

Tuesday 9 December 2025

**Consumables store – additional security features**

Dear Colleagues,

We are continuing to receive queries regarding email addresses, the authentication code, password resets and blocked access to the site.

The additional features added to the site are to improve safety and to deter hackers and malware.

**Generic Email Addresses**

The consumables store uses multi-factor authentication, which means that in addition to entering a password, a code is sent to the email address associated with the account. While we can update these email addresses upon request, we encourage the use of generic addresses so that anyone can place an order and receive the authentication code.

**Strong Passwords**

Some accounts are using 'weak' passwords. This can lead to your access being automatically blocked due to insufficient password strength. If you request or need a password reset, please do not change the password that is sent to you or revert to a weak password, as this may result in blocked access to the site. Please copy and paste the password into the space provided.

**Blocked Access**

If you submit incorrect information 5 times you will automatically be blocked from the site. Please wait 15 mins before trying to access again.

Thank you for your attention and cooperation.

Rupinder Gill  
Head of GP Liaison and Pathology Support Services  
North West London Pathology