

# GETTING STARTED

**REGISTER OR LOGIN** to purchase prescription items, schedule future orders, or use a promotion code. You may not need to login to purchase non-prescription items. If using guest checkout, you'll need to verify your email address at checkout.

## 1 LOG-IN

Go to your Veterinarian's website. Find the link to the online store. *(If you don't know your clinic's website, visit [MyVetStoreOnline.pharmacy](http://MyVetStoreOnline.pharmacy))*

**Returning Customers:** Sign in and shop.

**New customers** will need to Register.

- Under NEW CUSTOMER click **Register**.
- **Search** for your clinic by zip code, veterinarian or clinic name.
- **Select** your clinic from the results.
- Complete the registration form including username and password.
- Enter your pet or herd information.
- Check the terms and condition box, and click **Register**. Some clinics have a manual approval process, so check with your clinic if you don't receive a confirmation email within 5 minutes.
- Check your email for a Confirm Registration email and click **Verify Email**.
- Login with your login and password.

## 2 SHOP

- Choose from the top blue navigation bar to shop items by category, or type the item name into the search field at the top of the page and choose an item from the search results.
- Select size, strength, or other product attributes, if applicable.
- Select your pet in the  drop-down menu or enter your pet by clicking **+Add Another Animal**. Enter pet or herd name and species, then click **Add**. *(This step is optional for non-prescription items.)*

- Choose your scheduling options from the  drop-down menu. You can skip this step for one time delivery.
- Enter a quantity. *(Note the size of the item; some medications are available in single doses.)*
- Click **Add to Cart**.

## 3 CHECK OUT

- Click the cart icon at the top right of the page to review your cart. Instant rebates will automatically display in your cart. If you have a coupon, enter it in the PROMOTIONAL CODE field.
- Click **Continue Checkout**.
- Enter your name and shipping information. Returning customers' shipping information will be displayed. Select your preferred shipping address from the drop-down menu or add a new address.
- Choose your Vet from .
- Select billing address and payment method. Enter card information if needed.
- Click **Next**.
- Click the terms and policies check box
- Click **Order** at bottom right.

You'll receive an email confirming your order shortly. Once we've reviewed any items requiring approval\*, your order will ship, and you'll receive a second email with tracking information for your purchase. If you have any questions, please give us a call.

\*Please allow up to 48 hours (2 business days) for approval of your order.

**Thanks for shopping with us!**

**Need help? Contact our online store support team!**

Chat at [myvetstoreonline.pharmacy](http://myvetstoreonline.pharmacy), call (844) 654-6876 available M-F 8:00 am - 5:00pm CST, or email [support@myvetstoreonline.pharmacy](mailto:support@myvetstoreonline.pharmacy).