

Client Onboarding Kit

The complete & comprehensive guide to how to use the Time to Pet client portal and app



TimeToPet

Modern Pet Sitting Software

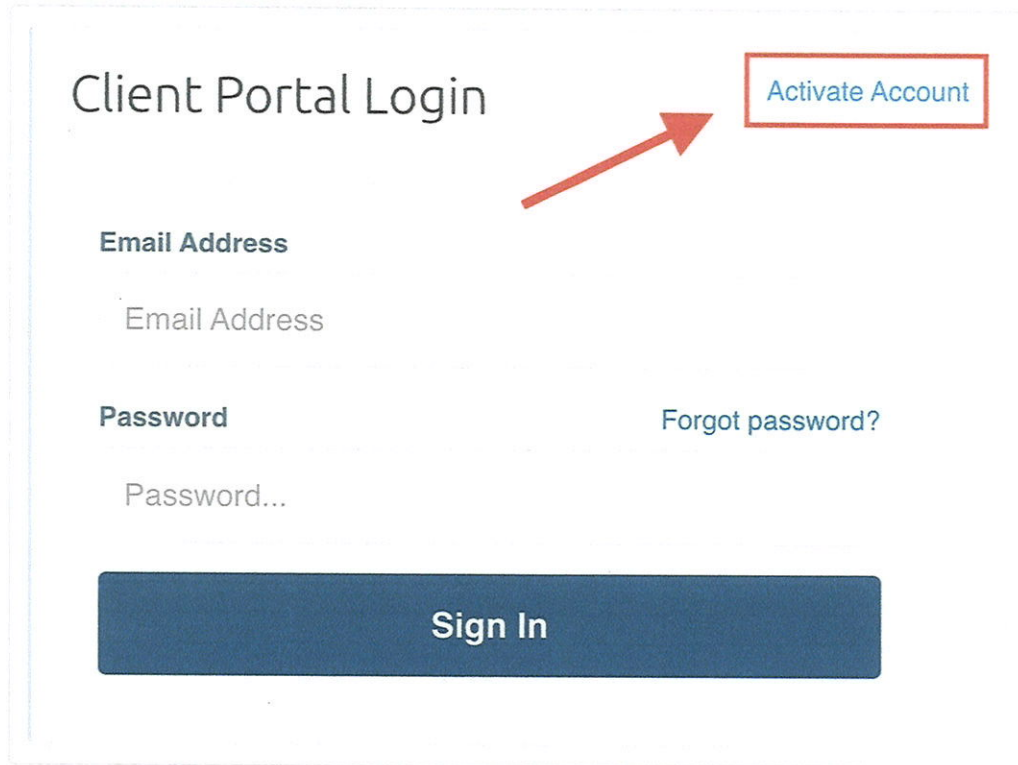
Client
Online
Account

1	Activating Your Account
2	My Info
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4	Managing Your Pet's Vaccinations
5	Requesting Services
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Activating Your Account

If you have not received an email with instructions on how to activate your account, you can easily do so yourself by following these instructions:

1. On your Portal Login Screen, click the Activate button.



The screenshot shows the 'Client Portal Login' interface. At the top left, the text 'Client Portal Login' is displayed. To the right of this text, there is a blue button labeled 'Activate Account' which is enclosed in a red rectangular box. A red arrow points from the left towards this button. Below the title, there are two input fields: 'Email Address' and 'Password'. The 'Email Address' field contains the placeholder text 'Email Address'. To the right of the 'Password' field, there is a blue link that says 'Forgot password?'. At the bottom of the form, there is a large, dark blue button with the white text 'Sign In'.

2. Enter your email address and click Send Activation Email.

Activate Account

[Have An Account? Sign In Here](#)

1. Your pet care provider uses Time To Pet and has an account for you.
2. Use the form below to verify your email to activate your account.

Email Address

john.doe@email.com

Send Activation Email

3. In order to verify your email address and account, we will send you an email with instructions on how to complete the activation of your account. Open the email we sent and follow the instructions inside.

If you have entered your email address and received the following error, "No account exists for this email address." First, check if your email address is correct. If your email address is correct, it's possible an account has not yet been set up for you by your pet care company. Please contact your pet care company directly to check that they have created an account for you, and to verify that the email address on your profile is correct before using the Activate My Account button again.

Activate Account

[Have An Account? Sign In Here](#)



1. Your pet care provider uses Time To Pet and has an account for you.
2. Use the form below to verify your email to activate your account.

Email Address

janedoe123@gmail.com

No account exists for this email address.

Send Activation Email

Did this answer your question?  

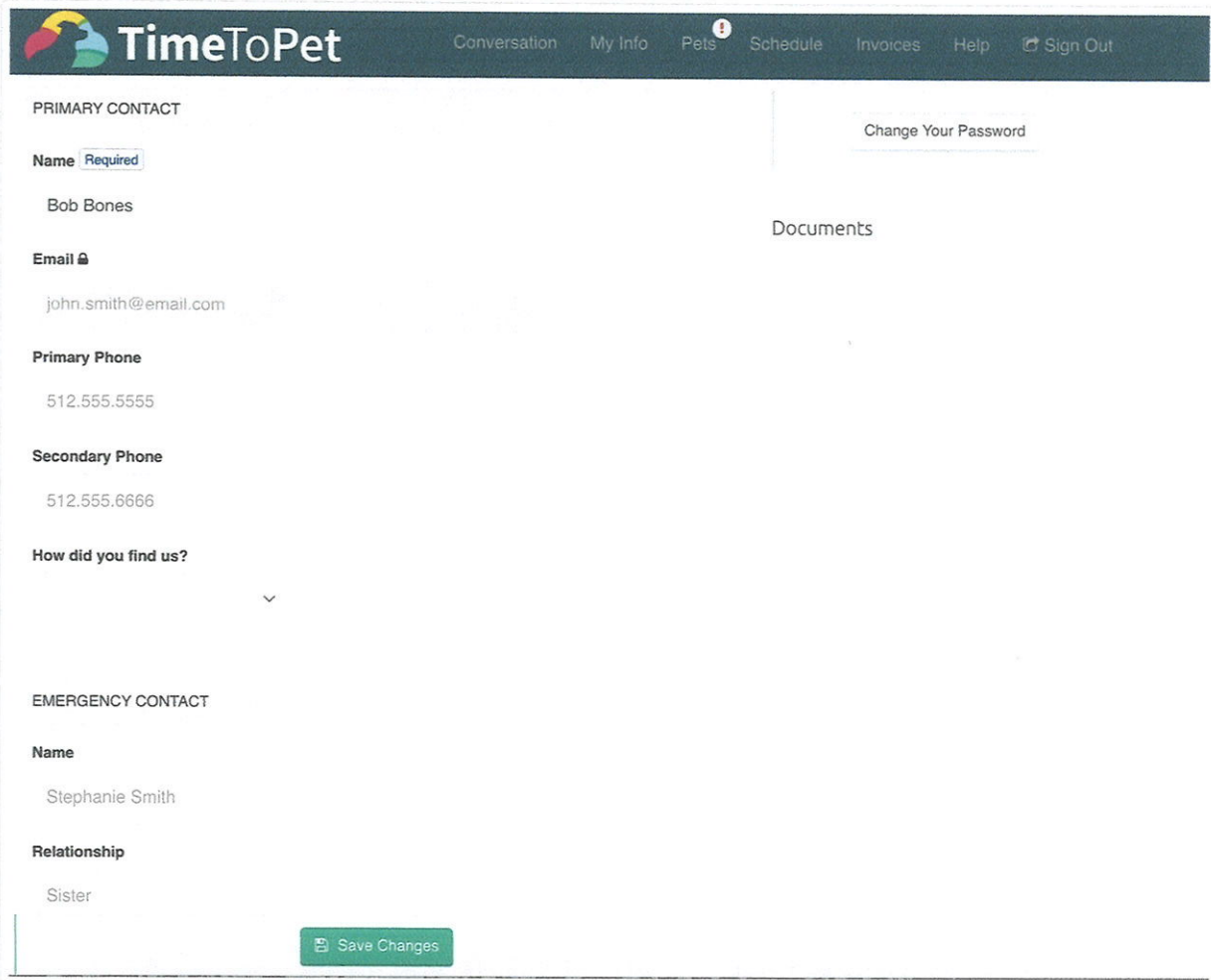
 [Still need help? Contact Us \(#\)](#)

Last updated on March 15, 2023

My Info

The “My Info” page allows you to keep your contact information up to date. To start, click on the “My Info” link at the top of the page once you have logged in to your portal.

Use the fields on this page to update your information:



The screenshot shows the 'My Info' page in the TimeToPet portal. The page has a dark header with the TimeToPet logo and navigation links: Conversation, My Info, Pets (with a notification badge), Schedule, Invoices, Help, and Sign Out. The main content area is divided into two sections: 'PRIMARY CONTACT' and 'EMERGENCY CONTACT'. The 'PRIMARY CONTACT' section includes fields for Name (Bob Bones), Email (john.smith@email.com), Primary Phone (512.555.5555), and Secondary Phone (512.555.6666). There is also a dropdown menu for 'How did you find us?'. The 'EMERGENCY CONTACT' section includes fields for Name (Stephanie Smith) and Relationship (Sister). A 'Change Your Password' link is located in the top right, and a 'Save Changes' button is at the bottom.

TimeToPet Conversation My Info Pets Schedule Invoices Help Sign Out

PRIMARY CONTACT

Name Required
Bob Bones

Email
john.smith@email.com

Primary Phone
512.555.5555

Secondary Phone
512.555.6666

How did you find us?

EMERGENCY CONTACT

Name
Stephanie Smith

Relationship
Sister

[Change Your Password](#)

Documents

[Save Changes](#)

And when you're ready to save your information, scroll down to the bottom of the page and click the “Save Changes” button to save your changes:

State


Texas

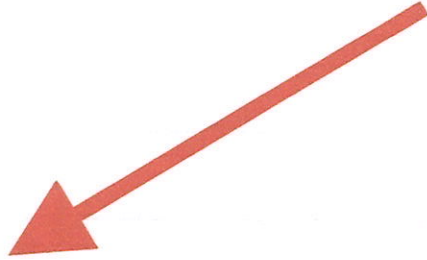
Zip Code



78705


OTHER

alarm code

 Save Changes



Did this answer your question?  

 [Still need help? Contact Us \(#\)](#)

Last updated on June 24, 2022

RELATED ARTICLES

 [Your Pets \(/article/47-your-pets\)](/article/47-your-pets)

Your Pets

Using the Pets page, you can keep your current pet's information up to date as well as informing us of any new pets.

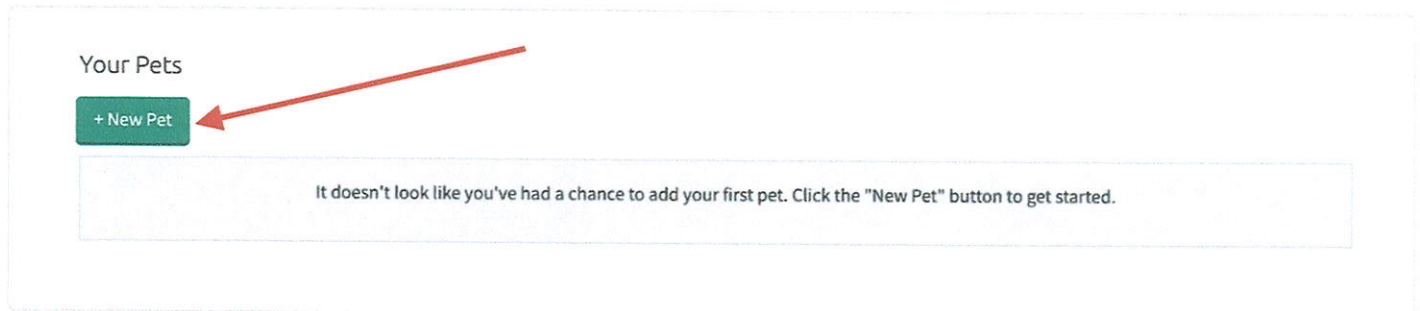
IN THIS ARTICLE

Add A New Pet (#add)

Remove A Pet (#remove)

Add A New Pet

To add a new pet click the "New Pet" button.



Using the new screen, fill out as many details about your pet as you can.

Optionally, you can also attach a picture to help us better identify your pet by clicking "Choose File" and selecting the picture you would like to upload:



When done adding your pet's details, click the "Save Pet" button at the bottom of the screen.

Edit Pet ✕ Close

Basic Details

Name Required
Fido

Birth Date
January 1, 2010

Type
Dog

Breed
Boxer

Color
White with Tan Spots

Microchip #
1239867

Sex

Neutered/Spayed Required

The more up to date your pet's details are, the better service we can provide. To edit your pet's information, click the Edit button for the pet's information you want to edit.

This can be done by clicking "Edit Details" under your pet's name under the Pets section in your portal:

CONVERSATION MY INFO PETS SCHEDULE INVOICES HELP SIGN OUT

Your Pets

Buddy + New Pet

Buddy

Edit Details

Basic Details

Name
Buddy

Birth Date
February 01, 2019

Type
Dog

Breed
Golden Retriever

Color
Yellow

Microchip #
123654788

Sex
Male

Or this can be done by clicking "Edit (your pet's name)" at the bottom of your pet's profile under the Pets section in your portal:

CONVERSATION MY INFO PETS SCHEDULE INVOICES HELP SIGN OUT

Microchip #
123654788

Sex
Male

Neutered/Spayed
Yes

Vaccinations Current
Yes

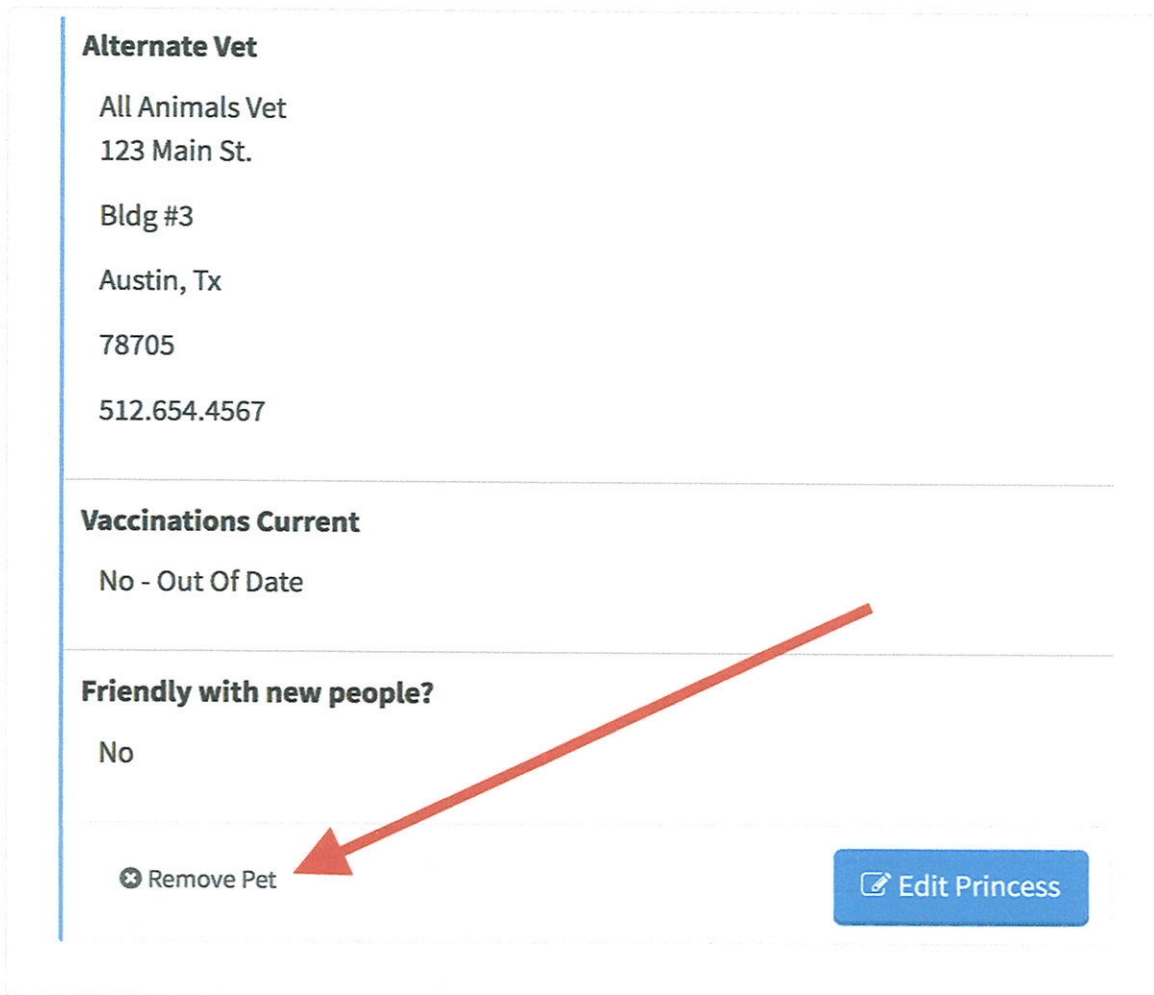
Primary Vet
All Creatures Vet
512.123.1452

Edit Buddy

The same screen you use to add a new pet will appear. Update the appropriate information in here and then click the "Save Pet" button.

Remove A Pet

If a pet needs to be removed from your profile, you can request for its removal by selecting "Remove Pet" at the bottom of their profile:



The image shows a screenshot of a pet profile form. The form is divided into several sections by horizontal lines. The first section is titled "Alternate Vet" and contains the following text: "All Animals Vet", "123 Main St.", "Bldg #3", "Austin, Tx", "78705", and "512.654.4567". The second section is titled "Vaccinations Current" and contains the text "No - Out Of Date". The third section is titled "Friendly with new people?" and contains the text "No". At the bottom of the form, there are two buttons: a "Remove Pet" button with a red 'x' icon and a blue "Edit Princess" button. A red arrow points from the top right towards the "Remove Pet" button.

An additional pop up window will appear to add a note with your removal request. This will get sent to the admin team to process.

Remove This Pet? ✕



To ensure any future Invoices and scheduled events are properly adjusted we need to remove **Princess** from your profile on our end. Please feel free to leave us any additional details in the text box below.

Optional Note

0/256 characters allows.

Cancel

Submit Request

Did this answer your question?  

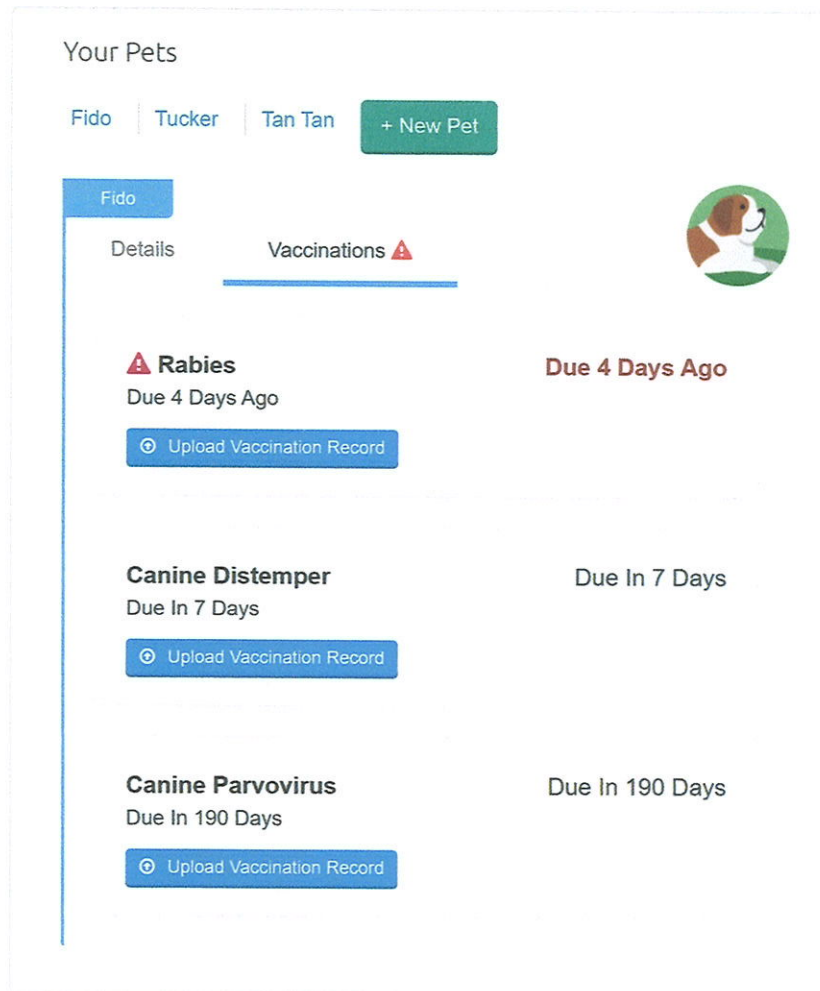
 [Still need help? Contact Us \(#\)](#)

Last updated on March 17, 2023

Managing Your Pet's Vaccinations In The Client Portal

Note: Not all companies support managing vaccinations, and this functionality might not be available.

To manage your pet's vaccinations, navigate to the "Pets" tab of the Client Portal to see all of your pet's details. You can view all required vaccinations in the "Vaccinations" tab of a pet profile.




You can upload your vaccination records directly from this screen by clicking "Choose File", adding the vaccine expiration date, and clicking "Upload New Vaccination Record":

Fido



Details

Vaccinations 

 Rabies

Due 4 Days Ago

Vaccination Record/Document

Choose File fido-rabies-v...-1-2022.pdf

When Does Vaccination Expire

November 1, 2022



 Upload New Vaccination Record

After uploading the vaccination record, your pet care company will review the vaccination record you have submitted:

Fido

Details


Vaccinations 






Rabies

Due 4 Days Ago

Due 4 Days Ago

 We have received your vaccination records. We will look them over and let you know if we have any questions.

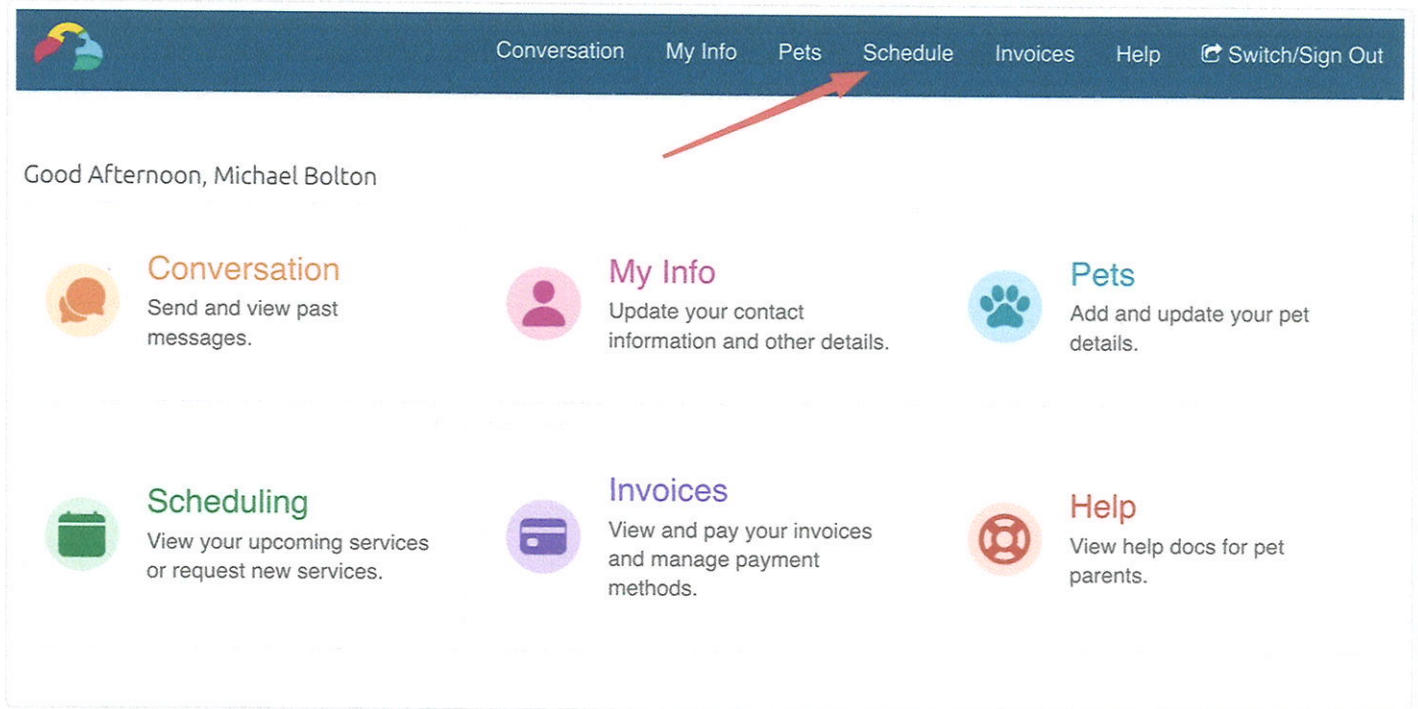
Did this answer your question?  

 [Still need help? Contact Us \(#\)](#)

Last updated on March 22, 2023

Requesting Services

You can use your Client Portal to submit service requests. To start, click on the "Schedule" link at the top of the page.



Click the "Request New Service" button.





You will now see a form where you can select the dates for your service(s). You can choose "Multiple Days" with a set date range, or "Single Day" with one date. Then, click "Continue."

[Select Dates](#) [Add Services](#) [Review](#)

Use the form below to request services. Please note that a requested service should not be considered final until approved by us.

When Do You Want Services? **Multiple Days** **Single Day**

Jun 23, 2021  to Jun 24, 2021 


[← Cancel](#) [Continue →](#)

On the next screen, you can select the Pets on the visits, as well as the service needed:

Select Pets For Service
Make sure your [pet details](#) are up to date

Kevin Fidof Joey the Cat

Service Requested
[View all service details](#)

Select  **time blocks**

- ✓ Select a service
- Cats
 - 20 Minute Cat Visit
- Other Services
 - 25 Minute Dog Walk
 - 30 Minute Dog Walk (HALF HOUR)
 - Pet Sitting | 30 Minutes
 - Boarding - Night Only

Next, you can select the schedule blocks you need for this service each day. Please be aware that not all services are available in all schedule blocks.



Service Requested

[View all service details](#)

20 Minute Cat Visit



Wednesday Jun 23rd, 2021

Morning (7:00 AM - 9:00 AM)

Late Morning (10:00 AM - 12:00 PM)

Afternoon (1:00 PM - 5:00 PM)

Evening (9:00 PM - 12:00 AM)



Thursday Jun 24th, 2021

Morning (7:00 AM - 9:00 AM)

Late Morning (10:00 AM - 12:00 PM)

Afternoon (1:00 PM - 5:00 PM)

Evening (9:00 PM - 12:00 AM)

Lastly, you can add any extra comments or notes for your pet care pro.



Any Extra Comments?

Thank you!

When you are ready to review all of the services you have requested, click the "Add & Continue" button.

[Change Dates](#)

[Add & Continue](#)


The next screen is where you can review all of your requests, add more services to your order, or finalize/submit your service order request.

Select Dates Add Services Review


1 service ready to be submitted

Please review your requested services below and then click "Submit Request" when ready.

Requested Services [Add More Services](#)


 **Wednesday**
Jun 23rd, 2021


 **Late Morning (10:00 AM - 12:00 PM)** → 20 Minute Cat Visit | Kevin | Fidof | Joey the Cat
[Remove Service](#)


 **Thursday**
Jun 24th, 2021

No services selected this day

[Add More Services](#)

 [Submit Request](#)

Did this answer your question?  

 [Still need help? Contact Us \(#\)](#)

Last updated on June 24, 2022

RELATED ARTICLES

 [Requesting Changes To Services \(/article/43-requesting-changes-to-services\)](#)

Requesting Changes To Services

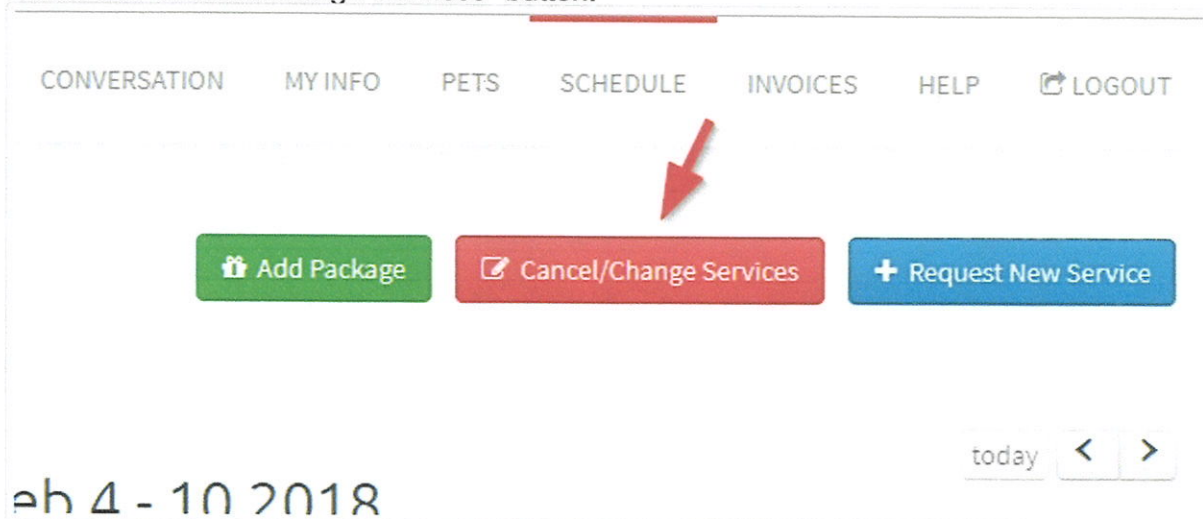
Your pet sitting company can configure requests for changes or cancellations to your services in two different ways:

- The first way requires you as the client to enter your change or cancellation request in a text box. This will then be reviewed and approved or denied by the admin team.
- The second way enables you as the client to select specific events that you'd like to cancel or change directly from the Client Portal.

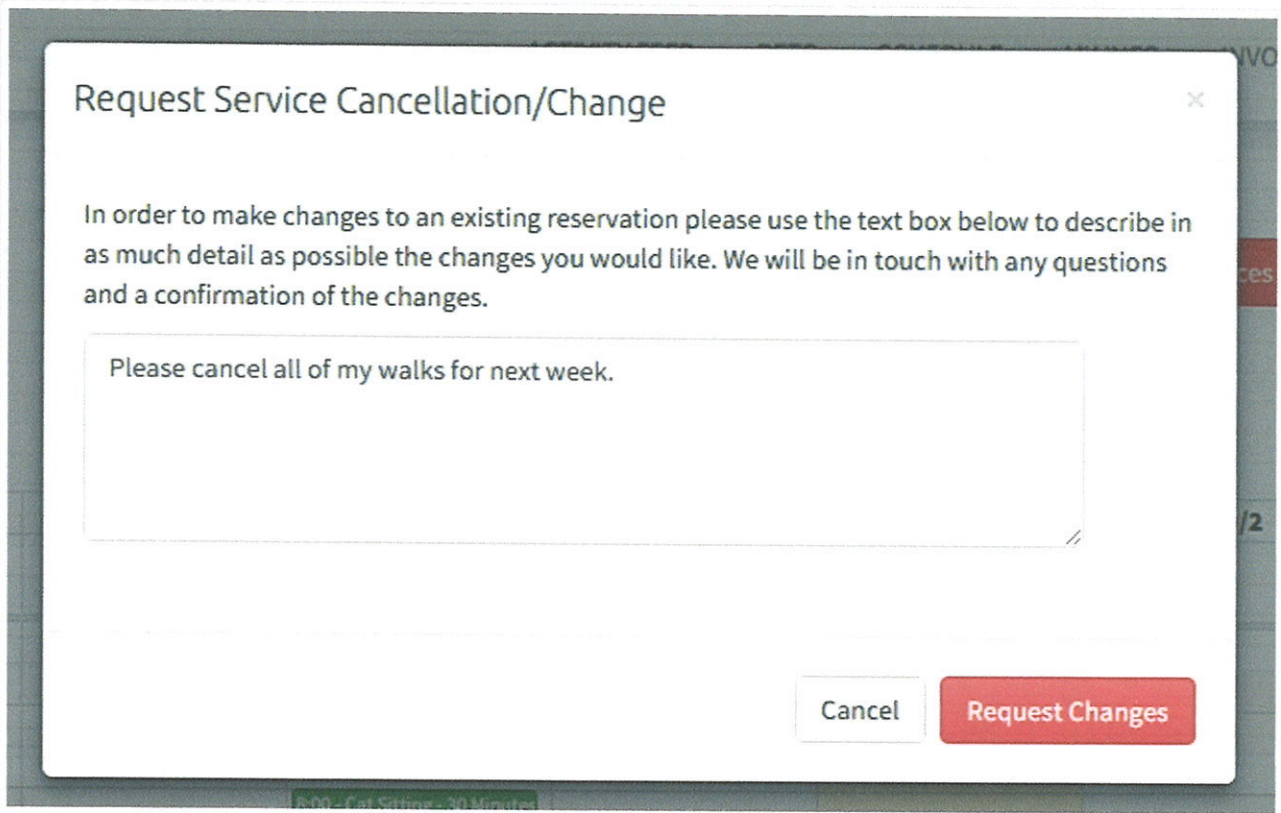
To determine which setting your pet sitting company has configured, visit your Schedule (<https://www.timetopet.com/portal/services>) page.

If you see a button labeled "Cancel/Change Services," you will need to include your change or cancellation request as a message by following the instructions below:

1. Select the "Cancel/Change Services" button.



2. A new window will appear where you can send us a message about any changes you would like to request. Please leave as much detail as possible about the changes you are requesting



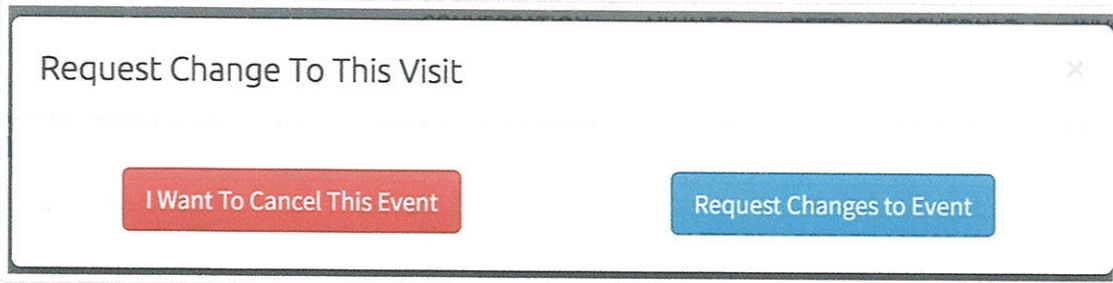
3. We will review your request, ask for any clarification if needed, and get back in touch with you to confirm the requested changes. Changes and cancellations to scheduled visits should not be considered confirmed until you hear back from us with a confirmation.

If you do not see the red "Cancel/Change Services" option, you can select a specific event from your Scheduled services below your calendar. You can request changes or cancellations to these events by following the instructions below:

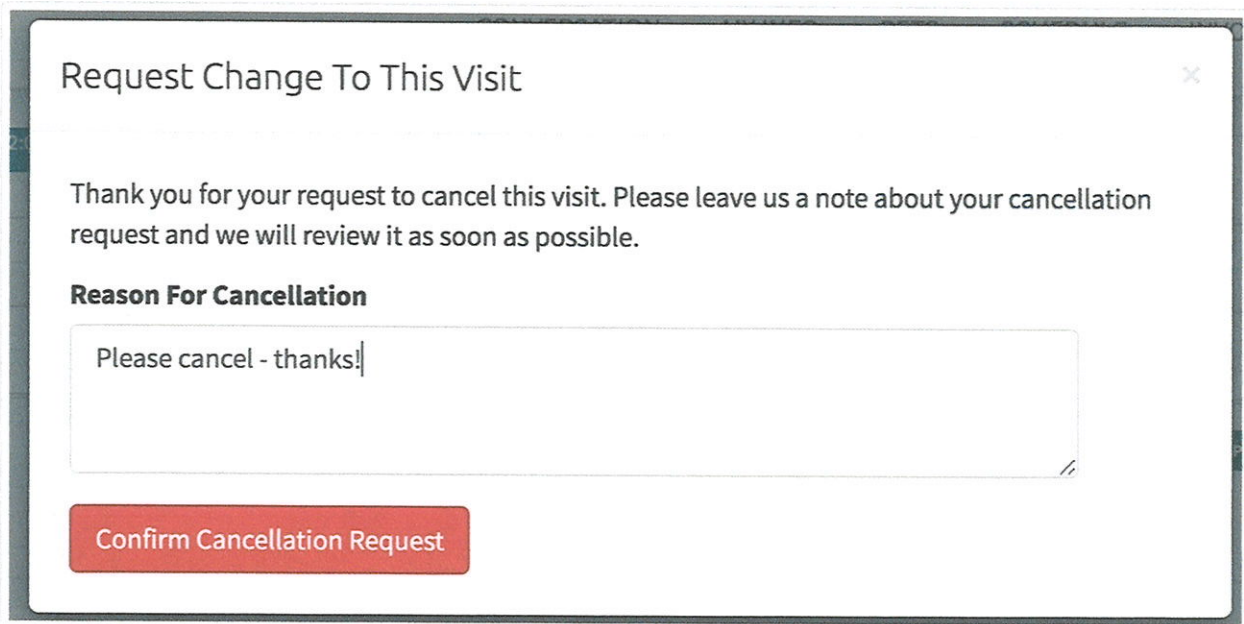
1. Select the "Request Changes" button for the event you'd like to change.

Date	Service	Invoiced	Status	
Sunday, Nov 20th, 2022	Weekly Dog Walking	Yes	Scheduled	Request Changes
Sunday, Nov 6th, 2022	Weekly Dog Walking	Yes	Scheduled	Request Changes
Thursday, Nov 3rd, 2022	Weekly Dog Walking	Yes	Scheduled	Request Changes

2. Select "I want To Cancel This Event" to make a cancellation request, or "Request Changes To Event" to change a scheduled event.



3. If requesting to cancel this event, you'll see a pop-up window where you can leave a reason for the cancellation. If your company has cancellations set to be automatically approved, you'll receive a confirmation that the event is canceled immediately. Otherwise, you'll receive a message that your request is being reviewed.



4. If requesting changes to the visit, you can edit the date, time block, service pets, or any notes on the event in the next screen.

Request Change To This Visit ✕

Scheduled: Jun 26th, 2021 7:00 AM

Service Requested	Date/Time
30 Minute Dog Walk (HALF HOUR)(... ▾)	Saturday Jun 26, 2021

Pets
 Kevin Fidof Joey the Cat

✓ Please Select A Time
Morning (7:00 AM - 9:00 AM)
Late Morning (10:00 AM - 12:00 PM)
Afternoon (1:00 PM - 5:00 PM)
Evening (9:00 PM - 12:00 AM) (Unavailable)

[← Back](#) [Submit Changes For Approval](#)

5. While your cancellation may be automatically processed, changes to requested visits must be reviewed and confirmed.

Thank You ✕

Successfully submitted your request. We will review the request and get back to you as soon as possible.

[Close](#)

Did this answer your question?

Invoices

IN THIS ARTICLE

Paying An Invoice (#paying)

Paid Invoices (#paid)

Available Funds (#available)

The Invoices section of the Portal allows you to see any outstanding invoices for your account. To start, click the “Invoices” link at the top of the page.

Please keep in mind that the configuration settings of your pet care company may cause your Client Portal to be configured differently from what is described in this help article.

TimeToPet
Modern Pet Eating Software

CONVERSATION MY INFO PETS SCHEDULE **INVOICES** HELP SIGN OUT

Your Invoices

Buy Gift Card Make A Payment Payment Methods

Open Invoices Paid Invoices Available Funds \$20

Invoice #	Due Date	Total Due	Total Paid	Balance Due	Status
#1256 (Download)	January 22, 2019	\$21.00	\$0.00	\$21	Past Due

You can download any invoice by clicking the “Download” link.

Paying An Invoice

If credit card processing or ACH processing is enabled by your company, you can pay an invoice by clicking on the “Make A Payment” button. To select an invoice that you want to pay, click on the row and enter the amount you want to pay (by default the total balance due is selected).

Pay?	Invoice #	Due Date	Balance Due	Amount To Pay	Tip
<input checked="" type="checkbox"/>	000467	February 06, 2018	\$75.00	\$ 75	<input type="button" value="Add Tip"/>
<input type="checkbox"/>	000468	February 06, 2018	\$50.00		<input type="button" value="Add Tip"/>

To Pay: **\$75.00**

To add an optional tip, click the “Add Tip” button (Note: Tipping is not available on all accounts). Use the drop-down to select a pre-calculated percentage or to enter a custom amount select “Custom”.

Pay?	Invoice #	Due Date	Balance Due	Amount To Pay	Tip
<input checked="" type="checkbox"/>	000467	February 06, 2018	\$75.00	\$ 75	<div style="border: 1px solid black; padding: 2px;"> None - \$0.00 ▾ None - \$0.00 10% - \$7.50 15% - \$11.25 18% - \$13.50 20% - \$15.00 Custom </div>
<input type="checkbox"/>	000468	February 06, 2018	\$50.00		

To Pay: **\$75.00**

To make a partial payment, go through the steps to make a payment and adjust the Amount To Pay box to the partial payment amount.

When ready, click the “Pay With Credit Card” or “Pay With ACH Transfer” button (Note: Not all accounts offer both payment options).

To make a payment by credit card, you can either use a saved card or enter a new card. Click the “Pay” button to finalize and submit the payment.

Your Invoices

PAYMENT METHOD

Use New Card

BILLING INFORMATION


Name Jane Doe

Email janedoe@gmail.com

CARD DETAILS

Card  Card number MM / YY CVC

 Cancel

 Pay \$21.00

To make a payment by Apple Pay or Google Pay you will see the option available below the "Payment Method" section. This will depend on which browser you are using. Google Pay is available in Google Chrome and Apple Pay is available in Safari. If your pet care provider does not have these payment options enabled they will not be visible.

To pay with Apple Pay or Google Pay, click on the Apple Pay or Google Pay bar, and follow the instructions in your browser to use a payment method you have saved, or add a new payment method. Please note: Apple Pay or Google Pay payment methods are not stored in Time To Pet. Click the "Pay" button to finalize and submit the payment.

Your Invoices

PAYMENT METHOD

VISA

Visa •••• 1111 (12/2034) (Default)

OR USE GOOGLE PAY



Cancel

Pay \$267.14

†All card information is transferred and stored with bank level encryption in a fully PCI compliant manner. Card information will be stored for future use.

Open Invoices

Paid Invoices

Invoice #

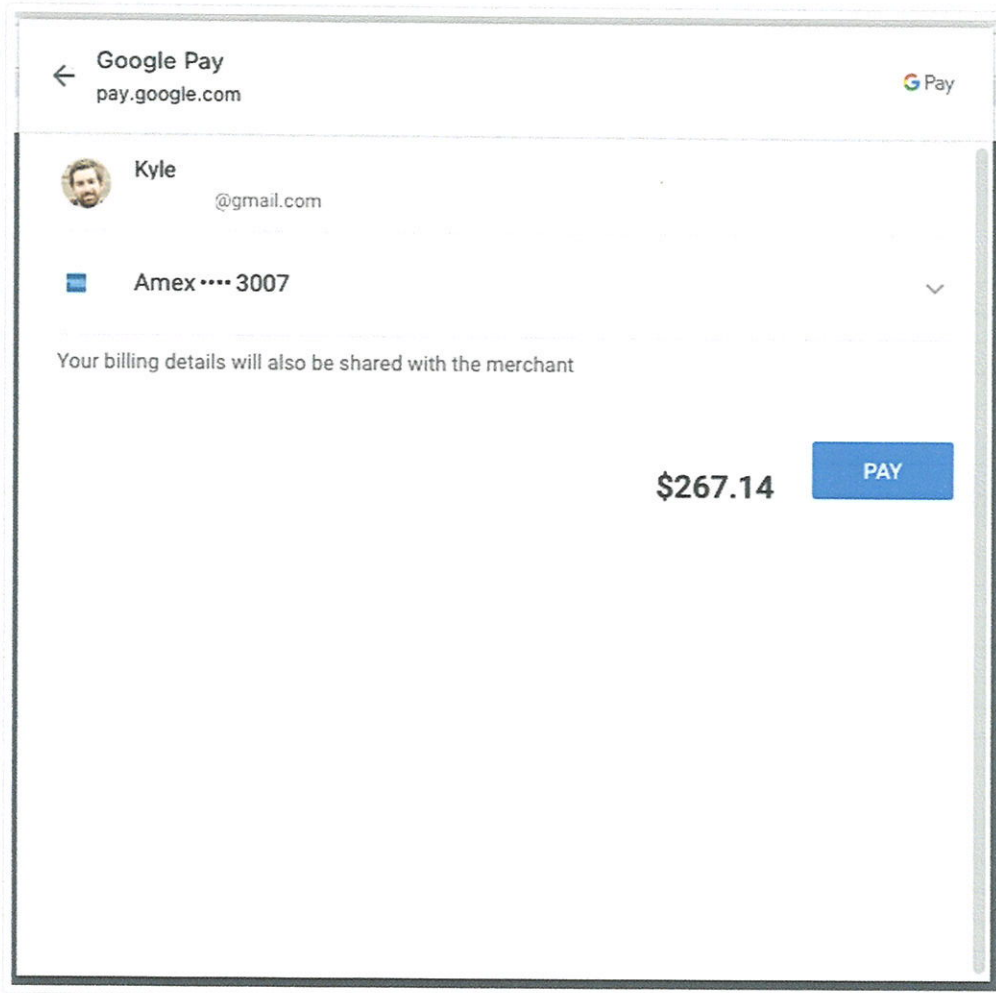
#001086

View

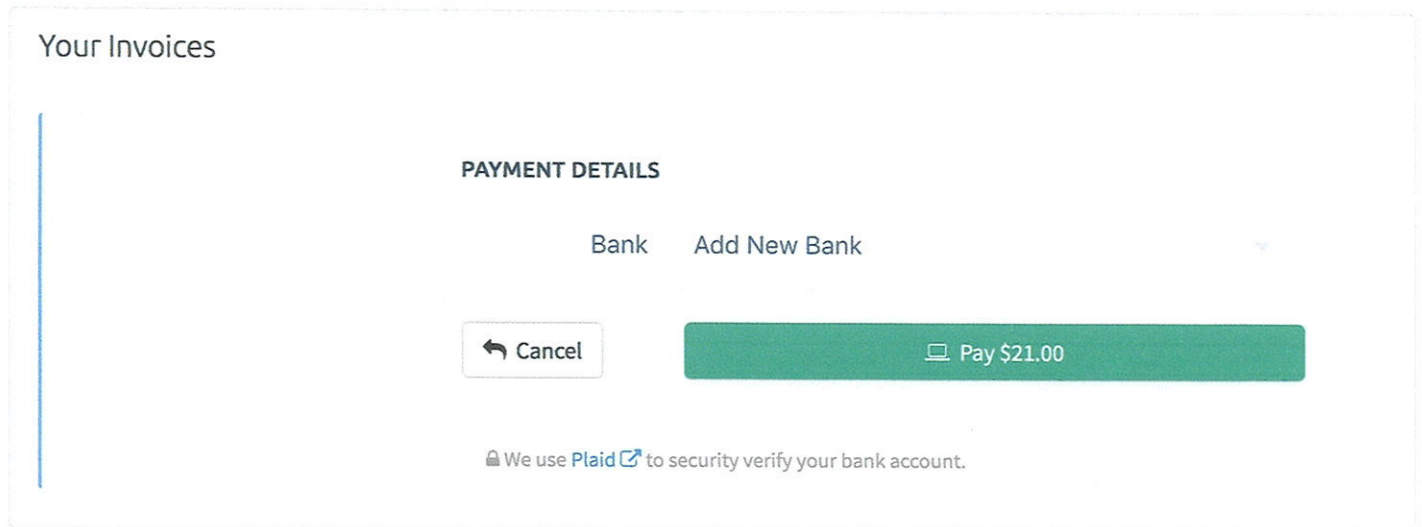
Download

Balance Due

\$267.14



To make a payment by ACH transfer, you can either use a saved bank account or add a new bank account. Click the "Pay" button to finalize and submit the payment.



Paid Invoices

Your Invoices

Open Invoices **Paid Invoices**

Invoice #	Due Date	Total Due	Total Paid	Balance Due	Status
#000327 (Download)	April 06, 2020	\$25.00 (Add Tip)	\$25.00	\$0	Paid
#000325 (Download)	April 05, 2020	\$200.00 (Add Tip)	\$200.00	\$0	Paid

Available Funds

Your Invoices

Open Invoices Paid Invoices **Available Funds \$20**

[Buy Gift Card](#) [Make A Payment](#) [Payment Methods](#)

Type	Date	Original Amount	Amount Remaining
Credit Balance ⓘ			\$10.00
Payment	April 29, 2020	\$10.00	\$10.00

You can also view any credits, previous payments, or gift card balances in the Available Funds tab. Contact your pet care company to apply these to any open invoices.

Did this answer your question? 😊 ☹️

✉️ [Still need help? Contact Us \(#\)](#)

Last updated on April 2, 2023

Making Payments With ACH

Note: Not all companies support ACH and this functionality might not be available.

This guide is a walkthrough for customers making payments to an invoice with the ACH method. When making a payment for the first time, you will have to go to the company's client portal web address to add a payment. Currently, it is not possible to add a new bank account through the Mobile App. In most cases, once a bank account is added to the account, you will be able to make payments through the Mobile App.

IN THIS ARTICLE

[Making A Payment \(#payment\)](#)

[Making ACH Payment With WePay \(#wepay\)](#)

[Making ACH Payments With Time To Pet Payments \(#tppayments\)](#)

Making A Payment

To add a payment to an invoice, you will want to start off in the "Invoices" section of the client portal. This section will show all the open invoices associated with your account. Select the "Make A Payment" button.

Your Invoices

Open Invoices Paid Invoices

[Make A Payment](#) [Payment Methods](#)

Invoice #	Due Date	Total Due	Total Paid	Balance Due	Status
#000306 (Download)	July 03, 2017	\$137.28	\$0.00	\$137.28	Past Due
#000307 (Download)	August 18, 2017	\$19.95	\$0.00	\$19.95	Draft

Showing 1 to 2 of 2 entries

Previous **1** Next

This will prompt you to select which invoice you want to pay. Select an invoice, then "Pay with ACH Transfer" button.

Your Invoices

Pay?	Invoice #	Due Date	Balance Due	Amount To Pay	Tip
<input checked="" type="checkbox"/>	000306	July 03, 2017	\$137.28	\$ 137.28	Add Tip
<input type="checkbox"/>	000307	August 18, 2017	\$19.95	\$ 19.95	Add Tip

To Pay: **\$137.28**

[Pay With Credit Card](#) [Pay With ACH Transfer](#)

Making ACH Payments With Time To Pet Payments

If your pet sitter uses Time To Pet Payments, this is what you will see when making an ACH payment.

Once the "Pay With ACH Transfer" button has been selected, a pop-up screen should appear titled "Which Bank Account?" along with the input field of adding a new bank account or selecting your bank account from the dropdown menu.

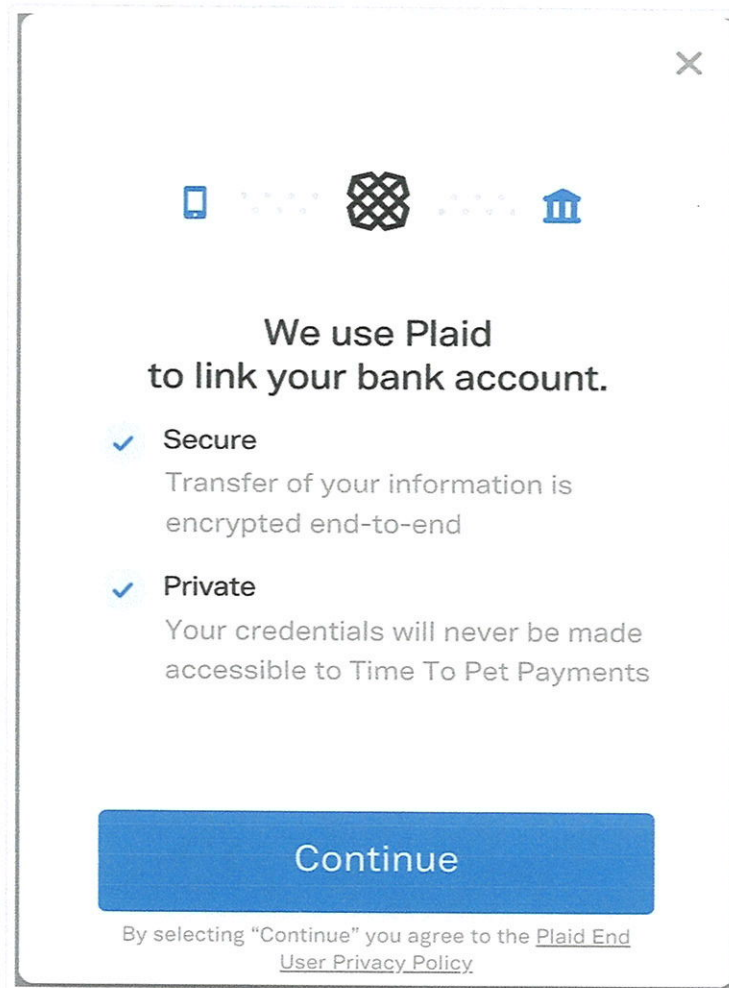
PAYMENT DETAILS

Bank [Add New Bank](#)

[Cancel](#) [Pay \\$36.00](#)

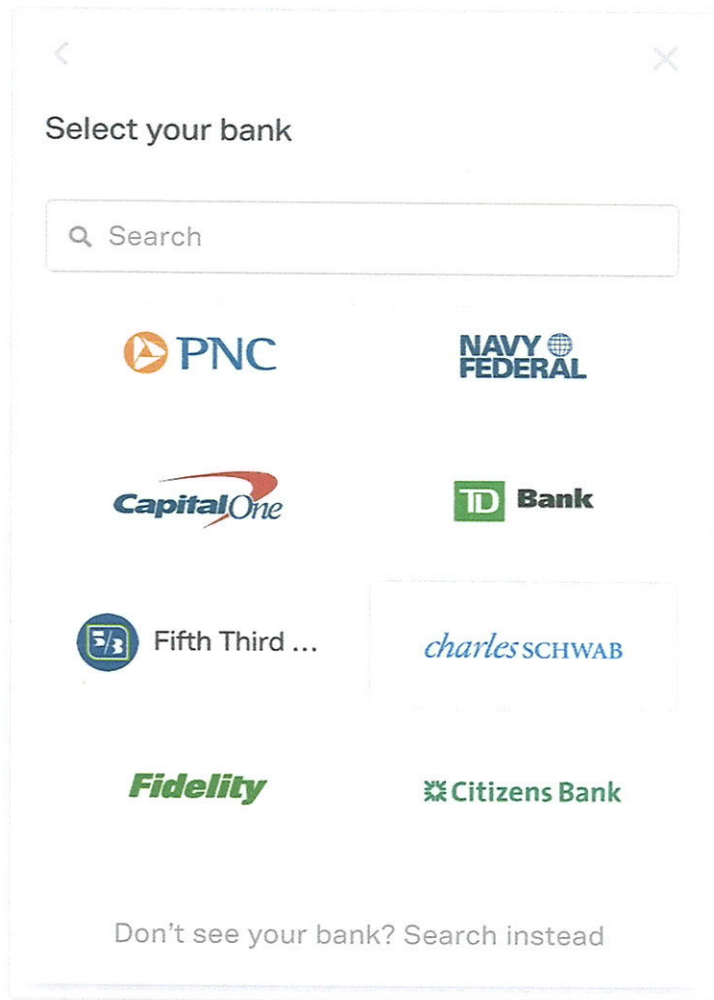
We use [Plaid](#) to security verify your bank account.

If adding a new bank account, a new pop-up screen will appear. Select "Continue."

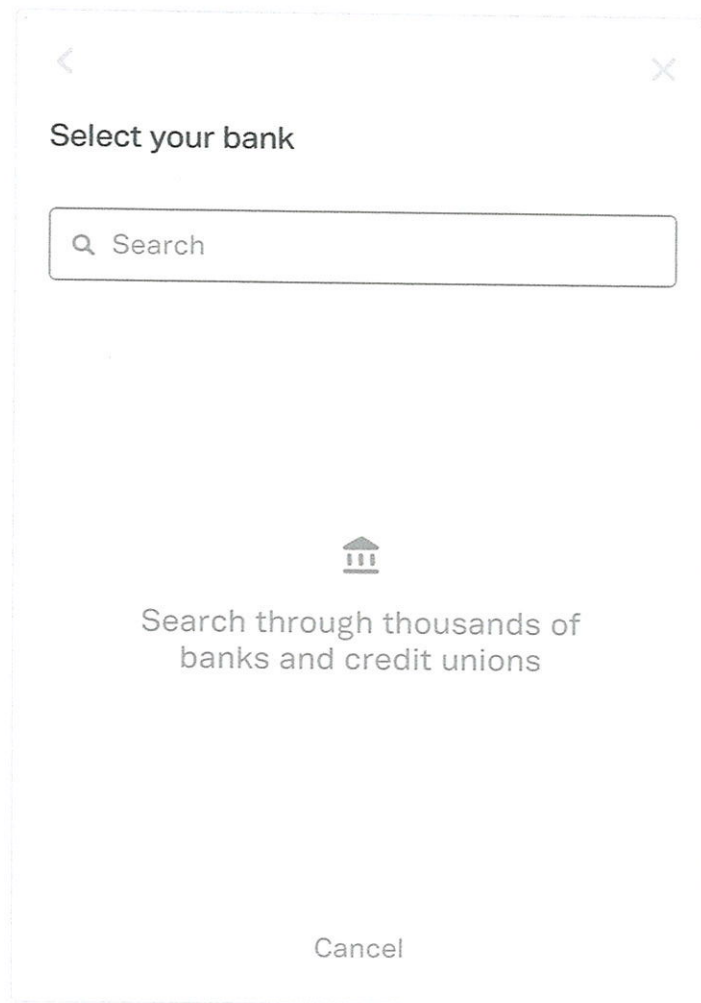


Select your bank from the list of choices and login

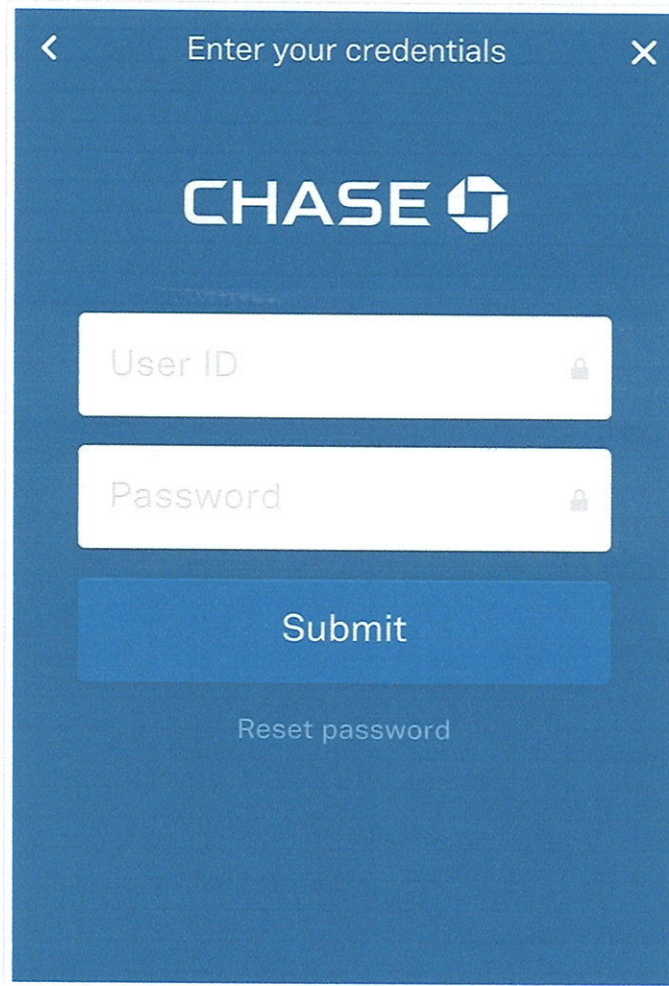
You will now see a screen with several popular banks listed, as well as a search bar.



If you don't see your bank listed, you can also scroll to the bottom of the list to search for your bank instead.



Once you find your bank, you will be taken to a screen to enter your bank account credentials.



If you have more than one account with the bank, the next step will allow you to choose which account you want to connect to make payments. Afterward, you will enter an email address to receive a confirmation and you will have completed the process.

Making ACH Payments With WePay

If your pet sitter uses WePay, this is what you will see when making an ACH payment.

Once the "Pay With ACH Transfer" button has been selected, a pop-up screen should appear titled "Which Bank Account?" along with the input field of adding a new bank account or selecting your bank account from the dropdown menu.

Note: If you already have a bank account on file, this pop-up will not appear and you will be taken to the WePay screen automatically.

Which Bank Account? ✕

We see that you already have a bank account on file, which one would you like to use?


New Bank Account ▾

If adding a new bank account, a new WePay pop-up screen will appear. Select "Continue."

Accept Payments Online - WePay
https://iframe.wepay.com/paymentMethods/ban...

wepay
a CHASE company

✕



WePay uses Plaid to link your bank

- ✓ **Secure**
Transfer of your information is encrypted end-to-end
- ✓ **Private**
Your credentials will never be made accessible to WePay

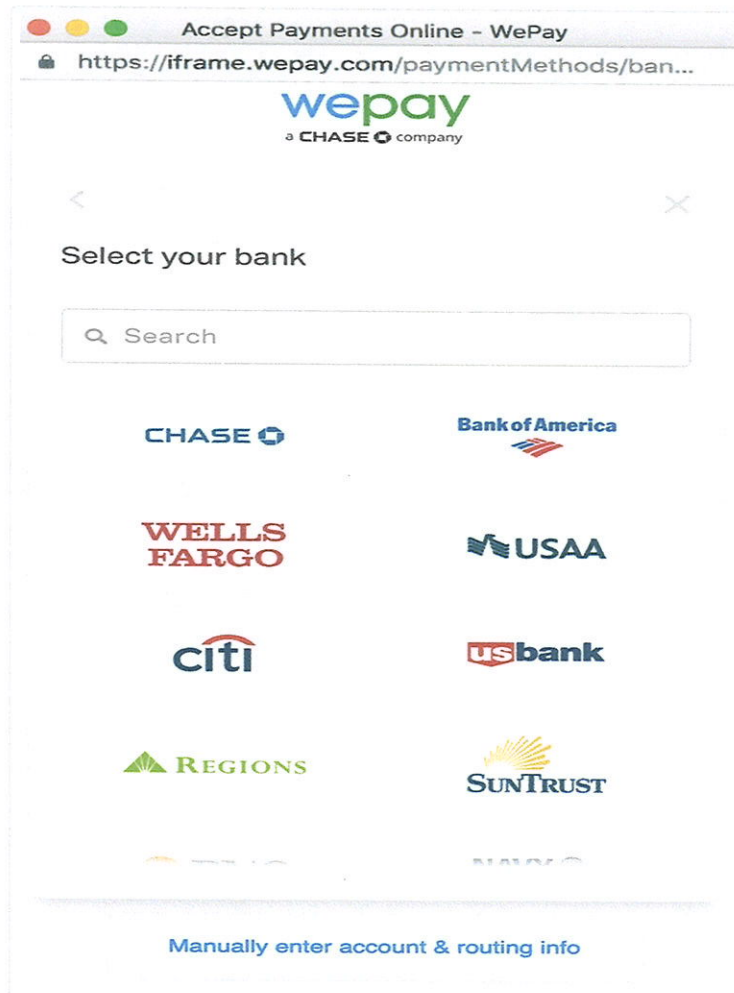
By selecting Continue, you agree to the Plaid Privacy Policy

[Manually enter account & routing info](#)

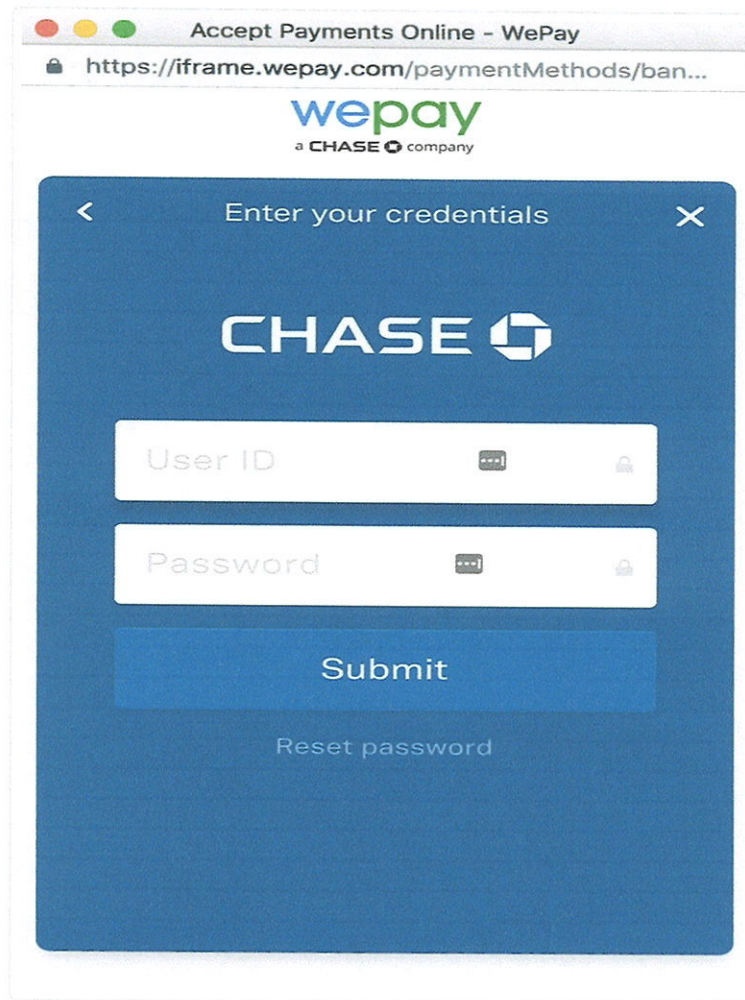
Select your bank from the list of choices and login

You will now see a screen with several popular banks listed, as well as a search bar.

Note: If your bank is not listed, or you prefer not to log-in by way of WePay's interface, there is a back-up micro-deposit authentication that can be done with bank account and routing numbers. To add your bank account with routing numbers, scroll down to Micro-Deposit Bank Authentication (#manual) section.



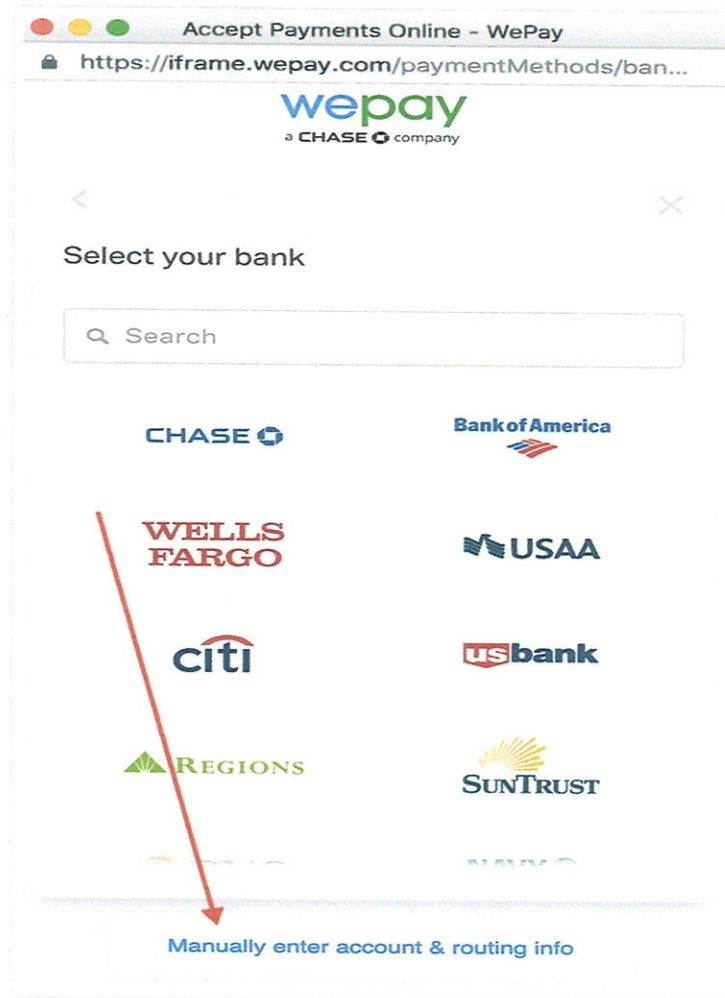
Once you find your bank, you will be taken to a screen to enter your bank account credentials.



If you have more than one account with the bank, the next step will allow you to choose which account you want to connect to make payments. Afterward, you will enter an email address to receive a confirmation and you will have completed the process.

Micro-Deposit Bank Authentication

If your bank was not listed as a pre selectable option, you will have to manually add the bank by confirming a micro deposit.



This will take you to the next step where you add your bank information (account number and routing number) and then select what type of account it is. It's important to double-check these fields to make sure it is correct. If the information is wrong, the system will not be able to inform you that it's incorrect and will still try to confirm the bank account.

Accept Payments Online - WePay

https://iframe.wepay.com/paymentMethods/ban...

wepay
a CHASE company

[< Back](#)

Enter bank information

All fields are required

Your full name

Your email address

Bank name

Routing number

Account number

Confirm account number

Checking Savings

We will only use this information for verification.

Authorize Account

After selecting the “Authorize Account” button, the information will be processed. You should receive an email that informs you that a small deposit will be made to your bank account within the next few days. Once you receive the deposit, you will want to open this email to confirm the deposit amount. It’s important you do not delete this email.



TimeToPet

Modern Pet Sitting Software

WePay Payments will make two small deposits to your bank account **Union Savings Bank XXXXXX3123**.

These deposits should appear in your bank account within the next few days.

When they arrive, confirm your bank account by [clicking here »](#)

To opt out of these notifications please go [here](#)

Powered by **wepay**

Once you confirm the deposit amount after selecting the link in the email, your bank account should be synced, and payments can be made through ACH. This is a one time set up, and future payments can be made through your portal by selecting the invoice and selecting the “Pay with ACH Transfer” button.

Did this answer your question? 😊 ☹️

✉️ [Still need help? Contact Us \(#\)](#)

Last updated on March 17, 2023

RELATED ARTICLES

📄 [Invoices \(/article/44-invoices\)](/article/44-invoices)

📄 [Remove Payment Method On File \(/article/189-remove-payment-on-file\)](/article/189-remove-payment-on-file)

Remove Payment Method On File

To remove a payment method from your client account, log in to your account and select the "Invoices" tab. Then, select the "Payment Methods" button. This will take you to a screen that will initially show you the option to add a new card. You can scroll down on the page to see the option to delete any payment method you have added.

Kyle's Pet Sitting timezone is set to **America/Chicago** but your browser is set to **America/Denver**. All times in your portal will use **America/Chicago**.

Your Invoices

Open Invoices Paid Invoices

[Make A Payment](#) [Payment Methods](#)

Invoice #	Due Date	Total Due	Total Paid	Balance Due	Status
#000306 (Download)	July 03, 2017	\$137.28	\$0.00	\$137.28	Part Due
#000307 (Download)	August 18, 2017	\$19.95	\$2.00	\$17.95	Partially Paid

Showing 1 to 2 of 2 entries

Previous 1 Next

CONTACT US

Kyle's Pet Sitting
123 Main St.
Austin, Texas
78705

☎ 512.123.1234
✉ kyle@timetopet.com
🌐 <http://www.mypetsitting.com>

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Did this answer your question? 😊 ☹️

✉ [Still need help? Contact Us \(#\)](#)

Last updated on June 27, 2022

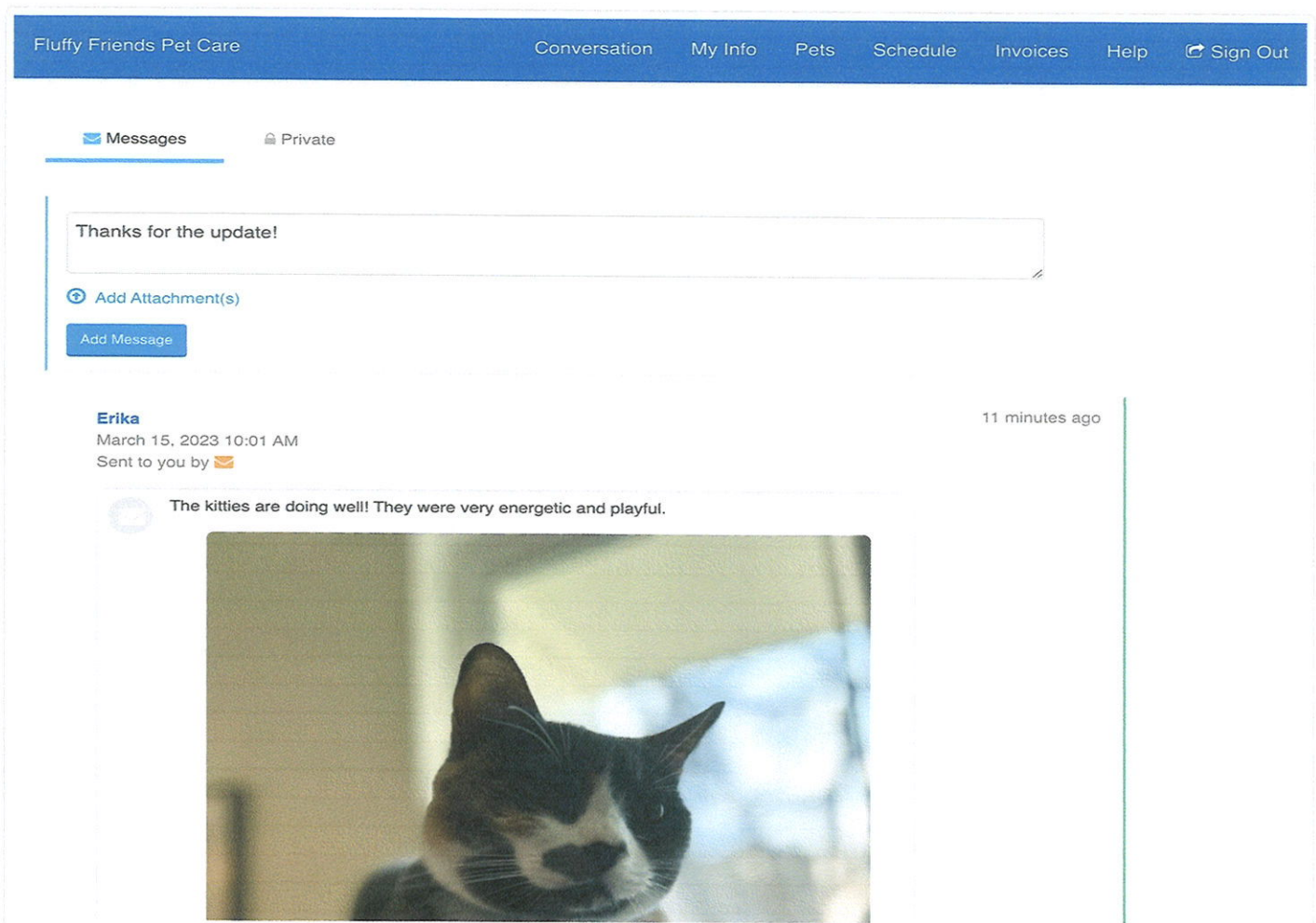
Using The Conversation Feed

The Conversation Feed allows you to communicate directly with us. Any messages you send us and all messages we send you will also be sent via email, so you will never have to worry about missing an update. You can also reference all of your previous visit reports in your Conversation Feed.

Send A New Message

To send us a new message, simply click “Add A Message...” and start typing. When your message is ready to be sent, you can click the “Add Message” button.

You can optionally attach any number of attachments with each message. To send an attachment, click the “Attachment” link next to the Add Message button.



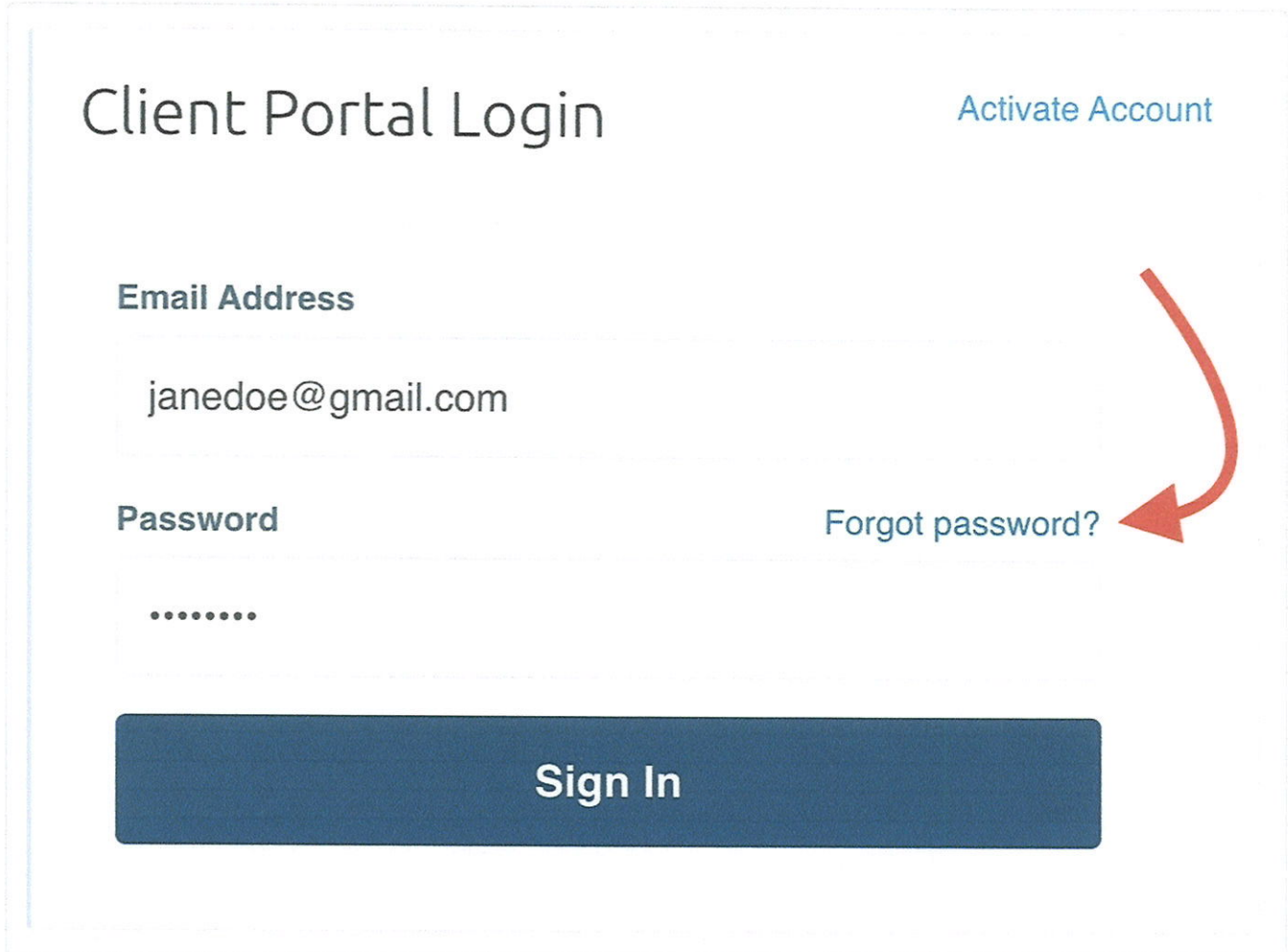
The screenshot displays the user interface for 'Fluffy Friends Pet Care'. At the top, a blue navigation bar contains the text 'Fluffy Friends Pet Care' on the left and a series of links: 'Conversation', 'My Info', 'Pets', 'Schedule', 'Invoices', 'Help', and 'Sign Out' on the right. Below the navigation bar, there are two tabs: 'Messages' (which is active and underlined) and 'Private'. A text input field contains the message 'Thanks for the update!'. Below the input field are two options: 'Add Attachment(s)' with a plus icon and 'Add Message' in a blue button. The message feed below shows a message from 'Erika' sent on 'March 15, 2023 10:01 AM', with a timestamp of '11 minutes ago' on the right. The message text is 'The kitties are doing well! They were very energetic and playful.' and is accompanied by a photograph of a black and white cat.

Did this answer your question? 😊 ☹️

Resetting Your Password

If you have forgotten your password and cannot log in, you can easily reset your password.

1. Visit the Login Page (<https://www.timetopet.com/portal/login>).
2. Click the link above the Password field labeled "Forgot password?"



The screenshot shows a login form titled "Client Portal Login" with a blue "Activate Account" link in the top right. The form contains two input fields: "Email Address" with the text "janedoe@gmail.com" and "Password" with masked characters ".....". To the right of the password field is a blue link labeled "Forgot password?". A red arrow points from the right side of the form towards the "Forgot password?" link. At the bottom of the form is a dark blue "Sign In" button.

3. Enter your email address and click the "Reset My Password" link.

Reset Your Password

Enter your email address and we will send you instructions to reset your password.

Email Address

Janedoe@gmail.com

Reset My Password

4. Time To Pet will email you with instructions on how to reset your password.

Did this answer your question? 😊 ☹️

📧 [Still need help? Contact Us \(#\)](#)

Last updated on March 15, 2023

© Time To Pet (<https://www.timetopet.com>) 2023. Powered by Help Scout (https://www.helpscout.com/knowledge-base/?utm_source=docs&utm_medium=footerlink&utm_campaign=Docs+Branding)

Client App

1	Downloading the Client App
2	My Info
3	Pets
4	Managing Your Pet's Vaccinations
5	Invoices
6	Add or Remove Payment Method on File
7	Schedule
8	Conversation Feed
9	Saving & Sharing Photos from the App
10	Viewing Notifications on Your Mobile Device

Downloading the Client Application

The Client Application can be downloaded directly from the Apple App Store or from the Google Play Store.

Time to Pet Android App



Time to Pet iPhone App



You can access the app by using the same login credentials used to access your Client Portal.

Mobile Data Usage for Client Application

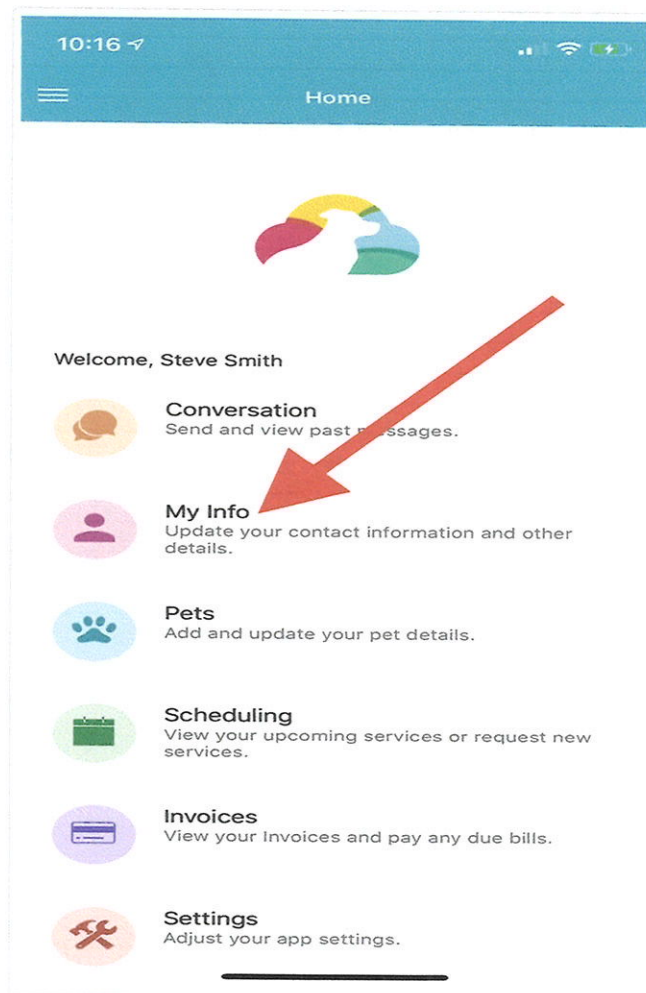
The Time To Pet Application is a very lightweight application and uses only minimal data. The largest contributor to data usage is the size of and amount of images that are included in your Conversation Feed.

The average usage of the Time To Pet will result in roughly 25-50MB of data usage per month.

My Info

The "My Info" section allows you to keep all of your contact information up to date.

This information can be accessed by selecting "My Info" on the homepage of the app:



Update Your Information

You can edit and update your information by selecting the "Edit" in the top right-hand corner of the My Info page. After making any changes, select the "Save Changes" button at the bottom of the screen.

10:14

< My Info Edit My Info

PRIMARY CONTACT

Full Name*

Jeff Green

Primary Phone

555.555.5555

Secondary Phone

512.555.1234

How did you find us?

Google

ADDRESS

Access Instructions

Gate Code is 1234

Address 1

123 Main Street

Save Changes

Did this answer your question? 😊 ☹️

✉ [Still need help? Contact Us \(#\)](#)

Last updated on June 24, 2022

Pets

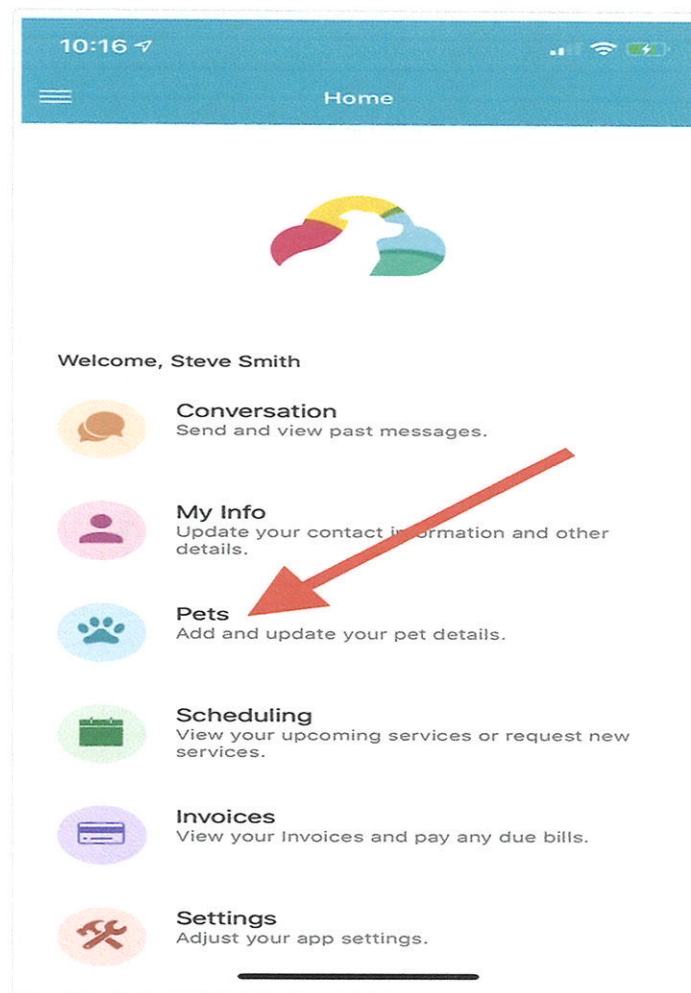
The "Pets" section of the app allows you to review and update all of your pets' information. You can also add new pets here.

IN THIS ARTICLE

Edit Pet Information (#edit)

Add A New Pet (#add)

The "Pets" section can be accessed by clicking "Pets" on the homepage of the app:

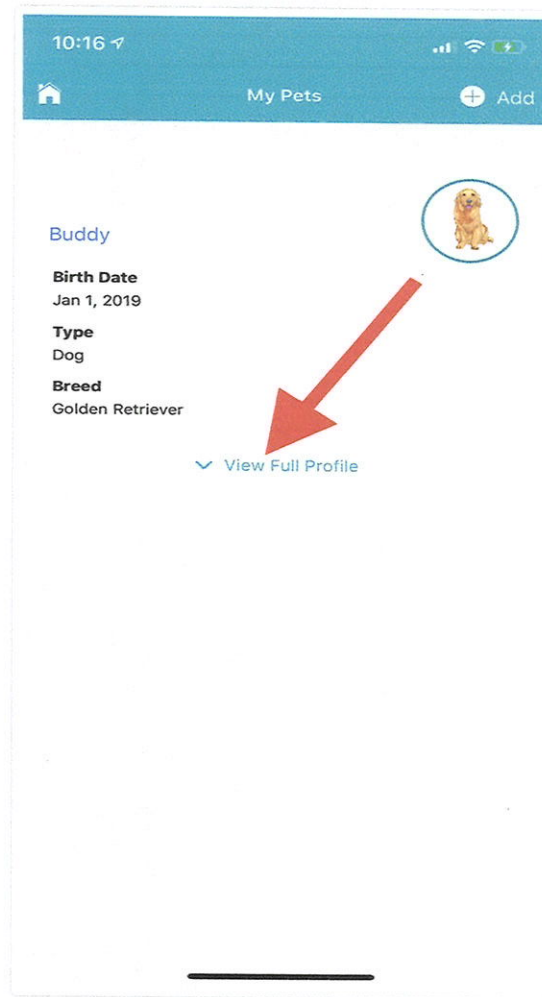


Edit Pet Information

Keeping your pet information up to date helps your pet care company provide the best service possible.

You can edit your pet information by selecting "View Full Profile" for your pet and then clicking "Edit" on

the top right of the next screen:






After making changes, click the "Save Changes" button at the bottom of the screen:


10:16

< Buddy Buddy


Tap to Change

BASIC DETAILS

Name*
Buddy


Birth Date
 January 1st, 2019

Type
Dog

Breed
Golden Retriever

Color
Yellow

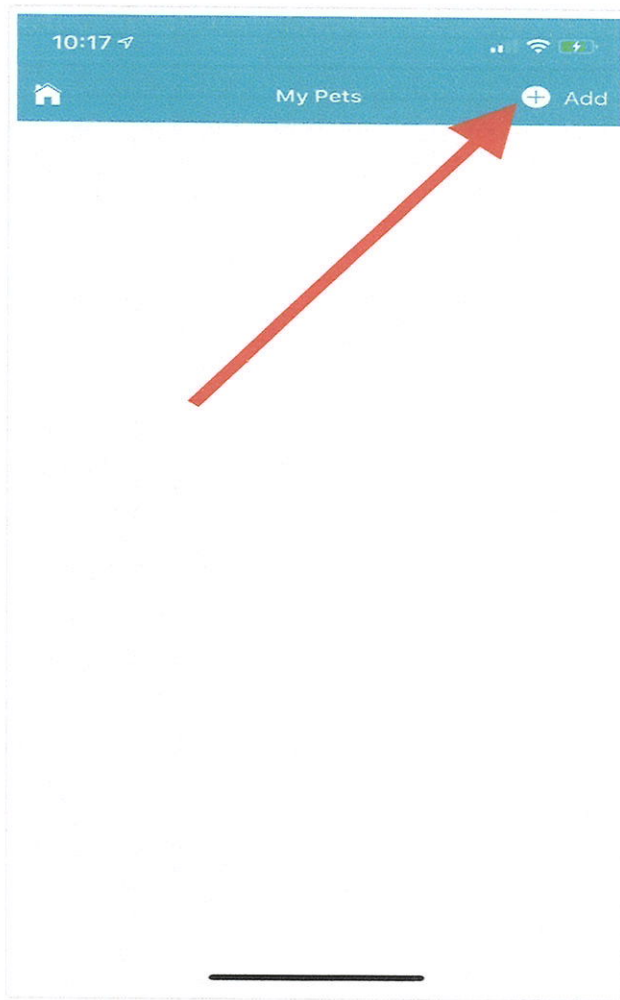
Microchip #
123654

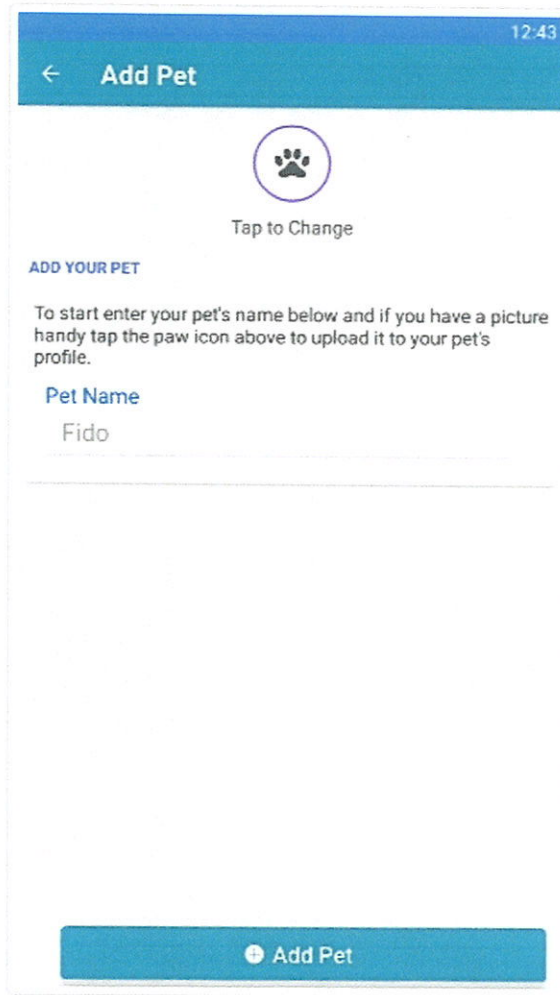
 Save Changes

A red arrow points from the top right towards the 'Save Changes' button.

Add New Pet

You can add a new pet to your account by selecting the "Add" button on the top right of the main Pets page. You can then enter your pet's name and optionally add a photo of your pet and then click the "Add Pet" button at the bottom of the screen. You will immediately be taken to the "Edit Pet" screen where you can complete the rest of the pet information profile.





Did this answer your question? 😊 ☹️

✉ [Still need help? Contact Us \(#\)](#)

Last updated on March 20, 2023

RELATED ARTICLES

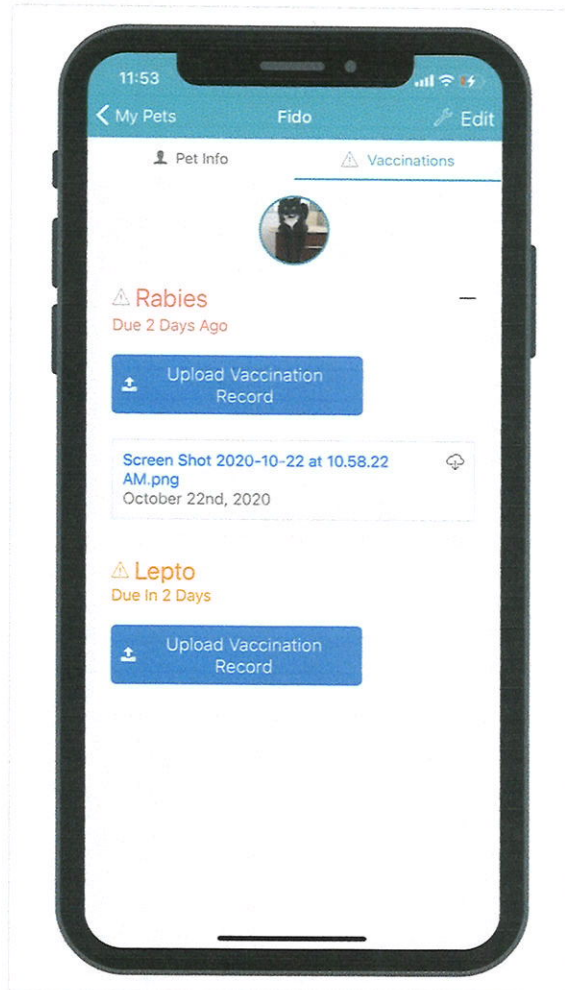
📄 [My Info \(/article/155-my-info\)](/article/155-my-info)

📄 [Managing Your Pet's Vaccinations In The Client App \(/article/339-managing-your-pets-vaccinations-in-the-client-app\)](/article/339-managing-your-pets-vaccinations-in-the-client-app)

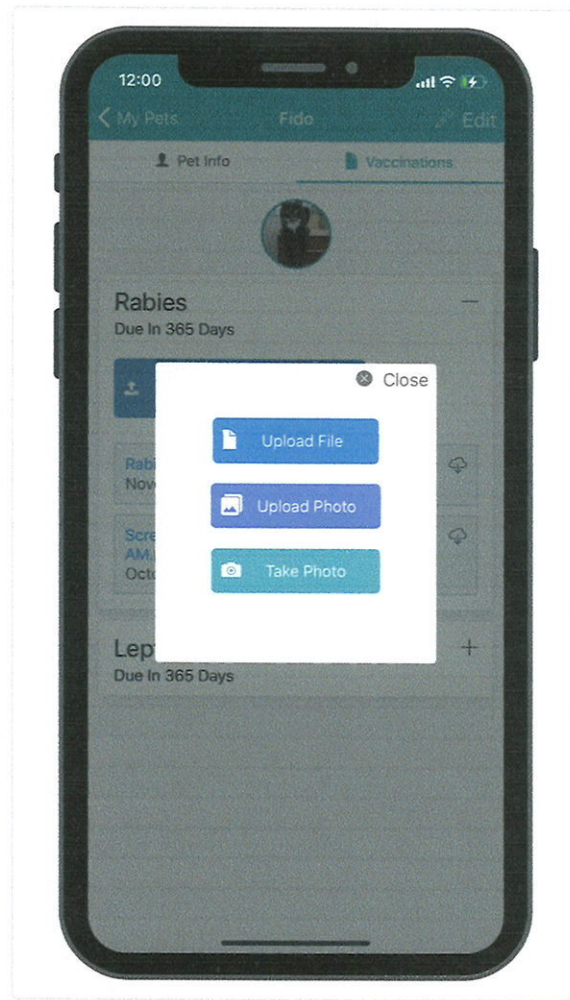
Managing Your Pet's Vaccinations In The Client App

Note: Not all companies support managing vaccinations, this functionality might not be available.

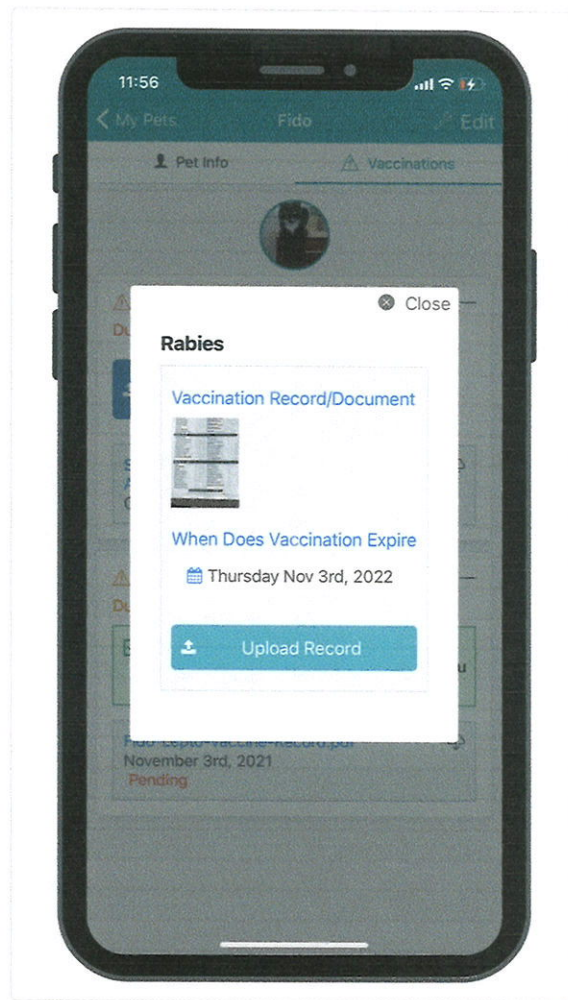
To manage your pet's vaccinations, navigate to the "Pets" tab of the Client App to see all of your pet's details. You can view all required vaccinations in the "Vaccinations" tab of a pet profile. After clicking the "+" icon on any vaccination, you can upload your vaccination records directly from this screen.



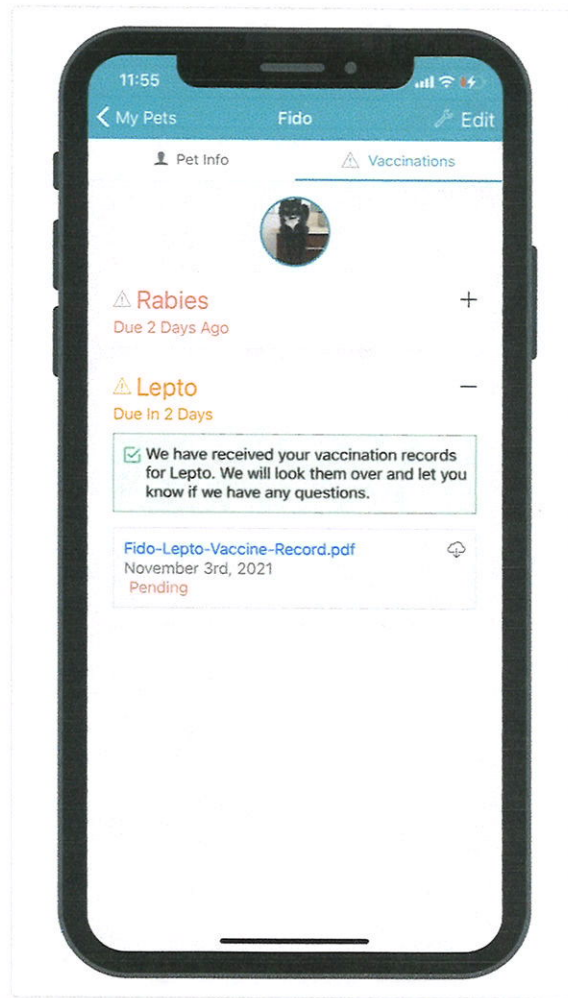
After clicking "Upload Vaccination Record" - you can upload a document, a picture, or take a picture of their vaccination records and upload the file:



After selecting the file, you will need to add the vaccination expiration date and click "Upload Record":



You will then be notified that the records have been successfully uploaded and are awaiting review by your pet care company:



Did this answer your question? 😊 ☹️

✉️ *Still need help? Contact Us (#)*

Last updated on June 24, 2022

Invoices

IN THIS ARTICLE

Reviewing/Downloading Invoices (#review)

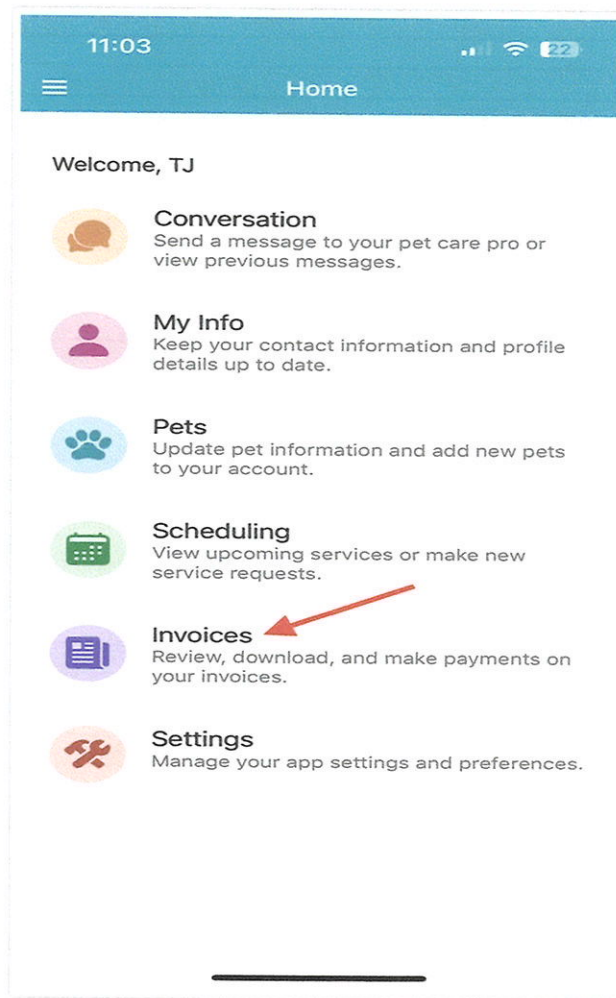
Make Payments (#payments)

Google Pay & Apple Pay (#pay)

Partial Payments (#partial)

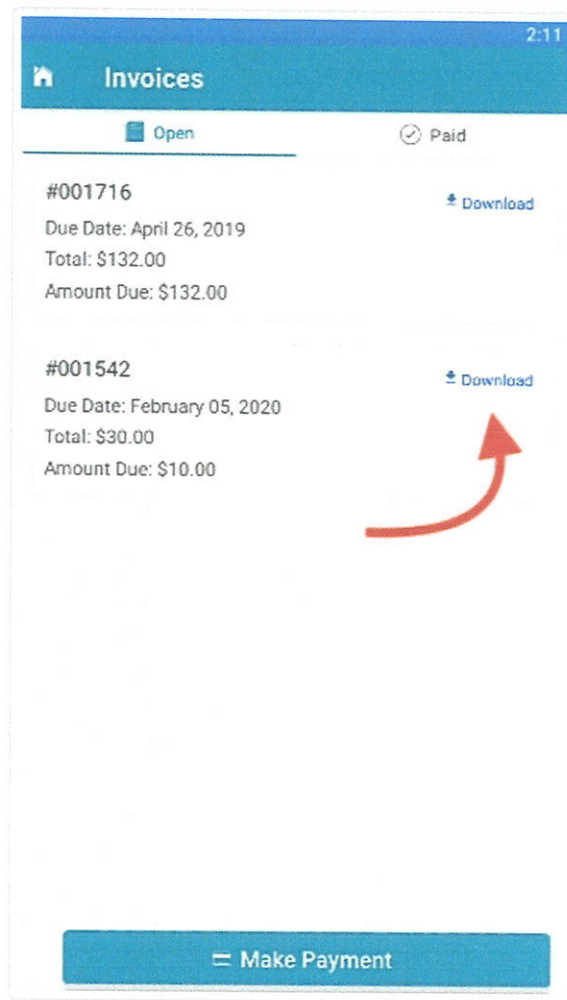
The "Invoices" section allows you to view your invoices and make payments to open invoices. This section can be accessed by selecting "Invoices" on the homepage of the app.

Please keep in mind that the configuration settings of your pet care company may cause your Client App to be configured differently from what is described in this help article.



Reviewing/Downloading Invoices

You can review all invoices on this page. You can also download invoices directly to your mobile device by clicking on "Download".



Make Payments

You can make a payment by clicking the "Make Payment" button at the bottom of the screen.

If your pet care company has not enabled payments via the mobile app, you will not have access to the "Make Payment" button.

You can then select which invoices you would like to pay by clicking on the invoice that you would like to pay.

The screenshot shows a mobile application interface for making payments. At the top, there is a blue header with a back arrow, the text 'Make Payment', and the time '2:15'. Below the header, the total amount 'To Pay' is shown as '\$0.00'. Two invoices are listed below:

Invoice ID	Amount
#001716	\$132.00
Due: April 26, 2019	
<input type="checkbox"/> Pay This Invoice	
#001542	\$10.00
\$5.00 tip incl.	
Due: February 05, 2020	
<input type="checkbox"/> Pay This Invoice	

At the bottom of the screen, there is a large blue button with the text 'Proceed To Payment'.

After selecting an Invoice, you will see the invoice has been highlighted and you have the option to leave a tip. If you do not wish to pay this invoice, you can de-select it by clicking the green "Will Be Paid" button. You can also select multiple invoices to be paid at once.

If your pet care company has not enabled tips via the mobile app, you will not see the "Add Tip?" button.

2:16
< Make Payment

To Pay \$132.00

#001716
\$132.00

Due: April 26, 2019

No Tip

Custom Amount

10%	15%	20%
\$13.2	\$19.8	\$26.4

Will Be Paid

#001542
\$10.00

\$5.00 tip incl.
Due: February 05, 2020

☰ Pay This Invoice

☰ Proceed To Payment

You can review the total amount to be paid by reviewing the "To Pay" section at the top of the app. When ready, you can proceed to payment by selecting the "Proceed To Payment" button.

If you have a payment method on file, you can select the existing payment method. You can also add a new payment method.

The screenshot shows a mobile application interface for completing a payment. At the top, there is a blue header with a back arrow, the text "Complete Payment", and the time "2:21". Below the header, the text "To Pay" is followed by "\$132.00". A dropdown menu is set to "New Card". Under the heading "PAYMENT METHOD", there is a blurred image of a credit card. Below the card image are three input fields: "CARD NUMBER" with a masked value "**** *", "EXPIRY" with a masked value "MM/YY", and "CVC/CCV" with a masked value "CVC". Under the heading "BILLING DETAILS", the "First Name" field contains the name "Jane". At the bottom of the form is a blue button with a white arrow and the text "Submit Payment".

Google Pay And Apple Pay

If your pet care provider has Google Pay or Apple Pay enabled you'll be able to pay using this method as well. Please note: Google Pay or Apple Pay payment methods are not stored in Time To Pet.

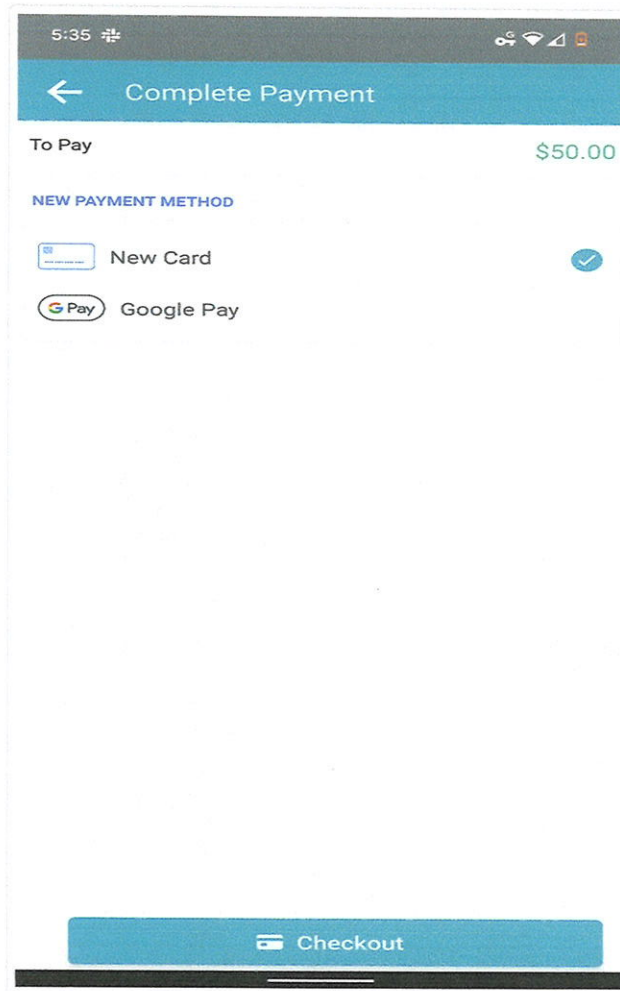
Google Pay

The Google Pay option will show if it's available by your pet care provider and you are using an Android device. If you have not set up a credit card yet with Google Pay we recommend setting this up first before paying through Google Pay.

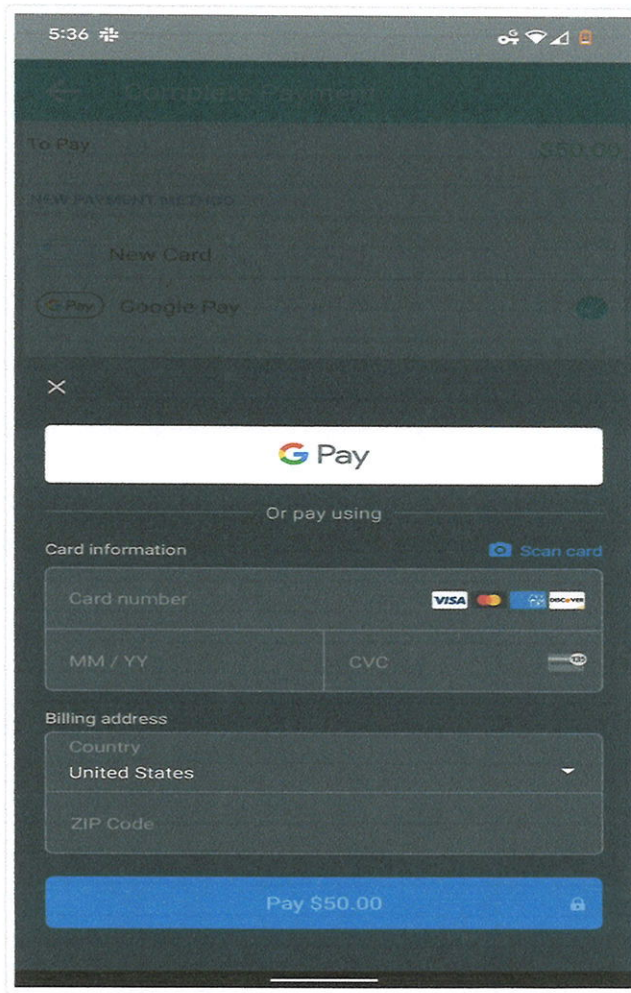
Samsung devices come with Samsung Pay by default. Time To Pet only supports Google Pay on Android. Samsung users will need to install Google Pay and add a valid payment method in order to use this feature.

Here are instructions on how to set up your Google Pay account: [How To Add a Card to Google Pay \(https://support.google.com/googlepay/answer/10192052?hl=en&visit_id=637922868465298098-85434583&rd=1\)](https://support.google.com/googlepay/answer/10192052?hl=en&visit_id=637922868465298098-85434583&rd=1).

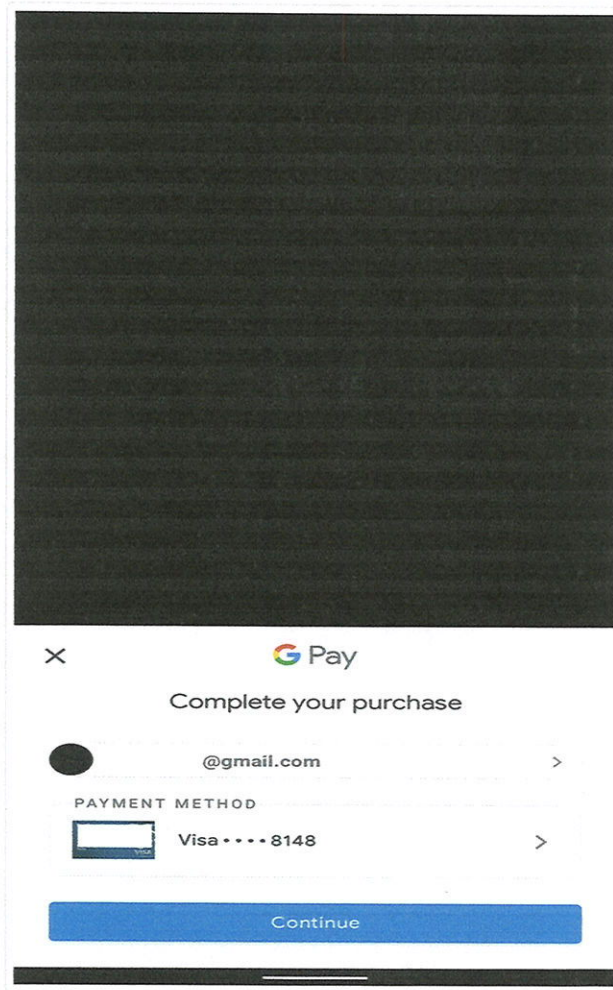
To pay your invoice in Time To Pet using Google Pay select the Google Pay option after completing the "Proceed To Payment" steps and clicking "Checkout":



Tap the "G Pay" bar to use a payment method in your Google Pay account. You will be taken to the next step where you can select your Google Pay payment method.



Choose your Google Pay payment method and tap Continue to complete the transaction:

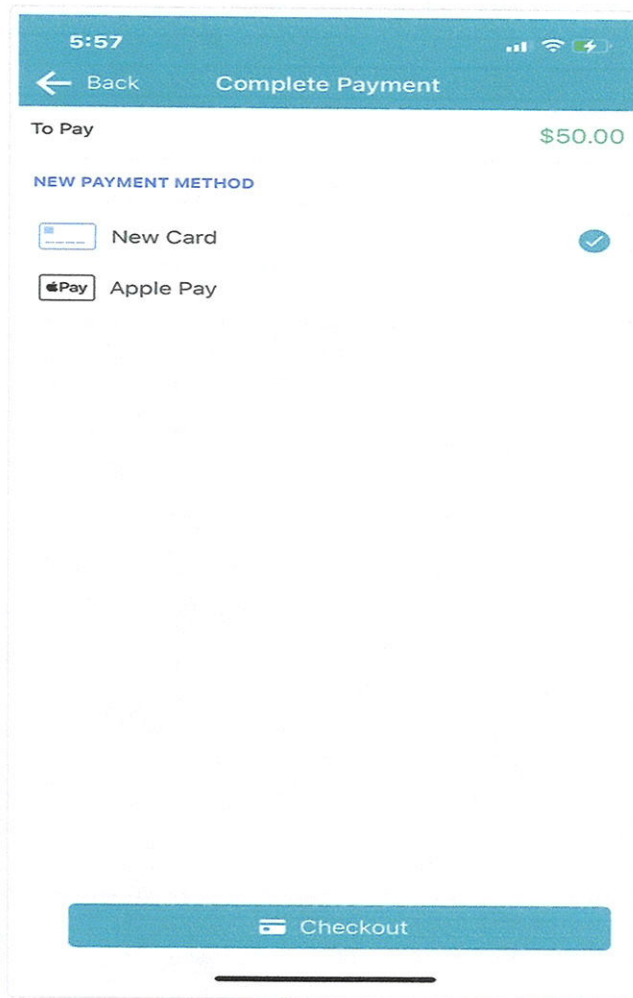


Apple Pay

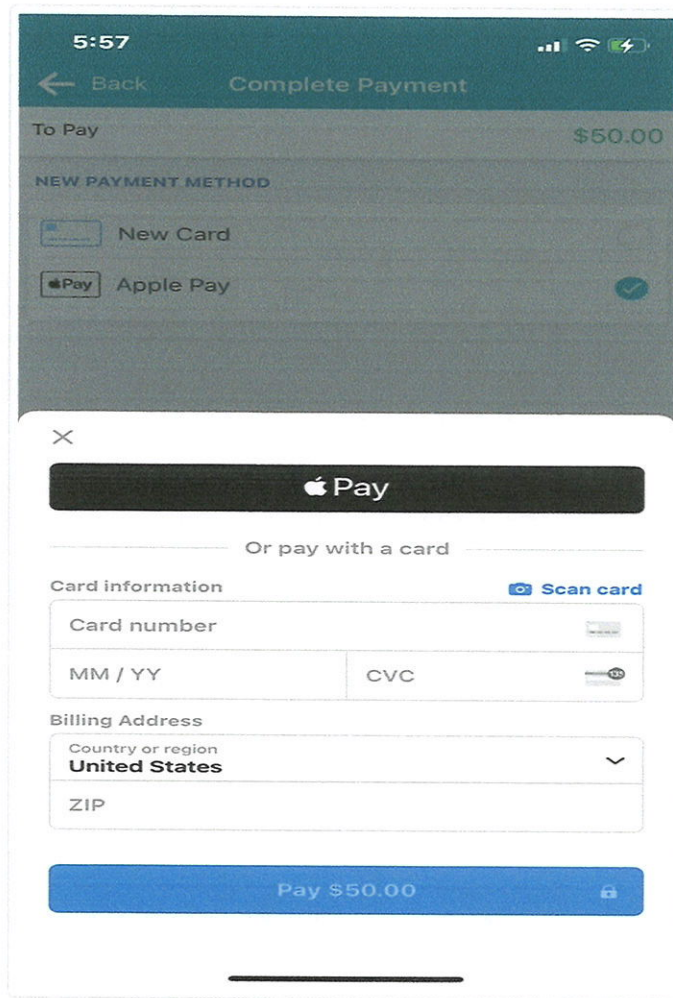
The Apple Pay option will only show up if you have added a valid payment method to your Apple Wallet and if your pet care provider has Apple Pay enabled.

Here are instructions on how to set up your Apple Pay account: [How To Add A Card To Apple Pay \(https://www.apple.com/105/media/us/apple-pay/2017/1b3e5430_fafc_4e9d_8114_4ba5eacf00f4/overview/films/add-a-card/apple-pay-add-a-card-tpl-cc-us-20170912_720x1280h.mp4\)](https://www.apple.com/105/media/us/apple-pay/2017/1b3e5430_fafc_4e9d_8114_4ba5eacf00f4/overview/films/add-a-card/apple-pay-add-a-card-tpl-cc-us-20170912_720x1280h.mp4) (https://support.google.com/googlepay/answer/10192052?hl=en&visit_id=637922868465298098-85434583&rd=1)

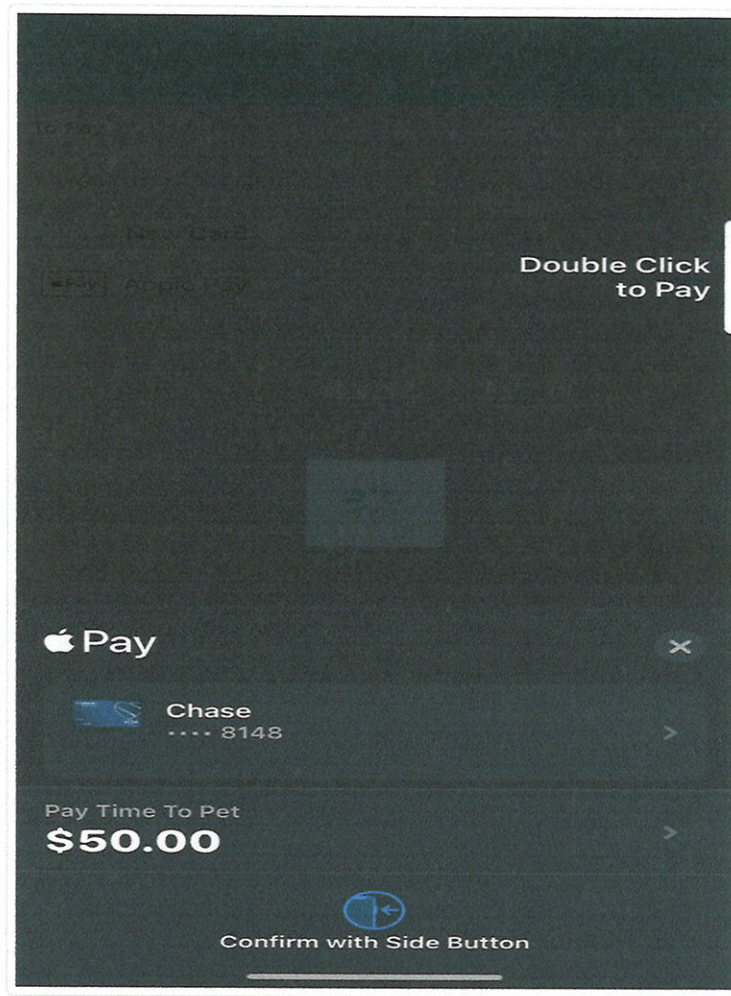
To pay your invoice in Time To Pet using Apple Pay select the Apple Pay option after completing the "Proceed To Payment" steps:



Tap the "Apple Pay" bar to use a payment method in your Apple Pay account. You will be taken to the next step where you can select your Apple Pay payment method.

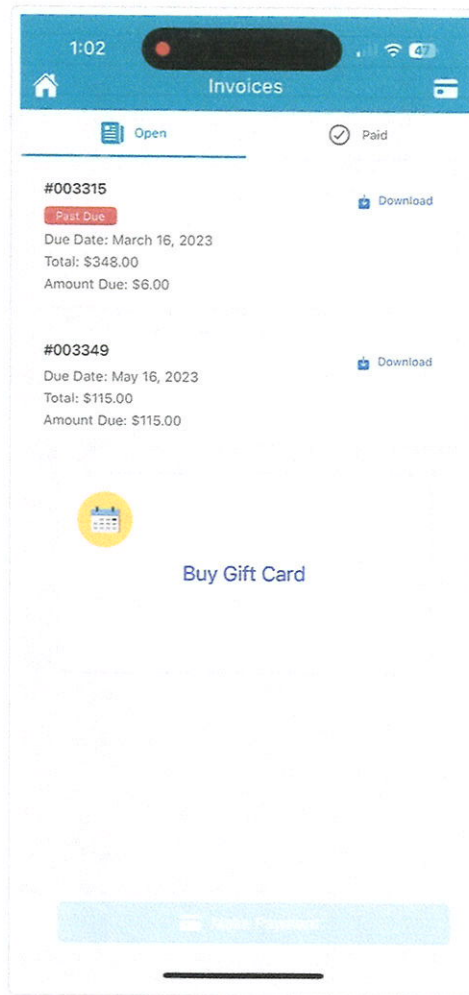


Depending on the model iPhone you have, you may need to tap the side button and scan your Face ID or use your finger on your iPhone's home button to confirm your payment:



Making Partial Payments In The Client App

When making a payment via the Client App, you have the ability to edit the amount you would like to pay. You can select a percentage of the total amount or a flat dollar amount. For example - you can submit a payment for 50% of the total amount due or a payment of \$100 on your \$300 invoice.



Did this answer your question? 😊 ☹️

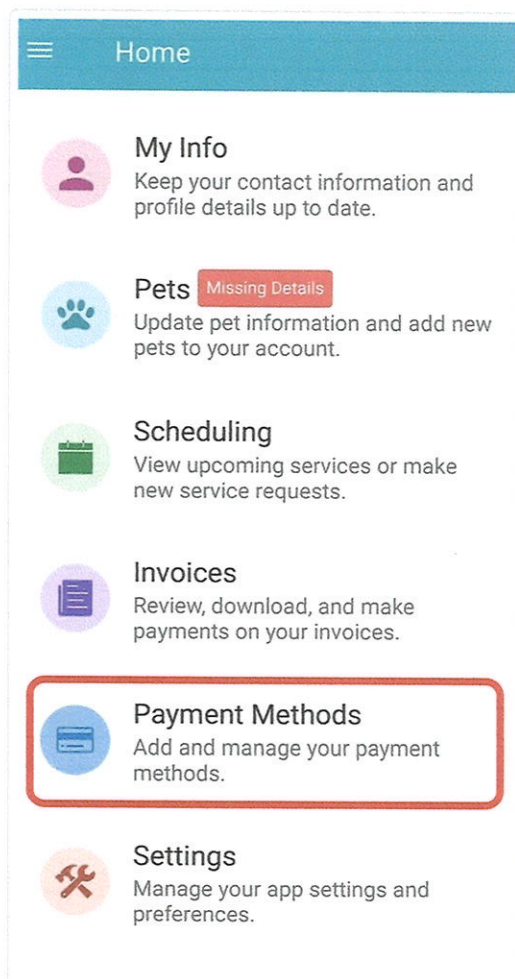
✉️ [Still need help? Contact Us \(#\)](#)

Last updated on April 2, 2023

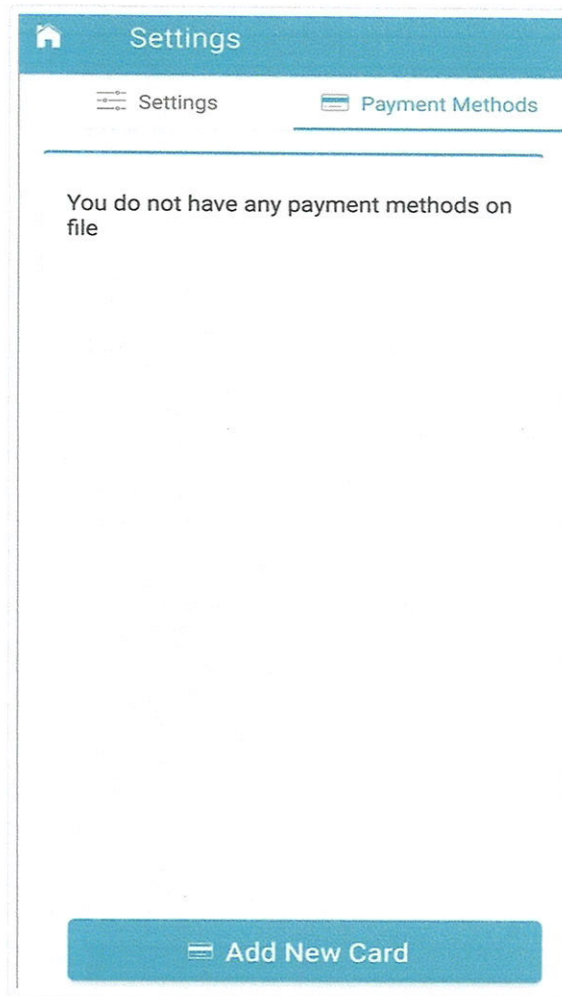
Add Or Remove Payment Method On File Using the Client Application

Note: If your pet care company is based in the UK, you will not be able to add a payment method using the steps in this article. You can save a payment method while making a payment on an invoice. (See Invoices ([//help.timetopet.com/article/158-invoices](https://help.timetopet.com/article/158-invoices)) for how to make a payment.)

To add a payment method in the Time To Pet mobile app, select the Payment Methods section on your app's homepage:



Next, click the "Add New Card" button to add your credit or debit card details:



The next screen will allow you to add and save your card details:

← Add Card

PAYMENT METHOD

CARD NUMBER

EXPIRY

MM/YY

CVC/CCV

CVC

BILLING DETAILS

First Name

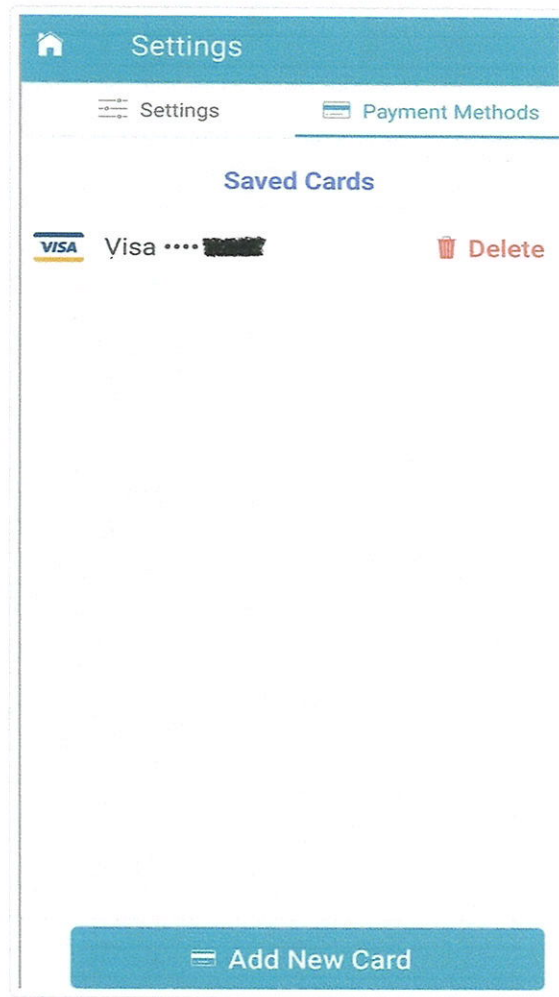
Test

+ Add New Card

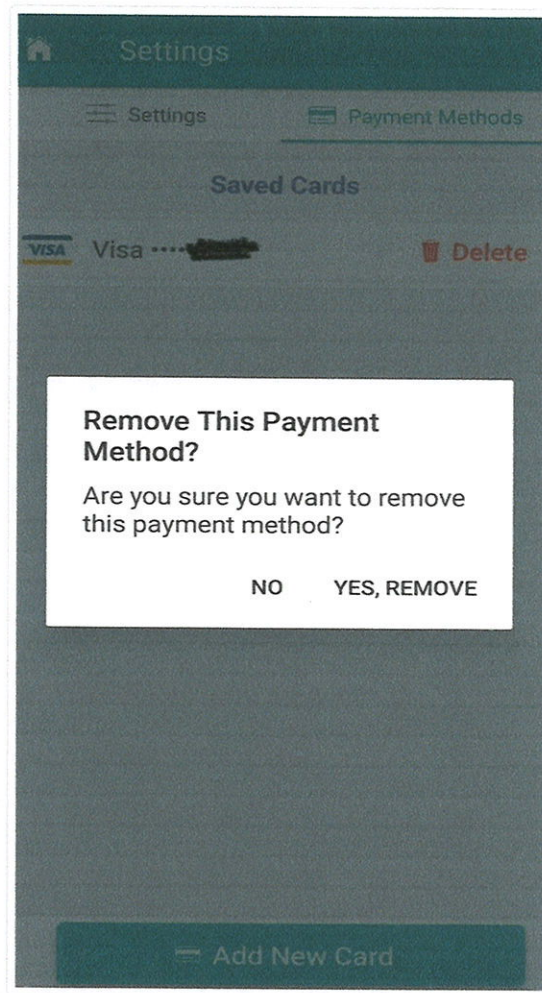
Please Note: If your company has ACH payments enabled, ACH bank details can only be added as a payment method from the web Client Portal when making your first payment on an open invoice. You can read more about adding an ACH payment method here: Making Payments With ACH
(//help.timetopet.com/article/188-making-payments-with-ach)

(//help.timetopet.com/article/188-making-payments-with-ach)

To remove a payment method from your client account using the Time To Pet mobile app, go to the Payment Methods tab on your homepage, and select the "Delete" button for the payment method you would like to remove:



A pop-up window will appear asking you to confirm the removal of the payment method from the account:



Did this answer your question? 😊 ☹️

✉ [Still need help? Contact Us \(#\)](#)

Last updated on July 27, 2022

Schedule

The "Schedule" section allows you to view your scheduled events, request new services, and submit cancellation/change requests. This section can be accessed by selecting the "Scheduling" button on the home screen of the app.

Please keep in mind that the configuration settings of your pet care company may cause your Client App to be configured differently from what is described in this help article.

IN THIS ARTICLE

Reviewing Your Scheduled Events ([#review](#))

Requesting Service ([#request](#))

New Service Request ([#new](#))

Pending Events ([#pending](#))

Cancellation & Change Request ([#change](#))

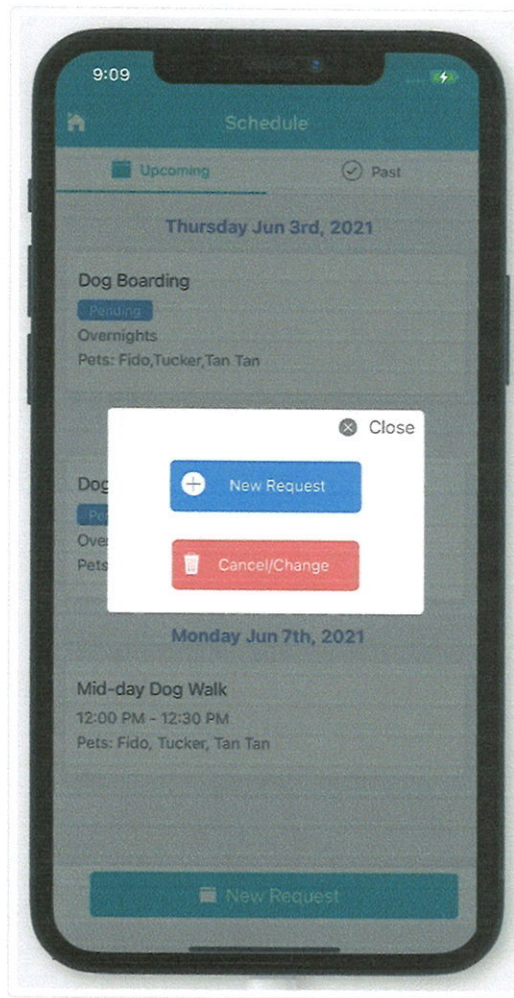
Reviewing Your Scheduled Events

You can review all of your upcoming events by reviewing the list in the "Upcoming" section. You can also review past events by selecting the "Past" button on the top of the screen.



Making Service Request Or Cancellation/Change Request

You can make a service request or submit a cancellation/change request by selecting the "New Request" button on the bottom right. Please note that your pet care business may have their account configured so you can make cancellation/change requests by selecting specific events. Please see our note on this at the end of this help doc.

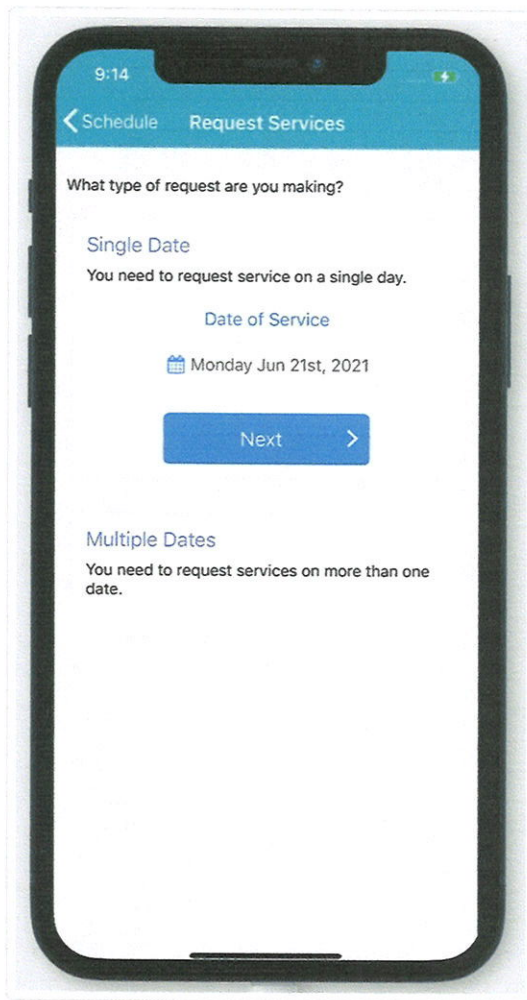


New Request

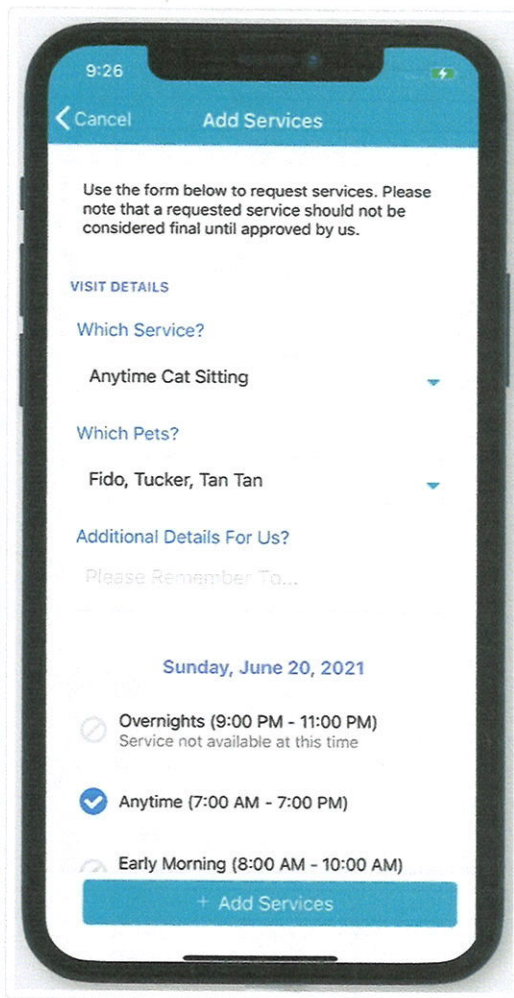
You can submit a new service order request by selecting the "New Request" button. There are two types of service requests you can submit. The first is "Single Date" and the second is "Multiple Dates".

Single Date

You can submit a request for just one day by selecting this option. You can then select the day you need a service and click the "Next" button.

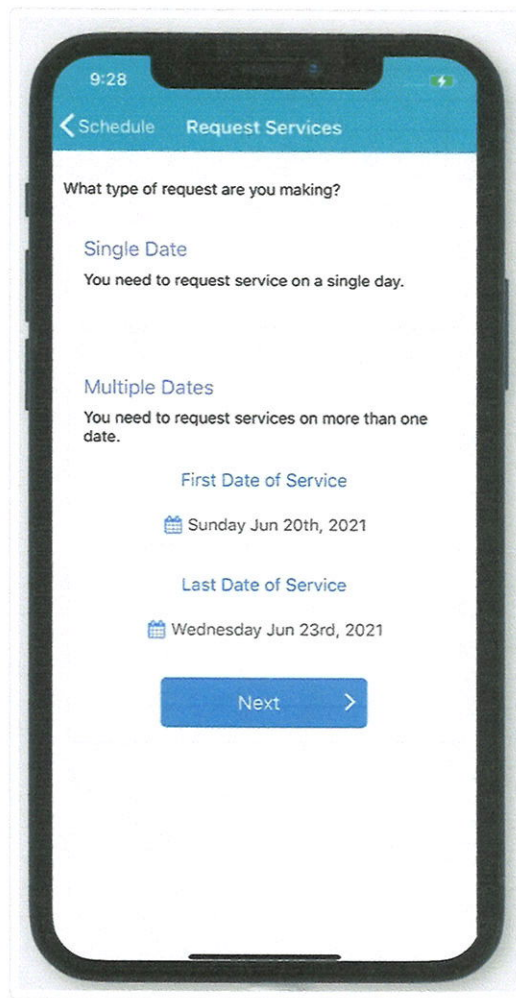


On the next screen, you can select the type of service you are requesting, which pets will be included in this request, add any additional details you would like to provide, and then select the time block you are requesting your service in. Please note that your pet care business may restrict certain services to specific time blocks. Once you are done with your selections, click the "Add Services" button at the bottom of the screen to submit your request.

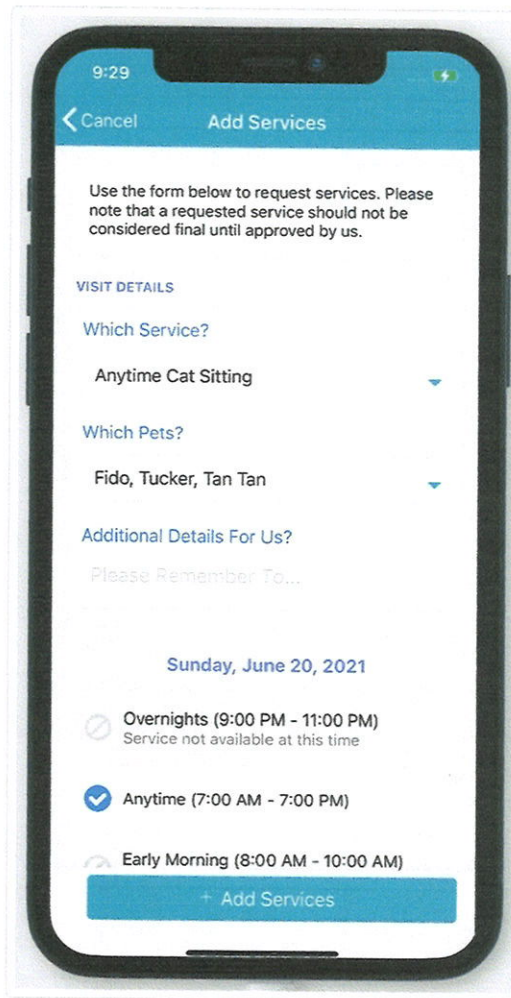


Multiple Services

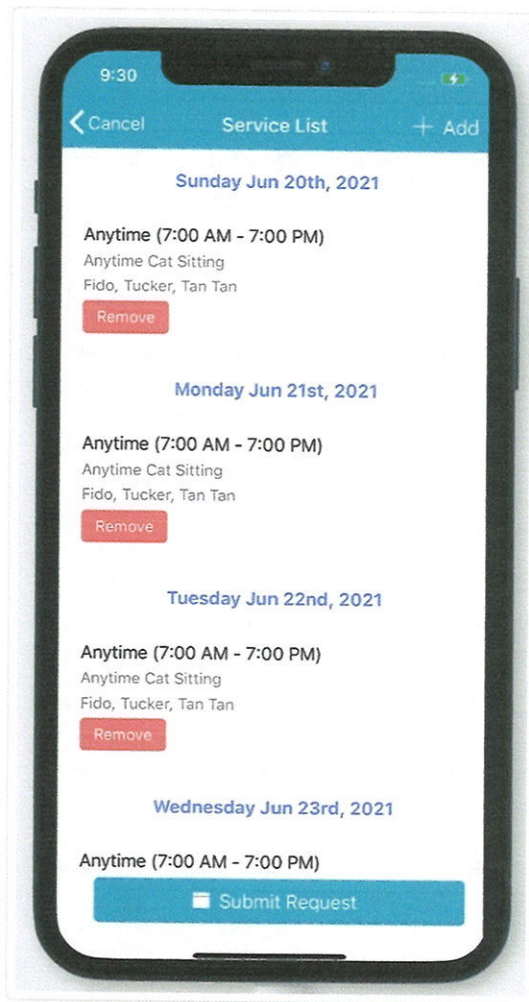
You can submit a request for multiple events by selecting the "Multiple Services" option. You can then select the first day and last day you need services and click the "Next" button.



On the next screen, you can select the type of service you are requesting, which pets will be included in this request, add any additional details you would like to provide, and then select the time blocks you are requesting your service in for each day. Once you are done with your selections, click the "Add Services" button at the bottom of the screen.

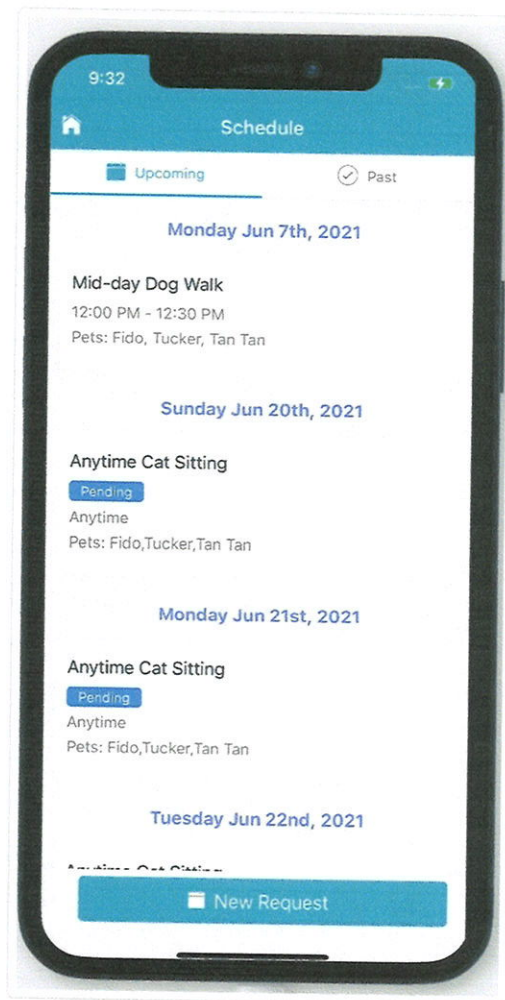


On the next screen, you see a list of the services you selected for you to review. If you need to add additional services, click "Add" at the top right of the screen. If you want to clear these services, click the back arrow at the top left. If everything is correct, click the "Submit Request" button at the bottom of the screen.



Pending Events

After submitting your request, your events will be listed as pending until they are approved.



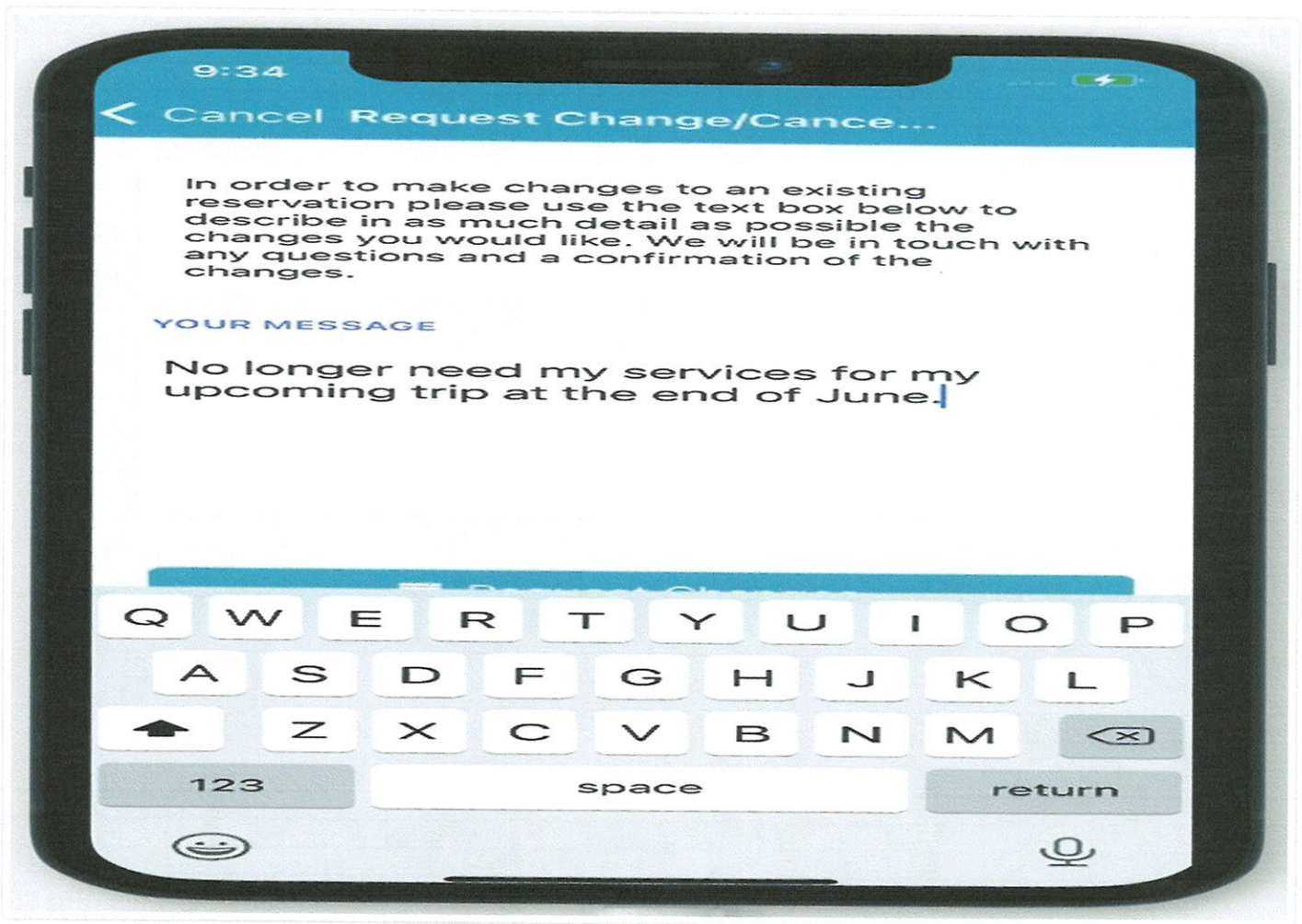
Cancellation/Change Request

Your pet sitting company can configure change and cancellation requests in two different ways:

- The first way requires you as the client to enter your change or cancellation request in a text box. This will then be reviewed and approved or denied by the administrator of the company.
- The second way enables you as the client to select specific events that you'd like to cancel or change directly from the Mobile App.

If you do not see a pencil icon next to your scheduled services, you'll need to send a message to the company with your change or cancellation request to be reviewed.

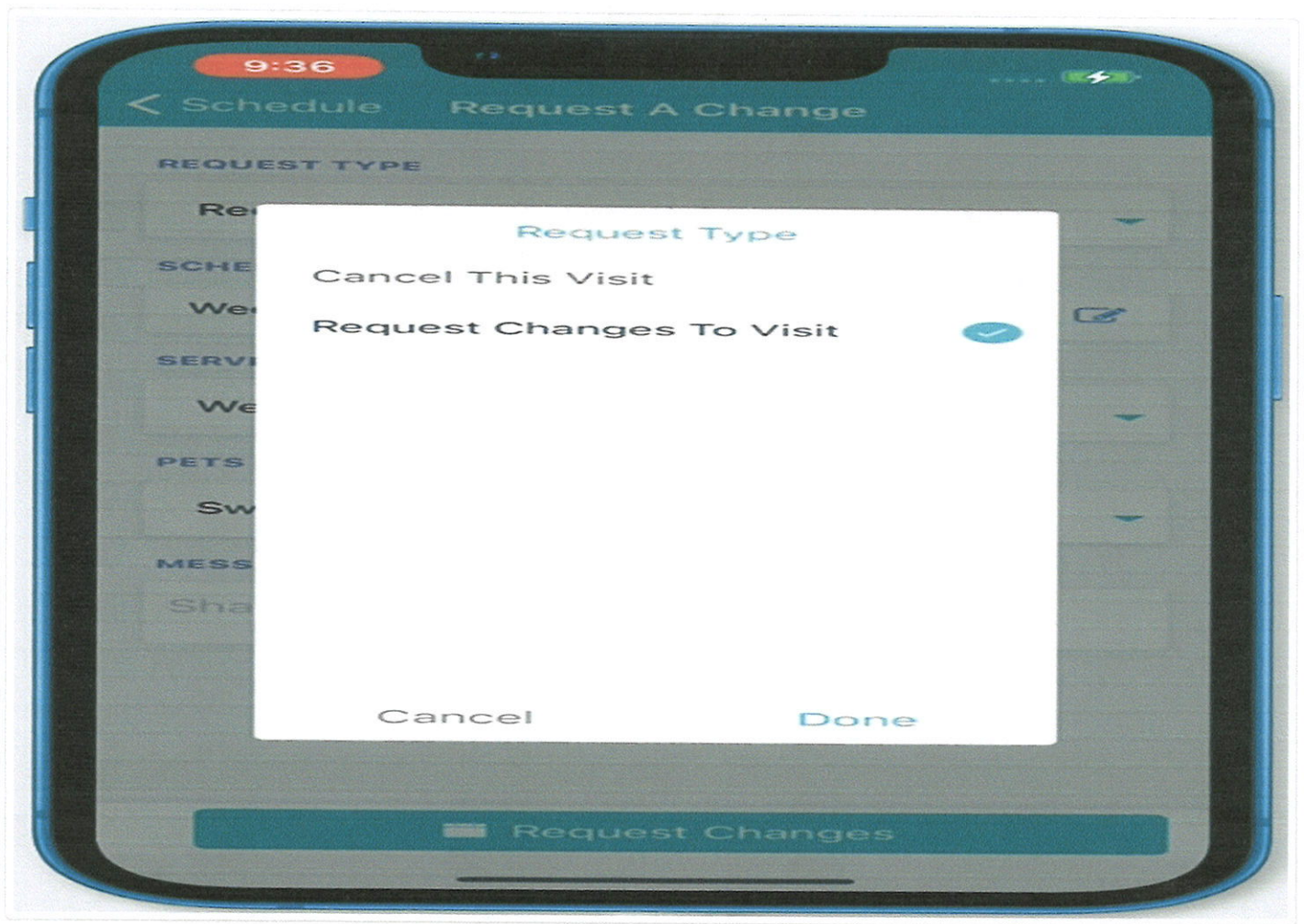
After selecting the "New Request" button on the bottom right, you can select the "Cancellation/Change" to submit this request. After describing the cancellation/change request, click the "Request Changes" button at the bottom of the screen to submit your request.



If you see the pencil icon, you can select which scheduled visit you'd like to edit or cancel:



Clicking the pencil icon allows you to select which request type you would like to make, a change or cancellation:



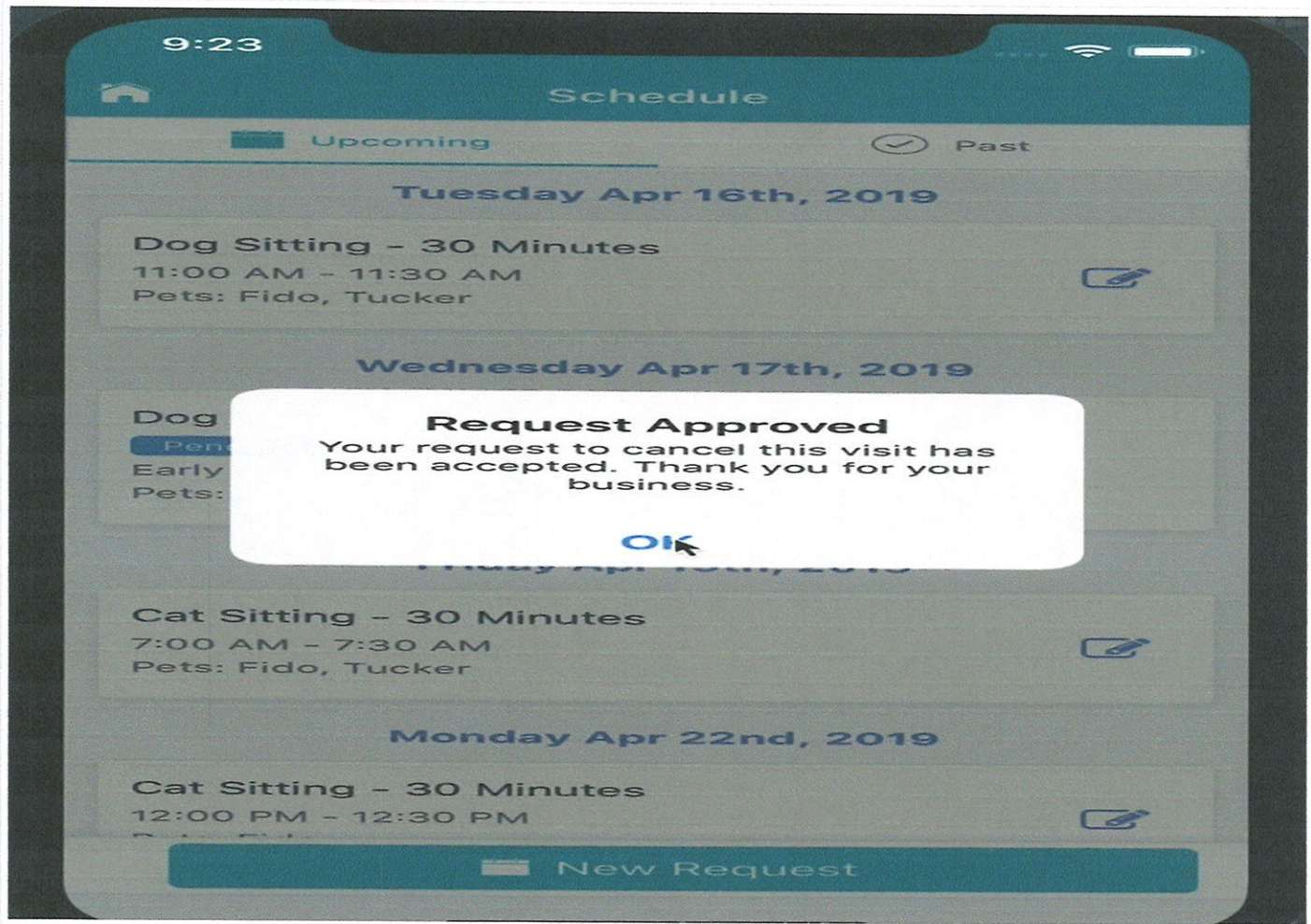
If you need to make changes to the scheduled event, you'll be taken to a screen where you can edit details such as the date, time block, service, pets, or any notes.



If simply canceling the visit, you'll be taken to a screen to process this request and leave any notes about the reason for the cancellation.



A notification will appear to let you know that your request is being processed. If the company has set cancellation requests to be automatically approved, you will receive a notification that your request was approved immediately:



If you would like to cancel multiple services at one in bulk, you can select the "Cancel Services" check box, and then select the services you need to cancel by checking the box next to each service on the right:



Once you have selected all services, click the red "Continue to Cancel" button at the bottom of the screen. On the next screen, you can add the reason for your cancelation or a short message for the company:



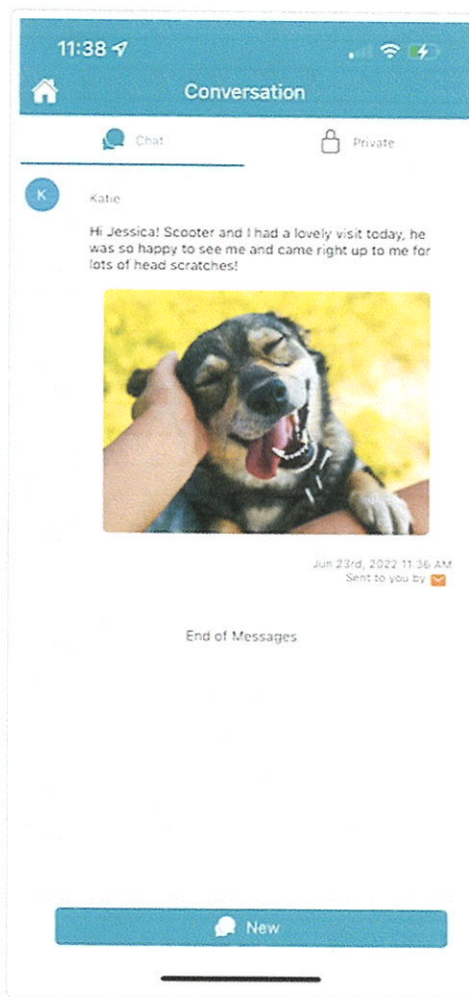
Did this answer your question? 😊 ☹️

☑ *Still need help? Contact Us (#)*

Last updated on March 20, 2023

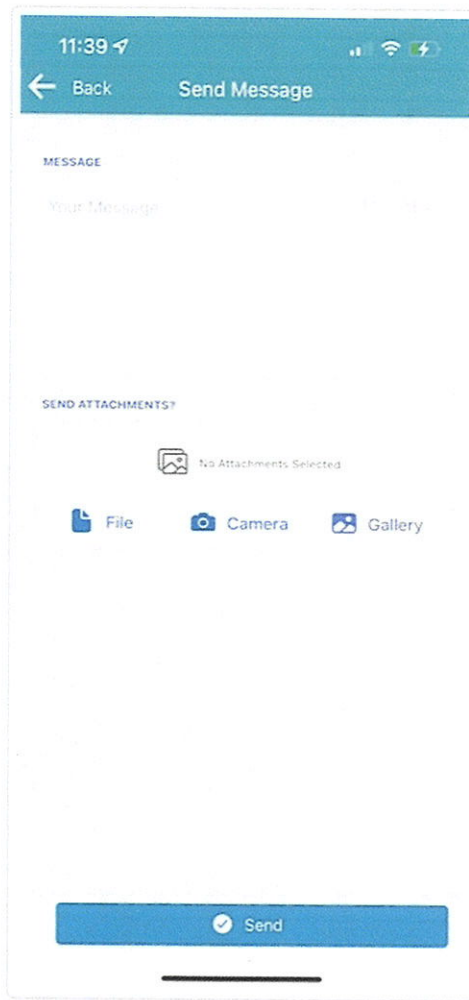
Conversation Feed

The Conversation Feed allows you to communicate directly with your pet care company. All messages sent to and from your pet care company will be listed here.



Send A New Message

To send a message, click on the "Conversation" button on the home screen of the Time To Pet mobile app. Then, simply click the "New" button at the bottom. You can include your note and any pictures. You can also cancel your message by selecting the back arrow at the top left. When your message is complete, click the "Send" button to send.



Did this answer your question? 😊 ☹️

✉️ *Still need help? Contact Us (#)*

Last updated on June 23, 2022

Saving And Sharing Photos From The Time To Pet Client App

The Client Application supports both downloading and sharing of photos from your Client App.

On both Apple and Android Devices, tap any photo from your Conversation Feed to open the gallery view. From there, scroll left or right to view all photos. If there is a photo you would like to save or share, click the "Save Image" button at the top to save it to your device's photo gallery, or click "Share" to share to an email, text message, or any social media platform you have enabled sharing for. To exit out of the gallery view, click the circled "x" in the upper right-hand corner.

Here is a short video example of tapping a photo, scrolling left or right in the gallery view, and clicking the "Share" button.



Did this answer your question? 😊 ☹️

Viewing Notifications On Your Mobile Device

The Time To Pet application may send you push notifications to inform you about a new message or information about a visit. This article will help clarify where and how these notifications will appear on your mobile device. Notifications behave differently on Android and iOS devices. Scroll down to find out more information about push notifications on the operating system you are using.

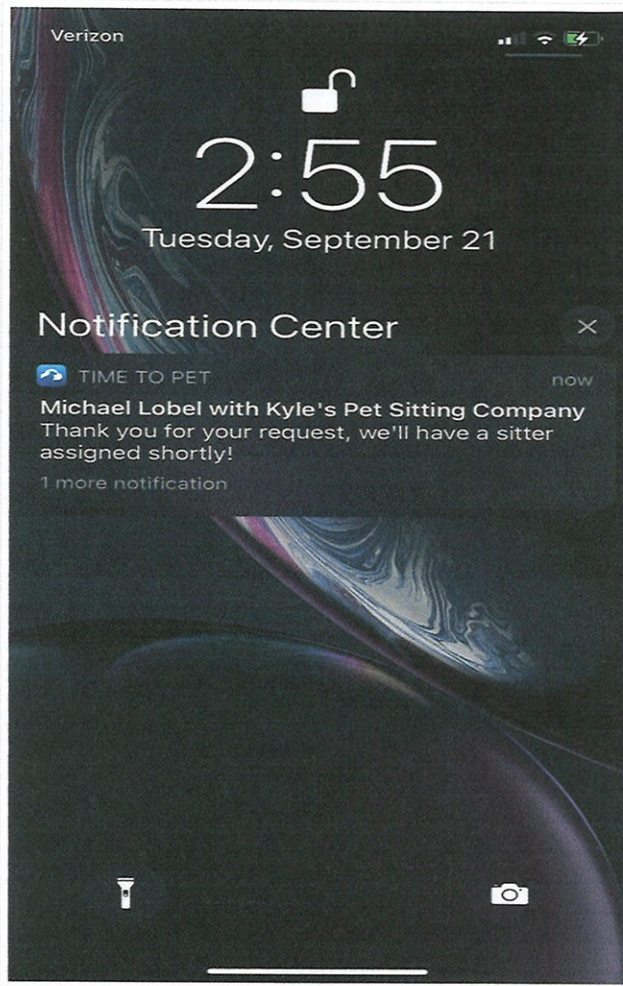
Notifications on iOS Devices

iOS notifications are viewed and managed using the Notification Center on your phone. The Notification Center can be accessed when the phone is locked or by pulling down from the center of the screen.

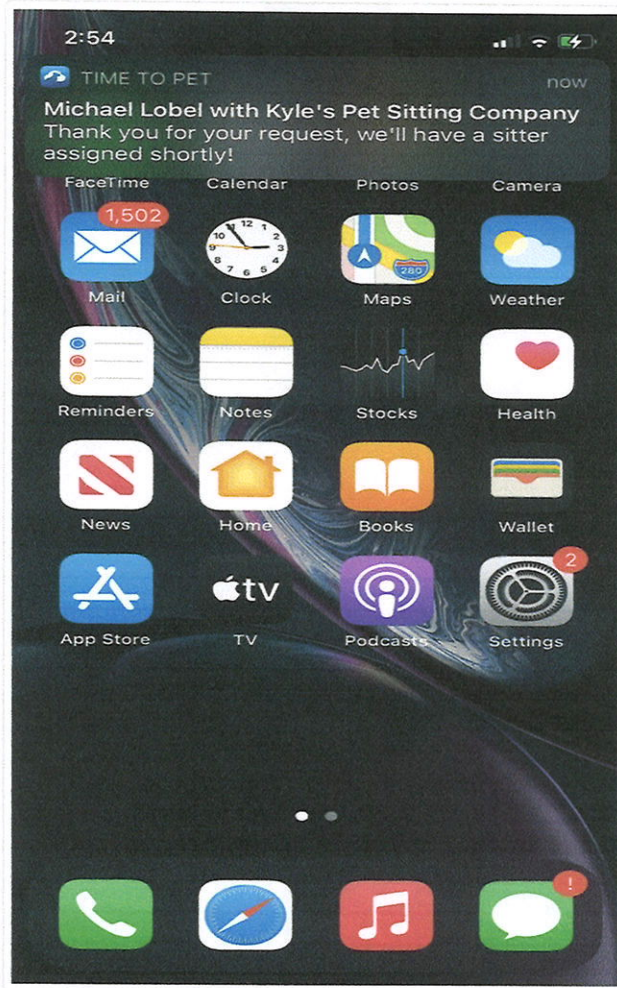
Time To Pet does not currently support the red dot notification count on the app icon, so once the notification disappears, you will need to view your Notification Center to access it.

Here is a document from the Apple Help Center that explains more about how the Notification Center works: <https://support.apple.com/en-us/HT201925> (<https://support.apple.com/en-us/HT201925>)

Here is what a notification will look like on your locked screen. You can also access the Notification Center by pulling down from the center of your screen when the phone is unlocked.



When you receive a Time To Pet notification it will briefly appear on your screen. Tapping on the notification will take you to the notification's action, such as viewing the conversation feed. You can also swipe left or right on the notification to bring up an option to clear the notification.



Notifications on Android Devices

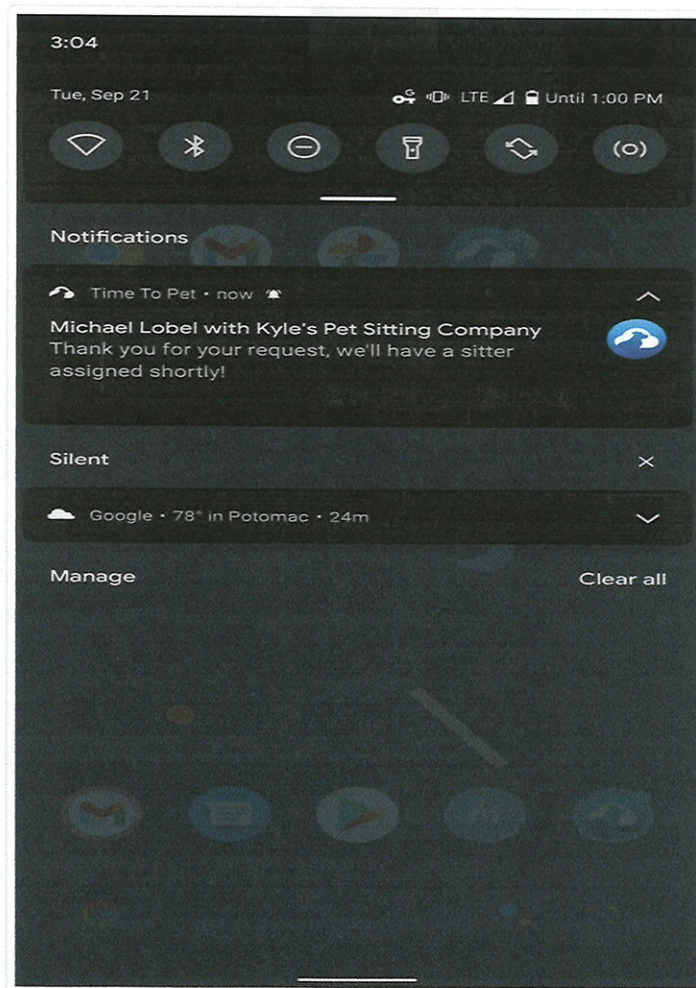
Android notifications are viewed and managed from the notification panel on your phone. When you first receive a notification, an icon will appear at the top of your phone in your status bar. You can then access the notification panel by pulling down from the center of the screen. You also view notifications from the lock screen on your Android device, as long as that option is enabled in your settings.

Here is a document from the Android Help Center that explains more about how the notifications work on Android: <https://developer.android.com/guide/topics/ui/notifiers/notifications>
(<https://developer.android.com/guide/topics/ui/notifiers/notifications>)

Here is what the notification icon will look like in your status bar. You will also see a notification dot on the Time To Pet app icon.



To view the full notification, pull down from the top-center of your screen. Tapping the notification will take you to the notification's action, such as viewing the conversation feed. You can also swipe left or right to dismiss the notification.



Did this answer your question? 😊 ☹️

✉ [Still need help? Contact Us \(#\)](#)

Last updated on June 29, 2022

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