HAWAII STATE DEPARTMENT OF HEALTH
HEALTHY PEOPLE - HEALTHY COMMUNITIES - HEALTHY ISLANDS

SLD LabOnline User Guide

LabOnline is a Laboratory Information Management System (LIMS) designed to meet the requirements of many types of contract laboratories, such as Environmental, Clinical, and Public Health. LabOnline facilitates the self-service of data by enabling authorized laboratory customers, sample submitters, and report recipients to obtain detailed information about the samples they submit for testing. Users can filter projects, samples, and results, as well as download and/or print reports that have been created on their behalf. Information inquiries are conducted in a secure environment where the user only has access to permissible samples and results.

This document provides a quick overview of the LabOnline functionalities. The goal is to guide you to access submitted samples and results.

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I.   Signing in the SLD LabOnline

A. The Production URL

Access the Sign In page by using the following URL:

https://cln-lab-prod-statelab.doh.hawaii.gov/Account/SignIn

Using an internet browser (eg. Microsoft Edge, Google Chrome) type in the above URL in the address bar and press the Enter key. The Clinisys LabOnline Sign In screen should appear:

B. User ID and Password

1. Enter your User ID
    Your user ID is your email address.
2. Enter your password

    Note: When a new account is setup, an email containing your password reset link will be sent to you.

Your account will be locked after 3 unsuccessful sign in attempts as a security measure.

Example of an email with the password reset link:

[EXTERNAL] LabOnline account for John Doe

SLDITAdmin@doh.hawaii.gov
To   John Doe

Reply   Reply All   → For

Tue 2/

ⓘ Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

A LabOnline account has been created or reset for John Doe. Click this link and follow the instructions: Password Reset

If you are unable to click on the above link then copy and paste the following URL into your browser: https://cln-lab-prod-statelab.doh.hawaii.gov/Account/ResetPassword/?k=3QYDmmxtdLwXaJNvIVoUa0VX2Rj5E7occMu____H3dGMb7j17hi8A0RBV7mItq85VCL

i.   Forgot User ID or Password

If you forget your user ID or password, LabOnline can send your user ID or a reset link to the email address associated with your account.

- To retrieve your **user ID**, complete these steps:

    1. On the Sign In page, click the **Forgot user ID or password** link below the **Sign In** button.

    2. In the **Forgot user ID or password** window, select the radio button for user ID and enter your email address and reenter it to confirm.

    3. Click **Continue**.

    4. Check the email account associated with your LabOnline account for your user ID.

- To retrieve your **password**, complete these steps:

    1. On the Sign In page, click the **Forgot user ID or password** link below the **Sign In** button.

    2. In the **Forgot user ID or password** window, select the radio button for password and enter your user ID.

    3. Click **Continue**.

    4. Check the email account associated with your LabOnline account for your user ID.

    5. In the email, click on the "Password Reset" link. If you are unable to click on the link then copy and paste the URL from the email into your browser.

[EXTERNAL] LabOnline account for John Doe

SLDITAdmin@doh.hawaii.gov
To   John Doe

Reply | Reply All | For

Tue 2/

(i) Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

A LabOnline account has been created or reset for John Doe. Click this link and follow the instructions: Password Reset

If you are unable to click on the above link then copy and paste the following URL into your browser: https://cln-lab-prod-statelab.doh.hawaii.gov/Account/ResetPassword/?k=3QYDmmxtdLwXaJNvIVoUa0VX2Rj5E7occMu___H3dGMb7j17hi8A0RBV7mItq85VCL

6. The browser window will display the area to enter your new password and confirm your new password. Then press "Reset Password". See image below.

Change your password
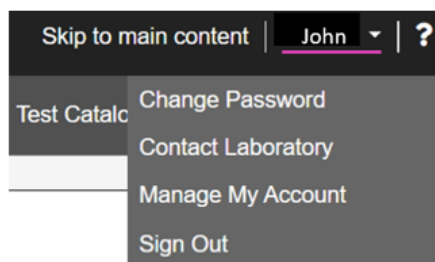
Enter new password: *

Confirm new password: *

Reset Password   Cancel

---

ii.   Change Your Password

LabOnline will prompt you to change your password the first time you log on, after resetting it, or if it is expired. You can also change it at any time through the application.

To change your password, complete these steps:

1. After you log into your LabOnline account, click your name in the user menu located in the top right corner, then choose **Change Password** from the drop-down menu.

Skip to main content | John ▾ | ?

Test Catalo

Change Password
Contact Laboratory
Manage My Account
Sign Out

2. In the **Change your password** box, enter your current password. Then enter your new password and enter it again to confirm.

3. Click **Change Password**.

> A message appears either confirming that you've changed your password successfully or instructing you to try again if there were any issues.

II.   Manage your LabOnline Account

The purpose of the Manage My **Account** feature is to make changes to contact information such as address and phone number, and to set email notification and two-factor authentication preferences.

A. Modify Account

To view and **modify** your **account** information, complete these steps:

1. Click your name in the user menu, which is located in the top right corner of most LabOnline pages. Click **Manage Account** from the drop-down menu.
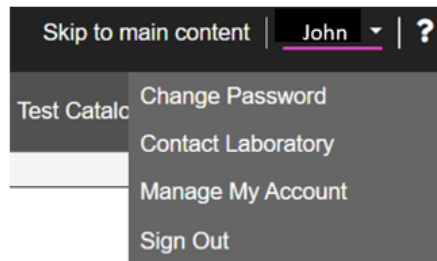
2. On the **Manage Account** page, click **Edit.**

> **Note:** All fields are read-only until you click the **Edit** button.

3. Make changes as needed and click **Save**.

B. Two-Factor Authentication

If the laboratory has configured two-factor authentication, the two-factor authentication page will open, and you will be prompted to enter a unique code. There are two secondary authentication methods: email and Google Authenticator.

i. Email Authenticator

If your account is configured for email authentication, the two-factor authentication window will display in the browser similar to the following image below. You receive a code from the email associated with your account.

1. Check email and retrieve the code.

Email Example:

[EXTERNAL] State Laboratories Division LabOnline Sign-in Confirmation

S   SLDITAdmin@doh.hawaii.gov
To John Doe

(i) Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

We've received a request to sign-in to your account.

If you did not make this request, contact your system administrator immediately and change your password.

If you are attempting to sign in, enter this code when prompted to verify: 134677

2. Enter the code in the two-factor authentication window and then click **Verify**.

Two-factor Authentication

A verification code has been sent to your email.
This code will be valid for **5 minutes**.

Enter code:

[   ]   [🔑 Verify]

Resend code | Use Google Authenticator

The code is valid for **5 minutes**. Click the **Resend code** link to get a new code if the current code has expired.

ii. Google Authenticator

If your account is configured to use Google Authenticator, a similar page appears. Open the Google Authenticator app on your smartphone. Enter the code assigned by your app and click **Verify**. Once you configure Google Authenticator for your account, you can switch between authentication methods as needed.

iii. Setup Mobile Authenticator

If the laboratory has configured two-factor or multiple factor authentication for LabOnline, you can use the Manage My Account feature to set your preference for email or mobile authentication as your secondary authentication method. The default is email and LabOnline will send a unique verification code to the email address associated with your account each time you log on. Microsoft (MFA) and Google Authenticators are apps that you download to your smartphone. The apps also provide additional layers of security by requiring you to enter the unique verification code before accessing your account.

To set up your account to allow two-factor or multi-factor authentication using the mobile apps, follow these steps:

1. Click your name in the user menu, which is located in the top right corner, then click **Manage Account** from the drop-down menu.

2. On the **Manage Account** page, click **Edit.**

3. Select **Mobile authenticator** from the **2-step authorization** radio buttons.

4. Click the **Setup Mobile Authenticator** link on the top right of the page.

   The Setup Mobile Authenticator pop-up opens with instructions.

   > **Note:** This option is only available if the laboratory has enabled multi-factor authentication.

5. Download the Google Authenticator or MFA multifactor authenticator app on your smartphone if you do not already have the app installed.

6. Select whether you want to use Google or Microsoft authenticator.

7. Link the app with LabOnline by scanning the QR code from the Setup Mobile Authenticator pop-up or by entering the displayed code manually into the app.

8. Enter the six-digit verification code from your Authentication app and click **Done**.

III. Browser Settings

Allow Pop-Ups in browser settings

Pop-ups need to be allowed to get the maximum benefit out of LabOnline. Some of the features, such as reports and labels, make use of pop ups on the web page.

A. For Chrome

1. Click the Ellipse at top left corner of Chrome. Select Settings. See image below.

2. Select Privacy and Security.
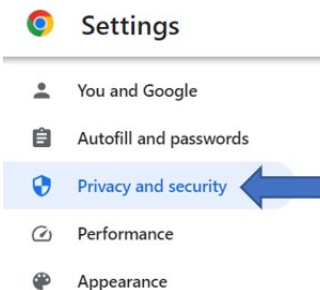
3. Select Site Settings
4. Select Pop-ups and redirects under the Content section. See image below.

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Content

🍪 Third-party cookies
Third-party cookies are blocked in Incognito mode

< > JavaScript
Sites can use JavaScript

🖼 Images
Sites can show images

↗ Pop-ups and redirects
Don't allow sites to send pop-ups or use redirects

5. Where it says, "Allowed to send pop-ups and use redirects," click on Add.

Allowed to send pop-ups and use redirects   Add

6. Copy and paste the Clinisys LabOnline URL. Click Add.

https://cln-lab-prod-statelab.doh.hawaii.gov

Add a site

Site

https://cln-lab-prod-statelab.doh.hawaii.gov

Cancel   Add

B. For Microsoft Edge

1. Click the Ellipse at the top right corner of the browser. Click Settings. See image below.

2. Select Cookies and site permissions. Scroll down to Pop-ups and redirects under All Permissions.
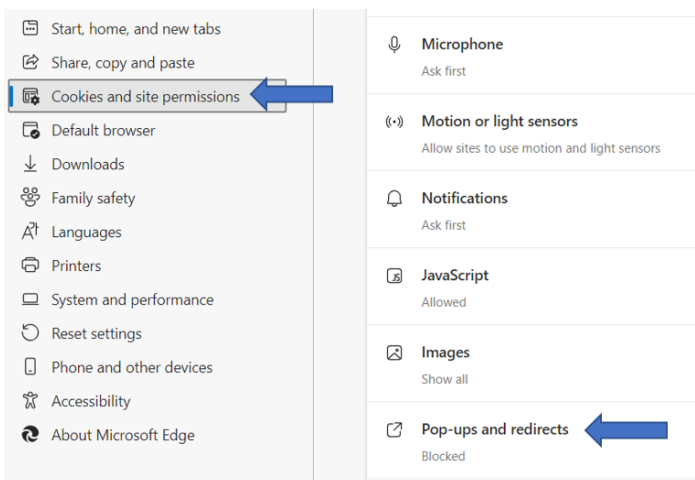
3. Click Add next to Allow. See image below.

Site permissions / Pop-ups and redirects

| Blocked (recommended) | ⬤ |

| Block | Add |
| No sites added | |

| Allow | ➡ Add |
| No sites added | |

4. Copy and paste the Clinisys LabOnline URL. Click Add.
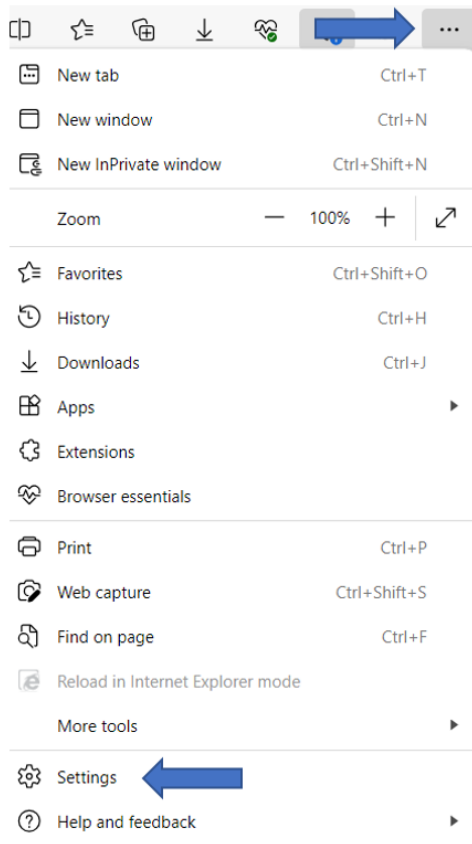   https://cln-lab-prod-statelab.doh.hawaii.gov

Add a site   ✕

Site

https://cln-lab-prod-statelab.doh.hawaii.gov

[Add]   [Cancel]

IV. Search for Samples

You can view summary information about your current and recent samples to see the status and access the final report when it becomes available.

A. Samples Page

From the Samples page, you can use search criteria to further filter the results. You can mark the related final reports as read or unread. You can **download** or **print** one or more selected final reports, which automatically marks them as read. Downloading multiple reports combines them as individual files into a single ZIP file. Printing multiple reports merges them into a single PDF file that opens on your desktop for printing. Any reports that are not in PDF format open separately.

To view information about current and recent samples, follow these steps:

1. Select **Samples** from the LabOnline main menu.

2. Choose a client from the **Client** drop-down list on the right side of the screen above the grid. Note: Most users are setup to have only one default option.

3. To narrow your search, specify Search Criteria, and then click **Search** to display the results. To clear the search criteria, click **Reset**.

4. To find samples with a specific status, such as only those that have been reported, use the quick filter buttons. You can also narrow the results using the grid column filters.

> **See:** Filter Data for information on further narrowing down your search results.

5. The samples that meet the criteria you entered appear in the grid.

B. Samples Page Field Descriptions

Field	Additional Details
Final Report	Indicates the status of the final report for the sample. This field is blank when no report exists. Otherwise, it contains one of the following: • **View (unread)** - A new report is available, or you have marked it as unread. Click the link to view the final report. • **View** - A report is available that you have previously viewed, downloaded, printed, or marked as read. Click the link to view the final report. • **Restricted** - The sample is reported but you do not have permission to view it. This can happen when you are not designated as a report recipient for the client.
My Sample ID	Client's identifier for the sample. When the ID is a link, it displays the results for all reported samples of the selected client that have the same identifier.
Accession No.	Identifier issued by the laboratory for the sample. When this field is a link, it displays all results for the sample.
Collection Date	Date and time the sample was collected.
Chain of Custody	External chain of custody document ID. Click the link to view the document.
Collection Site	Site where the sample was collected. When this field is a link, it displays the results for all reported samples of the selected client for the same collection site.
Status	Sample status. Options include: • Work in Progress - open work exists, laboratory testing is incomplete.

Field	Additional Details
	• Completed - all work is complete. • Reported - all work is complete and a final report has been generated. • Amended - more than one final report has been generated.
Received	Date and time the sample was received.
Due	Date and time the sample is due to be completed.
Reported	Date and time the sample was reported.
Profile	Profile against which the tests were ordered. A profile typically represents a contract between the laboratory and the client.
Line Item	Line item against which the sample was logged. Line items provide default values during login and help to define special pricing.
Sample Type	Type of sample, which determines how the sample is processed and reported.
Matrix	Sample's matrix, indicating the type of material that is tested. The matrix also limits the tests that are applicable.
Tracking No.	Tracking number associated with the shipment of the sample containers.
Tests	List of test codes ordered for the sample. Click the link to view the test descriptions in a pop-up.
Collector	Name of the person responsible for collecting the sample.
Final Result	Overall final result call for the sample.
TAT	Turnaround time, which determines the due date of the sample.
Description	Description of the sample. This field may also contain notes about the sample.
Laboratory	Laboratory site that is responsible for reporting and billing the sample.
Cancel Reason	Description indicating why the sample is canceled. This column is blank for samples that are not canceled.

Field	Additional Details
Prior Reports	If previous versions of the final prior reports are available for a sample, the number of prior reports available appears as a link in this column. Click the link to view the list of prior reports and view the previous copies.

C. View Sample Results

You can view test results for reported samples from the sample overview grid.

To view reported results for samples, complete the following steps:

1. Select **Samples** from the LabOnline main menu.

2. Click the **Reported** quick filter button above the Samples overview grid.

3. Use the **Search Criteria** and **Client** drop-down list to locate the sample whose results you want to view.

    Note: Not all users are setup for more than one Client option.

4. On the Samples overview grid, click the link in the **My Sample ID** column that matches your identifier for the sample with the results you want to view. If your identifier matches more than one sample for the selected Client, the results for all reported samples from the matching identifier are displayed.

5. To analyze results across samples from a given collection site, click the link in the **Collection Site** column from the Samples overview grid. The results for all reported samples for the selected client and collection site display.

6. To display results for a specific sample, click the appropriate **Accession Number** column link on the Samples overview grid.

7. Use the Search Criteria to further limit the results as needed.

8. To return to the samples grid, click the **Back to Samples** link near the top of the page.

D. Sample Results Page Field Descriptions

Field	Additional Details
My Sample ID	Client's identifier for the sample.
Accession No.	Identifier issued by the laboratory for the sample. When this field is a link, it displays all results for the sample.
Analyte Class	Classification associated with the analyte, if applicable. This field displays the name of the grouping, also known as the report break header.
Analyte	Name of the analyte, compound, drug, or parameter for which the laboratory tested.
Comments	Indicates when the result has an associated reportable comment. This field displays "Y" when a comment exists. You can view the comments on the final report.
Result	Formatted numeric result for the analyte.
Units	Units of the reportable result.
Detection Limit	Reportable detection limit. This limit is used to determine the result outcome.
Method	Analytical laboratory method used to determine the result.
Analyzed	Date and time the analyte was tested by the laboratory.
Collection Site	Site where the sample was collected. When this field is a link, it displays the results for all reported samples of the selected client for the same collection site.
Uncertainty	Level of uncertainty associated with the result.
App Low	Lower application limit for the analyte. This is the lower warning limit for monitoring levels of analytes.
App High	Upper application limit for the analyte. This is the upper warning limit for monitoring levels of analytes.
Text	Text-based, or qualitative, result for the analyte.

Field	Additional Details
Profile	Profile against which the tests were ordered. A profile typically represents a contract between the laboratory and the client.
Sample Type	Type of sample, which determines how the sample is processed and reported.
Matrix	Sample's matrix, indicating the type of material that is tested. The matrix also limits the tests that are applicable.
Collection Date	Date and time the sample was collected.
Received	Date and time the sample was received.
Result Call	Result call for clinical results. Examples include Detected, Negative, Positive, Adulterated, Dilute, Invalid, etc.

V.   Search for Patients

You can view summary information about your current and recent patient samples to see the status and access the final report when it is available. Similar to the Samples feature, the patient grid lists a row per sample, and the patient identifies information related to each sample.

A. Patients Page

From the patient page, you can use **Search Criteria** to further filter the results. You can **mark** the related final reports as **read or unread**. You can **download** or **print** one or more selected final reports, which automatically mark them as read. The downloading of multiple reports combines them as individual files into a single ZIP file. Printing multiple reports merges them into a single PDF file that opens to print on your desktop. Reports that are not in PDF format are open separately.

To view information about current and recent patient samples, complete these steps:

1. Select **Patients** from the LabOnline main menu.

2. Choose a client from the **Client** drop-down list on the right side of the screen above the grid.

3. To narrow your search, specify Search Criteria, and then click **Search** to display the search results.To clear the search criteria, click **Reset**.

4. To find patient samples with a specific status, such as only those that have been reported, use the quick filter buttons. You can also narrow the results using the grid column filters.

> **See:** Filter Data for information on further narrowing down your search results.

5. The patient samples that meet the criteria you entered appear in the grid.

B. Patients Page Field Descriptions

Field	Additional Details
Final Report	Indicates the status of the final report for the sample. This field is blank when no report exists. Otherwise, it contains one of the following: • **View (unread)** - A new report is available, or you have marked it as unread. Click the link to view the final report. • **View** - A report is available that you have previously viewed, downloaded, printed, or marked as read. Click the link to view the final report. • **Restricted** - The sample is reported but you do not have permission to view it. This can happen when you are not designated as a report recipient for the client.
Patient Name	Name of the patient. When this field is a link, it displays the results for all reported samples for this patient of the selected client.
Patient DOB	Patient's date of birth.
MRN	Medical Record Number. A unique identifier for the patient assigned by the client. When the ID is a link, it displays the results for all reported samples for this patient of the selected client.
My Sample ID	Client's identifier for the sample.
Accession No.	Identifier issued by the laboratory for the sample. When this field is a link, it displays all results for the sample.
Collection Date	Date and time the sample was collected.
Chain of Custody	External chain of custody document ID. Click the link to view the document.

Field	Additional Details
Collector	Name of the person responsible for collecting the sample.
Tracking No.	Tracking number associated with the shipment of the sample containers.
Sample Result	Overall final result call for the sample.
Status	Sample status. Options include: • Work in Progress - open work exists, laboratory testing is incomplete. • Completed - all work is complete. • Reported - all work is complete and a final report has been generated. • Amended - more than one final report has been generated.
Cancel Reason	Description indicating why the sample is canceled. This column is blank for samples that are not canceled.
Received	Date and time the sample was received.
Due	Date and time the sample is due to be completed.
Reported	Date and time the sample was reported.
Profile	Profile against which the tests were ordered. A profile typically represents a contract between the laboratory and the client.
Line Item	Line item against which the sample was logged. Line items provide default values during login and help to define special pricing.
Lab Patient ID	Identifier issued by the laboratory for the sample. When this field is a link, it displays all results for the sample.
Sample Type	Type of sample, which determines how the sample is processed and reported.
Matrix	Sample's matrix, indicating the type of material that is tested. The matrix also limits the tests that are applicable.
Collection Site	Site where the sample was collected. When this field is a link, it displays the results for all reported samples of the selected client for the same collection site.
Tests	List of test codes ordered for the sample. Click the link to view the test descriptions in a pop-up.

C. View Patient Results

You can view test results for all reported samples of a selected patient from the patient overview grid.

To view reported results for all samples for a specific patient, complete the following steps:

1. Select **Patients** from the LabOnline main menu.

2. Click the **Reported** quick filter button above the Patients overview grid.

3. Use the **Search Criteria** panel and **Client** drop-down list to locate the patient whose sample results you want to view.

   Note: Not all users are setup for more than one Client option.

4. On the Patients overview grid, click the link in the **MRN** or **Patient Name** columns to see results across all samples for the selected Client that share the same patient.

5. To display results for a specific sample, click the appropriate **Accession Number** column link on the Patients overview grid.

6. To view the report, click the View link in the **Final Report** column.

D. Patient Results Page Field Descriptions

Field	Additional Details
Patient Name	Name of the patient. When this field is a link, it displays the results for all reported samples for this patient of the selected client.
Patient DOB	Patient's date of birth.
MRN	Medical Record Number. A unique identifier for the patient assigned by the client. When the ID is a link, it displays the results for all reported samples for this patient of the selected client.

Field	Additional Details
My Sample ID	Client's identifier for the sample.
Accession No.	Identifier issued by the laboratory for the sample. When this field is a link, it displays all results for the sample.
Collection Date	Date and time the sample was collected.
Chain of Custody	External chain of custody document ID. Click the link to view the document.
Collector	Name of the person responsible for collecting the sample.
Tracking No.	Tracking number associated with the shipment of the sample containers.
Sample Result	Overall final result call for the sample.
Status	Sample status. Options include: • Work in Progress - open work exists, laboratory testing is incomplete. • Completed - all work is complete. • Reported - all work is complete and a final report has been generated. • Amended - more than one final report has been generated.
Cancel Reason	Description indicating why the sample is canceled. This column is blank for samples that are not canceled.
Received	Date and time the sample was received.
Due	Date and time the sample is due to be completed.
Reported	Date and time the sample was reported.
Profile	Profile against which the tests were ordered. A profile typically represents a contract between the laboratory and the client.
Line Item	Line item against which the sample was logged. Line items provide default values during login and help to define special pricing.
Lab Patient ID	Identifier issued by the laboratory for the sample. When this field is a link, it displays all results for the sample.

Field	Additional Details
Sample Type	Type of sample, which determines how the sample is processed and reported.
Matrix	Sample's matrix, indicating the type of material that is tested. The matrix also limits the tests that are applicable.
Collection Site	Site where the sample was collected. When this field is a link, it displays the results for all reported samples of the selected client for the same collection site.
Tests	List of test codes ordered for the sample. Click the link to view the test descriptions in a pop-up.

VI.   Search for Reports

You access reports through the Reports menu. Reports include a variety of documents, including invoices and quarterly summary reports as well as copies of output from queries you have run. They are grouped into Final Reports and Other Reports. You can also access final reports from the Samples or Patients features within the context of the item to which they relate.

From the Final Reports and Other Reports pages, you can use search criteria to further filter the results. You can mark reports as read or unread. You can **download** or **print** one or more selected reports, which automatically marks them as read. Downloading multiple reports combines them as individual files into a single ZIP file. Printing multiple reports merges them into a single PDF file that opens on your desktop for printing. Any reports that are not in PDF format open separately.

To search for reports, follow these steps:

1. Select **Reports** from the LabOnline main menu, then choose either **Final Reports** or **Other Reports** from the submenu depending on the type of reports you want to view. All of the reports of the selected type to which you have access will be displayed in the grid.

2. Use the **Report date** search criteria to narrow your search results by number of days or by date range. You can also choose to show all available entries without filtering the report date.

3. To find reports with a specific status such as only those that have not been viewed by you (unread), use the quick filter buttons. You can also narrow the results using the grid column filters.

> **See:** Filter Data for information on further narrowing down your search results.

4. Click the **View** link in the row for the report you would like to view. Unread reports appear in bold text and the view link has 'unread' added to it.

A. Final Reports Page Field Descriptions

Field	Additional Details
(Unlabeled column)	Contains a link to view the report. This field displays one of the following: • **View (unread)** - The report is new, or you have marked it as unread. Click the link to view the report. • **View** - You have previously viewed, downloaded, printed, or marked the report as read. Click the link to view the report.
Description	Primary identifiers of the workorder or sample to which the report is associated.
Type	Indicates whether the report is associated with a workorder or sample.
Client	Name of the client associated with the workorder or sample.
Subject	General description of the report, indicating its type and usage.

B. Other Reports Page Field Descriptions

Field	Additional Details
(Unlabeled column)	Contains a link to view the report. This field displays one of the following: • **View (unread)** - The report is new, or you have marked it as unread. Click the link to view the report. • **View** - You have previously viewed, downloaded, printed, or marked the report as read. Click the link to view the report.
Subject	General description of the report, indicating its type and usage.
Date	Date and time the report was produced.

VII. Grid Functionality

Many features throughout LabOnline allow you to work with data in a grid. You can edit the grid layout by moving columns, changing sort order, adding and removing columns, and adjusting

column widths. You can save these changes such that they persist each time you access LabOnline from the same workstation. LabOnline grids also allow you to filter data using the grid columns and to export the contents of a grid to Microsoft Excel using your customized layout. LabOnline allows you to enter and edit text and manipulate information in grids in various ways.

A. Customize Grid Columns

LabOnline allows you to customize the layout of grids and save your layout changes for future use.

You can customize grids in each of the following ways:

- Hide columns that are not pertinent to you
- Show columns that are hidden by default
- Resize the width of a column
- Move columns so that information that is most important to you is up front
- Choose which columns are included in the sort order of the data in the grid

Refer to **Filter Data** for details on narrowing down the information displayed in grids.

B. Show or Hide Columns

To change which columns are displayed in a grid, follow these steps:

1. Click the arrow on the right side of the column header for any column in the grid.
2. Select **Columns** to view the list of columns in a pop-up menu.
3. **Select** the checkboxes for columns you want to show from the pop-up menu. **Deselect** the checkboxes for columns you want to hide.
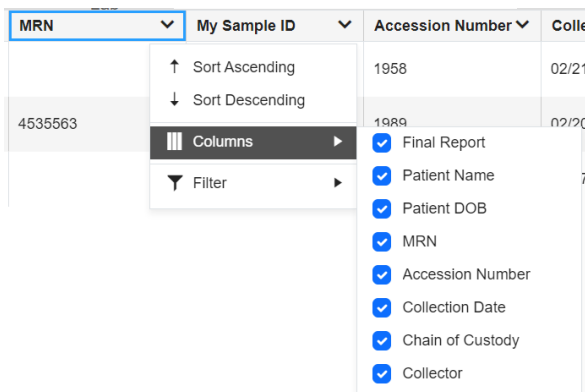
C. Resize Columns

Make columns wider or narrower by clicking and dragging the edge of the column header. Changing the size of one column will not change the size of other columns.

D. Reorder Columns

To change the order of columns in a grid, follow these steps:

1. Click the column header of the column you wish to move. You can only move one column at a time. See image below.

Accession Number ↑ ⌄	Collection Date ⌄	Chain of Custody ⌄
1874	02/07/2024 00:00	L844
1958	02/21/2024 00:00	L866

2. While holding down your mouse button, drag the column header to where you would like to locate the column. A plus sign to the left of the column name that you are moving indicates that the column can be moved to that location. A negative sign to the left of the column name that you are moving indicates that the column cannot be moved to that location.

Accession Number ↑ ⌄	Collection Date	Chain of Custody ⌄
1874	02/07/2024 00:00	⊘ Chain of Custody
1958	02/21/2024 00:00	L866

3. When a plus sign appears and you see two arrows where you would like to see the column, release your mouse button to drop the column in that location. After you arrange your columns, you can save or reset the grid (Refer to Save or Reset Grid Settings).

Accession Number ↑ ⌄		Chain of Custody ⌄
1874	+ Chain of Custody 02/07/2024 00:00	L844
1958	02/21/2024 00:00	L866

Accession Number ↑ ⌄	Chain of Custody ⌄	Collection Date ⌄
1874	L844	02/07/2024 00:00
1958	L866	02/21/2024 00:00

E. Sort Columns

Arrow icons appear near the right side of the column header when the grid is sorted by that column. An up arrow indicates rows are sorted in ascending order; a down arrow indicates descending order.

Accession Number ↑ ⌄	Accession Number ↓ ⌄

Click anywhere in the column header to toggle the sort between three states:

- Ascending, Descending or Unsorted

For example: if an up arrow appears in the column header, click once to switch to descending order and click again to remove the sort.

You can also sort columns by clicking the arrow in the right corner of column header. Select **Sort Ascending** or **Sort Descending** from the pop-up menu.

F. Sort Multiple Columns

Sometimes you need to sort by more than one column to see the rows in the order that you want. To sort using multiple columns, follow these steps:

1. Click the column header of the column you wish to be the primary sort. To sort descending, click again to toggle the arrow.

2. Press and hold Shift.

3. Click the column header of the column you wish to be the secondary sort. To sort descending by this column, continue holding Shift and click again to toggle the arrow.

4. Repeat step 3 while continuing to hold Shift.

5. Release the Shift key when all desired columns are included.

Tip: Numbers will appear near the right side of the column header when more than one column is included in the sort. The primary sort displays a "1", the secondary sort shows a "2", and so forth.

My Sample ID ▼ 3 ⌄	Lab Sample ID ▲ 2 ⌄
TEST56	185262001

G. Save or Reset Grid Settings

LabOnline allows you to edit grid layouts by moving columns, changing sort order, adding and removing columns, and adjusting column widths. You can save these changes such that they persist each time you access LabOnline from the same workstation. Grid settings save to your browser's local storage.

If you have made changes to a grid and want to save those changes, click the ellipsis icon ⋮ on the right of the grid. Select **Save Grid Settings**.
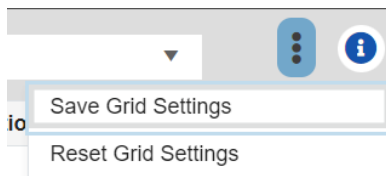
To reset the grid to original settings without saving your changes, select **Reset Grid Settings**, then click **Yes** to confirm.

VIII. Filter Data

Most grids in LabOnline allow you to narrow down the set of rows to help you locate the record or records of interest. You accomplish this by applying column filters. Column filters work together with quick filter buttons and search criteria.

Refer to **Search Criteria** for information on the search panels that appear at the top of the Samples, Patients, Final Reports, and Other Reports features.

A. Quick Filter Buttons

Some grids in LabOnline include quick filter buttons, which are located above the grid. These buttons filter the results by criteria that is often not part of the grid itself, or involves multiple criteria. Click the quick filter buttons to narrow down your search results. Search criteria and column filters execute against the selected quick filter and persist when you toggle between quick filters.
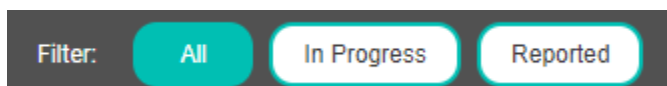
B. Client Filter

Some grids include a Client drop-down list that lists clients to which the user has access. The Client drop-down list filters the grid results to display results from a selected client.

Note: Only DIB LabOnline users have universal patient search enabled and can select all available clients when viewing Samples or Patients.

C. Filter Text Columns

To filter text entries in a column, click the arrow on the right side of a column header in a grid and select **Filter**. Enter a value by which you want to filter and click **Filter**.

To **remove a filter**, click **Clear**. See image below.

If a column has filtered data, the arrow in the right side of the column header is highlighted in gray.

The following operators are available when filtering text-based grid columns:

- **Contain** - include only rows where the search text is included anywhere in the selected column. The search is not case sensitive.
- **Do not Contain** - include records that do not include certain words/phrases. Supports addition of multiple values separated by spaces.
- **Start with** - include only rows where the selected column begins with the search text. The search is not case sensitive.
- **Are empty** - include only rows with no value in the selected column.
- **Are not empty** - include only rows with some value in the selected column.

D. Filter Date Columns

To filter a date-based grid column, click the arrow on the right side of a column headers in a grid and click **Filter**. Enter a date in the **From** and **To** date representing the earliest and latest dates for the results you want returned. You can also use the date picker icon that appears to the right of the date fields and select the exact dates that you want. These values are inclusive. Leave either **From** or **To** blank to search using an open-ended range. fields in MM/DD/YYYY format, or click the date picker icon that appears to the right of date fields and select the exact dates that you want. Click **Filter**.

Both From and To support a keyword of *@today* to search using relative dates. For example, to return samples reported within the last week, add a filter to the Reported column of the Samples grid with From set to @today-7 and To left blank.

E. Filter Number Columns

To filter a number-based grid column, enter a From and To value representing the lowest and highest numeric values for the results you want returned. These values are inclusive. Leave either From or To blank to search using an open-ended range.

IX. Download Reports

You can download one or more final reports if they are available for samples and patients or chains of custody/requisition forms if they are available for orders.

The Download option is available from the following features:

- Samples
- Patients
- Final Reports
- Other Reports

To download one or more documents, complete the following steps:

1. Select the row or rows in the grid containing the reports, chains of custody, or other documents you want to download.

   > **Tip:** To select multiple rows, select a row, press Shift or Ctrl, and select additional rows using either your mouse or arrow keys.

2. Click **Download** ⬇ Download .

3. In the confirmation window, click **Confirm**.

   If you selected a single document, it downloads as a single file. If you selected multiple documents, a zip file downloads containing those files. The process for viewing these downloaded files depends on your browser.

X. Print Reports

You can **print** one or more final **report**s if they are available for workorders, samples, and patients or query orders if they are available for orders. You can also **print** other types of documents, including invoices, electronic data deliverables, quarterly summary **report**s, and query output.

The **Print** feature merges PDF and image files (PNG, BMP, JPG, and GIF) together into a single PDF file so that you can **print** them all at once. All other file types are downloaded individually and not as part of a merged file. You must **print** file types other than PDF or image individually.

The **Print** option is available from the following features:

- Samples
- Patients
- Final Reports
- Other Reports

To **print** one or more documents, complete the following steps:

1. Select the row or rows in the grid containing **report**s, chains of custody, or other documents you want to **print**.

> To select multiple rows, select a row, press Shift or Ctrl, and select additional rows using either your mouse or arrow keys.

2. Click **Print** 🖨 Print .

3. In the confirmation window, click **Confirm**.

> If you selected multiple PDF or image-based **report**s to **print**, the documents are merged into one PDF file. The **report** is opened in your browser's PDF viewer**.** If you selected other types of documents, each document opens separately.

4. From the PDF viewer, choose **Print.**

   For other types of documents, choose **Print** for each selected file.

XI. Contact the Laboratory

For lab **operational** questions or problems, contact the appropriate laboratory branches.

For LabOnline **technical** questions or problems, use the "Contact the Laboratory" feature in the LabOnline. You can send an email to the **laboratory** through an option in the user menu or by clicking the **Contact** button in the samples or patients grids.

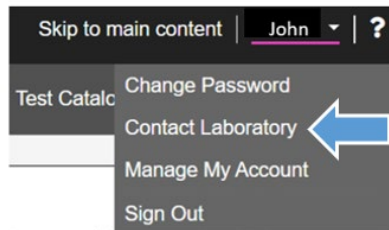### A. User Menu Option

> **Tip:** This option should only be used for general inquiries. Use the **Contact** button on the grids if you have context-specific inquiries for samples, patients, and so forth.

To send an email to the **laboratory** regarding a general question, follow these steps:

1. Click your name in the user menu, which is located in the top right corner of most LabOnline pages. Then, click **Contact Laboratory** from the drop-down menu.

B. Contact Button Option

In the Samples and Patients grids, the **Contact** button option allows you to select more than one item in the respective grid to reference in your email.

1. Select the samples in the samples or patient grids

> Press the **SHIFT KEY** and click on the combined rows
> OR
> Press the **CTRL KEY** and click on separate individual samples

2. Click on the Contact button

3. In the **Contact Laboratory** box, verify your email address.
   a. Enter the **Subject** field
   b. The **Message for laboratory** field contains the name of the grid from which you are sending the message as well as the unique identifiers for the records you have selected. Add your message for the **laboratory** after this default text.

4. Click **Send**. A confirmation message appears if your email was sent successfully.

Contact Laboratory

Your email address: *

john.doe@doh.hawaii.gov

Subject: *

default Message Subject

Message for laboratory: *

Question/comment regarding accession number 1958, 1989....blah blah blah...

Send   Cancel