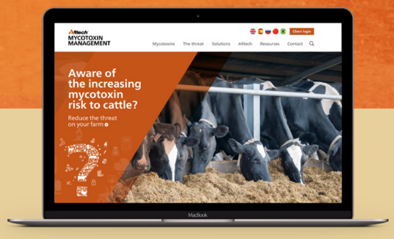
Alltech Mycotoxin Management Portal FAQ Guide



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Alltech MYCOTOXIN MANAGEMENT

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Alltech Mycotoxin Management Portal FAQ Guide.

Introduction

With Alltech's Mycotoxin Management Program, we can help you to fight the threat of mycotoxins faster than ever before. We have developed a secure online tool that allows you to view the results of your Alltech 37+ and Alltech RAPIREAD mycotoxin contamination test, and we'd like you to benefit from it.

Developed for busy customers like you, the Mycotoxin Management Portal will allow you to view detailed lab reports based on your results, 24/7.

Alltech 37+

Alltech 37+ test results provide a realistic picture of feed contaminants in feed ingredients, finished feeds, forages or TMRs to speed up the process of diagnosis, suggest effective remediation and hep move toward an effective mycotoxin control plan. Between our labs in Lexington Kentucky and Dunboyne Ireland, we have run over 30,000 samples, each searching for over 50 mycotoxins in animal feed.

Alltech RAPIREAD

Alltech RAPIREAD is the latest addition to our integrated system of tools that provide the ultimate protection from the threat of mycotoxins. The system highlights real-time mycotoxin contamination on farm or in the feed mill, providing you with online access to detailed results and analysis – all helping to maintain productive efficiency, profitability and animal health.

The Mycotoxin Management Portal will give you improved access to:

- An online database of test results to be compiled for easy viewing of contamination patterns (only available to Alltech employees)
- Viewing internal recommendations from the Mycotoxin Technical Team
- Submitting a test request
- Viewing a test request
- Editing a test request
- Managing Customers / Clients
- Viewing the lab reports

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Frequently Asked Questions

I'm a sales team member – how do I register to use the system?

Simply visit knowmycototoxins.com and click on the **CLIENT LOG IN** button on the top right-hand side of the web page. Select your country and language. Next, when you are presented with the **USER LOG IN** panel, click on the text that says **Sales Sign Up**. This will open a new web page where you will be asked to fill in your details.

Once you have completed all the sections, click on the green **Sign Up** button. Your registration request will then be sent to your office manager who will sign off your registration.

Please contact your Office Manager to ensure they process your Sign Up request.

Can my Office Manager sign up for me?

In theory, yes they can. However, they will need to assign you a Password and Username. For ease of use, we strongly suggest you create your own account details and complete your own sign up.

I'm a sales team member - why does my Office Manager have to complete my registration?

It is necessary to have a security step where users are accepted on to the portal to prevent erroneous people from signing up.

How do I set up a customer to access their results?

You must have the customer follow the Customer Sign Up steps as per these instructions:

- Click on **CLIENT LOG IN** button at www.knowmycotoxins.com
- Click on the text **CUSTOMER SIGN UP** on the the **USER LOG IN** panel
- Complete all the required fields
- Sign to accept our Terms & Conditions
- Click on Green **SIGN UP** button
- Wait for verification email and follow instructions detailed within it

An Office Manager can also set a customer on your behalf:

- You will need to speak to your Office Manager and provide them with the customer details
- The OM will create an account for them and an email will be sent to the customer with a link
- The customer needs to click on the link in the email which will take them through to the Terms and Conditions for them to sign

Why do customers have to accept our Terms & Conditions when they register?

Alltech provides the 37^+ service to help our customers understand the potential risk that mycotoxins pose to the performance of their livestock such that they can make appropriate decisions to mitigate their impact. The Terms and Conditions detail how these results are to be used and, particularly, focus on the restriction in using/ distributing the results from the 37^+ analysis to third parties. Specifically, Alltech does not want these results being used for any type of legal/liability related issues.

How do I arrange a 37^+ sample online?

The process for arranging a 37^+ sample is very straightforward. Simply follow these steps:

- Contact your Office Manager and ask them to issue you a unique Sample I.D
- Log onto the Secure Portal using the Username and Password for your account
- Click on "Test Request" in the main navigation
- Enter all of the test request details
- Make sure to select the Customer / Contact to assign the test to the right group
- Enter in any additional comments or notes for the Lab Technicians and Mycotoxin Management technical team to see
- Click "Submit"
- Send in your sample material with its unique sample ID marked on the bag or include a printed test request form with the sample

- INTERNATIONAL OFFICES SENDING SAMPLES TO THE KENTUCKY 37+ LAB ONLY - Prior Notice Athorisation - You will also need to complete the Alltech Regulatory Department Sample Import Submission Form - FMRG007 - This can be obtained from spendergraft@alltech.com

Once you have clicked submit, the Alltech 37+ lab will be notified, and they will wait for your sample to arrive. They will send you an email notifying you when your sample has been received.

Alternatively, you can send/give the Test Request form to your Office Manager so that they can submit the Test Request via the Portal on your behalf (This must be pre-agreed between you and your Office Manager).

How to I know when my customer's test results are ready to view?

You will receive an email notifying you when the lab results, Assessment Report and the Alltech Mycotoxin Management Technical Team comments / recommendations on your sample are available to view.

How can my customer see their results?

When the sample has been successfully processed by the Alltech 37+ lab team, your customer will receive an email notifying them that their results and Assessment Report are ready to view. To access them they
will need to:

- Visit knowmycototoxins.com
- Click on the **CLIENT LOG IN**
- Enter their Username and Password
- Locate the test results they are waiting on
- View either the Lab Results or Assessment Report by clicking on each

Please note that your customer will only be able to view their results via the Portal IF they have successfully completed the Customer Sign Up process and accepted the Terms and Conditions.

I haven't received an email notification to tell me my customer's results are ready?

- Check your Junk folder
- If it is in there, right click on the email, scroll down to Junk
- From here you can select 'Never block sender'
- This will ensure any emails from that email address reach your Inbox

What if I have a question about the Assessment Report that I'd like to talk to the Technical Team about before it goes to my customer?

You can email and/or speak to the members of the Technical Support Team, Dr Max Hawkins and Dr Alexandra Weaver, with any questions regarding the samples that have been processed and the recommendations that have been made as a result.

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Office Manager related questions

How do I sign up?

You first need to set yourself up as a user. To do this you need to:

- Email rapiread@alltech.com to confirm that you will be the person holding the Office Manager access credentials for your office
- Confirm which offices/regions/countries you will be responsible for
- Sign up to the Portal in the same way a Sales Person would
- We will then assign Office Manager credentials to your account so that you can manage Sales and Customer contacts for your region

Will I be notified when a sales person signs up?

Yes, you will receive an email telling you who has requested to sign up and be asked to log in to the portal, where you will be able to 'enable' the sales representative.

How do I 'enable' a sales rep in the portal?

- Visit knowmycototoxins.com
- Click on the **CLIENT LOG IN**
- Enter your Username and Password
- Click on Manage Offices in the top bar
- Scroll with the arrows to find your office
- Click on 'Manage Sales Team'
- Click on the red cross in the enable column of the relevant sales person to grant them access. You should then see a green tick – they are then enabled

Will I receive a notification when a new customer signs up?

No, you will only receive a notification when a sales person has requested to sign up.

How do I submit a test request for a customer who isn't registered?

In some situations, there will be the need to sign a customer up who does not have an account. In this instance:

- Fill out the test request form as normal but select your Alltech office from the 'Customer' drop-down
- Select the 'Contact' from the drop-down – this will be a default name
- Enter the Salesperson's name

How do I invite a customer to sign up?

- Visit knowmycototoxins.com
- Click on the **CLIENT LOG IN**
- Enter your Username and Password
- Go to Manage Client
- Click on New Client
- Enter the customer details and click 'save'
- Go back into Manage Client and find the customer you have created then
- Click Manage Contact in Operations column
- Click on Invite New Contact and enter the customer email address

Can I delete/un-approve users?

No. To delete a user, please email **rapiread@alltech.com**

Can I sign up a Salesperson on their behalf?

Yes you can but will you will need to assign a Username and Password to them and keep a record. We would strongly suggest you recommend the Salesperson do this themselves. To sign them up you will need to:

- Fill out the test request form as normal but select your Alltech office from the 'Customer' drop-down
- Select the 'Contact' from the drop-down – this will be a default name
- Enter the Salesperson's name

You will then need to enable them in the system – see previous **'How do I enable a sales rep in the portal?'** question

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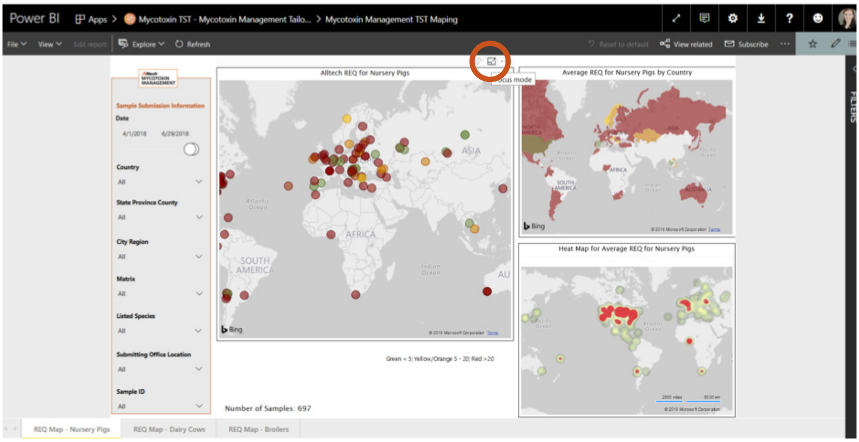
Data visualisation related questions

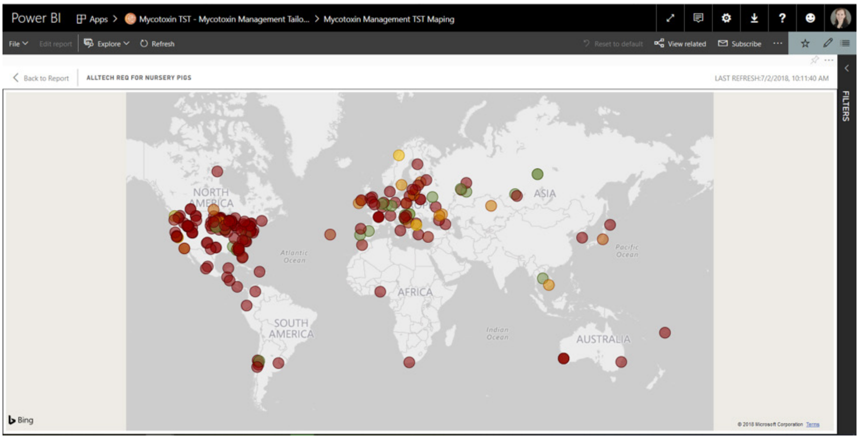
When using the mapping tool, occasionally a sample will be plotted incorrectly on the map. Why is this?

This is a glitch in the Power BI Bing maps system. We will continue to look into this and make corrections if possible. For now, you may unselect the sample from the filter menu to remove it from the map or you may zoom into the map to avoid seeing the incorrectly positioned sample (if using a mouse, use the scroll wheel; if using a touchscreen device, pinch out with fingers).

How do I make a map image or graphic larger?

Click on the “Focus Mode” button at the top right of the desired image:





How do I install the Power BI app on a Surface/Windows 10 computer?

- Open the Microsoft Store
- Search for Power BI
- Select Power BI Mobile
- Download
- Launch and sign in with Alltech username/password
- Go to "Mycotoxin TST – Mycotoxin Management Tailored Summary Tool"
- You may also continue to access through the online website, Power BI Service, at: **bit.ly/mycotoxintst**

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