



## Laboratory Testing Management® (LTM™) User Guide

### Requesting user access

To request user access to LTM, you would first fill out the online form. You can get to this form via the Charles River website at [river.com/ltm](http://river.com/ltm). About halfway down the page there is a link to the form. Click on it and the form will open.

The screenshot shows the Charles River website's LTM page. The main heading is "Laboratory Testing Management® (LTM™)". Below the heading is a breadcrumb trail: "Products & Services > Animal Health Surveillance > Laboratory Testing Management® (LTM™)".

On the left, there is a sidebar menu under "Animal Health Surveillance" with the following items: 360 Diagnostics™ Program Overview, Alternative Health Monitoring (e.g., EAD®), Animal Health Monitoring, PCR Infectious Agent Testing, Serology, Microbiology, Environmental Monitoring, Parasitology, Pathology, Cell Line/Research Biologics Screening, Microbiome Services, Genetic Testing Services, **Laboratory Testing Management® (LTM™)**, LTM™ FAQs, LTM™ Resources, and Sample Submission & Shipping Information.

The main content area is divided into sections:
 

- Overview**: Describes the LTM platform as a centralized data management platform for health, biomarker, and genetic testing.
- Search Our Catalog**: Encourages users to search for tests and review details.
- Log In**: Includes links for "LTM™ Login", "LTM™ Mobile Login", and "Request a new user account" (highlighted with a red circle and arrow).
- Need Help?**: Provides contact information for assistance.

On the right side, there is a "Contact us from:" section with a dropdown menu set to "North America", a phone number "1.781.222.6701", and an "EMAIL US" button.

BASIC RESEARCH

DISCOVERY

SAFETY ASSESSMENT

CLINICAL SUPPORT

MANUFACTURING SUPPORT



LTM@crl.com  
www.criver.com/LTM

Most fields on the form are pretty straightforward, but I will highlight a few of them:

The screenshot shows the 'Request an Account' form for LTM (Laboratory Testing Management) by Charles River. The form includes the following fields:

- Title: Ms. (dropdown)
- First Name: Charlene \*
- Last Name: Ruisseau \*
- Suffix: (empty) (e.g. DVM, PhD...)
- Email: charlene.ruisseau@training.edu \* (highlighted with red circle 1)
- Password: New Password: [masked] \* (highlighted with red circle 2)
- Confirm Password: [masked] \* (minimum of 8 characters containing a number, an upper and a lower case)
- Office Phone: 781-222-6000 \*
- SMS Phone: (-) [masked] \* (highlighted with red circle 3)
- Institution: Training University \*
- Primary Contact Name: Dr. Zhivago \* (highlighted with red circle 4)
- Primary Contact Email: dr.zhivago@training.edu \*
- Address 1: 251 Ballardvale Street \*
- Address 2: (empty)

1. The email address you enter will be your username, once you have been given access.
2. As noted, the password must have a minimum of 8 characters containing at least 1 number, and have both lower-case and upper-case letters. Please do your best to remember this password, as you will need it to log in once your access is granted. If you do forget it, you can contact [LabServices@crl.com](mailto:LabServices@crl.com) and ask that it be reset. Once you have logged in for the first time, you can set up security questions that will allow you to use the self-service reset functionality, should you need it in the future.
3. In addition to a contact phone number, you can also provide a phone number that can receive SMS text messages. This is so that you can choose to receive text notifications for your testing (such as samples received, results available, etc.) You can always leave this blank and add a number in the future.
4. If you are requesting user access to an existing customer account, please enter the name of the primary contact of that account. If you do not know who that is, you can enter the name and email of someone who already has

access, or the name of your supervisor. This information is used by us to know to which account you need access, or to let us know who would be the primary contact on a new customer account, if this is what you will need.

251 Ballardvale Street

Address 2

City: Wilmington \* State: MA \*

Zip Code: 01887 \* Country: USA \*

Language: US-English \* **5**

Time Zone: (GMT-05:00) Eastern Time (US & Canada) \*

Testing Types  
 Diagnostic  Genetic  Biomarker

Requesting access to an existing customer account

Reference: #39797 Training University \* **6**  
(e.g. LTM Order Number, name of a colleague using the account...)

Show 'Customer Use Agreement'  
 I've read and agree to the Customer Use Agreement

[Request](#) or [Cancel](#)

**charles river**  
 LTM Customer Agreement  
 Privacy Policy  
 Safe Harbor Privacy Policy  
 ltm@crl.com

**Get Connected**  
 LTM™ Mobile App  
 LTM™ Homepage  
 Charles River Homepage

**Resources**  
 How to Videos  
 Frequently Asked Questions

**Contact Us**  
 Questions and Comments  
 Ask an Expert  
 Request a Quote  
 Request Shipping Materials

5. Please choose the language you want LTM to display when you are logged in—this can be changed, as needed.
6. If you are requesting user access to an existing customer account, click here and a field will pop up to provide more information as to which account you want. The best piece of information would be the LTM customer ID#. If you have been receiving results from LTM for the account to which you want access, you can find the LTM customer ID# in the header of your result reports. If you need access to multiple customer accounts, you can list each one here.

Once we have received your request, it will need to be reviewed by an administrator. We will first verify the account to which you need access and then obtain authorization for access from the primary contact on that account. If you need a new customer account set up, someone will contact you for additional information.

While we do our best to send out authorizations requests in a timely manner, it can take some time for us to get a response back. If you need access quickly, it is helpful if the person who will be authorizing your access sends an email proactively to [LabServices@crl.com](mailto:LabServices@crl.com).

BASIC RESEARCH

DISCOVERY

SAFETY ASSESSMENT

CLINICAL SUPPORT

MANUFACTURING SUPPORT



*LTM@crl.com*  
*www.criver.com/LTM*