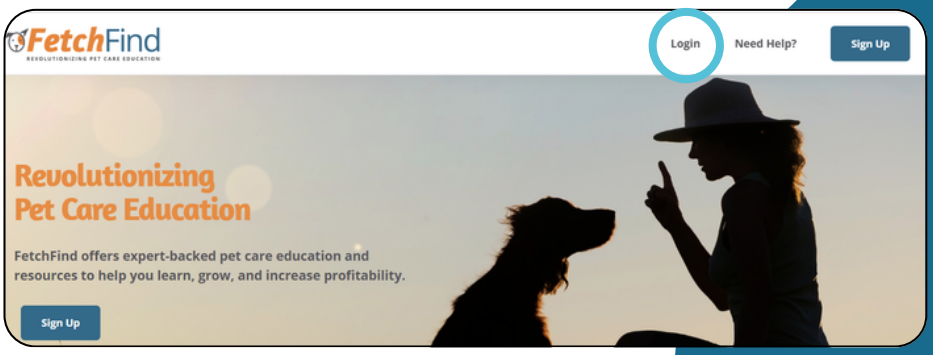
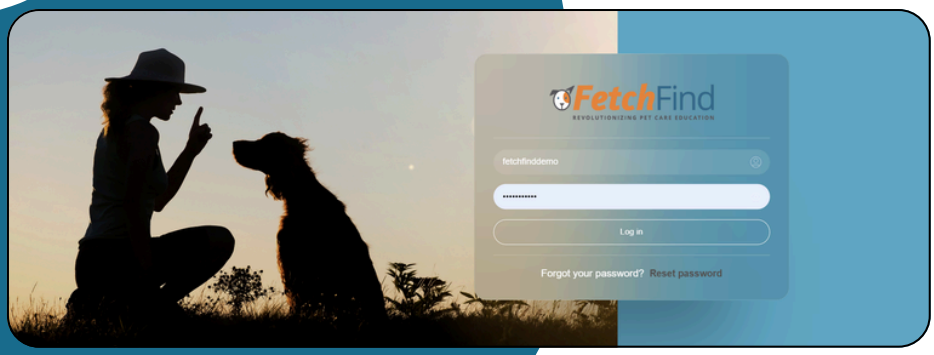
FetchFind
REVOLUTIONIZING PET CARE EDUCATION

NEW PLATFORM GUIDE

Getting Started: **How to Log In**

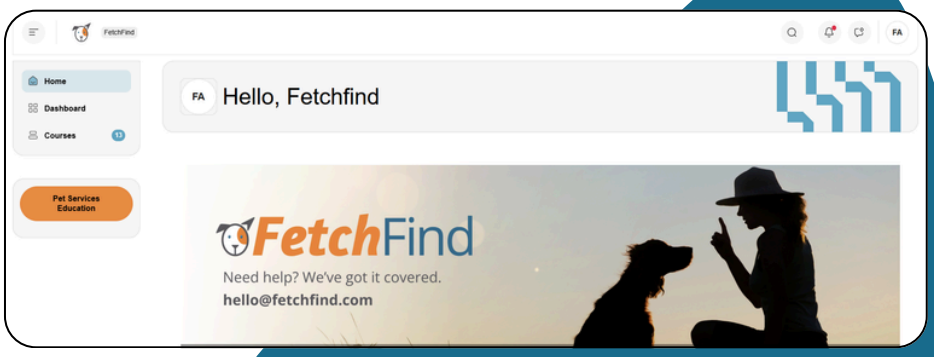
- **Go to fetchfind.com**
- **Select “Login”**





- **Enter your email address**
- **Enter your password**

- **Say hello to our new custom platform!**



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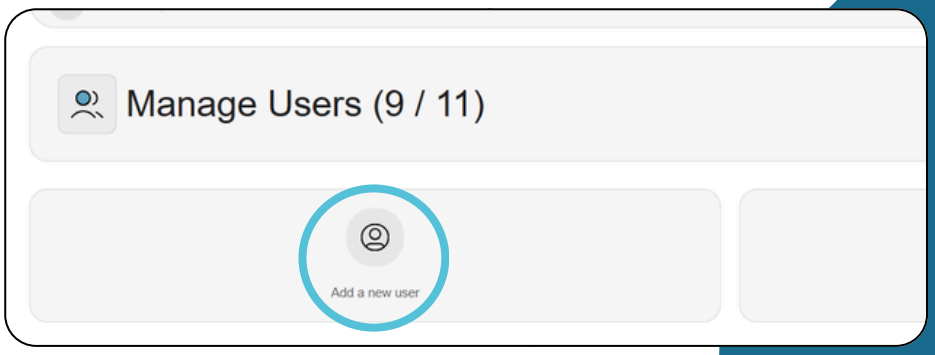
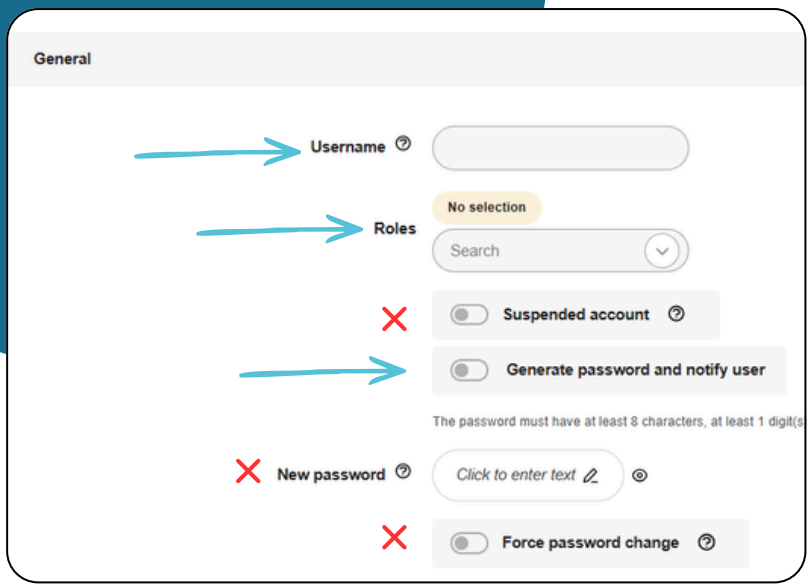
Getting Started: **How to Add Users**

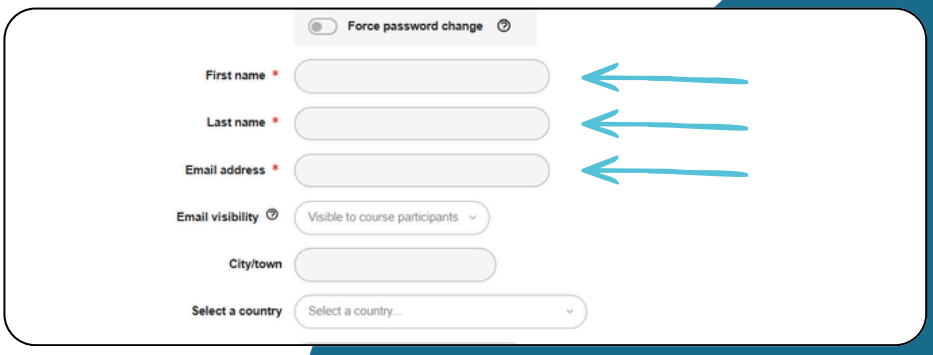
- **Click “Dashboard” on the left-hand menu, then “Manage Users,” and “Add a new user.”**





- **Under the “General” section, first add your user’s email address to the “Username” field.**
- **Under “Roles,” No Selection automatically assigns the role of “Learner.” To assign another Manager, choose “Company Manager” from the drop-down menu.**
- **Next, toggle on the “Generate password…” option**
- **Please ignore the “suspended account, ” “new password,” and “force password change” options—the steps above will take care of everything!**

- **Next, enter the user’s name, email address (required), and any other fields you want to use to store unique data (optional).**
- **Finally, click the blue “Create user” button at the bottom of the screen.**



- **Reported glitch:** does the blue “Create User” Button appear to be missing? Try hovering your mouse to the left of the Cancel button. Missing buttons indicate an outdated browser version; try clearing your cache/cookies or switching to a different browser.

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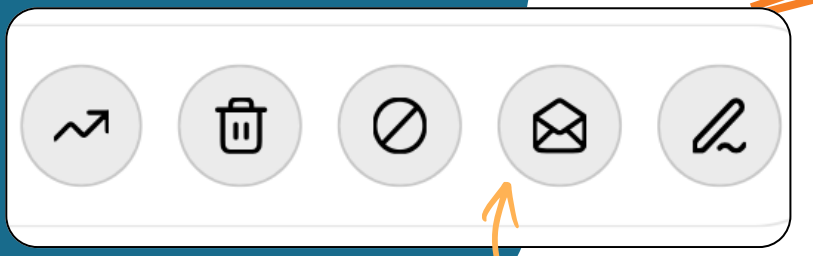
Getting Started: **How to View Learner Progress**

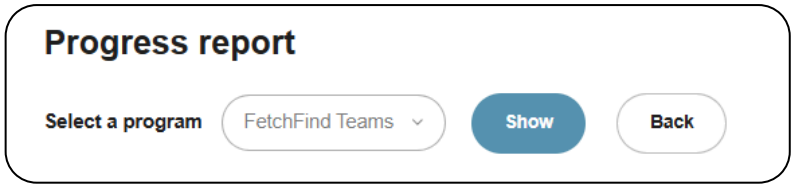
- **Click “Dashboard” on the left-hand menu, then “Manage Users.”**
- **There are 5 icons to the right of each user’s name.**



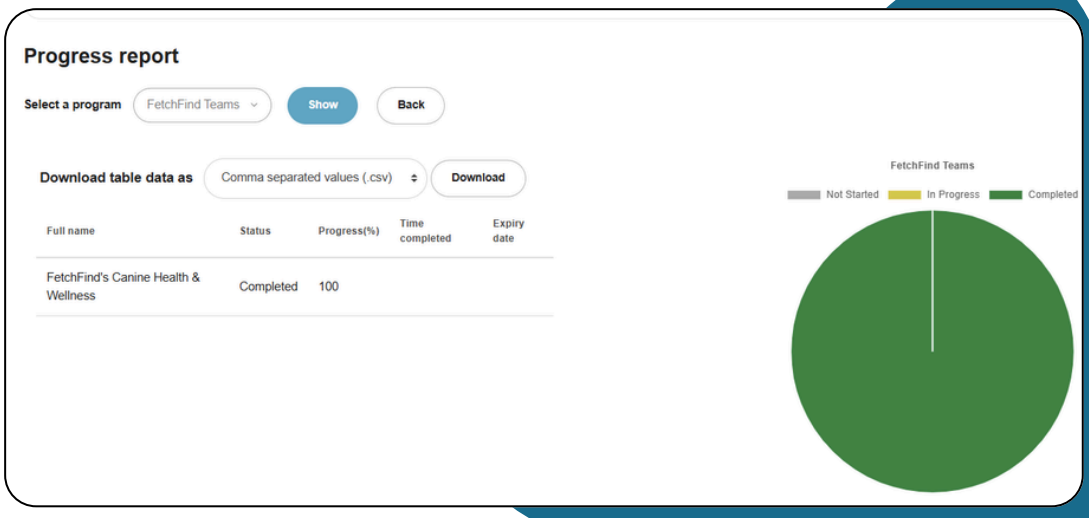
- **Arrow: “View User Progress”**
- **Trash: “Delete User”** (cannot undo)
- **Cancel: “Suspend User Access”** (CAN undo)
- **Mail: “Reset Learner Password”**
- **Pencil: Edit User**

The “Reset Learner Password” option will send an automatic reset instructional email to your user’s inbox

- **To view the Learner’s progress, click the arrow icon. On the next page, choose the preferred program, then click “Show.”**



- **On the progress report page, you will then see all available data for that user’s course progress and activity.**
- **You can also dowload reports using the “Download” button.**



- *The demo version of bulk user course progress download option is available via Dashboard > Reports, but please note that the function is still in progress. For assistance with bulk uploads, email hello@fetchfind.com*

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