



CLIENT INSTRUCTIONS

MANAGING YOUR PETS

Add another pet to your profile

- Tap on the "Pets" tab at the bottom of the screen
- Underneath your list of pets there is a button labelled "Add another pet", tap this button and follow the steps to create another pet profile

Editing a pets details

- Tap on the "Pets" tab at the bottom of the screen
- Tap on the pet you would like to edit
- Tap on "Edit" in the top right hand corner
- Update the details you would like to change
- Scroll down and tap "Save changes"

Removing a pet from your profile

- Tap on the "Pets" tab at the bottom of the screen
- Tap on the pet you would like to edit
- Tap on "Edit" in the top right hand corner
- Scroll down and tap on "Remove pet"

STARTING A NEW CHAT

To start a new chat in the app, please follow the steps below:

1. Open the PetsApp app on your device.
2. Tap on the "Start New Chat" option, located in the chat section at the bottom of the screen.
3. If you have more than one pet registered on the app, select the pet that the chat is regarding.
4. Once you have selected the pet, tap "Start chat" to proceed.
5. All done! You're now chatting directly with your vet.

Ensure you read their automated welcome message for any useful information.

Please Note: If you are experiencing issues starting a new chat, please ensure that you have the latest version of the app installed and try again.

BOOKING AN APPOINTMENT

Tap on the Appointments tab on the bottom of the screen.

- 1 Click on the blue 'book appointment.'
- 2 Choose 'Oathall Vets' & press next.
- 3 Select which pet you are booking for
- 4 Select the appointment reason from the list.
- 5 Click on the date you require.
- 6 Select vet/time as required and press next.
- 7 Add details about your pets injury or illness.
- 8 Tick 'agree' and then press next.

The details of your booking will then be displayed. Please check these thoroughly and press the blue 'book now' button.

Please be aware that until you press this button your appointment will not be booked.

CANCELLING AN APPOINTMENT

1. Open the app and navigate to the "Appointments" tab
2. Tap on the appointment that you need to cancel
3. Tap on "Update appointment" and select the "Cancel Appointment" option.

If you have booked through your vets website

1. Tap on blue button in the confirmation email labelled "Download to manage your appointment"
2. Follow the steps to download the app and create an account
3. Tap on the appointment that you need to cancel
4. Tap on "Update appointment" and select the "Cancel Appointment" option.

Note: If you have any issues cancelling your appointment through the app, please contact your vet directly to cancel your appointment. You can do this via the chat button

**PLEASE ENSURE THAT YOUR NOTIFICATIONS FOR PETS APP ARE
TURNED ON SO THAT YOU DO NOT MISS ANY IMPORTANT
REMINDERS FROM US**

