Dear owner,

Your pet has been admitted to the Intensive Care Unit (IZa) of the University Clinic for Companion Animals. We realize that a tense and uncertain time is ahead for you. We want to guide you in this as well as possible.

It is very important to us that your pet's stay is as pleasant as possible. The care, nursing, monitoring, and treatment of our patients is our highest priority. For that reason, it is not always possible for you to visit your pet whenever you would like to. To help you stay connected with your pet, we have developed the TelePet system.

TelePet allows you to view camera footage of your pet while they are in our care, from home or anywhere with internet access. You can access the images via a link in your browser or an app on your phone, tablet, or computer. The TelePet service complements our daily phone updates and any in-person visits. This way, you can see your pet at your own convenience.

An additional benefit is that family, friends, or acquaintances can also watch and offer support. Of course, you decide who you wish to share your personal login information with. As a department, we are not involved in this and bear no responsibility for it.

In the attached manual, you'll find instructions on how to log in to TelePet and how it works. Online information is also available at www.diergeneeskunde.nl/telepet.

Kind regards,

Dr. Joris Robben
EBVS® European Veterinary Specialist in Emergency and Critical Care
Department of Emergency and Intensive Care Medicine

Universiteit Utrecht

Telepet
Guide for Pet Owners



TELEPET - THIS IS HOW IT WORKS

You will receive two e-mails:

1. From Brivo Eagle Eye Video - with a link to create your password.
2. From us - with additional instructions for using the webcam.

Didn't receive an email?

- Check the inbox of the email adress you provided.
- Check your spam or junk mail folder.
- Still nothing? We may be busy caring for our patients - it might take a bit of time. Thank you for your patience.
- If your email adress was entered incorrectly, it may cause issues. Preferably verify it during the telephone consultation hour. Don't want to wait? Call 030-2539411.

LOGGING IN VIA BROWSER

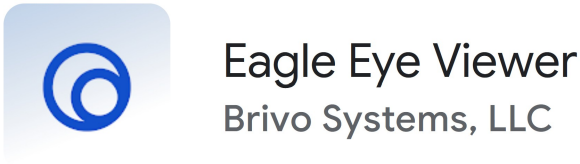
1. Click the link in the email and set a password. You will automatically be redirected to the login page: https://telepet.auth.eagleeyenetworks.com.
2. You can also acces it via: www.diergeneeskunde.nl/telepet.
3. Enter your email adress (username) and password, then click 'sign in'/'inloggen'.

Problems?

- Try again. The password is case-sensitive.
- Check if Caps Lock is off and your keyboard is properly set up.
- Click 'Forgot password?' and follow the instructions to request a new password.
- Still no access? Let us know preferably during the telephone consultation hour. Or call 030-2539411 if urgent.

LOGGING IN VIA THE APP

- Download Eagle Eye Viewer from the Microsoft Store (Windows), App Store (iOS) or Google Play Store (Android).



- Log in with your mail address and password.

If it doesnt work, follow the steps as for the browser version.

VIEWING THE CAMERA FOOTAGE

- Once logged in, you will see your pet's camera feed.
- Double-click (in browser) or tap (in app) to enlarge the view.
- On the enlarged screen, a menu with icons appears on the right. Click to explore features
- Click the 'X' in the upper-right to return to the previous screen.
- Black screen or 'offline'? The camera might not be turned on - give it a moment.

IMPORTANT NOTES:

- Pop-ups must be allowed in your browser. Adjust this in browser settings.
- Changing account settings (except for language or password) may result in loss of access.

FOR FUTURE USE

- Add the Telepet login page to your browser favorites for quick access.
- In the app, you can log in directly after installation.

COMMON ISSUES

NO CAMERA IMAGE?
- Check your internet connection.
- Request a new password if necessary.
- Wait 15–30 minutes; the camera may still need to be manually activated.
- Call only if the issue persists after trying all the above steps.

POOR IMAGE QUALITY?
- At night, the lights are often turned off deliberately to let the animals rest.
- Poor daytime quality is usually caused by your own internet connection or device.

APP OR WEBSITE FREEZES?
- Close and restart the app or browser.
- Try switching between app and browser if needed.

PLEASE ONLY CALL IF ABSOLUTELY NECESSARY
Our team is focused on caring for your pet. We prefer to answer TelePet-related questions during the telephone consultation hour. For urgent issues, you may call the main number of the University Clinic for Companion Animals. Thank you for your understanding.

RESPONSIBILITIES AND RULES OF USE

- By using the system, you agree to the terms of use. The University Clinic is not liable for any damage caused by (inability to) use the system.
- Sharing login details (username and password) is allowed, but at the owner's own risk. You decide who gets access and how much privacy you wish to share.
- Privacy Rule Article 7.8a of the treatment agreement: It is not permitted to copy, store, or share any footage that shows identifiable persons (such as staff or students) in any form, without explicit written permission.

RULES FOR USING THE PLATFORM
- Camera feed is available 24/7, but malfunctions can occur. Please consult this manual first.
- The camera may be temporarily turned off during medical procedures to protect staff and student privacy.
- Your pet might be temporarily out of view during testing or treatment elsewhere.
- It may seem like "nothing is happening," but please be aware that intensive medical care often occurs behind the scenes.
- Lights may be off in the evening or at night for your pet's rest, which can reduce image quality.
- Concerned? Let us know during a consultation call or during your visit.
- For urgent concerns, you may call the general number of the University Clinic for Companion Animals. If the image is unavailable, please wait - it may be due to an ongoing procedure.
- The clinic reserves the right to disable the camera for extended periods if needed.