



**LABFLOW**

**User Guide**

**Patient Portal**

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## Overview

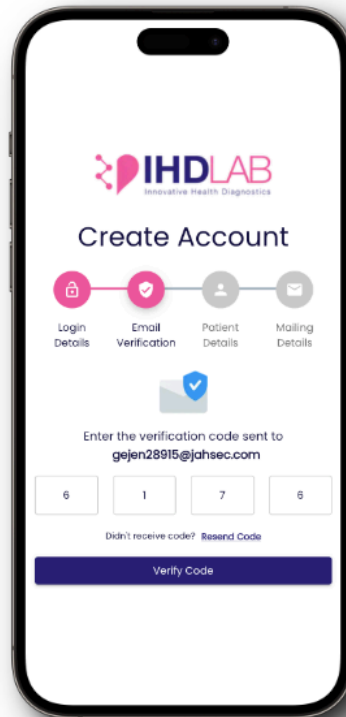
The Labflow patient portal provides a platform for patients to register and set up their accounts. Through this portal, patients can register their testing kits, track the status of their orders, and view their test results. This guide provides step-by-step instructions on how to use the platform.

## Patient Registration

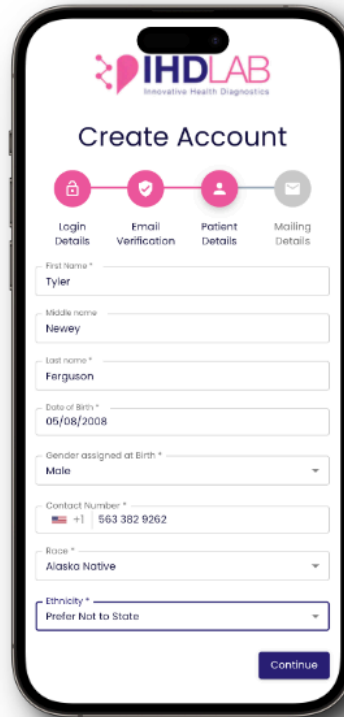
1. Access the Patient registration URL on the registration card and complete the 4-step patient registration flow.
2. Step 1: **Login Details**- Enter your information:
  - a. Email- Enter your valid email address in the 'Email' field
  - b. Password- Create a strong password and enter it in the 'Password' field
  - c. Confirm Password- Re-enter the password in the 'Confirm Password' field to ensure accuracy



3. Step 2: **Email Verification**- Ensure you have access to the registered email where the verification code is sent. Enter the verification code on the email to complete the email verification process. If you do not receive the verification code, click 'Resend Code' or contact support.

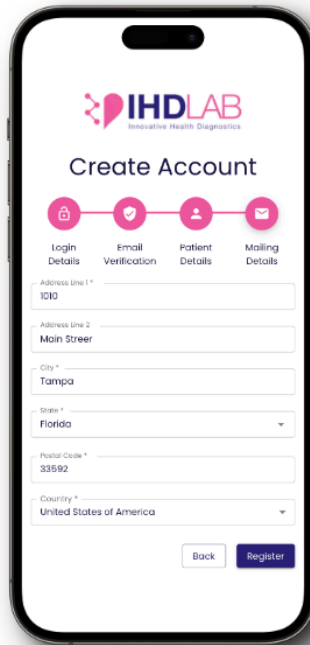


4. Step 3: **Patient Details**- Enter your information:
  - a. First Name- Enter your first name
  - b. Middle Name-Enter your middle name
  - c. Last Name- Enter your last name
  - d. Date of Birth-Select your date of birth from the calendar
  - e. Gender assigned at Birth- Select your gender from the list
  - f. Contact number- Enter your contact number
  - g. Race- Select your race from the list
  - h. Ethnicity- Select your ethnicity from the list

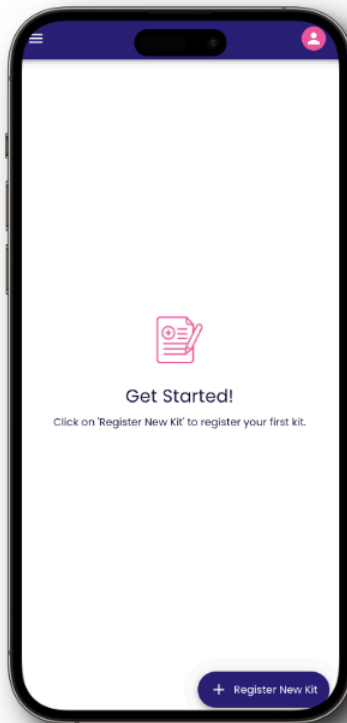


5. Step 4: **Mailing Details**- Enter your information:

- a. Address Line 1- Enter your address
- b. Address Line 2- Enter your address
- c. City- Enter your city
- d. State- Select your state from the list
- e. Postal code- Enter your postal code
- f. Country- Select the country from the list



6. Click 'Register' to complete your registration and start using your account.

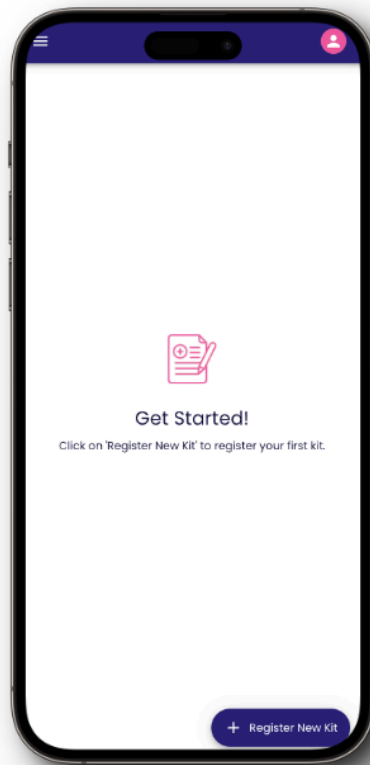


## Login

1. Access the Login URL on the registration card.
2. Enter your credentials and click the 'Login' button.
  - a. Email- Enter your email address in the 'Email' field
  - b. Password- Enter your password in the 'Password' field



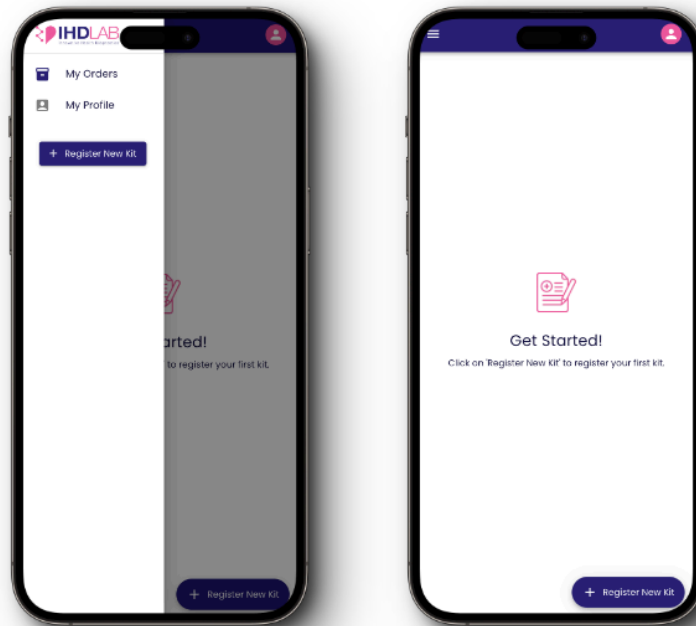
3. Upon successful login, you will be redirected to the home page.



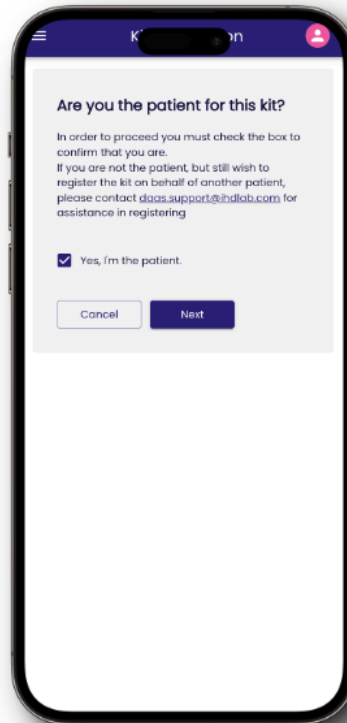
## Kit Registration

1. You can register a new kit by:
  - a. Clicking on the 'Register New Kit' button on the hamburger menu
  - b. Clicking on the 'Register New Kit' button on the 'My Orders' page

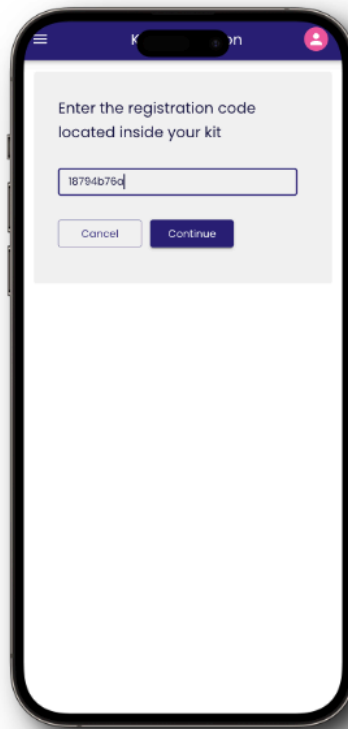




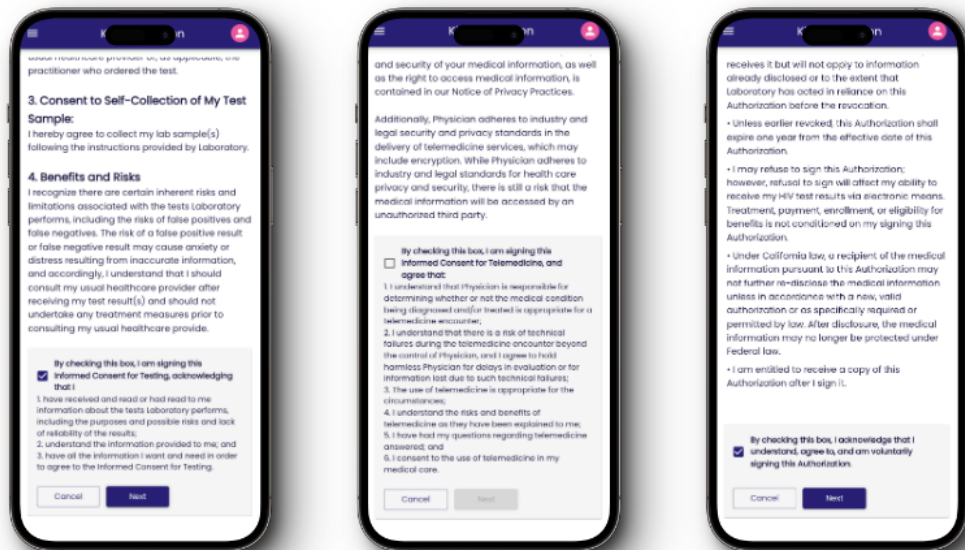
2. If you are the patient, click the 'Yes, I am the patient' checkbox to proceed. If you are not the patient contact [daas.support@ihdlab.com](mailto:daas.support@ihdlab.com).



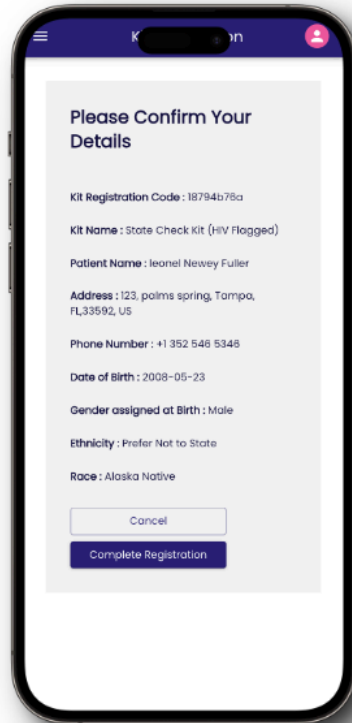
3. Enter the Kit registration code on the registration card.



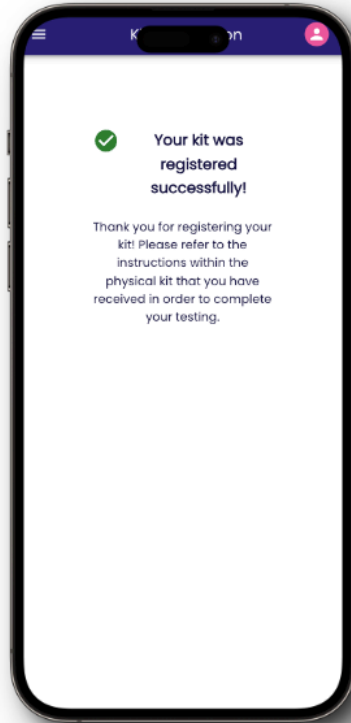
4. You must provide your consent and authorization by clicking the checkbox for the lab to proceed with processing your test kit.



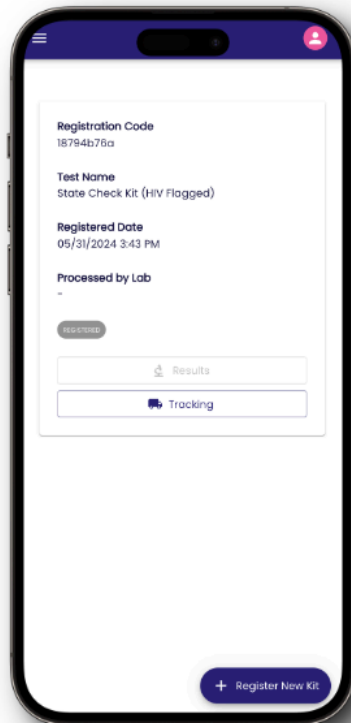
5. Review your details on the 'Confirmation' screen and click on the 'Complete Registration' button to proceed. If there are any errors during this process, contact [daas.support@ihdlab.com](mailto:daas.support@ihdlab.com) or call the IHD Lab support number at [phone number].



6. Upon successful registration, a message will be prompted.

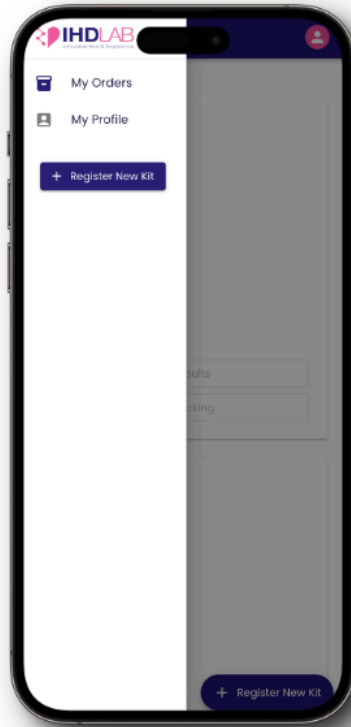


7. Your registered kit will be displayed on the **'My Orders'** page.

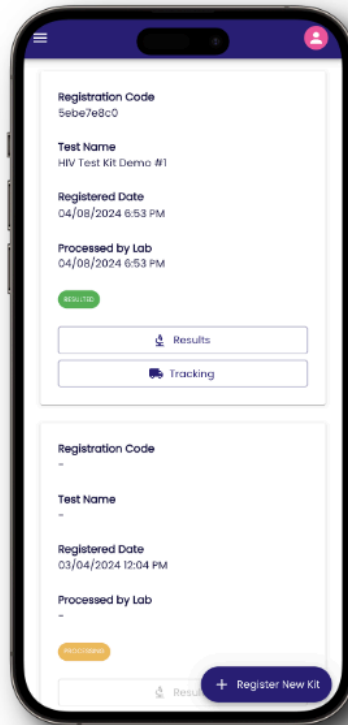


## View My Orders

1. All the kits you have registered in the portal will be displayed on the 'My Orders' page. Clicking on the 'My Orders' option on the hamburger menu.



2. The following kit details will be available:
  - a. Registration code
  - b. Test Name
  - c. Registered Date & Time
  - d. Date & Time Processes by the Lab
  - e. Status

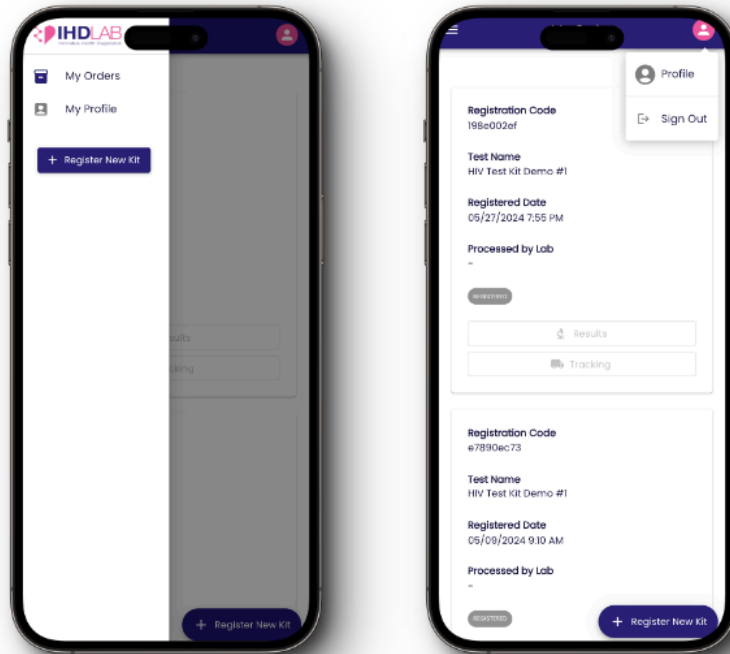


3. You can view the following when the status of the kit is updated:
  - a. If the status of your kit is updated to **Registered**, you can view the tracking details. Click on the 'Tracking' button and you will be redirected to the Tracking details page.



## View My Profile

1. You can view your profile details by:
  - a. Clicking on the 'My Profile' on the hamburger menu
  - b. Clicking on the profile icon and selecting the 'Profile' option



2. The following profile details will be available:
  - a. First Name
  - b. Middle Name
  - c. Last Name
  - d. Gender assigned at Birth
  - e. Date of Birth
  - f. Email
  - g. Contact number
  - h. Address Line 1
  - i. Address Line 2
  - j. City
  - k. State
  - l. Postal code



m. Country

The image shows a smartphone screen with a profile editing form. The form contains the following fields and values:

- First name: Uditha
- Middle name: Test
- Last name: Test
- Gender assigned at Birth: Male
- Date of Birth: 09/27/1992
- Email: udithakasun314@gmail.com
- Contact Number: +1 213 907 5131
- Address Line 1: 60-85 Myrtle Aved
- Address Line 2: d hbjgfgfh
- City: Ridgewoadd
- State: New York
- Postal Code: 10001
- Country: (partially visible)

3. You can edit your profile details if required and click on 'Save' to update the changes.

09/27/1992

udithakasun31@gmail.com

+1 213 907 5131

60-85 Myrtle Aved

d hbjgflh

Ridgewood

New York

10004

United States of America

Cancel Save

If you want to make changes to additional fields in your patient profile, please contact our support team at [support@demerg.com](mailto:support@demerg.com).