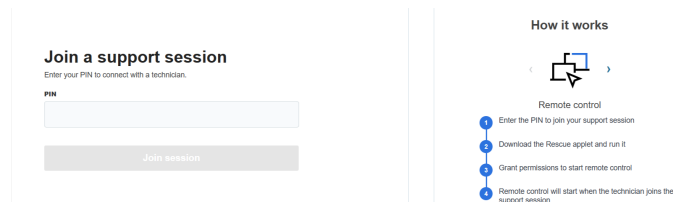
Support Ticket System

Selecting this heading takes you to our self service Support Ticket System, where you can log tickets:-



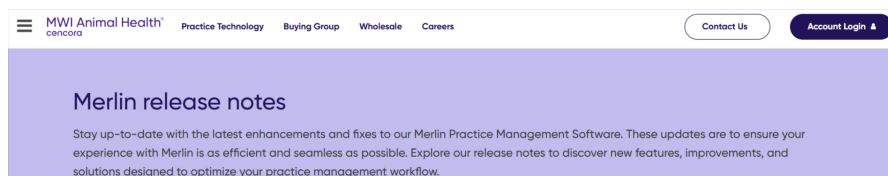
Remote Support System

You will only need to access this option when asked to do so by one of our dedicated support technicians:



What's New?

This option takes you to the MWI Animal Health website:-



About Merlin

Clicking on this option shows you the current version of Merlin. You can see details of the current session and also, details of how you can contact our Support team:-

About Merlin

Merlin™

Company Name : MWI Practice Technology.
Program Name : Merlin
v3.0.22-170003
v3.0.22.0-0

About My Session

User Name : jupiter
Work Site : Esher
Device Profile : Back Reception

Browser :
mozilla/5.0 (windows nt 10.0; win64; x64) applewebkit/537.36
(khtml, like gecko) chrome/138.0.0.0 safari/537.36

Support

Click [here](#) to gain access to the support ticket system. Here you can check on the status of your issues or report a new support request.
Click [here](#) to visit our remote support site. Your support engineer will provide you with an access code.

WebSite : www.mwiah.co.uk

Phone : +44 03300 947 587

Email : support@mwiah.co.uk

Log out

Select here to log out of the current Merlin session.

Revert to classic mode

This is a temporary option and will be removed once all practices are using the new Merlin UI.
