

AccessMyLab
FAQ

I have not received a text

Check that you provided a cell phone number – a landline number will NOT receive a text message but will receive a voice message if there is an answering machine.

If you provided a cell phone number, enable the SMS function on your phone

Your carrier may not participate in the receipt of SMS text. Please check with your service provider.

Contact your service provider for questions about your text and data service plan.

How do I enter my date of birth using an Android phone

Touch the year at the top left corner to spin to your birth year

Why are my results not available?

There are several reasons why your laboratory report may not be available on AccessMyLab.

Some of the reasons are: 1) the insurance company does not participate in the AccessMyLab program, 2) the phone number you are using does not match our records, 3) there is no phone number associated with your sample, 4) the sample has not been received at CRL or .

The screen says to contact my agent. Why?

The insurance company you applied with does not participate in the AccessMyLab program.

The site says “we are unable to find your phone number”. Why?

The personal phone number on the laboratory consent was incomplete, illegible, missing or does not match the phone number you are entering .

The screen will not let me enter my phone number

The phone number displayed on the screen is greyed out and cannot be changed. That is the phone number we have in our records

How can I change my phone number?

The phone number written on my form is incorrect.

The phone number is a switchboard or office number.

I have changed my phone number.

To change your phone number, please contact your agent or the home office of the insurance company. Some insurance companies will provide us information to update the phone number in our records; other insurance companies may send you a copy of your laboratory report.

My phone number is an International phone number.

AccessMyLab does not have the ability to call international phone numbers.

After I enter my date of birth, the screen says the information does not match

The date of birth you entered does not match our records. Please contact your agent for assistance.

After I enter my date of birth, nothing happens

Accept the "Terms of Use" below the birth date (you may have to scroll down) and click "Submit"

When I click on the link my page just refreshes.

Some browsers require a double click on the link to open. It is also possible the PDF file is downloading somewhere on your computer or device that you are not aware of. Please check your download files.

I received my PIN, why can't I see my labs when I click on the link

Some browsers require a double click on the link to open. It is also possible the PDF file is downloading somewhere on your computer or device that you are not aware of. Please check your download files.

Why are my HIV results not included?

HIV results are not available on AccessMyLab.

I'm receiving a message stating I'm locked out because I've tried too many times.

This means you have attempted to access your results 5 times or more with the incorrect PIN number. The site will be locked for 30 minutes; please try again after that time.

I registered and created an account, but now I can't login

If you have forgotten your user name: Click on "Forgot User name"

If you have forgotten your password: Click on "Forgot Password"

Can you email or fax my results?

CRL cannot fax or email your results. There are multiple options to obtain your report:

- 1) obtain the report through AccessMyLab
- 2) contact your insurance agent for assistance in obtaining your report
- 3) requesting a copy of your report through CRL's Privacy Office
 - a. go to CRL's corporate website at: www.crlcorp.com
 - b. click on "Notice of Privacy Practices" at the bottom of the page
 - c. click on "Request to Inspect Protected Health Information"
 - d. Print the form
 - e. Complete and follow the instructions on the form.

How long will my labs be available on this site?

Your lab report is available for 12 months from the date the sample was received at the laboratory.