

# Access My Lab 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 phone number you are using does not match our records.
- There is no phone number associated with your sample.
- The sample has not been received at Clinical Reference Laboratory (CRL).

## **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 update my phone number if it has changed, was written incorrect on my form, or is a switchboard or office number?**

To change your phone number, please contact CRL customer service at 800-882-1922 or send an email with your request to [insurancsecs@crlcorp.com](mailto:insurancsecs@crlcorp.com).

## **Will I be able to utilize an international phone number for my labs?**

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

## **My phone is a land line or office phone direct line. How do I get my pin when I can’t receive a text?**

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 voicemail). 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.

## **Why does the PIN cut off when I allow the call to go to voicemail?**

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.

## **Why does my browser page refresh when I click on the PDF 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 downloaded files.

**I'm receiving a message stating I'm locked out because I've tried too many times. What does this mean?**

This means you have attempted to access your results 5 times or more within the incorrect PIN number. The site will be locked for 24 hours; please try again after that time.

**Can you send me my results?**

Please contact CRL customer service at 800-882-1922

**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.