

## 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/veterinary**
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

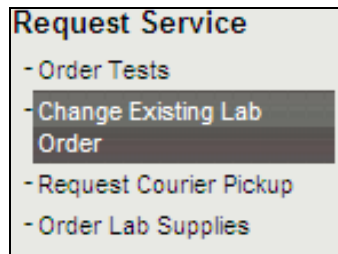
1. From the **Request Service** menu select **Order Test** or click on **Order Tests** from the top navigational tool bar.
2. Type in the Patient ID. **\*\*The Patient Id is your unique patient identifier or medical history number.** [Type in partial last name or entire telephone number if the Patient 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.
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.
10. To print the pop-up confirmation page, click **Print** on the top navigational tool bar.

## Change Existing Lab Order

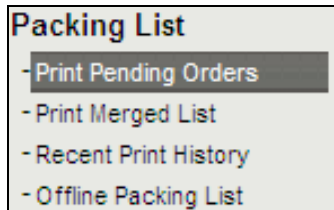
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1. From the **Request Service** menu select **Change Existing Lab Order**.
2. Type in the **Patient ID** [Type in partial last name or entire telephone number if the Patient ID is unknown] or choose a **Collection Date** range.
3. Click **Search**.
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.

## Print Packing List

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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](http://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**

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 a hyperlinked test accession number to view the results details. The results can 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 or input additional information relating to the given questions.

6. Click **Add-on**.

## Order Lab Supplies Online

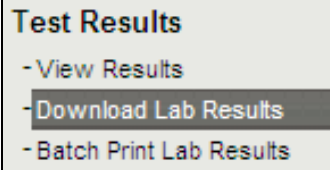
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### Request Service

- 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



From the **Test Results** menu, select **Download Lab Results**.

### 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.
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.

## Pay Monthly Bill

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### 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

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### 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

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### 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

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### 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

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### 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.