



Welcome to the MDS Online Veterinary Test Request Site.

Molecular Diagnostic Services (Pty) Ltd. MDS is a private laboratory based in Durban, South Africa and is also represented in Australia by MDS Australia. MDS is committed to providing a quality diagnostic service and has as its focus the use of the most advanced technologies to perform molecular and genetic analysis in the human and veterinary fields.

Sign In

Create Account Register New Account

Username

Username



Password

Password



[Forgot your password?](#)

By using this website, you acknowledge that you have read our [Terms and Conditions](#), and accept them.

Log In

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1. OVERVIEW

Welcome to our MDS Online Veterinary Test Request Website. We have created this online portal to try and bridge the gap between ourselves and you, our client, to provide you with a simple, easy to use, user friendly experience. Our system has been designed to allow you to easily create your test requests online; this also provides a platform on which we store your data, making it easily available to you no matter where you are.

2. LET'S GET STARTED

If you were a client of MDS prior to 2014, we would have created your online account on your behalf. If you have been a client of MDS since 2014, then either you have already registered an account yourself, or we have assisted you. If you are new to MDS and this is the first time you have made use of our services, then the first step is to register yourself an account on our site.

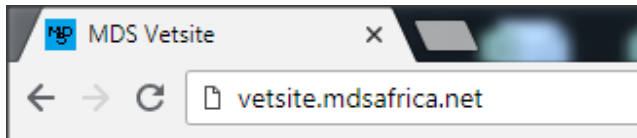
3. REQUIREMENTS

All you need is a computer that's connected to the internet, a registered account (with a username and password) and a few minutes of your time to create your request. We do recommend the use of Google Chrome as your internet browser for best performance; however the site is still compatible across multiple platforms.

4. REGISTERING AN ACCOUNT

*You should only be following these registration steps if this is the first time you are using our services.

Step 1: – Open up your internet browser and type ‘vetsite.mdsafrica.net’ into the URL address bar, and then press enter.



*This will take you to the login page of our Vetsite.

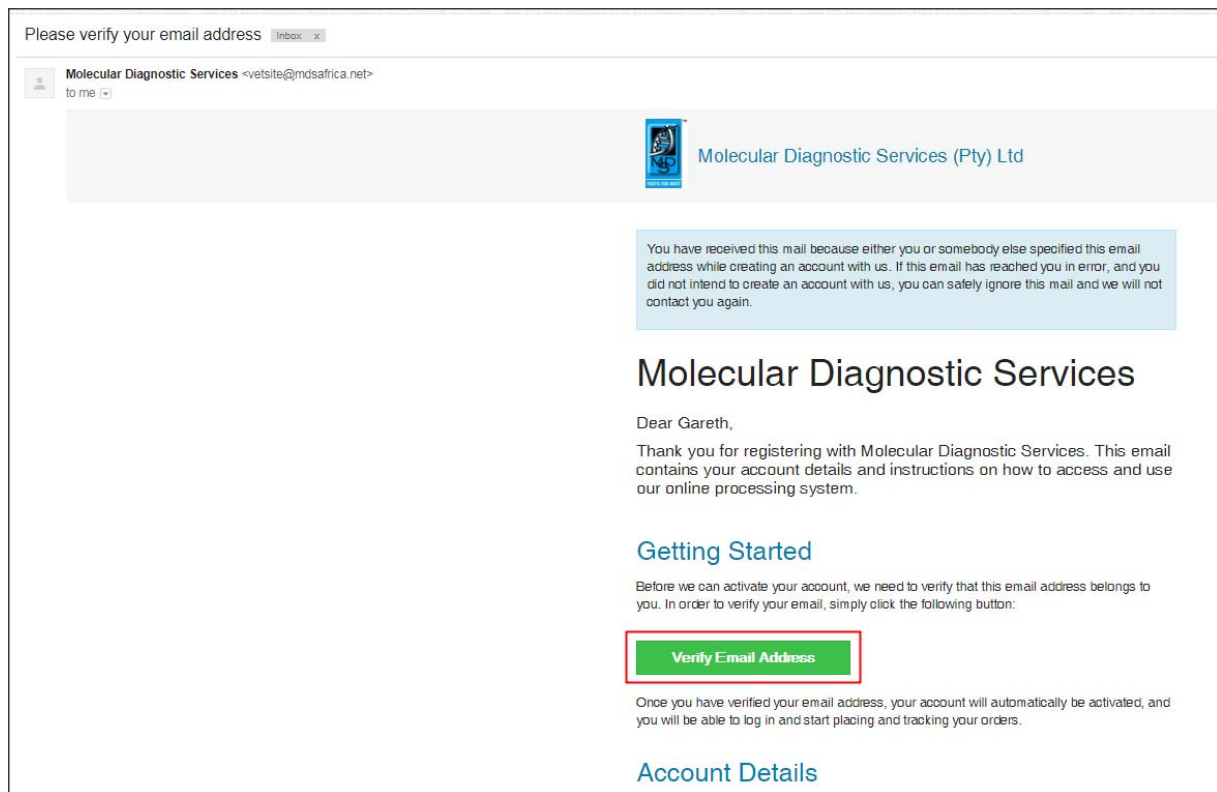
Step 2: - Click on the ‘Register New Account’ button as shown below. This will then provide you with a registration form. You will need to complete as much of this form as possible in order to register an account.

Two screenshots of the MDS Vetsite registration process. The left screenshot shows the login page with the 'Register New Account' button highlighted. The right screenshot shows the registration form with fields for Name, Password, and Email Address.

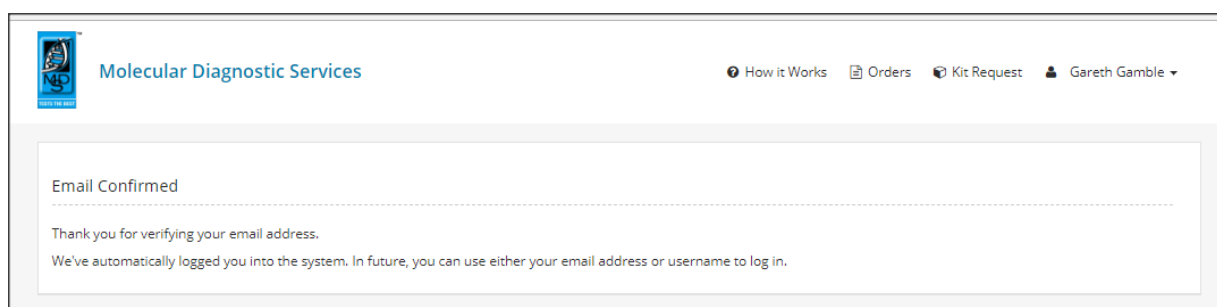
Once you have completed/submitted your registration form, you will receive this on-screen notification, notifying you that your account has been created; the last thing needed to complete the registration is the verification of your email address.

A screenshot of the 'Registration Complete' notification screen. It features the MDS logo and the text: 'Registration Complete', 'Thank you Gareth, your account has been created. Only one more step to go. In a moment, you'll receive an email from us to verify your email address. If you don't receive the email within 5 minutes, please look in your Spam folder to check whether it hasn't been mistakenly flagged as spam.'

Step 3: - If you login to your email account, you should have received an email from our mail account (vetsite@mdsafrica.net). This mail is simply a welcome mail, however the most important part is the 'Verify Email Address' link. This is to ensure that when the time comes for us to send out your results, we send them to the correct address.



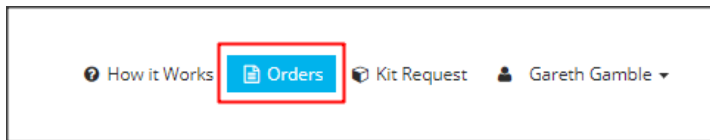
Once you have clicked to verify your email address, you will be re-directed back to the vetsite. Your account will now have been successfully verified and you may continue to use the functionality that has been provided for your use.



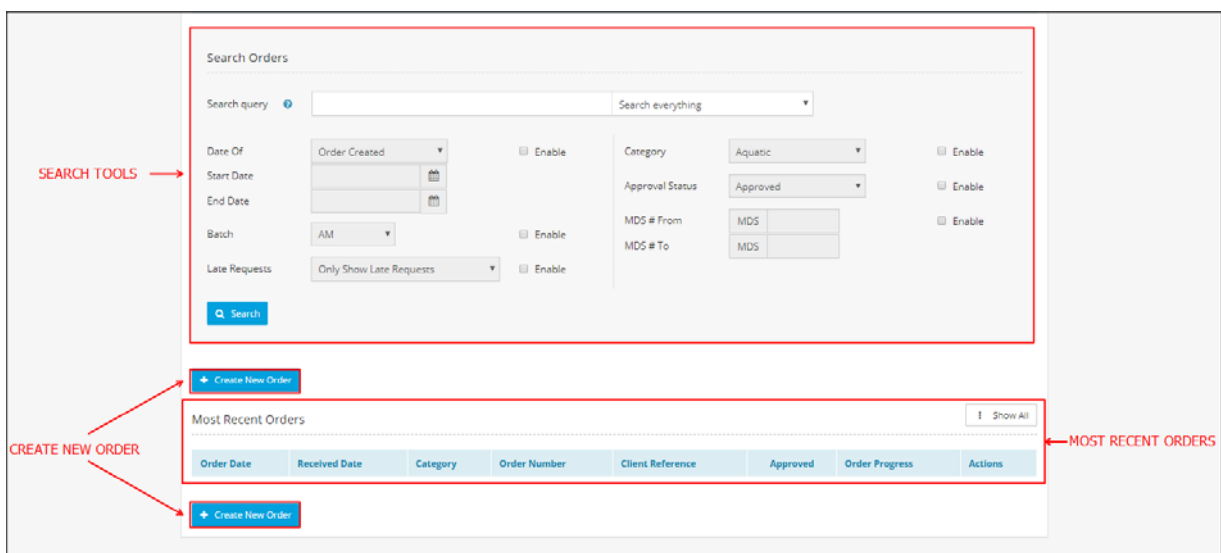
5. CREATING A NEW ORDER

Follow this process if you would like to create a new test request order.

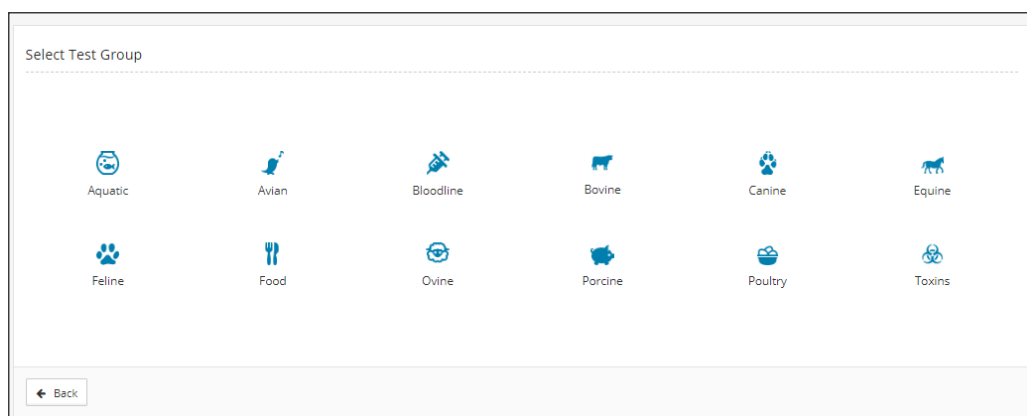
Step 1: From the menu bar, click on 'Orders' tab



Step 2: From the Orders screen, if you scroll down you will find a 'Create New Order' button; there are 2 buttons, one above the most recent orders as well as one below most recent orders. Clicking this button will start your new order process.



Step 3: Select a 'Test Group': all our tests are separated into different test groups; you need to select a group that is appropriate for your sample(s) for example, if you need to determine the sex of a parrot, you would select the avian test group, as within this group you would find all the tests available for birds or in this case, a parrot.



Step 4: Your form is now ready for you to complete. At the top of the form there are the following fields:
(These are optional and are more for personal reference)

FIELD NAME	DETAILS
Your Reference	This is your personal/preferred reference for this specific order
Any Special Requests	If you have any, you may add them here, this may be something you would like the lab to be aware of whilst performing the required tests.
Payment Method	*Still in development – will facilitate online payments

Create a New Order

Your Reference: Annual Bird Testing - 2018

Any special requests?: None

Payment Method: Account

Tests and Samples

Please note: when multiple sample types are submitted for testing, you will be charged for each test performed per sample type.

Owner Name	Animal ID	Species	MDS No.	Certificate	Add a Test
Gareth Gamble	MY-BIRD-001	African Grey Parrot		No	
Avian DNA sexing	MDS DBS collection kit	Not Applicable			

+ Add an Animal + Bulk Add Animals

I accept the Terms and Conditions

Place the Order

The Tests and Samples section is the important part, as here you will need to specify all the details that pertain to the samples you wish to test. These are the required fields:

FIELD NAME	DETAILS	Action
Owner Name	This will be the owner of the sample	Type value
Animal ID	This will be the identification tag for the sample	Type value
Species	Animal species (specific avian species must be listed)	Search + Select
Test Type	Test you would like done for the selected sample	Search + Select
Sample	The sample type that has been submitted	Search + Select
Certificate	Do you require a certificate for this result? (YES/NO); (available only for avian samples)	Select

Type Values refers to fields where you need to type out the information.

Search + Select refers to fields that have options to select from; these lists have a search function.

Select refers to fields that only have a select function, usually a YES or NO option.

5.1 SAMPLE TOOLS

There are 2 sets of tools that have been provided for customizing your order. The first set is: 'Add an Animal' and 'Bulk Add Animals'.

5.1.1 'ADD AN ANIMAL'

Basically adds a single extra sample row for you to fill out. Use this function to individually add on each animal sample for testing.

A screenshot of a web interface showing a user profile for 'Gareth Gamble' and a test selection for 'Avian DNA sexing'. Below these, there are two blue buttons: '+ Add an Animal' and '+ Bulk Add Animals'. These buttons are highlighted with a red rectangular box.

The image below illustrates clicking on 'Add an Animal', creating a new submission row.





A screenshot of the web interface showing the 'Add an Animal' button being clicked. A new submission row is added below the existing one. The new row has fields for 'Owner Name', 'Animal ID', 'Select species', 'Select a test', 'Select a sample', and 'Not Applicable'. The 'Add an Animal' button is highlighted with a red box, and a red arrow points to the new row.






5.1.2 'BULK ADD ANIMAL'






This function is for when you have a lot of samples all being tested for a similar disease/s. The image below shows an example where you have 5 samples that all need to be tested for Avian DNA sexing and PBFDV. Complete the fields that you intend on being the same for each sample, as this process essentially duplicates the information by the number of rows specified.






A screenshot of the 'Bulk Add Animal' form. At the top, there is a field 'Number of Rows' with the value '5'. A red arrow points from this field to a red box that encloses the first row of the form. The red box contains fields for 'Owner Name' (Gareth Gamble), 'Animal ID' (Bird_), 'Species' (African Grey Parrot), 'Test Type' (Avian DNA sexing), 'Sample Type' (MDS DBS collection kit), and 'Certificate Required' (No). Below the red box, there are two more rows of the same form, each with a red 'X' icon next to it. At the bottom, there are two blue buttons: '+ Add Test' and '+ Add to Form'.






The image below shows the newly created rows after using the bulk add function:






Owner Name	Animal ID	Species	Add a Test		
Test Type	Sample	MDS No.	Certificate	Trash	
Gareth Gamble	MY-BIRD-001	African Grey Parrot			  
Avian DNA sexing	MDS DBS collection kit	Not Applicable	No		


Gareth Gamble	Bird_	African Grey Parrot			  
Avian DNA sexing	MDS DBS collection kit	Not Applicable	No		
Psittacine Beak and Feather Disease Virus	MDS DBS collection kit	Not Applicable	No		


Gareth Gamble	Bird_	African Grey Parrot			  
Avian DNA sexing	MDS DBS collection kit	Not Applicable	No		
Psittacine Beak and Feather Disease Virus	MDS DBS collection kit	Not Applicable	No		

Gareth Gamble	Bird_	African Grey Parrot			  
Avian DNA sexing	MDS DBS collection kit	Not Applicable	No		
Psittacine Beak and Feather Disease Virus	MDS DBS collection kit	Not Applicable	No		

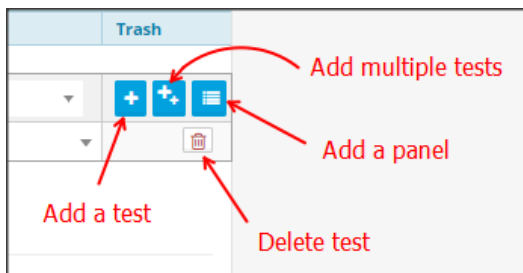
Gareth Gamble	Bird_	African Grey Parrot			  
Avian DNA sexing	MDS DBS collection kit	Not Applicable	No	African Grey Parrot	
Psittacine Beak and Feather Disease Virus	MDS DBS collection kit	Not Applicable	No		

Gareth Gamble	Bird_	African Grey Parrot			  
Avian DNA sexing	MDS DBS collection kit	Not Applicable	No		
Psittacine Beak and Feather Disease Virus	MDS DBS collection kit	Not Applicable	No		

 Add an Animal

 Bulk Add Animals

The other tool set (which appears next to each sample/animal) provides the following options: adding a test, adding multiple tests, adding a panel of tests or deleting a test.



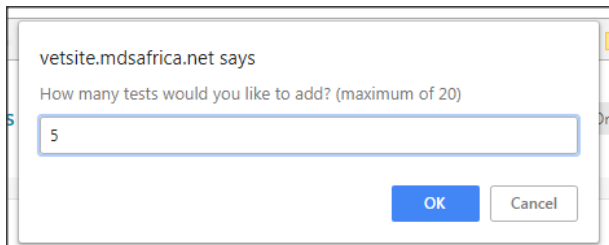
5.1.3 'ADD A TEST'

This function simply adds on a new test entry for the selected sample/animal.

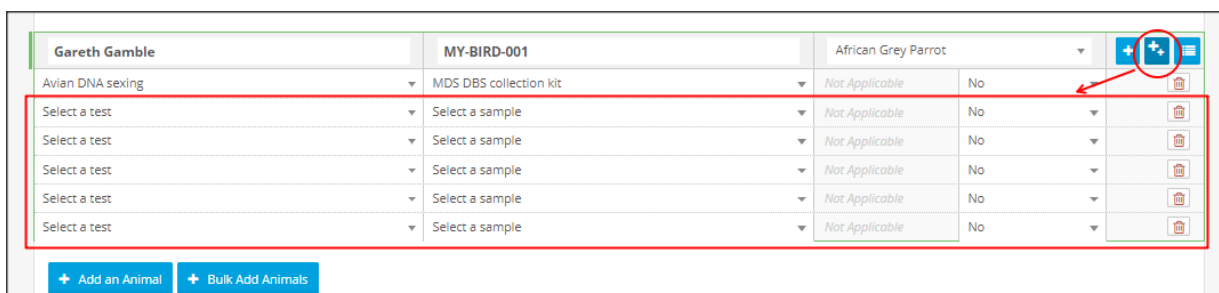
Gareth Gamble	MY-BIRD-001	African Grey Parrot			
Avian DNA sexing	MDS DBS collection kit	Not Applicable	No		
Select a test	Select a sample	Not Applicable	No		

5.1.4 'ADD MULTIPLE TESTS'

This function initially shows a prompt asking how many tests you would like to request per sample, once you have specified your number. Clicking 'OK' will then add on this number of blank test entries to the selected sample/animal. You will then need to complete the fields.



A modal dialog box with a title bar. The text inside reads: "vetsite.mdsafrica.net says" followed by "How many tests would you like to add? (maximum of 20)". Below this is a text input field containing the number "5". At the bottom are two buttons: "OK" and "Cancel".

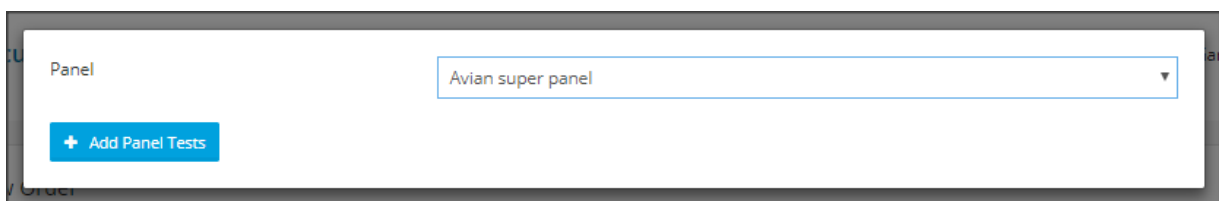


A screenshot of a web application interface showing a table of test results. The table has columns for 'Gareth Gamble', 'MY-BIRD-001', 'African Grey Parrot', and several test results. A red box highlights the bottom five rows of the table, which are new entries added by the 'Add Multiple Tests' function. These rows have 'Select a test' in the first column, 'Select a sample' in the second, and 'Not Applicable' in the third. A red arrow points to the '+ + +' icon in the top right corner of the table header, which is circled in red.

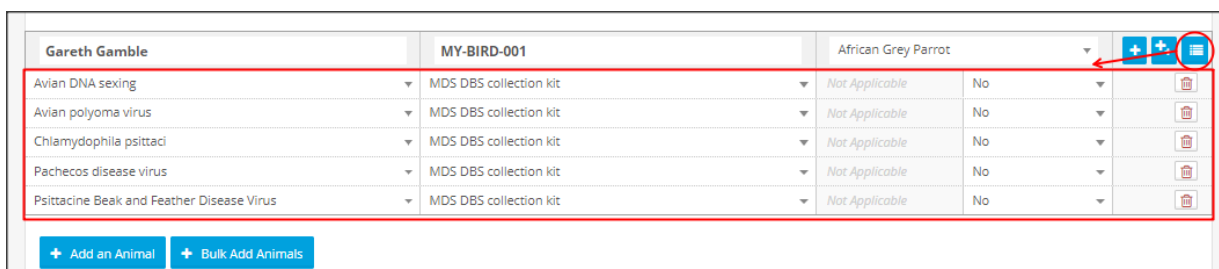
Gareth Gamble	MY-BIRD-001	African Grey Parrot	
Avian DNA sexing	MDS DBS collection kit	Not Applicable	No
Select a test	Select a sample	Not Applicable	No
Select a test	Select a sample	Not Applicable	No
Select a test	Select a sample	Not Applicable	No
Select a test	Select a sample	Not Applicable	No
Select a test	Select a sample	Not Applicable	No

5.1.5 'ADD A PANEL'

This function will display a prompt for you to select what panel you would like to add. Selecting the panel and clicking 'Add Panel Tests' will add the respective tests to your selected sample/animal.



A modal dialog box with a title bar. The text inside reads: "Panel" followed by a dropdown menu showing "Avian super panel". Below this is a blue button labeled "+ Add Panel Tests".



A screenshot of the same web application interface as before, but now showing the results of the 'Add Panel Tests' function. The table now has six rows, with the bottom five rows highlighted by a red box. These rows contain specific test names: 'Avian polyoma virus', 'Chlamydia psittaci', 'Pacheco's disease virus', and 'Psittacine Beak and Feather Disease Virus'. A red arrow points to the '+ + +' icon in the top right corner of the table header, which is circled in red.

Gareth Gamble	MY-BIRD-001	African Grey Parrot	
Avian DNA sexing	MDS DBS collection kit	Not Applicable	No
Avian polyoma virus	MDS DBS collection kit	Not Applicable	No
Chlamydia psittaci	MDS DBS collection kit	Not Applicable	No
Pacheco's disease virus	MDS DBS collection kit	Not Applicable	No
Psittacine Beak and Feather Disease Virus	MDS DBS collection kit	Not Applicable	No

5.1.6 'DELETE TEST'

If you accidentally added on an item that you do not wish to keep on the form, simply click the 'trash icon' to remove this entry. Please note that removing items can only be done prior to form submission.

***You can now use a combination of the tools above to fully customize your request form.**

5.1.7 ACCEPTING THE TERMS & CONDITIONS

Below your order will be a check box which you will need accept the T&Cs (by clicking the checkbox) before you can process your order. Please read our Terms & Conditions, we have included a hyperlink that will direct you to this page.

☒ I accept the [Terms and Conditions](#)

5.1.8 FORM VALIDATION

We do run a computerized form validation to ensure that all required fields are completed correctly and that no required information has been accidentally missed. When you click to place the order, the form validation will activate highlighting fields where information is conflicting or missing. You will then need to correct the highlighted fields before you can proceed.

Tests and Samples

Please note: when multiple sample types are submitted for testing, you will be charged for each test performed per sample type.

Owner Name	Animal ID	Species	Add a Test		
Test Type	Sample	MDS No.	Certificate	Trash	
Gareth Gamble	Animal ID	African Grey Parrot			
Avian DNA sexing	MDS DBS collection kit	Not Applicable	No		
Avian polyoma virus	MDS DBS collection kit	Not Applicable	No		
Chlamydia psittaci	MDS DBS collection kit	Not Applicable	No		
Pacheco's disease virus	MDS DBS collection kit	Not Applicable	No		
Psittacine Beak and Feather Disease Virus	MDS DBS collection kit	Not Applicable	No		

+ Add an Animal

+ Bulk Add Animals

☒ I accept the [Terms and Conditions](#)

Back


Place the Order

Your order contains errors. Please correct them before submitting your order.

5.2 PLACING THE ORDER

Once you have completed your request, and accepted the Terms & Conditions, you can click the 'Place the Order' button. Your request will automatically be sent through to the lab. You will receive an email confirming the creation/ submission of your request. The site will then redirect you to a page that contains all the details of your order. It is here that you will see your order number displayed as RNOXXXXX and be able to check the details of your order which includes your order status. The lab is now alerted to your order and will be expecting delivery of your samples.

Below is an example of the mail you will receive following the creation of an order.

**Molecular Diagnostic Services (Pty) Ltd**

Dear **Gareth Gamble**,

Your order has been created, and your order number is **RN037029**.

Please note the following important information:

- Please note that it is very important that your account details are up to date, especially your email address. This is to ensure continued correspondence and confidentiality of results. We will endeavour to keep your records accurate however this responsibility rests with you as we may not be aware of changes to your contact details. To check your details please login to your account on the Vetsite (vetsite.mdsafrica.net), click your profile name at the top right of the page, then select 'My Account'. You can then click the button 'Update your details' to edit these details.
- When multiple sample types are submitted for testing, you will be charged for each test performed per sample type.
- If you have cancelled a test, you will still receive an order number. The sample condition will be listed as 'Unsuitable' in the email sent when samples are received. This enables us to track each and every sample received at MDS.
- Results will be emailed as an attachment once payment is received and the entire order is complete, however you are able to log in and obtain available results at any time. This facility may be especially useful when tests of different waiting periods are ordered.

View Order Online

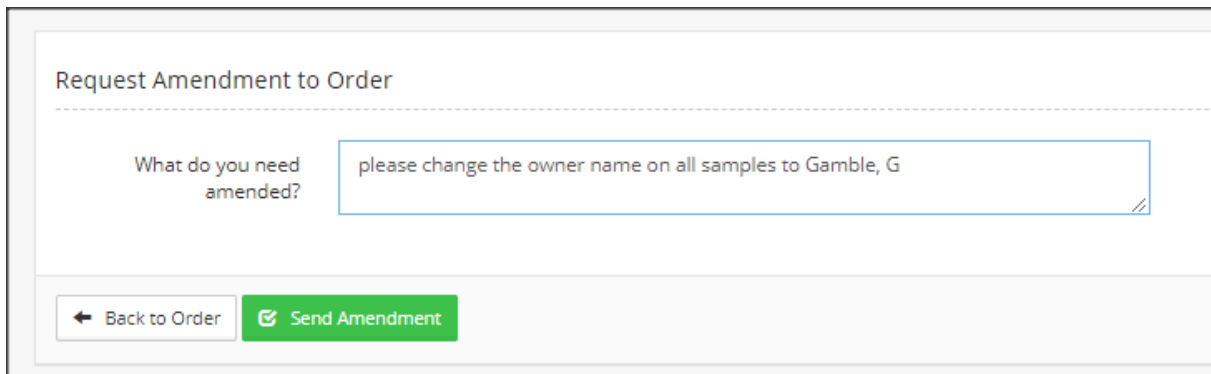
MDS Africa	MDS Australia
Phone: +27 (31) 267 7000	Phone: +61 (02) 6299 7740
Email: vetsite@mdsafrica.net	Email: mdsaustralia@bigpond.com

5.3 EDITING THE ORDER

This is a limited time function; you have approximately 1 hour to make changes to a request should you need to. After an hour, the edit function is locked and no further changes can be made. Not to worry, should you need to make further changes that you didn't manage to make within that first hour, there is an amendment function that will then appear; here you may submit your amendment request explaining to us what needs to be changed. Your request will be received by the lab, assessed and applied. Should there be queries, the lab will be in contact with you.

5.4 ORDER AMENDMENTS'

Clicking on the 'Request Amendments' button will re-direct you to the amendments page where you can request changes to your order. This function is only available from an hour after the order is created up until the samples are received at the lab, as during this time the order is locked to prevent changes.



The screenshot shows a web form titled "Request Amendment to Order". Below the title is a dashed line. To the left of a text input field is the label "What do you need amended?". The input field contains the text "please change the owner name on all samples to Gamble, G". At the bottom of the form are two buttons: "Back to Order" with a left-pointing arrow icon, and "Send Amendment" with a checkmark icon.

5.5 FINALIZING ORDER AND SENDING THE SAMPLE/S

Once you have created your request and you have your order number (RN0XXXXX), it is recommended that you mark this number on your parcel that you send to the laboratory. Alternatively, you can print the confirmation email that you receive and attach this to your parcel (this just helps the lab identify that there is an existing order on the system when your samples arrive). Please ensure proof of payment is submitted with your samples

6. ORDER STATUS AND LATE REQUESTS

6.1 STATUS OF ORDER

'Approval Status' refers to the finance component of your order; basically, whether or not the order has been paid for and payment receipted.

'Progress' refers to whereabouts your samples are within the testing process. Initially, the status will reflect as 'Samples have not been received yet' but will update when the samples have been received at the laboratory and again when results have been processed/verified.

6.2 LATE REQUESTS

This function appears after your samples have already been received at the lab. It is usually used when a test was left off the original request or if additional testing is needed for a specific sample after the initial testing.

Clicking on the 'Late Request' button will re-direct you to the late requests page; Clicking on the 'Test' button, simply adds an extra test row onto the selected sample, you can then specify the test needed followed by clicking 'Submit late request'; the lab will immediately be notified of the late request, which they will process immediately (assuming the samples have already been received at this time).

Late Request for RN036706

A late request will allow you to request additional tests for samples that you have already sent in. In the form below, you will see a +Test button for each sample. Clicking this button will allow you to choose a new test to be performed on the sample.

Client Reference: Annual Bird Testing - 2018

Any special requests?: None

Payment Method: Account

Tests and Samples

Owner Name	Animal ID	Species	Add a Test		
Test Type	Sample	MDS No.	Certificate	Trash	
Gareth Gamble	bird01	African Grey Parrot	+ Test		
Avian DNA sexing	MDS DBS collection kit	450127z	No		
Avian polyoma virus	MDS DBS collection kit	450127z	No		
Chlamydothila psittaci	MDS DBS collection kit	450127z	No		
Pacheco's disease virus	MDS DBS collection kit	450127z	No		
Psittacine Beak and Feather Disease Virus	MDS DBS collection kit	450127z	No		
Avian Borna Virus	MDS DBS collection kit	No			

Back Submit your late request

7. RESULTS: VIEWING / ACCESSING RESULTS FROM AN EXISTING ORDER

In addition to you receiving your results via email, we do keep record of all orders which we make available online for your perusal by simply logging into your account on our Vetsite; this will also grant you access to view and print out your results report at any stage following completion of the testing process. On the 'Orders Tab', scroll down to the most recent orders section; you will see your latest orders displayed. In order to view the details of the order, simply click the 'View' button alongside the respective order.

Most Recent Orders							Show All
Order Date	Received Date	Category	Order Number	Client Reference	Approved	Order Progress	Actions
02 Jul 2018	02 Jul 2018	Avian	RN036706	Annual Bird Testing - 2018	Yes	Completed	View
+ Create New Order							

At the bottom, below your request details, you will find options to do the following:

Button	Function
View Test Results	Re-directs you to the results page
Late Request	Re-directs you to the late request page for submission of additional testing requests
Request Amendment	Re-directs you to a submission page for submitting amendments to the order
View Correspondance	Re-directs you to the correspondance page where you can view all correspondance we would have made with you regarding the selected order

Owner Name		Animal ID		Species	
Category	Test	Sample	MDS No.	Sample Condition	Indicators
Gareth Gamble		bird01		African Grey Parrot	
Molecular	Avian DNA sexing	MDS DBS collection kit	450127z	Suitable	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Molecular	Avian polyoma virus	MDS DBS collection kit	450127z	Suitable	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Molecular	Chlamydomphila psittaci	MDS DBS collection kit	450127z	Suitable	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Molecular	Pachecos disease virus	MDS DBS collection kit	450127z	Suitable	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Molecular	Psittacine Beak and Feather Disease Virus	MDS DBS collection kit	450127z	Suitable	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

The samples for this order have been received by MDS. If you need to request additional tests, please submit a late request.

[View Test Results](#)
[Late Request](#)
[Request Amendment](#)
[View Correspondence](#)

7.1 'VIEWING TEST RESULTS'

Once you have been re-directed to the results page, you will be able to see the results for each test on the screen; you will also notice that there are checkboxes next to each test. This function allows you to select the items you wish to be shown on the printed report. By default, when we send out your results report via email, we include every item within the order. You may wish to generate a report displaying only certain items; this function gives you that control. Clicking the 'Download Test Results' button will then generate a full report or a selected items report as a PDF which you can then print.

Molecular Test Results

Owner Name		Animal ID		Species	
<input checked="" type="checkbox"/> Category	Test	Sample	MDS No.	Result	Indicators
Gareth Gamble		bird01		African Grey Parrot	
<input checked="" type="checkbox"/> Molecular	Avian DNA sexing	MDS DBS collection kit	450127z	Male	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<input checked="" type="checkbox"/> Molecular	Avian polyoma virus			Not Detected	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<input checked="" type="checkbox"/> Molecular	Chlamydomphila psittaci			Not Detected	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<input checked="" type="checkbox"/> Molecular	Pachecos disease virus			Not Detected	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<input checked="" type="checkbox"/> Molecular	Psittacine Beak and Feat...			Not Detected	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

ON-SCREEN VIEW

[Download Test Results](#)

7.2 VIEW CORRESPONDENCE

This feature simply displays the correspondence that MDS has had with you with regards the selected order, i.e. you are able to see what emails have been sent in relation to the respective order, when it was sent and to which email address it was sent.

Correspondence for Order RN036706				
Date	Time	User	Recipients	Subject
02 Jul 2018	14:36	Gareth Gamble	imakeapps.sa@gmail.com	New MDS Order RN036706
02 Jul 2018	15:51	Gareth Gamble	imakeapps.sa@gmail.com	Samples Received for Order RN036706
02 Jul 2018	16:03	Prenesri Chetty	imakeapps.sa@gmail.com	Test Results for Order RN036706

8. KIT REQUESTS

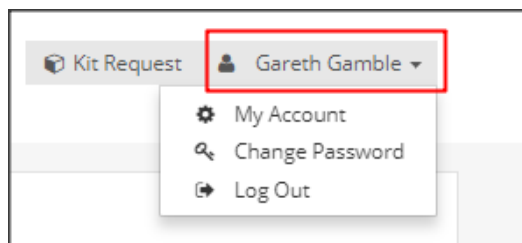
This is still under development (watch this space).

We are working on a convenient method where our clients can submit their kit requests online.

9. ACCOUNT MANAGEMENT

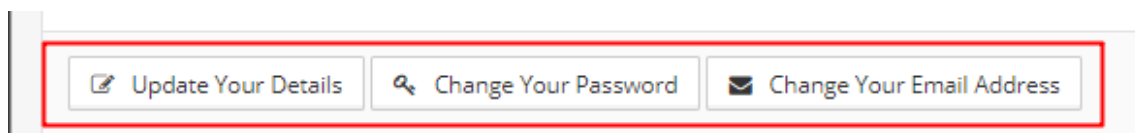
It is important for you to ensure that your account details are correct and maintained on the site as we use these details to communicate with you, e.g. sending you your results reports, clarification on some requests, follow-up on payments and general queries. Your account details are important, please safeguard them as they determine/ restrict access to your account; in this way the confidentiality of your personal information and results are protected.

You can access your account details from the menu bar by clicking on your account name; you will find options there to access your account details as well as change your account password.



9.1 'MY ACCOUNT'

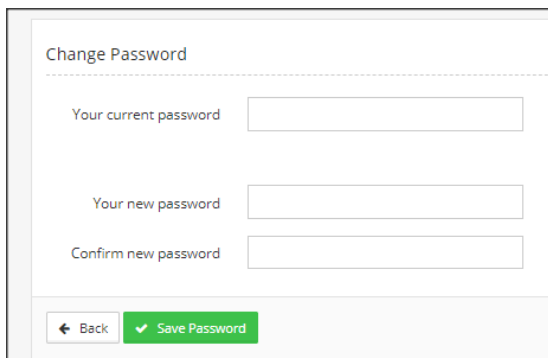
If you scroll down to the bottom of the account page, you will find tools to either update general details, change your password or change the primary email account linked to the account.



9.2 'CHANGING THE PASSWORD'

Once logged onto your account, you can easily change the password.

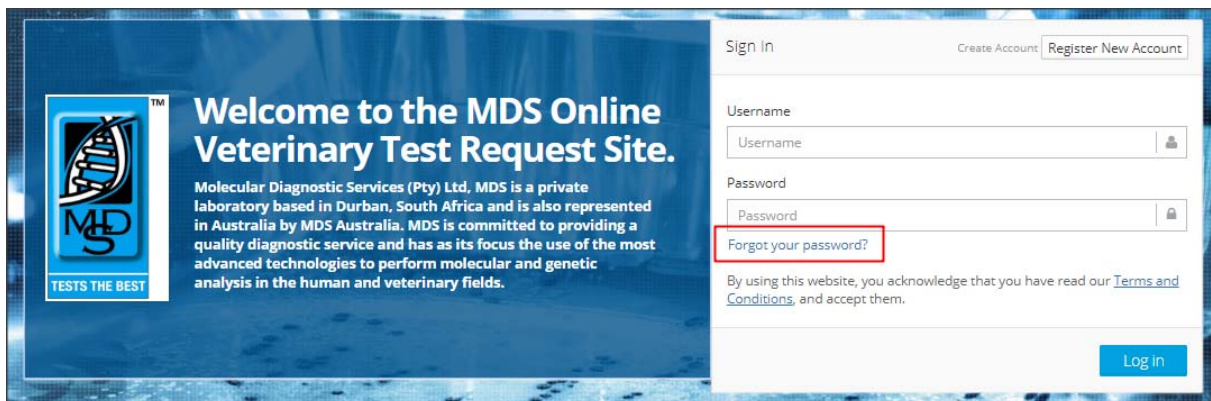
Simply enter your existing password followed by your new password and the confirmation of your new password. Click the 'Save Password' button and your password will be updated.



The screenshot shows a 'Change Password' form with three input fields: 'Your current password', 'Your new password', and 'Confirm new password'. At the bottom, there are two buttons: 'Back' and 'Save Password'.

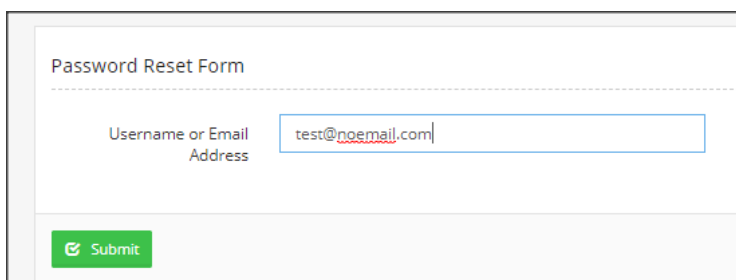
9.3 'FORGOT YOUR PASSWORD'

Step 1: -If you have forgotten the password to your account, you can use our recovery tool. It is available on the login screen. Clicking the link will re-direct you to our recovery page.



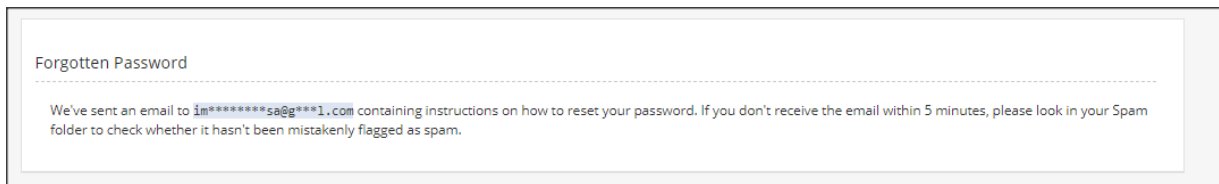
The screenshot shows the login page for the MDS Online Veterinary Test Request Site. On the left, there is a banner with the MDS logo and text: 'Welcome to the MDS Online Veterinary Test Request Site. Molecular Diagnostic Services (Pty) Ltd, MDS is a private laboratory based in Durban, South Africa and is also represented in Australia by MDS Australia. MDS is committed to providing a quality diagnostic service and has as its focus the use of the most advanced technologies to perform molecular and genetic analysis in the human and veterinary fields.' On the right, there is a 'Sign In' section with fields for 'Username' and 'Password'. Below the 'Password' field, there is a link 'Forgot your password?' highlighted with a red box. At the bottom right, there is a 'Log in' button.

Step 2: - Insert the primary email address used for your account (this is the email address we send your results to), then click submit.

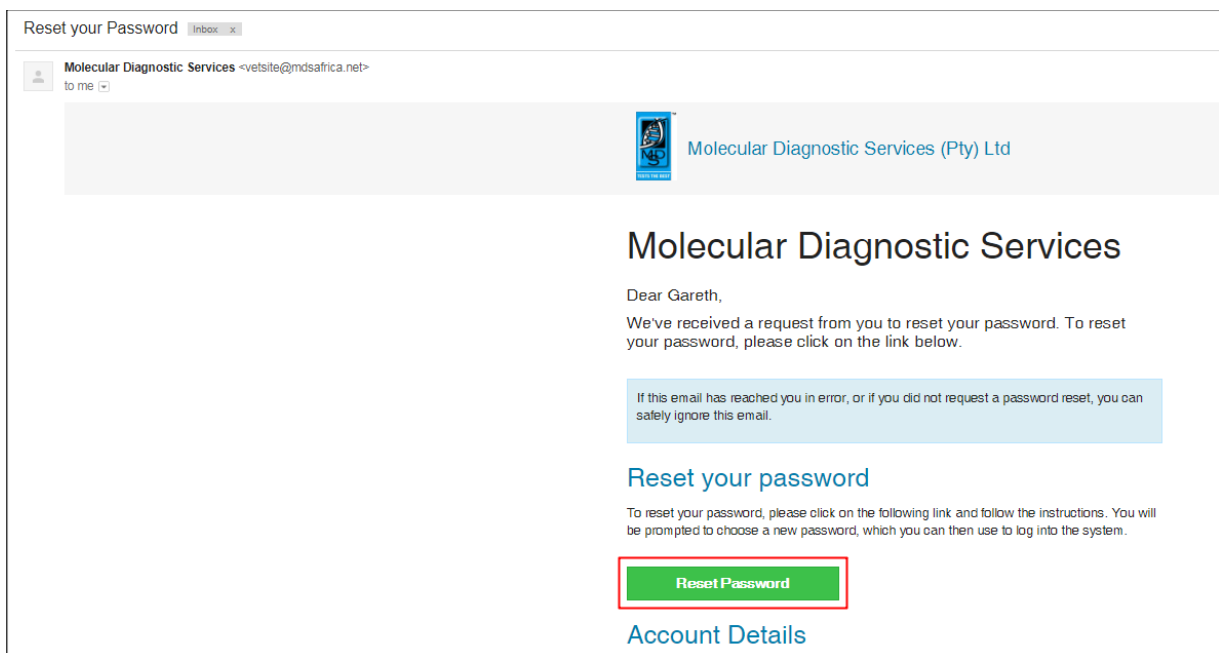


The screenshot shows a 'Password Reset Form' with a single input field labeled 'Username or Email Address'. The field contains the text 'test@noemail.com'. Below the field, there is a green 'Submit' button.

We will then notify you that we have sent an email to your account.



Step 3: -Once you have received the email, you will need to click the link in the email that says 'reset password'.



Step 4: -This will take you to a page where you can enter your new password followed by confirming this password. You can then click 'Save' and your password will be updated. You can now login to your account with your email address and the new password.

A screenshot of a web form titled 'Password Reset'. It contains two input fields: 'New Password' and 'Confirm New Password'. Below the input fields is a green button with a checkmark icon and the text 'Save'.

10. CLOSING STATEMENT

We trust that our site is of good use to you. Should you have any queries or feedback regarding the site and its functions, please feel free to contact our IT Support (itsupport@mdsafrica.net). We will be more than happy to assist you where we can. Thank you for your continued support in our services.