



User guide for Pet Parent Portal

Version 2.0 • March, 2022

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Disclaimer

This Guide is **not** intended for pet parents or consumers but meant as an introduction guide for the Care Center personnel who'll be explaining the Pet Parent Portal functionalities and services to pet parents.

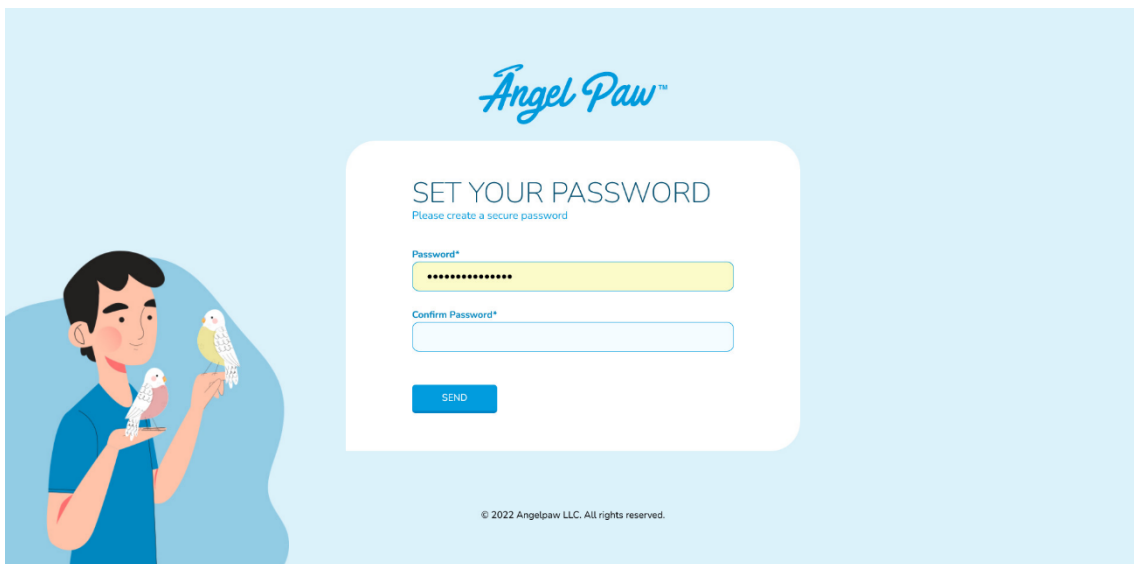
Description

The Pet Parent portal is a service to help grieving pet parents have visibility, transparency, and peace of mind of their beloved pet's final journey. Using our web portal and mobile apps (iOS and Android) the service offers pet tracking, grief support via grief support videos and video conferencing with certified pet loss counselors, celebration video creation to share memories with family and friends on social media, ability to purchase additional items and much more.

Setting the password

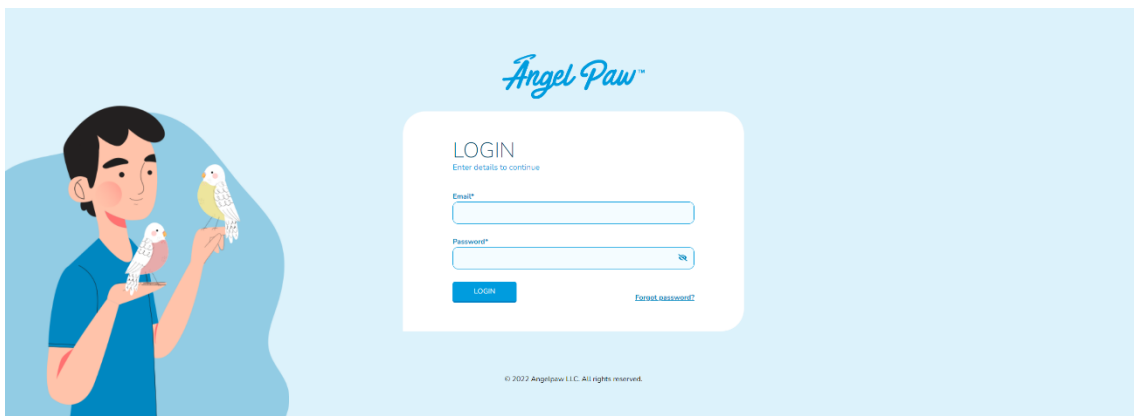
After an order is taken either at a veterinarian hospital or via ecommerce an Angelpaw account is established for each pet parent. Pet Parents access their Angelpaw account by links send via emails and SMS messages or accessing their accounts at any time at www.angelpaw.com .

First step once the Pet Parent access their account is to establish a password.



The screenshot shows the 'SET YOUR PASSWORD' form on the Angelpaw website. The form is titled 'SET YOUR PASSWORD' with the subtitle 'Please create a secure password'. It features two input fields: 'Password*' and 'Confirm Password*'. The 'Password*' field is highlighted in yellow and contains a series of dots representing a password. Below the fields is a blue 'SEND' button. To the left of the form is an illustration of a man in a blue shirt holding two small birds. The Angelpaw logo is at the top, and the copyright notice '© 2022 Angelpaw LLC. All rights reserved.' is at the bottom.

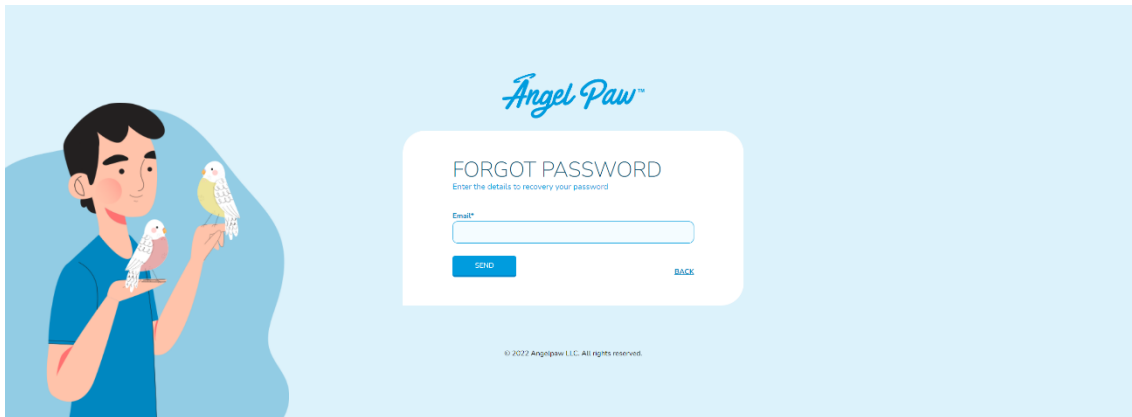
After setting a password, they'll login:



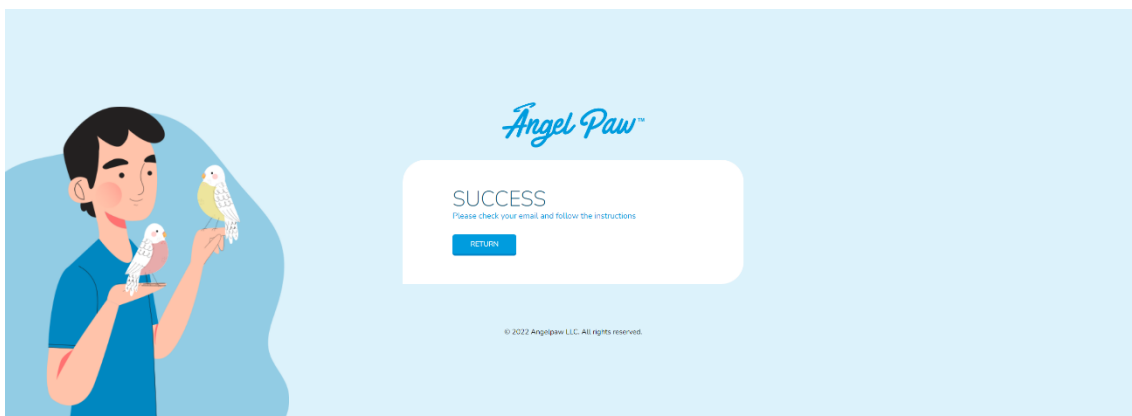
The screenshot shows the 'LOGIN' form on the Angelpaw website. The form is titled 'LOGIN' with the subtitle 'Enter details to continue'. It features two input fields: 'Email*' and 'Password*'. The 'Password*' field has a small eye icon to toggle visibility. Below the fields is a blue 'LOGIN' button and a link for 'Forgot password?'. To the left of the form is an illustration of a man in a blue shirt holding two small birds. The Angelpaw logo is at the top, and the copyright notice '© 2022 Angelpaw LLC. All rights reserved.' is at the bottom.

Resetting the password

If the user can't remember their password, they can recover it through the link below and through a link they'll receive via email.



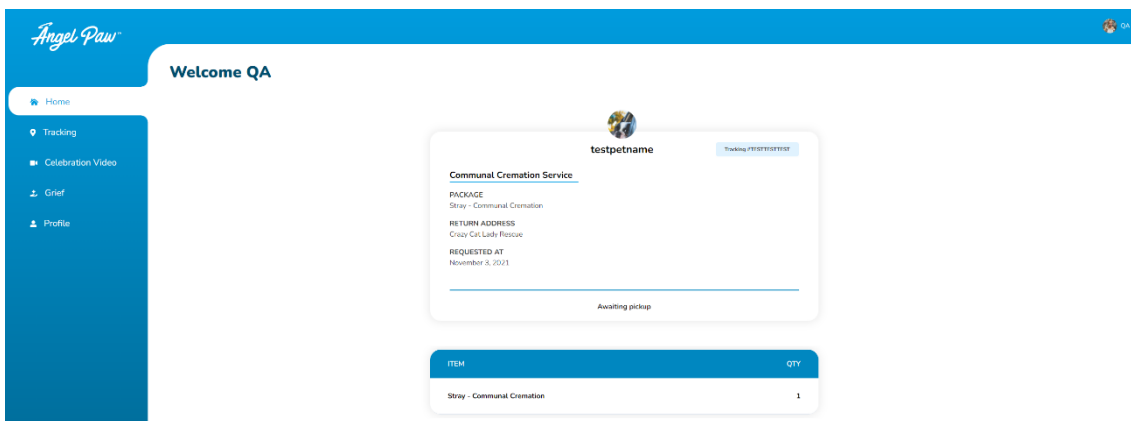
After sending the recover password email they'll see a success page, confirming an email has been sent for them to set a new password.



Dashboard

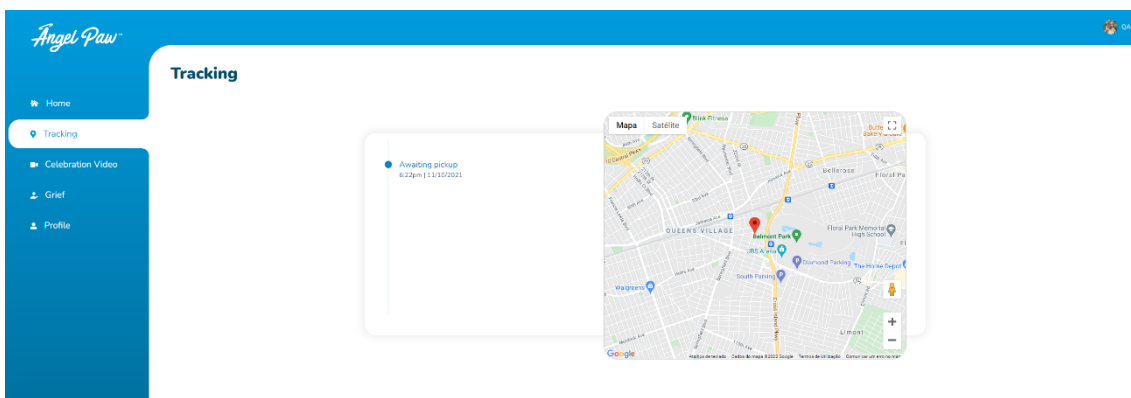
The dashboard has several functionalities: **Home, Tracking, Celebration Video, Grief and Profile.**

The Home page notes the service, products purchased and status.



Tracking: Ability for Pet Parent to track pets' movement real-time. Typically consists of four updates: Order placed, pet picked up at a veterinarian hospital, pet delivered to care center, pet picked up at crematorium and on route to veterinarian and delivered to veterinarian office.

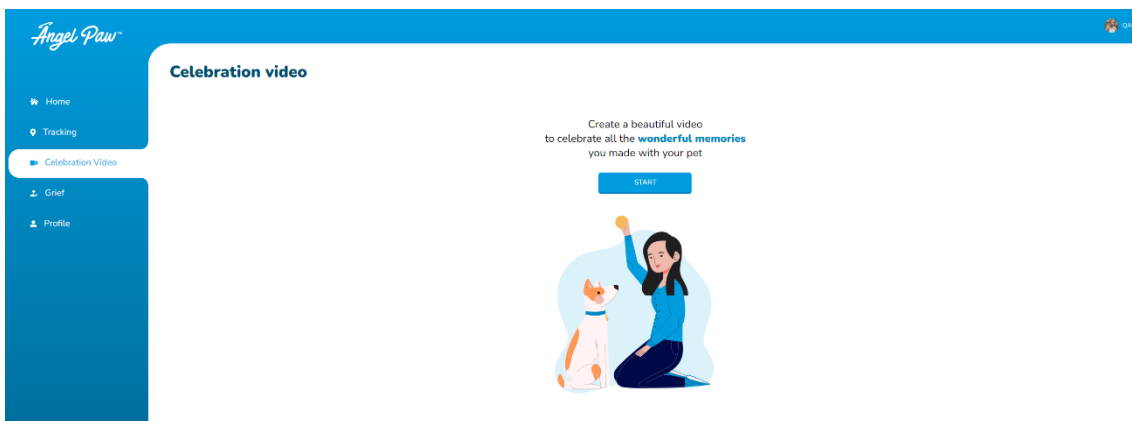
Confirmed pet location with mapped pinned either at the veterinarian hospital or the care center.



Celebration video

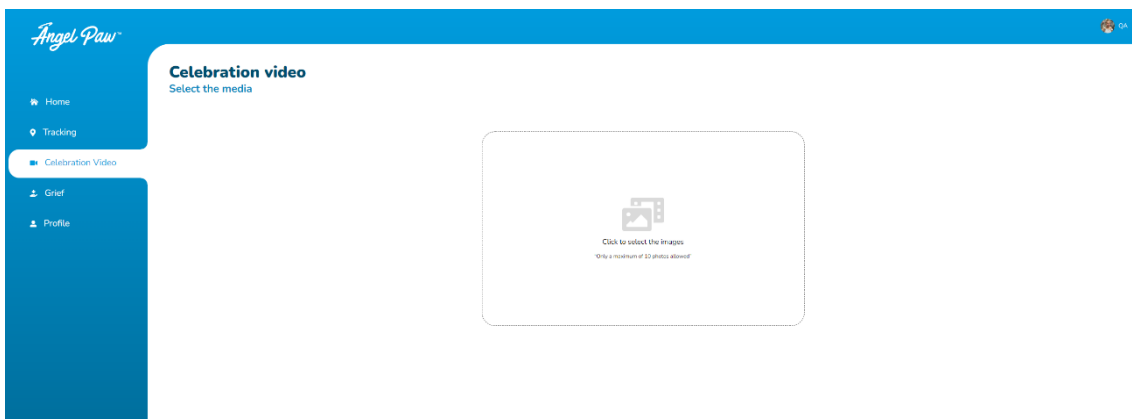
Celebration Video; service which allows pet parents to create a celebration video and share with friends and family on social media or email.

Click on **Start** to begin.

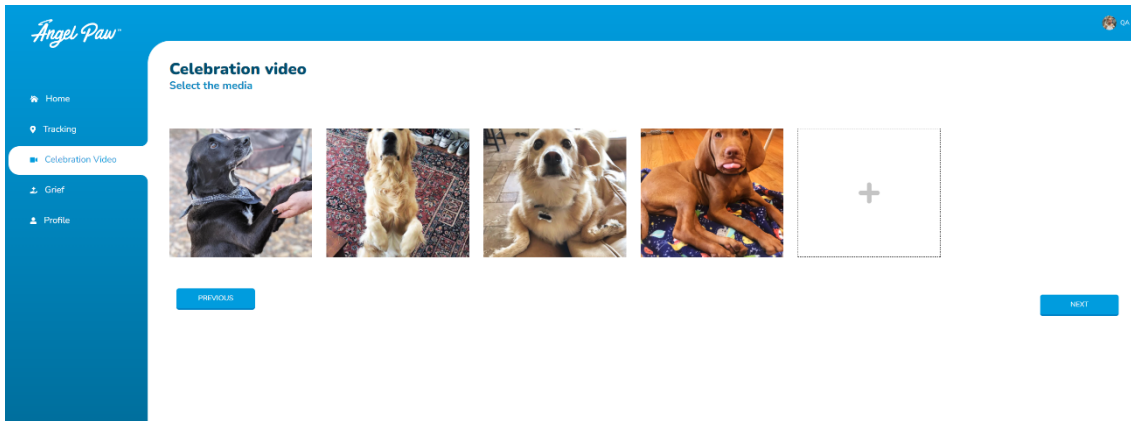


Select photos for the creation of the Video.

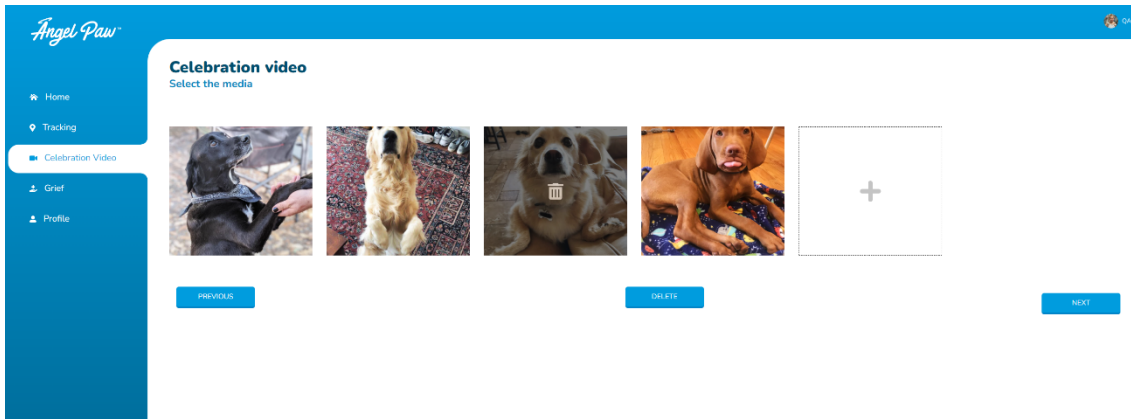
Photo limit of 10 photos with each photo having a maximum size of 10Mb.



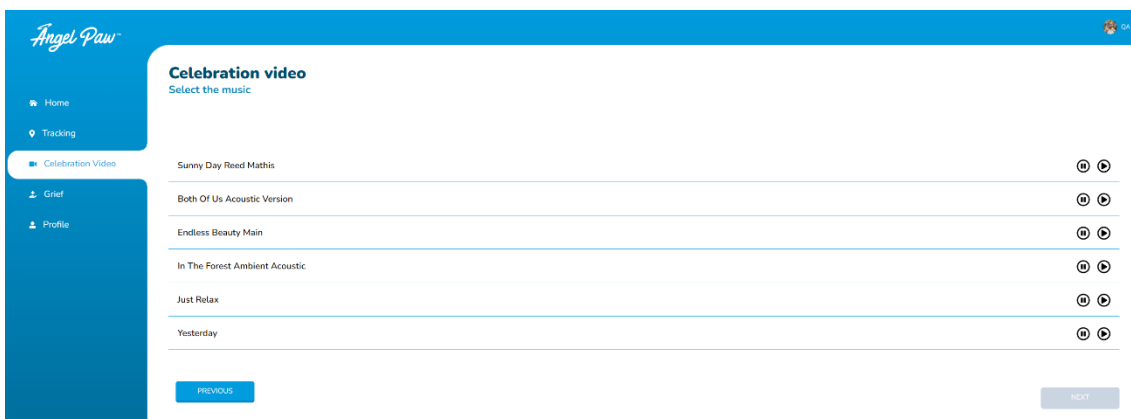
Pet parents can add or delete selected photos. Photo's added by fewer photos if they clicking the plus (+) button.



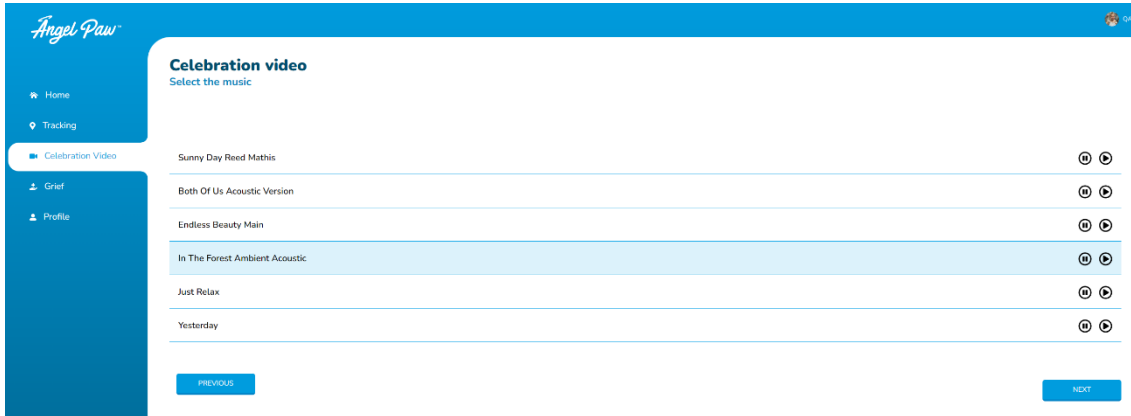
Delete selected images if needed. Click **Next** to continue.



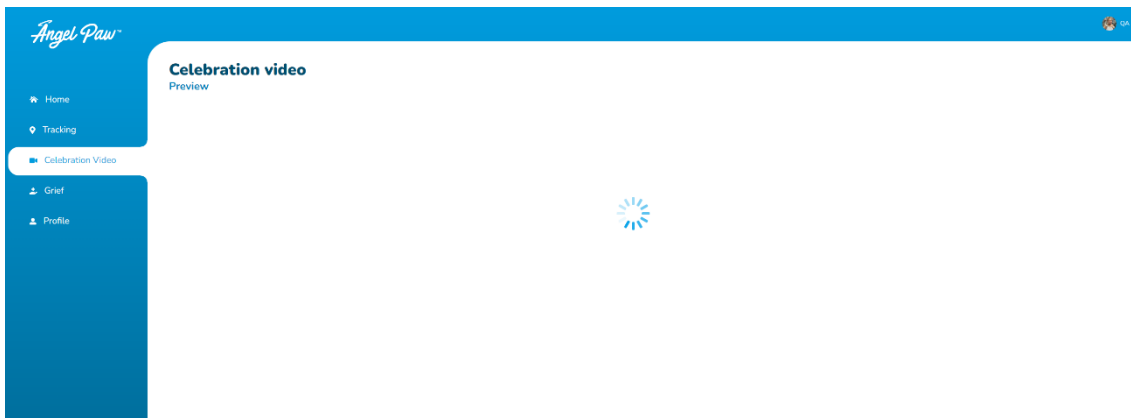
Pet parent choses music they wish to go with the video.



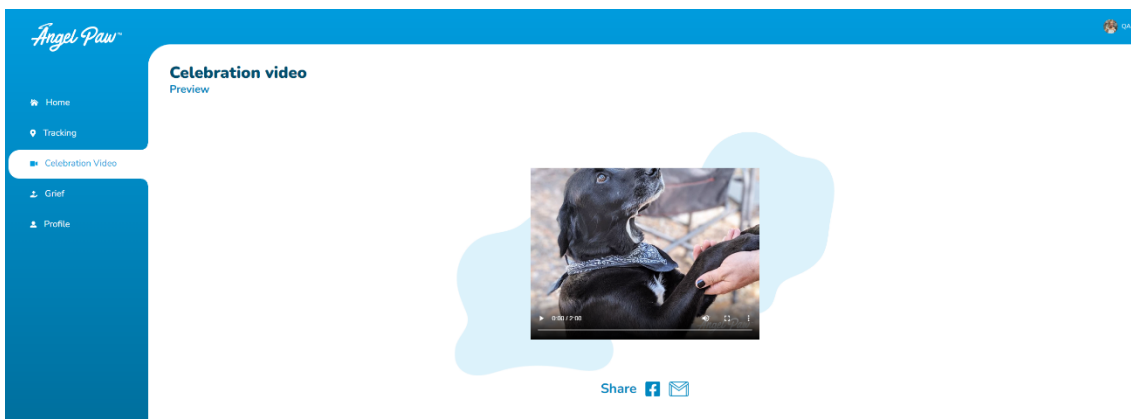
Each song is heard by clicking the **Play** button and can be paused by clicking on the **Pause** button. When music has been chosen and the music file has been selected click **Next**.



Celebration Video will load, please be patient it can take up to a minute to load.

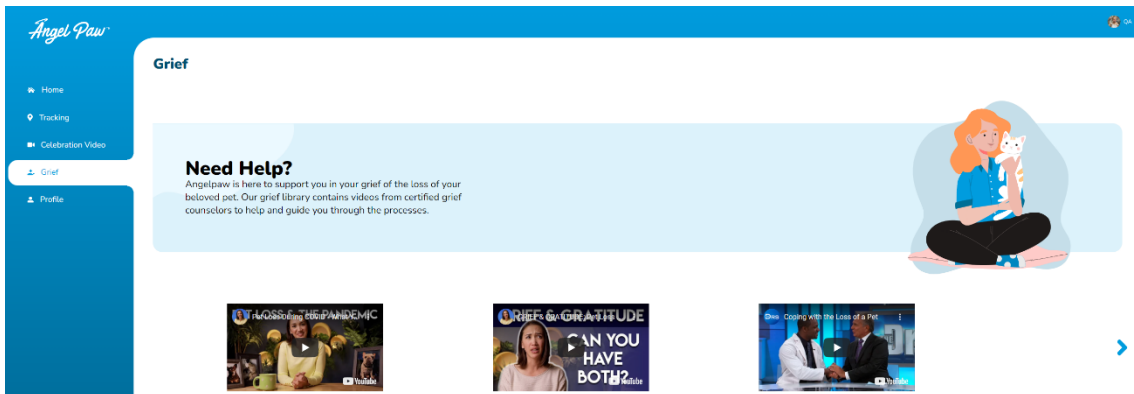


Once completed the pet parent can share onto Facebook or Gmail for web portal and other options for the iOS and Android apps. To share on other social media and email services copy the link and share the link directly on.



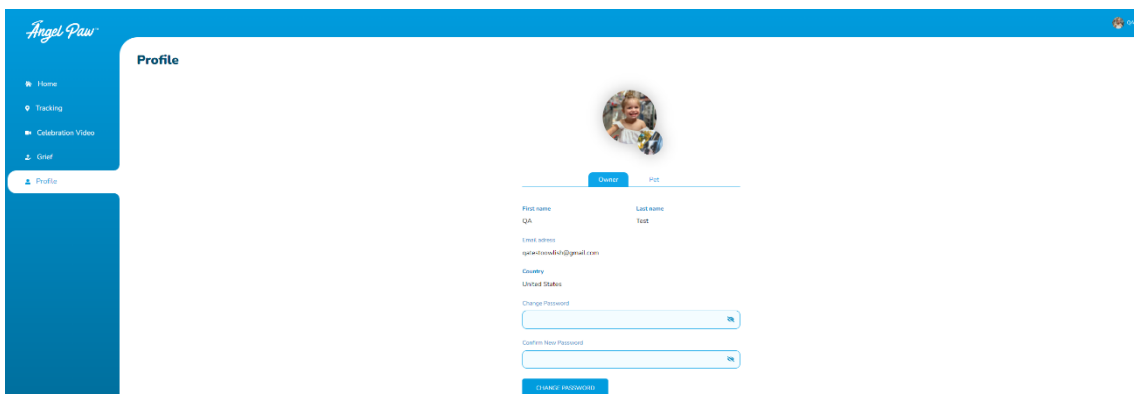
Grief

Grief section where pet parent can access our grief video library to help pet parents with their loss. Each video has distinct content to help through the grief processes. Video conferencing will be available where pet parents can schedule and video conference directly with certified pet loss specialist.



Profile sections contains personal information of the Pet Parent and of the Pet as well.

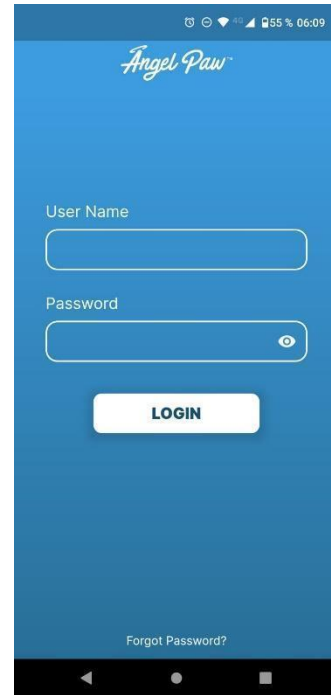
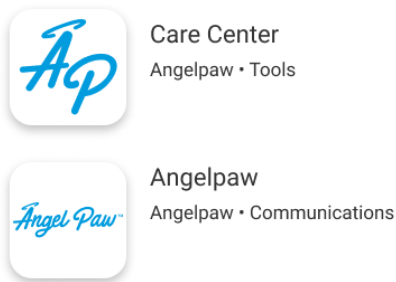
Passwords can be changed. Pet and pet parent photos can be added and changes by clicking on the circle image with a camera on it.



Android App

Angelpaw Android App can be downloaded from the Google Play Store at any time. Upon order creation either from a veterinarian or ecommerce an email and text are sent to the pet parent to download the app.

Within the Play Store Angelpaw has two app. Pet Parents need to choose the app titled “**Angelpaw**”, then download the app.

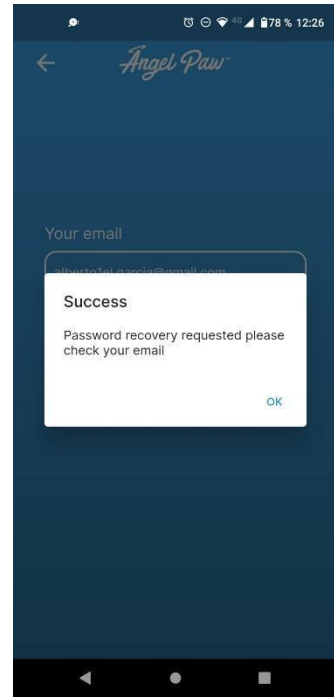


If the pet parent can't recall their password, it can be recovered by clicking “**Forgot Password?**”.

They'll be directed to enter their registered email. An email will be sent to reset the password.



Successful email sent confirmation.



Dashboard

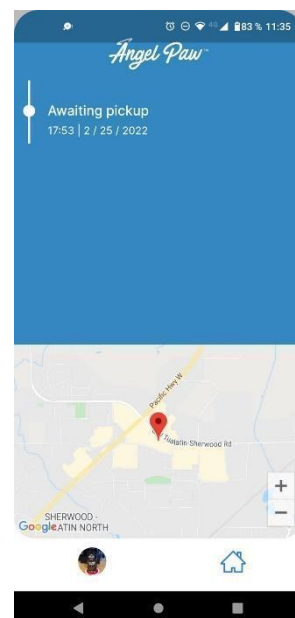
The dashboard has several functionalities: **Order, Tracking, Celebration Video, Grief and Profile.**

Click on each tile to access the functionality. The bottom two buttons are to access the pet parent profile and home page.



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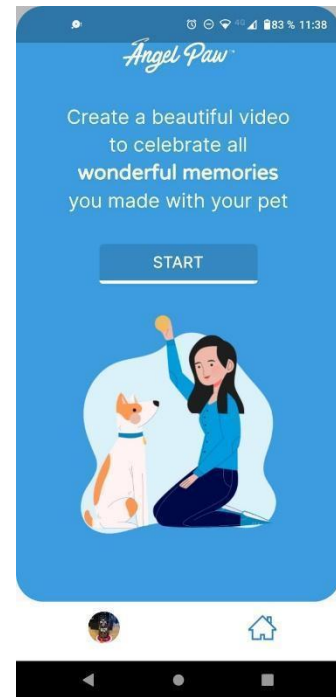
Confirmed pet location with mapped pinned either at the veterinarian hospital or the care center.



Celebration Video

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Click on **Start** to begin.



Select photos for the creation of the Video.

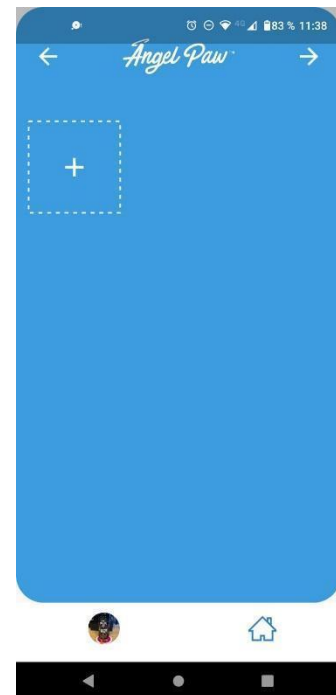
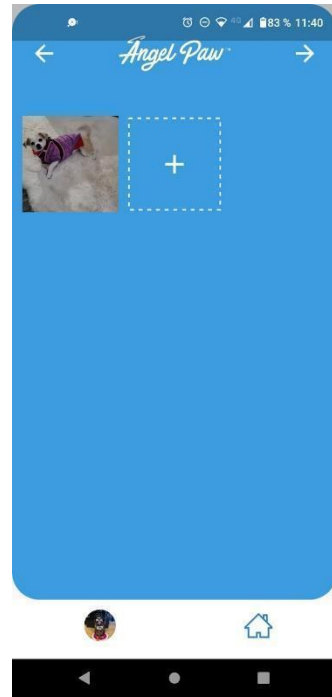
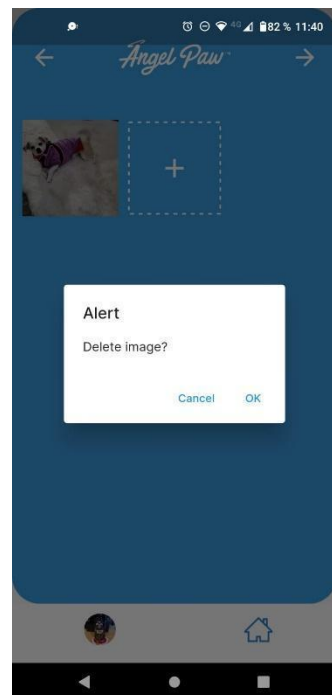


Photo limit of 10 photos with each photo having a maximum size of 10Mb.

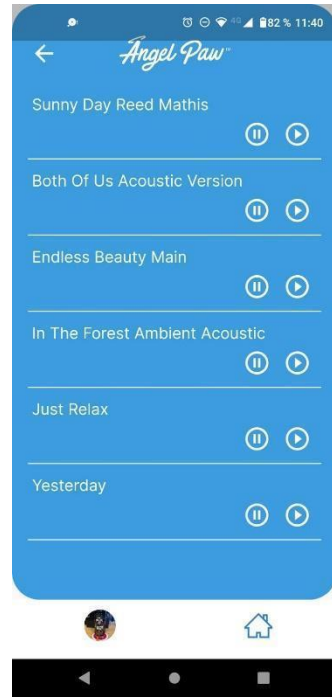


Delete selected images if needed. Click **OK** to continue.

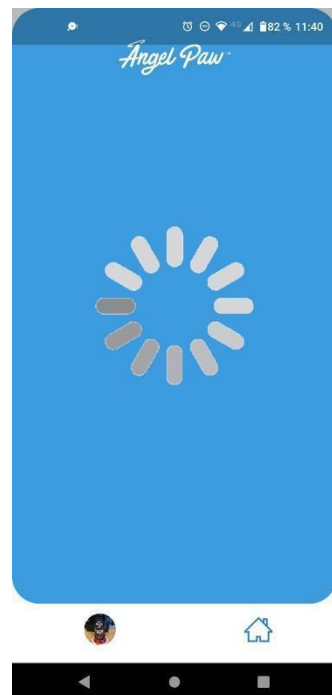


Pet parent chooses music they wish to go with the video.

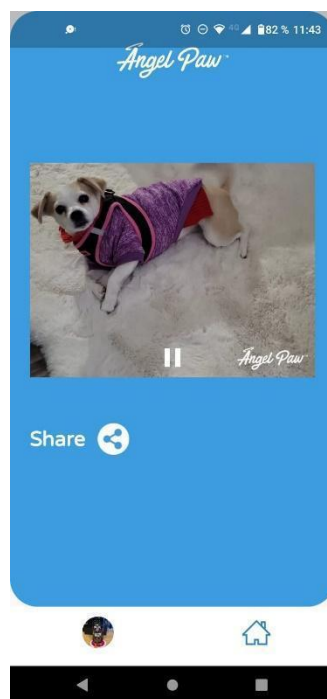
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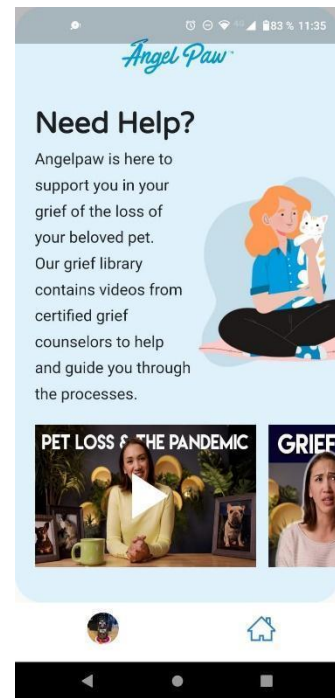


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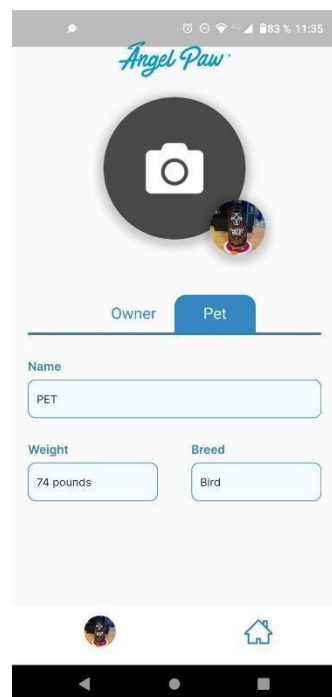
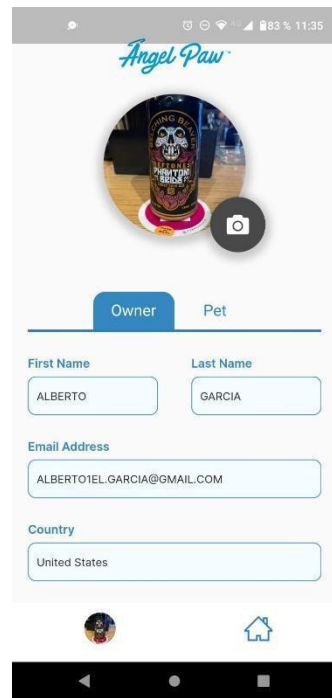


Order section contains the pet tracking number, service, products purchased and status.



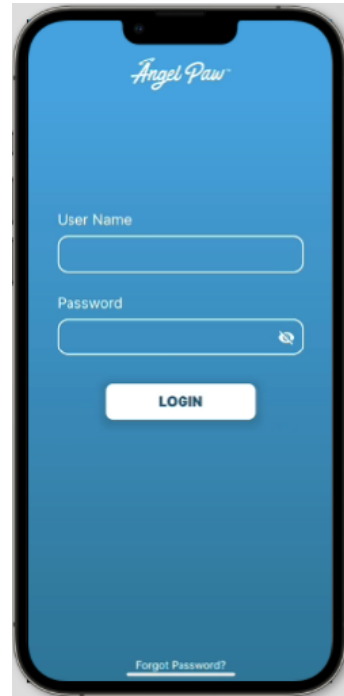
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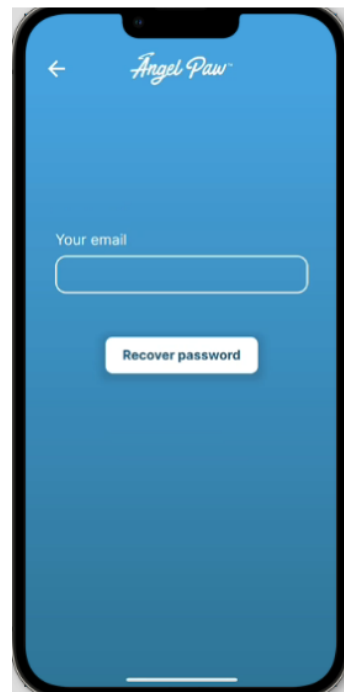
iOS App

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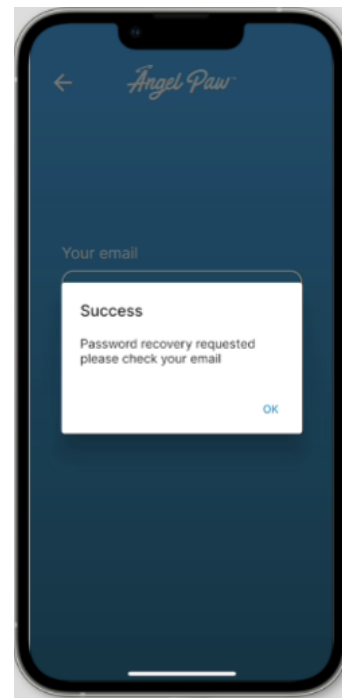


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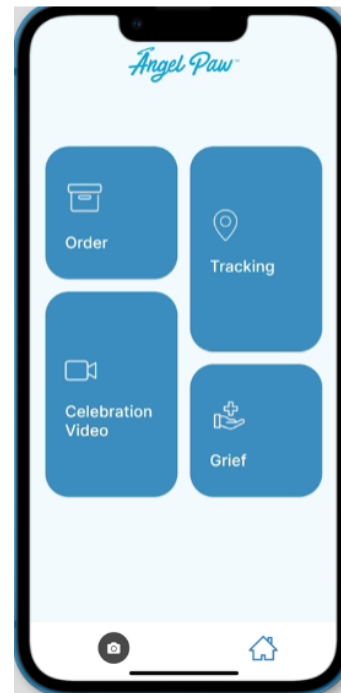
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Dashboard

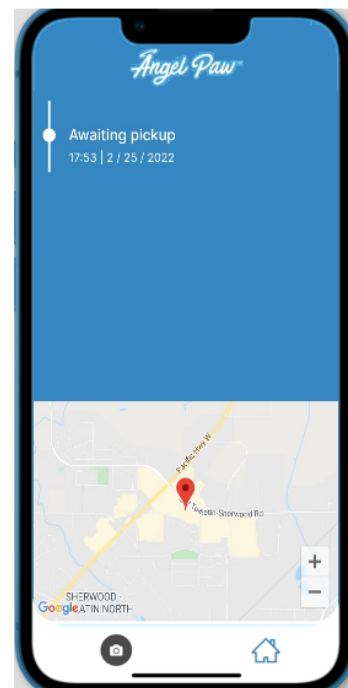
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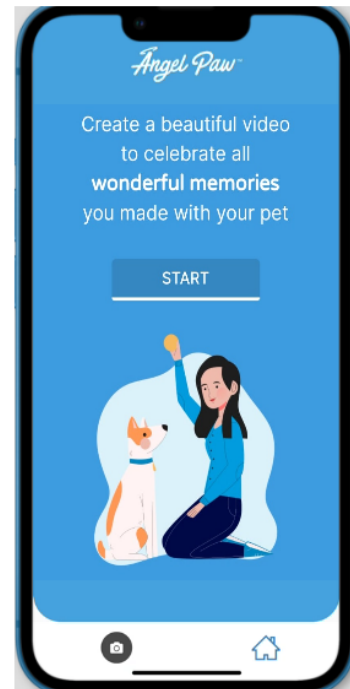
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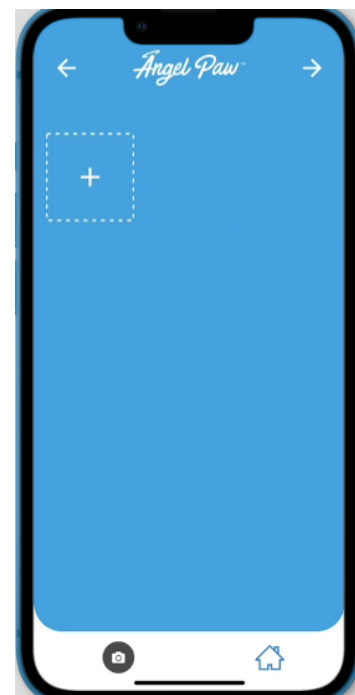
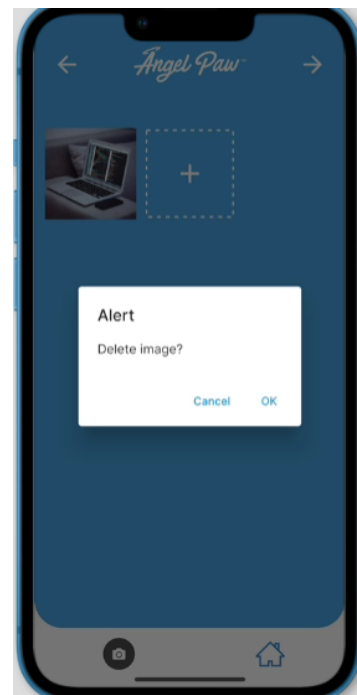


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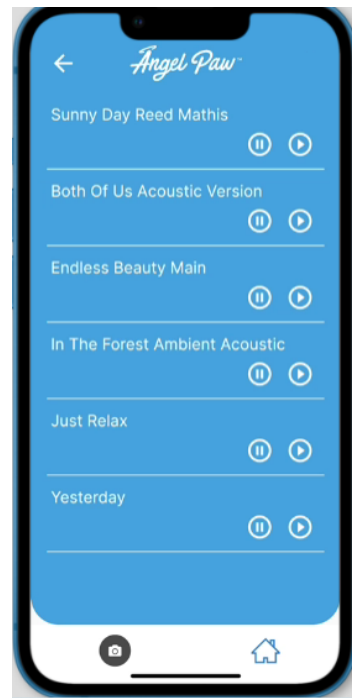


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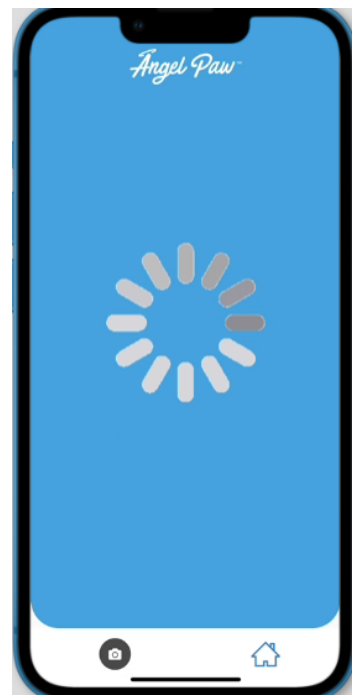


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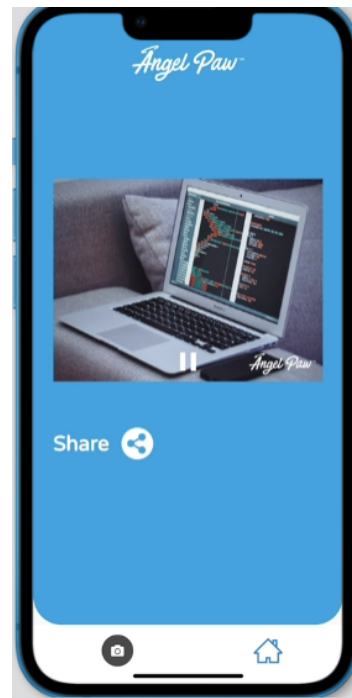
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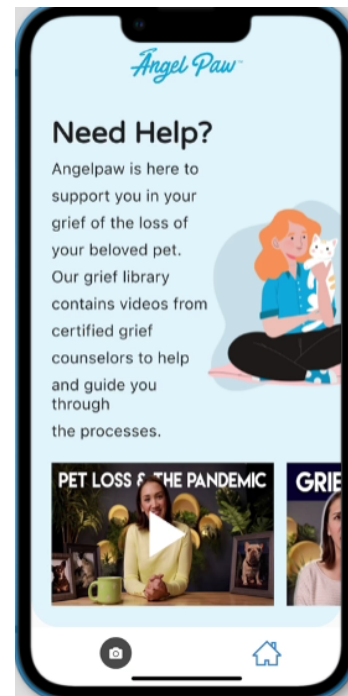


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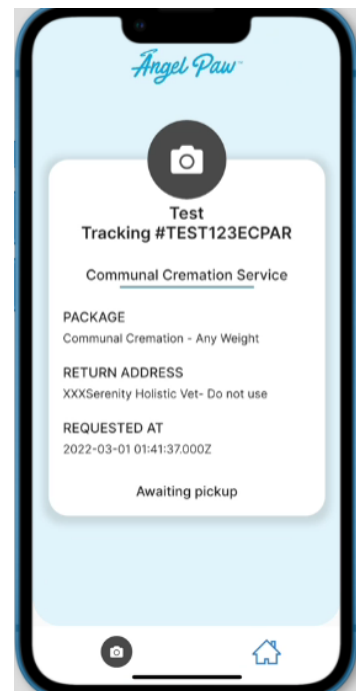


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