Adding pets from Petfinder

We can help you import your animal data from Petfinder to your account. This is a process you will only need to do once.

> ⓘ This import process can upload Petfinder animal records to your RescueGroups.org as a **one time import**. We cannot upload data from Petfinder on an on-going basis. Once imported, you can manage your animal records in RescueGroups.org account and then automatically export your data to your Petfinder account.
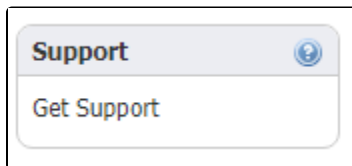
> ⓘ **Existing Animal Records**
>
> Please know that if you choose to use this feature to import Petfinder data, this action will NOT affect any pre-existing animal record that is currently listed in your RescueGroups.org account. Therefore, if some or all of your Petfinder animals are already listed in your RescueGroups.org account, then adding animals from Petfinder will create duplicate animal records. If you plan to *only* have your Petfinder animals in your RescueGroups.org account, we would recommend that you delete pre-existing animal records in your RescueGroups.org account, prior to asking our team to add pets from Petfinder. This will help to ensure your animal records are accurate and avoid duplicate or outdated animal records. Otherwise, your team will be responsible for reviewing the added animal records and make sure that you are not sharing duplicate animal listings.

Adding your Petfinder animal data to your account

Send your Petfinder account number in a request to our support team and we will contact you when we have loaded your account with animal data from Petfinder.

> ⓘ We currently only import Available and Adopted pets from Petfinder.

To fill out a support ticket for help, visit our Support page, or from your account interface page, click **Get Support**.

Create a new support ticket

Before opening a new support ticket, please search our User Guide.

If your question is not account-specific, please consider posting to our Questions page. We answer all questions as quickly as possible, and that way the community can benefit from the knowledge.

Please provide a short summary of your issue or question:

Enter a short summary of your question

Create support ticket

Update an existing support ticket

You will find your ticket number in any of the emails you received.

Please enter your support ticket number:

Enter your ticket number (like ABC-1234-XYZ

Open support ticket

Popular Questions

Topics:

- animals
- animal
- petfinder

1. 0
   votes
   ## Linking support for an animal to payment
   - **0** answers
   - Andrea Homan
   - Apr 24, 2024
   - animals

2. 0
   votes
   ## How do I get my listings to automatically feed to Facebook?
   - **2** answers
   - Jennifer Myers
   - Mar 20, 2024
   - animals
   - website
   - exports
   - facebook
   - iframe

3. 0
   votes
   ## How can we embed our available or adopted animal data stored in RescueGroups.org for display on an external website service?
   - **4** answers
   - Whiskers & Tails Rescue Foundation
   - Sept 21, 2023
   - Space: Website Service Guide
   - website
   - exports
   - animals
   - toolkit

4. 0
   votes

Requests

- **0** answers
- Anita Lowman
- Feb 19, 2024
- requests
- animals

5. 0
votes

My Animal List is empty

- **2** answers
- Tammy Mullins
- Feb 06, 2024
- animals

6. 0
votes

Add a mixed breed choice for dogs

- **1** answer
- Richard [RG]
- Feb 27, 2014
- requests
- animals
- breeds
- exports

7. 0
votes

Change default location to "no"

- **1** answer
- Alana Woodbury
- Jan 22, 2024
- animals
- exports

8. 0
votes

What fields is the Asilomar Advanced Animal Statistics report pulling from

- **0** answers
- Alana Woodbury
- Jan 20, 2024
- animals

9. 0
votes
status

Is there a way to view relationship from the Animal List page?

- **1** answer
- Michelle Caylor
- Dec 08, 2023
- animals

10. 0
votes
status

Can we increase the information exported to Adopt-A-Pet to include relationships?

- **1** answer
- Michelle Caylor
- Dec 08, 2023
- animals
- exports

Have a question about this topic?