



VetWare

Veterinary software for companion animals

Module 36
-
Online Booking



Table des matières

Introduction	3
1. Subscription	3
2. Configurations.....	3
2.1 Appointment categories	4
2.2 Appointment species	5
2.3 Resource management	7
2.3.1 Appointment categories	8
2.3.2 Online availability.....	9
4. Installation	11
5. Online booking.....	13



Introduction

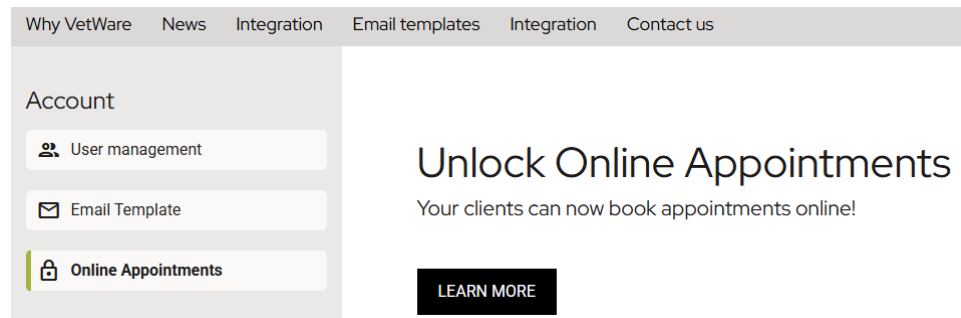
Simplify appointment management — fewer calls, more time for your patients, and an enhanced client experience.

The online appointment service allows your customers to book an appointment slot at any time, reducing your incoming calls and freeing up time for your staff. Appointments take online are imported into the VetWare appointment book in real time.

[LEARN MORE](#)

1. Subscription

You must subscribe to the online appointment service via VetWare in order to use this feature. Contact one of our support agents for more details and to obtain the subscription form.

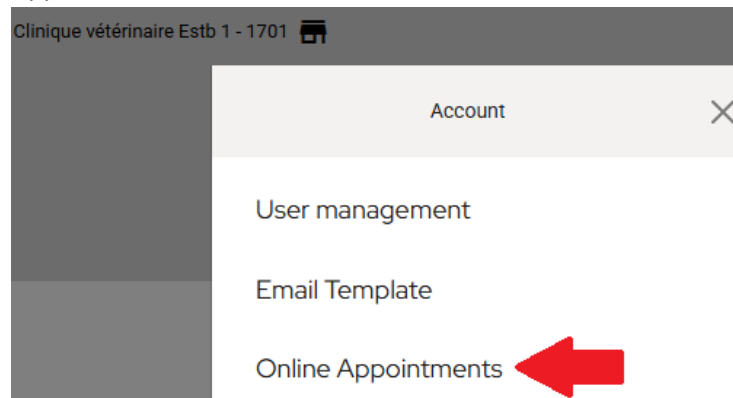


Once you have completed your subscription form and submitted it to VetWare, we will proceed with activating the service for your clinic.

2. Configurations






Configure your appointment options (appointment categories, species, and resources).

Log in to your account on our website vetware.cdmv.com and go to the « Account » section > « Online Appointments ».



2.1 Appointment categories

Account

-  User management
-  Email Template
-  **Online Appointments**
-  **Appointment Categories** 
- Appointment Species
- Resource Management

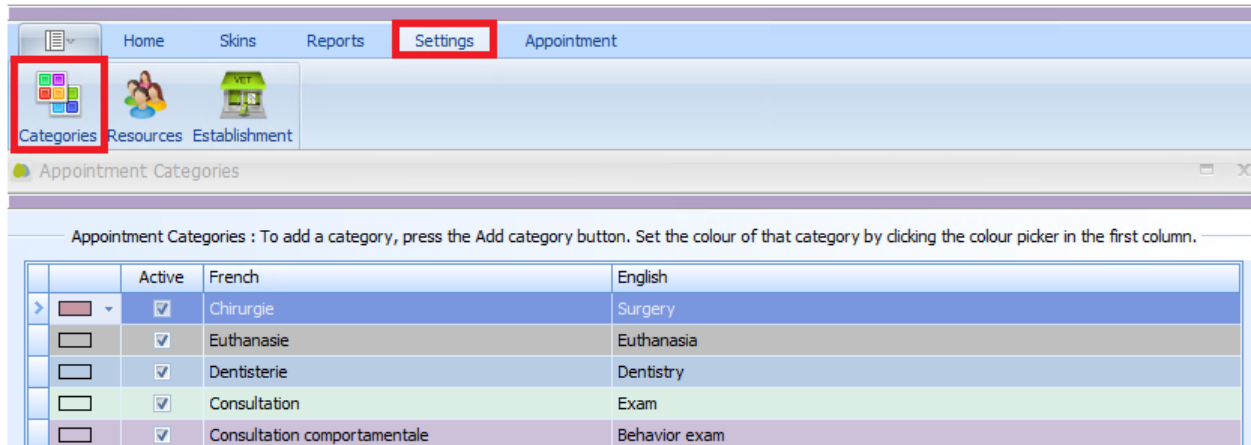
Identify the appointment categories for which it will be possible to book online and select the duration of each one.

Appointment Categories

Select the categories for which it is possible to make appointments online.

French	English	Online appointment	Time (minutes)
Consultation comportementale	Behavior exam	<input checked="" type="checkbox"/>	- 45 +
Dentisterie	Dentistry	<input type="checkbox"/>	- [] +
Euthanasie	Euthanasia	<input type="checkbox"/>	- [] +
Consultation	Exam	<input checked="" type="checkbox"/>	- 30 +
Chirurgie	Surgery	<input type="checkbox"/>	- [] +

The appointment categories in this section are the same as those you created in your VetWare appointment book.

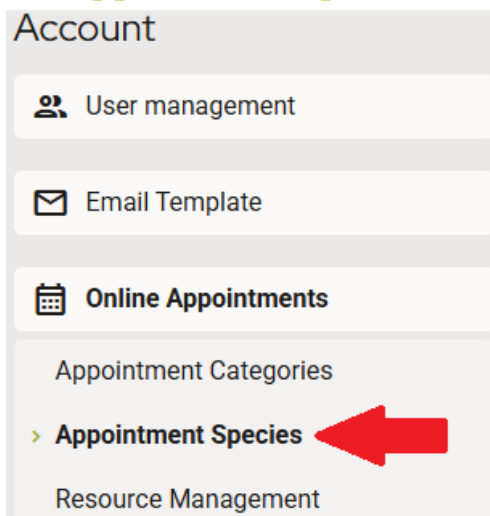


Any changes or additions to a new appointment category in your VetWare appointment book settings will be synchronized with your online clinic account.

If you disable an appointment category in your VetWare appointment book settings, it will be deleted from your online clinic account.

If you delete an appointment category in your VetWare appointment book settings, it will also be deleted from your online clinic account.

2.2 Appointment species



Identify the species for which it will be possible to make appointments online.
 Select the appointment categories that will be available for each species.

Appointment Species

Select the species for which it is possible to make appointments online and associate them with appointment categories.

French	English	Online appointment	Appointment categories associated
Aviaire	Avian	<input type="checkbox"/>	
Canin	Canine	<input checked="" type="checkbox"/>	Behavior exam X Exam X
Félin	Feline	<input checked="" type="checkbox"/>	Exam X
Autre inconnue	Other unknown	<input type="checkbox"/>	
Reptile	Reptile	<input type="checkbox"/>	
Rongeur	Rodent	<input type="checkbox"/>	

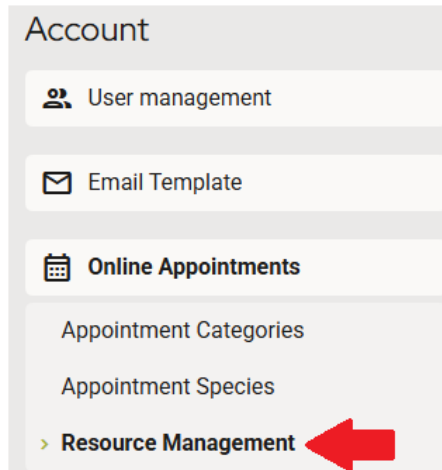
The species listed in this section are the same as those you created in VetWare.

Description (French)	Short description (French)	Description (English)	Short description (English)
Autre inconnue		Other unknown	
Aviaire		Avian	
Canin		Canine	
Félin		Feline	
Reptile		Reptile	
Rongeur		Rodent	

Any changes or additions of new species in VetWare will be synchronized with your online clinical account.

If you delete a species in Species, it will also be deleted from your online clinic account.

2.3 Resource management



Identify resources for which it will be possible to make appointments online.

Resource Management

Select the resources for which it is possible to make appointments online.

French	English	Activated	Edit
Dr Gregory House	Dr Gregory House		
Dr John Dolittle	Dr John Dolittle		
Technicien(nes)	Technicians		

The resources available for online appointment booking will be identified by this icon.



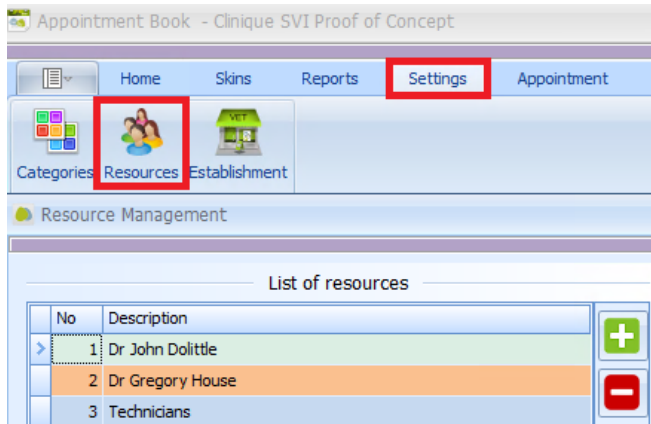
Those that are not available for online appointment booking will be identified by this icon.



To configure appointment scheduling for a resource, use the « Edit » button for that resource.



The resources in this section are the same as those you created in your VetWare appointment book.



Any changes or additions to the VetWare appointment book resource will be synchronized with your online clinical account.

If you delete a resource from the VetWare appointment book, it will also be deleted from your online clinical account.

2.3.1 Appointment categories

Select the species that can be associated with the resource.

For each of the selected species, identify the categories of appointments that are offered by this resource.

Resource – Dr John Dolittle



Appointment categories

Online availabilities

Specie	Online appointment	Appointment categories associated
Canine	<input checked="" type="checkbox"/>	Behavior exam × Exam ×
Feline	<input checked="" type="checkbox"/>	Exam ×

CANCEL

SAVE



2.3.2 Online availability

Define resource availability for online appointment scheduling.

It is possible to define more than one availability per day.

Resource – Dr John Dolittle



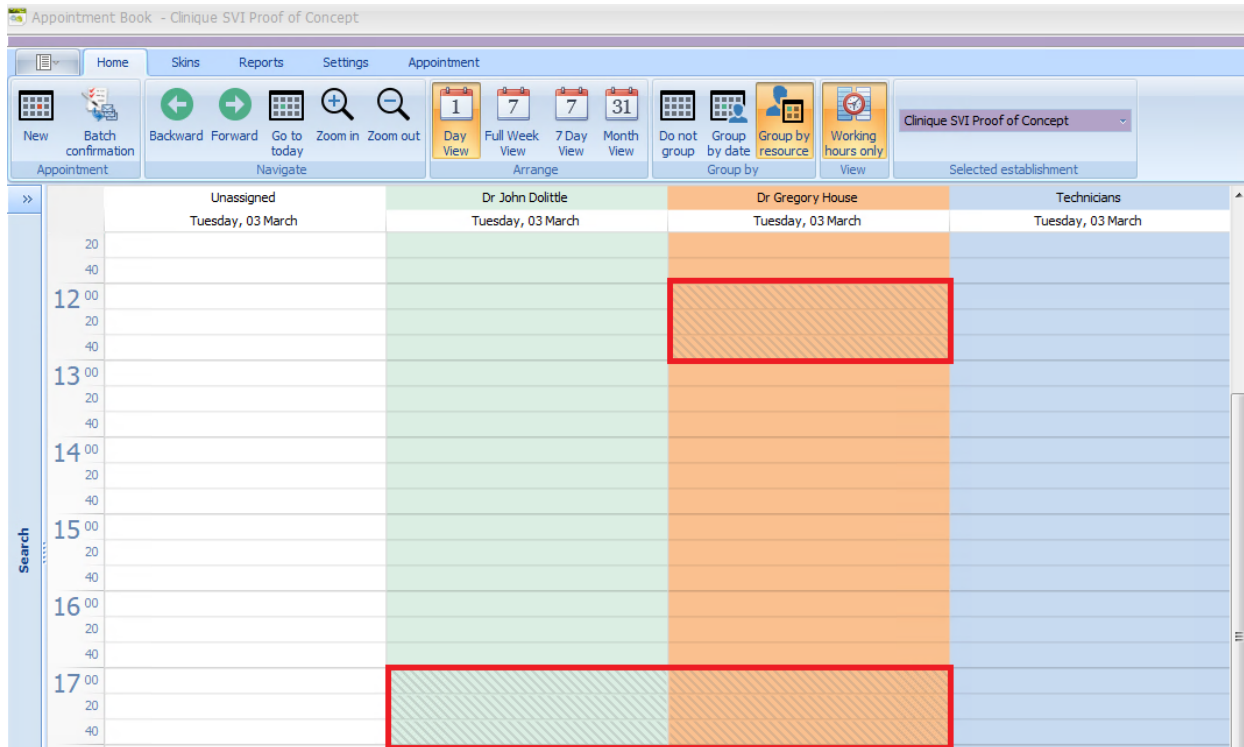
Appointment categories **Online availabilities**

Sunday	No set schedule		+
Monday	09:00 AM	11:30 AM	🗑️
	01:00 PM	04:00 PM	🗑️ +
Tuesday	01:00 PM	04:00 PM	🗑️ +
Wednesday	10:00 AM	12:00 PM	🗑️
	01:00 PM	05:00 PM	🗑️ +
Thursday	09:00 AM	11:00 AM	🗑️
	01:00 PM	04:00 PM	🗑️ +
Friday	No set schedule		+
Saturday	09:00 AM	12:00 PM	🗑️ +

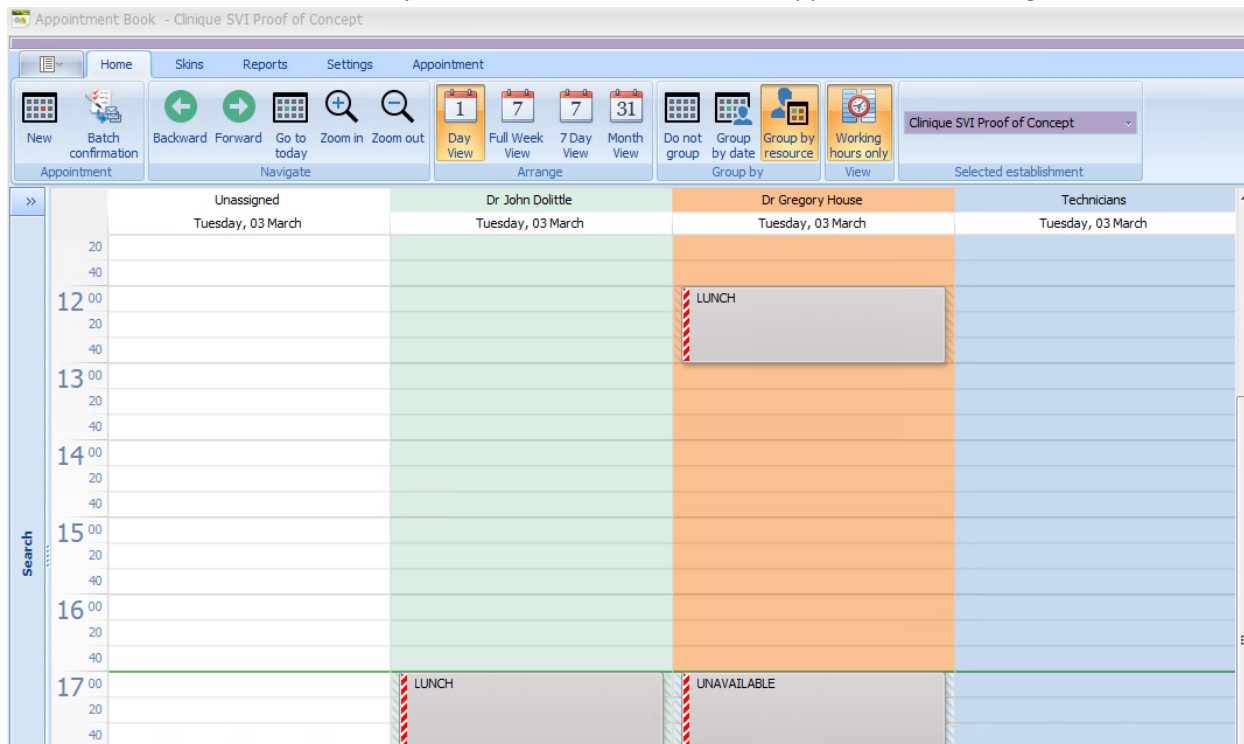
Please note that time slots that are occupied by appointments, notes, unavailability, and time reservations in the VetWare appointment book will not be available for online appointment booking.

	Dr John Dolittle	Technicians
	Friday, 06 March	Friday, 06 March
08:00	Solutions Vet Inc. (En) (7) (877)636-5999	Send anti-parasite reminder batch #4
08:20		
08:40	Unavailability	Time reservation
09:00		
09:20		
09:40		
10:00		

IMPORTANT: If you have hatched time slots in your appointment book.



You will need to add unavailability to block these slots for online appointment booking.



Once the appointment categories and availability have been defined for a resource, activate the resource using the toggle button at the top right of the window.

Resource – Dr John Dolittle

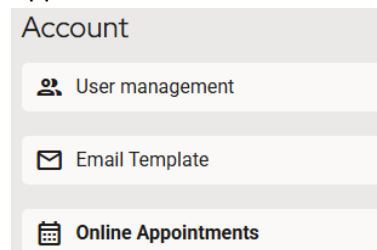


***** Once the resource is activated, it will then be possible to make appointments online with it. *****

4. Installation

IMPORTANT: This step is performed only once when installing the service on your website page and only after completing all the previous steps.

Log in to your account on our website vetware.cdmv.com and go to the « Account » section > « Online Appointments ».



IMPORTANT:

You will need to enter the domain of the clinic's website where the widget will be installed and click on the « + » button to add it, then save the information. Adding the domain prevents your widget code from being used on domains other than those specified.

Send the widget code to the person in charge for your website. A drop-down menu allows you to choose the language of the widget to be used (French or English).

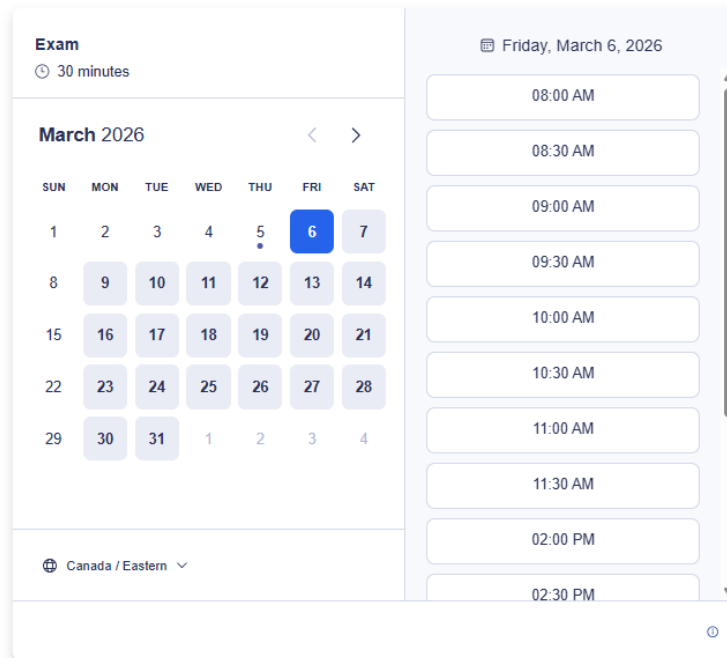
Online Appointments





The person in charge of your website will need to create a new page and add the widget code to it. The online appointment booking widget will then appear on this new page of your website.

Canine Exam No Preference



You do not have access to modify the widget, however you can ask the person in charge of your website to add certain information to the page, for example above and/or below the widget, that you want your customers to see when they make their appointment.



Here is an example of additional information you could add around the widget:

Clinique
P&C

Clinic Services Team Contact us

Book an Appointment Online

Use our secure online booking tool below to schedule an appointment for your pet at a time that works for you. This system allows you to view available appointment slots, select the type of visit you need, and provide basic information about your pet before confirming your booking.

Online booking is available 24/7 for routine appointments such as wellness exams, vaccinations, and minor health concerns. If your pet requires urgent care or is experiencing a medical emergency, please contact the clinic directly by phone.

Once your appointment is submitted, you will receive a confirmation with the appointment details. Our team may reach out if additional information is needed prior to your visit.

Choose a specie | Choose a category | Choose a resource

Appointment & Cancellation Policy

We understand that schedules can change. If you need to cancel or reschedule an appointment, we kindly ask that you do so at least **24 hours in advance**. This allows us to offer the appointment time to another patient in need.

Late cancellations or missed appointments may be subject to a cancellation fee. Repeated no-shows may require a deposit for future bookings.

Preparing for Your Visit

To help your appointment run smoothly, please bring:

- Any relevant medical records or vaccination history
- A list of current medications or supplements
- Your pet on a leash or in a secure carrier

For appointments involving fasting (such as certain procedures or tests), our team will provide specific instructions ahead of time.

Emergencies & After-Hours Care

Online booking is not intended for emergency situations. If your pet is experiencing severe symptoms such as difficulty breathing, uncontrolled bleeding, seizures, or sudden collapse, please contact the clinic immediately or seek emergency veterinary care.

Questions or Assistance

If you experience any issues with online booking or are unsure which appointment type to choose, please contact the clinic directly. Our staff will be happy to assist you in scheduling the appropriate care for your pet.

5. Online booking

IMPORTANT: Online appointment booking can be used by anyone (customer or non-customer).

Once you have configured your settings and activated your resources, your customers will be able to book appointments online via the service.

The customer must first select the species, appointment category, and resource in that order.

Choose a specie | Choose a category | Choose a resource



Once the selections have been made, the availability calendar for this resource will be displayed.

Feline Exam Dr John Dolittle

Exam
⌚ 30 minutes

March 2026

SUN	MON	TUE	WED	THU	FRI	SAT
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	1	2	3	4

Canada / Eastern

Wednesday, March 25, 2026

- 10:00 AM
- 10:30 AM - 11:00 AM**
- 11:00 AM
- 11:30 AM
- 01:30 PM
- 02:00 PM
- 02:30 PM
- 03:00 PM

Next

*** It is not possible to make an appointment less than 12 hours in advance.**

**** It is not possible to make an appointment more than 2 months in advance.**

Once the date and time have been selected, the customer must click on the « Next » button to proceed to the next step in the appointment booking process.



In this new section, your client will need to enter their name, email address, pet's name, phone number, and reason for their appointment (e.g., reason for the exam).

Wednesday, March 25, 2026
10:30 AM - 11:00 AM

📍 Canada / Eastern

Name *
Solutions Vet

Email *
info@solutionsvet.ca

Animal name *
Tom

Phone number *
8776365999

Reason for the appointment *
Neck wound

I consent to the use of my personal information for booking an appointment. *

[Back](#) [Book now](#)

✔ Success!

CLOUDFLARE
Privacy • Help


The customer must check this box in order to reserve the time slot for their appointment.

- I consent to the use of my personal information for booking an appointment. *

I consent to the use of my personal information for booking an appointment. is required.



An email confirming the customer's appointment will be sent to them.



Booking confirmed!

You'll receive an email confirmation soon.

✔ **Booking date and time**

Wednesday, March 25, 2026
10:30 AM - 11:00 AM

Hello Solutions Vet,

Here are the details of the upcoming appointment for Tom at our clinic:

- **Reason for visit:** Exam
- **Professional:** Dr John Dolittle
- **Date and time:** March 25, 2026 at 10:30 a.m.
- **Estimated duration:** 30 min

To **cancel** this appointment, use the link below:

[CANCEL APPOINTMENT](#)

Important note: Appointments cannot be cancelled through this link less than 24 hours in advance. In that case, please call us. You can consult our appointment policy on our website.



Thank you for your trust,

The team at Clinique vétérinaire Estb 1

The clinic will receive the appointment booking information in its message center.

Message centre

Enable new item notification on main menu From: 16-Feb-2026 To: 16-Mar-2026

Refresh automatically  

Message type	Date	From	Subject	Message	Re...	Attac...
Received (1)	▶ 16-Mar-2026 3:30 ...	OnLineBooking	New OnLine booking appointment for Solutions Vet	On-line appointment	<input type="checkbox"/>	
SMS						
Email						
Internal (1)						



The online appointment will be added to your VetWare appointment book.

	Unassigned	Dr John Dolittle
	Wednesday, 25 March	Wednesday, 25 March
10:00		
10:15		
10:30		Solutions Vet Inc. (Fr) (7)
10:45		
11:00		
11:15		

5.1 Cancellation of appointments

A customer can cancel their appointment using the link provided in the appointment booking email.

To **cancel** this appointment, use the link below:

[CANCEL APPOINTMENT](#)

Important note: appointment cannot be cancelled through this link less than 24 hours in advance.

When a customer cancels an appointment via this link, they must provide the reason for the cancellation.

Cancel booking?

Your current timeslot will become available for other clients.

Reason for cancellation *

[Cancel booking](#)

Your booking has been cancelled successfully!

A communication has been sent to your veterinarian to cancel your appointment.

The customer will receive an email confirming the cancellation of their appointment.

Hello Solutions Vet,

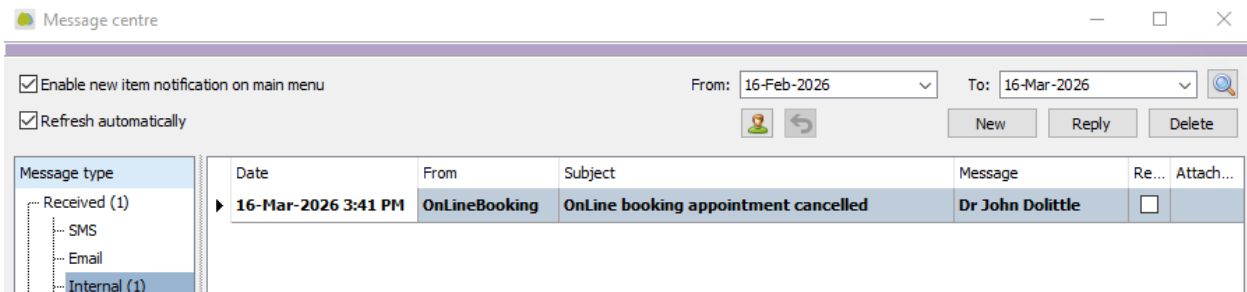
As requested, the appointment scheduled for Tom on March 25, 2026 at 10:30 a.m. has been successfully canceled.

No further action is required on your part.

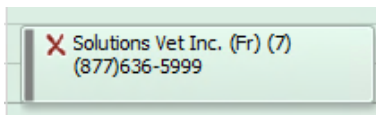
Thank you for your trust,

The team at Clinique vétérinaire Estb 1

The clinic, for its part, will receive a notification in its VetWare message center when an online appointment is canceled.



In the VetWare appointment book, the appointment status will automatically be set to « Cancelled »



Dates	
Created	2026-03-16 19:30:39
Modified	2026-03-16 15:41:02
<input type="checkbox"/> Confirmed	
<input type="checkbox"/> Arrived	
<input type="checkbox"/> Done	
<input checked="" type="checkbox"/> Cancelled	2026-03-16 15:41:02

A note regarding the cancellation of the online appointment will be added to the appointment description.

