



Maddie's Fund
#ThanksToMaddie

How to Use Your Foster Portal



**Best Friends
Vet Access**

A veterinarian at your fingertips



What is the Best Friends Vet Access App?

- Best Friends Vet Access (BFVA) is a mobile app that allows people to call, video conference or text a licensed veterinarian 24/7, 365 days a year.
- The app is available for anyone to download and use for a small monthly fee, but Network partner fosters & staff can use the app for free!*
- Follow the steps beginning on slide 4 of this presentation to set up and manage your fosters & staff inside your organization's unique portal for the app.

*While user licenses last



What can vets do for your animals & fosters via the app?

- BFVA veterinarians can answer medical, dietary and even behavioral questions about pets.
- When a foster contacts a vet using the app, the vet will advise if the issue can be resolved at home (and how to do so), if it requires an in-person vet visit, or if the foster should seek immediate medical assistance at an emergency clinic.
- At this time, BFVA vets cannot prescribe medication via the app.
- Your organization's portal for the app keeps clear records of calls and vet recommendations for each foster/staff animal.



Setting Up your Org's Portal - Step 1

1. Visit the following URL **<http://34.213.143.229/vetscoupon-live/public/auth/login>** and log in with the username and password provided.

Login

Email Address

Password

Remember Me

[Forgot Your Password?](#)

*You should have already received your administrator username and password. If not, please email bfnetwork@bestfriends.org.



Setting Up your Org's Portal - Step 2

Your home screen upon log-in is your Dashboard. This is where you will manage the fosters and staff that you register in the app.

The screenshot shows the Vets Plus More Dashboard. At the top, there is a navigation bar with a hamburger menu icon on the left and a user profile icon on the right. Below the navigation bar, the page title 'Dashboard' is displayed. The main content area features a green banner with the text 'GENERATE COUPON \$ 0 For 1095 days' and an 'ADD NEW' button. Below the banner, there is a section titled 'LATEST COUPONS' with a search bar and a table. The table has columns for ID, Username, Email, Coupon Name, Expiry, Time Period, created_by, Expired, and Actions. The table is currently empty, displaying 'No coupons posted yet'. At the bottom of the dashboard, there is a footer with the text '© 2019 VETSPUSMORE'.



Setting Up your Org's Portal - Step 3

3. Change your password by clicking the lock icon on the left menu.

The screenshot displays a web portal interface. On the left, a dark vertical sidebar contains several icons. The top icon, a padlock, is circled in black. The main content area is titled "Password Change" and contains three input fields labeled "Old Password:", "New Password:", and "Confirm Password:". Below these fields is an orange button labeled "CHANGE PASSWORD".



Setting Up your Org's Portal – Step 4

4. Before you start adding fosters and employees to Best Friends vet access, please customize your email template. The email template defines the format of the email that will be sent to fosters and employees so they can register in the app and enter their coupon code.

The screenshot shows a web application interface with a dark sidebar on the left and a main content area. The sidebar contains several menu items, with 'Email Templates' highlighted and circled in black. The main content area displays a table with the following data:

Email Subject	Action
Your Best Friends Vet Access Coupon Code	Edit

At the bottom of the table, there is a pagination control showing 'Showing 1 to 1 of 1 entries' and navigation buttons for 'Previous', '1', and 'Next'.



Setting Up your Org's Portal – Step 5

5. Click the edit icon, making sure you don't accidentally hit the delete icon. The template will appear.

Home / Email / Template

Dashboard

Template name * **User Template**

Email Subject * **Your Best Friends Vet Access Coupon Code**

Default Texts *

User First Name:	:	{user_first_name}
User Last name:	:	{user_last_name}
User Name:	:	{user_name}
User Email:	:	{user_email}
User Password:	:	{user_password}
Coupon Name:	:	{coupon_name}
Coupon Code:	:	{coupon_code}
Android Application Link:	:	{user_application_link_android}
iOS Application Link:	:	{user_application_link_ios}

Template Body *

Rich text editor toolbar with options for Bold, Italic, Underline, Text Color, Background Color, Bulleted List, Numbered List, Indent, Outdent, Link, Unlink, Image, Video, Table, Undo, Redo, and others.

hello {user_first_name} {user_last_name}.

Your coupon code: {coupon_code}

Thank you so much for opening your home to an animal in need! We are here to support you every step of the way, and we are pleased to provide you with virtual access to a veterinarian 24/7 to offer advice and triage for any medical issues your foster pet is experiencing.

Path:

UPDATE UPDATE TEMPLATE



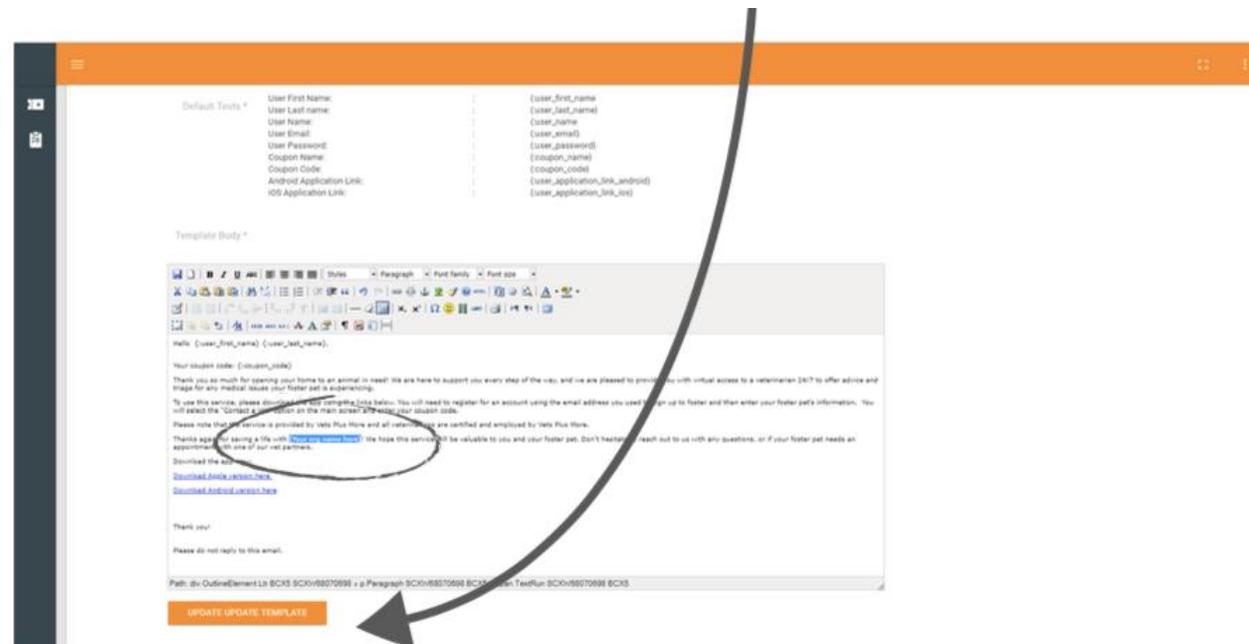
Setting Up your Org's Portal – Step 6

The email that you customize in this screen is the message that the app will send to your fosters and staff. It will contain their unique “coupon code” needed to access the mobile app for free.

You may customize the email in whatever way you like. However, don't forget to replace (*your org name here*) with your organization name.

DO NOT CHANGE “*your coupon code: {coupon_code}*” in the text. This is where each coupon code will auto-generate.

When you're finished editing your email template, click “update email template” at the bottom of the screen.





Setting Up your Org's Portal – Step 7

7. You are now ready to enter your foster and employees into the portal. Click the “add new coupon” icon on the left menu.

The screenshot shows a web portal interface. On the left, a dark sidebar contains a menu with several icons. The 'Add new coupon' icon, which is a coupon with a plus sign, is circled in black. The main content area is titled 'Dashboard' and contains the following fields:

- Template name * User Template
- Email Subject * Your Best Friends Vet Access Coupon Code
- Default Texts *

User First Name:	:	{user_first_name}
User Last name:	:	{user_last_name}
User Name:	:	{user_name}
User Email:	:	{user_email}
User Password:	:	{user_password}
Coupon Name:	:	{coupon_name}
Coupon Code:	:	{coupon_code}
Android Application Link:	:	{user_application_link_android}
iOS Application Link:	:	{user_application_link_ios}
- Template Body *

Hello {user_first_name} {user_last_name},

Your coupon code: {coupon_code}

Thank you so much for opening your home to an animal in need! We are here to support you every step of the way, and we are pleased to provide you with virtual access to a veterinarian 24/7 to offer advice and triage for any medical issues your foster pet is experiencing.

To use this service, please download the app using the links below. You will need to register for an account using the email address you used to sign up to foster and then enter your foster pet's information. You will select the "Contact a vet" option on the main screen and enter your coupon code.

Please note that the service is provided by Vets Plus Here and all veterinarians are certified and employed by Vets Plus Here.

Thanks again for saving a life with [Your org name here]! We hope this service will be valuable to you and your foster pet. Don't hesitate to reach out to us with any questions, or if your foster pet needs an



Setting Up your Org's Portal – Step 8

8. To add users, you'll need to have the first name, last name, email address and phone number of each person who you are granting access to the app. This is the place to add fosters and employees only. Adopters have a separate process and should not be added here unless they foster or work for your organization. Foster-to-adopt should follow the same process as adopters, as they are allowed 30 days of free access.

A screenshot of a web application interface. The top navigation bar is orange with a hamburger menu icon on the left and a user profile icon on the right. Below the navigation bar is a dark grey sidebar with several icons. The main content area is white and titled "Generate Coupon". Below the title is a sub-header "GENERATE COUPON". The form contains four input fields: "First Name:", "Last Name:", "Email address:", and "Phone no:". At the bottom of the form is an orange button labeled "GENERATE".

*Your adopters can use the app for free for 30 days with the code BFNPAADOPT. Email bfnetwork@bestfriends.org for more info about the app to include in your adopter packets.



Setting Up your Org's Portal – Step 9

9. Enter your foster or employee information and click “generate” at the bottom of the screen. Repeat this process for each foster and employee.

Home / Generate Coupon

Generate Coupon

GENERATE COUPON

First Name:
Angela

Last Name:
Embree

Email address:
angee@bestfriends.org

Phone no:
35544410

GENERATE



Setting Up your Org's Portal – Step 10

- The “Reports” tab on the left panel gives information about app usage for each foster animal.
- When a foster/staff contacts a vet, you will see the date/time of the call and the vet’s recommendation for the animal.
- These reports act as your guide for following up with fosters about potential issues.

Dashboard

REWARDS COUPON
\$ 0 For 1095 days
ADD NEW

LATEST COUPONS 10 Search...

ID	Username	Email	Coupon Name	Expiry	Time Period	created_by	Expired	Actions
1095	bob_kruger	kyle@medicalsolutions.com	ZERO PACKAGE	08/20/2022	1095		No	

Showing 1 to 1 of 1 entries

Reports

REPORTS 10 From Minimum Date To Maximum Date Filter Columns: None Search

User Name	Email	Coupon Code	Reason	Recommendation	Used Date/Time	Accessing Vet Date/Time
Angela Diaz	angeladiaz@gmail.com	UML76FSA	-	-	2018-12-26 10:29:44	
Angie Endree	alendree@aol.com	OLBASTEG	-	-	2019-08-19 10:40:10	
Olga de Forrest	olgaforrest@gmail.com	PX15WVG3	-	-	2018-12-18 10:42:19	
Holly Wierzbay	hollyw@icloud.com	P3MA2NR8	-	-	2018-12-19 09:11:52	
Hsiao-Lan Wang	hwang2003@gmail.com	63P1LMP6	-	-	2018-12-18 10:40:22	
Jeremy Lovelace	jlovelace101@gmail.com	7FRMSC3H	-	-	2019-01-05 11:33:51	
Jessica Snow	satineedream@yahoo.com	5YV8HDFW	-	-	2018-12-18 10:51:36	
Lindsey Knight	lknights@gmail.com	EZINXKLJ	-	-	2018-12-18 10:52:53	
Sam Smith	sam@smith.com	ZQT49Q85	Nutritional question	Call completed no action required	2019-04-01 05:41:36	Call: 2019-01-03 09:01:44
Sam Smith	sam@smith.com	ZQT49Q85	Respiratory concern	Call completed no action required	2019-04-01 05:41:36	Call: 2019-01-03 09:00:08

Showing 1 to 10 of 12 entries



Setting Up your Org's Portal – Step 11

11. To add other portal administrators so that they can also add users and view reports, click on “add new user.”

The screenshot displays a web dashboard with a dark sidebar on the left. The sidebar contains several icons, and the 'Add new User' option is highlighted with a red circle. The main content area features a green banner with the text '(3 - Used) 997 credits are remaining' and an 'ADD NEW' button. Below the banner is a table with columns for Username, Email, Coupon Name, Expiry, Time Period, created_by, Expired, and Actions. The table currently shows 'No coupons posted yet' and 'Showing 1 to 1 of 1 entries'. The 'Add new User' button in the sidebar is the focus of the instruction.



Setting Up your Org's Portal – Step 12

12. Add the user information and create a temporary password, and then click the “create” button at the bottom of the page.

The screenshot shows a web application interface for creating a user. The page has an orange header and a dark sidebar on the left. The main content area is titled 'Create User' and contains a form with the following fields:

- Name:
- Email address:
- Password:
- Phone no:

At the bottom of the form, there is an orange button labeled 'CREATE', which is circled in black. The breadcrumb trail at the top of the page reads 'Home / Create User'.



Setting Up your Org's Portal – Step 12

12. Add the user information and create a temporary password, and then click the “create” button at the bottom of the page.

The screenshot shows a web application interface for creating a user. The page title is 'Create User'. The form contains the following fields:

- Name: _____
- Email address: _____
- Password: _____
- Phone no: _____

At the bottom left of the form, there is an orange button labeled 'CREATE', which is circled in red.

New admins can then log-in to the org’s portal [using the url from slide 4](#). They will be taken to the Dashboard where they will have the ability to add and manage fosters & staff.



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Questions or Problems?



info@vetsplusmore.com