PET OWNER APP FAQS

**Pre-Registration**

Why is my email address not recognized?

* For your email address to be recognized, it must match the email address on file with your veterinary practice. Please ensure you are registering with the email address your veterinary clinic has on file.

I didn’t receive the “verify my account” email.

* If you did not receive your account verification email, please check your spam and/or junk folders.

What’s my password?

* If you have forgotten your password and are unable to login, please use the “Forgot Password” link to send an email that will help you reset your password.

Why can’t I find my practice?

* Please check with your veterinary practice to confirm they are a participating practice in the Petlocity program.

**Post-Registration**

What does my status mean?

* Your status (Silver, Gold or Platinum) refers to the rewards level you have attained through purchases made at your veterinary practice and categories you have completed.

I have coupons, how can I redeem them?

* When checking out at your veterinary practice, open the “My Wallet” section of your Petlocity App. Tap on the coupon and show your clinic the coupon screen for them to redeem it and apply the discount.

How do I track my points and status level?

* Your points and status levels can be viewed on the homepage of your Petlocity app.

Why aren’t my pets displaying correctly?

* Your pet’s information in the app mirrors the information on file with your veterinary practice. If you have recently made updates with your veterinarian, including adding a new pet, please allow 24to 48 hours for the updated information to display in your Petlocity app. In addition, please note that at this time, the Petlocity app only displays information for your canine and feline companions.

I take my pet(s) to a different vet now; can I still use my coupons?

* At this time, coupons may only be redeemed at the clinic where they were earned.

I just joined the program, how far back can I get rewards?

* Rewards will be calculated from five days prior to the date your email address was registered with Petlocity.

Why haven’t I received credit for my purchases?

* Once a purchase is made at your veterinary practice, please allow 24 to 48 hours for the information to be updated in your app.

I submitted a request but haven’t heard back.

* Please contact your veterinary practice directly regarding any unanswered requests.

How do I update my pet’s information?

* Your pet’s information in the app mirrors the information on file with your veterinary practice. If you have recently made updates to your personal or pet information with your veterinarian, please allow 24 to 48 hours for the updated information to display in your Petlocity app.

How do I send my Hospital Bag?

* If your practice offers the option of Hospital Bag, you can forward your pet’s information via email, fax or text to the requesting party.