

# Web Suite Client Portal User Guide

## Introduction

Web Suite is the lab's free-to-use client portal for 24-hour access to test results and account information. This is the fastest way to receive testing results, as cases in the portal are updated in real time as results are verified at the lab.

You will be able to view pending cases once they have been accessioning into the VDL system, and view test results as soon as they have been completed and verified by lab personnel.

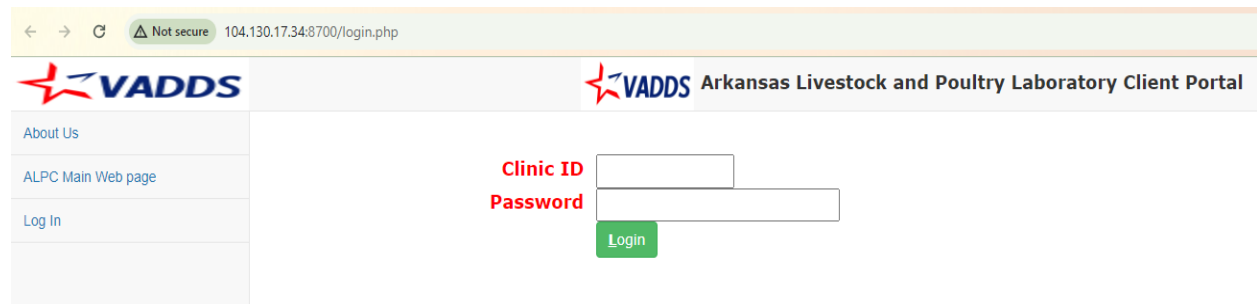
## Accessing Your Account

You can access Web Suite [here](#).

Enter your Clinic ID and Password. Then click *Log In*.

Your Clinic ID is your VDL account number. This can be found on any VDL invoice or statement.

If you do not already have an account set up or have forgotten your Clinic ID or password, please contact the lab for assistance.



The screenshot shows a web browser window with the address bar displaying "104.130.17.34:8700/login.php". The page header includes the VADDS logo and the text "Arkansas Livestock and Poultry Laboratory Client Portal". On the left side, there is a navigation menu with links for "About Us", "ALPC Main Web page", and "Log In". The main content area features a login form with two input fields: "Clinic ID" and "Password", both labeled in red text. A green "Login" button is positioned below the "Password" field.

## Updating Your Password or Email

You can change your password or email at any time by calling the lab or updating in the portal by clicking on *Update Profile*, entering your requested changes, and clicking *Submit*.

Please note: Only ONE report email may be entered into the system. Any additional emails entered will not transfer to your account preferences. We apologize for any inconvenience this may cause.

The screenshot shows the VADDS main menu on the left and a user profile form on the right. The menu items are: Electronic Requisition, Specific Case Lookup, Search for Results, Recent Updates, Billing Information / Statement, Update Profile (highlighted with a red arrow), About Us, ALPC Main Web page, and Log Out. The form fields include: Name (Web Suite Test Account), New Password (masked with dots), Confirm New Password (masked with dots), Report Email (reports@test.com), Address(es) (separate by ; if multiple), Statement Email (statements@test.com), and Address. A green Submit button is at the bottom.

## Searching For Cases

There are several options to search for a case.

If you know your case number, click on *Specific Case Lookup*. Enter the full case number and click *Submit* to search.

If you do not know your case number, click on *Search For Results* to view search options.

The screenshot shows the VADDS search options form. The menu items are: Electronic Requisition, Specific Case Lookup, and Search for Results (highlighted with a red arrow). The form fields include: From Date (2024-01-06), To Date (2024-02-06), Owner, Patient (Case) ID, Specimen ID, Alternate Number, and Veterinarian. There are green Submit and red Close buttons at the bottom.

Date range: You can search by date range, if known. This search will show all results posted in the requested date range.

Owner name: This field will search by the owner name listed on the submission. You can enter the first, last, or full name of the owner listed on the submission.

Patient (case) ID: This field will search for the patient name or ID listed on the submission.

Alternate Number: The VDL does not use alternate numbers. This field will not show any results if used.

Veterinarian: This field will show all results for your clinic with the listed veterinarian.

Please note: If you specify a date range in addition to another field, it will only show results within that date range that match the information entered in the additional fields.

Once you have entered the search information, click *Submit*, and the below table of search results will appear.

Case #	Report	Invoice	Email	Case Date	Last Update	Referring Vet	Referring Clinic	Owner	Case ID	Species
24L0000	<a href="#">report</a>	<a href="#">invoice</a>		2024-02-06	2024-02-06 @ 15:22:04		Web Suite Test Account	Test Owner	Test Animal	Canine
24L12345	<a href="#">report</a>	<a href="#">invoice</a>		2024-02-06	2024-02-06 @ 15:32:35		Web Suite Test Account	Client 123	Kitty	Feline
24L9999	<a href="#">report</a>	<a href="#">invoice</a>		2024-02-06	2024-02-06 @ 15:31:14		Web Suite Test Account	Client #2	Fluffy	Canine

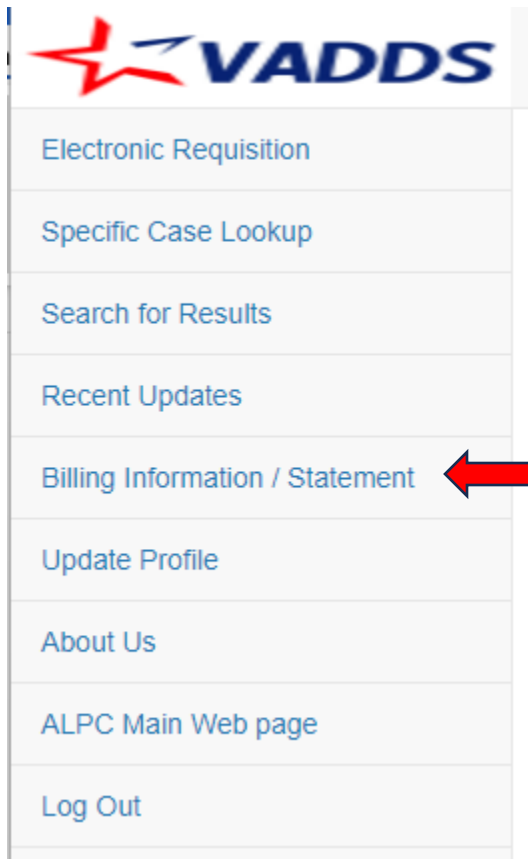
To view or print the results report, click on the blue *Report* link.

To view or print the itemized invoice associated with the case, click on the blue *Invoice* link.

## **Billing Information**

To view billing and statement information, click on *Billing Information/Statement*.

Enter the date range you would like to view charges and payments for and click *Submit*.



A PDF will open with all charges and payments for the requested date range. It will also display the current account balance due on your account.

<b>Invoice Start Date</b>	<input type="text" value="Date as YYYY-MM-DD"/>
<b>Invoice End Date</b>	<input type="text" value="2024-02-06"/>
	<input type="button" value="Submit"/> <input type="button" value="Cancel"/>

## Logging Out

Click the *Log Out* to exit your account.

