



Software User Conference

A three-day event to empower
animal welfare organizations to
deliver their best care



Tuesday, September 26

Software User Conference 2023

Join us September 26-28, 2023, for the Software User Conference at The Grand Baltimore!

By 24Pet

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When and where



Date and time

Starts on Tue, Sep 26, 2023 9:00 AM EDT



Location

The Grand Baltimore 225 North Charles Street
Baltimore, MD 21201

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Agenda

DAY ONE

DAY TWO

DAY THREE

9:30 AM - 10:30 AM

Joint Session: Kickoff

10:30 AM - 12:00 PM

Joint Session: Increasing RTOs with 24Petconnect.com

24Petconnect.com and its integration into our shelter management software can be an incredible tool to help get pets reunited quickly and utilize the help of your community. Learn how all our tools come together to make the biggest impact on returning lost pets home.

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2:00 PM - 3:30 PM

PetPoint Track: Lost & found reports, microchip search in PetPoint

Is your team managing lost and found reports in an effective and efficient way? Ditch the paper binders! Learn how to maximize your efforts in reuniting families and leveraging the data to highlight your life-saving work.

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2:00 PM - 3:30 PM

Chameleon Track: Lost and found processes in Chameleon

Following up on the morning's joint session, we'll take a deep dive into the tools and processes already built into Chameleon and 24PetConnect.com for managing lost and found programs. From electronic lookup to public engagement, we will highlight aspects of innovative programs from around the country and bring to light existing features and functions that may already be waiting in the wings to take your lost and found activities to the next level.

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3:30 PM - 5:30 PM

PetPoint Track: Animal listing setup & iframes and 24Petconnect

Our #1 goal is to get pets home! Leveraging PetPoint and its ability to connect to so many public-facing platforms seamlessly dramatically increases reunite success while shortening pets' length of stay in shelter until a home can be found.

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3:30 PM - 5:30 PM

Chameleon Track: Product updates & general Q&A

A roundtable discussion with our development team to discuss what's new and what's coming up. This is a great place to request a new feature or change.

5:30 PM

Reception

Agenda

DAY ONE

DAY TWO

DAY THREE

9:00 AM - 10:30 AM

PetPoint Track: Efficiencies with PetPoint to help with staff shortages

Let's face it, staffing in animal welfare is a huge struggle right now. Learn some tips and tricks that may lighten the load and keep animals moving through your organization, even with limited staff.

9:00 AM - 10:30 AM

Chameleon Track: Fostering animals

Foster programs have taken center stage in the last few years as a vital way to manage shelter inventory. We will look at the existing tools and highlight innovative uses of Chameleon to simplify foster-parent communication, foster pleas for animals, and foster inventory management. We will also review the new foster window in Chameleon version 46!

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9:00 AM - 10:30 AM

Chameleon Track: Online services

How to run an efficient licensing program and accept payment online. We'll showcase several examples and walk through the workflow so you can visualize how this can help your licensing process. WebLicensing comes with WebDonation and WebPayment - take donations or payments for other products and services online!

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10:30 AM - 12:00 PM

PetPoint Track: What's happening in PetPoint

The future of PetPoint is bright! Come master some current features, gain some understanding of our vision, and see what new options are just around the corner.

10:30 AM - 12:00 PM

Chameleon Track: Basic Chameleon

You're a Chameleon pro, but maybe there is more to know. This interactive session approaches the topic from a "train-the-trainer" point of view. Tips and tricks are at your fingertips.

10:30 AM - 12:00 PM

Chameleon Track: Configurator & Chiplet

This session covers two topics. First, learn how Configurator can make custom search links for your website or just use them yourself. Next is Chiplet; it looks up microchip numbers for you, so you don't have to call and wait on hold.

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12:00 PM - 2:00 PM

Break

2:00 PM - 3:30 PM

PetPoint Track: Intake workflows & reporting

Intake is the catalyst for all the other work your organization does. Data at intake also drives an understanding of needs that may be lacking in your community. Learn the ins and outs of the new PetPoint style to speed up entry and set animals on the right path for quick flow through the shelter and use data to identify opportunities for greater impact.

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2:00 PM - 3:30 PM

Chameleon Track: WebChameleon/WebRescue

An overview of WebChameleon followed by a demo of the Rescue Group add-on for WebChameleon. WebRescue gives your approved rescue partners a web page to reserve animals and exchange information with you. If you have many groups to manage, this could be your solution!

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3:30 PM - 5:00 PM

PetPoint track: Foster workflows & reporting

Foster Homes expand an organization's ability to save more. Learn how you can manage this program effectively in PetPoint to demonstrate the impact to your community, identify opportunities for improvement, and get more fosters!

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3:30 PM - 5:00 PM

Chameleon Track: PostMaster

Replace staff time contacting patrons with an automated email. Are you printing license renewal letters, receipts, and newsletters? Do you want to get email notifications about data entry errors, daily summaries of shelter activities, or notices about dispatched officers? See what PostMaster is and how it works to automate emails. Walk away with examples and inspiration on how to streamline your agency processes.

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3:30 PM - 5:00 PM

Chameleon Track: API & 3rd Party Connections

There are many ways to move data between Chameleon and other applications or websites, each with its own pros and cons. Come learn what is possible. We're also including a demo of Possible People, our new way to link Chameleon to Acuity online scheduling giving you unlimited custom appointment calendars!

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9:00 AM - 10:30 AM

PetPoint track: Outcome workflows & reporting

Take advantage of the new style of outcomes to assess that animals are ready to be processed out while keeping things paper-light. We'll also help you obtain the stats needed to highlight your successes.

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9:00 AM - 10:30 AM

Chameleon Track: ScanIt

ScanIt is the barcode technology answer to the question, "How can we streamline repetitive tasks, help employees work more efficiently, and improve the patron experience?" Take the mystery out of barcodes. Learn what ScanIt can do and how to customize it for your organization. If you know the basic Chameleon keyboard commands, then you can modify and create your own ScanIt scripts - we'll teach you!

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9:00 AM - 10:30 AM

Chameleon Track: Certification - Optional

We welcome those with any level of experience and expertise. Contact support@chameleonbeach.com for more information.

10:30 AM - 12:00 PM

Joint Session: Ask the expert roundtables

We covered a lot of material, and you might still have questions! We're ready to answer them as we get ready to send you back energized and ready to implement all you've learned!

12:00 PM

Conference concludes