

# How to Login to the Customer Portal

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When visiting the Customer Portal ([http://your\\_business.gingrapp.com/customer](http://your_business.gingrapp.com/customer)), customers will sign up and log in to manage their customer information, pet information, submit immunization records, sign agreements, and create reservation and appointment requests.



Are you a current customer?

Are you a new customer?

The Customer Portal login page will have two buttons.

- **Are you a current customer?** - for customers that are already in your system.

If a customer has a profile in your system but has not yet logged in through the customer portal, they will log in using the email address you have on file, and will be sent an email to create a password.

- **Are you a new customer?** - for customer that have not yet created profiles in your system.

If a customer does not yet have a profile in your system, they will be asked to fill out a custom form with information your business requires for both the customer themselves, vet information, and their pets.

## Current Customers:

1. From the **Customer Portal** home page, click on **Are you a current customer?**
2. Enter the **email address** that this facility has on file and click **Continue Logging In.**


**Important!:** It is very important to use the same email address that this facility has on file in order to associate this account to the correct profile. If an email address is different from what is on file, you will be prompted to create a new account which will result in duplicate profiles.

**Note:** The first time you login you will be prompted to set up a password. Once an email address is entered, we will send you an email with a link for creating your password.

3. Enter the **password** that you have created.

## New Customers:

1. From the **Customer Portal** home page, click on **Are you a new customer?**
2. You will be directed to the **Online Registration Form.**

  
**Happy Wags**  
Boulder, CO

### Online Registration Form

**Are you a current customer?** Click Here to login or create a password with your email address on file.  
**Not a current customer?** Please complete this online registration form.

**Default Location\***  
Happy Wags - Boulder

**First Name\***

**Last Name\***

3. Fill out all of the requested information (\* indicates a required field), and click **Submit Form.**

**Submit Form**

4. You will automatically be logged into your account where you will be able to manage your **contact information**, **edit or add pets**, and make **reservation and appointment requests**.

**Important!:** The business may require that you electronically sign one or more legal agreements before making reservation requests. The required agreements are found under **My Account > Agreements**.

