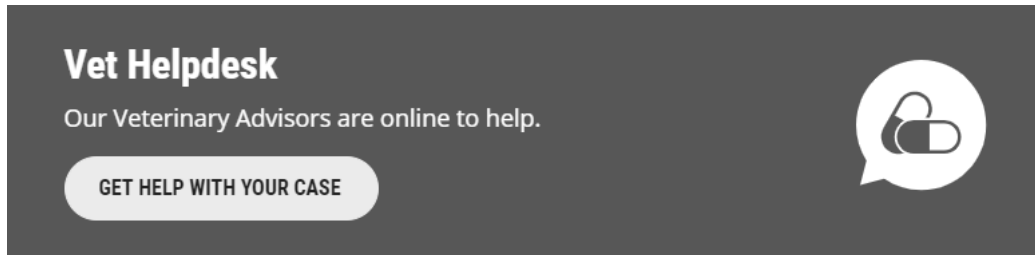


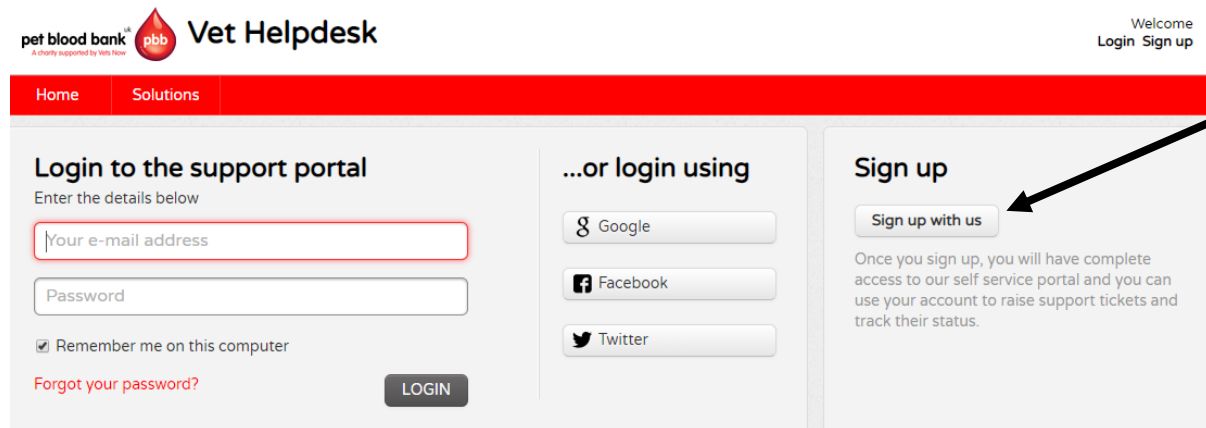
How to register for the Vet Helpdesk

Pet Blood Bank UK offers an online Vet Helpdesk service if you need advice on a case. To register for this service, please follow the steps below.

- Visit www.petbloodbankuk.org
- From the menu, click on Vet Professionals > Services > 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 "sign up".

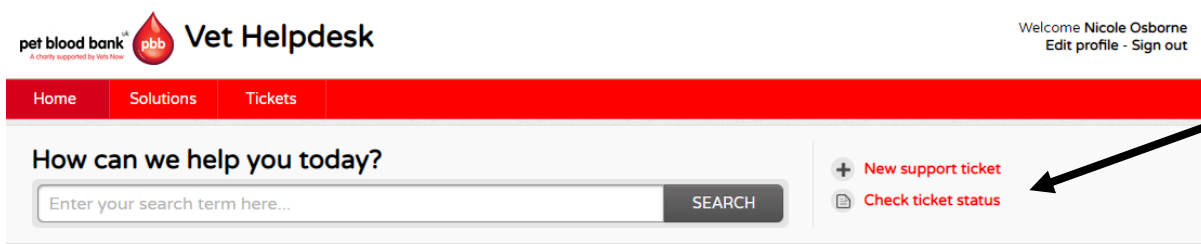


- Complete your details and click register. A confirmation email will be sent including a link for you to activate your account. Click on the link, you will then be directed to a page to set up a password. Click activate and login. You will then be taken to the dashboard.

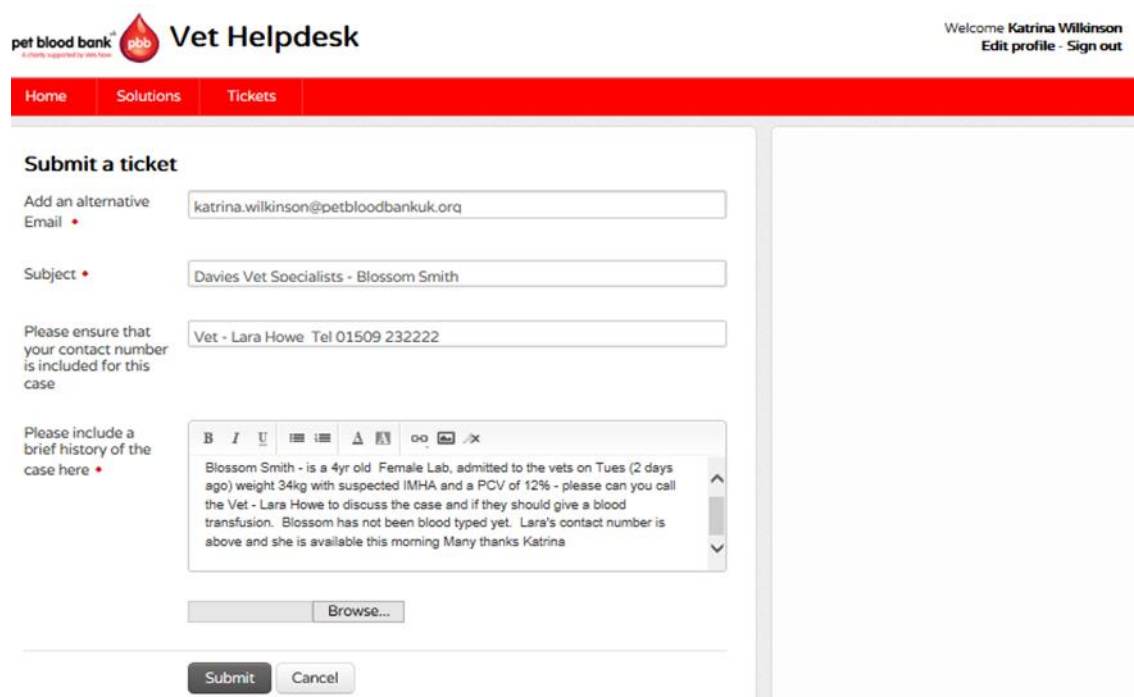
How to use the Vet Helpdesk

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'



- Once you've clicked to add a new ticket, a page will open where you can add details about the patient and case.
- Your email address will be added to the top box. Please do not change this.
- In the subject line, add your practice name and patient name.
- In the box below subject, add your name and contact details.
- In the large box, add details of the patient and case. This should include:
 - Dog's name
 - Breed
 - Age
 - Weight
 - PCV
 - Details of what is wrong with the patient.
- If you have any history or documents relating to the case, 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 1-2 hours). If your case is urgent or the patient's condition deteriorates, please call us on 01509 232222.



The screenshot shows the 'Submit a ticket' form on the Pet Blood Bank UK website. The page header includes the Pet Blood Bank UK logo and the text 'Welcome Katrina Wilkinson Edit profile - Sign out'. A red navigation bar contains 'Home', 'Solutions', and 'Tickets'. The form fields are: 'Add an alternative Email' (katrina.wilkinson@petbloodbankuk.org), 'Subject' (Davies Vet. Soecialists - Blossom Smith), and 'Please ensure that your contact number is included for this case' (Vet - Lara Howe Tel 01509 232222). A rich text editor contains the text: 'Blossom Smith - is a 4yr old Female Lab, admitted to the vets on Tues (2 days ago) weight 34kg with suspected IMHA and a PCV of 12% - please can you call the Vet - Lara Howe to discuss the case and if they should give a blood transfusion. Blossom has not been blood typed yet. Lara's contact number is above and she is available this morning Many thanks Katrina'. Below the editor is a 'Browse...' button. At the bottom are 'Submit' and 'Cancel' buttons.

To check the status of a ticket

If you would like to check the status of a 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 update email with a link to review the ticket.

Once the advisor has completed the advice call, the ticket will be updated to closed/completed.