



# Pendo Guides



**COVETRUS PULSE™**

## Overview

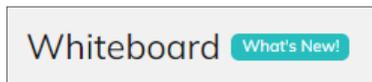
Pendo Guides is a resource for learning how to use Pulse. Pulse uses Pendo Guides and a self-guided system that offers help when and where needed. Pendo guides simplify the user experience and improves overall usability of the Pulse experience.

## Accessing Pendo Guides

The user is able to access Pendo Guides in different areas of the Pulse program: from the [“What’s New”](#) link, clicking on a [“Badge”](#), and topics from the [“Resource Center”](#).

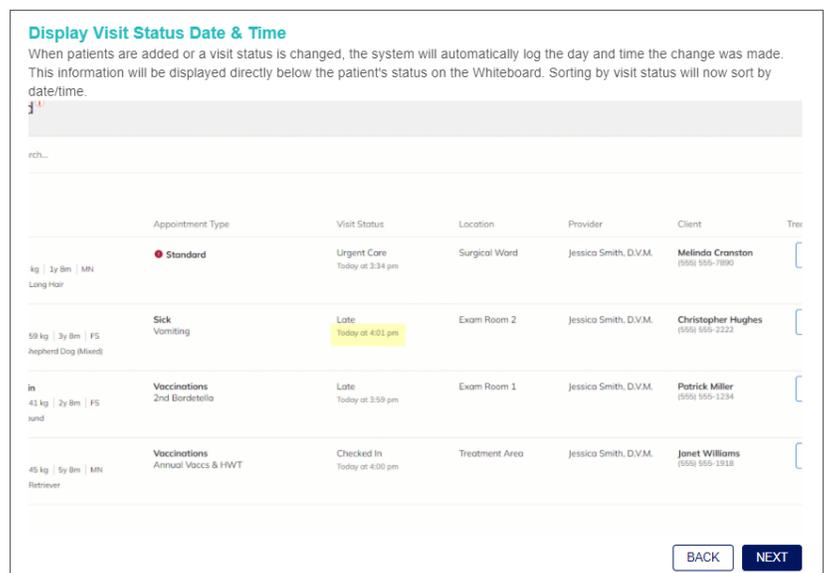
### What’s New

If there are new features introduced in the latest release of Pulse, the feature will have a What’s New link the user can click on to bring up the Pendo Guide.



If a What’s New button appears on a feature page, click on it to bring up the Pendo Guide. Pendo Guides will have a Next/Back/Done button in the lower left corner.

- Click **Next** to move to the next guide.
- Click **Back** to move back to the previous guide.
- Click **Done** to close the Pendo Guide. The Done button will be on the last guide describing the new features on that page.
- Click  or press **Esc** on the keyboard to close the guide at any point.



**Display Visit Status Date & Time**  
When patients are added or a visit status is changed, the system will automatically log the day and time the change was made. This information will be displayed directly below the patient's status on the Whiteboard. Sorting by visit status will now sort by date/time.

	Appointment Type	Visit Status	Location	Provider	Client	Tree
kg   2y 8m   MN Lang Hair	Standard	Urgent Care Today at 3:34 pm	Surgical Ward	Jessica Smith, D.V.M.	Melinda Cranston (555) 555-7890	[
59 kg   2y 8m   FS Hepherd Dog (Mixed)	Sick Vomiting	Late Today at 4:01 pm	Exam Room 2	Jessica Smith, D.V.M.	Christopher Hughes (555) 555-2222	[
in 41 kg   2y 8m   FS jund	Vaccinations 2nd Bordetella	Late Today at 3:59 pm	Exam Room 1	Jessica Smith, D.V.M.	Patrick Miller (555) 555-1234	[
45 kg   5y 8m   MN Retriever	Vaccinations Annual Vaccs & HWV	Checked In Today at 4:00 pm	Treatment Area	Jessica Smith, D.V.M.	Janet Williams (555) 555-2318	[

BACK NEXT

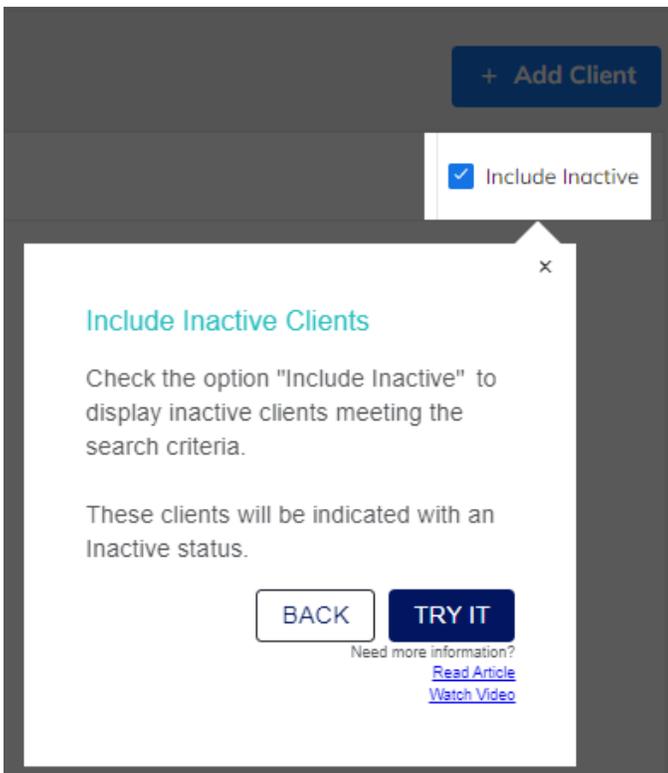
# Using Pendo Guides in Pulse™

## Badge

On some features you will notice an exclamation point (!) which is referred to as a Badge. Click on the exclamation point to bring up the Pendo Guide for that feature.



In some cases, the Pendo Guide will point to each feature being referenced. On some guides, there will be a Try It button so the user may try their hand at how the feature works.

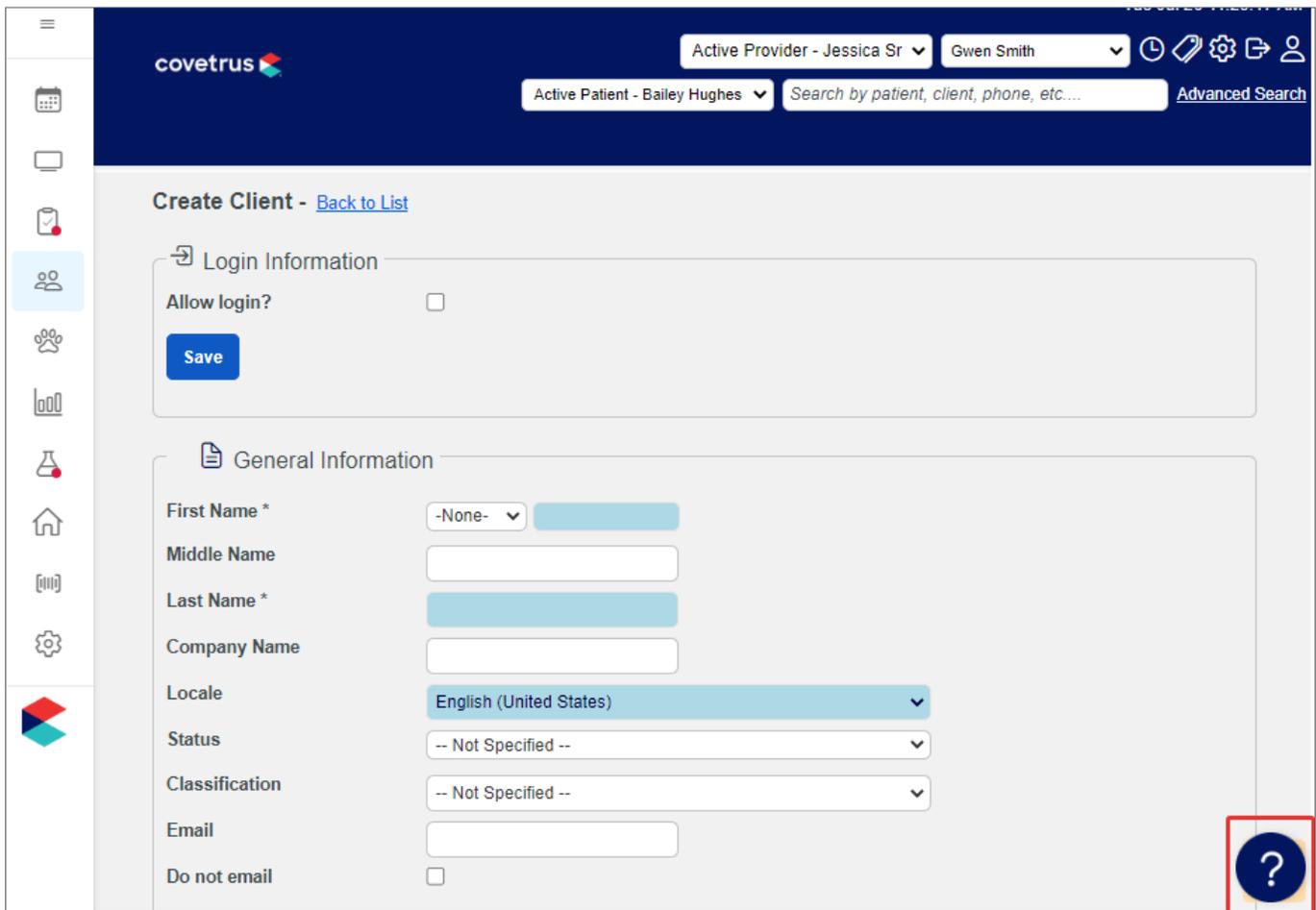


# Using Pendo Guides in Pulse™

## Resource Center

The Resource Center provides quick access to Knowledge Base articles which describe features and how to use them within the program. There are other helpful links, but it is the Train your Staff that users can select to learn more about a specific feature from the Pendo Guides.

To pull up the Resource Center, click on the question mark in the lower right side of the screen:



# Using Pendo Guides in Pulse™

The Resource Center opens. Scroll down to locate Train your Staff. Click on it and the user is able to select a number of topics to view how they work.

