



Online Pharmacy Issues

My Vet Store Online Ordering Issues | 10.29.20

Please do not hesitate to reach out should you have any concerns or need assistance. Please email support@myvetstoreonline.pharmacy or call 844-654-6876.

Dear Clients,

Please be advised that our online pharmacy, MyVetStoreOnline, has recently updated their platform. The website will look different, has newer features, and additional security enhancements. Our new website link is: shop.sundogcatmoon.com

You may also go to our main website at <https://sundogcatmoon.com/> and click the resources tab and then click the "shop online" icon on the drop down to go to the storefront log in.

During this update over the past week you may have experienced issues logging in or processing orders. We sincerely apologize for the inconvenience. Please call 844-654-6876 if you would like any help resetting your password.

Trouble Logging In/Resetting Password

You may have trouble logging into your account. Many passwords did not transfer to the new platform for security reasons. Over the past week you may have received an email asking to reset your MVSO password. *Please disregard any email from MVSO before October 14th asking you to reset your password.*

The original email that was sent included a broken link to our storefront. If you tried resetting your password recently then you may have disabled your account by too many failed login attempts. **All accounts have been re-enabled as of October 14th.**

If your account still says "disabled" please contact us so we can re-enable it and help reset your password. You will receive a new email within the next 2 days (after Oct. 14th) to reset your password. Please follow this link.

You may also manually reset your password by following the steps below. If you have any trouble doing so, please contact support at 844-654-6876

How to Reset Your Password:

1. Go to shop.sundogcatmoon.com
2. Click "Forgot your password"

3. Enter email address – It must be entered exactly as you registered with correct capitalization. (iPhones will automatically capitalize the first letter of your username, you may need to undo this).
4. An email will be sent with a reset password link. Follow the link.
5. Choose new password. (Cannot be a password previously used).

If you receive an error message about your zip-code or still have trouble logging in, please contact support at 1-844-654-6876.

Failed Payments or Auto-ship Items Orders On Hold

Credit card information did not transfer from the old platform to the new platform for security purposes. If you have recently placed an order using a "credit card on file" or have items on auto-ship for future orders, you will need to login to update your credit card information.

If this is your first time logging in, you will need to reset your password; see information above under **How to Reset Your Password:**

How to update credit card information on account:

1. Login to your account.
2. Click "My Account" in top right corner.
3. Click "Credit card on file" tab in the menu bar left of screen.
4. Select "New Card" in drop down menu.
5. Enter credit card information.

If you have a current order on hold due to a payment failure please contact our office after updating credit card information so we can verify your order is being processed.

Trouble Activating Your Account/Logging In To A New Account

If you have registered a new account within the past week and are currently experiencing issues logging in. For example: It says, " You have not activated your account. " Please contact 844-654-6876 for help resetting your account.

We sincerely apologize for any inconvenience or confusion regarding MyVetStoreOnline. Please do not hesitate to reach out should you have any concerns or need assistance please email support@myvetstoreonline.pharmacy or call 844-654-6876.