RuffHub

Customer guide

For pet owners: your visits, pets, photos and account.



Getting started

This guide is for **pet owners** who use a business's RuffHub customer page. The page has the business's own name on it. You see only your own pets and visits.

Create your password

1. The business sends you an **invitation email** with a link. Open it.
2. The page says **Welcome**. Choose a password of at least 10 characters and press the button. You are signed in.
3. Next time, open the business's customer page, at an address ending in `/portal/`. Bookmark it or add it to your phone's home screen.

Forgot your password or lost the email? On the sign-in page tap **Forgot your password?**, type your email and tap **Email me a reset link**. You can also ask the business to send a new invitation.

Your five tabs

Tab	What you find there
Today	Your next visits, today's visit and, when the van is on its way, how close it is. Confirm visits, add visits to your calendar and see what is coming.
Progress	For businesses that track activity: past sessions and runs, photos and videos, badges earned, free runs available, challenges and leaderboards.
Health	Your pets' weight changes, vaccine reminders (such as rabies) and a place to upload certificates.
Learn and local	Training and advice videos from the business, and nearby pet businesses you may like.
Account	Your details, pets, email settings, forms and referrals.

Visits, confirmations and your calendar

- **Confirm** a visit, or **Confirm all**, so the business knows you will be ready. You can also confirm from the link in your reminder email.
- **Need to change a visit?** Customers do not reschedule in the page. Call or text the business. Their number is shown on the page.
- **Keep every visit in your calendar**: choose Google Calendar, Apple or Outlook. Pick **every new booking** so visits are added automatically, or **just the visits I choose** and use the link on each visit.
- **Waitlist**: ask to be added to the waitlist with your preferred times (mornings, afternoons or any time). **Ask them to contact me** when you want a different time.
- When the business is on its way or on a tracked walk, you can **See the walk** and watch live.

Your pets

- Tap **+ Add another pet** to tell the business about a pet. You can add up to 4 pets. Fill in name, breed, birthday, vet, routines and anything the team should know.
- Choose a profile picture with **Make profile picture**.
- Upload vaccination certificates with **Upload the certificate**. You get a reminder when rabies is due.
- Photos and videos from visits appear in your pet's section. Tap one to view it, or tap a badge to share it.

Release form

If the business uses an online release form, you read each section carefully and press **Submit my form**. The business keeps a copy of exactly what you agreed to. You are not required to fill it in to sign in.

Rewards, referrals and feedback

- **Free runs, credit and packages** show what you have left.
- **Challenges**: join a challenge, see the leaderboard and your rank in your division, or **Leave this challenge** any time.
- **Refer a friend**: your page has a personal code and a message you can copy with **Copy invite message**. When your friend books, you earn a reward.
- **Rate a visit**: after a visit, give stars and a comment with **Send rating**. If you were happy, leave a Google or Yelp review.

Your account and privacy

- **Change your email**: enter your new email and current password. A confirmation email goes to the new address, and your login changes after you confirm it.
- **Emails**: the tick box lets you choose whether to receive the business's news and offers. Every email also has an unsubscribe link. Visit reminders can still reach you.
- **Nearby businesses**: if the business lists nearby pet businesses, they only get your name, email and phone if you choose to agree on that screen.
- Your page shows only your own information. Nobody else sees it, and other businesses on RuffHub cannot see it.

Fixes

Problem	What to do
The invitation link says it expired or was already used	Tap **Forgot your password?** on the sign-in page, or ask the business to send a new invitation.
I cannot sign in	Check you are on the right business's page (the address and the name at the top). Use **Forgot your password?**.
I do not see my pet's photos yet	They appear after the business adds them from a visit.
I need a different time	Call or text the business.
I did not get reminder emails	Check your spam folder and make sure you have not unsubscribed.