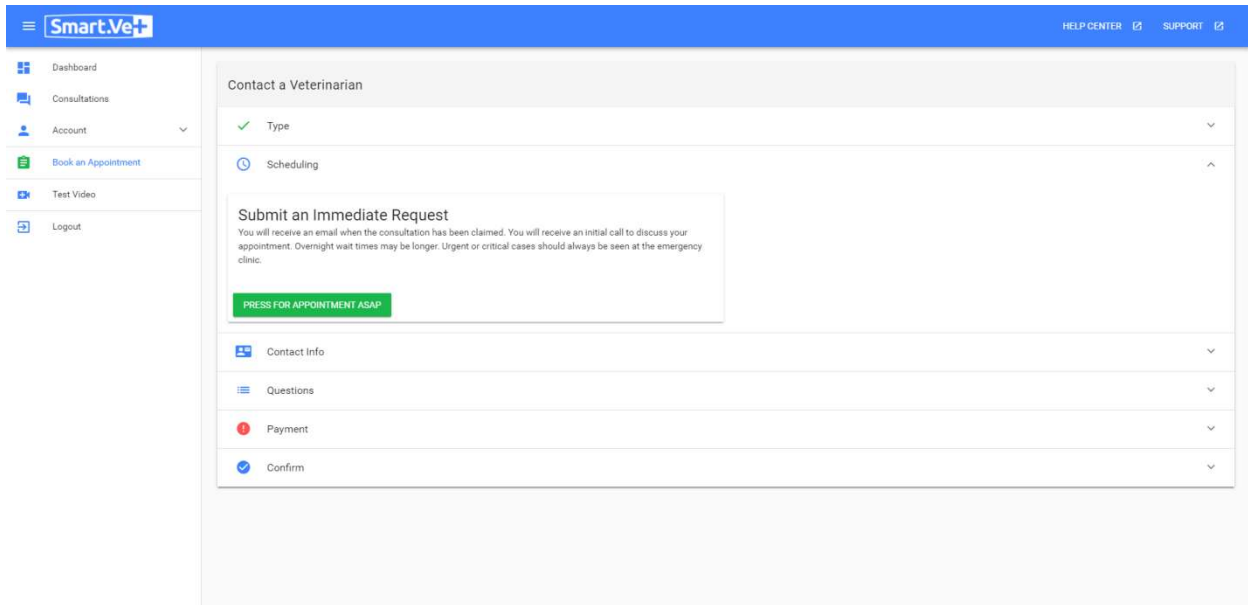


INSTRUCTIONS FOR SMART.VET

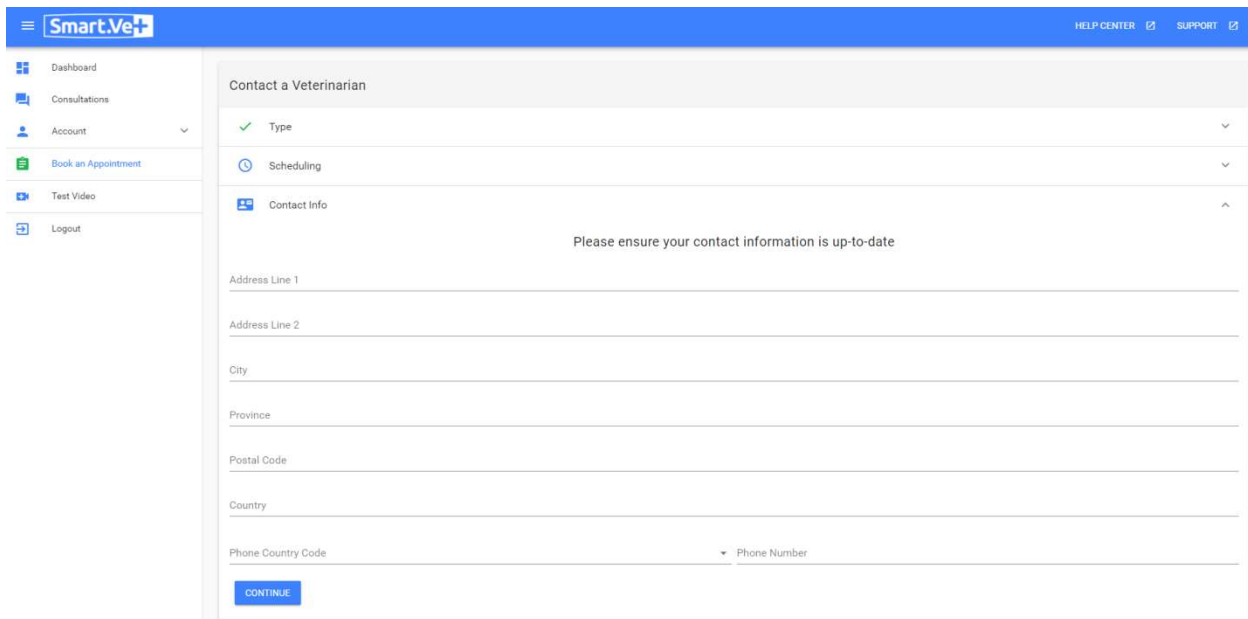
- On your computer type **smart.vet** in the search bar
- Select “I AM A PET OWNER”
- Select “REGISTER” for first time use
 - Choose “LOGIN” if you have used the service before
- Enter your full name, email address and select “Eastern Time”
- Create a password
- Click inside the check box to complete the Terms and Conditions and Privacy Policy acknowledgement
- Choose a Video/Phone Consultation by selecting “SCHEDULE NOW” or Message Consultation by selection “MESSAGE NOW”
 - Video/Phone Consult - ASAP response
 - Message consult - up to 8 hrs for response
- You have selected Video/Phone Consultation

The screenshot shows the Smart.Vet website interface. At the top, there is a blue navigation bar with the Smart.Vet logo and links for 'HELP CENTER' and 'SUPPORT'. On the left, a sidebar menu contains links for 'Dashboard', 'Consultations', 'Account', 'Book an Appointment', 'Test Video', and 'Logout'. The main content area is titled 'Contact a Veterinarian' and features a 'Type' section with the instruction 'Pick the type of consultation you would prefer.' Two consultation options are presented: a green box for 'Video/ Phone Consultation' and a blue box for 'Message Consultation - not for urgent inquiries'. Both boxes include a description of the service, a price of '\$105.00', and a corresponding action button ('SCHEDULE NOW' or 'MESSAGE NOW'). Below these options is a blue 'CONTINUE' button and a progress bar with five steps: 'Scheduling', 'Contact Info', 'Questions', 'Payment', and 'Confirm'.

- Select the CONTINUE button under the green Video/Phone Consultation box



- Select the PRESS FOR APPOINTMENT ASAP button



- Enter your address and phone number in the spaces provided the select the CONTINUE button

Smart.Ve+ HELP CENTER SUPPORT

Dashboard Consultations Account Book an Appointment Test Video Logout

What is your pet's body weight in pounds or kilograms (specify which unit of measurement please)

Answer

Please list any medications or supplements that your pet is currently taking, along with dosage and frequency of administration.

Answer

We always recommend keeping your family veterinarian updated - once your consultation has taken place, you can share the medical record by clicking "Export" at the top of the consultation room screen. This will create a PDF of your consultation that can then be emailed or printed and shared with your family veterinarian.

I understand

Did your family veterinarian or local emergency clinic recommend that you speak with one of our veterinarians today? Please write yes or no, and if yes write the name of the animal hospital/ emergency clinic that sent you here today. This will help us to expedite the referral process if your pet needs to be seen in person today.

Answer

IMPORTANT - PLEASE READ: All prices are pre-tax. If medication is prescribed as a result of this consultation, please indicate that you understand that you will be charged an additional service fee of \$30 + tax. This cost will not include the cost of the medication itself.

I understand

CONTINUE

Payment

- Answer all of the questions pertaining to your pet with as much detail as possible and click on the I UNDERSTAND check boxes as required. Select the CONTINUE button

Smart.Ve+ HELP CENTER SUPPORT

Dashboard Consultations Account Book an Appointment Test Video Logout

Contact Info Questions Payment

Select a method of payment

You will be charged at the conclusion of your consultation

Payment Method Add a Card

Add Payment Method *****

Cardholder's Name

Card number MM / YY CVC

ADD PAYMENT METHOD

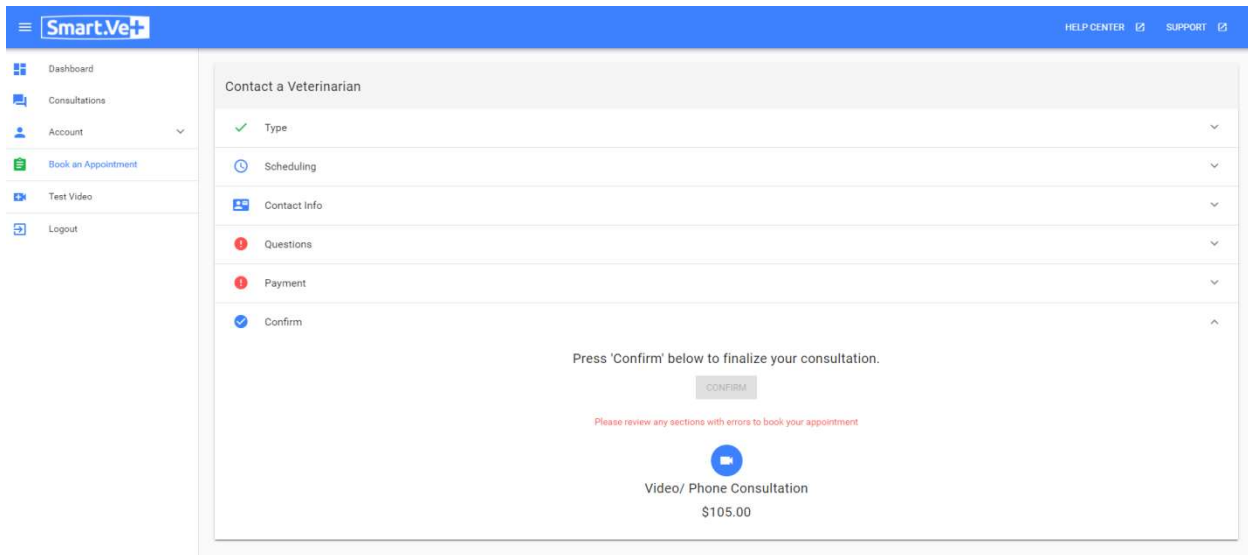
USE COUPON

CONTINUE

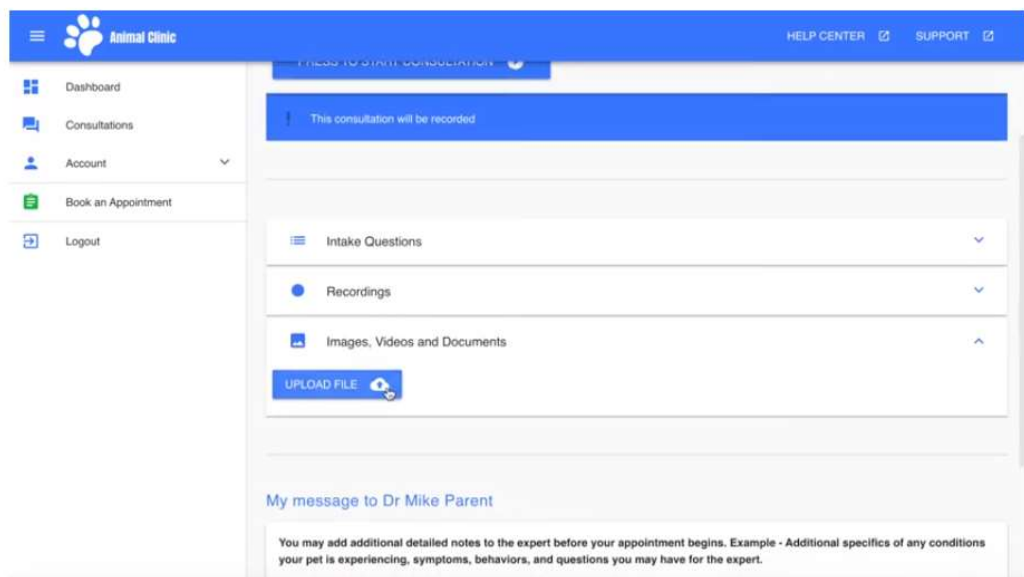
Please select a method of payment

Confirm

- Enter your payment information and select the CONTINUE button



- Select the CONFIRM button to complete the request for a video/phone consultation
- Once in the consultation room, you can upload images, videos and documents



- If you have selected a Video Consultation click on the START CONSULTATION button to start the video session

- If you have selected a Phone Consultation wait for a call from the veterinarian assigned to your pet

SMART.VET ON YOUR MOBILE DEVICE

- Type smart.vet in your Google chrome search bar on your android device or in your safari search bar on your apple device
- Select the smart.vet website and follow the instructions listed above

