



## **Biobest online registration guidelines**

By registering and setting up an online account with us you will be able to make full use of our webshop facility, purchasing test kits and services as they become available. In addition you can track your samples submitted to Biobest Laboratories and access results.

It is a straightforward process to register your online account with us. To help you with this we have provided the following guide:

- 1) Go to the new customer registration page. This can be done by using the Webshop or Online Results links on the Biobest homepage or typing in the link.
  - Click on the **Webshop** button or type in <http://shop.biobest.co.uk/>
    - Click on **"Your Account"** tab and click **"Register Here"** link
  - Or-
  - Click on the **Online Results** button or type in <http://results.biobest.co.uk/home.asp>
    - Click on the **"Register Now"** link
- 2) Complete the registration details as directed
  - This will need to be done for each person that wants to use the system
  - Ensure that you make a note of the e-mail and password entered as these will be required for Log In
  - Once your registration details have been submitted there will be a delay while we verify and activate the account. This will typically be done at the end of each day so accounts should be 'active' from the start of the next working day
- 3) You will now be able to track and access sample results or make webshop purchases by logging into the online results section or webshop
- 4) You can update and manage your account details by logging into the Webshop section, clicking on **"Your Account"** tab and clicking on the **"Modify Profile"** button.

### **Webshop Ordering**

The Webshop is accessed at <http://shop.biobest.co.uk/> or by clicking the **Webshop** button.

- 1) Log in using the username and password you created when registering your account. This will give you access to 2 options.
- 2) Click on the **"Test Kits"** tab and make your purchase choice by clicking on the **"Buy Now"** button.
- 3) Fill in required numbers and options, click on **"Add to Cart"** button
- 4) Check details and click on **"Checkout"** button to make payment and purchase.

Instructions for accessing online reports can be found overleaf.

biobest diagnostics  
biobest herdcare  
biobest research



## **Online Reporting**

Results can only be accessed by the individual, veterinary practice, referral laboratory or farmer who is the account holder liable for payment. Once registered and logged in you can only access the records for samples from your business.

Web reporting is accessed at <http://results.biobest.co.uk> or by clicking the **Online Results** button.

- 5) Log in using the username and password you created when registering your account. This will give you access to 2 options.
- 6) Clicking on '**View my latest samples**' will give you a list of the 20 most recent samples we have received from you. This screen will give you details of the reference numbers of the sample, the status of the sample (see table for an explanation of each), the date of receipt etc. By clicking on individual samples you will also be able to see the results (if available).
- 7) Clicking on "**Search Samples**" will allow you to search for individual samples using a range of criteria (your ref, our ref, date of receipt, or status). From this screen it is also possible to select samples (by checking the box at the left hand site) and generate a report for the selected samples. You can also click on the '**e-mail us regarding this sample**' link to contact us directly regarding an individual sample.
- 8) You will still receive your results with veterinary comment and sign off by your chosen format. NB All rabies certificates will be sent through the manual postal system as original copies are required for travel scheme use.

**N.B results will only be visible once they have been through our QC procedure.**

The table below provides defines each different status a sample can have:

Status	Meaning
Inactive	This is only relevant for Mastitis samples and indicates that we are processing an order for sampling kits.
Un-received	This is only relevant for mastitis samples and indicates that the sample kit is with the customer and we are waiting on the sample being returned.
Incomplete*	This means the sample has been booked into our system and is awaiting testing
In progress	This means that the sample is currently in the process of being tested.
Complete	This means all testing has been completed and results are waiting for quality control.
Authorised	This means testing is complete and the results are now available as they have been through our quality control process.

\*Certain tests will show as incomplete when test is in progress and will go straight to complete rather than in progress.

**Please contact the office should you require further information.**

biobest diagnostics  
biobest herdcare  
biobest research

Biobest Laboratories Ltd., 6 Charles Darwin House, The Edinburgh Technopole, Milton Bridge, Nr Penicuik, EH26 0PY, UK  
Tel: +44 (0)131 440 2628 Fax: +44 (0)131 440 9587 email: [enquiry@biobest.co.uk](mailto:enquiry@biobest.co.uk) [www.biobest.co.uk](http://www.biobest.co.uk)