



CLIENT PORTAL USER MANUAL



Version 9.29.2025

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Getting Started

Access

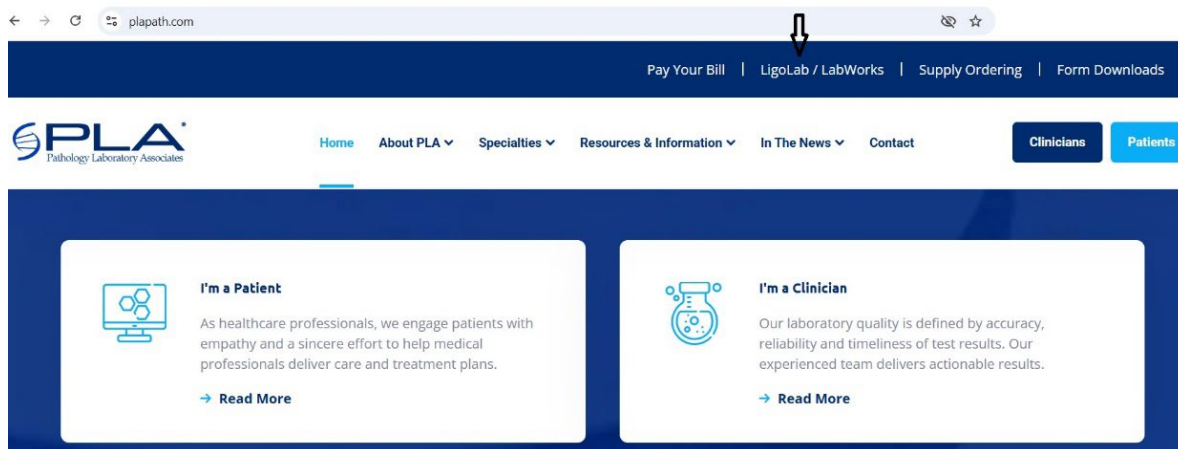
Work with PLA client services to receive a login to LigoLab.

Two-Factor Authentication

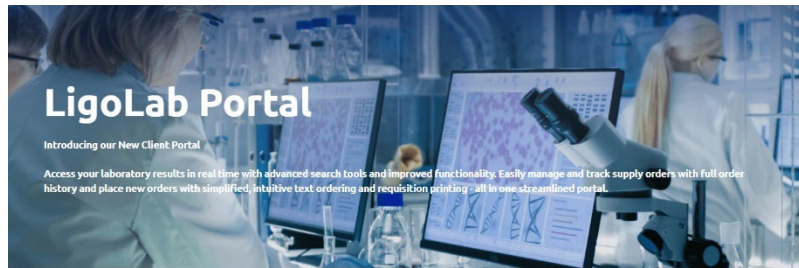
To provide enhanced information security for our patients and clients, LigoLab requires two-factor authentication (2FA) for users. There are multiple options for 2FA, but PLA recommends using the Microsoft Authenticator app (which is available for download on your cell phone). Once 2FA has been performed for login, it will only have to be repeated every 60 days or when logging on to LigoLab from a new computer.

Logging In

1. Access PLA Home Page: www.plapath.com and select LigoLab/Labworks at the top of the page.



2. Scroll down the web page, select **Login** under NEW LigoLab Login.



NEW LigoLab Login

- 1. Please work with your PLA Client rep to get access to LigoLab
- 2. Please note that you will be asked to confirm your email address when you log on. This is for self service password reset.
- 3. To provide enhanced information security for our patients and clients, LigoLab requires two-factor authentication (2FA) for users. There are multiple options for 2FA, but PLA recommends using the Microsoft Authenticator app (which is available for download on your cell phone). Once 2FA has been performed for login, it will only have to be repeated every 60 days or when logging on to LigoLab from a new computer.



3. Sign onto the portal using your assigned User Name; standard is plaFirstName.LastName; type your Password, press **Sign In**.



Client Portal Login

User Name*

Password*

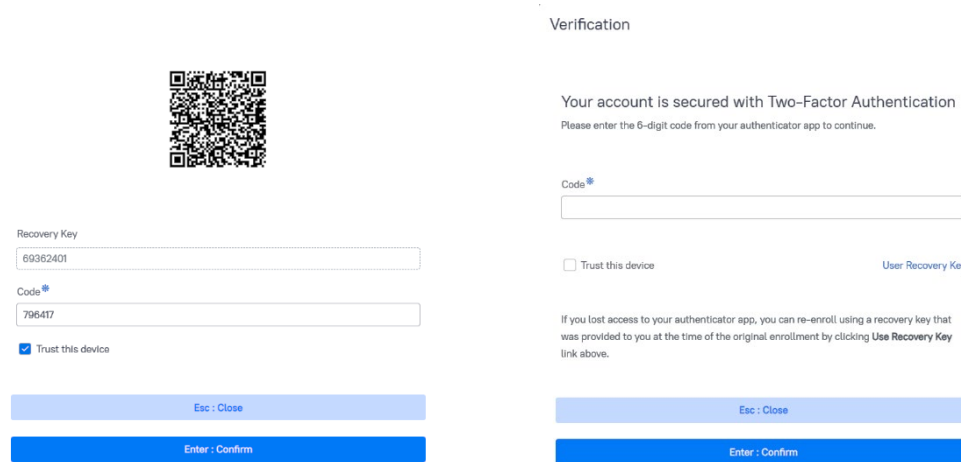
Sign In

[Forgot Password?](#)

Powered by LigoLab

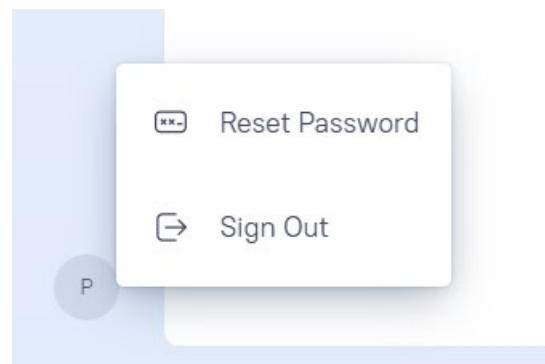
By using/logging in to the LigoLab Information System you are agreeing to our [Terms And Conditions](#)

- The first time you log in, and every 60 days after, you will receive an authentication request by selecting **Trust this device**.



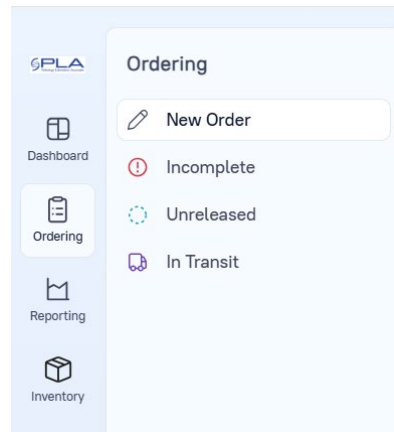
- Open Authenticator App (Download first).
- Scan QR code.
- Enter displayed code in the **Code*** field and select **Confirm**.
- Save Recovery Key somewhere safe to regain access if phone/device with authenticator is lost.
- If the system prompts you to update your password, you will need to reauthenticate using the Authenticator App and rename the account.

- Reset your password the first time you log in to the portal by selecting the circle at the lower left of the screen and the Reset Password option.



Ordering

1. Select the **Ordering** icon and **New Order** tab.



2. Fill in all required fields notated with an *. You will have the ability to input patient information after the client information is complete. **Please verify the patient you select by date of birth.*
3. To copy the pathology report to another provider, enter the provider's first or last name in the CC Provider(s) field and select from the drop-down menu.

Ordering

- New Order
- Incomplete
- Unreleased
- In Transit

Add / Edit Order

Client Info

Client* [Test Client] x v Provider* [Doctor, Test] x v CC Provider(s) [] v

Collected*

[9/3/2025] [1:19 PM]

Patient Info

Search Patient [Test Patient] x v

Patient ID [Medical Record Number] First Name* [Test] Middle Name [T.] Last Name* [Patient]

Sex* [Female] v DOB* [08/08/19]

4. Enter an ICD Code(s) and choose from the drop-down menu.
5. Select a test using the **Orderables** tab and drop-down menu.

Diagnosis (ICD) Code Info
 Add ICD Code

| ICD Code | Name |
|----------|--|
| D48.5 | Neoplasm of uncertain behavior of skin |

Test Info
 Search Tests/Panels

Panel

Additional Info
 History
 Clinical Diagnosis / History

Orderables

Surgical

Pap Image-Guided, Liquid Prep

Pap Image-Guided, Liquid Prep, Rflx to HPV if ASCUS

Pap Image-Guided, Liquid Prep and HPV

Pap Image-Guided, Liquid Prep and HPV, Rflx to HPV Genotype 16, 18, 45

Pap Image-Guided, Liquid Prep, Rflx to HPV if ASCUS or AGUS

Pap Image-Guided, Liquid Prep, Rflx to HPV if ASCUS or AGUS, Rflx to Genotype 16,18/45

Pap Image-Guided, Liquid Prep, Rflx to HPV if ASCUS, ASC-H, or AGUS

Pap Image-Guided, Liquid Prep, Rflx to HPV if ASCUS, ASC-H, or AGUS, Rflx to Genotype 16,18

Add medical history including the ability to attach

6. Include procedure, operation, patient history or relevant laboratory testing in the Additional Info section. Attach an image or link using their icons. **Hover over each tab at the top of the History section for a description of usage.*

Additional Info
 History
 Clinical Diagnosis / History

B / U H1 H2 H3 X₂ X² " <>

Include any patient history or additional testing information in this section.

Surg

| | | |
|--------------------|------------------------|--------|
| Site A | Site B | Site C |
| Right Neck - Shave | Left Upper Arm - Punch | |
| Site D | Site E | Site F |
| | | |

7. Enter Surgical Site information. Each section allows 32 characters.

- Add payment information by selecting the check beside the Add Payment tab for a drop-down option menu. If Insurance is selected, all (*) fields are optional. Please include the patient insurance face sheet with the requisition. To delete a previously selected payment, use the trash can icon to the right of the selected payment option.

Payment Info

Add Payment

Client

Insurance

Patient / Self-Pay

Group # Effective Fr

Effective To

Payer* Payer Name

Street Unit City State

Zip Phone

Relationship*

- You can add an attachment by selecting the check on the Attachment Type window and choosing from the drop-down menu.

Attached documents

| Document | Type |
|-------------------------|-----------|
| insurance_providers.pdf | Insurance |

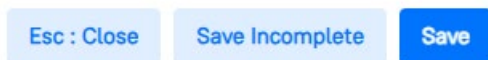
Attachment Type

Insurance

Supported file extensions: .jpg, .jpeg, .gif, .png, .bmp, .tif, .tiff, .pdf

- Affidavits
- ABN
- Advanced Beneficiary Notice
- Antibody ID Workup
- Antibody ID Workups
- Claim Appeals
- Diagnosis
- Driver's License/ID
- External Consults
- Insurance
- Medical Records
- Medical Release Form

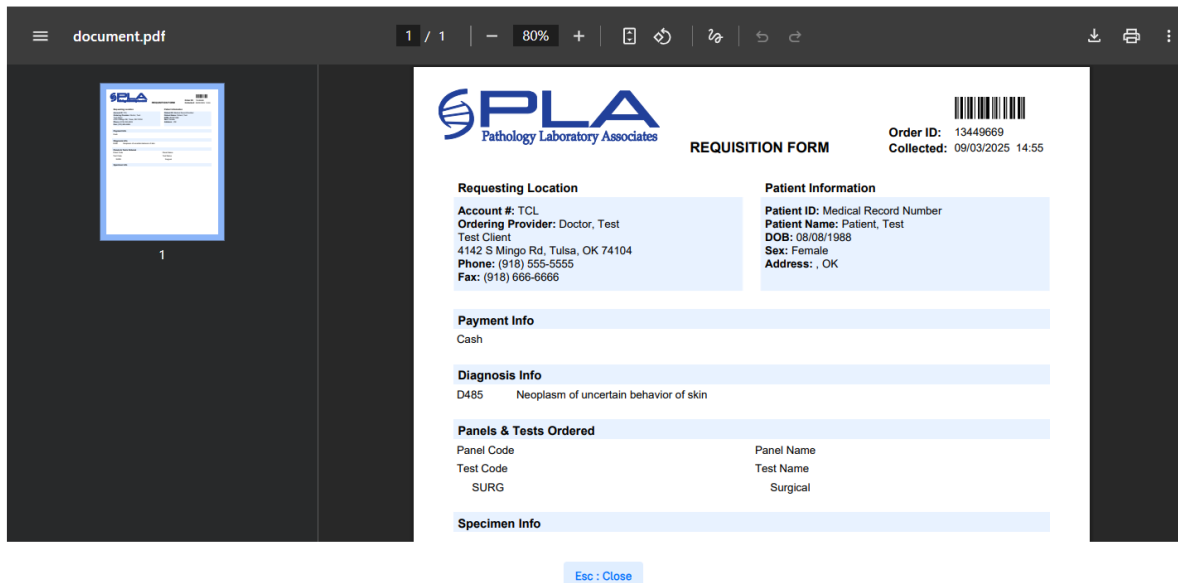
- Once complete, select one of the following options:



- Esc: Close** - Clear the screen and start from the beginning.
- Save Incomplete** – Save current information to complete at a later time. You can access all incomplete orders by selecting the **Incomplete** tab.

- **Save** – The system generates a requisition you can print and include in the bag with the specimen. Once you print the requisition, select **Esc:Close**. Your order will then route to the **Unreleased** queue.

(09/03/2025 14:55) – Patient, Test (08/08/1988) 37, F

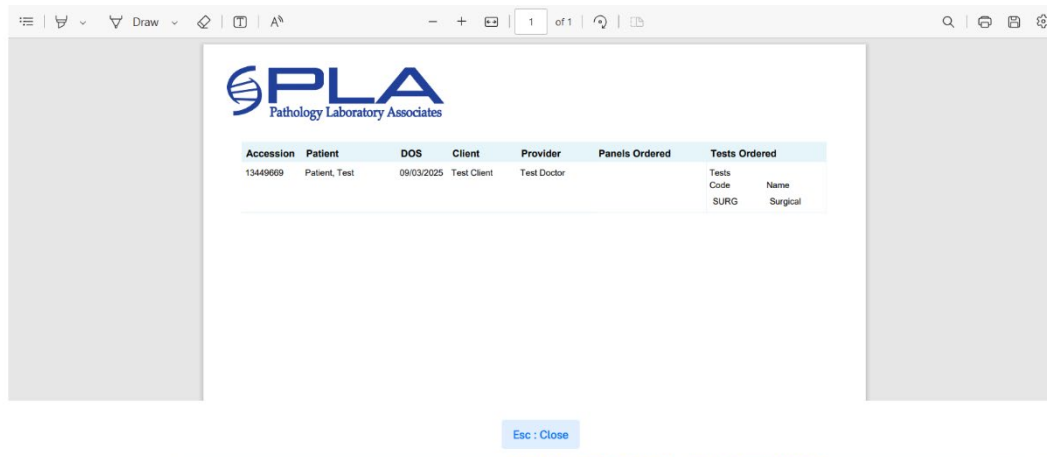


When you print a requisition, a container label will print at the bottom of the page including a QR code matching the requisition, patient name, DOB and source site. Place this label on the intended specimen container. **If ordering multiple specimens, please check the source site on the label before applying to the container.** PLA supplies label paper. Please order through the **Inventory** section.



- Release all orders to PLA by going to the **Unreleased** tab, select the orders you wish to release, and select **Release Selected Orders** (*see *Unreleased Orders*). Once you release the order, an Order Manifest will be available for printing.

Order Manifest

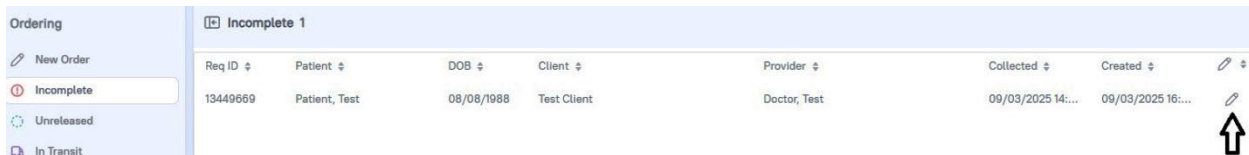



| Accession | Patient | DOS | Client | Provider | Panels Ordered | Tests Ordered | | | | |
|-----------|---------------|------------|-------------|-------------|----------------|---|------|------|------|----------|
| 13449669 | Patient, Test | 09/03/2025 | Test Client | Test Doctor | | <table border="1"> <thead> <tr> <th>Code</th> <th>Name</th> </tr> </thead> <tbody> <tr> <td>SURG</td> <td>Surgical</td> </tr> </tbody> </table> | Code | Name | SURG | Surgical |
| Code | Name | | | | | | | | | |
| SURG | Surgical | | | | | | | | | |


Esc : Close

Incomplete Orders

To complete an order, select the **Incomplete** tab, select the pencil icon to the right of the order you wish to complete, finish the order and select **Save**.



| Req ID | Patient | DOB | Client | Provider | Collected | Created | |
|----------|---------------|------------|-------------|--------------|-------------------|-------------------|---|
| 13449669 | Patient, Test | 08/08/1988 | Test Client | Doctor, Test | 09/03/2025 14:... | 09/03/2025 16:... |  |



Unreleased Orders

You can view and edit unreleased orders by selecting the order, select the pencil icon to the right of the order, make any necessary changes to the order and select **Save**. Choose **Refresh** to update the screen with any new unreleased orders. ***You must release the order to send electronically to PLA.**

The screenshot shows the 'Unreleased 1' tab. On the left sidebar, 'Unreleased' is selected. The main area has a 'Client' dropdown menu. Below it is a table with one row:

| Req ID | Patient | DOB | Client | Provider | Collected | Cre | |
|----------|--------------|------------|-------------|--------------|-------------------|-----|--|
| 13449669 | Patient, ... | 08/08/1988 | Test Client | Doctor, Test | 09/03/2025 14:... | 09/ | |

At the bottom, there are buttons for 'Alt-c: Clear', 'Refresh', and 'Release Selected Orders'. A 'Powered by LigoLab' logo is in the bottom right corner.

In Transit Orders

Select the **In Transit** tab to view released orders. You may also use this screen to update or correct a released order by selecting the pencil icon on the right side of the screen. You can view the collected date as well as the date the order was released. Use the **Refresh** tab to update.

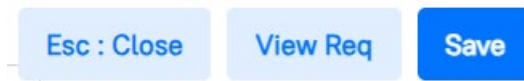
The screenshot shows the 'In Transit 5' tab. On the left sidebar, 'In Transit' is selected. The main area has a 'Released' section with 'From' and 'To' date pickers. Below it is a table with five rows:

| Req ID | Patient | DOB | Client | Provider | Collected | Released | |
|----------|---------------|------------|-------------|--------------|-------------------|------------|--|
| 13447347 | portal, te... | 01/01/1900 | Test Client | Doctor, Test | 06/19/2025 16:52 | 06/19/2025 | |
| 13447348 | portal, te... | 11/11/1900 | Test Client | Doctor, Test | 06/19/2025 16:56 | 06/19/2025 | |
| 13449088 | TEST, PA... | 08/08/1988 | Test Client | Doctor, Test | 08/15/2025 15:27 | 08/15/2025 | |
| 13449175 | Patient, ... | 08/08/1988 | Test Client | Doctor, Test | 08/22/2025 15:... | 08/22/2025 | |
| 13449669 | Patient, ... | 08/08/1988 | Test Client | Doctor, Test | 09/03/2025 14:... | 09/04/2025 | |

At the bottom, there are buttons for 'Alt-c: Clear', 'Refresh', and 'Release Selected Orders'. A 'Powered by LigoLab' logo is in the bottom right corner.

Requisition View and Print

When you save an Unreleased order, the system will automatically prompt you to print the requisition. If you would like to print an additional requisition, you can do so using both the **Unreleased** tab and the **In Transit** tab depending on the status of the order. Select the pencil icon on the right side of the screen and **View Req.**



Once the requisition is displayed, you have the option to save or print using the icon in the upper right corner.

(09/03/2025 14:55) - Patient, Test (08/08/1988) 37, F

Account #: TCL
Ordering Provider: Doctor, Test
 Test Client
 4142 S Mingo Rd, Tulsa, OK 74104
Phone: (918) 555-5555
Fax: (918) 666-6666

Requesting Location

Patient Information
Patient ID: Medical Record Number
Patient Name: Patient, Test
DOB: 08/08/1988
Sex: Female
Address: , OK

Payment Info
 Cash

Diagnosis Info
 D485 Neoplasm of uncertain behavior of skin

Order ID: 13449669
Collected: 09/03/2025 14:55

Esc : Close

Reporting

Select the **Reporting** module to see the Received, Report Inbox, and Search sections. Use the **Refresh** button to update the system with recently verified reports.

Received

In this section, you can search and view all recently received orders/specimens for reporting using the options listed and selecting the **Refresh** button. The Received date indicates when PLA received the specimen. **You cannot download a report in this queue. Please go to **Report Inbox** or **Search** to print and download reports.*

The screenshot shows the 'Reporting' module interface. On the left is a navigation sidebar with 'Reporting' selected. The main area is titled 'Received 4' and contains several filter fields: 'First Name', 'Last Name', 'Received' (From/To), 'Report Group', and 'Ordering Provider' (set to 'Doctor, Test'). Below these is a 'Client' dropdown. A table displays specimen data for the selected provider. At the bottom, there are 'Alt-c : Clear' and 'Refresh' buttons, and a 'Powered by LigoLab' logo.

| [Ordering Provider: Doctor, Test] | | | | | | |
|-----------------------------------|--------------|--------------------------|------------|--------------|------------|------------|
| Accession | Report Group | Patient | DOB | Provider | Collected | Received |
| 12884184 | Surgical | TEST-PROD, TEST | 01/01/1900 | Doctor, Test | 02/19/2024 | 02/20/2025 |
| | Surgical | Test-Billing, Gross Only | 01/01/1900 | Doctor, Test | 07/08/2025 | 07/09/2025 |
| | Surgical | Test-Billing, Appendix | 01/01/1900 | Doctor, Test | 07/08/2025 | 07/09/2025 |
| | Surgical | Test-Billing, Uterus | 01/01/1900 | Doctor, Test | 07/08/2025 | 07/09/2025 |

Report Inbox

The Report Inbox allows you to View, Download and Archive reports. **Highlighted pink reports indicate abnormal results.*

1. Enter at least one of the search criteria (First and/or Last Name, Data Status, Client, Report Group, Ordering Physician) and select **Refresh**.

The screenshot shows the 'Report Inbox' interface. On the left is a sidebar with 'Report Inbox' selected. The main area has search filters for First Name, Last Name, Data Status (set to 'All'), Client (set to 'NEW TEST CLIENT LOCATION'), Report Group, and Ordering Provider. Below the filters is a table of reports with columns: Accession, Report Group, Patient, DOB, Provider, Stage, Collected, Released, and Res. The first row (Accession 13449052) is highlighted in pink, indicating an abnormal result. At the bottom are buttons for 'Alt-c: Clear', 'View Selected', 'Download Selected', 'Refresh', 'Archive All Reports', and 'Archive Selected Reports'.

2. Select the checkbox to the left of the accession number and click on the button pertinent to the action intended. You may also print and download a report by selecting **View Selected** and use the icons on the upper right of the screen.

Selected Reports

The screenshot shows a detailed report for accession # 13449052. It includes patient information (test, test; DOB/Gender/Age: 08/12/2025 Male 1 day; MRN/FIN), provider information (Doctor, Test; Client ID: NEW; NEW TEST CLIENT LOCATION), and collection/reported dates. The report title is 'FINAL REPORT'. Below is a table with the following data:

| Test Name | Result | Ref Range |
|--------------------------------|----------|--------------|
| JAK2 (V617F) Mutation Analysis | Detected | Not Detected |

Below the table is a section for 'JAK 2 Mutation (V617F) Interpretive Data' with detailed text. At the bottom are 'Esc: Close' and 'Archive' buttons. An arrow points to the top right corner of the report window.

Search

The **Search** section allows you to go through all types of reports to view or download. Conveniently, this screen also has a **Recent Archived** button, that displays recently archived reports. **Patient, Time Intervals, Client** and **Report** tabs in this section may be used together to narrow down the search.

The screenshot shows the LigoLab Search interface. On the left is a sidebar with 'Reporting' options: 'Received', 'Report Inbox', and a 'Search' input field. The main area is titled 'Search 62' and has tabs for 'Patient', 'Time Intervals', 'Client', and 'Report'. Below the tabs are search filters for Patient ID, First Name (containing 'test'), Last Name, DOB, Sex, and State. A table of search results is displayed below, with columns: Accession, Report Group, Patient, DOB, Provider, Stage, Collected, and Released. The first row is selected, and a 'Recent Archived' button is visible at the bottom right of the table area.

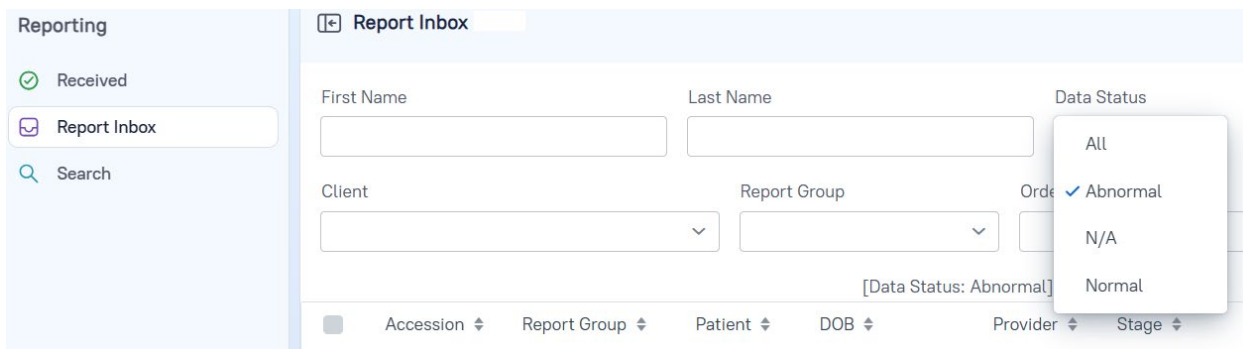
| Accession | Report Group | Patient | DOB | Provider | Stage | Collected | Released |
|-----------|---------------|--------------|------------|---------------|------------|------------|------------------|
| 13449673 | Surgical | TEST-PR... | 01/01/1981 | Doctor, T... | Final (AD) | 09/02/2025 | 09/05/2025 12:16 |
| 13449656 | Surgical | TEST-PR... | 01/01/1981 | Doctor, T... | Final (AD) | 08/29/2025 | 09/05/2025 12:14 |
| 10000013 | Surgical | Testingto... | 09/16/1981 | Doctor, T... | Final (AD) | 05/10/2018 | 09/05/2025 12:10 |
| 13449671 | Surgical | TEST-PR... | 01/01/1900 | Doctor, T... | Final | 09/02/2025 | 09/03/2025 20:39 |
| 12590362 | Surgical | GMED, T... | 01/01/1972 | Fillmore, ... | Final | 01/13/2025 | 09/02/2025 06:50 |
| 13449335 | Surgical | TEST-PR... | 01/01/1900 | Doctor, T... | Final | 08/29/2025 | 09/01/2025 13:59 |
| 13449322 | Cytology NGYN | LABCOR... | 12/30/1975 | Harrigan,... | Final | 08/29/2025 | 08/29/2025 11:30 |

1. Enter the desired information using at least one criterion and select **Search**.
2. Use the checkbox to the left of the Accession number and click on the button pertinent to the action intended. You can also download or print the report using the **View Selected** screen and choose the icons in the upper right corner.

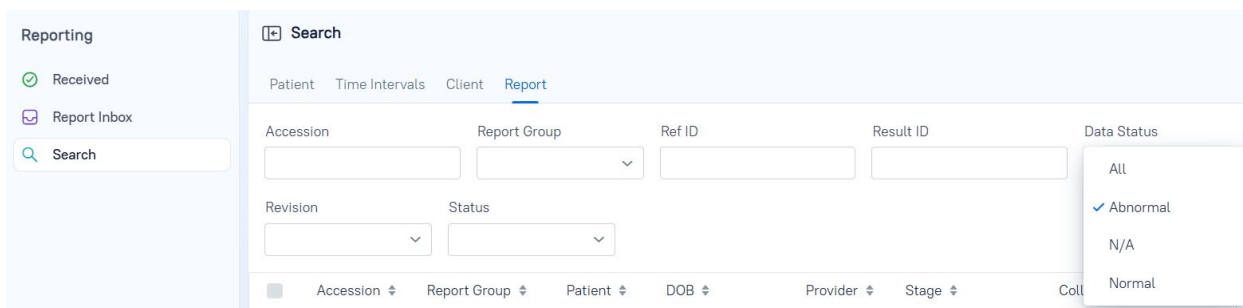
Abnormal Result Reporting

To view and print all abnormal reports use the **Report Inbox** or the **Search** section.

In **Report Inbox**, select the **Data Status** drop down menu, choose **Abnormal**, and hit the **Refresh** key.



In the **Search** section, select the **Report** option, **Data Status** drop-down menu, and **Abnormal**. Select **Search** to pull up all Abnormal Reports.



Archived Reports

You can archive reports to clear your **Report Inbox**. To do so, select the check box next to the report you want to archive and hit **Archive Selected Reports**, or you can archive them all by selecting **Archive All Reports**. To view recently archived reports, go to the **Search** section and select at least one criterion from the Patient, Time Intervals, Client, and Report options. Choose the **Recent Archived** tab to see all recently archived reports.

Once you archive reports, they are archived for every user in your system and cannot be viewed in the Report Inbox.

Inventory

Use this module to request, track, and check supplies as well as aid in keeping inventory in check.

New Inventory Request

1. Create a new inventory request by selecting **Inventory**, **New Inventory Request** and your **Client** name. **The Client field is required prior to creating a supply order and may not be edited after its creation.*

The screenshot shows the 'New Inventory Request' form. On the left is a navigation sidebar with 'Inventory' selected. The main form has a 'Client*' dropdown menu with 'NEW TEST CLIENT LOCATION' selected. Below it is an 'Ordered Items' section with a 'Category' dropdown set to 'All' and an 'Add Inventory Items' dropdown. A table below these has columns for 'Inventory Category', 'Item', 'Units', and 'Qty'. The 'Request Comment' field is empty with a rich text editor toolbar. At the bottom right are 'Esc : Close' and 'Save' buttons, and a 'Powered by LigoLab' logo.

2. After the client is selected, use the **Category** and **Add Inventory Items** dropdown to request what you need.


The screenshot shows the 'New Inventory Request' form with two items added to the 'Ordered Items' table. The 'Category' dropdown is still set to 'All'. The table has columns for 'Inventory Category', 'Item', 'Units', and 'Qty'. The first row is 'Bags - Specimen Transport' with a biohazard bag image, 'BioHaz Bag - Speci...', 'PK/100', and a quantity of '1'. The second row is 'Histology/Cytology' with a formalin container image, 'Formalin 20 ML', 'Each', and a quantity of '25'. The 'Request Comment' field contains the text 'Please send this order to our Tulsa location.' At the bottom right are 'Esc : Close' and 'Save' buttons, and a 'Powered by LigoLab' logo.

- Once inventory is added, update the **Qty** section to quantity needed. To add additional information such as a comment, attachment, or link, use the Request Comment section. Upon completion, select **Save** to send the order to PLA for fulfillment.

Pending Requests

After supply orders are created, select the **Pending Requests** section to check orders or cancel an order.

- Select the **Client** from the drop-down menu and hit **Refresh**.

- To view or cancel a pending supply order select the pencil icon  to the right of the order. To cancel select **Cancel Request**.

| Inventory Category | Item | Units | Qty | Fulfilled |
|---------------------------|--------------|--------|-----|-----------|
| Bags - Specimen Transport | BioHaz B... | PK/100 | 1 | 0 |
| Histology/Cytology | Formalin ... | Each | 25 | 0 |

Recent Items

This section allows you to browse through various supply orders and check their status.

Select the **Client** you are reviewing the orders for and select **Refresh** to see recent orders. You can narrow down orders by Category and Item. The Pending, In Process and Last Shipment columns display the status of the order.

Inventory

- New Inventory Request
- Pending Requests
- Recent Items**
- Search

Recent Items

Client

Category

Item

[Client: NEW TEST CLIENT LOCATION] [2]

| Name ↕ | Pending ↕ | In Process ↕ | Last Shipment ↕ |
|-----------------------------|-----------|--------------|-----------------|
| BioHaz Bag - Specimen 12X15 | 1 | | |
| Formalin 20 ML | 25 | | 96 (08/28/2025) |

Esc : Close

Alt-c : Clear

Refresh

Powered by LigoLab

Search


Use the **Search** section to check orders or cancel an order for one or more clients.

Enter search criteria from the options below and select the **Refresh** key.

Status
Client[*]
Created
Category
Item

📅

📅

To view or cancel a pending supply order select the pencil icon  to the right of the order. To cancel the order select **Cancel Request**. You cannot cancel a request with a status of Fully or Partially Completed.

Inventory

- New Inventory Request
- Pending Requests
- Recent Items
- Search

Search 3

Status Client[*] Created Category Item

[Client[*]: NEW TEST CLIENT LOCATION]

| ID | Created | Created User | Status | Client | |
|----|-------------------|-------------------------------|---------------------|--------------------------|--|
| 11 | 09/09/2025 10:... | Gaylene HayesRemote - M... | Partially Completed | NEW TEST CLIENT LOCATION | |
| 12 | 09/09/2025 16:15 | Teresa Quigley - Multiple ... | Fully Completed | NEW TEST CLIENT LOCATION | |
| 14 | 09/16/2025 14:10 | Gaylene HayesRemote - M... | Pending | NEW TEST CLIENT LOCATION | |

Alt-c : Clear Refresh Powered by LigoLab

Caution: Please logout when you have completed your task. DO NOT leave active to prevent other users from accessing the system using your login.

- To exit the system, click the circle with your initial at the lower left of the screen and chose Sign Out.

