



GI Microbial Assay Plus

## CONTACT INFORMATION

ICL Client Care  
info@iclabs.ca  
1-888-285-7817 ext: 300

# ORDERING INSTRUCTIONS

## 1. I'm new to GI Map. How do I register an account to order?

All new clients must first register an account with In Common Laboratory Services (ICL) to order GI Map. Please visit <https://iclabs.ca/> and scroll down on the main page to find the Registration button. You will receive a welcome package by email once your account is fully set up.

## 2. How do I access patient results and obtain my username and password?

ICL uses a web-based platform called Copia™ to electronically release results to a secure clinician portal. Please contact ICL Client Care to receive your username and temporary password.\*

## 3. Returning Samples for Testing

Please note that home pick up is best done on Mondays to Thursdays (excluding statutory holidays)  
*(Please ensure completed requisitions are sent with samples)*

1. Place your samples in the pre-labeled, prepaid Purolator bag
2. Call Purolator at 1-888-SHIP-123 or 1-888-744-7123
3. Press 1 for pick-up, press 1 for delivery within Canada, press 2 to speak to a customer service representative
4. Tell the customer service representative you have a package for pick up with a pre-printed return label  
*(Contact ICL Client Care if you require additional shipping materials)*

## 4. Invoicing

There is no charge to order kits from ICL. We will only charge for a test after results have been reported to the practitioner's portal. All invoices are processed at the beginning of the month for results reported for the previous month and credit cards are automatically charged around the 20th of each month.

*\*Please see COPIA QUICK REFERENCE GUIDE for complete instructions on the results portal*

## HOW TO ORDER KITS

For all kit orders please email [results@iclabs.ca](mailto:results@iclabs.ca).  
Please specify quantity and address that is on your account.  
Note we are only able to send 3 kits per order.