

## Getting Started

MayoACCESS is a web-based application that connects medical and clinical facilities to laboratories. Using the connectivity of the web, MayoACCESS is an efficient ordering, tracking, and reporting system that can be used to perform the following tasks:

- Ordering laboratory tests
- Entering and tracking patient information
- Printing laboratory results for patients
- Printing batch sheets and specimen labels
- Providing important notifications to concerned entities

## Contacting Customer Service

Use the following information to contact Customer Service:

United States and Canada		International	
Telephone	800-533-1710 (toll free) 507-266-5700	Telephone	+1 855-379-3115 (toll free) +1 507-284-9273
Fax	507-284-4542	Fax	+1 507-284-1759
Email	<a href="mailto:mml@mayo.edu">mml@mayo.edu</a>	Email	<a href="mailto:mmlglobal@mayo.edu">mmlglobal@mayo.edu</a>
Mail	Mayo Medical Laboratories 3050 Superior Drive NW Rochester, MN 55901 UNITED STATES	Mail	Mayo Medical Laboratories 3050 Superior Drive NW Rochester, MN 55901 UNITED STATES

## MayoACCESS Information

You can find MayoACCESS information on the [MayoACCESS References](#) web page ([MayoMedicalLaboratories.com/order-tests/mayoaccess-reference.html](#)). This web page contains the following information:

- Release Notes that describe what's new for each release
- Overview, installation, and setup information
- Training modules that demonstrate how to perform specific tasks
- Quick references that show basic steps for specific tasks
- This guide, which contains all the information that you need to use the MayoACCESS application

You can also access this information from within the MayoACCESS application by clicking **Help** on the **Help** menu.

## Logging in to MayoACCESS

To get started using the MayoACCESS application, you must log in. The first time you log in to the application, you must change your password and your security question. The following topics describe how to perform these tasks as well as how to log in if you have forgotten your password, and how to log out of the application.

To log in to the MayoACCESS application, follow these steps:

1. In a web browser, enter one of the following URLs to get to the MayoACCESS login window.

- **Test Site:** <https://test.mmlaccess.com>
- **Production Site:** <https://mmlaccess.com>

**Tip:** To add a shortcut for the MayoACCESS application to your computer desktop, see [Adding a Desktop Shortcut to the MayoACCESS Application](#) on page 141.

2. Enter your user name and password.

**Note:** Passwords are case sensitive.

3. If you want to use the extended frameset, click the **Extended Frameset** check box.

For information about the extended frameset, see [Extended Frameset](#) on page 17.

4. Click **Login**.

If you are logging in to the MayoACCESS application for the first time, you must change your password and set up a security question.

To change your password, follow these steps:

- a. Enter the password that you used to log in to the MayoACCESS application in the **Old Password** text box.
- b. Enter your new password in the **New Password** text box.  
**Note:** Your password must be a minimum of 6 characters and must contain a combination of letters and numbers.
- c. Enter the same new password in the **Confirm Password** text box.
- d. Click Save New Password.

To set up your security question, follow these steps:

- a. Select a question from the **Security Question** drop-down list.
- b. Enter your answer to the question in the **Answer** text box.
- c. Click **Save**.

If test results are available, the following message is displayed when you log in:

You have unread reports.

You can choose to view and print the unread reports.

When you are finished, the New Order page is shown. This page is the starting point for ordering a test. For instructions, see [Ordering a Test](#) on page 35.

## Logging in to MayoACCESS If You Forgot Your User Name or Password

If you forgot your user name or password, follow these steps to log in to the MayoACCESS application:

1. In a web browser, enter one of the following URLs to get to the MayoACCESS login window.
  - **Test Site:** <https://test.mmlaccess.com>
  - **Production Site:** <https://mmlaccess.com>
2. Click the **Forgot User Name/Password** link.

The screenshot shows the MayoACCESS login interface. At the top left is the Mayo Clinic logo and 'Mayo Medical Laboratories' text. The main heading is 'MayoACCESS' with a registered trademark symbol, followed by 'ADVANCED TEST MANAGEMENT SOLUTION' in yellow. Below this is a blue-bordered box containing 'User Name' and 'Password' input fields. Underneath are 'Login' and 'Exit' buttons, and a link for 'Forgot User Name / Password?'. A checkbox for 'Extended Frameset' is also present. At the bottom, there is a warning message: 'Warning: You have accessed a computer managed by Mayo Clinic. Only authorized users are allowed to access this website in accordance with the TERMS OF USE and other written restrictions provided by Mayo Medical Laboratories. Unauthorized access to or misuse of this system is prohibited. Your use of this system will be logged and may be monitored.' and a note 'Powered by ATLAS LabWorks®'.

3. In the Retrieve Login Information dialog box, enter either your name or your user ID:
  - In the **Name** text box, enter your last name and first name, separated by a comma (,).
  - In the **User ID** text box, enter your user name.

The screenshot shows a dialog box titled 'Retrieve Login Information'. It has a light blue header. The main area contains five text input fields: 'Name (L,F)', 'User ID', 'Account Number', 'Security Question' (with the text 'City you were born in?' next to it), and 'Security Answer'. At the bottom right, there are two buttons: 'Cancel' and 'OK'.

4. In the **Account Number** text box, enter your account number.
5. Press the **Tab** key.
6. In the **Security Answer** text box, enter your answer to the security question, and click **OK**.
7. In the Change Password dialog box, enter a new password in the **New Password** text box.

**Notes:**

- Your password must be a minimum of 6 characters and must contain a combination of letters and numbers.
  - For security, dots are shown instead of the actual characters when you enter your password.
8. Enter the same new password in the **Confirm Password** text box.
  9. Click **Save New Password**.

## Logging out of MayoACCESS

To log out of the MayoACCESS application, click **Log Out** on the menu bar.



## Changing Your Password

Your MayoACCESS passwords must be changed every 180 days. To change your password, follow these steps:

1. On the **User** menu, click **Change Password**.



- In the **Change Password** dialog box, enter your current password in the **Old Password** text box.

**Note:** For security, dots are shown instead of the actual characters when you enter your password. If you want to see the characters, click and hold the icon at the right of the text box.

- Enter a new password in the **New Password** text box.

**Note:** Your password must be a minimum of 6 characters and must contain a combination of letters and numbers.

- Enter the same new password in the **Confirm Password** text box.
- Click **Save New Password**.

## Changing Your Security Question

If you forget your user name or password, you can answer a security question to access the MayoACCESS application.

To change your security question, follow these steps:

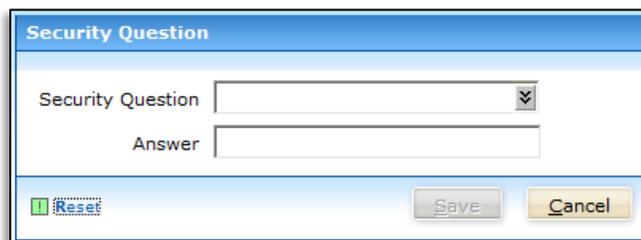
- On the **User** menu, click **Change Security Question**.



The Security Question dialog box is shown with the current security question.

2. In the Security Question dialog box, click the **Reset** link.

The current security information is removed.



3. Select a question from the **Security Question** drop-down list.
4. Enter your answer to the question in the **Answer** text box.
5. Click **Save**.

## Using MayoACCESS

The MayoACCESS application is made up of various components:

- Menus
- Shortcuts
- Patient Information Bar
- SmartLinks
- SmartMenus
- Extended Frameset

The MayoACCESS features and functions that you see are controlled by the security groups to which you belong, so your view of the MayoACCESS application might differ from that of other users.

The following topics describe each of these components.

### MayoACCESS Menus

The MayoACCESS menus provide access to the main functions of the application.



To display the menu options, hover over the menu. To select an option, click the menu item. The following menus are available:

## Patients

This menu contains options that are specific to a patient, such as ordering a test, viewing orders and test results, changing patient information, and creating cumulative reports. Some menu items are disabled until you select a patient record.

## Orders

This menu contains options that are associated with ordering tests, such as accessing the directory of services, searching for an order, working with batches, and viewing test utilization.

## Results

This menu contains options that are associated with viewing, printing, and forwarding reports that contain test results.

## User

This menu contains options for opening the InfoLink Inbox, changing to a different site, changing your password or security question, and creating notification subscriptions.

## Master Files

This menu contains options for creating comments, custom profiles, and short lists, and for working with physician and patient records. Access to this menu might be restricted to supervisors or system administrators.

## System

This menu contains an option for setting up and maintaining MayoACCESS user information. Access to this menu is restricted to supervisors or system administrators.

## Help

This menu contains options for accessing MayoACCESS information and the Add Tests to an Order form, checking the application version, viewing and changing ActiveX installation and browser settings, and analyzing your system.

## MayoACCESS Shortcuts

The MayoACCESS menu bar contains shortcuts for actions you might frequently take.



The following shortcuts are available:

### Batch Orders

This shortcut opens the Batch Processing page. For information about batch processing, see [Batching Test Orders](#) on page 63.

### Previous

This shortcut switches from the page you are viewing to the previous page.

### Log Out

This shortcut logs you out of the MayoACCESS application.

### Patient Information Bar

The patient information bar shows information about the selected patient.



You can click the patient information bar to open the Patient Demographics page.

### SmartLinks

The SmartLinks, shown at the bottom of a section, provide links to functions related to that section of the page. You can click these links to perform tasks. For example, in the following figure, you can click the **Order** link to view and print details about the selected order.

Collected	Order	Order Status	Name	ID	Acct	Phys	Type					
11/02/11	WWR1530000	Final	TESTING,BULKLOAD	JR10030000	C7234		Account					
11/02/11	WWR1503385	Final	TESTING,BULKLOAD	JR10003385	C7234		Account					
11/02/11	WWR1503384	Final	TESTING,BULKLOAD	JR10003384	C7234		Account					
11/02/11	WWR1503381	Final	TESTING,BULKLOAD	JR10003381	C7234		Account					
11/02/11	WWR1503380	Final	TESTING,BULKLOAD	JR10003380	C7234		Account					
11/02/11	WWR1503379	Final	TESTING,BULKLOAD	JR10003379	C7234		Account					
11/02/11	WWR1503374	Final	TESTING,BULKLOAD	JR10003374	C7234		Account					
11/02/11	WWR1503372	Final	TESTING,BULKLOAD	JR10003372	C7234		Account					
11/02/11	WWR1503373	Final	TESTING,BULKLOAD	JR10003373	C7234		Account					

Below the table, a SmartLinks bar contains the following links: Order, Edit Order, Perform Order, Search Results, and Pending Tests. The 'Order' link is highlighted with a red box.

When you hover over the link, an arrow is shown to the right of the link. Click the arrow to view information about the function, to view related links or to remove that link from the SmartLinks shown.

**Tip:** For more information about a link, click the arrow next to the link, and then click the **Information** link.

When you remove a link from the page, you can still access the link from the SmartMenu for that section of the page. For more information, see [SmartMenus](#) on page 15.

You can set the default action for many of these links. For example, when you click the arrow next to the **Order** link, a menu is shown (see the following figure).

On this menu, the **View Order Report** link is darker than the other links. This indicates that this is the default action when you click the **Order** link. You can change the default action from **View Order Report** to **Print Order Report** by clicking the **Toggle the Default Action (View or Print)** link.

Collected	Order	Order Status	Name	ID	Acct	Phys	Type					
11/02/11	WWR1530000	Final	TESTING,BULKLOAD	JR10030000	C7234		Account					
11/02/11	WWR1503385	Final	TESTING,BULKLOAD	JR10003385	C7234		Account					
11/02/11	WWR1503382	Final	TESTING,BULKLOAD	JR10003382	C7234		Account					
11/02/11	WWR1503381	Final	TESTING,BULKLOAD	JR10003381	C7234		Account					
			TESTING,BULKLOAD	JR10003380	C7234		Account					
			TESTING,BULKLOAD	JR10003379	C7234		Account					
			TESTING,BULKLOAD	JR10003377	C7234		Account					
			TESTING,BULKLOAD	JR10003378	C7234		Account					
			TESTING,BULKLOAD	JR10003376	C7234		Account					
			TESTING,BULKLOAD	JR10003375	C7234		Account					
			TESTING,BULKLOAD	JR10003374	C7234		Account					
			TESTING,BULKLOAD	JR10003372	C7234		Account					
			TESTING,BULKLOAD	JR10003373	C7234		Account					

Order

- Print Order Report
- View Order Report**
- Toggle Default Action (View or Print)
- Print To Alternate Printer
- Set Default Printer
- Remove Link from Bar
- Information

Order Edit Order Perform Order

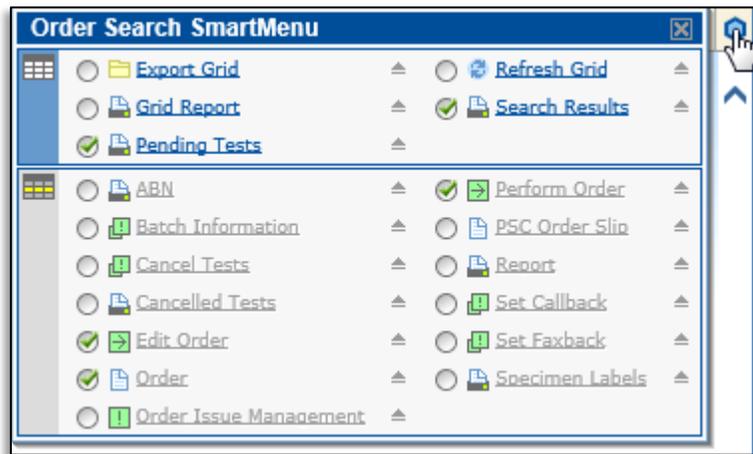
Search Results Pending Tests

## SmartMenus

Many MayoACCESS pages contain a SmartMenu. The SmartMenu function is shown as a blue hexagon icon.

Collected	Order	Order Status	Name	ID	Acct	Phys	Type					

When you hover over the SmartMenu icon, links that provide functions for that section of the page are shown. For example, when you hover over the SmartMenu icon on the Order Search page, an Order Search SmartMenu similar to the following is shown.



The links in the top section of the SmartMenu are functions that are performed on the entire list of Orders. The links in the bottom section of the SmartMenu are functions that are performed on the selected order.

You can click the links on the SmartMenu, or click the arrow next to a link to view information about the function, to view related links, or to add the link to the page. For more information, see [SmartLinks](#) on page 14.

## Extended Frameset

When you log in to the MayoACCESS application, you can specify whether to show the extended frameset. The extended frameset provides convenient access to functions that you might use frequently.

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 ADVANCED TEST MANAGEMENT SOLUTION

User Name   
 Password

Extended Frameset

[Login](#) [Exit](#)

[Forgot User Name / Password?](#)

[ActiveX Installation & Browser Settings](#)

**Warning:** You have accessed a computer managed by Mayo Clinic. Only authorized users are allowed to access this website in accordance with the TERMS OF USE and other written restrictions provided by Mayo Medical Laboratories. Unauthorized access to or misuse of this system is prohibited. Your use of this system will be logged and may be monitored.

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The extended frameset is divided into three sections:

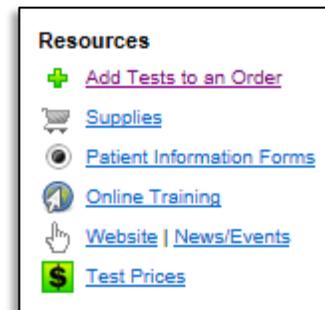
### Patient QuickLinks



### Shortcut buttons



### Resources



The following table describes each of the extended frameset options:

Option	Description
<b>Patient QuickLinks</b>	
Reports	Opens the Patient Reports page. Use this page to view the test results for the selected patient.
Order History	Opens the Order History page. Use this page to view information about all the orders for the selected patient.
Demographics	Opens the Patient Demographics page. Use this page to view and change the demographic information for the selected patient.
New Order	Opens the New Order page. Use this to order tests for the selected patient.
Results History	Opens the Results History page. Use this page to view the test results for the selected patient.
Insurance	Opens the Patient Demographics page. Use this page to view and change the insurance information for the selected patient.
Orders Pending Results	Opens the Orders Pending Results page. Use this page to view the tests that have been ordered for the selected patient, but for which results are not yet available.
<b>Shortcut Buttons</b>	
Patient Search	Opens the Patient Search page. Use this page to search for a specific patient.
Order Search	Opens the Order Search page. Use this page to view and search for specific orders.
Report Search	Opens the Reports page. Use this page to view and search for specific test results.
Directory of Services	Opens the Directory of Services window. Use this window to look up tests and to view detailed test information.
Batch Processing	Opens the Batch Processing page. Use this page to close a batch, to view or edit orders, to cancel tests, and to print specimen labels.

<b>Resources</b>	
Add Tests to an Order	Opens the Add Tests to an Order form on the Mayo Medical Laboratories website. Use this form to request additional tests for a specimen that you sent to Mayo Medical Laboratories.
Supplies	Opens Supplies on the Mayo Medical Laboratories website. Use this web page to order supplies from Mayo Medical Laboratories.
Patient Information Forms	Opens the Patient Information and Signature Forms web page on the Mayo Medical Laboratories website. Use this web page to download and print forms that you need.
Online Training	Opens the MayoACCESS References web page on the Mayo Medical Laboratories website. Use this web page to get information about using the MayoACCESS application.
Website	Opens the home page of the Mayo Medical Laboratories website.
News/Events	Opens the Mayo Medical Laboratories Blog website.
Test Prices	Opens Test Prices on the Mayo Medical Laboratories website. Use this portal to view pricing information.