

Introducing the new TVMDL Web Portal
*As with any new online system, there can be a small adjustment.
If you have questions, we have answers.*



What is the TVMDL Web Portal?

The Web Portal provides TVMDL customers with **new and enhanced** online services such as: ordering tests, paying invoices, reviewing reports, and printing FedEx labels.

Why was the TVMDL Web Portal created?

TVMDL is upgrading the Laboratory Information System, which will allow for improved customer support.

Can I still use the existing TVMDL Web Page?

The existing customer web access will remain available to search for case reports submitted before November 9th. However, after November 11th, customers must order tests and pay invoices for all cases through the new Web Portal only.

How do I get access to the Web Portal?

Easy! Call us and request activation of your new web portal account. Our number: 979-845-3414 or toll free: 1-888-646-5623

How do I pay bills online?

1. Open your TVMDL Web Portal account.
2. Select the "College Station (All Labs Use to Pay Online)" Location.
3. Under "Actions" select the option, "\$ Make a Payment."
4. After the first working day of every month, you will see your statement (bill number) activity for the previous month.
5. Select the invoices (included on your monthly statement) that you would like to pay and hit the "Pay Amount" link.
6. Input credit card information and submit!

Note: If you wish to pay invoices that are not displayed on your account yet, you may go directly to the general "Make a Payment" link and enter the dollar amount you wish to pay.

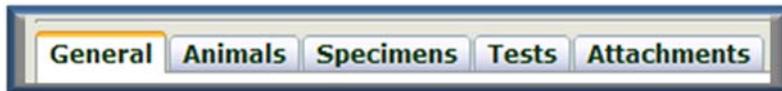
How do I order tests online?

Ordering tests on line is a simple and **time saving** procedure, one that remembers your animal in the system.

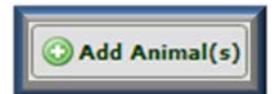
1. Click on "Test Order Form."



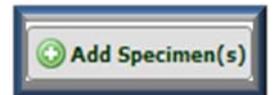
2. Fill out information on the "General" Tab and click on "Save."



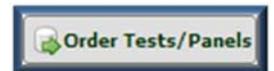
- Click on the "Animals" tab followed by the "Add Animal(s)" button. Fill in required information and click on the "Add Animal(s)" button followed by the "Close" button.



- Click on the "Specimens" tab followed by the "Add Specimen(s)" button. Fill in the required information, then click on the "Add Specimen(s)" button followed by the "Close" button.



- Click on the "Tests" tab. Click **in** the box next to the specimen name. Click **in** the box next to the test(s) you would like to order. Then click on the "Order Tests/Panels" button. You will see the tests you ordered at the bottom of the page in the "Ordered Tests" area.

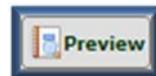


- Click on the "Attachments" tab if you would like to attach a file or image. Choose the file and click on the "Upload" button.



- Click on the "Save Button."

- Click on the "Preview Button" and print a copy of the Web Order Submission Form. Include it when you deliver or mail in your specimens to TVMDL.



* You are not required to fill out the paper copy of the TVMDL submission form when you submit your requests online.

3. Click on the "Submit" button and you're finished! .



You will be notified by Email that your submission has been received.

We appreciate that a new system can at first be an adjustment. If you would like more information or have trouble accessing your account, or trouble entering a test, please contact TVMDL.

Toll Free: 888.646.5623