adopt a dog

User Manual for Rescue Groups

Index

ADOPT-A-DOG

Creating a New Dog Profile

1. Log into your profile

2. 'Manage your dogs' will appear (if this doesn't happen, click on your name, it will than take you to this screen).

3. Click 'Add new dog'

4. Work down the page completing all relevant fields. To note:

- Ensure the name of the dog is the same as on the microchip or registered BIN number
- Savourlife ID will be provided when the dog has been loaded
- The more details you can provide in the Profile, Personality, & Best Features section the better, we find that profiles that have plenty of information get more enquiries
- Fill in Breed and Date of Birth the best you can, the dog's age will update automatically as per the Date of Birth provided
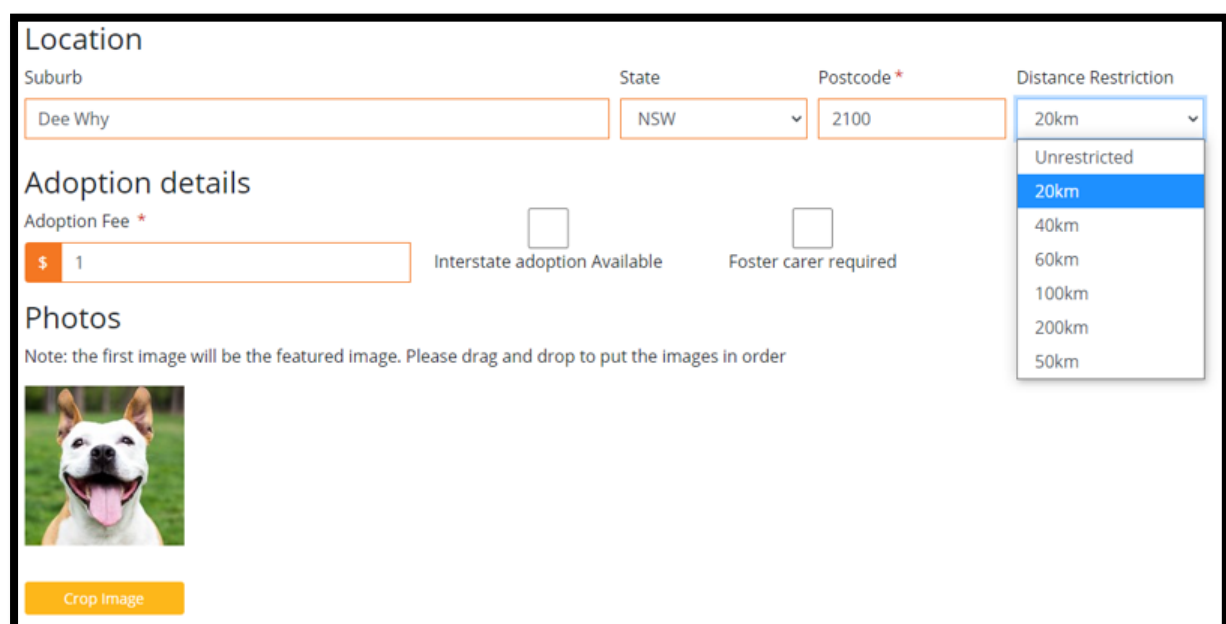- With the selections provided under "Medical", we suggest that you tick the boxes that will be correct at the time of adoption.

4. In the "Location" section you specify whether or not your dog is available for adoption interstate and also if there is a kilometre distance restriction. If you have not ticked the "Interstate Adoption Available" box, then anyone who attempts to submit an enquiry on the dog from a different state (they provide their postcode when registering with Adopt-A-Dog), will receive a pop-up message explaining that they are outside of the location that you have specified for that dog's adoption.
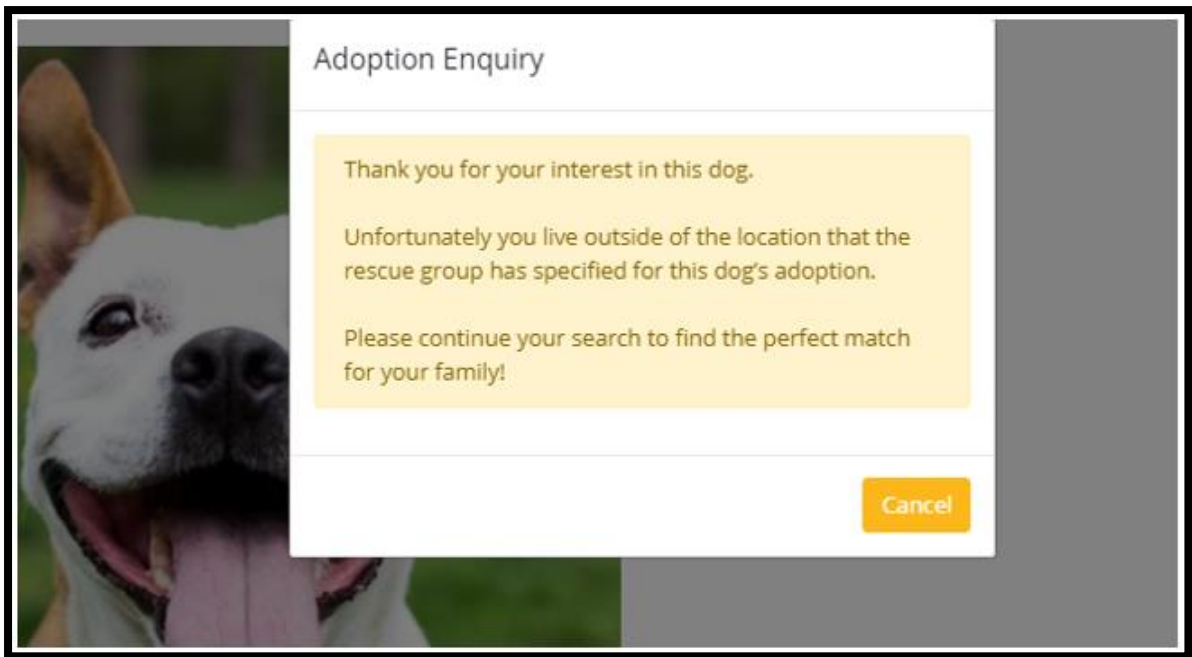
They will also receive this message if they are in the same state but live further than the distance parameter that you have specified for the dog. The default for this is "Unrestricted", however you can choose between the options illustrated in the image below.

If your rescue is near a state border and you are happy to accept enquires from more than one state but within a limited distance you can tick "Interstate Adoption Available" but then select a distance parameter.

The distance parameter that you have selected will be visible on the dog's profile on the right-hand side of the page. We have also added a note to indicate that even if interstate adoption is available distance restrictions may apply.

Adoption Enquiry

Thank you for your interest in this dog.

Unfortunately you live outside of the location that the rescue group has specified for this dog's adoption.

Please continue your search to find the perfect match for your family!

Cancel

Test Test

AM STAFF
Dee Why, NSW

Test

Rescue Group: DY Rescue

ADOPTION POLICY: STRICT

enquire about Test Test

👥 Add to Favourites   f   🐦   ✉

SavourLife ID	35834
Age	0 month
Male/Female	M
Microchip	test
Adoption fee	$1.00
Interstate adoption available ❓	no ✖
Adoption available within	20km
Desexed	no ✖
Vaccinated	no ✖
Wormed	no ✖
Heartworm treated	no ✖
Kids under 5	untested ❓
Kids 5 to 12	untested ❓
Other cats	untested ❓
Other dogs	untested ❓
Other animals	untested ❓

Distance restrictions may apply

5. Once you have completed filling out all the dog's information, you will be asked to save their profile before you can upload photos at the bottom of the profile.

6. You will now be able to click on 'Select Files' located at the bottom of the page and upload up to 10 photos of your dog. We do suggest that you try to choose a photo where the dogs face appears in the centre of the image as your "Primary image" as this is the photo that will appear in the "Search Now" feed, and your rescue tab, and it will remain in a square format.

7. After the photo(s) has been loaded, click save again and the dog will be loaded to our website, you will be able to see him/her in the search tab.

Boost a Dog's Profile
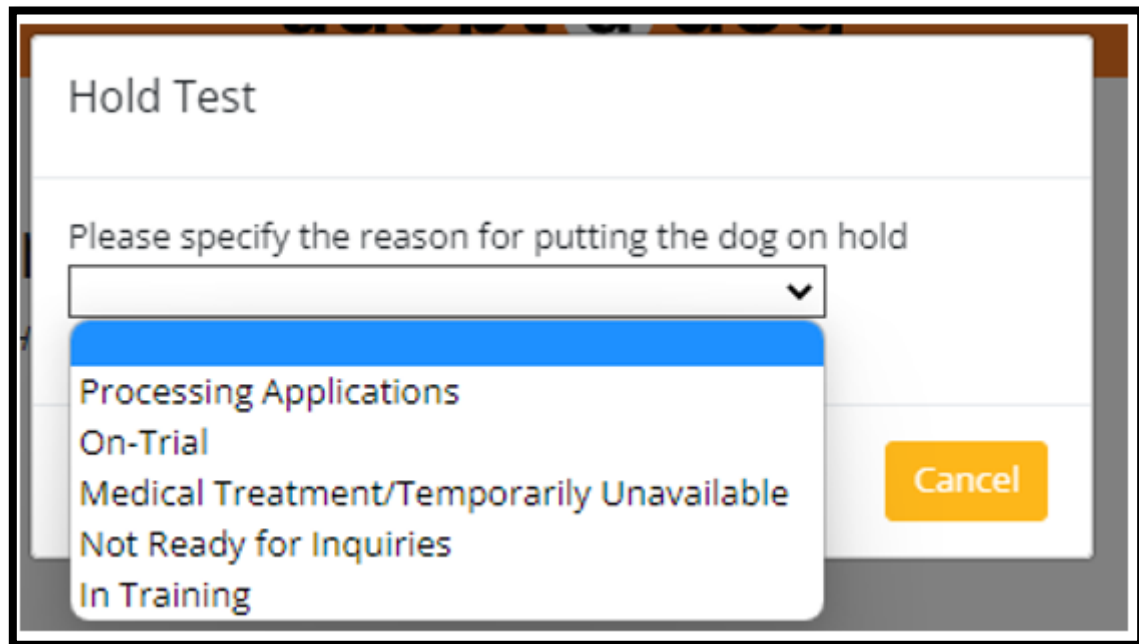
You will be able to boost 2 dog profiles each month by clicking on the "Boost Dog" button on their profile. This area will also indicate when you last boosted a profile and if you have boosts left for the month. This will push that dog's profile to the first page of Adopt-A-Dog listings on both the main Adopt-A-Dog "Search Now" page, as well as your own rescue page.

Managing a Dog Profile

Put a dog "On Hold"

To place a dog on hold so that it no longer appears as available and cannot be applied for, go to their profile and click on the "On Hold" box at the top of the page. When a dog is on hold, its profile is not visible to the public unless they have previously saved the URL for this particular profile or saved the dog to their favourites. This can then be unticked, or the dog marked as adopted when necessary.
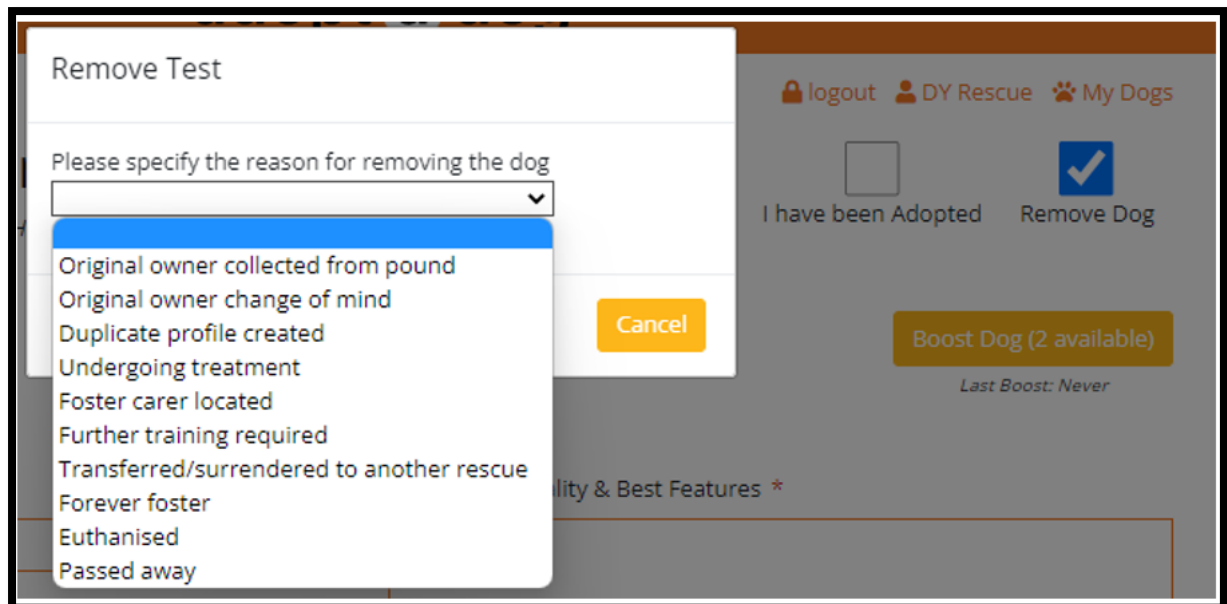
Remove a dog

To remove a dog from the site (other than if it has been adopted) go to their profile and click on the "Remove Dog" box at the top of the page.

Please select the most appropriate reason and then press the OK button. This information will not be visible to the public and is only available to SavourLife for internal stats reporting.

Clone a Dog's Profile

On each of your dog's profiles, there is a "Duplicate" button overlayed in the top right corner, when you hover over the profile with your mouse. This will allow you to open up an existing profile as a new dog, make changes and when you click "Save" the new dog will be created with the details entered. This may be useful if you accidently mark a dog as adopted, if they are adopted and later come back into care, or have a litter of pups who have a lot of the same information.

Once a dog is adopted or deleted they are removed from the site after 30 days and will not be available to duplicate. If a dog is returned after the 30 days and you would like to retrieve the previously listed information, please email us as we are able to extract and send you the archived information.

Marking a Dog as Adopted

1. Log into your profile

2. Click on the right-side tab 'My dogs'
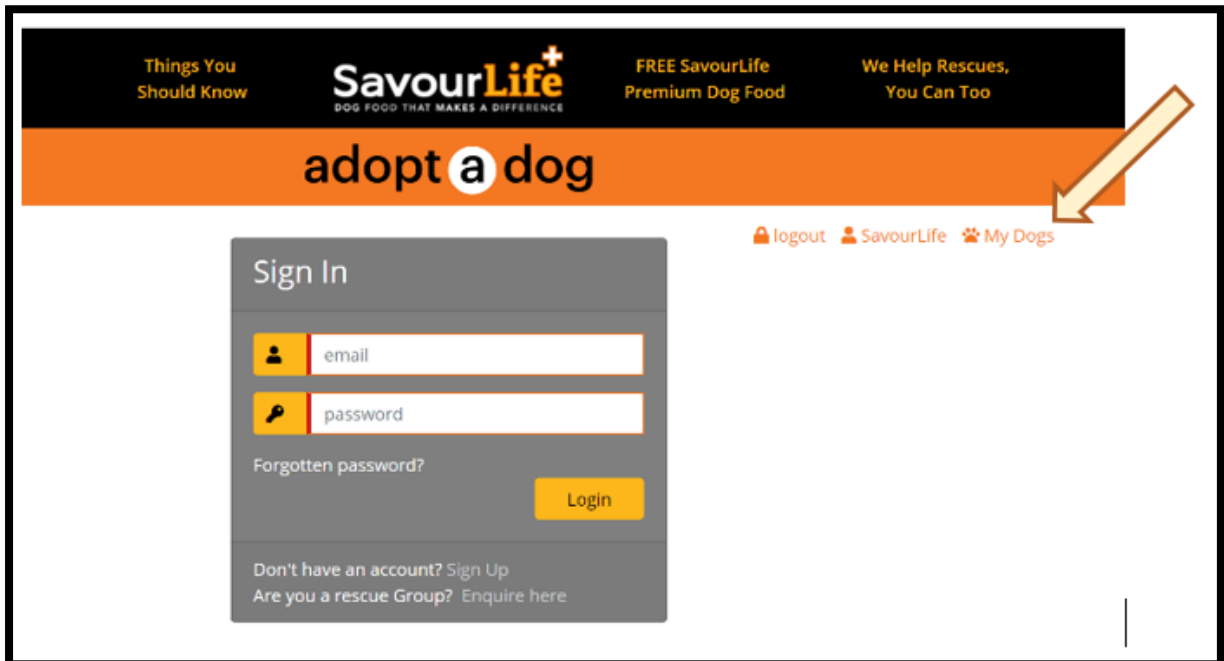
3. Select the dog that has been adopted.
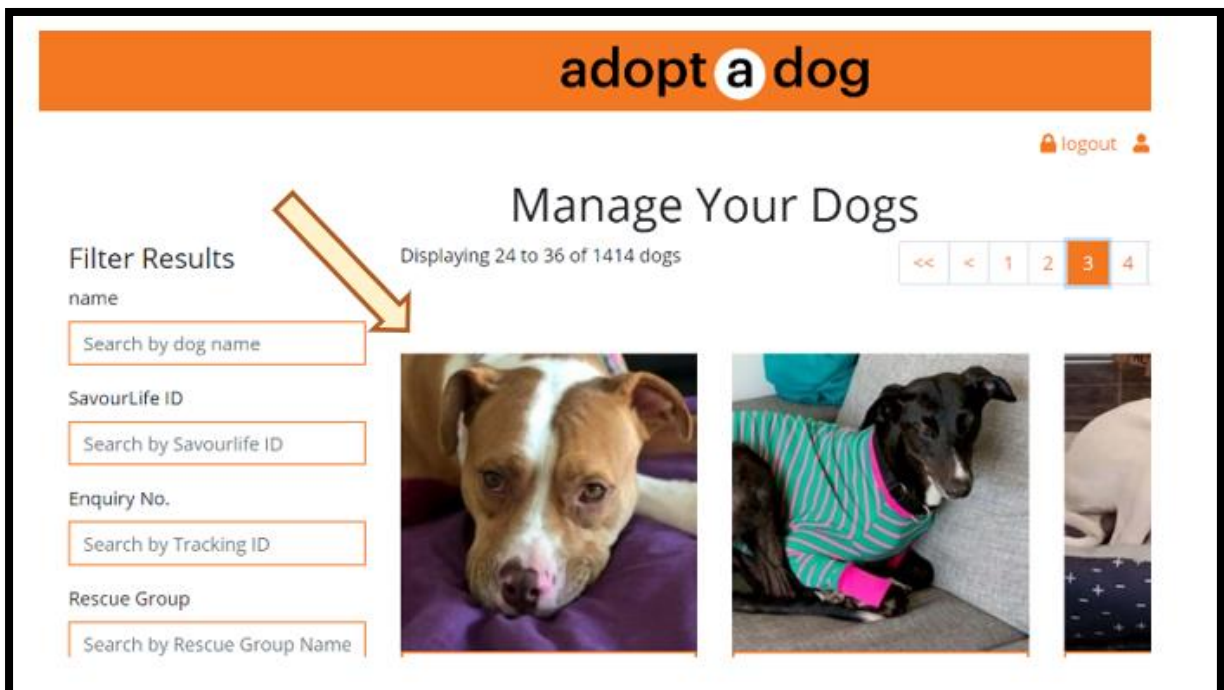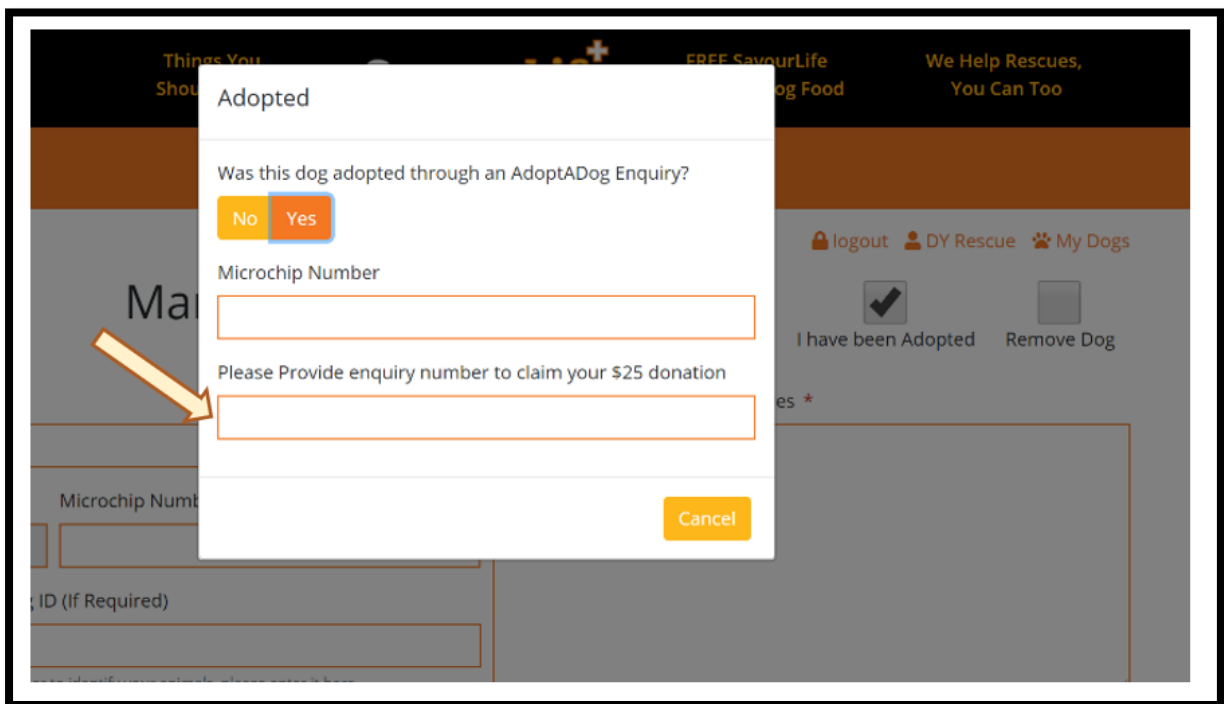
4. Click on the 'I have been Adopted' box at the top on the right-hand side.

5. A pop-up box will appear asking, 'Was this dog adopted through an AdoptADog Enquiry'
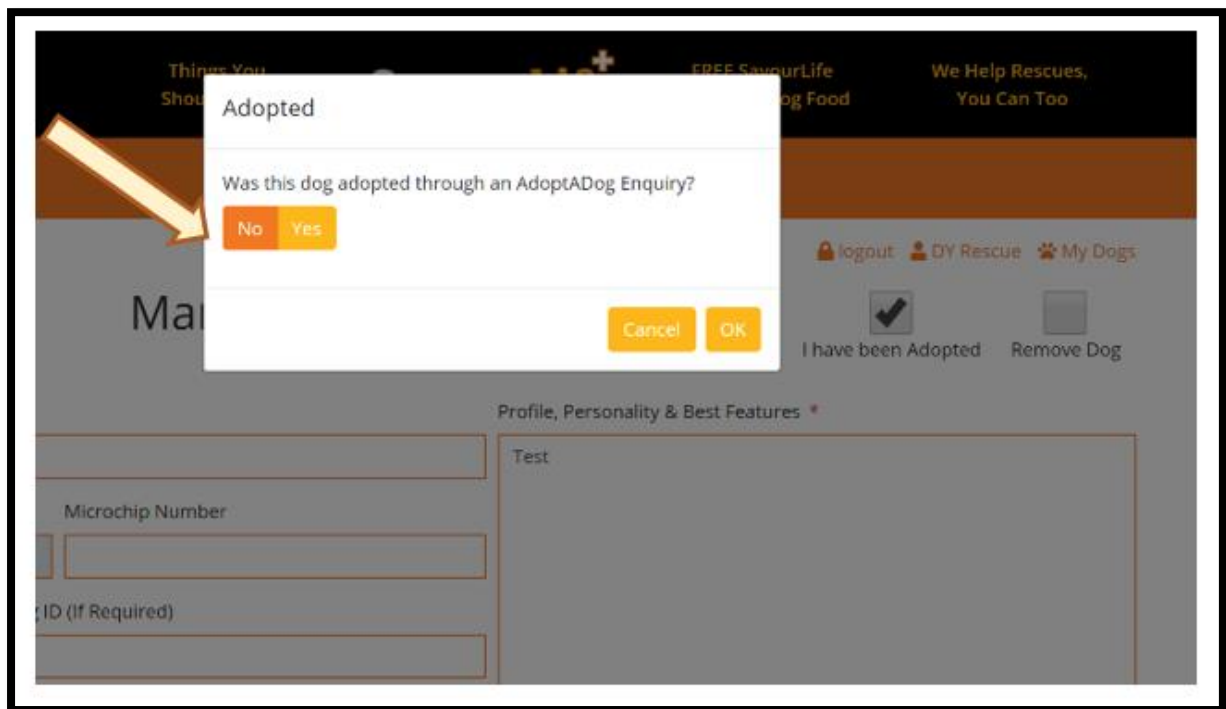
6. If No, please click ok and click save.

7. If Yes, you will need the enquiry number to proceed; you will find this from the original email that came from the adoptee, or you can find the enquiry number next to the adopters' details at the bottom of the dogs' profile page under the Enquiries heading.
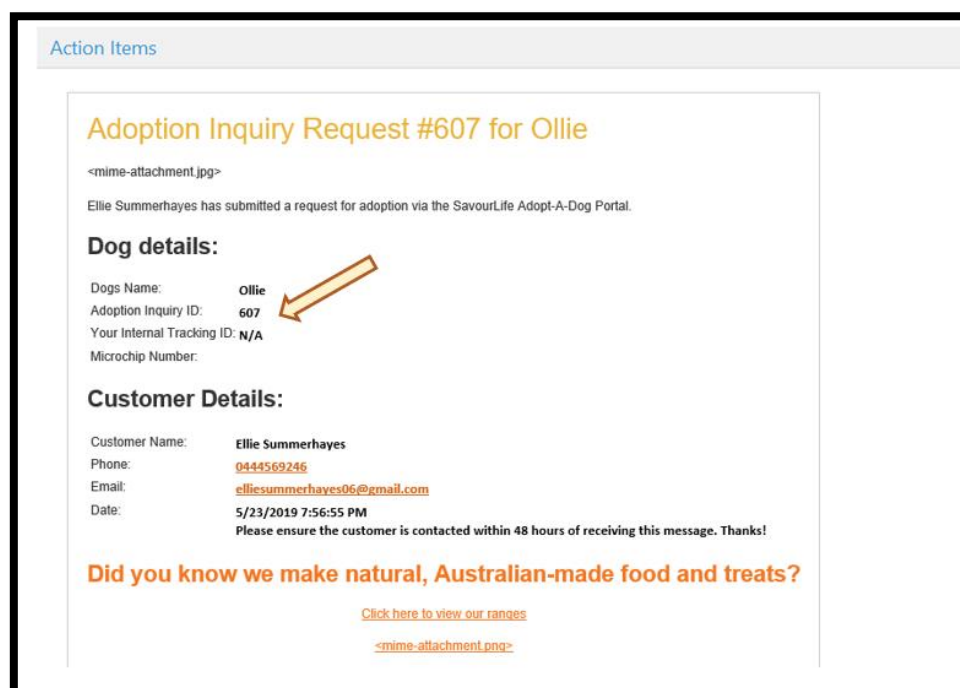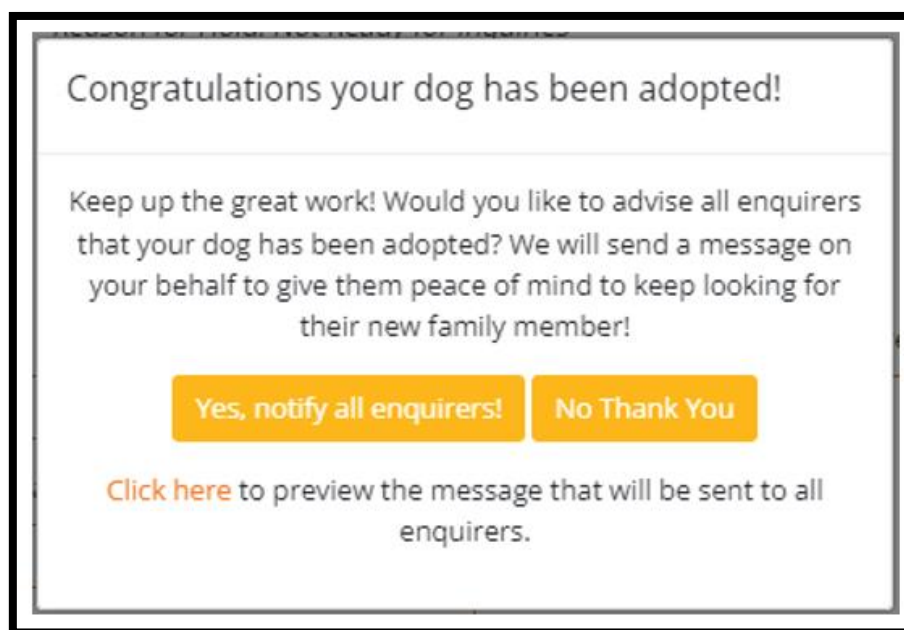
8. Once you have inputted the enquiry number, click yes.

Note: The enquiry number is required so Savourlife can confirm the owner of the dog and provide a free bag of food as promised for their new pooch!

9. Click ok and this will confirm the adoption and then ask you if you would like to notify all the enquirers that your dog has found a home. If you have another method of informing unsuccessful enquirers, please press the 'No Thank You' button.

12. Process is complete and your dog has been Adopted and displayed on the main search page of the Adopt-A-Dog platform via the 'Recently Adopted' button.

Security

Each time a new browser is used to log into your Adopt-A-Dog account we will send an email alert to the main email address registered with your account.

This is a once-off (per browser) alert, that will not require you to do anything if you trust the browser in use. Please note that if you do not trust the browser or have concerns about the login, please update your password.

The password reset is located under the Adopt-A-Dog 'My Account Details' where you can then create and confirm a new password. Please don't hesitate to also reach out to us if you have any further concerns.

Printable Adoption Poster

You can find the "Print Adoption Poster" button right at the bottom of each dog's public facing profile. This can be useful for any events that you might have coming up where you want to show off your available dogs. Information that is pulled directly from the dogs' profile includes; the rescue's logo, the dogs primary image, the general information selected when creating the profile, as well as a space dedicated to the written description – please note, this is limited and may not include all of the text, please preview the poster prior to printing to ensure all relevant information is included.

🖨 Print Adoption Poster

How the Enquiry Process works

When a person is ready to make an enquiry about your dog and clicks the "Enquire about ....." button on your dog's profile, they are given a couple of options. They are able to request an application form and/or ask a question. The following explains what the enquirer sees and what you will see.
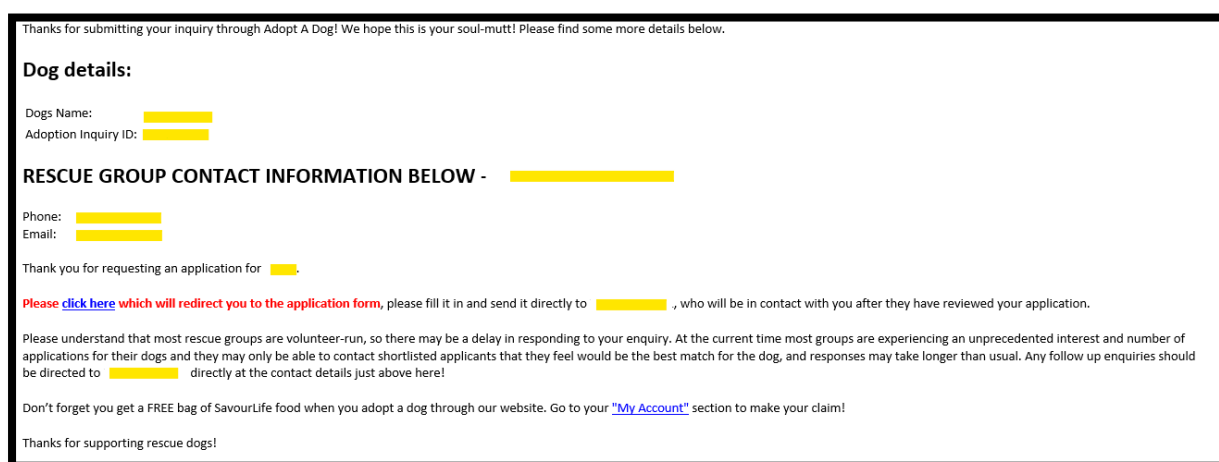
Once an enquirer submits an enquiry on your dog, they will be sent an email to inform them that their expression of interest has been sent to the rescue group. If an application form has been provided as part of the sign up process in your account section, this is linked within the email (Email No 1 below) so they can access it straight away to apply for the dog. If no application form has been provided/application process is by other means, they will receive a similar email (Email No 2 below) that indicates the rescue group are aware and will be in contact soon.

Email No 1.

Email No 2.

Thanks for submitting your inquiry through Adopt A Dog! We hope this is your soul-mutt! Please find some more details below.

Dog details:

Dogs Name:
Adoption Inquiry ID:

RESCUE GROUP CONTACT INFORMATION BELOW -

Phone:
Email:

Thanks for requesting an application form for   .

Your request has been forwarded to   , who will be in contact with you very soon with the application form.

Please understand that most rescue groups are volunteer-run, so there may be a delay in responding to your enquiry. At the current time most groups are experiencing an unprecedented interest and number of applications for their dogs and they may only be able to contact shortlisted applicants that they feel would be the best match for the dog, and responses may take longer than usual. Any follow up enquiries should be directed to   directly at the contact details just above here!

Don't forget you get a FREE bag of SavourLife food when you adopt a dog through our website. Go to your "My Account" section to make your claim!

Thanks for supporting rescue dogs!

Emails to Rescue Groups

Depending on the request of the enquirer and the provision (or not) of an application form, once the enquiry is submitted, rescues will receive one of 5 emails that will also indicate any required actions i.e. send an application form and/or reply needed to their question that can be found below the customers details.

1. Rescue Scenario #1 - Application request – email to rescue

    Subject: Adoption Application Request #12345 for 'Dog' – Send Application Form

2. Rescue Scenario #2 - Joint (application request & question) – email to rescue

    Subject: Adoption Application Form Request & Query #12345 for 'Dog' – Application Form & Reply Needed

3. Rescue Scenario #3 - Application provided to enquirer – email to rescue

    Subject: Adoption Application Recipient #12345 for 'Dog' – No action needed

4. Rescue Scenario #4 - Joint (application & questions) – email to rescue

    Subject: Adoption Application & Query Request #12345 for 'Dog' – Reply Needed

5. Rescue Scenario #5 - Enquiry Question – email to rescue

    Subject: Query #12345 about 'Dog' – Reply Needed

Embed your Rescue's Adopt-A-Dog listings on your own website

If you would like to use Adopt-A-Dog as a way of listing your dogs on your own website we provide an automatic code which you can copy and paste to your desired location.

Once logged into Adopt-A-Dog, the instructions and code can be found under your rescue's account details (directly below the Shelter Manager Authentication Token). The code is tailored to your account, all that is needed is to copy the provided code to where you would like your dog listings to be viewed.

SHELTER MANAGER
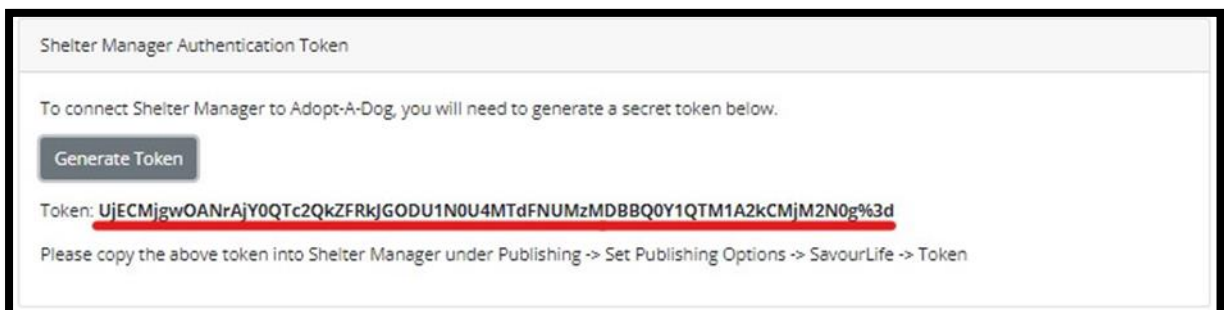
Linking Security Token to Shelter Manager

For rescue groups utilising the Animal Shelter Manager services, please follow the steps below once you have logged into your profile on the Adopt-A-Dog platform - this is done in the 'My Account' section with the little person icon (rather than 'my dogs').

Generate a token in your Adopt-A-Dog profile

- Navigate to the bottom of your account details
- Click on the 'Generate Token' button which will display a generated token string
- Copy the token to your publishing options under SavourLife in Shelter Manager

Paste that token into Shelter Manager profile

- Navigate to 'Set Publishing Options' under Publishing in your Shelter Manager
- Select the SavourLife Tab
- Paste the copied token into the Authentication Token Field and then press save

Then re-set your Adopt-A-Dog log-in password.

- Under the Adopt-A-Dog 'My Account Details' create & confirm a new password
- Click the save button to update your new password

Additional Fields

Enquiry Numbers (when marking adopted)

To be able to link an inquiry number to the dogs being marked as adopted via Shelter Manager, you can add an additional field to link to our enquiries.
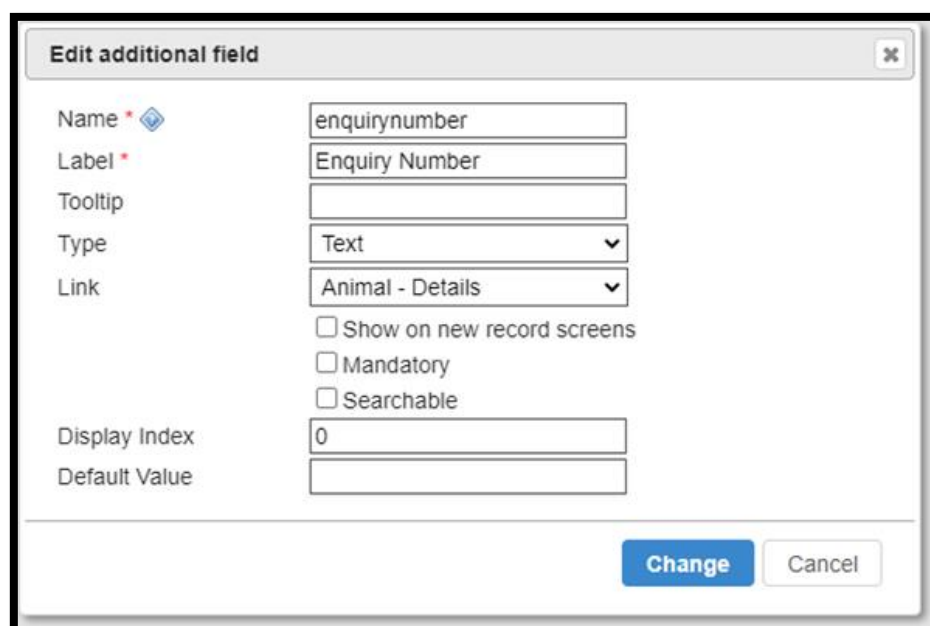
This can be found under the settings tab – Additional Fields (highlighted)
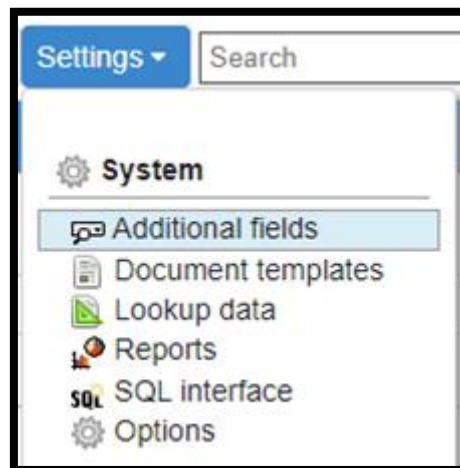
The first field (enquirynumber) has to be identical to link to our platform, however the other label can be of your choosing.

Name field has to match: enquirynumber

Type: Text

Interstate Adoptability (or not)

Name field has to match: interstateadoptable
Type: Yes/No

It will now look similar to the below in the orange box

Contact Us

Email: adoptadog@savour-life.com.au

Office: (02) 9977 6495 (ext. 804)

Mobile for Rescue Groups: 0434 623 954

Social Media

[Adopt-A-Dog User Support Group](#)

[Adopt-A-Dog Facebook Page](#)

[Adopt-A-Dog Instagram](#)

[SavourLife Facebook Page](#)

[SavourLife Instagram](#)