



Animal &  
Plant Health  
Agency

# Sam: Questions Frequently Asked by OV Practices

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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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# 1. Worklist Management

## 1.1 Can users view a list of tests yet to be scheduled?

**Yes:** The user should select the **Search** tab > **Current Work** > enter **Due from/Due to** dates (e.g. for the next month, etc.) > click **Search**: a list of all the tests to be scheduled in the period selected will be displayed.

## 1.2 Can I print off a list of tests yet to be scheduled?

**Yes:** To **print** a list highlight the relevant Tests, in the **Practice work** tab, and use the computer's MS print/screen print function.

Note: There is not a Sam print function to enable users to do this.

Note: Anyone in the Practice can produce a print-out using the method described above.

## 1.3 Can I view a list of tests allocated to a particular OV?

**Yes:** The user should select the **Search** tab > **Current Work** > enter **Due from / Due to** dates (e.g. for the next month, etc.) > click **Search**.

To view the Tests allocated to an OV click on the column heading **Operator Name**: the list will be in alphabetical order. It may be necessary to re-order the list.

## 1.4 I have allocated a test to an OV: it no longer appears in Practice work

Once a test is allocated to an individual vet it will no longer be displayed in the **Practice Work**, but in the **My Work** list associated to that vet and therefore not viewable by Practice Admin/other OVs.

To view tests allocated to an individual OV select the **Search** tab > **Current Work** and search using the fields available.

## 1.5 Can I print off a list of tests allocated to a particular OV?

**Yes:** To print a list for an individual OV highlight the relevant Tests (see 1.3 above) and use the computer's MS print/screen print function. Note: There is not a Sam print function to enable users to do this.

## 1.6 How can I quickly identify new work?

In **Practice Work** (and **My Work**) all columns can be sorted by clicking on the column headings.

Click on the 'Issue Date' column heading: the 'Issue Date' is the date the Test was allocated to the OV Practice by APHA.

Sorting on this column (date order) is the most effective way to identify new work.

## 1.7 Will sorting by column heading apply to all pages?

**Yes**, sorting or filtering, using column headings will apply to all pages.

Note: Both the **Practice work** and **My work** view is **20 lines**.

## 1.8 When I first log onto Sam will all Tests allocated to the Practice be viewable?

**Yes**, Tests appear in Practice work when they are allocated to a Practice.



## 2. Test preparation, including Arranging a Test

### 2.1 The “Owner” details on our Practice worklist is inaccurate/needs updating: what do I do?

The user should contact:

- England: telephone 03000 200 301 or email [Customer Registration](#)
- Wales: telephone 0300 303 8268 or email [apha.cymruwales@apha.gov.uk](mailto:apha.cymruwales@apha.gov.uk)
- Scotland: contact their local [Field Services Office](#) who will amend the record.

### 2.2 Our Customer does not have the WSA for an Unallocated Test they wish us to carry out for them

Advise the caller to contact:

- England: telephone 03000 200 301 or email [Customer Registration](#)
- Wales: telephone 0300 303 8268 or email [apha.cymruwales@apha.gov.uk](mailto:apha.cymruwales@apha.gov.uk)
- Scotland: contact their local [Field Services Office](#) who will be able to provide the WSA number.

### 2.3 Our Customer has enquired about their Routine Herd Test (RHT) but we cannot find it in our Practice work

Advise the caller to contact:

- England: telephone 03000 200 301 or email [Customer Registration](#)
- Wales: telephone 0300 303 8268 or email [apha.cymruwales@apha.gov.uk](mailto:apha.cymruwales@apha.gov.uk)
- Scotland: contact their local [Field Services Office](#).

## 2.4 Do I need to inform payment agencies (e.g. RPA) about scheduled test dates?

The system does this automatically: enter the '**Test Arranged Date**' *and* the visit '**Time**', in the **Test Details** tab, and **Save** the data. The data will be passed to the Payment Agencies.

Note: OV Practices should ensure that they record and save the date *and* time as soon as a visit is arranged.

Note: prior to the introduction of Sam, OV Practices informed payment agencies directly.

## 2.5 I have tried to download data from CTS in Sam and the message "Download in progress" appears but it does not complete

Advise the user to close the activity and try again.

## 2.6 If an unpopulated (i.e. before the Populate CTS Data button is clicked) Excel document is downloaded from a WSA, can Practice staff populate it with data direct from CTS Online?

**Yes:** OAI's/ear tag numbers can be copied and pasted into the Excel spreadsheet from CTS Online.

## 2.7 If the data downloaded from Sam to TB master (3rd party software) is changed will it need to be manually amended in Sam subsequently?

**No;** the **Test Details** *should* be automatically amended during the upload

Note: Sam will indicate with a **Red 'X'** where there is missing or incomplete data following the upload; hover over the **Red X** to check what is required.

## 2.8 I am required to carry out a Pre Movement Test (P RMT) for a hire bull. Should the test be recorded against the owner or the hirer of the bull?

The Test should be recorded against the **Location** i.e. the CPH of the animal.

## 3. Capturing Skin Test Results

### 3.1 Can a Practice amend the (Standard/Severe) interpretation that a TB skin test should be read at?

Select the appropriate radio button under **Test Interpretation**, on the **Test Details** tab.

The user will get a pop-up warning notifying them of the change they are about to make.

Note: the **Test Interpretation** will normally be set by APHA before allocating the test to the Practice.

### 3.2 Can an OV print a TB2 (Restriction Notice) from Sam?

**No**, TB2s cannot be printed off Sam by OVs: paper copies should be issued (APHA will continue to supply Practices with paper-blanks for completion and issue).

A copy of the issued TB2 should be sent to APHA by the OV.

### 3.3 A number of animals were not tested: how should I record these?

Animals not tested **must** be assigned a **Not Tested Status**

Selecting a **Not Tested Status** the user will be asked to **Enter Not Tested Reason** from a drop down list.

Further information is available in the [Sam Official Veterinarian Practice Guide](#).

### 3.4 A Pre-Movement Test (PRMT) has been carried out, but the animal(s) remain on farm when a Whole Herd Test (WHT) is scheduled: will the PRMT tested animal(s) be highlighted to the vet?

**Yes:** the date the PRMT was carried out will appear in the **<60 days** column.

The date of the PRMT will appear in the **Remarks** column of the Working Form.

Note: Any animals tested within the last 60 days should not be tested again.

### 3.5 Can I alter the numerical sort of ear tag numbers?

**Yes;** to alter the order of sort, on screen, click the **Animal ID** column heading.

Note: Sam automatically lists animals downloaded from CTS, or when transferred from another tab (e.g. Tested), in ascending order based on the last 5 digits of the ear tag number (OAI) e.g. 9927171**00120**, 5027171**00121**, 9127171**00129**.

Once sorted the **Animal ID** column is displayed in ascending order but based on the complete OAI number e.g. **282717100506**, **292717100401**, **302717100001**.

**But** when the **Working Form** is printed it will list the OAIs in the default, ascending order based on the last 5 digits.

### 3.6 How can I return the onscreen eartag order to the default order?

Click on the **Save** button: this will re-sort on Animal ID recreating the last 5 digit order.

### 3.7 How can I delete animals from a Pre Movement Test (PRMT)?

**NO:** You cannot delete an animal once it is populated in **Assign Animals**.

If it has been populated then the user must select a **Not Tested Status** to be able to submit a Test.

## 4. Submitting a Test to APHA

### 4.1 A Red 'X' prevents the submission of a Test

Hover over the Red X to find out what the issue is.

Note: Sam will indicate with a Red 'X' where there is missing or incomplete data when a user clicks **Check Data** on the **Summary & Sign-Off** tab.

## 5. Post Skin Test Submission

### 5.1 Can I view tests submitted to APHA?

**Yes:** to view Tests which have been submitted select the **Search** tab, selecting **Submitted Work**.

Note: the user will be presented with options regarding the search criteria.

### 5.2 Will practices be able to view tests completed by APHA?

**No,** Practices will only be able to view tests completed by their own staff.

### 5.3 Why can't I produce a Test Certificate via Sam?

OVs/Practices can only produce a Test Certificate where the Results were *clear*.

Note: OV practices cannot produce Test Certificates for tests with either Reactors and/or Inconclusive Reactors (**R** and/or **IR**) identified on them: nor for **SI** and **CT (I&I)** tests (and from November 2012 they cannot produce Test Certificates for **ASG**, **DTG** nor **PSI**).

### 5.4 I am having a problem printing a *Clear* Test Certificate

Refer to 8.7 below.

## 5.5 How can I print off a *Clear* Test Certificate?

Go to the **Search** tab > **Submitted Work** > click on the Printer icon, or open the Test via the WSA Number and print from there.

## 5.6 Will the farmer's copy of the *Clear* Test Certificate show all the animals tested?

All animals tested will be included (i.e. both those with skin measurements entered (but a *clear* Result) and those which were completely *Clear*).

## 5.7 Can I print a '*test chart*' for the farmer?

**NO:** OVs should **not** provide farmers with a copy of the test chart\*: if the Test was *Clear* the user can print a **Test Certificate\*\*** (see 5.4 above)

Note: \*a *test chart* is the paper copy of the **Working Form** completed on farm:

\*\*A **Test Certificate** is the official record of the results of a bTB Skin Test: the **Test Certificate** has replaced the *test chart*.

## 5.8 I am trying to print a Test Certificate but it is saying "not available for this test type". Why can't I print a Test Certificate?

OV Practices can only print totally *Clear* Test Certificates (see 5.3 above).

## 5.9 I have submitted test results with readings incorrectly recorded: can I amend the results submitted?

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.](#)

## 5.10 Do I send a hard copy of a chart electronically submitted to my local APHA office?

**No:** the electronic version is sufficient.

Note: Practices should send copies of any TB2 (Restriction Notice) served to APHA.

## 5.11 Do I stamp and sign 'chart' copies for the farmer?

**No:** Practices should ***not*** provide copies of the Test chart to the Customer, signed or unsigned – The Test Certificate has now replaced the Test Chart!

Note: where the Test was totally 'Clear' Practices can print and send copies of a **Test Certificate** to the Customer (see 5.3 above).

# 6. Training

## 6.1 Do OVs need to download Flash Player to run the training module?

**Yes**, however this software is free and can be downloaded from the internet:

- <http://www.adobe.com/products/flashplayer/>

## 6.2 How do users regulate the speed of slides in the training module?

Users should complete the first e-learning module: "How to Navigate Adobe Captivate".

# 7. Registration

## 7.1 As the Primary Contact for my Practice do I also require an Agent's login to access Sam?

**Yes:** all individuals who need access to Sam will need to be registered on the Government Gateway as Agents in their own right.

Note, if the Primary Contact requires separate access to Sam (for example, to input/submit TB tests), they will require two Government Gateway registrations and logins: one for the

Organisation (i.e. the Practice), to manage the associations and a second as an Agent, to complete tasks in Sam.

Government Gateway Role	Sam role (reflects practice role)	Access to Sam?	Access Workbaskets?	Input TB test results into Sam?	Submit test results back into APHA via Sam?
Organisation/Primary contact	N/A	No	No	No	No
Agent	OV	Yes	Yes	Yes	Yes
Agent	Admin	Yes	Yes	Yes	No

## Login Requirements

## 7.2 What is the AHO46 (Known Facts) letter?

All OVs have a copy of the “Government Gateway Registration and Sam Enrolment User Guide” (available online on the APHA Vet Gateway website), it refers to letter AHO46: this is the letter sent to OVs and which has a table of information on the second page.

Note: The Known Facts letter sent to the Primary Contact (Organisation) has a table containing 5 lines of information:

<b>Party I D</b>	*****
<b>Organisation Party I D</b>	*****
<b>Application I D</b>	*****
<b>Role</b>	*****
<b>Activation Code</b>	*****

Whereas the letter sent to an Agent has a table containing 3 lines of information

<b>Party I D</b>	*****
<b>Role</b>	*****
<b>Activation Code</b>	*****

Note: A Primary Contact *may* therefore have two letters, the one containing details for them to register as an Organisation (Primary Contact) and a second one to enable them to register as an Agent.



## 7.3 I have not received the Known Facts (AHO46) letter

Please contact the [APHA Service Desk](#) to request the known facts are sent out to you. Please include a telephone contact number in case we need to contact you.

## 7.4 Who should the practice contact if any of the Practice details have changed?

If for example the practice name has changed they should contact the [Customer Service Centre One Health OV Team](#) who will make the relevant updates.

## 7.5 I am trying to register as an Agent, but an error message states I am not registered for this service on the Government Gateway

Ensure that the user is using the correct “*Known Facts*” (i.e. for their Agent access - see 8.2 below). If the problem persists raise a call with [APHA Service Desk](#) to arrange for the “**Known Facts**” to be reviewed.

## 7.6 The OV requires assistance to register via the Government Gateway as an Agent

Please refer them to the –“*Government Gateway Registration and Sam Enrolment User Guide*” (available on the APHA Vet Gateway website).

## 7.7 Can the Practice Primary Contact submit TB test results without enrolling as an Agent?

**No**, they cannot access the Sam portal. The Primary Contact can only manage Government Gateway administration.

If the Primary Contact require access to Sam functionality (e.g. submitting Tests, viewing the Practice Work, etc.), they will have to register as an Agent, and be associated to the practice, in their own right.

Government Gateway Role	Sam role (reflects practice role)	Access to Sam?	Access Workbaskets?	Input TB test results into Sam?	Submit test results back into APHA via Sam?
Organisation/Primary contact	N/A	No	No	No	No
Agent	OV	Yes	Yes	Yes	Yes
Agent	Admin	Yes	Yes	Yes	No

## 7.8 The name of the Primary Contact (or Agent) has been incorrectly spelled

Raise a request with [Customer Service Centre One Health OV Team](#) to arrange for the correct spelling to be recorded in Sam and for a new **AHO46 (Known Facts)** letter to be produced.

## 7.9 The Primary Contact is unable to link an Agent to the Practice in the Government Gateway

Ensure that they are using their Primary Contact log-in credentials.

Take the user through the process, checking they use all the correct information (e.g. are they correctly entering the Agent's ID?) and are following the correct process. If this does not solve the issue, contact [APHA Service Desk](#).

Note: Users can retrieve the Agent ID from the Government Gateway - View My Details on the Manage My Account screens.

## 7.10 Information required for Government Gateway queries.

Please gather the following information from the caller in order for the APHA Service Desk to effectively handle the issue with the enGage Helpdesk:

- Name
- Practice name, address and contact telephone number
- Are they trying to register/are registered as an Organisation or Agent
- Username/ID being used to access Government Gateway (from Known Facts letter)
- What the issue is
- Details of any error messages received
- Date & Time error occurred
- How many people are affected?

## 7.11 Information required to amend Primary Contact details

Please gather the following information from the caller so that the APHA Service Desk can effectively handle the issue with the CSC One Health OV Team at Worcester:

- Practice name and address
- Current primary contact name
- Correct primary contact name
- Correct primary contact practice role (e.g. Admin, Practice Manager or OV)
- SP Number (in the case of Official Veterinarian).

## 7.12 Can vets (OVs) work for multiple practices?

**Yes.** When the vet enters their username and password they will be prompted to choose which practice to work from.

## 7.13 Will vets, working for multiple practices, be paid against the correct practice?

**Yes.** Whichever practice you are logged-in as will receive payment for tests submitted.

## 7.14 I've lost / forgotten my Government Gateway ID and/or password: what can I do?

Raise this with [APHA Service Desk](#), who will reset the data. A reminder email will then be sent to the individual.

Note: if both the Government Gateway ID and Password have been forgotten, users should be advised that reminders will be sent out separately and, for data security purposes, there will be a 24 hour period in between the dispatch of the email notifications. Please note that for password resets the temporary password email is only valid for 30 minutes from time of sending.

## 7.15 I have received a user ID reminder for the Government Gateway but I do not have a password

A password would have been requested from [APHA Service Desk](#) by the user (see 7.14 above).

## 7.16 I have left Practice A and now work for Practice B. How do I register on Sam to work for the new Practice?

They should give their Agent ID to the Primary Contact of the new Practice who will link them, on the Government Gateway, to the Practice. The new practice should also contact OV Appointments Team ([CSC One Health OV Team](#)) to allow Sam to be updated.

# 8. Error Messages/Miscellaneous problems

## 8.1 I am trying to populate from CTS for a TB Test but a message states that there are no animals registered for this customer

Advise the caller to contact:

- England: telephone 03000 200 301 or email [TB.Advice@apha.gov.uk](mailto:TB.Advice@apha.gov.uk)
- Wales: telephone 0300 303 8268 or email [apha.cymruwales@apha.gov.uk](mailto:apha.cymruwales@apha.gov.uk)
- Scotland: contact their local [Field Services Office](#).

## 8.2 I have an HTTP Error Code when I try to log into Sam WSER017

"Forbidden (**HTTP** 403)" - The user is not permitted to access the application/service. Check with the user that they have enrolled with the Government Gateway and, in the case of OV's, have they been allocated to a practice by their Practice Primary Contact.

**PRP Gateway Exception** – Due to using incorrect browser (Google Chrome or other) need to ensure using Internet Explorer 11 (IE11).

W S E R 031 - Server Error (HTTP 500) - This is the default error message and indicates there is a problem with one of the backend services (something is down).

Advise the caller to close all browser sessions and re-try to access Sam: raise as an incident if this does not work.

**Note:** The likelihood with this error is that many people will be affected.

### 8.3 The Working Form is being populated with random characters

The caller should be advised to check the language settings on their PC.

### 8.4 An OV Practice reports that Sam is performing slowly

Users should expect some noticeable difference in performance when large tests are being processed. If the system performance slows otherwise, please capture the information on the attached template and return it to [APHA Service Desk](#).

### 8.5 I have a problem with TB Master, it's not working properly

Advise the caller to contact the TB Master company directly.

### 8.6 An OV is unable to print a Test Chart

Vet practice logs into iSam via a secure link and creates a TB test list

- User selects 'Print working form'
- Open or Save PDF file box appears
- Does the open button work?
  - Yes
    - PDF document displayed on screen ready to print
    - Rendering of document done using PDF plugin or viewer application
  - No
- Does the save button work?
  - Yes
    - Save the file to the desktop or a suitable location

- Process completed
- No
- Check they are using the latest version of Adobe reader. Visit [www.adobe.com](http://www.adobe.com) for more information
- Does the file now open and save
  - Yes
    - Process complete
  - No
- Security settings on PC could be blocking the data. Please advise user that they need to contact their IT provider to check settings for handling PDF for handling documents from HTTPS\* websites

\*HTTPS – is a method of transmitting data on website with an encrypted layer to protect any sensitive data.