Online Booking Steps

Step 1: Launch

- Open an internet browser via Google Chrome or Microsoft Edge in your mobile phone or computer.
- Go to [UVic Student Wellness Centre](#)
- Click-> Book an Appointment
- Read all information and then Click -> Book online

Step 2: Log in/ Sign up

- Log in to your Netlink ID. Enter your UVic Netlink ID and passphrase, then select Sign in.
- Open the Medeo Patient Sign In page or launch the Medeo app on your mobile device.
- Enter your email address and password, then select Log In.

**If you don’t have a Medeo Account, Click Sign Up** and do the following:

1. In the new browser window, enter your email address, password, first name, last name, and birthday. Select your phone type, enter your phone number, and select the checkbox next to Terms of Service and Privacy Policy.

   ✤ **Note**: Register for Medeo using the same email address that you provided to UVic Student Wellness Centre

2. Click Sign Up.
3. To finish setting up your Medeo account:
   - Open the Medeo account verification email.

   **Note:** Check your junk, spam, or promotions folder if the invitation or verification email is not in your inbox.

   - Click **Confirm Your Account**.
Step 3: Select Book an Appointment

Go to Appointments, then select Book an Appointment.

Step 4: Pick a Provider

Select your healthcare Provider and click Next.

- For Same Day Appointment please choose: ACLINICIAN, SAME DAY or Registered Nurse, Same Day
Pick a provider
Next: Pick an appointment type

- Brydon, Dr. Marni
  Family Physician
- Felix, Dr. James, M.D.
  Family Physician
- Fry, Dr. Jessica
- Kim, Dr. John
- Registered Nurse, Pre-booked
  Other
- Registered Nurse, Same Day
  Other
- Slater, Dr. Michael
- Warder, Dr. Lindsay
Step 5: Pick an appointment type

Select your appointment type and click Next.
Step 6: Pick a day and time

Select your appointment from available days and start times, and click **Next**
Step 7: Provide your appointment reason

Provide the reason for your booking request and click Next.
Step 8: Review your appointment information

Review the information about your booking request, then click Request to send your appointment request.
When your appointment request is confirmed, you will receive an email notification like the one below.

**Step 9: Your appointment request will be accepted or declined.**

To complete the booking process, the Student Welcome Team must confirm your appointment. When your appointment is **confirmed**, you'll receive an email notification like the one below. When your appointment is **declined**, check your Medeo Account appointment status details for the Student Welcome Team Response.
**Medeo**

You have a new appointment

Good news: Your request for an appointment on July 27, 2023, at 2:30 PM PDT has been accepted. To see more instructions from UVIC Student Wellness, view your appointment details in Medeo.

[SEE YOUR APPOINTMENT]

Clinic information:
Address: 2300 McKenzie Avenue, Health and Wellness Building (HWB), Technology Enterprise Facility, Victoria, BC, V8P5C2, CA

You can contact UVIC Student Wellness with any questions about your appointment, and remember that UVIC Student Wellness’s standard appointment cancellation policy also applies to appointments booked online.

Questions?
For appointment and health-related questions, contact UVIC Student Wellness directly.

This is an automated message sent by Medeo Health on behalf of UVIC Student Wellness. For technology-related issues, visit the Medeo Patient Support website.

Do you have an emergency?
If you require emergency assistance please call 911.

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**Medeo**

Your appointment request has been declined

We’re sorry, your request for an appointment on July 31, 2023, at 1:00 PM PDT has been declined by UVIC Student Wellness.

View your appointment details in Medeo to learn more about why your request was declined, or contact UVIC Student Wellness with any questions. You can also visit UVIC Student Wellness’s Online Booking page to request a new appointment.

[SEE YOUR APPOINTMENT]

Questions?
For appointment and health-related questions, contact UVIC Student Wellness directly.

This is an automated message sent by Medeo Health on behalf of UVIC Student Wellness. For technology-related issues, visit the Medeo Patient Support website.

Do you have an emergency?
If you require emergency assistance please call 911.
Status: Declined
Your request for the appointment has not been approved. Please call UVic Student Wellness at 250-721-8563 to book an appointment.