

User Manual

myscreen.com web portal

for MultiCare Occupational Medicine Clients

eScreen MANUAL008
Revised 3/8/10

Important Numbers

Your eScreen Client ID #	9803- ____
eScreen client services	1-800-881-0722, opt 5
eScreen tech support	above—ask for tech support
MultiCare Tox Coordinator Jennifer Cabico	p 253-459-6385 f 253-459-7544 jennifer.cabico@multicare.org

Or contact your MultiCare account representative
or clinic supervisor

Register for MyeScreen *(the user will need to complete an initial, one-time only registration)*

The new user will log on using the web site address provided: www.myescreen.com. Enter the initial TEMPORARY user name and password (these are temporary and will be deactivated after the first use).

Once logged on, the user will see a Congratulations screen, explaining the uses of the site. Click Next to enter the New User screen.

Select and enter a new user name and 8 character alphanumeric password, re-confirm the password, first name, last name, and email address. Click Save. Another screen will announce that the initial login has successfully created an active account. **DO NOT try to use the initial user name and password provided; they are now disabled and should be discarded.**

Click Next. The application will return to the MyeScreen.com login page where the user will now use the new user name and password just created.

Problems Logging In to MyeScreen If the user is having any problems logging into MyeScreen.com, there is a "Click Here" link that will take the user to a troubleshooting page. At the Logon Problems page there are instructions that will assist if the user is new or has forgotten a password or ID. This screen also provides the user with an explanation of the eScreen expired password security policy.

MyeScreen Today... *(click on Home to open and view the Today page)*

From the main page, the user can review all events and activities at-a-glance and view various drug test event status.

From the Home Page, to view a specific tab in the Inbox the user has two options:

1. Click on the appropriate option from the menu bar along on the left-hand side
- OR**
2. Click on the appropriate summary link in the selected product box on the home page
Clicking on either section will take the user to that specific tab in the Inbox.

Also, high priority messages from eScreen are shown on the Today page. The Messaging Inbox allows eScreen to send messages and notices directly to MyeScreen.com accounts. Click on a message summary to open the Messaging Inbox, or click on the Messaging option in the left-hand side menu bar. From the Messaging Inbox, the user can click on the Subject line to open the body of the message.

Once the user has read the message, there is an option to reply to eScreen. The user can use a free-form text box to type a reply. In addition, the user has the option to create a new message to send to eScreen without replying to one they have received.

Click Send to deliver the message to eScreen. To view all Sent Items, click the Sent Items tab at the Messaging Inbox.

Inbox ... *(click on Inbox to open and view donor status and test results)*

The Inbox is the screen that displays the status of pending results and new results. Click on the Results tab to open and view pending drug screen results and new test results.

In the drug testing results Inbox, if the donor's name is surrounded by a colored box, this indicates there is a confirmed result – look to the right-hand column under "Test Result" to see the final disposition. If the donor has a final result, click on the donor's name to display a **Specimen Result Certificate**. An Adobe Acrobat window will display this certificate; *please make certain your system has this functionality*. The user is able to print this document as a hard copy of the test's final disposition.

If the list of confirmed results is lengthy, the user can also print the Specimen Result Certificate by clicking on the Check All button. This action will select all specimens that have a final disposition. Click the Print Checked button. A box with several options will appear. If the user wants a specimen result certificate, a summary and the specimen removed from the Inbox, the user will check all three options and click Print. The user can also select only certain options and then click Print. In addition, the user can also check the Print Box under the print column to select which specific results to print.

Click on Inbox. Once a confirmed test result has been viewed (Specimen Results Certificate has been opened) and the user selects "Done," that specific test will no longer appear in the Inbox. These viewed results become archived in the Reports section. To view a Specimen Result Certificate that has already been viewed, use the Drug Test Reports menu.

The Inbox will also list a description of the types of results waiting in the Inbox: negatives, canceled tests, pending and new total. If the name of the donor appears without a box, this indicates that the specimen has not yet been confirmed. The Test Result column will have a message, indicating where the specimen is in the testing process (i.e. Sent to Lab, At Lab, MRO review, etc.). This is referred to as Donor Statusing. This information is real-time and updates as a pending test updates.

Drug Test Reports . . . (click on Drug Test Reports to view report options)

The Reports option allows the user to create, sort and print various reports and summaries of information, based on the data captured during the test collections.

Find Test Result: This option allows the user to search, display and print the final test disposition and Specimen Results Certificate for any completed test.

User will click on Find Test Result to open the search engine. Enter ONE field of search criteria and Click Search; the donor SSN **OR** the donor's last name is recommended. This search will display a list that matches the criteria. Choose the appropriate donor and click on their name to display the Specimen Results Certificate.

Summary Report: This option allows the user to select a specific date or date range and view the summary of the test results for that specific date.

User will click on Summary Report to open the report (will always open defaulted to the current day).

Choose the appropriate date or date range (use the fields along the top of the summary columns). The user may also choose the information by which to sort (order of the information within the columns). Choose this by clicking on the down arrow in the Sort Results By field. Click on Run Report.

Turnaround Time: This option allows the user to select a specific date or date range and view test result turnaround times (this is defined as from the time the test is complete to the time the final result appears in the Inbox of the end-user).

User will click on Turnaround Time to open the report (will always open defaulted to the current day). Choose the appropriate date or date range (use the fields along the top of the tool bars). Click on Run Report.

DOT MIS: This option allows the user to run a DOT MIS report based on a selected date, time period or date range. To run a DOT MIS report, click on Drug Test Reports, click on DOT MIS. Enter the location account name **OR** account number and click Search.

Click on the name of the account. The MIS report will appear. The user will use the search engine fields along the top to select the date **OR** will set a specific date range. Click Run to generate the report. The **bottom portion** of the form will be automatically populated with statistical information based on dates set by

the user. **PRINT OUT THIS FORM**. The **top portion** of this form needs to be manually completed once it is printed.

To save a copy of the report generated, select the icon called "Save a Copy" in the top, left-hand corner of the screen.

Statistics: This option allows the user to select a specific date or date range and view a statistical summary of test data for that specific date.

User will click on Statistics to open the report (will always open defaulted to the current day). Choose the appropriate date or date range (use the fields along the top of the tool bars). User can select the type of statistics to be displayed: Non-DOT, DOT or Both, by clicking on the down arrow in the Type field. Click on Run Report.

Analyte Statistics: This option allows the user to select a specific date or date range and run a report on the negative and positive results by drug analyte. The report divides the drug analytes into "Reason for Test".

Positive Only: This option allows the user to select a specific date or date range and run a report that shows a summary on the positive test results with that chosen timeframe. The user will select the date or date range based on one of two options: VERIFICATION date OR COLLECTION date.

Messaging . . . (click on Messaging to view and send messages to eScreen corporate office)

User will click on Messaging to go directly to the Messaging Inbox (see the MyeScreen Today section for more detail on how the Messaging tool works).

Administration . . . (click on Administration to view User options)

The Administration option allows the user to edit the password, the spelling of the user's name, assigned user privileges and control the activation of the email notification.

Email Notification: Email notification allows the user to receive an email notice when there is a new result in the user's Inbox. In the Administration tool, the user can activate or deactivate this function and enter the user and email address where the notification will be received

IMPORTANT: Only ONE designated user can be set up to receive the email notification. It can be changed at anytime; however, only the entered email address will receive the notification.

User will click on Email Notification. Current settings will notify the user if the email notification is turned on or off. If the Email Notification tool is activated, it will display the email address to which the notifications will be sent.

To turn Email Notification On:

Select the person to receive the email by clicking on the down arrow next to the Email Notification User box. Select the name of the user who will receive email notifications. The email address of the User will automatically appear in the Email Address box. Click on Save.

A notice will appear that states the user will have to have their email validated. **This is only for new users who need to respond to a confirmation email before being allowed to receive notification.** Once the user is selected and saved, the Current Settings field will state that the email notification is turned on for the selected user.

To turn the Email Notification Off:

Click on Email Notification, in the Email Notification User box, use the down arrow to select Not Selected. Click on Save. A warning box will appear that will ensure the user wants to turn off the Email Notification. Click Ok.

- **IMPORTANT:** Email notification **DOES NOT** send test results via email. It only sends a notice to the user to logon to MyeScreen.com and check the Inbox for information.

User Manager: The user manager section of the site allows those with Administrative access to view a User Manager list as well as add other users to the website.

Adding New Users:

Part 1: By clicking on the Add button in the upper right corner, the administrator can enter the user ID, password, name and email address and password hint of a new user. The administrator should make note of this information to pass on to that new user. The administrator will be directed to click Save in the upper-right hand corner.

Part 2: After a new user is added, the Administrator will be redirected back to the User Manager list. Click on the new user's ID. Click on the Services tab to select the security settings for the new user. If you do not follow this step, the user will be added at the system defaults which included visibility to all areas of the website EXCEPT the Administration tab.

To Inactivate a User:

To inactivate a listed user, click on the box containing that user name and click off of the Active box that will appear in the upper right corner of the user's information tab. Click on the Save button. That login will now be disabled and it will be listed on the user list as Inactive.

Edits and changes to a User and Privileges:

Open the User Manager list and choose the name of the specific user. Make the necessary changes or edits, click Save and close.

User Manager: The User Manager tool establishes allows for privilege changes on **individual** users. Go to the User Manager, click the name of the user to open, click Services tab, make changes and click Save.

***Scheduling . . .** (*This feature is optional and only displayed to users with this feature activated)

The Scheduling tool allows users to pre-register donors for drug test events. The Scheduling tool has three menu options: Schedule an Event, Scheduled Event History and Find an Event.

Schedule an Event: The user clicks on Schedule an Event. At the Donor Info screen, all the donor information and the event details are entered in the appropriate fields. Click Next.

The user will enter the Select Clinic screen and click on the Select button next to the name of the clinic displayed for the scheduled event.

At the Settings Information screen, the user can choose "Immediate" start time or select Future start time, and select what that time should be. In addition, the user will select the Hours Type as either "business hours" or "actual hours".

Business days are used to give all donors fair and equal amount of time to complete a test.

The user will enter the number of hours or days a donor will have to take the test. Please beware of issues like weekends or holidays when a selected clinic may not be open for testing and account for those situations accordingly. The user can enter an email address to receive any of the notifications listed. Choose the notifications by checking the box next to the type. **This step is not required. This email is NOT related to the email notification set up through the User Manager.*

The scheduling user can enter a name and phone number of the person the donor/applicant should contact with questions regarding the scheduled event. This information will display in the body of the email that is sent to the donor/applicant – but does not print on the ePassport.

In the Additional Notes box, the user can type a specific message (250 available characters) which will be posted on the ePassport document the donor will receive.

The user will click on Confirm Schedule Event to complete the event.

After the user has confirmed the scheduled event, the ePassport is generated and displayed for the user. The ePassport should be printed and given to the donor. It provides all the necessary information regarding the clinic, the donor and test information. The ePassport will be printed with a barcode across the top. This barcode is used by eScreen collectors during the donor barcode check in process at the clinic sites. *It is very important that a donor present to an eScreen clinic with an ePassport.*

The ePassport will also print with a map created by Map Quest. If the user chooses to email the ePassport, the donor/receiver will receive an email from eScreen Customer Service that provides two things:

1. The ePassport in an attached PDF file
2. A link to Map Quest to get the driving directions

The user will click on the Print icon in the adobe window to print ...or can email to the donor by entering in the email address information at the top of the screen and clicking on Send eMail.

- When emailing passports, it is important to inform the donor of the email. Some spam filters/ junk mail filters may filter the email.
- The user will click Done when the scheduled event is complete and will be redirected to the main scheduling page.

Scheduled Event History: The user clicks on Scheduled Event History to delete / edit / review status of scheduled events. The event history report allows the user to monitor all the events that have been scheduled through the Scheduling tool on MyeScreen.com. It allows the user to track the status of the event and the donor.

The event history report will open to the defaulted information for the CURRENT DATE or "Today".

IMPORTANT: The search engine is designed to search for events on the dates they were SCHEDULED, NOT THE DATES THEY WERE COMPLETED.

The user can customize the data by selecting certain criteria and searching for the data. Users should extend the "DATE" drop down box to "One Month" to show all recently scheduled tests or extend the TO date one full week forward. The user can sort information by choosing the criteria in the Sort field and then clicking on Search. The user can filter information by choosing the criteria in the Filter field and then clicking on Search.

To see the details of a donor and event, click on Select by the donor's name to Update Donor Information for a particular event.

Update Applicant Information Screen

- The Update Donor Information screen has two tabs: Applicant and Settings.

The **Applicant tab** allows the user to view and edit any donor information that was recorded during the scheduling process. The Applicant tab also displays a Reprint ePass button. Clicking on this will allow a user to reprint the ePassport or email it again.

The **Settings tab** allows the user to view and edit any time or email notification information that was confirmed during the scheduling process.

- The buttons on the top right-hand corner on all tabs allow the user to Cancel Test (recommended for any events that were double-scheduled), Save changes that were made, or select Done to return to the scheduled events report history page.
- To **EXTEND** the time for a scheduled event – the user will change the Expiration Date and Expiration Time fields and click Save Changes.

IMPORTANT: DO NOT RESCHEDULE A DONOR if his/her time HAS NOT expired. Edit the information in the Settings tab and Save Changes. Information can ONLY be edited if the

collection has NOT happened. Once the donor has arrived at the clinic, the scheduled event cannot be edited or updated.

Find an Event: The Find an Event tool allows a user to search for a specific scheduled applicant or donor. The user will enter EITHER the donor's name OR the SSN (entering too much information may not return a result). When the applicant appears on the screen, the user will open that record by clicking on the gray Select button in front of the donor's name. This will take the user to the Update Applicant Information screen (see "Update Applicant Information" section for details on this feature).

Once a scheduled event is completed, the user will be able to view the status and/or results from the MyeScreen.com Inbox.

Help ... (click on Help to view the list of solutions)

The Help tool will take the user to a listing of common problems and cross-references them with the proper Solution.

Documents . . . (printing off a generic eScreen passport)

To print off the passport, click on the Document section. Next, click on Generate ePassport. An Adobe Acrobat document will open with the passport in the window displaying the information of the primary clinic to which the user's location is associated.

The ePassport can be emailed or printed.

Order Supplies ...

The Order Supplies feature is for users to order forms and supplies online from their MyeScreen.com account.

**** IMPORTANT **** Only those users set up for this option will be able to utilize this feature. Users who do not have this option activated on their account will see the following notice if they click on Place Order:

Account Name/Number

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No products have been set up for this location. Please contact customer service at (800) 881-0722 to enable products for ordering.

Place Order

To place an order for supplies, click on Order Supplies. Click Place Order.

The user will see all the supplies set up for their specific account listed in an order table. Enter the quantity and click Submit.

**** If a user needs to add or remove item(s) from this order table, eScreen Client Services must be contacted to do so: (800) 881-0722, option 5 ****

At the Shipping screen, confirm or enter the shipping address.

ALL shipments will be sent via FEDEX Ground. If the user needs to have the order expedited, they can click the "Use Third Party Account Number" box and then enter the account number for which those services will be billed. Click Next.

At the Confirm Order screen, choose to Submit Order, go back to Place order screen to make changes or click on Edit to Update the order or Cancel.

At the Order Details screen, view the information and click Done to complete the order.

View Order History

To view Order History, click on Order Supplies and then click on Order History.

At the Order History screen, enter the Start Date and End Date of the time period from which to search for order entries (*use format mm/dd/yyyy*). Click Search. The orders placed within that timeframe will appear in a list. Click View to see the details of an order. This goes to the Order Details screen. View the details and click Done to exit.

Log Off ...

Clicking on Log Off will take the User back to the MyeScreen.com logon screen.

Trouble-shooting and Problem Solving ...

- When the ePassport or Specimen Result Certificate should display, the site only shows a red X.

Click on Help on the left-hand side of the screen. In the first solution, you should check to see if you have Adobe Acrobat Reader on your computer. To install the reader, follow the instructions from the link that says Click Here. When downloading Adobe, click Run or Open to obtain the program.

For scheduling, use Event History, put in the appropriate date range, select the appropriate event, and click Reprint ePassport to retrieve the passport.

For a Specimen Result Certificate, go to Reports, Find Test Result, and enter the social or last name of the applicant in question.

- The user encounters a password expired message.

The MyeScreen.com website will require you to select a new password every 90 days for security purposes. Simply follow the guided directions on the website, choosing an 8 character alphanumeric password. You will be required to enter an email address if one is not on file and/or select a password hint if one is not on file.

- The user forgets a password.

Option 1: Go to www.myescreen.com. Look for "If you are having problems signing in, click here." Click on the link. Enter the user ID and click Next. The user will be given the password hint initially set up. Click Yes to return to the main page to log in. If the hint does not help, click No to enter information that will be sent to the eScreen Client Services team.

Option 2: Call in to eScreen Client Services at 800.881.0722, option 5, with the user ID and account information. Please ask them. You will be given the expired password message and allowed to reset the password.

IMPORTANT: Client Services will only speak to registered users. Others will be referred back to the company.