

VetConnect

Veterinary practice management & pet-owner platform

User Manual

Version 1.0

Veterinary clinics · Pet owners

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1. Welcome to VetConnect

VetConnect is a complete platform that connects veterinary clinics and pet owners. For clinics, it is a practice-management tool: schedule, medical records, visit reports and a public listing. For pet owners, it is a way to find a nearby vet, book appointments and keep each animal's health record in one place.

Who this manual is for

This manual covers both sides of VetConnect. The first part is written for pet owners (the client role): finding a vet, managing pets and their medical records, booking and tracking appointments, and leaving reviews. The second part is written for veterinary professionals (the veterinarian and clinic-admin roles): setting up a clinic, managing a professional profile and availability, getting a license verified, running the daily schedule, writing visit reports, reading the dashboard and managing the subscription.

You do not need to read the manual from cover to cover. Use the table of contents to jump to the chapter that matches what you want to do. Each screen shown here is the real VetConnect interface.

A web app that also works offline

VetConnect runs in your web browser and can be installed as a Progressive Web App (PWA) on a phone, tablet or computer. Once installed, it opens like any other application and keeps working even when the connection drops.

When you are offline, the interface still loads and you can keep reading cached information. Actions you take without a connection — such as writing a visit report — are placed in a local queue (an outbox) and sent automatically as soon as the network comes back. A small status badge at the top of the screen tells you whether you are online or offline.

TIP

The online/offline badge is always visible in the top bar. When it reads "offline", your work is saved locally and will sync on its own once you are connected again.

The four roles

Every account has a role that decides what appears on screen. The interface adapts automatically, so you only ever see the tools that apply to you.

Role	What it is for
Client (pet owner)	Find a vet, manage pets and medical records, book and track appointments, leave reviews.
Veterinarian	Manage a professional profile, availability and license, run the schedule and write visit reports.
Clinic admin	Everything a veterinarian can do, plus create and publish the clinic and manage the subscription.

Administrator

Oversees the platform and validates veterinarian license verifications.

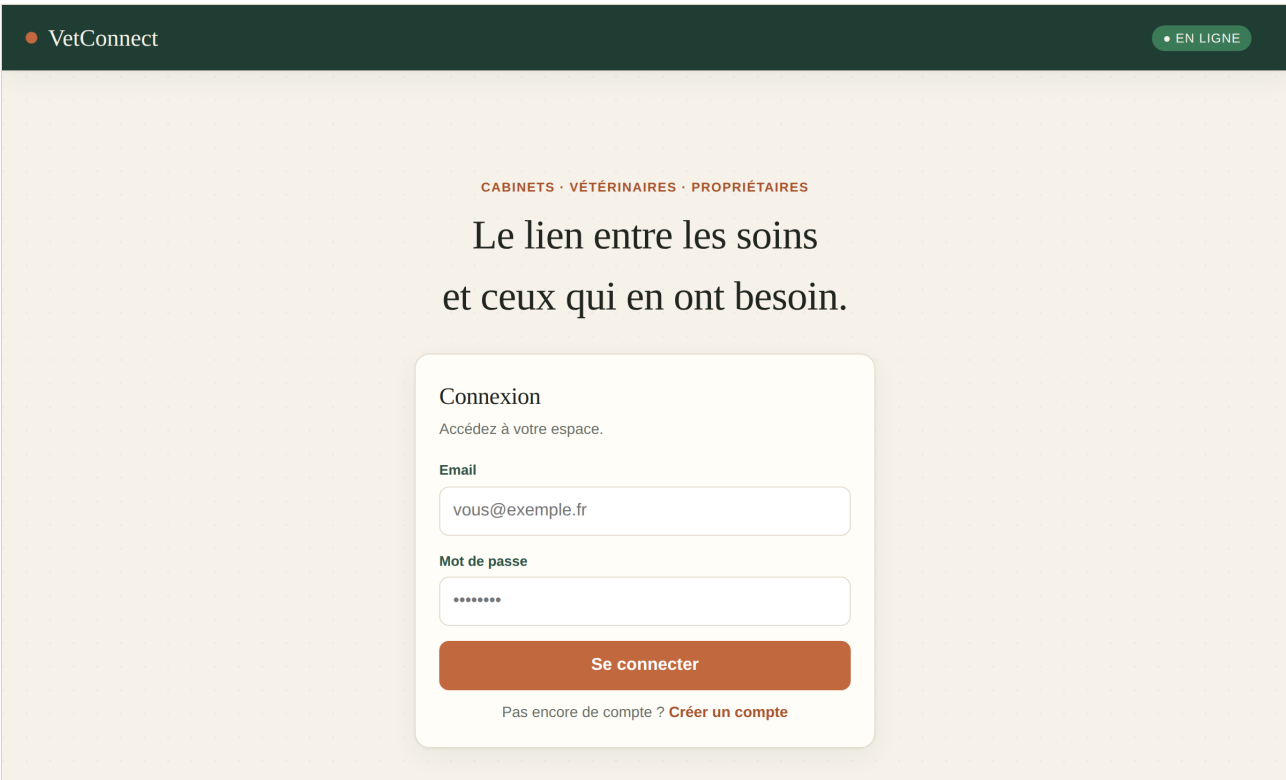
2. Getting started

This chapter shows how to open VetConnect, create an account, sign in and find your way around the screen.

Opening the app and signing in

When you open VetConnect you land on the welcome screen. It shows a sign-in card where you enter your email and password. If you do not have an account yet, the link under the card takes you to registration.

After a successful sign-in, VetConnect remembers your session on that device, so you normally go straight to your workspace the next time you open it.

The screenshot shows the VetConnect web interface. At the top, there is a dark green header with the VetConnect logo on the left and a green button labeled 'EN LIGNE' on the right. Below the header, the main content area has a light beige background. In the center, there is a white sign-in card. The card has the title 'Connexion' and the subtitle 'Accédez à votre espace.' Below this, there are two input fields: 'Email' with the placeholder text 'vous@exemple.fr' and 'Mot de passe' with a masked password '*****'. At the bottom of the card is a large orange button labeled 'Se connecter'. Below the button, there is a link that says 'Pas encore de compte ? Créer un compte'.

The VetConnect welcome and sign-in screen.

Creating an account

Choose "Create an account" on the welcome screen. You pick a role (pet owner or veterinary professional), then enter your name, email, phone number and a password. Submitting the form signs you in immediately.

For security reasons, administrator accounts can never be created from the public sign-up form; they are set up separately by the platform operator.

- 1 On the welcome screen, select "Create an account".
- 2 Choose your role: pet owner, or veterinarian / clinic.

- 3 Enter your full name, email address and phone number.
- 4 Choose a password.
- 5 Submit the form — you are signed in and taken to your workspace.

TIP

Protecting sign-in: after several failed attempts in a row, VetConnect temporarily locks sign-in for that account to block automated guessing. Wait a short while, then try again with the correct password.

Finding your way around

Once you are signed in, the top bar shows the VetConnect name, the online/offline badge, your name and role, and a button to sign out. Just below, a row of tabs gives access to the main areas of your workspace. The tabs you see depend on your role.

Pet owners see three tabs: Find a vet, My pets and My appointments. Veterinary professionals see four: My clinic, My profile, My schedule and Subscription. Selecting a tab opens that area in the space below.

3. For pet owners: finding a vet

The Find a vet tab is a searchable, geolocated directory of published clinics. You can filter by city, species and emergency care, keep only verified veterinarians, and sort the results by distance or by rating.

Searching the directory

Enter a city and, if you wish, the species your animal belongs to. Two checkboxes narrow the results: one keeps only clinics that offer emergency care, the other keeps only clinics with at least one license-verified veterinarian. The sort menu orders results by distance or by average rating.

Each result card shows the clinic name, an emergency tag when it applies, the city and address, the species treated, the average rating with the number of reviews, and — when you have shared your location — the distance to the clinic.

The screenshot shows the VetConnect app interface. At the top, there's a dark green header with the VetConnect logo and user information: 'EN LIGNE', 'Camille Robert', 'CLIENT', and 'Quitter'. Below the header, there are three tabs: 'Trouver un veto', 'Mes animaux', and 'Mes rendez-vous'. The 'Trouver un veto' tab is active. The main content area is titled 'Trouver un vétérinaire' and includes a subtitle: 'Filtrez par ville, espèce ou urgence. Activez la géolocalisation pour un tri par distance.' There are two input fields: 'Ville' (set to 'Lyon') and 'Espèce' (set to 'Toutes'). Below these are two checkboxes: 'Urgences uniquement' (unchecked) and 'Vétérinaires vérifiés' (unchecked). A 'Trier par' dropdown menu is set to 'Distance (si géolocalisé)'. There are two buttons: 'Rechercher' and 'Près de moi'. Below the search filters, there are three clinic result cards. Each card shows the clinic name, an 'Urgences' tag, the city and address, the species treated, the average rating, and a 'Voir & prendre RDV' button. The clinics are: 1. Clinique Arche Vétérinaire (1.2 km), Lyon · 12 rue des Tilleuls, Chien · Chat · NAC, 4.8/5 (37 avis). 2. Cabinet des Deux Rivières (2.6 km), Lyon · 5 quai Saint-Vincent, Chien · Chat, 4.5/5 (21 avis). 3. Clinique Vétérinaire du Parc (3.1 km), Lyon · 88 avenue du Parc, Chien · Chat · Équin · NAC, 4.9/5 (54 avis).

Searching the directory, with filters and clinic result cards.

Sorting by distance or rating

To sort by distance, allow VetConnect to use your location with the "Near me" button. The app then measures how far each clinic is from you and lists the closest first. If you prefer,

sort by rating instead to see the best-reviewed clinics at the top.

Sharing your location is optional. Without it, you can still search by city and sort by rating; only the distance figures and distance sorting are unavailable.

TIP

Your location is only used to measure distance to clinics. If you would rather not share it, search by city and sort by rating instead.

Viewing a clinic and its team

Selecting "View & book" on a result opens the clinic's details: its overall rating and the list of veterinarians who work there. Each veterinarian shows a verified check mark when their license has been confirmed, along with their specialties and years of experience.

From here you can start a booking with a specific veterinarian, or leave a review for the clinic.

4. For pet owners: pets & health records

The My pets tab is where you register each animal and keep its health record: identity and microchip number, vaccination book with reminder dates, and a weight history.

Registering a pet

Use the "Add a pet" form at the top of the tab. Enter the animal's name, pick its species, and add the breed and the microchip / I-CAD number if you have them. The new pet then appears as a card in the list below, ready for its health record.

You can register as many animals as you need; each one keeps its own separate record.

The screenshot shows the VetConnect interface. At the top, there's a dark green header with the VetConnect logo, a user status bar showing 'EN LIGNE', 'Camille Robert', 'CLIENT', and a 'Quitter' button. Below the header, there are three tabs: 'Trouver un veto', 'Mes animaux' (which is active), and 'Mes rendez-vous'. The 'Mes animaux' tab contains a form titled 'Ajouter un animal'. The form has four input fields: 'Nom' (text), 'Espèce' (dropdown menu with 'Chien' selected), 'Race' (text), and 'N° puce / I-CAD' (text). An 'Ajouter' button is at the bottom of the form. Below the form, there is a list of existing pets. Each pet card shows the name, species, breed, and microchip number, along with 'Carnet de santé' and 'Supprimer' buttons. The first pet is 'Milou', a 'Chien - Beagle' with microchip '250269604985762'. The second pet is 'Nala', a 'Chat - Européen' with microchip '250269601122334'.

The My pets tab: the add-a-pet form and a pet card.

Opening the health record

Each pet card has a "Health record" button. Opening it reveals two sections for that animal: a vaccination book and a weight history. Both are kept per animal, so switching between pets always shows the right information.

The health record travels with the pet. When you book an appointment for that animal, the veterinarian can build on the same history.

The screenshot shows the VetConnect interface. At the top, there's a navigation bar with 'VetConnect', 'EN LIGNE', 'Camille Robert', 'CLIENT', and 'Quitter'. Below this, a tabbed interface has 'Trouver un veto', 'Mes animaux' (selected), and 'Mes rendez-vous'. The 'Ajouter un animal' form has fields for 'Nom', 'Espèce' (Chien), 'Race', and 'N° puce / I-CAD', with an 'Ajouter' button. Below this, the 'Milou' record is shown, including 'Carnet de santé' and 'Supprimer' buttons. The 'Vaccinations' section lists two vaccines: 'CHPPIL (Carré, Hépatite, Parvo...)' and 'Rage', both with dates and a 'Rappel' date. The 'Suivi du poids' section shows a list of weights: 12.4 kg (18/01/2026), 13.1 kg (18/04/2026), and 13 kg (07/07/2026). Below this is a form to 'Enregistrer la pesée' with fields for 'Poids (kg)' and 'Date'.

A pet's health record: vaccination book and weight tracking.

Recording vaccinations

In the vaccination section, add a vaccine by entering its name, the date it was given and, optionally, the date the next dose is due. Each recorded vaccine is listed with its date and, when present, its reminder date.

Setting the next-due date is what lets VetConnect remind you before the vaccine expires, so it is worth filling in whenever you know it.

- 1 Open the pet's health record.
- 2 In the vaccination section, type the vaccine name.
- 3 Enter the date it was administered.
- 4 Optionally, enter the date the next dose is due.
- 5 Select "Add vaccine" to save it to the book.

Tracking weight

The weight section keeps a simple, dated history. Enter a weight in kilograms with the date it was measured, and it is added to the list. Over time this builds a record you and

your veterinarian can follow.

Regular weigh-ins make it easier to spot gradual changes that matter for an animal's health.

5. For pet owners: booking an appointment

Booking in VetConnect is based on real free time slots. Instead of typing a time and hoping it is available, you pick from slots the system calculates live from the veterinarian's availability minus the appointments already taken.

Choosing a slot

From a clinic's team, select "Book" next to a veterinarian. Pick the date you want and VetConnect shows the free slots for that day as clickable buttons. Choose the animal from your registered pets, add a short reason for the visit, and confirm the request.

Because the slots are computed in real time, you can only choose a time that is genuinely open. This avoids the back-and-forth of requesting a time that turns out to be taken.

The screenshot displays the VetConnect web interface. At the top, there's a navigation bar with 'VetConnect' logo, a user status 'EN LIGNE', and user details 'Camille Robert' and 'CLIENT'. Below the navigation bar, there are tabs: 'Trouver un veto', 'Mes animaux', and 'Mes rendez-vous'. The 'Trouver un veto' tab is active.

The main content area is titled 'Trouver un vétérinaire'. It includes a sub-header 'Filtrez par ville, espèce ou urgence. Activez la géolocalisation pour un tri par distance.' Below this, there are input fields for 'Ville' (set to 'Lyon') and 'Espèce' (set to 'Toutes'). There are also checkboxes for 'Urgences uniquement' and 'Vétérinaires vérifiés', and a dropdown for 'Trier par' (set to 'Distance (si géolocalisé)'). A 'Rechercher' button and a 'Près de moi' button are present.

Below the search filters, there are three clinic listings:

- Clinique Arche Vétérinaire** (1.2 km): Lyon - 12 rue des Tilleuls. Chien - Chat - NAC. 4.9/5 (37 avis). Buttons: 'Voir & prendre RDV' and 'Réserver'.
- Vétérinaire** (checked): Chirurgie, Dermatologie - 12 ans d'exp. Buttons: 'Réserver' and 'Laisser un avis'.
- Cabinet des Deux Rivières** (2.6 km): Lyon - 5 quai Saint-Vincent. Chien - Chat. 4.5/5 (21 avis). Button: 'Voir & prendre RDV'.
- Clinique Vétérinaire du Parc** (3.1 km): Lyon - 88 avenue du Parc. Chien - Chat - Equin - NAC. 4.9/5 (54 avis). Button: 'Voir & prendre RDV'.

The 'Vétérinaire' listing is expanded, showing a 'Date souhaitée' of '07/17/2026'. Below the date, there are 'Créneaux disponibles' (09:00, 09:30, 10:00, 11:30, 14:00, 14:30, 15:00, 16:30). There is a dropdown for 'Animal (ajoutez-en un dans « Mes animaux »)' and a text field for 'Motif' (set to 'Vaccin, consultation...'). A 'Confirmer la demande' button is at the bottom.

Booking: pick a date, choose a free slot, add the pet and reason.

How double-booking is prevented

VetConnect checks availability right up to the moment your request is saved. If two people try to grab the same slot at almost the same time, only one can succeed; the other is asked to pick another slot. This keeps the schedule free of clashes.

A booking starts as a request. The clinic then confirms it, and you can follow its status in the My appointments tab.

TIP

You can only book slots that are still free at the instant you confirm. If a slot is taken a moment before you, simply pick another one from the refreshed list.

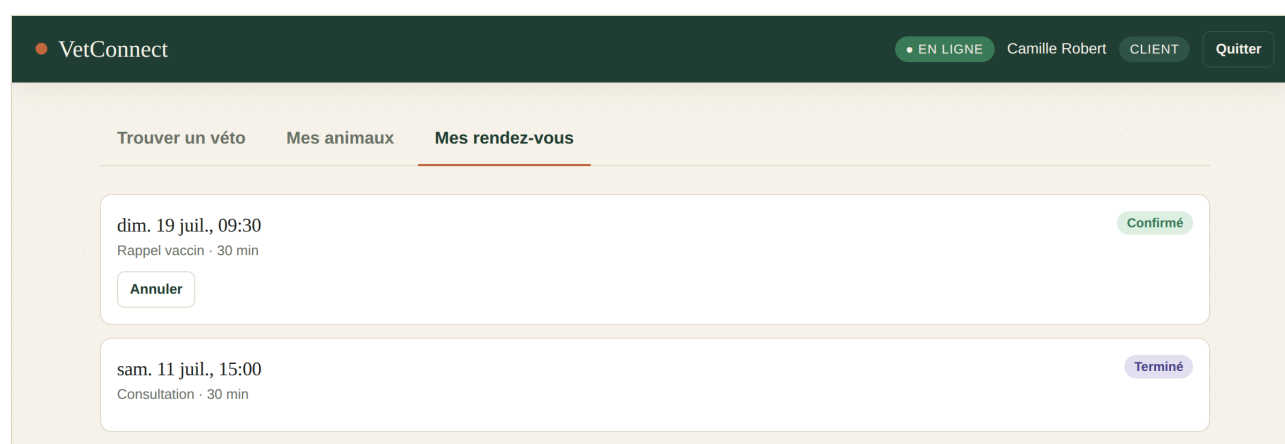
6. For pet owners: appointments & reviews

The *My appointments* tab lists your visits, upcoming and past, with their current status. After a visit you can leave a review for the clinic.

Following your appointments

Each appointment appears with its date and time, the reason and duration, and a status label. Statuses move through a clear sequence as the visit is handled by the clinic, so you always know where a request stands.

While an appointment is still pending or confirmed, you can cancel it from this list if your plans change.



The *My appointments* tab with status labels.

Understanding the statuses

An appointment can be in one of several states. The list below explains what each one means for you.

Status	Meaning
Pending	Your request has been sent and is waiting for the clinic to confirm.
Confirmed	The clinic has accepted; your appointment is set.
Completed	The visit has taken place.
Cancelled	The appointment was cancelled by you or the clinic.
No-show	The appointment time passed without the visit taking place.

Leaving a review

From a clinic's details you can leave a review with a rating. Reviews combine into the clinic's average score and its veterinarians' scores, which is exactly what other pet owners see in the directory.

Honest reviews help the whole community choose well, and help good clinics stand out.

7. For clinics: setting up your clinic

The My clinic tab is where a clinic is created, described and published to the public directory. Publishing is what makes the clinic findable by pet owners searching nearby.

Creating and describing the clinic

Fill in the clinic's name, city and address, and its map coordinates (latitude and longitude) so it can be placed on the map and sorted by distance. List the species you treat as a simple comma-separated set of keywords, and tick the emergency option if you offer emergency care.

Coordinates matter for the distance-based search: they let the directory measure how far your clinic is from each pet owner and rank it accordingly.

VetConnect

• EN LIGNE Dr Léa Moreau CABINET Quitter

Mon cabinet Mon profil Mon agenda Abonnement

Tableau de bord

6 Aujourd'hui RDV	23 7 prochains jours RDV	4 En attente demandes
128 30 derniers jours consultations	6% Taux d'absence sur 30 j	4.8/5 Note moyenne 37 avis

Mon cabinet

Créez ou mettez à jour votre cabinet, puis publiez-le pour qu'il apparaisse dans l'annuaire.

Nom Ville

Clinique Arche Vétérinaire Lyon

Adresse

12 rue des Tilleuls

Latitude Longitude

45.75 4.85

Espèces prises en charge (séparées par des virgules : dog,cat,bovine)

dog,cat,nac

☒ Cabinet d'urgence
☒ Publier dans l'annuaire

Mettre à jour

The My clinic tab: clinic details and directory publishing.

Publishing to the directory

Ticking "Publish in the directory" makes the clinic visible in public search results. Leave it unticked while you are still preparing the details; tick it when you are ready to receive appointment requests from pet owners.

You can update the clinic's information at any time and re-publish. Changes take effect immediately in the directory.

- 1 Open the My clinic tab.
- 2 Enter the name, city, address and map coordinates.
- 3 List the species treated, and tick emergency care if it applies.
- 4 Tick "Publish in the directory" when you are ready.
- 5 Select Save to create or update the clinic.

TIP

A clinic only appears in public search once it is published. Keep it unpublished while you finish setting things up.

8. For clinics: profile, availability & verification

The My profile tab holds a veterinarian's professional details, the weekly availability used to compute bookable slots, and the license verification that earns the "verified" badge.

Filling in the professional profile

Record your specialties, the species you treat, your license number and your years of experience. These details appear to pet owners when they view your clinic, helping them choose the right professional for their animal.

Keeping the profile accurate and complete builds trust and sets the right expectations before a visit.

The screenshot shows the 'Mon profil' tab in the VetConnect interface. The top navigation bar includes 'VetConnect', 'EN LIGNE', 'Dr Léa Moreau', 'CABINET', and 'Quitter'. Below the navigation bar, there are four tabs: 'Mon cabinet', 'Mon profil' (selected), 'Mon agenda', and 'Abonnement'. The 'Mon profil' section is divided into three main areas:

- Mon profil vétérinaire:** This section prompts the user to 'Renseignez vos spécialités, puis ajoutez vos créneaux de disponibilité.' It includes input fields for 'Spécialités (ex : rurale, chirurgie)', 'Espèces traitées (ex : dog, cat, bovine)', 'N° d'ordre', and 'Années d'expérience'. An 'Enregistrer le profil' button is located at the bottom of this section.
- Disponibilités:** This section allows the user to set their availability. It includes a 'Jour' dropdown menu (currently set to 'Lundi'), a 'Durée d'un créneau (min)' input field (set to '30'), and 'Début' and 'Fin' time pickers (set to '09:00 AM' and '12:00 PM' respectively). An 'Ajouter ce créneau' button is at the bottom.
- Vérification à l'Ordre:** This section prompts the user to 'Soumettez votre numéro d'inscription. Un administrateur le validera ; un badge « vérifié » rassure les propriétaires.' It shows the current status as 'Non soumis' and includes an input field for the 'Numéro d'inscription à l'Ordre' (with an example 'Ex : 12345'). A 'Soumettre pour vérification' button is at the bottom.

The My profile tab: professional details, availability and verification.

Setting recurring availability

Availability is defined per weekday as time ranges with a slot length — for example Monday 09:00–12:00 in 30-minute slots. Add as many ranges as you need across the week. VetConnect turns these ranges into the concrete free slots that pet owners can book.

Because bookable slots are derived from this availability minus the appointments already taken, keeping it up to date is what keeps your public calendar correct.

- 1 In the availability section, choose a weekday.
- 2 Set the slot length in minutes (for example, 30).
- 3 Enter the start and end times of the range.
- 4 Select "Add this slot" to save the range.
- 5 Repeat for each day and range you want to offer.

Getting your license verified

Submit your professional registration number for verification. An administrator reviews it and, once approved, your profile shows a "verified" badge. The verification section always shows the current status, from not submitted to verified.

The badge reassures pet owners that your registration has been checked, and it lets them filter the directory to verified veterinarians only.

TIP

Verified veterinarians can be singled out in the directory with the "verified only" filter, so completing verification makes you easier to find and to trust.

9. For clinics: the daily schedule & visit reports

The *My schedule* tab is the day-to-day workspace: every appointment, upcoming and past, with the controls to move it through its lifecycle and a place to write the visit report.

Reading the schedule

Each appointment card shows the date and time, the reason and duration, and a status label. The controls on a card change with the status, so the next action is always the one in front of you.

The schedule shows both upcoming and past appointments, giving a clear picture of the day's work and what has already been handled.

The screenshot displays the 'Mon agenda' (My schedule) tab in the VetConnect application. The header shows the user is logged in as 'Dr Léa Moreau' and has access to 'CABINET' and 'Quitter' options. The main navigation bar includes 'Mon cabinet', 'Mon profil', 'Mon agenda' (selected), and 'Abonnement'.

The 'Mon agenda' section is titled 'Mon agenda' with the subtitle 'Vos rendez-vous à venir et passés.' It lists four appointments:

- Appointment 1:** ven. 17 juil., 09:30. Reason: Rappel vaccin - 30 min. Status: Confirme. Action: Marquer terminé.
- Appointment 2:** ven. 17 juil., 10:15. Reason: Boiterie patte arrière - 30 min. Status: En attente. Actions: Confirmer, Refuser.
- Appointment 3:** ven. 17 juil., 11:00. Reason: Consultation dermatologie - 45 min. Status: Confirme. Action: Marquer terminé.
- Appointment 4:** sam. 18 juil., 14:00. Reason: Vaccination chaton - 20 min. Status: En attente. Actions: Confirmer, Refuser.

Each appointment card includes a 'Compte rendu de visite' (Visit report) section with a text area for 'Observations, traitement...' and an 'Enregistrer le compte rendu' (Save report) button.

The *My schedule* tab: appointment cards with status and actions.

Confirming, completing and declining

A pending request can be confirmed or declined. A confirmed appointment can be marked as completed once the visit is done. These transitions are deliberately controlled, so appointments move through a clean, predictable sequence rather than jumping between unrelated states.

Handling requests promptly keeps the schedule tidy and gives pet owners quick, clear answers.

From status	Available action
Pending	Confirm the appointment, or decline it.
Confirmed	Mark the appointment as completed after the visit.
Any active	Cancel if the visit will not take place.

Writing the visit report

Each appointment card includes a visit-report area where the veterinarian records observations and treatment. Writing the report is reserved for the veterinary side, and it can be written even while offline — it will sync when the connection returns.

The report becomes part of the animal's history, so the next visit can build on what came before.

TIP

Visit reports can be written offline. They are held in the local outbox and sent automatically once you are back online, so field work is never blocked by a weak connection.

10. For clinics: the dashboard

The dashboard sits at the top of the *My clinic* tab and turns the clinic's activity into a handful of clear figures you can read at a glance.

Reading the key figures

The dashboard summarizes the numbers that matter day to day: appointments today, appointments over the next seven days, pending requests waiting for a decision, consultations completed in the last thirty days, the no-show rate, and the average rating with its review count.

Together these give an immediate sense of how busy the clinic is, what needs attention now, and how it is seen by pet owners.

The screenshot shows the VetConnect dashboard for a clinic. At the top, there's a navigation bar with 'Mon cabinet', 'Mon profil', 'Mon agenda', and 'Abonnement'. Below this is a header with the VetConnect logo, a status 'EN LIGNE', the user 'Dr Léa Moreau', and a 'CABINET' button. The main dashboard area features six key indicators in a grid:

- 6** Aujourd'hui RDV
- 23** 7 prochains jours RDV
- 4** En attente demandes
- 128** 30 derniers jours consultations
- 6%** Taux d'absence sur 30 j
- 4.8/5** Note moyenne 37 avis

Below the indicators is a section titled 'Mon cabinet' with the instruction: 'Créez ou mettez à jour votre cabinet, puis publiez-le pour qu'il apparaisse dans l'annuaire.' The form includes fields for:

- Nom:** Clinique Arche Vétérinaire
- Ville:** Lyon
- Adresse:** 12 rue des Tilleuls
- Latitude:** 45.75
- Longitude:** 4.85
- Espèces prises en charge (séparées par des virgules : dog,cat,bovine):** dog,cat,nac
- ☒ Cabinet d'urgence
- ☒ Publier dans l'annuaire
- Mettre à jour** button

The clinic dashboard with its key indicators.

What each figure tells you

Indicator	What it shows
Today	Number of appointments scheduled for today.
Next 7 days	Appointments coming up over the next week.

Pending	Requests waiting to be confirmed or declined.
Last 30 days	Consultations completed in the past month.
No-show rate	Share of appointments missed over the period.
Average rating	Mean review score, with the number of reviews.

Using the dashboard day to day

Start the day with the dashboard to see today's load and clear any pending requests. Over time, the no-show rate and average rating help you spot trends — for instance, whether reminders are reducing missed visits.

Because the figures update as appointments are handled, the dashboard stays a faithful summary of the clinic's activity.

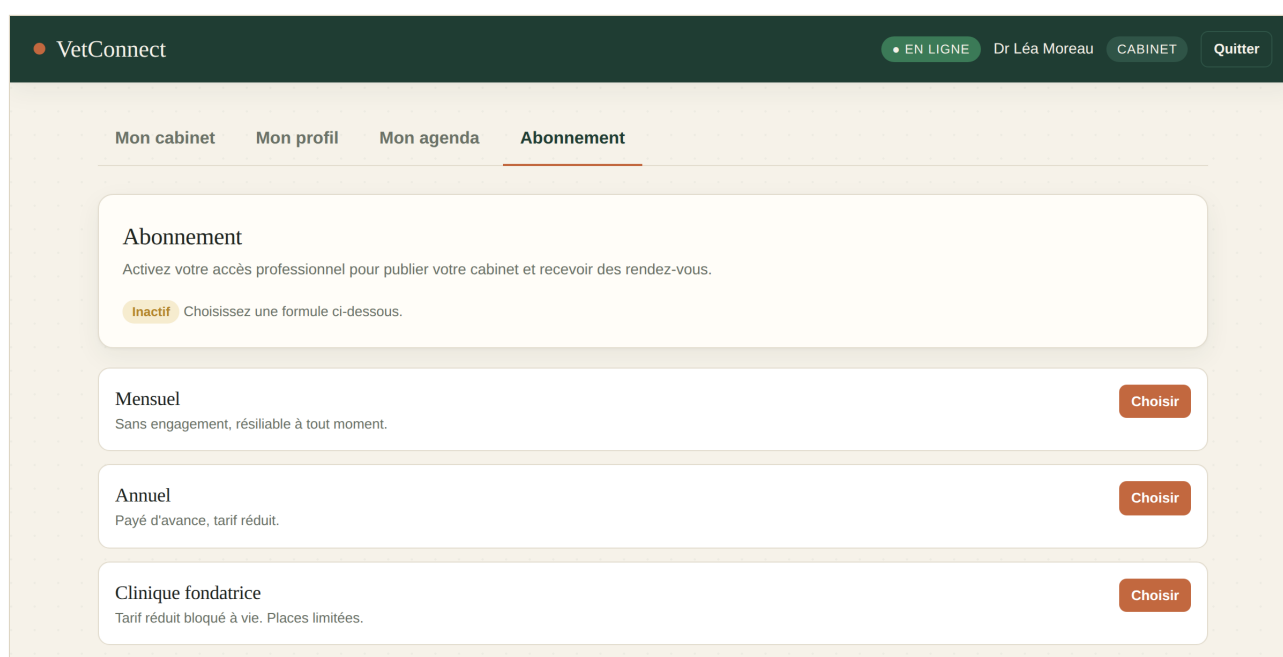
11. For clinics: subscription & billing

The Subscription tab manages the professional access that lets a clinic publish its listing and receive appointments. Payment is handled by a secure external provider.

Choosing a plan

The tab shows your current status and the available plans: a monthly plan with no commitment, an annual plan at a reduced rate, and a limited founding-clinic offer. Selecting a plan starts a secure checkout with the payment provider.

Card details are entered on the provider's secure pages and never pass through the VetConnect server, so sensitive payment data stays with the specialist provider.



The Subscription tab: status and available plans.

Managing your subscription

After subscribing, a customer portal (opened from the same tab) lets you update payment details, change plan or cancel. Your status in VetConnect reflects the current state of the subscription.

While billing is not yet configured on a fresh installation, access remains open so that setup and testing are never blocked by payment.

TIP

Payment pages are provided by the external provider. VetConnect never sees or stores your card number.

12. Notifications & reminders

VetConnect can send confirmations and automatic reminders so that appointments and vaccinations are not forgotten.

Confirmations

When an appointment is booked, confirmed or cancelled, VetConnect can send an email or SMS to keep everyone informed. These messages mean pet owners and clinics share the same, up-to-date picture of what is happening.

Confirmations reduce misunderstandings and missed visits by putting the key details in writing.

Automatic appointment and vaccine reminders

A scheduled task sends reminders for upcoming appointments and for vaccinations whose due date is approaching. It is designed to be safe to run often: it will not send the same reminder twice, so pet owners are not bothered by duplicates.

Vaccine reminders rely on the next-due dates recorded in each pet's health record, which is why it is worth filling those in when you add a vaccine.

TIP

Reminders are idempotent — running the reminder task repeatedly never produces duplicate messages for the same appointment or vaccine.

13. Privacy, data & security

VetConnect handles personal and health-related information with care, and gives users control over their data.

Your data and your rights

VetConnect supports exporting your data for portability, and erasing or anonymizing your account when you choose to leave. These options put you in control of the personal information the platform holds about you and your animals.

Health information is sensitive by nature, and the platform is built to treat it accordingly.

How sign-in is protected

Passwords are stored only in a hashed form, never in plain text, and sessions use signed tokens. Repeated failed sign-in attempts trigger a temporary lock that blocks automated guessing.

For a production deployment, the platform is served over a secure HTTPS connection so that credentials and data are encrypted in transit.

TIP

If you ever get locked out after several wrong passwords, wait a short while and try again — the lock is temporary and protects your account.

Working offline safely

The offline queue keeps your unsent actions on your own device until the connection returns. Nothing is lost when the network drops, and your work syncs automatically once you are back online.

This makes VetConnect dependable in places where connectivity is intermittent, without asking you to change how you work.

14. Frequently asked questions

Short answers to the questions that come up most often.

Why can't I see certain tabs?

VetConnect shows only the tabs that match your role. Pet owners see Find a vet, My pets and My appointments; veterinary professionals see My clinic, My profile, My schedule and Subscription. This keeps each workspace focused.

Why doesn't my clinic appear in search?

A clinic is only listed once it is published. Open the My clinic tab, complete the details including the map coordinates, and tick "Publish in the directory". Make sure a subscription is active where required.

Why are no booking slots showing?

Slots are computed from a veterinarian's availability minus the appointments already taken. If none appear, there may be no availability set for that weekday, or every slot may already be booked. Try another date, or add availability in My profile.

Do I need to be online all the time?

No. VetConnect keeps working offline for everyday use. Your actions are queued locally and sync automatically when the connection returns. The status badge shows whether you are online or offline.

How do I get the verified badge?

Submit your registration number in the verification section of My profile. An administrator reviews it, and once approved your profile shows the verified badge and can be filtered for in the directory.

15. Glossary

Definitions of the main terms used across VetConnect.

Key terms

- **Client:** a pet owner account — someone who finds vets, manages pets and books appointments.
- **Veterinarian:** a professional account with a profile, availability and (once approved) a verified badge.
- **Clinic admin:** a professional account that can also create, publish and manage the clinic and its subscription.
- **Directory:** the public, searchable list of published clinics, sortable by distance or rating.
- **Free slot:** a bookable time computed from a vet's availability minus appointments already taken.
- **Health record:** a pet's vaccination book and weight history, kept per animal.
- **Visit report:** the veterinarian's notes on a visit, part of the animal's history.
- **Verified badge:** a mark shown once an administrator has confirmed a veterinarian's license.
- **PWA:** a Progressive Web App — an installable web app that also works offline.
- **Outbox:** the local queue that holds actions made offline until they can sync.