



NationWide
LABORATORIES

Online Customer Portal - Practical Guide

It's like one, two, three.
Just as easy as can be.



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NationWide Laboratories is a trading
business of National Veterinary Services
Ltd. Spitfire House, Iron Place, Stoke-on-
Trent, ST1 5FG. 1627 83



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What is NWL customer portal?

NWL customer portal is a software interface that will give you complete visibility into your interactions with our laboratories. It is an additional tool that will allow you to register online samples sent for testing, check their status and download the reports. The portal is designed to enable you to obtain the information you require quickly and efficiently. It does not replace any arrangements you have got in place, it is an additional tool.

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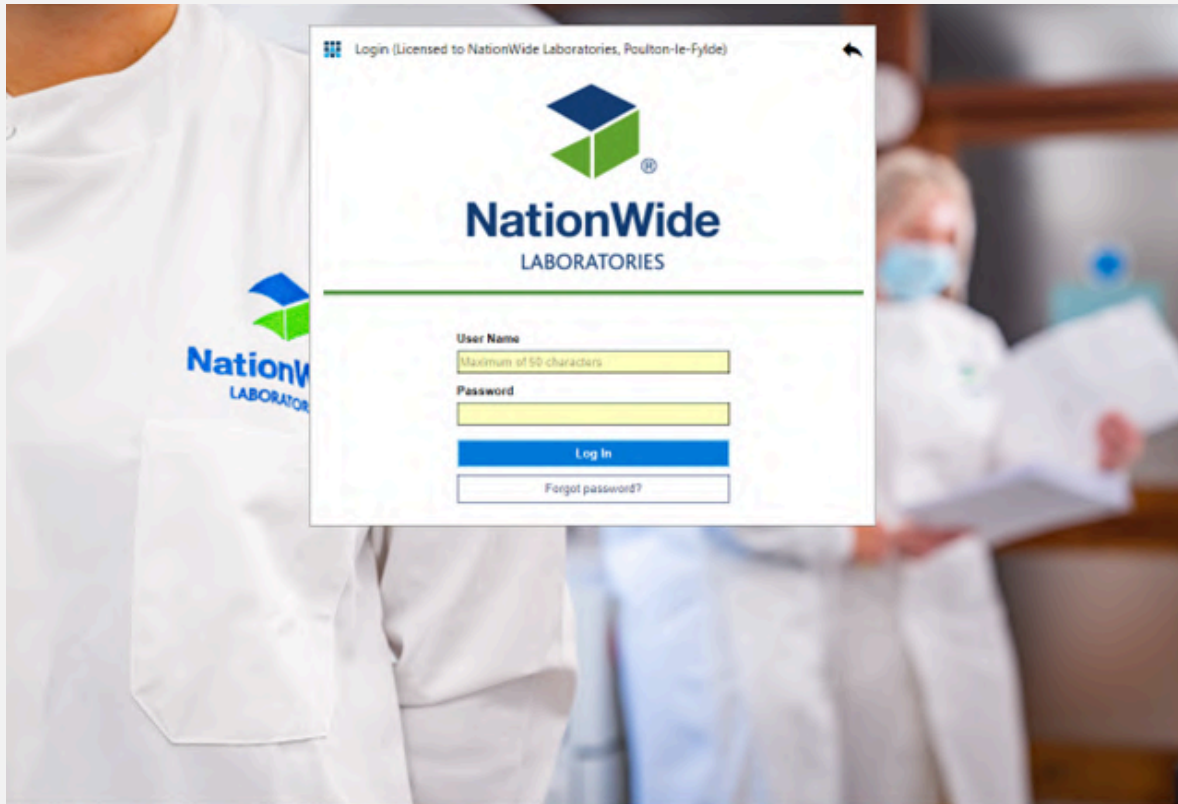
”

Once the sample is registered, all you need to do is put your submission into a bio-hazard bag and place the printed pick list in with it. You can make amends to the details in your registration up until the moment when the sample changes status to 'Received'. You can then track the progress of your submission and download completed results. You can also search back over the last 24 months.

“



Login screen




The login details will be sent over to you by NationWide Laboratories. We advise you to change the password straight away. To access the login screen please click the link

<https://portal.nwlabs.co.uk/>



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Change password

To change your password click on 'Change Password' on the left-hand side of the screen. To confirm change click on the . Then go to 'Sample Status' screen.



Matrix Gemini LIMS Web Portal (Licensed to NationWide Laboratories, Poulton-le-Fylde)

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Old Password

New Password

Verify Password

Change Password

Registration

Sample Status

Change Password

Log Out

Back

Sample status screen

This does not replace your current reporting preference. The screen shows details for previous 2 weeks of all samples you submitted. From this screen you can select 'Registration' (top left).



Matrix Gemini LIMS Web Portal (Licensed to NationWide Laboratories, Poulton-le-Fylde)

Welcome (Sundries Account for NWL Labs)

Showing the last 2 weeks of data. To see more, click the Advanced Search button

6 Received | 4 In Progress | 34 Completed

Submission Date	Submission Number	Animal Name	Owner Name	Practice Name	Vet Name
6/19/2023	230328442	EQA Biochemistry	RIGAS 6B-8	Sundries Account for NWL Labs	
6/16/2023	230300560	Not given	Not given	Sundries Account for NWL Labs	
6/14/2023	230300379			Sundries Account for NWL Labs	
6/14/2023	230327134	Nellie	Beesley	Sundries Account for NWL Labs	
6/9/2023	230325378	EQA Haematology	EQA Haematology	Sundries Account for NWL Labs	
6/9/2023	230325781	Ralph	Bryant	Sundries Account for NWL Labs	
6/9/2023	230323354	Test HGM	Test	Sundries Account for NWL Labs	
6/9/2023	230321109	Otis	Peach	Sundries Account for NWL Labs	
6/9/2023	230322004	misc	misc	Sundries Account for NWL Labs	
6/8/2023	230622294	scan error	scan error	Sundries Account for NWL Labs	
6/7/2023	230061768	Water Sample NE 2pm	6/6/23	Sundries Account for NWL Labs	
6/7/2023	230324772	Shadow	Taylor	Sundries Account for NWL Labs	
6/6/2023	230324204	scan error	scan error	Sundries Account for NWL Labs	
6/5/2023	230323837	EQA Endocrinology	RIGAS 5B-12	Sundries Account for NWL Labs	
6/2/2023	230323123	EQA Endocrinology ESVE	ESVE Release 018	Sundries Account for NWL Labs	
5/31/2023	230320179	Magil	Low	Sundries Account for NWL Labs	
5/31/2023	230320180	Murphy	Low	Sundries Account for NWL Labs	
5/31/2023	230320218	Nanite	Cowan	Sundries Account for NWL Labs	SUI
5/31/2023	230320416	test sample	Test sample	Sundries Account for NWL Labs	
5/31/2023	230320417	test sample 2	Test sample 2	Sundries Account for NWL Labs	
5/31/2023	230320418	test sample 3	Test sample 3	Sundries Account for NWL Labs	
5/30/2023	230319806	EQA	RIGAS EQA	Sundries Account for NWL Labs	
6/19/2023	230319807	EQA Biochemistry	RIGAS EQA	Sundries Account for NWL Labs	

Reports | Save Sample List To File | Advanced Search

Change Password | Log Out

Received In Progress Completed

Total Samples: 45

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Sample registration screen

Submission Registration (Licensed to NationWide Laboratories, Poulton-le-Fylde)

NationWide LABORATORIES Submission for Sundries Account for NWL Labs
Animal Details

* Required Field

Wet: SUNDR1 *

Animal Name: Fluffy *

Owner Surname: Brown *

Species: Canine *

Breed: Labradoodle Miniature *

Practice Animal Reference: 15579 *

Age Months: 2 * Age Years: 2 *

Gender: FN - Female Neutered *

Clinical History: Area for previous relative information.

Continue >

Cancel X

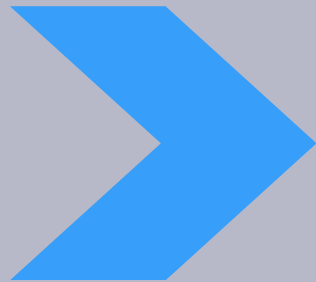
Click 'Add submission' and fill in all the required Animal Details. Then click 'Continue'.



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Sample details screen

Once you've filled in the Animal Details and clicked 'Continue', you will be taken to 'Sample Details' screen where you are invited to list all the sample types and quantities you intend to submit. Click 'Continue' once completed. You can always get back to the previous screen by clicking 'Back'.



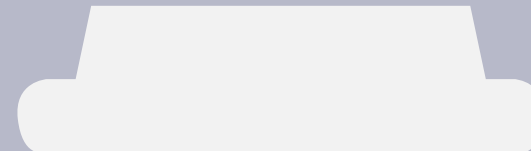
Submission Registration (Licensed to Nationwide Laboratories, Poulton-le-Fylde)

NationWide LABORATORIES Submission for Sundries Account for NWL Labs

Animal Details > Sample Details

Sample Type	Subtype	Quantity
EDTA	Whole blood	<input checked="" type="checkbox"/> 1
	Plasma	<input type="checkbox"/> 0
Clotted	Whole Blood	<input type="checkbox"/> 0
	Serum	<input type="checkbox"/> 0
Gel	Spun	<input checked="" type="checkbox"/> 2
	Unspun	<input type="checkbox"/> 0
Heparin	Whole blood	<input type="checkbox"/> 0
	Plasma	<input type="checkbox"/> 0
Oxalate Fluoride	Whole blood	<input checked="" type="checkbox"/> 1
	Plasma	<input type="checkbox"/> 0
Citrate	Whole blood	<input type="checkbox"/> 0
	Plasma	<input type="checkbox"/> 0
Blood Smear		<input type="checkbox"/> 0
Faeces	Plain	<input type="checkbox"/> 0
	Pooled	<input type="checkbox"/> 0
Urine	Plain/Catch	<input type="checkbox"/> 0
	Plain/Cysto	<input type="checkbox"/> 0
	Boric/Catch	<input type="checkbox"/> 0
	Boric/Cysto	<input type="checkbox"/> 0
Hair		<input type="checkbox"/> 0
Skin Scrape		<input type="checkbox"/> 0
Swab	Plain/Dry	<input type="checkbox"/> 0
	Transport Media	<input type="checkbox"/> 0
	VTM	<input type="checkbox"/> 0
Cytology Fluid	Plain	<input type="checkbox"/> 0
	EDTA	<input type="checkbox"/> 0
Cytology Smear		<input type="checkbox"/> 0
Histology		<input type="checkbox"/> 0
Other		<input type="checkbox"/> 0

Continue > Back < Cancel X



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Test details screen

Submission Registration (Licensed to Nationwide Laboratories, Pouton-le-Fyde)

NationWide LABORATORIES Submission for NWL TM Portal Account

Animal Details > Sample Details > Test Details

Reason for Sampling: Screen a 'Healthy' animal

Enter each required test and press 'Add Test'

Test Code: Maximum of 80 characters

Test Name: Maximum of 254 characters

Submit >

Submit and Download Picklist >

Back <

Cancel X

Currently added tests

Test Code	Test Name
SHCC	Canine Senior Health Check

Buttons: Add Test, Delete, View Test Code List

Fill in all the required information. If you are unsure about the relevant test code, click 'View Test Code List' and you will be taken to our [Service List](#) web page where you will find our brochure. Once finished, click 'Submit and Download Picklist' and press 'Download'. Remember that you can always go 'Back'.

NationWide LABORATORIES Submissions Awaiting Receipt at Lab

NWL TM Portal Account

Client File Access Download

File Name: PSL_NWL2107000002.pdf

Download Close

NationWide Laboratories
Laboratories in Pouton, Cambridge and Newton Abbott
T: 01253 899215 E: info@nwlabs.co.uk W: www.nwlabs.co.uk

Submission Pick-List

Client Name: Sundries Account for NWL Labs	
Client Code: sund91	
Submission Reference: NWL2411000001	
Animal Name: Pick List	
Owner Name: Test	
Species: Avian - other	
Breed: Amethyst Starling	
Age: 0 Year(s) 0 Month(s)	
Gender: F - Female	
Test Code: arfp	Test Description: avian profile
Sample Type: Edta Whole Blood	Quantity: 2
Clinical History: Picklist test	



Submissions dashboard

This dashboard will now show your patient's submission. You can add, edit or delete your submissions using this screen up until the status changes to 'Received' at the laboratory. You will be able to see that in the 'Sample Status' screen (on the left).



A screenshot of the Nationwide Laboratories web application. The page title is "Submissions Awaiting Receipt at Lab". The main content area shows a table with columns for "Submission Code", "Animal Name", "Owner Name", and "Animal Reference". A single row is visible with values: "NWL230600010", "Futly", "Brown", and "15679". To the right of the table are buttons for "Add Submission", "Edit Submission", and "Delete Submission". On the left is a dark blue sidebar with icons for "Registration", "Sample Status", "Change Password", and "Log Out". A hand with a blue sleeve and a yellow number "1" points to the "Add Submission" button. Another hand with a blue sleeve and a yellow number "2" points to the "Sample Status" icon in the sidebar. A green arrow points from the top of the slide towards the dashboard.

Advanced search



You can search over the last 24 months of test submissions. Advanced search area is located on the left-hand side of the screen. This dashboard shows the last month of submissions by default, but you can use NWL submission number, animal name/reference, owner name or selected dates. Once criteria are selected, click 'Search'.

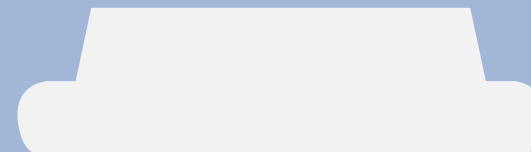
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	6/14/2023	230327134	Nellie	Beesley	Sundries Ac
	6/14/2023	230300379			Sundries Ac
	6/9/2023	230325781	Ralph	Bryant	Sundries Ac
	6/9/2023	230321109	Otis	Peach	Sundries Ac
	6/9/2023	230322004	misc	misc	Sundries Ac
	6/9/2023	230323354	Test HGM	Test	Sundries Ac
	6/9/2023	230325378	EQA HAematology	EQA HAematology	Sundries Ac
	6/8/2023	230622294	scan error	scan error	Sundries Ac
	6/7/2023	230324772	Shadow	Taylor	Sundries Ac
	6/7/2023	230061768	Water Sample NE 2pm	6/6/23	Sundries Ac
	6/6/2023	230324204	scan error	scan error	Sundries Ac
	6/5/2023	230323837	EQA Endocrinology	RIQAS 58-12	Sundries Ac
	6/2/2023	230323123	EQA Endocrinology ESVE	ESVE Release 018	Sundries Ac
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	5/30/2023	230319806	EQA	RIQAS EQA	Sundries Ac
	5/30/2023	230319807	EQA Biochemistry	Riqas EQA	Sundries Ac
	5/27/2023	230348679	scan error	Scan error	Sundries Ac

Search



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Reports

Matrix Gemini LIMS Web Portal (Licensed to NationWide Laboratories, Poulton-le-Fylde)

NationWide
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6 Received | 4 In Progress | 34 Completed

Submission Number	Submission Date	Submission Number	Animal Name	Owner Name	Practice Name
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	6/14/2023	230300379	-	-	Sundries Ac
	6/9/2023	230325781	Ralph	Bryant	Sundries Ac
	6/9/2023	230321109	Obis	Peach	Sundries Ac
	6/9/2023	230322004	misc	misc	Sundries Ac
	6/9/2023	230323354	Test HGM	Test	Sundries Ac
	6/9/2023	230325378	EQA HAematology	EQA HAematology	Sundries Ac
	6/8/2023	230622294	scan error	scan error	Sundries Ac
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	5/31/2023	230320180	Murphy	Lowe	Sundries Ac
	5/31/2023	230320416	test sample	Test sample	Sundries Ac
	5/31/2023	230320417	test sample 2	Test sample 2	Sundries Ac
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	5/30/2023	230319806	EQA	RIQAS EQA	Sundries Ac
	5/30/2023	230319807	EQA Biochemistry	Riqas EQA	Sundries Ac
	5/27/2023	230348679	scan error	Scan error	Sundries Ac

Navigation sidebar: Registration, Sample Status, Change Password, Log Out

Right-hand side: Reports, Save Sample List To File, Back



You can preview completed reports as well as download them by clicking 'Reports' on the right-hand side.



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Reports

Matrix Gemini LIMS Web Portal (Licensed to NationWide Laboratories, Poulton-le-Fylde)

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Report Code	Sample Code	Report Type	Reported Date	Report Filename
230228979-01	230228979	Standard	2/26/2023	230228979-01.pdf

Download Report

Registration
Sample Status
Change Password
Log Out

To preview/download report click 'Download Report'.

230228979-01.pdf

NationWide Laboratories
Poulton
T: 01283 890215 F: 01283 891934 E: admin@nwlabs.co.uk
Laboratory Report

Animal	Test 5 Matrix Upgrade	Lab No.	230228979
Owner	Test 5	Client Ref	Test
Species	Feline	Sampled	26/02/2023
Breed	DSH	Received	26/02/2023
Gender	FL	Authorised	26/02/2023
Age	4 Y 2 M	Report #	230228979-01
Sample	Faeces		

Full Faeces Examination
Campylobacter Culture
Salmonella Culture
Worms Check Count
Giardia
Authorised By: Catherine Bailey

Microbiology
No Growth of Campylobacter
No Growth of Salmonella
No one and six-petalled oocysts. However results may have been compromised due to small sample size(s).
Positive for Giardia cysts.

Incomplete Tests
Test Codes: FFE Full Faeces Examination





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**We hope this
guide was useful**

Please feel free to call 01253 899215
or email [Catriona Bailey](mailto:CBailey@nwlab.co.uk)
CBailey@nwlab.co.uk if you have any
questions or need assistance

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