



Utrecht University

University Veterinary Centre Utrecht  
University Clinic for Companion Animals

# Owner manual for the TelePet system

## Intensive Care Unit

Dear pet owner,

Your pet has been admitted at the Intensive Care Unit (ICU) of the University Clinic for Companion Animals. We realise that this can be a stressful time for you, and we want to support you as much as possible. It is very important that your pet can be as comfortable as possible during its stay. The nursing, monitoring and treatment of our patients has the highest priority. Unfortunately, this means that it is not always possible for you to visit your pet as often as you would like to. So in order to help you stay in touch with your pet, we have developed the “TelePet system”.

TelePet offers you the opportunity to see camera images of your pet while it is hospitalised in our ICU at home (or basically anywhere you have Internet access). You can login via a dedicated website using any computer, tablet or mobile phone equipped with standard Internet technology. The TelePet system complements the daily contact via telephone and physical visits to the unit when possible. This way you have the possibility to see your pet whenever you want.

Another advantage is that also family, friends and acquaintances can watch and sympathise with you. You decide whether and whom you allow to watch with you by giving select individuals your personal login details. Our department has no involvement in this and bears no responsibility for who you provide with your login details.

This guide describes how TelePet works.

Kind regards,

Dr Joris Robben  
Head of the ICU  
European Veterinary Specialist Emergency and Critical Care

### RESPONSIBILITIES

We will do everything to ensure the security and availability of the system. However, the University Clinic for Companion Animals is not liable for any damage whatsoever arising from the use of or inability to use the system. You agree to this stipulation when using the system.

Owners may pass username and password onto family or acquaintances. We consider this the responsibility of the owner, so that you can determine the degree of privacy yourself.

We would also like to point out a stipulation in the ‘Treatment agreement’ that you have signed. In this agreement, Article 7.8a states: “In order to protect the privacy of our staff and students, it is not permitted to copy, save or publish video or other images from web cameras in which a person or persons are visible in any way, whether electronic, mechanical, photocopies, recordings or other techniques, without the express prior and written permission of the Faculty of Veterinary Medicine and the person or persons visible in the images.”

### USERNAME (“GEBRUIKERSNAAM”) AND PASSWORD (“WACHTWOORD”)

The cages in our ICU are equipped with web cameras that are connected to the application via our computer network. If you have Internet access, you can visit this application. By now, you will have received an e-mail with the following login information:

- a user name: the e-mail address you have provided to us
- a password (case-sensitive!)

The e-mail also contains a link to our webpage: [www.diergeneeskunde.nl/telepet](http://www.diergeneeskunde.nl/telepet). Here you can find more background information about our TelePet service, as well as these instructions on how to use the service in the form of a downloadable PDF file. A link on the same page will take you to the application login page,

where you can enter the login information to obtain access to the camera installed in your animal's cage. This way, you can watch your pet 24 hours a day, seven days a week!

## RULES FOR USE

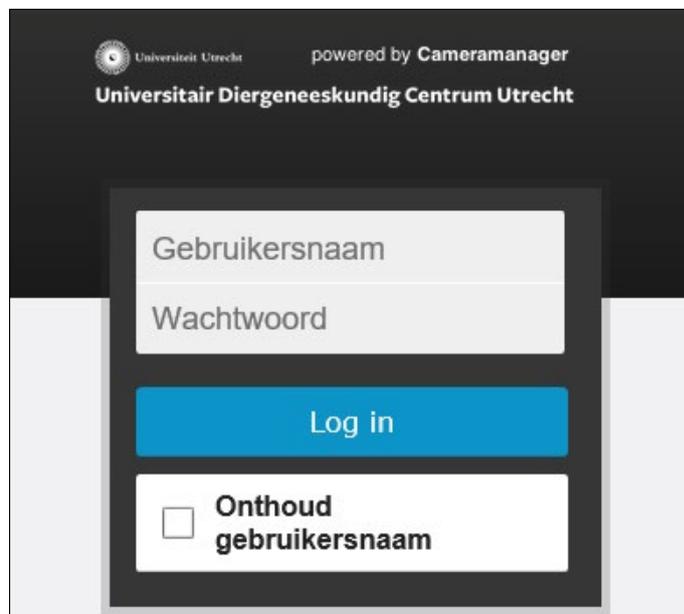
To clarify what you can and cannot expect from the system, please take a moment to read the following information:

- We strive to ensure that you can see your pet 24 hours a day, seven days a week. However, this cannot be guaranteed. Occasionally the stream will be interrupted for operational reasons or due to circumstances beyond our control. This does not happen often, but if it occurs, the nurse can check whether the system in the clinic is working properly. The nurse cannot solve problems with your own Internet connection, computer, tablet or mobile phone.
- In principle, the camera is always turned on. However, when we care for your pet in its cage, it is possible that the camera is temporarily turned off and the images are not transmitted.
- It can also happen that your pet is not present in the cage for a longer period of time, either because your pet has been taken to another part of the clinic for further examinations or we are working with your pet elsewhere in the ICU.
- At times you may get the impression that nothing much is happening with your pet. We hope you will not misinterpret this. So much is happening outside your field of view (outside of your pet's cage) that is directly related to the treatment of your pet. The system is solely designed to give you the chance to stay in visual contact with your pet while it is hospitalised.
- During the evening and at night, we will sometimes turn off the lights in the ICU to give our patients the opportunity to sleep. In this case, the video quality can be reduced to such a degree that you cannot see your pet very well. We hope you understand that a good rest is important and that the care for our patients is our main priority and supersedes our service with TelePet.
- If you are concerned about your pet for any reason, please inform us during the telephone consultation or during one of your visits. We will try to address your concern or explain what has happened. If you are very worried and you wish to contact us immediately, please call: +31 (0)30-253 9411. However, we wish to emphasise that you should only use this number in very urgent circumstances. If you do not have a camera image: wait before making contact with us; we may have temporarily turned the camera off because we are busy working with your pet (see the section "No camera image, a black screen" below).
- The ICU staff reserves the right to switch off the camera for extended periods of time at their discretion.

## CONNECTING TO THE CAMERA

### Connecting for the first time via a computer

1. The first time you wish to log in, we will ask you to use the link provided in the e-mail that contained your login information.



2. Clicking on this link: [www.diergeneeskunde.nl/telepet](http://www.diergeneeskunde.nl/telepet), will open your web browser, such as Google Chrome or Mozilla Firefox. Note: the application has been tested on Windows 2000, Windows XP, Windows Vista, Windows 7, 8 and 10, for all of the most commonly used browsers. If you use Internet Explorer (IE) it can occur you will not have an active camera image in the "tablet mode". Also for this reason we advise you not to use IE as your web browser.
3. You can find more information about the service at the TelePet webpage: [www.diergeneeskunde.nl/telepet](http://www.diergeneeskunde.nl/telepet). Take a moment to study the information provided.
4. A link on the same page will take you to the application login page using a 'plugin'. As you enter your password, the screen will display black dots instead of characters to protect your privacy from anyone looking over your shoulder. NOTE: The password is case sensitive.
5. Once you have entered the user name and password correctly, you can press the 'log in' button.
6. You will then be given access to the camera installed in your animal's cage. The use of the page is rather intuitive and the content is often self-explanatory.

### Logging in after the first time

1. Once you have logged in once, you can also go straight to the login page by entering the web address (URL) of the login page as a favourite in your web browser or by entering it in your browser: [www.uu.nl/telepet](http://www.uu.nl/telepet).
2. Now, simply enter your user name and password and click on the 'log in' button.
3. The camera image will load in a new window.

### No camera image, a black screen

1. If the page with the camera image is not loading, your login attempt may have failed. Check the e-mail address and password and try again. If unsuccessful, you can request a new password via the system (click on "Trouble logging in?/Problemen met inloggen?").
2. If your login was successful, but you cannot see an image, wait about 15-30 minutes; we may not have turned on the camera yet or may have temporarily turned off the camera because we are busy working with your pet.
3. If you have never been able to view a camera image using the application, and if the camera screen is black, then you may need

to install or activate a 'plugin' in your Internet browser: Java by Oracle. Visit the download page: <https://www.java.com/en/download/> and follow the instructions provided. If Java has been installed and activated on your computer, then the problem is probably due to a temporary connection failure with the camera. If the problem persists for longer than 15 minutes, please contact us.

4. It is possible that there is (temporarily) something wrong with the Internet connection of you, the supplier or the University Clinic. Should this occur, then the nurse can at least check if the camera is temporarily disabled or if there is a problem with the clinic network. We hope you understand that the nurses cannot solve any problems you experience with your own Internet connection or computer set-up.
5. If none of these explanations and solutions work, then the problem is probably not easy to solve. Our priority will always lie with the care and treatment of our patients, and we often lack the technical knowledge necessary to resolve network connection problems quickly. We ask for your understanding.

#### **Via your mobile phone**

1. It is also possible to view the images of your pet on your cell phone if your cell phone is suitable. Simply enter the same login information that you have received in the e-mail.
2. Go to [www.uu.nl/telepet](http://www.uu.nl/telepet) (via the web browser on your mobile phone).
3. Enter the username and password.
4. You will then be given access to the camera installed in your animal's cage. The use of the page is rather intuitive and the content is often self-explanatory.