



► Veterinarians  
► Pet Owners

Email

[first-time login?](#)  
[email not registered?](#)

Password

[forgot password?](#)

[LOGIN](#)

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Lost  
& Found

tag ID

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# ePetHealth Dashboard V-Tech Platinum

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**\*Please Note: It is highly advised that the practice complete all Windows updates on the server/workstation where the ePetHealth dashboard will be installed. This will expedite the dashboard installation process.**

## Introduction

The ePetHealth dashboard's function is to automate the extraction of practice data. The dashboard allows the user to explicitly set what data they want to include in their extraction based on the categories in their database and then set a recurring schedule to extract this data.

## Installation & Setup

Click the following link to access the ePetHealth Dashboard installation file:

### [Setup for ePetHealth](#)

- Run the ePetHealth Setup.exe
- Select V-Tech Platinum from the PMS Menu
  - V-Tech Platinum is supported for Database version 1.0.82 and above of PLATINUM ONLY.
- Default Installation Directories:
  - For 32-bit machines, C:\Program Files\ePetHealth
  - For 64-bit machines, C:\Program Files (x86)\ePetHealth

## Authentication | Configuration

When prompted, enter the ID and License Key created by Patterson Veterinary to activate the ePetHealth Dashboard in the Authentication Settings area of the Options tab. Additional question mark balloons are located to the right of each header. Simply hover over the question mark to see more details about each section. For V-Tech Platinum, the Authentication Settings and Connection Settings will always require input.

### General Settings

- **Enable Record Count Feature:** Will show the record counts of types of exclusions on each Selection.
  - The feature is enabled by default
  - Will save computer memory usage when disabled
- **Use Low Memory Settings:** Will allow the ePetHealth Dashboard to use lower memory settings.
  - The feature is disabled by default
  - Will save computer memory usage when enabled
  - Recommended for lower quality / older hardware

### Authentication Settings

- **ID:** Created by Patterson Veterinary and is required to activate the ePetHealth Dashboard.
- **License Key:** Created by Patterson Veterinary and is required to activate the ePetHealth Dashboard.

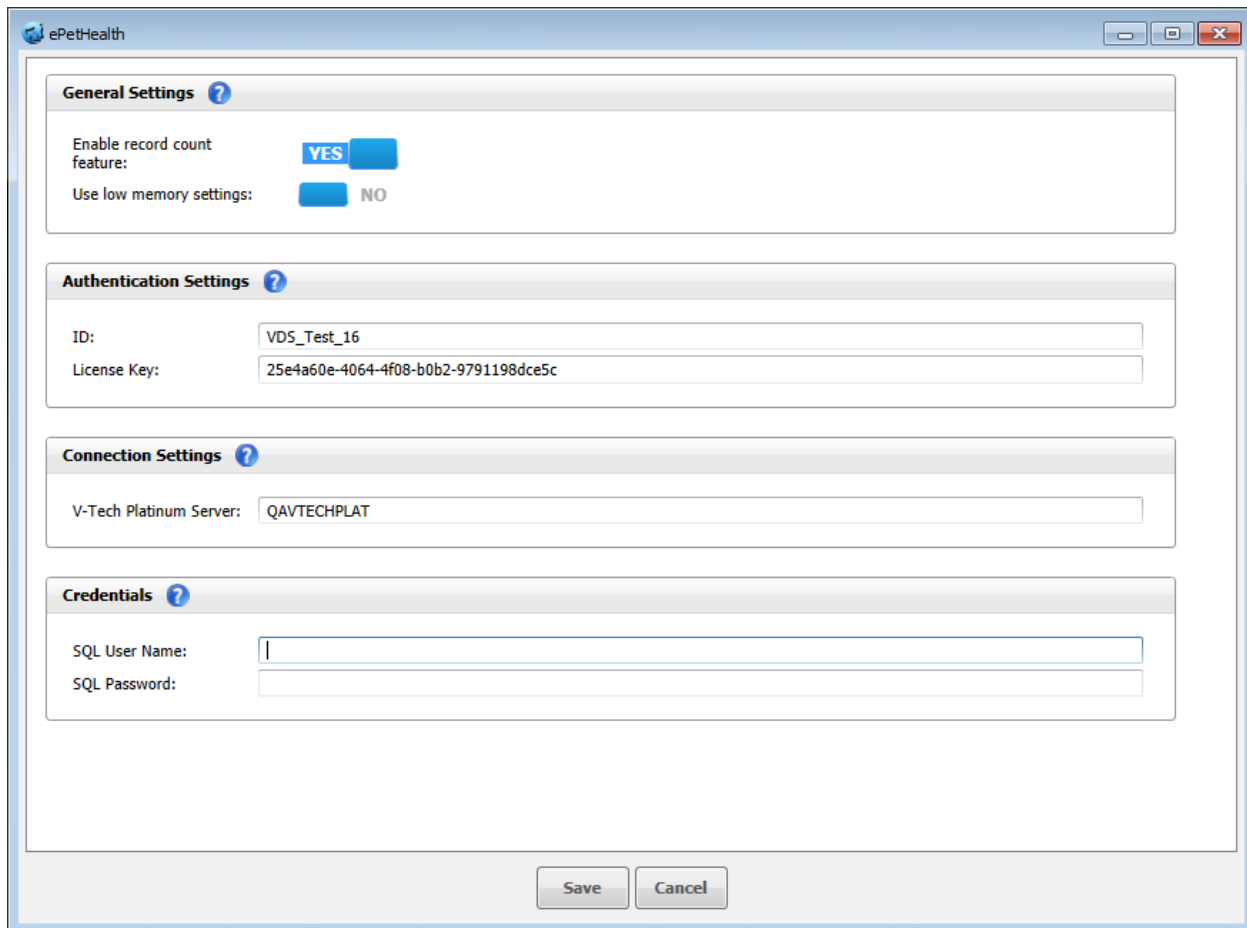
### Connection Settings

- **V-Tech Platinum Server:** Enter the server / workstation name as it appears on the computer that the ePetHealth Dashboard is being installed on.

\* By default, the dashboard will use Windows authentication; the following settings are not typically needed.

## Credentials

- **SQL User Name:** Enter the username required to log into MySQL Server.
- **SQL Password:** Enter the password required to log into MySQL Server.



The image shows a screenshot of the ePetHealth application window. The window has a title bar with the ePetHealth logo and standard Windows window controls (minimize, maximize, close). The main content area is divided into four sections, each with a header and a question mark icon:

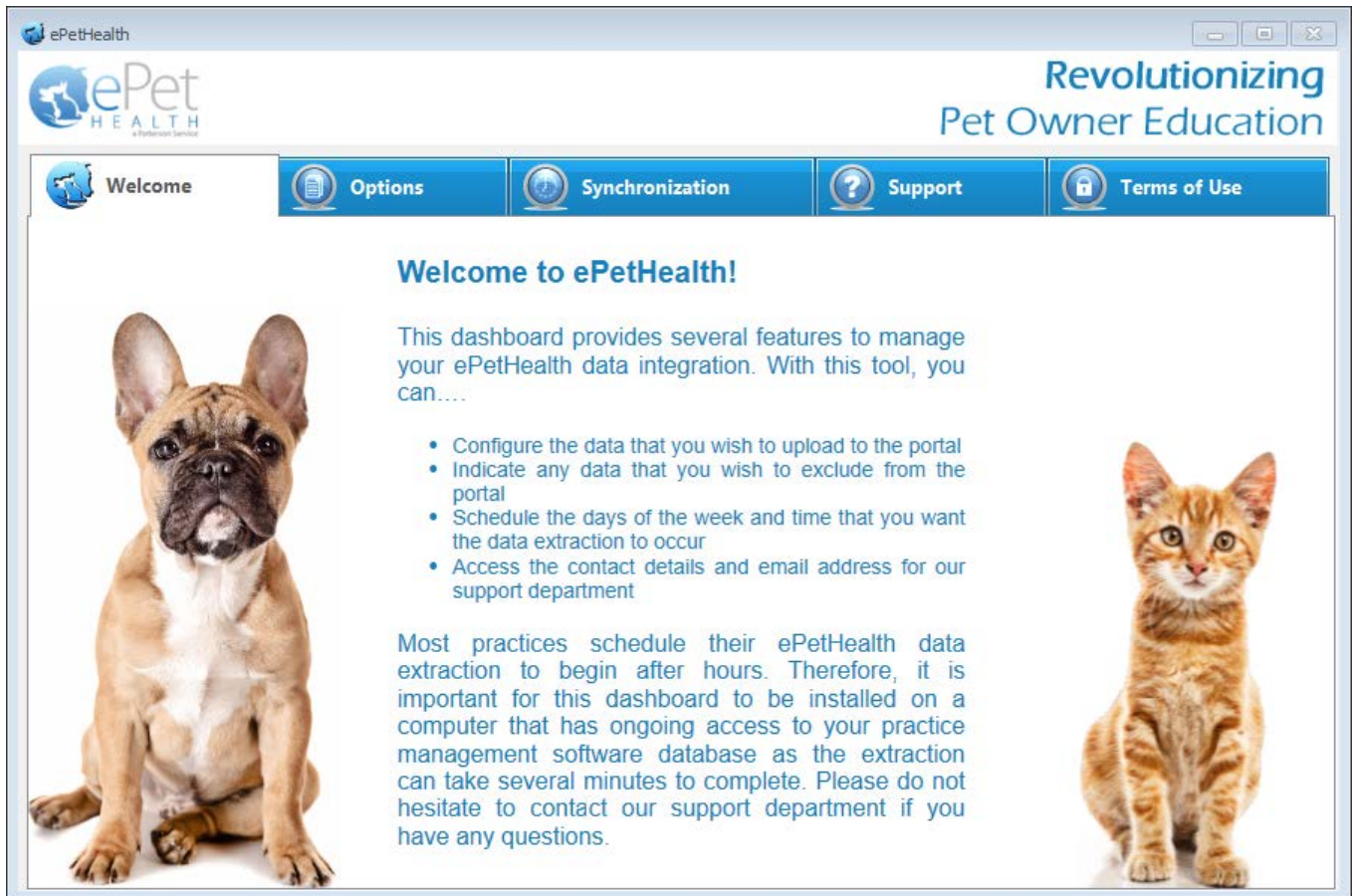
- General Settings**: Contains two toggle switches. "Enable record count feature:" is set to "YES" (blue). "Use low memory settings:" is set to "NO" (grey).
- Authentication Settings**: Contains two text input fields. "ID:" is filled with "VDS\_Test\_16". "License Key:" is filled with "25e4a60e-4064-4f08-b0b2-9791198dce5c".
- Connection Settings**: Contains one text input field. "V-Tech Platinum Server:" is filled with "QAVTECHPLAT".
- Credentials**: Contains two empty text input fields for "SQL User Name:" and "SQL Password:".

At the bottom of the window, there are two buttons: "Save" and "Cancel".

## Functionality

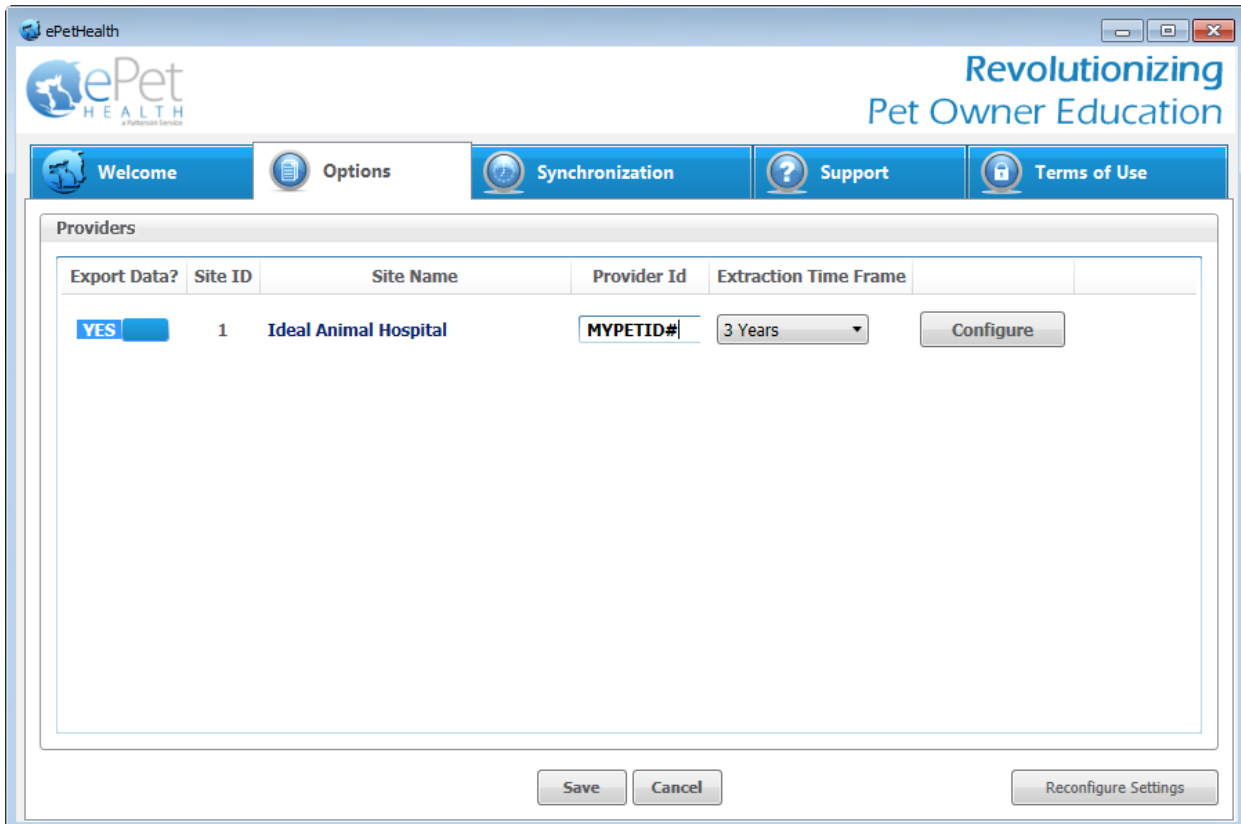
### Welcome

The Welcome tab displays several features that the ePetHealth dashboard offers and provides pertinent information to the end-user. This tab will be updated periodically as features change.



## Options

- The Options tab gives the practice the option to include or exclude sites in the synchronization. The practice's Provider ID and VetSource ID (if subscribed) are also entered in this tab.
- All selected sites will be present in separate extracted files. The content in the corresponding *Configure* option defines the practice data to be included.
- V-Tech Platinum does not have multi-site functionality. As a result, all data extracted will be considered to be that of a single practice.
- Sliding the Export Data? option to *NO* for site IDs will filter out all patients associated with that site ID and exclude them from the sync.
- Extraction Time Frames can be set to pull data from the past six months, one year, two years or three years.



The screenshot shows the ePetHealth application window with the 'Options' tab selected. The window title is 'ePetHealth'. The top navigation bar includes 'Welcome', 'Options' (selected), 'Synchronization', 'Support', and 'Terms of Use'. The main content area is titled 'Providers' and contains a table with the following columns: 'Export Data?', 'Site ID', 'Site Name', 'Provider Id', and 'Extraction Time Frame'.

Export Data?	Site ID	Site Name	Provider Id	Extraction Time Frame
<input checked="" type="checkbox"/> YES	1	Ideal Animal Hospital	MYPETID#	3 Years

Below the table is a 'Configure' button. At the bottom of the window are 'Save', 'Cancel', and 'Reconfigure Settings' buttons.

## Configure

### Selections

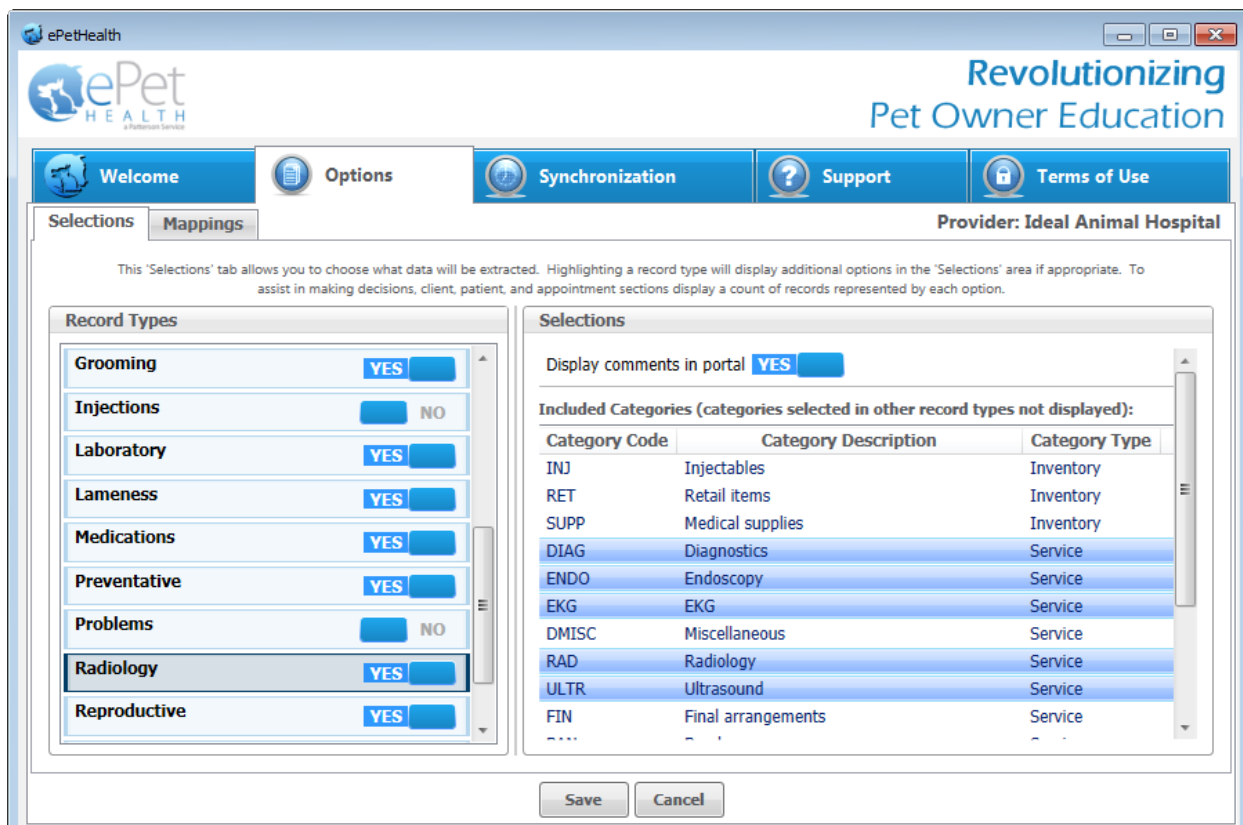
Click on the Configure button from the Options tab to configure the data that will be extracted from the practice database.

The available Synchronized Record Types are Client Types, Patient Species, Appointments, Chronological, Reminders, Boarding, Diagnosis, Dietary, Examination, Grooming, Injections, Laboratory, Lameness, Medications, Preventative, Problems, Radiology, Reproductive, Surgeries and Vaccinations.

Each Record Type can be easily customized to match the Categories of the Practice Management System. All information shown in the dashboard is pulled directly from the Practice Management System.

The 'Selections' tab allows you to choose what data will be extracted. Highlighting a Record Type will display additional options in the 'Selections' area if appropriate. To assist in making decisions, client, patient and appointment sections display a count of records represented by each option.

**Please note:** A variety of Pet Owner Communications can be affected by the Selections made. Notification Alerts can be found on Selections that can hinder such things as Appointment Confirmations, Satisfaction Surveys and Health Reminders.



**ePetHealth** Revolutionizing Pet Owner Education

Welcome Options Synchronization Support Terms of Use

**Selections** Mappings **Provider: Ideal Animal Hospital**

This 'Selections' tab allows you to choose what data will be extracted. Highlighting a record type will display additional options in the 'Selections' area if appropriate. To assist in making decisions, client, patient, and appointment sections display a count of records represented by each option.

**Record Types**

- Grooming ☒ YES
- Injections ☐ NO
- Laboratory ☒ YES
- Lameness ☒ YES
- Medications ☒ YES
- Preventative ☒ YES
- Problems ☐ NO
- Radiology ☒ YES**
- Reproductive ☒ YES

**Selections**

Display comments in portal ☒ YES

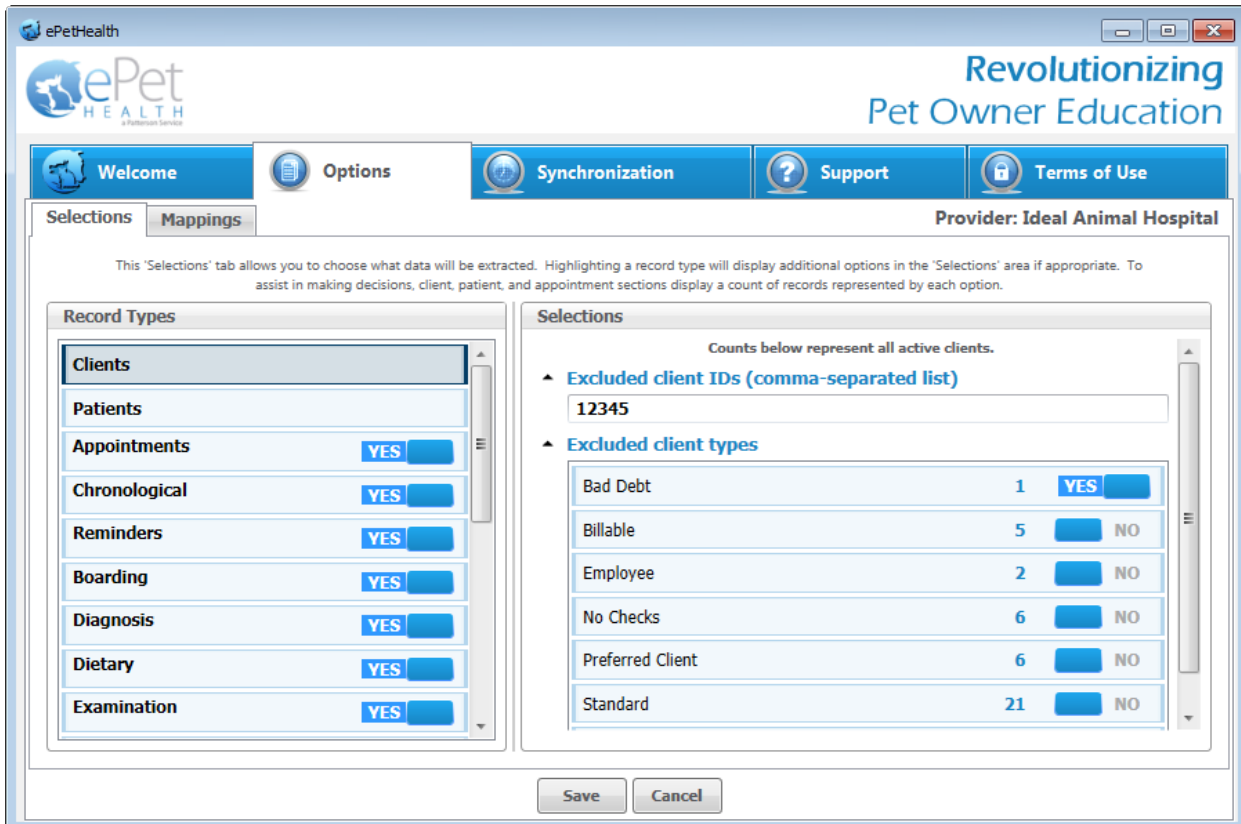
**Included Categories (categories selected in other record types not displayed):**

Category Code	Category Description	Category Type
INJ	Injectables	Inventory
RET	Retail items	Inventory
SUPP	Medical supplies	Inventory
DIAG	Diagnostics	Service
ENDO	Endoscopy	Service
EKG	EKG	Service
DMISC	Miscellaneous	Service
RAD	Radiology	Service
ULTR	Ultrasound	Service
FIN	Final arrangements	Service

Save Cancel

## Client Selections

- Classification codes / Client types can be included or excluded on a per site basis, by first expanding each Selection area then toggling the 'yes/no' indicator to exclude (yes) or include (no).
- Clients may be excluded by entering a specific client ID or selecting from the listed client types.
  - When adding multiple client IDs, simply add a comma between each client ID.
  - If a client ID or type is excluded, any clients with that ID or type will not be included in the synchronization, and will not be able to log into their ePetHealth Client Portal.
- All clients will be included in the synchronization if the client filtering options are left to the default ('no' to include) in a new installation.



ePetHealth

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Welcome Options Synchronization Support Terms of Use

Selections Mappings

Provider: Ideal Animal Hospital

This 'Selections' tab allows you to choose what data will be extracted. Highlighting a record type will display additional options in the 'Selections' area if appropriate. To assist in making decisions, client, patient, and appointment sections display a count of records represented by each option.

**Record Types**

Clients	
Patients	
Appointments	YES
Chronological	YES
Reminders	YES
Boarding	YES
Diagnosis	YES
Dietary	YES
Examination	YES

**Selections**

Counts below represent all active clients.

▲ Excluded client IDs (comma-separated list)

12345

▲ Excluded client types

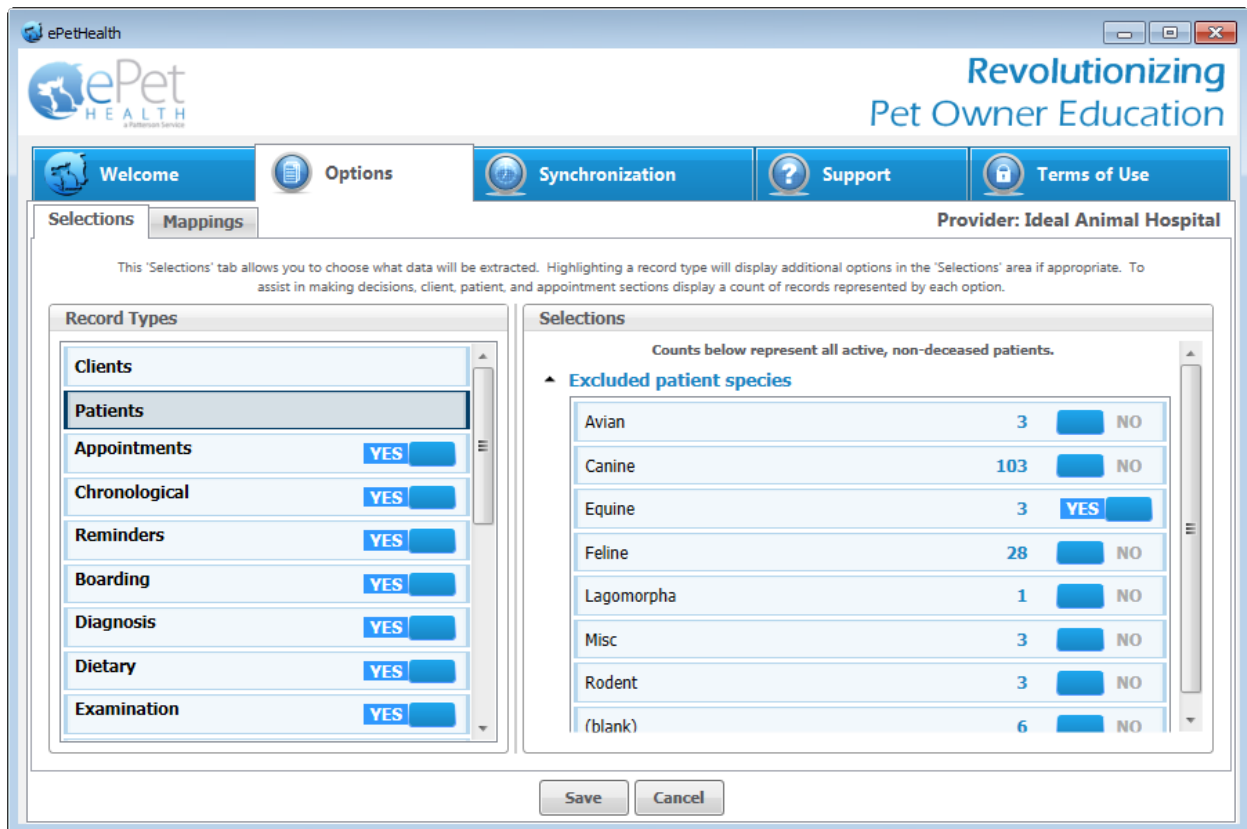
Bad Debt	1	YES
Billable	5	NO
Employee	2	NO
No Checks	6	NO
Preferred Client	6	NO
Standard	21	NO

Save Cancel



## Patient Selections

- Each site has the option to include or exclude patients based on their species type, by first expanding the Selection area then toggling the 'yes/no' indicator to exclude (yes) or include (no).
- All patients with the excluded species will not be included in the synchronization and will not be viewable in the ePetHealth Client Portal.
- All patients will be included in the synchronization if the patient filtering options are left to the default ('no' to include) in a new installation.



**Record Types**

Clients	
<b>Patients</b>	
Appointments	YES
Chronological	YES
Reminders	YES
Boarding	YES
Diagnosis	YES
Dietary	YES
Examination	YES

**Selections**

Counts below represent all active, non-deceased patients.

**Excluded patient species**

Avian	3	NO
Canine	103	NO
Equine	3	YES
Feline	28	NO
Lagomorpha	1	NO
Misc	3	NO
Rodent	3	NO
(blank)	6	NO

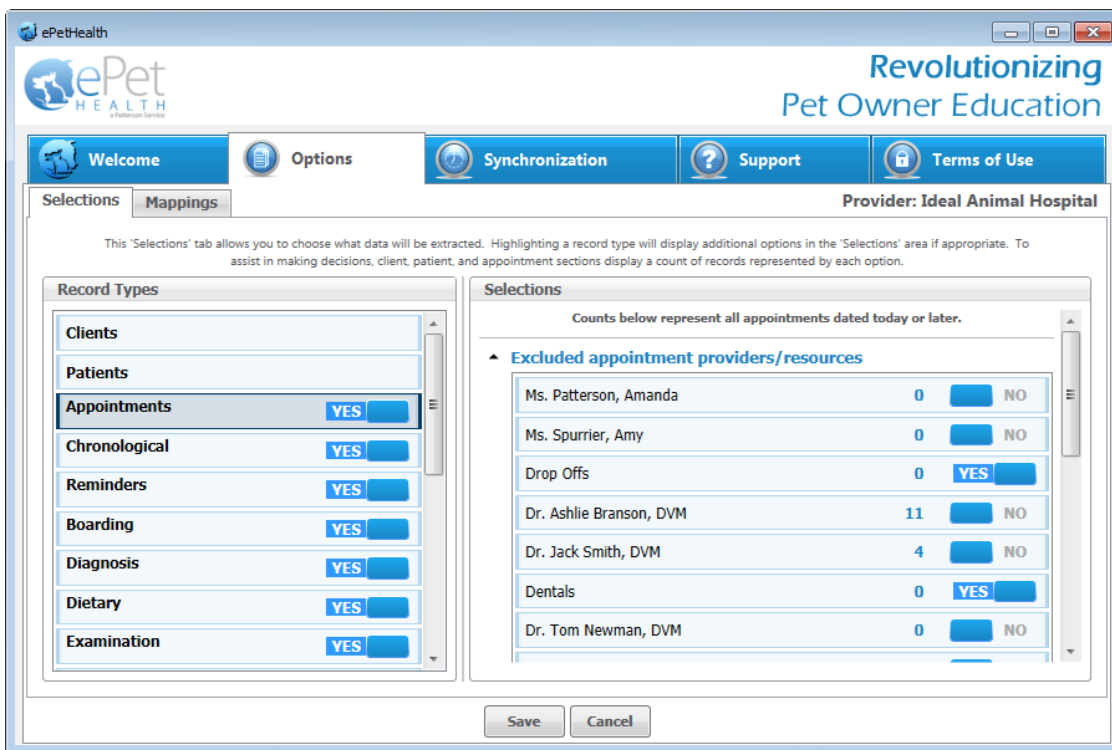
Save Cancel

## Appointment Selections

- Each site has the option to include or exclude appointments based on the following selections, by first expanding the Selection area then toggling the 'yes/no' indicator to exclude (yes) or include (no).
  - a specific provider/resource

**All appointments are included by default. V-Tech Platinum does not support appointment types, reasons, statuses or tracking statuses.**

- All appointments with excluded criteria will not be included in the synchronization and will not be viewable in the ePetHealth Client Portal.
- All appointments will be included in the synchronization if the appointment filtering options are left to the default ('no' to include) in a new installation.
- In the Selections Table, comments (notes) may be selected to display in the Client Portal by checking the box at the top of the table. This is deselected (excluded) by default.
- If the Appointment Selection is set to No, confirmation emails for appointments will not be sent to pet owners. A notification alert such as the one shown below will appear.



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Welcome Options Synchronization Support Terms of Use


Selections Mappings **Provider: Ideal Animal Hospital**

This 'Selections' tab allows you to choose what data will be extracted. Highlighting a record type will display additional options in the 'Selections' area if appropriate. To assist in making decisions, client, patient, and appointment sections display a count of records represented by each option.

Record Types	
Clients	
Patients	
Appointments	YES
Chronological	YES
Reminders	YES
Boarding	YES
Diagnosis	YES
Dietary	YES
Examination	YES

Selections	
Counts below represent all appointments dated today or later.	
<b>Excluded appointment providers/resources</b>	
Ms. Patterson, Amanda	0 NO
Ms. Spurrier, Amy	0 NO
Drop Offs	0 YES
Dr. Ashlie Branson, DVM	11 NO
Dr. Jack Smith, DVM	4 NO
Dentals	0 YES
Dr. Tom Newman, DVM	0 NO

Save Cancel



Revolutionizing  
Pet Owner Education

Welcome

Options

Synchronization

Support

Terms of Use

Selections

Mappings


Provider: Ideal Animal Hospital

This 'Selections' tab allows you to choose what data will be extracted. Highlighting a record type will display additional options in the 'Selections' area if appropriate. To assist in making decisions, client, patient, and appointment sections display a count of records represented by each option.

Record Types

Clients	
Patients	
Appointments	NO
Chronological	YES
Reminders	YES
Boarding	YES
Diagnosis	YES
Dietary	YES
Examination	YES

Selections



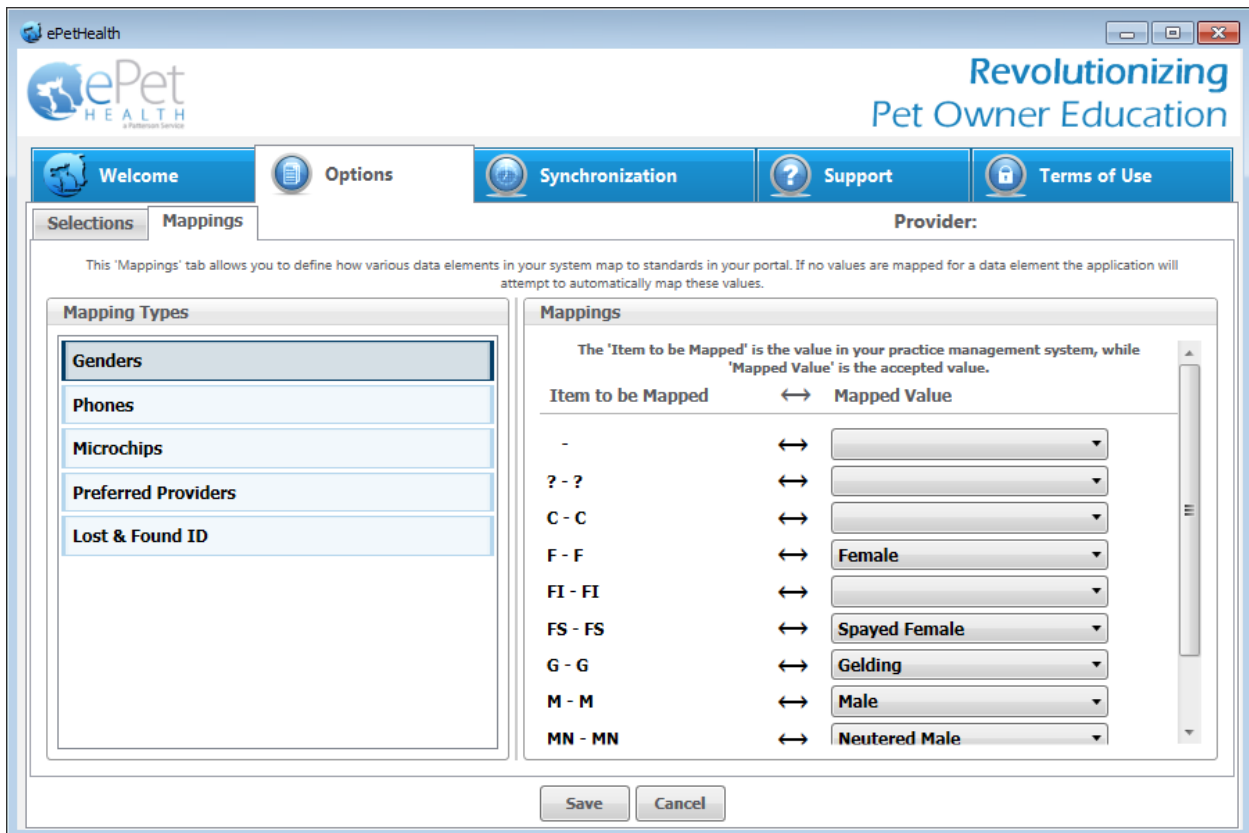
Setting this selection to NO will stop  
all Appointment Confirmations

Save

Cancel

## Mappings

- Mappings allow the dashboard to map fields from the Practice Management System to the ePetHealth 'mapped value', which will be shown in the Client Portal.
- Genders:
  - The 'Item to be Mapped' is the value in the Practice Management System.
  - The 'Mapped Value' is the accepted value.
  - Multiple genders can be mapped to the same Mapped Value.
  - Mapped Values can be left blank if the corresponding Item to be Mapped is not to be shown in the Client Portal.
  - For example, the practice would need to designate that the M-Male gender (item to be mapped) in their Practice Management System is the same as Male in the Client Portal (mapped value).



The screenshot shows the ePetHealth application window. The top navigation bar includes 'Welcome', 'Options', 'Synchronization', 'Support', and 'Terms of Use'. Below this, the 'Mappings' tab is selected. A sidebar on the left lists 'Mapping Types' with 'Genders' highlighted. The main area contains a table for mapping 'Item to be Mapped' to 'Mapped Value'.

**Provider:**

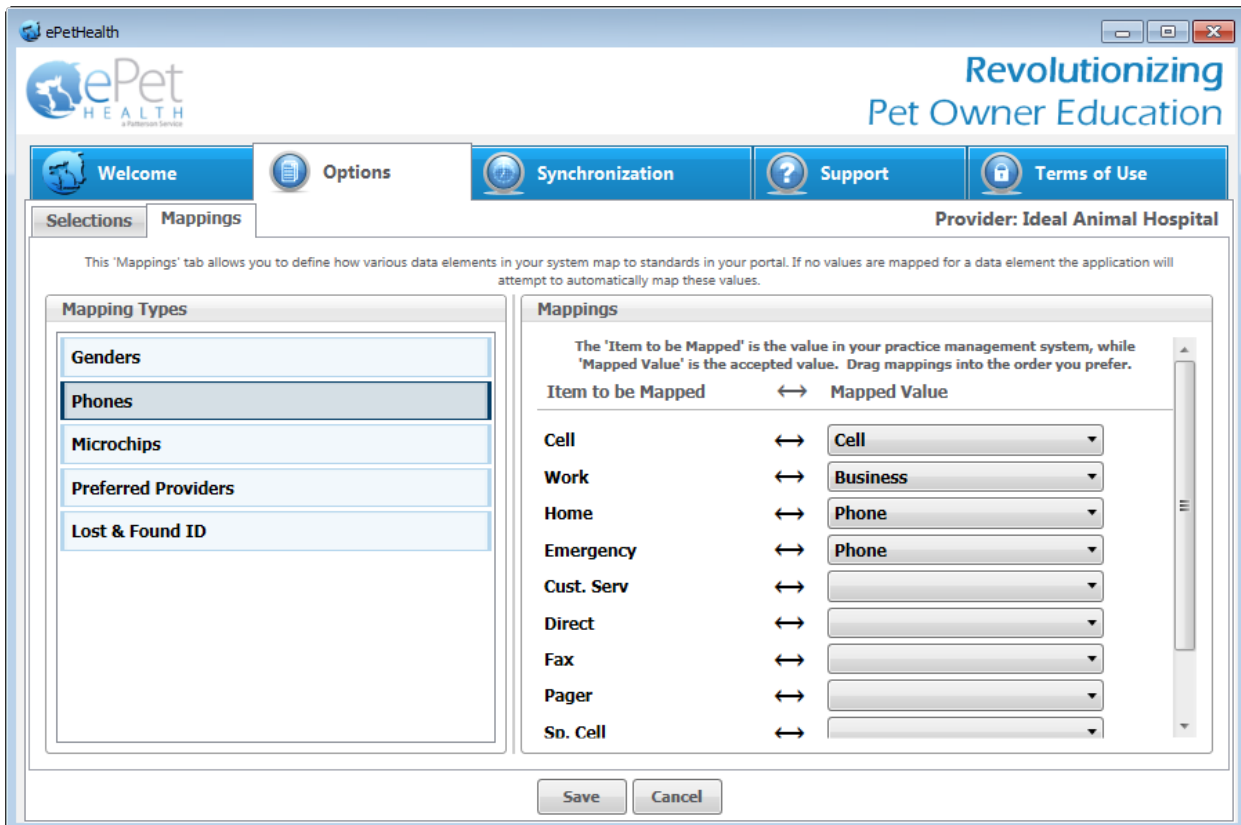
This 'Mappings' tab allows you to define how various data elements in your system map to standards in your portal. If no values are mapped for a data element the application will attempt to automatically map these values.

Item to be Mapped	↔	Mapped Value
-	↔	
? - ?	↔	
C - C	↔	
F - F	↔	Female
FI - FI	↔	
FS - FS	↔	Spayed Female
G - G	↔	Gelding
M - M	↔	Male
MN - MN	↔	Neutered Male

Buttons: Save, Cancel

■ Phones:

- The 'Item to be Mapped' is the value in the Practice Management System.
- The 'Mapped Value' is the accepted value.
- Multiple phones can be mapped to the same Mapped Value, but only the first phone displayed in the list will be shown for that particular client. For example, Phone and Work (Item to be Mapped) are both mapped to Phone (Mapped Value), but only Phone (Item to be Mapped) will show. Work (Item to be Mapped) will not show.
- Phone types mapped to the same Mapped Value can be dragged and dropped in the order of priority for the extraction. In the example below, Home and Emergency are both mapped to Phone. Home takes priority over Emergency, so if Client A has both Home and Emergency in the Practice Management System, Home will be mapped to Phone in the extraction.
- Mapped Values can be left blank if the corresponding Item to be Mapped is not to be shown in the Client Portal.
- For example, the practice would need to designate that the Work (Item to be Mapped) in their Practice Management System is the same as Business in the Client Portal (Mapped Value).



The screenshot shows the ePet Health application window. The title bar says "ePetHealth". The main header has the ePet Health logo and the text "Revolutionizing Pet Owner Education". Below the header is a navigation bar with buttons: Welcome, Options, Synchronization, Support, and Terms of Use. The "Mappings" tab is selected. The page title is "Provider: Ideal Animal Hospital".

The "Mappings" tab contains a sub-header: "This 'Mappings' tab allows you to define how various data elements in your system map to standards in your portal. If no values are mapped for a data element the application will attempt to automatically map these values."

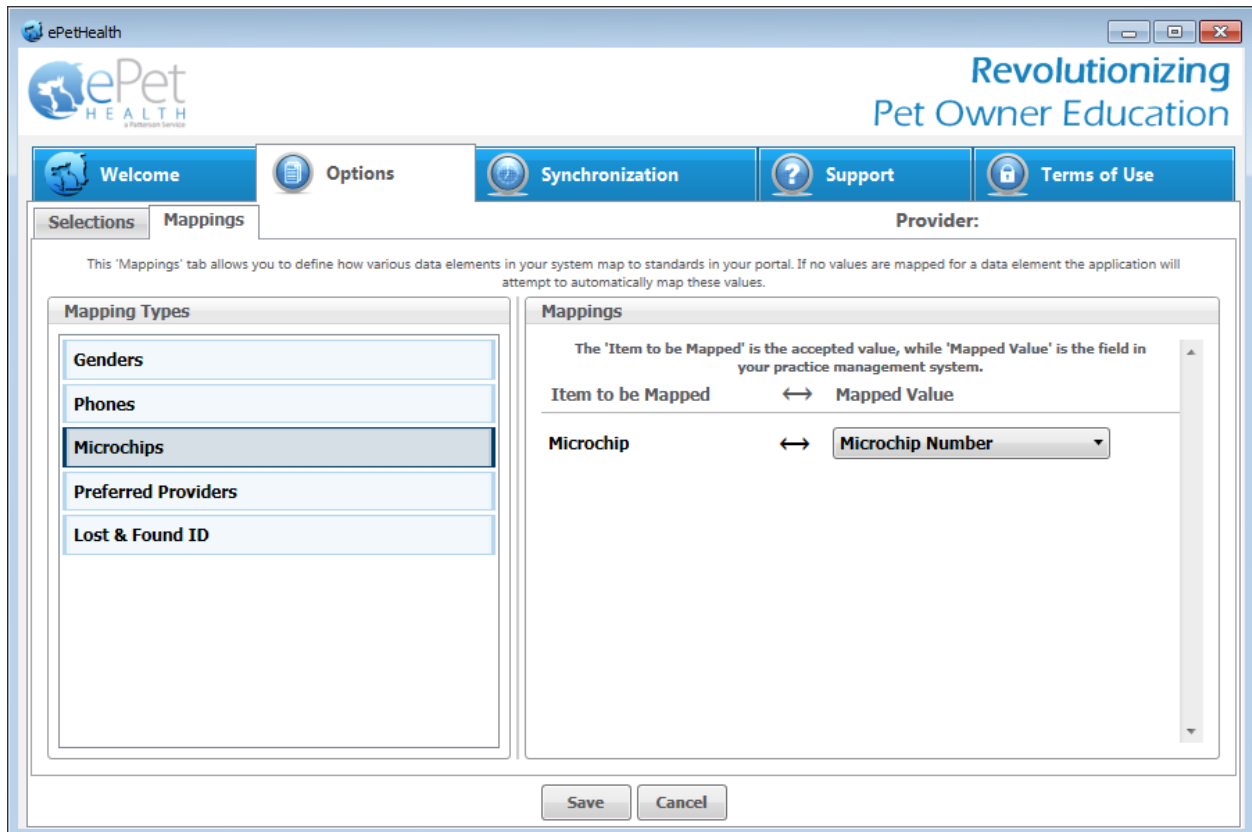
On the left is a "Mapping Types" sidebar with a list of categories: Genders, Phones (selected), Microchips, Preferred Providers, and Lost & Found ID.

The main area is titled "Mappings" and contains a table with two columns: "Item to be Mapped" and "Mapped Value". The table lists various phone types and their corresponding mapped values:

Item to be Mapped	Mapped Value
Cell	Cell
Work	Business
Home	Phone
Emergency	Phone
Cust. Serv	
Direct	
Fax	
Pager	
Sn. Cell	

At the bottom of the window are "Save" and "Cancel" buttons.

- Microchips:
  - The 'Item to be Mapped' is the accepted value.
  - The 'Mapped Value' is the value in the Practice Management System.
  - Mapped Values can be left blank if the corresponding Item to be Mapped is not to be shown in the Client Portal.
  - For example, the practice would need to designate that the Microchip (Item to be Mapped) that will display in the Client Portal is the same as Microchip Number (Mapped Value) in their Practice Management System.



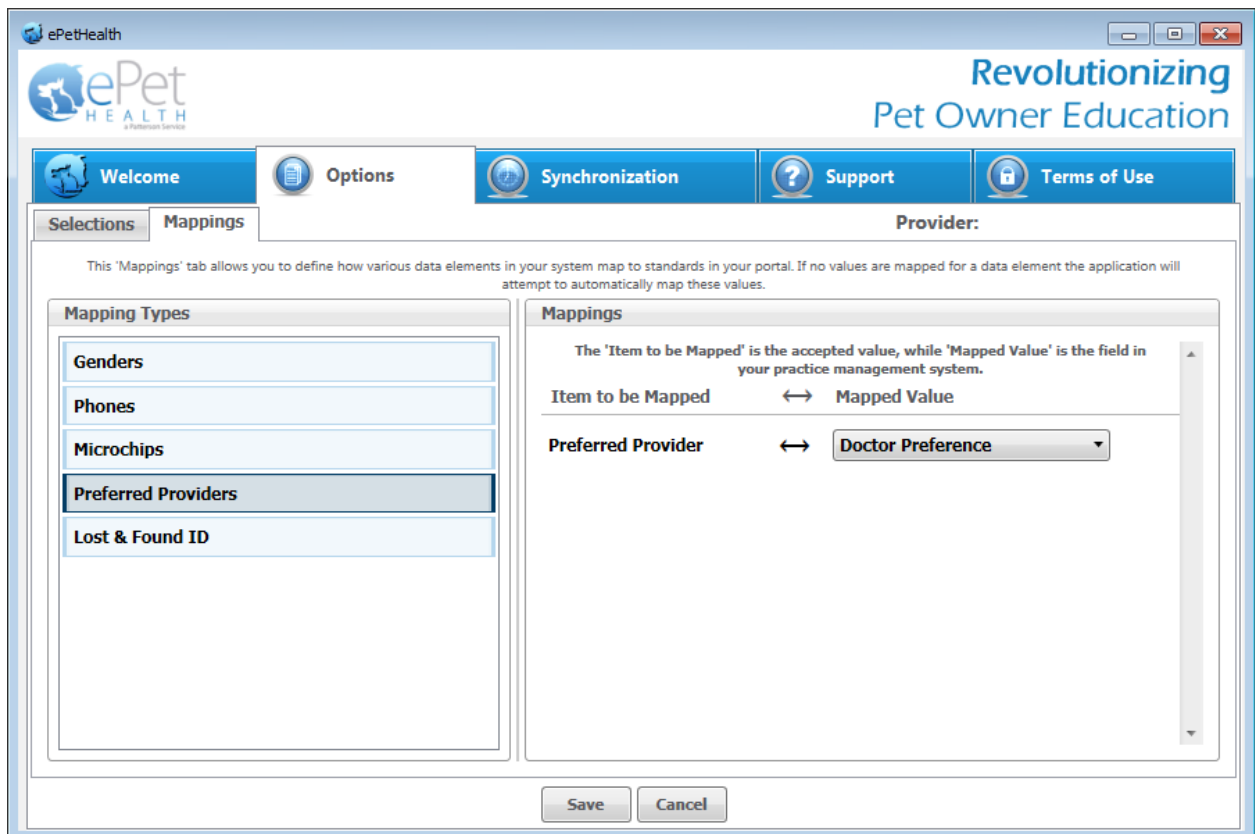
The screenshot shows the ePetHealth application window with the 'Mappings' tab selected. The window title is 'ePetHealth'. The top navigation bar includes 'Welcome', 'Options', 'Synchronization', 'Support', and 'Terms of Use'. Below the navigation bar, there are tabs for 'Selections' and 'Mappings'. The 'Mappings' tab is active, showing a 'Provider:' label and a descriptive text: 'This 'Mappings' tab allows you to define how various data elements in your system map to standards in your portal. If no values are mapped for a data element the application will attempt to automatically map these values.'

On the left, under 'Mapping Types', there is a list of categories: 'Genders', 'Phones', 'Microchips' (which is selected), 'Preferred Providers', and 'Lost & Found ID'. On the right, under 'Mappings', there is a table with two columns: 'Item to be Mapped' and 'Mapped Value'. The 'Item to be Mapped' column contains the text 'Microchip'. The 'Mapped Value' column contains a dropdown menu with the text 'Microchip Number'. Above the table, there is a note: 'The 'Item to be Mapped' is the accepted value, while 'Mapped Value' is the field in your practice management system.'

At the bottom of the window, there are 'Save' and 'Cancel' buttons.

■ Preferred Provider:

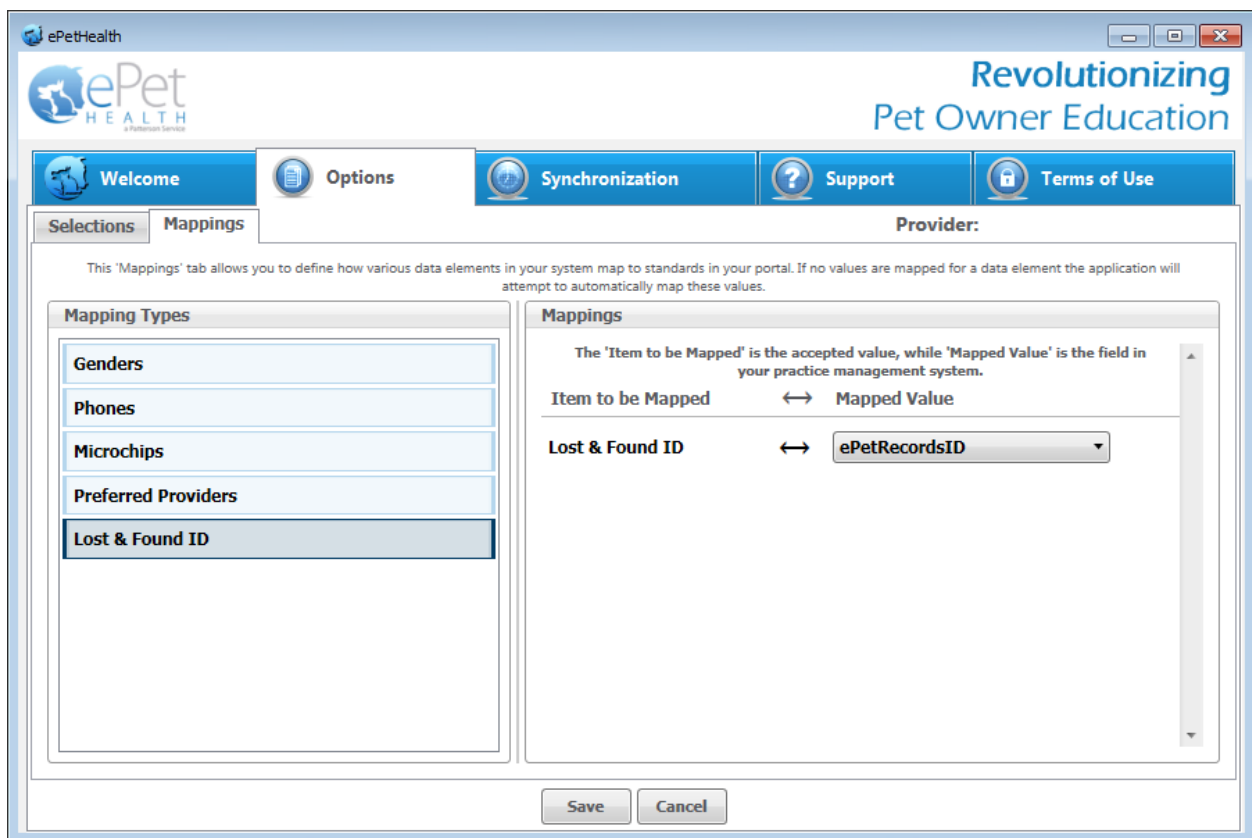
- The 'Item to be Mapped' is the accepted value.
- The 'Mapped Value' is the value in the Practice Management System.
- Mapped Values can be left blank if the corresponding Item to be Mapped is not to be shown in the Client Portal.
- This mapping allows the dashboard to pull the correct Practice Management field for the Preferred Provider of the client in the ePetHealth Client Portal.
- For example, the practice would need to designate that the Preferred Provider (Item to be Mapped) that will display in the Client Portal is the same as Doctor Preference (Mapped Value) in their Practice Management System.



The screenshot shows the ePetHealth application window. The title bar says "ePetHealth". The main header has the ePet Health logo and the text "Revolutionizing Pet Owner Education". Below the header is a navigation bar with buttons: "Welcome", "Options", "Synchronization", "Support", and "Terms of Use". The "Mappings" tab is selected, showing a sub-header "Provider:". Below this is a descriptive text: "This 'Mappings' tab allows you to define how various data elements in your system map to standards in your portal. If no values are mapped for a data element the application will attempt to automatically map these values." On the left is a "Mapping Types" list with items: "Genders", "Phones", "Microchips", "Preferred Providers" (highlighted), and "Lost & Found ID". On the right is the "Mappings" section with a header: "The 'Item to be Mapped' is the accepted value, while 'Mapped Value' is the field in your practice management system." Below this is a table with two columns: "Item to be Mapped" and "Mapped Value". The first row shows "Preferred Provider" mapped to "Doctor Preference". At the bottom are "Save" and "Cancel" buttons.

■ Lost & Found IDs:

- The 'Item to be Mapped' is the accepted value.
- The 'Mapped Value' is the value in the Practice Management System.
- Mapped Values can be left blank if the corresponding Item to be Mapped is not to be shown in the Client Portal.
- This mapping allows the dashboard to pull the correct Practice Management System field for the Lost & Found ID field in the ePetHealth Client Portal. This field is designed to work with ePetHealth's Lost & Found ID tags, which are searchable through our website: <http://www.epethealth.com>



The screenshot shows the ePetHealth application window with the 'Mappings' tab selected. The window title is 'ePetHealth'. The top navigation bar includes 'Welcome', 'Options', 'Synchronization', 'Support', and 'Terms of Use'. The 'Mappings' tab is active, and the 'Provider:' dropdown is set to 'ePetRecordsID'. The 'Mapping Types' list on the left includes 'Genders', 'Phones', 'Microchips', 'Preferred Providers', and 'Lost & Found ID'. The 'Mappings' table on the right shows a mapping for 'Lost & Found ID' to 'ePetRecordsID'. The 'Save' and 'Cancel' buttons are at the bottom.

**ePetHealth**

**Revolutionizing Pet Owner Education**

Welcome Options Synchronization Support Terms of Use

**Mappings**

This 'Mappings' tab allows you to define how various data elements in your system map to standards in your portal. If no values are mapped for a data element the application will attempt to automatically map these values.

**Mapping Types**

- Genders
- Phones
- Microchips
- Preferred Providers
- Lost & Found ID**

**Mappings**

The 'Item to be Mapped' is the accepted value, while 'Mapped Value' is the field in your practice management system.

Item to be Mapped	↔	Mapped Value
Lost & Found ID	↔	ePetRecordsID

Save Cancel



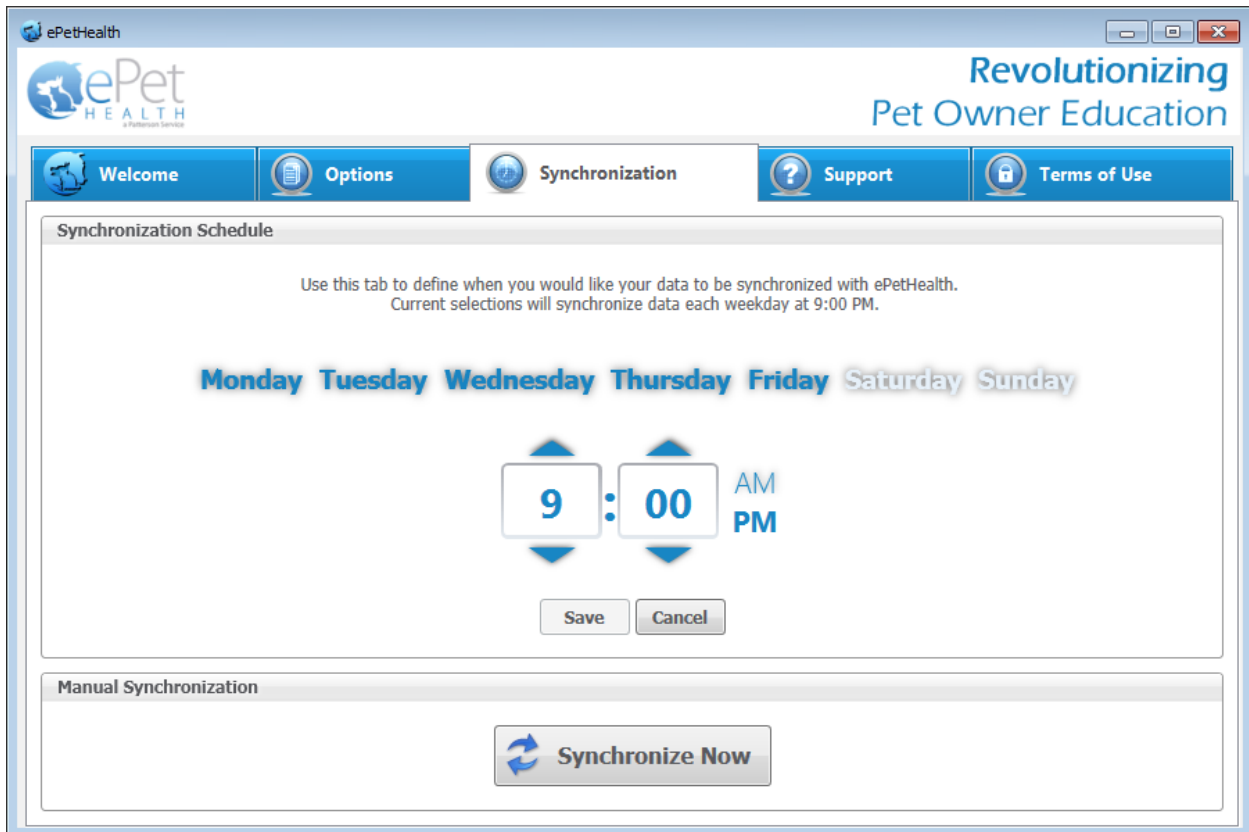
## Synchronization

Synchronizations will pull data from the past six months, one year, two years or three years, depending on what option is selected in the Extraction Time Frame menu under the Options tab.

**NOTICE:** The Server must remain **turned ON** during the selected days/time to allow your practice's data to upload to ePetHealth. If the dashboard is installed on a workstation, both the workstation and the server computer must remain on.

ePetHealth recommends that the synchronization schedule be set to sync immediately after the practice closes each day, on days that the practice is open.

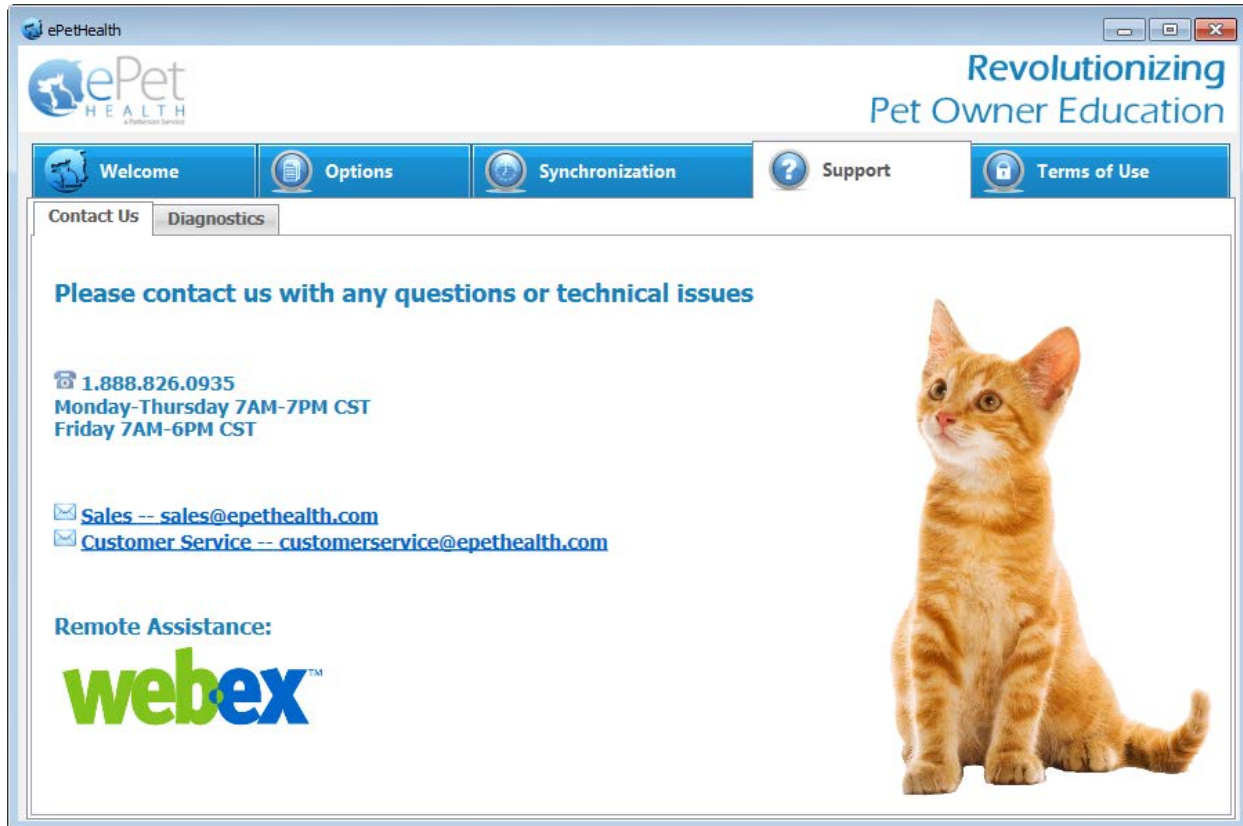
It is also possible to run a manual synchronization from this screen.



The screenshot shows the ePetHealth web interface. The top navigation bar includes links for Welcome, Options, Synchronization (which is the active tab), Support, and Terms of Use. The main content area is titled "Synchronization Schedule" and contains the following elements:

- A message: "Use this tab to define when you would like your data to be synchronized with ePetHealth. Current selections will synchronize data each weekday at 9:00 PM."
- A row of days: Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, Sunday. Monday through Friday are highlighted in blue, indicating they are selected for synchronization.
- A time picker showing "9 : 00" with "AM" and "PM" options. The "PM" option is selected.
- "Save" and "Cancel" buttons.
- A section titled "Manual Synchronization" containing a "Synchronize Now" button with a circular arrow icon.

## Support | Contact Us



## Support | Diagnostics

### Service status:

- Displays the state of the service that calls the extraction
- Statuses include: Starting, Running, Paused, Stopping, Stopped, Error, Not Installed

### Extraction status:

- Displays the current state of the extraction
- Statuses include: Extracting, Idle

### Version:

- Displays the current version number of the ePetHealth Dashboard

### Last Extraction:

- Displays the last extraction date and time.

### Last Result:

- Displays the last extraction status. Statuses include: Successful, Failed

### Application Logging:

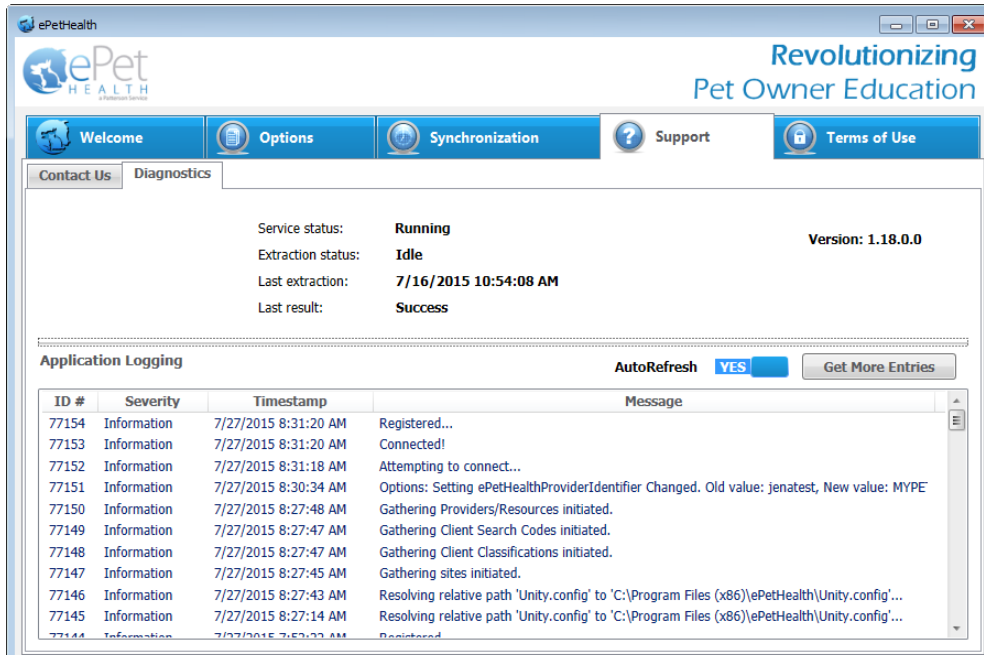
- Provides a list of the 100 most recent entries

### AutoRefresh:

- With this option set to YES, the most up-to-date series of logs will be displayed

### Get More Entries:

- Selecting *Get More Entries* will show the next 100 entries available in addition to the ones listed



The screenshot shows the ePetHealth dashboard interface. At the top, there's a navigation bar with tabs: Welcome, Options, Synchronization, Support, and Terms of Use. Below this, there's a 'Diagnostics' section with the following information:

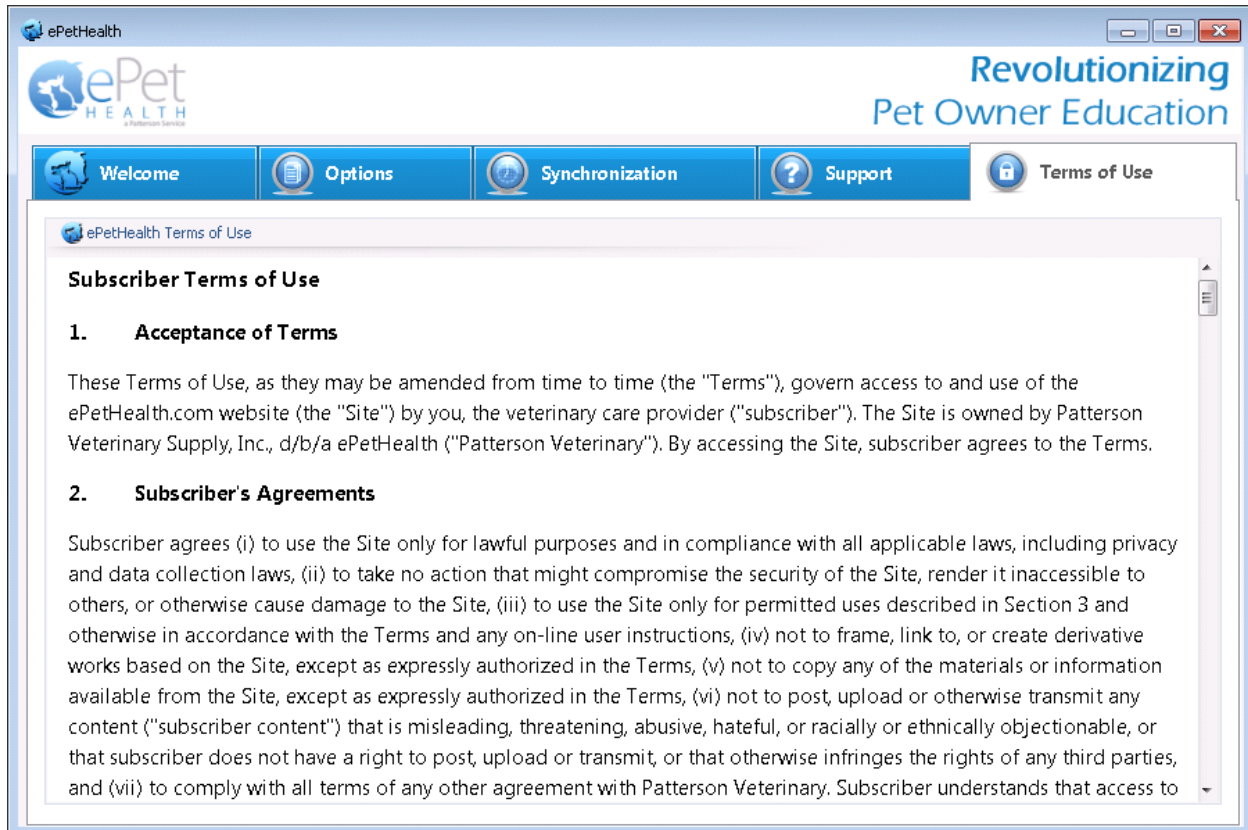
- Service status: **Running**
- Extraction status: **Idle**
- Last extraction: **7/16/2015 10:54:08 AM**
- Last result: **Success**
- Version: **1.18.0.0**

Below the diagnostics section is the 'Application Logging' section. It features an 'AutoRefresh' button set to 'YES' and a 'Get More Entries' button. A table displays the log entries:

ID #	Severity	Timestamp	Message
77154	Information	7/27/2015 8:31:20 AM	Registered...
77153	Information	7/27/2015 8:31:20 AM	Connected!
77152	Information	7/27/2015 8:31:18 AM	Attempting to connect...
77151	Information	7/27/2015 8:30:34 AM	Options: Setting ePetHealthProviderIdentifier Changed. Old value: jenatest, New value: MYPE
77150	Information	7/27/2015 8:27:48 AM	Gathering Providers/Resources initiated.
77149	Information	7/27/2015 8:27:47 AM	Gathering Client Search Codes initiated.
77148	Information	7/27/2015 8:27:47 AM	Gathering Client Classifications initiated.
77147	Information	7/27/2015 8:27:45 AM	Gathering sites initiated.
77146	Information	7/27/2015 8:27:43 AM	Resolving relative path 'Unity.config' to 'C:\Program Files (x86)\ePetHealth\Unity.config'...
77145	Information	7/27/2015 8:27:14 AM	Resolving relative path 'Unity.config' to 'C:\Program Files (x86)\ePetHealth\Unity.config'...
77144	Information	7/27/2015 7:52:32 AM	Registered.

## Terms of Use

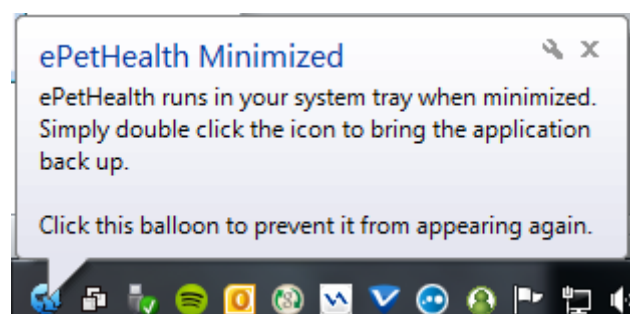
The Terms of Use tab displays the most current policies from ePetHealth.



## Program Closing/Minimizing:

The ePetHealth application, when minimized, resides in the system tray. To launch the application, double-click the icon.

**Note:** Scheduled extractions will continue to run whether the application is minimized or closed.



## V-Tech Platinum Filter Data

### Classification Codes / Client Types

- Classification Codes / Client types are identified by color codes within the Practice Management System
- The color code will also change the background of the specified client

Last Appointment	<input type="text" value="7/29/2011"/>
First Appointment	<input type="text" value="12/5/2002"/>
Type Client	<input type="text" value="16711680"/>
Referred By	<input type="text"/>
Doctor Number	<input type="text" value="0"/>

## Appointment Filtering

- Navigate to Main | Appointment
- Locate the *Employee* option in the middle of the screen

Date: 04/22/13 Start Time: 02:20 PM

Client's Doctor:

Client Number: 632 Brenda Aaron

Pet Number:

Employee:

1	2	3	4	5	6	7	8	9	0	(
Q	W	E	R	T	Y	U	I	O	P	)
A	S	D	F	G	H	J	K	L	;	<-
Z	X	C	V	B	N	M	-	.	,	esc

Space Bar

Like

Switch Lookup Column

lastname	firstname	Initial
Appointments		
B	Aurelia	
B	Annette	
Carry To	Back	
Drop	Off	
F	Charles	
G	Amanda	
G	Amanda	
H	Stephanie	