Overview

To access our online submission and results retrieval program your clinic will need to set up a user name and password. Each clinic can have multiple users that can access the account to enter information and retrieve results. When you submit the sample information online a packing slip with the patient information and our laboratory address is generated for you to send with the sample to our lab. Your clinic will receive email notification when the sample information is submitted, when the sample is received in our laboratory, as well as the completed results with recommendations. You can also log into the system to see when the samples have arrived and view/print results and recommendations at your convenience.

Setting up a user account

You will need to create a user account to login and access your submissions and results. Go to our login screen – urolithcenter.org

Select “Sign Up”

Four options are available for account setup:

- Option 1 – I know my clinic ID.
- Option 2 – I do not know my Clinic ID. I need to look it up.
- Option 3 – I want to create a brand new Clinic ID (Applies ONLY if you have never submitted samples before. Look up your clinic using the button above.)
- Option 4 -- I am a pet owner and do not work at a veterinary clinic.
**Option 1**

- I know my clinic ID.

**If your clinic has ever submitted samples to us in the past via mail or online, you will have a clinic ID. You can find this on previous urolith reports at the top by your clinic name. **If you are unable to find your clinic ID – please choose the second option to look up your clinic ID** or email us at support@urolithcenter.org.

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**Enter your clinic id** – This is the 5 digit code at the top of urolith results after the clinic name.

**Enter your postal code**

**Select Country** – if outside the United States.

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**Confirm Clinic ID**

- Enter the information and **Select -> NEXT.**
This is the last page of user setup. The top section shows your 5 digit clinic id, clinic fax and email address, if on file.

<table>
<thead>
<tr>
<th>Enter User Details:</th>
<th>The email address you enter will be your user name. Enter your password – case sensitive. Please select the box that confirms you are the clinic owner or employee and have read the Terms and Conditions statement.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Select → SUBMIT</strong></td>
<td>You have successfully set up your user account. You will then be returned to the initial log-in screen. You will now need to enter your user name and password to log-in to the system.</td>
</tr>
</tbody>
</table>
### Option 2

- I do not know my Clinic ID. I need to look it up.

#### Look up Clinic

Enter at least 3 characters of your clinic name – see example below.
Enter your zip/postal code
Select your country

#### Is the clinic listed your clinic?

111XX Alta Animal Hospital you***@email.com

If yes, and you want to use the associated email listed to login - but do not know the password – use the **recover password** link to have a temporary password emailed to that email address.

If yes and you want to setup a new login username and password - Select the **Use this Clinic** link under actions and you can create a new login username and password for your clinic.

**If your clinic is not listed** – you can search again – or choose option 3 – I need to create a new Clinic ID/Account.
Option 3

- I want to create a brand new Clinic ID. (Use this option only if you are a brand new clinic or have never used our laboratory, or if you have searched for your clinic and do not find it listed.)

You will be taken to the Create Clinic Account screen where you will enter your clinic and user information.
Fill in the **Clinic Details** section. If you want the results emailed to more than one email address, each email address must be separated with a comma and a space.

**Enter User Details:** The email address you enter will be your user name. This is a unique field and cannot be used for more than one user. Enter your password — case sensitive. Please read the **Terms and Conditions** statement. Select the box for site use terms and conditions.

**Select → SUBMIT**  You have successfully set up your user account.

You will then be returned to the initial log-in screen. You will now need to enter your user name and password to log-in to the system.

**Option 4**
- I am a pet owner and do not work at a veterinary clinic.

If you select this option - you will receive this message: