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Home

Welcome to the RescueGroups.org Online User Guide!

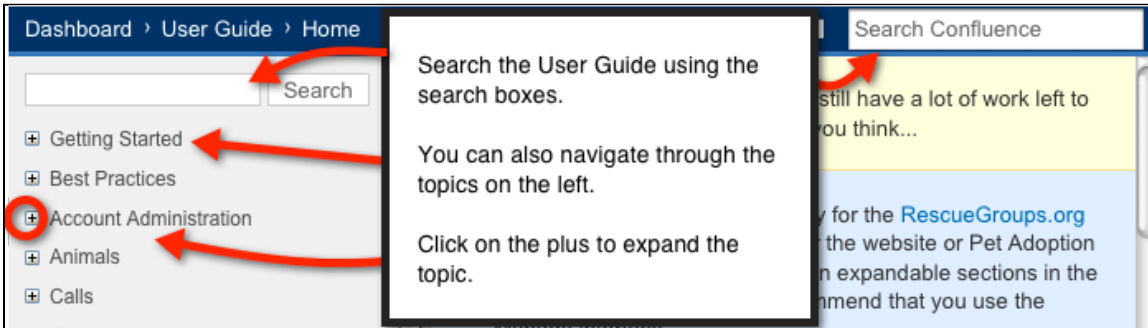
This User Guide provides setup and configuration information for all of the [RescueGroups.org services](#).

✔ You may want to start with the [Getting Started](#) section.

✔  You can download a PDF version of our user guide by [clicking here](#).

Tips for Using and Searching this Guide

Please use the **search box** in the upper-right hand corner of this page, or on the left sidebar to **search the user guide** and frequently asked questions.



Some examples of what you may type in the search box:

- How do I add a volunteer?
- How do I edit a volunteer's or staff member's access to my RescueGroups.org service?
- How do I add a PayPal button to my web page?

Service Note: Features and configuration items mentioned in this User Guide may not be available in your service, therefore, please review service notes and the service/roles table at the beginning of each section to be sure the feature applies to your organization's level of service.

Recently Updated

- [Roles - Security and Permissions](#)
updated by [Joshua A. Sampson](#)
([view change](#))
yesterday at 5:54 PM
- [Let's Get Started - Login](#)
updated by [Michelle Peters-Spivack](#)
([view change](#))
Jan 20, 2012
- [How do I change my username and password?](#)
updated by [Michelle Peters-Spivack](#)
([view change](#))
Jan 20, 2012
- [Pet Adoption iFrame \(Facebook\)](#)
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- Jan 18, 2012
- [1.png](#)
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Navigate space

Getting Started

Getting Started Guides

- [How to Sign Up](#)
- [The Management Interface](#)
- [The Pet Adoption Portal](#)
- [The Data Management Service](#)
- [The Website Service](#)

How to Sign Up

Since 2002, RescueGroups.org has provided animal welfare organizations with **easy to use, free and low-cost services** to help maximize adoptions!

1) Sign Up Online



Where do I find it?

Please **Sign Up** at <http://www.rescuegroups.org/signup>

2) Review the Partner Requirements and Expectations



Where do I find it?

Please review the **Partner Requirements and Expectations** <http://www.rescuegroups.org/requirements>

[Home](#) >

Sign-up

Your Personal Contact Information

The questions below are specific to you, personally. Enter your personal information as the primary contact for your organization's account.

Your contact information will be kept private. Public contact information will be requested on the next step.

If you aren't sure which service or services you need, please [contact us](#) before signing-up.

Does your organization meet the requirements and agree to the Yes No expectations as described in the [Partner Requirements and Expectations](#)? *

- Your organization does NOT need to have non-profit status in order to use the RescueGroups.org Pet Adoption Portal service.
- For all other RescueGroups.org services, you must either have your non-profit status or be in the process of gaining non-profit status.

3) Complete the Online Sign Up Form

If you do not currently have a RescueGroups.org account, please complete the sign up form.

After you submit the sign up form, our volunteers will review the information, and begin the process of approving your account.

When your account is created and you receive your user name and password.

How to Upgrade or Add Additional RescueGroups.org Services



Where do I find it?

You can [Upgrade](#) and add additional RescueGroups.org services by going to **Services > Account Administration > Upgrade Services**.

Getting Started Guides

- *How to Sign Up*
- *The Management Interface*
- *The Pet Adoption Portal*
- *The Data Management Service*
- *The Website Service*

The Management Interface

The Management Interface makes accessing and managing ALL of your RescueGroups.org services easy and in one location!

You can login to manage.rescuegroups.org to access all of your services including:

- Pet Adoption Portal
- Data Management Service
- Website Service
- and more!

Learning the Management Interface Overview

- Let's Get Started - Login
- Get Familiar with the Management Interface
- How Information is Organized - Data Tables
- The Data Table Icons
- Using Data Table Views
- How to create a custom data table view
- Using Custom Data Table View Filters
- Exporting Data from Data Tables

Getting Started Guides

- *How to Sign Up*
- *The Management Interface*
- *The Pet Adoption Portal*
- *The Data Management Service*
- *The Website Service*

Let's Get Started - Login

Let's Get Started - Login



Where do I find it?

Please login at manage.rescuegroups.org

Login to the Management Interface.

At the login screen

- Enter your

- Account number
- Username
- Password
- Click Login



RescueGroups.org
support | login

technology solutions animals can live with

Support ?

Get Support

Having trouble logging in?
Chat with Support:

Welcome to RescueGroups.org

If you are not yet a user of [RescueGroups.org's services](#), please head over to our [website](#) to review our services and sign-up! Once you sign-up you'll come back here to login for our Management Services, including Pet Adoption Portal, Data Management, Website, Voice Mail, Email and Domain Name services.

Partner Login

Account number

User name

Password

Remember me until I logout

[Unable to login? Find your account number, user name, or reset your password here.](#)

←



Reset Password

If you've forgotten your password, you can reset it by clicking on the link text: **Unable to login? Find your account number, username, or reset your password here.**

There is a 20 character limit on passwords.

Learning the Management Interface Overview

- Let's Get Started - Login
- Get Familiar with the Management Interface
- How Information is Organized - Data Tables
- The Data Table Icons
- Using Data Table Views
- How to create a custom data table view
- Using Custom Data Table View Filters
- Exporting Data from Data Tables

Getting Started Guides

- How to Sign Up
- The Management Interface
- The Pet Adoption Portal
- The Data Management Service
- The Website Service

Get Familiar with the Management Interface

Depending on your service or your personal security permissions, you may not have access to all of the links under each heading.

Get Familiar with the Management Interface

After you log in at manage.rescuegroups.org, you will see your personal home screen, like the one below.

- It is a good idea to get familiar with where things are located and how items are grouped.
- A good way to do this is to spend some time looking at the items available below each heading: Animals, Contacts, Website, Features, etc.

For convenience, there are many ways to access the same information.

Example: Adding an Animal

- You can add an animal from the Animals menu at the top (**Animals > Add an Animal**)
- You can use the **Quick Links: Add An Animal**
- Or on the left side, under **Add a new...** select **Animal**, then click **Go!**

The screenshot displays the RescueGroups.org management interface. At the top, the site logo and tagline are visible, along with navigation links for 'home', 'support', and 'logout'. Below this is a main navigation menu with options like 'Home', 'Animals', 'Contacts', 'Website', 'Features', 'Reports', and 'Services'. The user's profile information, including the name 'Michelle' and a 'My Settings' gear icon, is shown. The central area is divided into several sections: 'My Rescue' with a list of items like 'My Fosters (2)', 'My Forms (0)', etc.; 'Quick Links' with buttons for 'Add an Animal', 'Search Animals', 'Add a Contact', etc.; and a 'Message Center Preview' showing a list of recent messages. On the left, there is a sidebar with a search bar, an 'Add a new...' section with a dropdown menu, and a 'Support' section. On the right, there is a 'Help and Support' section with links to 'Quick Start Guide', 'User Guide', and 'Change your Password', along with social media icons for Facebook and Twitter.

- Click on **My Settings** to the right of your name, to change your username, password, and preferences.
- Access this online **User Guide** from the Help & Support box on the right.
- If you are a Site Admin, you can access the **Account Settings** under Services > Account Administration

Next, let's get familiar with How Information is Organized - Data Tables

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How Information is Organized - Data Tables

With data tables, you can quickly sort by the headings, change your view (change the fields shown), share your view, export your data to a spreadsheet, create custom views, and more!

Data Tables

Data is presented in **Data Tables** throughout the RescueGroups.org management service.

Using data tables allows for a very flexible way of viewing and managing data, like animals, contacts, inventory items, etc.

Some common datatables are:

- [Animals > Animals List](#)
- [Contacts > Contacts List](#)

Overview - Data Tables

All data tables have the same look and feel, and most have the same controls, or buttons and options.



You can quickly sort by the headings, change your view (change the fields shown), share your view, export your view to a spreadsheet, create custom views, and more!

Here is an example of the **Animals Data Table**.

Current View: Default Total: 92

Actions... Views: Default Options...

<input type="checkbox"/> All	Name	Status	Species	Sex	Thumbnail
<input type="checkbox"/>	Mitzie	Available	Cat	Female	
<input type="checkbox"/>	Red	Available	Cat	Male	
<input type="checkbox"/>	Pooh	Available	Cat	Male	
<input type="checkbox"/>	Squawks	Available	Cat	Male	
<input type="checkbox"/>	Locke	Available	Cat	Female	
<input type="checkbox"/>	Fortune	Available	Cat	Female	
<input type="checkbox"/>	Gracie	Available	Cat	Female	

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The Data Table Icons

Since all data tables are organized in a similar format, it's a good idea to get familiar with the data table interface.

Common Data Table Interface

Here is what you will see at **the top** of a typical data table.

Current View: Default Total: 92 ◀ 1 2 3 4 ▶

Actions... Views: Default 📄 🖼️ 🔍 ⓘ Options...

- Move back/forth between the number of pages
- Select an action
- Change your view
- Create / Edit a view
- Turn on/off thumbnails
- Search
- Help
- Select an options to view more or less information in the databale
- Export the data.

Some of the many icons, and interface controls you will see are listed below.

		Description
Help		Quick access to help information on how the data tables work
Previous / Next Page		Go to the previous or next page of data
Go to First / Last Page		Go to the first or last page of data
Search		Search for specific text in the data table
Toggle Show Thumbnails		Show animal thumbnails (animals related data tables only)
Add		Add item
Delete		Delete item
Settings		Edit settings for that item or section
Edit		Edit item
Preview Export		Preview description export
Media		Photos, videos
Preview in Website		Available with Website Service
HTML		View or Export HTML
Report		
Move		Change the order of items.
Actions		Select this plus a checkbox on an item in the data table to perform one of the actions from this pulldown.
Views		Change your view to one of the built in views, or to a custom view.
Create / Edit Custom View		Click the first icon to create a custom data table view. Click the second icon to edit a custom view.
Options		Show more, Show fewer, Show max, Export to CSV, XLS, XML

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Using Data Table Views

Data Table Views allow you to customize and quickly change what information is displayed in your data table.

You can share your views with others in your group, add filters to views, and even export the data from your view to a csv file.

		Description
Change the Current Data Table View (View drop down)	Views: <input type="text" value="Default"/>	Select a different data table view
Add / Edit a View		Create or Edit a new view for use with the current data table
Search		Will open search fields for that view.
Sort	<u>Journal ID</u> <u>Animal</u> <u>Date</u> ▼	Click on the headings to quickly sort the data. For additional sorting, you can apply a filter to your data table.
Options	<input type="text" value="Options..."/>	Show more, show less, show max, export data

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How to create a custom data table view

You can **create a custom data table view** for any data table in the RescueGroups.org Manage website.

Just go to a data table (like the [Animals](#) page) and click the **Add a View** button. 

By creating a **custom data table view** you can decide what information is displayed in the data table. The view specifies the fields to display, the order the data should be shown, and which records should be shown.

You can control the following aspects of the custom view:

- The fields that are included in the view
- The sort field and sort order of the records
- The filters that control which records are included
- If the view is shared with your fellow volunteers

To create a custom view, go to any web page with a data table (ex., the [Animals](#) page) and click the **Add a data table view** button.

This is an example of what you may see when creating a custom data table view.

Add a Data Table View

Name *

Field
Animals: Activity Level
Animals: Adopted Date
Animals: Adoption Fee
Animals: Adoption Lead
Animals: Affectionate
Animals: Altered

Fields *
Animals: Name
Animals: Status
Animals: Species
Animals: Sex

Sort by *

Sort Order * Ascending Descending

Shared * Yes No

Data Table Fields

The Add a Data table View page has the following fields:

Name:* Enter a descriptive name for the data table view.

Example: Cats adopted in 2010

Fields:* Select one or more fields from the **Field** box and click the **Add Fields to this View** button

Example: **Animals: Name, Animals: Adopter: Name, Adopter: Phone (Home)**



A new custom view will always have the fields from the data table's default view already selected. So, if you create a new custom view for the Animals data table you will already have the animal Name, Status, Species and Sex fields selected on the view.

Sort by:* Select the field by which you would like to sort the data records.

Example: **Animals: Name**

Sort order:* Select if you would like to sort the records **Ascending** or **Descending**.

Shared:* Select if you would like to share the custom data table view with other users within your organization.



Sharing your custom views

If you decide to share the view the view will appear under Shared Views section in the Views drop down. Only the user that created and shared the view can unshare it.

Click **Save View** to save the view and go back to the data table.

Click **Save View and Add Filters** if you would like to add filters for your new data table view.



You can add or change the filters on a custom view at any time.

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Using Custom Data Table View Filters

You can add and remove filters on a custom data table view by selecting the custom data table view in the **Views** drop down, clicking the **Edit this data table view button** , and then looking in the **Filters** section.

Filters specify the criteria to use when deciding which rows of data to display in a data table. For example, you might add a filter to an Animals data table view so only animals with a status of Available are displayed, or animals that were adopted in a certain date range.

Add a filter to a data table view

To add a filter to custom data table view click the **Add a Filter to this View** link.

Example: Adding a datatable view filter to the Animals datatable

- Click **Add**
- Select **Status** from the **Fields** drop down
- Select **Equals** in the **Operation** drop down
- Select the **Available** status in the **Criteria** box
- Click **Save Filter**

Edit a data table view filter

You can edit a filter to change the operation, criteria, or even the field itself.

Add a filter to a datatable view

- Click the **Edit this filter** icon next to the filter you want to modify
- Select the Field from the **Fields** drop down
- Select the Operation in the **Operation** drop down
- Enter or select the **Criteria** status
- Click **Save View Filter**

Remove a filter from a data table view

To remove a filter from a view click the **Delete this filter** button next to the filter you want to remove.

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Exporting Data from Data Tables

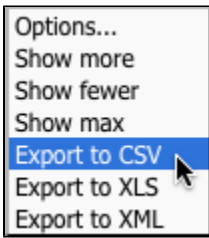
Exporting data from a data table can be useful in many ways. Like creating a mailing list.

How to export data from a data table view

You can export the data from the data table by clicking on **Options**



Then select one of the export formats below:



✔ CSV is a comma separated value data document to open in Excel.

⚠ If you need to return to one of the other Getting Started Guides, you can click on one of the links below.

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The Pet Adoption Portal

The Pet Adoption Portal is a free service provided by RescueGroups.org, a non-profit organization that offers technology services to animal rescue and shelter organizations.

The Pet Adoption Portal helps organizations gain as much exposure for their adoptable animals as possible, with as little overhead as possible by updating many of the national pet adoption web sites. This means that a volunteer, who is currently updating only one adoption list, can have more exposure while still doing the same amount of work.

And yes, it's completely free!

A few of the benefits of using the Portal:

- **Single site to update the major adoption listing web sites**
- **Completely and totally free, nothing to buy**
- **No forced advertisements in your pet descriptions**
- **No forced pet list scroller on your web site**
- **Easy to use, fast and dependable!**
- **Export your data and pictures at any time**
- **We never delete your data**
- **Completely advertisement free!**
- **We do most of the setup work for you, including getting setup with most of the adoption listing sites, and adding your animals!**

Getting Started with the Pet Adoption Portal Overview

1. Sign Up for an Account
2. Get Familiar with the Management Interface and How Information is Organized.
3. Continue on to the Portal Account Setup Overview
4. Review Additional Free Pet Adoption Portal tools.
 - a. Pet Adoption Toolkit
 - b. Pet Adoption Tracker
 - c. Pet Adoption Kiosk
 - d. Adoptable Pet iFrame for Facebook

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Pet Adoption Portal - What Should I Expect?

What Should I Expect?

How quickly will I hear back after I submit the sign-up form?

You should hear back from us within 24 business hours unless we have trouble getting in touch with your veterinarian.

How long does the entire Portal setup process take?

Depending on which accounts need to be setup, it can take up to 2 weeks. The most time consuming part of the process is requesting and receiving the Petfinder FTP account. If your organization already has a Petfinder FTP account, or you do not plan to update Petfinder through the Portal, the setup can be completed in the same day.

I already have accounts on the other sites -- will I now have two accounts?

No, when we setup your uploads, we will match-up your Portal account and your existing account on the other site.

Will you be asking me for any additional information to setup accounts with PETS 911 or 1-800-Save-A-Pet.com?

No. We do not need any additional information from you to setup the updates. Even if you already have accounts with them, you do not need to give us your existing account information.

When I make a change to my pet list, is there anything extra I need to do to update the other sites?

No, the other sites will be updated automatically after you make a change to your pet list (once everything is setup).

When you enable the updates, will my pets change on the other sites?

Yes. Effectively, all of the animals listed on the other sites before the Portal will be removed (deleted) and your pets from the Portal will be added. Assuming your Portal pet list is the same as the other sites, the public won't see difference in your pet list. However, since the animal ID numbers will change on the other sites, so any links to those animals will no longer work.

Will the contact shown on the animal's web page on Petfinder still be correct?

Petfinder does not give us the capability to upload contact information for the animal. We strongly recommend that you put contact information into each animal's description. This not only helps on the Petfinder pet list, but also the pet lists on the other sites.

Will my pets appear the same to the public after my updates are enabled?

The public will not be able to tell that your animals have been uploaded by the Portal instead of being added manually. However, there are a few things that may work a little differently than expected, including:

Petfinder does not allow us to upload contacts, so all animals will use the default contact information. You can optionally have contact information automatically added to the animals' descriptions. The animal pet list may appear to the public in a different order – you may need to update any links to your Petfinder pet list so that they appear sorted by name. Not all videos are uploaded to all of the adoption listing web sites. If you plan to use videos with the Portal please contact us for additional information.

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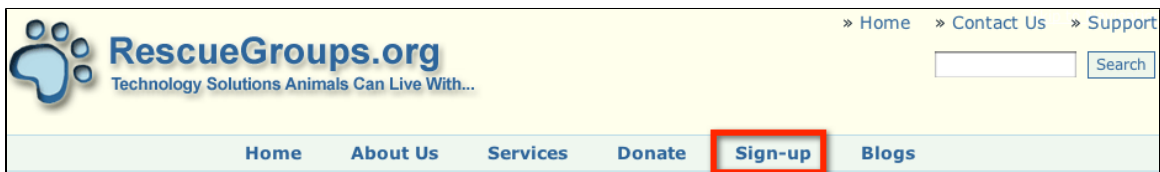
Pet Adoption Portal - Sign Up

1) Sign Up Online



Where do I find it?

Please **Sign Up** at <http://www.rescuegroups.org/signup>



2) Review the Partner Requirements and Expectations



Where do I find it?

Please review the **Partner Requirements and Expectations** <http://www.rescuegroups.org/requirements>

[Home](#) >

Sign-up

Your Personal Contact Information

The questions below are specific to you, personally. Enter your personal information as the primary contact for your organization's account.

Your contact information will be kept private. Public contact information will be requested on the next step.

If you aren't sure which service or services you need, please [contact us](#) before signing-up.

Does your organization meet the requirements and agree to the Yes No expectations as described in the [Partner Requirements and Expectations](#)? *

- Your organization does NOT need to have non-profit status in order to use the RescueGroups.org Pet Adoption Portal service.
- For all other RescueGroups.org services, you must either have your non-profit status or be in the process of gaining non-profit status.

3) Complete the Online Sign Up Form

If you do not currently have a RescueGroups.org account, please complete the sign up form.

After you submit the sign up form, our volunteers will review the information, and begin the process of approving your account.

When your account is created and you receive your user name and password.

How to Upgrade or Add Additional RescueGroups.org Services



Where do I find it?

You can [Upgrade](#) and add additional RescueGroups.org services by going to **Services > Account Administration > Upgrade Services**.

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Pet Adoption Portal - Login

Let's Get Started - Login



Where do I find it?

Please login at manage.rescuegroups.org

Login to the Management Interface.

At the login screen

- Enter your
 - **Account number**
 - **Username**
 - **Password**
- Click **Login**

RescueGroups.org
technology solutions animals can live with

support | login

Support

Get Support

Having trouble logging in?
Chat with Support:

Welcome to RescueGroups.org

If you are not yet a user of [RescueGroups.org's services](#), please head over to our [website](#) to review our services and sign-up! Once you sign-up you'll come back here to login for our Management Services, including Pet Adoption Portal, Data Management, Website, Voice Mail, Email and Domain Name services.

Partner Login

Account number

User name

Password

Remember me until I logout

[Unable to login? Find your account number, user name, or reset your password here.](#)



Reset Password

If you've forgotten your password, you can reset it by clicking on the link text: **Unable to login? Find your account number, username, or reset your password here.**

There is a 20 character limit on passwords.

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Pet Adoption Portal - The Management Interface

The Management Interface

The Management Interface makes accessing and managing ALL of your RescueGroups.org services easy and in one location!

You can login to manage.rescuegroups.org to access all of your services including:

- Pet Adoption Portal
- Data Management Service
- Website Service
- and more!

Depending on your service or your personal security permissions, you may not have access to all of the links under each heading.

Get Familiar with the Management Interface

After you log in at manage.rescuegroups.org, you will see your personal home screen, like the one below.

- It is a good idea to get familiar with where things are located and how items are grouped.
- A good way to do this is to spend some time looking at the items available below each heading: Animals, Contacts, Website, Features, etc.

For convenience, there are many ways to access the same information.

Example: **Adding an Animal**

- You can add an animal from the Animals menu at the top (**Animals > Add an Animal**)
- You can use the **Quick Links: Add An Animal**
- Or on the left side, under **Add a new...** select **Animal**, then click **Go!**

- Click on **My Settings** to the right of your name, to change your username, password, and preferences.
- Access this online **User Guide** from the Help & Support box on the right.
- If you are a Site Admin, you can access the **Account Settings** under Services > Account Administration

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Pet Adoption Portal - Managing Your Data

With data tables, you can quickly sort by the headings, change your view (change the fields shown), share your view, export your data to a spreadsheet, create custom views, and more!

Data Tables

Data is presented in **Data Tables** throughout the RescueGroups.org management service.

Using data tables allows for a very flexible way of viewing and managing data, like animals, contacts, inventory items, etc.

Some common datatables are:

- [Animals > Animals List](#)
- [Contacts > Contacts List](#)

Overview - Data Tables

All data tables have the same look and feel, and most have the same controls, or buttons and options.













































You can quickly sort by the headings, change your view (change the fields shown), share your view, export your view to a spreadsheet, create custom views, and more!

Here is an example of the **Animals Data Table**.

Current View: Default Total: 92 ◀ 1 2 3 4 ▶

Actions... Views: **Default** Options...

<input type="checkbox"/> All	<u>Name</u>	<u>Status</u> ▲	<u>Species</u>	<u>Sex</u>	<u>Thumbnail</u>
<input type="checkbox"/>     	Mitzie	Available	Cat	Female	
<input type="checkbox"/>     	Red	Available	Cat	Male	
<input type="checkbox"/>     	Pooh	Available	Cat	Male	
<input type="checkbox"/>     	Squawks	Available	Cat	Male	
<input type="checkbox"/>     	Locke	Available	Cat	Female	
<input type="checkbox"/>     	Fortune	Available	Cat	Female	
<input type="checkbox"/>     	Gracie	Available	Cat	Female	

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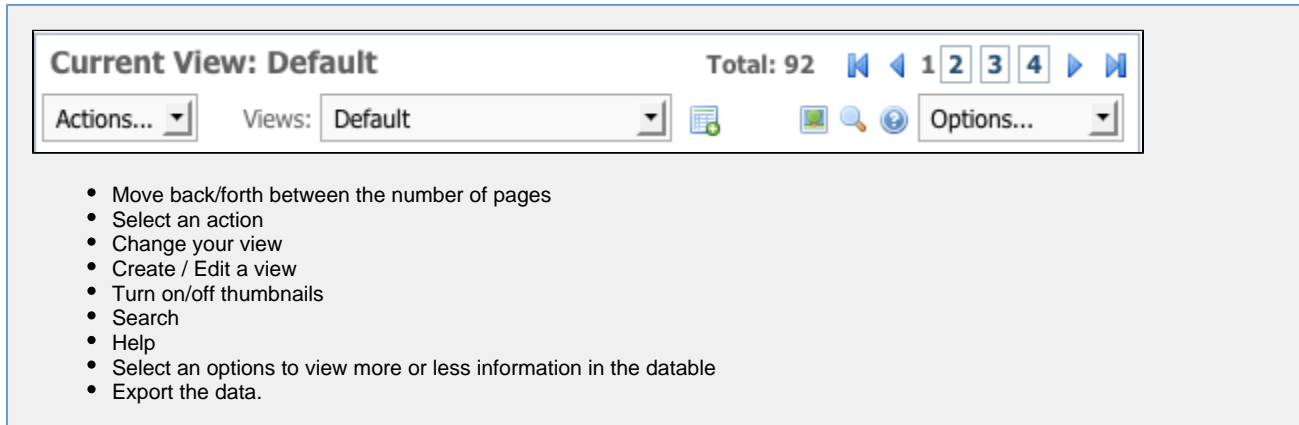
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Pet Adoption Portal - The Data Table Icons

Since all data tables are organized in a similar format, it's a good idea to get familiar with the data table interface.

Common Data Table Interface

Here is what you will see at **the top** of a typical data table.



















The screenshot shows a data table interface with the following elements:

- Current View: Default** (text)
- Total: 92** (text)
- Navigation icons: back, forward, first, last, and page numbers 1, 2, 3, 4.
- Actions...** dropdown menu.
- Views: Default** dropdown menu.
- Icons for search, thumbnails, and options.
- Options...** dropdown menu.

- Move back/forth between the number of pages
- Select an action
- Change your view
- Create / Edit a view
- Turn on/off thumbnails
- Search
- Help
- Select an options to view more or less information in the databale
- Export the data.

Some of the many icons, and interface controls you will see are listed below.

		Description
Help		Quick access to help information on how the data tables work
Previous / Next Page		Go to the previous or next page of data
Go to First / Last Page		Go to the first or last page of data
Search		Search for specific text in the data table
Toggle Show Thumbnails		Show animal thumbnails (animals related data tables only)
Add		Add item
Delete		Delete item
Settings		Edit settings for that item or section
Edit		Edit item
Preview Export		Preview description export
Media		Photos, videos
Preview in Website		Available with Website Service
HTML		View or Export HTML
Report		
Move		Change the order of items.
Actions		Select this plus a checkbox on an item in the data table to perform one of the actions from this pulldown.

Views	Views: <input type="text" value="Default"/>	Change your view to one of the built in views, or to a custom view.
Create / Edit Custom View		Click the first icon to create a custom data table view. Click the second icon to edit a custom view.
Options	<input type="text" value="Options..."/>	Show more, Show fewer, Show max, Export to CSV, XLS, XML

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Pet Adoption Portal - Using Data Table Views

Data Table Views allow you to customize and quickly change what information is displayed in your data table.

You can share your views with others in your group, add filters to views, and even export the data from your view to a csv file.

		Description
Change the Current Data Table View (View drop down)	Views: <input type="text" value="Default"/>	Select a different data table view
Add / Edit a View		Create or Edit a new view for use with the current data table
Search		Will open search fields for that view.
Sort	Journal ID Animal Date ▾	Click on the headings to quickly sort the data. For additional sorting, you can apply a filter to your data table.

Options

Options...

Show more, show less, show max, export data

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Pet Adoption Portal - Create a Custom Data Table View

You can **create a custom data table view** for any data table in the RescueGroups.org Manage website.

Just go to a data table (like the [Animals](#) page) and click the **Add a View** button. 

By creating a **custom data table view** you can decide what information is displayed in the data table. The view specifies the fields to display, the order the data should be shown, and which records should be shown.

You can control the following aspects of the custom view:

- The fields that are included in the view
- The sort field and sort order of the records
- The filters that control which records are included
- If the view is shared with your fellow volunteers

To create a custom view, go to any web page with a data table (ex., the [Animals](#) page) and click the **Add a data table view** button.

This is an example of what you may see when creating a custom data table view.

Add a Data Table View

Name *

Field
Animals: Adopted Date
Animals: Adoption Fee
Animals: Adoption Lead
Animals: Affectionate
Animals: Altered

Fields *
Animals: Status
Animals: Species
Animals: Sex

Sort by *

Sort Order * Ascending Descending

Shared * Yes No

Data Table Fields

The Add a Data table View page has the following fields:

Name:* Enter a descriptive name for the data table view.

Example: Cats adopted in 2010

Fields:* Select one or more fields from the **Field** box and click the **Add Fields to this View** button

Example: **Animals: Name, Animals: Adopter: Name, Adopter: Phone (Home)**



A new custom view will always have the fields from the data table's default view already selected. So, if you create a new custom view for the Animals data table you will already have the animal Name, Status, Species and Sex fields selected on the view.

Sort by:* Select the field by which you would like to sort the data records.

Example: **Animals: Name**

Sort order:* Select if you would like to sort the records **Ascending** or **Descending**.

Shared:* Select if you would like to share the custom data table view with other users within your organization.



Sharing your custom views

If you decide to share the view the view will appear under Shared Views section in the Views drop down. Only the user that created and shared the view can unshare it.

Click **Save View** to save the view and go back to the data table.

Click **Save View and Add Filters** if you would like to add filters for your new data table view.



You can add or change the filters on a custom view at any time.

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Pet Adoption Portal - Using Custom Data Table View Filters

You can add and remove filters on a custom data table view by selecting the custom data table view in the **Views** drop down, clicking the **Edit this data table view button** , and then looking in the **Filters** section.

Filters specify the criteria to use when deciding which rows of data to display in a data table. For example, you might add a filter to an Animals data table view so only animals with a status of Available are displayed, or animals that were adopted in a certain date range.

Add a filter to a data table view

To add a filter to custom data table view click the **Add a Filter to this View** link.

Example; Adding a datatable view filter to the Animals datatable

- Click **Add**
- Select **Status** from the **Fields** drop down
- Select **Equals** in the **Operation** drop down
- Select the **Available** status in the **Criteria** box
- Click **Save Filter**

Edit a data table view filter

You can edit a filter to change the operation, criteria, or even the field itself.

Add a filter to a datatable view

- Click the **Edit this filter** icon next to the filter you want to modify
- Select the Field from the **Fields** drop down
- Select the Operation in the **Operation** drop down
- Enter or select the **Criteria** status
- Click **Save View Filter**

Remove a filter from a data table view

To remove a filter from a view click the **Delete this filter** button next to the filter you want to remove.

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Pet Adoption Portal - Exporting Data from Data Tables

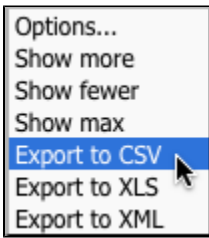
Exporting data from a data table can be useful in many ways. Like creating a mailing list.

How to export data from a data table view

You can export the data from the data table by clicking on **Options**



Then select one of the export formats below:



✔ CSV is a comma separated value data document to open in Excel.

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Portal Account Setup Overview

Overview

✔ **Where do I find it?**
You can find the [Animals Exports](#) page by going to **Animals > Exports**.

▶ [Click here for information on permissions](#)

The following actions are available for Animal Exports with the specified service and user roles:

Action	Description	Services	User Roles
--------	-------------	----------	------------

View	Able to view the status (enabled/disabled) of animal exports	Data Management Pet Adoption Portal Web Site	Site Admin only
Manage Exports	Able to enable and disable animal exports	Data Management Pet Adoption Portal Web Site	Site Admin only
Manage Export Settings	Able to change the configuration for animal exports	Data Management Pet Adoption Portal Web Site	Site Admin only

Automatic Animal Exports and the Petfinder Sync App

Your RescueGroups.org management service can upload your animal information and pictures to various pet adoption listing web sites.

This time saving service means you can update only your RescueGroups.org management service, and we will automatically update the other adoption listing web sites!*

- This provides valuable time savings for animal welfare organizations.
- Visitors search the national pet databases when looking for a pet to adopt, and may see one of your animals.
- The links then take the visitor to information about the animal, and hopefully to your web site.



Adoption Listing Websites

A full list of the adoption listing websites that receive adoptable pet data from RescueGroups.org can be found on the [Adoption Listing Websites](#) page on our website. *Petfinder can be updated using the [Sync App](#).

Please contact us concerning your animal exports, and we will help you get everything setup.



You'll need to sign-up with Petfinder and Adopt-a-Pet.com directly, but we will request accounts on your behalf for all of the other adoption listing websites.

Before beginning this process, please read and understand the following:

- Please do not email the adoption listing web site directly about the animals that are (or are not) displayed on your pet list. Since the animal information will be coming directly from RescueGroups.org, they have no control or idea of what is happening! RescueGroups.org will troubleshoot any problems and contact the other organization if necessary.
- By default we upload adopted animal information to the sites that list successes. Currently, only Petfinder lists adopted pets. If you do not want your adopted animals to appear on the other sites, you can change this option in [Export Settings](#).
- All current animals on the other websites will be deleted and will be replaced with the pets from your RescueGroups.org pet list. It's imperative that your RescueGroups.org service contain ALL of your pet information, including adopted pets, pictures and videos, otherwise you risk losing it when we enable the updates.



Safeguard your pet data!

It's extremely important that your RescueGroups.org have all of your animal information, pictures and videos (including adopted pets) before you tell us to start exporting to the adoption listing websites. If not, you could lose your pet information.



It can take as long as 3 hours to update your pet information on the other sites. Patience is required.

After exports are enabled:

- After we enable your uploads, you must update and add your animals on your RescueGroups.org service only! We cannot help you troubleshoot issues if you do manual updates while the exports are turned on.
- You should verify that your animals are uploaded to the other sites, at least 24 hours after we enable the updates for the first time.

Here are some details about the exports/uploads:

Some fields are mapped to their closest values on the adoption web site (like breed, species, etc). The following are changes that are made to your pet data when sent to the adoption listing web sites:

- Header/Footer is added to the description
- Link to your website (when allowed)
- Link to the animal's web page (when allowed)
- Foster information (if provided and public)
- Availability of an adoption application

Each of the adoption listing web sites supports different fields. The following are cases where the data is handled differently:

- 3 pictures are sent to Petfinder, 4 pictures to Adopt-a-Pet.com
- Color is sent to Adopt-a-Pet.com

A link to your home page as well as to the animal's web page is added to the animal's description (applies to web site service only and on adoption listing sites that allow the link -- can be disabled in [Animals@animals_settings_exports](#)).

If you have a public adoption application, a link to the application will be added in the animal's description (applies to web site service only and on the adoption listing sites that allow the link -- can be disabled in [Animals@animals_settings_exports](#)).

If the foster's contact information is public, it will be added at the top of the animal's description.

You can control which adoption web sites list a specific animal by selecting the appropriate accounts under the **Accounts** section of the animal's information. See [Animal Fields](#) for more information.

Next: Continue on to the Setup Wizard

Pet Adoption Portal - Run the Set Up Wizard

The Set Up Wizard

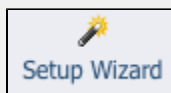


Where do I find it?

You can find the [Animals Exports](#) page by going to **Animals > Exports**.

Start the Setup Wizard

- Click on the **Setup Wizard** icon.



- Read the information on the Exports Setup Wizard page.
- When done, **select the check box** and **click Save and Go to the Next Step**.

I have read and understand the above information.

Save and Go to the Next Step

Wizard Step 1: Add Animals

- Let us know if you would like us to help you get your animals added or if you will be doing this yourself (for the initial setup of your account only).
- When done, click **Save and go to Next Step**.

If you have selected to have us add animals for you:

You will receive an email that asks you to return to this step once that has been completed. If you do not receive an email asking you to verify the accuracy of your RescueGroups.org pet list within a few days, please [contact us](#). Once contacted, you will be asked to continue to **Step 2: Verify Your Animals**.

If you selected that you will add your animals:

Continue to **Step 2: Verify Your Animals**.

Wizard Step 2: Verify Your Animals

- Carefully follow the instructions on this page for how to verify your pet list.
- Type "**verified**" only when you are certain that all animals, information and pictures have been added to your RescueGroups.org pet list.
- Click **Save and go to Next Step**.

Wizard Step 3: Configure Exports

- Select the sites you want RescueGroups.org to automatically update.
- When done, click **Save and Go to Next Step** to complete the wizard.



You are not required to enable any exports.

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Pet Adoption Portal - Select and Enable Exports

Select and Enable Exports

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Pet Adoption Portal - Additional Free Tools

Pet Adoption Toolkit

Integrates with any website to display adoptable pets in an attractive way without advertisements or external links.

Pet Adoption Tracker

Provides actionable data concerning where your adoptable pets are being seen on the Internet, and tons of information about the views and your visitors. Geolocation information is provided by IP2Location.

Pet Adoption Kiosk

Easy to install and use application to showcase your adoptable pets at adoption events. Printing kennel cards for a binder is a thing of the past!

Adoptable Pet iFrame for Facebook

Display your adoptable pets on your organization's Facebook page!

RescueGroups.org - More Time Saving Services

View our additional Low-Cost, Time-Saving services for Animal Welfare Organizations!

Our Services

Below you will find a summary of each of the services we provide to animal welfare organizations. Click the service name to read more about that service.

Please be sure your organization meets our [Partner Requirements and Expectations](#) before signing-up or upgrading your existing service.

How to upgrade

For Animal Welfare Organizations

Data Management Service

An organizational tool that manages all of your organization's data including animals, medical information, contacts, adoptions, and more!

Web Site Service

Includes data management and a customizable web site with dozens of content features including web pages, online applications, guestbook and photo galleries all maintained with your web browser without any special software or knowledge of web page design.

Email Marketing Service

Send text and HTML emails to your mailing lists. Add sign-up boxes to any web page, and the users manage their own mailing list subscriptions. Complete with open, click-through and bounce statistics.

Voice Mail Service

Very affordable solution for voice messaging including nine mailboxes, long greeting times and high-tech alerting and reporting.

Domain Name Service

Register, transfer and configure domain names to use with your website.

Email Services

Both forwarding and hosting help you communicate professionally.

Best Practices

This Best Practices section contains general information about some of the features of our web site service and how your organization can best use those features. Technical details follow in other sections of this User Guide.

Best Practices - Animals

Best Practices - Domain Names

Best Practices - Editing Webpage Content

Best Practices - Implementation

Best Practices - Layouts and Colors

Best Practices - Animals

Best Practices - Animal Favorites



Service Note: This feature is available in the Website Service

Favorite Animals and Favorite Breeds can be remembered in RescueGroups.org's **My Rescue feature**. Each visitor can set their favorites, and optionally receive alerts when their favorite is updated.

Favorite Animals: Receive an alert when that animal is updated (new information, new picture, etc).

Favorite Breeds: Receive an alert when a new animal of that breed is added to any RescueGroups.org website.

Favorite Animals are specific to one RescueGroups.org partner website. Favorite Breeds will be remembered for all partner web sites.

The favorites information can be reviewed to help your organization make better decisions. For example, if you understand that 30 people will get an alert when an animal of breed A is added to your website, you may be more likely to rescue that breed than one of Breed B, which has only 2 favorites.

Best Practices - Animal Media

It's very important to upload at least one picture for every animal. You can upload, delete and reorder pictures on the animal's media page, which is available by clicking the Media link on the animal's web page.

If possible, use a picture that is in focus, and shows the animal's face as well as their entire body (so visitors can see how big they are and their colorings).

Also try to use a picture that is taken at the animal's level, not a picture taken from an above angle or pointed down angle.

When uploading pictures, use the website's resizing and cropping features to save time instead of editing the picture with another program before uploading. When you upload the picture, our server will resize the image to a maximum width of 350 pixels. You also have the option of cropping the picture at any time from the animal's Media page.

Best Practices - Using the animal highlight field



Service note: This feature is available in the Website Service.

Highlight is an animal field used to help influence where certain animals appear on your website. The highlight number is 0 through 10, where 10 is default, and 0 is high exposure.

Consider the following when selecting a highlight number:

When animals are shown in a list, they are ordered from 0 to 10, where 0 is at the top of the list (for example, on the list and browse pages).

Top highlight animals are shown on the front page and on the animals page (0 highlight is at the top). You can control how many pets are shown on the Animals Options page.

Best Practices - Fosters

One of the animal fields is Foster/Caregiver. You can choose an existing foster or add a new one when you are adding or editing an animal.

- The foster's contact information appears with the animal (if the information is set to public).
- The animal will appear on the foster's My Rescue page.
- The animal will appear on the foster's contact page

FYI: Animal contact information will appear on your web site if you are using the Web Site Service. Contact information will appear in the animal's description when exported to the adoption listing web sites for all of our services.

The largest benefit for using the fosters feature on your RescueGroups.org website is that visitors can contact the foster directly for more information about the animal.

To use fosters to their full potential, make sure you:

- Select a foster for each animal
- Select the contact fields that will be public for your organization
- Make the foster's information public

You can add contacts from the Contacts page (link from the Admin page), or by entering a foster name in the new foster box when adding or editing an animal.

Best Practices - Domain Names

[Best Practices - Registering a new domain name](#)

[Best Practices - Setting up an existing domain name](#)

Best Practices - Registering a new domain name

Your organization is not required to register a domain name. The main reason you would want to register a domain name is so that your visitors can find your site easier (with a domain that uses your organization's name). However, for many, a domain name is just an unneeded expense.

Please contact us if you are interested in registering a domain name. We will register it for you, and combine it with your web site service.

Best Practices - Setting up an existing domain name

If you already own a domain name, we can help you set it up with your RescueGroups.org web site. You have two options: transfer the domain name to RescueGroups.org, or configure the domain without transferring it.

Transferring the domain allows RescueGroups.org to assume billing and technical responsibility for the domain name. Your organization remains owner of the domain and can transfer it to another registrar at any time.

Updating an existing domain name to point to your RescueGroups.org website without transferring it is very easy if you know where you

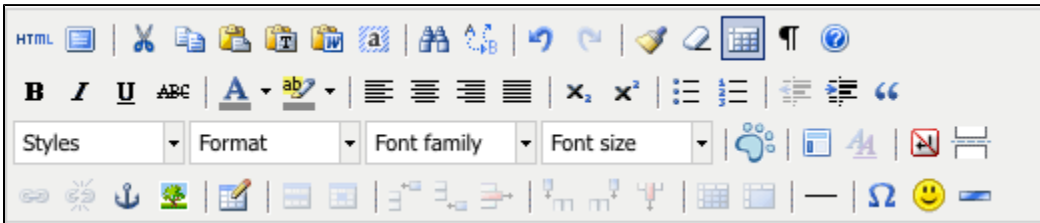
purchased the domain, and have the account login information. Let us know as early as possible that you have a domain name you are planning to point to your RescueGroups.org website.

If you have the account login information, we can provide you with the technical information to change in the domain. At your option, we can make the changes for you if you provide us with the login username and password.

If you do not have the login information, we can help you find it through the WHOIS function on most domain services websites. Once we determine the company that manages your domain name, we can help you request login information and get the password reset if necessary.

Best Practices - Editing Webpage Content

The **WYSIWYG (What You See Is What You Get)** editor that allows users a familiar word-processing style interface to use when editing articles and other content. You do not need to learn html or css. We can provide advice and guidance on both you have questions.



If you want to **add HTML to a page, embed a video, add a chip in widget, custom paypal button etc**, please use the **Custom Code Snippet** feature. [Website > Custom Code Snippets](#).

For additional instructions on creating and using custom code snippets, please refer to this **User Guide article on Custom Code Snippets**



Tips:

Text Alignment

To adjust the text alignment: don't use the spacebar, it adds extra html code and makes the page unstable. Instead, select the text you want to align, highlight the text with your cursor and select one of the text **Justify/Align icons** in the second row.

Line Breaks

To keep paragraph lines together, hold down the **shift key** and **enter/return key**. That puts in a line break tag `
` and not a paragraph tag `< p >` which will has more space between the lines.

Paste Text from Word or Outlook

Please use the **Paste from Word [W]** or **Paste as Plain Text [T]** icons in the first row. Using the paste from Word button will strip out any extra styles and non-web friendly code that can make your page act unpredictable, unstable or load slowly.

Inserting pictures on a web page

To add an image to a web page, you first upload the image to your web images. The image will then be available in your image list for you to add to a webpage.

Here's how to do this:

First **upload** the **picture** to your **Web Images** page **Website > Images**.
You can also upload an image while editing a web page by clicking **Upload an Image**.

- Then, **edit or create a web page**
- Click in the **body of the webpage** where you want to put the image.
- Click the **Image button** (looks like a tree).



- Select the image from the **Image list** drop down box.

The screenshot shows a dialog box titled "Insert/edit image" with a close button (X) in the top right corner. It has three tabs: "General", "Appearance", and "Advanced". The "General" tab is selected. Under the "General" section, there are four input fields: "Image URL", "Image list" (a dropdown menu highlighted with a red box), "Image description", and "Title". Below these fields is a "Preview" section containing the text: "Once you select an image from the Image List above, a Preview of the image will appear here." At the bottom of the dialog are two buttons: "Insert" and "Cancel".

- Click **Insert** and the image will be added to the page.

You can move and resize the image inside the HTML editor.



To keep the proportions of the image, hold down your shift key, while dragging the corner of the image smaller or larger.



To make an image clickable: First insert the image or button into your article where you want it. Then click the image to highlight it. Then click the "Insert/edit link" button in the toolbar and select from the link list a form, document, webpage or enter the URL of the link. This will make the image or button be linked.

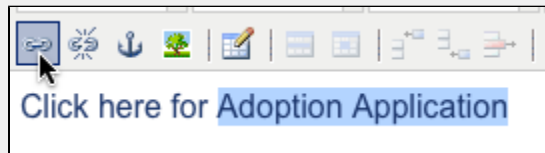
Linking to files on a web page

To add a file (like a Word document or a PDF) to a web page for download by your visitors, you first upload the file to your Files & Documents. Then add some text to a webpage, like Click Here!, that your visitor will click on to download the file.

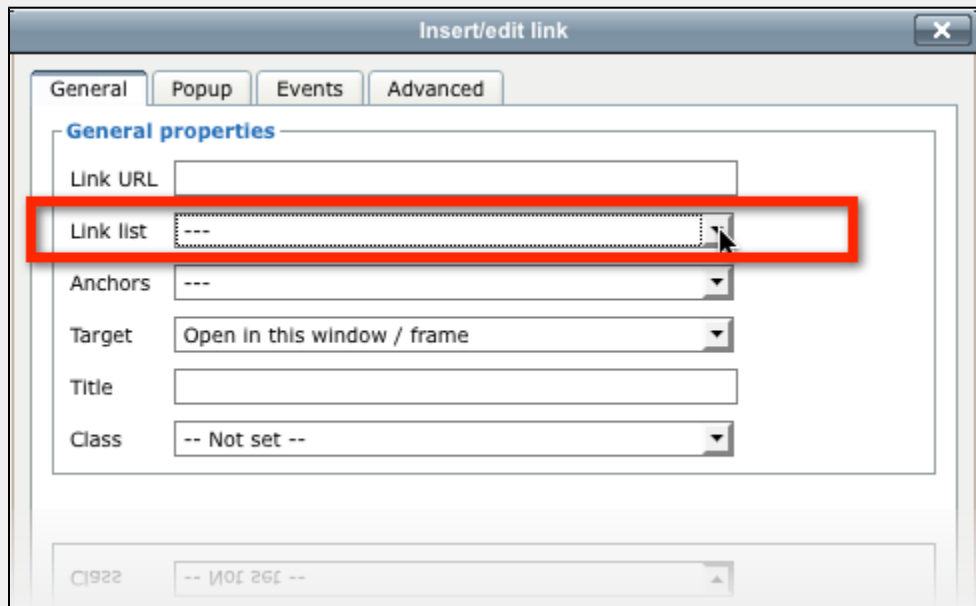
Here's how to do this:

First **upload** the file to **Website Files & Documents**. You can also upload a file while editing a web page by clicking the **Upload a File** link.

- Then, **edit or create a web page**
- Add or **select the text** you want to be the link to the file
- Then click the **link button** (looks like a chain).



- Select the file from the **Link list** drop down.



- **Save** your page

✔ **To link to an Email Address:**

Add some text to a page

select the text

click on the link icon to bring up the link list.


Then in the **Link url** field, type in: `mailto:name@somedomain.com`

Pasting HTML code on a web page



If you want to **add HTML to a page**, embed a video, add a chip in widget, custom paypal button etc, please use the **Custom Code Snippet** feature. [Website > Custom Code Snippets](#). For additional instructions on creating and using custom code snippets, please refer to this [User Guide article on Custom Code Snippets](#)


How to Copy / Paste Text to your web page

- Put your **cursor in the word doc or email with the text you want to copy and paste to your web page.**
- **Select all** of the content on the page [Ctrl + A on a PC, Command + A on a MAC] or **Select some** of the content
- **Copy** to clip board [Ctrl + C on a PC, Command + C on a Mac]
- **Edit** the web page you would like to add this text to
- Put your **cursor in the page editor**
- Click the **Paste from Word button** in the editor's toolbar

- **Paste** the content into the dialog box that opens [Ctrl + V on a PC, Command + V on a Mac]
- Click **insert**.

You can then reformat the text styles, bold, font size, etc.

How to remove Font styles from your web page

If you are experiencing issues or unexpected results when working with the text on your webpage:

- **Edit** the web page
- Put your **cursor in the page editor**
- **Select all** of the content on the page [Ctrl + A on a PC, Command + A on a MAC]
- **Copy** to clip board [Ctrl + C on a PC, Command + C on a Mac]
- Click the **Paste from Word button** in the editor's toolbar

- **Paste** the content into the dialog box that opens [Ctrl + V on a PC, Command + V on a Mac]
- Click **insert**.

You can then reformat the text styles, bold, font size, etc.



This should paste the content back without formatting, yet keeps the links intact.

Best Practices - Implementation

Creating a website and making it available to the public can be a large and time consuming task for some organizations. However, RescueGroups.org provides the support you will need to complete the task quickly and painlessly.

When you're ready to setup your web site, we recommend you complete the following steps. These are the minimum steps you should follow before starting to use the web site.

- Review the Site Options page and enable/disable features
- Review the Layout Options page and enable/disable features
- Review the Animal Options page and enable/disable features
- Set your layout
- Set your font and colors

Once you have completed the minimum steps above you may wish to review and complete the following steps:

- Upload a logo
- Upload a banner
- Setup and enable Affiliates
- Review the Special Lists
- Add forms (online adoption form)

Best Practices - Layouts and Colors

Choosing an attractive layout and color combination is a key ingredient to attracting visitors to your website and making them come back in the future.

Choose a layout that has all of the RescueGroups.org features you are planning to use. Our help documentation lists the layouts and the features that are available with each. For example, if you plan to use banners for advertising, or a featured animal, make sure to choose a layout that uses

those features.

When selecting foreground and background colors, use colors that contrast and look attractive together. Make sure to also select link colors that are easy to read when applied to the different background colors you have selected.

Account Administration

The pages and links under Account Administration are all related to managing your account with RescueGroups.org, including adding services, changing contact information and updating billing settings.

Account Verification Emails

On a regular basis, your organization's Site Admins will receive account verification emails that serve several purposes:

- Verify the email address on each Site Admin's personal user login account
- Verify the organization's Site Administrators
- Verify the organization's private and public contact information
- Verify the billing settings on the account
- Verify the recent animal data activity

If any changes need to be made to the information provided you can do so under the Account Administration menu.

Update your personal contact information

To change your personal contact information (name, phone, email, etc), do the following:

- Login to the Manage website (<http://manage.rescuegroups.org>)
- Go to **Services > My Settings**
- Click **User Contact Info**
- Make changes to the contact information and click **Save Contact Info**

Update your organization's contact information

To change your organization's contact information (address, phone, email, etc), do the following:

- Login to the Manage website (<http://manage.rescuegroups.org>)
- Go to **Services > Account Administration**
- Click **Contact Information**
- Make changes to the contact information and click **Save Organization Information**

For additional information about the Contact Information page, please see [Contact Information](#) in the User Guide.

Update your organization's billing email address

To change your organization's billing information (billing alert email address), do the following:

- Login to the Manage website (<http://manage.rescuegroups.org>)
- Go to **Services > Account Administration**
- Click **Billing Information**
- Make changes to the billing information and click **Save Settings**

For additional information about the Billing Settings page, please see [Billing Settings](#) in the User Guide.

Authorized Account Contacts

Authorized Contact: An Authorized Contact is an individual that is authorized to make changes to your RescueGroups.org service, including canceling and subscribing to new services. An authorized contact is often a principal with the organization, like a board member or director. The individual is not required to have permissions in your service to be an authorized contact.

Billing Contact: Often the organization treasurer, the billing contact is an individual who is responsible for keeping your account up-to-date, more specifically, to pay your bills.

Technical Contact: A technical contact is an individual who manages your service from the technical perspective. If there is a technical issue with your service, RescueGroups.org will contact your technical contact first.

Billing Settings



Where do I find it?

You can find the [Billing Settings](#) page by going to **Services > Account Administration** and clicking **Billing Information**.

▼ Click here for information on permissions

The following actions are available for Billing Settings with the specified service and user roles:

Action	Description	Services	User Roles
View	Able to view the billing settings	All	Accounting Admin Site Admin
Manage Settings	Able to change the billing settings	All	Accounting Admin Site Admin

The following are the settings available on the Billing Information page.

Billing Notification Address(es)

Enter the email address or addresses you want to use for billing and account related alerts. You can enter multiple email addresses separated by commas, like:

bob@rescue.org, cindy@rescue.org

Typically you'll want your treasurer to receive an alert when a new invoice or payment is posted, or if your account is overdue.

Contact Information



Where do I find it?

You can find the [Organization Contact Information](#) page by going to **Services > Account Administration** and clicking **Contact Information**.

▼ Click here for information on permissions

The following actions are available for Contact Information with the specified service and user roles:

Action	Description	Services	User Roles
View	Able to view the organization's contact information	All	Site Admin
Edit	Able to update the organization contact information	All	Site Admin

The Organization Contact Information page remembers your organization's email address, mailing address, phone numbers and other contact information.

You can choose to prevent the email address or mailing address from showing to the public.



If you are a website client and you have additional contact information (like different email addresses, phone numbers, Instant Messenger names, etc), you can add them to the **Additional Contact Information** web page.

If you want to add links to your IM names, look online for the correct formatting of the link. AOL Instant Messenger links are the used like this:

```
<a xhref="aim:goIM?screenname=yourIMnameHere">IM Me!</a>
```

Data Recovery



Where do I find it?

You can find the [Data Recovery](#) page by going to Services > Account Administration and clicking Data Recovery.

Click here for information on permissions

The following actions are available for Data Recovery with the specified service and user roles:

Action	Description	Services	User Roles
View	Able to view objects that have been deleted	All	Site Admin only
Recover (Edit Object)	Able to change the status of a deleted object to recover it	All	Permission to Edit Object

The Data Recovery page lists objects that have been deleted from your service but haven't actually been purged from the system. For example, when you change an animal's status to "Deleted," the animal's record isn't actually permanently deleted from the system. The animal information is still available on the Data Recovery page until it is purged.

Deleted items are automatically purged from the system after 30 days. Once an item is purged it cannot be recovered.

You can recover certain deleted items by going to **Admin > Data Recovery**.

- Animals
- Campaigns
- Contacts
- Online Forms Questions
- Submitted Forms

Invoices



Where do I find it?

You can find the [Invoices](#) page by going to Services > Account Administration and clicking Invoices.

Click here for information on permissions

The following actions are available for Invoices with the specified service and user roles:

Action	Description	Services	User Roles
View	Able to view account invoices	All	Accounting Admin
Email	Able to email an invoice	All	Accounting Admin

The Invoices page will show you all of your invoices, payments and credits. It will also show your current balance, and allow you to pay your balance online with a PayPal account (or credit card through PayPal).

From the invoices list you can print or email any of your invoices. You may need to email the invoice to another person within your organization if they do not have access to your RescueGroups.org service. However, there is an Accounting security role so you can grant staff access to just the Invoices page.

Audit Log

**Where do I find it?**

You can find the [Audit Log](#) page by going to **Services > Account Administration** and clicking **Audit Log**.

▼ [Click here for information on permissions](#)

The following actions are available for the Audit Log with the specified service and user roles:

Action	Description	Services	User Roles
View	Able to view the audit log entries	All	Site Admin

The Audit Log shows the security events from your service. These are events like adding animals, web page content updates, guestbook updates, etc.

Change of Authority

When your account was created, the person who requested the account is considered authorized to manage the account, including adding and removing services. Also, an authorized person on the account always has (or can obtain) full Site Admin permission.

If that person is no longer available for your organization, you need to submit a Change of Authority request to us in order to change the Authorized contacts on the account.

To request a Change of Authority, please complete and submit the form on the following web page:

<http://www.rescuegroups.org/changeofauthority>

After submitting the request form, you must print the included PDF file on organization letterhead and mail it to us in order to make the change permanent.

Mail to:

RescueGroups.org
PO Box 1245
Bowie, MD 20718-1245

Service Status

**Where do I find it?**

You can find the [Service Status](#) on our website, or by going to **Services > Account Administration** and clicking on **Service Status**.

The Service Status page shows you information about RescueGroups.org service outages. If you are having a problem with your service, the Service Status page is the first place you should look for information.

Your Services

**Where do I find it?**

You can find the [Services](#) page by going to **Services > Account Administration** and clicking **Your Services**.

▼ [Click here for information on permissions](#)

The following actions are available for RescueGroups.org Services with the specified service and user roles:

Action	Description	Services	User Roles
View	Able to view the current RescueGroups.org Servers.	All	Any (Volunteer)
Add	Able to add services to the RescueGroups.org account.	All	Site Admin

The Your Services page shows you the status of your services with RescueGroups.org. It will show you if you are subscribed to our Website, Data Management, Voice Mail, Email, Domain Name and Pet Adoption Portal services, and the expiration of each.

Animals

▼ [Click here for information on permissions](#)

The following actions are available for Animals with the specified service and user roles:

Action	Description	Services	User Roles
View	Able to view all animals (regardless of status), along with all fields, including private fields.	Data Management Pet Adoption Portal Web Site	Any (Volunteer)
Search		Data Management Pet Adoption Portal Web Site	Any (Volunteer)
Add	Able to add a new animal.	Data Management Pet Adoption Portal Web Site	Animal Add Animal Admin
Edit	Able to edit an existing animal.	Data Management Pet Adoption Portal Web Site	Animal Add Animal Admin Animal Foster Update
Delete	Able to change an animal's status to deleted.	Data Management Pet Adoption Portal Web Site	Animal Add Animal Admin Animal Foster Update
Adopt	Able to change an animal's status to adopted.	Data Management Pet Adoption Portal Web Site	Animal Add Animal Admin Animal Foster Update
Manage Required Fields	Able to set Required Fields (see Required Animal Fields)	Data Management Pet Adoption Portal Web Site	Site Admin only
Manage Disabled Fields	Able to set Disabled Fields (see Disable Animal Fields)	Data Management Pet Adoption Portal Web Site	Site Admin only
Manage Browse Fields	Able to set Browse Fields (see Animal Browse Fields)	Web Site	Site Admin only
Manage Settings	Able to change the settings related to the Animals feature	Data Management Pet Adoption Portal Web Site	Site Admin only

When a new animal enters your organization, you should add them to your RescueGroups.org Management Service as soon as possible. If the animal is available for adoption, he or she will be exported to the adoption listing web sites and shown on your RescueGroups.org web site automatically after you add it (as applicable for your organization).

For a full list of the available animal fields, please see the [Animal Fields](#) page in this User Guide.

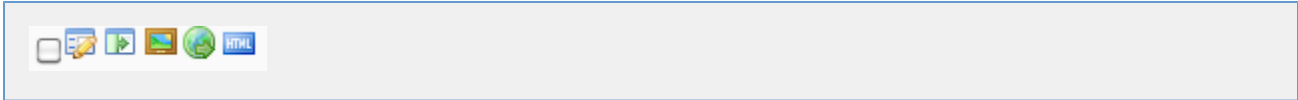
Animals Data Table

Animal Data Table Icons



Where do I find it?

You can find the Animals data table by going to [Animals > Animals List](#)



		Description
Check box	<input type="checkbox"/>	Select this with one of the Actions .
Edit		Edit Animal
Preview		Preview Description Export
Animal Media		Photos and Videos
Preview		Preview this animal on your website. Available with the Website Service.
HTML		Show description HTML

Managing animals

Adding an animal



Where do I find it?

You can find the [Add an Animal](#) page by going to **Animals > Add an Animal** or **Animal List** and click the **Add an Animal** button.

To help you add animals faster, you may want to setup one or more animal templates. This will fill in some of the fields for you automatically. See the [Animal Templates](#) section later in this User Guide.

The only fields that are required by default when adding an animal are Name, Status, Species and Primary Breed. All other fields can be left blank or unselected. However, your organization can setup custom required fields. Read more about custom [Required Animal Fields](#) later in this User Guide.

When you have entered all of the information for the new animal you have a few options when saving:

Button	Description
Save	Save this animal and go to the new animal's view page
Save and New	Save this animal and return to add an additional new animal
Save and Clone	Save this animal and return to add an additional new animal with the same information (useful when adding litter mates)

Editing an animal

To edit an animal, click the **Edit this animal** button on the [Animals](#) page, or click the **Edit** button on the animal's page.

Changing an animal's status

An animal's status can be changed among the statuses without losing any information. For example, if an animal is adopted but then returns to your organization for some reason, you can make the animal available for adoption again just by editing the animal and changing the status from

Adopted to Available.



Adoptions: Rather than changing an animal's status to Adopted, it's a good idea to use the Adoptions feature instead. This will allow you to connect the adopter to the animal in the database. For more on this feature see the [Adoptions](#) section of the User Guide.

Deleting an animal

To delete an animal, select the **check box next to the animal(s)** you want to delete and select **Delete** from the **Actions** drop down.

You can also edit the animal and change the status to **Deleted**.

Deleted animals can be restored by changing their status. You can find all deleted animals on the **Admin > Data Recovery** page; however they cannot be restored after they are purged by the system which can happen as soon as 30 days after you delete them.



When you delete an animal you are really just setting the animal's status to Deleted. That means you can go back and change the status if necessary. Deleted animals stay around in the database for at least 30 days, and can be recovered by searching for them, or from the [Data Recovery](#) page.

Highlighted Animals



Where do I find it?

The Highlight is one of the dozens of animal fields provided for each animal. You'll find the field in the **Administrative Information** section of fields when adding or editing an animal.

You can decide which animals will appear most often on your website by setting the **Highlight** value on the Add an Animal or Edit an Animal page.

The highlight number is a priority number or order number for your animals. The lower the highlight number, the higher the animal will appear in the list.

The highlight number is used when displaying the Highlighted Animals section on your front page or on the Animals Home page. You can control how many Highlighted Animals are shown on the front page and animals Home page by going to the [Website Settings](#) page.

Pending Animals



Where do I find it?

Adoption Pending is one of the dozens of animal fields provided for each animal. You'll find the field in the **Administrative Information** section of fields when adding or editing an animal.

You may want the fact that an adoption is pending for an animal to be shown on the animal's web page.

You can select the **Adoption Pending** field for the animal (in the **Administrative Information** section). If you select that field, and have the **Show application pending message if applicable** option selected in [Animal Settings](#), a pending message will appear on the animal's web page informing the visitor that an application is pending.

Optionally a message can appear encouraging the visitor to apply to adopt even though an application is already pending. Related to that, you can change the option to prevent animals with a pending application from being listed in available animals on Online Forms (like adoption applications). Both of those options are available on the [Adoptions Settings](#) page.

Marking an animal as pending

- Click **Animals > Animals Home** from the menu
- Find the animal in the list or search for the animal
- Click the **Edit** icon next to the animal's name
- Select **Yes** for **Adoption Pending** under **Administrative Information**
- Select the online adoption application from the **Pending Application** drop down (if available)
- Click **Save**.

See the [Animal Adoptions](#) section of this User Guide for more information.

Animal Available Date



Where do I find it?

The **Available Date** is one of the many animal fields that are available for each animal. To set the Available Date, edit an animal and look for the field in the **Administrative Information** section.



Service Note

The Animal Available Date is provided with the Data Management and Website services.

Available Date is an animal field that helps you control when an animal will be shown as available for adoption. Enter a date if the animal will not be available for adoption until a specific date. Depending on the animal Status you choose, one of the following will occur:

If you select either the Available for Adoption or Available for Sponsorship Status, a message will appear on the animal's web page that he/she will not be available for adoption until the date you entered. In this case the animal will be visible to the public and a message about the animal not being available yet will be shown.

If you select Not Available as the status, the animal's status will be automatically changed to available on the day you entered for Available Date. This way the animal will not be visible to the public until he/she is available.



If you set an animal's status to Not Available, the animal's status will automatically be changed to Available on the date that you set for Available Date.

Searching for an animal

You can find an animal with any status from the **Animals > Search** page.

The search includes all animals that are on your database, including adopted, deleted and the other unavailable statuses.

Animal Adoptions



Where do I find it?

You can find the **Adoptions** page by going to **Animals > Adoptions**.

▼ [Click here for information on permissions](#)

The following actions are available for Adoptions with the specified service and user roles:

Action	Description	Services	User Roles
View	Able to view adoptions	Data Management Web Site	Animal Add Animal Admin
Add	Able to add an adoption	Data Management Web Site	Animal Add Animal Admin
Edit	Able to change the properties of an adoption	Data Management Web Site	Animal Add Animal Admin
Delete	Able to delete an adoption	Data Management Web Site	Animal Add Animal Admin
Manage Adoptions Settings	Able to change settings related to adoptions	Data Management Web Site	Site Admin

The RescueGroups.org Adoptions feature helps you track your adoptions, and brings all of the relevant information concerning an adoption

together in one place.

An Adoption includes the following information:

- The animal that was adopted (required)
- The date the adoption was completed (required)
- The adopter/owner (required)
- The adoption application
- The adoption fee
- Additional donation
- If a thank you letter has been sent
- The status of the adoption

When adding an adoption, the following will be completed:

- The adopter/owner contact is added to the Adopter contact group
- The animal is updated to Adopted
- The animal's new owner is set
- The adoption application is set on the animal's record if provided
- The adoption application's status is set to adopted if provided
- Donation is added if provided
- Adoption animal journal entry added

Add an Adoption

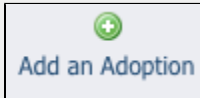
How to Add an Adoption



Where do I find it?

You can find the [Adoptions](#) page by going to **Animals > Adoptions**.

- Click **Add an Adoption**



You will then see the **Add Adoption Screen**

- Select the Animal
- Date of the Adoption
- Adopter (You can use the search icon to see if the contact is already in your contacts list or click on the add icon to add the contact)
- Online Form
- Lead
- Fee Paid (Adoption fee)
- Donation (Additional donation)
- Letter Sent (Allows you to follow up later if you want to sort by this field to find everyone who needs a letter to be sent)
- Add to Adopter Website Role
- Status

Add an Adoption

« [Adoptions](#)

Animal *	<input type="text" value="Choose One..."/>	
Date *	<input type="text"/>	
Adopter *	<input type="text" value="Choose a Contact..."/>	
Online Form	<input type="text" value="Choose an Online Form..."/>	
Lead	<input type="text" value="Choose One..."/>	
	Please select the option that you believe was the main contributor to this adoption.	
Fee Paid *	\$ <input type="text" value="0.00"/>	
	Adoption fee is required, so if no fee was paid enter "0.00" as the fee amount.	
Donation Amount	\$ <input type="text" value="0.00"/>	
Letter Sent *	<input type="radio"/> Yes <input checked="" type="radio"/> No	
Add to Adopter Website Role	<input type="radio"/> Yes <input checked="" type="radio"/> No	
Status *	<input checked="" type="radio"/> Success <input type="radio"/> Return	

Add Another

- Click **Save Adoption**



If you are entering several adoptions, you can save time by clicking the check box next to **Add Another** before Saving the adoption.

Animal Returns

Returning an adopted animal to your rescue



Where do I find it?

You can find the **Adoptions** page by going to [Animals > Adoptions](#).

- Find the adoption in the adoption data table.
- Click on the **Edit** icon



Adoption	Animal	Date ▼	Adopter	Fee Paid	Letter Sent	Status
 14973	Zehra	9/26/2011	Anonymous	\$ 0.00	No	Success

- Next to status, change to **Return**

Edit Adoption of Zehra

« [Adoptions](#) « [Adoption of Zehra](#)

Animal * [Zehra](#)

Date *  

Adopter * [Anonymous](#)

Online Form ▼

Lead

Please select the option that you want to be the contributor to this adoption.

Fee Paid * \$

Donation Amount \$

Letter Sent * Yes No

Status * Success Return

Tip: Right mouseclick on the animals name to open the animal in a new browser tab or window. This will let you **change** the animal **status** from adopted to available.

- Click **Save Adoption**

This will save the original adoption information and allow you to adopt out the animal again.



Before saving, right mouse-click on the animal's name to open the animal in a new tab or browser window. Then you can click to edit the animal, and change their status from adopted to available for adoption or one of the other statuses.

Adoptions Settings

**Where do I find it?**

You can find the **Adoptions Settings** page by going to **Animals > Adoptions** and clicking the **Settings** button or by going to **Services > Settings & Options** and clicking **Adoptions**.

The following are the settings for the Adoptions feature:

Animal adoptions

Enable the ability to adopt an animal | W |

Don't suggest using the Adoptions feature when changing an animal's status to adopted

When you mark an animal's status as adopted without using the Adoptions feature, you will receive a browser popup reminding you to use that feature. Enable this option if you don't want to see that popup (i.e., you don't plan to use the Adoptions feature). | DW |

Show "Application Pending" message if applicable

If you enable this option, a message will appear on the animal's detail web page if pending is selected for the animal. | W |

Show "apply anyway" message on pending animals

If an animal has an adoption pending, do you want to encourage the visitor to apply for the animal anyway? | W |

Don't allow applications for animals with a pending application

If an animal has an adoption pending, do you want to prevent a visitor from applying for the animal? | W |

Automatic Animal Exports

**Where do I find it?**

You can find the **Animals Exports** page by going to **Animals > Exports**.

▼ [Click here for information on permissions](#)

The following actions are available for Animal Exports with the specified service and user roles:

Action	Description	Services	User Roles
View	Able to view the status (enabled/disabled) of animal exports	Data Management Pet Adoption Portal Web Site	Site Admin only
Manage Exports	Able to enable and disable animal exports	Data Management Pet Adoption Portal Web Site	Site Admin only
Manage Export Settings	Able to change the configuration for animal exports	Data Management Pet Adoption Portal Web Site	Site Admin only

Automatic Animal Exports and the Petfinder Sync App

Your RescueGroups.org management service can upload your animal information and pictures to various pet adoption listing web sites.

This time saving service means you can update only your RescueGroups.org management service, and we will automatically update the other adoption listing web sites!*

- This provides valuable time savings for animal welfare organizations.
- Visitors search the national pet databases when looking for a pet to adopt, and may see one of your animals.
- The links then take the visitor to information about the animal, and hopefully to your web site.



Adoption Listing Websites

A full list of the adoption listing websites that receive adoptable pet data from RescueGroups.org can be found on the [Adoption Listing Websites](#) page on our website. *Petfinder can be updated using the [Sync App](#).

Please contact us concerning your animal exports, and we will help you get everything setup.



You'll need to sign-up with Petfinder and Adopt-a-Pet.com directly, but we will request accounts on your behalf for all of the other adoption listing websites.

Before beginning this process, please read and understand the following:

- Please do not email the adoption listing web site directly about the animals that are (or are not) displayed on your pet list. Since the animal information will be coming directly from RescueGroups.org, they have no control or idea of what is happening! RescueGroups.org will troubleshoot any problems and contact the other organization if necessary.
- By default we upload adopted animal information to the sites that list successes. Currently, only Petfinder lists adopted pets. If you do not want your adopted animals to appear on the other sites, you can change this option in [Export Settings](#).
- All current animals on the other websites will be deleted and will be replaced with the pets from your RescueGroups.org pet list. It's imperative that your RescueGroups.org service contain ALL of your pet information, including adopted pets, pictures and videos, otherwise you risk losing it when we enable the updates.



Safeguard your pet data!

It's extremely important that your RescueGroups.org have all of your animal information, pictures and videos (including adopted pets) before you tell us to start exporting to the adoption listing websites. If not, you could lose your pet information.



It can take as long as 3 hours to update your pet information on the other sites. Patience is required.

After exports are enabled:

- After we enable your uploads, you must update and add your animals on your RescueGroups.org service only! We cannot help you troubleshoot issues if you do manual updates while the exports are turned on.
- You should verify that your animals are uploaded to the other sites, at least 24 hours after we enable the updates for the first time.

Here are some details about the exports/uploads:

Some fields are mapped to their closest values on the adoption web site (like breed, species, etc). The following are changes that are made to your pet data when sent to the adoption listing web sites:

- Header/Footer is added to the description
- Link to your website (when allowed)
- Link to the animal's web page (when allowed)
- Foster information (if provided and public)
- Availability of an adoption application

Each of the adoption listing web sites supports different fields. The following are cases where the data is handled differently:

- 3 pictures are sent to Petfinder, 4 pictures to Adopt-a-Pet.com
- Color is sent to Adopt-a-Pet.com

A link to your home page as well as to the animal's web page is added to the animal's description (applies to web site service only and on adoption listing sites that allow the link -- can be disabled in [Animals@animals_settings_exports](#)).

If you have a public adoption application, a link to the application will be added in the animal's description (applies to web site service only and on the adoption listing sites that allow the link -- can be disabled in [Animals@animals_settings_exports](#)).

If the foster's contact information is public, it will be added at the top of the animal's description.

You can control which adoption web sites list a specific animal by selecting the appropriate accounts under the **Accounts** section of the animal's information. See [Animal Fields](#) for more information.

Animal Exports - Set Up Wizard

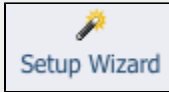


Where do I find it?

You can find the [Animals Exports](#) page by going to **Animals > Exports**.

Start the Setup Wizard

- Click on the **Setup Wizard** icon.



- Read the information on the Exports Setup Wizard page.
- When done, **select the check box** and **click Save and Go to the Next Step**.

I have read and understand the above information.

Save and Go to the Next Step

Wizard Step 1: Add Animals

- Let us know if you would like us to help you get your animals added or if you will be doing this yourself (for the initial setup of your account only).
- When done, click **Save and go to Next Step**.

If you have selected to have us add animals for you:

You will receive an email that asks you to return to this step once that has been completed. If you do not receive an email asking you to verify the accuracy of your RescueGroups.org pet list within a few days, please [contact us](#). Once contacted, you will be asked to continue to **Step 2: Verify Your Animals**.

If you selected that you will add your animals:

Continue to **Step 2: Verify Your Animals**.

Wizard Step 2: Verify Your Animals

- Carefully follow the instructions on this page for how to verify your pet list.
- Type "**verified**" only when you are certain that all animals, information and pictures have been added to your RescueGroups.org pet list.
- Click **Save and go to Next Step**.

Wizard Step 3: Configure Exports

- Select the sites you want RescueGroups.org to automatically update.
- When done, click **Save and Go to Next Step** to complete the wizard.



You are not required to enable any exports.

Exporting animal videos to the adoption listing websites

RescueGroups.org supports two kinds of videos for animals:

- **Video File:** a video file from your computer that is uploaded to the animal in your RescueGroups.org pet list
- **YouTube Video URL:** the URL of a video on YouTube that you have already uploaded



By default, when you upload a video file to RescueGroups.org we will upload the video to YouTube for you. You can disable this feature under **Export Settings**, or even configure your account to upload the video to your own YouTube account.

The video file and YouTube video URL are treated differently depending on the adoption listing web site. When you upload a video file to us, we will automatically upload the video to YouTube so you can take advantage of the capabilities of both types of video. If you don't want us to automatically handle the YouTube upload for you, you can disable that feature in **Animals > Animal Settings > Export Settings** (look for the setting "**YouTube video upload**").

Here is how the adoption listing websites support videos:

	Adopt-a-Pet.com	Petfinder via FTP	Petfinder via Sync App	via RescueGroups.org API
Uploaded Video (MPG, AVI, etc)	No	No	Yes	No
YouTube Video URL	Yes	No (embedded in animal description)	No	Yes

Using multiple Petfinder and Adopt-a-Pet.com accounts

Petfinder and Adopt-a-Pet.com exports are handled a little differently than the hundreds of other adoption listing websites. This information applies to both the Petfinder FTP uploads and Sync App updates.

1. An "export account" must be added to your account in order to send pet listings to Petfinder and Adopt-a-Pet.com. They are the only two adoption listing websites that have not decided to use the RescueGroups.org API to receive adoptable pet information and therefore still require an FTP data file upload.
2. They are the only two adoption listing websites that use the location of the *organization* (organization's account) as the location used when searching for adoptable pets.

Multiple "accounts" with Petfinder and Adopt-a-Pet.com are required in order for your adoptable pets to accurately appear in searches by zip/postal code (otherwise they may incorrectly appear in searches by your organization's zip/postal code). If you have animals in multiple zip/postal codes you need to request multiple accounts with Petfinder and Adopt-a-Pet.com. Once those accounts are created with the adoption listing websites we can add them as Export Accounts in your RescueGroups.org account.

If you don't have multiple accounts with Petfinder and Adopt-a-Pet.com, your adoptable animals may appear in searches by distance of a zip/postal code that does not accurately reflect their physical location.



Please contact Petfinder and/or Adopt-a-Pet.com first to have a new account with their website created. Then, contact RescueGroups.org support and let us know you would like to setup that new account for exports from RescueGroups.org.

You will notice that each of your animals will have an **Export Accounts** section when you view or edit the information. For each animal you should select the appropriate export account.

This is why only your Adopt-a-Pet.com and Petfinder exports appear on the animal pages -- all other adoption listing websites receive your animal's individual location and do not depend on the organization's account zip/postal code for animal searches.

Animal Browse Page Fields



Where do I find it?

You can find the Animal **Browse Page Fields** page by going to **Animals > Settings** and clicking **Browse Page Fields**.

▼ Click here for information on permissions

The following actions are available for the Animal Browse Fields with the specified service and user roles:

Action	Description	Services	User Roles
Manage Browse Fields	Able to change the fields that are used on the animal browse web page	Web Site	Site Admin only

You can control which fields appear on the public animal browse web page. By default, the following fields are show on the browse page:

- Name
- Status
- Breed
- Species/Sex
- Description

However, you may wish to change which fields are shown on the browse page. For example, if you are a breed specific organization you may not need to show the breed, and would like to show the age instead.

To add a field to the animal browse page, do the following:

- Go to the Animal Browse Fields page (**Animals > Settings > Browse Fields**)
- Select the field you want to add from the Field drop down
- Click the **Add** button
- Click **Save Browse Fields** to save the new list of browse fields

To remove a field from the animal browse page, do the following:

- Go to the Animal Browse Fields page (**Animals > Settings > Browse Fields**)
- Select the field you want to enable from the Browse Fields box
- Click the **Remove** button
- Click **Save Browse Fields** to save the new list of browse fields

Animal Contact Information

Some organizations want their visitors and potential adopters to be able to contact the foster directly with any questions concerning an available animal. Each organization has complete control over what contact information is available for their foster/caretakers.

You can control how much contact information is available to the public for your organization's fosters. This information appears near the top of the animal's description or web page, similar to this:

Contact Rex's Caretaker/Foster Directly: William Boots (wboots@yahoo.com), 301-262-9951.

The contact information can include first name, last name, email address, phone number and street address.

To enable public view of the animal foster's contact information do the following:

- Click **Animals > Settings > Export Settings**
- Select the contact fields you want to make public under the question **Show the following contact fields for foster/caretakers**
- Add the caretaker's information to their contact record and select **Allow Public View**
- Select the caretaker/foster for the animal

All available contact information will appear when your volunteers view the animal's web page

Animal Event Attendance

▼ Click here for information on permissions

The following actions are available for Animal Event Attendance with the specified service and user roles:

Action	Description	Services	User Roles
View	View animal attendance information	Web Site Service Data Management	Any (Volunteer)
Add	Add new animal attendance information	Web Site Service Data Management	Animal Add Animal Attendance Admin

Edit	Edit existing animal attendance information	Web Site Service Data Management	Animal Add Animal Attendance Admin
Delete	Delete animal attendance information	Web Site Service Data Management	Animal Add Animal Attendance Admin

Animal Attendance entries have the following fields:

Field	Description
Animal	The animal related to the attendance entry
Event	The event related to this attendance entry
Attendance	Select if the animal will be attending, will not be attending, or if it's unknown if the animal will be attending

If you use the Events feature of your Management service (and the Web Site service), you can choose to let your visitors know which animals will be attending those events.

This is a time saving option if your organization attends adoption events, but not all of your adoptable animals attend every event. You can easily let your visitors know if an animal will or will not be attending the events.

You can save attendance entries only for the events that you have specified will have animals attending. Be sure to select the option **Will animals available for adoption be attending this event** for all appropriate events.

To update the attendance of an animal for an event, do one of the following:

- Click Animals
- Click Animal Event Attendance
- Click the **Add** button

OR

- Click Animals
- Find the animal in the list or search for the animal
- Click the animal's name
- Click Attendance
- Click the **Add** button

OR

- Click More > Events
- Click Animal Attendance
- Click the **Add** button

Animal Fields

Here is some basic information about each of the fields:

Field	Description	Service
Name ^R	The animal's name. We recommend that you do NOT add extra information to the name field (like "ADOPTED" or "URGENT"). This field is required.	DPW
Other Names ^P	Enter any other names the animal is known by. This field is included in the search, so you can find an animal whose name has changed.	DW
Status ^R	Choose a status from the dropdown. You can learn more about animal statuses in the Animal Statuses section in this User Guide.	DPW
Condition	Choose the animal's current health condition	DW
Species ^R	Select the animal's species from the dropdown list.	DPW
Primary ^R and Secondary Breeds	Select the animal's primary and secondary breeds after selecting the species.	DPW
Mixed Breed	Select the checkbox for mixed breed if the animal is not a purebred.	DPW

Courtesy Listing	Check this box if the animal is a courtesy listing for an individual or organization. You can choose to not show courtesy listings on the same list or browse page with your organization's animals (see Settings > Animals > General Settings). You can also prevent courtesy listings from being exported to the adoption listing web sites (see Settings > Animals > Export Settings).	DW
Highlight ^P	Changing the highlight number of an animal will affect where the animal appears in various animal lists (like in the Highlighted Animals section of your front page, or on the Animals Home page). See Highlighted Animals for more information.	W
Coat Length	Select the animal's coat length.	DPW
General Color	Select the animal's general color. This value is sent to the adoption listing sites.	DPW
Color	Enter the animal's specific color.	DW
Pattern	Select the animal's coat pattern.	DPW
Ear Type	Select the animal's ear type	DW
Eye Color	Select the animal's eye color	DW
Tail Type	Select the animal's tail type	DW
Distinguishing Marks	Enter any color or pattern characteristics that could be used to describe or identify this animal	DW
Sex and Altered	Select a value from the dropdown list for sex and altered.	DPW
Received Date ^P	This is the date that the animal entered your organization. This date is used by reports to calculate the amount of time an animal was in your organization. It's also used by the Recent Animals special list. See Special Lists for more information.	DPW
Available Date	Enter the date the animal will be available for adoption. See the The animal header and footer are automatically added to the top and bottom of the animal's description, respectively. The header and footer is primarily used as an easy way to update animal descriptions on the adoption listings web sites without editing each animal. The header and footer are also used on the animal's web page with the web site service. The header/footer is a great place to put basic information about your adoption process, special programs or about your next event. Animal Available Date for more information.	DW
Birthdate	Enter the animal's estimated birth date. The animal's age will be automatically calculated when needed.	DW
Exact Birthdate	Select this checkbox if the birthdate entered above is known to be the animal's exact birthdate	DW
General Age	The General Age field is used by the adoption listing web sites.	DPW
General Size	The General Size field is used by the adoption listing web sites.	DPW
Current Size	Enter a number value for the animal's current size, and choose a unit of measure from the dropdown list. Enter only a number (like "14"), without any extra characters or letters.	DW
Potential Size	Enter the animal's potential size, following the same rules as the Current Size field (enter only numbers).	DW
Activity Level	Select a value from the dropdown	DW
Indoor/Outdoor	Select a value from the dropdown	DW
Good with Kids	Select a value from the dropdown	DPW
Good with Dogs	Select a value from the dropdown	DPW
Good with Cats	Select a value from the dropdown	DPW
Up-to-date	Select a value from the dropdown	DPW
Housetrained	Select a value from the dropdown	DPW
Not Housetrained Reason	Enter the reason the animal isn't housetrained (if applicable)	DW

Declawed	Select a value from the dropdown	DPW
Good for inexperienced caregivers	Select a value from the dropdown	DW
Found	Was the animal stray/found? Found animals are uploaded to various lost and found web sites.	DPW
Found Date	On what date was the animal found?	DPW
Found Zip/Portal Code	In what zip/postal code was the animal found?	DPW
Adoption Pending	Select the checkbox if an adoption is pending for this animal.	DW
Pending Application ^P	Select an online application that is pending or has been approved to adopt this animal. See Pending Applications for more information.	DW
Adoption Fee	Enter the animal's adoption fee.	DW
Adopted Date	Enter the date the animal was adopted. This date is used by reports to determine how long the animal was in your organization (using the Date Received field). This also helps to sort the Successes page so that most recent adoptions appear at the top of the page.	DW
Rescue ID	Enter your organization's tracking number or identifier for this animal.	DPW
Internal ID ^P	Enter a private tracking number for the animal.	DPW
Foster	Select the animal's foster from your list. You can add a new foster or manage your contacts by clicking the Add button. If you enable Public View for the caretaker/foster's Contacts record, the public will be able to contact the caretaker directly for more information about the animal.	DPW
Needs a Caretaker	Select if this animal needs a caretaker. A short text will appear on the animal's web page if they need a caretaker.	DW
Microchip	Enter the animal's microchip number.	DPW
Microchip Vendor	Select the vendor of the animal's microchip.	DPW
Colony ^P	If the animal is a member of a colony (like a feral cat colony), select the colony from the drop down list. You can add a new colony by clicking the Add button.	DW
Location	Choose the animal's physical location. You can add a new location by clicking the Add button. See Animal Locations for more information.	DPW
Location Public	If you want the public to be able to see the animal's location, select the checkbox for Location Public.	DPW
Transferred to Rescue ^P	Select a rescue from your Contacts if this animal has been transferred to another rescue. You can add a new Rescue by clicking the Add button.	DW
Owner ^P	Select the contact who adopted this animal. Only contacts with the Adopter flag selected will appear in this dropdown. You can add a new Owner by clicking the Add button.	DW
Euthanasia Date	Enter or select the date that the animal is scheduled to be euthanized.	DPW
Euthanasia Reason	Select the reason the animal will be euthanized, if applicable.	DPW
Export Accounts ^P	Select the export accounts where you want this animal to appear. If you do not want the animal to be exported to any accounts, select None (do not export).	DPW
Allow Sponsorship	Select this option if you want to allow sponsorships of the animal. A Sponsor This Pet link will appear on the animal's detail web page. See 2.33 Animal Sponsorships for more information.	DW
Sponsorship Details	Enter the details concerning the animal's sponsorship. This information is shown on the animal's sponsorship page if you have the Use a sponsorship page for each animal selected on the Animals > Settings > Sponsorship Settings page.	DW
Minimum Sponsorship Amount	Enter the minimum sponsorship amount you will accept for this animal.	DW

Sponsors	Enter the names or information about the animal's current sponsors. This field is public, and is unrelated to the Animal Sponsorships feature. You might enter something like "Thank you John and Mary for sponsoring me!"	DW
Summary	Enter a summary of the animal. The summary is a short description of the animal, and appears at the top of the animal's web page, and in the Pet Adoption Toolkit.	DPW
Description	Enter a description of the animal.	DPW
Special Needs	Enter information about the animal's special needs, if they have any. If you enter anything in the Special Needs box, the animal will appear on the Special Needs Special List. You can learn more about Special Lists in that section of this User Guide.	DPW
Foster Notes ^P	Enter anything you want in this field -- the public can't see it. Use this field to record private notes about the animal.	DW
Origin ^P	Enter information about the animal's origin, perhaps where the animal came from or how he/she was transferred to your organization.	DW

^R Required Field

^P Private Field

Animal Files



Where do I find it?

You can see all of the files for a particular animal by clicking the **Files** at the top of the animal's page.

Each animal can have an unlimited number of files associated with it. You can decide if you want the files to be public or private, so even a visitor to your website can download a file from an animal's web page.

Upload a file for an animal

To add a file to an animal, go to the Animal's page and click the **Files** link at the top. Click the **Upload a File for this Animal** button to add a file.

- **File:** Select the file you want to upload from your local computer.
- **Description:** Enter a description for the animal file.
- **Display Inline:** Select if the file should be opened within the browser window (inline) or if it should be opened outside of the browser window (attachment).
- **Public:** Select if the file should be accessible to the public, otherwise it will be a private file accessible only to users with access to your account.

Edit an animal file

To edit an animal file click the edit link from the Animal Files page, or by clicking the Edit button from the specific Animal File page. When you are done making changes, click **Save Animal File**.

Delete an animal file

To delete an animal file, select it in the list of animal files and select **Delete** from the Action drop down. Also, you can click the **Delete** button from the Animal File page.

Animal Header Footer



Where do I find it?

You can find the [Animal Header & Footer](#) page by going to **Animals > Animal Description Header & Footer**.

▼ Click here for information on permissions

The following actions are available for Animal Header/Footer with the specified service and user roles:

Action	Description	Services	User Roles
--------	-------------	----------	------------

View	View animal header and footer	Data Management Pet Adoption Portal Web Site	Animal Add Animal Admin
Edit	Update the animal header and footer	Data Management Pet Adoption Portal Web Site	Animal Admin

The animal header and footer are automatically added to the top and bottom of the animal's description, respectively. The header and footer is primarily used as an easy way to update animal descriptions on the adoption listings web sites without editing each animal.

The header and footer are also used on the animal's web page with the web site service.

The header/footer is a great place to put basic information about your adoption process, special programs or about your next event.

Animal History



Where do I find it?

You can see the update history of a particular animal by clicking History on the animal's page.

Click here for information on permissions

The following actions are available for Animal History with the specified service and user roles:

Action	Description	Services	User Roles
View	Able to view the security event history of an animal	Data Management Pet Adoption Portal Web Site	Animal Admin

Animal History events have the following fields:

- **Date:** The date and time of the event
- **Updated By:** The user/contact who performed the update
- **Changes:** The changes that were made to the animal

Animal Journal



Where do I find it?

You can see all adoptions for a particular animal by clicking **Adoptions** on the animal's page.



The Animal Journal is available only with our Data Management and Website services.

The Animal Journal is a tool to help you keep track of animal medical and related information. The Journal can store any kind of information, but is best suited for data you might put in a log, with a date and comment.

Animal Journal Entry Types



Where do I find it?

You can find the **Journal Entry Types** page by going to **Animals > Journal Entries** and clicking the **Entry Types** button.

Click here for information on permissions

The following actions are available for Animal Journal Entry Types with the specified service and user roles:

Action	Description	Services	User Roles
--------	-------------	----------	------------

View	Able to view the animal journal entry types	Data Management Web Site	Journal Admin
Add	Able to add animal journal entry types	Data Management Web Site	Journal Admin
Edit	Able to edit existing animal journal entry types	Data Management Web Site	Journal Admin
Delete	Able to delete existing animal journal entry types	Data Management Web Site	Journal Admin

Add a journal entry type

To add an animal journal entry type click the **Add a Journal Entry Type** button.

- **Description:** Provide a description of the journal entry type.
- **Category:** Select the most appropriate category for the journal entry type.

Edit a journal entry type

To edit a journal entry type select the **Edit journal entry type** icon next to the journal entry type, or click the **Edit** button on the Journal Entry Type's page.

Delete a journal entry type

To delete a journal entry type, select it from the Journal Entry Types list and select **Delete** from the **Actions** drop down.



If you want to delete a journal entry type you might need to delete or edit the journal entries using that entry type before you can delete it. See the option below for an easy way to list all of the journal entries associated with a specific journal entry type.

See all journal entries for one journal entry type

You can see a list of all of the journal entries for a specific journal entry type by going to the journal entry type's page and then clicking the link for **Journal Entries for Type**.

Animal Journal Template



Where do I find it?

You can find the **Animal Journal Template** page by going to **Animals > Journal Entries** and clicking the **Journal Template** button.

Click here for information on permissions

The following actions are available for the Animal Journal Template with the specified service and user roles:

Action	Description	Services	User Roles
View	View the animal journal template	Data Management Web Site	Journal Admin
Edit	Edit the animal journal template to set the required entries per entry type	Data Management Web Site	Journal Admin

The animal journal template is used if you frequently need to add the same number and types of journal entries for each animal. For example, every animal in your organization may have a set of journal entries, like two vaccinations, one spay/neuter and one flea/tick entry.

The journal template shows you how many entries are missing for an animal. The message, "missing template entries," will appear on the animal's view page, and on the animal's Journal Entries page. The Journal Entry page will tell you exactly which entries are missing.

Adding a category to the journal template

To add a category to the journal template click the **Add a Category to the Journal Template** button.

- **Category:** Select the journal entry category to add to the journal template.
- **Number of Entries:** Select the number of entries you want included in the journal template.

Click **Save Template Category** to add the category to the journal template.

Editing a category in the journal template

To edit a journal template category click the **Edit animal journal category** button next to the journal category, or click the **Edit** button on the journal template category page.

Removing a category from the journal template

To remove a category from the journal template either select the check box next to the category and select **Remove** from the **Actions** drop down, or click the **Remove** button from the journal template category page.

Managing animal journal entries



Where do I find it?

You can see all journal entries for a particular animal by clicking Journal Entries on the animal's page.

▼ Click here for information on permissions

The following actions are available for Animal Journal Entries with the specified service and user roles:

Action	Description	Services	User Roles
View	Able to view animal journal entries	Data Management Web Site	Journal User Journal Admin
Add	Able to add animal journal entries	Data Management Web Site	Journal Admin
Edit	Able to edit existing animal journal entries	Data Management Web Site	Journal Admin
Delete	Able to delete animal journal entries	Data Management Web Site	Journal Admin
Manage the Journal Template		Data Management Web Site	Journal Admin

Adding one or more journal entries

Animal Journal Entries have the following fields:


- **Animal:** The animal to which the journal entry belongs. The animal will already be selected if you are adding a journal entry from an animal's page.
- **Date:** The date of the animal journal entry.
- **Entry Type:** The type of journal entry.
- **Cost:** The cost of the journal entry.



If there was no cost for the journal entry, be sure to enter \$0 for the cost.

- **Comment:** A comment regarding the journal entry.

- **Set Reminder Alert:** Check box for if a reminder should be set.
- **Reminder Date:** The date to send a reminder, if the alert is enabled.

 Click the **Add Another** link to if you would like to add multiple journal entries at the same time. Each time you click Add Another, an additional group of fields will be added to the form.

Adding journal entries for multiple animals

To add journal entries for various animals, click the **Add a Journal Entry** button from the **Journal Entries** page. You'll be able to select a different animal for each journal entry.


Editing a journal entry

To edit a journal entry click the **Edit this animal journal** entry button from the journal entry list, or click the **Edit** button from the animal journal entry page.

Deleting a journal entry

To delete a journal entry select the check box next to the journal entry and select **Delete** from the **Actions** drop down, or click the **Delete** button from the journal entry page.

Animal Kennel Cards

 **Where do I find it?**
You can print kennel cards by clicking **Kennel Card** in the **Reports** list (**Reports > Reports List**).

You can print a Kennel Card for each animal. Typically, a Kennel Card is used if the animal is kept in a kennel or if the organization wants to create a notebook displaying all of their animals. Some organizations use a Kennel Card as a permanent, hard-copy record of the animal.

The Kennel Card is very similar to the animal's web page, just without the layout and formatting.

One option for the Kennel Card is to print the animal's Journal. You can find this option on the **Website Service Related Settings** page. Look for the **Show Journal Entries on the Kennel Card** setting.

If you're always going to print the Kennel Card, you can turn on the option, **Print Animal Kennel Cards Automatically**. That way the print dialog box will automatically appear when you go to the Kennel Card page, saving you a few clicks!


 Save time and paper! Use the **Pet Adoption Kiosk** instead of printing animal kennel cards for an event.

Animal Locations

A location, when selected for an animal, helps you keep track of the physical location of that animal

For animals, a location is typically the physical location where a visitor can go to meet an animal. The location of an animal will be public if you select Yes for **Make Location Public** for that animal.

It's very important that you select a location (with a zip/postal code) for each animal because that location is used for favorite breed alerts and by the adoption listing web sites as the animal's location (if supported). If you don't select a location for an animal your organization's zip/postal code will be used on the adoption listing web sites, which may not be the most accurate location for the animal.

 See **Locations** for more information about this topic.

Animal Media (Pictures and Videos)

**Where do I find it?**

You can find an animal's pictures and videos by clicking the Media link at the top of the animal's page.

Click here for information on permissions

The following actions are available for Animal Media with the specified service and user roles:

Action	Description	Services	User Roles
View	Able to view the pictures, videos and video URLs for an animal.	Data Management Pet Adoption Portal Web Site	Animal Add Animal Admin Animal Picture User
Add	Able to upload new media for an animal.	Data Management Pet Adoption Portal Web Site	Animal Add Animal Admin Animal Picture User
Edit	Able to edit the properties of a picture, video or video URL and able to crop pictures.	Data Management Pet Adoption Portal Web Site	Animal Add Animal Admin Animal Picture User
Delete	Able to delete animal media.	Data Management Pet Adoption Portal Web Site	Animal Add Animal Admin Animal Picture User

Managing an animal's pictures and videos

**Where do I find it?**

You can see a list of all of an animal's pictures and videos by clicking the **Media** link at the top of the animal's page.

**Service Information**

While the Pet Adoption Portal service is allowed to have up to four pictures and one video per animal, the Data Management and Website services allow an unlimited number of pictures and videos.

You can upload images up to 40 MB in size, and up to 85 MB total at one time (including all pictures, videos and animal data).

Uploading an animal picture

To upload a picture for an animal, click on the **Media** link on the animal's page, then click the **Add** button.

If you upload more than one picture to the server, you will be able to reorder the images.

The first image (order #1) is the primary image for this animal. It will appear first on the animal detail page, and if the animal appears in any sidebars or animal highlight sections. Also, this picture will be sent as the first picture when performing exports.

You can crop pictures you have uploaded. See the [Cropping an animal picture](#) section later in this User Guide.

To delete a picture, select the check box next to the picture you want to delete and select the **Delete** action. Please remember that the animal image is deleted immediately and cannot be recovered once you delete it.

Uploading an animal video

We support two types of videos for animals: an uploaded video file, and a YouTube URL. To add a video for an animal, click **Upload a Video for this Animal** or **Add a Video URL for this Animal**. Click **Browse** and select the video file from your local computer. Set the video order, and click **Upload Animal Video**.



Supported video formats

Only the following video formats are supported for upload to RescueGroups.org: MPG, MPEG, 3GP, AVI, MOV.



Videos and your pet listings

Please see the User Guide article [Exporting animal videos to the adoption listing websites](#) concerning videos and where they are uploaded.

Uploading a YouTube video URL for an animal

To add a YouTube video URL for an animal, click **Add a Video URL for this Animal**. Copy and paste the URL from YouTube into the **YouTube URL** box select the order and click **Add YouTube URL**.

Deleting pictures or videos

To delete one or more pictures or videos from an animal, select the check box next to the items you want to delete and select **Delete** from the **Actions** drop down.

Cropping an animal picture



Where do I find it?

To crop an animal picture go to the animal's **Media** page and click the **Crop picture** button next to the picture.

When cropping a picture you can select the area of the picture you wish to keep (cropping off the area of the picture outside the yellow box). Once you confirm your crop selection the image will be updated.

Animal Memorials



Where do I find it?

You can find the [Memorials](#) page by going to **Animals > Memorials**.

▼ [Click here for information on permissions](#)

The following actions are available for Memorials with the specified service and user roles:

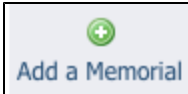
Action	Description	Services	User Roles
View	Able to view the Memorials	Web Site Servicer1	Any (Volunteer)
Add	Able to add a Memorials	Web Site Service	Memorial Admin
Edit	Able to edit a Memorials	Web Site Service	Memorial Admin
Delete	Able to delete Memorials	Web Site Service	Memorial Admin
Manage Settings	Able to manage the settings for the Memorials feature	Web Site Service	Site Admin only

Listed below is a definition of some of the Memorials fields.

- **Name:*** The name of the memorial, typically the name of the animal being memorialized
- **Description:** The text of the memorial
- **Order:*** The placement of the new memorial in the list of memorials
- **Picture:** The photo to be associated with the memorial

Adding a memorial

You can add a Memorial by clicking **Add a Memorial**.



Editing a memorial

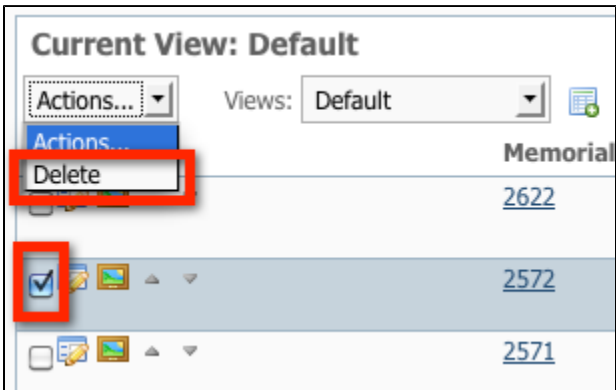
You can edit a Memorial by clicking on the **Edit icon**.



Deleting a memorial

To delete a Memorial:

- **Select the check box** next to the Memorial you would like to delete.
- Then select delete from the **Actions** drop down menu.



Memorials Settings



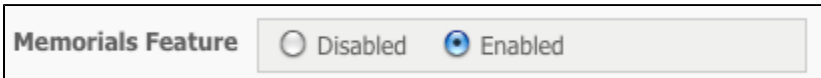
Where do I find it?

You can find the [Memorials Settings](#) page by going to **Animals > Memorials** and clicking **Settings**.

The following are the configuration settings for the Online Memorials feature.

Memorials Feature

To use the Memorial Feature, select **Enabled**.



Memorial Donation Store Item

You can include a store item on your memorial page, to allow people to donate.

Example:

Rainbow Bridge

If you are interested in having your memorial on this page, please [contact us](#) and use this [Shop Item](#) for your donation.

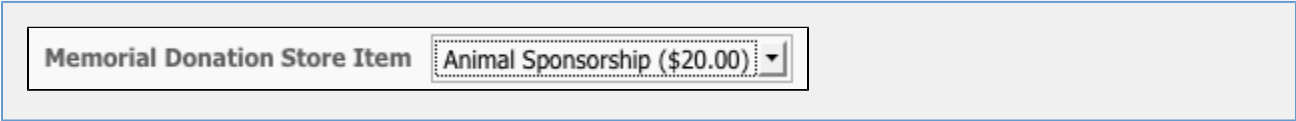
To use this feature:

- First enable your PayPal account in your [Affiliates](#)
- Next enable your [Online Store](#).
- Then create an online [store category](#). (perhaps a category named, Memorial)
- Then add a [store item](#) in your online store for the memorial donation dollar amount.

You will now be able to add this store item to in your Memorials Settings.

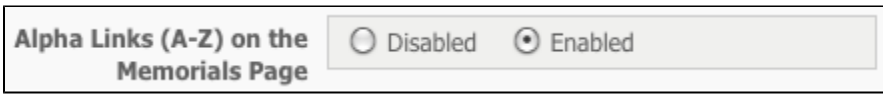
Animals > Memorials and clicking **Settings**

Next to Memorial Donation Store Item, from the drop down menu, select the Memorial Donation Item you created in your online store.




Show Alpha Links (A-Z) on the Memorials Page

Click enabled to show the alphabet links at the top of the memorials page.



Animal Meet Requests

 **Where do I find it?**
 You can see all of the Meet Requests for a particular animal by clicking the Meet Requests link at the top of the animal's page.

▼ [Click here for information on permissions](#)

The following actions are available for Meet Requests with the specified service and user roles:

Action	Description	Services	User Roles
View	View animal meet requests	Data Management Web Site	Animal Add Animal Admin
Add	Add an animal meet request	Data Management Web Site	Animal Add Animal Admin
Edit	Edit an animal meet request	Data Management Web Site	Animal Add Animal Admin
Delete	Delete an animal meet request	Data Management Web Site	Animal Add Animal Admin

You can learn more about the Meet Requests feature of our management service by going to the [Animal Meet Requests](#) section of this User Guide.

Animal Relationships

**Where do I find it?**

You can manage an animal's relationships by clicking the Relationships link at the top of the animal's page.

Click here for information on permissions

The following actions are available for Relationships with the specified service and user roles:

Action	Description	Services	User Roles
View	View the animal relationships	Data Management Web Site	Animal Add Animal Admin
Add	Add an animal relationship	Data Management Web Site	Animal Add Animal Admin
Edit	Edit an animal relationship	Data Management Web Site	Animal Add Animal Admin
Delete	Delete an animal relationship	Data Management Web Site	Animal Add Animal Admin

Animal Relationships is a feature of your RescueGroups.org data management service that allows you to designate relationships between animals.

The relationships you add are shown on the animal's web page, with links to the other related animals. This is great for animals that are in the same litter, or are companion animals. Relationships are very important for animals that must be adopted together.

The following relationships are available:

- Baby/Offspring
- Companion
- Parent/Surrogate
- Sibling

On the Relationships page, you can select a Relationship, an Animal, and if the two animals must be adopted together.

Animal Settings

**Where do I find it?**

You can find the [Animal Settings](#) page by going to **Animals > Settings**.

Browse Page Settings

Layout

Select the layout you would like to use on the public animal browse page | W |

Width of browse panel

Enter the width (in pixels) that you would like to use for the animal browse page (default: 600 pixels) | W |

Number of columns

Select the number of columns you would like to use on the animal browse page | W |

Animals per page

Select the number of animals you would like to display on the animal browse page (column/grid and picture only layouts) | W |

Animal limit

Select the number of animals you want to appear on each page of the animal browse page (for basic layouts). | W |

Hide courtesy listings on browse/list page

If you don't want your courtesy animals to be listed on the same browse and list page as your organization's animals, select this option. You will need to be sure that the Courtesy Listing field is selected for each courtesy animal. You will need to enable the courtesy listing special list (Animals > Options > Special Lists). | W |

Show sponsorship link on the browse page

Enable this setting if you want to show a link to the sponsorship page for each animal | W |

How much of each animal's description displayed

Enter the number of characters of the animal description you want to display on the animal browse page (default: 100 characters) | W |

Rescue ID Settings

Automatically set animal's Rescue ID

When adding an animal, you can have your RescueGroups.org web site automatically assign a Rescue ID that you can use to track the animal. To use this feature, enable this option, and then select a format on the next setting. | DW |

Use the following format for Rescue IDs

Select a numbering format for the automatically assigned Rescue IDs. | DW |

Don't assign a Rescue ID for courtesy listings

Enable this option if you do not want your RescueGroups.org web site to automatically enter a Rescue ID for you if the animal is a courtesy listing. | DW |

Privacy Settings

Show if the animal is microchipped

Do you want the public to be able to see that an animal has been microchipped? The actual microchip number will not appear to the public. | W |

Show the animal's spay/neuter status

Select this option if you want the animal's web page to show if they have been spayed or neutered. | W |

Display that animal will be spay/neutered before adoption

If the animal is not spay/neutered, and you have chosen to show the public the animal's spay/neuter status, a message will be added that the animal will be spay/neutered before adoption. | W |

Show the animal's Rescue ID

Enable this option if you want the public to be able to see the animal's Rescue ID field. | W |

Show the animal's adoption fee

Select this option if you want the public to see the information from the Adoption Fee field. | W |

Show the animal's euthanasia information

Enable this option if you want the public to see the animal's euthanasia information. | W |

Disable Animal Description Header and Footer on courtesy animals

Prevent the animal description header and footer from being added to animals that are marked as courtesy listings. | W |

Web Site Related

Animal detail page layout

Select the layout to use for the public animal detail page | W |

Use a popover to display animal details

Select this option if you want links to your animals to open a popover with the animal information instead of linking directly to the animal's detail page. |

Show Bookmark/Link Sharing Button

| | W |

Hide the "adoption info" link

Select this option to disable the adoption info link on the animal detail page, which is next to the animal's status. The link is a quick way for visitors to go from an animal page to your adoption information page. | W |

Hide the "adoption info" link on courtesy listings

Select this option to disable the adoption info link on the animal detail page on courtesy listings | W |

Include [DogTime.com](#) dog breed information

Select this option if you do not want the link for breed information (provided by DogTime.com) to appear on the animal detail page (dogs only). | W |

Include [DogTime.com Save-A-Dog Facebook App](#)

| | W |

Show attendance for how many events?

Select the number of events you want to be displayed on the animal's web page. Only upcoming events where the animal's species will be attending will be displayed. | W |

Enable request to meet an animal

Do you want to allow your visitors to request to meet an animal at one of your events? | W |

Enable adopt/sponsor sayings

If you choose this option, short text with a link will appear under your animal's pictures so that visitors can quickly get to an adoption or sponsorship form. | W |

Disable link to the animal flyer

Do you want to show a link to print out a flyer for the animal? The flyer is provided by PetBond.com. You must have the upload to Petbond enabled for the link to the flyer to appear. You can enable the Petbond upload by going to **Animals > Exports**. | W |

Don't show animal favorite count

Disable the message inside of the My Rescue box on the animal's web page that shows how many people have selected that animal as a favorite. | W |

Disable access to successes

Select this option if you don't want to use the animal successes (adopted) page. | W |

Disable animal Success Stories

Disable the Success Stories feature. | W |

Show transferred animals with successes

Select this option if you would like animals with a "transferred" status to be shown on the Successes page. | W |

Show animal links on Animals Home and Layout #7

Enable this option if you want to show links for your basic animal lists on the Animals Home page and on Layout #7. | W |

Show highlighted animals on animals home page

Select this option if you would like to display highlighted animals on the animals home page. | W |

Enable a border around animal images

Enable this option if you want a border to be shown around animal pictures. | W |

Border style

Select the border style you would like to use for animal pictures, if the animal image border is enabled. | W |

Image border color

Select the color you would like to use for the border color around animal images, if enabled. | W |

Image matte color

Select the color you want to use for the matte color around animal pictures, if enabled. | W |

Don't embed the pet's YouTube video in their description

Select this option if you don't want the animal's YouTube video to be embedded in the description. | DPW |

Use a link to animal videos instead of embedding

Select this option to use a link to your animal videos instead of embedding them in the animal's description. | DPW |

Don't automatically create a YouTube URL when uploading videos

Enable this option if you don't want your service to automatically transfer uploaded videos to YouTube. If enabled, videos won't be available on the adoption listing web sites that support only YouTube videos. | DPW |

Print animal kennel cards automatically

If you're always going to print the kennel card when you go to the kennel card page, we can have your web browser automatically pop-up the print dialog box. | W |

Show journal entries on the kennel card

Do you want to show the animal's journal entries on the kennel card? | W |

Don't show "best estimate" on animal ages (when calculating from birthdate)

Enable this option if you don't want the text "best estimate" to appear next to the animal's birthdate. This option is only applicable if you haven't selected Exact Birthdate for the animal. |

Export Settings

Prevent adopted pets from being uploaded to other sites

Select this option if you do not want your adopted animals to be shown on the adoption listing web sites (like the Petfinder Happy Tails). Enabling this option will delete all existing adopted animals from the adoption listing web sites. | DPW |

Prevent Courtesy animals from being exported

Select this option if you don't want any animals marked as Courtesy to be exported (prevents them from appearing on all adoption listing web sites). | DPW |

Disable the link to the animal's web page

Select this option to remove the link to your RescueGroups.org web site from the animal's description. | W |

Disable the link to your web site

Select this option to remove the link to your RescueGroups.org web site from the animal's description. | W |

Disable the link to your online adoption form

Select this option to remove the link from the animal's description to your online adoption form (if it exists). | W |

Add the Animal Description Header to the animal description

Select this option to automatically add the "Animal Header" text to each animal's description. You can update the text from Content > Web Pages. | DPW |

Add the Animal Description Footer to the animal description

Select this option to automatically add the "Animal Footer" text to each animal's description. You can update the text from Content > Web Pages. | DPW |

Don't embed the pet's YouTube video in their description

Select this option if you don't want the animal's YouTube video to be embedded in the description. | DPW |

Use a link to animal videos instead of embedding

Select this option to use a link to your animal videos instead of embedding them in the animal's description. | DPW |

Show the following contact fields for foster/caretakers

Select the fields that are allowed to be public. The contact also will need to be set to Public before the information is seen by the public. | DPW |

Use the RescueGroups.org Animal ID as a Unique ID

Don't include the animal's Rescue ID in their unique ID on the adoption listing web sites. Only the RescueGroups.org animal ID will be used. | DPW |

YouTube video upload

Select if you would like your videos uploaded to YouTube with the RescueGroups.org YouTube account, your own organization's account, or not at all. | DPW |

YouTube account user name

Enter your organization's YouTube account user name | DPW |

YouTube account password

Enter your organization's YouTube account password | DPW |

Requiring animal fields



Where do I find it?

You can find the **Required Fields** page by going to Animals > Settings and clicking Required Fields.

▼ Click here for information on permissions

The following actions are available for Required Animal Fields with the specified service and user roles:

Action	Description	Services	User Roles
Manage Required Fields	Able to change the fields that are required for animals	Data Management Web Site	Site Admin

The only fields that are required by default when adding an animal are Name, Status, Species and Primary Breed. However, your organization can set additional fields as required.

Make a field required

- Go to the Animal Required Fields page (**Animals > Settings > Required Fields**)
- Select the field you want to require from the Field drop down
- Click the **Add** button
- Click **Save Required Fields** to save the required fields

Make a field not required

- Go to the Animal Required Fields page (**Animals > Settings > Required Fields**)
- Select the field you no longer want to require from the Required Fields box
- Click the **Remove** button
- Click **Save Required Fields** to save the required fields

Disabling animal fields



Where do I find it?

You can find the **Enabled/Disabled Fields** page by going to **Animals > Settings** and clicking **Enabled/Disabled Fields**.

Click here for information on permissions

The following actions are available for the Disable Animal Fields feature with the specified service and user roles:

Action	Description	Services	User Roles
Manage Disabled Fields	Able to change the animal fields that are disabled.	Data Management Website	Site Admin

By default all animal fields are enabled for your organization. Depending on your level of service you may see different fields when adding and editing animals.

However, you may not wish to see a field when adding or editing an animal. For example, you may not want to see the euthanasia fields if your organization does not euthanize animals.

Disabling an animal field

- Go to the Animal Disabled Fields page (**Animals > Settings > Disabled Fields**)
- Select the field you want to disable from the Field drop down
- Click the **Add** button
- Click **Save Disabled Fields** to save the new list of disabled fields

Enabling an animal field

- Go to the Animal Disabled Fields page (**Animals > Settings > Disabled Fields**)
- Select the field you want to enable from the Disabled Fields box
- Click the **Remove** button
- Click **Save Disabled Fields** to save the new list of disabled fields

Special Lists

**Where do I find it?**

You can find the [Special Lists](#) page by going to Animals > Settings and clicking Special Lists.

Click here for information on permissions

The following actions are available for Special Lists with the specified service and user roles:

Action	Description	Services	User Roles
Add Animals to Special Lists	Able to add animals to special lists	Data Management Pet Adoption Portal Web Site	Animal Add Animal Admin
Manage Special Lists	Able to change the settings for the special lists	Data Management Pet Adoption Portal Web Site	TODO

Special Lists is a RescueGroups.org feature that automatically manages lists of animals -- animals that meet certain criteria, for example, Special Needs, Recent Arrivals, Puppies, Kittens, etc.

The Special Lists feature allows you to setup the criteria for the lists, and then you can put links to the lists on your web site. The Special Lists will be automatically updated as you add your animals.

Many of the RescueGroups.org layouts and menus will automatically show links to the Special Lists that you enable. If you have a custom Site Menu you may need to manually add the Special Lists links to your menu.

All times/ages are in days. You can enter just the youngest age if you do not want to have a maximum age for the list (for example, for the Adults list you would enter only 730 for the youngest age, and leave the Oldest blank).

The current Special Lists are:

Special List	Description
Babies	Enter the age range, like 0/180 for animals 0 days to 6 months old to be shown on the Babies list
Teens	Enter the age range
Adults	Enter the age range
Seniors	Enter the age range
Urgent	Automatically updated from the Highlight field (a highlight of 0 is urgent). See the Highlighted Animals for more information.
Long Time/Must Adopt	Uses the Received Date field from the animal to show only animals that have been in your organization for the specified time
Special Needs	Automatically updated from the Special Needs animal field
Needs a Caretaker (Foster)	Automatically updated from the Needs a Caretaker animal field
Recent Arrivals	This uses the Received Date field from the animal to show only animals received within a certain number of days
Courtesy Listings	Automatically updated from the Courtesy Listing animal field

Changing the species your organization supports

**Where do I find it?**

You can find the [Supported Species](#) page by going to **Animals > Settings** and clicking **Supported Species**.

Click here for information on permissions

The following actions are available for Supported Species with the specified service and user roles:

Action	Description	Services	User Roles
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Manage Supported Species	Able to change the species that are supported by the organization and shown in the species drop downs.	Pet Adoption Portal Data Management Web Site	Site Admin
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Select the check boxes next to the species that you want to support. Only those species that are selected will appear in the species drop downs, for example, when adding an animal or selecting attending species for events.

Animal Sponsorships



Where do I find it?

Animal Sponsorships are available from [Animals > Sponsorships](#)

The Animal Sponsorships feature is a great way to raise funds to help support an animal.

Click here for information on permissions

The following actions are available for Animal Sponsorships with the specified service and user roles:

Action	Description	Services	User Roles
View	Able to view animal sponsorships	Data Management Web Site	Animal Admin
Add	Able to add an animal sponsorship	Data Management Web Site	Animal Admin
Edit	Able to edit an existing animal sponsorship	Data Management Web Site	Animal Admin
Manage Sponsorship Settings	Able to change settings related to animal sponsorships	Data Management Web Site	Site Admin



If you are using the **Website Service**, the Sponsorships functionality allows you to automatically track sponsorships from your website.
If you are using the **Data Management Service**, you can use the sponsorship feature to enter sponsorships manually.



To use the Sponsorship feature you will first need to **enable sponsorships**.

Please review this user guide article on [Sponsorship Settings and Options](#)

Sponsorship Settings and Options



Where do I find it?

Sponsorships Settings are available by going to [Animals > Sponsorships > Settings](#)

Sponsorship Settings & Options

Click here for description of settings and options

Setting	Description	Service
Enable animal sponsorships	If your organization has animals available for sponsorship, select this option. A link to the Sponsorship information page will appear on your site menu, and the public will be able to view your Sponsorship animals.	W

Use the following for each animals' "Sponsor this Pet" link	If you want every animal to have their own specific sponsorship web page select Use a sponsorship page for each animal. If you want all animal's sponsorship pages to use the same information select Use a general sponsorship page.	W
Set Sponsorship Amount 1-4	Enter up to four sponsorship amounts to display on the sponsorship page.	W
Allow users to enter their own sponsorship amounts	Enable this option if you want visitors to be able to enter their own dollar amounts for sponsorships instead of being required to select one of the amounts you have chosen.	W
Minimum for custom sponsorship amounts	Optionally enter a minimum amount allowed for sponsorships.	W
Allow recurring sponsorships	Enable this option if you want to allow recurring sponsorships using the subscription option on PayPal.	W
Which animal statuses are sponsorable?	Select the animal statuses that your organization allows to be sponsored. Animals that are not one of the selected statuses will not appear in a list of sponsorable animals.	W

Animal Sponsorships Settings

[« Sponsorships](#) | [Settings & Options](#)

Animal Sponsorships Disabled Enabled

Use the following for each animals' "Sponsor this Pet" link

Set Sponsorship Amount 1 \$

Set Sponsorship Amount 2 \$

Set Sponsorship Amount 3 \$

Set Sponsorship Amount 4 \$

Allow users to enter their own sponsorship amounts No Yes

Minimum for custom sponsorship amounts \$

Allow recurring sponsorships No Yes

Which animal statuses are sponsorable?

Available for Adoption

Adopted

Available for Sponsorship

[Cancel](#) [Save Settings](#)

Enable Sponsorships

To use the Sponsorships feature, you'll first need to enable sponsorships.

Animal Sponsorships: select **Enabled**

Select an Option for Sponsorship Link Page

Select one of the following for each animals "Sponsor this Pet" link


Use a general sponsorship page

- If **Use a general sponsorship page** is selected, the link to sponsor a specific pet will take a user to your site's general sponsorship information page.

Use a sponsorship page for each animal

- If **Use a sponsorship page for each animal** is selected, when a user clicks on the **Sponsor this Pet** link on the animal's page, it will take the user to a page specific to that animal and its unique sponsorship options.

Once Sponsorships are enabled, and Allow Sponsorship is selected for a pet, the link to 'Sponsor This Pet' will appear on the pet's web page. If 'Use a sponsorship page for each animal' was selected under Animals General Options, that link will take the visitor to the pet's Sponsorship Page which will show a photo of the pet, (if uploaded), the pet's description or Sponsorship Details. There, the visitor can chose to make a one-time sponsorship, or a recurring sponsorship. That is if you have those options enabled. Your predetermined sponsorship amounts will be shown, as well as a custom sponsorship box, if you have enabled custom sponsorship amounts.

 You can select Allow Sponsorship regardless of the status of the pet; although if you want the public to be able to see the pet you'll want to select either Available for Adoption or Available for Sponsorship (only certain animal statuses are public, regardless of the Allow Sponsorship option – see [Animal Statuses](#) for more information). Please refer to the [Animal Fields](#) article for more information about the specific Sponsorship fields.

After selecting the sponsorship options (one-time or recurring), the visitor can enter their contact information, and the purpose and note concerning the sponsorship.

Note: A PayPal business account is required to use recurring payments.

On the sponsorship checkout page, the visitor can review the sponsorship details, and click Add to PayPal Cart when they are ready to checkout.

The rest of the Sponsorship process is completed by PayPal.

In order to use the sponsorship feature your site will need to have a PayPal Affiliate set up. The Affiliate configurations can be found under Content > Affiliates. You will need to enter the email address registered with PayPal for your organization.

NOTE: Recurring payments with PayPal require a business account. A personal account is not allowed to use recurring payments.

You can view all of your existing Sponsorships, as well as the Unconfirmed Sponsorships on the Animals > Sponsorships page. An unconfirmed sponsorship is one that was entered by a visitor, but you have not yet confirmed you received the payment.

When you confirm a new Sponsorship, you can edit the amount, type, purpose, purpose details and the state and end date of the sponsorship. Confirming or adding a sponsorship also adds a donation associated with the contact.

From that page, you can also manually add sponsorships if needed


Enable Sponsorships for a Specific Animal

To enable sponsorships for specific animals, please see the section on [Enabling Sponsorships for a Specific Animal](#)

Enabling Sponsorships for a Specific Animal

Enabling Sponsorships for a Specific Animal

You can enable sponsorships for animals, when editing or adding an animal.


Sponsorship Options	
Allow Sponsorship	<input checked="" type="radio"/> Yes <input type="radio"/> No
Minimum Sponsorship Amount	\$ 0.00
Sponsorship Details	<input type="text" value="Add in why I need sponsorship."/> 
back to top	

Add or **Edit** an animal.

Scroll down to the **Sponsorship Options**.

For each animal you want to be sponsorable, select **Yes** for **Allow Sponsorship**.

You may also want to add content to the **Sponsorship Details** so that you can include why the animal needs sponsorship. With the Website Service, this will be shown on the animals individual sponsorship page.

 Website Service: You will need to enable the Sponsorships feature. Here is more information on how to do this [Sponsorship Settings and Options](#)

Animal Statuses

The animal status field can be changed to reflect the disposition of an animal. The statuses are:

Status	Description
Available for Adoption	The animal is available for adoption and will appear on the Animal List and Animal Browse web pages or be exported according to your organization's service configuration.
Available for Sponsorship	The animal can be sponsored. You can learn more about sponsorships in the Sponsorships section of this User Guide.
Adopted	The animal will appear on the Successes web page and will be listed on the adopted pets lists on the adoption listing web sites (as appropriate for your organization's settings).
Hold and Pending	The hold and pending statuses are exported to the adoption listing web sites that support them. They may appear on the public pet list on those sites. They do not appear to the public on the RescueGroups.org Web Site service.
Deleted	The animal information is no longer needed, and is ready to be removed from the RescueGroups.org system (including pictures and all other related information). Deleted information will appear on the Data Recovery page for 30 days when it will be purged from the database.
All Other Statuses	The animal is hidden from the public, and viewable only by your volunteers.

Instead of selecting an Adopted status and entering an Adopted Date for an animal, it is recommended that you use the Adoptions feature of your service (if available). **Animals > Adoptions > Add an Adoption**

Animal Statuses and the Adoption Listing Websites

The following statuses are exported to the adoption listing websites:

Status	Description
Available for Adoption	This status goes to the adoption listing websites as "Available" or "Adoptable," depending on their configuration.
Adopted	Adopted pets within the past six months export to Petfinder by default -- you can disable that option under Export Settings . Adopt-a-Pet.com does not support FTP upload of adopted pets. Adopted pets are also available via the RescueGroups.org API .
Hold and Pending	Animals with a status of Hold or Pending are exported to Petfinder. Although pets with these statuses are not shown in the adoptable pet list on Petfinder they are available to the public, so use caution when using these statuses.
All Other Statuses	No other statuses are exported to the adoption listing websites.

You can prevent specific pets from exporting to the adoption listing websites by selecting Do Not Sync on the animal's record. Although that will prevent the animal from exporting to Petfinder and Adopt-a-Pet.com, the animal will still be available on your RescueGroups.org website and via the RescueGroups.org API.

Animal Successes

The successes web page shows the animals that have been adopted by your organization. Animals are automatically added to this page when you mark them as adopted.



The successes list is automatically updated when you set an animal's status to Adopted.

The best way to manage your adoptions is to use the [Adoptions](#) feature of our service (**Animals > Adoptions**).

The Successes page on your website will show all of your adopted animals with the most recent adoptions at the top.

You can always find an adopted animal (or an animal with any status) by using **Animals > Search**. You also can go to the [Animals](#) page select the **Adopted only** view.

Animal Success Stories



Where do I find it?

You can find the [Success Stories](#) page by going to **Animals > Success Stories**.

▼ Click here for information on permissions

The following actions are available for Animal Success Stories with the specified service and user roles:

Action	Description	Services	User Roles
View	View animal success stories	Web Site	Animal Admin
Add	Add a new success story	Web Site	Animal Admin
Delete	Delete success stories	Web Site	Animal Admin

Add a success story

You can add a success story by clicking the **Add a Success Story** button on the [Success Stories](#) page.

When adding a success story the following information will be requested:

- **Animal:*** Select the animal to be associated with this success story.
- **Story:*** Enter the text of the story using the HTML editor.
- **Picture:** Select the picture you would like to upload with the success story.

Edit a success story

To edit a success story, click the **Edit story** button next to the story you want to edit.

Delete a success story

To delete a success story, select the check box next to the story in the list and then select **Delete** from the **Actions** drop down.

Animal Templates



Where do I find it?

You can find the [Animal Templates](#) page by going to **Animals > Templates**.

▼ Click here for information on permissions

The following actions are available for Animal Templates with the specified service and user roles:

Action	Description	Services	User Roles
View	Able to view animal templates (including shared ones)	Data Management Pet Adoption Portal Web Site	Animal Add Animal Admin
Add	Able to add an animal template	Data Management Pet Adoption Portal Web Site	Animal Add Animal Admin
Edit	Able to edit the animal templates they have created	Data Management Pet Adoption Portal Web Site	Animal Add Animal Admin

Delete	Able to delete the animal templates they have created	Data Management Pet Adoption Portal Web Site	Animal Add Animal Admin
Unshare	Able to unshare any user's template	Data Management Pet Adoption Portal Web Site	Site Admin

Animal Templates are used when you add a new animal to your web site. The values you enter on the template are automatically filled into the values on the Add an Animal page when you select the template.

Create a template on the [Animal Templates](#) page by clicking **Add**. Enter a template name that will easily identify this template for the values it includes. You can choose to share the template with your organization's other volunteers. Only the creator of a template can delete it.

There are a few special fields in the animal templates:

Field	Description
Use random name	If you select this option, and also select male or female for sex, a random name will automatically be selected when you load the template.
Received Date, Use current date	If you select this option, the current date will be entered in the received date field when the template is loaded.
Found Date, Use current date	If you select this option, the current date will be entered in the found date field when the template is loaded.

You can also edit a template by clicking **Edit** next to the appropriate template. You can only edit the templates you've created.

Colonies



Where do I find it?

You can find the [Colonies](#) page by going to **Animals > Colonies**.

You can create colonies to track feral animals. You can track the colony location, size and date the colony was first registered.

You can also track the specific animals in a colony, and the colony's caretakers.

▼ [Click here for information on permissions](#)

The following actions are available for Animal Colonies with the specified service and user roles:

Action	Description	Services	User Roles
View	Able to view colonies, colony animals and colony caretakers	Data Management Web Site	Colony Admin
Add	Able to add a colony	Data Management Web Site	Colony Admin
Edit	Able to modify the properties of a colony	Data Management Web Site	Colony Admin
Delete	Able to delete a colony	Data Management Web Site	Colony Admin

Add a colony

To add a colony, click the Add a Colony button on the [Colonies](#) page.

The following information about the colony will be collected:

- **Name:*** The name of the colony.
- **Location:*** Select the location of the colony. This list is from the list of [Locations](#) you have added, and may include street address.
- **Specific Location:** Enter the specific location of the colony.

Example: South-west corner of the movie theater.

- **Number of Animals:** Enter the number of animals that are in the colony.
- **Registered Date:** Enter the date that you first registered or recorded the colony.

Edit a colony

To edit a colony, click the **Edit colony** button on the Colonies page, or click the **Edit** button on the colony's page.

Delete a colony

To delete a colony, select the check box next to the colony you want to delete and select **Delete** from the **Actions** drop down.

Colony Animals



Where do I find it?

You can see a list of the animals associated with a colony by going to the Colony page and clicking the **Animals** link at the top of the page.

▼ Click here for information on permissions

The following actions are available for Animal Colony Animals with the specified service and user roles:

Action	Description	Services	User Roles
View	Able to view the animals assigned to specific colonies	Data Management Website	Colony Admin
Add	Able to select a colony for animals	Data Management Web Site	Colony Admin
Remove	Able to remove animals from colonies	Data Management Web Site	Colony Admin

You can add animals to a colony either by selecting the colony when adding/editing an animal, or by going to the colony and clicking the link for **Animals** next to the colony you want to manage.

Colony Caretakers



Where do I find it?

You can see a list of the caretakers associated with a colony by going to the Colony page and clicking the Caretakers link at the top of the page.

▼ Click here for information on permissions

The following actions are available for Animal Colony Caretakers with the specified service and user roles:

Action	Description	Services	User Roles
View	View the caretakers for animal colonies	Data Management Web Site	Colony Admin

Add	Add caretakers to a colony	Data Management Web Site	Colony Admin
Remove	Remove a caretaker from a colony	Data Management Web Site	Colony Admin

You can add caretakers to a colony by going to the colony and clicking the link for **Caretakers** next to the colony you want to manage.

Custom Animal Groups



Where do I find it?

You can find the [Custom Animal Groups](#) page by going to **Animals > Custom Animal Groups**.

Click here for information on permissions

The following actions are available for Custom Animal Groups with the specified service and user roles:

Action	Description	Services	User Roles
Add Animals to Custom Special Lists	Able to add animals to custom special lists	Data Management Pet Adoption Portal Web Site	Animal Add Animal Admin
Manage Custom Special Lists	Able to create special lists	Data Management Pet Adoption Portal Web Site	TODO

The RescueGroups.org Website and Data Management services give you the ability to create custom animal groups.

Once the group is created, you can click on the **Animals** link next to the custom animal group and mass add/remove animals to that list.

Also, when you add or edit an animal, near the bottom of the page, you will see a section named **Custom Animal Groups Membership**. You can select the check boxes of the custom groups you would like to add the animal.

When a custom animal group is created, two menu options are also created for you. In the admin menu go to **Content > Site Menus**. Edit your menu, and click on the link to **Create New Item**. This takes you to a page that allows you to create new menu items to add to your menu later. In the Link Destination drop down, you will find Animal Browse: <Your List Name> and Animal List: <Your List Name>, where <Your List Name> is the name given to the list you created. You may create a menu item for list or browse or both if you like, and then add them to your menu like you would normally.



If you edit the list and change its name, it will also change the Link Text of any menu items associated with that list. Deleting a list will remove all animals from that list and delete the menu items.

Animal Intakes



Where do I find it?

You can find the [Intakes](#) page by going to **Animals > Intakes**.

By using the Animal Intakes you can record additional information related to the circumstances around the animal entering your organization. The Intake includes how the animal entered your organization, who found/relinquished the animal, the date and the animal's health condition when he/she entered your organization.

The primary benefits to using Animal Intakes is the reporting capabilities. With complete Animal Intake data you will be able to report on the source, and condition of each animal that has entered your organization.

The primary report that uses the Intakes data is the Asilomar report. You can also create custom reports on your Intakes.

If you use Animal Intakes you should also use [Animal Outcomes](#) to also track and record the disposition of each animal.

Adding an intake

Editing an intake

Deleting an intake

Animal Outcomes



Where do I find it?

You can find the [Outcomes](#) page by going to **Animals > Outcomes**.

Animal Outcomes tracks and records the disposition of each animal when they leave your organization. Each Outcome is related to an Animal Intake, so you must have previously added an Intake for the animal before you can add an Outcome.

By using Animal Intakes and Outcomes you can completely track and report on the source of each animal, the disposition of each animal, and the health condition at intake and outcome.

The primary benefit to using Animal Outcomes is reporting. Both the Asilomar report and custom reports pull data from the Intakes and Outcomes.

Adding an outcome

Editing an outcome

Deleting an outcome

Importing animal data

RescueGroups.org provides the capability to upload a CSV animal data file to be imported into RescueGroups.org service.



We've created a very simple Excel spreadsheet that might help you with your animal data file format. It's meant to be a help if you need to do a one-time quick import of your animal information. Learn more about the [sample Excel file here](#).

A RescueGroups.org [FTP account](#) is required to upload the data file. RescueGroups.org provides an FTP account for free for every organization that requests one.

The data file must have a header row, and use only the supported values.

Each row (animal) in the CSV data file must have an externalID. The externalID should be a unique value that is used everytime that specific unique pet is uploaded to us. The externalID is used by our import system to match up the animals in your data file to the animals that have already been uploaded to our system.

Please be sure to remove all line breaks (\n, \r\n, etc) from the animal descriptions. Although line breaks are officially supported by the CSV standard, we do not support them in our data files. Either remove them entirely, or replace them with HTML
 tags.



Be sure to remove all line breaks in your descriptions and other strings. Each animal should take one and only row in the data file.

Pictures can be handled in one of two ways -- either by uploading the image files to our FTP server or by providing an Internet address (URL) where our system can download the picture. Either way you should provide the image file name or image URL in the picture fields in the data file.

To delete an animal, simply do not include that animal in future data files. The animal will automatically be deleted. This is done by tracking each animal's externalID, which must be unique for each animal.

To import an animal data file, be sure to do the following:

1. Enable your organization's FTP account. See the [FTP section](#) of this User Guide.
2. Create an [Import Account](#) by going to **Animals > Imports**.

3. Create your data file with a header row and values described on the [Data Format](#) page.
4. Upload the data file and pictures to your FTP account. See the [Upload page](#) for more information.



The RescueGroups.org animal data import runs about once an hour. Pictures are processed shortly after the data is imported. The entire process can take up to two hours.

Animal Import Data Format

The following fields are values are supported by the animal import:

Field	Supported Values
externalID	String(45)*
internalID	String(50)
rescueID	String(25)
name	String(50)
status	One of the supported statuses
type	One of the supported species
priBreed	One of the supported breeds
secBreed	One of the supported breeds
mix	Yes, No or blank
sex	Male, Female or blank
age	Baby, Young, Adult, Senior or blank
okwithdogs	Yes, No or blank
okwithcats	Yes, No or blank
okwithkids	Yes, No or blank
declawed	Yes, No or blank
housebroken	Yes, No or blank
specialNeeds	Yes, No or blank
altered	Yes, No or blank
size	Small, Medium, Large, X-Large or blank
uptodate	Yes, No or blank
color	One of the supported colors
pattern	One of the supported patterns
coatLength	Short, Medium, Long or blank
courtesy	Yes, No or blank
dsc	String(16000000)
found	Yes, No or blank
foundDate	Date (YYYY-MM-DD)
foundZipcode	String(7)
photo1	Uploaded file name or URL
photo2	Uploaded file name or URL
photo3	Uploaded file name or URL

photo4	Uploaded file name or URL
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* The externalID value must be unique for each animal. This field is used to match up the animals in your data file those that have already been imported. You should always use the same unique value for each unique animal you upload.



Supported species, breeds, statuses, colors, patterns

Please refer to [this spreadsheet](#) to be sure that your species, breeds, statuses, colors and patterns are all supported by RescueGroups.org.

The first row in your data file should be a header row so we can match-up your fields with the fields in our database. The header row would look something like this:

```
"externalID", "status", "internalID", "rescueID", "name", "type", "priBreed", "secBreed", "mix",
"sex", "okwithdogs", "okwithcats", "okwithkids", "declawed", "housebroken", "age", "specialNeeds",
"altered", "size", "uptodate", "color", "pattern", "coatLength", "courtesy", "dsc", "found",
"foundDate", "foundZipcode", "photo1", "photo2", "photo3", "photo4"
```



The field names in the header row are case-sensitive.

Sample animal data file (XLSX)



Where do I find it?

You can download the sample animal data [Excel file here](#).

We've created a sample data file you can use to add your animals to your RescueGroups.org account. The data file will help you to be sure that the values and data you are entering are formatted in such a way that they can be imported into our system.

When you open the Excel file you will notice that most of the fields have a drop down where you can select a value (like Breed, Color, Microchip Vendor, etc).

Once you've populated the data into the spreadsheet you can either send us the file for import, or setup an automatic import into your account (see [Import Accounts](#) for more information on setting up automatic animal data uploads).

FTP Data and Pictures Upload

To upload a data file for import, do the following:

1. Enable your organization's FTP account. The [FTP page](#) in this User Guide has additional information about the account.
2. Upload your data file (CSV) to the import directory.
3. Upload your animal pictures to the import/pictures directory, if necessary.

When uploading the data file to the FTP account, be sure to use the data file name you specified when creating the Import account.

The animal data file should be uploaded into the import directory. If you don't see an import directory in your FTP account you can create it with your FTP client.

If you are uploading animal pictures to be processed, place the images in the import/pictures directory. If you don't see an import/pictures directory in your FTP account you can create it with your FTP client. Be sure the file names are specified in the animal data file.

Import Accounts



Where do I find it?


You can find the [Import Accounts](#) page by going to [Animals > Imports](#).

Each import account specifies an animal data file to import and process.


Adding an import account

To add an Import Account, click the **Add an Import Account** button and provide the following information:

- **Configuration Type:*** Select the type of data file (format) you will be uploading.


 If you are uploading your own generated data file you would select **CSV** for the configuration type.

- **File Name:*** Enter the name of the file you will be uploading.

 The file name you provide must match exactly with the file you upload into the **import** directory.

- **Status:*** Select if you'd like to enable the import, or leave it disabled.

Click **Save Import Account**.

 If you do not enable the account the data file will not be processed.


Editing an import account

To edit an import account, click the **Edit import account settings** button on the Import Accounts page, or click the **Edit** button on the import account's page.

Deleting an import account

To delete an import account, select the check box next to the import account you want to delete and select **Delete** from the **Actions** drop down.


Importing animal data from Adopt-A-Friend

 **Adopt-A-Friend** is one of several rescue and shelter software packages that uploads adoptable animal data to RescueGroups.org. We are very happy to say that many providers are committed to helping the community just like RescueGroups.org. If the service you are currently using isn't doing everything they could to help you and your animals, please consider switching to one of the [community focused companies](#) that is working with the community.

If your organization would like to upload animal data from Adopt-A-Friend to RescueGroups.org, please do the following:

- Signup for an account with RescueGroups.org if you don't already have one. You can do that on the RescueGroups.org website: <http://www.rescuegroups.org>
- After your account is created contact support and request an upload from Adopt-A-Friend: <http://www.rescuegroups.org/support>
- You will receive a confirmation email from us that will have the user name and password to use when configuring the Adopt-A-Friend upload. If you need help configuring Adopt-A-Friend please contact Adopt-A-Friend support.

Importing animal data from Animal Shelter Manager (ASM)

 **Animal Shelter Manager** is one of several rescue and shelter software packages that uploads adoptable animal data to RescueGroups.org. We are very happy to say that many providers are committed to helping the community just like RescueGroups.org. If the service you are currently using isn't doing everything they could to help you and your animals, please consider switching to one of the [community focused companies](#) that is working with the community.

If your organization would like to upload animal data from Animal Shelter Manager to RescueGroups.org, please do the following:

- Signup for an account with RescueGroups.org if you don't already have one. You can do that on the RescueGroups.org website: <http://www.rescuegroups.org>
- After your account is created contact support and request an upload from Animal Shelter Manager: <http://www.rescuegroups.org/support>
- You will receive a confirmation email from us that will have the user name and password to use when configuring the ASM upload. If you need help configuring ASM please contact ASM support.

Importing animal data from Chameleon

✔ Chameleon is one of several rescue and shelter software packages that uploads adoptable animal data to RescueGroups.org. We are very happy to say that many providers are committed to helping the community just like RescueGroups.org. If the service you are currently using isn't doing everything they could to help you and your animals, please consider switching to one of the [community focused companies](#) that is working with the community.

If your organization would like to upload animal data from Chameleon to RescueGroups.org, simply ask your Chameleon representative to enable the exports to RescueGroups.org. We will get everything setup for you.

Importing animal data from iShelters

✔ iShelters is one of several rescue and shelter software packages that uploads adoptable animal data to RescueGroups.org. We are very happy to say that many providers are committed to helping the community just like RescueGroups.org. If the service you are currently using isn't doing everything they could to help you and your animals, please consider switching to one of the [community focused companies](#) that is working with the community.

If your organization would like to upload animal data from iShelters to RescueGroups.org, please do the following:

- Signup for an account with RescueGroups.org if you don't already have one. You can select either the Pet Adoption Portal, Data Management or Website service. You can sign-up on the RescueGroups.org website: <http://www.rescuegroups.org>
- After your account is created open a support ticket and request an upload from iShelters: <http://www.rescuegroups.org/support>
- You will receive a confirmation email from us that will have the account number to use when configuring iShelters. Follow these instructions to configure iShelters:
 - Go to adminShelters
 - Click on the **Export** tab
 - Click **Settings**
 - Under **RescueGroups** enter the account number in the form
 - Select if you want **manual** or **automatic** exporting
 - Go to each individual animal (on the iShelters side) and click **Export**
 - Fill in the RescueGroups form (be sure to check **show on RescueGroups** at the bottom)
 - Perform a manual export

If you have a problem or any questions with your iShelters configuration please contact Carrie Gerendasy: carrie@trackabeast.com or (510) 292-7783.

Manual Update Accounts

✔ **Where do I find it?**
You can find the [Manual Updates](#) page by going to Animals > Exports and clicking Manual Updates.

▼ [Click here for information on permissions](#)

The following actions are available for Manual Updates with the specified service and user roles:

Action	Description	Services	User Roles
View	Able to view changes required for manual updates	Data Management Pet Adoption Portal Web Site	Any (Volunteer)
Create Account	Able to create an account for tracking manual updates	Data Management Pet Adoption Portal Web Site	Animal Admin
Delete Account	Able to delete accounts	Data Management Pet Adoption Portal Web Site	Animal Admin

The Manual Updates page helps you quickly make updates to your pet list on other web sites that do not currently support uploads from

RescueGroups.org.

The page does not update the other web site for you -- it only shows you the pet changes you have made on RescueGroups.org since a certain time, and you have to make those changes on the other web site manually.

The best way to use this feature is to open a second web browser window and go to the external web site you need to update. Then, go animal-by-animal making the updates listed.

It's easy to start tracking the updates you need to make on an external web site. Just enter a name for the account, the type of account ("Organization's Web Site", "Petfinder", etc) and use the calendar icon below to select the date of the last time you made updates on that site.

Adding a manual update account

Editing a manual update account

Deleting a manual update account

Performing manual animal updates



Where do I find it?

To see the necessary manual updates for an account go to [Manual Updates](#) and click on the **Account ID**.

Manual animal exports



Where do I find it?

You can find the [Manual Exports](#) page by going to Animals > Exports and clicking Manual Exports.

▼ [Click here for information on permissions](#)

The following actions are available for Manual Updates with the specified service and user roles:

Action	Description	Services	User Roles
Perform Export	Able to create the animal export files	Data Management Pet Adoption Portal Web Site	Animal Add

The Manual Exports page creates an animal data export for your organization and saves it in your RescueGroups.org [FTP account](#). If you do not already have a RescueGroups.org FTP account you will need to create one by going to Services > FTP Account before going to the Manual Exports page.

Exporting animal data

To export your animal data, first go to the Manual Exports page. The animal data file will be created for you, and saved in the **exports** directory of your RescueGroups.org FTP account.

To download the data file to your computer, login to your RescueGroups.org FTP account, change the to the **exports** folder and download the data file.

Exporting animal pictures

You can copy all of your animal pictures to your FTP account for easy download by clicking the **click here** link on the Manual Exports page.

To download the pictures to your computer, login to your RescueGroups.org FTP account, change the to the **exports/pictures** folder and download the data file.

Calls

**Where do I find it?**

You can find the [Calls](#) page by going to **Features > Calls**.

▼ [Click here for information on permissions](#)

The following actions are available for Calls with the specified service and user roles:

Action	Description	Services	User Roles
View	Able to view Calls.	Data Management Web Site	Calls Admin Calls Operator
Add	Able to add a Call.	Data Management Web Site	Calls Admin Calls Operator
Edit	Able to edit a Call.	Data Management Web Site	Calls Admin
Email Contact	Able to email a contact through their Call in the Calls feature.	Data Management Web Site	Calls Admin Calls Operator
Manage Calls Settings	Able to change the Calls settings.	Data Management Web Site	Site Admin only

The RescueGroups.org Calls feature is designed to help you manage incoming messages to your organization. With organizations that have a phone message system or voice mail line, one volunteer may retrieve messages from the system, but then have to disperse the information to other volunteers depending on responsibility.

With the Calls feature, one volunteer can enter Calls into the web site, along with all of the related information, and assign the call to a specific volunteer or put the call into a queue.

Some organizations also use this feature for outgoing calls that need to be made. For example, if a vet check or reference check needs to be made, the adoption coordinator could enter a Call so that it can be assigned to a volunteer for completion.

When a Call is created, it is assigned a Category. Categories are used for reporting and organization purposes. For example, you may want to run a report on all Calls that have been received for animal give-ups.



When a Call is created the content of the Call is added to the Call Log. To view the Call Log for a Call go to that Call's page and click **Call Log**.

In addition to being assigned a Category, each Call is assigned a Queue. A queue is a group of calls that are typically handled by one group of volunteers.

For example, you may add a call in the "Trap-Neuter-Return" Category, and assign the call to the "TNR East Side" queue. Mary and Joe are members of the "TNR East Side" queue, and they would get an email alert letting them know that the call has been added to their queue.

You may also have a "TNR West Side" queue that Mary and Joe are not members. You may have other volunteers assigned to that queue.

Adding a call

**Where do I find it?**

You can find the [Add a Call](#) page by going to **Features > Calls** and clicking **Add a Call**.

Enter the following information:

- **Contact:*** Select the contact for this call. This is typically the person requesting information or with an issue. Click Add if the contact is not listed.
- **Call Date/Time:*** Enter the date and time you receive the call/request.

- **Category:*** Select the category for the call. The category is used for reporting.
- **Queue:*** Select the queue for the call. The queue is used to assign calls to different groups of Calls volunteers.
- **Urgency:*** Select the appropriate urgency for the call. The urgency helps volunteers prioritize incoming Calls.
- **Status:*** Select the status of the Call, e.g., Waiting for Response.
- **Assigned To:** Select the Calls volunteer to whom the Call will be assigned. Only Contacts from your web site that have the “Calls” group selected will be shown in the Assigned To drop down box.
- **Additional Information:** Enter any comments or additional information you may have. You may want to include the question or issue the person is contacting you about. This information will appear in the call log.

Editing a call

Closing a call

Call Queues



Where do I find it?

You can find the [Call Queues](#) page by going to **Features > Calls** and clicking on the **Queues** button.

▼ [Click here for information on permissions](#)

The following actions are available for Call Queues with the specified service and user roles:

Action	Description	Services	User Roles
View	Able to view the list of Calls Queues.	Data Management Web Site	Calls Admin Calls Operator
Add	Able to add a Call Queue.	Data Management Web Site	Calls Admin
Edit	Able to edit a Call Queue.	Data Management Web Site	Calls Admin
Delete	Able to delete a Call Queue.	Data Management Web Site	Calls Admin

Call Queue Members



Where do I find it?

You can find the Call Queue Members page for a specific queue by clicking the Members link at the top of the call queue's page.

▼ [Click here for information on permissions](#)

The following actions are available for Call Queue Members with the specified service and user roles:

Action	Description	Services	User Roles
Views	Able to view the Members of a Call Queue.	Data Management Web Site	Calls Admin Calls Operator

Add	Able to add Members to a Call Queue.	Data Management Web Site	Calls Admin
Edit	Able to change the Manager status of a Call Queue Member.	Data Management Web Site	Calls Admin
Remove	Able to remove Call Queue Members.	Data Management Web Site	Calls Admin

Different volunteers will help to respond to Calls in different Queues. You will want to add your volunteers as members of the queues they maintain.

Add a queue member

Select the Calls group for the volunteer in Contacts

Edit a queue's members

You can manage the Queue members on the Queues page by clicking **Add**. Once the volunteer is a member of the queue, they will receive email alerts when a Call is added to the queue.

Call Categories



Where do I find it?

You can find the [Call Categories](#) page by going to **Features > Calls** and clicking on the **Categories** button.

▼ [Click here for information on permissions](#)

The following actions are available for Call Categories with the specified service and user roles:

Action	Description	Services	User Roles
View	Able to view the list of Call Categories	Data Management Web Site	Calls Admin Calls Operator
Add	Able to add a Call Category	Data Management Web Site	Calls Admin
Edit	Able to edit Call Categories	Data Management Web Site	Calls Admin
Delete	Able to delete a Call Category	Data Management Web Site	Calls Admin

Call Urgencies



Where do I find it?

You can find the [Call Urgencies](#) page by going to **Features > Calls** and clicking on the **Urgencies** button.

▼ [Click here for information on permissions](#)

The following actions are available for Call Urgencies with the specified service and user roles:

Action	Description	Services	User Roles
View	Able to view the Call Urgencies	Data Management Web Site	Calls Admin Calls Operator

Edit	Able to change the Call Urgencies	Data Management	Calls Admin
		Web Site	

Urgencies show the expected response time for associated Calls to help volunteers follow-up on issues in a timely manner. You can assign ages or time frames for each call priority.

The default configuration for the Call Urgencies is:

- Critical: 24 hours
- Urgent: 48 hours
- Important: 72 hours
- Routine: 144 hours

Call Log



Where do I find it?

You can see the Call Log for a specific call by clicking Call Log at the top of the call's page.

▼ Click here for information on permissions

The following actions are available for Calls with the specified service and user roles:

Action	Description	Services	User Roles
View	Able to view the Call Log for a Call.	Data Management	Calls Operator
		Web Site	Calls Admin
Add	Able to add entries to the Call Log.	Data Management	Calls Operator
		Web Site	Calls Admin

Accepting calls from your website



Where do I find it?

You can find the option to allow calls to be submitted from your website on the [Website Settings](#) page.

▼ Click here if you are using the website interface

If still using the website service interface, you can manage this option by going to **Features > Features Options > General Site Options: Allow visitors to submit** in the admin menu.

You may wish to receive Calls directly from your website. Often these are better than receiving emails because they can immediately be assigned to volunteers who can resolve the issue.

Calls are requests for help/information. Sometimes they are entered by volunteers from voice mail messages, or entered to track a task that needs to be completed (like a vet check or reference check).

To accept Calls from your website, enable the **Contact Us Form** in the **Contact Info Page** section of the [Website Settings](#) page. You will then see the contact form on the Contact Us page.

Be sure that you have at least one public Call Category and one Call Queue created in your Calls feature.

When a visitor to your web site fills out the Contact Us form, they will be able to select one of the public Call Categories to place the call. The call will be added to the Category and assigned to the associated Call Queue. Volunteers that are a member of the queue will receive an email alert telling them that a call has been added to their Queue.

Call Email Parser



Where do I find it?

You can find the [Calls Email Parser](#) page by going to **Features > Calls** and clicking **Email Grab**.

Click here for information on permissions

The following actions are available for Call Email Accounts with the specified service and user roles:

Action	Description	Services	User Roles
View	Able to view the list of Call Email Accounts	Data Management Web Site	Calls Admin
Add	Able to add a Call Email Account	Data Management Web Site	Calls Admin
Edit	Able to edit a Call Email Account	Data Management Web Site	Calls Admin
Delete	Able to delete a Call Email Account	Data Management Web Site	Calls Admin
View	Able to view the list of Call Email Folders	Data Management Web Site	Calls Admin Calls Operator
Add	Able to add a Call Email Folder	Data Management Web Site	Calls Admin
Edit	Able to edit a Call Email Folder	Data Management Web Site	Calls Admin
Delete	Able to delete a Call Email Folder	Data Management Web Site	Calls Admin

Optionally, you can grab email from an email mailbox and automatically add Calls.

When email is downloaded, the subject will be scanned to determine if the email is a new thread, or a continuation of an existing thread. If the email is a continuation, the body of the email will be added to the existing call.

Adding an email account

To use this feature, first add an email account. Go to **Features > Calls > Email Grab** and click **Add an Email Grab Account**. Enter a name for the account, the email server's hostname (server name) and your username and password.

Configuring email folders to process

Once you have added an account, you can add folders to be downloaded. A Call is created for each email that is downloaded. The Call is added to the assigned Queue and Category. To add a folder to download, click Folders next to the appropriate account. Select the folder, default queue and default category. You can also choose if you want to delete the message after the call is added.

Call Settings



Where do I find it?

There is only one Calls related setting, and you can find it on the [Website Settings](#) page by going to **Website > Settings**.

The following are the configuration settings for the Calls feature.

Contact Us Form

If you enable this option, a form will appear on your Contact Info page. Your visitors can fill out the contact us form, and a call will be created. | W
|

Campaigns



Where do I find it?

You can find the [Campaigns](#) page by going to **Features > Campaigns**.

▼ [Click here for information on permissions](#)

The following actions are available for Campaigns with the specified service and user roles:

Action	Description	Services	User Roles
View	View Campaign information including members.	Web Site Service Data Management	Campaign Admin
Add	Add a new Campaign.	Web Site Service Data Management	Campaign Admin
Edit	Edit the properties of an existing Campaign.	Web Site Service Data Management	Campaign Admin
Delete	Delete a Campaign and all Campaign members and history.	Web Site Service Data Management	Campaign Admin

You can use RescueGroups.org's Campaigns feature to track your organization's email, direct mail and advertising campaigns. There are many benefits to tracking campaigns including cost and ROI (Return on Investment) analysis and success rates.

If you use the Campaign feature to manage an email campaign (solicitation), you can send emails directly from your website. The mailing list is drawn from your contacts and registered users.

If you choose to send email solicitations with your campaign, first create an [Email Message](#), then assign that email message to the Campaign.

Once you add contacts to the campaign, and you are ready to send the email message, click **Send Email**, on the Campaign Members page. The assigned email message will be sent to all contacts that have not yet received the message.

Adding a campaign

Enter a name for the Campaign, along with the Campaign type and status. You can also add a description, the cost, and the number of members and responses. If you plan to send an email to the member of the campaign, you can select the email from the drop down list. You can manage your Site Email Messages from [Content > Site Email Messages](#).

- **Name:*** The name of the campaign.
- **Type:*** The type of campaign, e.g., email.
- **Status:*** The status of the campaign, e.g., active.
- **Description:** A description of the campaign.
- **Members:** The number of members in the campaign.
- **Responses:** The number of responses received from the campaign.
- **Cost:** The total cost of the marketing campaign.
- **Email/Message:** The assigned email message. See [Email Messages](#) for more information.

Editing a campaign

Deleting a campaign

Managing campaign members

**Where do I find it?**

You can see all of the members assigned to a specific campaign by clicking [Contacts](#) or [Groups](#) at the top of the campaigns' page.

▼ [Click here for information on permissions](#)

The following actions are available for Campaign Members with the specified service and user roles:

Action	Description	Services	User Roles
View	View Campaign information including members.	Web Site Service Data Management	Campaign Admin
Add Members	Add a contact or group to a Campaign	Web Site Service Data Management	Campaign Admin
Remove Members	Remove a contact or group from a Campaign	Web Site Service Data Management	Campaign Admin

Adding members to a campaign

After you create a Campaign, you can start to add [Contacts](#) as members of the Campaign. You can only add contacts that are already listed to your web site.

To add an individual contact or a contact group, go to the [Members](#) page of a Campaign (click [Members](#) next to the Campaign on the main Campaign page). Click [Add Members](#), and then choose the contact or group from the dropdown and click [Save Campaign Members](#).

The contact will be shown in the [Members](#) list with a status of "Ready." This means that you can send an email to the contact.

Removing members from a campaign

You can remove campaign members by selecting the members, and clicking [Remove Selected](#).

Contacts

**Where do I find it?**

You can find the [Contacts](#) page by going to [Contacts > Contacts List](#).

▼ [Click here for information on permissions](#)

The following actions are available for [Contacts](#) with the specified service and user roles:

Action	Description	Services	User Roles
View	View all contacts	Data Management Pet Adoption Portal Web Site	Contacts Add Contacts Admin
Add	Add a new contact	Data Management Pet Adoption Portal Web Site	Contacts Add Contacts Admin
Edit	Edit existing contacts	Data Management Pet Adoption Portal Web Site	Contacts Add Contacts Admin
Inactivate	Change a contact to inactive	Data Management Web Site	Contacts Admin

Register	Create a User Account for a contact and send them a password	Data Management Pet Adoption Portal Web Site	Contacts Admin
Merge	Merge two or more contacts	Data Management Pet Adoption Portal Web Site	Contacts Admin
Reports	Able to run reports on Contacts	Data Management Pet Adoption Portal Web Site	Contacts Admin Reports
Manage Settings	Able to change the settings related to Contacts	Data Management Pet Adoption Portal Web Site	Site Admin only

Contacts is a feature of your RescueGroups.org service that helps you keep track of people you know, including your volunteers, vendors, adopters, community members, etc.

Here are some of the benefits to using the Contacts feature:

- Export contact information for your mailing lists
- Keep track of fosters and which animals they currently foster and have fostered in the past
- Use with the Calls feature to document requests for help or information
- Share your Do Not Adopt list

You can filter the Contacts list by clicking one of the letters at the top of the page. For example, if you click the letter C, only contacts that have a last name starting with C will be listed.

Adding a contact



Where do I find it?

You can find the [Add a Contact](#) page by going to **Contacts > Add a Contact** or by going to the [Contacts](#) page and clicking **Add a Contact**.

Enter the new contact's information, including email address and name.

If you want the new Contact to receive an email inviting them to register on your web site (if you have the Website service), select the **Send Invite** check box. The registration invitation email is a quick way to send the person a link to your web site, and let them know they can register. If you chose to send the new Contact a website registration invitation, they will receive an email from your organization with a link to your RescueGroups.org website asking them to register.



The registration invitation email uses your default domain name that you may want to verify on the [Domains](#) page.

Managing When Contacts are Automatically Added



Where do I find it?

You can find the Contacts Settings page by going to **Contacts > Settings**.

You can control when new contacts are automatically added for you, including:

- When an Online Form is submitted
- When a Meet Request is submitted
- When a Call is created from the "Contact Us" page
- When an Animal Sponsorship is submitted online
- When a User registers

From the Contacts Settings page you can individually set if a new contact should be added under each of the five conditions above.

If you select "Do not add a contact record" for any of the conditions you will have to click the option to add a contact when viewing the record (for example when viewing the Submitted Form). Otherwise the person's contact record will not appear in your Contacts list.

Editing a contact

Deleting a contact

Inactivating a contact

You can mark a contact as inactive by going to the Contacts List (**Contacts > Contact List**), selecting the check box next to the contact you want to inactivate, and selecting **Inactivate** from the **Actions** drop down.

An inactive contact will not appear in the list of contacts, for example, when selecting a Foster for an animal. However, the person will continue to receive emails from your organization, and can still log in to your account if they have permission.

Exporting your contact list

You can export a CSV file with your contacts that you can import into a label printing program.

Go to **Contacts > Contacts List**.

On the right hand side of the screen, select **Options, Export to CSV**

You can also do this from **Contacts > Groups**, then select the Group you would like to export.

User Login Accounts



Where do I find it?

You can find the [User Login Accounts](#) page by going to **Contacts > User Login Accounts**.

▼ [Click here for information on permissions](#)

The following actions are available for User Login Accounts with the specified service and user roles:

Action	Description	Services	User Roles
View	Able to view User Login Account information	All	Contacts Add
Add	Able to add a User Login Account for a contact	All	Contacts Admin
Edit	Able to edit the properties of a User Login Account	All	Contacts Admin
Delete	Able to delete a User Login Account	All	Site Admin only
Manage Permissions	Able to add and remove permissions from User Login Accounts.	All	Site Admin only

Granting a permission

If you have a new volunteer or staff member you might want to give them access to your RescueGroups.org service.

If the contact does not already exist

If the contact does not already exist, you may first create the contact, or go to **Contacts > User Login Accounts** in the menu. Fill in the required information and register the user. They will receive an email with the username you designated for them and a temporary password.

If the contact exists

If the contact exists, or you create the contact first. Go to the **Contacts > Contacts Home** in the menu. Find the contact in your list of contacts and click their name to view the Contact's page.

At the top of the Contact's page, click **User Login Accounts**. If they don't already have a user account, click the **Add** icon on the User Login Account table.

On the user registration page, verify that the contact information is correct. Fill in the required information and register the user. They will receive an email with the username you designated for them and a temporary password.

Assign a role

Now that they have a user account, you can begin to assign them the appropriate access to your RescueGroups.org Services.

Go to **Contacts > User Login Accounts** in the menu. Click the username for the user you would like to grant access to.

At the top of the User's page, click **Roles**. On the User Roles page you can add and remove roles for that user account.

Removing a permission

1. Go to **Contacts > User Login Accounts** in the menu.
2. Find the user in the list and click on their user name, this will take you to that user's details.
3. At the top of the user view page, click the **Roles** link.
4. Remove all roles for the user by checking the appropriate boxes for the roles, then selecting **Remove** from the **Actions** drop down at the top left corner of the roles data table.



Be careful to not remove your own permissions!

Reset a User Login Account's Password

To reset the password for an account, do the following. A new password will be emailed to the email address on the Login Account.

1. Go to **Contacts > User Login Accounts** on the menu.
2. Find the user in the list and click on their user name, this will take you to that user's details.
3. Click **Reset Password**.

Roles - Security and Permissions



Where do I find it?

You can assign roles to [User Login Accounts](#) by going to **Contacts > User Logins**

RescueGroups.org's security features allow you to grant restricted access to your management service to other members of your organization.

When your account was created, one person was given full administrative (Site Admin) permissions. That person can then grant permission to other volunteers.

For example, one of your volunteers may need to add new animals, but does not need to add animal Journal entries or add new News items. You can give that user only the permissions he or she needs to do their job.



You can see a report of everyone who has a permission on your Website account by going to **Reports > Reports List** and running the **Users with Website Permissions** report.

The following security roles are available to assign to User Login Accounts:

Role Name	Role Description
-----------	------------------

Accounting Admin	Can manage invoices and payments online
Animal Add	Can add new animals
Animal Admin	Can manage all facets of the animals
Animal Attendance Admin	Update Animal Event Attendance
Animal Foster Update	Can update their own foster animals
Animal Picture User	Upload Animal Pictures
Board of Directors	Members of the Board of Directors
Calls Admin	Can add and modify call information as well as email the contact
Calls Operator	Can update calls assigned to them
Campaign Admin	Administer Campaigns
Certificates Admin	Can create, void and run reports on certificates
Certificates User	Can create and print certificates
Colony Admin	Can update animals, caretakers and journal information related to Colonies
Colony User	Can update colony journal entries
Contacts Add	Add Contacts
Contacts Admin	Add and Edit Contacts
Content Admin	Volunteers who can update content on the website
Doc Admin	Upload, Edit and Delete Files
Document User	Upload Files
Event Admin	Add, Update and Delete Events
Extsync Admin	External Synchronization Admin
Guestbook Admin	Edit and Delete Guestbook postings
Image Admin	Upload and Delete Images
Image User	Upload Images
Inventory Admin	Manages physical inventory and loaner equipment
Journal Admin	Add, Update and Delete Medical Information
Journal User	View Journal Entries
Look and Feel Admin	Manages the layout selection, logo, custom CSS and color selections for your website service.
Media Admin	Add, Update and Delete Animal Pictures
News Admin	Add and Delete News Items
Online Form Admin	Online Form Administrators can setup and configure Online Forms. Can view and comment on submitted online forms, can edit steps for a submitted form and change submitted forms' statuses. Can complete a form for someone else.
Online Form Manager	Can view and comment on submitted online forms, can edit steps for a submitted form and change submitted forms' statuses. Can complete a form for someone else.

Online Form User	Can view and comment on submitted online forms, can edit steps for a submitted form and change submitted forms' statuses. Can complete a form for someone else.
Online Form Reviewer	Can view and comment on submitted online forms, can edit steps for a submitted form and change submitted forms' statuses.
Photogallery Admin	Add, Edit, Delete and Reorder photogallery pictures
Memorials Admin (Rainbowbridge)	Add and Delete Memorials, Upload pictures
Reports	Create Reports
Shop Admin	Online Store Administrators
Site Admin	Includes all permissions in addition to administer users, layout, custom pages
Voicemail Admin	Can administer mailboxes and voicemail passwords
Volunteer	Can view all animal information (all statuses), view private animal locations, view private animal files, view contacts, view animal foster information, view and print a kennel card, view colonies, view adoptions, view volunteers only page, view adopters only page

User Settings



Where do I find it?

You can find the [My Settings](#) page by going to **Services > My Settings**.

The following options are available from the My Settings page, depending on your level of service:



These options apply to only your user login account.

Animal Settings

Default template to load when adding an animal

Automatically load the selected template when adding an animal. | DPW |

Applications in dropdown when adding/editing an animal

Select if you would like to see all applications in the drop down or just recent applications (ones created in the past 45 days). | W |

Name format in drop downs

Select the format that you would like to use for animal drop downs.

Thumbnail size displayed in list

Select the size of the thumbnail images you want to see in the animal list.

Animal Euthanasia Fields

Select if you would like to show or hide the animal euthanasia fields when adding or editing an animal.

Email Alert Settings

Guestbook submissions

Receive an alert when someone leaves a message in the guestbook. See the Guestbook section for more information. | W |

Online form submissions

Select this option if you would like to receive an email alert when someone completes an online form (adoption application, etc). | W |

My foster animal's online form submissions

Select this option if you would like to receive an email alert when someone submitted an online form (adoption application, etc), but only if they have selected one of your foster animals. | W |

RescueGroups.org service messages

Prevent RescueGroups.org from sending new feature announcements and maintenance notices. | All |

Weekly tracker report

Enable or disable the weekly Pet Adoption Tracker report.

RescueGroups.org Beta Test Opportunities

Enable or disable any beta testing projects that RescueGroups.org is advertising.

Online Form Viewing

Font Size when reviewing and printing completed online forms

Select options for when you are printing a completed online form. | W |

Line spacing when reviewing and printing completed online forms

Select options for when you are printing a completed online form. | W |

Contact Fields

Listed below is a definition of some of the Contacts fields.

Field	Description
Send Invite	Check this box if you want to send the contact an email requesting that they register on your web site.
Caretaker Info Public	Allowing Public View lets visitors to your web site see contact information for the person -- primarily a foster/caretaker. This allows visitors to be able to contact the caretaker directly.

Searching for a contact



Where do I find it?

You can find the [Contacts Search](#) page by going to **Contacts > Search** or by using the **Search Site** box on the left sidebar.

Contact Groups



Where do I find it?

You can find the [@contacts_groups](#) page by going to **Contacts > Groups**.

▼ Click here for information on permissions

The following actions are available for Contact Groups with the specified service and user roles:

Action	Description	Services	User Roles
--------	-------------	----------	------------

View	View contact groups and their members	Data Management Web Site	Contacts Add
Add Contact to Group	Add a contact to a contact group	Data Management Web Site	Contacts Add
Remove Contact from Group	Remove a contact from a contact group	Data Management Web Site	Contacts Add

Contact Calls



Where do I find it?

You can see all Calls submitted by a specific contact by clicking **Calls** at the top of the contact's page.

See [Calls](#) for more information about Calls.

Contact Campaigns



Where do I find it?

You can see all of the Campaigns that include a specific contact by clicking **Campaigns** at the top of the contact's page.

See [Campaigns](#) for more information about Campaigns.

Contact Submitted Online Forms



Where do I find it?

You can see all of a specific contact's Submitted Online Forms by clicking **Submitted Forms** at the top of the contact's page.

Contact Donations



Where do I find it?

You can see all of specific contact's Donations by clicking **Donations** at the top of the contact's page.

See [Donations](#) for more information about tracking your organization's donations.

Contact Email History



Where do I find it?

You can see a specific contact's Email History by clicking Email History at the top of the contact's page.

▼ [Click here for information on permissions](#)

The following actions are available for Contact Email History with the specified service and user roles:

Action	Description	Services	User Roles
View	Able to view emails that have been sent to a specific contact	Data Management Pet Adoption Portal Web Site	Site Admin

You can see all of the emails that have been sent to a specific contact (by email address). This is most useful if you need to help a visitor log in to

your web site or management service and you want to retrieve their new account password.

Contact Files



Where do I find it?

You can see all Files associated with a specific contact by clicking Files at the top of the contact's page.

▼ [Click here for information on permissions](#)

The following actions are available for Contact Files with the specified service and user roles:

Action	Description	Services	User Roles
View	Able to view and open contact files	Data Management Web Site	Contact Add
Add	Able to upload a new contact file	Data Management Web Site	Contact Add Contact Admin
Edit	Able to edit the properties of a contact file	Data Management Web Site	Contact Admin
Delete	Able to delete a contact file	Data Management Web Site	Contact Admin

Contact Fosters



Where do I find it?

You can see all of the animals that a specific contact is assigned to as a foster by clicking Fosters at the top of the contact's page.

▼ [Click here for information on permissions](#)

The following actions are available for Contact Fosters with the specified service and user roles:

Action	Description	Services	User Roles
View	Able to view which animals are fostered by a contact	Data Management Web Site	Any (Volunteer)

Contact Journal Entries



Where do I find it?

You can see all of the journal entries for a specific contact by clicking Journal Entries at the top of the contact's page.

▼ [Click here for information on permissions](#)

The following actions are available for Contact Journal Entries with the specified service and user roles:

Action	Description	Services	User Roles
View	Able to view contact journal entries	Data Management Web Site	Contact Add Contact Admin
Add	Able to add a new contact journal entry	Data Management Web Site	Contact Add Contact Admin

Edit	Able to edit existing contact journal entries	Data Management Web Site	Contact Add Contact Admin
Delete	Able to delete contact journal entries	Data Management Web Site	Contact Admin

Contact Inventory Loaners



Where do I find it?

You can see all inventory items loaned to a specific contact by clicking **Inventory Loaners** at the top of the contact's page.

See [Inventory Loaners](#) for more information on Inventory Loaners.

Anonymous Contact



Where do I find it?

You can find the Anonymous Contact by going to **Contacts > Contacts List** and looking for a contact named **Anonymous**.

When adding many types of records in the RescueGroups.org system you can select the Anonymous contact. For example, if an unknown person drops off an animal, you may need to select the Anonymous contact when adding an Intake. You might have an inkind donation from an unknown person and would need to use the Anonymous contact.



You cannot edit, delete or inactivate the Anonymous contact.

Contact Assigned Calls



Where do I find it?

You can see all Calls assigned to a specific contact by clicking **Assigned Calls** at the top of the contact's page.

See the [Calls](#) module for more information on the Calls feature.

Contact Call Queues



Where do I find it?

You can see a contact's Call Queue membership by clicking **Call Queues** at the top of the contact's page.

See [Call Queues](#) for more information about Call Queues.

Contact Colony Caretakers



Where do I find it?

You can see all Colonies for which a specific contact is a caretaker by clicking **Colony Caretakers** at the top of the contact's page.

See [Colonies](#) for more information about the Colony tracking feature.

Contact Login Accounts

**Where do I find it?**

You can see all Login Accounts assigned to a specific contact by clicking **User Login Accounts** at the top of the contact's page.

See [Login Accounts](#) for more information.

Contact Meet Requests

**Where do I find it?**

You can see all of a specific contact's Meet Requests by clicking **Meet Requests** at the top of the contact's page.

See [Animal Meet Requests](#) for more information on Meet Requests.

Contact Reminders

**Where do I find it?**

You can see all Reminders associated with a specific contact by clicking **Reminders** at the top of the contact's page.

Contact Sponsorships

**Where do I find it?**

You can see all of a specific contact's Sponsorships by clicking **Sponsorships** at the top of the contact's page.

Contact Volunteer Hours

**Where do I find it?**

You can see all Volunteer Hours submitted by a specific contact by clicking **Volunteer Hours** at the top of the contact's page.

▼ [Click here for information on permissions](#)

The following actions are available for Contact Volunteer Hours with the specified service and user roles:

Action	Description	Services	User Roles
View	Able to view the volunteer hours for a contact	Data Management Web Site	Contact Add Contact Admin
Add	Able to add volunteer hour entries for a contact	Data Management Web Site	Contact Add Contact Admin
Edit	Able to edit volunteer hour entries	Data Management Web Site	Contact Admin
Delete	Able to delete volunteer hour entries	Data Management Web Site	Contact Admin

Contact Volunteer Journals

**Where do I find it?**

You can see all Volunteer Journal entries for a specific contact by clicking Volunteer Journal at the top of the contact's page.

▼ Click here for information on permissions

The following actions are available for Contact Volunteer Journals with the specified service and user roles:

Action	Description	Services	User Roles
View	Able to view the volunteer journal entries for a contact	Data Management Web Site	Contact Add Contact Admin
Add	Able to add volunteer journal entries for a contact	Data Management Web Site	Contact Add Contact Admin
Edit	Able to edit volunteer journal entries	Data Management Web Site	Contact Admin
Delete	Able to delete volunteer journal entries	Data Management Web Site	Contact Admin

Contact Waiting Lists

**Where do I find it?**

You can see a specific contact's Waiting List memberships by clicking **Waiting Lists** at the top of the contact's page.

See [Waiting Lists](#) for more information on that topic.

Contacts Settings

The following are the configuration settings for Contacts. You can access the [Contacts Settings](#) page by going to **Contacts > Settings**.

Share your organization's Do Not Adopt list

Each organization can share their Do Not Adopt list. You can allow other organizations to see your DNA list by turning on this option. You can maintain your DNA list in your Contacts. | DW |

Don't automatically select Send Registration Invitation when adding a contact

Select this option if you do not want to automatically have the Send Registration Invitation selected when adding a contact. | DW |

Don't automatically set Public View to 'Yes' when adding a contact

Enable this option if you don't want the Public View checkbox to be selected by default when you are adding a contact. | DPW |

Donations

**Where do I find it?**

You can find the @donations page by going to Contacts > Donations.

▼ Click here for information on permissions

The following actions are available for Donations with the specified service and user roles:

Action	Description	Services	User Roles
--------	-------------	----------	------------

View	Able to view donation information	Data Management Web Site	Contacts Admin
Add	Able to add donations	Data Management Web Site	Contacts Admin
Edit	Able to edit donations	Data Management Web Site	Contacts Admin
Delete	Able to delete donations	Data Management Web Site	Contacts Admin

Waiting Lists



Where do I find it?

You can find the [Waiting Lists](#) page by going to Contacts > Waiting Lists.

▼ Click here for information on permissions

The following actions are available for Waiting Lists with the specified service and user roles:

Action	Description	Services	User Roles
View	View the Waiting Lists and members	Data Management Web Site	Contact Add
Add	Add a Waiting List	Data Management Web Site	Contact Add
Edit	Edit the properties of a Waiting List	Data Management Web Site	Contact Add
Delete	Delete a Waiting List	Data Management Web Site	Contact Add
Manage Waiting List Members	Add and remove members from Waiting Lists	Data Management Web Site	Contact Add

Data Tables

With data tables, you can quickly sort by the headings, change your view (change the fields shown), share your view, export your data to a spreadsheet, create custom views, and more!

Data Tables

Data is presented in **Data Tables** throughout the RescueGroups.org management service.

Using data tables allows for a very flexible way of viewing and managing data, like animals, contacts, inventory items, etc.

Some common datatables are:

- [Animals > Animals List](#)
- [Contacts > Contacts List](#)

Overview - Data Tables

All data tables have the same look and feel, and most have the same controls, or buttons and options.

- ✔ You can quickly sort by the headings, change your view (change the fields shown), share your view, export your view to a spreadsheet, create custom views, and more!

Here is an example of the **Animals Data Table**.

The screenshot shows a data table interface for animals. At the top, it says "Current View: Default" and "Total: 92". There are navigation buttons for pages 1, 2, 3, and 4. Below the navigation, there are "Actions..." and "Options..." dropdown menus, and a "Views: Default" dropdown. The table has columns for "Name", "Status", "Species", "Sex", and "Thumbnail". Each row represents a cat and includes a set of icons for actions on the left.

<input type="checkbox"/> All	<u>Name</u>	<u>Status</u>	<u>Species</u>	<u>Sex</u>	<u>Thumbnail</u>
<input type="checkbox"/>	Mitzie	Available	Cat	Female	
<input type="checkbox"/>	Red	Available	Cat	Male	
<input type="checkbox"/>	Pooh	Available	Cat	Male	
<input type="checkbox"/>	Squawks	Available	Cat	Male	
<input type="checkbox"/>	Locke	Available	Cat	Female	
<input type="checkbox"/>	Fortune	Available	Cat	Female	
<input type="checkbox"/>	Gracie	Available	Cat	Female	

Data Table Icons

Since all data tables are organized in a similar format, it's a good idea to get familiar with the data table interface.

Common Data Table Interface

Here is what you will see at **the top** of a typical data table.

Current View: Default Total: 92 ◀ 1 2 3 4 ▶

Actions... Views: Default 📄 🔍 🌐 Options...

- Move back/forth between the number of pages
- Select an action
- Change your view
- Create / Edit a view
- Turn on/off thumbnails
- Search
- Help
- Select an options to view more or less information in the databale
- Export the data.



Some of the many icons, and interface controls you will see are listed below.

		Description
Help		Quick access to help information on how the data tables work
Previous / Next Page		Go to the previous or next page of data
Go to First / Last Page		Go to the first or last page of data
Search		Search for specific text in the data table
Toggle Show Thumbnails		Show animal thumbnails (animals related data tables only)
Add		Add item
Delete		Delete item
Settings		Edit settings for that item or section
Edit		Edit item
Preview Export		Preview description export
Media		Photos, videos
Preview in Website		Available with Website Service
HTML		View or Export HTML
Report		
Move		Change the order of items.
Actions		Select this plus a checkbox on an item in the data table to perform one of the actions from this pulldown.
Views		Change your view to one of the built in views, or to a custom view.
Create / Edit Custom View		Click the first icon to create a custom data table view. Click the second icon to edit a custom view.
Options		Show more, Show fewer, Show max, Export to CSV, XLS, XML

Data Table Views


Data Table Views allow you to customize and quickly change what information is displayed in your data table.

You can share your views with others in your group, add filters to views, and even export the data from your view to a csv file.

		Description
Change the Current Data Table View (View drop down)	Views: <input type="text" value="Default"/>	Select a different data table view
Add / Edit a View		Create or Edit a new view for use with the current data table
Search		Will open search fields for that view.
Sort	<u>Journal ID</u> <u>Animal</u> <u>Date</u> ▼	Click on the headings to quickly sort the data. For additional sorting, you can apply a filter to your data table.
Options	<input type="text" value="Options..."/>	Show more, show less, show max, export data

Creating a custom data table view

You can **create a custom data table view** for any data table in the RescueGroups.org Manage website.

Just go to a data table (like the [Animals](#) page) and click the **Add a View** button. 

By creating a **custom data table view** you can decide what information is displayed in the data table. The view specifies the fields to display, the order the data should be shown, and which records should be shown.

You can control the following aspects of the custom view:

- The fields that are included in the view
- The sort field and sort order of the records
- The filters that control which records are included
- If the view is shared with your fellow volunteers

To create a custom view, go to any web page with a data table (ex., the [Animals](#) page) and click the **Add a data table view** button.

This is an example of what you may see when creating a custom data table view.

Add a Data Table View

Name *

Field
Animals: Activity Level
Animals: Adopted Date
Animals: Adoption Fee
Animals: Adoption Lead
Animals: Affectionate
Animals: Altered

Fields *
Animals: Name
Animals: Status
Animals: Species
Animals: Sex

Sort by *

Sort Order * Ascending Descending

Shared * Yes No

Data Table Fields

The Add a Data table View page has the following fields:

Name:* Enter a descriptive name for the data table view.

Example: Cats adopted in 2010

Fields:* Select one or more fields from the **Field** box and click the **Add Fields to this View** button

Example: **Animals: Name, Animals: Adopter: Name, Adopter: Phone (Home)**



A new custom view will always have the fields from the data table's default view already selected. So, if you create a new custom view for the Animals data table you will already have the animal Name, Status, Species and Sex fields selected on the view.

Sort by:* Select the field by which you would like to sort the data records.

Example: **Animals: Name**

Sort order:* Select if you would like to sort the records **Ascending** or **Descending**.

Shared:* Select if you would like to share the custom data table view with other users within your organization.



Sharing your custom views

If you decide to share the view the view will appear under Shared Views section in the Views drop down. Only the user that created and shared the view can unshare it.


Click **Save View** to save the view and go back to the data table.

Click **Save View and Add Filters** if you would like to add filters for your new data table view.



You can add or change the filters on a custom view at any time.

Managing Custom Data Table View Filters

You can add and remove filters on a custom data table view by selecting the custom data table view in the **Views** drop down, clicking the **Edit this data table view button** , and then looking in the **Filters** section.

Filters specify the criteria to use when deciding which rows of data to display in a data table. For example, you might add a filter to an Animals data table view so only animals with a status of Available are displayed, or animals that were adopted in a certain date range.

Add a filter to a data table view

To add a filter to custom data table view click the **Add a Filter to this View** link.

Example: Adding a datatable view filter to the Animals datatable

- Click **Add**
- Select **Status** from the **Fields** drop down
- Select **Equals** in the **Operation** drop down
- Select the **Available** status in the **Criteria** box
- Click **Save Filter**

Edit a data table view filter

You can edit a filter to change the operation, criteria, or even the field itself.

Add a filter to a datatable view

- Click the **Edit this filter** icon next to the filter you want to modify
- Select the Field from the **Fields** drop down
- Select the Operation in the **Operation** drop down
- Enter or select the **Criteria** status
- Click **Save View Filter**

Remove a filter from a data table view

To remove a filter from a view click the **Delete this filter** button next to the filter you want to remove.

Export Data from Data Tables

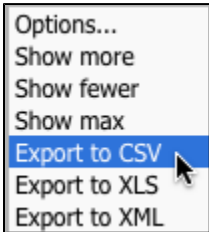
Exporting data from a data table can be useful in many ways. Like creating a mailing list.

How to export data from a data table view

You can export the data from the data table by clicking on **Options**



Then select one of the export formats below:



✔ CSV is a comma separated value data document to open in Excel.

Domain Names

▼ [Click here for information on permissions](#)

The following actions are available for Domain Names with the specified service and user roles:

Action	Description	Services	User Roles
View	Able to view the currently configured domain names	Domain Names	Domains Admin Site Admin
Add	Able to add a domain name that is already registered elsewhere	Domain Names	Domains Admin Site Admin
Register	Able to register a new domain name	Domain Names	Domains Admin Site Admin
Transfer	Able to transfer a domain name from another registrar	Domain Names	Domains Admin Site Admin

Example 1: My organization already has a domain name registered

Let's say you have already registered the domain: www.somename.org

And when you signed up for your RescueGroups.org website service, you chose www.somename.rescuegroups.org as your url.

You can "point" your existing domain name so that when users type in your domain name it will take them to your rescuegroups.org website, and they will see www.somename.org and not the url with [.rescuegroups.org](http://www.somename.rescuegroups.org)

See the instructions below **Adding a Domain Name**

Example 2: My organization would like to register a domain name

When you signed up for your RescueGroups.org website service, let's say you chose www.somename.rescuegroups.org as your url and now you would like a custom domain name like www.somename.org

A) You can register for a domain name through our service and we will "point" it so that when someone types in www.somename.org it will bring up your RescueGroups.org site and they will see www.somename.org and not the url with www.somename.rescuegroups.org.

See the instructions below **Registering a Domain Name**

B) You can register for a domain name through another registrar, then "point" the domain yourself.

See the instructions below **Adding a Domain Name**

Adding a domain name you have already registered



Where do I find it?

You can find the [Add a Domain Name](#) page by going to **Services > Add a Domain Name**.

RescueGroups.org will host your domain's DNS service for free with your RescueGroups.org web site service. This allows you to have a fully functional website, without having to register for a domain name.

DNS hosting also allows you to point a domain name you own to your RescueGroups.org web site.

Step 1: The first step is to add the domain name to your RescueGroups.org service.

You can do that by logging in (with a Site Admin account), and go to **Services > Add a Domain Name**.

Click **Add a Domain Name** and **enter the domain name you already own and have registered with another registrar**.

Step 2: The next step is to "point" the domain name.

To do that, **login to your current domain name registrar** (example: GoDaddy, Network Solutions, etc) and look for the option for **"Name Servers,"** and enter the following name servers:

dns1.rescuegroups.org
dns2.rescuegroups.org



If you have email services or any other configurations on your domain name with your current DNS provider/registrar, they will stop working when you change the name servers. The most common example is email services or Google Apps. To prevent any interruption of service, **please contact us before changing the name servers on your domain name if you're not sure**.

Save the changes, and within a few hours, your domain name will begin to use the RescueGroups.org DNS services, and when you browse to your domain name you should see your RescueGroups.org web site.



We would strongly recommend that you consider transferring the domain name to RescueGroups.org. This allows us to take technical and billing responsibility for the domain while your organization remains the owner of the domain.

Registering a domain name



Where do I find it?

You can find the [Domain Registration](#) page by going to **Services > Domain Registration**.

Transferring a domain name



Where do I find it?

You can find the [Domain Transfer](#) page by going to **Services > Domain Transfer**.

You have two choices to get your domain name working with your RescueGroups.org web site.

- A) Transfer the registrar of the domain name to RescueGroups.org or**
- B) Manage the domain yourself using your current registrar.**

If you transfer the domain name, RescueGroups.org becomes the registrar of the domain (taking the place of your current registrar like GoDaddy, Network Solutions, etc). This allows RescueGroups.org to handle technical and billing aspects of the domain. You remain the owner of the domain.

The transfer/renewal fee would be added to your web site service bill (this takes the place of the registration fee you are paying your current registrar).

If you don't want to transfer the domain, you can update the domain using the technical information we give you. We can often walk you through making the changes to the domain. You may have to make changes to the domain in the future if we make changes to our service, which can be an inconvenience to you depending on the timing.

A) If you want to transfer your domain name, there are two steps you need to complete:

1. **Unlock the domain.** Login to your current registrar's web site and unlock the domain (or take the domain out of secure mode). This allows a domain transfer request to be sent to you.
2. **Get a Transfer Authorization Code.** Look on your registrar's web site for a transfer authorization code (auth code). RescueGroups.org needs that code to request the transfer. Sometimes you have to call or contact the registrar directly. Email that code to domains@rescuegroups.org.

Once you complete items #1 and #2, contact us and we will request the transfer!



Please Note:

When the domain name transfers it does not automatically point to your RescueGroups.org web site. It will continue to point to your current web site. We can change the domain at any time after it transfers.

If you currently have email addresses on your domain we will need to set those up with RescueGroups.org. Please request either forwarders or mailboxes. Please contact us for our current service fees.

B) If you want to manage the domain yourself using another registrar:

Please follow the instructions at the top of this page for **Adding a domain name you have already registered**.

Email Marketing Service



Where do I find it?

You can find the [Email Marketing Campaigns](#) page by going to **Services > Email Marketing: Campaigns**.

Adding an email marketing campaign



Where do I find it?

You can find the [Add a Campaign](#) page by going to **Services > Email Marketing: Campaigns** and clicking **Add a Campaign**.

You can add a new campaign at any time -- a Campaign is a specific email sent to the members of the assigned Campaign Category.

A campaign may be sent just once, or it could be scheduled to send on a regular basis automatically. You might send a one-time campaign to announce an event, or the results of a board meeting. You might use a schedule campaign to automatically send an email to your new adopters.

The Add a Campaign page includes the following fields:

- **Name:** The name of the campaign.

Example: Holidays 2011 Newsletter

- **Description:** A description of the email campaign.

Example: Newsletter for late December with Santa pictures

- **Category:** The Email Marketing Campaign Category. The Category determines who is going to receive the email.

Example: Newsletters

- **Subject:** The subject to use as the email subject when sending the campaign.

Example: Happy Holidays from the Iguana Sanctuary!

- **Sender Email Address:** The sender/from email address to use for the campaign email. The email will come from this address, and all replies will go to this address.

Example: info@iguanasanctuary.org

Editing an email marketing campaign

Deleting an email marketing campaign

Managing email marketing categories



Where do I find it?

You can manage your Email Marketing Categories by going to **Services > Email Marketing: Campaigns** and clicking **Categories**.

Your Email Marketing Campaigns and subscribers are organized into Categories. The Email Marketing Campaigns service includes the following categories:

- Events
- Fundraisers
- Newsletters

See campaigns in a category



Where do I find it?

You can see a list of the campaigns that are assigned to a specific category by going to **Services > Email Marketing: Campaigns**, clicking **Categories**, and then clicking on the category name.

See subscribers of a category



Where do I find it?

You can see a list of the subscribers of a specific category by going to **Services > Email Marketing: Campaigns**, clicking **Categories**, then clicking the **Category** of interest. From the **Category** page, clicking **Category Subscriptions** (ex., Newsletter Subscriptions) will show you the current subscribers.

You can learn more about managing campaign subscribers from the [Managing Email Marketing Campaign subscriptions](#) page.

Managing email marketing templates

Making a copy of a template

Customizing a template

Editing email marketing template contents (HTML)



Where do I find it?

To update an Email Marketing Template's HTML Look & Feel go to **Services > Email Marketing: Campaigns**, click **HTML Campaign Templates**, click **Customize** under the template and then click the **Edit HTML Content** button.

Editing content

To edit the content of a template, click the content area name (ex., **Main Content**). The HTML editor will appear.

Use the HTML editor to update the content of the selected content area.



After you make changes to the HTML content of your email template you must click **Save Changes** for your email message to be updated permanently with your changes.

Upload an image



See the [Web Images|display/userguide/Web+Images] module information in this User Guide for more information on managing your images.

If you'd like to insert an image into your email template that you haven't yet uploaded to your RescueGroups.org service, can click **Upload an Image**. Click **Browse** and select the image from your computer to upload, and click **Open**. Enter a **Name** for the image. Click **Save Web Image** to upload the image to RescueGroups.org.

Upload a file



For more information about uploading files and documents see the [Files & Documents](#) module in this User Guide.

If you'd like to link to a file from your email that you haven't yet uploaded to your RescueGroups.org service, can click **Upload a File**. Click **Browse** and select the file from your computer to upload, and click **Open**. Enter a **Description** for the file. Click **Save File** to upload the file to RescueGroups.org.

Saving changes

When you are finished editing the content of the email template you can click **Save Changes**.



After you make changes to the HTML content of your email template you must click **Save Changes** for your email message to be updated permanently with your changes.



If you do not want to continue making changes to your content you can leave the page and come back later. Your unsaved changes will be waiting for you.

Discarding changes

If you decide to not save your changes you can click the link that says **Click to discard unsaved contents**. Your changes will be available to you until you decide to either save your changes or discard them.

Updating the email marketing template look & feel



Where do I find it?

To update an Email Marketing Template's HTML Look & Feel go to **Services > Email Marketing: Campaigns**, click **HTML Campaign Templates**, click Customize under the template and then click the **Look & Feel** button.

You can change the overall look & feel of an email template. You have control over the email's font face/family, text size, background and font colors, link colors and email body width.

Make changes and preview them

You can make as many changes to the look & feel settings of the email template and then preview them by clicking **Refresh Preview**.

Undo changes

At any time you can click **Undo Changes** and the preview will forget your unsaved changes and reload with the current saved look & feel settings.



Clicking **Undo Changes** will cause you to lose any unsaved changes.

Save changes

Once you have setup the email template look & feel the way you want it, click **Save Changes**.

Selecting an email marketing template



Where do I find it?

You can select the template for an Email Marketing Campaign by going to **Services > Email Marketing: Campaigns**, clicking on the Campaign's **Name** and clicking **Select Template**.

The first step when creating an email marketing campaign is to select a template. The template includes the layout, design and colors to be used for the email. After you select a template you will be able to change the design elements of the email, as well as add text and graphics.

The Email Marketing Templates page will list all of the built-in templates as well as the custom templates you have saved.

Preview a template

To see a preview of the template click the template's Name.

Select a template

To select a template to use for the Campaign, click **Choose** under the template.



Once you select a template for a campaign email message, changes to that template will not change the email message that was based on that template.

Updating the email marketing campaign HTML look & feel



Where do I find it?

To update an Email Marketing Campaign's HTML Look & Feel go to **Services > Email Marketing: Campaigns**, click on the Campaign's **Name** and then click **Edit HTML Email Look & Feel**.

You can change the overall look & feel of an email campaign. You have control over the email's font face/family, text size, background and font

colors, link colors and email body width.

Make changes and preview them

You can make as many changes to the look & feel settings of the email campaign and then preview them by clicking **Refresh Preview**.

Undo changes

At any time you can click **Undo Changes** and the preview will forget your unsaved changes and reload with the current saved look & feel settings.



Clicking **Undo Changes** will cause you to lose any unsaved changes.

Save changes

Once you have setup the email campaign look & feel the way you want it, click **Save Changes**.

Editing email marketing campaign contents (HTML)



Where do I find it?

You can edit the HTML contents for an Email Marketing Campaign by going to **Services > Email Marketing: Campaigns**, clicking on the Campaign's **Name** and clicking **Edit HTML Email Contents**.

Editing content

To edit the content of an email, click the content area name (ex., **Main Content**). The HTML editor will appear.

Use the HTML editor to update the content of the selected content area.



After you make changes to the HTML content of your email message you must click **Save Changes** for your email message to be updated permanently with your changes.

Upload an image



See the [Web Images](#) module information in this User Guide for more information on managing your images.

If you'd like to insert an image into your email that you haven't yet uploaded to your RescueGroups.org service, can click **Upload an Image**. Click **Browse** and select the image from your computer to upload, and click Open. Enter a **Name** for the image. Click **Save Web Image** to upload the image to RescueGroups.org.

Upload a file



For more information about uploading files and documents see the [Files & Documents](#) module in this User Guide.

If you'd like to link to a file from your email that you haven't yet uploaded to your RescueGroups.org service, can click **Upload a File**. Click **Browse** and select the file from your computer to upload, and click Open. Enter a **Description** for the file. Click **Save File** to upload the file to RescueGroups.org.

Saving changes

When you are finished editing the content of the email you can click **Save Changes**.



After you make changes to the HTML content of your email message you must click **Save Changes** for your email message to be updated permanently with your changes.



If you do not want to continue making changes to your content you can leave the page and come back later. Your unsaved changes will be waiting for you.

Discarding changes

If you decide to not save your changes you can click the link that says **Click to discard unsaved contents**. Your changes will be available to you until you decide to either save your changes or discard them.

Editing Email Marketing Campaign Contents (Text)



Where do I find it?

You can edit the HTML contents for an Email Marketing Campaign by going to **Services > Email Marketing: Campaigns**, clicking on the Campaign's **Name** and clicking **Edit Plain Text Email Content**.

Edit content

In the Plain Text Message box, edit the plain text message that will be sent with your campaign email.

Load plain text from the HTML message

If you have made significant changes to the HTML part of the email message you might want to populate the plain text part of the message from the HTML content. You can do that automatically by clicking the **Generate from HTML Message** button under the Plain Text Message edit box. That will load the text from your HTML content to save you the time and trouble of retyping the content.

Managing images for Email Marketing Campaigns



Where do I find it?

To manage the images you have uploaded to use in Email Marketing Campaigns, go to **Email Marketing: Campaigns > Images**.

You can insert images into your email marketing campaigns. You will first upload the image (see the [Web Images](#) module for more information), and then you will insert the image while editing the HTML content of the email.



For detailed information about working with images please see the [Web Images](#) module in our User Guide.

Previewing an Email Marketing Campaign email



Where do I find it?

You can preview the email for an Email Marketing Campaign by going to **Services > Email Marketing: Campaigns**, clicking on the Campaign's **Name** and clicking **Preview Email**.

When you preview the campaign email you will see both the HTML part (top) and the plain text part (bottom).

Saving a campaign email as a template



Where do I find it?

You can save an existing email as a template by going to **Services > Email Marketing: Campaigns**, clicking on the Campaign's **Name** and clicking **Save HTML as a Template**.

You can save an existing email as a template to use with a new campaign.

Click the **Save HTML as a Template** button from the Campaign's page. Enter a **Name** and **Description** for the new template and click **Save**. The new template you created will now appear in the list of templates when selecting a template for a campaign.

Sending a test campaign email



Where do I find it?

You can send a test email for an Email Marketing Campaign by going to **Services > Email Marketing: Campaigns**, clicking on the Campaign's **Name** and clicking **Send a Test Message**.

To send a test message, enter the email address that should receive the test message and click **Send**.

Managing Email Marketing Campaign subscriptions



Where do I find it?

You can view the list of email addresses in your Email Marketing Campaign by going to **Services > Email Marketing: Campaigns**, clicking on the Campaign's **Name** and clicking **Campaign Category Subscriptions** (ex., Newsletter Subscriptions).

You can also go directly to the Email Marketing Category by going to **Services > Email Marketing: Campaigns**, clicking **Categories**, then clicking the **Category** of interest. From the **Category** page, clicking **Category Subscriptions** (ex., Newsletter Subscriptions) will show you the current subscribers.

Edit a campaign subscription

To edit a campaign subscription, click the Edit icon next to the campaign subscriber. The fields are the same for editing a campaign subscribe as they are for adding one, so please see the [Adding an Email Marketing Campaign subscription](#) page for more information about the fields.

Click **Save** to update the campaign subscriber's information.

Remove a subscription from the campaign

To remove a campaign subscription, select the check box next to the subscriber and then select **Remove** from the Actions drop down.

Adding Email Marketing Campaign subscriptions

Please visit the following pages for information on adding campaign members to your Email Marketing Campaigns:

- [Adding a contact group as subscriptions to an Email Marketing Campaign](#)
- [Adding an Email Marketing Campaign subscription](#)
- [Adding your existing contacts to your Email Marketing Campaign](#)
- [Importing subscribers into an Email Marketing Campaign](#)

Adding a contact group as subscriptions to an Email Marketing Campaign



Where do I find it?

You can add a contact group to your Email Marketing Campaign by going to **Services > Email Marketing: Campaigns**, clicking on the Campaign's **Name** and clicking **Add a Group**.

You can also go directly to the Email Marketing Category by going to **Services > Email Marketing: Campaigns**, clicking **Categories**, then clicking the **Category** of interest. You can add a contact group from the **Category** page by clicking **Category Subscriptions** (ex., Newsletter Subscriptions) and clicking **Add a Group**.

The Add a Subscription page includes the following fields:

Group:* Select the contact group to add to the campaign.

Example: Adopter



This will add current members of the selected group ONLY. As you add more members to the selected group, you will need to return and re-add the groups to add the new members.

Add the group members to the Campaign by clicking **Add Subscriptions**.

Adding an Email Marketing Campaign subscription



Where do I find it?

You can view the list of email addresses in your Email Marketing Campaign by going to **Services > Email Marketing: Campaigns**, clicking on the Campaign's **Name**, clicking **Campaign Category Subscriptions** (ex., Newsletter Subscriptions) and then clicking **Add a Subscription**.

You can also go directly to the Email Marketing Category by going to **Services > Email Marketing: Campaigns**, clicking **Categories**, then clicking the **Category** of interest. From the **Category** page, you can add a subscription by clicking **Category Subscriptions** (ex., Newsletter Subscriptions) and then clicking **Add a Subscription**.

The Add a Subscription page includes the following fields:

Email Address:* The email address of the individual to add to the campaign.

Example: potentialdonor@gmail.com

Salutation: The contact's salutation.

First Name: The person's first name.

Last Name: The person's last name.

Format:* Select which format the contact would like to receive their campaign emails. Some people would prefer to receive emails only in text format.

Save the individual to the campaign by clicking the **Save** button.

Adding your existing contacts to your Email Marketing Campaign



Where do I find it?

You can add email addresses from your Contacts to your Email Marketing Campaign by going to **Services > Email Marketing: Campaigns**, clicking on the Campaign's **Name** and clicking **Add Subscriptions from Contacts**.

You can also go directly to the Email Marketing Category by going to **Services > Email Marketing: Campaigns**, clicking **Categories**, then clicking the **Category** of interest. From the **Category** page, you can add a subscription by clicking **Category Subscriptions** (ex., Newsletter Subscriptions) and then clicking **Add Subscriptions from Contacts**.

To add email addresses from your contacts to one of your Campaigns simply select the checkbox next to the contact(s) and select **Add to Campaign** from the Actions drop down.



If the contact has requested to not be contacted by your organization that contact will not be added to the campaign and you will receive an error.

Importing subscribers into an Email Marketing Campaign



Where do I find it?

You can import subscriptions into your Email Marketing Campaign by going to **Services > Email Marketing: Campaigns**, and clicking on the Campaign's **Name**. Then click the **Category Subscriptions** button (eg, **Newsletters Subscriptions**) and clicking **Import Subscriptions**.

You can also go directly to the Email Marketing Category by going to **Services > Email Marketing: Campaigns**, clicking **Categories**, then clicking the **Category** of interest. From the **Category** page, you can import subscriptions by clicking **Category Subscriptions** (ex., **Newsletter Subscriptions**) and then clicking **Import Subscriptions**.

You can import campaign members from a CSV file. The first line of the file should be a header row, and designate the columns for the following fields: email, salutation, firstname, lastname.

Here is an example of the data file format:

```
"email", "salutation", "firstname", "lastname"  
"recentadopter@gmail.com", "Ms.", "Jane", "Adopter"
```



The field names used in the header row of the CSV are case sensitive.

Click **Browse**, select the file to upload, and click **OK**. Click **Save** to upload the file and import the Campaign subscribers.

Setting an Email Marketing Campaign run schedule



Where do I find it?

You can send a test email for an Email Marketing Campaign by going to **Services > Email Marketing: Campaigns**, clicking on the Campaign's **Name** and clicking **Set Run Schedule**.

Each Email Marketing Campaign can be set to run once at a specific time, or automatically on a daily basis.

Run Frequency: Select either daily or once for the run frequency.



Campaigns that are set to run daily may run multiple times per day, and at different times during the day.

Run Date: Select the date and time the campaign will be sent.



We would recommend that you do not set your campaign to run in the middle of the night. Most email sent/received late at night is spam, and sending your campaign at that time may cause more of your messages to be blocked by spam filters.

Click **Save** to save the run schedule for the campaign.

Creating Email Marketing Campaign widget code



Where do I find it?

You can retrieve the HTML widget code for your Email Marketing Campaign by going to **Services > Email Marketing: Campaigns**, clicking on the Campaign's **Name** and clicking **Get Widget HTML**.

The HTML widget code is used to add a Campaign signup box on your website. The widget page gives you options for the font, colors and size for the widget. You will simply copy the generated HTML code into a web page on your website to add the Campaign signup.

Customize the widget

Select the font family, font size, colors and widget height and width. The preview at the bottom of the page will update automatically.

Generate the widget code

When you are happy with the appearance of the widget, click the **Generate Widget Code** button. A new page will load with the HTML code from your custom-built widget. Select all of the HTML code from the box and copy & paste it to your web page where you'd like the signup box to appear.

Save the widget as a Custom Code Snippet

If you are a RescueGroups.org Website client you can save your custom widget as a Custom Code Snippet to insert into any web page or content area on your RescueGroups.org website. To create the code snippet click the **Save as Custom Code Snippet** button.

See the User Guide page concerning Custom Code Snippets for more information on this feature.



Service note

Only the RescueGroups.org Website service uses the Custom Code Snippets.

Email Marketing Campaigns Settings



Where do I find it?

You can find the Email Marketing Campaigns Settings page by going to **Services > Email Marketing: Campaigns** and clicking **Settings**.

The following settings are available for the Email Marketing service:

Banner Image to use on Public Email Marketing pages

Select the image you would like to use for your public pages. The banner image is shown at the top of the page on public pages like the subscription pages. The image list contains the images you have uploaded to your RescueGroups.org service. Please visit the [Web Images](#) module documentation for additional information about uploading images to use in your web pages and email marketing campaigns.

Email Marketing Subscription Bounces



Where do I find it?

You can find the Email Marketing Campaigns Settings page by going to **Services > Email Marketing: Campaigns** and clicking **Bounces**.

The following options are available for managing bounces with the Email Marketing service:

View bounces for all campaigns

- Go to Services>Email Marketing Services in the menu.
- Click Bounces.

View bounces for one campaign

- Go to Services>Email Marketing Services in the menu.
- Click on a Campaign.
- Click Bounces.

View bounces per subscription

- Manage subscriptions by going to a campaign, then click subscriptions, or by going to a category page and clicking subscriptions.
- Click the View subscription icon for the subscription in question.
- Click the number of bounces for the subscriber.

Email Messages



Where do I find it?

You can find the [Email Messages](#) page by going to **Features > Email Messages**.

▼ [Click here for information on permissions](#)

The following actions are available for Site Messages with the specified service and user roles:

Action	Description	Services	User Roles
View	Able to view the current Web Site Messages.	Web Site	Content Admin
Add	Able to add a Web Site Message.	Web Site	Content Admin
Update Assignments	Able to update the Web Site Message Assignments.	Web Site	Content Admin

Site Messages are used by the web site to allow you to select a custom email message to send in place of the web site's default/generic email message.

To use a custom email message, first click Add a Message from the Web Site > Web Site Messages page. Enter a Name for the custom email message. Choose if the email message will be sent in text or HTML (HTML coming soon). Also, enter the Subject and Body of the custom email message. Click **Save Message**.

Once you have created a custom email message, you can assign that new email message to any of the available web site events. To assign a message click Message Assignments from the Site Email Messages page.

Creating a message

Setting message assignments

On the Message Assignments page you can select the message to use for each of the following web site messages. You can also enter a custom from email address. If you do not enter a from address the message will be sent from your organization's email address.

Contacts, Registration Invitation

Select the email message you want sent to people you add as contacts on your web site, and chose to send them a registration invitation. This email message should invite the person to register on your web site, and should include a link to your site.

Online Form Applicant Contact

Select the email message you want to load on the Contact Applicant page. This email will act as a template, which can be changed before it's sent.

Inventory Loan Due Date Reminder

Select the email message you want sent to contacts who have an upcoming due date for a borrowed/loaned inventory item.

Sponsorship Thank You Message

Select the email message you want sent to people when you add/confirm an animal sponsorship.

Sponsorship Expiration Message

Select the email message you want sent to people when a sponsorship is expiring.

Email Services

Choosing between forwarding and hosting

If you want to receive email sent to your domain name, you need to decide if you want to create a forwarding email address, or if you want an actual mailbox to check.

Forwarding is where email sent to your email address is sent to a different mailbox (like an existing Yahoo or AOL email account). On the other hand, if we create a mailbox for you, you would check your mail with Outlook Express or our web based mail program.

Common rescue email addresses are:

info@yourdomain.org

adoptions@yourdomain.org

volunteer@yourdomain.org

donate@yourdomain.org

webmaster@yourdomain.org

If you don't already have the RescueGroups.org email service, you can sign-up through your web site, on the Admin > Your RescueGroups.org Services menu.

Email Forwarding



Where do I find it?

You can find the [Email Forwarders](#) page by going to Services > Email Forwarders.

▼ [Click here for information on permissions](#)

The following actions are available for the Email Forwarding service with the specified service and user roles:

Action	Description	Services	User Roles
View	Able to view the list of email forwarders	Email Forwarding	Email Admin Site Admin
Add	Able to add an email forwarder	Email Forwarding	Email Admin Site Admin
Delete	Able to delete an email forwarder	Email Forwarding	Email Admin Site Admin

The forwarding service reroutes email that is sent to your addresses to another address (like a Yahoo or AOL account).

The forwarding service includes an unlimited number of forwarders.

Adding an email forwarder

Email can be forwarded to other addresses on your domain, or to external addresses, or a combination of the two. Each forward can have multiple destinations.

Deleting an email forwarder

Email Hosting



Where do I find it?

You can find the [Email Mailboxes](#) page by going to **Services > Email Mailboxes**.

▼ [Click here for information on permissions](#)

The following actions are available for the Email Hosting service with the specified service and user roles:

Action	Description	Services	User Roles
--------	-------------	----------	------------

View	Able to view the list of email mailboxes	Email Hosting	Email Admin Site Admin
Add	Able to add an email mailbox	Email Forwarding	Email Admin Site Admin
Edit	Able to edit the properties of an email mailbox	Email Forwarding	Email Admin Site Admin
Delete	Able to delete an email mailbox	Email Forwarding	Email Admin Site Admin

Hosting allows you to setup mailboxes using addresses on your domain name. Requires you to check the mailbox independently of any other accounts you may have. Hosting includes web mail, POP, IMAP and SMTP access. Also includes unlimited forwarders.

The hosting service includes access to your mailboxes via either one of our web mail clients, or any email client on your PC. Email client access is provided by POP and IMAP as well as authenticated SMTP access.

The hosting/mailboxes service includes a quota that you can divide among an unlimited number of mailboxes (that you create and manage). For example, if you have a 1 GB quota, you could setup 10 mailboxes with 100 MB quota each, or 5 mailboxes with 200 MB quota each, or any combination that adds up to your total quota.

For web mail we provide two different web mail clients which you can use interchangeably. Although you can access your email in either of the web mail clients, the address book is not connected, therefore, any updates to the address book you make in one web mail client would also need to be made in the other (if you need access to the address book in both clients).

Creating an email mailbox

- Go to **Services > Email Mailboxes** in the menu.
- Click **Add an Email Mailbox**.
- Designate the email address, (enter just the portion before the @ sign).
- Enter the **Quota** for the account.
- Enter a **Password** for the email account.
- Click **Save Mailbox**.

▼ Click here for instructions if you are still using the Website interface

- **From the Website Interface:**
- Go to **Services > Email Services > Email Mailboxes** in the admin menu.
- Click **Add a Mailbox**.
- Designate the email address, (enter just the portion before the @ sign).
- Enter the **Quota** for the account.
- Enter a **Password** for the email account.
- Click **Save Email Address**.

Editing an email mailbox

Changing an email mailbox password

To change your email password, do the following:

- Go to **Services > Email Mailboxes**
- Click the **Edit email mailbox** button next to the mailbox for which you want to change the password
- Enter the new password you want to use in the **Password** box
- Click **Save Mailbox**

Deleting an email mailbox

Configuring Microsoft Outlook

Follow the steps below to setup your RescueGroups.org email account in Outlook.

- Open Outlook
- Click **Tools -> E-mail Accounts**
- Click **Next**
- Click **Add**
- Select **IMAP** and click **Next**
- Enter your name, email address, user name, password and incoming/outgoing servers. This information should be provided to you by your email administrator.
- Click **More Settings**.
- Click **Outgoing Server**
- Select the checkbox **My outgoing server (SMTP) requires authentication**
- Click **OK**
- Click **Next**
- Click **Finish**

The email in your RescueGroups.org mailbox will now be downloaded by Outlook!



Depending on your ISP, you may need to change the outgoing SMTP server port to 2525 (from the default of 25) in order for your emails to be delivered. Some ISPs block outgoing port 25.



If you select a POP account instead of an IMAP account your email will be downloaded and deleted from the RescueGroups.org mail server. That means that only your computer with Outlook configured will have your email.

Configuring Microsoft Outlook Express

Follow the steps below to setup your RescueGroups.org email account in Outlook Express.

- Open Outlook Express
- Click **Tools > Accounts**
- Click **Add > Email**
- Enter your name for the **Display name**
- Enter your Email address
- Select **IMAP** for the server type, and enter your mail server name as both the incoming and outgoing servers
- Enter a descriptive name for the **Account name**, and your password
- Click **Next**
- Click **Finish**
- While the new email account is still highlighted, click **Properties**
- Click the Services tab and check the box, **My server requires authentication**.
- Click **OK**
- Click **Close**



Depending on your ISP, you may need to change the outgoing SMTP server port to 2525 (from the default of 25) in order for your emails to be delivered. Some ISPs block outgoing port 25.


Using an email client


You must have received your user name and password from your organization's email administrator before you can setup your email client to send/receive mail.


The configuration for each email client is different; however the basic information is below. The Knowledge Base also has articles with specific information for setting up [Outlook](#) and [Outlook Express](#).


- **Username:** Your email address is your user name
- **Password:** Should have been provided to you by your email administrator (not RescueGroups.org)
- **Incoming/Outgoing Server:** Should be provided to you by your email administrator. The information is shown on the **Services > Email**

Mailboxes page.

 Outgoing (SMTP) requires authentication

 Depending on your ISP, you may need to change the outgoing SMTP server port to 2525 (from the default of 25) in order for your emails to be delivered. Some ISPs block outgoing port 25.

 SSL/TLS is not supported on POP/IMAP/SMTP

 If you create a POP/POP3 account in your email client instead of an IMAP account your email will be downloaded and removed from the RescueGroups.org email server. Using an IMAP account enables you to have multiple people checking a mailbox without the email being downloaded to one person's computer.

Using your web browser to retrieve your email

You can check your RescueGroups.org email by using your web browser (like Internet Explorer or Firefox). We offer both SquirrelMail and RoundCube. You can use either (or both) to access your email.

- Login to your organization's RescueGroups.org account
- Go to **Services > Webmail Access** and click on the web client you would like to use
- Enter the username and password that have been provided to you by your email administrator and click **Login**

To setup Yahoo! POP to retrieve your RescueGroups.org email, do the following:

1. Verify that your RescueGroups.org Email account is working.
2. Log into the Yahoo! mail web interface for your account.
3. Go to Options and add a new mail account.
4. Enter a name to send from and the email address.
5. Enter the username as your full email address, the password for that mailbox, and the server as shown on the Mailboxes page on the RescueGroups.org Management Interface.
6. Yahoo! will send a verification email to your email.
7. Check the the mail for your RescueGroups.org Mailbox and click the verification link in the Yahoo! email.
8. From another mail account, send a test message to your email account
9. Verify that the message was delivered into your Yahoo! mail inbox.

Contact Information and Reply Address

When you login to web mail, you can change your name, email address, reply-to address and signature.

In SquirrelMail:

- Click Options
- Click Personal Information.

In RoundCube:

- Click Personal Settings
- Click the **Identities** tab
- Click your identity
- Update the information and click **Save**

You can set the following options, among other things: Full Name, E-mail Address, Reply To and Signature.

These options only affect email sent from the RescueGroups.org web mail client, and not any other clients you may use including Outlook, Outlook Express, Thunderbird, etc. Also, changing these options does not change your incoming address, as configured by your email administrator.

Events

▼ [Click here for information on permissions](#)

The following actions are available for Events with the specified service and user roles:

Action	Description	Services	User Roles
View	Able to view Events	Data Management Web Site Service	Any (Volunteer)
Add	Able to add Events	Data Management Web Site Service	Event Admin
Copy	Able to copy Events	Data Management Web Site Service	Event Admin
Edit	Able to edit Events	Data Management Web Site Service	Event Admin
Delete	Able to delete Events	Data Management Web Site Service	Event Admin



Service Note

The Data Management Service provides the ability to track events and animal attendance data.

The Website Service includes the ability to display events and animal attendance on your RescueGroups.org website.

Adding an event



Where do I find it?

You can find the [Add an Event](#) page by going to **Features > Events** and clicking **Add an Event**.

After you add a [Location](#), you can add your Event by clicking **Add an Event** on the **Features > Events** page. You can add either a single event or a recurring event.

You can also copy an existing event by clicking Copy next to that event. You will then be able to make changes to the new event.

To add a single event (not recurring), click Features > Events > Add a Single Event. Select the event location and complete the event information fields. Enter an event start and event end date and time.

To add a recurring event, click Features > Events > Add a Recurring Event. Select the event location and complete the event information fields. For the recurring event you can select the day of the month and how many events to create.



Every event must have a location. You can learn more about [Locations](#) in that section of this User Guide.

When you have entered the event information click Save Event. If you added a recurring event, a new event will be added for each occurrence of the event.

Editing an event

You can edit an event by clicking Edit next to the event in the event list. See the [Add an Event](#) article for more information about the Event fields.

Deleting an event

Animals Attending Events

If animals will be attending the event, select "Yes" for the attending radio button. Then check each of the species that will be attending. You should select attending species if you plan to use the Animal Attendance feature of your web site. If you don't see the species you expected you may need to enable the species under **Animals > Settings > Supported Species**.

You can set animal attendance several different ways:

To set the attendance information for all events and all animals at the same time

- Go to **Animals > Event Attendance**
- Click **Update All**
- Select Attending, Not Attending or Unknown for each animal/event item
- Click **Save Attendance**

To set the attendance information for all animals for one event

- Go to the Event
- Click **Animal Attendance**
- Click **Update All Attendance for this Event**
- Select Attending, Not Attending or Unknown for each animal/event item
- Click **Save Attendance**

To set the attendance information for one animal for one event

- Go to the Event
- Click **Animal Attendance**
- Click **Add an Animal Attendance Entry**
- Select the Animal
- Select Attending, Not Attending or Unknown for each animal/event item
- Click **Save Attendance**

OR

- Go to the Animal
- Click **Attendance**
- Click **Add an Animal Attendance Entry for this Animal**
- Select the Event
- Select Attending, Not Attending or Unknown for each animal/event item
- Click **Save Attendance**

Events Calendar

Your visitors can see your Event Calendar by clicking **See our Events Calendar** from the Events page. The Events Calendar is automatically updated for you as you add and edit events on your web site.

Events Settings



Where do I find it?

You can find the [Event Settings](#) page by going to **Features > Events** and clicking **Settings**.

The following are the configuration settings for the Events feature.

Events Feature

Enable the events feature if you plan to show your organization's events on your web site. Events can be used to help track Animal Attendance so that your visitors will know if an animal will be attending specific events. Also, an events calendar is available on the Events page. | W |

Map Service for Your Events

Select the Internet mapping service you would like to use in the Events feature. | W |

FTP



Where do I find it?

You can find the @ftp page by going to Services > FTP Account.

▼ Click here for more information about FTP permissions

The following actions are available for the FTP feature with the specified service and user roles:

Action	Description	Services	User Roles
Request an FTP Account	Able to request an FTP account	FTP	Site Admin
Reset FTP Account Password	Able to reset the FTP account password	FTP	Site Admin

RescueGroups.org provides an FTP account to use with our services. The FTP account can be used to:

- [Import animal data and pictures](#) into the RescueGroups.org system
- Download animal data and pictures that were exported from RescueGroups.org

Create an FTP Account

To create your organization's FTP account go to the [FTP](#) page.



Remember your FTP password!

Make a note of your FTP account password. You won't see it again after the initial creation of your FTP account. If you lose it, you'll have to [contact RescueGroups.org support](#).

Resetting your FTP Account Password

Please [contact RescueGroups.org support](#) for assistance in resetting your FTP account password.

Using your FTP Account

To transfer files to and from your FTP account you'll need to use an FTP client. There are a lot of different FTP clients out there, and you can use any of them. If you need a suggestion, you might try [Core FTP LE](#). You'll want to download and install the free version.

You could also use Internet Explorer or the Firefox web browsers to connect to the FTP server. To do that, simply enter the following in the browser's address bar: <ftp://ftp.rescuegroups.org>.

When connecting to the RescueGroups.org FTP server you'll need to use the following information:

FTP Server Name (Host): **ftp.rescuegroups.org**

FTP User Name: Your organization's account number

FTP Password: Your organization's FTP password



Please note that your FTP user name and password are NOT the same as what you would use to login to your RescueGroups.org service. If you don't know your FTP password you'll need to [contact RescueGroups.org support](#).

Once connected to the FTP server you will be able to copy files from the RescueGroups.org server to your computer. If you use Core FTP LE you will see your computer (your desktop) on the left-hand side and the remote FTP server on the right-hand side. You can drag and drop files from the one side to the other to transfer between the computers.

If you are using your web browser you can right-click a file and save it to your computer. If you plan to download a large number of files you would be better served using an FTP client.

Integration Tools

Pet Adoption iFrame (Facebook)



Where do I find it?

You can find the [Pet Adoption iFrame](#) page by going to **Features > Pet Adoption iFrame**

The following instructions will guide you through creating a Facebook "app" so that you can display your adoptable pets on your Facebook page.

- The iFrame for Facebook is **completely and totally free** for the users of any of our services.
- As your pet list is updated on your RescueGroups.org service, your pet list will automatically updated on your Facebook page.



The Facebook iFrame is designed to be used in Facebook only. If you want to display your adoptable pets on your rescue/shelter's website we would recommend that you use the [Pet Adoption Toolkit](#).

Need help creating a Facebook page or installing the iFrame?

We do offer options for you if you'd like our help getting your organization's Facebook page setup, or the iFrame added to your existing page. You can see those options on our [pricing page](#).

Special thanks to Angels in Fur for letting us use their app install in our example below.



Please Note: This will NOT work with a basic user Facebook page or a Facebook "Group". It will only work with a Facebook Page (previously called a Fan page).

You can create one on Facebook [here](#). If you are unsure, feel free to [contact us](#) first. You also need to be a Page Admin on your organizations Facebook Page.

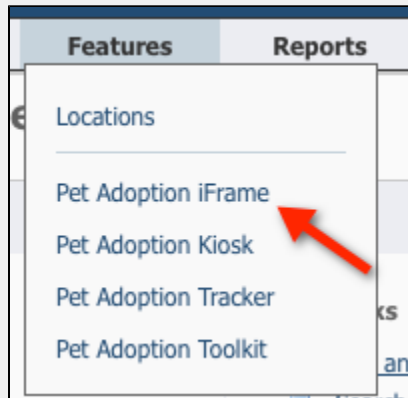
Step 1: Getting your RescueGroups.org iFrame Information

First you'll login to your RescueGroups.org account to retrieve the information you will need to create the iFrame on Facebook.



This feature is available to Site Admin's.

- **Login** to your account at manage.rescuegroups.org
- Click on **Features > Pet Adoption iFrame**



- You will then see the **links** you will **paste into the App on Facebook**.
- You will return to this page later.

Pet Adoption iFrame URLs for Facebook

[New Messages \(13\)](#)

Use the URLs below, along with the instructions in [this User Guide article](#) to build a Facebook Application to show your organization's adoptable pets on your Facebook page.

Select a Species

Canvas URL <http://toolkit.rescuegroups.org/iframe/fb/v1.0/?ids=1637&species=>

Secure Canvas URL <https://toolkit.rescuegroups.org/iframe/fb/v1.0/?ids=1637&species=>

Tab URL <http://toolkit.rescuegroups.org/iframe/fb/v1.0/?ids=1637&species=>

Secure Tab URL <https://toolkit.rescuegroups.org/iframe/fb/v1.0/?ids=1637&species=>

Copy and paste these to the facebook canvas settings page.



Tip: Leave this browser window open so you can copy and paste these urls into Facebook.

Open a new browser window or browser tab to continue with the Facebook instructions below.

Step 2: Becoming Authorized on Facebook to Add the App

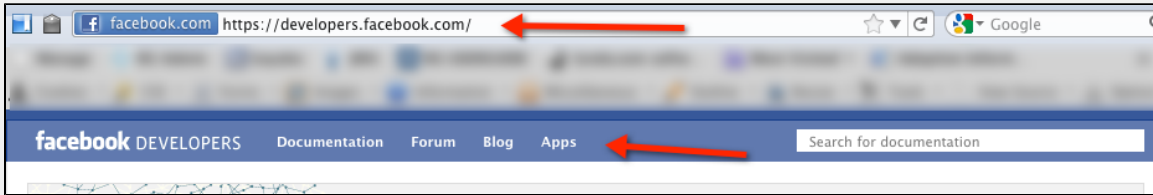
Creating and installing the iFrame is done in three steps.

1. First you need to be **"verified" by Facebook** to use the **developer tool**. This is a security measure from Facebook to ensure you are not a robot and that you are not adding a malicious app.
2. Then you'll **create the app** that displays the iFrame.
3. Then **add the App** with the iFrame to your **organizations Facebook page**.

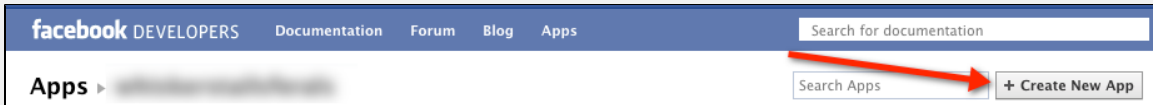


The information below is for once you have been approved as a developer and can create and add the iFrame app.
Note: Because Facebook changes their process often, you may need to consult their help guides on how to be authorized.

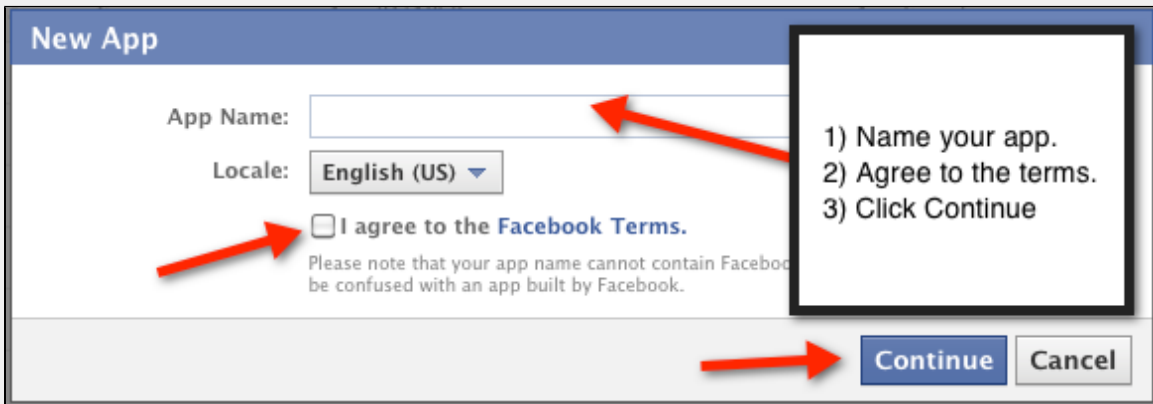
- Go to the **Facebook developers page**: <https://developers.facebook.com>
- Click on **Apps**.



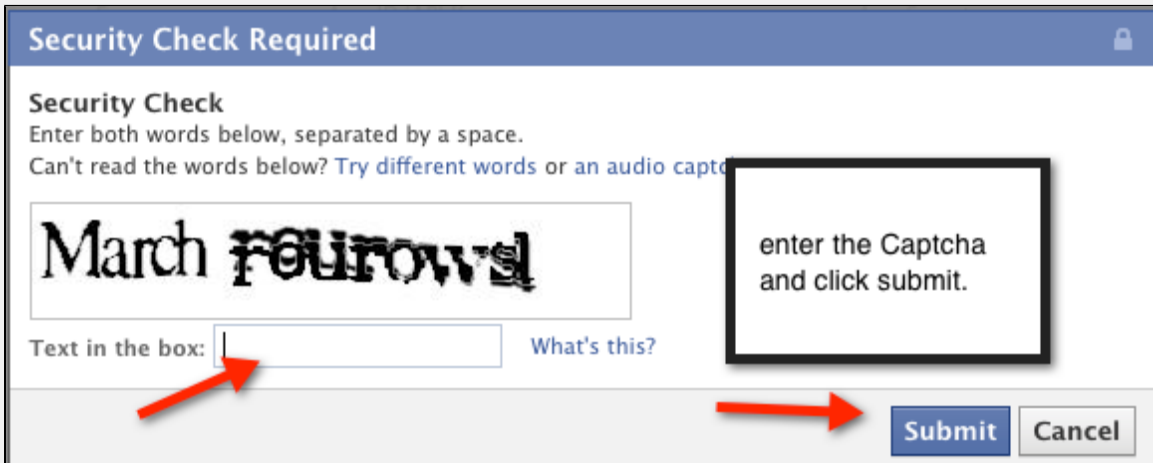
- Click **Create New App**



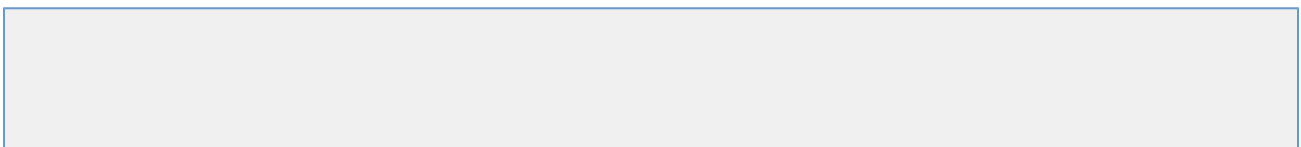
- **Name** your app.
- **Agree** to the terms
- Click **Continue**



- Enter the **Captcha**
- Click **Submit**



3) Step 3: Creating the iFrame App on Facebook



- Click on **Basic Info**
- Add an **icon**. *Tip: You can do this later*
- Add your **email address**
- Enter the **privacy url**: <http://www.rescuegroups.org/privacy>
- Click **Save Changes**

Apps > **angelsinfurdogrescue** > **Basic Info**

About

Basic Info

Roles

Advanced

Web

On Facebook

Mobile

Related links

View Insights

Promote with an Ad

Translate your App

View App Profile Page

Submit to Search

App Info

App ID: 131609950259247

App Secret: 9b925f00ee3770ad8cff5892f00bf3b5 (reset)

Basic Info

App Name: [?]

Description: [?]

Locale: [?]

Category: [?]

App Images

Icon: [?] [Change your icon](#)

Logo: [?] [Change your logo](#)

Contact Info

Contact Email: [?]
Required: Primary Developer Contact

Privacy Policy URL: [?]
Required: All apps must have a privacy policy URL

Terms of Service URL: [?]

User Support Email: [?]

User Support URL: [?]

[Save Changes](#)

1) Click on Basic Info

You can select the icon that will appear as the graphic on your tab for your facebook page.

Add your email address to the contact and user support email.

The privacy policy url is: <http://www.rescuegroups.org/privacy>

i For this next step, you'll use the information from **Step 1**.

- Click **On Facebook**
- Click **Canvas Settings**
- Give your **app a short url**
- **Tab Name** is what you'd like the public to see/click on your facebook page.
- Now use the **information from Step 1** here for the **Canvas, Secure Canvas, Tab, and Secure Tab url's**.
- Click **Save Changes**

facebook DEVELOPERS Documentation Forum Blog Apps Search for documentation

Apps ▶ angelsinfurdogrescue ▶ Canvas Settings

On Facebook ▶ Canvas Settings Credits

Apps on Facebook
Build your app on Facebook and deeply integrate into the core Facebook experience. Your app can integrate with many aspects of Facebook, including the News Feed and Notifications.
[Learn more about Apps on Facebook](#)

App Info
App ID: 131609950259247
App Secret: 9b925f00ee3770ad8cff5892f00bf3b5 (reset)

Canvas
Canvas Page: [?] /
Required: URL for your app
Canvas URL: [?]
Required: URL to pull content for your app
Secure Canvas URL: [?]
Required: SSL Cert by October 1, 2011
IFrame Size: [?] Show scrollbars Auto-resize
Select "Auto-resize" to grow to the height of your app's content
Bookmark URL: [?]
Optional: Defaults to Canvas Page

Discovery
Social Discovery: [?] Enabled Disabled

Tabs
Tab Name: [?]
Required: Page app title on Facebook
Tab URL: [?]
Required: URL to pull content for your Page app
Secure Tab URL: [?]
Required: SSL Cert by October 1, 2011
Edit URL: [?]

Annotations:
- Canvas Settings link: canvas url and secure canvas url are from your rescuegroups.org account Features > Facebook iFrame
- Canvas Page field: your app url on facebook. there is a limit to how many characters you can type.
- Tab Name field: name your tab this is what will appear on your facebook page for users to click
- Tab URL field: tab url and secure tab url are from your rescuegroups.org account Features > Facebook iFrame
- Save Changes button: Save Changes

Step 4: Adding the iFrame App to Your Facebook Organization Page

Now that you've created the App, you'll add it to your organizations Facebook page.



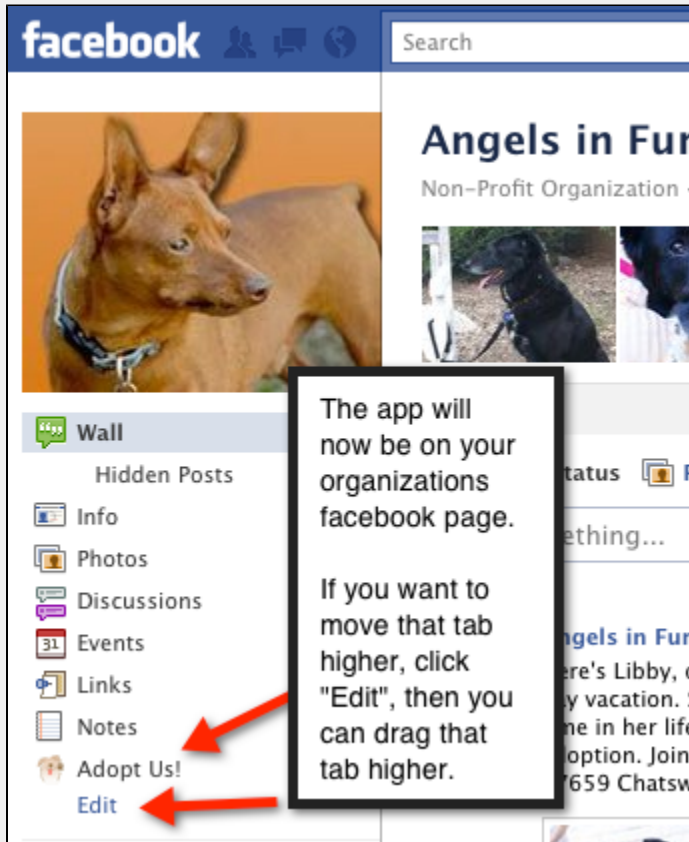
Facebook has made another update that makes the process of adding the app to your page. Hopefully they will make this part easier soon!

Here is how to add the app to your organization's Facebook Page:

```
https://www.facebook.com/dialog/pagetab?app_id=YOUR_APP_ID&next=YOUR_URL
```

Replace the Your_APP_ID and the YOUR_URL with what you see in the app.

- Go to your **organization's Facebook page**
- You should see the app on the left side.



Pet Adoption Toolkit (JavaScript)



Where do I find it?

You can find the [Pet Adoption Toolkit](#) page by going to **Features > Pet Adoption Toolkit**.

Click here for information on permissions

The following actions are available for the JavaScript Pet Adoption Toolkit with the specified service and user roles:

Action	Description	Services	User Roles
View	Able to view Pet Adoption Toolkit keys	Data Management Pet Adoption Portal Web Site	Animal Admin
Manage Keys	Able to request, edit and delete Toolkit keys	Data Management Pet Adoption Portal Web Site	Animal Admin

If you are using the RescueGroups.org Website Service, you do not need to use the Pet Adoption Toolkit to display your animals since your pet list is integrated into the website service.

The Pet Adoption Toolkit is a collection of HTML and JavaScript code that anyone can easily paste into web pages on their web site to display

their pet list.

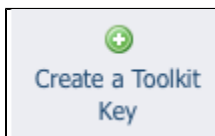
- Keeps visitors on your web site: A visitor to your web site stays on your web site when they click to view additional information about a pet.
- No update delay: The pet list through the Toolkit is updated immediately when you make changes to your pets on the Pet Adoption Portal.
- Makes all of your pet data available on your website.
- Integrates seamlessly into your existing web site: The Toolkit actually becomes part of your web site by using your same colors and theme.
- No Advertisements!: We don't advertise any products or services through the Toolkit.
- Easy to setup: You can start using the Toolkit by following a few simple steps
- The Pet Adoption Toolkit is **completely and totally free** for the users of any of our services.



It is possible to have more than one Toolkit displayed on one web page. Although it may be slow (depending on your settings and how many animals displayed), it is possible. Be sure to use unique Identifier and Container names. Also, you only need to have the common includes once (includes without your Toolkit key in the URL), but you will need each of the key-specific includes.

Step #1: Create a toolkit key

- To create a new Key, **click Create a Toolkit Key**.









- On the Add a Toolkit Key page, **enter the following information** for the Key:

Key Field	Field Description
Name	A descriptive name for this Key.
Included Statuses	Select the individual statuses that you want to make public in this Key.
Included Species	Select the individual species that you want to make public in this Key.
Included Fields	Select the individual pet data fields that you want to make public in this Key.
Courtesy Listings	Select if you would like to include, exclude or include only your courtesy listings in this Key.
Animal Description Header/Footer	Select Yes if you want the animal header/footer to be included in the animal descriptions with this Key.
Use Popover/Popup	Select Yes if you want to use the animal detail popover when a pet is clicked in the list with this Key.

Add a Toolkit Key

[« Toolkit Keys](#)

Name *	<input type="text" value="Adoptable Cats"/>
Available Statuses	<input type="text" value="Adopted"/> 
Included Statuses *	<input type="text" value="Available for Adoption"/> 
Available Species	<input type="text" value="Alpacas"/> 
Included Species *	<input type="text" value="Cats"/> 
Available Fields	<input type="text" value="Coat Length"/> 
Included Fields *	<input type="text" value="Name
Pattern
Pictures
Primary Breed
Rescue ID
Secondary Breed"/> 
Courtesy Listings *	<input type="text" value="Include in the list"/>
Animal Description Header/Footer *	<input checked="" type="radio"/> Yes <input type="radio"/> No
Use Popover/Popup *	<input checked="" type="radio"/> Yes <input type="radio"/> No

- Click **Save Toolkit Key** to save your selections.



Don't mix available and adopted pets

We strongly recommend against using the same key for adoptable pets as well as your other statuses (like available). If you use the same key for both adopted and available/hold/pending pets, all of your adopted pets will be downloaded every time someone displays your adoptable pets, which could make your available pet list slower.

Step #2: Select Your Toolkit Type

Select the Toolkit Type you want to use. See [Toolkit Display Modes](#) for more information on the Toolkit Types.

Step #3: Choose your Toolkit Basic Options

Select your toolkit options. Here is a list and description of the options:

Field	Description
Identifier	Unique name for the JavaScript object
Container	The HTML container that will hold the JavaScript Toolkit
Display Fields/Order	Choose the fields to display on the Toolkit and the order
Sort By	Select the field to sort the animal list
Sort Order	Select the order to sort the animal list (ascending or descending)
Enable Search	Select if you want to have a search form on the pet list
Enable Paging	Select if you want to using multiple pages for your pet list
Animals Per Page	How many animals to display on each page (List and List2 formats)
Animals Per Row	How many animals to show on each row of pets (Grid format only)
Rows Per Page	How many rows of pets to display on each page (Grid format only)
Filter By	Select a field to filter the animal list
Filter Value	Enter the value to filter the animal list
Animal Details Display Option	Select if you want to use an animal detail popover or popup
URL to Page Where Toolkit is Installed	Enter the relative path to the web page where the Toolkit is installed (used by random/featured animal)
Featured or Random Animal	Select either Random Animal or an animal from the list to be your featured animal

Courtesy Listings Only / No Courtesy Listings

When generating the HTML for your key, you can add a filter to it:

If you want to display ONLY courtesy listings, select "Courtesy Listing" for the "Filter by" field, and enter "Yes" for the "Filter value" field.

If you don't want to display courtesy listings at all, select "Courtesy Listing" for the "Filter by" field, and enter "No" for the "Filter value" field

Step #4: Copy & Paste HTML Code

Copy & paste the HTML code into your web page.

- Copy the top section of code into the <HEAD> section of the HTML code, or above the second section of HTML code provided.
- Copy the second section of code into your web page where you would like the Toolkit to appear.
- Click Preview if you would like to preview the toolkit in your browser.



You can easily select the HTML for the sections by clicking on the icon below each section. See the red arrow in the screen capture below..

Generate HTML for Toolkit Key: Adoptable Cats

[« Toolkit](#) [« Adoptable Cats](#)

Please paste the following code in your page, either in the <HEAD> section of your page, or in the content, above where you will place the toolkit:

```
<!--  
Pet Adoption Toolkit (JavaScript)  
Provided by RescueGroups.org completely free of cost,  
commitment, external links or advertisements  
http://www.rescuegroups.org  
-->  
<script type="text/javascript" src="http://toolkit.rescuegroups.org/javascript/v2.0/?key=1semGbAd"></script>  
<script type="text/javascript" src="http://toolkit.rescuegroups.org/javascript/v2.0/yui/build/yahoo-dom-event/yahoo-
```

Paste the following in your page where you would like the toolkit displayed:

```
<!-- Begin Pet Adoption Toolkit -->  
  
<div id="rgPetDetails" class="rgPetDetails">  
<div class="bd"></div>  
<div class="rg"></div>  
</div>  
  
<div id="rgPetsContainer">  
</div>  
  
<script language="JavaScript" type="text/javascript">  
try{  
  new cPets('rgPets');  
  rgPets.fields = 'name,pictmn1';  
  rgPets.detailPage = 'popover';  
  rgPets.sortbyField = 'lastUpdated';  
  rgPets.sortbyOrder = 'desc';  
  rgPets.petFields['pictmn1']['name'] = '';  
  rgPets.picSize = 'thumbnail';  
  rgPets.enableSearch = true;  
  rgPets.paging = true;
```

Step #5: Style Your Toolkit

You can style your toolkit to match the colors and width for your website by clicking on the style icon. As you make changes, you can refresh your browser window to see those changes reflected on your website. 

Some of the many styles that can be modified. If you need any help or have any questions, let us know.

Style and Color Options for Toolkit Key: Adoptable Cats

« [Toolkit Keys](#) « [Adoptable Cats](#)

Font Family and Size

Font Family

Font Size

AaBbCcDdEeFfGg 123456789

List Options

Table Width pixels

Table Border Width pixels

Table Border Style

Table Border Color

Search Row Background

Search Row Bottom Border Color

Minimum Requirements

In order to use the JavaScript Pet Adoption Toolkit, you will need the following:

Existing web site

Any existing web site or even just a web page!

Access to the HTML code of the site (or web page)

Access to copy and paste HTML and JavaScript into your web site or web page.

RescueGroups.org account

An active account with RescueGroups.org.

Toolkit Key

A key created on RescueGroups.org's Toolkit web page with the proper configuration for fields, statuses

Pet Field Display Name



Where do I find it?

You can set the custom pet field display names by editing the JavaScript code that you pasted into your web page.

The pet field Name property allows you to change the displayed name of a field. Using the pet field names above, you can change the displayed field name by adding the following to the properties of the pet list object (be sure to use the object name you chose in place of rgPets):

```
rgPets.petFields['rescueID']['name'] = 'Shelter Pet ID';
```

```
rgPets.petFields['pictmnl']['name'] = '';
```

Pet Field Filter



Where do I find it?

You can set the pet field filters by editing the JavaScript code that you pasted into your web page.

The pet field filter allows you to control what pets appear in the pet list beyond the basic status and species. If you had a page where you wanted to display only Male Dogs, you could enter the following to the properties of the pet list object (be sure to use the object name you chose in place of rgPets).

```
rgPets.petFields['species']['filterby'] = 'Dog';
```

```
rgPets.petFields['sex']['filterby'] = 'Male';
```

Pet Fields

Below is a list of all of the fields that are available through the JavaScript Pet Adoption Toolkit.

Field Name	Description
animalID	The API's primary identifier for the animal
status	Animal's status (Available, Adopted)
lastUpdated	Date of the last update of this animal
created	Date the animal was created
rescueID	Organization's provided identifier
name	Name
summary	Summary
species	Species (Cat, Dog, etc)
breed	Breed string including primary, secondary, mix and coat length
primaryBreed	Primary breed
secondaryBreed	Secondary breed
sex	Gender (Male, Female)
mixed	Pure bred information (Yes, No)
dogs	Good with dogs (Yes, No)
cats	Good with cats (Yes, No)
kids	Good with kids (Yes, No)
declawed	Declawed (Yes, No)
housetrained	Housetrained (Yes, No)
age	Animal's age (Baby, Young, Adult, Senior)
specialNeeds	Special Needs (Yes, No)
altered	Spay/Neutered status (Yes, No)
size	Size (Small, Medium, Large, X-Large)
uptodate	Up-to-date on vaccinations (Yes, No)
color	Coat color
coatLength	Coat length (Short, Medium, Long)

pattern	Coat pattern
courtesy	Courtesy listing (Yes, No)
found	Was the animal found (Yes, No)
foundDate	Date the animal was found
foundZipcode	Zip/postal code where the animal was found
locationZipcode	Animal's location zip/postal code
killDate	The date the animal will be killed/euthanized
killReason	The reason the animal will be killed/euthanized
description	Animal's description
pic1	Full-sized picture #1
pictmn1	Picture #1 thumbnail
pic2	Full-sized picture #2
pictmn2	Picture #2 thumbnail
pic3	Full-sized picture #3
pictmn3	Picture #3 thumbnail
pic4	Full-sized picture #4
pictmn4	Picture #4 thumbnail
video1	YouTube video URL
contactName	The name of the contact for this animal
contactEmail	Email address for the animal's contact
contactCellPhone	Cell phone number for the animal's contact
contactHomePhone	Home phone number for the animal's contact
locationName	The animal's location zip/postal code
locationZipcode	The name of the animal's location

Pet Filtering and Control

It's important to understand that the Toolkit Key specifies which pets will be available to the public. Regardless of the rest of the settings in your toolkit, the pets, statuses, species, etc specified in the Key are access through the toolkit pages.

To control which pets show up on a given web page, use the following process:

1. Create a Toolkit Key that grants access to the minimum pets you plan to display on the web page. For example, if you plan to display only available pets, don't select any other statuses. Use this Key for the Toolkit on your web page.
2. If you plan to only display certain types of pets on a specific web page, you can use the "filterby" property for each field. For example, you can display only Female Cats or Dogs in a specific location. See [Pet Fields](#) for more information on the "filterby" property.

The Toolkit uses a kind of "filter" to determine which pets will appear on a web page. All of the pets specified in the Toolkit are available for use and display by the Toolkit, but you can control/filter the pet list by using the "filterby" property.

Toolkit Appearance

The Toolkit includes three levels of CSS styles:

Styles	Location	Purpose
Default	Included in the Toolkit code, inaccessible to the user	Provides default styles

Key Styles (selections)	Located within each key, color, border selections (click Style on the Keys page)	Allows simple selection of colors
Key Styles (custom style sheet)	Located within each key, blank style sheet (click Edit Style on the Key Edit page)	Allows custom styles for advanced users

On the Styles and Color Options for Toolkit Key page you can select colors and font to use for the Toolkit.

You can also enter custom styles (CSS) in the Custom CSS text box. Please contact us for help with advanced styles and CSS.

Toolkit Display Modes



Where do I find it?

You can set the toolkit display mode by editing the JavaScript code that you pasted into your web page.

The JavaScript Toolkit has several display modes built in:

Mode	Description
list	A basic table separated by columns for each field
list2	Each field is on its own line, with the animal's picture in the top left corner
grid	Each pet's first thumbnail picture, name and breed is displayed in a grid format (for example, 4 pets on each row and 4 rows per page)
random	One of your pets (that has a picture) is selected at random and the pet's first thumbnail, name and breed is shown in a small box
featured	The pet you specify (that has a picture) is shown in a small box with the pet's first thumbnail, name and breed



Display Mode Examples

These are examples of the Display Modes. You can customize the look and feel further by choosing which fields to display and modifying the colors and css.

List Style 1

Toolkit Key Preview

« Previous Search! View all Animals Next »
(page 1 of 2)

Name	Breed	Gender	Size	
Rookie	Dachshund / Mixed (short coat)	Male	Small	
Black Lab Pup 4	Black Labrador Retriever / Mixed (medium coat)	Female	Medium	
Midnight	Labrador Retriever / Mixed (medium coat)	Male	Medium	
Chocolate Lab Pup 3	Chocolate Labrador Retriever / Mixed (medium coat)	Female	Medium	
Yellow Lab Pup 2	Yellow Labrador Retriever / Mixed (medium coat)	Female	Medium	

Toolkit Key Preview

« Previous

Search!

View all Animals

[Next »](#)

(page 1 of 2)



Name: Rookie
Breed: Dachshund / Mixed (short coat)
Gender: Male
Size: Small



Name: Black Lab Pup 4
Breed: Black Labrador Retriever / Mixed (medium coat)
Gender: Female
Size: Medium

Grid

Toolkit Key Preview

« Previous Search! View all Animals [Next »](#)
(page 1 of 2)



Rookie
Dachshund / Mixed (short coat)



Black Lab Pup 4
Black Labrador Retriever / Mixed (medium coat)



Midnight
Labrador Retriever / Mixed (medium coat)



Chocolate Lab Pup 3
Chocolate Labrador Retriever / Mixed (medium coat)



Yellow Lab Pup 2
Yellow Labrador Retriever / Mixed (medium coat)



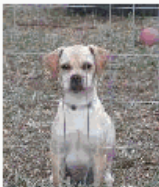
Yellow Lab Pup 1
Yellow Labrador Retriever / Mixed (medium coat)



Shadow
American Pit Bull Terrier (short coat)



Goofy
American Bulldog / Great Dane / Mixed (short coat)



Peaches
Pug / Beagle



Precious
Pug / Beagle / Mixed (short coat)



Tytus
Black Labrador Retriever / Rottweiler / Mixed (medium coat)



Moose
Black Labrador Retriever / Rottweiler / Mixed (medium coat)

The Toolkit mode is called as a JavaScript function after all of the Toolkit properties are set.

For the “list” mode you call the list() function, and specify the container to insert the pet list table:

```
rgPets.list('rgPetContainer')
```

For the “list2” mode you call the list2() function, and specify the container to insert the pet list table:

```
rgPets.list2('rgPetContainer');
```

For the “grid” mode you call the grid() function, and specify the container to insert the pet list grid:

```
rgPets.grid('rgPetContainer');
```

For the “random” mode you call the random() function, and specify the container to insert the random animal HTML, as well as the list page to use when the user clicks on the pet.

```
rgPets.random('rgRandomPetContainer', 'available_pets.html');
```

For the “featured” mode you call the featured() function, and specify the container to insert the random animal HTML, as well as the list page to

use when the user clicks on the pet, and also the RescueGroups.org animal ID for the featured pet.

```
rgPets.featured('rgRandomPetContainer', 'available_pets.html', '1156424');
```

Toolkit Properties



Where do I find it?

You can set the toolkit properties by editing the JavaScript code that you pasted into your web page.

The following properties of the Toolkit can be customized:

Toolkit Property	Description	Values
fields (required)	The list of fields you want displayed	Example: 'name,status,breed' See Pet Fields below
enableSearch	Enables/disables the search form on the pet list page	true (default) false
sortByField	The name of the pet field by which you would like the pet list sorted	Example: 'name'
sorybyOrder	The order to sort the pet list (ascending or descending)	asc (default) desc
petFields[]	Sets the properties for the individual pet fields. See the Pet Fields section below.	Example: petFieldNames['rescueID']['name' = 'Shelter Pet ID'
detailWidth	The width of the popup detail page	Example: 600
detailHeight	The height of the popup detail page	Example: 620
picSize	Which picture size should be used in the list2 mode.	fullsize thumbnail
picMaxWidth	The maximum width of the picture used on the list2 page	Example: 400
pictmnMaxWidth	The maximum width of the thumbnail used on the list2 page	Example: 100
paging	Specifies if the list and grid tables should have Next and Previous page links.	true (default) false
perPage	The number of pets to display per page (list and list2 layouts only)	Example: 10
perRow	The number of pets to display per row (grid layout only)	Example: 4
rows	The number of rows to display per page (grid layout only)	Example: 4
detailPage	Specifies whether to use the Popover window or the Popup window for the animal detail page	popover (default) popup

(old) Pet Adoption Toolkit (JavaScript)



Where do I find it?

You can find the [Pet Adoption Toolkit](#) page by going to **Features > Pet Adoption Toolkit**.

Click here for information on permissions

The following actions are available for the JavaScript Pet Adoption Toolkit with the specified service and user roles:

Action	Description	Services	User Roles
View	Able to view Pet Adoption Toolkit keys	Data Management Pet Adoption Portal Web Site	Animal Admin

Manage Keys	Able to request, edit and delete Toolkit keys	Data Management Pet Adoption Portal Web Site	Animal Admin
-------------	---	--	--------------

The JavaScript Pet Adoption Toolkit is an easy to implement and highly customizable set of tools that allows anyone to post a list of adoptable pets on their own web site.

The JavaScript Toolkit is made up of several components that work together to display adoptable pets on your web site.

First, the Toolkit Key specifies which pets are available for a given Key. The Key also specifies which styles (CSS) to use for the web page.

Second, the Toolkit JavaScript page works in background to download the pet information as specified in the Toolkit Key.

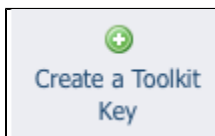
Third, the visitor's web browser loads the Toolkit pages and the styles (CSS). The Toolkit runs in the visitor's browser, and the pets are displayed.

The Toolkit installation is very straightforward, although it is highly customizable. When you create a Toolkit Key, you can generate the HTML code necessary to install the Toolkit on your website by clicking the HTML icon on the Toolkit Keys page.



It's possible to have more than one Toolkit displayed on one web page. Although it may be slow (depending on your settings and how many animals displayed), it is possible. Be sure to use unique Identifier and Container names. Also, you only need to have the common includes once (includes without your Toolkit key in the URL), but you will need each of the key-specific includes.

Step #1: Create a toolkit key



A JavaScript Pet Adoption Toolkit Key is required to display pets on a remote web site. The Key specifies which species, statuses and pet data fields will be available to the Toolkit.

FYI: The Toolkit Key is your way to select the species, statuses and pet data fields that you want the public to be able to see. Even if you don't have the fields shown on your Toolkit pet list page, any data selected in the Toolkit Key will be publically accessible to anyone who closely examines the Toolkit code running on your web site.

To create a Toolkit Key, log into your RescueGroups.org account and click Animals > Pet Adoption Toolkit on the menu.

If you have already created one or more Toolkit Keys, you will see them listed. You can edit the properties of that Key by clicking the Edit icon.

To create a new Key, click Create a Toolkit Key. On the Add a Toolkit Key page, enter the following information for the Key:

Key Field	Field Description
Name	A descriptive name for this Key.
Included Statuses	Select the individual statuses that you want to make public in this Key.
Included Species	Select the individual species that you want to make public in this Key.
Included Fields	Select the individual pet data fields that you want to make public in this Key.
Courtesy Listings	Select if you would like to include, exclude or include only your courtesy listings in this Key.
Animal Description Header/Footer	Select Yes if you want the animal header/footer to be included in the animal descriptions with this Key.
Use Popover/Popup	Select Yes if you want to use the animal detail popover when a pet is clicked in the list with this Key.



Don't mix available and adopted pets

We strongly recommend against using the same key for adoptable pets as well as your other statuses (like available). If you use the same key for both adopted and available/hold/pending pets, all of your adopted pets will be downloaded every time someone displays your adoptable pets, which could make your available pet list slower.

Step #2: Select Your Toolkit Type

Select the Toolkit Type you want to use. See [Toolkit Display Modes](#) for more information on the Toolkit Types.

Step #3: Choose your Toolkit Basic Options

Select your toolkit options. Here is a list and description of the options:

Field	Description
Identifier	Unique name for the JavaScript object
Container	The HTML container that will hold the JavaScript Toolkit
Display Fields/Order	Choose the fields to display on the Toolkit and the order
Sort By	Select the field to sort the animal list
Sort Order	Select the order to sort the animal list (ascending or descending)
Enable Search	Select if you want to have a search form on the pet list
Enable Paging	Select if you want to using multiple pages for your pet list
Animals Per Page	How many animals to display on each page (List and List2 formats)
Animals Per Row	How many animals to show on each row of pets (Grid format only)
Rows Per Page	How many rows of pets to display on each page (Grid format only)
Filter By	Select a field to filter the animal list
Filter Value	Enter the value to filter the animal list
Animal Details Display Option	Select if you want to use an animal detail popover or popup
URL to Page Where Toolkit is Installed	Enter the relative path to the web page where the Toolkit is installed (used by random/featured animal)
Featured or Random Animal	Select either Random Animal or an animal from the list to be your featured animal

Courtesy Listings Only / No Courtesy Listings

When generating the HTML for your key, you can add a filter to it:

If you want to display ONLY courtesy listings, select "Courtesy Listing" for the "Filter by" field, and enter "Yes" for the "Filter value" field.

If you don't want to display courtesy listings at all, select "Courtesy Listing" for the "Filter by" field, and enter "No" for the "Filter value" field

Step #4: Copy & Paste HTML Code



Copy & paste the HTML code into your web page. Copy the top section of code into the <HEAD> section of the HTML code, or above the second section of HTML code provided.

Copy the second section of code into your web page where you would like the Toolkit to appear.

Step #5: Style Your Toolkit

You can style your toolkit to match the colors and width for your website by clicking on the style icon. As you make changes, you can refresh your browser window to see those changes reflected on your website.

REST API

Welcome to the RescueGroups.org animal data API! RescueGroups.org is proud to provide this service to your organization so that you can display organization information as well as adoptable, adopted and found pets on your web site.

The API is implemented via REST. This means the request is made with a very simple HTTP GET request, and the data is returned in XML format. Please note that we also provide a [POST/SOAP API](#).

The API exists so that you can programmatically query our service for organization information and animal information. That data should be processed and stored in a database on one of your servers.

Here are a few examples of the types of data you can receive from us via the API:

- Organization contact information
- Organization web site address
- Animal fields (name, color, size, description)
- Animal location (zip/postal code)
- Animal specific contact information
- Animal picture URLs
- Animal video link (YouTube)

Implementation

Initially you will make a series of queries to retrieve all of the organizations and animals listed in our system. Each request will return a maximum of 500 records, which you'll insert into your database. Repeat the requests increasing the startPage parameter until you return fewer than the requested number of rows (limit).

You'll need to keep track of the currentTime value from your last query, and use it in the future to request updated records. That way you can be sure to get all of the rows that have been updated since your last request.

When parsing the data returned by the API, be sure to delete organizations or animals that are Inactive or Deleted. If an organization is Inactive, be sure to delete the organization record and all animal records from your database.

URL GET Parameters

The RescueGroups.org animal data API accepts several parameters so you can request only the data you need. The following is a table of the parameters and a short description.

Parameter	Accepted Values	Description
key*	Char(8)	Key value assigned to your organization used for security
type*	String	The type of data you are requesting (orgs, animals)
limit	Integer	The maximum number of records you want to be returned (Default: 500)
startPage	Integer	The number of the page of data to be returned (Default: 1)
updatedAfter	Unix Timestamp	The timestamp to use when requesting the data updated after a certain date/time (Default: Not Used)
species	String	The specific species to be returned (Default: Determined by your API account)
orgID	Integer	The organization ID to which you want to restrict the results
* Required parameter		


Your organization's API key may be configured to automatically impose certain options without using any API parameters, including species (like dogs only) or geographical areas.

REST API Parameters

The following data is provided within the API data results. These parameters are provided in the GET/URL, except for currentTime, which is provided by the API. currentTime should be used for future requests to retrieve just the changes since a specific time.

Field Name	Data Type	Description
type	String	The requested data type (animals, organization)

updatedAfter	Unix Timestamp	The requested time stamp
orgID	Integer	The requested organization ID
species	String	The requested species for animals (Dog, Cat, etc)
status	String	The requested status for animals (Available, Adopted)
limit	Integer	The requested data limit (Automatic Maximum: 500)
startPage	Integer	The requested start page (Default: 1)
currentTime	Unix Timestamp	The current time on the API server
foundRows	Integer	The total number of rows that match the query

 The foundRows value returns the total number of rows in the database that would be returned if no limit were used. This number could change between requests, so use it for informational purposes only.

Removed Data

Your query results may often include organization and animal data that has been removed from the RescueGroups.org database since your last request. For example, an organization may have cancelled their account (closed, opt-out, etc.), or an animal may have been removed (deleted, etc).


If an organization's account has been closed since the updatedAfter date/time, or the organization has opted-out of sharing information with you, the data will include the following:

```
<org>
<orgID>123<orgID>
<status>Inactive<status>
</org>
```

If an animal has been deleted or otherwise removed and needs to be deleted from your data, the XML data will include the following:

```
<pet>
<animalID>321<orgID>
<status>Deleted<status>
</pet>
```

It's important that all organization and animal data be removed from your local database as promptly as possible. If an organization is removed, it's important that all animal data associated with that organization be removed as well.

 If an organization is no longer sharing information with you, the organization record will show as inactive in the API data. It is your responsibility to delete both the organization *and* animal data from your database.

Animal Data Fields

The following data fields are returned for each animal:

Field Name	Data Type	Description
orgID	Integer	Organization identifier to which this animal belongs
animalID	Integer	The API's primary identifier for the animal
status	Char(15)	Animal's status (Available, Adopted)
lastUpdated	Unix Timestamp	Timestamp of the last update of this animal
rescueID	Char(25)	Organization's provided identifier
name	Char(50)	Animal's name

summary	Char(200)	The animal's summary (short description)
species	Char(15)	Species (Cat, Dog, etc)
breed	Char(250)	Breed string including primary, secondary, mix and coat length
primaryBreed	String	Primary breed
secondaryBreed	String	Secondary breed
sex	Char(6)	Gender (Male, Female)
mixed	Char(3)	Pure bred information (Yes, No)
dogs	Char(10)	Good with dogs (Yes, No)
cats	Char(10)	Good with cats (Yes, No)
kids	Char(10)	Good with kids (Yes, No)
declawed	Char(10)	Declawed (Yes, No)
housetrained	Char(10)	Housetrained (Yes, No)
age	Char(45)	Animal's age (Baby, Young, Adult, Senior)
specialNeeds	Char(3)	Special Needs (Yes, No)
altered	Char(3)	Spay/Neutered status (Yes, No)
size	Char(10)	Size (Small, Medium, Large, X-Large)
uptodate	Char(3)	Up-to-date on vaccinations (Yes, No)
color	Char(200)	Coat color
coatLength	Char(20)	Coat length (Short, Medium, Long)
pattern	Char(50)	Coat pattern
courtesy	Char(3)	Courtesy listing (Yes, No)
found	Char(3)	Was the animal found (Yes, No)
foundDate	Date	Date the animal was found
foundZipcode	Char(10)	Zip/postal code where the animal was found
locationZipcode	Char(10)	Animal's location zip/postal code
killDate	Date	The date the animal will be killed/euthanized
killReason	Char(45)	The reason the animal will be killed/euthanized
description	Text	Animal's description
okWithAdults	String	Good with adults (All, Men Only, Women Only, unknown/blank)
obedienceTraining	String	Obdience Training (Needs Training, Has Basic Training, Well Trained, unknown/blank)
ownerExperience	String	Owner experience required (None, Breed, Species, unknown/blank)
exerciseNeeds	String	Exercise needs (Not Required, Low, Moderate, High, unknown/blank)
energyLevel	String	Energy level (Low, Moderate, High, unknown/blank)
activityLevel	String	Activity Level (Not Active, Slightly Active, Moderately Active, Highly Active, unknown/blank)
earType	String	The pet's ear type (docked, etc)
eyeColor	String	The pet's eye color (brown, mixed, etc)
tailType	String	The pet's tail type (curled, etc)
groomingNeeds	String	Grooming Needs (Not Required, Low, Moderate, High, unknown/blank)
yardRequired	String	Yard required (Yes, No, unknown/blank)

fence	String	Fence required (Not Required, Any Type, 3 foot, 6 foot, unknown/blank)
shedding	String	Shedding amount (None, Moderate, High, unknown/blank)
newPeople	String	Good with new people (Agressive, Protective, Cautious, Friendly, unknown/blank)
vocal	String	Likes to vocalize (Quiet, Some, Lots, unknown/blank)
olderKidsOnly	String	Older/considerate kids only (Yes, blank)
noSmallDogs	String	Not good with small dogs (Yes, blank)
noLargeDogs	String	Not good with large dogs (Yes, blank)
noFemaleDogs	String	Not good with female dogs (Yes, blank)
noMaleDogs	String	Not good with male dogs (Yes, blank)
oKForSeniors	String	Good for seniors/elderly (Yes, blank)
hypoallergenic	String	Hypoallergenic (Yes, blank)
goodInCar	String	Good in a car (Yes, blank)
leashtrained	String	Leash trained (Yes, blank)
cratetrained	String	Crate trained (Yes, blank)
fetches	String	Likes to fetch (Yes, blank)
playsToys	String	Likes to play with toys (Yes, blank)
swims	String	Likes to swim (Yes, blank)
lap	String	Likes to be in your lap (Yes, blank)
oKWithFarmAnimals	String	Good with farm animals (Yes, blank)
drools	String	Drools Expressively (Yes, blank)
apartment	String	Apartment appropriate (Yes, blank)
noHeat	String	Heat sensitive (Yes, blank)
noCold	String	Cold sensitive (Yes, blank)
protective	String	Protective/territorial (Yes, blank)
escapes	String	Tries to escape (Yes, blank)
preditory	String	Preditory (Yes, blank)
hasAllergies	String	Has allergies (Yes, blank)
specialDiet	String	Special diet required (Yes, blank)
ongoingMedical	String	Ongoing medical care needed (Yes, blank)
hearingImpaired	String	Hearing impaired (Yes, blank)
sightImpaired	String	Sight impaired (Yes, blank)
obedient	String	Obedient (Yes, blank)
playful	String	Playful (Yes, blank)
timid	String	Timid/shy (Yes, blank)
skittish	String	Skittish (Yes, blank)
independent	String	Independent/aloof (Yes, blank)
affectionate	String	Affectionate (Yes, blank)
eagerToPlease	String	Eager to please (Yes, blank)
intelligent	String	Intelligent (Yes, blank)

eventempered	String	Even tempered (Yes, blank)
gentle	String	Gentle (Yes, blank)
goofy	String	Goofy (Yes, blank)
pic1	Char(1000)	URL for full-sized picture #1
pictmn1	Char(1000)	URL for picture #1 thumbnail
pic2	Char(1000)	URL for full-sized picture #2
pictmn2	Char(1000)	URL for picture #2 thumbnail
pic3	Char(1000)	URL for full-sized picture #3
pictmn3	Char(1000)	URL for picture #3 thumbnail
pic4	Char(1000)	URL for full-sized picture #4
pictmn4	Char(1000)	URL for picture #4 thumbnail
video1	Char(1000)	The video filename for the uploaded video (accessible via videos.rescuegroups.org)
videoUrl1	Char(1000)	YouTube video URL
contactName	Char(50)	The name of the contact for this animal
contactEmail	Char(50)	Email address for the animal's contact
contactCellPhone	Char(14)	Cell phone number for the animal's contact
contactHomePhone	Char(14)	Home phone number for the animal's contact
petURL	Char(1000)	URL/web page specific to this pet

Animal Data Example

The following is example data set returned from the API for one animal:

```

<pet>
<orgID>22</orgID>
<animalID>358512</animalID>
<status>Available</status>
<lastUpdated>1209558755</lastUpdated>
<rescueID/>
<name>Glory Blu</name>
<summary>Test Summary</summary>
<species>Dog</species>
<breed>Pointer / Labrador Retriever / Mixed (short coat)</breed>
<primaryBreed>Pointer</primaryBreed>
<secondaryBreed>Labrador Retriever</secondaryBreed>
<sex>Female</sex>
<mixed>Yes</mixed>
<dogs>Yes</dogs>
<cats/>
<kids/>
<declawed/>
<housetrained>Yes</housetrained>
<age>Young</age>
<specialNeeds/>
<altered>Yes</altered>
<size>Medium</size>
<uptodate>Yes</uptodate>
<color>Black with Gray or Silver</color>
<coatLength>Short</coatLength>
<pattern>Black with Gray or Silver</pattern>
<courtesy>Yes</courtesy>
<found/>
<foundDate/>
<foundZipcode/>
<locationZipcode/>
<killDate/>
<killReason/>
<description>Again, not a great shot of our beautiful girl but I hope you can see by her other
pictures below her deep love of people and particularly men! She has the most stunning ice blue eye
and a huge fleck of the same color in the other eye. Her coat is very short and shiny. She looks
like a black diamond\!<br /><br />She must have a 6 foot fence or
[www.petstop.com|http://www.petstop.com/] since she is so agile she has jumped over a 5 foot
fence.</description>
<pic1>[http://dlihe8iurr5ss7.cloudfront.net/fullsize/s22a358512m1113098.jpg]</pic1>
<pictmn1>[http://dlihe8iurr5ss7.cloudfront.net/thumbnails/s22a358512m1113098.jpg]</pictmn1>
<pic2>[http://dlihe8iurr5ss7.cloudfront.net/fullsize/s22a358512m1020747.gif]</pic2>
<pictmn2>[http://dlihe8iurr5ss7.cloudfront.net/thumbnails/s22a358512m1020747.gif]</pictmn2>
<pic3>[http://dlihe8iurr5ss7.cloudfront.net/fullsize/s22a358512m1020749.gif]</pic3>
<pictmn3>[http://dlihe8iurr5ss7.cloudfront.net/thumbnails/s22a358512m1020749.gif]</pictmn3>
<video1/>
<videoUrl1/>
<contactName/>
<contactEmail/>
<contactCellPhone/>
<contactHomePhone/>
<petUrl>[http://www.lostandfounddogrescue.org/animals/detail?AnimalID=358512]</petUrl>

```

Organization Data Fields

The following data is provided for each organization. An empty XML element is used if the field is blank (e.g., <field/>).

Field Name	Data Type	Description
orgID	Integer	Primary identifier for the organization
status	Char(10)	Organization account status (Active, Inactive)
name	Char(200)	Organization name

address	Char(100)	Street Address (public)
city	Char(50)	City
state	Char(2)	State
zip	Char(10)	Zip/postal code with plus4
country	Char(50)	Country
phone	Char(20)	Organization's primary phone number
fax	Char(20)	Organization's fax number
email	Char(100)	Organization's email address
orgurl	Char(200)	URL/web link for the organization (i.e., their web site)
facebookURL	Char(100)	URL/web link for the organization's Facebook page
orgType	Char(45)	Organization type (Rescue, Shelter)
orgSpecies	Char(150)	Information concerning the species the organization supports
serveAreas	Text	Areas the organization serves
adoptionProcess	Text	The organization's adoption process
nonprofitStatus	Char(3)	Is the organization a non-profit

Organization Data Example

The following is example data set returned from the API for one organization:

```

<org>
<orgID>637</orgID>
<status>Active</status>
<name>Happy Tails Rescue and Rehabilitation</name>
<address/>
<city>Laguna Niguel</city>
<state>CA</state>
<zip>92677-1243</zip>
<country>United States</country>
<phone>(949) 431-6492</phone>
<fax/>
<email>happytailsrr@yahoo.com</email>
<orgurl>[http://happytailsrr.org/]</orgurl>
<orgType>Rescue</orgType>
<orgSpecies>dogs, cats</orgSpecies>
<serveAreas/>
<adoptionProcess/>
<about/>
<meetPets/>
<services>adoptions</services>
</org>

```

Example Requests

Following are a few examples of requests you can make with the RescueGroups.org animal data API. In these examples the assigned key is "abcdef." You will need to use the API key that was assigned to you.

Get all organizations (automatic limit 500):

```
http://api.rescuegroups.org/rest/?key=abcdef&type=orgs
```

Get all organizations updated since midnight 9/18/07:

```
http://api.rescuegroups.org/rest/?key=abcdef&type=orgs&updatedAfter=1190073600
```

Get the first 100 organizations:

```
http://api.rescuegroups.org/rest/?key=abcdef&type=orgs&limit=100
```

Get the second page of 100 organizations:

```
http://api.rescuegroups.org/rest/?key=abcdef&type=orgs&limit=100&startPage=2
```

Get all animals updated since midnight 9/18/07:

```
http://api.rescuegroups.org/rest/?key=abcdef&type=animals&updatedAfter=1190073600
```

Get the first 100 animals:

```
http://api.rescuegroups.org/rest/?key=abcdef&type=animals&limit=100
```



The API will automatically impose a 500 record limit to all API results.

SOAP API

The SOAP API will allow organizations, adoption listing websites and service providers to access data stored in the RescueGroups.org system. This feature is currently under development and is considered BETA.

SOAP Organizations

Organizations Search Operation

search()

Description

Searches for animal welfare organizations using the provided information.

Permission Required

None

Expects

In addition to the [authentication parameters](#), the API call may contain the following values:

data array of:

searchData array of:

resultStart int

The record number to start the results

resultLimit int

The maximum number of records to return

resultSort string

The column to sort by, one of: name, distance

resultSortOrder string

The order by which to sort the results, one of: asc, desc

filters array of:

location string

The zip/postal code to use for the distance calculations

distance int

The number of miles (radius) for the organization filter

Returns

In addition to the [basic status and messages values](#), the results array contains the following value:

organizations array of:

orgID int

The Org ID (unique identifier) for the organization

name string

The organization's full name

address string

The street address for the organization

city string

The city for the organization's primary location

state string

The state for the organization

postal string

The organization's postal code

plus4 string

The organization's zip plus 4

distance int

The distance from the provided location postal code (calculated from postal code)

country string

The organization's country (United States, etc)

phone string

The organization's main phone number

fax string

The organization's main fax number

email string

The main email address for the organization

orgURL string

The organization's primary website URL

facebookURL string

The organization's Facebook URL

serveAreas string

The physical areas that the organization supports

adoptionProcess string

The organization's adoption process

about string

A brief description of the organization, its mission, etc

services string

The type of services the organization provides (adoptions, spay/neuter, etc)

meet string

Information regarding how a member of the public could meet the organization's adoptable pets

type string

The type of organization (rescue, shelter)

species string

The species that the organization supports

SOAP Animals

Animals Breeds Operation

breeds()

Description

Retrieves all available breeds for the provided species.

Permission Required

None

Expects

In addition to the [authentication parameters](#), the API call should contain the following value:

data array of:

species string*

The species for the breed list

Returns

In addition to the [basic status and messages values](#), the results array contains the following value:

breeds array of

breedID int

The breed ID for the breed

species string

The species

breed string

The breed

Animals Colors Operations

colors()

Description

Retrieves all available colors for the specified species.

Permission Required

None

Expects

In addition to the [authentication parameters](#), the API call should contain the following value:

data array of:

species string*

The species by which to filter the colors list

Returns

In addition to the [basic status and messages values](#), the results array contains the following value:

colors array of

colorID int

The color ID of the color

species string

The species

color string

The color

Animals Patterns Operations

patterns()

Description

Retrieves all available patterns for the specified species.

Permission Required

None

Expects

In addition to the [authentication parameters](#), the API call should contain the following value:

data array of:

species string*

The species by which to filter the patterns list

Returns

In addition to the [basic status and messages values](#), the results array contains the following value:

patterns array of

patternID int

The pattern ID for the pattern

species string

The species

pattern string

The pattern

Animals Search Operation

search()

Description

Searches for animals using the provided information.

Permission Required

None

Expects

In addition to the [authentication parameters](#), the API call may contain the following values:

data array of:

searchData array of:

resultStart int

The record number to start the results

resultLimit int

The maximum number of records to return

resultSort string

The column to sort by, one of: name, distance, age, breed

resultSortOrder string

The order by which to sort the results, one of: asc, desc

filters array of:

statuses string

The animal statuses to include in the results (ex, Available)

sex string

The animal gender to filter the results by

age string

The animal age to include

breed string

The animal breed to include

location string

The postal/zip code to use for the distance calculation

distance int

The number of miles (radius) for the animal search.

orgID int

The Org ID to use to filter the animal search results.

keywords string

A single or multi-word string to search animals (currently searches the following RescueGroups.org fields: Name, OtherNames, RescueID, Color, Species and Breed). For example, "black lab."

Returns

In addition to the [basic status and messages values](#), the results array contains the following value:

organizations array of:

orgID int

The Org ID that for the organization that manages the animal data

animalID int

The Animal ID (unique identifier) for the animal

status string

The animal's status (ex, Available, Adopted, etc)

lastUpdated string

The date/time of the last animal update

rescueID string

The organization provided ID for this animal

name string

The animal's name

summary string

A summary of the animal (short description)

species string

The species (ex, Dog, Cat, Horse)

breed string

The animal's full breed string, which includes mixed and coat length

primaryBreed string

The animal's primary breed string

secondaryBreed string

The animal's secondary breed string

sex string

The animal's gender (ex, Male, Female)

mixed string

If the animal is a mixed breed, one of: Yes, No

dogs string

Good with dogs, one of: Yes, No

cats string

Good with cats, one of: Yes, No

kids string

Good with kids, one of: Yes, No

declawed string

If the animal is declawed, one of: Yes, No

housetrained string

If the animal is housetrained, one of: Yes, No

age string

The animal's general age, one of: Baby, Young, Adult, Senior, blank

altered string

If the animal is altered, one of: Yes, No

size string

The animal's general size, one of: Small, Medium, Large, X-Large

uptodate string

If the animal is up-to-date with scheduled vaccinations, one of: Yes, No

color string

The animal's color string

coatLength string

The animal's coat length, one of: Short, Medium, Long, blank

pattern string

The animal's coat pattern

courtesy string

If the animal is a courtesy listing, one of: Yes, No

found string

If the animal is found, one of: Yes, No

foundDate string

The date the animal was found

foundZipcode string

The zip/postal code where the animal was found

locationZipcode string

The zip/postal code where the animal is currently located

distance string

The distance to the animal's location from the provided location

killDate string

The date the animal is scheduled to be killed

killReason string

The reason the animal is scheduled to be killed

description string

The full animal description (HTML)

contactName string

The name of the animal's contact

contactEmail string

The email address for the animal's contact

contactCellPhone string

The cell phone number for the animal's contact

contactHomePhone string

The home phone number for the animal's contact

petURL string

The URL to the animal's web page

media array of:

type string

The type of animal media, one of: Image, YouTube Video

class string

The media class, one of: Fullsize, Thumbnail, blank

url string

The web URL for the animal media

Animals Species All Properties Operation

speciesAllProperties()

Description

Retrieves all available colors, patterns and breeds for the specified species.

Permission Required

None

Expects

In addition to the [authentication parameters](#), the API call should contain the following value:

data array of:

species string*

The species by which to filter the breeds, colors and patterns lists

Returns

In addition to the [basic status and messages values](#), the results array contains the following value:

properties array of

breeds array of

breedID int

The Breed ID for the breed

species string

The species

breed string

The breed value

colors array of

colorID int

The Color ID for the color

species string

The species

color string

The color value

patterns array of

patternID int

The Pattern ID for the pattern

species string

The species

pattern string

The pattern value

Animals Species Operation

species()

Description

Retrieves all available species.

Permission Required

None

Expects

There are no expected values other than the [authentication parameters](#).

Returns

In addition to the [basic status](#) and [messages values](#), the results array contains the following value:

species array of

species string

The species

plural string

The plural form of the species

singularYoung string

The singular form of the young (offspring) of the species

pluralYoung string

The plural form of the young (offspring) of the species

SOAP Searches

When performing a search with SOAP you may use a combination of the following parameters to limit your search results:

- **data** (array): see data below
- **filters** (array of arrays): see filters below

data


- **resultStart** (int): The record number to start the results
- **resultLimit** (int): The maximum number of records to return
- **resultSort** (string): The result data field to sort by (see the search operation for possible fields)
- **resultSortOrder** (string): The order by which to sort the results, one of: asc, desc

filters

- **fieldName** (string): The field to use for the filter (see the search operation for possible fields)
- **operation** (string): The operation to use to determine rows to return, one of: equals, in
- **criteria** (array of strings): The value(s) to use for the filter

SOAP API Calls

Each of your calls to the SOAP API may provide the following data. The rgUsername, rgPassword and siteID values are only required if you are accessing private data or performing updates, although they can be provided with every API call for simplicity (the values will be verified but not used if they are not required).

 Currently there are no API calls that use the rgUsername, rgPassword or siteID values.

- **rgUsername** (string): The RescueGroups.org account user name to use for the API call. The user name must have sufficient access to perform the API function, as well as the API role. If rgUsername is not provided the API call will run with public access only.
- **rgPassword** (string): The RescueGroups.org account password for the rgUsername. The password must be valid for the rgUsername provided. If rgPassword is not provided the API call will run with public access only.
- **apiKey** (string): The RescueGroups.org API key for the call. The key must be a valid, active API key.
- **siteID** (int): The RescueGroups.org Site ID to be used for the API call. The rgUsername provided must have sufficient permission to perform the requested action for the given siteID. If siteID is not provided the API call will run with public access only.
- **data** (array): An array containing the data needed for the API call. Each operation will specify what data is expected, and which values are required.

SOAP Results

Each API operation will return the same results structure.

- **status** (string): The result of the request. If the call completed successfully without a critical error, the status will be OK. If the value is anything other than OK, there was a critical error and the call could not be completed. In addition to checking for SOAP faults, your application should also check for any results with a status other than OK.
- **messages** (array): See messages definition below.
- **return** (array): The return array contains values specific to the API call. Each object returns a different set of data in the return array, so refer to each object's documentation for specific details.

messages

The messages array may be included in your SOAP results if our system experienced an error or has information to provide with your results.

- **messageField** (string): Contains the name of the data field that experienced an error. This value is used primarily for data validation. For example, if you provide a value that is not valid for the field, you will receive an error message and the messageField will specify the field that had the error. This field is not required, and is only provided in event that the message is concerning a specific field.
- **messageType** (string): Specifies the type of message and will be one of: Error, Informational.
- **messageDetail** (string): The human friendly explanation of the message. The messageDetail is generally intended to be displayed to the user since it may contain specific information regarding the issue, for example, why a value is not valid or a detailed description of the error that was encountered.

SOAP API Data Formats

The following is information concerning the data formats expected for data being sent to the SOAP API, as well as the format that will be returned from the API.

- **date:** Dates use the SOAP string data type. The format for all dates should be MM/DD/YYYY.
- **datetime:** Dates with time data also use the SOAP string data type. The format for all datetime values should be MM/DD/YYYY HH:MM:SS. Eastern time zone is used for all datetime values.
- **money:** All money values use the SOAP double data type. The money format should be 0.00 (two decimal places).

SOAP API Examples

We've put together a very straight-forward sample file that performs a basic animal search. You can view the PHP sample file (which uses NuSOAP) here:

http://d2t87sdm34duvw.cloudfront.net/files/soap_examples.php.txt

Copy of Pet Adoption iFrame (Facebook)



Where do I find it?

You can find the [Pet Adoption iFrame](#) page by going to **Features > Pet Adoption iFrame**

The following instructions will guide you through creating a Facebook "app" so that you can display your adoptable pets on your Facebook page.

- The iFrame for Facebook is **completely and totally free** for the users of any of our services.
- As your pet list is updated on your RescueGroups.org service, your pet list will automatically updated on your Facebook page.



The Facebook iFrame is designed to be used in Facebook only. If you want to display your adoptable pets on your rescue/shelter's website we would recommend that you use the [Pet Adoption Toolkit](#).

Need help creating a Facebook page or installing the iFrame?

We do offer options for you if you'd like our help getting your organization's Facebook page setup, or the iFrame added to your existing page. You can see those options on our [pricing page](#).

Special thanks to Angels in Fur for letting us use their app install in our example below.



Please Note: This will NOT work with a basic user Facebook page or a Facebook "Group". It will only work with a Facebook Page (previously called a Fan page).

You can create one on Facebook [here](#). If you are unsure, feel free to [contact us](#) first. You also need to be a Page Admin on your organizations Facebook Page.

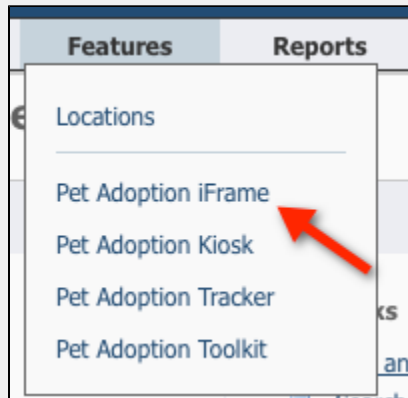
Step 1: Getting your RescueGroups.org iFrame Information

First you'll login to your RescueGroups.org account to retrieve the information you will need to create the iFrame on Facebook.



This feature is available to Site Admin's.

- **Login** to your account at manage.rescuegroups.org
- Click on **Features > Pet Adoption iFrame**



- You will then see the **links** you will **paste into the App on Facebook**.
- You will return to this page later.

Pet Adoption iFrame URLs for Facebook

[New Messages \(13\)](#)

Use the URLs below, along with the instructions in [this User Guide article](#) to build a Facebook Application to show your organization's adoptable pets on your Facebook page.

Select a Species

Canvas URL <http://toolkit.rescuegroups.org/iframe/fb/v1.0/?ids=1637&species=>

Secure Canvas URL <https://toolkit.rescuegroups.org/iframe/fb/v1.0/?ids=1637&species=>

Tab URL <http://toolkit.rescuegroups.org/iframe/fb/v1.0/?ids=1637&species=>

Secure Tab URL <https://toolkit.rescuegroups.org/iframe/fb/v1.0/?ids=1637&species=>

Copy and paste these to the facebook canvas settings page.



Tip: Leave this browser window open so you can copy and paste these urls into Facebook.

Open a new browser window or browser tab to continue with the Facebook instructions below.

Step 2: Becoming Authorized on Facebook to Add the App

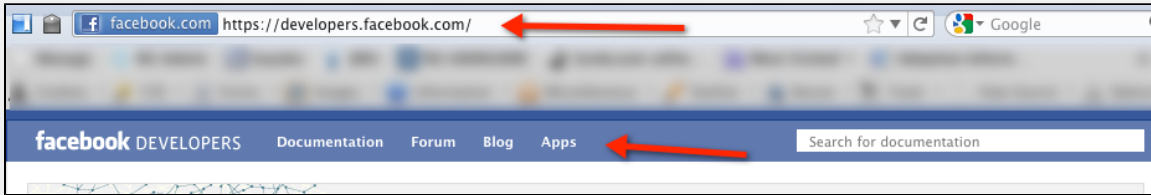
Creating and installing the iFrame is done in three steps.

1. First you need to be **"verified" by Facebook** to use the **developer tool**. This is a security measure from Facebook to ensure you are not a robot and that you are not adding a malicious app.
2. Then you'll **create the app** that displays the iFrame.
3. Then **add the App** with the iFrame to your **organizations Facebook page**.

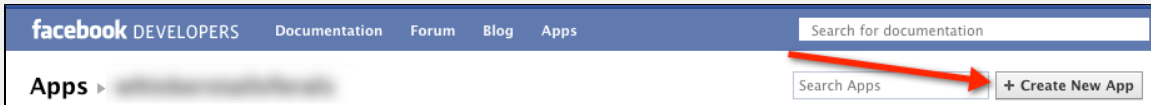


The information below is for once you have been approved as a developer and can create and add the iFrame app.
Note: Because Facebook changes their process often, you may need to consult their help guides on how to be authorized.

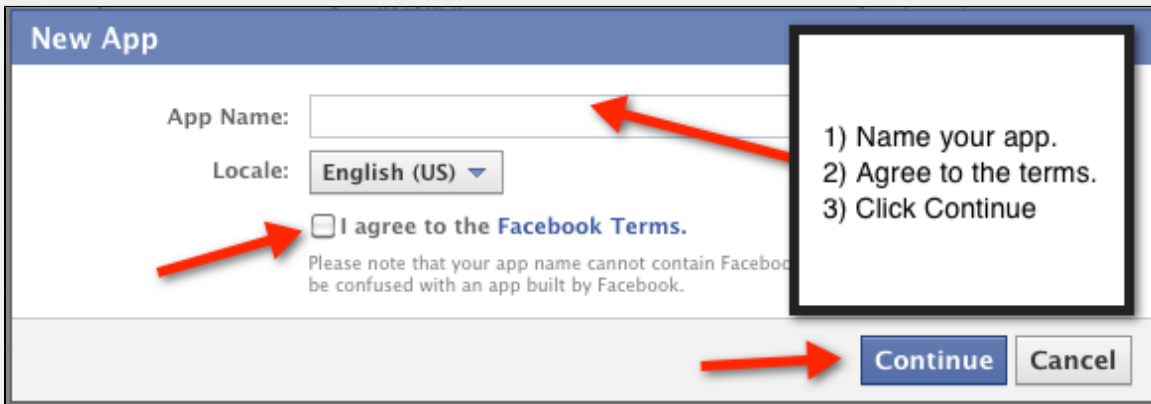
- Go to the **Facebook developers page**: <https://developers.facebook.com>
- Click on **Apps**.



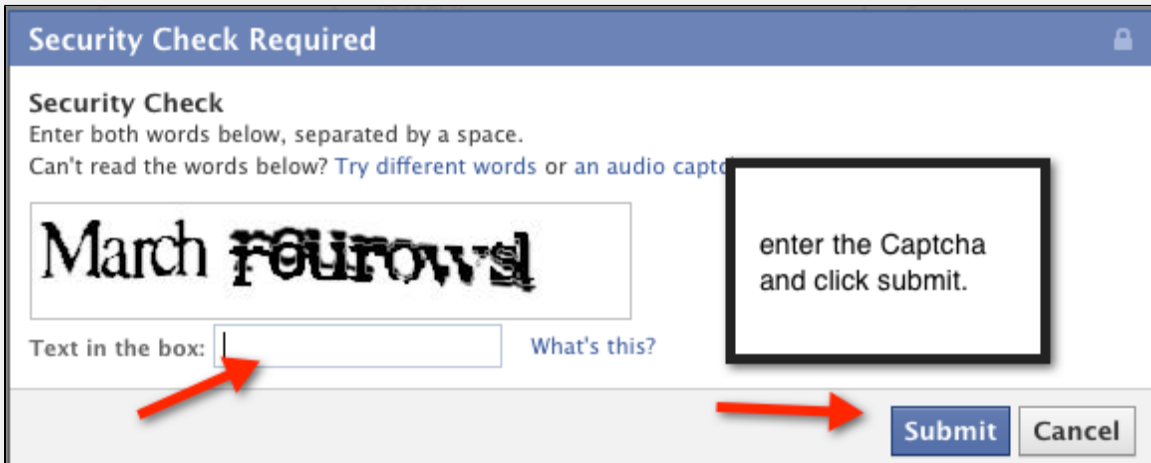
- Click **Create New App**



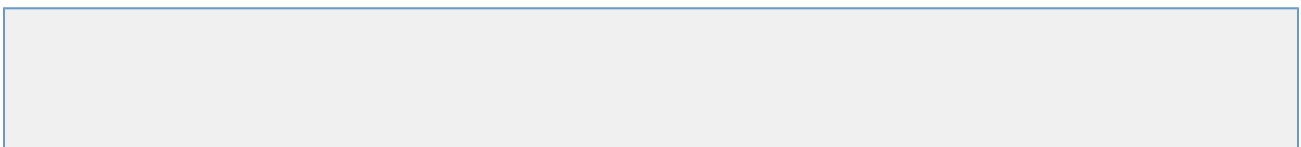
- **Name** your app.
- **Agree** to the terms
- Click **Continue**



- Enter the **Captcha**
- Click **Submit**



3) Step 3: Creating the iFrame App on Facebook



- Click on **Basic Info**
- Add an **icon**. *Tip: You can do this later*
- Add your **email address**
- Enter the **privacy url**: <http://www.rescuegroups.org/privacy>
- Click **Save Changes**

Apps > **angelsinfurdogrescue** > **Basic Info**

About

Basic Info

Roles

Advanced

Web

On Facebook

Mobile

Related links

View Insights

Promote with an Ad

Translate your App

View App Profile Page

Submit to Search

App Info

App ID: 131609950259247

App Secret: 9b925f00ee3770ad8cff5892f00bf3b5 (reset)

Basic Info

App Name: [?]

Description: [?]

Locale: [?]

Category: [?]

App Images

Icon: [?] [Change your icon](#)

Logo: [?] [Change your logo](#)

Contact Info

Contact Email: [?]
Required: Primary Developer Contact

Privacy Policy URL: [?]
Required: All apps must have a privacy policy URL

Terms of Service URL: [?]

User Support Email: [?]

User Support URL: [?]

[Save Changes](#)

For this next step, you'll use the information from **Step 1**.

- Click **On Facebook**
- Click **Canvas Settings**
- Give your **app a short url**
- **Tab Name** is what you'd like the public to see/click on your facebook page.
- Now use the **information from Step 1** here for the **Canvas, Secure Canvas, Tab, and Secure Tab url's**.
- Click **Save Changes**

facebook DEVELOPERS Documentation Forum Blog Apps Search for documentation

Apps ▶ angelsinfurdogrescue ▶ Canvas Settings

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Promote with an Ad

Translate your App

View App Profile Page

Canvas Settings

Apps on Facebook

Build your app on Facebook and deeply integrate into the core Facebook experience. Your app can integrate with many aspects of Facebook, including the News Feed and Notifications.

Learn more about Apps on Facebook

App Info

App ID: 131609950259247

App Secret: 9b925f00ee3770ad8cff5892f00bf3b5 (reset)

Canvas

Canvas Page: [?] /

Required: URL for your app

Canvas URL: [?] /

Required: URL to pull content for your app

Secure Canvas URL: [?] /

Required: SSL Cert by October 1, 2011

IFrame Size: [?] Show scrollbars Auto-resize

Select "Auto-resize" to grow to the height of your app's content

Bookmark URL: [?]

Optional: Defaults to Canvas Page

Discovery

Social Discovery: [?] Enabled Disabled

Tabs

Tab Name: [?]

Required: Page app title on Facebook

Tab URL: [?] /

Required: URL to pull content for your Page app

Secure Tab URL: [?] /

Required: SSL Cert by October 1, 2011

Edit URL: [?]

your app url on facebook.
there is a limit to how many characters you can type.

canvas url and secure canvas url are from your rescuegroups.org account Features > Facebook iFrame

name your tab this is what will appear on your facebook page for users to click

tab url and secure tab url are from your rescuegroups.org account Features > Facebook iFrame

Step 4: Adding the iFrame App to Your Facebook Organization Page



Facebook has made another update that makes the process of adding the app to your page. Hopefully they will make this part easier soon.

Here is how to add the app to your organization's Facebook Page:

`https://www.facebook.com/dialog/pagetab?app_id=YOUR_APP_ID&next=YOUR_URL`

Now that you've created the App, you'll add it to your organizations Facebook page.

- Click **View App Profile Page**

Apps ▶ angelsinfurdogrescue ▶ Canvas Settings

About

Web

On Facebook >

Canvas Settings

Credits

Mobile

Related links

[View Insights](#)

[Promote with an Ad](#)

[Translate your App](#)

[View App Profile Page](#)

[Submit to Search](#)

click view app profile page

Changes saved. Note that your changes may take **several minutes** to propagate to all servers.



Apps on Facebook

Build your app on Facebook and deeply integrate into the core Facebook experience. Your app can integrate with many aspects of Facebook, including the News Feed and Notifications. [Learn more about Apps on Facebook](#)

App Info

App ID: 131609950259247

App Secret: 9b925f00ee3770ad8cff5892f00bf3b5 ([reset](#))

Canvas

Canvas Page: [?] <http://apps.facebook.com/angelsinfur/>

Required: URL for your app

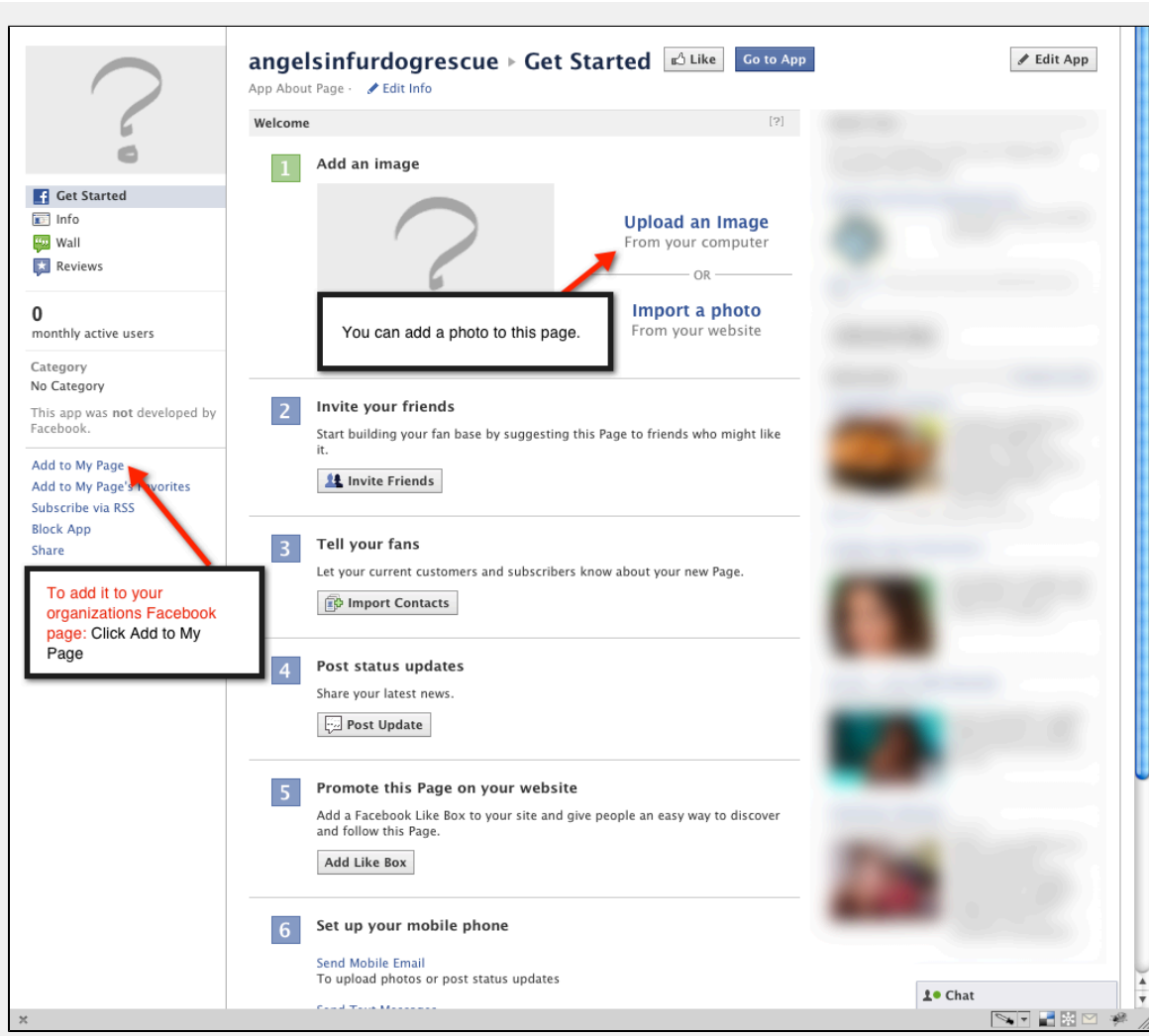
Canvas URL: [?] <http://toolkit.rescuegroups.org/iframe/fb/v1.0/?ids=1>

Required: URL to pull content for your app

Secure Canvas URL: [?] <https://toolkit.rescuegroups.org/iframe/fb/v1.0/?ids=>

Required: SSL Cert by October 1, 2011

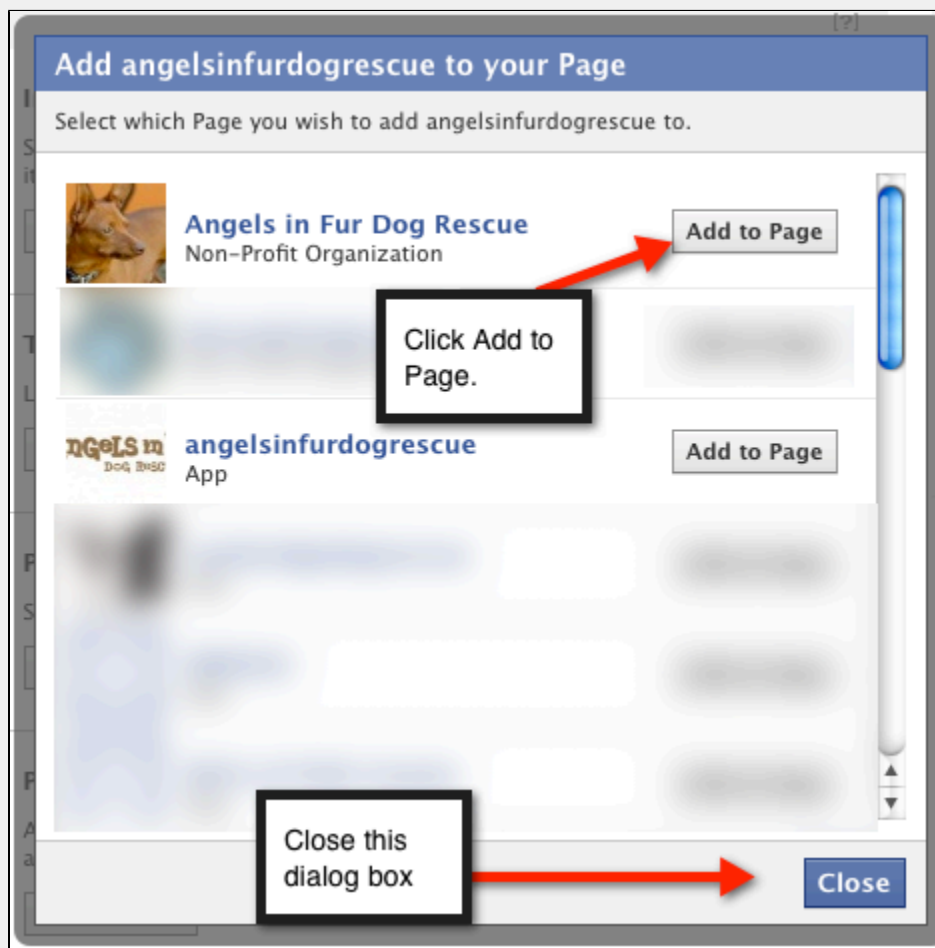
- Click **Add to My Page**
- You can upload another photo here, but it's optional.



To add it to your organizations Facebook page: Click Add to My Page

You can add a photo to this page.

- Select **Add to Page**.
- If you are a Page Admin for multiple organizations, be sure to select the correct page to add the app on.



- Go to your **organization's Facebook page**
- You should see the app on the left side.



Inventory



Where do I find it?

You can find the [Inventory](#) page by going to **Features > Inventory**.

▼ [Click here for information on permissions](#)

The following actions are available for Inventory Items with the specified service and user roles:

Action	Description	Services	User Roles
View	Able to view Inventory Items	Web Site Data Management	Inventory Admin
Add	Able to add Inventory Items	Web Site Data Management	Inventory Admin
Edit	Able to edit Inventory Items	Web Site Service Data Management	Inventory Admin
Delete	Able to delete Inventory Items	Web Site Service Data Management	Inventory Admin

Adding an inventory item

Deleting an inventory item

Inventory Loaners



Where do I find it?

You can find the [Inventory Loaners](#) page by going to Features > Inventory and clicking the Inventory Loaners button.

▼ [Click here for information on permissions](#)

The following actions are available for Contact Inventory Loaners with the specified service and user roles:

Action	Description	Services	User Roles
View	Able to view Inventory Loaners	Data Management Web Site	Contact Add Contact Admin
Add	Able to add Inventory Loaners	Data Management Web Site	Inventory Admin
Edit	Able to edit Inventory Loaners	Data Management Web Site	Inventory Admin
Delete	Able to delete Inventory Loaners	Data Management Web Site	Inventory Admin

Locations



Where do I find it?

You can find the [@locations](#) page by going to Features > Locations.

▼ [Click here for information on permissions](#)

The following actions are available for Locations with the specified service and user roles:

Action	Description	Services	User Roles
View	Able to view locations	Pet Adoption Portal Web Site Service Data Management	Any (Volunteer)
Add	Able to add locations	Pet Adoption Portal Web Site Service Data Management	Animal Add Event Admin
Edit	Able to edit locations	Pet Adoption Portal Web Site Service Data Management	Animal Add Event Admin
Delete	Able to delete locations	Pet Adoption Portal Web Site Service Data Management	Animal Add Event Admin

Listed below is a definition of some of the Locations fields:

- **Name:*** The name of the location
- **Web Link:** A URL for the location
- **Address:** The street address of the location
- **City:** The location's city

- **State:** The location's state
- **Zip/Postal Code:*** The location's zip or postal code
- **Country:** The location's country
- **Phone:** The phone number for the location
- **Extension:** The phone extension for the location

Locations are used to specify the specific address or zip/postal code of an event or animal. Locations are used primarily with Events and Animals.

Using locations with events

When you add an Event, you can specify the location of the event. Visitors to your web site will be able to find the event through Yahoo Maps and the location address you have entered.

Using locations with animals

Select a location when you are adding or editing an animal. If you do, and you chose to make the location public, the location information will appear on the animal's detail page. This helps encourage your visitors to go visit and meet your animals.

It's also very advantageous to select locations even if they are just zip/postal codes and not complete a complete address. The animal's location is sent with the animal data to the adoption listing web sites so that they can more accurately locate animals that are within a distance radius of the potential adopter.

Adding a location

Editing a location

Deleting a location

News



Where do I find it?

You can find the [News Articles](#) page by going to Features > News Articles.

▼ [Click here for information on permissions](#)

The following actions are available for News with the specified service and user roles:


Action	Description	Services	User Roles
View	Able to view the News Articles	Web Site Service Data Management	Any (Volunteer)
Add	Able to add News Articles	Web Site Service Data Management	News Admin
Edit	Able to edit News Articles	Web Site Service Data Management	News Admin
Delete	Able to delete News Articles	Web Site Service Data Management	News Admin

You can add News items to your web site to keep your visitors informed of what is happening in your organization.


Your visitors can also choose to receive e-mail alerts when you add new news items (on their My Options page).

When you are working with news articles you have the following fields available:

- **Title:*** The title of the news article.
- **Description:*** The text of the new article.
- **Date:*** The date you want to use for the news article.

 The most recent news articles (by the date you provide) are shown at the top of the News page.


Adding a news article

 **Where do I find it?**
You can find the [Add a News Article](#) page by going to **Features > News Articles** and clicking Add an Article.

Editing a news article

Deleting a news article

News Settings


 **Where do I find it?**
You can find the [News Settings](#) page by going to **Features > News Articles** and clicking the **Settings** button.


The following are the configuration settings for the News feature.

News Articles feature

Select if you would like to enable or disable the News Articles feature of your website service. | W |

Online Forms

 **Where do I find it?**
You can find the [Online Forms](#) page by going to **Features > Online Forms**.

 The Online Forms feature is only available with the RescueGroups.org Website Service.

▼ [Click here for information on permissions](#)

The following actions are available Online Forms with the specified service and user roles:


Action	Description	Services	User Roles
View	Able to view Online Submitted Online Forms.	Web Site	Online Form User, Online Form Reviewer, Online Form Manager, Online Form Admin
Add	Able to add an Online Form	Web Site	Online Form Admin
Edit	Able to change the properties and questions of an Online Form.	Web Site	Online Form Admin
Edit Applicant Responses	Able to change an applicants answers on the submitted form.	Web Site	Online Form Admin

Delete	Able to delete an Online Form.	Web Site	Online Form Admin
Comment	Able to comment on completed online forms	Web Site	Online Form Reviewer, Online Form Manager, Online Form Admin
Print a Blank Form	Print a blank form of your online form.	Web Site	Online Form User, Online Form Reviewer, Online Form Manager, Online Form Admin.
Manage Settings	Able to manage the Online Form settings	Web Site	Online Form Admin

Online forms (primarily adoption forms) can be a huge time saver over paper or email forms.

Here are some of the major benefits to using online forms:

- The visitor can complete the form in sections (pages) and return to finish the form at a later time
- The entire form (questions and answers) stays on your website, and is not emailed or submitted in paper
- Volunteers are immediately alerted (via email) when a form is completed (*each volunteer needs to enable this alert*)
- Submitted forms are kept indefinitely
- You can easily add comments to a form, change a forms status, assign the form to a volunteer to follow up and track the progress of the form!


 You can create create as many forms as you need for your organization. Some common forms are Adoption Applications, Foster Applications and Volunteer Applications.


Keep in mind that when you create a form, your visitors will automatically be asked the following questions (basic contact information), without you having to create questions for them:

- First name
- Last name
- Address, City, State, Zip/Postal Code
- Home Phone
- Work Phone
- Cell Phone
- Fax
- Email Address

Your organization's forms will appear to the visitor on their Forms page and on your site menu.

If they have registered on your site, any forms they have started will appear on their My Rescue page.

 **Submitting a form for someone else**
You can submit a form for someone else by going to Contacts > Submitted Forms and clicking **Submit a Form**.

 **Receive Form Alerts**
Your volunteers must enable the option to receive an email alert when a visitor to your web site completes an online form. The option is available from **Services & Settings > My Settings > Email Alerts**

Creating Online Forms

Adding an online form

 **Where do I find it?**
You can find the [Add an Online Form](#) page by going to **Features > Online Forms** and clicking the **Add an Online Form** button.

When adding an online form you will be asked to provide the following information:

- **Form Name:*** Enter a name for the form. Your visitors will be able to identify the form by its name and type.

Example: Adoption Application

- **Form Type:*** Select the form type for this new form.
- **Is this a public form:*** You can choose if you want the form to be public or private. Public forms can be submitted by anyone who registers on your web site. Private forms are not available to your visitors unless you email them a link to the form. The form will not appear in the list of forms on the My Rescue web page.
- **Allow multiple submissions by one user:*** Should a single visitor be able to submit this form more than once? Keep in mind that a visitor can still register multiple user names and still submit the form multiple times.
- **Allow unregistered users to submit this form:*** Should your visitors be required to register and log in before they can submit this form, or should an unregistered user be able to submit the form?
- **Display all questions on one page:** You can choose if you want your entire form to be displayed on one web page or split up by pages? (Even if set to 'No', a visitor must be logged in to view the form on separate pages)
- **Submission fee:** If you have added items to your Online Store, you can select one of them to be a Form Fee (application fee) for this form. The user will be directed to the selected Online Store item when they submit the form. You should also add a sentence in the Form Comment so that the visitor knows they must pay an application fee.
- **Form submission comment:** The Form Submission Comment is the text that is emailed to the user when they submit the form.
- **Default Assignee:** You can choose which of your volunteers to assign Submitted Forms to by default for the form.
- **Alert Email Addresses:** You can specify email addresses to which Submitted Forms alerts should be sent. Multiple addresses can be entered, separated by a comma. (Any volunteer whose options are set to receive alerts for Submitted Forms, will still receive them.)
- **Reply to Email Address:** You can set an email address that submission emails are sent from and replied to.
- **Contact Fields:** Select which built-in contact fields to display and require on your forms.
- **Status:*** Select the status of the form -- if it should be enabled and accessible to the public, or if it should be disabled.

When you have entered the required information, click **Save Online Form**.

Editing an online form



Where do I find it?

You can **Edit an Online Form** by going to **Features > Online Forms** and clicking the **Edit** icon for your form.

When adding an online form you will be asked to provide the following information:

- **Form Name:*** Enter a name for the form. Your visitors will be able to identify the form by its name and type.

Example: Adoption Application

- **Form Type:*** Select the form type for this new form.
- **Is this a public form:*** You can choose if you want the form to be public or private. Public forms can be submitted by anyone who registers on your web site. Private forms are not available to your visitors unless you email them a link to the form. The form will not appear in the list of forms on the My Rescue web page.
- **Allow multiple submissions by one user:*** Should a single visitor be able to submit this form more than once? Keep in mind that a visitor can still register multiple user names and still submit the form multiple times.
- **Allow unregistered users to submit this form:*** Should your visitors be required to register and log in before they can submit this form, or should an unregistered user be able to submit the form?
- **Display all questions on one page:** You can choose if you want your entire form to be displayed on one web page or split up by pages? (Even if set to 'No', a visitor must be logged in to view the form on separate pages)
- **Submission fee:** If you have added items to your Online Store, you can select one of them to be a Form Fee (application fee) for this form. The user will be directed to the selected Online Store item when they submit the form. You should also add a sentence in the Form Comment so that the visitor knows they must pay an application fee.

- **Form submission comment:** The Form Submission Comment is the text that is emailed to the user when they submit the form.
- **Default Assignee:** You can choose which of your volunteers to assign Submitted Forms to by default for the form.
- **Alert Email Addresses:** You can specify email addresses to which Submitted Forms alerts should be sent. Multiple addresses can be entered, separated by a comma. (Any volunteer whose options are set to receive alerts for Submitted Forms, will still receive them.)
- **Reply to Email Address:** You can set an email address that submission emails are sent from and replied to.
- **Contact Fields:** Select which built-in contact fields to display and require on your forms.
- **Status:*** Select the status of the form -- if it should be enabled and accessible to the public, or if it should be disabled.

When you have entered the required information, click **Save Online Form**.

Deleting an online form

Activating an online form

You can **Activate** an Online Forms by clicking the **Edit online form** icon next to the Form Name on the Online Forms page.

You can switch the form between active and inactive at any time.

Deactivating an online form

Deactivated forms will not appear on form lists unless the visitor has already started to fill out the form.

Online Form Questions

The types can be:

Question Type	Description
Content	Selecting this type will allow you to enter Rich Text to display text and other content on your form. (This isn't really a question on the form; the user isn't given a space to enter an answer.)
Freeform Text	The user will have a larger text area to enter their answer into.
Freeform Text (Short)	The user will have a text box to enter their answer into.
Dropdown Select Box	This is the type of answer you are expecting from the user. See the next section for information on the answer types.
Multiple Select Box	Select "Yes" if you will require the user to complete the question. If they try to save the page without entering or selecting a value for this question they will receive an error message.
Checkboxes	The user can select one or more answers from a list by clicking a checkbox for each answer. Please note that checkboxes will not be required.
Radios	The user can select one answer from a list by clicking a radio button.
Email Address	The user will have a text box to enter their answer into, but it will be validated to make sure it is an email address.
Phone Number	The user will have a text box to enter their answer into, but it will be validated to make sure it is a phone number.
Available Animals	A dropdown select box will be created dynamically for you with the names of your "Available for Adoption" animals. This works great on adoption and foster forms.
Sponsorship Animals	A dropdown select box will be created dynamically for you with the names of your animals that are available for sponsorship.

Several of the question types use Select Groups. Those questions are Dropdown Select Box, Multiple Select Box and Checkboxes. Read more about [Form Select Groups](#).



Once a question is created you have limited options when trying to change the question type. For example, you can change a Freeform Text field to Freeform Text (Short), but you can't change it to a completely different question type like Checkboxes. This is so we can preserve any existing answers to that question.

Managing online form questions

Adding an online form question

Each online form is made up of questions. You create a form by adding questions to pages on the form. Here are the properties of a question:

- **Name:** The short name for the question (how you want to be able to identify the question in a list).
- **Display Question:** The text of the question you would like to display to the user (this is the question itself).
- **Answer Type:** This is the type of answer you are expecting from the user.



The available animals question is used to populate the "Animal" field on the Completed Forms report.

- **Select Groups:** If you created a **Dropdown or Number Range** question, choose one of the existing options from the select groups drop down or add your own select group by clicking on the Add icon.
- **Require this question to be answered?** Select "Yes" if you will require the user to complete the question. If they try to save the page without entering or selecting a value for this question they will receive an error message.

To add a new question, click **Create a Question**.

Complete the fields listed above, and click **Save Question**.

Editing an online form question

To edit a question, click **Edit** next to the Question name. You will be prompted for the same information as when you created the question.

Complete your changes, and click **Save Question**.

If the field type is Dropdown Select Box or Number Range, you will be asked to provide more information from a Select Group.

Form Select Groups

Select groups are used when you provide a list of options from which the user will select. Select Groups are used for **Dropdown, Checkboxes, Radios** and **Multiple Select Box** question types.

Examples: Rent, Own, Lease. Yes, No, N/A

Managing online form select groups

Add an online form select group



Where do I find it?

You can find the [Add a Select Group](#) page by going to **Features > Online Forms > Select Groups** and clicking **Add a Select Group**.

You can create a new Select Group in two ways:

- When adding a question to a form.
- By clicking on the Select Groups icon at the top of the data table on the Online Forms admin page.

Creating an online form select group

When creating the select group, you can give the select group a **Name** and set its **Options**.

There is a text area to enter its options into. **Enter each option on it's own line.**

There is also an option to Alphabetize the list before saving.

Click **Save Select Group** when you are finished adding all of the options.

You can **edit** the Select Group Options by clicking on the Select Groups Icon on on the Online Form Admin page, then click the edit icon next to the Select Group you wish to edit.

Online Form Steps



Where do I find it?

You can find the [Online Forms Steps](#) page by going to **Online Forms** and clicking **Steps**.

Online Forms can have "Steps" assigned -- or specific tasks that need to be completed for each form.

For example, you might create the following Steps for an adoption form:

- Vet Check
- References Check
- Home Visit

You can create as many Steps as you want, and then mark them off as they are completed. Each step can be marked with a Status, such as Pass or Fail.

The number of Steps for the form will show on the Forms Status page, along with the percentage of steps that have passed (like "1 / 2 100% Pass," which means that one out of two assigned steps have been completed, and 100% of the completed steps have passed).

You can setup the Steps for each form by clicking Steps next to the appropriate form on the Completed Forms page.

Managing online forms steps

Adding an online form step

Deleting an online form step

Adding a step to an online form

Removing a step from an online form

Changing the order of online form steps

Printing a blank form



Where do I find it?

You can find the Create Form PDF button next on the [Online Forms](#) page.

If you'd like to print a blank application for people to complete on paper you can do so by clicking the Adobe PDF icon next to the form on the Online Forms page.



This feature is only available through the manage interface.

Submitted Online Forms

**Where do I find it?**

You can find the **Submitted Forms** page by going to **Contacts > Submitted Forms**.

▼ Click here for information on permissions

The following actions are available for Submitted Online Forms with the specified service and user roles:

Action	Description	Services	User Roles
View	Able to view Submitted Online Forms.	Web Site	Online Form Admin Online Form User Online Form Reviewer
Edit	Able to change the answers on a Submitted Online Form.	Web Site	Online Form Admin
Update Status	Able to change the status of a Submitted Online Form.	Web Site	Online Form Admin Online Form Reviewer Online Form User
Contact Applicant	Able to contact the applicant through the Submitted Online Forms feature.	Web Site	Online Form Admin Online Form Reviewer Online Form User
Print a Completed Form (PDF)	Able to manage the Online Form settings	Web Site	Online Form Admin Online Form Reviewer Online Form User
Create Contract PDF	Able to create a contract PDF from a Submitted Online Form.	Web Site	Online Form Admin Online Form Reviewer Online Form User
Create an Online Form for a Contact	Able to create a Form for a Contact.	Web Site	Online Form Admin Online Form User Online Form Manager

The Submitted Forms Data Table


When you go to the **Submitted Forms page** for the first time, you will see the **default status view** with your currently pending/open applications in the data table.



You can **change your view** to see other statuses, by selecting a view from the pull down view list. You can also **create a custom view** to change the fields and field order and filter by status. [More about Views »](#)




When viewing any data table, you can **sort** the form list by clicking on a column name.

The icons for each form from the data table are:

	Description
Edit 	Edit the submitted online form: <ul style="list-style-type: none"> • Edit animal • Assign form to another volunteer • Change application status • Change the answers on the submitted online form

View		View the submitted form with the answers provided by the user. <ul style="list-style-type: none"> • Steps: How many Steps are assigned to the form, how many have been completed, and what percentage of completed steps have passed (this appears only for forms with steps assigned) • Comments: Add comments to the form. Only volunteers with the appropriate permissions will see these comments.
PDF		<ul style="list-style-type: none"> • Open the submitted online form as a printable pdf. (manage interface only)

 After viewing the form initially, you may want to change the status to Under Review, then assign the form to another volunteer to follow up on one or more of the steps (phone interview, vet check etc), then have that volunteer update the comments on the form, change the status and then assign the form to another volunteer for completion.

PDF Contract: Dynamically create a PDF contract file using the information from the form -- talk to RescueGroups.org for more information about creating PDF contract files dynamically online.


Managing submitted online forms

Editing a submitted online form

Viewing submitted online form answers

Saving the completed form as a PDF


Contacting the online form submitter

 **Where do I find it?**
You can contact the online form application by clicking the **Contact Applicant** link at the top of the submitted online form's page.


If you need to send an online form applicant an email, you can do so by clicking **Contact Applicant** on the Submitted Form page.

Verify the To, From and Subject information. The last text box is the actual text that will be sent to the applicant. By default, this text comes from the Online Form Applicant Contact Email Message, which can be changed on the [Email Messages](#) page. There is also a dropdown select box above the text are that you can use to load any message from your site's [Email Messages](#). You can learn more about Email Messages in the [Email Messages](#) section of this User Guide.


Form Submission Alerts

 **Where do I find it?**
You can enable the option to receive form alert emails by going to [Services > My Settings](#)

When an online form has been submitted, volunteers who have chosen to receive alerts for forms will receive an email with a link to the form as well as a link to the forms status page.

 Only volunteers with the appropriate roles for Online Forms, will have access to the online forms.

Enabling Online Form Submission Alerts

 Volunteers can specify to receive alerts on **all forms**, or **just forms where they are listed as the foster**.

In the section **Email Alerts Settings**

Make sure "**Online Form Submissions**" or "**My Foster Animal's Online Form Submissions**" are set to "**Email me**".

Email Alerts Settings

Guestbook Submissions	<input type="radio"/> Email me <input checked="" type="radio"/> Don't email me
Online Form Submissions	<input checked="" type="radio"/> Email me <input type="radio"/> Don't email me
My Foster Animal's Online Form Submissions	<input checked="" type="radio"/> Email me <input type="radio"/> Don't email me
RescueGroups Service Messages (new features, maintenance events, etc)	<input checked="" type="radio"/> Email me <input type="radio"/> Don't email me
Weekly Tracker Report	<input checked="" type="radio"/> Email me <input type="radio"/> Don't email me
RescueGroups.org Beta test opportunities	<input type="radio"/> Email me <input checked="" type="radio"/> Don't email me

[back to top](#)



A volunteer who does not have the alerts enabled, can still get an alert if a **form has been assigned** to them. You may prefer this method with one point person receiving alerts and then assigning the forms to volunteers for follow up.

Submitted Online Forms Comments



Where do I find it?

You can contact the online form application by clicking the Comments link at the top of the submitted online form's page.

Click here for information on permissions

The following actions are available for Submitted Online Forms Comments with the specified service and user roles:

Action	Description	Services	User Roles
View	Able to view Submitted Online Form Comments.	Web Site	Online Form Admin Online Form Reviewer Online Form User
Add	Able to add Submitted Online Form Comments.	Web Site	Online Form Admin Online Form Reviewer Online Form User
Edit	Able to edit a Submitted Online Form Comment.	Web Site	Online Form Admin

Managing submitted online forms comments

Adding a submitted online form comment



Where do I find it?

You can add a comment to a submitted online form by clicking the **Add a Comment** button on the submitted online form comments page.

Submitted Online Form Statuses

The following is a list of the Statuses and whether or not they are "Open":

Status	Open
Appointment Schedule	Yes
Approved	Yes
Approved to Surrender	Yes
Complete	Yes
Hold for Better Match	Yes
Pending	Yes
Requested More Info	Yes
Under Review	Yes
Waiting Home Visit	Yes
Waiting Vet Check	Yes
Adopted	No
Adopted Elsewhere	No
Approved to Foster	No
Approved to Volunteer	No
Cancelled	No
Deleted	No
Denied	No
Expired	No
Forwarded	No
Foster	No
Hold	No
Incomplete	No
Returned	No
Sponsored	No
Waiting on Applicant	No

Submitting an online form for someone else



Where do I find it?

You can submit an online form for someone else by clicking the **Submit a Form** button the [Submitted Online Forms](#) page.

Online Form Settings



Where do I find it?

You can find the [Online Forms Settings](#) page by going to **Features > Online Forms > Settings**.

The following are the configuration settings for the Online Forms feature:

Online Forms

If checked, this option will enable Online Forms on your web site. Links will appear for your visitors to be able to fill out online forms you have created.

Submitted Forms Steps

Select this option if you do not want to use the Steps feature of the Online Forms.

PDF Contract

Enable this option if you want to use the dynamic adoption contract. This is setup specifically for each organization -- please contact RescueGroups.org to learn more about this feature.

Volunteer Email Alerts for Online Form Submissions

Select this option if you want to prevent your organization's volunteers from receiving an email alert when an online form is submitted.

Pet Adoption Tracker



Where do I find it?

You can find the @tracker page by going to Features > Pet Adoption Tracker.

Click here for information on permissions

The following actions are available for the Pet Adoption Tracker with the specified service and user roles:

Action	Description	Services	User Roles
View	Able to view Pet Adoption Tracker reports and information	Data Management Pet Adoption Portal Web Site	Any (Volunteer)
Manage Settings	Able to manage the Pet Adoption Tracker settings	Data Management Pet Adoption Portal Web Site	Site Admin only

Pet Adoption Tracker Settings



Where do I find it?

You can find the [Pet Adoption Tracker Settings](#) page by going to Features > Pet Adoption Tracker and clicking Settings.

The following are the configuration settings for the Pet Adoption Tracker.

Disable the Pet Adoption Tracker service

Disable the Pet Adoption Tracker service that monitors and reports on the views your adoptable pets receive on the adoption listing web sites (including your RescueGroups.org web site). | DPW |

Reports

Custom Reports



Where do I find it?

You can find the [Reports](#) page by going to **Reports > Reports List** and looking in the **My Custom Reports** section.

Creating a custom report

All RescueGroups.org services include the ability to create custom reports on any data in our system. For example, you can create a report on Animals and include any data fields and filter by any animal related fields.

Follow the steps below to create a custom Animal reports. This particular report will include all animals with a status of Available, will show basic animal fields, and will be grouped by foster.

1. Click **Reports > Create a Custom Report**
2. On the **Report Source** page select **Animals** from the drop down and click **Next Step**
3. On the **Fields** page select the fields you would like to see in the report -- for this example we will select: **Animal: Name, Animal: General Age, Animal: Size Potential (General), Animal: Altered** and click **Next Step**
4. On the Filters, Sorting and Grouping Options page do the following:
 - Under **Field Order** no changes are necessary
 - Under **Filters** click Add and then select the following in the **Add a Filter** popover:
 - Select **Animals: Status** in the Field drop down
 - Leave **Operation** as **Equals**
 - Select **Available** in the **Criteria** window
 - Click **Save View Filter**
 - Under **Sorting** select Animals: Name for the **Sort by**
 - Under **Grouping** select Animals: Foster for the **Group by**
5. Click **Run Report**

Saving a custom report

From the Report page you can click **Save Report** to save the report criteria and run the same report again later. When saving the report you can select **Share this report** to make the report available to other volunteers in your organization.

Exporting data from a custom report

From the Report page you can click **Export Data** to save the report results to a CSV, XML or XLS file on your computer. You can then open the data file with a text editor, and XML viewer, or Excel.

Website Stats



Where do I find it?

You can find the [Reports](#) page by going to **Reports > Reports List** and looking in the **Website Reports** section.

The charts show data through the previous day (today's data will appear tomorrow). The data does not include any hits by your volunteers or site administrators.

- **Website Popular Pages:** Shows the most popular pages on your site (calculated by page views).
- **Website Referrers:** Shows the top most referring web site addresses. A referrer is a link on a web page located on another web site that points to a page on your web site.
- **Website Favorite Animals:** Shows a list of the animals that are selected as favorite animals, with how many people have selected each pet.
- **Website Favorite Breeds:** Shows a list of the breeds that are selected as favorite breeds, with how many people have selected each breed.
- **Website Registrations:** Shows the total number of visitors that have registered on your web site in the previous 7 days.
- **Website Hits (week):** Shows the previous 7 days hits on your web site. A hit is also called a "page view."
- **Website Hits (year):** Shows the web site hits for the past year.

Website Summary



Where do I find it?

You can find the [Website Summary](#) page by going to **Reports > Reports List** and clicking **Website Summary**.

Account information contains basic information about your web site, including renewal date, number of pictures and users, and numbers of alerts (favorites, news, events).

The Account Information page shows the following information:

- **Renewal Date:** This date is when your next contract year begins. Your yearly donation will be requested before this date.
- **Animal Pictures:** A total count of how many animal pictures you have uploaded to your web site.
- **Registered Users:** How many visitors have registered on your web site. You can export information about your registered users on the Registered Users Export page.
- **Favorite Breeds:** Total count of how many favorite breeds have been recorded by registered users. This count is across all RescueGroups.org partner web sites. You can see more detailed information on the Favorite Breeds page.
- **Favorite Animals:** Total number of favorite animals that have been recorded by registered users on your web site. You can see more detailed information on the Favorite Animals page.
- **News Alerts:** Number of registered users who have requested to receive an email alert when you add a new news item.
- **Event Alerts:** Number of registered users who have requested to receive an email alert when you add a new event.
- **Number of Visitors Currently on your Web site:** Shows the number of unique visitors you have had in the past 10 minutes (including you). You can see more web site statistics on the Web Site Stats page.

Spell Checker

For some fields, like the animal description, you may want to have a spell checker available.

Spell Checker for Internet Explorer 7, 8, 9

The easiest way to do this is with a spell checker installed on your computer. There are several spell checkers that are available for free.

One example is ieSpell. You can read about ieSpell and download it here:

<http://www.iespell.com>

Once ieSpell is installed on your computer, you can click the spell check button (looks like "abc" with a checkmark) to spell check the description you have entered.

Spell Checker with FireFox and Chrome

Thankfully, both [FireFox](#) and [Chrome](#) come with a Spell Checker built-in. You might need to right-click in the field and enable the spell checker option. Any words that aren't understood will be underlined with red.

Voice Mail Service

Before you begin to setup your voice mail service, consider the following:

- How many menu options (mailboxes) do you want?
- Which mailboxes will have a voice mail box? Some options may have a greeting only, and others will also accept voice mail messages.
- Who (if anyone) will receive email alerts when a message is left in a mailbox?

We would recommend that you write out (or type into a document) the main greeting and each of the mailbox greetings. In the future, if you need to update any of the greetings you can simply update your documents and rerecord.



If you don't configure the mailbox to delete the audio recording it will still be available over the phone or on the web. You will need to delete the messages yourself so that the mailbox doesn't fill up (maximum of 100 messages in each mailbox).

Creating a voice mailbox



Where do I find it?

You can find the [Add a Mailbox](#) page by going to **Services > Voice Mail: Mailboxes** and clicking **Add a Mailbox**.

A mailbox (without voice mail) is created for you. A default password is set for you -- you may change that password at any time.

If you plan to allow your callers to leave a message in this mailbox, change the **Allow Messages** to **Yes** and click **Save Mailbox**. Then enter information for the following fields (if applicable):

- **Mailbox Number:*** Select the mailbox number to use from the drop down of available mailboxes.
- **Allow Messages:*** Select if you would like your callers to be able to leave a message in this mailbox.
- **Mailbox Name:*** Your internal name for the mailbox, like "Adoptions."
- **Email Address:** Address to send an email alert when someone leaves a message (supports only one email address)
- **Pager Address:** Text pager address to send an email alert when someone leaves a message (supports only one email address)
- **Attach Recording:*** Should an audio file of the message be attached to the email alert?
- **Delete Recording:*** Should the server delete the message after the recording is emailed to you? If you do not have the system delete the message you will need to login and delete messages on a regular basis. Each mailbox will hold up to 100 voice mail messages.
- **Say Envelope:*** Do you want to hear the date and time of the message in the recording?
- **Say Caller ID:*** Do you want to hear the caller's phone number in the recording?
- **Password:*** Enter the password you would like to use for the mailbox.

Editing a voice mailbox

Deleting a voice mailbox

Setting your master password



Where do I find it?

You can find the [Voice Mail Master Password](#) by going to **Services > Voice Mail: Master Password**.

The Master Password is used to record all of your greetings, including the main greeting and all mailbox greetings.

Enter your new master password and click the **Save Master Password** button.

Logging in to a voice mailbox with your web browser

Logging in to a voice mailbox with your web browser

To login to a mailbox, first find the mailbox login from the mailbox page. To determine the login, do the following:

- Login to the Manage website: <https://manage.rescuegroups.org>
- Go to **Services > Voice Mail: Mailboxes**
- Click the mailbox number
- Find the account for "**Web Login**" (should be something like x@orgname)
- Remember that Web Login and then click that link
- A new window will appear for the voice mail system
- Enter the "Web Login" from above as the "**Mailbox**" and enter the mailbox password
- Click **Login**



If you login to your voice mail mailbox and there aren't any messages shown, try using a different web browser. We have heard reports that certain web browsers don't display the messages correctly.

Voice Mail System Menu

The Voice Mail system has a main greeting, and an optional greeting for each mailbox. The Voice Mail system is structured in this way:

Main Greeting

1-9: Mailboxes

- 1 Leave a message
- * Listen to Voice Mail messages (use mailbox password)
- 0 Return to main greeting

* Admin Menu (use master password)

- 1-9 Record mailbox greeting
- # Record the main greeting
- 0 Return to main greeting

Recording your main voice mail greeting

The main greeting will give basic information about your organization (be clear who you are so that callers know that they have reached the correct organization), as well as menu choices for the caller to select.

For example, your main greeting might say, "Thank you for calling We Love Animals, Inc. We rescue, rehabilitate and adopt cats and dogs in the Buffalo, NY area. We adopt or pets only to residents of NY state. If you need to give up an animal, press 1. For more information on adopting a pet from us, press 2. For information on our upcoming events, press 3.... etc."

To record your main greeting, do the following:

1. Dial your voice mail phone number
2. At your main greeting (or the message about "test number"), press *
3. Enter your Master Admin Password when prompted and press #
4. From the admin menu, press # to record your main greeting
5. Press 1 to start recording your new main greeting
6. Press # when you are done speaking your main greeting
7. Listen to your new greeting and press # to save it, or press 1 to rerecord
8. Press 0 to exit the main greeting menu

Recording mailbox greetings

Each mailbox can have a greeting to provide the caller with additional information about a certain topic. For example, you may have an adoptions mailbox, and the mailbox greeting would provide additional information about your adoption process, cost, and other information.

To record a mailbox's greeting, do the following:

1. Dial your voice mail phone number
2. At your main greeting (or the message about "test number"), press *
3. Enter your Master Admin Password when prompted and press #
4. From the admin menu, press the number for the mailbox greeting you would like to record (you must have already created the mailbox)
5. Press 1 to start recording the mailbox greeting
6. Press # when you are done speaking your mailbox greeting
7. Listen to your new greeting and press # to save it, or press 1 to rerecord
8. Press 0 to exit the mailbox greeting menu

Configuring a mailbox without a greeting

You may not want each mailbox to have its own greeting. For example, you might say in your main greeting, "press 1 to leave a message for the events coordinator," and you might not want another greeting on that mailbox.

To configure a mailbox to not have a greeting, do the following:

1. Dial your voice mail phone number
2. At your main greeting (or the message about "test number"), press *
3. Enter your Master Admin Password when prompted and press #
4. From the admin menu, press the number for the mailbox greeting you would like to record (you must have already created the mailbox)
5. Press **2** to set the mailbox to not use a greeting
6. Press **0** to exit the mailbox greeting menu

Listening to your voice mail messages

Having your voice mail messages delivered via email

If you configure your voice mail mailbox to send you an email alert when you receive a voice mail message, you can also choose to receive an email attachment of the audio recording of the message. The audio recording, in .wav format, can be played by any audio player including Windows Media Player, iTunes and most cell phones.

Listening to your voice mail messages using your web browser

You can review, play, delete and forward voice mail messages by using your web browser. **Each voice mail mailbox has its own login:** the user name is shown on the mailbox configuration page (web login), and the password is the voice mail password, also set on the mailbox configuration page.

Logging in to a voice mailbox with your web browser

To login to a mailbox, first find the mailbox login from the mailbox page. To determine the login, do the following:

- Login to the Manage website: <https://manage.rescuegroups.org>
- Go to **Services > Voice Mail: Mailboxes**
- Click the mailbox number
- Find the account for "**Web Login**" (should be something like x@orgname)
- Remember that Web Login and then click that link
- A new window will appear for the voice mail system
- Enter the "Web Login" from above as the "**Mailbox**" and enter the mailbox password
- Click **Login**



If you login to your voice mail mailbox and there aren't any messages shown, try using a different web browser. We have heard reports that certain web browsers don't display the messages correctly.

Listening to voice mail messages using your phone

To listen to your Voice Mail messages using your phone, do the following:

1. Dial your voice mail phone number
2. Press the number for the mailbox you are checking
3. Press * when you hear the mailbox greeting
4. Enter the mailbox Voice Mail password (set on the mailbox configuration page)
5. Follow the prompts to listen to, save, forward and delete messages.

Transferring your current phone number

In most cases we can port your existing phone number to your voice mail service. You should verify after the phone number transfers that your previous service was cancelled.

To find out more about the process, please download our Port Authorization document from the [Downloads](#) section of our website. When you are ready, fill out that document and fax it to us.

There is a one-time fee when you port your number. Please contact us for additional information.

Logging in to a voice mailbox with your web browser

To login to a mailbox, first find the mailbox login from the mailbox page. To determine the login, do the following:

- Login to the Manage website: <https://manage.rescuegroups.org>
- Go to **Services > Voice Mail: Mailboxes**
- Click the mailbox number
- Find the account for "**Web Login**" (should be something like x@orgname)
- Remember that Web Login and then click that link
- A new window will appear for the voice mail system
- Enter the "Web Login" from above as the "**Mailbox**" and enter the mailbox password
- Click **Login**



If you login to your voice mail mailbox and there aren't any messages shown, try using a different web browser. We have heard reports that certain web browsers don't display the messages correctly.

Setting the password for a mailbox

If you do not know the password for your mailbox, set it to something you will remember by doing the following:

- Login to the Manage website: <https://manage.rescuegroups.org>
- Go to **Services > Voice Mail: Mailboxes**
- Click the mailbox number
- Click **Edit**
- Enter a new password (passwords should be set to 4 digits)
- Click **Save**

Web Images



Where do I find it?

The Web Images module is available with the Website service and Email Marketing Campaigns services. With the Website service you can access **Web Images** from the **Website** menu. With the Email Marketing Campaigns service you can access Web Images by going to **Services > Email Marketing: Campaigns** and clicking on **Images**.

▼ [Click here for information on permissions](#)

The following actions are available for the Web Images module with the specified service and user roles:

Action	Description	Services	User Roles
View	Able to view the list of web images.	Web Site Service Email Marketing	Image User
Add/Upload	Able to upload new web images.	Web Site Service Email Marketing	Image User
Edit	Able to edit the properties of a web image.	Web Site Service Email Marketing	Content Admin
Delete	Able to delete existing web images.	Web Site Service Email Marketing	Content Admin

You can upload images to the RescueGroups.org server and then insert them into your web pages and email marketing campaigns. The image is uploaded and stored on our server. There is no limit to the number of images or storage space you can use for Web Images.



Supported image formats

We support only the following image formats for upload: GIF, JPG, PNG. If you have a file of a different format that you want to be available for download from your website (like a Word document or PDF file) you can use the Files & Documents module.



Animal pictures and photo galleries

The Web Images module supports miscellaneous images, but is not meant for animal pictures or pictures you'd put in a photo gallery. For more information on uploading animal pictures, see [Uploading an Animal Picture](#). You can also visit the [Photo Gallery](#) page.

Managing Web Images



Where do I find it?

The Web Images module is available with the Website service and Email Marketing Campaigns services. With the Website service you can access **Web Images** from the **Website** menu. With the Email Marketing Campaigns service you can access Web Images by going to **Services > Email Marketing: Campaigns** and clicking on **Images**.

Upload a new image

To upload a new image, click **Browse**, select the file and click "Open," then click **Save Image**. After the image is uploaded, it will be listed in the image drop down when you are editing a web page or email marketing campaign.



Supported image formats

We support only the following image formats for upload: GIF, JPG, PNG. If you have a file of a different format that you want to be available for download from your website (like a Word document or PDF file) you can use the Files & Documents module.

Edit an existing image

To edit an existing image click on the Image ID and then click the **Edit** button. You can change the Name of the Image. Click **Save** to save your changes.

View an existing image

To view an image you have already uploaded click the image/picture icon next to the image.

Delete an existing image

You can delete an existing image by selecting the checkbox next to the image(s) you want to delete and selecting Delete from the Action drop down.

Website Service

When you're ready to setup your web site, we recommend you complete the following steps. These are the minimum steps you should follow before starting to use the web site.

Basic Setup


Login to your account at manage.rescuegroups.org

- Review the [Settings & Options](#) page to enable/disable features.
- Select your [Layout](#)
- Set your site [Colors & Fonts](#)
- Upload a [Logo](#)


- Setup and enable [Affiliates](#)

Once you have completed the minimum steps above you may wish to review and complete the following steps:

- Review the [Special Lists](#)
- Review your [Supported Species](#)
- Add [Online Forms](#) (online adoption form)

 You may want to review this blog post with [Tips for Creating or Redoing Your Website](#)

Affiliates

 **Where do I find it?**
You can find the [Affiliates](#) page by going to **Website > Affiliates**.

▼ [Click here for information on permissions](#)


The following actions are available for Affiliates with the specified service and user roles:


Action	Description	Services	User Roles
View	Able to view the current list of affiliates	All	Site Admin only
Manage Affiliates	Able to add and change web site affiliate information	All	Site Admin only

The affiliates feature of the RescueGroups.org web site service allows you to easily add vendor/partner logos and links to your web site without dealing with the HTML code of each company.

On the affiliates page you can enter the vendor code or customer number and then enable the affiliate logo. For example, with PayPal you would enter your PayPal account email address and enable the logo. The web site will automatically create the button using the account information you provided.

For the Facebook and Twitter affiliates you can also enable the associated badge on your website.

 You can add your own affiliates by using the [Custom Code Snippets](#) feature.

 To add your Facebook url, please add only the part of the url that comes after pages or if you have a vanity name, just enter the name of your page.

Example:


pages/yourorganization/365971463291

or

yourorganization

Customizing your website

Available Layouts

 **Where do I find it?**
You can find the [Layouts](#) page by going to **Website > Layouts**.

▼ [Click here for information on permissions](#)

The following actions are available for Web Pages and Content with the specified service and user roles:

Action	Description	Services	User Roles
View	Able to view the available layouts	Web Site	Site Admin only
Change		Web Site	Site Admin only

Choosing a layout

By choosing a layout, you can decide how your web site will look.

Click the **Use this Layout** button to select a layout to use. Your public web site will immediately change to use the layout you selected.

If you are using a custom layout (built and/or setup for your site by RescueGroups.org), you should not change your layout. If you do change your layout away from your custom layout, you will not be able to change your site back to your custom layout without contacting RescueGroups.org Support.

Customizing your layout

RescueGroups.org provides a website customization service where will make any changes you'd like to your layout or install a new layout, including one that you already own.

Website Colors and Font



Where do I find it?

You can find the [Color & Font Options](#) page by going to **Website > Color & Font Options**.

▼ Click here for information on permissions

The following actions are available for Web Site Colors and Fonts with the specified service and user roles:

Action	Description	Services	User Roles
View	Able to view the current Web Site Colors and Fonts	Web Site	Site Admin only
Add	Able to change the Web Site Colors and Fonts	Web Site	Site Admin only

You have the option to choose your own background, colors and font face. You can make these changes on the [Color & Font Options](#) page.

The colors are used in different locations on each layout. Generally, the body colors are used in the main content (body) section of the web site. The secondary and strong colors can be used in various locations (sidebar, menus, headers, etc) depending on the layout.

The options on the Color Scheme/Fonts page are:

Font family and size

Font Family

Select the font family you would like to use. Only web browser friendly (compatible) fonts are listed.

Base Font Size

Select the font size you would like to use.

Main Body Colors

Background Color

Enter the main body background color you would like to use.

Font Color

Enter the main body font color you would like to use.

Link Color

Enter the main body link color you would like to use.

Visited Link Color

Enter the main body visited link color you would like to use. The visited link color is used on links that the visitor has click in the recent past.

Active Link Color

Enter the main body active link color you would like to use. The active link color is used on a link to the current (active) page.

Hover Link Color

Enter the main body hover link color you would like to use. The hover link color is used when the visitor hovers their mouse over the link.

Secondary Body Colors

Background Color

Enter the secondary body background color you would like to use.

Font Color

Enter the secondary body font color you would like to use.

Link Color

Enter the secondary body link color you would like to use.

Visited Link Color

Enter the secondary body visited link color you would like to use. The visited link color is used on links that the visitor has click in the recent past.

Active Link Color

Enter the secondary body active link color you would like to use. The active link color is used on a link to the current (active) page.

Hover Link Color

Enter the secondary body hover link color you would like to use. The hover link color is used when the visitor hovers their mouse over the link.

Strong Body Colors

Background Color

Enter the strong body background color you would like to use.

Font Color

Enter the strong body font color you would like to use.

Link Color

Enter the strong body link color you would like to use.

Visited Link Color

Enter the strong body visited link color you would like to use. The visited link color is used on links that the visitor has click in the recent past.

Active Link Color

Enter the strong body active link color you would like to use. The active link color is used on a link to the current (active) page.

Hover Link Color

Enter the strong body hover link color you would like to use. The hover link color is used when the visitor hovers their mouse over the link.

Selecting your colors

To choose a background color, enter the hexadecimal value in the text box, or click the icon to use the color swatch and then select the color you want to use from the color picker.

The sample will change as you select different background colors and font colors. Your selections are not made permanent until you click the **Save Colors** button.

At the bottom of the page, you have the following options:

Preview Colors: Temporarily change the layout and colors selected on the page. You are the only person who will see the new colors. This gives you the opportunity to see the layout and colors and decide if you like them.

Save Colors: Save the color choices

Reset: Cancel any changes you have made to the colors

Website Custom CSS



Where do I find it?

You can find the [Custom CSS](#) page by going to **Website > Custom CSS**.

▼ Click here for information on permissions

The following actions are available for Custom CSS with the specified service and user roles:

Action	Description	Services	User Roles
View		Web Site	Site Admin only
Change		Web Site	Site Admin only

Advanced users will want to customize their web site by modifying the Cascading Style Sheets (CSS) available in their RescueGroups.org web site. You or one of your volunteers can always view the source of a RescueGroups.org web page and then modify the styles.

RescueGroups.org volunteers may also add or update information on the Custom CSS page as needed to change the appearance of your web site.

Styles should only be changed or added if you understand the impact and function of the change.

Guestbook



Where do I find it?

You can find the [Guestbook](#) page by going to **Features > Guestbook**.

▼ Click here for information on permissions

Action	Description	Services	User Roles
View	Able to view Guestbook entries	Web Site Service	Guestbook Admin
Edit	Able to edit Guestbook entries	Web Site Service	Guestbook Admin
Approve	Able to approve Guestbook entries	Web Site Service	Guestbook Admin
Disapprove	Able to disapprove Guestbook entries	Web Site Service	Guestbook Admin
Delete	Able to delete Guestbook entries	Web Site Service	Guestbook Admin
Manage Settings	Able to manage Guestbook settings	Web Site Service	Guestbook Admin


Listed below is a definition of some of the Guestbook fields.

- **Name:** The name of the poster
- **Email Address:** The email address of the poster


- **Message:** The text of the guestbook entry
- **Approved:** The approval status of the guestbook entry

If you enable the Guestbook, your web site visitors can sign a Guestbook with a message to you and your other visitors.

When a visitor signs your guestbook, the entry will be waiting for approval. The entry will not be public until you approve it. On the main Guestbook page, you can Approve and Disapprove Guestbook entries, as well as delete them.

 If you select the option in [My Settings](#), you can receive an alert when someone leaves a message in your Guestbook. Look for the option, **Guestbook submissions**. More information can be found in the [My Settings](#) section of this User Guide.

Guestbook Settings

 **Where do I find it?**
You can find the [Guestbook Settings](#) page by going to **Features > Guestbook** and clicking **Settings**.

The following are the configuration settings for the Guestbook feature.


Guestbook feature

If you want your web site visitors to be able to sign a guestbook (with a short message), enable the Guestbook feature. Also, select the number of entries you want to display on the Guestbook page. | W |

Entries per page


Select the number of Guestbook entries you would like to be shown on the public Guestbook page | W |

My Rescue

 **Where do I find it?**
You can find the My Rescue page by going to your RescueGroups.org website and clicking My Rescue from the menu.

The My Rescue feature allows your visitors to customize their preferences with your web site. It also will remember the user's Favorite Animals and Favorite Breeds as well as the Forms they have started or submitted.


My Favorite Animals

 **Where do I find it?**
You can find the My Favorite Animals page by going to your RescueGroups.org website and clicking My Rescue from the main menu.

As visitors are browsing your web site, they can choose to add any of your animals to their Favorite Animals list. This helps the person keep track of the animals they like the most -- perhaps animals they would consider adopting, fostering or sponsoring. They can choose on their Options page to receive e-mails when there are any changes to the animal.

There is no way to know who has chosen particular animals as their favorites. If you are trying to contact them, we suggest that you make an update in the animal's description -- then the visitors with the favorites will receive an email if they signed up for that service.

My Favorite Breeds

 **Where do I find it?**
You can find the My Favorite Breeds page by going to your RescueGroups.org website and clicking My Rescue from the main menu.

As visitors are browsing your web site, they can choose to add any of the breeds they see to their Favorite Breeds list. They can choose on their "Change Your Options" page to receive an e-mail when any of those breeds are added to your web site.

My Forms



Where do I find it?

You can find the My Forms page by going to your RescueGroups.org website and clicking My Rescue from the main menu.

The My Forms box shows the user all of the Online Forms they have started or submitted. It displays the form name, the rescue organization name and the form status. They can click on the Form name to add or change answers on the form. They also can get to your home page by clicking on your organization's name.

My Options



Where do I find it?

You can find the My Options page by going to your RescueGroups.org website and clicking **My Rescue** from the menu and then clicking **My Options**.

Users can change their preferences by clicking **Options** on the My Rescue web page. Some of the options apply only to your web site, and others apply to all RescueGroups.org web sites (My Site Options and General Options, respectively). The options are:

Get an alert when News is added

If this option is selected, the user will receive an e-mail when a new News item is added.

Get an alert when Events are added

If this option is selected, the user will receive an e-mail when new Events are added.

Allow (organization name) to send me email, snail mail and to call me

Option for the visitor to opt-into organization emails, letters and phone calls.

Allow (organization name) to snail mail me

Option for the visitor to opt-into organization emails, letters and phone calls.

Get an alert when your favorite Breed is added

If this option is selected, the user will receive an e-mail when one of their favorite breeds is added, within the distance selected.

Get Alerts when your favorite Animal is updated

If this option is selected, the user will receive an e-mail when one of their favorite animals is updated.

Never send me any e-mails

Select this option and the user will never receive any e-mails from your organization (except password reset e-mails).

Online Store



Where do I find it?

You can find the [Online Store](#) page by going to **Features > Online Store**.

▼ Click here for information on permissions

The following actions are available for Online Store Items with the specified service and user roles:

Action	Description	Services	User Roles
View	Able to view the Online Store categories and items	Web Site	Shop Admin
Add	Able to add items to the Online Store	Web Site	Shop Admin

Edit	Able to edit items in the Online Store	Web Site	Shop Admin
Delete	Able to delete items in the Online Store	Web Site	Shop Admin
Manage Settings	Able to manage the Online Store settings	Web Site	Site Admin only

The Online Store is a RescueGroups.org Web Site feature that allows you to sell items on your web site. Your customers use a PayPal shopping cart to purchase the items, so you don't have to worry about handling credit card information or online payments.

You must have a PayPal account to use this feature. If you do not already have a PayPal account, you can sign up for one on their web site.



To use the Online Store, you must first enable it on the Store Options page. **Features > Online Store > Settings**



For best image quality resize the images for the store items to 350 x 250 pixels.

Online Store Purchase Checkout Process

The following describes the checkout process used by the Online Store:

- The visitor finds an item he/she would like to purchase and they add the item to their shopping cart.
- The visitor clicks Checkout.
- The visitor completes the checkout process with PayPal by paying with their credit card or PayPal account.
- The organization receives notification from PayPal that a purchase has been made.

The financial aspects of the transaction are handled by PayPal, not your RescueGroups.org web site. Your web site is not involved in any way with the purchase process or any financial information.

Online Store Settings



Where do I find it?

You can find the [Online Store Settings](#) page by going to **Features > Online Store > Settings**.

The following are the configuration settings for the Online Store feature.

Online Store

To use the Online Store, you must first enable it on the Store Options page. **Features > Online Store > Settings**

You must have a PayPal account to use this feature. If you do not already have a PayPal account, you can sign up for one on their web site.

Only Show Available Items (quantity available more than 0)

Select this option if you want only the Store items that have a quantity greater than 0 to appear in the store for purchase. If you choose this option, be sure to keep the shop quantities updated since only items with a quantity greater than zero will be available to your shoppers.

When logged in to your service, you will continue to see the items even if the inventory is zero so you can make updates and changes as needed.

Cart Handling Fee

Enter the amount that you want added to each checkout as a handling fee. The cart handling fee is added just once to each purchase or you may want to use the cart handling fee to charge a shipping and handling fee for each individual item.

Purchase Confirmation

When someone puts items in their cart and checks out, you will receive an email with contact information, order details, amount paid by the visitor, and their mailing address along with other information. This email will be sent by PayPal to the email address configured in your PayPal account.

Online Store Categories



Where do I find it?

You can find the @store_categories page by going to Features > Online Store and clicking Store Categories.

Click here for information on permissions

The following actions are available for Online Store Categories with the specified service and user roles:

Action	Description	Services	User Roles
View		Web Site	Shop Admin
Add		Web Site	Shop Admin

The Online Store Categories help to organize your Online Store items. Your Categories might be T-Shirts, Coffee Mugs, Pet Products, etc.



Be sure to add a Store Category first, then you will be able to add store items.

Adding store categories

Editing store categories

Deleting store categories

Online Store Items



Where do I find it?

You add an item to the [Online Store](#) by going to **Features > Online Store > Add an Item**



Be sure to add a **Store Category** first, then you will be able to add store items.

Adding a store item

When you add an Online Store item you can provide the following information:

- **Item Name:** The name of the item.
- **Category:** A category for the item to help organization the Online Store.
- **Price:** The individual item price.
- **Quantity Available:** The quantity available to purchase of this item. The quantity is managed manually – the quantity is not automatically reduced when a purchase is made.
- **Description:**
- **Option #1 Name:**
- **Option #1 Choices:**
- **Option #2 Name:**
- **Option #2 Choices:**
- **Shipping:**
- **Handling:**

Editing a store item

Deleting a store item

Photo Galleries



Where do I find it?

You can find the [Photo Galleries](#) page by going to **Features > Photo Galleries**.

▼ Click here for information on permissions

The following actions are available for Photo Galleries with the specified service and user roles:

Action	Description	Services	User Roles
View	Able to view the list of Photo Galleries	Web Site	Photogallery Admin
Add	Able to add a Photo Gallery	Web Site	Photogallery Admin
Edit	Able to edit the properties of a Photo Gallery	Web Site	Photogallery Admin
Delete	Able to delete a Photo Gallery	Web Site	Photogallery Admin
Manage Gallery Photos	Able to add and remove photos from a Photo Gallery	Web Site	Photogallery Admin
Manage Settings	Able to manage the Photo Gallery settings	Web Site	Site Admin only

The Photo Gallery is a feature that allows you to easily upload pictures with descriptions to your web site. The pictures could be of anything -- for example, pictures from events, pictures of your facilities or of fundraisers, etc.

You can enable the Photo Gallery feature on the **Admin > Settings > Web Site** page. You can add a gallery by going to **More > Photo Galleries**.

On the Photo Gallery web page you can delete existing galleries, or click edit to rename a gallery.

Adding a photo gallery

Editing a photo gallery

Deleting a photo gallery

Uploading a picture to a gallery

To add a picture to the Photo Gallery, click the Add a Photo link next to the appropriate gallery.

- **Name:** Enter a name for the picture.
- **Order in the Gallery:** Select from the drop down list where in the list of pictures you want this new picture to appear
- **Picture:** Click the browse button and select the picture you want to upload
- **Description:** Enter a description for the picture, typically explaining what is in the picture, the event, the people, etc.

Reordering gallery photos

Removing a picture from a gallery

Photo Gallery Settings



Where do I find it?

You can find the [Photo Galleries Settings](#) page by going to **Features > Photo Galleries** and clicking **Settings**.

Below are the settings for the Photo Gallery feature.

Photo Gallery

Select if you would like to enable the photo gallery. | W |

Photo Gallery Display Order

Select the order that you would like your galleries to be listed. | W |

Success Stories



Where do I find it?

You can find the [Success Stories](#) page by going to **Animals > Success Stories**.

▼ Click here for information on permissions

The following actions are available for Stories with the specified service and user roles:

Action	Description	Services	User Roles
View	Able to view Success Stories	Web Site	Animal Stories Admin
Add	Able to add a Success Story	Web Site	Animal Stories Admin
Edit	Able to Edit a Success Story	Web Site	Animal Stories Admin
Delete	Able to Delete a Success Story	Web Site	Animal Stories Admin

Adding a success story

Editing a success story

Deleting a success story

Updating the Petfinder web page

One of the features of your RescueGroups.org Website service is to update the Petfinder web page. This is not related to updating the animals listed on Petfinder.

Your home page will be uploaded within an hour of any changes made to your RescueGroups.org website. The Petfinder home page will look exactly like your RescueGroups.org home page with the addition of the Petfinder links as required in their Terms of Service.

Here are the steps to enable the automatic update of the Petfinder web page:

1. Open a ticket with [Support](#) requesting "Petfinder web page update," and include your Petfinder shelter ID and the Petfinder FTP account password.
 - a. If you don't know your FTP account password you can request that Petfinder reset it for you from [this page](#).
 - b. If you don't have a Petfinder FTP account please request one using [this page](#).
 - c. If you don't know if you have a Petfinder FTP account, please contact [Support](#) and we can find out for you.
2. RescueGroups.org will configure your web page updates for you and notify you when that step has been completed.
3. Use the instructions below to setup a forwarder to your new Petfinder home page.

Once RescueGroups.org has notified you that your web page update has been enabled, there's just one last step that needs to be completed. The old "shelters" web page on Petfinder needs to be redirected to the new web page that is being uploaded to your FTP directory. To do that, follow these steps:

1. Login to your Petfinder admin account.
2. Click **Home Page Mgr**.
3. If it's not already selected, click **Advanced Setup**.
4. Make sure the checkbox is selected for **Yes, override my default home page with custom HTML entered below**.
5. If there is content in your home page that you would like to save, copy & paste it and save it in another document (like Notepad).
6. Select all of the content in the home page and press Delete.
7. Copy and paste the code from the code box below into the **Custom HTML** box.
8. Replace "ShelterID" with your organization's Petfinder shelter ID (there are two of them).

9. Click **Save**.

Here is the HTML code to paste into the Custom HTML box under the Petfinder Home Page Mgr:

```
<html>
<head>
<script language="JavaScript"
type="text/javascript">location.href='http://members.petfinder.com/~ShelterID/index.html';</script>
</head>
<body>
<p>Please wait while you are being redirected, or please <a
href="http://members.petfinder.com/~ShelterID/index.html">click here</a>.</p>
</body>
</html>
```

Please note that it may take an hour or more for your home page from RescueGroups.org to appear as your Petfinder home page.

Web Pages and Content



Where do I find it?

You can find the [Web Pages](#) page by going to **Website > Web Page List**.

▼ Click here for information on permissions

The following actions are available for Web Pages and Content with the specified service and user roles:

Action	Description	Services	User Roles
View		Web Site	Content Admin
Add		Web Site	Content Admin
Search		Web Site	Content Admin

You can create an unlimited number of web pages on your RescueGroups.org web site. You have complete control over the content of the pages, and if you want to have your normal layout (or an unformatted page).

Some of the pages in the list are built-in to the RescueGroups.org web site service (Adoption Info, Contact Info, etc). You'll also see all of your custom web pages in the web pages list.

For each web page in the list you'll see a link to edit the page. You can also select the check box next to a page and click Activate Selected, Deactivate Selected or Delete Selected buttons.

Please read the section below, Web Page Settings, for information about changing the title, formatting, meta keywords, description and permissions for your custom web pages.

Adding a web page

To create a new web page, click the "Add a Web Page" item on the Content menu.

Enter a name for the page in the "Page Name" text box. This name is what will appear on all links to the new page (you can change the name later if you want).

You can also choose to use the standard layout/formatting for the web page. If you decide to not use the standard layout/formatting, the page will appear on blank page without your web site's layout, colors and design.

You also have the option to show the page on your menu. If you are using a site menu that automatically adds/removes links for you, this option can prevent this page from appearing on that menu. If you have a complete static site menu and you add this page to your menu (see Site Menus), this option won't prevent the page from appearing on the menu.

Click **Save Web Page**. To add your content to the webpage, continue with the Edit a Web Page help item.

Editing a web page

To edit a web page, click on **Web Site > Web Pages and Content** from the admin menu, then click Edit next to one of the existing pages.

Page Name: This is the name of the page, as it will appear on all links to the page.

Meta Keywords: Change the Meta Keywords that are used by Internet search engines to index your web site. You can use the variables at the top of the page to insert a site or page specific value into the keywords. Keywords should be comma separated.

Meta Description: Change the Meta Description that is used by Internet search engines to index your web site. You can use the variables at the top of the page to insert a site or page specific value into the description. The description should be in sentence form.

Redirect From: If you want to create a Web Page Forwarder for this page, enter the location to redirect from. This is typically used if you are transitioning from another web site, and page locations have changed.

Use standard layout/formatting: You can choose if you would like to use your standard layout and formatting for the page. If you choose "No," you will be starting with a blank page when you create the web page content. If you choose "Yes," you will see your layout and web site design around the text that you enter for the web page. Typically you will want to choose "Yes."

Show this page on the menu: Selecting "No" for this option will prevent a link from appearing on the menu or sidebar with your web page links. If you are using a custom Site Menu you will need to add the new web page to your menu.

You can use variables in the settings for your web pages. To use a variable, select it from the drop down and copy and paste the resulting tag from the text box into the content where you want the value to be inserted.

Deleting a web page

Configuring web page settings

Your custom web pages will also have a link to change the settings of the pages. Web page settings include the title, formatting, meta keywords and description, etc.

- **Title:** Enter the page title you want to use for the current web page.
- **Status:** Select if you want the page to be active (publically accessible).
- **Use Site Layout:** Select if you want the page to use your website's layout (web page design). If you select No the page will be shown on a blank page, using only the formatting from the web page content.
- **Show on Menu:** If you select Yes, this page will appear on your website menu. You must be using the default RescueGroups.org site menu otherwise you will need to add the page to your menu manually.
- **Meta Keywords:** Enter the keywords you want to use for search engine indexing.
- **Meta Description:** Enter the description you want to use for search engine indexing.
- **Use Background Image:** Select an image that you would like to use as the web page's background image. You can upload new images from Web Images.
- **Use Background Music:** Select a file that you would like to use as web music for the web page. You can upload new music files under Web Files.
- **Security Settings:** Select the security roles that can access this web page.

Adding a website banner to every page

The Banner has been replaced with content that appears at the top of every page. You can update the content (also called a header) by going to **Website > Web Pages List** and clicking on the link for **Header (top of every page)**.

Custom Code Snippets



Where do I find it?

You can find the [Custom Code Snippets](#) page by going to **Website > Custom Code Snippets**.



To add custom HTML to your webpages, please use the Custom Code Snippet feature of our HTML editor.

Examples:

- Chipln widget
- Goodsearch button

- Goodshop button
- Embed a Video or Slideshow
- Custom PayPal button
- Custom Affiliate
- Facebook Like Box
- Widgets

To Create a Custom Code Snippet

To create a Custom Code Snippet:

- Go to **Web Site > Custom Code Snippets**
- Click **Add A Custom Code Snippet**.
- **Enter a name** for the code snippet and **paste your HTML code** into the Code box.
- Click **Save Code** to save.

To Add a Custom Code Snippet or a Built-In Snippet to Your Web Page

It's easy to add Built-in Snippets (like your affiliates) to any webpage. Just follow the instructions below!

When adding/updating a web page, in the text editor, click on the **Blue Paw Icon**



to bring up a list of built-in custom tags. **Built-in: Name of Item**. Clicking on one of those items, will insert the built-in short code onto your page. Example: {PayPal/}. When viewed outside of the editor, the short code will be replaced with the code from the code snippet.

- Go to **Web pages > Web page list** and click the **edit** icon next to the page you want to add a snippet.
- When editing the webpage, click on the **Blue Paw Icon** (it's next to font size), to bring up the list of snippets.
- Scroll until you see the name of the snippet you would like to add.
- Built-in snippets look like: **Built-in: Name of Item**
- Custom snippets you create will appear at the end of the list and look like: **Custom: Name of Your Snippet**
- **Click on the snippet name** and it will insert a custom tag, something like {s970code255/}.
- Save your page.



When the page is viewed outside of the editor, the snippet code will be replaced with the html for that snippet.

Working with the HTML editor

Inserting pictures on a web page

To add an image to a web page, you first upload the image to your web images. The image will then be available in your image list for you to add to a webpage.

Here's how to do this:

First **upload** the **picture** to your **Web Images** page **Website > Images**.
You can also upload an image while editing a web page by clicking **Upload an Image**.

- Then, **edit or create a web page**
- Click in the **body of the webpage** where you want to put the image.
- Click the **Image button** (looks like a tree).



- Select the image from the **Image list** drop down box.

The screenshot shows a dialog box titled "Insert/edit image" with a close button (X) in the top right corner. It has three tabs: "General", "Appearance", and "Advanced". The "General" tab is selected. Under the "General" section, there are four input fields: "Image URL", "Image list" (a dropdown menu highlighted with a red rectangle), "Image description", and "Title". Below these fields is a "Preview" section containing the text: "Once you select an image from the Image List above, a Preview of the image will appear here." At the bottom of the dialog are two buttons: "Insert" and "Cancel".

- Click **Insert** and the image will be added to the page.

You can move and resize the image inside the HTML editor.



To keep the proportions of the image, hold down your shift key, while dragging the corner of the image smaller or larger.



To make an image clickable: First insert the image or button into your article where you want it. Then click the image to highlight it. Then click the "Insert/edit link" button in the toolbar and select from the link list a form, document, webpage or enter the URL of the link. This will make the image or button be linked.

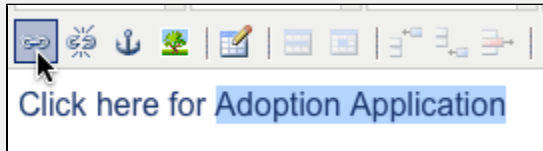
Linking to files on a web page

To add a file (like a Word document or a PDF) to a web page for download by your visitors, you first upload the file to your Files & Documents. Then add some text to a webpage, like Click Here!, that your visitor will click on to download the file.

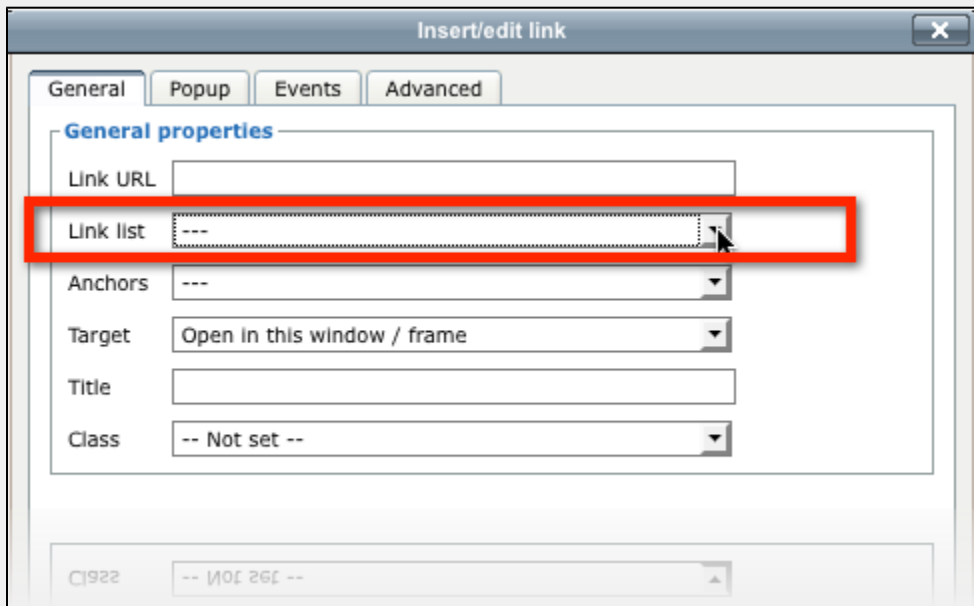
Here's how to do this:

First **upload** the file to **Website Files & Documents**. You can also upload a file while editing a web page by clicking the **Upload a File** link.

- Then, **edit or create a web page**
- Add or **select the text** you want to be the link to the file
- Then click the **link button** (looks like a chain).



- Select the file from the **Link list** drop down.



- **Save** your page

✔ To link to an Email Address:

Add some text to a page

select the text

click on the link icon to bring up the link list.


Then in the **Link url** field, type in: `mailto:name@somedomain.com`

Pasting HTML code on a web page



If you want to **add HTML to a page**, embed a video, add a chip in widget, custom paypal button etc, please use the **Custom Code Snippet** feature. [Website > Custom Code Snippets](#). For additional instructions on creating and using custom code snippets, please refer to this [User Guide article on Custom Code Snippets](#)


How to Copy / Paste Text to your web page

- Put your **cursor in the word doc or email with the text you want to copy and paste to your web page.**
- **Select all** of the content on the page [Ctrl + A on a PC, Command + A on a MAC] or **Select some** of the content
- **Copy** to clip board [Ctrl + C on a PC, Command + C on a Mac]
- **Edit** the web page you would like to add this text to
- Put your **cursor in the page editor**
- Click the **Paste from Word button** in the editor's toolbar

- **Paste** the content into the dialog box that opens [Ctrl + V on a PC, Command + V on a Mac]
- Click **insert.**

You can then reformat the text styles, bold, font size, etc.

How to remove Font styles from your web page

If you are experiencing issues or unexpected results when working with the text on your webpage:

- **Edit** the web page
- Put your **cursor in the page editor**
- **Select all** of the content on the page [Ctrl + A on a PC, Command + A on a MAC]
- **Copy** to clip board [Ctrl + C on a PC, Command + C on a Mac]
- Click the **Paste from Word button** in the editor's toolbar

- **Paste** the content into the dialog box that opens [Ctrl + V on a PC, Command + V on a Mac]
- Click **insert.**

You can then reformat the text styles, bold, font size, etc.



This should paste the content back without formatting, yet keeps the links intact.

Website Files & Documents



Where do I find it?

You can find the [Files & Documents](#) page by going to Website > Files & Documents.

▼ Click here for information on permissions

The following actions are available for Web Site Files and Documents with the specified service and user roles:

Action	Description	Services	User Roles
View	Able to view the list of web files	Web Site Service	Content Admin
Upload	Able to upload new web files	Web Site Service	Content Admin
Delete	Able to delete existing web files	Web Site Service	Content Admin

You can upload files to the RescueGroups.org server and then link to them on your web site for your visitors to download.

These files should be documents (like Word or PDF files), but not images. For more information on images, see the [Animal Media \(Pictures and Videos\)](#) section on or the section [Web Images](#) section.

Uploading a website file

To upload a new document, click Add a File from the Web Site > Files **and Documents** page.

File: To select a file to upload, click "Browse", select the file and click "Open."

Description: Enter a description for the file.

File Access: Select the Security Role that a user must have in order to open the file.

Display Inline: Specify if you would like to open the file “inline” of the browser (within the browser window) or as an attachment (as a file outside of the browser window).

When you have entered all of the information for the new file upload, click **Save File**.

Editing a website file

You can also change the status of an uploaded file from the Files list. To change a file’s status, select the checkbox next to the file and click the appropriate button. The file statuses are:

Mark Public: Make the file available to be downloaded by non-volunteers (the public).

Mark Private: Make the file available only to your organization’s volunteers.

Activate: The file can be used on your web site. It will appear in the Link dropdown when editing a web page.

Deactivate: The file still exists on the RescueGroups.org server, but you are not currently using the file on your web site. The file will not be shown in the dropdowns. It will also not be available for download.

Delete: Delete the file from the RescueGroups.org server. Once the file is deleted it cannot be recovered.

Deleting a website file

Website Forwarding



Where do I find it?

You can find the [Website Forwarders](#) page by going to Website > Forwarders.

▼ Click here for information on permissions

The following actions are available for Web Site Forwarders with the specified service and user roles:

Action	Description	Services	User Roles
View	Able to view the current list of Web Site Forwarders	Web Site Service	Content Admin
Add	Able to add Web Site Forwarders	Web Site Service	Content Admin
Reset	Able to reset the counter on a Web Site Forwarder	Web Site Service	Content Admin

Web Site Forwarders are typically used in one of three ways:

1. Prevent broken links by redirecting from old website addresses to new ones
2. Create easy to remember addresses
3. To track the efficiency of advertising campaigns

Forwarders are used to take a visitor from the current page to a different page. You can update your forwarders on the Web Site > Web Site Forwarders page.

For example:

- Redirect an entire domain/hostname to another site (e.g., something.yourdomain.org/* to another.domain.org)
- Redirect one page to a page on another site (e.g., /test.html to other.domain.org/testing.htm)
- Redirect one page to another page on the same site (e.g., /search.html to /animals/search.php)
- Redirect a custom web page to another web page (e.g., something.rescuegroups.org/info/display?PageID=51 to another.domain.org/testing.htm)

The forwarders list includes the source and destination information for each forwarder in addition to the number of times the forwarder has been used. You can reset the “counter” on the forwarder by selecting the forwarder and clicking **Reset Selected**.

Create Easy to Remember Addresses

Forwarders can also be used to create easy to remember web addresses (URLs). When you create a new web page, you can add a page name in the Redirect box.

Prevent broken links

Broken Links are created when web pages are moved or deleted. For RescueGroups.org partners, they may create broken links when they change their domain name over to their RescueGroups.org website.

Forwarders can be created so that when a request is made for a page that does not exist they are redirected to a different page.

For example, if on your current website, your adoption page is <http://www.animalfriends.org/adopt.html>, but on your RescueGroups.org site the URL will be <http://www.animalfriends.org/info/adoption.php>, you can create a redirect so the old link will still be valid.

Track Advertising Campaign Efficiency

Forwarders can be used creatively by tracking advertisement campaigns. For example, your organization may advertise a special URL of <http://www.animalfriends.org/spayneuter>. You can then create a redirect from that URL to a web page you create.

Check back during the campaign to see how many redirects have occurred. The number of redirects can be found on the Web Site Forwarders page.

Website Images

Please see the [Web Images](#) module for more information about using images on your website.

Website Logo



Where do I find it?

You can find the [Logo](#) page by going to **Website > Logo**.

▼ Click here for information on permissions

The following actions are available for the Logo feature with the specified service and user roles:

Action	Description	Services	User Roles
View	Able to view the current logo	Web Site Service	Site Admin only
Upload	Able to upload a logo	Web Site Service	Site Admin only

You can upload your organization's logo on the Logo page to better associate your web site with your organization.

In order to see your logo on your web site, you must first upload a logo, then enable the logo on the [Website Settings](#) page.



Not all layouts support a logo.

Website Menus



Where do I find it?

You can find the [Menus](#) page by going to Website > Menus.


▼ Click here for information on permissions


The following actions are available for Web Site Menus with the specified service and user roles:


Action	Description	Services	User Roles
View	Able to view the custom web site menus	Web Site	Content Admin
Add	Able to add a custom web site menu	Web Site	Content Admin

- The menu is typically on the sidebar, or a dropdown menu at the top of your site.
- When your website was created, a **default RescueGroups.org website menu** was setup for you with links to pages and website features.
- The default RescueGroups.org website menu will automatically add your custom web pages you create.

- If you switch to a custom menu, you will need to add those pages to your custom menu.
- You can continue to use the default menu, or you can Create a Menu.


 Before working on creating a custom menu, it is a good idea to create a word document of what you want your links to be and what order. [Tips for creating or redoing your website from our blog.](#)

 When you **Create a Menu**, you will be able to add items to the menu and reorder items so the menu has exactly the items you want your visitor to see.

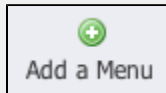
 If you activate a custom menu you will need to update the menu manually if you need to make any changes, including removing menu items if you disable a web page.

Creating a menu

Creating a menu

 **Where do I find it?**
You can find the [Menus](#) page by going to Website > Menus.

Then click on **Add a Menu**



Enter a **name** for the new menu and click **Save Menu**.

Add a Web Menu
« [Web Menus](#)

Name *

Add Another

This new menu will be **empty** [Menu Items (0)] when you create it.

You can populate the menu with default RescueGroups.org menu items by clicking **Reset**.

[Menu Items \(0\)](#)

Description custom menu
Active No

To add or edit the items in this new menu, click on **Menu Items ()**

[Menu Items \(21\)](#)

Description custom menu
Active No

Adding menu items



Adding menu items



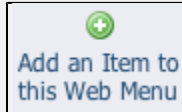
Where do I find it?

You can find the [Menus](#) page by going to Website > Menus.


- Click on the **Number** under **Menu Items**.

<input type="checkbox"/> All	Name ▲	Menu Items
<input type="checkbox"/>  	Custom Menu #1 (Active)	9

- Next click **Add an Item to this Web Menu**



- From the **drop down selection next to Menu Item**, select one of the existing browse pages, web pages, or forms.
- Next select the **Placement** where you would like that item to appear on your menu.
- Select the **Level** for the item and if you would like the item to be **Collapsible**. (see more on these topics below)
- Click **Save Web Menu Item**.

Menu Item * 

Placement *

Level * Level 1 Level 2 Level 3

Collapsible * Yes No

Add Another



More on Levels:

The level is the indentation of the item, where **Level 1 is at the highest level, and Level 2 is a child item of Level 1.**

Example:

Home (Level 1)

- About Us (Level 2)
- Contact Us (Level 2)

You can change the level of a menu item by clicking on the **gray arrows to move items in/out** (Level 1, Level 2), and **up/down** (placement on the menu).

<input type="checkbox"/> All		Order	Level	Link Description	Collapsible
<input type="checkbox"/> 	▼ ◀ ▶	1	2	Page: Home Page	No
<input type="checkbox"/> 	▲ ▼ ◀ ▶	2	2	About Us	No
<input type="checkbox"/> 	▲ ▼ ◀ ▶	3	2	How to Adopt	No
<input type="checkbox"/> 	▲ ▼ ◀ ▶	4	2	Adoption Info	No



More on Collapsible:

You can also set a Level 1 menu item to be collapsible. That means that menu items below this item and at a lower level will be grouped under this Level 1 item. A collapsible item can be set to collapse by default, which means it will be collapsed when a visitor first views your web site. Note: Not all layouts support collapsible menus.

These are the layouts that support collapsible menus: Layouts 1,5,7 and 14.

Create a new menu item

Create a new menu item



Where do I find it?

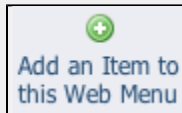
You can find the [Menus](#) page by going to Website > Menus.




You do not need to create a custom web page for special animal lists like puppies, kittens, please see the information at the bottom of this page for more on enabling and using **Special Lists**.

This is how to create a custom link, or a new link that isn't already listed in the Menu Item dropdown.

- Click **Add an Item to this Web Menu**



Click the **Add Icon** next to Menu Item

Menu Item * 

- You will be asked for the **Name** of the menu item (this is what you see), the **Text** for the link (the text your visitors see), and the **URL or location** they will be taken to.
- Click **Save**

Create a New Web Menu Item

Name *

Text *

Destination

URL
OR enter URL manually

Cancel

Save Web Menu Item

Once the link is created, you can add it to your menu as explained above.



You can quickly link to one of your RescueGroups.org webpages, files, or forms, by select them from drop down menu next to Destination URL.

If you would like to create a **link to an outside website**, be sure to include the full ***http://www.*** in the box. Example: <http://www.somewebsite.com>

To add a link to an **email address** include ****** before the email address. Example: amy@myorganization.org



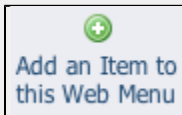
It's a good idea to create all of your custom web pages first, then add them to your custom menu.

Creating a new menu item for dogs, puppies, kittens, cats, special needs, etc.




First enable **Special Lists** you would like to us. Be sure to **enter a start and an end** in days. Example: Babies might be 0 to 125. Teens might be 126-364.

- Click **Add an Item to this Web menu**



- Then click the **Add Icon** next to Menu Item


Menu Item * Choose One... 

- **Name** is what you see on the management interface, the **Text** is what viewers will see when they visit your website.
- Enter a **URL** to one of the browse pages from the list of suggested pages below. Example: `/animals/browse?Special=Kitten`
- **Save** Web Menu Item

Create a New Web Menu Item


Name *	<input type="text" value="Browse: Kittens"/>
Text *	<input type="text" value="Kittens"/>
Destination URL	<input type="text" value="Select from your pages/files/forms..."/>
	OR enter URL manually
	<input type="text" value="/animals/browse?Special=Kitten"/>
Cancel	<input type="button" value="Save Web Menu Item"/>


Common Custom Animal Special Lists

 If you do not see one you are looking for, please open a support ticket and we will help you.

/animals/browse?Species=Dog
/animals/browse?Species=Cat
/animals/browse?Species=Cat&Special=Needs
/animals/browse?Species=Cat&Special=Sponsorable
/animals/browse?special=Kitten
/animals/browse?species=Cat&Special=Adult
/animals/browse?special=NeedsFoster
/animals/browse?special=Sponsorable
/animals/browse?special=Rodents
/animals/browse?Species=Rabbit
/animals/browse?special=Needs
/animals/browse?special=Recent
/animals/browse?Courtesy=Yes
/animals/browse?special=Senior
/animals/browse?Status=Available

Editing menu items

 **Where do I find it?**
You can find the [Menus](#) page by going to Website > Menus.

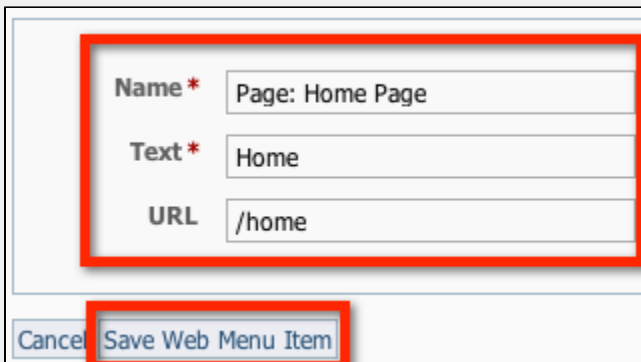
 This feature works on custom menus.

Edit a menu item

- To edit the text of a menu item, click on the **Edit Icon** next to the menu item.



- Next you can change the **Name** of the menu item; this is what you see on the management interface. You can also change the **Text**; that is what viewers will see when they visit your website.
- Example: if you want to change the built-in Information page to show About Us on the menu.
- Then click **Save Web Menu Item**, to save your changes.



Name *	Page: Home Page
Text *	Home
URL	/home

Cancel Save Web Menu Item

Remove a menu item

- To remove a menu item, select the **checkbox** next to the menu item.
- Then under the **Actions drop down**, select **Remove**.

Actions... Views: Default Options...

All	Order	Level	Link Description	Collapsible
<input type="checkbox"/>	1	1	Page: Home Page	Yes
<input type="checkbox"/>	2	2	Page: Contact Us	No

Change the order of items on a menu

- To change the order of items on the website menu, click the **Up** and **Down** arrows.
- To change the Level of the item (click [here for more on levels](#)) click the **Left** and **Right** arrows to change their level.

All	Order	Level	Link Description	Collapsible
<input type="checkbox"/>	1	2	Page: Home Page	No
<input type="checkbox"/>	2	2	About Us	No
<input type="checkbox"/>	3	2	How to Adopt	No
<input type="checkbox"/>	4	2	Adoption Info	No

Changing your active menu

Changing your active menu

- ✓ **Where do I find it?**
You can find the [Menus](#) page by going to Website > Menus.

Click the **name of the menu** you created.

All	Name	Menu Items
<input type="checkbox"/>	custom menu	21

then click **Activate**.

Menu Items (21)

Description custom menu

Active No

Delete Reset Edit **Activate**

When you view your website, you will now see your custom menu activated.

Website Search Keywords



Where do I find it?

You can find the Website Meta Keywords on the [Website Settings](#) page by going to **Website > Settings**.

Meta Keywords is a small section of text that is automatically put in your web pages. The text is then read by search engines and used to determine the relevance of that web site to a user's search. Meta Keywords are automatically created for your web site when your site is created. Changing your web site's Meta Keywords lets you change the way that search engines catalog your web site.



Not all search engines use the Keywords tag, and it isn't the only way search engines evaluate your site.



You can read more about how search engines work, and how you can increase the chances of your site being found, in [this document](#) prepared by RescueGroups.org volunteers.

Sitewide Keyword Modification

The Search Keywords page provides a site-wide configuration for the Meta Keywords.

You can change your keywords at any time on the Search Keywords page.

Enter any keywords that are related to your web site and click **Save Keywords** to commit the changes

Keywords and Description on Individual Pages

The keywords and description can be changed for each individual page by going to Page Settings.



Keywords should be comma separated, without quotes and with spaces.

How do I get my site to appear in search engines?

This is an ever-evolving topic. There are many online resources and books that explain **Search Engine Optimization** and can provide tips.

Here is more information from:

Google:

<https://www.google.com/support/webmasters/?hl=en>

Bing:

<http://www.bing.com/toolbox/webmaster>

Website Widgets and Utilities



Where do I find it?

You can find the [Widgets & Utilities](#) page by going to **Website > Widgets & Utilities**.

You can download the HTML code for various website objects including Save a Dog and Save a Cat from DogTime.

Website Settings



Where do I find it?

You can find the [Website Settings](#) page by going to **Website > Settings**.

The following are the configuration settings for the Web Site service.

General Site Settings

Site down for maintenance

Checking this option will prevent visitors from viewing your web site. The web site will instead display a message, "We're sorry, but this web site is currently down for maintenance." If you are an admin of your web site you will still be able to login and manage the web site. Uncheck this option to allow visitors to view your web site again. | W |

Website meta keywords

This string of words is used by search engines to find your web site. | W |

User Email Alerts for Favorite Animals and Breeds

Select this option if you do not want your web site visitors to be able to receive favorite animals and favorite breeds email alerts. | W |

Upload website home page as Petfinder web page (Petfinder FTP account required)

Enable this option if you want your web site service to automatically upload an HTML file to your Petfinder FTP account to update your Petfinder web page. This feature is unrelated to your pet list on Petfinder. See the [Update Petfinder Web Page](#) article for additional information on this feature. | W |

Site Layout Options

Layout slogan

Enter the slogan you would like to use | W |

Active menu

Select the custom web menu you would like to use on your web site | W |

Front Page Options

Custom front page

You can replace your standard RescueGroups.org home page with one you have made under Web Site > Web Pages and Content. Select the page from the drop down list. When visitors go to your home page they will then see your custom web page instead of the RescueGroups.org provided default home page. | W |

Display logo on front page

Select this option if you would like to display your organization's logo on the front page of your web site. This is a separate option because most web sites have the logo incorporated into the front page already, and without this option you would see two logos. To see the logo on the front page you also need to enable the logo under the Logo Background section of the Layout Options page. | W |

Latest news articles

If checked, this option will allow the latest news items to be displayed on your front page (if you have any news items). The News feature must be enabled in Settings > Web Site. | W |

Upcoming events

If checked, this option will allow upcoming events to be displayed on your front page (if you have any upcoming events). The Events feature must be enabled in Settings > Web Site. | W |

Top highlighted animals

If checked, this option will allow highlighted animals to be displayed on your front page and the "Animals" page (if you have any available animals). | W |

Number of highlighted animals

Select from the dropdown how many highlighted animals will be displayed. This option requires the "Show the top highlighted animals" option to be checked. | W |

Amount of highlighted animal's description shown

Enter the number of characters from the animal's description that you would like to appear in the highlighted animals section. The default is 100 characters. | W |

Sidebar Options

Powered by RescueGroups.org

Don't allow the RescueGroups.org Powered by logo to be shown on your web site. | W |

Username on Menu Next to Logout link

Select this option if you want the current logged in user name to appear on the sidebar menu next to the logout link.

Date/time the site was last updated

Checking this option will display on the sidebar the date and time of the last update you made to the web site. The date and time is automatically updated when almost any change is made to the web site. | W |

Animal picture mode

If enabled, an animal's picture, with its name and breed will appear on every web page. The animal can be one chosen randomly, or a "featured" animal -- one animal you select -- that will appear on every web page. Select if you want to disable this option, or have a random or featured animal. | W |

Featured Animal

If you select "Featured" for the Animal Picture Mode, you can then select an animal to feature on every web page. The animal must have a picture. | W |

Animal search box

Checking this option will display an "Animal Search" box in the sidebar. Visitors can search your available animal list by breed, color or name. You can also use the search box to find an adopted or deleted animal, or to search the online help. | W |

Hit counter

Enable this option to show a hit counter on every web page. Please remember that your organization's volunteer's hits will not be counted. | W |

Mailing address

Checking this option will display your organization's mailing address in the sidebar. You can change your address on the Admin > Contact Information page. You can also block your email address and street address from showing. | W |

"Email Page to a Friend" Link

Select this option to have a link on your site that allows visitors to email a link from your web site to a friend of theirs. | W |

Bookmark/Link Sharing Button

Show the button with web site sharing options (Yahoo, Facebook, etc). | W |

Display the DogTime.com widget Sparky

Enable the Sparky widget from DogTime.com. | W |

Sidebar width

Enter the width (in pixels) for the sidebar. | W |

Logo and Background

Use your Logo

If checked, this option will display your organization's logo in the sidebar in layouts that support a logo. You can upload a logo on the Web Site > Web Site Logo page. | W |

Use Background Image

Select the image from the dropdown list that you would like to use as a background. You can upload images on the Web Site > Images page. Not all layouts support a background image. | W |

Contact Info Page

Contact Us form

Enable this option if you want your website visitors to be able to submit a Call from your website by using a Contact Us form.

Frequently Asked Questions

Am I able to upload an animal video to the service?

How are videos handled by the Pet Adoption Portal service and the RescueGroups.org Web Site and Data Management services?

The RescueGroups.org services handle two methods of adding videos to your animals:

Option #1: Upload a video directly to RescueGroups.org

If you upload a video file directly to your RescueGroups.org service we are able to store the file and upload it to other services as necessary. We will upload the video for you to YouTube because some of the adoption listing web sites (Adopt-a-Pet.com specifically) supports only YouTube video URLs.

The following video formats are supported for upload to RescueGroups.org: .MPG/.MPEG, .3GP, .AVI, .MOV

Option #2: Add a video URL from YouTube to the animal

If you upload the video to YouTube and then add the video URL to the animal the YouTube URL will be uploaded to Adopt-a-Pet.com and embedded in the animal's description for all other adoption listing web sites. A YouTube URL will NOT trigger the pet's video icon on Petfinder.

Anyone can make changes to my web site!

Occasionally we hear a report about how anyone and everyone have access to make changes on an organization's web site.

Only the people to whom you grant access will be able to manage your web site. Only the people who have at least one permission on your web site will see the admin menu bar across the top of the page.

The confusion comes from the use of the "remember me until I logout." When you login and select that option, you will remain logged in until you specifically chose to logout. That means that when you open your web site at a later time you will automatically see the admin menu bar.

If you are seeing the menu bar unexpectedly on a computer it's probably because you previously logged into that computer using an account that has permission on your web site.

Can I download my email into a program like Outlook Express or Thunderbird?

Yes, you can. The email client setup information is on the Services > Email Services > Email Mailboxes page. The configuration is different for each organization, but is typically mail.domainname.com (like mail.animalfriends.org). The POP and IMAP ports are default (110 and 143 respectively).

Also, for outgoing email, you'll need to use SMTP on either port 25 or 2525. You'll need to enable SMTP authentication, and use your regular email account user name and password (the same one you use for incoming).

Can I update my organization's Petfinder web page through the RescueGroups.org Website service?

Yes, your RescueGroups.org website service can keep your Petfinder home page up-to-date.

This feature is not related to your Petfinder animal list in any way.

Once enabled, your RescueGroups.org website service will upload a copy of your home page to Petfinder. That page will look exactly like your RescueGroups.org home page, with the addition of the Petfinder required links (as required by the Petfinder Terms of Service).

You can learn more about updating your Petfinder home page in this User Guide article: [Update Petfinder Web Page](#).

Does using one of the RescueGroups.org services decrease the number of hits on my pets on Petfinder.com?

Absolutely not! In fact, we have noticed an increase in the number of hits on animals that are posted through the Pet Adoption Portal and the other RescueGroups.org services. This is probably due to the more frequent update and the ease of updating your pet listings! You should not notice a difference in your Petfinder.com stats.

In addition, by utilizing the other adoption listing web sites you may notice a 100-200% increase in the number of inquiries, adoption applications and actual adoptions! We've done surveys of our users, and we've noticed an average of a 100% increase in activity.

Do visitors have to register and login before they can submit an online application?

You do not have to request that visitors register and login on your web site before submitting an online application. You can update the Online Form to allow an unregistered user to submit the form.

Do you have a demo?

Although we don't have a demo service for you to use, we'd be happy to walk you through a demo at your convenience. Please contact us through our web site to schedule a demo.

<http://www.rescuegroups.org/contact>

Do you need my account information from the other web sites?

We will ask during the Setup Wizard for the specific information we need to enable all of your adoption listing web site uploads.

If you do not already have an account with Petfinder or Adopt-a-Pet.com, you need to sign-up with them before we can start to upload to them, and before you can start to use the Petfinder Sync App.

We do NOT need your Adopt-a-Pet.com account information and we would prefer if you did not send us any auto-upload information from Adopt-a-Pet.com because it may cause confusion.

If you already have an account with them we will find it and configure it correctly. A duplicate account will not be created.

Do you provide a spell checker?

For some fields, like the animal description, you may want to perform a spell check.

The easiest way to do this is with a spell checker installed on your computer. There are several spell checkers that are available for free.

One example is ieSpell. You can read about ieSpell and download it here:

<http://www.iespell.com/>

Once ieSpell is installed on your computer, you can click the spell check button (looks like "abc" with a checkmark) to spell check the description you have entered.

Some web browsers, like FireFox, support spell check right out of the box. We would recommend that you use FireFox. FireFox is completely supported by our services.

<http://mozilla.com>

Do you provide a trial?

We do provide a 3-month trial for our Data Management and Web Site services. The Pet Adoption Portal is completely free. Our other services, including Voice Mail, Email and Domain Name services do not include a free trial.

Your trial will begin when your account is created. You can cancel at any time during the trial.

How can I receive an email when someone submits an online form?

Every volunteer has the option to receive an email alert when an online application is submitted. There are a few things you should be aware of:

1. Each volunteer must enable the option to receive an email alert
2. They can receive an alert for ALL submissions or just for their foster animals
3. An "available animals" question must be added to the form for #2 to work correctly
4. There is no way to specific additional email addresses that should receive alerts
5. You can prevent all volunteers from receiving an email alert in Feature Options

How can I remove a user's email alert subscriptions?

You can remove a user from all email subscriptions by going to Contacts > Contacts Admin in the admin menu, then find the user in your contact list. The easiest way to find them is to click "Search" in the header of the contacts table, then enter their email address, below the email heading, and click the Search button.

Once you find the user, click his name to view his contact details. Click each of the subscriptions you wish to remove under the Email Alerts heading.

How can I use Google Analytics with our RescueGroups.org website?

You can easily use Google Analytics to track visitors, visits and page views on your RescueGroups.org Website.

First, you need to get the Google Analytics code for the profile you want to use. To get the necessary HTML code do the following:

- Login to your Google Analytics account. If you don't have one you can start here: <https://www.google.com/analytics>
- Add a new profile, if necessary
- Click Edit on the profile
- Click Check Status
- Select and copy the code in the "Paste this code on your site" box

To add the Google Analytics code to your website you need to add a Custom Code Snippet. You can add one on the Management website.

- Go to: <https://manage.rescuegroups.org>
- Login
- Click Website > Custom Code Snippets
- Click Add a Custom Code Snippet
- Enter a name for the code snippet (like "Google Analytics")
- Paste the code from the Google Analytics profile into the Code box
- Click Save

Then you need to add the Custom Code Snippet to your website.

- Still logged in to the Management website, click Website > Web Page List
- Click Edit Content on Footer (bottom of every page)
- Put the cursor at the top or bottom of the content
- Click the Insert a Custom Tag or Code Snippet button, (little blue paw icon in the menu of the content editor)
- Click on your Custom Google Analytics snippet
- Click Save Content

It takes about 24 hours for hits to appear in your Google Analytics profile.


Google Analytics is very powerful and can be very complex. You may want to do some research on how to best use Google Analytics and the profiles. This KB article is really just designed to provide you with where to find your GA profile code, and how to add a custom code snippet to your website.

How does the Send to Accounts field work?

See section 7.2 of the Pet Adoption Portal User Guide for more information on the Send to Accounts field.

The Send to Accounts section of an animal will list all of your export accounts. You can select which accounts should receive the current animal information. If you unselect one of the accounts, the animal will be removed from that account.

How do I add a document to a page?

 To learn more about adding a file to a web page for download by your visitors, please view the [Linking to files on a web page](#) section of the user guide.

How do I add a PayPal button?


 **Where do I find it?**
You can find the [Affiliates](#) page by going to **Website > Affiliates**.

- To enable the built-in PayPal donation button, you will first **enter the email address** that is connected to your organizations PayPal account into your **Affiliates**.
- Then enable the button to automatically appear on your website. You will also now be able to add it to any page using the built-in custom tags feature.

Now that your button has been enabled you can add it to any page.

To add a PayPal button to your page


When editing a webpage:

- In the text editor, click on the **Blue Paw Icon**  (it's next to font size) to bring up a list of built-in custom tags.
- Scroll until you see, the **Built-in: PayPal Donation Button**
- **Click on Built-in: PayPal Donation Button** and it will insert the tag {PayPal/}.
- **Save the page.**
- When viewed outside of the editor, you will see a PayPal donation button.

You should now see the PayPal donation button on your web page.


To add a Custom PayPal button to your page

To add any custom HTML from another service (a Video, a Custom PayPal button, Custom Affiliate, Facebook Like Box, Widget...) you can use the Custom Code Snippet feature of our HTML editor.

 **Where do I find it?**
You can find the [Custom Code Snippets](#) page by going to **Website > Custom Code Snippets**.

[Click to read more on creating and adding Custom Code Snippets to your site or page.](#)

How do I add a photo or image to a web page?

 You can find out more on adding images and photos to web pages in the [Working with the HTML Editor](#) section of the user guide.

How do I add my Facebook page?



Where do I find it?

You can add your Facebook page to your Affiliates by going to [Website > Affiliates](#)



To add your Facebook url, please add only the part of the url that comes after pages or if you have a vanity name, just enter the name of your page.

Example:

pages/yourorganization/365971463291

or

yourorganization

How do I change my username and password?



There is a 20 character limit on passwords.

From the Management Interface

Click My Settings in the upper right corner.
Click Username & Password at the top of the User Options page.
Enter your new username if you would like to change it.
Enter your current password and new password to change your password.
Click Save Settings.

From the Pet Adoption Portal

Click on User Account Info on the menu.

To change your username, enter a new username.
Click Change Username.

To change your password, enter your current password and a new password.
Click Save New Password.

From the Website Interface

Go to the My Rescue page. (You should be taken there when you log in. If already logged in and there is no My Rescue link in your site's menu, go to <<your website>>/myrescue/).

To change your username, click Username at the top of the page.
Enter you new username.
Click Change Username.

To change your password, click Password at the top of the page.
Enter your current password and new password.
Click Change Password.

How do I change the contact information on our domain name registration?

If you need to change any information in the domain name registration like email address, mailing address or phone number, please open a support ticket with RescueGroups.org support. We will update the domain name registration for you.

You may realize that the domain name has old contact information if you receive an email from our domain name vendor with the subject "Reminder to verify the accuracy of Whois data for (domain name)."

How do I edit a volunteer's or staff member's access to my RescueGroups.org

service?



Portal users must use the management interface to edit roles. Please follow the instructions for the Management Interface below.

Through the new Management Interface:



Where do I find it?

To edit a role to an existing user login account:

Contacts > User Login Accounts

- Find the contact/user login account in your list of users.
- Click on their User Name to view the User Login Account.
- Click the Roles link at the top of the page.
- From there, you can add/remove security roles for that user.

Through the Website Service Interface:



Where do I find it?

Go to **Contacts > Contacts Admin** in the admin menu.

- Find the contact in your list and click their name to go to the Contact's page.
- On the Contact's page, under Web Site Permissions, you can add/remove security roles for that user.



The easiest way to manage users and user permissions is via the new Management Interface.

How do I enter a location for one of my pets or caregivers?

Locations and caregivers are two separate functions.

You can use the Locations link to set up the location. Then for each pet you want identified with that location, go to the pet's Portal listing and select the correct location from the dropdown menu for that field. Please note that Petfinder and Adoptapet.com DO NOT accept zip code/location data from us.

To get a contact person's info to show up above a pet's description: Make sure your foster caregiver is listed under Volunteers, with at least the first 2 boxes checked for that person's listing (Fosters Animals and Contact Info is Public). Then visit your Options page and pick which fields you want to be public for your contacts. Finally, edit the pets' listings on the Portal to reflect that Foster/Caretaker.

How do I find an inactive or deleted contact?

To find an inactive or deleted contact in Contacts Admin you can enable the option to display inactive contacts in the list. That option is in Feature Options (Features > Options). Once you enable that option you'll see your inactive contacts in the contacts list and you can edit them like any other contact. You'll notice that inactive contacts have a (i) next to their name.

How do I give a new volunteer or staff member access to my RescueGroups.org service?

If you have a new volunteer or staff member you might want to give them access to your RescueGroups.org service.

If you are using the new Management Interface:

If a Contact Record doesn't exist for the volunteer, Go to **Contacts > Add a Contact**
Enter the person's basic contact information including email address
Click Save Contact.

Once a Contact exists, go to **Contacts > Contacts Home**.

In your list of contacts, click the Contact's name to go to view their details.
On the Contact's page, click the User Login Accounts link at the top of the page.
Click the Add icon on the list of User Login Accounts for that contact.

On the user registration page, verify that the contact information is correct.

Enter a Username.
Select Volunteer for Registration Type.
Click Register User.

Once complete, the contact will receive an email notification of their registration with their username and a temporary password.

You will be taken to the User Login Account page for that user.
Click the Roles link at the top of the page to add the appropriate security roles for that user.

If you are using the Pet Adoption Portal:

Go to Volunteers
Click Add a Volunteer
Enter the person's information
Select Grant Access to the Portal
Enter a user name
Click Add Volunteer

The new staff/volunteer will receive an email with their user name and password, and when they login they will be able to manage your pet list on the Portal.

If you are using the Website Service Interface:

If the contact doesn't exist, Go to Contacts > Add a Contact
Enter the person's basic contact information including email address
Click Save Contact
On the Contact's page, under Web Site Permissions, click the Register link.
On the user registration page, verify that the contact information is correct.
Enter a username.
Click Register User.
Once complete, the contact will receive an email notification of their registration with their user name and password
Then, on the Contact's page, add the appropriate roles under Web Site Permissions

If registering an existing contact, find the contact in your mail contact list.
Click on the contact's name to view their details.
On the Contact's page, under Web Site Permissions, click the Register link.
On the user registration page, verify that the contact information is correct.
Enter a username.
Click Register User.
Once complete, the contact will receive an email notification of their registration with their user name and password
Then, on the Contact's page, add the appropriate roles under Web Site Permissions

How do I know if I qualify for the free Sponsorship Web Site or Data Management service?

RescueGroups.org Sponsorship service is available to qualified organizations. All applications are approved by the RescueGroups.org Board of Directors. Only organizations who truly cannot afford the service fee (\$100/year for Web Site, \$75/year for Data Management) will be approved.

Minimum requirements:

- Non-profit 501(c)(3)
- Low income

If you are in the process of receiving your 501(c)(3) exempt status, you can include a copy of the application in place of the determination letter requested on the Sponsorship application.

You can find the Sponsorship application in the [Downloads](#) section of the RescueGroups.org website.

As explained on the application, the following documents are required: 501(c)(3) determination letter, financial summary, most recent 990ez, list of organization principals, vet reference information, brief organization and mission summary.

How do I make my domain name work with my RescueGroups.org web site?

To make your existing domain name work with your RescueGroups.org web site you have two options:

1. Transfer the domain name to RescueGroups.org

Please refer to the knowledge base article about transferring domain names to RescueGroups.org. We strongly recommend that you transfer your domain name to us for the following reasons:

- A. One fewer bill to worry about. We invoice the domain name service on the same invoice as your other services.
- B. We are able to handle the technical aspects of the domain name. Otherwise, we need to contact you if anything needs to change in the domain name.

2. Update the domain name to use the RescueGroups.org name servers

If you want to leave the domain name registered where it is, you can simple update the name servers on the domain name. If you chose this option, do the following:

A. Add the domain name on the Services > Domain Names page.

B. Update the name servers on the domain name to the following:

dns1.rescuegroups.org
dns2.rescuegroups.org

C. Wait 24 hours for complete propagation of the new settings and for your domain name to start pointing to your RescueGroups.org web site.

If you need help updating or transferring your domain name please contact us.

How do I pay my bill?

We accept two forms of payment: Check and PayPal. If you'd like to pay by credit card you can do so by using PayPal.

To view your invoices, follow the appropriate instructions depending on which RescueGroups.org service you are using:

To view and pay your invoices using the Manage interface:

- Go to <https://manage.rescuegroups.org>
- Login using your RescueGroups.org user name and password
- Go to **Services > Account Administration** in the menu
- Click the Invoices link
- Click the PayPal button to add your balance to your cart
- Checkout using PayPal

To view your invoices using your RescueGroups.org Website:

- Go to your RescueGroups.org website
- Click **My Rescue or Login**
- Login using your RescueGroups.org user name and password
- Click **Services > RescueGroups.org > Accounting/Invoices**
- Click the PayPal button to add your balance to your cart
- Checkout using PayPal

To view your invoices using your RescueGroups.org **Data Management or Voice Mail services**, use the instructions for the Manage interface above.

How do I receive an email alert for new online form applications?



Where do I find it?

To receive an email alert for submitted forms, please see the User Guide section on **Submitted Online Forms > Form Submission Alerts**

How do I record a voice mailbox greeting?

To record a greeting for one of your mailboxes, do the following:

- Dial your voice mail number.
- At the main greeting (or the message about the voice mail service not being setup yet) press the mailbox number (eg 1, 2, etc)
- At the mailbox greeting (or message about there not being a greeting) press * and enter your voice mail password

- At the voice mail menu press * again and enter your mailbox admin password
- Follow the prompts to record the mailbox greeting.

Before recording the greeting you must create the mailbox. Be sure to review the Voice Mail User Guide available on our support web site.

How do I remove a volunteer from my account?

If you need to remove a volunteer from your service you can do so yourself by going to the Volunteers link on the Portal or Contacts>User Login Accounts on the RescueGroups.org Management Interface.

However, if you need to remove the only person with administrative permissions to your service, you will need to submit a Change of Authority letter. You can learn more about the Change of Authority process in the [Change of Authority](#) article of our User Guide.

From the RescueGroups.org Management Interface

- Login to the RescueGroups.org Management Interface: <https://manage.rescuegroups.org>
- Go to **Contacts>User Login Account**
- Click on the User Login Account
- From the **User Login Account** page, click **Roles**
- Check the boxes for all assigned roles
- Choose **Remove** from the **Actions** dropdown

You may also want to delete their contact record under **Contacts>Contacts List**

How do I transfer my domain name to RescueGroups.org?

To transfer a domain name you already own with another registrar to RescueGroups.org:

1. Verify that it has been more than 60 days since you registered or last transferred the domain name. A domain name can not be transferred within 60 days of registration or its last transfer.
2. Verify that the domain is unlocked (secure mode is disabled). This is typically represented by Status: OK in the domain name's whois information.
3. Verify that privacy is disabled on the domain (email address in step #4 should be a real person's address).
4. Verify that you have access to the email address specified in the "Admin Email" portion of the domain registration. You can find this information by using a whois tool like Allwhois.com. If you do not have access to the email account, you should either contact someone who does (and will forward emails received to you) or change the email on the domain name.
5. Verify that you have the correct domain transfer authorization code.

Each domain name registrar has a different way to retrieve the Transfer Authorization Code. Here's a web page that describes [how to get the code](#) from some of the most common registrars.

Once you have verified and collected the information from the above steps, go to Services > Domain Names and click Transfer a Domain Name.

Please contact us if you need help with the transfer.

How do I update my organization contact information?

The first step to updating your organization's contact information is to update your information in your RescueGroups.org service.

If you are using the Pet Adoption Portal:

Go to Portal Setup and click Edit Contact Information

If you are using the RescueGroups.org Web Site or Data Management Service:

Go to Services > Organization Contact Info

Next, you'll need to update your organization's contact information on Pets 911, Adopt-a-Pet.com and/or Petfinder. To do that, login directly to those sites. If you do not have your login account information for those sites, you should contact them directly.

You can find Adopt-a-Pet.com's contact information here: http://www.adoptapet.com/public/contact_us/index.html

Pets 911's information can be found here: <http://www.pets911.com/contact-pets-911>

The other adoption listing web sites ([DogTime.com](#), [PetBond.com](#), etc) receive your contact information through either our API service, or through one of the other adoption listing web sites.

How do I use the Do Not Adopt feature?

The RescueGroups.org Web Site and Data Management services include a Do Not Adopt (DNA) list. Each organization can mark Contacts as Do Not Adopt, and optionally share their DNA list.

To mark a Contact as Do Not Adopt, edit the contact by going to Contacts > Contact Admin. Find the contact in the list and edit that contact. Select the checkbox for Do Not Adopt and save the contact.

If you would like to share your organization's DNA list with other RescueGroups.org organizations, go to Feature Options (Features > Feature Options) and enable the option, "Share your organization's Do Not Adopt list (from Contacts)."

How do I verify my pet list on the Pet Adoption Portal?

Before we will enable the uploads for Petfinder, Adopt-a-Pet.com or Pets 911 you must first verify that your pet list on the Pet Adoption Portal is accurate and correct. We do this so that you will not lose any information. When we enable the uploads to the other sites there is a possibility that the pet listings on the other sites will be removed and replaced with the listings from the Pet Adoption Portal. That's why it's critical that the most accurate and complete information be on the Portal.

To verify your pet list, click Pet List on the menu. Change the list to view All animals (Active and Adopted) and visually review each animal to be sure it is accurate. If ALL of the information is correct, all animals are listed, and the descriptions were added correctly, go to the Setup page and click the link to Verify your pet list.

How do the Online Forms Steps work?

The Online Forms Steps feature is a way you can easily see the status of an online application or form through your process. Steps are individual items or processes that need to be completed during the processing of the application (for example, Vet Check). The Online Forms Status Report will show the status of the steps in a percentage pass of the completed items. For example, if you have four steps, two have passed and one has failed, you will see 2/3 (66% pass) for the steps. The incomplete steps are not calculated in the pass rate.

How long does it take for the adoption listing web sites to update?

Each of the adoption listing web sites take different amounts of time to update. Here's what we have noticed:

Petfinder: 30-60 minutes average for the animals and pictures to appear in the admin pet list. Up to 24 hours for pictures to be visible to the public.*

Adopt-a-Pet.com: 2-3 hours average for animal data and picture updates

Pets 911: 1 hour average for animal data and picture updates

* Please note that the delays with Petfinder are equivalent to what you would experience when updating Petfinder manually. Also, at times Petfinder caches old information on the public web page which may appear to delay the updates. Be sure to refresh the pet list to view the latest pet information and pictures, and to use the pet list troubleshooter here on this support web site if you are experiencing any issues.

I'm having strange issues with my web browser. What can I do?

You might experience the following issues:

- Cookie errors
- Unable to stay logged-in, or logged-out
- Drop downs (like breeds, colors) do not populate correctly when you select a species

The most common source of miscellaneous problems with your web browser is the browser "security" settings. Very often these settings will get accidentally changed, or changed by an application that is installed.

The best way to resolve the issue is to reset the browser security settings to their default. This issue is more common with Internet Explorer. Here is a web page on Microsoft's website on how to reset IE settings: <http://support.microsoft.com/kb/923737>

I added a pet to Petfinder or my web site and she's not on the other web sites yet!

We don't add pets from Petfinder or from your web site. You must add animals directly on your RescueGroups.org web site in order for them to be added on the adoption listing web sites. We do offer to add your animals for you during your initial setup, however we do not add animals for you on an ongoing basis.

I added or updated a pet. Do I need to do anything to upload the pet data?

No, you don't need to do anything to cause your animals to be updated on the adoption listing web sites. When you add or edit a pet the update will happen automatically.

I can't find one or more of my pets that I know are listed on the Portal!

Depending on the Status of the animal (available, adopted, hold, pending, etc) you may need to change your pet list to include that status. By default, only your available pets are listed. You can change your pet list by selecting one of the statuses in the Show drop down and clicking Go!

I received an email about verifying the information in my domain name's whois record. What should I do?

The email concerning verifying your contact information is sent out by our domain name vendor. If the information is correct, you can delete the email. If any of the information has changed, please open a support ticket and we will update the domain name contact information for you.

I received my password, but it doesn't work!

Be sure that you are entering the user name and password exactly as they appear in your password email. The password is case sensitive, which means you need to enter it using the same capitalization as is used in the email you received. If you recently reset your password make sure you are using the correct password to login. Once you reset your password your previous password will no longer work.

Is RescueGroups.org looking to send animal data to additional web sites?

Yes! Of course we are, because that's in the best interest of the adoptable animals. We are constantly contacting new organizations and web sites to see if they would like to accept animal data from us. If you know of a web site that would benefit from our adoptable pet listings, please contact us, and we'll contact them. It wouldn't hurt if you emailed them to let them know about us as well!

My browser crashes when I go to my RescueGroups.org service

Tips for solving problems when Internet Explorer crashes or stops working

If your browser crashes when you go to your RescueGroups.org service (especially Internet Explorer), try **resetting the browser security settings**.

This information applies to Windows Internet Explorer 7, 8, and 9.

If Internet Explorer crashes, stops working, or closes immediately after being opened, you might get an error message telling you that Internet Explorer is not working or that it encountered a problem and needs to close. First make sure that you have a good connection to the Internet. If you can't open Internet Explorer or if it opens briefly and then closes, the problem might be caused by low memory, or corrupted or missing system files. Restart your computer to clear the memory and then open Internet Explorer by itself.

If your Internet connection is good and you've restarted your computer but Internet Explorer is still having problems, try the following:



This information is from the Microsoft support website:
<http://windows.microsoft.com/en-us/windows7/Tips-for-solving-problems-with-Internet-Explorer>

Disable all add-ons

While browser add-ons can enhance your online experience, they can occasionally interfere or conflict with other software on your computer. Try starting Internet Explorer without add-ons to see if the problem goes away. Here's how:

- Click the **Start button**, click **All Programs**, click **Accessories**, click **System Tools**, and then click **Internet Explorer (No Add-ons)**. If disabling all add-ons solves the problem, you might want to use Manage Add-ons to disable all add-ons and then turn on add-ons only as you need them. This will allow you to figure out which add-on is causing the problem. For more information about add-ons, see [Internet Explorer add-ons: frequently asked questions](#) or [How do browser add-ons affect my computer?](#)

To manually disable add-ons

1. Open Internet Explorer by clicking the Start button . In the search box, type Internet Explorer, and then, in the list of results, click Internet Explorer.
2. Click the Tools button, and then click Manage Add-ons.

Reset Internet Explorer settings

If disabling add-ons doesn't solve the problem, try resetting Internet Explorer back to its default settings. This removes all changes that have been made to Internet Explorer since it was installed, but it doesn't delete your favorites or feeds. For more information, see [ResetInternet Explorer 8 settings](#) or [ResetInternet Explorer 7 settings](#).

To manually reset Internet Explorer settings

1. Close all Internet Explorer or Windows Explorer windows.
2. Open Internet Explorer by clicking the Start button . In the search box, type Internet Explorer, and then, in the list of results, click Internet Explorer.
3. Click the Tools button, and then click Internet Options.
4. Click the Advanced tab, and then click Reset.
5. In the Reset Internet Explorer Settings dialog box, click Reset.
6. When you are done, click Close, and then click OK.
7. Close Internet Explorer and reopen it for the changes to take effect.

Run the Microsoft Safety Scanner

Malicious software and viruses can often cause Internet Explorer to slow down or stop working.

If you are able to access the Internet, go to the Microsoft website to download the [MicrosoftSafety Scanner](#), which you can use to check your computer for viruses and malicious software.

Update Internet Explorer

Running Windows Update can often correct problems by replacing out-of-date files and fixing vulnerabilities.

1. Open Internet Explorer by clicking the Start button . In the search box, type Internet Explorer, and then, in the list of results, click Internet Explorer.
2. Do one of the following:
 - In Internet Explorer 8, click the Safety button, and then click Windows Update.
 - In Internet Explorer 7, click the Tools button, and then click Windows Update.
3. Follow the instructions on the Windows Update page.

Update drivers

Outdated, incompatible, or corrupted video card drivers can cause Internet Explorer compatibility issues. For information about updating drivers, see [Update a driver for hardware that isn't working properly](#).

If you still can't get Internet Explorer working

Sometimes the problem can't be solved without a little additional help. Here are some resources you can check out if you've tried everything else without success.

- [Internet ExplorerSolution Center](#)
- [Internet ExplorerForum](#)

Additional information

If the problem is caused by damaged or incompatible Internet Explorer settings or add-ons, you can usually resolve the problem by resetting Internet Explorer settings.

To use the **Reset Internet Explorer Settings** feature from **Control Panel**, follow these steps:

1. Exit all programs, including Internet Explorer (if it is running).
2. If you use Windows XP, click **Start**, and then click **Run**. Type the following command in the **Open** box, and then press ENTER:inetcpl.cpl
If you use Windows Vista, click **Start**. Type the following command in the **Start Search** box, and then press ENTER:inetcpl.cpl
The **Internet Options** dialog box appears.
3. Click the **Advanced** tab.
4. Under **Reset Internet Explorer settings**, click **Reset**. Then click **Reset** again.
5. When Internet Explorer finishes resetting the settings, click **Close** in the **Reset Internet Explorer Settings** dialog box.
6. Start Internet Explorer again.

New option to export your data to a CSV file!

There is a new feature on the Management Interface, <http://manage.rescuegroups.org>, that you can use to export your data to a CSV file.

You can do this from any "datatable". In this example, we will reference your Animals List.

To do this, go to Animals > Animals List in the menu.
Then click on the datatable icon next to Views.

Name your view and select the fields you would like to appear in this view. You can use the up/down gray arrows to reorder the fields.
Save the view.

You can now bring up this view whenever you would like.

Once you load your view, in the Options drop down on the right, you can choose to export this view to CSV.

Here is some more information on views.
<http://www.rescuegroups.org/userguide/views>

Receiving Email Notifications for Completed Forms

Receiving email notifications of submitted online forms is a user option. Your volunteers can turn this option on and off. (The volunteers must log in individually to adjust these settings.)

On the Management Interface

Click my settings in the upper right corner.

Click Alerts & Emails.

Configure the option "Alert me when an online form is submitted" or "Alert me when an online form is submitted for my foster animals" to only receive alerts on your fosters.

On the Website Interface

Go to the My Rescue page.

Click Options at the top of the page.

Configure the option "Get an alert when a form is completed for any animal" or "Get an alert when a form is completed for your foster animals" to only receive alerts on your fosters.

The voice mail system won't let me record a greeting!

If you are trying to record a voice mail greeting and you are only give a few seconds to speak, you are recording the greeting in the wrong place. Be sure to follow the instructions exactly. There is an article in the knowledge base for how to record a mailbox greeting that will give you the exact steps to follow.

The wrong contact information is displayed on my pets on Petfinder.

Petfinder does not give us the capability to upload "contacts" for pets on Petfinder. Therefore, all pets on Petfinder will show the main contact

information.

Unwanted Formatting or Strange Code in your Animals' Descriptions.

Often times, when pasting in your animal descriptions from outside sources, such as emails, Microsoft Word, or others, formatting can be pasted in along with the text of the descriptions. This can be frustrating to deal with or even cause unexpected results when viewing you animals on the pet adoption listing sites or even your own website.

There are a couple tools built into the Animal Description Editor that may prevent this or help "clean" you descriptions up for you.

If pasting in your descriptions from an outside source, such as an email or Microsoft Word, and you would like to preserve as much formatting as possible, you could try the "Paste in from Word" tool built into the description editor. The "Paste in from Word" button is on the editor's toolbar, and looks like a briefcase with a W on it.

That should remove most of the unwanted formatting or code while leaving the basic formatting in tact.

If that doesn't resolve your issues or if you do not want formatting at all, use the "Paste in as Plain Text" button the editor's toolbar to paste it in with NO formatting, (it looks like a brief case with a T on it).

If you have pets added that have unwanted formatting or code in their descriptions and want to get rid of it, follow the following steps:

Edit the pet.

In the description editor, click the Select All button on the editor's toolbar, (it looks like the letter "a" with lines behind it).

Right click the selected text and click Copy, or press CTRL-C to copy the selected text.

Click the Paste as Plain Text button on the editor's toolbar.

In the Paste as Plain Text dialog that pops up, paste in the copied text.

Click Insert at the bottom of the Paste as Plain Text dialog to overwrite the selected text with the plain text.

Save the pet.

If you still have problems with your animals' descriptions or need help, don't forget you can [open a support ticket](#):

<http://www.rescuegroups.org/support>

Users are saying they aren't receiving emails from our web site.

The most common reason a person won't see an email they receive is because the message is flagged as spam. Make sure the user adds your email address to their address book, or to their white list.

If you continue to receive reports of missing emails we can verify that the email was sent, and the user can then take that information to their ISP or email provider to inquire why the message was not received. Please contact us for additional assistance.

What are the different ways that I can check my voice mail messages?

You can check your voice mail messages in any of three different ways:

- 1) Receive the voice mail audio recording as an attachment in your email. To configure this option, enable the Attach Recording option on the mailbox.
- 2) Login to the voice mail service web site and view/listen to messages with your web browser. The link to login to the voice mail service web page (Web Login) is on the mailbox page. Login with the user name on the mailbox page, with the mailbox voice mail password. (Read Section 5 of the Voice Mail Service User Guide for additional information.)
- 3) Dial into the voice mail system with your phone. (Read Section 3 of the Voice Mail Service User Guide for additional information.)

What kind of pictures are accepted on the Portal?

Each pet can have up to 4 pictures on the Pet Adoption Portal. You can select pictures to upload when you are adding or editing a pet.

When uploading a picture, be sure it is in JPG format. You can tell if it is a JPG by looking at the file extension (the filename). It should end in ".JPG." If it's not in JPG format our system will convert it to JPG for you.

Most digital cameras save the image as a JPG, although you may need to read your camera's owner's manual to be sure it is configured correctly.

If the picture is not a JPG (perhaps it's a GIF or BMP), you can edit the image and save it as one of the formats we accept. Here are instructions on how to do this in Windows:

1. Right click on the photo and choose Edit (the picture should open in Microsoft Paint).
2. Under File, choose Save As.
3. Change type to Jpeg or Jpg.

4. Click Save.
5. Upload the new Jpeg or Jpg image to the Portal.

What should I expect during the RescueGroups.org adoptable pet export setup process?

Question: How long does the entire export setup process take?

It can take as little as a few hours; on the average it takes a few days. Getting set up on RescueGroups.org is an interactive process with you, the rescue/shelter. The Setup Wizard makes setup fast and easy, so you can be up and running the same day. Doing so does require that you respond in a timely manner to our email requests, such as when we ask you to verify that your pet list looks correct in your RescueGroups.org account. We cannot enable your automatic updates until you verify your pet list.

Question: In the Setup Wizard you ask from where to add my animals to my RescueGroups.org pet list. What does this mean?

You can add your pets to your RescueGroups.org account yourself if you wish, and let us know when you finish. Or, we are happy to add your pets to your account for you, from some existing pet list anywhere on the internet. This is for the initial setup of your account only. Please note that once your account is set up in your RescueGroups.org account, you are responsible for updating your RescueGroups.org pet list. In turn, RescueGroups.org updates the pet adoption web sites for you.

Question: Do I need to already have accounts with the adoption listing websites when I start using RescueGroups.org?

The only adoption listing websites that currently require you to sign-up with them directly are Adopt-a-Pet.com and Petfinder. Please register your organization directly with those two websites. All of the other adoption listing websites will be configured for you without any additional action on your part.

Question: I already have accounts on the other sites -- will I now have two accounts?

No, when we set up your automatic updates, we will match up your RescueGroups.org account and your existing account on the other sites.

Question: Will you be asking me for any additional information to set up accounts with Adopt-a-Pet.com or Petfinder?

No. We do not need any additional information from you to set up the automatic updates. Even if you already have accounts with them, you do not need to give us your existing account information.

Question: How long does it take after I verify my RescueGroups.org pet list for the pet adoption web sites to have my listings from RescueGroups.org?

It generally takes about 2-3 business days for all the accounts to get completely set up and running. There is nothing additional you need to do to make this happen.

Question: What sites do you update, and can I choose from those?

Here is a link to the sites we update: <https://www.rescuegroups.org/adoptionwebsites> And yes, you can absolutely opt-out of any sites you wish.

Question: When I make a change to my pet list after my account is completely set up, is there anything extra I need to do to update the other sites?

No, the other sites will be updated automatically after you make a change to your pet list (once everything is setup). All you need to do is update your RescueGroups.org pet list!

Question: When you enable the automatic updates, will my pets change on the other sites?

That depends upon if your existing pet lists on the other sites are complete and up-to-date. When we enable your automatic updates, the pet lists on the pet adoption web sites will match what you have on your RescueGroups.org pet list (within the restrictions of what data each web site accepts). Assuming your RescueGroups.org pet list is the same as the other sites, the public won't notice a difference in your pet list. However, since the animal ID numbers will change on the other sites, any links to those animals will no longer work.

Question: Will my pets appear the same to the public after my automatic updates are enabled?

The public will not be able to tell that your animals have been updated by RescueGroups.org instead of being added manually. However, there are a couple things that may work a little differently than expected, including: The pet list may appear to the public in a different order.

Where can I find my invoices and account balance?

With the RescueGroups.org Web Site, Data Management, Voice Mail, and other services (other than the Pet Adoption Portal which is completely free!) you can find your invoices by going to **Services > RescueGroups.org > Accounting/Invoices**. You can view/print your invoice, or email it to someone so they can print it themselves.

Where do I see the list of sites where my pets are uploaded?

On the Pet Adoption Portal, click Exports to view the web sites where your pets are uploaded.

On the Data Management and Web Site services, click Animals > Animal Options.

You can enable or disable each of the uploads. Please contact support if you have any questions or concerns related to your exports.

Why are my deleted messages still appearing in RoundCube?

By default, RoundCube marks a message for deletion rather than just deleting the message. It will also do this when you move a message, (creates a copy of the message where you move it and marks the original for deletion.)

So you will see below the folder list on the left, if you click on Inbox for example, a "Compact" link. Clicking that will actually "purge" or permanently delete the messages marked for deletion or moved.

When in the trash folder, there is also an empty link that will permanently delete the messages from Trash.

If you want to change this default behavior,

- click the "Personal Settings" link in the top right corner.
- Under "Server Settings", uncheck the box, "Flag the message for deletion instead of delete".
- Click "Save" in the bottom left.

Now when you delete a message, it will be deleted for good.

Why are my drop downs empty?

If you find that your drop downs are no longer working you should check to be sure that you haven't enable (or recently installed) any software that would block JavaScript. Programs like Norton or McAfee Internet Security can be configured to block JavaScript, and that would prevent the drop down boxes from populating correctly.

Why aren't my check box questions required on my online forms?

Currently we do not force a visitor to provide an answer to online form questions that are check boxes. The basic reason is that we are unable to determine if the visitor is answering the question by selecting the option(s), or answering it by NOT selecting the option(s).

We strongly recommend that you use drop down fields if you need to require an answer.

Why aren't there any species in the drop down?

When you first start with your RescueGroups.org web site you must enable the species that you support. Go to the Animals > Options > General Options page and enable each of the species that you will be adding to your web site.

Why does a specific pet not appear in my pet list on one of the adoption listing websites?

If you can't find a specific pet in your adoptable pet list on one of the adoption listing websites you may want to check the following:

- Is the animal marked as a courtesy listing? If so, have you disabled courtesy listing exports?
- If the pet is missing from Petfinder, Pets 911 or Adopt-a-Pet.com, is the account for that website selected for the animal?

Why does the public see information that I have marked as private?

It might be confusing if you see information on the animal detail page (main animal web page) that you not expecting to see. However, you are most likely seeing the information because you are a volunteer and logged into the web site with permission to see the private information.

You can always verify what the public sees by logging out of your RescueGroups.org Web Site and viewing the page again.

There is additional information concerning the public and private animal fields on section 13.21 of the RescueGroups.org User Guide.

Why isn't a specific animal listed in the drop down when I try to add a

sponsorship?

In addition to enabling Sponsorships under Animals > Options > General Options, you also need to enable the "Allow Sponsorships" option for each animal. Once you enable that option on the animal they will appear in the Animal drop down on the Add a Sponsorship page.