# Pet Portal Login Assistance

What to do when a client says they are having trouble setting up their pet portal credentials:

1. Verify that they are using the email address that is on file with the practice.
    - In order for the client to have received the app announcement, they do have to have a valid email address on file. It is listed in the setup instructions that they must use that address to login, but it never hurts to verify.
2. Check the Email Verification status.
    - Search for the client in the 'Clients' section of AllyDVM and open their 'Client Details' page by clicking on the magnifying glass icon.
    - Scroll down to 'Contact Information'. Under this section, check that the Email Verification status reads "verified". **Point of escalation:** If the status reads "spam_report", please email marketing@nva.com and provide the client's name and ID so that we can have them cleared from the spam report.
    - If the Email Verification status reads "bad", make sure there are no typos. Update the email address directly in the PMS. The client will be sent a new app announcement email in a few hours and they can start setting up their credentials again.
3. If the Email Verification Status read "verified", check the Digital Health Records Registration status.
    - Go back up to the top of the 'Client Details' page to the 'Summary' section. The last field in this section is the Digital Health Records Registration status. If it says "Email Confirmation Sent", please have the client check their spam folder if they have not already.
        - NOTE: Some email providers may block links within emails that have been filtered to Junk or Spam. If this is happening, continue to Step 4.
4. If they are still unable to locate the email, it can be resent.
    - Direct them back to the sign-up page. There is a link that says "Didn't receive confirmation instructions?". This will take them to a second page where they can enter their email and the confirmation email will be resent
        - You can also do this for the client

**If the client states that the confirmation link is not working, try Step 4: Resending the confirmation email. If the link is still not working, please email marketing@nva.com and provide the client's name and ID.