

MWI Pet Comms

14/11/2025 3:49 pm GMT

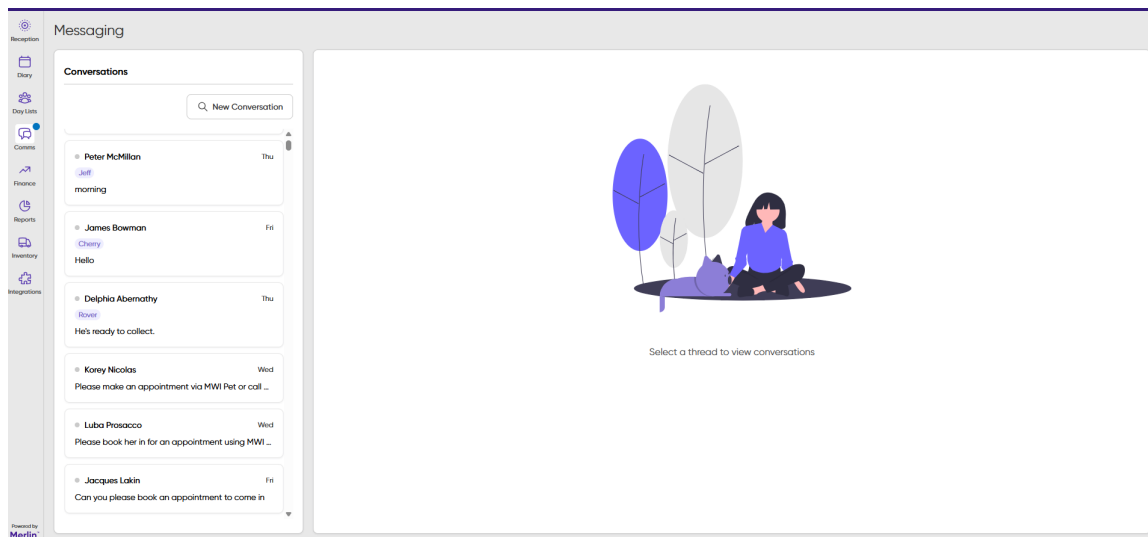
Summary

For use with MWI Pet to produce two way communication channels between Merlin and clients registered with MWI Pet

Details

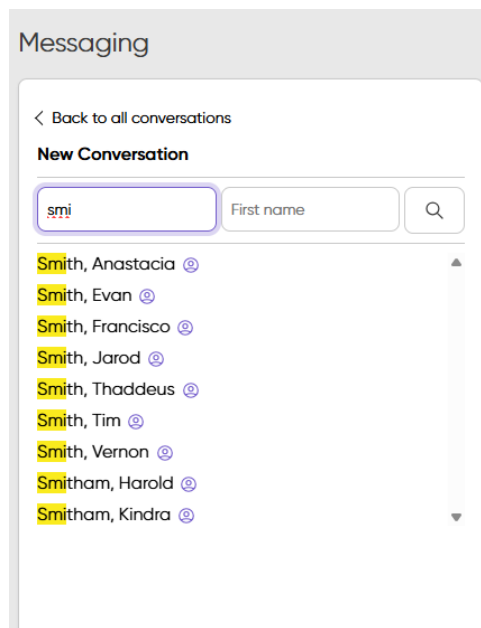
Navigation to Comms > MWI Pet Messaging.

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



Starting a New Conversation

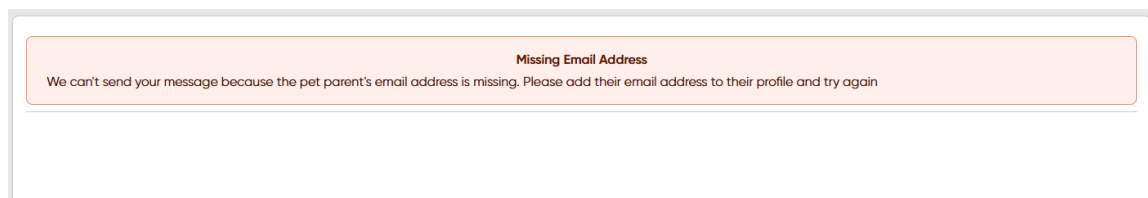
Select 'New Conversation' from the Conversations table and begin to search for the specific client.



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.



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

Messaging

< Back to all conversations

 **Smitham, Harold**


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

Phone: 07491 373561

+ New Conversation

 New Conversation

 Cat unwell Fri
Harold Smitham: Shes not been eating much either.

 Dog temperature Fri
 Rover
Harold Smitham: Hello my dog has a temperature of ...

Please enter a topic

Select a Pet

- No Pet
- Rover
- Ralph
- Ralphette
- Horacio-Schroeder
- Barry-Jast

Type a message...

Send message

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.

Medication to collect

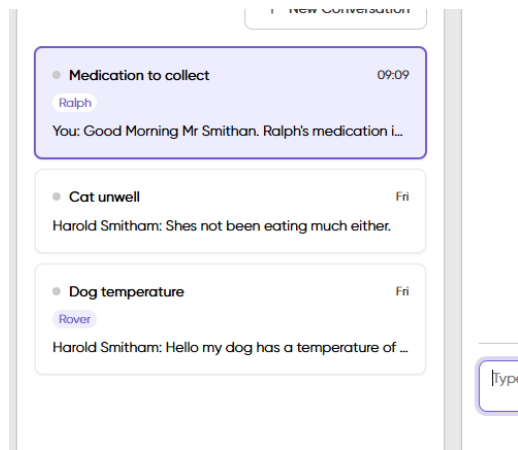
Ralph

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

Send message

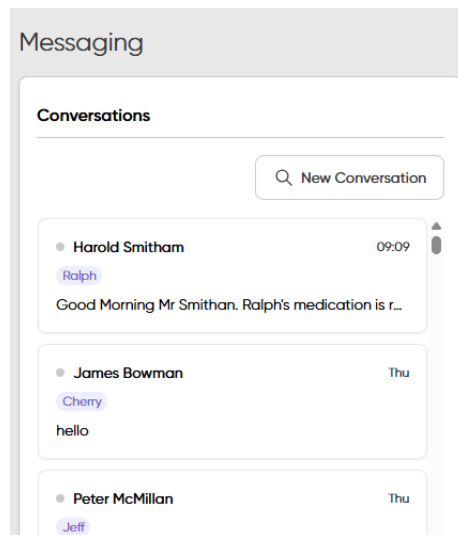
Free type the message and click 'Send Message'.

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.

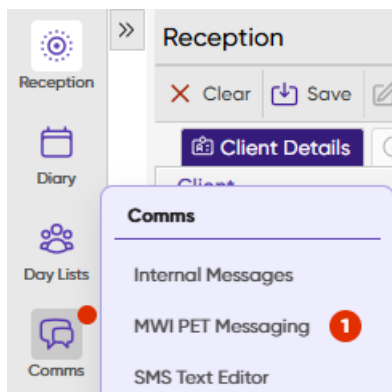
When navigating back to 'All Conversations' the latest will be displayed at the top.



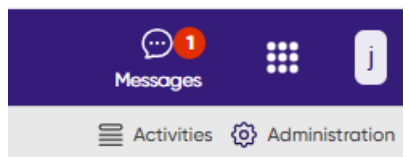
If the client is not yet registered with MWI Pet, they will still show in the client list and will receive an email informing them they have been sent a message and prompted to register their account.

Receiving a Message from a Client

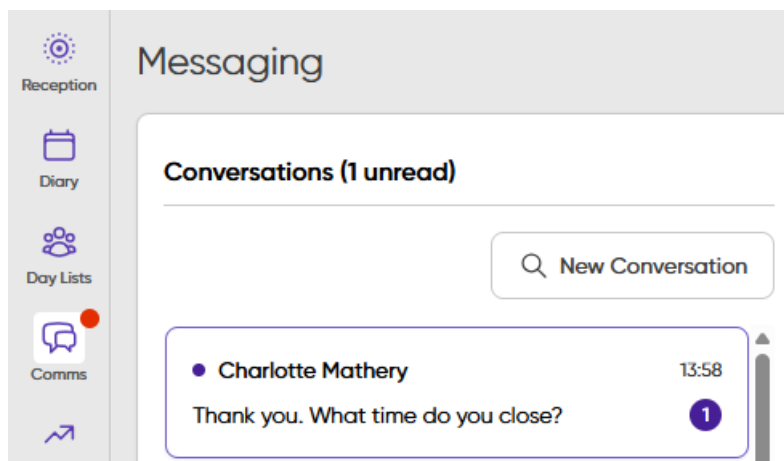
In Merlin, a red dot will appear on the Comms icon to indicate a new MWI Pet message. Once selected, this will show how many unread MWI Pet messages there are:



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.
