Overview

To access our online submission and results retrieval program your clinic will need to set up a user name and password. Each clinic can have multiple users that can access the account to enter information and retrieve results. When you submit sample information online a packing slip with the patient information and our laboratory address is generated.

Your clinic will receive email notification when:
- The sample information is submitted
- The sample is received in our laboratory
- The results are completed

You can also log into the system to see when the samples have arrived and view/print results and recommendations at your convenience.

Setting up a user account

You will need to create a user account to login and access your submissions and results. Go to our login screen – urolithcenter.org

Select “Sign Up”

Four options are available for account setup:

- Option 1 – I know my clinic ID.
- Option 2 – I do not know my Clinic ID. I need to look it up.
- Option 3 – I want to create a brand new Clinic ID (Applies ONLY if you have never submitted samples before. Look up your clinic using the button above.)
- Option 4 – I am a pet owner and do not work at a veterinary clinic.
Option 1

- I know my clinic ID.

**If your clinic has ever submitted samples to us in the past via mail or online, you will have a clinic ID. You can find this on previous urolith reports at the top by your clinic name. If you are unable to find your clinic ID – please choose the second option to look up your clinic ID or email us at support@urolithcenter.org.

Enter your clinic id – This is the 5 digit code at the top of urolith results after the clinic name.
Enter your postal code – If your country does not have a postal code – leave this box blank.
Select Country – from the list.

Enter the information and Select -> NEXT.

**If the address at the top of your results is not for your clinic, do not use this clinic id to setup your account. Please see option 2 – to look up your clinic id, or email the Minnesota Urolith Center at support@urolithcenter.org with your clinic name and address to see if your clinic already has a clinic id.
Create your new user account / login information:

Clinic Details: This section shows your 5 digit clinic id, clinic fax and email address, if on file. If you need to add an email address or modify your clinic information you can do so in the My Clinic section after you have logged in.

User Details: The email address you enter will be your user name (case sensitive). This is a unique field and cannot be used for more than one user. Create a password – case sensitive, between 6-13 characters. Please select the box that confirms you have read the Terms and Conditions statement.

Select → SUBMIT You have successfully set up your user account. You will then be returned to the initial log-in screen. You will now need to enter your user name and password to log-in to the system.
Option 2

- I do not know my Clinic ID. I need to look it up.

![Set up Account](image1)

**Look up Clinic**

Enter at least 3 characters of your clinic name – see example below.
Enter your zip/postal code
Select your country

![Lookup Clinic](image2)

**Is the clinic listed your clinic?**

![Lookup Clinic](image3)

If yes, and you want to use the associated email listed to login - but do not know the password – use the **recover password** link to have a temporary password emailed to that email address.

If yes and you want to setup a new login username and password - Select the **Use this Clinic** link under actions and you can create a new login username and password for your clinic.

If your clinic is not listed – you can search again – or choose option 3 – I need to create a new Clinic ID/Account.
Option 3

- I want to create a brand new Clinic ID. (Use this option only if you are a brand new clinic or have never used our laboratory, or if you have searched for your clinic and do not find it listed.)

You will be taken to the Create Clinic Account screen where you will enter your clinic and user information.

When you enter your country information shipping and handling options will be generated notifying you about shipping information and your responsibilities. In some countries Hill’s Pet Nutrition will offer assistance with shipment of the specimens to our laboratory. If so, you will need to select if you want to send your samples through your local Hill’s location or ship the sample to our lab directly. Please contact your local Hill’s division if you have questions about their services.

To receive your email messages in one of 10 different languages. Press the down arrow to change this option.
Fill in the **Clinic Details** section. If you want the results emailed to more than one email address, each email address must be separated with a comma and a space.

**Shipping and Handling Options:** In some countries Hill’s Pet Nutrition and will offer assistance with shipment of the specimens to our laboratory. If so, you will need to select if you want to send your samples through your local Hill’s location or ship the sample to our lab directly. Please contact your local Hill’s division if you have questions about their services.

**If you elect to ship directly to our laboratory, please view instructions at [https://www.vetmed.umn.edu/sites/vetmed.umn.edu/files/how-to-ship-outside-usa.pdf](https://www.vetmed.umn.edu/sites/vetmed.umn.edu/files/how-to-ship-outside-usa.pdf). Specific paperwork is required by US Customs.**

**Enter User Details:** The email address you enter will be your user name. This is a unique field and cannot be used for more than one user. Enter your password – case sensitive. Please read the **Terms and Conditions** statement. Select the box for site use terms and conditions.

**Select -> SUBMIT** You have successfully set up your user account.

You will then be returned to the initial log-in screen. You will now need to enter your user name and password to log-in to the system.
Option 4

- I am a pet owner and do not work at a veterinary clinic.

If you select this option - you will receive this message:

Once you have setup your login account information – you can login at urolithcenter.org.
Additional resources can be found at urolithcenter.org under Resources.