# Instructions for the Pet Dog School daycare booking app

How to log in for the first time

1. On your phone or computer, go to **booking.petdogschool.co.nz**

2. The first time you log in, you will see this log-in screen:

3. In 'Owners number', enter your unique three-digit client number. Don't know it? Call us and we'll tell you what it is.

4. Your password is the email address we used to contact you (you can change this later; see step 8)

5. If you click 'Remember me', this will mean you don't have to put these details in each time.

6. Click 'LOG IN'

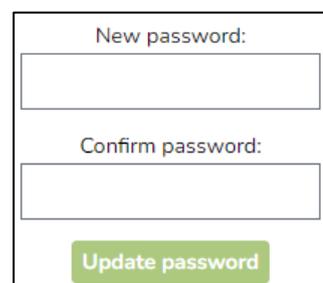7. The first time you use this booking app, we recommend you change your password.
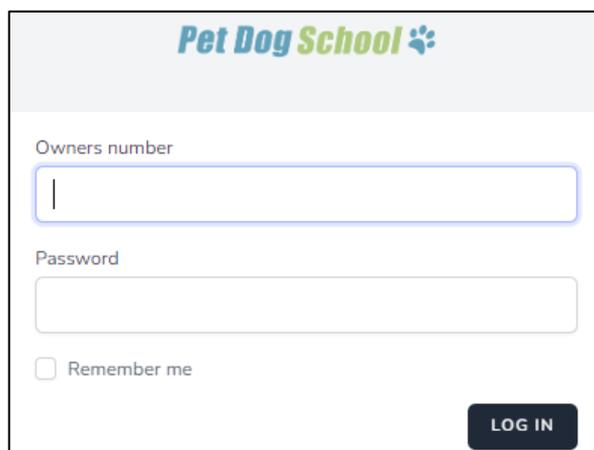
How to change your password

8.   Click on 'Booking menu'

9.   Click on 'Change password'
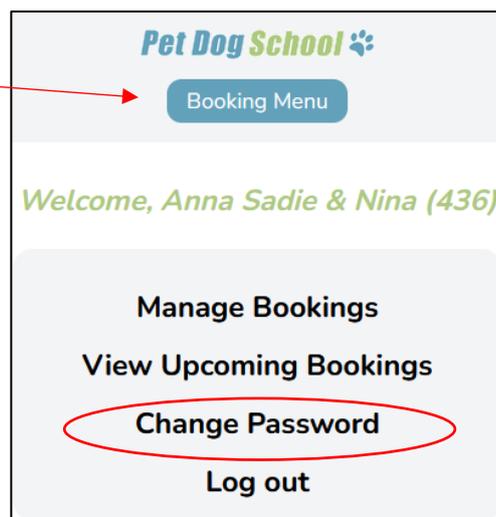
10.   Enter the new password you want to use, enter it again to confirm it, then click on 'Update password'
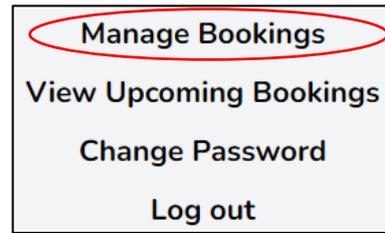

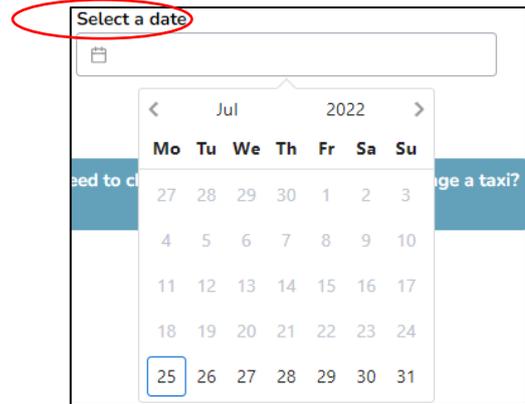11.   You will get a confirmation that looks like this:
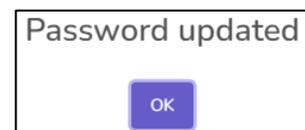
How to make a booking

12. Click on 'booking menu' and choose 'manage bookings

13. Click on 'Select a date' to bring up a calendar. Choose the date you want to book.

14. Choose the length of your booking: 'all day' or 'morning' or 'afternoon'

15. If you want to cancel a booking, choose the correct date and change it to 'not booked'.
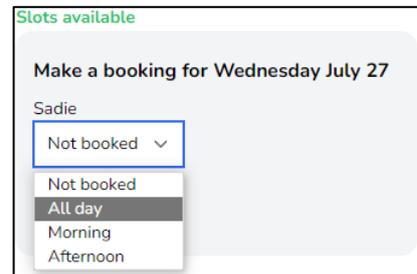
16. You will see a confirmation that looks like this:
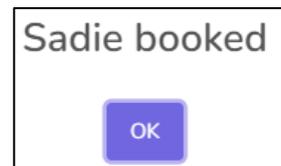
That's it – your dog is booked in to come and see us.

17. If you need to check on what you have booked, click on 'Menu' and 'View upcoming bookings' to see a list.

Frequently asked questions

Q: How do I find out my three-digit client number?
A: Give us a call and we'll tell you.

Q.   How do I change my password?
A.   See step 8.

Q.   How do I cancel my booking?
A.   See step 15.

Q.   When do I need to cancel my booking by?
A.   Please cancel before 6.00 pm the night before your booking.

Q.   When do I need to book by?
A.   You can make a new booking right up until the drop-off time for the session you want your dog to attend. But don't leave it too late – we might run out of slots.

Q.   What if I have a regular recurring booking?
A.   We will set the system up for you and you can amend individual dates if you need to.

Q.   What if I book a session but don't cancel it and don't drop my dog off?
A.   We still need to pay our staff, so you will be charged for the session. We really would rather see your dog, so please call us or change your booking as soon as your plans change.

Q.   I'm so confused – can you help me?
A.   Of course! Please call the office on 06 345 2553 between 7.30 am and 6.00 pm Monday to Friday and we'll help you out.