

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'

		Pop-up Blocker Settings
Iools Help Delete Browsing History	Convert - 🔂 Select	Exceptions Pop-ups are currently blocked. You can allow pop-ups from specific websites by adding the site to the list below. Address of website to allow:
Pop-up Blocker Phishing Filter	Turn Off Pop-up Blocker Pop-up Blocker	http://146.145.252.34/Autoscribe/Matrix/PersistingPage.aspx
Manage <u>A</u> dd-ons	Eob-ob pooner seconds	Allowed sites:
Subscribe to this Feed Fged Discovery Windows Update		Bemove Remove all
Windows Messenger Diagnose Connection Problems		
Internet Options		
		 Notifications and filter level ✓ Play a sound when a pop-up is blocked. ✓ Show Information Bar when a pop-up is blocked. Filter level:
		Medium: Block most automatic pop-ups

Pop-up Blocker FAQ

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'
- A new box will open, copy/paste the Client Portal URL (<u>http://50.79.99.105/Autoscribe/Matrix/PersistingPage.aspx</u>) into the URL box
- 8. Make sure the checkbox next to 'require server verification...' is unchecked
- 9. Then click 'add' then click 'close'

nternet Options 🔹 🤉	<.
General Security Privacy Content Connections Programs Advanced	
Select a zone to view or change security settings.	Trusted sites
Internet Local intranet Trusted sites Restricted sites	You can add and remove websites from this zone. All websites in this zone will use the zone's security settings.
Trusted sites This zone contains websites that you	Add this website to the zone:
trust not to damage your computer or your files.	.145.252.34/Autoscribe/Matrix/PersistingPage.aspx
your ries. You have websites in this zone.	Websites:
Security level for this zone	http://146.145.252.34 Remove
Custom Custom settings. - To change the settings, click Custom level. - To use the recommended settings, click Default level.	Require server verification (https:) for all sites in this zone
Custom level Default level	
Reset all zones to default level	

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 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 soft by (batch, project name, status, etc.)
- 2. This will sort all date ascending or descending
- 3. Scroll through the organized data to find the report you are looking for

E	Batch List										
Γ	Batch No: Created Since: 7/13/2011 Search						ch		Log out		
Γ	(Batch No 🔻 🛦	Project Name 🔻 🛦	Project Number	Analysis Type 🔻 🛦	Status 🔻 🛦	Date Receiv	Due Date 🔻 🛦			
		254409	1711 Penoyer Ct	12413	PLM	Preliminary	10/5/2011	10/12/2011 🔄	Close		
	✓	254408	1309 Roosevelt Ave	12486	PLM	Preliminary	10/5/2011	10/12/2011			
L		254440	244.4 Oklahama Aua	44770	лі м	Droliminoru	40/5/0014	40/40/044			

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

B	Batch List							<u>! X</u>
ł	Batch No:	Create	d Since: 7/13/	2011	Sear	rch		Log out
	Batch No 🔻 🛦	Project Name 🔻 🛦	Project Number	Analysis Type 🔻 🛦	Status 🔻 🛦	Date Receiv	Due Date 🔻 🛦	
	254409	1711 Penoyer Ct	12413	PLM	Preliminary	10/5/2011	10/12/2011 🔄	Close
ſ	V 054409	1200 Reservett Aug	10496	DI M	Dealiminary	40/5/0014	10/10/011	

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

Batch List									
Batch No:	Log out								
Batch No 🔻 🛦	Project Name 🔻 🛦	Project Number	Analysis Type 🔻 🛦	Status 🔻 🛦	Date Receiv	Due Date 🔻 🛦			
254409	1711 Penoyer Ct	12413	PLM	Preliminary	10/5/2011	10/12/2011 🔄	Close		
V 054400	4000 Decession Aug	40400	DLM	Duction	4.045-0004.4	40402044			