FAQs: CHS online submission portal

The CHS online submission portal (the portal) is an online system where veterinary practices can submit dogs for scoring or grading under both the Hip and Elbow Dysplasia Schemes. We have recently updated the portal to improve and simplify the process of making submissions and receiving hip and elbow dysplasia results for veterinary teams and animal owners. The information aims to answer some questions you may have when using the portal.

To access the portal, please visit chs.bva.co.uk

Accessing the portal

How do I register my veterinary practice and access the portal?

The first time you use the new portal, you will need to register your veterinary practice, even if you have used the old portal.

Each practice will have at least one practice admin user. This should be the person who registers the practice on the CHS portal. If you haven't nominated an individual to be your practice admin user, do this before registering your practice.

- What is a practice admin user?
    - The practice admin user has responsibility for adding and removing standard users linked to your practice, for example submitting vets. They can manage practice information such as address and main contact information, as well as complete new and view all submissions, and pay and view invoices.
    - You can have more than one practice admin user. Additional practice admin users can be added by the practice admin user.

To register your practice on the new portal:

1. Your practice admin user (see explanation for this role above) can register your veterinary practice to the portal by completing this form. Please ensure you enter the name and postcode of your practice accurately so we can provide all individual practices with access to a unique account. It is also important to use a unique email address and not your practice's generic email address when registering the practice admin user account
2. Our CHS team will then check your veterinary practice details and activate your account. You will receive an email asking to create a password for the account
3. Once the practice admin user has created their password, they can login to the portal and start making submissions and invite other staff to create an account linked to their practice

How do I add other staff to the portal?

Once you have registered a practice, the practice admin user can add other staff to the practice under the Manage my practice section selecting User access and Add user.

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By adding a team member as a user, you are giving them access to:

- Make submissions
- View and pay invoices for their submissions
- View and appeal their submissions

Once you have added them as a user, they will receive an email prompting them to set up their account with their own login details.

Making a submission

How do I start a hip and/or elbow submission?

To start a submission, go to Make a submission.

Here you will be asked to choose between Standard Submission (not a Kennel Club Assured Breeder) and Assured Breeder Submission. Within those two options you can choose to submit to the Hip Dysplasia Scheme, Elbow Dysplasia Scheme or both the Hip and Elbow Dysplasia Scheme.

You will then be taken to the submission form where you can start filling in the details of the submission and uploading the radiographs.

If you want to save your submission and return to it later use the Save and Exit button during submitting. Submissions can only be saved after completing the Owners' information stage. You will see your saved submission under Submission history. If you select the Continue button you can resume your submission.

How do I pay for a submission?

Whilst making a submission, you will be prompted to make payment. You can pay using a credit or debit card or via an invoice. You can also request that a dog's owner makes payment and have a payment request email automatically sent. This function can be selected during submission.

You will find all your pending and paid payments, under Payments. Here, you can also pay all the invoices for your practice by selecting the invoices and then clicking 'Pay selected'. This batch payment method is a good way to save time.

Please note: Submissions will not be scored or graded until payment has been received in full by CHS.

How do I check the progress of a submission?

Once you have made your submission you can track the progress within the Submission history section.

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Here are the different statuses within the section and what they mean:

- Submitted not paid - you have completed your submission but not yet paid for it so it will not be checked by CHS staff
- Submitted and paid - you have completed your submission and paid so it can now be reviewed by CHS staff in preparation for scoring or grading
- Pending - CHS have reviewed your submission and may have found an issue which they will contact you about
- Allocated - CHS staff have allocated your submission to an examination session
- Scored/Graded - your submission has been scrutinised and a score or grade given. Your certificate should now be available via the portal
- Rejected - CHS scrutineers have not been able to provide a result during the examination session and CHS staff will be in touch to explain why
- Under appeal - the submission is currently under appeal
- Appeal complete - the appeal for the submission is complete and you will be emailed the results of the appeal

How do I download scored/graded certificates to give to the dog owner?

Once your submission has been scored or graded by the CHS scrutineers, a PDF copy will be made available in the Submission History section of the portal. You will be able to download a copy for your records and pass on a copy to the dog owner. The results will also be published on the Kennel Club website if the dog is registered with the UK Kennel Club.

How do I make an appeal?

If for any reason you or the owner of the dog would like to appeal a decision, you can do so in the Submission History section of the portal. Select Appeal on the submission and follow the relevant prompts. You can read full information about appeals on our website.

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