

CUSTOMER "HOW TO" LIST

A. HOW TO SIGN-UP IF I HAVE AN EMAIL ADDRESS

1. Select SIGN-UP.
2. Complete form; select SIGN UP.
3. You will be taken to an Email Verification page.
4. Go to your email account and retrieve the six-digit number that was sent to your account.
5. Enter the six-digit number in the space provided.
6. Select CLICK TO VERIFY.
7. Go to your email account for a second email with your password.
8. Enter your email address and the password.

B. HOW TO REQUEST AN ANTIGEN TEST

You must have an account to request an antigen test. If you do not have an account, and you have an Email account, please sign-up.

1. Select SIGN-IN.
2. Enter your email address and the password for your Premier Clinical Laboratory account.
3. Select SIGN IN.
4. Your screen will display "Dashboard".
5. Select ANTIGEN TEST.
6. Your screen will display "Request Antigen Test".
7. Click on drop down box and select the laboratory location of your choosing.
8. Select SEND.

C. HOW TO REQUEST N PCR TEST

1. Select SIGN-IN.
2. Enter your email address and the password for your Premier Clinical Laboratory account.
3. Select SIGN IN.
4. Your screen will display the "Dashboard".
5. Select PCR TEST.
6. Your screen display "Request PCR Test".
7. Select SEND.
8. Complete the form then select SEND.

D. HOW TO VIEW/PRINT MY TEST RESULT

1. Select SIGN-IN.
2. Enter your email address and the password for your Premier Clinical Laboratory account.
3. Select SIGN IN.
4. Your screen will display the "Dashboard".
5. Select RECENT TESTS.
6. Your screen will display "Recent Tests".
7. Select the test you want to display.
8. Under "Action" heading, select PRINT REPORT.
9. Your screen will display the report you have selected. You may print the report or save it to your device.

E. HOW DO I UPLOAD AN I.D. TO MY ACCOUNT

1. Select SIGN-IN.
2. Enter your email address and the password for your Premier Clinical Laboratory account.
3. Select SIGN IN.
4. Your screen will display the "Dashboard".
5. Select UPLOAD DOCUMENT.
6. Your screen will display "Document".
7. Select Choose File.
8. Locate the file you wish to upload, click on it.
9. Select UPLOAD.

F. HOW DO I ADD A DEPENDENT (ANYONE WHO WILL USE YOUR EMAIL ACCOUNT REGARDLESS OF THEIR AGE) TO MY ACCOUNT

This is used when a person signs up under your account.

1. Select SIGN-IN.
2. Enter your email address and the password for your Premier Clinical Laboratory account.
3. Select SIGN IN.
4. Your screen will display the "Dashboard".
5. Select DEPENDENT ACCOUNT.
6. Select CREATE DEPENDENT.
7. Your screen will display Dependents.
8. Enter Dependent's information.
9. Select CREATE

G. HOW DO I SEE WHO THE DEPENDENTS ATTACHED TO MY ACCOUNT ARE

1. Select SIGN-IN.
2. Enter your email address and the password for your Premier Clinical Laboratory account.
3. Select SIGN IN.
4. Your screen will display the "Dashboard".
5. Select DEPENDENT ACCOUNT.
6. Select ALL LIST.

H. HOW DO I DELETE A DEPENDENT FROM MY ACCOUNT

1. Select SIGN-IN.
2. Enter your email address and the password for your Premier Clinical Laboratory account.
3. Select SIGN IN.
4. Your screen will display the "Dashboard".
5. Select DEPENDENT ACCOUNT.
6. Select ALL LIST.
7. Your screen will display Dependents.
8. Locate the dependent you wish to delete.
9. Under delete heading, select the GARBAGE ICON.

I. HOW DO I REQUEST AN ANTIGEN TEST FOR A DEPENDENT

1. Select SIGN-IN.
2. Enter your email address and the password for your Premier Clinical Laboratory account.
3. Select SIGN IN.
4. Your screen will display the "Dashboard".
5. Select ANTIGEN TEST.
6. Your screen will display "Request Antigen Test".
7. Under Laboratories, click on drop down box and select LABORATORY LOCATION.
8. Under Select User, click on drop down box and select the dependent's name .
9. Select SEND.
10. Your screen will display Booking Confirmed.

J. HOW DO I REQUEST AN PCR TEST FOR A DEPENDENT

1. Select SIGN-IN.
2. Enter your email address and the password for your Premier Clinical Laboratory account.
3. Select SIGN IN.
4. Your screen will display the "Dashboard".
5. Select PCR TEST.
6. Your screen will display "Request PCR Test".
7. Select SEND.
8. Complete form then select SEND.
9. Your screen will display Booking Confirmed.

K. HOW DO I CHANGE MY PASSWORD

1. Select SIGN-IN.
2. Enter your email address and the password for your Premier Clinical Laboratory account.
3. Select SIGN IN.
4. At top right hand corner, select the icon that is next to your name.
5. Select CHANGE PASSWOD.
6. The Change Password screen will be displayed.
7. In the fields provided, enter your new password in the "Enter new password" and "Confirm new password" fields.
8. Select SUBMIT.
9. If your password changed successfully, "Password Changed Successfully" will appear in the top right hand corner.

L. HOW DO I GET A NEW PASSWORD IF I HAVE FORGOTTEN MY PASSWORD

1. Select SIGN-IN.
2. Enter your email address.
3. Select FORGOT PASSWORD.
4. A new screen will appear.
5. Enter your email address.
6. Select RESET PASSWORD.
7. A new email verification screen will appear.
8. Go to your email account for a new 6 digit OTP number.
9. Enter the 6 digit number in the field labelled "Enter OTP".
10. Enter your new password in the field labelled "Set New Password". Note: Your password must have a minimum of 6 characters.
11. Select CLICK TO VERIFY.
12. "Password changed successfully" will appear at the top right hand corner.
13. IMPORTANT NOTE: If your password change is not successful, a new OTP number will be sent to your email. You must use it to successfully change your password.
14. Enter your email address and new password to proceed.