Vet Helpdesk: Customer guide

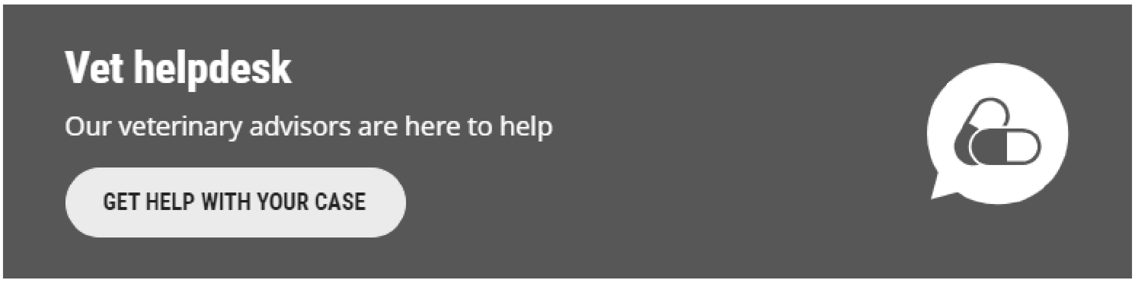
pet blood bank uk pbb

How to register for the Vet Helpdesk

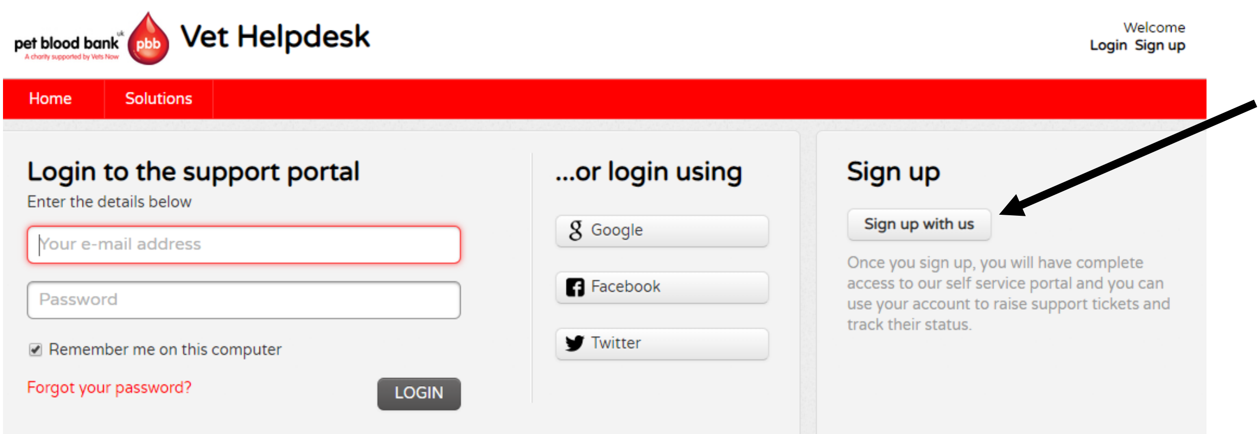
Pet Blood Bank offers an online transfusion advice service, known as the Vet Helpdesk. This is staffed by our own Veterinary Customer Advisor, along with several veterinary specialists working in the industry.

To register for this service, please follow the steps below.

- Visit www.petbloodbankuk.org
- From the menu, click on vet professionals > I need advice > transfusion advice service. At the bottom of this page there is a link to the helpdesk.



- Click on 'get help with your case'. This will take you to the login page where you can register.
- On the right-hand side, click on the button to sign up.

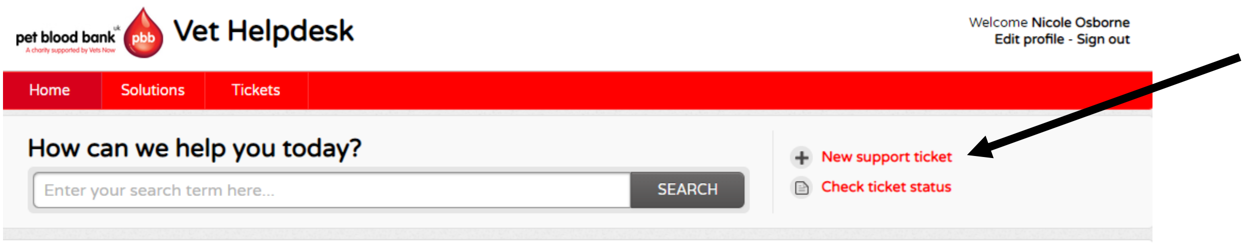


- Complete your details and click register. A confirmation email will be sent to you which includes a link for you to activate your account. When you click on the link, you will be directed to a page to set up a password. Click activate and login. You will then be taken to the dashboard.

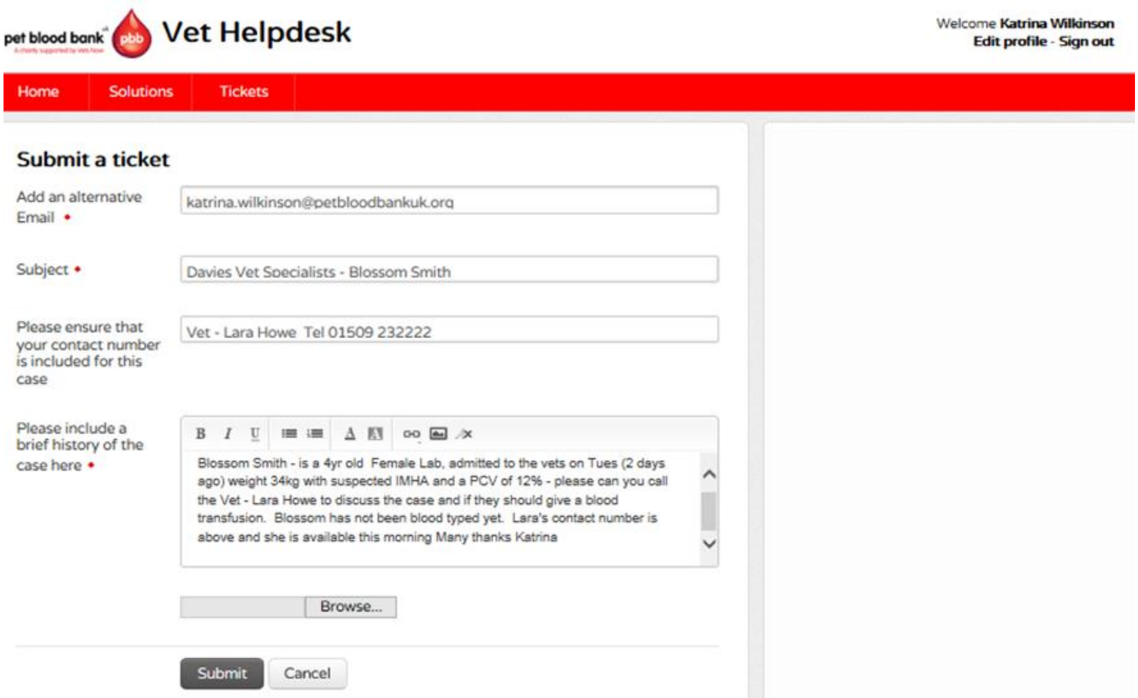
How to use the Vet Helpdesk

Once your account is created, you can raise advice calls (known as tickets) using the online system.

- On the right-hand side, select ‘new support ticket’.



- A form will then open where you can add details about the patient and case.
- Your email address will be added to the top box. Please leave this as it is.
- In the subject line, add your practice name and patient’s name.
- In the box below subject, add your name and contact details.
- In the large box, add details of your patient/case and the query you have. This can be a brief overview as our advisor will go through further details with you when they call.
- If you have any history or documents relating to the case that would help us when giving you advice, these can be attached to the ticket using the browse button.
- Submit the ticket. You will receive an email to confirm that the ticket has been successfully added.
- An advisor will then be in touch with you (usually within 4 hours). If your case is urgent or the patient’s condition deteriorates, please call us on 01509 232222.



To check the status of a ticket

If you would like to check the status of your ticket, select tickets from the top menu bar. This brings up all the tickets you have raised and what stage they are at.

When an advisor updates your ticket, you will receive an email to let you know the query has been dealt with and the ticket closed.