



VetWeb Online Access



AVIMARK®

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VetWeb Online Access

The instructions below will help guide new clients through the steps to access VetWeb Online and their Covetrus® Practice Management Software (PiMS). Instructions are available for both Mac Users and ["Windows Users"](#).

Mac Users

1. Download and install the **Microsoft Remote Desktop** app.
2. Open the Microsoft Remote Desktop app.
3. Click on **Preferences**.
4. Click on **Gateway**.
5. Click on the "plus" sign to add a Gateway.
6. Enter **VetWeb Online** as the **Gateway name** and **vetwebonline.com** as the **Server**.
7. Close Preferences.
8. Add the PiMS information:
 - a. Click **New**.
 - b. **Connection name**: type **VetWeb Online**.
 - c. **PC name**, enter one of the following:
 - For Avimark: **aviproduct.vetwebonline.com**
 - For Impromed: **impprod1810.vetwebonline.com**
 - For Impromed Equine: **impeqprod1810.vetwebonline.com**
9. For the Gateway, select **VetWeb Online**.
10. For **Credentials**, enter the user name and password assigned to you by your Conversions Specialist.
11. For **Resolution**, **Colors**, and **Full screen mode**, leave the default settings.
12. Check the box labeled **Scale content**. The options, **Start session in full screen** and **Use all monitors** should already be checked.
13. Close the setup screen.
14. From **My Desktop**, double-click on **VetWeb Online** to run.

If you continue to have difficulty connecting to VetWeb Online, please contact a Systems Implementations team member at 877-999-2838.

Windows Users

To open VetWeb Online on a Windows-based PC:

1. Click **Start > Run** or **Start > Search**.
2. Type **mstsc** then press **Enter**.
3. Click **Show Options**. *This expands the dialog box to view more General settings and more connection tabs.*
4. In the **Computer** field, type one of the following to match your PiMS:
 - o For Avimark: **aviprod.vetwebonline.com**
 - o For Impromed: **impprod1810.vetwebonline.com**
 - o For Impromed Equine: **impeqprod1810.vetwebonline.com**
5. Enter the **User name** provided by your Conversions Specialist. *If you do not have a User name, contact a member of the Systems Implementations team.*
6. Click on the **Advanced** tab.
7. Click on the **Settings...** button.
8. Choose the option, **Use these RD Gateway server settings**.
9. Enter **vetwebonline.com** for the **Server name**.
10. Select the option, **Allow me to select later** as the **Logon method**.
11. Check the option, **Bypass RD Gateway server for local addresses**.
12. Check the option, **Use my RD Gateway credentials for the remote computer**.
13. Click **OK** to close Settings.
14. Click **Connect** to open VetWeb Online.

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