LeashTime Software

Martin Critter Care uses LeashTime software as a safe and secure client database, invoice generation, and payment functions. Clients can access and update all their pet and home information, request new visits, and make changes to existing services.

Access your page at LeashTime by typing https://leashtime.com/login-page.php?logout=1 into your browser or through my website homepage (www.martincrittercare.com; link is at the bottom of the page). Your login ID is the email address I have on file for you. When accessing the system for the first time, your password will be "password". I have asked the system to require that, at first login, clients acknowledge they have read and understand the services contract, which is identical to the contract you have already signed.

Home tab: If you have services scheduled, you can enter a range of dates and see what services are scheduled for you. If no services are scheduled, your home page will be your profile page (see below).

Request Visits tab: (for clients using services that recur, such as daily walks, please see the next paragraph). I encourage you to watch the instructional video, in the upper right corner, that walks you through the process of requesting visits. LeashTime allows you to enter specific visit times (e.g. 6:00 PM-6:30 PM) or named time periods (e.g. evening would cover from 5 PM-7PM). Please use the named time periods if visit times are flexible.

For recurring services, I have created a schedule for you, which will continue indefinitely. You will be able to make changes to this schedule, such as deleting vacation days.

Profile tab: a listing of all your information that is currently on file. Please look through the information periodically and change or add as you see is needed. Make any changes desired, click on "Submit Change Request" and I will be notified.

Change Password tab: takes you to a page where you can change your password to something easily remembered. If you forget your password, I can reset it to "password".

Credit Card tab: if you'd like me to charge your card for you, you can enter card information that will be safely stored in the system. If you x out of the card information popup, you will be sent to your account information (see below, under the Account tab paragraph).

Contact Us tab: send me a note if you think of a question while you are in the system.

Account tab: access any invoices available, past invoices and when they were mailed, and any credits or payments you have made. You can make changes to a card here.

Logout tab: Click to exit the system and keep all your data safe and secure.