



INSTINCT

shareville

Quick-Reference Guide

Your quick-start guide to accessing patient records and updates from our hospital.

GETTING STARTED

1. Your clinic's email address is entered into Instinct when a mutual patient arrives.
2. **Check your inbox** — you'll receive an email with a unique link to our record-sharing portal.
3. First-time users: **create a password** when prompted. This is tied to your email address.
4. Once logged in, view, download, or access all your mutual patients from one dashboard.

WHEN YOU'LL HEAR FROM US

- Patient **checks out** of our hospital
- New **documents are available** for review
- Patient is **marked deceased**

DOCUMENT NOTIFICATION

8:00 AM One daily notification for any newly available documents, sent at 8am in the referral hospital's time zone.

TROUBLESHOOTING

Not getting emails?

Ask your IT team to allow:
*.mail.instinctvet.email &
*.instinctshareville.vet

Forgot your password?

Click "Need a new password?" on the login screen.
The reset link expires in 30 min.

Best experience:

Use Google Chrome to access Shareville. Patient portal links expire after 30 days.

Pro tip: Bookmark your main Shareville portal link for quick access to all your mutual patients anytime — no email needed.



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