



Frequently asked questions

How do I get my staff to take the curriculum?

Healthy competition is a good thing. Instead of presenting the course as a requirement, use incentives and a little healthy competition to get your staff learning. For example: the high scorer and/or fastest learner gets a gas card or an Amazon gift certificate.

Make it fun. Prior to staff outings or parties, have everyone meet beforehand for an hour of training. To get those competitive juices flowing, you can also throw in a few small prizes like tote bags, cute gag gifts, or company swag.

Make it convenient. If you have a staff lounge or lunchroom, set up a FetchFind Premium learning station on a spare computer or tablet.

Finally - just ask! At your next staff meeting, tell them about the benefits of FetchFind Premium training. It will help them with their daily tasks at work, create a better relationship with their own pets, and give them a deep fund of portable skills that they can take with them throughout their working life.

How do I add users?

Click on "Add students" in the user section of the admin portal.



Enter their full name, email address, and password. Then click on "Enroll these students into a course." Select your course and then click "import."





Add Students



Manually Import CSV

NAME	EMAIL	PASSWORD (OPTIONAL)
<input type="text"/>	<input type="text"/>	<input type="text"/>

Add another

Enroll these students into a course

Import

How do I remove users?

Click on the employee's name.

Once you are in the employee's account information, click on "enrollments." You will then see three dots located to the right of the course title; click on that and then click "unenroll."

A pop-up will ask if you want to unenroll them. Click "OK" and they will no longer be enrolled in your course.

The screenshot shows the FetchFind user management interface. On the left is a dark sidebar with a search bar and navigation icons. The main content area is titled 'Enrollments' and features a user profile card for 'FetchFind Student'. Below the profile card, there are two sections: 'Enroll In Course' and 'Enrollments'. The 'Enroll In Course' section has a dropdown menu with 'FetchFind Pro' selected and an 'Enroll' button. The 'Enrollments' section contains a table with columns for 'COURSE NAME', 'PROGRESS', and 'ACTIONS'. The table lists 'FetchFind Pro' with a progress bar at 0%. A three-dot menu is visible next to the course name, and a dropdown menu is open below it, showing 'Stats' and 'Unenroll' options.

Contact us at
successteam@fetchfind.com

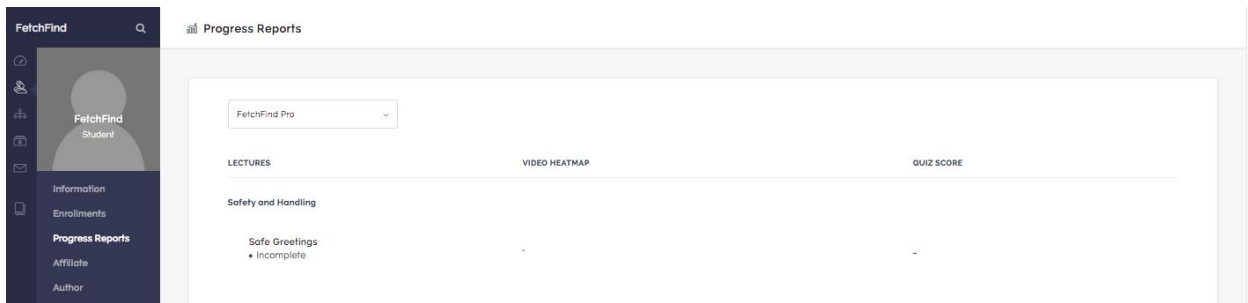




How do I view my staff's progress?

With your FetchFind subscription, you can see each staff member's progress through the lessons, sections, and quizzes. You can actually see how much (or how little) they've watched by looking at the video [heatmaps](#). You can see if they took the quiz, and how they scored.

Click on the employee you would like to view, then click on "Progress Reports."



Once you click on that, you will be able to see their heatmaps and quiz scores.

Calming Signals ● Complete	FFMP Calming Signals.mp4 < [Progress bar: 1:00 to 2:00] > 2 / 4	3/3
Body Language Basics ● Complete	FFOnline Body Language.m4v < [Progress bar] > 1 / 4	3/3
Safe Greetings ● Complete	FFOnline Safe Greetings.m4v < [Progress bar: 2:00 to 4:00] > 1 / 2	2/3
Aggression ● Complete	Aggression.mp4 < [Progress bar: 3:00 to 6:00] > 1 / 1	3/3
Guide to Aggression Types ● Complete	-	3/3
What is Resource Guarding? ● Complete	FFMP What is Resource Guarding?.mp4 < [Progress bar: 3:00 to 6:00 to 9:00] > 1 / 1	2/3
Nose-to-Tail Check ● Complete	FFOnline Nose-to-Tail Check.m4v < [Progress bar: 5:00 to 10:00] > 1 / 1	2/3





How do I arrange content?

The content is set up within each section so that each lesson builds on the other new topics are introduced in earlier lessons, and reinforced in later lessons. But if you have specific content that you want your staff to view before moving on to the next lesson or section, that can be set up with a few clicks. Here are three of the most popular ways to organize your content:

Required: If you have content that is mandatory reading, you can set up sections such as “Dog Content: Mandatory Reading” or “New Hire Content: Mandatory Reading.” You can then put the remaining content that isn’t mandatory into a different section.

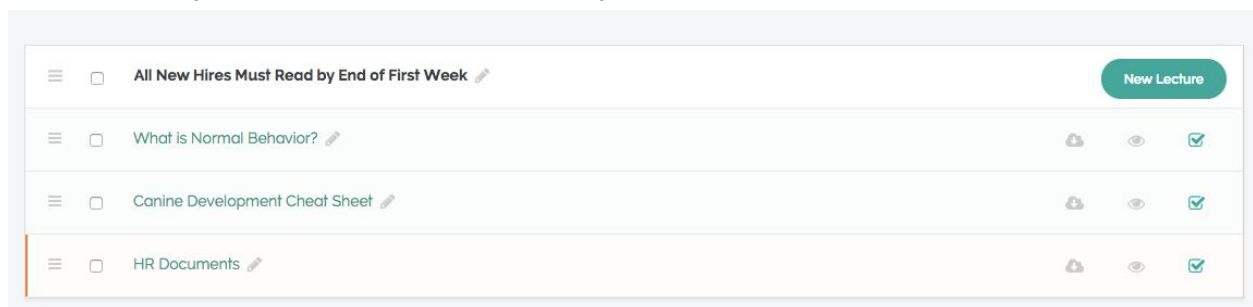
Date order: If you have a specific order in which you want employees to watch the videos, you can set up sections such as “First Week of Employment” or “First Month Content.”

Staff-specific: If you have specific staff members who only need to learn specific content, set up sections just for them. For example, if you only want your front desk staff to watch the Customer Service section and your dog walkers to watch the Advanced Dog Knowledge section, you can change the section titles to “Customer Service: Front Desk Staff Read Only” or “Advanced Dog Knowledge: Dog Walkers Please Read.”

Remember, you can just drag and drop content to move it around, which means you can organize and reorganize as your staff training needs change. It saves automatically, so you don’t have to worry if you have to leave the computer and come back to your project later.

How do I assign content to my staff?

You can assign content to your staff by creating or editing section titles. For example, if you want all of your new hires to watch a section by the end of their first week, you can create a section that says, “All New Hires Must Read by End of First Week.”





How do I add another location?

If you own or manage more than one location, we ask that you purchase a subscription per location. Feel free to reach out to us directly to get set up with multiple locations.

How do I download the PDFs?

You won't be able to download the PDFs directly from the website, but we will be happy to provide you with them all. Please contact successteam@fetchfind.com to receive a folder with all the PDFs.

Do you have any material I can give to my clients?

Yes, we do! We created many pieces of content that can be branded with your company logo and given out to current and prospective clients. By providing them with great information on a range of topics, you'll not only stand out from your competition, but you'll also make them want to come back for more!

There are so many ways that you can use this content to boost your profile and customer service; here are a few of our favorites:

- Give them out in your New Customer folder.
- Include specific pieces, such as the Housetraining Guide, to all new puppy clients.
- Hand out items such as the Dog Park Etiquette & Summer Safety Guide at summer festivals, along with a discount coupon for new clients.

Please reach out to successteam@fetchfind.com to receive a folder with all the PDFs and directions on how to brand.

How do I upload my own content?

Our Premium subscription offers you the ability to upload your own content. Please reach out to successteam@fetchfind.com to receive directions.

How do I upgrade to another subscription?

You can purchase the upgraded subscription directly from www.fetchfind.com. Once you do that, we will cancel your previous subscription and make the necessary changes.





Do you have a social media group I can join?

Once you are a FetchFind subscriber, we invite you to be part of our private FetchFind Approved Facebook Group. Click on [this link](#) to join. You will be prompted to answer a few questions (so we know you're not a bot), and then you're in! Feel free to ask questions, exchange tips, and connect with all of the other amazing pet pros in the group.

Do you have a #FetchFindApproved logo I can put on my website and social media?

Yes! We provide Pro and Premium subscribers with a digital logo that can be used to show your clients, colleagues, and social media followers that you are committed to the highest standards of knowledge, quality of care, positive training, and pet industry expertise. Just let us know if you would like to have one sent to you.

Do you have an affiliate program?

Yes, we do! Please reach out to hello@fetchfind.com to get set up as an affiliate.

Help! I am having technical issues. Who do I contact?

You can always reach out to successteam@fetchfind.com and we will gladly help you with your technical issue. To help us troubleshoot faster, we ask you include the following information.

Name of browser you are using.

Type of device you are using.

A screenshot of the issue you are having.

Any names of employees that are being affected.

If you have any questions about our content or learning platform, please let us know! You can reach us at successteam@fetchfind.com or 872-802-4114.

