

# Certus Portal Info Sheet

## What is the Portal?

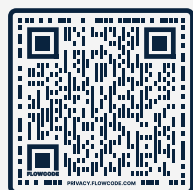
The Certus Portal allows you to view a list of asset tagged equipment at your practice as well as their upcoming service due dates. You can also download service records on equipment pages, report faults, and download clipper blade sharpening shipping labels.

## Where Can I Find the Portal?

The Portal is available on a desktop computer via the web at: <https://portal.certusbiomed.com/> and on mobile devices as an app named Certus Biomedical Ltd which can be downloaded in your app store.

## How Can I Access the Portal?

If you require a login, please email us at [contact@certusbiomed.com](mailto:contact@certusbiomed.com) or call our main office at: **0330 202 0366** to request initial access. They will need your first name and surname, your work email, and the practices to which you need access.



## To Report a Fault

### On the App

Click on the orange Scan Equipment button on the dashboard page and allow camera access to scan the QR codes on our white asset tag sticker on the faulty equipment or simply click on the equipment on the Portal Equipment List. This will load the equipment page. Once on the equipment page, click the orange Report Issue button on the bottom right of the screen and give as much detail as you can regarding the issue. If you think photos would be helpful and it does not allow you to upload them, please email them to [contact@certusbiomed.com](mailto:contact@certusbiomed.com) separately and mention the fault you've reported through the app.

### On the Web Version

Click on the equipment on the Equipment list. This will load the equipment page. Once on the equipment page, click the dark blue Report Fault button on the top right.

## To Reset Your Password

Visit <https://portal.certusbiomed.com/login> and hit Reset Password beneath the login boxes.

## To Download a Clipper Blade Sharpening Label and Packing Slip

### On both the App and Web Versions

Click on the dark blue Download Clipper Blade shipping label button on the top or top right of the practice page.