

How to Book a Veterinarian Appointment

1. Go to <https://www.torontohumanesociety.com/> and click on the tab “Pet Services”. From there you can choose what type of appointment you would like to book, and find information on eligibility, pricing, etc...
2. To enter our e-booking service, please click “**CLICK HERE TO BOOK**” on the webpage.
3. If you have made a profile prior to May 2022, you will need to create a new one. Click on “Your First Time Logging In? Sign up now!”
4. On the first page you will enter your details, subject lines with a “*” are mandatory to be filled out to proceed, the password must be at least 8 characters long, 1 uppercase, 1 lowercase and 1 number.
5. On the next page you will need to enter your address, click on the captcha and please ensure there is a green checkmark next to it to proceed.

You have now created an account, please make sure you verify through the e-mail sent. You will not be able to login without verifying the e-mail.

If you are an existing client, we will try to match your details below with our own records.

i This will enable us to have the correct medical history ready for your appointments.

Please enter the information we are likely to have for you. It can be updated once you have access to the portal.

Title

First name *

Client

Last name *

Service Agent

Phone * Phone Type

4163922273 Mobile

Email *

test@test.com

Password *

Confirm Password *

- 8 Characters
- 1 Uppercase letter
- 1 Lowercase letter
- 1 Number

Enter Address

Street Address *

11 River Street

Suburb

City *

Toronto

Region *

Ontario

Postcode *

M5A 4C2

I'm not a robot 

SIGN UP

GO BACK

Please verify your account

An email has been sent to he*****na@hotmail.com. Use the link in the email to verify your account.

i For additional security, the link in the email will expire in 24 hours

If you did not receive an email, please select **RESEND VERIFICATION**.



How to Create a Pet Profile

1. Once you log into the booking portal, after creating a new account, you will be greeted with a screen to enter your animal's details. If your dog breed is not listed, please put down the breed closest to it, and let us know through e-mail so we can adjust for you. If you're unsure of your cat's breed, you can have them as "Domestic Shorthair". If they are spayed/neutered, you would have them as "Yes" under the altered category.
2. If you need to add additional pets, you can do so through the dashboard screen and click the category "add new patient"

Please enter your animal details

Name *
Cat 1

Species * **Breed ***
Cat Domestic Short Hair (DSH)

Colour **Approx. D.O.B. ***
Black 1 February, 2022

Sex * **Altered ***
Female Yes

Resuscitate
Click here to select

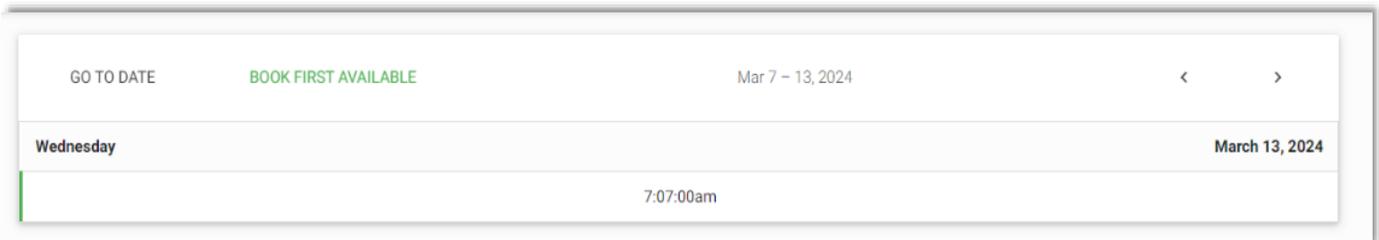
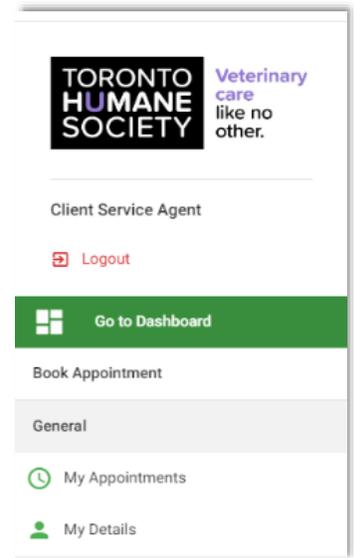
 **SAVE CHANGES**

Upcoming Appointments				Book new appointment +
You have no upcoming appointments				
Animals				Add new patient +
Name	Age	Species	Breed	Options
Cat 1	5 years	Cat	Domestic Short Hair (DSH)	



How to Create an Appointment

1. Click on “Book Appointment” on the left side of the webpage, under your name.
2. Click on the type of appointment you would like to book and go through the questionnaire for your selected animal. Please make sure to read each question carefully.
3. If your animal is eligible for the service offered, you will be brought to a calendar screen. You can go through the weeks or click on book first available. If you do not see appointments throughout the weeks, this would indicate that we are fully booked for that time frame. Please refer to our appointment release guide [here](#).
4. Once you do have a date and time picked, an appointment request will pop-up, in which you can choose your animal and reason for your appointment. Once successfully submitted, it will appear on your dashboard as “Unconfirmed”. These appointments are manually confirmed by a client service agent and may take up to a week to receive confirmation.



Submit Appointment Request

Patient Name
Cat 1

Appointment Type
Neuter-Feline (HQHVSN)

Date of Appointment
Wednesday, March 13th

Time of Appointment
7:07:00am - 7:08:00am

Reason for Appointment *
Neuter

SUBMIT

Upcoming Appointments						Book new appointment
Status	Date	Time	Appointment Type	Patient	Vet	Options
Unconfirmed	Mar-13-2024	07:07AM	Neuter-Feline (HQHVSN)	Cat 1	Surgery - Cat	



How to Book Multiple Pets for Wellness

1. Please make sure that each of your pets has a separate profile created.
2. When booking multiple animals for surgery, please ensure they are booked consecutively. Our standard vaccine appointments are 15 minutes per animal, if booking both vaccines and heartworm test (canines only), it would be 30 minutes per animal. For example, when going through the calendar and there's a list of appointment times, ensure that they are booked consecutively, i.e. Pet 1: 4:15 PM, Pet 2: 4:30 PM.

GO TO DATE	BOOK FIRST AVAILABLE	Feb 29 - Mar 6, 2024	<	>
Thursday				February 29, 2024
		9:45:00am		
		10:25:00am		
		10:45:00am		
		11:45:00am		
		11:55:00am		
		12:40:00pm		
		12:45:00pm		
		3:45:00pm		
		4:15:00pm		
		4:30:00pm		
		4:45:00pm		
		5:00:00pm		

Upcoming Appointments							Book new appointment +
Status	Date	Time	Appointment Type	Patient	Vet	Options	
Confirmed	Mar-13-2024	07:07AM	Neuter-Feline (HQHVSN)	Cat 1	Surgery - Cat	 	
Confirmed	Feb-29-2024	04:30PM	ONLY - Vaccines	Cat 2	Wellness Primary	 	
Confirmed	Feb-29-2024	04:15PM	ONLY - Vaccines	Cat 1	Wellness Primary	 	

Animals					Add new patient +
Name	Age	Species	Breed	Options	
Cat 1	5 years	Cat	Domestic Short Hair (DSH)		
Cat 2	4 years	Cat	Domestic Short Hair (DSH)		



How to Cancel an Appointment

1. Once you're at your dashboard, you'll see a list of your appointments.
2. You will see a small trash can with an "X", please click this button to cancel your appointment.
3. You can leave a brief explanation for your cancelled appointment.

Upcoming Appointments Book new appointment +

Status	Date	Time	Appointment Type	Patient	Vet	Options
Confirmed	Mar-13-2024	07:07AM	Neuter-Feline (HQHVSN)	Cat 1	Surgery - Cat	
Confirmed	Feb-29-2024	04:30PM	ONLY - Vaccines	Cat 2	Wellness Primary	Cancel
Confirmed	Feb-29-2024	04:15PM	ONLY - Vaccines	Cat 1	Wellness Primary	

Animals Add new patient +

Name	Age	Species	Breed	Options
Cat 1	5 years	Cat	Domestic Short Hair (DSH)	
Cat 2	4 years	Cat	Domestic Short Hair (DSH)	

Please specify reason for cancellation

Enter reason here

Unable to make, will reschedule

CONFIRM **CANCEL**

Upcoming Appointments Book new appointment +

Status	Date	Time	Appointment Type	Patient	Vet	Options
Confirmed	Feb-29-2024	04:30PM	ONLY - Vaccines	Cat 2	Wellness Primary	
Confirmed	Feb-29-2024	04:15PM	ONLY - Vaccines	Cat 1	Wellness Primary	

Last updated on April, 2024.

