Introduction

CentoPortal is CENTOGENE’s online ordering platform where you can:

- Browse CENTOGENE’s complete diagnostic portfolio and order a test in a few simple steps
- Instantly sign-up and easily create an account
- Provide the most important clinical information in a structured way
- Sign the patient consent online
- Obtain an overview of your patients and the analyses you have ordered
- Check your sample status
- Download your patients’ medical report and provide it directly to other report recipients with the highest data protection and privacy standards
Setting Up a User Account

To order a test for your patients and receive the medical report, create a User Account in CentoPortal by following these steps:

1. Go to www.centoportal.com and click Sign Up in the top right corner.

2. Enter your email address. Click Next to proceed.

3. Enter Title, First name, Last name, Phone number and certify status as a licensed medical doctor or a healthcare professional authorized by the institution. Click Next to proceed.
4. Enter work details like Country, City, Postal code, Address, Institute / Practice name, Department and Specialization.

5. Enter correct captcha text and read and agree to the Terms and Conditions of CentoPortal by clicking Submit.

6. You will receive an email with a verification link. This link is valid for 30 days upon receipt. Click the link to verify your email address and create a unique username and password on the page that opens after clicking the link.

**Note:** Please make sure you take a note of your chosen username in case you need to reset your password in the future. In case the 30 days have passed before you were able to complete the account creation process, you can contact our customer support at support@centoportal.com.
Ordering a Test From the Diagnostic Test Catalogue

To browse and order from CENTOGENE’s diagnostic test catalogue, go to CentoPortal www.centoportal.com.

1. Log in to CentoPortal with your user credentials.

   Note: Your username is unique and is not your email ID.

   Log In
   [Image of login page]

   Healthcare Provider
   Welcome to CENTOGENE

   Log In
   Username
   Password
   [Buttons: Log In, Login with Verify, Forgot password? Request new password]

2. On the CentoPortal home screen, choose Diagnostics from the Testing Options.

   Your Testing Options
   [Image of testing options]

   Diagnostics
   CentoCloud
   Pharma Sponsored Testing
   Clinical Studies

3. You can search the desired test via the analysis type menu (e.g., Genome Testing, Exome Testing, Panels etc.) or looking up available tests for the various disease categories.

   Search by Disease Categories
   [Image of search interface]
4. Additionally, you can also search by test name, Gene name or Disease name.

5. Select the product of your choice from the **Test catalogue** and select required additional services (e.g., Reporting options, Additional test options, etc.) from the available test options. Click **Order Now** to proceed with ordering the selected test.

6. Enter **Patient Information** for the index patient and that of additional family members where applicable. If you have previously ordered a test for the same patient, then the system will suggest the existing patient details. Click the suggested patient record to auto-complete the patient details and double-check the existing patient information carefully to ensure it is the right patient. Alternatively, continue creating a new patient and Click **Save & Continue** to proceed.

**Note**: All mandatory fields are marked with (*).
7. Provide HPO terms using the **Search symptoms** bar to describe the patient phenotype. In addition, you can specify the **Age of onset**, if known, and any treatments that the patient has already received, if any. Click **Save & Continue** to proceed.

---

**Note:** To ensure the highest-quality interpretation of genetic data, we require detailed clinical information about the patient and ideally also family members. Several studies have shown that high quality clinical information improves diagnostic yield (Bertoli-Avella et al. 2020, PMID: 32860008; Köhler et al. 2019).

8. Enter sample material details. If the sample material is **CentoCard** then enter the CentoCard number in the **Sample ID** field and specify the **Sample collection date**. Click **Save & Continue**.
9. In the next step, you can authorize additional healthcare professionals involved in the clinical care of your patient to receive a copy directly with the highest data protection and privacy standards. Additionally, you can make the additional healthcare professional a primary recipient. You can also make an additional healthcare professional (i.e., the medical report will be issued in the name of the primary recipient) by selecting the corresponding option in the Additional result recipient dialog box. Click Save and continue to proceed. **Note:** In all cases, patient consent needs to be in place for each additional result recipient.

10. Next, provide relevant billing information for the order. Choose from the available options and provide additional details where required:

- **Use my details for invoicing** – If the invoice should be issued with the details provided for the CentoPortal account from which the test is ordered.
- **Institutional Payer** – If the invoice needs to be issued to a certain recipient in a department responsible for invoices, you can choose this option. Enter the corresponding details and make it the default invoice recipient if desired.
- **Self-pay (Patient / Relative)** – If the invoice should be issued to the patient or a relative of the patient.
- **Insurance Payer** – Enter details of the insurance provider if the invoice should be issued to them.

Click Save & Continue to proceed.
11. In the next step of the order workflow, confirm that the patient has consented to this analysis and whether additional consent is granted for secondary findings, carriership finding, and research use, where applicable.

12. Review all entries made in the order overview displayed in the last step of the order process. Use the **Back** button to return to a previous step and make amendments. If all the details appear correctly, click **Submit** to place the order.

This completes the ordering process. You, and any additional recipients specified during the order process, will receive an email notification to the provided email address once the results are available for download in CentoPortal.

**Downloading Results**

When the results of an analysis are available, you receive an email notification to your registered email address. Follow the steps below to download the results.

1. Log into your CentoPortal account and select **My Orders** from the main menu to view your existing orders. To quickly locate a specific order, use filters or the free search feature (e.g., search by patient name, date of birth, CentoCard number or order status).

2. In the order overview, if you want to download a report then click the link provided under the column **Reports**. Additionally, in case of CentoXome or CentoGenome if you have ordered to receive processed data, you can click the icon in the **Processed data column** to see the available result files for your order. The **Download result files** window opens.

3. In the **Download result files** window click **Download** for each of the files you want to download to your system. When you have downloaded all the desired result files, click **Close** to return to the order overview.
Forgot Your Password

1. In case you forgot your password click Request new password.

2. Enter your Username and enter text from the image and click Submit. You will receive a link to your registered account email address. Click the link and follow the onscreen instructions to create your new password. In case you do not remember your Username please click Need help? in the top menu and contact CENTOGENE.

Note: Your username is unique and is not your email ID.

Manage and Invite Your Team

You can invite team members who can complete all the steps of an order on your behalf except the consent step. By using this option, you only need to complete the consent step and submit the previously created order. Follow these steps to set up and manage your team:

1. Go to your profile and select Manage my team.
2. Click **Invite new team members** and enter their details in the dialog box that opens. Under **Permissions**, select all the applicable permissions you would like to assign to your team members, then click **Invite**.

3. The respective team member will receive an email with a link to create their own CentoPortal account. By using this dedicated link, their account will now be connected to your account with the appropriate permissions.

**Support and Customer Service**

If you have questions about any of our services provided via CentoPortal or require support with using our ordering platform, you can contact us at any time by clicking **Need Help?** in the top right menu of CentoPortal www.centoportal.com.

Alternatively, you can contact us via one of the below channels.

<table>
<thead>
<tr>
<th>Phone: +49 (0)381 80 113 - 417</th>
<th>Email: <a href="mailto:support@centoportal.com">support@centoportal.com</a></th>
</tr>
</thead>
<tbody>
<tr>
<td>Fax: +49 (0)381 80 113 - 401</td>
<td><a href="http://www.centogene.com">www.centogene.com</a></td>
</tr>
</tbody>
</table>

CENTOGENE GmbH
Am Strande 7
18055 Rostock
Germany