

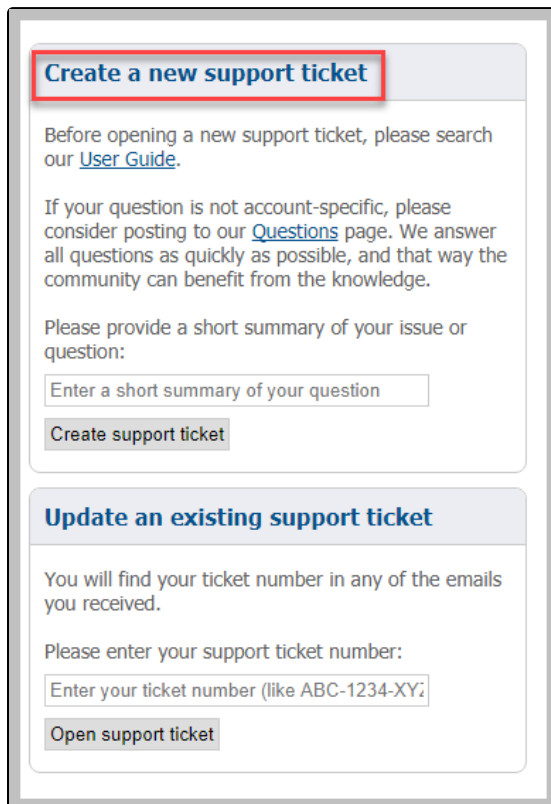
Getting Started with the Pet Adoption Portal Content v

In this section, you'll find all the information you need to set up your service for the first time. You'll also learn about other services that we offer.

Do you need help?

If at any time you don't understand the instructions or you're stumped, just send us a support ticket and we'll be glad to help you - either to get started or to continue managing your account.

Open a support ticket by using the fields on the left navigation bar at <https://rescuegroups.org/support/>. You can also update your existing support ticket with new information or questions.



The screenshot shows a web interface for creating and updating support tickets. It is divided into two main sections. The top section, titled 'Create a new support ticket', includes a link to the 'User Guide', instructions on where to post questions, a text input field for a summary, and a 'Create support ticket' button. The bottom section, titled 'Update an existing support ticket', includes instructions on finding the ticket number and a text input field for the ticket number, followed by an 'Open support ticket' button.

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:

Update an existing support ticket

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

Please enter your support ticket number:

The first steps

The information in this **Getting Started** section will take you through the following steps:

- Submitting a veterinarian reference letter should it be requested of your organization
- Logging in to your account
- Learning what to expect from the setup process
- Getting familiar with the account interface
- Learning how information is organized in your account
- Learning about adding and managing your adoptable animals
- Learning about adding and managing your contacts
- How to search for information in your account
- Information about our services and those you've signed up for
- Roles, Security, and Permissions in your account
- Learning about free tools to help you manage your animal information
- Account administration
- Getting support
- Features
- Reports
- Your FTP account