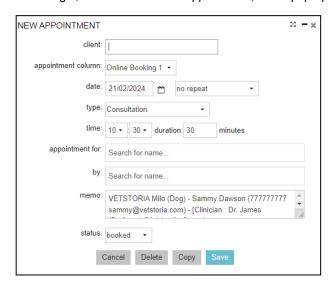
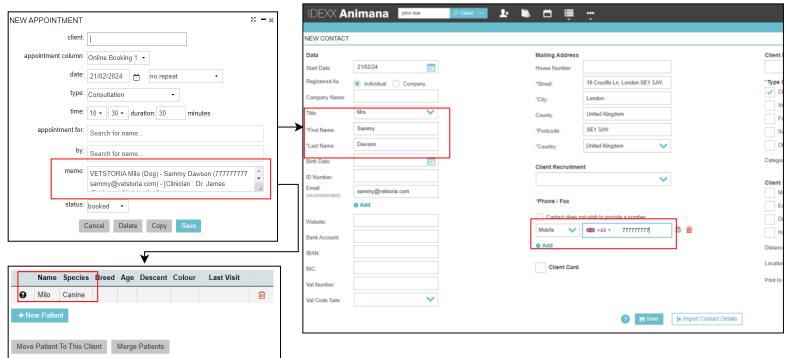
Creating a New Client Record

To resolve an unmatched appointment, you will first need to create the new client and patient file manually and update the booked appointment on the calendar. You can do this by following these steps:

1. To begin, double-click on the appointment, and a pop-up similar to the one below should appear.



2. Utilize the information from the memo section or from the email you receive from Vetstoria via the new client form. Click on save.



3. Return to the calendar and double-click on the appointment. Then, enter the newly created client's name into the client name box. Click on the pop-up that appears displaying the newly created client details.

NEW APPOINTMENT		x – x	
client:	sammy		
appointment column:	Sammy Dawson 18 Crucifix Ln, , SE1 3JW, London		
date:	21/02/2024 🝵 no repeat 🕶		
type:	Consultation		
time:	12 • : 45 • duration: 30 minutes		
appointment for:	Search for name		
by:	Search for name		
memo:	VETSTORIA Milo (Dog) - Sammy Dawson (777777777 sammy@vetstoria.com) - [Clinician : Dr. James	* *	
status:	booked •		

Please note:

Unmatched bookings that already have a record will need to be managed differently.

4. Remember to gather the remaining client details to update your client and pet files once they visit your clinic.