

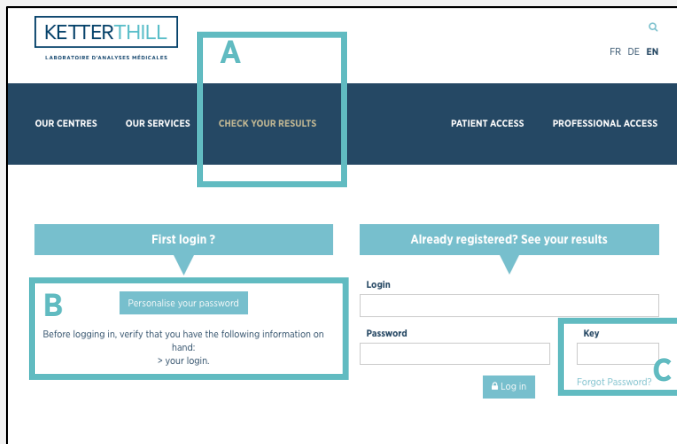
A secured access to your biological results on the internet or on your mobile phone.

The subscription form is available in all our laboratories and on our website : www.ketterhill.lu

Before logging in to get your results, check that you have :

- _ your login
- _ your password
- _ the last key you got by SMS

01. ACCESS TO THE WEBSITE 1st CONNECTION OR FORGOT PASSWORD



The screenshot shows the Ketterhill website's login interface. At the top, there is a navigation bar with 'CHECK YOUR RESULTS' highlighted by a red box labeled 'A'. Below this, there are two main options: 'First login?' and 'Already registered? See your results'. Under 'First login?', there is a red box labeled 'B' containing a 'Personalise your password' button and a note: 'Before logging in, verify that you have the following information on hand: > your login.' Under 'Already registered? See your results', there are input fields for 'Login', 'Password', and 'Key'. A red box labeled 'C' highlights the 'Forgot Password?' link next to the 'Key' field. A 'Log in' button is located at the bottom right of the login section.

_ When you first connect :

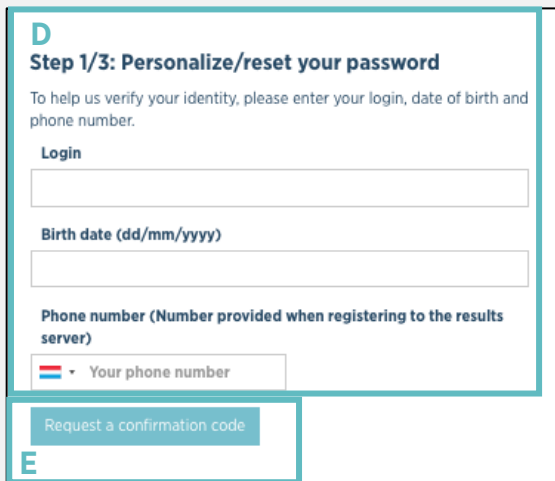
A_ Click on « Check your results »

B_ Click on « Personalize your password » to get your own password

_ If you forgot your password :

A_ Click on « Check your results »

C_ Click on « Forgot password »



The screenshot shows the 'Step 1/3: Personalize/reset your password' form. It includes the following fields: 'Login', 'Birth date (dd/mm/yyyy)', and 'Phone number (Number provided when registering to the results server)'. The phone number field has a dropdown menu for country selection and is labeled 'Your phone number'. At the bottom, there is a red box labeled 'E' containing a 'Request a confirmation code' button.

D_ Type your login (it is given by the laboratory when you subscribe, it is personal and you can't change it, you also get it in the SMS received) your date of birth and your mobile phone number (the one you gave when subscribing)

E_ Click on « Request a confirmation code ». Please note that getting the SMS can take up to 10 minutes

01. ACCESS TO THE WEBSITE (Following) 1st CONNECTION OR FORGOT PASSWORD

Step 2/3: Enter your confirmation code.
Enter your 4-digit confirmation code received by SMS.
Code

Confirm Send new code

Step 3/3: Please re-enter your new password.
Password policy: Minimum of 6 characters containing at least one letter, one number and a special character (!, &., @, #, %, \$, etc...)
This password is confidential and must not, under any circumstance, be given out to another individual.
Password

Repeat password

Confirm

F_ Type the 4 figures code you received by SMS

G_ Personalize your password

_ Note that your password has to :
be composed of 6 characters, with at least one letter, one figure and a special character. This password is confidential and must absolutely not be given to another person

_ Remember your password, it will be used for every other connections

First login ?
Personalise your password
Before logging in, verify that you have the following information on hand:
> your login.

Already registered? See your results
Login

Password

Key

Log in Forgot Password?

H_ Now you can connect within « **Already registered ? See you results »**

02. SEE YOUR RESULTS

_ To see your results :

A _ Click on « Check your results »

Login

B _ Type your login, reminded in the SMS you received

Password

C _ Type your password

Key

D _ Type the key received by SMS (one for every new result) : you must always use the last key

Validate

_ Click on « login » to access your results

E _ Click on the file number corresponding to your analysis to download and save your results (pdf* format).

F _ Download your results

_ *You can download Adobe Acrobat Reader® on the website when connected (version 6 minimum is required)

Notes

The website logs you out after 5 minutes without activity

_ To log off, click on « Logout »

_ To protect your datas, we advise you to have an antivirus on your computer

On MAC

_ Acrobat Reader® (version 6 minimum is required)

_ Download your results on your Desk

_ Open your file (+ click). Choose : open with Acrobat Reader®

Limits

_ For security reasons concerning your personal datas, you may not get access to this service from your workplace



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