

Consumables Portal User Guide

Version number 2

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Version Number	Change Details	Date
2	Synnovis brand change. New consumables portal implemented	19/01/2023



Contents

1.	Creation of Accounts	3
2.	Accessing the Portal	3
3.	Locating Items	4
4.	Adding Items to Basket	5
5.	Checkout	5
6.	Order Confirmation	7
7.	Reset Password	8
8.	Key Contact Information	9



1. Creation of Accounts

Contact the Synnovis Customer Service team by emailing customerservices@synnovis.co.uk with the below:

- ✓ Name of the practice/team
- ✓ Generic email address of practice or team
 ✓ Address (including department if applicable)
- ✓ The Synnovis site by which the samples are processed at King's College Hospital, Guys & St Thomas' Hospitals, Princess Royal University Hospital etc.

Once created, an email will be sent with instructions to activate the account.



2. Accessing the Portal

To login, go to <u>https://synnovisportal.co.uk/</u> and enter the login details provided. It is recommended that users access the site using Google Chrome on a desktop PC.

Login	
د Enter your email address	
Password	
Forgot your password?	
Sign in	
<u>Create account</u>	
S	synno∮is



Once logged, the user will see their Account page below.

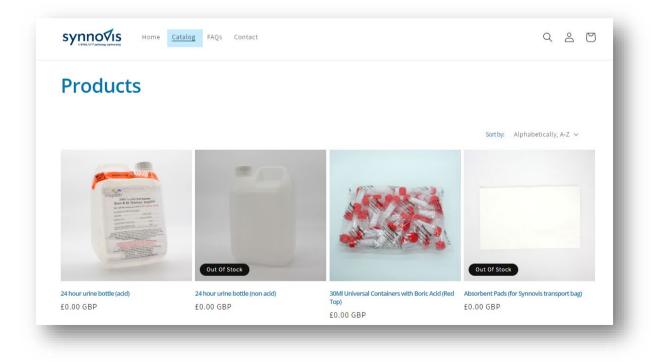
Account details
Gabrielle Morrison
Gabrielle Morrison United Kingdom
synno4is

If you are part of a branch site, the main site will be specified in the Account Details.

3. Locating Items

Click on **Catalogue** located at the top of the page. The user will now be able to see the available to order.

The user will only be able to see items assigned to their account type. If an item is missing from the options, contact the Synnovis Customer Service team who can advise.



Synnovis Consumables Portal User Guide



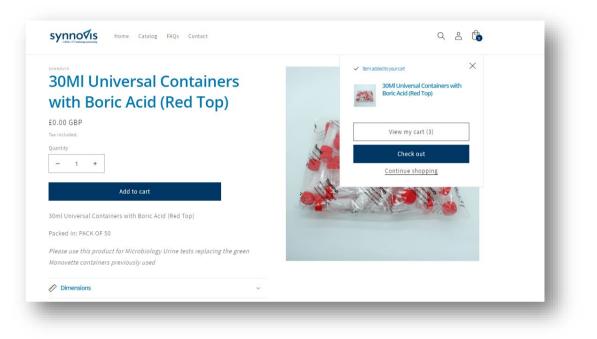
4. Adding Items to Basket

Click on the required item.

Input the quantity required.

Click **Add to cart.** The item will now be displayed in the basket. There are restrictions on how many items can be ordered to avoid over ordering, stockpiling, and wastage of stock.

To add another item, click on Continue shopping or proceed to Checkout.



5. Checkout

Once the required item(s) have been added to the basket, click on your basket icon (located in the top right corner) to review all items, and then click on **Checkout**.

PRODUCT	QUANTITY TOTAL
30MI Universal Containers with Boric Acid (Red Top) 50.00	- 1 + @ £0.00
24 hour urine bottle (acid) £0.00	- 2 + Ór £0.00



Select your address from the options available and click on Continue to shipping.

		th Boric Acid (Red Top)	
Cart > Information > Shipping > Payment > Review	2		
Contact information	24	hour urine bottle (acid) Free	
Gabrielle Morrison (gabrielle.morrison@synnovis.co.uk)			
Log out	Subtotal	£0.00	
	Shipping	Calculated at next step	
Shipping Address (do not add or edit these addresses, please contact us to make changes):			
· _	Total	GBP £0.00	
Saved addresses London SXX XXX, United Kingdom (Site 1 Surgery, Test Co)			
Country/Region United Kingdom			
First name (optional)			
Site 1 Surgery			
Company / Location			
Test Co			
Address			
Department / Floor (if relevant)			
City Postcode London SXX XXX			

Follow the steps until you arrive to **Review Order**. Click on **Complete order** to place the order. Please note there are no costs attached to your orders and this will be £0.00.

eview ord	er		24 hour un	ine bottle (acid) Free
Contact	gabrielle.morrison@synnovis.co.uk	Change	Subtotal	£0.00
Ship to	Site 1 Surgery Test Co Deliver to	Change	Shipping	Free
	London SE15 2PT United Kingdom		Total	GBP £0.00
Method	GSG Standard - Free No other methods available			
Subtotal		£0.00		
Shipping		Free		
Total		GBP £0.00		
Return to p	avment	Complete order		



6. Order Confirmation

Once the order has been made, an **email notification** will be sent confirming the order has been placed and the **order number**. The user will receive another email notification once the order has been dispatched.

	synnovis		
\odot	Confirmation #GFGRMELOR Thank you Site 1!		
	Your order is confirmed You'll receive a confirmation email with your order number shortly.		
	Order updates You'li get shipping and delivery updates by email.		
	Customer information Billing address contact information Billing address panelicitanminismedigameniscoluk Site T Surgery Shipping address Delivery Shi Surgery Site Site Site Site Site Site Site Site		
	Need heip? Contact us Continue shopping		
S	ynno∕is	ORDER #1011	
Hi G	ank you for your order! iabrielle, we're getting your order read n it has been sent.	dy to be shipped. We will notify you	
Viev	w your order		
or V	isit our store		
	1		
9			ORDER #1011
Y	our order is on th	e way	
	our order is on the way and	-	
	· · · · ·	-	

View your order

or Visit our store



7. Reset Password

Click on Forgotten Password.

Login	
Email Forgot Password?	
Password Forgot your password?	
rorgot your password?	

Enter your email address for a link to be provided.

SYNNOV MANAGEMENT	g FAQs Contact	Q 2 D
	Reset your password	
	We will send you an email to reset your password	
	Email	
	Submit	
	Cancel	

Click the link sent to your email to change your password.

Reset your passw	ord
,	r customer account password at Synnovis . If you ord, you can safely delete this email.
Reset your password	or Visit our store

Synnovis Consumables Portal User Guide



8. Key Contact Information

If you have any questions regarding your account, orders, or deliveries, refer to the <u>FAQ</u> located on the portal. If the answer is not available, please send your query to the Synnovis Customer Service Team.

Contact	Phone Number	Email Address
Customer Service	0204 513 7300	customerservices@synnovis.co.uk

These processes are also demonstrated in a training video located on the home page <u>https://synnovisportal.co.uk/</u>.