Irish Blood Transfusion Service
Seirbhís Fuilaistriúcháin na hÉireann

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Change Orders

Changes as described on Change Order: **Change Order No.**

Change Orders - Incorporated

Changes as described on Change Order: **Change Order No.**

IBTS/CO/0263/21

TITLE: USER GUIDE FOR IBTS ONLINE BLOOD ORDERING SYSTEM

Change Description:

1.Change in SmartSolve roles
2. New SOP format update required – Ref: IBTS/QA/SOP/0071[10]

Reasons for Change:
1. SmartSolve roles to be updated
2. New SOP format update required – Ref: IBTS/QA/SOP/0071[10];

Change Order No.:
IBTS/CO/0263/21

Referenced Documents:
None

SmartSolve Roles

CP MS NBC	DIAG THOD MRTC	DSP THOD NBC	SSCD SMS NBC
CP THOD MRTC	DSP CSM IBTS	DSP USR MRTC	SSCD THOD NBC
CP THOD NBC	DSP CSS NBC	PROD OP NBC	
DIAG MS MRTC	DSP SO NBC	PROD SPVR NBC	
DIAG SMS MRTC	DSP THOD MRTC	SSCD MS NBC	

Training Type

Staff trained in previous version	New staff
Read Only	Procedural training

SmartSolve Document Category

Category	Mobile	Cryobiology	Website	GDP
Yes / No	No	No	Yes	No

Table of Contents

TITLE: ONLINE BLOOD ORDERING SYSTEM - USER GUIDE

1 INTRODUCTION

This User Guide is designed for individuals who will be responsible for ordering blood products using the Irish Blood Transfusion Service's Online Blood Ordering System.

The IBTS Online Blood Ordering System has been designed to allow users at hospitals to submit electronic blood orders to the Irish Blood Transfusion Service.

When an order has been placed, the Despatch department at the IBTS will automatically be notified of the order and will begin fulfilling the order in a timely fashion.

Order Types
The system supports the following order types:
- Standard
- Stock
- Emergency
- Standing Order

Product Groups
The system will only accept orders for the Product Groups of: Red Cells, Paediatric Red Cells Platelets, Plasma and Derivatives. For each Product Group, the system will maintain a list of Components available, as detailed in Attachment 4.1.

2 RESPONSIBILITIES

Only trained and authorised staff should operate this procedure

3 USER GUIDE

3.1 Access

Access to the IBTS Online Blood Ordering System is restricted.
There are a number of steps that must take place in order for users at a hospital to gain access to the system.

The IBTS IT Department will send a digital certificate to one user at your hospital. This will usually be the department head. Each user of Online Blood Ordering System will need to have a copy of the digital certificate on their desktop computer. Each hospital only needs one digital certificate which can be shared amongst all other users at the hospital.

The digital certificate will expire after three years and the IBTS IT Department will send a replacement digital certificate before the expiry date of the original digital certificate.

3.2 Accessing the IBTS Online Blood Ordering System

The IBTS Online Blood Ordering System can be accessed using a web browser, by typing the following URL into the address bar in your browser: https://orders.ibts.ie/

The system will automatically recognise your hospital, you do not need to enter your hospital details.

Please note that the application will timeout after 20 minutes. This means that if you have not finished submitting an order you will have to start entering the order from the beginning, if the application times out.

3.3 Creating an Order

Overview

Submitting an order using the Online Blood Ordering System follows the same basic set of user friendly steps regardless of the Product Group that you are ordering.

- Create Order
- Start Order
- Order Details Entry
- Add Order Line
- View Order Summary
- Send Order for Processing

The following steps outline how to create an order

3.3.1 From the main menu select 'Create Order'

3.3.2 Enter your name

3.3.3 Enter the order type (You will be given three options Stock, Standard, Emergency)

- If you select **Standard** you can expect delivery the same day
- If you select **Stock,** you can expect the delivery on the next IBTS scheduled delivery
- If you select **Emergency**, this indicates that the order is required urgently and must be fast-tracked within the IBTS. **When you place an Emergency Order you must also verbally confirm that you have done so by contacting the IBTS.**
- If you select **Standing** you can expect delivery on the scheduled days

NB: You will be asked to enter your mode of delivery as part of the order entry process outlined in the next section. You will be given an opportunity to enter a specific mode of delivery.

3.3.4 Enter the Hospital Reference [This information is optional and is intended for hospital use only e.g. *Purchase Order Number. This field will not be used by the IBTS to reference your hospital.*]

3.3.5 Press the 'Start Order' button and this will bring you to the Order entry page.

Fig 3.1 Creating an order

You can optionally enter the Hospital Reference

Enter your name, and the Order Type

Click Start Order This will bring you to the Order Entry page

3.4 How to start an Order

The first step in creating an Order is to select the 'Product Group'. Red Cells, Paediatric Red Cells, Platelets, Plasma and Derivatives are available to order on the Online Blood Ordering System.

Depending on the 'Product Group' that is selected there are different items to be entered on the system and these will be detailed in the following sections.

Most of the examples given in this user guide outline an order for one single product.

The system will allow any combination of Product Groups and associated Products to be submitted as one overall order. In other words an order may be comprised of one or more entry lines.

Fig 3.2 Starting an order
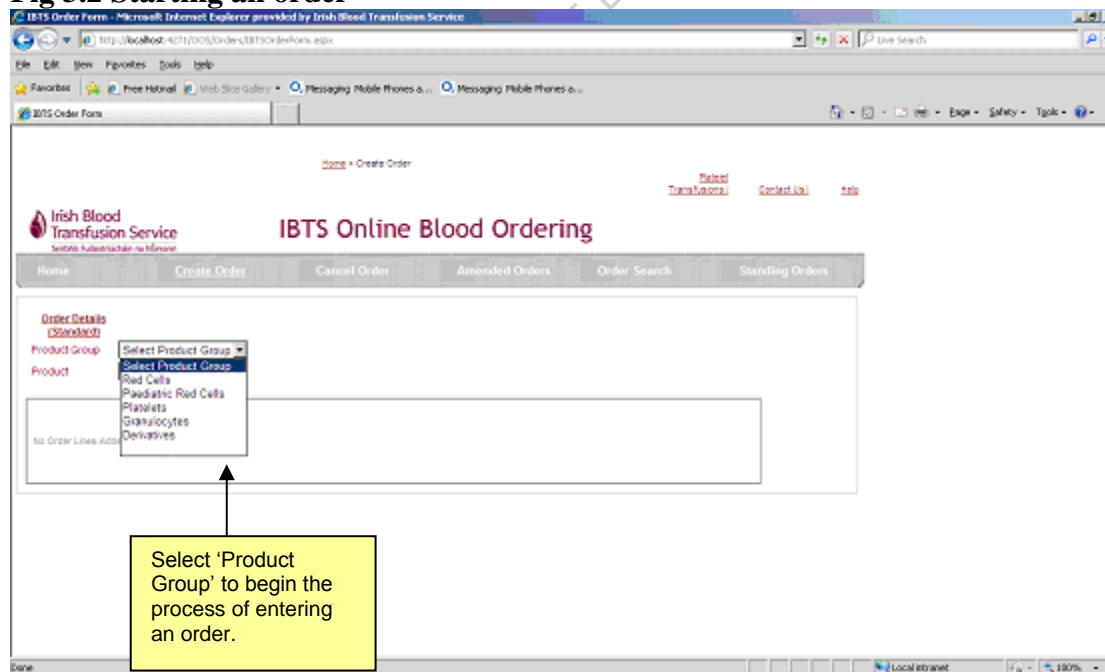
3.5 How to Order Red Cells

3.5.1 Select 'Red Cells' as the Product Group

3.5.2 Select the Red Cell Component from the Product dropdown list. The Red Cell components that can be ordered on the system are detailed in Attachment 4.1

3.5.3 Enter the quantity to be ordered. This can be a whole number from 1 to 9999.

3.5.4 Select the ABO Group to be ordered

3.5.5 Select the Rh Group

3.5.6 Indicate whether or not the units need to be CMV Negative

3.5.7 Indicate whether or not the units need to be irradiated.

3.5.8 You will be able to enter one or more Phenotypes, from the list of negative antigens. When no antigens are required, you can leave this field blank.

3.5.9 You can *optionally* enter a Comment regarding the order line, providing additional information.

3.5.10 Click 'Add Order Line' to add the order

Fig 3.3 Ordering Red Cells

After you have clicked 'Add Order', you will be able to see the order at the bottom of the ordering form.

3.5.11 To proceed with submitting the order click the 'View Order Summary Button'

Fig 3.4 Ordering Red Cells (continued)

After clicking View Order Summary, the Order Summary Page is displayed.

3.5.12 To submit the order for processing by the IBTS click 'Send Order for Processing'

Fig 3.5 Ordering Red Cells (continued)

Step 3.5.12 To submit the order click 'Send Order for Processing'

When the order has been successfully submitted for processing you will be able to print the order.

An email will be sent by the system when the order has been accepted by the Irish Blood Transfusion Service.

Fig 3.6 Ordering Red Cells (continued)

To print the order press print order

3.6 How to order Paediatric Red Cells

There are a number of different Paediatric Red Cell components available for ordering on the IBTS Online Blood Ordering System. Each component carries different usage instructions. When ordering Paediatric Red Cells, the system displays the appropriate usage instructions for the component that is being ordered. This information is detailed in **Attachment 4.1** of this document.

3.6.1 Select 'Paediatric Red Cells' as the Product Group

3.6.2 Select the Paediatric Red Cell Component from the Product dropdown list. The Paediatric Red Cell components that can be ordered on the system are detailed in Attachment 4.1.

3.6.3 The usage message is displayed. Click 'Accept' to accept the usage instructions and proceed with the order.

Fig 3.7 Ordering Paediatric Red Cells

3.6.4 Enter the quantity to be ordered. This can be a whole number from 1 to 9999.

3.6.5 Select the ABO Group to be ordered

3.6.6 Select the Rh Group.

3.6.7 Indicate whether or not the units need to be irradiated.

3.6.8 Indicate the number of splits to be irradiated.

3.6.9 You will be able to enter one or more Phenotypes, from the list of negative antigens.When no antigens are required, you can leave this field blank.

3.6.10 You can *optionally* enter a Comment regarding the order line, providing additional information.

3.6.11 Click 'Add Order Line' to add the order

Fig 3.8 Ordering Paediatric Red Cells (continued)

After you have clicked 'Add Order', you will be able to see the order at the bottom of the ordering form.

To add further Product Groups to the order you can repeat steps 3.6.1 to 3.6.9 until you have completed your order.

3.6.12 To proceed with submitting the order click the 'View Order Summary Button'

Fig 3.9 Ordering Paediatric Red Cells (continued)

Step3.6.12 To proceed with submitting the order click the 'View Order Summary Button'

Splits selected in step 3.6.8 above show in this area of the grid.

After clicking View Order Summary, the Order Summary Page is displayed. If you would like to add additional products to the order click 'Continue Ordering'.

3.6.13 To submit the order for processing by the IBTS click 'Send Order for Processing'

Fig 3.10 Ordering Paediatric Red Cells (continued)

When the order has been successfully submitted for processing you will be able to print the order.

An email will be sent by the system when the order has been accepted by the Irish Blood Transfusion Service.

Fig 3.11 Ordering Paediatric Red Cells (continued)

To print the order press print order

3.7 How to order Platelets

In order to improve service and have the required platelets available please give as much notice as possible for platelet orders. The order can be cancelled up to the time of distribution from the NBC and MRTC. Please note that an order cannot be cancelled once it has left the NBC or MRTC.

Please Note: If you have any concerns please contact your haematologist who can at any time discuss and seek advice from the doctor in IBTS.

3.7.1 Platelets

3.7.1.1 Select 'Platelets' as the Product Group

3.7.1.2 Select the Platelet Component from the Product dropdown list. The Platelet components that can be ordered on the system are detailed in Attachment 4.1. Some examples of Platelet Components are given for illustrative purposes in the sections that follow.

Should you require platelets without any specific requirements Select 'Platelets' from drop down menu and continue.

3.7.1.3 Enter the quantity to be ordered. This can be a whole number from 1 to 9999.

3.7.1.4 Select the ABO Group to be ordered

3.7.1.5 Select the Rh Group to be ordered

3.7.1.6 Indicate whether or not the units need to be CMV Negative

3.7.1.7 Enter the Use by Date / Time. A calendar will pop up when you click on the date field. You may make a selection by clicking on the date. **This date must be later than or equal to the current date**

3.7.1.8 Select the Transport Method

3.7.1.9 In the event that we are unable to provide the requested group the system will display an alternative group dropdown menu.

3.7.1.10 You can *optionally* enter a Comment regarding the order line, providing additional information.

3.7.1.11 Click 'Add Order Line' to add the order

Fig 3.12 Ordering Platelets

Step 3.7.1-3.7.6 enter the various details for the order

Step 3.7.7 To select date a pop up calendar will appear.

Step 3.7.11 Click 'Add Order Line' to add the order.

Step 3.7.9 To enter alternative Groups please select them from this menu in order of your choice.

3.7.2 Apheresis

3.7.2.1 Select 'Platelets' as the Product Group

3.7.2.2 Select the Apheresis Component from the Product dropdown list.

3.7.2.3 Enter the quantity to be ordered. This can be a whole number from 1 to 9999.

3.7.2.4 Select the ABO Group to be ordered

3.7.2.5 Select the Rh Group to be ordered

3.7.2.6 Indicate whether or not the units need to be CMV Negative

3.7.2.7 Enter the Use by Date / Time. A calendar will pop up when you click on this field. You may make a selection by clicking on the date.

N.B. This date must be later than or equal to the current date

3.7.2.8 Select the alternative groups.

3.7.2.9 Select the Transport Method

3.7.2.10 You can *optionally* enter a Comment regarding the order line, providing additional information.

3.7.2.11 Click 'Add Order Line' to add the order

Fig 3.13 Ordering Apheresis Platelets

3.7.3 Neonatal

3.7.3.1 Select 'Platelets' as the Product Group

3.7.3.2 Select the Neonatal Component from the Product dropdown list.

3.7.3.3 Enter the quantity to be ordered. This can be a whole number from 1 to 9999.

3.7.3.4 Select the ABO Group to be ordered

3.7.3.5 Select the Rh Group to be ordered

3.7.3.6 Enter the Use by Date/ Time. A calendar will popup when you click on this field. You may make a selection by clicking on the date.

N.B. This date must be later than or equal to the current date

3.7.3.7 Select the Transport Method

3.7.3.8 Enter the Patient Name

3.7.3.9 Enter the DOB

3.7.3.10 Enter the MRN

3.7.3.11 In the event that we are unable to provide the requested group the system will display an alternative group menu.

3.7.3.12 You can *optionally* enter a Comment regarding the order line, providing additional information.

3.7.3.13 Click 'Add Order Line' to add the order

Fig 3.14 Ordering Neonatal Platelets

Step 3.7.3.1-3.7.3.6 enter the various details for the order

Step 3.7.3.7-3.7.3.9 Enter the Patient Details

Step 3.7.3.11 Click 'Add Order Line' to add the

3.7.4 HLA Matched Platelets

3.7.4.1 Select 'Platelets' as the Product Group

3.7.4.2 Select the HLA Matched Component from the Product dropdown list.

3.7.4.3 A warning message is displayed: To continue with the order click 'Accept'

Fig 3.15 Ordering HLA Matched Platelets

3.7.4.4 Enter the quantity to be ordered. This can be a whole number from 1 to 9999.

3.7.4.5 Select the ABO Group to be ordered

3.7.4.6 Select the Rh Group

3.7.4.7 Indicate whether or not the units need to be CMV Negative

3.7.4.8 Enter the Use by Date/Time. A calendar will popup when you click on this field. You may make a selection by clicking on the date.

N.B. This date must be later than or equal to the current date

3.7.4.9 Select the Transport Method

3.7.4.10 Enter the Patient Name

3.7.4.11 Enter the DOB and MRN

3.7.4.12 You can *optionally* enter a Comment regarding the order line, providing additional information.

3.7.4.13 Click 'Add Order Line' to add the order

Fig 3.16 Ordering HLA Matched Platelets (continued)

3.7.4.14 To submit the order for processing by the IBTS click 'Send Order for Processing'

Fig 3.17 Ordering HLA Matched Platelets (continued)

3.7.5 HPA1a/Other Platelets

3.7.5.1 Select 'Platelets' as the Product Group

3.7.5.2 Select the HPA1a/Other Component from the Product dropdown list.

3.7.5.3 Enter the quantity to be ordered. This can be a whole number from 1 to 9999.

3.7.5.4 Select the ABO Group to be ordered

3.7.5.5 Select the Rh Group to be ordered

3.7.5.6 Enter the Use by Date/ Time. A calendar will popup when you click on this field. You may make a selection by clicking on the date.

N.B. This date must be later than or equal to the current date

3.7.5.7 Select the Transport Method

3.7.5.8 Enter the Patient Name

3.7.5.9 Enter the DOB

3.7.5.10 Enter the MRN

3.7.5.11 In the event that we are unable to provide the requested group the system will display an alternative group menu.

3.7.5.12 You can *optionally* enter a Comment regarding the order line, providing additional information.

3.7.5.13 Click 'Add Order Line' to add the order

Fig 3.18 Ordering HPA1a/Other Platelets

Step 3.7.5.1- 3.7.5.6 enter the various details for the order

Step 3.7.5.8- 3.7.5.10 Enter the Patient Details

Step3.7.5.13 Click 'Add Order Line' to add the order.

3.8 Granulocytes

3.8.1 Select 'Granulocytes' as the Product Group

3.8.2 A warning message is displayed: To continue with the order click 'Accept'

Fig 3.19 Ordering Granulocytes

3.8.3 Enter quantity of pools

3.8.4 Select ABO Group

3.8.5 Select Rh Group

3.8.6 You will be able to enter one or more phenotypes from the list of negative antigens.

3.8.7 Enter all patient details

3.8.8 You can *optionally* enter a comment regarding the order line

3.8.9 Click 'Add Order Line' to add the order

Fig 3.20 Ordering Granulocytes (continued)

Step 3.8.3-3.8.6 enter the various details for the order

Step 3.8.7 Enter the Patient Details

Step 3.8.10 Click 'Add Order Line' to add the order.

3.9 Medicinal Products

3.9.1 Select 'Derivatives' as the Product Group

3.9.2 Select the derivative/medicinal product required from the dropdown menu.

The derivatives/medicinal product that can be ordered are detailed in Attachment 4.1 of this document.

Fig 3.21 Ordering Derivatives/Medicinal Products

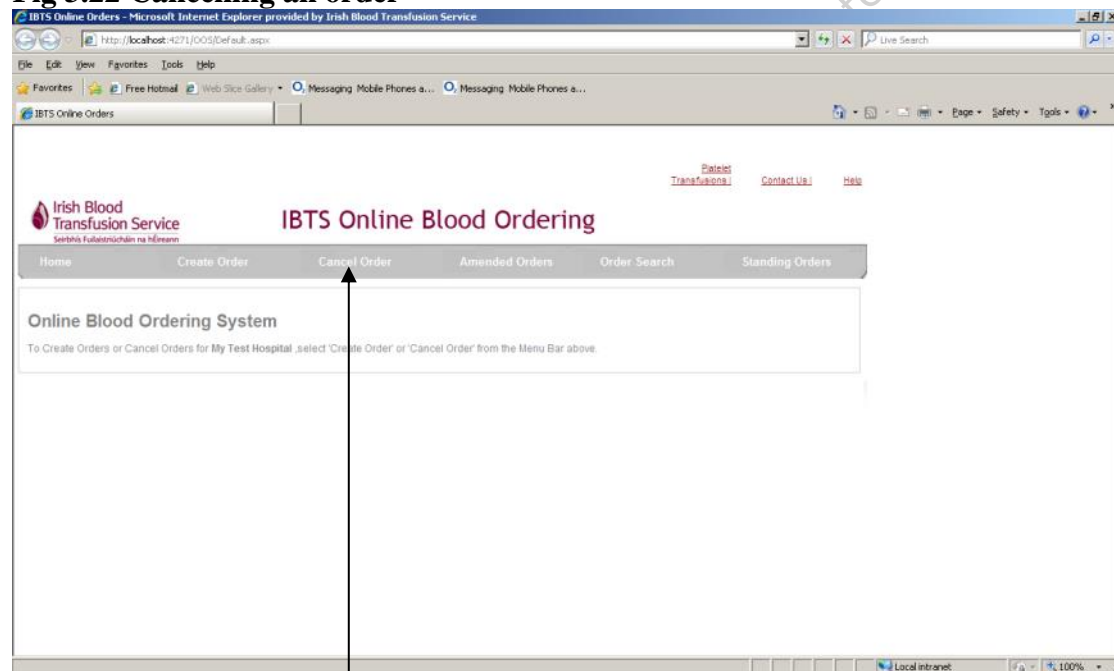### 3.10 How to Cancel an Order

It is quite straightforward to cancel an order by following the steps detailed in this section.

When an order is cancelled the system will mark the order as cancelled and record by whom and when the cancellation took place.

3.10.1 From the Homepage select 'Cancel Order'

Fig 3.22 Cancelling an order

Step 3.10.1
From the Homepage Select 'Cancel Order'

3.10.2 Enter your name in the text box so that the system can associate the cancelled order with the person submitting the cancellation

3.10.3 Select the order that you are requesting to be cancelled by ticking the box at the leftmost side of the order line.

3.10.4 Click 'Cancel Order'

Fig 3.22 Cancelling an order (continued)

3.10.5 A confirmation message will be displayed at the bottom of the page, indicating the order number that has been cancelled as a result of your request.

Fig 3.23 Cancelling an order (continued)
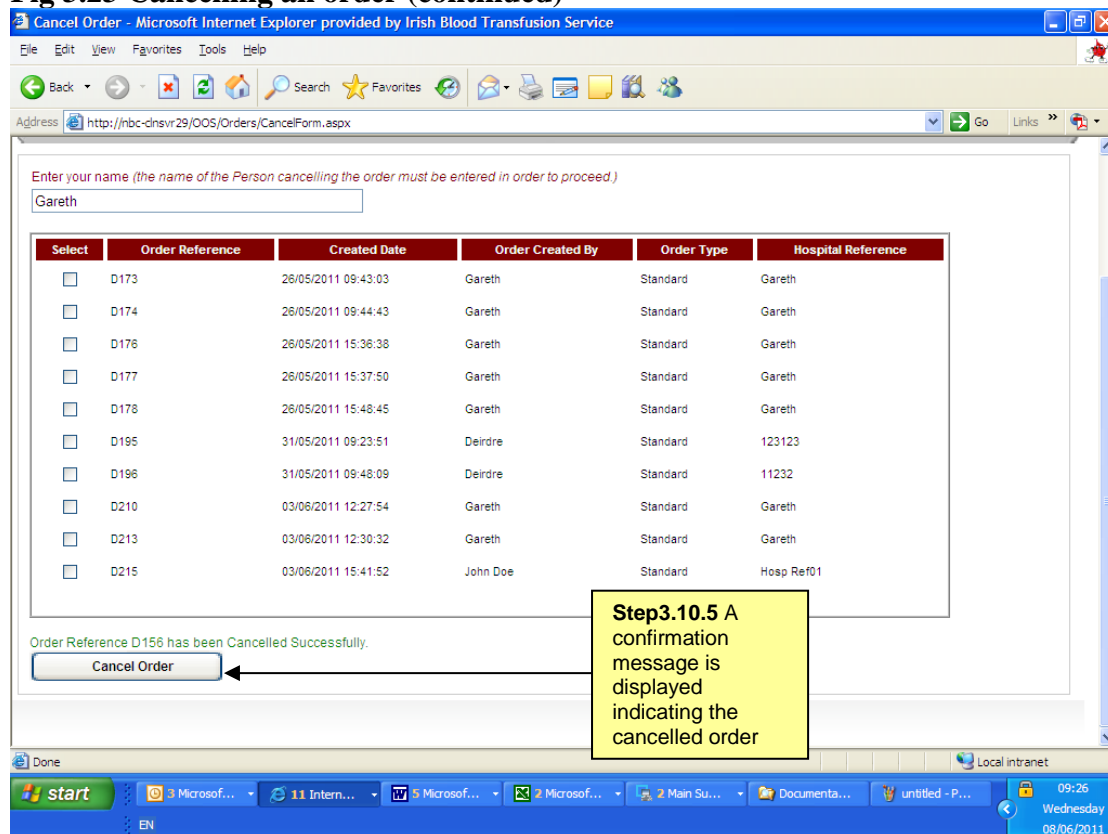
3.10.6 Cancelling an order after it has been processed

In the event that you wish to cancel an order after it has been processed by IBTS
3.10.6.1 Create a new order
3.10.6.2 Fill in detail
3.10.6.3 In "Comments Section" reference the D/C number of the order you wish to cancel

3.11 How to Amend Orders

3.11.1 In the event that we are unable to fill your order we will call you.

3.11.2 We will discuss available stock with you.

3.11.3 When we have agreed per phone what you will accept, The IBTS will amend the order on the Electronic Ordering System.

3.11.4 The order will be sent back to you via the Electronic Ordering System with the agreed changes.
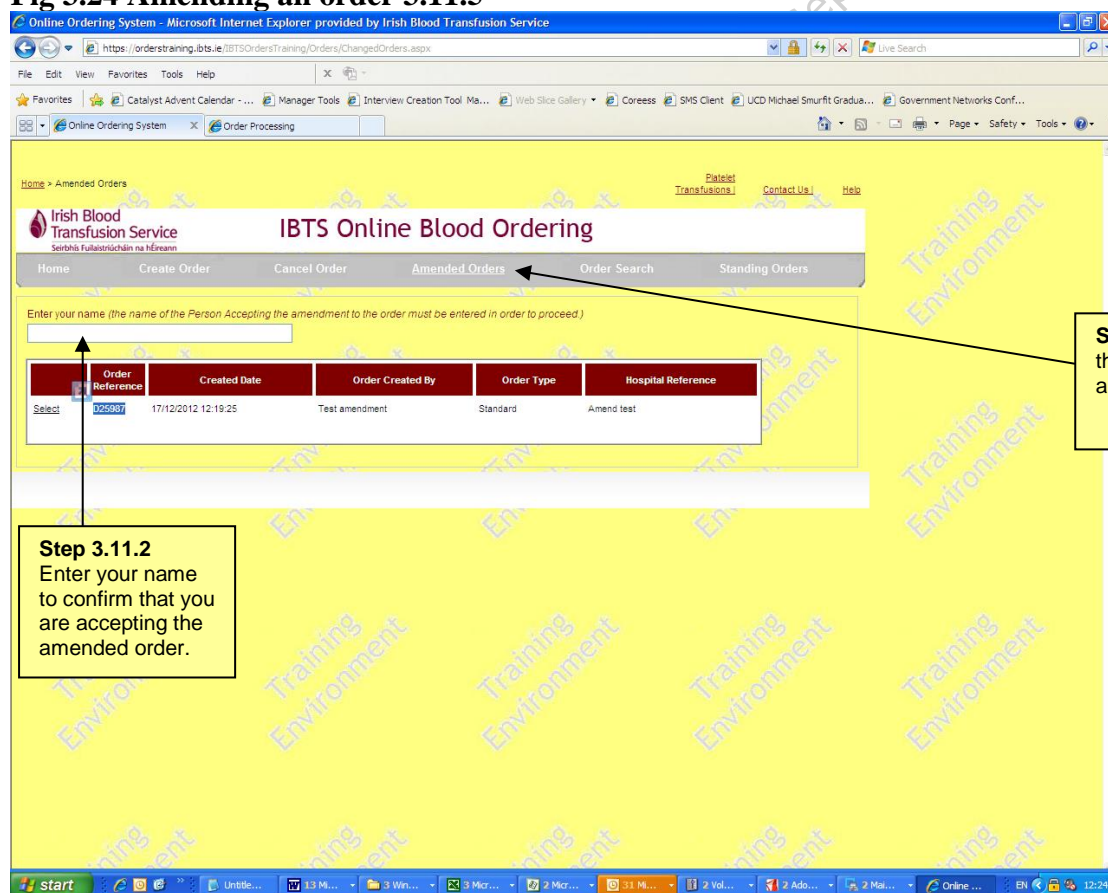
3.11.5 You can review the amended order by clicking on 'Amended Orders' tab in the Electronic Ordering System (figure 3.24).

Fig 3.24 Amending an order 3.11.5

3.11.6 You can review the amended order is as agreed per phone. Click on the 'Accept Amendment' button to accept the amended order. To reject the order completely, click on the 'Reject Amendment' button.

3.11.7 A confirmation email will be sent by the system.
Please note that a new order number is assigned to the order when you click on the 'Accept Amendment' button.

When the 'Reject Amendment' button is clicked, the order is cancelled out of the system.

Fig 3.25 Amending an order 3.11.6

Step 2
Click to Accept the amended order.

3.12 How to Search for an order

       3.12.1 From the Homepage select 'Order Search'

       3.12.2 Click on 'From' box and select date.

       3.12.3 Click on 'To' box and select date.

       3.12.4 Select search to display the orders for the date range that you have selected.

Fig 3.26 Searching for an order

3.13 How to place Standing Orders

It should be noted that all Standing Orders must be agreed with the IBTS before being set up on EOS.

3.13.1 Select Create order in the menu bar.

Fig 3.27 Placing a standing order

Step 3.13.1 From the menu bar select 'Create Order'

3.13.2 Enter your name, select 'Standing' as the order type.

Fig 3.28 Placing a standing order

3.13.3 Select Product and Product group.

Fig 3.29 Placing a standing order

3.13.4 Enter the details of the product you are ordering.
3.13.5 Enter the days of the week that you require the product. The
system will automatically generate the order for the days of the
week you have selected.
3.13.6 Click View order summary

Fig 3.30 Placing a standing order

3.13.7 Click send order for processing.

Fig 3.31 Placing a standing order
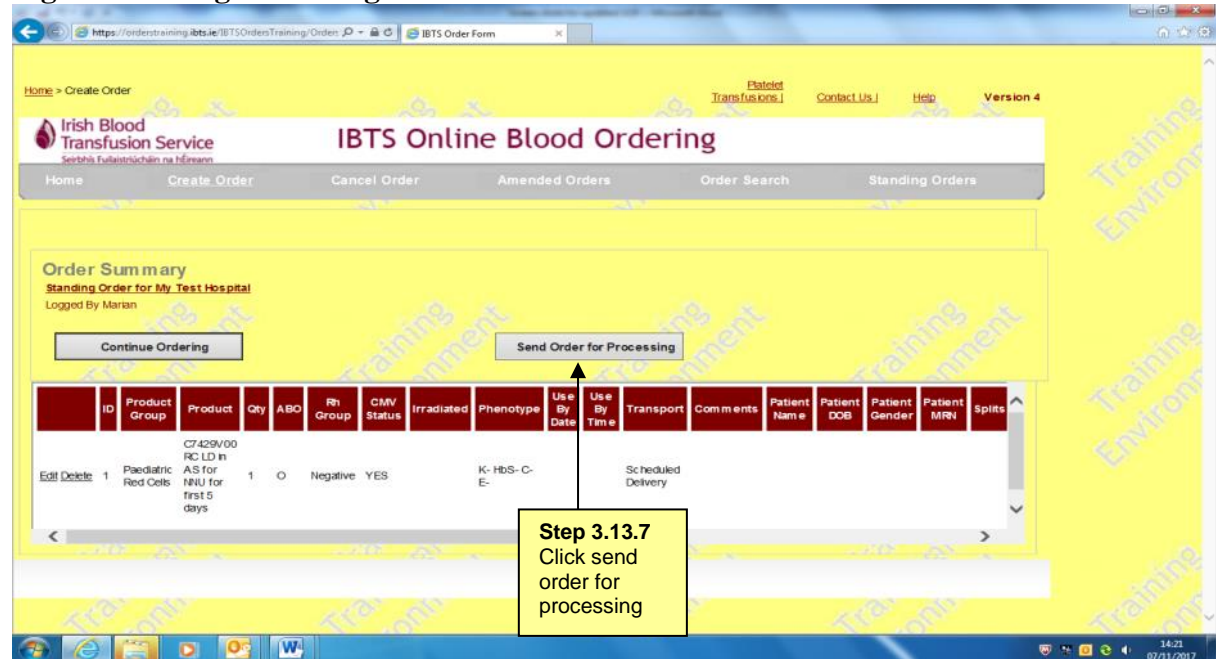
3.13.8 The order summary is displayed. The schedule for the order is displayed.

Fig 3.32 Placing a standing order
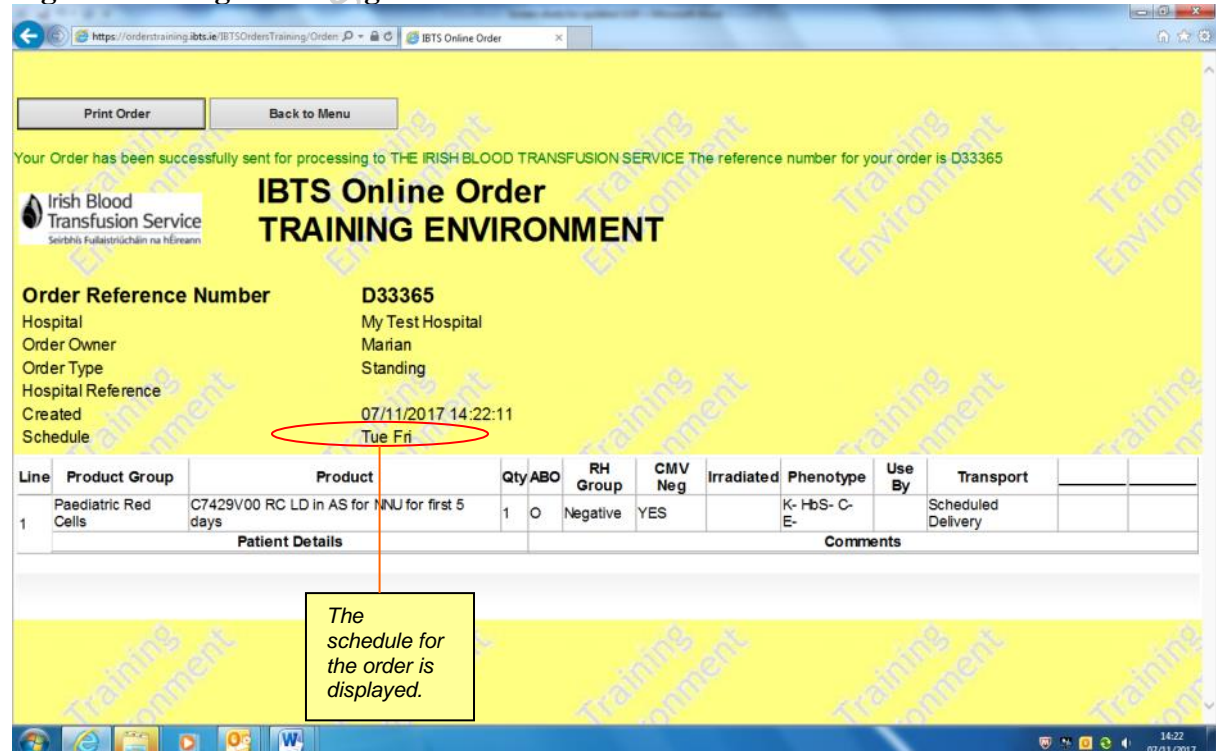
4 ATTACHMENTS

   4.1 Product Groups Available
   4.2 Troubleshooting Guide
   4.3   Checklist

Product Groups available

Red Cell Components

Product Description	Usage Direction
Red cells in A.S.leucodepleted CPD SAGM	Red Cells / Red Cells, Irradiated, are used to augment the oxygen delivery capacity of the blood where this is critically impaired.
Red cells leucodepleted, washed	Red Cells, Washed / Red Cells, Washed, Irradiated are used to augment the oxygen delivery capacity of the blood where this is critically impaired in patients with significant reaction to plasma. Red Cells, Washed / Red Cells, Washed, Irradiated (protein content < 0.5g/unit) are not designated for the transfusion of patients with IgA deficiency.

Platelet Components

Product Description	Usage Direction
Platelets	To provide platelet replacement where deficiency or functional abnormality is causing significant haemostatic problems.
Apheresis	To provide platelet replacement where deficiency or functional abnormality is causing significant haemostatic problems.
Neonatal	To provide platelet replacement where deficiency or functional abnormality is causing significant haemostatic problems.
Washed	To provide platelet replacement where deficiency or functional abnormalities causing significant haemostatic problems, in patients with significant reactions to plasma. Washed platelets (protein content < 0.5g/unit) are not designated for the transfusion of patients with IgA deficiency.
HLA Matched	If this is the first HLA order for this patient, you must contact a medical registrar at the IBTS for you to be able to order this component. If this is the second or subsequent order please proceed.
PAS	To provide platelet replacement where deficiency or functional abnormality is causing significant haemostatic problems.
HPA1a Neg	This product is indicated for the treatment of thrombocytopenia in babies with a suspected or confirmed diagnosis of FNAITP.(Foetal-neonatal alloimmune thrombocytopenia.HPA1a negative platelets are issued following authorisation by the IBTS Consultant/ Registrar.

IBTS/DSP/UG/002	Ver. 7	Attachment 4.1		Page 1 of 3
DC: N/A		DRP: N/A	Medium: N/A	

Paediatric Red Cell Components

Product Code & Description	Usage Direction
E8210V00 RC leucodepleted for IUT (CPD)	Red cells leucodepleted are prepared on request for use for intra – uterine transfusion Haematocrit adjusted to requested value prior to issue. Irradiated and issued for immediate use.
E8215V00 RC Plasma Reduced LD NNU for 1st 5 days	1. Acute (large volume) transfusion in Neonates / small infants. 2. Exchange transfusion of neonates. Product should be irradiated provided this does not unduly delay transfusion. 3. Product **must** be irradiated if the recipient has had previous intrauterine transfusion. 4. If irradiated, this product must be used within 24h of irradiation.
C7429V00 RC LD in AS for NNU for first 5 days	May be used for large volume transfusion in the context of surgery for infants aged up to 12 months (e.g. Paediatric cardiac surgery, ECMO) but must be within first 5 days from date drawn
C7429VAO-C7429VEO Red cells in AS leucodepleted for NNU (S1-S5)	Red cells AS-LD are used for augmenting the oxygen carrying capacity of the blood where this is critically reduced in infants requiring repeated small volume transfusions with in a 4 to 5 week period. It is recommended that the first satellite bag should be transfused with in 5 days from the date bled and subsequent bags from the same donation may be transfused. Suitable for infants up to 12 months.

Granulocyte *Components*

Order	Product Description	Usage Direction
1	Granulocytes	Leucocytes obtained from 3 to 5 units of whole blood within 24 hours of venepuncture by centrifugation, the removal of the buffy coat and pooling the buffy coats. This component contains granulocytes as a major cellular component suspended in anticoagulated plasma. Granulocytes may only be ordered through an IBTS medical consultant / registrar, by a hospital clinician.

Derivatives

Order	Product Description	Usage Direction
1	Octoplas	
2	Fibrinogen / Riastap	

Troubleshooting Guide

The IBTS will accept telephone orders in the event of an outage.

In the unlikely event that you experience a difficulty with EOS please place a manual order using the telephone.

If there is a general outage affecting all hospitals, you will be notified by the IBTS. If you have already been notified by the IBTS, please do not complete the checklist.

To assist you in identifying the issue, we have created the following checklist.

If you experience difficulties, please close your browser before following any of the steps in the checklist.

This form should not be used for the purposes of communicating change requests to the existing version of the IBTS EOS.

If you need assistance with any of the instructions detailed in the checklist, please work with your local IT Department.

If the problem still remains, please contact the IBTS.

Please remember to submit orders retrospectively when access to EOS has been restored. Please remember to state that you have received the product so that IBTS Hospital Services do not send a duplicate shipment. i.e. Retrospective order – product received.

Checklist

Hospital: _____

Name: _____

Date: _____   **Time:** _____

Step	Description		
1	Please identify which version of the EOS is problematic	☐ Live https://orders.ibts.ie	☐ Train https://orderstraining.ibts.ie
2	Can you access the EOS	☐ Yes Please proceed to step 5	☐ No Please proceed to the next step.
3	Have you entered the correct address (URL) for the EOS	☐ Yes Please proceed to the next step	☐ No Please enter the correct URL for EOS
4	Please confirm that you can access the internet by connecting to a commonly used website such as http://www.google.ie	☐ Yes Please proceed to the next step	☐ No Please inform your **Local** IT Department.
5	Are you receiving the following message: *403 - Forbidden: Access is denied.* You do not have permission to view this directory or page using the credentials that you supplied.	☐ Yes Please ensure the digital cert is installed. For information on how to do this, please refer to page 4 of the digital certificate installation guide.	☐ No Please proceed to the next step.
6	Are you receiving the following message: *404 - File or directory not found.* *Or* *Page cannot be displayed* The resource you are looking for might have been removed, had its name changed, or is temporarily unavailable.	☐ Yes Please check the website address, if this does not resolve the issue, please proceed to the next step	☐ No Please proceed to the next step.
7	**Please provide a brief description of the issue:**		