NABZ / TRAINING DOCUMENTATION

FAQ and Troubleshooting

Clear answers for owners, doctors, staff, and patients

Version reviewed: 3 November 2026
Audience: clinic owners, clinical teams, front desk, and patients as applicable

This publication documents controls visible in the checked NABZ application source. Requested functions that are not exposed are identified separately. A release note at the end explains the screenshot and deployment verification limits.

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> **Find the right area first.** Clinic owners and staff sign in at /login. Patients sign in at /p/login. The two sign-in areas use different accounts. A front-desk patient file does not automatically create a patient portal login.

1. Doctor and clinic owner questions

How do I register as a doctor?

An owner creates a clinic and owner login together at /signup. If you are a doctor joining an existing clinic, ask its owner to create a **Doctor** login in **Settings -> Staff logins**. There is no separate doctor self-registration flow for an existing clinic.

Which details are required when I create a clinic?

The signup form asks for clinic name, your name, phone, email, state, city, and a password of at least eight characters. Clinic address is optional at signup. Add the remaining letterhead details in **Settings -> Clinic details**.

Where do I verify my mobile number or email?

The current signup form does not show an OTP or a separate verification step. A welcome email may be sent after clinic creation, but that email is not an account activation control in the visible flow. Check the address you entered because it is used for sign-in.

Why does signup say, "An account with this email already exists"?

Clinic/staff emails are unique across NABZ because an email routes sign-in to one clinic. Use the existing login. To own another clinic, a separate login email is needed in the current version. Do not create a duplicate account to bypass an unexpected result; check with the existing clinic owner first.

I cannot sign in. What should I check?

Use /login, not patient sign-in. Confirm the email, password, and keyboard layout. The app uses the same **Email or password is incorrect** response for an unknown email or wrong password. Repeated failures can temporarily lock an account; wait for the on-screen time before retrying. There is no public self-service password recovery page for clinic accounts.

How do I update my qualification, specialisation, fee, or password?

The owner can edit **Settings -> Your profile**, including qualification, specialisation, registration number, consultation fee, follow-up fee, and **Change password** with the current password. The owner can edit staff details and reset a staff password under **Staff logins**. A staff doctor does not have a visible self-service Settings page in this version.

Can one doctor account switch between several clinics?

No owner/doctor clinic switcher is exposed. Each clinic is a separate workspace, and clinic staff emails are tied to one clinic. A patient account can join and switch clinics. Keep clinic logins and records separate when operating multiple locations.

How do I set clinic working days and timings?

The owner uses **Settings -> OPD hours** to add each doctor's recurring weekday sittings, time range, and slot length. Clinic timings on the public listing come from those hours. There is no date-specific holiday calendar in the checked version; tell patients about exceptional closures and have staff move affected bookings. Changing OPD hours alters every matching weekday.

Why will OPD hours not save?

Check that every sitting ends after it starts, at least one day is selected, and two sittings for the same doctor do not overlap on a day. The form shows a specific message for each of these conditions.

Why can a patient not find my clinic?

In **Settings -> Public listing**, confirm **List this clinic for patients** is selected and save. Fill state and city in **Clinic details**. Patients search state, then city, and can search the chosen city by clinic, doctor, or specialization. A paused or unavailable clinic may not accept online booking.

Does NABZ approve or reject patient appointment requests?

No approval queue is exposed. A patient who confirms an offered time receives a BOOKED appointment and token immediately. The clinic can view it in Appointments and Today's queue. Staff can move a non-completed booking, mark arrival, no-show, or other supported statuses.

Why do several patients have the same time?

OPD times are nominal slots, and the app allows more than one booking at a displayed time. The slot may show a booked count. Use token order and the live queue for the actual sequence. Do not promise a one-patient-only slot to patients.

How do I move or cancel a visit?

Use **Appointments -> Move** for a non-completed visit and enter the new date and time. In **Today's queue**, staff can use the status controls shown for the visit, including **Cancel** where available. A completed visit cannot be moved. A patient can cancel a BOOKED appointment in their portal, but cannot self-reschedule there.

A patient is missing from Today's queue. Where should I look?

Check the date in **Appointments** and choose **Go**. Today's queue only shows appointments scheduled for today. Search the patient by name, phone, or UHID in **Patients** to see their record. Confirm you signed into the correct clinic. A cancelled or no-show visit appears under **Finished today** on its scheduled day.

Who can start a consultation?

An owner or doctor can choose **Start consult** from the queue or patient record. A receptionist cannot create or edit clinical notes. If a consultation has already started, **Resume** opens the existing record rather than making a second visit.

Why are Print Rx and Finish & bill unavailable?

Select **Save consultation** first. If any field changes after a save, select **Save changes** before printing or finishing; the buttons pause while the page has unsaved edits. Blank medicine rows are ignored when saving.

How do I find an older prescription?

Search **Patients**, open the patient record, and select the previous consultation. The consultation page also displays recent visits. The patient can view their clinic's consultations and prescriptions in the portal after selecting that clinic.

Why is a medicine missing from the bill or dispensary?

Free-text prescription names are not linked to stock. To dispense through NABZ, select a medicine from the clinic list and enter its quantity. A medicine's configured unit controls what its quantity means. Dispensing records the stock movement and adds the item to the bill when appropriate.

How is the follow-up consultation fee chosen?

The owner sets **Follow-up window (days)** in Clinic details and each doctor's **Follow-up fee**. When a patient has another consultation within that window, **Finish & bill** uses the follow-up fee. Set the window to 0 to disable this rule. Review the bill before collection.

Why does a payment not save?

When **Collect payment now** is selected, enter an amount greater than zero and a valid mode. NABZ will not record more than the amount still due. If a message says the bill was saved but the payment exceeded the due amount, correct the payment and collect again; do not recreate the bill.

Where are revenue and clinic reports?

The owner opens **Reports** and selects Last 7, 30, or 90 days. It shows collection, billed amounts, consultations, new patients, daily charts, payment modes, top diagnoses, and doctor volume. Receptionists and staff doctors do not have the Reports navigation item. **Billing** has invoice date/status filters for daily operational review.

Why is a WhatsApp message still waiting?

When a WhatsApp Business API is not configured, NABZ queues messages and staff use **WhatsApp -> Send** to open the prepared message. It is not sent until someone finishes sending it in WhatsApp. Check clinic WhatsApp settings if no new messages are queued.

2. Patient questions

How do I create a patient account?

Open /p/signup, select state, city, and a listed clinic, then enter full name, mobile number, email, password of at least eight characters, and any optional details. Choose **Create account & join clinic**. There is no visible OTP step in this version.

I already have a clinic patient file. Do I still need a portal account?

Yes, if you want to sign in yourself. The clinic's front-desk file and your portal account are separate concepts. Join the clinic with the correct details; NABZ links or creates the clinic-specific file as applicable. Ask the clinic before creating a second account if the record shown is unexpected.

Why is my clinic missing from search?

The directory lists clinics that have published their listing. Choose the correct state and city, then search by clinic, doctor, or specialization. If the clinic is still absent, ask it to check **Settings -> Public listing**. The finder does not offer country selection or nearby-distance search.

Can I join more than one clinic?

Yes. Use **Join another clinic** from Overview or **Profile -> Your clinics -> Join**. Choose the state, city, and clinic. Use the clinic switcher before viewing records. Your overall patient ID stays the same, while every clinic has its own file number and separate records.

How do I choose an appointment time?

Open **Appointments** for the active clinic. Choose a doctor and date, select an offered time, add an optional reason, and press **Confirm booking**. You receive a token immediately. A displayed time is a nominal OPD time; other patients may have the same time and token order guides the queue.

Why are no appointment times shown?

The doctor may not have published OPD hours, may not sit on that day, or today's OPD may have ended. Read the message beside the Time area, choose another date or doctor, or call the clinic. Patient booking cannot override OPD hours.

Do I need to wait for appointment approval?

No. The confirmation banner says the appointment is booked and the clinic can see it. The status is BOOKED immediately. Check **Upcoming** on Appointments or Overview for the token and status.

How do I change or cancel an appointment?

The portal shows **Cancel** while the appointment is BOOKED. Confirm the cancellation, then book a new time. The portal has no **Move** or self-reschedule control; call the clinic if you need it moved without cancelling. Once the clinic has started seeing you, cancellation must go through the front desk.

Why does booking say I already have an appointment with this doctor today?

The portal allows one active booking with the same doctor on a day to avoid duplicate tokens. Open **Upcoming** to find that booking. Cancel it first if you want to book a different time, or ask the clinic to move it.

How do I check in when I arrive?

Open the appointment page on the appointment day and use **I have reached** when offered. If the clinic set a location and your phone shares its location, keeping the page open can add you to Waiting when you arrive, even if you are early. If location is unavailable, the time-based button works from 60 minutes before the booked time onward that day. The front desk can also mark you arrived. The portal shows your live queue position for today's visit.

I have reached the clinic but the button is missing. What should I do?

Check that the visit is still BOOKED and scheduled for today. Without location, the button works from 60 minutes before the booked time. Refresh Appointments, keep the page open, and speak to the front desk if the control is unavailable. You do not need to grant location access to ask staff to mark you arrived.

Why do my appointments, notes, or bills look missing?

Confirm the active clinic in the switcher. Each clinic has separate records. Upcoming appointments exclude past and completed visits; look under **Past visits**. Consultation notes appear under **Consultations**, and bills under **Billing** for the selected clinic. If the clinic has not saved a consultation or raised a bill yet, that content may not be present.

Where can I see my prescription and medical history?

Open **Consultations**. It lists the active clinic's recorded diagnosis, complaints, advice, tests, prescription lines, and follow-up dates where entered. The portal does not combine histories from different clinics.

Can I pay a clinic bill online in the patient portal?

The current **Billing** tab displays bill items, recorded payments, and any amount due. It does not show an online checkout for patient invoices. Ask the clinic how it accepts payment.

How can I update my profile?

Open **Profile -> Your details** to edit full name, gender, date of birth, address, city, and state, then select **Save details**. Mobile number and email are displayed read-only. Profile edits apply to clinics joined in the future; they do not rewrite an existing clinic file. Ask the clinic to correct its own file if needed.

Where do I add allergies or other medical information?

The patient portal profile has no allergy or chronic-condition editor. Tell the clinic so a staff member can update the clinic patient record. The doctor can then see the clinic's saved information while consulting.

I forgot my patient password. Where is recovery?

The current portal has no visible forgot-password or change-password page. Do not keep creating new accounts with different details to recover an existing record. Use the NABZ contact channel or your clinic for help with account access; the clinic can still manage your clinic record independently of portal sign-in.

Can I choose notification preferences?

The patient portal has no notification-preferences screen. The clinic owner controls which WhatsApp message types are queued in clinic Settings. If you have a concern about messages, speak to the clinic.

3. Receptionist and staff questions

How does a receptionist receive a login?

The owner creates it in **Settings -> Staff logins** with the Receptionist role. The receptionist signs in at /login. A receptionist cannot create their own clinic staff account.

What can a receptionist do?

Receptionists can register/edit patients, book or move appointments, manage the queue, raise/edit bills, record payments, use Medicines, and handle the WhatsApp queue. They cannot write consultations or open owner-only Reports, Settings, or Plan & payment.

Why can a receptionist see Finish & bill on an existing consultation?

This is a permission gap in the current application: starting and saving clinical notes require owner/doctor access, but the existing consultation page can expose **Finish & bill** to a receptionist. Keep completion doctor-led in clinic procedure and ask the doctor or owner to finish the visit. The product should enforce the same role check on the completion action and hide that control from receptionist accounts.

What is the pharmacist role for?

The owner can create a Pharmacist login. It opens the medicine counter and billing areas, not patient clinical records or earnings reports. The medicine counter's stock activity records who handled an item.

Can staff change their own temporary password?

The current staff navigation does not expose a self-service password-change page. The owner can use **Settings -> Staff logins -> Edit** to set a new password. Share the replacement privately. The owner changes their own password in **Settings -> Your profile**.

Why can I not open Settings or Reports?

Those areas require the OWNER role. Use your assigned clinic workflow, or ask the owner to perform the restricted task. Signing into the wrong clinic or with the wrong role can also make expected information appear absent.

4. Exact messages and first response

On-screen message or state	What it usually means	First response
"An account with this email already exists. Log in instead."	Clinic/staff email is already registered.	Use the existing login or ask the relevant owner.
"Email or password is incorrect."	Clinic login did not match.	Check /login, email, password, and lockout message.
"Those details did not match an account."	Patient login did not match.	Check /p/login and the existing account details.
"No clinics found"	No listed match in the selected city.	Clear search or choose another city; ask clinic to check listing.
"This clinic is not taking online bookings right now. Please call them."	Online booking is unavailable for this clinic.	Call the clinic; do not retry the same form repeatedly.
"This doctor has not published OPD hours yet."	Patient portal has no offered times.	Ask clinic to set hours or arrange a time by phone.
"Pick a time in the future."	Selected patient booking time has passed.	Choose a later date and time.
"You already have an appointment with this doctor on this day..."	One active booking per doctor/day.	Open Upcoming; cancel or ask clinic to move it.
"Search and pick the patient first."	Clinic booking form lacks a selected patient.	Choose a search result, not only typed text.
"Two sittings on ... overlap. Fix the times."	OPD schedule entries overlap.	Adjust start/end times, then save again.
"Save the consultation first"	Clinical form has unsaved edits.	Save changes before Print Rx or Finish & bill.
"That is more than the ... still due."	Entered payment exceeds balance.	Correct amount; bill was saved, so do not recreate it.
"Your current password is incorrect."	Owner password change could not verify current password.	Re-enter the current password; do not keep trying old guesses.

5. When to escalate

Choose the person who can act on the affected record. If a platform error persists after the first response above, use the site's **Contact** page.

Issue	First contact	Useful detail to provide
Arrival, token, cancellation, or moving an appointment	Clinic front desk	Clinic, doctor, visit date, and patient file number if known.
Missing or incorrect consultation, prescription, or certificate	Treating clinic or doctor	Visit date and the specific document or field needing review.
Bill, payment, due balance, or receipt	Clinic billing/front desk	Bill or receipt number and payment date.
Staff login, role, or reset	Clinic owner	Staff email and the access needed; keep passwords private.
Patient login or persistent application error	Site **Contact** page	Account email, screen, approximate time, and exact message.

Send a useful fault report

- Name the screen and the action that failed; include the exact on-screen message.
- Record the approximate time and whether the problem repeats after one fresh attempt.
- If a screenshot helps, hide patient identifiers and financial details before sharing it.
- Never include a password or a full medical record in a general support request.

Release note: This FAQ reflects the checked-in NABZ source and local development version on 3 November 2026. The public deployment and authenticated screen captures could not be checked here. Confirm the live version before external publication.