Embryo Transfer Database User Guide

Contents

Logging In – Admin User

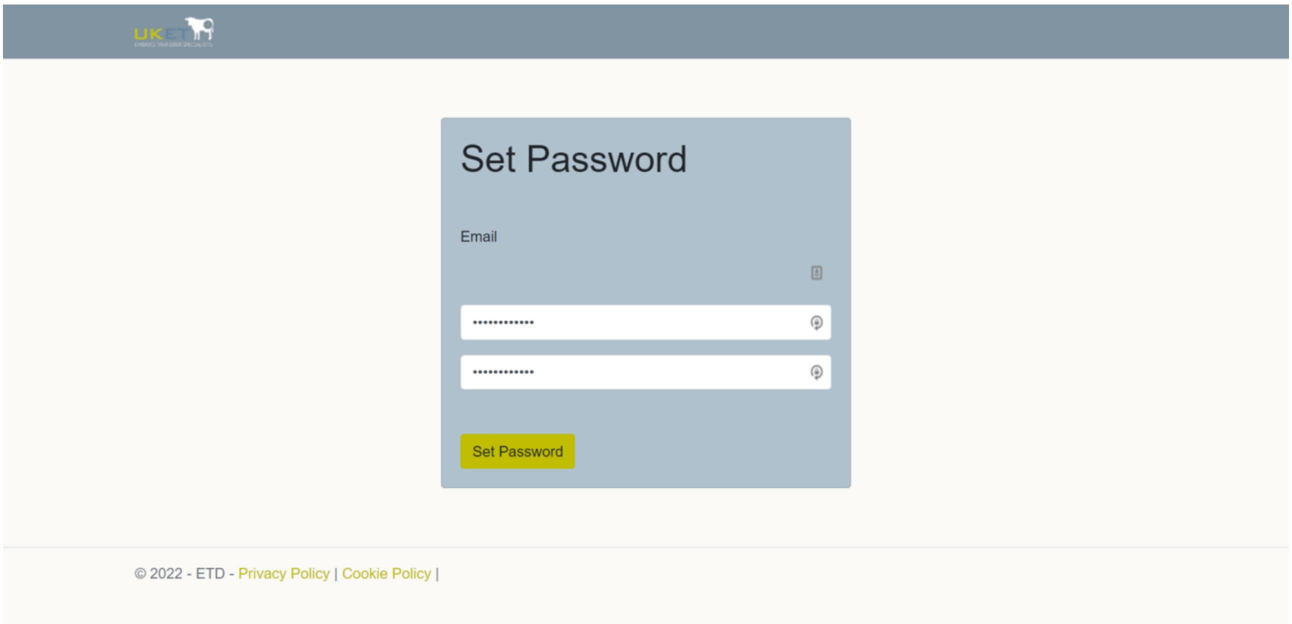
Setting your Password

The Embryo Transfer Database (ETD) is accessible from any computer with an internet connection.

You should have received a welcome email from admin@llmet.co.uk. This will contain a link which will allow you to set your password.

Click on 'Set Password' which will open your default web browser and navigate you to a page like the screenshot below. Enter your password twice. You will need make sure that your password contains at least:

- One capital letter
- One number
- One special character
- 8 characters or more



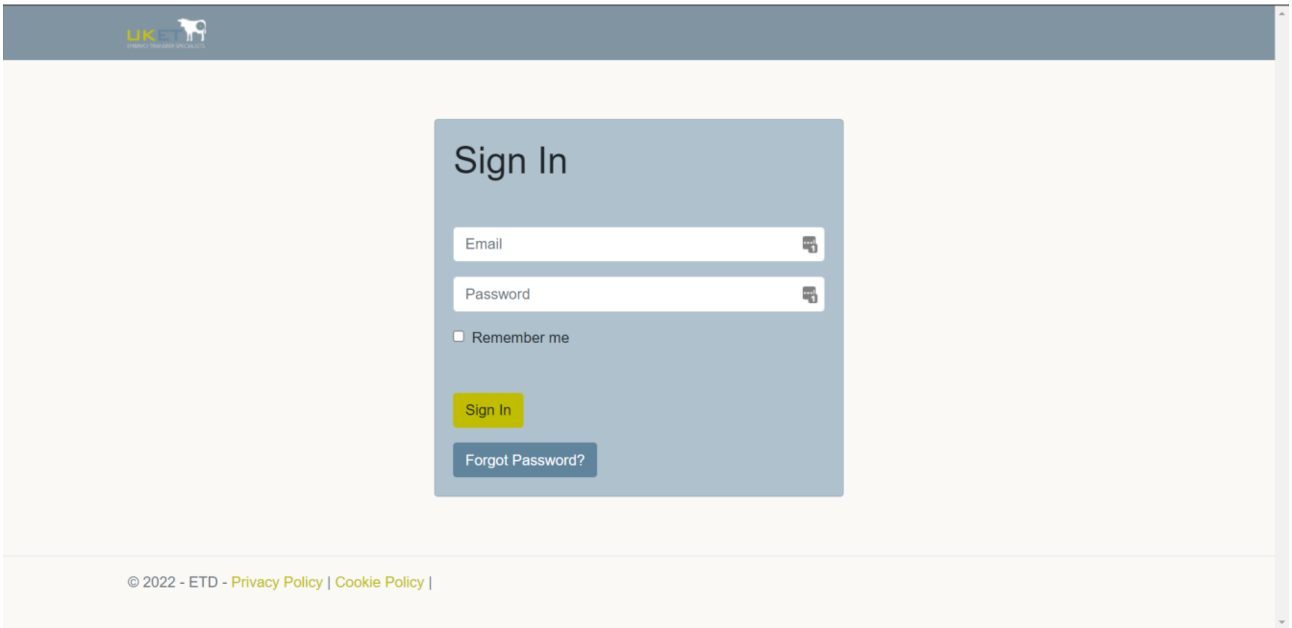
Once your password is set, you will be able to log into the ETD system.

Accessing the ETD

You can access the ETD using the URL https://test.llmet.co.uk, this can be bookmarked for faster access within your chosen web browser.

Logging In

Navigate to www.llmet.co.uk. You will see the following screen:



Enter your email address and password. Check the 'Remember Me' box if you would like ETD to remember your email address. If you are using a shared computer, make sure that this box is **unchecked**.

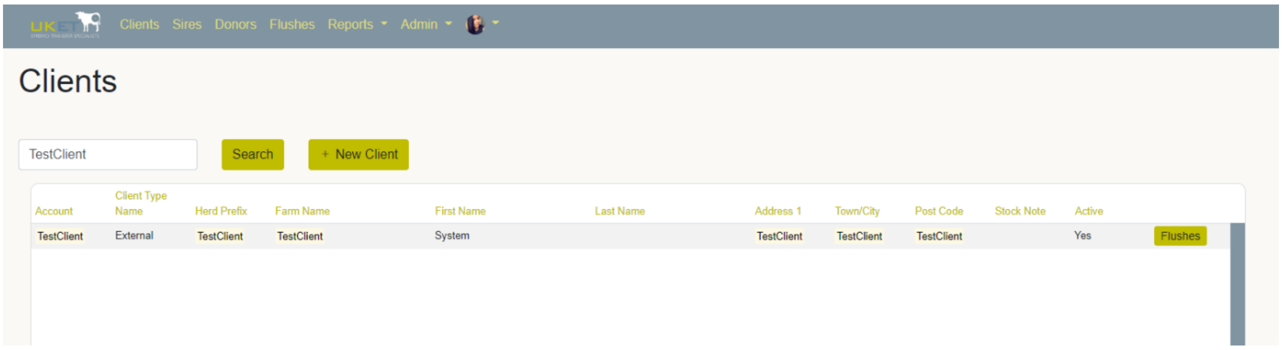
Forgotten Password

If you have forgotten your password, you can reset it here. Click on 'Forgot Password?'.

Enter your email address and click 'Send Reset Password Email'. You will receive an email with a link to allow you to reset your password. If you do not receive a reset password email, please check your 'Junk' folder.

Clients

When you log into the ETD, you will start on the Clients page. This shows a list of all clients that are in the system.



When you are logged in as an admin user, you will have access to all client records that have been entered into the ETD.

Searching and Sorting

You can search for clients by typing a key word into the search box, then clicking the 'Search' button. You can search for matches in the following columns:

- Account
- Herd Prefix
- Farm Name
- First Name
- Last Name
- Address 1
- Town/City
- Postcode

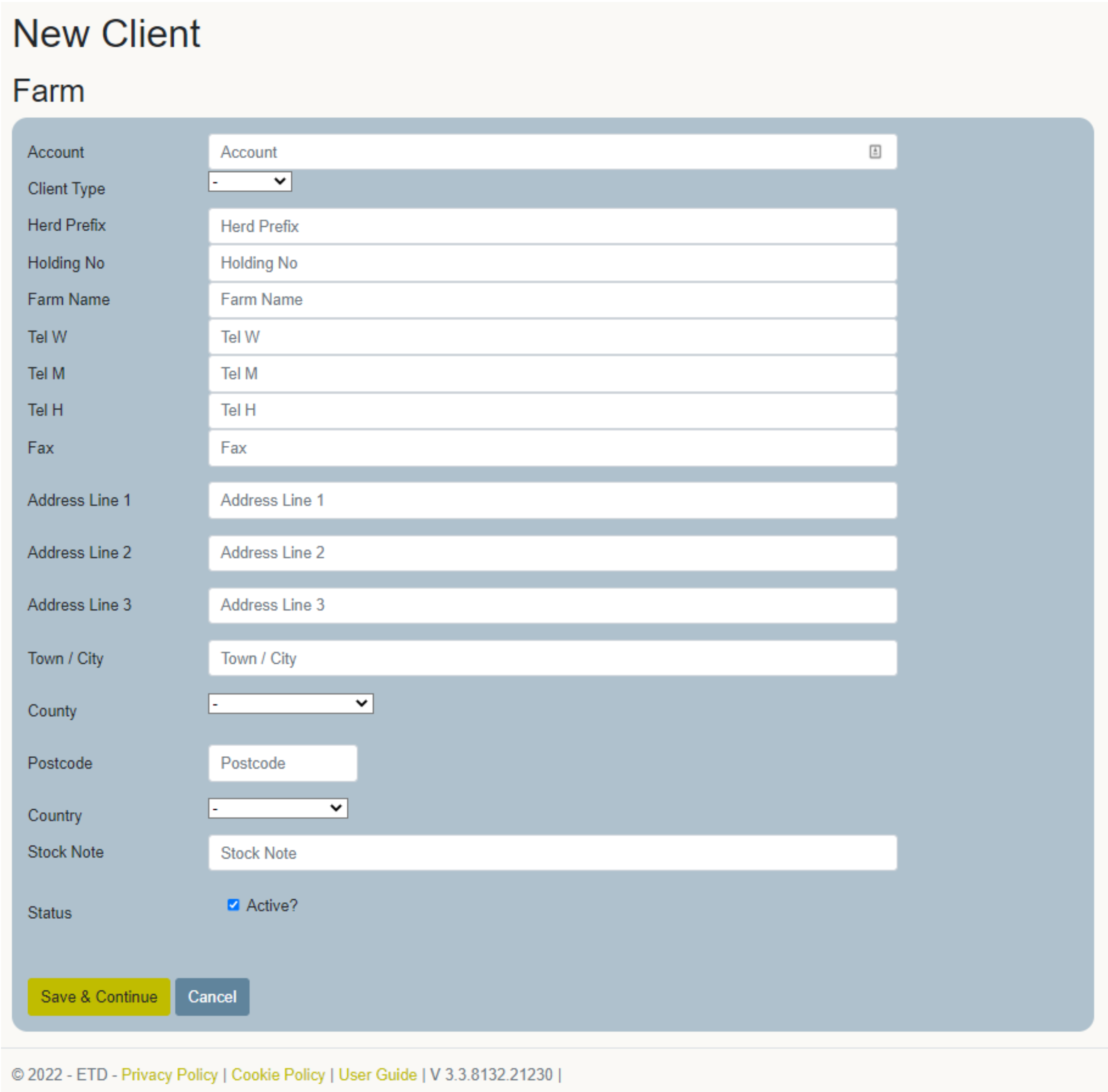
For example, if you wanted to search for all clients with the First Name John, you would type 'John' into the search bar. ETD will then search for matches across all columns listed above, so if there was a Farm Name with 'John' in it, it would bring that record back as well. Any matches will be highlighted so it is easier to identify why ETD has returned that record.

You can also sort client records by clicking on the column headings. For example, clicking on Farm Name will sort all records A-Z. Clicking it again will sort then Z-A.

Creating a New Client

To create a new client, click on the 'New Client' button at the top of the screen

This will navigate you to the New Client page. Here you will need to fill out the form with the new clients' details.



Account Number – This will be the BHAL number of the client. If the client does not have a BHAL number, then select 'External' for the Client Type and leave the Account Number blank.

Client Type – If the client has a BHAL number, select 'Internal', else select 'External'.

Herd Prefix – Enter the Herd Prefix of the client. If you don't have one, leave this field blank.

Holding Number – Enter the Holding Number for the client. If you don't have one, leave this field blank.

Farm Name – Enter the Farm Name for the client. This field is **mandatory.**

Tel W – Enter a work telephone number for the client. If you don't have one, leave this field blank.

Tel M – Enter a mobile telephone number for the client. If you don't have one, leave this field blank.

Tel H – Enter a home telephone number for the client. If you don't have one, leave this field blank.

Fax – Enter a fax number for the client. If you don't have one, leave this field blank.

Address Line 1 – Enter the first line of the client's address. This field is **mandatory**.

Address Line 2 – 3 – Enter the other address details for the client. If there aren't any, leave these fields blank.

Town/City – Enter the town/city for the client. This field is **mandatory**.

Postcode – Enter the postcode for the client This field is **mandatory**.

Country – Select the country from the drop-down list. This field is **mandatory.**

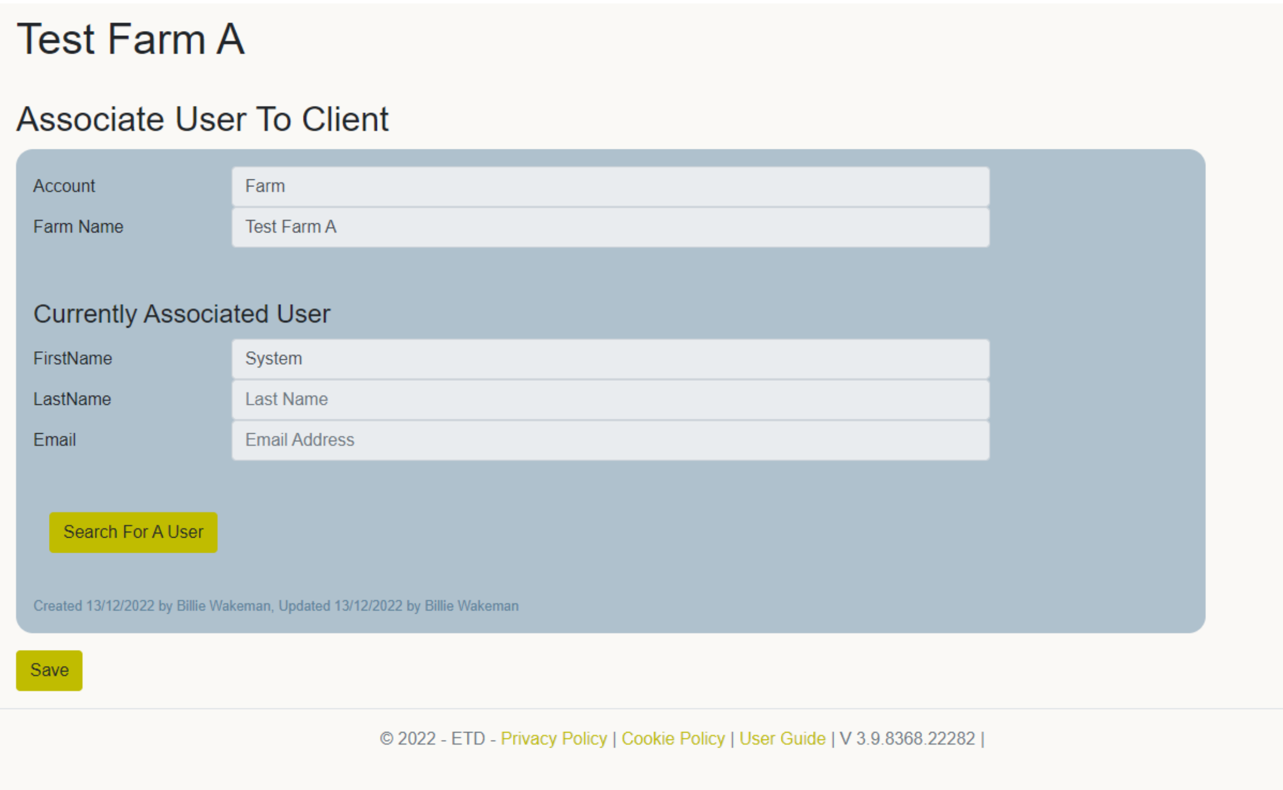
Stock Note – Enter a stock note for the client. If there isn't one, leave this field blank.

Status – The status will default to 'Active'. If you would like to create an inactive client, uncheck this box.

Click 'Save & Continue'

Associating a User to a Client

On this next screen, you will need to associate the client to a user. If the client you're adding is external or you don't want to create a user account (for example, it's a company client that you receive imports from), you can leave the default 'System' user account associated to the client and click 'Save'.

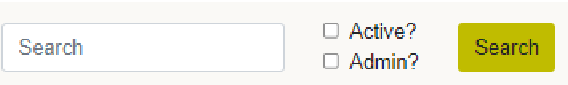


If the client is a person or needs to be able to log into the system, then you will need to change the associated user. You can do this by clicking the ‘Change Associated User’ button.

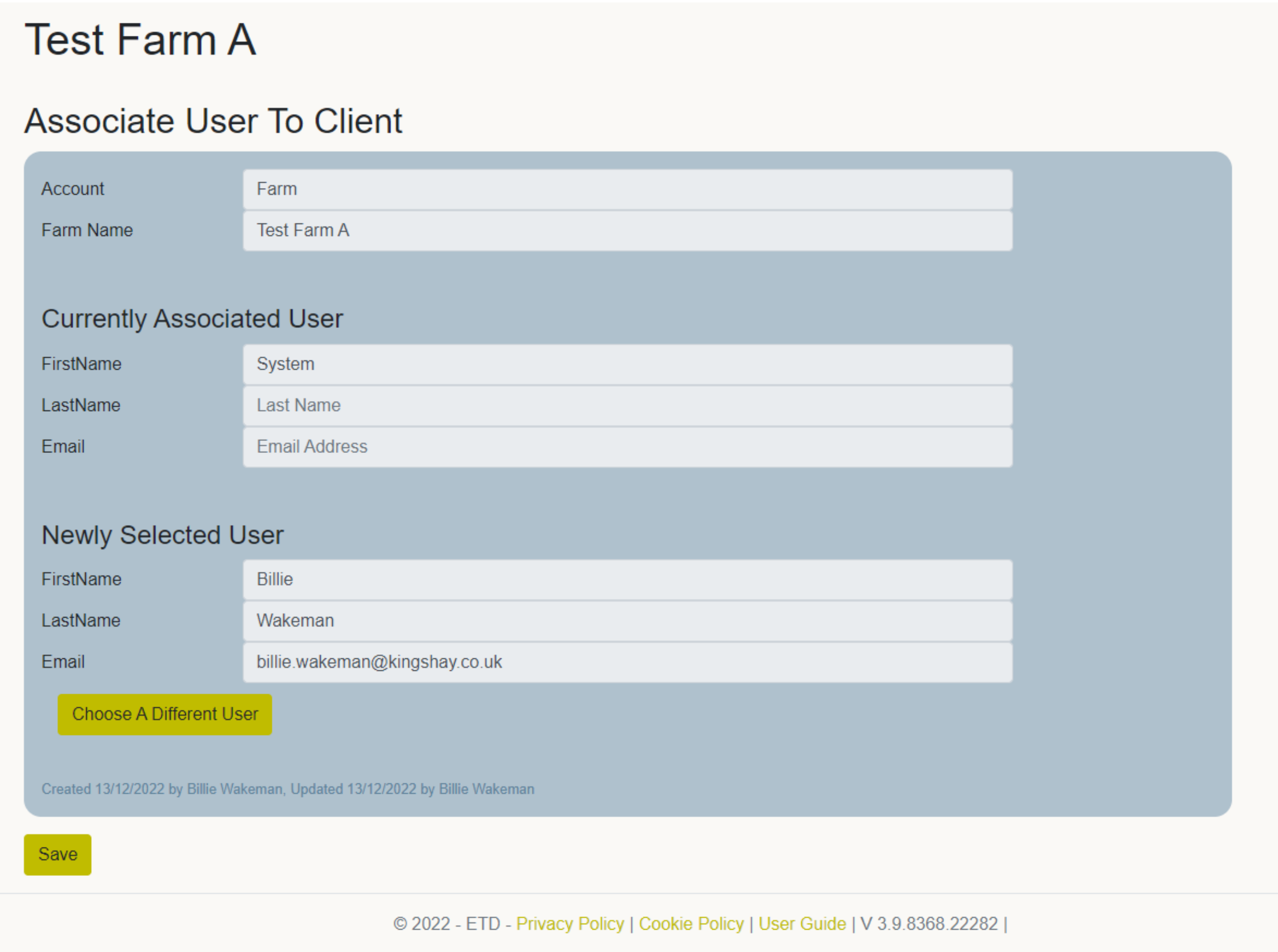
This will show you a list of user accounts already in the system. You can search for a user by:

- First Name
- Last Name
- Email

You can filter the list to show Active, or Admin users by using the tick boxes next to the search bar and clicking ‘Search’.



Select the user you would like to associate with the client.



ETD will then show you review screen.

The top two fields show the client account number and farm name you are associating the user to.

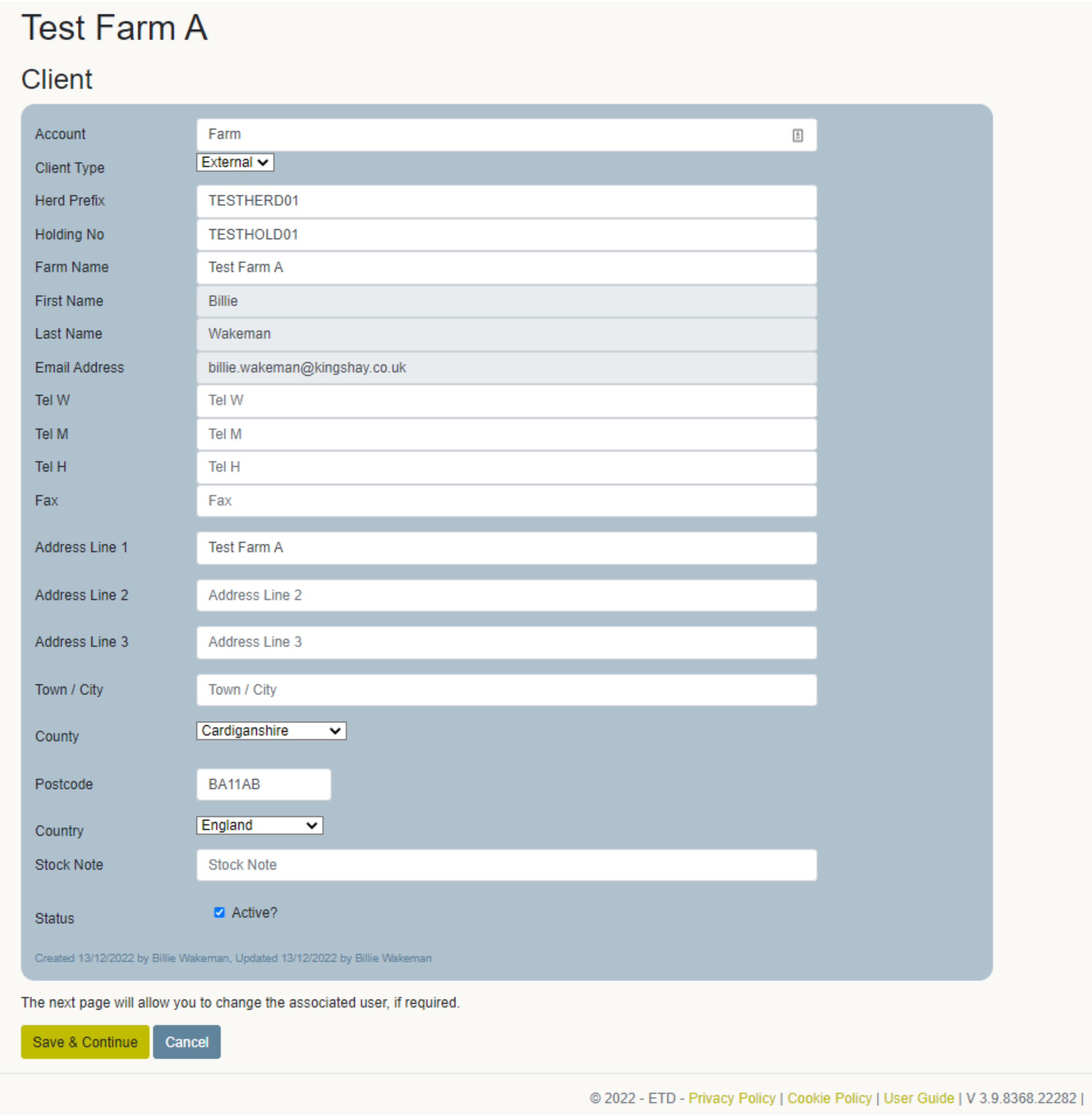
Under the Currently Associated User section, it shows the current user details associated with the client.

Under the Newly Selected User section, it shows the user details that you selected to associate with the client.

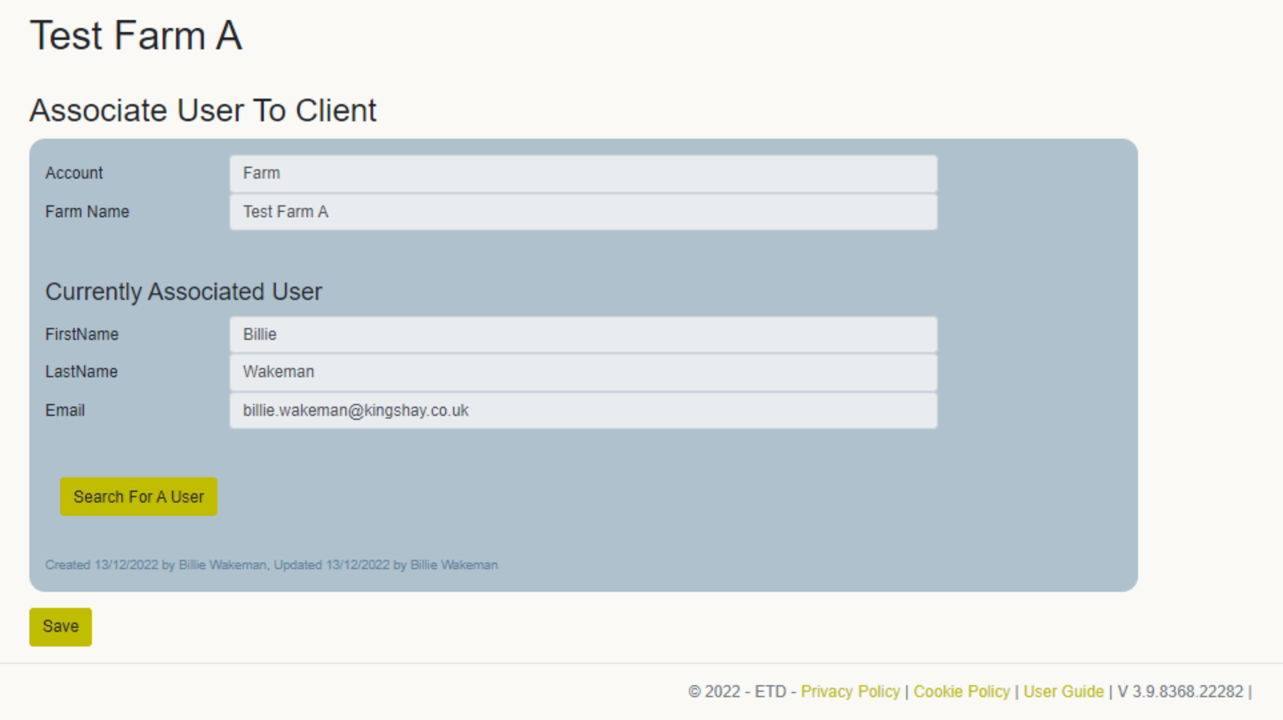
If you’re happy with the details, click the ‘Save’ button to save the client and return to the client page.

Editing a client

To edit a client, search for the client you would like to edit and click on it.



This will show you the client details. You can modify any fields and click ‘Save and Continue’ to save the changes.

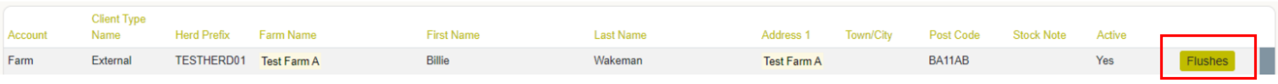


You can then choose to change the associated user by clicking the ‘Search For a User’ button and selecting the user you want to associate to the client. Then click ‘Save’ to save the changes.

If you do not want to change the associated user, leave this page unchanged and click ‘Save’ to return to the ‘Clients’ page.

Client Flushes

You can access the flushes related to the client by clicking on the ‘Flushes’ button on the client record.



Animals – Sires & Donors

The Sires and Donors pages are the same, except that the Sires page will only show you Sires, and the Donors page will only show you Donors. In the below screenshots, the Sires page will be used.

To view sires that are in the ETD, click on the Sires heading on the navigation bar. To view Donors, click on the Donors heading on the navigation bar.

Searching and Sorting

You can search for sires by typing a key word into the search box, then clicking the 'Search' button. You can search for matches in the following columns:

- Animal Name
- Tag
- HB No
- Breed Ref

For example, if you wanted to search for all animals that had 'Angus' in the name, you would type 'Angus' into the search bar. ETD will then search for matches across all columns listed above. Any matches will be highlighted so it is easier to identify why ETD has returned that record.

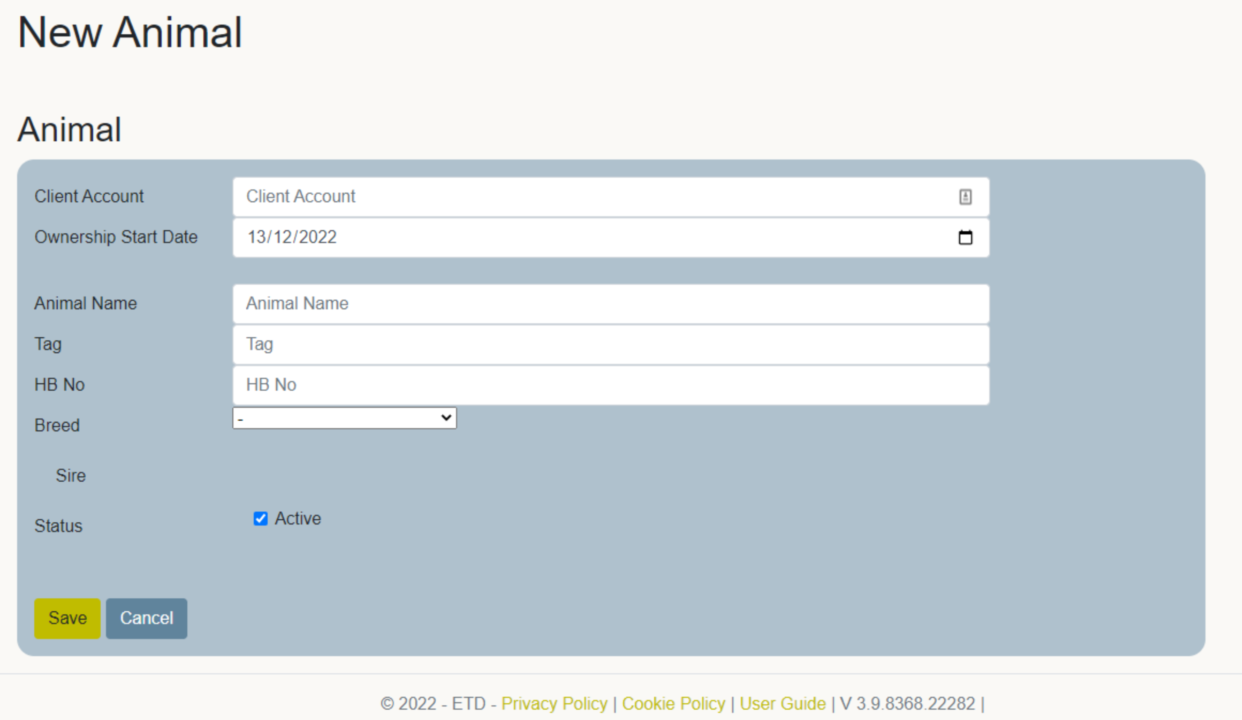
You can also sort records by clicking on the column headings. For example, clicking on Animal Name will sort all records A-Z. Clicking it again will sort then Z-A.

You can also view animals that have been deactivated by selecting the 'Is Inactive' checkbox and clicking 'Search'

Creating a New Sire/Donor

Clicking the 'New Animal' button will allow you to create a new Sire or Donor.

This will navigate you to the New Animal page. Here you will need to fill out the form with the new animals' details.



Client Account – The client account number for the owner of the animal. If the animal doesn't have an owner, or the owner doesn't exist in ETD, you can leave this blank, and the owner will default to 'Unknown Client'.

Ownership Start Date – This will default to today. If the ownership started before today, you can amend it to the correct start date.

Animal Name – This will be the name given to the animal. This field is **mandatory**. If the animal you are adding does not have a name, then enter either the tag number or the HB Number, whichever makes the record unique to that animal.

Tag – This is the animals tag number. If you do not have the animals tag number, then a HB number must be entered.

HB No – Enter the HB Number. If you do not have the animals HB number, then a tag number must be entered.

Breed – Select the animals breed from the drop-down list. This field is **mandatory**.

Age of Cow at First flush – If you are adding a donor, then you can change this to either 'Cow' or 'Heifer'. If you are entering a sire, then leave this as 'Unknown'.

Animal Type – If you clicked 'New Animal' from the 'Sires' page, this will say 'Sire'. If you clicked 'New Animal' from the 'Donors' page, this will say 'Donor'.

Recipient – If you are setting up a recipient, make sure this box is checked.

Status – If you want to create an active animal, make sure that the Active box is checked.

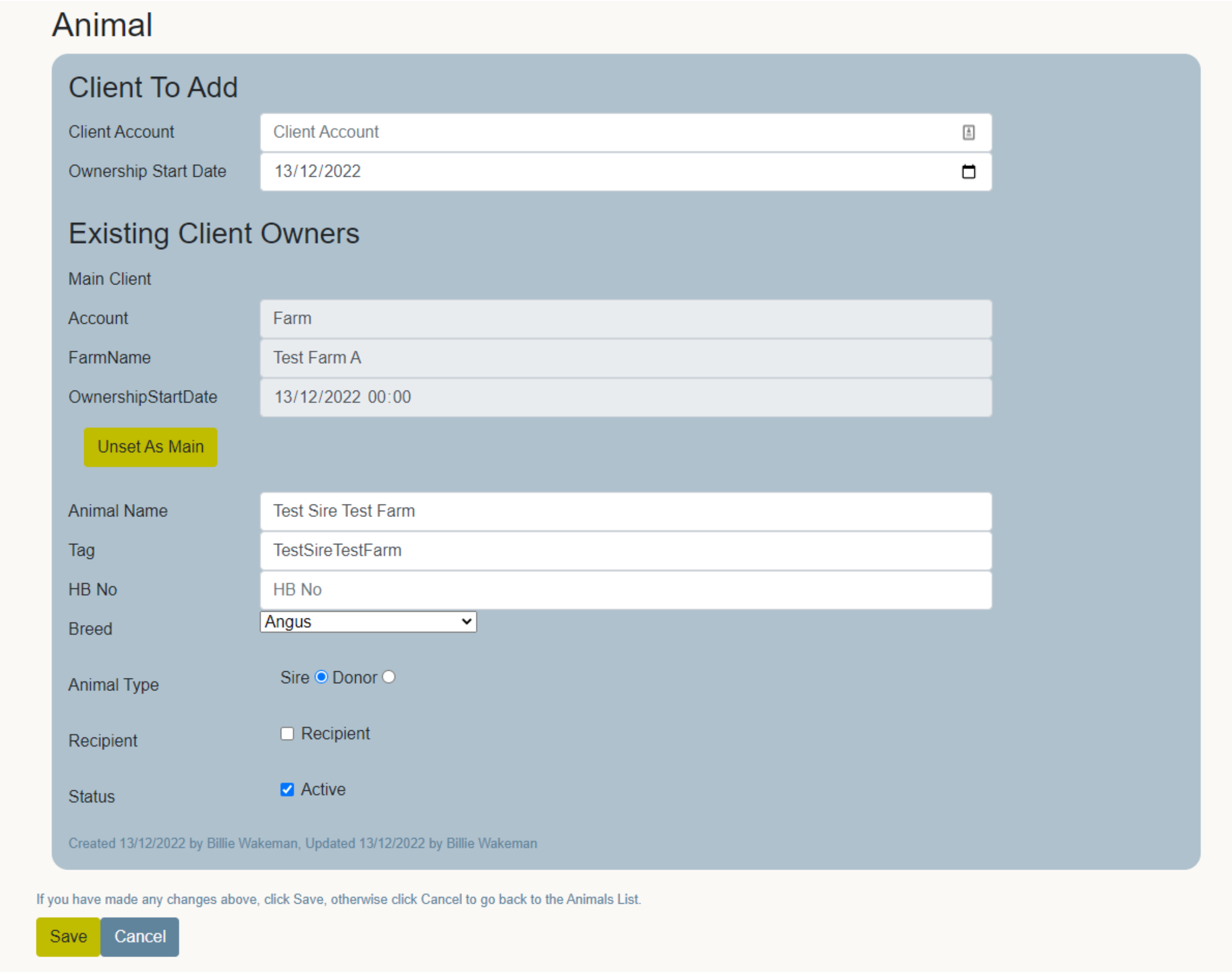
Once the details have been filled out, click 'Save'

Editing an Animal

To edit an animal, click the animal that you want to edit. This will display the same form, but with the animal details already filled out. You can amend the animals' details and click 'Save' at the bottom of the form.

Additional Client Owners

ETD will allow you to have multiple owners of an animal. When you click on an animal, you will get a screen similar to the one below:



ETD will display any existing client owners assigned to an animal and will also allow you to set a Main Client Owner. If only one client is assigned to the animal, then it will automatically be set as the main owner.

To add an additional client, enter the Client Account Number to the Client Account box at the top of the form, and the Ownership Start Date. Click ‘Save’

In the ‘Existing Client Owner’ section, the new client will be added.

Setting a new Main Client

To set a new main client for an animal, select the animal you want to amend to view the ‘Edit Animal’ page.

Click on the ‘Set as Main’ button underneath the client record you want to assign as the main client owner.

The existing main client will be set as an additional client owner but will not be the main client owner of the animal.

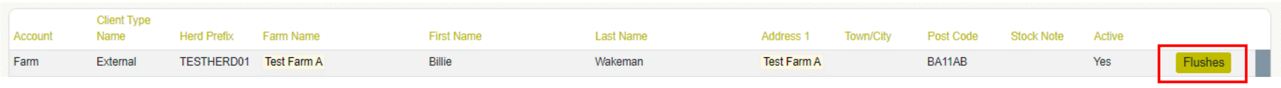
Removing a client

To remove a client from the animal record, click the ‘Remove’ button underneath the client record you want to remove.

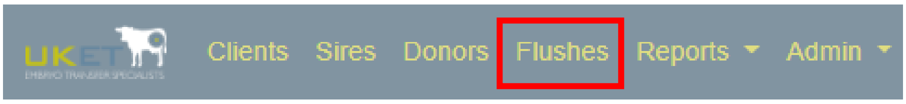
If you want to remove the main client from the animal, you must first set a new client as the main client before you can remove it.

Flushes

There are two ways of navigating to the Flushes page. The first is by clicking ‘Flushes’ next to a client record. This will navigate you the Flushes page but will only show you flushes that relate to the client record.



The second way of navigating to the flushes page is to click on ‘Flushes’ in the Navigation bar.



This will show you the full list of flushes

Searching and Sorting

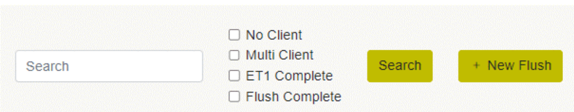
You can search for flushes by typing a key word into the search box, then clicking the ‘Search’ button. You can search for matches in the following columns:

- Farm Name
- Client Name
- Client Account
- Breed Ref
- ET1
- Cane No

For example, if you wanted to search for all flushes that belong to client ‘Test002’, you would type ‘Test002’ into the search bar. ETD will then search for matches across all columns listed above. Any matches will be highlighted so it is easier to identify why ETD has returned that record.

You can also sort records by clicking on the column headings. For example, clicking on ET1 will sort all records A-Z. Clicking it again will sort then Z-A.

You can also filter the list to show flushes that are; Multi Client, ET1 Complete, Flush Complete and flushes with No Client by ticking the boxes next to the search box and clicking ‘Search’.



Creating a New Flush

Click on the ‘New Flush’ button at the top of the page

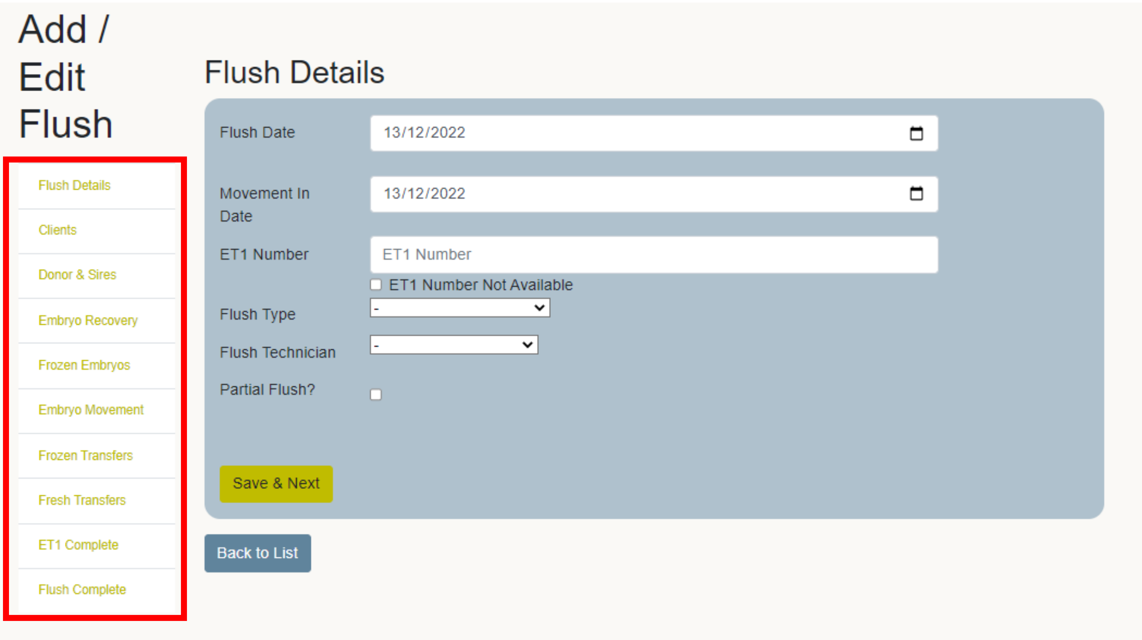
This will start the New Flush process.

There are 9 sections to fill out:

- Flush Details
- Clients
- Donor & Sires
- Embryo Recovery
- Frozen Embryos
- Embryo Ownership Change
- Frozen Transfers
- Fresh Transfers
- ET1 Complete
- Flush Complete

You can navigate to different sections by clicking on the sections on the side of the page (outlined by the red rectangle in the below screenshot), however, you cannot skip a section. For example, you cannot skip ahead from the Donors & Sires section to the Frozen Transfers section without first filling out Embryo Recovery and Frozen Embryos.

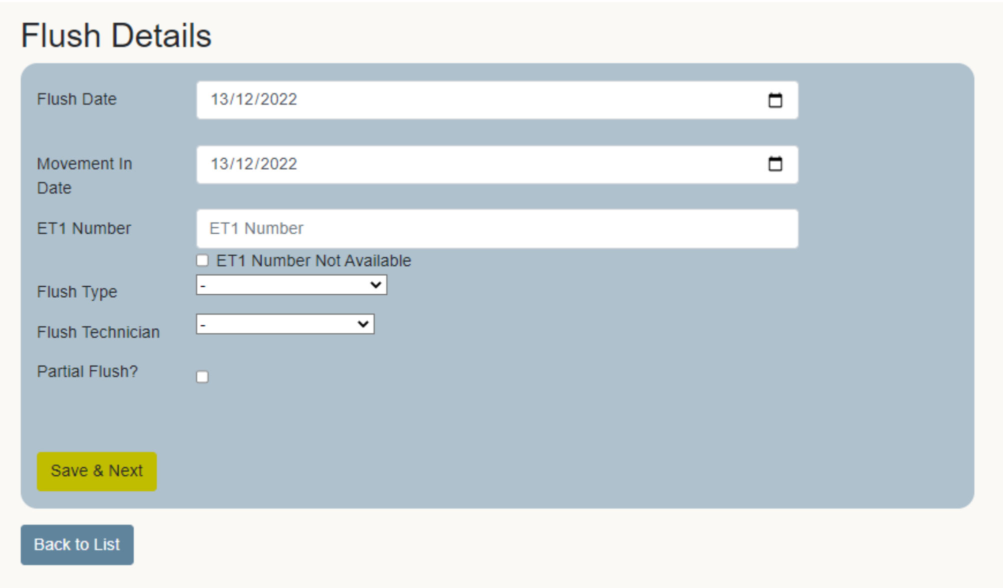
The easiest way to navigate through the flush is to fill out the form in each section and clicking the ‘Save & Next’ button. If you need to amend a value, you can go back by clicking on the section you want to go back to.



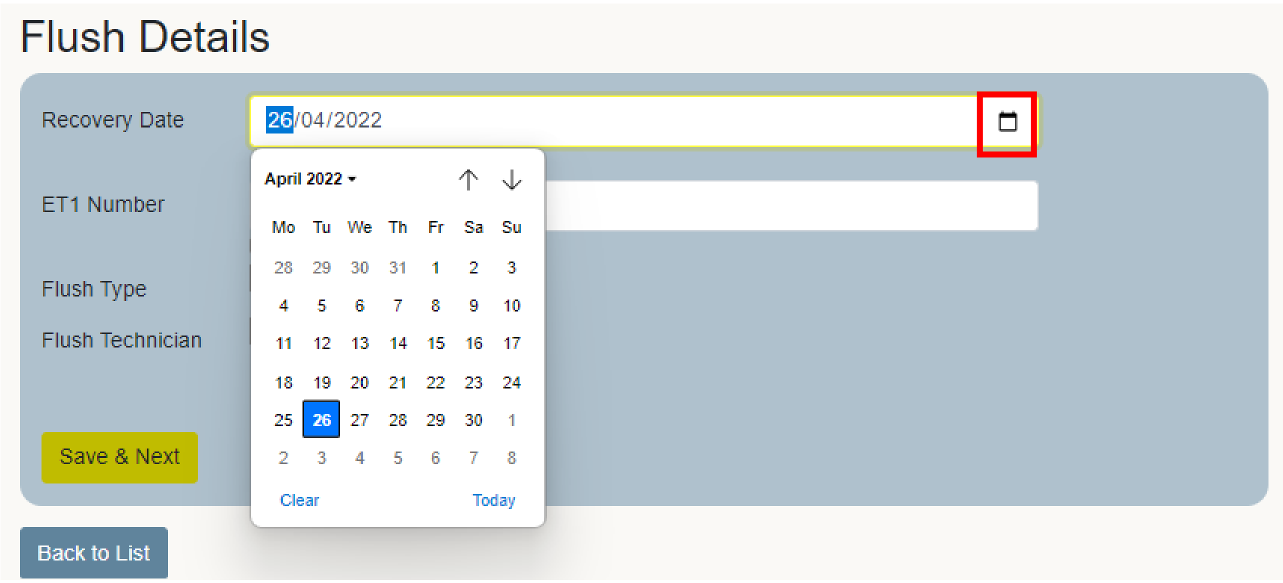
Standard Embryo Flush

Flush Details

The first section is Flush Details.



- Flush Date – Enter the flush date. It will default to today's date. You can either manually type the date, or you can select it by clicking the calendar icon and selecting the date.

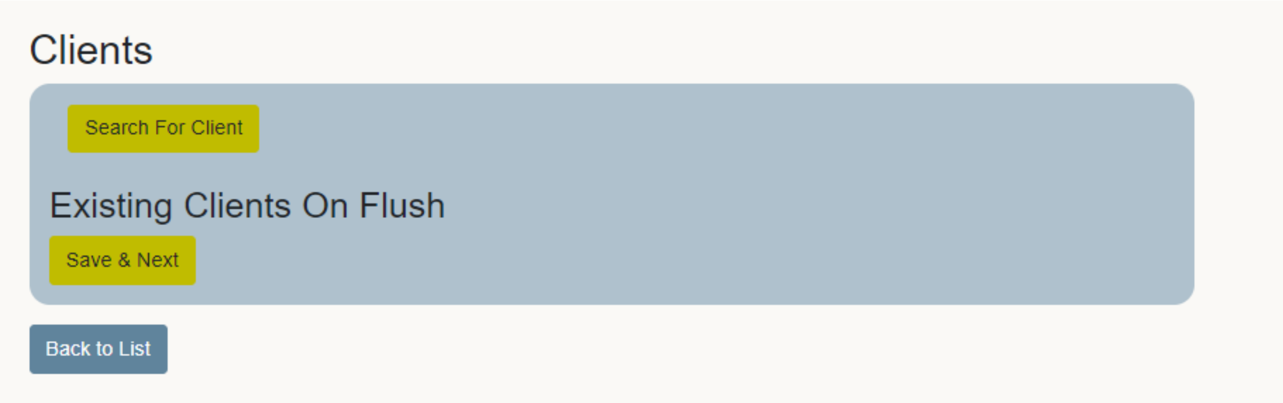


- ET1 – Enter the ET1 number. If it is not available, leave this blank and select the box 'ET1 Number Not Available'. ETD will generate a unique ID for this flush which will be used instead.
- Flush Type – Select the flush type from the drop-down box. This field is **mandatory.**
- Flush Technician - Select the flush technician from the drop-down box. This field is **mandatory.**
- Partial Flush – If some of the embryos you want to input into ETD are on an older version of ETD, then check this box to identify that the number of embryos on ETD will be different to what is on the paperwork.

Click 'Save & Next' to proceed to 'Clients'

Clients

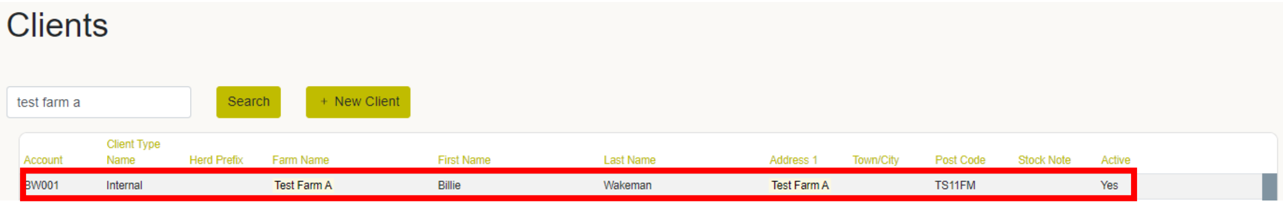
Here you can assign clients to a flush.



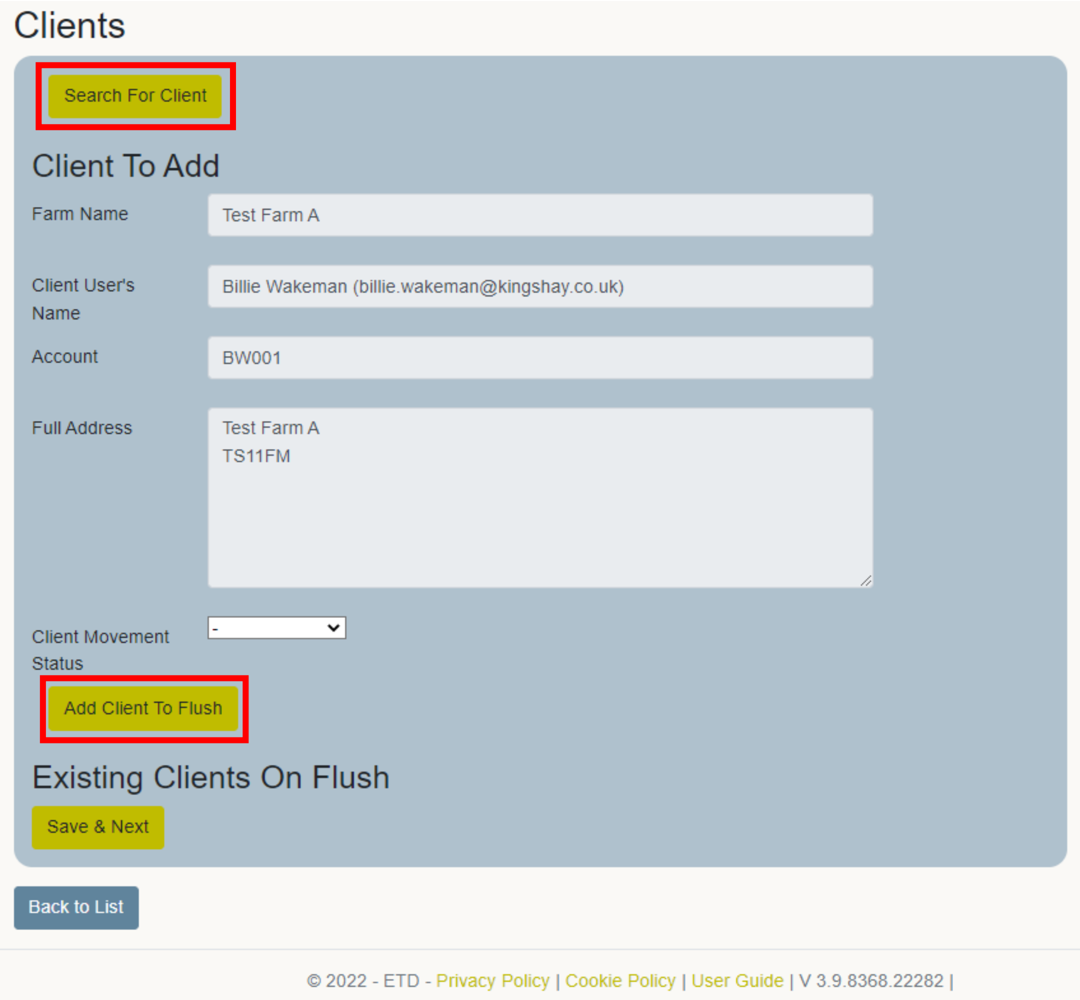
To start the process, click on ‘Search for Client’

This will show you a list of clients on the system. Use the search box to find the client you are looking for

Click on the client you want to assign the flush to



Click on ‘Add Client to Flush’ underneath the client record or click ‘Search for Client’ if you have selected the wrong one.

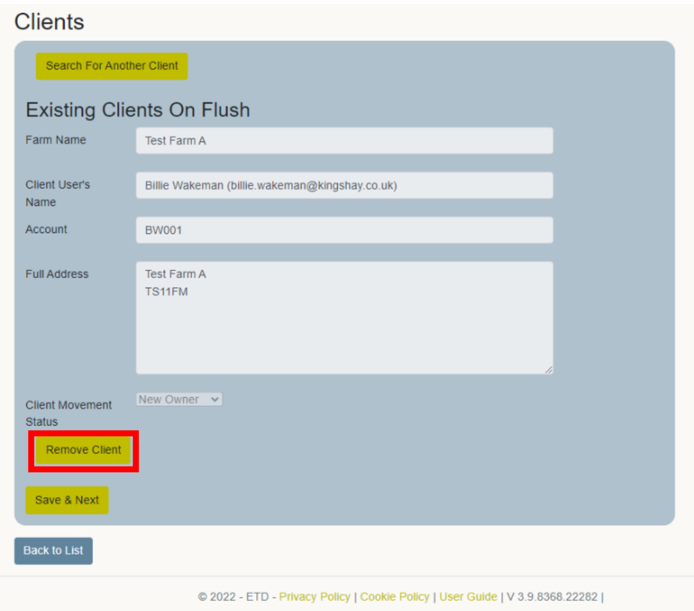


Select ‘New Owner’ as the Client Movement Status.

Click ‘Add Client to Flush’

You can add as many clients as you need to by repeating the above process until all related clients are on the flush. You can remove a client by clicking the ‘Remove Client’ button underneath the client record you want to remove.

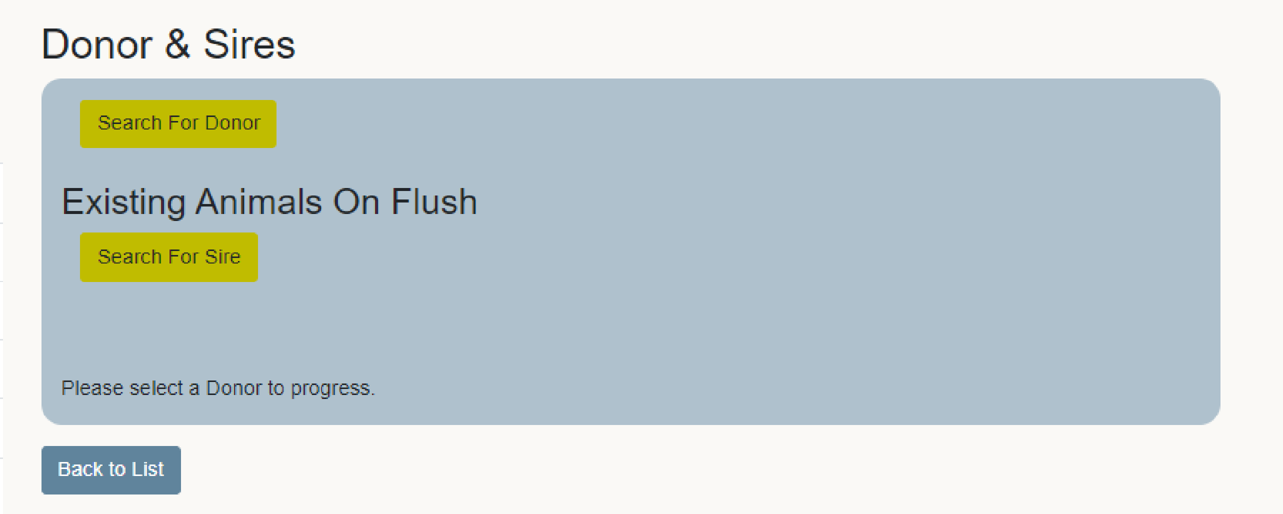
Click ‘Save & Next’ to proceed to ‘Donor & Sires’



If the client does not exist yet in the system, you can click on the 'New Client' button when searching for a client. Follow the same instruction steps as 'Clients – Add a New Client'. When the client is saved, it will automatically be added to the flush, you can then select the 'Client Movement Status' and then click 'Add Client to Flush' to associate them.

Donor & Sires

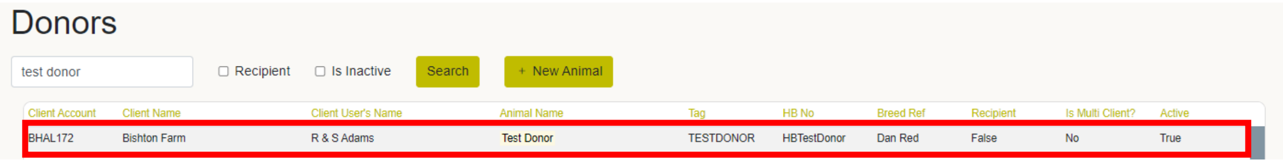
Here you will be able to add animals to a flush.



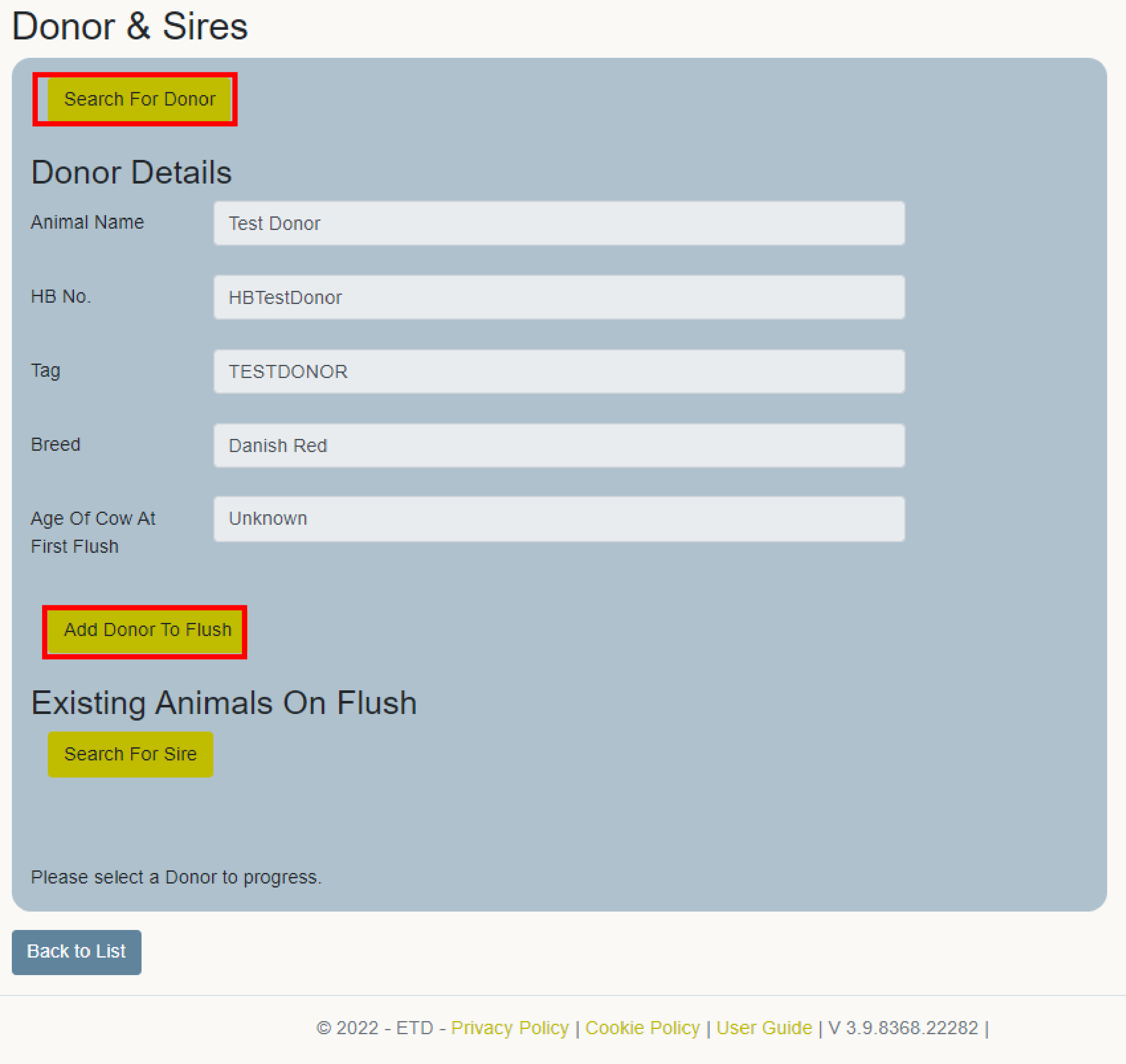
Click on the 'Search for Donor' button to view a list of donors.

This will show you a list of donors on the system. Use the search box to find the donor you are looking for

Click on the donor you want to assign the flush to



You will return to the flush, which will show you details of the donor you are adding to the flush. If you're happy with the donor, click on 'Add Donor to Flush', else click the 'Search for Donor' button.



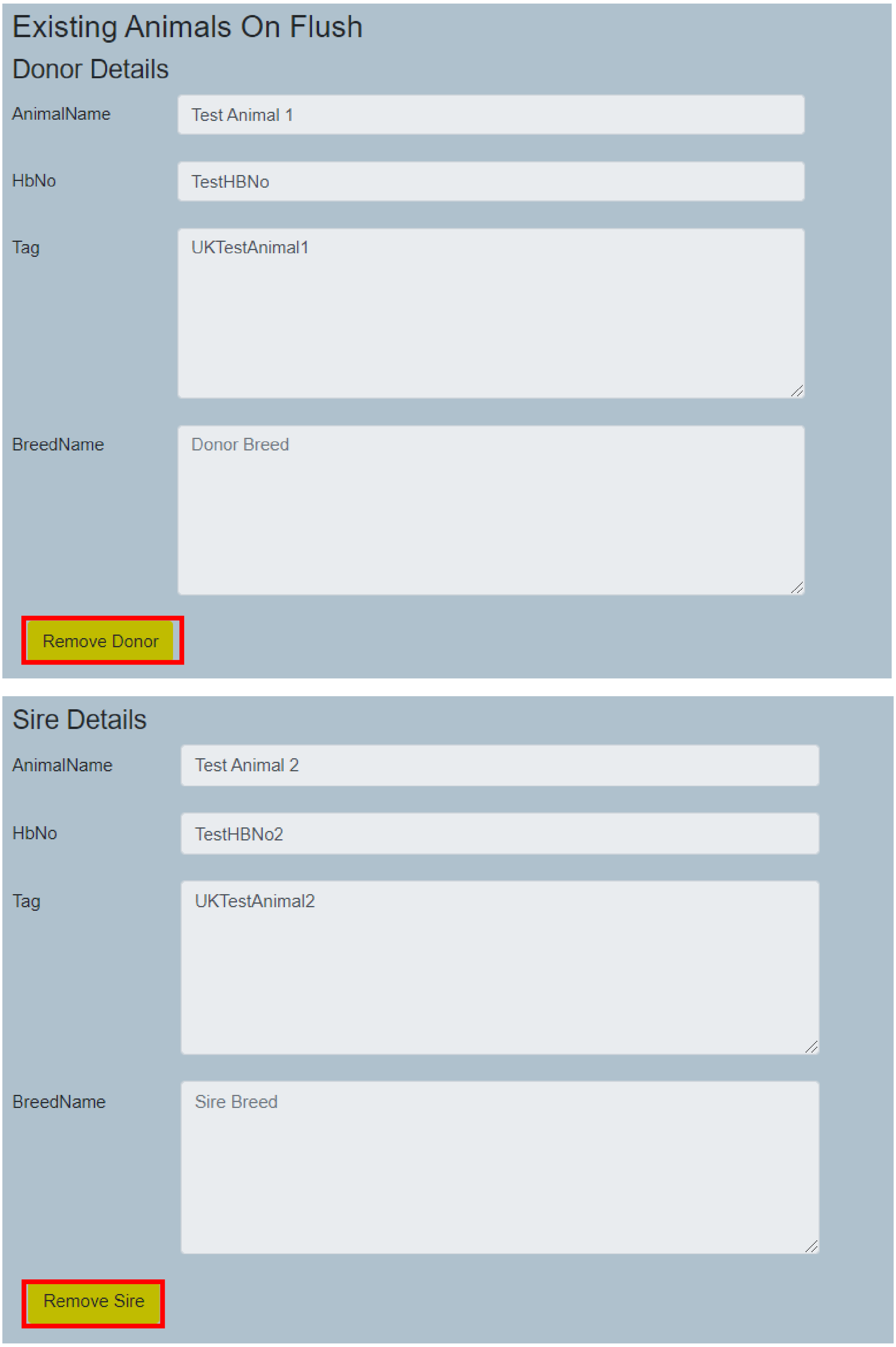
If the donor does not exist yet in the system, you can click on the 'New Animal' button when searching for an animal. Follow the same instruction steps as 'Animal – Add New Animal'. When the animal is saved, it will automatically be added to the flush, you can then then click 'Add Donor to Flush' to associate them.

You will not be able to progress any further unless a Donor is selected. You will see various warnings on the following sections asking you to return to this section to associate a donor if you haven't already.

You can now add a sire. Click on the 'Search for Sire' button and follow the same process as adding a donor.

The only difference between the Donor and Sire process is that you can add as many sires as you need to the flush. The flush will only allow you to enter one donor per flush, once you have added the donor, the button 'Add Donor to Flush' will no longer be available.

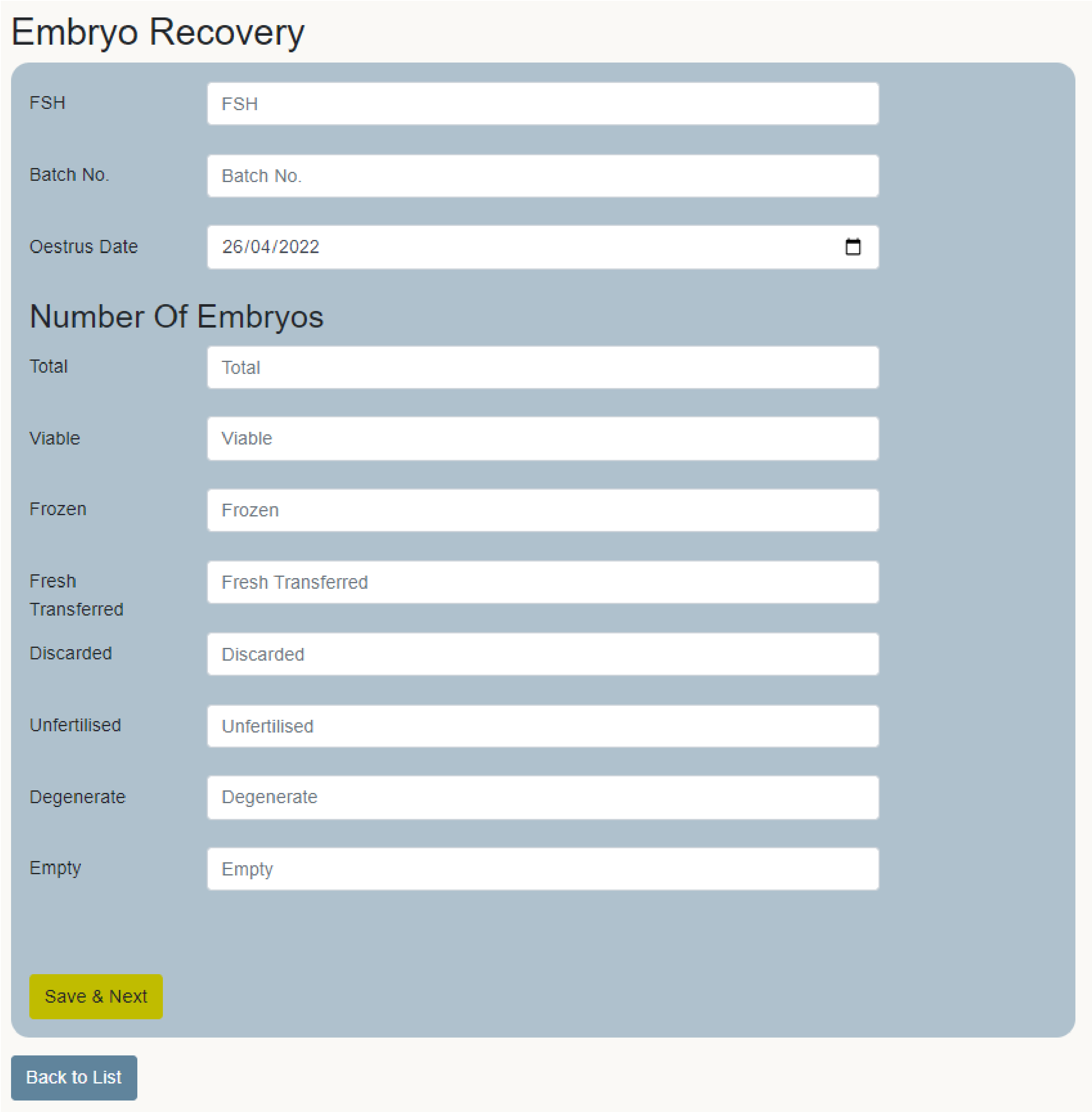
ETD will show you a list of animals that are assigned to the flush. If you need to remove an animal, you can click on ‘Remove Donor’ or ‘Remove Sire’ underneath the animal record you want to remove.



Click Save & Next to proceed to Embryo Recovery

Embryo Recovery

The Embryo Recovery page is where you will enter details of the embryos recovered from the flush.



Enter the FSH, Batch Number, Reference and Oestrus Date if it is available.

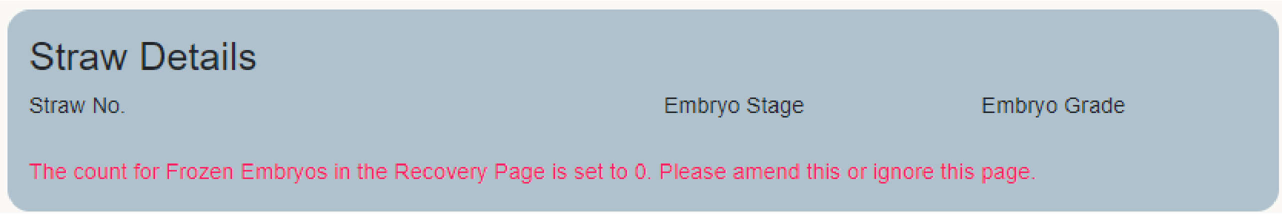
The Number of Embryos section is where you will need to enter how many embryos of each type were recovered.

Click ‘Save & Next’ to proceed ‘Frozen Embryos’

Frozen Embryos

Here you can add details of any frozen embryos that were obtained from the flush.

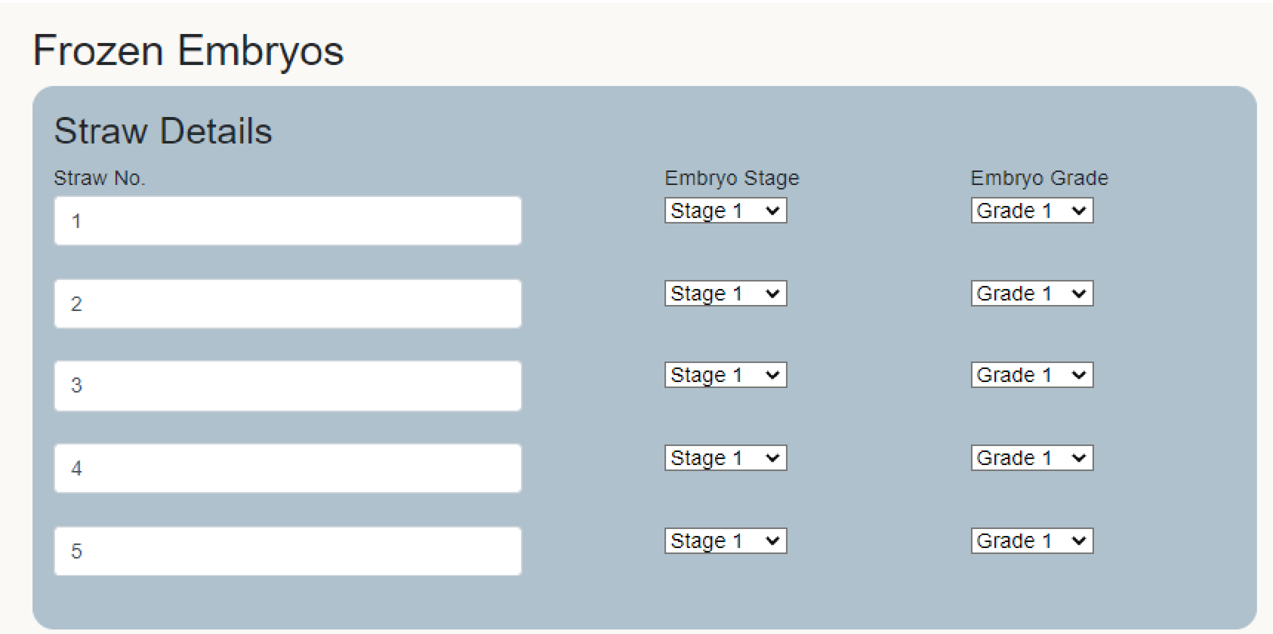
If you haven't added any frozen embryos, you will get the following error:



If you need to add frozen embryo details, navigate back to the Embryo Recovery page by clicking the page name from the side menu and amend the number is the Frozen box.

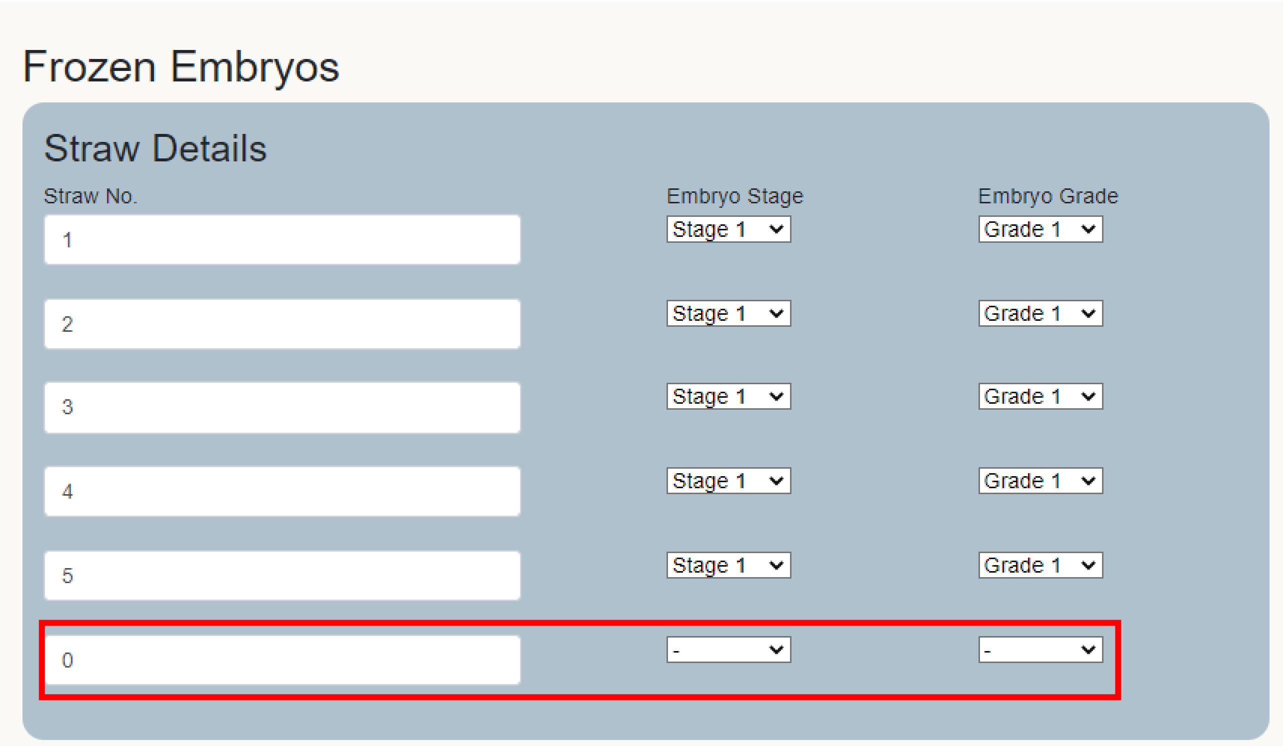
If this is correct, continue to the 'Embryo Movement' page, or 'Fresh Transfers' page by clicking the name of the page from the side menu.

If you have entered a number into the Frozen box, in the top section, the number of straws created will match the number you entered. In the below screenshot, there are 5 straws because 5 were entered in the Embryo Recovery section.

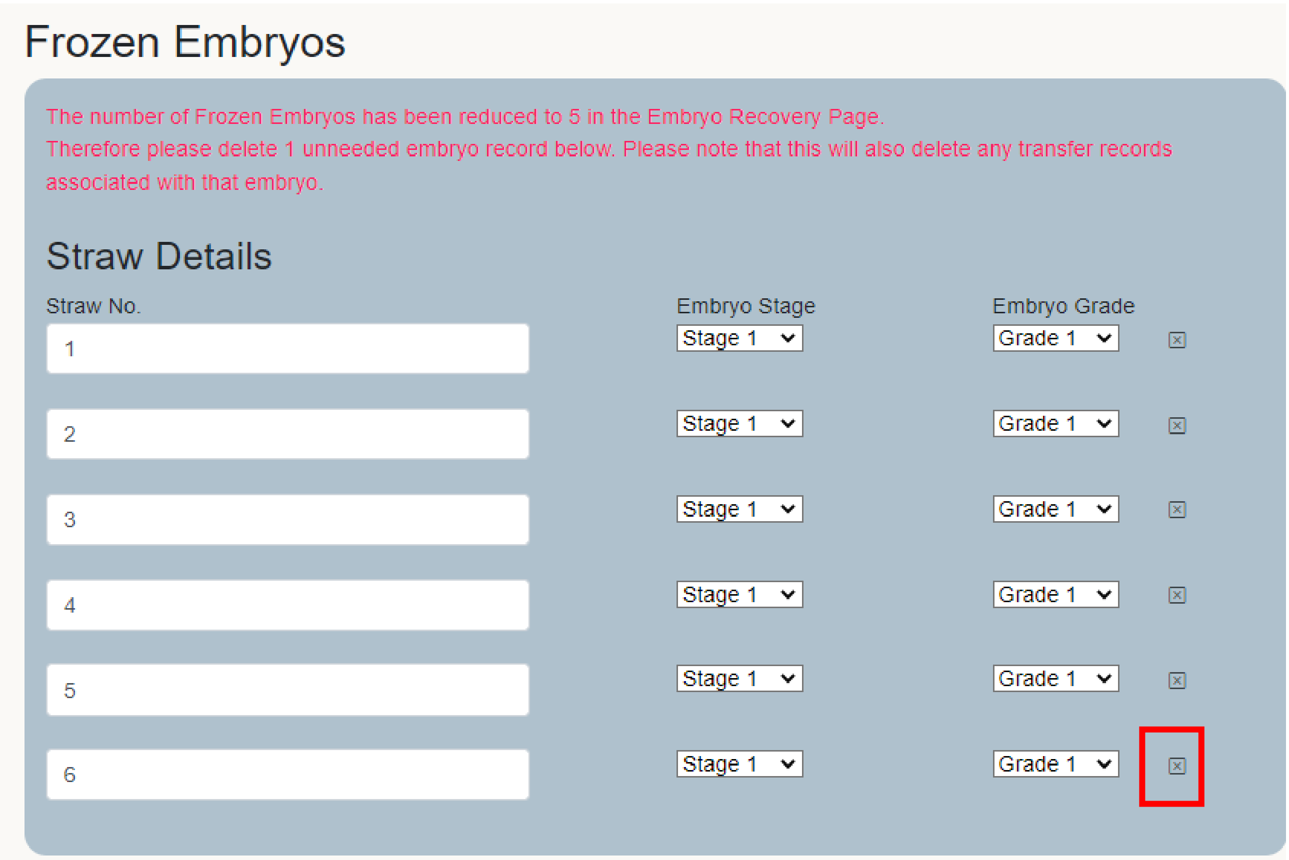


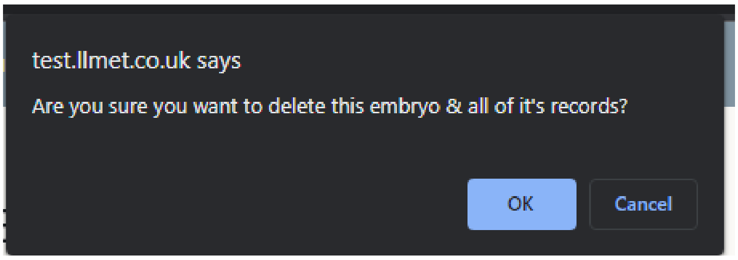
Here, you can enter the Straw Number, the Embryo Stage and Embryo Grade for each embryo.

If you amend the number of embryos on a flush to **more,** extra straws will be added to the page for you to enter values against.



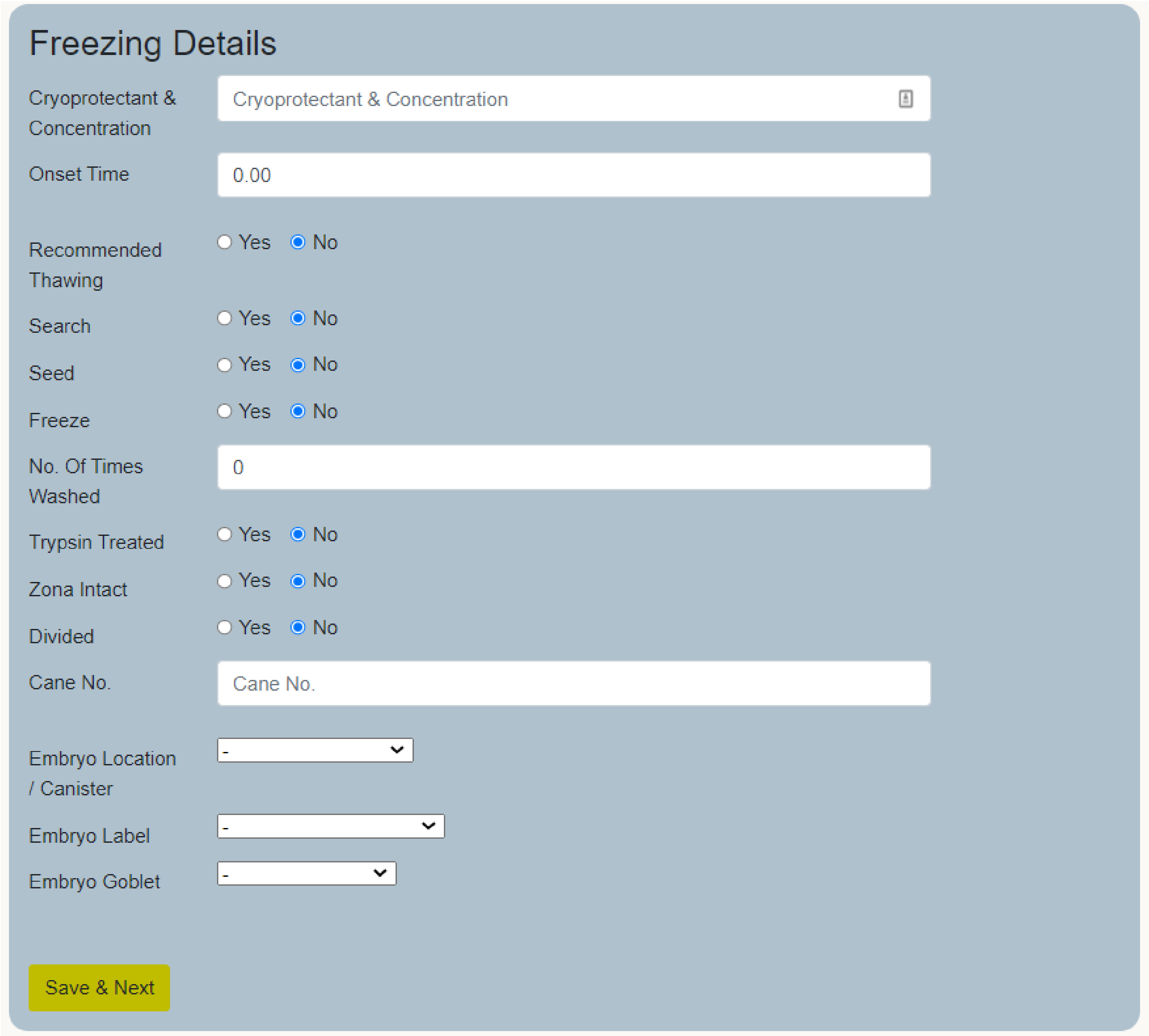
If you amend the number of embryos on a flush to **less,** you will need to remove straws from this page. You will be able to select the straw you would like to remove by clicking the x next to the record you want to delete. Any transfer records that are linked to the embryo will also be removed so ensure that you are removing the correct embryo record.





Click OK to remove the record

The second half of this section will apply to all frozen embryos you entered into ETD.



Cryoprotectant & Concentration – Enter the cryoprotectant and concentration. If you don't have this data, leave this blank.

Onset Time – This will default to 0.00. If you don't have this data, leave this blank.

Recommended Thawing: Select from the drop-down list. If this is not known, select 'Unknown'. The default value will be DT.

Search, Seed, Freeze and Zona Intact will default to 'Yes'

Trypsin Treated and Divided will default to 'No'

No. Of Times Washed – Enter the number of times washed. If you don’t have this data, leave this blank.

Cane No – Enter the cane number. If you don’t have this data, leave this blank.

Embryo Location/Canister – Select the embryo location/canister from the drop-down list. If this is unknown, select ‘Unknown Location’ from the list. This field is **mandatory**.

Embryo Label – Select the embryo label from the drop-down list. If this is unknown, select ‘Unknown Label Name’ from the list. This field is **mandatory.**

Embryo Goblet – Select the embryo goblet from the drop-down list. If this is unknown, select ‘Unknown Goblet’ from the list. This will default to ‘Yellow’.

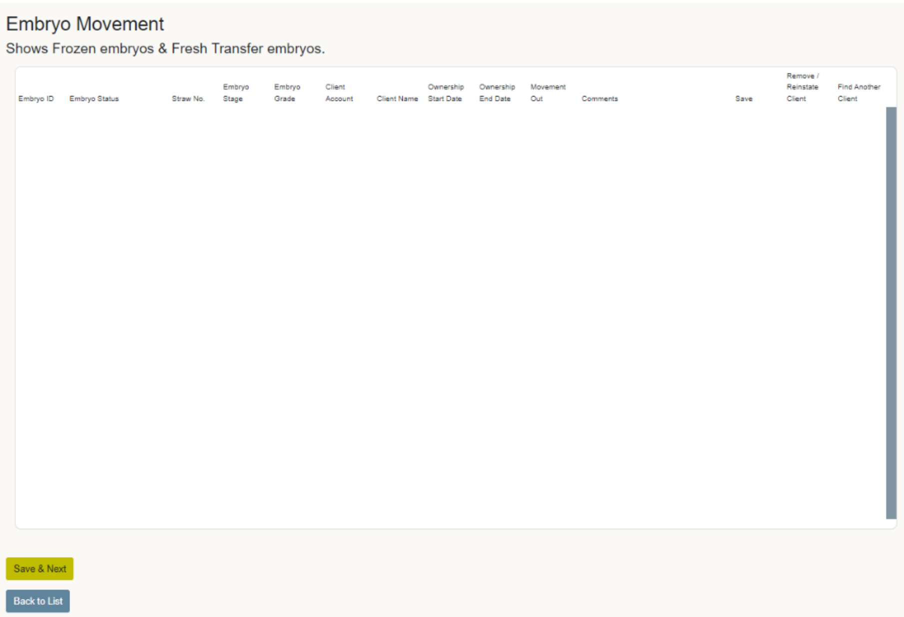
Click ‘Save & Next’ to move onto the ‘Embryo Ownership Change’ section.

Embryo Movement

Here you can change who owns which embryo. It will also show a history of ownership for each embryo. If you have a flush that relates to more than one client, you can specify which embryos belong to which client. You can also amend who owns an embryo, regardless of who is on the flush, for example, if a farmer purchases the embryo, you can amend the owner here.

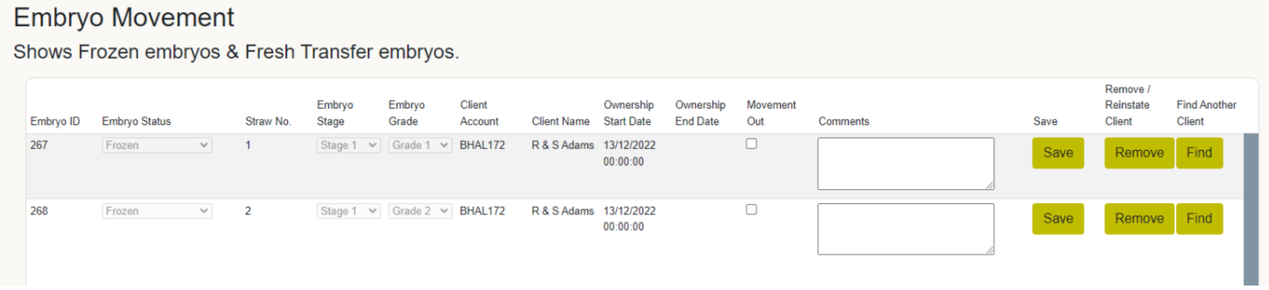
You can also add comments in the ‘Comments’ box if you would like to add any notes to an ownership change.

If you haven’t entered any embryos, the list will be empty.



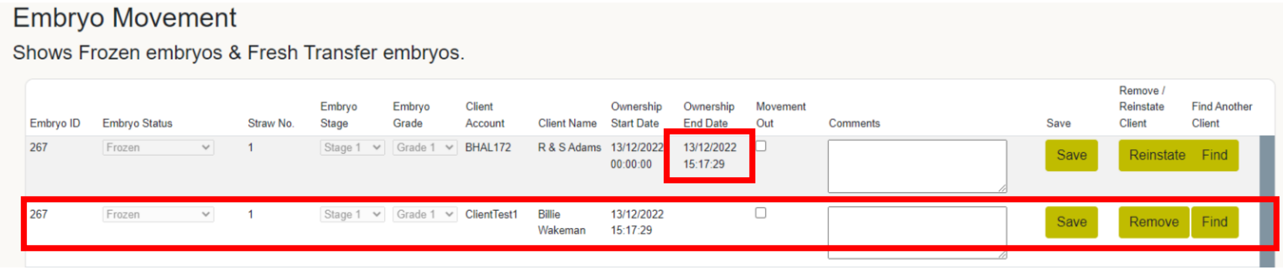
The number and types of embryos will depend on how many embryos were entered in the ‘Embryo Recovery’ section, and whether the ‘Frozen Embryos’ section has been completed.

In this example, the flush has 2 frozen embryos. There is a scroll bar on the right-hand side if you have more records.



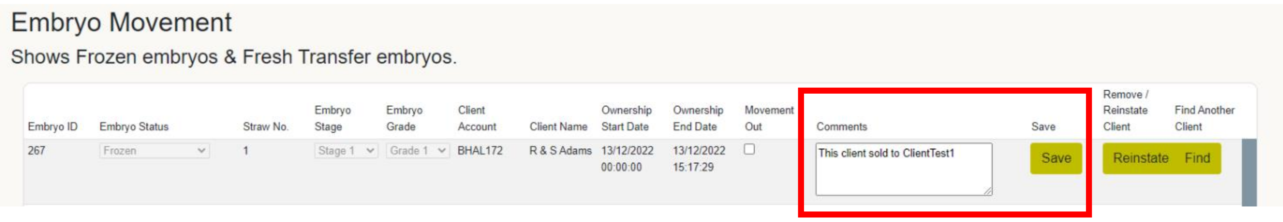
To change the ownership of an embryo, first identify which one you need to change, and click the ‘Find’ button next to the record you want to change. This will take you to the client select screen. Search for the new client, and if the client doesn’t exist, click the ‘New Client’ button to add a new client.

When you select a client, you will be returned to the ‘Embryo Movement’ page. The ‘Ownership End Date’ column will be filled out with the date and time the previous clients ownership ended. The new owner will be added as an additional row.



You can reinstate the client’s ownership by clicking the ‘Reinstate’ button next to the client. However, this will create a new record in the list.

If you would like to add a comment to the record, write out your comment and click the ‘Save’ button next to the comments box.

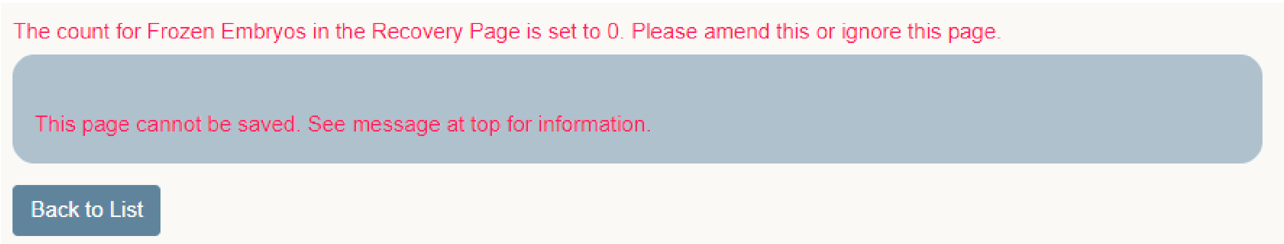


When you are happy with the ownership changes, click ‘Save & Next’ to proceed to ‘Frozen Transfers’

Frozen Transfers

Here you will enter the details of any frozen transfers that occur.

If the flush doesn't have any frozen embryos, you will see the following error:

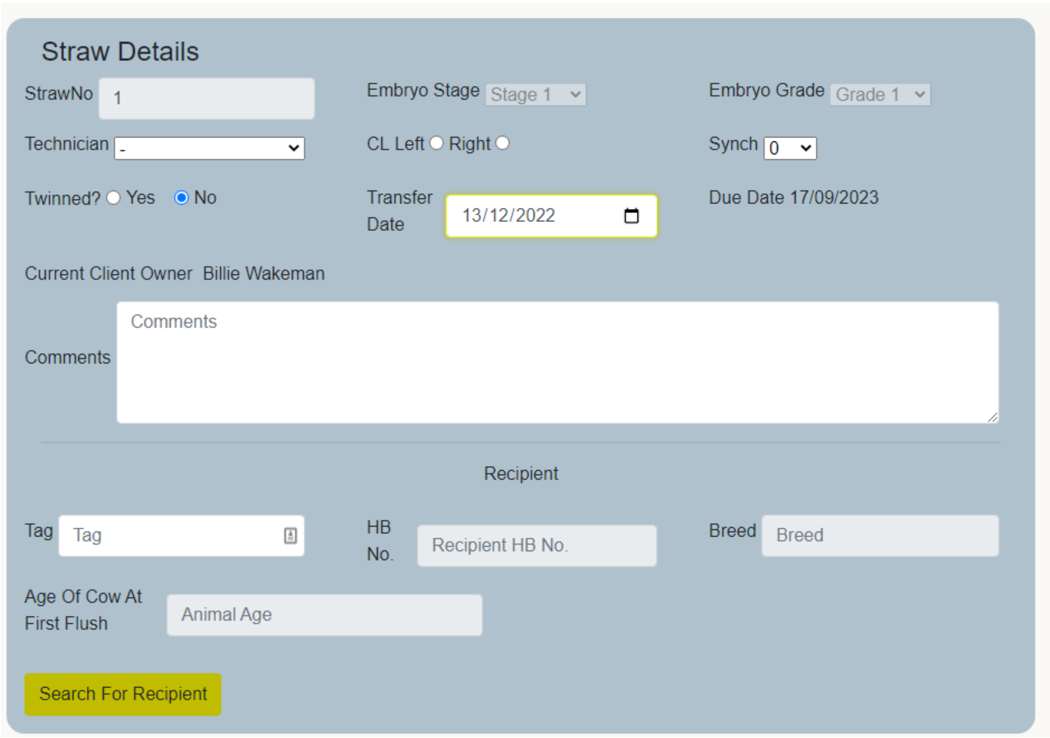


If you need to add frozen embryo details, navigate back to the Embryo Recovery page by clicking the page name from the side menu and amend the number is the Frozen box.

If this is correct, continue to the 'Fresh Transfers' page by clicking the name of the page from the side menu.

For every embryo you entered in the 'Embryo Recovery' section, there will be a transfer record in this section.

To complete a transfer, identify the embryo that is being transferred and fill in the following:



Technician – Select the technician from the drop-down list.

CL – Select either Left or Right

Synch – Select a number from the drop-down list.

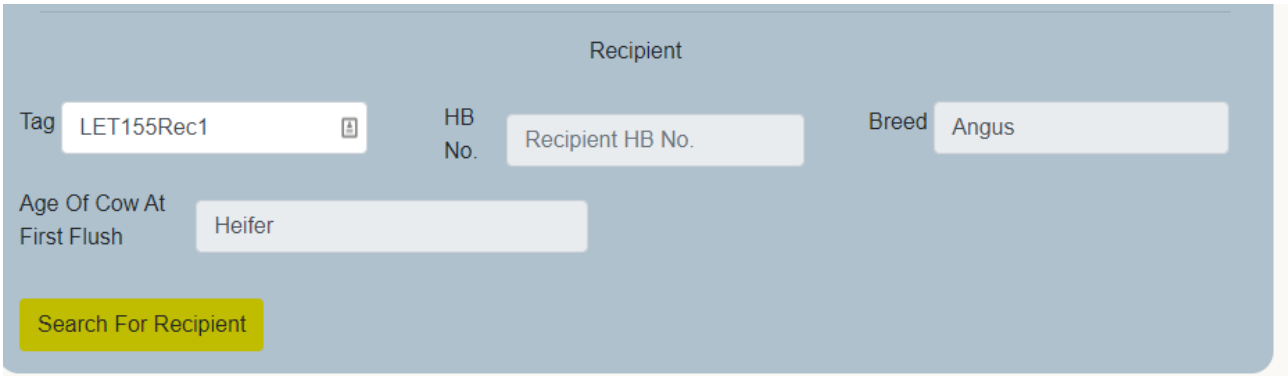
Twinned – This will default to 'No'

Transfer Date – This will default to today's date. This can be manually changed or selected by clicking the calendar icon in the box.

Due Date – This will be calculated automatically.

Comments – Enter any comments

Recipient – To associate a recipient, click the ‘Search for Recipient’ button. This will show a list of animals that have been set up as recipients. Search and/or select the recipient from the list, if the animal does not exist, click ‘New Animal’ to set one up. When the recipient is select, you will be navigated back to the ‘Frozen Transfers’ page, and the recipient section will be filled out with details entered against the animal.



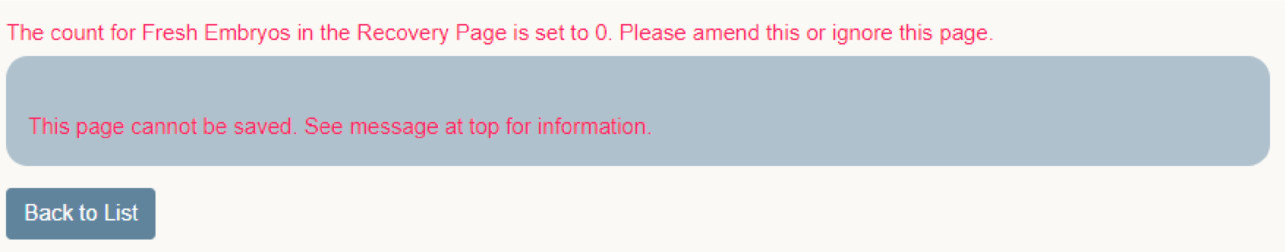
If you need to change the recipient, click ‘Search for Recipient’ to start the process again.

Click ‘Save & Next’ to proceed to ‘Fresh Transfers’

Fresh Transfers

Here you will enter the details of any fresh transfers that occur.

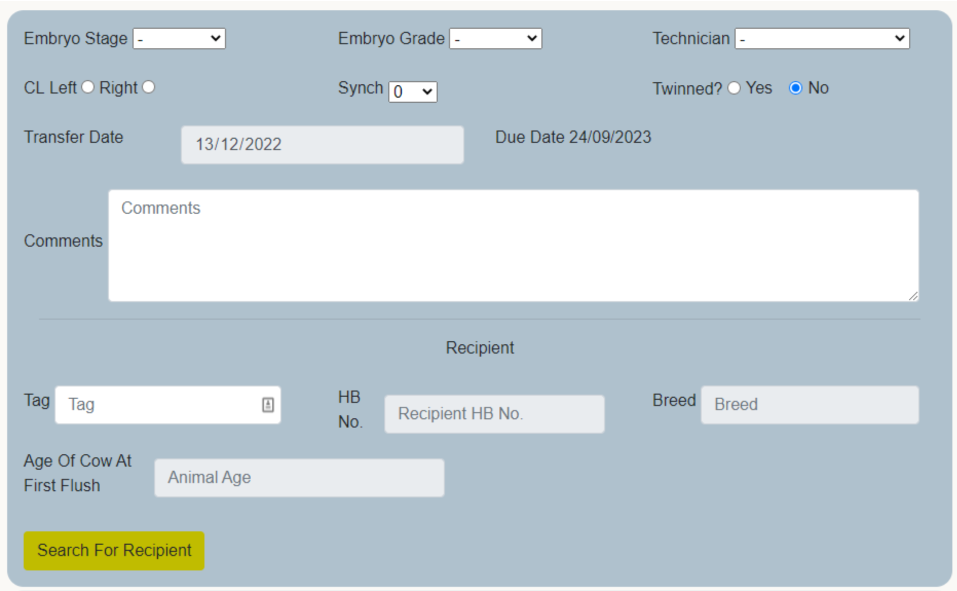
If the flush doesn't have any fresh transfer embryos, you will see the following error:



If you need to add fresh transfer embryo details, navigate back to the Embryo Recovery page by clicking the page name from the side menu and amend the number is the Fresh Transfer box.

If this is correct, continue to the 'Complete page by clicking the name of the page from the side menu.

To complete a fresh transfer, first identify the embryo you are transferring and fill in the following:



Embryo Stage – Select the embryo stage from the drop-down menu.

Embryo Grade – Select the embryo grade from the drop-down menu.

Technician – Select the technician from the drop-down menu.

CL – Select either Left or Right.

Synch – Select a number for Synch.

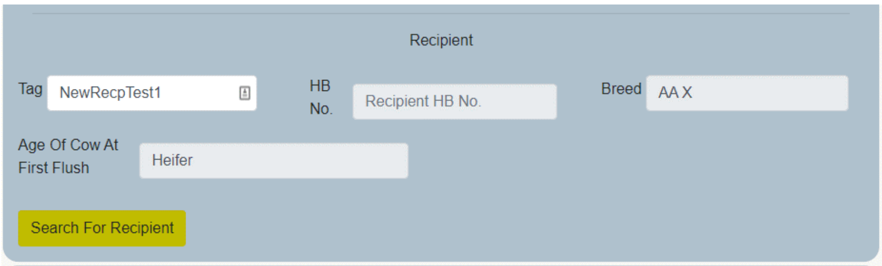
Twinned – This will default to 'No'

Transfer Date – This will be the date of the flush.

Due Date – This will be calculated automatically.

Comments – Enter any comments

Recipient – To associate a recipient, click the ‘Search for Recipient’ button. This will show a list of animals that have been set up as recipients. Search and/or select the recipient from the list, if the animal does not exist, click ‘New Animal’ to set one up. When the recipient is select, you will be navigated back to the ‘Frozen Transfers’ page, and the recipient section will be filled out with details entered against the animal.



If you need to change the recipient, click ‘Search for Recipient’ to start the process again.

When you have filled out all the transfer records, click ‘Save & Next’ to proceed to the ‘ET1 Complete section.

ET1 Complete

When you have finished entering a flushes paperwork, you can mark it as ‘ET1 Complete’ by clicking the ‘Mark as Complete’ button. If you want to mark a complete flushes paperwork as incomplete, click ‘Mark as Incomplete’

Flush Complete

When a flush is complete, as in, all the embryos have been transferred and the flush no longer needs editing, you can mark it as ‘Flush Complete’.

Movements In

The process to add a movement in is as follows:

Flush Details

ET1 Number – If you don’t have an ET1 Number, leave this field blank. An ID will be generated for you based on the option selected on Flush Type. If you would like to see the ID generated, click ‘Save & Next’ so that ETD can generate the ID, then navigate back to the Flush Details page. The generated ID will be displayed in the ET1 Number field.

Flush Type - If the flush sheet specifies the movement in is an import, you can select ‘Import’ from the ‘Flush Type’ drop-down. If not, you can select the generic ‘Movement In’ option.

Clients

ETD will allow you to specify which client is the receiver of the embryos that have been moved in, and which client is the sender of the embryos that have been moved in.

For the new owner, click the ‘Search for Another Client’ button and search for the client you want to assign the embryos to. Set the Client Movement Status for this client as ‘New Owner’

For the sender, click the ‘Search for Another Client’ button and search for the client who sent the embryos. **IF THE SENDER IS A COMPANY AND NOT A PERSON:** You will still need to set up the company as a client. Set the client up as an external client, and in the Farm Name, put the name of the company. Enter the address details for the company and click ‘Save & Continue’. Because the company isn’t a specific person, you can leave the user associated to the client as ‘System’. Set the Client Movement Status to ‘Source Client’.

You now have a record of both the new owner and the previous owner associated to the flush.

Donor & Sires

Follow the same process as a standard flush.

Embryo Recovery

Follow the same process as a standard flush.

Frozen Embryos

Follow the same process as a standard flush. There may be values you don't have available; this is fine as long as the mandatory fields have been filled out. In most cases, and 'Unknown' value will be available to select in cases where the value is unavailable.

Movements Out

The process to perform a movement out is as follows:

Navigate to the 'Flushes' page

Search for the original flush the embryo came from

Navigate to the 'Embryo Movement section of the flush

You can now reassign embryos from that flush to another client. Check the 'Movement Out' tick box to easily identify which embryos have been moved out of storage. If the client is selling the embryos to an external company, set the company up in the same way as you would for a movement in. You will then be able to assign the embryos to that company client.

Admin

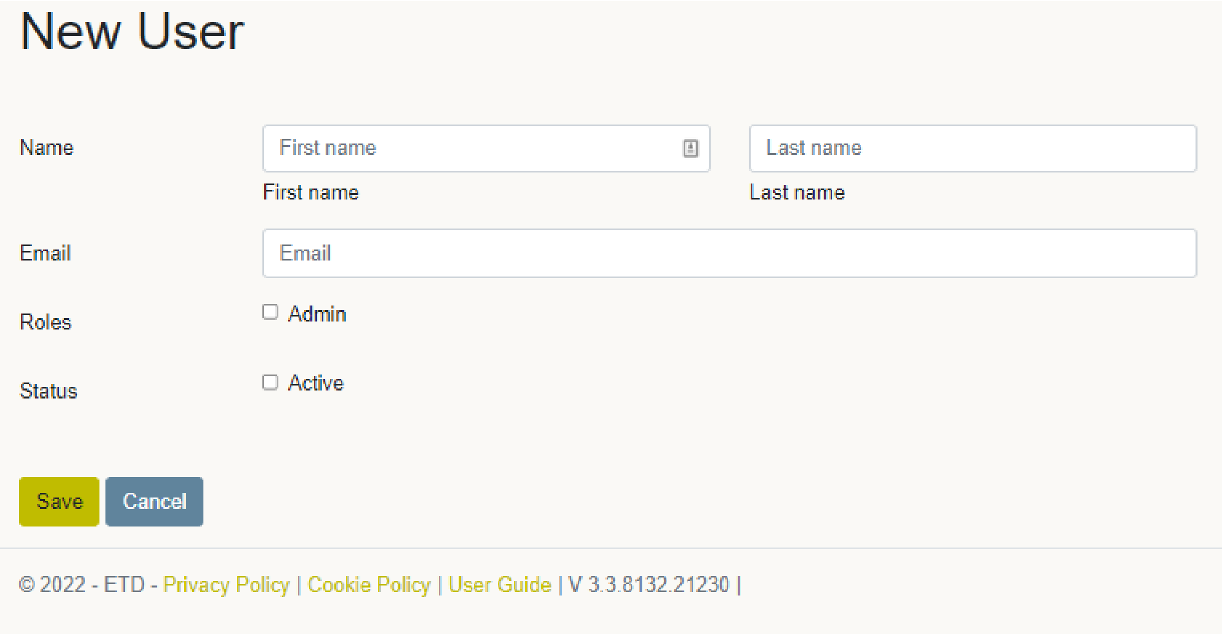
The admin menu has two sections: Users and Technicians

Users - Page

This is a list of Farmer users and Admin users. From here you can add a new user or send a welcome email to an existing user so they can set up their account.

Users – New User

Click the ‘New User’ button.



First Name: Enter the users first name. **This is a mandatory field.**

Last Name: Enter the users last name. **This is a mandatory field.**

Email: Enter the users email address. If they do not have one, leave this field blank. **They will not be able to log into the system without a valid email address.**

Admin: If the new user is going to be an administrator, check this box, otherwise leave it unchecked.

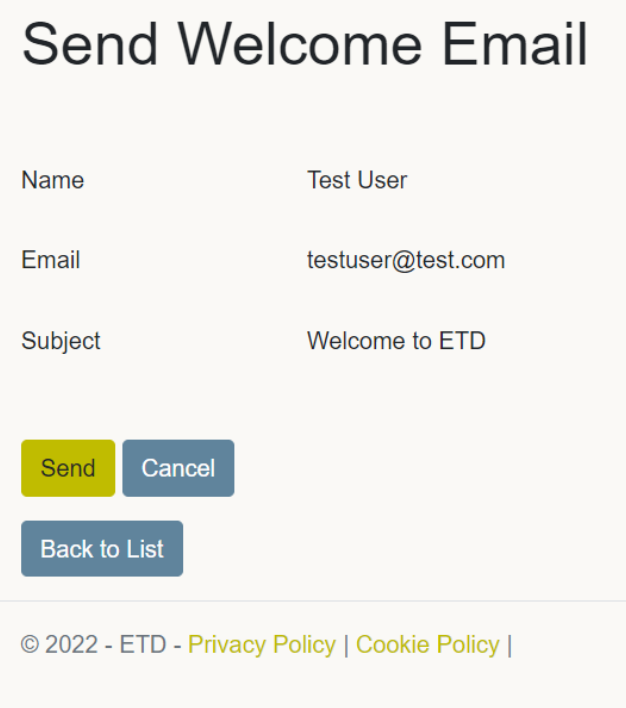
Active: Check the box if the user you are adding is going to be active. Inactive users are not able to log into the system.

Click ‘Save’ to return to the user list.

Users – Setting a password

To allow a user to log in, you will need to send them a welcome email so they can set their own password.

Identify the user you want to give access to ETD and click, ‘Send Welcome Email’ on the user record.



This page will show you what ETD is sending to the user and to what email address.

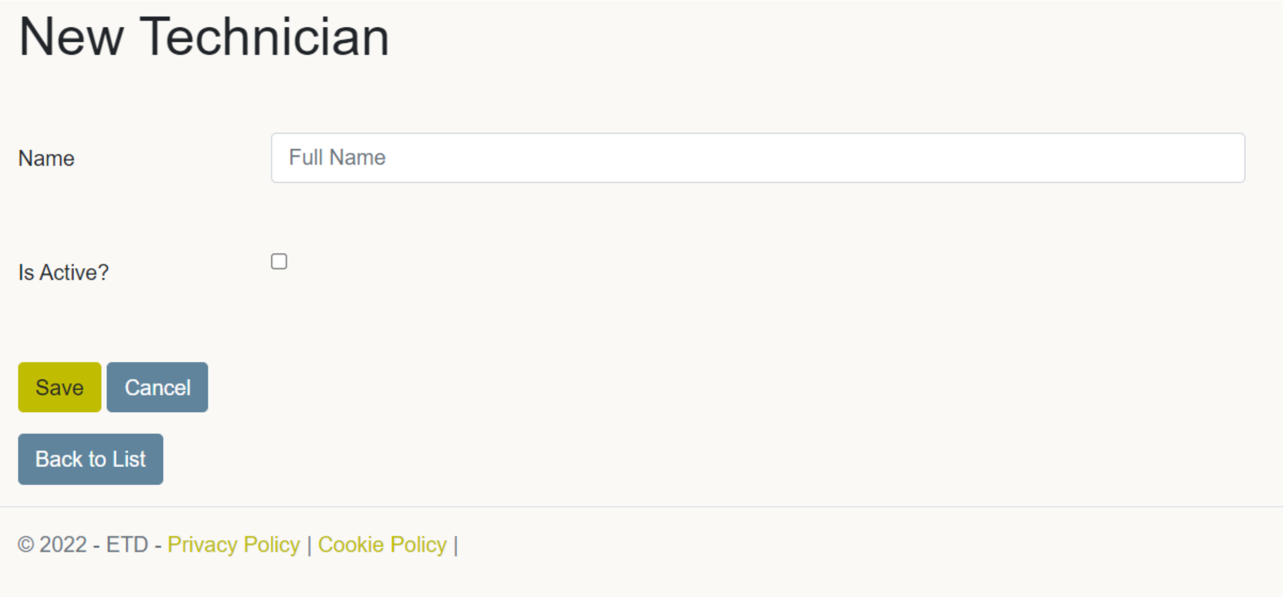
Click on ‘Send’ if you are happy.

The user will receive the welcome email and they will follow the same steps to set their own password as shown in the beginning of this guide.

Technicians

The technician drop-down menus in the flush pages are maintained here. You can create new, activate and deactivate technicians here.

To add a new technician to the list, click on the ‘New Technician’ button



Enter the name of the technician and check the Is Active box.

This will add the technicians name to the list and will be selectable in a flush.

To remove a technician from the list, identify the technician you want to remove and click on the record. Uncheck the ‘Is Active’ box. The technician will no longer be available in the list to select.

To reactivate a deactivated technician, uncheck the ‘Is Active?’ box on the Technicians page and click ‘Search’. This will show you a list of inactive technicians. Identify the technician you want to reactivate and click on it. Check the Is Active box. The technician will then be made available in the list to select.

User Settings

To amend your first name, last name or email address, select your user icon on the navigation bar and select ‘Account’

Change the details that are incorrect and click ‘Save’

Signing out

To sign out, select your user icon on the navigation bar and select ‘Sign Out’

Further Support

If you require further support, please email llm@kingshay.co.uk