



Product Information

Date Issued

Month/Day/Year

Product

Omnilab Help Desk Customer Portal / Abbott My Lab Customer Portal

Reason

The purpose of this letter is to inform you of the upcoming transition from Omnilab's Help Desk Customer Portal to the Abbott My Lab Customer portal.

Current Status

As you may already be aware, Omnilab was acquired by Abbott Laboratories in July 2015. As part of the integration of the two companies, we are pleased to announce the migration of the current Omnilab Help Desk Customer Portal to Abbott My Lab Customer Portal. The Abbott My Lab Customer Portal provides similar functionality to what you are already accustomed to with the current Omnilab Portal.

Abbott Diagnostics is also consolidating its informatics offerings under a unified brand: AlinIQ. In support of this effort, the LabOnline / AMS LabOnline product family is being re-named as AlinIQ AMS. Existing Omnilab product names have been changed in the Abbott My Lab Customer Portal to reflect their new AlinIQ AMS names. Detailed information on these changes are provided for you in the appendices to this letter.

Action

The Omnilab Help Desk Customer Portal will no longer be available from March 14, 2016. Users of current Omnilab Portal will be redirected to the Abbott My Lab Customer Portal from March 14, 2016 onwards.

Please register on the Abbott My Lab Customer Portal on www.abbottdiagnostics.com beginning on this date to ensure smooth transition for your laboratory. Details on how to register are provided in the appendices to this letter.

You should use the Abbott My Lab Customer Portal to submit incidents on and after March 14, 2016.

You will need your unique instrument serial identifier to complete registration. This will be provided to you in a separate email from Abbott Diagnostics.

Contact

Abbott is committed to providing you with the highest quality diagnostic products and support services to meet the needs of your laboratory and the providers and patients you serve.

If you or any of the health care providers you serve have any questions regarding this information, please contact your local area Customer Service.

Frequently Asked Questions

Note:

- Frequently Asked Questions are also available at the following link:
- www.abbottdiagnostics.com/en-int/AboutUs/contact.html#frequently-asked-questions

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.
2. What is AliniQ AMS?
 - AliniQ AMS includes middleware informatics software and professional services designed to harmonize data and help deliver improved laboratory quality and operational efficiency. AliniQ AMS is also known as LabONline or AMS LabOnline.
3. What are the components of AliniQ AMS?
 - Please refer to Appendix H

About Other Products:

1. What other Omnilab products are included under this incident reporting process in addition to AliniQ AMS?
 - All products previously provided by Omnilab are included under this incident reporting process. These products may have been provided to you directly by Omnilab or through another vendor. This includes the following products
 - i. Analyzer Viewer
 - ii. URILAB
 - iii. LabOnlineLINK
 - iv. BestOnline
 - v. BC ROBO Interface

Current Omnilab Customers:

1. 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 around how support requests are initiated and tracked. Our goal is to provide our customers with a more streamlined and unified support structure using Abbott global systems. The following are the key changes that are taking place:
 - i. The LabOnline / AMS LabOnline product family is being re-named and consolidated under AliniQ AMS
 - ii. The Omnilab Customer portal is being discontinued and functionality is being transferred to Abbott Diagnostics My Lab Accounts
2. What are the new names for the Omnilab products?
 - Please refer to Appendix G
3. I am not seeing my Omnilab products in the Abbott My Lab Customer Portal? or Why am I seeing new AliniQ AMS related products in the My Instruments page of my Abbott My Lab Account? or What are the new AliniQ AMS products I am seeing in the My Instruments page of Abbott My Lab Account?
 - As part of the integration of Omnilab into Abbott, all LabOnline / AMS LabOnline related products are being re-mapped under a single AliniQ AMS heading. If you have any LabOnline / AMS LabOnline related products, they will now be shown under a new AliniQ AMS name. Please refer to the table in Appendix G to determine the new name.

Registration:

1. How do I register for Abbott My Lab Customer Portal?
 - Please refer to Appendix B

Submitting incidents and errors:

1. Why are my Omnilab products not listed in my profile?
 - Please refer to Appendix G
2. Why am I getting the "Submission Error" message when I try to submit a ticket?
 - Occasionally due to technical or connectivity issues, users may see this error. Please retry after some time, if problem persists please "**Contact Us**" and choose "**My Lab Customer Portal**"
3. Why am I getting the "Duplicate Ticket" message when I try to submit a ticket?
 - Duplicate ticket error is shown when the same Incident Type is tried to be submitted for the same instrument within 24 hours
4. Why do I get "Authorization Required" error during submitting an incident?
 - For users to be able to submit a ticket for an instrument, they need to be listed as a Contact for the instrument.
 - i. If you are already listed as a Contact, please check your email to see if it matches
 - Please use Contact Us and the category AlinIQ AMS Incident Reporting to add yourself as a contact, alternatively you can also contact the Service representative to add your email
5. How do I submit an incident ticket? or What are these Incident Type categories we see during submitting the ticket?
 - Please refer to Appendix D
6. How do I submit non-service related requests such as product inquiry, product enhancement, request documentation etc.?
 - Please refer to Appendix E
7. Why can't I submit an incident report for other Abbott products?
 - Currently, customers can only submit incident reports for AlinIQ AMS and other Omnilab products. Submission of incident reports for other Abbott Diagnostic products should continue to follow existing processes
8. What are serial numbers? Or Where do I find my serial numbers?
 - Each AlinIQ AMS component is associated with a unique serial number. As part of the transition to the Abbott My Lab Account, unique serial numbers have been assigned to your products. You will be notified separately by Abbott regarding your unique serial numbers. If you have not received these numbers by March 14, 2016 please contact your Abbott representative for further assistance.

Ticket notification related:

1. What happens after I submit a ticket?
 - Once a user submits a ticket through the portal, the user chosen as Point of Contact receives the service ticket number created
 - The service ticket is assigned to the appropriate Abbott representative
 - The Abbott representative troubleshoots and can follow-up with the customer as required
 - Once the ticket is resolved and is closed, the Point of Contact is notified of the ticket closure
2. How will I be notified of the updates, after I submit a ticket?
 - Once a user submits a ticket through the portal, the submitter receives the service ticket and confirmation email
 - During the troubleshooting, the Abbott representative may also get in touch with the Point of Contact chosen for updates
 - Once the ticket is closed, the Point of Contact will be notified of the ticket closure

General / Portal related:

1. What languages are supported in the portal?
 - The following languages are supported, Croatian, Czech, Danish, French, German, Greek, Hungarian, Italian, Korean, Norwegian, Polish, Portuguese – Brazil, Portuguese, Russian, Serbian, Slovak, Spanish, Swedish, Thai, Turkish and Vietnamese
2. How do I change the language?
 - To change your language, Log In to the Abbott My Lab Customer Portal, select **“My Profile”**, select **“Language Preference”** and **“Save Changes”**
3. How do I submit non-incident requests such as product enhancements or documentation requests?
 - Select **“Contact Us”** and chose Inquire Type as **“AlinIQ AMS Incident Reporting”** to submit your request
4. What is the time-out interval for the portal?
 - The inactivity or time-out is set at 20 minutes
5. When I try to submit an incident, the portal takes me to the Log In page?
 - If there has been no activity on the page for the time-out interval, the portal will take the user back to the Log In page when a form submission is attempted.

Appendix A: Omnilab Portal and Abbott My Lab Customer Portal Comparison

Current Omnilab Customer Portal	Abbott My Lab Customer Portal
Similarities	
User registration / edit profile / change password	User registration / edit profile / associate to instrument Serial Number / change password
Ability to see my Installation	Ability to see my Installation (or serial numbers)
Ticket submission details: <ul style="list-style-type: none"> • Select installation • Priority • Ticket Type • Problem Description • Actions taken to solve problem • Ability to add attachments • Contact name, phone, email 	Ticket submission details: <ul style="list-style-type: none"> • Select installation (or serial number) • Priority • Ticket Type – select type of incident • Short incident description • Problem description and actions taken to solve problem • Ability to add attachments (10 maximum, 20 MB each) • Contact name, phone, email (selection)
Document upload (installation guides, manuals, training guides, database)	Documents available via the Technical Library
Languages supported: Italian, English, French, Spanish, German, Russian	Languages supported: 23 including Italian, English, French, Spanish, German, Russian
Email notification (on submit and close)	Email notification (on submit and close)
Differences	
Dashboard: <ul style="list-style-type: none"> • Displays installations and recently uploaded documents • Ticket archive 	Dashboard: <ul style="list-style-type: none"> • Displays Abbott My Lab Customer Portal profiles including installations (or serial numbers) • Displays My Abbott Team (sales, support etc.) • Ticket archive not currently supported
Ticket survey: <ul style="list-style-type: none"> • Submit survey at end of ticket • Review of existing surveys 	Abbott uses a different survey process; there will be no surveys on the My Lab Customer Portal
Email notifications: <ul style="list-style-type: none"> ○ In-process updates of ticket status 	Email notifications: <ul style="list-style-type: none"> ○ Limited to ticket closure only

Appendix B: New User Registration

1. Navigate to Abbott Diagnostics home page at www.abbottdiagnostics.com
2. Find the “Register” link on Abbott Diagnostics home page

The screenshot displays the Abbott Diagnostics website home page. At the top left is the Abbott logo and the text "Abbott Diagnostics". At the top right is the Abbott logo with the tagline "A Promise for Life". Below the logo is a navigation bar with links for "CONTACT US", "ABBOTT.COM", "INTERNATIONAL", and "REGISTER or LOG IN" (the latter is highlighted with a red box). Below the navigation bar is a search bar and a menu with "Home", "Products", "Experiences & Impact", "Support", and "About Us". The main content area features a large image of Cristiano Ronaldo with the text: "Join me and Abbott to donate blood now. You could save a life." BE THE 1™ -Cristiano Ronaldo. Below the image is a login section with the text "LOG IN TO YOUR ACCOUNT:" and input fields for "Email" and "Password", and a "Login" button. Below the login section is a section titled "The Abbott Diagnostics Solution" with the text: "At Abbott Diagnostics, we go beyond tests and instruments. We'll partner with you to develop a solution that fits your organization." Below this text are icons for "Training" and "Six Sigma". To the right of this section is a "CREATE AN ACCOUNT" box with the text: "Registering an account gives you complete access to our technical library." and a "Register" button (highlighted with a red box).

3. Select your language and enter details for “**New User?**” form. Use the serial number provided to you by Abbott and click “**Register**”. The serial number is then matched and you will be directed to check your email for an activation link.

Abbott Diagnostics **Abbott**
A Promise for Life

CONTACT US | ABBOTT.COM | INTERNATIONAL | REGISTER or LOG IN

Home | Products | Experiences & Impact | Support | About Us | Search

Register

REGISTER AN ACCOUNT OR LOG IN

Select Language

New User?

REGISTER A NEW ACCOUNT

First Name:

Last Name:

Your Email:

Confirm Email:

Phone Number: (Optional)

Password: ⓘ

Confirm Password:

Role: ▼

Language Preference: **English** ▼ ✓

Country of Business: ▼

Register with: **Instrument Serial** ⓘ

I acknowledge this is a U.S. Administered Website.

By submitting the information, you agree that it will be governed by our site's [Privacy Policy](#) | [Terms of Use](#).

Having trouble? [Frequently Asked Questions](#) **Register** ▶

Registered Users

LOG INTO YOUR ACCOUNT

Email:

Password:

[Forgot Password?](#) **Login** ▶

Why Register?

Gain access to technical information for Abbott Diagnostics products, personalized support, and other useful tools available only to customers.

Appendix C: Log-in

1. Upon confirmation, you can now Log-in by entering your credentials in the “Registered Users” section.

Abbott Diagnostics Abbott A Promise for Life

CONTACT US | ABBOTT.COM | INTERNATIONAL | REGISTER or LOG IN

Home Products Experiences & Impact Support About Us Search

Register

REGISTER AN ACCOUNT OR LOG IN

Select Language

New User?

REGISTER A NEW ACCOUNT

First Name:

Last Name:

Your Email:

Confirm Email:

Phone Number: (Optional)

Password:

Confirm Password:

Role:

Language Preference: English

Country of Business:

Register with: Instrument Serial

I acknowledge this is a U.S. Administered Website.

By submitting the information, you agree that it will be governed by our site's [Privacy Policy](#) | [Terms of Use](#).

Having trouble? [Frequently Asked Questions](#)

Registered Users

LOG INTO YOUR ACCOUNT

Email

Password

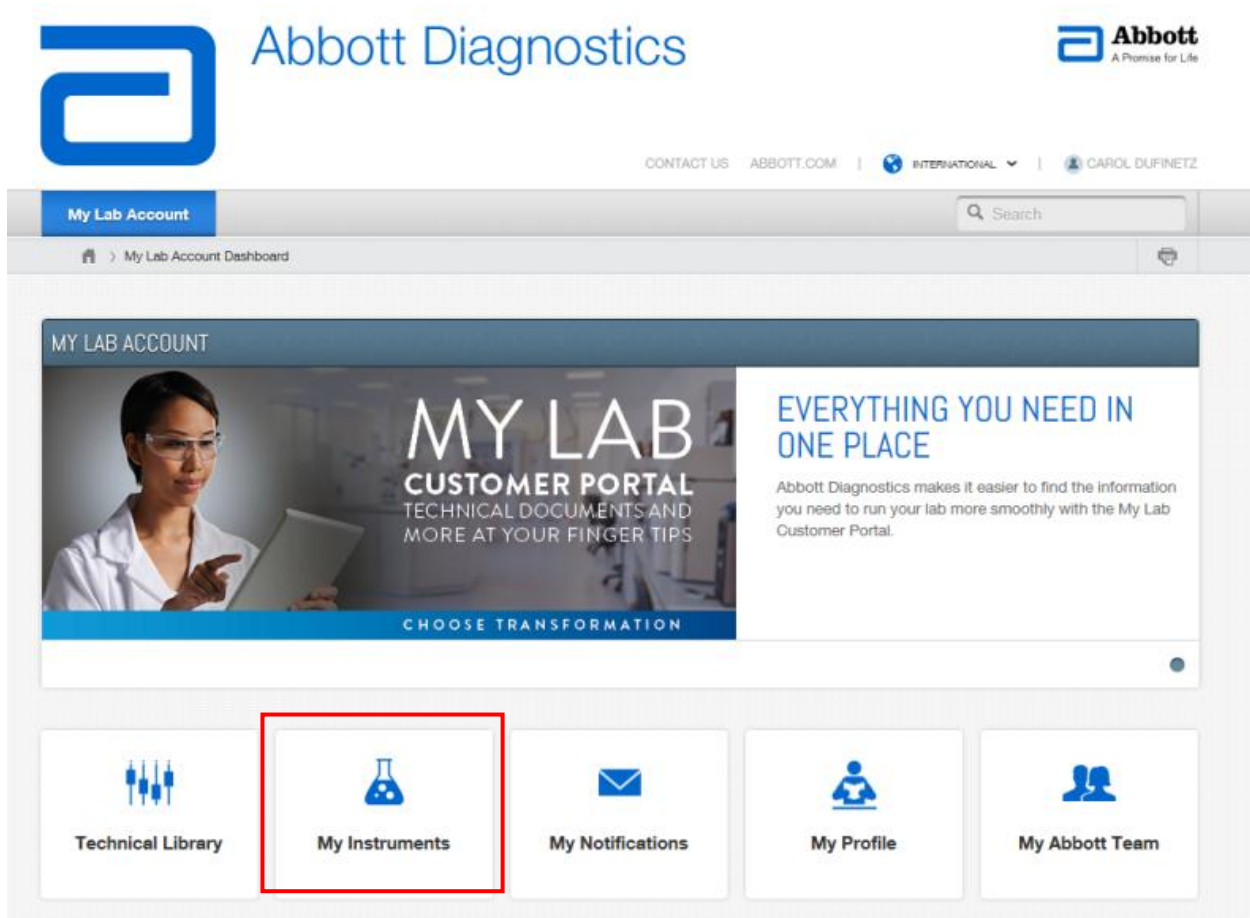
[Forgot Password?](#)

Why Register?

Gain access to technical information for Abbott Diagnostics products, personalized support, and other useful tools available only to customers.

Appendix D: Submitting Incidents from the Abbott My Lab Customer Portal

1. Log-in to Abbott My Lab Customer Portal and click on “**My Instruments**”



2. Select the AlinIQ AMS product or serial number

The screenshot displays the 'MY LAB ACCOUNT' interface. At the top right, the 'Current Lab Profile' is set to 'SampleLab #28, Chicago'. The main navigation menu on the left includes: Dashboard, My Instruments, Technical Library, My Reports, My Abbott Team, My Notifications, and My Profile. Below this is a 'USEFUL LINKS' section with options for AbbottLink Reports, CELL-DYN eQC, Electronic Ordering, SDS, and Webcasts. The central area is titled 'My Instruments' and shows a list of five AlinIQ AMS products. The first product, 'AlinIQ AMS - Base Software' with serial number 'AMS-801-TEST', is highlighted with a red box. Below the list, a large banner for 'AlinIQ AMS - Base Software' (Serial No: AMS-801-TEST) features buttons for 'Support Contacts' and 'Submit Incident Report'.

Product Name	Serial No.
AlinIQ AMS - Base Software	AMS-801-TEST
AlinIQ AMS - Beckman Co...	AMS-838-TEST
AlinIQ AMS - Sysmex Ins...	AMS-839-TEST
AMS Software - Addition...	AMS-802-TEST
AlinIQ AMS - Advanced U...	AMS-803-TEST

3. Fill out the incident details and select Point of Contact for the selected serial number.

MY LAB ACCOUNT

Dashboard

My Instruments

Technical Library

My Reports

My Abbott Team

My Notifications

My Profile

USEFUL LINKS

AbbottLink Reports

CELL-DYN eQC

Electronic Ordering

SDS

Webcasts

[Back to My Instruments](#)

PROVIDE YOUR INCIDENT INFORMATION

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

Facility
Sample Lab #28, Chicago

Software Product
AlinIQ AMS - Base Software (Serial No: AMS-801-TEST)

Incident Type: *

Incident Short Description (max. 50 characters): *

Incident Detailed Description (max. 6000 characters): *

Impact: *

Point of Contact *
Select a contact from the list below.

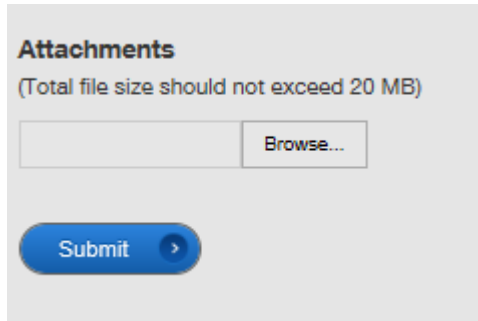
I am the point of contact.

4. If you have a log-file or screenshot to attach, click "**Browse**" to add the attachments as shown below.

Note:

- The total size of the attachments cannot exceed 20MB
- A maximum of 10 attachments can be submitted

After the incident details are entered, the Point of Contact selected and any attachments are uploaded, click "**Submit**" to create the incident.



The screenshot shows a section titled "Attachments" with a sub-note "(Total file size should not exceed 20 MB)". Below this, there is a text input field followed by a "Browse..." button. At the bottom of the section is a blue "Submit" button with a right-pointing arrow.

- On successful creation of your ticket, the confirmation and ticket number assigned is shown. An email is also sent to the submitter of this ticket

MY LAB ACCOUNT

- Dashboard
- My Instruments
- Technical Library
- My Reports
- My Abbott Team
- My Notifications
- My Profile

USEFUL LINKS

- AbbottLink Reports
- CELL-DYN eQC
- Electronic Ordering
- SDS
- Webcasts

THANK YOU FOR SUBMITTING AN INCIDENT REPORT.

YOUR TICKET NUMBER IS #080056PHM000075

A copy of this confirmation will also be sent to your email.

Facility:	SampleLab #28, Chicago
Software Product:	AlinIQ AMS - Base Software
Incident Type:	No results received in LIS - Customer Network Down
Incident Short Description:	Network down
Incident Detailed Description:	Customer has issue with the network being down, can report results from AMS but not connect to LIS to upload.
Impact:	In Use; Able to report results
Point of Contact:	John Doe
	John.Doe@abbott.com

ⓘ This item will expire in 29 days. To keep this item longer apply a different Retention Policy.

From: noreply@abbottdiagnostics.com
 To: Doe, John
 Cc:
 Subject: Incident Report - Ticket #080056PHM000075

Thank you for submitting an incident report. See the report details below.

Ticket: 080056PHM000075
 Facility: SampleLab #28, Chicago
 Software Product: AlinIQ AMS - Base Software
 Serial No: AMS-801-TEST
 Incident Type: No results received in LIS - Customer Network Down
 Incident Short Description: Network down
 Incident Detailed Description: Customer has issue with the network being down, can report results from AMS but not connect to LIS to upload.
 Impact: In Use; Able to report results
 Contact Name: John Doe
 Phone Number:
 Email: John.Doe@abbott.com

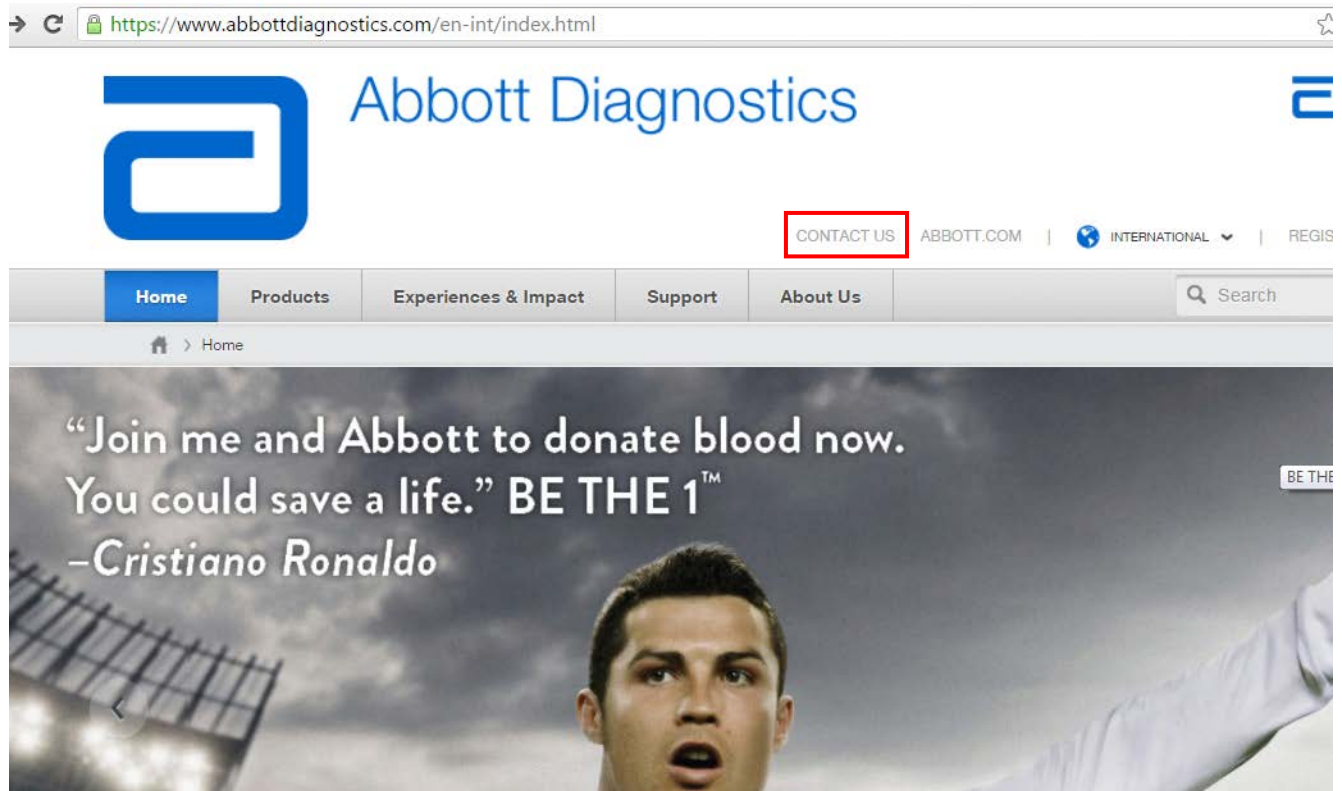
Your point of contact will be notified when your ticket has been resolved.

Sincerely,
 Abbott Diagnostics

For questions and help with your My Lab Account: <http://www.abbottdiagnostics.com/contactus>

Appendix E: Submitting Inquiries or Product Enhancement Requests from the Abbott My Lab Customer Portal

1. On the Abbott Diagnostics homepage, locate and select the “**Contact Us**” link



2. In the “**Contact Inquiry**” form select “**AliniQ AMS Incident Reporting**”. Enter the details and click “**Submit**” once complete.

Note:

- o The Contact Us link is available from multiple places in the Abbott My Lab Customer Portal
- o The direct link to Contact Us is <https://www.abbottdiagnostics.com/en-int/AboutUs/contact.html>

Contact Inquiry

Whether you have questions or concerns about our products, services, or support, Abbott Diagnostics is here to help.

Fill out the form below in its entirety. An Abbott Diagnostics representative will contact you with the appropriate information within 48 hours of your inquiry submission.

Please note that we cannot provide answers to personal medical questions; for these, you should contact your physician. Furthermore, this system is not designed to respond to product complaints. For any product performance issues, contact our general information number at 1-877-4-ABBOTT.

By submitting the information below, you agree that it will be governed by our site's [Privacy Policy](#).

CONTACT FORM

Inquiry Type: Please Choose an Inquiry Type ▼

Comment: AliniQ AMS Incident Reporting

First Name:

Last Name:

Your Email:

Confirm Email:

Phone Number:

Address:

City:

State: Please Choose a State ▼

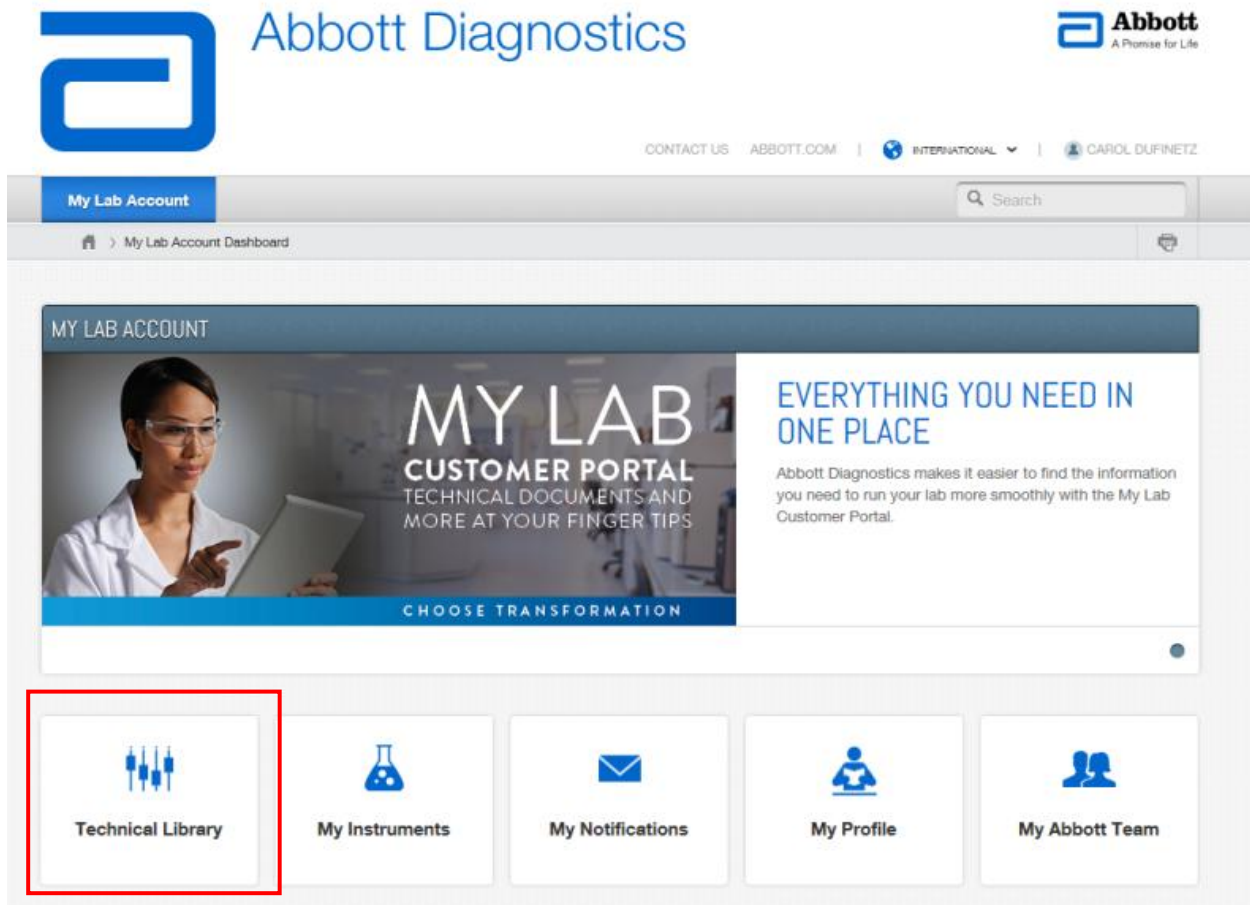
ZIP:

Country: Please Choose a Country ▼

[Clear](#)

Appendix F: Technical Library – Documents available for download

1. Log-in to Abbott My Lab Customer Portal and click on “**Technical Library**”



2. Click on “Operations Manuals” or “Other Reference Documents”. Select “Informatics” from “Solution” and select the version and click “Search”

OPERATIONS MANUALS

Solution: Informatics | Software Version: All | Search

ACCELERATOR p540
ARCHITECT
CELL-DYN Emerald
Informatics

Solution	Language	Software Version	Manual Revision	Download	Date Posted
Informatics	English	2.08	6.2		2015/11/03

Appendix G: Product Name Changes

Current Omnilab Product Name	Abbott Product Name
Analyser Viewer	AlinIQ AMS – Analyser Viewer
BC-ROBO Interface	BC-ROBO Interface
BestOnLine	BestOnline
CD-LAB / AMS HAEMATOLOGY	AlinIQ AMS – Hematology
LabOnLine	AlinIQ AMS – Base Software
LabOnLineLINK	LabOnlineLink
LabPRV	AlinIQ AMS – Advanced User Management
LabQCM	AlinIQ AMS – Quality Control and Moving Averages
NewLabOnlineLink	AlinIQ AMS – Lab Link
STATISTICMANAGER	AlinIQAMS – Statistics
URILAB	URILAB

Note:

- The names for system connections are also mapped to their respective AlinIQ AMS names

Appendix H: AlinIQ AMS Components

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