

# North Carolina State Laboratory of Public Health (NCSLPH) Lab Web Portal (LWP) Electronic Test Orders and Results (ETOR) FAQs

1.0 General Information		
#	Question	Answer
1.1	What is ETOR?	Electronic Test Orders and Results (ETOR) system is a data modernization initiative, that will allow NCSLPH to transition away from paper-based test ordering and reporting. ETOR is comprised of two parts: <ol style="list-style-type: none"> <li>1. Laboratory 'Lab' Web Portal (LWP)</li> <li>2. Electronic messaging via NC HealthConnex, the North Carolina Health Information Exchange.</li> </ol>
1.2	What is the LWP?	Laboratory Web Portal (LWP) is the first implementation component of the overarching ETOR project. LWP is the system application used for test ordering, status tracking, and results retrieval for clinical, environmental, and rabies testing performed at NCSLPH. Newborn Screening testing is <b>not</b> incorporated into LWP.
1.3	What are the benefits of LWP?	Using LWP will modernize NCSLPH test order submission process. It is a more efficient, streamlined, and accurate way to submit each specimen/sample, and will provide access to patient demographics, status tracking, test results, and notifications seamlessly. All results will be stored and accessed electronically. LWP will reduce test turnaround time, ultimately enhancing patient care.
1.4	Is there a fee to use LWP?	No, LWP is free for all submitters to use.
1.5	When does LWP use begin?	Beginning January 2026, LWP implementation will become available in a phased launch to local county health, environmental health departments and animal control, allowing for the electronic ordering / reporting of <b>clinical, environmental, and rabies</b> testing at NCSLPH. All counties should have access to LWP by April 1, 2026. <i>Newborn screening testing will not be submitted through LWP.</i>
1.6	Who will use LWP?	All healthcare organizations submitting <b>clinical, environmental, and Rabies</b> specimens/samples to NCSLPH should transition to using LWP.
1.7	How do I get help with LWP?	Several training resources have been created (see section 2.0). There is also a "Help" tab within the LWP application. If you need further assistance, contact NCSLPH Customer Service by phone at 919-733-3937 (M-F, 8 am – 5 pm) or email at <a href="mailto:slph.ETOR@dhhs.nc.gov">slph.ETOR@dhhs.nc.gov</a>
1.8	Will paper requisitions still be accepted?	Paper requisitions will eventually be phased out of use for <b>clinical, environmental, and rabies</b> test orders, once LWP has been successfully launched across NC. At that time, paper requisitions will only be accepted under emergency circumstances. The end date for paper requisitions will be communicated to all submitters to ensure a successful transition.

1.9	What tests can be ordered through LWP?	Except for Newborn Screening and Environmental Lead Investigation testing, all tests previously ordered via paper requisitions can be ordered in LWP
<b>2.0 Getting Started</b>		
#	Question	Answer
2.1	What training resources are available?	Training resources include the training video, self-paced training, frequently asked questions (FAQs), and one-page LWP test list reference guide will be available on our <a href="#">website</a> .
2.2	Which portal should be used for training?	Training materials will be accessed through the NCSLPH homepage, <a href="https://slph.dph.ncdhhs.gov">https://slph.dph.ncdhhs.gov</a> .
2.3	How does an organization or facility get added into LWP as a client?	Every organization or facility must first have a client account listed in LWP before individual users can generate test orders for submission to NCSLPH. Facilities that had access to the COVID-19 ETOR portal will be transferred to the client list in LWP. To add an organization or facility to the client list in the LWP, complete the new client form: <a href="#">New Client Information Form</a> . Contact NCSLPH Customer Service at 919-733-3937 (M-F, 8 am – 5 pm) or email <a href="mailto:slph.etor@dhhs.nc.gov">slph.etor@dhhs.nc.gov</a> to inquire about facility status in LWP.
2.4	How do I access the LWP?	To access the LWP, click here: <a href="https://lwp-web.aimsplatform.com/nc/">https://lwp-web.aimsplatform.com/nc/</a>
2.5	How do I create a user account to access the LWP?	All users MUST have an NCID to be able to access LWP. Users will use their NCID to register for and get approval for a new user account in LWP. Please contact your local county IT resources for assistance in getting an NCID account. Each user must be associated with a facility registered in LWP. Use this link to create an LWP user account: <a href="https://lwp-web.aimsplatform.com/nc/">https://lwp-web.aimsplatform.com/nc/</a> <b>Shared accounts are not allowed; every user must have their own LWP account.</b>
2.6	Is my new user account active immediately?	After creating a new user account, an NCSLPH administrator verifies the account details. The user must complete training before access to LWP is granted. An email will be sent when the user account is approved.
2.7	What if I work at more than one facility? Are there separate training and tests to gain access?	A new user request form should be submitted for each facility a user needs to be associated with a user should only take the training and associated test once. They do not need to take the training and test for access to each facility. Training sessions are available for all roles (Environmental, Rabies, and Clinical). Contact NCSLPH Customer Service by phone at 919-733-3937 (M-F, 8 am – 5 pm) or email at <a href="mailto:slph.etor@dhhs.nc.gov">slph.etor@dhhs.nc.gov</a> for additional assistance.
2.8	If I already have an NCID or NCIR account, do I need a new account for LWP?	No, you may use your current NCID login.
2.9	Do all staff need NCID accounts, or can one person submit them on behalf of others?	<b>All</b> staff members utilizing LWP must have an NCID to submit orders, including nurses, lab personnel, clerical staff, and environmental staff.
2.10	What if one user has more than one role?	Users may request access to one or more of the following roles: clinical, environmental, and rabies.

2.11	Is there a quiz, and when will it be available?	A quiz will be available after you complete the storyline training. It can be accessed through the NCSLPH homepage once your area is rolled out.
2.12	How is rollout sequencing determined?	Rollout is scheduled by county grouping and communicated in advance.
<b>3.0 Ordering Tests</b>		
<b>#</b>	<b>Question</b>	<b>Answer</b>
3.1	How do I order individual tests?	From the Dashboard click "Order Tests" from the menu on the left. Then select the testing area; Clinical, Environmental, or Rabies ordering tiles. Upon selecting the appropriate tile, an electronic form to enter Submitter, Patient, and sample information and then select the test to order. Test availability is dependent upon the sample information.
3.2	What information is required?	All fields in <b>RED</b> are required. If required fields are not completed, testing cannot be ordered. It is highly recommended to complete all fields, even if not required.
3.3	What is the (AOE) Ask Order Entry?	As you order a test, pertinent supplementary information may be required for accurate test order entry.
3.4	Who is the Ordering Provider?	The Ordering Provider is the authorized healthcare provider ordering the test. They have prescriptive authority, such as a physician or medical director and are linked to your facility list or added (like adding a new patient). Healthcare providers must have a valid NPI #.
3.5	What is the Certification of Test Order?	After entering all information fields, click submit. You will be asked to certify the order which states it is accurate to the best of your knowledge.
3.6	Why did a red error appear after finishing the order?	This error bar will display when there is required information that is missing. You must complete the missing field(s) before the order is complete.
3.7	How do I know if the order was successfully submitted?	A confirmation message will appear that tells you the order was successfully submitted, and a PDF file of the test requisition is available. Print the associated test requisition and include this with the specimen according to packaging and shipping guidelines.
3.8	What is the OIDNC number?	The OIDNC number is a unique LWP order # and used to identify and track the order in the system.
3.9	What is the "Copy Last" option in batch uploads?	From the batch order tab, the "Copy Last" option will start a new order and copy over the Submitter and Provider information, but the patient information will be blank and allow the user to enter the next patient.
3.10	Can batch uploads be ordered?	Yes, there is a tab on the left menu tab for "batch uploads" designed to submit large numbers of specimens for the same test at once. <b>The template provided in the LWP must be used for this feature to work.</b>
3.11	What is "Incomplete Orders?"	Incomplete orders are orders that have been started but not submitted. Any information that has been entered will be saved and can be completed and submitted later.

3.12	Can a test order be deleted in LWP?	Orders can be cancelled by the submitter if the sample has not been received and accessioned at NCSLPH. If the order is marked as “Received in lab” in LWP, the submitter must contact the laboratory to cancel an order.
3.13	Is an order placed per patient or per test?	Orders are per patient.
3.14	Are diagnosis codes required?	Yes, diagnosis codes are required to submit an order.
3.15	Can orders be future dated?	Orders cannot be future dated.
3.16	Do we have to enter customer information for every water sample?	You should enter all information you expect to receive on a final report. You must complete the required fields at a minimum.
3.17	Can we still order water samples in bulk?	Kits are still ordered the same way. LWP is used to submit those samples to the lab.
3.18	Does LWP replace the paper forms included in water testing kits?	Yes. Make sure to print and include the Test Order Requisition Form for each sample, and one manifest for the total shipment
3.19	Is LWP required for all environmental samples?	LWP is not currently required for all environmental samples. Milk, radiochemistry, water treatment plant fluorides, and environmental lead investigations will continue to use paper submission forms. NCSLPH is still accepting paper requisitions, but once LWP is fully launched, we will begin transitioning away from paper test requisitions and result reports.
3.20	Where are Environmental Lead samples requested?	Due to the complexity of the sample types and the types of testing that each will receive, environmental lead samples will still be collected and submitted in the previous manner with paper submission forms.
3.21	Can demographics be entered without placing an order?	Demographics are required when placing an order in the LWP.
3.22	Can patient information be changed after submission?	Yes, but you must contact NCSLPH to make any changes, including address updates. Please contact NCSLPH Customer Service at 919-733-3937 (M-F, 8 am – 5 pm.)

#### 4.0 Results

#	Question	Answer
4.1	Will test results still be available in CELR?	Initially, all clinical, environmental, and rabies test results submitted through the LWP will also be available in CELR, but eventually, LWP reports will only be available in LWP. At some point only Newborn Screening test results will be the only clinical test results in CELR.
4.2	How do I access test results in LWP?	By selecting “Published Reports” on the left side menu, results can be viewed, saved as PDF, printed.
4.3	Can I view the status of a submitted sample/specimen?	Yes, by selecting “All Orders” on the left side menu, select a specific order for details. You will see a timeline that will indicate what the status is for the order.

4.4	What happens when a specimen/sample has been rejected?	This information will be available on the dashboard and detailed information on reasons for rejection is available in the reporting section of the order.
4.5	Will paper results still be issued?	Yes, but they will be discontinued at a later date.
4.6	Can multiple users in the same county view the same results?	All users associated with a facility will be able to view submitted orders.
4.7	Can results be searched by provider?	No, results cannot be searched by provider.
4.8	Can front counter staff view environmental results without an NCID?	All staff will need an NCID to access the LWP and results.
4.9	Will customers of environmental health be able to access their water sample results on this portal, like how they can on CELR?	For Clinical, only those who have gone through this registration process at your LHD will be able to access results from the portal. Environmental and Rabies have the ability to share reports via the portal, which will send the customers a link to view their results.

### 5.0 Packaging and Shipping

#	Question	Answer
5.1	Are barcode labels required on the specimen?	Yes, submitters are required to print and label specimen/samples prior to submission for testing.
5.2	Are there any changes to specimen/sample packaging for transport to NCSLPH?	Specimen packaging and transport to NCSLPH has not changed. The only change is that specimens should have a barcoded label on the specimen, placed appropriately for testing.
5.3	Are there any changes to the MSC medical courier process?	No, continue to follow guidelines for the MSC medical courier processes.
5.4	Do we still need a manifest with specimens?	Yes, manifests are still a requisite for all shipments.
5.5	Is the manifest printed per patient or per batch?	Requisitions are printed per patient. Manifests should be sent for all specimens being sent per shipment.

### 6.0 Barcode Labels and Printers

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6.1	How are the specimen barcodes printed?	Barcodes should be printed based upon the label specifications provided by NCSLPH specific to LWP requirements for labels/printers.
6.2	Why do clinical labs need specific printers and labels?	Clinical testing at SLPH requires clear, high-quality barcodes and labels that can withstand freezing. The approved printers and supplies below meet these needs.
6.3	What printers are compatible with the LWP?	The following printers have been approved by the NCSLPH:  <b><u>Primary Option</u></b> Printer: Zebra ZD621 (Part # ZD6A143-301L01EZ) Labels: Zebra 10002629 (2" x 1" polyester) Ribbon: Zebra 06200GS06407 (resin ribbon)  <b><u>Approved Alternative</u></b> Printer: Brady BBP12 Labels: Brady THT-137-7425-2-SC Ribbon: Brady R4313
6.4	Can Clinical LHDs keep using their current printers?	Yes, for now, if: <ul style="list-style-type: none"> <li>• Labels are 2" x 1"</li> <li>• Labels include: first and last name, date of birth, and date of collection</li> </ul> These elements are required under CLIA regulations and NCSLPH policy.
6.5	Do Environmental Health samples need the same type of printer?	No. Environmental testing does not require the same high-quality or freeze-resistant labels. Environmental Health staff may use other printers as long as: <ul style="list-style-type: none"> <li>• Labels are 2" x 1"</li> <li>• Labels are clear and easy to read</li> <li>• Samples are properly identified</li> </ul>
6.6	Are printed labels required for Rabies testing?	Printed labels are not required for Rabies testing in LWP. Animal Control must still make sure specimens are clearly identified.
6.7	Will more than one printer be provided per county?	Currently, we have only ordered 1 printer per clinical LHD per county.
6.8	How will remote locations label specimens?	Currently, labels must be printed where printers are located.
<b>7.0 Miscellaneous</b>		
<b>#</b>	<b>Question</b>	<b>Answer</b>
7.1	What is the Dashboard display?	The dashboard is a user-friendly access point for all steps of the test ordering and reporting process. In addition, the dashboard will show all specimens submitted, patients, orders, and reports for your associated facility test orders. You will only be able to see data for your facility.

7.2	How do I manage notifications?	The profile section contains your account and contact information. In this section, you can manage your notifications and change your password.
7.3	Should incognito mode be used during the pilot phase?	Incognito mode should not be used during the pilot phase.