

# Diagnostics – How to Order a Test in CentoPortal

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## Table of Contents

|                                                             |    |
|-------------------------------------------------------------|----|
| Introduction .....                                          | 1  |
| 1. Setting Up a User Account .....                          | 2  |
| 2. Ordering a Test From the Diagnostic Test Catalogue ..... | 4  |
| 3. Downloading Results .....                                | 9  |
| 4. Forgot Your Password .....                               | 10 |
| 5. Manage and Invite Your Team .....                        | 11 |
| 6. Support and Customer Service .....                       | 12 |

## Introduction

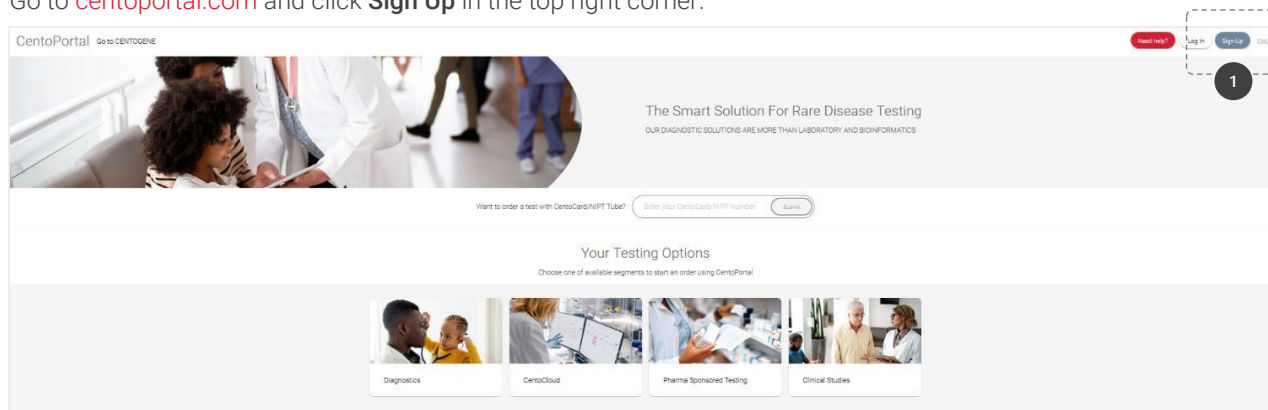
CentoPortal is CENTOGENE's online ordering platform where you can:

- 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

# 1. 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:

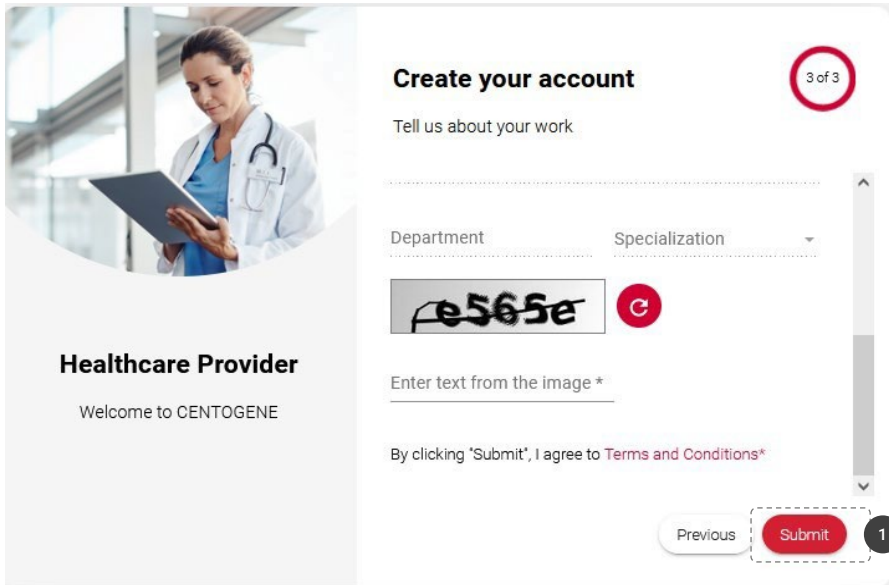
1. Go to [centoportal.com](https://centoportal.com) and click **Sign Up** in the top right corner.



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**.



The screenshot shows the 'Create your account' page for Healthcare Providers. On the left, there is a circular image of a female doctor in a white coat holding a tablet. Below the image, the text reads 'Healthcare Provider' and 'Welcome to CENTOGENE'. The main form area is titled 'Create your account' and 'Tell us about your work'. It includes a progress indicator '3 of 3' in a red circle. The form has two dropdown menus: 'Department' and 'Specialization'. Below these is a captcha image showing the text 'e565e' and a red circle with a white 'c'. A text input field is labeled 'Enter text from the image \*'. At the bottom, there is a checkbox for 'By clicking "Submit", I agree to Terms and Conditions\*'. The form has 'Previous' and 'Submit' buttons, with a '1' in a black circle next to the 'Submit' button.

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.

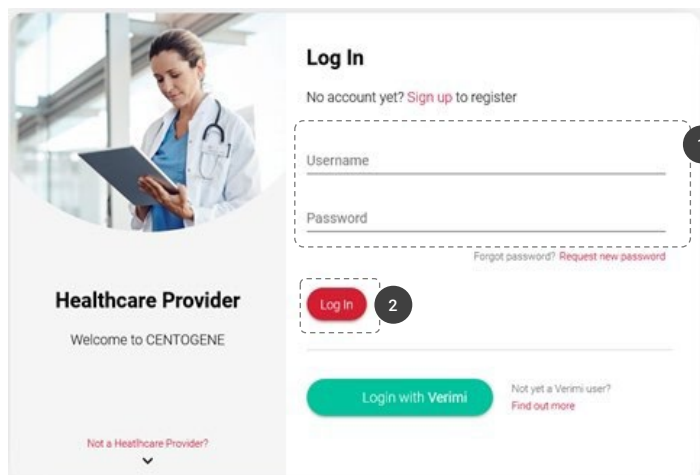
**Note:** Please make sure you take a note of your chosen username in case you need to reset your password in the future. In case the 30 days have passed before you were able to complete the account creation process, you can contact our customer support at [support@centoportal.com](mailto:support@centoportal.com).

## 2. Ordering a Test From the Diagnostic Test Catalogue

To browse and order from CENTOGENE's diagnostic test catalogue, go to CentoPortal [centoportall.com](https://centoportall.com).

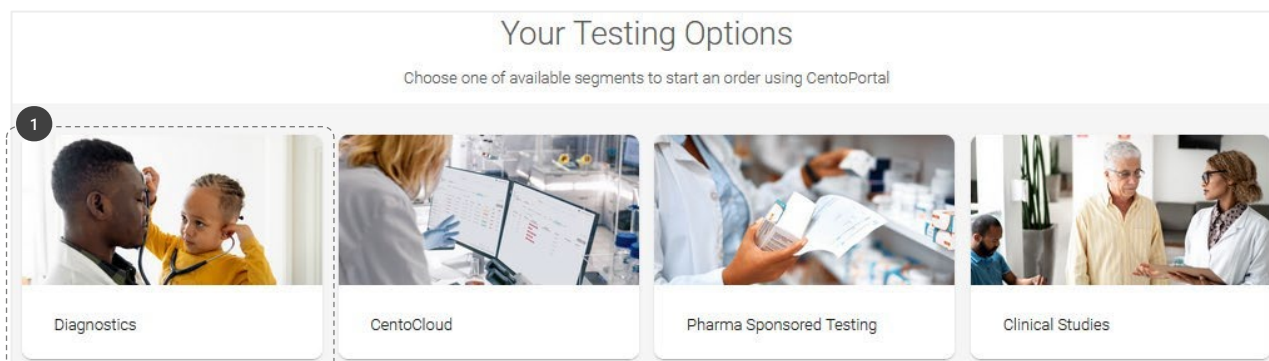
1. **Log in to CentoPortal** with your user credentials.

**Note:** Your username is unique and is not your email ID. If you forgot your username, you can contact our customer support at [support@centoportall.com](mailto:support@centoportall.com).



The login page features a 'Log In' section with a dashed box labeled '1' around the 'Username' and 'Password' input fields. Below these fields is a 'Log In' button labeled '2'. Other options include 'Sign up to register', 'Forgot password? Request new password', and 'Login with Verimi'.

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



The 'Your Testing Options' section shows four categories: 'Diagnostics' (highlighted with a dashed box and label '1'), 'CentoCloud', 'Pharma Sponsored Testing', and 'Clinical Studies'. Each category has a corresponding image and a brief description.

3. You can search for 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**.
4. Additionally, you can also search by test name, Gene name or Disease name.



The search bar is labeled 'Find Your Test by' and includes a dropdown menu with options: 'TEST', 'GENE', and 'DISEASE'. A 'Search' button is located to the right of the dropdown.

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.

Exome Testing  
CentoXome® Solo  
TAT (business days): 30  
Description: WES + CNV and mtDNA analysis + medical report for index; raw and processed data available for download without charge for a period of 30-days

Exome Testing  
CentoXome® Duo  
TAT (business days): 30  
Description: WES + CNV and mtDNA analysis + medical report for index and one additional family member; raw and processed data available for download without charge for a period of 30-days

Exome Testing  
CentoXome® Trio  
TAT (business days): 30  
Description: WES + CNV and mtDNA analysis + medical report for index and two family members; raw and processed data available for download without charge for a period of 30-days

Product List (1 selected)

1. CentoXome® Trio

Reporting options  
☐ Research findings (optional) ☐ Raw & processed data (optional)

Additional test options  
☒ CentoArray ☐ CentoLGV

Fast processing  
☒ Fast processing

Order Now

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 (\*).

Index patient ☒ Relative #1 ☒ Relative #2

Select Patient from address book

**Patient Information**

Participants reference number

Are parents consanguineous? \*

First name \* john

Last name \* doe

Gender \*

Date of Birth (dd-mm-yyyy) \*

**Patient Contact Information**

Country \*

State

City

Address

+ Phone pr... Phone

Email

Matching patients  
Reference number - Patient Details - DOB  
John doe (13/01/1990)

Back

Save & Continue

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).

**Note for US Customers:** Please specify if you would like a kit to be sent to the patient and confirm the correct shipping address under **Additional Information**.

**Diagnostics Analysis**

John doe - Index | Jane - Relative 1 | Matthias - Relative 2

Search symptoms  ☐ Clinically unaffected

**Selected symptoms**  
Please document clinical symptoms for your patient to ensure the quality of the medical diagnosis

**Other information about the symptoms**

Age of onset

Treatment

**Additional information**  
Here you can provide additional information (optional)

Attach documents such as previous reports, patient health records, insurance card. Allowed file formats: pictures (.jpeg, .png, .tiff, .bmp); documents (.doc, .docx, .rtf, .pdf); excel lists (.xlsx, .xls)

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.

**Diagnostics Analysis**

John doe - Index | Jane - Relative 1 | Matthias - Relative 2

**Document material details**

Sample type \*  Sample ID \*  Sample collection date \*

☐ Tick the box if this is an add-on request. Kindly contact our customer support team at customer.support@centogene.com to check if CENTOGENE have enough sample material in-house for the patient

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 email address provided once the results are available for download in CentoPortal.

### 3. 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.**

Search
Order status
Not downloaded
Download reports
Filters

| CentoPortal® order ID | Centogene ID | Analysis requested                    | Order status | Order date | Patients      | Patients ref ID | Patient DOB DD/MM/YYYY | Materials   | Reports            | Date report sent | Processed data                                                                      |
|-----------------------|--------------|---------------------------------------|--------------|------------|---------------|-----------------|------------------------|-------------|--------------------|------------------|-------------------------------------------------------------------------------------|
| OR20220411.L<br>KPK.G | 62969007     | CentoCloud® Hereditary Oncology Panel | Report ready | 11/04/2022 | - 4079-102398 | n/a             | 15/02/1967             | CG013112172 | Final (ER 2606157) | 22/04/2022       |  |

Download result files

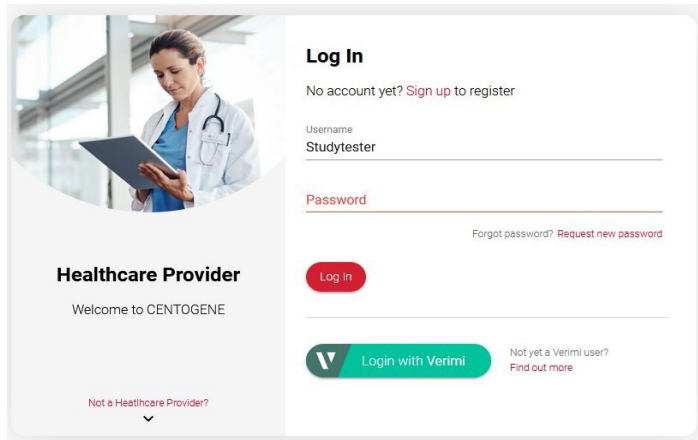
| Status                                                                              | Centogene ID | File name                       | Expires at | Downloaded at |          |
|-------------------------------------------------------------------------------------|--------------|---------------------------------|------------|---------------|----------|
|   | 62969007     | 62969007_18206_758040.xls       | 22/05/2022 | n/a           | Download |
|  | 62969007     | 62969007_S1.bqrt.bam            | 22/05/2022 | n/a           | Download |
|  | 62969007     | 62969007_S1.bqrt.bam.bai        | 22/05/2022 | n/a           | Download |
|  | 62969007     | 62969007_S1.frb.filt.pass.vcf   | 22/05/2022 | n/a           | Download |
|  | 62969007     | 62969007_S1.hpci.fboth.pass.vcf | 22/05/2022 | n/a           | Download |
|  | 62969007     | 62969007_S1.mvar.vcf            | 22/05/2022 | n/a           | Download |

Close

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.

## 4. Forgot Your Password

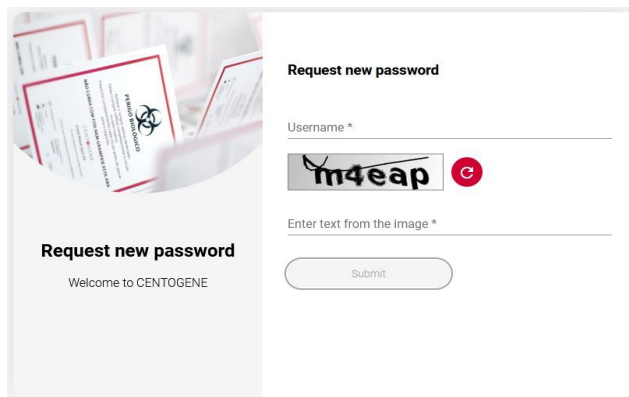
1. In case you forgot your password click **Request new password**.



The screenshot shows the 'Log In' section of the CentoPortal interface. On the left, there is a circular image of a healthcare provider in a white coat and stethoscope, holding a tablet. Below the image, the text reads 'Healthcare Provider' and 'Welcome to CENTOGENE'. At the bottom left, there is a link 'Not a Healthcare Provider?' with a downward arrow. The main login area on the right has a 'Log In' heading. Below it, a link says 'No account yet? Sign up to register'. There are input fields for 'Username' (containing 'Studytester') and 'Password'. A link 'Forgot password? Request new password' is located below the password field. A red 'Log In' button is positioned below the password field. At the bottom, there is a 'Login with Verimi' button with a Verimi logo and a link 'Not yet a Verimi user? Find out more'.

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.



The screenshot shows the 'Request new password' page. On the left, there is a circular image of a document with a biohazard symbol and the text 'CENTOGENE'. Below the image, the text reads 'Request new password' and 'Welcome to CENTOGENE'. The main form area on the right has a 'Request new password' heading. Below it, there is a 'Username \*' input field. Below the username field, there is a CAPTCHA image showing the text 'm4eap' and a red circular icon with a white 'C'. Below the CAPTCHA, there is an 'Enter text from the Image \*' input field. At the bottom, there is a 'Submit' button.

## 5. 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**.

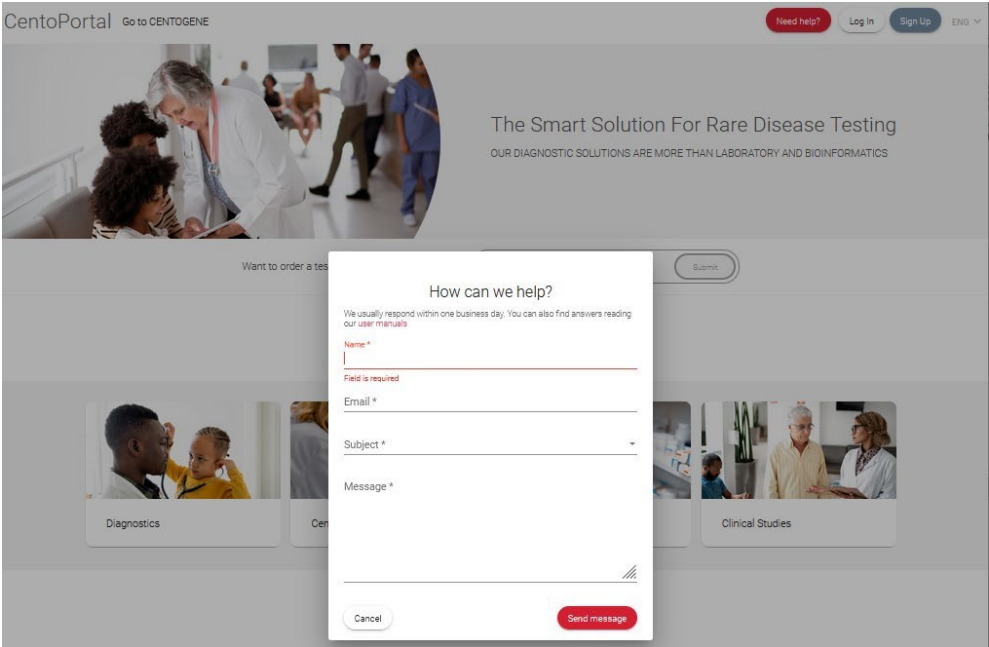


2. Click **Invite new team members** and enter their details in the dialog box that opens. Under Permissions, select all the applicable permissions you would like to assign to your team members, then click **Invite**.

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.

## 6. 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](http://www.centoportal.com).



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

|                                |                                       |                                                                                                                                                         |
|--------------------------------|---------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|
| Phone: +49 (0)381 80 113 - 417 | Email: <b>support@centoportal.com</b> |  <b>CENTOGENE GmbH</b><br>Am Strande 7<br>18055 Rostock<br>Germany |
| Fax: +49 (0)381 80 113 - 401   | <b>www.centogene.com</b>              |                                                                                                                                                         |