

# What is Click to Collect?

Clinical Labs' Click to Collect is our online courier booking service, which enables medical clinics and vets to request a courier pick-up with the click of a button – providing up-to-date arrival times and real-time GPS tracking.

USERNAME

PASSWORD



## Click to Collect: User Guide



AUSTRALIAN  
**Clinicallabs**

### 1) Getting Started

- 1.1) Go to <https://ctc.clinicallabs.com.au/>
- 1.2) Save to favourites
- 1.3) Sign in with your username and password.

**TIP:** To reset your password, enter the email address you provided to us when your account was setup. A link to reset your password will be sent to this email address.

Most browsers work, but NOT Internet Explorer

Sign In

Username

Password [Reset Password](#)

**Sign In**

### 2) Click to Collect Home Screen

**Check your location is correct.**  
This is where your courier pick-up will occur.

**Bulleen Medical Centre & ACC**  
195 Thompsons Rd Bulleen VIC 3105

Updated Live  
12:28 20/11/2020

Viewing Pickups For  
Today (Fri. 20/11)

**Request Pickup**

Driver Arriving Soon  
Wladyslaw

12:58  
Estimated Arrival

Today's pickups are listed. Yesterday and tomorrow's pick-ups can also be viewed

**Click to Collect Courier Map:**  
The map shows your location, and will update with courier driver information when your driver is nearby.

### 3) How to use Click to Collect

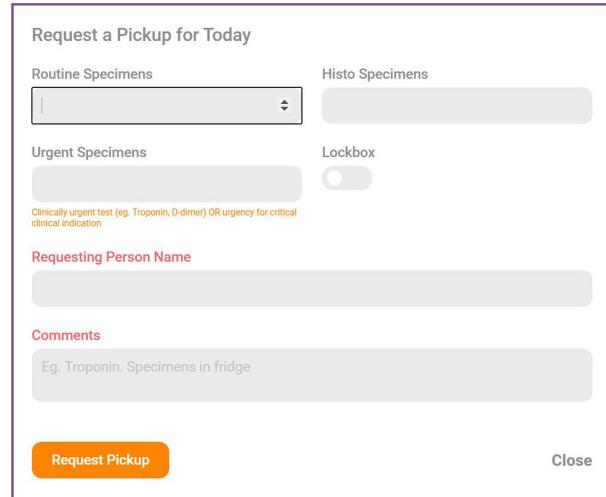
Requesting an adhoc pick-up using Clinical Labs' Click to Collect platform is now quicker and easier than phoning. Just make sure your specimens are ready for pick-up and then click 'Request Pickup'. If you have more complex needs please call the Courier Office on 1300 134 111.

#### Requesting a pick-up

1. Enter the initial number of specimens to pickup, and indicate if you have placed these specimens in your lockbox
2. Provide the name of the Requesting Person.
3. If your specimens are urgent, please provide a comment in the comments section to help us understand the reason for urgency.

#### Editing your pick-up request

1. You can edit/add comments or change the toggle indicating whether specimens have been placed in the lockbox for couriers to pickup.
2. There is no need to update numbers of specimens – our courier drivers can do this when they arrive. If you need a more urgent pickup please request a new pickup using the Request Pickup button.



Request a Pickup for Today

Routine Specimens

Histo Specimens

Urgent Specimens

Clinically urgent test (eg. Troponin, D-dimer) OR urgency for critical clinical indication

Requesting Person Name

Comments

Eg. Troponin. Specimens in fridge

Request Pickup

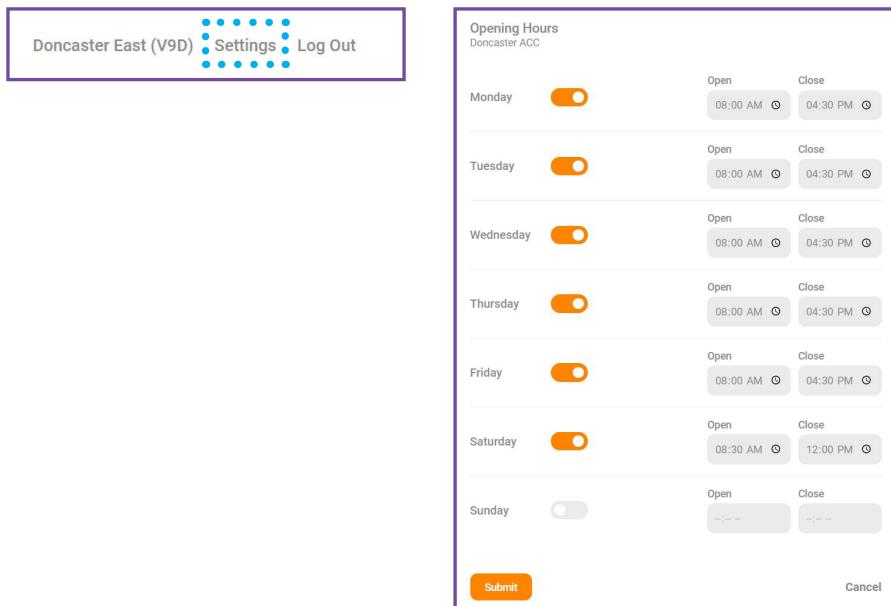
Close

#### Cancelling your pick-up request

If you need to cancel a courier pickup you will need to contact our Courier Office on 1300 134 111

#### Editing your clinic details and opening hours

Maintaining your opening hours will improve your service by informing us when to expect your specimens will be left in a lockbox. For sites without this facility, we will know when your staff will be available to handover specimens to our couriers.



Opening Hours  
Doncaster East (V9D)

	Open	Close
Monday	08:00 AM	04:30 PM
Tuesday	08:00 AM	04:30 PM
Wednesday	08:00 AM	04:30 PM
Thursday	08:00 AM	04:30 PM
Friday	08:00 AM	04:30 PM
Saturday	08:30 AM	12:00 PM
Sunday	-/-	-/-

Submit

Cancel