Client Community

Login to Community

To use Alverno's Community page, first go to the Community URL:

https://alvernolabs.force.com/helpcenter

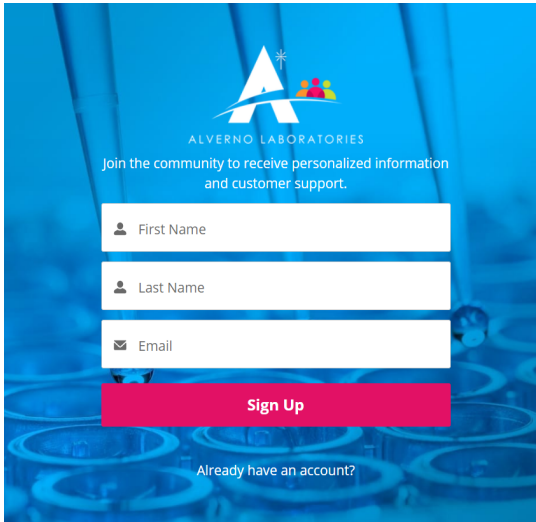Enter your Username and Password and click on Login.

Besides the Log in, there are several options available:

- Register as a new member
- Remember password
- Login to Salesforce (for existing Salesforce users only)
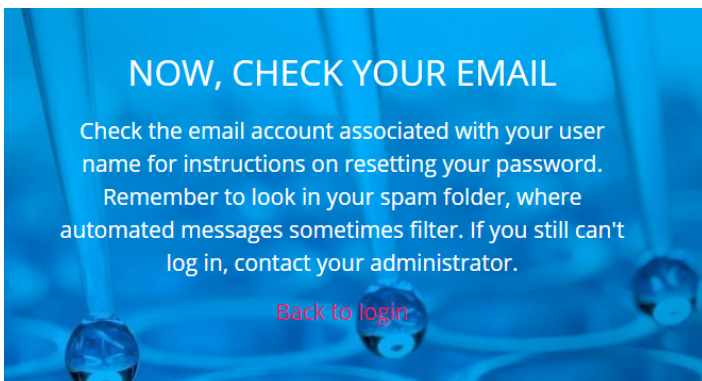
Client Community

ALVERNO LABORATORIES

Self-Register

To create a new user click on **Not a member?**

Then enter your First Name, Last Name, and Email; then click on **Sign Up**.

A new page will open with a message inviting you to check your email. Then, go to your email, if you don't see anything new, you can check the Spam folder. The email will look something similar to this:
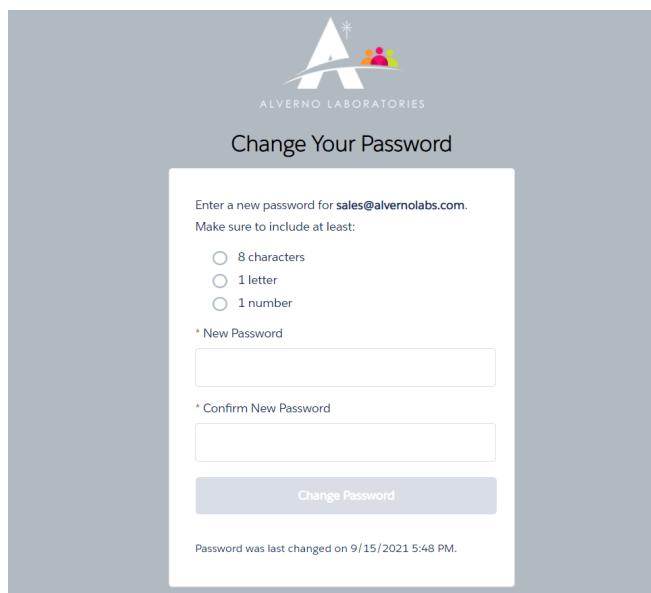
Hi Alverno,

Welcome to Help Center! To get started, go to https://nam10.safelinks.protection.outlook.com/?url=https%3A%2F%2Falvernolabs.force.com%2Fhelpcenter%2Flogin%3Fc%3DloRuwvYov_834x4GM9Z5eyq68PEf3I4HoqT5NJJHwqlUTCg7XKTIVGzUjt803yjjkveALLYMWWylQvwC8zuI2Oc_5bJE_1_YdXxdebBpeat4VizuCsum7ymPKzMCn_kHXqoOx3WZ_XKiKQ8CcdFgef3PFftfUvcK0DD_7mkNnmx.B_yROKFBSnuDnem.kPw1AOaGAP8Z&data=04%7C01%7Csales%40alvernolabs.com%7C2f3c8a514a9e4875a90608d978710710%7C4b843c54adae4ff29f04d9248f52101e%7C0%7C0%7C637673249121271167%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C1000&sdata=NkJSM1Vsya7DbAbWzg6%2BpjkTp68n255Ogm1cEEU%2BZks%3D&reserved=0

Username: sales@alvernolabs.com

Thanks,
Alverno Laboratories

Open the email and click on the link which will redirect you to a page to Enter a new password:
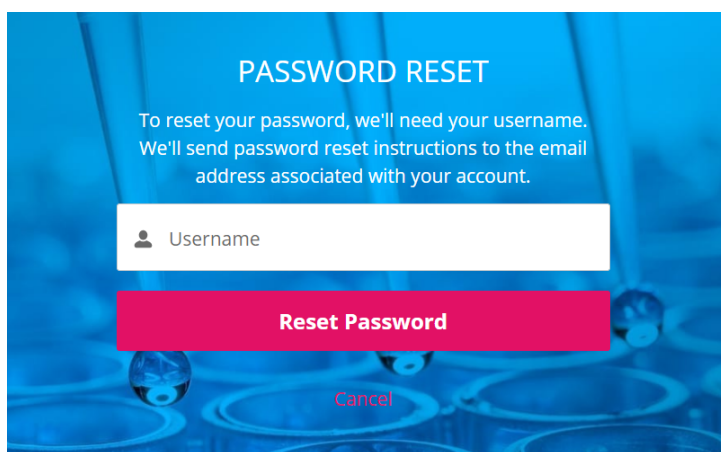

Enter a new password that includes the required criteria and click on Change Password, and it will take you to the Community. Now you are ready to use the Community.

Password Reset

To set a new password, click on **Forgot your password?**

A new page will show, then enter your Username and click on **Reset Password**. An email with a reset link will be sent to your registered email address. Open the email and click on the link to reset your password.

Create a Case

Once you're registered, you can start creating Test Add-On Requests.

To create a new Add-On Case, go to the Home Page and complete the form. Note that there are required fields, marked with a red asterisk.

Here is the list of the active validations and requirements to keep in mind:

- **Account Name or Account Number:** Enter one, cannot leave both blank.
- **DX Code Format:** Use the following format Z00.0000, the first character should be a capital letter, then two numbers, one period, followed by one to four numbers.
- **Patient Name:** Enter patient name in the following format- Last Name, First Name.
- **Patient Date of Birth:** Enter patient date of birth in the following format- XX/XX/XXXX.
- **Order Placed in EMR:** Use the drop down to select yes if the order originated in your EMR.
- **Test Action:** Use the drop down menu to choose test add on or test cancellation.
- **Test:** Enter a Test, which you can search for options by clicking on the magnifying glass icon.
- **Physician Electronic Signature:** Use the format First and Last Name.
- **Contact Name:** This will automatically populate when you submit the case.

If there is something missing, a message in red will show.

After completing the form, click **Submit**, and a message will show confirming the new case creation. You will also receive an email as a confirmation.

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Screen Message Confirmation

Thank you for contacting us, your case has been submitted.
You will receive a submission confirmation email shortly and another when your case is closed.

Please go to top right, click Logout and close this window.
Thank you!

• The physician electronic signature will serve as the physician authorization to perform the test(s) indicated. Once the form is submitted, any requests to modify or cancel testing will need to be made by contacting Client Services at **219-989-3700** option 0.

Email Message Confirmation (Example)

Test Add On Case #00127574 has been created. 📁 Inbox ✕

👤 **sales@alvernolabs.com** sales@alvernolabs.com via 3zhfy4scbzl2.1i-1yodmua4.na73.bnc.salesforce.com   3:
to me ▾

*** CASE CREATED ***

Thank you for submitting your Test Add-On Request. See details below:

Case Number: 00127574
Created by: Andrea Marroquin
Created Date: 9/2/2021

Account: 11111
Patient Name (Last, First): Andrea Marroquin
Test Type:
Test code not needed for this case

Physician Electronic Signature: Andrea Marroquin

Note: The physician electronic signature will serve as the physician authorization to perform the test(s) indicated. Once the form is submitted, any requests to modify or cancel testing will need to be made by contacting Client Services at 219-989-3700 option 0.

2434 Interstate Plaza Drive, Hammond, IN 46324 | www.AlvernoLabs.com | 800-937-5521