

ClinicOffice

Patient Check-In Guide

Introduction

The Patient Check-In application is a web-based tool that lets patients check in when they arrive at the clinic. Once checked in, the patient's appointment will show that they have arrived. This saves time for your reception staff.

The patient only needs to enter the first letter of their surname and their month and day of birth. The system will then match them up to their appointment and mark the patient as having arrived.

Prerequisites

The Patient Arrivals feature is offered as a standard feature for anyone who has the ClinicOffice Hosted edition or for local ClinicOffice v6 customers who are subscribed to the Online Services. When using Patient Check-In, it will use a single Web edition license per active login on a device.

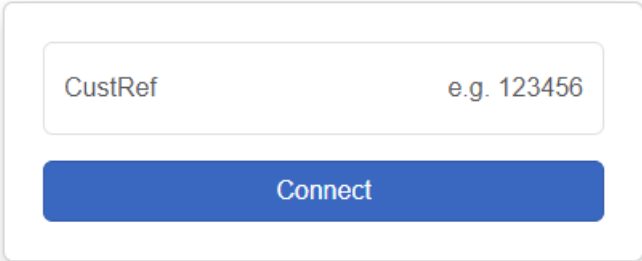
This application can be displayed on any device that has a web browser, but generally we would recommend a touch screen device such as a tablet or a machine with a touch screen-based monitor.

How to Setup

Setting up the Patient Check-In is just a **two-step** process.

- 1) The first step is to visit <https://checkin.clinicoffice.online>, enter your customer reference and click **Connect**

Arrivals - Account Validation



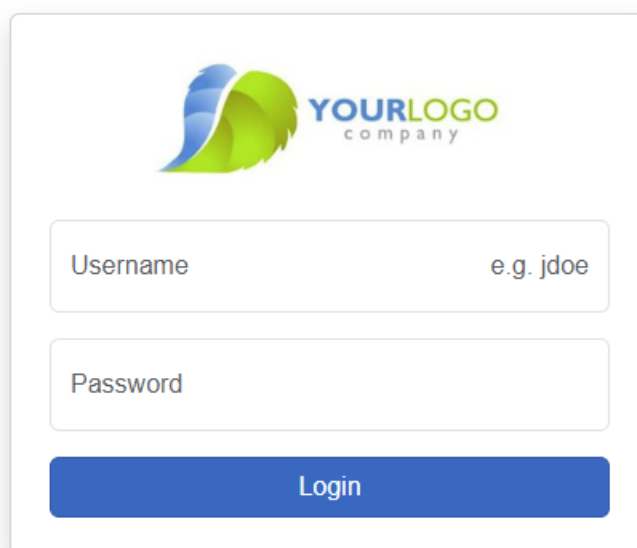
CustRef e.g. 123456

Connect

If you are not too sure what your customer reference is, you can find it by logging into the [Client Portal](#) > **Account Details** and you can find the six-digit customer reference from here.

2) On the next screen, enter your ClinicOffice Username and Password and click **Login**

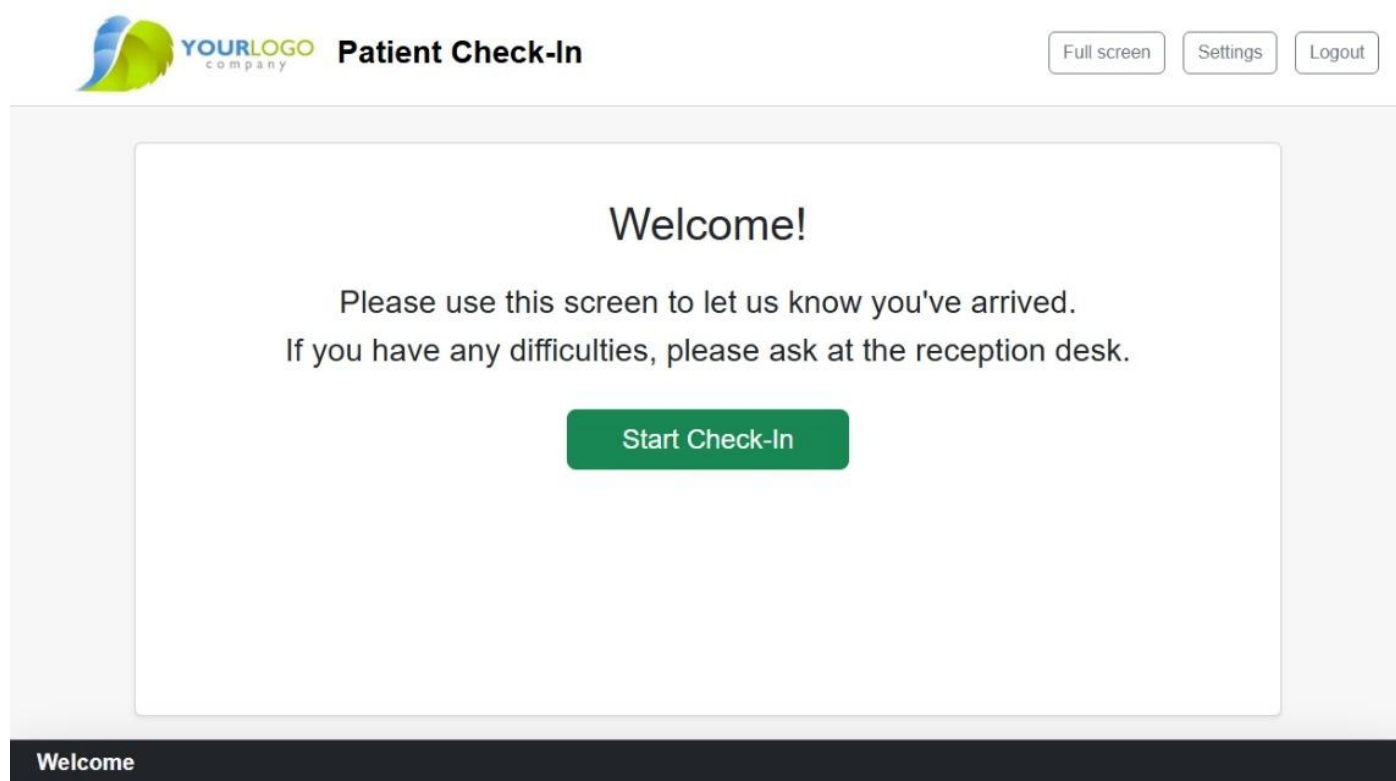
Arrivals - Login



The login screen features the 'YOURLOGO company' logo at the top, which consists of a stylized blue and green wave icon. Below the logo are two input fields: 'Username' with a placeholder 'e.g. jdoe' and 'Password'. A blue 'Login' button is positioned at the bottom of the form.

[Change Account](#)

Once logged in you will see a similar screen to the one below and the device is now ready for the patient to self-check-in with.



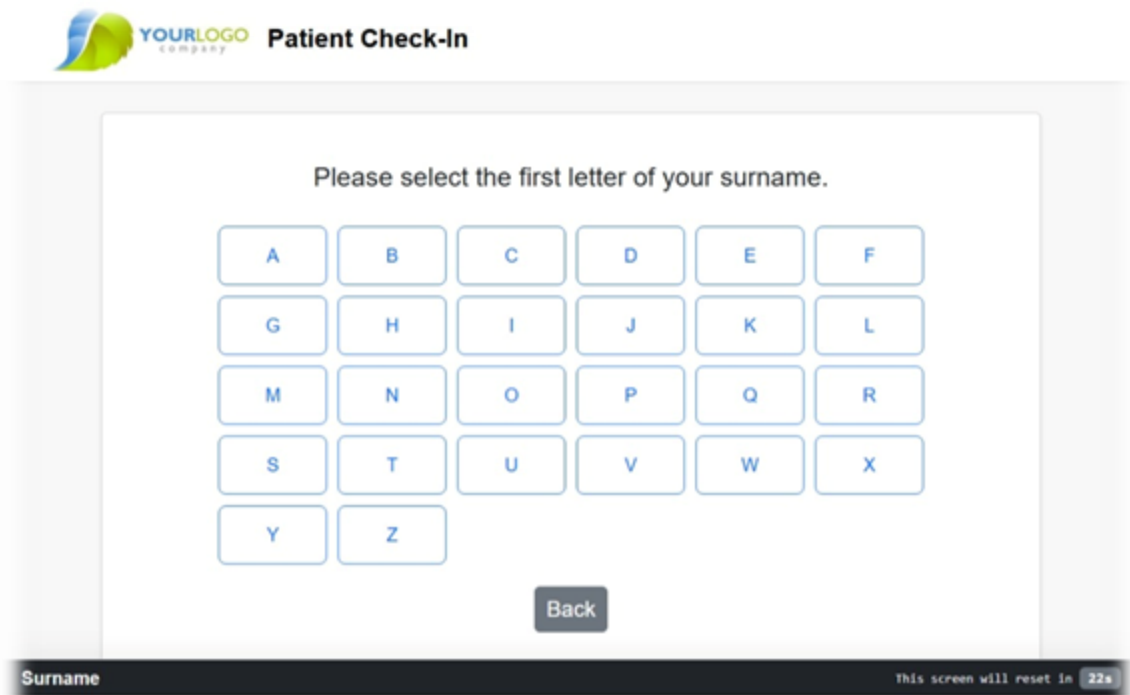
The Patient Check-In screen displays the 'YOURLOGO company' logo and the title 'Patient Check-In' in the top left. In the top right, there are three buttons: 'Full screen', 'Settings', and 'Logout'. The main content area is a white box with the text 'Welcome!' followed by 'Please use this screen to let us know you've arrived. If you have any difficulties, please ask at the reception desk.' and a green 'Start Check-In' button. A dark grey footer bar at the bottom contains the word 'Welcome'.

Generally, we would recommend that you click the **Full Screen** button so that the patient can only see this Check-In screen. We also recommend that you hide buttons such as **Settings** and **Logout**; you can do this under the settings.

How the Patient Uses the Check-In

The steps for the to self-check-in is very straightforward as demonstrated below.

- 1) They click the **Start Check-In** button
- 2) They would then select the first letter of their surname



YOURLOGO company Patient Check-In

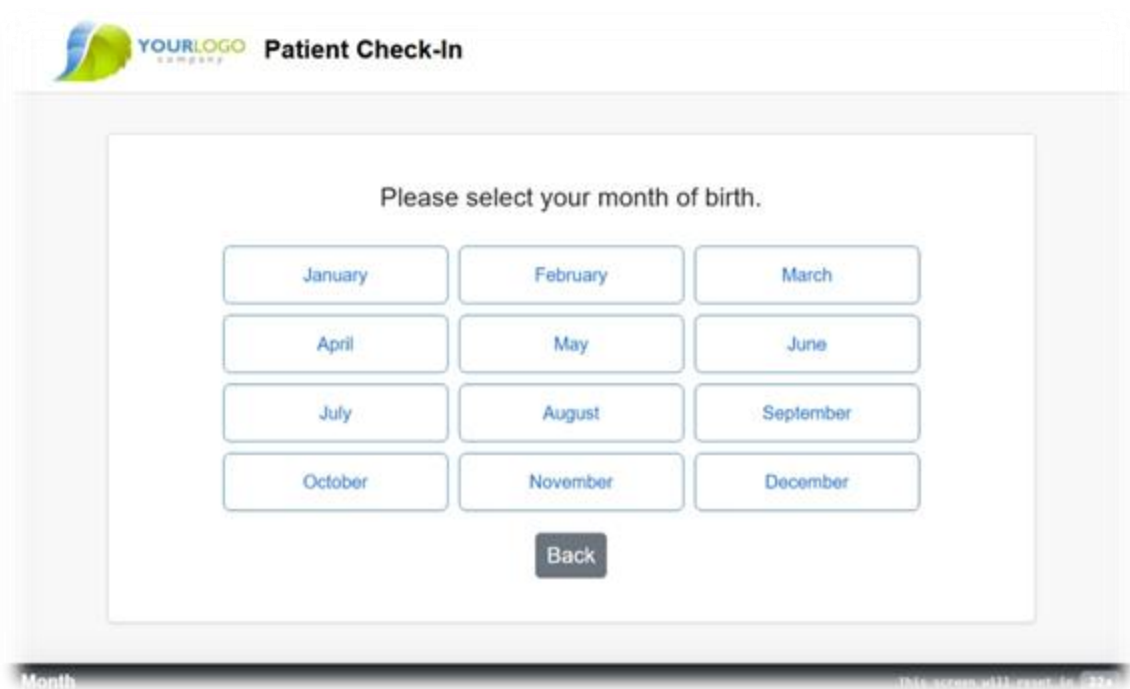
Please select the first letter of your surname.

A	B	C	D	E	F
G	H	I	J	K	L
M	N	O	P	Q	R
S	T	U	V	W	X
Y	Z				

Back

Surname This screen will reset in 22s

- 3) Select the month of birth



YOURLOGO company Patient Check-In

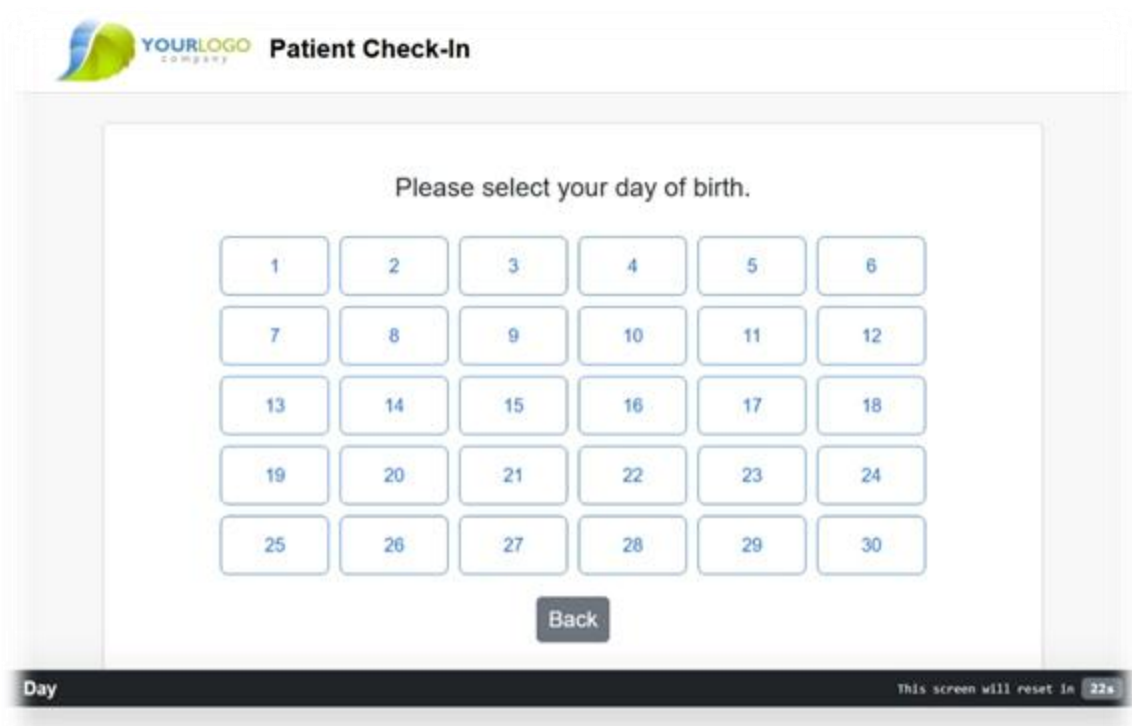
Please select your month of birth.

January	February	March
April	May	June
July	August	September
October	November	December

Back

Month This screen will reset in 32s

4) Select their day of birth



YOURLOGO company Patient Check-In

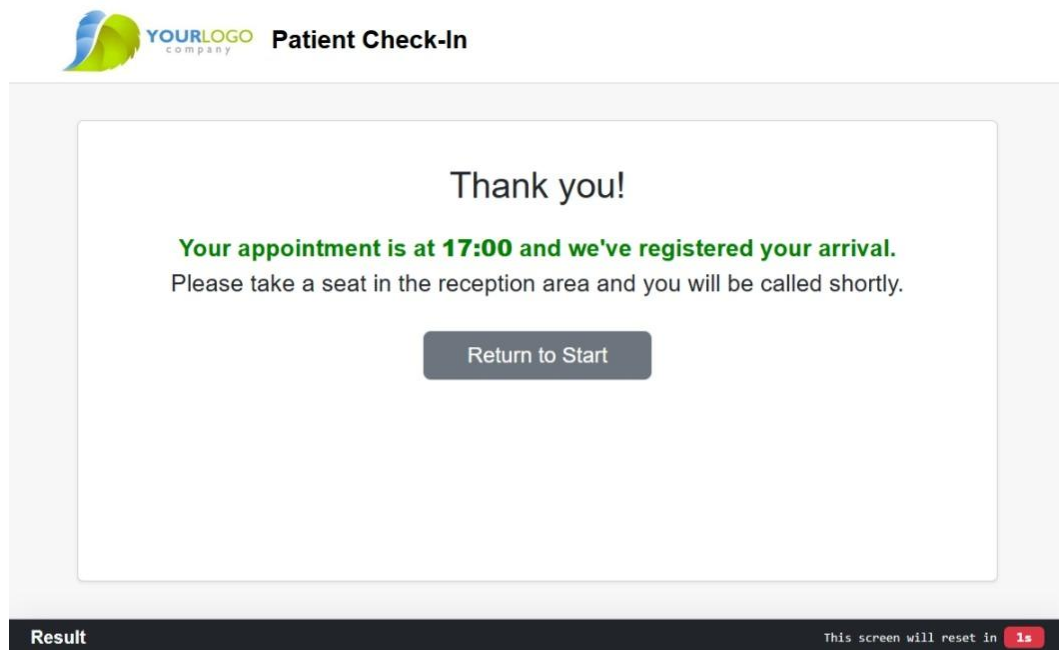
Please select your day of birth.

1	2	3	4	5	6
7	8	9	10	11	12
13	14	15	16	17	18
19	20	21	22	23	24
25	26	27	28	29	30

Back

Day This screen will reset in 22s

When the system detects a match, the patient will a message like the one below.



YOURLOGO company Patient Check-In

Thank you!

Your appointment is at 17:00 and we've registered your arrival.

Please take a seat in the reception area and you will be called shortly.

Return to Start

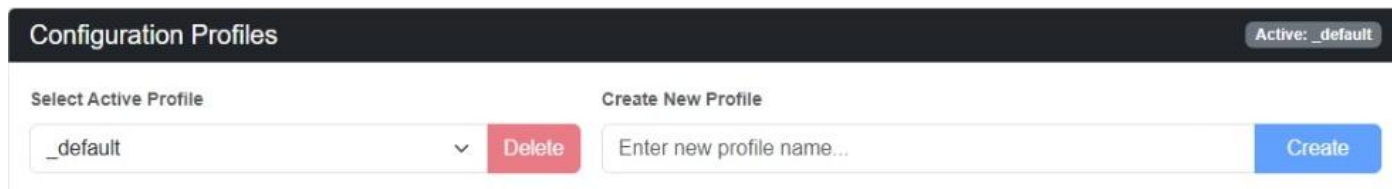
Result This screen will reset in 1s

The screen will automatically return to the beginning after a few seconds, ready for the next patient's arrival.

Settings

To access the settings, click the **Settings** button towards the top right of the screen. If this is not visible, you will need to double-click/tap on your company logo, and it will then appear. For security reasons, you will be asked for your password again.

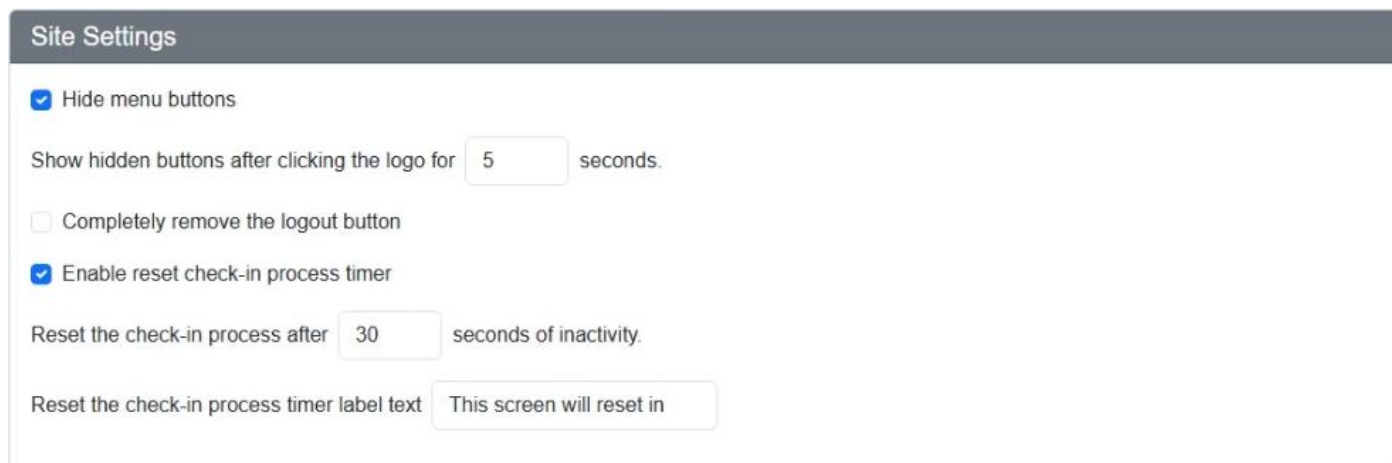
Below is a breakdown of the settings on this page.



The screenshot shows the 'Configuration Profiles' section. At the top right, it says 'Active: _default'. Below this, there are two main areas. On the left, under 'Select Active Profile', there is a dropdown menu currently showing '_default' and a red 'Delete' button. On the right, under 'Create New Profile', there is a text input field with the placeholder 'Enter new profile name...' and a blue 'Create' button.

This allows you to select different profiles. A profile is a way of saving specific settings for different purposes. For example, if you have more than one clinic and you have different messages or requirements for each of the clinics. Different locations could thus use different profiles.

To create a new profile, select your settings, type in the profile name into the “**Create New Profile**” field and click **Create**.



The screenshot shows the 'Site Settings' page. It contains several toggle switches and input fields. The first toggle is 'Hide menu buttons', which is checked. Below it is a label 'Show hidden buttons after clicking the logo for' followed by an input field containing '5' and the text 'seconds.'. The next toggle is 'Completely remove the logout button', which is unchecked. Below that is 'Enable reset check-in process timer', which is checked. This is followed by a label 'Reset the check-in process after' and an input field containing '30', with 'seconds of inactivity.' to its right. The final setting is 'Reset the check-in process timer label text' followed by a text input field containing 'This screen will reset in'.

From the Site Settings, you can select to hide the menu buttons such as the **Settings** and **Logout** buttons. You can also set how often the check-in process should reset itself due to inactivity.

Check-In Settings

Load appointments from hour(s) ago up to hour(s) ahead.

Classify a check-in as LATE when they are minutes or more overdue.

Classify a check-in as EARLY when they are minutes or more early.

Only apply to appointments belonging to this Clinic

On successful check-in, set Appointment Status to

☒ Check in consecutive appointments

DEFAULT MESSAGES

Set the WELCOME message...

Set the SUCCESS message...

Set the LATE message...

Set the EARLY message...

Set the NOT FOUND message...

From the Check-In Settings section, you can specify the scope of appointments you wish to check the patient against. By default, the system will check appointments going two hours into the past and future.

You can also specify when a check-in is considered late or early, which clinic the current check-in system applies to and whether it should check for consecutive appointments. You can also define messages such as the “Welcome” or “Not Found” messages.

Message Overrides

On completion of a successful check-in, you may wish to give customised instructions depending on the Appointment Type, Room or Staff Member.

Give custom message priority to:

Appointment Type Messages

Room Messages

Staff Messages

Name	Success Message	Update Appt Status?
Chiropractic Initial Consultation	Default success message	☒
Chiropractic Re-assessment	Default success message	☒
Chiropractic Treatment	Default success message	☒
Physiotherapy Consultation	Default success message	☒
Physiotherapy Re-assessment	Default success message	☒
Physiotherapy Treatment	Default success message	☒
Skin Care Consultation	Default success message	☒
Skin Care Treatment	Default success message	☒
X-Ray	Default success message	☒

The Message Overrides section allows you to customise the order in which a message will appear based on appointment type, room and staff. You can also define bespoke messages based on these three areas. This is useful if, after checking in for a particular appointment, you need to give specific instructions. For example, maybe based on a particular appointment type or room, the patient needs to be directed to wait in another area of the clinic.

Visual Settings

Site heading text

Patient Check-In

Site heading colour

Black

▼

Start button text

Start Check-In

Start button font size (px)

24

Start button colour

Green

▼

Back button text

Back

Back button font size (px)

24

Back button colour

Grey

▼

Reset button text

Return to Start

Reset button font size (px)

24

Reset button colour

Grey

▼

The Visual Settings section allows you to customise the heading and Start, Back and Reset button texts. You can also adjust the site heading colour, the three buttons' colours and their sizes.

Any changes you make to the settings, please remember to click the **Save Configuration** button to save the settings to the current active profile.



© 2026 Pioneer Software Ltd