BEMA Site Tour
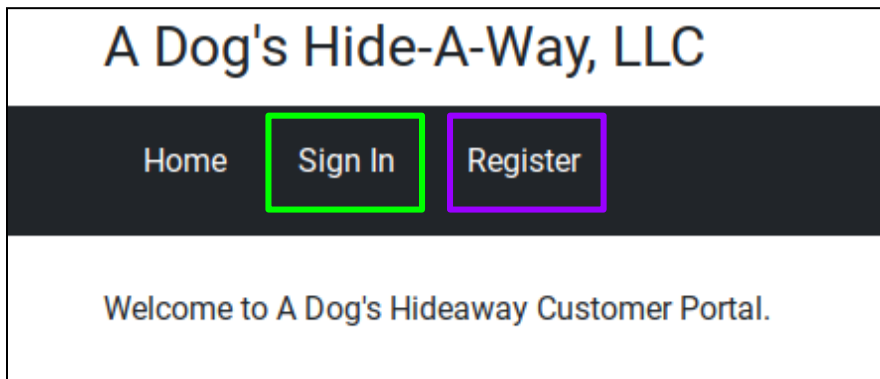
Customer Portal

Contact Us at: admin@adogshideaway.com
503-372-5259

Please note that our new software isn't 100% mobile friendly currently. If needed, it may be easier to use a computer. If using a mobile device, please turn screen horizontally to use the site more effectively

Signing In/Registering

When first entering, you will see three options on the top left corner of the screen. Returning Owners will focus on "Sign In" and New Owners will click on "Register".

Signing In

Sign In

Email:

Password:

Sign In

» Forgot your Password?

- **If this is your first time logging** into our new software but you did have an account on our previous website, then good news! You already have an account
  - You just have to click "Forgot your password" or you can email us and we can change your password for you as well.
- **Returning clients** just enter your email and payment portal password as normally

Registering

Contact Information

First Name:

Last Name:

Address:

City:

State:

Postal Code:

Phone:

- There are three sections that all new owners must fill out completely.
  - Please note that the site **will not** allow you to save or move on to the next page if there is a blank slot
- For a phone number, place a number that we can contact at any time via text if able
- Same thing with an email address, we send all invoices and communications with this information
- For the Emergency Contact, please leave information for an individual who typically doesn't go on vacations with you
  - If something happens while you are away or if you don't respond, we want to make sure there is someone we can contact in case anything happens
- After filling everything out, all you have to do is fill out the security question and click "Register" at the bottom

Emergency Contact Information

First Name:

Last Name:

Primary Phone:

Account Information

Email:

Password:

Passwords must be a minimum of 8 characters and contain at least one uppercase character, one lowercase character, one digit, and one special character.

Confirm Password:

Enter the characters in the box below:

R P 8 M K F

Home

A Dog's Hide-A-Way, LLC

Home   My Account   Sign Out

My Account

» User Profile
» Pets (Vet, Vaccines)
» Agreement
» Grooming Request
» Bookings
» Make Payment
» Transaction History
» Statement
» Files

Once signed in or Registered, you will see a list of options on the left side of the screen.

- **User profile**
  - We recommend checking the user profile to make sure all information is correct if first time signing in.
  - If you scroll to the bottom of the page, you can choose to check the box for Auto-Pay. Once your card has been saved in the **Payment** section, Auto-Pay will start. It bills for services rendered at the end of each week.

Update Pet

👤 General Information

👤 Allowed Supplements

👤 Vet Information

👤 Vaccinations

Save   Cancel

them for you.

- **Pets (Vet, Vaccines)**
  - Here you can add or edit your pets. Click on the "Pencil" on the right side of the page to update/edit pet
  - Click "Add Pet" and fill out all the slots. Also, just like the Owner Profile, all slots must be filled in order to save the page. If you don't know what to input for a certain slot, feel free to put "N/A" or an expired date for the vaccines.
  - For a picture of your pet and their vaccines, you can send both to our email (which is listed at the top) to have us input

- <u>General Information</u>
  - Fill out as much information that you know
- <u>Allowed Supplements</u>
  - We only give these out to those who are staying overnight
  - For cheese and broth, sometimes dogs can be quite fussy during meal time. We may sprinkle some parmesan cheese or broth to help get them started.
  - For Benedryl and Aspirin, we only give these out to dogs who are experiencing sore paws or swimmers tail
  - And peanut butter is to make giving pills out easier

Aspirin?	No
Benedryl?	No
Unsalted Chicken Broth?	No
Parmesan?	No
Peanut Butter?	No

- **Agreement**
  - **For new clients**, a hard copy of the Boarding/Daycare agreement will be given to you on the meet and greet. But you are welcome to fill it out and sign it beforehand as well.
  - Feel free to sign it online and/or print it and hand it to an employee

Add Grooming Request

Pet: [⌄]

Date/Time: ⊘ [🔳]

Comments: [ ]

[Submit Request]

- **Grooming Request**
  - Select pet, add day and time you would like the groom to happen
  - Always book as far in advance as possible. Audrey, our groomer, is sometimes busier some weeks than others. We always recommend at least a week in advance
  - In the comment section you can put a particular cut that you would like. But anything other than a full groom, i.e. nail trims, anal glands, or an exit-bath, please put such into the comment section. Otherwise Audrey will plan for a full groom
  - After the request, within a few days, Audrey will either give you a call or email confirming the groom or to fit you in with her schedule.

- **Bookings**
  - **In this order you must**, Select which dog you want (it's one section per dog), which service you would like to add (one service per section), and chose which date you would like to come
  - For multiple dogs, select "Add Service" to add them onto the booking. Make sure all information like "service" and "dates" match
  - For multiple days, select "Services" and the pull down list will show "Daycare - Multiple days". Select the days you wish to come on the calendar and then press save.
  - "Kennel Free" = NOT bringing a kennel for overnight stays. "Kennel Sleeper" = IS bringing a kennel for over stays.

- **Make Payment**
  - Fill out all information on the page
  - We take Zelle. Also card, cash, and checks at the front gate.
  - At the bottom of the page, you can provide your card information. If you check the box, you can save your card for Auto-payments or if you don't want to enter everything again

- **Transaction History/Statements**
  - You can see all previous transactions and can also make payments on this page
  - Statements will be in the form of an invoice/receipt
- **Files**
  - Any documents uploaded on the pets profile can be found here.

- Typically it includes Pet Profile Picture, Boarding & Daycare Agreement, and any vaccinations/fecal screenings