Dentolize · Medicolize

Clinic owner

Set up your clinic and run it day to day

Your first week as the owner in **Dentolize or Medicolize**: set up the clinic, branches and hours, add your team, enter your prices and messages, then follow the clinic every day.

1. Clinic, branches and opening hours
2. Add your team and their permissions
3. Procedures and prices
4. Messages, WhatsApp bot and SMS
5. Online payments
6. Follow the clinic every day

Log in and get the app

Log in	Open **my.dentolize.com** (dental) or **my.medicolize.com** (medical). Log in with your **email**, or click **Or login with username** and enter the **Clinic Login Name**, your username and password.
Forgot password	**Email login:** click **Forgot your password?** and use the link we email you. **Username login:** ask your clinic owner or admin to reset it in **Settings → Users**.
Mobile app	Scan to install. One app works for both Dentolize and Medicolize accounts.

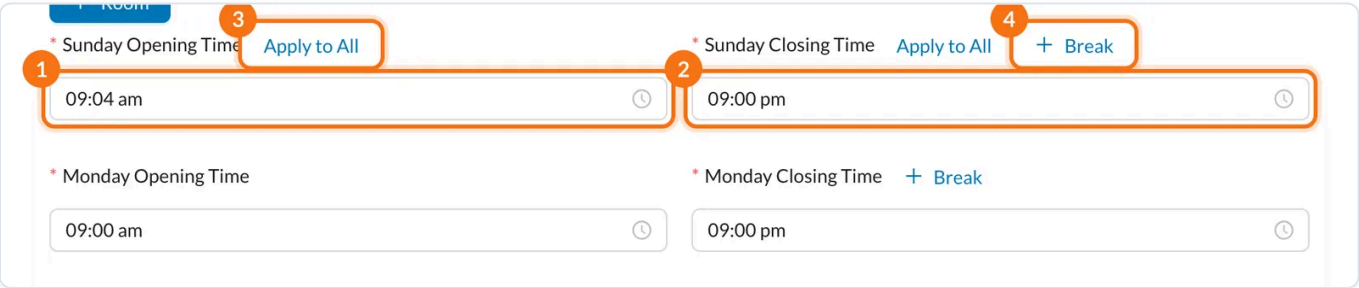
my.dentolize.com ↗ my.medicolize.com ↗

App Store Google Play

1 Clinic, branches and opening hours

In **Settings → Clinic → Main**, check the **Clinic Name**, **Clinic Login Name**, **Currency**, **Tax**, **Default Language for Patients** and **Company Logo**. In **Settings → Branches**, set each branch's address, phone numbers and **Diagnostic Fees**. Then set the hours: in **Calendar**, click the **gear** and change the **Opening Time** (1) and **Closing Time** (2) for each day. **Apply to All** (3) copies the first day to the others, and **Break** (4) adds a break between two shifts. Click **Update**.

Clinic & branch settings ↗ Change opening hours ↗ Close a day ↗

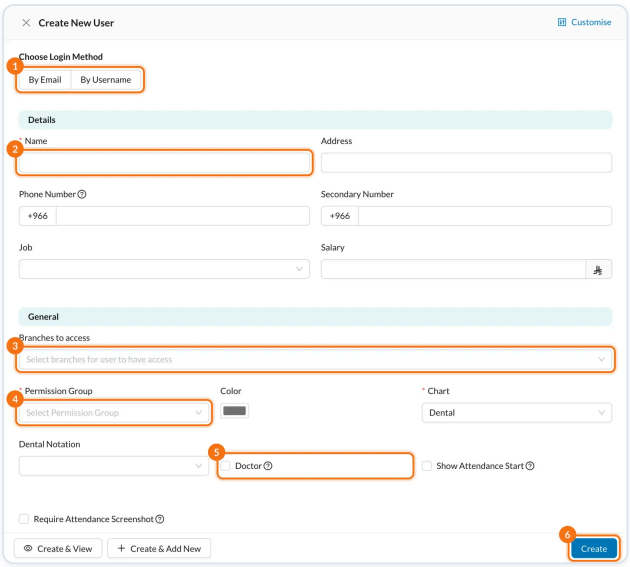


2 Add your team and their permissions

Go to **Settings → Users** and click **New User**.

1. Choose the login method (1): **By Email** or **By Username**.
2. Enter the **Name** (2) and pick the **Branches to access** (3).
3. Choose a **Permission Group** (4), such as Doctors or Reception.
4. For a doctor, tick **Doctor** (5) and set **Doctor percentage**: it starts at 100%.
5. Click **Create** (6).

Add a new user ↗ | Permission groups ↗ | Limit what users see ↗

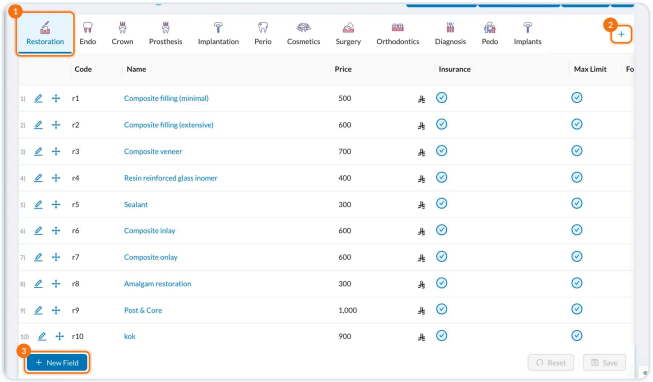


> **Tip:** To change what a group can see or do, open **Settings → Permission Groups**.

3 Procedures and prices

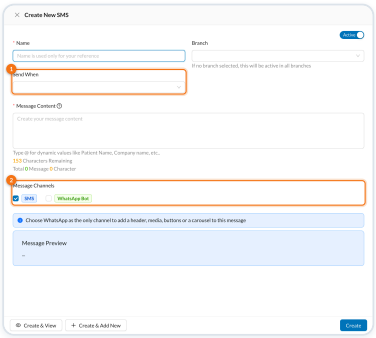
Go to **Settings → Procedures and Prices**. Procedures are grouped in tabs (1); click **+** (2) to add a group. Click **New Field** (3) at the bottom of a group to add a procedure with its **Price**, or edit prices directly in the table and click **Save**. Price lists hold different prices, for example for an insurance company.

Procedures & prices ↗ | Add a procedure ↗ | Price lists ↗



4 Messages, WhatsApp bot and SMS

Automatic messages are templates in **Settings → Templates → SMS**. Click **New SMS**, choose **Send When** (1), for example a reminder before appointments, and the **Message Channels** (2): SMS or WhatsApp Bot. Your SMS balance is under **Available Messages** in **Settings → Clinic → Main**. To link the WhatsApp bot, use the owner account: **Settings → Integrations → WhatsApp Bot → Login with Facebook**.



SMS ↗ | Activate the WhatsApp bot ↗ | SMS balance ↗

5 Online payments

Let patients pay an invoice by card from a link: go to **Settings → Integrations → Online Payments**, turn on **Active**, click **New Item**, and enter the **Name**, **Payment Provider**, its credentials and the **Received Treasury**. Choose the **Default Payment Provider** and click **Update**. Staff then click **Generate Payment Link** on an invoice. **Feature Disabled**? Ask support to enable it.

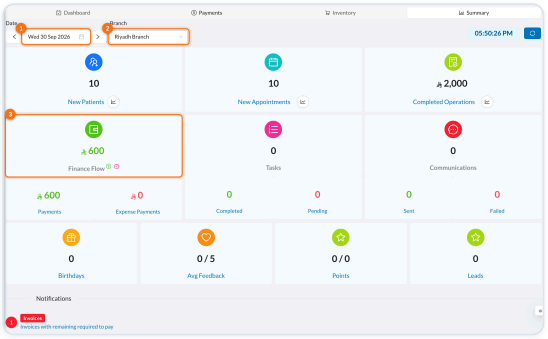
Online payments ↗

> **Tip:** Clinic in Saudi Arabia? Connect ZATCA (Fatoora) once from **Settings → Business Registration** and the ZATCA integration page with an OTP. See Connect ZATCA.

6 Follow the clinic every day

Open **Dashboard → Summary** to see one day in numbers. Pick the **Date** (1) and **Branch** (2); **Finance Flow** (3) is the money received minus the money paid out. For a month, use **Analytics → Reports** or **Income Statement**.

Today's summary ↗ Analytics ↗
Monthly income & profit ↗



Your first-week checklist

- ☐ Check the clinic details, currency and tax
- ☐ Set each branch's opening hours and holidays
- ☐ Add every user with the right group
- ☐ Set doctors' percentages and hours
- ☐ Review your procedures and prices
- ☐ Turn on reminders, check SMS balance
- ☐ Set up online payments (and ZATCA)
- ☐ Turn on the **Daily Summary** in **Settings → Account**

On your phone

- Get the **Daily Summary** of the clinic every night at 11:30 PM.
- See the day's appointments and patient files on the go.
- **Clock in and out** for attendance, and get notifications.

Need help?

Search **docs.dentolize.com** first: most answers take under a minute. Still stuck? Message the support team in **System Chat** inside Dentolize or Medicolize, with a screenshot.

- Give a missing permission
- Change a price
- Set a doctor's percentage
- Remove a user who left

docs.dentolize.com/en/faq