



## Explanation on Your Online Account Information

After clicking on the Appointment/Classes Tab taking you to our online sign-in page (MindBody), and after Signing In to your account (Instructions on signing in are found on the Appointment/Classes page), you are taken to a screen where you can choose to book an Appointment or Sign up for Classes or you can look up your own information in "My Info" in upper right hand side.

### Client Types

- Child = 0 – 25 years old or still in school
- Adult = 25 – 64 years old
- Senior = 65 years and over
- DND = Department of National Defense – Active Member of the Military
- VAC = Veteran's Affairs of Canada – Not an Active Member in the Military, requires preauthorization, please contact the clinic
- MVA = Motor Vehicle Accident Patient, please let staff know in advance for Initial Consultation
- WSIB = Worker's Compensation Patient, please call clinic prior to initial visit (unauthorized provider)

### My Info Tab

#### Profile

- Gives you your Personal Information that was provided to the clinic on your first visit or when signing up online for the first time
- Allows you to add family members to your profile
- Clicking the 'Edit' button on either Personal or Family Members
  - This opens up the fields and allows you the edit your information in them
  - \*Remember to click 'Save' once finished making any changes to your Profile

#### My Schedule

- Shows you any future appointments or classes you have scheduled with any/all services at the clinic
- You can choose to email your schedule to yourself, just by clicking "Email my Schedule" on the top of your schedule.
- We require 24 hours notice for all Active Chiropractic Practitioners, to change or cancel an appointment, as we have a list of patients requiring emergency appointments. (See Policy)
- If you would like to cancel or modify a reservation or appointment, click "Cancel."
- "Late Cancel" appears when the online cancellation period of 24hrs has passed. This option can be used to allow another person to register in that availability. For more information, please contact Active Chiropractic Family Health Centre - (613) 732-9215.
  - You will receive an email for any cancellations &/or new sign ups &/ or new appointments you have made.



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### Visit History

- Shows in chronological order your past visits (BootCamp, Chiropractic, etc...) that you have had at the clinic since we began using MindBody software August 1, 2012.

### Purchase History

- Shows your purchases you have made for services rendered, your method of payment, and the amount paid
- Shows your purchases you have made for a 'series'. Ex. 8wks of BootCamp, Yoga, or Running Clinics, your method of payment, and the amount paid

### Account

- Is similar to Purchase History but doesn't show amounts or method of payment
- If you have purchased a 'series' of classes for BootCamp or Yoga it will show you how many classes you have purchased, how many are not booked & how many classes are remaining (but are already scheduled), as well as the expiry date of the series, and 'Available for Use'.
- Purchased = amount of classes in Series purchased, example 2x/wk for 8 weeks = 16 classes
- Unbooked (not Booked) = classes that you have not scheduled, or have been cancelled in advance because you were unable to attend them
- Remaining = how many classes remain in the series that you have purchased, but are scheduled for
- Available for Use = Classes remaining that can be scheduled. If there are any classes that you have been unable to attend and have given the clinic notice, or cancelled out of the classes yourself in advance
- Unused classes are non-transferrable – if you purchased 16 classes and only used 14 by the end of the session and couldn't make up the missed classes, these classes are gone and cannot be passed onto the next session. Please view the expiry date of your series so you don't miss out.
- If you have 'no showed' for a class and did not let the Receptionist or your Trainer know in advance, that class is lost and you cannot make up the class.

### Documents

- Lets you upload documents right into our system
  - Example: BootCamp/Yoga Intake forms, MRI's or X-ray reports

### Appointment Tab

- Allows you to search through any service we offer and request an appointment
- An Initial Consultation is required prior to any follow up visit within the same service
- Example: Initial Consultation for Chiropractic is required before you can book an Adjustment and A.R.T Treatment

### Classes Tab



### Explanation on Your Online Account Information

- Allows you to search & sign up for Classes that we offer in our Clinic. Example: BootCamp, Yoga, Running Clinics

### Online Store

- Account Credit is required to make any purchases at this time
- When reserving a space in a class, you are required to have purchased a series in the clinic to be able to reserve your spot
- You can request appointments for services, without prior credit, (Chiropractic, Physiotherapy...etc.....).