

## LabOnline Instructions

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## Introduction

The Safe Drinking Water Branch (SDWB) was previously utilizing the Sample Collection and Reservation System (SCRS) to facilitate sample scheduling between Public Water Systems (PWS) and the State Laboratories Division (SLD). As of June 2024, the SCRS system was replaced by LabOnline. PWSs will no longer have access to SCRS and any scheduling of samples must be done through this new user interface.

During the transition phase, there will be 2 different versions of LabOnline that PWSs will be able to utilize:

**LabOnline Test Site:** <https://env-lab-test-statelab.doh.hawaii.gov/Home/Index>

- The Test Site is for training purposes only.
- The LabOnline Test Site will allow you to get familiar with the new system and practice ordering samples. Anything done in this TEST interface will not be sent to the lab.
- In the future, access to this site will be removed.

**LabOnline Production Site:** <https://env-lab-prod-statelab.doh.hawaii.gov/Home/Index>

- The Lab Online Production Site is the actual site you will be using to schedule your samples with SLD. Anything submitted in Production will be sent to the lab and they will be expecting to receive your samples.
- Once a request is submitted in production, you will not be able to edit or delete this request yourselves. Contact SDWB if you need to make revisions or delete your order.

### Important Notes:

- Be advised that Test Site and Production Site look very similar. Please double check which site you are using before submitting your sample requests.
- To view documents and receive downloads in LabOnline, pop-ups must be enabled in your web browser.
- LabOnline is also a developing system. Changes to this site will be made as needed. If you need any assistance, please contact the SDWB.

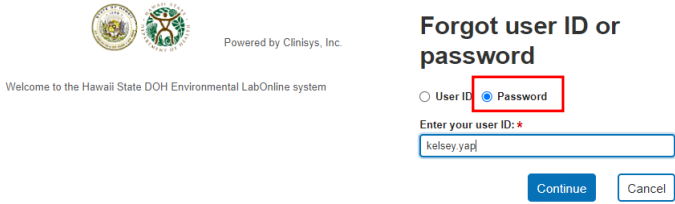
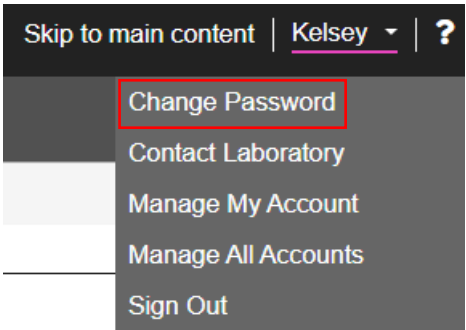
Name	Island	Email	Telephone No.
Ann Kam	Oahu	ann.kam@doh.hawaii.gov	808-586-4658
David Kawahara	Oahu	david.kawahara@doh.hawaii.gov	808-586-4279
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Name	Island	Email	Telephone No.
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Maricia Save	Hawaii (Kona)	maricia.save@doh.hawaii.gov	808-562-3349
Maddeline Heyde	Kauai	madeline.heyde@doh.hawaii.gov	808-241-3329
Amanda (Nakai) Ribao	Maui	amanda.ribao@doh.hawaii.gov	808-850-1746

## Order Tests Key Terminology

- Client: PWS
- Test: Analysis
- Profile: Type of test
- Workorder name: PWS (3 digit)-Sample Date (MMDDYY)-Initials of COC Creator
  - Example: 101-070124-KY
- My sample ID: Select SDWB Default
- Setup Date: Today's date
- Scheduled Collect Date: Sample collection date
- Mark for field: No
- Send to Lab: Laboratory the sample(s) will be sent to. Double check that the correct lab is selected
  - Microbiology (Bacti) samples will default to your respective island laboratory
    - PWS 100's – DHL Hilo
    - PWS 200's – DHL Maui
      - Molokai and Lanai PWS will default to the Oahu Lab
    - PWS 300's – Oahu Lab
    - PWS 400's – DHL Kauai
  - Lead and Copper and Chemistry samples will default to the Oahu Lab
- Save vs Save and Submit
  - Save: This saves the order for future revision
    - *NOTE - Order is not submitted to the laboratory AND your sample slot is NOT reserved.*
  - Save and Submit: Order is saved and submitted to the laboratory; sample slot is reserved.
    - *NOTE – Order is locked and is not editable (contact SDWB should you require assistance editing a submitted order)*

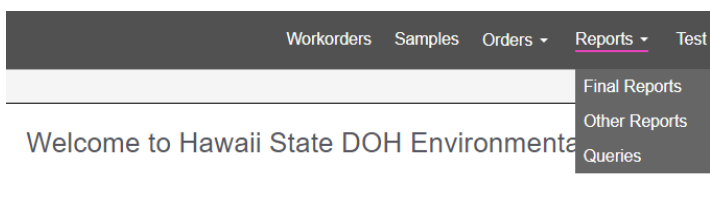
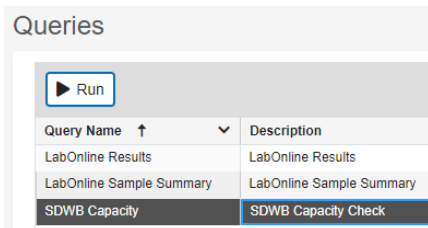
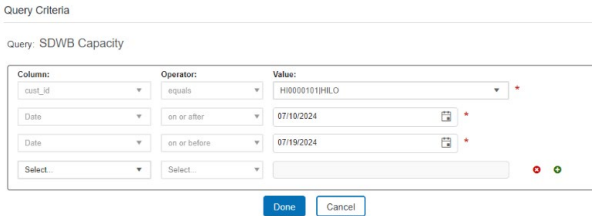
## Signing In

<ol style="list-style-type: none"> <li>1. If this is your first time signing in, your User ID will be <i>Firstname.Lastname</i></li> <li>2. Navigate to Forgot Password and enter your User ID to receive an email with your password information (you will need to do this on both the test and production site)</li> </ol>	
<ol style="list-style-type: none"> <li>3. After 1<sup>st</sup> login, please change your password <ul style="list-style-type: none"> <li>• Click on your username in the upper right corner and select <i>Change Password</i></li> <li>• You'll be able to use the new password to access LabOnline</li> </ul> </li> <li>4. Contact the SDWB if you get locked out of your account (do not request a new account)</li> </ol>	

## Viewing Lab Capacity\*

Check the lab capacity before scheduling your test(s) to see if there are spots available to submit your samples. You will receive an error message and will be unable to complete your request if there are no spots available for your scheduled date.

\*Use LabOnline Production to view lab capacity. The LabOnline Test version is outdated.

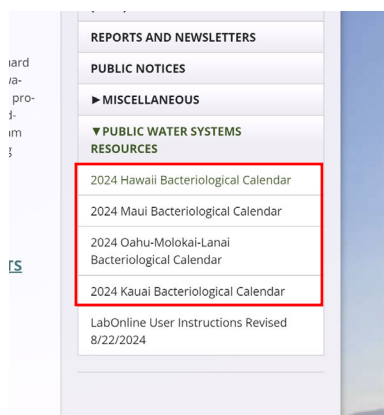
1. Log into LabOnline. On the main page, navigate to <i>Reports</i> and click on <i>Queries</i>																																																																		
2. Select the SDWB Capacity and click <i>Run</i>																																																																		
3. The query criteria window will open <ul style="list-style-type: none"><li>Select your PWS number</li><li>Enter a date range</li><li>Click <i>Done</i></li></ul>																																																																		
4. An Excel file should appear in your downloads with the lab capacity <ul style="list-style-type: none"><li>The numbers represent the remaining weekly lab capacity for each analyte (exception: nitrates – daily capacity)</li></ul>	<table><thead><tr><th>Week Start</th><th>Week End</th><th>GLY</th><th>CAR</th><th>EDB-T</th><th>SOC</th><th>HERB</th><th>DBP</th><th>VOC</th><th>META</th><th>PB-CU</th><th>NIT</th><th>IT</th></tr></thead><tbody><tr><td>08/05/2024</td><td>08/09/2024</td><td>20</td><td>29</td><td>20</td><td>20</td><td></td><td>20</td><td></td><td></td><td>135</td><td></td><td>10</td></tr><tr><td>08/12/2024</td><td>08/16/2024</td><td></td><td></td><td></td><td></td><td></td><td>24</td><td></td><td></td><td>150</td><td></td><td></td></tr><tr><td>08/19/2024</td><td>08/23/2024</td><td>20</td><td>30</td><td>20</td><td>20</td><td></td><td>24</td><td></td><td></td><td>125</td><td></td><td>10</td></tr><tr><td>08/26/2024</td><td>08/30/2024</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td>150</td><td></td><td></td></tr></tbody></table>	Week Start	Week End	GLY	CAR	EDB-T	SOC	HERB	DBP	VOC	META	PB-CU	NIT	IT	08/05/2024	08/09/2024	20	29	20	20		20			135		10	08/12/2024	08/16/2024						24			150			08/19/2024	08/23/2024	20	30	20	20		24			125		10	08/26/2024	08/30/2024									150		
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## Scheduling Sample Collection

### Order Tests – Microbiology (Bacti)

Please refer to your island's Microbiology Sampling Schedule calendar for your PWS sample collection dates. Calendars have been posted on the SDWB website at: <https://health.hawaii.gov/sdwb/>

- On the SDWB website, use the *SDWB Navigation Bar* located on the right side of the page
- Scroll down to and click on *Public Water Systems Resources*
- Click on your island's Bacteriological Calendar to find your PWS compliance sampling dates



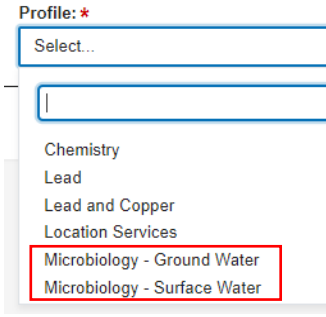
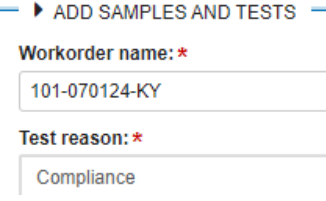

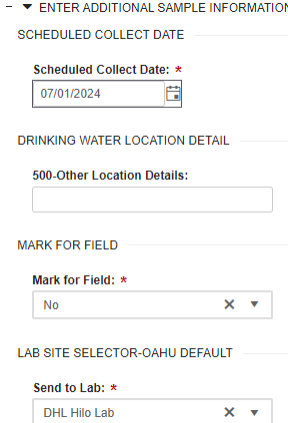
Microbiology sample collection and delivery to your island's laboratory is scheduled for Tuesdays\*.

\* Lanai PWS (#237; 238) – Samples collected on Mondays and shipped to Oahu laboratory on Tuesdays

\* Hana PWS (#201; 237) - Samples collected on Mondays and delivered to Maui laboratory on Tuesdays

Do not deviate from your scheduled collection dates without notifying and coordinating with SDWB and your island's laboratory.

<p>1. From the home page, navigate to <i>Orders and Order Tests</i></p> <ul style="list-style-type: none"> <li>• Required fields are marked with a red asterisk (*)</li> </ul>	<p>The screenshot shows the home page of the Hawaii State DOH Environmental LabOnline. The top navigation bar includes 'Workorders', 'Samples', 'Orders', 'Reports', and 'Test Catalog'. The 'Orders' dropdown menu is open, showing 'Order Tests' and 'View Orders'. The main content area says 'Welcome to Hawaii State DOH Environmental LabOnline' and 'To begin an order, start here: Orders'. There is a 'Workorders' button with a '5 reports' dropdown. At the bottom, it says 'This is the portal to Safe Drinking Water Branch.'</p>
<p>2. On the <i>Order Test</i> page, select a <i>Client</i> (PWS) and a <i>Profile</i> (type of test)</p>	<p>The screenshot shows the 'Order Tests' page. It has a header 'Order Tests' and a sub-header 'SELECT CLIENT &amp; PROFILE'. There are two dropdown menus: 'Client: *' with the value 'HI0000101HILO' and 'Profile: *' with the value 'Microbiology - Ground Water'. Both fields have a red asterisk indicating they are required.</p>

<p>3. For your bacti sample, select the Profile: <b>Microbiology – Ground Water</b></p> <p>4. For the following systems below, select the Profile: <b>Microbiology - Surface Water</b></p> <ul style="list-style-type: none"> <li>○ Mililani Memorial (320)</li> <li>○ Dillingham Ranch (326)</li> <li>○ Waiawa Correctional (348)</li> </ul>	
<p>5. Fill in the Workorder name using the following format</p> <ul style="list-style-type: none"> <li>• <b>PWS</b> (3 digit)-SampleDate (MMDDYY)-Initials of COC Creator</li> </ul> <p>6. Test Reason – select <i>Compliance</i></p>	
<p>7. Fill out remaining information</p> <ul style="list-style-type: none"> <li>• Testing Template – Will auto populate with the appropriate template based on the Profile previously selected</li> <li>• <i>My sample ID</i> – select the SDWB Default (you do not need to type anything into this field)</li> <li>• Setup Date – Today's Date</li> <li>• Monthly Routine bacti: Only select TC sites that indicate "R" (Routine) <ul style="list-style-type: none"> <li>• Example: 101-TC011-R-Men's Restroom</li> </ul> </li> </ul>	
<p>8. Select and double check the <i>Additional Sample Information</i> is correct</p> <ul style="list-style-type: none"> <li>• Scheduled Collect Date</li> <li>• Send to Lab <ul style="list-style-type: none"> <li>○ Microbiology samples will be delivered to your respective island's lab*</li> </ul> </li> </ul> <p>*Molokai and Lanai microbiology samples will be sent to Oahu Lab</p>	

9. If you need to add more samples to your order, under Samples, select the existing sample and click *Copy*

- This auto-populates most of the preexisting information from your original sample
- You will need to populate the *My Sample ID* and *Collection Site* for each new sample added

Samples

Add

Copy

Delete

	My sample ID	Collection site	Matrix
1	SDWB Default (PWSMDDYY##)	101-TC065-R-University Heights Park Pavilion	Drinking Water

Samples

Add

Copy

Delete

	My sample ID	Collection site	Matrix
1	SDWB Default (PWSMDDYY##)	101-023-Saddle Rd Tank Outlet	Drinking Water
2			Drinking Water

10. *Tests & Container* should automatically populate

Tests & Containers

Edit Tests

Auto Assign

Delete

Container Type	Preservative	COLISURE
HDPE Plastic, 500 mL (HDPE500P)	None	<input checked="" type="checkbox"/>

11. After adding the samples to your order, you have 2 options: *Save* or *Save and Submit*.

- Save*: Your order is saved but not submitted to the lab. You will be able to return and edit this order.
- Save and Submit*: Your order is forwarded to the lab and you will not be able to make any other edits

Tests & Containers

Edit Tests

Auto Assign

Delete

Container Type

Save

Save and Submit

Cancel

12. Labels for bacti samples will be the same as the SCRS label. Instead of writing the SCRS ID, we will now be using the Lab ID

- Refer to the Lab ID number from your COC

Please cross out the SCRS ID and write in Lab ID

CAR EDB GLY HAA HER TC

MET NIT SOC THM VOC LC

Lab SCRS ID 687001

DATE/TIME 6/18/24 10:00

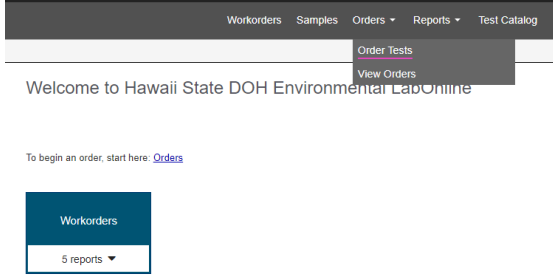
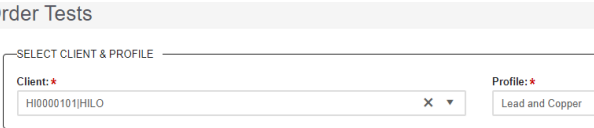
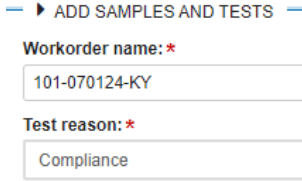
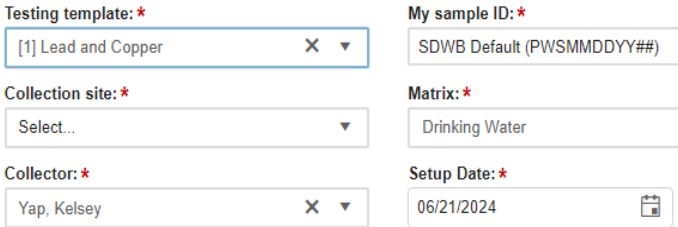
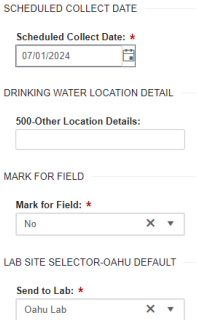
SAMPLER Johnny Aloha



## Scheduling Sample Collection

### Order Tests – Lead and Copper

- Lead and Copper samples are required to be received by SLD within 7 days from when the first sample was collected

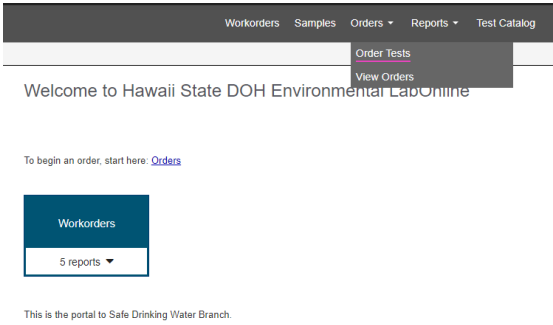
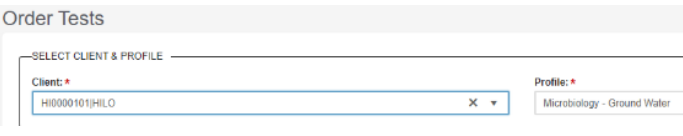
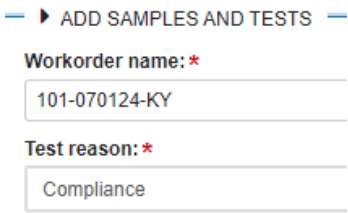
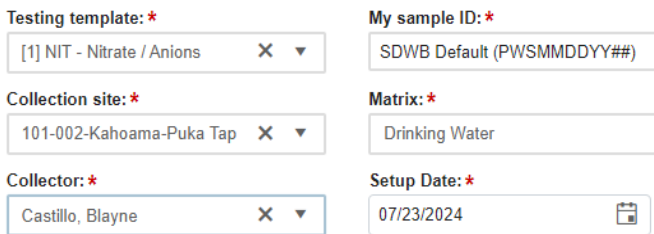
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<p>2. On the <i>Order Test</i> page, select a <i>Client</i> (PWS) and a <i>Profile</i> (type of test) - <b>Lead and Copper</b></p>	
<p>3. Fill in the Workorder name using the following format</p> <ul style="list-style-type: none"> <li>PWS (3 digit)-SampleDate (MMDDYY)-Initials of COC creator</li> </ul> <p>4. Test Reason – select <i>Compliance</i></p>	
<p>5. Fill out remaining information</p> <ul style="list-style-type: none"> <li>Testing Template – Will auto populate with the appropriate template based on the Profile previously selected</li> <li>My sample ID – select the SDWB Default (you do not need to type anything into this field)</li> <li>Setup Date – Today's Date</li> <li>Lead/Copper collection site: Only select LC collection sites (ie: xxx-LCxxx)</li> </ul>	
<p>6. Select and double check the <i>Additional Sample Information</i> is correct</p> <ul style="list-style-type: none"> <li>Scheduled Collect Date</li> <li>Send to Lab <ul style="list-style-type: none"> <li>Lead and Copper samples will be sent to the Oahu Lab</li> </ul> </li> </ul>	

<p>7. If you need to add more samples to your order, under Samples, select the existing sample and click <i>Copy</i></p> <ul style="list-style-type: none"><li>This auto-populates most of the preexisting information from your original sample</li><li>You will need to populate the <i>My Sample ID</i> and <i>Collection Site</i> for each new sample added</li></ul>	<div><div>Samples</div><div><div><div><div><div><div></div><div>+</div></div><div>Add</div></div><div><div><div></div><div></div></div><div>Copy</div></div><div><div><div></div><div>x</div></div><div>Delete</div></div></div></div></div><table><tr><td></td><td>My sample ID</td><td>Collection site</td><td>Matrix</td></tr><tr><td>1</td><td>SDWB Default (PWSMDDYY##)</td><td>101-TC065-R-University Heights Park Pavillion</td><td>Drinking Water</td></tr></table></div> <div><div>Samples</div><div><div><div><div><div><div></div><div>+</div></div><div>Add</div></div><div><div><div></div><div></div></div><div>Copy</div></div><div><div><div></div><div>x</div></div><div>Delete</div></div></div></div></div><table><tr><td></td><td>My sample ID</td><td>Collection site</td><td>Matrix</td></tr><tr><td>1</td><td>SDWB Default (PWSMDDYY##)</td><td>101-023-Saddle Rd Tank Outlet</td><td>Drinking Water</td></tr><tr><td>2</td><td></td><td></td><td>Drinking Water</td></tr></table></div>		My sample ID	Collection site	Matrix	1	SDWB Default (PWSMDDYY##)	101-TC065-R-University Heights Park Pavillion	Drinking Water		My sample ID	Collection site	Matrix	1	SDWB Default (PWSMDDYY##)	101-023-Saddle Rd Tank Outlet	Drinking Water	2			Drinking Water
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<p>10. Labels for your scheduled samples should be included with your sample supplies. Please contact the SDWB if you do not receive sample labels</p>	<div><div>330-LC023-Princess Kaiulani P-Wing 3rd Floor</div><div>Collected Date _____</div><div>Time _____</div><div>250MLP - HNO3</div><div>Drinking Water Chemistry</div><div>Pb/Cu</div><div><div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></di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## Scheduling Sample Collection

### Order Tests - Chemistry

- **Oahu only:** Schedule your sample collections for Monday – Thursday and be sure to deliver your samples the same day that you collect them
- **All other islands:** Schedule your sample collection for Monday – Wednesday and ship (Fedex/UPS) out your samples the same day for next day delivery to guarantee that the lab receives and accepts your samples

<p>1. From the home page, navigate to Orders and Order Tests</p> <ul style="list-style-type: none"> <li>• Required fields are marked with a red asterisk (*)</li> </ul>	
<p>2. On the Order Test page, select a <i>Client</i> (PWS) and a <i>Profile</i> (type of test) - <b>Chemistry</b></p>	
<p>3. Fill in the Workorder name using the following format</p> <ul style="list-style-type: none"> <li>• <i>PWS (3 digit)-SampleDate (MMDDYY)-Initials of COC creator</i></li> </ul> <p>4. Test Reason – select <i>Compliance</i></p>	
<p>5. Fill out remaining information</p> <ul style="list-style-type: none"> <li>• Testing Template – Select the test for the analyte you are sampling for (ie. NIT – Nitrates/Anions)</li> <li>• <i>My sample ID</i> – select the SDWB Default (you do not need to type anything into this field)</li> <li>• Setup Date – Today's Date</li> <li>• Chemistry sample (excluding DBP) collection site: Select your Entry Point to Distribution (EPD)</li> <li>• DBP sample collection site: Only select "900" collection sites (ie: xxx-9xx)</li> </ul>	

6. Select and double check the *Additional Sample Information* is correct

Scheduled Collect Date

Send to Lab

Chemistry samples will be sent to the Oahu Lab

ENTER ADDITIONAL SAMPLE INFORMATION

SCHEDULED COLLECT DATE

Scheduled Collect Date: 07/01/2024

DRINKING WATER LOCATION DETAIL

500-Other Location Details:

MARK FOR FIELD

Mark for Field: No

LAB SITE SELECTOR-OAHU DEFAULT

Send to Lab: DHL Hilo Lab

The chemistry profile has the ability to add additional parameters to your order (ie. multiple analytes to a single sample location)

7. If you are planning to collect multiple analytes at a single sample location:

In the *Tests & Containers* area: select *Edit Tests*

8. A list of all available tests will appear.

Click the appropriate SDWB tests (indicated by the parenthesis)

Click the right arrow to add them to the selected tests screen

Click done

9. Your screen should look similar to this. Click on the *Auto Assign* button and the appropriate container information will populate

Tests & Containers

Edit Tests

Auto Assign

Delete

Container Type	Preservative	E300 ANION
Plastic, 250 mL (250MLP)	None	<input checked="" type="checkbox"/>

Edit Tests

Search for test

Available Tests	Selected Tests
COLISURE (BACTI) Colisure IDEXX SM9223B	E300 ANION (NIT) Nitrate/Anions EPA 300.0
HPC-9215B (BACTI) HPC by SM9215B	E524.2 THM (DBP) THMs by EPA 524.2
E524.2 THM (DBP) THMs by EPA 524.2	E547 GLY (GLY) Glyphosate by EPA 547
E547 GLY (GLY) Glyphosate by EPA 547	METALS (MET) Metals
METALS (MET) Metals	Pb/Cu (PbCu) Lead and Copper
E300 ANION (NIT) Nitrate/Anions EPA 300.0	E524.2 VOC (VOC) VOC GCMS by EPA 524.2
Pb/Cu (PbCu) Lead and Copper	
E524.2 VOC (VOC) VOC GCMS by EPA 524.2	
COLILERT ColiAlert-18, IDEXX SM9223B	
COPPER Copper	
LEAD Lead	
LEGIOLERT Legiolert, IDEXX SM 92300	
LEGIONELLA Legionella Analysis	
Leg-NP Legionella-Non Potable Analy.	
LegPotable Legionella-Potable Water	
SM 2340 B SM2340B- Ca and total hardness	
SM 2540 C Total Dissolved Solids at 180C	
VOC GC VOC GCMS by EPA 524.2 GC	
WIINPb WIIN Lead, School Lead	

Tests & Containers

Edit Tests

Auto Assign

Delete

Container Type	Preservative	E300 ANION	E524.2 THM	E547 GLY	METALS
Plastic, 250 mL (250MLP)	None	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
40mL Amber Glass for THM (AG40ML-T)	HCl	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
40mL Amber Glass for GLY (AG40ML-G)	None	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
HDPE Plastic, 500 mL (HDPE500P)	HNO3	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Plastic, 250 mL (250MLP)	HNO3	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10. If you need to add more samples to your order, under *Samples*, select the existing sample and click *Copy*

- This auto-populates most of the preexisting information from your original sample
- You will need to populate the *My Sample ID* and *Collection Site* for each new sample added

Samples

+ Add

Copy

Delete

	My sample ID	Collection site	Matrix
1	SDWB Default (PWSMDDYY##)	101-TC065-R-University Heights Park Pavillion	Drinking Water

Samples

+ Add

Copy

Delete

	My sample ID	Collection site	Matrix
1	SDWB Default (PWSMDDYY##)	101-023-Saddle Rd Tank Outlet	Drinking Water
2			Drinking Water

11. After adding the samples to your order, you have 2 options: *Save* or *Save and Submit*.

- Save**: Your order is saved but not submitted to the lab. You will be able to return and edit this order.
- Save and Submit*: Your order is forwarded to the lab and you will not be able to make any other edits

Tests & Containers

Edit Tests

Auto Assign

Delete

Container Type

Save

Save and Submit

Cancel

12. Labels for your scheduled samples should be included with your sample supplies. Please contact the SDWB if you do not receive sample labels

403-001-Pump Site Gate Hoseb

Collected Date 09/16/2024 :

AG40ML VOC HCL

Drinking Water Chemistry

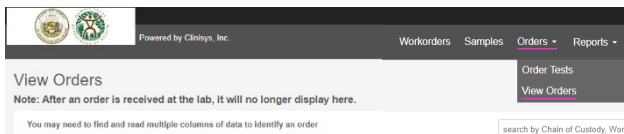
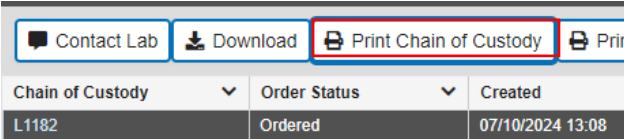
VOC

1497001-1

**Important Note about ordering Lead and Copper and Chemistry samples:**

- Save and Submit* all orders **at least three weeks prior** to your sample date. The SDWB sends out your supplies from Oahu two weeks before the sample date provided. Only orders that have been submitted to the lab will be sent supplies. If orders are not received by the deadline, you may not receive your supplies before your intended sample collection. Contact the SDWB for confirmation that we received your order If you schedule samples after the deadline.

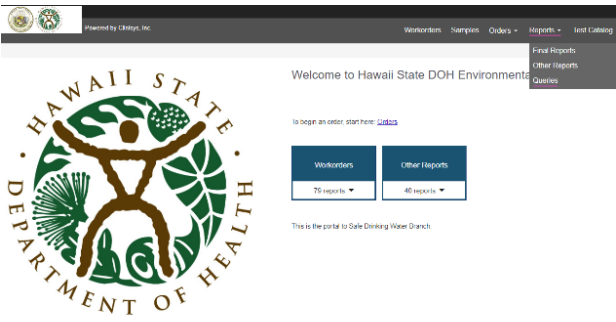
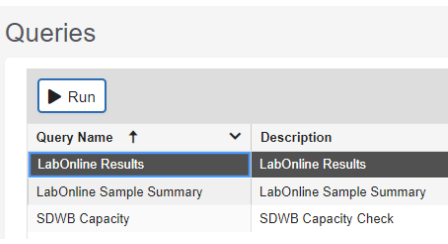
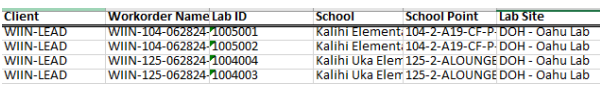
## Viewing and Printing COC

1. Once you submit your order, a COC will be automatically downloaded to your device	
2. If your COC does not automatically download or you need to re-print your COC at a later date, on the View Orders page: Highlight the order and use the <i>Print Chain of Custody</i> button	

## Viewing Results, Final Reports, and Final COCs\*

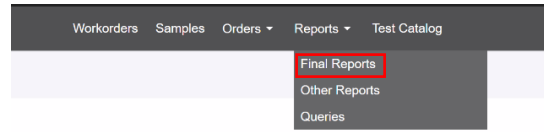
- When your order is received by the lab, it will no longer be displayed on the View Orders page.
- Once final results are published, you will be able to see both the final results and final report.

\*Use LabOnline Production to view Results, Final Reports, and Final COCs. No results, final reports, or final COC were loaded onto LabOnline Test.

1. To download a spreadsheet of your results: <ul style="list-style-type: none"> <li>• Click on the <i>Reports</i></li> <li>• Click on <i>Queries</i></li> </ul>	
2. Highlight the <i>LabOnline Results</i> query and select run	
3. Search by date or analyte and click done. <ul style="list-style-type: none"> <li>• An excel version of your results should be download to your device</li> </ul>	

4. To view and download a pdf of the Final Report:

- Click on *Reports*.
- Click on Final Reports
- Choose a *Report Date* option: Last \_\_ Days/date range/All
- Click on the *View* link to the Final Report found in the 1st column



<a href="#">Mark as Read</a>	<a href="#">Mark as Unread</a>	<a href="#">Download</a>	<a href="#">Print</a>
Link	Description	Type	Client
<a href="#">View (unread)</a>	1206 [114-070924-MH]	Workorder	HI0000114[PUNALU'U

5. To view and download a pdf of the final COC:

- Click on *Workorders*
- Choose a *Received Date* option: Last \_\_ Days/date range/All
- Under Filter: Select Reported
- Under Client: Select your PWS
- Click on the *View* link\* found in the *Chain of Custody* column to see a scan of the final COC

\*Contact SDWB if no final COC is available

The screenshot shows the 'Workorders' page. The 'Workorders' tab is selected (highlighted with a red box). Below the navigation bar, there's a 'Search Criteria' section with a search box and filters. The 'Filter' section shows 'All', 'In Progress', and 'Reported' (highlighted with a red box). Below the filters, there's a table of workorders. The 'Chain of Custody' column has 'View' links (highlighted with a red box) for each row.

Filter	All	In Progress	Reported
View (unread)	1206 [114-070924-MH]	Workorder	HI0000114[PUNALU'U

Filter	All	In Progress	Reported
View (unread)	1206 [114-070924-MH]	Workorder	HI0000114[PUNALU'U

Last updated: 11/25/25