

Current Guests

Reservation Check List Updating – After Check-in

1. Updating Pets info for current reservation (feeding, meds and other check-in questions)
2. For Pets Already Checked in, click on pet photo, under Overview tab or Reservation tab
 - a. Pet Information Card will show up
3. (Select Action) at top right, choose Reservation Check List
 - a. Not available if the pet is NOT checked in.
 - b. Update as needed (see instructions under check-in)
 - c. Save and print Run Card

Misc Functions - Under Overview Tab

1. Scroll until you find the pet you are looking for or search
2. Select (Options) tab
 - a. Move, Modify, Cancel, check-out, estimated charges, deposits, send messages
3. To move a pet to a different room,
 - a. Under (Options) select new room under Move to Kennel
 - If rooms are not visible then first “move out of kennel”, then pick a new room.
 - b. Or Use Assignment Calendar under Daily Activity,
 - Click on pets’ photo, pet info box is displayed
 - At Bottom, Under Change Kennel, select new kennel location, (Save)

Posting photos on Mystic Timeline

1. In timeline on Mystic Business main page (select Mystic Pawprint Logo)
2. Type a description of the pups playing in a new post
3. Attach images from your phone gallery, keep to each play group for one posting
4. Add hashtag “#” of name of each pet; **suggestions will pop up, select correct pet**
5. Select (Save Update)
6. Customer will get text, email and push notification **(only if name is selected from dropdown)**
7. Photos will show up on Customers Pet Photos page
 - a. Photos sent by messaging does NOT show up on Customers Pet Photos page

Send Owner Message (any needed communications not using your text)

1. Use this if photos of pets are not happy as Timeline is public
2. Choose (Options) tab and select Send Owner Message at bottom of list
3. In Subject box, include pet name and Mystic (i.e. Max says hi from Mystic)
4. In Message box, type message. Be positive and clear.
5. Select all three Send As options (Email, Text, Push)
6. For photos, attach Images from your phone