

TimeToPet App Guide

Welcome to TimeToPet, your go-to platform for managing your pet's care with Roll Over LLC. This guide will walk you through the essential steps to navigate and utilize the TimeToPet app seamlessly.

****1. Account Creation:**

- Access the App: Visit the rolloversd.com website
- Create an Account: Select 'New Customers' and follow the on-screen prompts to create a new account. Provide necessary details, including your contact information and your pet's details.

****2. Dashboard Overview:**

Upon logging in, you'll land on the dashboard. Here's what you can find:

- Schedule: View and manage upcoming visits, appointments, and services.
- Messages: Communicate directly with your pet sitter for any updates or special instructions.
- Invoices: Keep track of billing and payment information.
- Profile: Review and update your pet's details, emergency contacts, and any specific care instructions.

****3. Scheduling a Service:**

- Click on "Schedule a Service": Navigate to the schedule section.
- Choose Service Type: Select the type of service or package you need (e.g., drop-ins, standard visits, pet taxi).
 - Note: A Meet and Greet will be the first scheduled event upon account creation. See details in next step.
- Select Date and Time: Pick the preferred date and time for the service.
- Provide Details: Add any specific instructions or notes for the pet sitter.
- Confirm and Book: Review your booking details and confirm the appointment.

****4. Meet and Greet Scheduling:**

- Select "Meet and Greet": If you're a new customer or need an introduction, schedule a meet and greet from the service options.
- Choose a Time: Pick a convenient time for the meet and greet.
- Provide Information: Share any essential information about your pet and your home.
- If you add more pets to your services, no new meet and greet is required unless you ask for it according to your pets needs.

****5. Messaging:**

- Access the Message Tab: Click on the message icon to communicate directly with your pet sitter.
- Send and Receive Messages: Share updates, ask questions, or provide any additional information related to your pet's care.

****6. Invoice and Payments:**

- View Invoices: Check and review invoices for completed services.
- Payment Options: Set up and manage your preferred payment method.
 - Payments are due prior to when the scheduled service begins.

****7. Profile Management:**

- Update Pet Details: Keep your pet's information, emergency contacts, and care instructions up to date.
- Change Password or Account Information: Access and modify your account settings as needed.

****8. Notifications:**

- Stay Informed: Enable notifications to receive updates about scheduled services, messages, and other important information.

****9. Help and Support:**

- FAQ Section: Visit the FAQ section within the app for quick answers.

- **Contact Support:** If you have specific questions or need assistance, reach out to the TimeToPet support team.

Congratulations! You are now ready to make the most of the TimeToPet app for a smooth and efficient pet care experience with Roll Over LLC.