

TROUBLESHOOTING E-MAIL RESULTS FOR PUBLIC TESTING

PATIENT NOT RECEIVING RESULTS TO THEIR EMAIL:

- Ensure the proper turnaround time has elapsed.
- Check spam folder and/or special handling email folders.

IF PATIENT HAS RECEIVED RESULTS BUT CANNOT ACCESS MESSAGE:

- Results are best viewed on a PC or laptop using internet explorer or google chrome**.
- **Safari and Firefox are not recommended.
- When email is located in inbox or spam folder, follow onscreen instructions for opening an encrypted email.

Click where it says “click here” to register with MEHEALTH secure email (image 1).

- Your password must be 8-20 characters long
- At least one digit (0-9) is required
- At least one symbol character is required
- Both upper and lower case characters are required
- Your username may not appear in the password

Once registration is complete reopen the email via the following routes:

PC/laptop/android: Reopen the email, select “click here” and then open the PDF attachment to view results.

For iPhone Users-

Step 1: Once you have registered, reopen the email and select “click here” (see image 1).

Step 2: Click the PDF attachment (see image 2-highlighted box).

Step 3: If when opening the PDF your screen looks like image 3, share the PDF to a text message by clicking the circled highlighted icon in image 3. You can send this text to yourself and at that point the PDF with results should be visible via text.

Image 1: CLICK HERE

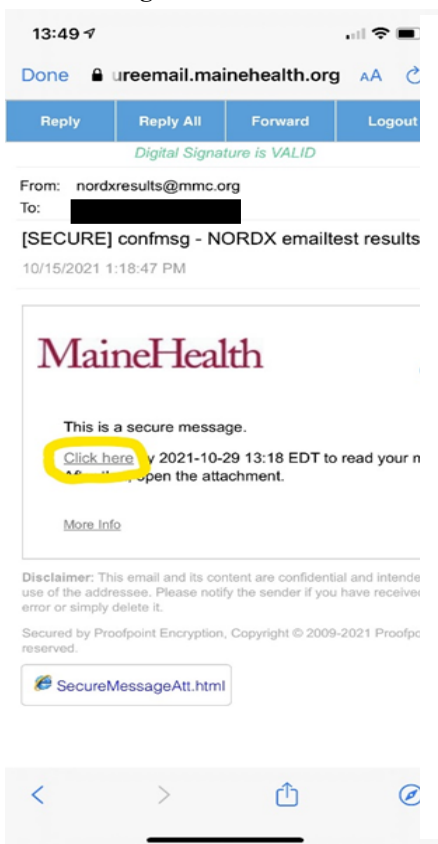


Image 2: OPEN PDF

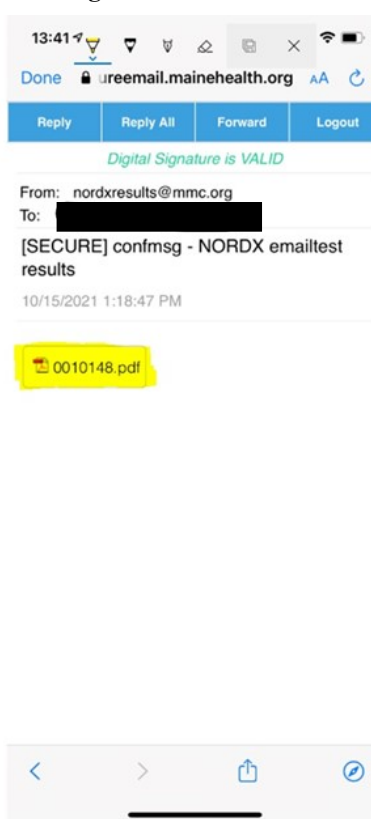


Image 3: SHARE PDF

