1. NYC.ID Account Creation

To access eOrder, all non-City of New York employees must create an NYC.ID account. To do so, users can visit the NYC.ID login website URL at [https://a816-phleorder.nyc.gov/PHLeOrder/](https://a816-phleorder.nyc.gov/PHLeOrder/). The user should follow the steps outlined on the website to create their NYC.ID account.

Please note: Employees of New York City Health and Hospital Corporation (HHC) do not need to create a NYC.ID. If you are an HHC employee, please login on the right side of the screen and click “NYC Employees”.

PHL recommends the following browsers when using eOrder:

<table>
<thead>
<tr>
<th>Browser</th>
<th>Supported Versions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Google Chrome</td>
<td>78</td>
</tr>
<tr>
<td>Safari</td>
<td>13</td>
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<tr>
<td>Firefox</td>
<td>71</td>
</tr>
<tr>
<td>Internet Explorer</td>
<td>11</td>
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<tr>
<td>Microsoft Edge for Windows 10</td>
<td>18</td>
</tr>
</tbody>
</table>

Once complete, the system will display a message indicating that the NYC.ID account has been created and that the user will need to confirm their email address.

Create your account here and use your work email address for your NYCID username.

Note: To report issues, please contact PHLeOrdersupport@health.nyc.gov.

Once completed, the system will display a message indicating that the NYC.ID account has been created and that the user will need to confirm their email address.

Last updated 04/20/2020
2. eOrder Registration

When the user logs into the eOrder application for the first time they will be required to register within eOrder itself if eOrder Support staff or your Site Admin has not done so for you already. To register, you must enter the specific information for your facility, accept the legal agreement and confirm registration through an automatic email.

Reminder: This should be your work email address.
3. Existing Facility/Location Selection

Manage Facility and Location

Before you're able to submit a test order, you first need to enter information about the facility with which you're affiliated (and, if applicable, that facility's specific location).

- **Facility** is the general name of your facility (e.g., Mount Sinai Hospital, 1 Gustave L. Levy Place, New York, NY 10029)
- **Location** (if applicable) = the specific location affiliated with your facility, if there are more than one (e.g., Mount Sinai Clinical Laboratory, 1420 Madison Avenue, New York, NY 10029)

Once this information is submitted, it will be saved in eOrder. In the future, when you submit test orders through eOrder (once your facility’s Site Administrator has approved your affiliation), you will be able to automatically select your designated facility and location, for which the details will be pre-populated on your requisition forms.

**STEP 1: SEARCH FOR YOUR FACILITY**

Please search for the facility with which you are affiliated by typing three characters. The system will display all facilities that match the three characters you typed.

**STEP 2: DETERMINE WHETHER YOUR FACILITY ALREADY EXISTS IN EORDER**

- If your facility appears in the drop-down below (i.e., exists in eOrder), select it and proceed to Step 3.
- If your facility does not appear in the drop-down below, click the “Create New Facility” button below and enter the details in the fields.

**SELECT FACILITY FROM THE LIST BELOW:**

- Click “Create New Facility”

*If the user wants to be associated with a facility and location that is not already in eOrder they may create a new facility and location for which they will be provisionally assigned as the Site Admin until PHL staff verify the user.

Please visit https://www1.nyc.gov/assets/doh/downloads/pdf/labs/phl-eorder-new-facility-flowchart.pdf to learn how to create a new facility and location.

Last updated 04/20/2020
Note:

- New users will need to request access from their designated Site Admin for approval. Once the Site Admin approves the user, the person requesting access will receive an email notifying them of their approval.
- You may order tests while awaiting approval from your Site Admin.
- If you do not receive approval you will not receive test results for the order submitted.
- Contact your Site Admin or PHL eOrder Support if you are having issues obtaining results.
4. Creating a new facility

After completing eOrder registration the user will be required to select or create their facility and then choose or add their location with which to be associated.

**Note:**
- New facilities are subject to approval by PHL staff. If your site is not approved you will not receive results for any orders placed.
- Always check if your facility already exists in eOrder before attempting to create a new one. (See Section 3)
- Existing sites will not be approved for access as a new facility.
5. Submitting an eOrder

To place an order, hover over “Order Test” and click on “Order New Test”.

Select your facility from the drop-down menu

Remaining fields will auto-populate

Search the name of your test.

Check here for send out tests (i.e. tests that are conducted at the CDC or New York State)

Select a valid container and specimen source. All information is pre-populated based on the test selected.

Select your submitter from the drop-down menu

Add each test

All tests ordered will be listed here.

PHL may assign an outbreak identifier in some scenarios. However, this field is not required.
*Before submitting, save orders as DRAFT if your specimen is not in hand and ready to ship. Once an order is saved as a draft or submitted, you may only edit the patient’s demographic information.
6. eOrder Dashboard

a) After submitting an order, the user will have up until the moment the submitted sample is accessioned by PHL staff to edit their order for any submitter or patient information (test information cannot be edited after the sample is accessioned).

b) If an order is saved as a draft, it can be stored and edited indefinitely until the user decides to submit the order, after which it can be edited subject to the criteria stated above.

c) If changes are required after PHL has received the sample, a corrected test order must be edited (by hand or electronically in eOrder) and faxed to 212-447-6170. PHL must be notified of the corrections via telephone in these scenarios.

**Samples Accessioned:** Displays the number of physical samples received by PHL that were sent by the user and have been accessioned.

**Order Sent:** Displays the number of orders submitted by the user but have not yet been accessioned by PHL staff.

**Search** by date for orders in tabular form.

**Search** by date for results in tabular form.
**MY ORDERS:**

Select Test Order ID to retrieve order requisition form.

Select PHL Lab Number to view test results.

**MY RESULTS:**

Cancel order

Edit order

Last updated 04/20/2020
Important eOrder Facts

1. Once your order is saved you can only edit the patient’s demographic information. If you want to make other changes to your test, you will need to create and submit a new requisition form. PHL MUST be notified of all modifications.

2. If you need to order multiple tests for the same patient, click “add new test” after ordering the first test, then repeat the steps of choosing a test, a specimen source and container, etc.

3. Only fields in red are required for ordering.

4. Some tests may require a mandatory survey.

5. Any order placed without a specimen being sent to the lab will be cancelled after 3 business days.

Contact Us:

eOrder Support E-Mail PHLeOrderSupport@health.nyc.gov