Online Reservations (OLR)
Step by step instructions

Pet parents login at:
https://mynaturalpaw.mykcapp.com/clientlogin

October 2022

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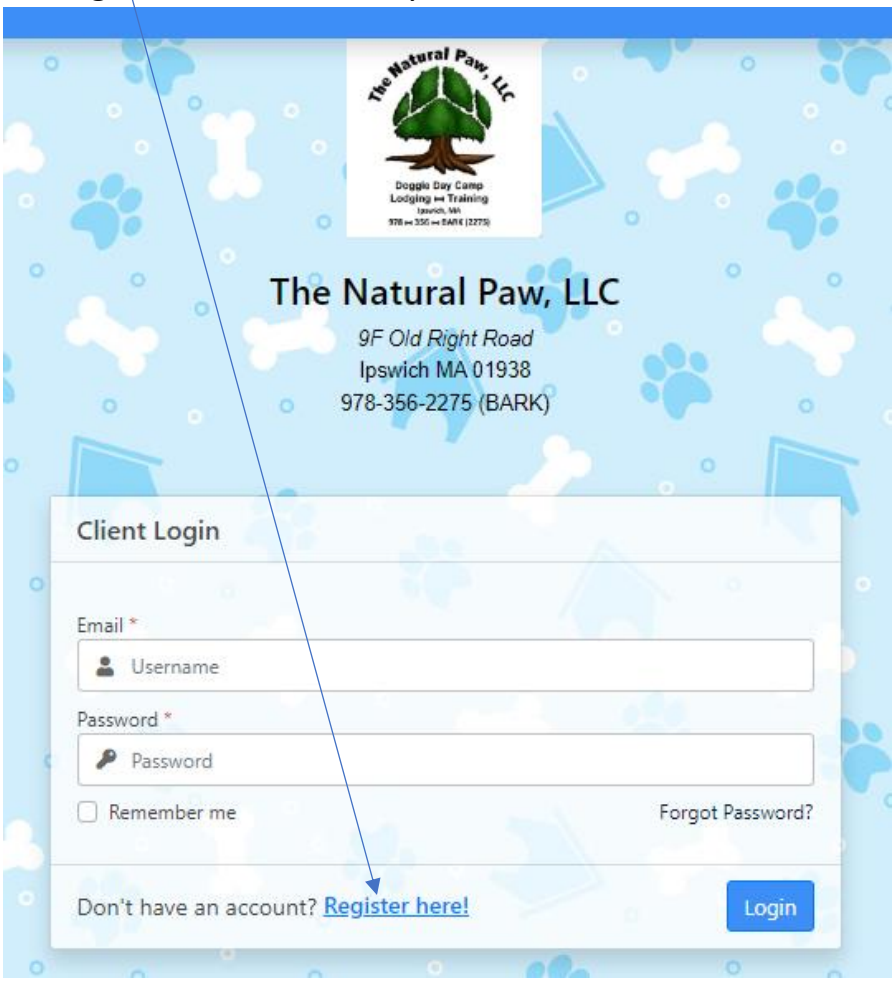
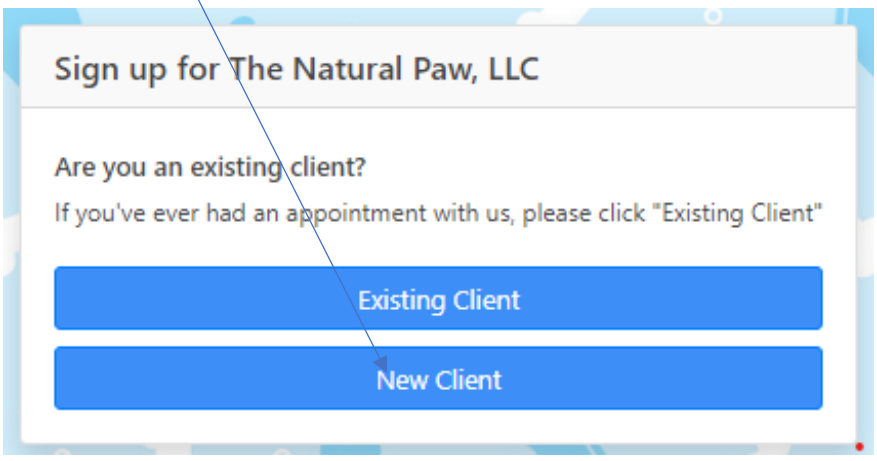
**Appointments can't be changed.* *6, 11*
They must be cancelled and a new appt booked.

REGISTER AS A NEW CLIENT

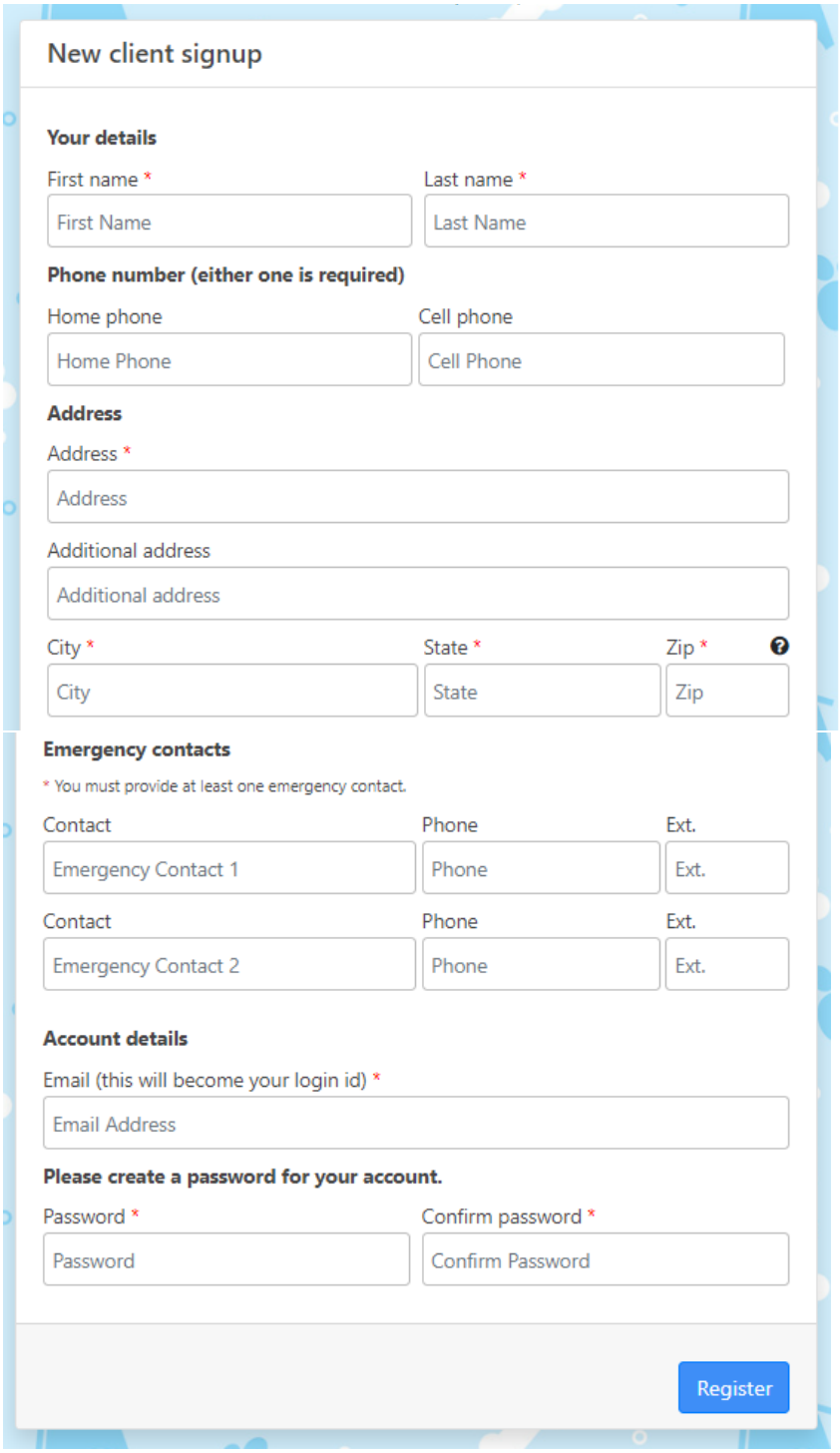
- Login https://mynaturalpaw.mykapp.com/clientlogin
- Register here to create your online account.



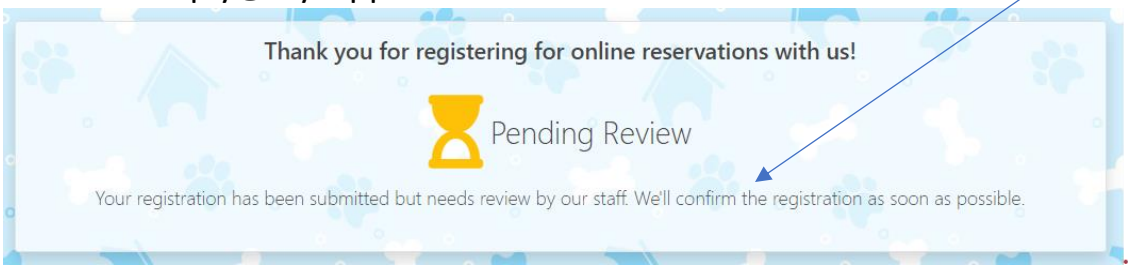
- New Client



- Complete the form, then click Register. NOTE: your email is your login user ID. Please ensure it matches the email we have on file. Any changes in your address, please let PAW staff know.

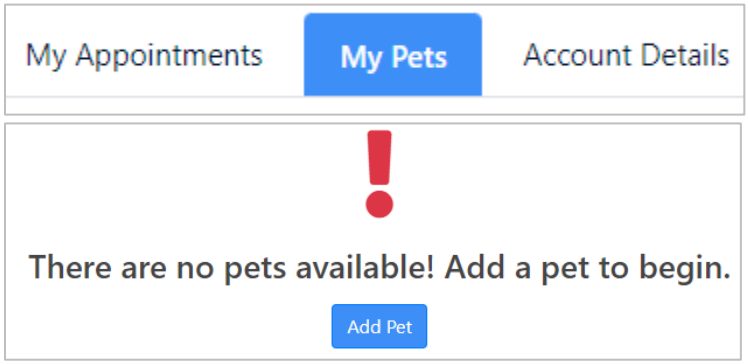


- Before you can enter pet info and use OLR, you must receive the confirming email from sender "noreply@mykapp.com"



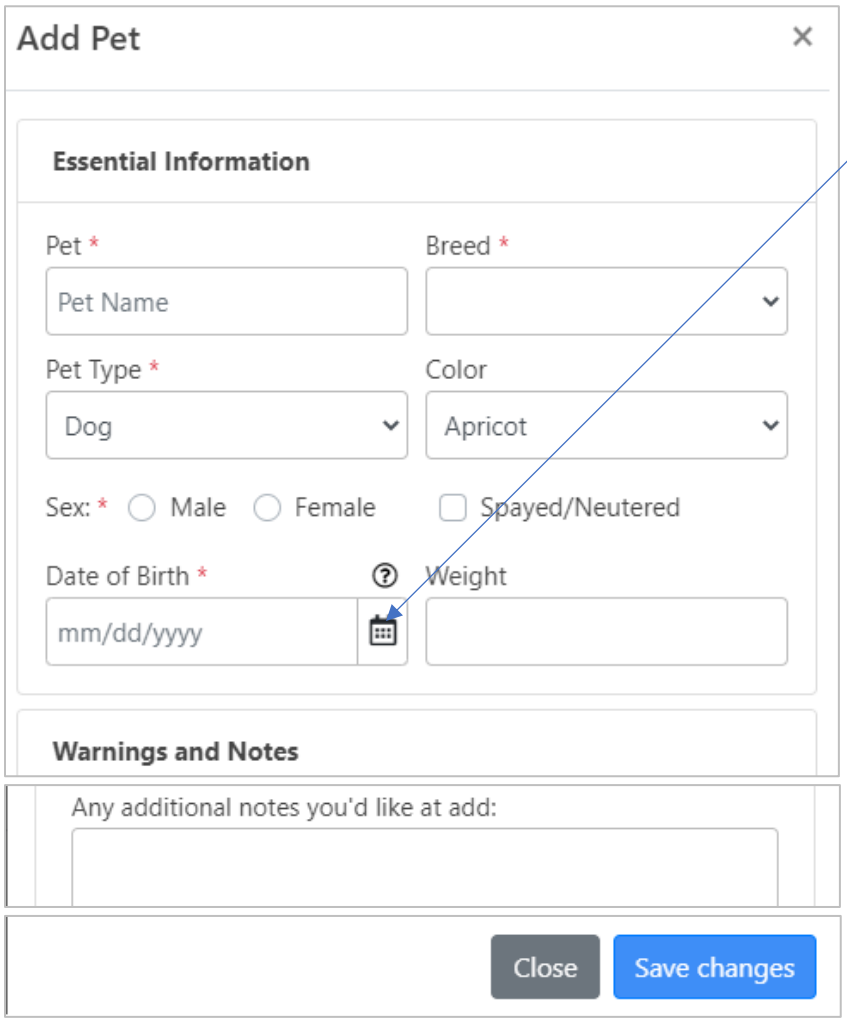
ADD PET(S) TO YOUR ACCOUNT

- Login. From the My Pets tab, click Add Pet

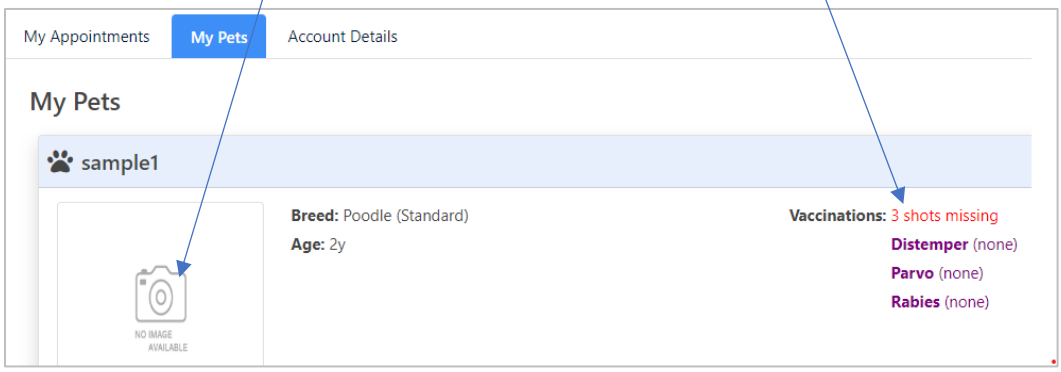


- You may need to type in manually the DOB rather than using the calendar icon.

Be sure to SAVE changes.



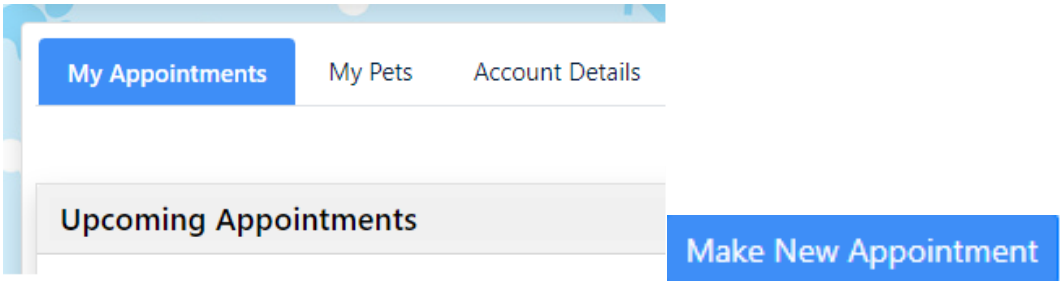
- Upload a pic here if you wish. Please provide vaccination records to PAW staff who will enter to your pet profile.



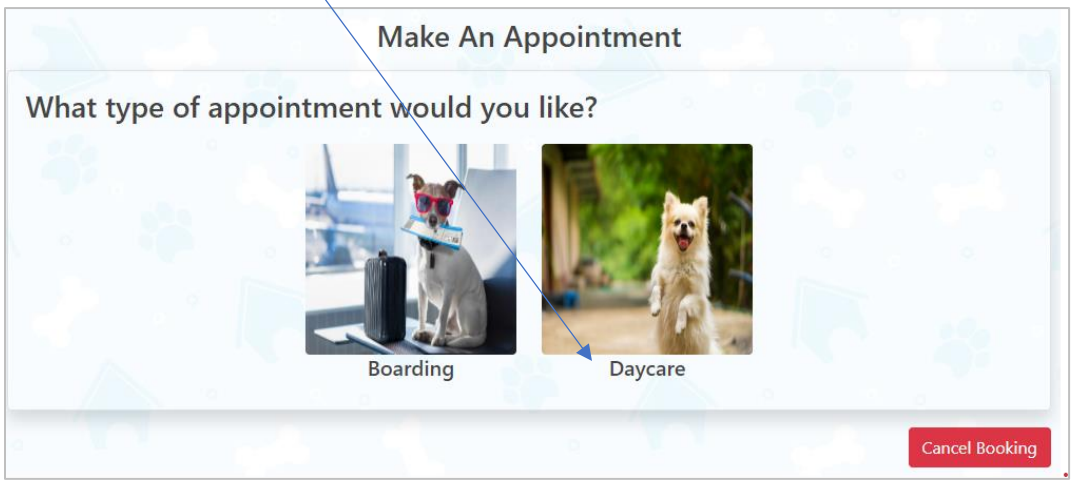
MAKE A NEW DAYCARE APPOINTMENT

Note: You can't change an *EXISTING RESERVATION for Daycare or for Boarding*.
You must cancel it and book a new appointment. To cancel, go to the My Appointments tab, click anywhere in the blue area of the appt date and click "X".

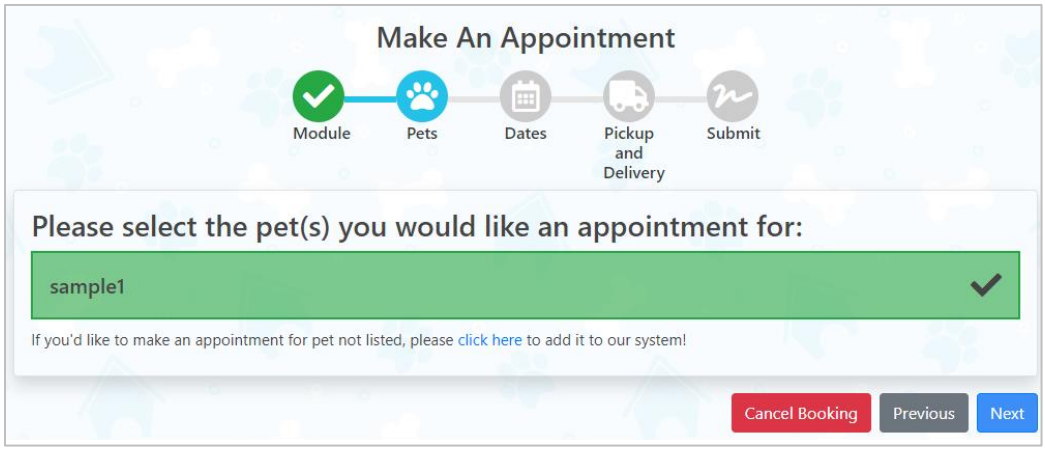
- From My Appointments tab, click Make New Appointment.



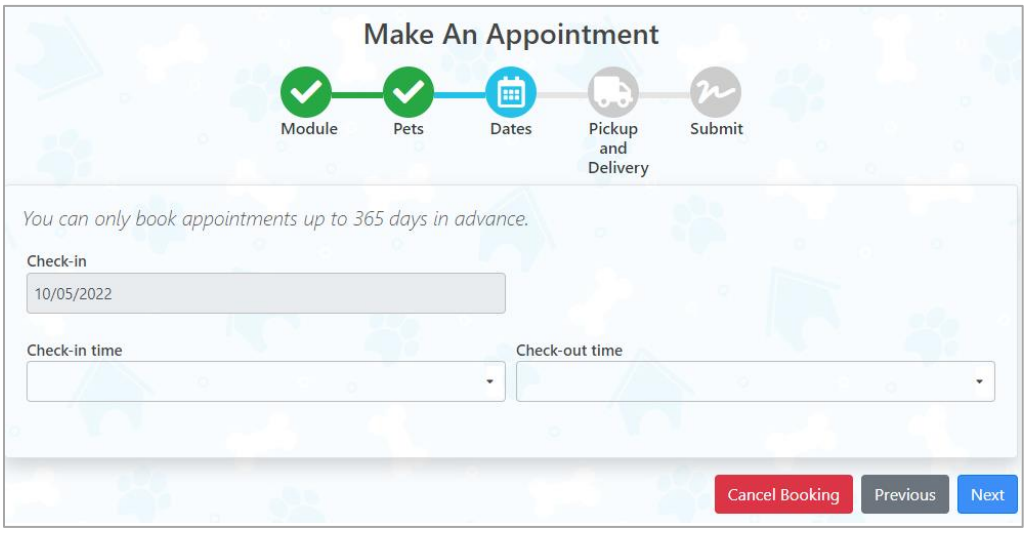
- Choose type: Daycare



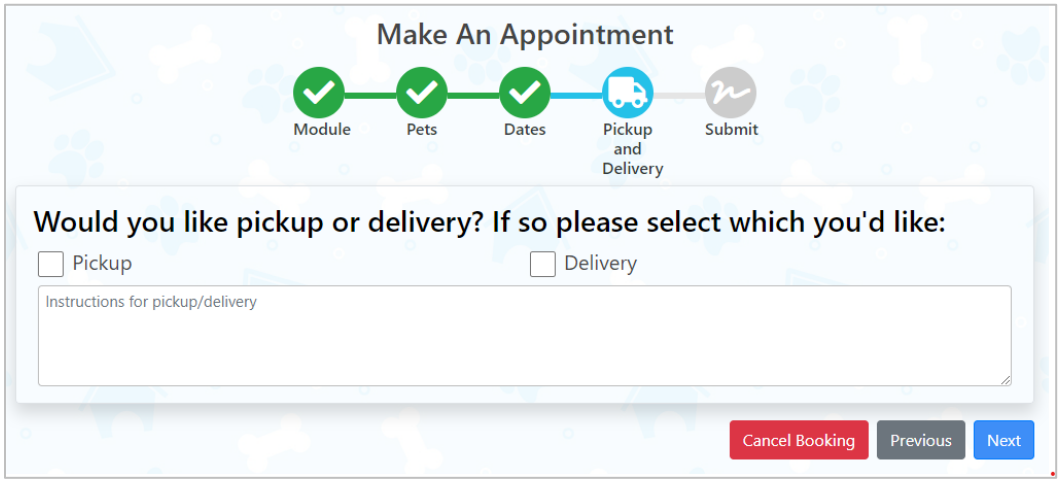
- Pet name is displayed in green bar. Click Next if pet name is correct or choose another pet for a multi-pet household.



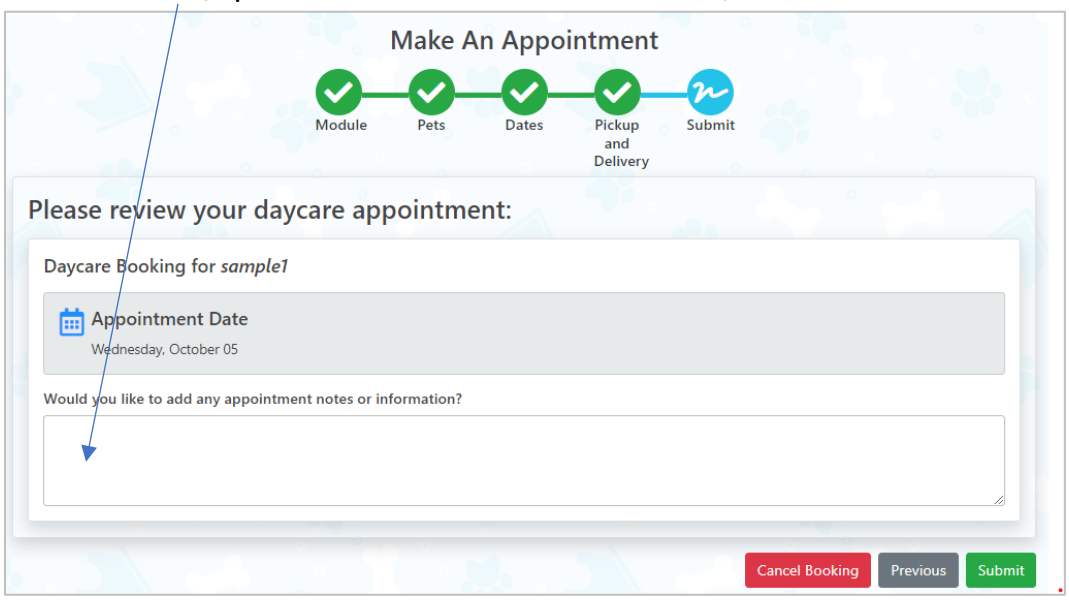
- Check-in date defaults to current date. Complete form and click Next.



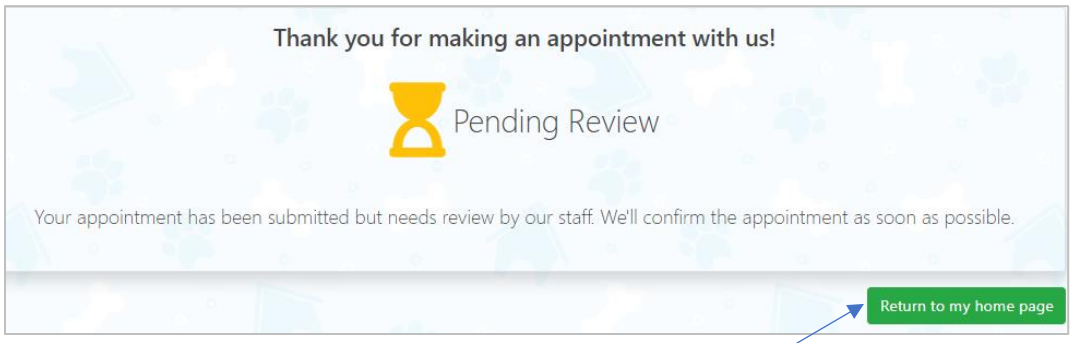
- We do not currently offer pickup and delivery. Leave blank, click Next.



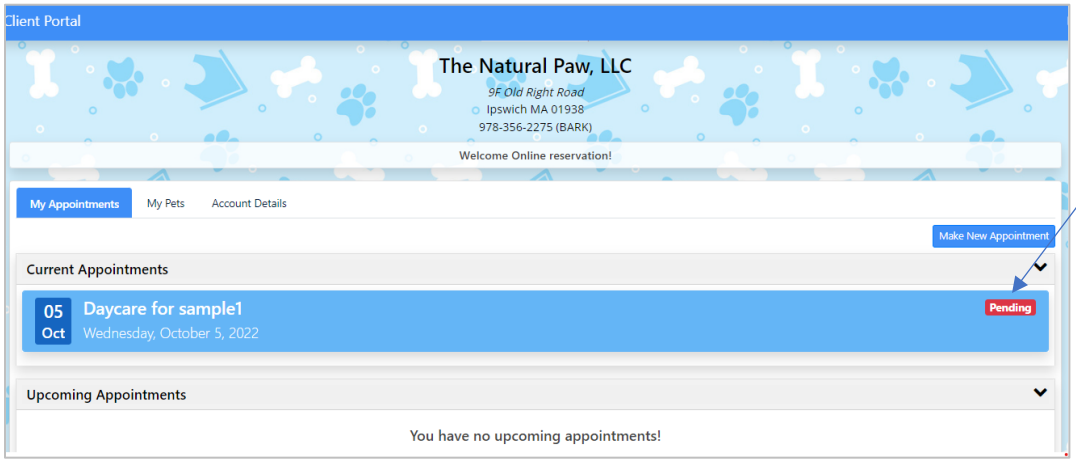
- Add notes/special instructions here. Review, then click Submit.



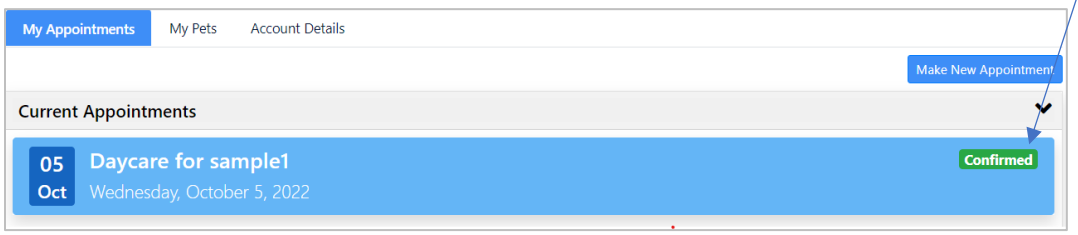
- Please note the Pending Review message which is displayed for both Daycare and Boarding, **"Your appointment has been submitted but needs review by our staff. We'll confirm the appointment as soon as possible."**



- When you **Return to my home page**, your appointment will show as **Pending**.



- Once approved, log back in, view My Appointments to see **Confirmed** or check your email.

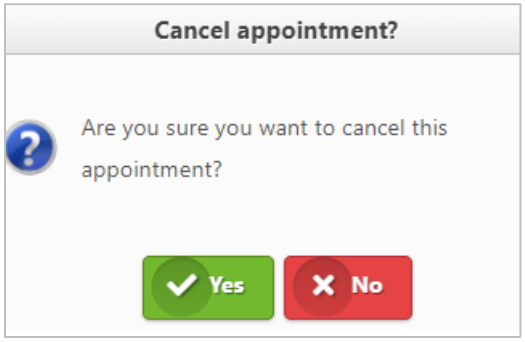


- **NOTE:** If for some reason your reservation request is **DENIED**, you will be notified by email. The appointment will no longer be displayed in My Appointments.

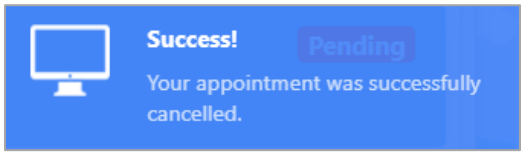
CANCEL DAYCARE or BOARDING APPOINTMENT

- In the My Appointments tab, click anywhere in the blue area of the appt date to open the appt, then click ⊗. Here we are cancelling a 12/5/22 8:00 am arrival.

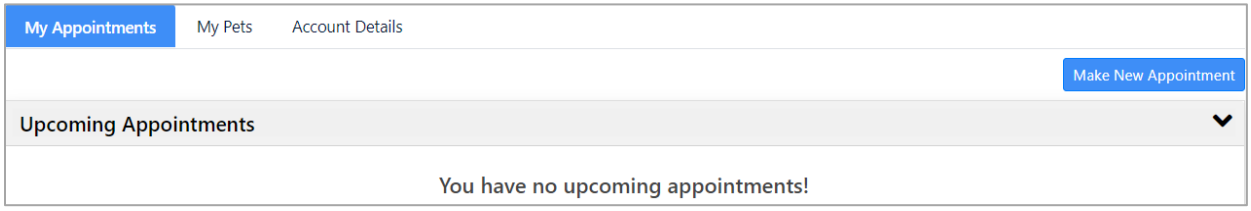
- Click Yes to complete cancellation.



- A blue Success message flashes (very briefly) at bottom right of screen.



- The My Appointments tab will now display the remaining appts you have, if any.



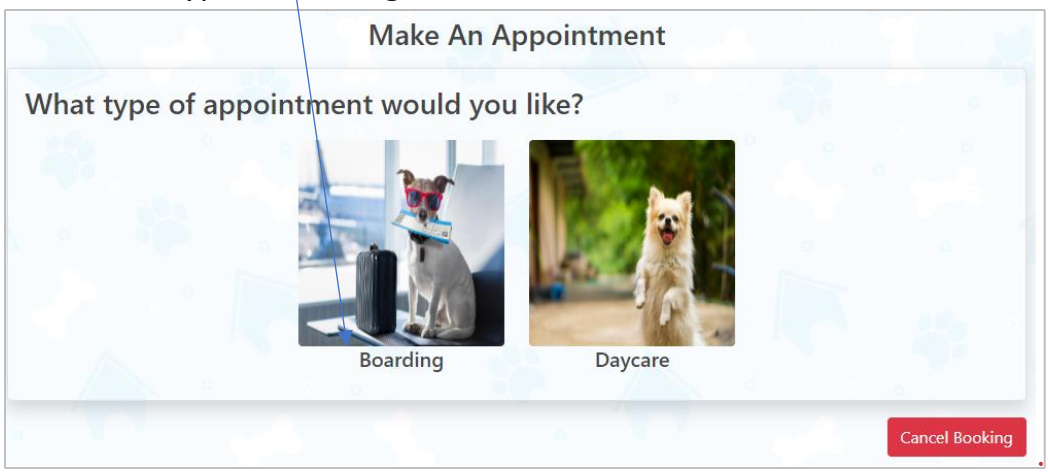
MAKE A NEW BOARDING APPOINTMENT

Note: You can't change an *EXISTING RESERVATION for Daycare or for Boarding.*

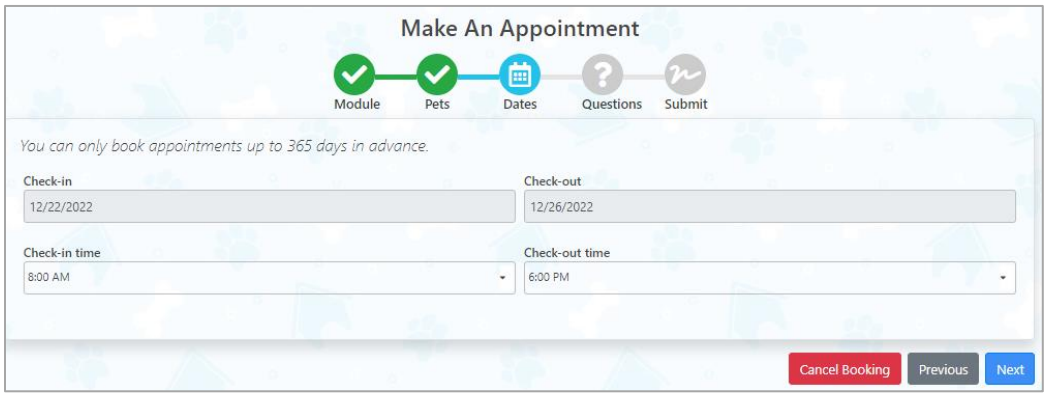
You must cancel it and book a new appointment. To cancel, go to the My Appointments tab, click anywhere in the blue area of the appt date and click "X".

Very much the same as making a daycare appt:

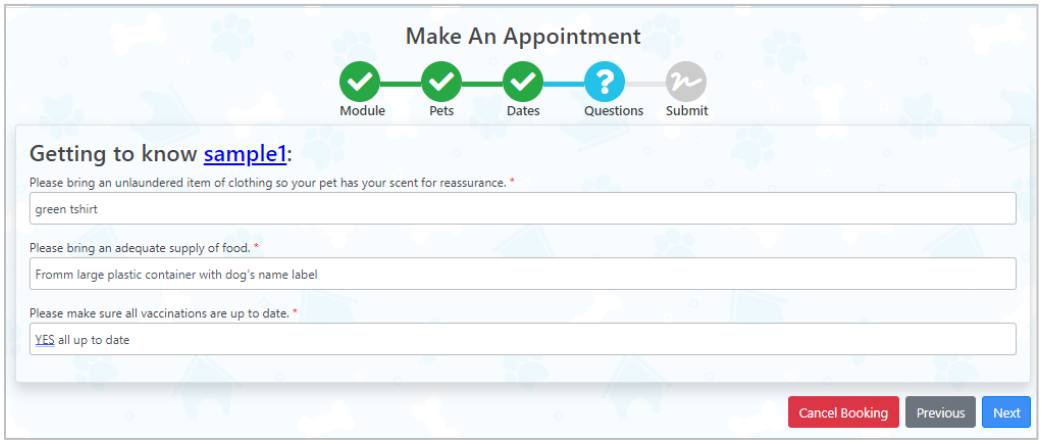
- From My Appointments tab, click Make New Appointment.
- Choose type: Boarding



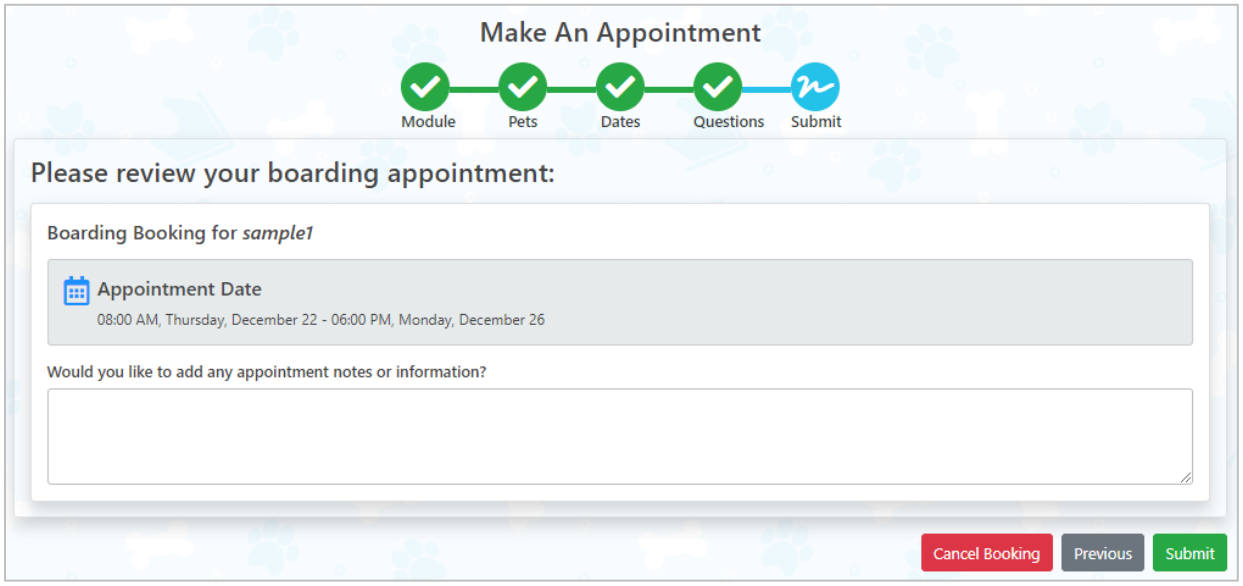
- Enter date range, arrival time, departure time, click Next.



- You can't proceed until all fields are populated.



- Review and Submit



- The same message will be displayed as for Daycare, i.e. **PENDING** which will change to **CONIFRMED** once PAW staff has approved the reservation.

- **NOTE:** If for some reason your reservation request is **DENIED**, you will be notified by email. The appointment will no longer be displayed in My Appointments.

To log out, click arrow at top right of screen.