

Log In

Portal Login
User Name:
Password:
LOGIN
[Forgot User Name or Password?](#)

1. Open your Internet web browser and type in the following address:
https://www.marshfieldlabs.org/reference
2. Type in **User Name** and **Password** [*Password is case-sensitive*].
3. Click **Log In**.

NOTE: *If your Password has been forgotten, click on “forgot User Name or Password” and follow the steps. If your User Name has been forgotten, call technical support 1-866-522-2611.*

4. If prompted to change your password, type your new password into each field. When prompted to Log In again, repeat step 3 of this process.

Order Tests

Request Service
- **Order Tests**
- Change Existing Lab Order
- Request Courier Pickup
- Order Lab Supplies

1. From the **Request Service** menu select **Order Test** or click on **Order Tests** from the top navigational tool bar.
2. Type in the Patient ID. ****The Patient Id is your unique patient identifier or medical history number.** [Type in partial last name or entire telephone number if the Patient ID is unknown]
3. Click **Search**.
4. **Patient Information Tab:** Enter the patient information or verify the patient information, if previously entered.
5. **Order Details Tab:** Select a Requesting Provider, Collection Date/Time & Priority.
6. **Test Selection Tab:** Click on the test category tab(s) and click on the test(s) to select. If applicable, select or input additional information relating to the given questions.

Note: *If a test is not found under a specific tab, use the **keyword search** at the bottom of the Test Selection page. After this test is selected and ordered, the test will then appear under the appropriate tab from then on.*

7. Type in any **Additional Comments**.


Note: *For Clients using pre-printed barcode labels, type in the **Label ID**.*

8. Click the **Review Tab** to review your order.
9. Click **Order** to process the order request.

Change Existing Lab Order (Modify & Cancel Orders)

Request Service


- Order Tests
- Change Existing Lab Order
- Request Courier Pickup
- Order Lab Supplies

1. From the **Request Service** menu select **Change Existing Lab Order**.
2. Type in the **Patient ID** [Type in partial last name or entire telephone number if the Patient ID is unknown] or choose a **Collection Date** range.
3. Click **Search**.
4. Find the order to change and click the Pencil Icon  to modify the test order. [Only tests with a status of in Transit can be modified]
5. **Test Selection Tab**: Click on edit or remove after the appropriate test. Type in a modification reason in the Modifications Reason box. [To cancel the entire order, click **Cancel Order**]
6. Click the **Review Tab** to review your order.
7. Click **Update** to process the order request.
8. To print the pop-up confirmation page, click **Print** on the top navigational tool bar.

Reprint Labels

Request Service

- Order Tests
- Change Existing Lab Order
- Request Courier Pickup
- Order Lab Supplies

1. From the **Request Service** menu select **Change Existing Lab Order**.
2. Type in the **Patient ID** [Type in partial last name or entire telephone number if the Patient ID is unknown] or choose a **Collection Date** range.
3. Click **Search**.
4. Find the order that you wish to reprint the labels for and click the Label Icon  to reprint the labels for that particular order.
5. All the labels for that particular order will reprint.

Print Packing List

Packing List

- Print Pending Orders
- Print Merged List
- Recent Print History
- Offline Packing List

1. From the **Packing List** menu, select **Print Pending Orders**.
Note: Make sure all modifications to orders are made prior to printing.
2. Click **Print** located in the upper, right-hand corner of the top navigational bar.
3. To print the pop-up Packing List, select **File** and click **Print**.

Note: The Packing List **MUST** be printed out prior to the courier arriving.

View Status & Final Test Results

Test Results

- View Results
- Download Lab Results
- Batch Print Lab Results


Before viewing results, it is important for you to allow pop-ups for this website address (www.marshfieldlabs.org/reference). Please add this address to your list of 'Allowed Sites' under your pop-up blocker settings.

1. From the **Test Results** menu, select **View Results** OR click on the **View Results** or **Results** links on the top navigation tool bar.
2. Type in the **Patient ID** [Type in partial last name or entire telephone number if the Patient ID is unknown] and click **Search**.
OR
3. Select a **Start Date**, **End Date**, and **Status** for the results from the drop-down lists.
OR
4. Type in the **Accession number**, **Client Order #**, or **Case ID**. Click **Submit**.
5. Click on a hyperlinked test accession number to view the result details. The results can be faxed or printed.

Add-on Tests

Test Results

- View Results
- Download Lab Results
- Batch Print Lab Results

1. From the **Test Results** menu, select **View Results**.
2. Type in the **Patient ID** [Type in partial last name or entire telephone number if the Patient ID is unknown] and click **Search**.
OR
Select a **Start Date**, **End Date**, and **Status** for the results from the drop-down lists.
OR
Type in the **Accession number**, **Client Order #**, or **Case ID**. Click **Submit**.
3. Click on **Test Tube icon**  **OR** click on the hyperlinked test accession number to view the results details.
4. Click on **Add-on** in the top navigational tool bar.
5. **Test Selection Tab**: Click on the test category tab(s) and click on the test(s) to select. If applicable, select a **Reason for Testing**, type in any **Diagnosis Codes**, **Tissue Site**, **Specimen Description** and any Procedure-History-Differential Diagnosis comments.
6. Click **Add-on**.

Order Lab Supplies Online

Request Service

- Order Tests
- Change Existing Lab Order
- Request Courier Pickup
- Order Lab Supplies

1. From the **Request Service** menu, select **Order Lab Supplies**.
2. Click on the **Supply tabs** [Delivery, Forms, Labels, Shipping, Specimen Collection or Misc] to locate the appropriate supply item.
3. Click on the supply name that you wish to order.
4. Specify the quantity of each item you are requesting. [Click on the book icon for more detail of the item]
5. Click **Add** to add the supply to the Ordered Supplies box.
6. Review the order.
7. Add any **Additional Comments**.
8. Click **Order**.
9. To print the pop-up confirmation page, click **Print** on the top navigational tool bar.

Download Lab Results

Test Results

- View Results

- Download Lab Results

- Batch Print Lab Results

1. From the **Test Results** menu, select **Download Lab Results**.
2. Read the special condition for use of this feature and click on the **I Agree** check box and **Next** to proceed.

Search by Status

1. Select a **Result Type** from the drop-down list.
2. Select a **Format Type** from the drop-down list, to select a format for the result detail information to be downloaded in.

Note: Anatomical Results are only downloadable through XML type.

3. **Status** should remain "Not Previously Downloaded."
4. Click **Search** to continue with the downloading process.
5. From the 'Download file' prompt, click **Save** and select the directory in which you would like to save the file OR click **Open** to view the results in a new popup window.

Search by Collection Date

1. Select a **Result Type** from the drop-down list.
2. Select a **Format Type** from the drop-down list, to select a format for the result detail information to be downloaded in.

Note: Anatomical Results are only downloadable through XML type.

3. Select a **Start Date** and an **End Date**.
4. Click **Search** to continue with the downloading process.
6. From the 'Download file' prompt, click **Save** and select the directory in which you would like to save the file OR click **Open** to view the results in a new popup window.

Pay Monthly Bill

Billing

- Pay Monthly Bill
- Manage Payment Profile
- View Billing Statement
- View Entire Fee Schedule

1. From the **Billing** menu, select **Pay Monthly Bill**.
2. Enter the **Total Payment Amount** and click **Next** to proceed.
3. Select an existing card from the list and click **Next**.

OR

Select **Enter a Card** and fill in the appropriate fields. Click **Next**.

Note: You may add a card to your payment profile by checking the "Add this card to my profile" box and filling in the "Profile name for this card" box below it. For security purposes, **do not** use the card number in the "Profile name for this card".

4. Review the payment information and click **Submit Payment**.

Note: To print a receipt, click **File** from the menu and **Print**.

Manage Payment Profile

Billing

- Pay Monthly Bill
- Manage Payment Profile
- View Billing Statement
- View Entire Fee Schedule

1. From the **Billing** menu, select **Manage Payment Profile**.
2. Click on the **Add a card** radio button and enter all of the required fields.
3. Click **Save**.
4. Once saved, the card will appear in the card listing.
5. To Edit a card, click on the **Edit** button. The profile name for this card and last 4-digits will be read-only. All other information is editable.
6. Make any desired changes and click **Save** to update your payment profile.
7. To Delete a card, click on the **Delete** button. The detailed information will appear and will ask to confirm the action.
8. Click **Confirm Delete** button or click the **Cancel** button to abort.

Label Printer Setting

Settings

- Provider Administration
- Test Code Administration
- Request New User
- Update User Security
- Select Active Client
- **Label Printer Settings**
- Order Lab Test Settings
- Unviewed Results Settings
- Packing List Settings
- Test Result Settings

1. From the **Settings Menu**, select **Label Printer Settings**.
2. Select a printer from the drop down list.
3. Select the number of label sets you need to copy.
4. Click **Apply**.
5. **Configuration Settings** will set if you are successful.

Request New User

Settings

- [Provider Administration](#)
- [Test Code Administration](#)
- **Request New User**
- [Update User Security](#)
- [Select Active Client](#)
- [Label Printer Settings](#)
- [Order Lab Test Settings](#)
- [Unviewed Results Settings](#)
- [Packing List Settings](#)
- [Test Result Settings](#)

1. From the **Settings** menu select **Request New User**.
2. Type in the **User's First & Last Name** in the appropriate fields.
3. Click on the radio button to select **Administrator** or **General User**.
4. Enter any **Comments**.
5. Click **Submit**.
6. A User Request Confirmation page will display.

Note: Marshfield Labs will call the requestor with the login and temporary password within two business days.

Test Code Administration

Settings

- [Provider Administration](#)
- **Test Code Administration**
- [Request New User](#)
- [Update User Security](#)
- [Select Active Client](#)
- [Label Printer Settings](#)
- [Order Lab Test Settings](#)
- [Unviewed Results Settings](#)
- [Packing List Settings](#)
- [Test Result Settings](#)

The Test Code Administration page is used to manage the tests that will appear under the "My List" tab, which this tab will appear on the Order Tests, Change Order and Add-On features. Each drop-down list contains tests that have already been ordered at least once by your client.

1. From the **Settings** menu, select **Test Code Administration**.
2. Select the orderable tests from the drop-down lists.
3. Click **Update** to immediately update the orderable tests for your client.

Note: The selection order has no bearing. The 'My List' tab is currently sorted by Test Description.

4. A message will appear signifying the tests have been successfully updated.