



# Pet Hotel Dashboard Setup Instructions

## Create a Boarding Admin Account:

1. Go to chat.petchatz.com and register a new account. This will be a master account for ALL of your facility PetChatz units.
2. Before you add any PetChatz units contact our PetChatz Customer Care team at support@petchatz.com or 1-855-444-6544 to change the status of your account to a Boarding Admin Account.

*\*Existing PetChatz units registered to individual email accounts will need to be removed from PetChatz database for exclusive boarding facility re-registration. Contact customer care to complete this process.*

## Adding PetChatz units to your Hotel Admin Account:

1. Login to chat.petchatz.com with your new hotel admin account.
2. Click the ‘Add PetChatz Unit’ button.

Pet Hotel Dashboard

Units

PetChatz Units

Filter:

Add PetChatz Unit

Time Zone: 

America/Chicago

Apply

Serial Number	Status	PetChatz Username	Password	Enabled	Audio	Video Recording	Daily Treatz Limit
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3. A popup will prompt you to enter a PetChatz Unit Name and Password. The PetChatz Unit Name must be unique for each unit as it will be used for your clients (pet parents) to login. Enter the PetChatz Unit Name and corresponding password into the fields and click the ‘Add’ button.

Add PetChatz Unit

PetChatz Unit Name:

Password:

Cancel

Add

4. Click the ‘Sync PetChatz Unit’ button in the Serial Number column.

*\*For assistance please refer to the “Connect to a Wireless Network” section of our PetChatz Quick Start Guide found at [PetChatz.com/support/quick-start-guide/](https://petchatz.com/support/quick-start-guide/).*

PetChatz Units

Filter:

Add PetChatz Unit

Time Zone: 

America/Chicago

Apply

Serial Number	Status	PetChatz Username	Password	Enabled	Audio	Video Recording	Daily Treatz Limit
<div>Sync PetChatz Unit</div>	OFFLINE	PetHotelSuite1	password1				

5. Enter the 4-digit sync code that is displayed on the PetChatz Unit screen and click ‘Sync’. The serial number for the unit and the default settings will appear.

Sync PetChatz Unit

Enter four digit sync code:

Cancel

Sync

**Congratulations!** Your PetChatz unit is ready for use! Your client can access this unit by logging in using the suite specific credentials: Email (PetChatz unit name) & Password.

To change passwords in between clients, click on the row of the specific PetChatz unit to edit the name, password, and settings. A popup will appear in which you can make these changes. Click the ‘Save’ button to save any changes you have made.

PetChatz Units

Filter:

Add PetChatz Unit

Time Zone: 

America/Chicago

Apply

Serial Number	Status	PetChatz Username	Password	Enabled	Audio	Video Recording	Daily Treatz Limit
00c14061047a	ONLINE	PetHotelTest1	petchatz1	✓	✓	⊘	No Limit

Need help? Call: (855) 444-6544 Email: support@petchatz.com