

# Lab Web Portal

# User Manual

*This manual is a step by step guide for long-term care facilities using Lab Web Portal to order tests, manage patients, review and manage test results.*

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## New User Registration

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**Step 1:** Visit <https://lwp-web.aimsplatform.com/ut/#/auth/registration> to register.

**Step 2:** Enter in all required facility information. If you do not see your facility's code listed under **Organization\***, call the UT Public Health Laboratory at the listed number.

### New User Registration

Account Details

Email \*

Password \*

Confirm Password \*

First Name \*      Last Name \*

Title \*

Contact Details

Address \*

City \*      State \* | v      ZIP \*

Primary Phone \*      Fax \*

Organization Details

Organization \*

Cell UT Public Health Laboratory at [801-965-2533](tel:801-965-2533) if your organization does not appear in the list.

Terms of Use \*  I agree to the [Terms of Use](#)

Privacy Policy \*  I agree to the [Privacy Policy](#)

[Return to Login](#)

**Step 3:** Read and agree to the Terms of Use and Privacy Policy.

**Step 4:** Submit the registration request and wait for a follow up email.

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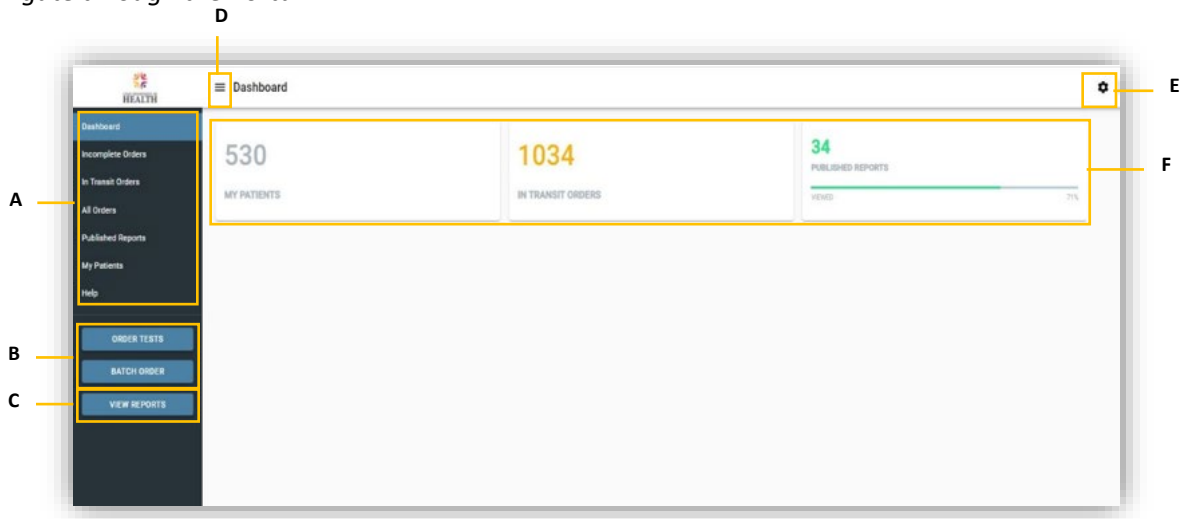
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## About the Dashboard

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The Dashboard is the landing page of the Lab Web Portal. Read below to learn how to use each tab to navigate through the Portal.



### A – Navigational Tabs

- **Incomplete Orders** are orders that were not submitted. You can trash or finish and submit these orders.
- **In Transit Orders** are orders that were submitted by your facility, but have not been received by Sample Receiving yet. This is the only place where you can cancel a submitted order without contacting Sample Receiving.
- **All Orders** catalogs every order that has been submitted by your facility. You can check the status of an order, add comments, view reports and share results here.
- **Published Reports** is a page where you can see all reports that were published for your facility. Reports can be viewed by clicking the  icon.
- **My Patients** houses all the patients you have previously created.
- **Help Page** includes frequently asked questions and Help Desk contact information.

### B – Order Tabs

- This is where you start an order. **Order Tests** is used to submit a test request for an individual. **Batch Order** is used to submit a request for a batch or a group (i.e., facility-wide testing).

### C – View Reports

- This is where reports that you have not viewed can be easily accessed. You can also find these reports under the **Published Reports** tab.

### D – Hide/View Panel

- Click this button to hide or view the left-hand side panel.

### E – Dashboard Settings

- Click this button to add/remove and organize the tiles on the Dashboard.

### F – Navigational Tiles

- These tiles can be used for quick access stats on how many patients you have created, how many in transit orders you've submitted and see what percentage of published reports you have viewed.



**Step 3b:** To add a new patient, click the **+** icon and enter all required information as indicated in **red\***. Click **Submit**.

**\*Double check the Zip Code! If entered incorrectly, the request will not go through!!\***

## Step 4

**Step 4:** Enter **Submitter Information**. Most of this information will be automatically populated by the system, but double check it for accuracy. Enter the **Ordering Physician**.

FIRST NAME *	LAST NAME	NPI
Bibb	Alphonse	
Ming	Alphonse-dupetrest-1	
Ming	Bibb	
Alphonse	Bibb	
Mayer	Bibb	
Mayer	Bibb	
Mayer	Bibb-dupetrest-1	
McCoy	Bones	1234567890
Dumphy	Brice	
Dumphy	Brice	
Tapfield	Celia	

**Step 4a:** Start by searching for a physician. To search for a previously added physician, begin typing the name in the **Ordering Physician** section, or click the **Q** icon, click on the correct individual, then click **Select**. If physician not found, continue to Step 4b.

**Step 4b:** To add a new physician, click the **+** icon and enter all required information, as indicated in **red\***. Click **Submit**.

# Step 5

**SPECIMEN INFORMATION**

Collection Date Time (If unknown, enter 12:00 AM) \*  Onset Date

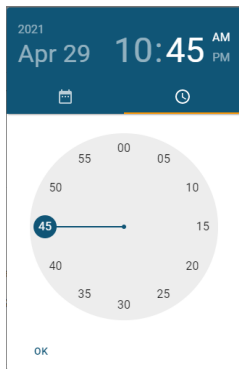
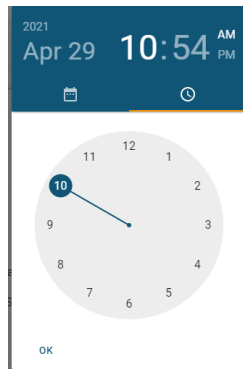
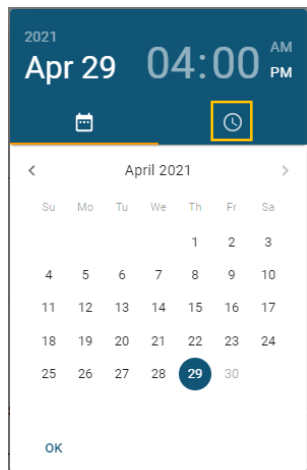
Test \*  
 SARS-CoV-2 RT-PCR  Anti-SARS-CoV-2 IgG ELISA

Source of Specimen \*  
 Bronchoalveolar Lavage  Nasopharyngeal Aspirate  Nasopharyngeal Swab  Nasopharyngeal Wash  Oropharyngeal Swab  
 Nasopharyngeal/Oropharyngeal Swab  Throat Swab  Saliva  Sputum  Other

Submitter Specimen ID

Additional Comments/Information

**Step 5:** Enter **Specimen Information**.



**Step 5a:** Enter **Collection Date Time** by clicking the  icon or directly typing in the date and time.

Clicking  will open a calendar. Click correct date, then click the clock icon. Enter the **hour** followed by the **minutes**.

Enter **Onset Date** if individual is/was symptomatic by repeating the steps above.

Test \*  
 SARS-CoV-2 RT-PCR  Anti-SARS-CoV-2 IgG ELISA

Source of Specimen \*  
 Bronchoalveolar Lavage  Nasopharyngeal Aspirate  Nasopharyngeal Swab  Nasopharyngeal Wash  Oropharyngeal Swab  
 Nasopharyngeal/Oropharyngeal Swab  Throat Swab  Saliva  Sputum  Other

Submitter Specimen ID

Additional Comments/Information

**Step 5b:** Click which **Test** and **Source of Specimen** was collected.

(Optional) Enter **Submitter Specimen ID** and **Additional Comments/Information**.

## Step 6

A screenshot of a form interface. At the bottom, there are three buttons: "CLEAR", "SAVE", and "SUBMIT". The "SUBMIT" button is highlighted in blue.

**Step 6:** Click **Submit** in the bottom right-hand corner of the screen.

A screenshot of a form interface. A salmon-colored warning box is visible, containing the text: "The following fields are missing or filled incorrectly. Last Name, Ordering Physician, Collection Date/Time (if unknown, enter 12:00 AM), Source of Specimen". Below the warning box, there are "CLEAR", "SAVE", and "SUBMIT" buttons.

**Step 6a:** A salmon colored **warning box** will appear if any required information is missing.

Enter missing fields, then click **Submit**.

A screenshot of a "Certification of Test Order" dialog box. The text reads: "By submitting this order for testing, I hereby certify as follows:" followed by two bullet points: "The ordering provider is an individual authorized under State law to order tests or receive test results, or both." and "I certify that the information submitted is true and correct to the best of my knowledge." At the bottom right, there are "CANCEL" and "AGREE" buttons.

**Step 6b:** After clicking submit, a **Certification of Test Order** box will pop up. Read through it, then click **Agree**.

A screenshot of a "Please respond to the following questions" dialog box. It contains several questions with radio button or checkbox options: "Is this the first time they have been tested for COVID-19?", "Are they employed in healthcare?", "Symptomatic?", "If Yes, check all symptoms that apply:" (with checkboxes for Chills, Shortness of breath, Nasal Discharge, Vomiting, Sore throat, Nausea, Nasal congestion, Cough, Muscle pain, Loss of sense of taste, Loss of sense of smell, Headache, Fever over 100.4F, Feeling feverish, Fatigue, Difficulty breathing, Diarrhea), "Have they been hospitalized because of COVID-19?", and "Have they been admitted to the ICU because of COVID-19?". At the bottom right, there are "CLOSE" and "SUBMIT" buttons.

**Step 6c:** A **question box** will appear. These questions are **OPTIONAL** and you may click **Submit** without answering any of the questions.

Responses to the questions are for your personal use, the lab does not see these questions/answers when processing samples. You may view the responses after submitting the order by going to the **All Orders** page. Click **Submit** after reviewing and/or responding to the questions.



**Order Placed**

Your test order **OIDUT210015636** has been successfully submitted. Please check All Specimens section of your Dashboard for status updates.  
Click Print button below to view/print the completed submission form.  
Click Copy Order button to apply current order information to the new order.

PRINT COPY ORDER CLOSE

**Step 6d:** Your **Order** has **been Placed.**

You may **Print, Copy Order, or Close** this tab.

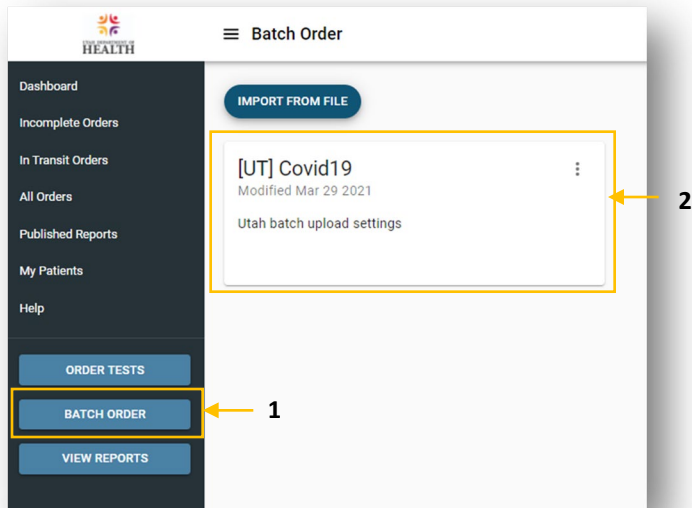
Please see page 18 for steps to **Print the TRF (Test Request Form)**, which must be sent with your samples.

## Submitting a Batch Order Request

Follow these instructions to submit a Batch Order (multiple samples) for testing. There are two ways to submit a batch order, **directly through the Portal (Portal Method)** or by **uploading an Excel Spreadsheet (Excel Method)** to the Portal. First, we will walk through ordering directly in the Portal using the Portal Method. This method will save patient information and make subsequent orders faster and easier to submit. Second, we will walk through the Excel Spreadsheet method. This method will not save patient information and may take more time to complete.

### Portal Method

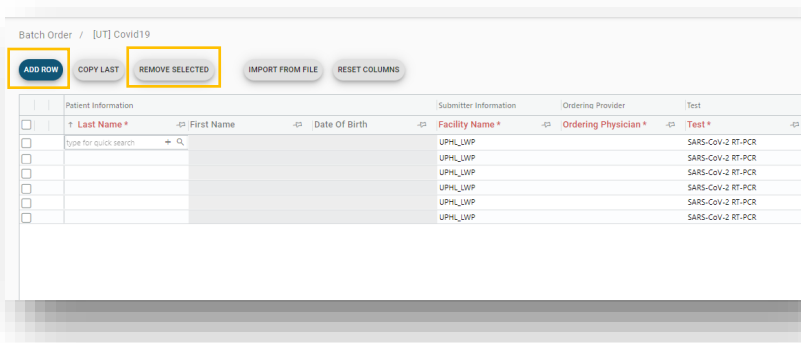
## Step 1 and 2



**Step 1:** Click **Batch Order** to start a batch order request.

**Step 2:** Click on the type of test you would like to submit an order for, in this case **COVID-19**.

## Step 3



**Step 3:** Click **Add Row** to insert the number of rows you will need for this order.

You can remove any excess rows by selecting the rows you'd like to remove and clicking **Remove Selected**.



Select a physician from the list below

Quick Search

FIRST NAME	LAST NAME	NPI
Bibo	Ä.ÄÄÄg	
MING	Alisoner	
MING	Alisoner-dupelast-1	
Ä.ÄÄÄg	Bibo	
Mayer	Boa	
Mayer	Boa	
Mayer	Boa-dupelast-1	
McCoy	Bones	123456780
Dumphy	Bribe	
Dumphy	Bribe	
Therford	Celia	

Rows per page: 25 1-25 of 98

CLOSE ADD EDIT **SELECT**

**Step 5a:** Start by searching for a physician. To search for a previously added physician, begin typing the name in the **Ordering Physician** section, or click the **Q** icon. Click on the correct individual, then click **Select**. If physician not found, continue to Step 5b.

Add new physician

Last Name\* First Name\*

NPI

Phone Number\* Fax Number

Email

Contact Type: Physician Status: Active

CLOSE CLEAR **SUBMIT**

**Step 5b:** To add a new physician, click the **+** icon and enter all required information, as indicated in red\*. Click **Submit**.

## Step 6

Specimen Information	Test	Specimen Information	Additional Comments/Inform...
Collection Date Time (...)	Onset Date	Test*	Source of Specimen*
<input type="text"/>		SARS-CoV-2 RT-PCR	If Other, specify
		SARS-CoV-2 RT-PCR	Submitter Specimen ID
		SARS-CoV-2 RT-PCR	Additional Comments/...
		SARS-CoV-2 RT-PCR	
		SARS-CoV-2 RT-PCR	

**Step 6:** Enter **Specimen Information**. Complete all the required information, as indicated in red\*.

2021  
**Apr 29 04:00** AM PM

Calendar view showing April 2021 with the 29th selected.

2021  
**Apr 29 10:54** AM PM

Clock view showing 10:54.

2021  
**Apr 29 10:45** AM PM

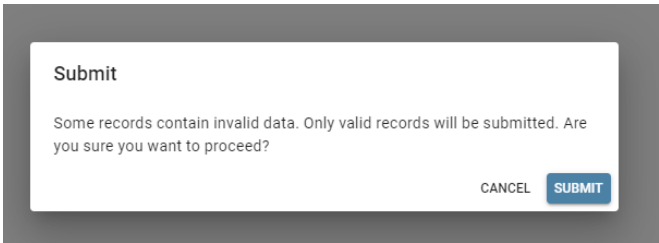
Clock view showing 10:45.

**Step 6a:** Enter **Collection Date Time** by clicking the **📅** icon or directly typing in the date and time.

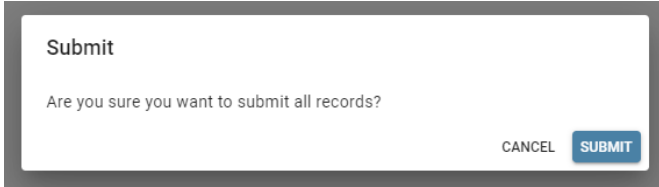
Clicking **📅** will open a calendar. Click the correct date, then click the clock icon. Enter the **hour** followed by the **minutes**.

Enter **Onset Date** if individual is/was symptomatic by repeating the steps above.

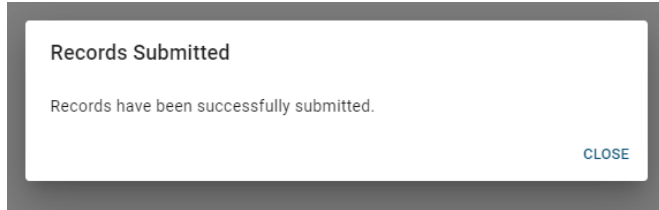




**Step 7a:** A **warning box** may appear if any required information is missing. Click **Cancel**, enter missing information and click **Submit** again.



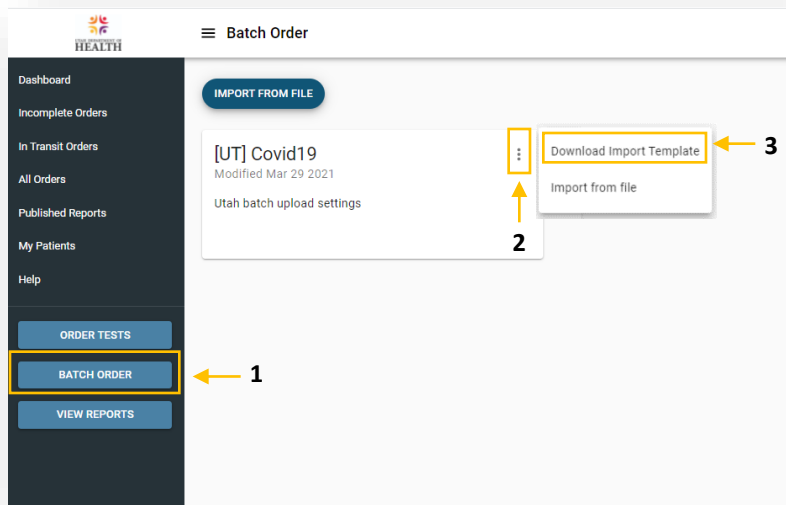
**Step 7b:** If all required fields have been completed, a **Submit** message will pop-up. If you have entered all records, click **Submit**.



**Step 7c:** Your **Records were Submitted**. You may **Close** this tab.

Please see page 18 for steps to **Print the TRF (Test Request Form)**, which must be sent with your samples.

## Step 1 – 3

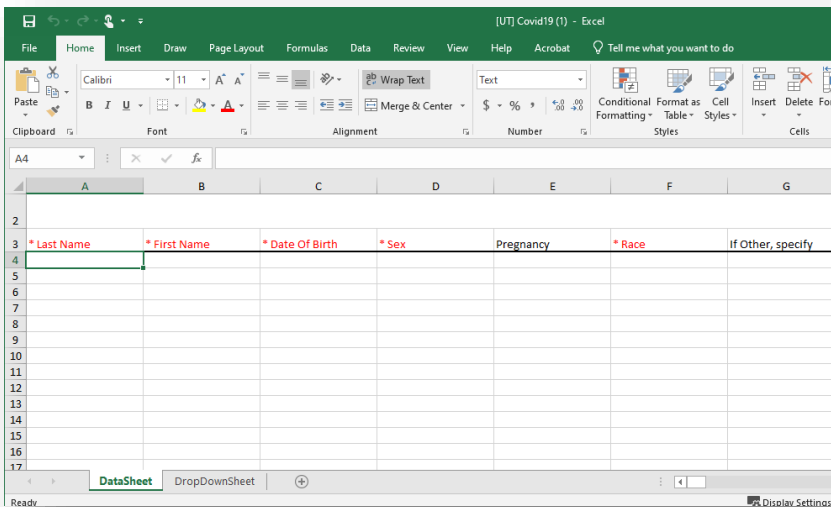


**Step 1:** Click **Batch Order** to start a batch order request.

**Step 2:** Click **:** on the type of test you would like to submit an order for, in this case **COVID-19**.

**Step 3:** Click **Download Import Template**. (Template will need to be downloaded each time a new batch order is started.)

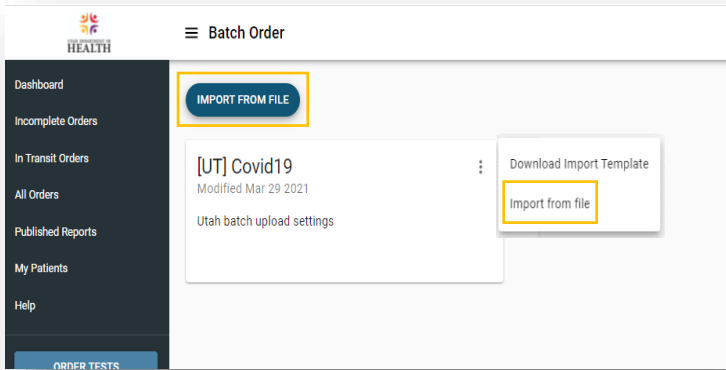
## Step 4



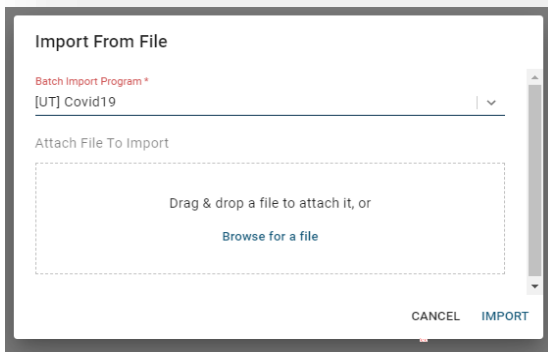
**Step 4:** Fill out the **Excel Spreadsheet**. Complete all required information, as noted in **\*red**.

(A new spreadsheet must be completed each time a new Batch Order is requested)

## Step 5



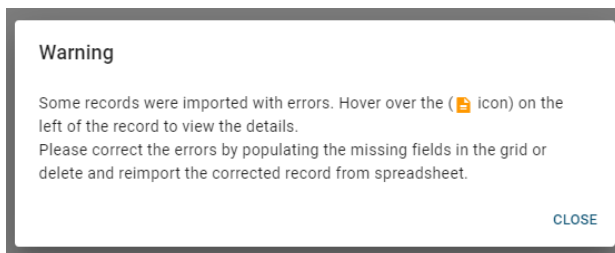
**Step 5:** Click **Import from File** at the top of the screen, or by clicking **:** and **Import From File**.



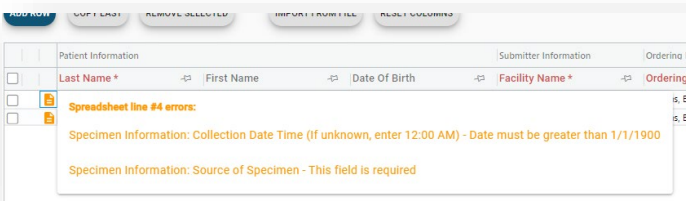
**Step 5a:** Use drop-down to add **Batch Import Program**.

Attach **Excel Spreadsheet** file.

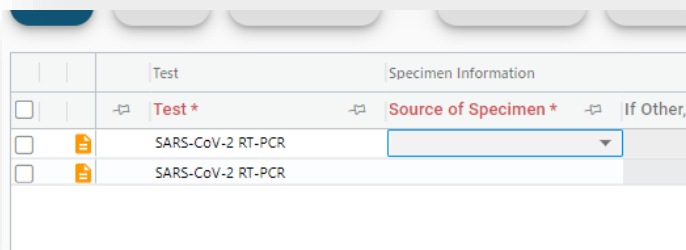
Click **Import**.



**Step 5b:** If any required fields were left blank or filled out incorrectly, you may receive a **Warning Message**.



**Step 5c:** Review the **Warning Message** as prompted. Identify and correct errors by tabbing through the required fields.





## Step 6

Batch Order / UJT Covid19

ADD ROW COPY LAST REMOVE SELECTED IMPORT FROM FILE RESET COLUMNS

	Patient Information			Submitter Information		Ordering Provider		Specimen Information		Test	Specimen Information
	Last Name *	First Name	Date Of Birth	Facility Name *	Ordering Physician *	Collection Date Time (L)	Onset Date	Test *	Source of Specimen *		
<input type="checkbox"/>	Ryan	Wesley	10/28/2012	UPH_WJP	Beppis, B100	04/27/2021 11:00 am		SARS-CoV-2 RT-PCR	Nasopharyngeal Swab		
<input type="checkbox"/>	Felix	Felix	12/19/2014	UPH_WJP	Beppis, B100	04/27/2021 12:00 am		SARS-CoV-2 RT-PCR	Nasopharyngeal Swab		

RESET SUBMIT

**Step 6:** After a final review of uploaded data, click **Submit**.

**Submit**

Are you sure you want to submit all records?

CANCEL SUBMIT

**Step 6a:** Click **Submit** in the pop-up box.

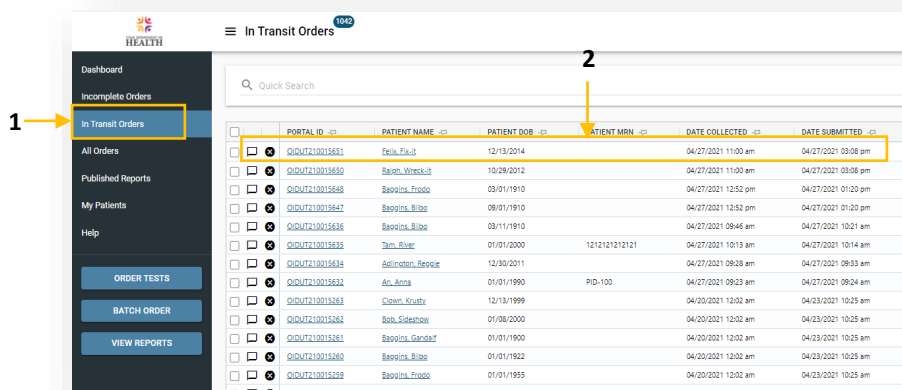
You have submitted your Batch Order.

Please see page 18 for steps to **Print the TRF (Test Request Form)**, which must be sent with your samples.

# Canceling an Order

Submitted orders can only be canceled while they are in the **In Transit Orders** tab. This means Sample Receiving has not viewed and accepted your request yet. Once Sample Receiving has viewed your request, the order is moved out of the **In Transit Orders** and you must contact the lab if you wish to cancel the order. See below for a step by step of canceling **In Transit Orders**.

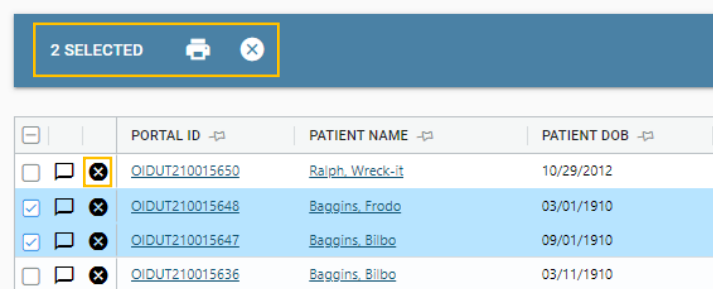
## Step 1 and 2



**Step 1:** Click **In Transit Orders**.

**Step 2:** Find the submission(s) you'd like to cancel.

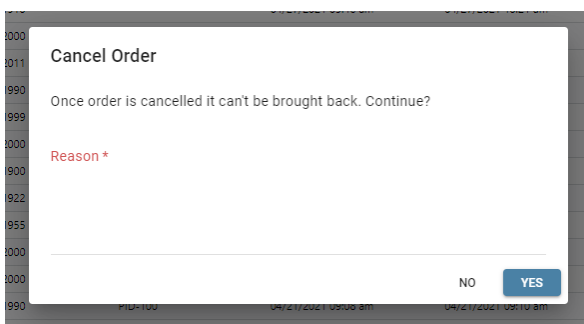
## Step 3



**Step 3:** Click  to delete each submission individually.

Or, if deleting multiple submissions, select the submissions you'd like to delete and click  at the top of the screen.

## Step 4



**Step 4:** Review the message in the **Cancel Order** box.

Enter a **Reason** for canceling the order. Click **Yes**.

Your order has now been canceled.

# All Orders Page

The **All Orders Page** will be the page you refer to most often when checking the status of an order, printing a TRF and viewing/sharing results, etc. Read below for information on navigating this page.

The screenshot shows the 'All Orders' page with a table of orders. Callout A points to the 'All Orders' header with a '1180' badge. Callout B points to the search bar. Callout C points to the report tools (comment, cycle, PDF, share, question). Callouts D through H point to the columns: Portal ID/Specimen ID, Patient Name, Status, Additional Information, and Outcome.

PORTAL ID	SPECIMEN ID	PATIENT NAME	STATUS	PATIENT DOB	PATIENT MRN	DATE COLLECTED	DATE SUBMITTED	FACILITY NAME	SPECIMEN SOURCE	OUTCOME
O:IDUT210015236	1029166	Kirk, James	InProcess	4/20/1900		04/13/2021 09:29 am	04/20/2021 09:32 am	UPHL_LWP	Sputum	Pending
O:IDUT210023103	1037118	Potter, Harry	Released	7/31/1980		04/29/2021 09:50 am	04/29/2021 09:51 am	UPHL_LWP	Nasopharyngeal Wash	SARS-CoV-2 Not De
O:IDUT210023102	1037117	Potter, Harold	Released	4/23/2000		04/29/2021 09:49 am	04/29/2021 09:50 am	UPHL_LWP	Nasopharyngeal Aspirate	SARS-CoV-2 Not D
O:IDUT210023101	1037116	Potter, Ginny	Released	4/09/2001		04/29/2021 09:49 am	04/29/2021 09:49 am	UPHL_LWP	Nasopharyngeal Wash	SARS-CoV-2 Not D
O:IDUT210023100	1037115	Potter, Albus Severus	Released	4/09/2011		04/29/2021 09:47 am	04/29/2021 09:49 am	UPHL_LWP	Nasopharyngeal Aspirate	SARS-CoV-2 Not D
O:IDUT210023099	1037114	Potter, Albus	Released	4/09/2011		04/29/2021 09:47 am	04/29/2021 09:48 am	UPHL_LWP	Nasopharyngeal Swab	SARS-CoV-2 Not D
O:IDUT210023098	1037096	Vier, Test	InTransit	1/01/1990		04/28/2021 06:45 am	04/28/2021 06:47 am	UPHL_LWP	Nasopharyngeal Aspirate	
O:IDUT210023097	1037095	An, Anna	InTransit	1/01/1990	PID-100	04/28/2021 06:41 am	04/28/2021 06:42 am	UPHL_LWP	Nasopharyngeal Aspirate	
O:IDUT210023096		An, Anna	InTransit	1/01/1990	PID-100	04/28/2021 06:40 am	04/28/2021 06:41 am	UPHL_LWP	Plasma	
O:IDUT210015651	1029649	Felix, Fix-it	Cancelled	2/13/2014		04/27/2021 11:00 am	04/27/2021 03:08 pm	UPHL_LWP	Nasopharyngeal Swab	
O:IDUT210015650	1029648	Ralph, Wreck-it	InTransit	0/29/2012		04/27/2021 11:00 am	04/27/2021 03:08 pm	UPHL_LWP	Nasopharyngeal Swab	
O:IDUT210015649	1029647	Potter, Albus Severus	ReceivedInLab	4/09/2011		04/27/2021 03:07 pm	04/27/2021 03:07 pm	UPHL_LWP	Nasopharyngeal/Orophary...	
O:IDUT210015648	1029644	Baggins, Frodo	InTransit	9/01/1910		04/27/2021 12:52 pm	04/27/2021 01:20 pm	UPHL_LWP	Nasal Swab	
O:IDUT210015647	1029643	Baggins, Bilbo	InTransit	9/01/1910		04/27/2021 12:52 pm	04/27/2021 01:20 pm	UPHL_LWP	Nasal Swab	
O:IDUT210015646	1029639	Potter, Albus Severus	Released	4/09/2011		04/27/2021 12:08 pm	04/27/2021 12:09 pm	UPHL_LWP	Nasopharyngeal/Orophary...	SARS-CoV-2 Not De

## A – All Orders

- The number indicated in the blue bubble shows the number of orders your facility has submitted.

## B – Search Bar

- Start typing in the bar or click to quickly search for a submitted order.

## C – Report Tools

- These tools are useful for tracking, commenting, viewing, and sending reports/orders.
  - Comment box – Click to view/add comments
  - Sample Cycle Bar – Hover over icon to see the status of a sample
  - PDF Report Viewer – Click to view/download the result report
  - Share Button – Click to share a report via email
  - Question Carrot – Click to view the optional questions answered during test ordering

## D – Portal ID/Specimen ID

- Click on the Portal ID or the Specimen ID number to view/print the Test Request Form for each sample.

## E – Patient Name

- Click on the Patient Name to view/edit patient demographics and view all orders submitted for that patient.

## F – Status Column

- Quickly see where each sample is in the sample cycle.

## G – Additional Information Columns

- Review additional information about each test ordered. Bolded orders have newly released/unviewed reports. Once a report is viewed, the order will no longer be bolded.

## H – Outcome

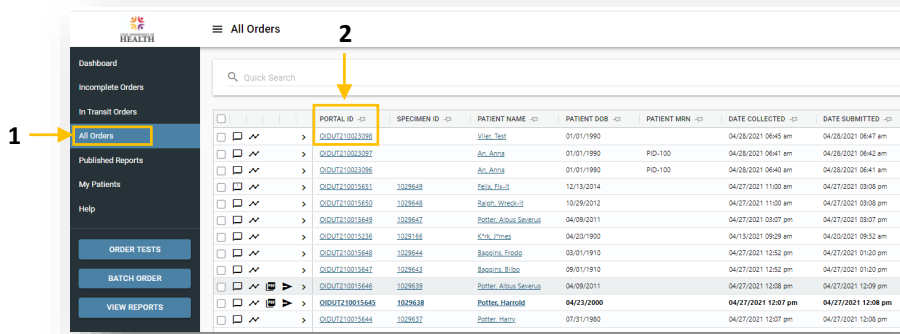
- Quick view of the sample's results/outcome.

# Printing a Test Request Form

Test Request Forms (TRF) must be printed and sent with the samples. TRF can be printed once a Test Order or Batch Order has been submitted. After submitting an Order, follow the steps below.

Remember, a TRF must be sent with every individual sample sent to the lab.

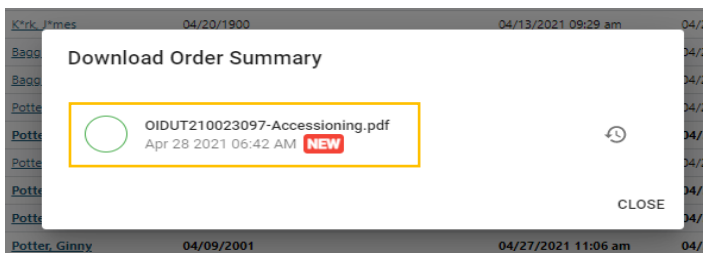
## Step 1 and 2



**Step 1:** Click All Orders.

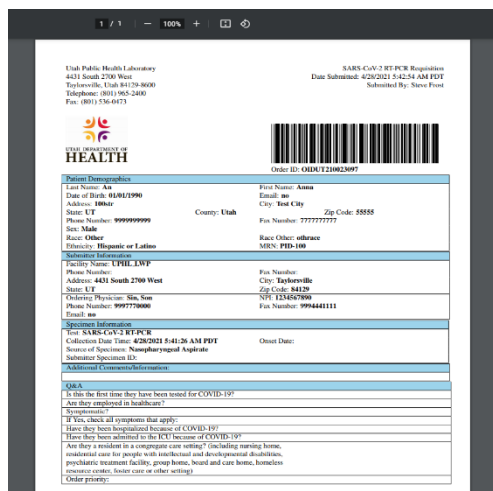
**Step 2:** Identify the submission you need a TRF for. Click on the Portal ID number.

## Step 3



**Step 3:** A Download Order Summary window will appear. Click on the summary.

## Step 4



**Step 4:** A PDF copy of the TRF will open. Print a copy to send with the samples collected.

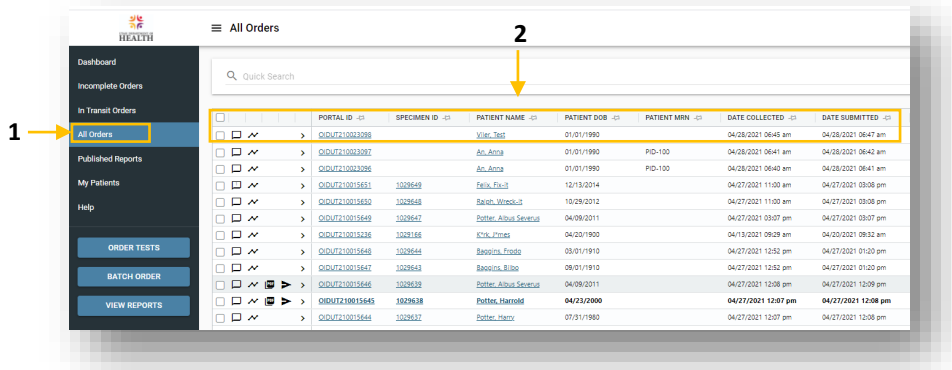
**Repeat** steps above for each TRF needed.

**\*Be sure to Print a TRF for Every sample you send to the Lab\***


# Tracking Sample Processing

The Lab Web Portal allows you to track the life-cycle of your sample from collection to viewing the report. Follow the steps below to understand how to track your sample order.

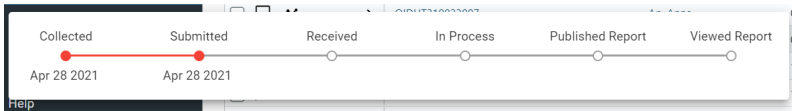
## Step 1 and 2



**Step 1:** Click **All Orders**.

**Step 2:** Identify the submission you'd like to track and hover over the  symbol.

## Step 3



**Step 3:** View the **Sample Cycle Bar**. The bar will update as each step in the process is completed.

- Collected:** Date you collected the specimens.
- Submitted:** Date you submitted the order request.
- Received:** Date when Sample Receiving has physically received your samples.
- In Process:** Date when the lab begins testing your samples.
- Published Report:** Date when results are available for viewing.
- Viewed Report:** Date when you viewed the test results.

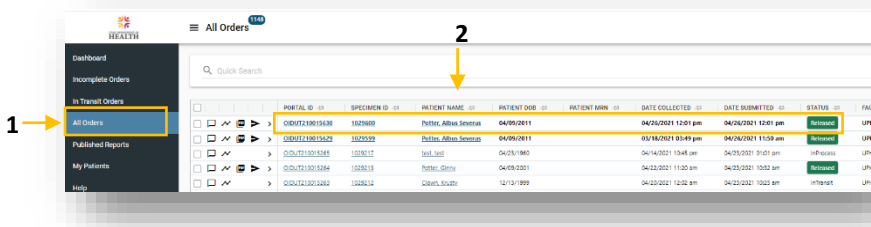
STATUS	OUTCOME	DATE RECEIVED
InProcess	Pending	04/20/2021 11:54 am
Released	SARS-CoV-2 Not Detected	04/29/2021 09:55 am
Released	SARS-CoV-2 Not Detected	04/29/2021 09:55 am
Released	SARS-CoV-2 Not Detected	04/29/2021 09:55 am
Released	SARS-CoV-2 Not Detected	04/29/2021 09:55 am
Released	SARS-CoV-2 Not Detected	04/29/2021 09:55 am
InTransit		
InTransit		

**Step 3a:** You can also quickly view the status and results of a sample in the **Status** and **Outcome** columns.

# View/Share Reports

Result Reports can be viewed in the Lab Web Portal. You can also share the results with others through email. Follow the steps below to view or share reports.

## Step 1 and 2



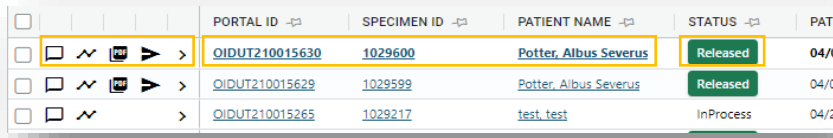
**Step 1:** Click **All Orders**.

**Step 2:** Identify the patient you'd like view a report for.

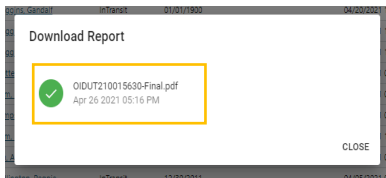
**Step 2a:** When an order has a report ready to view, a and symbol will appear.

**New reports** that have not been viewed yet are **bolded**. Reports that have already been viewed are no longer bolded.

A green **Released** sign in the **Status** column also indicates a report ready for viewing.



## Step 3



**Step 3:** Click the symbol. A **Download Report** window will appear.

Click the **.pdf** file to open and view the report.

