Dentolize · Medicolize

Reception

Your first week at the front desk

Everything a receptionist needs on day one in **Dentolize or Medicolize**: find your way, book patients, check them in, collect payments and send reminders.

1. Find your way around
2. Your day in the calendar
3. Register a patient and book
4. Check patients in
5. Collect fees and payments
6. Messages and reminders

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.

App Store

Google Play

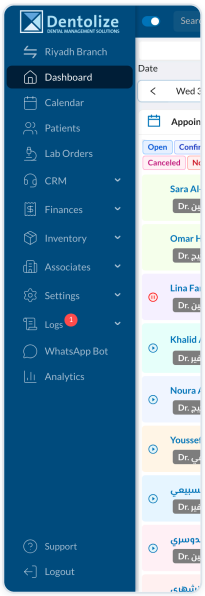
my.dentolize.com ↗ my.medicolize.com ↗

1 Find your way around

The **side menu** on the left opens every part of the system. The **top bar** has patient search, the **+** menu for quick actions, tasks and notifications.

1. **Calendar**: today's appointments by room or doctor.
2. **Patients**: search, add and open patient files.
3. **+** (top bar): new appointment, patient, invoice or SMS from any page.

Dashboard & menu ↗



2 Your day in the calendar

Open **Calendar** to see the day. Move between days (1), pick a date (2), show one column per doctor with **By Doctor** (3), filter by room or doctor (4, 5), open settings (6) or change the view (7). Click any appointment to see the patient and quick actions.

Calendar ↗ | Change opening hours ↗

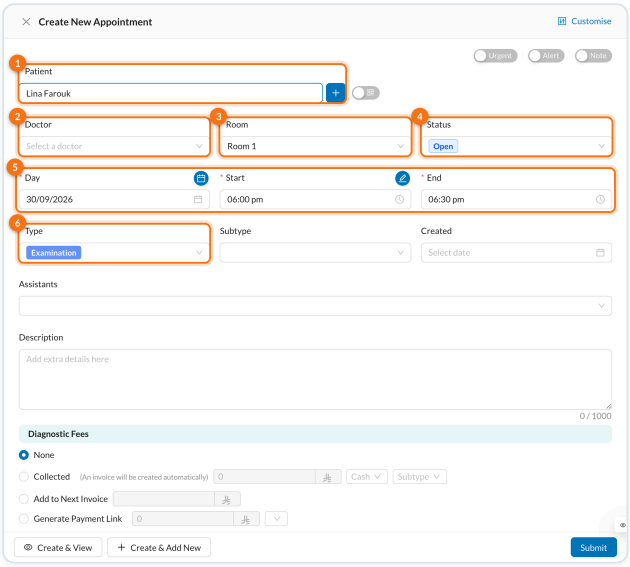


3 Register a patient and book

Click an empty time in the calendar, or **+ → New Appointment**.

1. Search the patient by name or phone, or click **+** to add a new one.
2. Choose the **Doctor**, **Room**, **Day** and time.
3. Pick the **Type** and click **Submit**.

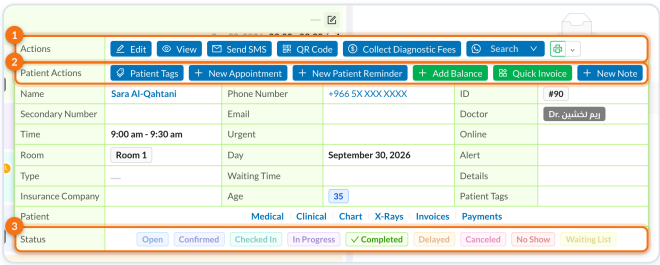
New appointments ↗ | Merge duplicate files ↗



4 Check patients in

When the patient arrives, open the appointment and change its status: **Confirmed → Checked In → In Progress → Completed**. Colours on the calendar show each status at a glance.

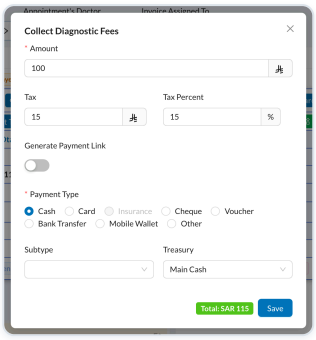
Statuses & icons ↗ | Cancel an appointment ↗



5 Collect fees and payments

Collect the consultation fee when booking, or from the appointment menu. For treatments, open the patient's **Invoices** tab, create the invoice and **Add Payment**.

Collect fees ↗ | Refund a patient ↗ | Patient balance ↗

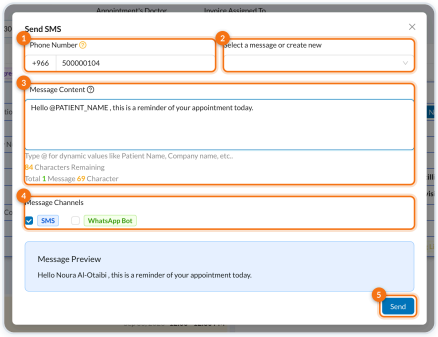


> **Tip:** A patient paying in advance? Add it as **balance** and use it on later invoices.

6 Messages and reminders

Appointment confirmations and reminders go out automatically. To message a patient yourself, click **Send SMS** from the **+** menu or the appointment.

Sending messages ↗ | Message all patients ↗



Your first-week checklist

- ☐ Log in and set your language and password
- ☐ Install the mobile app
- ☐ Find today's appointments in **Calendar**
- ☐ Book a test appointment
- ☐ Check a patient in and complete the visit
- ☐ Collect a consultation fee
- ☐ Create an invoice and record a payment
- ☐ Send a reminder SMS

On your phone

- See the day's appointments and patient files on the go.
- **Clock in and out** for attendance from your phone.
- Get notifications about new bookings and tasks.

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.

- Cancel an invoice
- Merge duplicate patients
- Refund a patient
- Reset a password

docs.dentolize.com/en/faq