

PetPass

Customer user guide

Your pets. Their care. One place.

Everyday instructions for pet families, foster parents, shelters and adopting families. Use this guide on a phone, tablet or computer.

petpasshome.com

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Start here

Create and verify your account, add a pet, save your contact and care information, then review the privacy choices for the pet's QR profile. No credit card is needed to sign up for a free account.

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Early access: PetPass is still being improved. Public paid subscriptions are not open yet, and text alerts are pending activation. The prices in this guide are planned launch prices. Buttons and labels may change as the service develops.

1. Account and navigation

Create and verify your account

Open [PetPass](#) and choose **Create a free account**. Enter a username, a working email address and a password. If this is a shelter or rescue organization, select the shelter checkbox during sign-up.

1. Open your verification email and follow its link. Check spam or junk if you do not see it.
2. After verification, return to **Log in**. Enter your username or email and password, then click **Log in**. Saved passwords may fill the fields; you still click the button.
3. Use **Household Settings** to save your owner contact information. Shelters use **Shelter Settings** and organization contacts.

Find your way around

Household is your starting point. It brings together attention items, appointments, supplies and other household views. Choose a pet from the selector before adding care information. Pet Profile holds identity details; Health Care holds medical information. Use the arrow labeled Household to return where available.

Your pets and shared pets

Pets belonging to your household are separate from **Shared With Me**. A shared pet does not automatically become your own pet. View Only access can disable editing buttons. An adoption packet must be accepted and its pet added to your household separately.

Email or password problems

Use **Forgot password** on the login page with your verified email. If verification is missing, use the recovery options offered in the verification flow. If the address was entered incorrectly, correct it using your username and password, then verify the corrected address. A bounce or rejected email address needs correction, not repeated resending.

Sign out on shared devices

Use Log out when finished. PetPass can end inactive sessions and earlier sessions when you sign in on another device. A new tab can require sign-in. A saved password or Home Screen icon does not replace email verification.

2. Pet profiles and taking a photo

1. Choose **Add Pet**, enter the pet's name and select Dog, Cat or Other.
2. Select or enter the breed. Dog and cat suggestions are separate; use the manual option if a breed is missing.
3. Add sex, color, eye color, markings and identifying features. Enter a known birthday, or use Estimated age and its Months/Years choice beneath Birthday.
4. Enter the microchip ID exactly, keeping any leading zeros. Record spay/neuter status and a procedure date if known. Add a registration number when applicable.
5. Save the pet. You can return to Edit to update the details.

Take a fresh profile photo

After creating a pet, the optional photo prompt offers **Take a photo** and **Choose existing photo**. You can also use **Change photo** on the profile later.

1. Tap **Take a photo** on your phone. Use the camera option your device opens and accept the picture.
2. Or tap **Choose existing photo** and select a picture from your device.
3. Wait while PetPass prepares and saves it. Large phone pictures are resized automatically. If a format cannot be opened, try a JPG or PNG.

Camera behavior depends on the device and browser. A computer may show a file chooser instead. The saved image is one profile photo; PetPass does not currently provide a separate photo gallery.

Personality and comfort notes

Record useful details such as fear of thunder, favorite routines, social preferences, litter habits or foods the pet refuses. These notes can help a caregiver or adopting family and can be selected for handoff records. They are not automatically placed on the public QR page.

Microchip and registration information

Saving an ID in PetPass does not register the pet or update an outside registry. Keep your microchip registry contact details current separately.

Archive a pet while keeping its records

Use **Archive Pet** in the edit flow for a pet no longer in your care or a deceased pet. Archived Pets in settings offers record viewing and restoration. Archive stops active care views and the public finder profile. Delete is a separate action that removes information.

3. Health, documents and export

Veterinarians and appointments

In Health Care, add the main veterinarian's practice, provider and contact details. Plus supports additional veterinarians. Add appointments with the date, time, reason and notes; return to edit them when plans change. Household provides a combined appointment view.

Medication, vaccines and weight

Add Medications & Preventatives from the selected pet's care screen. Use View and then Edit to update an existing entry. Record the actual label or prescription instructions. Add vaccines with given and due dates, practice, lot and notes where available. Household highlights due-soon and overdue vaccines. Use Add Weight for a dated measurement and unit.

Upload a medical or vaccine document

Open Medical Records, or choose **Upload vaccine document** in Vaccinations. Select a supported photo or PDF and wait for the upload. Free allows three documents per household. Plus and verified Shelter access expand document storage; individual file limits still apply.

1. With Plus, review the information PetPass suggests from the document.
2. Check names, dates, units and values against the original. Correct inaccurate details.
3. Select the vaccine, medication or weight findings you want saved, then save the reviewed record. If reading fails, enter details manually.

Document reading is an aid to entry, not a diagnosis or a dosing recommendation. Medication entries also do not confirm that a dose has been given. Follow your veterinarian's directions.

Download the original

Open a saved medical record and choose **Download original**. The uploaded document stays available separately from its extracted summary.

Export a pet's records

The owning household can use **Export My PetPass** in Household Settings. Select the categories, then choose Share PDF, Download PDF or Print. Keep **Pet profile & photo** selected to include the picture. The record index lists documents; it does not package every original attachment into the PDF. Download originals separately.

Emergency medical information

Keep any public emergency note short and useful to a finder. Its QR Privacy setting is separate from private medical records. Review it before enabling public sharing.

4. Food, supplies and reordering

Food and feeding

Open Add Food or Edit Food for the selected pet. Save brand, formula, package size, feeding unit, breakfast/dinner amounts, where you buy it and notes. Enter the actual routine. Food inventory estimates use compatible package and feeding quantities; dry food in cups may need the product's cups-per-pound density.

Add a supply with Plus

Open **Supplies & Reorders** from Household or Add Supply for the selected pet. Enter product, brand, package size, quantity and unit. Choose regular use, as needed or one-time purchase. Wipes are a supported unit. As-needed and one-time items do not have a daily countdown or automatic reorder reminder.

Barcode help

Use Scan Barcode and aim at the full code in good light. If it cannot be read, enter the printed letters and numbers manually and choose Look up. If details cannot be found, enter them and save. PetPass attempts to remember the product details for future barcode lookups; your pet and household quantities stay private. Always review a match.

Days, months and product directions

Enter daily usage in the same unit as quantity when known. Monthly-dose products can use a months estimate. Inventory months use 30 days. Supported manufacturer directions may help fill usage for a matching species and weight band; review the label. A missing or uncertain rule needs manual entry.

Save an exact shopping link

In the Food or Supply add/edit form, use **Product link for reordering**. Paste the HTTPS product link from Amazon or another store, making sure the size and formula match, and save. Open Supply Details to use **Reorder on Amazon** or **Open product to reorder**.

This opens the retailer's product page. You add it to the cart and approve checkout there. PetPass does not need the retailer password and does not automatically place an order or add to the cart.

Ordered is different from arrived

Opening a product link leaves its reorder status unchanged. After purchasing, use **Mark ordered** or **Reorder / Mark ordered**. When it arrives, use **Mark arrived / restock** and enter the new quantity or remaining estimate. Reorder needs remain visible until you take the relevant action.

5. QR tags, privacy and alerts

Prepare your pet's recovery profile

Review the selected pet's identity and owner contact information. Open **QR Privacy** and choose the details a finder may see, such as photo, phone, email, vet or important emergency information. Save, then preview the finder page. Private records do not become public simply because they are stored in PetPass.

Download the QR code for a tag

Use the pet's QR download option. Save the QR image and provide it to a tag seller that accepts customer-supplied artwork. Purchase the physical tag separately. Use the pet's recovery QR code rather than the general website, a login link or a private adoption invitation.

1. Scan the downloaded code with another phone before ordering a tag.
2. Confirm it opens the intended pet and only the information you chose.
3. After the tag arrives, scan it again before attaching it to the collar. Keep print quality and contrast clear.

What a finder can do

The finder can open the QR profile without installing an app or creating an account. It offers actions to report the pet found, contact the owner through the offered flow, or voluntarily share location. A scan alone does not guarantee a location.

Review alerts in PetPass

Household shows QR activity and alerts. Open details to see the event, time and any shared location. Acknowledge an alert after reviewing it. Keep owner contact details current and check the privacy choices again after changes.

Optional Plus text alerts

When available, enable eligible text alerts in settings using a mobile number and the offered consent checkbox. QR texts notify you about recovery activity; supply texts notify you about items reaching their reorder threshold. These are separate from routine vaccine or medication entries.

Supply texts are grouped, with at most one daily message around the household's selected morning time. An item does not receive repeated texts until restocked. Texts are subject to the monthly allowance, consent and delivery availability. Reply STOP to opt out or HELP for assistance. In-app attention items remain useful even without texts.

6. Sharing and care handoffs

Invite a caregiver with Plus

Use Household Sharing to offer access to another account. Select the pet, categories and role. **View Only** permits reading; **Caregiver** permits changes in the allowed categories. Review permissions and remove access when it is no longer needed. Public QR privacy is a separate choice.

Prepare a foster, shelter or breeder handoff

Open the relevant handoff tools for your role. Choose an active pet and enter the receiving family's exact verified PetPass email. Select the care categories to copy. Review original documents separately because they may contain contact details. Create the invitation and use Copy link if you want to send it again.

Receive and add an adopted pet

Sign into the verified account matching the invitation email. An incoming invitation can appear in your household. Open it, review the packet, accept it and choose the action to add the pet to your household. Simply viewing a packet or shared profile is not the same as adding an owned pet.

Successful import archives the source pet in the sender's account while keeping its records. Selected feeding information can transfer. Household supplies do not transfer. Received original documents remain available through the handoff package.

Adopter discount

An eligible rescue adoption handoff can offer 25% off the first annual Plus year: \$29.99 at current planned prices, followed by \$39.99 yearly renewal, before applicable tax. Receiving records does not require purchasing Plus. The offer is subject to eligibility, available once per household, and does not apply to breeder handoffs.

If the pet returns

Use the handoff return request and confirmation flow so the paperwork trail records the return. Include relevant dated care updates. The original sender confirms the return. Accounts, other pets and subscriptions are not automatically transferred or canceled. Shelters also have a Returned action for adopted-pet tracking.

Breeder paperwork

Breeder handoffs require Plus and can include registration details and supplied documents. Breeder information is self-reported. PetPass records the sharing and receipt of care information; it does not independently certify the breeder or replace a signed sale agreement.

7. Free Foster and Shelter programs

Foster Program: full access after approval

In owner information, identify yourself as a foster to show the appropriate tools. Complete the Foster Program application with the requested organization and verification details, then submit it. The application closes with a submitted message; review its status from the program area.

Approval provides free full access for the approved term. Your Plan shows Foster plan and its relevant dates. Pending applications do not themselves grant full access. PetPass may request additional information to verify active foster status. Read any approval or decline feedback in the application area.

Shelter Program: one free organization account

At sign-up, select **This account is for a shelter or rescue organization**. Save the shelter name and business contact information in Shelter Settings. Use the Shelter Program application; saved organization details can prefill it. Review them before submitting. Pending applications display the submitted details for review.

Verified shelters receive a free Shelter plan with organization screens, pet profiles, manual medical records and adoption handoffs. It is a separate program rather than full Plus. AI reading, text alerts, advanced supplies/reordering, custom reminders, caregiver sharing and the combined timeline are not included.

Bulk upload pet profiles

Use **Import pets from spreadsheet** and download the template. Add one pet per row. CSV and Excel .xlsx are supported, up to 100 profiles per file. Pet name and Species are required. Excel uses the first worksheet. Keep microchip and registration columns as Text to preserve leading zeros.

1. Choose the spreadsheet and review its preview. Correct invalid or duplicate rows.
2. Select valid pets and click the import confirmation button; choosing a file alone does not save profiles.
3. Wait for progress and completion, then use Close at the bottom. Photos and documents are added separately.

Bulk upload creates pet profiles within the shelter account, not separate login accounts. If an Excel workbook cannot be read, save the first worksheet as CSV and try again.

Track an adoption date

Use the pet's Adopted action, enter the actual date and save. Adopted Pets provides records, date editing and return restoration. Marking adopted alone does not create a handoff or an adopter account. Use the handoff process to share records with a receiving family.

8. Plans and subscriptions

Plan	Planned price	Best fit
Free	\$0	Core care for one pet
Plus monthly	\$3.99 / month	Multiple pets and advanced tools
Plus annual	\$39.99 / year	Same Plus tools, yearly billing
Verified Foster	Free for approved term	Approved foster parents
Verified Shelter	Free for approved term	One approved organization account

Free essentials

One pet profile, main veterinarian, core feeding and care information, up to three medical documents, QR profile and privacy controls, in-app scan alerts and pet export. Separate supplies, barcode lookup and advanced reorder actions require Plus in the current build.

Plus features and allowances

Plus adds multiple pets, expanded uploads, extra veterinarians, advanced supplies and barcode lookup, routines and custom reminders, sharing, combined care timeline, AI document reading and optional text alerts when available. The current allowances are 20 AI reading attempts and 30 text-alert attempts per household per calendar month. Failed attempts count. Check Monthly Plus Usage in settings.

Review and manage your plan

Expand **Your Plan** in Household Settings to see current access, relevant dates and notices. Manage subscription opens a PetPass summary first; choose to continue to Stripe when you want to manage paid billing. Program and complimentary access appear under their own plan labels.

Renewal, changes and cancellation

Paid subscriptions renew automatically until canceled. Annual Plus is billed as one yearly payment, not monthly installments. A plan change may involve a prorated amount; review the confirmation and amount due before approving it. Canceling renewal does not automatically issue a refund. Check the displayed end date.

If a payment fails or Plus ends

Access can revert to Free. Existing information stays saved, while Free limits and Plus prompts apply to new additions or advanced actions. Review the plan notice and payment method to resolve a paid-billing problem.

Early-access availability: public live paid billing is not open yet. Text alerts are pending activation. This guide describes the current product and planned pricing, not an invitation to enter real payment details into a test checkout.

9. Phone icons and help

iPhone or iPad: Safari

Open petpasshome.com in Safari. Tap Share (the square with an upward arrow); some layouts show Share within the Page Menu. Choose **Add to Home Screen**, name it PetPass and tap Add. Enable Open as Web App if offered. On iPad, View More may appear before the action. Menu labels depend on your device version.

Android: Chrome

Open petpasshome.com in the full Chrome browser. Tap the three-dot menu, then look for **Add to Home screen** or **Install and create shortcut**. Choose the available shortcut or install option, name it PetPass and confirm. If you do not see it, leave an email or social app's embedded browser and open the site in Chrome.

The icon opens the same service. It does not create a second account, bypass login, or activate phone push notifications. Internet access is still needed. Use the main website address for the icon, not a QR recovery or private invitation link.

If a feature does not respond

Check your selected pet and whether it is archived or shared with View Only access. Save and wait for completion before closing a form. If a Plus prompt appears, review Your Plan. Refresh after a newly approved program or access change.

Camera or barcode difficulties

Allow the browser's camera access when asked and use good lighting. If capture is unavailable, choose an existing picture. Enter an unreadable barcode manually. If a product or document match is incomplete, enter the details yourself and review them before saving.

Report a problem

Include your account username or email, device/browser, selected pet, page or button, exact message and what you expected. A screenshot helps. Do not send your password, verification link, full payment information or private billing-session link. During early access, send feedback through the contact who invited you to PetPass.

Useful links

Website: petpasshome.com

Public overview: [PetPass overview](#)

Terms: [Terms](#) • Privacy: [Privacy](#) • SMS help: [SMS help](#)

Official device instructions

Apple iPhone: [Add a website to the Home Screen](#)

Apple iPad: [Add a website to the Home Screen](#)

Google Chrome: [Website shortcuts](#)

Device instructions checked October 6, 2026.