CLIENT PORTAL USER GUIDE

INTRODUCTION

About this Manual

The Client Portal User Manual provides detailed information pertaining to usage of Order Entry and Results Retrieval modules. Using strict version control, the Client Portal User Manual is maintained by the Information Technology (IT) Department. The Client Portal User Manual is updated in the following circumstances:

1. Whenever there is a software version update.

2. Whenever modifications are made to the Client Portal that affect the functionality of the software as documented in this User Manual.

General Information

The Client Portal is an application in which authorized users may place orders and retrieve reports. User roles are assigned to each individual under an account by the Client Support Team.

The Laboratory Reports provided in the Client Portal are in pdf format and derived from our LIMS system for Clinical and Forensic type work. The application will allow the user to view and download reports.

A feature to assign an email notification alert is available. This allows a user the flexibility in assigning a routine schedule to receive a notification that a report(s) is available.

A Test Catalog tool is available to all users who have access to the Client Portal.

Client Support Information

Client Support Hours: Monday through Friday 8:00am - 8:30pm ET

Clinical & Research clients: 1-866-522-2206 / **CSTIQ@nmslabs.com**
Forensic clients: 1-866-522-2216 / **Forensics@nmslabs.com**
Expert Service clients: 1-844-276-0768 / **expertservices@nmslabs.com**
Billing inquiries: 1-800-522-6671 **/ BillingTIQ@nmslabs.com**
Criminalistics & DNA clients: 1-844-276-1182 / **Crimelab@nmslabs.com**

Mailing addresses:

NMS Labs
200 Welsh Rd
Horsham, PA 19044

NMS Labs Crime Lab
2300 Stratford Avenue
Willow Grove, PA 19090

Client Portal Workflow

The Client Portal application is comprised of modules that allow users to order and receive results. Below is a general example of the Life Cycle within the Client Portal.

ORDER ENTRY

New Case is Created → Enter the Demographic and Case Information → Enter Sample and Testing Information → Review and Submit the Order → Print Labels and Requisition

REPORT RETRIEVAL

Report status is 'Unread' → Download the reports → Report is updated to a 'Read' status

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Client Portal Identifiers, Codes and Terms

Client Portal Identifiers	Definition
Accession	Unique number used to identify the Client Portal Case. Format: NMSCP-NNNN; Example: NMSCP2815 **N** = 4-Digit Unique Number The unique number will increase after it reaches 9999
Case ID/Incident Number	The Client's unique number used to identify a Laboratory Case.
Requisition Type / Work ID	The type of work submitted. **Police** **Postmortem** **Other (Clinical)**
Sample	The Specimen being submitted to NMS Labs.
Requisition	A report with the information entered including the Patient Demographics, Case Information and Testing requested.

CLIENT PORTAL MAINTENANCE

Schedule

Description	Day	Time (EDT)	Duration (approx.)
Server Backup (SQL)	Sunday	3:00am	15 minutes
Server Backup (SQL)	Nightly	2:00am	10 minutes
Server Backup (IIS)	Sunday	2:00am	10 minutes
Server Backup (IIS)	Nightly	1:00am	10 minutes
SQL Backup	Nightly	8:00pm	5 minutes
Index Rebuild	Sunday	12:00am	5 minutes
Statistics	Sunday	1:00am	5 minutes
DBCC Check	Sunday	3:00am	5 minutes

It is recommended to exit the system during the maintenance window.

USER LOGIN

Getting Started

Accessing the Client Portal
An email invite will be generated by the NMS Client Support department. Upon receipt of the email, click the link for the creation of a password. Log onto to the Client Portal using your email address and secure Password.

Web Browser
Do not use the web browser's back and forward buttons to navigate between application windows. Instead, use the tabs and the links provided within the application.

Client Portal Application Location
The Client Portal link is https://portal.nmslabs.com
The Client Portal is also located on the NMS website.

Session Lock-Out
Three (3) subsequent incorrect attempts to logon using your User ID and Password will lock your user session. Contact the Help Desk to have your session unlocked.

Session Time-Out
After 30 minutes of inactivity, the Client Portal will log-out your session. You will be returned to the Main Logon Window.

Label Printer
- NMS recommends the Dymo® LabelWriter® 450 model label printer and 1" x 2 1/8" size labels.

- Install the label printer using the CD provided with the printer or by following the URL: http://www.dymo.com/en-US/online-support/dymo-user-guides. Under the Latest Software & Drivers for all Label Writers and Label Manager section, click the **Download** for the DYMO Connect option for Desktop Windows.

  Note: The Dymo Connect Web Service (which runs after the installation is complete) directly interacts with the Client Portal and requires that all users be added and have the

full control to the private key of the DYMO Root CA SSL Certificate. This can be done by performing the following:

- o Open the Management Console (mmc.exe) AS an Administrator
- o Go to File > Add/Remove Snap-In.
- o Add Certificates and select Computer Account and Local Computer when prompted.
- o Under Certificates > Personal > Certificates, locate the certificate issued by 'DYMO Root CA (for localhost)'.
- o Right click on the cert and proceed to All Tasks > Manage Private Keys.
- o Add a new user or group of users to the Security. This should be the users or groups that will use the Dymo Label Printer to print labels from the NMS Client Portal.
- o After adding, confirm that they have Full Control and Read permissions.

- Browsers that support the Dymo® label printer:
    - o On Windows: Internet Explorer 6+, Firefox 2+, Chrome 4, Opera 10, Safari
    - o On Mac: Safari 4+, Firefox, Chrome, Opera.
    - o If using Firefox 2+ please ensure that the certificate is present:
      https://localhost:41951/DYMO/DLS/Printing/Check
      To permanently save the cert, please turn off "Never remember history" in Options > Privacy & Security tab.
      Important: When accepting the cert, make sure the "Permanently store this exception" checkbox is checked.

- Troubleshooting Label Printer issues:
    - o Start with the following link: portal.nmslabs.com/home/labelprinterhelp. After running, this should display some information on the screen. Please submit a screen capture to NMS for further assistance.
    - o Check the Dymo Web Service in the Task tray. Right click and select Diagnose. If you receive an SSL connection error, please ensure you have completed the steps above regarding the SSL certificate.
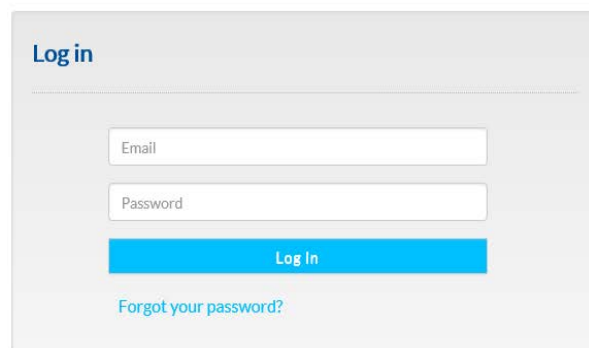
Security

It is always required to log out of the Client Portal application when you leave your workstation unattended. Any actions performed in the Client Portal under your logged-in user will be recorded as being executed by you, even if it was not. To protect yourself, remember to always log out of the Client Portal before moving away from your workstation.

Exiting the Client Portal

To exit and close the Client Portal application, it is advised to use the Logout link located in the upper right section of the screen. This will return you to the Main Logon screen. You can then close the application by clicking on the X in the upper right section of the screen.

Login Steps

The Client Portal Logon Window requires that you enter your User ID and secure Password

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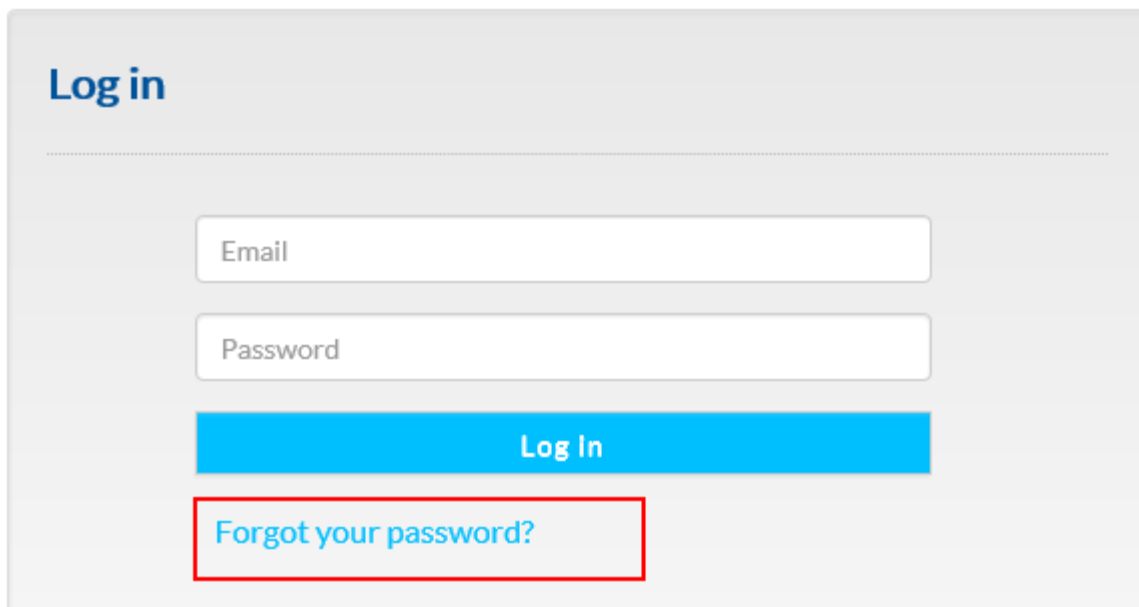
NOTE: The NMS Client Support team will activate your user and send an email link in which you may create your password.

1. Enter your email address within the field provided

> Email

2. Enter your Password within the field provided

> Password

Forgot Password

1. If you forget your password, click the **Forgot your password link** on the **Log in** page.
2. An email will generate for the creation of a new password.

Log in

> Email

> Password

Log In

Forgot your password?

Change Password

1. If a user wants to change the password, click on **My Account**. **My Account** located in the upper right corner of your screen.

2. Click **Update Settings.**

3. Enter new password information**.**

Email Notification

An email notification for when reports are available is configurable per each user's setup.

1. Click **My Account** located in the upper right corner of your screen.

2. Click **Update Settings.**

Manage Account

Password: [Change your password]

Custom Settings: [Update Settings]

3. Select the **day(s)** that you would like to receive email notifcations.
    Note: The email delivery is Eastern Standard Time.

Email Notification

Choose the days of the week on which you'd like to receive notifications
☐ Sunday ☑ Monday ☐ Tuesday ☑ Wednesday ☐ Thursday ☐ Friday ☐ Saturday

4. Select the **time(s**) that you would like to receive email notifications.

Select the time(s) at which you'd like to receive notifications on the days you selected above

Add Time

5. Click **Add Time.**

Select the time(s) at which you'd like to receive notifications on the days you selected above

08:00 AM

Add Time

6. Click **Save Settings**.

Email Notification

Choose the days of the week on which you'd like to receive notifications

☐ Sunday ☑ Monday ☐ Tuesday ☑ Wednesday ☐ Thursday ☐ Friday ☐ Saturday

Select the time(s) at which you'd like to receive notifications on the days you selected above

08:00 AM

Add Time

Notification Time(s)

⊗ 08:00 AM

Save Settings   Cancel

E-Signature

The following is information for adding your electronic signature for upload onto the final report.

1. Click **My Account** located in the upper right corner of your screen.

2. Click **Update Electronic Singature**

Password: [Change your password]

Custom Settings: [Update Settings]

Electronic Signature: [Update Electronic Signature]

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3. Enter the credentials to appear below the signature and click **Save Information**

Signature Information

Name	First Name Last Name, M.S., D-ABFT-FT
Title	Forensic Toxicologist
Employer	City and County of Bucks

Save Information

4. If you have an image of the electronic signature you may click Browse and Upload Signature
    Note: The image must be Height 200 x Width 600
    Hint: When you right click on your image there is an option to adjust the pixel size

Resize and Skew ×

Resize
By: ○ Percentage   ⦿ Pixels
     Horizontal: 600
     Vertical: 200
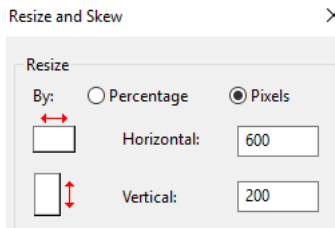
Upload a new Electronic Signature

Browse...

- Upload image dimensions must be exactly Height 200px, Width 600px.

Upload Signature

5. The **Create a new Electronic Signature** option allows the user to use the mouse for signing. Click **Save Signature**.

Create a new Electronic Signature

Save Signature   Reset Signature

ORDER ENTRY

Authorized users will have access to an **Orders** tab upon logging into Client Portal.

The Order Entry access allows users to place electronic orders prior to sending the samples to NMS Labs.

Create an Order

1. From the Orders Screen Click the **New Case** button.

Orders

CART   IN PROCESS   ALL

Search Orders

New Case

2. A new tab opens. Select the account number that you wish to place an order for and click the **Select** Button.

NEW CASE

Client   (88888) IS TESTING ACCOUNT   ×

Cancel   Select
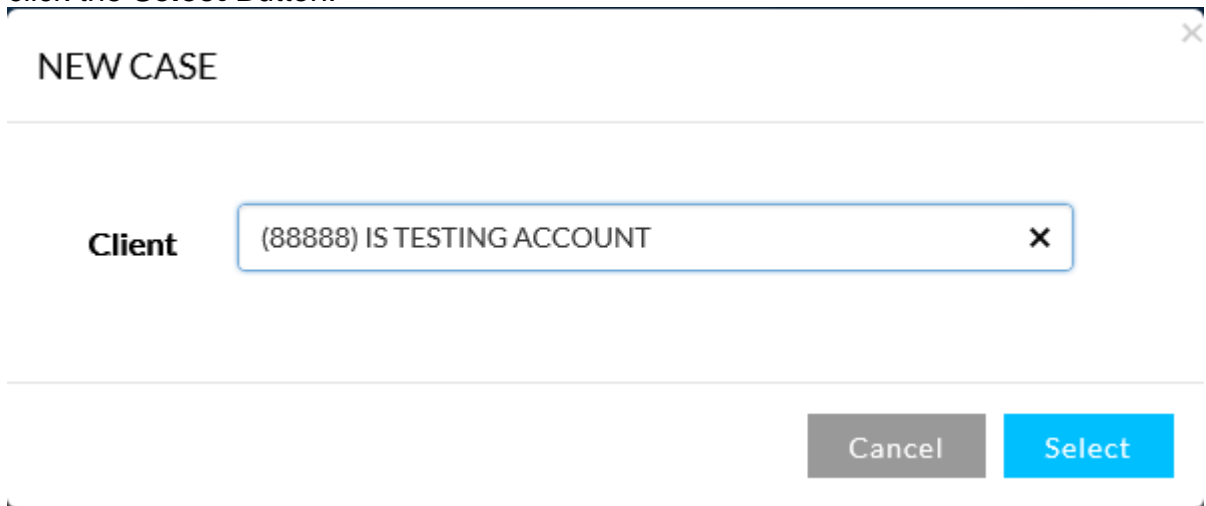
Case Information

1. The **Case Info** window opens with a **Requisition Type** option.
   - The **Requisition Type** will default to the type of work that your account would typically send for testing.
   - If a different type of service is required, i.e., **Postmortem** vs. **Police** then click the Drop Down option to change the selection.

Case Info

Accession	NMSCP2818
Requisition Type	POSTMORTEM ▼

2. The **Demographic** section contains the Patient identifying items related to the case.
   - **Case ID** – The client's identification number for this submission.
   - **First Name** – The First Name of the Decedent, Suspect or Patient.
   - **Middle Initial** – The Middle Initial of the Decedent, Suspect or Patient.
   - **Last Name** – The Last Name of the Decedent, Suspect or Patient. (Required)
     - If the Last Name is unknown enter 'NP' for 'Not Provided'
   - **Labeled As** – A concatenation of the Last Name, First Name and Middle initial. The field is truncated to meet the label field length requirements.

Case ID	
First Name	
Middle Initial	
Last Name	✱
Labeled As	NP
DOB	📅
Sex	Select Sex ▼

3. The **Requisition** section contains questions specific to the type of requisition i.e., Postmortem vs. Police. After entering the Requisition questions click **Next**.

   Postmortem requisition questions:
   Note: Please enter the Autopsy ID only if it differs from the Case ID.

   ## Requisition

Manner of Death	Please Select ▼
Specimen Condition	Please Select ▼
If Specimen Condition is 'OTHER'	
Case History	
Known Medications	
Autopsy ID	
Alternate Case ID	
County	
Physician/Pathologist Name	
Special Instructions	

4. The page 🗐 icon indicates the values are included on the final report.

Police requisition questions**:**

Requisition

Officer's Name	[ ] ✳ 📋
Department Jurisdiction (County)	[ ] ✳ 📋
Known Medications	[ ]
Case History	[ ]
Alternate Case ID	[ ] 📋
Special Instructions	[ ]

5. The page 📋 icon indicates the values are included on the final report.

6. The asterisk ✳ icon indicates the value is required.

Add Samples

1. The **Add Samples** window opens.
    - Select the Matrix Type. (Required)
    - Select the Matrix Source if it is available.
    - Enter the Collection Date/Time if it is available.
    - Click <Add Sample>

Important! Please ensure the collection date/time entered is correct for each sample submitted.

Add Samples

ACCESSION NO.	INCIDENT NUMBER	LABELED AS
NMSCP3983	NP	TEST, PATIENT A

Blood ▼	Abdominal ▼	12/13/2022 13:00 📅	Add Sample

2. Click the button to duplicate samples with the same Matrix, Matrix Source and Collection Time.

Sample(s)

| Sample 1 | Blood | Abdominal | 12/17/2018 13:30 | | ⊗ \| ✎ \| ✷ |

Cancel   Back   Next

3. Click the ⊗ button to delete a sample.

Sample(s)

Sample 1	Blood	Abdominal	12/17/2018 13:30		⊗ | ✎ | ✷
Sample 2	Blood	Abdominal	12/17/2018 13:30		⊗ | ✎ | ✷
Sample 3	Blood	Abdominal	12/17/2018 13:30		⊗ | ✎ | ✷
Sample 4	Blood	Abdominal	12/17/2018 13:30		⊗ | ✎ | ✷
Sample 5	Blood	Abdominal	12/17/2018 13:30		⊗ | ✎ | ✷

Cancel   Back   Next

4. Click the ✎ button to edit a sample.

Sample(s)

| Sample 1 | Blood | Abdominal | 12/17/2018 13:30 | | ⊗ \| ✎ \| ✷ |
| Sample 2 | Serum or Plasma | N/A | 12/17/2018 13:30 | | ⊗ \| ✎ \| ✷ |

Cancel   Back   Next

Add Testing

1. **Add Favorite Test** – This is a quick selection of a frequently ordered test.
   Note: If you would like additional tests added to this quick link please contact the NMS Client Support Department.

2. **Search Test Catalog** – This option allows a search by test code, test description and synonym.

3. For additional information related to the test, click the **i** (information) button.

Searched Tests

4177B	Postmortem, SIDS Screen, Blood (Forensic)	
8041B	Postmortem, Basic w/Vitreous Alcohol Confirmation, Blood (Forensic)	
8042B	Postmortem, Expanded w/Vitreous Alcohol Confirmation, Blood (Forensic)	
8043B	Postmortem, Expert w/Vitreous Alcohol Confirmation, Blood (Forensic)	
8051B	Postmortem, Basic, Blood (Forensic)	
8051SP	Postmortem, Basic, Serum/Plasma (Forensic)	
8052B	Postmortem, Expanded, Blood (Forensic)	
8052SP	Postmortem, Expanded, Serum/Plasma (Forensic)	

Cancel   Back   Add to Cart

4. To begin the process of adding a Test select the + button

Searched Tests

4177B	Postmortem, SIDS Screen, Blood (Forensic)	
8041B	Postmortem, Basic w/Vitreous Alcohol Confirmation, Blood (Forensic)	
8042B	Postmortem, Expanded w/Vitreous Alcohol Confirmation, Blood (Forensic)	
8043B	Postmortem, Expert w/Vitreous Alcohol Confirmation, Blood (Forensic)	
8051B	Postmortem, Basic, Blood (Forensic)	
8051SP	Postmortem, Basic, Serum/Plasma (Forensic)	
8052B	Postmortem, Expanded, Blood (Forensic)	
8052SP	Postmortem, Expanded, Serum/Plasma (Forensic)	

Cancel   Back   Add to Cart

5. To Add a test to a specific sample click 'Add' next to the Sample.

6. If you do not wish to add the test directly to a sample then click the 'Add to any sample' option.
   - Note this option will allow NMS to determine which sample to run the testing on.

7. The tests added will appear under the **Test(s)** section. When you have completed adding the tests for this sample click the **Add to Cart** button.
   Note: To remove the test click the **x** located to the right of the Test Description.

Test(s)

| 4177B | Blood | Abdominal | 12/17/2018 13:30 | ⚙ |
| 8051B | Any Sample | ⚙ |

| Add Favorite Test ▼ | Search Test Catalog 🔍 |

Cancel   Back   **Add to Cart**
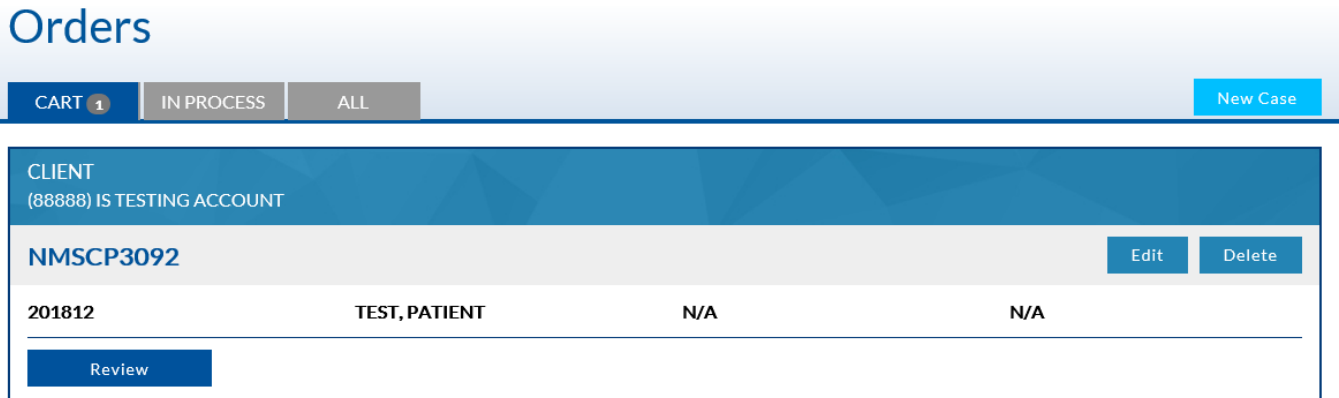
Multiple Cases

You may have many cases on an order, or you may have one case per order.
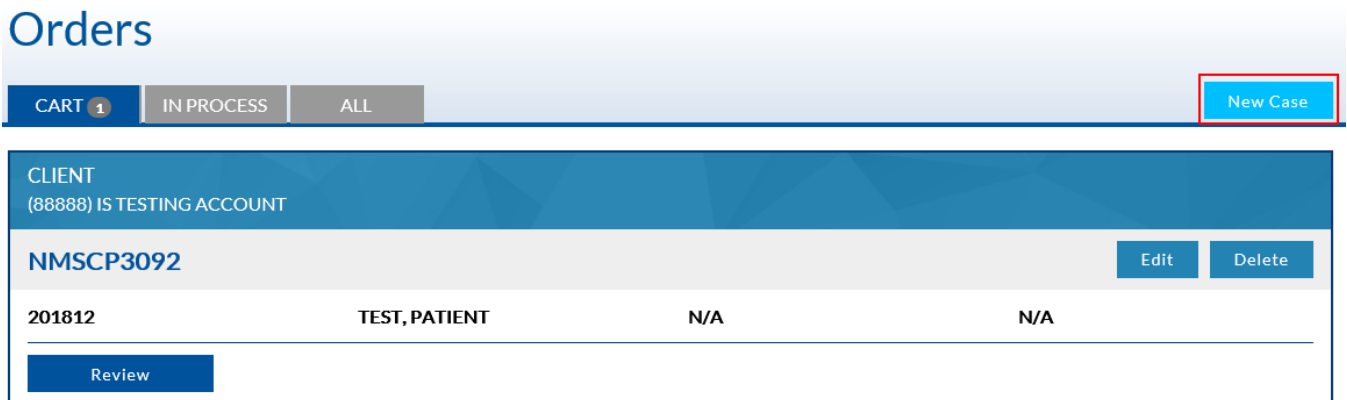
1. After clicking **Add to Cart** from the Add Testing page, the **Orders** window will open.
   - The **Cart** reflects how many cases are on the order.

2. Click the New Case button to add another case to the order.
   - The **New Case** button will begin the workflow for adding the second case's Patient Demographic, Samples, and test codes.

3. When all Case and Sample information have been entered click the **Review** Button.

Orders

CART **1**   IN PROCESS   ALL   New Case

CLIENT
(88888) IS TESTING ACCOUNT

NMSCP3092   Edit   Delete

201812   **TEST, PATIENT**   **N/A**   **N/A**

Review

Order Review

1 After clicking **Review** from the Orders page, the **Order Review** window will open.
   - The Review screen is the last opportunity to make modifications to the order.

2 To Edit Information on the Case, click the **Edit Case** button.

3 The Submit for Testing button will send the order electronically to NMS Labs.
   - The Requisition will auto-generate.

Important: If modifications are required after Submit for button is clicked please contact the Client Services department.

4 The Requisition will auto-generate and labels will auto-print if configured as so.
- An option to reprint the Requisition, Labels or to view the Order History is available upon completion.

Order Completed

Your Order has been submitted. If you would like to make modifications, please contact Client Support for assistance.

| Print Requisitions | Print Labels | Order History |

- A second option to reprint the Requisition, Labels or to view the Order History is available in the Order Details.

ORDER PLACED	CLIENT	SUBMITTED BY	ORDER: 2677
December 15, 2022	(88888) ABC Example Customer Name	Evelyn Burke	Order Details

NMSCP3983 - CREATED   Case Details

| NP | TEST, PATIENT A | N/A | N/A | Print Labels |

| Print Packing List | Print Requisitions | Print Labels |

LABELS

Setup Labels

1. Click the My Account option located on the upper right side of the screen.
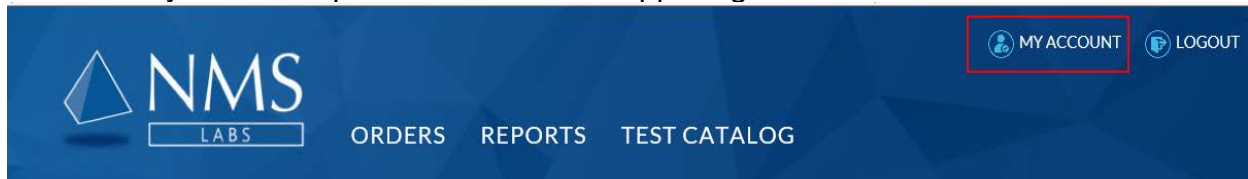
.
2. On the Manage Account screen, click **Update Settings**

3. Select the Label Auto Print option
   - None – The labels are available for manual printing
   - Order Complete – The label will print upon submission of an order.
   - Sample Complete – The lables will auto-print with the completion of each sample entry.

Account Settings

Label Printer

Label Auto Print	Label Print Count	Default Printer
OrderComplete ▾	1	---Select Printer--- ▾

4. Enter the number of labels to print in the **Label Print Count** field.

Account Settings

Label Printer

Label Auto Print	Label Print Count	Default Printer
OrderComplete ▾	1	---Select Printer--- ▾

5. Select the Default Printer
   - NMS recommends use of the Dymo® LabelWriter® 450 model label printer and 1" x 2 1/8" size labels.

   - Browsers that support the Dymo® label printer:
     - ➤ On Windows: Internet Explorer 6+, Firefox 2+, Chrome 4, Opera 10, Safari
     - ➤ On Mac: Safari 4+, Firefox, Chrome, Opera.
     - ➤ If using Firefox 2+ please ensure that the certificate is present: https://localhost:41951/DYMO/DLS/Printing/Check

- Install the label printer:

    ➢   Follow the URL:
    http://www.dymo.com/en-US/online-support/dymo-user-guides

    o   Click the **Download** option under the Latest Software & Drivers.

The Latest Software & Drivers for all LabelWriters® and LabelManager®

Support all with all 450 series/4XL, 550 series/5XL and LabelManagers

Mac
DYMO Connect for Desktop macOS v1.4.3
*compatibility starts from macOS 10.15 to higher.

Download

Windows
DYMO Connect for Desktop Windows v1.4.3
*compatibility starts from Windows OS 8.1 to higher.

Download

- After the installation is complete select the **DYMO LabelWriter 450** from the Default Printer field.
  Note: Recommend installing the DYMO version **8.7.3 or later**.
  The newest version of the software can be found here:
  http://download.dymo.com/dymo/Software/Win/DLS8Setup.8.7.3.exe

Account Settings

Label Printer

Label Auto Print	Label Print Count	Default Printer
OrderComplete	1	DYMO LabelWriter 450

6. Click **Save Settings.**

Email Notification

Choose the days of the week on which you'd like to receive notifications

☐ Sunday ☑ Monday ☐ Tuesday ☑ Wednesday ☐ Thursday ☐ Friday ☐ Saturday

Select the time(s) at which you'd like to receive notifications on the days you selected above

Based on Eastern\New York Time Zone

[   ] 🕐

Add Time

Notification Time(s)

Based on Eastern\New York Time Zone

⚙ 10:00 AM

Save Settings   **Cancel**

WORKFLOW – E-SIGNATURE

Authorized users will have access to a **Workflow** tab upon logging into Client Portal.
Note: This is a special tox workflow setup for specific accounts. Please reach out to your Sales Manager or Client Support representative for additional information.

Case Assignment

1. Click on the **Workflow** tab.

2. Click the **Report Details** icon.

NMS LABS

3. Select a User from the **drop downlist** and click **Assign to User**.
   *Note: There is an option to **Download Report** if you wish to review the report prior to assignment.*

Report Details

WORKFLOW	CLIENT ACCOUNT	WORKFLOW OWNER
Assignment	(88887) Lab Method Validation Account	

Assignment

Select user to assign report to:

Evelyn Burke (evelyn.burke@nmslabs.com) ⌄

Assign to user

STATUS	CLIENT ACCOUNT	UPLOAD DATE
Unread	(88887) Lab Method Validation Account	8/8/2018 9:47:36 AM

(Lab Report) Laboratory Results Report

Client Account Number	88887
Name	EXTRAWO-01
Work Order	18000791
Work ID	EXTRAWO-01
Date Received	08/08/2018 09:28
Accession	18000791
Client Account Name	Lab Method Validation Account

Download Report

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Apply E-Signature

1. Click on **My Work** tab.
2. Click the **Report Details** icon.

Workflow

Client Account	Work Id	Work Order	Assigned To	Workflow	Step	
88887	20180801-03	18000772	Evelyn.Burke@NMS...	ESignature	Signature	
88887	EXTRAWO-01	18000791	Evelyn.Burke@NMS...	ESignature	Signature	

3. Click the **Download Report** button to review the report.

Report Details

WORKFLOW	CLIENT ACCOUNT	WORKFLOW OWNER
Signature	(88887) Lab Method Validation Account	Evelyn.Burke@NMSLABS.COM

Signature

Accept & Sign   Questions? Email a Tox   Re-Assign

STATUS	CLIENT ACCOUNT	UPLOAD DATE
Unread	(88887) Lab Method Validation Account	8/8/2018 9:47:36 AM

(Lab Report) Laboratory Results Report

Client Account Number	88887
Name	EXTRAWO-01
Work Order	18000791
Work ID	EXTRAWO-01
Date Received	08/08/2018 09:28
Accession	18000791
Client Account Name	Lab Method Validation Account

Download Report

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4. Click the **Accept & Sign** button.

5. Enter your password and click **Sign Document**

Email Tox

1. Click the **Questions?Email a Tox button** should you have questions on a case
Note: If you click on this link, please ensure you have the proper default selected for MAILTO email. See the next section **Default Email Setup.**

Default Email Setup

Internet Explorer / Windows

1. Click **Tools**>**Internet Options.**
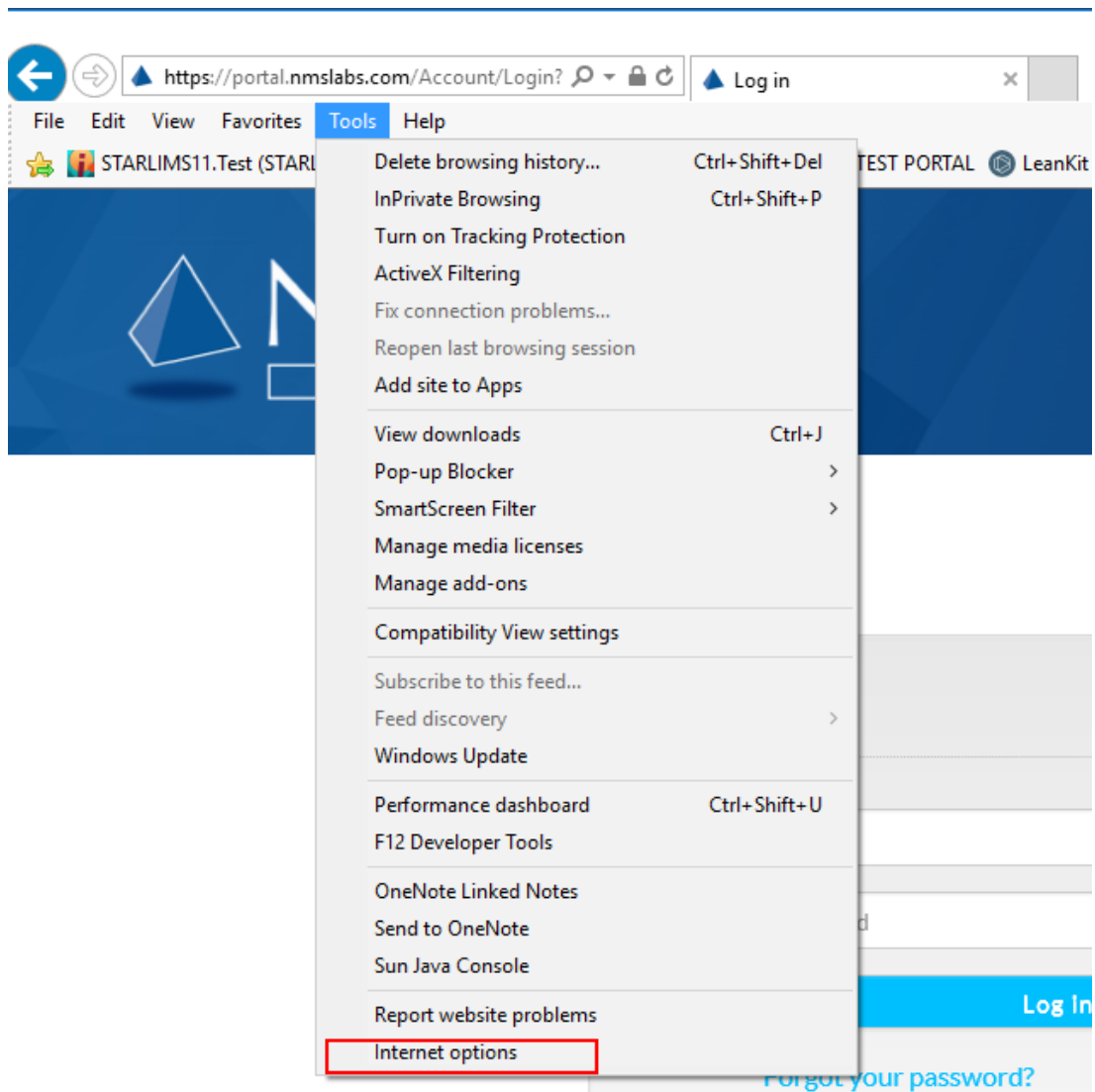
2. Click the **Programs** tab.
3. Click **Set Programs.**
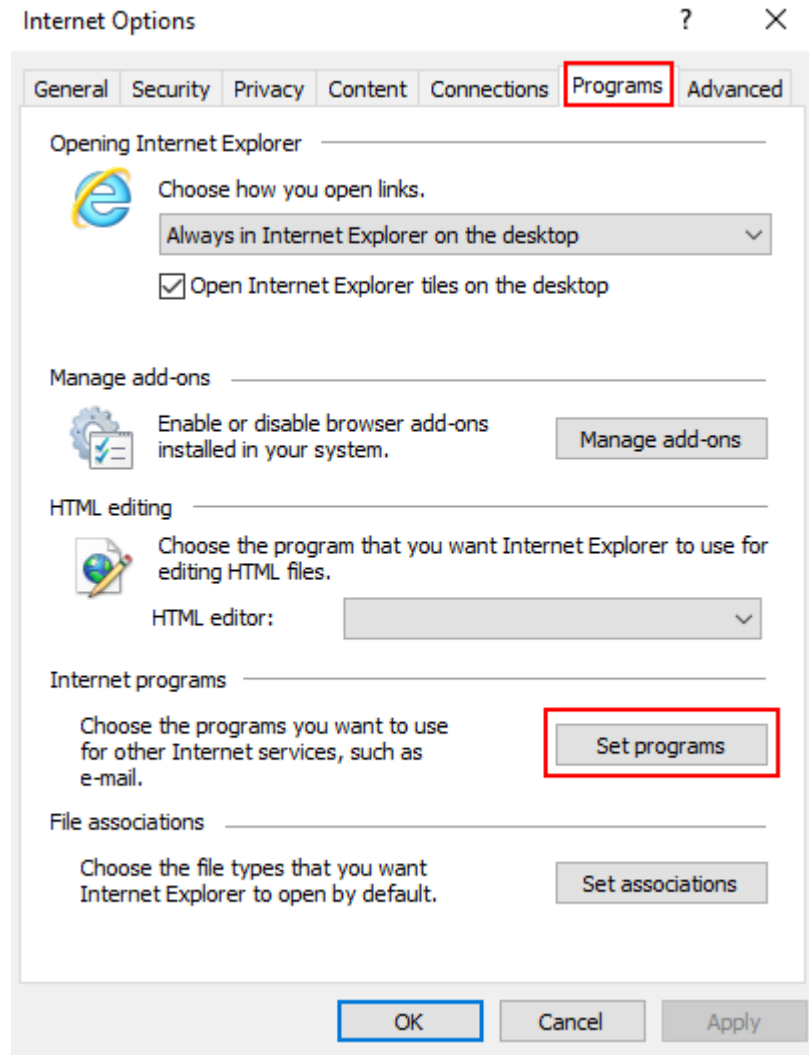
4. Click Set your default programs.

Choose the programs that Windows uses by default
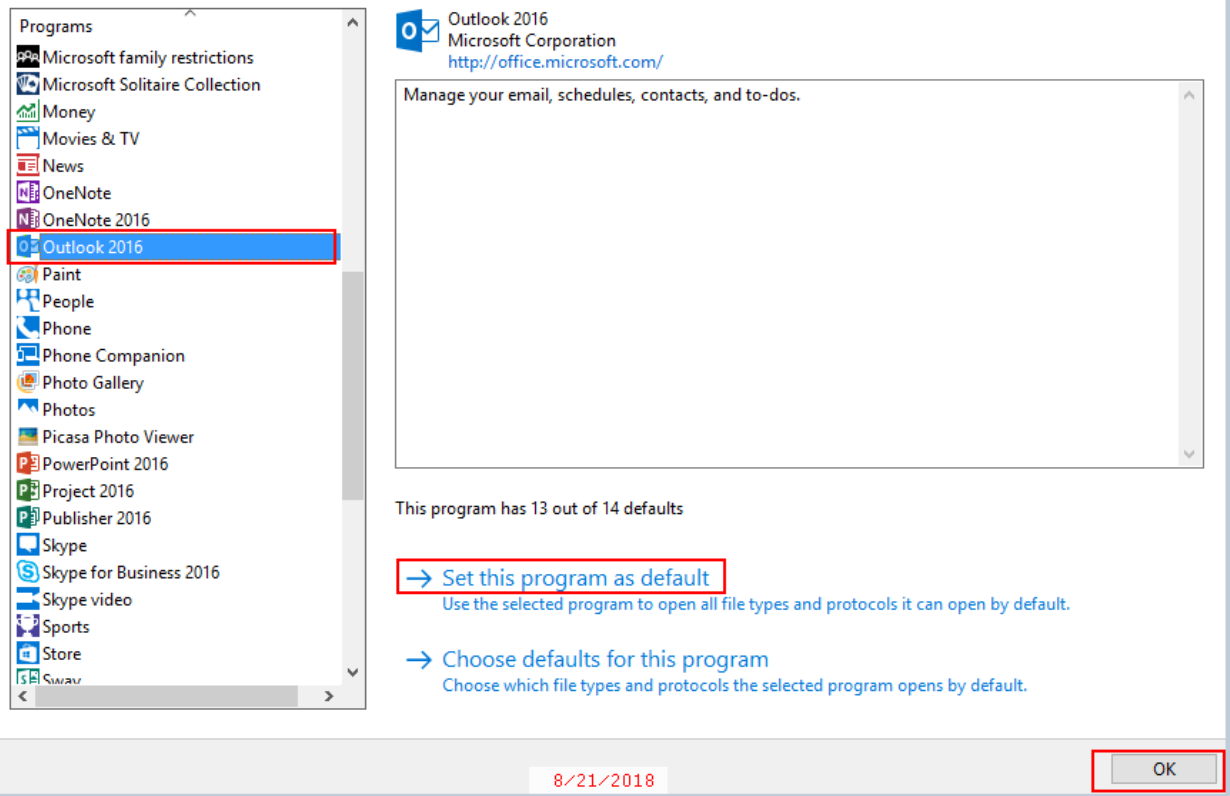
Set your default programs
Make a program the default for all file types and protocols it can open.

Associate a file type or protocol with a program
Make a file type or protocol always open in a specific program.

Change AutoPlay settings
Play CDs or other media automatically

Set program access and computer defaults
Control access to certain programs and set defaults for this computer.

5. Select your email default app and click **Set this program as Default.**
6. Click **OK.**

Set your default programs
To set a program as the default for all file types and protocols it can open, click the program and then click Set as default.

Programs
- Microsoft family restrictions
- Microsoft Solitaire Collection
- Money
- Movies & TV
- News
- OneNote
- OneNote 2016
- Outlook 2016
- Paint
- People
- Phone
- Phone Companion
- Photo Gallery
- Photos
- Picasa Photo Viewer
- PowerPoint 2016
- Project 2016
- Publisher 2016
- Skype
- Skype for Business 2016
- Skype video
- Sports
- Store
- Sway

Outlook 2016
Microsoft Corporation
http://office.microsoft.com/

Manage your email, schedules, contacts, and to-dos.

This program has 13 out of 14 defaults

→ Set this program as default
Use the selected program to open all file types and protocols it can open by default.

→ Choose defaults for this program
Choose which file types and protocols the selected program opens by default.

8/21/2018

OK

Firefox

1. Open the menu and select **Options.**
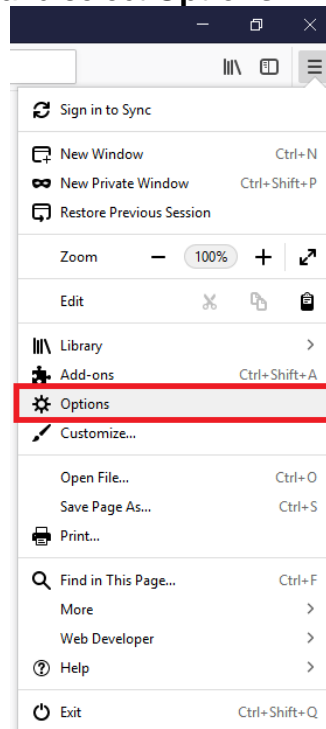
2. Scroll down until you find the section labeled **Applications.**
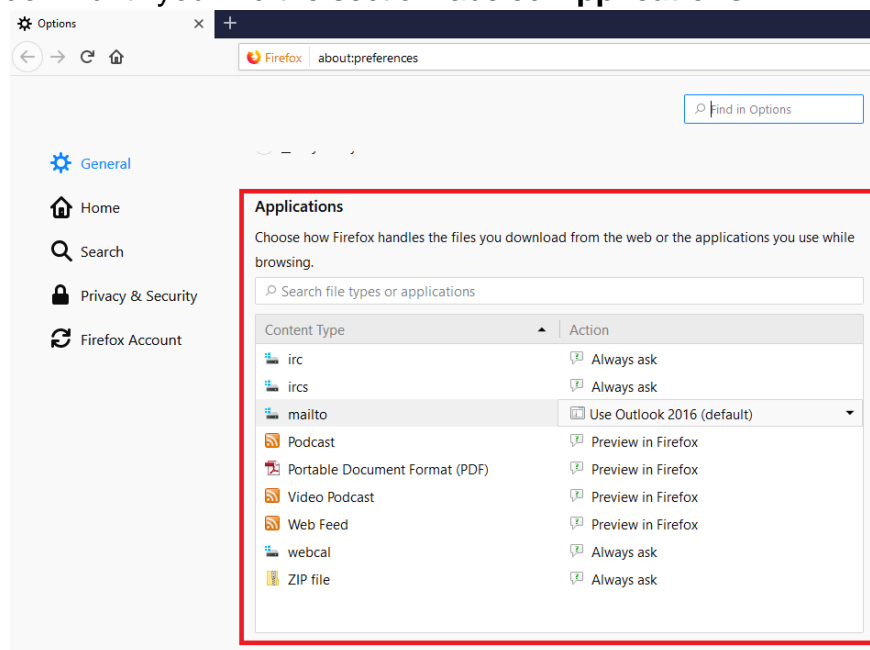
3. Change the **mailto** action to your preferred email client.
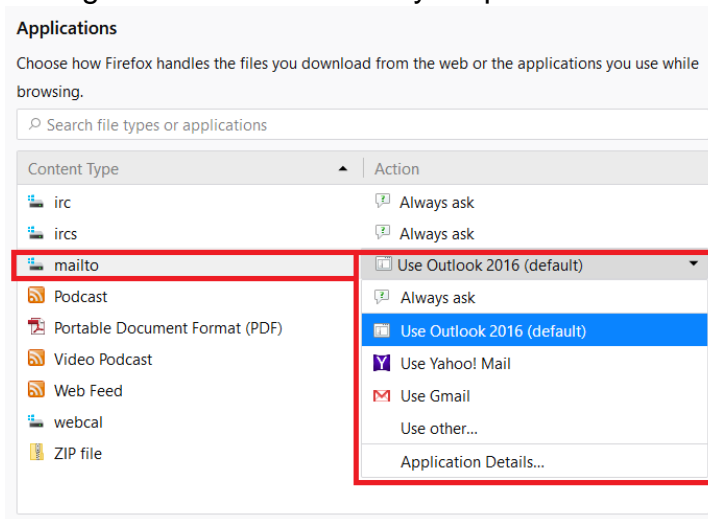
Chrome

1. The first time you click on a mailto link chrome will prompt you with which application to use
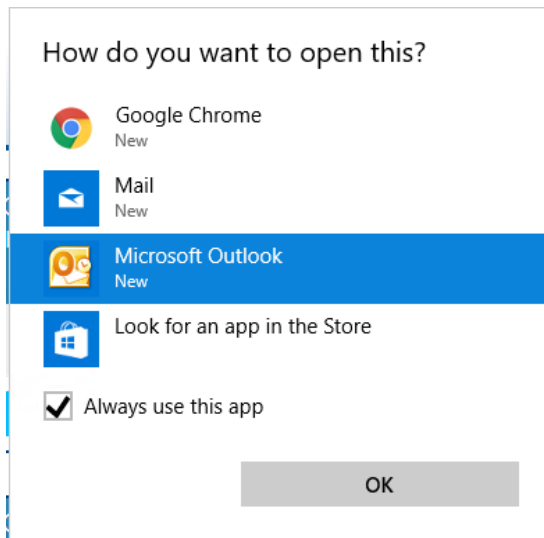
2. To change your setting on windows, go to the **Start Menu.**
3. Search for and open **Control Panel.**
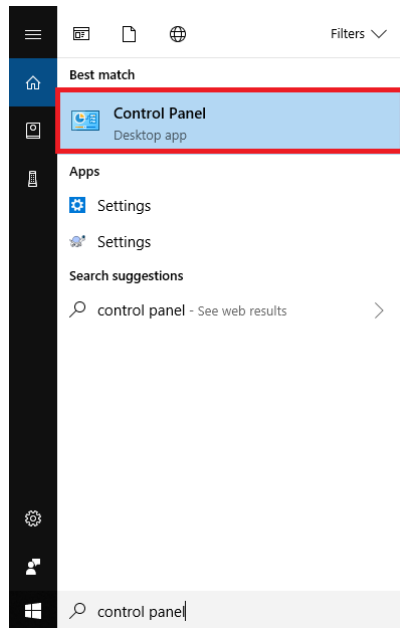
4. Search for **Default Programs.**
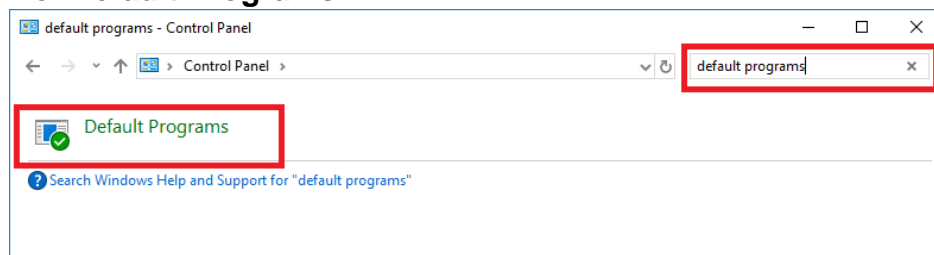
5. Click **associate a file type or protocol with a program.**
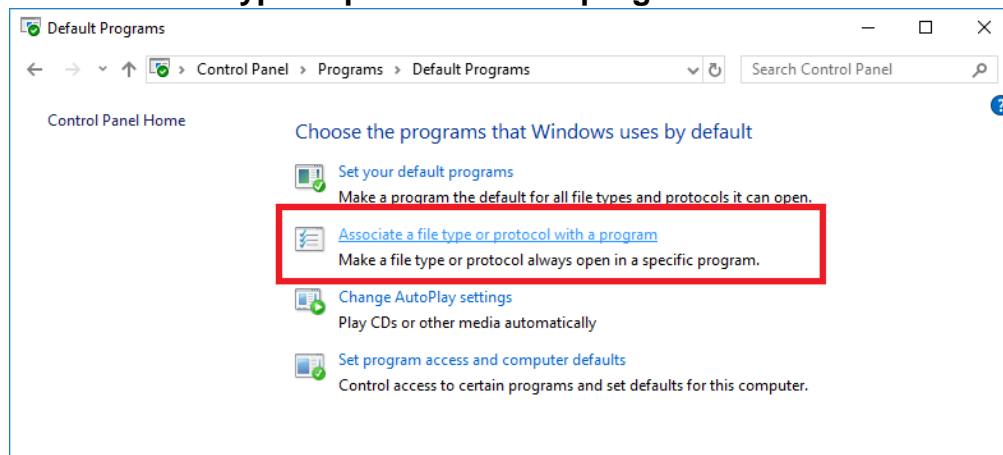
6. A new window will open up, Click on your email app, and select a new default app
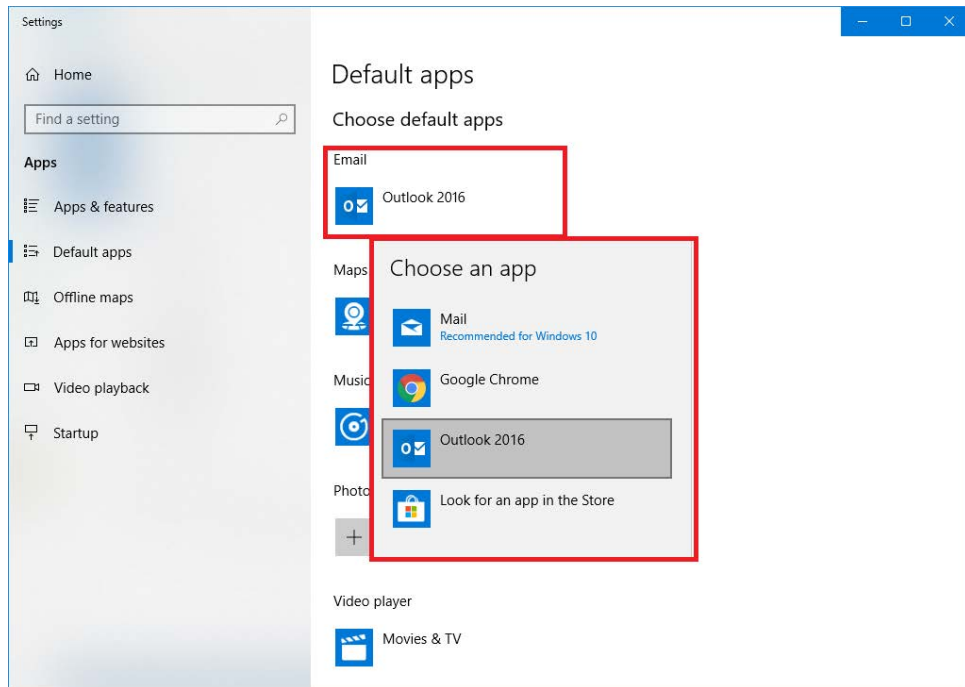
Safari / Mac OSX

1. Instructions provided by apple for changing the default mail client are available here: https://support.apple.com/en-us/HT201607

REPORTS

Authorized users will have access to a **Reports** tab upon logging into Client Portal. Depending on the level of access the user may have access to **Results** or **Litigation**.

Report Options

1. A user can control if all reports are marked as read or unread once downloaded.

2. If the user wants reports to remain visible in the results tab, even after a report is downloaded, go to My Account. **My Account** located in the upper right corner of your screen.

3. Click **Update Settings.**

4. Go to **Report Options.** Check the box if you want reports marked as read upon download (default setting). Uncheck the box if you want reports to be marked unread even after download.

5. **Important: When downloading a report, the system will automatically mark the report as 'Read' unless the setting is changed.   A report can be manually marked as read by a user.**

6. If a report is marked read, it can still be retrieved. From the Results tab, click **Show Read Reports** to view the report after opening the report.

7. When searching for a report, check the **Show Read Reports** box so that all documents are evaluated.

8. Final reported results and Litigation Packets

9. are supplied in an Adobe (.pdf) format.

View a Report

1. Click on the **download** symbol

2. Click **Open**

Do you want to open or save **FinalReport_88888_4aa6727b-7186-45f6-834f-9c2a9325a151.pdf** from **testportal.nmslabs.com**?　　　　Open　Save　▼　Cancel

---

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Robert A. Middleberg, PhD, F-ABFT, DABCC-TC, Laboratory Director

TESTING: BETALIMS

Final Report

Report Issued   04/25/2018 09:03

Last Report Issued   04/25/2018 08:46

88888
Clinical Example Report
Attn: IT Department
3701 Welsh Road
Willow Grove, PA 19090

Patient Name	MULLEN, ERIC
Patient ID	TESTING
Chain	NMSCP2827
Age Not Given	**DOB** Not Given
Gender Not Given	
Workorder	18000231
Received Dt/Tm	04/25/2018 07:46
Collect Dt/Tm	04/11/2018

Analysis and Comments	Result	Flag	Units	Reference Range / Reporting Limit (RL)
1884B Drugs of Abuse Screen (10 Panel) TEST, Blood				
Opiates	None Detected		ng/mL	RL: 20
Cocaine / Metabolites TEST	None Detected		ng/mL	RL: 20
Benzodiazepines	None Detected		ng/mL	RL: 100
Cannabinoids	None Detected		ng/mL	RL: 10
Amphetamines	None Detected		ng/mL	RL: 20
Barbiturates	None Detected		mcg/mL	RL: 0.040
Methadone / Metabolite	None Detected		ng/mL	RL: 25
Phencyclidine	None Detected		ng/mL	RL: 10
Methamphetamine / MDMA	None Detected		ng/mL	RL: 20
Oxycodone / Oxymorphone	None Detected		ng/mL	RL: 10

Provided reference ranges and associated result flags for Toxicology and Metals test results are not intended for all patient scenarios. Variables including, but not limited to, dose, dosing schedule, age, gender, medical conditions and/or disease states should be taken into account when interpreting any result.

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Print Multiple Reports

1. Use the keyboard **Ctrl Click** or **Shift Click** to select the reports for printing

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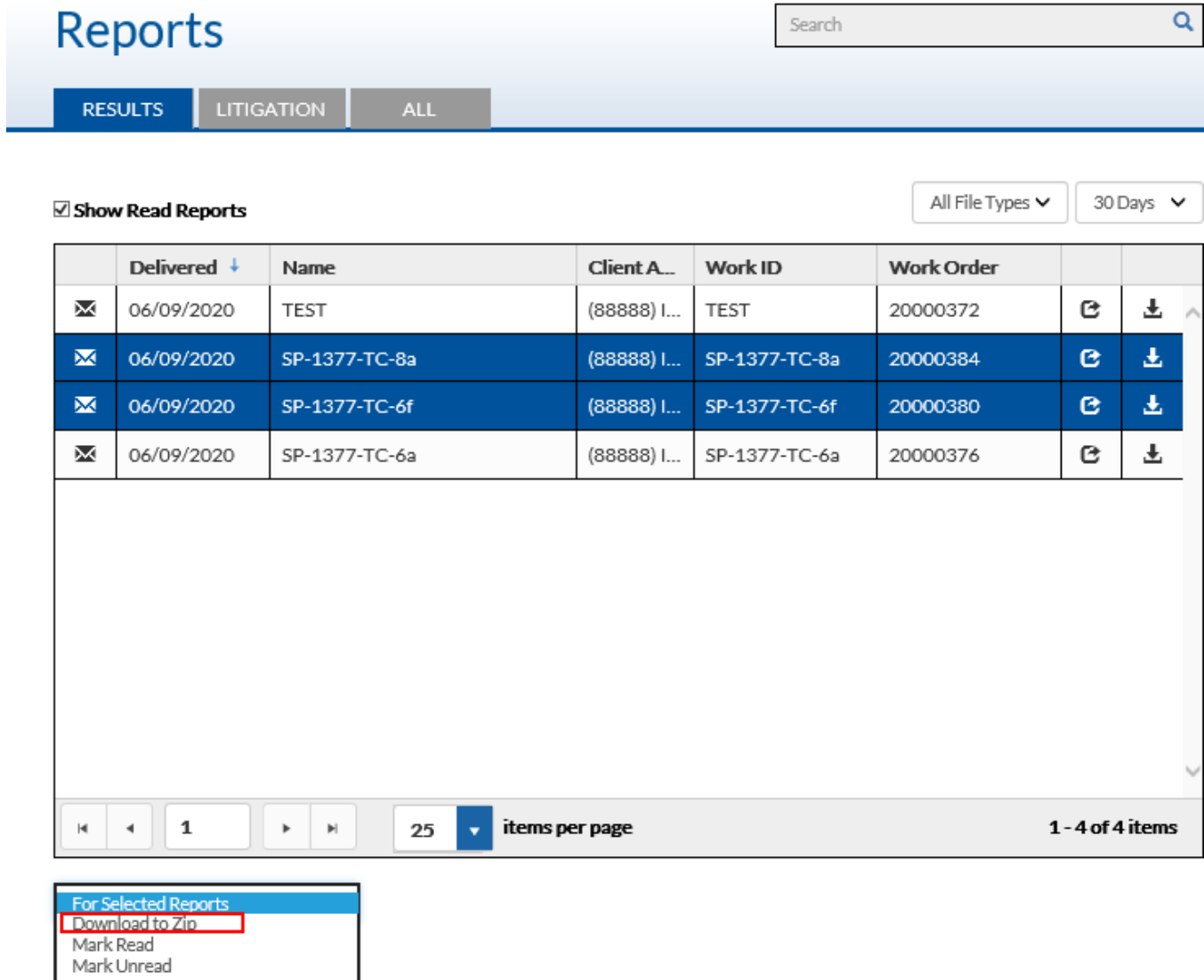
2. Click the drop-down arrow located on the bottom left of the screen and select **Download to Zip**.
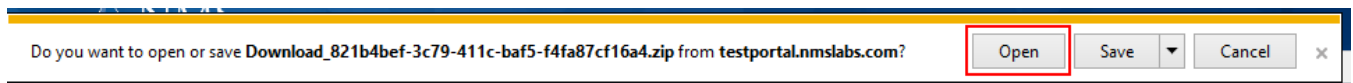
3. Click the **Open** option.

4. Click **Extract all**

5. Click **Extract**.

6. **Shift Click** or **Ctrl. Click** to select the files for printing
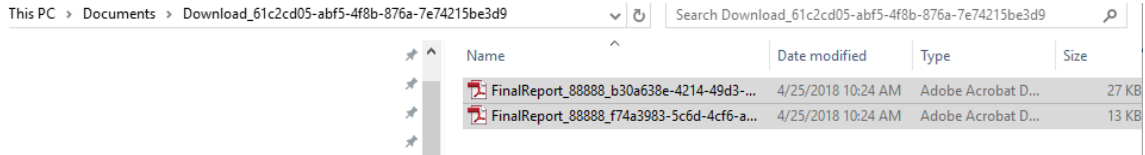
7. Right click and select **Print**
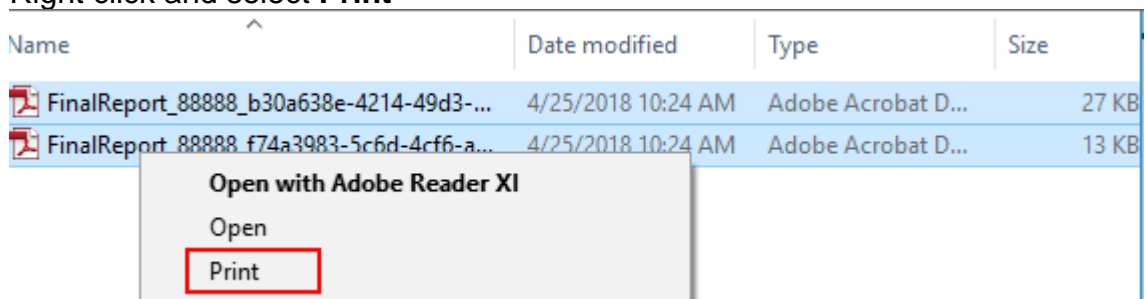
Change Report Status to Unread

When opening or downloading a report the status will automatically update to **Read** unless the appropriate report option is unchecked in Settings.
To update the status to **Unread,** follow the steps below:

1. Click **Show Read Reports**.
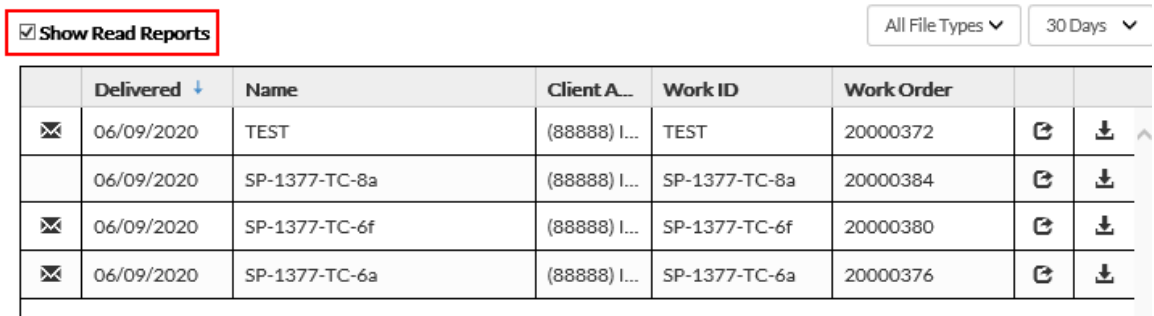
2. Select the report by clicking on the case ID or select multiple reports by using the keyboard **Ctrl Click** or **Shift Click** to select the reports for printing.

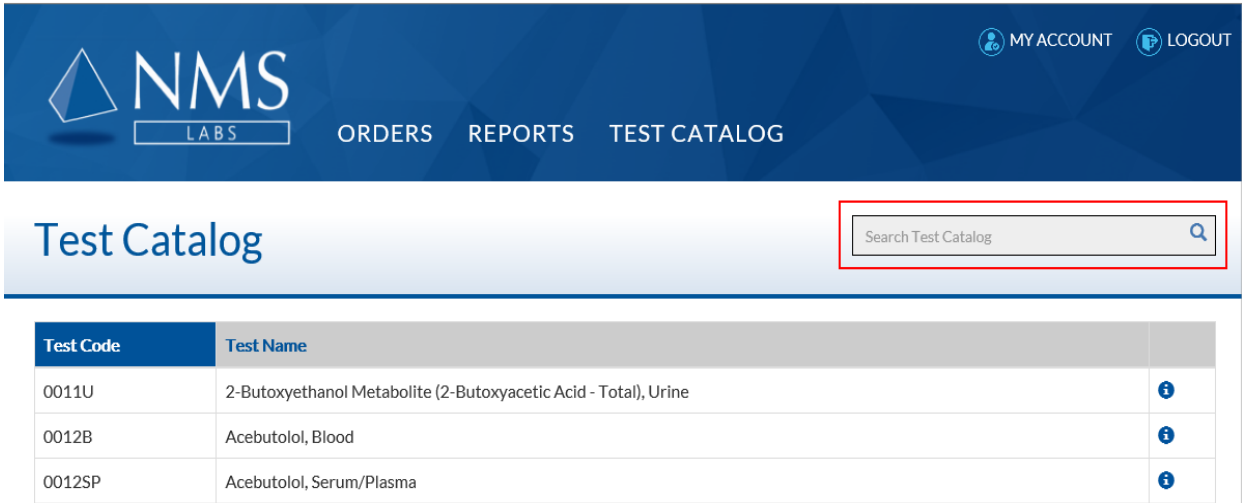3. Click the drop-down list and select **Mark as Unread**

TEST CATALOG

Authorized users will have access to the Test Catalog tab upon logging into Client Portal.

The Test Catalog access allows users to view test specific information

Searching the Test Catalog

1. The Test Catalog may be searched by the following:
   - Test Code (i.e., 1300B)
   - Test Description (i.e., cocaine)
   - Matrix (i.e., Blood)
   - Synonym (i.e., Crack)
   - Method: (i.e., High Performance Liquid Chromatography)

2. Click the **i** button to view information pertaining to the test code.
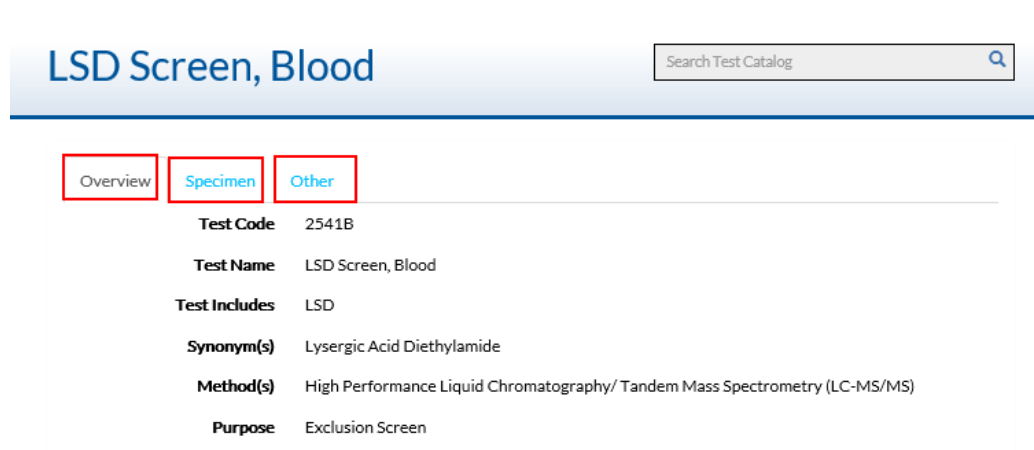
3. The information is organized in three tabs:
   - Overview: Test Code, Test Name, Test Includes, Synonym(s) Method(s) and Purpose
   - Specimen: Requested Volume, Minimum Volume, Transport Temperature, Specimen Container, Special Handling, Light Protection Required, Rejection Criteria, Stability
   - Other: Turnaround Time, Suggested CPT Code(s)