

ONLINE BOOKING

CONTENTS

How It Works	3
Online Set Up Options	4
Defaults.....	5
Services	6
Species	6
Block Period.....	6
Slot Setting.....	7
Tele-Med	7
Profile.....	7
Log	8
IP List	8
Reports	8
VetlinkPro Setup Options	9
Staff Configuration	9
Diary Configuration	9
Client Interface	10
Making a booking as Guest	10
Step 1: Booking Info	10
Step 2: Time Slot	11
Step 3: Your Details	12
Step 4: Confirmation	13
Making a booking by Logging In	14
Step 1: Booking Info	14
Step 2: Time Slot	15
Step 3: Your Details	16
Step 4: Confirmation	18
Making a booking by Logging In before you can book.....	19
Step 1: Your Details	19
Step 2: Booking Info	21

Step 3: Time Slot 23

Step 4: Confirmation 24

Mail Merge URL (Vaccination Reminders) **25**

Confirming Bookings in VetlinkPro..... **26**

Bookings Where Client HAS NOT Logged In **26**

Bookings Where Client HAS Logged In **29**

Client Login Details **30**

Telemedicine From Online Booking..... **30**

HOW IT WORKS

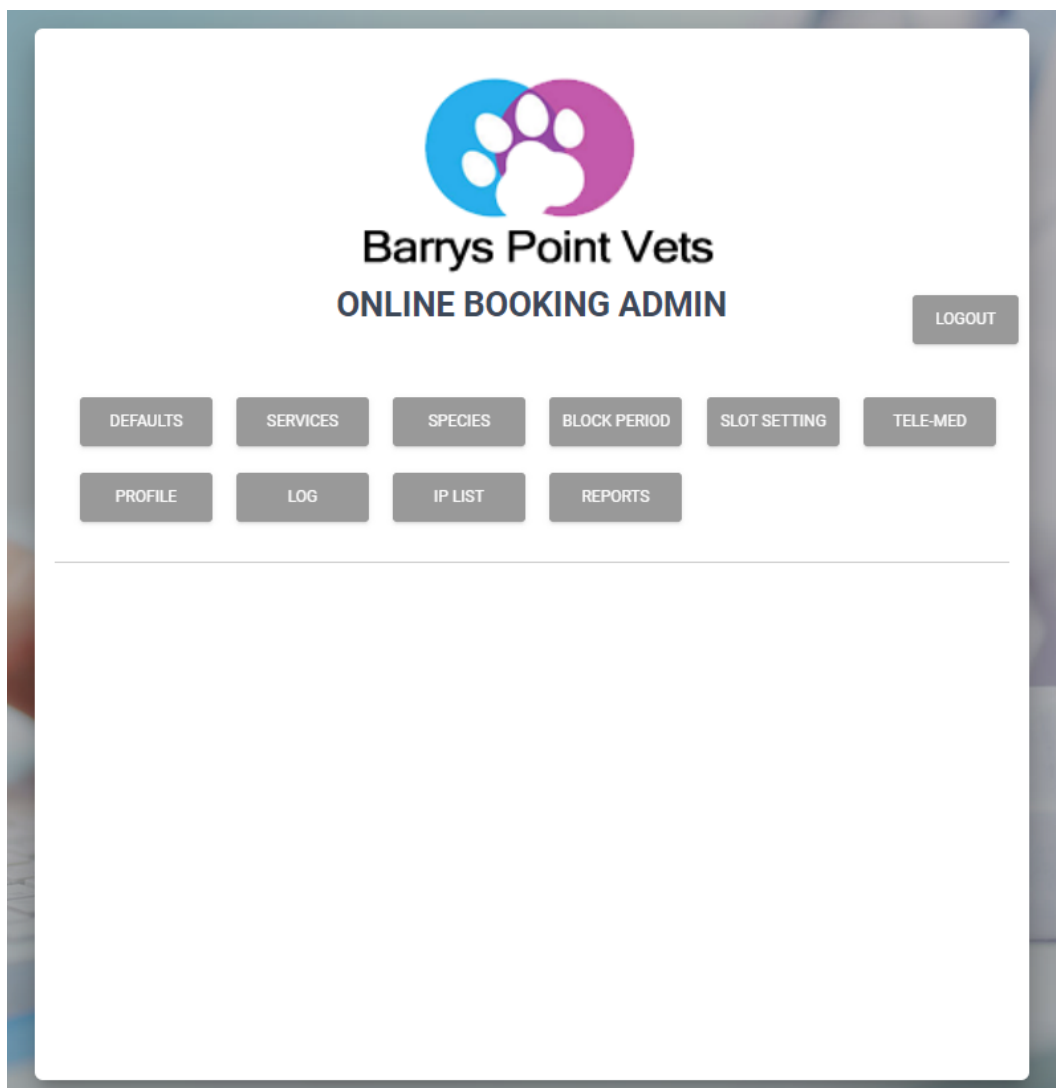
VetlinkPRO's cloud based online booking system has been developed to operate with 'live' integration to the VetlinkPRO in-clinic Diary system. In the web setup section, the clinic is able to select appointment reasons that are allowed to be booked by clients on the web. The appointment reasons can also be categorised and renamed on the web module independently. This is what clients want today – total freedom to search for available appointment times online, and not be put on 'hold', let alone get a 'clinic closed' message when it is a more convenient time for them, such as at night.

Once set up and activated, the cloud application resides on our secure server with a secure connection to the VetlinkPRO server or main PC at your clinic. The booking system can be a link on your existing web site, or you may provide a direct link in your email or SMS correspondence to the client. When they click on the link they will be provided with a login screen. If they forget their password, they can get it sent to them by the 'Forgot Password' link thereby making this system maintenance and hassle free for the clinic.

By logging onto a secure SETUP area, the clinic can fully configure special ONLINE CATEGORIES and Appointment REASONS allowed to be booked on their system.

ONLINE SET UP OPTIONS

1. Open your internet browser (Internet Explorer, Mozilla Firefox, Google Chrome etc.).
2. Go to <https://onlinebooking.vetlinkpro.com/admin> and enter your username and password, then press 'enter' or click '**LOG IN**'.



Defaults

Enabled Appointment Type	You can choose whether online booking can be used for In Clinic appointments only, Telemedicine appointments only or both .
Allow staff selection	Setting this to 'Yes' allows clients to select a preferred staff member when making their appointments
Multiply Time for Multi Patients	Setting this to yes will multiply the appointment time by the number of patients as selected on online booking screen. If a client select a 20 min consult but sets number patients to 2, a 40 min time slot will be searched for.
Apts per IP per hour	This is the number of appointments that can be made per hour from one IP address (each time you connect to the internet you are given a unique IP address). Setting this low will help stop multiple spam clients being created from one computer.
Bookings allowed after	This setting controls how many days ahead a client must make their booking, 0 being today, 1 tomorrow etc.
Booking Successful On Screen Message	The message that is displayed when a booking is successfully submitted to VetlinkPro for in-clinic appointments.
Booking Successful Email Message	The message that is emailed when a booking is successfully submitted to VetlinkPro for in-clinic appointments.
Telemedicine Booking Successful On Screen Message	The message that is displayed when a booking is successfully submitted to VetlinkPro for telemedicine appointments.
Telemedicine Booking Successful Email Message	The message that is emailed when a booking is successfully submitted to VetlinkPro for telemedicine appointments.
Booking Failed Message	The message that is displayed when there is an error trying to book the appointment.
No Available Slot Message	The message that is displayed if there is no time slot available.
Display Online Booking T&C	Select Yes to display the terms and conditions link for in clinic online bookings.
Online Booking T&C Link	The link that will show if "Display online booking T&C" is yes.
Display Telemedicine T&C	Select Yes to display the terms and conditions link for telemedicine online bookings.
Telemedicine T&C Link	The link that will show if "Display telemedicine T&C" is yes.
Promotion Image	This image is shown at the booking successful screen and will need to fit the width of the white space area in order to align properly.
Auto Login link expires in	The autologin for clients will expire in the mentioned number of days and they will need to log in again. This setting is company wide and will apply to all branches.
Is Appointment Notes Compulsory?	Select yes if you want the "Appointment Notes" field to be compulsory when making a booking.

Notes Description

Enter the description (if any) you would like to appear with the appointment notes box. E.g. Please note all current medication you pet is taking.

Services

Inside this tab, VetlinkPro loads your Appointment Reasons into the left column, and allows you to choose which you would like to be available for online booking in the right column.

1. Select the Reason inside the left column and click the '>'. The Reason will now show in the right column and be enabled for online booking.
2. To remove a Reason from online booking, select the reason and click the 'x' button on the right.
3. To add client instructions to a specific Reason, select your Reason from the right column then select 'EDIT' at the bottom in the Service Details area and fill in your instructions. This text will then display to a client in big red letters when they are selecting a time slot for their appointment.
4. Settings whether the reason is a telemedicine, in-clinic appointment or both can be set by clicking the edit button as well.

Species

This screen is for selecting which species are and aren't allowed to be booked via online booking.

1. Select the Species inside the left column and click the '>'. The Species will now show in the right column and be disabled for online booking.
2. To remove a Species from being disabled for online booking, select the species and click the 'x' button on the right.

Block Period

This screen is for blocking out periods of time in the diary if a staff member is unavailable to work.

1. Select your choice of week day from the 'Week Days' drop-down menu to view which days you have 'block out periods' on.
2. To add a new 'block out period', click the '+ Add a new block period' button.
3. This area has customizable column positioning. You can click and drag any of the three columns (Staff, From, To) into any order you prefer.
4. Select a staff member from the 'Staff' drop-down, enter the 'From' time manually or click the clock icon on the left to select a time and set whether the Block is for in-clinic, telemedicine or both appointment types.
5. Once you have configured the 'block out period', select either the tick or cross to save or cancel the changes you are making. If this block out period is to be repeated on multiple days, you will need to repeat these steps on each day.

6. To edit a 'block out period', click on the pencil icon to the left of the desired staff member. This takes you to the configure screen where you can change the 'staff member', 'from' time and 'to' time.
7. To delete a 'block out period', click on the 'x' to the right of the desired staff member.

Slot Setting

This screen is for blocking out periods of time in the diary if a staff member is unavailable to work.

1. To add a new 'slot setting', click the '+ Add a new slot setting' button.
2. This area has customizable column positioning. You can click and drag any of the three columns (Staff, From, To) into any order you prefer.
3. Select a reason from the 'Reason' drop-down, select which days are allowed from the 'Days Allowed' drop down, enter the 'From' and 'To' times manually or click the clock icon on the left to select a time and set whether this is for in-clinic, telemedicine or both appointment types.
4. Set the 'Status' to active and add a description if you wish.
5. Once you have configured the 'slot setting', select either the tick or cross to save or cancel the changes you are making.
6. To edit a 'slot setting, click on the pencil icon to the left of the reason. This takes you to the configure screen where you can change the 'reason', 'from' and 'to' times and 'status'.
7. To delete a 'slot setting', click on the 'x' to the right of the desired reason.

Tele-Med

These setting let you assign staff members to a telemedicine host so telemedicine bookings can be made for them.

Click the [Add Staff](#) button, then select from one of the hosts available.

Note: Zoom user lists get populated from the hosts you emailed to VetlinkPRO when configuring your zoom account.

Profile

These settings configure your profile for logging into the set up portal.

Login Email	The email address you log in to Online Booking Setup with
Password	The password you use to log in
First Name	The first name of the clinics online booking manager.
Last Name	The last name of the clinics online booking manager.
Contact Email	The email that online booking will contact

Log

This section shows a log of everything that happens inside your online booking portal, both on setup and client-side. You can configure the date filter to show any period of time, and are able to choose what type of event you are looking for (Appointment Made, Login, Searched Time Slots etc.).

Simply set the 'From' and 'To' dates, select the event and click **'View'**.

IP List

This section shows all of the different IP connections that have been made to the clinic's online booking along with how many times they have booked. This screen also allows users to be blocked by clicking on the green "Allowed" icon under status which will then change to a red "Blocked" icon.

Reports

The Reports tab allows you to view statistical bar graphs of client activity for online booking. Similar to the Log tab, you can filter by date range, but also view graphs in 'Weekly', 'Monthly', and 'Yearly' format:

Total Bookings	The total amount of bookings made in the week, month or year over the date range you have chosen .
Week Day Bookings	The total number of bookings for each week day within the date range you have chosen. E.g between Jan 1 st and July 1 st , Tuesday has been the most popular with 150 bookings.
Booking Success	A graph that presents statistics on successful bookings from the date range you have chosen in either 'Weekly', 'Monthly' or 'Yearly' format. Orange represents how many times 'Time Slots' were searched, Yellow represents how many times 'Time Slots' were selected, and Green represents how many times an appointment was made.
Popular Times	A graph of time slots in a day where the most bookings are made. E.g 7pm is a popular time as most people have gotten home from work by then.
New Clients	A graph of all bookings separated by how many are new and how many are from returning clients.

VETLINKPRO SETUP OPTIONS

Staff Configuration

1. For clients to make online bookings against a staff member in the diary they must first be allocated to that diary through the roster.
2. Next you must tick the **'Allow on Web'** flag from the staff record under the **'Staff'** tab.
3. Once enabled for online booking, you can then assign Appointment Reasons to that staff member for clients to select when booking online. If no reasons are selected it means they can be booked for all reasons (provided they have been selected in the online setup). These can be added from the Staff record under the **'Staff'** tab and **'Reasons Allowed for Staff'**.

Diary Configuration

1. Select the diary that online bookings can be made for from [Options | Setup | Diary | More Options | Diary to Lookup](#) when making online bookings.
2. Configure the confirmation email/SMS that will be sent once the booking is confirmed by clinic staff from [Options | Setup | Diary | Email Appointment Confirmation / SMS Appointment Confirmation](#).

Note: The email/SMS is sent from VetlinkPro so your outbound mail settings will need to be configured or you will need to be set up with the SMS module. Also for clients to receive the confirmation email/SMS they will need to have Apt confirm ticked in their client record under the Marketing tab | Send by Email / Send by SMS | Apt Confirm.

CLIENT INTERFACE

Making a booking as Guest

Step 1: Booking Info

Here you can select a:

- **Branch:** (all your branches will show in this list, there is no option to only show some).
- **Service:** which will have options provided from your choices of 'Appointment Reasons' on the setup side.
- **Staff:** as per options provided from your choices on the setup side this will either be all or selectable.
- **Num of Patients:** How many patients are being brought in for this visit.

The screenshot shows the 'Barrys Point Vets ONLINE BOOKING' interface. At the top, there is a logo consisting of two overlapping circles (one blue, one purple) with a white paw print in the center. Below the logo, the text 'Barrys Point Vets' and 'ONLINE BOOKING' is displayed. A navigation bar contains four tabs: 'BOOKING INFO' (highlighted in red), 'TIME SLOT', 'YOUR DETAILS', and 'CONFIRMATION'. The 'BOOKING INFO' section contains five form fields:

Branch	Please select a branch
Apt Type	Please select a type
Service	Please select a service
Staff	Any staff
Num of Patients	1

A red 'NEXT' button is located at the bottom right of the form.

Step 2: Time Slot

Now you can choose a time slot from the days available. Times and dates shown reflect the 'Bookings allowed after' setting configured in setup. Clicking on a time slot will proceed the booking to the next stage. Above the time selection box is where you will see any Client Instructions you have added to the Appointment Reason that the client has selected. In this example, 'Ear Issues' was selected as a Reason.

The screenshot shows the Barrys Point Vets Online Booking interface. At the top is the logo and the text "Barrys Point Vets ONLINE BOOKING". Below this is a navigation bar with four tabs: "BOOKING INFO", "TIME SLOT" (highlighted in red), "YOUR DETAILS", and "CONFIRMATION".

Below the navigation bar, there is a red text instruction: "If it is urgent or you can't find a time slot please phone in and we will try and fit you in." Below that is a red warning icon and the text "Please don't feed patient".

The main content area shows a date range selector for "27 Jan 24 - 29 Jan 24". Below this is a table of available time slots for the patient "Lady Natasha Romanoff".

	Sat 27	Sun 28	Mon 29
Lady Natasha Romanoff	10:00	08:00	08:00
	10:15	08:15	08:15
	10:30	08:30	08:30
	11:15	08:45	08:45
	11:30	09:00	09:00
	11:45	09:15	09:15
	12:00	09:30	09:30
	12:15	09:45	09:45
		10:00	10:00
		10:15	10:15
		10:30	10:30

At the bottom left of the table area is a "BACK" button. At the bottom right, there is a note: "Scroll down to see more available staff."

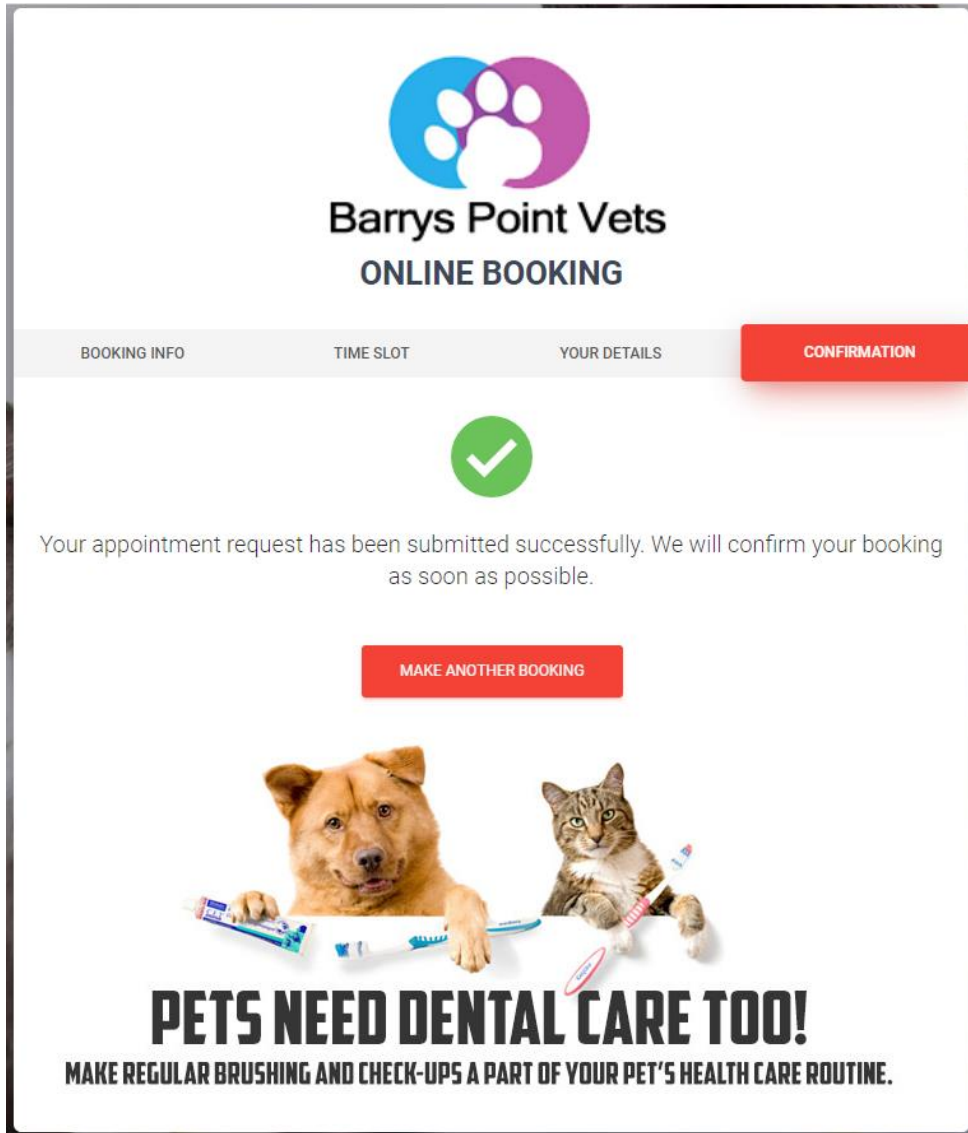
Step 3: Your Details

1. For new clients, they must provide:
 - Whether they are new client, First Name, Last Name, Phone, Email, Patient Name, Species (chosen from the drop-down menu)
2. If they need to book for more than one pet, they may enter the additional patients details in the 'More Patients' field. Inside this field they will see that that patients name, species and reason for booking is needed.
3. If they feel the clinic needs to be made aware of anything special about their patient, for example, "Fluffy bites when she's nervous", they may add that information in the 'Notes' field provided under their details.
4. After they have entered their details, they must fill in the 'Captcha' field (a simple security measure to prevent spamming) and then click **'NEXT'**.

The screenshot shows a mobile application interface for the 'YOUR DETAILS' step of an online booking process. At the top, there are four tabs: 'BOOKING INFO', 'TIME SLOT', 'YOUR DETAILS' (which is highlighted in red), and 'CONFIRMATION'. Below the tabs, there is a 'Continue as a Guest or LOGIN' link with a red 'LOGIN' button. The form contains several input fields: 'New Client?' with a dropdown menu set to 'Yes'; 'First Name' with the value 'Joe'; 'Last Name' with the value 'Bloggs'; 'Phone' with the value '09 4892280'; 'Email' with the value 'support@cfl.co.nz'; 'Patient Name' with the value 'Fluffy'; 'Species' with a dropdown menu; 'More Patients' with a text input field containing the placeholder 'Enter name, species & reasons here'; 'Notes/Address' with an empty text input field; and 'Captcha' with a visual captcha showing the numbers '600' and a text input field with the placeholder 'Type the code from the image'. At the bottom of the form, there are two buttons: a grey 'BACK' button on the left and a red 'NEXT' button on the right.

Step 4: Confirmation

1. The client will be presented with the 'Booking Successful Message' that was configured in setup and will have the option to book another appointment if they wish by clicking the **'MAKE ANOTHER BOOKING'** button. Below that your client will see the Promotional Image you would have created in the setup side.



The screenshot displays the 'Barrys Point Vets ONLINE BOOKING' interface. At the top, there is a logo consisting of two overlapping circles, one blue and one purple, with a white paw print in the center. Below the logo, the text 'Barrys Point Vets' and 'ONLINE BOOKING' is displayed. A navigation bar contains four tabs: 'BOOKING INFO', 'TIME SLOT', 'YOUR DETAILS', and 'CONFIRMATION'. The 'CONFIRMATION' tab is highlighted in red. In the center of the page, there is a green checkmark icon. Below the icon, the text reads: 'Your appointment request has been submitted successfully. We will confirm your booking as soon as possible.' A red button labeled 'MAKE ANOTHER BOOKING' is positioned below the text. At the bottom of the page, there is a promotional image featuring a brown dog and a tabby cat, both holding toothbrushes. Below the image, the text reads: 'PETS NEED DENTAL CARE TOO!' and 'MAKE REGULAR BRUSHING AND CHECK-UPS A PART OF YOUR PET'S HEALTH CARE ROUTINE.'

Making a booking by Logging In

Step 1: Booking Info

Here you can select a:

- **Branch:** (all your branches will show in this list, there is no option to only show some).
- **Service:** which will have options provided from your choices of 'Appointment Reasons' on the setup side.
- **Staff:** as per options provided from your choices on the setup side this will either be all or selectable.
- **Num of Patients:** How many patients are being brought in for this visit.

The screenshot shows the 'Barrys Point Vets ONLINE BOOKING' interface. At the top, there is a logo consisting of two overlapping circles, one blue and one purple, with a white paw print in the center. Below the logo, the text 'Barrys Point Vets' and 'ONLINE BOOKING' is displayed. A navigation bar contains four tabs: 'BOOKING INFO' (highlighted in red), 'TIME SLOT', 'YOUR DETAILS', and 'CONFIRMATION'. The 'BOOKING INFO' tab is active, showing a form with the following fields:

Branch	Please select a branch
Apt Type	Please select a type
Service	Please select a service
Staff	Any staff
Num of Patients	1

A red 'NEXT' button is located at the bottom right of the form.

Step 2: Time Slot

Now you can choose a time slot from the days available. Times and dates shown reflect the 'Bookings allowed after' setting configured in setup. Clicking on a time slot will proceed the booking to the next stage.

The screenshot shows the Barrys Point Vets Online Booking interface. At the top is the Barrys Point Vets logo and the text "ONLINE BOOKING". Below this is a navigation bar with four tabs: "BOOKING INFO", "TIME SLOT" (which is highlighted in red), "YOUR DETAILS", and "CONFIRMATION".

Below the navigation bar, there is a red message: "If it is urgent or you can't find a time slot please phone in and we will try and fit you in." Below this is a warning icon and the text "Please don't feed patient".

The main content area shows a date range selector for "27 Jan 24 - 29 Jan 24". Below this is a table of available time slots for a patient named "Lady Natasha Romanoff".

	Sat 27	Sun 28	Mon 29
Lady Natasha Romanoff	10:00	08:00	08:00
	10:15	08:15	08:15
	10:30	08:30	08:30
	11:15	08:45	08:45
	11:30	09:00	09:00
	11:45	09:15	09:15
	12:00	09:30	09:30
	12:15	09:45	09:45
		10:00	10:00
		10:15	10:15
	10:30	10:30	

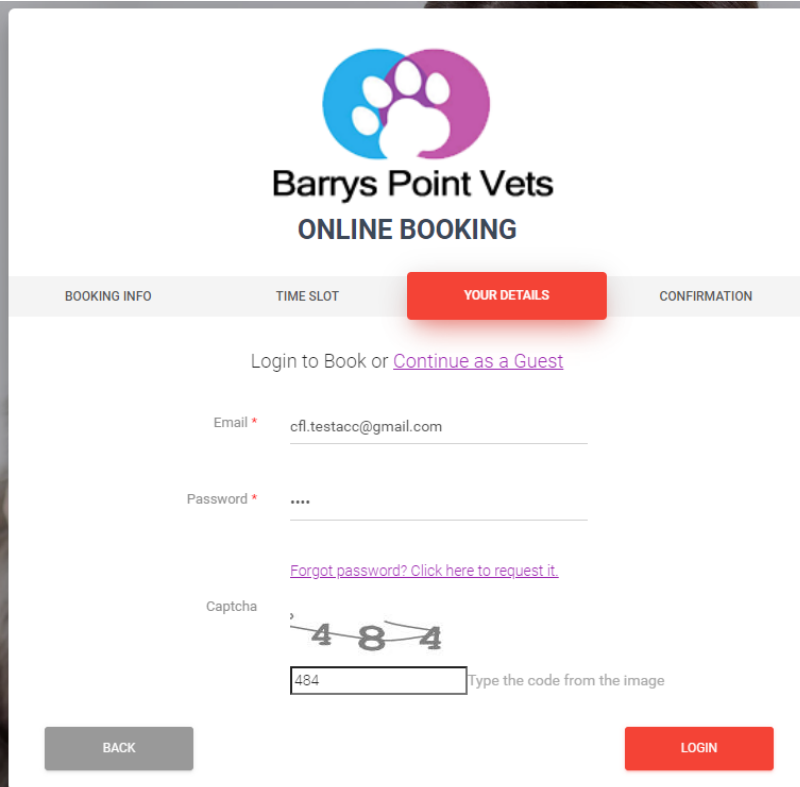
At the bottom left of the table area is a "BACK" button. At the bottom right, there is a note: "Scroll down to see more available staff."

Step 3: Your Details

1. For existing clients, after clicking **'LOGIN'**, they must provide an email address and password, fill in the 'Captcha' field and click the **'LOGIN'** button.

The client's username is stored in VetlinkPRO under the client record in the more tab. The password by default will be their client record number (excluding the '1/'), which may be changed by them once a booking has been made.)

2. Once they have logged in the client will be greeted with a welcome message and will need to fill in the following information:
 - Patient (a list of their registered patients from a drop-down menu)
 - Phone
 - Email
3. If they need to book for more than one pet or have any notes they wish to add, they can do so in the 'More Patients' and 'Notes' fields before clicking **'NEXT'**.
4. This screen lists all the information the client has provided, allowing them to review, or if they need to, go back and change any details they feel are wrong. Once they are satisfied their details are correct, they can click **'BOOK'**.



The screenshot displays the 'YOUR DETAILS' step of the online booking process for Barrys Point Vets. At the top, there is a logo consisting of two overlapping paw prints, one blue and one purple, above the text 'Barrys Point Vets ONLINE BOOKING'. Below the logo is a navigation bar with four tabs: 'BOOKING INFO', 'TIME SLOT', 'YOUR DETAILS' (which is highlighted in red), and 'CONFIRMATION'. The main content area contains the text 'Login to Book or [Continue as a Guest](#)'. There are three input fields: 'Email *' with the value 'cfl.testacc@gmail.com', 'Password *' with the value '....', and 'Captcha' with the value '484'. Below the Captcha field is a small image of the numbers '4 8 4' with lines connecting them to the input field. At the bottom left is a grey 'BACK' button, and at the bottom right is a red 'LOGIN' button.



BARRYS POINT VET CLINIC

imaginary Vet Clinic

ONLINE BOOKING

BOOKING INFO

TIME SLOT

YOUR DETAILS

CONFIRMATION

Hello John Smith

Patient Chase

More Patients

Phone

Email

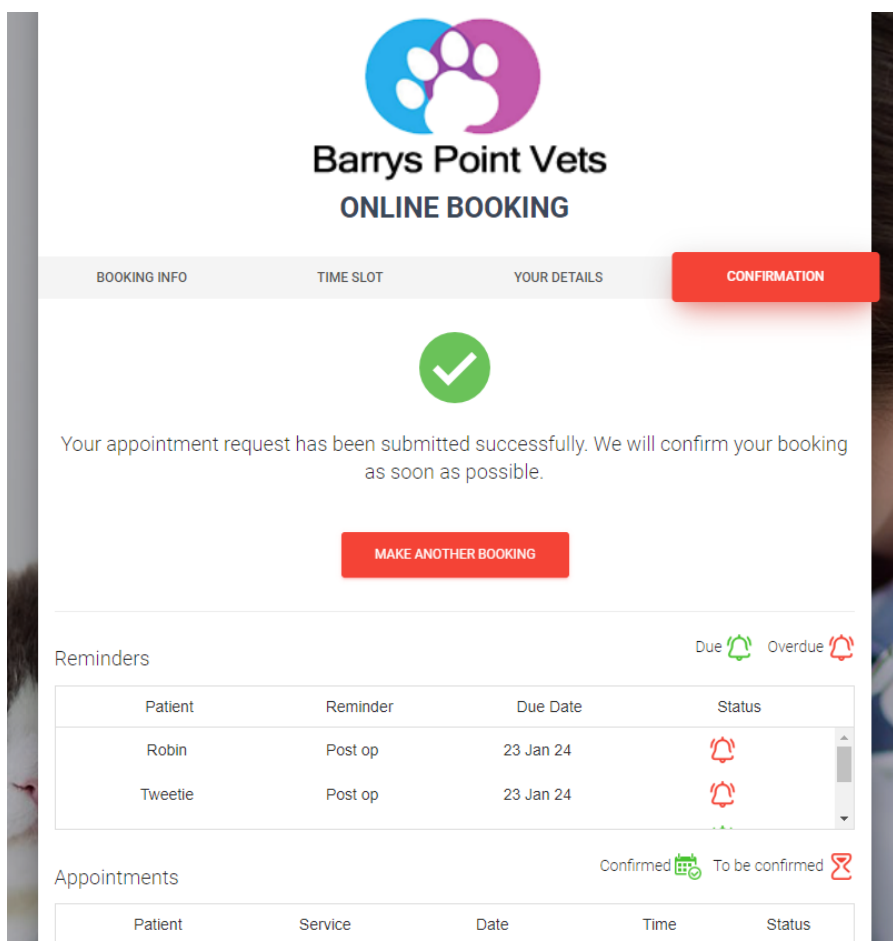
Notes


BACK

NEXT


Step 4: Confirmation

1. The client will be presented with the 'Booking Successful Message' that was configured in setup and will have the option to book another appointment if they wish by clicking the **'MAKE ANOTHER BOOKING'** button.
2. A 'Reminders' section will also appear, providing information on any upcoming reminders they may have.
3. An 'Appointments' section that will list any upcoming appointments that have been previously confirmed with the clinic. The client is given the option of changing or cancelling these appointments with the **'CHANGE APT'** and **'CANCEL APT'** buttons.
4. If the client wishes to change their password, clicking the **'UPDATE PASSWORD'** will bring them to a new screen where they can do so.
5. Finally, the client will be given the option to log out with the **'LOGOUT'** button if they wish to do so, but this is normally only required if they are using a PC that is accessed by the public. If they do not log out, then any new bookings made in that browser session will be automatically logged in as the previous booking's client.






Barrys Point Vets
ONLINE BOOKING



BOOKING INFO TIME SLOT YOUR DETAILS CONFIRMATION





Your appointment request has been submitted successfully. We will confirm your booking as soon as possible.

MAKE ANOTHER BOOKING

Reminders Due  Overdue 

Patient	Reminder	Due Date	Status
Robin	Post op	23 Jan 24	
Tweetie	Post op	23 Jan 24	

Appointments Confirmed  To be confirmed 

Patient	Service	Date	Time	Status
---------	---------	------	------	--------

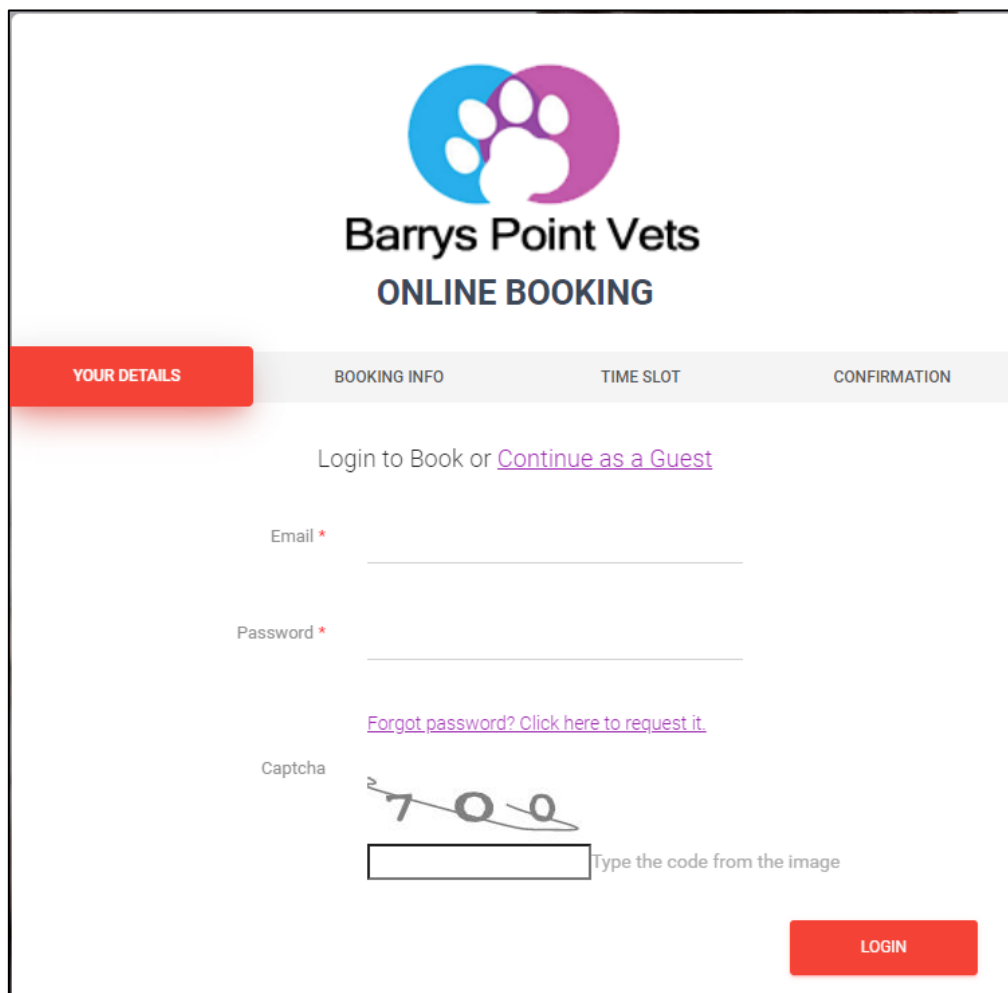
Making a booking by Logging In before you can book

Step 1: Your Details

1. For existing clients, they must provide an email address and password, fill in the 'Captcha' field and click the '**LOGIN**' button.

The client's username is stored in VetlinkPRO under the client record in the more tab. The password by default will be their client record number (excluding the '1/'), which may be changed by them once a booking has been made.)

2. Once they have logged in the client will be greeted with a welcome message along with any reminders due and overdue and any appointments already booked. The client can update any current bookings and their password on this screen as well.
3. To make a booking from this screen, the client must click "Make a new booking".



The screenshot shows the 'YOUR DETAILS' tab of the online booking system. At the top is the Barrys Point Vets logo, a stylized paw print in blue and purple. Below the logo is the text 'Barrys Point Vets ONLINE BOOKING'. A navigation bar contains four tabs: 'YOUR DETAILS' (highlighted in red), 'BOOKING INFO', 'TIME SLOT', and 'CONFIRMATION'. The main content area has the text 'Login to Book or [Continue as a Guest](#)'. Below this are three input fields: 'Email *', 'Password *', and 'Captcha'. The 'Captcha' field contains an image with the numbers '2700' and a text box with the placeholder 'Type the code from the image'. A red 'LOGIN' button is located at the bottom right of the form.



Barrys Point Vets ONLINE BOOKING

- YOUR DETAILS
- BOOKING INFO
- TIME SLOT
- CONFIRMATION

Hello Richard Grayson

MAKE A NEW BOOKING

Reminders

Due Overdue

Patient	Reminder	Due Date	Status
Robin	Post op	23 Jan 24	
Tweetie	Post op	23 Jan 24	

Appointments

Confirmed To be confirmed

Patient	Service	Date	Time	Status

- CHANGE APT
- CANCEL APT
- UPDATE PASSWORD
- LOGOUT

Step 2: Booking Info

Here you can select a:

- **Patient:** Which patient is being brought in for this visit.
- **Num of Patients:** How many total patients are being brought in for this visit.
- **Confirm your details:** Confirm your Phone number, Email and Address.

Then on the next screen you can select the:

- **Branch:** (all your branches will show in this list, there is no option to only show some).
- **Service:** which will have options provided from your choices of 'Appointment Reasons' on the setup side.
- **Staff:** as per options provided from your choices on the setup side this will either be all or selectable.

Barrys Point Vets
ONLINE BOOKING

YOUR DETAILS | BOOKING INFO | TIME SLOT | CONFIRMATION

Please update your details if they are incorrect.

Patient * _____


Num of Patients 1 _____

Phone * 094892290 _____

Email * cfl.testacc@gmail.com _____

Address 14 Biribi Street, Box Hill, Box Hill NSW 2765 _____

BACK NEXT



YOUR DETAILS **BOOKING INFO** TIME SLOT CONFIRMATION

Branch Please select a branch

Apt Type Standard Appointment

Service Please select a service

Notes

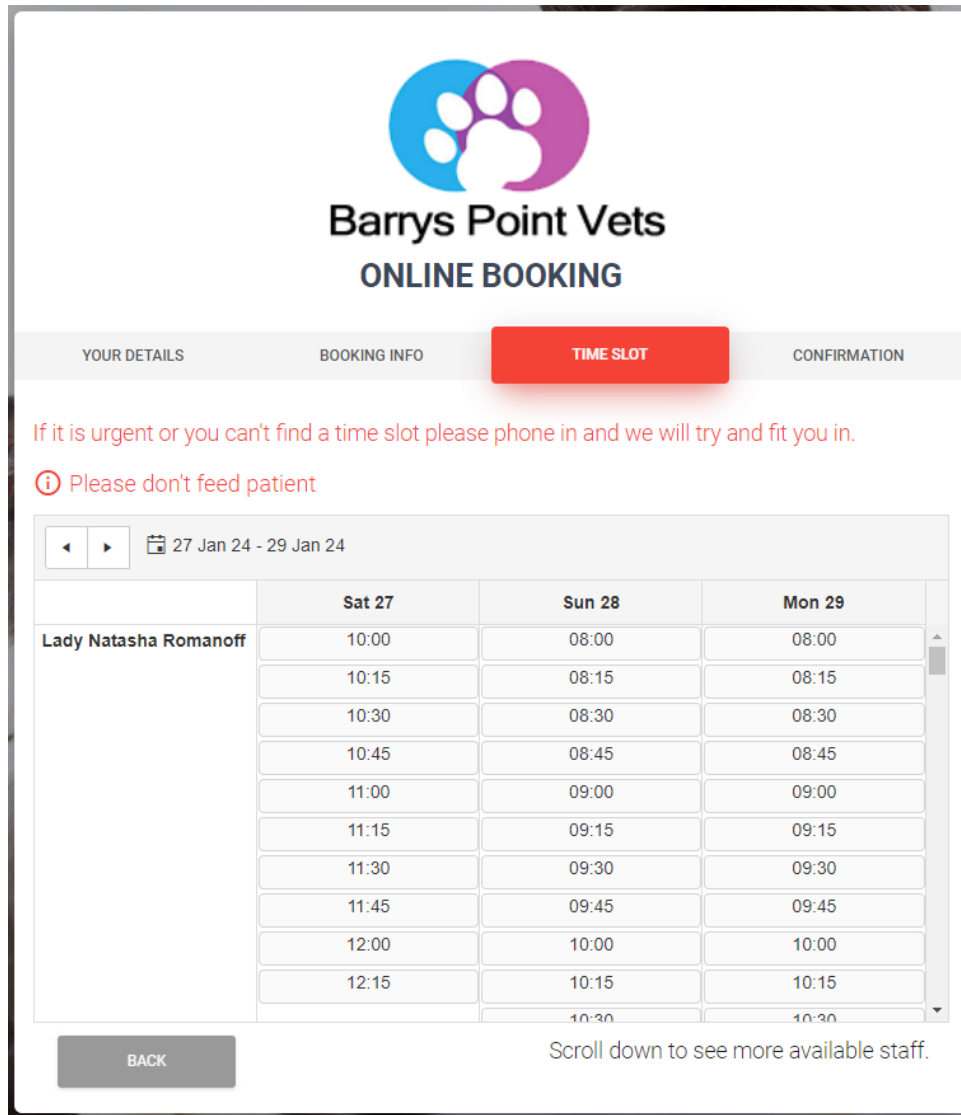
Please add specific details as to why you are booking in your animal.

Staff Any staff

BACK NEXT

Step 3: Time Slot

Now you can choose a time slot from the days available. Times and dates shown reflect the 'Bookings allowed after' setting configured in setup. Clicking on a time slot will proceed the booking to the next stage.



The screenshot shows the Barrys Point Vets Online Booking interface. At the top, there is a logo with a paw print and the text "Barrys Point Vets ONLINE BOOKING". Below the logo is a navigation bar with four tabs: "YOUR DETAILS", "BOOKING INFO", "TIME SLOT" (which is highlighted in red), and "CONFIRMATION".

Below the navigation bar, there is a red message: "If it is urgent or you can't find a time slot please phone in and we will try and fit you in." Below this is a red warning icon and the text "Please don't feed patient".

The main content area shows a date range selector for "27 Jan 24 - 29 Jan 24". Below this is a table of available time slots for three days: Saturday 27th, Sunday 28th, and Monday 29th. The staff member "Lady Natasha Romanoff" is listed on the left. The table shows time slots from 10:00 to 12:15 on Saturday, and 08:00 to 10:15 on Sunday and Monday. A "BACK" button is located at the bottom left, and the text "Scroll down to see more available staff." is at the bottom right.

	Sat 27	Sun 28	Mon 29
Lady Natasha Romanoff	10:00	08:00	08:00
	10:15	08:15	08:15
	10:30	08:30	08:30
	10:45	08:45	08:45
	11:00	09:00	09:00
	11:15	09:15	09:15
	11:30	09:30	09:30
	11:45	09:45	09:45
	12:00	10:00	10:00
	12:15	10:15	10:15

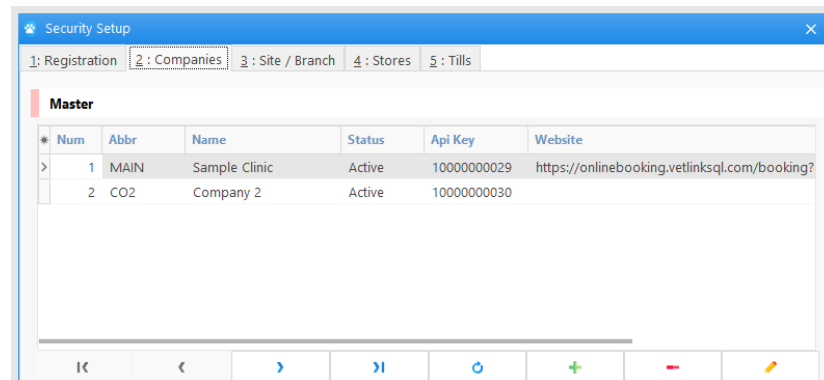
Step 4: Confirmation

4. This screen lists all the information the client has provided, allowing them to review, or if they need to, go back and change any details they feel are wrong. Once they are satisfied their details are correct, they can click **'BOOK'**.
5. The client will be presented with the 'Booking Successful Message' that was configured in setup and will have the option to book another appointment if they wish by clicking the **'RETURN TO HOME'** button. This will return you to the first screen after logging in.
6. Finally, the client will be given the option to log out with the **'LOGOUT'** button if they wish to do so, but this is normally only required if they are using a PC that is accessed by the public. If they do not log out, then any new bookings made in that browser session will be automatically logged in as the previous booking's client.

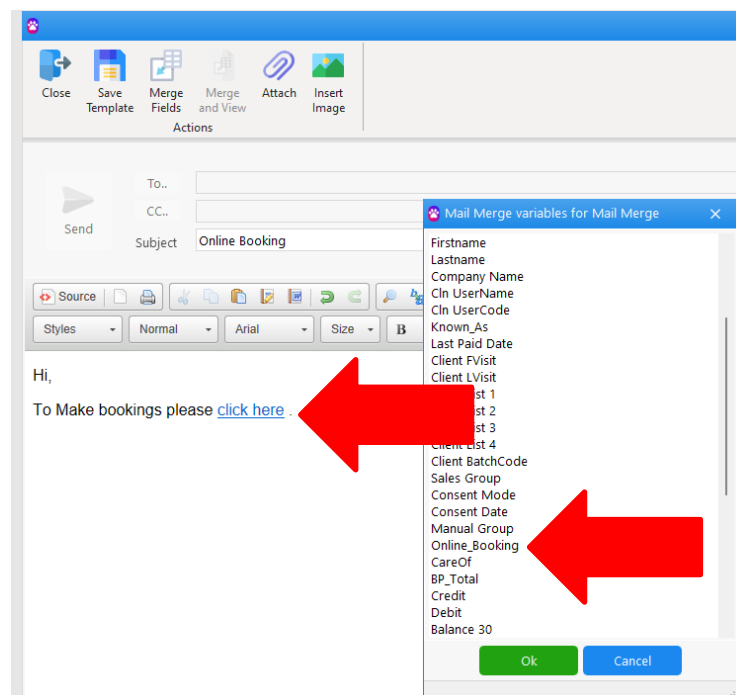
MAIL MERGE URL (VACCINATION REMINDERS)

A mail merge field called Online_Booking can be added to Email/SMS reminders or mailers. This creates a personalised encrypted link for the client. When clicked it will log the client directly into their online booking profile, so they don't have to remember passwords or type in their details to make a booking.

1. Enter Online Booking URL into **Options | Setup | Regn | 2. Companies | enter URL in Website field.**



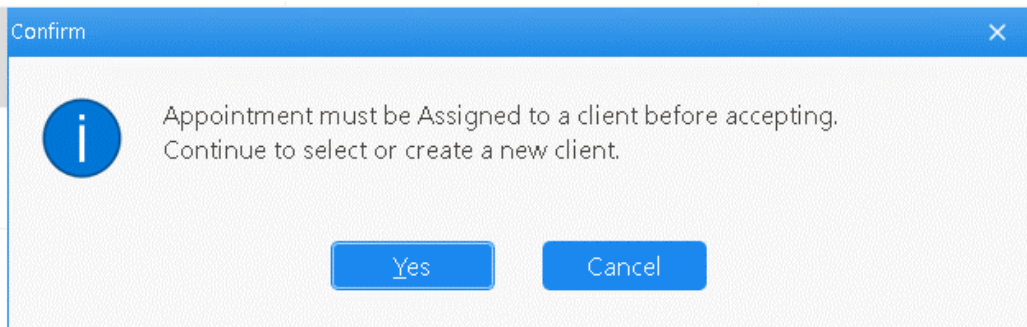
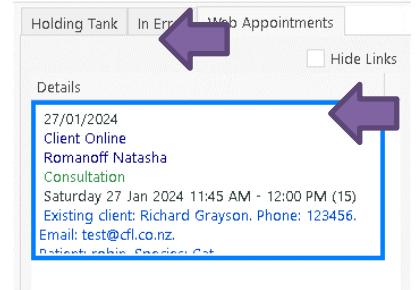
2. Add the mail-merge variable to the Email or SMS mailer you have created.
 - See the Vaccinations Reminders or Marketing Module chapters from the manual for more information on finding and editing the templates.
 - The field is available only where client information is available.
 - For Email the field gets merged as a hyper link "click here"
 - For SMS and Documents, it will be merged to the actual link to the URL. For SMS this will mean the message will exceed 160 characters so two or more SMS will be charged to your account.



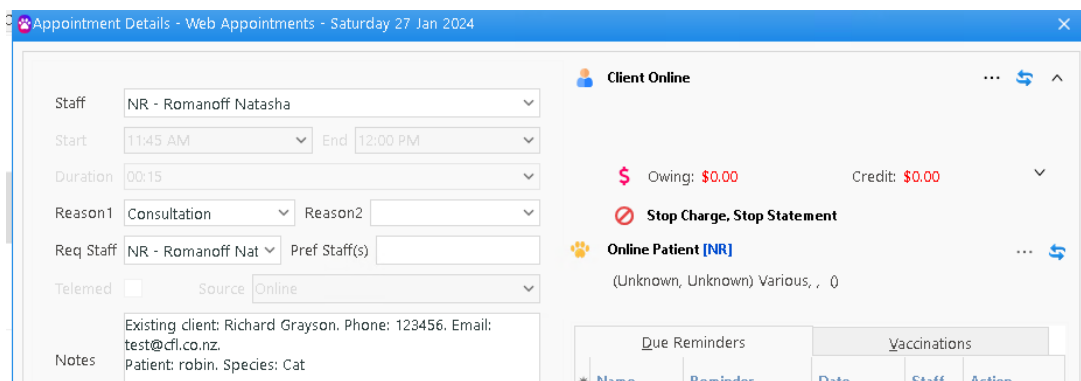
CONFIRMING BOOKINGS IN VETLINKPRO

Bookings Where Client HAS NOT Logged In

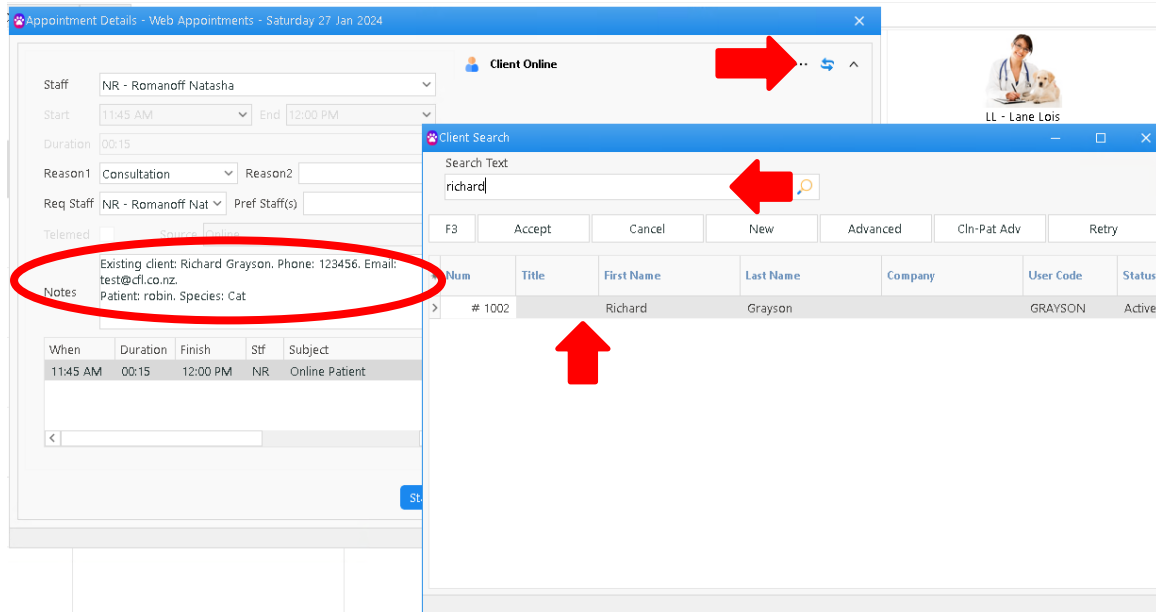
1. When the appointment comes into VetlinkPRO, if the client's name is set to 'Client Online', this indicates the client did not login when making the booking, so the staff member will need to link the booking to a client record.
2. In the notes at the bottom of the appointment, this shows the client details that the booking is for. A staff member can use these to find the client to make the booking for or create a new client record.
3. To link to the correct client record right click on the appointment and select '**Edit/View Details**'.
4. If the appointment is accepted a prompt will appear asking the Staff member to assign the appointment to a client record before continuing.



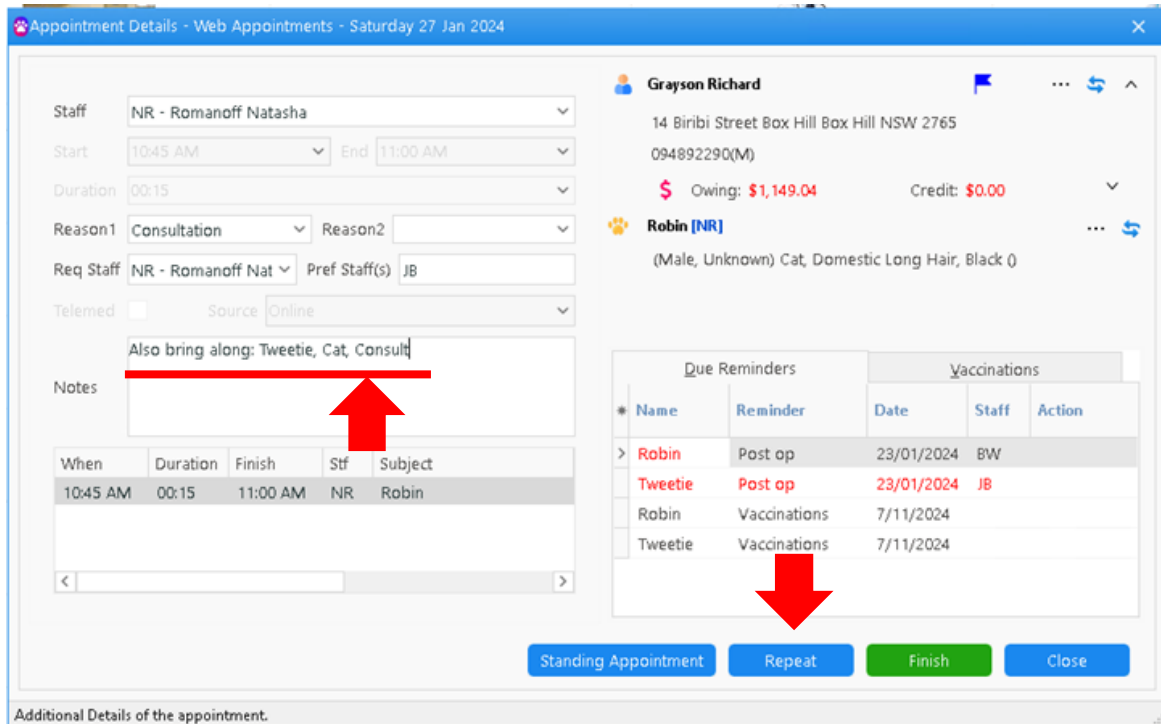
5. Click yes and the appointment details window will open.



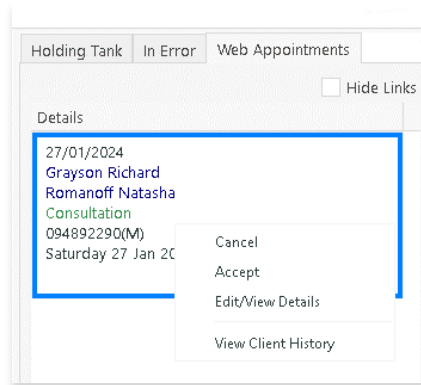
6. In the top left of the appointment details window:
 - The client will be set to Online Client.
 - The Patient will be set to Online Patient.
 - The details section will have the details of the client/patient making the booking as well as any additional bookings.
7. Click the **'Change'** button (2 reversing arrows) to find the correct client/patient record to assign the appointment to or create a new client/patient.
8. You can use the information in the details section to help find the client.



- If the client is bringing in two patients, the details for the second booking will be in the details section as well. Click the repeat button.

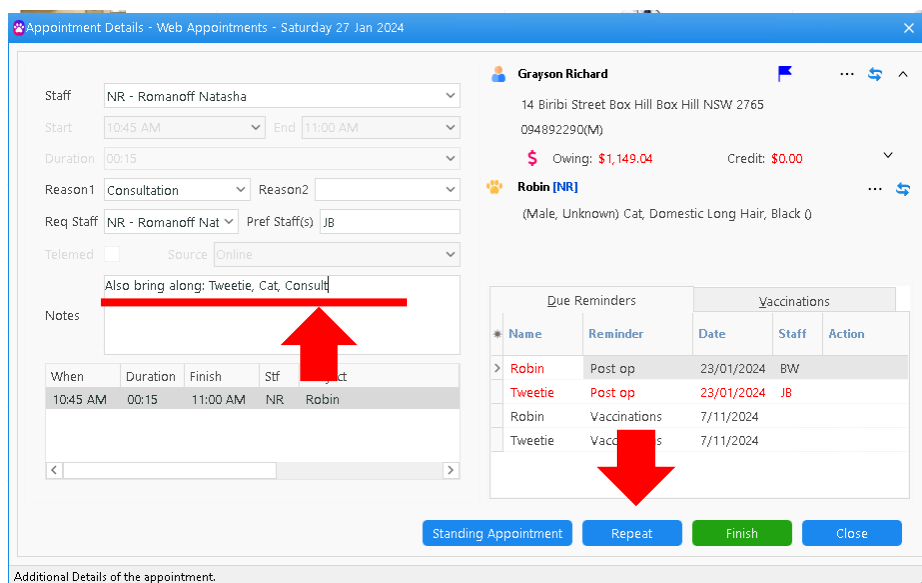
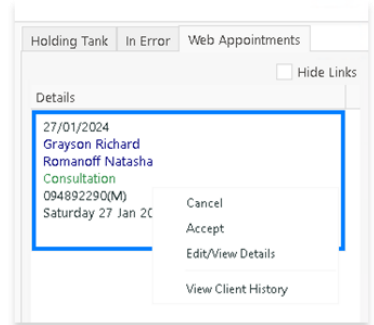


- Once the staff member clicks 'Finish'. The client and patients/s will be set in the appointment. However, the appointment will stay in the 'Web Appointments' list.
- Right click on the appointment and click 'Accept' to move it to the correct date/time in the diary.

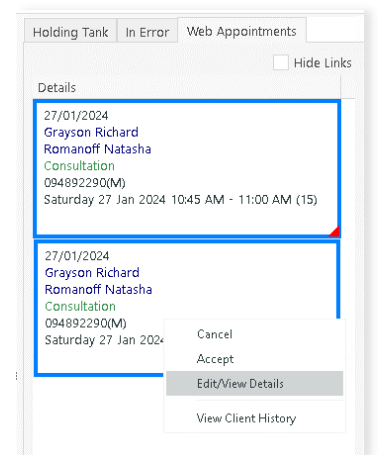


Bookings Where Client HAS Logged In

- When the booking comes into VetlinkPRO, the client's name and 1st patient's details will already be set.
- If the notes also say they are bringing along another patient, then:
 - Right click and select 'Edit/View Details'.
 - Once the 'Appointment details' window opens click the 'Repeat' button.
 - Select the second patient or create a new one.
 - Set the appointment reasons/details and click 'Finish'.
 - Another linked appointment for the second patient will be created in the 'Web Appointments' list.



- Once you have confirmed the booking details for the appointment(s) are correct then right click and select Accept.



Client Login Details

The client login details are under the More tab of the client record, When you create a new client the email address will be copied to the 'Username' field. However, for any subsequent changes to the email address, the 'Username' field will not update automatically, staff must change this manually.

The default password for the client will still be the client number excluding the '1/'. The client can change the password at the end of the online booking process.

If the client forgets their username/password you can reset them using the 'Reset' drop-down menu and choose to reset the 'UserName', 'Password' or 'Both' then send an email. If you reset the password it will be changed back to the default which is their client record number.

For Web Access	
Username	guest@vetlinkpro.com
Password	***
Reset	None <input type="button" value="Send Email"/>

Abraham Lisa (Client # 1/21232)		
1 : General	2 : More	3 : Mar
Title / Gnd	Miss <input type="button" value="v"/>	Female <input type="button" value="v"/>
Last Name	Abraham	

TELEMEDICINE FROM ONLINE BOOKING

Please refer to the Telemedicine Chapter for instructions on using Telemedicine with Online Booking.