Public Veterinary Services Booking Portal – Frequently Asked Questions

The booking page isn't loading for me. What can I do?

There may be a few reasons for this. We recommend using a desktop to book your appointments as there have been multiple issues with smart phones, such as cookie permissions, firewalls, and browser extensions.

If you're using a desktop and the page is taking a long time to load, or won't load at all, multiple people may be accessing the system and we may be experiencing a high volume of traffic. Please wait a at least five minutes and refresh the page. Continually refreshing the page will not help.

Why don't I see any appointments available?

Clients need to create a profile or login to your existing account to see the appointment calendar.

If you login and see that there are no appointments available, it is because we are currently fully booked. Please check back on the first Monday of each month to view newly released appointments.

I created an account, but I can't login.

Once you have created a new account, you will receive an email to verify your account. Please verify your account by clicking the link in your email.

Please also note that credentials are extremely case sensitive, which means that if you included capital letters in your password or email, you would have to re-type it the exact same way to log into the booking portal.

I have an account, but I forgot the login information, so I created another one, but it's still not working.

The booking system does not allow clients to create multiple accounts. If you continue to try with different information, it will not work. Please try using the "forgot your password" function to retrieve your account information.