Customer Training: MyLabOnline Quick Reference (Job Aid)

Issue

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

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.

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.

Classifications

The table below lists three classifications for this work sample.

Learning Styles	Intelligences ¹	Example of ²
Visual	Visual-Spatial	Graphic design capabilities

¹ Intelligences refers to Gardner's Multiple Intelligences.

² 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.

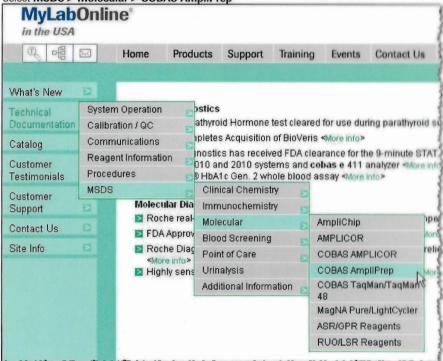
Feature	Description	Page
Continuing Education	Numerous online, web-based continuing education programs to increase staff's industry knowledge and Roche product knowledge.	7
Email Notifications	Sign up to receive an email notification when a bulletin is issued for any Roche analyzer in your laboratory.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

MyLabOnline Quick Reference Guide from Roche Molecular Diagnostics

Technical Documentation

Check the Technical Documentation section to browse the library of technical information. **Example**: MSDS for COBAS® AmpliPrep® reagents.

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



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

Q 46 ⊠	Home Products Support Training Events Contact U	ls About Us pr
What's New		
Technical Documentation	MSDS — COBAS® AmpliPrep®	
Catalog	Product Name	Catalog Number (s)
	COBAS AmpliPrep/COBAS AMPLICOR HCV Test, version 2.0	03576710190
Customer	COBAS AmpliPrep/COBAS AMPLICOR HIV-1 MONITOR Test, v1.5	03309401018
		02512000100
Testimonials	COBAS AmpliPrep/COBAS TagMan HIV-1 Test	03542998190
	COBAS AmpliPrep/COBAS TaqMan HIV-1 Test COBAS AmpliPrep/COBAS TaqMan Wash Reagent	03542998190
Testimonials 🚨		
Testimonials Customer	COBAS AmpliPrep/COBAS TaqMan Wash Reagent	03587797190

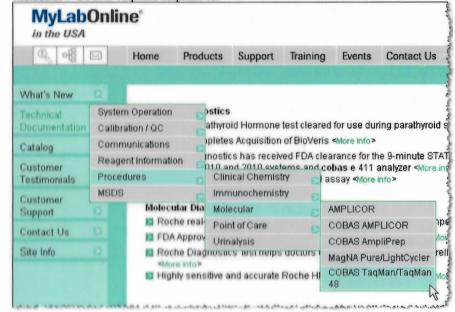
Print or save PDF on your computer. Refer to MyLabOnline website for the latest versions of the technical documents.

MyLabOnline Quick Reference Guide from Roche Molecular Diagnostics

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.

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



Accept Roche conditions for downloading.

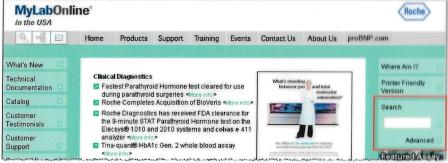
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Save the document to your computer for future editing/ printing.

Search

Search the MyLabOnline website for specific information quickly and comprehensively.

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

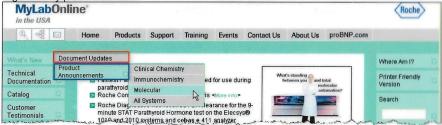


OR Click on Advanced below the window to enable a more complex search including "wildcards" and document filtering.

What's New

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

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



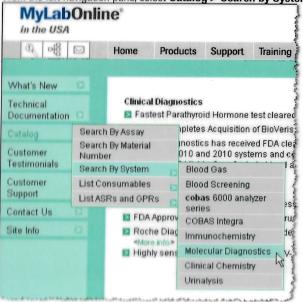
Select Product Announcements (blue rectangle above) for communications on Roche Diagnostics' newest products. Simply click on the Product description to retrieve an electronic PDF of the communication.

MyLabOnline Quick Reference Guide from Roche Molecular Diagnostics

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.



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

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www.mylabonline.com

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® Tagman® 48

1. In the left navigation pane, select

Technical Documentation > System Operation > Molecular > COBAS Tagman/Tagman 48.

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What's New										
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 Click on Troubleshooting Guides and then COBAS TaqMan/TaqMan 48 with AMPLILINK v3.1 to access the Troubleshooting Guide.

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What's New							
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3. Download the PDF and save to your computer for future access or printing.

MyLabOnline Quick Reference Guide from Roche Molecular Diagnostics

Continuing Education

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

 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).

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What's New	Þ			
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Education modules are organized by area of laboratory interest.

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

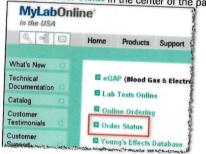
Order Status

Access the status of your order 24/7.

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



Select Order Status in the center of the page.





MyLabOnline Quick Reference Guide from Roche Molecular Diagnostics

Solution Finder

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

- Go to 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.



Order Status

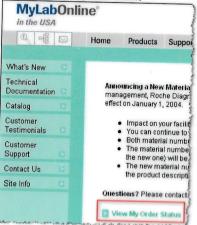
Access the status of your order 24/7.

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





Click on View My Order Status.



MyLabOnline Quick Reference Guide from Roche Molecular Diagnostics

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 - 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.



Registration

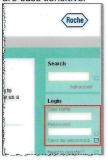
- 1. In your browser's address window type www.mylabonline.com.
- 2. Click Need to register? (red rectangle below).



- 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.
- 2. Click the Log In button.
- 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.

