

Quick navigation guide for mylab

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Accessing mylab

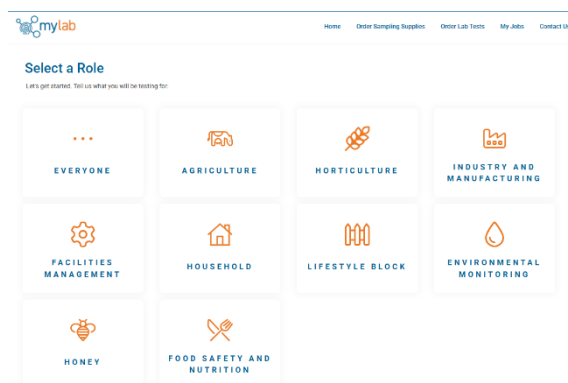
To access Hill Labs' mylab, visit <https://portal.hill-laboratories.com/> On the mylab homepage, there are three options to choose from. "Laboratory Tests", "Sampling Supplies" and "My Jobs".

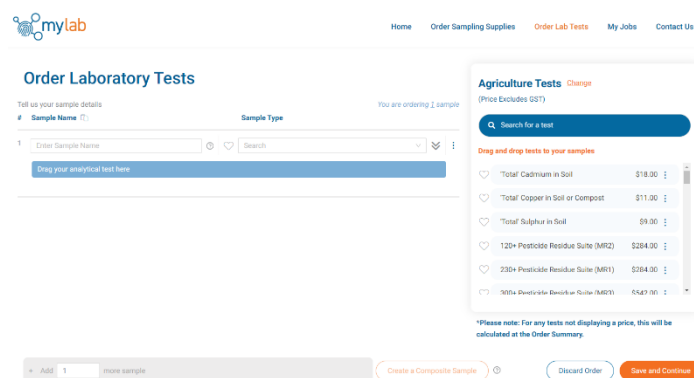


Laboratory Tests

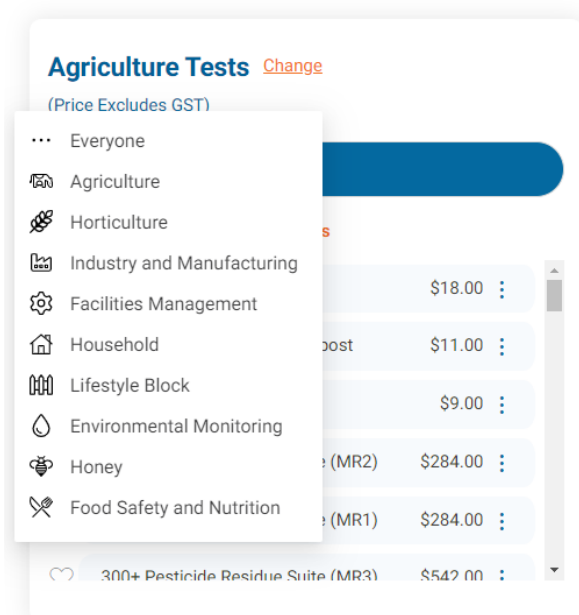
Within "Laboratory Tests", you can order tests ahead of time to speed up the lab process and receive results faster. You can view test prices and our test catalogue.

If you are a first time user of mylab you will be presented with the Persona selection screen. Each persona contains tests which relate to its title.





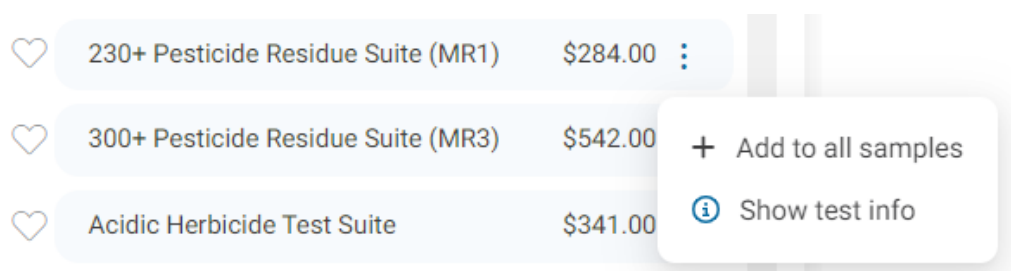
If the test you require cannot be found in the list, you may need to change the test persona. To change the test persona, select “Change”. A list of personas will pop up; select the persona where your test is likely to sit. If the required test still cannot be found please email the team at cx@hill-labs.co.nz.



If you select the ellipsis on the right-hand side of the test list price, you are given two options, “+ Add to all samples” or “i Show test info”.

The “+ Add to all samples” function will add that test to all samples you have ordered on the left-hand side of the page.

The “i Show test info” function will pop up a box with more info about the test. You will find typical turnaround time and the measurands reported.



If you cannot see the test you require in the test list, you may need scroll down using the scroll bar.

You can search for test types by name or analyte name, using the search bar function.

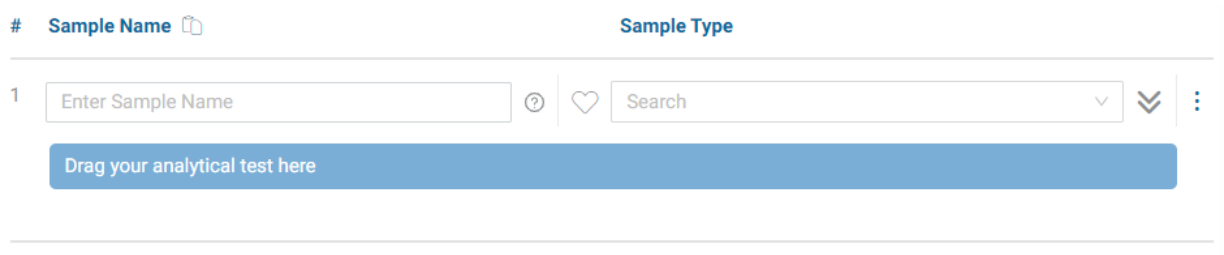
 Search for a test

Samples

The field under the heading “Sample Name” is where you add a name to identify your sample. This should be a name that is meaningful to you, and it will show on your report.

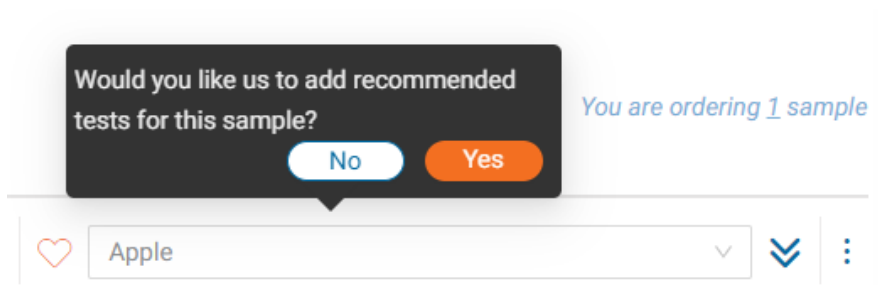
- If you have samples with more than one name, you can add this further through the sample submission process.

The sample type field is where you select the type of sample you are submitting for testing. You can type the sample type you are submitting or scroll and search for the sample type.



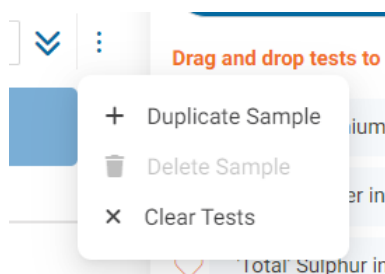
The screenshot shows a form with two main sections: "Sample Name" and "Sample Type". Under "Sample Name", there is a text input field with the placeholder "Enter Sample Name", a question mark icon, a heart icon, and a search icon. Under "Sample Type", there is a dropdown menu with the placeholder "Search" and a search icon. Below these fields is a blue button that says "Drag your analytical test here".

When you select a sample type you may be given the option if you would like us to add any recommended testing, you can select yes or no. If you choose to add the recommended testing, you will be able to remove this later if you wish to.



The screenshot shows a confirmation dialog box with the text "Would you like us to add recommended tests for this sample?". There are two buttons: "No" and "Yes". To the right of the dialog box, it says "You are ordering 1 sample". Below the dialog box, there is a dropdown menu with the placeholder "Apple" and a heart icon.











Once you have your first sample you can add more samples if you wish. There are multiple ways to do so. The ellipses on the right hand side of the sample type will give you options. If you select “+ Duplicate Sample” the sample type and any tests you have chosen will be duplicated below.



The screenshot shows a dropdown menu with the following options: "+ Duplicate Sample", "Delete Sample", and "Clear Tests". The menu is titled "Drag and drop tests to".

Order Laboratory Tests

Tell us your sample details You are ordering 2 samples

| # | Sample Name  | Sample Type |
|---|--|--|
| 1 | <input type="text" value="Fuji"/>   | <input type="text" value="Apple"/>    |
| <div>120+ Pesticide Residue Suite (MR2) x</div> | | |
| 2 | <input type="text" value="Enter Sample Name"/>   | <input type="text" value="Apple"/>    |
| <div>120+ Pesticide Residue Suite (MR2) x</div> | | |

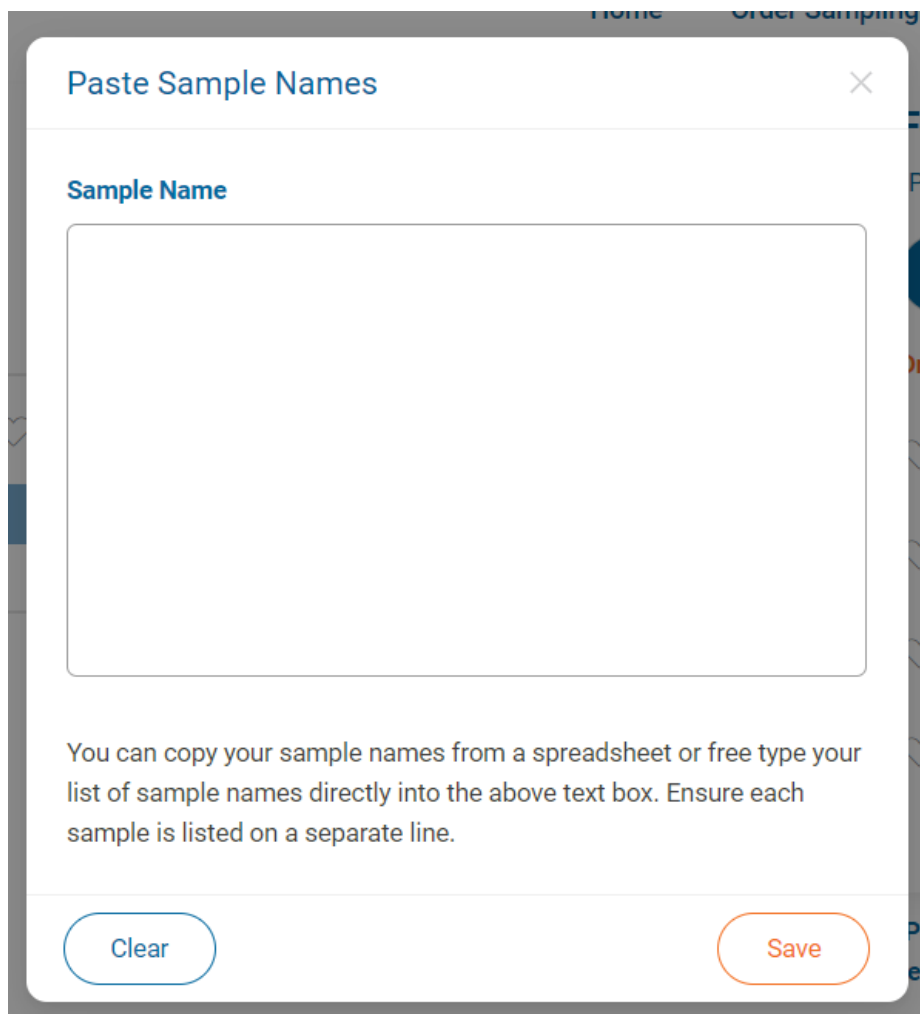
Bulk Samples

To add more than one sample at a time you can enter the number of samples in the grey field at the bottom of the page and click *"Add More Samples"*.

-

+
Add More Samples

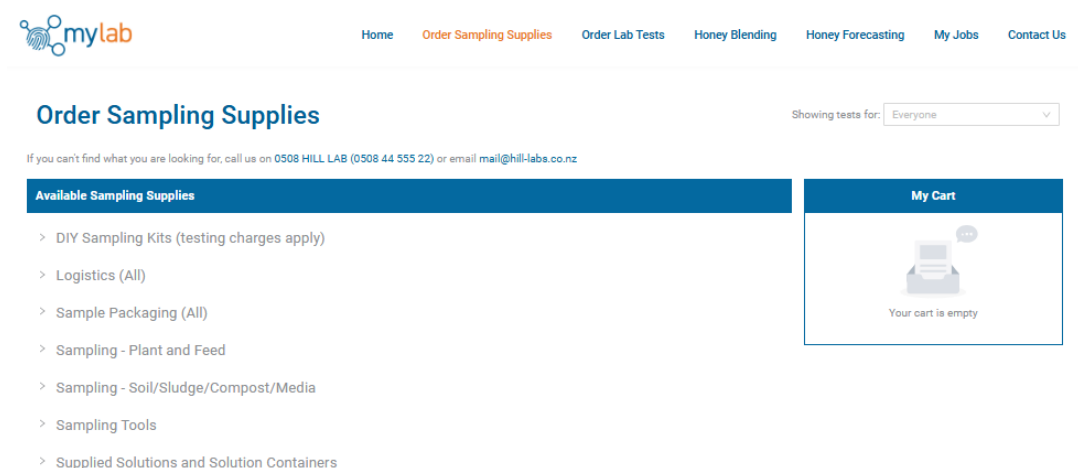
Clicking the clipboard icon next to the "Sample Name" heading will open a "Paste Sample Names: clipboard. Each new line named or numbered will result in that amount of samples being added to your order.



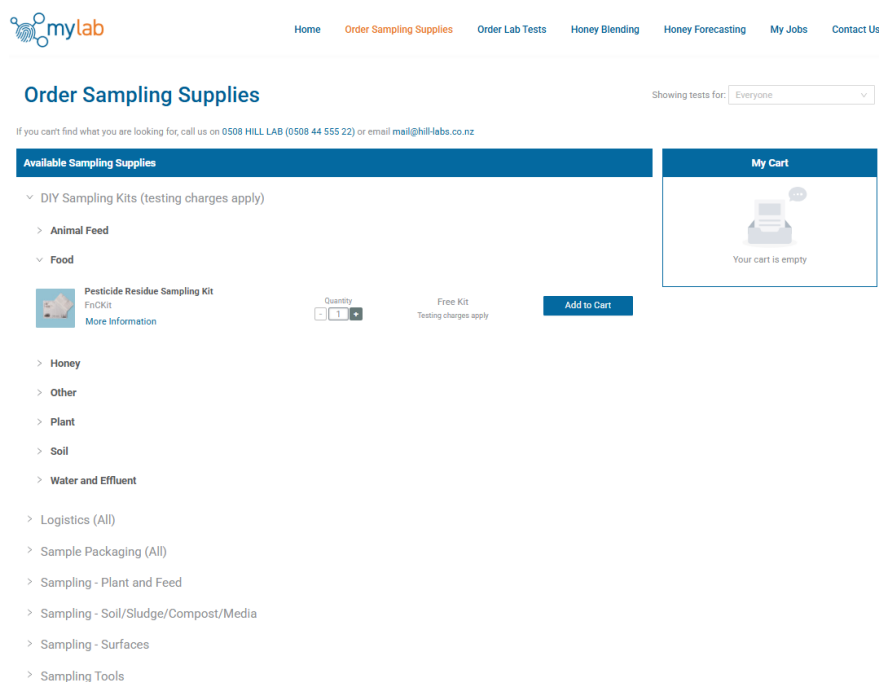
The screenshot shows a modal dialog box titled "Paste Sample Names" with a close button (X) in the top right corner. Inside the dialog, there is a section labeled "Sample Name" followed by a large, empty rectangular text input area. Below the input area, there is instructional text: "You can copy your sample names from a spreadsheet or free type your list of sample names directly into the above text box. Ensure each sample is listed on a separate line." At the bottom of the dialog, there are two buttons: "Clear" on the left and "Save" on the right.

Sampling Supplies

In the Order Sampling Supplies menu, you can browse through various categories of supplies. These include containers, sampling kits, and other necessary materials.



Click on the drop-down arrow to expand and show the items within the category listed. You can see descriptions, quantities, and any special instructions for use by clicking the More Information button.



Select the quantity you need by clicking the + or – symbols, then add the item(s) to your cart by clicking the Add to Cart button.

After adding all necessary items, click the yellow Place Order button under the Order Summary heading.



Review Order

[Contact Details](#) > [Order References](#) > [Delivery](#) > **4 Place Order**

Review your order

Please check the information below, then click the **Place Order** button. Your order has not been placed yet.

| Your Details | Edit |
|--|------|
| Name: Tyler | |
| Email: mylabhill@gmail.com | |
| Phone: - | |
| Mobile: - | |
| Company: R J Hill Laboratories Limited | |

| Delivery Details | Edit |
|---|------|
| Recipient Info: C/- R J Hill Laboratories Limited | |
| Delivery Address: 28 Duke Street, Frankton, Hamilton 3204, New Zealand | |
| Delivery Instructions: - | |

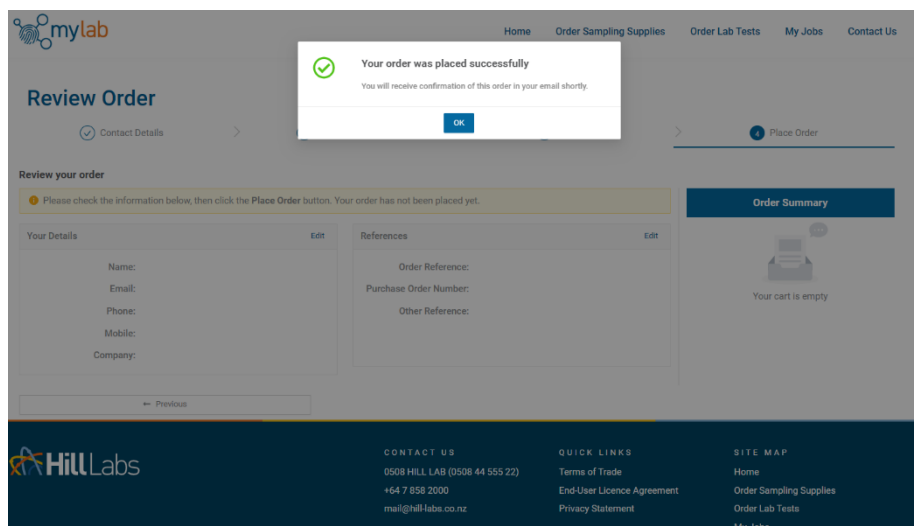
| References | Edit |
|--------------------------|------|
| Order Reference: - | |
| Purchase Order Number: - | |
| Other Reference: - | |

[← Previous](#)

| Order Summary | |
|------------------------------|----------------------------|
| Sampling Supplies | \$0.00 |
| Honey Sampling Kit Qty: 1 | Free Kit |
| Total | \$0.00 excl. GST |
| Place Order | |
| Manage Cart | |

Ensure you have the correct quantities and items. Also check your contact details and your delivery address are correct.

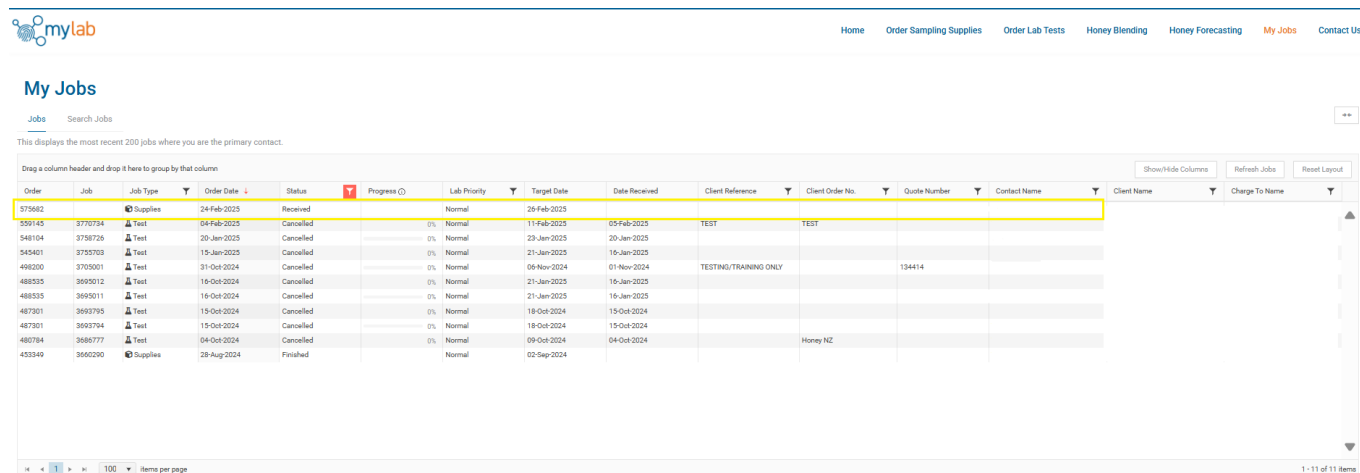
When you are ready to order, click the yellow, "Place Order" button under the Order Summary heading. When your order has been successfully placed you will be presented with the pop-up message below.



You can track the status of your order through the My Jobs section of mylab. Your sampling supplies order will be categorised by job type "Supplies". You can also access links to the courier services to track delivery of your parcels.

My Jobs

The My Jobs menu is where you can track progress of your testing, view reports, invoices and job details. This includes historical jobs which may have been submitted manually using paper submission forms. You can track the progress of your supplied item orders and access links to the courier services delivering your parcels.



The screenshot shows the 'My Jobs' page with a table of job details. The table has columns for Order, Job, Job Type, Order Date, Status, Progress, Lab Priority, Target Date, Date Received, Client Reference, Client Order No., Quote Number, Contact Name, Client Name, and Charge To Name. The first row is highlighted in yellow.

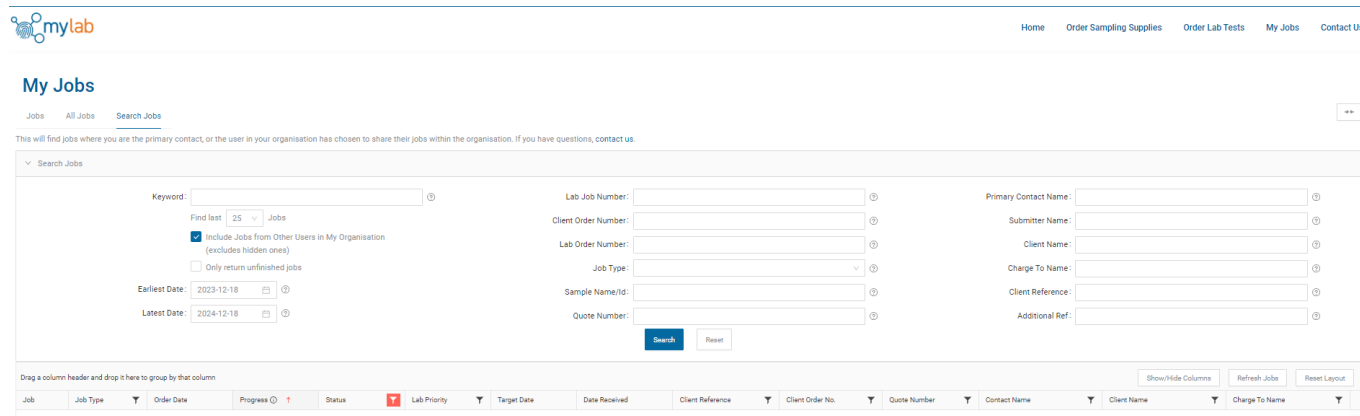
| Order | Job | Job Type | Order Date | Status | Progress (%) | Lab Priority | Target Date | Date Received | Client Reference | Client Order No. | Quote Number | Contact Name | Client Name | Charge To Name |
|--------|---------|----------|-------------|-----------|--------------|--------------|-------------|---------------|-----------------------|------------------|--------------|--------------|-------------|----------------|
| 575682 | | Supplies | 24-Feb-2025 | Received | | Normal | 26-Feb-2025 | | | | | | | |
| 559145 | 3770734 | Test | 04-Feb-2025 | Cancelled | 0% | Normal | 11-Feb-2025 | 05-Feb-2025 | TEST | TEST | | | | |
| 548104 | 3758726 | Test | 20-Jan-2025 | Cancelled | 0% | Normal | 23-Jan-2025 | 20-Jan-2025 | | | | | | |
| 545401 | 3755703 | Test | 15-Jan-2025 | Cancelled | 0% | Normal | 21-Jan-2025 | 19-Jan-2025 | | | | | | |
| 496200 | 3705001 | Test | 31-Oct-2024 | Cancelled | 0% | Normal | 08-Nov-2024 | 01-Nov-2024 | TESTING/TRAINING ONLY | | 134414 | | | |
| 488555 | 3695012 | Test | 16-Oct-2024 | Cancelled | 0% | Normal | 21-Jan-2025 | 16-Jan-2025 | | | | | | |
| 488555 | 3695011 | Test | 16-Oct-2024 | Cancelled | 0% | Normal | 21-Jan-2025 | 16-Jan-2025 | | | | | | |
| 487301 | 3693795 | Test | 15-Oct-2024 | Cancelled | 0% | Normal | 18-Oct-2024 | 15-Oct-2024 | | | | | | |
| 487301 | 3693794 | Test | 15-Oct-2024 | Cancelled | 0% | Normal | 18-Oct-2024 | 15-Oct-2024 | | | | | | |
| 480784 | 3686777 | Test | 04-Oct-2024 | Cancelled | 0% | Normal | 09-Oct-2024 | 04-Oct-2024 | | | | | | |
| 453349 | 3660290 | Supplies | 28-Aug-2024 | Finished | | Normal | 02-Sep-2024 | | | | | | | |

You will have access to two or three tabs within My Jobs. If you are part of an organisation, you will see Jobs, All Jobs and Search Jobs. If you are registered as an individual contact with Hill Labs, you will see Jobs and Search Jobs.

Within Jobs you can access any jobs you have submitted. The most recent 200 jobs will be displayed over two pages. Any jobs not showing can be accessed within the Search Jobs tab.

In the All Jobs section, you can view any jobs submitted by others in your organisation, provided they have opted to share their jobs within the organisation. If you cannot see jobs submitted by others in your organisation, please contact the team at cx@hill-labs.co.nz.

Within Search Jobs you can use search parameters to filter jobs



The screenshot shows the 'Search Jobs' page with a search form and a table of job details. The search form includes fields for Keyword, Lab Job Number, Client Order Number, Lab Order Number, Job Type, Sample Name/Id, Quote Number, Primary Contact Name, Submitter Name, Client Name, Charge To Name, Client Reference, and Additional Ref. There are also checkboxes for 'Include Jobs from Other Users in My Organisation' and 'Only return unfinished jobs', and date pickers for 'Earliest Date' and 'Latest Date'. The table below has columns for Job, Job Type, Order Date, Progress, Status, Lab Priority, Target Date, Date Received, Client Reference, Client Order No., Quote Number, Contact Name, Client Name, and Charge To Name.

| Job | Job Type | Order Date | Progress (%) | Status | Lab Priority | Target Date | Date Received | Client Reference | Client Order No. | Quote Number | Contact Name | Client Name | Charge To Name |
|-----|----------|------------|--------------|--------|--------------|-------------|---------------|------------------|------------------|--------------|--------------|-------------|----------------|
| | | | | | | | | | | | | | |

Support

If you encounter any issues, you can contact Hill Labs for assistance

- Customer Experience Team: cx@hill-labs.co.nz
- Business Support: mail@hill-labs.co.nz or call **0508 44 555 22** (07 858 2000)