



Unilabs

Unilabs Connect

User Manual

Version 1.0

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1. Introduction

1.1. Unilabs Connect

Unilabs Connect is a 24/7 web-based portal designed to allow clients to securely view their patients' results online. This allows for faster response times and convenient worldwide access to reports and images. All reports are protected by personal password and privileged access, making it a highly secure system. There is a facility to print the resulting viewable PDF files.

1.2. System Requirements

- As this is a web-based system, a robust and stable internet is required
- A web browser (Internet Explorer 11, Google Chrome version 64.x, Mozilla Firefox version 58.x)
- A User ID and password (see Login below)

2. Getting started

To access Unilabs Connect, navigate to the following URL within a web browser:

<https://reports.unilabs.co.uk>

3. Login

To have access to the reporting portal, each user needs to have a personal, individual user account already setup for the system. If the user has not been provided with a user account, please refer to the section 'Requesting access to the reporting portal' later in this document.

If the user does have a user account for **Unilabs Connect**, type your username and password in the Login screen.



Login

Username

Required field.

Password

Required field.

Login

[Did you forget your password?](#)

A successful login gives the user access to the **Unilabs Connect**, showing the default page

Report Viewer USER Dedalustest1

Documents List

Filter by client

Filter by date

Filter by period

☒ New documents

Reset

Search

Patient	Birthdate	G	Case date	S	Client	Report date	Actions
Giulio Altini	02-Feb-1966		11-Dec-2017 00:00		LAB RO Ass.Dom.Rovigo	14-Dec-2017 13:12	
Roberto Varesi	01-Jan-1955		14-Dec-2017 13:17		LAB RO Ass.Dom.Rovigo	14-Dec-2017 13:20	
Giulio Altini	02-Feb-1966		11-Dec-2017 00:00		LAB RO Bielorussia	14-Dec-2017 13:13	
Roberto Varesi	01-Jan-1955		10-Dec-2017 00:00		LAB RO Bielorussia	14-Dec-2017 11:07	

3.1. Login errors


A login attempt may fail for many reasons:

- unknown username
e.g. wrong spelling, leading or trailing characters or blanks
- incorrect password
e.g. wrong spelling, wrong case

If the user has forgotten their password, please refer to Section 4 below entitled 'Forgotten password'

- locked users
e.g. the user has repeatedly failed to successfully login to the application.
User accounts are locked at 5 failed login attempts
User accounts are automatically unlocked 10 minutes after the last failed login attempt.
- expired users
e.g. the account has not been used for at least 90 days
User accounts can be reactivated by Unilabs IT support. Please refer to Section 8 below entitled 'Contacting Unilabs IT Support'

A login failure is reported to the user with a generic message as below:



Unilabs

Login

Username

Password

Required field.

Login

[Did you forget your password?](#)

❗ Wrong username/password. Try again. ✕

4. Forgotten password

A user who does not remember their password can reset the password following this process

1. Select the link *"Did you forget the password?"* available in the login page (just below the Login button)



Login

Username

Required field.

Password

Required field.

Login

[Did you forget your password?](#)

2. On the *"Password recovery"* page, enter the Username and the email address used to originally register the user account. Please note, this registered email address is the only email address that the new password will be sent to.



Password recovery

Username

Email

Back

Recovery

3. If the Username and Email address entered within the *"Password recovery"* page do not match the details held on the user account, no password will be sent. If they are valid, the user is informed that an email containing a temporary has been sent



Password reset

A message at the registration email containing a link for password recovery has been sent.

4. Wait for the *"Reset password"* email to be sent to the registered email

5. Select the *“Reset your password”* link from the received email

Hi ihdemo,

You recently requested to reset your password for your Unilabs Portal account. Use the button below to reset it. **This password reset is only valid for the next 24 hours.**

Reset your password

If you did not request a password reset, please ignore this email or contact support if you have questions.

Thanks,
The Unilabs Portal Team

If you're having trouble with the button above, copy and paste the URL below into your web browser.

<https://reports.unilabs.co.uk/p4c.mgmt/reset?token=4f8374d4-dbb6-4ccf-af62-95b03d6f2a8e>

6. After selecting the *“Reset your password”* link from the received email, the user will be directed to the *“Reset password”* page where they will be requested to enter a new password.



Reset password


























New password

New password confirm

Reset password

7. After having entered a new valid password the user is automatically logged into the application

Documents List


<div> <div>Filter by client ▼</div> <div>Filter by date ▼</div> <div>  Filter by period </div> <div> <input checked="" type="checkbox"/> New documents </div> <div>Reset</div> <div>Search</div> <div>▼</div> </div>							
Patient	Birthdate	G	Case date	S	Client	Report date	Actions
 Giulio Altini	02-Feb-1966		11-Dec-2017 00:00	 	LAB RO Ass.Dom.Rovigo	14-Dec-2017 13:12	  
 Roberto Varesi	01-Jan-1955		14-Dec-2017 13:17		LAB RO Ass.Dom.Rovigo	14-Dec-2017 13:20	  
 Giulio Altini	02-Feb-1966		11-Dec-2017 00:00		LAB RO Bielorussia	14-Dec-2017 13:13	  
 Roberto Varesi	01-Jan-1955		10-Dec-2017 00:00		LAB RO Bielorussia	14-Dec-2017 11:07	 

4.1. Password reset errors

The password recovery process may fail for the following reasons

- unknown username
e.g. wrong spelling, leading or trailing characters or blanks
- wrong email
e.g. wrong spelling, registered email different from the typed email
- locked users
e.g. the user repeatedly failed to login
User accounts are locked at 5 failed login attempts
User accounts are automatically unlocked 10 minutes after the last failed login attempt.
- expired users
e.g. the account has not been used for at least 90 days
User accounts can be reactivated by Unilabs IT support. Please refer to the Section 8 below entitled 'Contacting Unilabs IT Support'

A failure is reported to the user with a generic message



Password recovery

Username


Required field.

Email

Required field.

Back

Recovery

 User adada does not exist

4.2. "Reset your password" link (from email) errors

The [Reset your password](#) link from the received email may fail for the following reasons:

- the selected link is not the last that was sent by the system to the registered email address.
 - It is possible to follow the Password Recovery process more than once but only the link sent in the last email is valid.
- the received link has elapsed
 - the link is valid for a limited (24 hours) time period only.




Password reset failed

The reset password link you used is not valid. The link may have expired or you may have requested and received a new link. Use the link from the latest received email. Please repeat the Recovery step if you are not sure.

[Recover password](#)

5. The Unilabs Connect Homepage


When the user has logged into the application, the Home Page is displayed showing the Document List, filtered on the New documents published for the clients linked to the user

 Report Viewer USER Dedalustest1

Documents List

Filter by client








Filter by date

 Filter by period

☒ New documents


Reset

Search

Patient	Birthdate	G	Case date	S	Client	Report date	Actions
+ Giulio Altini	02-Feb-1966	♂	11-Dec-2017 00:00	✓	LAB RO Ass.Dom.Rovigo	14-Dec-2017 13:12	 
+ Roberto Varesi	01-Jan-1955	♂	14-Dec-2017 13:17	✓	LAB RO Ass.Dom.Rovigo	14-Dec-2017 13:20	 
+ Giulio Altini	02-Feb-1966	♂	11-Dec-2017 00:00	✓	LAB RO Bielorussia	14-Dec-2017 13:13	 
+ Roberto Varesi	01-Jan-1955	♂	10-Dec-2017 00:00	✓	LAB RO Bielorussia	14-Dec-2017 11:07	

The application has a header section with links to Personal Settings and User Functionalities

Personal Settings, currently include password change, logout and user manual

 Report Viewer USER Dedalustest1

Documents List

Change Password

Logout

Help Online

User functionalities currently include the Document List (named search)

 Report Viewer USER Dedalustest1



























Documents List

Document search

6. Document List

The Document List shows by default all *New* documents published for the clients linked to the logged-in user.

Documents List


<div>Filter by client ▼ Filter by date ▼  Filter by period <input checked="" type="checkbox"/> New documents Reset Search ▼</div>							
Patient	Birthdate	G	Case date	S	Client	Report date	Actions
 Giulio Altini	02-Feb-1966	♂	11-Dec-2017 00:00	 	LAB RO Ass.Dom.Rovigo	14-Dec-2017 13:12	  
 Roberto Varesi	01-Jan-1955	♂	14-Dec-2017 13:17		LAB RO Ass.Dom.Rovigo	14-Dec-2017 13:20	  
 Roberto Varesi	01-Jan-1955	♂	10-Dec-2017 11:16	 	LAB RO Ass.Dom.Rovigo	14-Dec-2017 11:18	 
 Giulio Altini	02-Feb-1966	♂	11-Dec-2017 00:00		LAB RO Bielorussia	14-Dec-2017 13:13	  
 Roberto Varesi	01-Jan-1955	♂	10-Dec-2017 00:00		LAB RO Bielorussia	14-Dec-2017 11:07	 

The page is split in two sections, the *Filter* section at the top of the screen and the *List* section below it.


6.1. Filter section


The default query filters on New documents published for all clients linked to the user

The user can always switch back to this filter using the “*Reset*” button

Filter by client ▼ Filter by date ▼  Filter by period ☒ New documents Reset Search ▼

The user can expand the section to display additional filter options by selecting the *▼* button on the right hand side of the screen

Filter by client ▼ Filter by date ▼  Filter by period ☒ New documents ☐ Include not valid ▲

Filter by surname Filter by name 

Filter by patient ID Filter by case ID Reset Search

To search for cases, the user has to set the desired filter and select the “*Search*” button

The application applies restrictions to the combination of valid filters.

- Additional filters have to be set to search for all documents (new documents unticked)

The sections allows to filter on

- **New** documents
If selected, only **New** documents are displayed.
A document is defined as **New** the first time it is displayed for any user
- **Not valid** documents
A document is set as **Not valid** when it is superseded by a supplementary report (i.e. a 'newer' instance of the document exists)
- **Client**
The list is restricted to all clients linked to the user but the user can select to further focus the search on a specific client
- **Date**
 - **Case Date**
The date the case was registered on the system by Unilabs
 - **Report date**
The date the report was authorised
- Surname, Name (i.e. first name) and Date of birth of the patient
- Patient ID (this is the customer site's reference number for the patient; e.g. Hospital Number)
- Case ID (this is the Unilabs Case Identifier)

6.2. List section

The list displays in order (from left to right)




- Patient details: first name and surname, date of birth, gender
- Case details: case (registration) date, case status, case (requesting) client
- Report details: report (published) date

The list of data matching the search criteria are shown in pages (10 cases per page) and two buttons are available at the bottom of the list to move between "**Previous**" and "**Next**" pages




Patient	Birthdate	G	Case date	S	Client	Report date	Actions
+ GENOVEFFA ROSSI	17-Sep-1981	♀	03-Feb-2017 10:39	⌛	LAB RO Ass.Dom.Rovigo	03-Feb-2017 10:39	✉ 1
+ GENOVEFFA ROSSI	17-Sep-1981	♀	03-Feb-2017 10:39	⌛	LAB RO Ass.Dom.Rovigo	03-Feb-2017 10:39	✉ 1
+ Roberto Varesi	01-Jan-1955	♂	14-Dec-2017 13:17	✓	LAB RO Ass.Dom.Rovigo	14-Dec-2017 13:20	✉ 1 1
+ Roberto Varesi	01-Jan-1955	♂	14-Dec-2017 13:17	✓	LAB RO Ass.Dom.Rovigo	14-Dec-2017 13:19	✉ 1
+ Roberto Varesi	01-Jan-1955	♂	12-Dec-2017 00:00	⌛ 1	LAB RO Ass.Dom.Rovigo		
+ Roberto Varesi	01-Jan-1955	♂	10-Dec-2017 11:16	✓ 1	LAB RO Ass.Dom.Rovigo	14-Dec-2017 11:18	✉ 1
+ Giulio Altini	02-Feb-1966	♂	12-Dec-2017 00:00	⌛	LAB RO Bielorussia		
+ Giulio Altini	02-Feb-1966	♂	11-Dec-2017 00:00	✓	LAB RO Bielorussia	14-Dec-2017 13:13	✉ 1 1
+ Giulio Altini	02-Feb-1966	♂	11-Dec-2017 00:00	✓	LAB RO Bielorussia	14-Dec-2017 11:48	✉ 1
+ TEST1 P4C	11-Nov-1999	♂	01-Dec-2017 00:00	✓	LAB RO Bielorussia	05-Dec-2017 10:58	✉ 1

Previous Next

Some icons displayed to show the working status of the case

-  marks a case that is still in progress (any case where the report has not been authorised)
-  marks a completed case (a case where a report has been authorised)
-  is added to highlight cases with an open second opinion request

Some icons are displayed to show status of the report:

-  is used for a newly authorised report
The entire line will be highlighted in **bold**.
-  is used for reports already displayed from any user
-  marks cases with supplementary reports
Any case which has a supplementary report issued will show this icon.
Historical reports are still available by searching using the 'Include not valid' option within the filter (see above).

On the right of each row a  button displays the log of access to the selected report

A newly authorised report is shown in **Bold**.

To display the report the user can click on any point of the selected line

 Giulio Altini	02-Feb-1966		11-Dec-2017 00:00		LAB RO Bielorussia	14-Dec-2017 13:13	 
---	-------------	---	-------------------	---	-----------------------	-------------------	---

A case that has been previously displayed is shown in Normal.

To view the authorized report, the user can click on any point of the selected line

 Roberto Varesi	01-Jan-1955		10-Dec-2017 11:16	 	LAB RO Ass.Dom.Rovigo	14-Dec-2017 11:18	 
--	-------------	---	-------------------	---	--------------------------	-------------------	---

A report superseded from a newer (supplementary) report are shown grayed out.

The report cannot be displayed, but the log of access to the report is still available

 Giulio Altini	02-Feb-1966		11-Dec-2017 00:00		LAB RO Bielorussia	14-Dec-2017 11:48	 
---	-------------	---	-------------------	---	-----------------------	-------------------	---

An open (in progress) case is included in the result list only if the filter is NOT set on new report or report dates; the matching case does not include report details (as there is not yet a report)

 Roberto Varesi	01-Jan-1955		12-Dec-2017 00:00	 	LAB RO Ass.Dom.Rovigo		
--	-------------	---	-------------------	---	--------------------------	--	--

6.3. Report Display

To display the report the user can click on any point of a (valid) Report line.

The report is displayed within the browser and is marked as displayed (and removed from the [New](#) documents list)



On the top right of the page the user has two buttons to

- Print the document
- Close the page

When the report display page is closed the user is brought back to the previous document list.

6.4. Audit log

On the right of each row a  button opens the access log of the selected report.

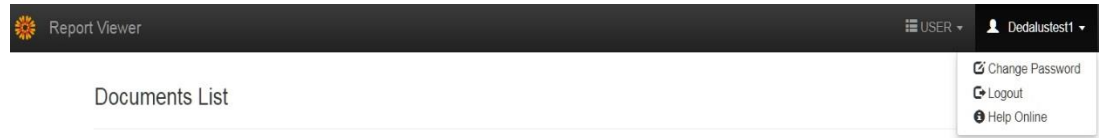
The log displays in reverse order the document history from creation to every display event

Audit ✕	
Date	Description
15-Dec-2017 18:24:35	Document read by user dedalustest1
15-Dec-2017 17:38:22	Document read by user dedalustest2
15-Dec-2017 14:58:12	Document read by user dedalustest1
14-Dec-2017 17:26:58	Document read by user micaela.spina
14-Dec-2017 11:18:26	Document created

7. Personal Settings

7.1. Password change

The Change Password screen is available from the Personal Setting area



The menu opens the Change Password screen. The user is required to confirm their identity by inputting their current password as well as the new password that they wish to us.

 Change password

Current password

New password

New password confirm

8. Contacting Unilabs IT Support

To contact the Unilabs IT Support team, please email uksupport@unilabs.com with details of the issue you are experiencing. Please provide as much detail as possible and where possible, please provide a screenshot of any issues/error messages.

However, please do **NOT** include any patient identifiable data within the email. Maintain patient confidentiality at all times.

Once your email has been received, you will receive an automated email acknowledgement from the UK Support Service Desk that will provide a Ticket ID for tracking purposes.

You will subsequently be contacted by the IT Support team to help resolve your question.

9. Requesting access to the reporting portal

For any user who does not currently have a user account on Unilabs Connect, please send an email to uksupport@unilabs.com with the following information:

- Your full name
- Your job title/role
- Your organization name (e.g. hospital name, clinic name, etc.)
- Your email address to be used for your Unilabs Connect account. Please note, this must be a work email address for the organization you work for. We strongly recommend **against** using free email addresses (such as hotmail or yahoo or gmail) as these significantly less secure and are frequently scanned by the hosting company for content.

Also, we **cannot** setup accounts with a generic email address that is accessed by more than one person (e.g. secretaries@... or medicalrecords@ or info@... etc.). The email we use must be linked to only one person. The reason for this is so that we can identify within the audit trail who accessed a patient's record.

- Your contact phone number
- Access rights. Your user account can be setup to either access **all** reports within your organisation or can be restricted to only access the reports for named referring clinicians.

Please either state 'All Reports' or provide the list of names of the referring clinicians for whose cases you wish to be granted access (e.g. Dr X, Dr Y and Dr Z)

- The name, email address and telephone number of your Hospital Director/General Manager or whoever is going to authorise your request. As we will be granting you access to patient confidential information, we are required to seek approval for your request from a senior manager within your organization before we can setup your account.