



# MY LAB Customer Portal – INCIDENT REPORTING HELP GUIDE

## Frequently Asked Questions (FAQ)

### About AliniQ:

1. [What is AliniQ?](#)

Abbott Diagnostics’ **AliniQ** portfolio includes a range of professional services and informatics enablers that drive operational productivity for our customers.

### About AliniQ AMS:

2. [What is AliniQ AMS?](#)

**AliniQ AMS** includes middleware informatics software and professional services designed to harmonize data and help deliver improved quality and operational efficiency. AliniQ AMS is also known as LabOnline or AMS LabOnline.

3. [What are the components of AliniQ AMS?](#)

The following table summarizes the components of AliniQ AMS. As part of your AliniQ AMS solution, you will have a combination of one or more of these components.

AliniQ AMS Components	
ABBOTT PRISM Connection	Other Abbott Instrument Connection
ACCELERATOR a3600 Connection	Other Data Manager/Middleware Connection
ACCELERATOR p540 (Integrated) Connection	Other Non-Abbott Instrument Connection
ACCELERATOR p540 (Stand Alone) Connection	Other Task-Targeted Automation System Connection
Advanced User Management	Other Total Laboratory Automation System Connection
ARCHITECT Connection	PathFinder 350S Connection
Base Software	PathFinder 900 Connection
Beckman Coulter Instrument Connection	POCT Data Manager Connection
CELL-DYN Emerald Connection	QC Software Integration
CELL-DYN Ruby Connection	Quality Assurance
CELL-DYN Sapphire Connection	Quality Control and Moving Averages
CELL-DYN SMS Connection	Roche Instrument Connection
CP3000 Connection	Sample Archiving
DiaSorin Instrument Connection	Sample Logistics
DMS Connection	Sample Workflow
Equipment Maintenance	Sample Archiving
FlexLab 3.6 Connection	Sample Logistics
Hematology	Sample Workflow
Lab Link	Siemens Instrument Connection
Lab Viewer	Statistics
LIS Connection	Sysmex Instrument Connection
Order Entry and Reporting	
Ortho Instrument Connection	

**About Omnilab Products:**

4. I am currently a user of Omnilab products; what changes should I expect?

Abbott acquired Omnilab in **July 2015**. We are making a number of changes to how support is requested, initiated and tracked. Our goal is provide our customers with more streamlined and unified support using Abbott’s global systems. The following are the key changes:

- The LabOnline/AMS LabOnline product family is being re-named and consolidated under **AlinIQ AMS**
- The Omnilab Customer Portal is being discontinued, and functionality is being transitioned to **Abbott Diagnostics’ My Lab Customer Portal**

5. What Omnilab products are included under this incident reporting process, in addition to AlinIQ AMS?

All products previously provided by Omnilab are included under the incident reporting process. These products may have been provided to you directly by Omnilab or through another vendor.

6. What are the new names for the Omnilab products?

Omnilab Product Name	New Name
<b>CD-LAB/AMS HAEMATOLOGY</b>	AlinIQ AMS – Hematology
<b>LabOnline</b>	AlinIQ AMS – Base Software
<b>LabPRV</b>	AlinIQ AMS – Advanced User Management
<b>LabQCM</b>	AlinIQ AMS – Quality Control and Moving Averages
<b>NewLabonlineLink</b>	AlinIQ AMS – Lab Link
<b>STATISTICMANAGER</b>	AlinIQ AMS – Statistics
<b>URILAB</b>	URILAB
<b>Analyser Viewer</b>	AnalyzerViewer
<b>BC-ROBO Interface</b>	BC-ROBO Interface
<b>BestOnLine</b>	BestOnLine
<b>LabOnlineLINK</b>	LabOnlineLINK

7. I am not seeing my current Omnilab products in the portal? / Why do I see **AlinIQ AMS**-related products in the My Instruments page of Customer Portal account?

As part of the integration of Omnilab into Abbott, all LabOnline/AMS LabOnline-related products appear as AlinIQ AMS in the Customer Portal. If you have any LabOnline/AMS LabOnline-related products, they will now be shown under the AlinIQ AMS name. Please refer to the table above to determine the new corresponding name.

**Incident Report Submission in Customer Portal:**

8. What products are enabled for Incident Submission in Customer Portal?

Following products and families are enabled for Incident Submission:

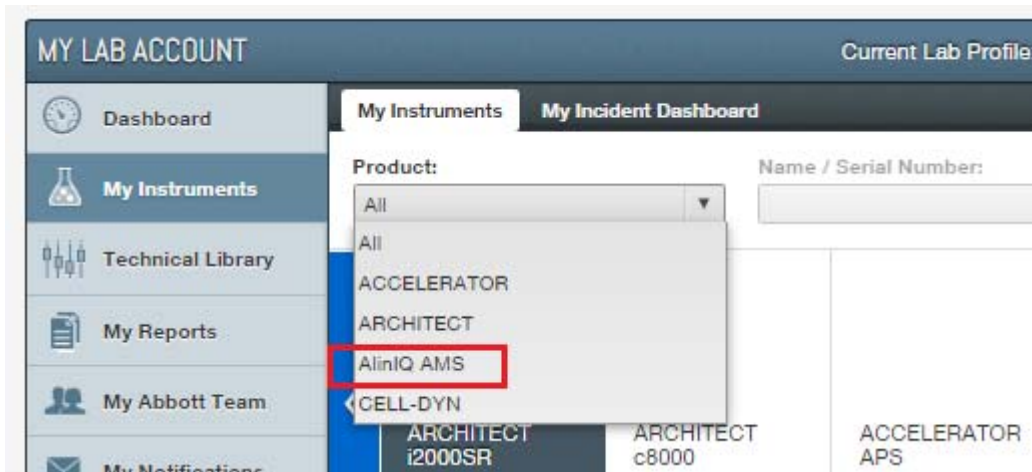
Product or Family	Comments
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<b>AlinIQ AMS</b>	AlinIQ AMS product family includes all the components shown above
<b>AlinIQ IMS</b>	AlinIQ Inventory Management System
<b>AlinIQ CDS</b>	AlinIQ Clinical Decision Support

**Submitting an Incident Report in the Customer Portal:**

9. What are the steps to submit Incident Reports for AlinIQ products?

1. Navigate to **My Instruments** and select the appropriate AlinIQ product from the **Product** dropdown box:



2. Select the appropriate **Serial Number** or **Name** from the dropdown or alternatively select the product in the ribbon to see the **Submit Incident Report** button:

MY LAB ACCOUNT Current Lab Profile: XXXXXXXXXXXXXXXXXXXXXXXX

[Dashboard](#) | [My Instruments](#) | [My Incident Dashboard](#)

**Product:** AlinIQ CDS | **Name / Serial Number:**

AlinIQ CDS - AlinIQ CDS Subscription  
 XXXXXXXX  
 Testing 3/7/201

**AlinIQ CDS**  
 AlinIQ CDS - AlinIQ CDS Subscription  
 Serial No: XXXXXXXX  
 Name: Testing 3/7/201 [Edit](#)

[Support Contacts](#) | [Submit Incident Report](#)

[Download - Manuals](#)  
 Software Version 2.06 - English (8.7 MB)

**USEFUL LINKS**  
[AbbottLink Reports](#)  
[QC Reporting](#)  
[Electronic Ordering](#)  
[SDS](#)  
[Webcasts](#)

### Submitting an Incident Report: (cont.)

3. Click on the **Submit Incident Report** (shown above) to open the Incident Report form

**PROVIDE YOUR INCIDENT INFORMATION**

Complete the following form to submit an incident report. For assistance completing the form, please read the [help instructions](#).

**Facility**  
Generic Company Name\_Location

**Software Product**  
AlliO AMS - Hematology (Serial No: OCEXXXXX\_XXX)

**Incident Short Description (max. 50 characters): \***  
Unable to print reports ✓

**Incident Detailed Description (max. 6000 characters): \***  
Printing the reports from ~~celldyn~~ is throwing the error shown in the attached file. ✓

**Impact: \***  
In Use; Able to report results ✓

**Incident Contact \***  
Search for an existing contact or create a new one. For new contacts, please provide a valid email address and phone number.

Search by first name and last name

**Incident Contact Name:**  
John Doe

**Incident Contact Phone Number: \***  
5555555555 ✓

**Attachments**  
(Total file size should not exceed 20 MB)

error.jpg (3 KB)  
BROWSE ✓

Submit

4. Fill out the details about the issue you are experiencing. Mandatory fields are:
  - a. Incident Short Description
  - b. Incident Detailed Description
  - c. Impact
  - d. Incident Contact
    - i. The contact provided will be contacted for any questions during investigations
    - ii. Please refer to the “Adding an Incident Contact” section of this document for further clarification
5. Click **Submit**
6. Upon successful creation of an incident, you will see a confirmation of the details submitted and the related incident number

**Submitting an Incident Report: (cont.)**

11. Why can't I submit an Incident Report for other Abbott products?

Currently, customers can only submit incident reports online for **AliniQ AMS, IMS, CDS** and other Omnilab products. Other Abbott Diagnostics products will continue to use their existing incident reporting processes.

12. What happens after I submit an incident?

After an incident is submitted:

- An email confirmation will be sent to Incident Contact chosen to submit the ticket and all contacts designated to receive incident notifications
  - Once the incident is created, it will be available in the **My Instruments** section of the portal. Tickets are listed by serial number under **Open Incidents** and in the **My Incident Dashboard**
- The reported incident is assigned to the correct Abbott service representative
  - Service may contact the Incident Contact for troubleshooting or other service activities
- Service personnel will update the incident stages through resolution. Each stage change will trigger an email update to all contacts designated to receive incident notifications
  - Users can track the ticket progress towards resolution. Ticket progress can be found in the **Open Incidents** and in **My Incident Dashboard** pages within the portal

Open Incidents					
Date Opened	Incident Number	Status	Progress	Progress Detail	Short Description
2016-07-13	<a href="#">092092OML000363</a>	Open		Opened	Unable to print reports
2016-07-05	<a href="#">092092OML000311</a>	Open		Customer Feedback	UAT test ticket - Joe P
2016-07-01	<a href="#">092092OML000309</a>	Open		Opened	Test Contact tag
2016-08-29	<a href="#">092092OML000307</a>	Open		Opened	Test Dashboard Scroll
2016-08-29	<a href="#">092092OML000306</a>	Open		Opened	Test Dashboard Scroll
2016-08-29	<a href="#">092092OML000305</a>	Open		Opened	Test Dashboard Scroll
2016-08-29	<a href="#">092092OML000304</a>	Open		Opened	Test Dashboard Scroll
2016-08-29	<a href="#">092092OML000303</a>	Open		Opened	Test

- Once the Incident Report is resolved all contacts designated to receive incident notifications are notified

13. What are the Incident Report progress stages and when will notifications be sent?

Email notifications are sent for the progress stages listed in the table below.

**NOTE:** not all Incident Reports go through all stages

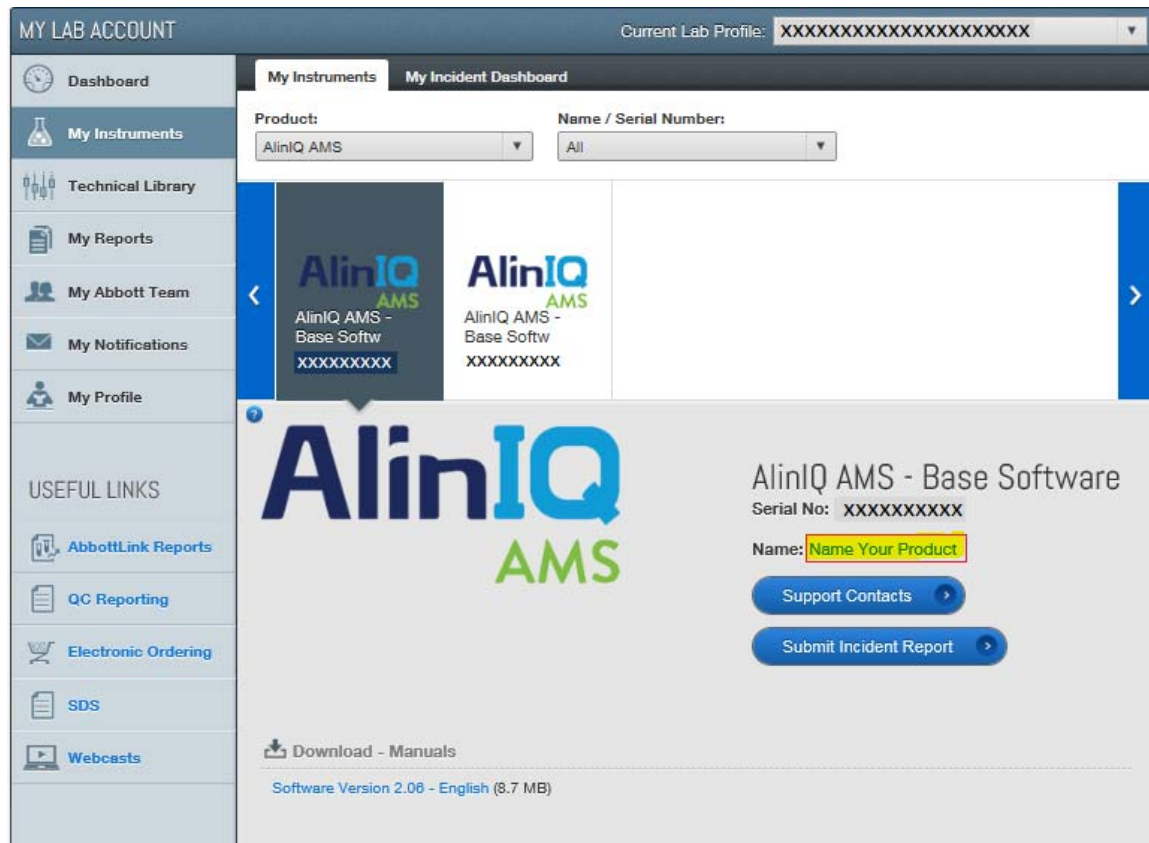
Progress	Definition	Applicability
<b>Opened</b>	New Incident created	All Incidents
<b>Assigned</b>	Abbott service assigned ownership of incident for resolution	All Incidents
<b>In Progress</b>	On-going troubleshooting and resolution	All Incidents
<b>Verification</b>	Testing and Verification on rules/config/reports/QC (new or modified)	Optional-as needed
<b>Installation</b>	Installation and Activation of rules/config/reports/QC (new or modified)	Optional-as needed
<b>Elevated To Complaint</b>	Issue requires further internal investigation and possible software change	Optional-as needed

<b>Customer Feedback</b>	Waiting for confirmation / testing by customer of resolution	Optional-as needed
<b>Closed</b>	Incident Closed	All Incidents
<b>Reopened</b>	Incident is now re-opened due to re-occurrence or other reason	Optional-as needed

14. What is the **Name** field shown in the portal for products?

The **Name** field for products allows customers to tag their product or connection with an easy to remember label. The label can be 20 characters in length and is stored as reference to that particular product.

To add a new name or label an existing product, users can click on **“Name Your Product”** and enter the text & click **Save** as shown below:



To update existing name, click on **Edit** button next to **Name**, enter the new label then click **Save** to store the new name.

**Adding an Incident Contact:**

15. How can I add a contact during Incident Submission?

- While completing the Incident Report form, search by first name or last name of the contact
- If the contact already exists in the system, the name matching the search will be shown and can be selected
- If no match is found, the name you entered remains and can be selected to add as a new contact.

**Incident Contact \***  
Search for an existing contact or create a new one. For new contacts, please provide phone number.

New Contact

Add "New Contact"

- Ensure the First and Last name of the new contact is typed correctly in the search bar, then click the “Add New Contact” button
- Fill in the Email and Phone number fields

**Incident Contact \***  
Search for an existing contact or create a new one. For new contacts, please provide a phone number.

Search by first name and last name

**Incident Contact Name:**  
New Contact

**Incident Contact Email Address: \***  
new.contact@company.com ✓

**Incident Contact Phone Number: \***  
+1-123-456-7890 ✓

- Upon clicking Submit during incident creation the new contact will be added
- NOTE:** When a new contact is added during Incident Submission, the contact is automatically enabled to receive all future incident email notifications

16. [How can I update the contact phone number? / Why is my previously updated contact phone number not retained?](#)

- When selecting the Incident Contact, you can either choose an existing contact or create a new contact
- If an **existing** contact is chosen, the phone number existing in the system is shown and you have the ability to provide a phone number *for that incident*. This new number is NOT updated in the system. If you want to update the contact phone number, you can contact the Abbott Service personnel or submit a request from **Contact Us** on the portal
- If a **new** contact is created, the system will retain the phone number provided



## Notification of Incident Updates:

### 17. Why are people other than the Incident Contact receiving updates on Incident Reports?

- All contacts designated to receive incident updates will receive incident updates via email
- When a new contact is added during Incident Report submission, the contact is automatically enabled to receive all future incident email notifications

### 18. How can we stop notifications being sent to a contact?

If you need to remove contacts from receiving notifications, contact the Abbott Service personnel or submit a stop notifications request through the **Contact Us** link on the portal. Please supply the email address of the contact.

## Incident Updates through the Incident Dashboard:

### 19. Besides notification emails, how else can we track the incident updates?

Incident Report updates can also be viewed in the portal within the My Instruments section. **Open Incidents** are shown by AlinIQ AMS serial number. The table displays tickets with an Open status for the selected AlinIQ AMS serial number.

The Progress and Progress Details sections provide the Progress stage of the incident.

The screenshot shows the AlinIQ AMS portal interface. On the left is a navigation menu with options like 'My Instruments', 'Technical Library', 'My Reports', 'My Abbott Team', 'My Notifications', and 'My Profile'. Below this is a 'USEFUL LINKS' section with 'AbbottLink Reports', 'CELL-DYN eQC', 'Electronic Ordering', 'SDS', and 'Webcasts'. The main content area features a header for 'AlinIQ AMS' and 'AlinIQ AMS - Hematology' with a 'Serial No: 0CEXXXXX\_XXX'. Below the header are buttons for 'Support Contacts' and 'Submit Incident Report'. A table titled 'Open Incidents' is highlighted with a red box. Two red arrows point from the table title to the first two rows. Another red box highlights a card for 'AlinIQ AMS - Hematology' in the background.

Date Opened	Incident Number	Status	Progress	Progress Detail	Short Description
2018-07-13	<a href="#">092092QML000383</a>	Open	●○○○○○○○○	Opened	Unable to print reports
2018-07-05	<a href="#">092092QML000311</a>	Open	●●●●●○○○	Customer Feedback	UAT test ticket - Joe P
2018-07-01	<a href="#">092092QML000309</a>	Open	●○○○○○○○○	Opened	Test Contact tag
2018-06-29	<a href="#">092092QML000307</a>	Open	●○○○○○○○○	Opened	Test Dashboard Scroll
2018-06-29	<a href="#">092092QML000306</a>	Open	●○○○○○○○○	Opened	Test Dashboard Scroll
2018-06-29	<a href="#">092092QML000305</a>	Open	●○○○○○○○○	Opened	Test Dashboard Scroll
2018-06-29	<a href="#">092092QML000304</a>	Open	●○○○○○○○○	Opened	Test Dashboard Scroll
2018-06-29	<a href="#">092092QML000303</a>	Open	●○○○○○○○○	Opened	Test

### 20. What is My Incident Dashboard and how is it different from Open Incidents?

My Incident Dashboard shows incidents with status of both Open and Closed for *all* AlinIQ AMS incidents. The Open Incidents table shows only incidents with Open status for the *selected* AlinIQ AMS serial number. The My Incident Dashboard also provides additional filters to search previous AlinIQ AMS incidents.

To access **My Incident Dashboard**, click **My Instruments** and select **My Incident Dashboard**. Additional filters can be accessed by clicking on **More Filters**

MY LAB ACCOUNT Current Lab Profile: IRCC ISTITUTO DI RICERCA CURA, CANDIOLG

Dashboard | **My Instruments** | **My Incident Dashboard**

Status: Open | Date Range: YYYY-MM-DD - YYYY-MM-DD

**More Filters**

Product: All | Serial Number: | Incident Number: |

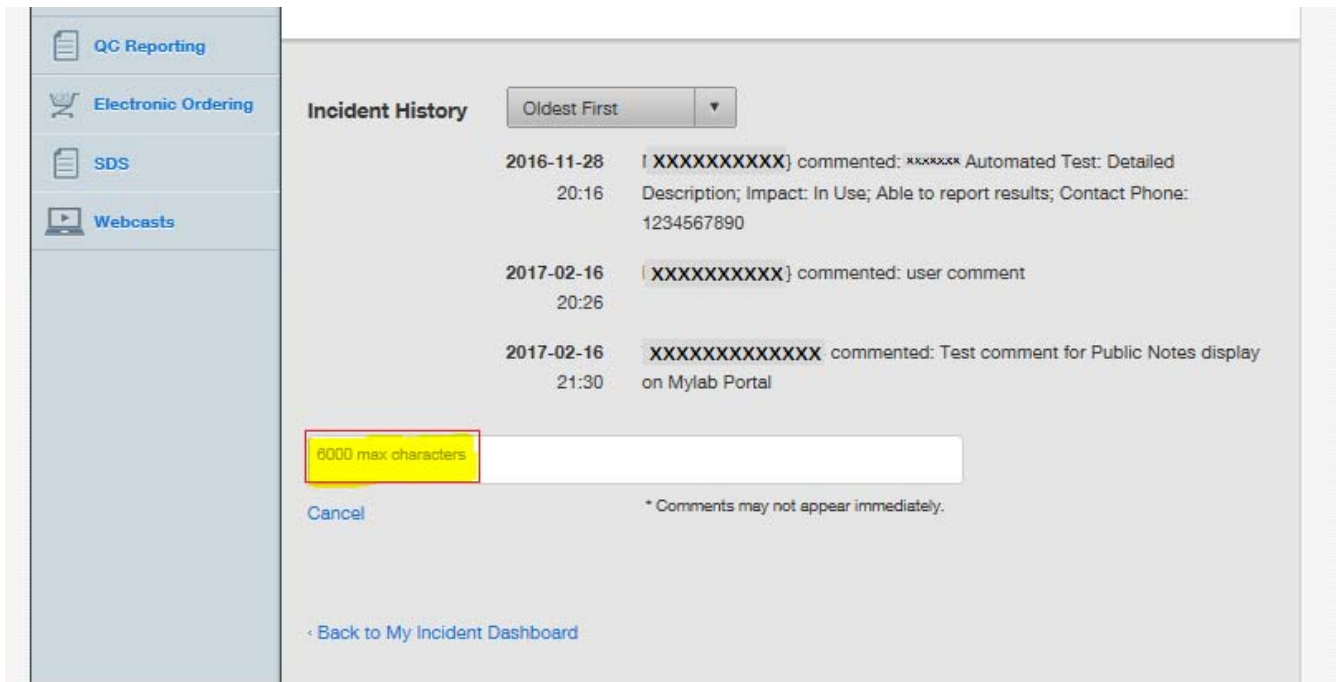
Showing 33 of 33 incidents

Date Opened	Incident Number	Product	Serial Number	Status	Progress	Progress Detail	SH
2016-07-13	<a href="#">092092QML000383</a>	AlinIQ AMS	OCE00047_000	Open	●○○○○○○○○○○	Opened	
2016-07-12	<a href="#">092092QML000381</a>	a3800 DMS	ACP082DMS01	Open	●○○○○○○○○○○	Opened	
2016-07-12	<a href="#">092092QML000380</a>	a3800 DMS	ACP082DMS01	Open	●●●●○○○○○○	Elevated to Compliant	
2016-07-12	<a href="#">092092QML000359</a>	AlinIQ AMS	OCE00048_001	Open	○○○○○○○○○○		
2016-07-11	<a href="#">092092QML000348</a>	AlinIQ AMS	OCE00048_008	Open	●●●●○○○○○○	Elevated to Compliant	
2016-07-07	<a href="#">092092QML000329</a>	AlinIQ AMS	OCE00048_008	Open	●○○○○○○○○○○	Opened	
2016-07-07	<a href="#">092092QML000327</a>	AlinIQ AMS	OCE00048_008	Open	●●○○○○○○○○	Assigned	
2016-07-07	<a href="#">092092QML000326</a>	AlinIQ AMS	OCE00048_008	Open	●○○○○○○○○○○	Opened	
2016-07-07	<a href="#">092092QML000323</a>	AlinIQ AMS	OCE00048_008	Open	●○○○○○○○○○○	Opened	
2016-07-07	<a href="#">092092QML000322</a>	AlinIQ AMS	OCE00048_008	Open	●●○○○○○○○○	Assigned	

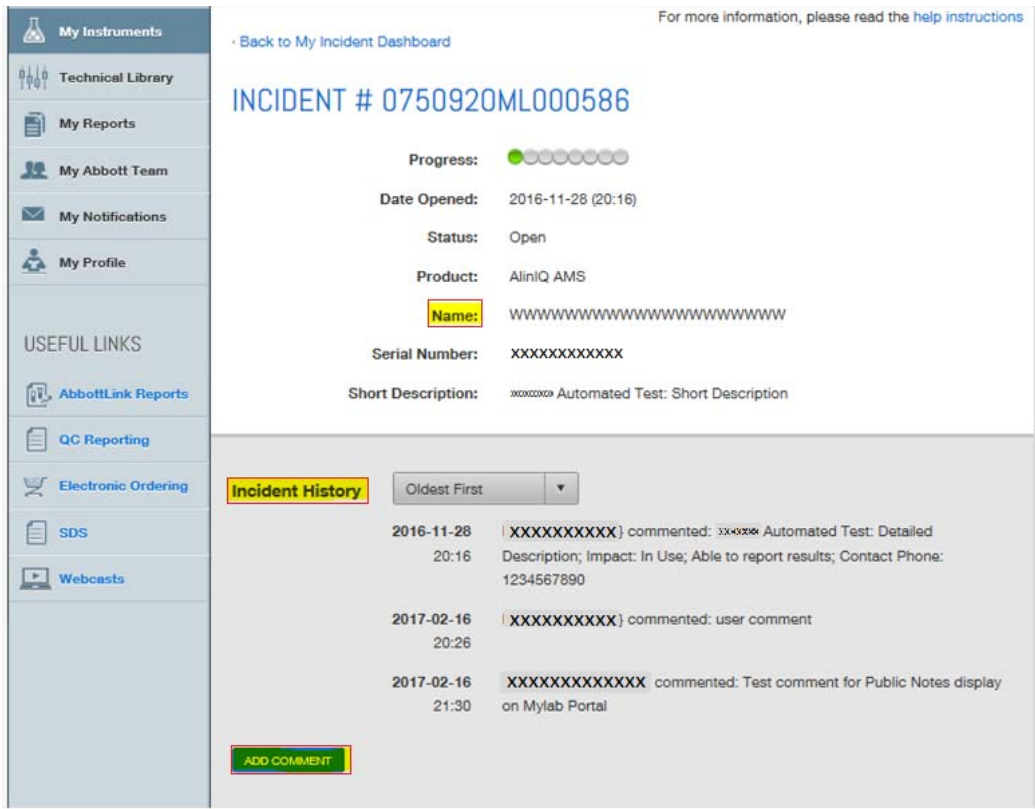
**Interacting with Abbott Service:**

21. How can I submit additional comments or reach Abbott Service through portal?

Click on an **open** Incident in the **Incident Dashboard** or from the open ticket listing from within the My Instruments section. In the **Incident Details** section, use the Add Comments button to submit your comments to Abbott personnel, as shown below:



The submitted comments are sent to the Abbott service personnel, who can respond or reach out to the customer accordingly. The notes sent by Abbott service are shown in the portal under the incident history for customer's review.



22. [What are the other serial numbers I see in the My Incident Dashboard?](#)

The My Incident Dashboard will show *all* incidents for all a customer's AlinIQ AMS, IMS, and CDS serial numbers. Other products displayed include the ACCELERATOR **a3600 DMS** and **Flexlab DMS** incidents, so the dashboard will give the full picture of AlinIQ AMS and DMS incidents for the customer.

NOTE: As part of service troubleshooting, an incident may be moved to a different AlinIQ AMS serial number than the one indicated by the customer during Incident Reporting. The dashboard will display the serial number to which the incident has been assigned.

NOTE: Email notification will also be received for any ACCELERATOR **a3600 DMS** and **Flexlab DMS** incidents

**Incident Submission Errors:**

23. [How can I find my AlinIQ AMS serial numbers?](#)

Each AlinIQ AMS component is associated with a unique serial number. As part of the transition from Omnilab to the Customer Portal, unique serial numbers have been assigned to your AlinIQ AMS products. You will be notified by Abbott regarding your serial numbers. If you have not received your serial numbers, please contact your Abbott representative for further assistance.

24. [Why am I getting a "Submission Error" when I try to submit an Incident Report?](#)

Occasionally, users may see this error due to technical or connectivity issues. Please wait a few minutes and try to submit your Incident Report again. If the problem persists, please select **Contact Us**, choose **Customer Portal** as the **Incident Type**, and submit a request describing the issue. Alternatively, please contact your Abbott representative for assistance.

**Generic email for Incident Reporting:**

25. [Can we use a generic email as an Incident Contact?](#)

Customers have the option of using a generic lab email or a group email to register for a Customer portal account. However, we ask that a generic email is NOT selected as an Incident Contact. A specific person is required as Incident Contact to ensure Abbott Service has a person to interface with during troubleshooting.

----- End of document -----