



LALU

# Lalu Tracker User Guide

## Lalu Tracker

Lalu Tracker is a bespoke platform that provides third parties such as Brokers, Patients and others access to real-time case notes and updates.

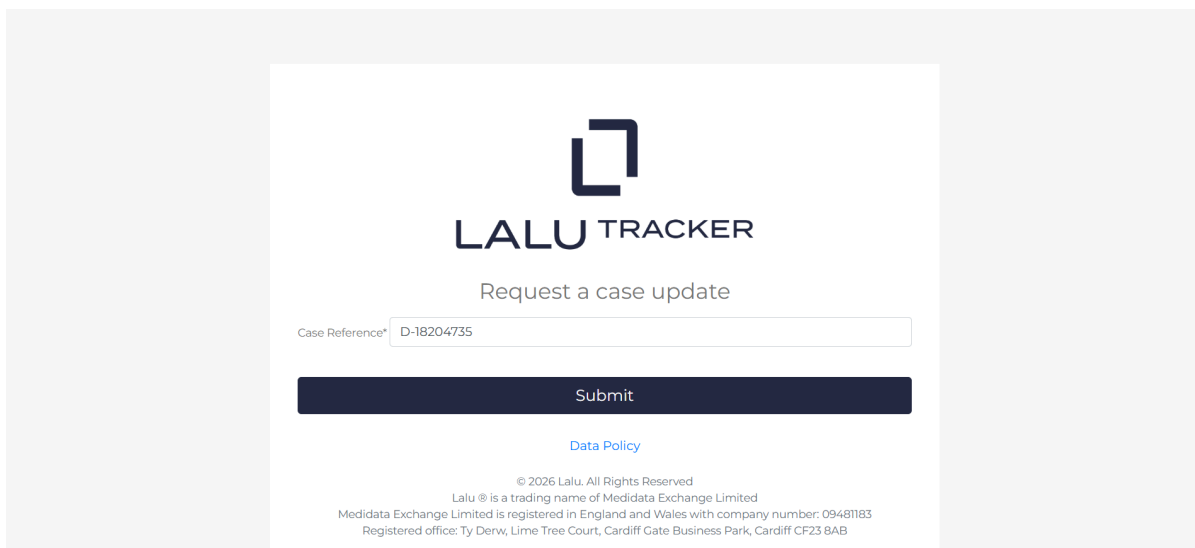
You can access the Lalu Tracker portal at <https://tracker.lalu.co.uk/>

To request a case update, you will need:

- Case Reference
- Patient Name:
  - First Name
  - Last Name
- Date of Birth

All data needs to be an exact match to the case details stored within the Lalu database.

**Please note that the case reference is case sensitive.**



LALU TRACKER

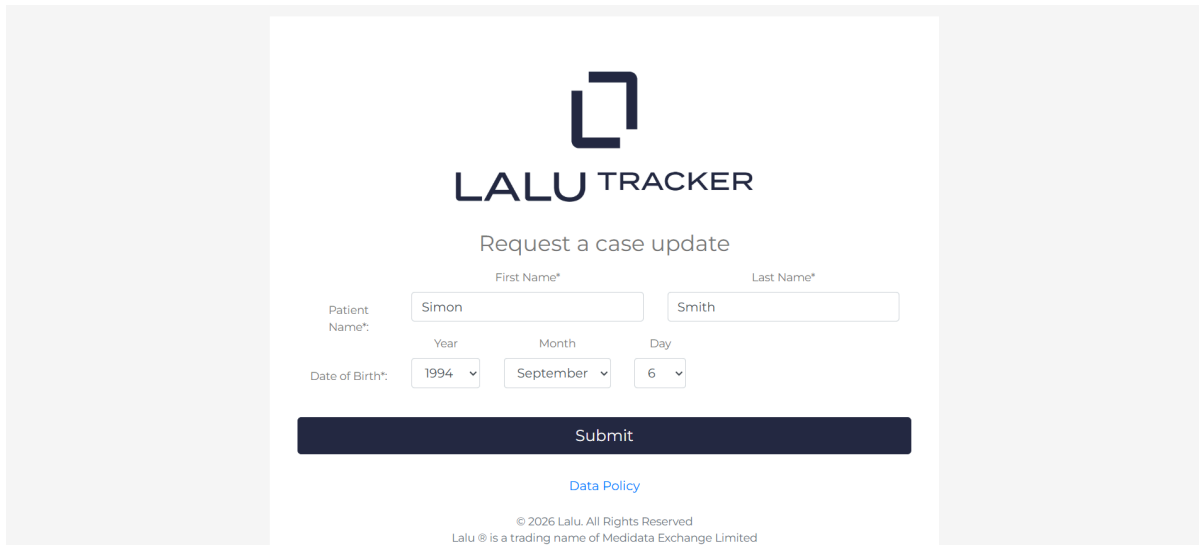
Request a case update

Case Reference\*

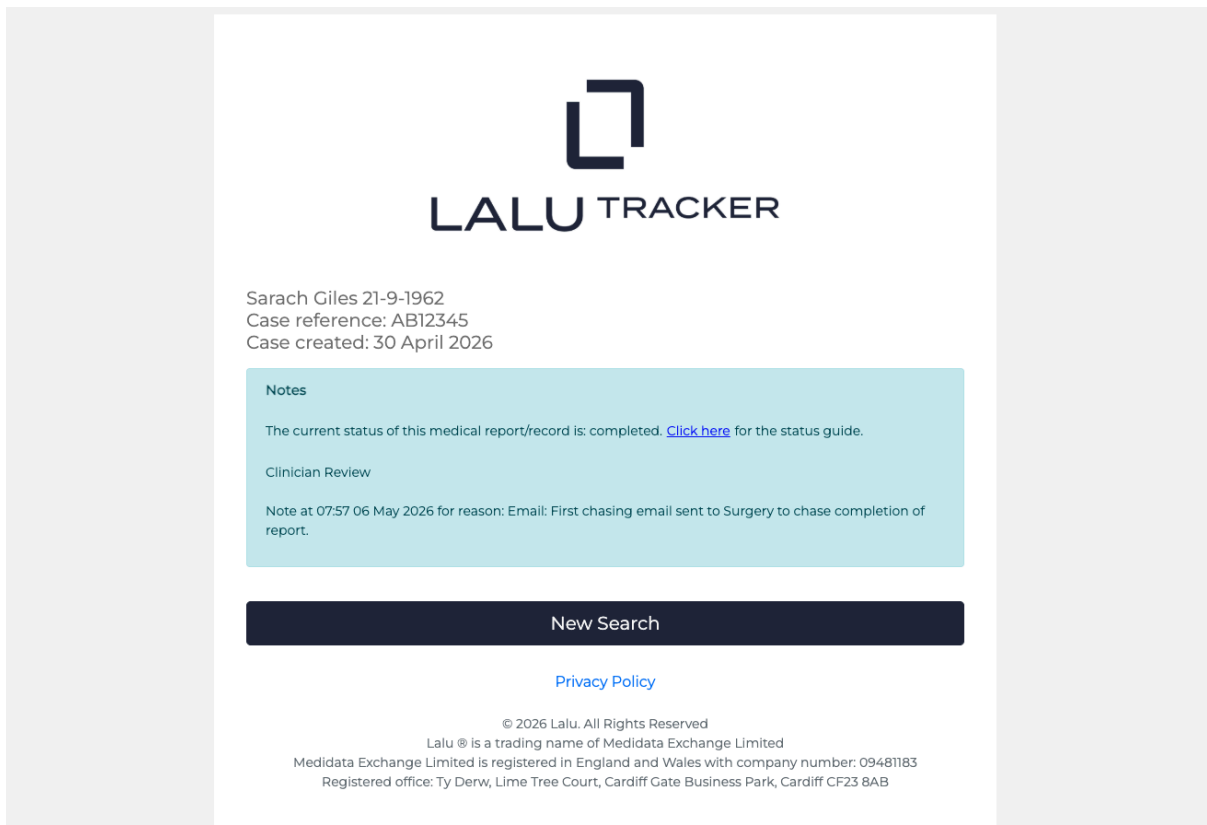
[Submit](#)

[Data Policy](#)

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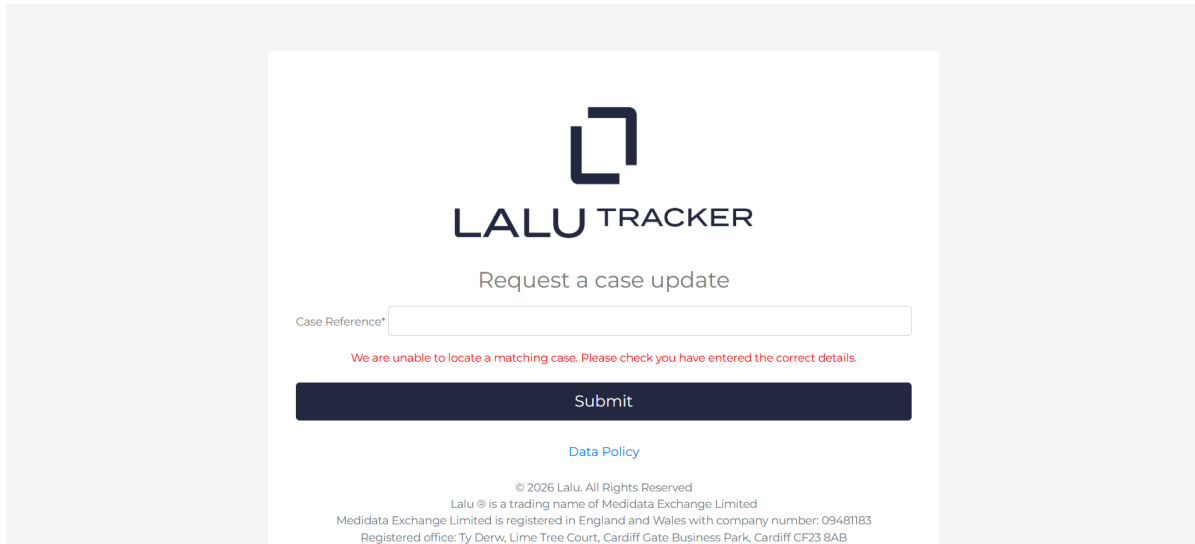


If there is a case on the Lalu system matching the details entered, you will be shown the current case status and all the associated case notes.



Where there are multiple matching cases (as may happen if there was a further information request) you may only see the latest case notes or will see a message to contact the Lalu team for an update.

If you see the following message, it means that a matching case could not be found. Please check that you have the correct details and the right capitalisation on the case reference.



If you need assistance using Lalu Tracker, please contact our customer service team at [customerservice@lalu.co.uk](mailto:customerservice@lalu.co.uk) and the team will be happy to help.