

MWI Pet Comms

30/01/2026 10:59 am GMT

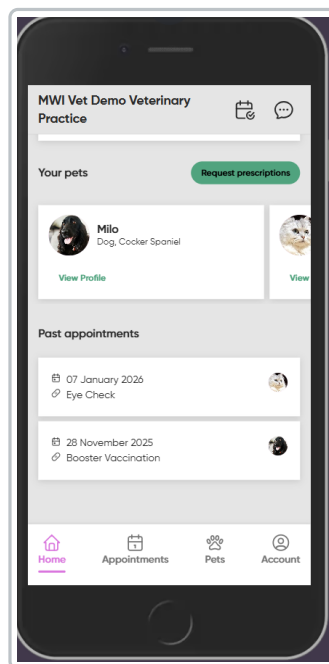
Summary

The MWI Pet messaging can be used by practices making use of the New UI. This page details the client experience when receiving or sending a message.

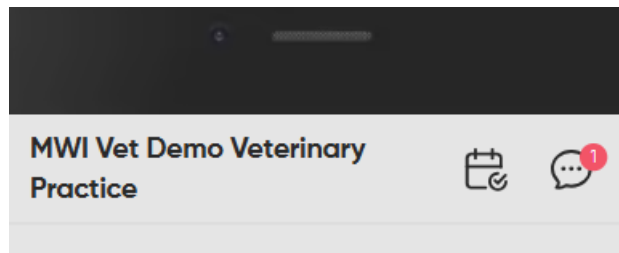
Details

Receiving a Message

When in MWI Pet as a client, the user will now be able to view the messages speech bubble in the top right corner.

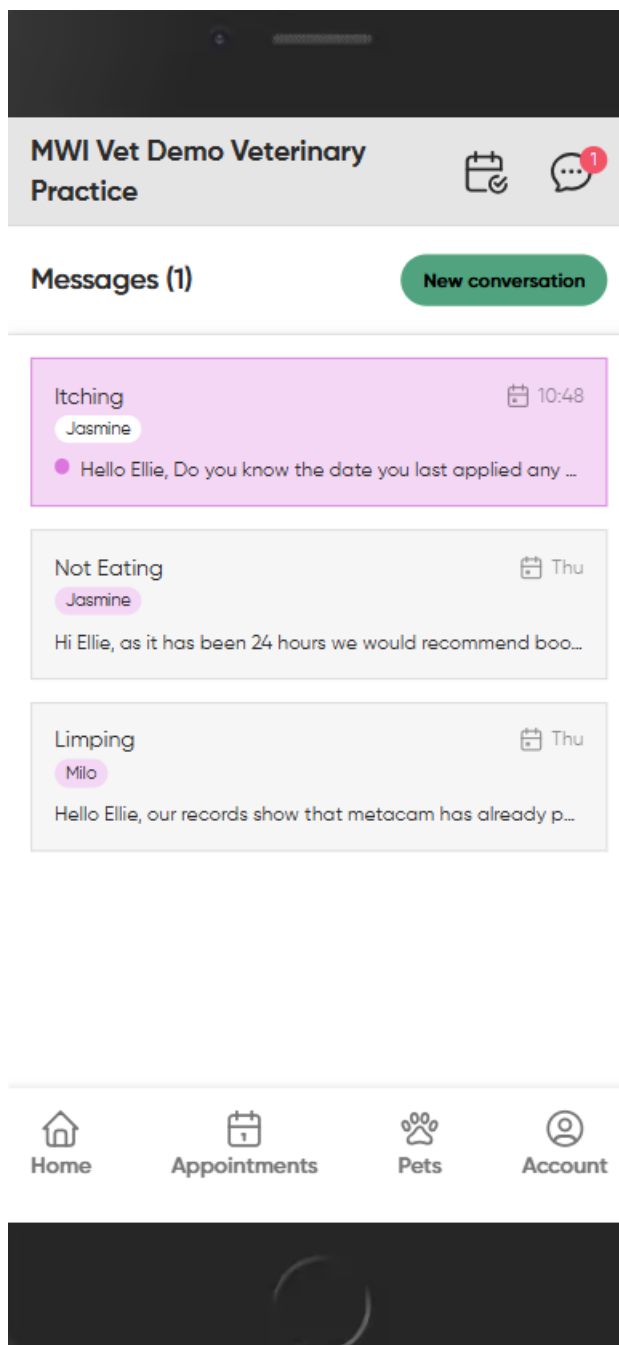


Upon receiving a message, MWI Pet will display a notification bubble with the number of un-read messages.

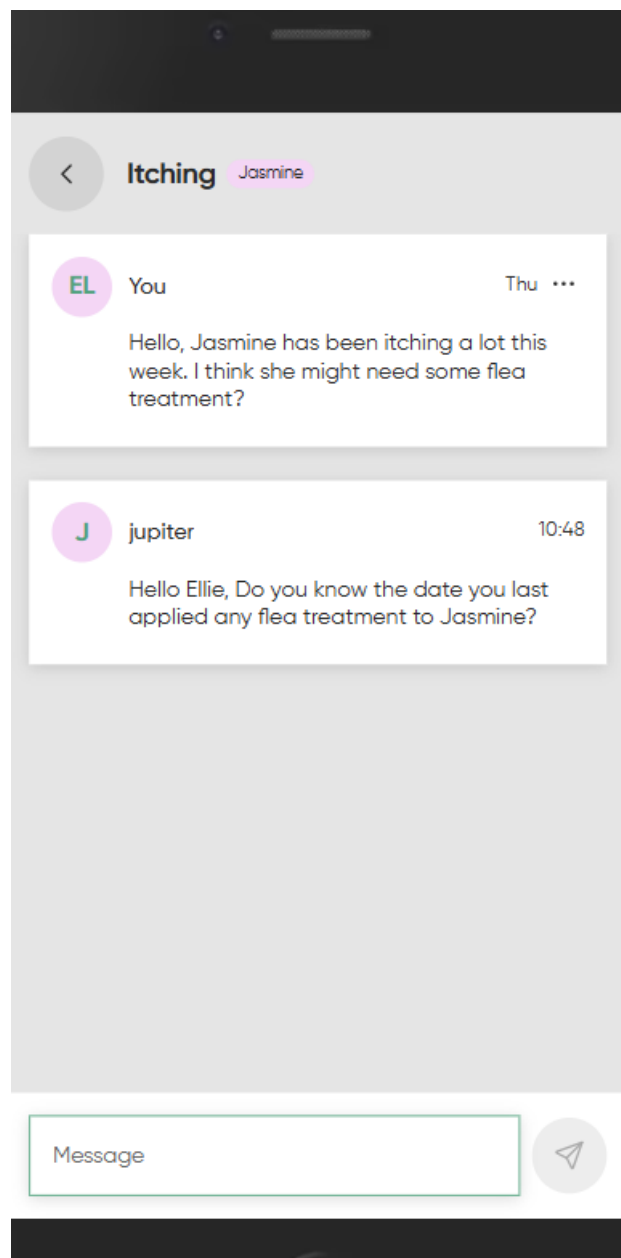


Once clicked, the un-read conversation will be displayed with a different colour fed from your chosen branding, as well as a dot to signify it is unread.

Any other conversations will be listed below detailing the conversation topic and patient it is linked to.

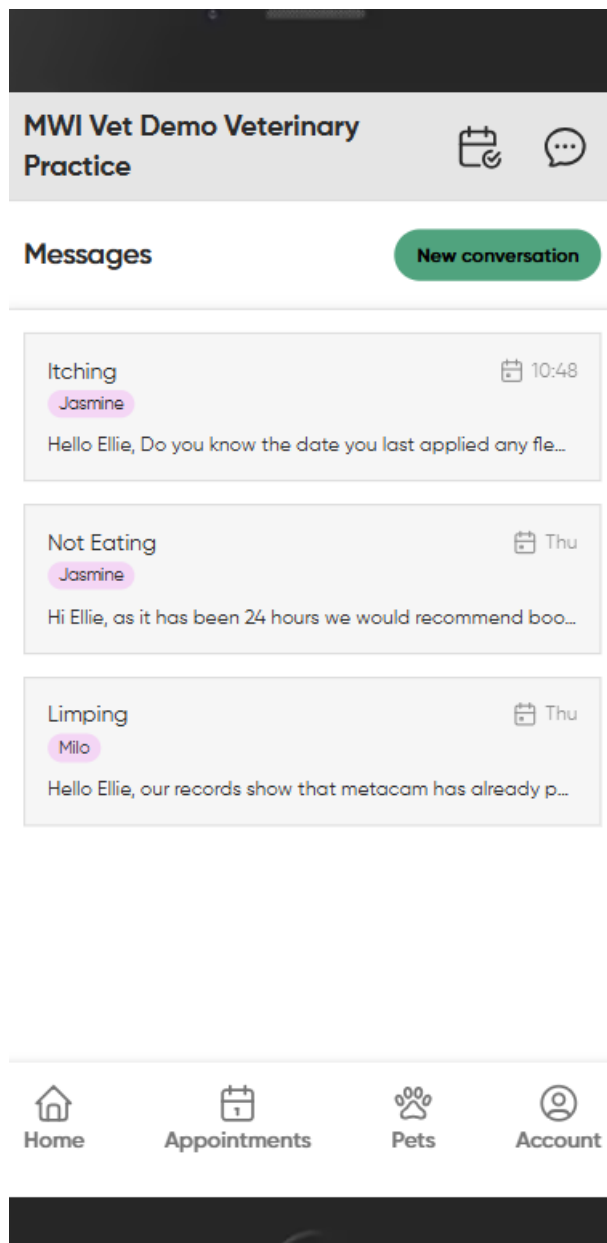


When the conversation is opened, the user will be able to see their messages and the responses from the practice user.

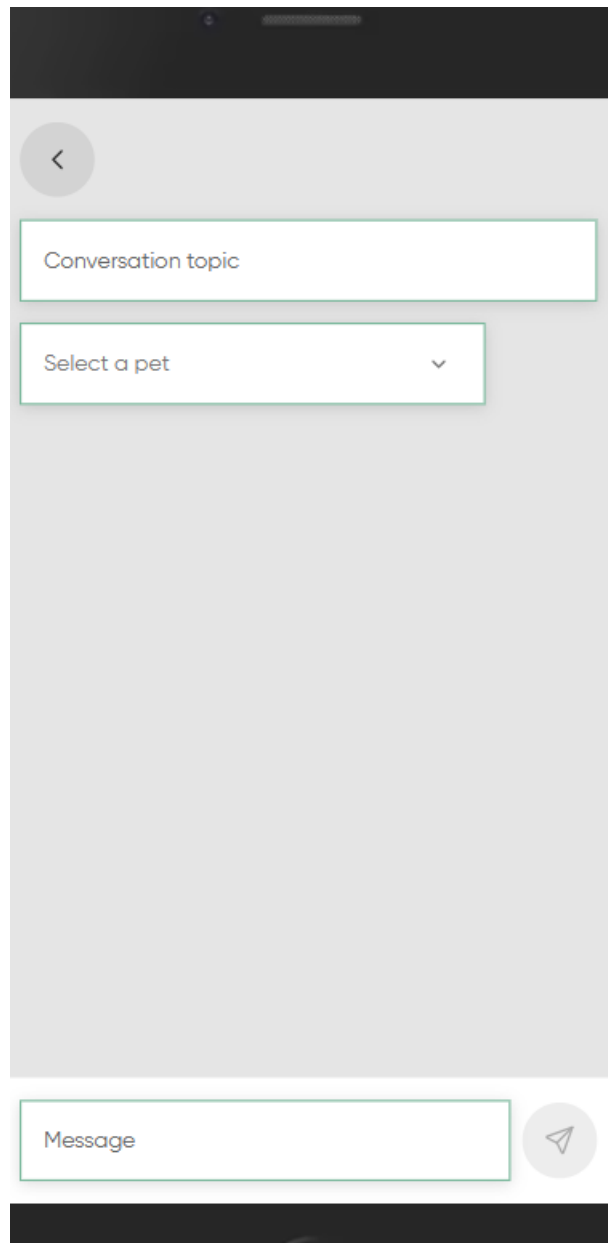


Starting a New Conversation

To start a new conversation, click the 'New conversation' button in the top right.

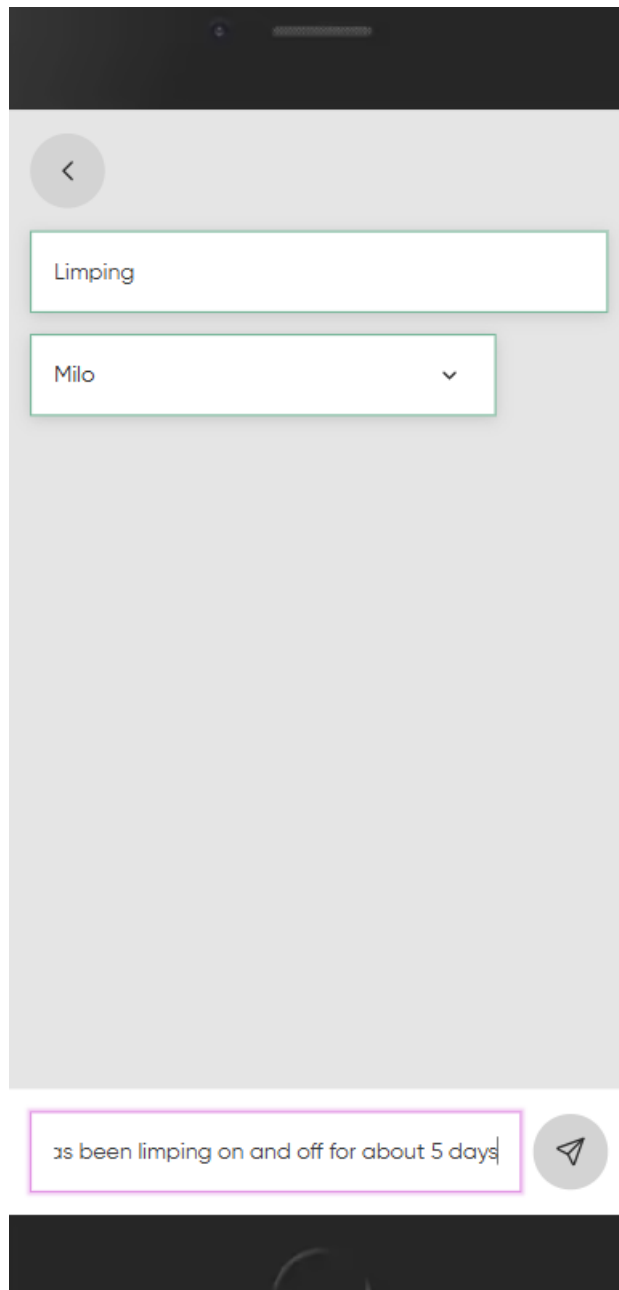


The user is then prompted to input a conversation topic i.e a subject line, and select the pet relevant to the conversation.



A mobile application interface for a chat conversation. At the top is a dark header bar. Below it is a light gray background. In the top left corner, there is a circular button with a left-pointing arrow. Below this, there are two white input fields with green borders. The first field is labeled "Conversation topic". The second field is labeled "Select a pet" and has a small downward-pointing chevron icon on its right side. The main area of the screen is a large, empty light gray rectangle. At the bottom, there is a white input field with a green border labeled "Message". To the right of this field is a circular button with a paper plane icon. Below the message input field is a dark footer bar.

Type out the message and click the send icon at the bottom right.



This will send it immediately to the practice ready for the user to respond. [Practice MWI Pet Messaging](#)