eurofins | Clinical Enterprise

Patient Guide to Accessing Results

Thank you for choosing Clinical Enterprise for your COVID-19 testing services. This guide will help walk you through all aspects of registration, log-in, and accessing your results. If you have further questions regarding these processes or confusion about your results, please feel free to reach out to Customer Care at:

TestResults@ClinicalEnterprise.com

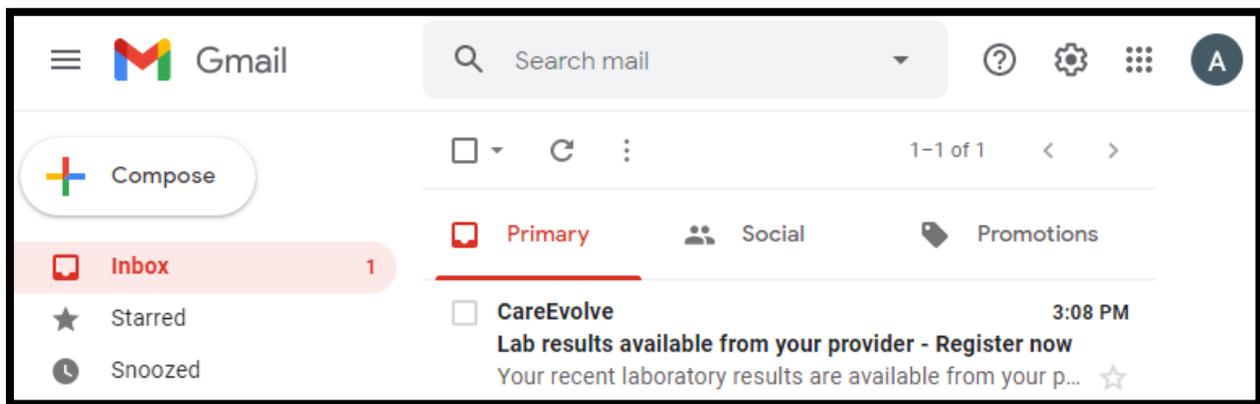Click on any title below to instantly jump to that section.

Jump to:

How to Register for the Patient Portal

An email will be sent to the address given at the testing site or during pre-registration (if offered). Patients will receive an email from CareEvolve@LKNotification.com. If no email was received, please check your spam inbox or contact Customer Care.

The email will contain a registration code and link to the patient portal.

CareEvolve@lknotification.com   3:08 PM (24 minutes ago)
to CareEvolve.BHD ▾

Your recent laboratory results are available from your provider, please register now.

Registration Code: 42867D84D1

Please use the code above and the following link to register:

https://clinicalenterprise.careevolve.com/Patient/Profile/RegStart

If you have any questions regarding this email, please contact Customer Support.

https://clinicalenterprise.careevolve.com/Patient/Home/Contact

Click on the first link to open the patient portal. Enter the email address given to the testing site and the registration code provided in the registration email.

If prompted on your device or browser, DO NOT save your account details at this stage. This may result in your registration code being saved as your password, causing you to lose access to the portal.

-Entering your Profile Information and Security Questions

The next page will allow you to fill in your profile information such as your name and address. If several patients were registered on the same email or profile and you receive an error message when registering, please try inputting the dates of birth (or other personal information) of the additional patients registered to that account. If this doesn't resolve the issue, please contact Customer Care.

Use this form to enter profile information.

Profile Information

First Name *

Patient

Middle Name/Initial

Last Name *

Test

Birth Date *

Gender *

[▾]

Language *

[ENG ▾]

Street 1 *

Street 2

ZIP Code *

City *

State *

[▾]

Country

[▾]

Home Phone *

( ) -

Cell Phone

( ) -

[Next >]

Next, you will be prompted to create two security questions and answers, as well as a unique password.

Please note: We <u>strongly advise against</u> using the auto-generate password function available on iPhones. Sometimes this will save the registration code as the password and access will be unavailable without a password reset. Please contact Customer Care if you run into this issue.

Security Information

Security Question #1 *

Security Answer #1 *

Security Question #2 *

Security Answer #2 *

Password *

Confirm Password *

[< Back] [Register]

Once successfully registered, a confirmation message will appear in the portal notifying you that your account has been registered.

You are now registered!

In a few moments you will receive an email with a Confirmation Code and a link that will allow you to log in and view your results.

-Authorizing Your Profile

A second email will be sent following registration with links to the portal and a confirmation code (different from your registration code)
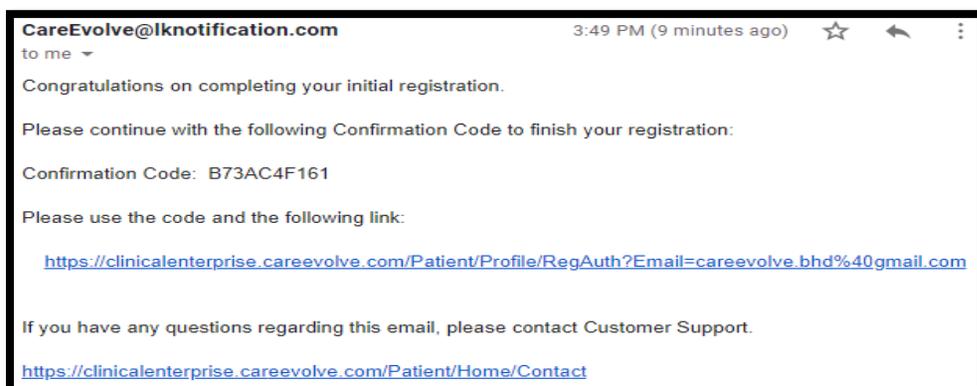
Click on the first link and enter in your confirmation code. Check the CAPTCHA box above the "Authorize" button.
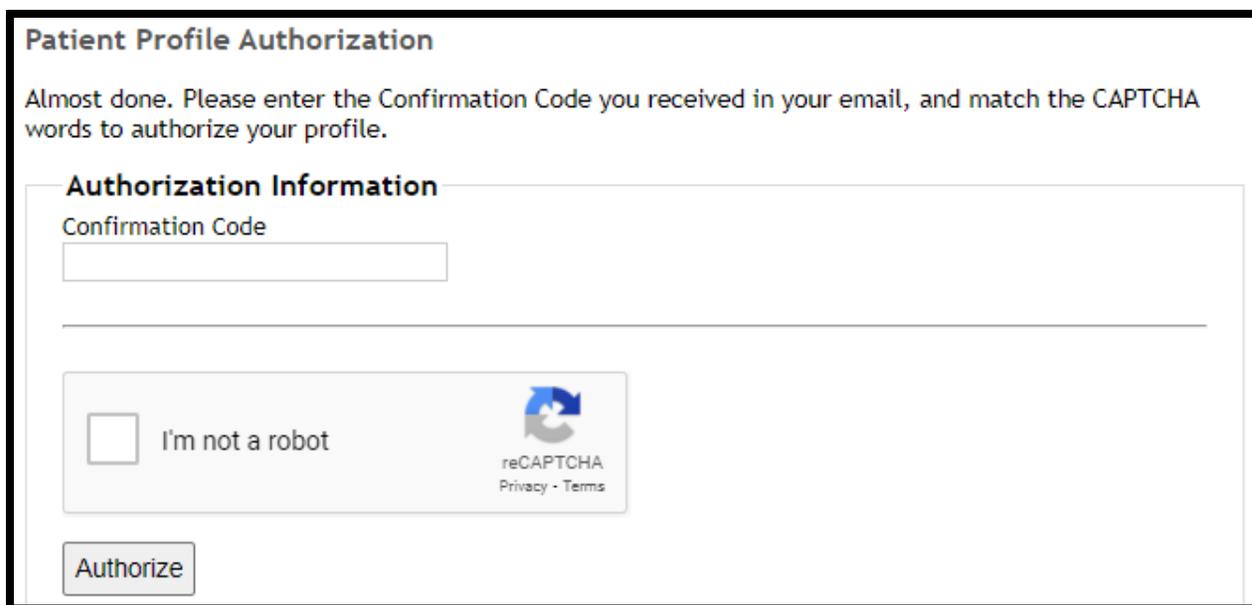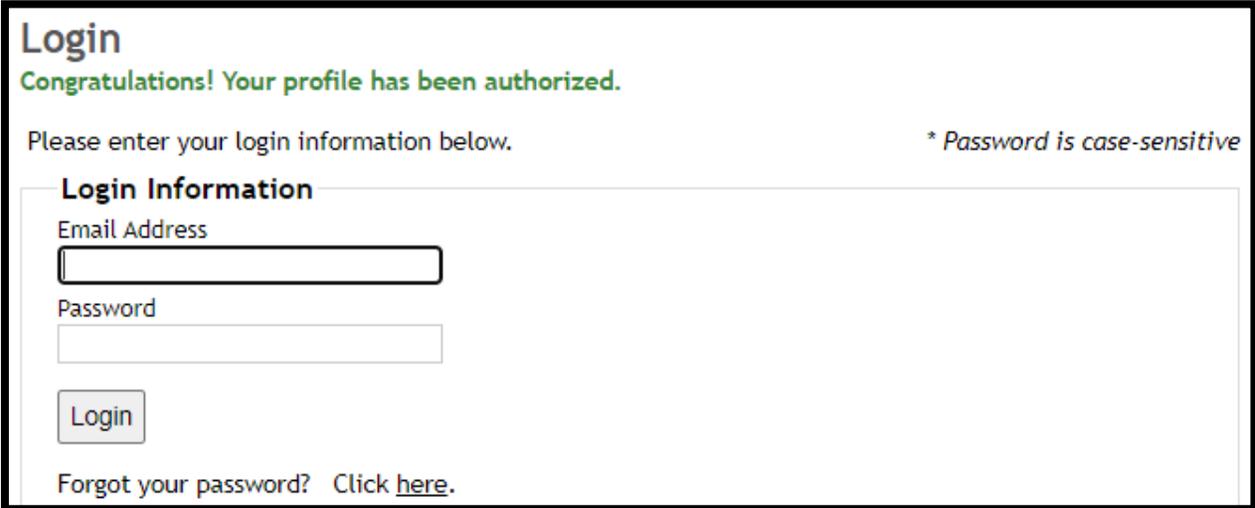
Once completed, the log-in page will appear with green text at the top saying your profile has been authorized. You should now be able to log in and view your results at any time.

How to Log-In to the Patient Portal

If you have just registered your profile, simply enter your email and password into the log-in page and you should be able to access your account.

Please note: You will be unable to log-in to your account prior to receiving a results email. If you believe that you received an email too early, please reach out to Customer Care.
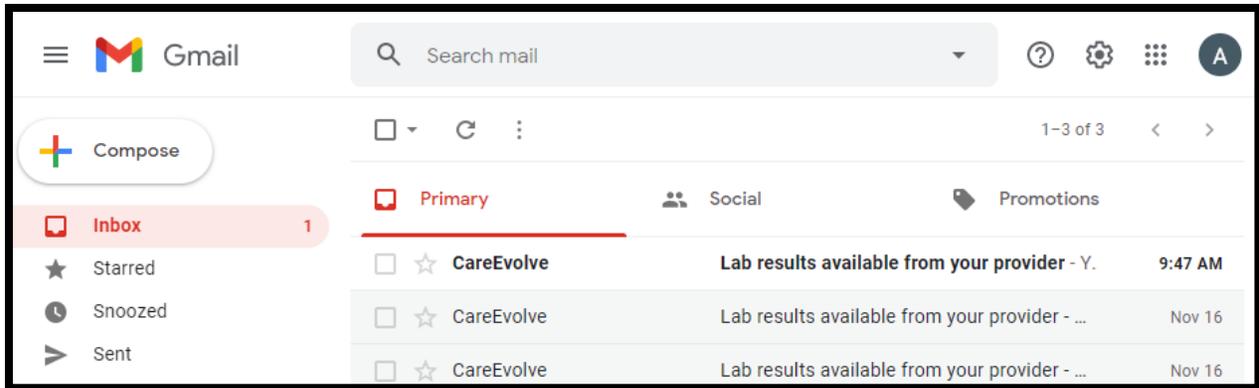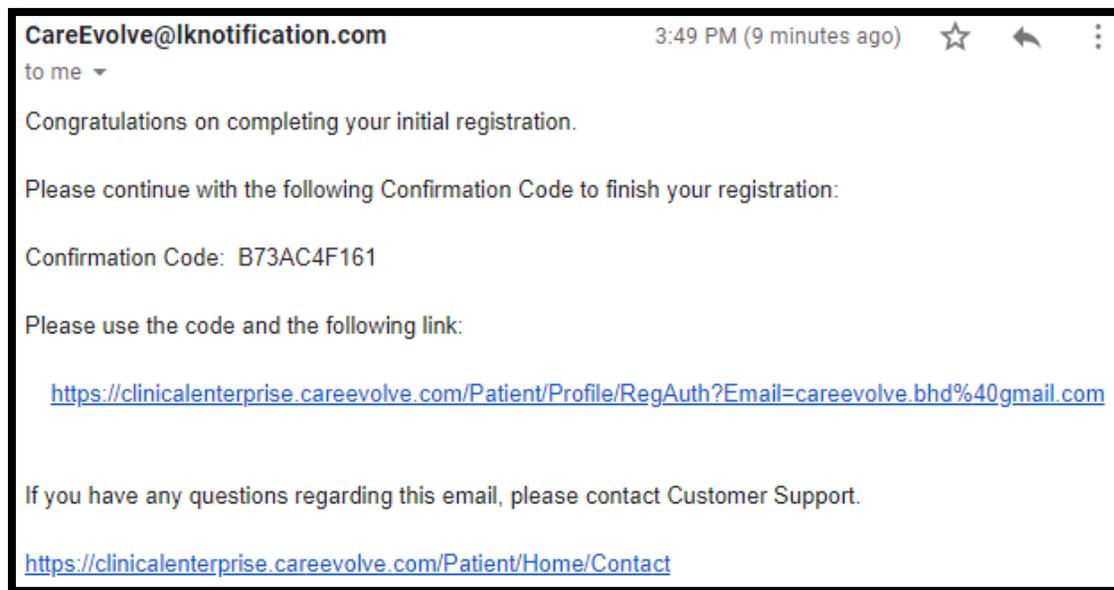
Follow the links in the email to the log-in page and enter in your information to access your account.

Log-In Error: Account Not Authorized

If you receive an error message like the one below during the log-in process, you have not authorized your account.
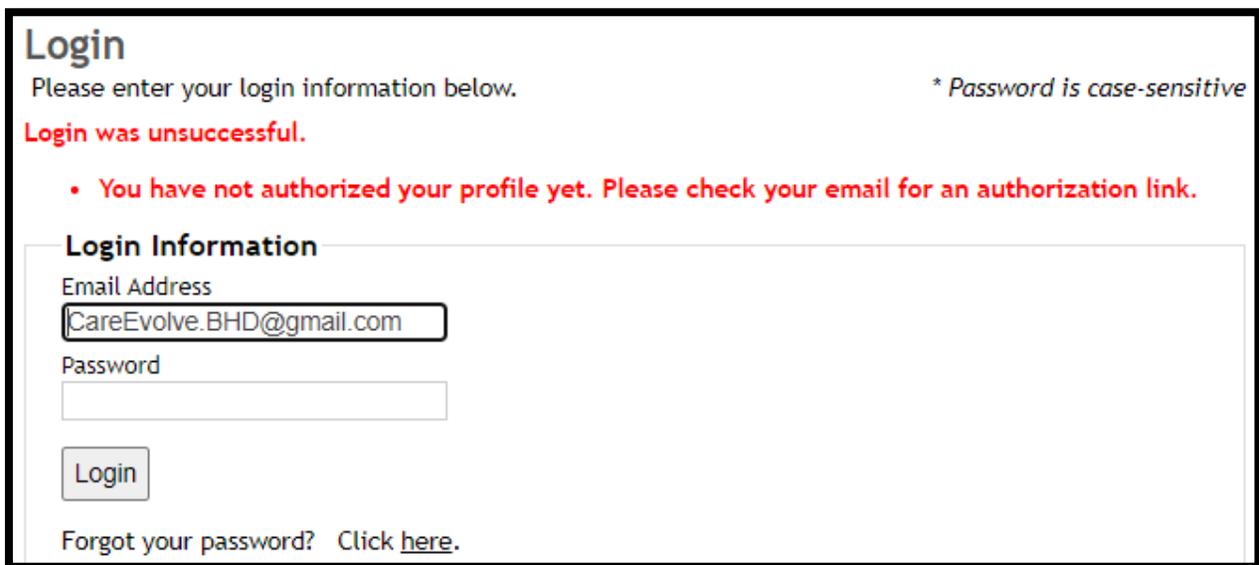
Check your inbox for an email from CareEvolve with "Confirm Registration" in the subject line and follow the instructions to confirm your account and complete registration.

CareEvolve@lknotification.com   3:49 PM (9 minutes ago)   ☆   ↰   ⋮
to me ▾

Congratulations on completing your initial registration.

Please continue with the following Confirmation Code to finish your registration:

Confirmation Code: B73AC4F161

Please use the code and the following link:

https://clinicalenterprise.careevolve.com/Patient/Profile/RegAuth?Email=careevolve.bhd%40gmail.com

If you have any questions regarding this email, please contact Customer Support.

https://clinicalenterprise.careevolve.com/Patient/Home/Contact

Once your account has been confirmed, you will be shown a confirmation of authorization message and the log-in screen. Enter your credentials and you should be able to access your account.

Log-In Error: Password Reset (STEP BY STEP)

If you forgot your password or the portal is not recognizing it, you will need to reset your password. Below the "Login" button is a message stating "Forgot your password? Click here." Click on "here" in the log-in page

A new page will appear with two options: Step-By-Step Online or Using a Password Reset Code. When first attempting, please try the Step-By-Step option which will walk you through the process.

Home	My Account	Features	About	Contact	Help

Customer Support: 8 AM to 5 PM   Email: testresults@clinicalenterprise.com   Phone: (000)000-0000

Reset Password

We can help you reset your password and enable you to log in.

You can use a guided step-by-step method, or if you have obtained a Password Reset Code from Customer Service you can use that now.

1. Step-By-Step Online
2. Using a Password Reset Code

Enter your email address and last name into the text boxes on the following page.

Home	My Account	Features	About	Contact	Help

Customer Support: 8 AM to 5 PM   Email: testresults@clinicalenterprise.com   Phone: (000)000-0000

Reset Password

You must first identity your profile using your email address and last name.

Step 1 - Identify Profile

Email Address

Last Name

Find Profile

If you receive the error message "There is no profile that matches these values," please review for typos. If there are no typos, please reach out to Customer Care.

Once through, you will be prompted to answer your security questions to access the password creation.

Once you hit submit, you will be prompted to create a new password. Follow the instructions to create a viable password.

Please note: We <u>strongly advise against</u> using the auto-generate password function available on iPhones. Sometimes this will save the registration or confirmation code as the password and access will be unavailable without a password reset. Please contact customer care if you run into this issue.

Below, please enter your new password.
Your password must be at least 8 characters and include 1 uppercase letter, 1 lowercase letter, 1 digit and 1 special character (@$!%*#?&^)

Change Password
New Password *

Confirm New Password *

Submit

Successfully changing your password will initiate a log-in. Above your results table you should see a message saying your password has been updated. Record your password by hand or in an encrypted note on your phone to guarantee security and to not lose it.

Account:

Your password has been updated.

	Collected	Reported	Provider
Results	11/17/2020	11/17/2020	TEST, DOCTOR
Profile	11/16/2020	11/16/2020	TEST, DOCTOR
Security			

Log-In Error: Password Reset (RESET CODE)

If you encountered issues while doing the step-by-step password reset, you can try reaching out to Customer Care to get a password reset code. Click on "Using a Password Reset Code"

Home	My Account	Features	About	Contact	Help

Customer Support: 8 AM to 5 PM   Email: testresults@clinicalenterprise.com   Phone: (000)000-0000

Reset Password

We can help you reset your password and enable you to log in.

You can use a guided step-by-step method, or if you have obtained a Password Reset Code from Customer Service you can use that now.

1. Step-By-Step Online
2. Using a Password Reset Code

Once you have received a reset code from Customer Care, enter your email and the reset code into the boxes provided and click reset password.

Reset Password

If Customer Service has provided you with a Password Reset Code, please enter it in the form below (note: the code expires after 1440 minutes).

If do not have a Password Reset Code, you may contact Customer Support by email or telephone or use the Step-By-Step Online procedure.

Using Reset Code ...

Email Address

Password Reset Code

Reset Password ...

Follow the instructions to create a new password and click submit.

Please note: We <u>strongly advise against</u> using the auto-generate password function available on iPhones. Sometimes this will save the registration or confirmation code as the password and access will be unavailable without a password reset. Please contact customer care if you run into this issue.

Below, please enter your new password.
Your password must be at least 8 characters and include 1 uppercase letter, 1 lowercase letter, 1 digit and 1 special character (@$!%*#?&^)

Change Password
New Password *

Confirm New Password *

Submit

Once successfully completed, a log-in will be initiated and a message will appear above your results table confirming the password reset.

Account:	**Your password has been updated.**		
Results	**Collected**	**Reported**	**Provider**
	11/17/2020	11/17/2020	TEST, DOCTOR
Profile	11/16/2020	11/16/2020	TEST, DOCTOR
Security			

Accessing Your Results

When a new result has been released, you will receive an email notification from CareEvolve.
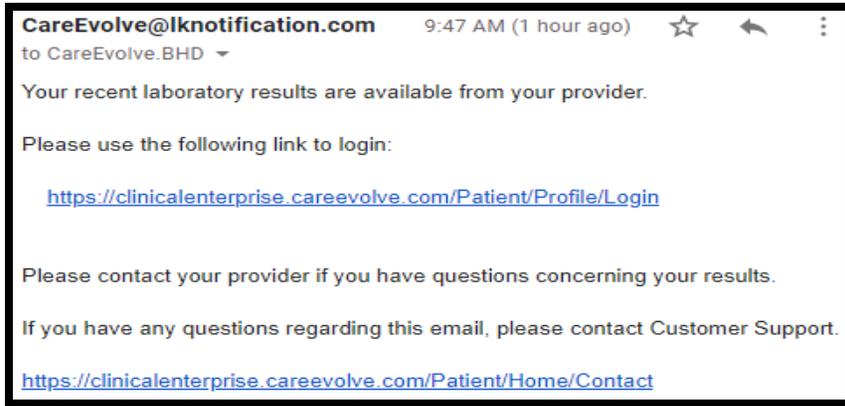
Follow the links to the log-in page and enter your credentials. If you receive any errors during the log-in process, please refer to the previous sections or reach out to Customer Care.

Once you have successfully logged in, you will be presented with your results page immediately. This will not display your results immediately, but instead display a table that will allow you to access your results.

Hover your cursor over the row of the table with your associated dates of collection and report as well as your provider name and it will highlight blue. Clicking anywhere on this row will allow you to pull up your results.

Your results will look something like the image below and will contain all information relevant to you. I have circled the actual result of the test for your convenience.

If you are negative for COVID-19, the circled value will read "Not Detected," and "Detected" if you are positive. There may be other designations such as "HC," but this doesn't affect the final outcome of your result. The message below the diagnosis explains the review process for the test as it pertains to FDA standards.

If you have any questions about your results, please do not hesitate to reach out to Customer Care. We have a dedicated team ready to find answers to all of your questions and concerns regarding your results or the process as a whole.