



Animal &
Plant Health
Agency

ADTS

Frequently Asked Questions



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Introduction

What is ADTS?

ADTS (Animal Disease Testing Service) is a digital service for private veterinary surgeon (PVS) customers of APHA's surveillance diagnostic testing service.

What can I use ADTS for?

The service is for laboratory testing submissions that are presently sent into APHA by post, and does not cover the submission of post mortem material or import/export, or other statutory test requests.

Why is ADTS of benefit to me?

Although ADTS is a new service it is based upon the existing paper-based system of submitting samples to us. The difference is that ADTS has been designed and built from the ground up to be easier, simpler and quicker to use. It will give customers more choice and flexibility when it comes to submitting samples for testing and getting the results back.

All your submissions and results are stored in one easy-to-search location to make retrieving historic results faster and easier.

Are there any additional costs?

No. Registering for ADTS is completely free of charge. In fact, as it also has free pre-paid postage it will be cheaper to use than traditional paper submissions.

What tasks can I perform using ADTS?

You can:

- Create new submissions for sick or healthy animals.
- Search available tests, or use a test advisor functionality, to select tests.
- Select where to send samples for testing – customers can choose to send samples direct to the testing laboratories or continue to send all samples to a hub laboratory destination.
- Print address labels and dispatch notes to accompany samples.
- Track submissions made through ADTS – check if samples have arrived, testing is progressing, results are available, all tests are complete.
- View results for submissions made on ADTS.
- Receive email notifications when samples do not arrive at the testing laboratory.
- Receive email notifications when results are available to view – all notifications go to the practice email address that we currently use to send result reports to.

- A PVS 'admin' user will be able to locally manage other practice users, setting up each one with an individual secure login.

If we make any significant changes to the service, we will ensure that all registered users are made aware of these.

Are the samples I send covered by insurance if lost or damaged?

No, postage paid will be normal first-class post terms and conditions.

Registration

How do I register?

Simply go to <https://www.animal-disease-testing.service.gov.uk/register> to register and set-up your account.

Once I register what happens next?

APHA will provide you with an admin account and login, so that you can use the ADTS service.

I have more than one practice do I need a new account for all of them?

Yes, each practice will need to have a unique account created.

User administration

I can't remember my user name/password, what shall I do?

Your username will be the email address that you registered; there is a forgotten password link on the login page – you can use this to reset your password.

I have been locked out of my account, what shall I do?

Users can be locked out of their account for different reasons. Try to find out what action the user was undertaking when they found they were locked out. Listed below are some examples of why you have been locked out:

- If you incorrectly enter your password five times in a row, your account will be temporarily locked for 20 minutes.
- If you request a new password five times in succession, your account will be locked for 20 minutes.
- The practice account administrator has locked you out.

If all else fails the APHA's DDTS (Digital, Data and Technology Services) staff have Administrator access and can go in to unlock accounts if necessary:

<https://www.gov.uk/animal-disease-testing>

I want to add another user to my practice account, how do I do that?

To add another user, you need to be an admin user. Each Practice account has an Admin user account.

If you are an admin user, you can use the account navigation link to select 'manage users'. You can then click 'add user' and complete the on-screen form.

I want to delete a user from my practice account, how do I do that?

To remove a user you need to be an admin user.

If you are an admin user, you can use the account navigation link to select 'manage users'.

You can find the user you wish to remove and click the 'edit' link. This will enable you to lock their account so that they can't use it.

I am a new user of ADTS, how do I sign up to use the service?

Go to <https://www.gov.uk/animal-disease-testing> and click the register your practice link to create your account.

Alternatively, you can email AnimalDiseaseTesting@apha.gov.uk, or contact your local Veterinary Investigation Centre and request to be set up with a digital submission account.

The system has prompted me to reset my password, I have followed the link, but I haven't received the email to allow me to complete the process

Have you checked your spam/junk folder? If so, and the email has not been received, please contact the IT support team on 0330 041 6999 (option 2) or email APHAservicedesk@apha.gov.uk.

Requesting tests

I can't find the test I need; how do I locate the correct test?

You can use any terms, keywords, or test code number to search for a test in the test selection step.

Each test displayed has a description to help you establish if this is the test you require.

For further information on tests, please contact your local Veterinary Investigation Centre.

I'm not sure what the right test is, how do I know what test to select?

You can use the test advisor functionality: In the test selection step, there is a question 'Do you need help choosing a test' – click Yes and then select the relevant clinical scenario.

This will provide you with the tests that are recommended for the species you have entered. If you need further advice selecting a test, please contact your Veterinary Investigation Centre.

The test I want does not seem to be available for the animal I want to test, how do I find it?

If the test you require cannot be found, please contact your Veterinary Investigation Centre for advice.

Please use the 'feedback' link, or email AnimalDiseaseTesting@apha.gov.uk to advise APHA of any faults with the digital service that need attention.

I want to select different tests for different animals, how do I do that?

When you add tests in the test selection area, they will be added to all of the animals you have added to the submission.

In the next step – review basket – you will be able to remove tests from animals if you need to.

I want to request TC0011 or TC0012 (Sheep/goat or pig abortion) and they aren't there

TC0011 and TC0012 are post mortem tests and require our veterinary input into test selection within this. If you want to send samples via ADTS for these, please can you add a comment in the clinical history field to state the requirement, alongside relevant history, and select TC101 in ADTS which will direct your samples to the correct location. Our VIO will update your submission to reflect TC0011/12 and assign appropriate tests. It is important that the paperwork with samples clearly identifies how many fetuses were sampled per dam, the identification of each foetus (e.g. foetus 1 from ewe x) and samples are identified so they can be clearly assigned.

I want to do pooled testing, but it adds the test to every animal, how do I make sure I only get one pooled test?

Pooled testing is where a user wants the samples from different animals to be combined into a 'pool' sample, and the pool tested instead of the individual samples. This is only permitted on some tests. As an example: if the user had 10 bloods and requested a pooled

PCR, we would combine the 10 samples into one and test that. The user would then know that either all 10 animals were negative (negative result), or that one or more of the 10 animals were positive (positive results). These kinds of tests are good for monitoring health status as it is more cost effective than testing each animal alone.

When adding tests, they will be added to every animal you have entered.

In the next step – review basket – you can use the sample selection box to select the pooled sample type, and then assign the animals into pool groups.

This is only available for tests where we offer pooled testing.

I have entered a submission in error. How do I cancel it?

If the submission is still in the Draft status it can be cancelled by finding the submission on the home page by using the filters and using the cancel option.

If the submission is in the submitted status, then please contact the local Veterinary Investigation Centre to inform them the submission will not be arriving.

Alternatively, you can email AnimalDiseaseTesting@apha.gov.uk and advise that the samples will not be arriving and request the submission is cancelled.

I am looking for TC0611 DPP test for badgers, and it isn't there?

The service currently only covers tests that are available under our surveillance price list. The TC0611 test for badgers is available under our commercial price list: <https://science.vla.gov.uk/Tests/Default.aspx?SiteName=CDT>.

We are planning to add in the commercial testing at a later date.

Can I send histology samples via ADTS?

The histology test codes are not currently available on ADTS. If you are sending other samples, you can also send histology samples and add a comment in the clinical history field advising what you require. We can manually add test codes, but reports for histology will be sent outside of ADTS.

Can I split samples and send direct to different testing locations?

Yes. If your selected tests are at more than one location, ADTS will ask you if you want to send to one or more locations as part of the submission process. You will be provided with the dispatch notes and address labels for each location you send samples to. If you chose to send to one location, ADTS will select the best location depending on the tests you have chosen.

Viewing results

I can't find the results for the test I submitted, where are they?

You can use the link in the email notification to navigate to your results. The link will take you directly to the results if you are logged in, or will take you via the login screen if not.

You can find submissions with results by using the filters on the home page where your submissions are displayed. You can use the status and date filters to find the submissions with results (results available or All tests complete). You can use the link to view the results or view the PDF report.

Alternatively, you can use any of the other filters to locate the submission in the list.

I want to view results from some old tests I submitted, how do I do that?

You can find submissions with results by using the filters on the home page where your submissions are displayed.

You can use the status and date filters to find the submissions with results (results available or All tests complete). You can use the link to view the results or view the PDF report.

Alternatively, you can use any of the other filters to locate the submission in the list.

I need a printed record of the test results; can I get that?

You can use the PDF report to save to your own files, and to print. Use the 'View PDF' link in the submission to open the PDF report view.

How will I know that my test results are ready to view?

You will receive an email notification to the practice mailbox (and to your own if you requested a notification when you submitted).

You can use the link in the email notification to navigate to your results. The link will take you directly to the results if you are logged in, or will take you via the login screen if not.

A farmer client has moved to another PVS can I transfer their data across?

No, we can only show a PVS farm client submissions that they have made.

Our internet is down and we have some urgent submissions needing to be sent what do we do?

If possible, wait and see if you can get your internet back up and running. On the occasions where you cannot delay you can submit your samples manually by filling in a submission form and posting them to us as normal.



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Data Protection

For information on how we handle personal data visit www.gov.uk and search Animal and Plant Health Agency Personal Information Charter.

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Any enquiries regarding this publication should be sent to us at AnimalDiseaseTesting@apha.gov.uk

<https://www.gov.uk/animal-disease-testing>

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