

iATL Client Portal Frequently Asked Questions

Q: Why I can't access the client portal even though I have my user name and password correct?

After you enter your name and password, you must click the "OK" button rather than pressing enter or the system will not allow you to log in.

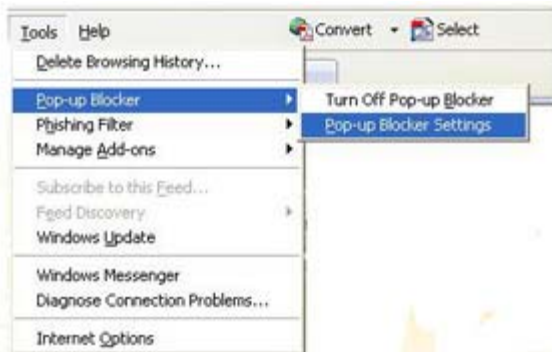
Q: Why can't I view any reports or invoices when I click on them?

Make sure that the batch you are trying to view has a check box indicated to the left of the batch number. If the batch appears to be selected but you still can't view it, try deselecting it by choosing another batch then go back to the original one you were trying to view. Reports generated on the Client Portal are considered a 'pop-up' and require the acceptance of pop-ups in your online security settings.

Q: How do I allow 'pop-ups' on in my security settings?

In Internet Explorer, follow these instructions

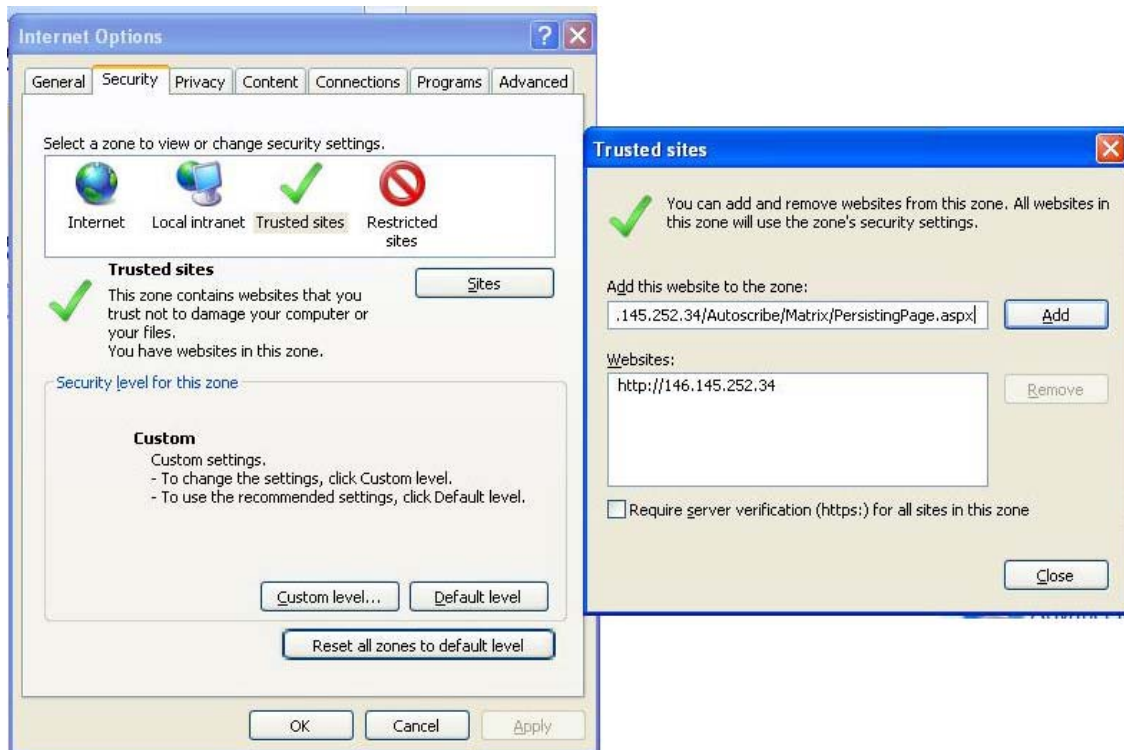
1. Open the IE web browser
2. Select 'tools' from the top navigation bar
3. Then select 'pop-up blocker settings'
4. A new box will open, copy/paste the Client Portal URL (<http://50.79.99.105/Autoscribe/Matrix/PersistingPage.aspx>) into the blank URL box
5. Click 'add' then click 'close'



Q: I enabled pop-ups for the Client Portal but after the disclaimer screen comes up I still can't see my reports— why is that?

In some cases you may need to lower your security settings for certain websites. An easy fix without compromising your security on all websites is to make the Client Portal a trusted site. To do so follow these steps:

1. Open the IE web browser
2. Select 'tools' from the top navigation bar
3. Then select 'internet options'
4. Click on the 'security' tab
5. Select the 'trusted sites' zone icon
6. Click 'sites'
7. A new box will open, copy/paste the Client Portal URL (<http://50.79.99.105/Autoscribe/Matrix/PersistingPage.aspx>) into the URL box
8. Make sure the checkbox next to 'require server verification...' is unchecked
9. Then click 'add' then click 'close'



Q: After the disclaimer screen comes up nothing happens. Why won't any reports load for me when I am using Google Chrome as my web browser?

Although you may be able to access your account from other web browsers (Firefox, Safari, Chrome, etc.), the iATL Client Portal supports Internet Explorer. Try using IE to login to your account and your reports will load.

Q: I was in my Client Portal account then got kicked out. Why can't I log back in?

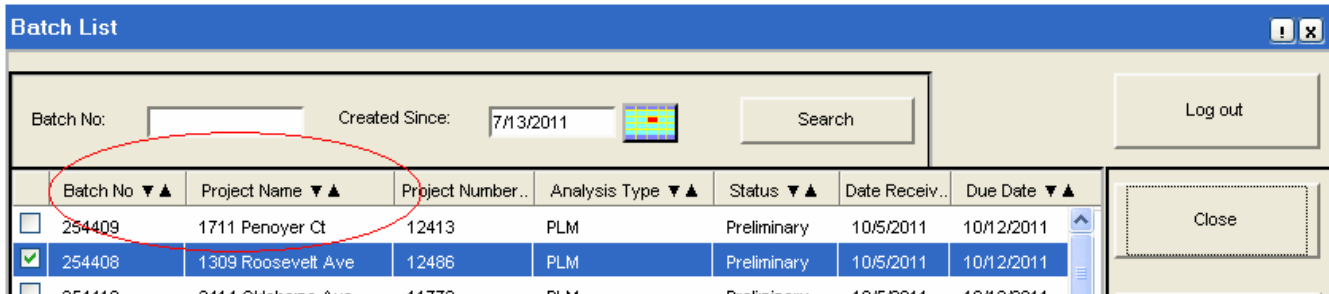
Most times when this occurs, it is because of a higher number of users accessing at one time. Please be patient and try again in a few minutes. If the problem still occurs, please call iATL and report your issue.

Q: I'm having an issue finding my results because I have so many reports associated with my account. Is there an easy way to sort through the data to find what I am looking for?

There are a few options for sorting through report data. Please see instructions below.

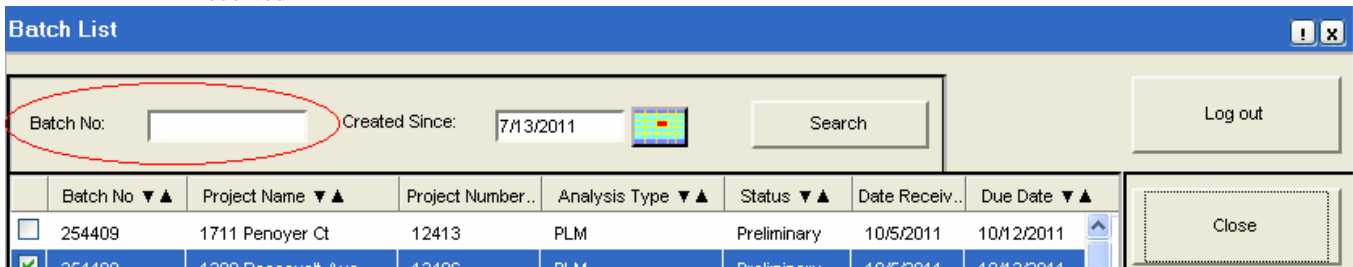
To sort by using the arrows at the top information toolbar:

1. Click one of the arrows to the right of the information you wish to sort by (batch, project name, status, etc.)
2. This will sort all data ascending or descending
3. Scroll through the organized data to find the report you are looking for



To sort by using the batch number above the information toolbar:

1. Identify the iATL batch number you are looking for on your paperwork
2. Enter that number into the batch number box
3. Click search
4. Scroll through the organized data to find the report you are looking for
5. If no immediate result is returned, you'll have to adjust the date created since which corresponds to the date received



To sort by using the created since date above the information toolbar:

1. Select the green box from to the right of the date
2. Click the date you believe the lab should have received your results
3. The date you selected should now appear in the date box
4. Click search
5. Scroll through the organized data to find the report you are looking for

