1. **How do I access my lab results via the internet?**


   ![Image of LabCalls sign in page]

   You will be directed to the LabCalls sign in page.

   ![Image of LabCalls sign in page]

   Here you will enter the customer number, your unique ID and PIN. The customer number and ID information is provided to you when lab tests are ordered. Your SSN is used as your unique ID and your eight digit date of birth is used for your PIN.
2. **How can I view previous lab results?**
Once you begin using the LabCalls service, you may view older test result messages in the history tab of your account.

![LabCalls History Tab](image1.png)

3. **Can I get notified when I have a new message?**
Yes. When you log into LabCalls for the first time, you will have an opportunity to sign up for email notifications. All you have to do is enter your email address. You may opt-in or opt-out of this free service at any time by clicking on the notifications tab on your account.

![LabCalls Email Notification](image2.png)
To opt in or out, go to your notifications tab.

4. Is my ID, PIN and lab information safe?
Yes. LabCalls is a HIPAA compliant, application service provider. The site is secure with the latest technology. And your SSN is masked in your LabCalls account. You can verify the security of the website by looking for the “https” and the security lock on the address line.

https://www-atl.mytelevox.com/MYTESTRESULTS

Of course, in this age of technology, we all want to ensure the security of any activities we conduct via the web. Here are tips you can following when using LabCalls or any other secure website.

1. Do not select “remember me” when entering user IDs or passwords
2. Do not store passwords on an internet site
3. Make sure you log out of a site rather than just clicking the ‘X’ to close the window
4. Avoid conducting personal business on public computers
5. Make sure the computer you use has the latest security updates and patches and antivirus software
6. Clear your internet history
7. If you suspect suspicious activity contact the service provider