

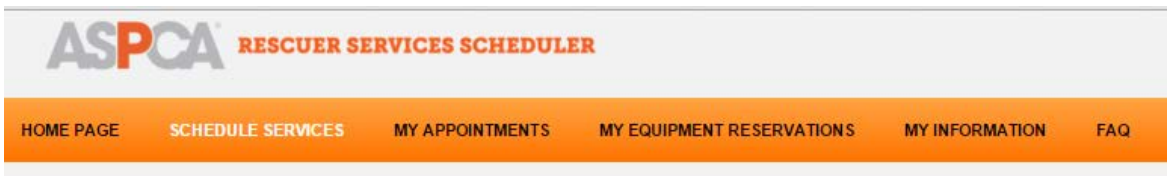
Updated July 2016

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How to make Glendale Self-transport and Central Transport reservations (please note that the spay/neuter appointment is included with the central transport appointment and it is not necessary to schedule both)

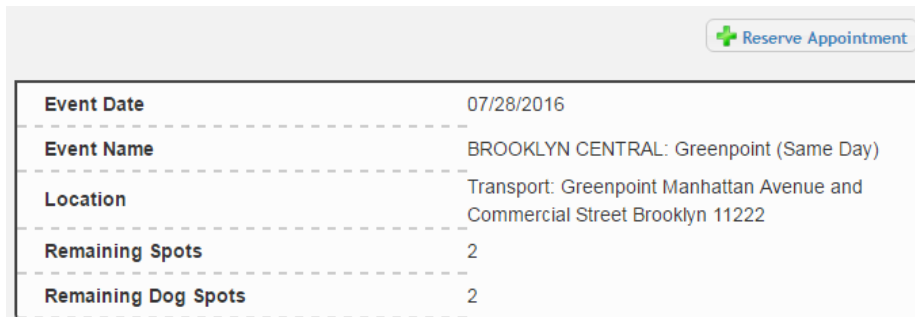
1. Click on **Schedule Services** in orange menu bar at the top of the screen.



2. Days that the Glendale clinic has available appointments will show on the calendar. The number of open spots will also be listed. Find desired event on calendar and click on it.



3. In window that opens, click **Reserve Appointment** button.



- Fill in the number of cat, large dog (40 pounds or larger), and small dog (less than 40 pounds) appointments that you would like to reserve.
- For transport appointment only:** If you need carriers, check the box next to “Check here if you need the transport coordinator to bring you animal carriers on the day of your appointment.” In the fields that open, fill in the number of carriers of each size needed. If this is your first time using the ASPCA’s transport service, click the appropriate box.
- If you would like to receive a confirmation call from the scheduling team two days before your appointment, check the box.

Hide
Appointment Info

Cats	<input type="text"/>
Large Dogs <small>Any dog 40 pounds or larger regardless of breed.</small>	<input type="text"/>
Small Dogs <small>Any dog less than 40 pounds regardless of breed</small>	<input type="text"/>
Total Dogs <small>Some events have limited space for dogs and there is a maximum number of dog appointments allowed.</small>	<input type="text" value="0"/>
Total Animals	<input type="text" value="0"/>
First Week Appointment Limit <small>In order to insure all rescuers have equal opportunity to book appointments, each rescuer may only make 10 appointments the first week that the schedule is open. Starting the Monday after schedule opening, rescuers are encouraged to book further spots.</small>	<input type="text" value="0"/>

Hide
Transport Info

Check here if this is your first time using ASPCA's transport service.

Check here if you need the transport coordinator to bring you animal carriers on the day of your appointment.

Enter the number of carriers you need of each type.

Small Carriers	<input type="text"/>
Medium Carriers	<input type="text"/>
Large Carriers	<input type="text"/>
XL Carriers	<input type="text"/>

Hide
Confirmation Call

Check here if you would like to receive a confirmation call two days before your appointment.

- Click **Submit Reservation** button.
- If your request did not exceed the number of available appointments, you will receive a confirmation message.
- If you requested more spots than are available, you will receive an error message that informs you of the maximum number of available spots. Adjust your requested number of appointments

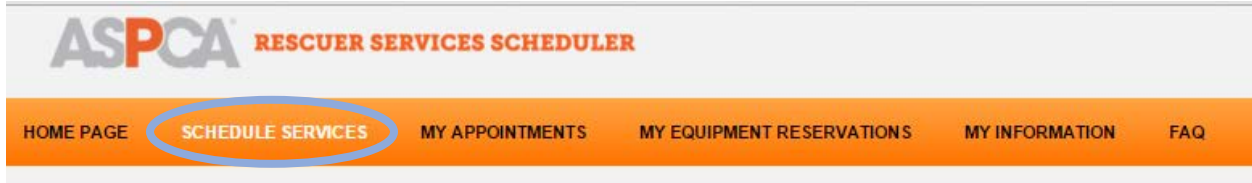
ASPCA[®] RESCUER SERVICES SCHEDULER

and go back to step 4 or close the window and choose a different day from the calendar that has the number of spots you need.

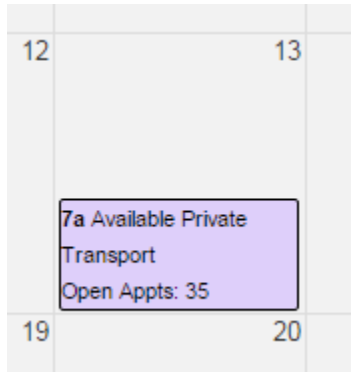
How to submit a request for a Private Transport

(please note that the required minimum appointments is 15 and the maximum is usually 30 to 35)

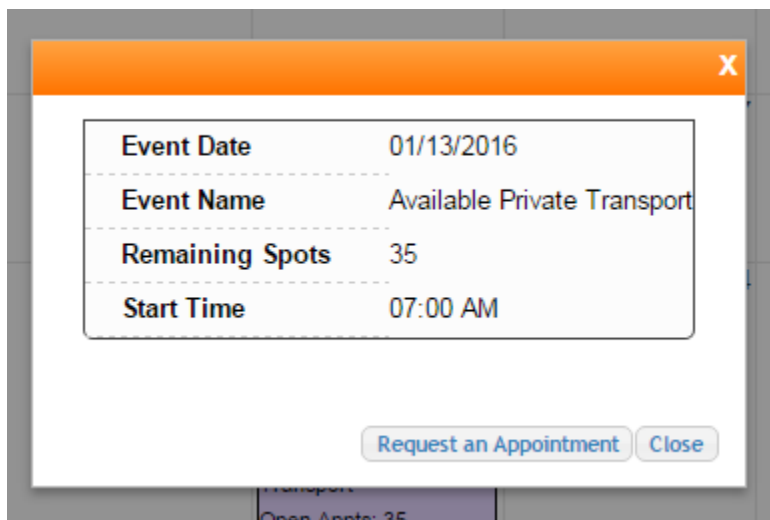
1. Click on **Schedule Services** in orange menu bar at the top of the screen.



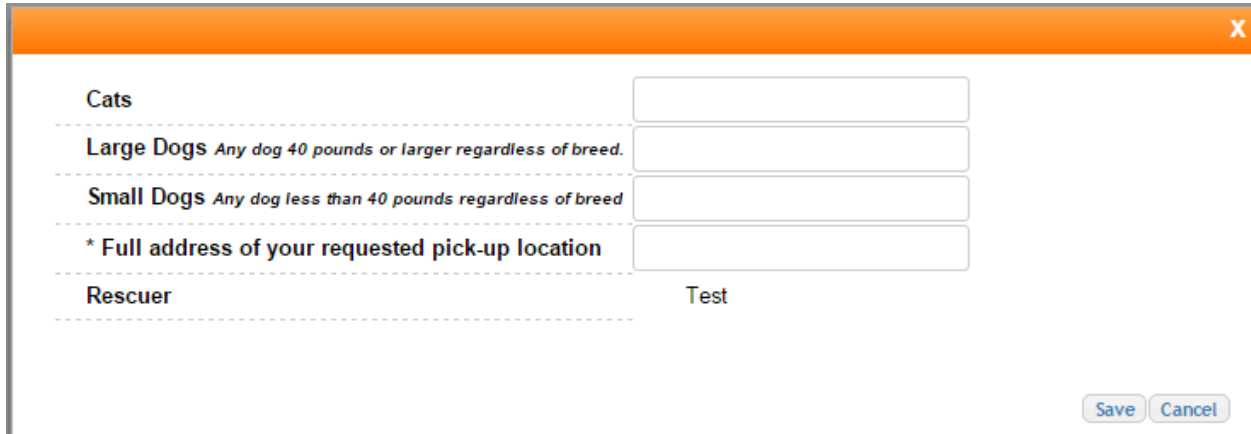
2. Available private transports will be displayed on the calendar in light purple.



3. Click on the event on the calendar. In the window that opens, click **Request an Appointment** button.



4. In the next window, fill in the number of cat, large dog (40 pounds or larger), and small dog (less than 40 pounds) appointments that you would like to reserve, and the full address of your requested pick-up location. Click **Save** button.



Cats

Large Dogs *Any dog 40 pounds or larger regardless of breed.*

Small Dogs *Any dog less than 40 pounds regardless of breed*

* Full address of your requested pick-up location

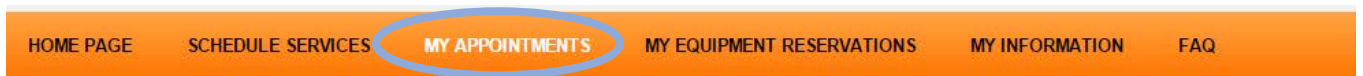
Rescuer Test

Save Cancel

5. If your request meets the requirements for the number of appointments allowed, you will receive a submission confirmation message. A staff member will follow up with you within 3 business days to let you know if we are able to accommodate your request.
6. If your submitted number of appointments falls outside the allowed range, you will receive an error message that informs you of the appointment number limitations. Adjust your requested number and repeat steps 4 and 5.

How to view your upcoming appointments

1. Click on **My Appointments** in the orange menu bar at the top of the screen.



2. The list at the top the page, “My upcoming appointments”, shows future appointments, including the date, location, and numbers and types of animals.

How to edit your number of appointment spaces

1. On the **My Information** page in the “My Upcoming Appointments” list, click the **Update** button next to the appointment you would like to edit.

My upcoming appointments

Showing 1 record(s).

Appointment Date	Event Location	Cats	Large Dogs	Small Dogs	Total Animals	
07/15/2016	Bronx Animal care center of New York city Washington Avenue Fordham 10458		3		3	view Update Cancel

- In the window that opens, you can edit the number and types of animals. Click **Submit Changes** when complete.

Cats

Large Dogs *Any dog 40 pounds or larger regardless of breed.*

Small Dogs *Any dog less than 40 pounds regardless of breed*

Total Animals

Total Dogs *Some events have limited space for dogs and there is a maximum number of dog appointments allowed.*

First Week Appointment Limit *In order to insure all rescuers have equal opportunity to book appointments, each rescuer may only make 10 appointments the first week that the schedule is open. Starting the Monday after schedule opening, rescuers are encouraged to book further spots.*

[Submit Changes](#)
[Cancel](#)

- If your edited number of appointments is available, you will receive a confirmation message. If it is after 12 PM Eastern one ASPCA business day prior to the appointment, you will be asked to confirm that you understand you are subject to a late fee if you are reducing your appointment spots.
- If your edited number of appointments is outside the appointment availability, you will receive an error message letting you know the maximum number of available appointments. Adjust your requested number of appointments and return to step 2, or cancel your edit by clicking the **X** in the upper right corner of the window or clicking **Cancel**.

How to cancel your appointment

- On the **My Information** page in the “My Upcoming Appointments” list, click the **Cancel** button next to the appointment you would like to cancel.

Appointment Date	Event Location	Cats	Large Dogs	Small Dogs	Total Animals	
07/15/2016	Bronx Animal care center of New York city Washington Avenue Fordham 10458	4		4		view Update Cancel

2. In the window that opens, you will be asked to confirm that you want to cancel your appointments. If it is after 12 PM Eastern one ASPCA business day prior to the appointment, you will be asked to confirm that you understand you are subject to a late fee. Click **Cancel Appointment** to confirm. The appointment will be moved to your "Appointment History" list. To keep appointment instead, click **Keep Appointment**.

