Getting Started

MayoACCESS is a web-based application that connects medical and clinical facilities to laboratories. Using the connectivity of the web, MayoACCESS is an efficient ordering, tracking, and reporting system that can be used to perform the following tasks:

- Ordering laboratory tests
- Entering and tracking patient information
- Printing laboratory results for patients
- Printing batch sheets and specimen labels
- Providing important notifications to concerned entities

Contacting Customer Service

Use the following information to contact Customer Service:

United States and Canada

Telephone	800-533-1710 (toll free) 507-266-5700
Fax	507-284-1759
Email	mml@mayo.edu
Mail	Mayo Clinic Laboratories 3050 Superior Drive NW Rochester, MN 55901 UNITED STATES

International

Telephone	+1 855-379-3115 (toll free) +1 507-284-9273
Fax	+1 507-284-1759
Email	mmlglobal@mayo.edu
Mail	Mayo Clinic Laboratories 3050 Superior Drive NW Rochester, MN 55901 UNITED STATES

MayoACCESS Information

You can find MayoACCESS information on the MayoACCESS References web page (Mayocliniclabs.com/order-tests/mayoaccess-reference.html). This web page contains the following information:

- Release Notes that describe what's new for each release
- Overview, installation, and setup information
- Training modules that demonstrate how to perform specific tasks
- Quick references that show basic steps for specific tasks
- This guide, which contains all the information that you need to use the MayoACCESS application

You can also access this information from within the MayoACCESS application by clicking **Help** on the **Help** menu.

Logging in to MayoACCESS

To get started using the MayoACCESS application, you must log in. The following topics describe how to perform these tasks as well as how to log in if you have forgotten your password, and how to log out of the application.

To log in to the MayoACCESS application, follow these steps:

1. In a web browser, enter one of the following URLs to get to the MayoACCESS login window.

    - **Test Site:** https://test.mmlaccess.com

    - **Production Site:** https://mmlaccess.com

        Alternatively, click **MayoACCESS** on the Mayo Clinic Laboratories website:

    Tip: To add a shortcut for the MayoACCESS application to your computer desktop, see Adding a Desktop Shortcut to the MayoACCESS Application on page 139.

2. Enter your email address and password**.**

    Note: Passwords are case sensitive.

3. Click **Sign in**.

    If test results are available, the following message is displayed when you log in:

    `You have unread reports.`

    You can choose to view and print the unread reports.

When you are finished, the New Order page is shown. This page is the starting point for ordering a test. For instructions, see Ordering a Test on page 35.
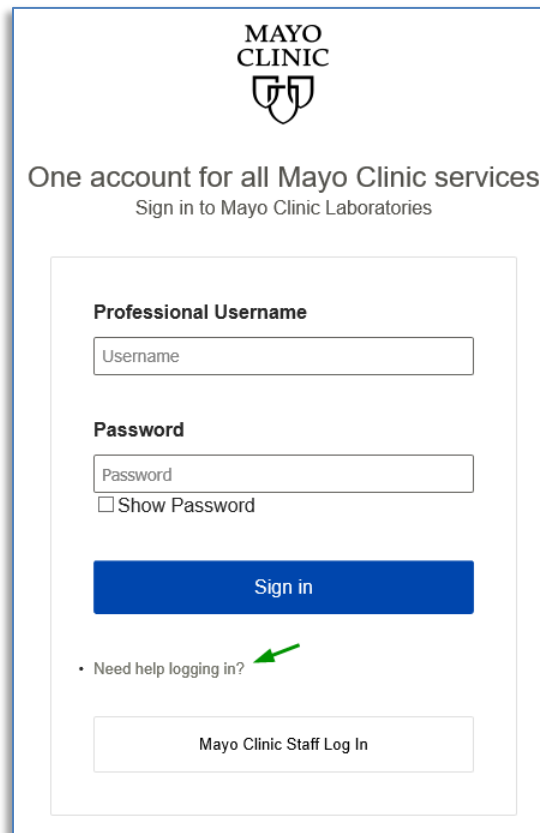
Logging in to MayoACCESS If You Forgot Your Password

If you forgot your password, follow these steps to log in to the MayoACCESS application:

1. In a web browser, enter one of the following URLs to get to the MayoACCESS login window.

    - **Test Site:** https://test.mmlaccess.com

    - **Production Site:** https://mmlaccess.com

2. On the Sign In page, click the **Need help logging in?** link.

You will be asked to enter your email address and answer the security question. Then, you will receive an email notification with instructions for changing your password.

Logging out of MayoACCESS

To log out of the MayoACCESS application, click **Log Out** on the menu bar.

Using MayoACCESS

The MayoACCESS application is made up of various components:

- Menus
- Shortcuts
- Patient Information Bar
- SmartLinks
- SmartMenus
- Extended Frameset

The MayoACCESS features and functions that you see are controlled by the security groups to which you belong, so your view of the MayoACCESS application might differ from that of other users.

The following topics describe each of these components.

MayoACCESS Menus

The MayoACCESS menus provide access to the main functions of the application.

To display the menu options, hover over the menu. To select an option, click the menu item. The following menus are available:

Patients

This menu contains options that are specific to a patient, such as ordering a test, viewing orders and test results, changing patient information, and creating cumulative reports. Some menu items are disabled until you select a patient record.

Orders

This menu contains options that are associated with ordering tests, such as accessing the directory of services, searching for an order, working with batches, and viewing test utilization.

Results

This menu contains options that are associated with viewing, printing, and forwarding reports that contain test results.

User

This menu contains options for opening the InfoLink Inbox, changing to a different site, and creating notification subscriptions.

Master Files

This menu contains options for creating comments, custom profiles, and short lists, and for working with physician and patient records. Access to this menu might be restricted to supervisors or system administrators.

System

This menu contains an option for setting up and maintaining MayoACCESS user information. Access to this menu is restricted to supervisors or system administrators.

Help

This menu contains options for accessing MayoACCESS information and the Add Tests to an Order form, checking the application version, viewing and changing ActiveX installation and browser settings, and analyzing your system.

MayoACCESS Shortcuts

The MayoACCESS menu bar contains shortcuts for actions you might frequently take.

The following shortcuts are available:

Batch Orders

This shortcut opens the Batch Processing page. For information about batch processing, see Batching Test Orders on page 61.

Previous

This shortcut switches from the page you are viewing to the previous page.

Log Out

This shortcut logs you out of the MayoACCESS application.

Patient Information Bar

The patient information bar shows information about the selected patient.

You can click the patient information bar to open the Patient Demographics page.

SmartLinks

The SmartLinks, shown at the bottom of a section, provide links to functions related to that section of the page. You can click these links to perform tasks. For example, in the following figure, you can click the **Order** link to view and print details about the selected order.

When you hover over the link, an arrow is shown to the right of the link. Click the arrow to view information about the function, to view related links or to remove that link from the SmartLinks shown.

Tip: For more information about a link, click the arrow next to the link, and then click the **Information** link.

When you remove a link from the page, you can still access the link from the SmartMenu for that section of the page. For more information, see SmartMenus on page 13.

You can set the default action for many of these links. For example, when you click the arrow next to the **Order** link, a menu is shown (see the following figure).

On this menu, the **View Order Report** link is darker than the other links. This indicates that this is the default action when you click the **Order** link. You can change the default action from **View Order Report** to **Print Order Report** by clicking the **Toggle the Default Action (View or Print)** link.

SmartMenus

Many MayoACCESS pages contain a SmartMenu. The SmartMenu function is shown as a blue hexagon icon.

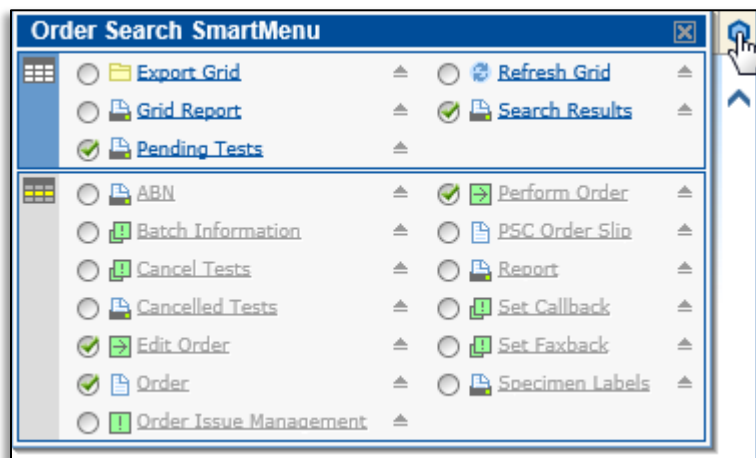When you hover over the SmartMenu icon, links that provide functions for that section of the page are shown. For example, when you hover over the SmartMenu icon on the Order Search page, an Order Search SmartMenu similar to the following is shown.

The links in the top section of the SmartMenu are functions that are performed on the entire list of Orders. The links in the bottom section of the SmartMenu are functions that are performed on the selected order.

You can click the links on the SmartMenu, or click the arrow next to a link to view information about the function, to view related links, or to add the link to the page. For more information, see SmartLinks on page 12.

Extended Frameset

The extended frameset provides convenient access to functions that you might use frequently.

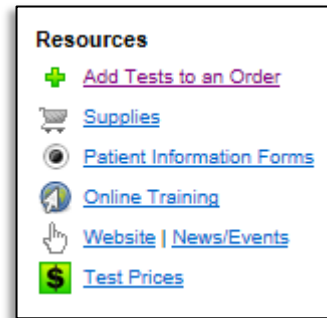The extended frameset is divided into three sections:

Patient QuickLinks   **Shortcut buttons**   **Resources**

The following table describes each of the extended frameset options:

Option	Description
Patient QuickLinks	
Reports	Opens the Patient Reports page. Use this page to view the test results for the selected patient.
Order History	Opens the Order History page. Use this page to view information about all the orders for the selected patient.
Demographics	Opens the Patient Demographics page. Use this page to view and change the demographic information for the selected patient.
New Order	Opens the New Order page. Use this to order tests for the selected patient.
Results History	Opens the Results History page. Use this page to view the test results for the selected patient.
Insurance	Opens the Patient Demographics page. Use this page to view and change the insurance information for the selected patient.
Orders Pending Results	Opens the Orders Pending Results page. Use this page to view the tests that have been ordered for the selected patient, but for which results are not yet available.
Shortcut Buttons	
Patient Search	Opens the Patient Search page. Use this page to search for a specific patient.
Order Search	Opens the Order Search page. Use this page to view and search for specific orders.
Report Search	Opens the Reports page. Use this page to view and search for specific test results.
Directory of Services	Opens the Directory of Services window. Use this window to look up tests and to view detailed test information.
Batch Processing	Opens the Batch Processing page. Use this page to close a batch, to view or edit orders, to cancel tests, and to print specimen labels.

Resources	
Add Tests to an Order	Opens the Add Tests to an Order form on the Mayo Clinic Laboratories website. Use this form to request additional tests for a specimen that you sent to Mayo Clinic Laboratories.
Supplies	Opens Supplies on the Mayo Clinic Laboratories website. Use this web page to order supplies from Mayo Clinic Laboratories.
Patient Information Forms	Opens the Patient Information and Signature Forms web page on the Mayo Clinic Laboratories website. Use this web page to download and print forms that you need.
Online Training	Opens the MayoACCESS References web page on the Mayo Clinic Laboratories website. Use this web page to get information about using the MayoACCESS application.
Website	Opens the home page of the Mayo Clinic Laboratories website.
News/Events	Opens the Mayo Clinic Laboratories Blog website.
Test Prices	Opens Test Prices on the Mayo Clinic Laboratories website. Use this portal to view pricing information.