

App Frequently Asked Questions

I am an existing customer, how do I log in?

As an existing customer you will already be registered to use the app. See below how to log in via the app and website app.



Client app - download the app on your mobile or ipad device and enter your email address and password



Website - Visit <https://app.lextox.co.uk/myaccount/login?next=Lw==> and enter your email address and password

I am a new customer, how do I access the app?

Please select 'New Account' and fill out the form. You will receive your log in details within less than 30 minutes of the form being submitted.

<https://app.lextox.co.uk/myaccount/login?next=Lw==>

Will my IT security allow me to access the online version of the app?

Our online quote service is compatible with all web browsers. We comply with both IOS and Android mobile applications and app regulations. Content has been approved by both organisations. Should your IT department have any questions on this service we are happy to assist and please pass on our details.

Contact us on experts@lextox.co.uk

What web browsers are compatible with the online application?

Desktop compatible with current versions of all browsers (and the one previous version before current – not anything older.) – e.g.

- / Google Chrome
 - / Microsoft Edge
 - / Firefox
-

What phone web browsers are compatible with the application?

App available on both Android and IOS

- / Apple Safari = iPhone IOS
 - / Chromium (version of Google Chrome) = Android
-

What are the ways I can engage with Lextox?

You can contact your Client Manager at all times with any questions or queries. For any quick quotations, you can use the new app and web version of the app. You can also use our contact us form on the website where a member of the Lextox team will be in contact with any queries or questions. <https://lextox.co.uk/contact-us/>

If you would like to speak to us directly please contact us on the below;

T: 029 2048 4141

E: experts@lextox.co.uk

How do I reset my password?

Please use the reset password link - <https://app.lextox.co.uk/process/newaccount?token=A829E-DW949-GBWD2-R3769>

Please input your username, (your email address), select 'new password' confirm selection and click 'reset password'.

How can I reset my password while logged into the app?

Please click [here](#)

Please log in with your email address and password.



LexTOX DRUG & ALCOHOL TESTING
A MEMBER OF SYNLAB

Login

Email Address

Password

Login

Forgot Password

New Account

Select the icon at the top left (3 x lines.)



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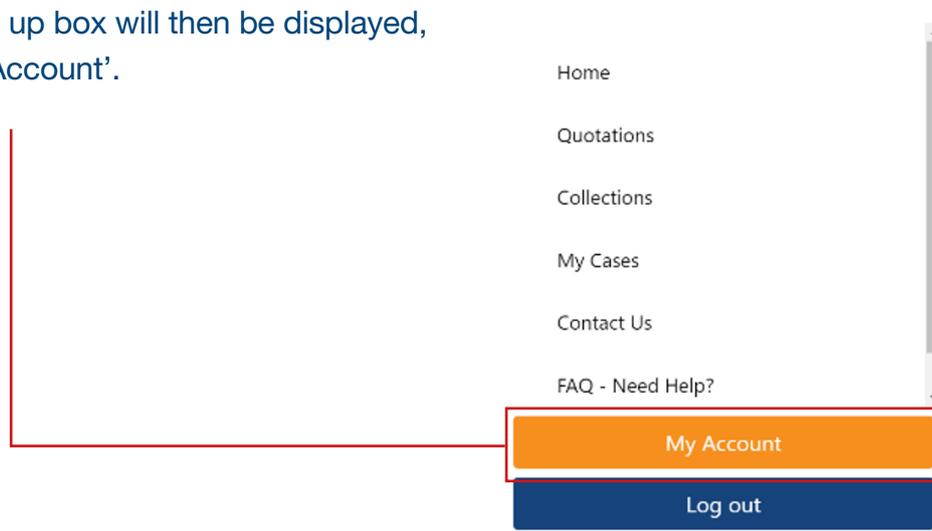
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Quotations

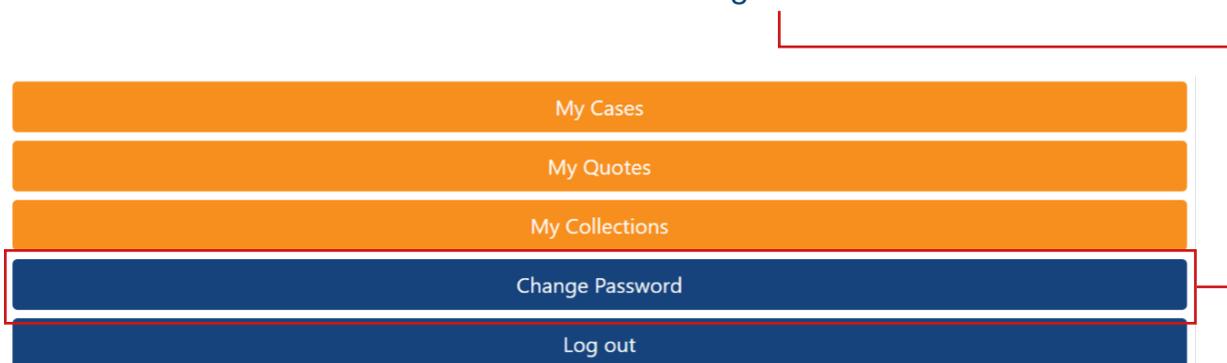
Collections

My Cases

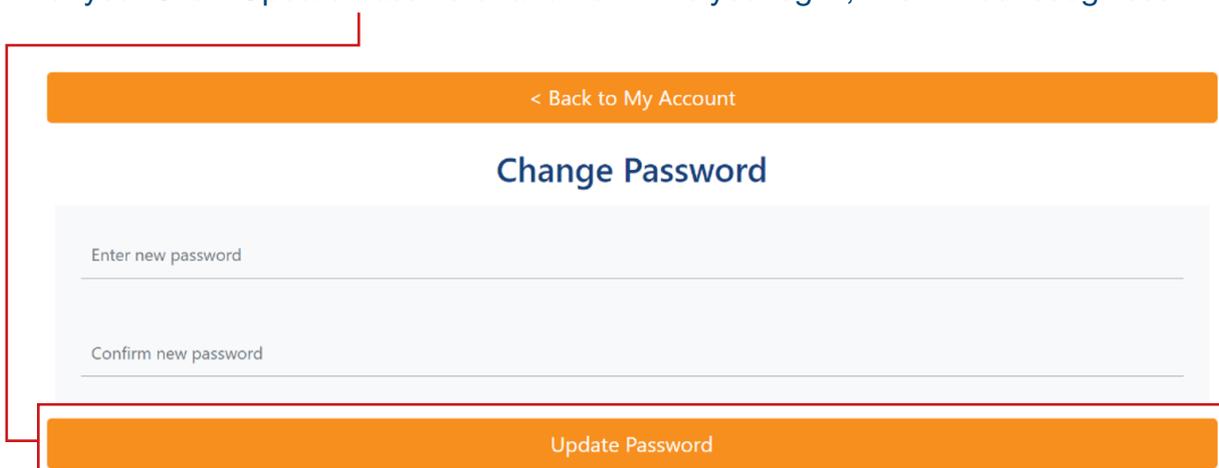
A small pop up box will then be displayed, select 'My Account'.



Scroll to the bottom of that screen and select 'Change Password'.



You will then see this screen and be able to change your password to whatever is best for you. Click 'Update Password' and next time you log in, this will be recognised.



What if I forget my password?

Client log in page > input email address > click 'Forgotten Password' > the client then receives an email notification and link to change password (to the email address entered.)

Can I still contact my Client Manager?

This new application service will not take away from our regular relationship and we are available for you to speak to at any time. We are still able to take any new referrals over the phone for you. We can accommodate however you prefer to communicate with us.

What cookies should select?

Please select 'Accept all cookies'.

Can I still access the quotation request form?

Yes you can find the RFQ form here - [Quote Request for Lextox Drug, Alcohol & DNA Testing](#). As an existing customer you will already be registered.

Please remember that our app was designed to make it even easier for you to instruct and work with Lextox.

Submitting requests for quotations is more user friendly and because some of your details are pre-saved, reduces the time spent completing the form.