

## AccessMyLab FAQ

### 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: the insurance company does not participate in the AccessMyLab program, the phone number you are using does not match our records, there is no phone number associated with your sample, or the sample has not been received at CRL.

### 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 or missing.

### 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.

### How do I get my pin when I can't receive a text?

The phone is a land line.

The phone is an office phone (direct line).

After you enter your phone number, the next screen will ask how you would like to receive your PIN. Select “By Voice Message” and answer the phone as soon as it rings (do NOT allow the call to go to voice mail). The automated system will start speaking your 6 digit PIN as soon as the line connects. The voice message will say: “Your PIN is XXXXXX” and will repeat it one time.

### The PIN cuts off when I allow the call to go to voice mail.

Answer the phone as soon as it rings (do NOT allow the call to go to voice mail). The automated system will start speaking your 6 digit PIN as soon as the line connects. The voice message will say: “Your PIN is XXXXXX” and will repeat it one time.

### I requested a PIN and missed the call. What do I do now?

If you received the PIN by text message, the PIN is good for 20 minutes so you can still enter the PIN and proceed to your lab report. If you requested the PIN by voice message and missed the call or it's been more than 20 minutes since the PIN was sent to you by text, you may request a new PIN by logging out and starting from the beginning.

### 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 24 hours; please try again after that time.

### 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](http://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.