



WREXHAM
Daleside Veterinary Group,
Main Road, Rhosrobin
Wrexham, LL11 4RL
Pets 01978 311 881
Farm 01978 311 444
Email hello@dalesidevets.co.uk
Fax 01978 311 555

PENYFFORDD
Daleside Veterinary Group,
27 Hawarden Rd,
Penyffordd,
CH4 0JD
Pets 01244 543 211
Email hello@dalesidevets.co.uk

SHOTTON
Daleside Veterinary Group,
97 Chester Rd East, Shotton,
Deeside, Flintshire,
CH5 1QB
Pets 01244 830 065
Email hello@dalesidevets.co.uk
Fax 01244 814 488

1. Please click the link provided at www.dalesidevets.co.uk/videoconsult to be taken to our new video consultation platform. From here, click 'Sign Up' and select 'I am a Pet Owner'. Sign up is free.
2. You will then be asked to fill in some personal details and create a password (please note that the password needs a min 8 characters, 1 uppercase, 1 lowercase and 1 number).
3. You will then receive an email with a 6-digit verification code that you will need to input to confirm your registration.
4. You are now ready to start adding your pets, but you will need to select 'Daleside Veterinary Group' from the list before you can (see below).



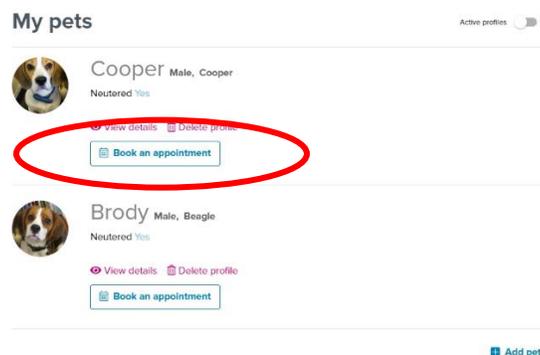
Add a new pet

With which vet practice is your pet registered?

Daleside	
Daleside Veterinary Group	LL11 4RL

Next

5. Fill in your pet's details and you can even add a photo of them if you want to! Once you're happy the details are correct you simply click 'Add Pet'. If you have multiple pets you just repeat this process until they are all registered (you will only need to select the practice for your first pet).
6. Once you have registered your pets then click the button under their name to 'Book an appointment' (see below).



7. Here you will see a list of all the appointments that are available for that day. If you want to change the date then simply select the date you want from the date box.

8. **IMPORTANT: before booking an appointment slot, you MUST click 'Add notes' (see below). This will open a box where we need you to enter:**

- a. **Your surname (as registered with us)**
- b. **The first line of your address (as registered with us)**
- c. **Your pet's name**
- d. **The reason for your appointment**

This is so the vet is able to identify you and look at your pet's clinical history before the video consultation starts. Without this information, the vet will not be able to find your pet's records and will not be able to provide a video consultation for your pet.



Please select an appointment date and time

06/04/2020 

[- Add notes](#)

Surname and first line of your address (as registered with us), your pet's name and the reason for your appointment

Time slot ▾	Veterinarian ⚙	Price	
10:00 20 minutes	Daleside Vet	£ 20.00	Book now
10:20 20 minutes	Daleside Vet	£ 20.00	Book now
10:40 20 minutes	Daleside Vet	£ 20.00	Book now

- 9. When you are ready to book an appointment, click 'Book now' next to the appointment time that is convenient for you.
- 10. Before confirmation of your appointment you will be shown a short checklist to ensure a successful video consultation. Please ensure you read these in full and when you re happy, proceed to confirm your appointment time.
- 11. You will then be taken to a page where you will make payment for the consultation.
- 12. Once you have paid the consultation fee, you will see a notification saying 'Appointment Scheduled'. From here you click 'Manage My Appointment' to be taken back to your dashboard.
- 13. At least 5 minutes before your appointment you need to log back in and click the button that is now available saying 'Click here to join' (see below).

Upcoming appointments

APR
04

Saturday, 12:00 - 12:20
Appointment with Daleside Vet

 Video call with Daleside Vet
in 3min - Click here to join

14. This will take you to the video consultation where the vet will join you as soon as they are available.
15. Please call the practice if you are likely to miss your appointment for any reason.
16. **If you are having any technical issues, then please contact VetHelpDirect on support@vethelpdirect.com or 02382 250103. You will also find an 'online chat' facility at the bottom right of your screen to chat directly to someone at VetHelpDirect (see below).**

