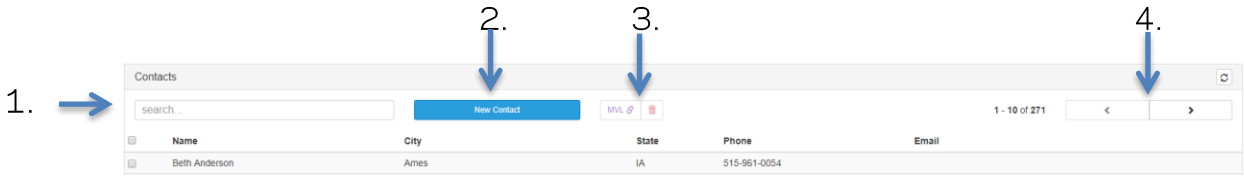
Manager

Manager allows you to access the data you input into your GVL account. The tabs on the left side of the screen allow easy access to different segments of the data.

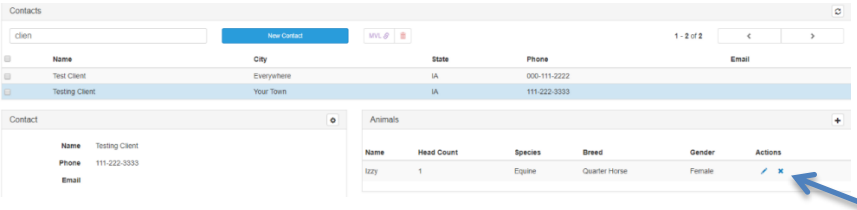
- **Contacts Tab**

In the Contacts tab, easily create, edit, and delete contacts. You can also grant MyVetLINK access, and manage animals associated with each contact.

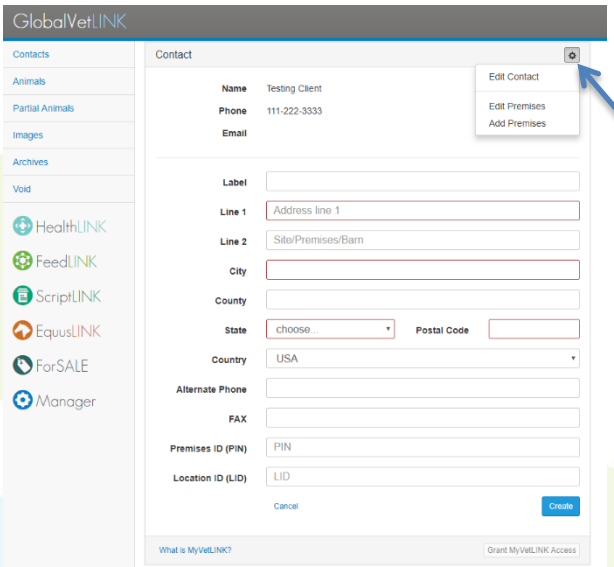


1. Use the Search bar to locate contacts. Search by any of the displayed fields (name, city, phone number, etc.)
2. Create a new contact by clicking the blue New Contact button. A new box will appear for you to enter the contact information into. Enter information in the red highlighted fields and click Create to save the contact.
3. Use the MVL button to grant MyVetLINK access to your clients. MyVetLINK allows owners to set up an online account through which they can view animal information and access completed certificates. Use the Trash Can button to delete contacts. Deleted contacts cannot be restored. To use these buttons, check the box to the left of the contact that you want to apply the action to.
4. Use the tab buttons to navigate your list of contacts.

- **Contacts Tab (con't)**



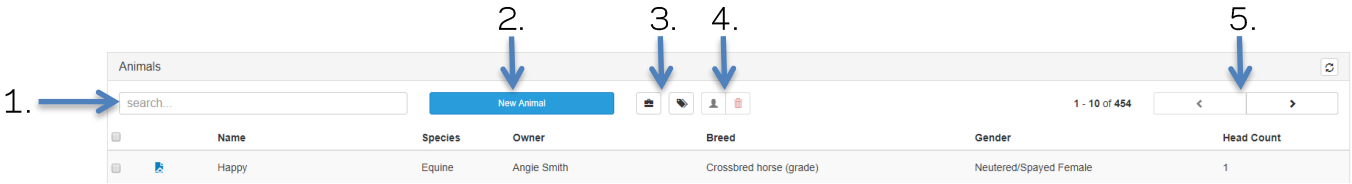
After selecting a contact, you can view the animals associated with that contact. Click on the Pencil icon under Actions to edit the animal, and the X icon to remove the animal from that contact's list. The animal will still be available in the Animals tab.



To add multiple premises for an owner, select the contact from the list, then click the gear icon in the upper right of the contact box. Click Add Premises and additional address fields will appear for you to complete. After entering the information, click Create to save the additional premises. After creating additional premises, click Switch Premises from the menu in order to view all premises associated with the owner.

- **Animals Tab**

In the Animals tab, easily create, edit, and delete animals. You can also link animals to an Agent and create certificates directly from the Animal profile.



1. Use the Search bar to locate animals. Search by any of the displayed fields (name, owner, breed, etc.)

2. Create a new animal by clicking the blue New Animal button. A new box will appear for you to enter the animal information into. Enter information in the red highlighted fields and click Create to save the animal.

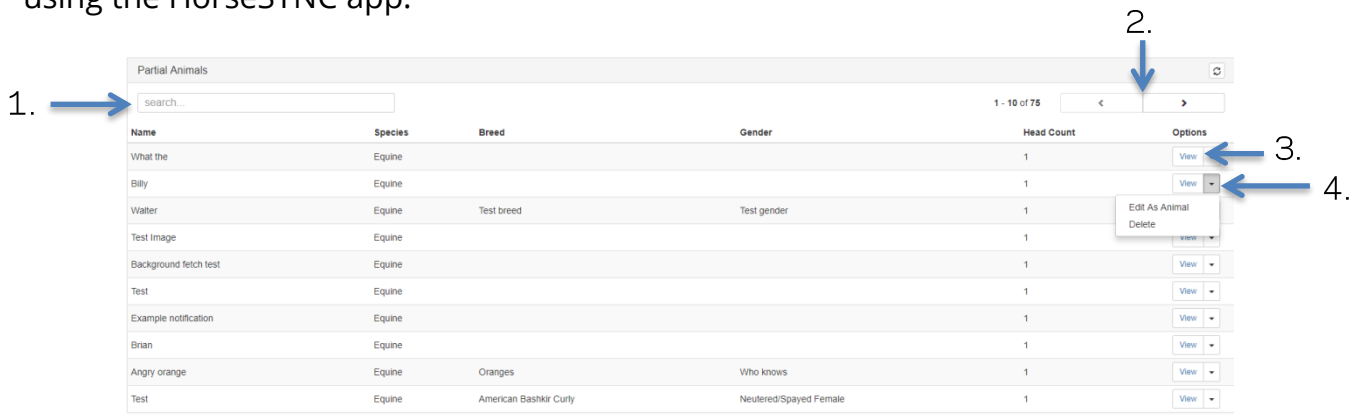
3. The Suitcase button allows you to load animals that were entered over 3 years ago. The Tag button will show animals that have been marked as deceased.

4. The Silhouette button allows you to link animals to an Agent, which will allow the Agent to see the animal information and completed certificates in their Agent MyVetLINK account. The Trash Can button will allow you to delete animals. Deleted animals cannot be restored. To use these buttons, check the box to the left of the contact that you want to apply the action to.

5. Use the tab buttons to navigate your list of animals.

- **Partial Animals Tab**

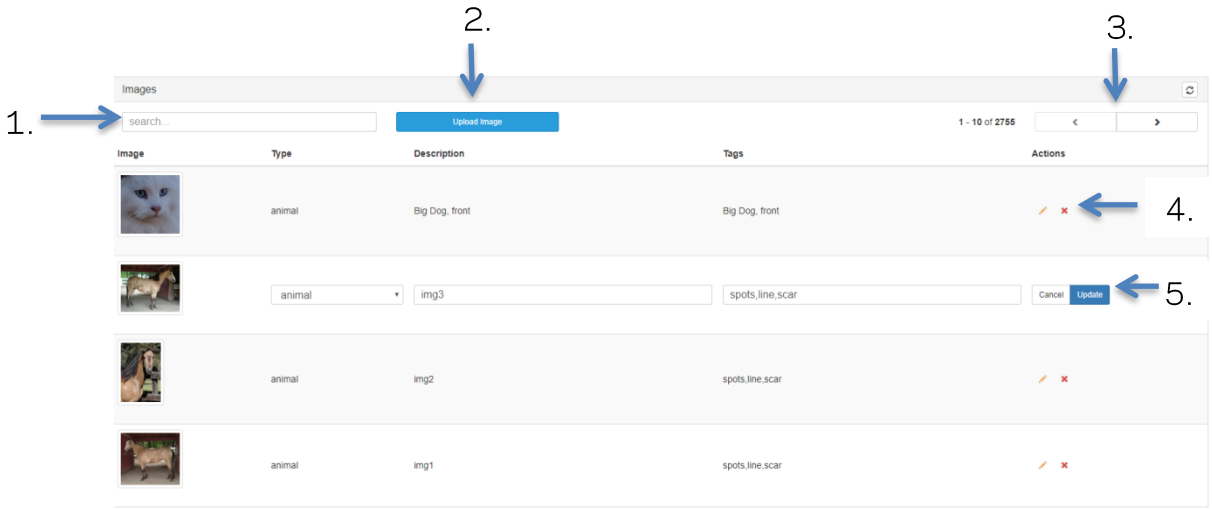
In the Partial Animals tab, view the horse profiles and photos you have collected using the HorseSYNC app.



1. Use the Search bar to locate partial animals. Search by any of the displayed fields (name, breed, etc.)
2. Use the tab buttons to navigate your list of partial animals.
3. Click View to view the information that was entered using HorseSYNC. The animal profile will display below the list.
4. Click the drop down arrow to access Edit As Animal and Delete. Click Edit As Animal to assign an owner to the horse and complete the horse profile. Click Save As Animal when complete. Click Delete to remove a partial animal from the list. Deleted partial animals cannot be retreived.

- **Images Tab**

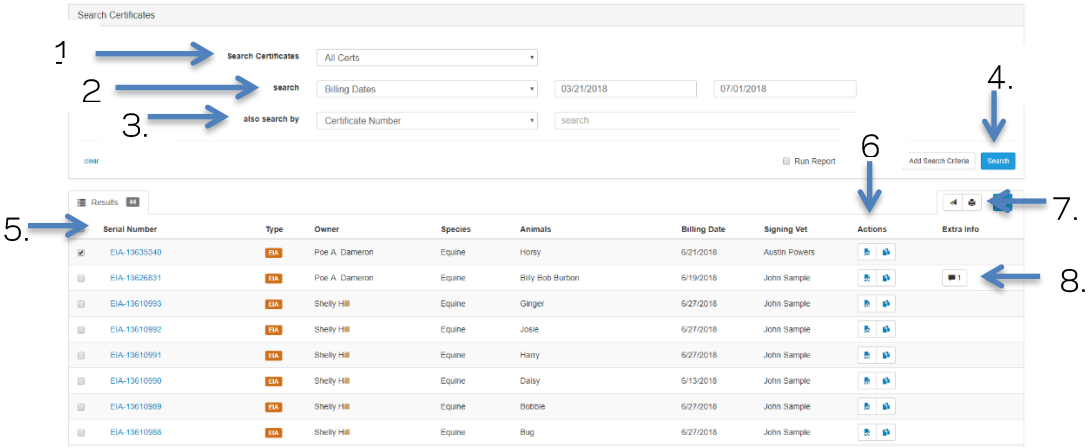
In the Images tab, view the images you have uploaded to GVL.



1. Use the Search bar to locate an image. Search by Description or Tags.
2. Upload an image by clicking the Upload Image button. You will be prompted to select the image and add a description or tag.
3. Use the tab buttons to navigate your list of images.
4. Under Actions, click the Pencil icon to edit the type, description, and tags of an image. Click the red X icon to delete an image. Deleted images cannot be retrieved.
5. After clicking the pencil, the type, description, and tag fields will become editable. Click Cancel if you do not need to make changes. Click Update to save changes you have made.

- **Archives Tab**

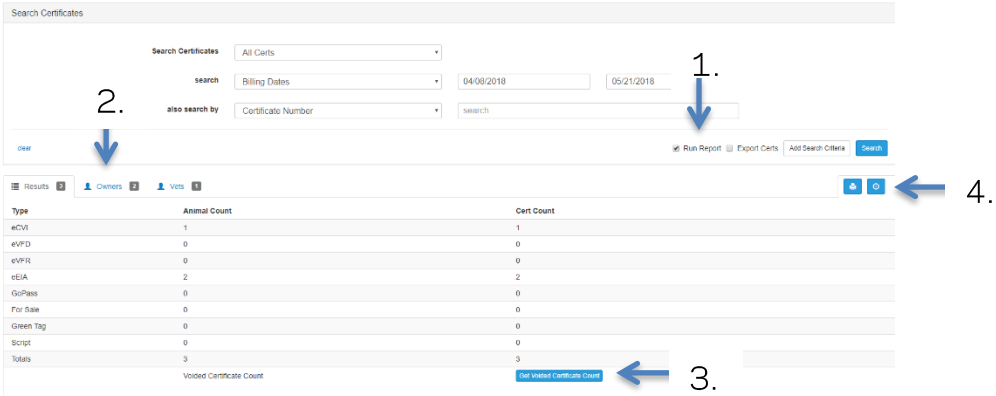
In the Archives tab, access the certificates that you have completed through GVL.



1. Click the Search Certificates drop down to search by a specific certificate type.
2. Use the calendars to enter the Billing dates between which the certificate was completed. We suggest using a broad range.
3. Use Also Search By to narrow your search. Click the drop down to change the criteria by which you are searching.
4. Click Search to locate certificates. To download a CSV of the certificates in the search, check the Export Certs box before clicking Search.
5. Click the Serial Number to view the certificate information.
6. From the Actions, you can Download PDF or Create a Draft of the certificate
7. After checking the box for a certificate, additional action buttons of Email and Print will be available.
8. Extra Info shows certificates that have messages or attachments.

- **Archives Tab (con't)**

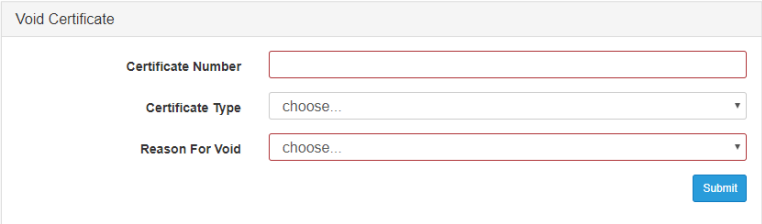
In the Archives tab, you can also run a report of all certificates completed during a specific date range.



1. After entering billing dates and search criteria, check the Run Report box and click Search.
2. Use the tabs to change the view based on Results, Owners or Vets.
3. Click Get Voided Certificate Count to see the number of certificates voided.
4. Click the Printer to print the report. Click the Clock to view a list of Recently Sent Emails.

- **Void Tab**

Using the Void tab, you can permanently delete certificates that you have completed through GlobalVetLINK. To void a certificate, enter the Certificate Number, choose the Certificate Type and Reason for Void. Click Submit to void the certificate. Voiding cannot be undone.



If you have any questions, please contact our Customer Success Team at 515-817-5704 or gvlsupport@globalvetlink.com.