IDEXX **BioAnalytics**

2026 IDEXX BioAnalytics Online Ordering Guide

NORTH AMERICA

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.

+ **Our submission process**
+ **Creating and managing your account**
+ **Placing your order**

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
- Cases and Search
- Reporting & Certificates
- Account Settings
- Data Access

Animal Health Monitoring Orders

- Service category selection
- Data entry
- Service selection
- Order review
- Billing details

Aquatics Health Monitoring Orders

- Service category selection
- Data entry
- Service selection
- Order review
- Billing details

Biologics & Cell Health Orders

- Service category selection
- Data entry
- Service selection
- Order review
- Billing details

Preclinical Orders

- Service category selection
- Data entry
- Service selection
- Order review
- Billing details

Anatomic Pathology Orders

- Service category selection
- Data entry
- Service selection
- Order review
- Billing details

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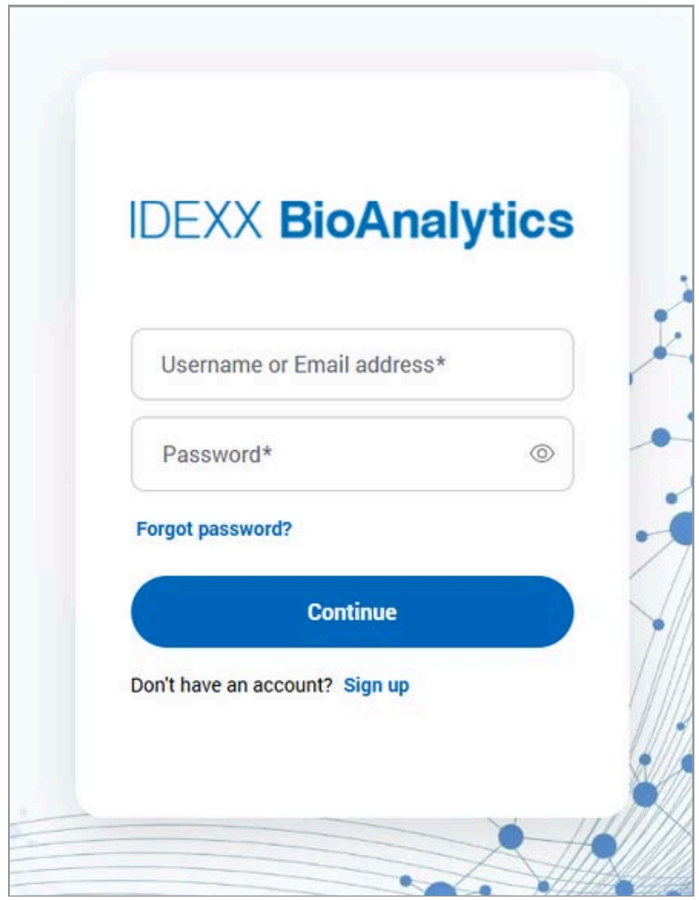
Overview | Account Settings | Animal Health Monitoring Orders | Aquatics Health Monitoring Orders | Biologics & Cell Health Orders | Preclinical Orders | Anatomic Pathology Orders

Log in to the Client Portal

- Navigate to the Client Portal login page.
- Existing Portal users can log in with their Email or Username and Password.



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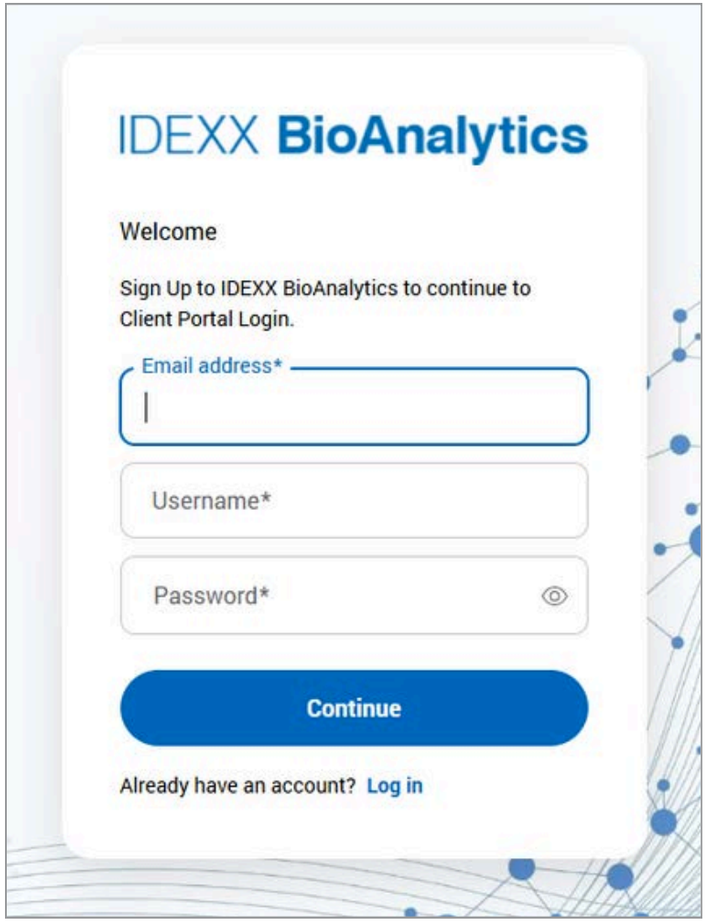
New User Registration

- Navigate to the Client Portal login page.
- Create an account if you are a new client or a current client who has not yet used the Portal.
- Logins should not be shared. Please create an account for each submitter at your institution.
- Complete all required fields with contact and billing information, request online access to other users' current or historical results, and grant other users access to your results.
- Once your account setup is complete you can immediately place your first order with us.



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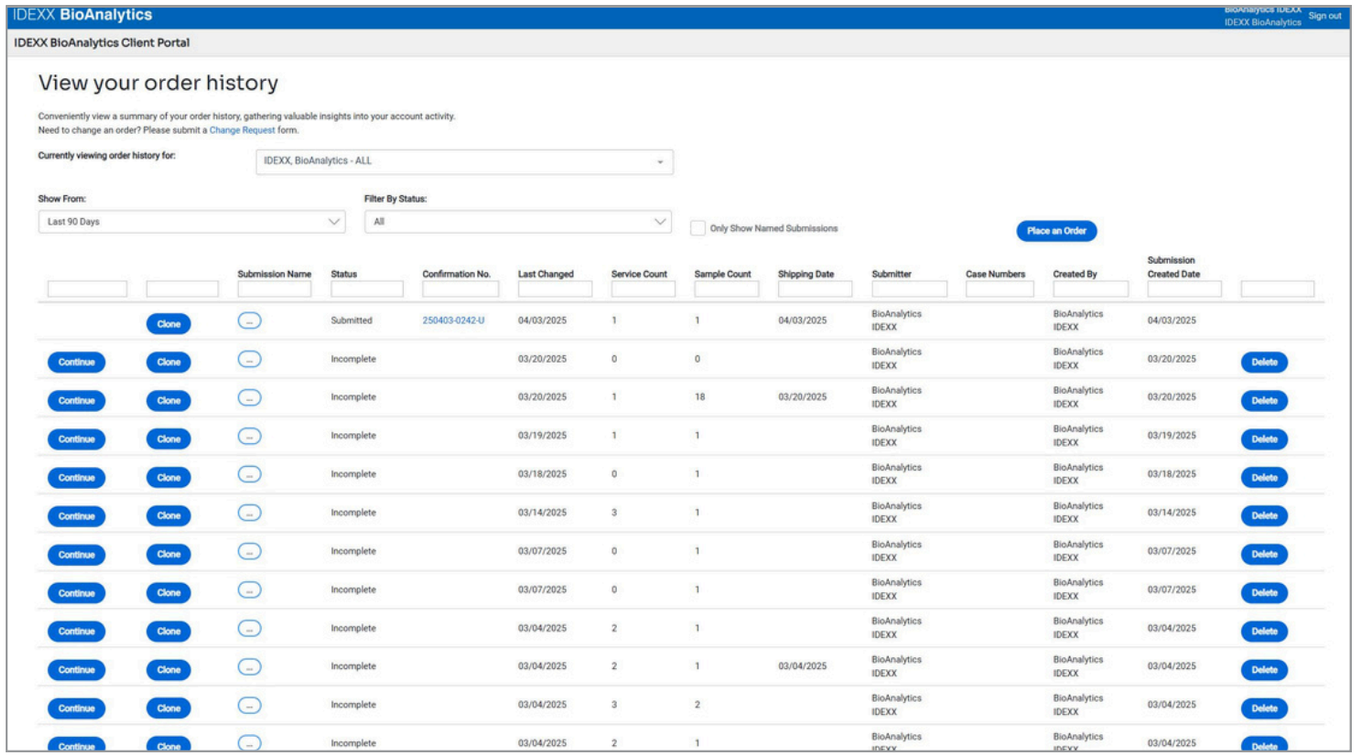
Advantages to online ordering

- Online submissions are faster, more accurate, 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 such as:
  - Incomplete
  - Submitted
  - In Progress
  - Resulted
  - Voided



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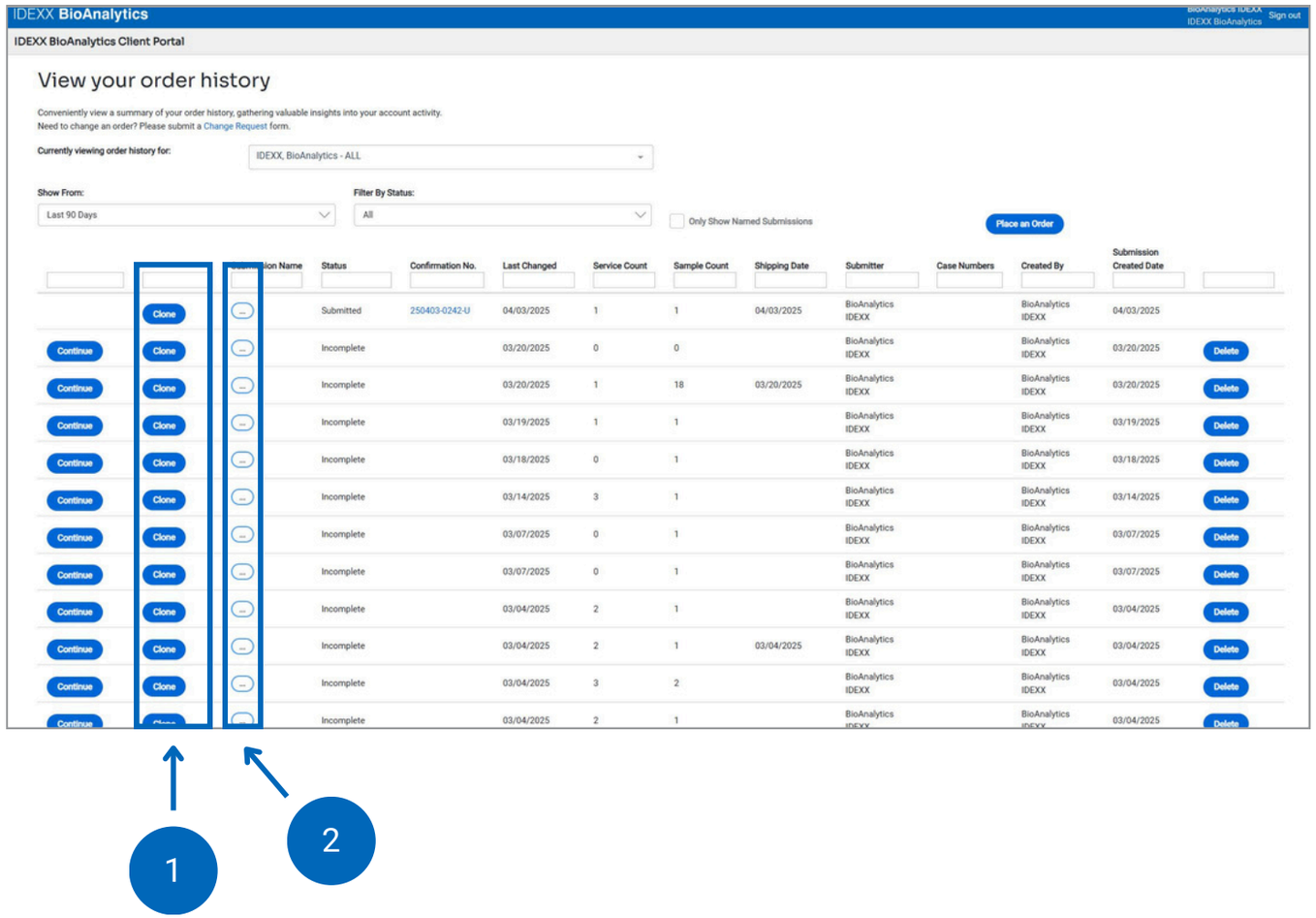
Online order cloning advantages

- 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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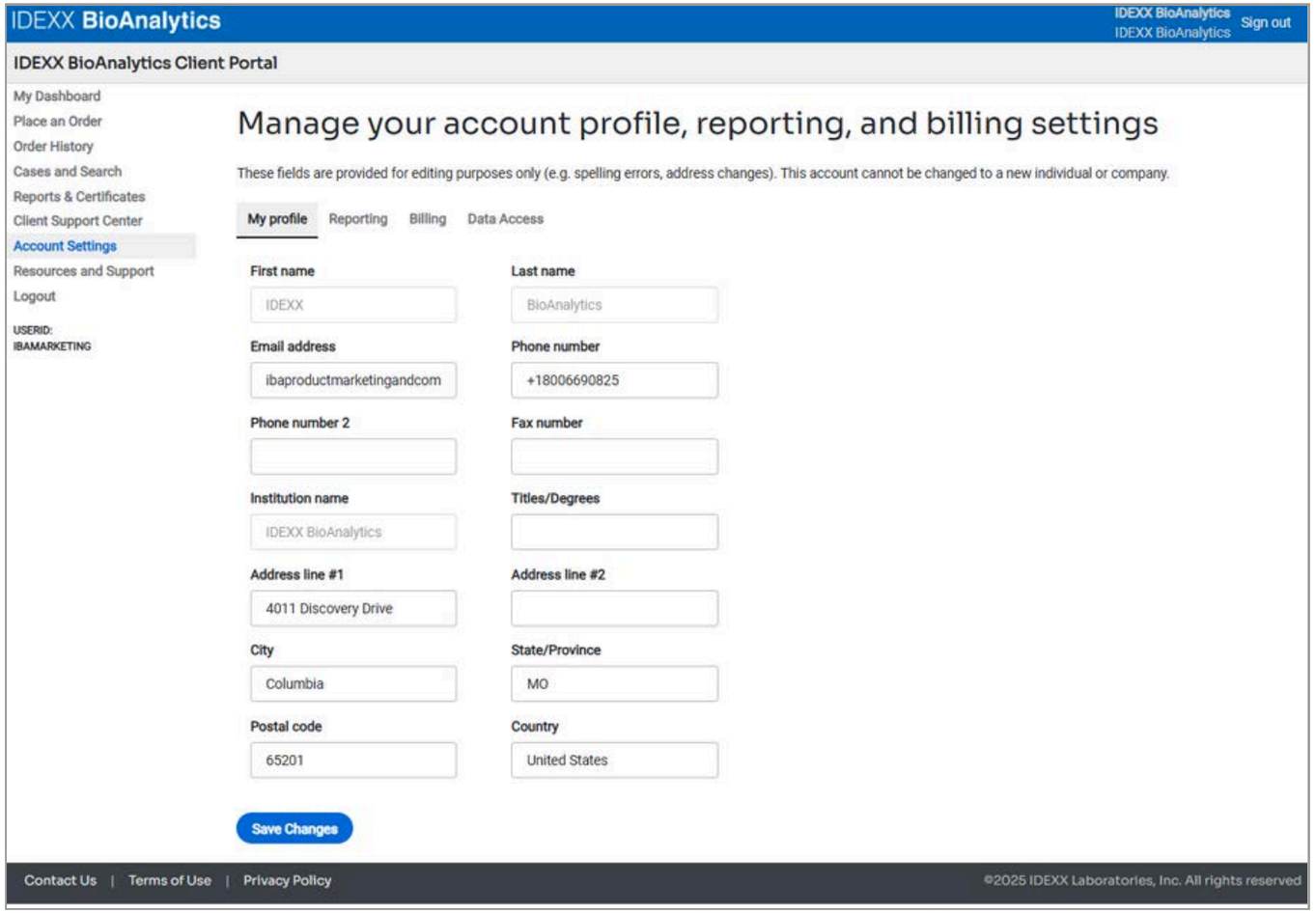
Managing your account

- Navigate to Account Settings from the left-hand menu to edit your:
  - Contact information
  - Reporting preferences
  - Billing information
  - Data access

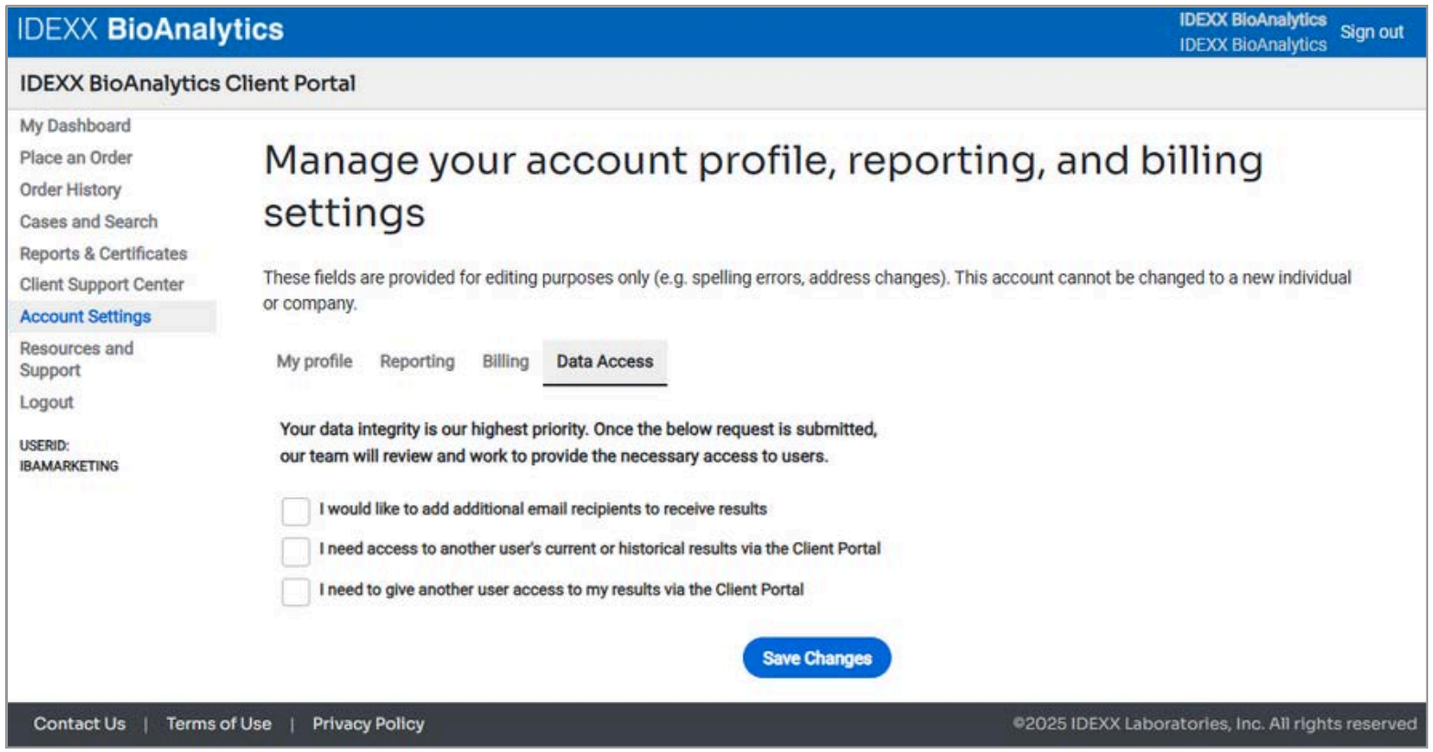


IDEXX **BioAnalytics**

Overview | Account Settings | Animal Health Monitoring Orders | Aquatics Health Monitoring Orders | Biologics & Cell Health Orders | Preclinical Orders | Anatomic Pathology Orders

Data Access

- Navigate to Account Settings from the left-hand menu to edit your data access:
  - Add recipients to receive results
  - Request access to another user's results
  - Give another user access to your results



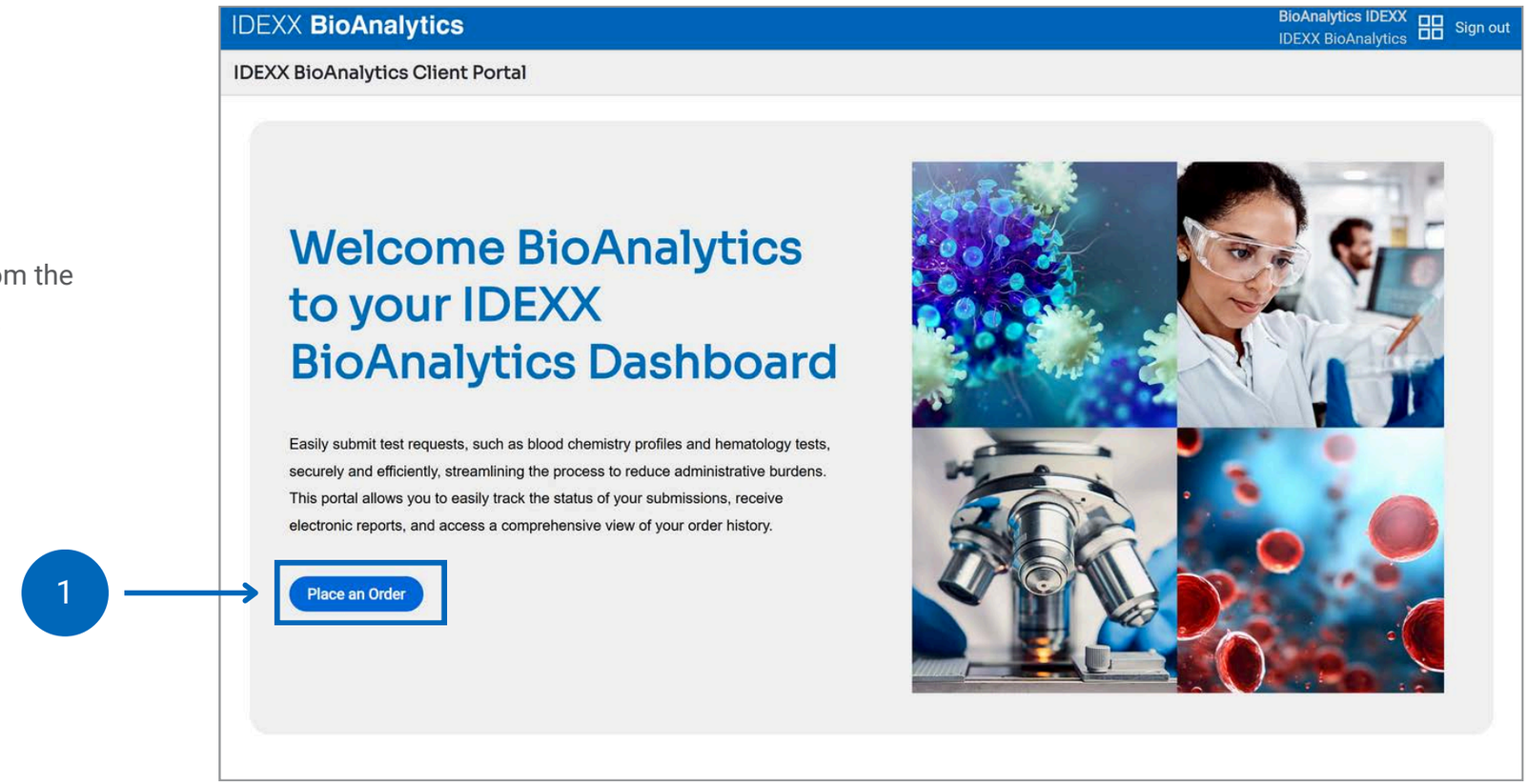
IDEXX **BioAnalytics**

Overview | Account Settings | Animal Health Monitoring Orders | Aquatics Health Monitoring Orders | Biologics & Cell Health Orders | Preclinical Orders | Anatomic Pathology Orders

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 | Animal Health Monitoring Orders | Aquatics Health Monitoring Orders | Biologics & Cell Health Orders | Preclinical Orders | Anatomic Pathology Orders

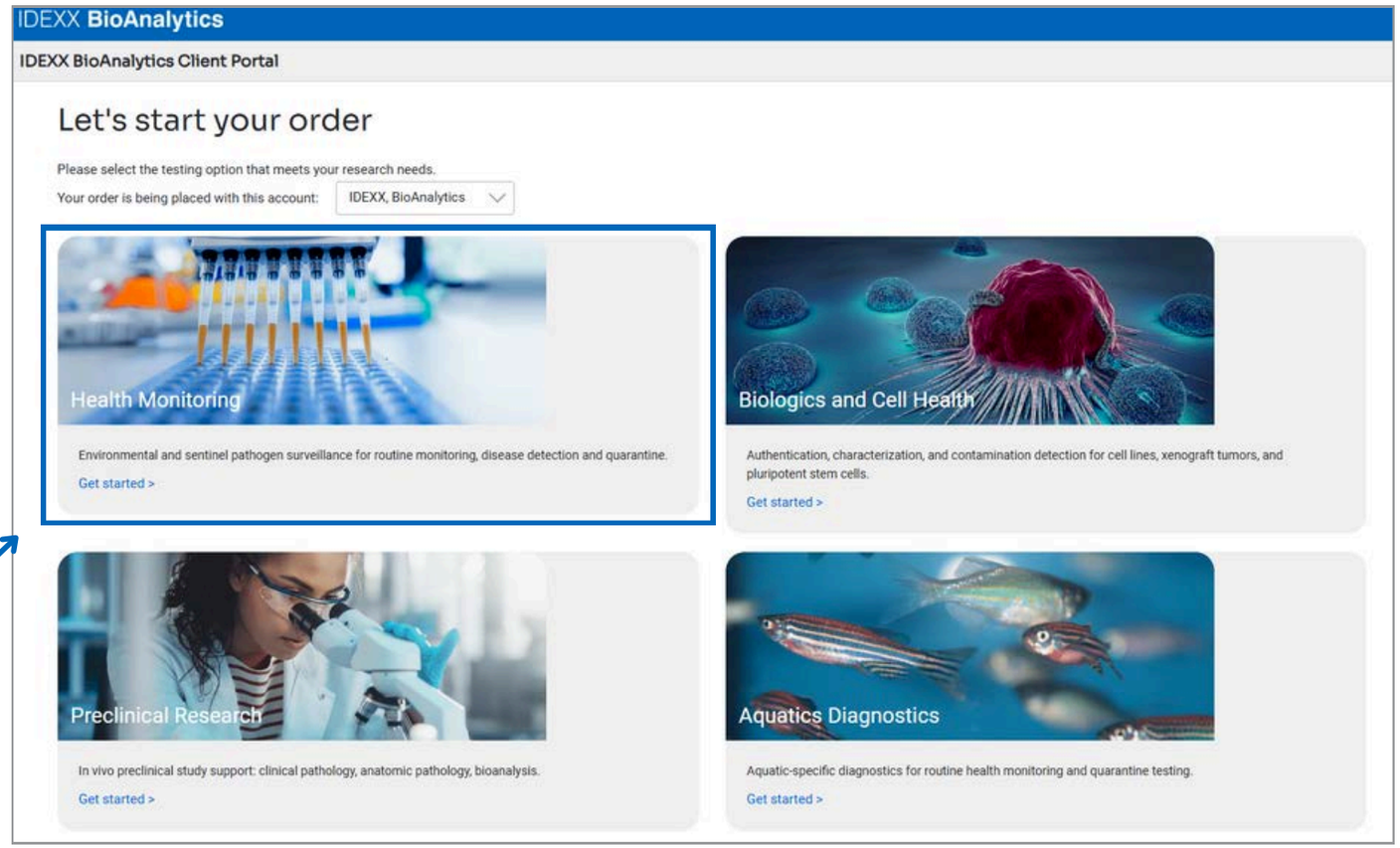
2

Service type selection

Select a submission type to begin:

- **Health Monitoring**
  - Animal surveillance for pathogens and microbial screening services
  - Advantage profiles, 3R FELASA, Serology, Real-time PCR, Opti-XXpress/EDx profiles, Diagnostic Pathology, Microbiology, Microbiome

1

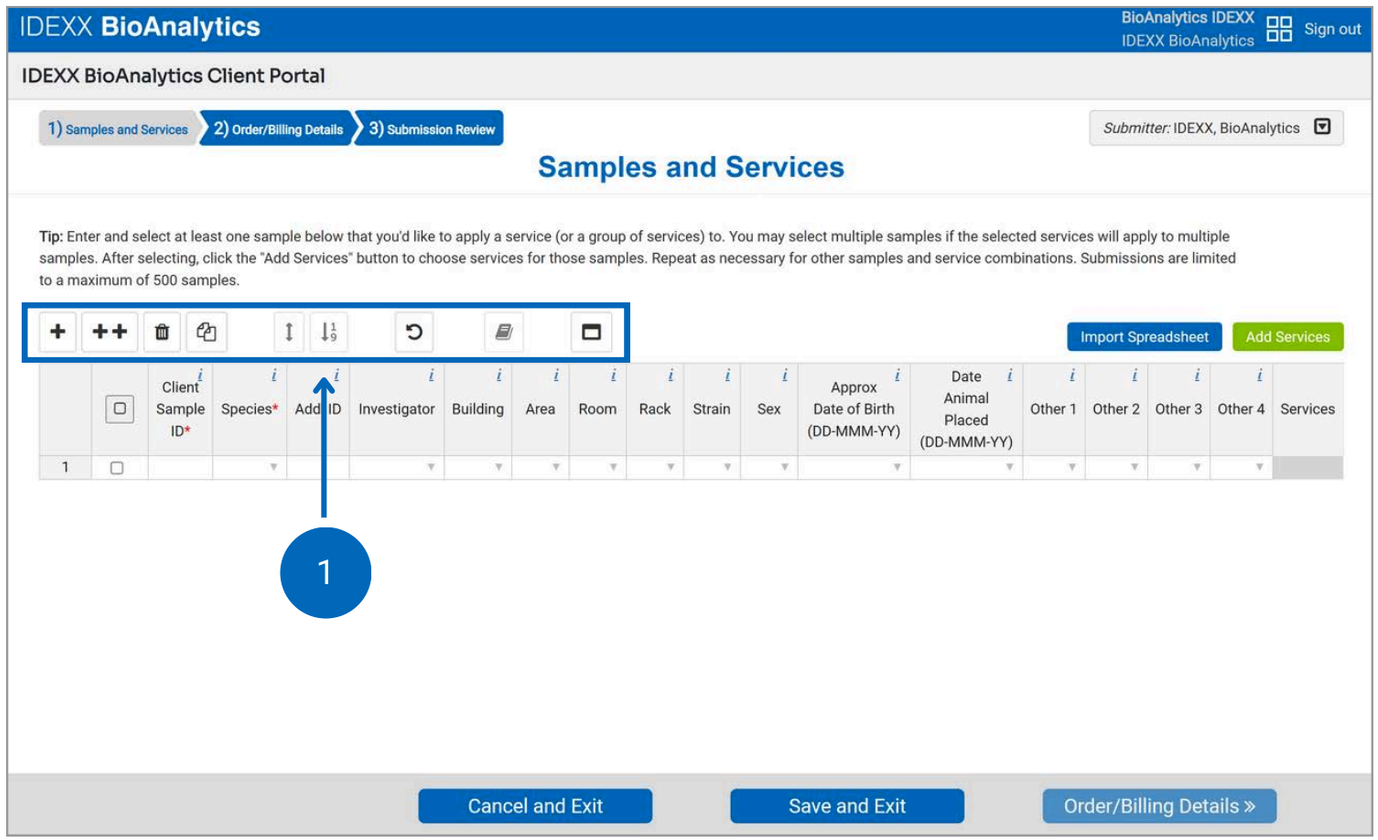


3

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

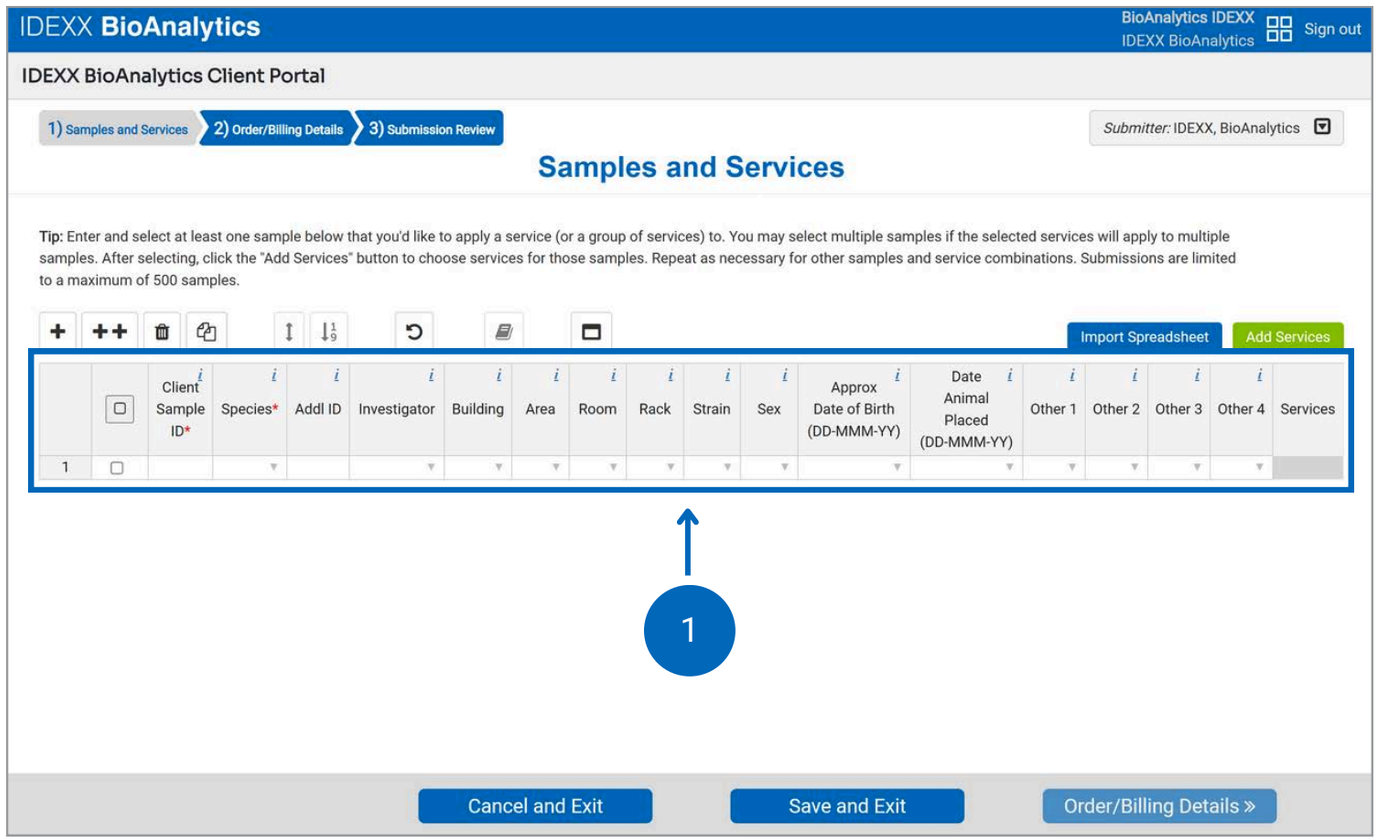
The *i* link in the column headers provides additional glossary information.



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.
- Columns marked with an asterisk are required. Other columns are optional.
- The most used demographic columns are:
  - Client Sample ID*
  - Species*
  - Investigator
  - Building
  - Room
  - Rack
  - Strain



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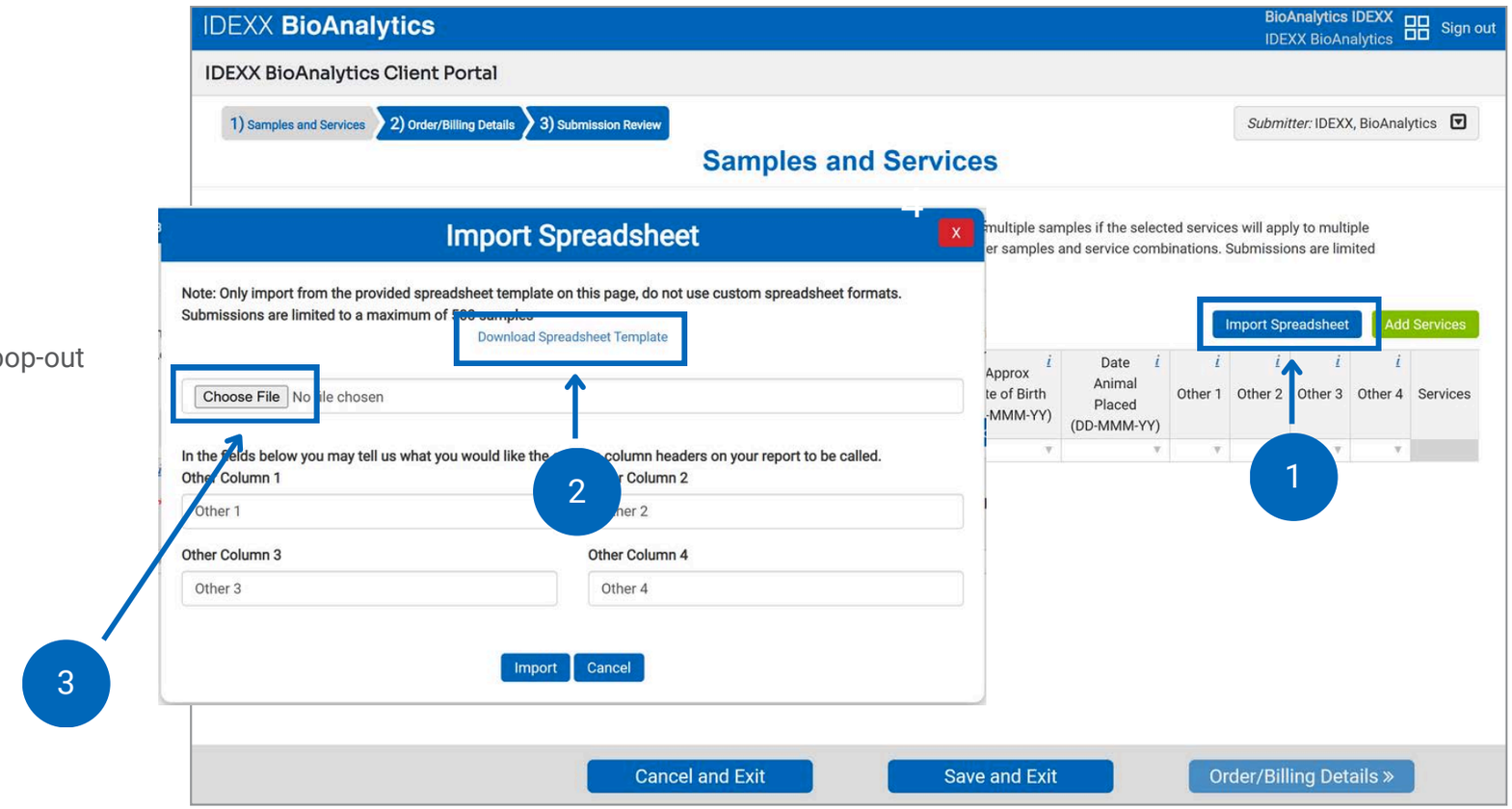
5

Option 2: Import spreadsheet data

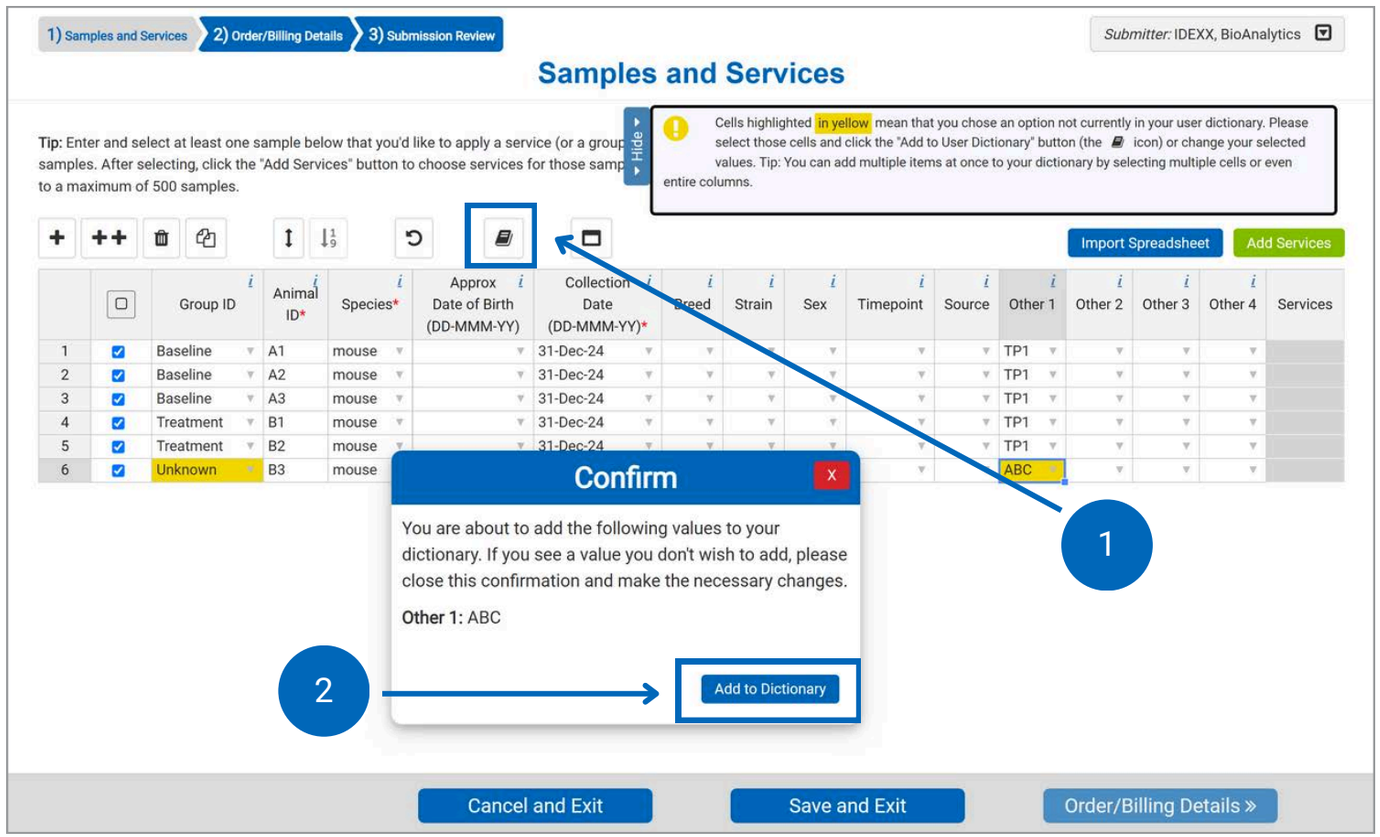
- A blank spreadsheet template is available in the pop-out window once you click Import Spreadsheet.
- Customize Other column headers.
- Upload data for a quick and easy submission.



6

Error checking and Dictionary

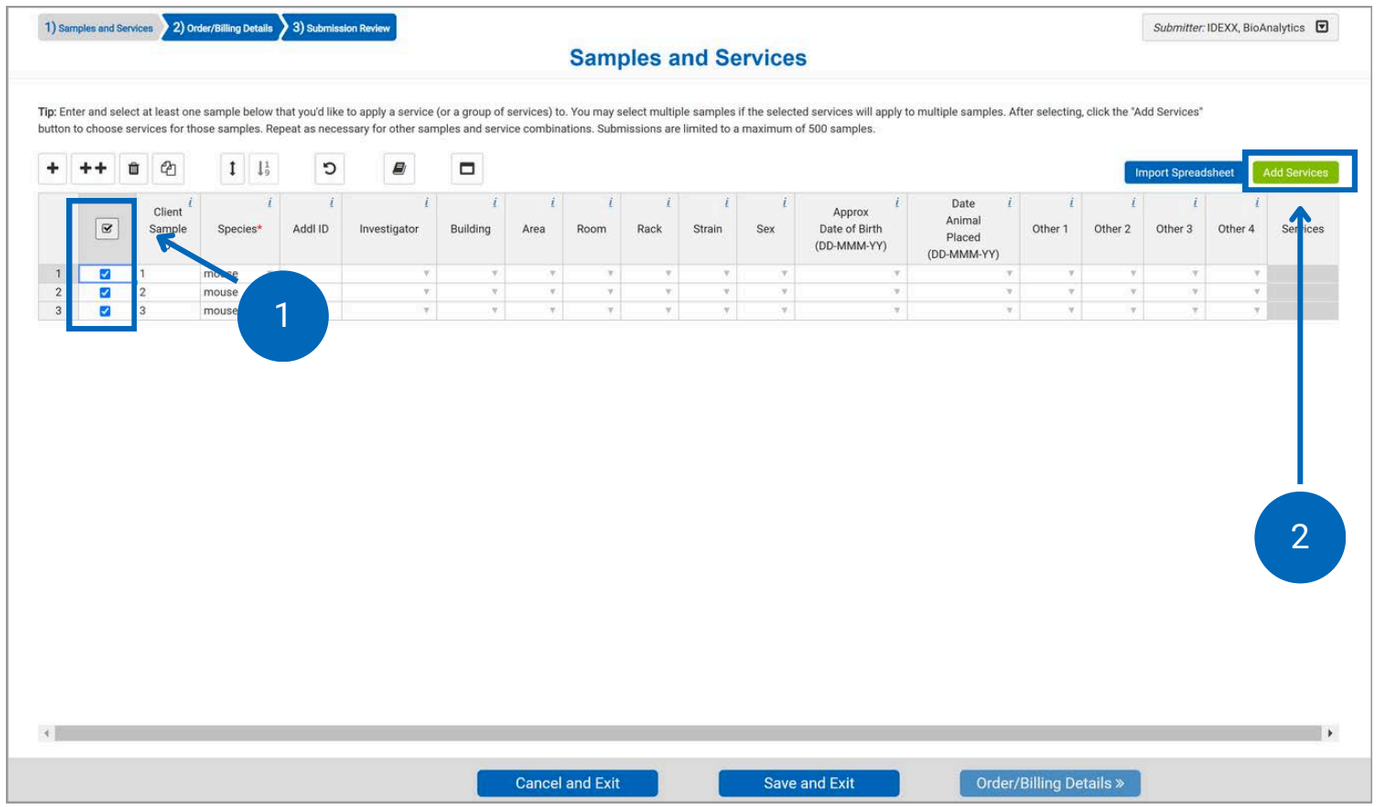
- As you enter sample information, you might notice our embedded error checking.
- This feature prompts you with dropdown options and highlights new entries not found in the Dictionary.
- To remove the highlights and add a new entry to the Dictionary, select the cell(s) or column(s) and click the Dictionary icon. Confirm by clicking Add to Dictionary.



7a

Add services

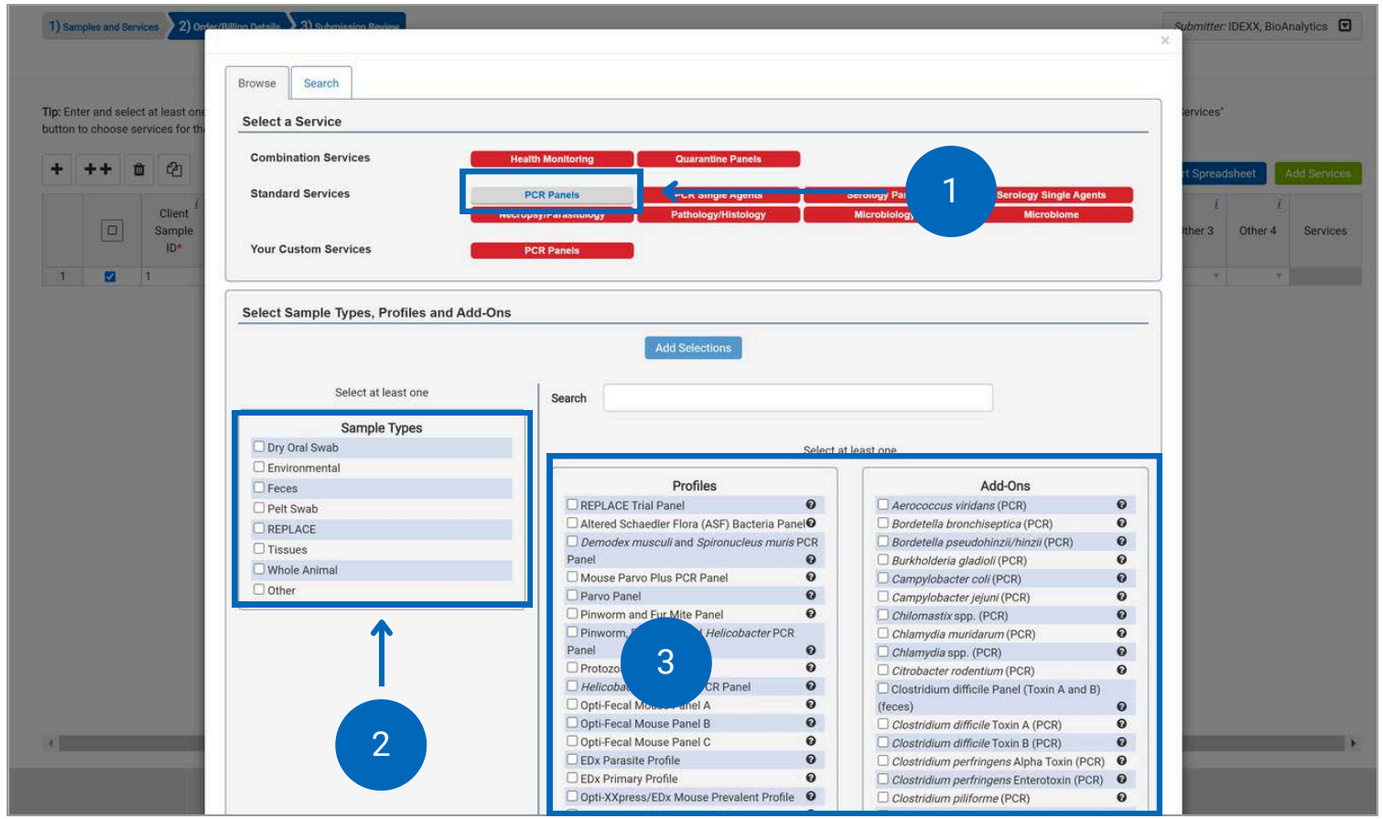
- Select samples to which services will be added. To select all, click in the checkbox at the top of the column.
- Check the box next to a sample to select it and click Add Services.



7b

Select services

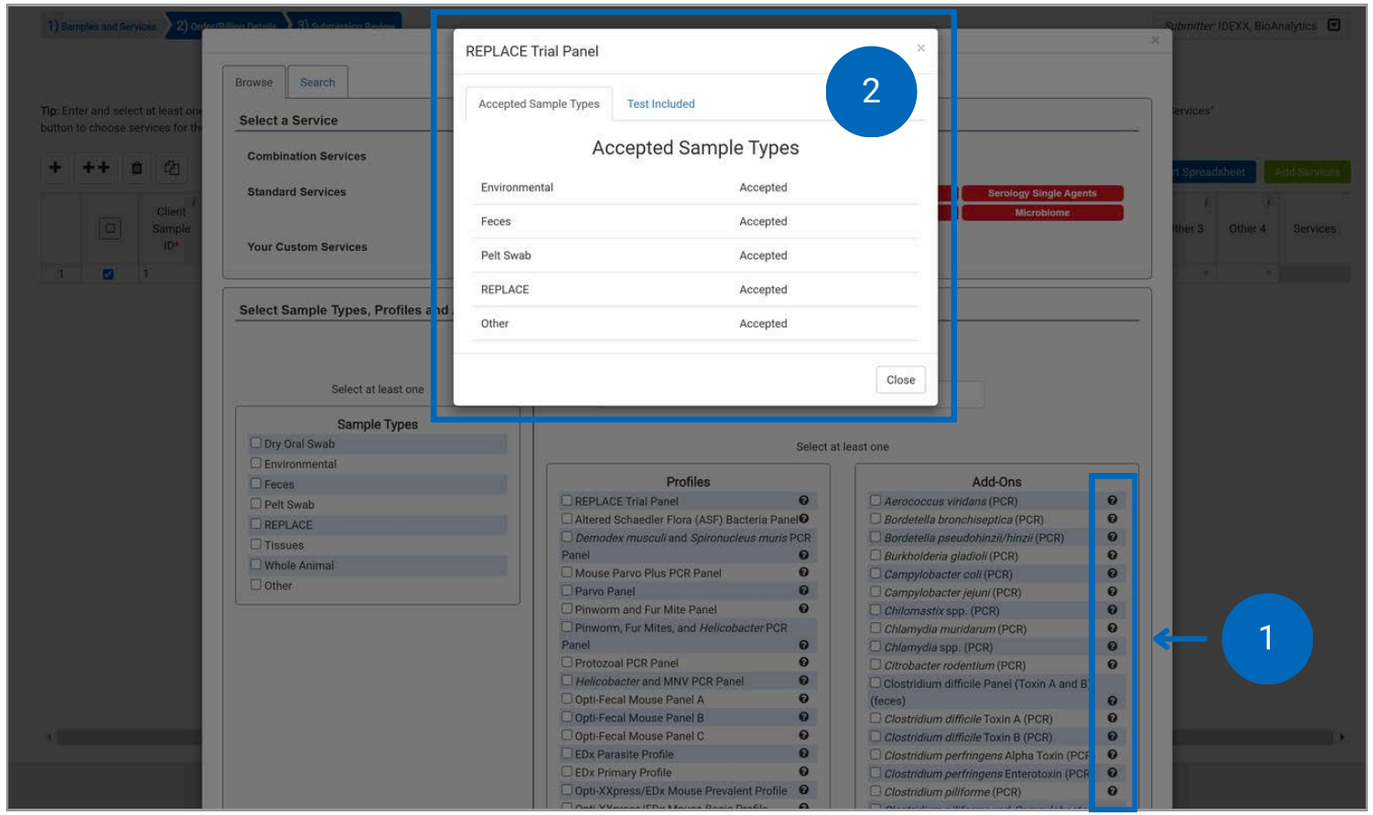
- Browse through our offering and choose a Service tile.
- To add a service:
  - Select the sample type
  - Select your Profile(s) or Service
  - Select your Add-on(s)
  - Click Add Selection
- You can continue to add services or close the window to return to the sample grid and select new samples/move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



7c

Service selection

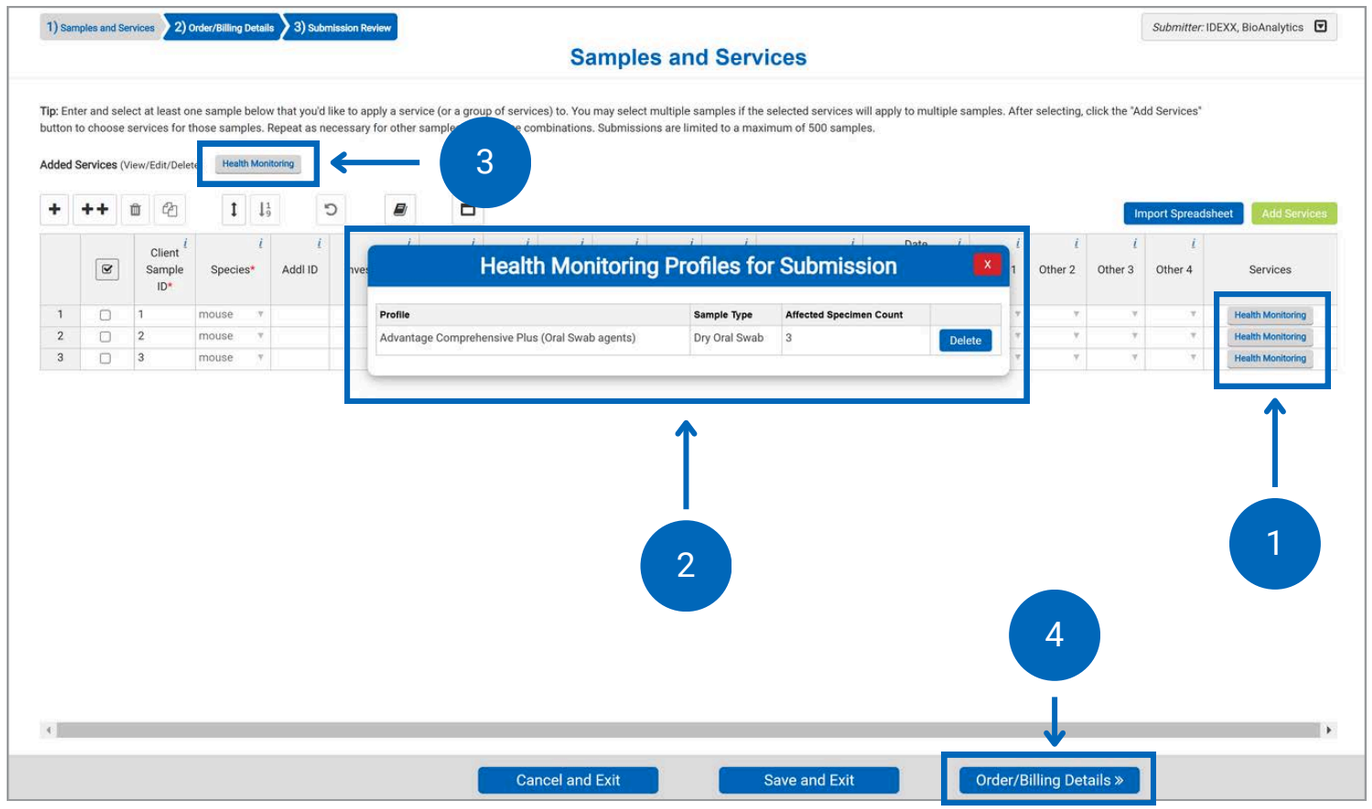
- Click on the button beside a service to learn more including accepted sample type and the tests or assays included.
- This will show you sample type information and services included.



7d

Review services

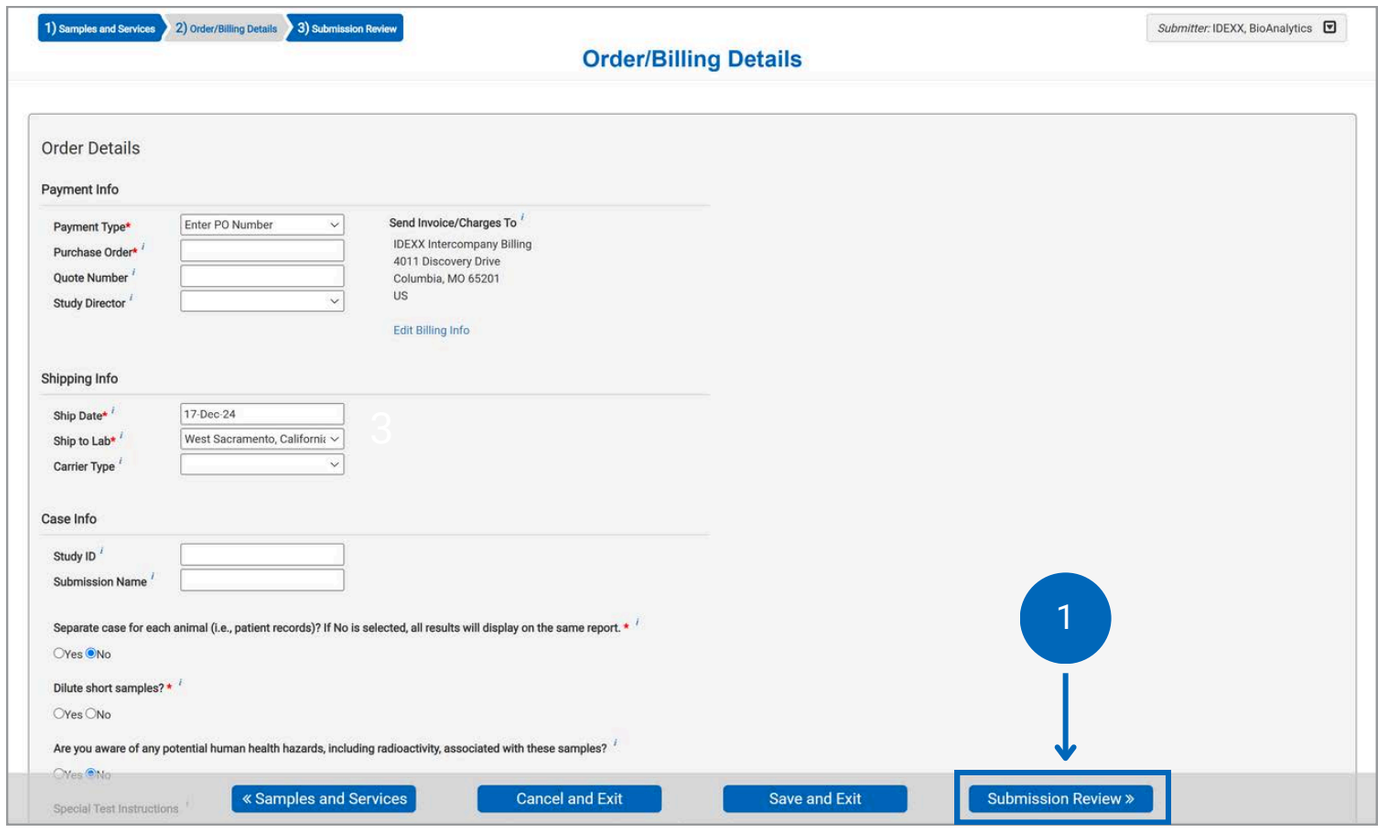
- You can review and edit your services from the sample grid.
- Click on the service category name in the right-hand column for more detailed information.
- Click the badge above the sample grid next to Added Services (View/Edit/Delete) to see all of the services for that category and remove it from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



8

Add Order/Billing Details

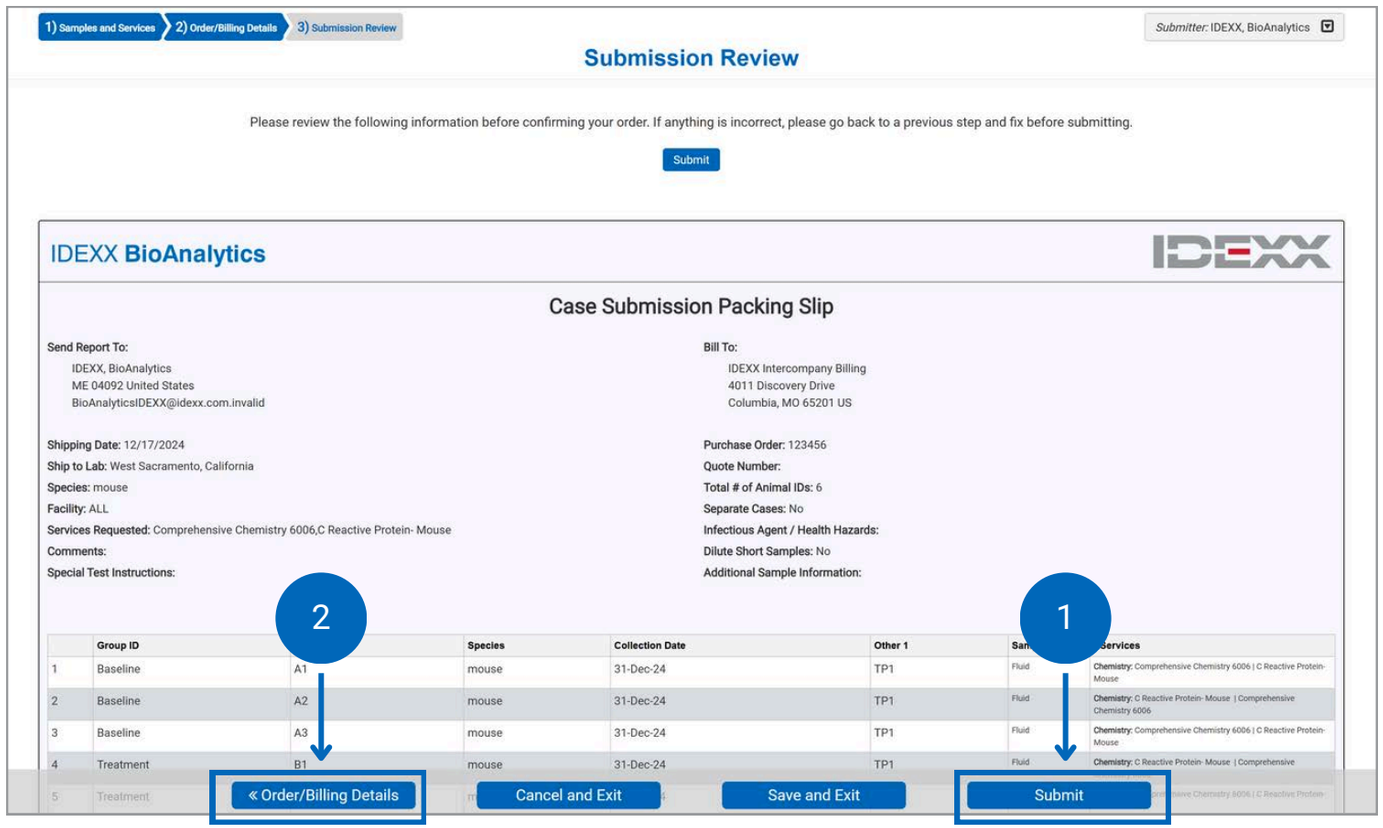
- Please fill all required fields marked with an asterisk.
- Please ensure your Bill-to address is included and is correct.
- Enter submission details including study ID, purchase order numbers (POs), special instructions, quote number, etc.
- Continue by clicking the Submission Review button.



9

Submission review

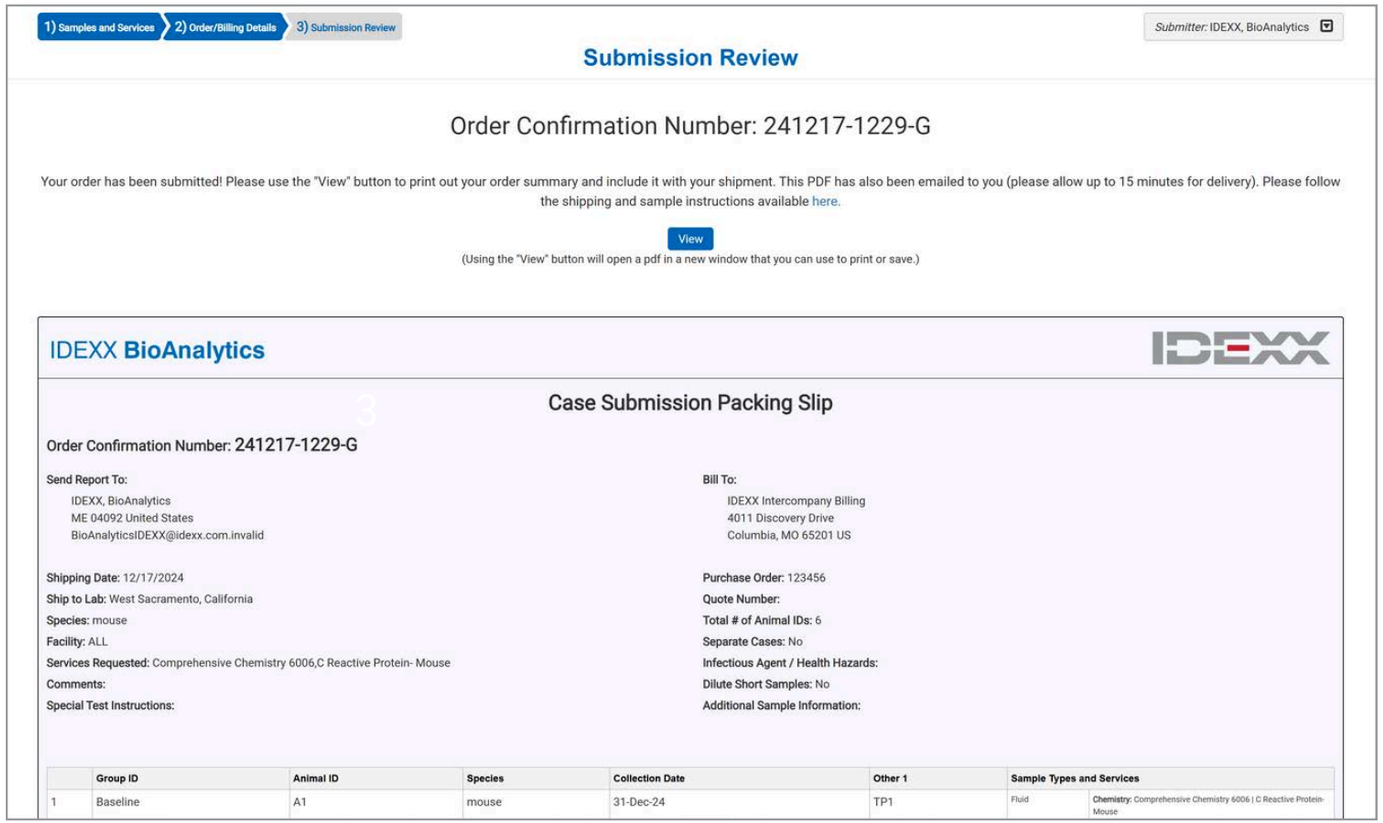
- This screen provides a final overview of your submission.
- If everything is correct, click Submit to complete your order.
- If anything needs to be adjusted, you can edit by clicking Order/Billing Details.
- If you want to continue later, click Save and Exit.
  - You can resume this case from the 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@idexx.com to modify your submission.



1) Samples and Services | 2) Order/Billing Details | 3) Submission Review

Submitter: IDEXX, BioAnalytics

Submission Review

Order Confirmation Number: 241217-1229-G

Your order has been submitted! Please use the "View" button to print out your order summary and include it with your shipment. This PDF has also been emailed to you (please allow up to 15 minutes for delivery). Please follow the shipping and sample instructions available here.

View

(Using the "View" button will open a pdf in a new window that you can use to print or save.)

IDEXX **BioAnalytics**

Case Submission Packing Slip

Order Confirmation Number: 241217-1229-G

Send Report To:
IDEXX, BioAnalytics
ME 04092 United States
BioAnalyticsIDEXX@idexx.com.invalid

Bill To:
IDEXX Intercompany Billing
4011 Discovery Drive
Columbia, MO 65201 US

Shipping Date: 12/17/2024
Ship to Lab: West Sacramento, California
Species: mouse
Facility: ALL
Services Requested: Comprehensive Chemistry 6006,C Reactive Protein- Mouse
Comments:
Special Test Instructions:

Purchase Order: 123456
Quote Number:
Total # of Animal IDs: 6
Separate Cases: No
Infectious Agent / Health Hazards:
Dilute Short Samples: No
Additional Sample Information:

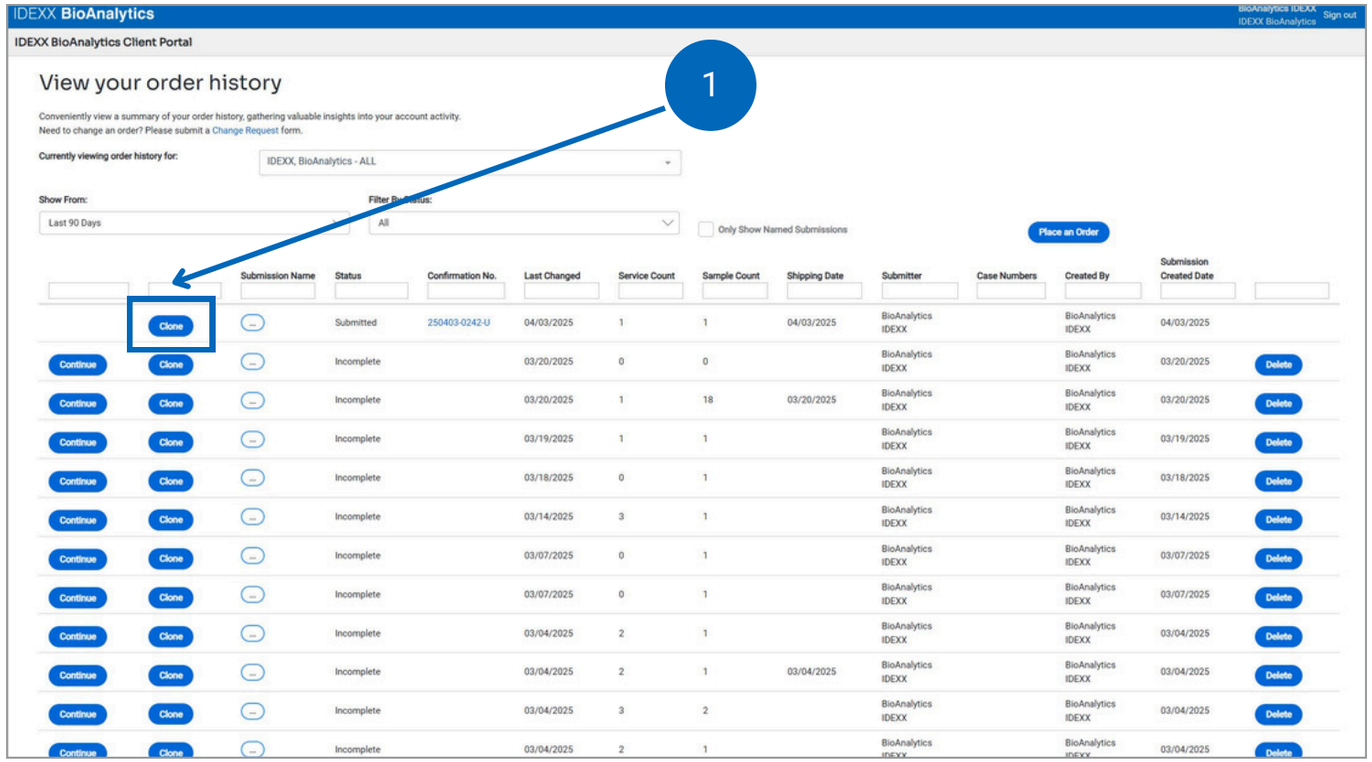
	Group ID	Animal ID	Species	Collection Date	Other 1	Sample Types and Services	
1	Baseline	A1	mouse	31-Dec-24	TP1	Fluid	**Chemistry:** Comprehensive Chemistry 6006	C Reactive Protein-Mouse

11

Using templates and clones

- Click Order History in the navigation bar.
- Determine which submission template you want to clone.
- 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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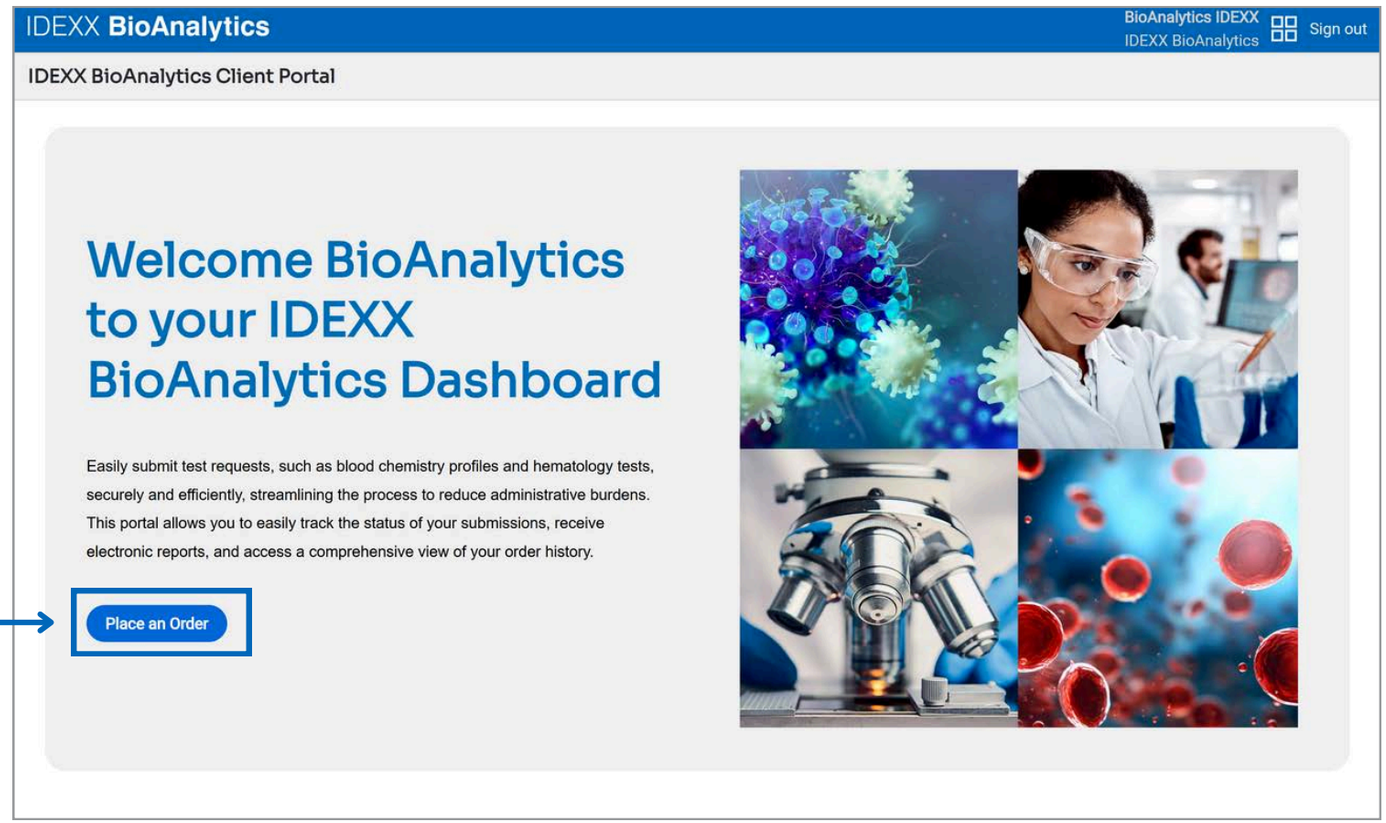

IDEXX **BioAnalytics**

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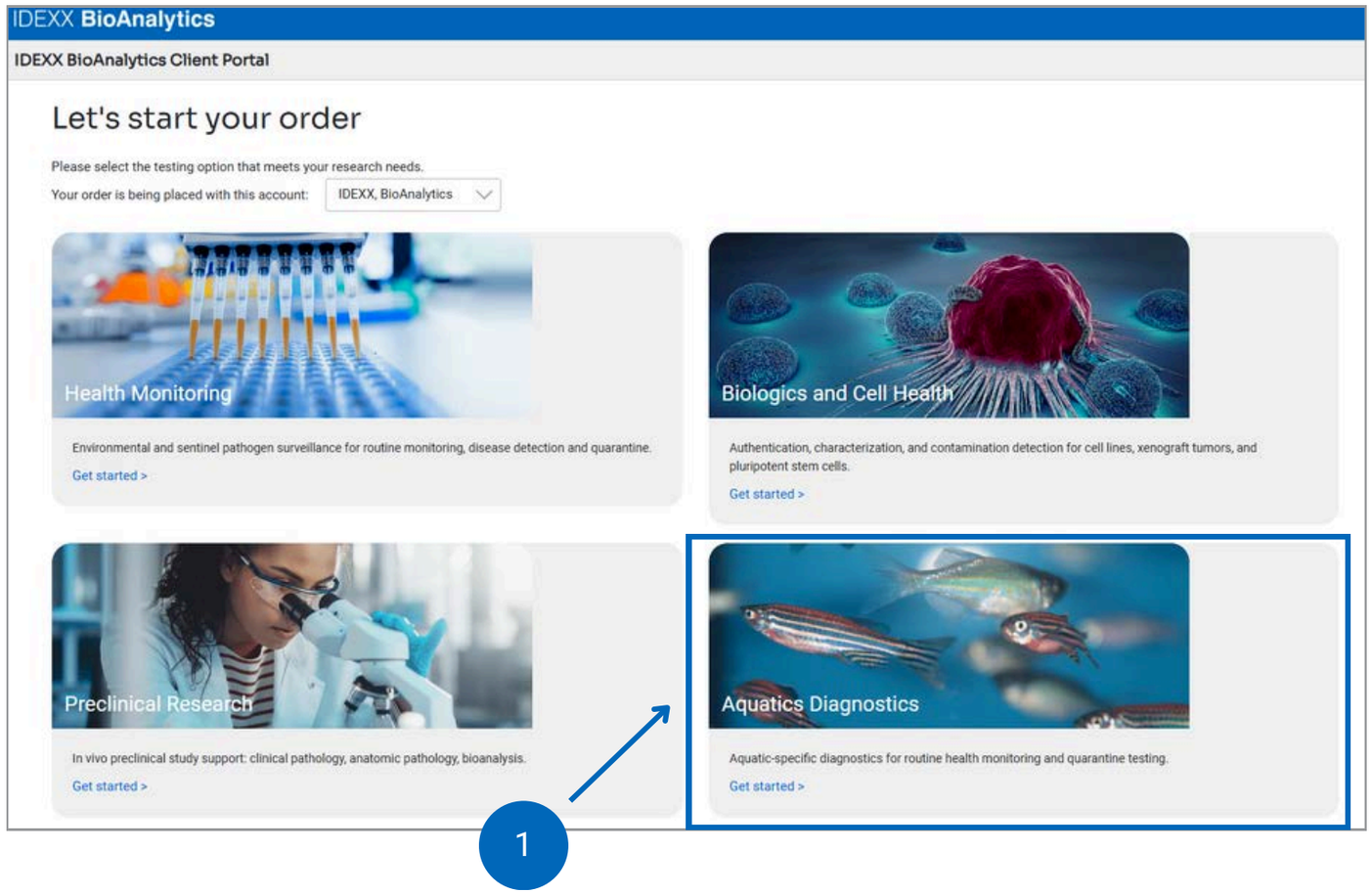
2

Service type selection

Select a submission type to begin:

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



3

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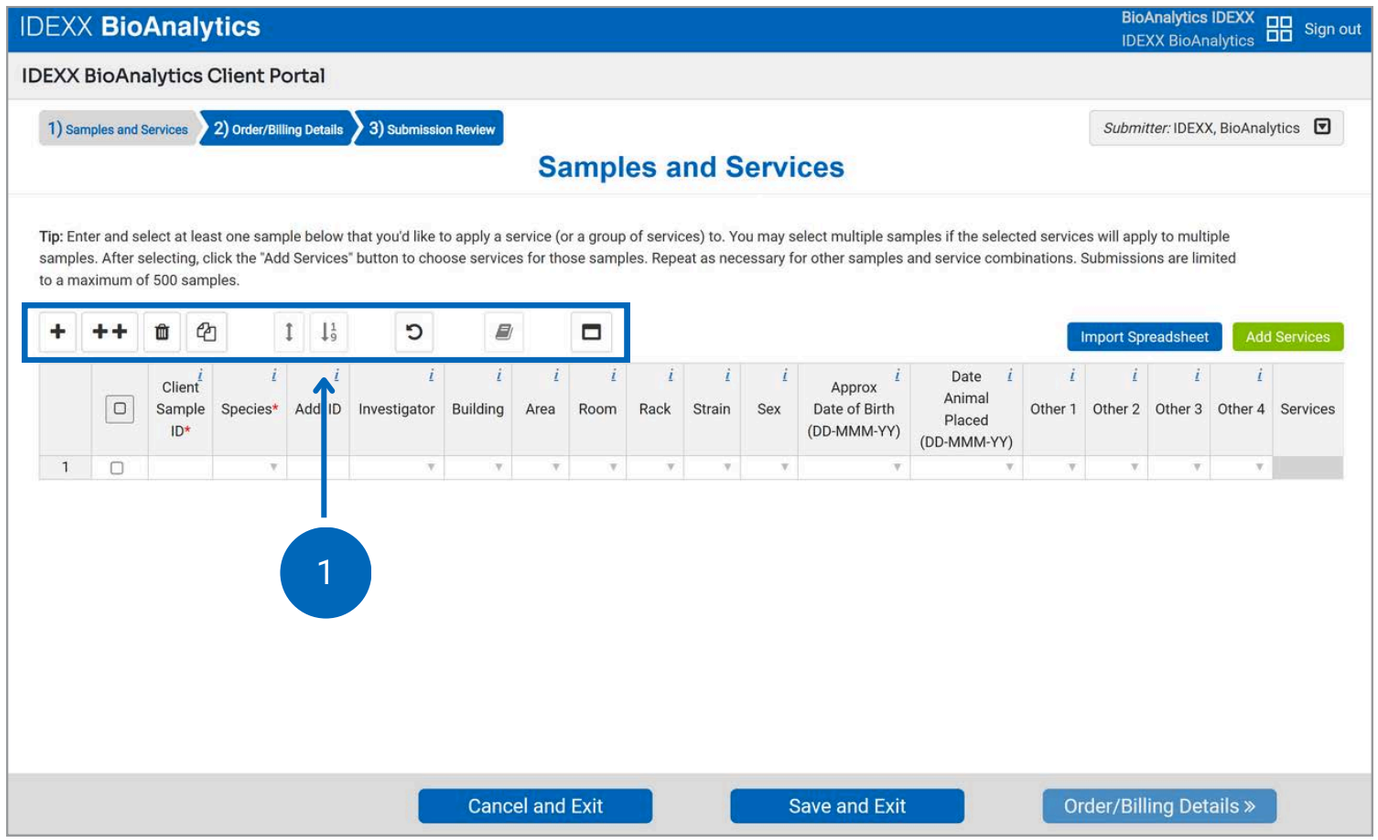

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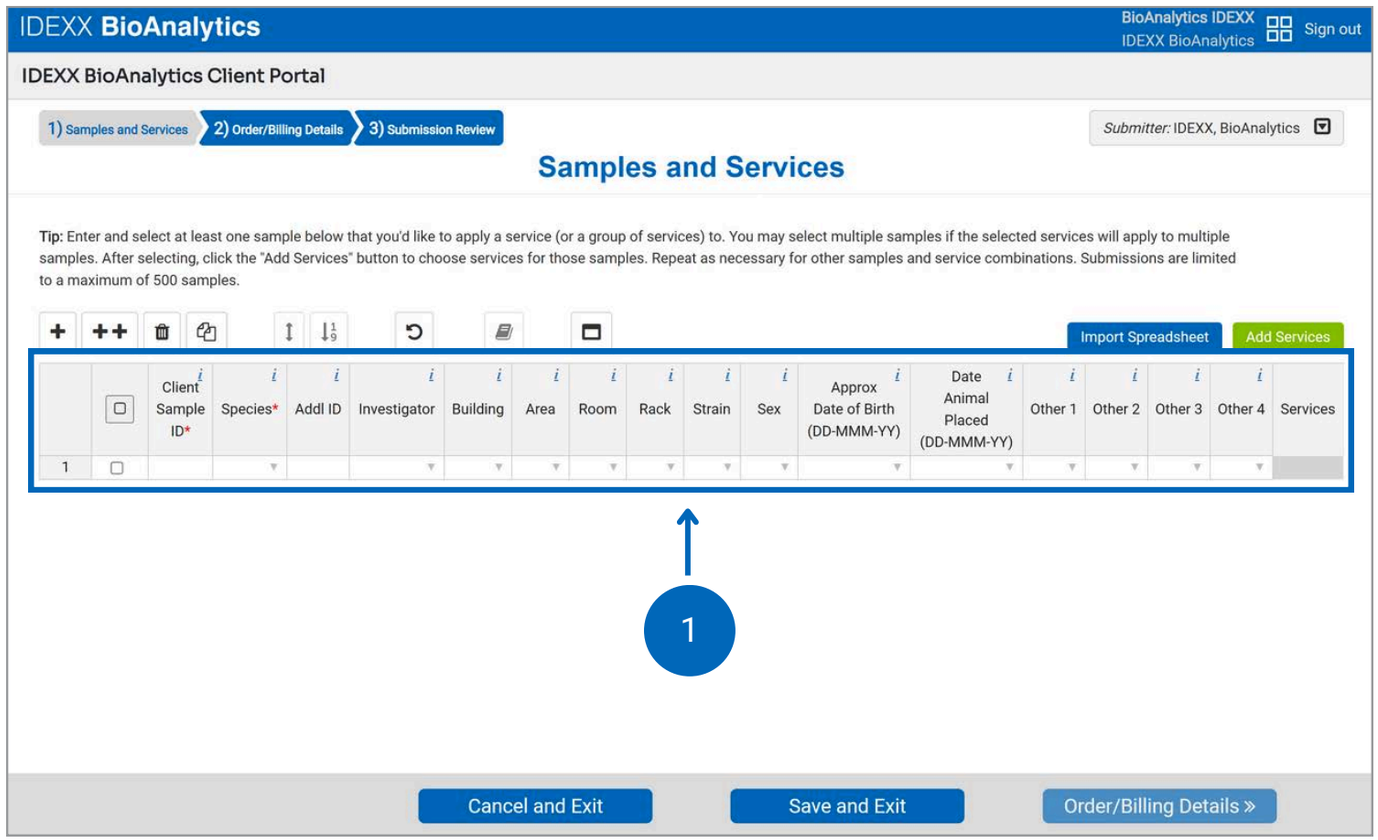

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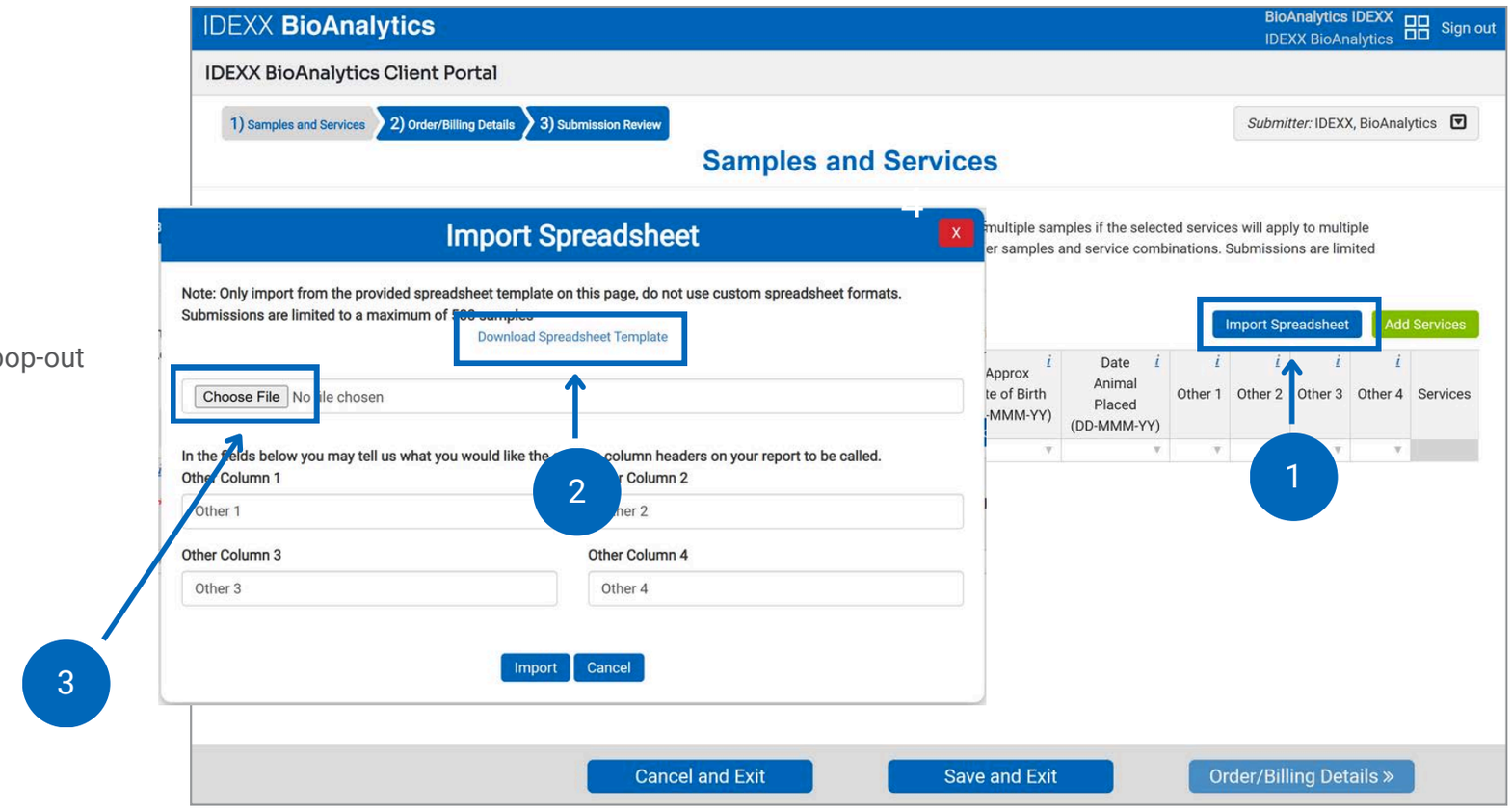

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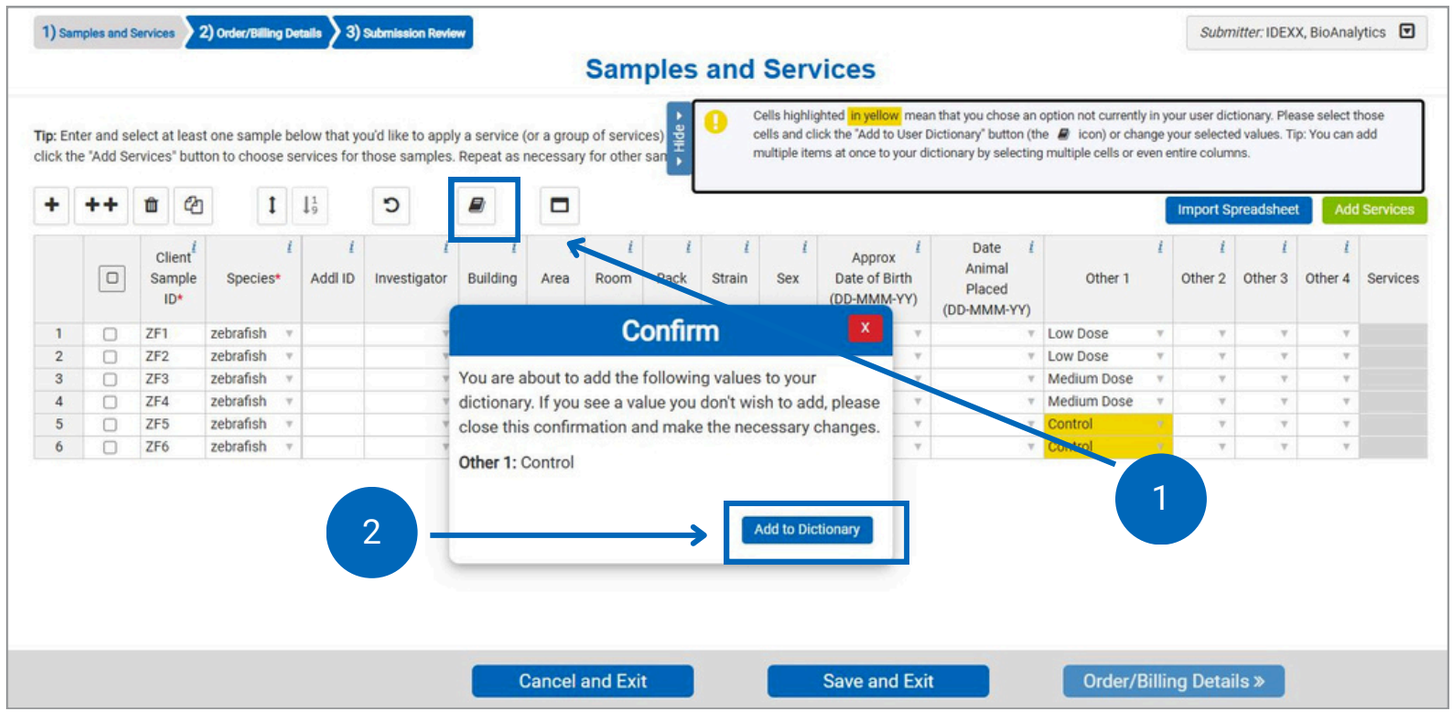

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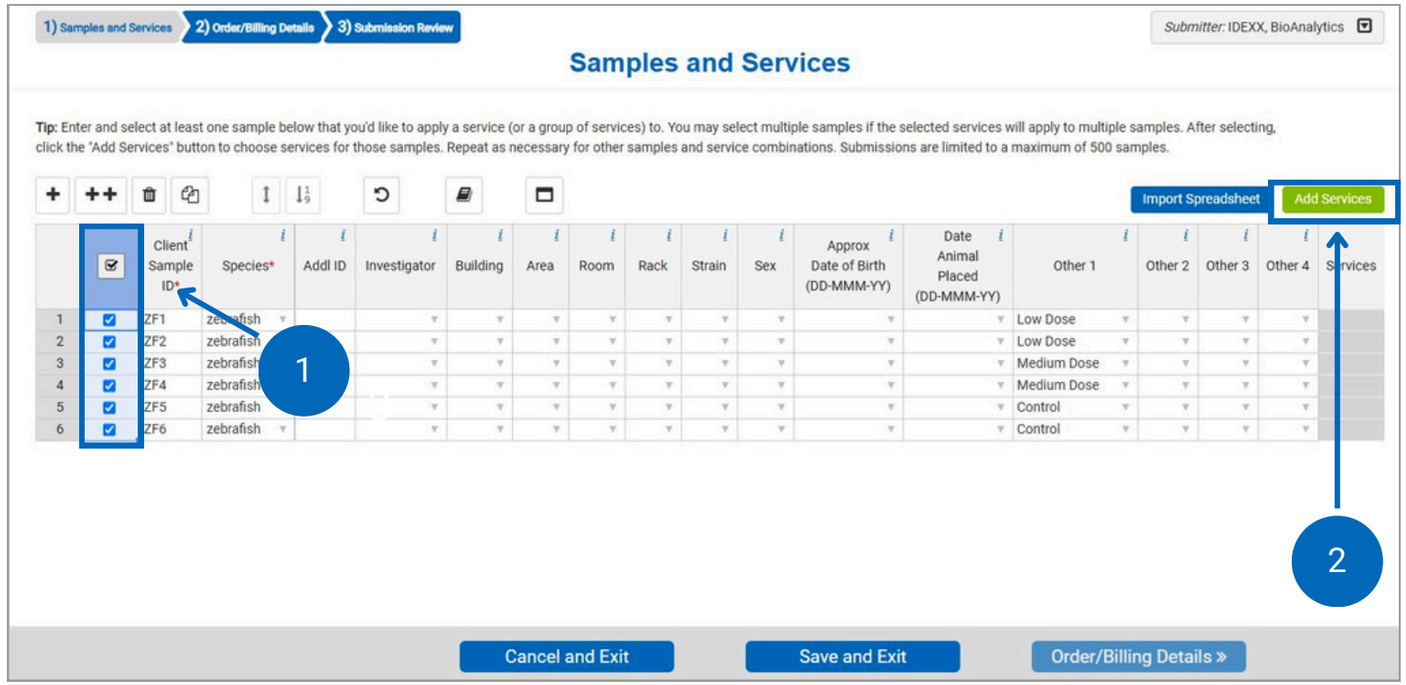
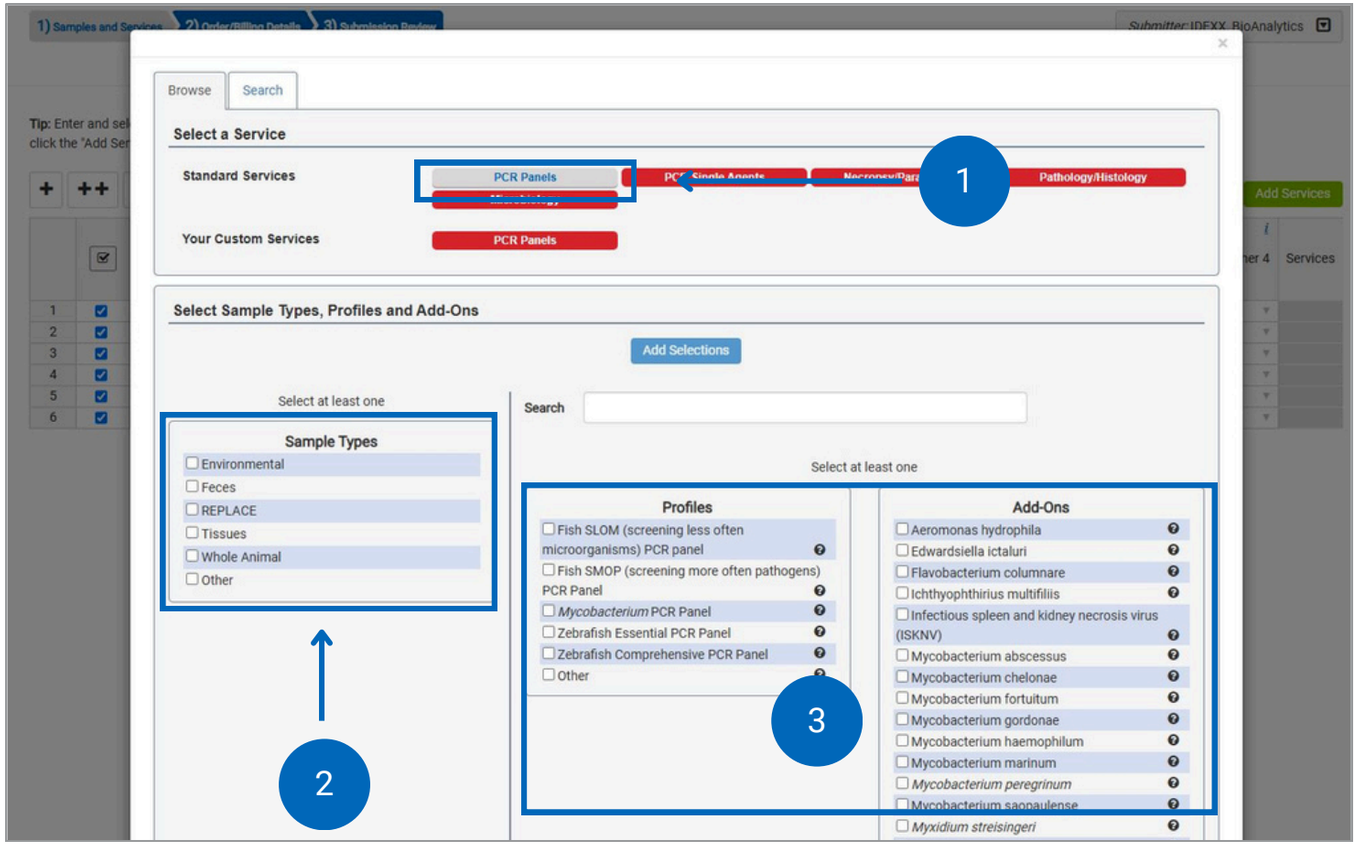


7b

Select services

- You can search by service code or browse through our offering.
- To add a service:
  - Select your Profile(s) or Service and Add-Ons
  - Select the sample type
  - 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

Service selection

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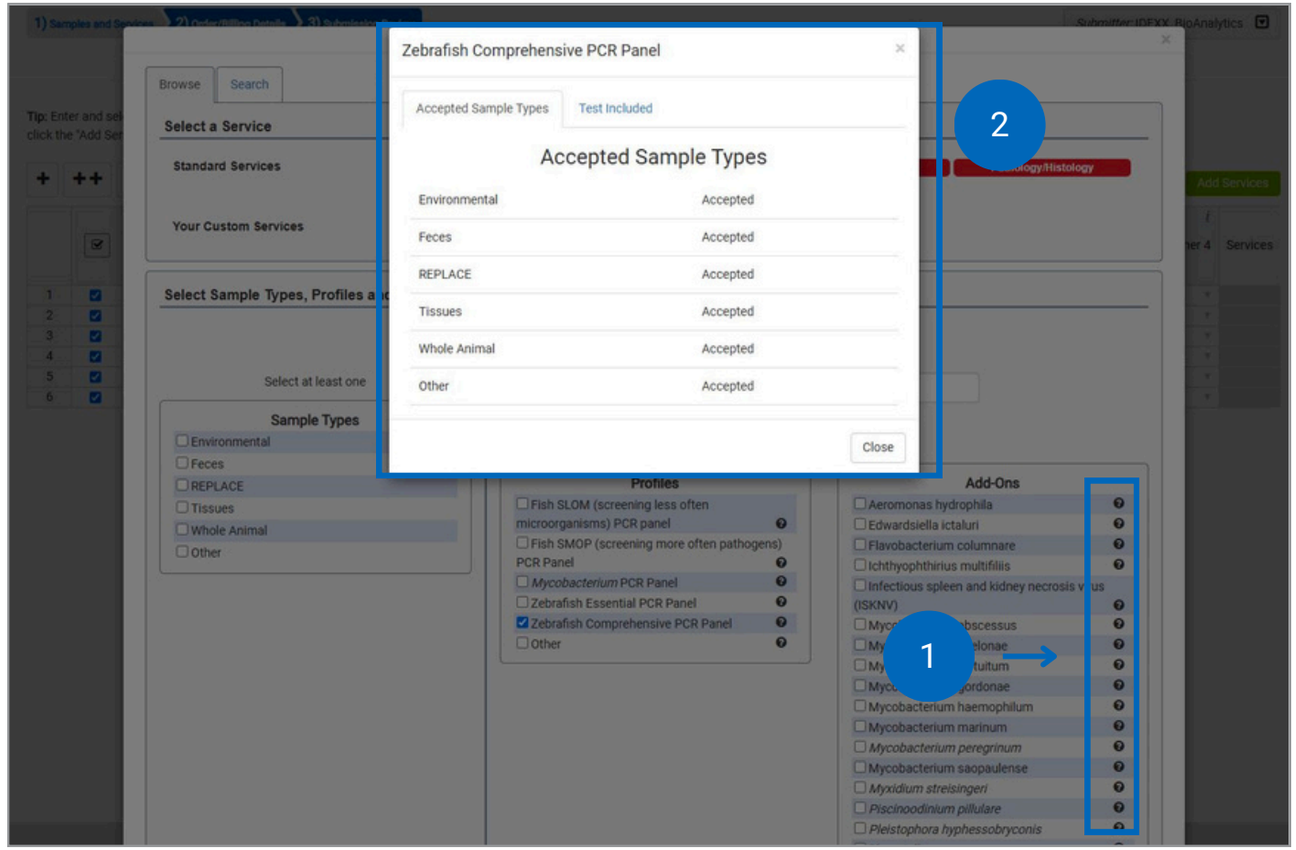

7d

Review services

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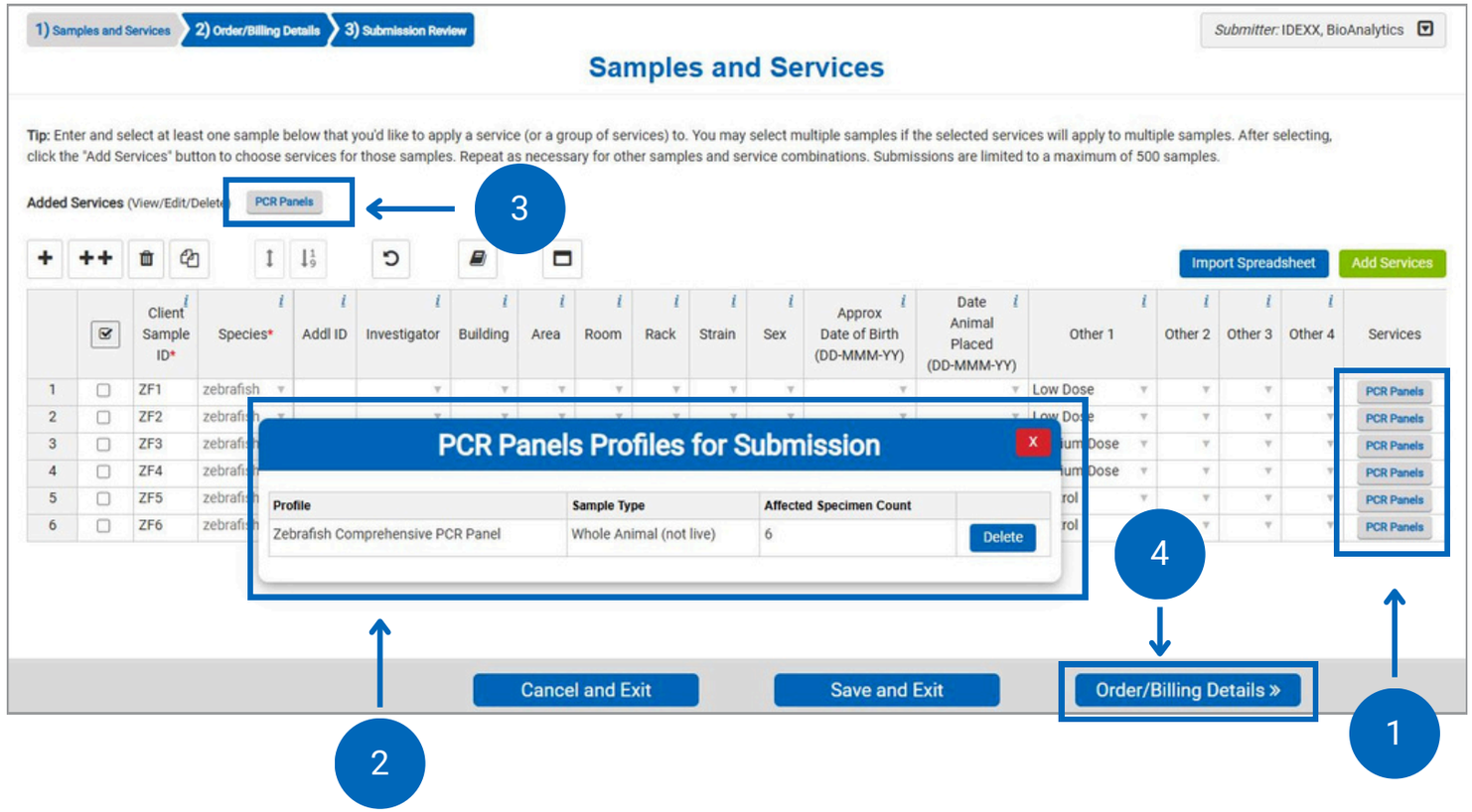

8

Add Order/Billing Details

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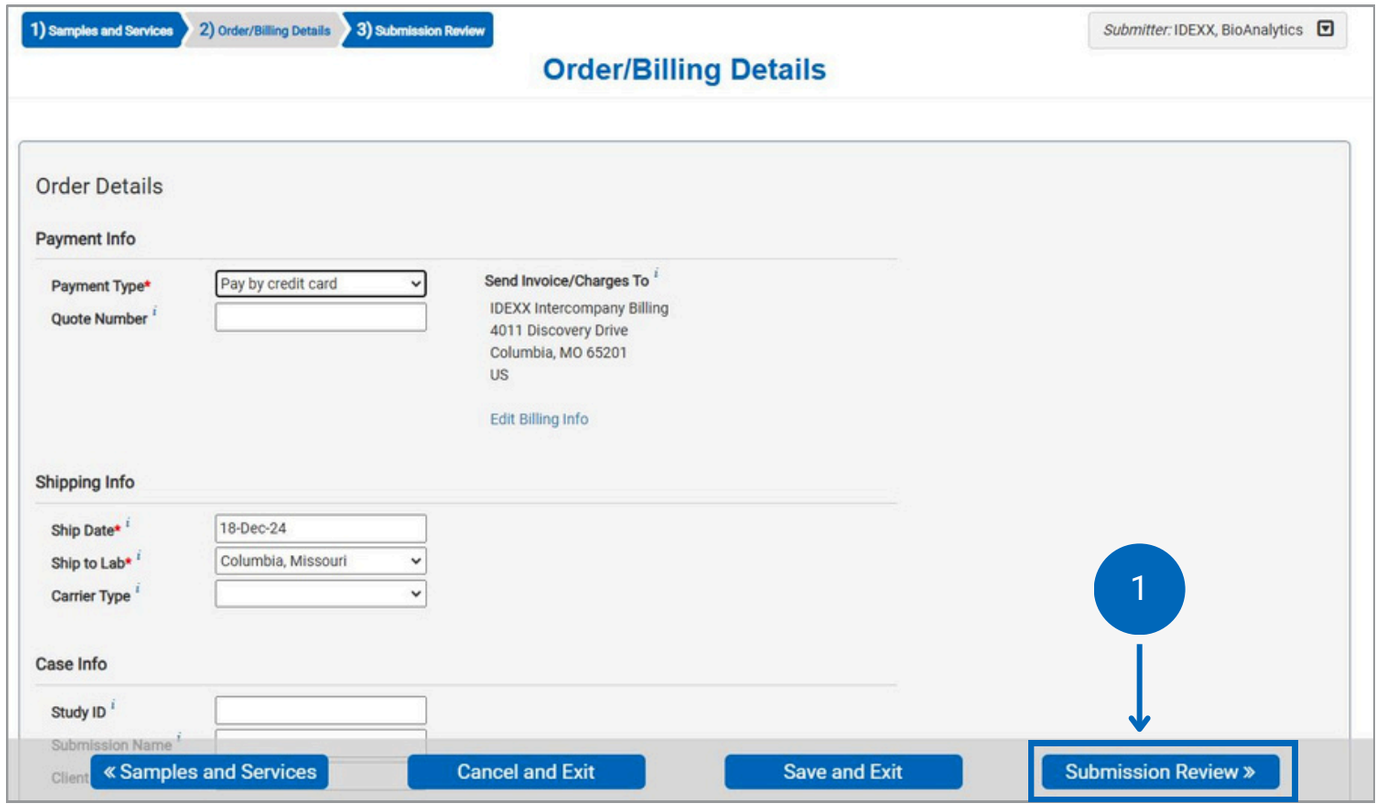

9

Submission review

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- If everything is correct, click Submit to complete your order.
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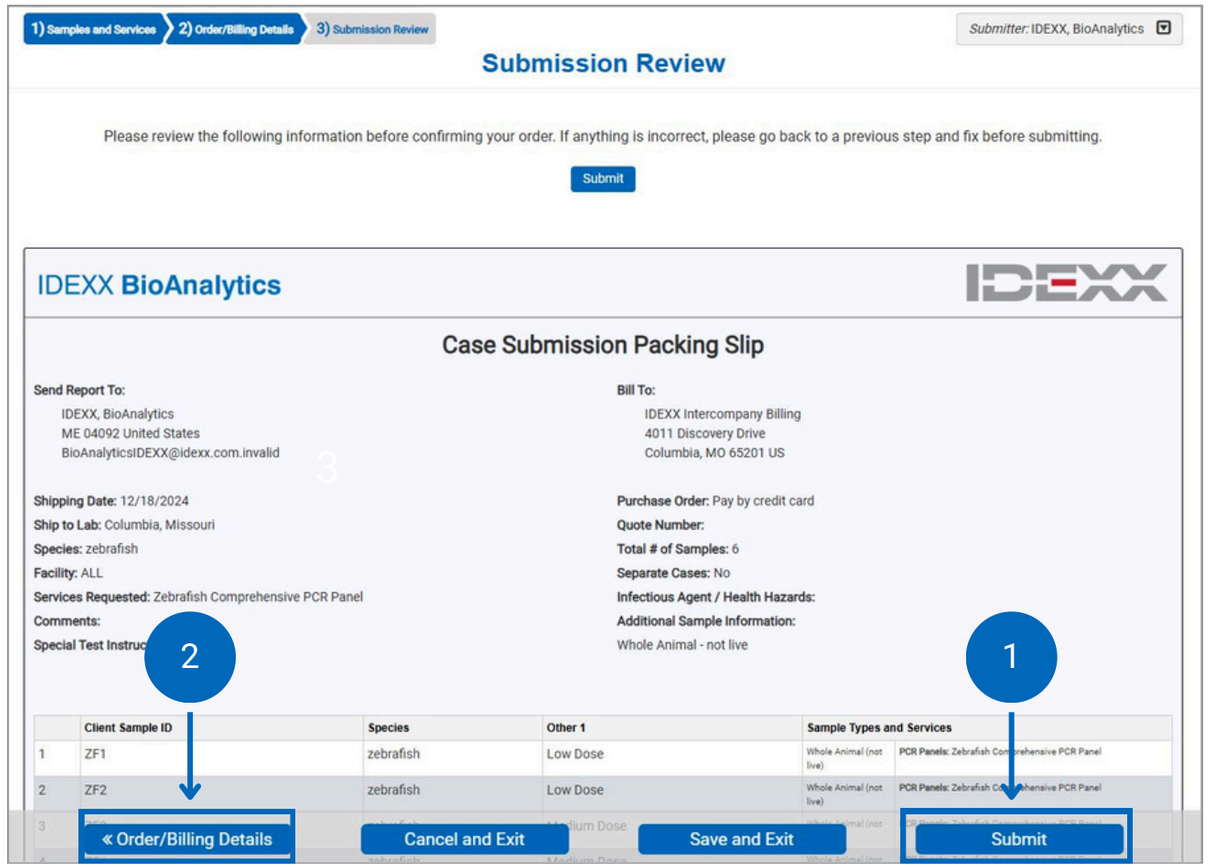
  - You can resume this case from the Order History menu.



10

Order Confirmation

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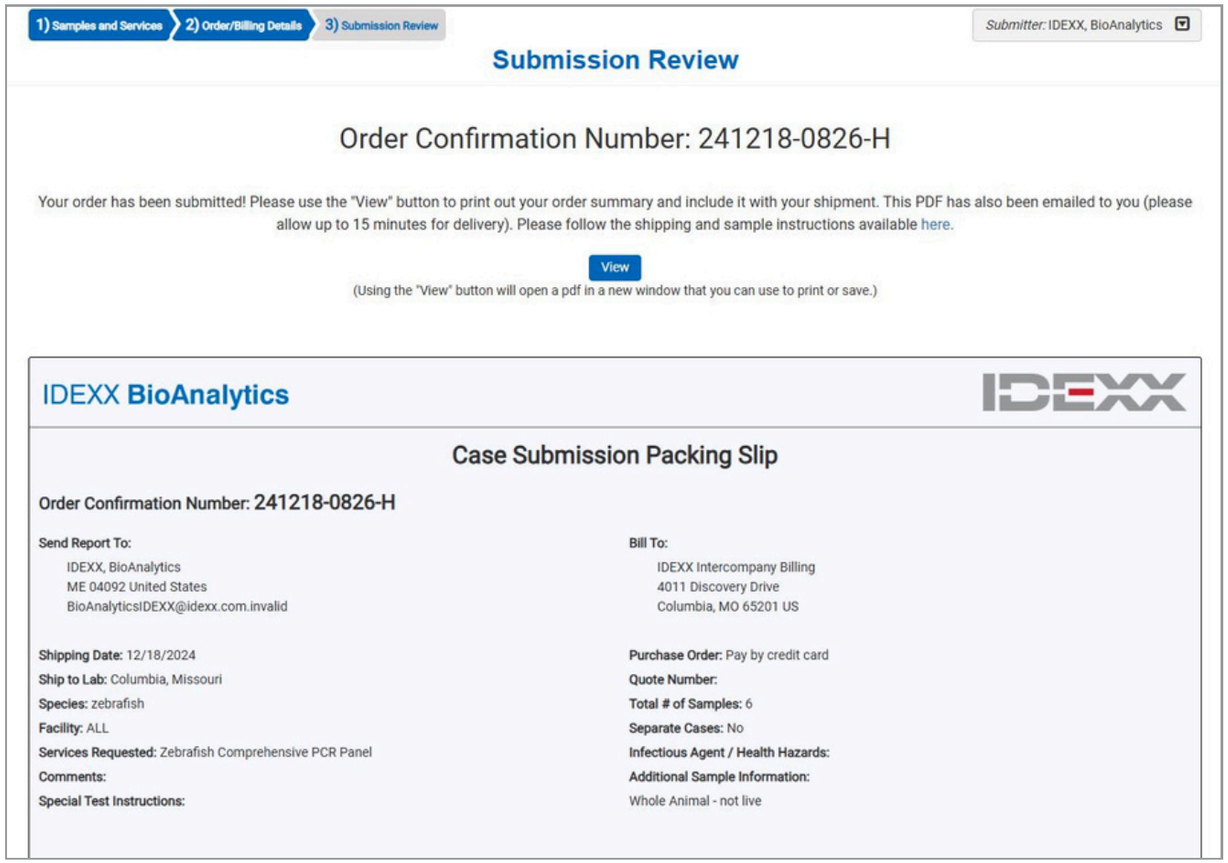
- Please view and print your case submission packing slip. Include a copy of the packing slip inside the box with your samples.
- For any changes after you have received an order confirmation, please contact us at idexxbioanalytics@idexx.com to modify your submission.

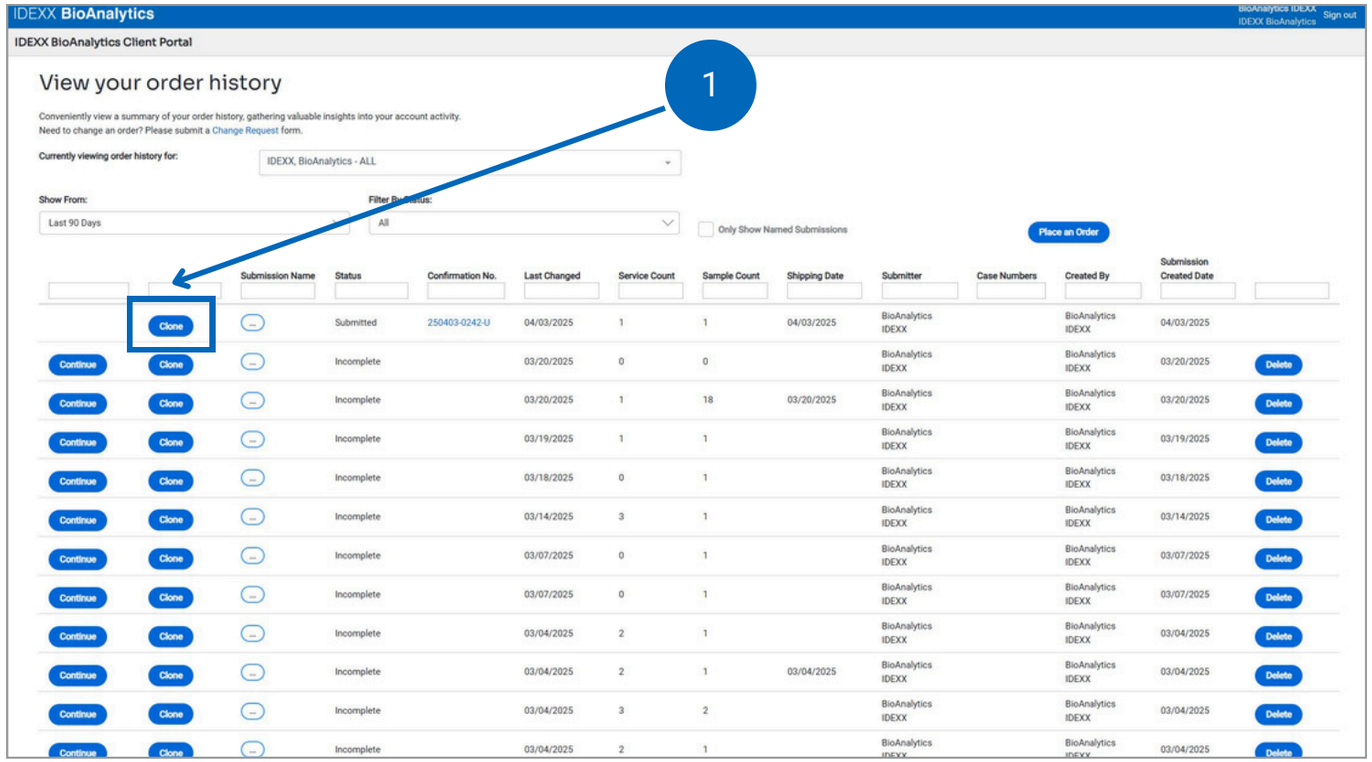


11

Using templates and clones

- Click Order History in the navigation bar.
- Determine which submission template you want to clone.
- 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.



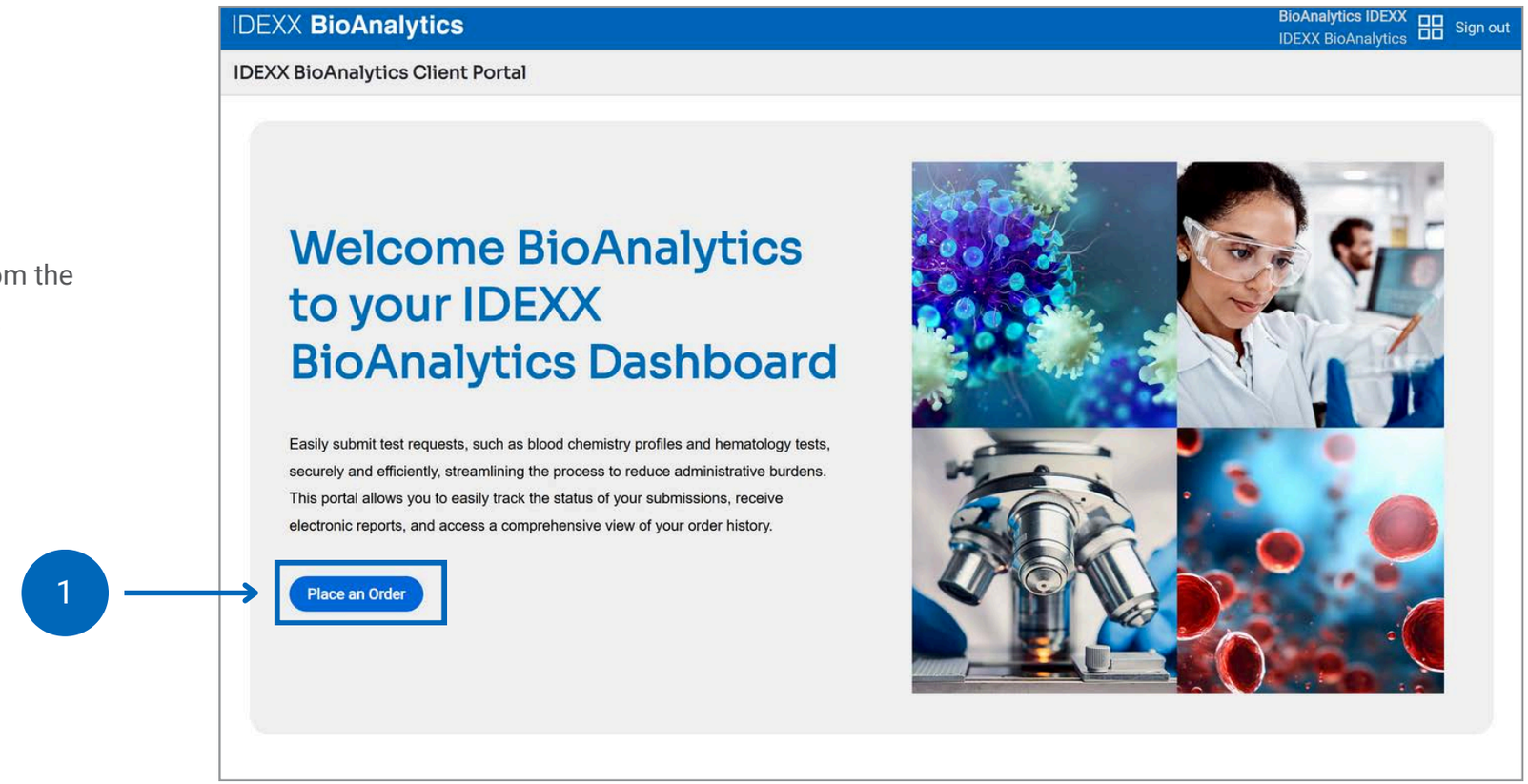
IDEXX **BioAnalytics**

Overview | Account Settings | Animal Health Monitoring Orders | Aquatics Health Monitoring Orders | Biologics & Cell Health Orders | Preclinical Orders | Anatomic Pathology Orders

1

Place an order

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



IDEXX **BioAnalytics**

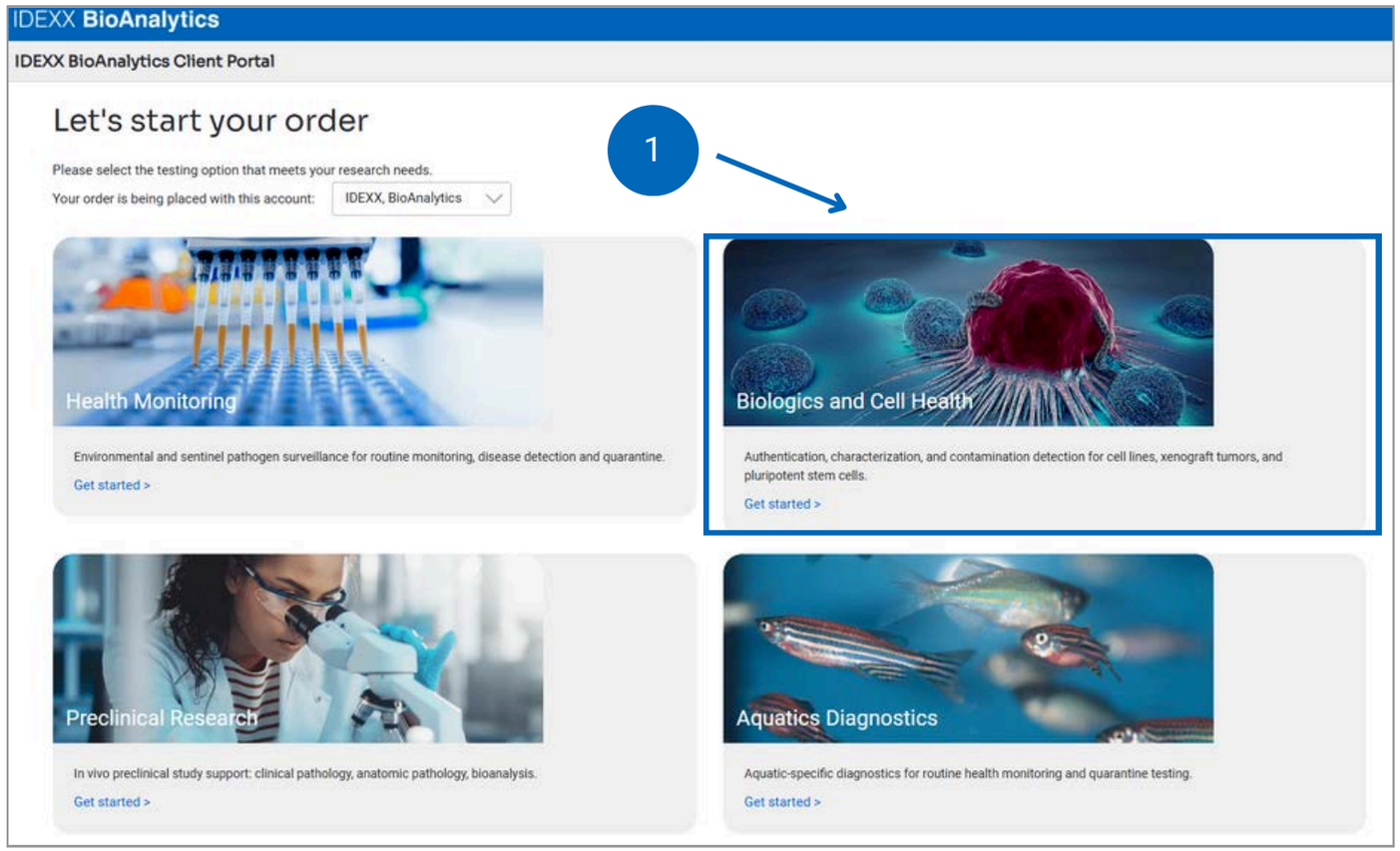
Overview | Account Settings | Animal Health Monitoring Orders | Aquatics Health Monitoring Orders | Biologics & Cell Health Orders | Preclinical Orders | Anatomic Pathology Orders

2

Service type selection

Select a submission type to begin:

- **Biologics and Cell Health**
  - Cell line authentication and pathogen screening
  - IMPACT, h-IMPACT, Sterility testing, CellCheck, ConfirmPDX, Endotoxin testing, iCS-digital™ PSC testing

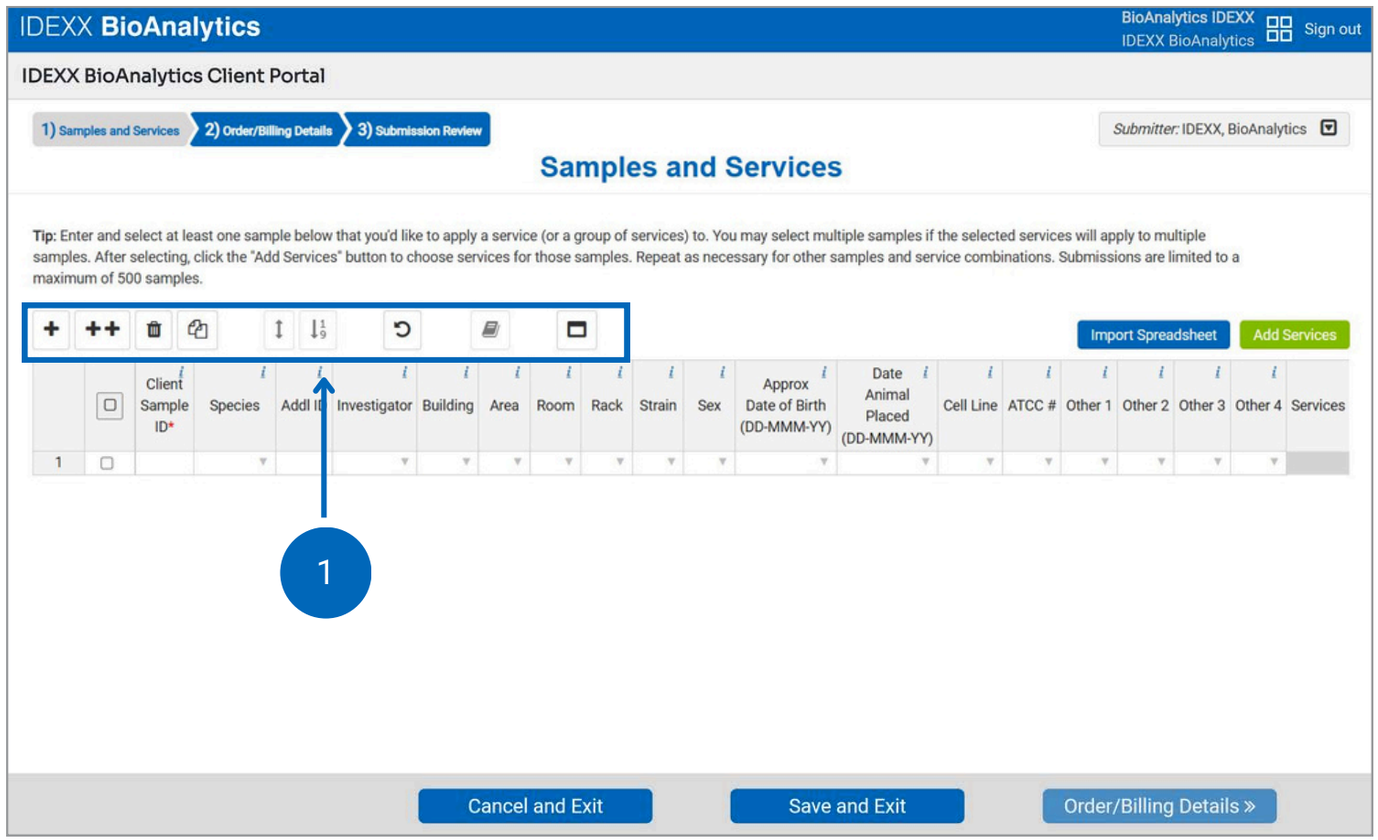


3

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

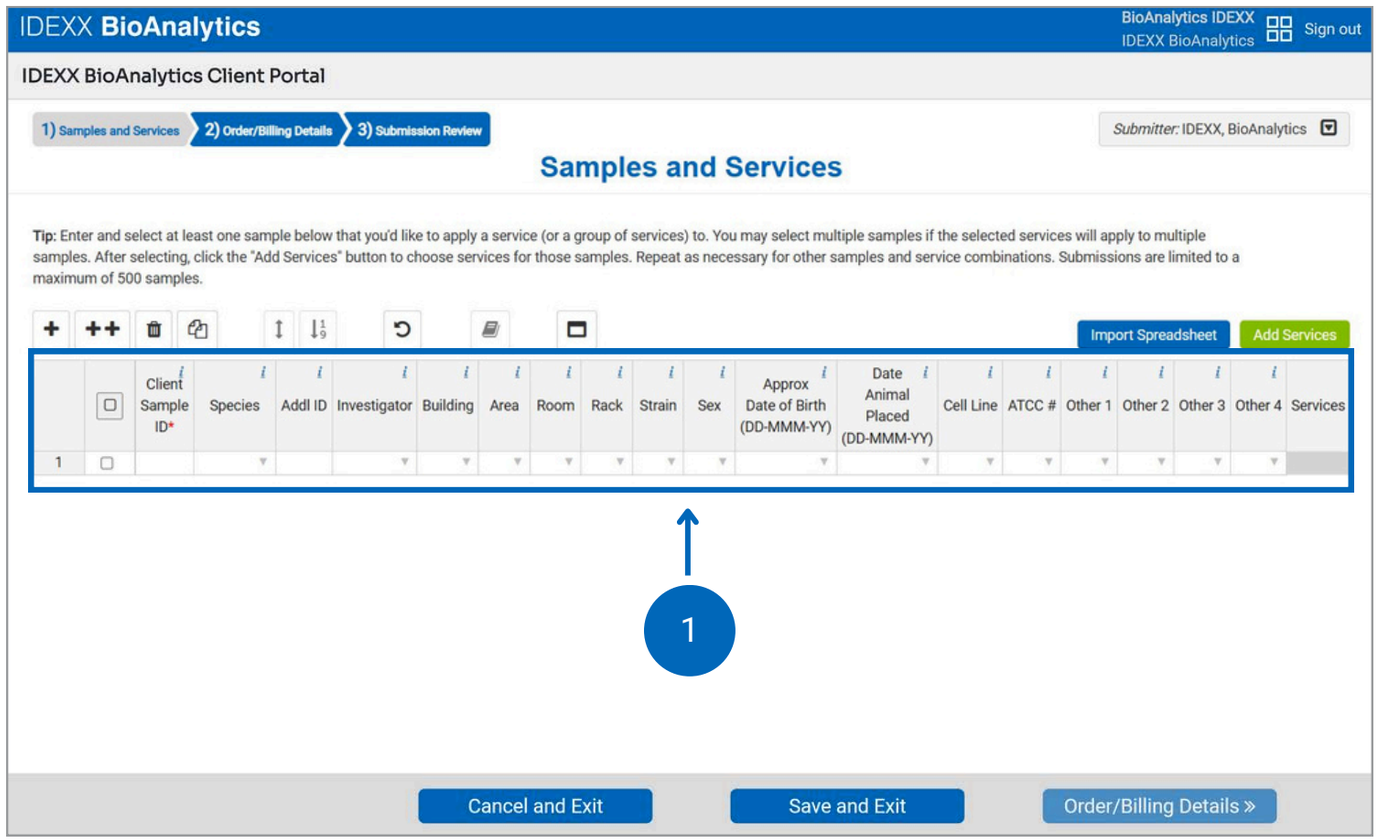
The *i* link in the column headers provides additional glossary information.



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.
- Columns marked with an asterisk are required. Other columns are optional.
- The most used demographic columns are:
  - Client Sample ID*
  - Investigator
  - Cell Line
  - ATCC #
  - Species

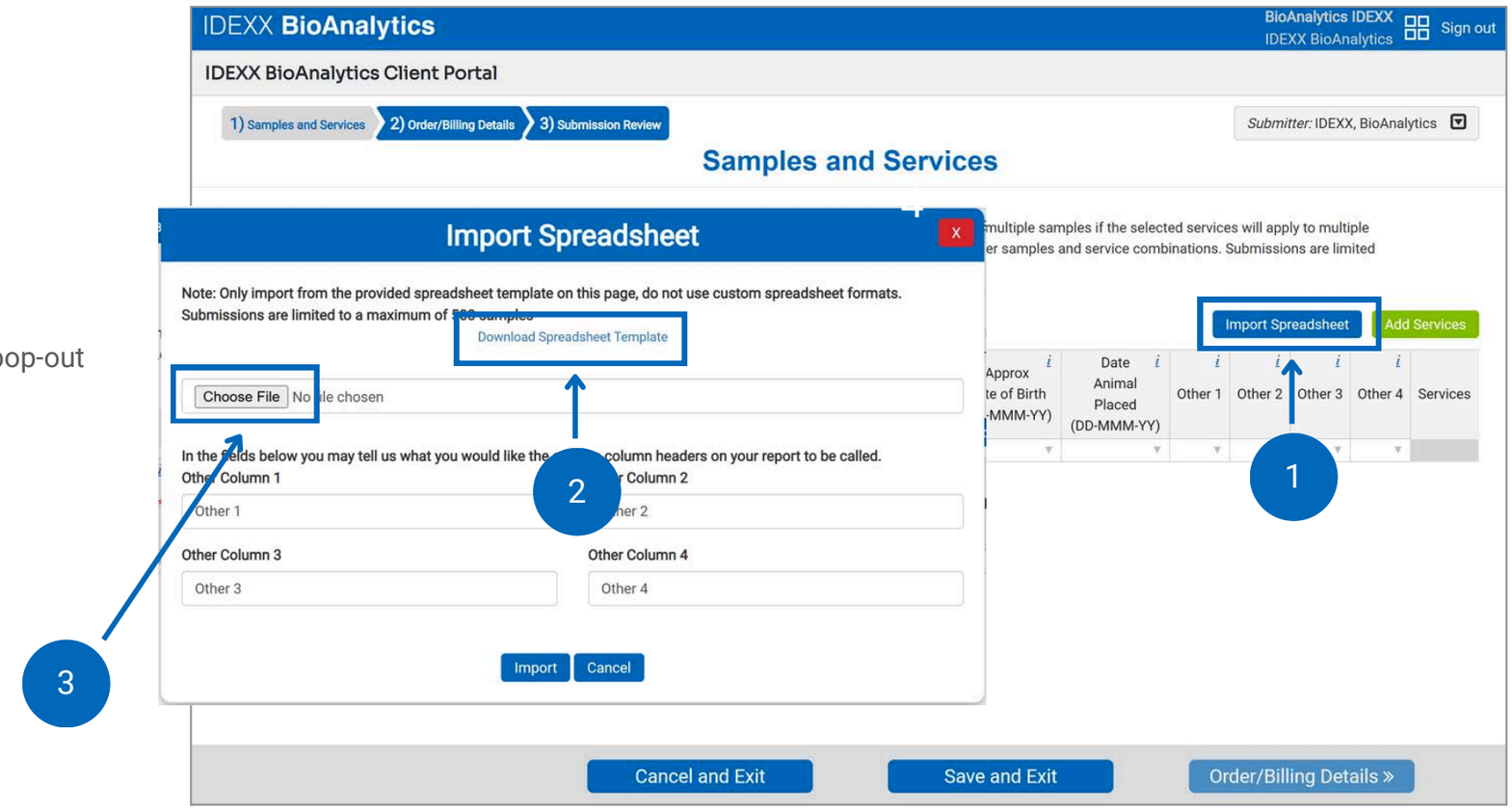


IDEXX **BioAnalytics**

5

Option 2: Import spreadsheet data

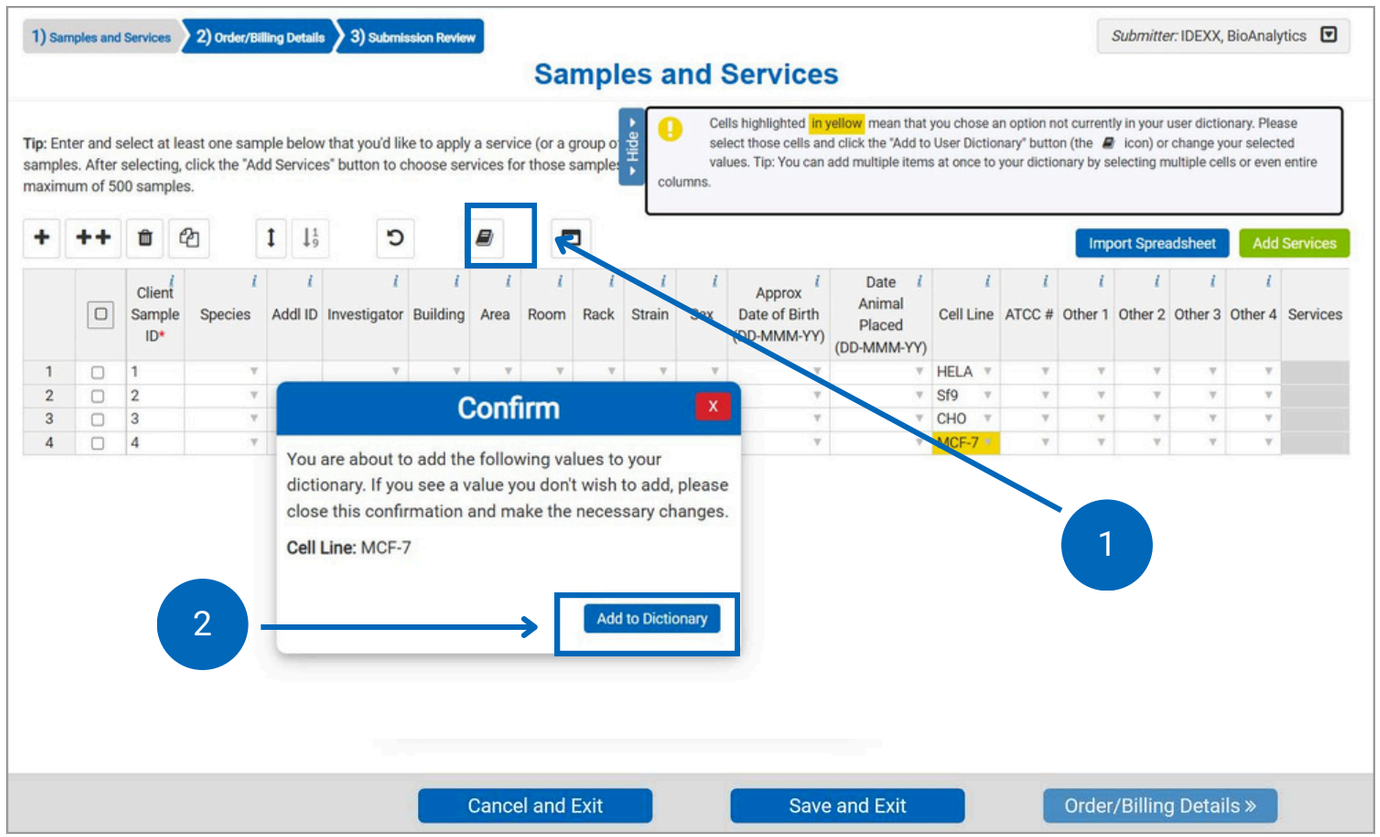
- A blank spreadsheet template is available in the pop-out window once you click Import Spreadsheet.
- Customize Other column headers.
- Upload data for a quick and easy submission.



6

Error checking and Dictionary

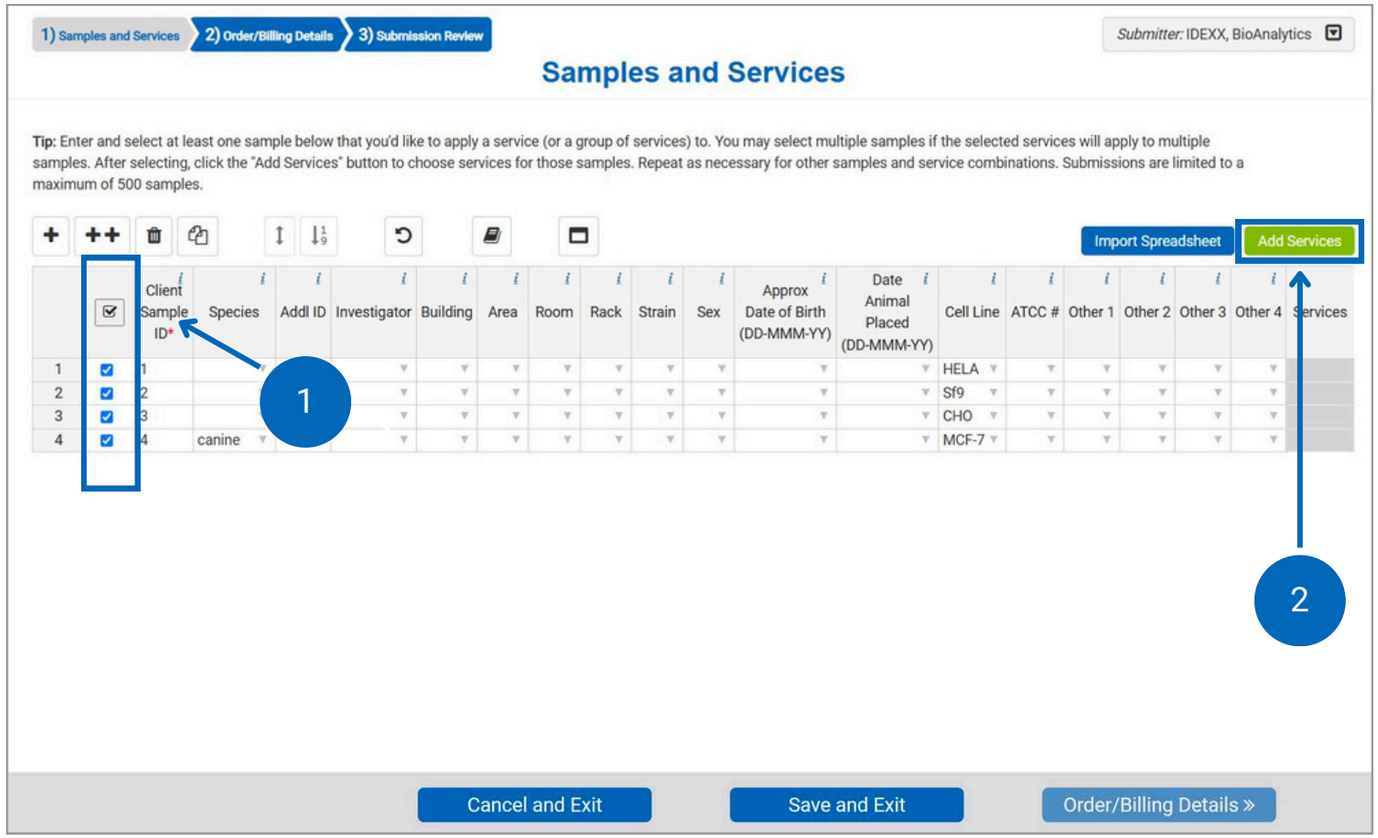
- As you enter sample information, you might notice our embedded error checking.
- This feature prompts you with dropdown options and highlights new entries not found in the Dictionary.
- To remove the highlights and add a new entry to the Dictionary, select the cell(s) or column(s) and click the Dictionary icon. Confirm by clicking Add to Dictionary.



7a

Add services

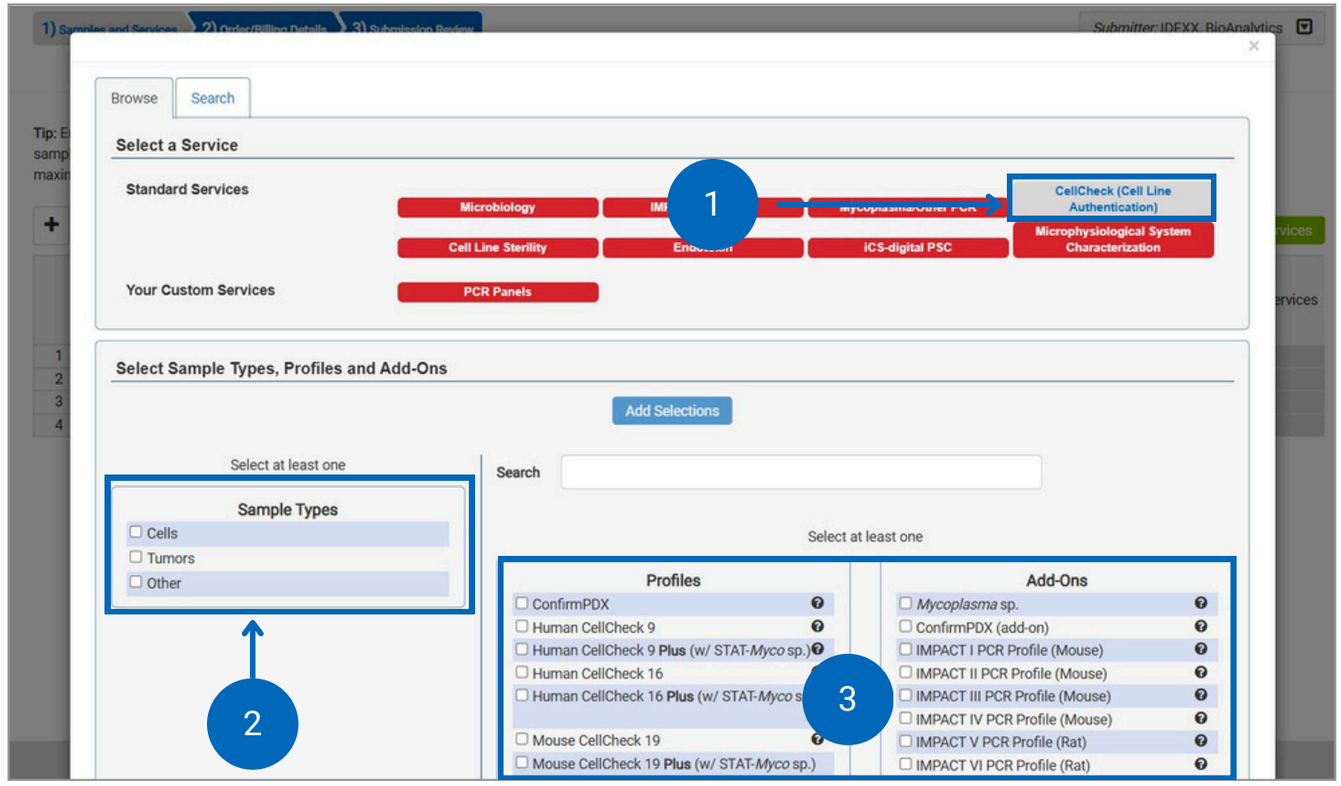
- Select samples to which services will be added. To select all, click in the checkbox at the top of the column.
- Check the box next to a sample to select it and click Add Services.



7b

Select services

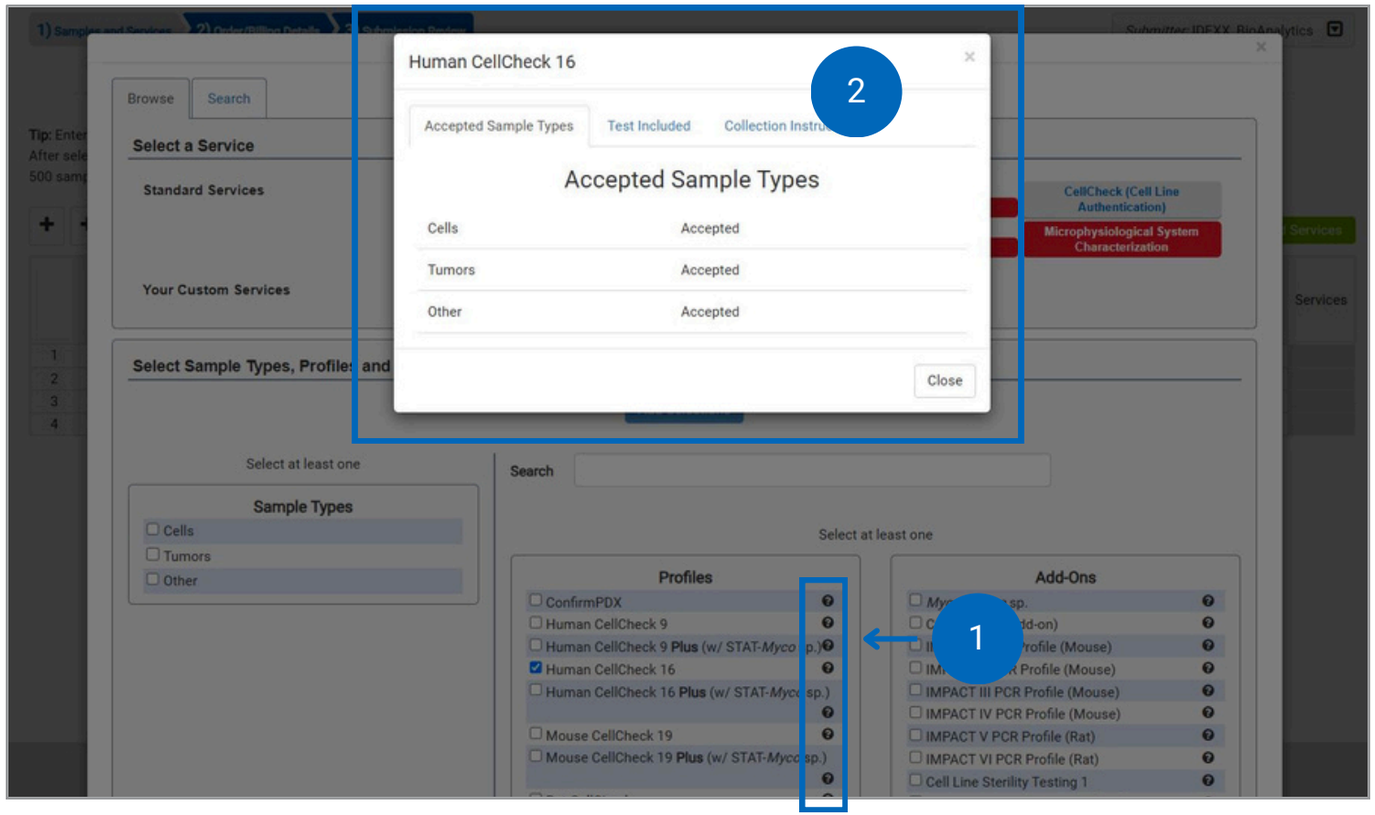
- Browse through our offering and choose a Service tile.
- To add a service:
  - Select the sample type
  - Select your Profile(s) or Service
  - Select your Add-on(s)
  - Click Add Selection
- You can continue to add services or close the window to return to the sample grid and select new samples/move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



7c

Service selection

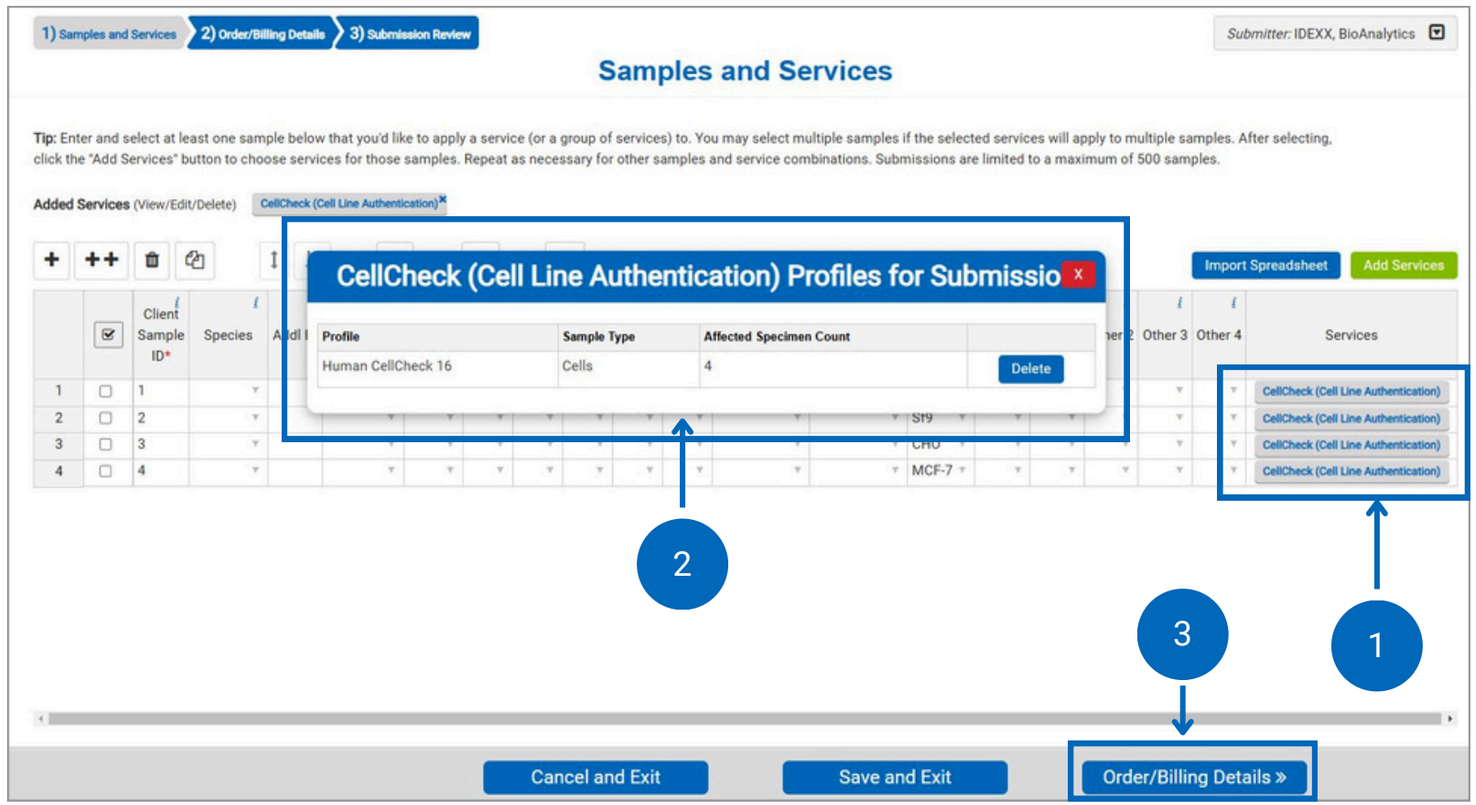
- Click on the button beside a service to learn more including accepted sample type and the tests or assays included.
- This will show you sample type information and services included.



7d

Review services

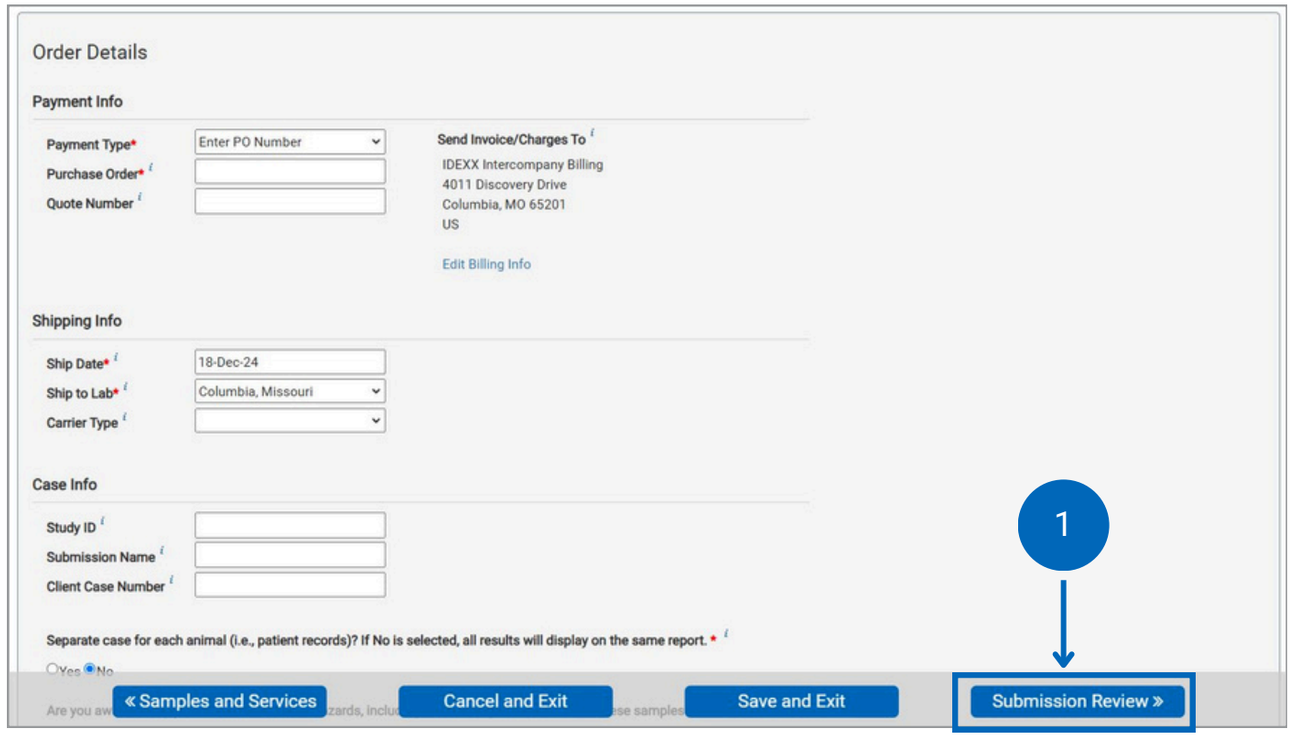
- You can review and edit your services from the sample grid as well.
- Click on the service category name in the right-hand column for more detailed information.
- Once all your samples are added and assigned the services needed, continue to Order/Billing Details.



8

Add Order/Billing Details

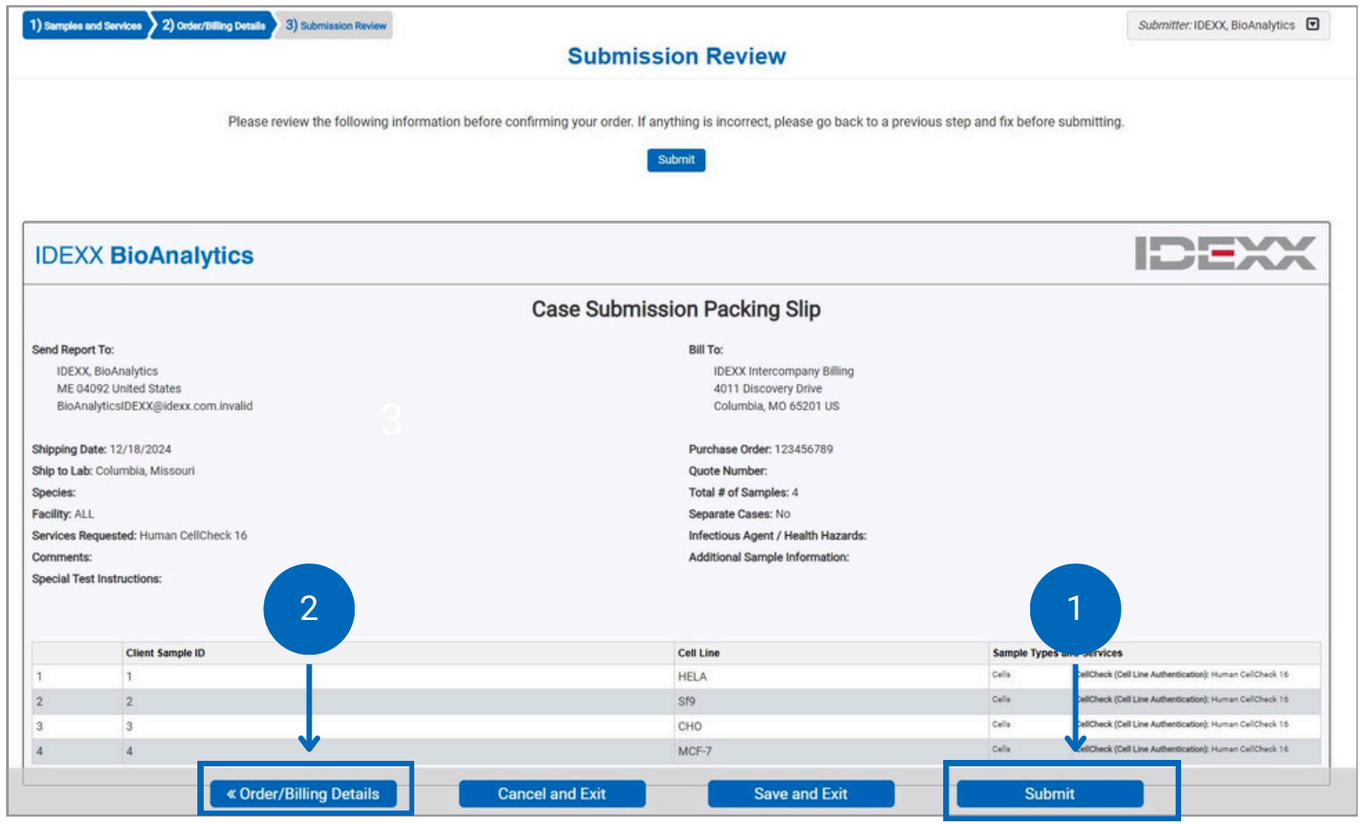
- Please fill all required fields marked with an asterisk.
- Please ensure your Bill-to address is included and is correct.
- Enter submission details including study ID, purchase order numbers (POs), special instructions, quote number, etc.
- Continue by clicking the Submission Review button.



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.
  - You can resume this case from the Order History menu.



10

Order Confirmation

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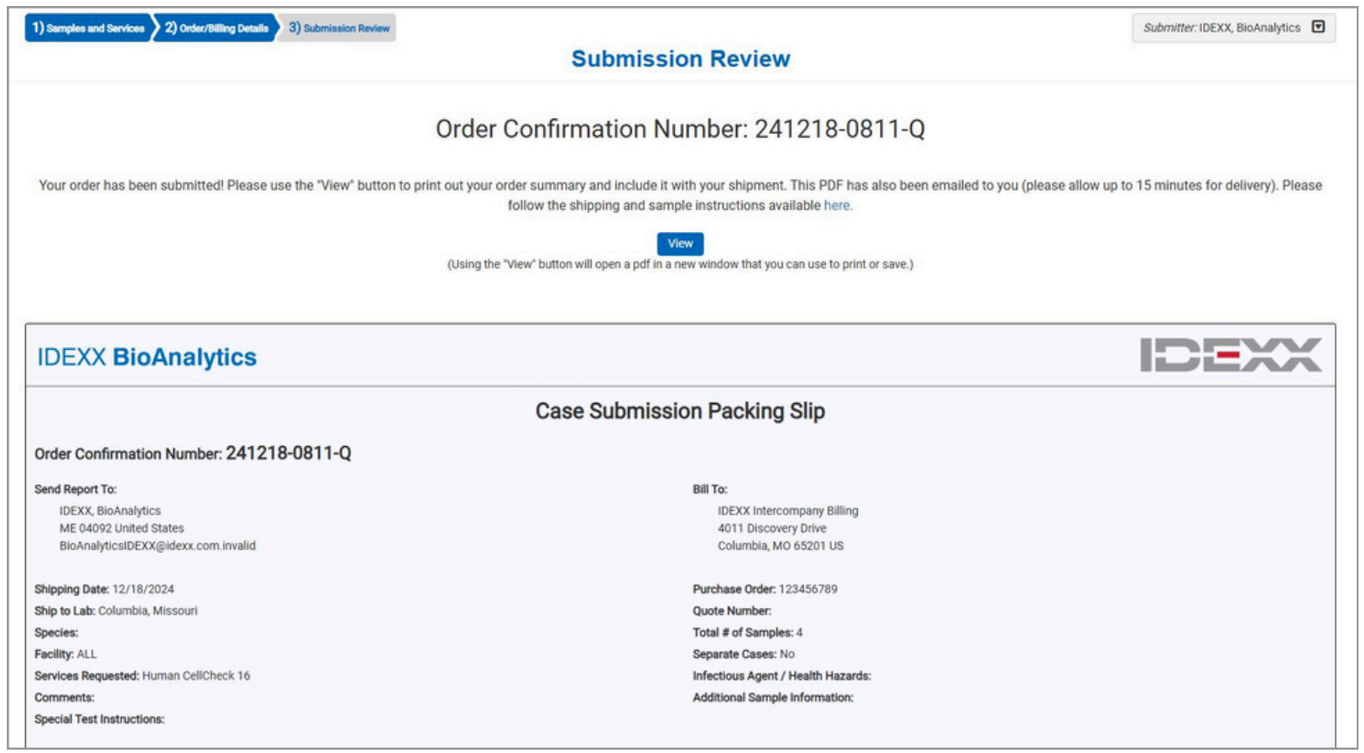

11

Using templates and clones

- Click Order History in the navigation bar.
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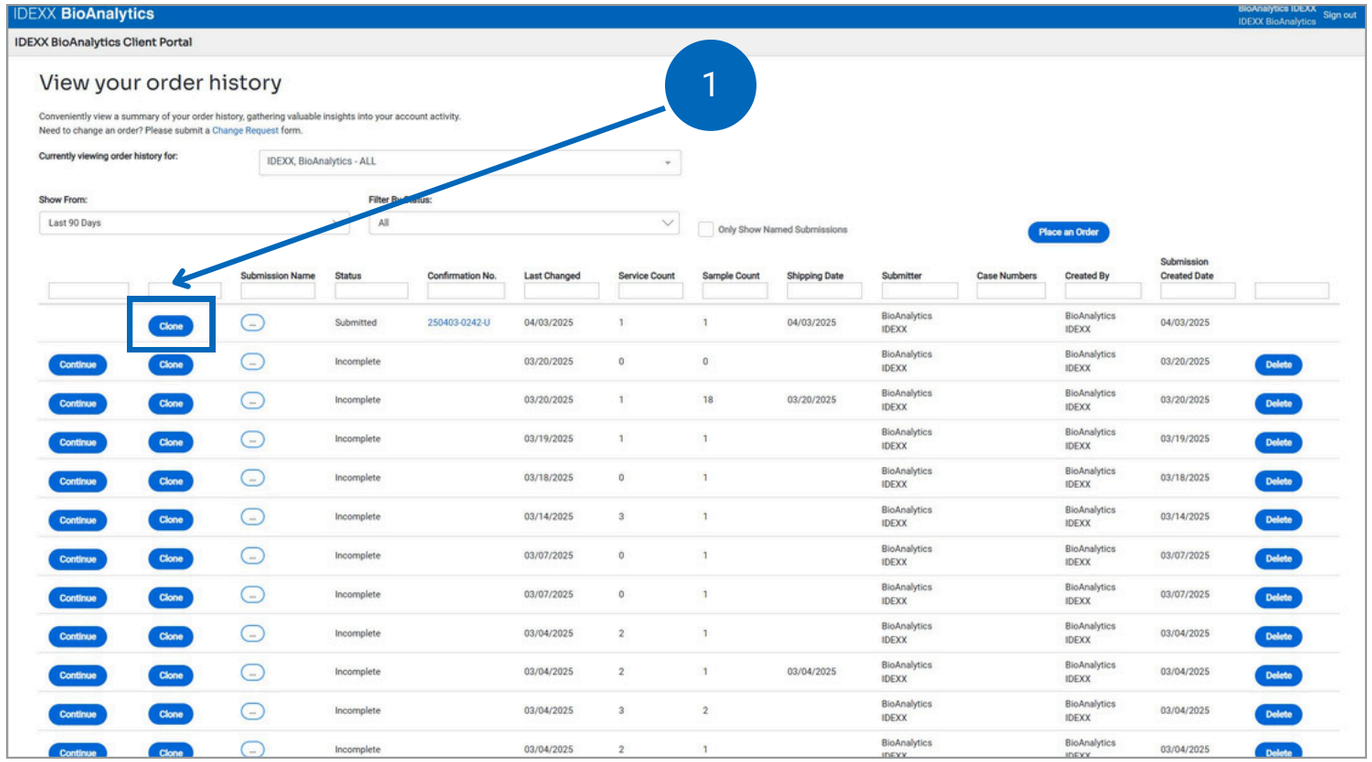


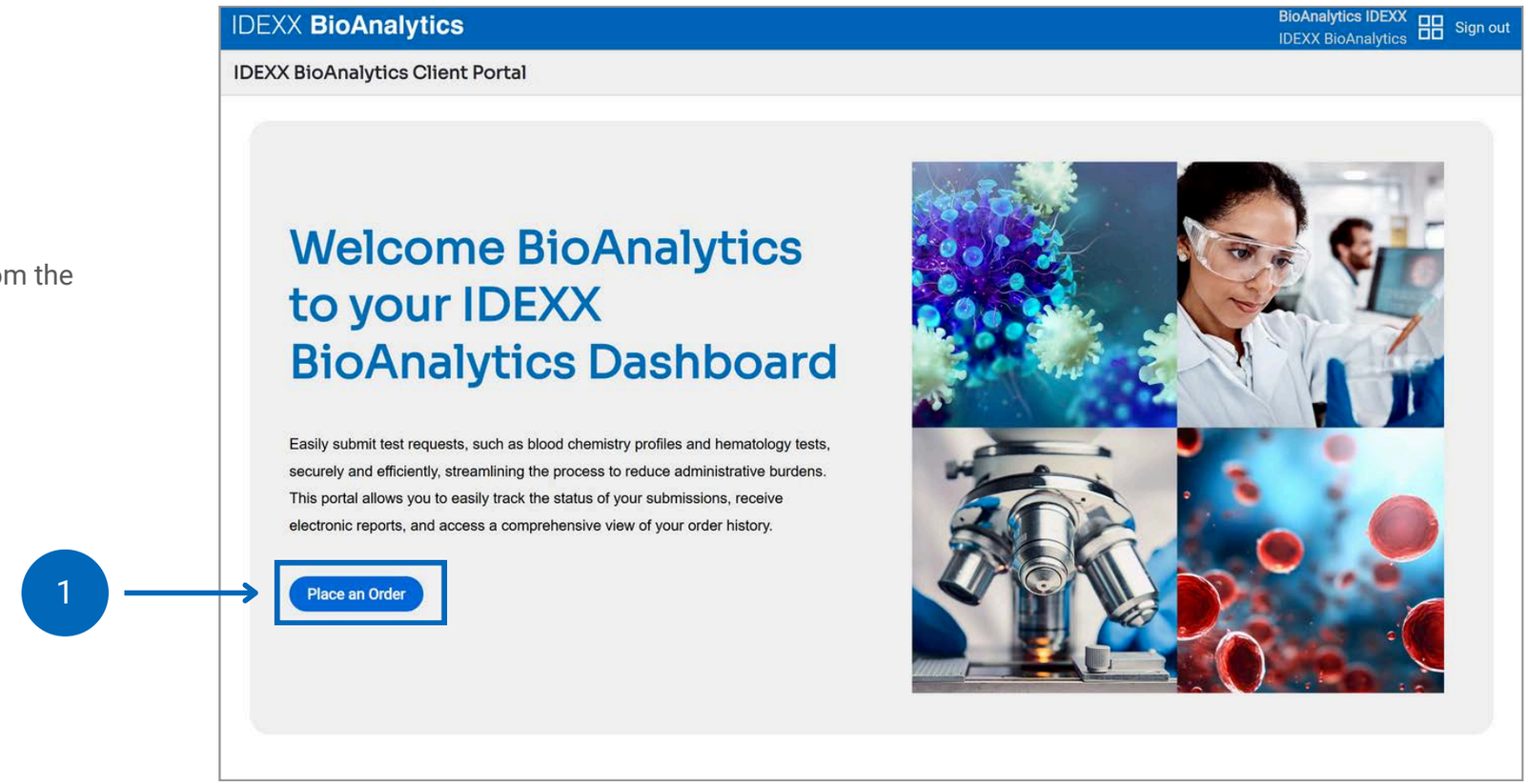
IDEXX **BioAnalytics**

Overview | Account Settings | Animal Health Monitoring Orders | Aquatics Health Monitoring Orders | Biologics & Cell Health Orders | Preclinical Orders | Anatomic Pathology Orders

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 | Animal Health Monitoring Orders | Aquatics Health Monitoring Orders | Biologics & Cell Health Orders | Preclinical Orders | Anatomic Pathology Orders

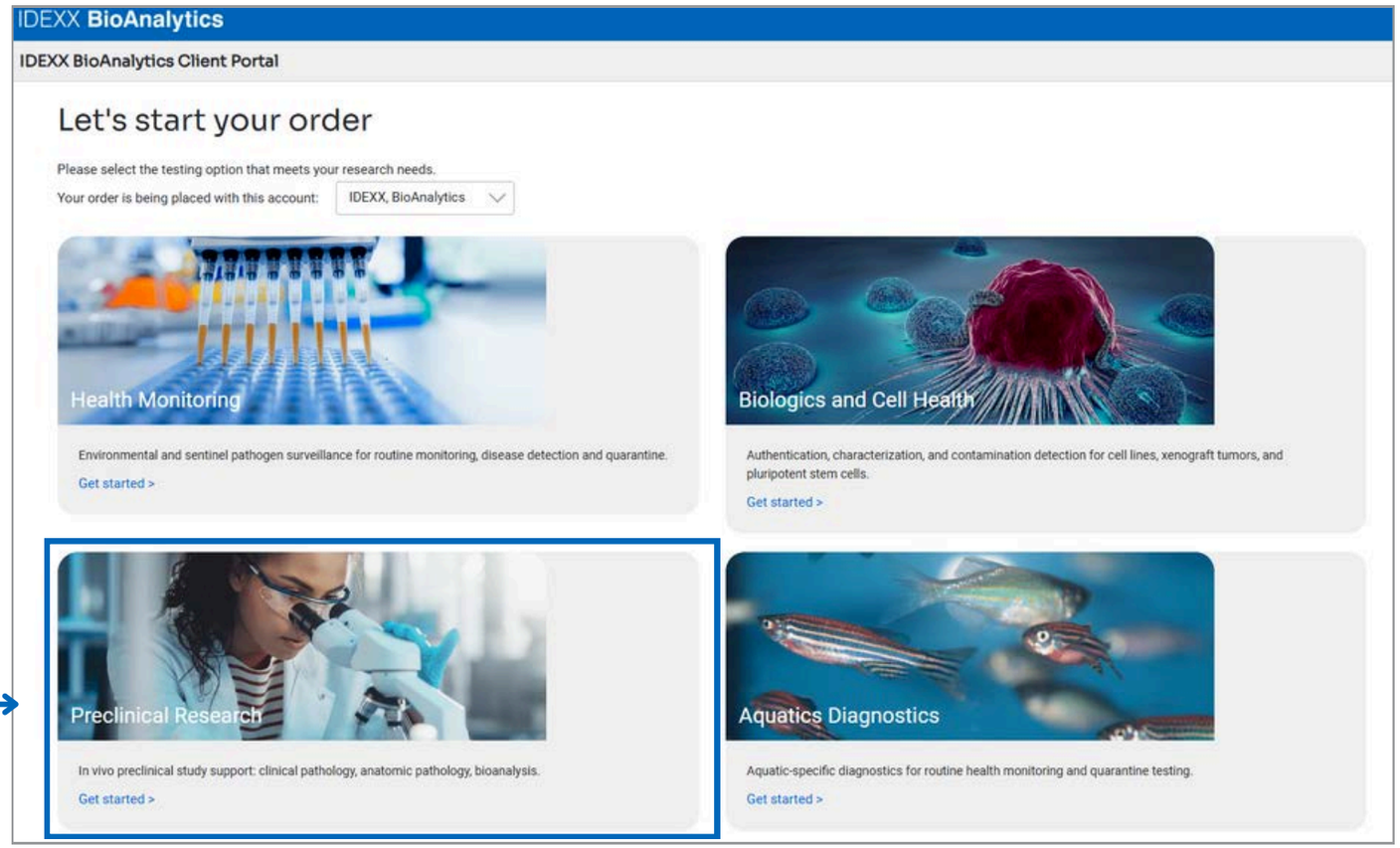
2

Service type selection

Select a submission type to begin:

- **Preclinical Research**
  - Preclinical or non-clinical studies and large animal diagnostics
  - Chemistry, Hematology, Coagulation, Urinalysis, Cytology, Fluid Analysis, Cytokines, Small Molecule Bioanalysis

1



3

Tool palette

- Add a single row
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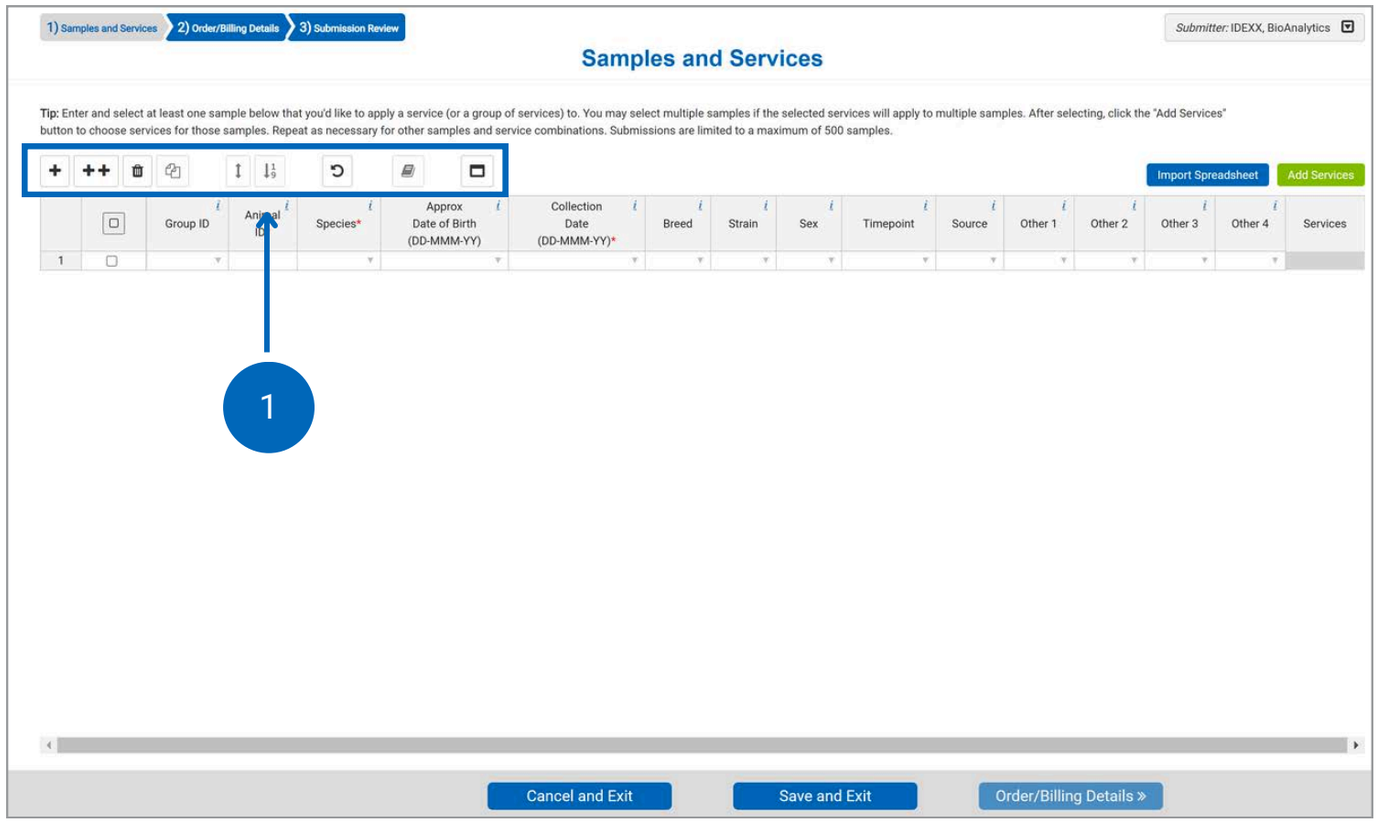
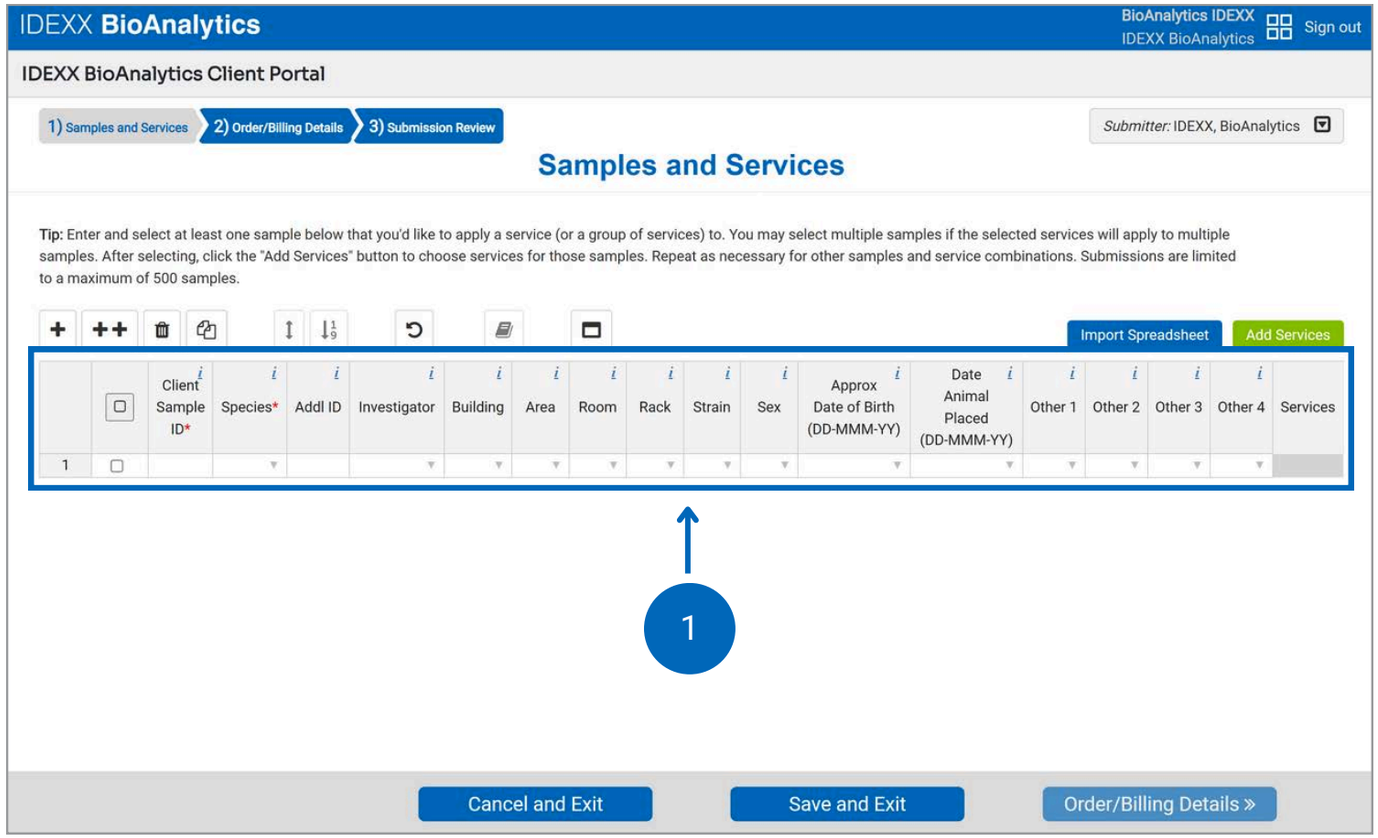


4

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.
- Columns marked with an asterisk are required. Other columns are optional.
- The most used demographic columns are:
  - Group ID
  - Animal ID*
  - Species*
  - Collection Date*
  - Timepoint *(appears on PDF reports but not on Excel or CSV outputs)*



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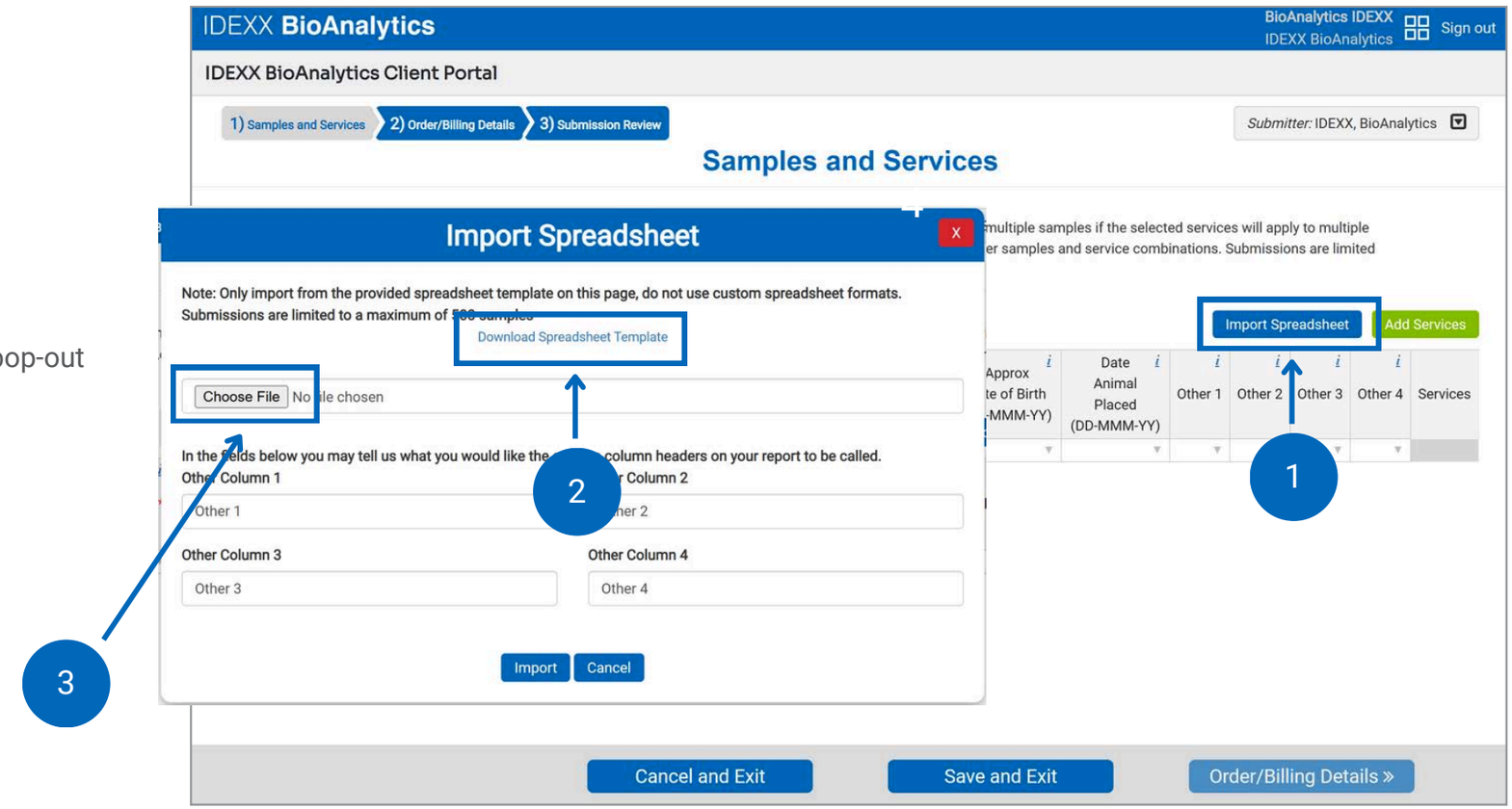

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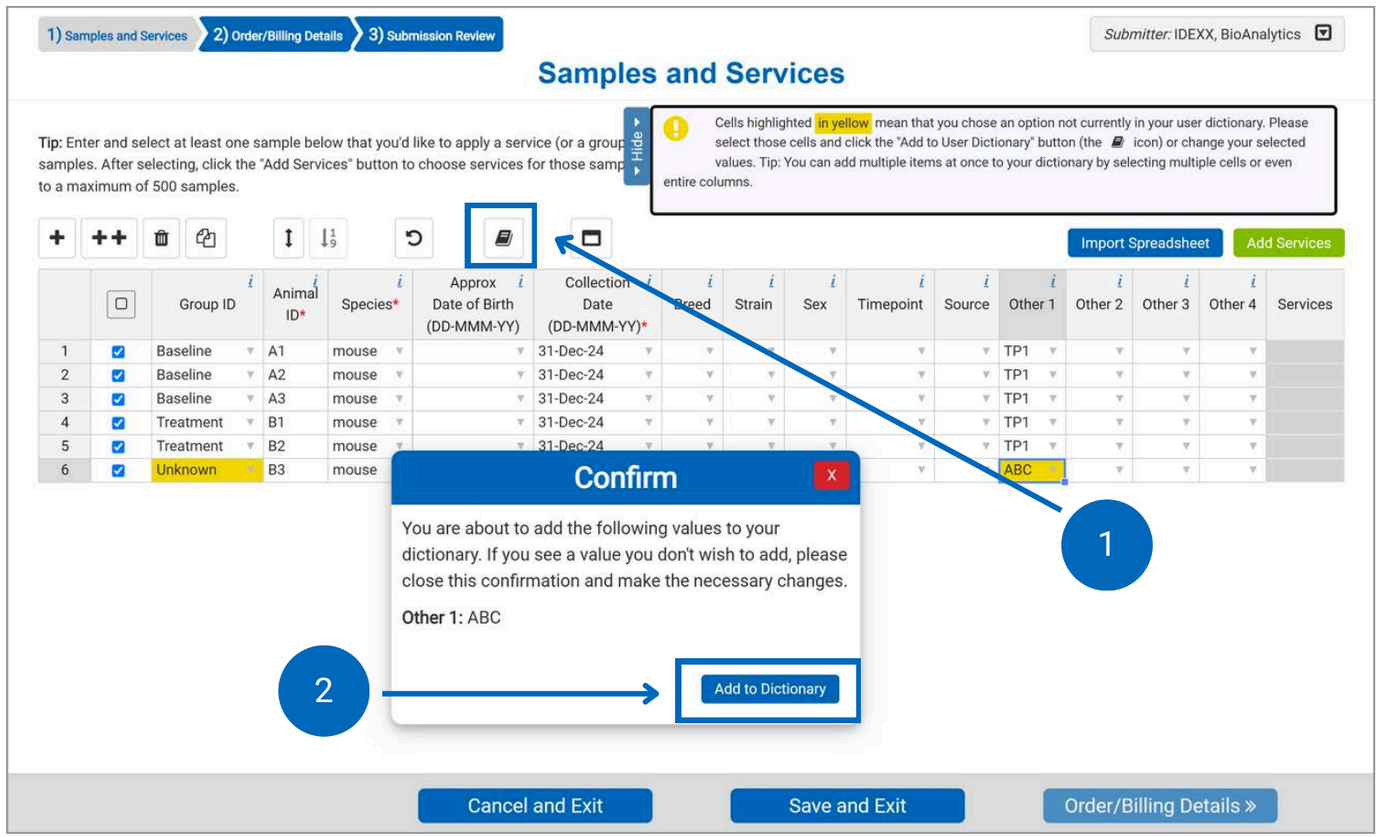
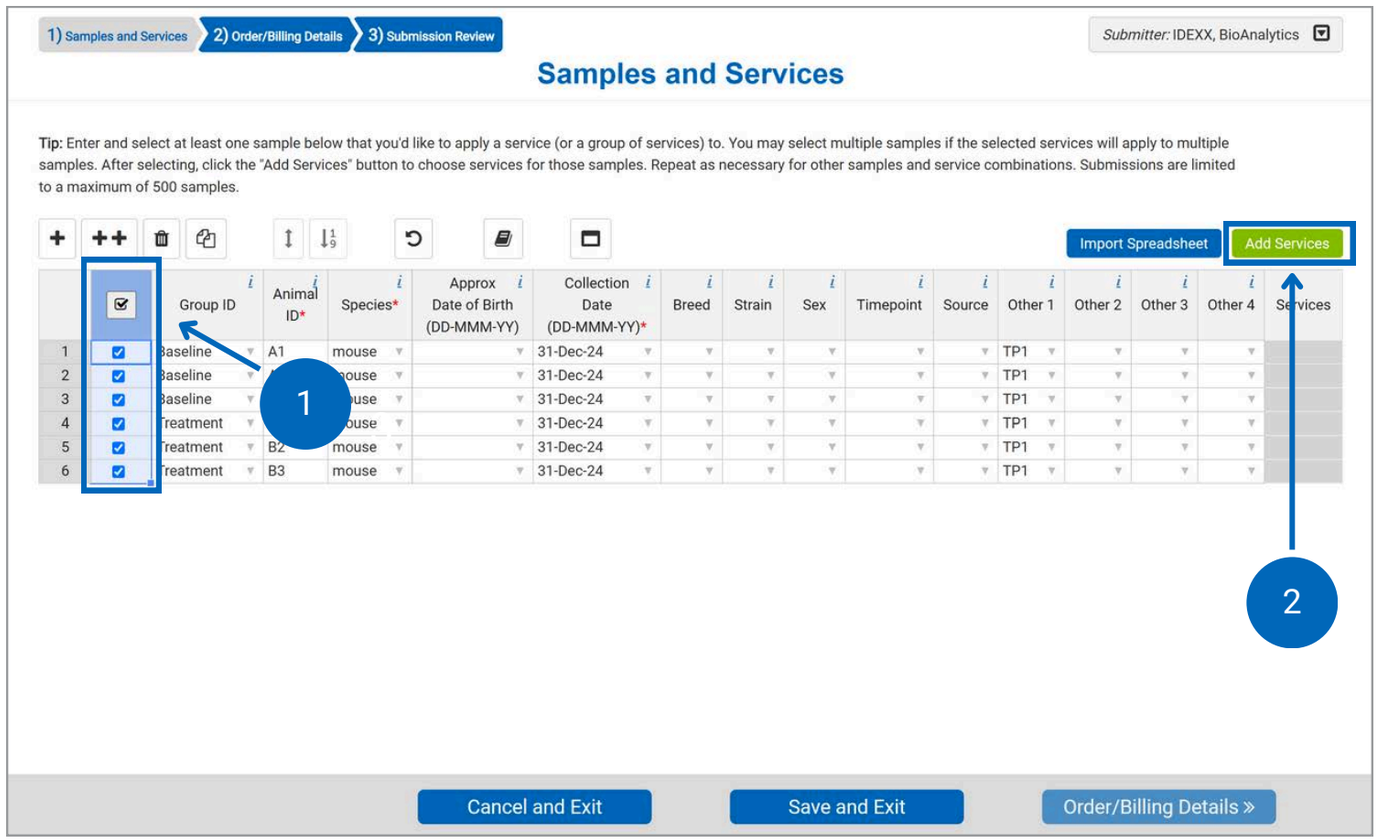


7a

Add services

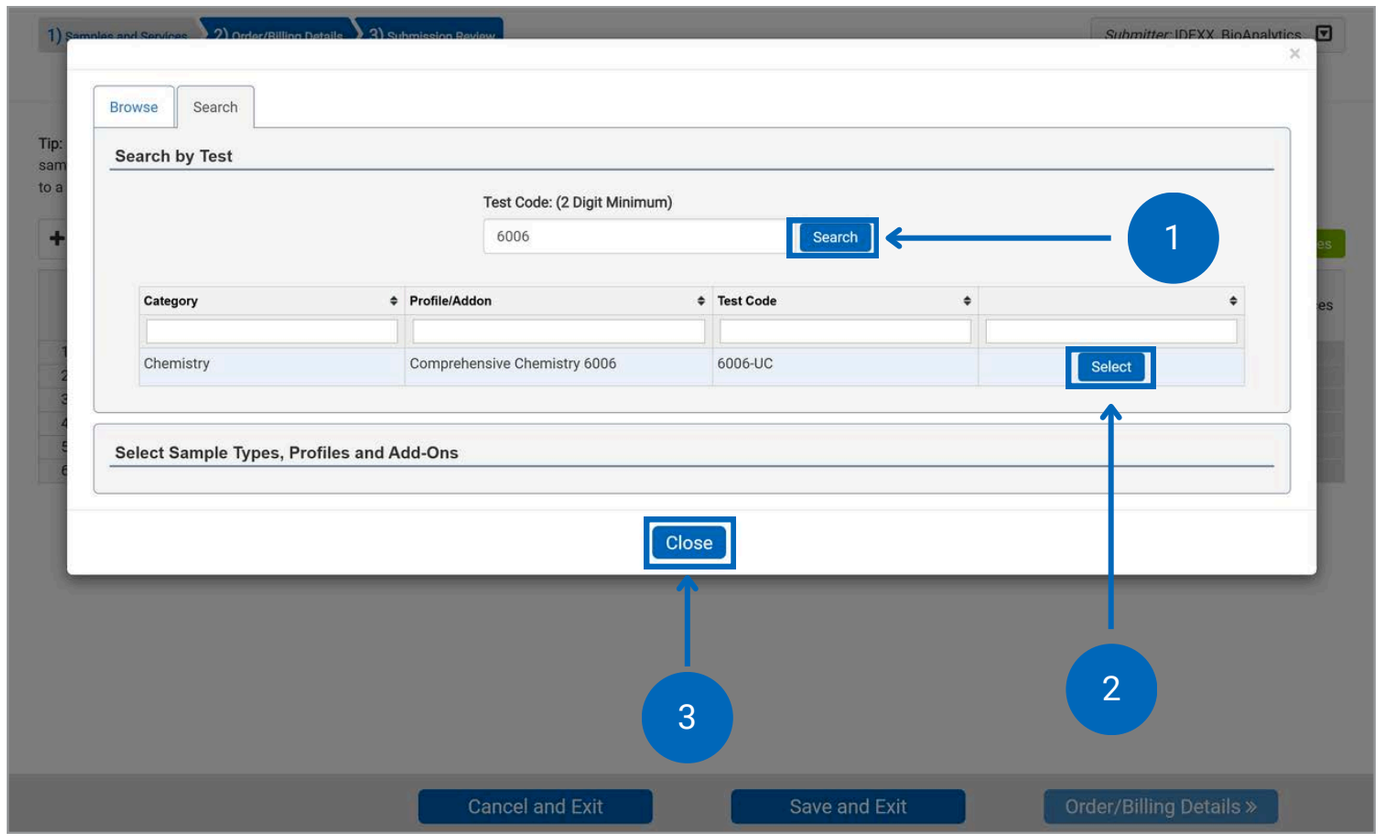
- Select samples to which services will be added. To select all, click in the checkbox at the top of the column.
- Check the box next to a sample to select it and click Add Services.



7b

Select services

- You can search by service code or browse through our offering.
- To add a service:
  - Select your Profile(s) or Service
  - Select the sample type
  - 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

Service selection

- Click on the button beside a service to learn more including accepted sample type and the tests or assays included.
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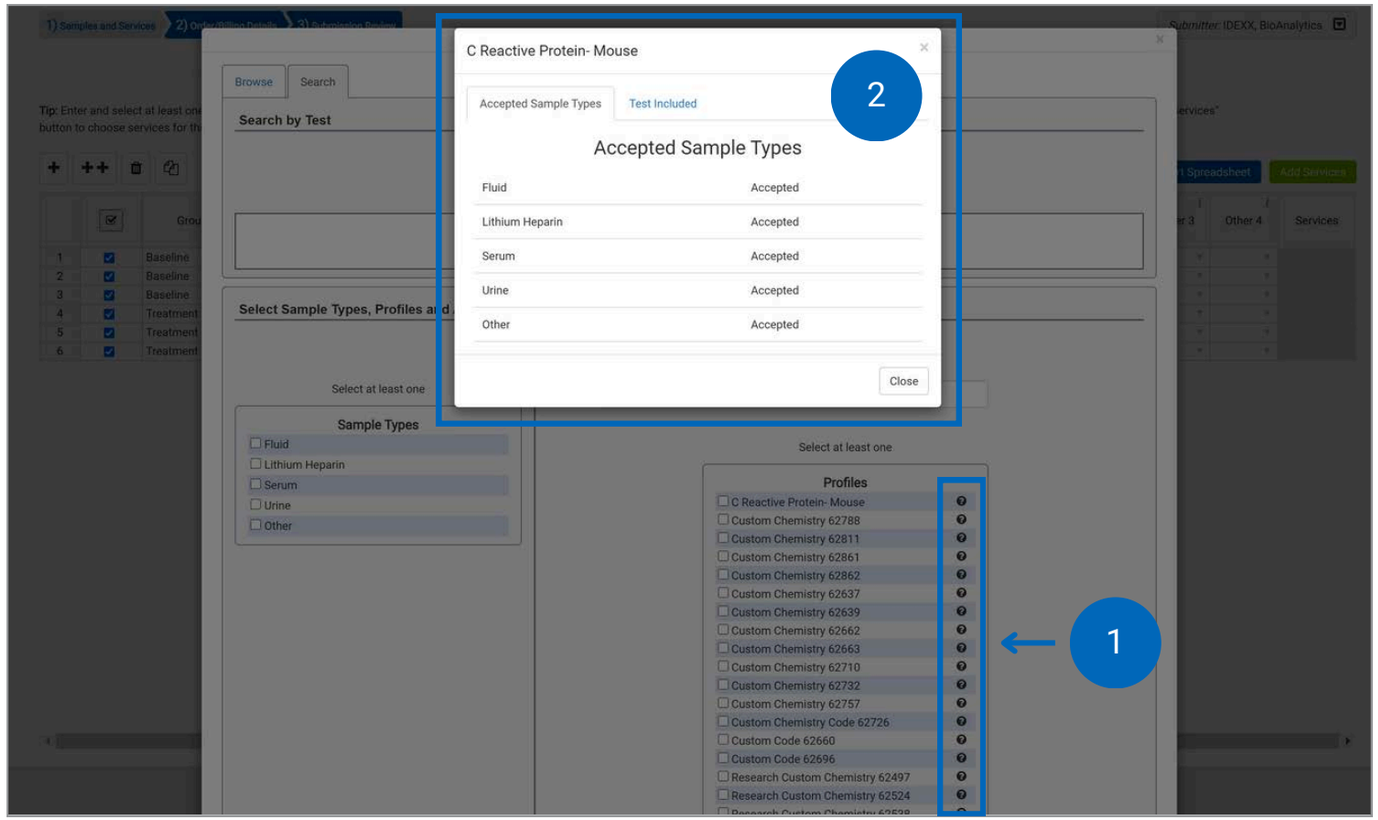
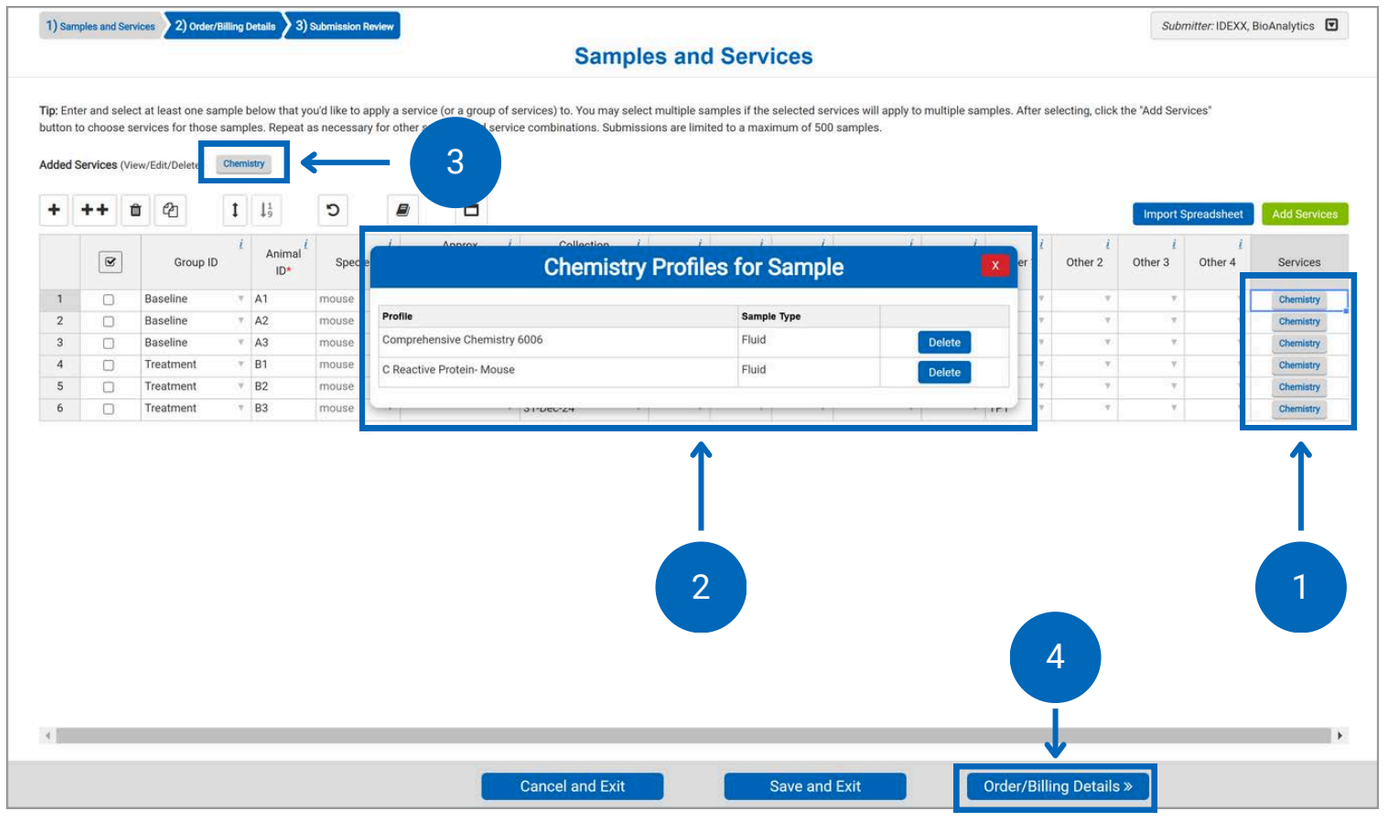


7d

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.



8

Add Order/Billing Details

- Please fill all required fields marked with an asterisk.
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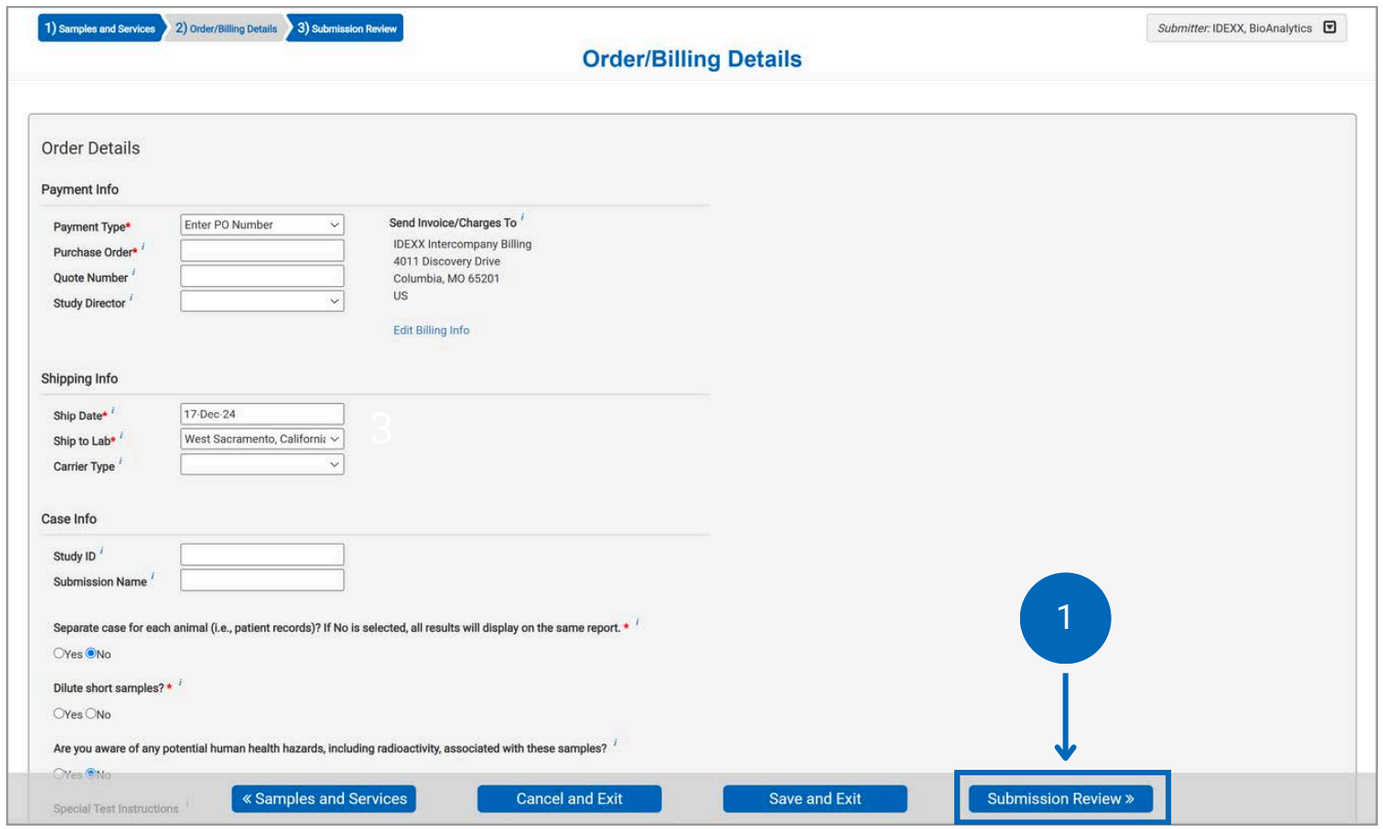

9

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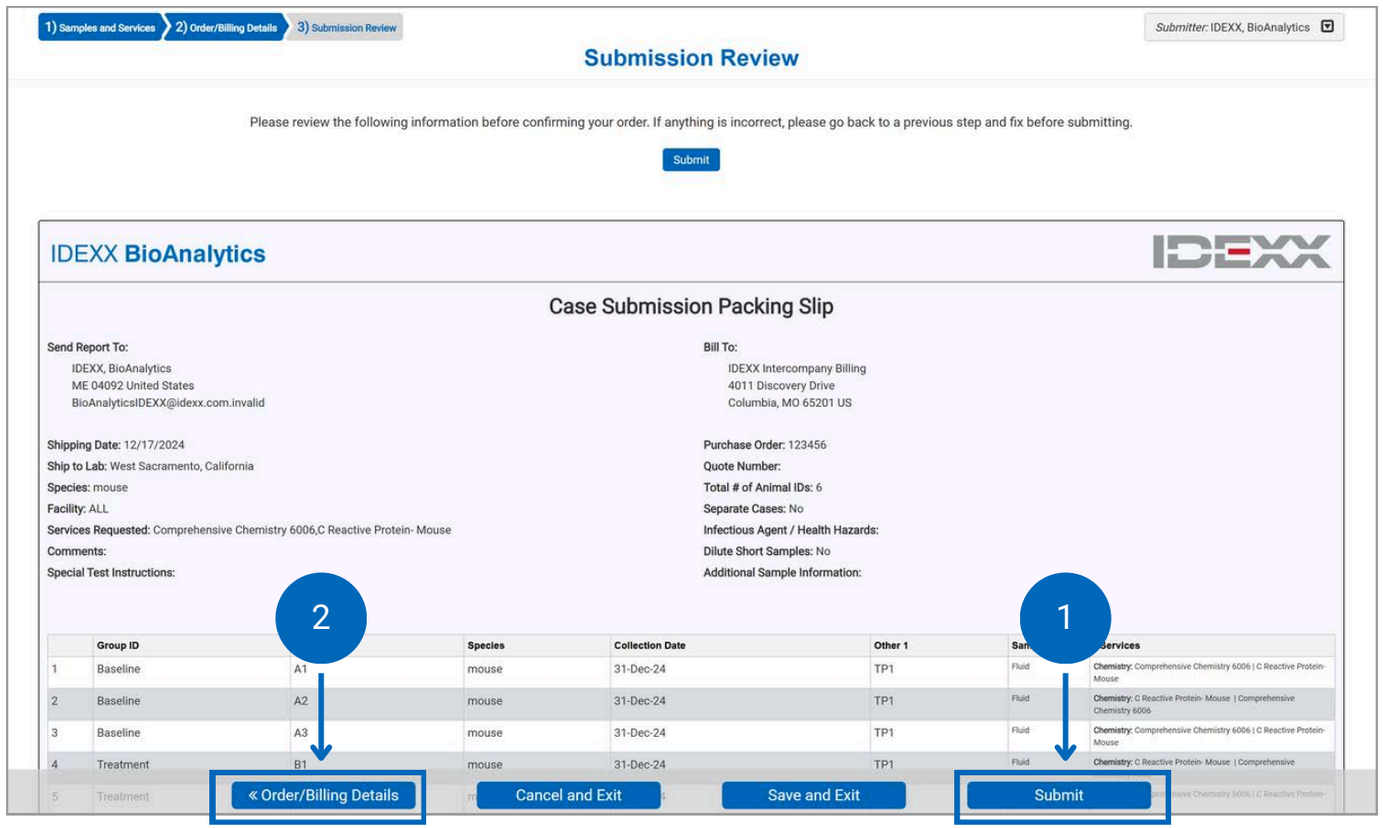

10

Order Confirmation

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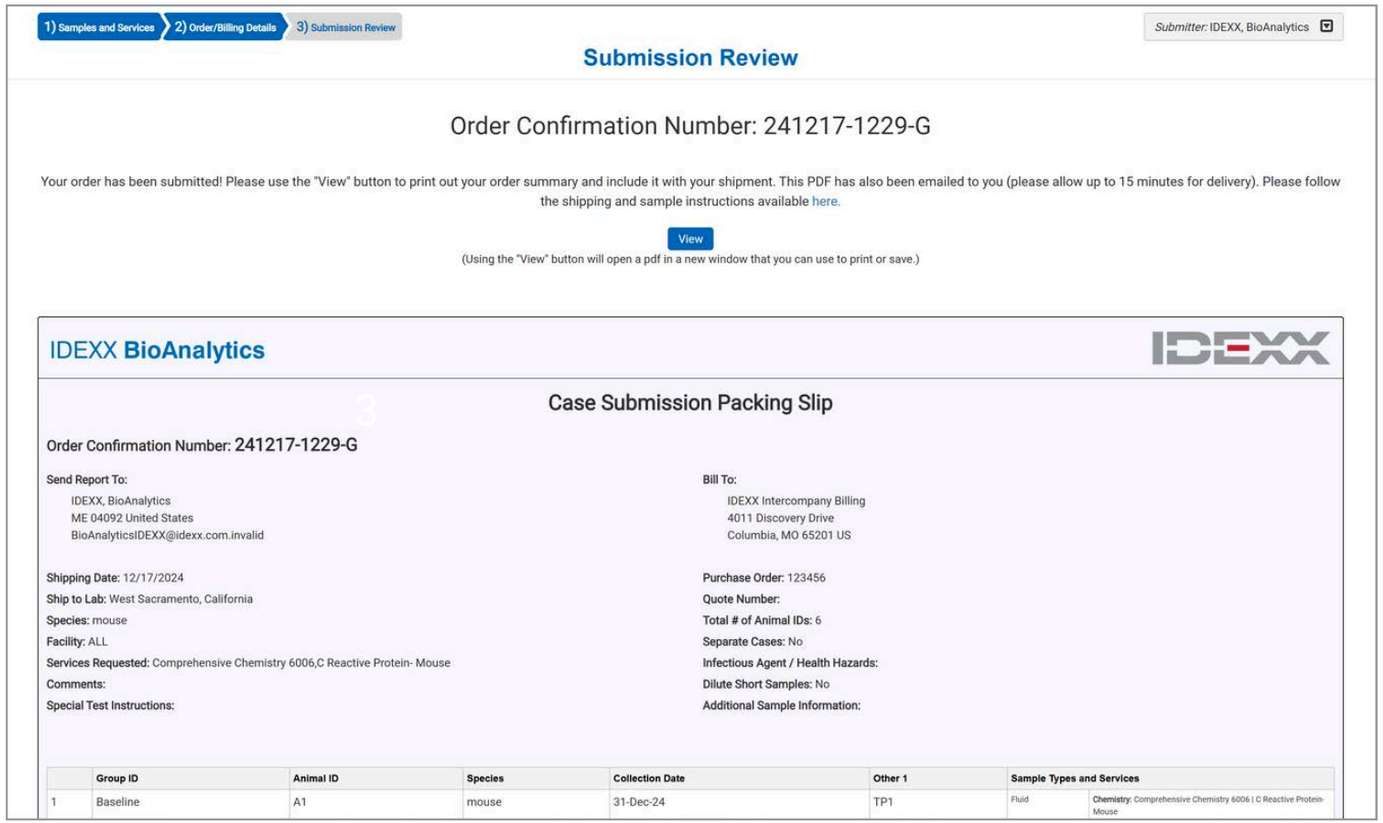

1) Samples and Services | 2) Order/Billing Details | 3) Submission Review

Submitter: IDEXX, BioAnalytics

Submission Review

Order Confirmation Number: 241217-1229-G

Your order has been submitted! Please use the "View" button to print out your order summary and include it with your shipment. This PDF has also been emailed to you (please allow up to 15 minutes for delivery). Please follow the shipping and sample instructions available here.

View

(Using the "View" button will open a pdf in a new window that you can use to print or save.)

IDEXX **BioAnalytics**

Case Submission Packing Slip

Order Confirmation Number: 241217-1229-G

Send Report To:
IDEXX, BioAnalytics
ME 04092 United States
BioAnalyticsIDEXX@idexx.com.invalid

Bill To:
IDEXX Intercompany Billing
4011 Discovery Drive
Columbia, MO 65201 US

Shipping Date: 12/17/2024
Ship to Lab: West Sacramento, California
Species: mouse
Facility: ALL
Services Requested: Comprehensive Chemistry 6006,C Reactive Protein- Mouse
Comments:
Special Test Instructions:

Purchase Order: 123456
Quote Number:
Total # of Animal IDs: 6
Separate Cases: No
Infectious Agent / Health Hazards:
Dilute Short Samples: No
Additional Sample Information:

	Group ID	Animal ID	Species	Collection Date	Other 1	Sample Types and Services	
1	Baseline	A1	mouse	31-Dec-24	TP1	Fluid	**Chemistry:** Comprehensive Chemistry 6006	C Reactive Protein-Mouse

11

Using templates and clones

- Click Order History in the navigation bar.
- Determine which submission template you want to clone.
- Click Clone button to create a new submission with pre-populated sample and service data from the original template.

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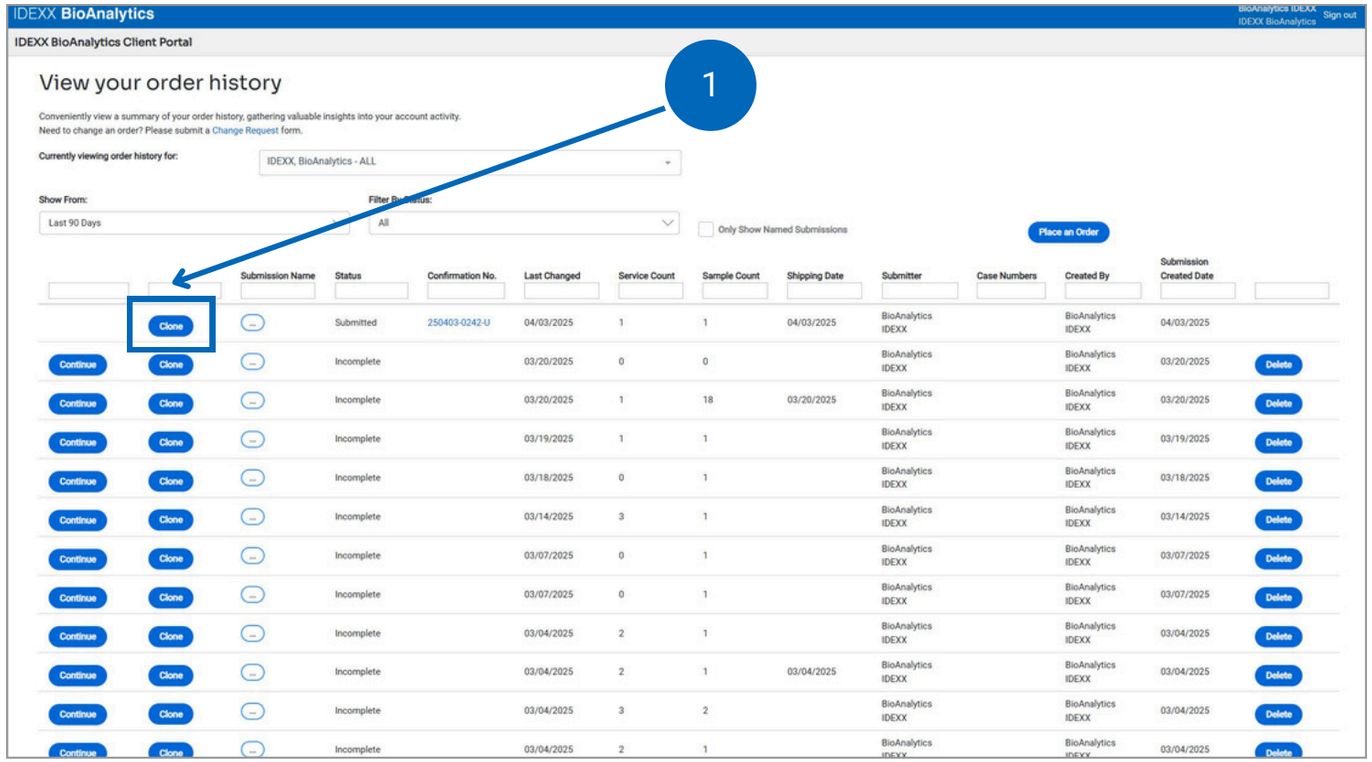

IDEXX **BioAnalytics**

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1

Place an order

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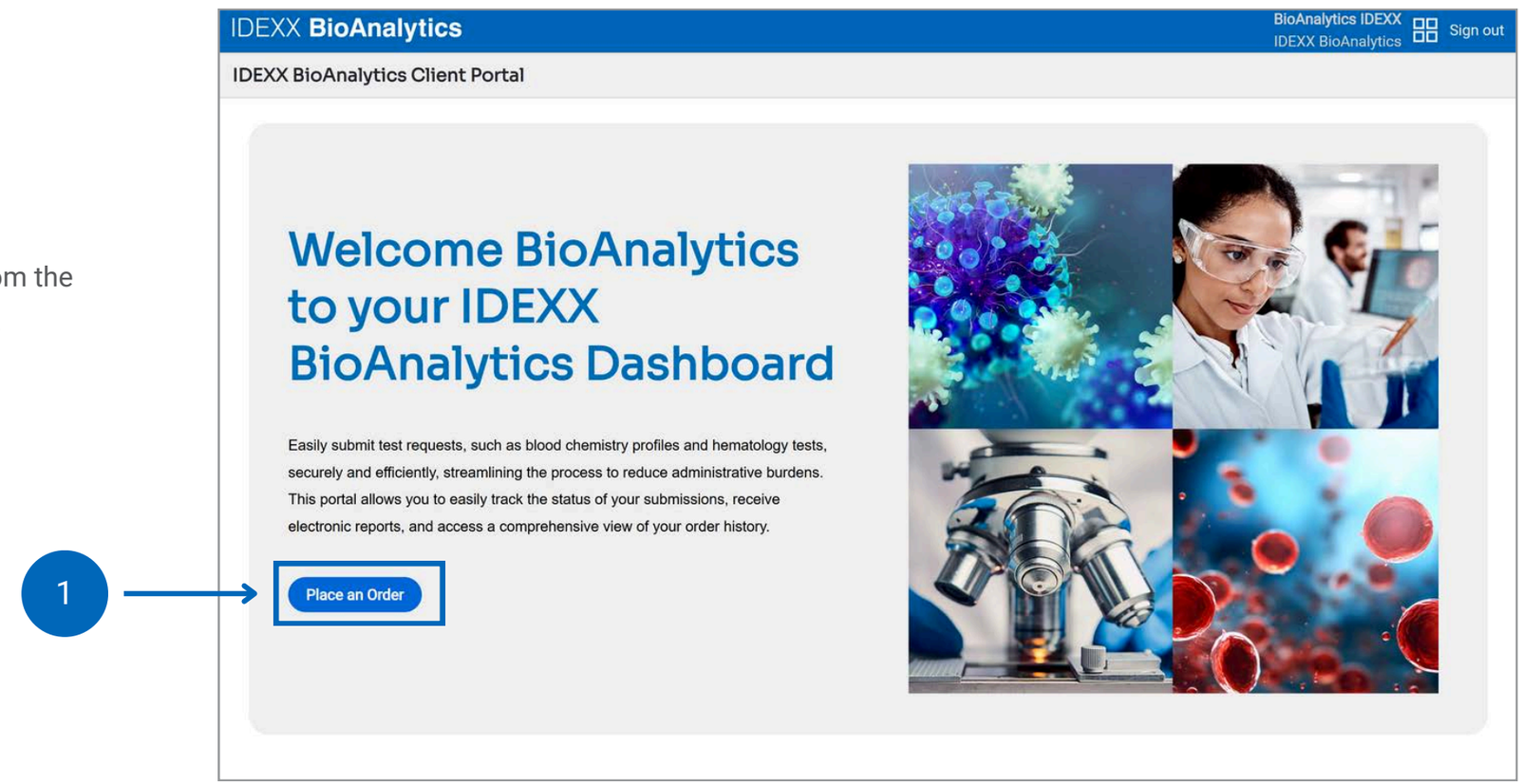


IDEXX **BioAnalytics**

Overview | Account Settings | Animal Health Monitoring Orders | Aquatics Health Monitoring Orders | Biologics & Cell Health Orders | Preclinical Orders | Anatomic Pathology Orders

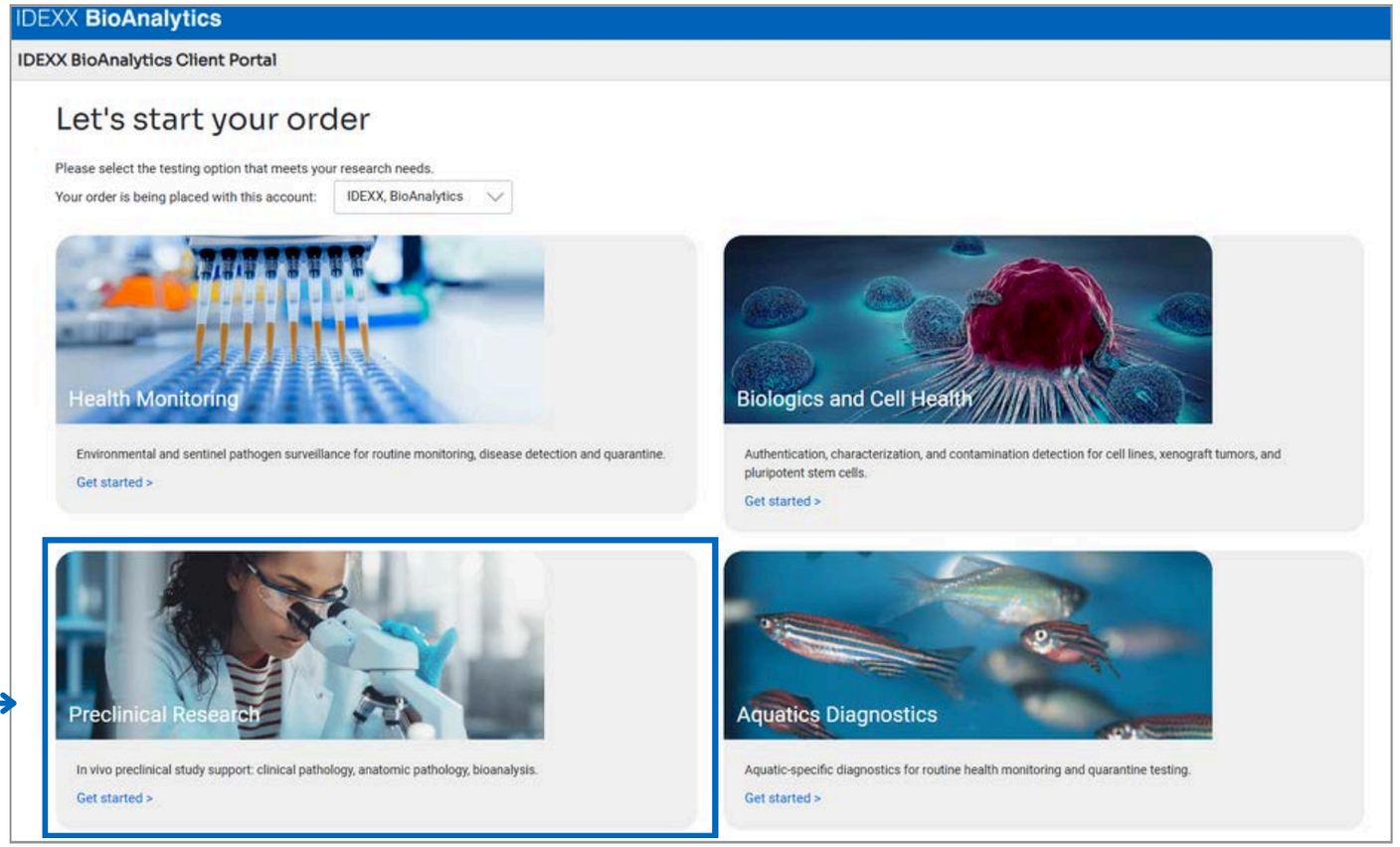
2

Service type selection

Select a submission type to begin:

- **Preclinical Research**
  - Preclinical or non-clinical studies and large animal diagnostics
  - Histology and Anatomic Pathology

1



3

Tool palette

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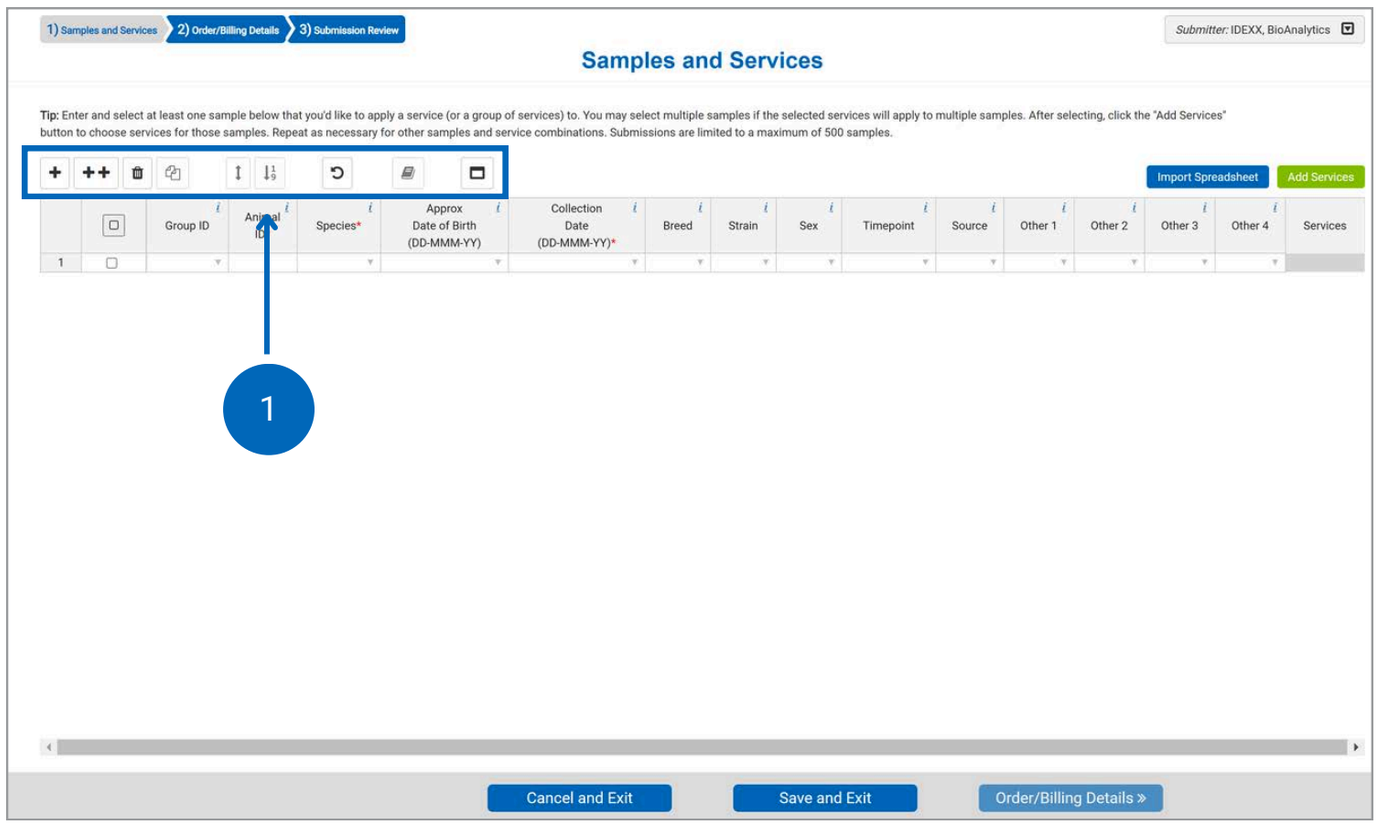

4

Option 1: Copy and paste or manually type data

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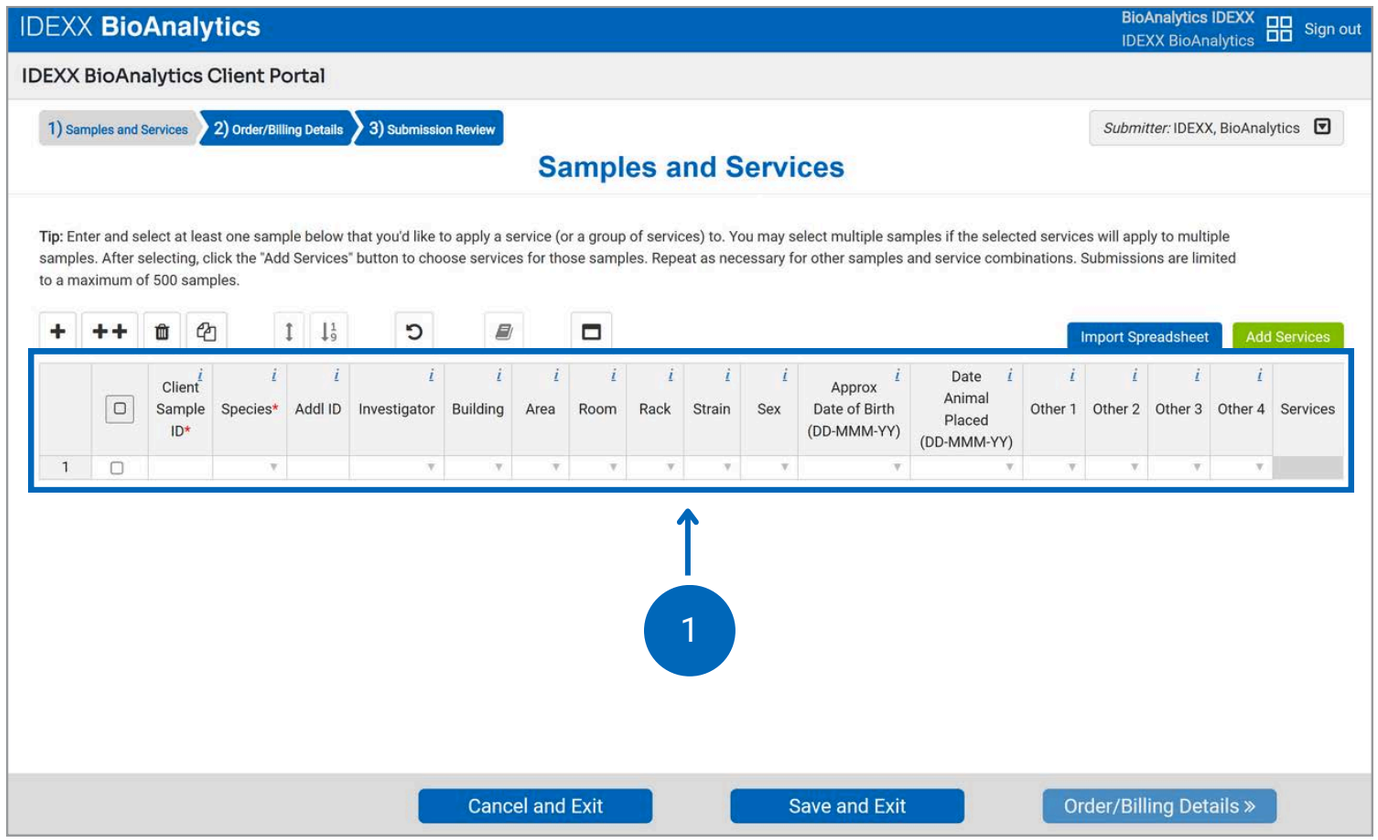

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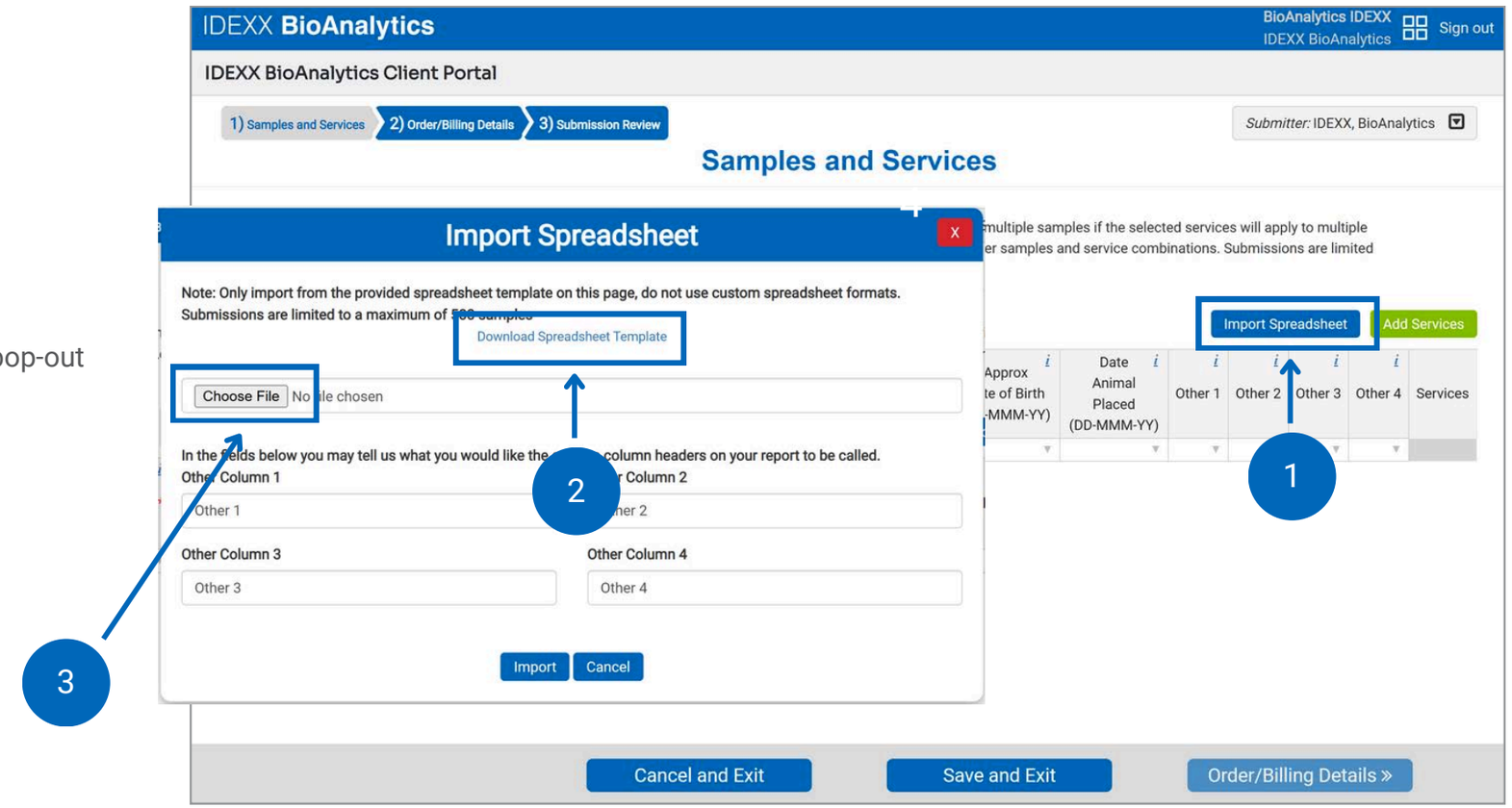
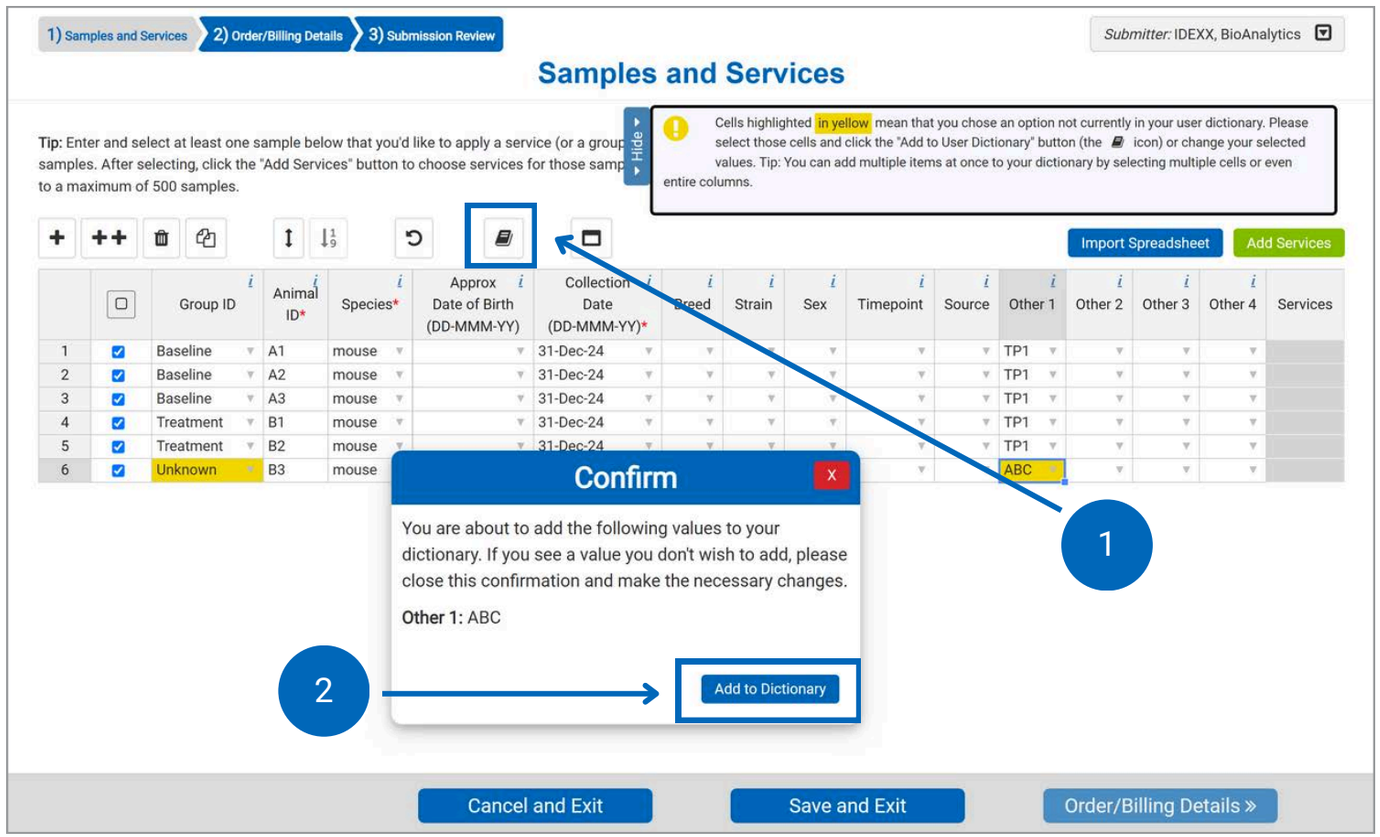
- Customize Other column headers.
- Upload data for a quick and easy submission.



6

Error checking and Dictionary

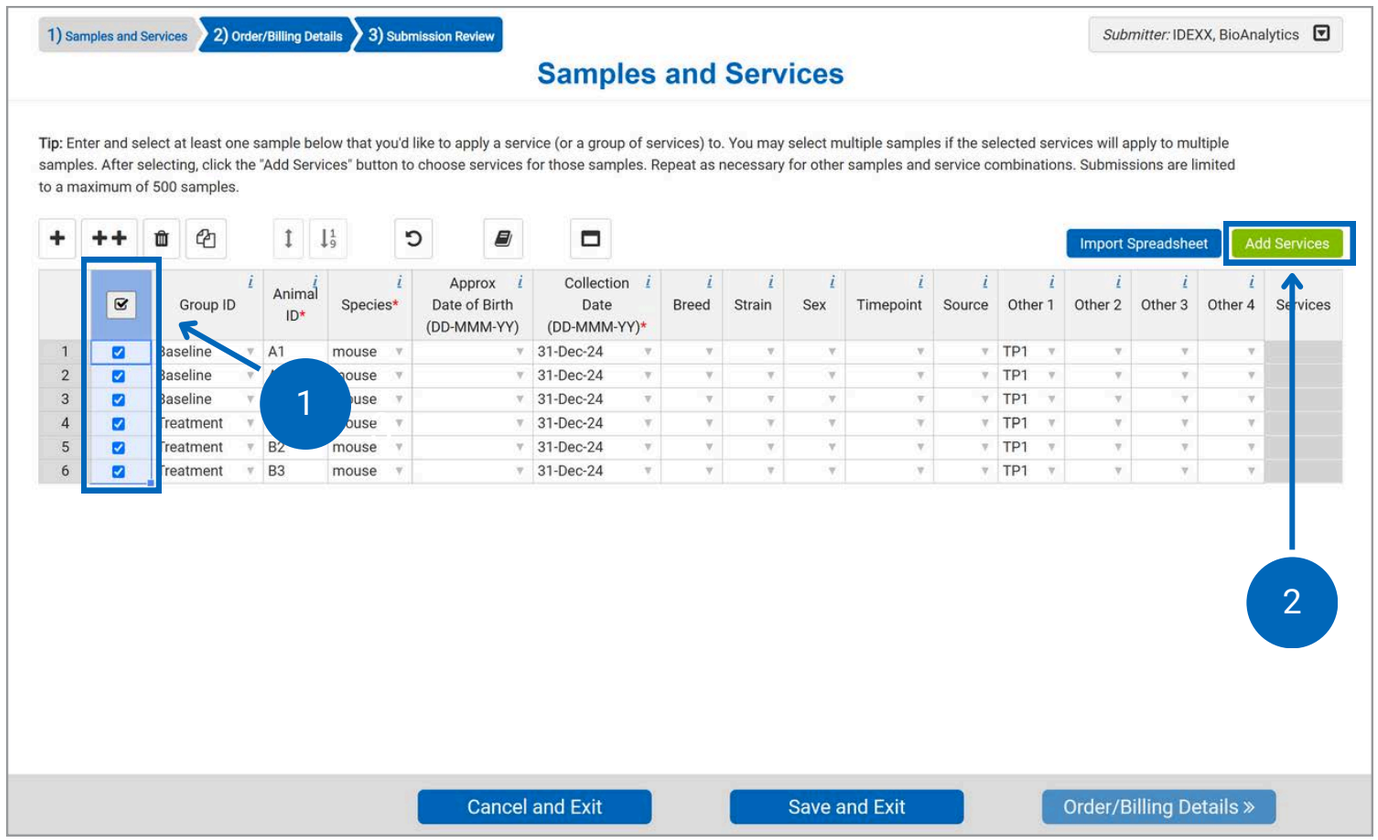
- As you enter sample information, you might notice our embedded error checking.
- This feature prompts you with dropdown options and highlights new entries not found in the Dictionary.
- To remove the highlights and add a new entry to the Dictionary, select the cell(s) or column(s) and click the Dictionary icon. Confirm by clicking Add to Dictionary.



7a

Add services

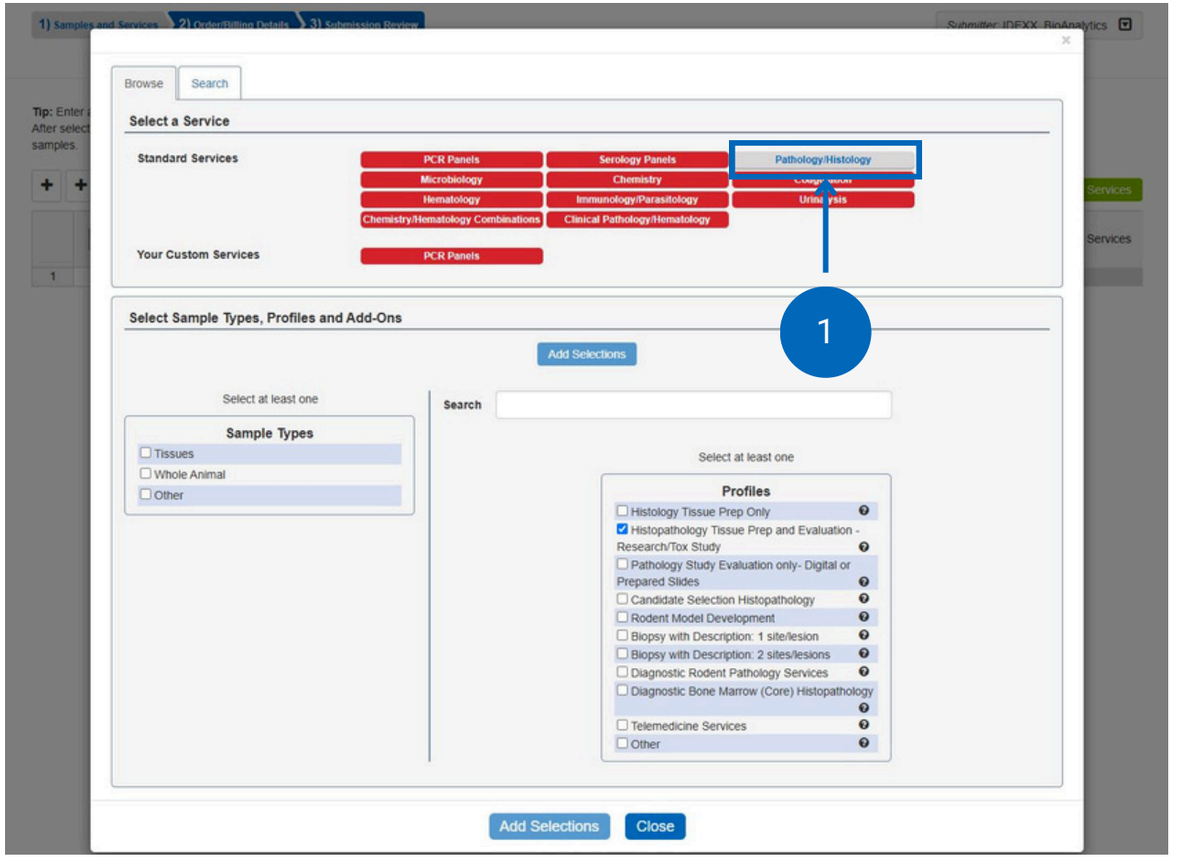
- Select samples to which services will be added. To select all, click in the checkbox at the top of the column.
- Check the box next to a sample to select it and click Add Services.



7b

Select services

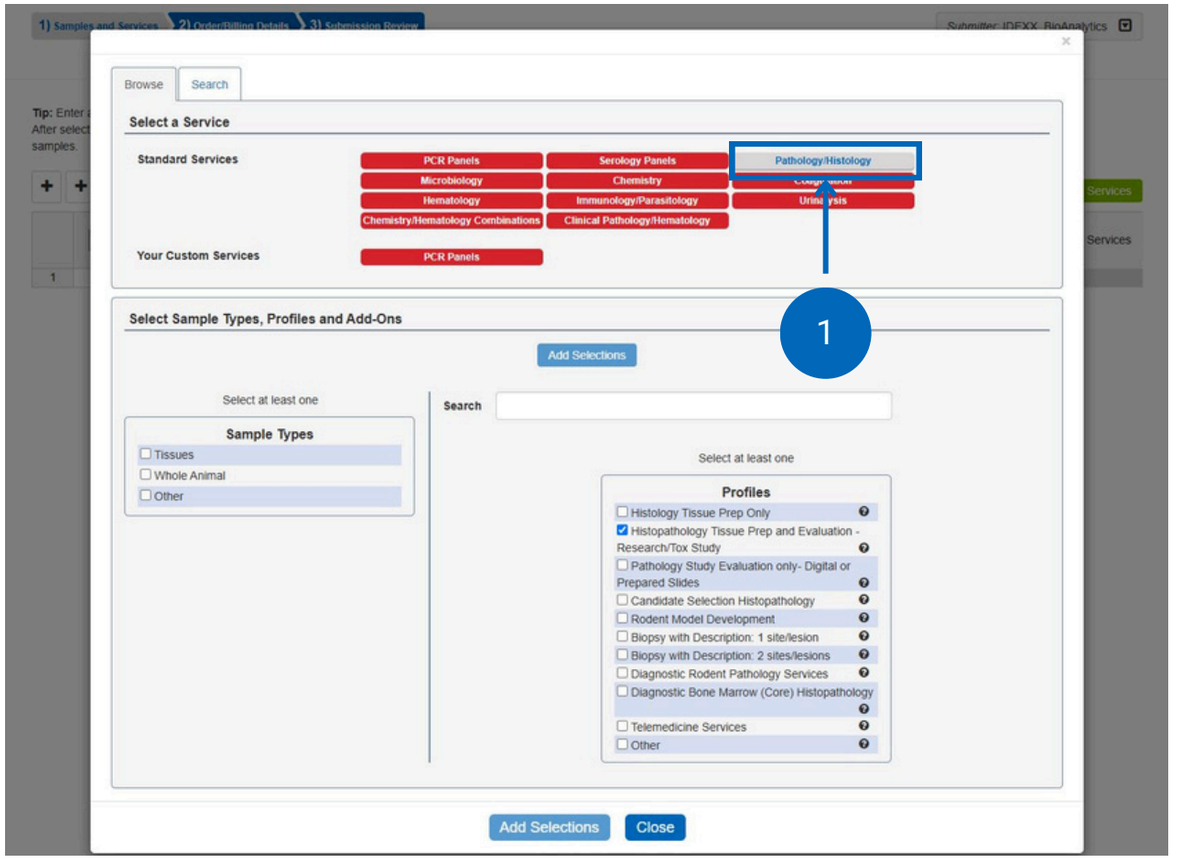
- Click the Browse tab and select the Pathology/ Histology service tile. Service options are:
  - **Histology Tissue Prep Only:** Preparation of tissues for slides only with no pathologist evaluation.
  - **Histopathology Tissue Prep and Evaluation - Research/Tox Study:** Submission of a group of animals on a study. Prior to submission, please speak with an account manager to ensure our team is ready to support your study. Submissions can be for histology and evaluation.
  - **Pathology Study Evaluation Only - Digital or Prepared Slides:** Pathologist review and interpretative report of slides prepared at a different histology laboratory for a research or toxicologic study.



7b

Select services (cont.)

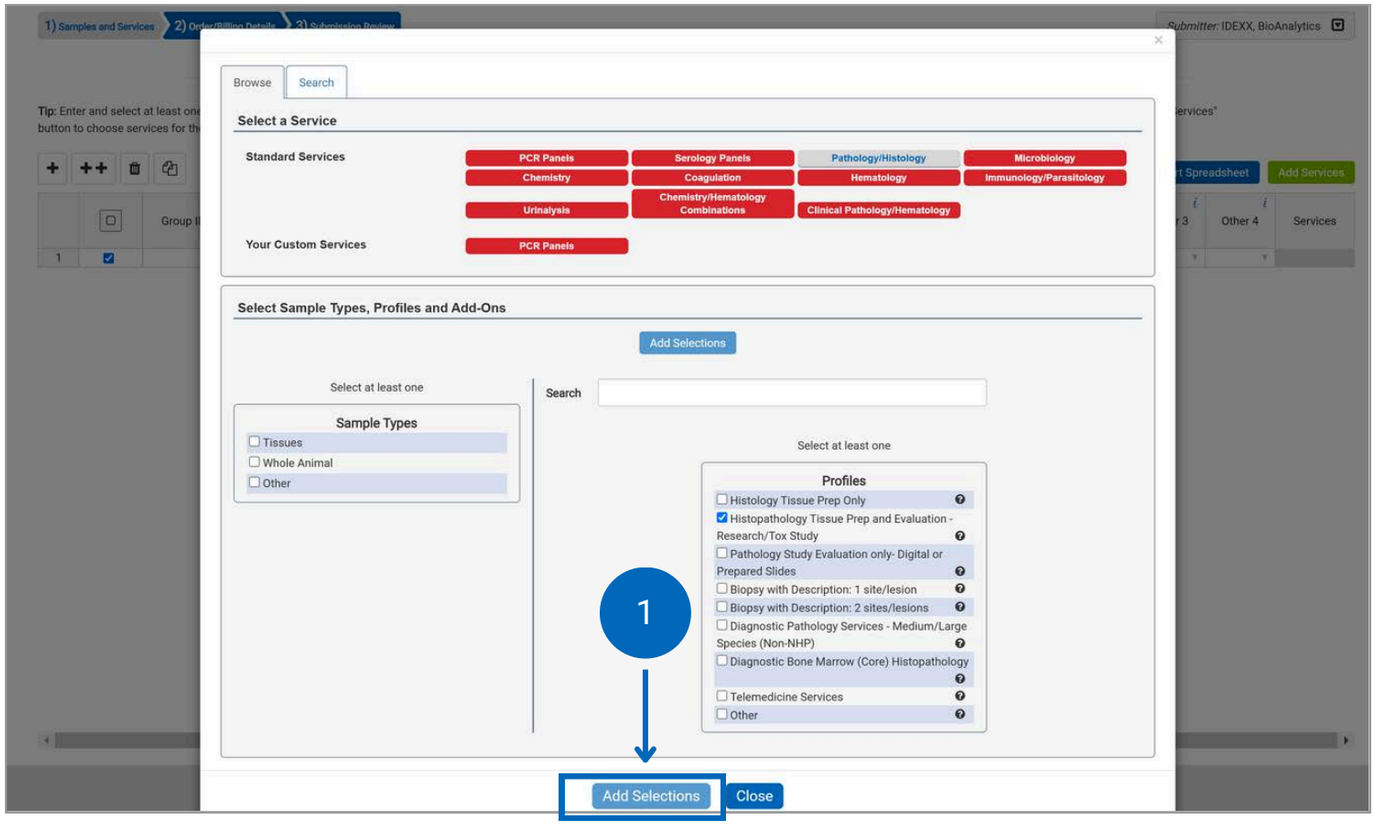
- **Candidate Selection Histopathology:** Preparation of limited tissues and semiquantitative evaluation.
- **Rodent Model Development:** Histology preparation and pathologist review of rodent model phenotypes.
- **Diagnostic Pathology Services:** Specific service names vary slightly based on species submitted.



7c

Service selection

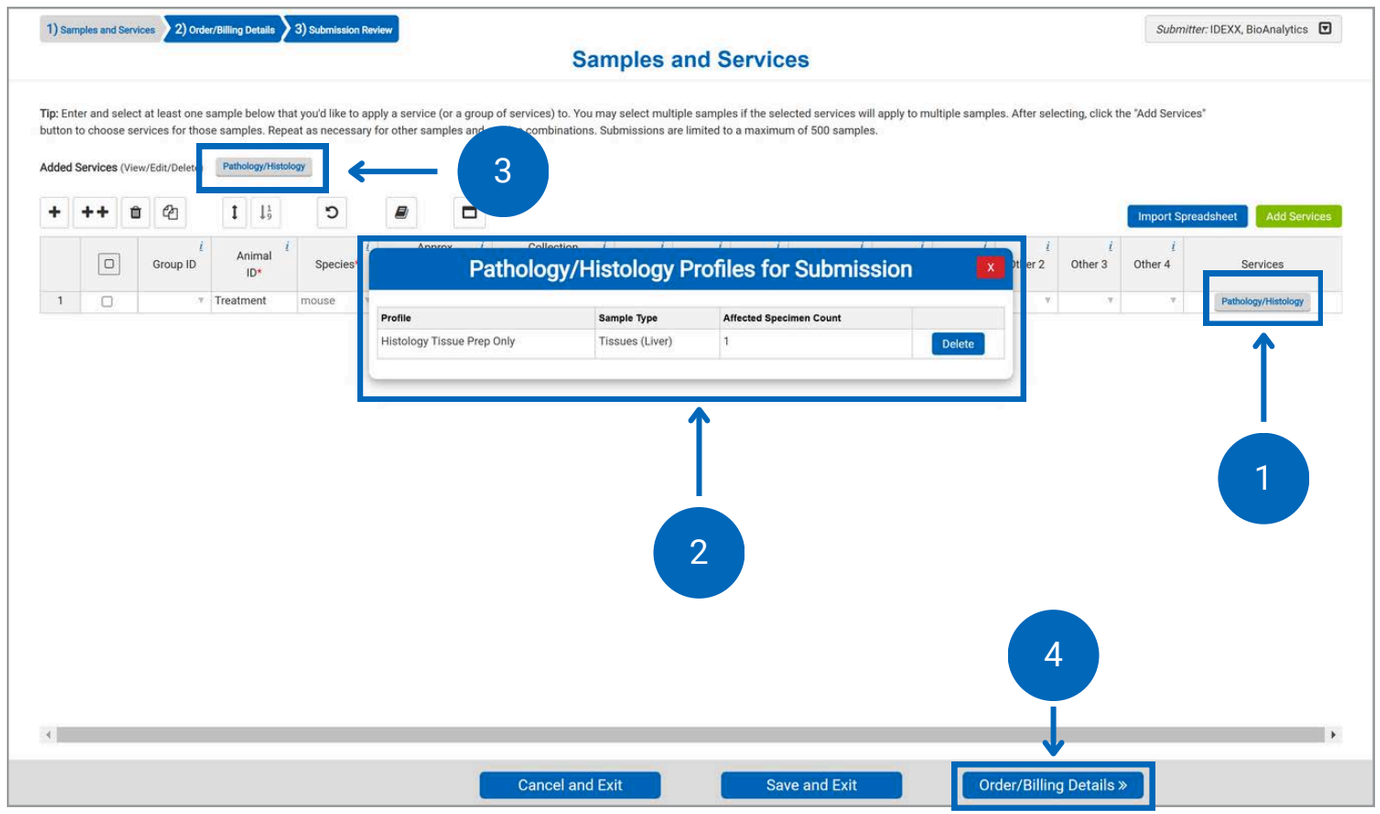
- To add a service:
  - Select your Profile(s) or Service
  - Choose your Sample Type
  - Click Add Selections
- You can continue to add services or close the window to return to the sample grid and select new samples/move on.



7d

Review services

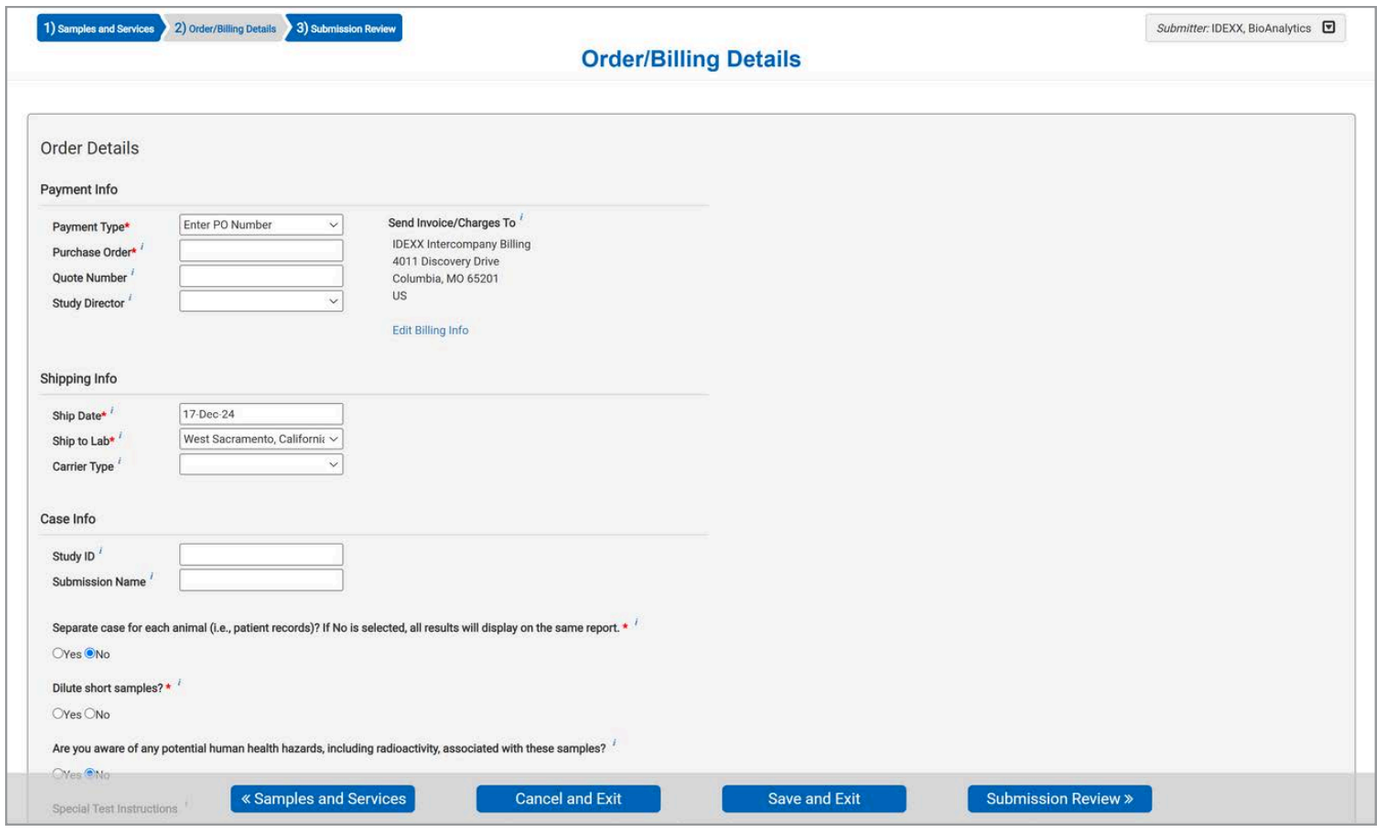
- You can review and edit your services from the sample grid.
- Click on the service category name in the right-hand column for more detailed information.
- Click the badge above the sample grid next to Added Services (View/Edit/Delete) to see all of the services for that category and remove it from 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.
- Please ensure your Bill-to address is included and is correct.
- A submission name can be added for your convenience. This name will not appear on any reports but will appear with the submission under the Order History tab of the portal.
- Select No for the separate case and dilution questions. These are options for the clinical pathology services offered through Preclinical testing.
- Please answer the potential human biohazard question.



8b

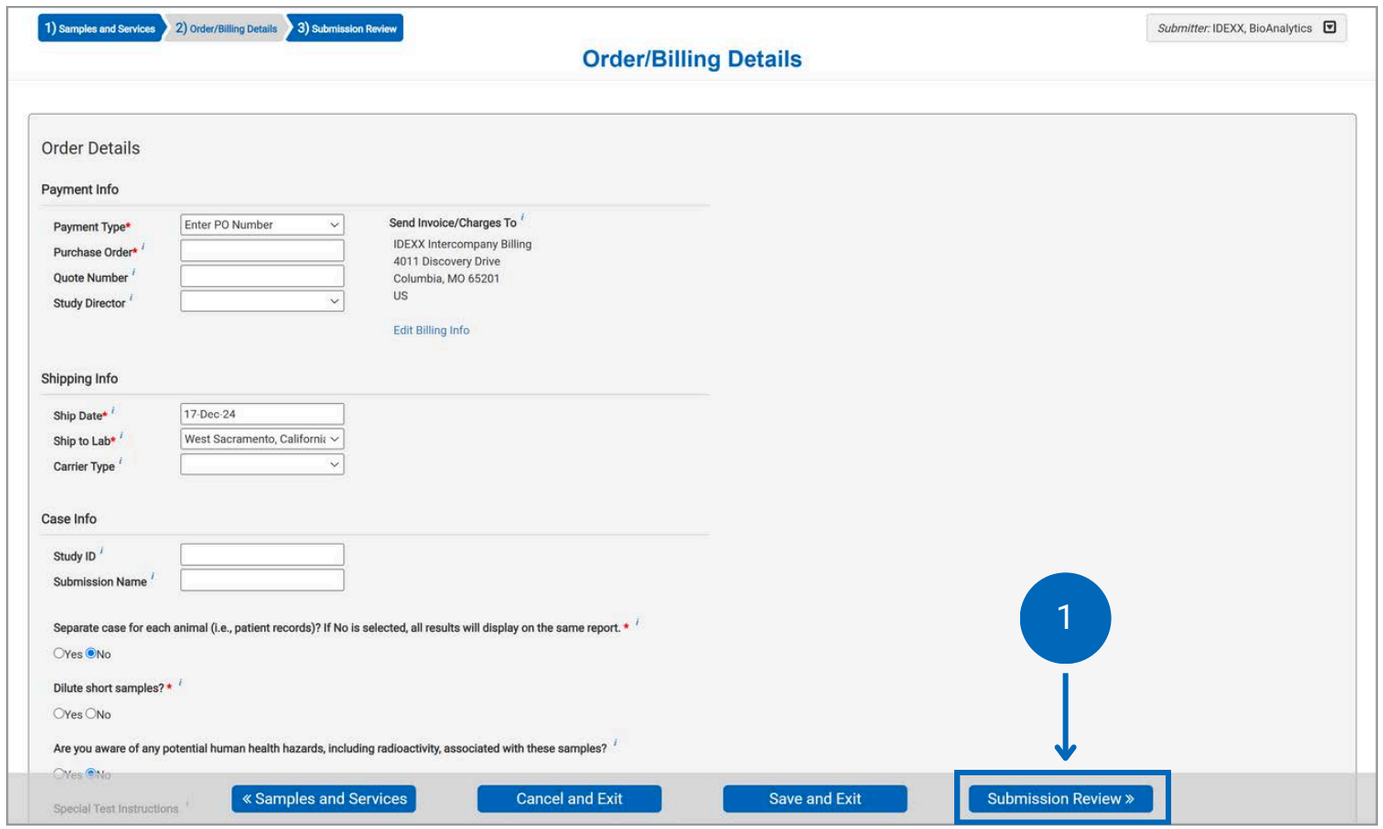
Add Order/Billing Details

- In the Special service Instructions box, please enter:
  - **For submissions with Histology:** The number of sections per slide, specific micrometer parameters for sectioning, if step or serial sections are needed, special stains requested, etc.
  - **For diagnostic Histopathology:** Clinical history, if digital photography is requested, and what expectations should be met (e.g. one photo per tissue, only of select findings, annotations).
  - **For Rodent Model Development:** Indicate what traits/tissue changes should be present for the pathologist to investigate.
  - **For Research and Toxicological Pathology and Candidate Selection Histopathology submissions:**
    - Indicate which pathologist you consulted with or if you would like a pathologist consultation prior to evaluation
    - If digital photography is requested and what expectations should be met (one photo per tissue, only of select findings, annotations, etc.)
    - What type of evaluation parameters are required for research and toxicological pathology
    - Standard scoring (0-4 with 0 = no lesions, 1 = minimal, 2 = mild, 3 = moderate, 4 = marked) will be used unless otherwise requested. If a specialized scoring method is needed, please email our Client Support Services team at idexxbioanalytics@idexx.com.

8c

Add Order/Billing Details

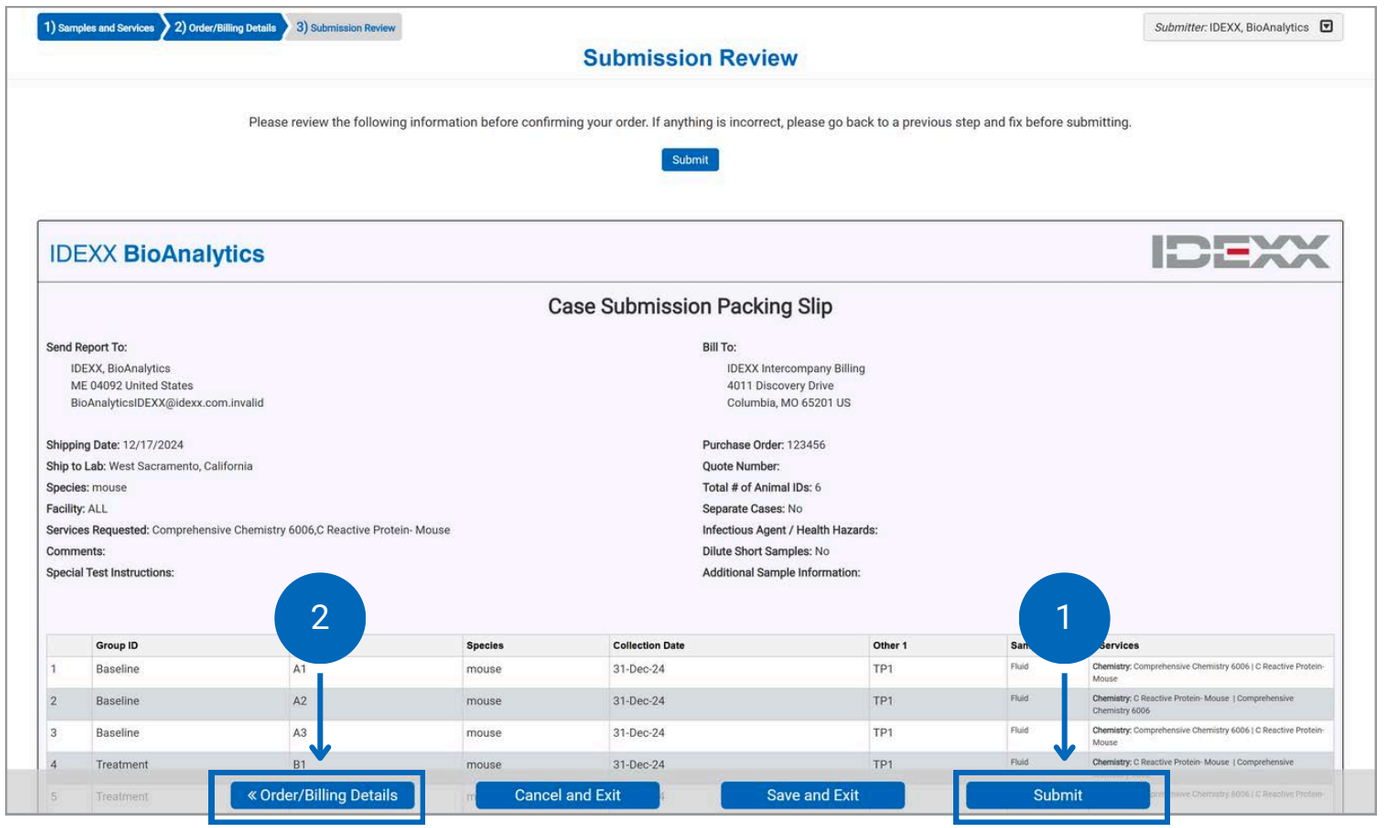
- In the Additional Comments section, please enter:
  - **For all submission types:** List any specific goals or needed details that have not been captured elsewhere
  - **For Research and Toxicological Pathology submissions:** Any applicable study details. Please note a protocol should be supplied prior to submission. Please contact idexxbioanalytics@idexx.com if you have not provided one prior to submission.
- Continue by clicking the Submission Review button.



9

Submission review

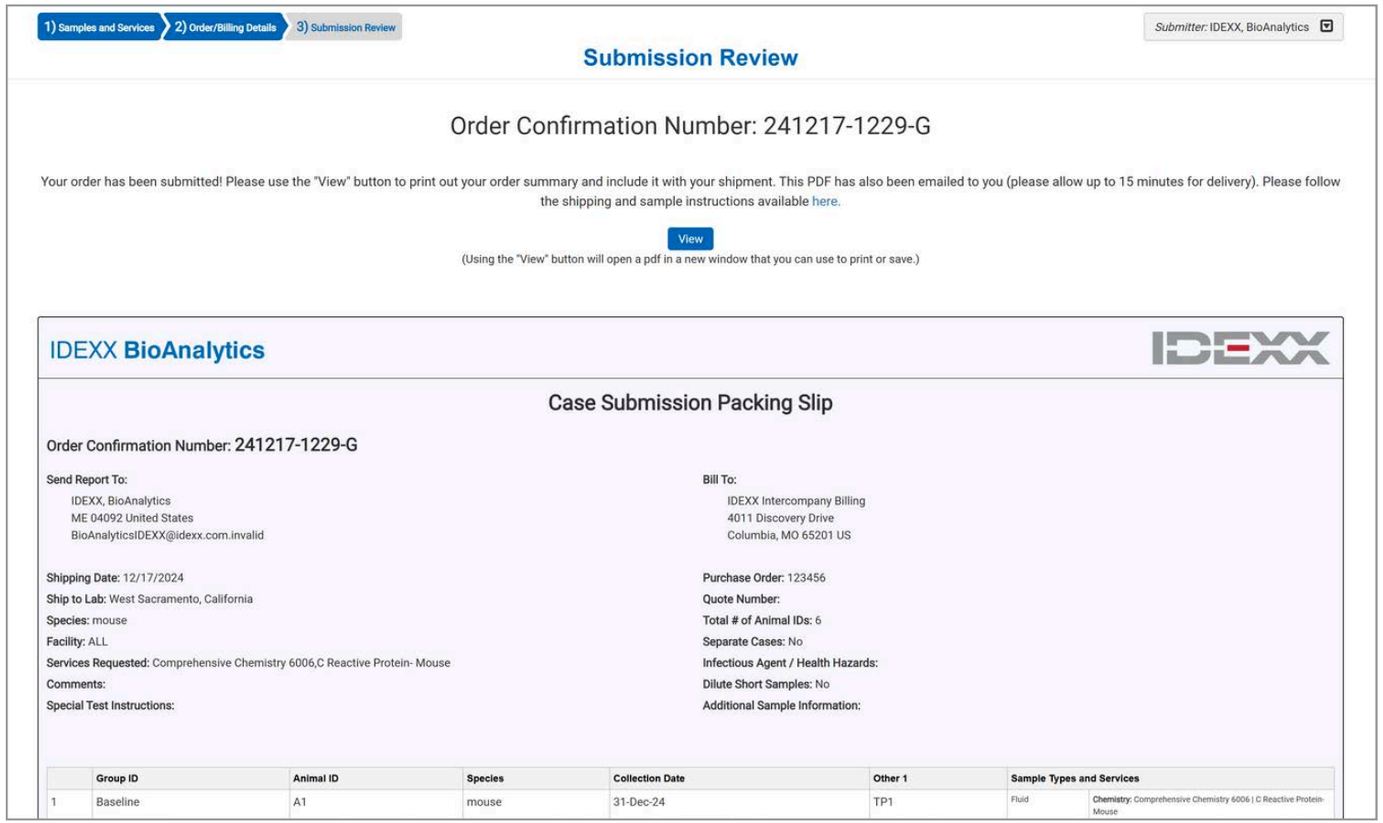
- This screen provides a final overview of your submission.
- If everything is correct, click Submit to complete your order.
- If anything needs to be adjusted, you can edit by clicking Order/Billing Details.
- If you want to continue later, click Save and Exit.
  - You can resume this case from the 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@idexx.com to modify your submission.



1) Samples and Services | 2) Order/Billing Details | 3) Submission Review

Submitter: IDEXX, BioAnalytics

Submission Review

Order Confirmation Number: 241217-1229-G

Your order has been submitted! Please use the "View" button to print out your order summary and include it with your shipment. This PDF has also been emailed to you (please allow up to 15 minutes for delivery). Please follow the shipping and sample instructions available here.

View

(Using the "View" button will open a pdf in a new window that you can use to print or save.)

IDEXX **BioAnalytics**

Case Submission Packing Slip

Order Confirmation Number: 241217-1229-G

Send Report To:
IDEXX, BioAnalytics
ME 04092 United States
BioAnalyticsIDEXX@idexx.com.invalid

Bill To:
IDEXX Intercompany Billing
4011 Discovery Drive
Columbia, MO 65201 US

Shipping Date: 12/17/2024
Ship to Lab: West Sacramento, California
Species: mouse
Facility: ALL
Services Requested: Comprehensive Chemistry 6006,C Reactive Protein- Mouse
Comments:
Special Test Instructions:

Purchase Order: 123456
Quote Number:
Total # of Animal IDs: 6
Separate Cases: No
Infectious Agent / Health Hazards:
Dilute Short Samples: No
Additional Sample Information:

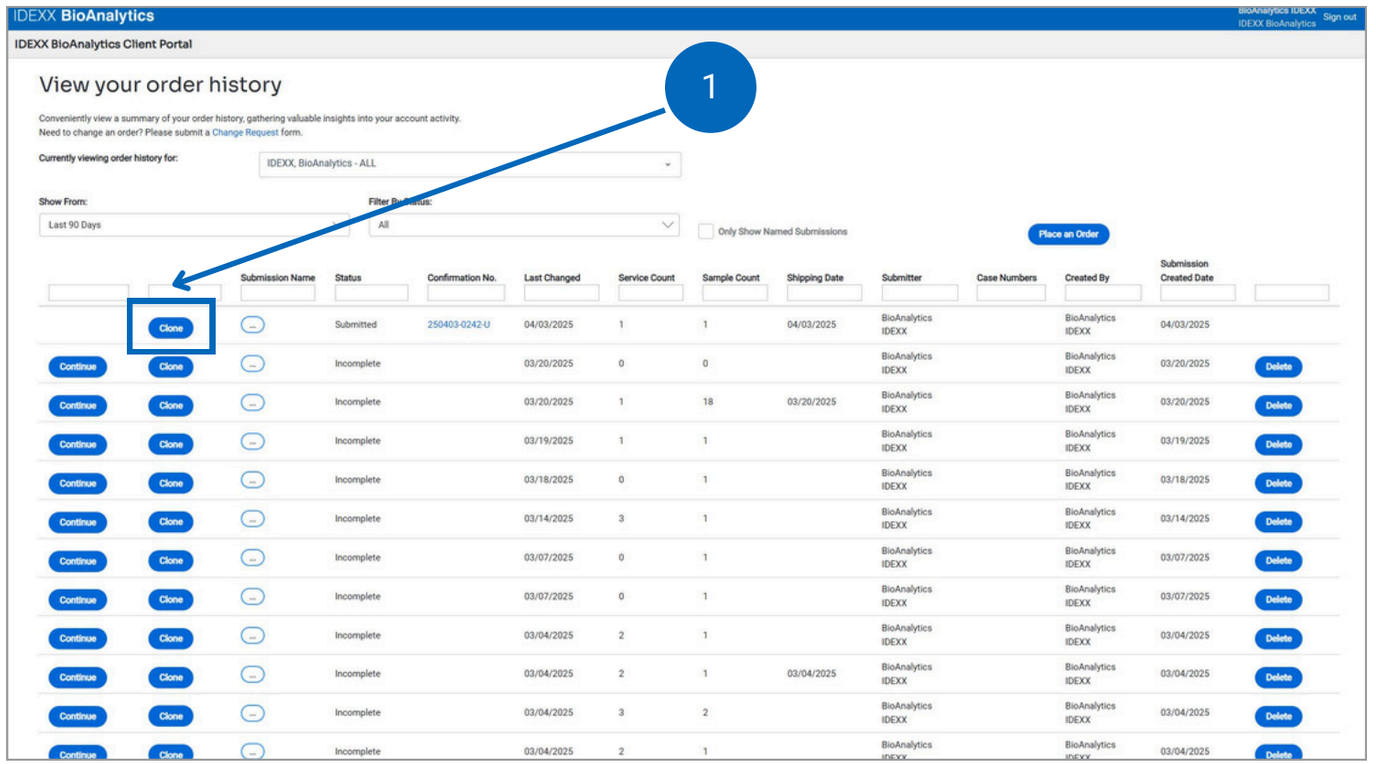
	Group ID	Animal ID	Species	Collection Date	Other 1	Sample Types and Services	
1	Baseline	A1	mouse	31-Dec-24	TP1	Fluid	**Chemistry:** Comprehensive Chemistry 6006	C Reactive Protein-Mouse

11

Using templates and clones

- Click Order History in the navigation bar.
- Determine which submission template you want to clone.
- 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**

CONTACT OUR TEAM OF EXPERTS

Client Support Services
Phone: 800-669-0825
Email: idexxbioanalytics@idexx.com

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2825 KOVR Drive
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