

National Animal Shelter Network User Manual

Thank you for being part of DocuPet's National Animal Shelter Network (NASN)! As a participating animal shelter, this means access to the most comprehensive pet registration program and reunification service. As the largest pet network in North America, NASN enables shelters to collaborate and connect across jurisdictions, utilizing the National Pet Record Search (NPRS) tool to identify and reunite lost pets with their owners quickly. This initiative aims to prevent animals from entering your shelter in the first place or to reduce their length of stay, ultimately freeing up space for those who truly need your care.

This comprehensive guide explains how the tool works and how to use it to its full potential.

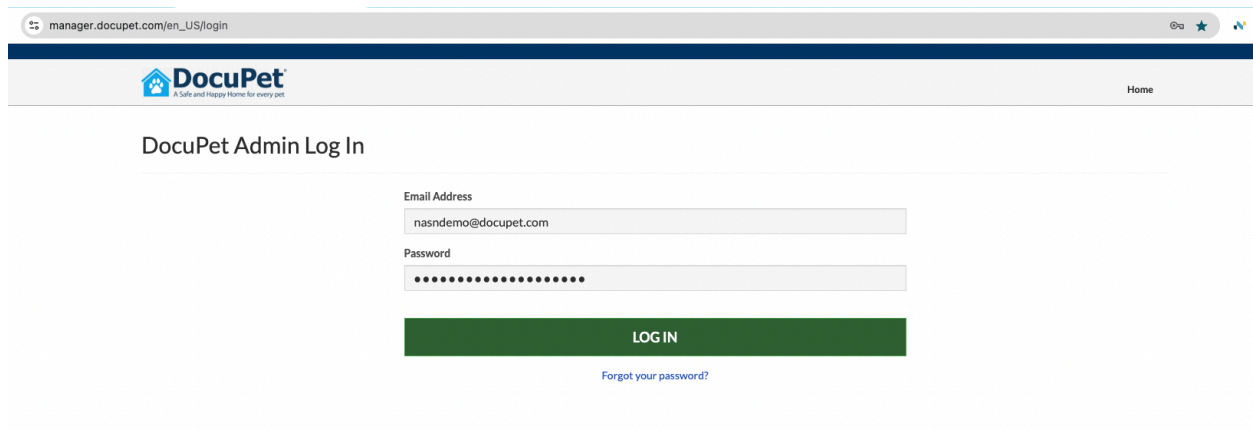
Table of Contents

Logging In	1
Searching For a Pet	5
Search by Tag, Microchip or Tattoo Numbers	5
Tag Numbers	6
Microchip Numbers	6
Tattoo Numbers	6
Search by Location	7
Search Nearby	10
National Search	12
Reviewing Search Results	13
Pet and Pet Owner Information	15
If the pet owner has made their information visible	15
If the Pet Owner Has Not Made Their Information Visible	16
Search Tips	17
For Supervisors/Managers Only: Adding and Deactivating Accounts	18
Adding a New Administrator	18
Deactivating an Account	19

Logging In

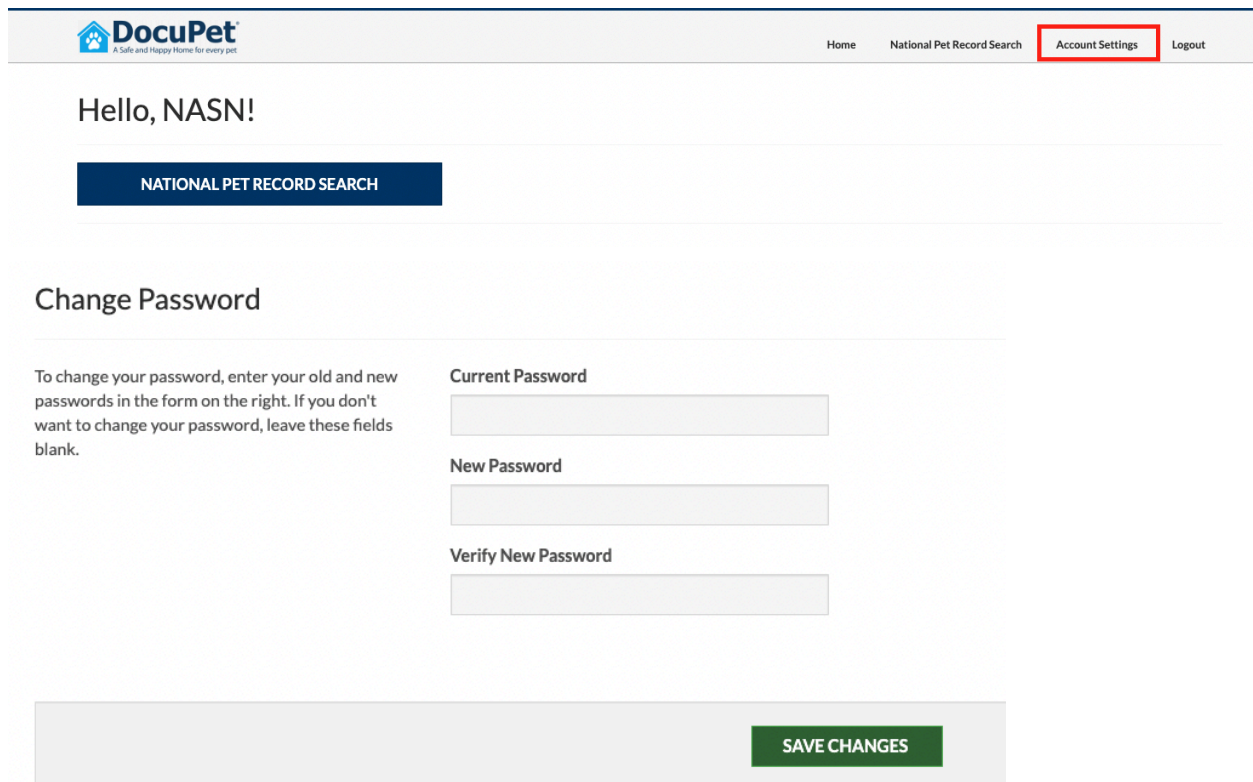
Login to your NASN DocuPet account using your username and password.

URL: https://manager.docupet.com/en_US/login



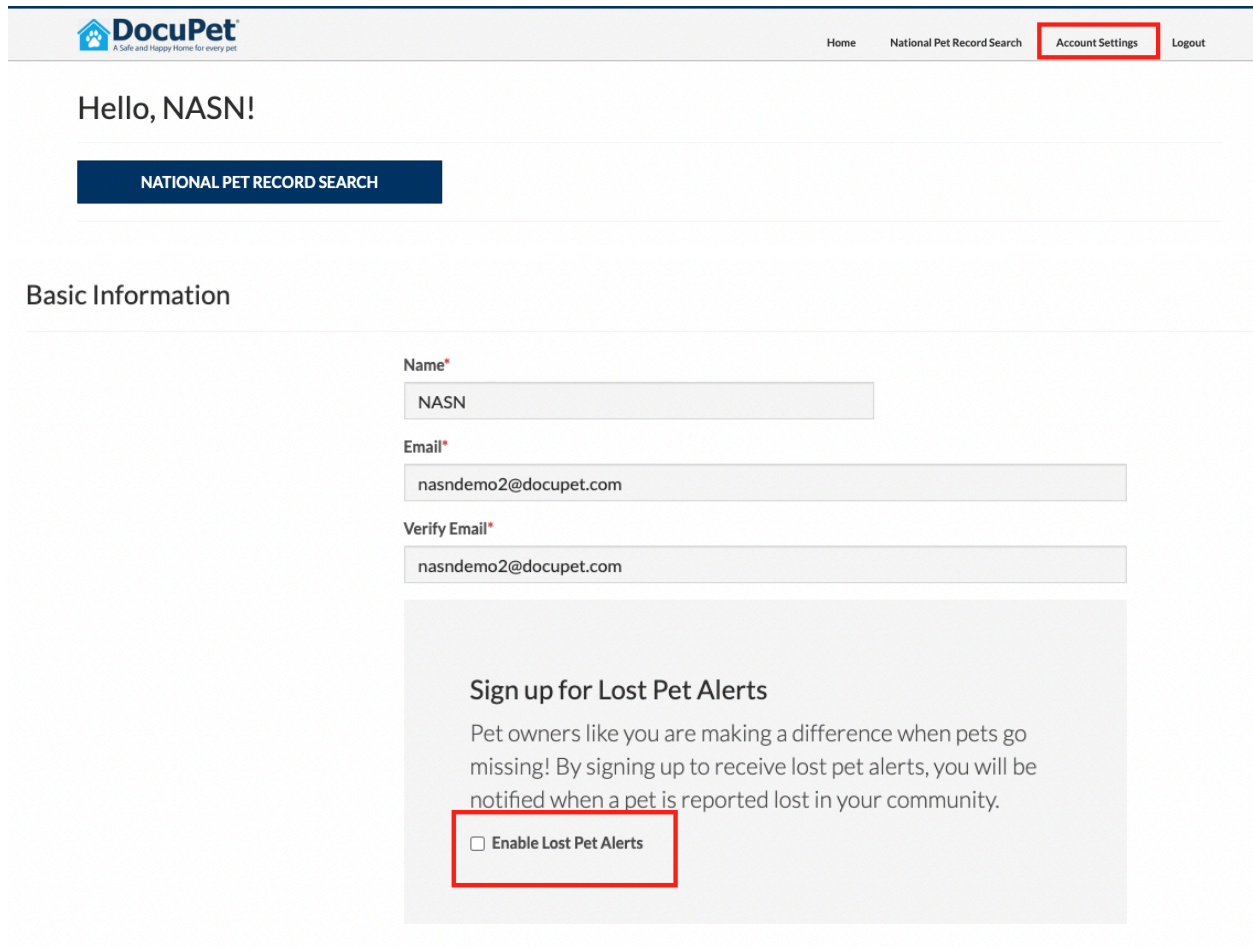
The screenshot shows the DocuPet Admin Log In page. At the top, there is a navigation bar with the DocuPet logo and a 'Home' link. Below the navigation bar, the page title 'DocuPet Admin Log In' is displayed. The main content area contains a login form with two input fields: 'Email Address' and 'Password'. The 'Email Address' field contains the text 'nasndemo@docupet.com'. The 'Password' field is filled with dots. Below the password field is a green 'LOG IN' button. A link 'Forgot your password?' is located below the 'LOG IN' button.

If you need to change your password select 'Account Settings' on the top right bar and scroll down to Change Password and enter in your new password and hit 'Save Changes'.



The screenshot shows the DocuPet Account Settings page. At the top, there is a navigation bar with the DocuPet logo and links for 'Home', 'National Pet Record Search', 'Account Settings' (highlighted with a red box), and 'Logout'. Below the navigation bar, the page title 'Hello, NASN!' is displayed. A blue button labeled 'NATIONAL PET RECORD SEARCH' is visible. Below this, the 'Change Password' section is shown. It includes a text box with instructions: 'To change your password, enter your old and new passwords in the form on the right. If you don't want to change your password, leave these fields blank.' To the right of the text box are three input fields: 'Current Password', 'New Password', and 'Verify New Password'. At the bottom right of the page is a green 'SAVE CHANGES' button.

If you would like to receive lost pet alerts for pets in your community select 'Account Settings' on the top right bar and scroll down to Sign up for Lost Pet Alerts and select 'Sign up for Lost Pet Alerts' and hit 'Save Changes'.



The screenshot shows the DocuPet website's 'Account Settings' page. The top navigation bar includes 'Home', 'National Pet Record Search', 'Account Settings' (highlighted with a red box), and 'Logout'. Below the navigation bar, a greeting 'Hello, NASN!' is displayed. A dark blue button labeled 'NATIONAL PET RECORD SEARCH' is visible. The 'Basic Information' section contains three input fields: 'Name*' with the value 'NASN', 'Email*' with the value 'nasndemo2@docupet.com', and 'Verify Email*' with the value 'nasndemo2@docupet.com'. Below these fields is a section titled 'Sign up for Lost Pet Alerts' with a descriptive paragraph. At the bottom of this section, a checkbox labeled 'Enable Lost Pet Alerts' is highlighted with a red box.

DocuPet[®]
A Safe and Happy Home for every pet

Home National Pet Record Search **Account Settings** Logout

Hello, NASN!

NATIONAL PET RECORD SEARCH

Basic Information

Name*
NASN

Email*
nasndemo2@docupet.com

Verify Email*
nasndemo2@docupet.com

Sign up for Lost Pet Alerts

Pet owners like you are making a difference when pets go missing! By signing up to receive lost pet alerts, you will be notified when a pet is reported lost in your community.

☐ Enable Lost Pet Alerts

If you are a shelter manager or supervisor you may have the ability to add (or deactivate) additional administrators access to the tool. In which case you would select 'Administrative Users' and follow the easy steps to create an account for a new user (see below).

If you need to search for a pet within the database, select the 'National Pet Record Search' option.



Hello, shelterdemo@docupet.com!

NATIONAL PET RECORD SEARCH

Each time you use the search tool, you will be prompted to accept the Usage Agreement. You must confirm that the information will be used solely for pet reunification purposes. To proceed, check the box to agree. If you do not check the box, access to the tool will be denied.

The screenshot shows the DocuPet website interface. At the top, there are contact details for Administrator Support (support@docupet.com, 1-855-224-2481) and Customer Support (info@docupet.com, 1-877-239-6072). The DocuPet logo is on the left, and navigation links (Home, Pet Owner Record Search, Account Settings, HelpDesk, FAQ, Logout) are on the right. The main heading is "National Pet Record Search" with the subtext "Search over 4,500,000 pet records across North America". Below this, there's a section for "Search by Tag, Microchip or Tattoo Number" with a "Choose a search method" dropdown and a search input field. A modal window titled "National Pet Record Search Usage Agreement" is centered on the screen. It contains a checked checkbox and the text: "I hereby agree to only use this service and any/all information obtained for the purpose of reuniting a pet with its owner, retain the information only during the pet reunification-period, and ensure secure handling/erasure of all information." At the bottom of the modal are "Continue" and "Cancel" buttons.

Once the search tool is accessed, the dashboard will look like this:

Administrator Support: support@docupet.com 1-855-224-2481

Customer Support: info@docupet.com 1-877-239-6072



A Safe and Happy Home for every pet

HomePet Owner Record SearchAccount SettingsHelpDeskFAQLogout

National Pet Record Search

Search over 4,500,000 pet records across North America

Tag or Microchip Search

Location Search

Search by Tag, Microchip or Tattoo Number

Choose a search method

Search

Start searching by Tag, Microchip or Tattoo Number

Search for a pet using the DocuPet HomeSafe® Code or number found on the pet's tags.
Search for a pet using the number from the pet's microchip.
Search for a pet using their Tattoo number.

12:13

 Gmail

Administrator Support: support@docupet.com 1-855-224-2481

Customer Support: info@docupet.com 1-877-239-6072

MENU



A Safe and Happy Home for every pet

National Pet Record Search

Tag or Microchip Search

Location Search

Search by Tag, Microchip or Tattoo Number

Choose a search method

Search

Start searching by Tag, Microchip or Tattoo Number

Search for a pet using the DocuPet HomeSafe® Code or number found on the pet's tags.

manager.docupet.com

Searching For a Pet

There are several ways to search for a pet in the database. Choose the method that best matches the information you have, as this will give you the most accurate results. We'll guide you through the different search options based on the details you provide.

Search by Tag, Microchip or Tattoo Numbers

If the found pet has a tag or permanent identification, you can search using three different options: tag number, microchip number or tattoo number.

National Pet Record Search

Search over 4,500,000 pet records across North America

Tag or Microchip Search

Location Search

Search by Tag, Microchip or Tattoo Number

✓ Choose a search method

Tag Number

Microchip Number

Tattoo Number

Search

Start searching by Tag, Microchip or Tattoo Number

Search for a pet using the DocuPet HomeSafe® Code or number found on the pet's tags.
Search for a pet using the number from the pet's microchip.
Search for a pet using their Tattoo number.

10:06

Gmail

MENU

 **DocuPet**
A Safe and Happy Home for every pet

National Pet Record Search

Tag or Microchip Search

Location Search

Search by Tag, Microchip or Tattoo Number

Choose a search method

✓ Choose a search method

Tag Number

Microchip Number

Tattoo Number

Start searching by Tag, Microchip or Tattoo Number

Search for a pet using the DocuPet HomeSafe® Code or number found on the pet's tags.
Search for a pet using the number from the pet's microchip.
Search for a pet using their Tattoo number.

5

Tag Numbers

If a pet is located and they are wearing a tag (DocuPet tag, previous license tag, rabies tag, etc.) you can search using the tag number found on the collar. It is important to note that the system will look for an exact match, so be aware of typos!

Steps:

1. Select Tag or Microchip Search
2. Under Search Search by Tag, Microchip or Tattoo Number select 'Tag Number'
3. Enter the tag number for the found pet
4. Hit 'Search'

If there is a match to the tag number, results will be presented.

Microchip Numbers

If the pet has a microchip, you can search using the microchip number. Make sure to enter the number exactly as it appears as the system looks for an exact match, so even small typos can affect the results. Keep in mind that some pet owners may have entered the chip number incorrectly (e.g., missing digits), which could also impact your search.

Steps:

1. Select Tag or Microchip Search
2. Under Search Search by Tag, Microchip or Tattoo Number select 'Microchip Number'
3. Enter the microchip number for the found pet
4. Hit 'Search'

Searches may result in the exact match in the database and or present as many results that match the search criteria.

Tattoo Numbers

If the pet has a tattoo, you can search using the tattoo number. Make sure to enter the number exactly as it appears as the system looks for an exact match, so even small typos can affect the results. Keep in mind that some pet owners may have entered the number incorrectly (e.g., missing digits), which could also impact your search.

Steps:

1. Select Tag or Microchip Search
2. Under Search Search by Tag, Microchip or Tattoo Number select 'Tattoo Number'
3. Enter the tattoo number for the found pet
4. Hit 'Search'

Searches may result in the exact match in the database and or present as many results that match the search criteria.

Search by Location

There are two location search options available:

1. Search Nearby
2. National Search

National Pet Record Search

Search over 4,500,000 pet records across North America

The screenshot shows the mobile app interface for 'National Pet Record Search'. At the top, there are two buttons: 'Tag or Microchip Search' and 'Location Search'. Below these, the 'Location Search' button is highlighted. The main content area is titled 'Find Pets by Location and Appearance' with a note '* Required for search'. It features a section 'Search Locally or Nationally' with two radio buttons: 'Search Nearby' (selected) and 'National Search'. Below this is a text input field containing '233 E Washington St Syracuse NY 13202' with a clear 'x' button and a dropdown arrow. To the right, a grey box contains the text 'Start searching by Location and Appearance' followed by 'Search for pets nearby' and 'Search for pets nationally'. At the bottom, a status bar shows the time '10:09', signal strength, Wi-Fi, and battery level at 27%. Below the status bar, the app title 'National Pet Record Search' is repeated, followed by the same search buttons and form elements as seen above.

Searching by location is especially useful for Animal Control Officers (ACOs) working in the field, as well as for shelter staff who know where a pet was found. This method allows you to quickly identify potential matches based on the area where the pet was picked up.

To improve accuracy, you can further narrow the search by entering specific pet details such as breed, sex, color and more, which helps generate the most relevant results. This approach is an effective way to locate a pet's profile and access the necessary information to begin the

reunification process. You'll also notice that some fields in the search form are mandatory, while others are optional. The required fields are designed to improve the accuracy of your search and help return the best possible matches based on the information provided.

The searchable fields available to locate a pet are as follows:

1. Search Nearby
 - a. Searching for local pets
2. National Search
 - a. Searching the entire database for pets outside of your jurisdiction
3. IF SEARCHING NEARBY: Search radius to populate pets within the proximity to the search location
 - a. This is a mandatory field
 - b. Note, when searching nearby we recommend starting with 10 to 20 miles to start to see the closest pets nearby to the location and then expanding the radius if there are no matches
4. Pet Type that you are trying to locate/reunite
 - a. This is a mandatory field
5. Pet Sex
 - a. This is a mandatory field to narrow down the results
6. Breed
 - a. This is an optional field, as many dogs are mixed breeds and pet owners may enter breed information based on interpretation. If you believe the pet is a mixed breed or are unsure, it's best to leave this field blank to avoid missing potential matches.
7. Sterilization Status
 - a. This is an optional field as it can be difficult to determine if a pet is spayed/neutered, especially in the field. If you're unsure, it's best to leave this field blank to avoid limiting your search results.
8. Color(s)
 - a. This is an optional field. You can select multiple colors when searching. Pets that have any of the selected colors will appear in the results. For example, if you choose white, black, and orange, pets with just black in their profile will still show up. However, the closest matches, including pets with multiple selected colors, will be listed first. Please note that pet owners are required to select at least one color when creating their pet's profile.
9. Pet name
 - a. This is an optional field. If the pet is wearing something with their name, such as an engraved collar, you can enter the name here.
10. Approximate age
 - a. This is an optional field. If the pet is very young or visibly senior, this may help with the results.

Find Pets by Location and Appearance

* Required for search

Search Locally or Nationally

☒ Search Nearby

☐ National Search

233 E Washington St Syracuse NY
13202

Search Radius (Miles) *



Pet type *

Dog

Cat

Sex *

Male

Female

Breed

Start typing to search

Sterilization

Unsterilized

Sterilized

Color(s) (Select all that apply)



White



Light-Grey



Dark-Grey



Black



Orange



Red



Cream



Apricot



Golden



Tan



Brown



Dark-Brown

Pet name 

Approximate age 

Select 

Clear Filters

Search

Typically you will use the Search Nearby option to start and then expand to a National Search knowing pets can cross jurisdictional boundaries and may not be in your licensing region.

If at any time you want to start over, you can select 'Clear Filters' and start again.

Search Nearby

From the main dashboard, select 'Location Search' and 'Search Nearby'

National Pet Record Search

Search over 4,500,000 pet records across North America

Tag or Microchip Search

Location Search

Find Pets by Location and Appearance
* Required for search

Search Locally or Nationally
☒ Search Nearby
☐ National Search

600 Aviation Dr Camarillo CA 93010  

Start searching by Location and Appearance
Search for pets nearby
Search for pets nationally

When you select 'Search Nearby,' the system will automatically use your shelter's address as the default location. However, if you're an ACO in the field or if you know where the pet was found you can update the address to a nearby address. This helps generate results for pets that live in the surrounding area, increasing the chances of a successful match.

Steps:

1. Select 'Search Nearby'
2. Keep the pre-populated shelter address or change to a nearby address where the pet was found
3. Determine the search radius to populate pets within the proximity of the search location
 - a. Note that the pets closest to the address will populate first
4. Select Pet Type that you are trying to locate/reunite
5. Select Sex
6. Select breed if clearly known
7. Sterilization status if known
8. Color(s)
 - a. If you're confident about the breed, we recommend leaving the color field blank for your initial search. Color descriptions can vary between owners, for example, a Golden Retriever might be listed as "golden" or "tan." Leaving this field blank helps ensure you don't miss a potential match due to differing interpretations.
9. Pet name if known
10. Approximate age if known

Once you have selected all applicable information, hit 'Search'.

The results will yield all pets in closest proximity to your search address and show distance from the address.

Find Pets by Location and Appearance
* Required for search

Search Locally or Nationally

☒ Search Nearby
☐ National Search

City Hall 233 E Washington St
SYRACUSE NY 13202-1421
UNITED STATES

Search Radius (Miles) *

0 10 20 30 40 50

Pet type *

Sex *

Breed

Start typing to search

Results

Showing 1 to 9 of 449 results

0.07 Mi

Deagan
Male, Dog, Boston Terrier/Cattle Dog mix
HomeSafe® Code: N011IEJE
Tag Number: Not on file
Microchip Number: --
Color(s): White/Black/Brown Brindle
Sterilization Status: Neutered
[Additional Pet Information](#)

Pet Owner Information
[View Details](#) | [Create Found Pet Report](#)

0.11 Mi

Finnley
Male, Dog, Australian Shepherd
HomeSafe® Code: N01KOI4J
Tag Number: Not on file
Microchip Number:
Color(s): Black, White, Tan
Sterilization Status: Neutered
[Additional Pet Information](#)

Pet Owner Information
[View Details](#) | [Create Found Pet Report](#)

0.12 Mi

Mythos
Male, Dog, German Shepherd Dog
HomeSafe® Code: N01GWABO
Tag Number: Not on file
Microchip Number:
Color(s): Black, Light-grey, White
Sterilization Status: Neutered
[Additional Pet Information](#)

Pet Owner Information
[View Details](#) | [Create Found Pet Report](#)

National Search

From the main dashboard, select 'Location Search' then 'National Search'

National Pet Record Search

Search over 4,500,000 pet records across North America

Tag or Microchip Search

Location Search

Find Pets by Location and Appearance
* Required for search

Search Locally or Nationally

☐ Search Nearby

☒ National Search

Pet type * ^

Start searching by Location and Appearance

Search for pets nearby
Search for pets nationally

When you select 'Nation Search,' you will not be required to enter a location as the system will be searching the entire database for matches. However, even though you are using the National Search, the results will still yield all pets in closest proximity to your shelter and show distance from the address.

Because the national database may return many matches, it's recommended to enter as many specific details as possible to achieve the most accurate results.

Steps:

1. Select National Search
2. Select Pet Type that you are trying to locate/reunite
3. Select Sex
4. Select breed if clearly known
5. Sterilization status if known
6. Color(s)
 - a. If you're confident about the breed, we recommend leaving the color field blank for your initial search. Color descriptions can vary between owners, for example, a Golden Retriever might be listed as "golden" or "tan." Leaving this field blank helps ensure you don't miss a potential match due to differing interpretations.
7. Pet name if known
8. Approximate age if known

Once you have selected all applicable information, hit 'Search'. See the section below regarding results.

Reviewing Search Results

The results show snapshot information on the pet to ensure the results line up with the pet you are trying to unite with the owner. Each result page will show up to 9 pets with the ability to scroll between pages at the bottom.

The visible information from the results includes:

- Images (if pet owner has uploaded them to the profile)
- Pet Name
- Pet Sex, Species and Breed
- DocuPet HomeSafe Code
- Historical Tag Number (if applicable)
- Microchip Number (if available)
- Color(s)
- Sterilization Status
- Additional Pet Information
- Pet Owner Information

Find Pets by Location and Appearance

* Required for search

Search Locally or Nationally

☐ Search Nearby
☒ National Search

Pet type *

Sex *

Breed

Pit Bull

Sterilization

Color(s) (Select all that apply)

☐ White ☐ Light-Grey ☒ Dark-Grey
☐ Black ☐ Orange ☐ Red
☐ Cream ☐ Apricot ☐ Golden
☐ Tan ☐ Brown ☐ Dark-Brown

Pet name

Approximate age

Results

Showing 1 to 9 of 1797 results



DOOM

Male, Dog, Pit Bull
HomeSafe® Code: N2LBSNEO
Tag Number: 23-946232
Microchip Number: Not on file
Color(s): Dark-grey
Sterilization Status: unknown
[Additional Pet Information](#)

Pet Owner Information
[View Details](#) | [Create Found Pet Report](#)



Chico

Male, Dog, Pit Bull
HomeSafe® Code: N2PY31JW
Tag Number: Not on file
Microchip Number:
Color(s): Dark-grey
Sterilization Status: Unsterilized
[Additional Pet Information](#)

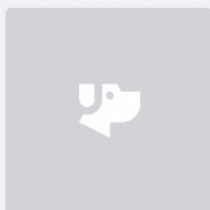
Pet Owner Information
[View Details](#) | [Create Found Pet Report](#)



Egg Egg

Male, Dog, Pit Bull
HomeSafe® Code: N2Q5C11M
Tag Number: Not on file
Microchip Number:
Color(s): Dark-grey
Sterilization Status: Unsterilized
[Additional Pet Information](#)

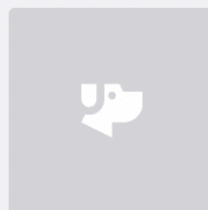
Pet Owner Information
[View Details](#) | [Create Found Pet Report](#)



Scar

Male, Dog, Pit Bull
HomeSafe® Code: N3QX7D00
Tag Number: Not on file
Microchip Number: Not on file
Color(s): Dark-grey
Sterilization Status: Neutered
[Additional Pet Information](#)

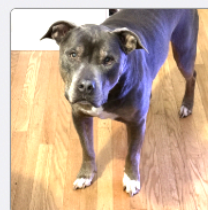
Pet Owner Information
[View Details](#) | [Create Found Pet Report](#)



Jaxon

Male, Dog, Pit Bull
HomeSafe® Code: N2URZM0V
Tag Number: Not on file
Microchip Number: Not on file
Color(s): Dark-grey
Sterilization Status: Neutered
[Additional Pet Information](#)

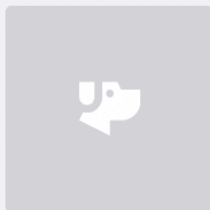
Pet Owner Information
[View Details](#) | [Create Found Pet Report](#)



Blue

Male, Dog, Pit Bull
HomeSafe® Code: N3VNW90V
Tag Number: Not on file
Microchip Number:
Color(s): Dark-grey
Sterilization Status: Neutered
[Additional Pet Information](#)

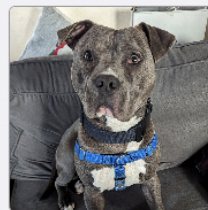
Pet Owner Information
[View Details](#) | [Create Found Pet Report](#)



Cysco

Male, Dog, Pit Bull
HomeSafe® Code: N2E91EXH
Tag Number: Not on file
Microchip Number:
Color(s): Dark-grey
Sterilization Status: Unsterilized
[Additional Pet Information](#)

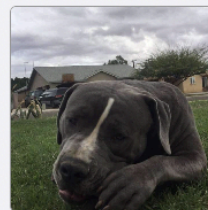
Pet Owner Information
[View Details](#) | [Create Found Pet Report](#)



Ghost

Male, Dog, Pit Bull
HomeSafe® Code: N2LSTD40
Tag Number: Not on file
Microchip Number: Not on file
Color(s): Dark-grey
Sterilization Status: unknown
[Additional Pet Information](#)

Pet Owner Information
[View Details](#) | [Create Found Pet Report](#)



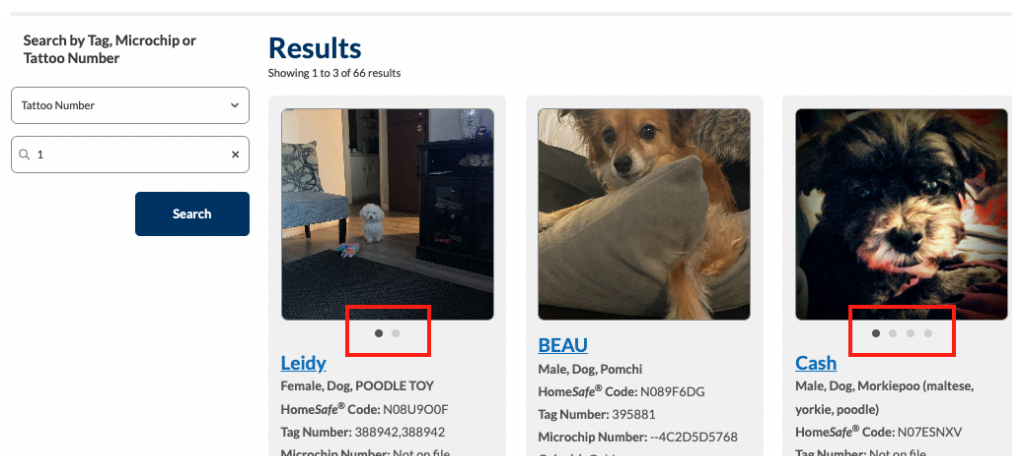
Santana

Male, Dog, Pit Bull
HomeSafe® Code: N2XKZ870
Tag Number: Not on file
Microchip Number:
Color(s): Dark-grey
Sterilization Status: Unsterilized
[Additional Pet Information](#)

Pet Owner Information
[View Details](#) | [Create Found Pet Report](#)

Previous 1 2 3 4 5 6 7 8 9 10 Next

If there are multiple pictures on the pet profile you will be able to review them by toggling between the grey carousel buttons.

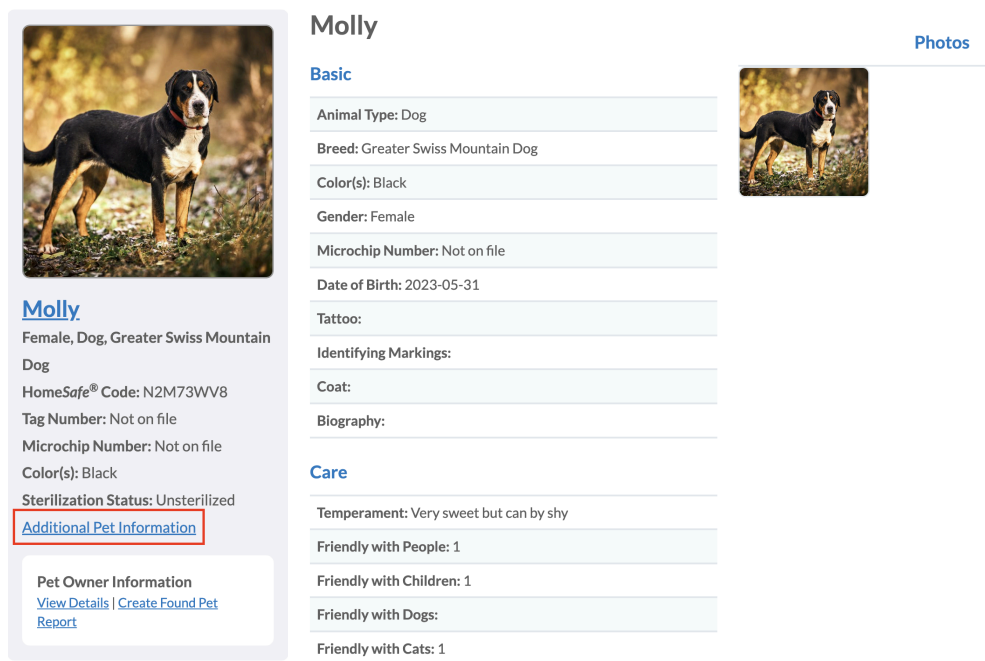


Pet and Pet Owner Information

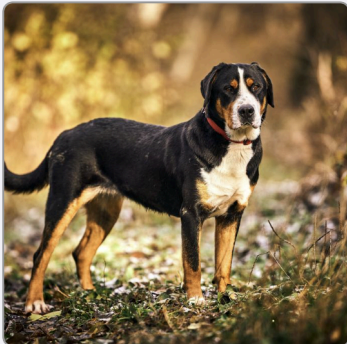
Pet owners will have the option via their accounts to allow their contact information and their pets information be visible or private.

If the pet owner has made their information visible

To see additional details on the pet, selecting 'Additional Pet Information', will be in blue with a hyperlink and an overview of the pet's details will display. If the pet owner has completed their pet's profile any additional information provided will display such as temperament, care instructions or medical history.



At the bottom of the pet snapshot profile is Pet Owner Information. By selecting 'View Details' you will first need to attest to the Terms of Use to ensure you will only use those contact details to reunite the pet with the owner. Once confirmed, the pet owner information will display such as name, address, phone and email. At this point you may follow internal processes to get in touch with the pet owner to reunite them with their pet. Additionally, you can also file a Found Pet Report, which will also trigger a notification to the pet owner via the HomeSafe program and also flag the DocuPet HomeSafe team that a pet was found.



Molly
Female, Dog, Greater Swiss Mountain Dog
HomeSafe® Code: N2M73WV8
Tag Number: Not on file
Microchip Number: Not on file
Color(s): Black
Sterilization Status: Unsterilized
[Additional Pet Information](#)

Pet Owner Information
[View Details](#) | [Create Found Pet Report](#)



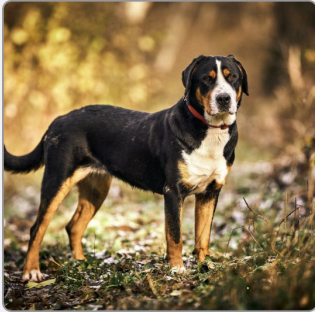
Molly

Terms of Service

I hereby confirm that I will use any pet owner contact information solely for the purpose of reunited a pet with its owner.

[I Confirm](#)

Pet Owner Information
[View Details](#) | [Create Found Pet Report](#)



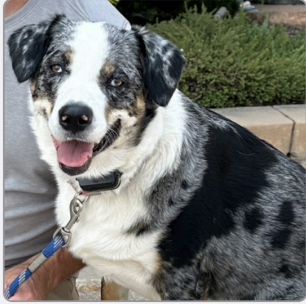
Molly
Female, Dog, Greater Swiss Mountain Dog
HomeSafe® Code: N2M73WV8
Tag Number: Not on file
Microchip Number: Not on file
Color(s): Black
Sterilization Status: Unsterilized
[Additional Pet Information](#)

Pet Owner Information
[Tahra Dennett](#)
101 E Main St Batavia OH 45103
P: [\(123\) 456-8977](tel:(123)456-8977)
E: tahra.dennett@docupet.com
[Create Found Pet Report](#)

If the Pet Owner Has Not Made Their Information Visible

If the pet owner has chosen not to display their contact details you will have two options:

- File a Found Pet Report, and/or
- Contact the DocuPet HomeSafe™ team directly. They will reach out to the pet owner on your behalf to inform them that their pet is in your care.



Leela

Female, Dog, Aust Shepherd

HomeSafe® Code: N36ZZ2RJ

Tag Number: L23-252704,L24-252704

Microchip Number: 1

Color(s): Blue Merle

Sterilization Status: Unsterilized

[Additional Pet Information](#)

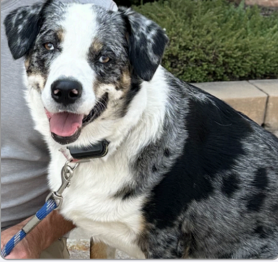
Pet Owner Information

Contact DocuPet's Administrator Support:

P: [1-855-224-2481](tel:1-855-224-2481)

E: support@docupet.com

[Create Found Pet Report](#)



Leela

Female, Dog, Aust Shepherd

HomeSafe® Code: N36ZZ2RJ

Tag Number: L23-252704,L24-252704

Microchip Number: 1

Color(s): Blue Merle

Sterilization Status: Unsterilized

[Additional Pet Information](#)

Pet Owner Information

Contact DocuPet's Administrator Support:

P: [1-855-224-2481](tel:1-855-224-2481)

E: support@docupet.com

[Create Found Pet Report](#)

Search Tips

Here are a few tips to help you navigate finding the right pet in the database:

1. If searching by tag, microchip, or tattoo number isn't successful, switch to a location-based search and enter the physical details of the found pet.
2. When searching by tag number, microchip number, or tattoo number, keep in mind that the system looks for an exact match. Be sure to double-check for typos, such as confusing the number "0" with the letter "O."
3. If completing a location search, start with a nearby search first to locate pets in your jurisdiction
 - a. For ACOs keep the search radius small if you are in the field to search for pets in the neighborhood
4. Try to input as many details about the pet as possible to get exact matches
5. If your initial search doesn't return any results, try adjusting your filters. Use fewer or broader criteria, as some profiles may have limited or general information.

For Supervisors/Managers Only: Adding and Deactivating Accounts

Adding a New Administrator

To add a new administrative account you must have management permission levels in order to do so. Please follow the following steps:

- From your dashboard, under Organization Management, select 'Administrative Users'
- Click in the top right corner, 'ADD A NEW ADMINISTRATIVE USER'
- Add the new user by completing the following fields:
 - Name
 - Email
 - Organization (you will only have your organization as the option)
 - Vendor (you will only have National Animal Shelter Network as the option)
 - Default vendor can be left blank
 - Administrator Type (select Shelter Administrator)
 - If the administrator is using the tool for lost pets select 'Look up pet records using National Pet Record Search'
 - If the administrator is using the tool for lost pets AND managing administrative users select 'Look up pet records using National Pet Record Search' AND 'Manage Administrative Users'
 - All other fields can be left blank
 - Create password
 - DocuPet recommends using their email address and they can change their password once they login for the first time
 - Hit 'Save'

 Home National Pet Record Search Account Settings Logout

Hello, NASN!

NATIONAL PET RECORD SEARCH

Organization Management

 Administrative Users

Add and manage administrative users and their access permission levels.



[Home](#)
[National Pet Record Search](#)
[Account Settings](#)
[Logout](#)

Administrative Users

Display
50
records

Search:

Name

Email

Status

Organization(s)

ADD A NEW ADMINISTRATIVE USER

Administrator Role

Select the access administrator type for this user.

*If you are unable to see a specific access permission level, it could be that you do not have access to it yourself. Contact your Organization's system administrator to gain access.

Administrator type*

☒ Shelter Administrator

Permissions

Select the access permission levels for this user.

You may add or remove these at any time.

*If you are unable to see a specific access permission level, it could be that you do not have access to it yourself. Contact your Organization's system administrator to gain access.

☒ Look up pet records using National Pet Record Search

☐ Restrict Pet Owner Record Search

☐ View Pet Owner Account Activities

☐ Process Return Mail

☐ Manage Administrative Users

DocuPet Internal Permissions

Deactivating an Account

As a best practice for maintaining data integrity, it is important to promptly deactivate the accounts of any staff members who are no longer with your organization. To do so:

- Locate their administrator account in DocuPet and select 'Edit'.
- Change their account status from Active to Inactive and select 'Save'.

NASN Demo	nasndemo@docupet.com	Active	Ventura County	EDIT
-----------	----------------------	--------	----------------	------

Administrative User #4677

Status*

✓ Active

Inactive

Basic Information

1. Enter the name for the new Administrative User. This name will appear whenever their activities are logged.
2. Enter the new users' email address. This will be used to log into the system. Type it again to ensure

Name*

NASN Demo

Email*