

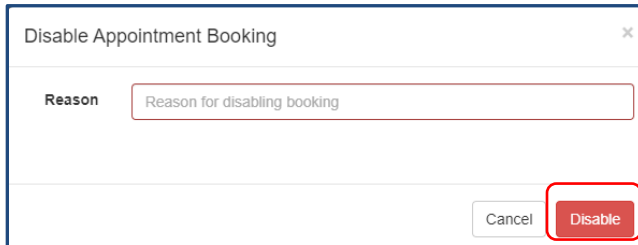
Vetstoria Quick Reference Instructions

How to Disable Your Hospital's Online Booking

- Go to <https://www.vetstoria.com/>
- Click on **Login** in the top right corner
- Once in the admin platform, click on **Booking Enabled** in the top right corner



- Fill in the Reason section and include the following:
 - Date
 - Reason
 - Your Initials
 - Example: 12/2 – Disabled due to _____ Initials
- Click the red **Disable** button



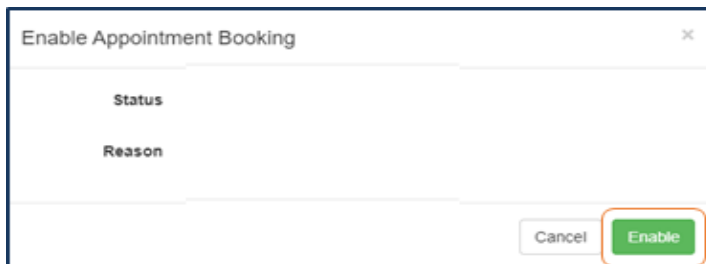
NOTE: this action will also disable the OBT links in Facebook, Yelp, GMB and VFC (if applicable)
Once a Hospital is ready to resume online booking, the HM can log back in and select enable.

How to Re-Enable Your Hospital's Online Booking

- Go to <https://www.vetstoria.com/>
- Click on **Login** in the top right corner
- Once in the admin platform, click on **Booking Disabled** in the top right corner



- Click the green **Enable** button



Troubleshooting: If the green **Enable** button is **Not** visible and you see the below error message, you will need to open an NVA helpdesk ticket and IT will perform additional trouble shooting.

"The PMS is unreachable. Booking feature is disabled until it is resolved." OR "PIMS down"

Include a screen shot of the error message when submitting your ticket.