

Want to log into your [NEW SHACKLE ISLAND VETERINARY HOSPITAL PET PORTAL?](#) It's very easy, just follow these steps:

- From our web site <http://www.newshackleislandvet.com>
 - Click on "**Pet Portal Log-in**" located on the top left hand side of the screen
 - If you have already created an account or have given us your email address;
 - Just enter your email address and password and log in
 - If you've forgotten your password, please note, there is a link to retrieve your password. As a service to you, we can reset your password over the phone, call us @ 615-826-0014
 - If you are unsure if you are registered or not and would like to register, just click "Activate Now."
- Welcome to **YOUR New Shackle Island Veterinary Pet Portal**. You will see our clinic name, at the top of the screen, and you will see the tabs,
HOME - PET RECORDS - TOOLS - CARE - PHOTOS - COMMUNITY - SHOP.
- To browse and shop from our **New Shackle Island Veterinary Online Store**, click on the "**SHOP**" tab.
 - From here you can search (at top of screen) for products or browse through the categories (on the left hand side of the screen.)
 - For an example let's say you want to purchase Heartgard. From the search box type in Heartgard and click on "**Search**."
 - Click on "Heartgard PLUS". That's what Dr. Layne and Dr. Koelling recommend. Use the "drop down" box to select the weight. We'll say 26-50 Lbs.
 - Now you decide if you want the 6 or the 12 pack. Insert the quantity. We'll say (1) 12 pack. *Best buy...*
 - Select which "pet" the product is for.
 - "**Add a note to your veterinarian.**" I would highly suggest asking if we have a rebate coupon for all products purchased. When we do you can come in to the clinic and pick one up. In this case, we have a rebate. Purchase a 12 pack and receive \$12.00 from the manufacturer with the mail in rebate. Keep your invoice.
 - Please note that to the left it reads "**RX APPROVAL REQUESTED.**" It further states that your veterinarian, Dr. Layne or Dr. Koelling, will be requested to approve your Rx. You will receive an email, after they have approved the item, and your product will be shipped to your home.
 - Click "**ADD TO CART,**" continue to shop or check out.
- Please go to the bottom of the web page and under "**CUSTOMER SERVICE.**"
 - Click on "**SHIPPING INFORMATION.**" We offer free shipping for orders over \$39.00. Under \$39.00 we charge \$5.00. We have expedited shipping options and other shipping restrictions.
 - Now please read the "**RETURN & REFUND POLICY.**" To return or exchange any product, please contact our hospital within 30 days of the original purchase. No return will be considered after 30 days from the purchase date. Most products may be returned for the full purchase price, less shipping. In the case of product replacement due to damage, defect, or miss-ship, shipping charges will be waived. When returning a product/requesting a refund, you will need to provide: The order number, date of purchase, the product(s) description, quantity to be returned/credited, and the reason for return. Once we have the information, we will determine whether to replace the product with like product or issue a refund/credit. If a credit is issued, it will generally be credited back to your credit card within 2-5 business days of receipt of the returned product for the full purchase price (including tax) paid for the product(s). Freight will not be credited, except when charged incorrectly or in case of supplier shipping errors.

Other things you can do on the [NEW SHACKLE ISLAND VETERINARY PET PORTAL](#) include; updating you and your pet's information, request appointments or refills for in-clinic medications, view pet records and medication history, add a photo of each pet, or leave us boarding instructions. * Please inform us that the boarding instructions are entered so we can retrieve it.

PLEASE CALL US WITH ANY QUESTIONS. WE ARE SO EXCITED TO OFFER YOU THE CONVENIENCE OF OUR NEW SHACKLE ISLAND VETERINARY PET PORTAL AND THE PEACE OF MIND THAT YOU ARE PURCHASING PRODUCT THAT IS GUARANTEED AND BACKED BY THE MANUFACTURERS. CALL US @615-826-0014