

MWI Pet Welcome Page

03/06/2025 9:36 am BST

Summary

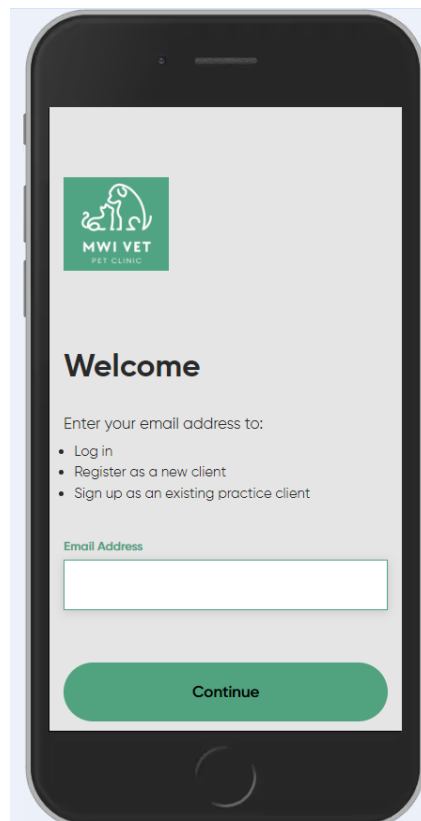
Brand new and existing practice clients can register to the practices MWI Pet.

Details

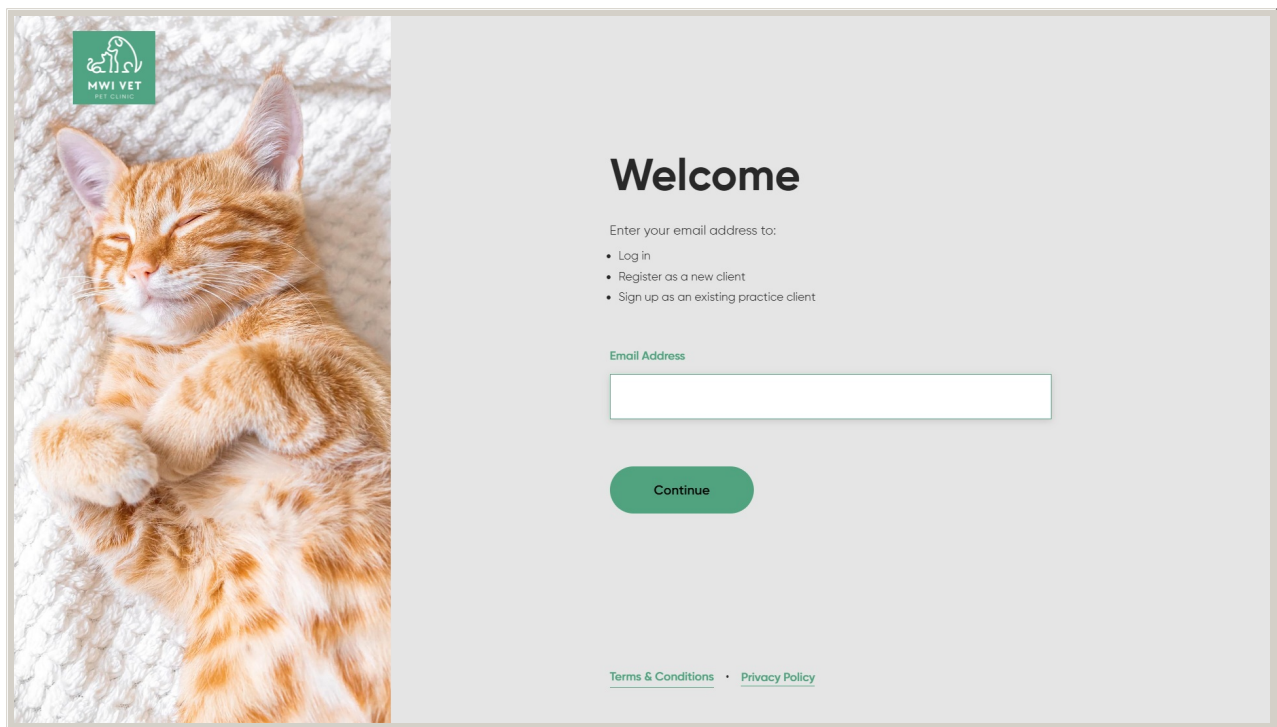
This page details the client registration and log in process on MWI Pet.

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

This is the first page the client will see when accessing your MWI Pet. Please note - the image you have chosen for the practice MWI Pet will not show on a mobile view:



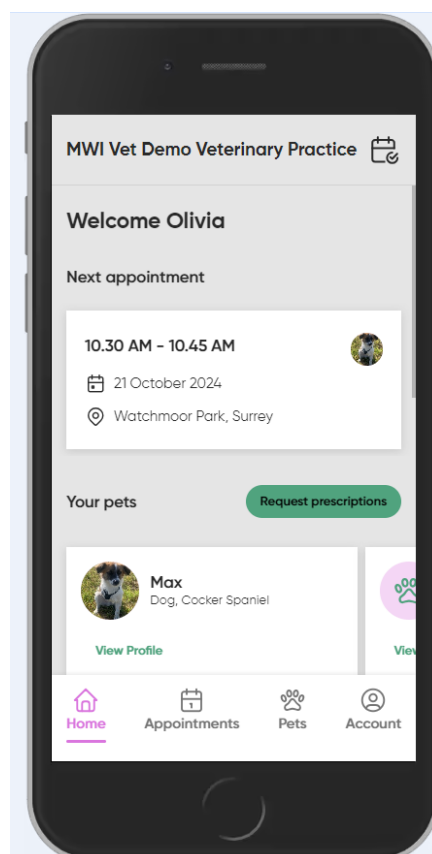
The below image is taken from a desktop view which will show the image you have chosen:



The client can now use the Welcome page to log in, register as a brand new practice client, or sign up as an existing practice client.

a. Log in - If the client has already registered with MWI Pet, they will enter their email address, enter their password and press 'Continue'.

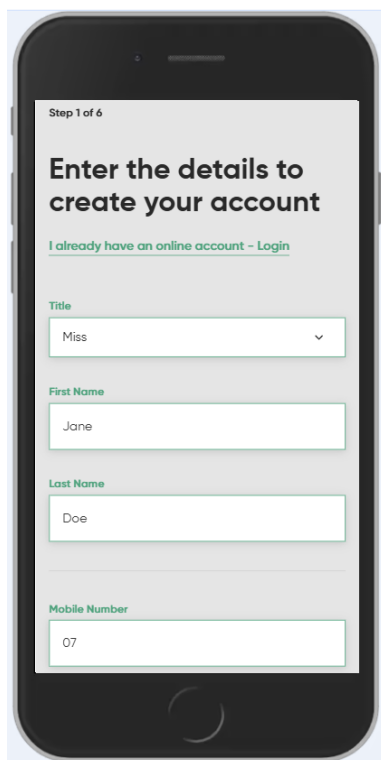
Once logged in, their Home screen will display:



b. Registering as a new practice client - This is for clients who do not have an account already registered on Merlin or MWI Pet. They now need to enter their email address and press 'Continue'.

There are now 5 simple steps to complete before new registration is finalised.

Step 1 - Enter Title, First Name, Last Name and Mobile Number. Once the client scrolls down slightly, they can choose to view MWI Animal Health's 'Terms of use' and also the 'Privacy Policy' (there is a hyper-link within this for the practice client to view the practice Privacy Policy). They must tick 'I accept all Terms and Conditions' to allow them to proceed.

A screenshot of a mobile application interface for account creation. The screen is titled "Step 1 of 6" and "Enter the details to create your account". Below the title is a link that says "I already have an online account - Login". The form contains four input fields: "Title" with a dropdown menu showing "Miss", "First Name" with the text "Jane", "Last Name" with the text "Doe", and "Mobile Number" with the text "07".

Now press 'Submit'.

Step 2 - Enter the postcode. This will then populate all addresses associated with that postcode. Once selected, the information will pre-fill in the boxes below. Alternatively, they can manually enter their address by using the fields below. Now press 'Submit'.

Step 3 - The client now has the option to choose which site they will be registered at. For multi-site practices using MWI Pet, the client can select any via the drop-down. Note for multi-site practices - when booking an appointment via MWI Pet, the practice client will be able to specify which site they would like to visit. Now press 'Submit'.

Step 4 - The client can now specify details of their previous registered practice if relevant. They can manually enter the address or use the postcode search in order for the address to pre-fill. Note - if the client does submit this information, this will show in the Client Notes tab in Merlin. Now press 'Submit'.

Details of previously registered practice

Were you previously registered with another practice?

Yes

No

Please provide details about your previous practice

Name of previous practice

Phone Number

Enter Postcode

Step 5 - The client can choose to receive their 4-digit code via email or SMS. Select one of the options and select 'Next'. A code will now be sent to their mobile phone or email address, depending on which one was selected. Now type the code in and press 'Submit'.

You may already be registered with our vet practice

Enter the code we've sent to the mobile ending 1129 [Change](#)

Code

2 T N T

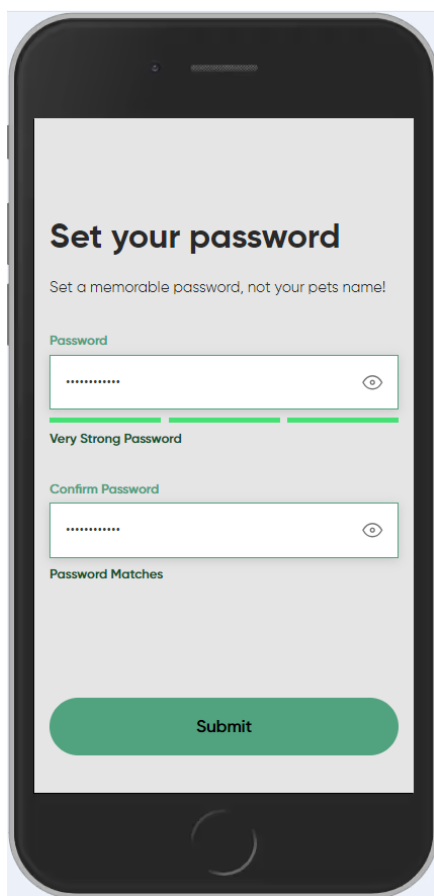
[Resend Code](#)

Submit

[I don't recognise these details](#)

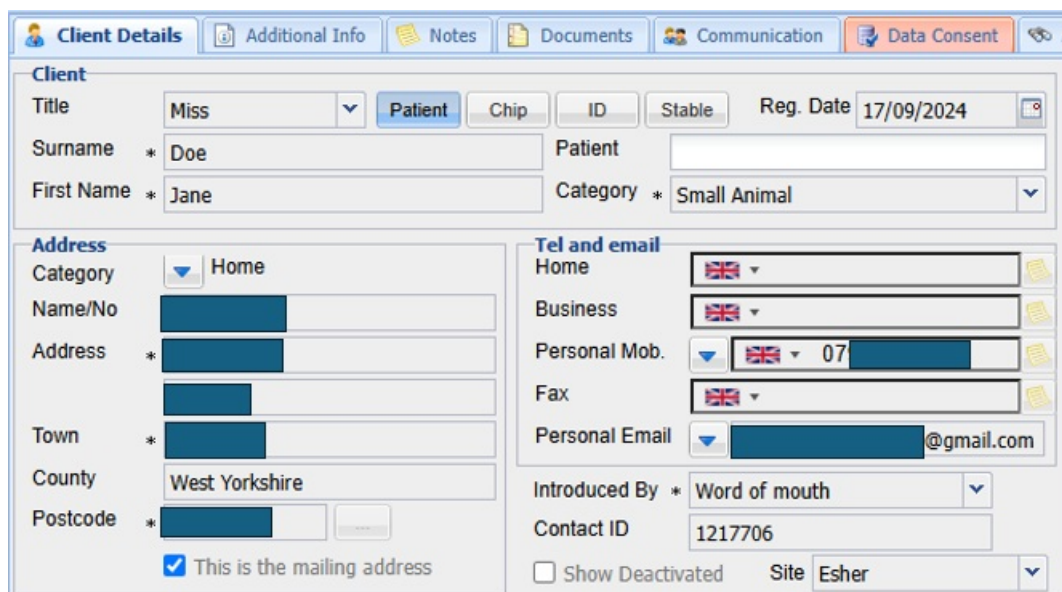
Step 5 - The client will now enter a password for MWI Pet. (Note - passwords must be at least 8 characters,

contain at least one lowercase character, one uppercase character, one number and one symbol). Now press 'Submit'.



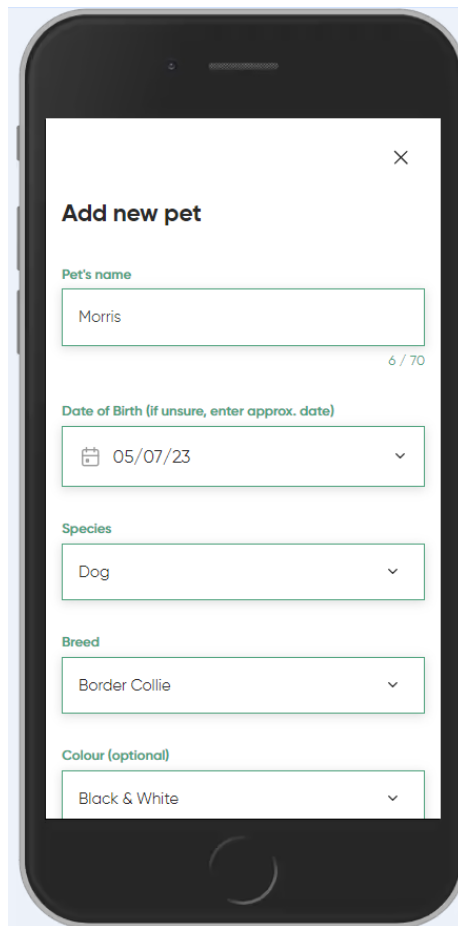
The image shows a mobile app interface for setting a password. The title is "Set your password". Below the title is a subtitle: "Set a memorable password, not your pets name!". There are two input fields: "Password" and "Confirm Password". Both fields have a green progress bar below them, indicating the password strength. The "Password" field has a green bar and the text "Very Strong Password". The "Confirm Password" field has a green bar and the text "Password Matches". At the bottom is a green "Submit" button.

The new client is now registered. As MWI Pet and Merlin work alongside one another in real time, the clients account will now have automatically registered in Merlin:

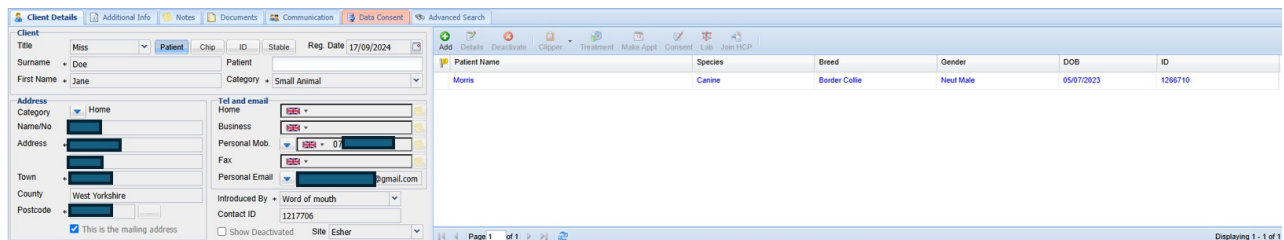


The image shows the "Client Details" screen in the Merlin software. The screen has a top navigation bar with tabs: "Client Details", "Additional Info", "Notes", "Documents", "Communication", and "Data Consent". The "Client Details" tab is selected. The form is divided into several sections: "Client", "Address", and "Tel and email". The "Client" section includes fields for Title (Miss), Surname (* Doe), First Name (* Jane), Patient, Category (* Small Animal), and Reg. Date (17/09/2024). The "Address" section includes fields for Category (Home), Name/No, Address (*), Town (*), County (West Yorkshire), and Postcode (*). There is a checkbox "This is the mailing address" which is checked. The "Tel and email" section includes fields for Home, Business, Personal Mob. (07), Fax, and Personal Email (@gmail.com). There are also fields for Introduced By (* Word of mouth) and Contact ID (1217706). At the bottom, there is a checkbox "Show Deactivated" and a dropdown for Site (Esher).

The newly registered client can now register their pet via MWI Pet. Fill in all the details. A pet profile picture can also be uploaded. There is also the option to 'Add another pet' at the bottom of the screen. To finalise, press 'Save'.



Again, the newly registered pet will display in Merlin under the clients account:

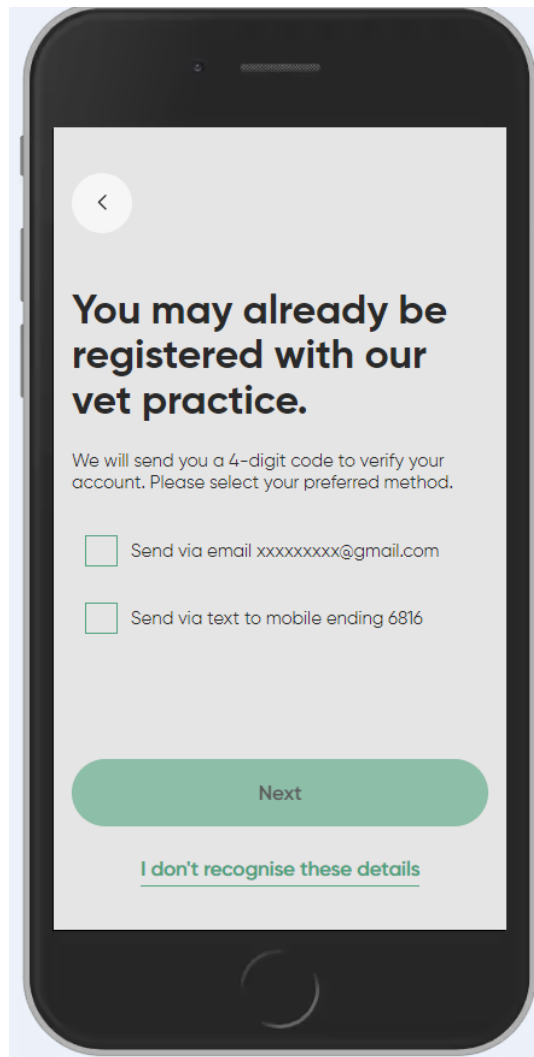


The MWI Pet Home page will now display to the practice client.

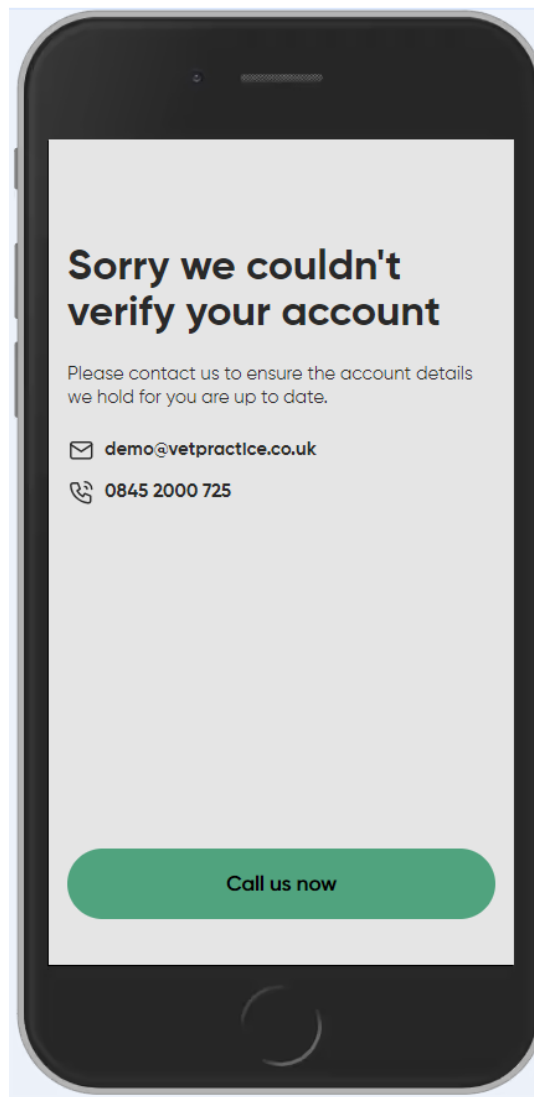
c. Signing up as an existing practice client - This is for clients who have an existing account registered in Merlin, but not MWI Pet. Please note - When the client is creating an MWI Pet account, MWI Pet will attempt to link it to the pre-registered account in Merlin if they use the same email address and mobile phone number to register. If they use different ones, MWI Pet will communicate with Merlin and create a duplicate account.

The client will enter their First Name, Last Name and Mobile Number, accept the Terms and Conditions and press 'Submit'.

As MWI Pet recognises this mobile number is already associated with a client record on Merlin, the following will appear, and they can choose to receive the 4-digit code via SMS or the email address stored in Merlin.



If they select 'I don't recognise these details', a message will appear to say 'Sorry we couldn't verify your account' and contains the practice information and a 'Call us now' button.



Once the 4-digit code has been entered, MWI Pet will ask for a password. Now press Submit'.

The client can now register a pet and finalise by clicking 'Finish'. They will then be directed to the MWI Pet Home page.
