

# COVID Testing

## How do I get my results?



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### Locate the registration email

Check your email account for your registration code from email address: portal@labnexus.net. If you do not see this email, please check your spam folder. THIS EMAIL WILL BE SENT 24 -32 HOURS AFTER YOUR SAMPLE WAS COLLECTED. If the 32 hour time frame has been met and you still can not find the email, contact COVID Free Hawaii by phone: 808-900-7474.



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### Follow the link in the email

The registration code used to access your results are in the email. This code is NOT the same number as your pre-registration code. The name and date of birth must match the information we have in our system to successfully link your account. Enter your personal account information and write it down. Our facilities are unable to view or change this information.

### Set up your account

A screenshot of a registration form. It includes fields for 'Registration Code' (7416F61B), 'Username' (testuser), 'Password', and 'Confirm Password'. A 'PREV' button is visible at the bottom left.

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### Answer security questions

A screenshot of a security questions form. It includes fields for 'Registration Code' (7416F61B) and three security questions: 'What was your childhood nickname?', 'What school did you attend?', and 'What street did you live on?'. Each question has a corresponding answer field. 'PREV', 'NEXT', and 'CLEAR' buttons are visible at the bottom.

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### Agree to terms and conditions

A screenshot of a terms and conditions form. It includes a 'Registration Code' field (7416F61B) and a section titled 'IMPORTANT - READ CAREFULLY'. The text describes the use of the patient portal and the user's agreement to the terms. 'PREV', 'ACCEPT', and 'REJECT' buttons are visible at the bottom.

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### Use the "Print PDF" or paper icon to view or print results

Results will open in a separate tab. Please check that your browser has not blocked the new tab from opening. This is often indicated by a red icon appearing in the top right corner of your browsing window. If your results are not yet available, return to the portal and use the account information and log in that was set up during registration.