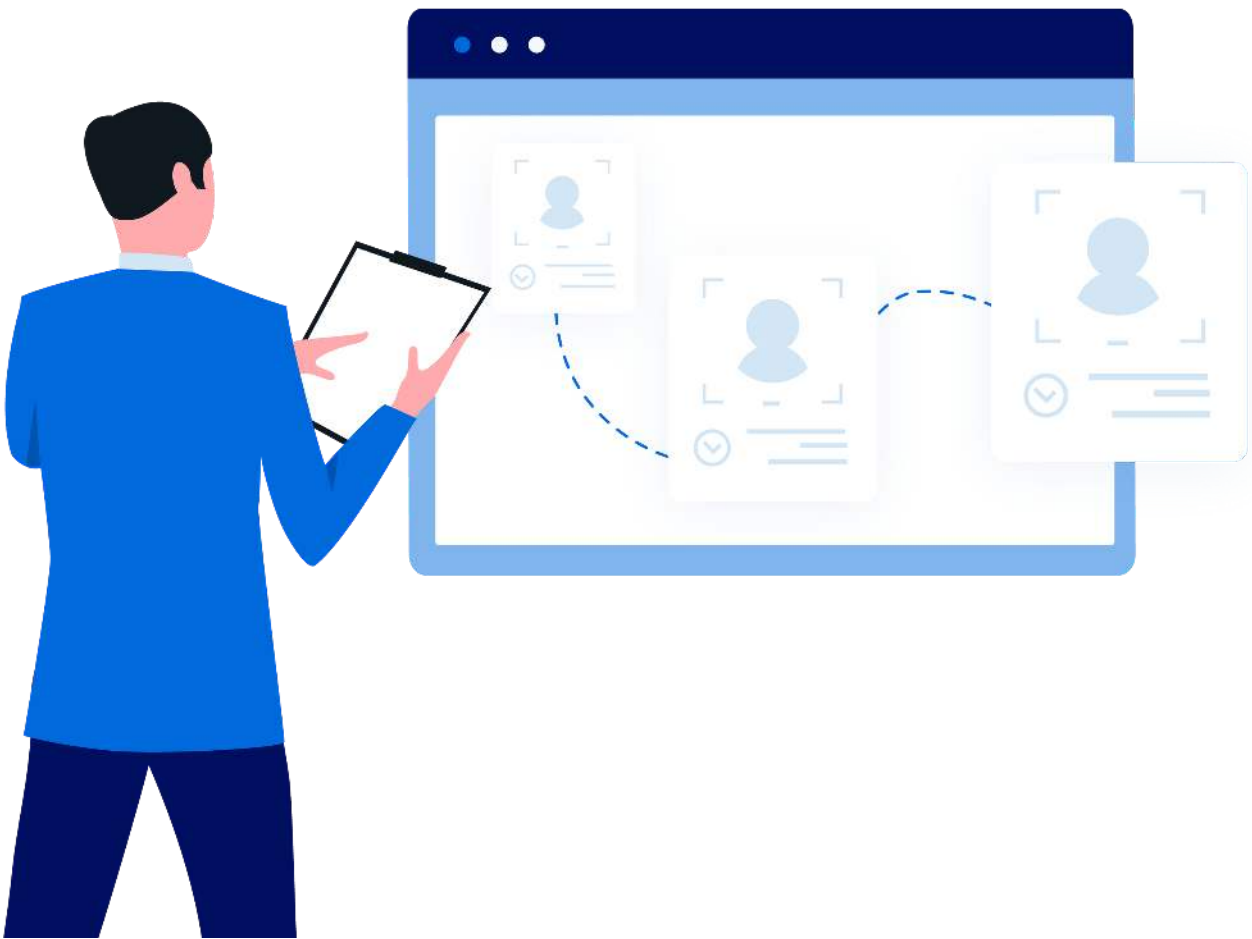


Help Articles

How do we setup AppointNow?



How do we setup AppointNow?

The AppointNow feature has several important setup items:

- Scheduler Production type
- Appointment slot duration
- Provider's Scheduler Production schedule
- Provider visibility for AppointNow
- Web link (HTML) embedded to dental organization website

To check the status of the AppointNow setup:

- click the word "Help"
- select the "Help & Support" option from the drop-down list
- click the hyperlink word "here" within the "To check appointnow setting, click here" text

Please Note:

The email address indicated in the Office Setup screen for that specific location is the email that we receive notification when an appointment is scheduled via Appointnow.

To review and confirm the office email, Go to Setup / Offices / Office Setup / select the Office location and click Edit if the office email should be changed.

Designate the Scheduler Production Types to be visible in AppointNow

To define the Scheduler Production Type(s):

- click the word "Setup"
- choose the "Misc Setup" option from the drop-down list
- select the "Scheduler Production Type" item
- click the Edit button
- indicate "Yes" for the item(s) which should be designated "Visible in AppointNow"
- indicate the "'AppointNow Duration'
- click the Save button

NOTE: If the dental organization has only one Scheduler Production Type set up, the patient will not see a type option. If the dental organization two or more Scheduler Production Type set up, the patient will be able to select the type of appointment.

Select Appointment slot durations

To define the duration for a reserved appointment slot:

- click the word "Setup"
- choose the "Offices" option from the drop-down list
- Office Setup
- select the desired office location
- click the Edit Office button
- select the Advanced Tab
- indicate the "Default Pat. Request Appt. Duration" field to the desired length
- click the Save button

NOTE: The appointment duration applies to an office. The appointment duration does not apply to a specific provider.

NOTE: To display the optimal number of available appointments for a provider, we recommend that the scheduled times match the duration (or be a multiple) of time specified in the "Setup / Offices" screen. For example, if the duration of the appointments is 30 minutes, the schedule should be marked for 30 minute increments (i.e., 30, 60, 90, 120, 150, 180, etc.). It is not advised to indicate 45 minute blocks on the Schedule as they will not be optimally displayed.

Set the Provider to be visible in AppointNow

To define the Scheduler Production Type(s):

- click the word "Setup"
- choose the "Providers" and "Provider Setup" options from the drop-down list
- select the desired provider
- click the Edit button
- indicate "Yes" for the "Visible in AppointNow" option
- click the Save button

NOTE: If the dental organization has only one Provider set up, the patient will not see a provider option. If the dental organization has two or more Provider set ups, the patient will be able to select the provider, or be able to leave the option as "Any Provider."

Assign Production Types to the Provider's Schedule

To define the duration for a reserved appointment slot:

- click the word "Setup"
- choose the "Providers" and "Provider Setup" options from the drop-down list
- select the desired provider
- click the Edit button
- click the "Schedule" tab to ensure the provider has an Effective schedule
- click the "Operatories" tab to ensure the provider has at least one operatory assigned for the location
- click the "Watermarks" tab

To add/assign the new watermark/production type to the Providers schedule:

- Select the appropriate operatory
- Single left-click the desired start for the desired weekday (the columns are arranged Monday through Sunday, left to right)
- Holding the left mouse button down, drag the highlight for the desired length of time
- In the popup window, indicate the desired changes
- Click the Save button to save the individual watermark's changes
- Enter any additional watermark/production type changes to the provider's per-office setup
- Click the Save button at the bottom of the screen to save all the changes

Copy AppointNow link for use in your website or email campaigns

Once all AppointNow setup items are complete, the dental organization may copy the AppointNow link from Denticon in order to incorporate into the dental organization's website or email campaigns.

To copy the AppointNow HTML code:

- click the word "Help"
- select the "Help & Support" option from the drop-down list
- within the "AppointNow section":
 - select the desired option: "New Patient Only," "Existing Patient Only," or "Both"
 - click the Copy button to copy the HTML code to the computer's Clipboard for pasting into the website's code