

# MWI Pet Messaging

30/01/2026 10:37 am GMT

## Summary

For use with MWI Pet to produce two way communication channels between Merlin and clients registered with MWI Pet. This is only available to practices using the New UI.

## Details

Navigation to Comms > MWI Pet Messaging.

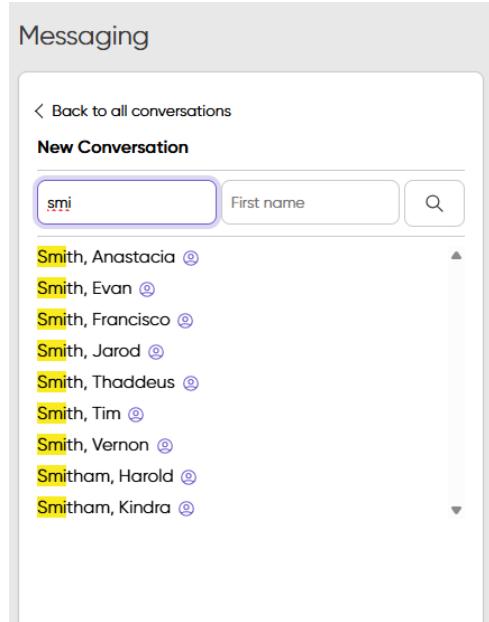
It can also be accessed direct via 'Messages' in the Top Tool Bar.

A screenshot of the 'Messaging' screen in Merlin. On the left is a sidebar with icons for Reception, Diary, Day Units, Control, Finance, Reports, Inventory, and Integrations. The 'Messages' icon is highlighted. The main area shows a list of conversations on the left and a decorative illustration of a person sitting on the ground with a cat on the right. A message at the bottom of the screen says 'Select a thread to view conversations'. The conversation list includes: 'Peter McMillan' (Thu, 'Jeff morning'), 'James Bowman' (Fri, 'Cherry Hello'), 'Delphia Abernathy' (Thu, 'Rover He's ready to collect.'), 'Korey Nicolas' (Wed, 'Please make an appointment via MWI Pet or call ...'), 'Luba Prosacco' (Wed, 'Please book her in for an appointment using MWI ...'), and 'Jacques Lakin' (Fri, 'Can you please book an appointment to come in').

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## Starting a New Conversation

Select 'New Conversation' from the Conversations table and begin to search for the specific client.



Messaging

Back to all conversations

New Conversation

smi

First name

Smith, Anastacia

Smith, Evan

Smith, Francisco

Smith, Jarod

Smith, Thaddeus

Smith, Tim

Smith, Vernon

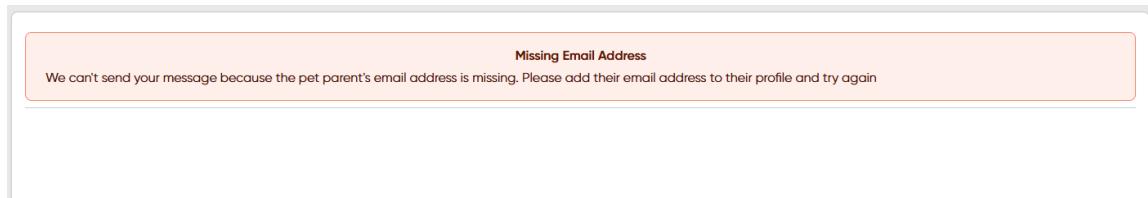
Smitham, Harold

Smitham, Kindra

As soon as you start typing, a list of potential customers will populate the list. Those clients that are already registered on MWI Pet will display a client icon at the end of their name. All other Merlin clients will display without the icon.

If the user attempts to send a message to a client without being registered, they will receive an email informing them they have been sent a message and prompted to register their account.

If the user attempts to send a message to a client on Merlin that is not registered with MWI Pet and does not have an email address on record, a warning message will display and no comms can be sent.



Missing Email Address

We can't send your message because the pet parent's email address is missing. Please add their email address to their profile and try again

Once a registered client is selected, the conversation is created.

The screenshot shows the 'Messaging' interface. On the left, a sidebar displays client details: Pets (Rover, Ralph, Ralphette, Horacio-Schroeder, Barry-Jast), Address (3 Pine Hill River Street, Surrey, London, GU7 3HT), Email (Harold.Smitham@petuser-mwiah.co.uk), and Phone (07491 373561). A red box highlights the 'Select a Pet' dropdown menu, which lists 'No Pet', 'Rover', 'Ralph', 'Ralphette', 'Horacio-Schroeder', and 'Barry-Jast'. Below this is a list of previous conversations: 'Cat unwell' (Fri, Harold Smitham: She's not been eating much either.) and 'Dog temperature' (Fri, Rover: Harold Smitham: Hello my dog has a temperature of ...). A red box highlights the 'New Conversation' button. On the right, there is a text input field 'Type a message...' and a 'Send message' button.

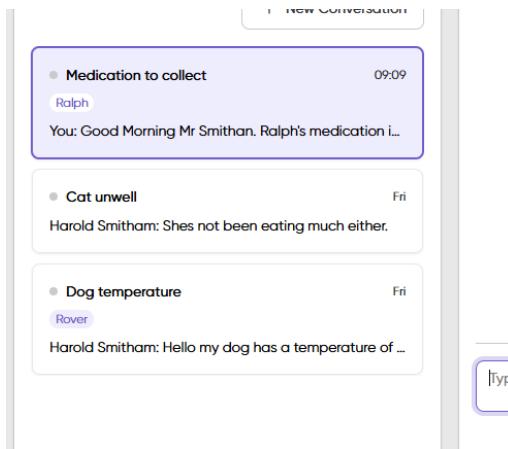
The user has the following options:

- Expand the client details to display the further details to help confirm the correct client has been selected.
- View any previous conversations and select them to respond, or keep 'New Conversation' selected to continue creating a new one.
- Enter a topic or subject line
- Select the relevant pet the communication is in regards to where relevant. This is not a mandatory field.

The screenshot shows a medication collection interface. At the top, there is a text input field 'Medication to collect' and a dropdown menu showing 'Ralph'. Below this is a message history box containing the text: 'Good Morning Mr Smitham, Ralph's medication is ready to collect from the practice. Any outstanding payments are to be paid upon collection. Many Thanks'. A red box highlights the 'Send message' button.

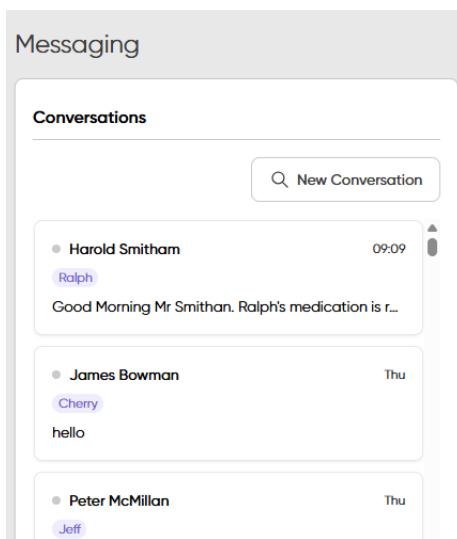
Free type the message and click 'Send Message'.

The conversation will now display within the client conversation table.



The client will receive this message directly into the MWI Pet account if they are already registered. They will also receive an email informing them they have a new message.

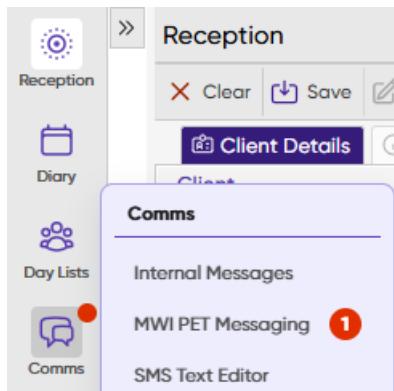
When navigating back to 'All Conversations' the latest will be displayed at the top.



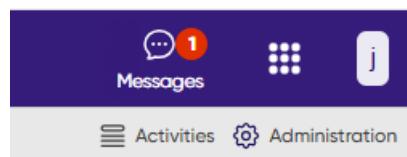
If the client is not yet registered with MWI Pet, they will still show in the client list and will receive an email informing them they have been sent a message and prompted to register their account.

## Receiving a Message from a Client

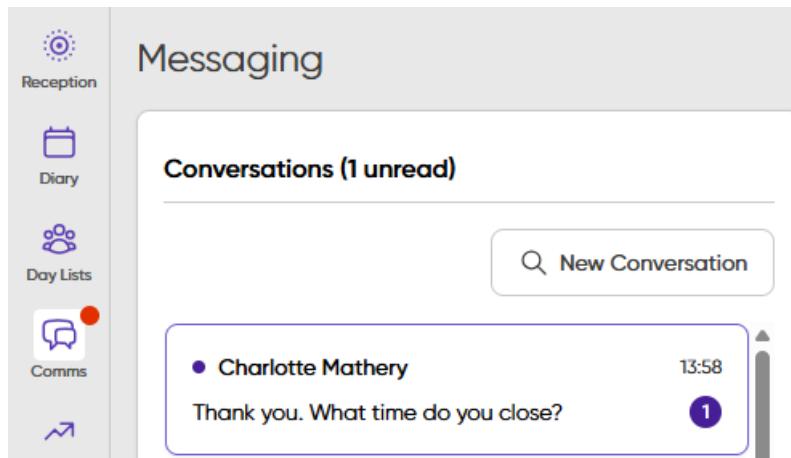
In Merlin, a red dot will appear on the Comms icon to indicate a new MWI Pet message. Once selected, this will show how many unread MWI Pet messages there are:



Messages will also show from the Top Tool Bar:



Once MWI PET Messaging has been selected, it will show any new messages:



Once this conversation is clicked, it is marked as read, and the practice user can respond.

Note - users can differentiate between internal messages and MWI Pet messages as the dots are different colours. Red - MWI Pet messages and Blue - Internal message.

## Access via Reception

Users are able to access client specific messages from the reception screen by clicking the 'Send Message' icon.

Reception  Miss Ellie Turner 

X Clear  Save  Modify  Deactivate  New Document  Accounts  Payments  Appointments  Deliveries  Print  Send Text  Send Email  Send Message

 Client Details  Additional Info  Notes  Documents  Communication  Data Consent  Advanced Search

Client

Title	Miss	Patient	Chip	ID	Stable	Reg. Date	24/11/2025	
Surname	Turner	Patient						
First Name	Ellie	Category	Small Animal					
Address								
Category	Home	Tel and email	Home	Business	Business	Business	Business	
Name/No	18							

 Add  Details  Deactivate  Clipper  Treatment  Make Appt  Consent  Lab  Join HCP

Patient Name	Species	Breed	Gender
Jasmine	Feline	Persian	Neut Female
Milo	Canine	Cocker Spaniel	Neut Male

This will immediately open the MWI Pet Comms window to allow the user to view any conversations specific to this client as well as starting a new one.