adopt a dog

User Manual for Rescue Groups

Index

ADOPT-A-DOG	3
Creating a New Dog Profile	3
Boost a Dog's Profile	7
Managing a Dog Profile	8
Put a dog "On Hold"	8
On-Trial – Enabling Claims	9
Remove a dog	10
Clone a Dog's Profile	11
Marking a Dog as Adopted	13
Security	16
Printable Adoption Poster	17
How the Enquiry Process works	18
Enquirer Profiles	20
Searching for Interstate Adoptability	20
Embed your Rescue's Adopt-A-Dog listings on your own website	21
Embedding Using Size Filters	22
SHELTER MANAGER	23
Linking Security Token to Shelter Manager	23
Additional Fields	24
Enquiry Numbers (when marking adopted)	25
Interstate Adoptability (or not)	26
Contact Us	27
Social Media	27

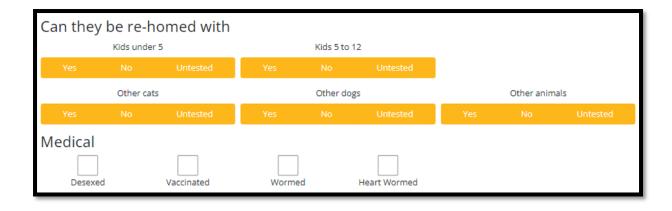
ADOPT-A-DOG

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.
 - Foster or Case Manager Email is for an additional address to receive the expressions of interest.

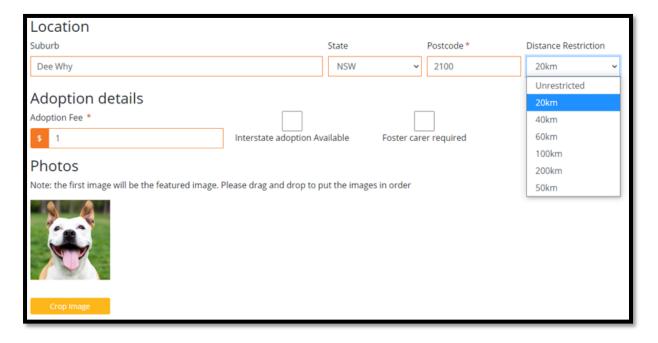


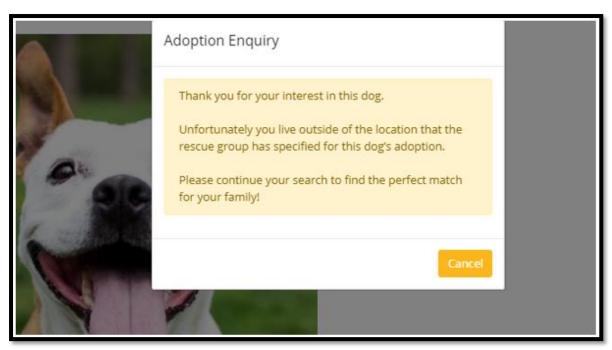
5. In the "Location" section you specify whether or not your dog is available for adoption interstate and also if there is a kilometre distance restriction. If you have not ticked the "Interstate Adoption Available" box, then anyone who attempts to submit an enquiry on the dog from a different state (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.

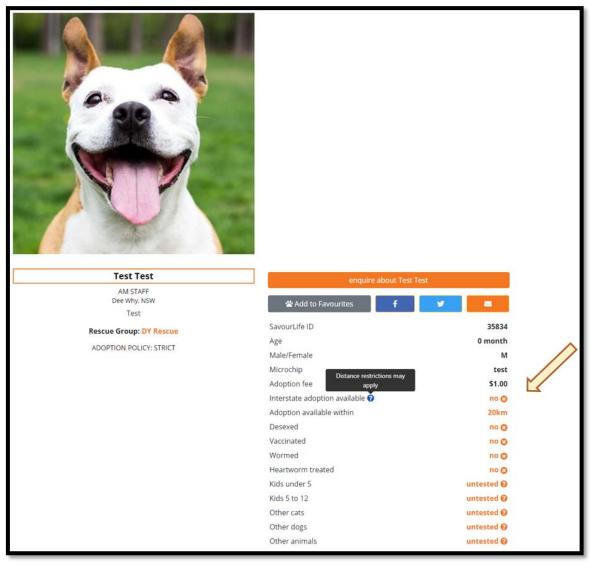
They will also receive this message if they are in the same state but live further than the distance parameter that you have specified for the dog. The default for this is "Unrestricted", however you can choose between the options illustrated in the image below.

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.







- 6. 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.
- 7. 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.



8. 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 5 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.

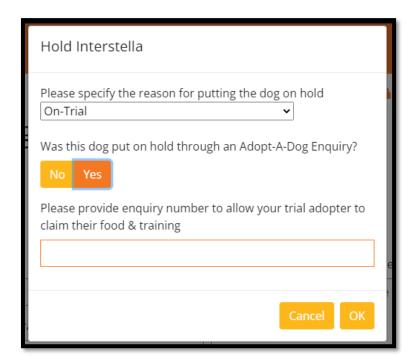


On-Trial – Enabling Claims

You will now be able to allocate the relevant Adopt-A-Dog enquiry number to dogs going out on trial periods, enabling them to claim a bag of food to trial as well as they gain early access to the online support offered through the Pink Paws Program, which we hope may make trials even more successful.

Similarly to when marking your dogs as adopted, when you mark a dog on hold and select "On-Trial" you are now offered the prompt to include an enquiry number, and if successful with their trial, this number is automatically inputted for you when you mark your dogs as adopted.

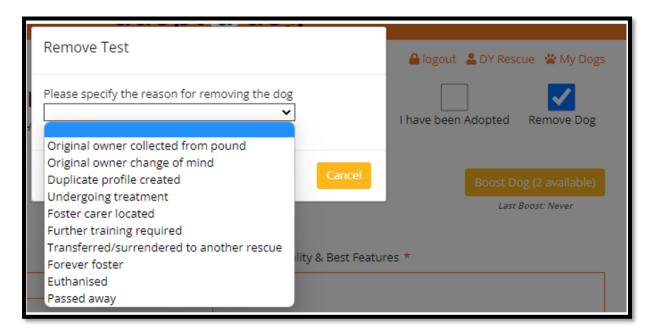
A reminder that if an adopter has enquired on one dog but ended up adopting a different dog that is also listed on Adopt-A-Dog, you are able to submit their original enquiry number when marking the dog that they did adopt as adopted. We're aware that sometimes enquiry numbers are inputted incorrectly or missed. If you are aware of an incorrect or missing number, please reach out to adoptadog@savour-life.com.au and we can update this for you so that they are still able to claim their free food and training.



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

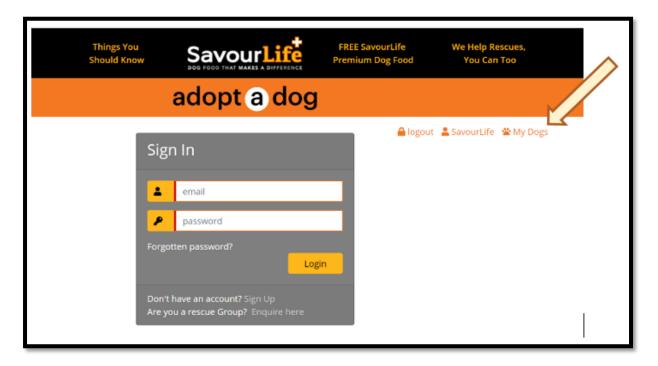
On each of your dog's profiles, there is a "Duplicate" button overlayed in the top right corner, when you hover over the profile with your mouse. This will allow you to open up an existing profile as a new dog, make changes and when you click "Save" the new dog will be created with the details entered. 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.

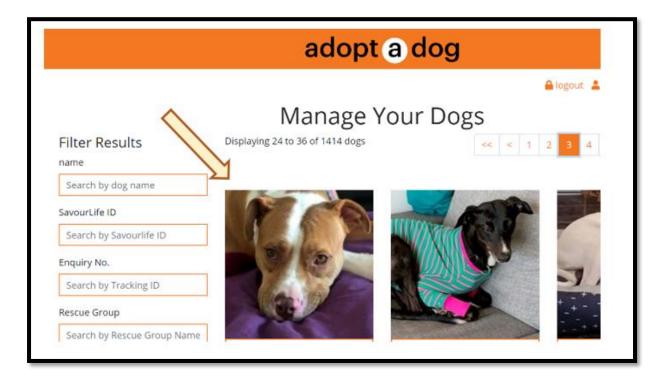


Marking a Dog as Adopted

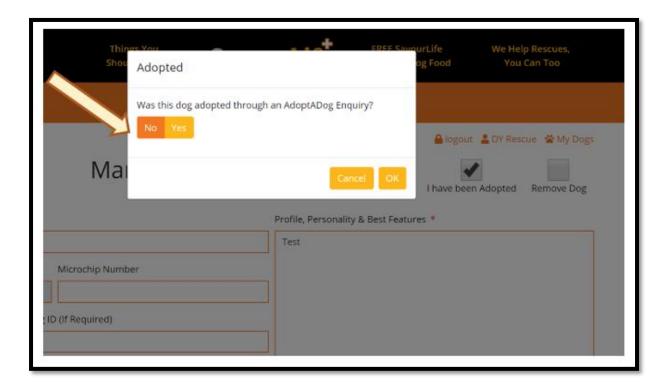
- 1. Log into your profile
- 2. Click on the right-side tab 'My dogs'



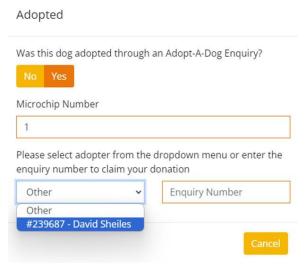
3. Select the dog that has been adopted.



- 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?'

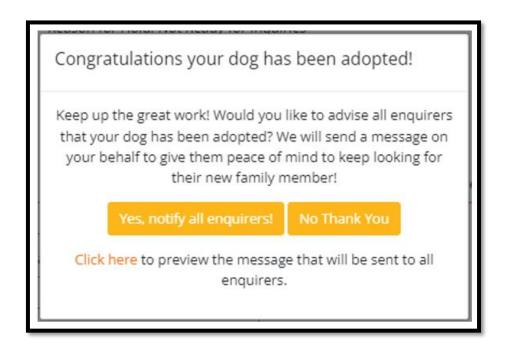


- 6. If No, please click ok and click save.
- 7. If Yes, two options will then appear a drop down menu where you are able to select from the list of enquirers that have submitted their interest on that particular dog, or alternatively you can select "other" on the drop down menu and still use the textbox to enter in another enquiry number (e.g. if the enquiry number is from a pup from the same litter etc.)



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.

New Login detected

We have noticed a new login to your Adopt-A-Dog account from the below browser:

When: 07/06/2022 11:50 AM AESDT

Country: AU

Device: desktop

Browser: Windows 10

Type: Chrome

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.

Did you know we make natural, Australian-made food and treats?

Click here to view our ranges







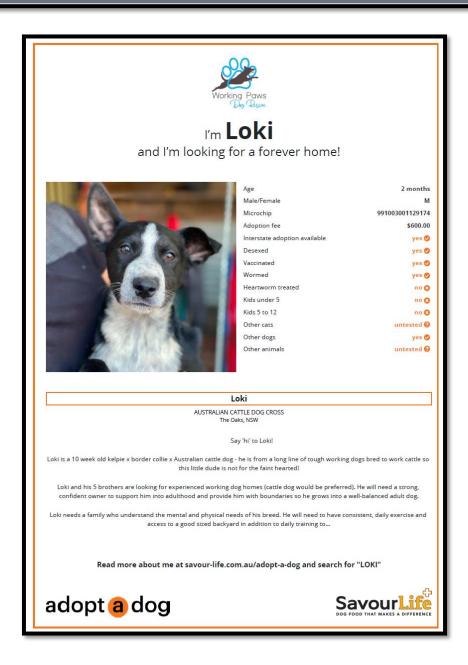




Printable Adoption Poster

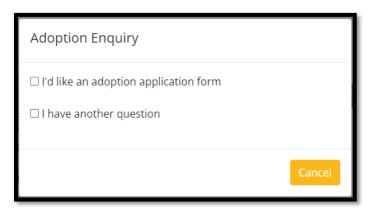
You can find the "Print Adoption Poster" button right at the bottom of each dog's public facing profile. This can be useful for any events that you might have coming up where you want to show off your available dogs. Information that is pulled directly from the dogs' profile includes; the rescue's logo, 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.

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:
Thank you for requesting an application for
Please click here which will redirect you to the application form, please fill it in and send it directly to, who will be in contact with you after they have reviewed your application.
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
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!

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

Enquirer Profiles

Enquirers are now offered the opportunity to provide you with a little bit of initial information about themselves and what they can offer your dogs. This was highly requested by you so the goal for this is to provide you with some basic information to assist with reviewing the expressions of interest for finding the perfect home for the dogs in your care.

During each enquiry, they will be prompted with the option to send their adopter bio to you which will appear in the enquiry email you receive underneath the enquirers name. They will be able to provide as much (max 2300 characters) or as little information as they desire, without it acting as a proper application form.

Note: We do advise the enquirers this is only initial information. Enquirers will still need to complete any requirements you as the rescues have set for example completing your application form.

Searching for Interstate Adoptability

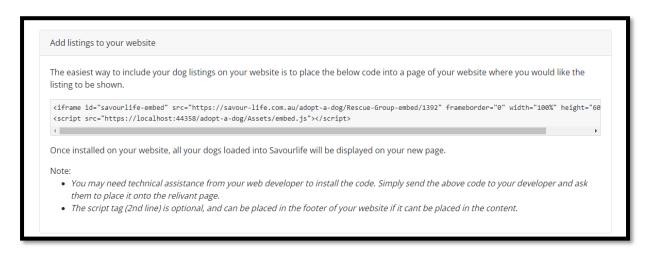
We wanted to bring to your attention the addition of one more feature to help enquirers find dogs around Australia, especially in areas of low dog to enquirer ratios e.g. Tasmania, South Australia & Western Australia. With a current average of 2300 dogs listed on Adopt-A-Dog and varying enquirers to dogs throughout each state, it was made clear that dogs who are listed as interstate adoptable may have been missed by enquirers willing to invite an interstate dog into their family.

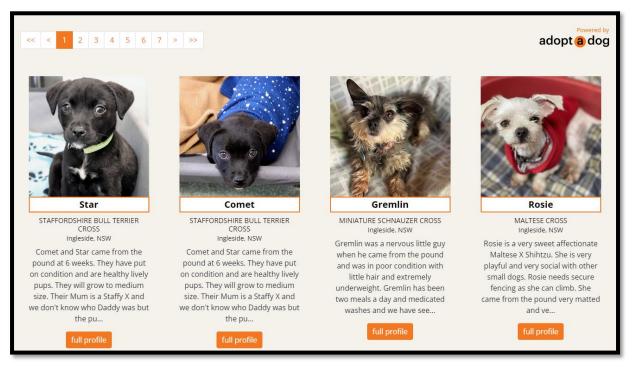
Although there will be no changes or new additions to your processes on our site, the goal is to help match even more dogs and people together. For rescues who are open to adopting your dogs interstate, this feature will give your dogs more visibility, which may in turn increase the likelihood that you'll receive even more interest and enquiries for your dogs who are looking for their forever homes!

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.





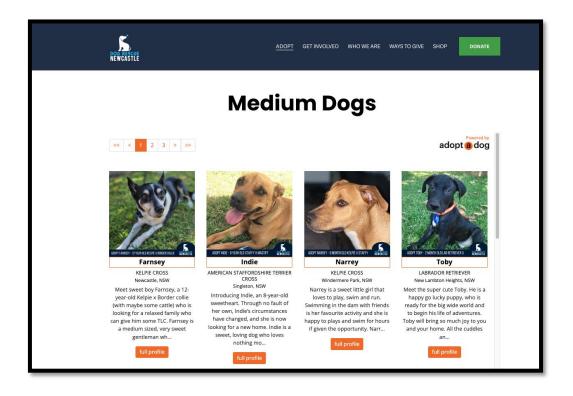
Embedding Using Size Filters

The embedment option now caters for rescues websites that are set up to view dogs based on sizes.

To embed your dogs listed for adoption grouped by sizes, please follow the previous instructions, plus select the correct filters you wish to see and add to your website.

Please reach out if you have any troubles updating this code on your website and our Adopt-A-Dog team will be happy to help.





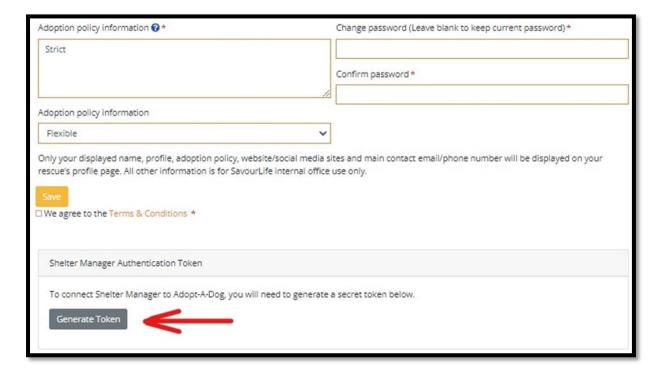
SHELTER MANAGER

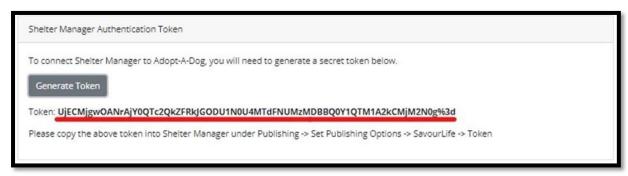
Linking Security Token to Shelter Manager

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

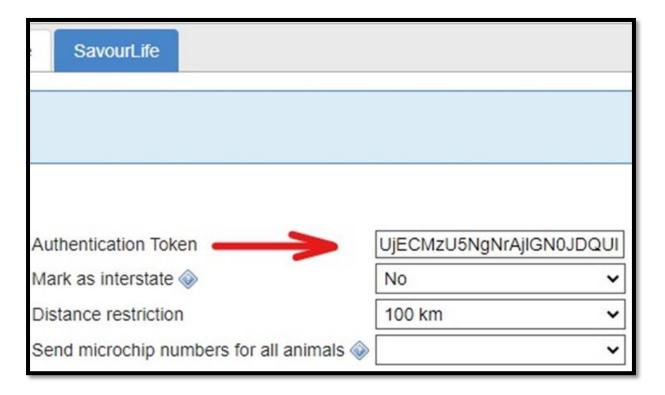
- Navigate to the bottom of your account details
- Click on the 'Generate Token' button which will display a generated token string
- Copy the token to your publishing options under SavourLife in Shelter Manager





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

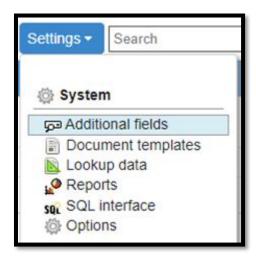


Additional Fields

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

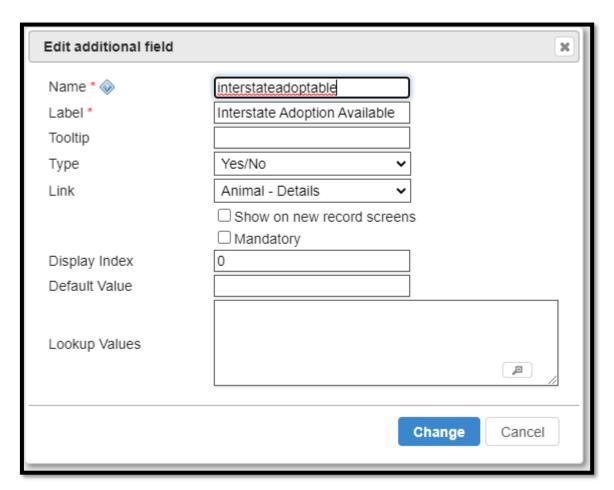
Type: Text

Name * 🗼	enquirynumber		
Label*	Enquiry Number		
Tooltip			
Туре	Text	~	
Link	Animal - Details	~	
	☐ Show on new record ☐ Mandatory ☐ Searchable	d screens	
Display Index	0		
Default Value			
		_	

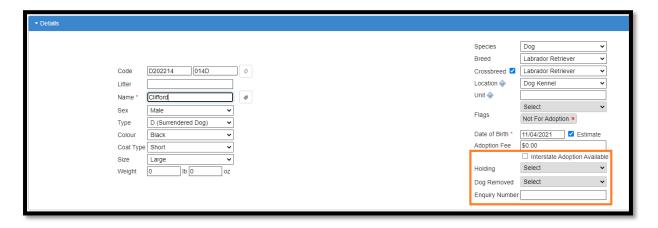
Interstate Adoptability (or not)

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. 803)

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