

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

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1. Creation of Accounts

Contact the Synnovis Customer Service team by emailing synnovis.customerservices@nhs.net 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.

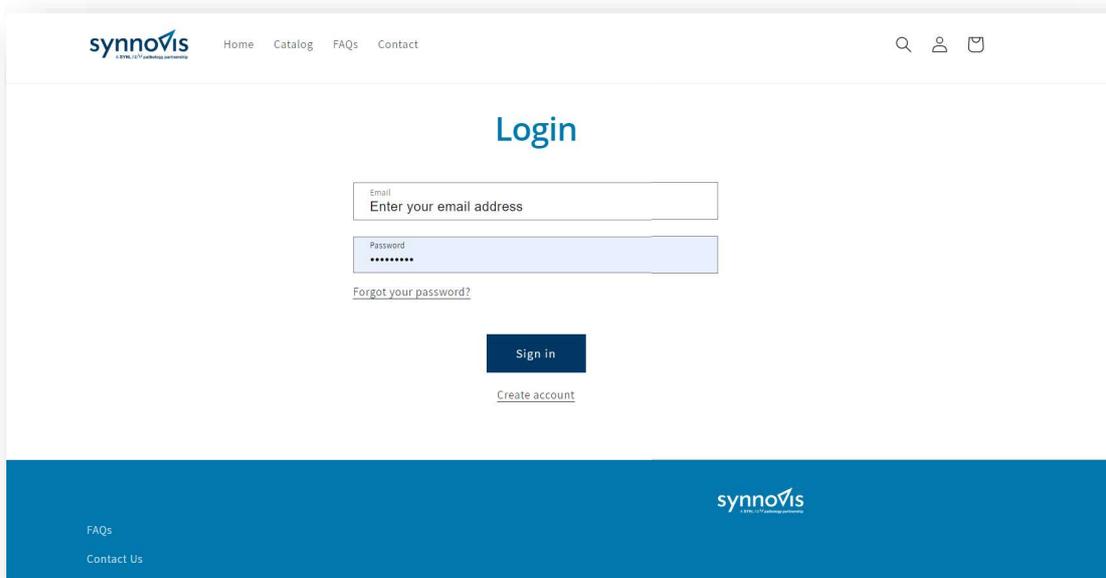
Once created, an email will be sent with instructions to activate the account.



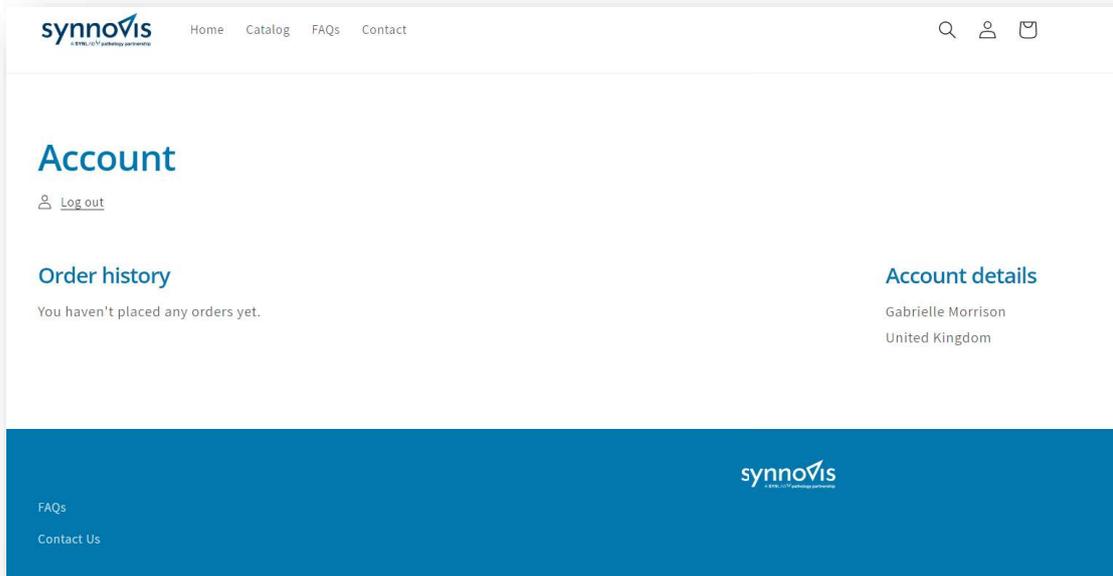
2. Accessing the Portal

To login, go to <https://synnovisportal.co.uk/> and enter the login details provided.

It is recommended that users access the site using Google Chrome on a desktop PC.



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

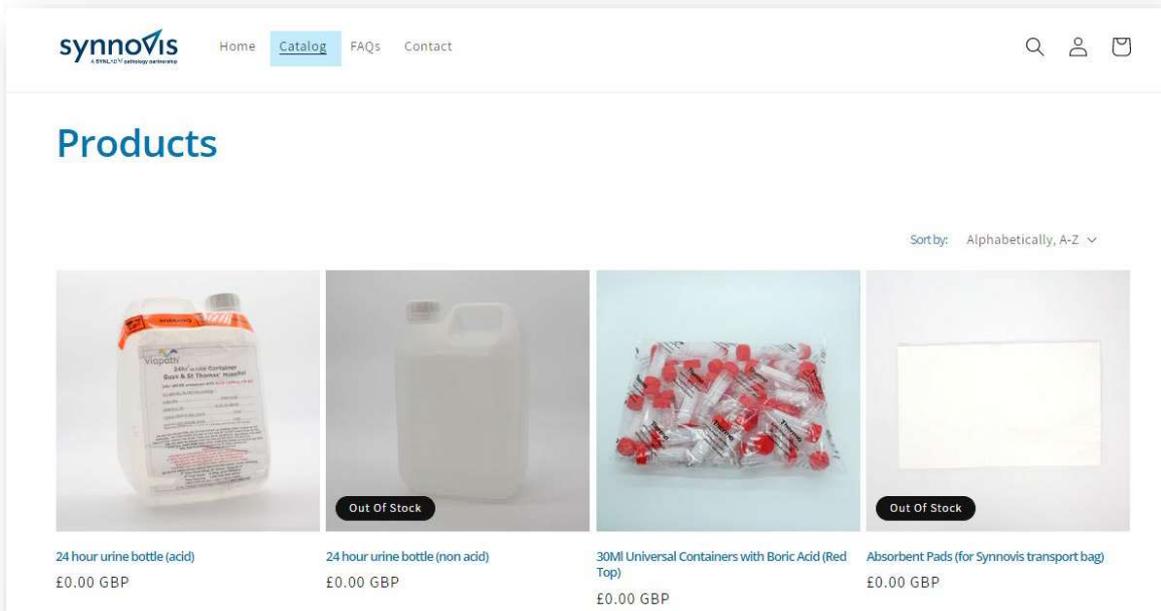


If you are part of a branch site, the main site will be specified in the **Account Details**.

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.



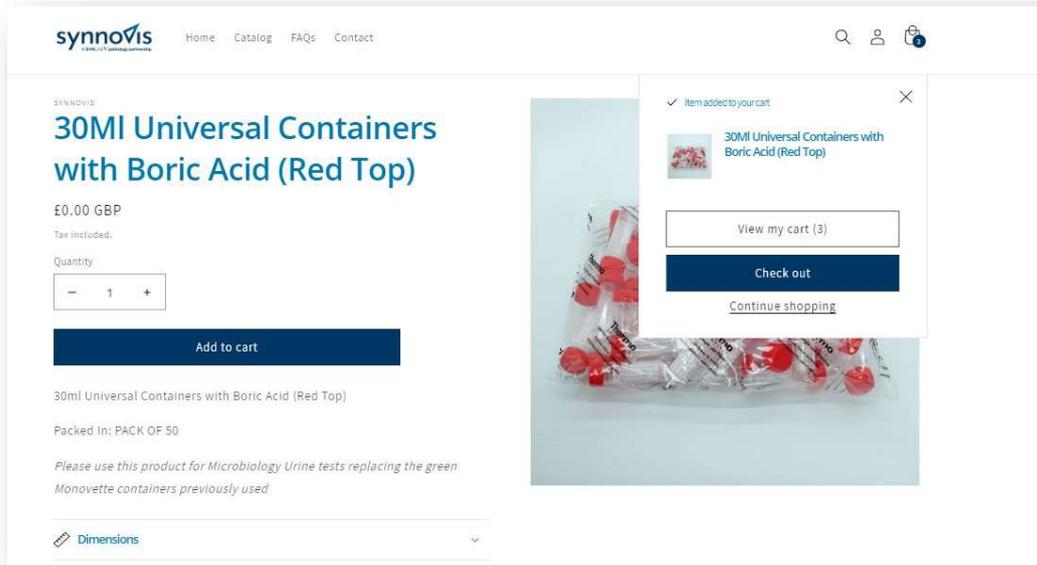
4. Adding Items to Basket

Click on the required item.

Input the **quantity** required.

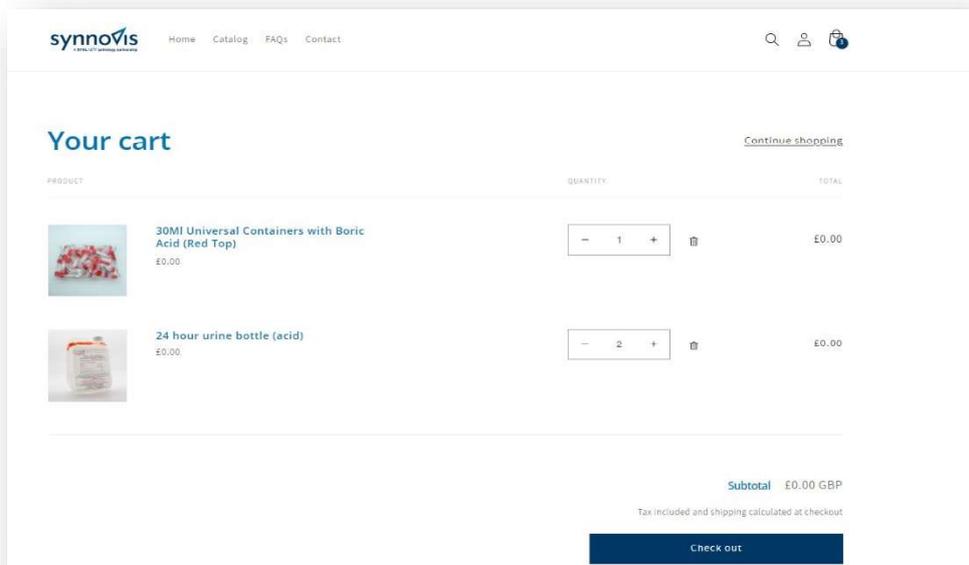
Click **Add to cart**. The item will now be displayed in the basket. There are restrictions on how many items can be ordered to avoid over ordering, stockpiling, and wastage of stock.

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**.



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

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Cart > Information > Shipping > Payment > Review

Contact information
Gabrielle Morrison (gabrielle.morrison@synnovis.co.uk)
[Log out](#)

Shipping Address (do not add or edit these addresses, please contact us to make changes):

Saved addresses
London SXX XXX, United Kingdom (Site 1 Surgery, Test Co)

Country/Region
United Kingdom

First name (optional)
Site 1

Last name
Surgery

Company / Location
Test Co

Address

Department / Floor (if relevant)

City
London

Postcode
SXX XXX

[Return to cart](#) [Continue to shipping](#)

30MI Universal Containers with Boric Acid (Red Top)	Free
24 hour urine bottle (acid)	Free
Subtotal	£0.00
Shipping	Calculated at next step
Total	GBP £0.00

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.**

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Cart > Information > Shipping > Payment > Review

Review order

Contact: gabrielle.morrison@synnovis.co.uk [Change](#)

Ship to: Site 1 Surgery [Change](#)
Test Co
Deliver to
London
SE15 2PT
United Kingdom

Method: GSG Standard - Free
No other methods available

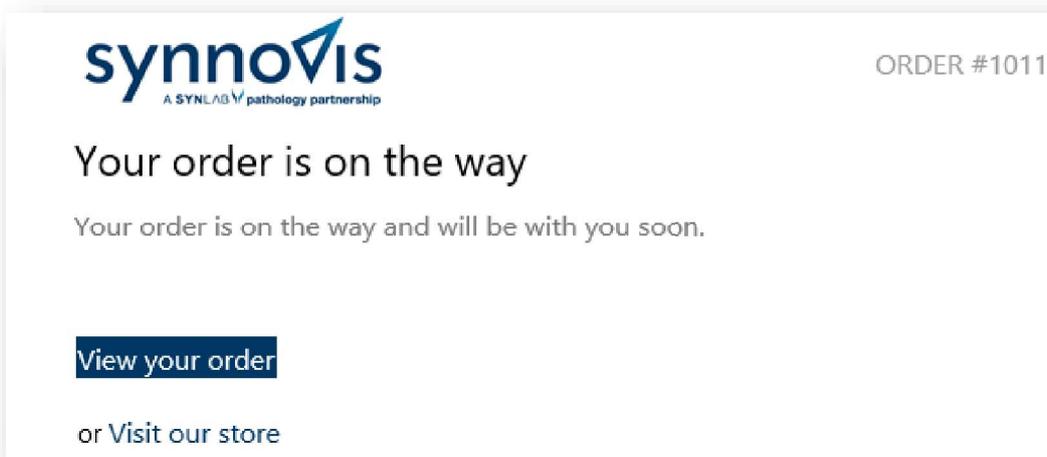
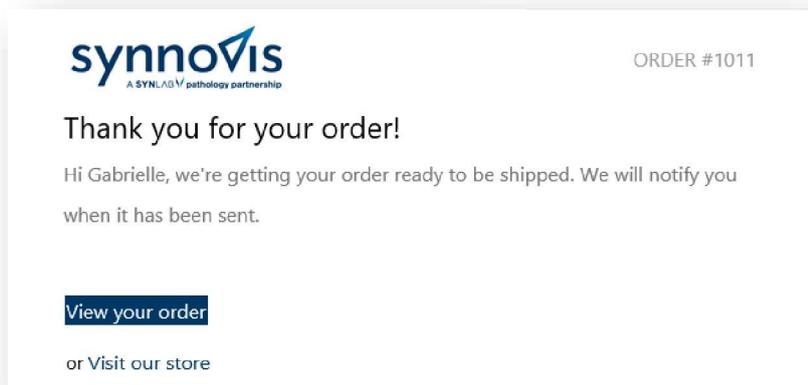
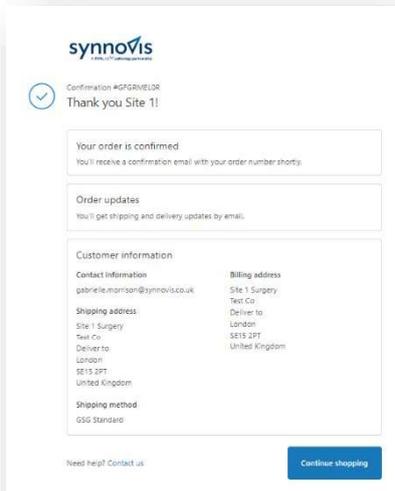
Subtotal	£0.00
Shipping	Free
Total	GBP £0.00

[Return to payment](#) [Complete order](#)

30MI Universal Containers with Boric Acid (Red Top)	Free
24 hour urine bottle (acid)	Free
Subtotal	£0.00
Shipping	Free
Total	GBP £0.00

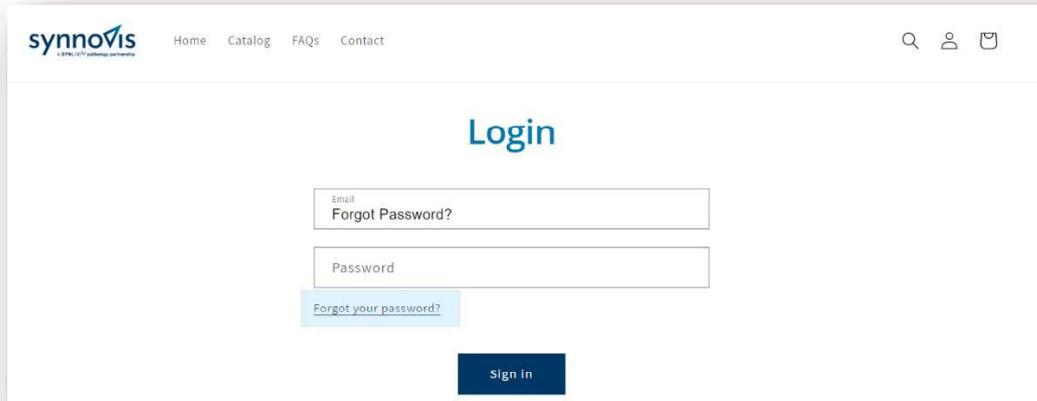
6. Order Confirmation

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.

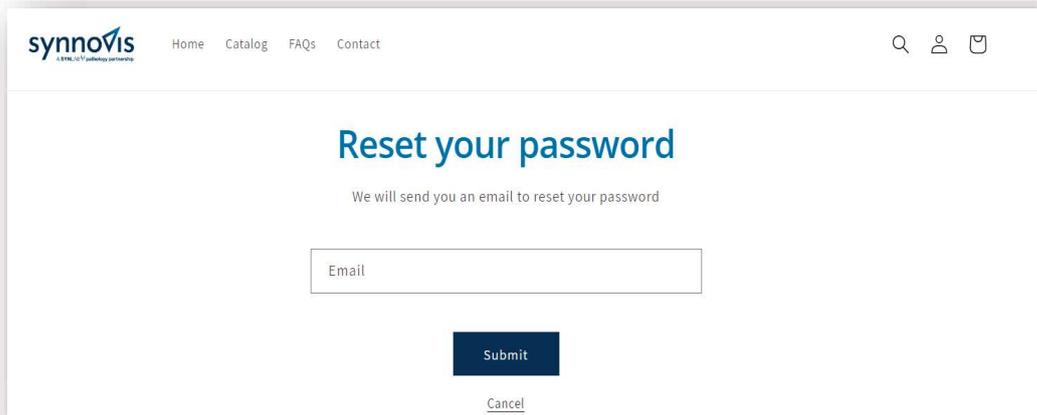


7. Reset Password

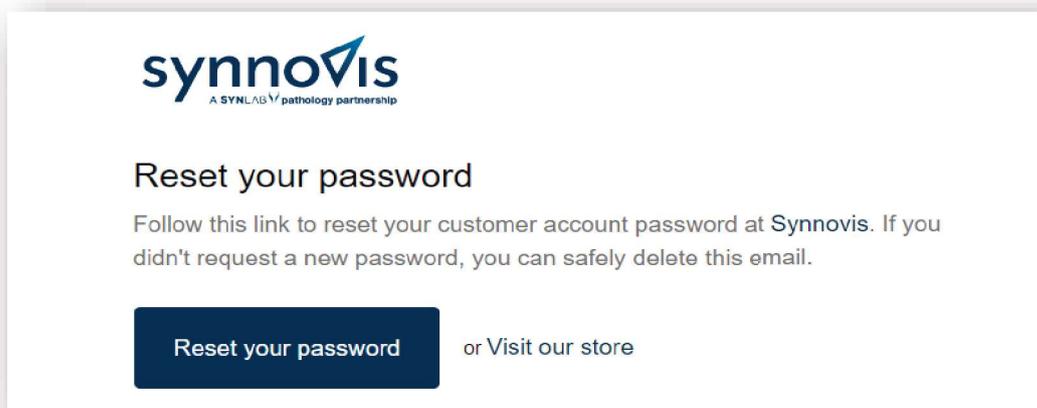
Click on **Forgotten Password**.



Enter your email address for a link to be provided.



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



8. Key Contact Information

If you have any questions regarding your account, orders, or deliveries, refer to the [FAQ](#) 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	synnovis.customerservices@nhs.net

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