

Online Store Directions:

1. Go to www.kernroadvet.com
2. Click on the tab "Login to Petly Pet Portal". (The orange tab on the home screen)
3. If you have not already registered yourself to your Petly Page, please contact the office to have a registration email sent to you. It will be based on the email address we have on file.
4. If you have already registered and have forgotten your email please hit the "Trouble Signing in?" button and have your password resent to your email. They will send you a new password via email.
5. Once on your Petly page, you will click on the "Order Prescriptions" tab on the right hand side of the screen toward the bottom.
6. Once on the "Renew or Refill Prescription" page, you will want to click on the tab that says "Get It Sent To My Home"
7. It will direct you to a screen that says Proxy Rx and you will then click on "Order Now"
8. After clicking on "Order Now", it will direct you to the online store (Proxy Rx).
9. If you have not already registered with Proxy Rx (separate from registering for Petly), please contact the office and we will send you a registration email with your password.
10. Sign in once you have your password. (I suggest hitting the "remember me" options along the way)

11. You are now ready to shop! Scroll through the products to see what you would like to order.
12. Click on whichever product you would like to order.
13. You will have to choose the animal the product is for. This is so we can put it in our records when you order. If you don't see one of your animals, simply add him/her either when prompted when ordering the product on the right hand side of the screen, OR you can add them by going to the "My Account" button on the top right of the screen and scrolling to "Saved herd/Animals" and "Add new"
14. Once you are done shopping and ready to checkout, click on the "View Your Cart"
15. After reviewing your purchase, click on the "Check Out" button
16. It will then prompt you to add a credit card or choose one that you've already saved.
17. Click "Continue"
18. It will then allow you to review your purchase and shipping information. If this is all correct, continue by clicking "Place Order"
19. You are DONE! ☺ All prescription purchases will go through approval with the clinic. If we have denied any of your requests, you will receive an email saying as such and the reason as to why. We always make sure that the prescription you are ordering is the correct one for your pet.

If you have any questions regarding the use of the online store, please contact the office- 517-223-9618.