

Introductory Email Information

We send several introductory emails to new organizations to help them get started in a streamlined way. In response to our users, we have copied those emails into our guides so our users can reference them at a later time

On this page:

- [Email 1- Welcome and Overview](#)
- [Email 2- Getting Started and Exports](#)
- [Email 3- More Information and Check-in](#)
- [Email 4- Pet Adoption Tracker and Check-in](#)

Email 1- Welcome and Overview

Welcome to the [RescueGroups.org Pet Adoption Portal](#) service!

We're proud to add this service to your [RescueGroups.org](#) account for you. We hope that you're looking forward to expanding your capabilities for animal management and we appreciate the trust you've put in us.

Please expect an email from us very soon with setup instructions. And, if you're new to our services, you're going to want to read the [Getting Started with RescueGroups.org Guide](#). Remember to bookmark our [Getting Started with the Pet Adoption Portal](#) section of the [Pet Adoption Portal Guide](#) to get you up and running quickly.

NOTE: If you just created your [RescueGroups.org](#) account, you should have already received an email with the login information for your new service: your account number, username, and password. If you do not receive that email within an hour, please let us know by [opening a support ticket](#) at: <http://www.rescuegroups.org/support>.

Thank you for being a part of our team of shelters and rescue groups! To learn more about our other services for rescue groups and shelters, visit: <https://www.rescuegroups.org/services/>

Have you seen our videos? Check out our new YouTube training channel at: <https://www.youtube.com/channel/UCGBoRD21EasDfJ6wELJI0vw>

Email 2- Getting Started and Exports

Let's get started with the [RescueGroups.org Pet Adoption Portal](#) service!

The **Pet Adoption Portal** puts your adoptable animals front and center by updating many of the national pet adoption websites at one time. Your volunteers do less work to get more exposure. One volunteer who has been updating one adoption list can now update many at one time for the same amount of work and effort.

And yes, it's completely free!

The **Pet Adoption Portal** offers you the ability to get more exposure for your adoptable animals with less work, free of charge, free of advertisements in your pet descriptions, with unlimited storage and features like the ability to add images and video.

And, we do most of the setup work for you, including listing with most of the adoption listing sites, AND adding your animals if you choose. And we never delete your data. So let's jump in and use your new service.

Getting Started

To get started, log in to your account:

Browse to <https://rescuegroups.org> and click the **Login** button at the top of the page. For more information, see the [Logging into your account](#) section of the Getting Started user guide.

Remember that the **Pet Adoption Portal Guide** may answer many of your questions and help to make the **Pet Adoption Portal** experience smoother. Start with the [Getting Started with the Pet Adoption Portal](#) for a quick introduction and our [About Animal Exports Guide](#).

Here's a quick summary of what you will find:

1. It's extremely important that your [RescueGroups.org](#) account database have all of your animal information, pictures and videos (including adopted pets) before you enable exporting to the partner adoption listing websites. If not, you could lose your pet information.
2. Find all your animal exports by logging in at <https://rescuegroups.org> and then clicking Exports. There are two types of exports, API and FTP exports.
3. Any Site Admin can immediately configure API exports by enabling the ones you want, and disable any you don't. We will set up API accounts for you.
4. FTP Exports must be configured by support before being enabled by a Site Admin in your organization. You can read more about how to request information so support can configure the export in the [Adopt-a-Pet](#) and [Petfinder](#) pages in the user guide.

It's easy, it's fast, and course, you can always [create a support ticket](#) for assistance at any time.

If you're new to [RescueGroups.org](https://www.rescuegroups.org) and you haven't yet read our [Getting Started with RescueGroups.org Guide](#) and [Getting Started with the Pet Adoption Portal](#), we really recommend you do that first!

Have you seen our videos? Check out our new YouTube training channel at: <https://www.youtube.com/channel/UCGBoRD21EasDfJ6wELJI0vw>

Email 3- More Information and Check-in

The [RescueGroups.org](https://www.rescuegroups.org) **Pet Adoption Portal** service has been a part of your account for about a week, and we want to make sure that you're getting familiar with the service.

With the **Pet Adoption Portal** service, you can maintain your animals easily by updating in one place, exporting to many. You can add images and video and you'll never see advertisements in your animal descriptions. And all of this is free to you to use.

Did you know?

- Saves you time and effort
- No fee for use
- No advertisements
- No sending your visitors to another service to view your pets
- No data deletion
- Unlimited users
- Unlimited use
- Unlimited storage

Remember to access your account by browsing to <https://rescuegroups.org> and clicking the **Login** button at the top of the page.

If you need help getting started, please check out our Pet Adoption Portal Guide by starting with the [Getting Started with the Pet Adoption Portal](#) section. And of course, you can always [create a support ticket](#) for assistance at any time. We've got your back!

If you haven't done so yet, please read the [Getting Started with RescueGroups.org Guide](#).

Thank you for being a part of our team of shelters and rescue groups! To learn more about our other services for rescue groups and shelters, visit: <https://www.rescuegroups.org/services/>

You can always upgrade your [RescueGroups.org](https://www.rescuegroups.org) services by clicking the **Services** tab at the top of your account page, then selecting **Account Administration** and then **Upgrade Services**.

Have you seen our videos? Check out our new YouTube training channel at: <https://www.youtube.com/channel/UCGBoRD21EasDfJ6wELJI0vw>

Email 4- Pet Adoption Tracker and Check-in

It's been a month since your **Pet Adoption Portal** service with [RescueGroups.org](https://www.rescuegroups.org) began. Are you using the associated **Pet Adoption Tracker** yet?

To find it, click **Features > Pet Adoption Tracker**. On the left of your center information box, you'll see the pets who have recently been viewed. In the center is a chart showing your visits and views, and to the right is a list of the websites that refer to you most frequently, and a list of your most viewed pets.



Use this information to analyze animal descriptions for animals not getting viewed against those who are receiving the most views. Note which sites seem to provide the most views and visit them to see how your animals are being displayed.

From the **Animals > Exports** page, you can view the sites to which your animals are uploaded, and can adjust the list at any time. You can read more about exports [here](#).

Remember, if you're having trouble, you can always [create a support ticket](#) for assistance at any time. Thank you for being a part of our team of shelters and rescue groups! To learn more about our other services for rescue groups and shelters, visit: <https://www.rescuegroups.org/services/>

You can always upgrade your [RescueGroups.org](https://www.rescuegroups.org) services by clicking the **Services** tab at the top of your account page, then selecting **Account Administration** and then **Upgrade Services**.

Have you seen our videos? Check out our new YouTube training channel at: <https://www.youtube.com/channel/UCGBoRD21EasDfJ6wELJI0vw>

Popular Questions

Topics:

- [setup](#)

No questions found.

Have a question about this topic?