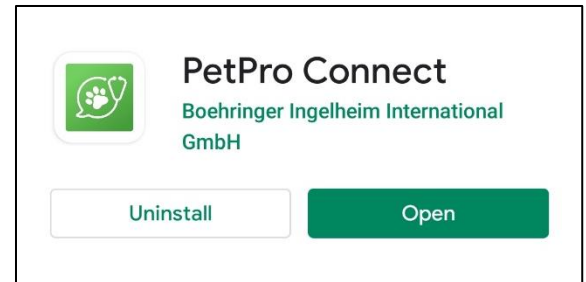
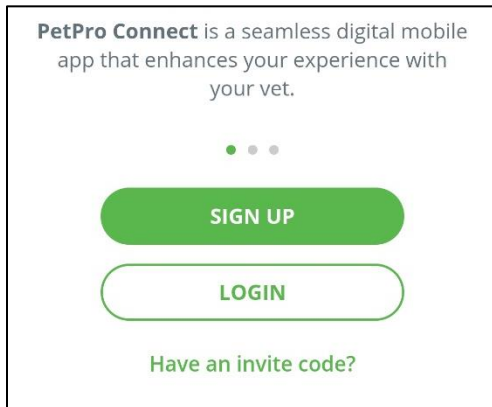


PetPro Connect Setup

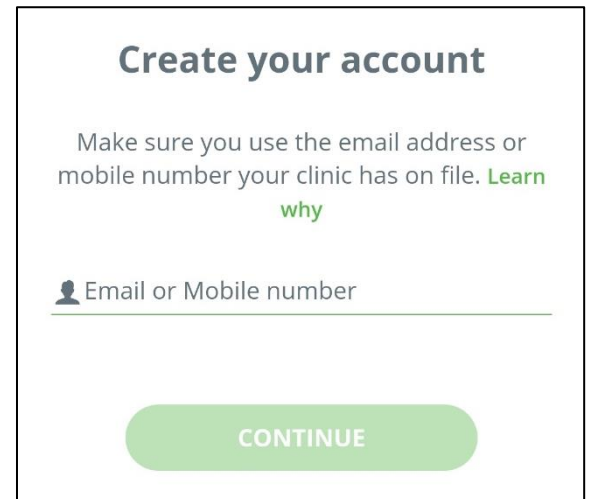
1. Download the PetPro Connect app in the Google Play Store or the App Store on your smart phone.



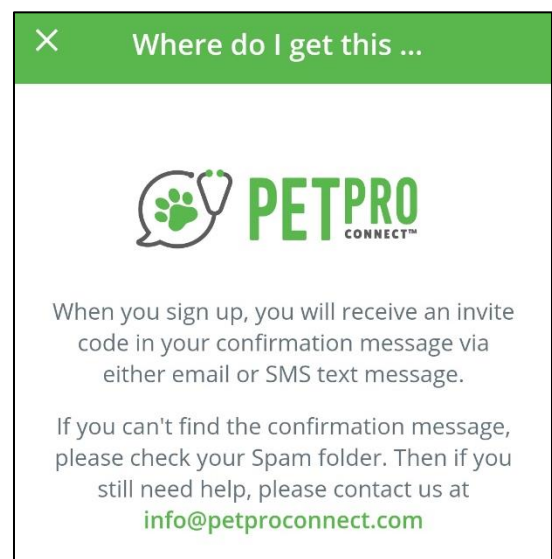
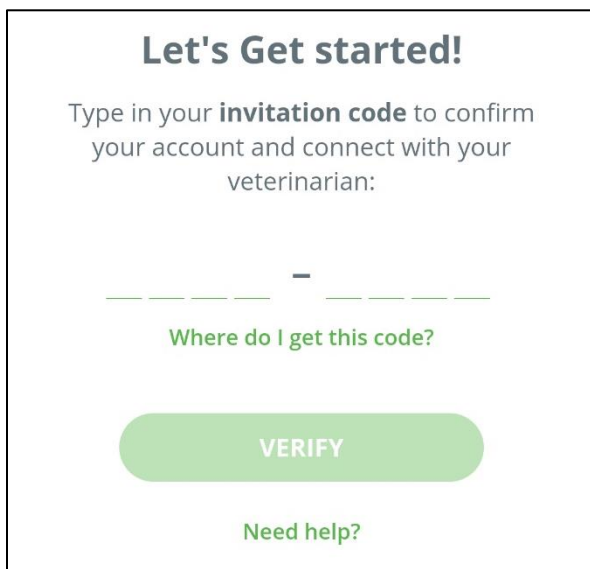
2. Open the app and click the sign up button.



3. Enter the mobile number or email address associated with your account at Cedar Grove Veterinary Services. This will be your primary contact information for your account.





4. Once you enter your email or phone number, a code will be sent to your device to activate your account and connect it with Cedar Grove Veterinary Services.



5. Next, create your password for your account.

One more step!


 Create your password 

I accept [terms of use](#)

I accept [data protection policy](#)


SET PASSWORD

6. Your account will link with the record system at Cedar Grove Veterinary Services and will automatically load all of your pets onto your device. You may assign a photo of your pet if you would like to!



Perfect! Here are your pets

You can upload a **profile picture** for them:


upload

Phil

GET STARTED

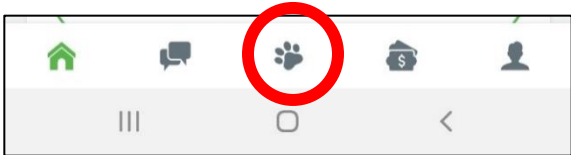
Now you are all set up to use the PetPro Connect app!

Using the Application

- On the homepage of your app, you will see the veterinary clinic and contact information for that clinic that your pets are associated with.

Your Pet's Information

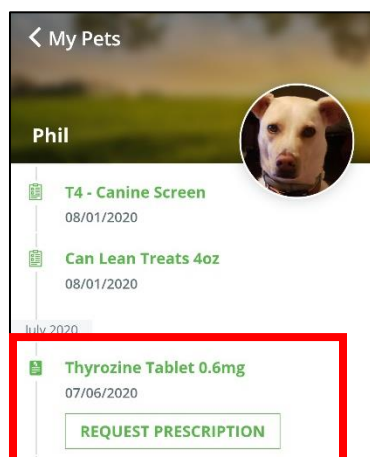
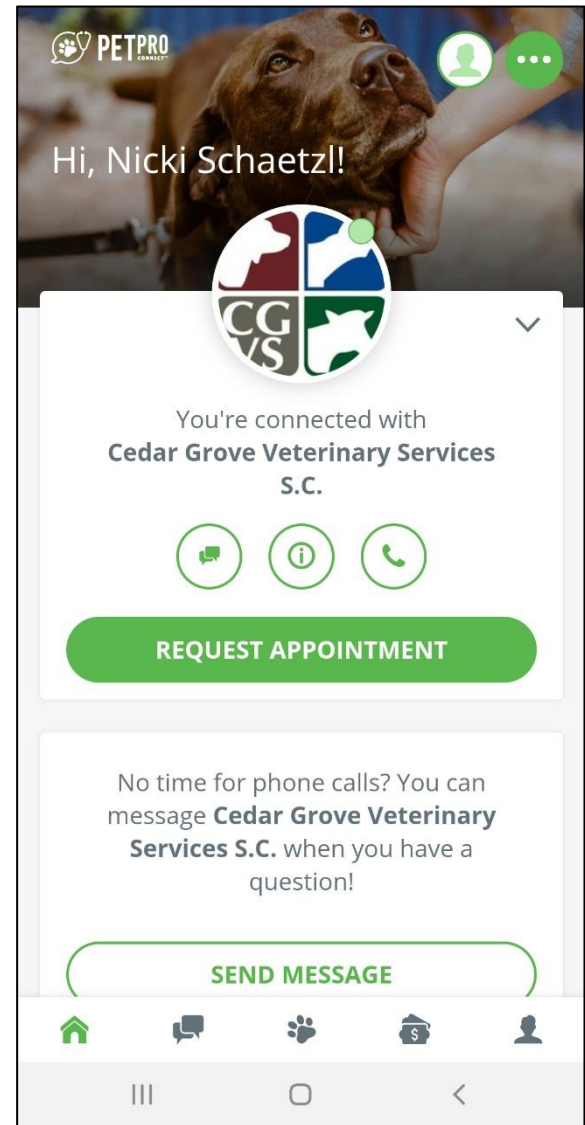
- You may access your pet's record from the homepage by clicking on the pawprint icon!



- This will bring you to a detailed record of your pet's vaccine history. This will inform you if you have any upcoming vaccines due and any previous prescriptions.

Requesting Prescriptions

- From your pet's information page, you can request a refill of any previous prescriptions by clicking the "Request Prescription" button.
- You will then be asked to fill out the quantity you would like and desired pick up time.



Rx Request: **Thyrozine Tablet 0.6mg**

Quantity:

Desired Pickup:

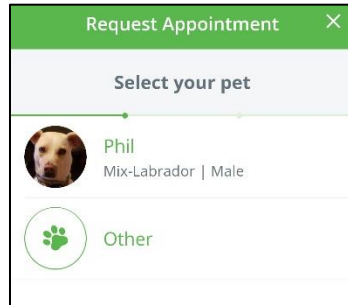
Desired Pickup Time:

Morning Afternoon Evening

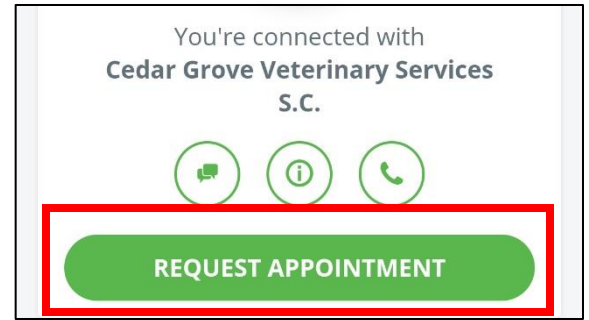
[OK, SEND REQUEST](#)

Requesting an Appointment

- From the homepage, you can request an appointment for your pets!
- After selecting the “Request Appointment” button, please select which pet is in need of an appointment and click “Next.”

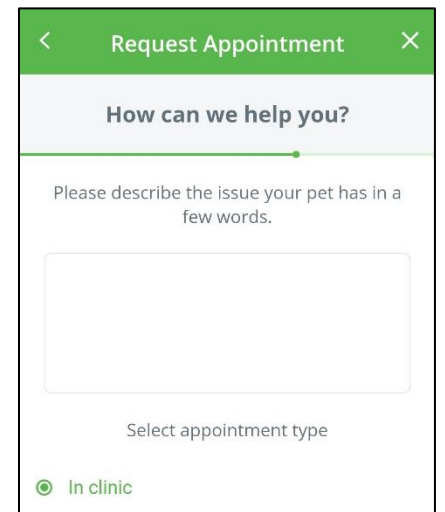


The screenshot shows a mobile app interface for requesting an appointment. At the top, there is a green header with the text "Request Appointment" and a close button (X). Below the header is a section titled "Select your pet" with a progress indicator. Underneath, there are two options: "Phil" with a dog's profile picture and the text "Mix-Labrador | Male", and "Other" with a paw print icon.



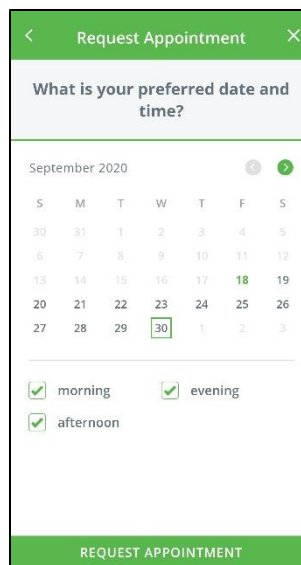
The screenshot shows a mobile app interface for requesting an appointment. At the top, it says "You're connected with Cedar Grove Veterinary Services S.C.". Below this are three circular icons: a chat bubble, an information icon, and a phone icon. At the bottom, there is a large green button with the text "REQUEST APPOINTMENT" highlighted by a red rectangular border.

- You will then be asked to provide a brief summary of the reason for the appointment. This may include annual wellness exam, vaccines, nail trim, or any medical issues your pet is having.
- If this is a medical emergency, please call the clinic directly!



The screenshot shows a mobile app interface for requesting an appointment. At the top, there is a green header with the text "Request Appointment" and a close button (X). Below the header is a section titled "How can we help you?" with a progress indicator. Underneath, there is a text input field with the placeholder text "Please describe the issue your pet has in a few words." Below the input field is a section titled "Select appointment type" with a radio button selected for "In clinic".

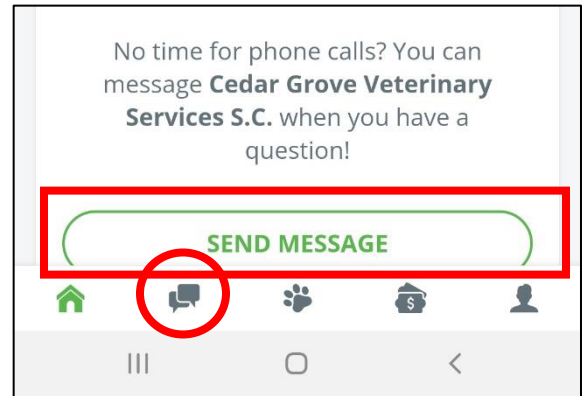
- You will then be asked for your preferred date and time. We will do our best to accommodate your preferences but we cannot guarantee an exact day or time.
- Once the clinic has received your request, a staff member will be in contact with an available appointment time.



The screenshot shows a mobile app interface for requesting an appointment. At the top, there is a green header with the text "Request Appointment" and a close button (X). Below the header is a section titled "What is your preferred date and time?". Underneath, there is a calendar for September 2020. The date 30 is selected. Below the calendar, there are three checkboxes: "morning", "evening", and "afternoon", all of which are checked. At the bottom, there is a green button with the text "REQUEST APPOINTMENT".

Messaging Cedar Grove Veterinary Services

- You may also message the clinic regarding any questions or to alert us when you have arrived at the clinic for your appointment! These messages will be answered in a timely manner but we cannot guarantee immediate response.
- If this is a medical emergency, please call the clinic at 920-668-6212.



Your Virtual Appointment

- When you arrive at the clinic, please use the message function of the app to inform the clinic that you are in the parking lot and which spot you are located in.
- The technician will be out shortly to retrieve your pet.
- The doctor will send a request to your device to video chat with you during the exam. You do not need to have the app open to get the request but please watch for the alert!
- The doctor will perform an examination and will discuss with you the findings over the video chat. You may ask questions during this time and bring up any concerns with your pet.
- After the exam is complete, the video chat will end and the receptionist will be calling you shortly with the total for the day's visit. Your pet will then be returned to you in a timely manner along with any medications going home that day.