

Requirements for MWI Pet Set Up

23/09/2025 9:18 am BST

Summary

Your dedicated Customer Product Consultant will email a document to the practice detailing what is required to be able to onboard the practice to MWI Pet. They will also be able to assist in some of the set-up during the onboarding process.

Details

This page will detail which Merlin Library areas and other areas to check before MWI Pet is set up.

Merlin Library areas to check:

- Appointment Reasons. For more information, please see [MWI Pet > Admin Set Up > Admin Customisations](#).
- Species & Breeds. For more information, please see [MWI Pet > Admin Set Up > Admin Customisations](#).
- Colours & Genders. For more information, please see [Libraries > Libraries > Patients](#).
- Client Titles. For more information, please see [Client Libraries](#)

Other areas:

- Practitioners. Ensure only current staff members are present as active Practitioners and deactivate the ones that no longer work for the practice. For more information, please see [Diary > Diary & Appointments > Surgeons](#).
 - Settings - Ensure Species, Breeds and Mobile Numbers are marked as mandatory. For more information, please see [Settings > Reception Settings](#).
 - Diary - ensure the diary Rota is set to 52 weeks. For more information, please see [Diary > Diary & Appointments > Surgeon Availability](#).
 - Valid mobile phone numbers and email addresses - If you are a practice who have been actively using Merlin before your MWI Pet is set-up, there may be 'data tidying' to carry out. For example, client mobile numbers may be incorrectly stored under the Home field, mobile phone numbers contain white spaces, invalid emails etc.
 - Practice Privacy Policy - We ask all practices using MWI Pet to add some wording to their Privacy Policy. This is to ensure MWI Animal Health is included in the Policy as we can view practice client data, so we must ensure that your clients know this.
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