

This guide is for those using Apple devices, including iPhone and iPad

In this guide, we cover all aspects of how to use our mobile app, from explaining what it is to letting you know how to book in your dog's appointments. Each step is carefully detailed to ensure you can fully utilise the app and get the most out of it.

What is an app?

An app is a program that you can download onto a mobile phone or device to access a specific thing. Our mobile app makes it easy for you to take control and book and manage your dog's appointments, including gaining all these fantastic benefits:

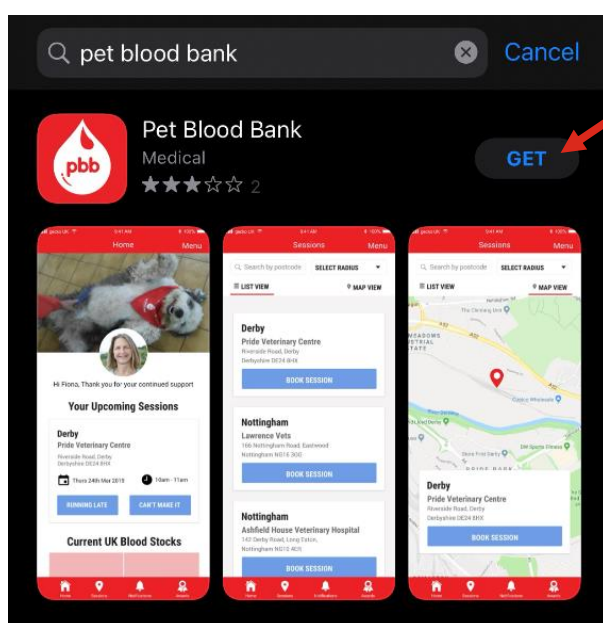
- Get first access to booking donation appointments
- Be able to book appointments at any time of day – no more having to remember to call us during office hours
- Keep track of your dog's donations, each dog has their own profile where you can even add their own photo
- Contact us easily and directly
- Receive notifications directly to your phone or tablet about sessions in your area and your dog's appointments

How to download our app

To get our app on your mobile device, you first need to download it from the Apple app store. Click into the app store and search for Pet Blood Bank or use the link below which will take you straight to it.

[Pet Blood Bank mobile app](#)

Once you have found the app in the app store, you simply need to click GET, as shown below, and the app will begin to download onto your device. Here is how our app should appear in the app store and a close up of our app icon:



How to activate your account

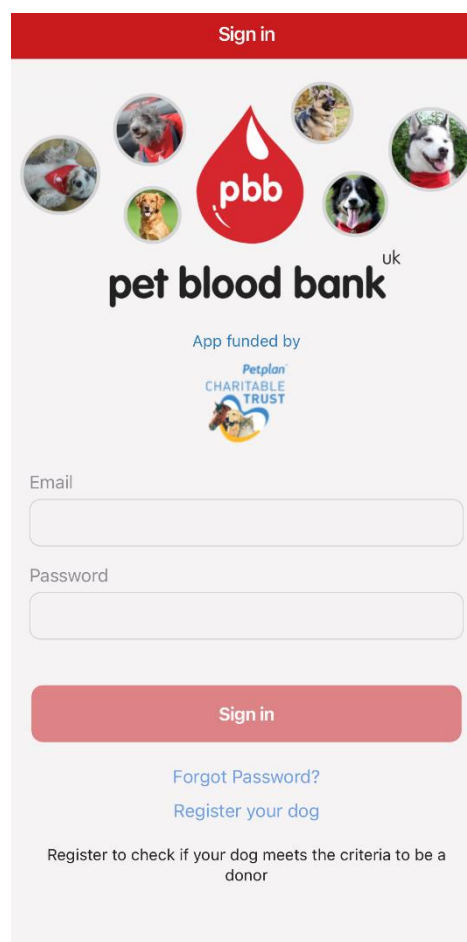
If your dog is already registered with us as a donor, you should have received an activation email so check your inboxes for this (and your junk folders). This email will contain a link you need to click on to activate your account and set your password. You must do this before you can access the app.

If you have recently registered your dog, once our team has called you to fully register your dog and confirmed their suitability to donate, you will be invited to join the mobile app. You will receive an activation email. This email will contain a link you need to click on to activate your account and set your password. You will only be able to access our app once you have received this email and activated your account.

If you are having any issues logging into the app or are unable to find your activation email, you can get in touch by emailing us at session@petbloodbankuk.org. The team will be able to help you set your password and gain access to the app.

Logging in

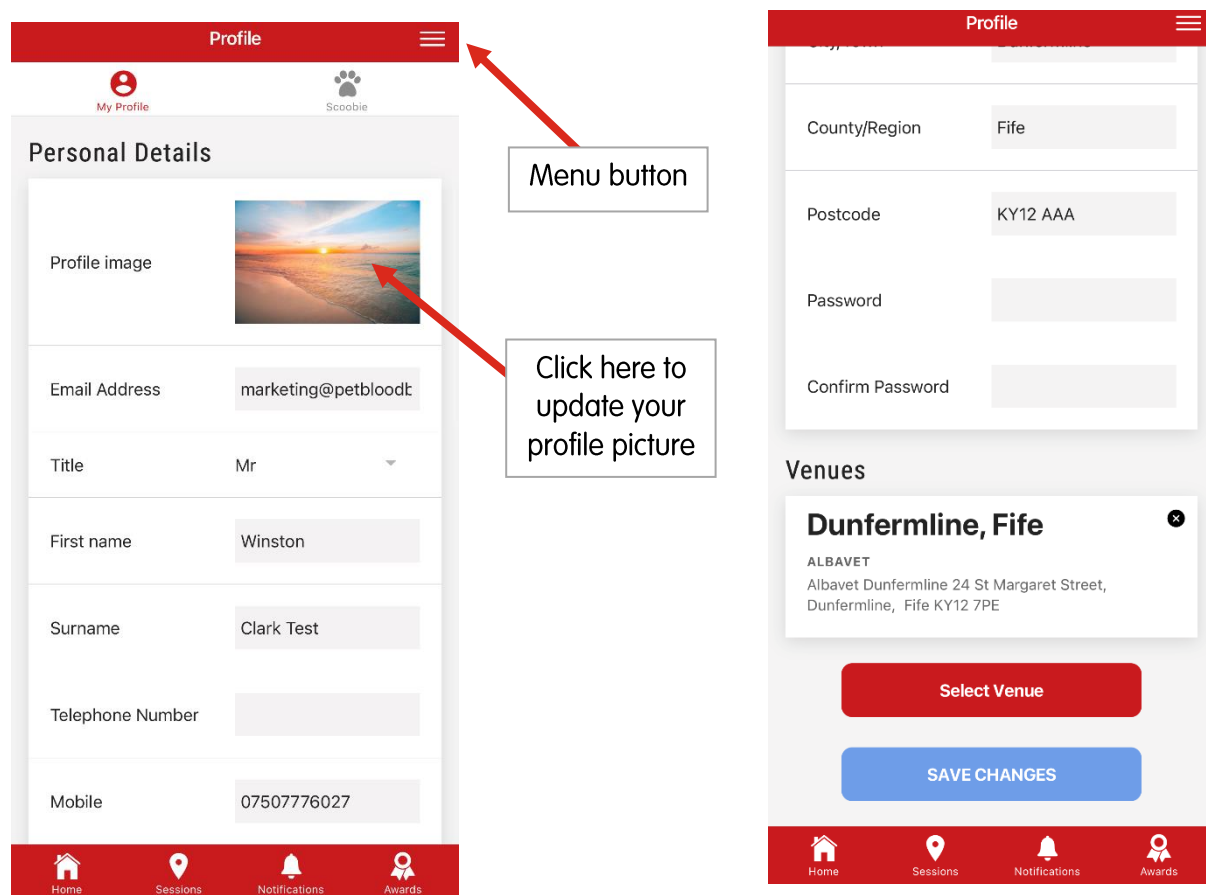
Once you have downloaded the app onto your device and activated your account using the email we sent, you will be able to open the app and login.



How to update your profile

All your personal details are kept in your profile, which can be accessed in the right hand side menu (the three lines in the top corner). Make sure to keep these details up to date so we have the correct contact details for you if we need to get in touch (e.g., phone number). If you need to update any of your details, you can do so and then click save changes at the bottom of the page. Your chosen donation venue will be shown under your profile, which you can also change if needed.

You can add a profile image by clicking on the box at the top of your profile and either selecting a photo from your phone's camera roll or taking a photo.



How to manage your dog(s) profile(s)

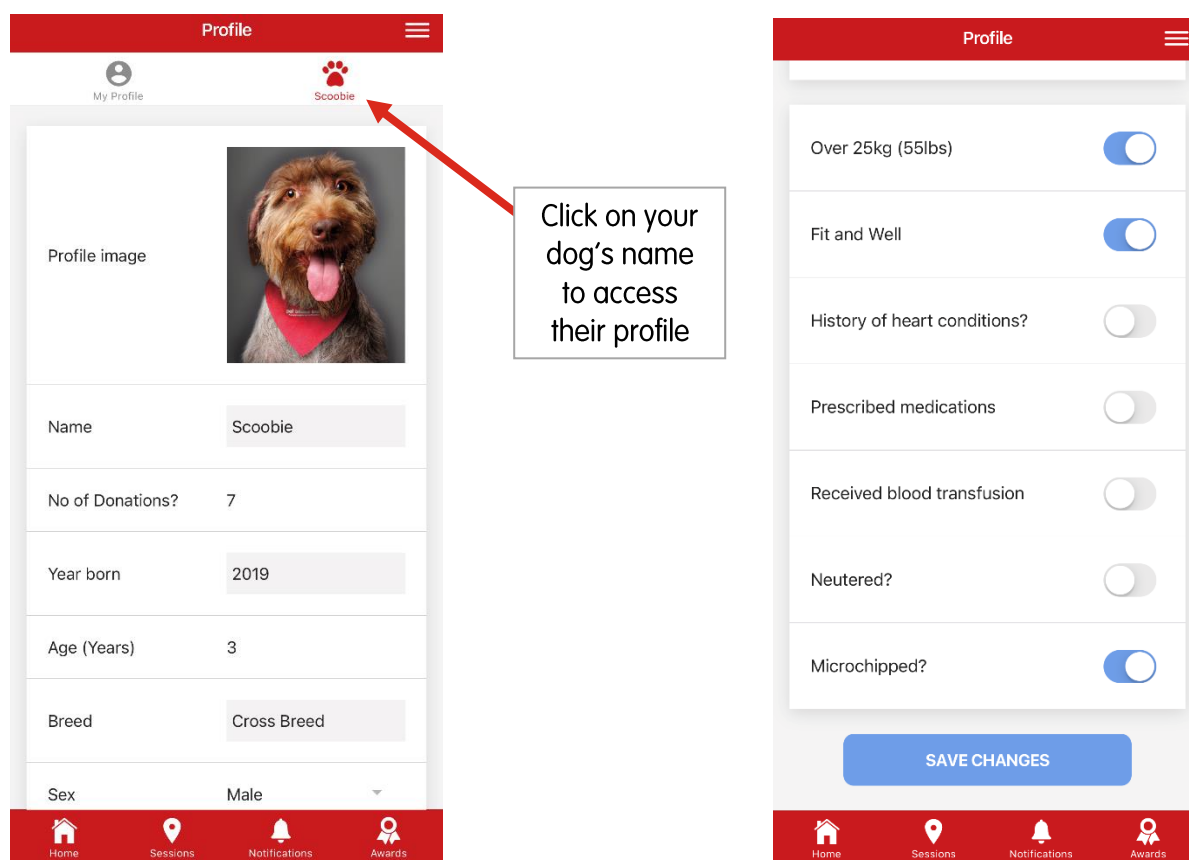
Like your own profile, each of your dogs will have their very own lifesaver profile on the app. This is accessed by clicking into the menu and going to profile, as you did to access your profile. Your own profile comes up first but at the top you can switch to your dog's profile by selecting the paw print with their name.

Your dog's profile stores all their information, including blood type, number of donations, and date of last vaccination. You can also upload a profile image for your dog, in the same way as you did for your own profile. As with your own profile, you can update your dog's details as required and save the changes by clicking the button at the bottom of the page.

Some details about your dog, like their blood type and number of donations, are locked and can only be changed by us. If any of these details are incorrect, please contact us. Other details, like

the date of your dog’s last vaccination and current health status can be changed and updated by you.

Here is an example of how your dog’s profile will look:

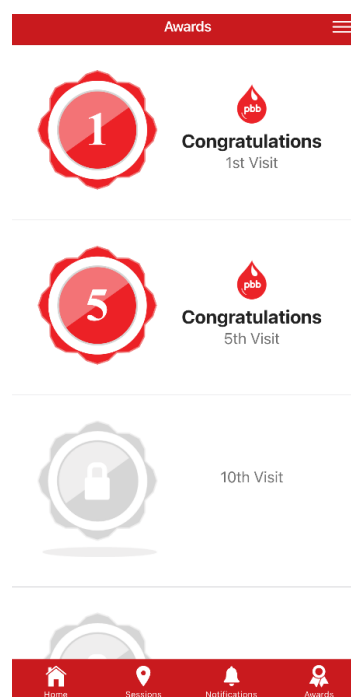


Milestone award badges

The number of times your dog has come to donate is recorded in the app and shows on their individual profile. In addition to this, after the first and every 5th donation session, your dog is awarded a milestone badge.

You can view your dog’s milestone award badges on the app by clicking the icon called awards along the bottom of your screen, or by clicking into the menu and selecting awards from there.

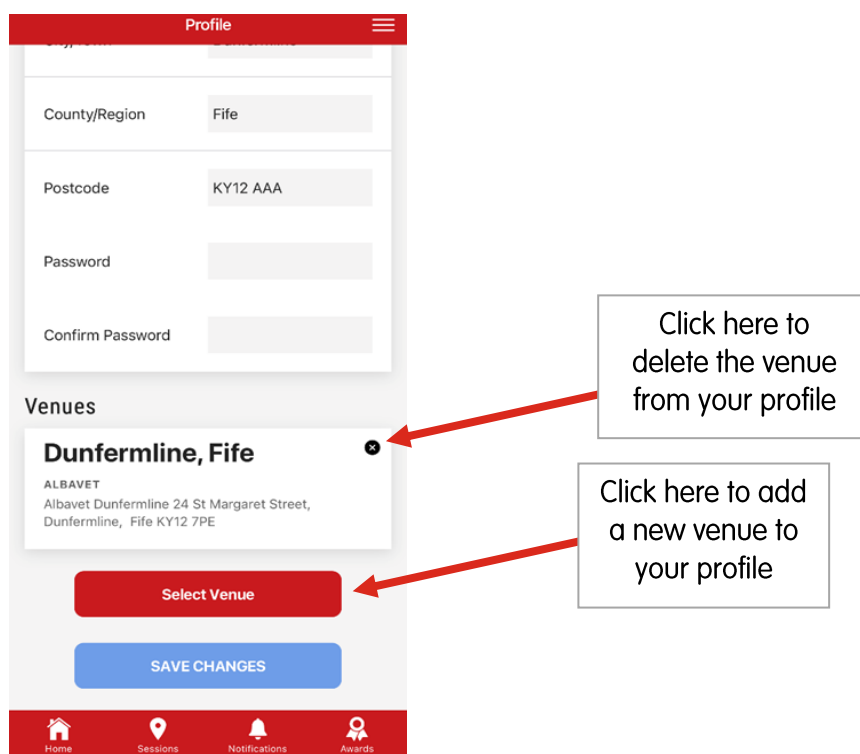
The milestone award badges go up in increments of 5, to match with our donor recognition scheme where your dog receives a special gift at every 5th donation session. Therefore, if your dog is on 7 visits then their awards would show the 1 badge and the 5 badge. The next badge they could earn would be 10.



How to add donation venues to your profile

You can add up to two preferred donation venues to your profile. These are the venues you will receive notifications about when appointment bookings open.

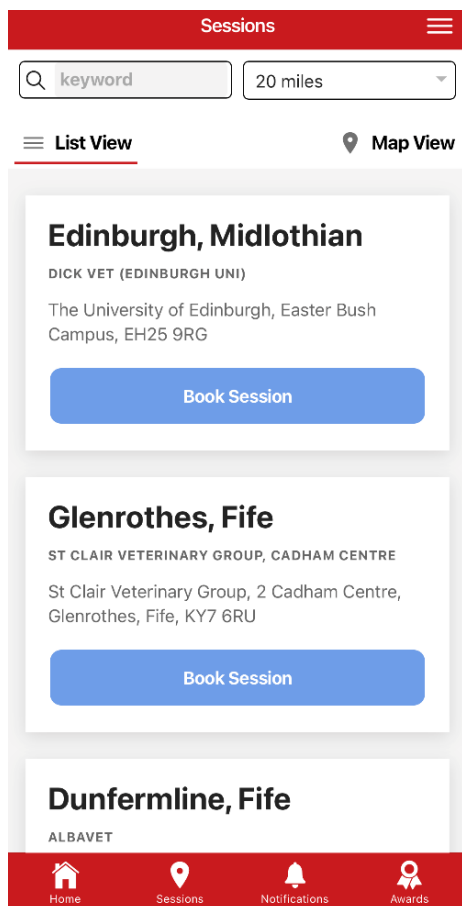
To add your preferred venues, go to your profile using the menu button and clicking profile. At the bottom, there is a section called venues. Here your one or two chosen venues will display. To add or change your venues, click on select venue and then choose from the map which venue you would like to add. To remove a venue, click the little cross in the top corner of the venue box. Remember to save changes once you are done.



How to search all donation venues

As well as having preferred venues on your profile, you can search all our donation venues and book appointments at any one of these using the app. To search for donation venues, click on the icon called sessions along the bottom of your screen, or by clicking into the menu and selecting sessions from there.

On this screen, you can type the name of the venue, location, or your postcode into the search bar at the top and select how many miles you are willing to travel. This brings up a list of the nearest donation venues to your search. The venues can be displayed either as a list or on a map. You can change between these two views using the tabs along the top.



Click here to change to map view

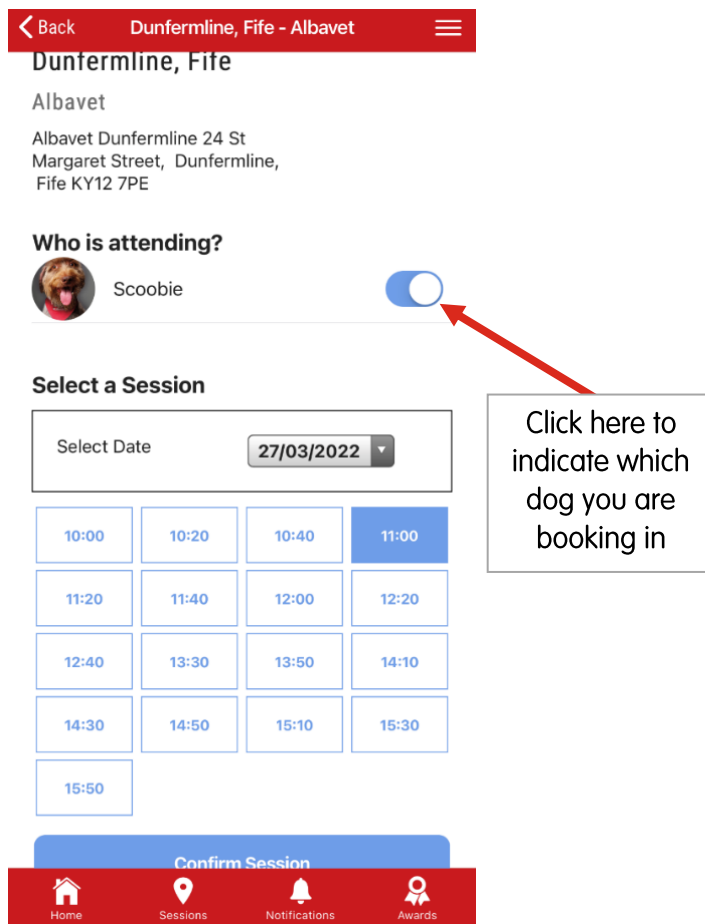


How to book an appointment for your dog

Once you have found the best venue for you, you can then click on the blue book session button to book your dog’s appointment. From here, you will be able to see the dates of the upcoming sessions and the available timeslots. An example is shown below. It will also let you know if a session is already fully booked.

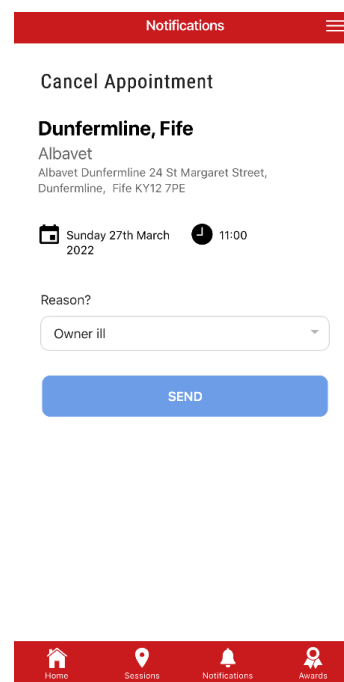
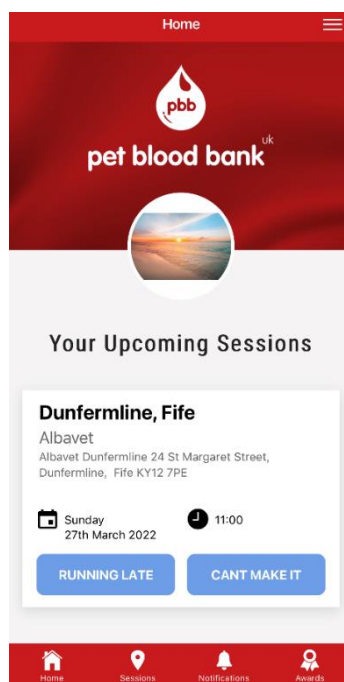
Before you can book an appointment, you need to select which dog(s) is attending. Switch the button next to your dog’s name so it turns blue. This will then allow you to book them into one of the available timeslots. You can only select a timeslot once you have selected the dog you are booking in, before doing this you will be unable to click on the timeslots.

You will then be able to review the details of your booking and will receive confirmation of the appointment via email. The booking will appear as an upcoming appointment on your homepage, where you can let us know if you will be running late or need to cancel. You will also be informed if for any reason we have to cancel the session.



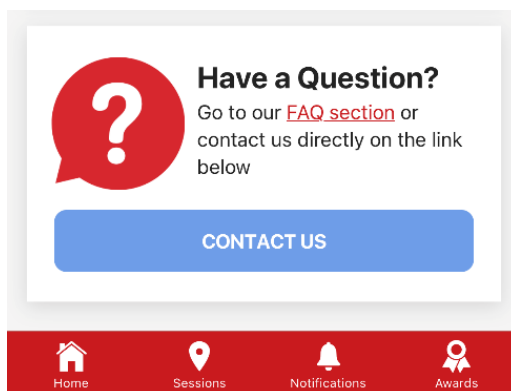
How to cancel your appointment

To cancel your appointment, you can simply click the blue can't make it button on your homepage, as shown below, and select the reason why, or by calling 01592 232 222. You can then rearrange the appointment by booking in your dog's next appointment on the app if future session dates are available.



How to contact us

On the homepage of the app, scroll to the bottom of the page and you will see a blue contact us button. Clicking this allows you to send us a message or ask any questions you have. This comes straight through to our team who will then get back to you as soon as possible. Before sending us a message, make sure to check our FAQ's to see if your question is already answered there.



Read our latest news

We have a news section on our app where we post all our latest updates, stories, and news about the charity. You can access this by going to the menu in the top right hand corner and selecting news.

How to ensure your push notifications are turned on

We will send you notifications through the mobile app to let you know when appointment bookings for your chosen venues open, if we need lifesavers to come forward in your area, or if we need to cancel any sessions. It is important to make sure your push notifications for the app are turned on so you see all of these updates and messages from us.

To check your push notifications are turned on for the app:

- Come out of the app and go into the settings app on your iPhone or iPad
- Select notifications
- Scroll until you find the Pet Blood Bank app
- Click the app and select allow notifications

