**Web Platform User Guide**
Pet Owners

**Version 1.0**

Last Updated: February 2015

# Welcome to the Activ4Pets User Guide

Welcome to Activ4Pets, and congratulations for taking charge of your Pet's healthcare! This guide will help you begin creating your Pet Health Record (PHR) and show you how to get the most out of your Activ4Pets membership.

Within the guide we will talk you through all main membership features including:

- Pet Health Records (PHR)
- Online Second Medical Opinions
- E-Consultation
- Calendar Reminders
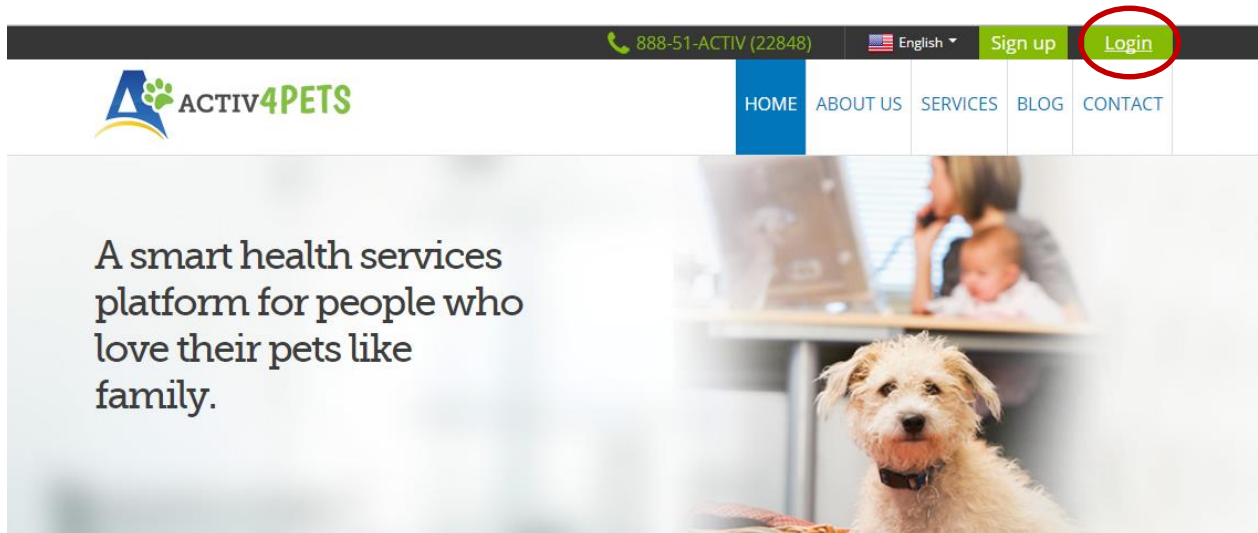- Messaging Other Members
- Share Pet Info

# Contents

## 1. Accessing the Platform

Go to [www.activ4pets.com](www.activ4pets.com) and click on "**Login**" in the top-right corner of the page:



On the login screen, enter your username and password. If it is your first time logging in, you'll be prompted to create a new password. Your password must include at least 8 characters, including one letter, one number, one capital letter and one special character.
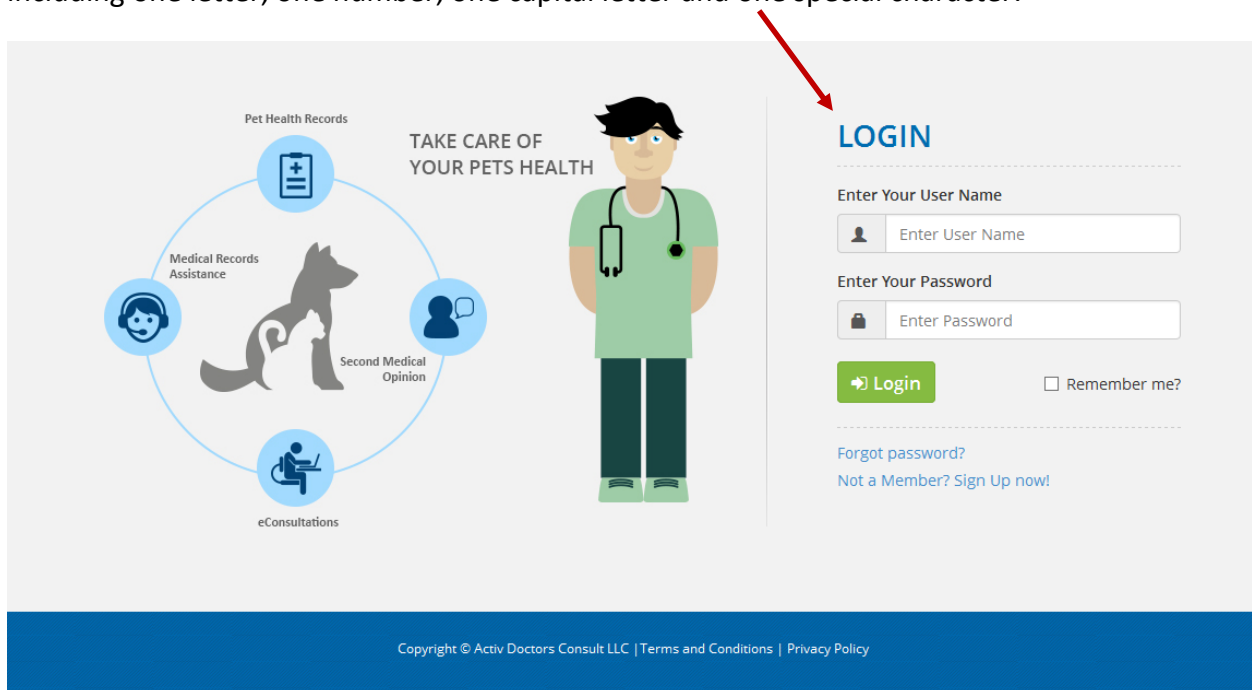
## 2. Homepage

Once you have logged in, you will be taken to your Homepage. The home page is your dashboard view of all your membership features.
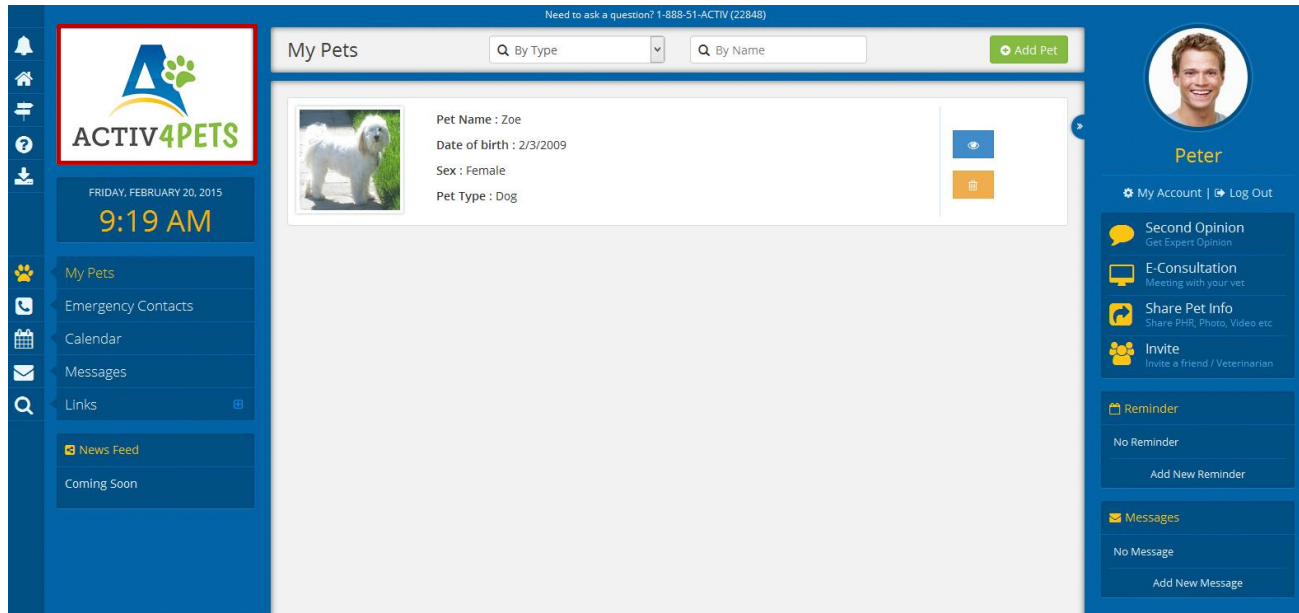


Your homepage lists all the pets for which you have Activ4Pets memberships and gives you quick access to several features. We will go through each of the features beginning with how to add a pet profile.

**Please note:** clicking the Activ4Pets logo (highlighted in red, above) at any time will bring you back to this page.

## 3. Creating a Pet Profile & Basic Editing

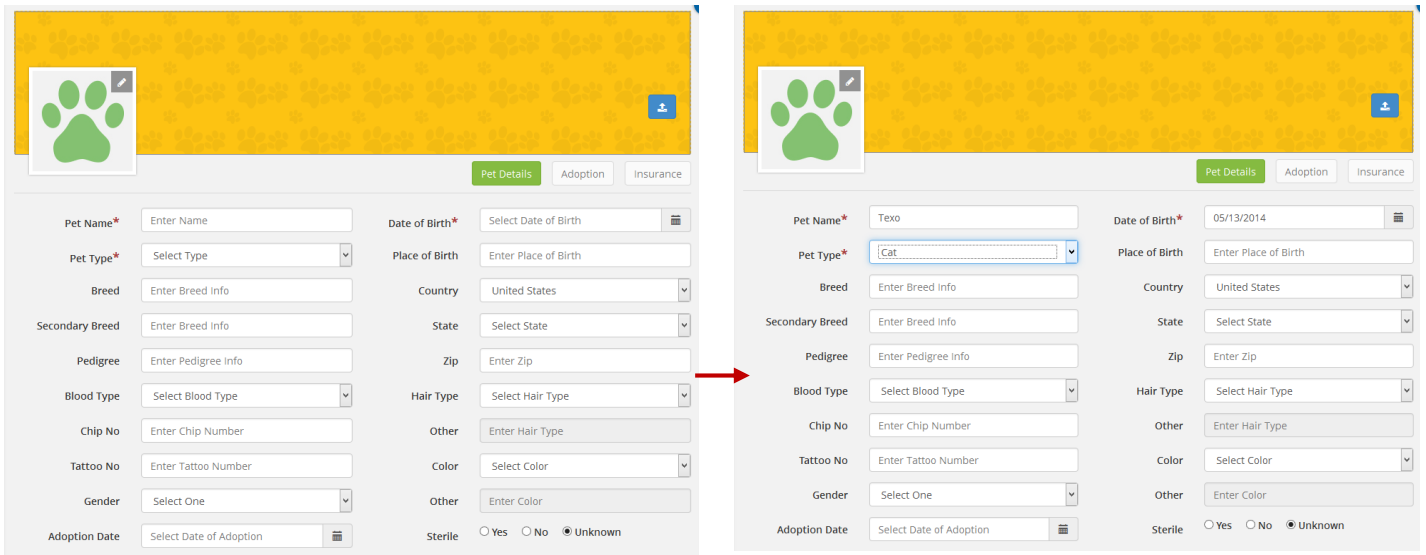To add a new pet profile, click the green "**Add Pet**" button in the top right-hand corner
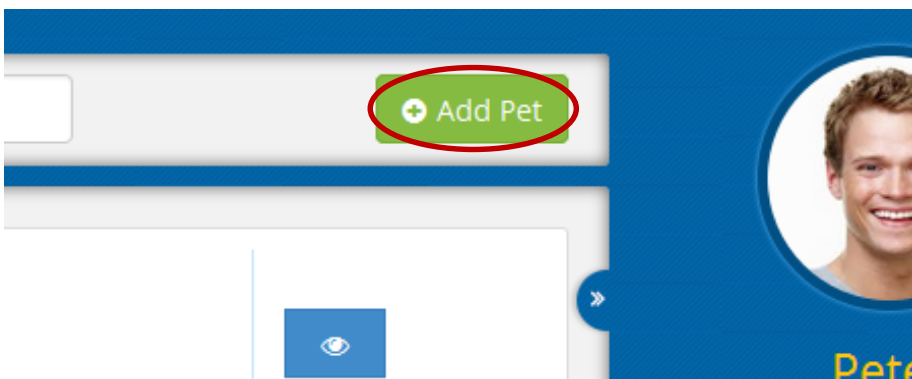


Doing so will take you to an empty form with several fields to fill in (see the following page).

## 3a. Pet Details

Complete each field to the best of your knowledge. Please note, the fields marked with a "**\***" (Pet Name, Pet Type and Date of Birth) are mandatory.
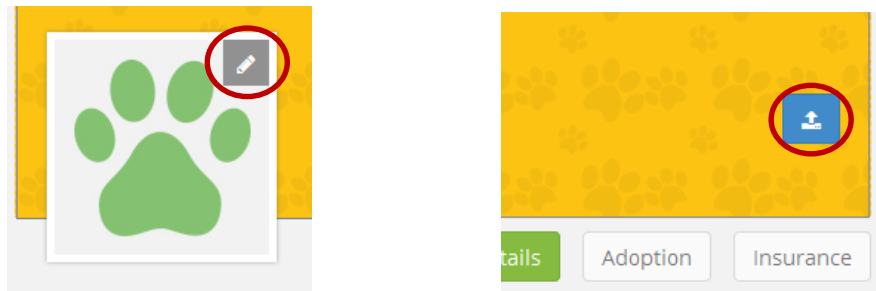
I have added a cat named Texo, born on May 13th, 2014.



## 3b. Adding a Profile Picture and Cover Photo

You are also invited to upload a profile picture and cover image for each pet by clicking on the buttons indicated below.



You will then be prompted to locate an image file from your computer (please see the following page).

A new dialogue window will open up. Locate the image files on your computer and click "**Open**". Once you see the images have been detected, Click "**Save Changes**".
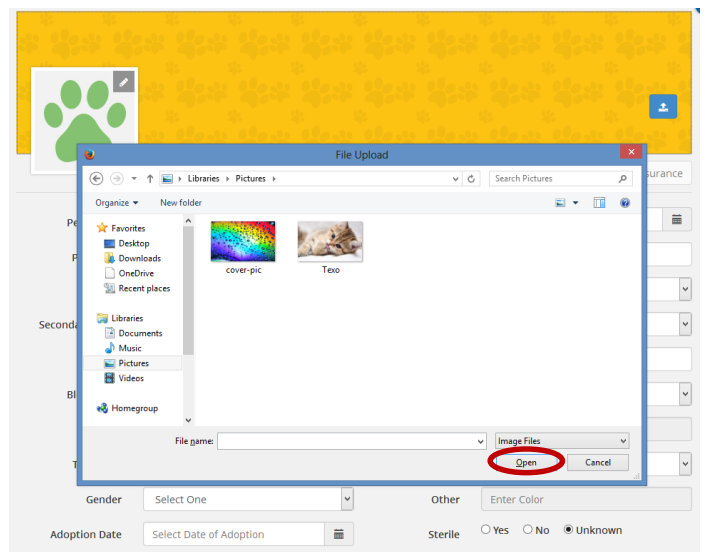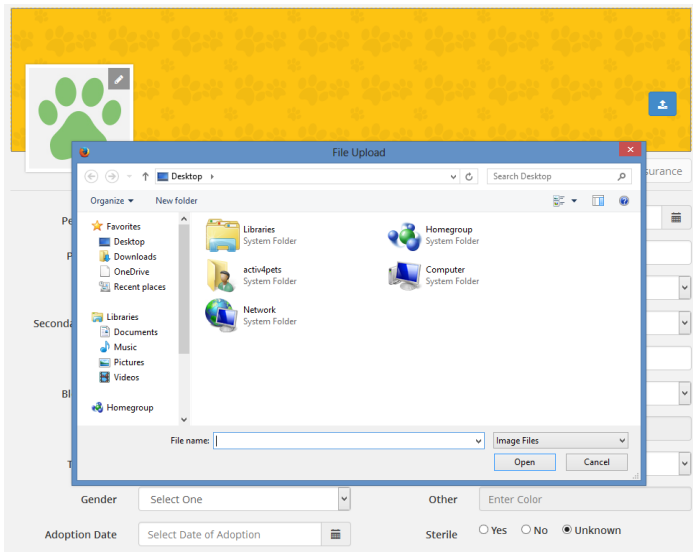


Once you have completed the "**Pet Details**" form and uploaded your photos, click "**Submit Form**" at the bottom of the page to save the information. This will then take you back to the home screen.
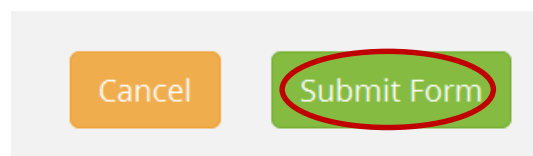


### 3c. Adoption Information

You will now find your pet has been added to the home screen and you are able to begin editing and adding to his/her information.

If you wish to add your pet's adoption information, simply click the blue eye icon/"**Details**" button to get started.



Pet Name : Texo

Date of birth : 5/13/2014

Sex :

Pet Type : Cat
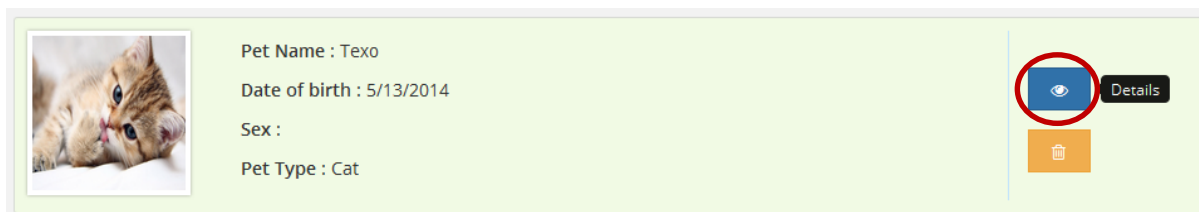
On the following screen, you will notice that the pet you selected now appears in the top left-hand box.

To edit your pet's adoption information, click on "**Adoption**"



And then on the next screen, click the "**Edit Adoption**" button.



This will open up a new form with several empty fields.
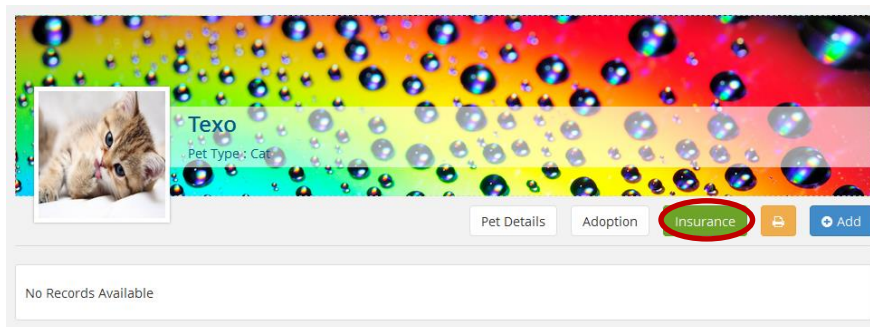
Complete the form to the best of your knowledge and click "Submit Form" to save the information.



## 3d. Insurance Information

To add your pet's insurance information, click on the "Insurance" tab and then the "Add" button



This will bring up a new dialogue box with several empty fields. Complete the information (the fields marked with a "*" are mandatory) and then click the "Save Changes" button.

Now you have completed your pet's basic information, it is time to take a look at some of the other features of Activ4Pets and how to navigate the platform.

Please note, if you are starting from the home screen, begin navigation by clicking the eye icon:
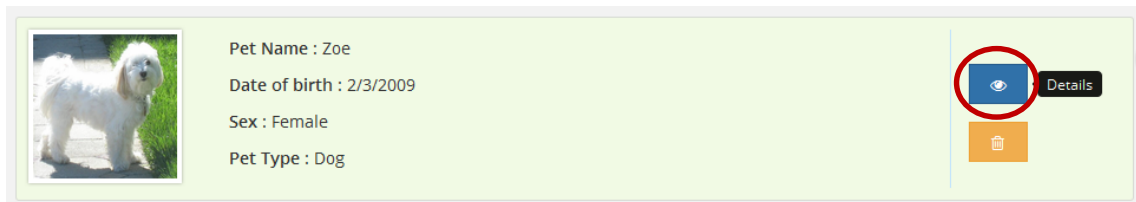


We will be taking a look at Zoe's information.

First we will look at Medical Records. Click the "**Medical Records**" tab at the top of the page.



The Medical Records tab becomes highlighted in yellow and we are presented with three columns of information: **Heath History**, **Health Measure Tracker** and **Documents**.
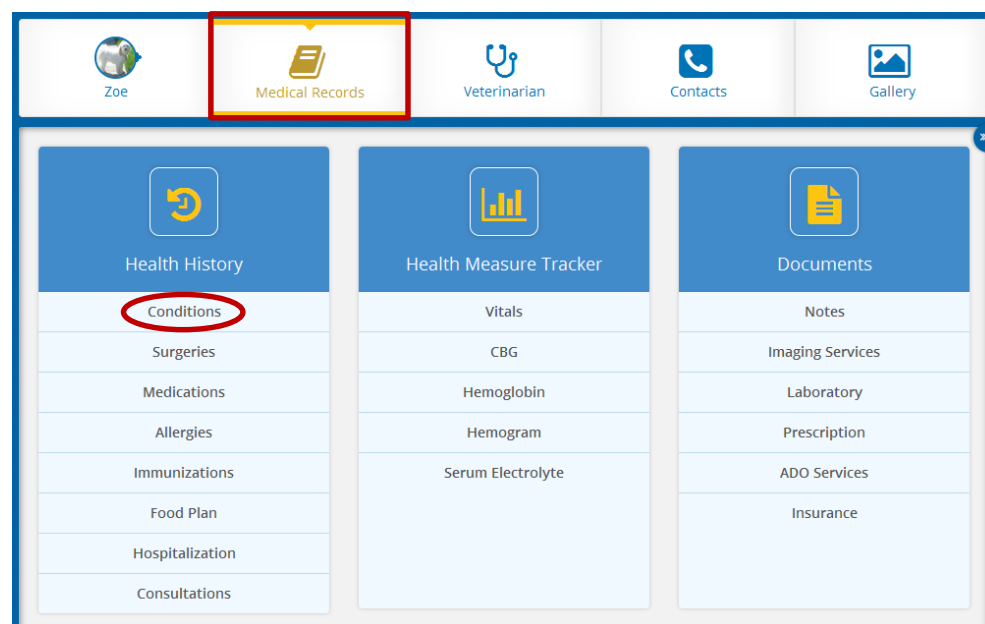


Clicking on any of the headings within these columns takes you to a new screen with more detailed information. For example, if I click on "**Conditions**" under **Health History**, I will be given more information on past conditions.

## 4a. Health History & Basic Navigation

By clicking on "**Conditions**" a new screen comes up with more information. The first thing to note is navigation. The green and blue boxes at the top of the screen have the same headings as the ones shown in the main screen (previous page). This is to aid navigation and provide quick access to the different headings without actually returning to the main screen.



Under **Conditions**, a list of your pet's conditions are shown, starting with the most recent. You can arrange the information alphabetically or by date (please see notes below). If your pet happens to have had several previous conditions, the older ones may be shown on other pages which can be navigated to by clicking the "**Previous**" and "**Next**" buttons shown below.



## 4b. Editing Health History

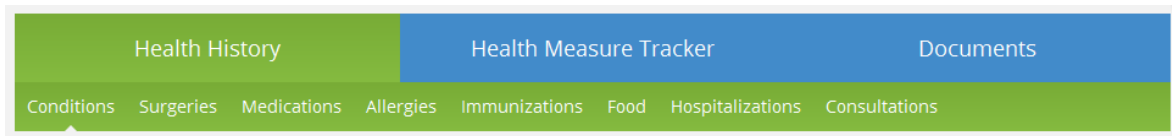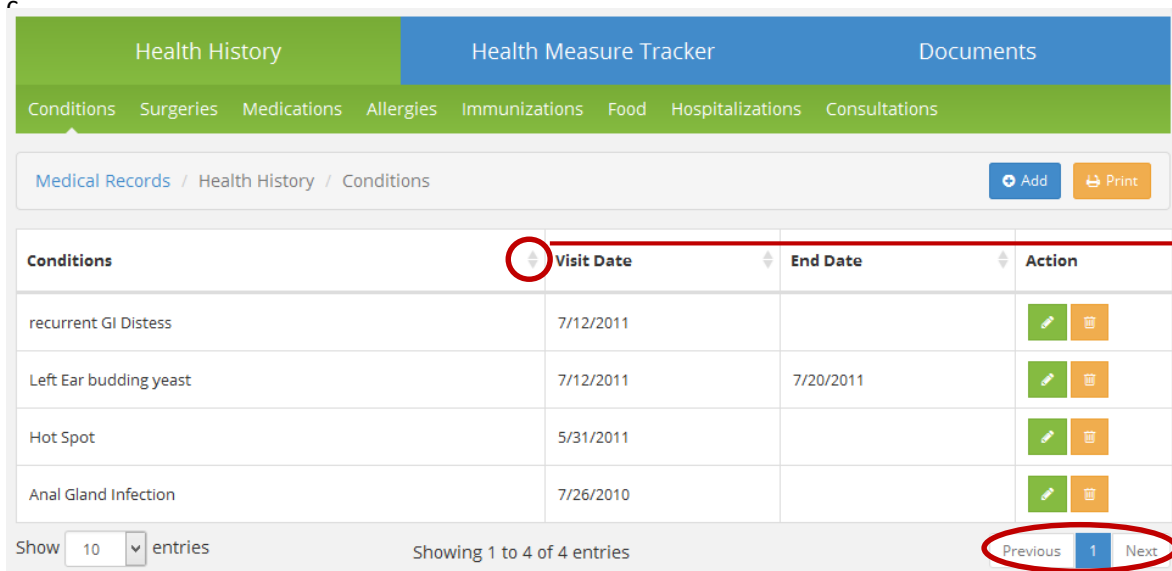The Activ4Pets platform gives you complete control over your pet's medical information and you can add a new condition by clicking the blue "**Add**" button in the top right-hand corner.
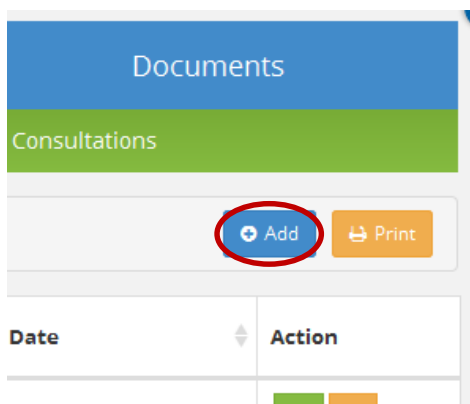


Please note, you can arrange each column alphabetically or by date at any time by clicking the arrows next to the column header.

For example, if you wanted to list your pet's conditions alphabetically, click the arrow next to the word "**Conditions**" once. By clicking the arrow again, the conditions column will display in reverse alphabetical order.

Clicking the **Add** button will bring up a new dialogue box for you to fill out. Once you have added the information about your pet's conditions, click "**Save Changes**" and the new information will be added.



You can use these basic steps edit most of the information contained on the Activ4Pets platform. For example, let's look at "**Medications**".

Simply click on the "**Medications**" tab at the top of the page to display more information.
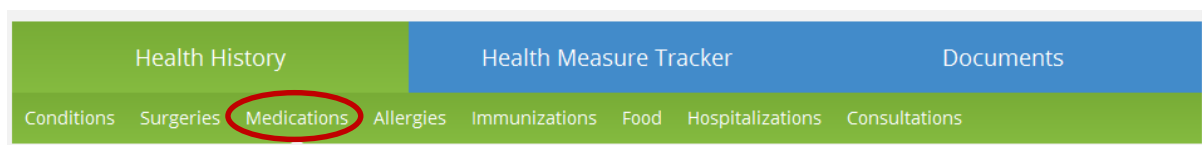


You are then presented with a list of medications starting with the most recent.

To add another medication, click the blue "**Add**" button.

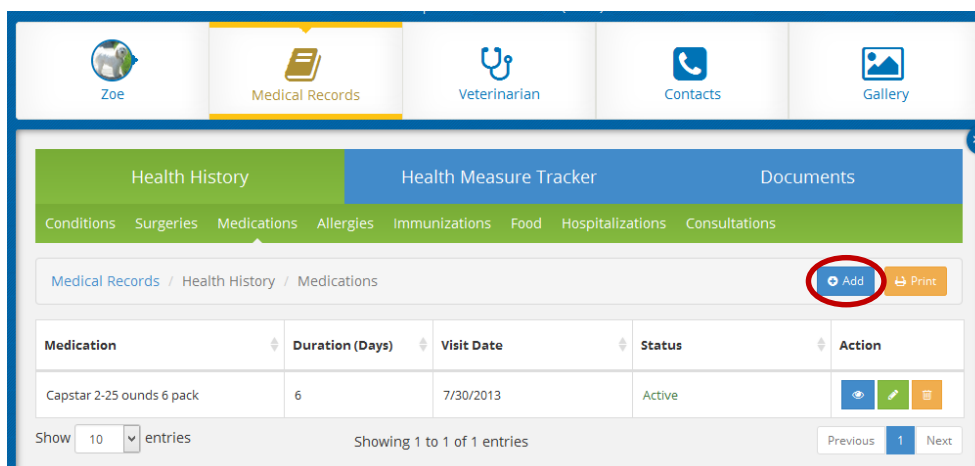Doing so brings up a new dialogue box for you to fill out. Again, input the relevant information and click the blue "**Save Changes**" button.

Please note: Any time you add to or edit information, the dialogue box that appears is specific to that information, and changes accordingly.



You are also able to edit and delete existing information by clicking the "**Edit**" and "**Delete**" buttons in the far right column:
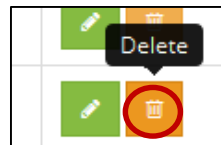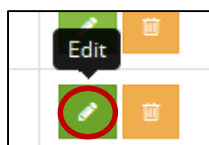


## 4c. Printing Documents

If you wish to print this information at any time, for example to show your vet the list of your pet's conditions or medications, simply click the orange "**Print**" button.

A new dialogue window will appear, prompting you to either save or open a PDF document.
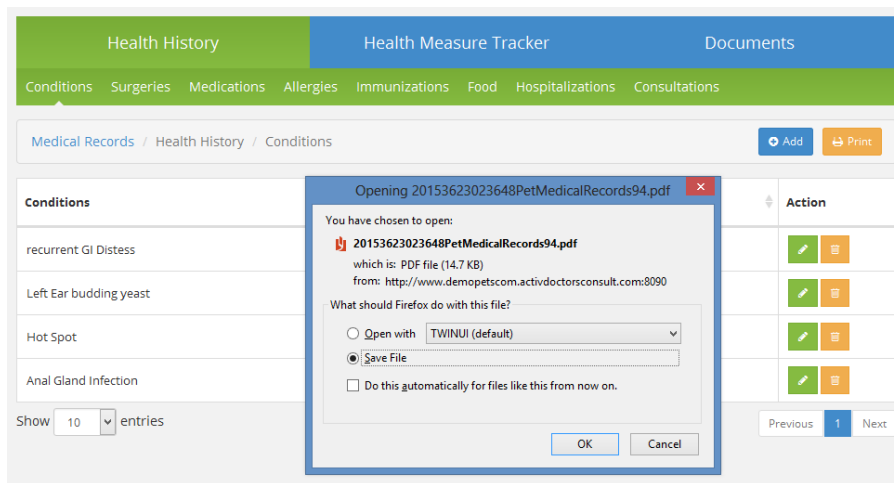


Select "**Open**" using your default PDF viewer, then click "**OK**":
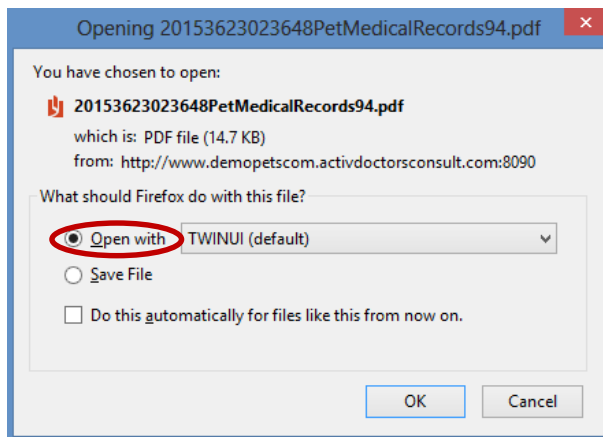


A PDF document will open with all the information from the Health History tab (Conditions, Surgeries, Medications, Allergies, Immunizations, Food, Hospitalizations, Consultations). You can then select to "print" (go to "file" then "print") from your default PDF viewer.

## 5. Health Measure Tracker

The **Health Measure Tracker** is an excellent tool for monitoring your pet's vitals and other health levels. If you would like to monitor your pet's weight for example, the Health Measure Tracker provides tools to do so with ease. Start by clicking the "**Health Measure Tracker**" tab.



Notice that, on the new page, Health Measure Tracker is now highlighted in green at the top, with "**Height**" values shown as a default. The raw data is shown from newest to oldest value, however, you can also plot those values into a curve by clicking "Curve"



As shown in the previous section, you can add data to the Health Measure Tracker fields (Vitals, CBG, Hemoglobin, Hemogram, Serum Electrolytes) at any time by clicking the "**Add**" button.

The curve appears in the same window, showing the height values over time from left to right. You can plot out any of the other values listed within the Health Measure Tracker to immediately highlight any spikes or points of concern.
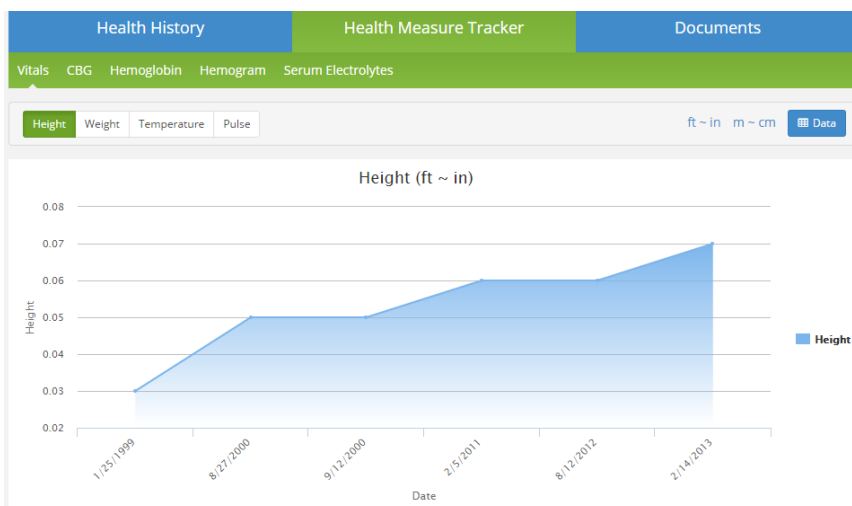
## 6. Pet Documents

Clicking on the "**Documents**" tab gives you access to all your pet's past documents including Progress Notes, Consultation Notes, Images (such as CT Scans, MRIs, X-rays, Ultrasounds, etc.), Lab work, Prescriptions (Medications) and more.
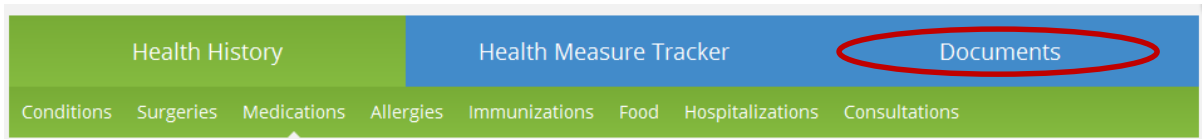


A new page opens with "**Documents**" highlighted in green at the top. As a default, "**Note**" documents from newest to oldest. To view a document, click on the File icon (shown below) on the left-hand side. The document will open in a new window.
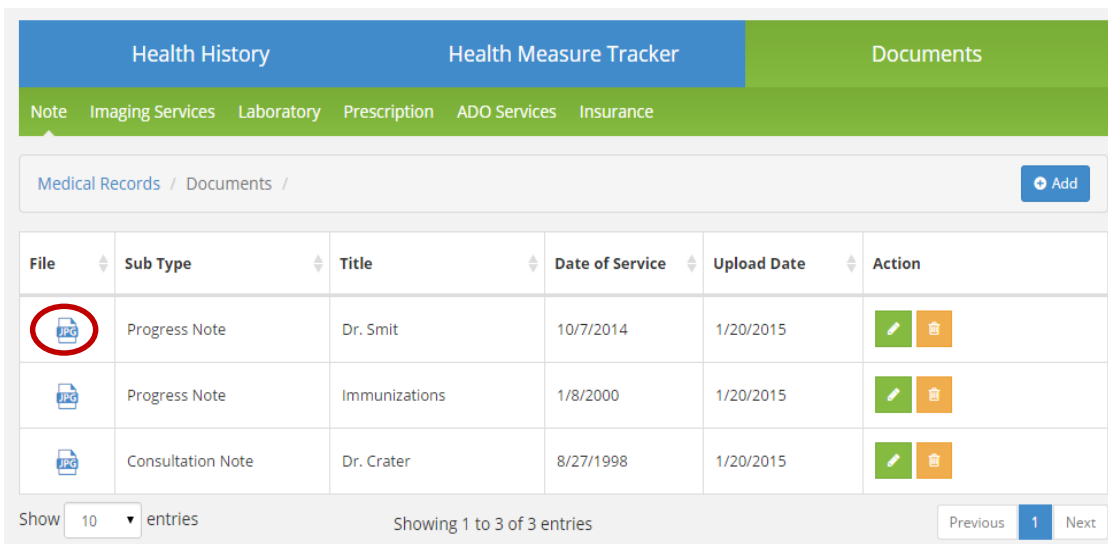


With the document open, you are able to "**Download**" it and then print it to show your veterinarian.
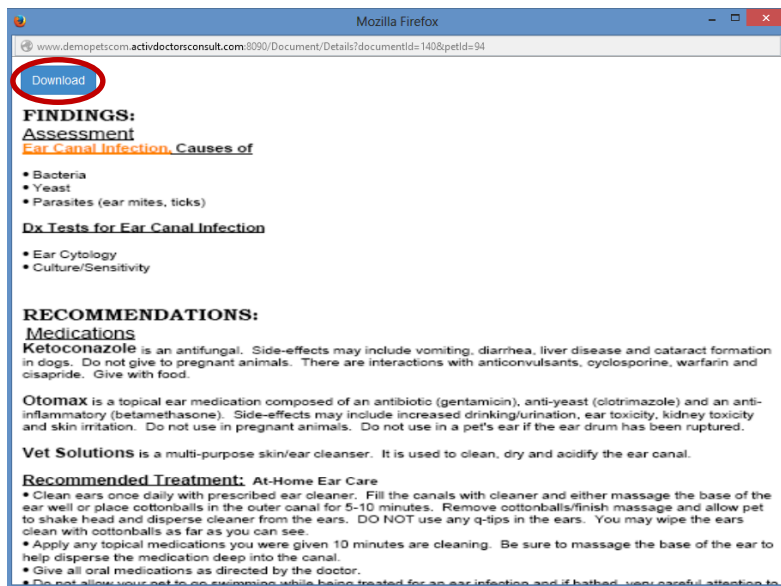
The Documents tab may be useful if you wish to print and show your veterinarian any of your pet's prior X-rays. To do so, click on "**Imaging Services**" to access a database of all your pet's CT Scans, MRIs, X-rays, Ultrasounds, etc. The documents will be shown newest to oldest as a default.

**To Print**: Locate the X-ray/image you wish to print and click the File icon on the left-hand side.
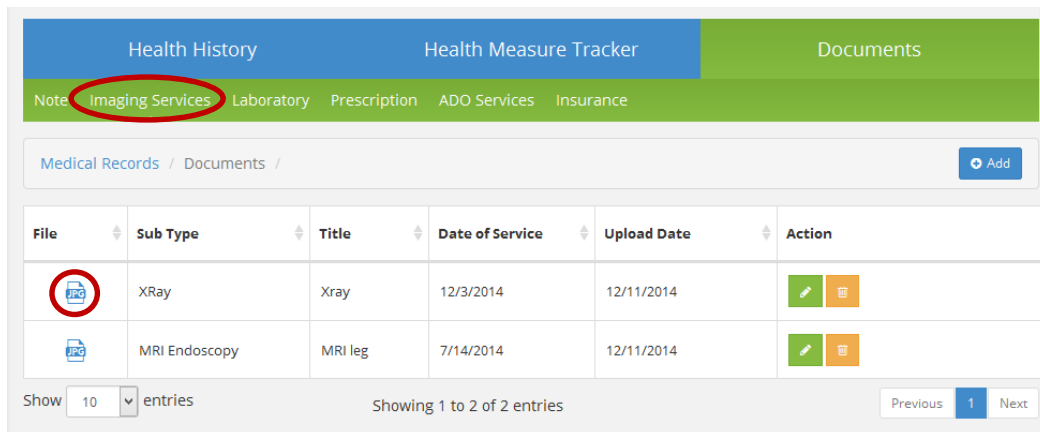


The image will open in a new window. Click the blue "**Download**" button in the top left-hand corner.
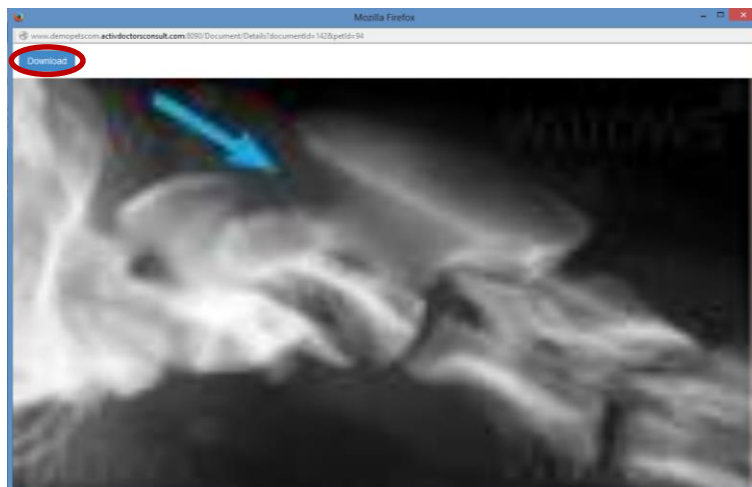


Select "**Open with**" then click "**OK**". Once the file opens in your default browser, you can select "File" and the "Print" to print the X-ray image.

## 7. Veterinarian Information

You can add contact information for your pet's vet/s by clicking the "**Veterinarian**" tab at the top of the page. In case of emergency, Activ4Pets recommends you include information for any veterinarian, hospital or center that has critical information pertaining to your pet's care.
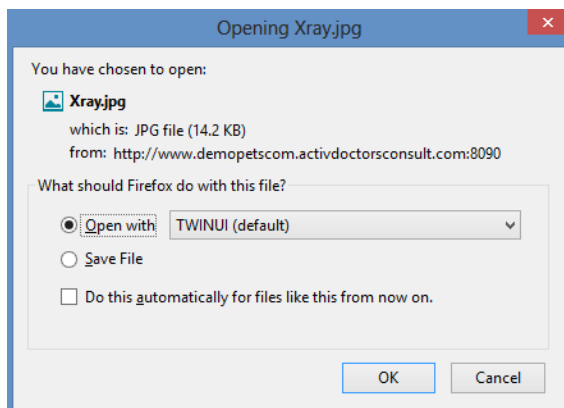
To add a vet to your list, click the blue "**Add**" button in the top right-hand corner.



Doing so opens up a new dialogue box with several empty fields to fill out. Once you have completed your Veterinarian form click "**Save Changes**" to store the information.
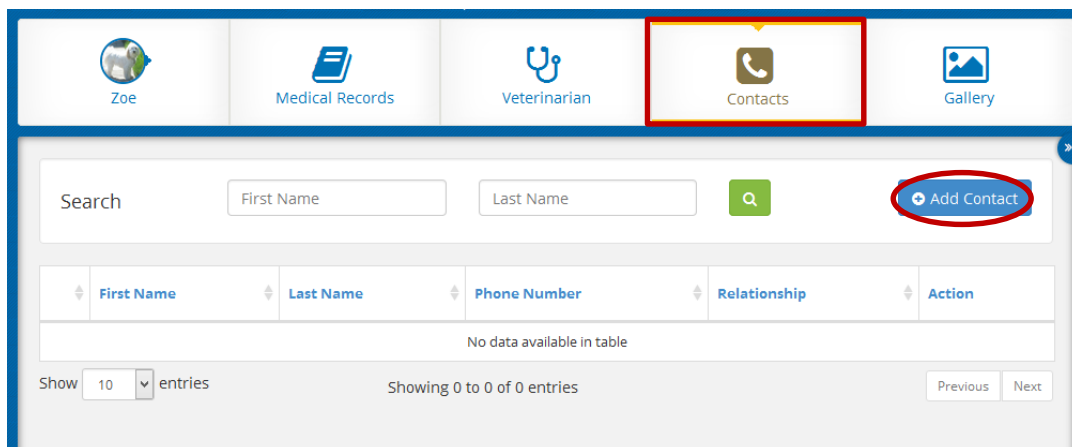
## 8. Contacts

The "**Contacts**" tab allows you to input a list of contacts associated with your pet's care – groomers, sitters, friends, boarders, etc. Activ4Pets recommends you input information for at least one emergency contact should you, for whatever reason, be unreachable. Click "**Add Contact**" to begin.



Complete the form to the best of your knowledge. At the very least supply a first and last name as well as a reliable contact phone number for the contact.

I have entered in a contact called **David Davis**, a **Boarder** and designated him as an **Emergency Contact**. When you have completed the form, click "**Save Changes**" to add the information.



Once you hit save, the contact's information now shows on the list which you can **Edit/Delete** at any time. Note: the **EMR** on the left-hand side indicates the person is an **Emergency Contact**.

| | First Name | Last Name | Phone Number | Relationship | Action |
|---|---|---|---|---|---|
| EMR | David | Davis | 786-305-1111 | Boarder | ✏️ 🗑️ |

## 9. Gallery – Adding Photos & Videos

Activ4Pets invites you to add photos and videos of your beloved pet by clicking on the "**Gallery**" tab. These can be shared with other members using the platform.
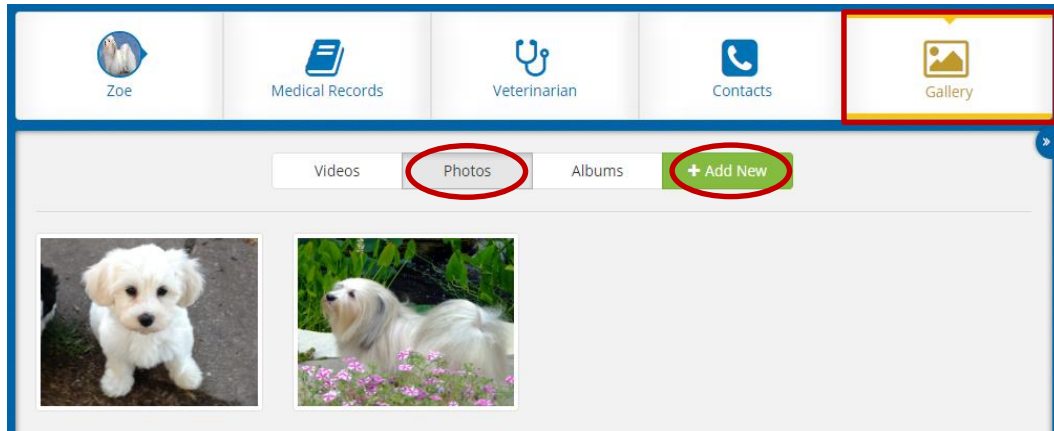


To add a new photo, ensure you have the "**Photos**" tab highlighted (as shown above) and then click "**Add New**".

A new dialogue box will open. In order to add an image, you must give the picture a **Title**. Once you have titled the picture, click the green "**Image**" button and locate the file on your computer (as we did in Section 3b on page 7) and upload it by clicking the blue "**Save**" button.
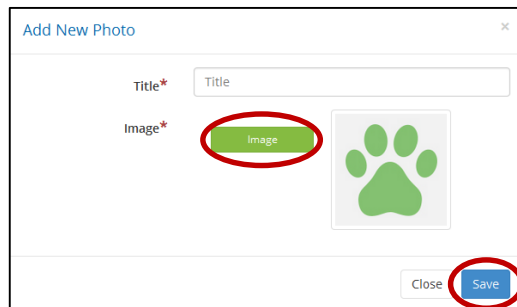


You can also add YouTube videos of your pet to your Gallery. Make sure you have the "**Videos**" tab highlighted (as shown below) then click "**Add New**"



A new dialogue box will open. Again, you must give the video a **Title**. Once you have titled the video, paste in the YouTube URL (web address) and upload it by clicking the blue "**Save**" button.
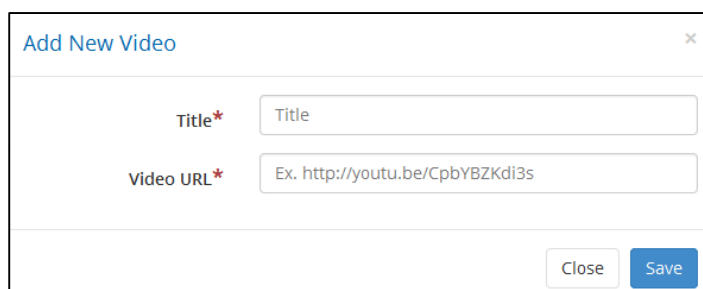
Now that we have covered how to navigate each pet profile, it is time to return to the home screen and look more in depth at the different navigation elements starting with the lower left-hand column
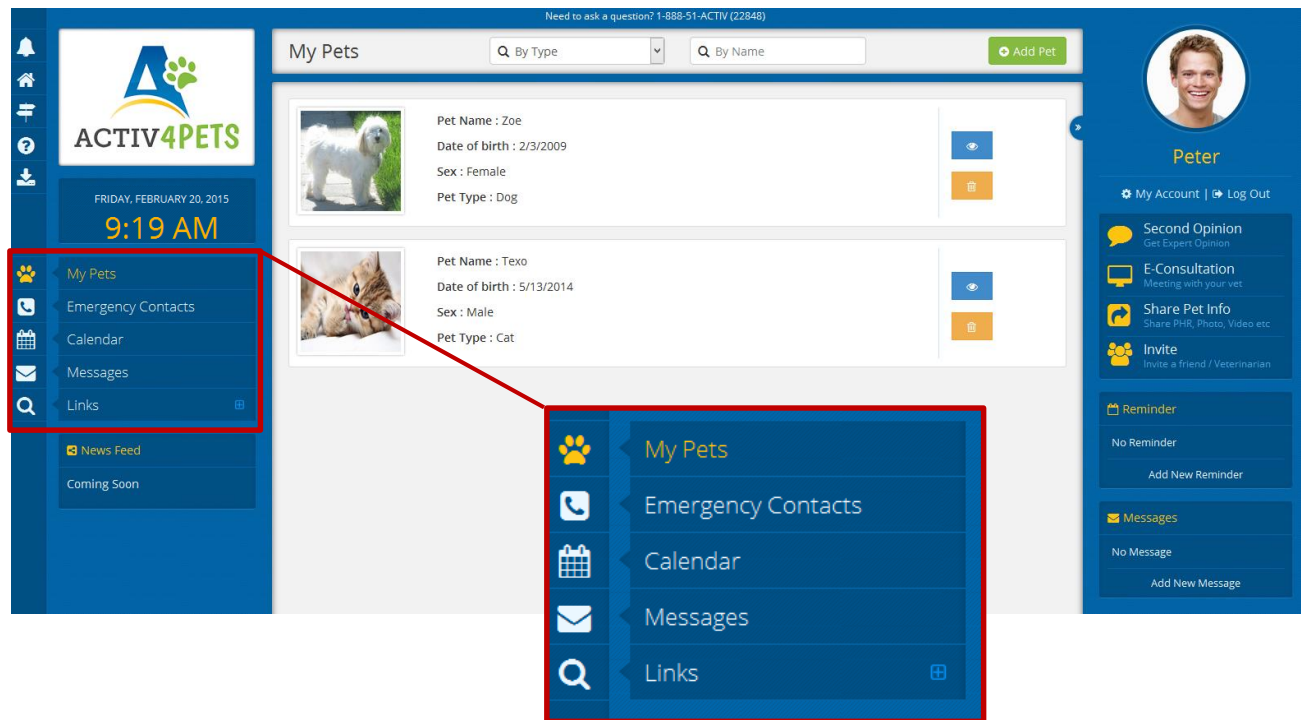


## 10a. My Pets

Clicking the "My Pets" tab at any point will bring you back to the home screen (as shown above). Performing this action has the same function as clicking the large Activ4Pets logo or the house icon in the top left-hand corner.



## 10b. Emergency Contacts

Clicking the "**Emergency Contact**" tab at any time pulls up your list of emergency contacts. As you can see below, the information of the contact inputted earlier shows. Please note: you cannot add an emergency contact on this page, you may only edit the information. To add an emergency contact for an individual pet, please refer to section 8 (page 19).



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## 10c. Calendar

The "**Calendar**" tab gives you access to a monthly planner where you can input reminders for any upcoming events. For example, to set a reminder for March 11th, 2015, click the "**+**" button in the top left hand corner of that calendar day.
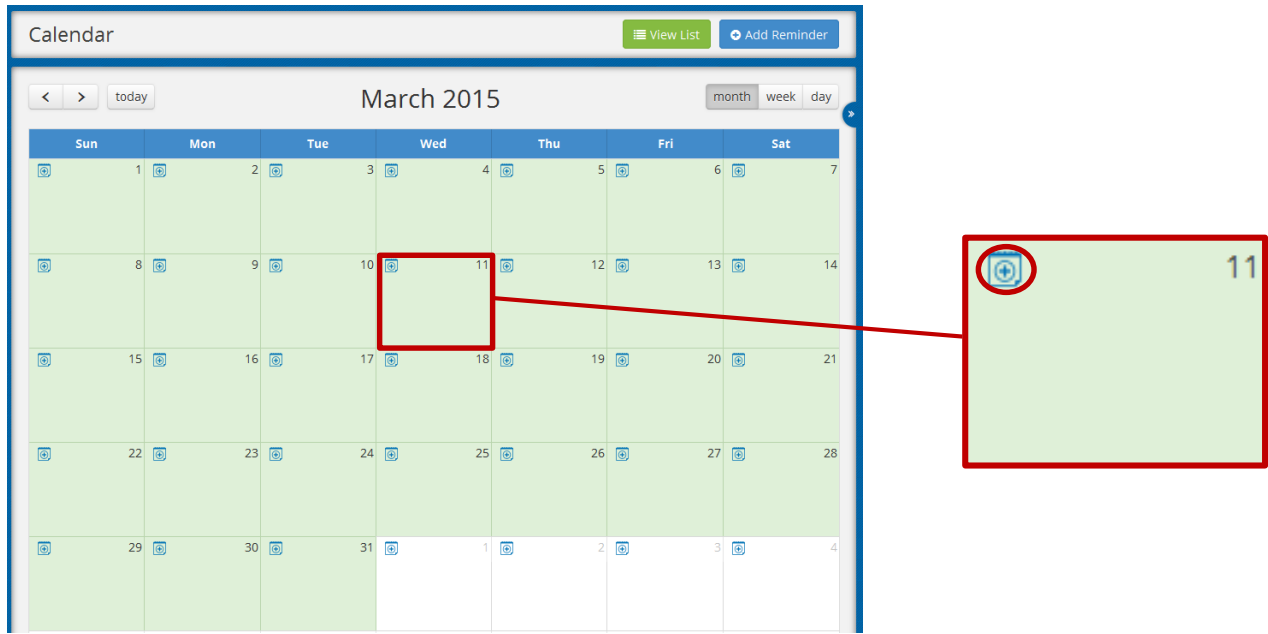


Doing so will bring up a new dialogue box with several empty fields to fill out. Once you complete the information you can check the box (shown below) to receive an email reminder.
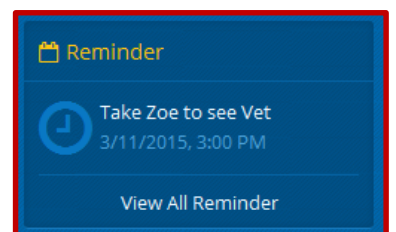
Clicking the blue "**Save**" button will add that reminder to your calendar. You will notice the reminder now appears on your calendar and also on your homepage on the right-hand side, as shown in the images below, right.
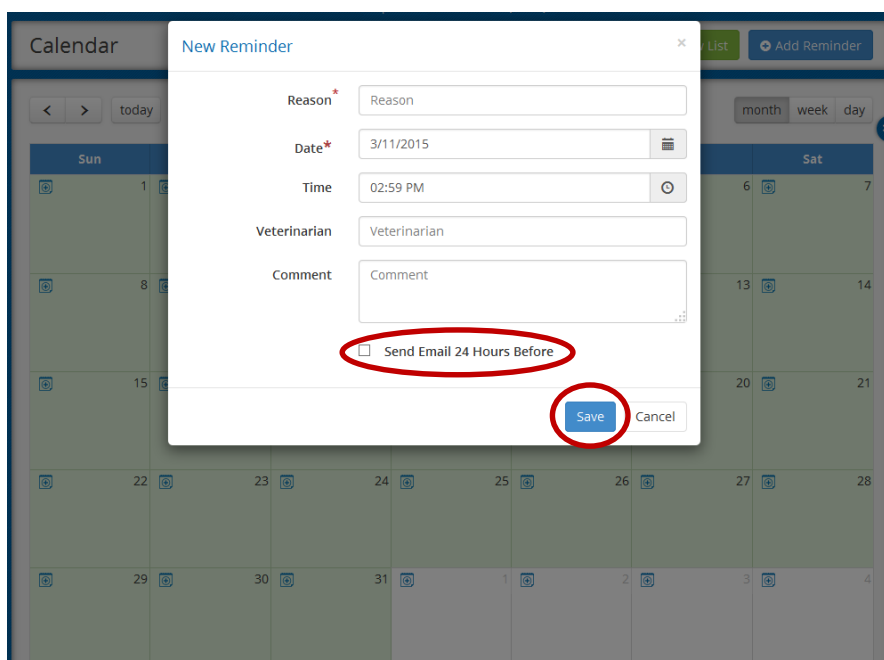


This is how your reminder will appear on your calendar:
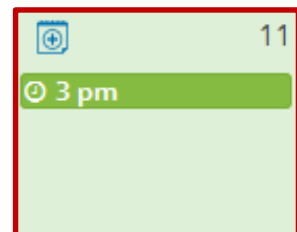


This is how your reminder will appear on your homepage:

## 10d. Messages

To encourage a dynamic pet-loving community, Activ4Pets gives you the ability to message other members and our Veterinary specialists. Clicking the "**Messages**" tab opens up your message inbox. Here you can view all the messages other members have sent you as well as the messages you have sent other members.

To write a new message to a member click the green "**Compose**" button in the top right-hand corner. **Please note: for security reasons, Activ4Pets advises that you only contact members you know or have had prior contact with**.
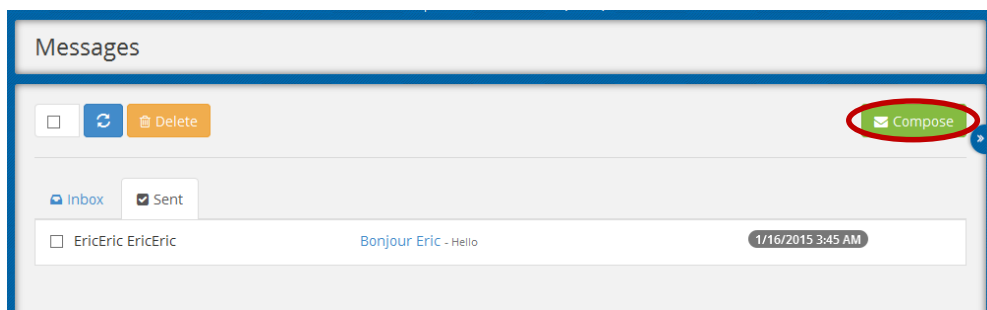


A new screen will appear which prompts you to enter the name of the member whom you wish to contact. Begin typing the name and a list of contacts will appear. Once you locate the member you wish to contact, click on "**New Message**" to the right-hand side.



A new dialogue box will appear, as shown below. Once you have finished writing your message, click the blue "**Send**" button to complete the process.

Activ4Pets prides itself on providing its members with helpful information for external pet-related services in their local area.

Clicking "**Links**" expands a list of Veterinarians, Groomers, Adoption Centers, Boarders, Pet Sitters, Trainers and Others. Clicking any of these headings opens up a new page with a list of those services in your local area.
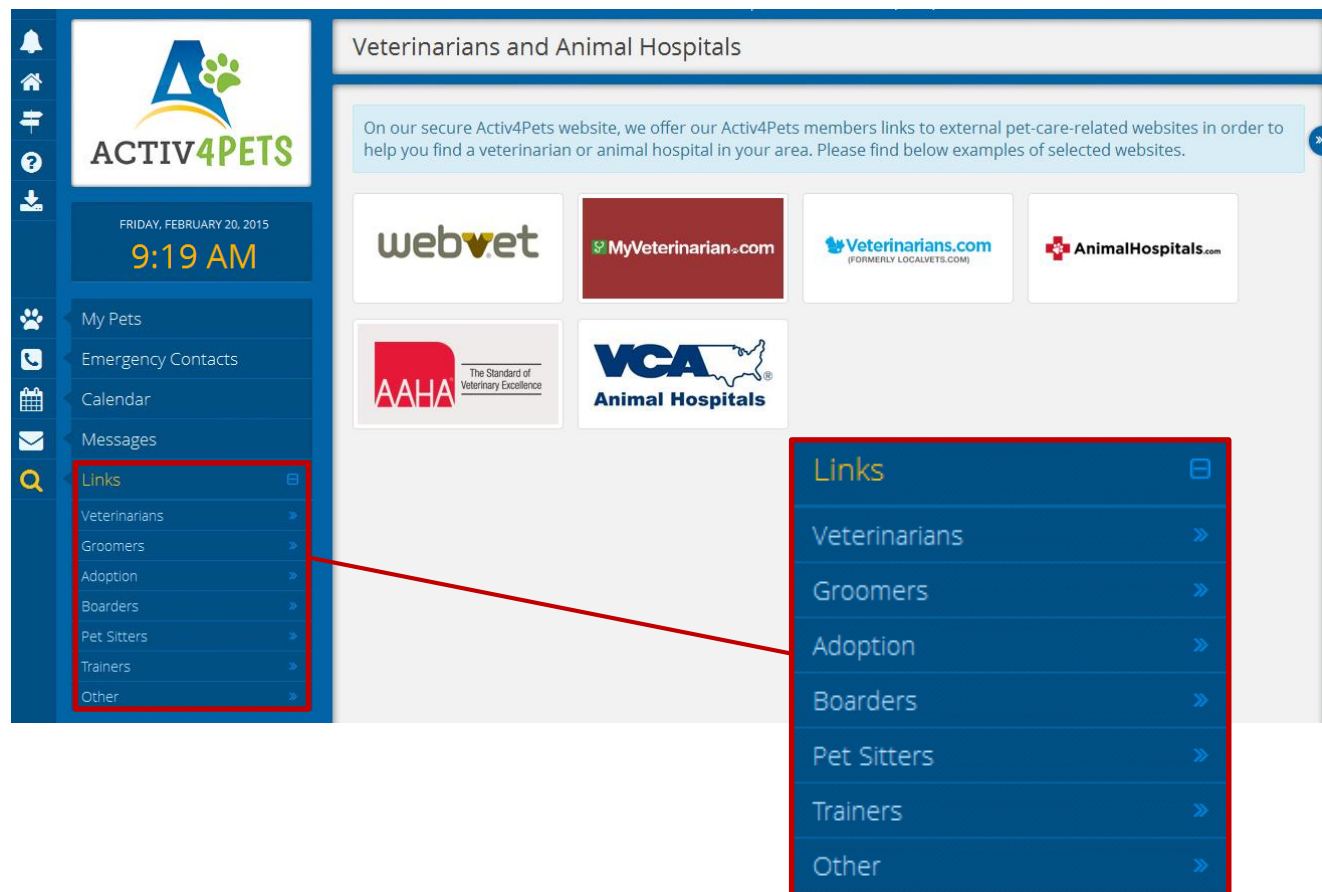


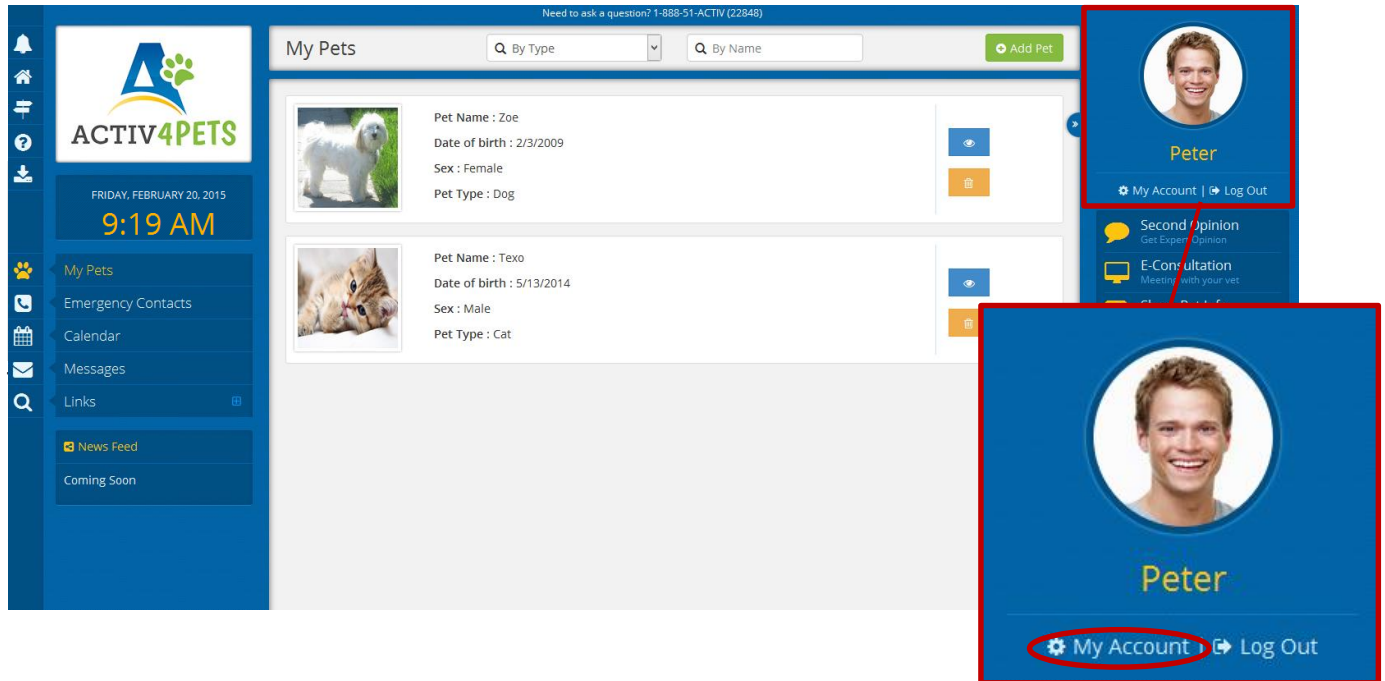For example, when I click on "Groomers" I get the following page:
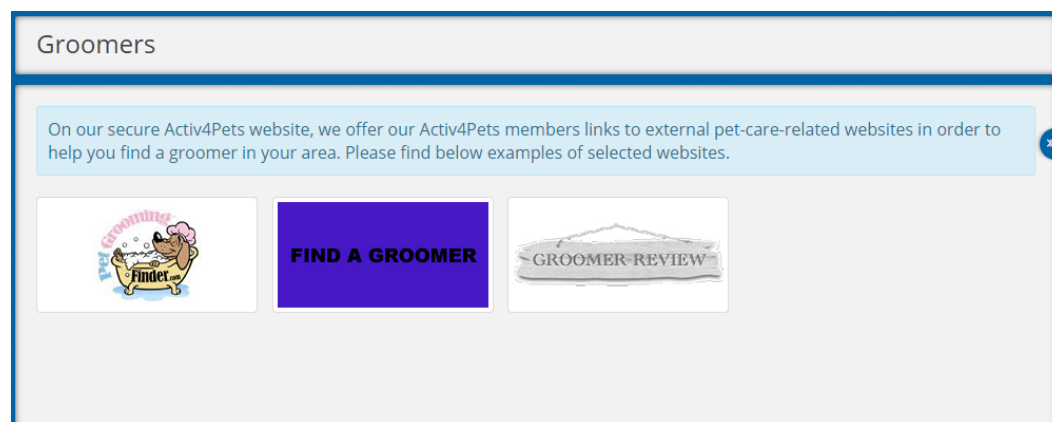
## 11. Your Account

The "**My Account**" link in the top right-hand corner enables you to edit your own personal details on the Activ4Pets platform.



A new screen will appear with all the information pertaining to you and your Activ4Pets account. You can edit this information at any time by clicking the green "**Edit**" button.

Doing so will bring up a new dialogue box with editable fields, as shown below. Activ4Pets recommends that, at the very least, you supply a current email address so that you are able to receive any notifications through the platform.

You can also upload/change your profile picture using the same steps from section 3b (page 7).

For added security, you may wish to uncheck the "**agree to appear in a search**" box if you do not want to appear in any Activ4Pets members' searches (as outlined in section 10d, page 23).

Once you are done click the blue "**Save Changes**" box to modify the information.



## 12. Coverage for Additional Pets

You can add Activ4Pets coverage for any additional pets by clicking the "**My Plan**" tab, followed by the green "**Additional Pets**" button and completing the information. There is an additional charge per pet.
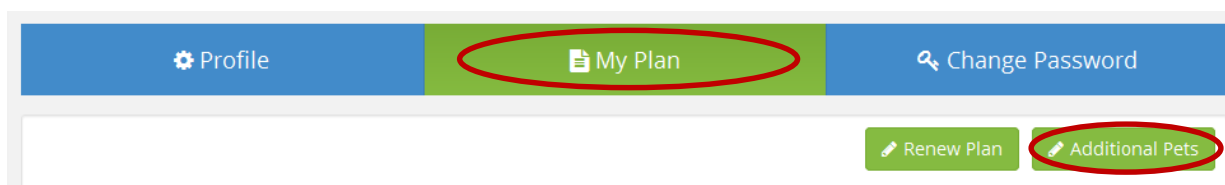
## 13. Second Opinion

Activ4Pets provides access to reliable, unbiased Second Opinions for our members. The medical information is supplied by our network of expert Veterinarians.

To access this feature, on the home screen click "**Second Opinion**" on the right-hand side.
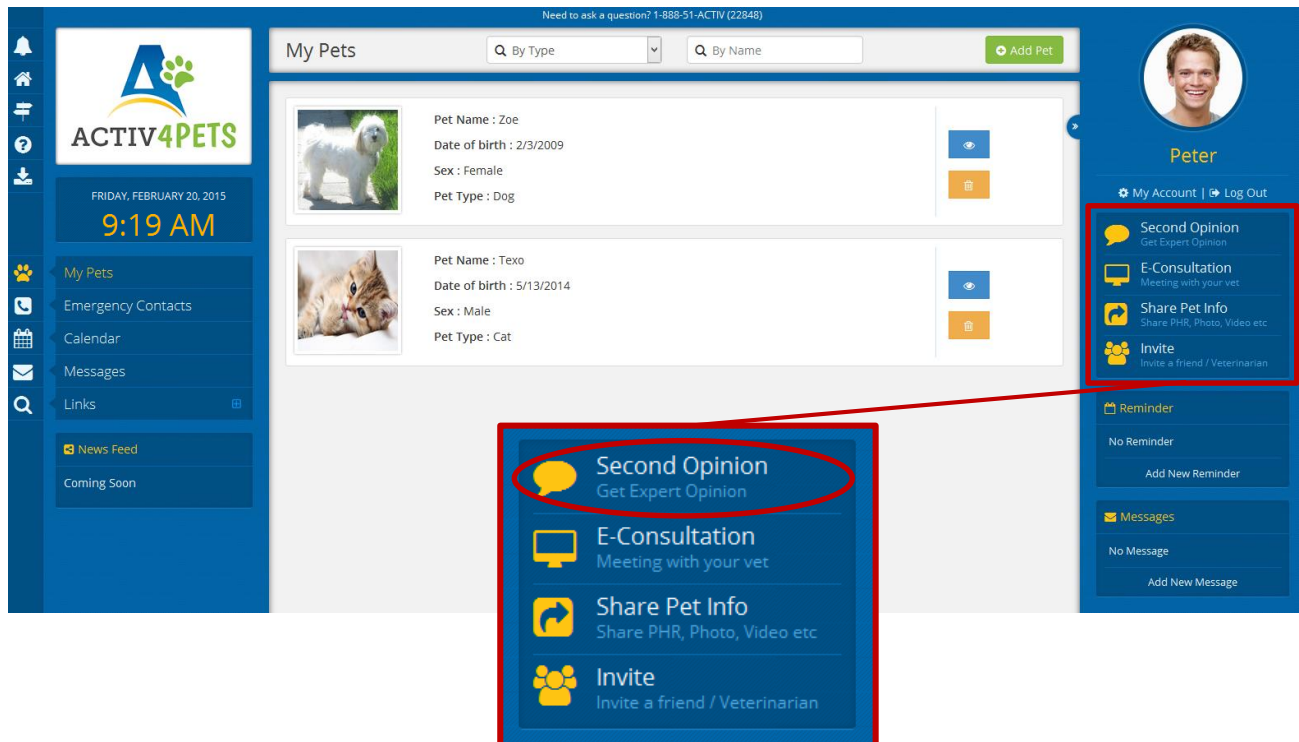


This action will bring up a new screen (as shown below) detailing any Second Opinions you have requested previously. You can use the search tool to quickly identify a previous case.

If you have not requested any previously, the screen will show: "**No records to display**".

To request a new Second Opinion, click the green "**New**" button.
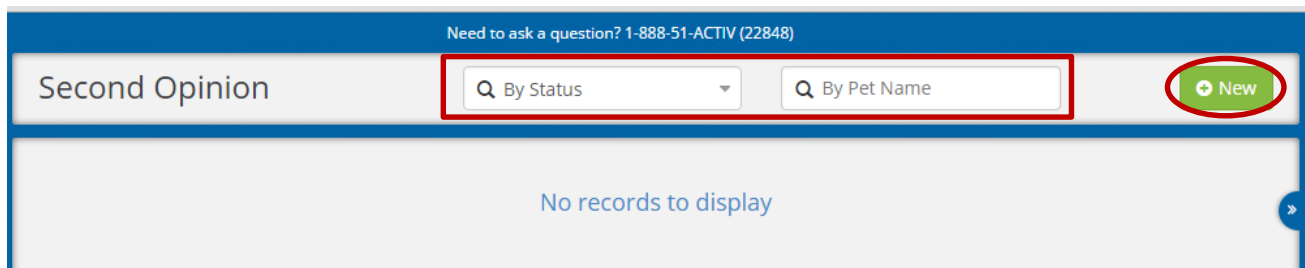
Requesting a Second Opinion is a three-step process consisting of Setup Information, Billing and Confirmation. For step one, simply complete each field in the new form - the fields marked with a "**\***" are mandatory. You must enter a "**Title**" of the new case and, if you have more than one pet listed on the platform, select which pet this new case relates to.

The "**+**" and "**–**" buttons on the right-hand side are expandable text fields. You must provide details of your pet's diagnosis up to your present point. Click the "**+**" next to "**Condition**". Enter a "**Diagnosis**" and you are welcome to provide additional information in each field (the more information you provide, the more equipped our expert vets are to assist).



You must also provide information on the First Opinion you received. Click the "**+**" next to "**First Opinion**". Complete the first mandatory field and take the time to ask any questions relating to your pet's case. Once you are done with that make sure you check the two boxes. Clicking the "**Next Step**" takes you to the "**Billing Information**" page and finally the "**Confirmation**" page.

The charge for a single Second Opinion is $95 plus tax. Once you have completed the three step process you will receive your Second Opinion within 48 hours.
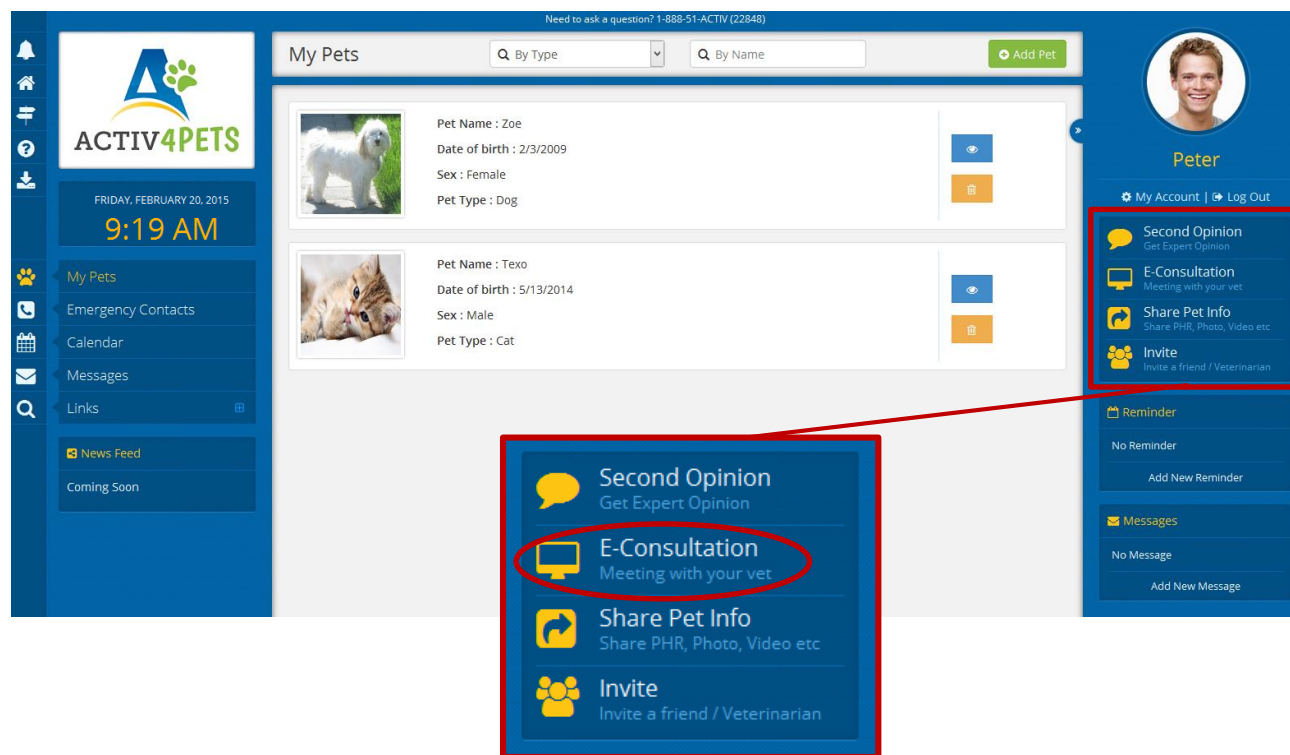
## 14. E-Consultation

Activ4Pets also offers members the opportunity to consult with an expert vet from the comfort of their own home (or place of work) via an E-Consultation. Members can request an E-Consultation for a range of **non-emergency** conditions.

E-Consultations are carried out via your computer's webcam/audio interface using a live internet connection. Try to plan ahead to ensure you have connectivity during your intended E-Consult.

To request a consult, click "**E-Consultation**" on the homepage.



This action will bring up a new screen (as shown below) detailing any E-Consultations you have requested previously. You can use the search tool to quickly identify a previous case.

If you have not requested any previously, the screen will show: "**No records to display**".

To request a new E-Consultation, click the green "**New**" button.
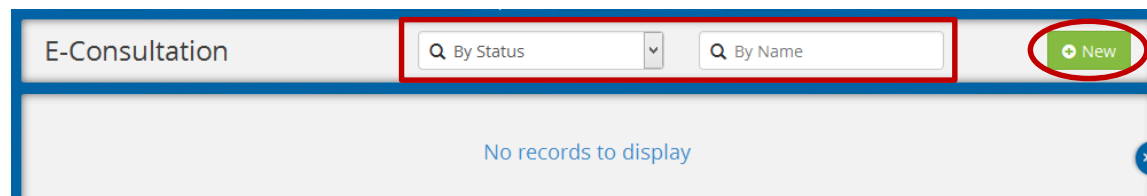
Requesting an E-Consultation is a three-step process consisting of Setup Information, Billing and Confirmation. For step one, simply complete each field in the new form - the fields marked with a "*" are mandatory.

It is important that you select a date and time when you know you will be available and have internet connection. You must also select your location's correct time zone in case you are paired with a vet from another time zone.



You will get the opportunity to assign a specific veterinarian to your pet's case. To do this, click the blue "**Click Here**" button and select a vet from the list – the vet's specialty is listed next to his or her name.



Once you have selected a vet, click the green "**Next Step**" to input your "**Billing Information**" and finally complete the "**Confirmation**" page. The charge for a single E-Consultation is $25 plus tax. Once you have completed the three step process you will receive an email notification confirming the details of your E-Consultation.

Once your E-Consultation is confirmed you will get a reminder on your home screen, the date will be added to your calendar, and a new notification (shown as a red number next to the "**bell**" icon in the top left of your home screen) appears when the session is soon to begin.

## 15. Share Pet Info

The Activ4Pets platform enables you to share information with other members by clicking "**Share Pet Info**" in the top right-hand corner of the home screen.
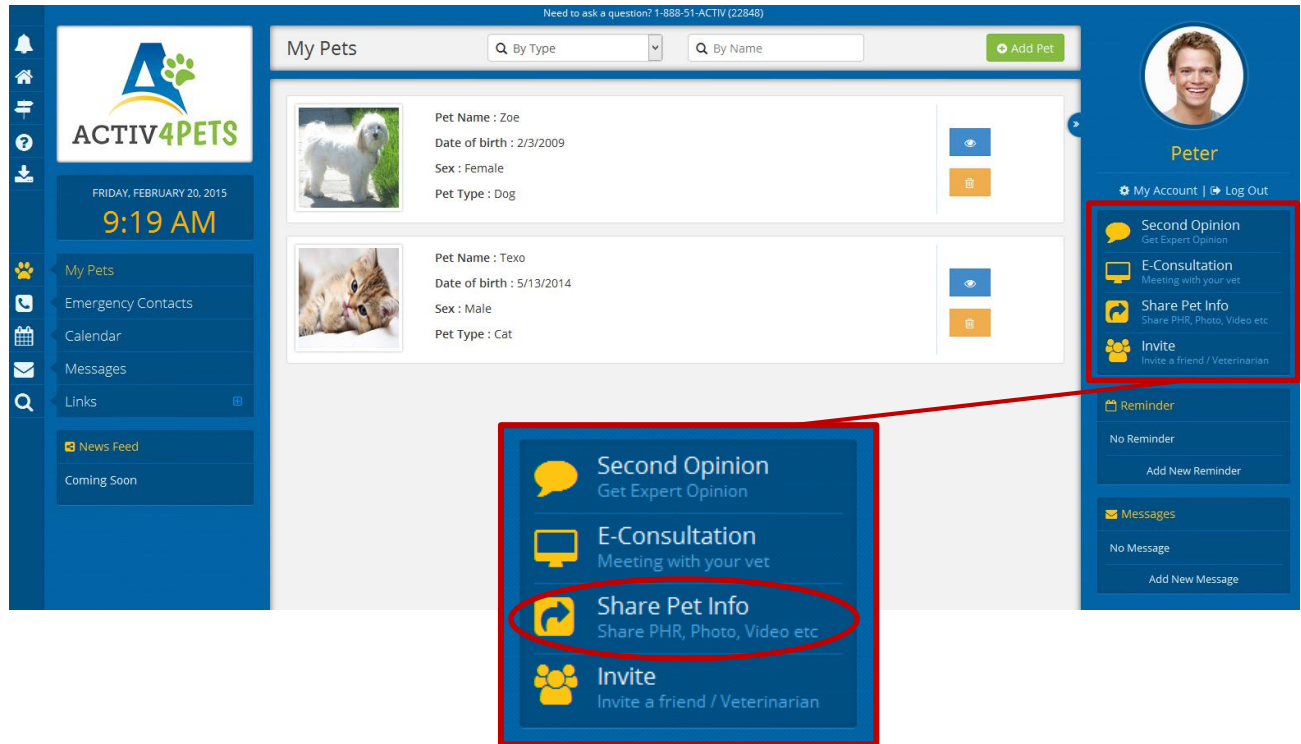


On the new screen, select which pet's information you wish to share using the drop down menu, highlighted below. The check boxes on the left side allow you to select which information you wish to be shared. Click the blue "Share info" to save the changes.
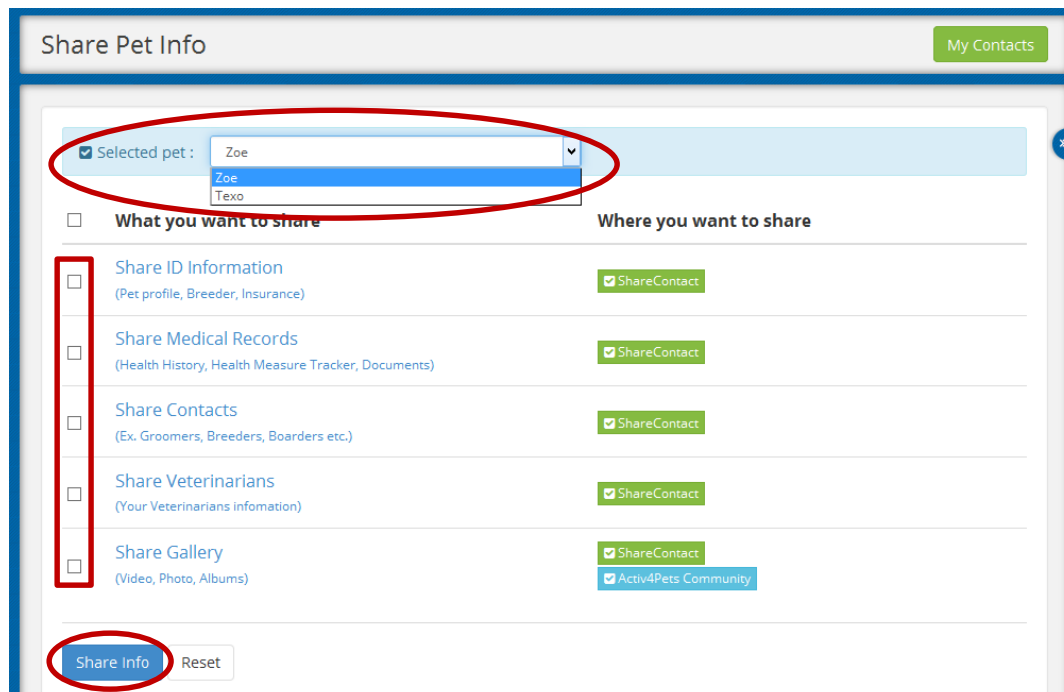
Activ4Pets gives you the ability to share information within your existing contact list. You can add contacts by clicking the green "**My Contacts**" button on the top right.
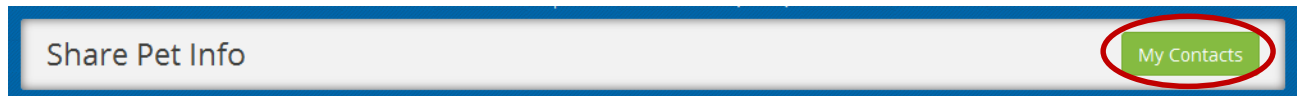


Then, on the new screen, click the green "**Add Contacts**" button and search for Activ4Pets members you would like to make contact with.



Once you have an established contact list you can choose which specific information you wish to share including, **ID Information**, **Medical Records**, your **Existing Contacts**, **Veterinarians** and your pet **Gallery**.

On the main screen, to share information with other members, simply click one of the green "**ShareContact**" buttons to the right of the relevant field.
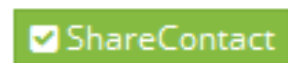


In the new dialogue box check the box next to the name of the member you wish to share the information with, then click the blue "**Save Changes**" highlighted below.





You also have the ability to reach the entire Activ4Pets community with your pet gallery. To share your gallery with other Activ4Pets users click on the blue "**Activ4Pets Community**" button. In the new dialogue, you are able to select individual contacts or the entire community to share your pictures.

## 17. Invite Friends

You are welcome to invite any friends or veterinarians to join the Activ4Pets platform by clicking "**Invite**" in the top right-hand corner of the home screen.
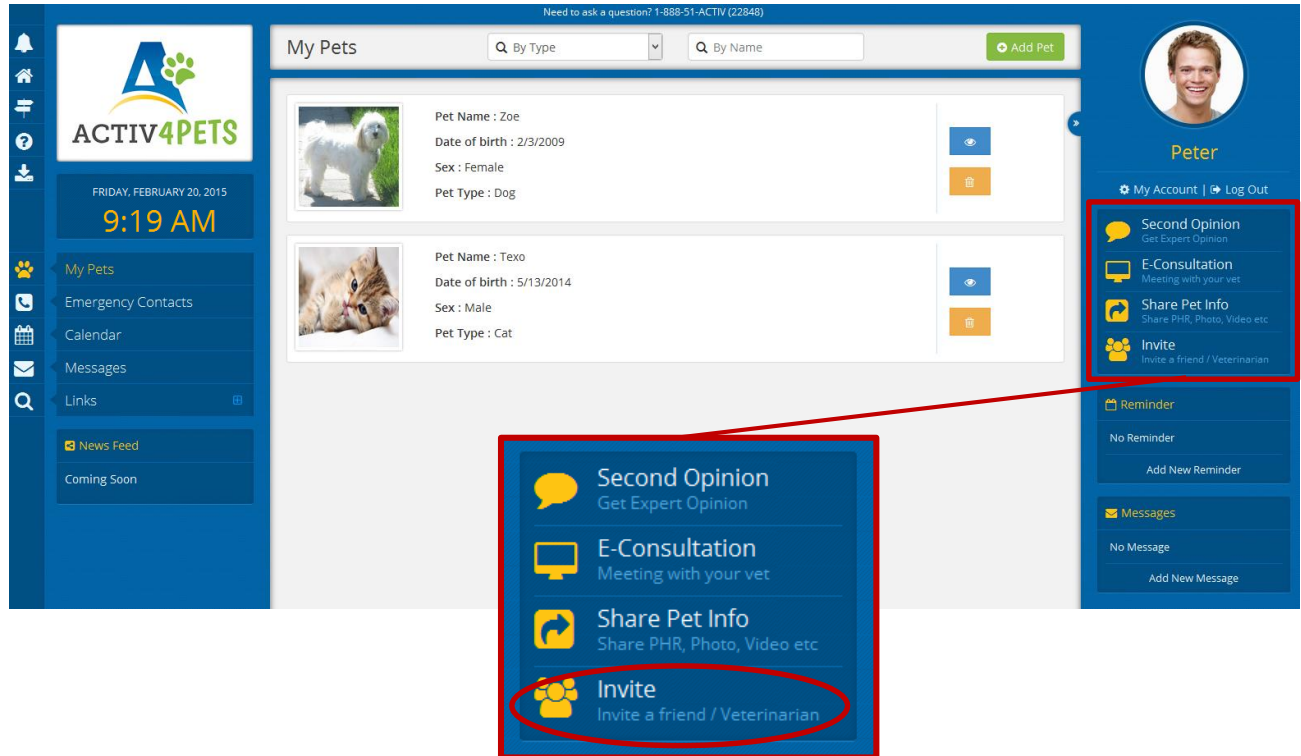


On the new screen, fill out the empty fields and click the blue "**Send**" button. Your contact will then receive an email inviting them to join Activ4Pets.

## "Unconditional Love
## Deserves Unconditional Care"

If you have any questions about the Activ4Pets platform, please contact us:

## P: 1-888-512-2848 | E: contact@activ4pets.com

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