

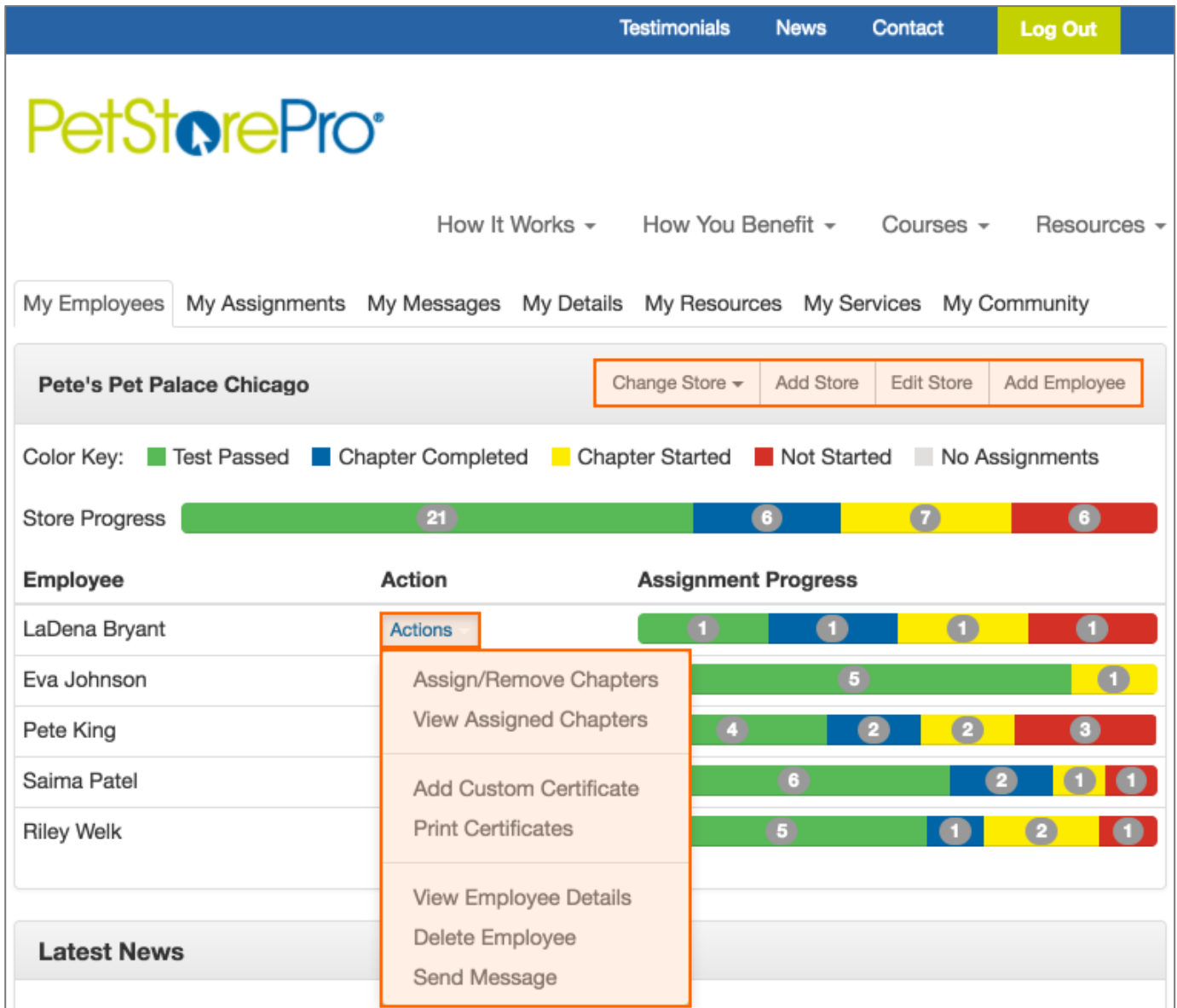
## INTRODUCTION

Pet Store Pro provides free training that is underwritten by the Pet Industry Distributors Association (PIDA) with revenue from Global Pet Expo. This Quick Start Guide Cheat Sheet provides step-by-step directions on how to complete the most common actions in Pet Store Pro.

## MENU OVERVIEWS

The My Employees and My Assignments tabs have most of the features that you will regularly use in Pet Store Pro.

The My Employees tab and the Actions menu is where you can add or edit stores and employees, assign chapters, and view and modify an employee's progress.



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**PetStorePro**

How It Works ▾ How You Benefit ▾ Courses ▾ Resources ▾

My Employees My Assignments My Messages My Details My Resources My Services My Community

**Pete's Pet Palace Chicago** Change Store ▾ Add Store Edit Store Add Employee

Color Key: ■ Test Passed ■ Chapter Completed ■ Chapter Started ■ Not Started ■ No Assignments

Store Progress 21 6 7 6

Employee	Action	Assignment Progress
LaDena Bryant	<b>Actions</b>	<span style="background-color: green; padding: 2px 10px;">1</span> <span style="background-color: blue; padding: 2px 10px;">1</span> <span style="background-color: yellow; padding: 2px 10px;">1</span> <span style="background-color: red; padding: 2px 10px;">1</span>
Eva Johnson	Assign/Remove Chapters	<span style="background-color: green; padding: 2px 10px;">5</span> <span style="background-color: yellow; padding: 2px 10px;">1</span>
Pete King	View Assigned Chapters	<span style="background-color: green; padding: 2px 10px;">4</span> <span style="background-color: blue; padding: 2px 10px;">2</span> <span style="background-color: yellow; padding: 2px 10px;">2</span> <span style="background-color: red; padding: 2px 10px;">3</span>
Saima Patel	Add Custom Certificate	<span style="background-color: green; padding: 2px 10px;">6</span> <span style="background-color: blue; padding: 2px 10px;">2</span> <span style="background-color: yellow; padding: 2px 10px;">1</span> <span style="background-color: red; padding: 2px 10px;">1</span>
Riley Welk	Print Certificates	<span style="background-color: green; padding: 2px 10px;">5</span> <span style="background-color: blue; padding: 2px 10px;">1</span> <span style="background-color: yellow; padding: 2px 10px;">2</span> <span style="background-color: red; padding: 2px 10px;">1</span>

**Latest News**

- Assign/Remove Chapters
- View Assigned Chapters
- Add Custom Certificate
- Print Certificates
- View Employee Details
- Delete Employee
- Send Message

Employees who are *not* assigned store owner/manager rights see fewer tabs. These employees see only the My Assignments, My Messages and My Details tabs.

The My Assignments tab is where you or an employee will launch chapters and take tests.

Course	Action	Status	Due Date
Cashier Service Basics		Test Passed	10/21/16
Cashier Service Basics (Part 1)	Actions	Test Passed (90%)	10/20/16
Cashier Service Basics (Part 2)		0%	10/21/16
Coaching & Motivating Employees			09/23/16
Communication for Retail Managers			
Engaging Customers		Chapter Completed	

## QUESTIONS?

For more information about Pet Store Pro, please contact:

Pet Industry Distributors Association  
443.640.1060  
info@petstorepro.com

## COMMON ACTIONS & WHAT TO CLICK

Action	What to Click
<b>Stores: Add, Edit &amp; Change Stores</b>	
Add a store	My Employees > Add Store
Edit a store	My Employees > Edit Store* *You <i>can't</i> delete a store yourself; contact support.
Change between stores	My Employees > Change Store > [store name]
<b>My Details: Edit Your Name, Email Address or Password</b>	
Edit your name, email address or password	My Details* *You <i>can't</i> change your username.
<b>Employees: Add, Edit Information &amp; Delete Employees</b>	
Add an employee	My Employees > Add Employee*  *Check the box next to Owner/Manager only if you want the individual to be able to add employees, assign chapters and view all employees' progress.  If you want to add back a deleted employee, you <i>can't</i> enter the old username yourself. Add a new username, or contact support to reuse the old username.  If you have more than one store location in Pet Store Pro, <i>before</i> adding an employee, make sure you have the correct store selected. The store name appears at the top left of the My Employees tab.
Edit an employee's name, email address or password	My Employees > Actions [next to the employee's name] > View Employee Details*  *You <i>can't</i> change an employee's username yourself; contact support.  You <i>can't</i> change whether an employee has manager access rights; to add or delete this access, contact support.
Delete an employee	My Employees > Actions [next to the employee's name] > Delete Employee*  *You <i>can't</i> reuse a deleted employee's username unless you contact support.
<b>Chapters: View Descriptions, Assign Chapters &amp; View or Modify an Employee's Progress</b>	
View detailed chapter descriptions	Courses > [category name (Associate or Manager)] > [chapter name]
View brief descriptions for a chapter or a chapter part	My Employees > Actions [next to the employee's name] > Assign/Remove Chapter > [hover over the chapter name or part name]
Assign a chapter or a chapter part	My Employees > Actions [next to the employee's name] > Assign/Remove Chapter > [click the checkbox next to the chapter or part name]
Remove a chapter or a chapter part	My Employees > Actions [next to the employee's name] > Assign/Remove Chapter > [unclick the checkbox next to the chapter or part name]

Action	What to Click
Change a due date for a chapter or a chapter part	<p>My Employees &gt; Actions [next to the employee's name] &gt; View Assigned Chapters &gt; Actions [next to the chapter or part name] &gt; Change Due Date</p> <p><b>OR</b></p> <p>My Employees &gt; Actions [next to the employee's name] &gt; View Assigned Chapters &gt; Actions [next to the chapter or part name] &gt; Change Due Date</p>
View an employee's progress on a chapter or a chapter part	<p>My Employees &gt; Actions [next to the employee's name] &gt; View Assigned Chapters &gt; [chapter name]</p> <p><b>OR</b></p> <p>My Employees &gt; Assignment Progress bar [next to the employee's name] &gt; [any number in the bar] &gt; [chapter name]</p>
Edit an employee's progress on a chapter part	<p>My Employees &gt; Actions [next to the employee's name] &gt; View Assigned Chapters &gt; [chapter name] &gt; Actions [next to the part name] &gt; Modify Progress*</p> <p>*You can change the progress on a chapter part and the corresponding test, but not on the overall chapter.</p>
<b>Chapters &amp; Chapter Discussions: Complete Chapters &amp; Participate in Community Discussions</b>	
Complete an online chapter	<p>My Assignments* &gt; [chapter name] &gt; Actions [next to the part name] &gt; Launch Chapter</p> <p>*A chapter must be assigned to the user before it will appear in My Assignments.</p>
Participate in a community discussion about a chapter	<p>My Community* &gt; Join the Discussion [next to the chapter name]</p> <p><b>OR</b></p> <p>My Assignments** &gt; [chapter name] &gt; Actions [next to the part name] &gt; View Community Forum</p> <p>*A chapter that has a community must be assigned to the user before it will appear in My Community.</p> <p>**A chapter must be assigned to the user before it will appear in My Assignments, and the chapter must have a community for View Community Forum to appear in the Actions menu.</p>
<b>Study Guides: Download</b>	
Download a study guide	<p>My Assignments* &gt; [chapter name] &gt; Actions [next to the part name] &gt; Download Study Guide</p> <p>*A chapter must be assigned to the user before it will appear in My Assignments.</p> <p><b>OR</b></p> <p>My Resources &gt; Study guides &gt; [study guide name]</p>

Action	What to Click
<b>Chapter Tests: Take an Online Test, View Your Results, Download Tests for Offline Use &amp; View Answer Keys</b>	
Take an online test for a chapter part	My Assignments* > [chapter name] > Actions [next to the part name] > Take Test  *A chapter must be assigned to the user before it will appear in My Assignments.
Review your test results	My Assignments > [chapter name] > Actions [next to the part name] > Review Test Results*  *Review Test Results appears in the Actions menu <i>after</i> you have taken a test.
Download printable tests	My Resources > Tests and answer keys > [test group name]*  *Only users who have owner/manager rights can download tests. Regular employees <i>can't</i> see these items.
Download test answer keys	My Resources > Tests and answer keys > [answer key group name]*  *Only users who have owner/manager rights can download answer keys. Regular employees <i>can't</i> see these items.
<b>Certificates: Create &amp; Print</b>	
Add a custom certificate for an employee	My Employees > Actions [next to the employee's name] > Add Custom Certificate
Print a standard or custom certificate for an employee	My Employees > Actions [next to the employee's name] > Print Certificates > Certificate name
<b>Messages: View &amp; Send</b>	
View your messages	My Messages
Send a message to an employee	My Employees > Actions [next to the employee's name] > Send Message  <b>OR</b>  My Employees > Actions [next to the employee's name] > View Assigned Chapters > Actions [next to the chapter or part name] > Send Message
<b>Resources: View</b>	
View resources (e.g., study guides, tests and answer keys)	My Resources*  <b>OR</b>  Resources > [resource name]  *Only users who have owner/manager rights can download tests and answer keys. Regular employees <i>can't</i> see these items.
<b>Services: View Available Services</b>	
View free and discounted services	My Services