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/ (see Error! Reference source not found.). 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>
</tr>
<tr>
<td>Firefox</td>
<td>71</td>
</tr>
<tr>
<td>Internet Explorer</td>
<td>11</td>
</tr>
<tr>
<td>Microsoft Edge for Windows 10</td>
<td>18</td>
</tr>
</tbody>
</table>

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.

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.
Remind: This should be your work email address.

Scroll to the end to accept legal agreement.

3. Existing Facility/Location Selection
*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
New users will need to request access and will be sent to your 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.

Thank you for submitting your facility/location information. A message will be sent to your facility’s Site Administrator (the person at your facility who manages users affiliated with your facility and location) for approval. If you’d like to provide any additional information to your Site Administrator, please enter it in the box below. Your Site Administrator will review your request and respond to you via email. Until you receive approval from your Site Administrator, you will only be able to submit orders for this facility/location.

**Message to Site Admin:**

*You may order tests while awaiting approval from your Site Admin.*
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.

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 CDC or New York State).

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

Add each test.

All tests ordered will be listed here.

Review the details of your order on the “Preview Data” page.
*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

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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.
Contact Us:

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