

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

| 1.0 General Information | | |
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| # | Question | Answer |
| 1.1 | What is ETOR? | <p>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:</p> <ol style="list-style-type: none">1. Laboratory 'Lab' Web Portal (LWP)2. Electronic messaging via NC HealthConnex, the North Carolina Health Information Exchange. |
| 1.2 | What is the LWP? | <p>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 not incorporated into LWP.</p> |
| 1.3 | What are the benefits of LWP? | <p>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.</p> |
| 1.4 | Is there a fee to use LWP? | <p>No, LWP is free for all submitters to use.</p> |
| 1.5 | When does LWP use begin? | <p>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 clinical, environmental, and rabies 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></p> |
| 1.6 | Who will use LWP? | <p>All health care organizations submitting clinical, environmental, and rabies specimens/samples to NCSLPH should transition to using LWP.</p> |
| 1.7 | How do I get help with LWP? | <p>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 slph.otor@dhhs.nc.gov</p> |
| 1.8 | Will paper requisitions still be accepted? | <p>Paper requisitions will eventually be phased out of use for clinical, environmental, and rabies 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.</p> |

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| 1.9 | What tests can be ordered through LWP? | Except for Newborn Screening testing, all tests previously ordered via paper requisitions can be ordered in LWP. |
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2.0 Getting Started

| # | Question | Answer |
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| 2.1 | What training resources are available? | Training resources including the training video, self-paced training, frequently asked questions (FAQs), and one-page LWP test list reference guide will be available on our website . |
| 2.2 | 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: New Client Information Form . Contact NCSLPH Customer Service at 919-733-3937 (M-F, 8 am – 5 pm) or email slph.otor@dhhs.nc.gov to inquire about facility status in LWP. |
| 2.3 | How do I access the LWP? | To access the LWP, click here: https://lwp-web.aimsplatform.com/nc/ |
| 2.4 | 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: https://lwp-web.aimsplatform.com/nc/ Shared accounts are not allowed; every user must have their own LWP account. |
| 2.5 | 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. |
| 2.6 | What if I work at more than one facility? | A new user request form should be submitted for each facility a user needs to be associated with. Contact NCSLPH Customer Service by phone at 919-733-3937 (M-F, 8 am – 5 pm) or email at slph.otor@dhhs.nc.gov for additional assistance. |

3.0 Ordering Tests

| # | Question | Answer |
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| 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 RED 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. |

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| 3.4 | Who is the Ordering Provider? | The Ordering Provider is the authorized health care 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). Health care 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. The template provided in the LWP must be used for this feature to work. |
| 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. |

4.0 Results

| # | Question | Answer |
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| 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 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. |

| 5.0 Packaging and Shipping | | |
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| # | 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. |
| 6.0 Barcode Labels | | |
| # | Question | Answer |
| 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. |
| 7.0 Miscellaneous | | |
| # | Question | Answer |
| 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. |