

Participant Portal

Agent Registration Guide

SETTING UP YOUR ACCOUNT

As an agent, you will be prompted to create an account for your company and create an account for each laboratory you want to register. The laboratories will then receive an email with the details to log-in to the system and complete their registration.

Go to: <https://ukneqas-vunhst.wales.nhs.uk/>

Select the 'Register an Agent' button:



A registration page will appear for you to enter your details:

New Agent Registration

| | |
|---|---|
| Company Name* | First Name* |
| <input type="text" value="Agent Company Name"/> | <input type="text" value="Agent User Name"/> |
| Country* | Last Name* |
| <input type="text" value="United States of America"/> | <input type="text" value="Agent User Surname"/> |
| Address* | Email* |
| <input type="text" value="Agent Company Address"/> | <input type="text" value="Agent@Agent.com"/> |
| Address 2 | Phone* |
| <input type="text" value="Agent Company Address"/> | +1 <input type="text" value="111222333444"/> |
| Address 3 | UK Tax/VAT* |
| <input type="text" value="Agent Company Address"/> | <input type="radio"/> Yes <input checked="" type="radio"/> No |
| City* | |
| <input type="text" value="Agent City"/> | |
| Postal Code* | |
| <input type="text" value="AG1 1AG"/> | |
| Do you have an EORI number?* | |
| <input checked="" type="radio"/> Yes <input type="radio"/> No | |
| EORI Number* | |
| <input type="text" value="EORI123456789"/> | |

In this screen enter your address, your contact name and email address.

- You will need to use the same email address to access the system going forward.
- You can enter a generic company email address here if you wish.
- If relevant, you can enter
 - an EORI number for your organisation
 - confirm whether you are UK VAT liable
 - record an import number for customs documentation

Once you have completed this information click on the 'Next' button. You will be presented with a list of schemes. You can select how many laboratories you intend to register for each scheme. This information is indication only and can be amended at a later stage:

New Agent Registration

Please indicate how many laboratories you would like to register for each of the following schemes.

| | |
|--------------------------------|---|
| <input type="text" value="2"/> | Scheme 1A - HLA Phenotyping |
| <input type="text" value="6"/> | Scheme 1B - HLA-B27 Testing |
| <input type="text" value="2"/> | Scheme 2A - Cytotoxic Crossmatching |
| <input type="text" value="2"/> | Scheme 2B - Crossmatching by Flow Cytometry |

Notes

[Back](#) [Submit](#)

You have the option to add any notes which will be visible to the UK NEQAS H&I office. Once you have completed the selection step, click on 'Submit' to save the registration.

A confirmation screen will appear once the information has been submitted and you will receive a welcome email (from UKNEQASHandI@wales.nhs.uk) to confirm the submission:

New Agent Registration

Thank you for registering!

If you are approved, you will receive an email from NEQAS with information about creating an account.

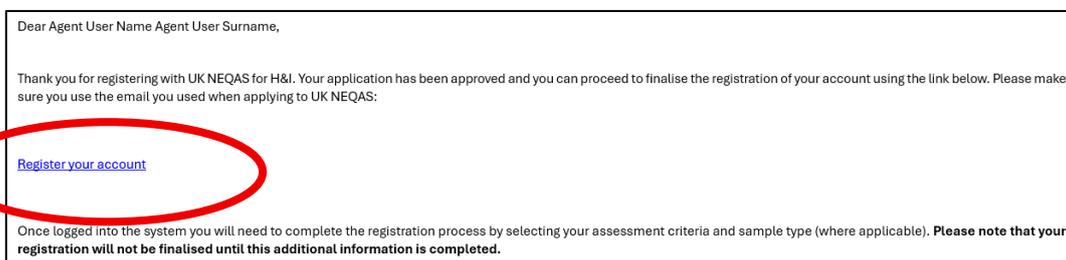
[Go Back Home](#)

At this stage the UK NEQAS H&I team will be notified of a new registration and will review and approve the registration request.

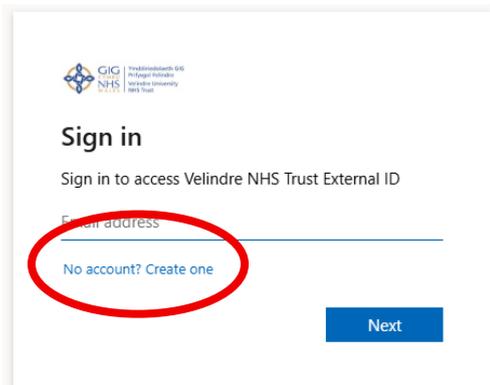
COMPLETING REGISTRATION

Once the approval process is complete you will receive a confirmation email (from UKNEQASHandI@wales.nhs.uk) containing links to complete your registration.

Please **click on the email link** to complete the registration process:

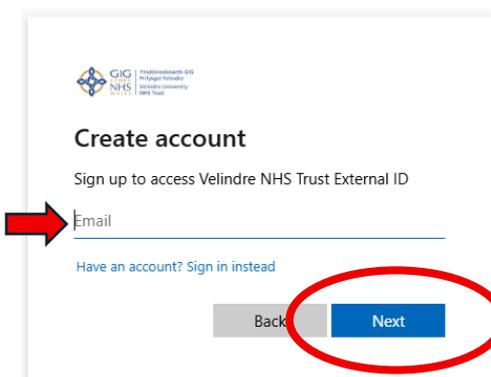


The link will take you to a Sign in window:

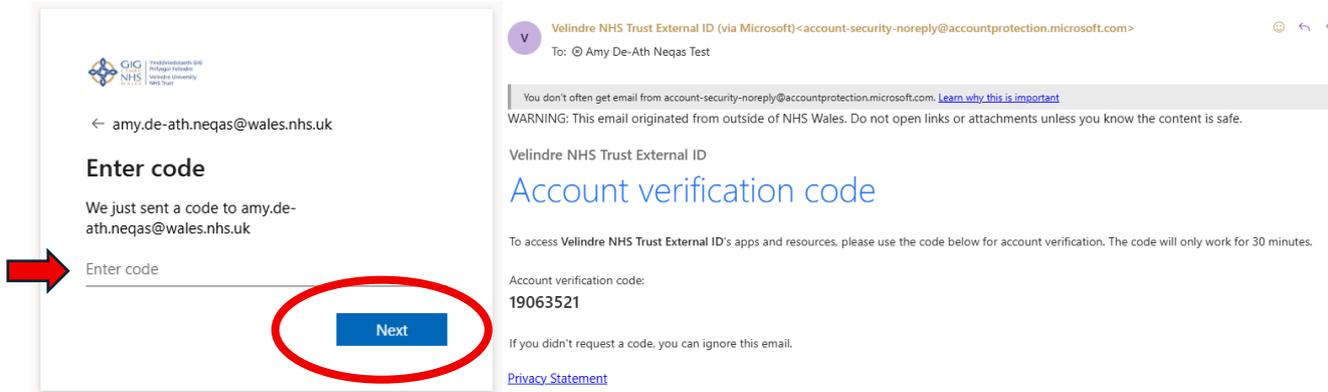


Click '[No account? Create one](#)'

You will then be asked to create an account. Please enter the same email address which the registration email was sent to and click '[Next](#)':



The system will send you an **authentication code by email** and prompt you to enter this unique code:



IMPORTANT: This email will be sent from `account-security-noreply@accountprotection.microsoft.com` with the subject line "Your Velindre NHS Trust External ID account verification code"

This code will only last for 30 minutes from receipt, but another code can be requested.

Once you have added the code you will be prompted to add some further details then click 'Next':

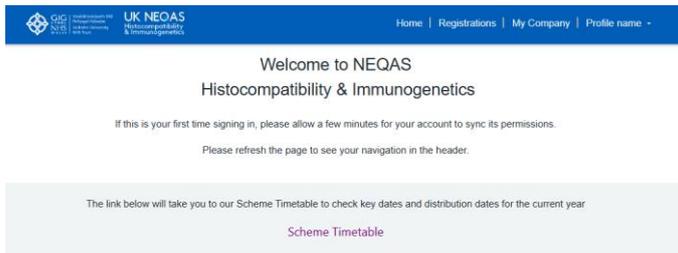


This will complete the authentication process and you will be taken to a home page.

PARTICIPANT PORTAL

You now need to complete the registration for each lab registered by adding schemes

After successful login you will be taken to your laboratory homepage:



My Company

The 'My Company' tab displays a page to view your company details:

The 'My Company' form contains the following fields:

- Company Name*: Agent Company Name
- City*: Agent City
- Country*: United States of America
- Email*: Amy.de-ath@wales.nhs.uk
- Address*: Agent Company Address
- Phone*: +1 111222333444
- Address 2: Agent Company Address
- Address 3: Agent Company Address
- Postal Code*: AG1 1AG

A green "Save" button is located at the bottom left of the form.

You can make changes to certain fields and save any amendments.

Registrations

The 'Registrations' menu displays information required to add new laboratories to your account:

The 'Registrations' page features a green "Add Lab" button circled in red. Below the button, a message states: "Registrations will only appear after they have been accepted. Please refresh the page to see them." A sub-message says: "Double-click a row to open the registration." A table header is visible with columns: Distribution year, Laboratory, Date, Agent, Scheme Entries, and Status. Below the header, a message reads: "No laboratories found for the current user."

Click on Add Lab to start the process. Enter the Laboratory details:

New Laboratory Registration
Please fill in the details for your new laboratory and the details of your contact for the Laboratory.

| | |
|---|---|
| Laboratory Name* | First Name* |
| <input type="text" value="New Lab"/> | <input type="text" value="New Lab User Name"/> |
| Country* | Last Name* |
| <input type="text" value="United States of America"/> | <input type="text" value="New Lab User Name"/> |
| Address* | Email* |
| <input type="text" value="New Lab Address"/> | <input type="text" value="Amy.de-ath.neqas@wales.nhs.uk"/> |
| Address 2 | Phone* |
| <input type="text" value="New Lab Address"/> | +1 <input type="text" value="777888999"/> |
| Address 3 | UK Tax/VAT* |
| <input type="text" value="New Lab Address"/> | <input type="radio"/> Yes <input checked="" type="radio"/> No |
| City* | Import/Permit Number |
| <input type="text" value="New Lab City"/> | <input type="text" value="LabImport321"/> |
| Postal Code* | |
| <input type="text" value="LAB1"/> | |
| Do you have an EORI number?* | |
| <input checked="" type="radio"/> Yes <input type="radio"/> No | |
| EORI Number* | |
| <input type="text" value="EORI123"/> | |

Click 'Next' to continue.

Scheme Registration

The Scheme entries page displays the scheme available to select for the lab, check the 'Select' option to register:

New Laboratory Registration

Select Schemes

| | |
|-------------------------------------|--|
| <input checked="" type="checkbox"/> | Scheme 1A - HLA Phenotyping |
| <input checked="" type="checkbox"/> | Scheme 1B - HLA-B27 Testing |
| <input checked="" type="checkbox"/> | Scheme 2A - Cytotoxic Crossmatching |
| <input checked="" type="checkbox"/> | Scheme 2B - Crossmatching by Flow Cytometry |
| <input type="checkbox"/> | Scheme 3 - HLA Antibody Specificity Analysis |

There is an option to record any notes for the UK NEQAS office in the 'Notes' field such as the requirement for additional samples:

Notes

Once you have completed your selection click 'Submit'.

UK NEQAS will receive a notice to approve the new registration. Once the approval have been processed the laboratory will receive an email inviting them to log on to the system (see Attachment 1 for the process the lab will need to complete).

The status of registrations can be checked in the '[Registrations](#)' tab. Once the Labaoratory have completed their part of the registration process, you will see the status of the laboratory change from 'Incomplete' to 'Complete':

Registrations

Registrations will only appear after they have been accepted. Please refresh the page to see them.

Double-click a row to open the registration.

| Distribution year | Laboratory | Date | Agent | Scheme Entries | Status |
|-------------------|------------|------------|-------------------------|----------------|----------|
| 2026 | New Lab | 27/02/2026 | Amy.de-ath@wales.nhs.uk | 4 | Complete |

Once the status has changed to 'Complete', the registration process is [complete](#).

FUTURE ACCESS

A link to the system can be found on the UK NEQAS for H&I webpage <https://ukneqashandi.org.uk/> or by typing <https://ukneqas-vunhst.wales.nhs.uk/> into an internet browser.

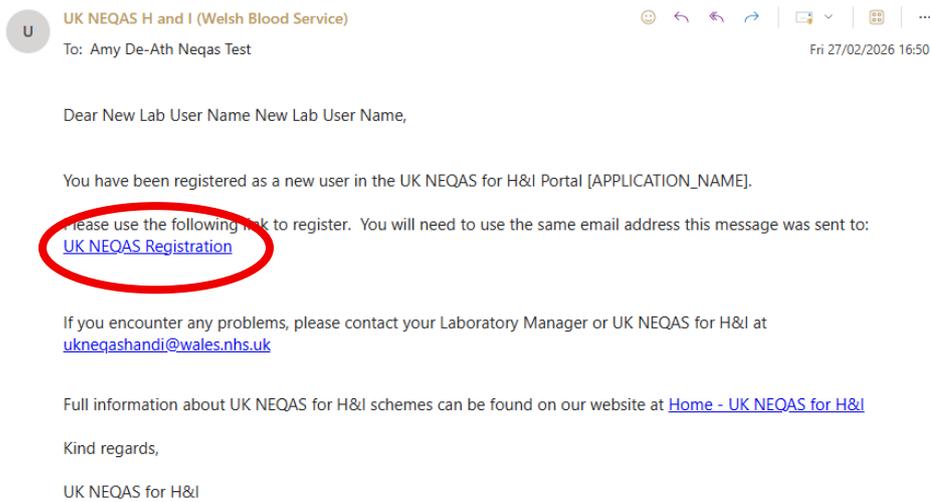
If you require assistance please contact UK NEQAS for H&I on +44(0)1443 622185 or ukneqashandi@wales.nhs.uk

Attachment 1

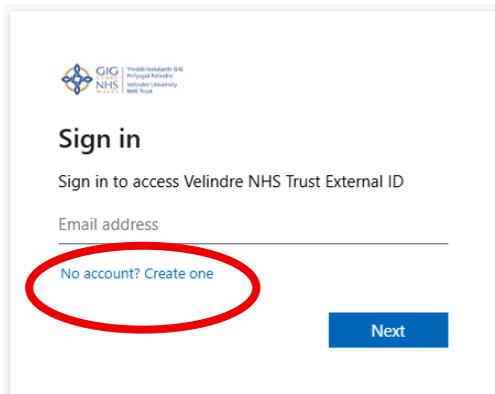
REGISTRATION PROCESS FOR A LAB REGISTERED VIA AN AGENT

Once your Agent has registered your laboratory, you will receive a confirmation email (from UKNEQASHandI@wales.nhs.uk) containing links to complete your registration.

Please [click on the email link](#) to complete the registration process:



The link will take you to a Sign in window:



Click '[No account? Create one](#)'

You will then be asked to create an account. Please enter the same email address which the registration email was sent to and click '[Next](#)':

Create account
Sign up to access Velindre NHS Trust External ID
Email
Have an account? Sign in instead
Back Next

The system will send you an **authentication code by email** and prompt you to enter a unique code:

Velindre NHS Trust External ID (via Microsoft) <account-security-noreply@accountprotection.microsoft.com>
To: Amy De-Ath Neqas Test
Fri 27/02/2026 16:57

You don't often get email from account-security-noreply@accountprotection.microsoft.com. [Learn why this is important](#)
WARNING: This email originated from outside of NHS Wales. Do not open links or attachments unless you know the content is safe.

Velindre NHS Trust External ID
Account verification code

To access Velindre NHS Trust External ID's apps and resources, please use the code below for account verification. The code will only work for 30 minutes.

Account verification code:
31582949

If you didn't request a code, you can ignore this email.

[Privacy Statement](#)
Microsoft Corporation, One Microsoft Way, Redmond, WA 98052

← amy.de-ath.neqas@wales.nhs.uk
Enter code
We just sent a code to amy.de-ath.neqas@wales.nhs.uk
Enter code
Next

IMPORTANT: This email will be sent from account-security-noreply@accountprotection.microsoft.com with the subject line "Your Velindre NHS Trust External ID account verification code"

This code will only last for 30 minutes from receipt, but another code can be requested.

This will complete the authentication process and you will be taken to a home page:

UK NEQAS
Histocompatibility & Immunogenetics

Home | Registrations | Results | My Lab | Profile name

Welcome to NEQAS
Histocompatibility & Immunogenetics

If this is your first time signing in, please allow a few minutes for your account to sync its permissions.

Please refresh the page to see your navigation in the header.

The link below will take you to our Scheme Timetable to check key dates and distribution dates for the current year

[Scheme Timetable](#)

My Lab Tab

The My Lab menu displays two options 'My Lab' and 'My Staff'.

My Lab

The 'My Lab' page will open a page to view your lab details:

My Laboratory

Laboratory Code*
Lab-1106

Postal Code*
VAL2 2VAL

Laboratory Name*
Validation Lab 2

City*
Val Lab 2 City

Country*
France

Email*
Amy.de-ath.neqas@wales.nhs.uk

Address*
Val Lab 2 Road

Phone*
+33 987654321

Address 2
Val Lab 2 Street

Would you like to receive marketing communications?*

Yes No

Address 3
Val Lab 2 Area

Save **Withdraw**

Please note this screen displays your **unique laboratory code**. Please include this number in any correspondence with the UK NEQAS H&I team.

You can make changes to certain fields and save any amendments.

My Staff

The 'My Staff' page allows you to view/add/remove staff as users of the UK NEQAS for H&I Participant System.

Laboratory Staff **Add Staff**

When Deactivating and Activating staff, changes to the account may take up to 10 minutes.

Double-click a row to edit Staff details.

| First Name | Last Name | Email | Phone | Role | HOD | Is Active | |
|----------------|----------------|-------------------------------|---------------|-----------------|-----|-----------|-------------------|
| Val Lab 2 Name | Val Lab 2 Name | Amy.de-ath.neqas@wales.nhs.uk | +33 987654321 | Laboratory User | Yes | Yes | Deactivate |

Click 'Add Staff' and enter the details of any additional staff that require access to the system. You can assign a staff member as a *Laboratory User* (full system access) or a *Scheme User* (limited access to enter results only):

Enter Staff Details

First Name

Last Name

Email

Web Role

HOD
 Yes No

Dial Code

Phone Number

New users will receive an email inviting them to register. They will need to follow the same authentication process from the link in their welcome email.

Registrations

| Distribution year | Laboratory | Date | Agent | Scheme Entries | Status |
|-------------------|------------|------------|-------------------------|----------------|------------|
| 2026 | New Lab | 27/02/2026 | Amy.de-ath@wales.nhs.uk | 4 | Incomplete |

Review and check the information in the following Registration screens. Please contact your Agent / UK NEQAS Office to make any amendments:

Scheme Registration

General Information

IMPORTANT: LABS WITH OUTSTANDING PAYMENTS WILL NOT BE REGISTERED FOR ANY OF OUR SCHEMES IN THIS REGISTRATION YEAR.

If re-registration is NOT completed, samples will continue to be distributed on the same basis as the previous year, unless a request to de-register is received in writing. Any material sent will be invoiced regardless of result submission.

Please view our Participant Manual to find comprehensive information about all aspects of our Schemes.

Laboratory Name* Address*

Country* Address 2

City* Address 3

Phone* Postal Code*

Distribution Date

Scheme Registration

Registration

All samples will be shipped via Courier, which will include full tracking (details of which are available upon request). The total cost of this will be calculated, depending on your scheme selection, and will be displayed within the next few pages of this form.

Any changes to delivery method and/or scheme assessment criteria must be made at least eight days in advance of a distribution.

Schemes

Please select the schemes you wish to register for. Labs participating in schemes 1A, 4A1 or 4A2 can register for our ED Scheme - ED Samples. Labs participating in schemes 2A, 2B or 3 can register for our EDXM Scheme - Educational Combined Scheme. All participating labs are welcome to register for our IED Scheme - Interpretive Educational Scenarios. You can register for IED only, however there will be a scheme fee for this. All participating labs are also welcome to register for our HNA Pilot schemes: Scheme 12 - HNA Genotyping, and Scheme 13 - HNA Antibody Detection/Specificity. Please note, Educational and Pilot schemes are not formally assessed and therefore do not have a scheme fee, however delivery charges will apply where relevant.

| Scheme | Selected | Material | Delivery |
|--|-------------------------------------|---------------|---------------|
| Scheme 1A - HLA Phenotyping | <input checked="" type="checkbox"/> | Blood samples | International |
| Scheme 1B - HLA-B27 Testing | <input checked="" type="checkbox"/> | Blood samples | International |
| Scheme 2A - Cytotoxic Crossmatching | <input checked="" type="checkbox"/> | Blood samples | International |
| Scheme 2B - Crossmatching by Flow Cytometry | <input checked="" type="checkbox"/> | Blood samples | International |
| Scheme 3 - HLA Antibody Specificity Analysis | <input type="checkbox"/> | Sera | International |

Notes (If you need Extra samples, please request them here)

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[Next](#)

Scheme Registration

Scheme Addressee

Please indicate below if you wish any of the samples to be redirected for specific schemes.

You can add additional users after completion of this registration by visiting the Staff menu.

| Scheme Entry | First Name | Last Name | Telephone | Email |
|---|--|--|--|---|
| Scheme 1A - HLA Phenotyping | <input type="text" value="New Lab User Name"/> | <input type="text" value="New Lab User Name"/> | <input type="text" value="777888999"/> | <input type="text" value="Amy.de-ath.neqas@w"/> |
| | <input type="text" value="New Lab Address, New Lab City, LAB1"/> | | | |
| Scheme 1B - HLA-B27 Testing | <input type="text" value="New Lab User Name"/> | <input type="text" value="New Lab User Name"/> | <input type="text" value="777888999"/> | <input type="text" value="Amy.de-ath.neqas@w"/> |
| | <input type="text" value="New Lab Address, New Lab City, LAB1"/> | | | |
| Scheme 2A - Cytotoxic Crossmatching | <input type="text" value="New Lab User Name"/> | <input type="text" value="New Lab User Name"/> | <input type="text" value="777888999"/> | <input type="text" value="Amy.de-ath.neqas@w"/> |
| | <input type="text" value="New Lab Address, New Lab City, LAB1"/> | | | |
| Scheme 2B - Crossmatching by Flow Cytometry | <input type="text" value="New Lab User Name"/> | <input type="text" value="New Lab User Name"/> | <input type="text" value="777888999"/> | <input type="text" value="Amy.de-ath.neqas@w"/> |
| | <input type="text" value="New Lab Address, New Lab City, LAB1"/> | | | |

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[Next](#)

The final screen will ask you to accept the Terms and Conditions (available here: <https://ukneqashandi.org.uk/terms-and-conditions/>)

Scheme Registration
Almost Done
Accepting the Terms & Conditions, and clicking the button below will allow you to proceed to your scheme assessment selection. The Terms and Conditions can be found in the footer of the page.

Tick to accept T&C's*

I accept the Terms and Conditions

Marketing Preference

If checked, indicates acceptance of marketing information from UK NEQAS H&I.

[Back](#) [Save & Continue](#)

Click 'Save and Continue' to proceed.

You may be asked to complete the selection of assessment options for relevant schemes.

Assessment registration

This page displays the registered scheme(s) for your laboratory and allows you to view and edit the analytes you would like to select for assessment. You must select at least one option for each scheme:

Assessments Registration
Step 1 of 7
please select at least one assessment

Scheme 1A Registration
Typing for HLA-A, B, C, DR, DQ

Select HLA Typing

HLA-A
 HLA-B
 HLA-Cw
 HLA-DR
 HLA-DQ

[Next](#)

Click 'Next' to continue through the scheme options. At the final screen click 'Save and Submit'.

The Registration process is now complete. The 'Registrations' menu will now update the status to complete:

Registrations

Registrations will only appear after they have been accepted. Please refresh the page to see them.

Double-click a row to open the registration.

| Distribution year | Laboratory | Date | Agent | Scheme Entries | Status |
|-------------------|------------|------------|-------------------------|----------------|----------|
| 2026 | New Lab | 27/02/2026 | Amy.de-ath@wales.nhs.uk | 4 | Complete |

FUTURE ACCESS

A link to the system can be found on the UK NEQAS for H&I webpage <https://ukneqashandi.org.uk/> or by typing <https://ukneqas-vunhst.wales.nhs.uk/> into an internet browser.

If you require assistance please contact UK NEQAS for H&I on +44(0)1443 622185 or ukneqashandi@wales.nhs.uk