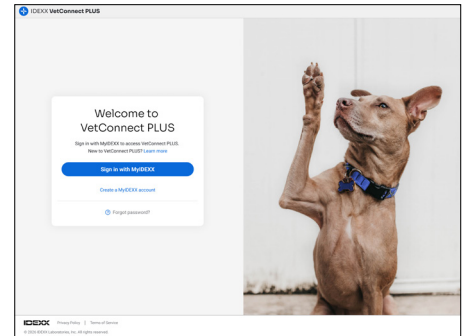


# Getting started with the VetConnect PLUS web application

This document provides instructions for using the VetConnect™ PLUS web application, which provides the full features of the platform. For more information about the VetConnect PLUS mobile app—which provides quick access to in-process orders and patient results on a mobile device, see [Getting started with the VetConnect PLUS mobile application](#). For detailed instructions for using VetConnect PLUS, see the [VetConnect PLUS Operator's Guide](#).

## Signing into the VetConnect PLUS web application

1. Using a web browser, go to the VetConnect PLUS page for your region.
2. Select **Sign in with MyIDEXX** to sign in using your MyIDEXX single sign-on credentials.  
**Note:** Don't have a MyIDEXX account? Select **Create a MyIDEXX account** and enter the applicable information when prompted.



## Navigating the Home screen

Search for a patient, patient ID, veterinarian, requisition number, or accession number (optional: by date range)

Search for IDEXX Reference Laboratories tests

Open IDEXX Web PACS™

Open IDEXX VetMedStat

Access your profile, preferences, etc.

The display name for your profile

Filter the In process and Complete lists by type or veterinarian(s)

Review all orders that have not yet been completed (by patient)

See the ordered tests, turnaround time (ref laboratory only), and order status in the patient card

Edit an in-process reference laboratory order

Important alerts may display here

Displays historical results chronologically with the most recent results at the top; blue dots indicate the result has not been opened

Start a reference laboratory or in-house laboratory order

Generate a diagnostic summary report for all of the reference laboratory testing completed in a specified period

Dr. James Herriot  
IDEXX VetConnect Plus Sales Account  
Sign out

Home Directory of services Imaging Telemedicine

Diagnosics

Reference laboratory In-house laboratory Imaging All veterinarians

Order new diagnostics

Resources

Holiday Closure: We will be closed on Monday, September 1st in observance of Labor Day.

In process

Complete

Generate a report

Diagnostic summary

The results you need, anywhere you need them.

09:41

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## Ordering tests

1. On the Home screen, select:

**Order new diagnostics > Reference laboratory** if you're ordering tests to be sent to IDEXX Reference Laboratories.  
OR

**Order new diagnostics > In-house laboratory** if you're ordering tests to be completed in your in-house laboratory.

**Note:** Before you can order in-house laboratory tests, you must connect your VetConnect™ PLUS account to your IDEXX VetLab™ Station. To do so, on your IDEXX VetLab Station tap the gear icon ⚙️, tap **Settings**, tap **VetConnect PLUS**, tap **Connect Now**, and follow the on-screen instructions.

2. Search for and select an existing patient or select **Add New Patient** to enter and save the new patient's information.
3. Select how you want to search for the test (**Frequent**, **Saved**, or **Browse All**) and then search for and select the desired test to add to the order. Repeat this step for each test you want to add to the patient's order.
4. *For in-house laboratory orders only:* Select your IDEXX VetLab Station from applicable drop-down list on the right side of the screen.
5. Select or enter the treating veterinarian in the Veterinarian box.
6. Optional: Select **Notes** and enter your name, the collection date, a previous reference number (for rechecks), a PIMS (practice information management system) order number, and/or notes/instructions for the laboratory. Then, select **Done**.
7. Select **Order**.
8. If the order was for reference laboratory testing, print the requisition form once it opens as a PDF file and include it with the specimen(s) you send to IDEXX Reference Laboratories.

## Viewing test results

1. If the result was recently provided, select it in the Complete list on the Home screen.

**Note:** A blue dot in the Complete list indicates the result has not been read yet.

OR

To find an older result, enter the patient's name in the Search bar at the top of the screen, press ENTER, select the applicable patient results from the list, and then select the desired date of the results at the top of the screen.

2. Review the results:

The screenshot displays the IDEXX VetConnect PLUS interface for a patient named ACE SMITH. The results are categorized under Hematology and include various analytes such as RBC, Hematocrit, Hemoglobin, MCV, MCH, MCHC, RDW, % Reticulocytes, Reticulocytes, Reticulocyte Hemoglobin, WBC, % Neutrophils, and % Lymphocytes. The interface includes a date selector at the top, a patient management dropdown, and a results table with reference intervals and comparison indicators. A right-hand panel shows trending graphs for Hematocrit and WBC.

Annotations and their corresponding actions:

- Patient information**: Points to the patient name and details at the top.
- See the patient's results and their details, view/edit their signalment, or reassign results**: Points to the Patient management dropdown.
- Print the results as shown, graphs, or both**: Points to the print and share icons.
- Share results, get medical consulting support, print/email a client-friendly results summary, or mark the results as read**: Points to the share and read status icons.
- Select the date for the results you want to view**: Points to the date selector (2020, Nov 17, Nov 14, Feb 19).
- Testing performed on this day at a glance**: Points to the date selector.
- Results are grouped by test category (scroll down to see others)**: Points to the Hematology category header.
- Toggle to see a(n) test/analyte's differential diagnoses**: Points to the toggle switch for each analyte.
- View trending graphs on the right side of the screen (when available)**: Points to the graph area on the right.
- The source of the result (in this example, the ProCyte Dx™ Hematology Analyzer)**: Points to the analyzer information on the right.
- Scroll to see previous results for the selected test category**: Points to the scrollable graph area.
- The patient's result for that test/analyte**: Points to the numerical result value.
- The reference interval**: Points to the reference range (e.g., 5.65-8.87 Mj/dl).
- How the result compares to the reference interval (low, normal, high)**: Points to the comparison indicator (e.g., low, normal, high).