UNIVERSITY OF GUELPH

ANIMAL HEALTH LABORATORY

AHL LabNote Number 37
updated February 2022

Viewing reports and invoices online

Our LIMS software program, LabVantage, has been designed to allow our clients to access their results and invoices whenever they want! Online reports are immediately available upon test completion depending on the turnaround time of the particular test you have ordered.

To access LabVantage, you must contact us to obtain a user name and start-up password. To contact us, please email us at ahlinfo@uoguelph.ca or call 519-824-4120 extension 54530 .
If you already have a username and password, below is a tutorial on how to log in to LabVantage and access results and invoices.

To start
Below is an overall view of the LabVantage screen.
- Occasionally there are notices of maintenance or holiday hours. These will appear above the log-in— typically in black, bold letters explaining the cause for LabVantage to be shut down or explaining our holiday and courier hours.
- Presently, LabVantage can be used with Chrome, Edge, Internet Explorer and Safari.
- Network firewalls will need Port 8080 open.
- Toolbars (Yahoo, Google) interfere and may need to be removed.
- Adobe Acrobat is needed to open PDF reports files. - Need Adobe? Click here.

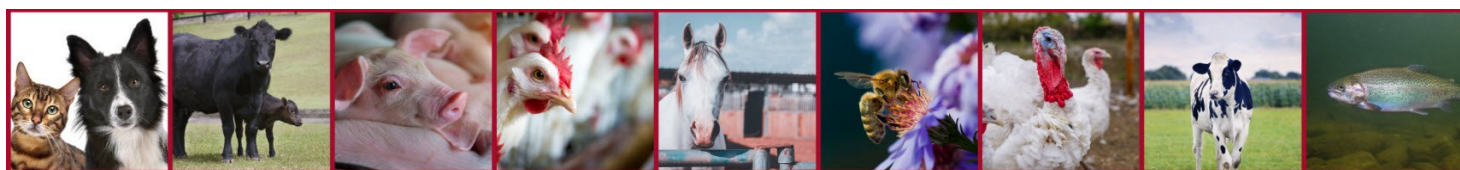**The URL is: https://testresults.lsd.uoguelph.ca/labservices/logon.jsp**

LabVantage®

Sign into Lab Services LIMS

Username

Password

Forgot password?   **Sign in**

Logging in to LabVantage:

1. Username

    This is your AHL client number (Typically seven numeric digits)

2. Password

    The first time you log-in, you will be prompted to change your password.
    Enter your new password (enter any combination of 4-8 numeric or alpha characters). Please note the password is case-sensitive.
    Click "Confirm New Password"
   Retype the NEW password
    Click "Change Password"

3. Sign in

    Once you've entered your username and password press Sign in! This will take you to the LabVantage "home page"

4.   **Forgot Password?**

   Click the Forgot Password? link and instructions will be sent to the email on file.
    Or call us to reset it - because after 3 unsuccessful attempts, the account will lock up
    for 24 hours. It's much easier to reset your password than have to wait!

Tool Bar:
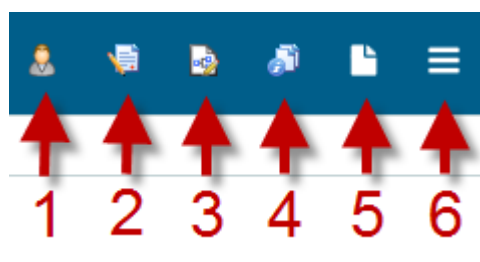
1. This will link you to our https://www.uoguelph.ca/ahl/contact-us/email-or-phone-us website - click on **"Contact the Animal Health Laboratory"** under Contact Us for direct access to email and phone numbers.

2. This will take you our "**Client Access**" link which, if you have a username and password, will all ow you to see the Fee schedule with pricing, our online submission form ordering page and a direct link to LabVantage if needed.

3. This will link you to our "Submission form" page on our website to download and print our submission forms. Customized forms are available to you by contacting our Client Services Technician at 519-824-4120 x 54976

4. This link will take you to our **UoG AHL website's homepage**.

5. This will open a virtual submission form.

6. Sitemap - this will take you to the LabVantage home page
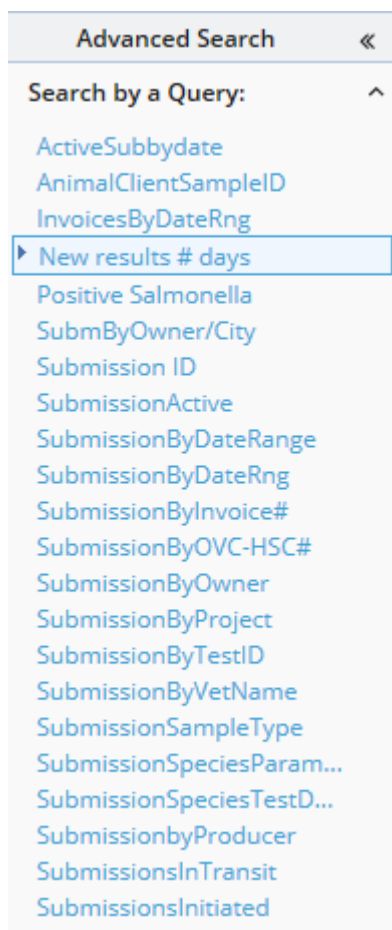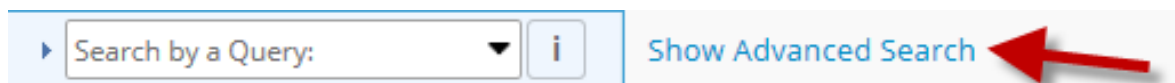
User Options Button:
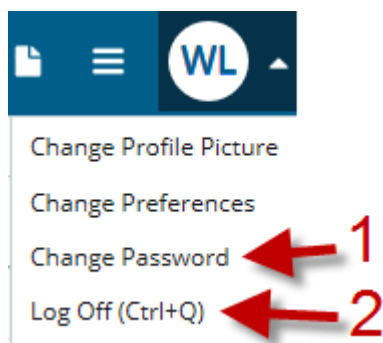
1. This is where you will change your password.
2. This is where you Log Off of the application.

Searching for a result:

Search Bar:
There are two ways to access the queries, you can click the down arrow beside "Search by a Query" or click "Show Advanced Search" to have a "Search by a Query" menu open at the left of the screen.

There is a wide array of Search options as seen on the left. The following are the most used search options.

Search by: New Results # days:

This is the default search option called "New results # days" This will search all your submissions for the past number of days you put in and return all submissions for which results are available. In this example number of days is 10. This is the default number of days.

Search by: Invoice #:

If you can't find the original results, but have an invoice you can use the invoice number to search for the submission. Please make sure you put the full invoice number in (with year dash and the number) partial numbers don't work. (e.g. 12-02547).

Search by: Submission ID:

Submission ID is the AHL assigned number. If you have this number - insert the seven digits here and click OK. You can change the year to search for historical information back to December 2008. If you require results before this date please contact us.

Helpful Hint:
SubmissionbyOwner and AnimalClientSampleID are free text fields - so you must type exactly what you wrote on the submission form.
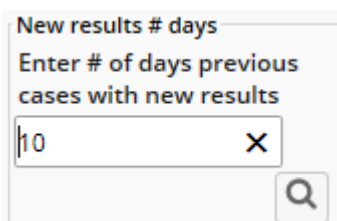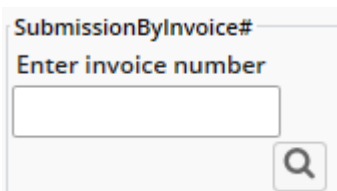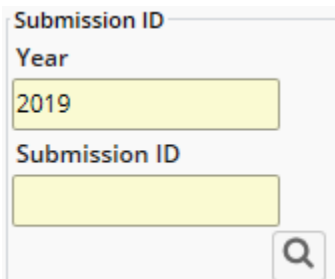
Searching for a result (Continued):

Advanced Search

Search by a Query:

- ActiveSubbydate
- AnimalClientSampleID
- InvoicesByDateRng
- New results # days
- Positive Salmonella
- SubmByOwner/City
- Submission ID
- SubmissionActive
- ▸ SubmissionByDateRange
- SubmissionByDateRng
- SubmissionByInvoice#
- SubmissionByOVC-HSC#
- SubmissionByOwner
- SubmissionByProject
- SubmissionByTestID
- SubmissionByVetName
- SubmissionSampleType
- SubmissionSpeciesParam...
- SubmissionSpeciesTestD...
- SubmissionbyProducer
- SubmissionsInTransit
- SubmissionsInitiated

SubmissionByDateRange

Start Date of Range (mm/dd/yy)

End Date of Range (mm/dd/yy)

Search by: Submission By Date Range

Another useful search tool is to search by date range - you remember submitting a sample sometime in June, but you don't know what date - this will help you find the cases you need!

First - Click the 'Start Date of Range' Calendar icon (the first red arrow is pointing to the calendar).

Look up Date:

1. Choose the applicable **month**.
2. Choose the applicable **year**.
3. Choose the applicable **day.**

After you've chosen the start date of range - complete the same Lookup Date for the End Date of Range.

After Start Date of Range and End Date of Range are filled in, press

Helpful Hint:
If you select a full year - it will take a lot longer to search. For faster searches, keep the range between 2 to 3 months!

Getting your results and Invoices:

Now that you've searched and found your case, the following options are available to you:

| Print Submission Form | Reporting ▼ | 📡 View Submission Form | View Invoice | Other Tasks ▼ |
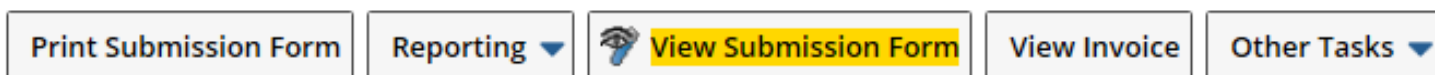
1.   **Print Submission form**

        This is the virtually created submission form for the case.

        This is only useful for clients who remotely enter their cases.

        If you are interested in remotely entering all your cases - reducing your paperwork and paper trail, please contact us for applicable training and access!

2.   **Reporting - Submission Summary Report**

    These are your results that have been finalized. For interim results, you must contact the applicable laboratory.

        There are additional options under the reporting menu to obtain results in an Excel format.

3.   **View Submission form**

        This button will bring up a copy of the submission form as scanned here at AHL.

        This is the submission form we received from you.

        This is a useful tool in the event that you receive results and are missing a test.
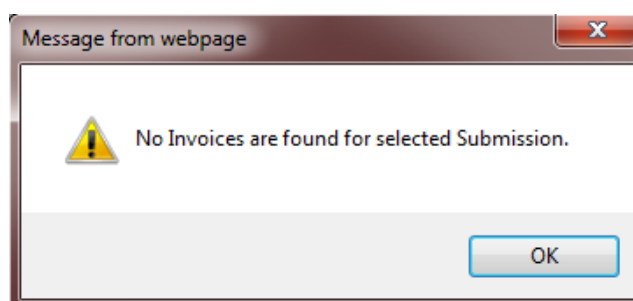
        You can look this up to see if we missed it or perhaps it was not checked off.

4.   **View Invoice**

        This button will bring up all invoice (s).

        Please note that an invoice will only appear if the case has been finalized and closed.

        If there is no invoice - a window will pop up that will say:

Message from webpage

⚠ No Invoices are found for selected Submission.

OK

Helpful Hint:

You can only select one case at a time and make sure you've selected the case you want.

LabVantage defaults to pick the first case at the top.

Logout:

To Log out - press the user options button at the top right of the screen and select Log off.

If you are inactive for ten minutes or longer - you will be automatically logged out for security purposes!

If you ever have Questions, concerns or issues please let us know!

Please contact us:

Phone: 519 824-4120 ext 54530   Fax: 519 821-8072   Email: ahlinfo@uoguelph.ca

Hours of Operation:

Please note that our sample drop off box and refrigerator is available 7:00am to 10:00 pm in our specimen reception vestibule (AHL Guelph).

Guelph Hours (Specimen Reception)

Monday to Friday* 8:00 am to 6:00 pm

Saturday** & Sunday*** 9:00 am to 5:00 pm

Statutory Holidays*** 9:00 am to 5:00 pm

Kemptville Hours

Monday to Friday 8:15 am to 12:00 pm and 1:00pm to 4:30 pm

* Telephone extension 54530 is answered 8:30 am to 6:00 pm Monday to Friday and is monitored on weekends. During high volume call periods please leave a message at extension 54530 and we will return the call as soon as possible
**Saturday service is limited to Clinical Pathology, Bacteriology, specimen reception and out-of-hours emergency necropsies
***Sundays and Holidays open for specimen reception and out-of-hours emergency necropsies