

## Club Critter Frequently Asked Questions

**Look over our frequently asked questions to learn more about Club Critter and find some answers.**

Setting up or Modifying Your Club Critter Profile  
Participating in Profile-Related Activities (blogging, rules of conduct, etc.)  
Club Points and Rewards  
Miscellaneous Questions

### Setting Up or Modifying Your Club Critter Profile

#### Why should I join Club Critter?

You earn points by doing fun things like taking quizzes, sending e-cards, building your own profile web page, writing in a member profile blog and visiting the site every day. You can redeem those points for merchandise and discounts from our partners.

#### Why do I have to register for Club Critter?

We need to know who you are so you can earn points at Club Critter. Make sure you log in every time you visit so we can add points to your account. The Club Critter Member Login link is on the top-left side of the SmallAnimalChannel.com home page.

#### How do I register?

Click here to visit the registration page. Fill out the information, choose a password and hit the "Register" button.

#### My registration keeps failing. What am I doing wrong?

You may not have filled in one of the required fields. The required information is marked with a red asterisk. Please ensure that you are entering our registration image code correctly as it is case-sensitive. . Some of our users have also had trouble registering when using certain image formats, so please try uploading a different photo if you can. If it still doesn't work, you can contact us using "Technical Support" as the subject.

#### How do I update my account?

You will first need to log in and then click on "Update Profile" when you are on the "My Account" page. You can change your personal information or uncheck the opt-in button if you no longer want to hear from SmallAnimalChannel.com or our partners.

#### How do I change out the main photo on my pet's profile?

1. Log in to your account. You can do so via the link on the upper-left corner of the website.
2. Click on "Edit" for the profile you'd like to update.
3. Click the "Browse" button above your current photo to search for your new image.
4. After you've chosen your new photo, click "Save" at the bottom of the web page to update your Critter's profile.

#### I've updated/uploaded my pet's photo(s), but when I go the profile page, it's not there. What's wrong?

Most likely you are viewing a cached version of the profile page. You can either refresh the page by pressing F5, or you might have to change your browser settings to always download the latest version of the page. For Internet Explorer, go to Tools > Internet Options. Under 'Browsing History,' click on 'Settings' and change the setting to 'Every time I visit the webpage.' Click OK to all windows. You may need to refresh again to see the updates. Remember, additional photos are viewable when you scroll to the bottom of the profile page.

#### I've lost my password and can't log in. What do I do?

Please use our password recovery tool to retrieve your password. If you are unable to remember the answer to your question, then you may contact us to reset your password and have it e-mailed to you.

#### How many photos can I post in my profile?

Each profile is limited to a maximum of 20 supplementary photos, located at the bottom of the profile.

#### Will you send me e-mail?

Yes, we will. We will send you e-mail updates about your point status and your rewards. We'll also send you our member newsletter and information about the Club Critter program on occasion.

How do I sign up to receive SmallAnimalChannel.com email?

Log in to your "My Account" page and click on "Update Profile." Make sure to check mark the opt-in box and hit the "Save" button.

Participating in Profile-Related Activities (blogging, rules of conduct, etc.)

How many profiles can I create?

You can set up as many profiles as you like under your account, but you will receive points for a maximum of 4 profiles.

There is something offensive on the site. Can you remove it?

We would like to first note that this is a virtual online community and anything that is posted by users is to be taken with discretion and is unaffiliated with our site. Please use the "Report Abuse" link at the bottom of profiles or send us an e-mail if the offensive material resides outside the profiles. We will remove any inappropriate material at our discretion after review. Please include any evidence you may have of the offense.

I believe that a profile is fake? What can I do?

Please supply us with any evidence you have against the profile. We will investigate the profile and take appropriate action. Continued harassment or arguments regarding fake profiles will not be tolerated and will result in account deletion.

Someone has defamed me or has posted rude remarks. How can I remove these comments?

If someone has posted rude remarks, you have the option to delete the comment or keep it and report the rude comment to us. We will warn the account owner and take appropriate action if harassment continues.

If the remarks are on one of your own pet profile pages, you can remove them by logging in and viewing your pet's page. There will be a "delete" button next to the comments. Click the button that corresponds with the comment you would like to remove. If the comment(s) reside on another person's profile, contact us by using the "Report Inappropriate Content..." link at the bottom of their profile. Please be specific in your report and include as much information as you can.

Someone stole my photo. How can I get it removed?

You can either use the "Report Inappropriate Content..." link if it resides on a profile, or you can contact us under the subject "Technical Support." Please provide any evidence you may have that proves you are the original owner of the photo. We will review and remove the photo if we believe that it has been stolen.

Someone posted copywritten material. Are you going to remove it?

Copywritten material is forbidden to be posted on any of our sites. If you believe certain material is copywritten, please contact us and we will review the content and remove it if it violates our terms. Please provide evidence on reports for us to review.

How can I add or delete a comment on a blog?

You must log in order to add comments. After you are logged in, there should be two boxes at the bottom of the profile page you would like to comment titled "Subject" and "Comment." After you have filled out the fields, click on "Add Comment" to leave the comment. You are only allowed to delete comments on your own blog and you must also be logged in. From your "My Account" page, you can click "View" on the profile you'd like to remove the comment from. There will be a "delete" button next to the comments. Click the button that corresponds with the comment you would like to remove. If the comment(s) reside on another person's profile, contact us by using the "Report Inappropriate Content..." link at the bottom of their profile. Please be specific in your report and include as much information as you can.

What is Critter of the Day / Critter of the Month (Top Critter) and how are they determined?

Critter of the Day/Month are the top Critters on our sites that receive the most votes in their profiles as well as the community gallery for that given period.

- Critter of the day is determined from the previous day.

- Critter of the month (Top Critter) is determined from the previous month.

Each profile can only win an award once in a rolling 1-year period.

Why was my photo/profile/comment/entry removed?

It is most likely that your entry is not relevant to the subject of our site, or has violated our terms. Inappropriate, irrelevant or fraudulent posts will be removed.

How do I vote for my favorite Critter/profile?



Please make sure you are logged in prior to voting. While you are browsing the member profiles, click on the vote button on your favorite profile's page.

## Club Points and Rewards

How do I collect points?

Every day that you log in to Club Critter you'll earn 25 points. Different activities have different point values - check the activity points chart for current redemption activities and points.

How many points do I need to get products?

Each reward has a different value. Browse the rewards catalog to see how many points you need for each item.

How long do my points last?

Your points will continue to accumulate as long as you visit and log in a minimum of once every 30 days.

Can I give my points to a friend?

No. Points are non-transferable.

How often are my points updated?

Points are updated in real time as you earn them.

I redeemed my points for a reward; why haven't I received anything?

We are most likely processing your order or have already shipped your redemption. If you feel that it is taking an unusually long time for your item to get to you, please contact us using the subject "Technical Support."

If you redeemed a magazine subscription, please allow 6 to 8 weeks. If you already subscribe, your subscription will be extended for one year. All other products should arrive within a week or two. On occasion, an item will take longer due to availability. If you don't receive your item within 3 weeks of redeeming it, please contact us using the subject "Technical Support."

I didn't receive my points for an activity. Is something wrong?

Please carefully review the activity or your point history on the "My Account" page. Points reflected are sums of similar activities on a certain date. If you still feel that you have not received all your points, contact us using the subject "Technical Support."

## Miscellaneous Questions

I would like to contact another user on the site. How can I do so?

We are currently unable to help in this situation, although some of our users have found methods of contacting each other. You can also try joining and contacting each other through our forums and communicating through private messages.

How do I contact someone at SmallAnimalChannel.com?

Go to our contact us page. Please select the proper subject for your questions/concerns.

How do I advertise on SmallAnimalChannel.com?

Contact us and choose the appropriate subject from the form.

Can I make a Web page for my other pets that aren't critters?

Club Critter Web pages are for critters only. You can make a Web page for your other pets at any of SmallAnimalChannel's sister websites.

Dog – Cat – Bird – Horse – Fish – Reptile

Can I put a photo of my other pets on my small animal's Web page?

Please note all photos need to be of your critter the Web page is for. You may, however, include one photo of your critter's family or friends that your critter is not in.



My critter died, what are my options?

You can choose to delete the Web page or you can edit the information to make an Angel/Memorial page for your critter.

Am I allowed to campaign for Critter of the day/Critter of the month?

Currently there are no rules against campaigning on SmallAnimalChannel. If you would like to discourage campaign posts on your page you should consider putting a friendly note in your profile information that you are not interested in voting campaigns and prefer to just meet other members.