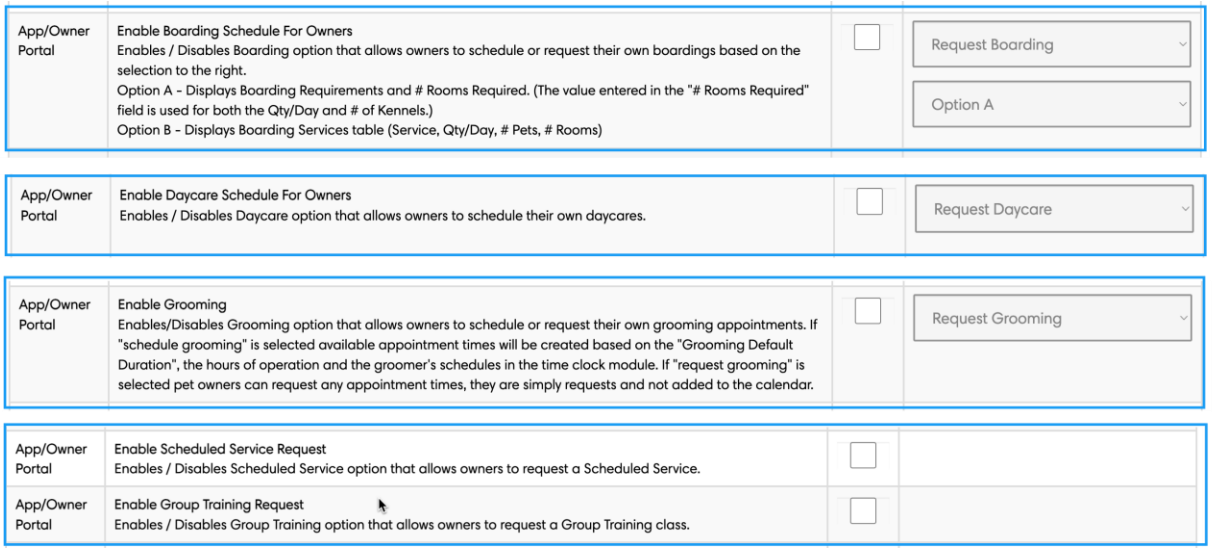
While it is not possible to completely disable the owner portal or mobile app, or prevent pet owner logins, you can restrict the scheduling and updating features and add custom messaging for pet owners.

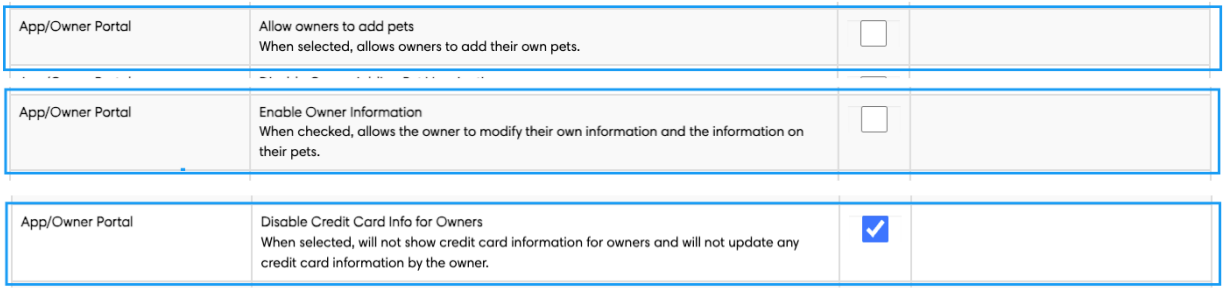
To disable options in the owner portal/mobile app, start in the menu-->company preferences-->application preferences-->category = App/Owner Portal

You can use the filter option on the right to quickly find these preferences. Some preferences need to be checked (enabled) and some need to be unchecked (disabled) for the correct behavior to take effect. The images below show the recommended setting.

**To disable all request/scheduling options for daycare, boarding, grooming scheduled services, and group training:**




**To disable options for pet owners to modify their information or the information for their pets:**




**To disable options for pet owners to view packages, package changes, and package purchases in PetExec:**

| | | | |
|---|---|---|---|
| App/Owner Portal | Enable Boarding Packages for Owners<br>Enables / Disables the ability for owners to view past and present boarding packages they have. | ☐ | |
| App/Owner Portal | Enable Other Packages for Owners<br>Enables / Disables the ability for owners to view past and present packages other than daycare or boarding packages they have purchased. | ☐ | |
| App/Owner Portal | Enable Purchases for Owners<br>Enables / Disables the Purchases option that allows owners to view past purchases. | ☐ | |
| App/Owner Portal | Enable Daycare Packages for Owners<br>Enables / Disables the the ability for owners to view past and present daycare packages they have. | ☐ | |
| App/Owner Portal | Disable Daycare Package Changes From Owners<br>When selected, this will disable showing the Change History section of the Daycare Package History for owners | ☐ | |

| | | | |
|---|---|---|---|
| App/Owner Portal | Enable Owner Payment<br>Enables the ability for an owner to make a payment. This option requires real-time credit card processing to be enabled. | ☐ | |
| App/Owner Portal | Enable Package Purchases<br>Enables / Disables the ability for owners purchase packages. | ☐ | |

**To disable all options that force and allow pet owners to sign contracts, upload and view files:**

| | | | |
|---|---|---|---|
| App/Owner Portal | Enable Owner File Upload<br>When selected, will give the owner access to the file upload section where they can upload and view files. They will not be able to delete them. | ☐ | |
| App/Owner Portal | Hide Files from Owner<br>When selected, will hide any uploaded files from the owner. | ☑ | |
| App/Owner Portal | Enable Owner Contracts<br>When selected, will give the owner access to the contracts section where they digitally sign contracts. | ☐ | |

| | | | |
|---|---|---|---|
| App/Owner Portal | Force Owners to Sign Contract #1<br>When selected, will add a note to the Dashboard if the owner did not sign Contract #1 and redirect owners to sign the contract on registration. | ☐ | |
| App/Owner Portal | Force Owners to Sign Contract #2<br>When selected, will add a note to the Dashboard if the owner did not sign Contract #2 and redirect owners to sign the contract on registration. | ☐ | |
| App/Owner Portal | Force Owners to Sign Contract #3<br>When selected, will add a note to the Dashboard if the owner did not sign Contract #3 and redirect owners to sign the contract on registration. | ☐ | |

**To disable other miscellaneous views of data in the owner portal:**

| | | | |
|---|---|---|---|
| App/Owner Portal | Show Menu Options on Owner Dashboard<br>When selected, will show available menu options as buttons on the owner's Dashboard. | ☐ | |

| | | | |
|---|---|---|---|
| App/Owner Portal | Enable Portal Calendar<br>When selected, will show the "My Calendar" feature on the owner portal. | ☐ | |

You can also add messaging to the owner/portal and mobile app giving your pet owners additional instructions. You can do this from the menu-->company preferences-->maintain company info. Owner portal message will appear in the web version, mobile app message will appear in the mobile app version.

An example of the owner portal view for pet owners if the settings above are enabled/disabled based on these instructions:

PetExec Training
Today is: 02/26/2025

Hello Suzie Jones!
Log Out

**Welcome Packmates!**

This message can be customized to fit your business's style.

Use this space to provide customized messaging to your Pet Owners/Clients. For example, business hours, contact information, business policies or important announcements. You can include images or a logo as well.

This information can be updated in Company Preferences-->Maintain Company Information-->Owner Message

## Vaccination Status

This area is being displayed because your pet appears to have expired or unset vaccinations. Please contact PetExec Training to update your pet's vaccinations or your vet to schedule your vaccination updates.

| Pet Name | Vaccination Type | Date |
|---|---|---|
| Reagan Jones | Bordetella | 11/07/2024 |
| | Distemper | 11/07/2024 |
| | Influenza | 11/07/2024 |
| | Rabies | 11/07/2024 |



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