MyOfficeConnect V3.0

USER MANUAL V1.5

Frequently Asked Questions

This document helps you to easily navigate MyLabConnect platform

Customer Experience Team

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⊗ MyLabConnect

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1. HOW TO LOGIN IN MYOFFICECONNECT 3.0?

Use this URL to login to MyOfficeConnect:

https://mylabconnect.com

1. Enter **Username**
2. Enter **Password**

Note: Please use your existing username and password.
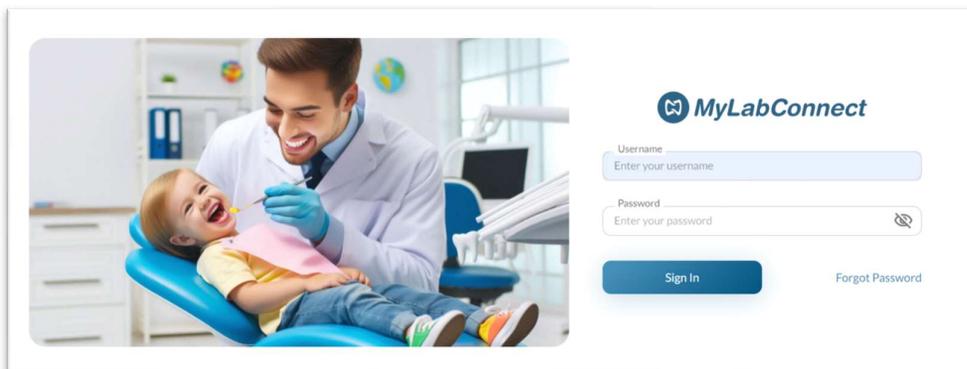
2. HOW TO ACCESS CASE DASHBOARD & STATUSES?

1. **On Hold Cases** – all the cases that are on hold
2. **In Transit** – Cases shipped in last 5 days or in transit
3. **In Production** – Cases that are in production
4. **Submitted** – Cases submitted by the offices
5. **Recent** – Cases shipped in last 30 days, excluding transit cases
6. **Search Case** details within the page
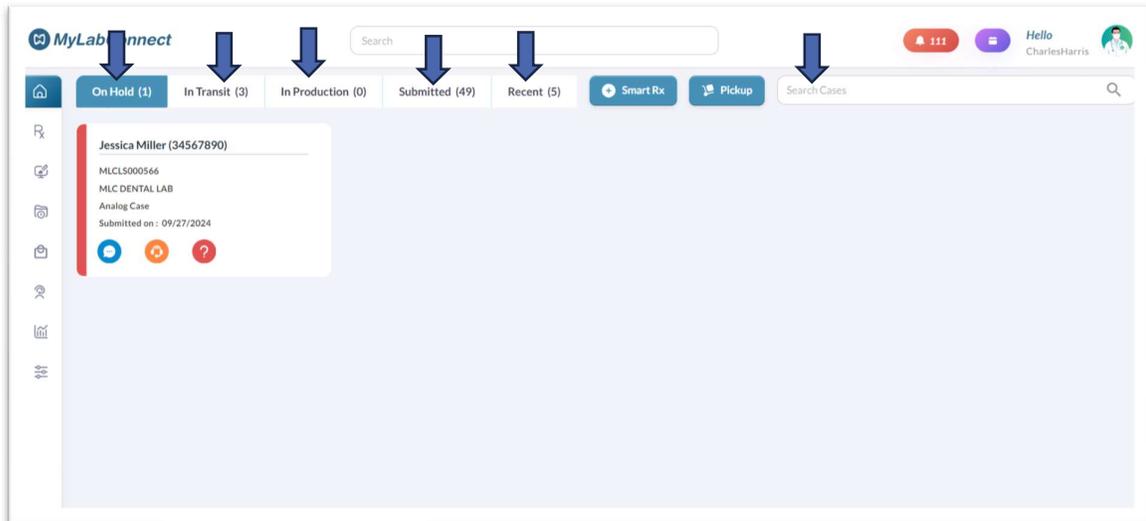
3. HOW TO ACCESS THE DASHBOARD – SUPPORTING FEATURES?

1. **Smart Rx** to book either analog or digital cases
2. **Pickup**" tab to schedule pick up of packages
3. **Smile Points** - Your rewards for rating the lab will be reflected
4. **Notification Icon** - Notification will be shown
5. **Doctor login** – Doctor details to be filled here
6. **Global Search** Any information related to the cases can be searched

## 4. HOW TO INSTANTLY MESSAGE THROUGH CHAT?

1. **Chat icon** is in the tile of each case in all the tabs that show status of the cases.
2. The doctor can directly click on the "**chat**" icon to start conversation with the lab
3. A closer view of the Chat Icon is seen on the right-side image
4. Once the doctor clicks on chat icon, a window will open for the doctor to start chatting with the lab.

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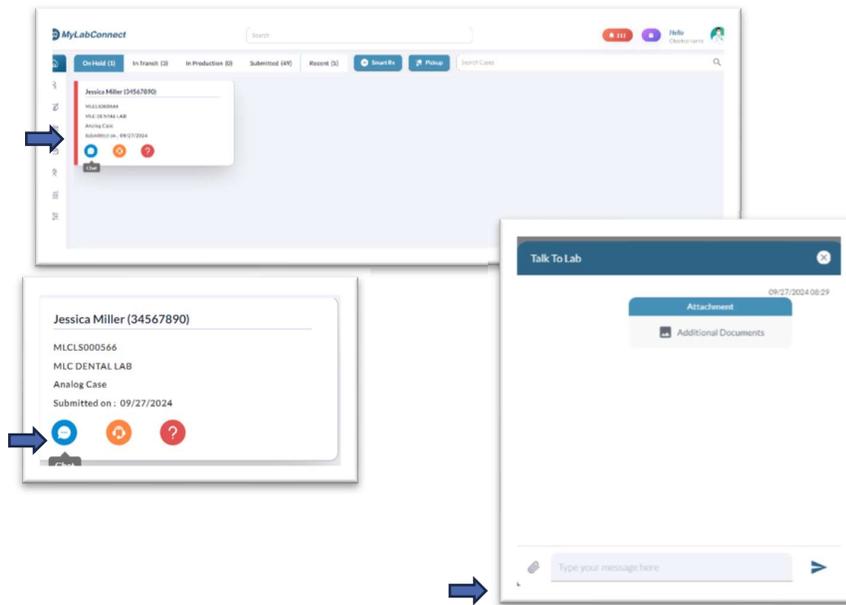
5. HOW TO GET SUPPORT FROM THE LAB?

1. **Support Icon** is in the tile of each case in all the tabs that show status of the cases.
2. The doctor can directly click on the "**Support**" icon for any support needed from the lab regarding the case.
3. A closer view of the Support Icon is seen on the right-side image.
4. Once the doctor clicks on support, as shown in the right-side image for doctors to fill details of support needed from the lab.
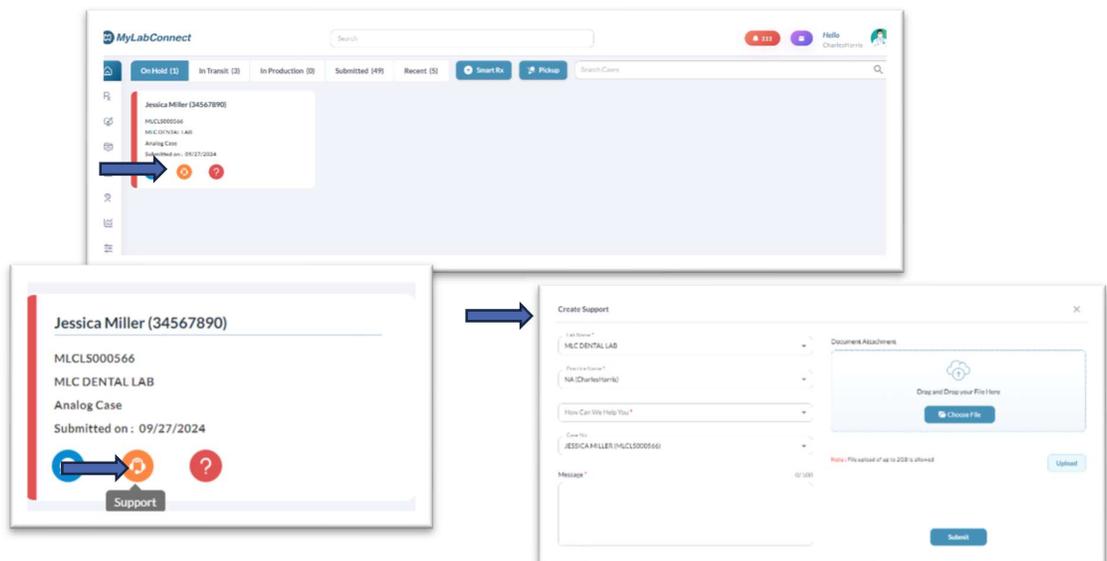

6. HOW TO CHECK THE HOLD CASE?

1. To know the "**hold**" reason for the case, hover over question mark icon on the case tile. The reason will be displayed. No need to click on the tile and open the case details to know the hold reasons.
2. A closer view of Hold case reason when the mouse if hovered over the question mark.
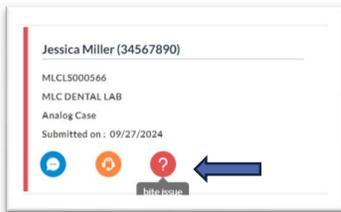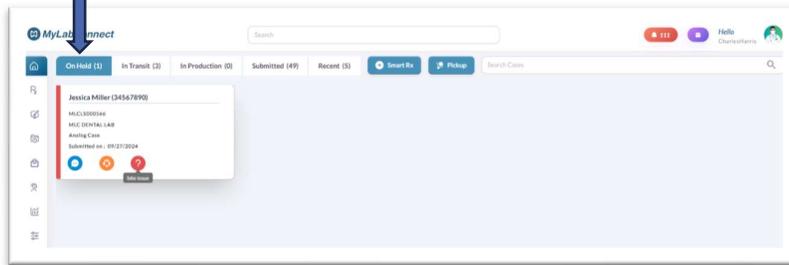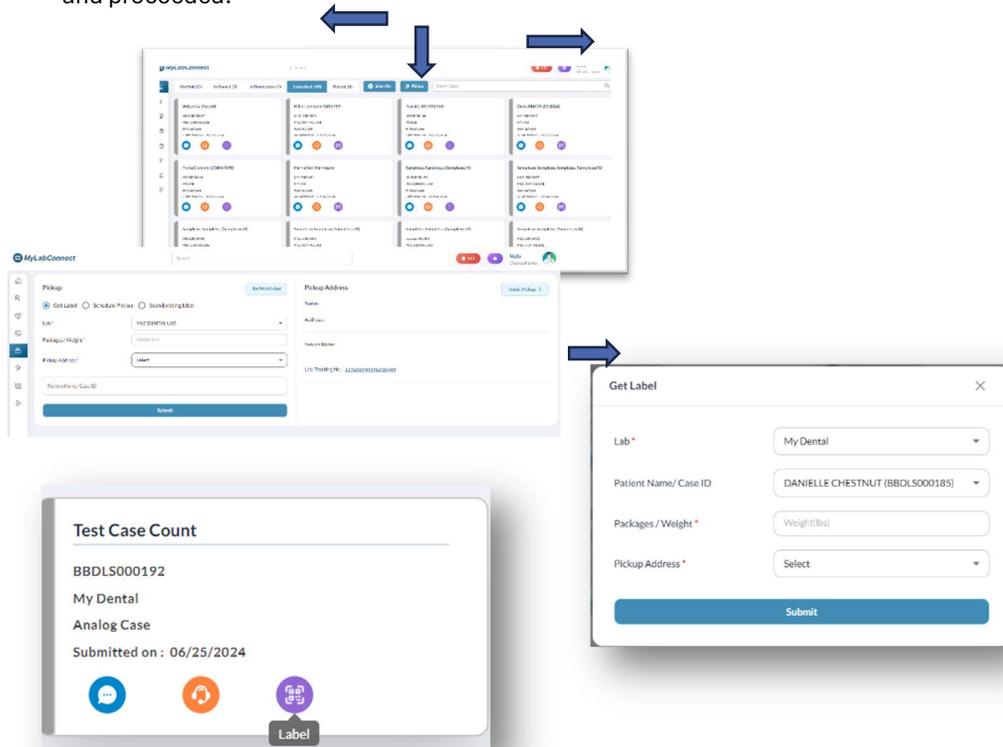

7. HOW TO GENERATE THE LABELS?

1. Under "**submitted**" tab, Label generation can be done through the case tile by clicking on the purple-coloured icon
2. When the icon is clicked, pop up window open to generate label
3. Once the label is generated, the icon clears from the tile.
4. A closer look at the label icon in the case tile.

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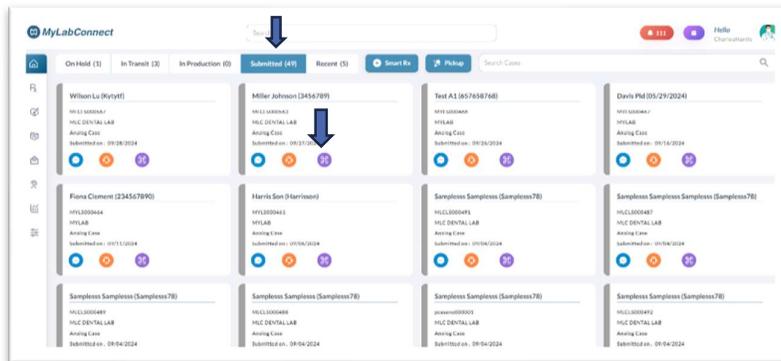
8. HOW TO ARRANGE THE IMPRESSION PICK UP?

1. **Pick up** of the packages can be scheduled from the dashboard by clicking on the "pickup" tab
2. Once Pick up tab is clicked, it leads to another window, where "Schedule Pick" can be selected and proceeded.

9. HOW TO GENERATE THE LABELS & ARRANGE IMPRESSION PICK UP?

1. We can **generate label**; schedule pick up and get existing label from another method also.
2. Click on the menu items on the left of the page
3. Click on "**Pickup**".
4. As you click on pickup, a window appears where we can choose to either get a label or schedule a pick or scan existing label.

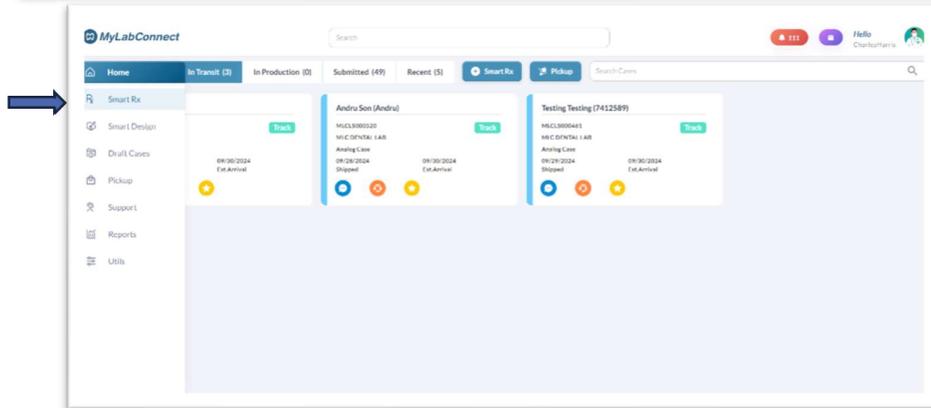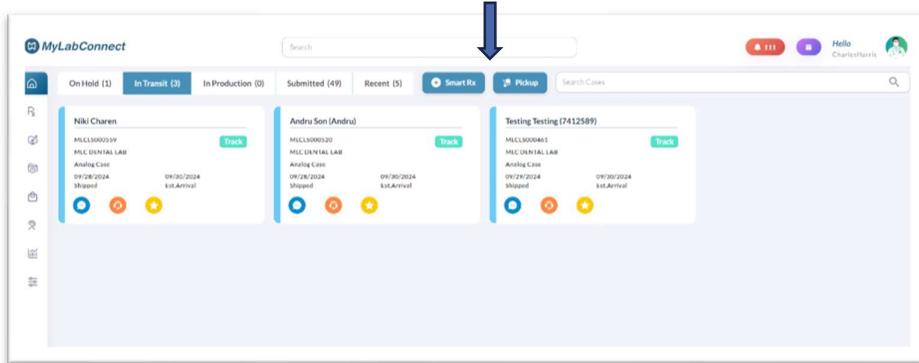**MyLabConnect**
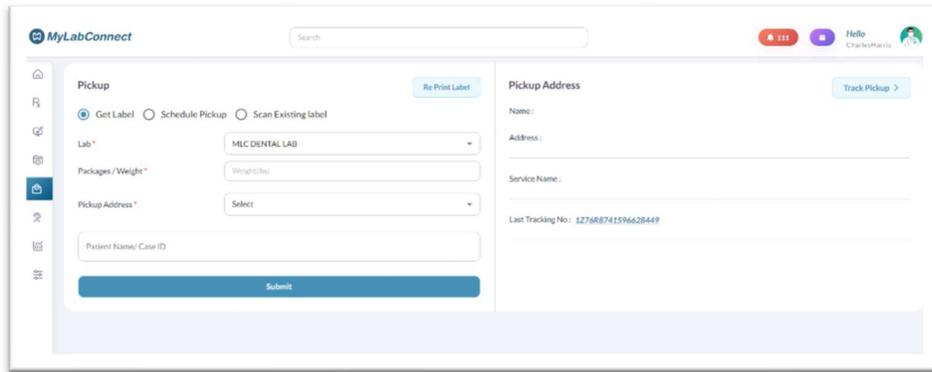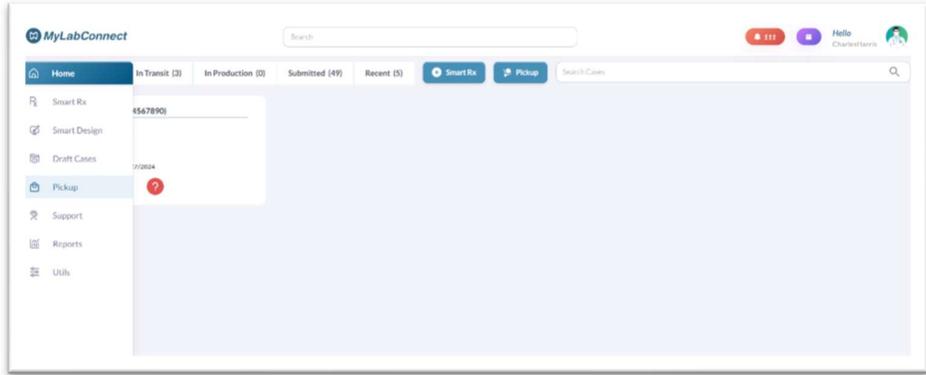
10. HOW TO ACCESS SMARTRx FOR SUBMITTING CASES?

1. SmartRx to book the cases can be done through dashboard by clicking on the SmartRx tab.
2. SmartRx is also available by clicking on the menu on the left-hand side of the page.

Note: In this version, the size of files that can be uploaded while submitting a case is 2GB (compared to 50MB in previous version).

11. HOW TO RATE THE CASES AND PROVIDE FEEDBACK?

1. For the doctor to give rating to the lab, click on the '**Recent**" tab.
2. Select the case that need to be rated.
3. If the star is in **yellow color** and flickering, then it means that the rating is yet to be given.
4. Once the rating is given, the color of the star changes to green.
5. When the yellow color star is clicked to give rating, a window appears as shown in the image
6. Select the Stars 1-5 to express the overall case rating
7. If you provide a rating of 1-3, please select improvements from the options mentioned.
8. Enter your message in the Message box (Optional)
9. Click on Submit button.
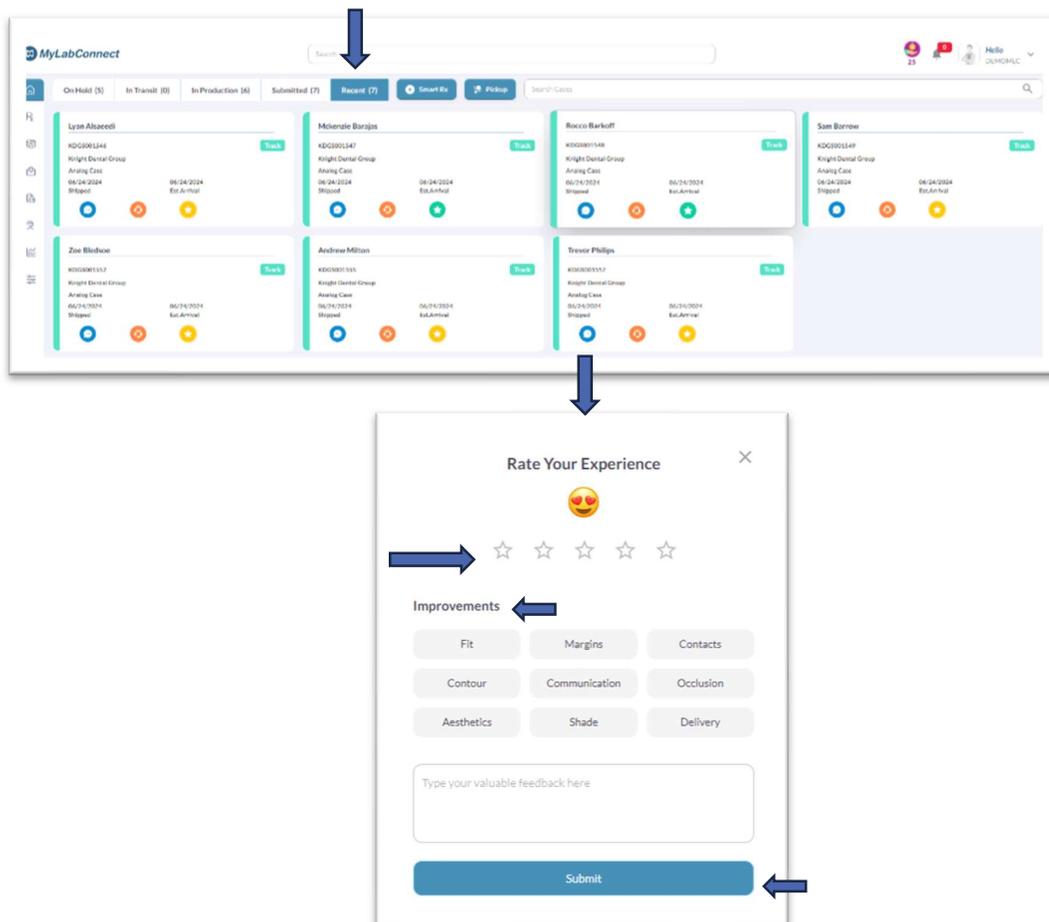
12. HOW TO ACCESS THE NEWS, EVENTS & PROMOTIONS?

1. News, event, promotion will be displayed in the bottom of the dashboard
2. On clicking on the news, events, promotion at the bottom of the page .
3. Clicking on it will lead to details.
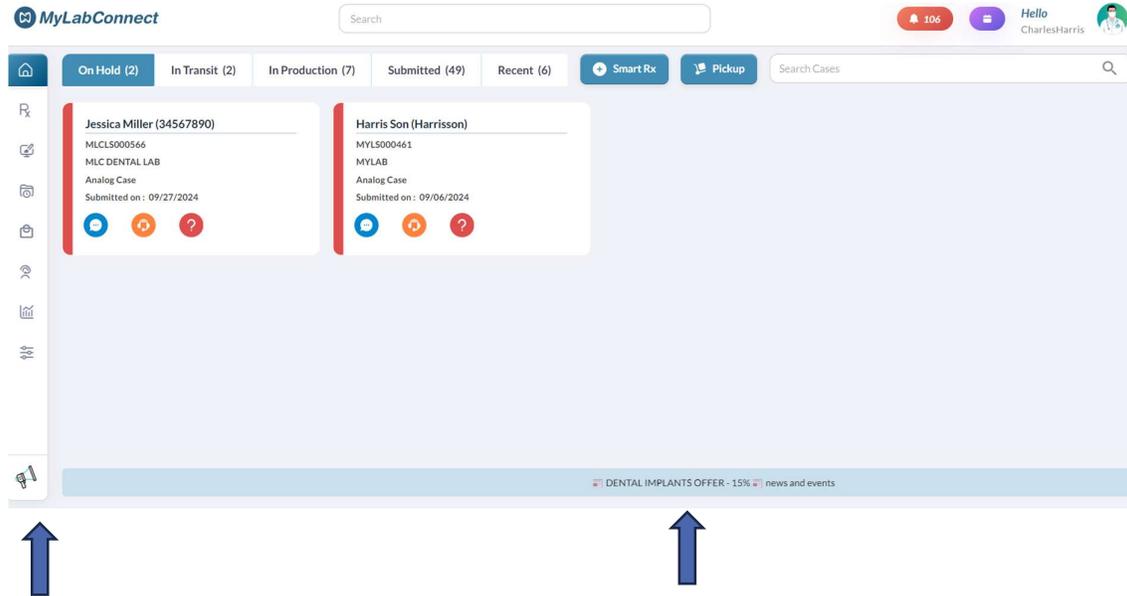
13. HOW TO TRACK THE CASE SHIPPING?

1. Cases can be tracked by clicking on the "**Track**" icon under "**In transit**" tab or "Recent" tab
2. Tracking details and status will be displayed. By clicking on the Tracking number, it will be redirected to FedEx/UPS with other details.
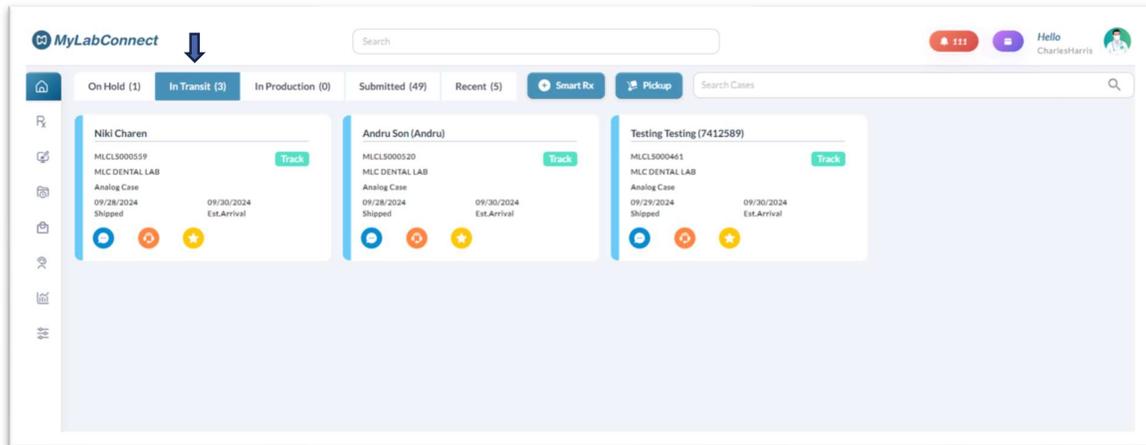
14. HOW TO RAISE THE SUPPORT TICKET?

To open a new support ticket for generic support:

1. Click on Support under the menu on the left-hand side.
2. Click on "Create Support"
3. Once you reach "Create Support" screen, select the Lab name
4. Enter the Practice name
5. Select the support ticket type form "How can we help you?" and request for the support.
6. Enter the case number if its specific to a particular case (You can also create support on directly clicking on case tile from any of case status bar)
7. Enter your message in the Message box
8. Click on upload file icon to add any file which you wish to send along with you support request
9. Click on Submit to create the ticket.

15. HOW TO ACCESS VARIOUS REPORTS?

To view the available reports:

1. Click on Reports menu on the left - hand side of the page and click on "Reports". All the following reports are available as tabs on top of the page.
   - Case List Report
   - Ticket List Report
   - Case Rating Report
   - Case Remake Report
   - Daily Scan QC Report
   - Daily Scan QC Summary
   - My Design Order

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16. HOW TO ACCESS THE DRAFT CASES?

Click on 'Draft cases', in the menu bar at the left side of the page to access any draft cases that have been saved for later review while filing the SmartRx form.
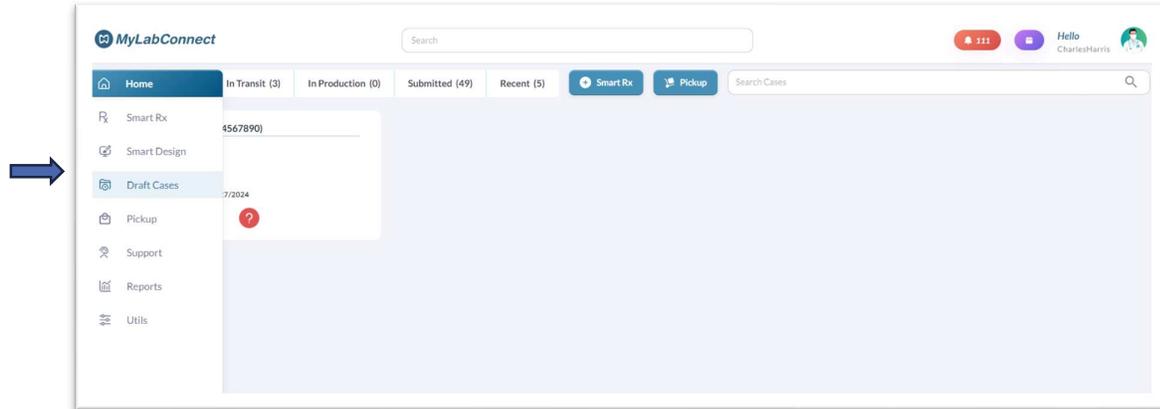
17. HOW TO ACCESS THE UTILITIES FOR HANDWRITTEN Rx?

1. Click on Utils.
2. This feature is for the doctors who prefer handwritten Rx.
3. Fill the mandatory fields.
4. Print the page and send it along with the impression in the package
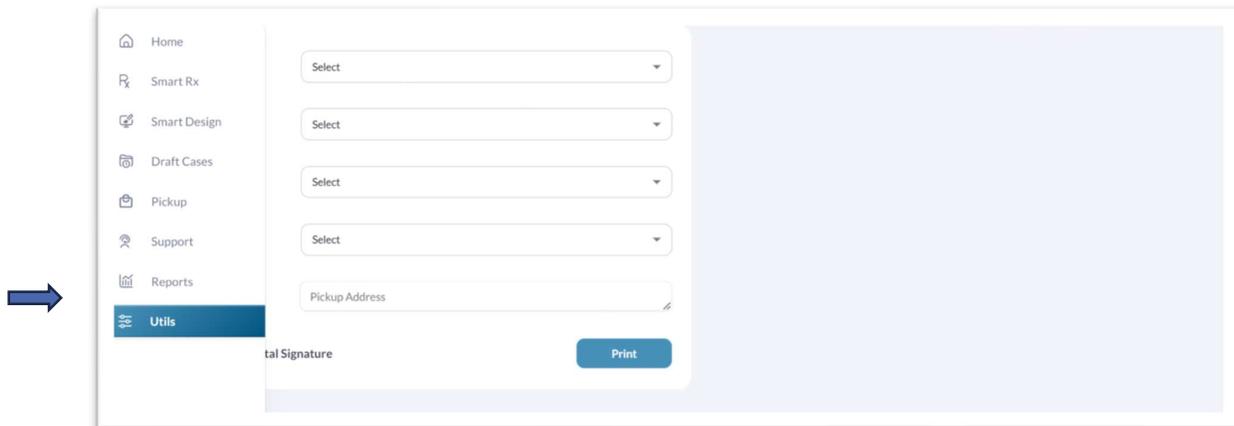
18. HOW TO UPDATE THE DOCTOR'S PROFILE?

1. Click on drop down beside doctor name
2. Doctor can update their profile.
3. Once profile is clicked, the page to fill following details
   - Profile details
   - Preferences
   - Notifications to receive through email, SMS or push notifications
   - Email/Mobile number
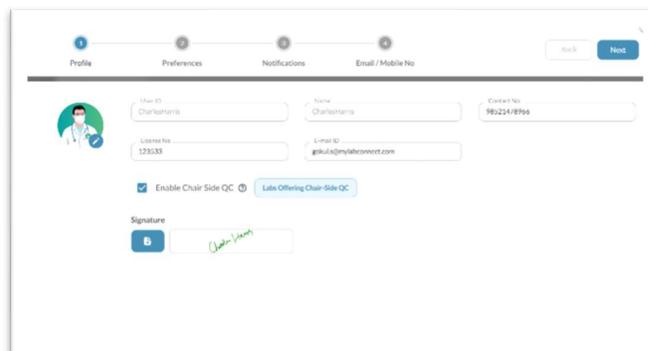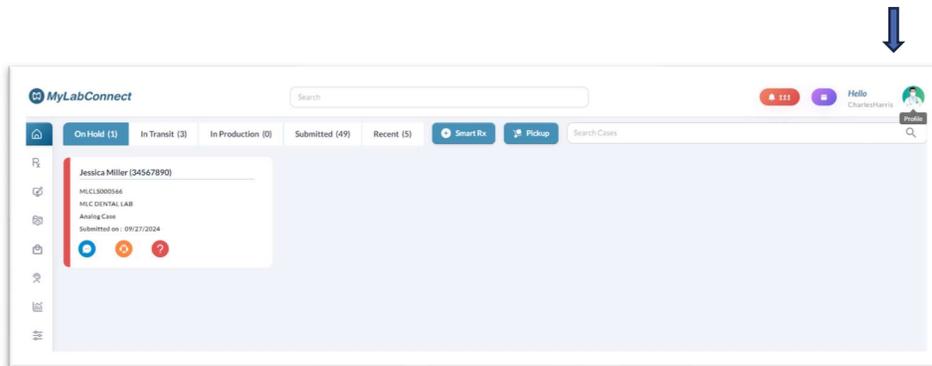
19. SMART DESIGN

1.Click on the Smart design from the left side menu

2. Fill in the details, upload the file and submit

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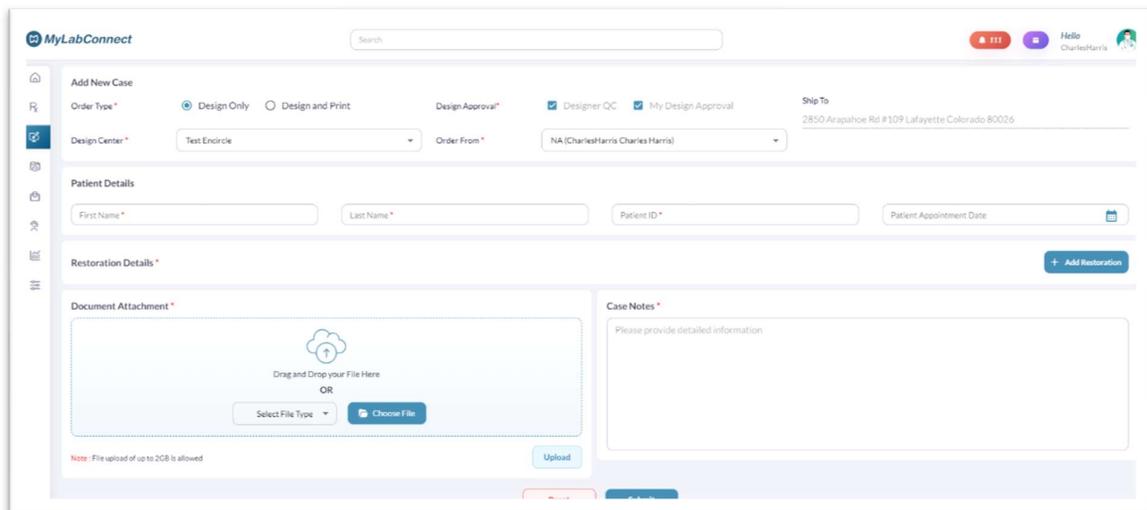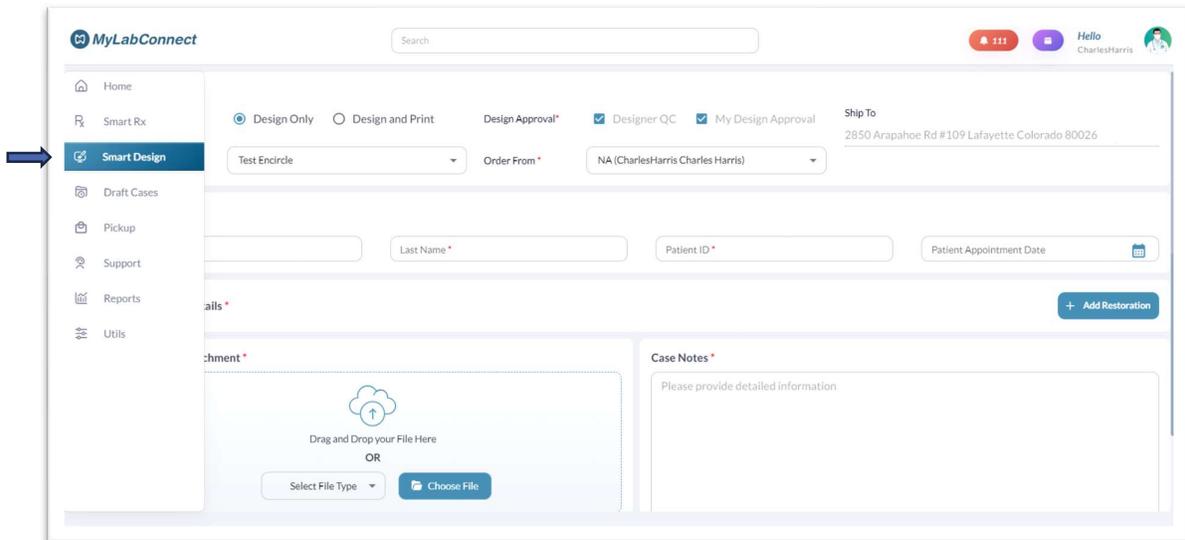
20. DUE DATE CALENDER

1. "Due date calendar" icon located on the top right of the page.
2. Clicking on it will take you to the due date of the cases.
3. You can choose to have a daily or a weekly view.
4. The legends are marked as per the status of the cases such as On hold, In transit, Production and submitted.
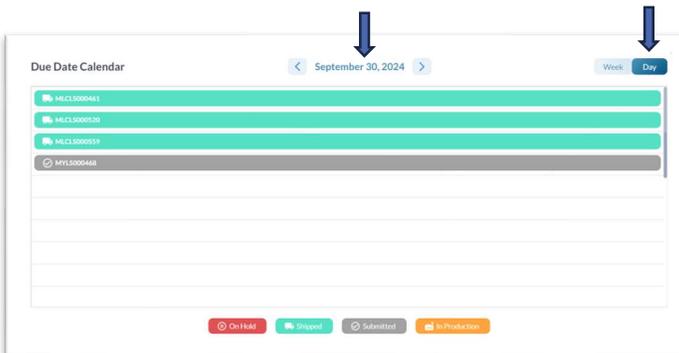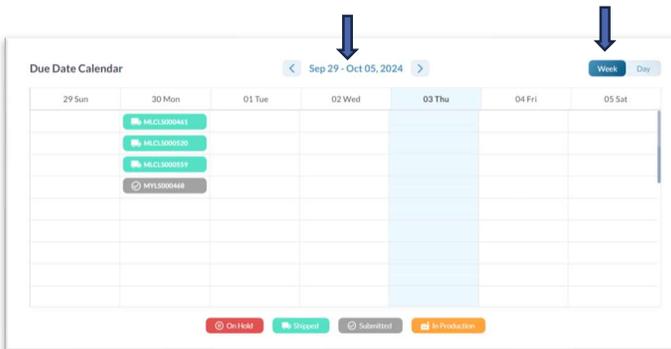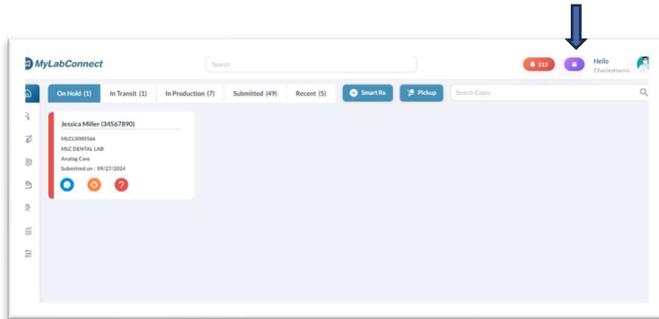
21. FREQUENTLY ASKED QUESTIONS?

#	Questions	Responses
1	Where can I find my hold cases?	Since hold cases are the highest priority actionable item for the doctor, it is displayed as the first tab "On Hold" on the top of the dashboard with red colour to mark the importance of resolving the hold case reason, so that the case is pushed into production without delay.
2	How can I locate the status of my cases?	All the cases are grouped into relevant groups such as "On Hold", "In Transit", "In Production", "Submitted" and" Recent"
3	How do I recollect if I forget what each case status tab stands for?	Just hover your mouse over the tab. The explanation will appear.
4	How can I find out the reason of my Hold case?	Under the Hold case tab, on the case tile, hover your mouse on the question mark icon. The hold case reason will be displayed.
5	How do I track my case?	Under the "In transit" tab or "Recent" tab, click on the "track" on the top right corner on the case tile. You can also search the case details (by case number or name) in the "search" icon of the page.
6	How can I easily rate the lab?	You can go to the" recent" tab and search for case details (by case number or name) in the "search" icon of the page. Once you find the case, click on the yellow flickering star to rate the case. Select the Stars 1-5 to express the overall case rating If you provide a rating of 1-3, please select improvements from the options mentioned. Enter your message in the Message box (Optional) Click on Submit button.
7	How can I find my old cases?	You can go to the" recent" tab and search for the case details such as case number or name in the "search" icon of the page.
8	How do I generate label for the package?	You can do it in 2 ways. The first and the easiest way is to go under "Submitted" tab and find case. Click on the purple icon to generate a label for that case. Second method would be to go on the menu item on the left side of the page and click on 'Pick Up". Then click on generate label and fill the details.
9	How do I schedule pick up?	You can do it in 2 ways. The recommended and easier way is to click on the "pick up" tab on the dashboard. It opens up a page where you can Schedule pick up. Another method would be to go on the menu item on the left side of the page and click on 'Pick Up".
10	What if I have a query or need support about a particular case?	There is support and chat icon on all the five tabs - as "On Hold", "In Transit", "In Production", "Submitted" and "Recent"
11	What if I need support in general?	For generic support, you can click on support icon on the menu on left side of the page. It will open a support page with details to be filled in.
12	What type of cases can I submit through SmartRx?	Both Analog and Digital cases can be submitted through SmartRx
13	What is the size of the file that I am allowed to	We have increased the file size up to 2GB in this version

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	upload while submitting the case.	
14	How do I access consolidated reports?	All the reports are available in the menu in left side of the page under "Reports". Once you click all the types of reports will be displayed on top of the screen as six different tabs beside each other.
15	What kind of reports are available to generate?	We have six kinds of reports – Case List Report, Ticket List Report, Case Rating Report, Case Remake Report, Daily Scan QC Report and Daily Scan QC Summary.
16	Can I still submit handwritten /printed Rx?	Yes, you can submit it by clicking on the "Utils" in the menu items on left hand side.
17	Where do I update my details?	The doctors can update their profile by clicking on the profile that comes in the drop-down menu beside your login name at top right corner of the page.
18	What is "On hold" tab?	All the cases that are put on hold by the lab are grouped under On Hold tab
19	What is "In transit" tab?	All the cases that are shipped in the last five days or in Transit are grouped under In Transit tab
20	What is "In production" tab?	All the cases that are in production are grouped under In Production tab
21	What is "Submitted" tab?	All the cases submitted by the office are grouped under Submitted tab
22	What are "Recent" cases?	Cases shipped in the last thirty days, excluding transit cases are grouped under Recent cases.
23	How can I search for cases?	You can search either in global search at the shown as "Search" at top of the page OR you can search under "search cases" under each tab in that particular page.
24	Can I do all my work through dashboard?	All the actionable items can be done through dashboard. You will need to come to the left side menu only for reports, utils and draft case.
25	What about the performance?	Less number of clicks, easy navigation, improved technology ensures the better performance.

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