

# Customer Training: MyLabOnline Quick Reference (Job Aid)

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**Issue** Molecular Diagnostics customers were not familiar with the MyLabOnline portal, especially following multiple enhancements by my manager, Marjorie Schnelle.

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**Solution** Create a compact, wipeable quick reference for customers to use in their laboratories to access valuable training and product information.

I was able to use my experience in Marketing Communications with writing and graphic design software, InDesign, to create the content and layout. I used Snagit to capture the cascading menus. The final size is 5 ½” x 8 ½”.

See subsequent pages for a copy of the job aid.

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**Results** Following the approval process, we were able to have copies produced at a nominal cost through the copy center and send them to customers. See the subsequent pages for a scanned copy.

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**Classifications** The table below lists three classifications for this work sample.

<b>Learning Styles</b>	<b>Intelligences<sup>1</sup></b>	<b>Example of <sup>2</sup></b>
Visual	Visual-Spatial	Graphic design capabilities

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<sup>1</sup> Intelligences refers to Gardner’s Multiple Intelligences.

<sup>2</sup> Reason(s) it was provided as a work sample

# MyLabOnline Quick Reference Guide

from Roche Molecular Diagnostics

Use this guide as a reference for the helpful features and tools found on MyLabOnline:  
[www.mylabonline.com](http://www.mylabonline.com).

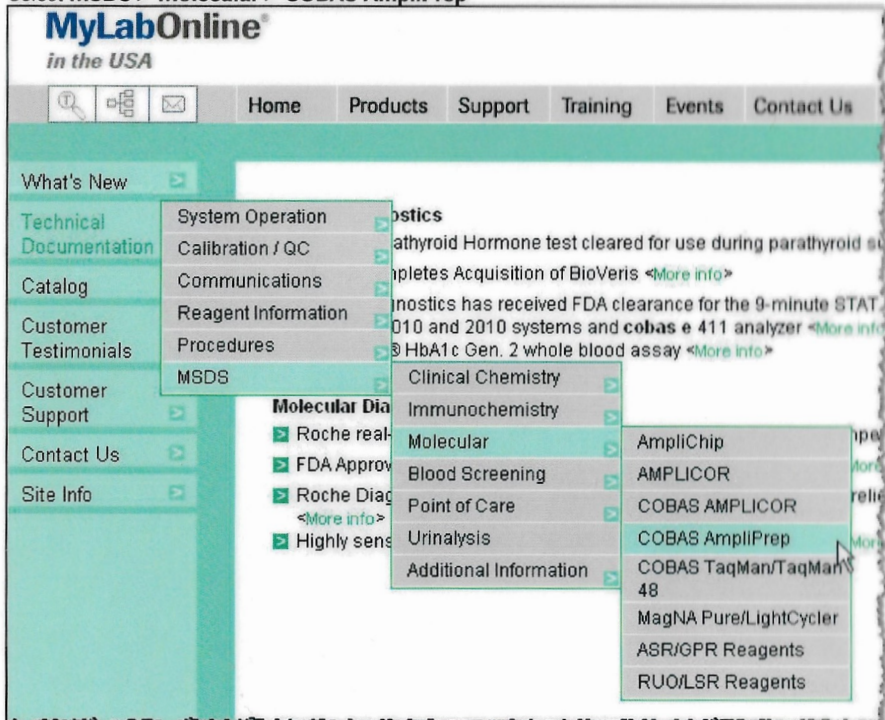
Feature	Description	Page
<b>Continuing Education</b>	Numerous online, web-based continuing education programs to increase staff's industry knowledge and Roche product knowledge.	<b>7</b>
<b>Email Notifications</b>	Sign up to receive an email notification when a bulletin is issued for any Roche analyzer in your laboratory.	<b>10</b>
<b>Laboratory Procedures</b>	MyLabOnline website provides already-formatted procedures. Simply download the document, insert laboratory-specific data, and save to a hard drive!	<b>3</b>
<b>Logging On</b>	Log on to MyLabOnline website.	<b>10</b>
<b>Order Status</b>	Our online Order Status application allows you to easily check the status of orders placed with Roche Diagnostics.	<b>8</b>
<b>Registration</b>	Register for MyLabOnline website.	<b>10</b>
<b>Search</b>	Search the MyLabOnline website for specific information quickly and comprehensively.	<b>4</b>
<b>Searchable Catalog</b>	Use our online, searchable catalog to produce reagent menus, search for a specific consumable, or retrieve important data about any assay.	<b>5</b>
<b>Solution Finder</b>	At your own convenience, research potential laboratory solutions utilizing the solution finder and product overview information.	<b>9</b>
<b>Technical Documentation</b>	Access package inserts, method sheets, barcode specifications, maintenance logs, product lists, host interface documents and more.	<b>2</b>
<b>Training Materials</b>	The web site contains operator manuals, training guides, short guides, quick reference cards, troubleshooting guides, and much more for you to download.	<b>6</b>
<b>What's New</b>	Keep current on the recent additions to the MyLabOnline website.	<b>4</b>

## Technical Documentation

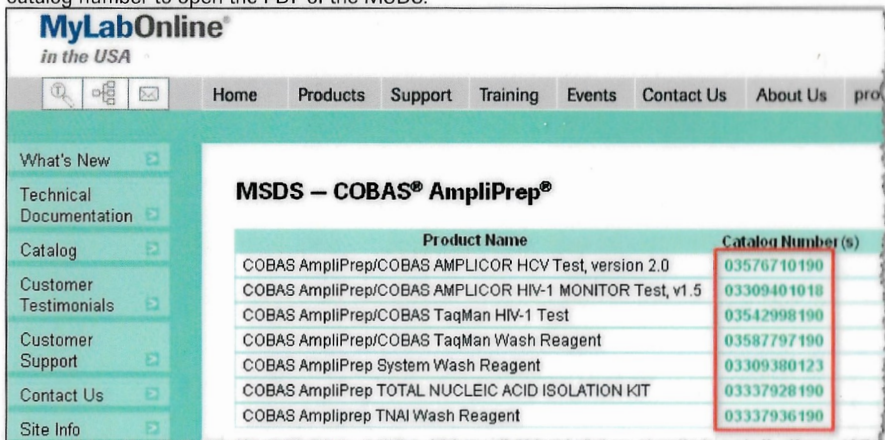
Check the Technical Documentation section to browse the library of technical information.

**Example:** MSDS for COBAS® AmpliPrep® reagents.

1. Select **Technical Documentation** in the left navigation pane.
2. Select **MSDS > Molecular > COBAS AmpliPrep**



3. From the **MSDS – COBAS® AmpliPrep®** table, click on the desired COBAS® AmpliPrep® catalog number to open the PDF of the MSDS.

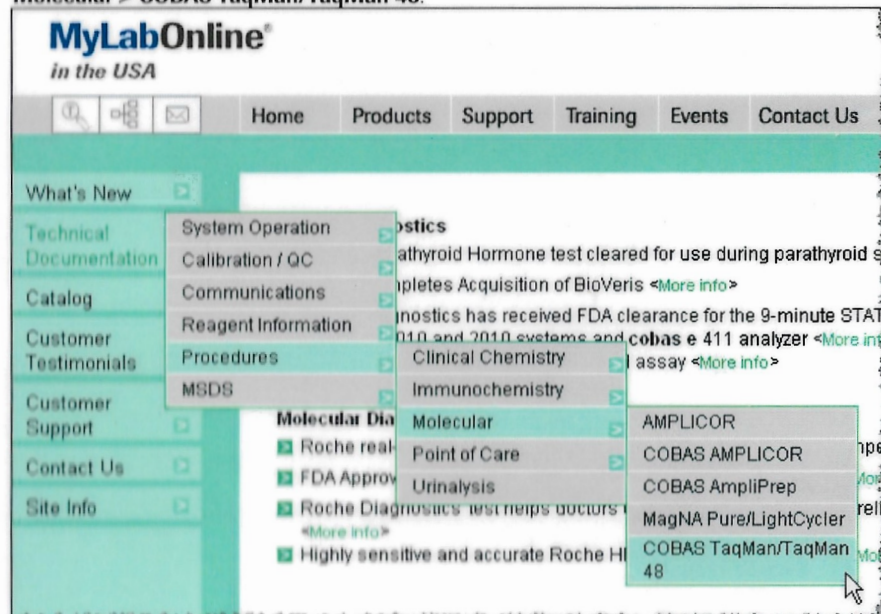


4. Print or save PDF on your computer. Refer to MyLabOnline website for the latest versions of the technical documents.

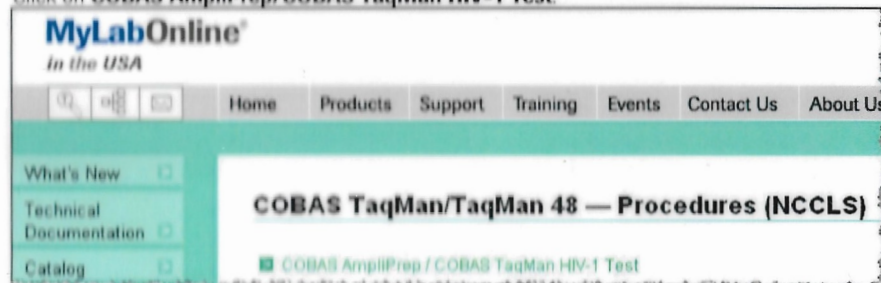
## Lab Procedures

MyLabOnline website provides pre-formatted procedures. Simply download the document, insert laboratory-specific data, and save to a hard drive. **Example:** To obtain the procedure for COBAS® AmpliPrep/COBAS® TaqMan® HIV-1 Test.

1. In the left navigation pane select **Technical Documentation > Procedures > Molecular > COBAS TaqMan/TaqMan 48**.



2. Accept Roche conditions for downloading.
3. Click on **COBAS AmpliPrep/COBAS TaqMan HIV-1 Test**.

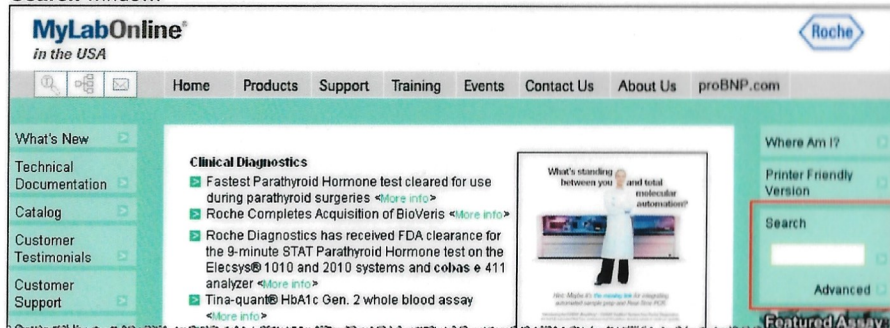


4. Save the document to your computer for future editing/ printing.

## Search

Search the MyLabOnline website for specific information quickly and comprehensively.

1. From the *right* navigation pane on the MyLabOnline home page, enter keyword(s) in the **Search** window.

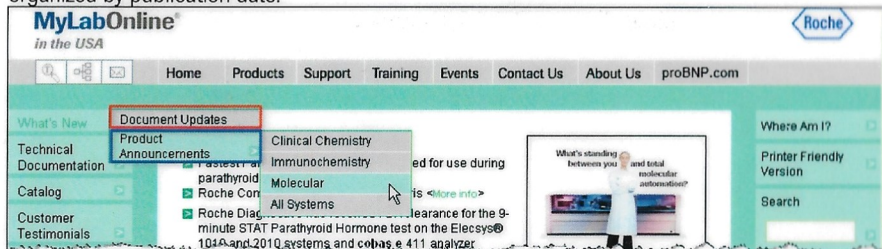


2. **OR** Click on **Advanced** below the window to enable a more complex search including "wildcards" and document filtering.

## What's New

Select "What's New" in the left navigation pane to keep current on the recent additions to MyLabOnline.

1. Select **Document Updates** (red rectangle below) for the latest Roche communications organized by publication date.

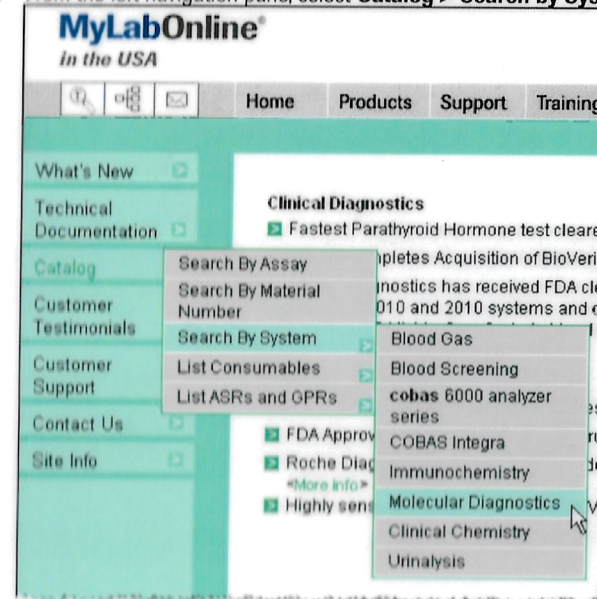


2. Select **Product Announcements** (blue rectangle above) for communications on Roche Diagnostics' newest products. Simply click on the Product description to retrieve an electronic PDF of the communication.

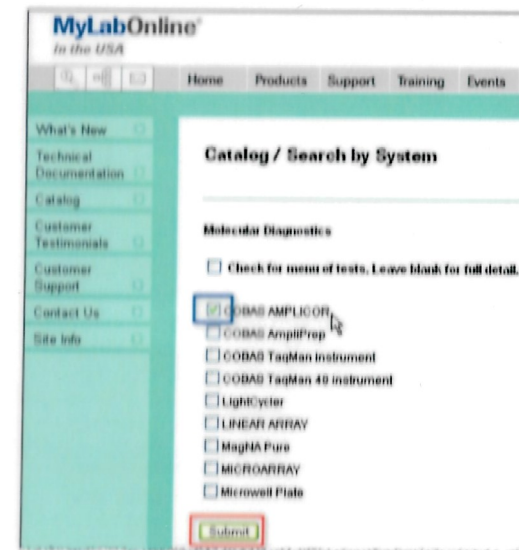
## Searchable Catalog

Search the MyLabOnline website to produce reagent menus, search for a specific consumable, or retrieve important data about any assay quickly and comprehensively. **Example:** Find the Roche COBAS® AMPLICOR IVD menu.

1. From the left navigation pane, select **Catalog > Search by System > Molecular Diagnostics**.



2. In the resulting table, click the checkbox next to **COBAS AMPLICOR** and click the **Submit** button at the bottom of the screen.

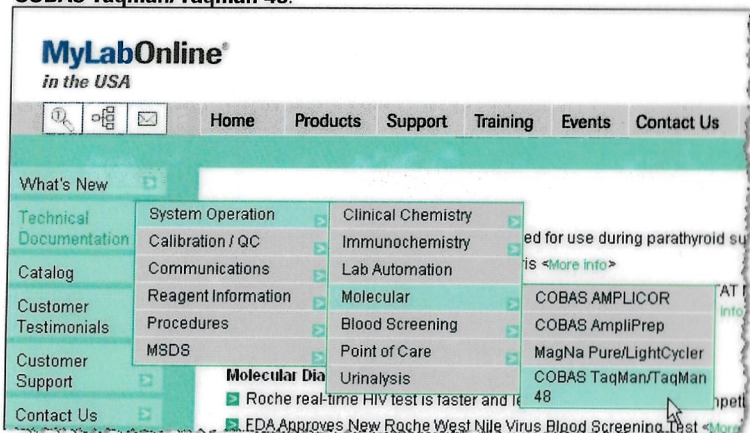


Submit

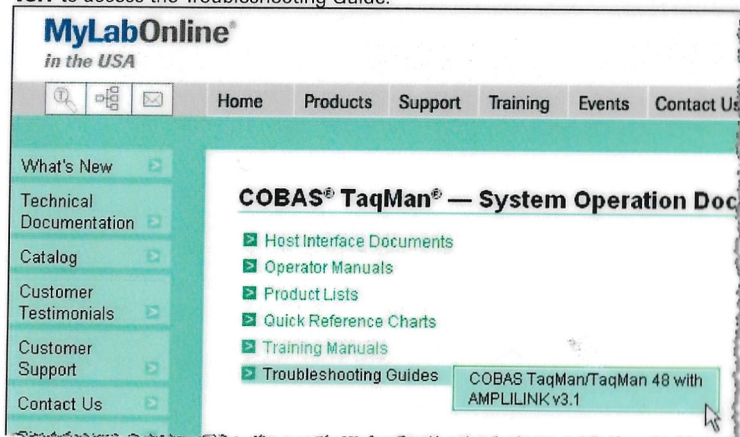
## Training Materials

The web site contains operator manuals, training guides, short guides, quick reference cards, and much more for downloading. **Example:** Troubleshooting guide for the COBAS® Taqman® 48.

1. In the left navigation pane, select **Technical Documentation > System Operation > Molecular > COBAS Taqman/Taqman 48**.



2. Click on **Troubleshooting Guides** and then **COBAS TaqMan/TaqMan 48 with AMPLILINK v3.1** to access the Troubleshooting Guide.

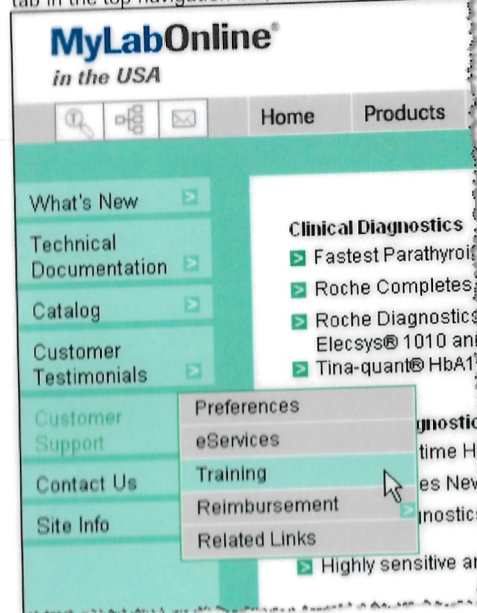


3. Download the PDF and save to your computer for future access or printing.

## Continuing Education

Access continuing education on Molecular and General laboratory topics at your convenience including PACE accredited training.

1. From the left navigation pane, select **Customer Support** followed by **Training** to access the education modules (Note: You can access training without logging in by selecting the **Training** tab in the top navigation bar, then select **Online**).



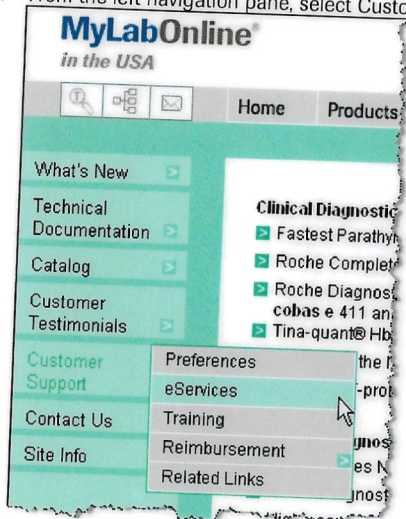
2. Education modules are organized by area of laboratory interest.

Molecular Diagnostics			
Available Programs	Description	Program	CEU
Roche Genetics		<b>Start</b> Order free CD	PACE®, CMLE
A Multidisciplinary Approach to Hepatitis C		 Order free CD	PACE®
Molecular Technology		<b>Start</b> Order free CD	PACE®, CMLE
Regulatory		<b>Start</b> Order free CD	PACE®, CMLE
Thrombosis and the Genetic Risk Factors		 Order free CD	PACE®

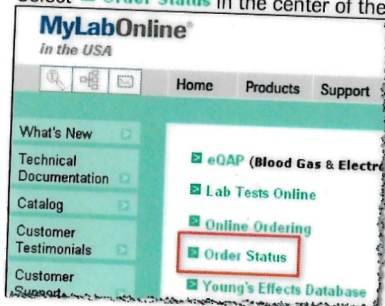
## Order Status

Access the status of your order 24/7.

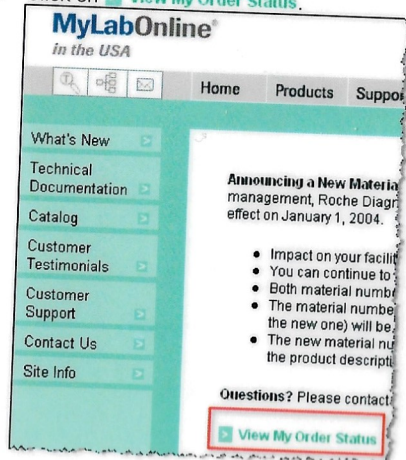
- From the left navigation pane, select Customer Support and then click eServices.



- Select **Order Status** in the center of the page.



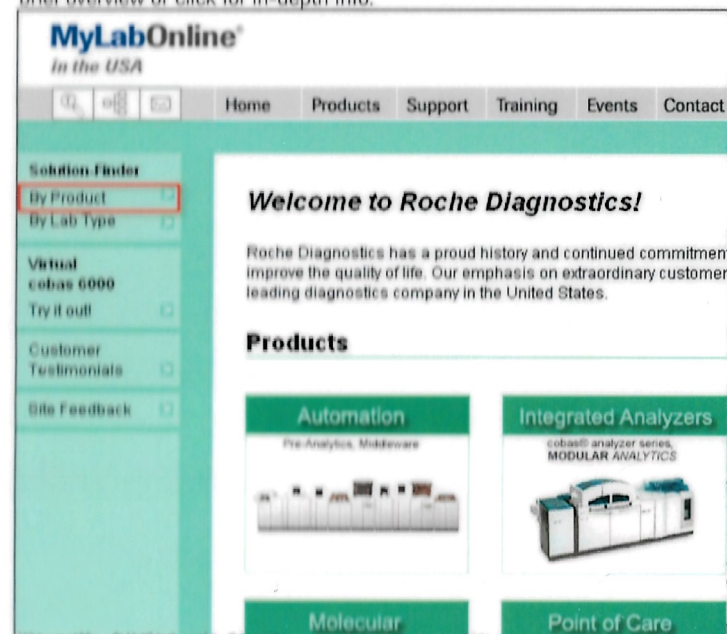
- Click on **View My Order Status**.



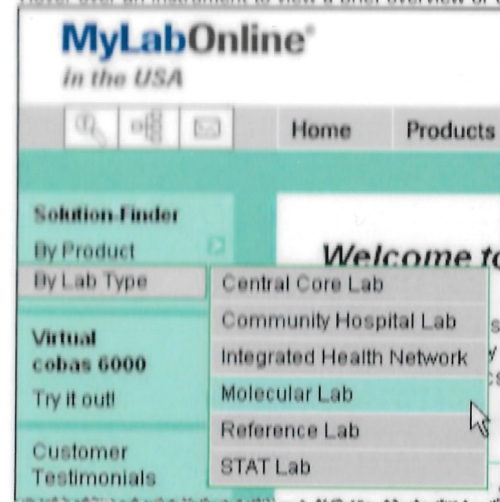
## Solution Finder

At your own convenience, research potential laboratory solutions utilizing the solution finder and product overview information.

- Go to [www.mylabonline.com](http://www.mylabonline.com).
- In the **Solution Finder** in the left navigation pane, select:
  - ❖ **By Product Type** to view molecular functional options. Hover over an instrument to view a brief overview or click for in-depth info.



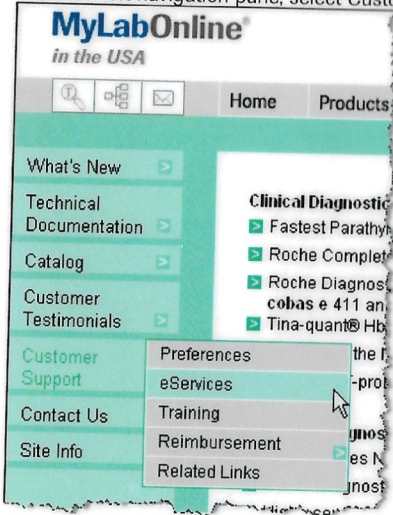
- ❖ **By Lab Type > Molecular Lab** to view molecular solutions for a variety of laboratories. Hover over an instrument to view a brief overview or click for in-depth info.



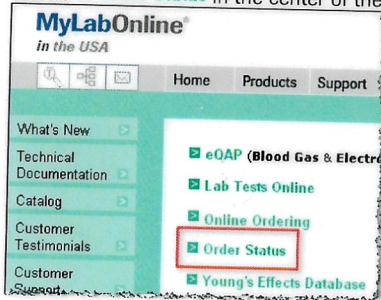
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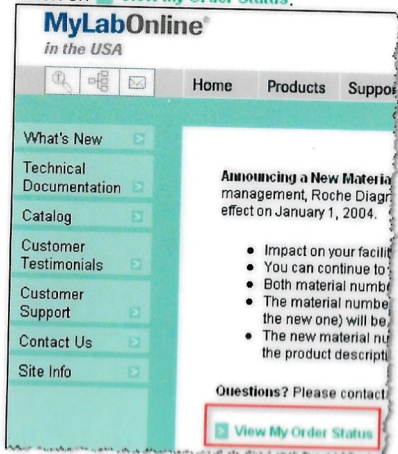
- From the left navigation pane, select Customer Support and then click eServices.



- Select **Order Status** in the center of the page.



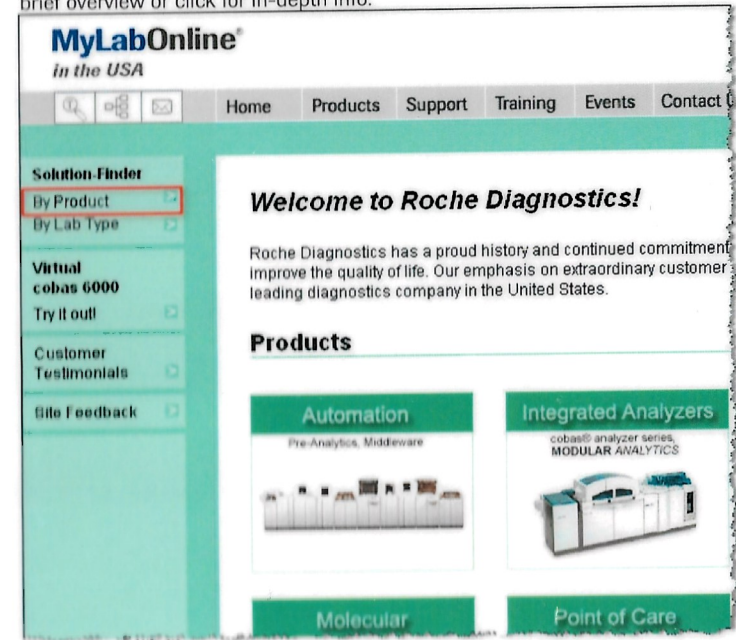
- Click on **View My Order Status**.



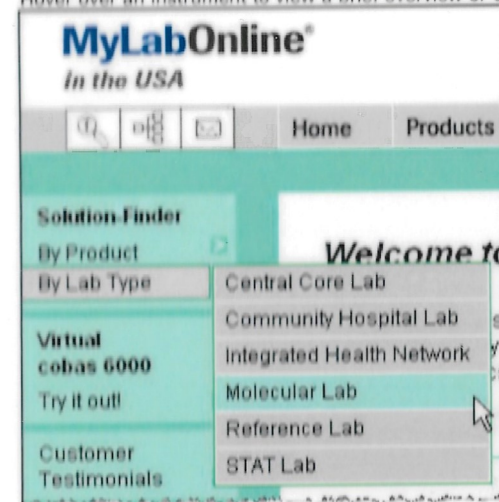
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- ❖ **By Lab Type > Molecular Lab** to view molecular solutions for a variety of laboratories. Hover over an instrument to view a brief overview or click for in-depth info.



## Registration

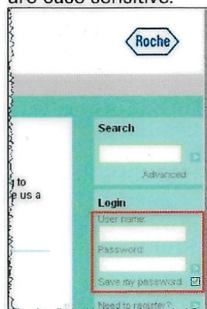
1. In your browser's address window type [www.mylabonline.com](http://www.mylabonline.com).
2. Click **Need to register?** (red rectangle below).



3. Enter your pre-assigned account-specific **Registration Number** and **Registration Code**.
  - ❖ Obtain registration credentials from your sales representative or by clicking on the **"Click here to get your account's registration credentials"** link.
4. Accept the **Privacy Statement**.
5. Complete and submit the **Registration Form**.
6. You will receive an **Authentication Verification** e-mail within 2 business days.

## Logging On

1. In your browser's address window type [www.mylabonline.com](http://www.mylabonline.com).
2. Click the **Log In** button.
3. When prompted, enter your **User Name** and **Password** exactly as it appears in the authentication verification e-mail that you received from Roche Daignostics. User Names and Passwords are case sensitive.



4. Check the box next to **Save my password** to skip this step in the future.

## E-mail Notifications

Update your **Preferences** in the **Customer Support** area to keep current on the latest system or reagent information.

