

NationWide
LABORATORIES

Online Customer Portal - Practical Guide

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



Delivering excellence in animal health

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 your samples online, check their status and download the reports. The portal is designed to enable you to obtain the information you require quickly and efficiently. This is an additional service, that does not replace any arrangements you have got in place.

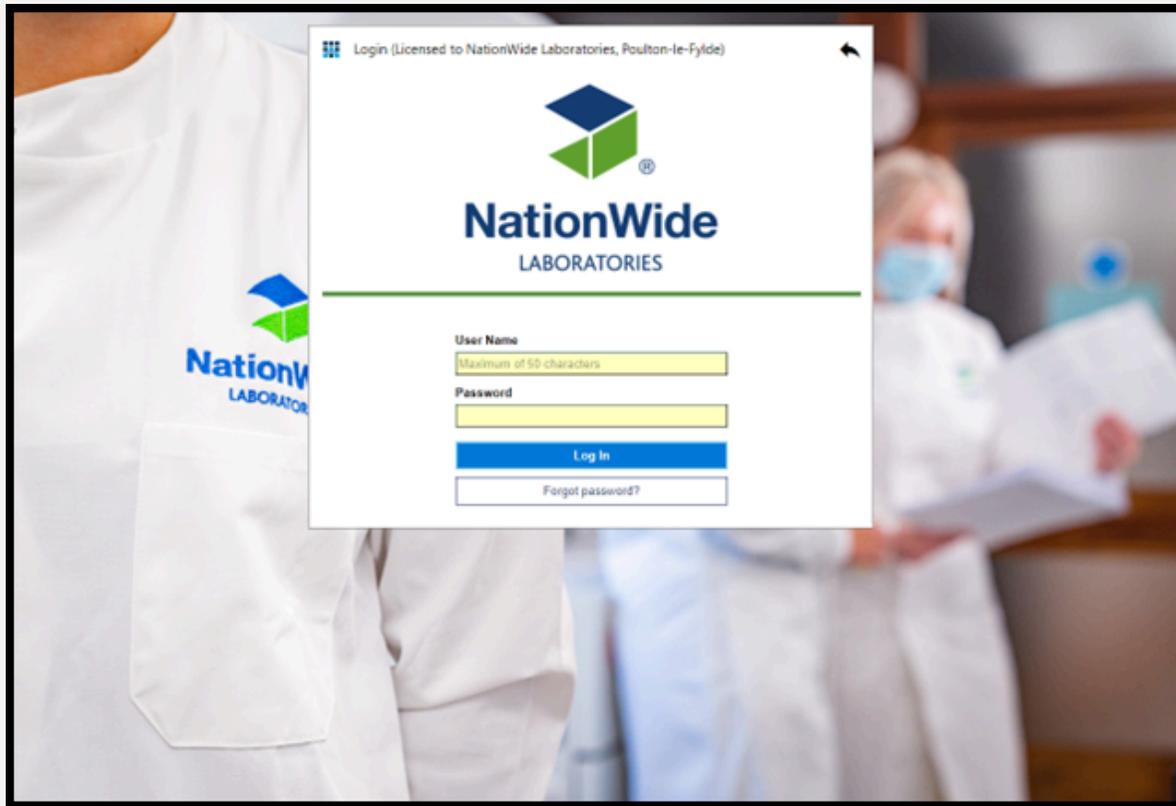
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Once the sample is registered, all you need to do is put your submission into a bio-hazard bag and place the printed Picklist in with it. You can make amends to the details in your registration up until the moment when the sample changes status to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

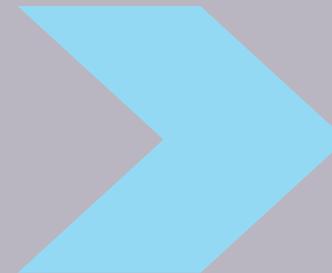


Login screen



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

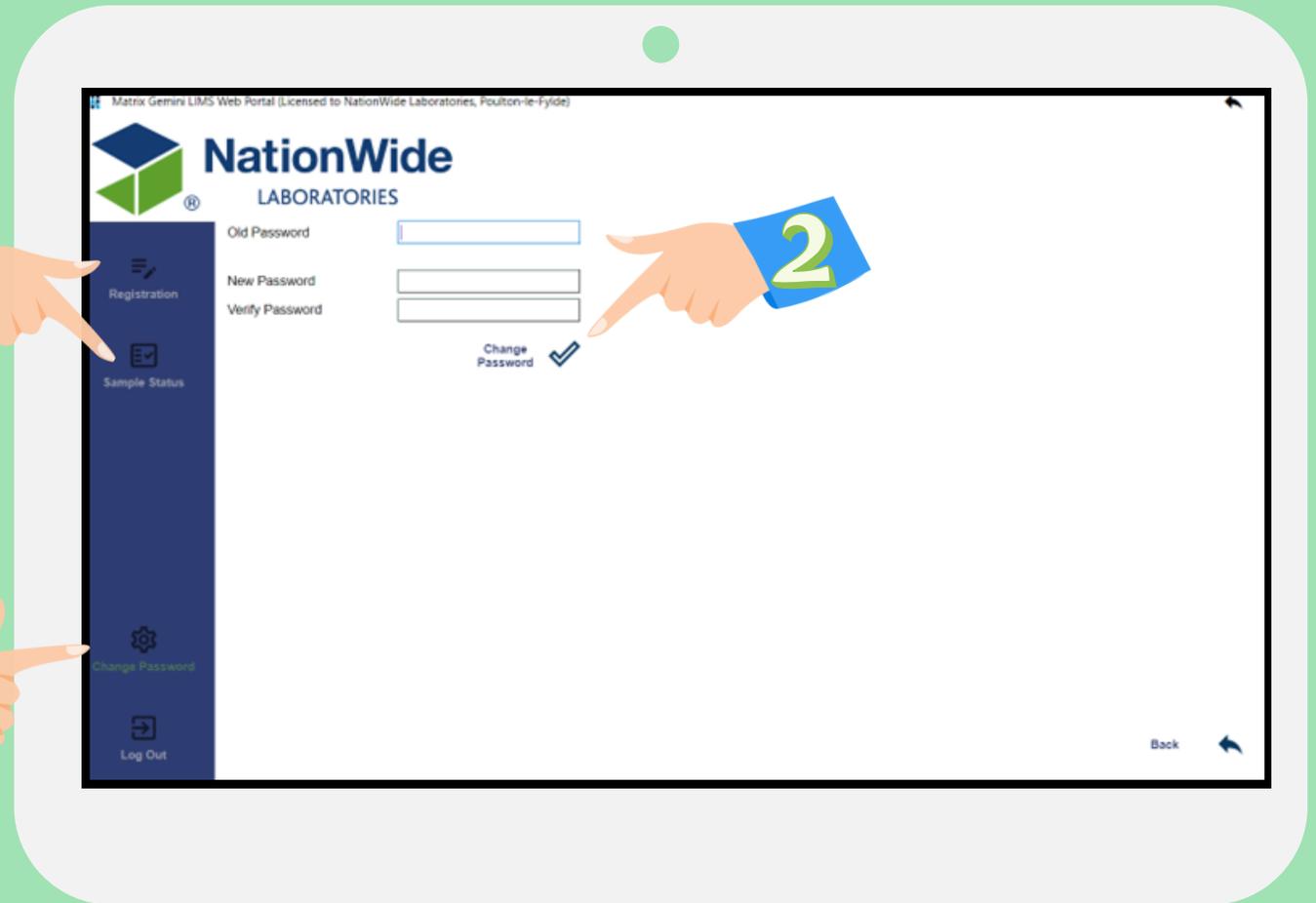
<https://portal.nwlabs.co.uk/>



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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.



Sample status screen

This 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)

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Welcome (NWL TM Portal Account)

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

0 Received | 0 In Progress | 2 Completed

Submission Date	Submission Number	Animal Name	Owner Name	Submission Status	Practice Name
2/27/2025	250569370	Eowyn	Pitkethly	Completed	NWL TM Portal Account
2/27/2025	250569365	Scout	Cromwell	Completed	NWL TM Portal Account

Registration
Sample Status
Vet Details
Change Password
Log Out

Reports
Save Sample List To File
Advanced Search
View Submission form Picklist
Courier
View Portal Guide / FAQ

Received In Progress Completed

Total Samples: 2

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Sample registration screen

Add or edit a submission (Licensed to Nationwide Laboratories, Poulton-le-Fyldes)

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Submissions Awaiting Receipt at Lab

NWL TM Portal Account

Submission Code	Animal Name	Owner Name	Animal Reference
NWL2503000001	Bibo	Buggles	65730

Registration

Sample Status

Add Submission

Edit Submission

Delete

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

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Submission for Sundries Account for NWL Labs

Animal Details

* Required Field

Vet: SUNDR1

Animal Name: Fluffy

Owner Surname: Brown

Species: Canine

Breed: Labradorite Miniature

Practice Animal Reference: 15679

Age Months: 2 Age Years: 2

Gender: FN - Female Neutered

Clinical History: Area for previous relative information.

Continue

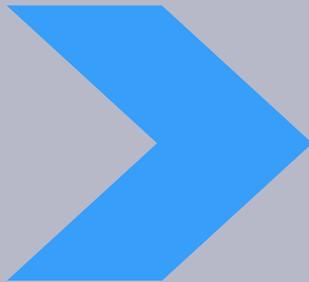
Cancel

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



Sample details screen

You are now looking at the **'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, Poulton-le-Fyldie)

NationWide LABORATORIES Submission for NWL TM Portal Account

Animal Details > Sample Details > Test Details

*** Required Field**

Reason for Sampling: Screen a 'Healthy' animal

Enter each required test and press 'Add Test'

Test Code: Maximum of 80
Test Name: Maximum of 254 characters

Submit >
Submit and Download Picklist >
Back <

Currently added tests

Test Code	Test Name
SHCC	Canine Senior Health Check

Delete
View Test Code List

Has this animal been imported or visited a country outside the UK? If yes, please specify which country.

Has the animal received antibiotic treatment therapy in the last 4 weeks?

Sample date taken: 25/07/2023 Time:

Sample Notes:

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'. **Note:** the Picklist when an **animal has been imported** will have a tear strip at the bottom to attach to the outside of the biohazard bag

Submissions Awaiting Receipt at Lab

NationWide LABORATORIES NWL TM Portal Account

Client File Access Download

Filename: Picklist_20230700002.pdf

Download Close

NationWide Laboratories
Laboratories in Poulton, Cambridge and Haverhill East
T: 01253 866215 E: info@nwlab.co.uk W: www.nwlab.co.uk

Submission Pick List

Client Name: NWL TM Portal Account
Client Code: NWLTM
Submission Reference: NWL_20230000209
Animal Name: Henry
Owner Name: Puffer
Breed: Cocker
Labrador Reference: 13 (Sample 2 - Imported)
Race: M - Male
Gender: M

Test Code	Test Description
SHCC	Canine Senior Health Check

Submit Date: 25/07/2023

Submit Date	Quantity
Canine Whole Blood	1
Canine Urine	2
Canine Stool	1
Blood Serum	2

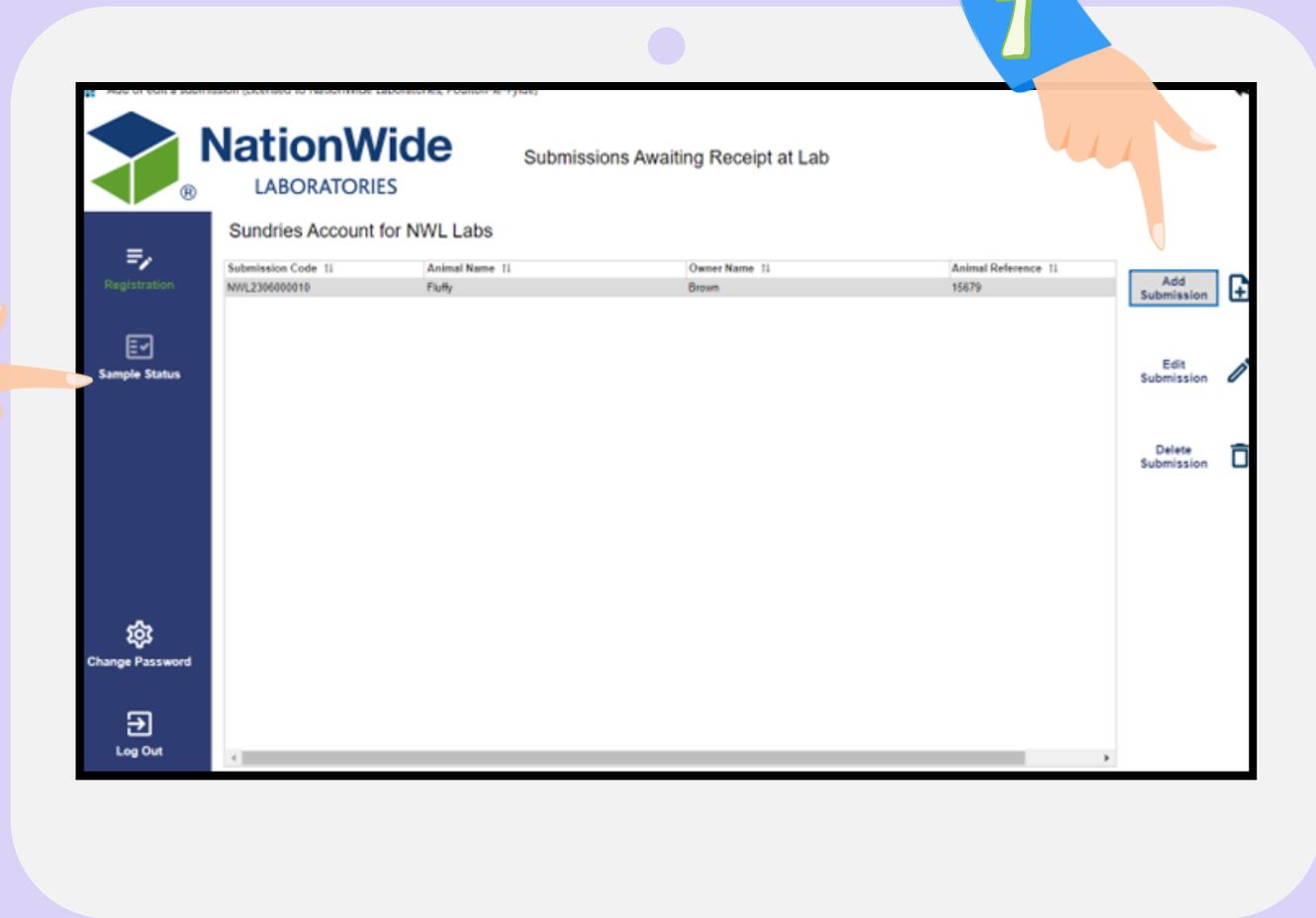
Client Reference: NWL_20230000209

IMPORTED ANIMAL - HIGH RISK SAMPLE - HANDLE WITH CARE



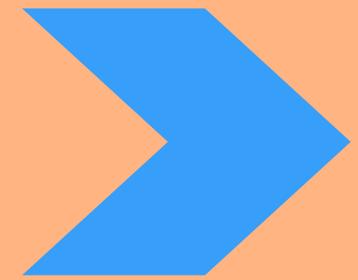
Submissions dashboard

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).



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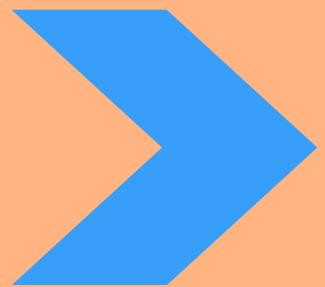
Vet Details



1. You can now **update your own vet names**, adding new or deleting old ones via the portal
2. Click '**Vet Details**' to see a list of vets linked to your practice. From this screen, you can add, edit, or delete vet details
3. To **add a vet** fill in the mandatory fields (marked with a red asterisk) and submit.
4. To **edit a vet** select the vet's name, click Edit, make changes, and submit
5. To **delete a vet** select the vet's name, click Delete, confirm the prompt, and the vet will be removed

The collage consists of four screenshots from the Nationwide Laboratories portal:

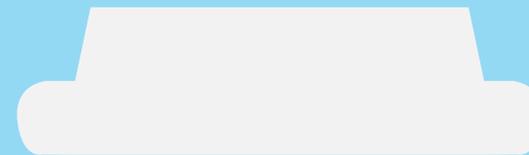
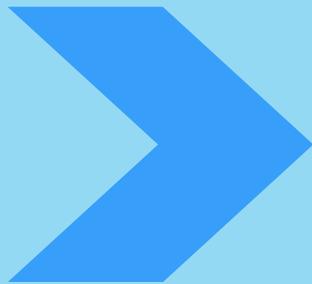
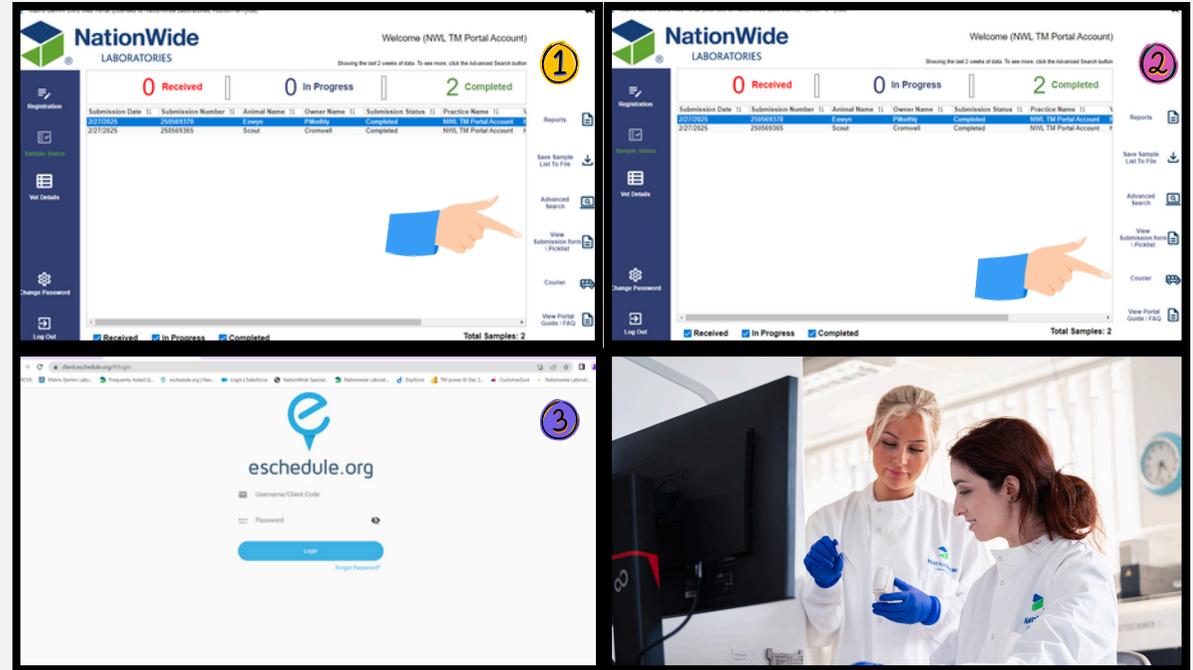
- Screenshot 1:** The dashboard shows '0 Received', '0 In Progress', and '2 Completed' submissions. A hand icon points to the 'Vet Details' button in the left sidebar.
- Screenshot 2:** A table listing vet details with columns for Code ID, Vet Name, and Email. An 'Add' button is visible in the top right.
- Screenshot 3:** A form for adding a vet with fields for Name, Forename, Surname, Qualifications, and Email. Red asterisks indicate required fields.
- Screenshot 4:** A confirmation dialog box asking 'Are you sure you want to delete record VTD-0001?' with 'Yes' and 'No' buttons.





Viewing a submission form & ordering a courier

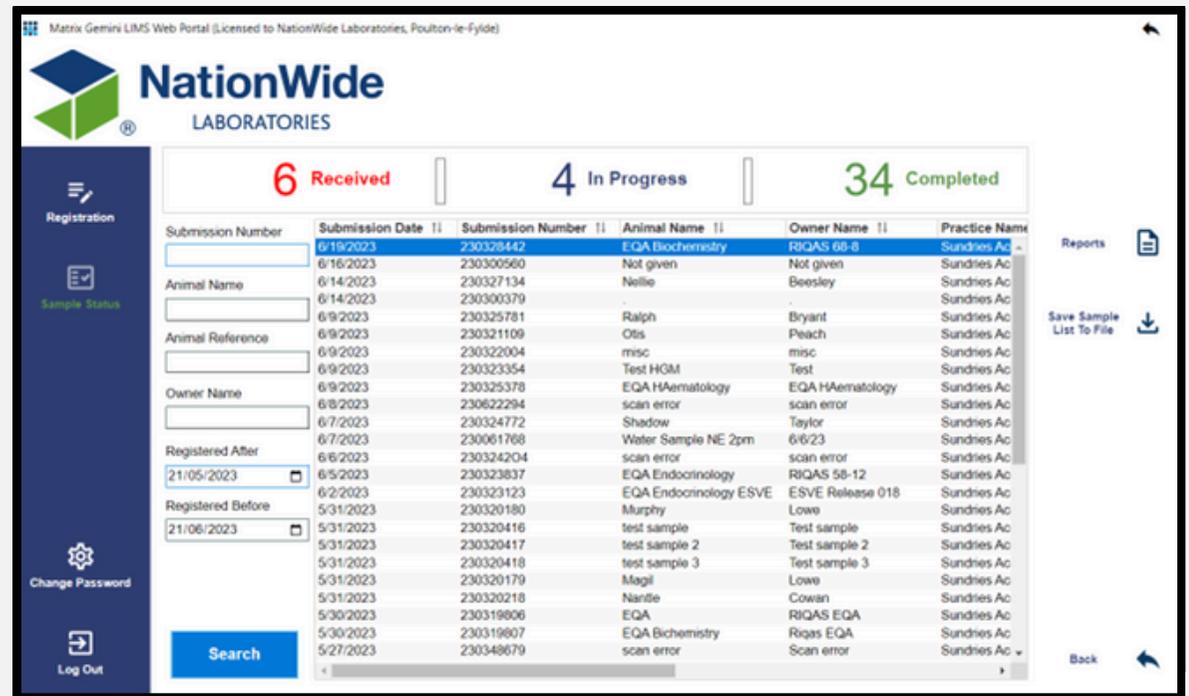
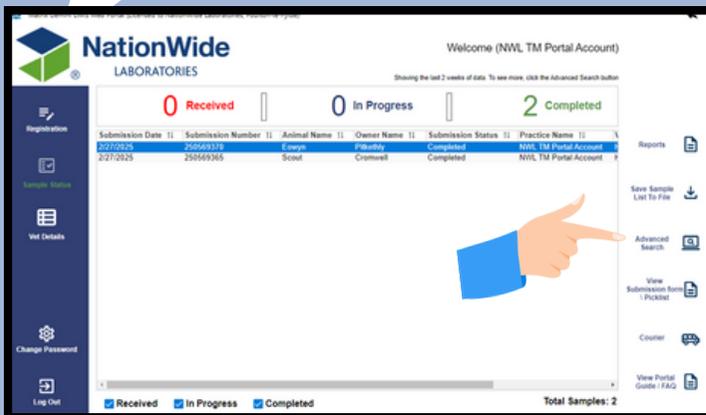
1. To **view the submission**: highlight the submission you want to view from the dashboard or use the advanced search to see the picklist or the submission form sent with the sample
2. To **order a courier**: click '**Courier**' to open a new tab with the courier app login screen. You'll need to log in, as not all users have courier collections



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Advanced search

Using '**Advanced search**' enables you to search over the last 24 months of test submissions. The 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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Reports

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

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6 Received | 4 In Progress | 34 Completed

Submission Number	Submission Date	Submission Number	Animal Name	Owner Name	Practice Name
	6/19/2023	230328442	EQA Biochemistry	RIGAS 68-8	Sundries Ac
	6/16/2023	230300560	Not given	Not given	Sundries Ac
	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

Reports [icon]

Save Sample List To File [icon]

Report Code: | Sample: | Report Y: | Reporte... | Report Filename: |

Download Report [icon]

View Report [icon]

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

SUNDER1
Sunder1 Account for MRL, Labs
Woods requires pending client
details etc
Forward e-mail result reports
to lindsay@nwlabs
England
P18 TUL

Animal Test 5 Matrix Upgrade
Owner Test 5
Species Feline
Breed OSH
Gender F/A
Age 4 Y 2 M
Sample Feces

Lab No 230228979
Client Ref Test
Sampled 26/02/2023
Received 26/02/2023
Authorised 26/02/2023
Report # 230228979-01

Microbiology
FULL FAECES EXAMINATION
Campylobacter Culture
Salmonella Culture
Worms Check Count
Giardia

No Growth of Campylobacter
No Growth of Salmonella
No ova and oocysts seen. However results may have been
compromised due to small sample size(s).
Positive for Giardia cysts.

Authorised By: Catherine Bailey

Incomplete Tests: Full Faeces Examination
Test Codes: FFE

You need to log out only to be sample described as above and unless otherwise stated all results are expressed on an as received basis.
NationWide Laboratory Services (Poulton) is a division of National Veterinary Services Limited





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**We hope this
guide was useful**

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

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