

MWI Pet Comms

30/01/2026 10:59 am GMT

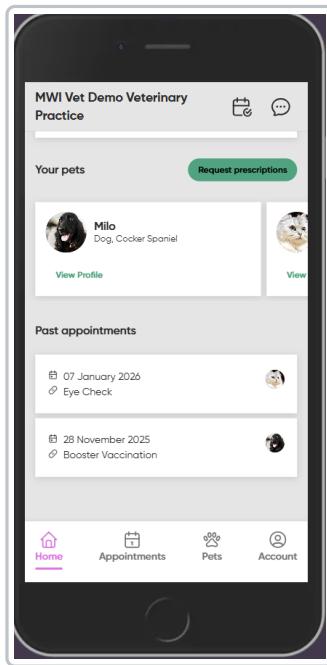
Summary

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.

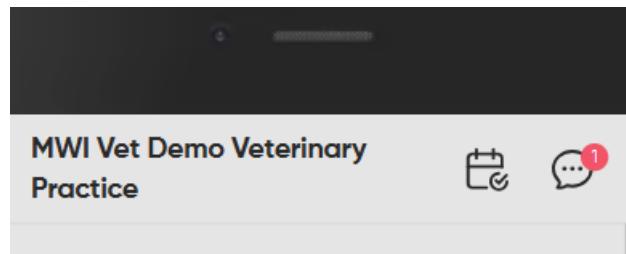
Details

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.

Messages (1) **New conversation**

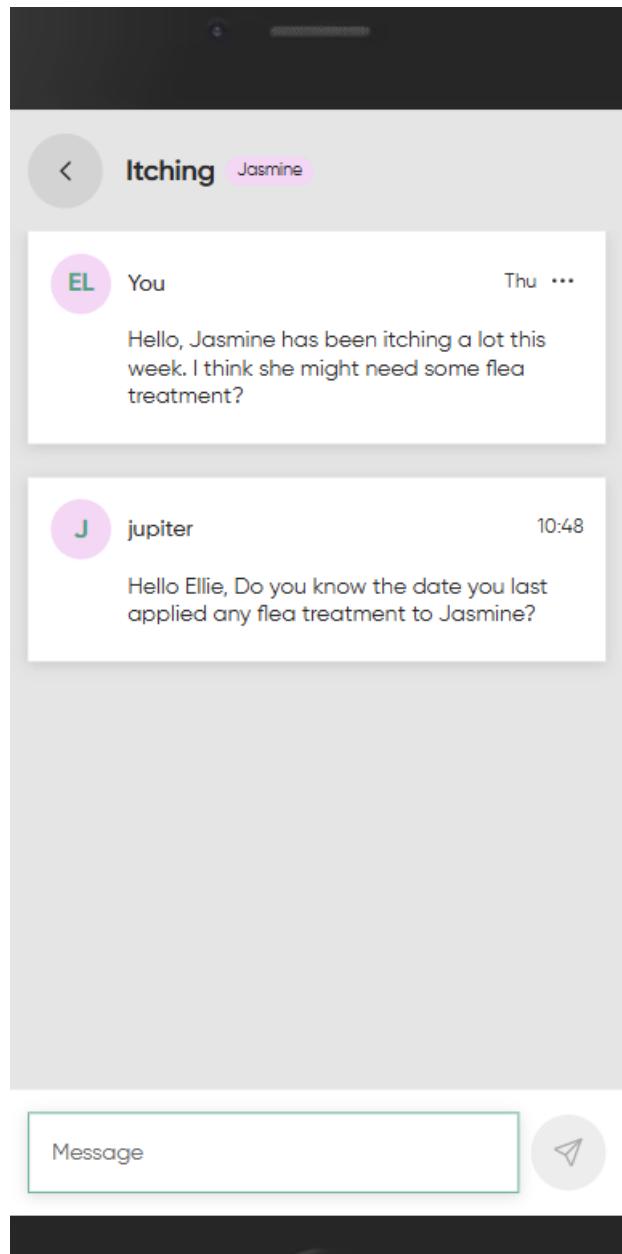
Itching 10:48
Jasmine
Hello Ellie, Do you know the date you last applied any ...

Not Eating Thu
Jasmine
Hi Ellie, as it has been 24 hours we would recommend boo...

Limping Thu
Milo
Hello Ellie, our records show that metacam has already p...

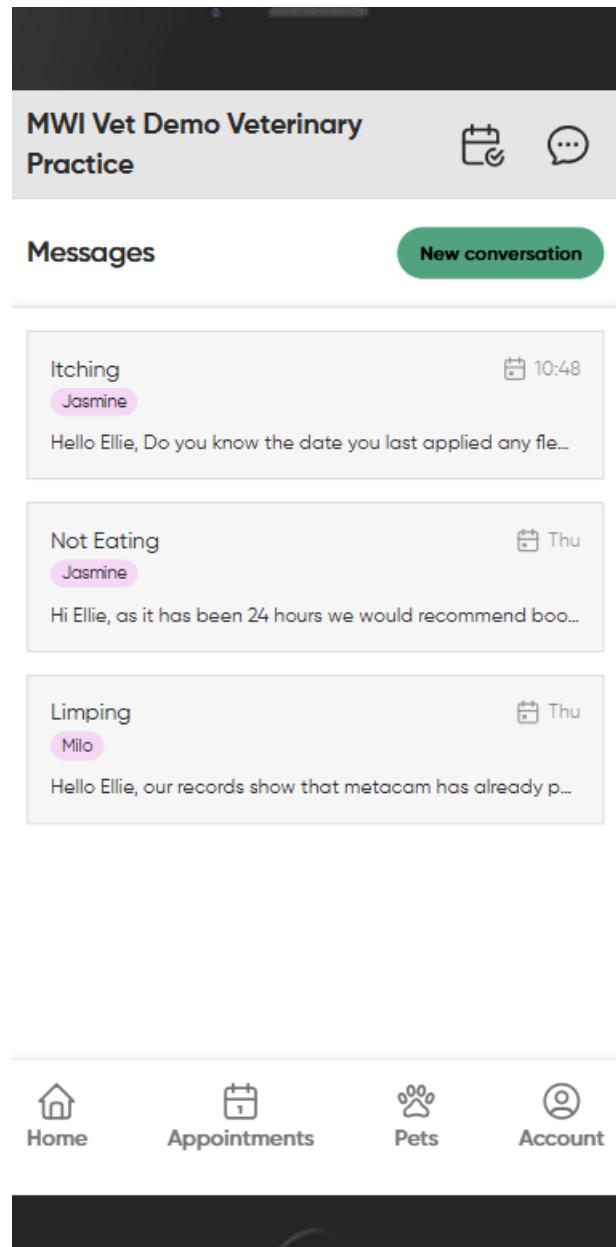
Home **Appointments** **Pets** **Account**

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

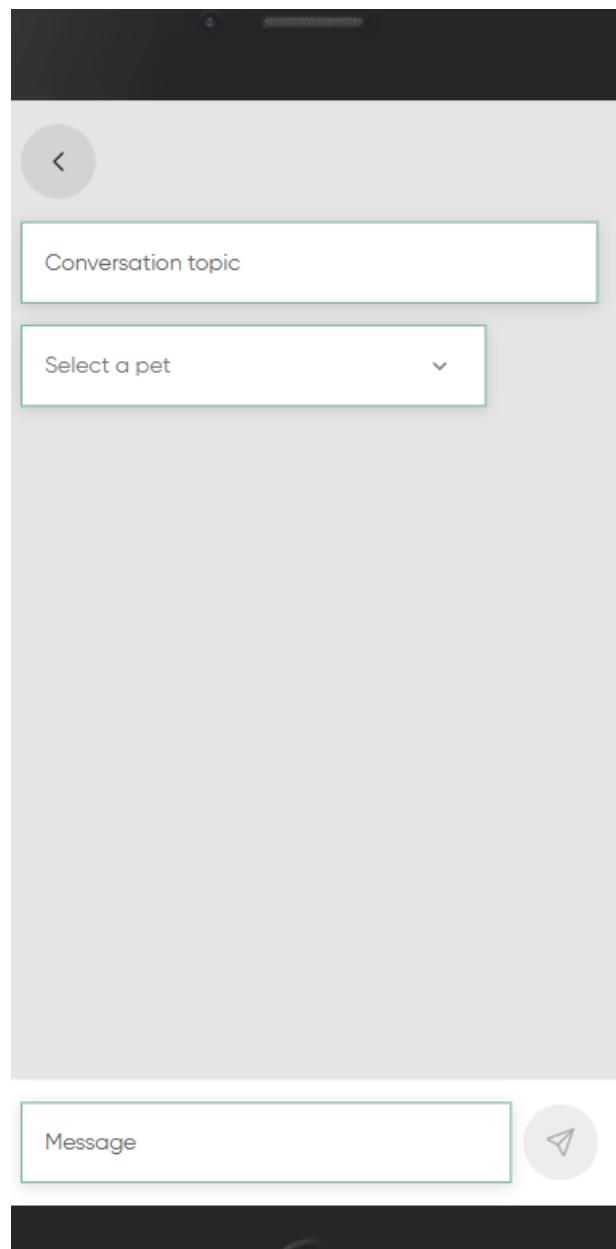


Starting a New Conversation

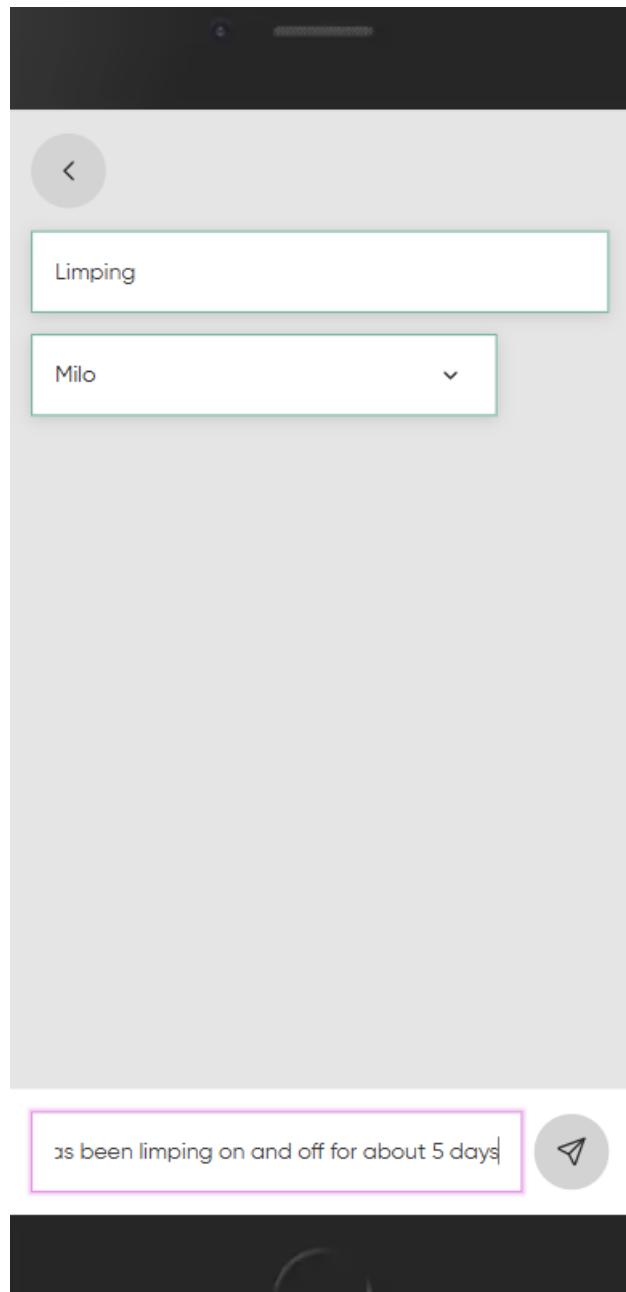
To start a new conversation, click the 'New conversation' button in the top right.



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



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](#)