



Online Reservations (OLR) instructions

- 1) Login at <https://mynaturalpaw.mykapp.com/clientlogin>
- 2) Register as a New Client. Remember to click **Register** when you complete the forms. Your email address will be your User ID. Please ensure it matches the email we have on file.
- 3) Once you receive a confirming email from noreply@mykapp.com, login to add your pet(s).
- 4) You must provide vaccination certificates to PAW staff who will enter the info to your account.
- 5) Make a Boarding or Daycare appointment:
 - From My Appointments tab, click Make New Appointment.
 - Pet name is displayed in green bar. Click Next if pet name is correct or choose another pet for a multi-pet household. Each pet must be added separately.
 - Check-in date defaults to current date. Complete form and click Next.
 - Skip the Pickup and Delivery screen by clicking Next.
 - Add whatever notes or info you wish in the field provided. Review, then Submit.
- 6) All appts are PENDING until approved by PAW staff.
Login to view the **PENDING** status changes to **CONFIRMED**.
- 7) **Note: You can't change an EXISTING RESERVATION.**
You must cancel it and book a new appointment. To cancel, go to My Appointments tab, click anywhere in the blue area of the appt date, click "X".

Note that for Boarding, you must populate the 3 fields:

- clothing/blankies from home
- food
- vaccinations