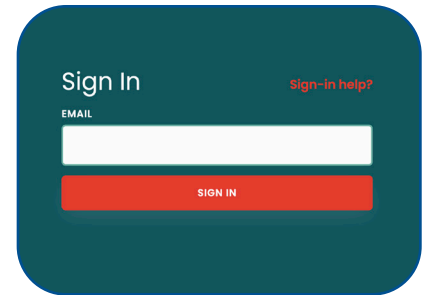


Employee Portal How to Guide

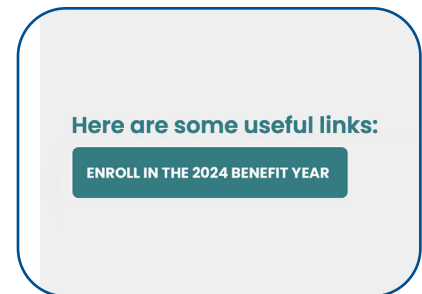
How do I log in to the Pet Portal?

1. Enter the **email address** on file with your employer.
2. You will receive a **temporary password** via email.
3. **Create a new password**. Your email and new password will be your log in credentials going forward.



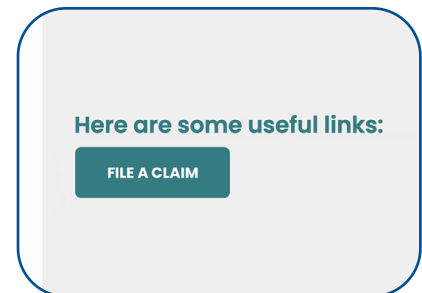
How do I enroll?

1. From the Home Screen, click **Enroll** in Policy Year.
2. **Enter** your pet information.
3. **View** the available plans and pricing.
4. **Select the desired plan** and submit your enrollment.



How do I file a claim?

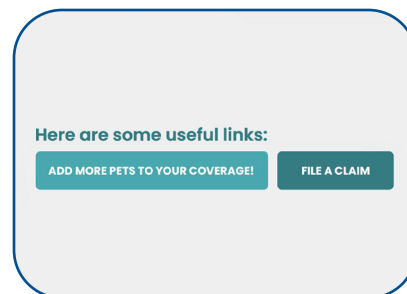
1. From the Home Screen, click **File a Claim**.
2. **Enter** in the requested information.
3. **Upload** your itemized invoice.
4. **Choose** how you would like to be reimbursed.



How do I add a pet?

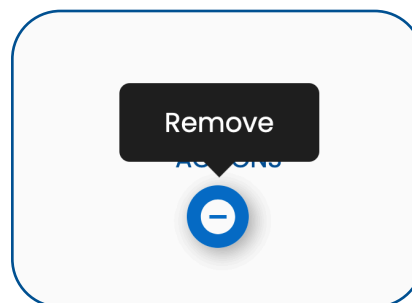
Note: Outside of the Open Enrollment period, only new pets in your household can be enrolled, subject to eligibility requirements.

1. From the Home Screen, click **Add More Pets**.
2. **Select** the reason you are adding a pet.
3. **Enter** your pet(s) information.
4. **Select Calculate Premium**. You will be able to view your current plan and the cost to add your additional pet(s).
5. To confirm, click **Submit**.



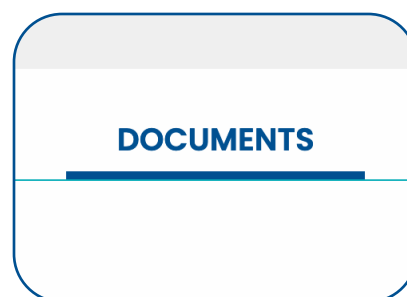
How do I cancel coverage?

1. Select **Enrollments** on the left-side menu.
2. On the **Pet Information tab**, click the remove button and enter the cancellation date next to each pet for which you would like to cancel coverage.



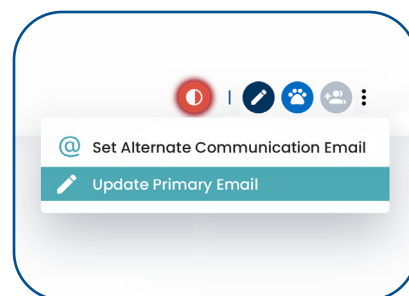
Where can I view my coverage and access my policy documents?

1. Select **Enrollments** from the left-side menu. Here, you will be able to see your plan details.
2. To view your coverage documents, select the **Documents tab**. Here, you can find your Declarations Page, Certificate of Coverage, and additional Coverage Riders.



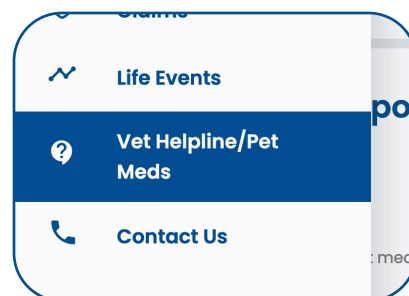
How do I update my email?

1. Select **Enrollments** on the left-side menu.
2. To update both the email you use for your login credentials and the email address to which you receive communications regarding your coverage, select **Update Your Primary Email Address**. Enter the desired email address and click **Submit**.
3. If you would only like to update the email address to which you receive communications regarding your coverage, select **Set Alternate Communication Email**. Enter the desired email address and click **Submit**.



How do I access the Vet Helpline?

1. On the left-side menu, select **Vet Helpline/Pet Meds**.
2. Select if you would like to connect with a veterinary professional by **phone or online chat**.



If you need assistance accessing the portal or have questions regarding your policy, please contact **PetPartners Customer Service** at **800-956-2495** or **mypolicy@petpartners.com**.