IDEXX **BioAnalytics**

2025 IDEXX BioAnalytics Online Ordering Guide

EUROPE

A guide to ordering using our Client Portal

Expect the highest quality support with innovative solutions for your Animal Health, Preclinical, and Biologic cell-based research.

+ **Overview of our process**
+ **Managing your account**
+ **How to place an order**
+ **Billing overview**

A guide to ordering using our Client Portal

Our team is here every step of the way to ensure your research continues to move forward.

Overview

- Advantages to online ordering
- How to get there
- Access for more users
- Login

Account Settings

- My Dashboard
- Case search
- Reporting options
- My profile
- Share data view

Place a Health Monitoring order

- Place an order
- Service category selection
- Order history
- Order & billing details
- Order review

Placing an Aquatics Health Monitoring order

- Place an order
- Service category selection
- Order history
- Order & billing details
- Order review

Place a Biologics & Cell Health order

- Place an order
- Service category selection
- Order history
- Order & billing details
- Order review

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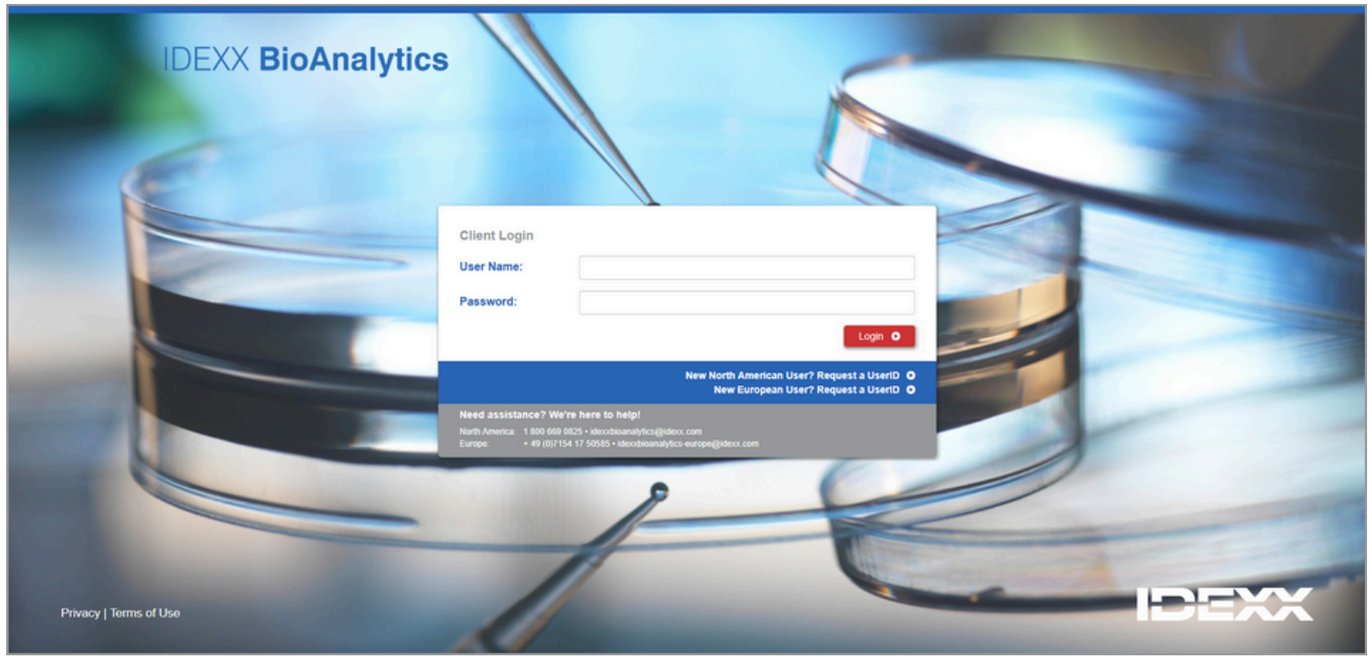
Log in to the Client Portal

- Navigate to the Client Portal login page.
- A login is created when your submitter account is created. The User Name and Password are sent as an automated email.
- If you're already submitting but haven't used the portal, Client Support Services can resend your login information.
- If you do not normally submit under your name or you do not have an account yet, you can click on the "New User?" button.



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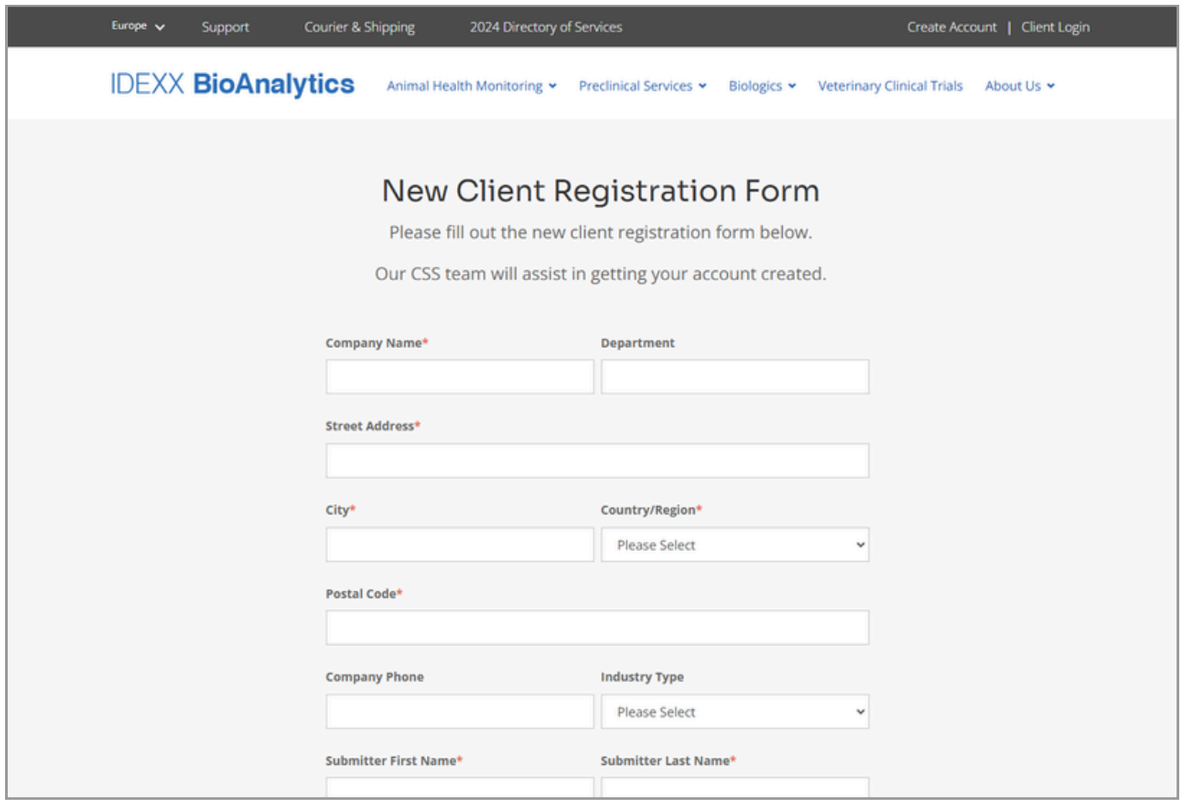
Overview | Account Settings | Place a Health Monitoring Order | Place an Aquatics Health Monitoring Order | Place a Biologics & Cell Health Order

New User Registration

- Upon clicking the “New User?” button, you will land on our New User Registration page.
- Complete all required fields to obtain login information for the Client Portal. You may request a individual or a company/department account.
- New User Registrations are typically processed within 24 hours.
- You will receive your login credentials via a separate email once your account setup is complete.

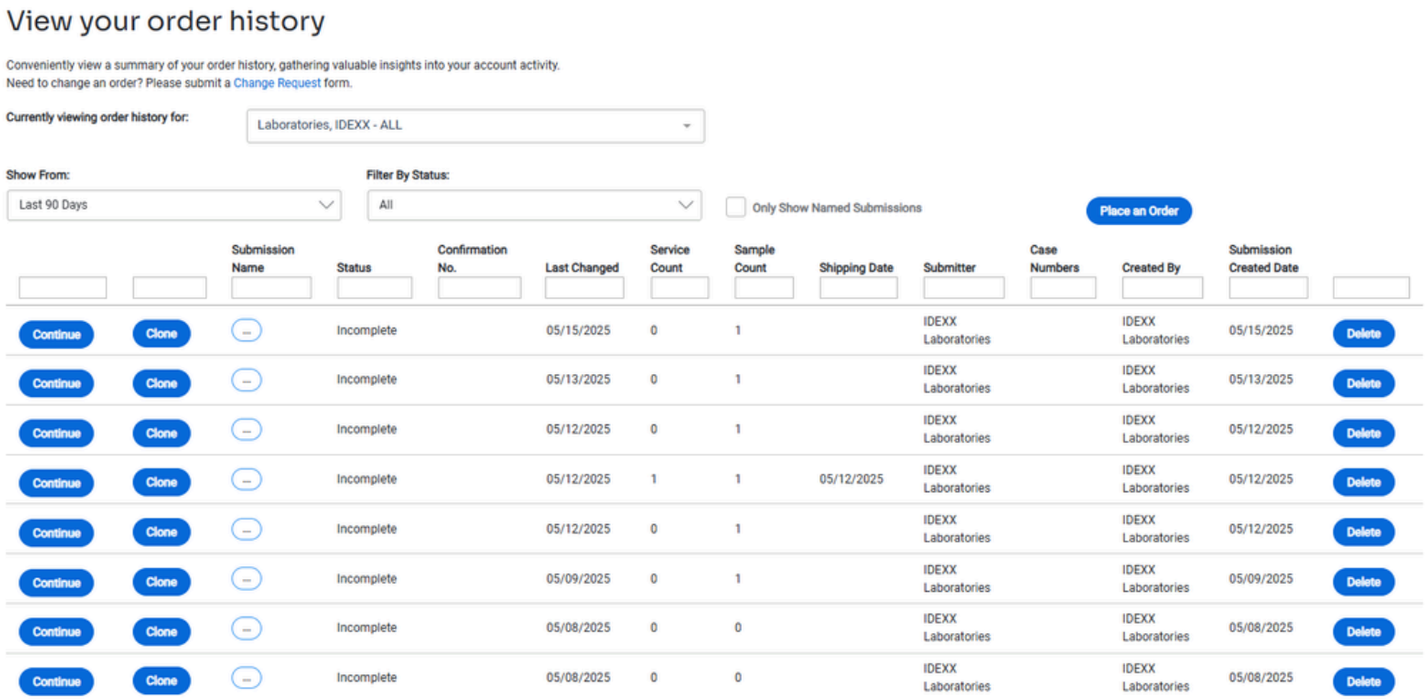


IDEXX **BioAnalytics**

Overview | Account Settings | Place a Health Monitoring Order | Place an Aquatics Health Monitoring Order | Place a Biologics & Cell Health Order

Advantages to online ordering

- Online submissions are faster, less error prone, and increase your visibility and control.
- When you use the Online Submission tool, you can see your Order History and the status of each order. Possible statuses:
  - Incomplete
  - Submitted
  - In Progress
  - Resulted
  - Voided



View your order history

Conveniently view a summary of your order history, gathering valuable insights into your account activity.
Need to change an order? Please submit a Change Request form.

Currently viewing order history for: Laboratories, IDEXX - ALL

Show From: Last 90 Days | Filter By Status: All | Only Show Named Submissions | Place an Order

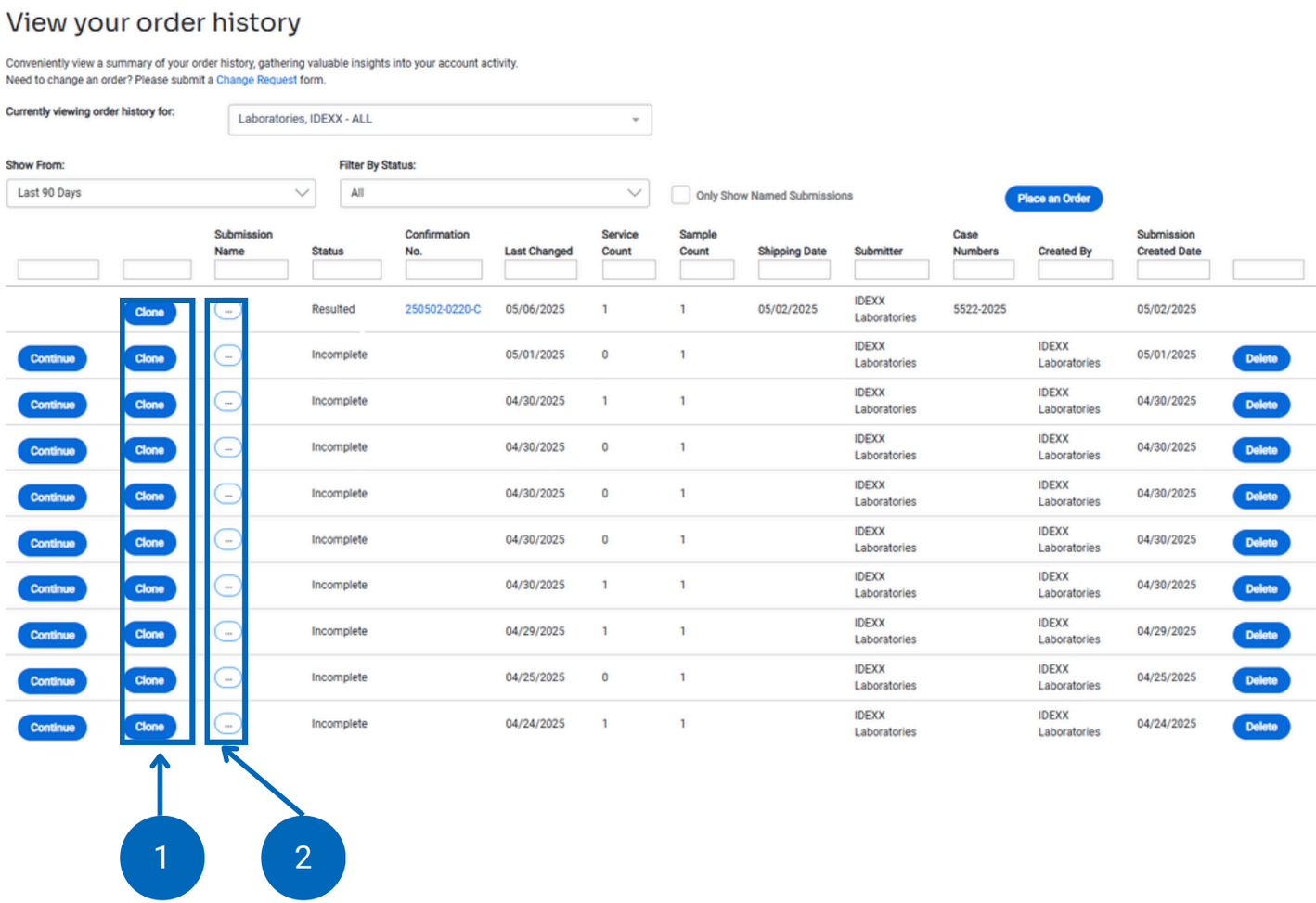
		Submission Name	Status	Confirmation No.	Last Changed	Service Count	Sample Count	Shipping Date	Submitter	Case Numbers	Created By	Submission Created Date	
Continue	Clone	...	Incomplete		05/15/2025	0	1		IDEXX Laboratories		IDEXX Laboratories	05/15/2025	Delete
Continue	Clone	...	Incomplete		05/13/2025	0	1		IDEXX Laboratories		IDEXX Laboratories	05/13/2025	Delete
Continue	Clone	...	Incomplete		05/12/2025	0	1		IDEXX Laboratories		IDEXX Laboratories	05/12/2025	Delete
Continue	Clone	...	Incomplete		05/12/2025	1	1	05/12/2025	IDEXX Laboratories		IDEXX Laboratories	05/12/2025	Delete
Continue	Clone	...	Incomplete		05/12/2025	0	1		IDEXX Laboratories		IDEXX Laboratories	05/12/2025	Delete
Continue	Clone	...	Incomplete		05/09/2025	0	1		IDEXX Laboratories		IDEXX Laboratories	05/09/2025	Delete
Continue	Clone	...	Incomplete		05/08/2025	0	0		IDEXX Laboratories		IDEXX Laboratories	05/08/2025	Delete
Continue	Clone	...	Incomplete		05/08/2025	0	0		IDEXX Laboratories		IDEXX Laboratories	05/08/2025	Delete

IDEXX **BioAnalytics**

Overview | Account Settings | Place a Health Monitoring Order | Place an Aquatics Health Monitoring Order | Place a Biologics & Cell Health Order

Advantages to online ordering

- You can clone previous submissions and/or keep a case as a template.
- Cloning creates a new case with the same samples and services as the original.
- Submissions can be named by clicking on the three dots in the name column.
  - This makes finding a template quick and easy.



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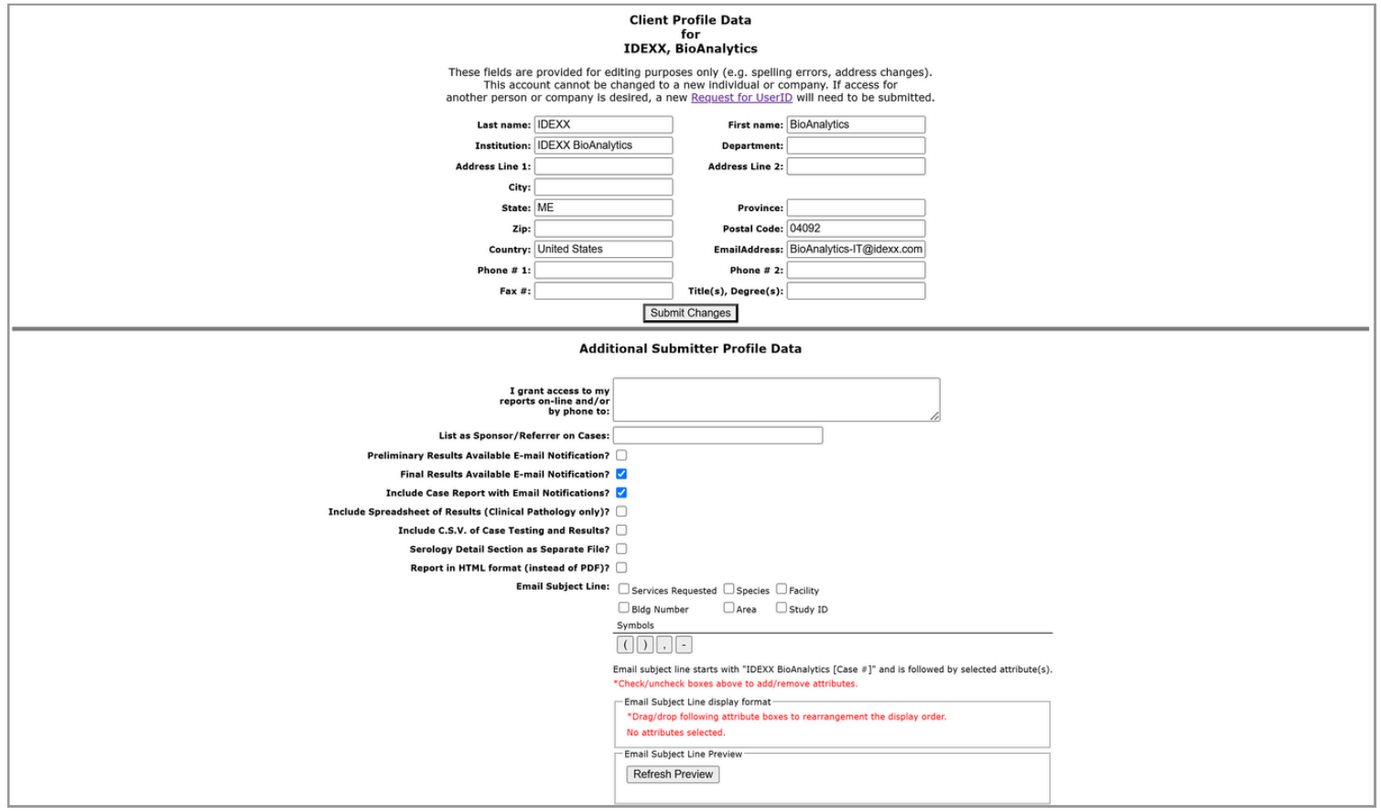
Adjusting your Account Settings

- Navigate to My Profile from the left-hand menu to edit your contact information, reporting preferences, and billing information.
- If your bill to information is not completed when you do your first submission, there is no need to fill it again and send it. The information will be completed prior to invoicing.



Client Profile Data for IDEXX, BioAnalytics

These fields are provided for editing purposes only (e.g. spelling errors, address changes). This account cannot be changed to a new individual or company. If access for another person or company is desired, a new Request for UserID will need to be submitted.

Last name:	IDEXX	First name:	BioAnalytics
Institution:	IDEXX BioAnalytics	Department:	
Address Line 1:		Address Line 2:	
City:			
State:	ME	Province:	
Zip:		Postal Code:	04092
Country:	United States	EmailAddress:	BioAnalytics-IT@idexx.com
Phone # 1:		Phone # 2:	
Fax #:		Title(s), Degree(s):	

Submit Changes

Additional Submitter Profile Data

I grant access to my reports on-line and/or by phone to:

List as Sponsor/Referrer on Cases:

Preliminary Results Available E-mail Notification? ☐

Final Results Available E-mail Notification? ☑

Include Case Report with Email Notifications? ☑

Include Spreadsheet of Results (Clinical Pathology only)? ☐

Include C.S.V. of Case Testing and Results? ☐

Serology Detail Section as Separate File? ☐

Report in HTML format (instead of PDF)? ☐

Email Subject Line: ☐ Services Requested ☐ Species ☐ Facility ☐ Bldg Number ☐ Area ☐ Study ID

Symbols ( ) , -

Email subject line starts with "IDEXX BioAnalytics [Case #]" and is followed by selected attribute(s).

*Check/uncheck boxes above to add/remove attributes.

Email Subject Line display format

*Drag/drop following attribute boxes to rearrangement the display order.

No attributes selected.

Email Subject Line Preview

Refresh Preview

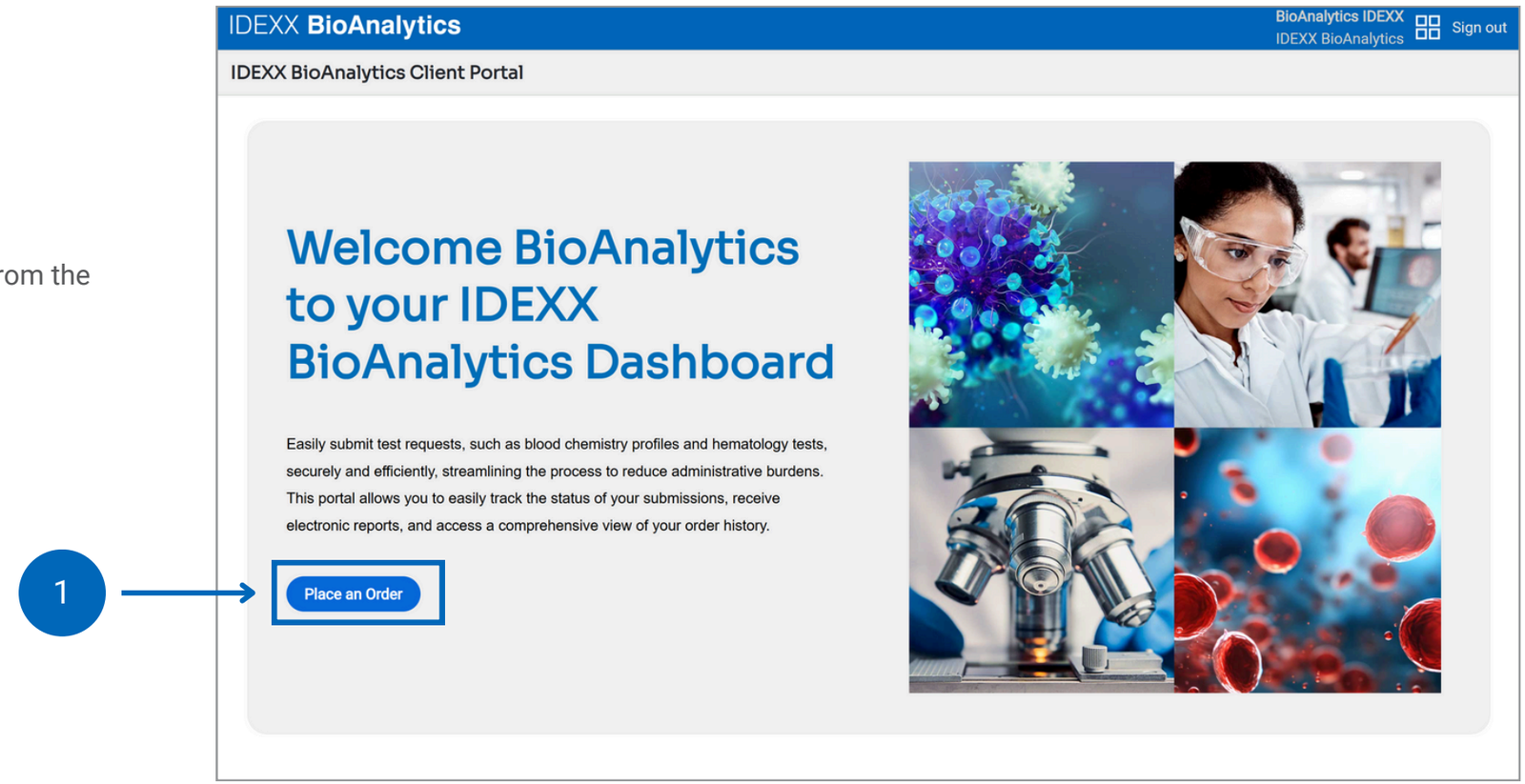
IDEXX **BioAnalytics**

Overview | Account Settings | Place a Health Monitoring Order | Place an Aquatics Health Monitoring Order | Place a Biologics & Cell Health Order

1

Place an order

- Select “Place an Order” on your dashboard or from the navigation bar to start a new case submission.



IDEXX **BioAnalytics**

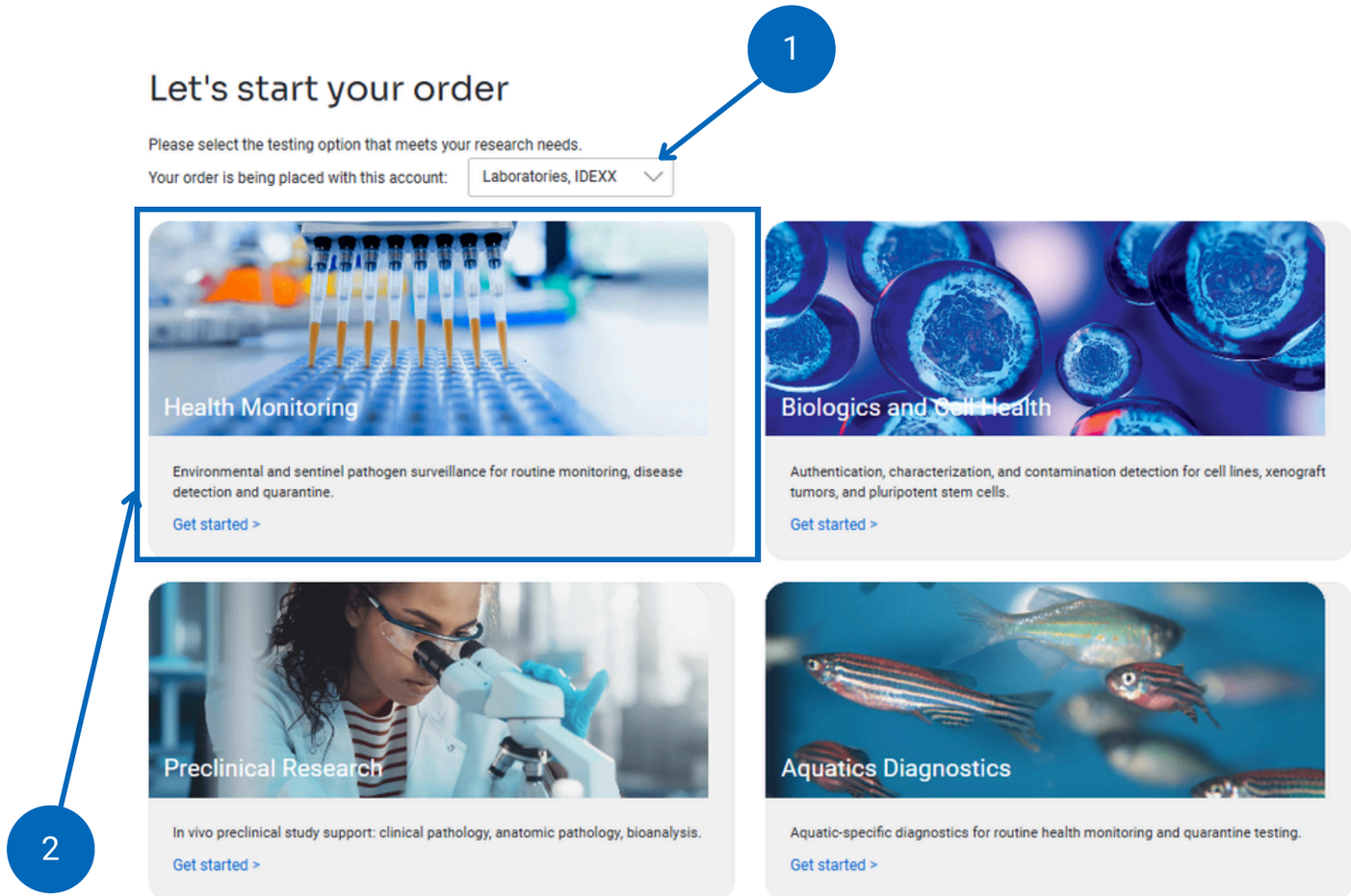
Overview | Account Settings | Place a Health Monitoring Order | Place an Aquatics Health Monitoring Order | Place a Biologics & Cell Health Order

2

Service type selection

You can select a submitter before placing an order, that makes it easy to manage several accounts.
Select a submission type to begin with your order:

- **Health Monitoring**
  - Animal surveillance for pathogens and microbial screening services
  - 3R FELASA profiles, Serology, Real-time PCR, EDx profiles, Histology, Microbiology, Microbiome

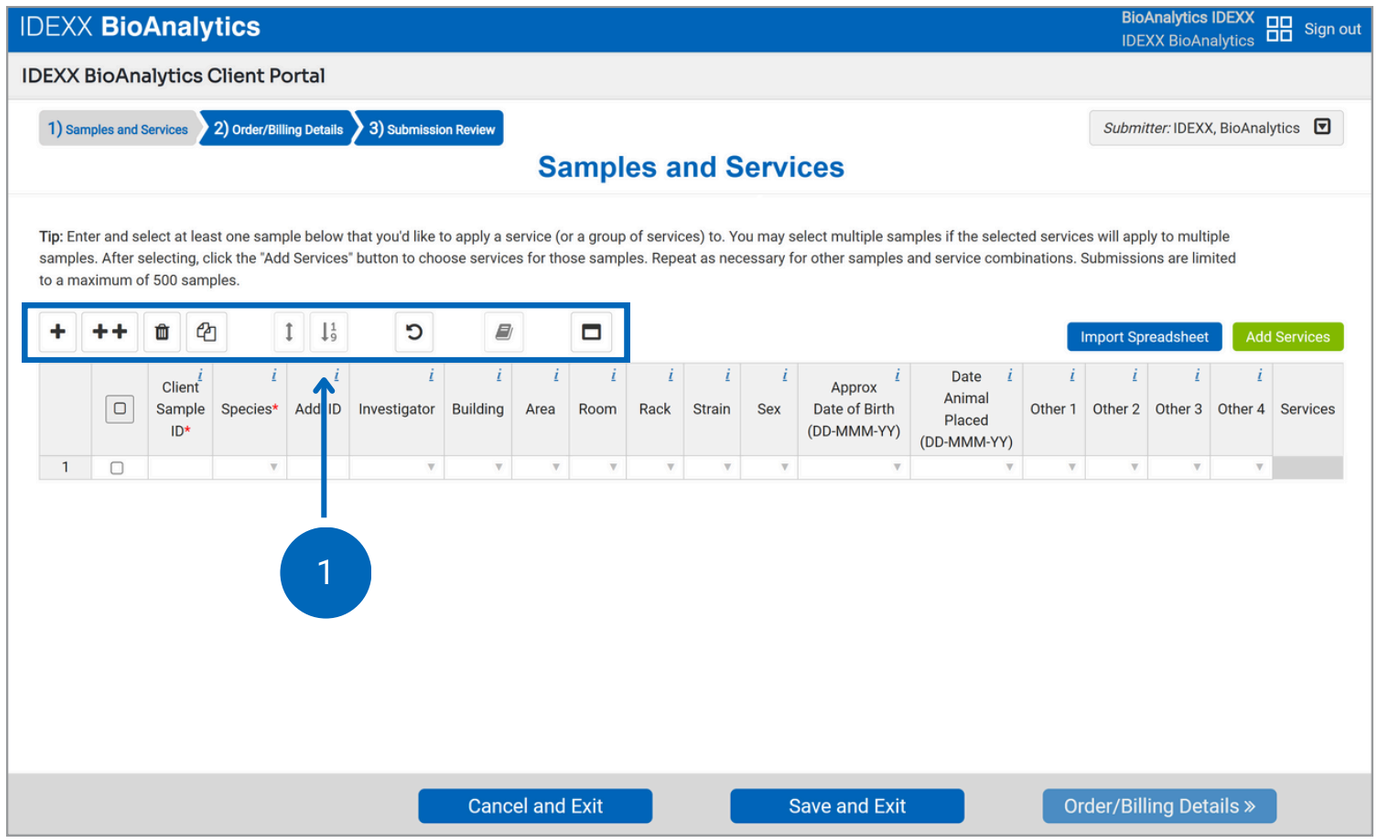


3

Tool palette

- Add a single row
- Add multiple rows
- Trash can / delete
- Duplicate a row
- Fill down a column
- Sequential number fill
- Undo
- Dictionary
- Full page view

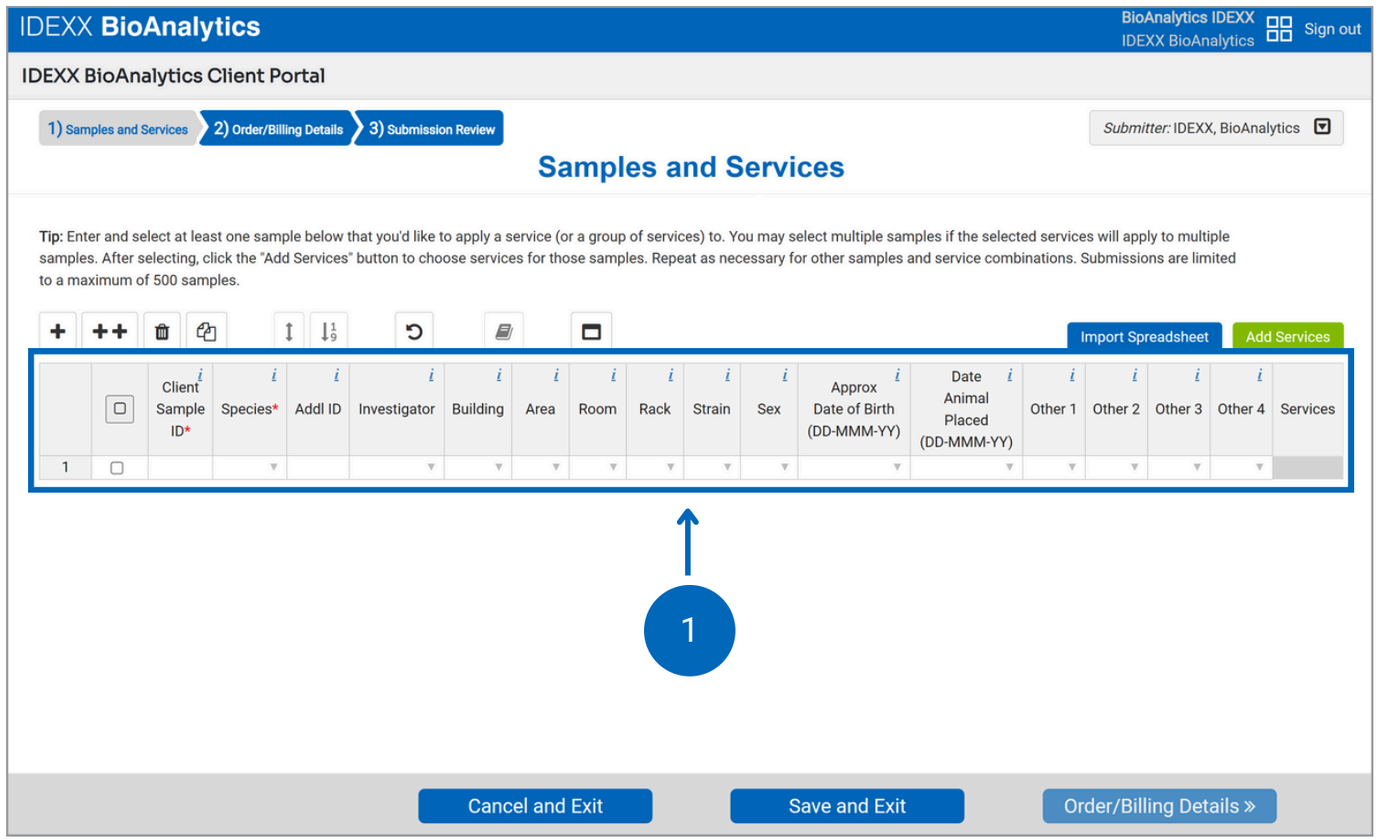
The *i* link in the column headers provides additional glossary information.



4

Option 1: Copy and paste or manually type data

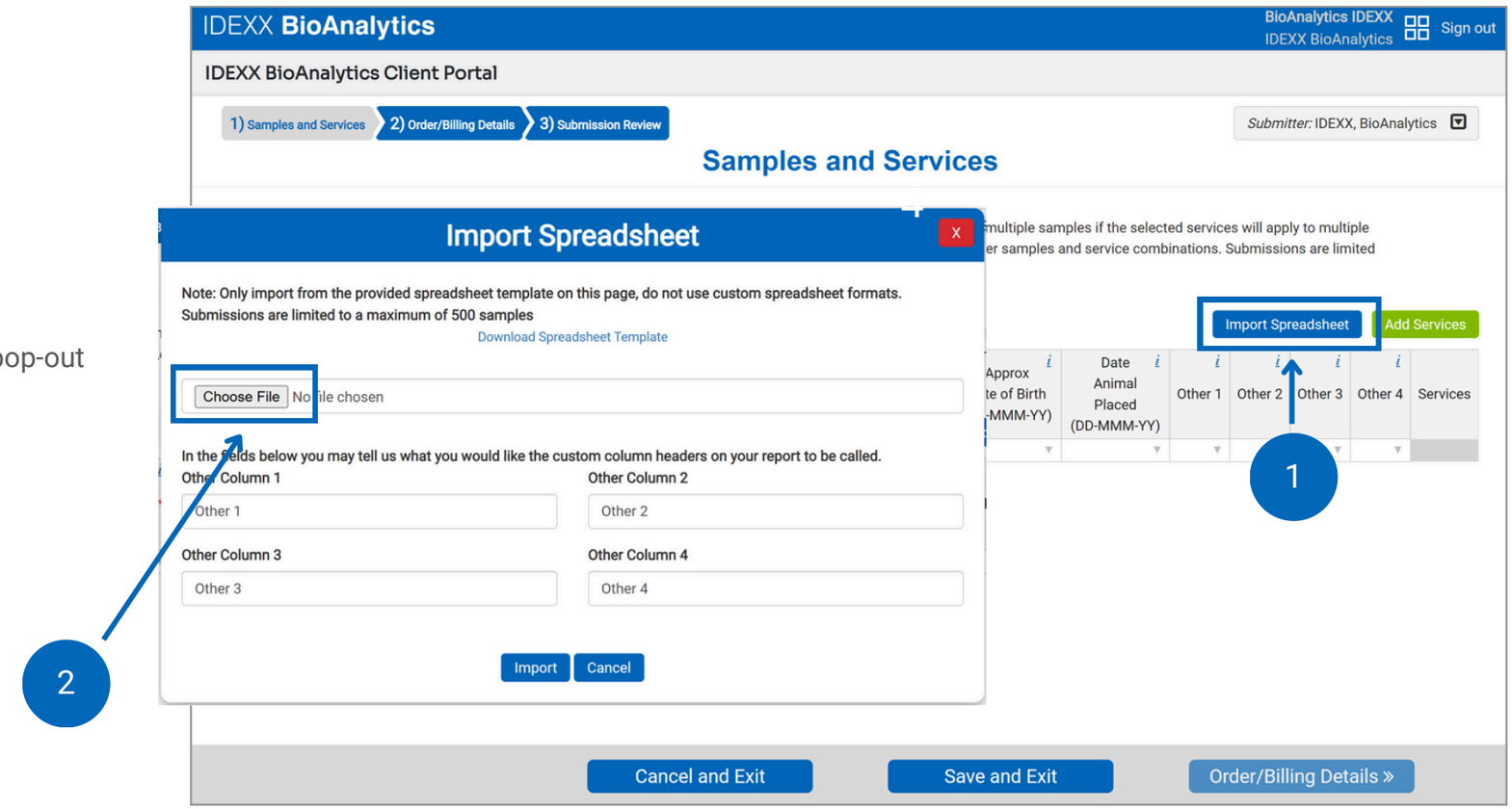
- Enter each animal as one line regardless of number of sample types/tissues per animal. Add any other sample information you need to identify your samples.
- Only columns marked with an asterisk are required. All other columns are optional.
- The most used demographic columns are:
  - Group ID
  - Animal ID*
  - Species*
  - Collection Date*
  - Timepoint



5

Option 2: Import spreadsheet data

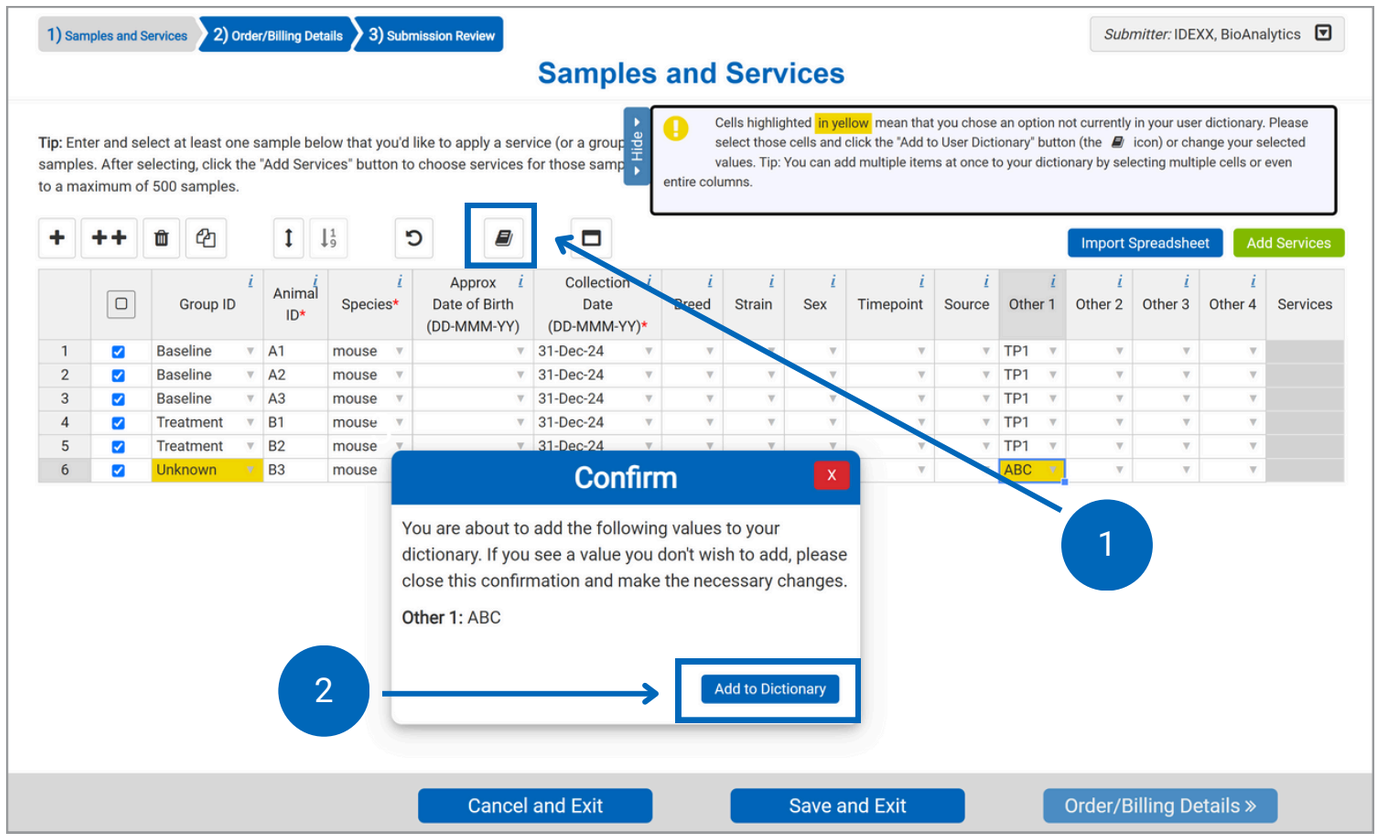
- A blank spreadsheet template is available in the pop-out window once you click “Import Spreadsheet.”
- Customize “Other” column headers.
- Upload data for a quick and easy submission.



6

Error checking and dictionary

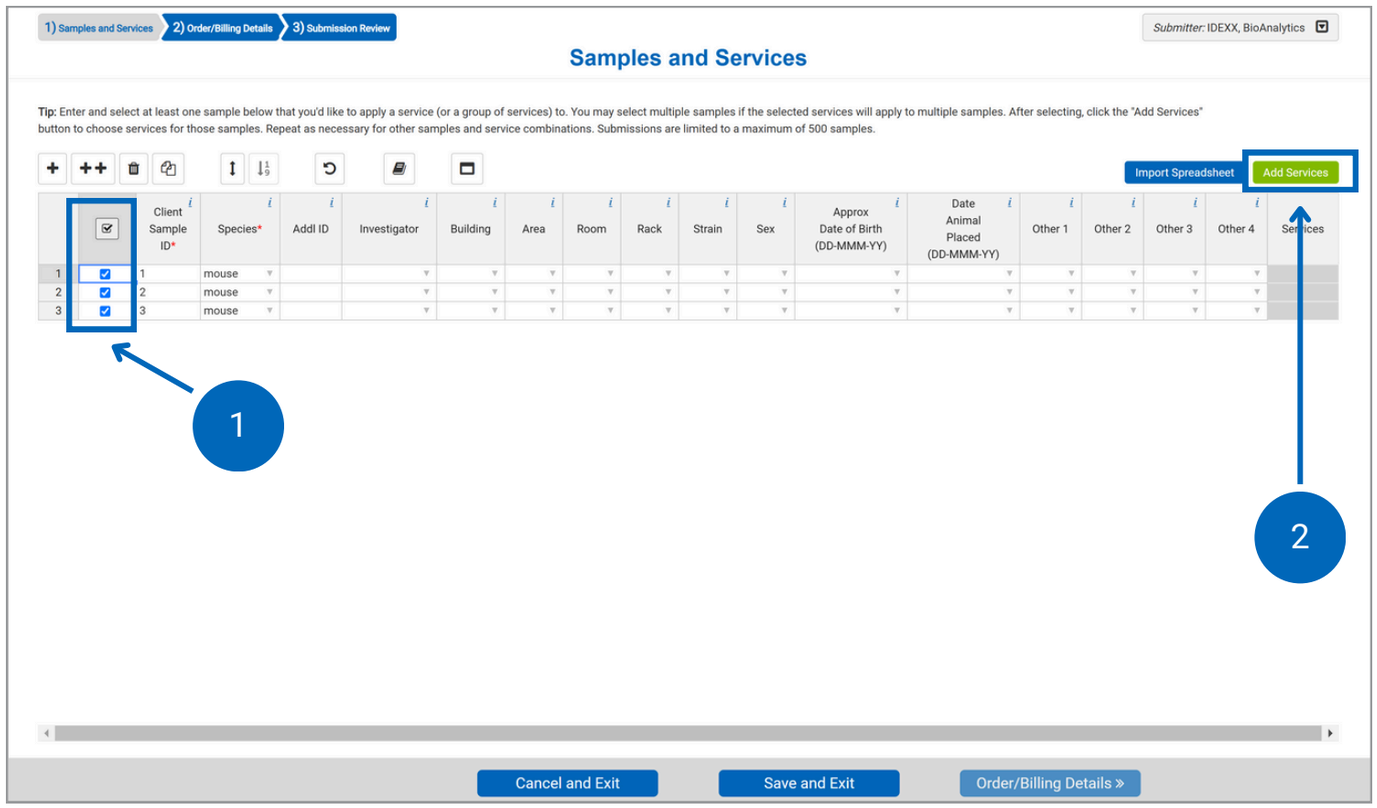
- As you enter sample information, you might notice our embedded error checking.
- This feature prompts you with dropdown options and highlights new entries not found in the Dictionary.
- To remove the highlights and add a new entry to the dictionary, select the cell(s) or column(s) and click the dictionary icon. Confirm by clicking “Add to Dictionary”.
- Customize the dropdown menu in your dictionary, entering new values only if they are unique. This ensures consistent data, as the dictionary is case-sensitive and distinguishes between dashes and other characters.
- The Dictionary ensures consistent data for FELASA reports and custom reports, preventing duplication and optimizing data extraction, management, and filtering.



7a

Add services

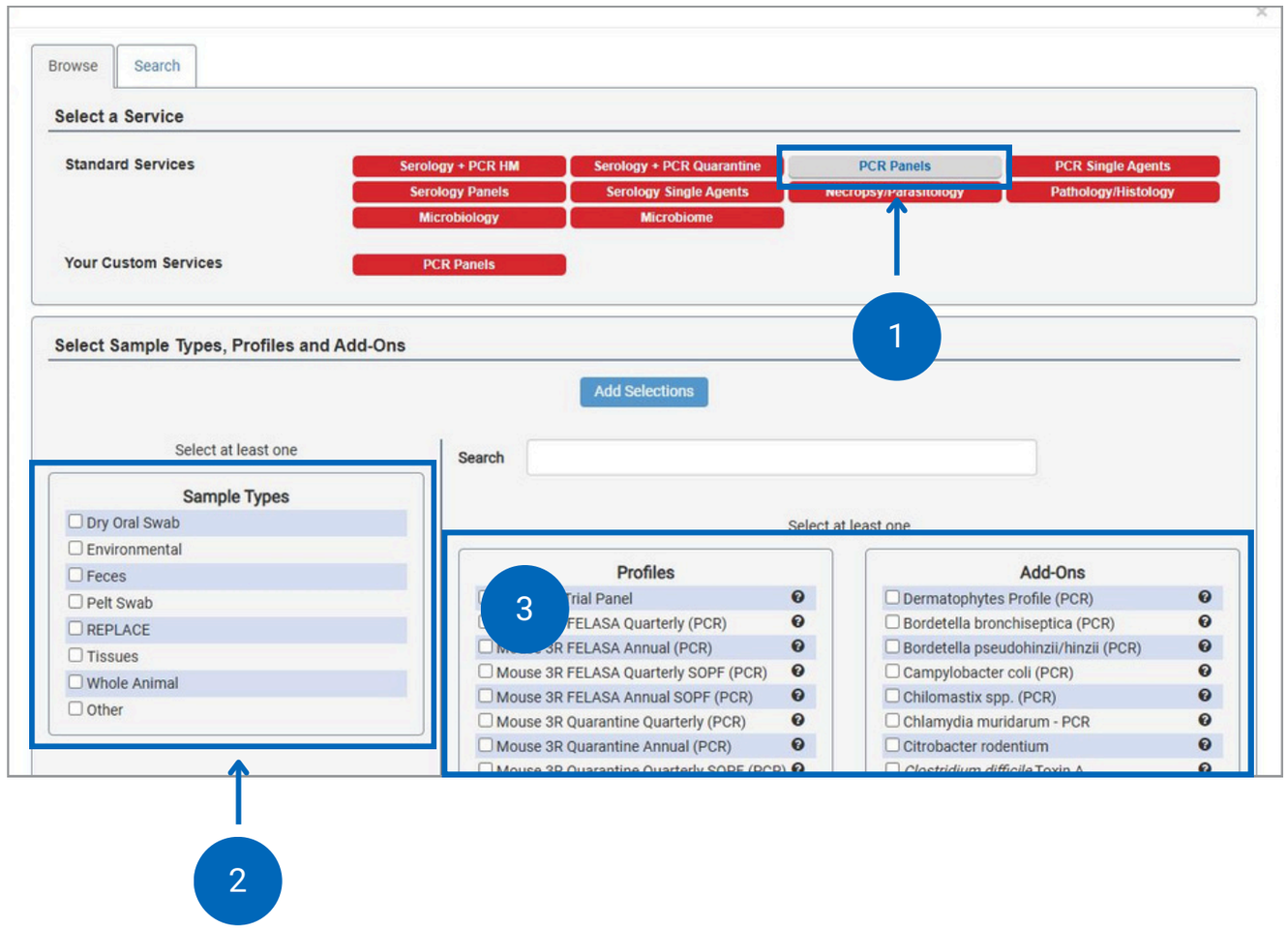
- Select samples to which services will be added. To select all, click in the checkbox at the top of the column.
- Check the box next to a sample to select it and click “Add Services.“



7b

Select tests

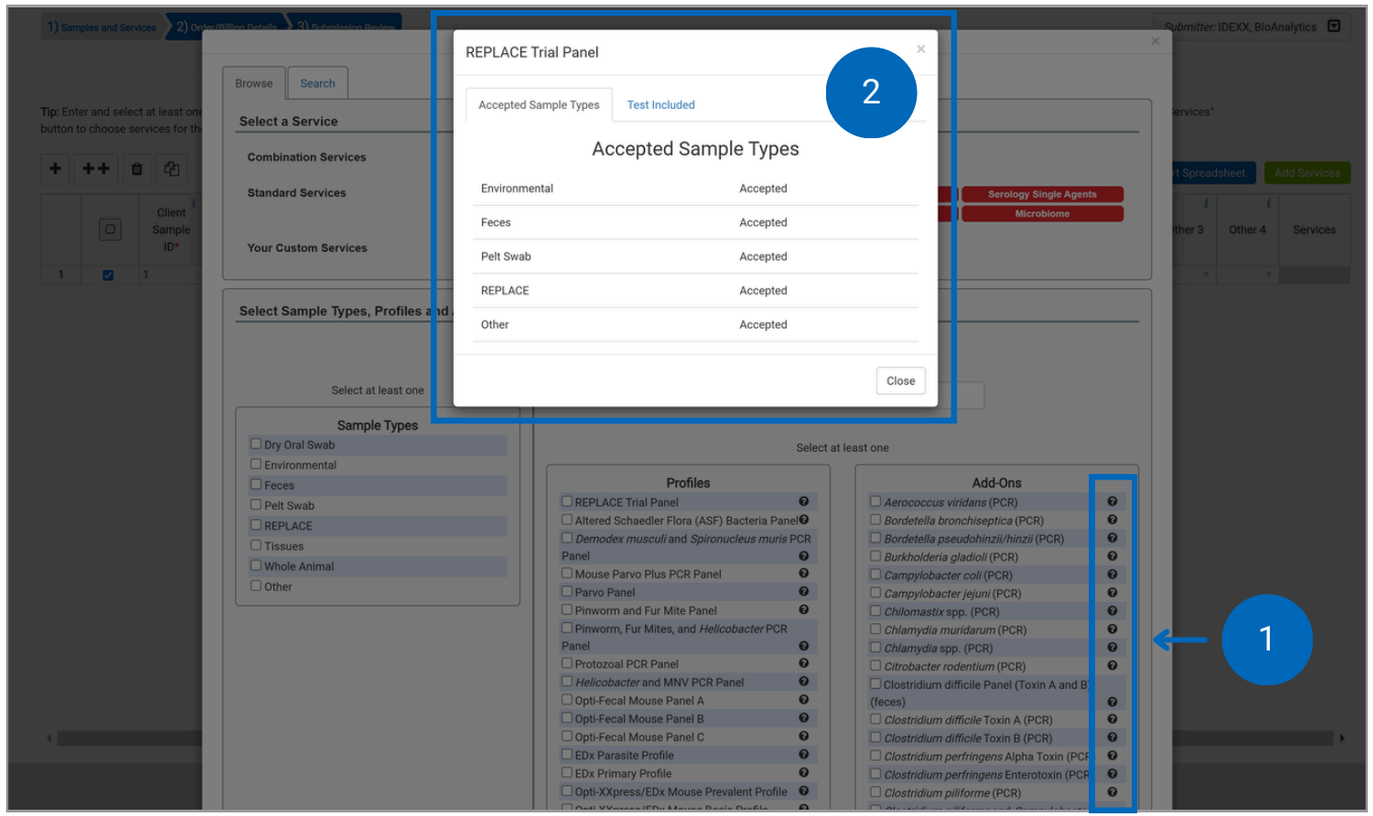
- Browse through our offering and choose a Service tile.
- To add a test:
  - Select the sample type
  - Select your Profile(s)
  - Select your Add-on(s)
  - Click “Add Selection”
- Continue to add services or close the window to return to the sample grid and select new samples/move on.



7c

Test information

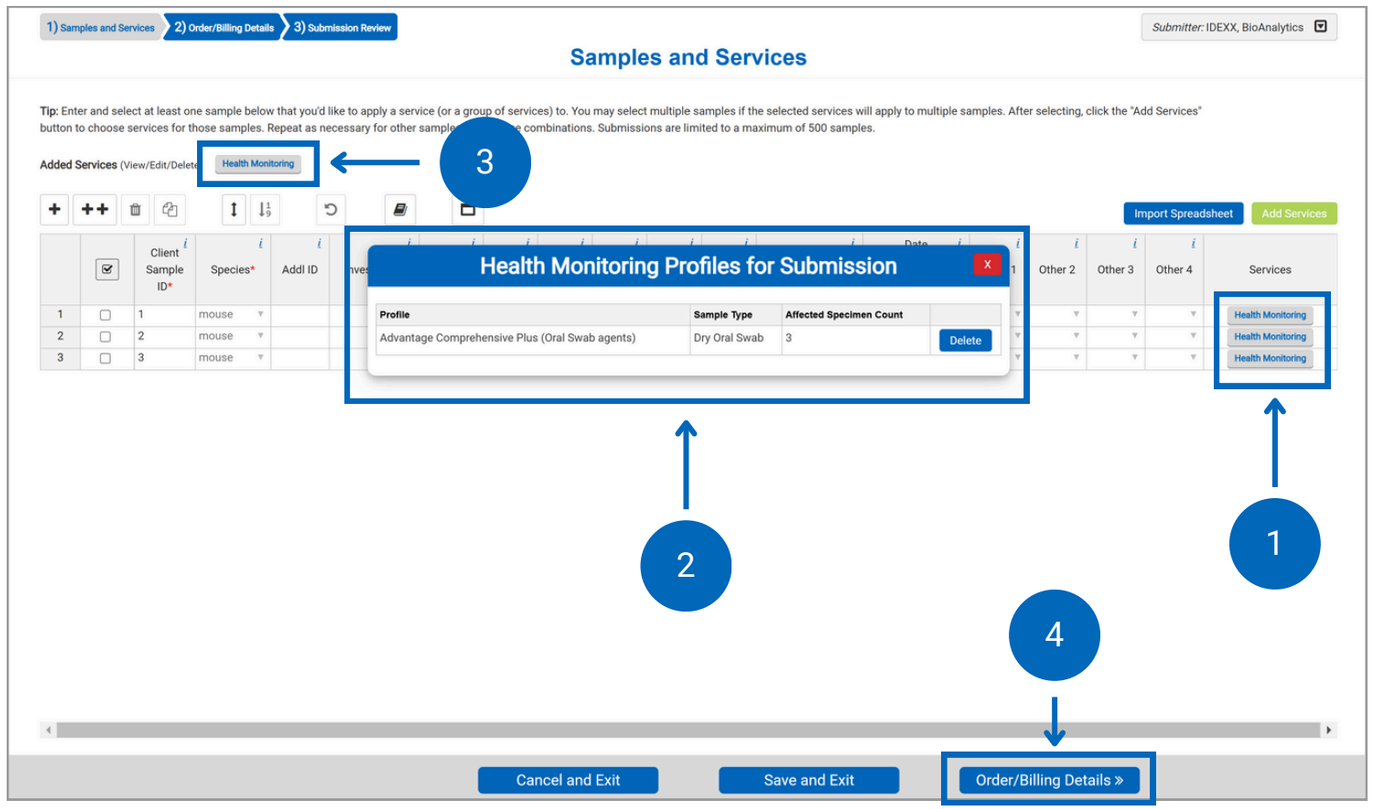
- To learn more about a service, you can click on the button beside it.
- This will show you sample type information and tests included.



7d

Review services

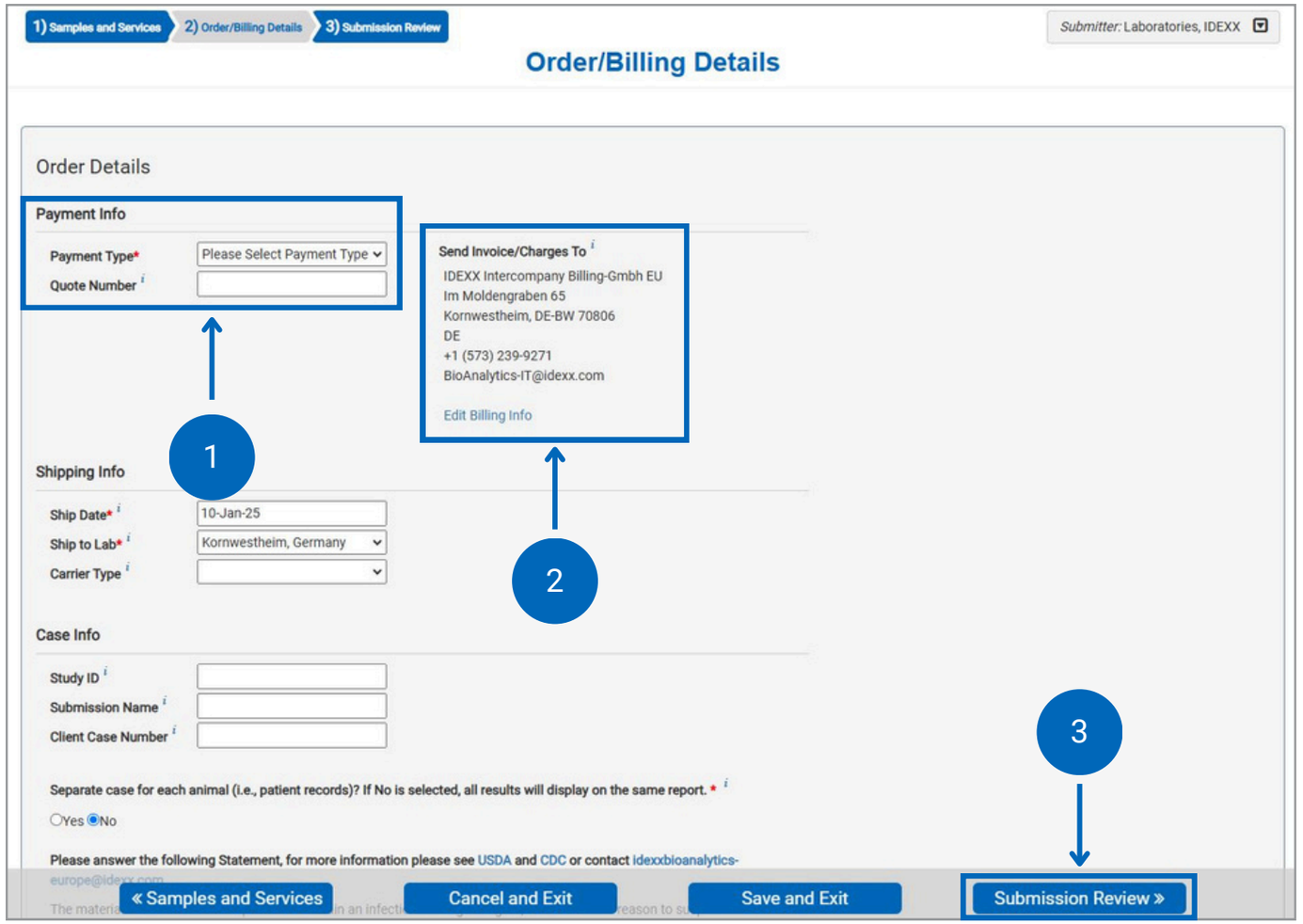
- You can review and edit your services from the sample grid.
- Click on the service category name in the right-hand column for more detailed information.
- Click the badge above the sample grid next to "Added Services (View/Edit/Delete)" to see all of the services for that category and remove it from all the samples the service is assigned to.
- Once all your samples are added and assigned the services needed, continue to Order/Billing Details.



8a

Add order/billing details

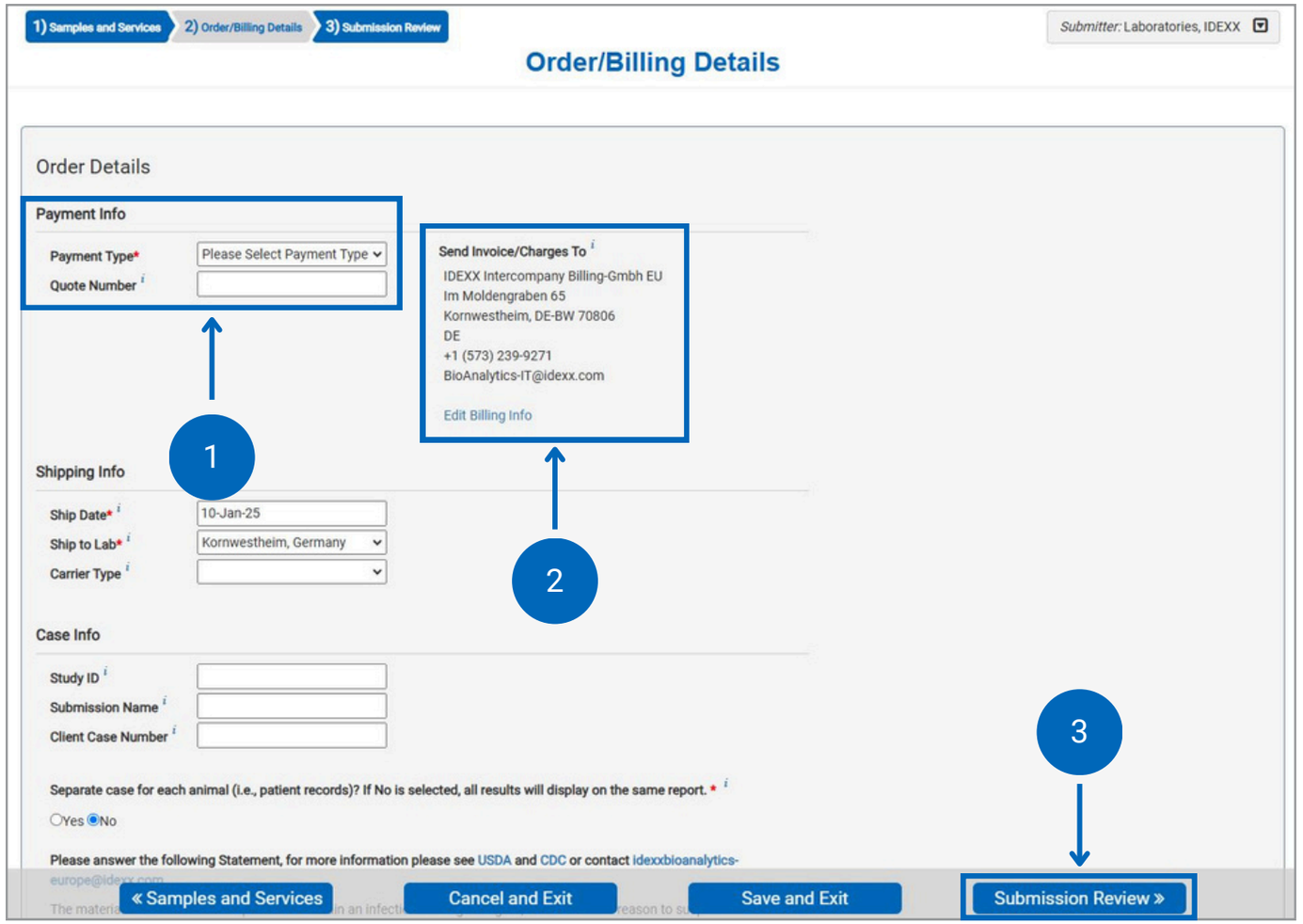
- Please fill all required fields marked with an asterisk.
- Enter your Purchase Order (PO) Number under "Payment Type," or select an appropriate option from the dropdown:
  - **Enter PO Number**: If you have a PO number, enter it directly.
  - **PO to idexxbioanalytics-europe@idexx.com in 48hrs**: Select this if you need a PO on your invoice but don't have the number yet. Send the PO within 48 hours.
  - **Proforma Invoice – Prior Approval**: Choose this if a proforma invoice was pre-approved.
  - **Not Applicable**: Select this if your company does not use PO numbers.



8b

Add order/billing details

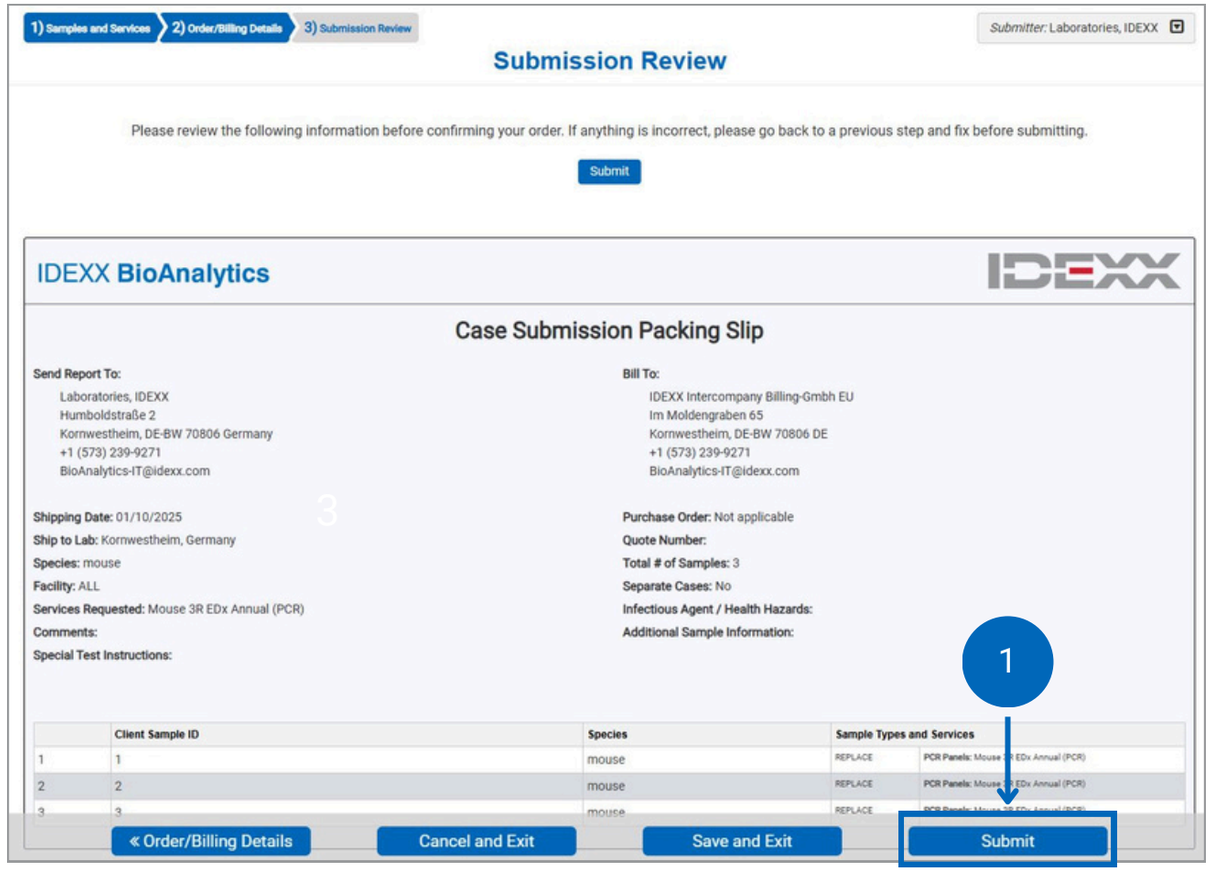
- Please ensure your Bill-to address is included and is correct.
- If your bill to information is not completed for your first submission, you don't need to resend it - it will be completed prior to invoicing.
- Please select Kornwestheim as the "Ship to Lab."
- Enter submission details like study ID, special instructions, quote number, etc.
- Continue by clicking the "Submission Review" button.



9

Submission review

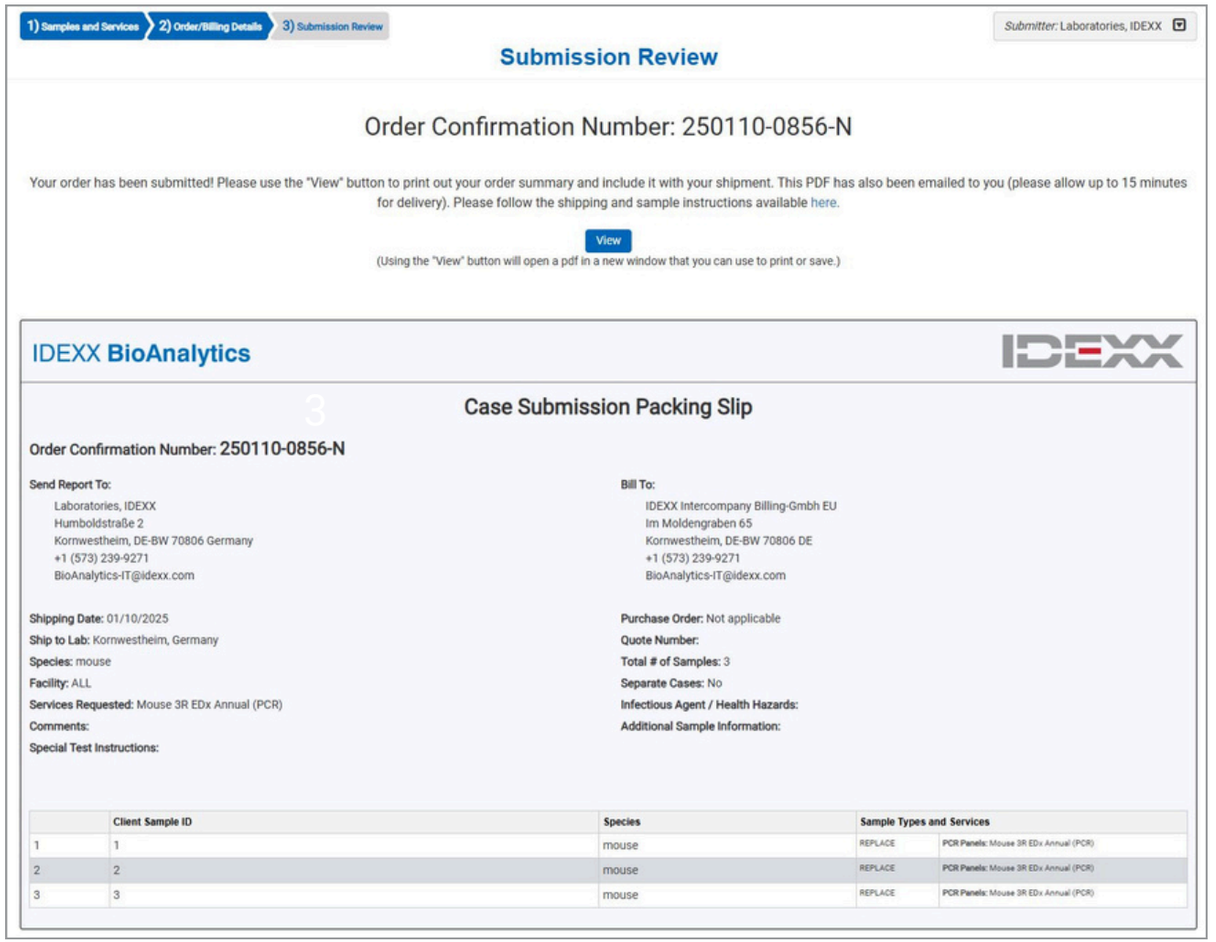
- This screen provides a final overview of your submission.
- If everything is correct, click "Submit" to complete your order.
- If anything needs to be adjusted, you can edit by clicking “Order/Billing Details.”
- If you want to continue later, click “Save and Exit.”
  - Resume this case from the Order History menu.



10

Order Confirmation

- Once you click “Submit” you will receive an Order Confirmation Number.
- Please view and print your case submission packing slip. Include a copy of the packing slip inside the box with your samples.
- For any changes after you have received an order confirmation, please contact us at idexxbioanalytics-europe@idexx.com to modify your submission.

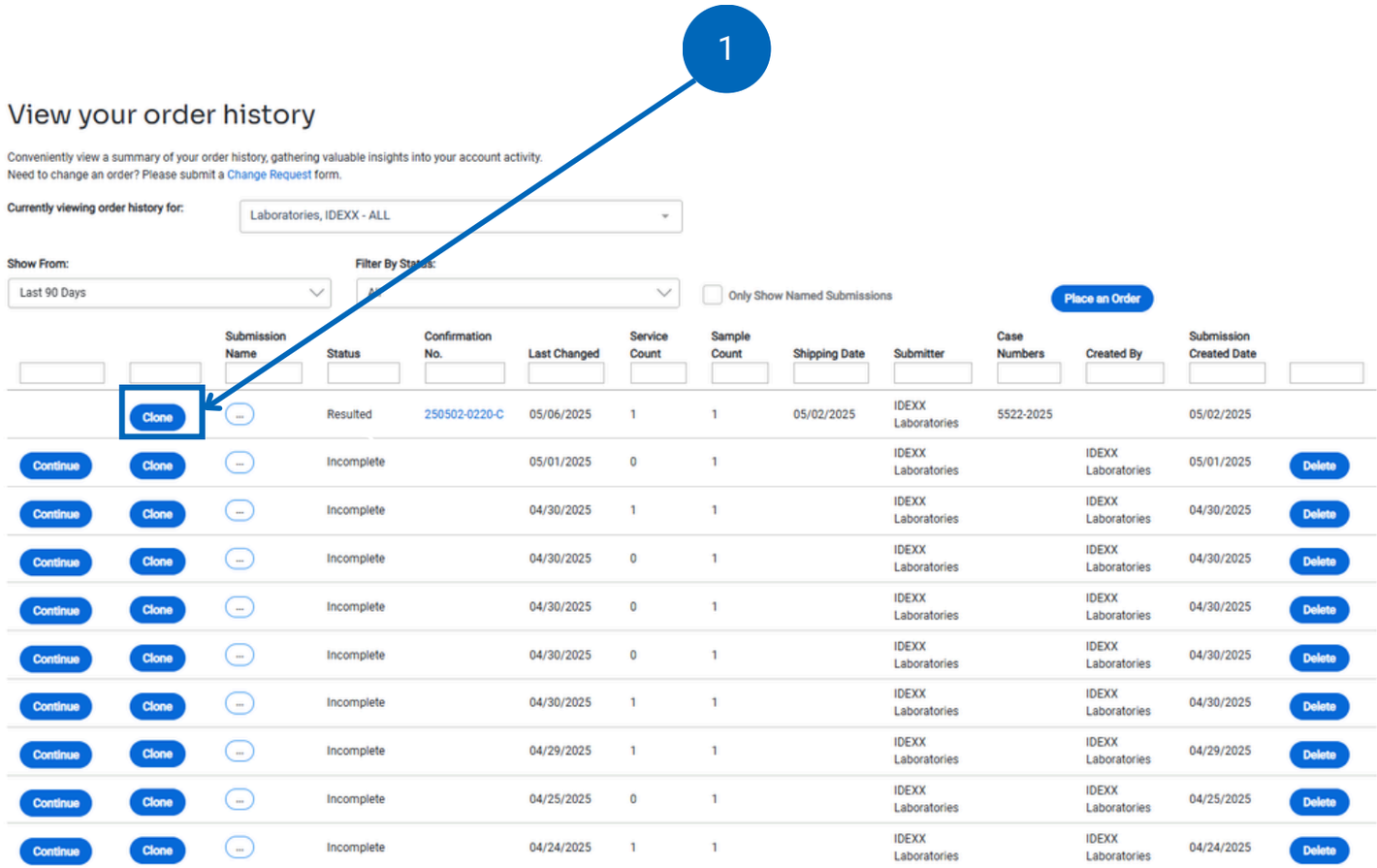


11

Using templates and clones

- Click “Order History” in the navigation bar.
- Determine which submission template you want to clone. Serveral Filter options may help you to find the correct submission template.
- Click Clone button to create a new submission with pre-populated sample and service data from the original template.

Hint: Templates can be created to provide a simple 3-Click method to set up submissions that occur repeatedly, whether weekly, monthly, quarterly, etc. Templates can be named based on user’s preference.



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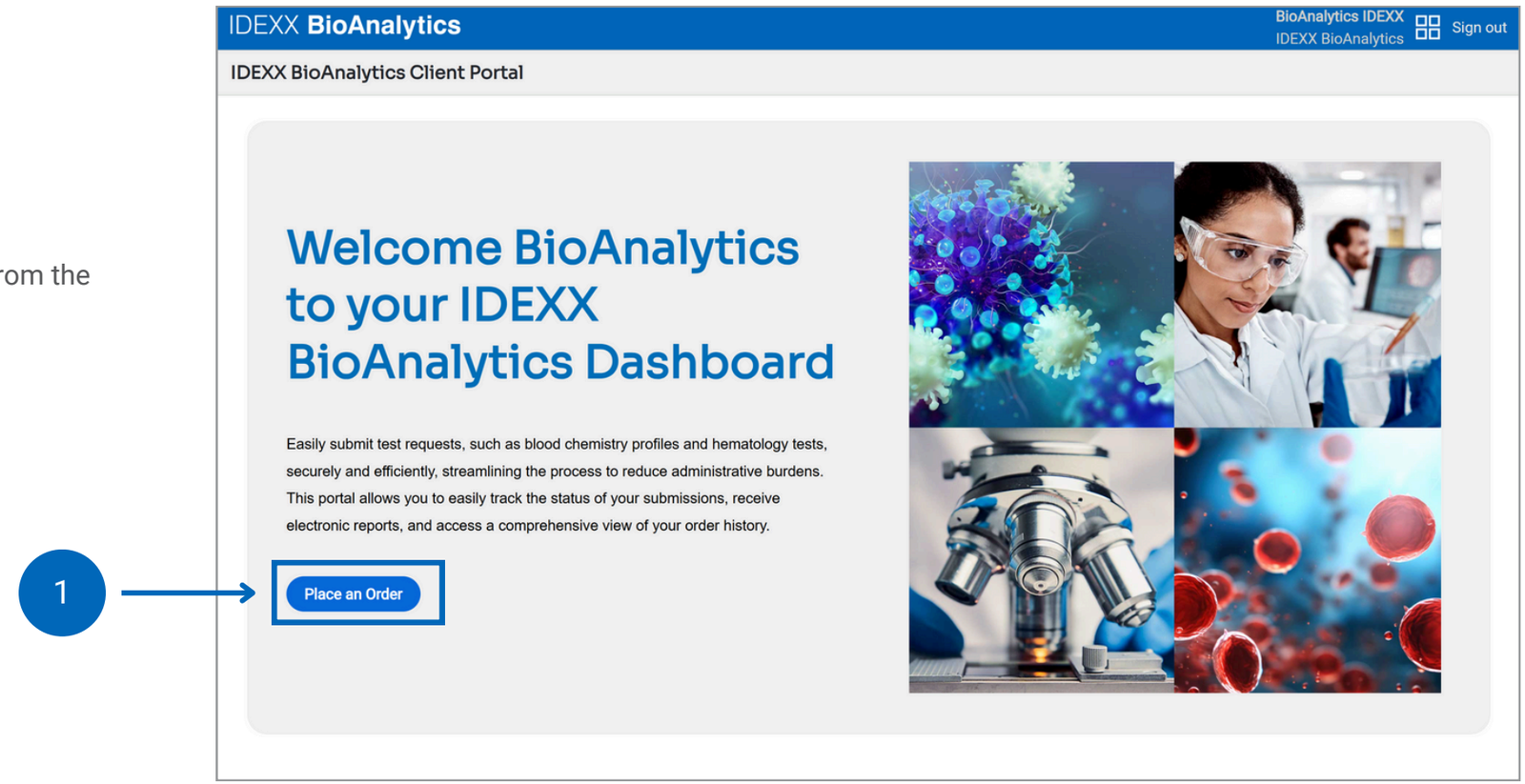
1

Place an order

- Select “Place an Order” on your dashboard or from the navigation bar to start a new case submission.



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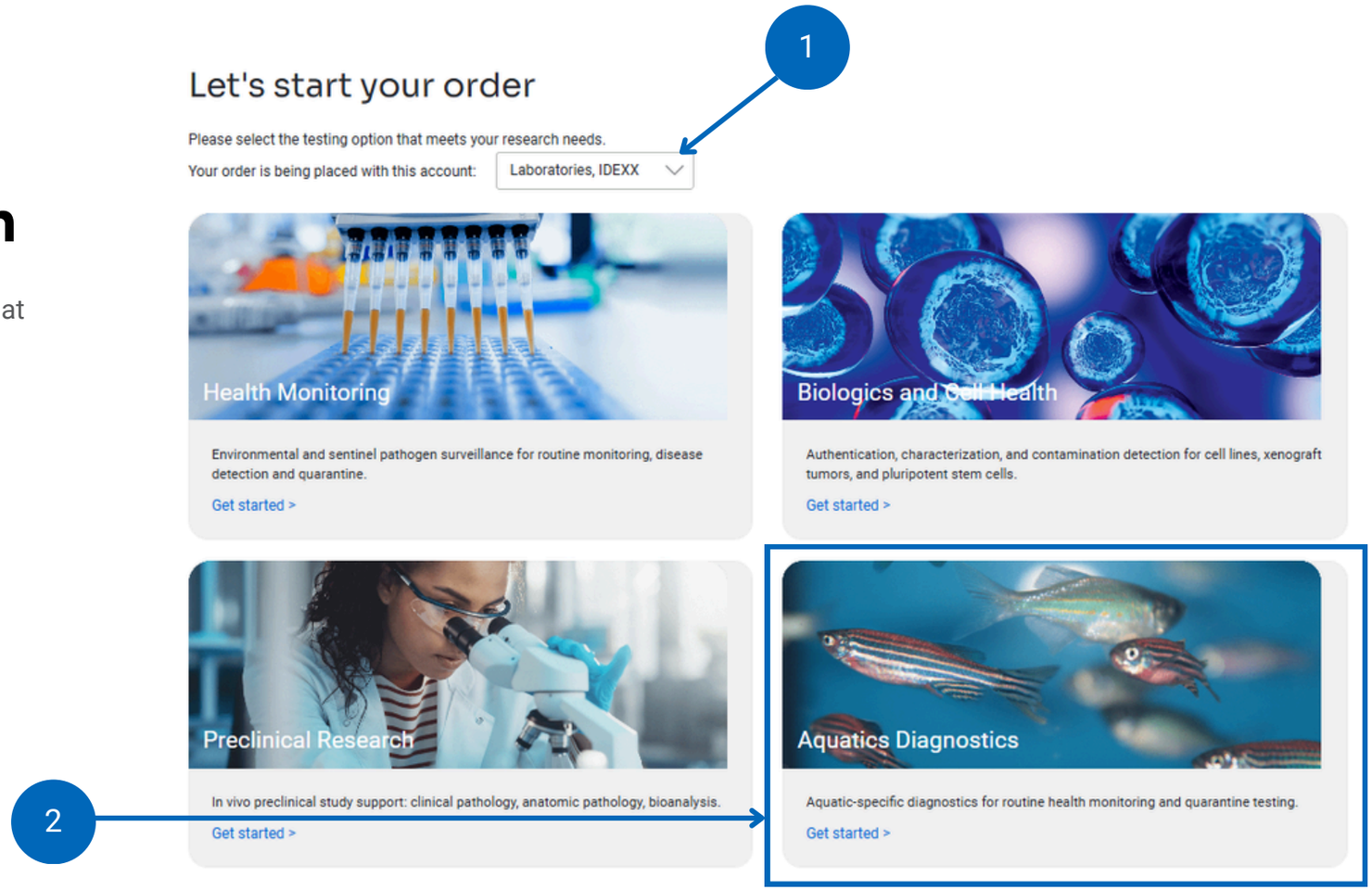
Overview | Account Settings | Place a Health Monitoring Order | Place an Aquatics Health Monitoring Order | Place a Biologics & Cell Health Order

2

Service type selection

You can select a submitter before placing an order, that makes it easy to manage several accounts.
Select a submission type to begin with your order:

- **Aquatic Diagnostics**
  - Diagnostics and screening services
  - Zebrafish, Axolotl, Xenopus testing



3

Tool palette

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- Dictionary
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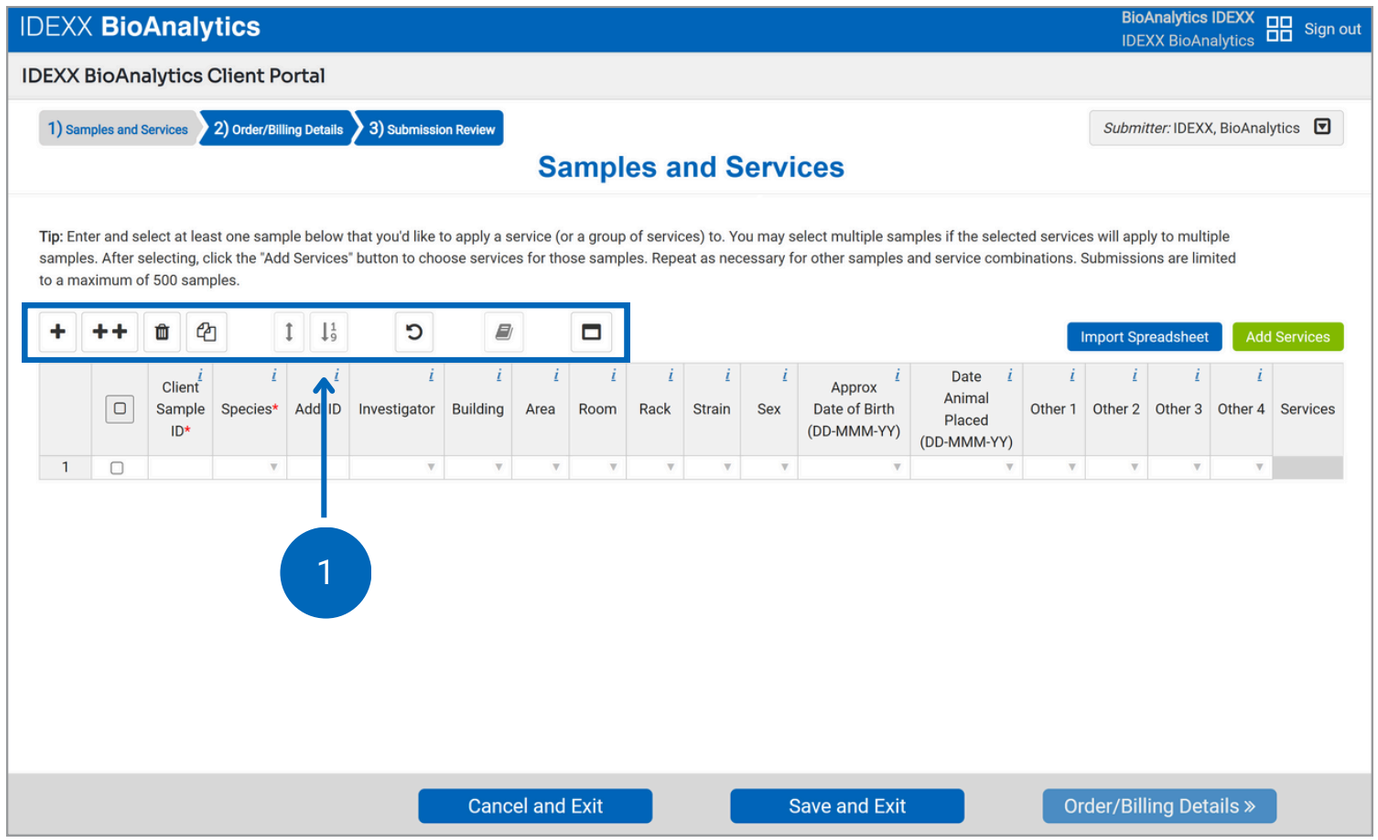

4

Option 1: Copy and paste or manually type data

- Enter each animal as one line regardless of number of sample types/tissues per animal. Add any other sample information you need to identify your samples. Overall study ID will be entered later.
- Only columns marked with an asterisk are required. All other columns are optional.
- The most used demographic columns are:
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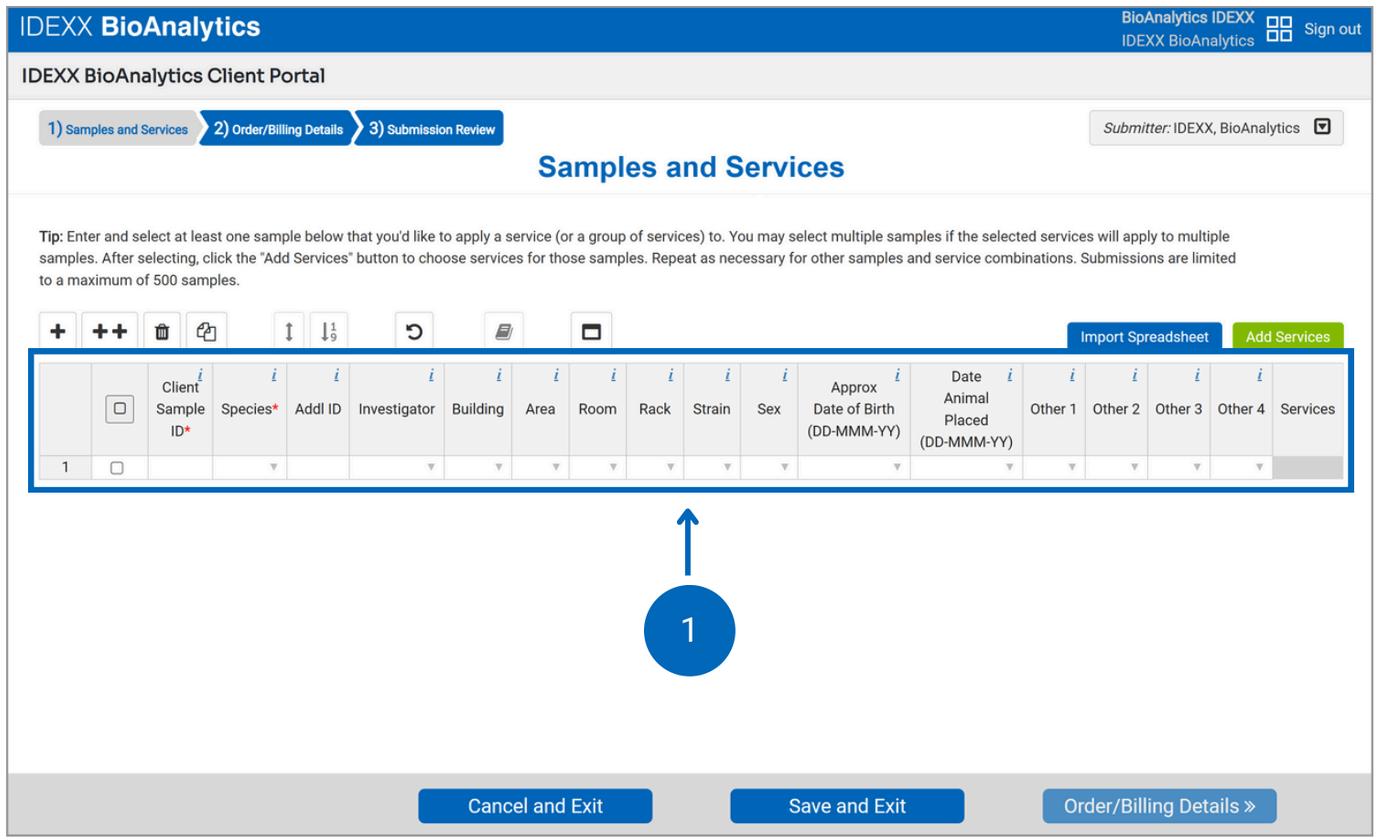
  - Animal ID*
  - Species*
  - Collection Date*
  - Timepoint



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Overview | Account Settings | Place a Health Monitoring Order | Place an Aquatics Health Monitoring Order | Place a Biologics & Cell Health Order

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Option 2: Import spreadsheet data

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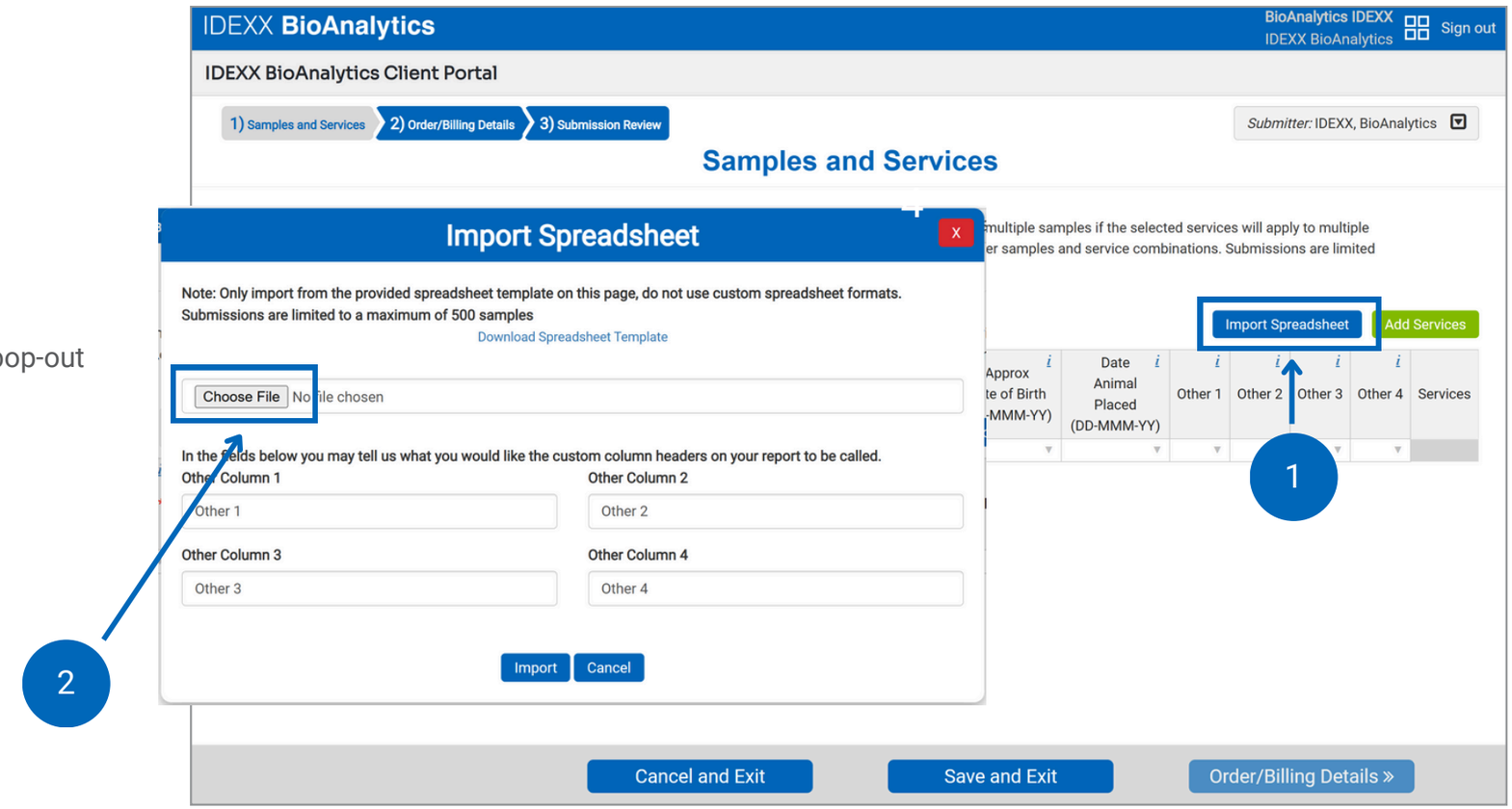
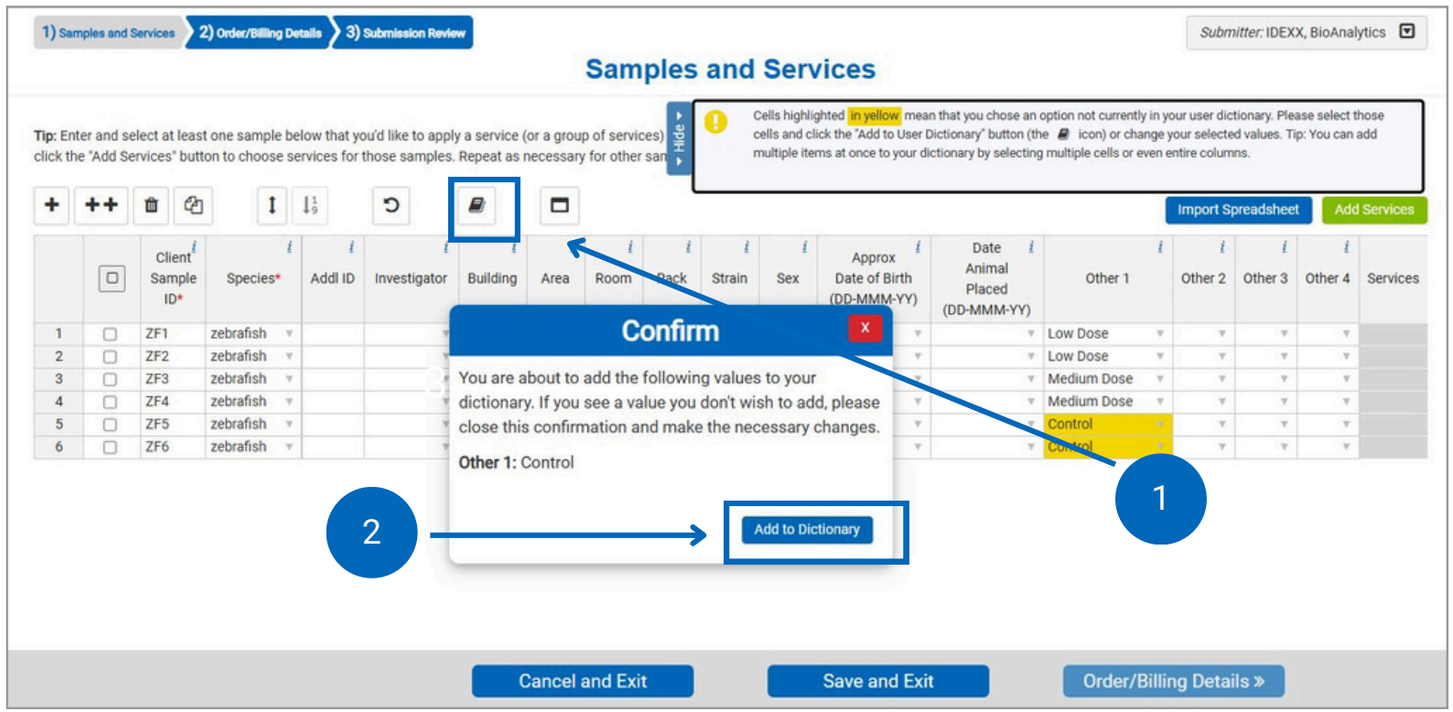


6

Error checking and dictionary

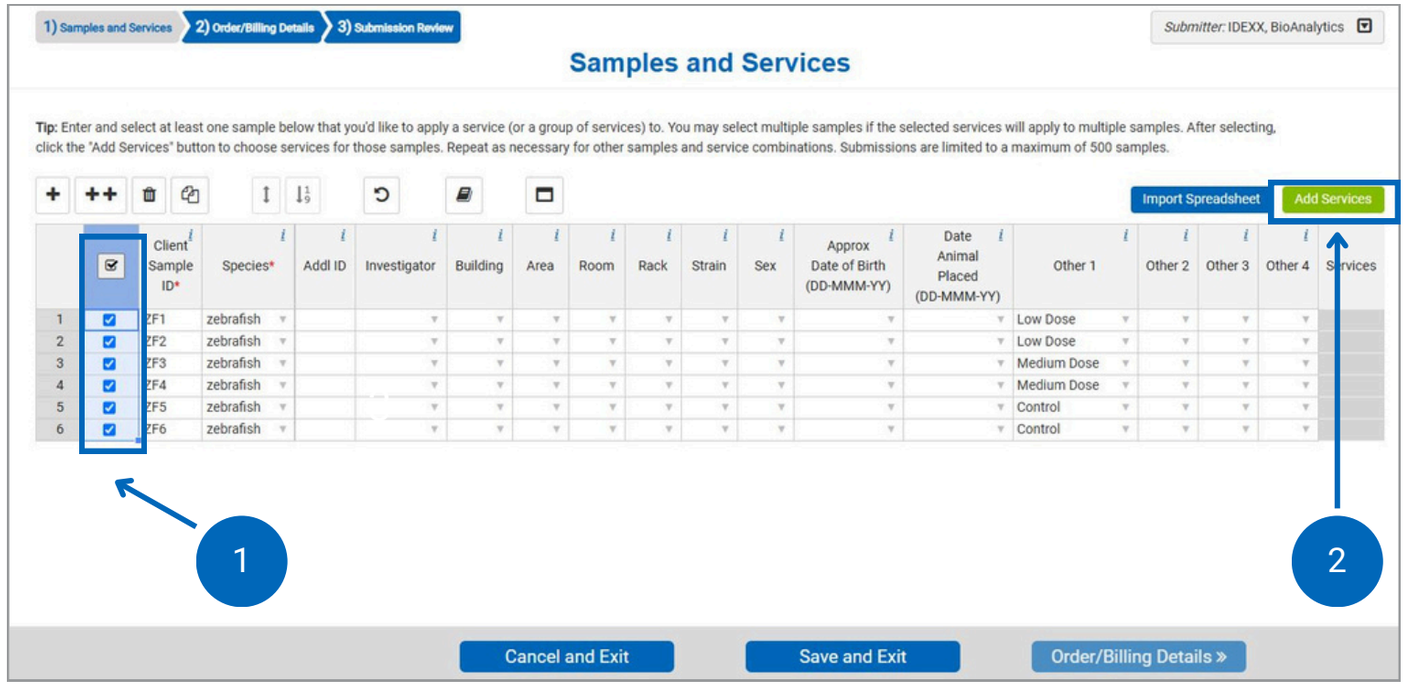
- As you enter sample information, you might notice our embedded error checking.
- This feature prompts you with dropdown options and highlights new entries not found in the Dictionary.
- To remove the highlights and add a new entry to the dictionary, select the cell(s) or column(s) and click the dictionary icon. Confirm by clicking “Add to Dictionary”.
- Customize the dropdown menu in your dictionary, entering new values only if they are unique. This ensures consistent data, as the dictionary is case-sensitive and distinguishes between dashes and other characters.
- The Dictionary ensures consistent data for FELASA reports and custom reports, preventing duplication and optimizing data extraction, management, and filtering.



7a

Add services

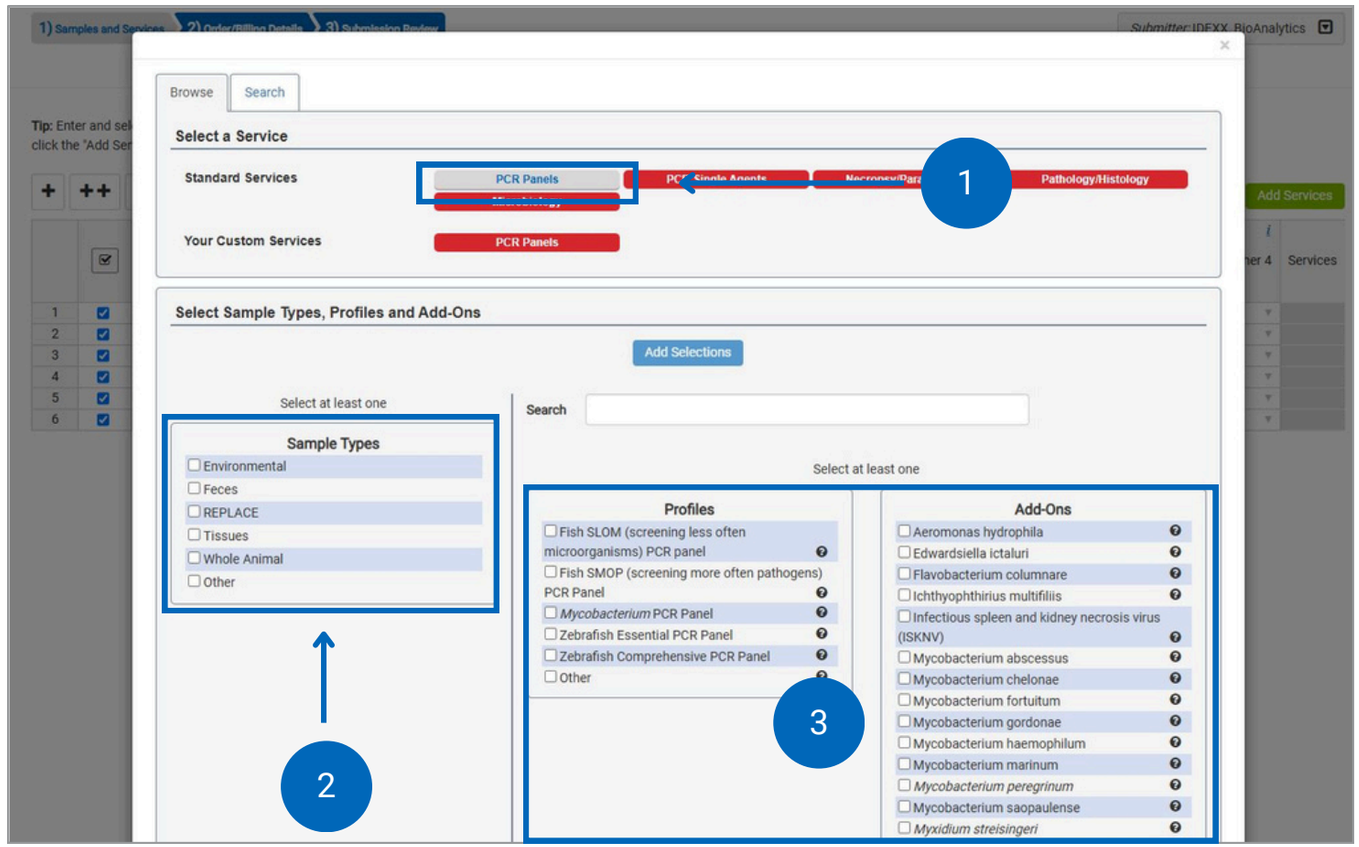
- Select samples to which services will be added. To select all, click in the checkbox at the top of the column.
- Check the box next to a sample to select it and click “Add Services.“



7b

Select tests

- You can search by test code or browse through our offering.
- To add a test:
  - Select your Profile(s) and Add-Ons
  - Select the sample type
  - Click “Add Selection”
- Continue to add services or close the window to return to the sample grid and select new samples/move on.



7c

Test information

- To learn more about a service, you can click on the button beside it.
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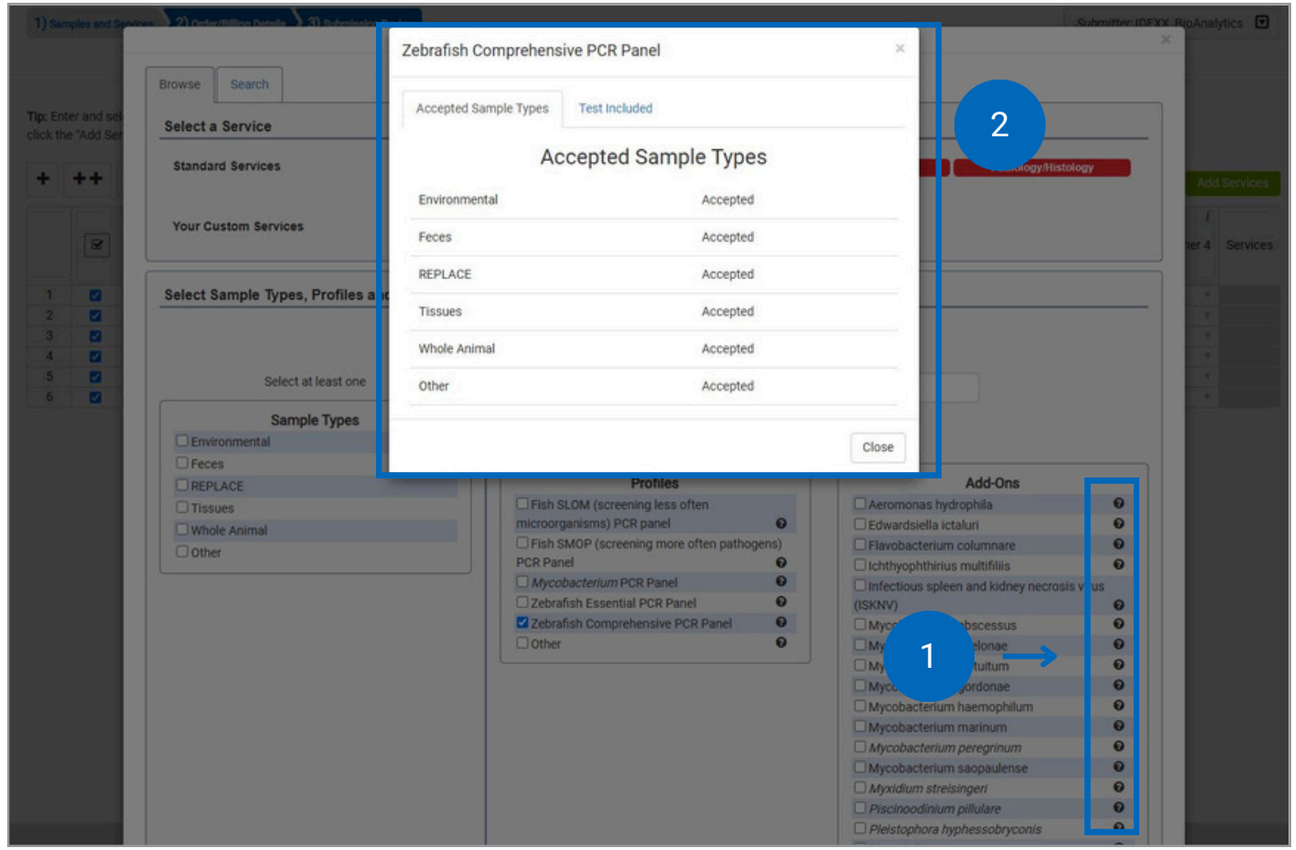
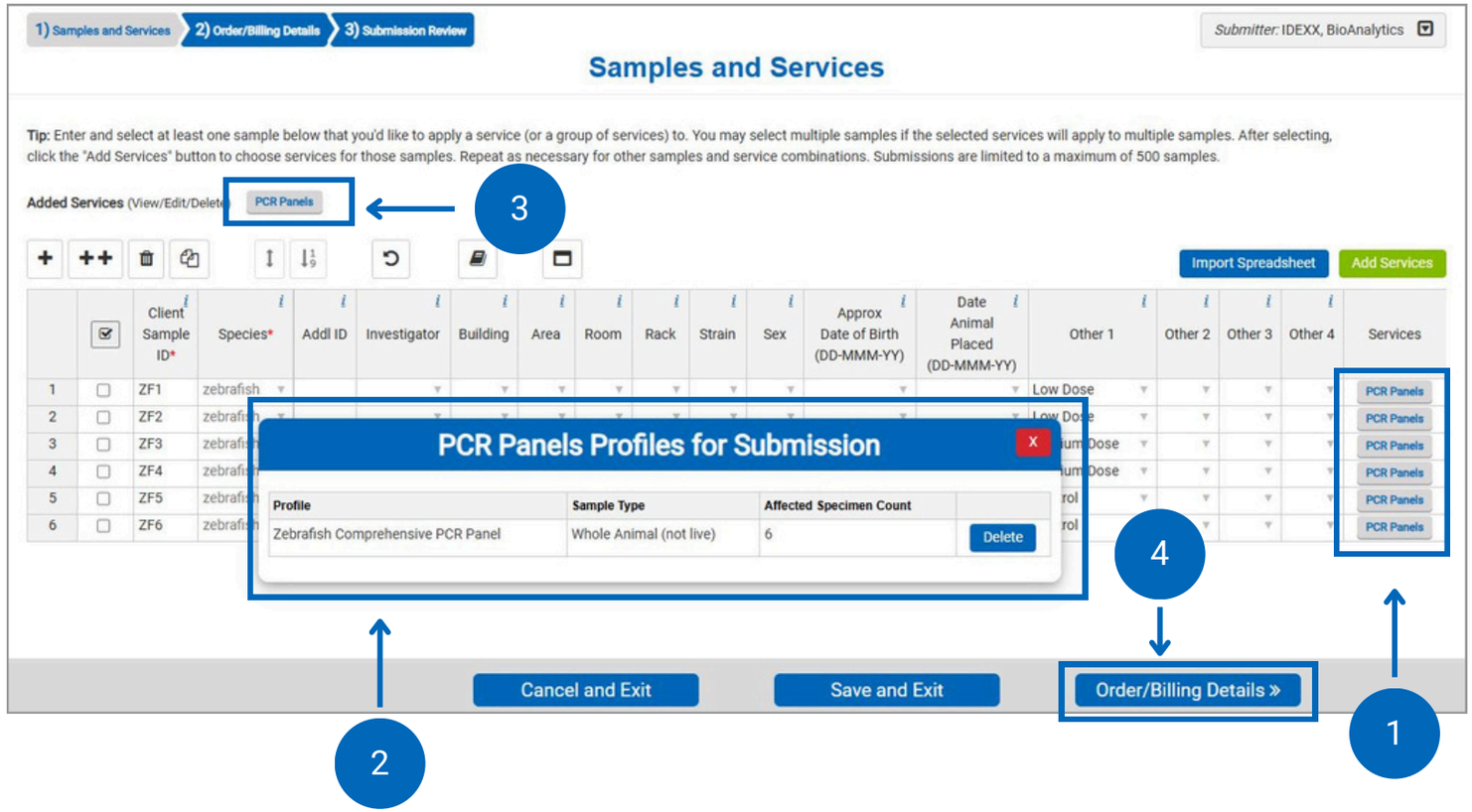


7d

Review services

- You can review and edit your services from the sample grid.
- Click on the service category name in the right-hand column for more detailed information.
- Click the badge above the sample grid next to "Added Services (View/Edit/Delete)" to see all of the services for that category and remove it from all the samples the service is assigned to.
- Once all your samples are added and assigned the services needed, continue to Order/Billing Details.



8a

Add order/billing details

- Please fill all required fields marked with an asterisk.
- Enter your Purchase Order (PO) Number under "Payment Type," or select an appropriate option from the dropdown:
  - **Enter PO Number**: If you have a PO number, enter it directly.
  - **PO to idexxbioanalytics-europe@idexx.com in 48hrs**: Select this if you need a PO on your invoice but don't have the number yet. Send the PO within 48 hours.
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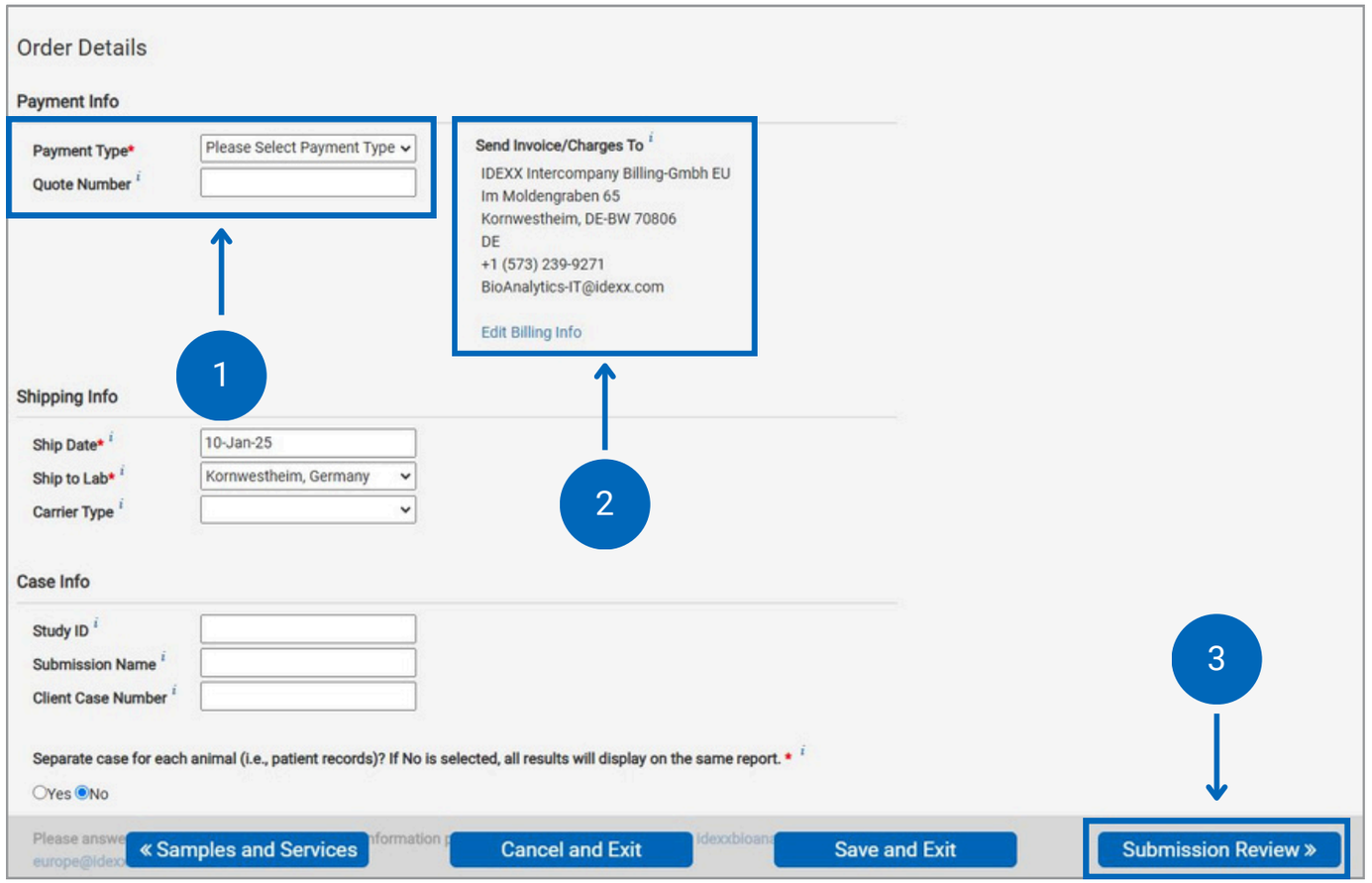
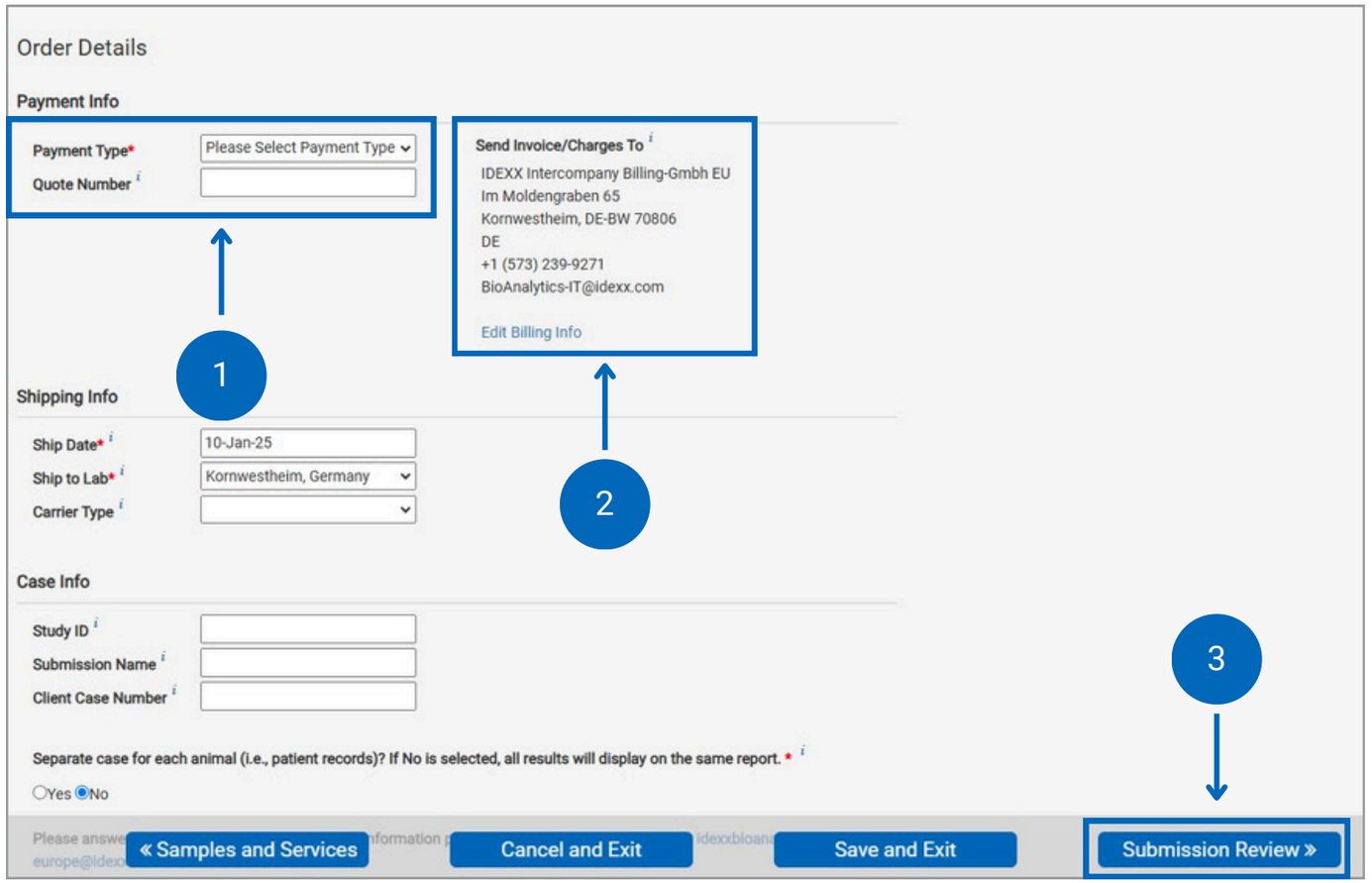


8b

Add order/billing details

- Please ensure your Bill-to address is included and is correct.
- If your bill to information is not completed for your first submission, you don't need to resend it - it will be completed prior to invoicing.
- Please select Kornwestheim as the "Ship to Lab."
- Enter submission details like study ID, special instructions, quote number, etc.
- Continue by clicking the "Submission Review" button.



9

Submission review

- This screen provides a final overview of your submission.
- If everything is correct, click "Submit" to complete your order.
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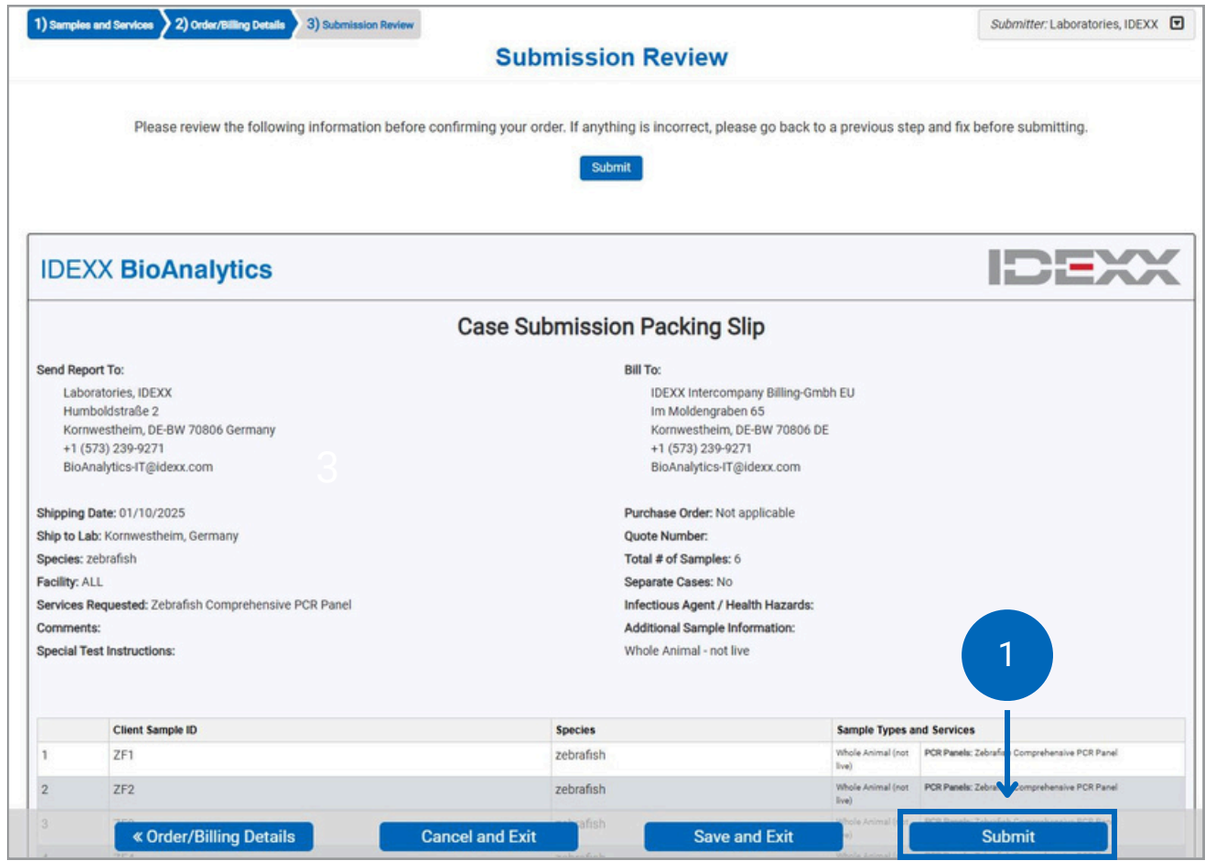
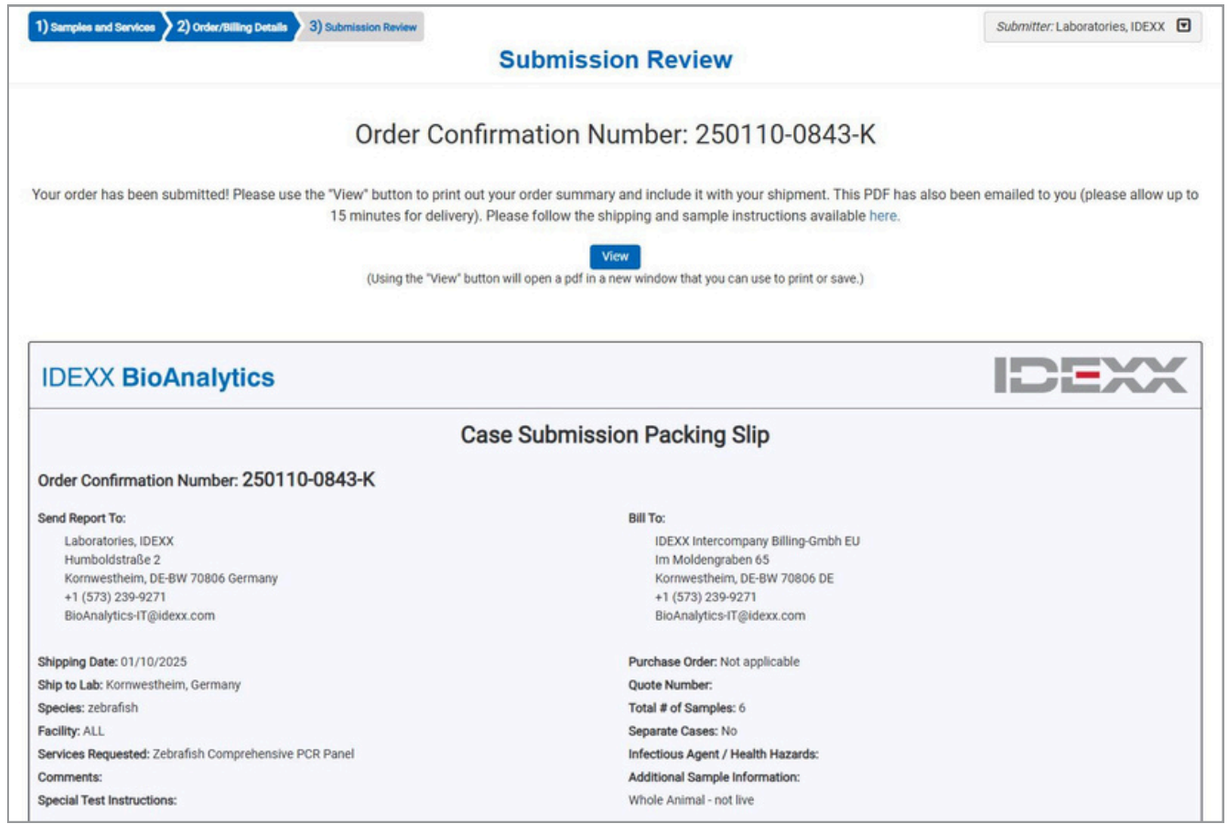
  - Resume this case from the Order History menu.



10

Order Confirmation

- Once you click “Submit” you will receive an Order Confirmation Number.
- Please view and print your case submission packing slip. Include a copy of the packing slip inside the box with your samples.
- For any changes after you have received an order confirmation, please contact us at idexxbioanalytics-europe@idexx.com to modify your submission.

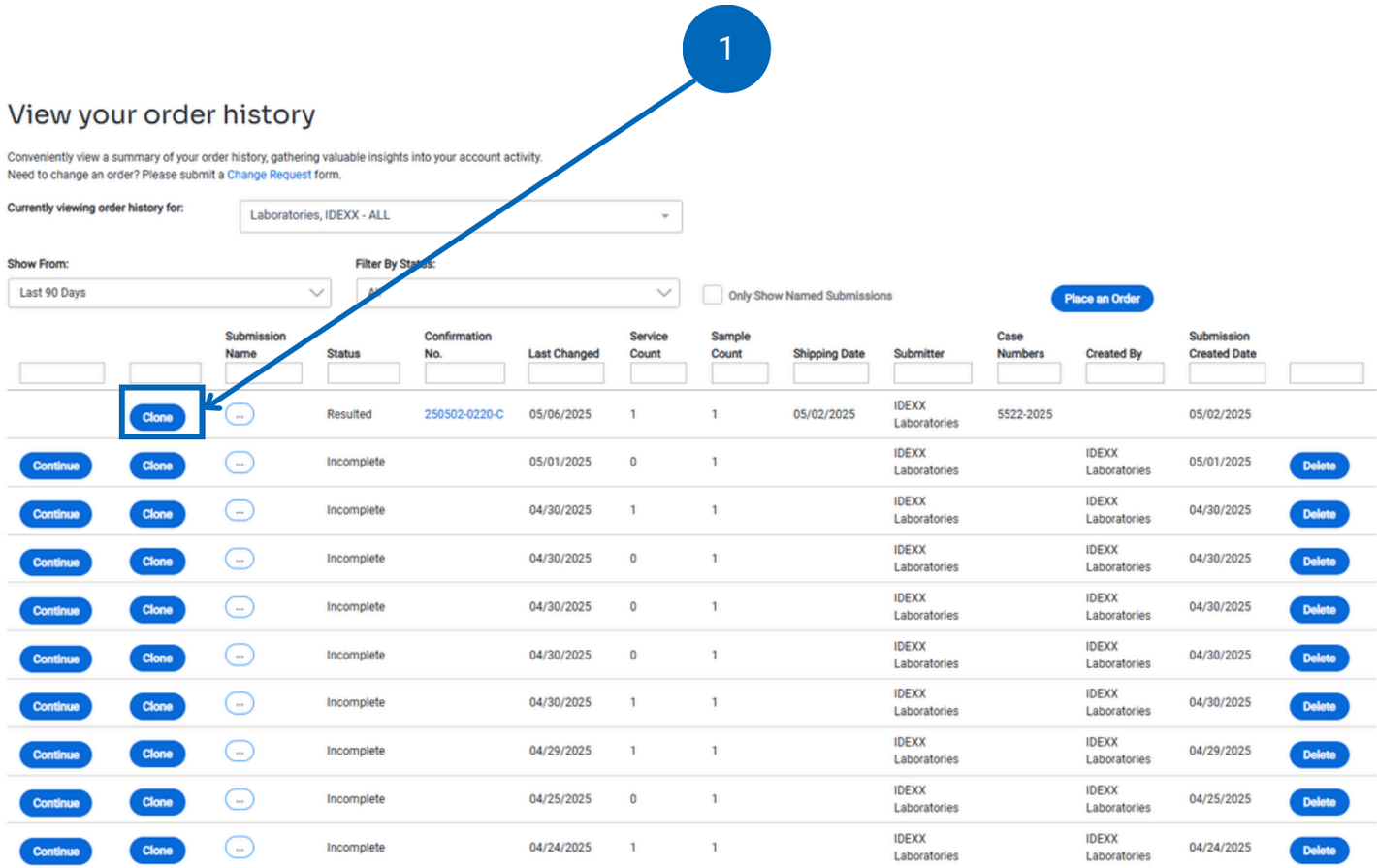


11

Using templates and clones

- Click “Order History” in the navigation bar.
- Determine which submission template you want to clone. Serveral Filter options may help you to find the correct submission template.
- Click Clone button to create a new submission with pre-populated sample and service data from the original template.

Hint: Templates can be created to provide a simple 3-Click method to set up submissions that occur repeatedly, whether weekly, monthly, quarterly, etc. Templates can be named based on user’s preference.



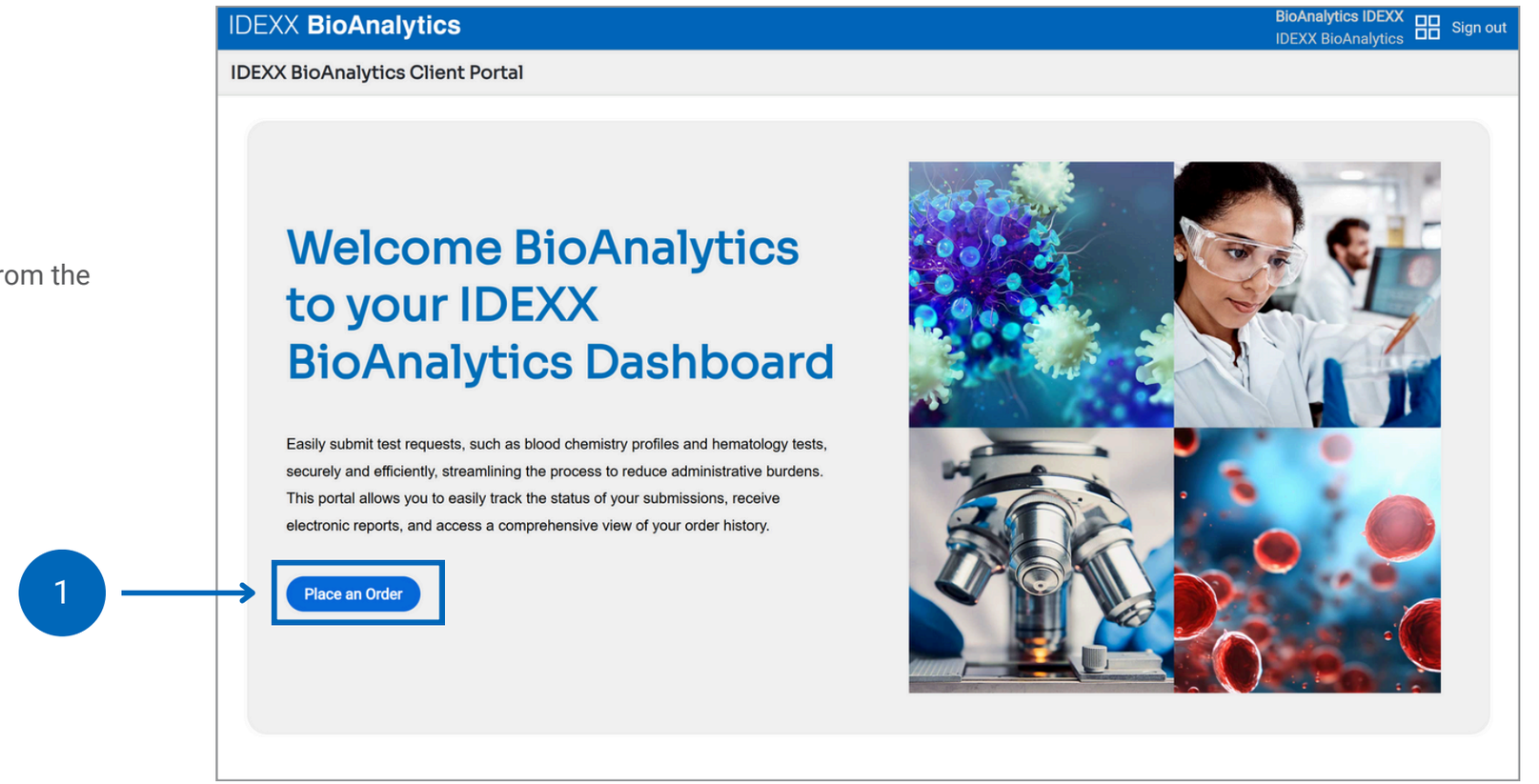
IDEXX **BioAnalytics**

Overview | Account Settings | Place a Health Monitoring Order | Place an Aquatics Health Monitoring Order | Place a Biologics & Cell Health Order

1

Place an order

- Select “Place an Order” on your dashboard or from the navigation bar to start a new case submission.



IDEXX **BioAnalytics**

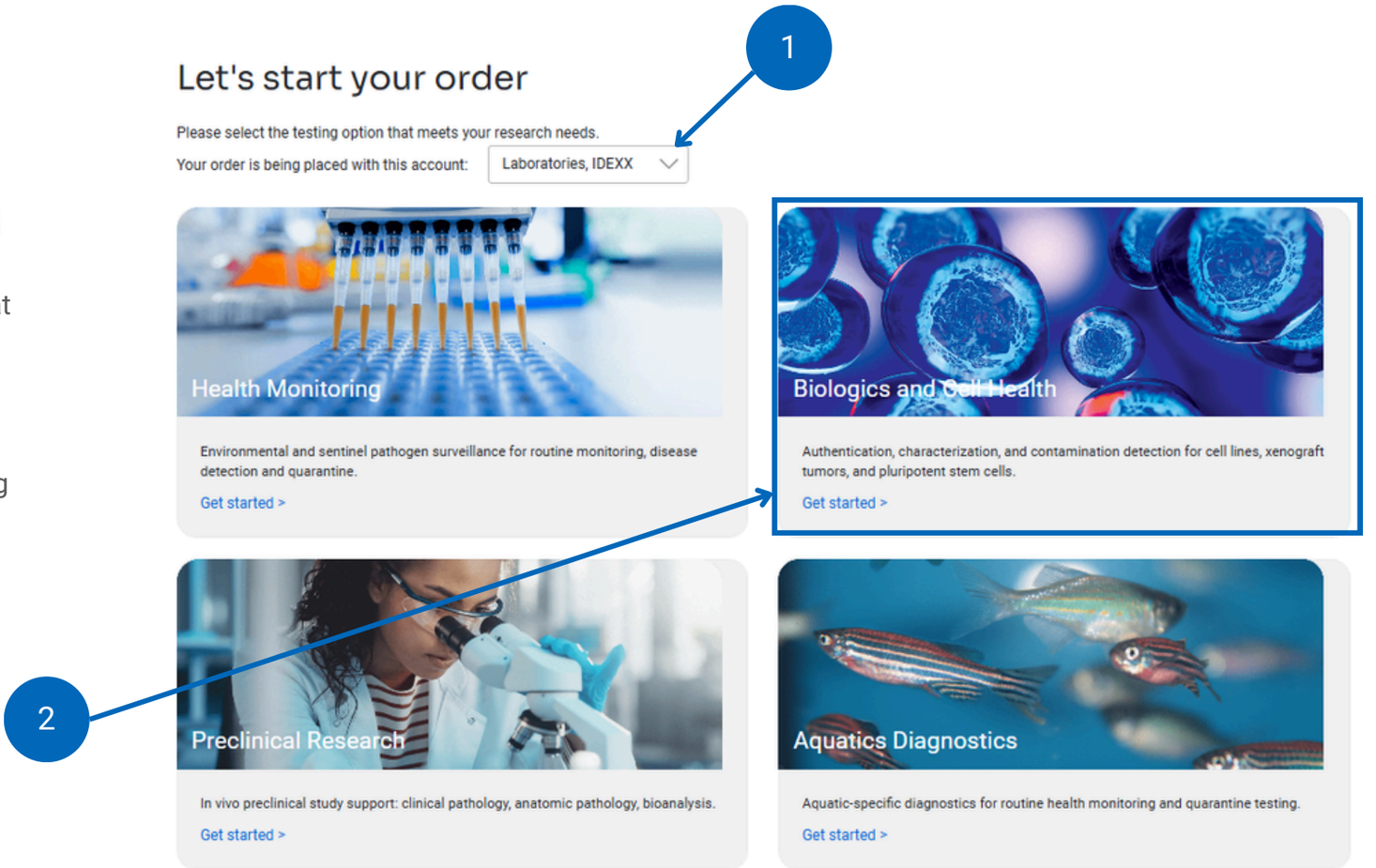
Overview | Account Settings | Place a Health Monitoring Order | Place an Aquatics Health Monitoring Order | Place a Biologics & Cell Health Order

2

Service type selection

You can select a submitter before placing an order, that makes it easy to manage several accounts.
Select a submission type to begin with your order:

- **Biologicals**
  - Cell line authentication and pathogen screening
  - IMPACT, h-IMPACT, Sterility testing, CellCheck

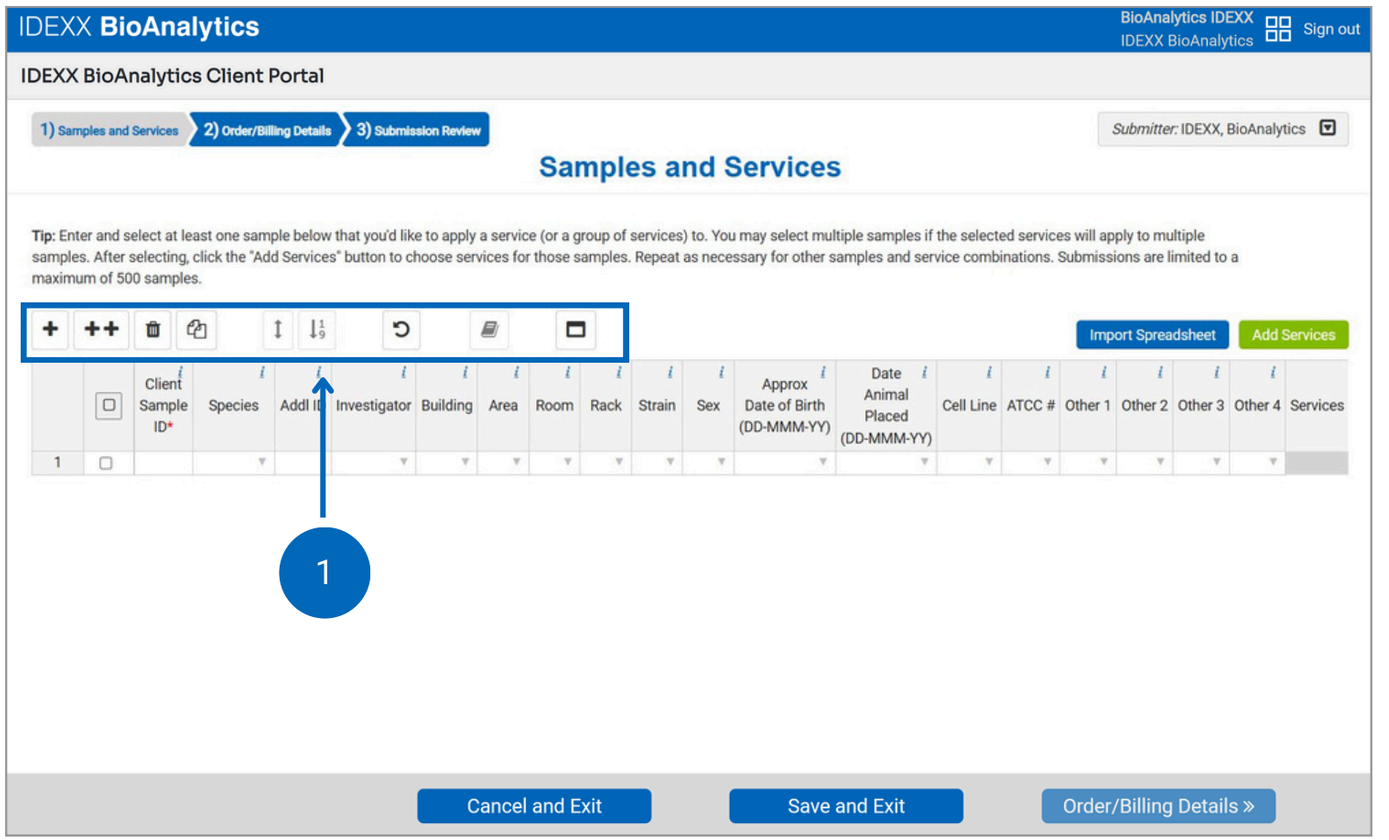


3

Tool palette

- Add a single row
- Add multiple rows
- Trash can / delete
- Duplicate a row
- Fill down a column
- Sequential number fill
- Undo
- Dictionary
- Full page view

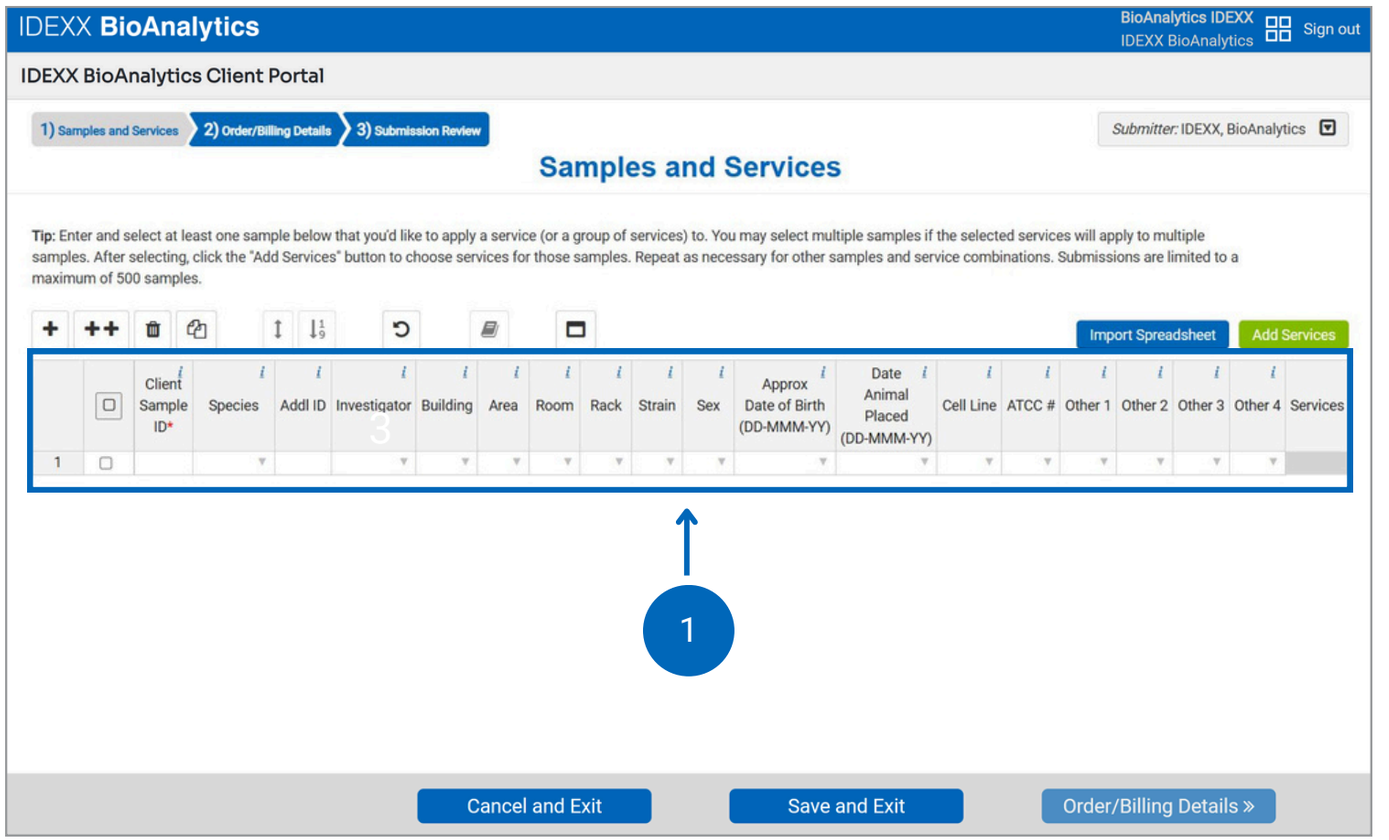
The *i* link in the column headers provides additional glossary information.



4

Option 1: Copy and paste or manually type data

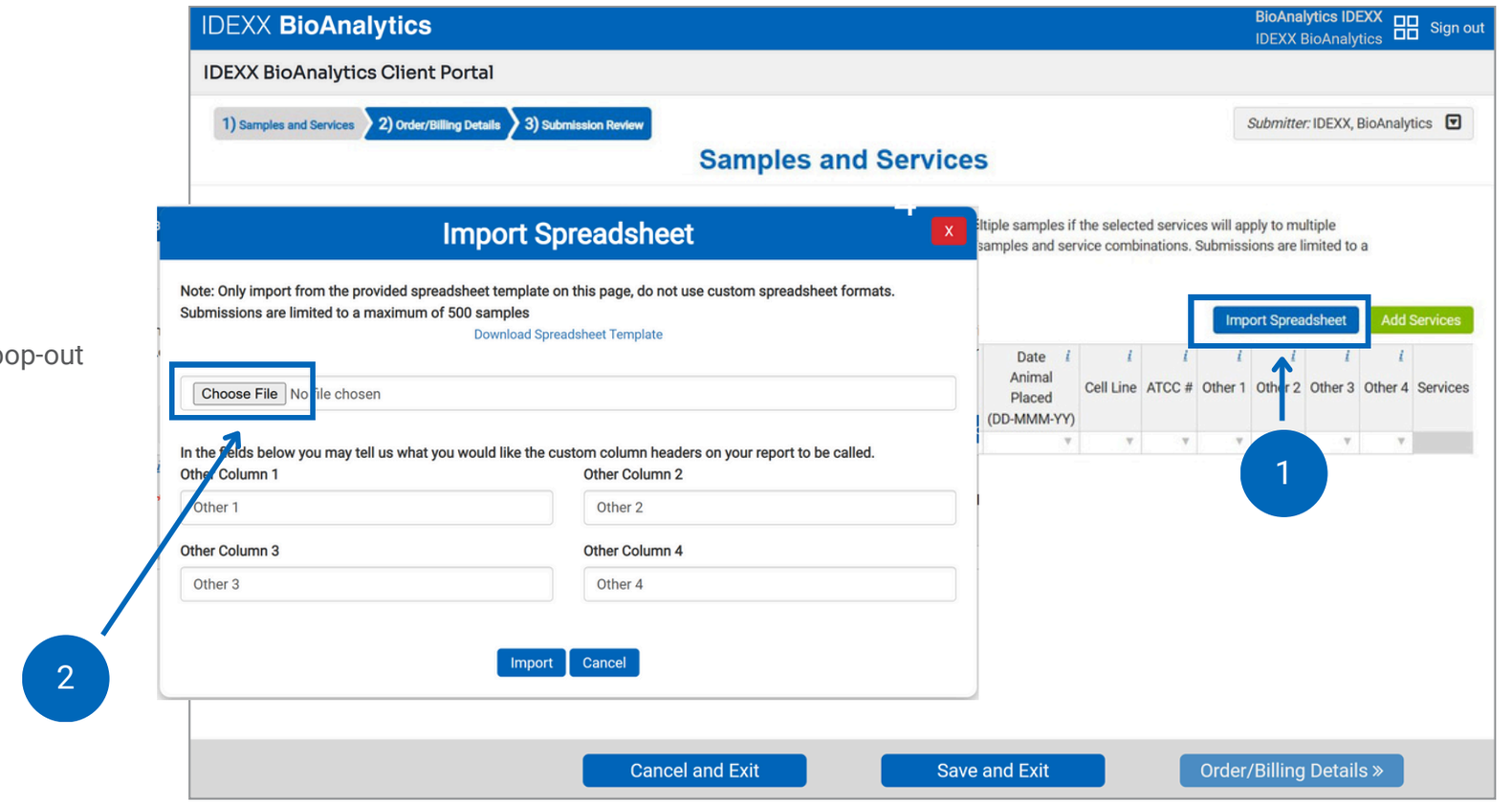
- Enter each sample as one line. Add any other sample information you need to identify your samples.
- Only columns marked with an asterisk are required. All other columns are optional.
- The most used demographic columns are:
  - Client Sample ID*
  - Investigator
  - Cell Line
  - ATCC #
  - Species



5

Option 2: Import spreadsheet data

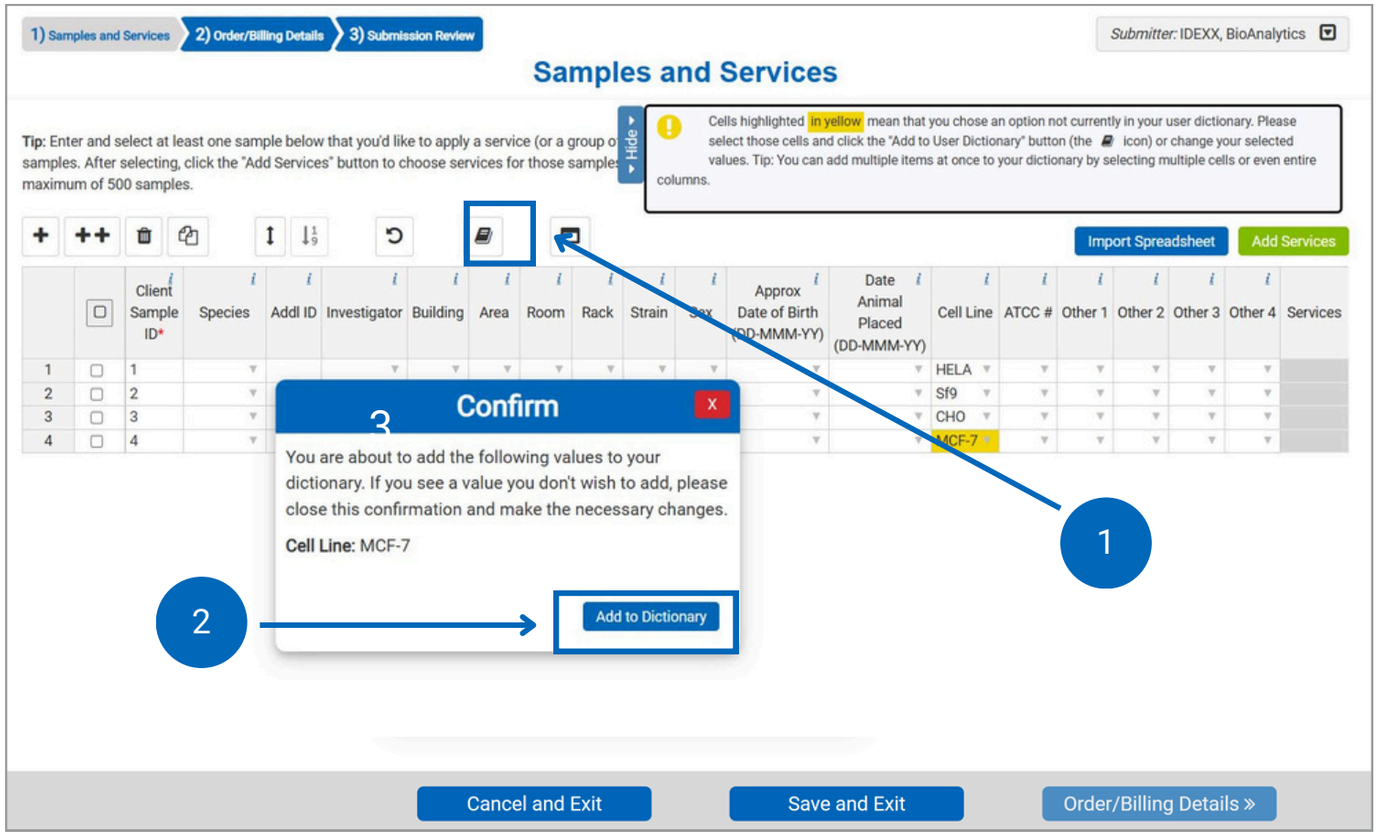
- A blank spreadsheet template is available in the pop-out window once you click “Import Spreadsheet.”
- Customize “Other” column headers.
- Upload data for a quick and easy submission.



6

Error checking and dictionary

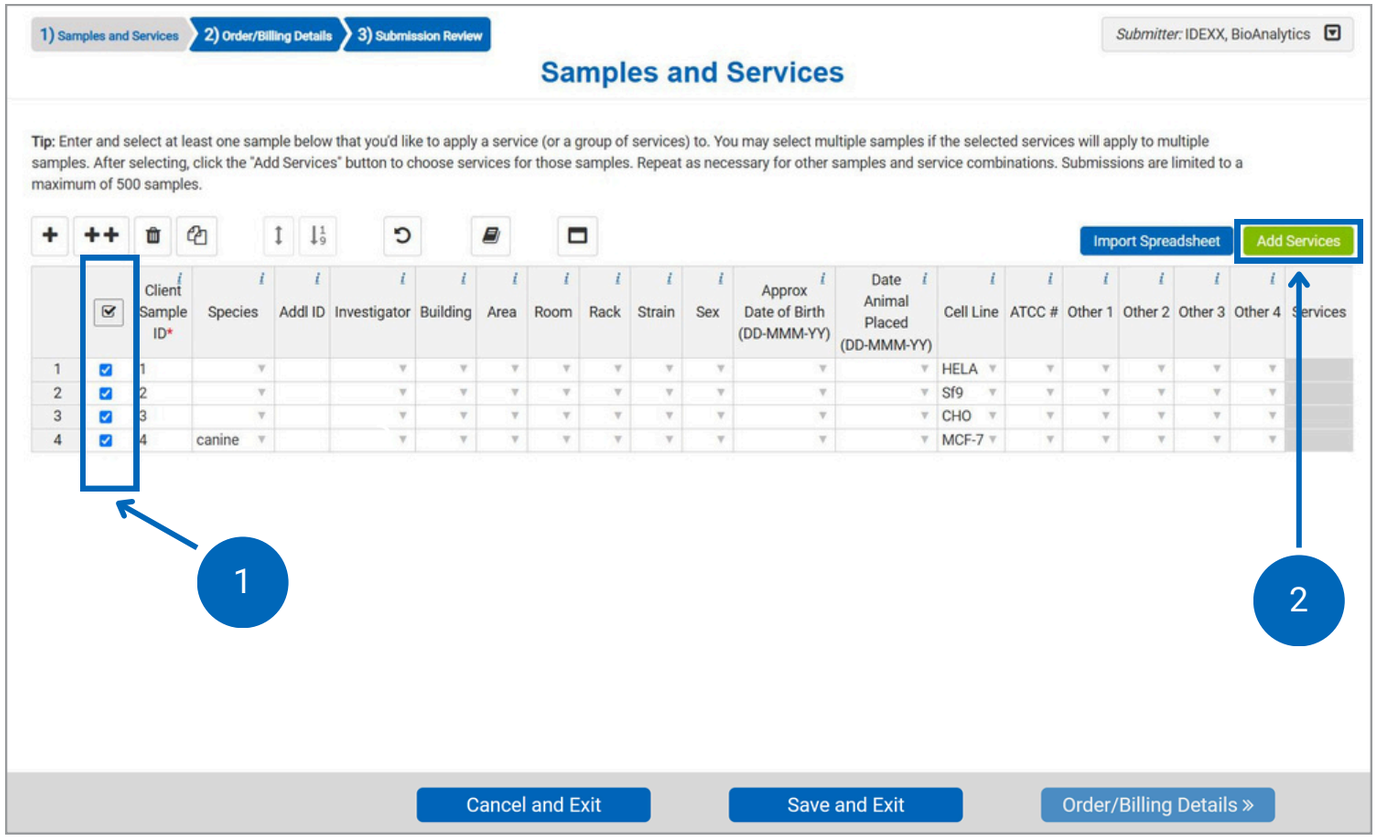
- As you enter sample information, you might notice our embedded error checking.
- This feature prompts you with dropdown options and highlights new entries not found in the Dictionary.
- To remove the highlights and add a new entry to the dictionary, select the cell(s) or column(s) and click the dictionary icon. Confirm by clicking “Add to Dictionary”.
- Customize the dropdown menu in your dictionary, entering new values only if they are unique. This ensures consistent data, as the dictionary is case-sensitive and distinguishes between dashes and other characters.
- The Dictionary ensures consistent data for FELASA reports and custom reports, preventing duplication and optimizing data extraction, management, and filtering.



7a

Add services

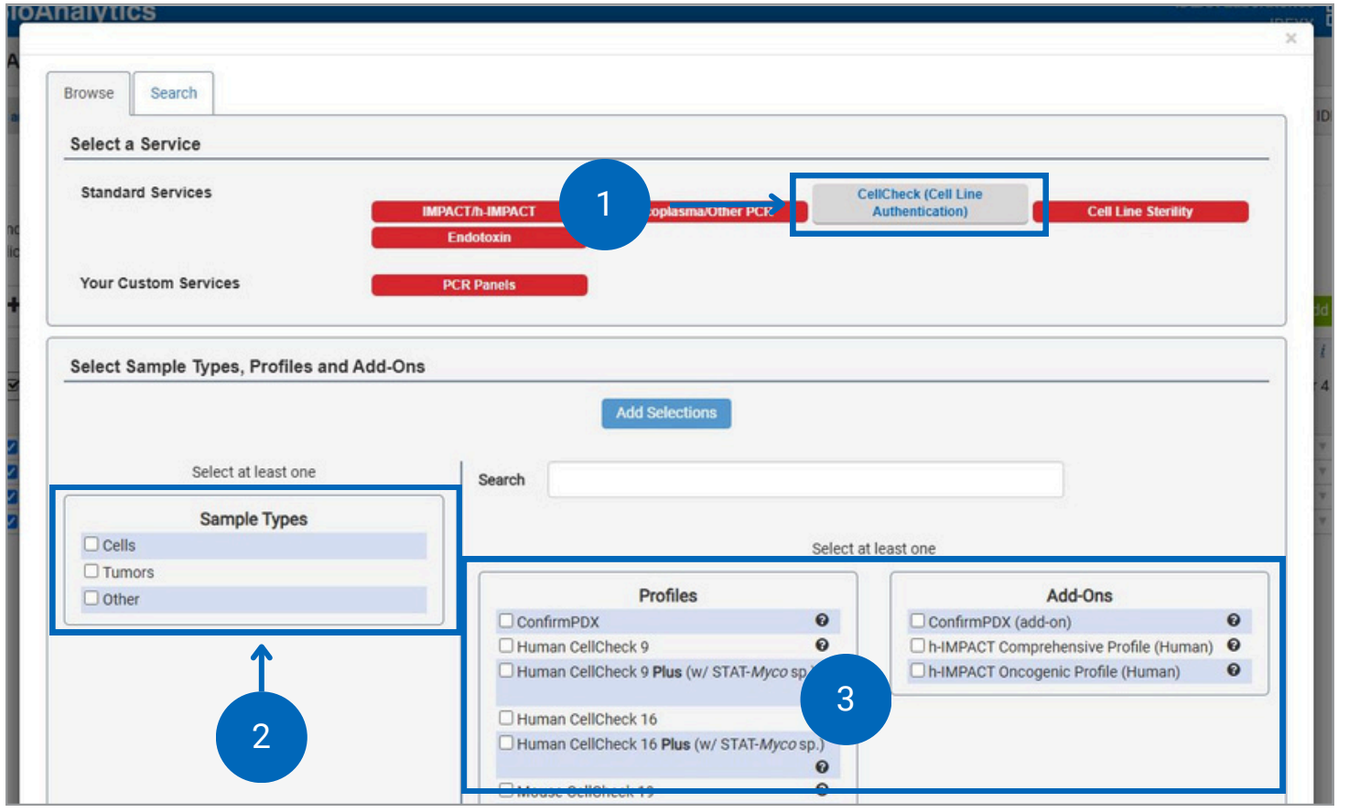
- Select samples to which services will be added. To select all, click in the checkbox at the top of the column.
- Check the box next to a sample to select it and click “Add Services.“



7b

Select tests

- Browse through our offering and choose a Service tile.
- To add a test:
  - Select the sample type
  - Select your Profile(s)
  - Select your Add-on(s)
  - Click “Add Selection”
- You can continue to add services or close the window to return to the sample grid and select new samples/move on.



7c

Test information

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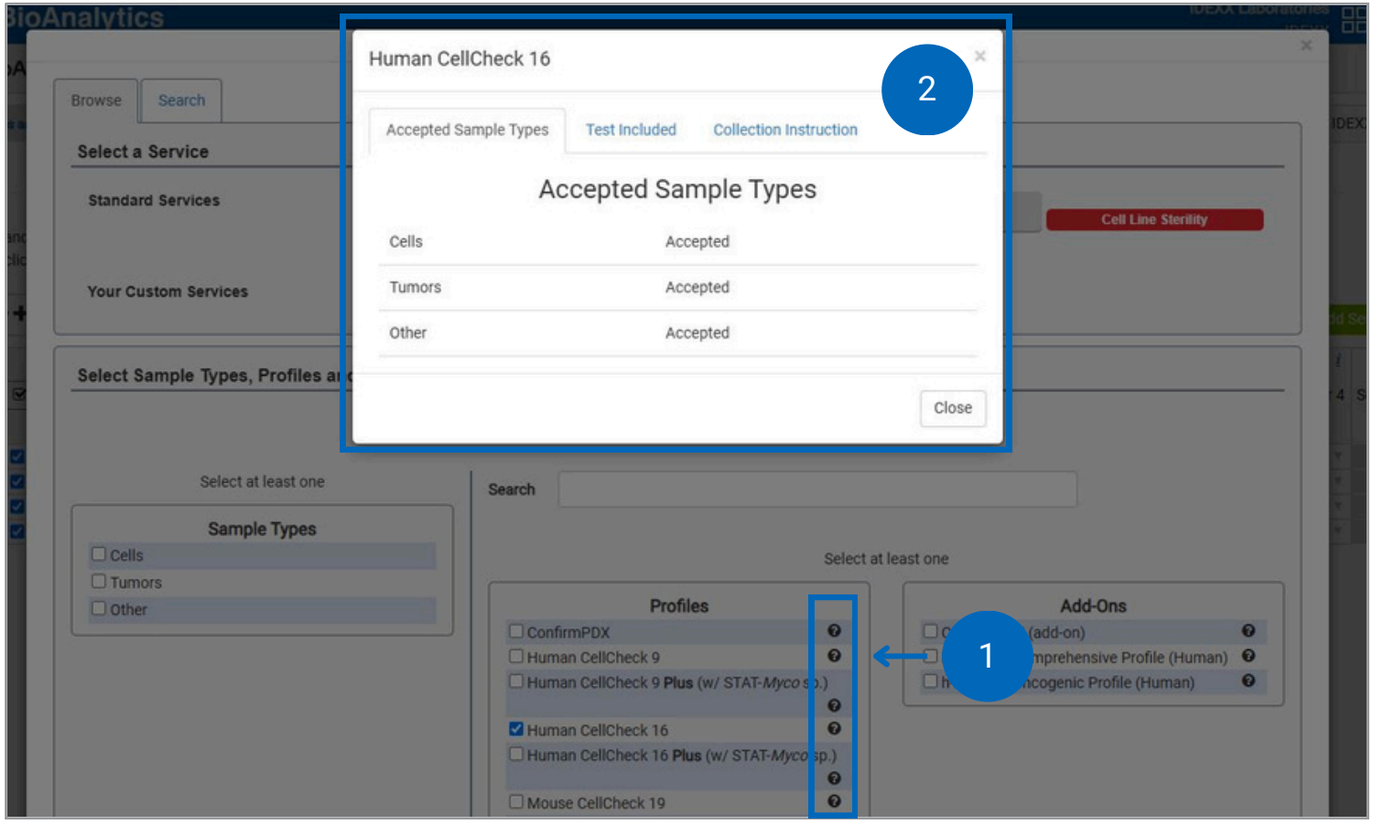

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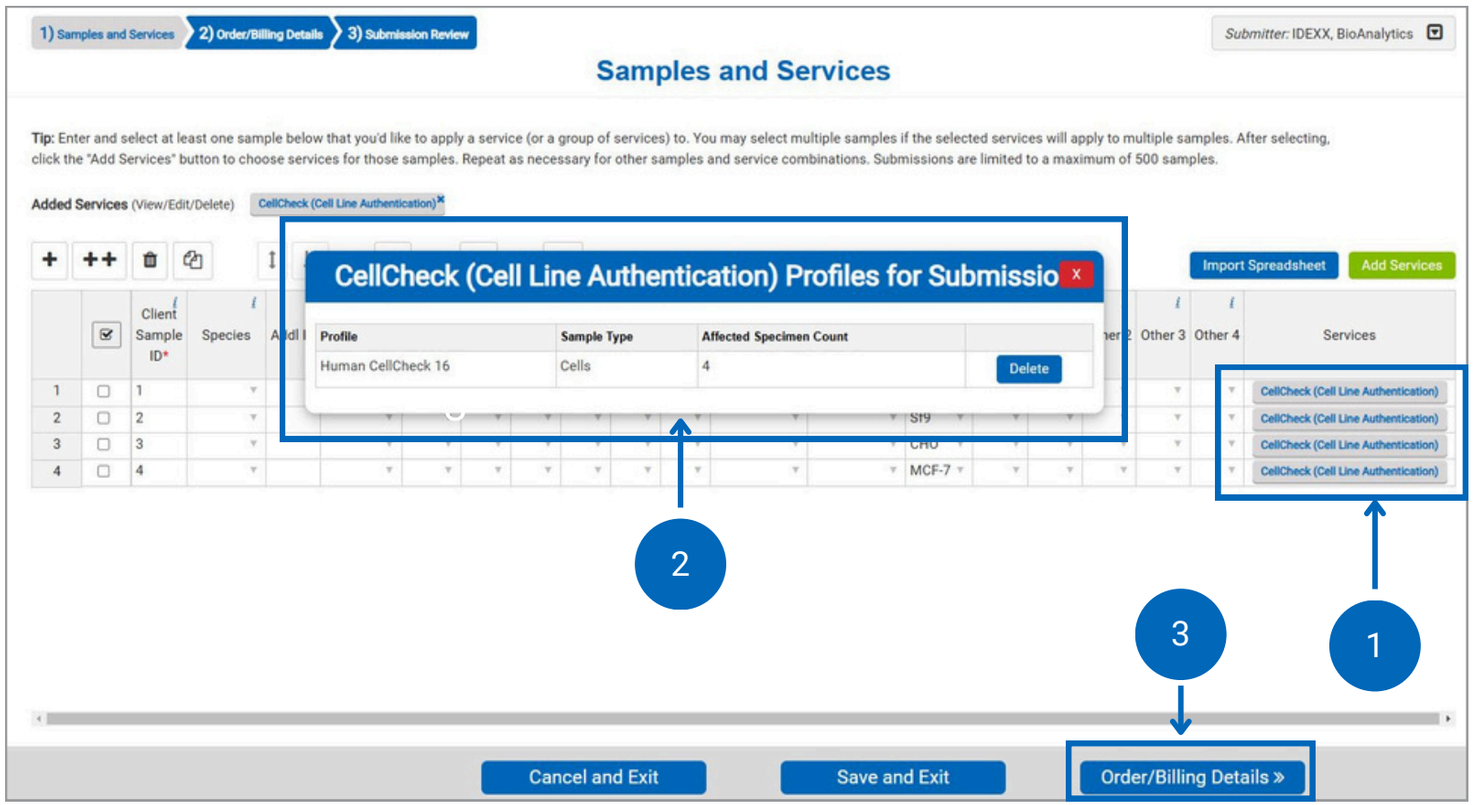

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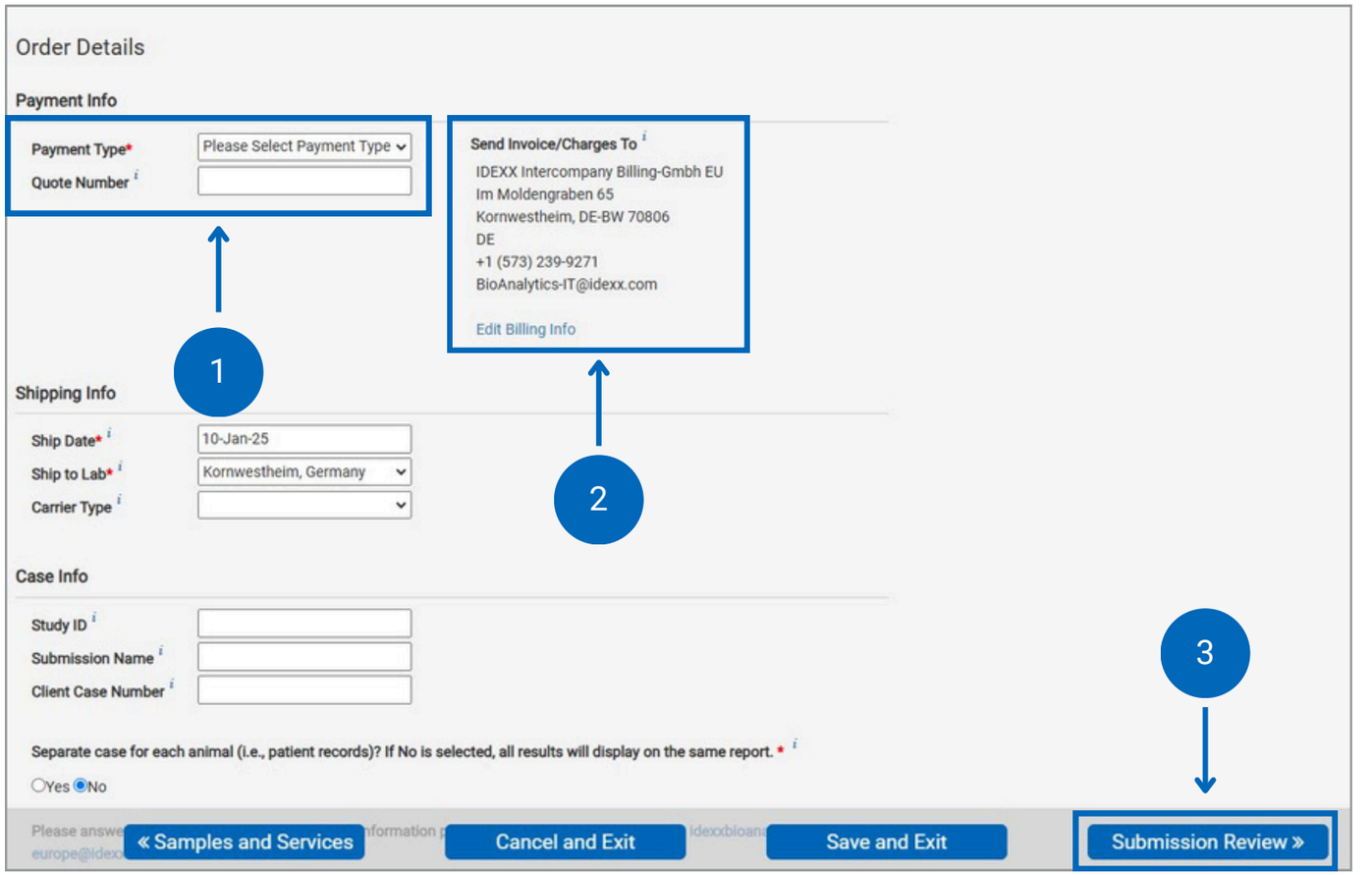

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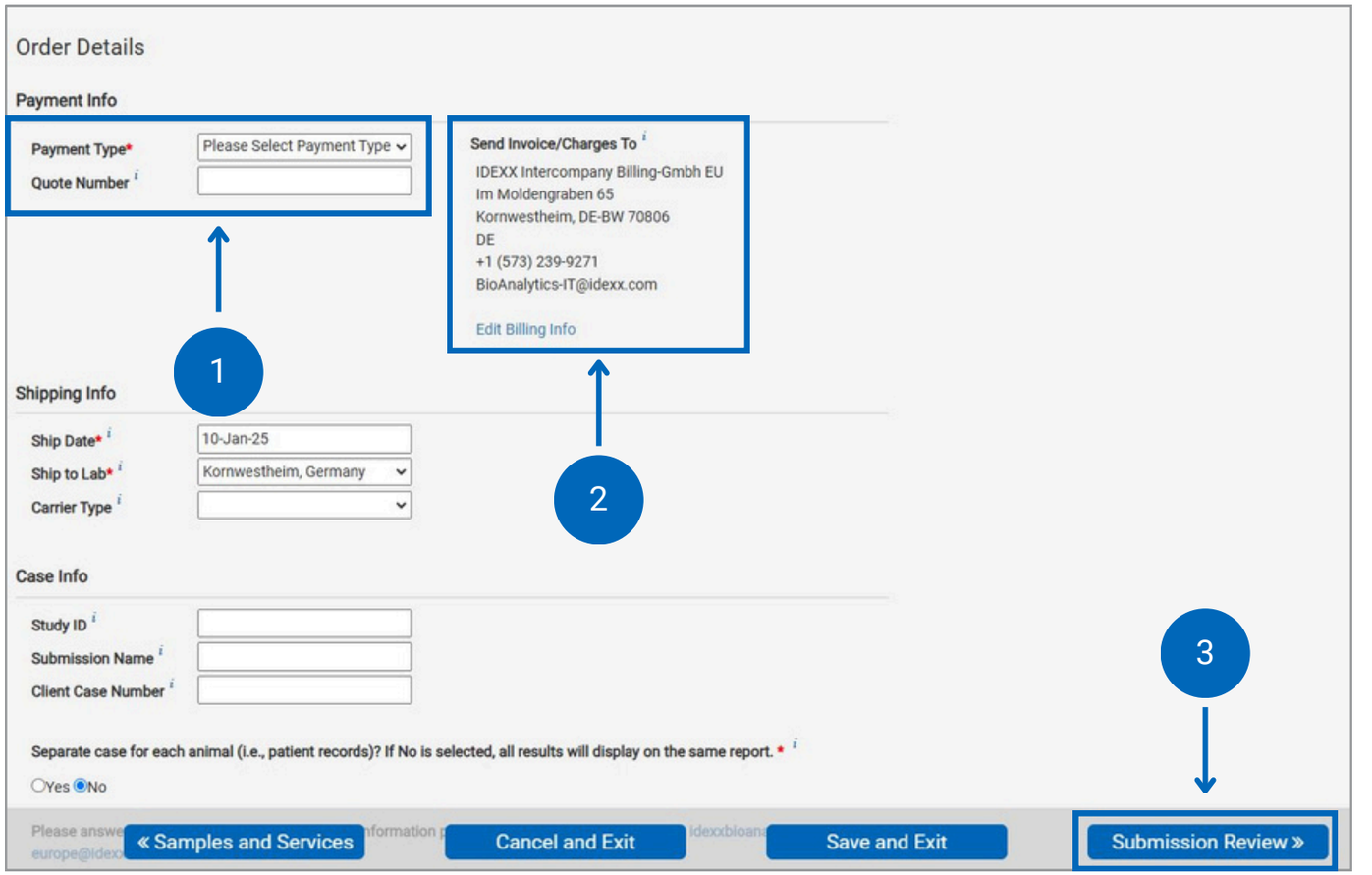

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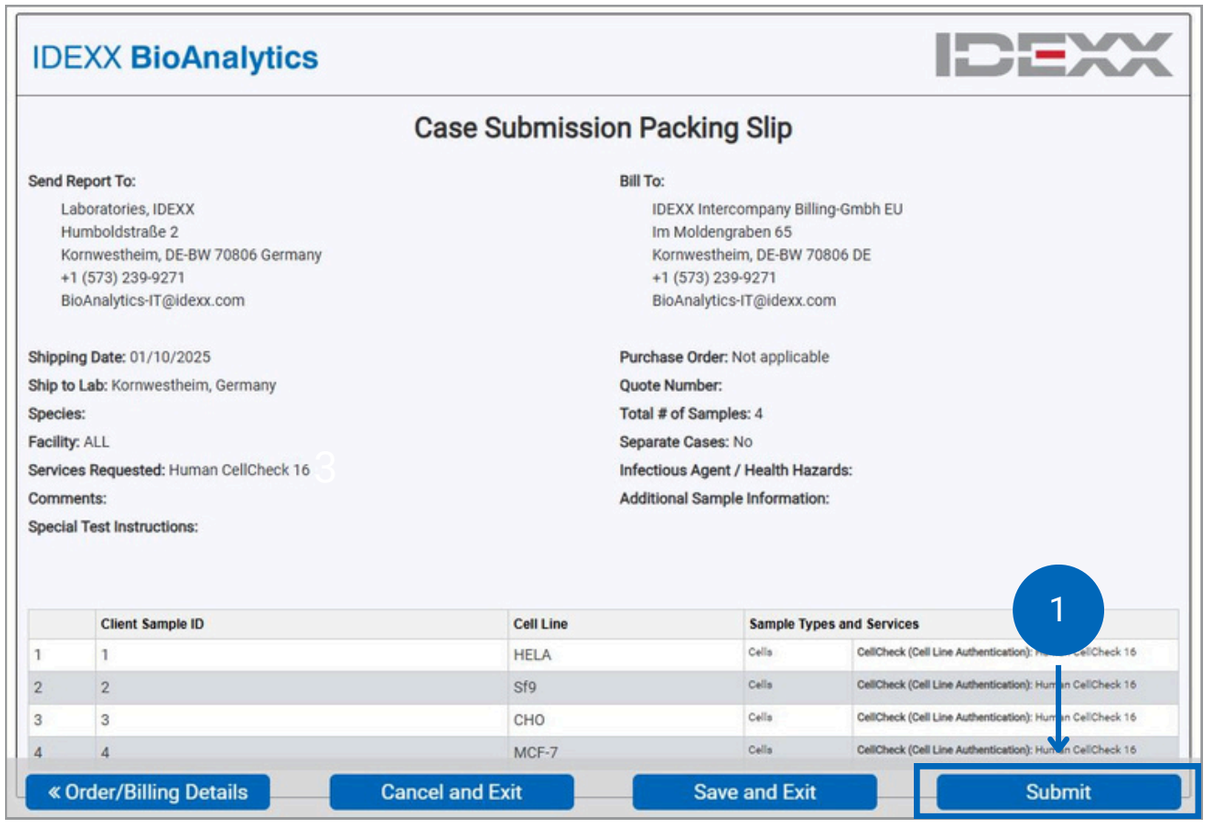

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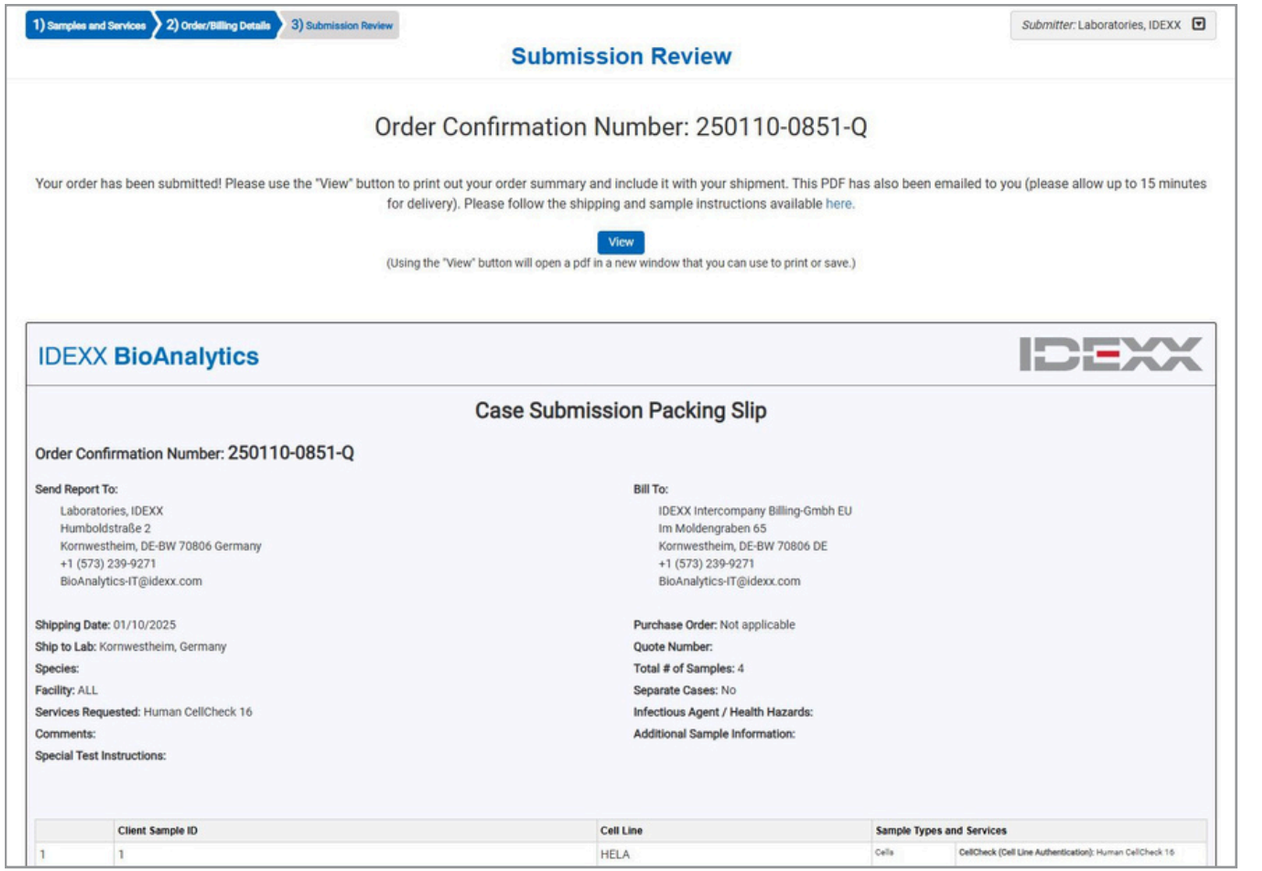

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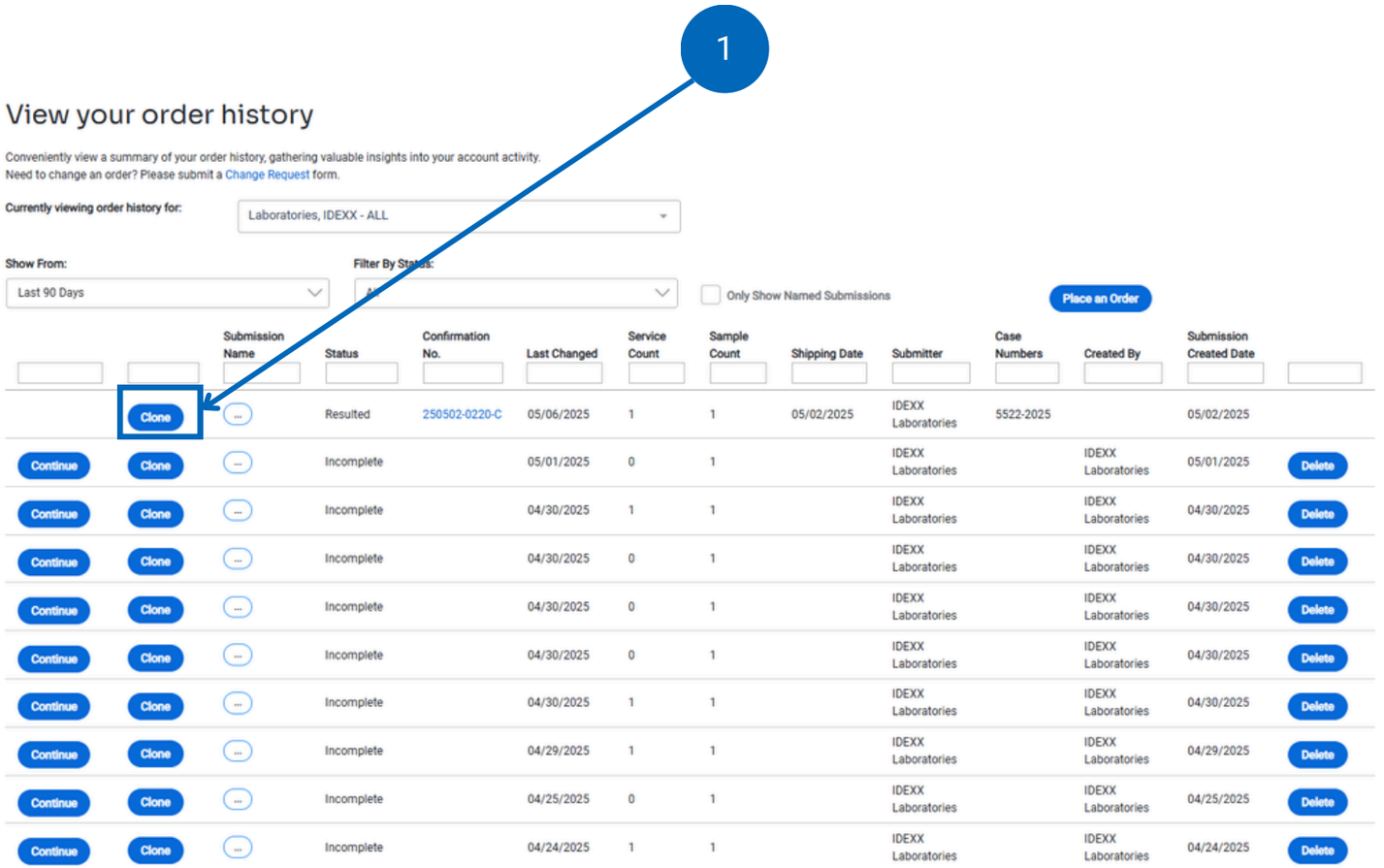

IDEXX **BioAnalytics**

CONTACT OUR TEAM OF EXPERTS

Client Support Services
Email: idexxbioanalytics-europe@idexx.com

EUROPE LAB LOCATION

IDEXX GmbH
IDEXX BioAnalytics
Humboldtstr. 2
70806 Kornwestheim
Germany