How to... Register and log in

The mypetfirst pet parent portal requires a one-time registration to link your portal login with you and your pets' details with their clinic records in our system. This means that what you do in the pet parent portal will be available to our team as part of your pet's health records and that your pets visit info, reminders and products are available on your portal.

To register, simply follow the on-screen instructions. You'll only need to do this once. And, if you're not registered with one of our clinics yet, your registration will kick off this process.

Handy tip! Your pet parent portal remains logged in on selected device until you logout'.

How to... Add mypetfirst portal to your home screen

Once you've logged into your mypetfirst portal, why not add it to your home screen for easy access? From your Apple device, click share, then 'Add to home screen'. From your android device, click the three-dot menu icon, and select 'Add to home screen'.
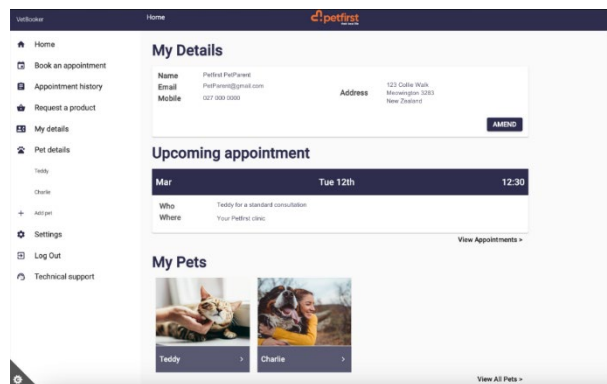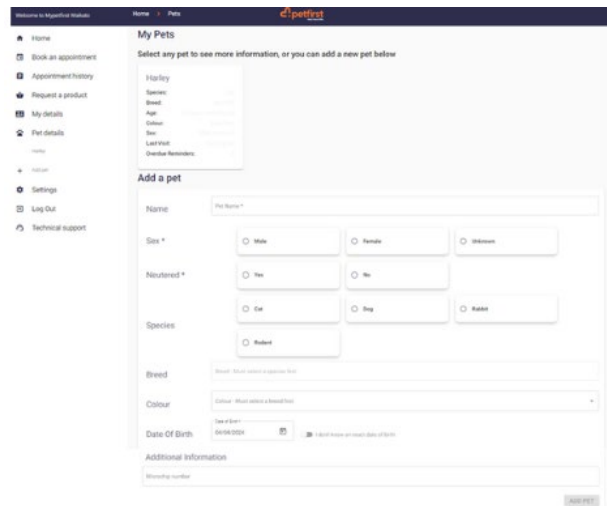
How to... Set up, view and change your pets' details

The first thing to do once you're successfully registered is to add/customise your pets' details!

If you're registered with us, your pets will show up straight away. Select your pet from the left-hand navigation menu and check their details. Click on their profile photo space and add your cutest photo – it will make you smile every time you log in and we love seeing all your furry friends! On this page you can also see their visit and vaccination history and reminders.

If your pet is not yet registered with one of our clinics, click the ADD PET option to add your pets; this will register them with us. Don't forget to add a cute photo! Current clients can also add new pets here.

How to... Update your details

You can see the details we hold for you on the **My Details** page. It's important to keep these details up to date so that we can successfully contact you and provide essential healthcare information and reminders.

To update your details, select EDIT (next to your name, address and other details) to amend information.
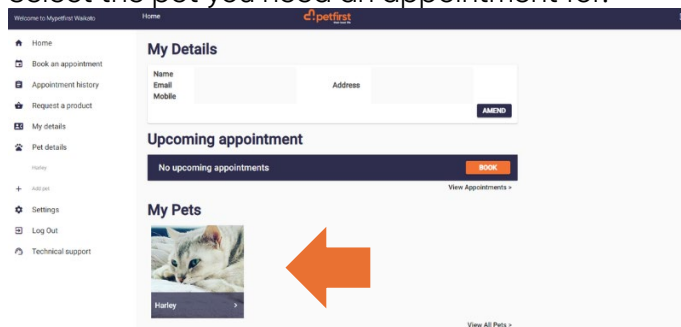
my petfirst

How to... Book an appointment

The mypetfirst pet parent portal allows you to book routine appointments including Sick Pet Consultations, Medical Progress Exams and Vaccine/Wellness Visits.
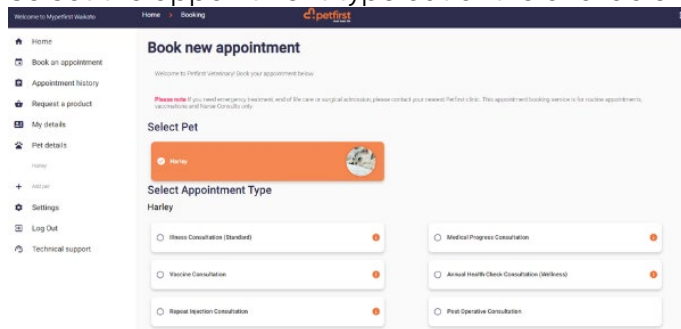
Remember, if your pet requires urgent attention or need to be booked in for a surgical procedure, please call your clinic directly or chat to us on WhatsApp via our website or text us on 3489.

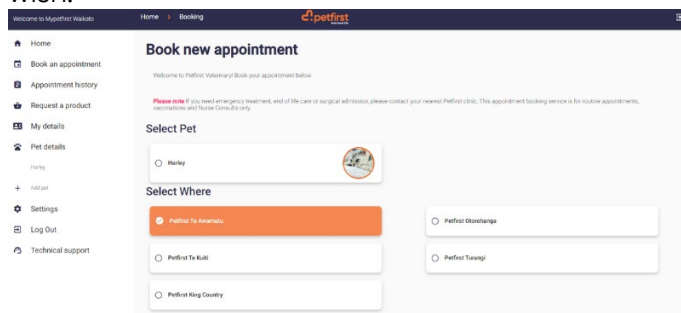To book a routine appointment:
1. Select the pet you need an appointment for.

2. Select the appointment type out of the available options.

3. Select your clinic. If we have clinics in the same region as your preferred clinic, you'll see options for those clinics too. This means that if your preferred day/time is unavailable at your usual clinic, that you can visit another of our teams, if you wish.

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4. Select your preferred date and time from the options available.

5. The mypetfirst pet parent portal will ask you for a short description of the reason for your visit; complete this and click the BOOK button.

6. You'll then see your booked appointment (and previous appointments) on the **Appointment History Page.** On this page, you can now AMEND or CANCEL your appointment. If you need to amend or cancel within 24 hours of your appointment, please contact our team directly. You'll also receive email confirmation, complete with links to amend or cancel as above.