

Web Tools
User Guide

Corporate Solutions

www.LabCorpSolutions.com



Contents

Contents	1
Introduction	2
About LabCorp Corporate Solutions Web Tools.....	2
Account Types Supported by Web COC.....	2
System Requirements Updates.....	2
Recommended	2
Minimum	2
System Security.....	2
Getting Started	3
User Access	3
Log-In	3
User Assistance.....	3
Menu Bar	4
Home.....	4
Feedback.....	4
Contact Us	4
Change Password	4
Logout.....	4
Theme	4
Navigation Panel	5
Register Donors.....	5
Import Registrations.....	6
Edit/Delete Registration.....	6
Donor Report.....	6
Global Report	7
Customize COC Form.....	7
Preview COC Form	7
Specimen Inquiry (with COC Image Viewing)	8
Summary Reports	9
Technical Bulletins	9
Find Collection Site	9
Schedule an Appointment.....	9
Collection Site Match	10
Users Guide	10
Technical Assistance.....	10

Introduction

About LabCorp Corporate Solutions Web Tools

LabCorp Corporate Solutions Web Tools is a suite of web-based applications that enables authorized users to view specimen status, retransmit specimen results, view laboratory scanned chain-of-custody (COC) form images, and register donors for drug screen specimen collection at a Web COC-capable site. LabCorp Corporate Solutions includes the Web COC tool that guides specimen collectors through each step of the collection process to produce a COC form on-site.

Account Types Supported by Web COC

- Non-federally Regulated Urine (English and Spanish versions)
- Federally-Regulated Urine (Department of Transportation [DOT])
- Oral Fluid
- Hair
- Point-of-Collection Testing (POCT) Urine
- DOT-Like Urine
- Florida Urine

System Requirements Updates

Minimum

- Internet-capable PC
- Microsoft Internet Explorer 9.0 with security patches and 128-bit encryption
- Adobe Acrobat Reader v11.0

Recommended

- Adobe Acrobat Reader DC or above
- Laser printer
- High-speed Internet connection (DSL, cable, or T1)
- Microsoft Office Excel 2007 or later version
- Microsoft Internet Explorer 11.0 or above

System Security

- Each LabCorp Corporate Solutions user must have his/her own user account.
- After 30 minutes of inactivity, the user will be automatically logged out of the system.
- After five failed login attempts, the system will deactivate the user account for five minutes.
- After 90 days of account inactivity, the user will be required to reset their password.
- After six months of inactivity, the system will deactivate the user account.

Getting Started

User Access

To obtain new user access for LabCorp Corporate Solutions Web Tools, download the User Registration form located at www.LabCorpSolutions.com > Register > Collector Registration. Submit completed and signed user registration forms to LabCorp's Occupational Testing Services Customer Care via fax or e-mail as instructed on the form.

User access rights management includes the option to limit access to specimen results information based on result type: positive, negative, abnormal, and canceled. Specimen type result access may be managed on an account or contract level.

Log-In

To begin using the LabCorp Corporate Solutions Web Tool, log in at www.LabCorpSolutions.com > Login. When new users first log into the system, they will be required to accept the online agreement prior to accessing the tools. After accepting the agreement, users will be prompted to change their passwords. Once the initial password has been changed, the **Welcome** page will open. The user may access all functions of LabCorp Corporate Solutions Web Tools through the navigation panel located on the left-hand side of each page. An explanation of each navigation panel item is included in this document.

User Assistance

LabCorp Corporate Solutions Web Tools are user-friendly. Users only need a basic knowledge of web page navigation to utilize them effectively. For additional simplicity, the web tool includes instructions on each page to assist the user with the appropriate tools available to them. The user can choose to hide this help language by clicking on **Hide Help** or **Help**.

Menu Bar

The following LabCorp Corporate Solutions Web Tools Menu Bar options are listed in the order in which they appear across the top of the web page.

Home

The **Home** option enables the user to return to the **Welcome** page of LabCorp Corporate Solutions Web Tools.

Feedback

The user may submit feedback on how to improve the LabCorp Solutions application by selecting **Feedback**.

Contact Us

The user may select **Contact Us** to view the contact information for LabCorp Corporate Solutions technical support as listed below.

OTSTechSupport@labcorp.com

Telephone: 800-833-3984, extension 5380

Fax 919-481-5444

Change Password

The user may change his/her password by selecting the **Change Password** option and completing the displayed fields.

CAUTION! The page displays the password requirements. When creating a new password, you must adhere to the requirements.

CAUTION! Passwords are case-sensitive.

Logout

Users may end their LabCorp Corporate Solutions Web Tools sessions by selecting **Logout**.

Theme

The user may choose from the following list of themes to change the appearance of web pages within LabCorp Corporate Solutions.

- Pepper Grinder
- Ui Lightness
- Ui Darkness
- Overcast
- Flick
- Smoothness

Navigation Panel

The following LabCorp Corporate Solutions Web Tools Navigation Panel options are listed in the order in which they appear on the left-hand side of the web page.

Register Donors

The **Register Donors** option enables the user to enter one or more donors' demographic information including donor ID, account number, and service(s) required, thereby creating a collection order referred to as a "donor registration". The donor registration process currently supports drug screen collections and saliva alcohol. The service(s) available to the employer on the **Register Donors** page are dependent upon the account number entered.

The donor registration process enables a collector to retrieve each donor registration through the Web Tool and perform the service(s) indicated on the **Collection Worksheet**. The **Register Donors** feature enables any collector with LabCorp Corporate Solutions Web COC capabilities and applicable training to perform the specified service(s).

This option is best suited for users who need to enter a small number of donor registrations. **Import Registrations** is an efficient process to register a large number of donors, especially when they will be tested under multiple account numbers and require different types of testing.

Locate Collection Sites Near Donor

The **Register Donors/Account Search** page includes an option to locate **Collection Sites Near Donor**. This option allows users to search for a Web COC enabled site by ZIP code and mileage radius. Note that the **Collection Sites Near Donor** search criteria will be included on the **Register Donor** page and may be edited if needed.

The donor instructions on the **Electronic Donor Registration Complete** page include the searched collection sites list. This list contains an active link to a map of each collection site location listed. Note that the list with links will be included if the **Drug Screen Test Instructions** are e-mailed to the donor.

Donor Registration Identification Number

Through the **Register Donors** and/or **Import Registrations** options, a unique donor registration ID number is generated. To expedite the Web COC collection process, the donor may take the system-assigned donor registration ID number to the collection site, allowing the collector to simply enter the number and retrieve the donor registration.

Additionally, the donor registration identification number appears on all Web Tools information pages, search pages, reports, and notification e-mails related to the registration. Users may easily locate a specific donor specimen by simply entering the donor registration ID.

Registration Expiration Date

Users are able to designate a date on which the donor registration will expire. The system default is 5 days from the date the registration is created. This feature enables clients to monitor compliance with required testing time frames. The system allows the user to modify the registration expiration date so that the donor's specimen may be collected.

Email Donor Registration Status Notifications

The Web Tool allows the user to enter one or more e-mail addresses to receive automatic notifications for all status changes to the donor registration. The user simply enters the applicable e-mail address(s) in the "E-mail" and "Confirm E-mail" fields on the **Register Donors** page or includes with the **Import Registrations** template. If the user prefers not to receive e-mail notifications, leave the e-mail fields empty. Donor registration status changes for which an e-mail notification will be sent include registration modification, collection completion, registration deletion, and registration expiration.

Import Registrations

The **Import Registrations** feature enables the user to import an account specific spreadsheet file containing donor registration information for an unlimited number of donors that may include multiple account numbers and test options. To begin generating an account specific registration import template, users select the link **Generate account specific template**. The user can select or deselect **'optional'** template spreadsheet columns. After creating the donor registration import file, the user returns to the **Import Registration File** page and populates the **Select File** field using **Browse** to locate the correct saved file and then selects **Import**.

The Import Registration File page includes the option to **Register** all or to enter a numeric value for the number of employees to be randomly selected for testing from the user-created donor registration import file.

After the file has been imported, a collector may retrieve the donor registrations and perform the requested service(s). Once the file is imported, any collector with LabCorp Corporate Solutions Web COC capabilities and applicable training can perform the specified service(s).

Edit/Delete Registration

Users can use the **Edit/Delete Registration** feature to modify or delete a donor registration that they have created prior to the specimen collection being performed.

Donor Report

The **Donor Report** option enables the user to view a report containing the status of a specific donor registration and includes all registration and collection fields:

- Form Type
- Client Registration ID
- Specimen Number from Paper COC
- Donor's Zip Code
- Search Radius
- Donor Verified By
- No Device Available
- Device Used
- Device Lot
- Device Expiration
- Specimen from Head
- Temperature between 90° & 100°F
- Split Specimen Collection
- Observed Collection Performed
- No Specimen Provided
- Refusal to Test

The **Donor Report** page contains a **Specimen Inquiry** button that enables the user to access the donor registration information for the specimen being viewed.

Global Report

The **Global Report** option provides the capability to create and download an Excel spreadsheet containing all of the donor registration records created within a specific timeframe on the user's account(s). There is a maximum of ninety days (90) of records that may be included in the report, and the user is prompted to Open, Save, or Cancel the report.

Customize COC Form

The **Customized COC Form** allows users to create or modify five lines of free-form text that will appear on every Web Tool-generated non-regulated chain-of-custody form (COC) for the account number and registered location code entered.

Note: Not all accounts use registered location codes. Customization is not allowed for the Federal Drug Testing Custody and Control Form (CCF).

Preview COC Form

The **Preview COC Form** feature enables the user to view and print an EXAMPLE of the non-regulated COC form that will be printed for Web Tool specimen collections.

Specimen Inquiry (with COC Image Viewing)

Specimen Inquiry enables the user to enter search criteria to locate a specific specimen and view the final result report, resend a final result report, or view the laboratory scanned image of the COC form. Authorized users may view, print or save a PDF of the final specimen result. Depending on user access rights, the user may view test results for reported specimens or view only the specimen status. If a specimen has been reported, the user may resend the result report through the account's established result report delivery method.

Note: Search criteria must match the specimen exactly or no match will be returned. The user may leave the search criteria field blank to return all available specimens associated with his/her user ID. Specimen search results generated through **Specimen Inquiry** will return all matching results with no limit on the number of records returned. Search results are displayed with 30 records per page and additional pages are accessible when the user clicks on the listed page number links at the bottom of the web page (e.g.: [1](#), [2](#), [3](#), etc.).

Specimen Inquiry searches include a **Sort By** feature that enables the user to select a criterion by which the returned data will be sorted and a checkbox option to display returned records in descending order.

The **Specimen Inquiry** page also includes checkboxes that allow the user to search for **Reviewed** or **Not Reviewed** specimens according to the status of the **Reviewed** flag set by the user on the **Specimen Search Results** page(s).

From the **Specimen Inquiry** page, authorized users may view, print or save a .tiff file of the laboratory scanned COC form image. Medical Review Officers (MROs) are the only users authorized to access regulated specimen **custody and control form (CCF) images**.

Specimen Inquiry includes a **Report** button that enables the user to create an Excel spreadsheet containing the following fields.

Contract#	Account#	Location	DOT Regulated
Accession#	Collection Site	Collected	Received
Reported	Reason for Test	Panel	Overall Result
DOT Result	Lab Status	Employer	Donor Name
Donor ID	Donor SSN	Donor Phone	

Summary Reports

In order to have access to summary reports through LabCorp Corporate Solutions, the user must submit a completed **Electronic Statistical Summary Reporting Form** to the LabCorp Occupational Testing Services account set-up team.

Summary Report allows the user to enter a **Summary ID** and timeframe search criteria to return a list of available summary reports. Regulated and non-regulated summary reports are available. The user may view, print, or save the PDF summary report. The summary reports provided online through LabCorp Solutions are identical to those that are mailed or e-mailed from the laboratory.

The Summary Report search results window includes the following information.

Column	Meaning
Year	The year the Summary Report data reflects
Month	The beginning month the data included in report
Period	The number of months reported
Updated	The date [in mm/dd/yyyy format] that the Summary Report was last generated

Technical Bulletins

LabCorp Corporate Solutions offers clients technical bulletins to assist in managing drug-free workplace programs. Toxicology technical bulletins are available as PDFs through the **Technical Bulletins** option.

Find Collection Site

For customer convenience, LabCorp offers a LabCorp Corporate Solutions Web COC-capable specimen collection site locator within the Web Tool. Users may locate a Web COC specimen collection site by simply selecting the **Find Collection Site** option, entering a 5-digit Zip code and distance in miles from that Zip code, and then selecting **Search**.

Schedule an Appointment

The **Schedule an Appointment** menu option allows users to schedule an appointment for an occupational testing specimen collection at a LabCorp patient service center (PSC). Online appointment scheduling is available at all LabCorp sites. You can even schedule same-day appointments. (Appointments must be made two hours prior to the time of arrival.) Appointments are not required. Please be aware that not all sites offer comprehensive testing services.

Note that donors may schedule an online specimen collection appointment by visiting www.labcorp.com > **Labs & Appointments**.

Collection Site Match

The **Collection Site Match** menu option allows users to import a spreadsheet file containing locations and testing requirements to be matched to LabCorp's patient service centers (PSCs).

To create a correct file for import, the user selects the **Generate Collection Site Match Template** link. On the **Site Match Template Instructions** page, the user selects or unselects check boxes to include or exclude optional fields for the Excel template. Note that ZIP code is always a required template field.

After creating the file, the user returns to the **Match Sites** page and populates the **Select File** field using **Browse** to locate the correct saved file. The user may either select **Match File** to return an Excel spreadsheet or **Match** to return a web page of LabCorp PSC matches.

Users Guide

The **Users Guide** feature enables the user to view, print, or save a PDF of the current LabCorp Corporate Solutions Users Guide.

Technical Assistance

For technical assistance including login and password help, contact LabCorp Corporate Solutions Technical Assistance line at 800-833-3984, extension 5380.

For Customer Service support, contact the LabCorp Corporate Solutions Customer Care Center at 800-833-3984.