

Your Guide To

Accessing Your Account in the Jane App

A quick guide to finding our clinic in the Jane app — and not getting mixed up with other clinics you may also visit that use Jane.

Two things to know before you start

1. **There is only ONE app.** The free Jane for Clients app is not specific to our clinic. If your massage therapist, physio, or another chiropractor also uses Jane, they all live inside this same app. You don't download a separate app for each — you simply add each clinic.
2. **Your app login is separate from your clinic login.** You create one email & password for the app itself. This is normal and expected — it's different from any password you set on our booking website.

If Something Goes Wrong

- › Can't find us in the search? Type exactly wetaskiwinfamilychiro (no spaces).
- › Seeing another clinic's appointments? You're on a different linked account — go to Manage accounts and switch to us.
- › Forgot your app password? Use "Forgot password?" on the app login screen.
- › Forgot your Wetaskiwin Family Chiropractic password? Reset it on our booking site, not inside the app.

Quick References

App name: Jane for Clients

Search term: wetaskiwinfamilychiro

Our booking site: wetaskiwinfamilychiro.janeapp.com

What you can do: view, book, reschedule & cancel your appointments.

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1. Download the right app

On the App Store (iPhone/iPad) or Google Play (Android), search Jane for Clients by Jane Software Inc. The icon is a teal “J”. Install it and open it.

2. Create your app account (first time only)

Tap to set up an account, enter your info, create a password, and verify your email. Tip: Use the same email address our clinical team has on file for you — it makes the next step automatic.

3. Add Wetaskiwin Family Chiropractic

Tap Add account and search. Important: type wetaskiwinfamilychiro in the search box, then choose the result that reads Wetaskiwin Family Chiropractic. Don’t just search “chiropractic” or “Wetaskiwin” and tap the first result — several clinics have similar names, and that’s how people end up in the wrong account.

4. Link your profile

If your app email matches the email we have on file, your appointments link automatically. If it doesn’t (or you haven’t booked with us in 6+ months), you’ll enter your Wetaskiwin Family Chiropractic login details once to connect — then you’re set.

5. Make sure you’re in the right clinic each time

If you’ve added other clinics too, tap the profile icon on the Appointments screen → Manage accounts → select WetaskiwinFamily Chiropractic. Always glance at the clinic name at the top of the screen before you book or view an appointment.



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