I. **Results Portal Access:**
Two ways exist to access the MPHL Clinical Services Result Portal Home Page:

1. Open your internet browser and enter the below URL:
   [https://apps.msdh.ms.gov/CSP/msphl/apollo.csp](https://apps.msdh.ms.gov/CSP/msphl/apollo.csp)

   OR

2. Locate the link on the MSDH website as shown below:

   b. Find the “Agency” list in the lower left-hand corner of the MSDH home screen (yellow rectangle, picture 1 below). Click on the “Public Health Laboratory” (red circle, picture 1 below).

   ![Picture 1: MSDH Home Page. Agency section identified in yellow rectangle. Public Health Laboratory link circled in red.](image-url)
c. Under Clinical Services Portal, Click on “Start MPHL Clinical Services Results Portal” (red circle, picture 2 below).

![MPHL Home Page](image1)

*Picture 2: MPHL Home Page. Start MPHL Clinical Services Result Portal Link circled in red.*

3. The Clinical Services Result Portal home page is shown in Picture 3 below.

![Clinical Services Result Portal Home Page](image2)

*Picture 3: MPHL Clinical Services Results Portal Home Page*
II. System Log-In

1. Enter the User Identification, Password and Client Location Code that you were provided by the MPHL into the appropriate log-in field shown below.

   ![Picture 4: System Log-In Screen Area]

2. Use the <Mouse> to click the [Login] button.

3. After your first log-in, the system will prompt you to change and verify a new password using the below screen. Please enter your current password into the Old Password Field and then choose a new password that includes the following: 8 characters consisting of at least 1 uppercase letter, 1 lowercase letter and 1 non-alphabetic variable. Click the Ok button to continue.

   ![Picture 5: New Password Selection Screen]

4. You will use your new password for all future log-in attempts.

5. After you log into the system a second time, you will be presented with a list of password re-set challenge questions. See picture 6, next page, for a screen shot of an example challenge question. You will be required to select your preferred question AND the appropriate answer. Be sure that the answer is something you will remember. The MPHL has no record of your answer.
III. User Password Re-set Option

To reset your password you will be required to email LIMSAadmin@msdh.ms.gov requesting that your ApolloLIMS WEB account be reset.

IV. Patient Web Inquiry Function

1. The Clinical Services Result Portal System has functionality that will allow you to query or inquire individual patient reports. Reports viewed using this function may be recently released or older reports that have been archived within the system.

2. From the main menu on the left side of the home page, choose [Inquiry]. You will see the next screen. Note that your organization information should be available in the Client Account field (circled in red in picture, below).
3. After selecting the default Client Account, you will need to choose the appropriate patient search criteria:

   - Starting Collection Date: enter a valid date in the format of MM/DD/YYYY for the specimen results you are interested in viewing.
   
     AND
   
   - Ending Collection Date: enter a valid date in the format of MM/DD/YYYY for the specimen results you are interested in viewing.

   - Patient’s Name: enter only a last name or a last name with the first name or initial. You can use a wild card of % if needed. Place a comma with NO SPACE between the last name and the first name/initial as shown below.

     EXAMPLE: Doe,Joe or Doe,J

   - Patient Information Management System (PIMS) number (Used by MSDH County Clinics Only).

   - Leave the criteria fields blank to search ALL available specimen reports.

4. Once you are finished specifying the appropriate search criteria, use the <Mouse> to click the [Search] button.

5. Your search results will be displayed in a table. The specimens are displayed sorted first by Submitter Account, then by Collection Date (with the most recent at the top), and finally by Alphabetic Last Name listing as shown in picture 8, below.

   Picture 8: Patient Web Inquiry Search Screen includes the following: client account number (Account No.), the available specimen numbers (Spec.No), the specimen collection date, the patient’s name, the patient’s Date of Birth, and the Report Status field that allows the report to be viewed.
6. The Clinical Services Result Portal will show up to 20 results per page. If more than 20 patients results are available for viewing, the [More] button at the bottom of the screen will be enabled. You can continue to click [More] until all available patients are displayed.

7. Use the <Mouse> to click on the specimen report you want to view by clicking the “Blue” Report Status field identified in the red circle below:

![Web Inquiry Table]

*Picture 9: Web Inquiry – Printing selection*

![Laboratory Specimen Report]

*Picture 10: Location of Printer and Save icons.*
8. A separate window should pop-up showing the PDF copy of the report. Click on the picture of the printer in the toolbar that appears at the bottom of the screen when you let the mouse hover in that area (red circle, picture 10) to send the report to your default printer.

9. A copy of the report can also be saved on your computer by clicking on the diskette icon (red square, picture 10).

   NOTE: It is recommended that you print at least one report from inquiry to verify the connection with your printer before you attempt to print all new reports from the REPORTING queue.

V. REPORTING:

1. The Clinical Services Result Portal System has functionality that will allow clients to print their daily laboratory reports by placing the reports in a client print queue.

2. Because the Web Portal System uses a Pop-Up to queue laboratory reports for printing, clients can print laboratory reports only on computers that have disabled pop-up blockers. For Windows 7 to disable pop-ups on a computer, click on the gear icon at the upper right side of the Web Portal Home Screen (red circle, picture 11). Click on the “Internet Options” option (blue rectangle, picture 11).

3. A new smaller window will open up on the left of your screen (Picture 12). Click on the 3rd tab labeled Privacy (black circle, picture 12). Approximately 2/3 down the page evaluate the condition of the Pop-up Blocker box (red circle, picture 12). To allow the Reporting menu option to function properly this box cannot be checked. If it is, click in
the box to remove the check. Click OK at the bottom of the window and close out the screens involved as needed. Computers without disabled Pop-up blockers will generate JAVA script errors when clients attempt to print laboratory reports.

![Internet Options window with Privacy tab selected](image)

*Picture 12: Screen showing Tools Tab with a disabled Pop-up Blocker. This screen is required for the reporting functionality.*

**NOTE:** If your PC receives updates, the Pop-up blocker may be turned back on during the process. Be sure to check its status if problems develop later with printing.

4. After disabling your computer's pop-up blocker, choose [Reporting] from the left side of the Web Portal home page. The following Patient Web Reporting screen will appear:
The listing identifies all of the specimen reports that have NOT been printed for your client account. Use the <Mouse> to select the reports you want to print by clicking the checkboxes under the Selected tab that are adjacent to the appropriate reports or by clicking the [All Selected] button (circled in red, picture 13) on the left.

The report search can be further limited by selecting the [All Abnormals] button (purple rectangle, picture 13). This function will allow you to print only reports that contain abnormal patient results. Once you have cleared all reports containing abnormal results, you must click on [All Selected] and print the rest of your queue.

NOTE: The [All Abnormal] option selects abnormal or flagged results as defined by the Mississippi Public Health Laboratory. Selecting the [All Abnormal] option does not eliminate your responsibility to print and review all available reports.

NOTE: It is recommended that you select only one report to print the first time that you perform this step. This way if any problems develop, you have only involved one report instead of the entire print queue. Please notify the MPHL LIMS staff (see contact information at the end of this document) immediately if you receive any error messages or your screen goes blank when you attempt your first print.

If you need to cancel your printing or have made a mistake, click on the [None Selected] button (green diamond, Picture 13).

Once you have decided the appropriate reports to print, use the <Mouse> to click the [Print Selected] button at the bottom right (black circle, Picture 13).

A new window will be launched with a combined PDF of the selected report(s) as seen in Picture 14, next page. You can then send the report(s) to your local printer by clicking on the printer icon (black square, Picture 14, next page). After clicking on the printer icon on the PDF report screen, click on the original Apollo Web Portal tab (red circle on Picture 14, next page) to bring you back to the REPORTING screen.
10. A “Mark as Reviewed” pop up box is displayed on the Web Reporting window underneath.
11. Use the <Mouse> to click the [OK] button. All selected reports will disappear permanently from your Reporting queue. These reports will be viewable only from the Inquiry function after being removed from your Reporting queue.

12. If selecting “OK” from this screen does not cause your print queue to clear out, you may have waited too long to check “OK” and you have been timed out. Close the Clinical Services Result Portal screen and log in again. Repeat the process, moving more quickly to minimize the PDF screen and click “OK” while the Reviewed box is still active.

13. If you have chosen to print only Abnormal reports, the selected reports will disappear from the queue and you can now click on the [All Selected] button and print the remaining reports in your queue. You will need to also mark these reports as Reviewed when the second print is complete by again selecting “Ok” in the “Mark as Reviewed” box.

14. If you want the reports to remain in your ‘Inbox’ to enable a later print, use the <Mouse> to click the [Cancel] button. If you are ever not sure whether or not the correct reports printed, select [Cancel] to protect your queue.

15. If at any time you feel that you have lost reports, note the time that you attempted the print and contact the LIMS Administration department at the MPHL to request a print re-queue.

VI. PENDING:

1. The Clinical Services Result Portal System also has functionality that allows clients to view a list of specimens that have not yet been tested and are “Pending”.

2. From the main menu on the Clinical Services Result Portal home page, choose [Pending].

3. The Pending Specimens Screen will appear.

*Picture 16: Home Screen Pending Option*
You can use the <Mouse> to click on the Folder beside the client location to view a list of all “Pending” specimens that have been received by the lab and are currently being testing but have not been finalized.

If you want to know what test is pending on a specimen, click on the folder beside the specimen number. Once opened, the folder will display the pending test information. (Picture 19 below)

NOTE: Nonreportable result codes utilized in the testing algorithm may also appear on this list and can be ignored.
VII. Logging Out of the System

1. Click on [Log Out] (Red circle – picture 20 below) when you have finished your session. Do not leave the Clinical Services Result Portal open.

   Picture 20: System Log Out Menu Option

2. If the Apollo application times out or when you click on Logout, the screen in the picture below will appear. If you want to return to the Web Portal, click on the blue Login to return to the login screen. If your encounter is complete, close the internet browser.

   Picture 21: Internal Login Screen

VIII. MPHL Contact Information

If you have questions, please call the MPHL LIMS Administration department at 601-576-7582 or email LIMSADmin@msdh.ms.gov for assistance.