

About FTP exports

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Use caution when contacting Petfinder



Use caution when contacting Petfinder

It's very important that you realize that numerous rescues and shelters have reported that Petfinder provided their non-profit organization a different level of service after they informed Petfinder that they were using RescueGroups.org services. Some of these situations are documented in the comments of the [original blog article](#) by the volunteers that were affected.

Common troubleshooting steps

1. Check the [Petfinder "help" web page](#) for outages and known issues that Petfinder is reporting. The most common issues that have been reported to us include:
 - a. **"Pictures not updating."** If Petfinder reports that pictures are not updating, you should not expect them to appear on the public pet list. This affects your pets regardless of whether you are using RescueGroups.org to update your Petfinder pet list. See the troubleshooting pictures item below for additional information.
 - b. **"Pets not updating. Search is out of sync, no updates."** You may or may not see your pets on the public pet list when Petfinder is reporting an issue related to "pets not updating."
2. Check the Petfinder admin page. Do your pets and pictures appear there? If so, the upload from RescueGroups.org ran correctly, but the Petfinder system has not updated their "public" pet list.

Common issues you may experience when trying to update your Petfinder pet list

1. Pets on Petfinder have not been updated or added

- Check the Petfinder "help" page to see if they are reporting any known issues, like pet lists not being updated, slow logins, denied logins, or pictures not being updated.
- Make sure the pet(s) have the Petfinder account selected under **Export Accounts**.

2. Pictures are missing on specific pets or are in the incorrect order

Petfinder does not provide the ability to change a pet's picture once one has been added. So, if your pet has 2 pictures already, they will never change. You can add a third picture, but the previously added pictures will never change.

The easiest way to get a pet's pictures to update is to delete that pet from your **Petfinder admin pet list**. The next time your data is uploaded from RescueGroups.org a new copy of that pet will be added, and the current pictures should be added by Petfinder.

Requesting help

If you have worked through all of the recommendations and troubleshooting steps reported above and have not been able to resolve your issue, you can request our help.

If you open a support ticket with us

If you open a support ticket with us concerning animals that are missing, or animals that have not yet been taken off of the Petfinder list, we will ask you to do the following:

1. Login to your Petfinder admin pet list. Are the pets correct there? If so, we will ask you to exercise patience. We'll also ask you to check the Petfinder "help" page to see if Petfinder is experiencing any issues that would prevent the public pet list from updating in a timely manner.
2. Send us *specific* examples of pets that are missing from your admin pet list, have not been removed from your admin pet list, or have missing pictures.

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