NationWide
LABORATORIES

Online Customer Portal Practical Guide



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

What is NWL customer portal?

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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.

What is NWL customer portal?

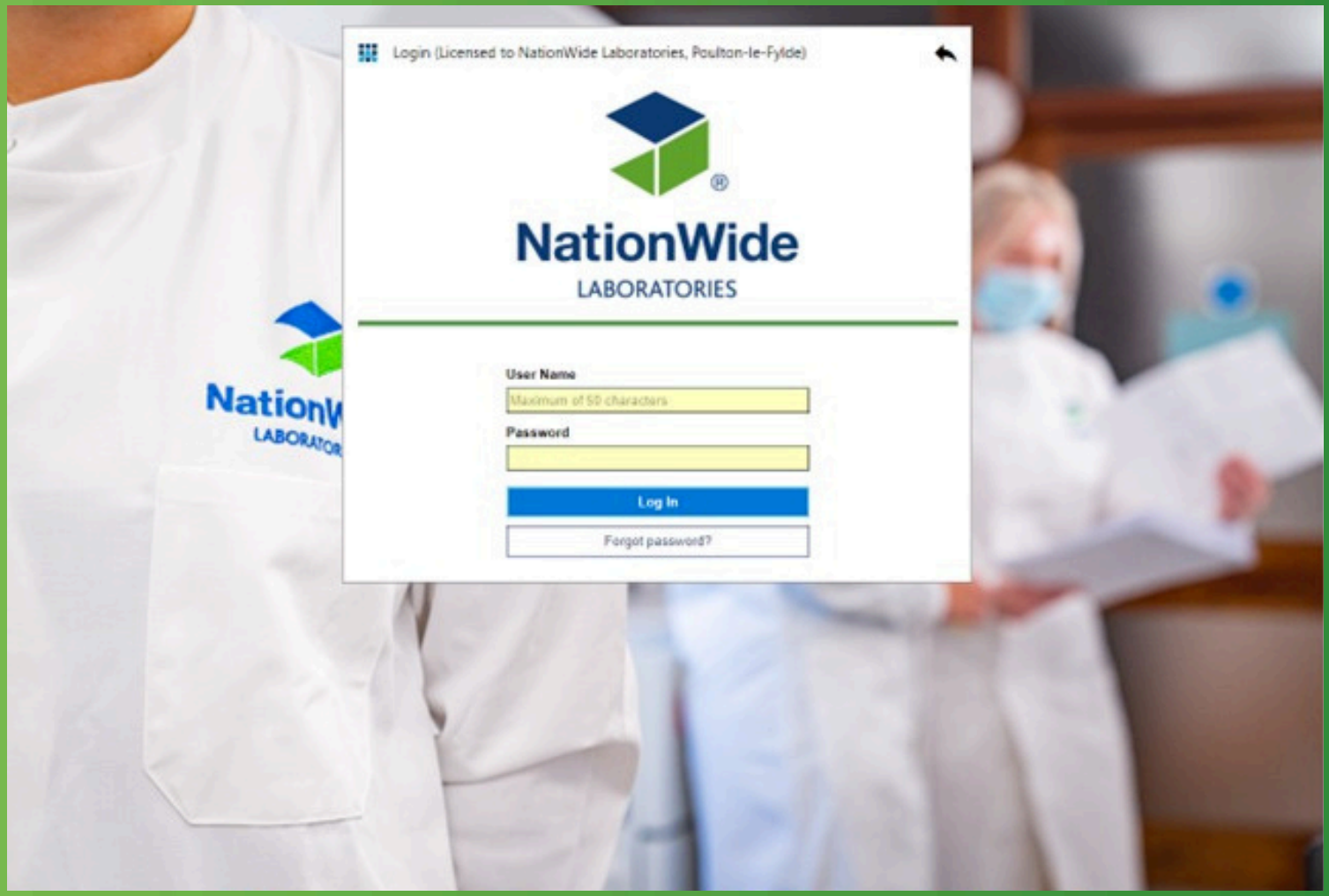
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Once the sample is registered, all you need to do is put your submission into a bio-hazard bag and place the printed Picklist in with it.

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.

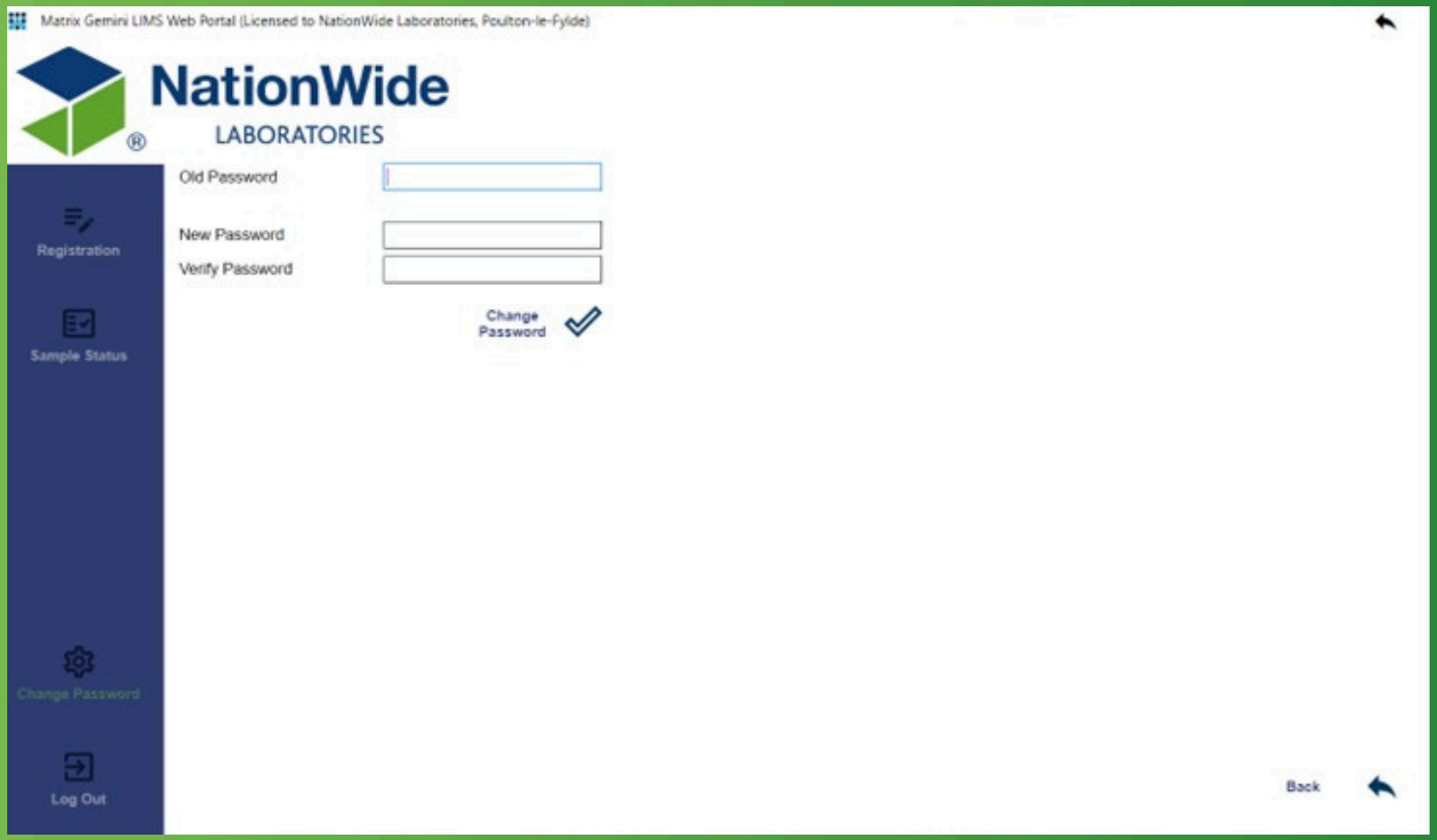
You can also search back over the last 24 months.

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/**

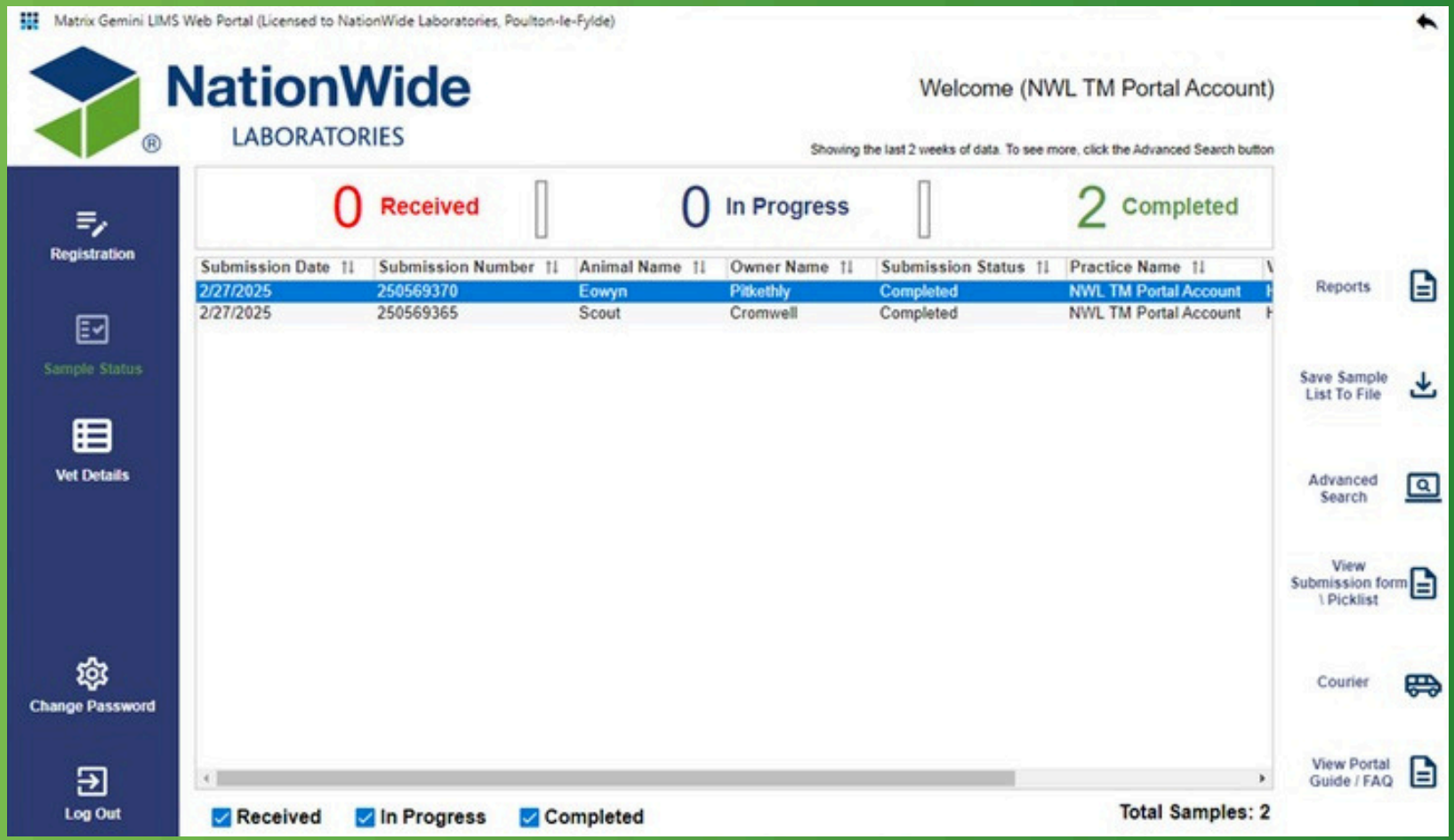
Change password



To change your password click on '**Change Password**' on the left- hand side of the screen.
To confirm change click on the **"Tick/Check"** symbol.

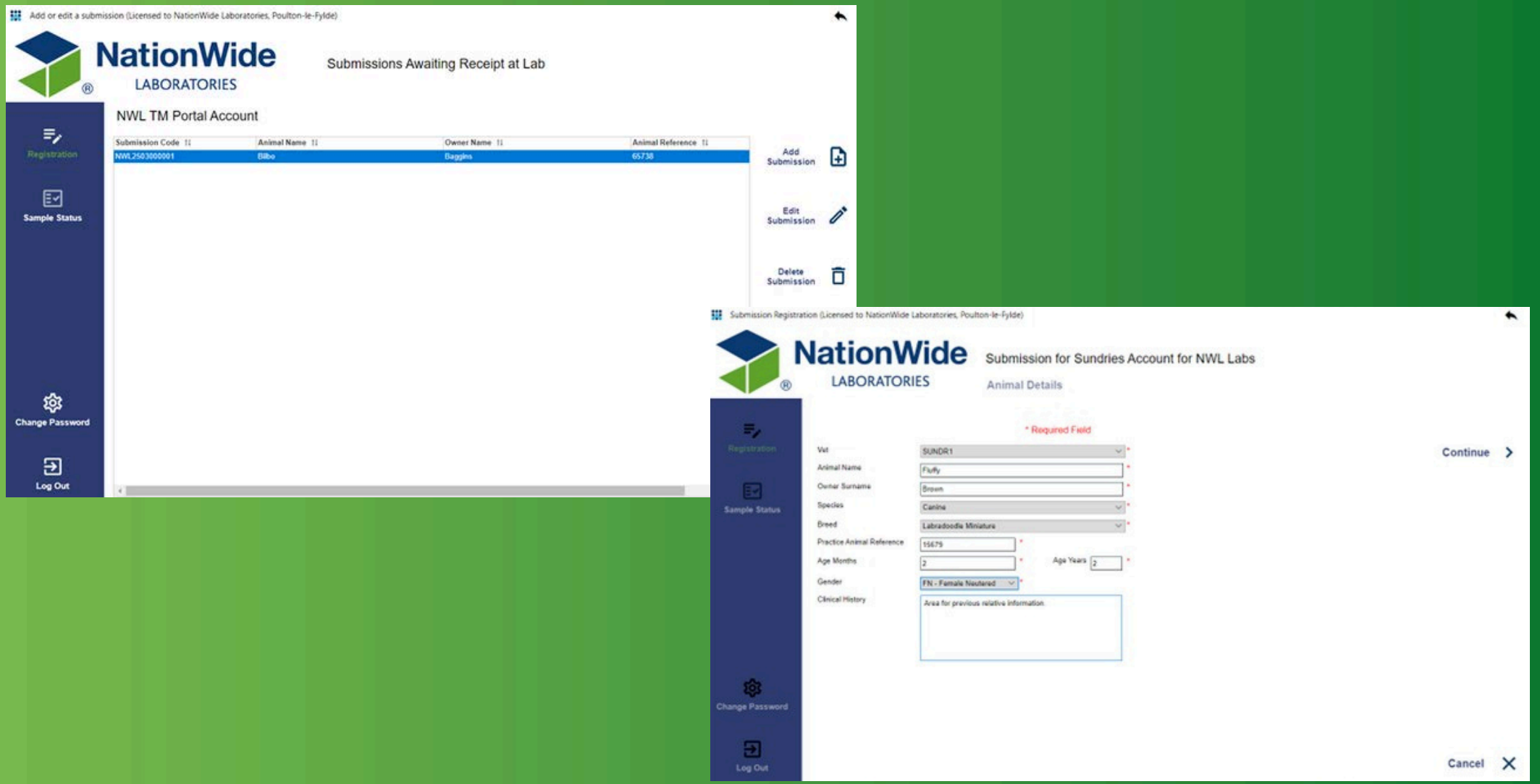
Then go to '**Sample Status**' screen.

Sample status screen



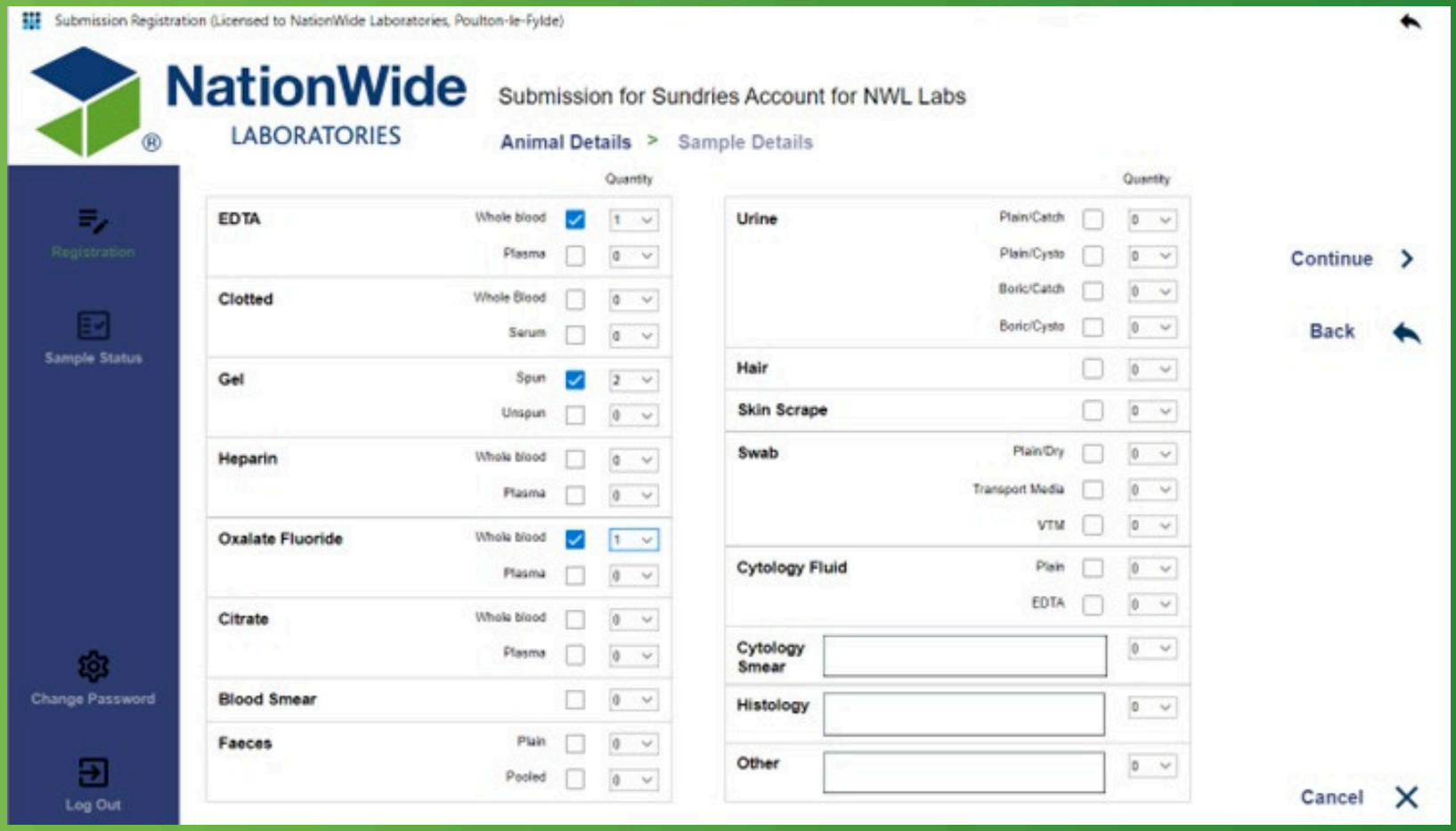
This screen shows details for previous 2 weeks of all samples you submitted. From this screen you can select '**Registration**' (top left).

Sample registration screen



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

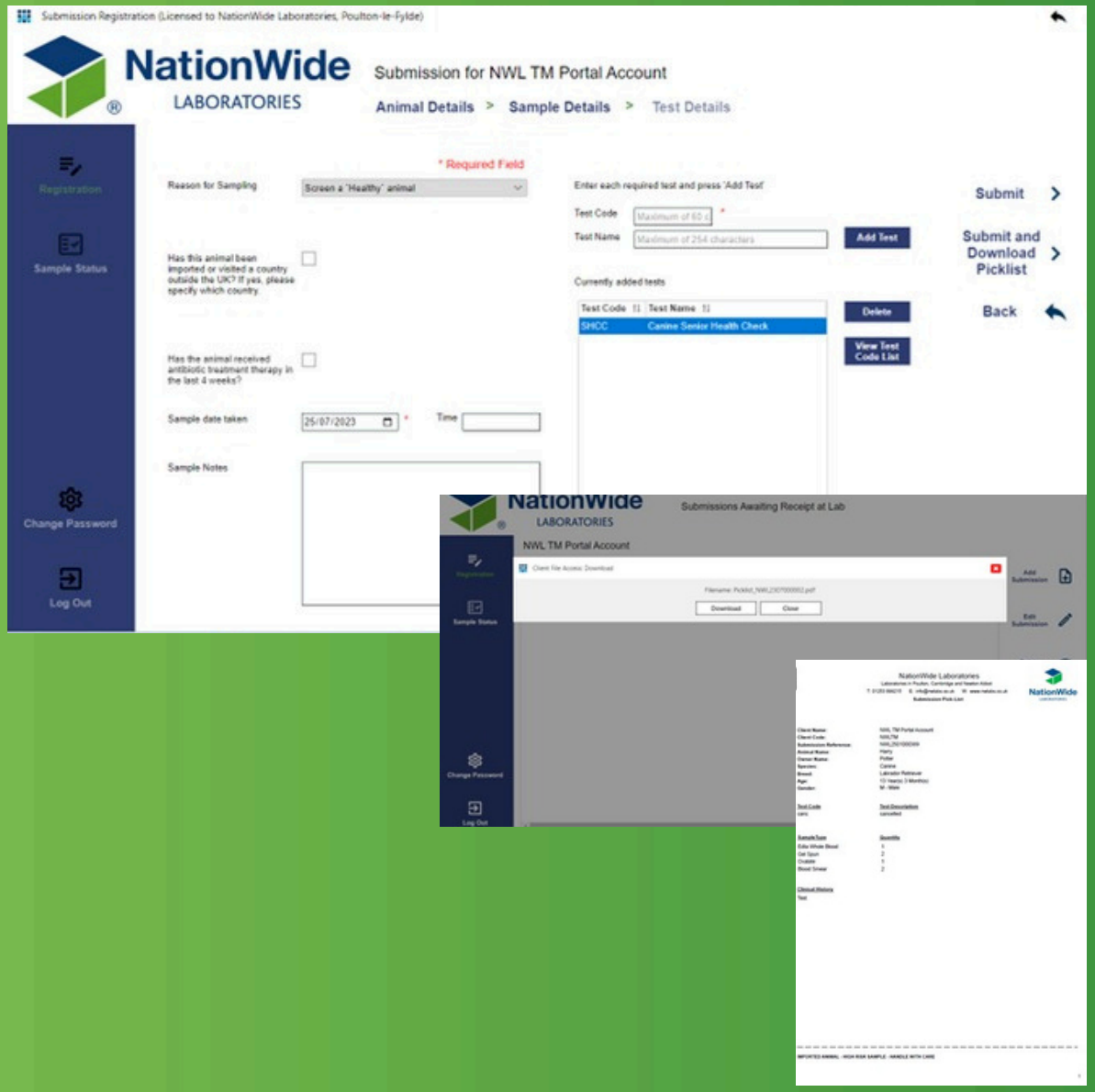
Sample details screen



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'.

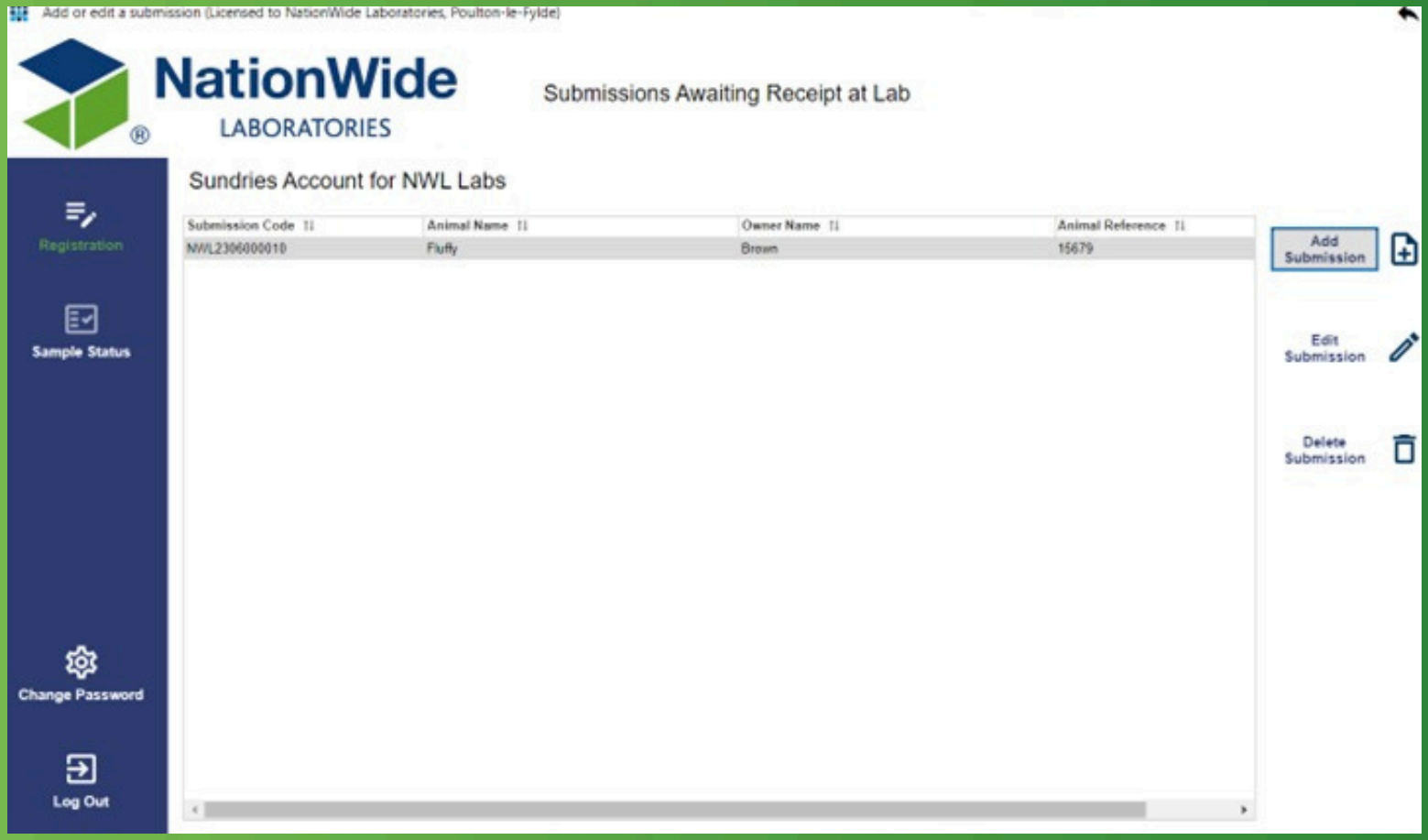
Test details screen



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 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).

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.

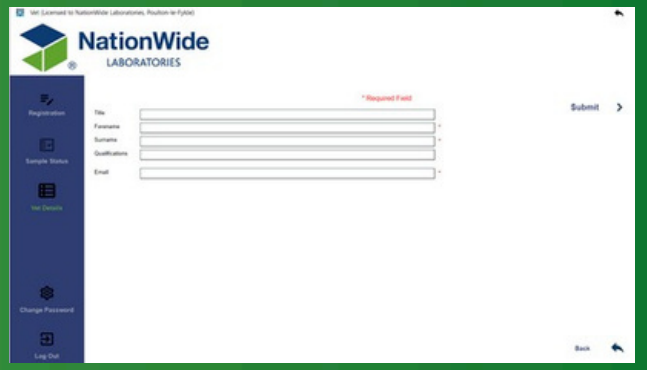
4. To edit a vet select the vet's name, click **Edit**, make changes, and submit.

5. To delete a vet select the vet's name, click **Delete**, confirm the prompt, and the vet will be removed.





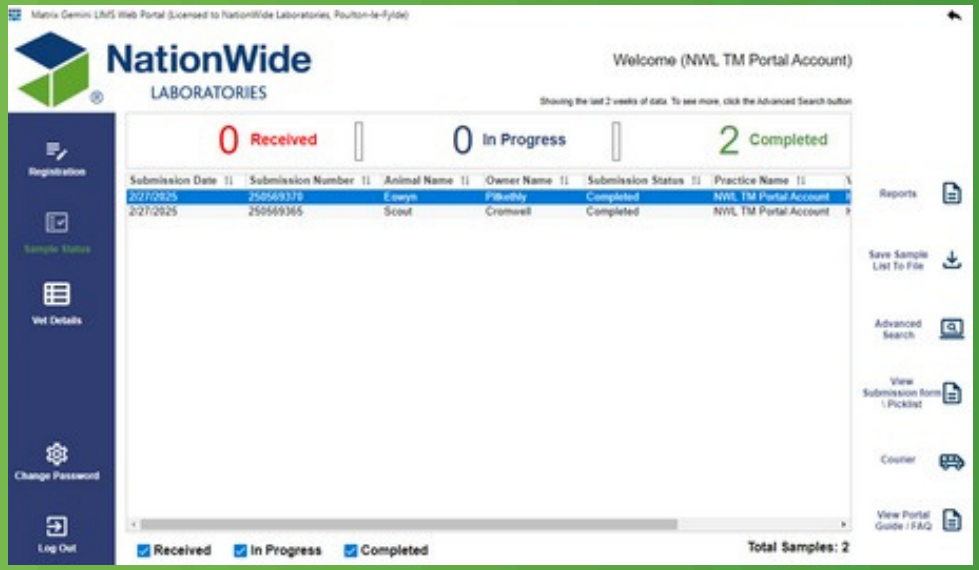


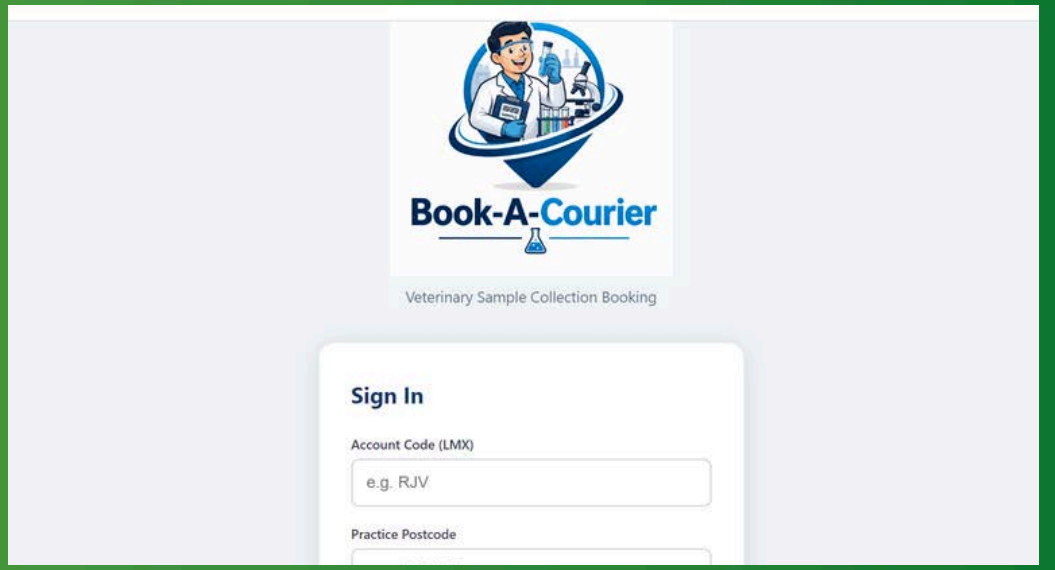




Viewing a submission form & ordering a courier

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.

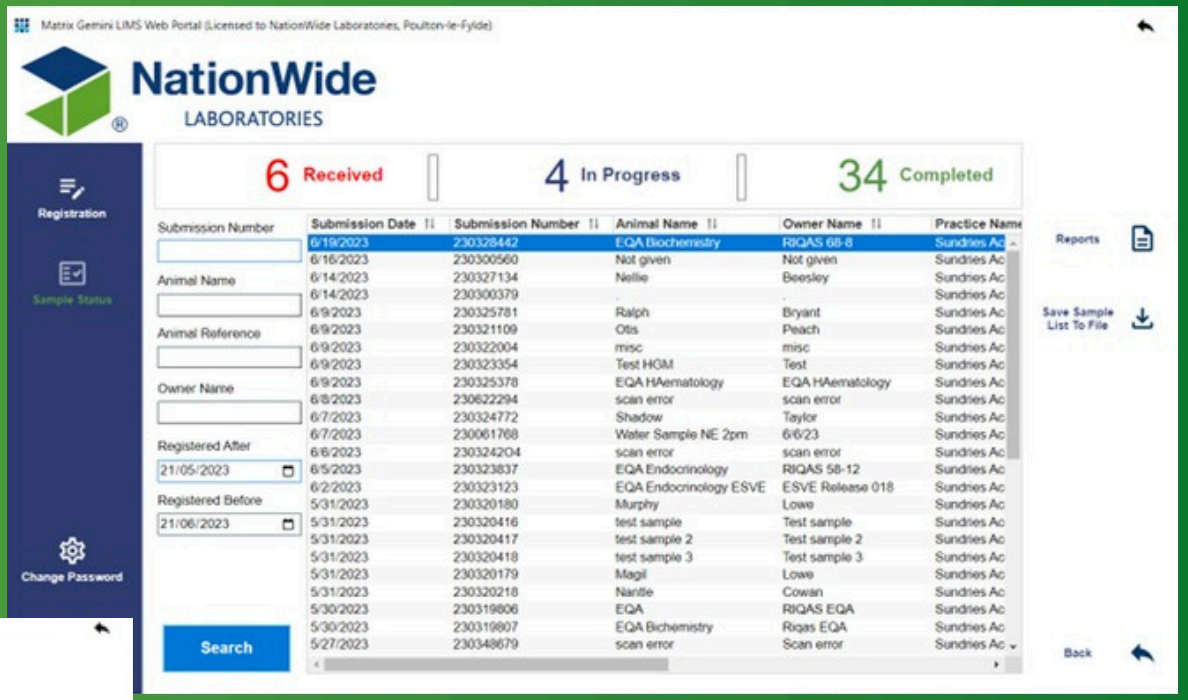


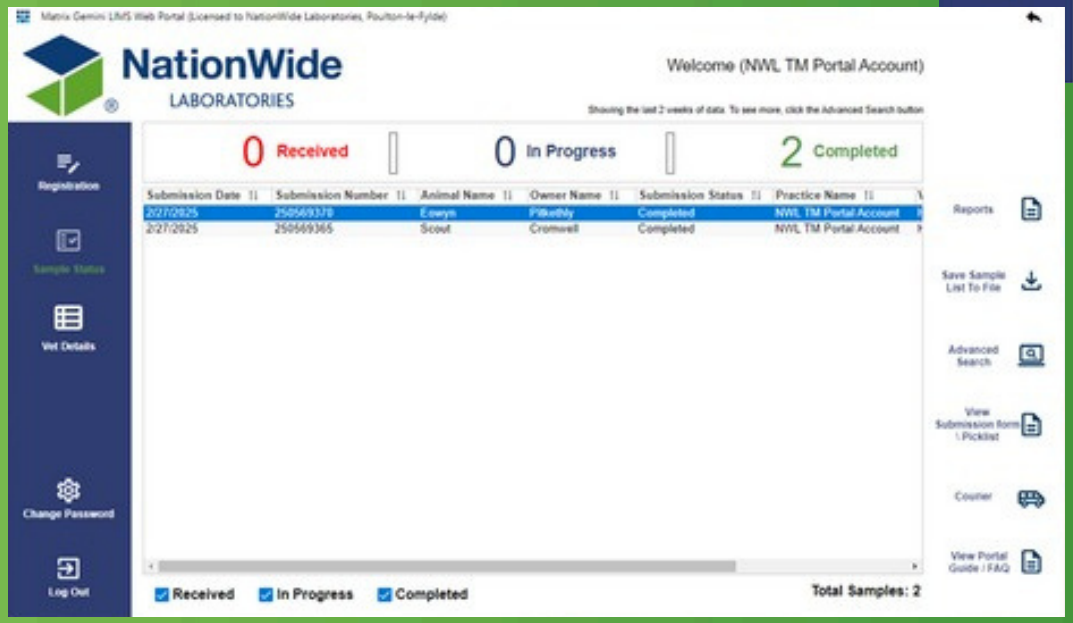


Advanced search

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

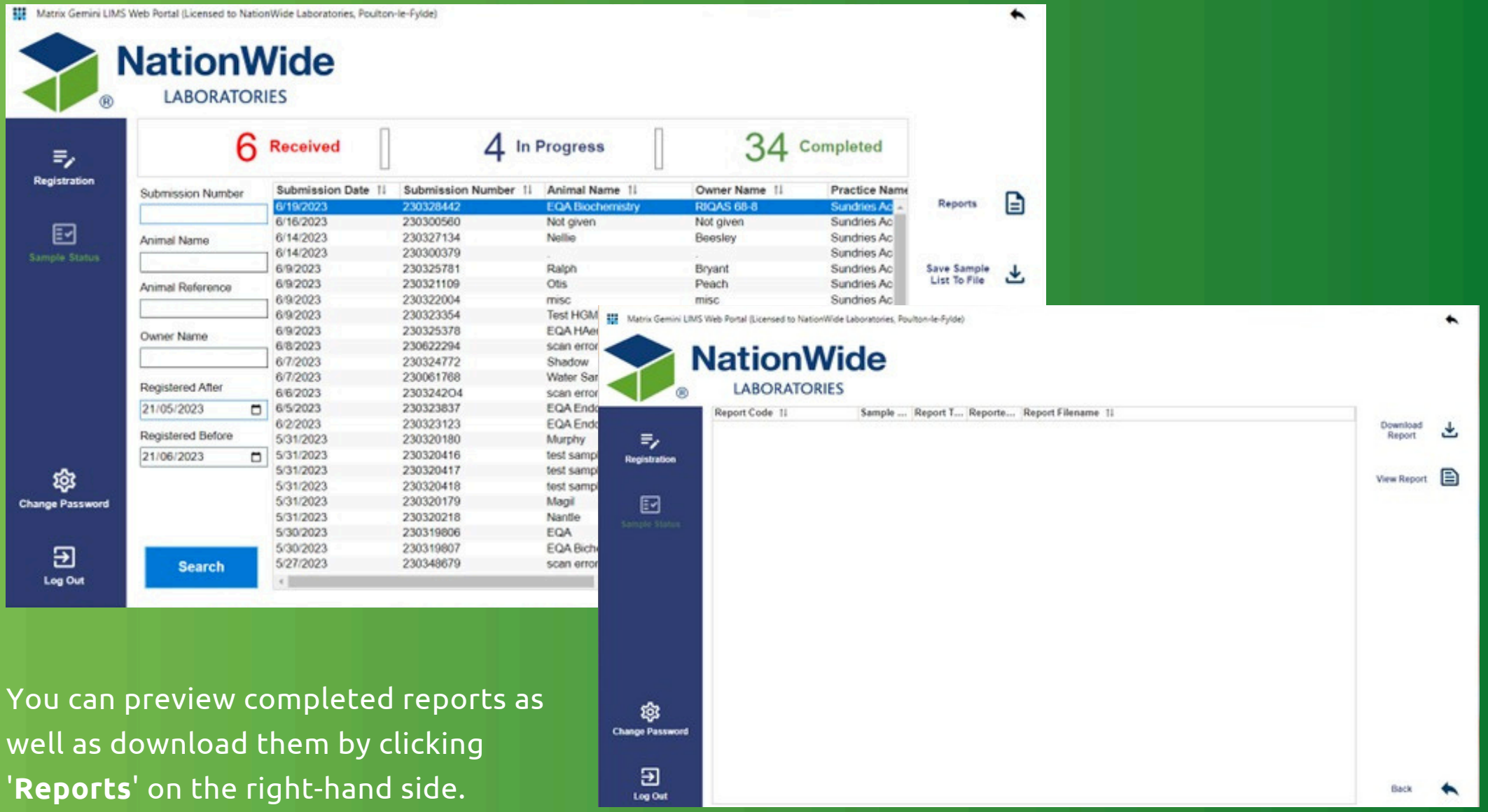
The advanced search area is located on the left-hand side of the screen.





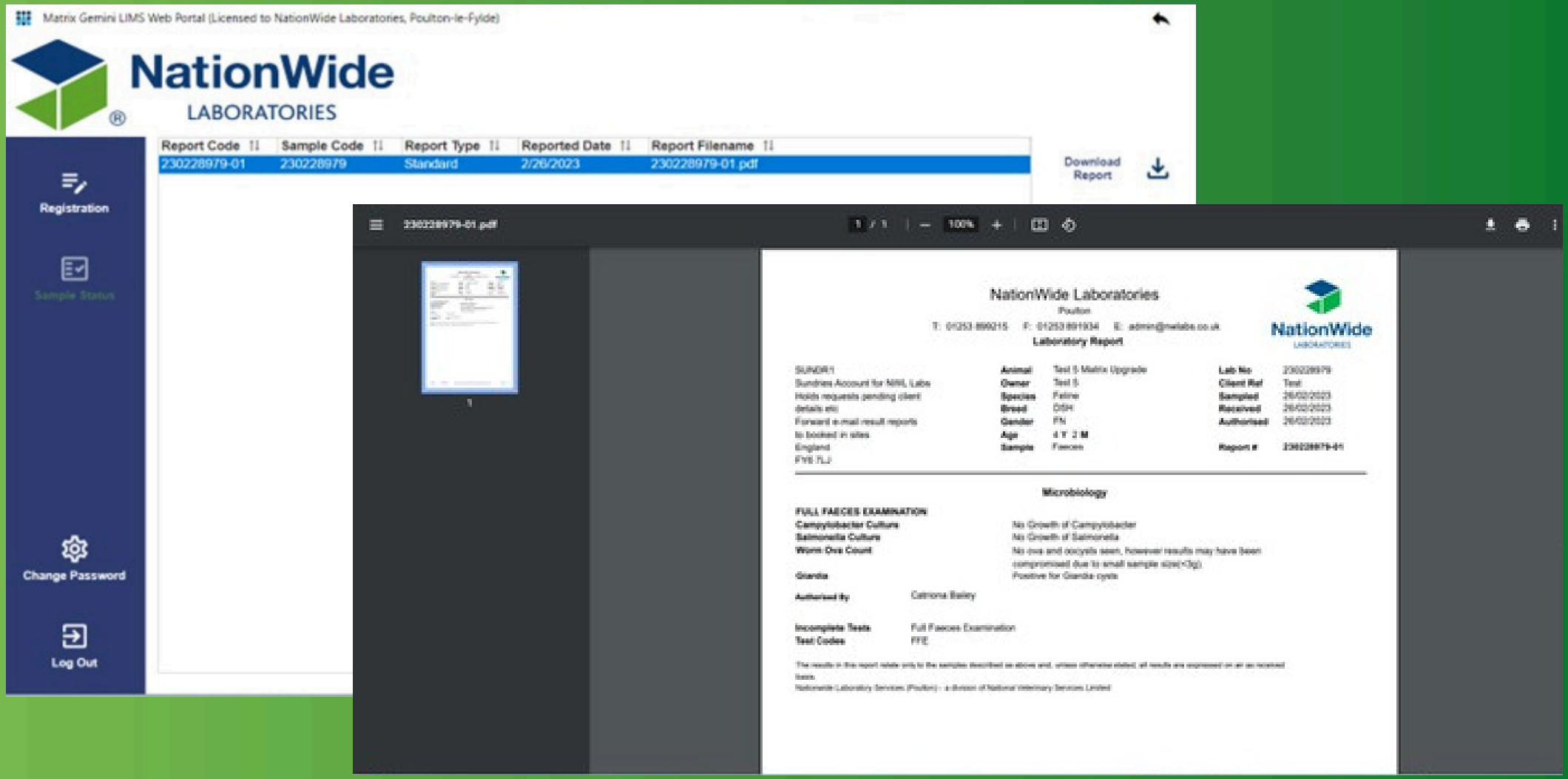
This dashboard shows the last month of submissions by default, but you can use NWL submission number, animal name/ reference, owner name or selected dates. Once criteria are selected, click **'Search'.**

Reports



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

Reports



To preview/download report click '**Download Report**'.

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We hope this guide was useful

Please feel free to call 01253 899215
or email info@nwlabs.co.uk / admin@nwlabs.co.uk if you have any questions or need assistance

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