Highlights 3.3 January 2026

16/01/2026 9:10 am GMT

> ℹ️ Merlin 3.3 presents improved visibility of emails sent from Merlin, enhances the appointment booking process and includes a new statistical report on appointment activity. Additionally, it includes a multitude of fixes to improve your Merlin experience.

Enhancements

Highlights

The below video provides the key highlights from our latest release

Your browser does not support HTML5 video.

Sent Email History Page

A new page 'Review Emails Sent' has been created under the Administration menu. This allows users to see up to one months worth of emails sent to all clients. Start and end dates are selectable. Clicking on the message shows the email content, if available. Access to this page is controlled by the same permission as for SMS Message History. The folder permission has been renamed to SMS/Email History in Administration/Security. Any users who have access to SMS Message history will also gain access to this new email history page.

Appointment Reasons for "Special Surgeons"

In response to user feedback we have relaxed the requirement to use Pre-defined appointment reasons for Special Surgeons when the "Pre-defined appointment reasons" setting is enabled. The restriction imposed by this setting now only applies to standard practitioners.

Appointment Reason selection

We have enhanced the mechanism for entering free-text vs pre-defined appointment reasons in the diary. Previously free-text reasons were entered in one field and pre-defined reasons were presented as a separate list; following this enhancement, a single input field is used either to enter free-text or to select from a auto-filtering list of pre-defined reasons - as the user types the list of pre-defined reasons updates to reflect their entry. This change subtly prompts users to select from pre-defined reasons (which increases data quality for reporting purposes) while allowing them the flexibility to enter custom reasons where necessary.

Appointment Slot Analysis report

We have implemented a new statistical report ("Availability Slot Statistics") to replace the previous "Appointment Slot Analysis" report. This new report details how many Hospital, Operation, Radiology and Ultrasound bookings have been made each day, alongside the number of Practitioner appointment slots there are in total, the numbers booked, unavailable and available for booking. The report is available in PDF and CSV formats as standard.

We have also:

Within the new theme; New Theme November 2025

- The Client and Patient "pill" buttons are now clickable to navigate to reception or Treatment/History respectively.
- Enhanced the helper text for Site Name within Site Settings

Within all Merlin theme's;

- Updated the 'Type' label on the dropdown in Pre-Invoice to 'Treatment Type'.
- Updated the 'site' dropdown in the Diary Month View to now show the label 'site'.
- Refreshed the appearance of the IDEXX VetConnect+ initial order screen.
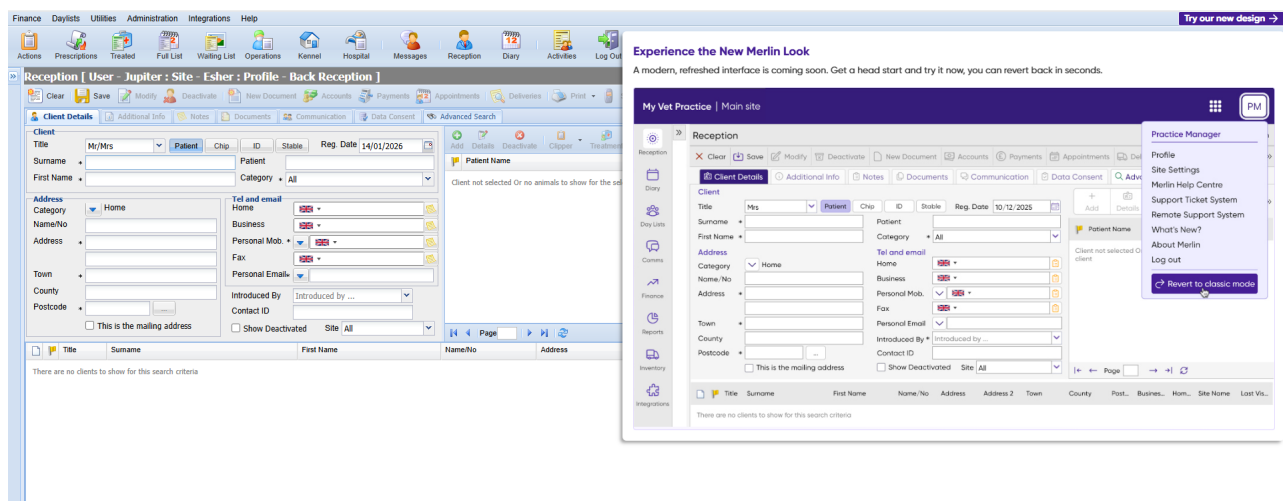- Allowed positive refunds if a client has a balance of £0.

Still wondering what the new theme includes?

Watch our short clip below that covers the key differences to give you the confidence to make the switch. You can always switch back if you need to.

Ready to make the switch?
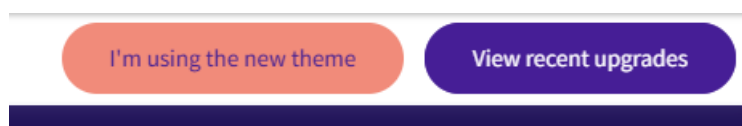
One click to a modern new user interface!

Select the 'Try our new design' button in the top right of your screen.
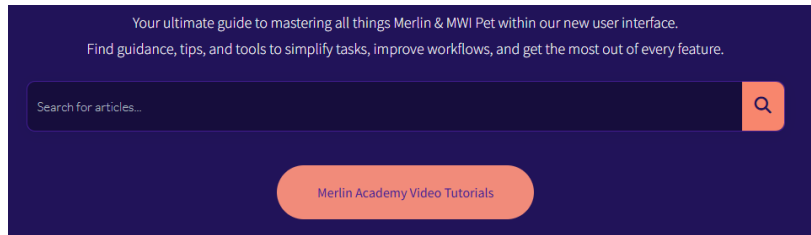

View the full 3.3 release notes here.

Make sure to check out our Merlin Academy - Over 90 quick fire video's of Merlin's key workflows.

1. Ensure you're on the new theme help centre by clicking 'I'm using the new theme' at the top right.

2. Click the link to the Merlin Academy Video tutorials

Your ultimate guide to mastering all things Merlin & MWI Pet within our new user interface.
Find guidance, tips, and tools to simplify tasks, improve workflows, and get the most out of every feature.

Search for articles...

Merlin Academy Video Tutorials

3. Browse through over 90 videos split across various modules available within Merlin.

Video Library	94 Videos	Introduction to Merlin Academy	Copy link
Welcome	3:30		
The Client & Patient journey			
1. Registering	3:30		
2. Booking appointments, navig	2:43		
3. Welcoming a patient to the p	1:43		
4. View history, add treatment l	5:11		
5. Follow-up appointments	5:11		