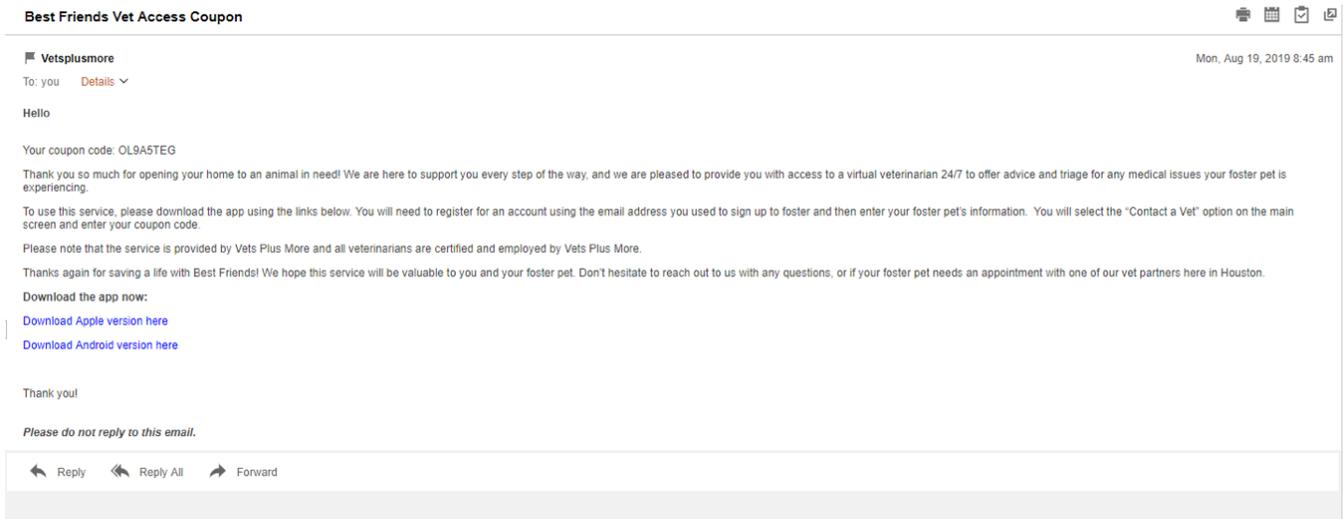
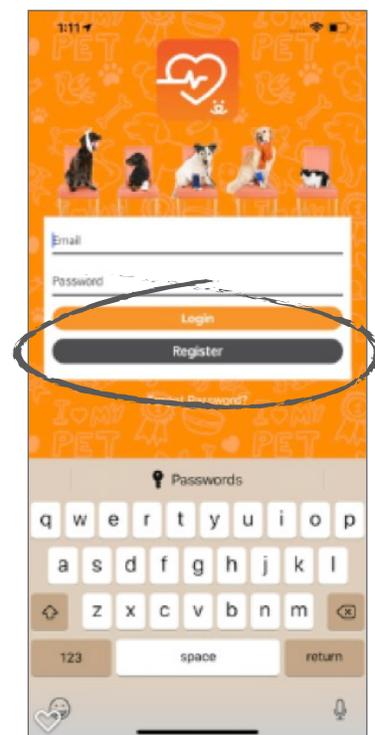


1. You will receive an email which should contain the subject “coupon code.” Open the email. If you do not see the email, please check your spam filter. Your email will look similar to the following.



2. Please make note of the coupon code in the email, because you will be using it later. In this case the code is **OL9A5TEG**. From the email, download the app (if you have not already done so). A link is included for both the Android and Apple stores. If you do not have an Android or Apple smartphone, the app will not work. Before opening the app, please make sure that your phone operating system is up to date; otherwise, the app may not work. Consult your phone provider to determine how to update the operating system.

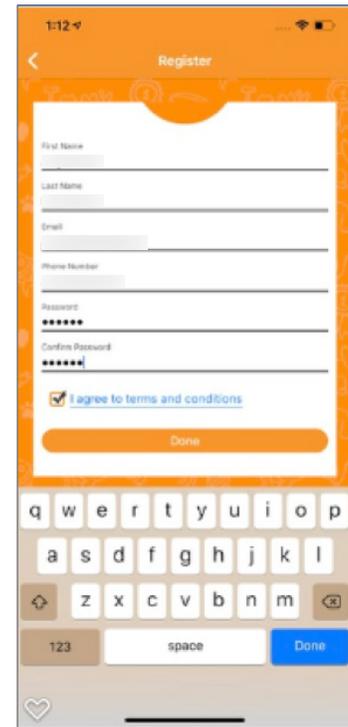
3. Once your operating system is up to date and the app is downloaded, open the app and click “register.”



4. Enter your information in the registration page, using the same email address at which you received the coupon code. When you have finished entering your information, read the terms and conditions and click the box to indicate that you agree to the terms. If you do not agree to the terms, you will not be able to register. Once you have checked that you agree to the terms, hit the word “done” at the bottom.

5. If your registration is successful, you will be taken back to the login screen. To log in to the app, use the email address and password that you set up during the registration process.

6. Be sure to “allow push notifications.”

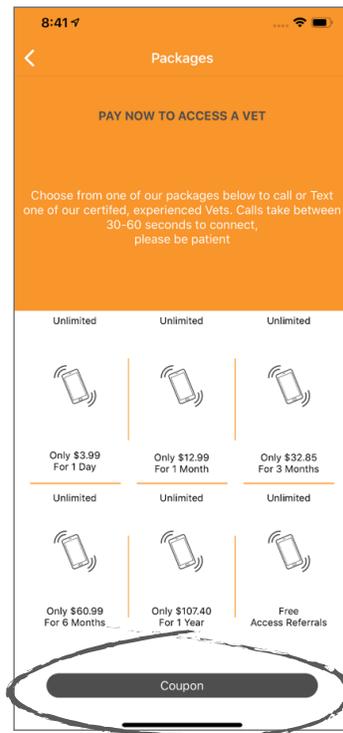


7. After you log in, you will see your profile screen. Enter the requested information and click “done.”

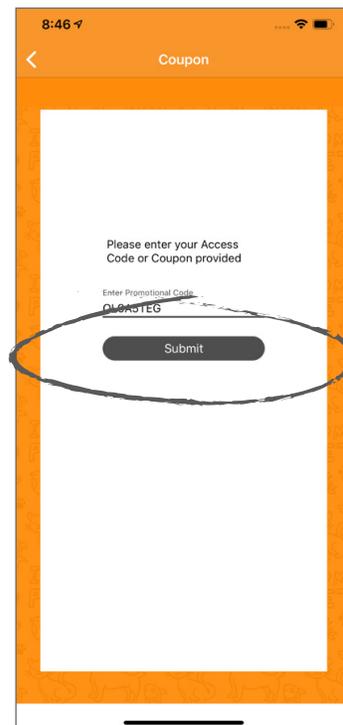


8. Allow the app to use your location.

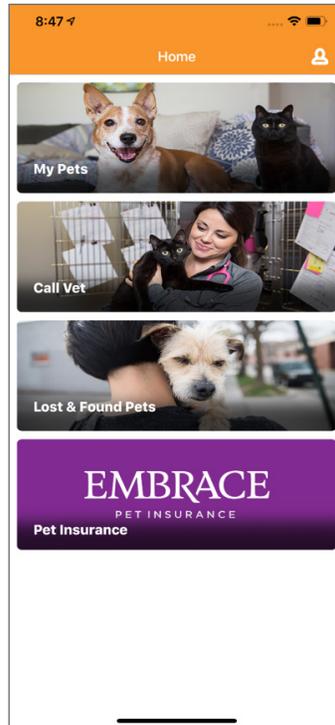
9. You will then be taken to the packages screen. Click “coupon” at the bottom of the screen.



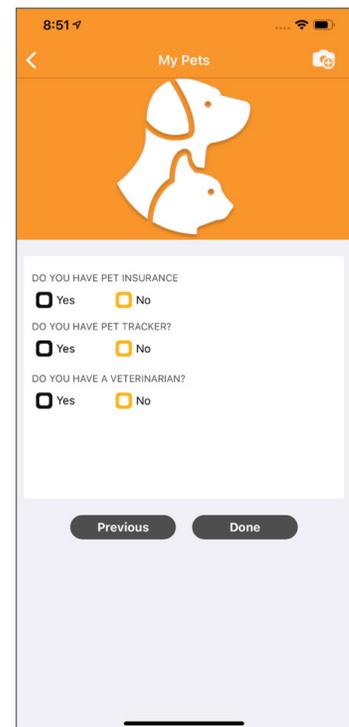
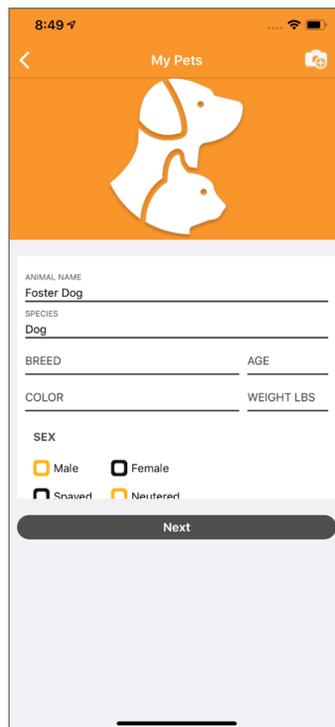
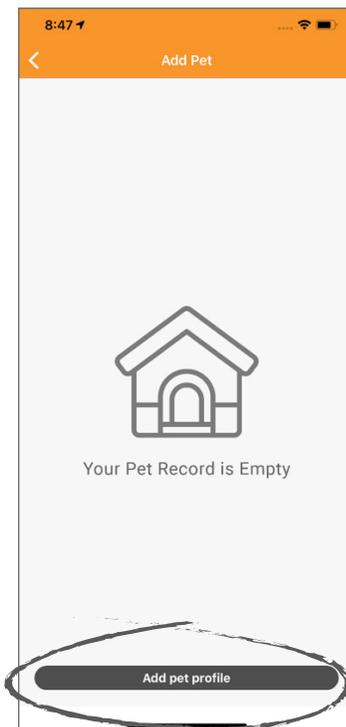
10. Enter the coupon code from the email and click “submit.”



11. You should receive a confirmation that your coupon code has been accepted, and then you'll be taken to the app's main page.

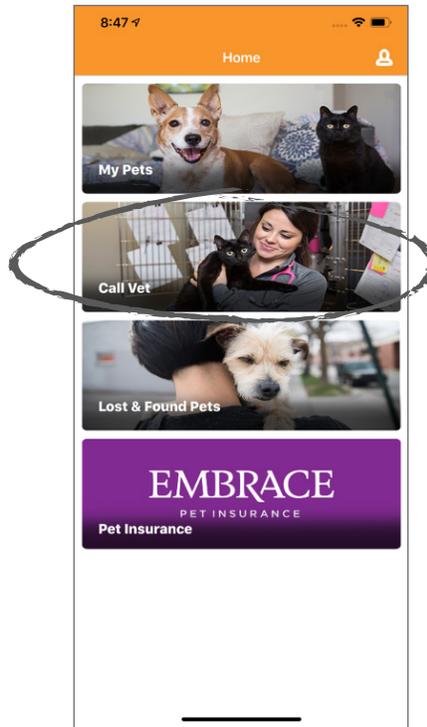


12. Click the “my pets” tile and then click “add pet profile” at the bottom of the screen. Since you may work with many animals, it's not necessary to enter every animal. Enter a profile for a typical animal you foster — for example: foster dog, foster cat, foster puppy, foster kitten.

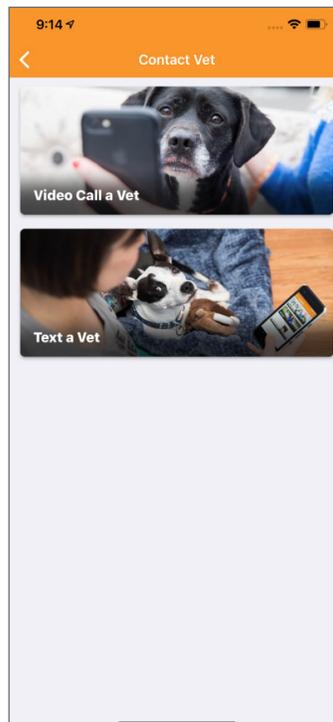


13. After entering your pet profile, you can add more profiles by clicking on the “my pets” tile.

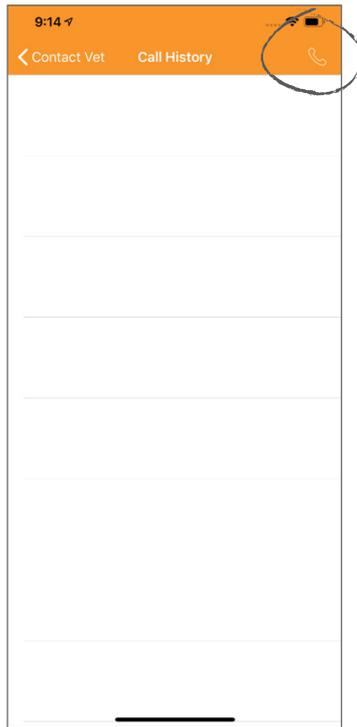
14. Once your pet profiles are entered, you’re all set to access a veterinarian. To contact a vet, click the “call vet” tile on the main page of the app.



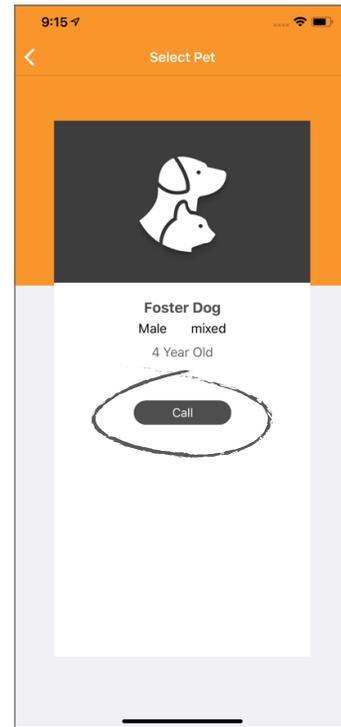
15. Select one of the following: “video call a vet” or “text a vet.”



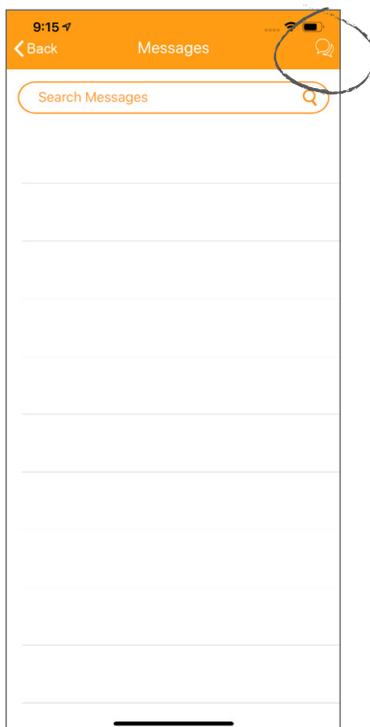
16. To video call a vet, click on the “phone” icon in the upper right-hand corner of the screen.



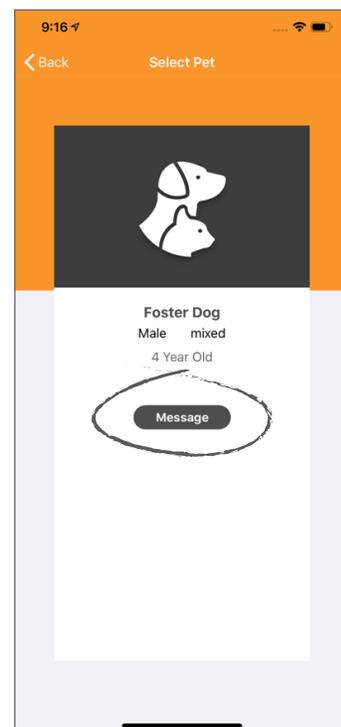
17. Select the pet you are calling about and click “call.”



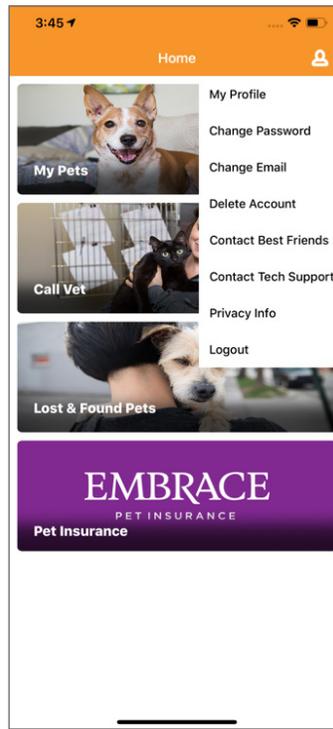
18. To text chat with a vet, click the “chat” icon in the upper right-hand corner of the screen.



19. Select the pet you are contacting the vet about and click “message.”



20. For in-app help, from the main menu click the profile icon in the upper right-hand corner of the screen. A menu will appear. For technical support, select “contact tech support.” Do not use “contact Best Friends” unless you have a specific question for Best Friends, because the organization does not provide direct technical support for the app.



Questions?

Email bfvetaccess@bestfriends.org for more information or contact your volunteer foster coordinator.