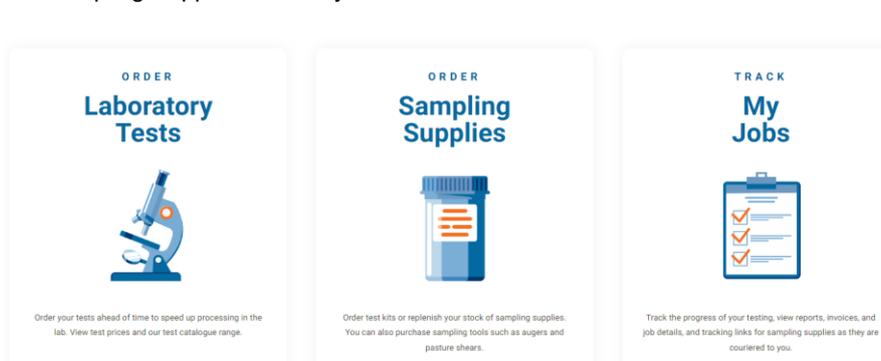


Quick navigation guide for mylab

Quick navigation guide for mylab.....	1
Accessing mylab.....	1
Laboratory Tests.....	1
Samples.....	3
Bulk Samples.....	4
Sampling Supplies.....	5
My Jobs.....	7
Support.....	8

Accessing mylab

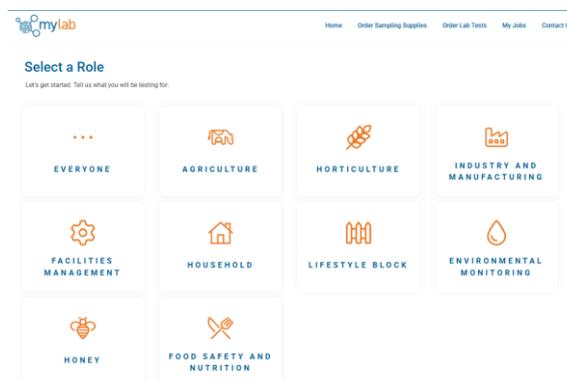
To access Hill Labs' mylab, visit <https://portal.hill-laboratories.com/> On the mylab homepage, there are three options to choose from. "Laboratory Tests", "Sampling Supplies" and "My Jobs".

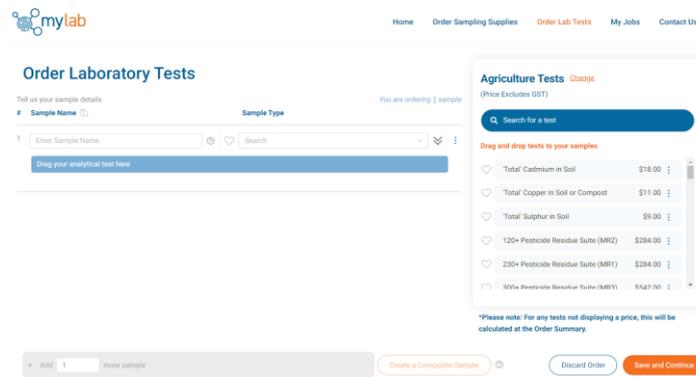


Laboratory Tests

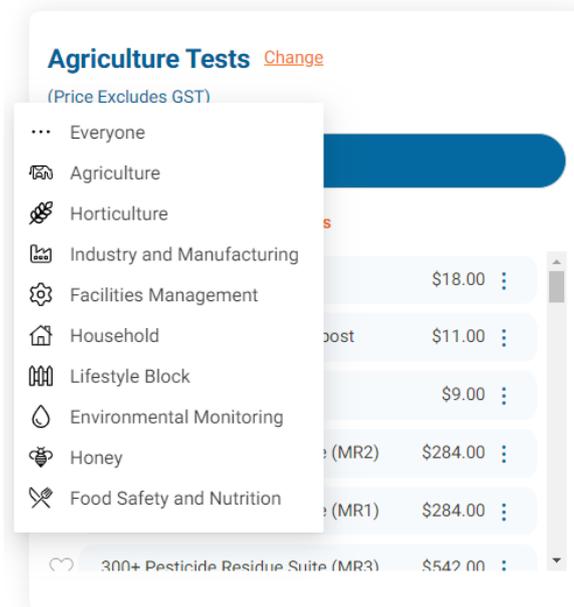
Within "Laboratory Tests", you can order tests ahead of time to speed up the lab process and receive results faster. You can view test prices and our test catalogue.

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.

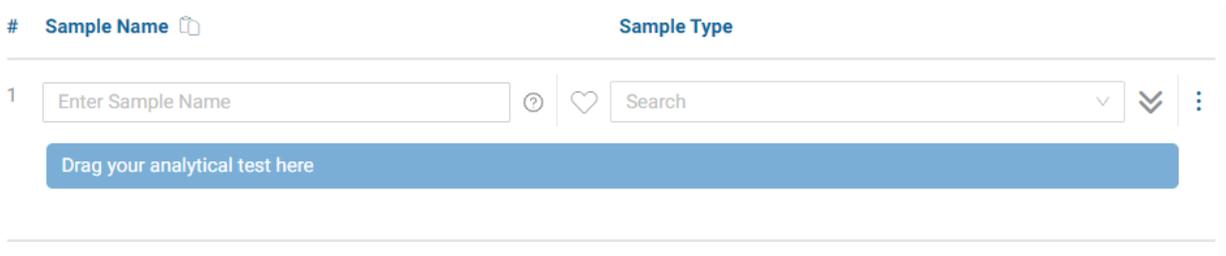


Samples

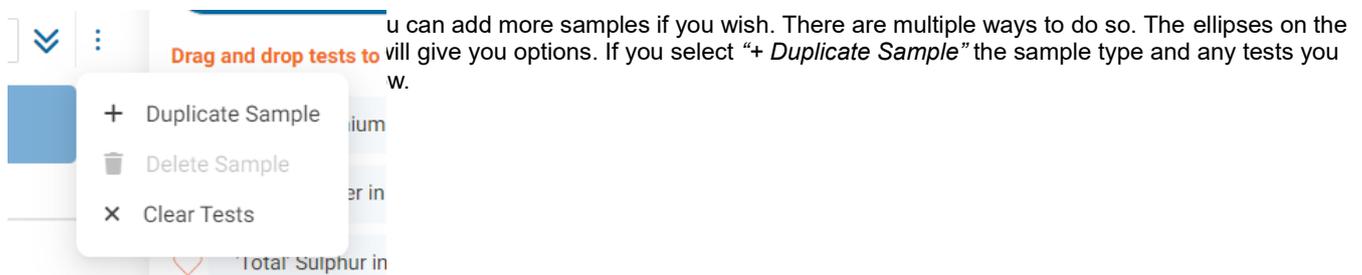
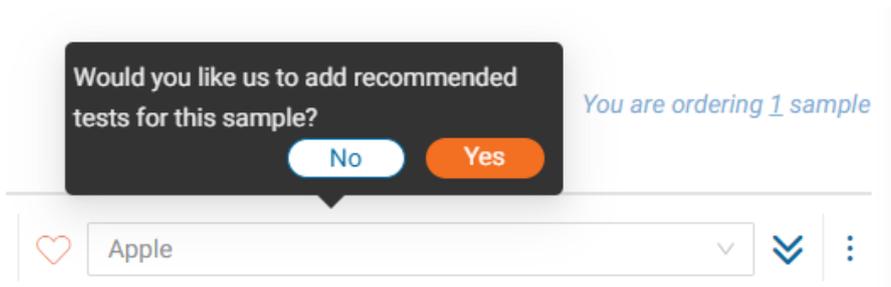
The field under the heading “Sample Name” is where you add a name to identify your sample. This should be a name that is meaningful to you, and it will show on your report.

- 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.



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.



Order Laboratory Tests

Tell us your sample details You are ordering 2 samples

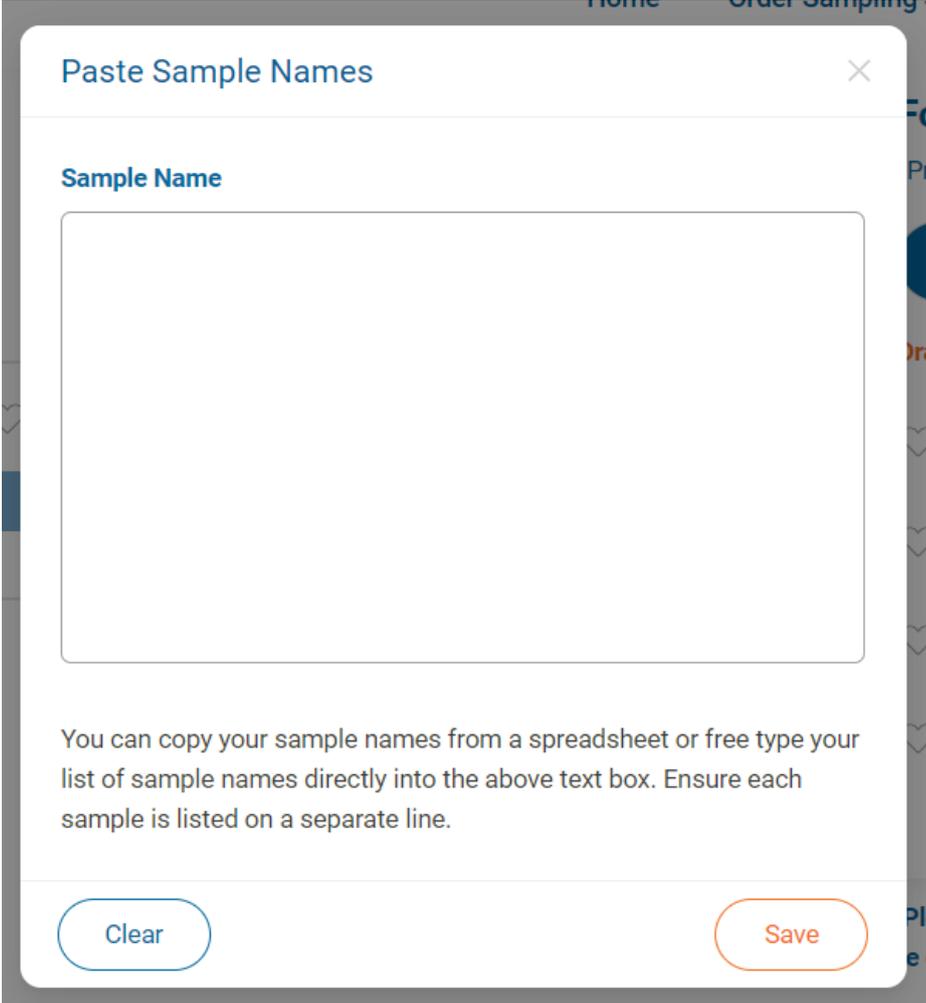
#	Sample Name 	Sample Type
1	<input type="text" value="Fuji"/> 	<input type="text" value="Apple"/>   
<div style="background-color: #4a86e8; color: white; padding: 2px; display: inline-block;">120+ Pesticide Residue Suite (MR2) x</div>		
2	<input type="text" value="Enter Sample Name"/> 	<input type="text" value="Apple"/>   
<div style="background-color: #4a86e8; color: white; padding: 2px; display: inline-block;">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”*.

- 1 + 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.



Paste Sample Names

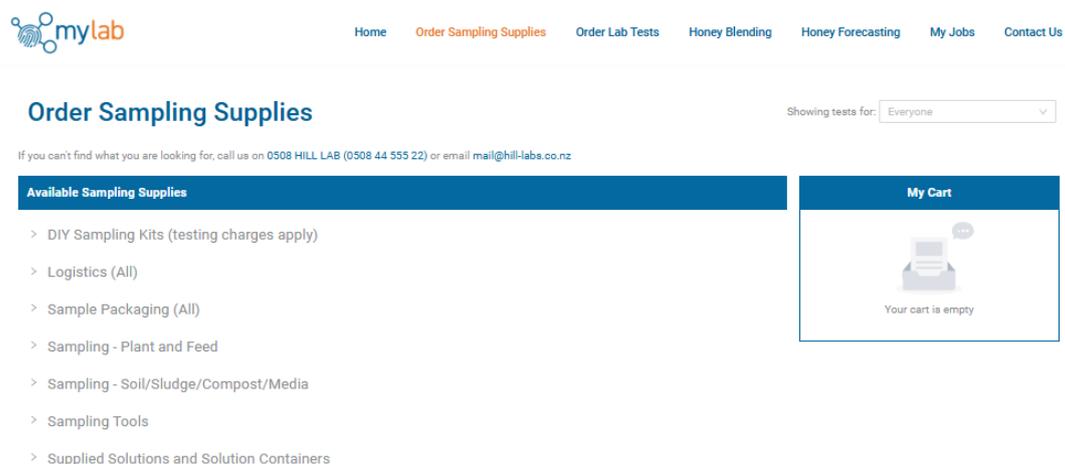
Sample Name

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.

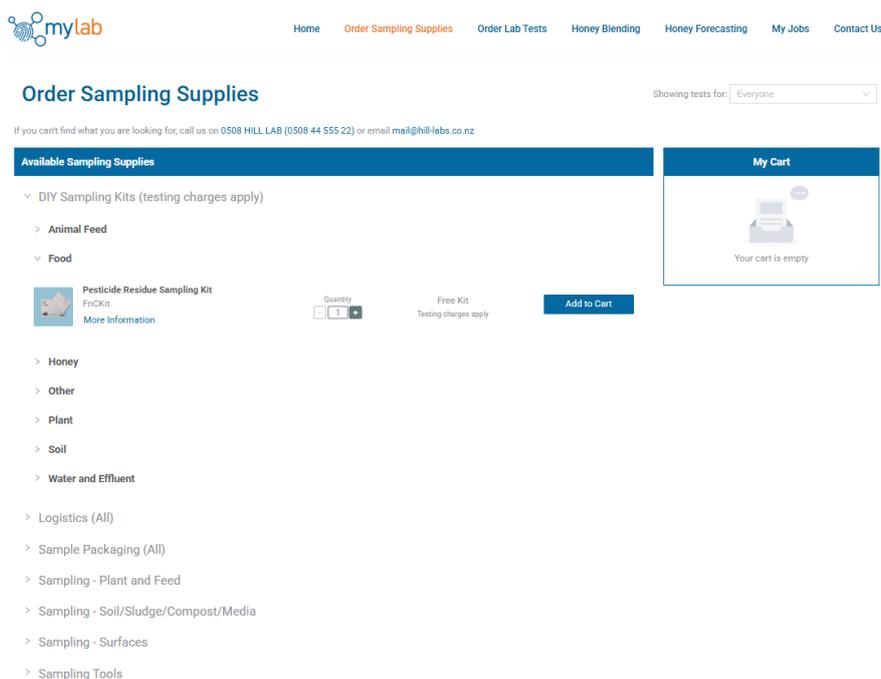
Clear Save

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: -	

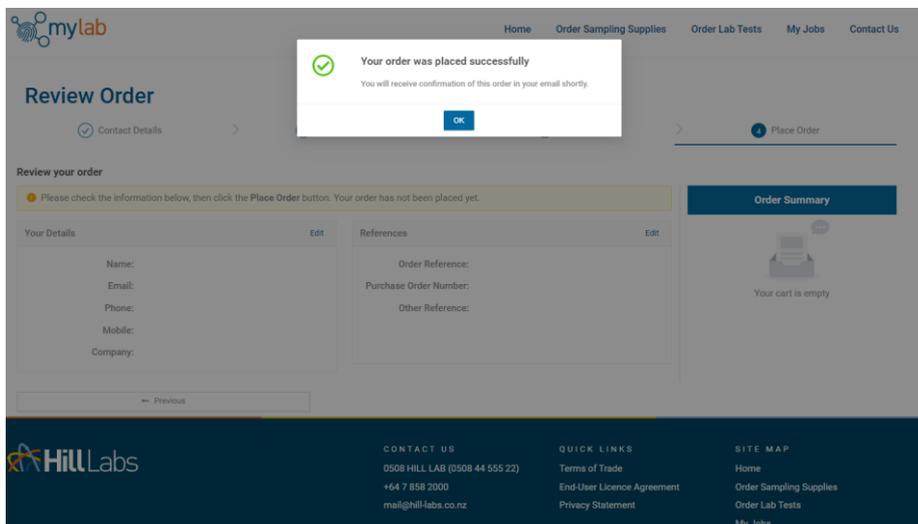
References	Edit
Order Reference: -	
Purchase Order Number: -	
Other Reference: -	

[← Previous](#)

Order Summary	
Sampling Supplies	\$0.00
Honey Sampling Kit Qty: 1	Free Kit
Total	\$0.00
	<small>excl. GST</small>
Place Order	
Manage Cart	

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

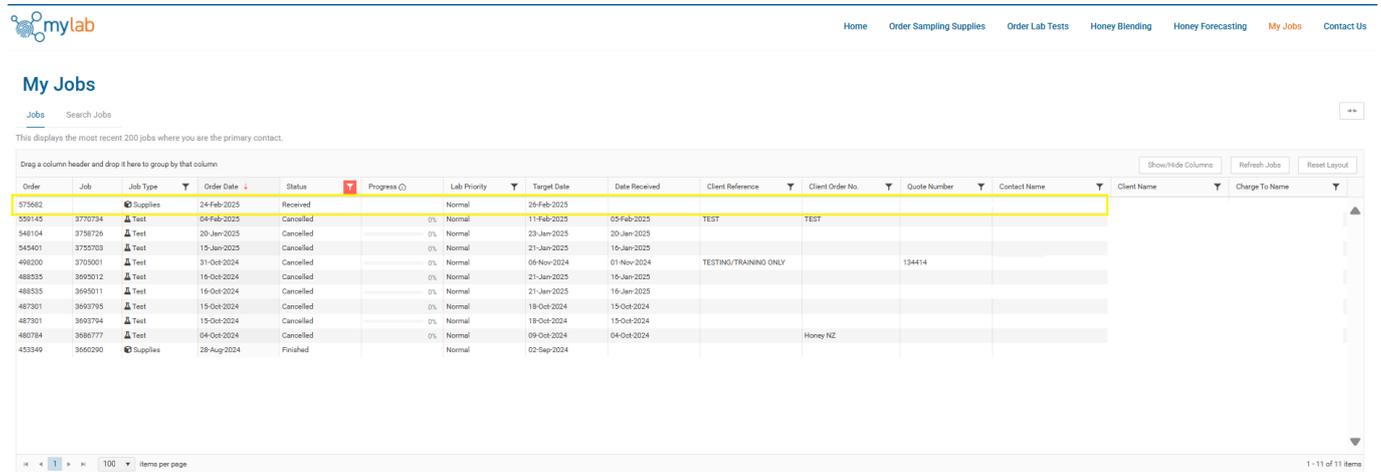
When you are ready to order, click the yellow, "Place Order" button under the Order Summary heading. When your order has been successfully placed you will be presented with the pop-up message below.



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 you supplied item orders and access links to the courier services delivering your parcels.



mylab Home Order Sampling Supplies Order Lab Tests Honey Blending Honey Forecasting My Jobs Contact Us

My Jobs

Jobs Search Jobs

This displays the most recent 200 jobs where you are the primary contact.

Drag a column header and drop it here to group by that column

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	3770754	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	3752703	Test	15-Jan-2025	Cancelled	0%	Normal	21-Jan-2025	19-Jan-2025						
446200	3705001	Test	31-Oct-2024	Cancelled	0%	Normal	09-Nov-2024	01-Nov-2024	TESTING/TRAINING ONLY		134414			
485555	3695012	Test	16-Oct-2024	Cancelled	0%	Normal	21-Jan-2025	16-Jan-2025						
485555	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					Honey NZ	
453349	3660200	Supplies	28-Aug-2024	Finished		Normal	02-Sep-2024							

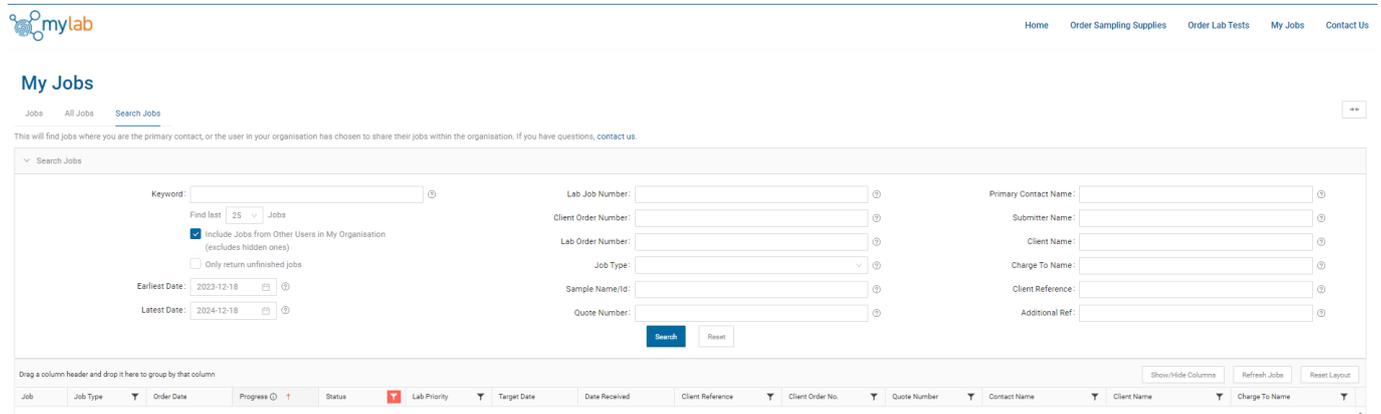
100 items per page 1 - 11 of 11 items

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



mylab Home Order Sampling Supplies Order Lab Tests My Jobs Contact Us

My Jobs

Jobs All Jobs Search Jobs

This will find jobs where you are the primary contact, or the user in your organisation has chosen to share their jobs within the organisation. If you have questions, contact us.

Search Jobs

Keyword:

Lab Job Number:

Primary Contact Name:

Find last: 25 Jobs

Include Jobs from Other Users in My Organisation (excludes hidden ones)

Only return unfinished jobs

Earliest Date:

Latest Date:

Client Order Number:

Lab Order Number:

Job Type:

Sample Name/Id:

Quote Number:

Submitter Name:

Client Name:

Charge To Name:

Client Reference:

Additional Ref:

Search Reset

Drag a column header and drop it here to group by that column

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)