

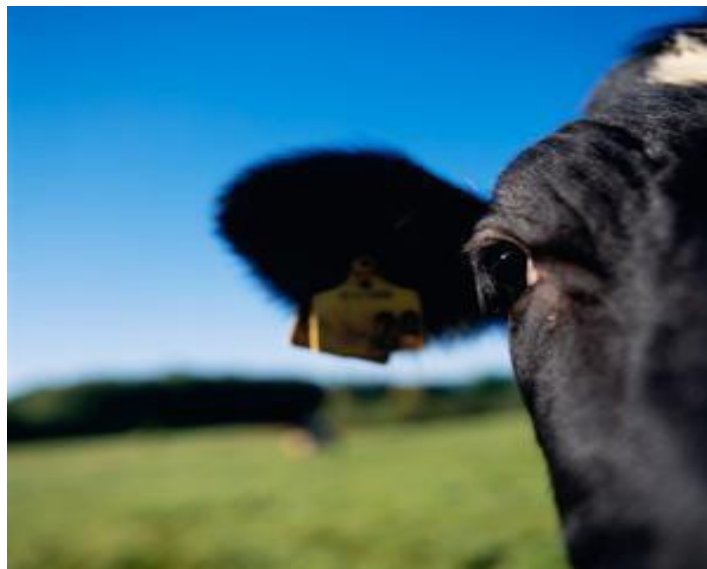


Animal &
Plant Health
Agency

Sam – for Official Veterinarians and Practice staff

Government Gateway Registration and Sam enrolment User Guide

July 2021





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This publication is available at www.gov.uk/government/publications. Any enquiries regarding this publication should be sent to us at webmaster@apha.gov.uk. For all information please visit www.gov.uk.

The Animal and Plant Health Agency (APHA) is an executive agency of the Department for Environment, Food & Rural Affairs, and also works on behalf of the Scottish Government and Welsh Government.

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Section One

TB Test Submission

Submitting TB test results to the Animal and Plant Health Agency (APHA), using the agency's internal system, Sam.

This allows Official Veterinarians (OVs), Approved Tuberculin Testers (ATTs) and practice admin staff to electronically create, enter and submit TB test results, giving a quick and efficient process.

This service allows you to:

- View TB testing instructions online.
- Create private tests for your clients.
- Continue to use TB Master functionality.
- Work offline if the internet is unavailable.

You access Sam using a Government Gateway login.

You will have already registered with APHA for access to Sam. To enable you to access Sam you will need to also register and enrol for Sam on the Government Gateway. This guide gives you easy step by step instructions to help you register with the Government Gateway.

Government Gateway

What is the Government Gateway?

The Government Gateway is the website you use to register for online government services. It allows you to communicate and make transactions with a range of government services using one secure login.

What are the benefits of using the Government Gateway?

It is secure it gives you secure login facilities with secure connections, user IDs and encryption.

A single login: you use a single user ID and password for all services available through the Government Gateway. You don't need different usernames and passwords for different websites.

Alternative Administrators:

- If you have multiple partners/principles in your practice, you can add them as fellow administrators to your Government gateway account. They will have their own login details, so you do not need to share your password.
- You can find further information about administrators from the 'Manage Services' option on your Government Gateway account. For instructions on how to add an administrator, please see [Section Six](#). Please ensure you follow the steps outlined as they must be added as 'Agents' to the practice account and not as an administrator onto someone else's account

Section Two

Getting Started as an Organisation

You will need the 'known facts' letter (form number AH046) we sent you to hand before you start to register. If you have not received your 'known facts' letter, please contact the helpdesk on **033 004 16 999**.

If your practice is not registered with the Government Gateway, then proceed with the 'Register and Enrol as an Organisation' instructions below.

Register and Enrol as an Organisation

Go to the APHA website <http://apha.defra.gov.uk/official-vets/access-to-sam/index.htm>.

You can register with the Government Gateway as an Organisation or an Agent. The Organisation will be you OV Practice and individuals who work for the practice (both OVs and practice staff) will need to be registered as Agents of the Organisation. See [Section Three](#) for help registering as an Agent.

Select the 'Register and enrol as an organisation' option.

Vet Gateway Home

Online TB test submission

- Advantages & how to register
- Training and guidance for online submission

Do you know?

- Which date should be entered in Sam when a TB test has been arranged?
- The type of TB test OVs can create? - Updated 03/04/14
- You can use a 'wildcard' when searching for a client?
- How to tell when a TB test is ready to be submitted?

Click [here](#) to find out.

Sam - Online TB test submission

OVs can electronically receive notifications and submit TB test results to APHA. See the [advantages and how to register page](#) for more information.

Service status

The service status is manually updated when there are Issues or Planned Maintenance which may affect Sam and/or the Government Gateway.

Sam has been updated to support the forthcoming management of work by Delivery Partners in England and Wales. Further information is available in the documents below:
Important changes to the way APHA commissions TB testing and other services and Enhancement to Sam work baskets

Planned maintenance and reported issues

Sam Downtime

- 12th November 2019 from 19:00 to 07:30 on 13th November 2019
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Government Gateway Downtime

Nothing planned at present.

Working offline during planned maintenance

To minimise potential disruption users are reminded that they can download a Working Form from Sam in Excel. Test data can be captured in excel and uploaded back into Sam later. Guidance on using excel can be found in Section 10, Part 2 and Section 12 of the [Sam Official Veterinarian Practice Guide](#) and the online e-learning module.

Sam OV support

For queries about using Sam or the initial registration process please contact the Sam support desk on:

03300 416999
[Email Sam support desk](#)

If you enter data in error and wish to request a Sam Data Fix, please complete this form ([GEN02](#)) and send to the following email addresses:
For CPHs in England
For CPHs in Wales
For CPHs in Scotland

Log on to Sam

Sam Government Gateway registration and maintenance links

- Register and enrol as an organisation for the AHVLA-ORC service
- Register and enrol as an agent for the AHVLA-AGT service
- Manage services on the Government Gateway
- Government Gateway Registration & Sam Enrolment User Guide

The above image is the Sam online TB test submission page highlighting the correct link to use to register and enrol as an organisation.

Click on the 'Create sign in details'.

GOV.UK

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English | [Cymraeg](#)

Sign in using Government Gateway

Government Gateway user ID
This could be up to 12 characters.

Password

Sign in

Create sign in details

Problems signing in

- [I have forgotten my password](#)
- [I have forgotten my Government Gateway user ID](#)

[Get help with this page](#)

The above image shows the Government Gateway login screen highlighting the correct link to use to create sign in details.

The 'What is your email address?' screen appears as shown below.

The screenshot shows the GOV.UK logo at the top left. Below it is a blue banner with the text 'BETA This is a new service – your [feedback](#) will help us to improve it'. To the left of the banner is a '< Back' link, and to the right is 'English | [Cymraeg](#)'. The main heading is 'What is your email address?'. Below the heading is the text 'We will send you a code to confirm your email address.' There is an 'Email address' label above a text input field. Below the input field is a checkbox with the text 'This email address is correct'. A green 'Continue' button is positioned below the checkbox. At the bottom of the form area is a blue link: 'Get help with this page'.

The above image is the Government Gateway enter an email page to complete registration details.

Enter a valid email address and confirm in the box this is correct; click Continue.

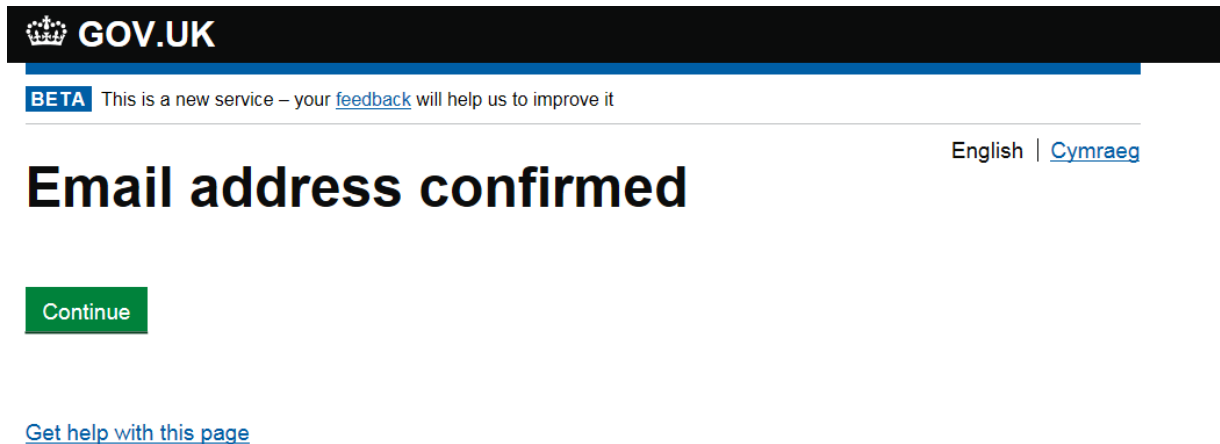
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The above image shows the next screen on the Government Gateway where you need to add your code to complete registration.

The below message will show that the email address has been confirmed.

Click Continue.



The above image shows the next screen on the Government Gateway where your email address has been confirmed.

You will now be asked to create a password for Government Gateway, please confirm it and click continue.



The above image shows the next screen on the Government Gateway where you need to create a password for the Government Gateway.

Next you will be asked to set up a recovery word.

Set up recovery for your sign in details

You need to set up a recovery word so that you can get back into Government Gateway if you forget your password.

[Continue](#)

[Get help with this page](#)

The above image shows the next screen on the Government Gateway where you need to create recovery details should you forget your password.

Click continue once you have entered a memorable recovery word.

Set up a recovery word

Make a note of this word in case you need it in the future.

The word must:

- ✓ be between 6 and 12 characters
- ✓ not contain spaces or special characters
- ✓ not contain numbers

Recovery word

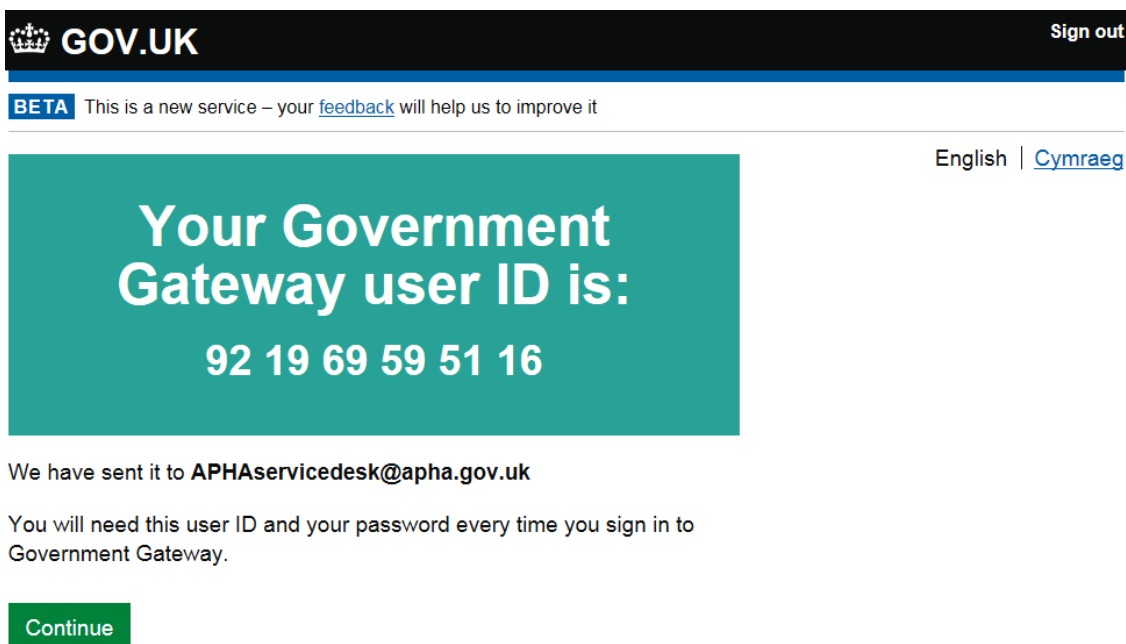
Testing

[Continue](#)

[Get help with this page](#)

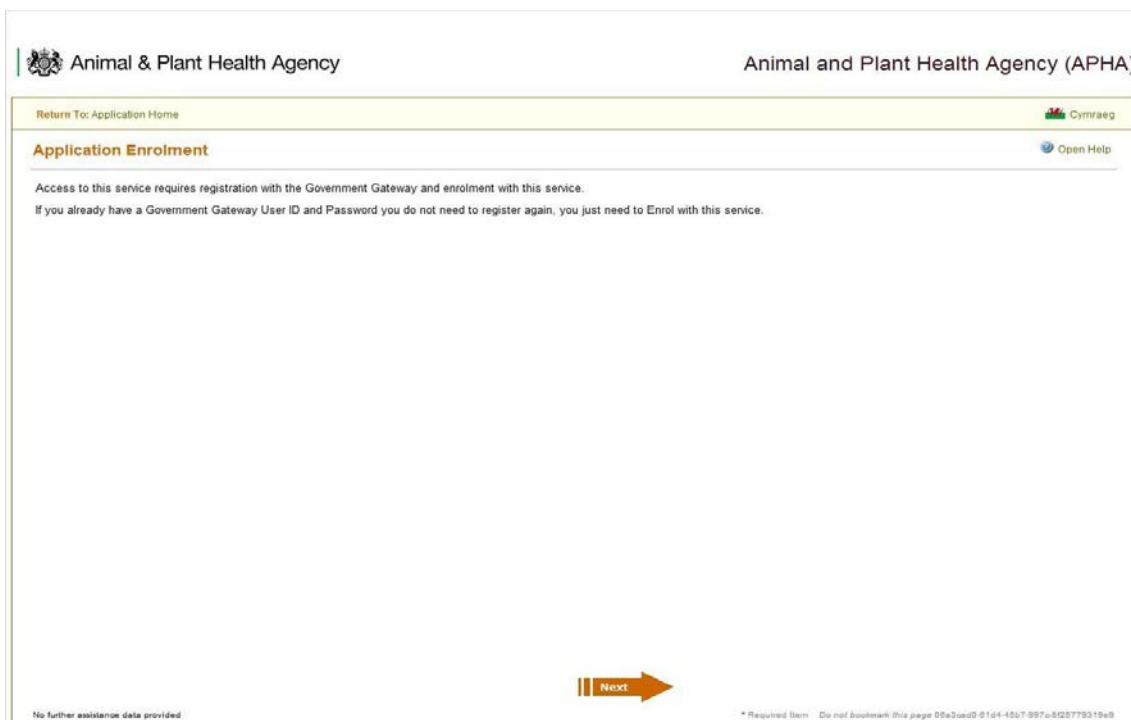
The above image shows the next screen on the Government Gateway where you need to enter your recovery word.

You will then be advised of your Government Gateway user ID. Please make a careful note of this (it is also sent to your email address) and then click on continue.



The above image shows the last screen on the Government Gateway which confirms your Government Gateway ID.

You will now be prompted to enrol as you have just registered onto the Government Gateway. Click on the Next arrow.



The above image shows the Government Gateway screen to continue onto your enrolment.

Enter your enrolment information, which can be found on your 'known facts' letter (form number AH046). **Please note the Role and Application ID must be entered in capitals** as shown below. Click on the Next arrow to proceed

The above image shows the application enrolment screen on the Government Gateway which you need to populate with your information.

This is to help identify this log in, in case you use more than one. Click the Next arrow.

The above image displays another option to save your log in so you can identify it quicker next time you log on.

You are now presented with the Application landing page which if you click on Sam it will take you back to the APHA Sam – Online TB Test submission page on the APHA Vet Gateway.

As you have just Enrolled or Managed your Account, to return and access the application, please click on the Service below



The screenshot shows the application landing page with the following elements:

- Service** header
- CTSONline** logo with the tagline "the easy way to check and report your cattle information"
- Animal & Plant Health Agency** logo and the text "Sam" (with "Sam" underlined)
- Department for Environment Food & Rural Affairs** logo and text
- Service links: [Cattle Tracing System Online \(CTSO\)](#), [ALVS Helpdesk](#), [MERMAN](#), [Sheep & Goat Ear Tag Allocation System \(ETAS\)](#), and [SPIRE](#)

If you have experienced an error during enrolment or account management, click on the Service you were trying to access to start the process again. If the error persists, please contact the relevant application Helpdesk Team.

Environment Internet Version_jenkins-GOREPL_SUE Label Build-22

The above image shows the application landing page.

You have now successfully enrolled your organisation for Sam. Next your Agents will need to register on the Government Gateway and enrol for Sam.

Section Three

Getting started as an Agent

You need the 'known facts' letter (form number AH046) that we sent you before you start to register and enrol.

Go to the APHA website <http://apha.defra.gov.uk/official-vets/access-to-sam/index.htm>.

Register and Enrol as an Agent

Select 'Register and Enrol as an Agent'.

<p>▼ Vet Gateway Home</p>	<p>Sam - Online TB test submission</p>	<p>Sam OV support</p>
<p>▼ Online TB test submission</p>	<p>OVs can electronically receive notifications and submit TB test results to APHA.</p>	<p>For queries about using Sam or the initial registration process please contact the Sam support desk on:</p>
<p>▶ Advantages & how to register</p>	<p>See the advantages and how to register page for more information.</p>	<p>03300 416999</p>
<p>▶ Training and guidance for online submission</p>	<p>Service status</p>	<p>Email Sam support desk</p>
<p>Do you know?</p>	<p>The service status is manually updated when there are Issues or Planned Maintenance which may affect Sam and/or the Government Gateway.</p>	<p>If you enter data in error and wish to request a Sam Data Fix, please complete this form (GEN02) and send to the following email addresses:</p>
<p>- Which date should be entered in Sam when a TB test has been arranged?</p>	<p>Sam has been updated to support the forthcoming management of work by Delivery Partners in England and Wales. Further information is available in the documents below:</p>	<p>For CPHs in England</p>
<p>- The type of TB test OVs can create? - Updated 03/04/14</p>	<p>Important changes to the way APHA commissions TB testing and other services and Enhancement to Sam work baskets</p>	<p>For CPHs in Wales</p>
<p>- You can use a 'wildcard' when searching for a client?</p>	<p>Planned maintenance and reported issues</p>	<p>For CPHs in Scotland</p>
<p>- How to tell when a TB test is ready to be submitted?</p>	<p>Sam Downtime</p>	<p>Log on to Sam</p>
<p>Click here to find out.</p>	<ul style="list-style-type: none"> • 12th November 2019 from 19:00 to 07:30 on 13th November 2019 • 10th December 2019 from 19:00 to 07:30 on 11th December 2019 	<p>Sam Government Gateway registration and maintenance links</p>
<p></p>	<p>Government Gateway Downtime</p>	<p>▶ Register and enrol as an organisation for the AHVLA-ORC service</p>
<p></p>	<p>Nothing planned at present.</p>	<p>▶ Register and enrol as an agent for the AHVLA-AGT service</p>
<p></p>	<p>Working offline during planned maintenance</p>	<p>▶ Manage services on the Government Gateway</p>
<p></p>	<p>To minimise potential disruption users are reminded that they can download a Working Form from Sam in Excel. Test data can be captured in excel and uploaded back into Sam later. Guidance on using excel can be found in Section 10, Part 2 and Section 12 of the Sam Official Veterinarian Practice Guide and the online e-learning module.</p>	<p>▶ Government Gateway Registration & Sam Enrolment User Guide</p>

The above image is the Sam online TB test submission page highlighting the correct link to use to register and enrol as an agent.

Click to create sign in details

GOV.UK

BETA This is a new service – your [feedback](#) will help us to improve it

English | [Cymraeg](#)

Sign in using Government Gateway

Government Gateway user ID
This could be up to 12 characters.

Password

[Sign in](#)

[Create sign in details](#)

Problems signing in

[I have forgotten my password](#)

[I have forgotten my Government Gateway user ID](#)

[Get help with this page](#)

The above image shows the Government Gateway login screen highlighting the correct link to use to create sign in details.

The 'What is your email address?' screen appears as shown below.

Enter a valid email address and confirm in the box this is correct; click Continue.

GOV.UK

BETA This is a new service – your [feedback](#) will help us to improve it

[Back](#) English | [Cymraeg](#)

What is your email address?

We will send you a code to confirm your email address.

Email address

This email address is correct

[Continue](#)

[Get help with this page](#)

The above image is the Government Gateway enter an email page to complete registration details.

You will be sent a code to this email address which you should enter as shown below and Click Confirm.

BETA This is a new service – your [feedback](#) will help us to improve it.

[< Back](#)

English | [Cymraeg](#)

Enter code to confirm your email address

We have sent a code to: **APHAservicedesk@apha.gov.uk**

! If you use a browser to access your email, you may need to open a new window or tab to see the code.

Confirmation code
For example, DNCLRK

[▶ I have not received the email](#)

The above image shows the next screen on the Government Gateway where you need to add your code to complete registration.

The below message will show that the email address has been confirmed.

Click Continue.



BETA This is a new service – your [feedback](#) will help us to improve it

English | [Cymraeg](#)

Email address confirmed

[Continue](#)

[Get help with this page](#)

The above image shows the next screen on the Government Gateway where your email address has been confirmed.

You will be asked to enter your full name then click Continue

What is your full name?

Full name

GG Replacement Project test Vet

Continue

[Get help with this page](#)

The above image shows the next screen on the Government Gateway where you enter your full name.

You will now be asked to create a password for Government Gateway, please confirm it and click Continue.

Create a password

Your password must:

- ✓ be between 8 and 12 characters
- ✓ have at least one number (0 to 9)
- ✓ have at least one letter
- ✓ not contain special characters

Password

●●●●●●●●

Confirm your password

●●●●●●●●

Continue

[Get help with this page](#)

The above image shows the next screen on the Government Gateway where you need to create a password for the Government Gateway.

Next you will be asked to set up a recovery word.

Set up recovery for your sign in details

You need to set up a recovery word so that you can get back into Government Gateway if you forget your password.

Continue

[Get help with this page](#)

The above image shows the next screen on the Government Gateway where you need to create recovery details should you forget your password.

Click continue once you have entered a memorable recovery word.

Set up a recovery word

Make a note of this word in case you need it in the future.

The word must:

- ✓ be between 6 and 12 characters
- ✓ not contain spaces or special characters
- ✓ not contain numbers

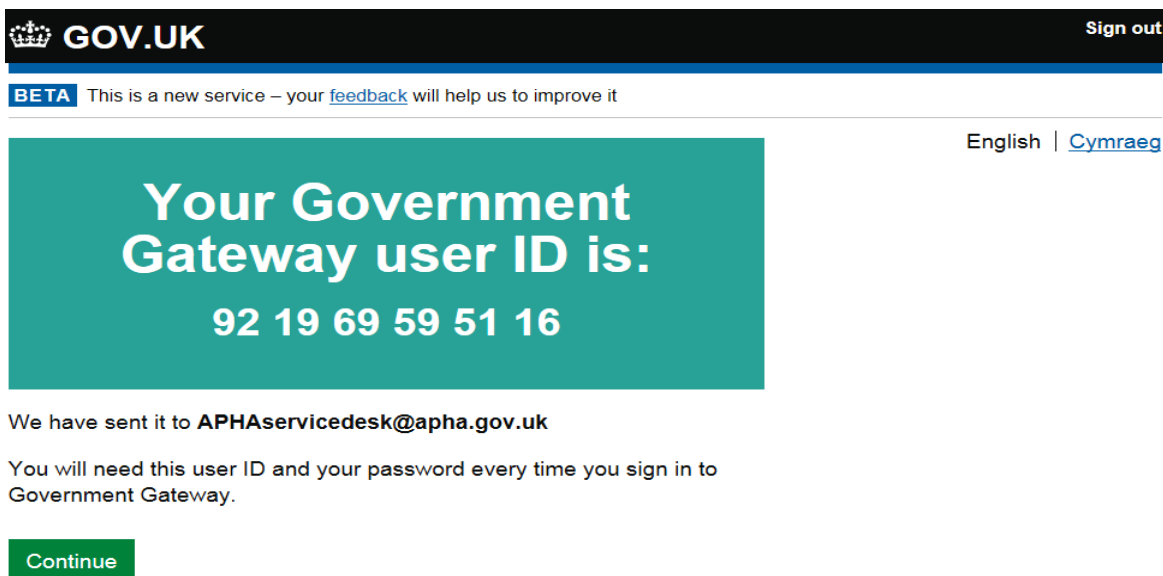
Recovery word

Continue

[Get help with this page](#)

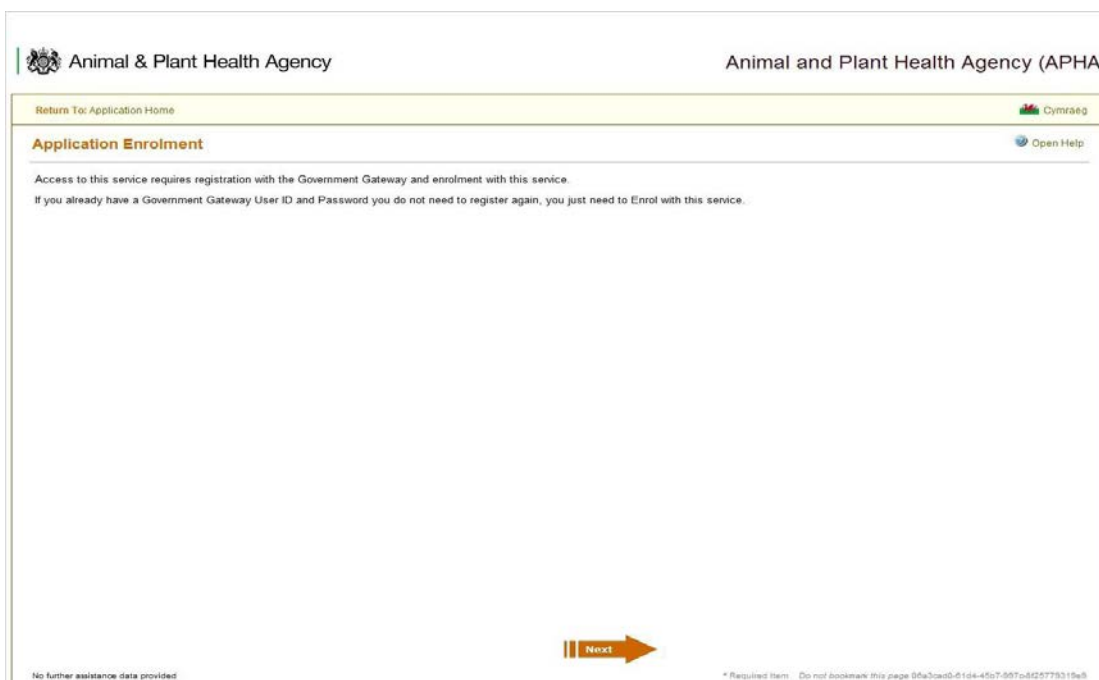
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You will then be advised of your Government Gateway user ID. Please make a careful note of this (it is also sent to your email address) and then click on continue.



[Get help with this page](#)

The above image shows the last screen on the Government Gateway which confirms your Government Gateway ID.



The above image shows the Government Gateway screen to continue onto your enrolment.

You will now be prompted to enrol as you have just registered onto the Government Gateway. Click on the Next arrow.

You will now be taken through the enrolment process, for this you will need your enrolment information which can be found on your 'known facts' letter (form number AH046).

You will be asked to enter the first part of your Government Gateway agent ID. The second part appears automatically. For example, you could use your Surname to ensure you are easily identifiable in the Practice list of Agents

Animal & Plant Health Agency Animal and Plant Health Agency (APHA)

[Return To: Application Home](#) Cymraeg

Application Enrolment Open Help

Please choose your Agent ID and Agent Name, then click next.

To enable your customers to assign your company as their agent, you need an Agent ID. Half of this is chosen by you, and the other half generated by us. You should choose something that will be easy for your clients to remember - this is public information and should be different from your personal password. The first half of your Agent ID must:

- be between 1 and 12 characters (letters or numbers)
- contain only letters (a-z) and numbers (0-9) - no spaces or punctuation such as ; , = . ! & ' / ' " @ + etc.

Your Agent ID *

Please type in the name you want your clients to see within Defra when they select you as their agent.

Your Agent Name *

[Back](#) || [Next](#)

No further assistance data provided * Required Item Do not bookmark this page a5442910-7e11-4fd7-9da2-aa0cc2405e9d

The above image shows the Government Gateway screen to continue with your enrolment.

You will now need to enter the known facts that were sent in a letter to you (form number AH046). **Please note the role must be entered in capitals as shown below.** Click on the Next arrow to proceed. The same will apply for Approved Tuberculin Testers (ATTs) and OV Practice Admins

****Please note**** For Approved Tuberculin Testers (ATTs) you will need to remove the second 'e' from 'Tester' so it will need to be entered as 'APPROVED TUBERCULIN TESTR'

Animal & Plant Health Agency

Animal and Plant Health Agency (APHA)

Return To: Application Home

Cymraeg

Application Enrolment

Open Help

To uniquely identify you and allow you to gain access to this service please enter the following information that should previously have been provided to you.

Please enter your Party ID, Role and Activation Code. These details will have been sent to you by Defra.

Party ID *	<input type="text" value="C1267161"/>
	<small>This is your Animal Health Identifier provided to when you registered</small>
Role *	<input type="text" value="OFFICIAL VETERINARIAN"/>
	<small>This is the role you will be performing for Animal Health</small>
Activation Code *	<input type="text" value="91318885"/>
	<small>The activation code supplied upon registration</small>

The above information must be provided in order to enrol for this service.

Back | Next

No further assistance data provided

* Required Item Do not bookmark this page a5442910-7a11-4927-9b92-aa0c02405e9d

The above image shows the Government Gateway screen to continue with your enrolment.

Animal & Plant Health Agency

Animal and Plant Health Agency (APHA)

Return To: Application Home

Cymraeg

Application Enrolment

Open Help

Optionally, you can enter a description of this enrolment below to make it easier to remember.

Reference Name	<input type="text" value="GG replacement project test vet"/>
----------------	--

Back | Next


No further assistance data provided

* Required Item Do not bookmark this page e7ee595b-2766-4bb0-bb95-10a1b56e0c21

The above image displays another option to save your log in so you can identify it quicker next time you log on.

Your new Government Gateway Agent ID is now shown. You have the option to print this page. Click on the Next arrow to proceed.

Animal & Plant Health Agency Animal and Plant Health Agency (APHA)


[Return To: Application Home](#)  Cymraeg


Application Enrolment [Open Help](#)

You have successfully enrolled for the application.

Your Agent ID	<i>TestVet-ZUDBOWTALDEH</i>
Your Agent Name	<i>GG Replacement Project test vet</i>
Your Agent Reference	<i>GG replacement project test vet</i>

Please make a careful and secure record of your Agent ID so you can give it to your clients.


Print this Page



No further assistance data provided * Required Item Do not bookmark this page e7ae5f5b-2786-4bc9-bb16-10e1b55e0b21

The above image displays you Government Gateway Agent ID

The second half of your Agent ID is generated for you. This will be your Agent ID on the Government Gateway. You will need to give this to the Government Gateway administrator of your OV practice.

Important point: You cannot access Sam as an agent until you have your Government Gateway Agent ID to link to the OV practice account.

Click on Sam to return to the APHA Sam – Online TB test submission screen on the APHA Vet Gateway. Close the browser to log off.

As you have just Enrolled or Managed your Account, to return and access the application, please click on the Service below

	Service
 CTSONline <i>the easy way to check and report your cattle information</i>	Cattle Tracing System Online (CTSO)
 Animal & Plant Health Agency	Sam
 Department for Environment Food & Rural Affairs	ALVS Helpdesk MERMAN Sheep & Goat Ear Tag Allocation System (ETAS) SPIRE

If you have experienced an error during enrolment or account management, click on the Service you were trying to access to start the process again. If the error persists, please contact the relevant application Helpdesk Team.

Environment: Internet Version: jenkins-GGREPL SUE Label Build-22

The above image shows the application landing page.

Section Four

Linking an Agent to an Organisation

Important Note: Once the practice staff (OVs, ATTs and OV admin) have registered and enrolled as Agents on the Government Gateway, a link will need to be established between the Organisation (your practice) and the Agents (users who carry out work on behalf of the practice, practice administrators and Official Veterinarians).

Go to the APHA Vet Gateway:

<http://apha.defra.gov.uk/official-vets/access-to-sam/index.htm>.

Login to the Government Gateway using the 'Manage Services' option.

Vet Gateway Home

- Online TB test submission
 - Advantages & how to register
 - Training and guidance for online submission
- Do you know?
 - Which date should be entered in Sam when a TB test has been arranged?
 - The type of TB test OV's can create? - Updated 03/04/14
 - You can use a 'wildcard' when searching for a client?
 - How to tell when a TB test is ready to be submitted?

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Email Sam support desk

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For CPHs in England
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Log on to Sam

Sam Government Gateway registration and maintenance links

- Register and enrol as an organisation for the AHVLA-ORC service
- Register and enrol as an agent for the AHVLA-AGT service
- Manage services on the Government Gateway**
- Government Gateway Registration & Sam Enrolment User Guide

The above image is the Sam online TB test submission page highlighting the correct link to use to manage services.

Enter your existing Government Gateway User ID and password (this should be login details for the practice (Organisation)).

GOV.UK

BETA This is a new service – your [feedback](#) will help us to improve it

English | [Cymraeg](#)

Sign in using Government Gateway

Government Gateway user ID
This could be up to 12 characters.

Password

Sign in

[Create sign in details](#)

Problems signing in

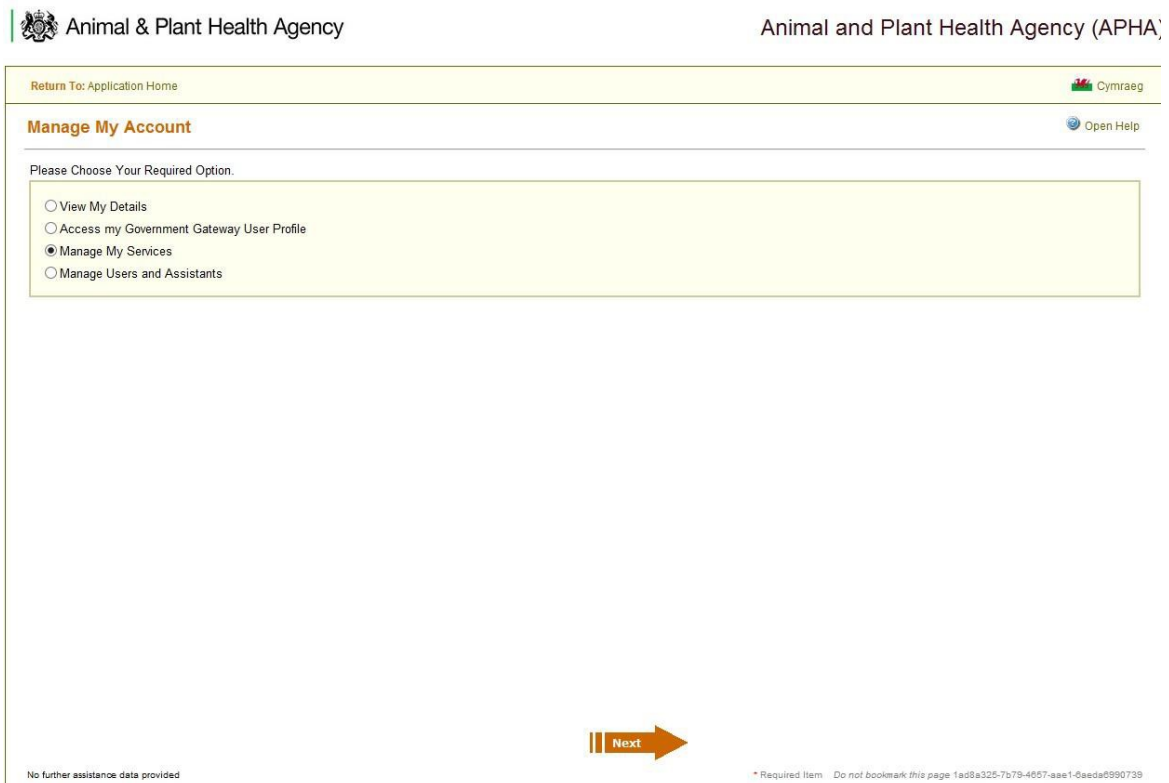
- [I have forgotten my password](#)
- [I have forgotten my Government Gateway user ID](#)

[Get help with this page](#)

The above image shows the Government Gateway Sign in page.

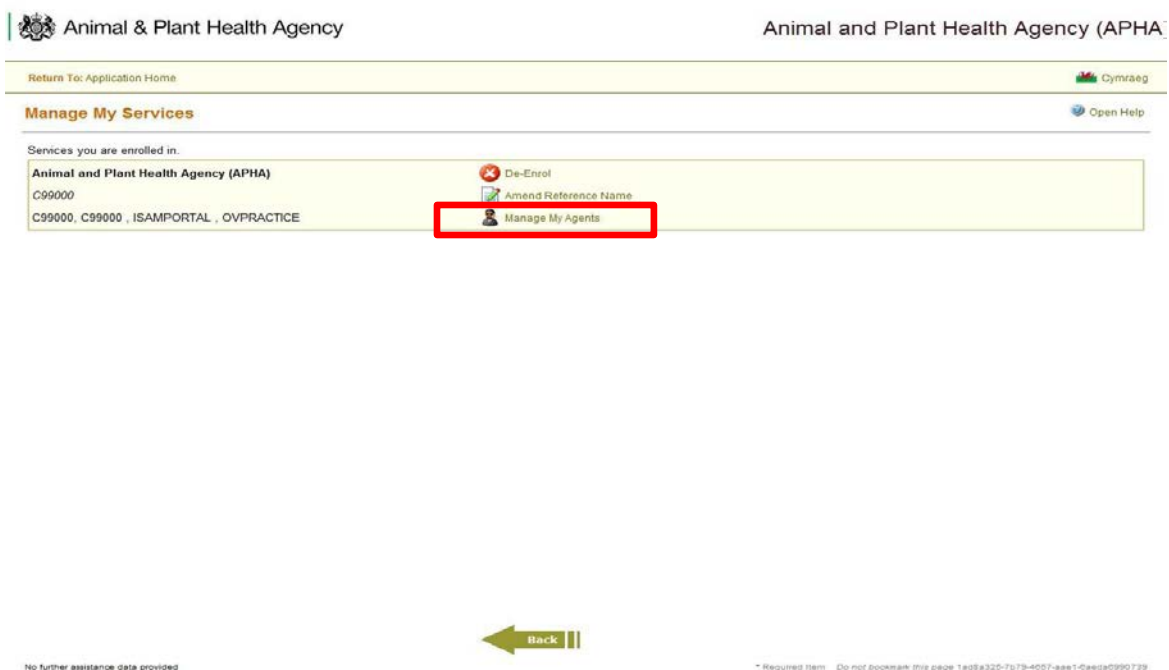
You must now link your Agents (OVs, ATTs and practice admin) to the Organisation (OV Practice).

Select the 'Manage My Services' link and click on the Next arrow.



The above image shows the Manage My Account screen on the Government Gateway.

To add or remove an OV, ATT or OV Practice admin click on Manage My Agents



The above image shows the Manage My Services screen on the Government Gateway

You will be taken to the 'Manage Agents' screen as shown below. This shows all Agents currently linked to your organisation

Animal & Plant Health Agency

Animal and Plant Health Agency (APHA)

Return To: Application Home

Cymraeg

Manage My Agents

Open Help

Services for agent management.

Animal and Plant Health Agency (APHA)
C99000
C99000, C99000, ISAMPORAL, OVPRACTICE

Appoint An Agent

Currently appointed agents.

Agent ID	Agent Name	
BRP - NWK27CPKN3DR	DR AHVLA	Remove Agent
OffVet - CG7J1D6UN7RK	Test OffVet	Remove Agent
OffVet - VGADRP84XTFF	Test OffVet	Remove Agent
OVAdmin - ANERMPQ3FUSK	Test OVAdmin	Remove Agent
OVAdmin - 4K3NW714Q7VB	Test OVAdmin	Remove Agent

Back

No further assistance data provided

* Required Item Do not bookmark this page 1ad8a325-7b79-4d57-aae1-6eada5990739

The above image shows the Manage My Agents screen on the Government Gateway

Select 'Appoint an Agent'. You will need to enter the individuals' Agent ID.

Animal & Plant Health Agency

Animal and Plant Health Agency (APHA)

Return To: Application Home

Cymraeg

Appoint An Agent

Open Help

An Agent is an Individual or an Organisation that you can appoint to act on your behalf for this service, Animal Health Applications for Organisations. Before you can appoint an agent you need to obtain the Agent ID Code from the Agent.
Please enter your Agent ID below.

Agent ID
(e.g. Cook-HGT6987054)

Offvet - CG7J1D6UN7RK

Back Next


No further assistance data provided

* Required Item Do not bookmark this page 1ad8a325-7b79-4d57-aae1-6eada5990739

Image above shows the Appoint an Agent screen on the Government Gateway

Confirm that you have read and accept the Terms and Conditions by ticking the check box and press I Agree to proceed.

Animal & Plant Health Agency Animal and Plant Health Agency (APHA)

[Return To: Application Home](#)  Cymraeg

Appoint An Agent [Open Help](#)

You have chosen the Agent below to act on your behalf for the Animal Health Applications for Organisations Service.
Check the following details are correct and remember to tell your Agent you want them to carry out services on your behalf.

Agent ID	OfVet - CG7J1D6UN7RK
Agent Name	Test OfVet

To complete the process of appointing the Agent to act on your behalf, you must agree to the declaration below.

Declaration

I undertake that I will approve, in advance, as correct and complete, all information submitted by my Agent on my behalf for the Animal Health Applications for Organisations service, to any government department agency, where such information is required in order to comply with my statutory duties.

[Terms and Conditions \(opens in a new window\)](#)

I have read, and accept, the terms and conditions for appointing an Agent to the service.

← Back || I Agree →

No further assistance data provided * Required Item Do not bookmark this page 1ed8a325-7b79-4667-aaa1-8eada8990739

The above image shows the declaration screen on the Government Gateway

Appointment confirmed, click Next arrow to proceed

Animal & Plant Health Agency Animal and Plant Health Agency (APHA)

Return To: Application Home Cymraeg

Appoint An Agent Open Help

The details of the Agent listed below have now been successfully updated.

Agent ID	OffVet - CG7J1D6UN7RK
Agent Name	Test OffVet

You have now appointed the Agent to act on your behalf for Animal Health Applications for Organisations.

No further assistance data provided

Next

Required Item Do not bookmark this page 1ad8a325-7b78-4657-aae1-0aada8990739

The above image shows that the appointment of an agent has been successful

Click on Sam to return to APHA Sam – online TB test submission screen

As you have just Enrolled or Managed your Account, to return and access the application, please click on the Service below

Service

CTSonline
the easy way to check and report your cattle information

[Cattle Tracing System Online \(CTSO\)](#)

Animal & Plant Health Agency **Sam**

Department for Environment Food & Rural Affairs

[ALVS Helpdesk](#)
[MERMAN](#)
[Sheep & Goat Ear Tag Allocation System \(ETAS\)](#)
[SPIRE](#)

If you have experienced an error during enrolment or account management, click on the Service you were trying to access to start the process again. If the error persists, please contact the relevant application Helpdesk Team.

Enrolment: Internet Version: jenkins-GGREPL_SUE_Label Suite-22


The above image shows the application landing page.

The OV will now need to accept the link to the practice. They need to click on Manage services on the Vet Gateway.

<p>Vet Gateway Home</p>	<p>Sam - Online TB test submission</p>	<p>Sam OV support</p>
<p>Online TB test submission</p>	<p>OVs can electronically receive notifications and submit TB test results to APHA. See the advantages and how to register page for more information.</p>	<p>For queries about using Sam or the initial registration process please contact the Sam support desk on:</p>
<p>▸ Advantages & how to register</p>	<p style="text-align: center;">Service status</p>	<p>03300 416999 Email Sam support desk</p>
<p>▸ Training and guidance for online submission</p>	<p>The service status is manually updated when there are Issues or Planned Maintenance which may affect Sam and/or the Government Gateway.</p>	<p>If you enter data in error and wish to request a Sam Data Fix, please complete this form (GEN02) and send to the following email addresses:</p>
<p>Do you know?</p>	<p>Sam has been updated to support the forthcoming management of work by Delivery Partners in England and Wales. Further information is available in the documents below: Important changes to the way APHA commissions TB testing and other services and Enhancement to Sam work baskets</p>	<p>For CPHs in England For CPHs in Wales For CPHs in Scotland</p>
<p>- Which date should be entered in Sam when a TB test has been arranged?</p>	<p>Planned maintenance and reported issues</p>	<p style="text-align: center;">Log on to Sam</p>
<p>- The type of TB test OVs can create? - Updated 03/04/14</p>	<p>Sam Downtime</p>	<p>Sam Government Gateway registration and maintenance links</p>
<p>- You can use a 'wildcard' when searching for a client?</p>	<ul style="list-style-type: none"> • 12th November 2019 from 19:00 to 07:30 on 13th November 2019 • 10th December 2019 from 19:00 to 07:30 on 11th December 2019 	<p>▸ Register and enrol as an organisation for the AHVLA-ORC service</p>
<p>- How to tell when a TB test is ready to be submitted?</p>	<p>Government Gateway Downtime</p>	<p>▸ Register and enrol as an agent for the AHVLA-AGT service</p>
<p>Click here to find out.</p>	<p>Nothing planned at present.</p>	<p>▸ Manage services on the Government Gateway</p>
	<p>Working offline during planned maintenance</p>	<p>▸ Government Gateway Registration & Sam Enrolment User Guide</p>
	<p>To minimise potential disruption users are reminded that they can download a Working Form from Sam in Excel. Test data can be captured in excel and uploaded back into Sam later. Guidance on using excel can be found in Section 10, Part 2 and Section 12 of the Sam Official Veterinarian Practice Guide and the online e-learning module.</p>	

The above image is the Sam online TB test submission page highlighting the correct link to use to manage services.

Next click on Logon and manage my account


Animal & Plant Health Agency
Cara Flexible Gateway (CARA)

Return To: Application Home
Cymraeg

Security Validation
Open Help

Please Choose Your Required Option.

Logon with Government Gateway

Logon - Use this option to logon to the application.

Logon and manage my account - Use this option to logon and then manage my services, users or assistants.

Please Choose Your Required Option.

Please note that in order to login, your browser must be configured to accept cookies.

← →

No further assistance data provided
* Required Item Do not bookmark this page 1bde652b-6409-4602-82b3-3fbd8a11300cb

The image above shows the Security Validation screen

Important point: You can view your email/name in 'Access my Government Gateway User Profile' but please **do not** opt to set a Two-Factor Authentication (2FA). If prompted to enter a mobile phone number to receive a code, please ignore, we do not support this function of Government Gateway. Users who set this up will need to de-enrol and re-enrol

Select Manage Users and Assistants and click the Next arrow

Animal & Plant Health Agency

Cara Flexible Gateway (CARA)

Return To: Application Home

Cymraeg

Manage My Account

Open Help

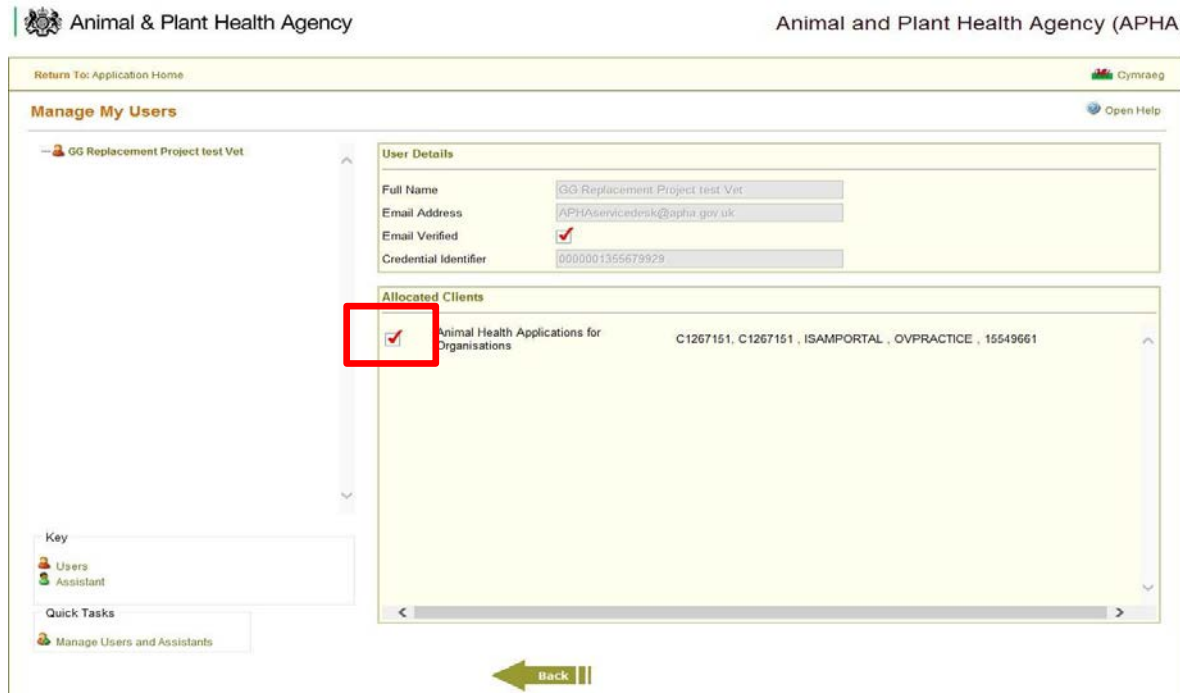
Please Choose Your Required Option.

- View My Details
- Access my Government Gateway User Profile
- Manage My Services
- Manage Users and Assistants

Next

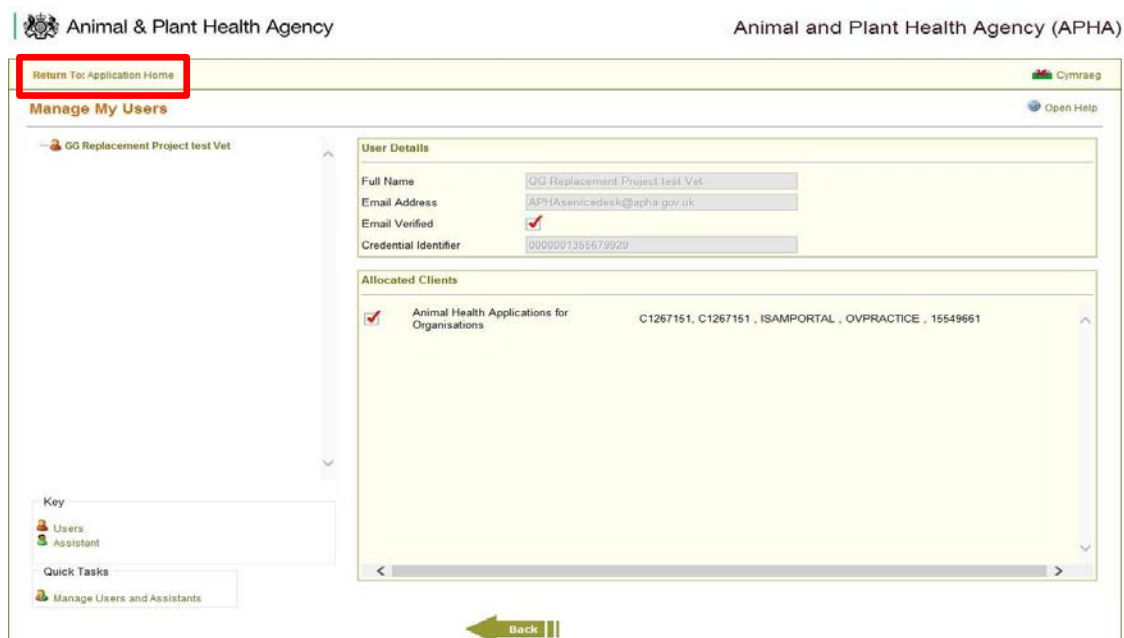
The image above shows the Manage My Account screen where the user must select Manage users and assistants option

Click on the box next to the practice details in Allocated Clients box to accept the link to the practice.



The above image shows the Manage My Users screen

To return to the Sam Log in home page click on the Return to Application Home link in the top left hand corner of the screen



The image above shows the link which you need to click to return to the Sam log in home page.

Now click on Sam next to the Animal and Plant Health Agency

As you have just Enrolled or Managed your Account, to return and access the application, please click on the Service below



Service

CTSonline
the easy way to check and report your cattle information

Animal & Plant Health Agency [Sam](#)

[Cattle Tracing System Online \(CTSO\)](#)

[ALVS Helpdesk](#)

[MERMAN](#)

[Sheep & Goat Ear Tag Allocation System \(ETAS\)](#)

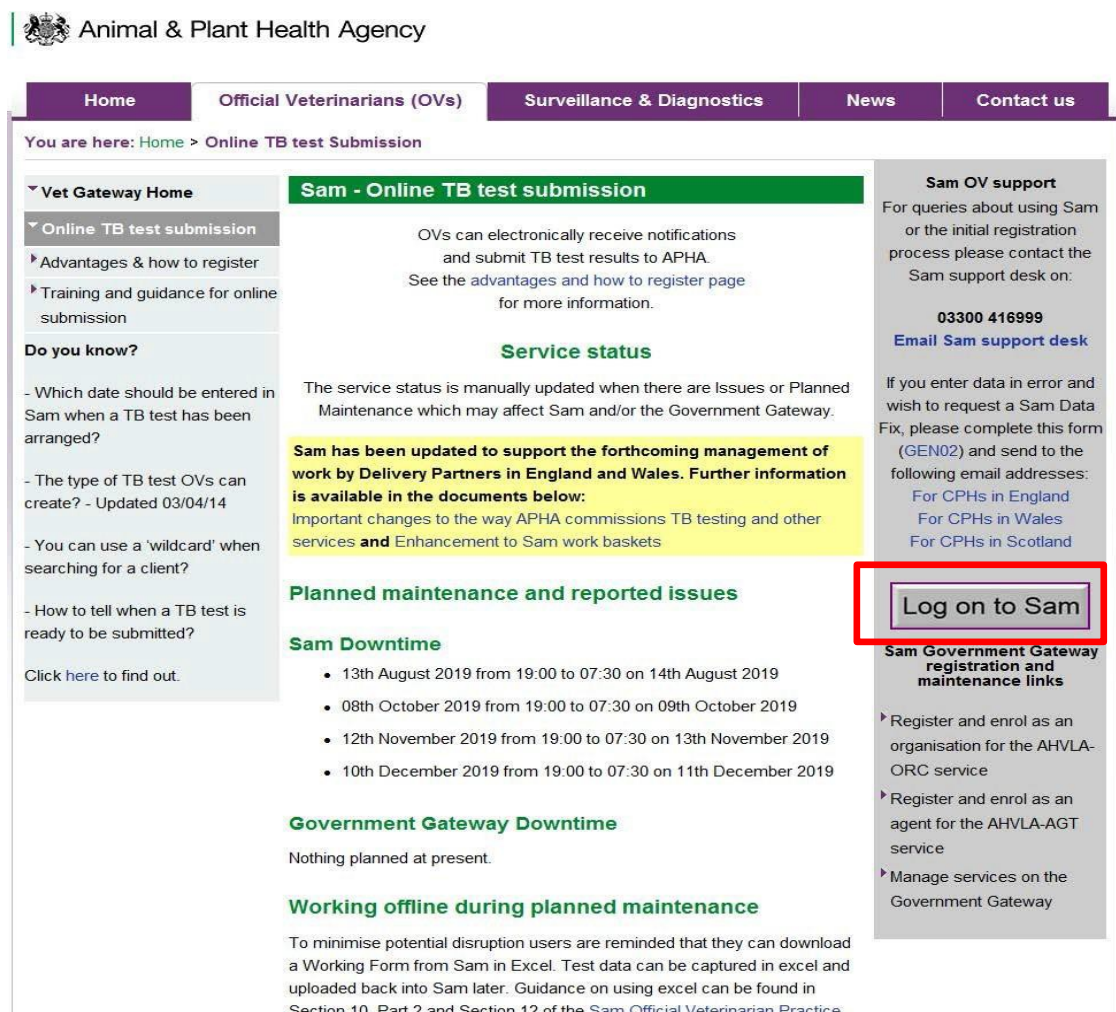
[SPIRE](#)

If you have experienced an error during enrolment or account management, click on the Service you were trying to access to start the process again. If the error persists, please contact the relevant application Helpdesk Team.

Enrolment: Internal Version: jenkins-GOREPL_SUE Labor Build 22

The above image shows the application landing page.

Click on the Log on to Sam button, and choose option to remain signed in and go to Defra. This will take you into the practice workbasket in Sam.



Animal & Plant Health Agency

Home Official Veterinarians (OVs) Surveillance & Diagnostics News Contact us

You are here: [Home](#) > [Online TB test Submission](#)

Vet Gateway Home

- Online TB test submission
 - Advantages & how to register
 - Training and guidance for online submission
- Do you know?
 - Which date should be entered in Sam when a TB test has been arranged?
 - The type of TB test OVs can create? - Updated 03/04/14
 - You can use a 'wildcard' when searching for a client?
 - How to tell when a TB test is ready to be submitted?

[Click here to find out.](#)

Sam - Online TB test submission

OVs can electronically receive notifications and submit TB test results to APHA. See the advantages and how to register page for more information.

Service status

The service status is manually updated when there are Issues or Planned Maintenance which may affect Sam and/or the Government Gateway.

Sam has been updated to support the forthcoming management of work by Delivery Partners in England and Wales. Further information is available in the documents below:

Important changes to the way APHA commissions TB testing and other services and Enhancement to Sam work baskets

Planned maintenance and reported issues

Sam Downtime

- 13th August 2019 from 19:00 to 07:30 on 14th August 2019
- 08th October 2019 from 19:00 to 07:30 on 09th October 2019
- 12th November 2019 from 19:00 to 07:30 on 13th November 2019
- 10th December 2019 from 19:00 to 07:30 on 11th December 2019

Government Gateway Downtime

Nothing planned at present.

Working offline during planned maintenance

To minimise potential disruption users are reminded that they can download a Working Form from Sam in Excel. Test data can be captured in excel and uploaded back into Sam later. Guidance on using excel can be found in Section 10, Part 2 and Section 12 of the Sam Official Veterinarian Practice

Sam OV support

For queries about using Sam or the initial registration process please contact the Sam support desk on:

03300 416999

[Email Sam support desk](#)

If you enter data in error and wish to request a Sam Data Fix, please complete this form (GEN02) and send to the following email addresses:

- [For CPHs in England](#)
- [For CPHs in Wales](#)
- [For CPHs in Scotland](#)

Log on to Sam

Sam Government Gateway registration and maintenance links

- Register and enrol as an organisation for the AHVLA-ORC service
- Register and enrol as an agent for the AHVLA-AGT service
- Manage services on the Government Gateway

The image above shows the APHA Vet Gateway screen and the Log on to Sam button



[Log off](#)

My work | Practice work | Search

Work List Assignee - GG Replacement Project test Vet Veterinary Practice - GG Replacement Project Test

To apply a filter please select one or more values from the list below and click 'Submit'

Name CPH Delivery Partner

Due From Due To Work Area

WSA-

<input type="checkbox"/>	Name	Location Name	CPH/CPHH	Earliest Start	Due by ▲	Test Arr	Work Area	Test Type	Spec Ins	Herd Type	Anmls	WSA	Delivery Part	Alloc Date
No matching data was found.														

Transfer to:

Agents acting on behalf of the Animal & Plant Health Agency (APHA) and using its data, are reminded of their obligations to abide by the data handling conditions laid out in the Customer Data Confidentiality Agreement, signed by their appointed representative.

The image above shows the practice work basket

Clicking on Log off in the top right hand corner of the practice work basket screen gives confirmation and closes the browser to complete sign out process.



You have been logged out of your application, now close your browser to complete the Government Gateway sign out process.

Rydych wedi'ch cofnodi allan o'ch cais, nawr cau eich porwr i gwblhau proses arwyddo Porth y Llywodraeth.

[Return to Application Home](#)

[Version: jenkins-GGREPL_SUE_Label_Build-22]

The above image shows that you have been logged out.

Section Five

How to find your Agent ID

If you log in via the Manage Services on Government Gateway link:

Select the View My Details option and click Next;

Your Agent ID is displayed beneath your Email details.

If you are unable to view this or have forgotten your log in details, please contact the APHA Service Desk via email APHAservicedesk@apha.gov.uk or you can phone our helpline on **033 004 16 999**.

Section Six

Contact Us

If you have a problem while using Sam that is not covered by the Official Veterinarian Practice Guidance, please contact us. There are two ways in which you can do this.

Email

You can email us at APHAservicedesk@apha.gov.uk. If you email us please include the following details:

- The date and time the problem happened.
- What the problem is
- The page you were using when the problem happened
- Your name and phone number
- CPH of the Customer whose record you were accessing at the time of the problem.

Phone

You can phone our helpline on **033 004 16 999**.