

Third Party Integrations


Medechat

Veterinary Care
Anytime, Anywhere

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Last updated 2 February 2022

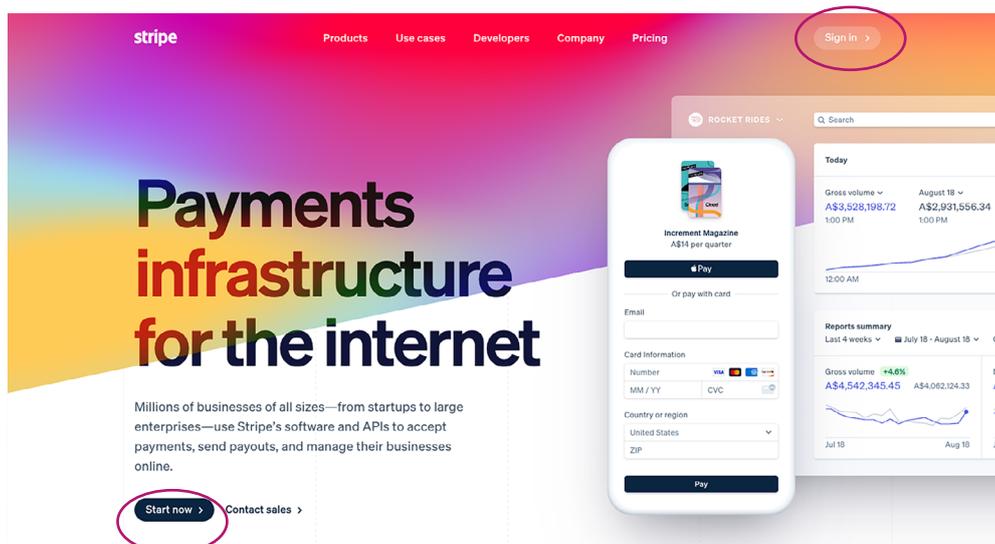
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Setting up your Stripe Account

Stripe is our chosen payment provider and is a online merchant platform used by millions of businesses big and small to accept payments safely and securely.

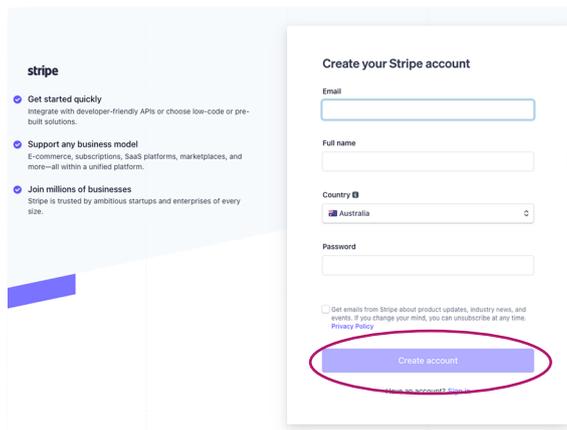
To receive payments from your clients through the Medechat platform you will need to open a Stripe account. There are processing fees for this service which are 1.75% + .30c per transaction. Please take this into account when deciding on your consultation fees.

You can also access all the help documents at www.support.stripe.com/ or call us on 1800 225 226 if you have any problems.

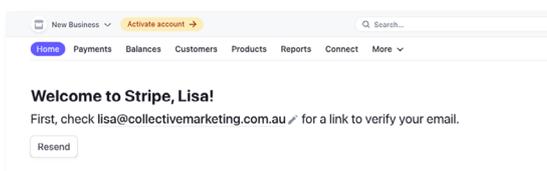


Firstly go to <https://stripe.com/> and select **Start Now**

Once you have set up your account you will use the **Sign In** button.



Follow the prompts to create your account and login.



You'll be asked to verify your email address.

Click the link that will be sent to your email to verify and continue the set-up.

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Setting up your Stripe Account

Next, add your business details

Tell us a little more about your business to activate your account.

[Start →](#)

Select **start** and follow all the prompts. Stripe will take you through all the sections you need to get up and running and accept payments.

Activate your account

[Business structure](#)
Business details
Support details
Bank details
Two-step authentication
Tax calculation
Climate contributions
Summary

Tell us about your business

The information Stripe collects about your business helps us meet requirements from regulators, financial partners, and our [Services Agreement](#).

Registered business address

Type of business

Business structure

[Continue →](#)

You'll need to have to hand your legal business name and business details and also the bank account details that you would like your funds transferred too.

You will be able to choose how often Stripe pays this out to you.

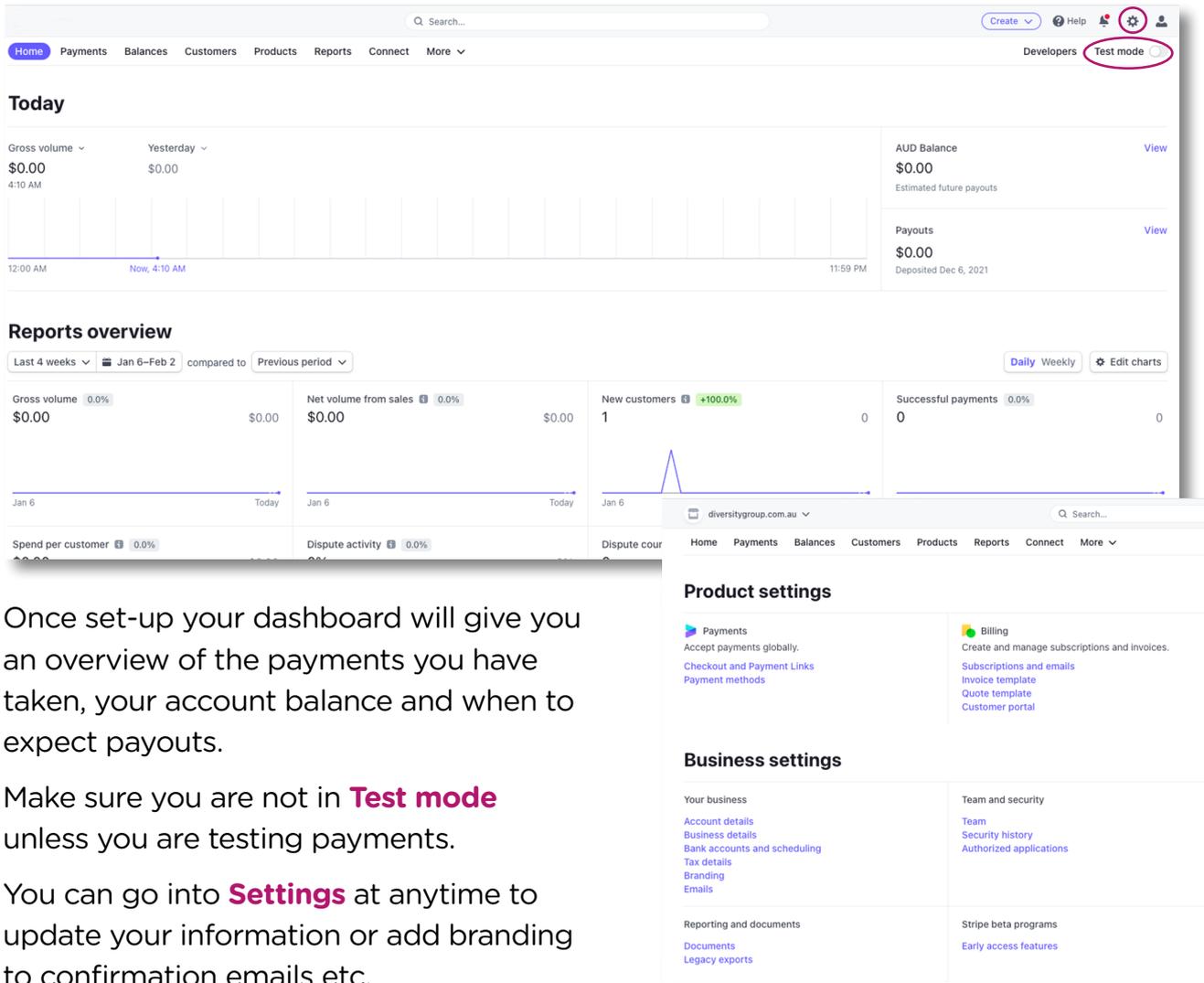
Follow all the prompts supplied by Stripe.



When you have completed the set-up don't forget to activate your account so that Medechat can connect to it and your payments are processed.

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Setting up your Stripe Account

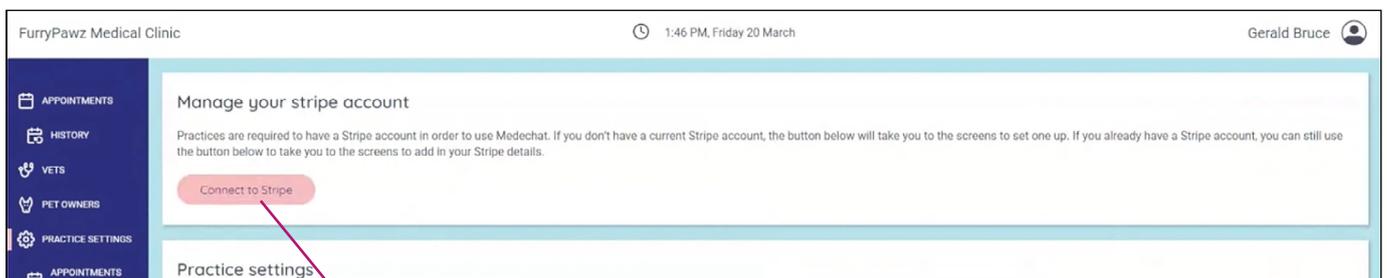


The screenshot shows the Stripe dashboard interface. At the top right, the 'Test mode' toggle is circled in red. Below the dashboard, a 'Product settings' overlay is visible, showing sections for 'Payments', 'Billing', and 'Business settings'.

Once set-up your dashboard will give you an overview of the payments you have taken, your account balance and when to expect payouts.

Make sure you are not in **Test mode** unless you are testing payments.

You can go into **Settings** at anytime to update your information or add branding to confirmation emails etc.



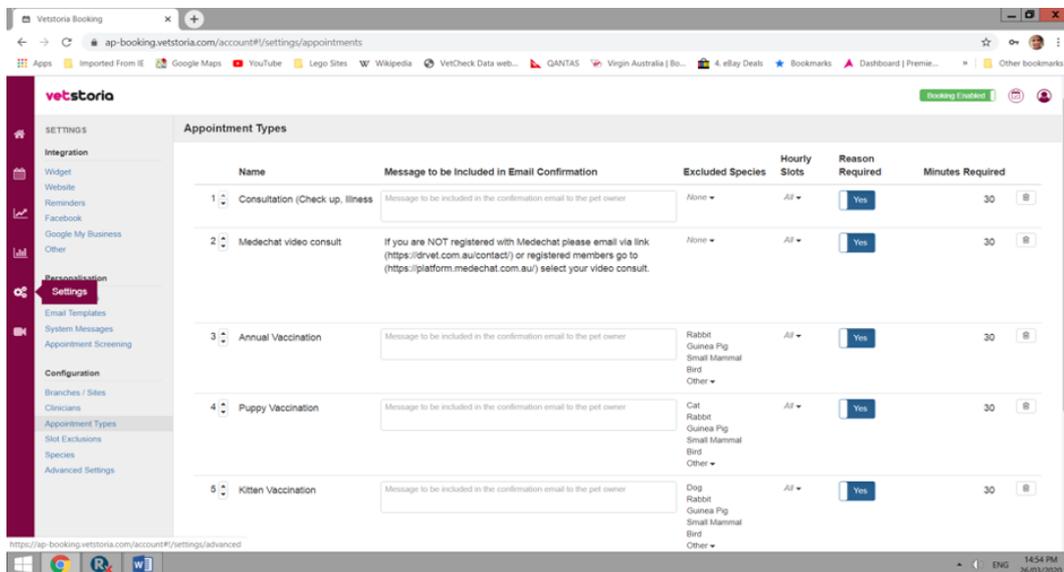
The screenshot shows the 'Manage your stripe account' screen in the Medechat platform. A red arrow points to the 'Connect to Stripe' button. The screen includes a sidebar with navigation options like 'APPOINTMENTS', 'HISTORY', 'VETS', 'PET OWNERS', 'PRACTICE SETTINGS', and 'APPOINTMENTS'.

When you have completed the set-up, you can Connect your Stripe account to your Medechat platform in **Practice Settings**.

Your clients can now pay for Medechat Consultations by credit card and the funds will be transferred to your bank account.

Linking Medechat Appointment Types into Vetstoria

1. Log into your existing Vetstoria platform with credentials (**email and user password**)
2. Go to **Settings** on the left side panel and then select **Configuration - Appointment Types**



3. Scroll down the page to select **Add New Type - enter appointment Name** (Medechat video consult). This appointment type will be placed in line of next number, use the up arrow beside the number to move up the order displayed to prioritise this appointment.
4. Select **Message to be included in Email confirmation** and enter required instructions for Medechat registration or login information for Medechat platform.
5. Client will receive a confirmation email as displayed below and can follow the links to either clinic website to request an invite to Medechat or follow the link to Medechat platform if registered.

