

# Managing your Autoship

Managing a PetFresh Autoship is simple and fast, you can add more or fewer products, increase/decrease the number of your products, pause your schedule and update card information in one easy to use dashboard.

If you have issues changing your card, or you receive an strange error code on your next order. Please contact our support team via [this page](#).

## Login to your account

Visit the [PetFresh Website](#) and follow the steps outlined below:

1. Click on My-Account in the top navigation bar.
2. Enter the email you used to create to your account, most likely entered at checkout.
3. Enter the password you used to create your account, most likely entered at checkout.
4. Click Login
5. You should be re-directed to your my account page, if not, click the My Account button once again in the top navigation bar.

## Modifying your Address

Login to your account by using 'Login to your account' steps.

1. Click Addresses in the navigation menu.
2. Click Edit on the address
3. Change your address in the corresponding fields
4. Click Save Address
5. Click the [here](#) Button in the text above the address "Click here to update your shipping address on all Scheduled Orders"

## Add A New Product

Login to your account by using 'Login to your account' steps.

1. Click Scheduled Orders in the navigation menu.
2. Click the search field that looks like this "Search....."
3. Type in the product you wish to add.
4. Select the product.
5. Done!

## Change Autoship Frequency

Login to your account by using 'Login to your account' steps.

1. Click Scheduled Orders in the navigation menu.
2. Find the cycle "" Icon just below the date.
3. Click (Change) at the end of the sentence.
4. Using the Fields in the popup, select your new frequency
5. Click Update

Please note that there is a current issue affecting a small number of customers when changing card details, where the payment will fail when the order's next schedule is run. This can be fixed by contacting us via [email](#) or phone.

## Update Next Processing Day

Login to your account by using 'Login to your account' steps.

1. Click Scheduled Orders in the navigation menu.

2. Find the date of the next processing (Located in the top left)
3. Add your Card Details
4. Click Save
5. Click the small button "" - Refresh Button

### **Add A New Product**

Login to your account by using 'Login to your account' steps.

1. Click Scheduled Orders in the navigation menu.
2. Click the search field that looks like this "Search...\_\_\_\_\_"
3. Type in the product you wish to add.
4. Select the product.
5. Done!