


STEP 1

To set up your Help Desk Client Portal follow the instructions sent to you in the invitation email you received to set up your account. If you did not receive your invitation, please send us an email to helpdesk@vetsweb.us.

STEP 2

Click Accept the Invitation button to create your account.



Welcome Kayla Russell!

You are invited to access Vetsweb's [Help Desk Client Portal](#)

Welcome to the Vetsweb Help Desk!

The new help desk ticketing system will ensure that customer tickets are responded to promptly, and your request is handled in a timely manner. Our goal is to provide Vetsweb clients with the highest level of support we can from the initial service ticket request until we reach the final resolution.

When submitting a help desk service ticket for website issues please include all vital information for the issue you are experiencing, as well as attach screenshots of the issue. This will help our Vetsweb team diagnose and correct the issue in a timely manner.

For website updates please include all information for the update requested as well as attaching any assets needed for the requested update. This will help our Vetsweb team complete your request.

For all other issues or requests, please provide a detailed description and our Vetsweb team will reach out to you if further information is needed.

You can always submit a help desk ticket by emailing us directly at helpdesk@vetsweb.us

The Vetsweb Help Desk's hours of operation are from 7am to 6pm Monday to Friday CST, and on holidays and weekends we respond to urgent requests. Please begin your subject line with URGENT.

We hope that you find our new help desk experience helpful and easy to use. At Vetsweb, we value all of our clients and want to ensure that you are getting the highest level of service possible.

Thank you!

Vetsweb Help Desk Team

[ACCEPT THE INVITATION](#)

STEP 3

When prompted to, create your password and click register.

Vetsweb

Home My Area Submit a Ticket Knowledge Base

Email Address
Kayla@vetsweb.us

Password

Confirm Password

Register

It's that easy! Your account is now set up, and you can now start submitting tickets via our Help Desk Client Portal!

If you have any questions on how to use the client portal please email Kayla at kayla@vetsweb.us

Thank you!
Vetsweb Support Team