Changing your organization's name

You can change your organization's name on the website or on any of RescueGroups.org services.

However, you have to complete a few steps outside of the RescueGroups.org process.

We have a video about updating your organization's contact information and billing information.

Changing your organization's name (NOT DBA)

To change your organization's name, an authorized contact on your account must complete these steps:

1. Submit your proposed name change to any appropriate state office. Note that this must come from an authorized contact on your account. If you are not sure who this is, please contact support.
2. Submit the name change to the IRS as applicable.
3. Submit a request to RescueGroups.org (see the article Contacting RescueGroups.org) and include a copy of the documentation you submitted in steps 1 and 2.
4. Once we receive your request and paperwork, we may request a new veterinarian reference letter (see Submitting a Veterinarian reference letter) that uses your new organizational name. You can provide a new letter with your other documentation, but it may not be needed.
5. When your name change is approved, we will change it for you in your RescueGroups.org account. The change to your RescueGroups.org account should update to all websites that use the RescueGroups.org API, that is, all adoption listing websites that receive our data other than the legacy Petfinder and Adopt-a-Pet.com websites.
6. Update your Petfinder and Adopt-a-Pet.com accounts. We do not update your organization information for those accounts, so you should log in to each account and update your organization's information with them.

> **NOTE**
>
> You may also want to read the section, **About your organization contact information** in this guide.

Changing your organization's name after a DBA ("Doing Business As") change

If your organization has changed its name because of a “Doing Business As (DBA)” change first please ensure you registered the "DBA NAME" as a fictitious name with your state. Once you have registered your DBA (or fictitious name) with the state, follow the steps below:

1. Gather documentation showing the DBA name filing for your state (Ex. filings, approval letters).
2. Provide a scanned letter stating the relationship between the DBA and the official business entity that meets the following requirements:
    a. This letter should be on the "OFFICIAL BUSINESS NAME" letterhead.
    b. This letter should state that the "DBA NAME" organization is operating under the "OFFICIAL BUSINESS NAME" organization and briefly define the relationship between the organizations.
    c. This letter should reference the nonprofit's tax identification number (EIN).
3. Have one of your Authorized Contacts reach out to our support team requesting a DBA name change (email support@rescuegroups.org) and attach the requested information from the above steps.
4. Support will then review your request. Additional documentation may be needed. Support will work with your organization with any additional requests or information within the support ticket.

> ⚠ If you do not know who your Authorized Contact(s) are please contact support: https://rescuegroups.org/support/

If your organization is operating as part of a government entity (such as an animal control or county shelter), and your facility name has been changed, we understand that you may not have legal documentation as described above. Instead, we request the following:

1. Gather relevant documentation confirming your new facility name, such as public government meeting notes where this name change was approved or a press release from your government entity announcing the new name.
2. Have one of your Authorized Contacts reach out to our support team requesting a name change (email support@rescuegroups.org) and attach the requested information from the above step.
3. Support will then review your request. Additional documentation may be needed. Support will work with your organization with any additional requests or information within the support ticket.

Updating your organization contact and billing information video

Popular Questions

We can't find any questions. Check the topic exists.

Have a question about this topic?
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