The Pet Portal

Animal Healing Arts now has a Pet Portal that increases the self-service capabilities of our clients. This portal allows our clients to:

1. View and schedule appointments
2. View and pay invoices
3. Update/Manage on-file credit card info
4. View/manage pet records
5. View treatment dosage info
6. Check reminders
7. Make deposit payments to an account

Accessing the pet portal can be done by any internet capable device, such as a computer or smartphone, and does NOT require a separate login or password to memorize. Any device that can access your email, can be used to access the portal.

Portal Prerequisites

In order to login to the portal you will need to know 4 simple pieces of information:

1. Your **Email** address (i.e. the one that we have on-file for you)
2. Your **Phone** number (i.e. the one that we have on-file for you)
3. Your **First** name (i.e. the one that we have on-file for you)
4. Your **Last** name (i.e. the one that we have on-file for you)

You MUST enter this data as we have it entered into our system, which is typically what you gave us on your original intake paperwork. If you are unsure what this is, please review a previous invoice which has this printed on it. If you need/want to change any of this information, please email or text us with the change so we can update your record on-file for you.

PLEASE NOTE Only the specified pet OWNER on record can access the portal. If you have a special arrangement (such as with a rescue organization, a spouse, a parent, or a friend), whereby the pet's invoices are to go to someone other than the OWNER of the pet, then you will need to let us know so we can determine whether-or-not we can accommodate that situation. **By default, our software does NOT separate OWNERS from PAYERS, and we expect the OWNER to be responsible for any/all invoices unless we have agreed to (in writing) a special arrangement with you.**
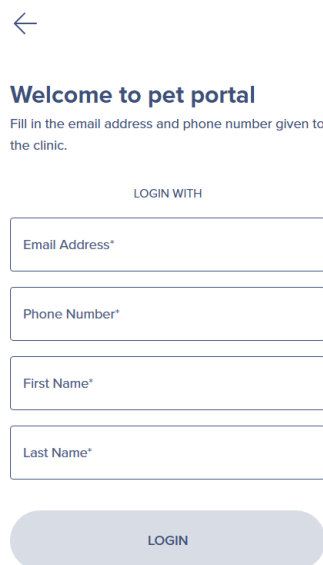
Accessing the Portal

To access the portal, simply click on the following link using any internet capable device: https://petportal.vet/aha

You will get a welcome screen that looks like the following:
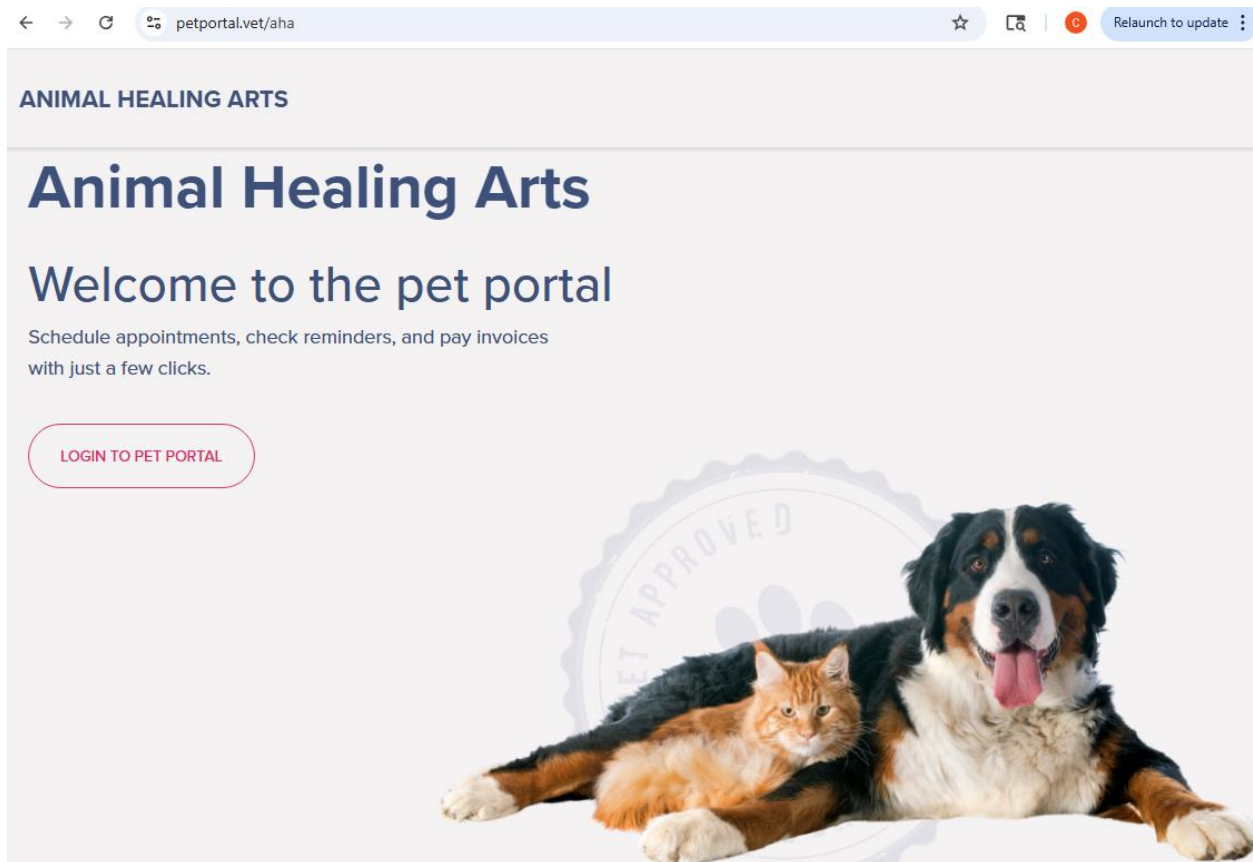
Clicking on the red "**Login To Pet Portal**" button you will display the following login screen:

To login to the portal, do the following:

1. Enter your **Email** address (i.e. the one that we have on-file for you)
2. Enter your **Phone** number (i.e. the one that we have on-file for you)
3. Enter your **First** name (i.e. the one that we have on-file for you)
4. Enter your **Last** name (i.e. the one that we have on-file for you)
5. Click the "**LOGIN**" button. The following screen will appear:

Verification Code

If the info you entered is correct, you will receive an email with the code. Please enter the code in the fields below:

SUBMIT

RESEND CODE

6. Now check the inbox of the email address you entered in the previous step. You should receive an email with the subject line of "**Pet portal – Verification**". The contents of that email will look something like the following. (Note that if you don't receive an email after a few minutes, then one or more pieces of the information you entered is probably not what we have on-file for you. Please check the data you entered and try again.)

Pet portal - Verification   Inbox ×

Pet portal <notifications@shepherd.vet>   5:06 PM (2 minutes ago)
to me ▾

**Verify your email address**

Hi, Chris Test

To verify your email address enter this code in your browser.

0 5 0 0 9 0

If you didn't request a code you can safely ignore this mail.
This code will expire in 5 minutes.

7. Once you've retrieved this code, now go back to the Portal screen (as in #5 above), enter the 6-digit code you were given (you can also copy/paste this code), then click the **SUBMIT** button. This button turns red once you enter the code. (Note that you have 5 minutes to retrieve and enter the code. If you haven't completed this step in 5 minutes, you can click the "Resend Code" button to have it send you another code.)

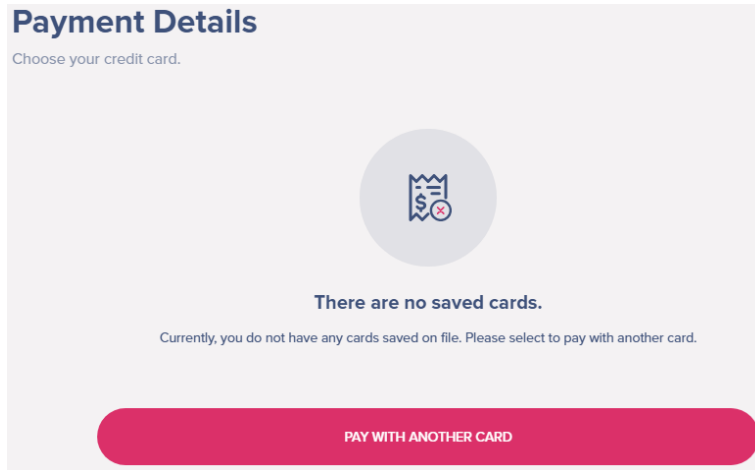8. Once you've successfully entered your code, a welcome screen will appear like the following:
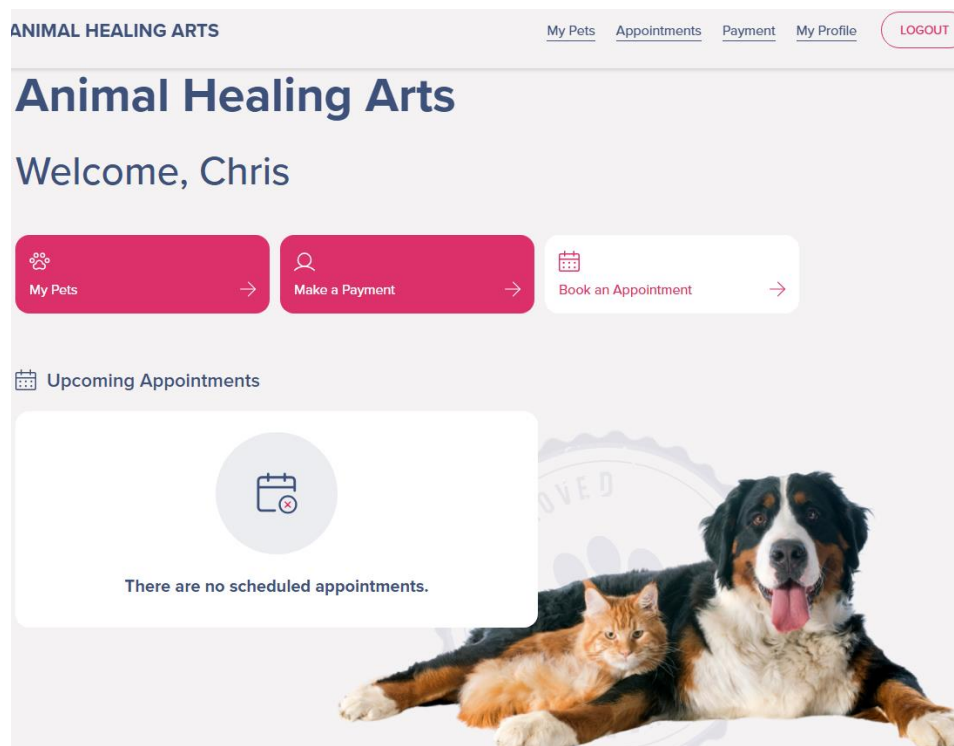
You are now logged into the Portal. Hooray! You can now pay invoices, view/schedule appointments, view pet information, etc. The most common tasks are paying invoices and submitting appointment requests. This document will show you how to do both of those things next.

Paying an Invoice

1. Click the red "**Make a Payment**" button (as shown on the previous screen above).
2. If you have an outstanding balance, it will appear on the "Payment" screen as shown below. <u>Click the **blue** "**Pay Invoice**" button (as shown below circled in red, at the bottom of the screen) to pay your invoice.</u> (The red "Pay Deposit" button just applies a deposit payment to your account. It does NOT actually pay your invoice.)
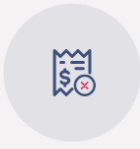

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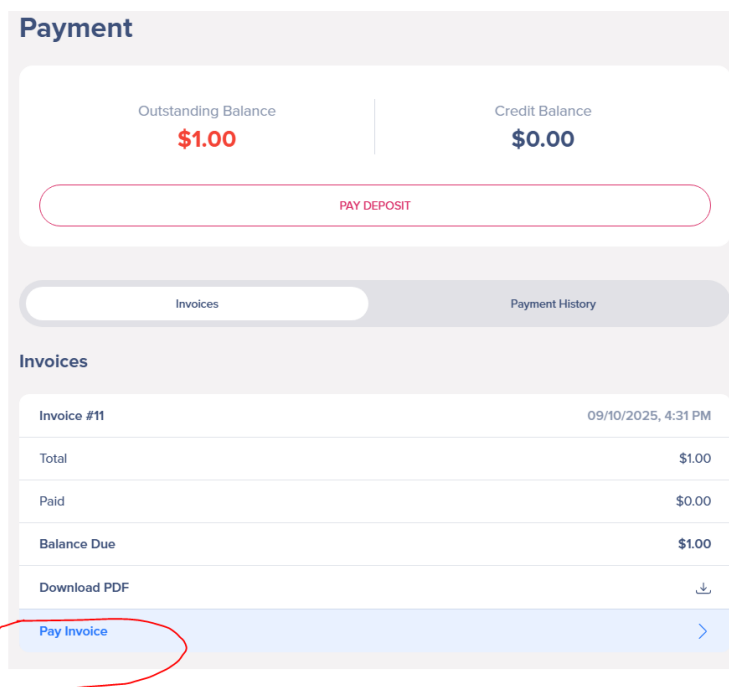
3. If you have a saved card in our system, it will appear here as an option you can click to select. If you don't, you'll get a screen like the following, and can click the "**Pay With Another Card**" button:
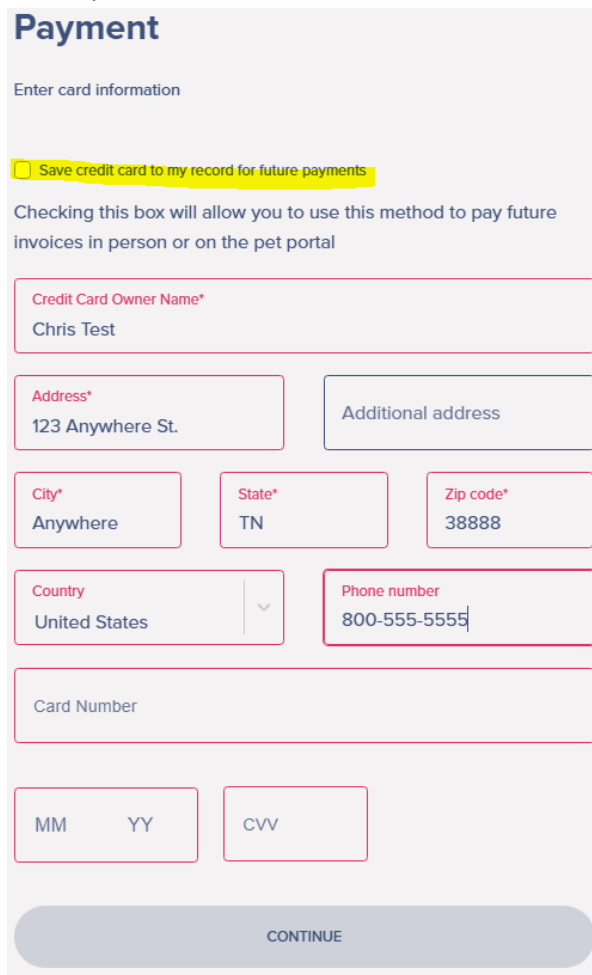
Payment Details

Choose your credit card.

There are no saved cards.

Currently, you do not have any cards saved on file. Please select to pay with another card.

PAY WITH ANOTHER CARD

4. The "Payment" screen appears as follows. Your billing information will be prefilled based on what's in our system, but you can overwrite this information as needed to ensure your billing information matches that of your credit card. If you **check the "Save credit card to my record for future payments" option** (highlighted in yellow), the card will be securely saved to our system. This means you won't need to enter it here again unless/until the card expires. If/when you place a product order; we will also use the saved card to expedite the fulfillment of your orders. Once all of your info is entered, click the red **CONTINUE** button.

Payment

Enter card information

☐ Save credit card to my record for future payments

Checking this box will allow you to use this method to pay future invoices in person or on the pet portal

Credit Card Owner Name*
Chris Test

Address*
123 Anywhere St.

Additional address

City*
Anywhere

State*
TN

Zip code*
38888

Country
United States

Phone number
800-555-5555

Card Number

MM   YY

CVV

CONTINUE

5. Lastly, you will get a "Payment Details" screen like the following. Review your information, and **click the red "Pay Invoice" button at the bottom of the screen to apply payment**. (If the information you entered isn't correct, you can click the red Edit button to change it):

6. If your payment went through, you will receive a "Payment Successful!" message as shown below. Click the "**Return to Payments**" button if you want to view your payment history, or click the "**Animal Healing Arts**" text in the upper left part of the screen to return to the Welcome screen of the portal.
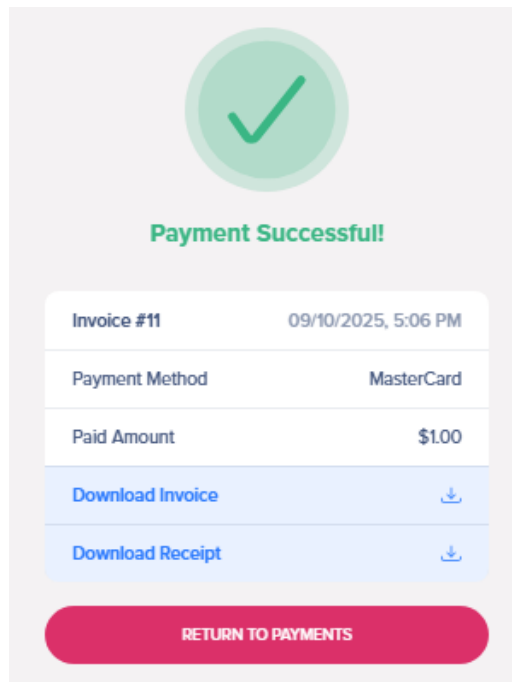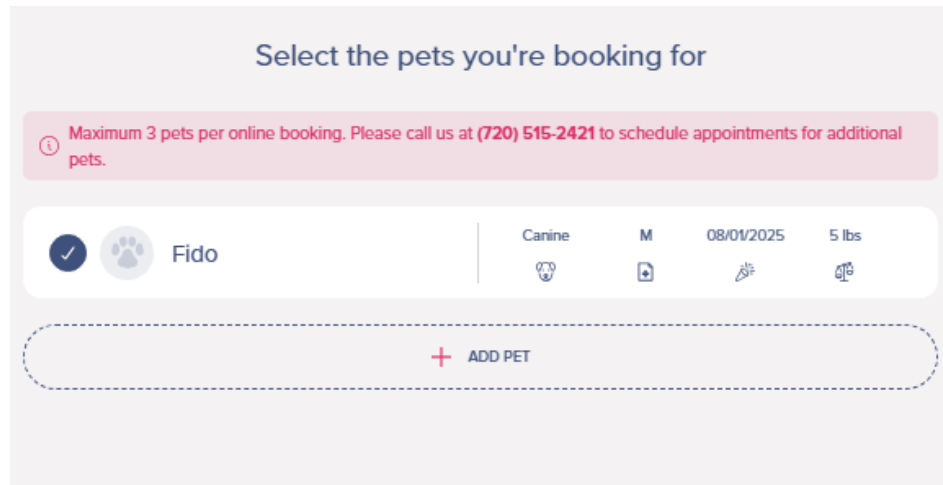
Submitting an Appointment Request

To make an Appointment Request:

1. Click the "**Book an Appointment**" button, as seen on the logged in Welcome Screen of the portal below:
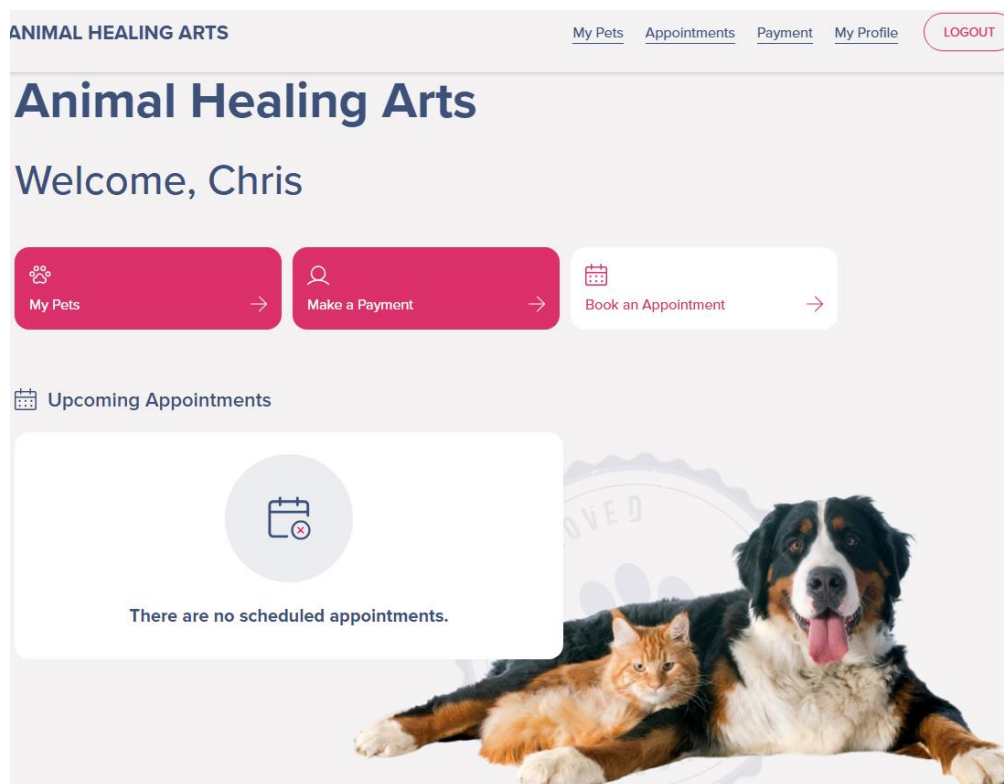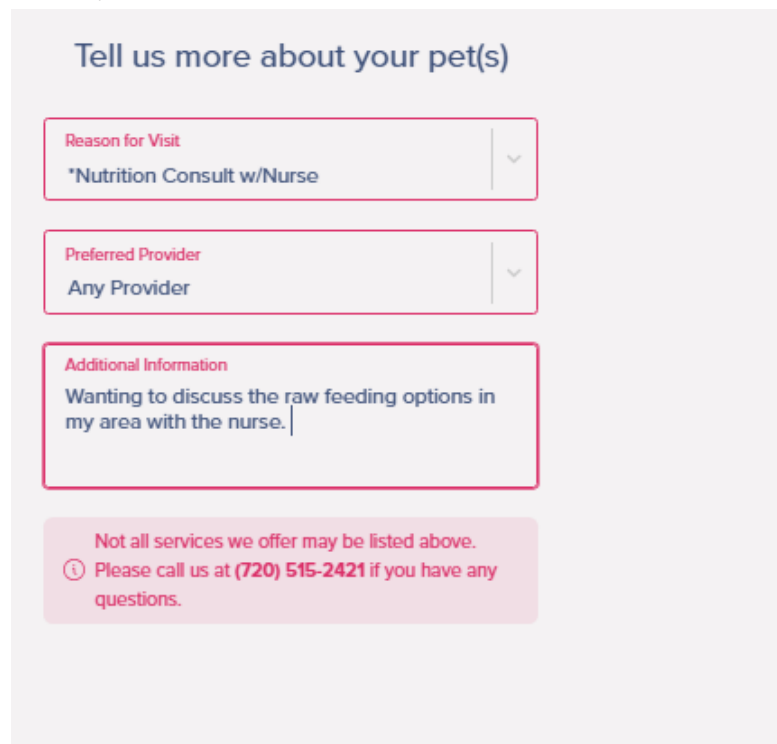
2. Select your pet (doing so puts a **black** check next to your pet's name as shown below) and then click the red **NEXT** button (only turns red once you have selected a pet):

3. On the "Tell us more about your pet" screen, select an appointment type in the "**Reason for Visit**" field, and type any other information you want us to know about your appointment in the "**Additional Information**" field. Then click the red **NEXT** button, as shown here.

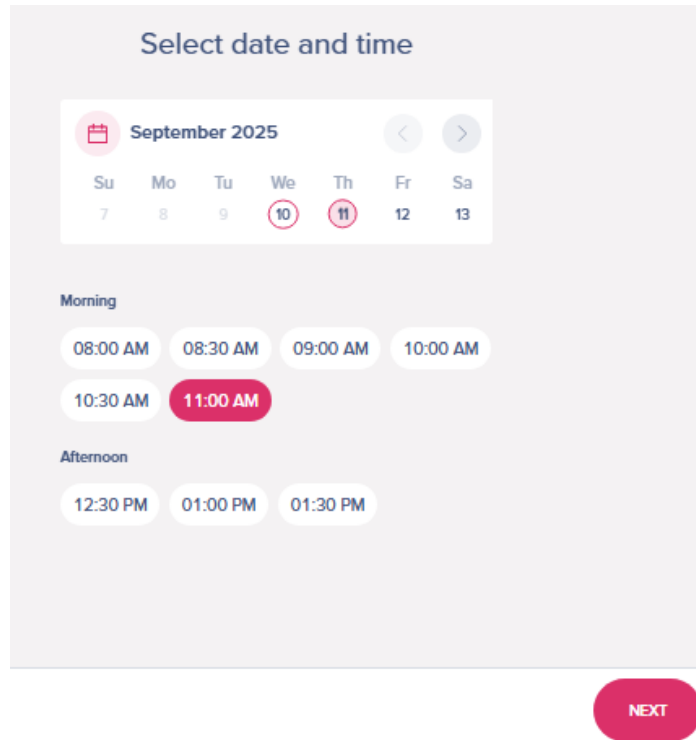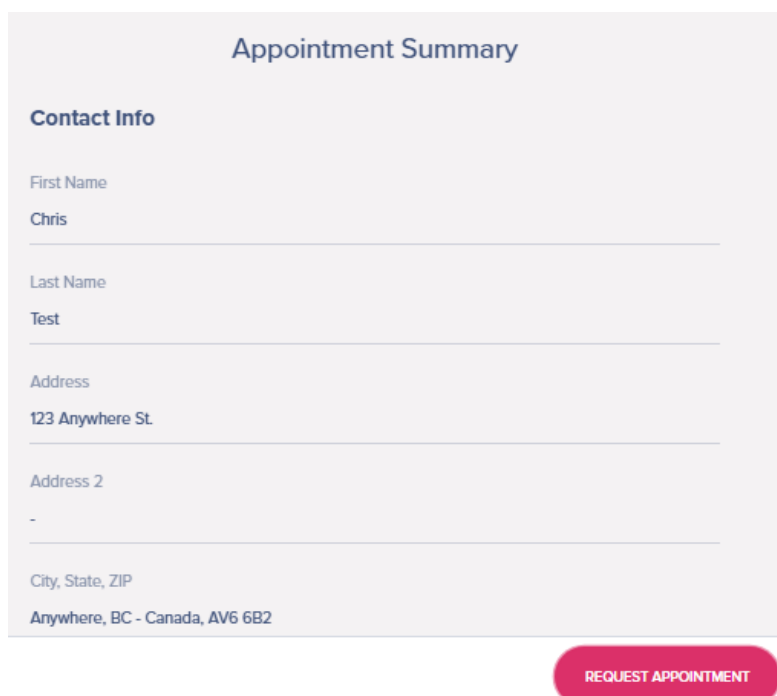4. On the "Select date and time" screen, first choose a **Day** (you have to physically click on the Day you want), and then choose a **Time** for that day (again, you have to physically click on an available Time that you want). **Note that not all days will have times available for your selected appointment type. You may need to check several days (sometimes weeks) in advance before you find any available Times**. Once you have selected both your Day and Time, the NEXT button will turn red. Click the red **NEXT** button to continue as shown:

5. The "Appointment Summary" screen appears. Click the red "**Request Appointment**" button to submit your request.

6. You should receive a message like the following that confirms that your "Request" was submitted. **It is important to note that this is ONLY a request**. Until you have received a confirmation email that your appointment was finalized, your appointment hasn't yet been confirmed. More about that below...
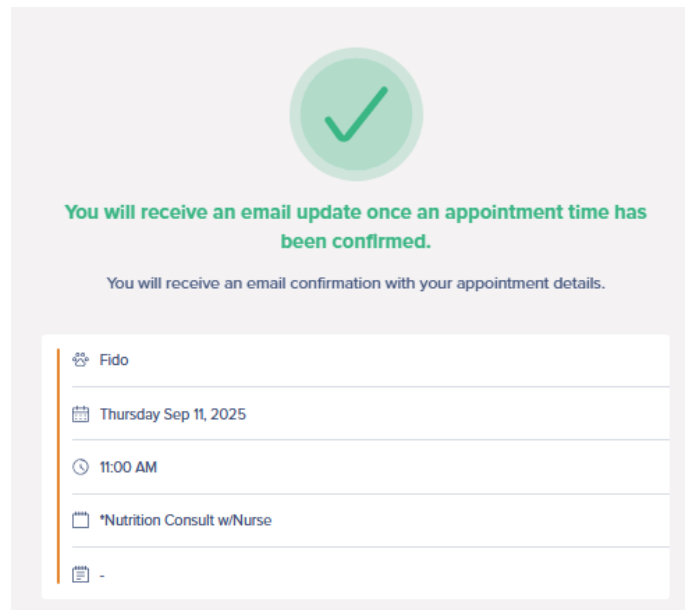
7. After submitting this "request", you will receive an automated email with the subject line of "**Appointment Booking Confirmation**". **This subject name is misleading, as until your request has been manually "approved" by one of our team, the appointment time hasn't yet been finalized**. This automated email will look like the following. I'll highlight the text that explains this isn't finalized yet. We don't have any control over the text of this auto-generated email, so we're pointing this out to you here.
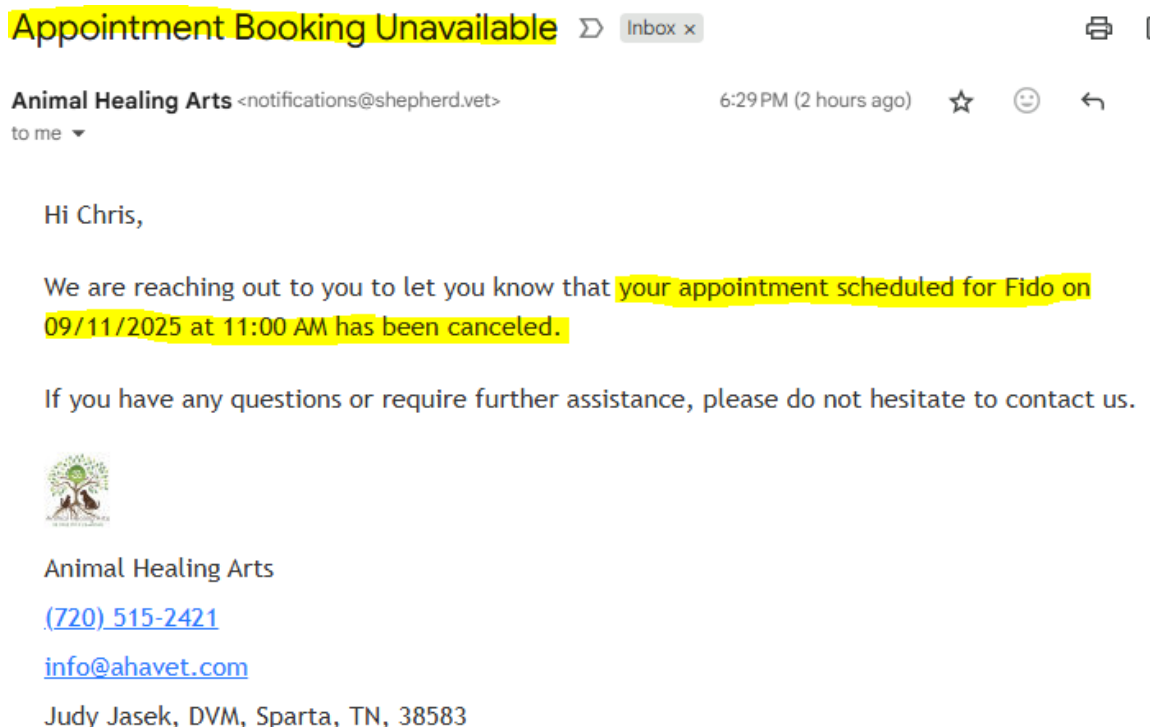
8. Once a team member gets a chance to review your request and other requirements, they will either "approve" or "deny" your request accordingly. That action will trigger another auto-generated email, which will look like one of the following:

    a. **If your request has been approved, the email will look like this:**

    Appointment Scheduled on 09/11/2025 at 11:00 AM Inbox ×

    Animal Healing Arts <notifications@shepherd.vet>   8:42 PM (0 minutes ago)

    to me

    Hi Chris,

    Your appointment is scheduled for 09/11/2025 at 11:00 AM for Fido.

    If you have any questions or require further assistance, please do not hesitate to contact us.

    Animal Healing Arts

    (720) 515-2421

    info@ahavet.com

    Judy Jasek, DVM, Sparta, TN, 38583

    b. **If your request has been denied, the email will look like this:**

    Appointment Booking Unavailable Inbox ×

    Animal Healing Arts <notifications@shepherd.vet>   6:29 PM (2 hours ago)

    to me

    Hi Chris,

    We are reaching out to you to let you know that your appointment scheduled for Fido on 09/11/2025 at 11:00 AM has been canceled.

    If you have any questions or require further assistance, please do not hesitate to contact us.

    Animal Healing Arts

    (720) 515-2421

    info@ahavet.com

    Judy Jasek, DVM, Sparta, TN, 38583

9. Those are the automated, system generated emails. At this point in time, we don't have any control over their being sent to you (or not) or their (misleading) content. Hopefully at some point that will change. Having said that, our team will always send you a more personal, manually generated email to confirm your appointment

that provides you with additional appointment information and your ZOOM link. That email has different formats depending on if you're a new or existing client, and whether you've made a sick or well pet appointment type. Regardless, it will look more like the following example which discusses how to join your ZOOM consultation:

Appt Confirm-Telemedicine

Hi Chris:

We are confirming your appointment for Fido on Thursday, 9/11 at 11:00am **Mountain** with Dr. Judy.

Please note the following:

- All appointment times are given in **Mountain Time Zone (MDT)**, so make the appropriate adjustments for your local time! We are happy to help you determine your time, just ask us :-)

- All Telemedicine appointments are scheduled as ZOOM conference calls. Join your call with any phone (for audio only) or any ZOOM capable device (for both audio & video). It's your choice, but you need to initiate contact in order to join your conference call.

  - **Phone** - For audio only, you can connect via phone. Dial any of the numbers provided for your country, and then enter your unique Meeting ID & Passcode when prompted. If using a smart phone, you can use the "One Tap Mobile" option.

  - **Video** - For video & audio, you will need a ZOOM capable device (i.e. smart phone, tablet or computer, with mic, speaker and camera that is running the ZOOM app.) Simply click the link provided to join your appointment.

  Please Note You will be using your custom ZOOM conference information (pasted further below) to connect to your appointment. This information only gets sent once and subsequent email reminders will not contain this information, so we recommend that you keep this correspondence in a safe place.

10. You will also receive a ZOOM calendar reminder email that you can add to your personal Google or Outlook calendars (it may be compatible with other calendars as well). We suggest you save this to your calendar and accept the appointment for three very good reasons:

    a. It will remind you when your appointment is near so that you don't miss your appointment. It also contains your ZOOM link, so you don't have to search your email messages for it.

    b. Your calendar should auto convert your appointment time from the Mountain time zone to your local time zone. This helps to prevent you from missing your appointment due to a difference in time zones.

    c. **We charge a late/missed appointment fee for clients that miss their appointment time**, as we have reserved that spot specifically for you. This appointment reminder helps you to avoid that charge!

11. Lastly, you may receive additional, automated email and text appointment reminders, both 24hrs and 1hr PRIOR to your appointment. The emails contain additional details concerning your appointment and **both are designed to ensure you don't accidentally miss your appointment**. You do have the ability to unsubscribe from these messages if you prefer not to get them. However, BEFORE doing that please remember that **we charge a Late/Missed appointment fee for any missed or too-late-to-complete appointments**. Again, these reminders are meant to help ensure you don't miss your appointment and therefore don't get charged this fee. We don't want to charge you, and we're pretty sure you don't want to get charged either, so please consider that before simply unsubscribing from these reminders.

We hope you've found this document helpful in navigating and interpreting the screens and emails related to the Pet Portal. We provide these self-service tools for both your convenience and time efficiency, so please do use them!

The AHA Team