

- What is Mypetstories?

Mypetstories is a community of people who love their pets! It offers a place for people to meet and exchange ideas about different topics that affect their dogs and cats. Mypetstories offers you the opportunity to give your opinion on products used, habits, and health. In short, we are interested in the life of your dogs and cats.

- What information is needed to join Mypetstories?

We will ask you a few simple questions including your basic contact information, gender, age and lifestyle details, but most importantly, questions about your pet (or pets 😊). This information will form your member profile, and we will use it to ensure that your experience as a Mypetstories member is relevant to you.

- How long will I stay in the community?

You can stay as long as you like. You are also free to leave at any time by going to your profile and clicking on the "Deactivate my account" button. You can also contact support via email and request to be removed from the community.

- Will the Mypetstories community be used for commercial purposes?

The community will not be used for commercial purposes, nor will it be used to sell you products and services.

- I haven't been invited to participate in surveys for a while.

If you haven't received any emails in a while, please make sure they are not in your junk mail folder.

We try to only send you surveys that are relevant to you and your pets. Therefore, it is possible that these new surveys were not relevant to you. We involve as many members as possible, and we regularly have quick surveys available on Mypetstories website that all members can participate in.

- Do I have access to the results of the surveys I have participated in?

Can't wait to see the results of the survey you just participated in? We can't wait either! 😊

Some elements of the surveys may be shared as part of the communications on the platform.

- Do I need specific hardware or software to participate?

All activities on Mypetstories are designed to run quickly and easily on most computer systems, tablets and cell phones. All you need is:

- a recent version of one of the most popular internet browsers (Chrome, Safari, Firefox);
- an email address;

- Will I have to pay data usage fees from my mobile provider to use Mypetstories on a mobile device?

Internet access is required to access Mypetstories. If you choose to access Mypetstories on a mobile device, additional data rates may be charged by your carrier depending on the data plan you have purchased. To avoid any data charges, we recommend using a Wi-Fi connection.

- How will my participation in Mypetstories be rewarded?

To thank you for your participation and commitment, small surprises for your pets may be offered 😊

- How often will I receive surveys?

You will have regular opportunities to participate in surveys that are relevant to you and your pet(s)!

- How can I participate in a survey?

You will receive an email with a unique URL for each survey you can participate in. Simply click on the URL in the email and participate in the survey online. You can also log in to Mypetstories and check for new activities. We try to keep the surveys relatively short as we know you are busy.

- How long will I have to complete each survey?

You generally have between 72 hours and a week to complete the survey. We will inform you of the closing dates in each survey invitation.

- How many surveys do I need to complete?

Don't worry! If you have any questions, please contact our email support (you'll find they are super nice). We make every effort to respond to inquiries as quickly as possible. We are committed to maintaining a high level of service. As a general rule, we try to respond to messages within 48 hours if the inquiry is submitted during normal business hours, and the next business day if it was submitted on a weekend or holiday.

- What if I don't know how to answer some of the survey questions?

Along with our questions, there should be an explanation that clearly states how to answer the question. If this explanation is not clear, please email our [support department](#).

- What if am unable to complete the survey you sent me by email?

Did you fill out all the fields in the survey?

In order to validate a survey, all required fields must be completed. Please check that you have completed all required rows and columns.

Did you use only whole numbers when asked to enter numeric data?

Surveys only take whole numbers, not decimals or fractions. Please verify that you only used whole numbers when asked to enter numeric data (e.g., 99 instead of 99.99).

Other

If you have checked the above suggestions and are still having problems completing or validating a survey, please email our [support department](#).

- What rights do I have as a member of Mypetstories?

We value your participation in Mypetstories and are committed to respecting your privacy. Please see our [Privacy Policy](#) for more information about how we protect your privacy.

- Will my responses to surveys and other activities always be used anonymously?

We adhere to the Market Research Society's Code of Conduct. As such, individual survey responses will not be disclosed. All responses will be aggregated and anonymized, unless you have specifically given your consent to be identified individually.

- Will my profile information be sold to other companies?

No. All information is strictly confidential and we guarantee your privacy. Your data will never be sold, traded or distributed to a third party without your express knowledge. All of our third party vendors have gone through a rigorous selection process. For more information, please see our [Privacy Policy](#).

- When I try to log in, I get the following message: "Login Error".

Logins and passwords are case sensitive. Please make sure you have the Caps Lock feature turned off. Also, make sure you are using the email address you registered with. If you are still unable to log in, please email our [support team](#) for further assistance.

- What to do if you forget your password.

Oops, it happens to everyone! If you don't remember your password, click on the "Forgot Password" button on the login page. An email containing a reset link will be sent to the email address you provided when you registered. If you are still having problems, please [email our support staff](#) for further assistance.

- How can I submit a complaint?

If Mypetstories has not met your expectations, please let us know by contacting the [support team via email](#). We will do our best to resolve issues as quickly and fairly as possible.

- I have a suggestion for the Mypetstories website

Satisfying our members is our priority, so if you have any ideas for improvements to the way we implement our surveys or to the Mypetstories website, we'd love to hear your suggestions. Please [click here](#) to tell us what you think.

- I didn't receive my confirmation email or I don't receive any email from you.

Depending on your email provider and your personal email settings, some emails sent from an automated system may end up in your junk mail folder. To avoid this, you can add our email address: contact@mypetstories.com, to your approved senders list, your approved recipients list, your whitelist (different names are used by different email providers) or your address book. If you have checked your junk mail and have not found a confirmation email, please contact the [support department](#).

- My page is blank, won't load or I can't move to another page.

Please allow two minutes for the page to load while you have a cup of coffee. The page may take a few minutes to load depending on your Internet speed.

To refresh the page, try either reopening the page or clicking the "Refresh" button on your browser. In most cases, refreshing the page will load the question perfectly and allow you to complete the survey.

If you have a different browser on your computer, try accessing the survey on the alternate browser to see if this resolves the issue.

- I would like to update my email address/password.

Please contact our [support team](#) to change your email address on Mypetstories.

You can update your password by going to the "My Profile" section of the site. The password is case sensitive and must not include any spaces.

- Where can I report abuse?

If you come across a comment on the group discussions that you or another member feel is abusive, please click the "Report Abuse" button in the comment box. Pressing this button will report it to the moderators who will then check the comment. If the comment is deemed inappropriate by the moderators, it will be deleted, and the moderators will follow up with the member accordingly.

- I would like to unsubscribe.

Are you leaving us? 😞

You are free to leave at any time by going to your profile and clicking on the "Deactivate my account" button. You can also contact the [support team](#) via email to unsubscribe by putting "Unsubscribe" in the subject line of the email.

- I am experiencing other technical problems.

If you are experiencing other technical problems with Mypetstories or the surveys you are asked to complete, please contact the [support team](#) by e-mail.

If you are experiencing problems that do not fit into any of the above categories, please email our [support team](#).