



"Your success is our business"



1 How to log into WDDC website if no Master Administration user was created

First Step to Sign into the site. At the top right of the screen click "Sign In"



If you are a staff member you may not have been assigned a username and password yet. Contact your practice owner or practice manager for access. If neither are available and an order needs to be placed, simply log into the site and do the following.

Enter your WDDC member number. User Name will be the word Order and the password will be the same one used prior to the security being set.

This should be treated as a temporary access username & password, we recommend that administrators for the clinic website set up clinic staff providing them unique login access. This will be explained on the following pages.

If an administration password was created simply enter your member number, UserName = MasterAdmin, and the password is whatever you set it to be (may be the same login password as before).

Welcome, PLEASE SIGN IN!

Member number:

UserName:

Password:

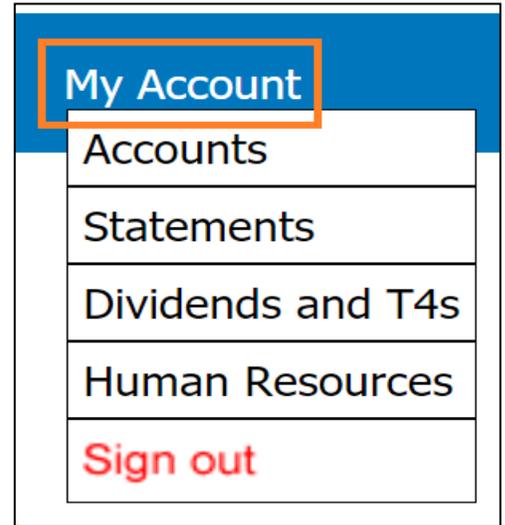
[Forgot/Reset Password](#)

② The purpose for Master Administration accounts

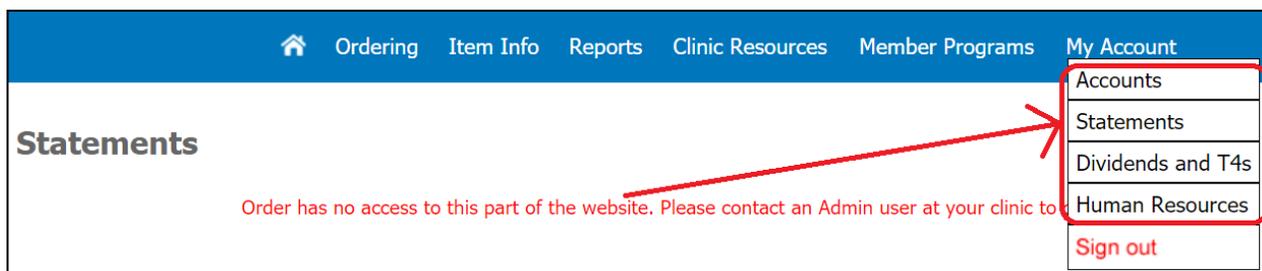
Prior to September 30th, practice owners and/or practice managers were asked to submit a unique username and password through the WDDC website. After this information was gathered, it was encrypted and set as the Master Administration account, allowing the “Accounts” section to be managed by that user within the clinic.

It is recommended that clinic staff are set up based on their clinic role. Setting “roles” permits access to only the levels of the website that practice managers or owners deem accessible.

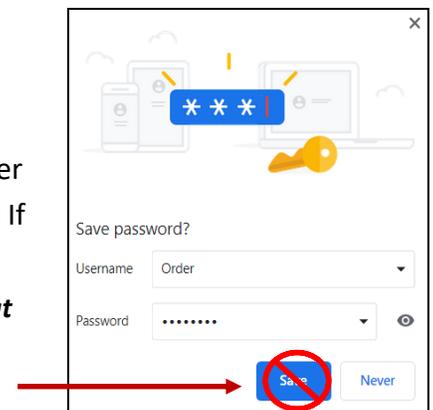
There are several benefits of creating individual staff users. First they will only have access to what is required to perform their job function. Second, the site will provide a historical record showing which username submitted clinic orders. Last, once users are created they can manage their own passwords without having to rely on WDDC Customer Service or clinic administrators to reset them.



NOTE: *should your clinic choose to never complete the Master Administration setup it will not hinder your ability to place orders, you simply will not be able to access the sections of the site for Human Resources; financial documents; statements or setup secondary user account.*



After reading the above mentioned information and realizing the Master Administration password is still needs to be created, please go to the www.wddc.com website to enter it now. If you do not see the landing page that says ****IMPORTANT** YOUR INPUT IS REQUIRED** when you enter the site, this means the Master Admin user has already been established. If the site still shows the template to fill out the Master Admin information, please follow the steps outlined on the page. ***It is highly recommended that the “Save password” option is declined, otherwise individuals at the clinic will have access to the master account.***



③ How to set up secondary (basic) users

Welcome, PLEASE SIGN IN!

Member number:

UserName:

Password:

[Forgot/Reset Password](#)

Using the Master Account information log into the WDDC website. Fields are case sensitive and will fail if not entered properly. WDDC no longer has the ability to look up user passwords, so if they have been forgotten the “Forgot Password” reset should be utilized.

Hint: *If the password has been forgotten, use the forgot/reset password link to recreate the password.*

Forgot/Reset Password

Member number:

UserName:

Email address on file:

Password reset link has been sent to your email address

My Account
Accounts
Statements
Dividends and T4s
Human Resources
Sign out

After successful log into the site, choose “My Account” from the drop down menu and then “Accounts”.

From here, secondary users within the clinic can be created, deleted, and names & emails edited.

Simply choose “Create Account” to assign a user, give them their specified role for website access and set their password. After this point users can manage their own passwords if forgotten. **NOTE:** *Emails provided on this site will not be used to send promotional material to or given to any 3rd party company or veterinary supplier.*

Create New Account

User Name:

User Role:

User Email:

Password:

Re-Type password:

③ How to set up secondary users Continued

Only Master Account users can manage this page and edit secondary basic users.

NOTE: Level 1 account access can only be deleted or changed by WDDC IT administrators. The instance when clinics would need assistance is when the clinic change hands or a practice managers leaves and does not share the password, requiring a reset. Simply contact WDDC Customer Service if this is required 877-746-9332.

User Accounts

Member Number: 99999
User Name: MasterAdmin
User Role: 1 - ClinicAdmin - access to all, info cannot be changed
User Email: testemail@wddc.com
Access Level: 1

Member Number: 99999
User Name: Inventory staff
User Role: 2 - Admin - access to all
User Email: inventory1@clinic.ca
Access Level: 2

Member Number: 99999
User Name: Samantha
User Role: 2 - Admin - access to all
User Email: Samantha@gmail.com
Access Level: 5

Create New Account

User Name:

User Role:

User Email: 2 - Admin - access to all

Password: 3 - Finance - access to ordering and finance

Re-Type password:

5 - Ordering - access to ordering

NOTE: Level 1 account access can only be deleted or changed by WDDC

Level 1 access was assigned to the initial master admin password collected prior to the secure website being turned on. It was intended to be held by the practice owner or practice manager so that the various individual roles could be assigned (to staff). It also provides access to everything on the website.

Member Number: 99999
User Name: lynn test
User Role:
User Email:

[Delete User Account](#)
[Cancel](#)

Use this EDIT function to change or reset basic user emails, delete all together or change the "role" of the user, so they have more access to the financial side of the site.

NOTE: Phase II of the site update will allow for the collection of changes to this section of the site, and make available a report to the Master Account holder.

4 How to Reset Passwords

If the password has been forgotten, use the forgot/reset password link to recreate the password.

After the forgot password button is hit, an email will be sent to the recovery email provided. Simply click "reset Password".

Welcome, PLEASE SIGN IN!

Member number:

UserName:

Password:

[Forgot/Reset Password](#)

From: [WDDC](#)
Sent: September 21, 2020 2:53 PM
To: Testuser@wddc.com
Subject: A message from WDDC website support

Date Sent : **9/21/2020 2:53:16 PM**
 User Name: **Inventory user**
 Member Number : **99999**
 Recovery Email : Testuser@wddc.com
 Code: **48b454d1-fc28-4cfa-a579-3c86b6aee877**
 Reset Link: [Reset Password](#)

Forgot/Reset Password

Member number:

UserName:

Email address on file:

Password reset link has been sent to your email address

Membership | Event Calendar | Careers | Continuing Education | Classified Ads

Reset Password

New Password:

Retype Password: