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Pharma Sponsored Testing – How to Order a Test in CentoPortal

Version: 1.0
Release date: 2022-07

## Table of Contents

Introduction

CentoPortal is CENTOGENE's online ordering platform where you can:

• Browse CENTOGENE's complete portfolio and order a test in a few easy steps
• Instantly sign-up and easily create an account
• Provide the most important clinical information in a structured way
• Sign the patient consent online
• Obtain an overview of your patients and the analyses you have ordered
• Check your sample status
• Download your patients' medical report and send it directly to other report recipients with the highest data protection and privacy standards

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Setting Up a User Account

To order a test for your patients and receive the medical report, create a User Account in CentoPortal by following these steps:

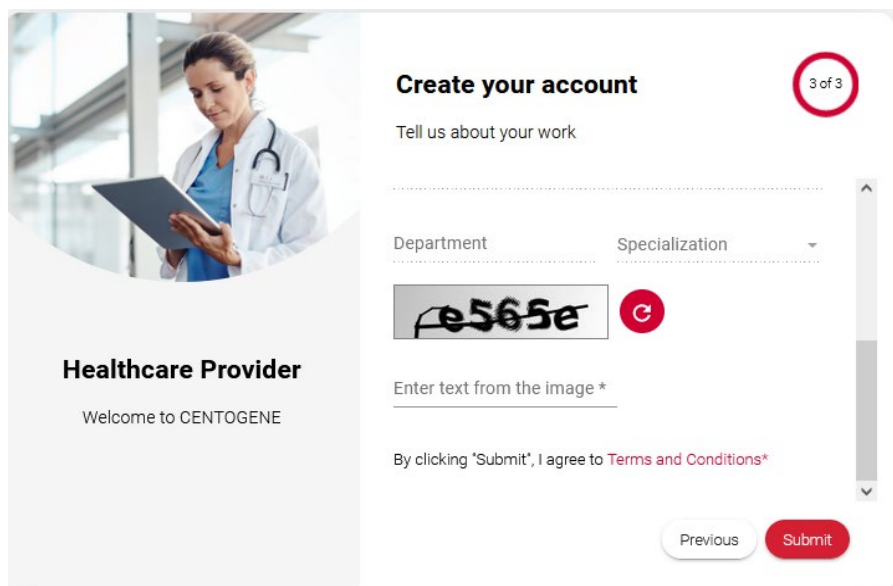1. Go to **www.centoportal.com** and click **Sign Up** in the top right corner.
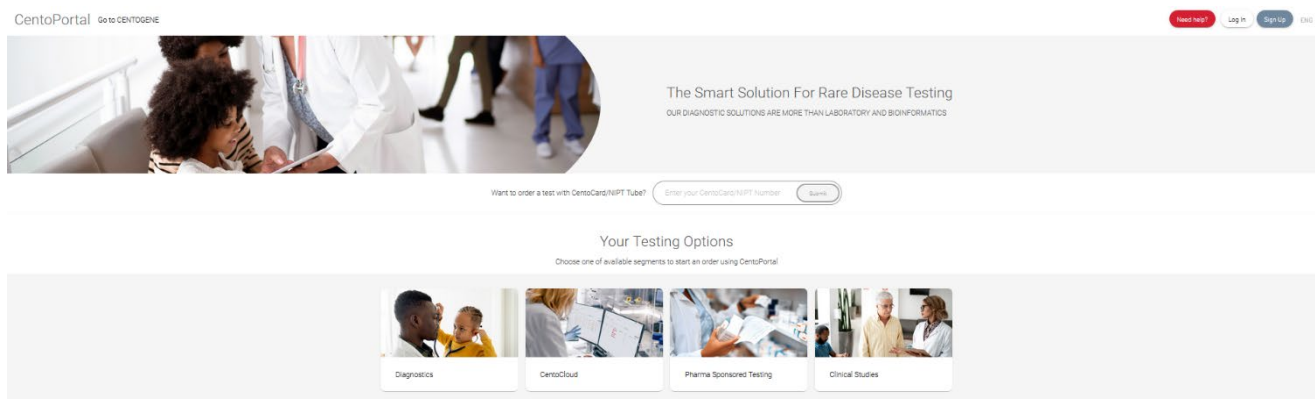
2. Enter your email address. Click **Next** to proceed.

3. Enter **Title**, **First name**, **Last name**, **Phone number** and certify status as a licensed medical doctor or a healthcare professional authorized by the institution. Click **Next** to proceed.

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4. Enter work details like Country, City, Postal code, Address, Institute / Practice name, Department and Specialization.

5. Enter correct captcha text and read and agree to the **Terms and Conditions** of CentoPortal by clicking **Submit**.

6. You will receive an email with a **verification link**. This link is valid for 30 days upon receipt. Click the link to **verify your email address** and create a unique **username** and **password** on the page that opens after clicking the link.

Note: Please make sure you take a note of your chosen username in case you need to reset your password in the future. In case the 30 days have passed before you were able to complete the account creation process, you can contact our customer support at **support@centoportal.com**.

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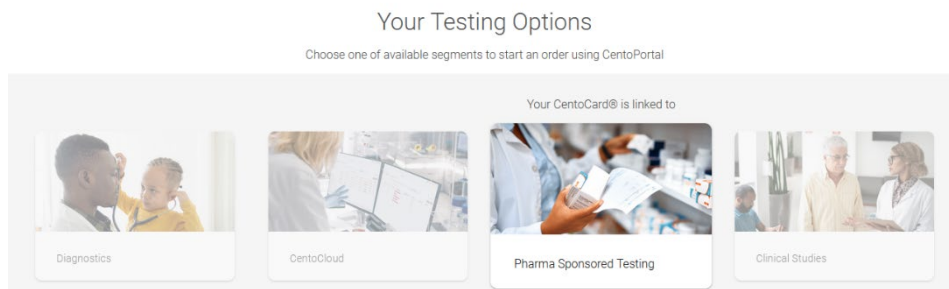# Ordering a Test Sponsored by a Pharmaceutical Company

To browse and order from CENTOGENE's diagnostic test catalogue, go to CentoPortal **www.centoportal.com**.

1. Log in to CentoPortal with your user credentials.

Note: Your username is unique and is not your email ID.

2. On the CentoPortal home screen, choose **Pharma Sponsored Testing**.

3. Enter the **CentoCard Number** and **sample collection date** and click **Save and continue**. Your CentoCard is connected to a program sponsored by a pharmaceutical company and the system will automatically recognize this association.

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4. Select the appropriate test from the options available for the program and click **Save and continue.** The available options depend on the associated pharma project.

5. Click on **Create patient** and enter the patient data. If you have previously ordered a test for this patient, please search for the patient using the search function. The system will suggest matching previously created entries from which you can select the correct person. Please proceed carefully here to avoid duplicate entries. Then click on **Save & Continue** to proceed.

Search for the Existing patient

![CENTOGENE logo]

Alternatively, create a new patient

Note: All mandatory information is marked with (*).

6. In the **Clinical details** section, select the symptoms present in the patient in the recommended list of clinical symptoms. In case you do not find the desired clinical symptom in your list, click **Add more details** and search and select from the broader HPO catalogue.

In case this is a clinical support program, and if clinical symptoms are not set up for the program, please select **Not applicable** and click **Save and continue**.

7. In the next step, you can authorize additional healthcare professionals involved in the clinical care of your patient to receive a copy directly with the highest data protection and privacy standards. Additionally, you can make the additional healthcare professional a primary recipient. You can also make an additional healthcare professional (i.e., the medical report will be issued in the name of the primary recipient) by selecting the corresponding option in the **Additional result recipient** dialog box. Click **Save and continue** to proceed.

8. Download your patients' medical report and authorize additional healthcare professionals involved in the clinical care of your patient to receive a copy directly with the highest data protection and privacy standards.

Note: You can also use the "Manage team" functionality in CentoPortal to add delegate team members to your account. Delegates can place orders on your behalf and access the medical reports afterwards, please refer to Appendix 1 for further instructions.

Confirm the consent and click **Finish order.** The consent step is unique as per the agreement within the program.

Downloading Results

When the results of an analysis are available, you receive an email notification to your registered email address. Follow the steps below to download the results.

1. Log into your CentoPortal account and select **My Orders** from the main menu to view your existing orders. To quickly locate a specific order, use filters or the free search feature (e.g., search by patient name, date of birth, CentoCard number or order status).
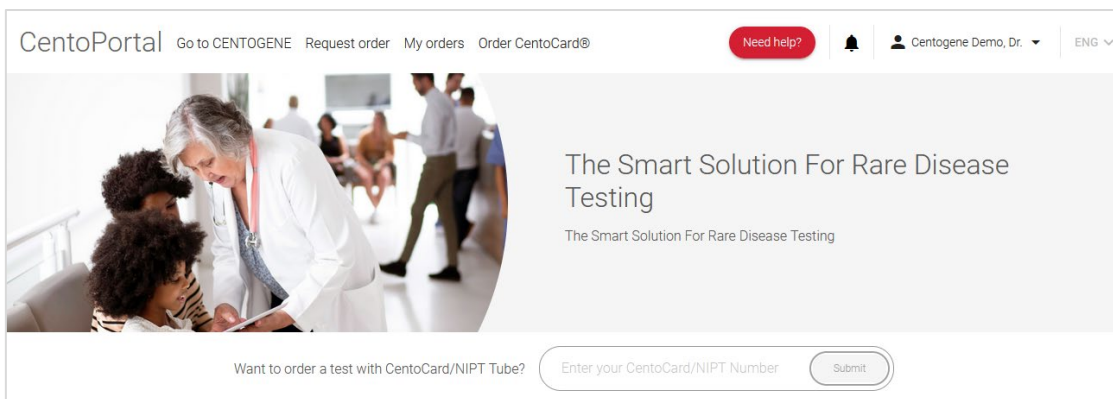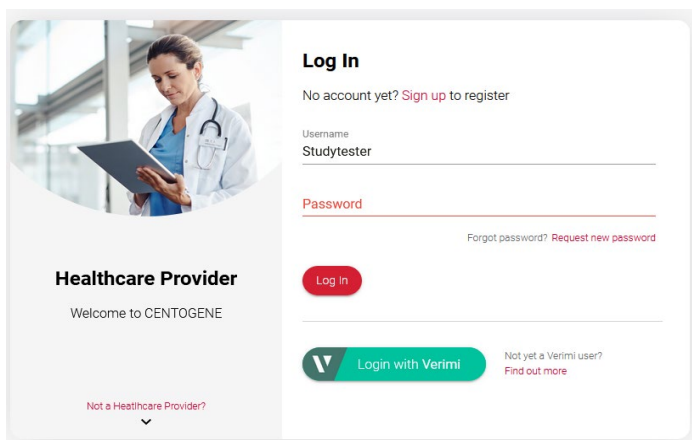

2. In the order overview, if you want to download a report then click the link provided under the column **Reports**

CentoPortal® order ID	Centogene ID	Analysis requested	Order status	Order date	Patients	Patients ref ID	Patient DOB DD/MM/YYYY	Materials	Reports	Date report sent	
OR20220429 Y 7VJ.G	62958281	CentoCloud® Genome Solo	Report ready	29/04/2022	C. Ento Klaut	CC66	19/04/2008	n/a		n/a	
OR20220318 WYNRG	62958229	CentoCloud® Rare Disease Panel	Report ready	18/03/2022	Cento Cloud Test1	n/a	12/02/1952	n/a	Final (ER 2565012)	18/03/2022	

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Forgot Your Password
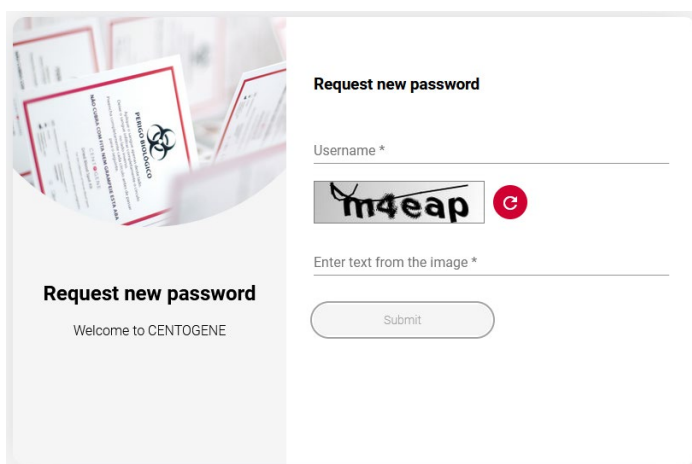
1. In case you forgot your password click **Request new password**.

2. Enter your **Username** and enter text from the image and click **Submit**. You will receive a link to your registered account email address. Click the link and follow the onscreen instructions to create your new password**.** In case you do not remember your **Username** please click **Need help?** in the top menu and contact CENTOGENE.

   **Note**: Your username is unique and is not your email ID.

Manage and Invite Your Team

You can invite team members who can complete all the steps of an order on your behalf except the consent step. By using this option, you only need to complete the consent step and submit the previously created order. Follow these steps to set up and manage your team:

1. Go to your profile and select **Manage my team.**
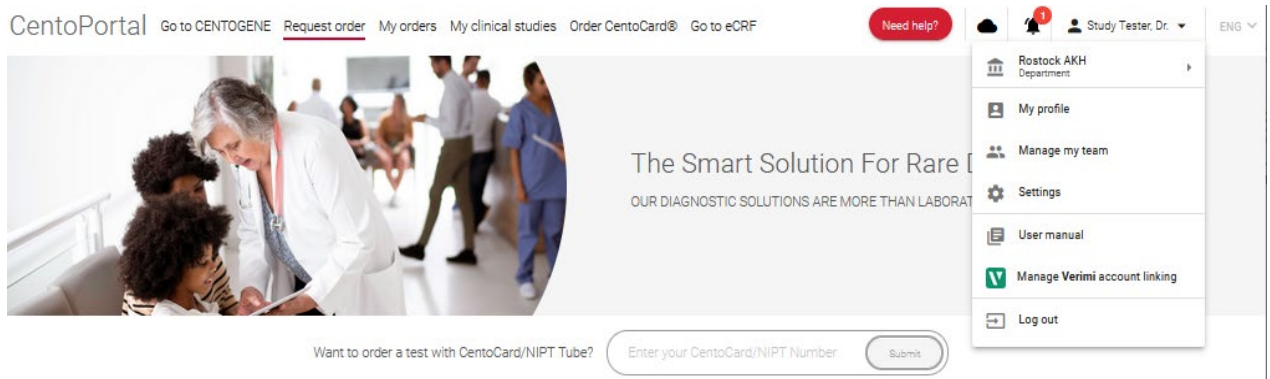
2. Click **Invite new team members** and enter their details in the dialog box that opens. Under **Permissions**, select all the applicable permissions you would like to assign to your team members, then click **Invite**.
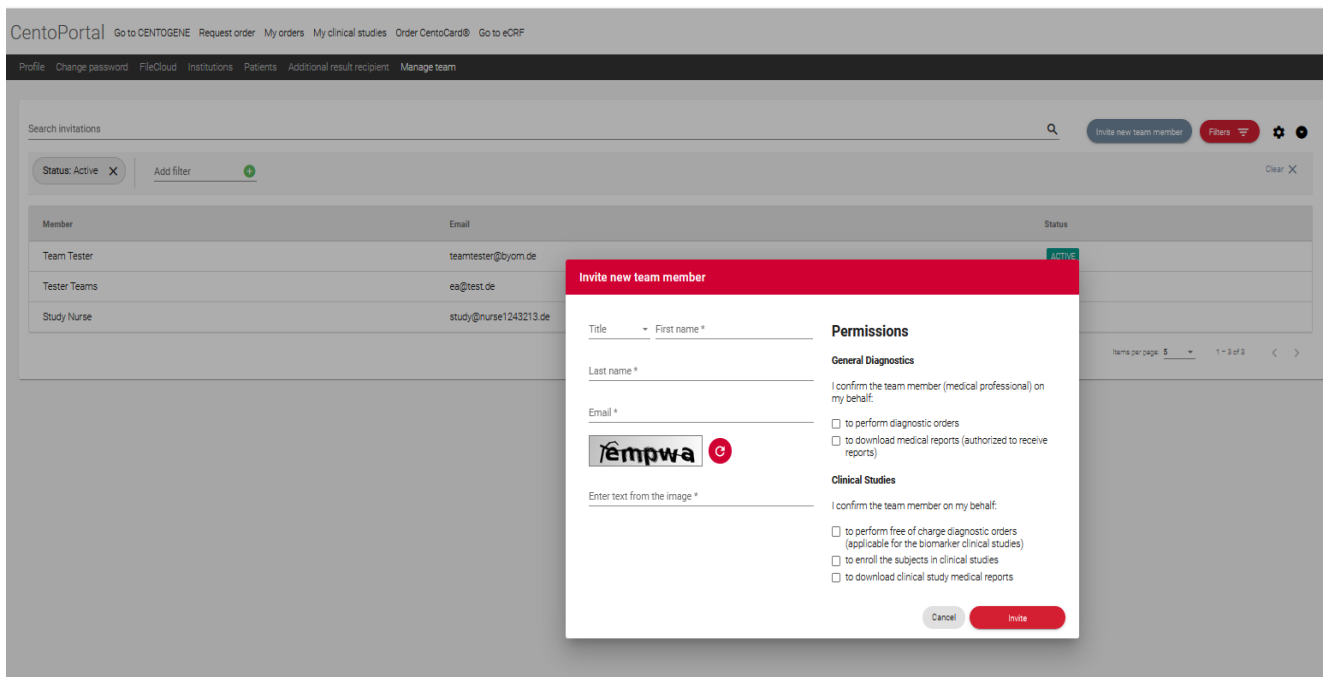
3. The respective team member will receive an email with a link to create their own CentoPortal account. By using this dedicated link, their account will now be connected to your account with the appropriate permissions.

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Support and Customer Service

If you have questions about any of our services provided via CentoPortal or require support with using our ordering platform, you can contact us at any time by clicking **Need Help?** in the top right menu of CentoPortal **www.centoportal.com**.
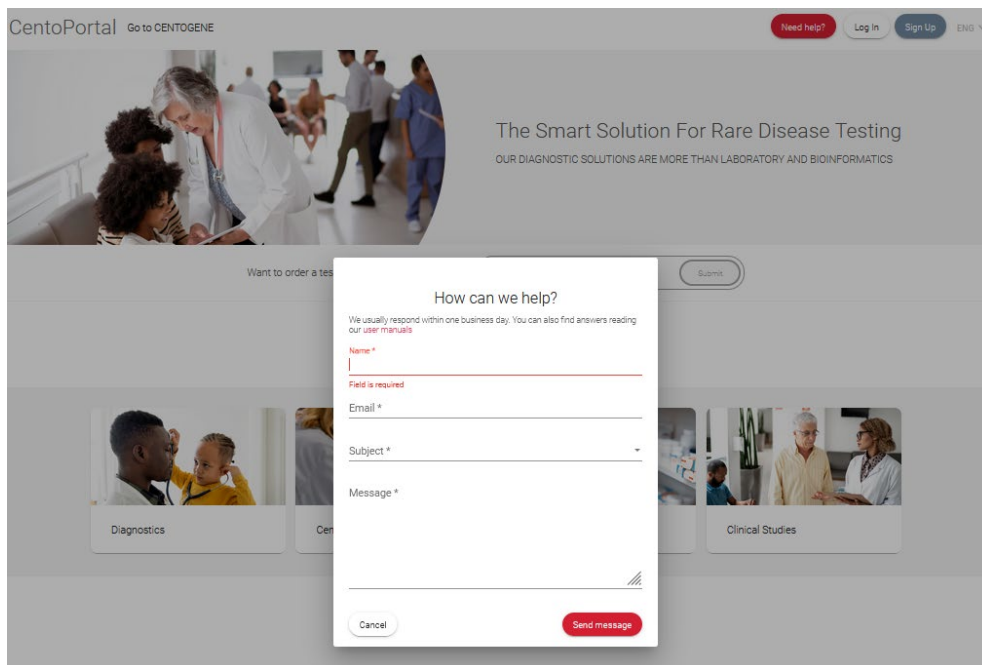
Alternatively, you can contact us via one of the below channels.

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