The Atlas support team is available 24/7/365 to assist in troubleshooting Atlas related issues. Please use this guide to help find answers to the most frequently asked questions regarding Atlas Labworks.

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Log-In Issues

1. **How do I get new users added to my site?**
   Please have each new user complete the FMOLHS Information Security and Confidentiality Agreement, and fax it to the Atlas Support Team at 225-765-9503. A blank copy of the Confidentiality Agreement can be found online at [http://lakelabservices.testcatalog.org](http://lakelabservices.testcatalog.org).

   The process to create a new user may take from 1-3 business days to complete. If no one at your facility is able to order in Atlas Labworks due to lack of access to Atlas Labworks, please contact the Atlas Support Team immediately.

2. **What should I do if my password is invalid or if I forgot my password?**
   If it has been over three months since you have logged into Atlas or if you forgot your password, contact the Atlas support team to reactivate your Atlas account. If it has been over 1 year since we have received a FMOLHS Information Security and Confidentiality Agreement, you will be asked to submit an updated copy before we can re­activate your account.

   The process to reactivate an account may take 1-2 business days to complete. If no one at your facility is able to order in Atlas Labworks due to lack of access to Atlas Labworks, please contact the Atlas Support Team immediately.

3. **Why isn’t the login screen appearing when I open Atlas Labworks?**
   The Atlas Labworks website functions in a pop-up window in Internet Explorer. Please complete the following steps to enable the login screen to appear. If you need help walking through these steps, please contact the Atlas Support team.

   - Internet Explorer is the ONLY web browser formatted to open Atlas Labworks. Atlas Labworks does NOT open in any other browser. For example, Atlas will not open in Google Chrome, Firefox, Safari, etc. Please ensure that Internet Explorer (IE) is the web browser chosen.

   - The website address for Atlas Labworks: [https://olol-epic.elaborders.com](https://olol-epic.elaborders.com)
     - If you are attempting to log in using another web address, the log-in screen will NOT appear.

   - Check the Pop-up blocker settings in Internet Explorer.
     - Open Internet Explorer → Tools → Internet Options → Privacy Tab → Under Pop-Up Blocker click Settings → Add Atlas website ([https://olol-epic.elaborders.com](https://olol-epic.elaborders.com))

   - Check that the Atlas Website is seen as a trusted site.
     - Open Internet Explorer → Tools → Internet Options → Settings → Click green check with Trusted Sites → Click Sites → Add Atlas website ([https://olol-epic.elaborders.com](https://olol-epic.elaborders.com))

   - After completing the following steps, close Internet Explorer and attempt to open Atlas Labworks again. If the login screen still does not appear, please call the Atlas Support Team.
Ordering Issues

1. **How do I add a test onto an existing specimen?**
   Once a requisition has been ordered in Atlas Labworks, tests CANNOT be added on to that requisition in Atlas. Only laboratory team members will be able to add-on tests to an existing specimen.

   To request an add-on test to an existing specimen, call our Client Support Call Center at 225-765-8811. Depending on specimen viability, the requested test will be added to the existing order and charged appropriately.

2. **How do I cancel a lab order?**
   Only laboratory team members can cancel lab orders. Cancellation requests received prior to test setup will be honored at no charge. Cancellation requested received following test setup cannot be honored. A report will be issued automatically and charged appropriately. To request a cancellation, call our Client Support Call Center at 225-765-8811.

3. **How do I add and/or remove a provider from my Atlas site?**
   To add a provider to your Atlas site, please contact the Atlas Support Team. You will be asked to provide the following information on the provider:
   - First and Last Name
   - Credentials (MD, NP, etc.)
   - NPI number
   - Fax number

   To remove a provider from your Atlas site, please contact the Atlas Support Team.

4. **What should I do if my diagnosis code fails?**
   It is your responsibility to determine the correct ICD10 diagnosis code(s) to use for each patient. If the diagnosis code that you entered does not work, please contact the ordering provider for another ICD10 code.
Printing Issues

1. **How do I reprint labels, requisitions and/or reports from Atlas Labworks?**
   - To reprint labels and requisitions:
     1. Select the patient using “Patient Search”, then click “Order History” under the Patient Quick Links.
     2. Select the order that needs reprinting using the collection date and time.
     3. Click the “Specimen Labels” link to reprint labels.
     4. Click the “Requisition” link to reprint requisitions.
        - Note: If you do not see these links, click on the hexagon in the upper right hand corner of the “Order History” screen. You will need to select “Specimen Labels” and/or “Requisitions” to add the links to your screen.
   - To reprint reports:
     1. Select the patient using “Patient Search”, then click “Reports” under the Patient Quick Links.
     2. Select the report that you would like to reprint, then press the Report link to reprint.

2. **What should I do if lab labels are not printing?**
   Please make sure that all cables are plugged in firmly to the label printer, computer and any power sources. If you do find an unplugged cable, please turn off the label printer, reinsert the cable, and then turn the label printer back on. Reprint the label using the steps in Printing Issues Question #1.

3. **How do I reset the label printer when it starts to print offline?**
   If the specimen labels are misaligned, hold the button on the top of the label printer down for a series of 5 flashes. (Ex: Flash 1, Flash 1 2, etc.) Let go of the button after 5 flashes. Boxes will start to print out with measurements. When you see a box with 1.89, press the button again. Reprint a label to test if the print is aligned correctly. If these steps do not realign the print on the labels, please call the Atlas Support Line for further assistance.

4. **What should I do if my lab requisitions are not printing?**
   Please make sure that all cables are plugged in firmly to the paper printer, computer and any power sources. If this does not resolve the issue, please contact the Atlas Support Line for further assistance.

5. **How do I get my lab reports to print?**
   Laboratory reports may be delivered through a fax line or through a program called Autoprinter. If your facility fax machine is experiencing a downtime, please contact Client Support Call Center at 225-765-8811. If your facility receives Autoprinted reports, restart the computer. This will usually restart the Autoprinter program automatically. If reports do not start to print after restarting the computer, please contact the Atlas Support Team immediately for assistance.
Other Questions

1. **What is the Atlas Labworks web address?**
The Atlas web address is [https://olol-epic.elaborders.com](https://olol-epic.elaborders.com).

2. **What should I do when the Atlas website is down or the internet is not working?**
Please notify the Atlas Support Team immediately. Manual requisitions, which were supplied upon the initial Atlas setup, will need to be used in place of the Atlas electronically generated requisitions. Please do not send manual requisitions to the laboratory without notifying Lake Lab Service of any connection issue that you may be experiencing. Also, an alternate route of report distribution will be needed until Atlas connection is restored.

3. **How do I change the patient’s name when the field is grey?**
If the specimen is still at your facility, please call the Client Support Call Center at 225-765-8811 to cancel the orders. Once the tests are cancelled, you may enter the patient’s demographics and make any spelling corrections that are needed. After updating the patient’s information, REORDER the laboratory work with the correct spelling of the name.

   If the specimen has left your facility, please call the Client Support Call Center at 225-765-8811 once the patient’s tests are finalized. We will change the name and resend you a report with the correct spelling.

4. **What should I do if Atlas will not let me change the Social Security number on a patient?**
If you receive an error that states that the Social Security Number (SSN) is already on file, another patient with that same SSN is on file at your site. Please perform an “Advanced Search” from the “Patient Search” screen using the SSN that is producing the error. If the correct patient is returned, please use this record to order laboratory work. Please correct any demographic errors that may have occurred on the initial entry. If the incorrect patient is returned with the SSN that is producing the error, please contact the Atlas Support Team so that the issue can be completely resolved.

5. **Can I use labels other than the Lake Lab Services provided labels?**
No. We provide all of our clients using Atlas Labworks with labels designed to fit the label printer provided. Please do not use any other labels in the label printer. If you need additional specimen labels, please indicate the amount needed on the Client Supply Order Form and return it to fax 225-765-3492. Additional copies of the supply order form can be printed from our website at [http://lakelabservices.testcatalog.org](http://lakelabservices.testcatalog.org).