Admin Customisations

21/10/2024 3:53 pm BST

Summary

There are 5 tabs within the MWI Pet Customisations page.

Details

This page will detail how to set-up each Customisation.

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.

Logo

This is where the practice logo is uploaded. This will be visible to all clients accessing the practices MWI Pet. To upload this, you can either use the drag and drop functionality or click the logo box to browse your PC's files. Once uploaded, press 'Save changes'

Please note - The file type must be JPG or PNG and the photo must be less than 2 MB in size.

The logo can be removed at any point by selecting the red bin icon.

Colours

This is where the practices website **Hex Codes** are inserted. There are **Primary and Secondary colours**. Primary colours are used throughout MWI Pet on buttons and links, and Secondary colours are used on hover and highlights.

Practices may have to contact their website developer for them to provide these Codes.

The **pencil edit button** can also be selected for you to choose your colours.

Primary Colour	Secondary Colour
This will be used on buttons and links.	This will be used on hover and highlights

Hex Code

#50a37e

Hex Code

#da76de

Save changes

Login page

This is the image your client will see when logging into MWI Pet on a desktop browser. There are various images that can be chosen by selecting the arrows in '**Choose from gallery**'. Practices can also upload their own image.

To upload this, you can either use the drag and drop functionality or click the image box to browse your PC's files. Once uploaded, press '**Save changes**'.
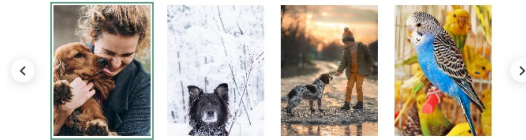
Please note - The file type must be JPG or PNG and the photo must be less than 2 MB in size.
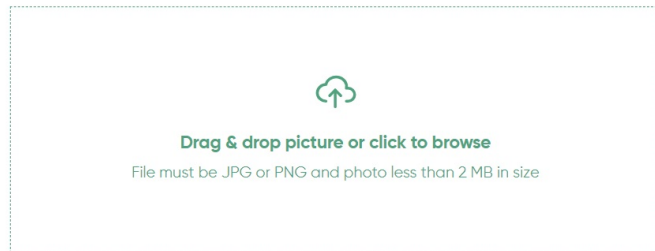
Choose a photo that represents your brand
You can pick a photo from our gallery or upload your own.
This will be visible on the login page for desktop users.

Choose from gallery

Upload your own

Drag & drop picture or click to browse
File must be JPG or PNG and photo less than 2 MB in size

Vocabulary

This area allows you to view and enable the **Appointment Reasons, Species and Breeds**. Select the drop down arrow to select each option.

For multi-site practices, this can be specified by site via the drop-down option. Specific Appointment Reasons, Species and Breeds can also be searched for using the Search bar.

Appointment Reasons - These are synched from the Merlin library of Administration > Appointments > Appointment Reasons. The '**Duration**' column for each Appointment Reason requires a duration entering, in order for this to sync accurately to MWI Pet. For more information, please see **Libraries > Libraries > Appointments.**

As default, all will display in MWI Pet as disabled and it is the practices responsibility to activate the ones they would like their clients to see when booking an appointment via MWI Pet.

Terminology for these Appointment Reasons may be refined by the practice by adding a **Translation**. For example, you may have an Appointment Reason saved in Merlin as 'Booster', but may want to amend the wording your clients see to make it as user friendly as possible, so when they're booking an appointment, they see the Appointment Reason as 'Booster Vaccination'.

To amend the wording, click the **pencil edit icon** on the right hand side of the Appointment Reason, type the Translation in the blank box, then press **Save**.

Notifications can be set against specific Appointment Reasons. These Notifications will alert the client with relevant pieces of advice or information when booking the appointment. For example, having an Appointment Reason of 'Booster', and providing a short message so the client remembers their vaccination card.

Emergency notifications can be set against specific Appointment Reasons. For example, activating an Appointment Reason named 'Breathing difficulties'. You may wish to set an emergency notification against this to state that the client must call the practice immediately. If an emergency notification is set, this will instantly stop the appointment booking process when that Appointment Reason has been selected, and a 'Call Now' button will display to the client.

Species - These are synched from the Merlin library of Administration > Patients > Species.   For more information, please see Libraries > Libraries > Patients.

As default, all will display in MWI Pet as disabled and it is the practices responsibility to activate the ones they would like their clients to see when registering their pet via MWI Pet.

Terminology for these Species may be refined by the practice by adding a **Translation**. For example, the Species in Merlin may be named 'Canine', but you may want to amend the wording

your clients see to make it as user friendly as possible, so when they're registering a new pet, they see the Species as 'Dog'.

To amend the wording, click the **pencil edit icon** on the right hand side of the Species, and type the Translation in the blank box, then press **Save.**

Breeds - These are synched from the Merlin library of Administration > Patients > Breeds. For more information, please see Libraries > Libraries > Patients.
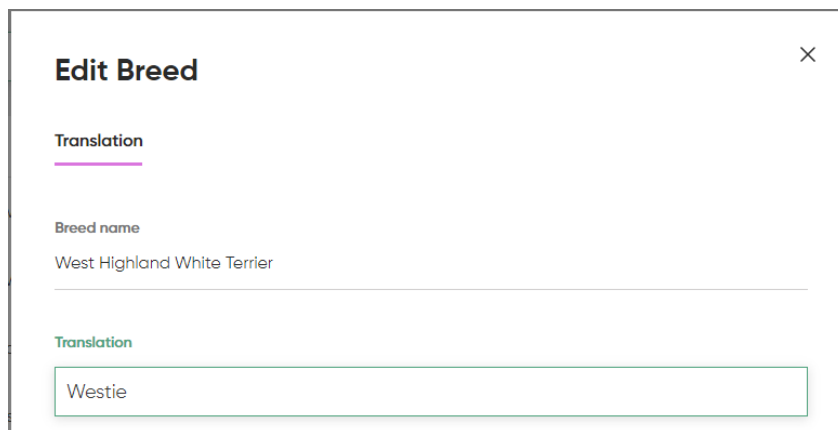
As default, all will display in MWI Pet as disabled and it is the practices responsibility to activate the ones they would like their clients to see when registering their pet via MWI Pet.

Terminology for these Breeds may be refined by the practice by adding a **Translation**. For example, the Breed in Merlin may be named 'West Highland White Terrier', but you may want to amend the wording your clients see to make it as user friendly as possible, so when they're registering a new pet, they see the Breed as 'Westie'.

To amend the wording, click the **pencil edit icon** on the right hand side of the Breed, and type

the Translation in the blank box, then press **Save**.

Links

When a client is logged into their MWI Pet account, MWIAH's Terms & Conditions can be viewed by selecting the '**Terms & Conditions Link**', and the '**Privacy Policy Link**' can be viewed. This contains a hyper-link within the information, for clients to view the practices Privacy Policy.

'**Additional Links**' can be added. Any links saved in here will be accessible to the client when they are logged into their MWI Pet account.

Please note - these must be URL links, and not links to any locally stored documents.

Examples of links could include Price Lists, Poison Guides, Owner Factsheets and Healthcare Plan information.

To add a new link, Give it a '**Title**' and then copy and paste the URL link into the '**URL**' field. To add further links, use the '**Add new link**' button. There are no limits to how many links you may want to add. Remember to '**Save changes**'.

Links to key documents of your practice

Pet owners will be able to access these links from their account

Terms & Conditions Link

Privacy Policy Link

Additional Links

These custom links will also be available to pet owners

Title

URL

+ Add new link

Save changes