TABLE OF CONTENTS

1. Registering Your Account with LifeLabs ................................................................. 2
   1.1 STEP 1 – Terms of Use .................................................................................. 3
   1.2 STEP 2 - Complete the registration form ..................................................... 4
2. Booking an Appointment ......................................................................................... 6
3. Confirmation and Cancellation Emails ................................................................. 11
4. Adding Members to Your Account ........................................................................ 16
5. Booking an Appointment as a Registered User .................................................. 18
   5.1 Other Options .................................................................................................. 19
6. Navigation to Companion LifeLabs sites .............................................................. 20
7. Questions and Answers .......................................................................................... 22
1. Registering Your Account with LifeLabs

If you have never booked an appointment online with LifeLabs you will be required to register and create your account:

- Under “New User?” click on “Register Now”

This will take you to the next screen (STEP 1), “The Terms of Use” for using the LifeLabs Appointment Booking site.
1.1 STEP 1 – Terms of Use

- Read Terms of Use by scrolling down in STEP 1 box.
- Click on “AGREE” to indicate you have read & agree to terms of use.

This will take you to the next screen where you will set up your personal account (STEP 2). This is a one-time only set up. The next time you wish to book an appointment you will simply enter your Email Address and Password to go directly to booking your appointment.
1.2 STEP 2 - Complete the registration form

**STEP 2: Complete registration form below:**

<table>
<thead>
<tr>
<th>Field</th>
<th>Required</th>
</tr>
</thead>
<tbody>
<tr>
<td>First Name</td>
<td>*</td>
</tr>
<tr>
<td>Last Name</td>
<td>*</td>
</tr>
<tr>
<td>Province of Residence</td>
<td>*</td>
</tr>
<tr>
<td>Phone Number</td>
<td>*</td>
</tr>
<tr>
<td>Email Address</td>
<td>*</td>
</tr>
<tr>
<td>Confirm Email</td>
<td>*</td>
</tr>
<tr>
<td>Password</td>
<td>*</td>
</tr>
<tr>
<td>Confirm Password</td>
<td>*</td>
</tr>
<tr>
<td>Email Confirmations</td>
<td></td>
</tr>
<tr>
<td>Security Question</td>
<td></td>
</tr>
<tr>
<td>Security Answer</td>
<td></td>
</tr>
</tbody>
</table>

In the screen, shown above, you will be asked to input the following information:

Note: Fields with * are mandatory fields and must be filled in.

- Your First Name *
- Your Last Name *
- Your Province of Residence (either BC or Ontario). Click on the arrow to Select *
- Your Phone Number *
- Your email address – this will be used to log into your User Account in future *
- Repeat your email address to Confirm *
- Choose and Enter Your Password * (Password must be 8 characters long, contain at least one lower case character, at least one upper case character and at least one digit. Email address cannot be used)
- Repeat your Password to Confirm *
- Check the Box if you wish to receive an email confirmation of your booked appointments
- Using the Drop Down Box, click on the arrow, see circled, and select the Security Question that you wish to answer and will remember.
- Key in the answer to the security question that you selected. *
  - ✓ This will be used if you have forgotten your password and want to reset it.

Click on “REGISTER”.

You now have successfully registered your account with LifeLabs and may go directly to Book an Appointment.
Please record your password for future reference. Your E-mail address will be used to login the system in future.
After you have successfully set up your Account the following screen will be displayed.

For the list of specific tests that must be book by contacting our Call Centre, click on the link https://booking.lifelabs.com/LLBooking/Contact.aspx. These tests cannot be booked online using the Patient Appointment Booking site.
2. Booking an Appointment

- Click Book an Appointment and you will be taken to the “Bookings” Page.

- Step 1 – Select Appointment Location and Date

  ![Appointment Calendar]

- Select the Day you wish to book an appointment for by clicking on the date in the calendar. From the date selected the next week of available appointments will be selected after pressing the “Find Appointments” button.
• From the drop down boxes select the following:

**Province:** Ontario  

**Region:** Enter Region  

**City/District:** All Cities/Districts in Region  

**Address /Centre Name:** All Locations In City/District

• Select booking preferences, by clicking on the appropriate arrow and choose:
  o Your Region
  o Your City
  o Patient Service Centre – PSC

You may view available appointments for multiple PSCs:
  • Show all available appointments for a Region
    o Select a Region from the dropdown list of available Regions and leave the City (“Choose a City”), Patient Service Centre fields empty (“Choose a Location”)
  • Show all available appointments for a City
    o Select a Region from the dropdown list of available Regions, City from the list of available Cities and leave the Patient Service Centre field empty (“Choose a Location”)

<table>
<thead>
<tr>
<th>Region:</th>
<th>Greater Toronto Area</th>
</tr>
</thead>
<tbody>
<tr>
<td>City/District:</td>
<td>Toronto(North York)</td>
</tr>
<tr>
<td>Address /Centre Name:</td>
<td>All Locations In City/District</td>
</tr>
<tr>
<td></td>
<td>All Locations In City/District</td>
</tr>
<tr>
<td></td>
<td>4949 Bathurst ( North York Bath)</td>
</tr>
<tr>
<td></td>
<td>1448 Lawrence ( Victoria Terrac)</td>
</tr>
<tr>
<td></td>
<td>4800 Leslie ( Leslie PSC )</td>
</tr>
<tr>
<td></td>
<td>1100 Sheppard ( 1100 Sheppard P)</td>
</tr>
<tr>
<td></td>
<td>1333 Sheppard ( 1333 Sheppard)</td>
</tr>
<tr>
<td></td>
<td>701 Sheppard ( 701 Sheppard)</td>
</tr>
<tr>
<td></td>
<td>5805 Yonge ( 5805 Yonge )</td>
</tr>
</tbody>
</table>
“Alternate search by location or address” may also be selected by checking the box
- Type in location information (e.g. address, city, postal code) and the matching PSC locations will be displayed for the selection

Click on the “Find Available Appointments” button to find appointments based on your selection criteria and date selected
- Available appointments will be displayed depending on the day you have selected. If you wish to select an appointment for a future date, Click on that calendar date and click on the “Find Available Appointments” button

Step 2 – Select Appointment Time and Person (based on selection criteria from step 1)
- If you are booking an appointment for yourself, and have no other members of your account, your name will be displayed.
- If you are booking an appointment for another member of your account that you have set up then click “Booking For:”, and select the name of the person for whom you are booking the appointment or “Add a New Dependent Member”.

Booking For:
Test Patient
Test Patient

Add a New Dependent Member

Check box if participant
• Select the date from the Calendar in which you wish to make an appointment
• Click the icon on the time and PSC address (location) that you wish to book an appointment. This will put that appointment time in the Pending Appointments

Available Appointments For:
Date: 20-Oct-17 to 26-Oct-17
Location: Greater Toronto Area-Toronto-100 International (TESTPSC)

Note: Please book 1 appointment per person

• Click on the icon to see information, such as address, operation hours and other information about that Patient Service Centre. The following is an example.

• Click on the icon to see the location of the Patient Service Centre on a map. The following is an example.
• If there are no appointments available for your selection criteria, the following message will be displayed on the display.

Note:
- No Appointments are available at this location, date and time or the Patient Service Centre is closed.
- Please select an appointment at a different location, date and time or Patient Service Centre or Walk-in service is available without an appointment.

Available Appointments For:
Date: 20-Oct-17 to 26-Oct-17
Location: Greater Toronto Area-Georgetown-All Locations In City/District

<table>
<thead>
<tr>
<th>Book</th>
<th>Date</th>
<th>Address</th>
<th>Info</th>
<th>Map</th>
</tr>
</thead>
<tbody>
<tr>
<td>No Available appointments.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Note: Please book 1 appointment per person

• If you have reached the appointment limit of 1 a day for each patient, a note will be displayed.

Note:
- TEST DEPENDENT has reached the maximum booked appointments for the appointment date selected. Please review and delete unnecessary appointments. Ensure you book 1 appointment per person.
- If booking for a dependent, select a dependent from “Booking For” list or “Add a New Dependent Member”.
- You may also contact our Customer Care Centre to book additional appointments for this date or if you have questions.

• Step 3 – Confirm Appointments
  - Click [Confirm Appointments] to accept that appointment
  - You may cancel the pending appointment by clicking on [Cancel] button or [ ] icon
The system will allow 2 minutes for you to confirm your appointment. If the appointment is not confirmed, the time slot will be released and made available for booking.

- Once you have clicked Confirm Appointments, you have now successfully booked your appointment. If you have selected to receive emails, an email confirmation will be sent.

Your appointment information will appear as a confirmed appointment and your confirmation will be sent to your email account (if the confirmation email check box was selected in your profile).

- Active Appointments
  - Active (confirmed) appointments can be viewed from the Home or Appointment History page

<table>
<thead>
<tr>
<th>Confirmed Appointments</th>
</tr>
</thead>
</table>
| Date       | Name       | Address                        | Conf.
| 10-Nov-16 11:00 AM ET | Test Patient | 100 International Blvd, Toronto | 206-98240830 |

- You can now click the “Log Out” button at the top of the screen to end your session.

3. Confirmation and Cancellation Emails

If you have selected to receive confirmation emails on your My Profile Page, you will receive automated appointment confirmation and cancellation emails when you book an appointment.

- Confirmation Email
  - You will receive a confirmation email with 2 attachments.
    - Example of confirmation text

Profile Information

First Name: LifeLabs
Last Name: Test4
Province of Residence: Ontario
Phone Number: 999-999-9999
Email Address: lifelabtest4@gmail.com
Confirm Email: lifelabtest4@gmail.com
Email Confirmations: (if checked, you will receive email confirmations of your appointments)
Submit
The following appointment(s) at a LifeLabs Patient Service Centre has been confirmed:

<table>
<thead>
<tr>
<th>Booking For</th>
<th>Date</th>
<th>Time</th>
<th>Address</th>
<th>City</th>
<th>Confirmation #</th>
</tr>
</thead>
<tbody>
<tr>
<td>LifeLabs Test4</td>
<td>Thursday, Jul 28, 2016</td>
<td>7:40 AM</td>
<td>100 International Blvd</td>
<td>TestCity</td>
<td>206-AF74BC2</td>
</tr>
</tbody>
</table>

Please inform front desk staff that you have an appointment upon arrival at the Patient Service Centre.

To cancel or modify, visit https://booking.lifelabs.com

Please consider the environment before printing this email.

- Attachment PrintableConfirmation.pdf
  - This is a printable version of the confirmation in pdf format.
  - Click on the attachment to open the pdf in your pdf viewer and print the confirmation, if a printout is wanted
  - Example of appointment pdf

- Attachment InsertAppointmentIntoCalendar.ics
  - Click on the attachment to insert the appointment into your calendar.
  - NOTE: Steps to insert into your electronic calendar may vary for different systems (e.g. Outlook, Google Calendar, MacMail)
  - There is a reminder setup in the event on the day of the appointment
  - Example Gmail and Google Calendar.
    - In Gmail, Click on “Add to Google Calendar”

- In Google Calendar, you will see the appointment
Example in Outlook

- In Outlook, click on the .ics attachment and accept the event
- Click “save and close” or “accept” buttons
- From Outlook Calendar

- Cancellation Email
  - You will receive a cancellation email with 1 attachment.
    - Example of Cancellation
Dear LifeLabs,

LifeLabs - Appointment Cancellation notice for LifeLabs TESTPSC.

The following appointment(s) have been cancelled at:

**TESTPSC**
100 International Blvd
TestCity, ON

July-27-16 7:50 AM

Please click [here](#) to reschedule your appointment(s).

Please consider the environment before printing this email.

Thank you.

- Attachment CancelAppointmentFromCalendar.ics
  - Click on the attachment to insert the appointment into your calendar. **NOTE:** Steps to insert into your electronic calendar may vary for different systems (e.g. Outlook, Google Calendar, MacMail)
  - Example in Gmail and Google Calendar.
    - In Gmail, Click on “Add to Google Calendar”

- Example in Outlook
  - Click on the attachment

  ![Events in this message](#)

  **LifeLabs Appointment Cancellation for LifeLabs @100 International Blvd**
  **Wed Jul 27, 2016 7:50am – 8:05am (EDT)**

  ![Add to Google Calendar](#)

  ![Message](#)

  ![CancelAppointmentFromCalendar1.ics](#)

- Click on “Remove from Calendar”
4. Adding Members to Your Account

At the bottom of the screen, you will see the heading “Members”. Members are any person(s) for whom you may want to book an appointment. A “Member” could be your spouse, partner, child, friend, a patient or someone for whom you provide care and support.

To add a Member: Click on the +sign Add Member and the screen will expand as below:
The information required, for a Member to be added to your Account, is simply their first and last name.

- Enter the first and last name of your Account Member or Dependent
- Click on “Insert” to add the Member/Dependent.

*Should you wish to edit or cancel this member from your account, at a later time, you can do so by clicking the “Cancel button or the Pencil sign to edit”.*
5. Booking an Appointment as a Registered User

If you already have an Account set up you will simply enter your email address and password on the first screen displayed. See below.

- Click on “Sign in”.

You can also click on “Click here for a list of specific tests”, by province, requiring that you call our Customer Care Centre. This will take you to an information screen displaying the phone number to call to book these specific tests.

After Signing in, the first screen lists the tests, for which on-line booking does not apply.

For these specific tests listed please call our Customer Care Centre for an appointment.
5.1 Other Options

From the Appointment Booking Screen you can select the following activities by clicking the tabs which are displayed along the top of the screen:

- **“Book Appointment”:**
  To book an appointment at a LifeLabs Patient Care Centre

- **Return to “My Dashboard” Screen.**
  This is the screen where you first sign in to the system.

- **View your “Appointment History”:**
  - Displays all your past and current appointment bookings
  - Click on this Tab to view all of your appointments booked to date
  - To cancel a booked appointment:
    - Click on the Red “Stop Sign”, beside the appointment to be cancelled and this will cancel the appointment
  To change your booking, cancel the booking and book another appointment at the date and time that you require.

- **“My Profile”**
  - **“Change Profile”**
    - Click on this tab to make any changes to your Account Profile. Examples:
      - Change Phone Number
      - Change email Address
      - Click Submit to save the change
  - **“Change Password”**
    - Click on this tab to change your Password.
      - Enter your current Password
      - Enter your new Password
      - Confirm your New Password
      - Click Submit to save the change
• “Change Security Question”
  • Click on this tab to change your Security Question
    o Click on Drop Down box to select the new Security Question
    o Enter the Answer to the new Question
    o Click on Submit to save the change

• “Contact”
  • View the Customer Care Contact Information: “Contact”

• “About”
  • Shows information about the version software operating

• “Logout”
  • To “Logout” of the system and end your session.

6. Navigation to Companion LifeLabs sites

Note – Be sure to save any changes before navigating away from the Patient Appointment Booking site.
The Patient Appointment Booking site will ask to confirm with the following popup display:

Press “OK” to navigate to the new site, or “Cancel” to remain on Patient Appointment Booking.
• About
  o Link to information about LifeLabs

• Careers
  o Link to career opportunities at LifeLabs

• Feedback
  o Link to career opportunities at LifeLabs

• News
  o Link to news about LifeLabs

• Contact
  o Link to LifeLabs Contact Information

• Find a Location
  o Link to find the location on a map of LifeLabs Patient Service Centre

• Book an Appointment
  o Link Book an online appointment at a LifeLabs Patient Service Centre booking page

• See My Results
  o Link to see your current lab results
  o You will need to register with My Results and login into that system

• Healthcare Providers
  o Link to LifeLabs Healthcare Providers page

• Patients
  o Link to LifeLabs patients page

• Other Customers
  o Link to LifeLabs other customers page
### 7. Questions and Answers

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>I can’t remember my password. What do I do?</td>
<td>Go to the Login screen and click on “Forgot Password?” on the Appointment Booking login page. Your new password will be sent to the email address we have on file. If you don’t receive an email, contact our Customer Care Centre and they will investigate this for you. Ontario Phone: Toll Free (1-877-849-3637) Monday to Friday 7am-7pm ET British Columbia: From Vancouver Call (604)-412-4495 or Toll Free (1-855-412-4495) Monday to Friday 9am-5pm PT</td>
</tr>
<tr>
<td>I can’t remember my login username/email?</td>
<td>Please call our Customer Care Centre and speak to a Representative. Ontario Phone: Toll Free (1-877-849-3637) Monday to Friday 7am-7pm ET British Columbia: From Vancouver Call (604)-412-4495 or Toll Free (1-855-412-4495) Monday to Friday 9am-5pm PT</td>
</tr>
<tr>
<td>Why can’t I book my appointments by phone?</td>
<td>Our appointment booking system is web based and appointments are booked via the internet. However, you do not need to book an Appointment as an appointment is not necessary for service at a LifeLabs PSC. Although appointment times will be honoured, patients who walk in without an appointment will be serviced in a timely manner.</td>
</tr>
<tr>
<td>I didn’t get a confirmation email. What happened?</td>
<td>Confirmation emails will sometimes go to your Junk Mail folder, or your Spam folder. Check and see if it is there. To avoid this happening again, add the email address on the confirmation message to your “Safe Senders” list. When you register your account, you will be asked if an email confirmation is requested. To review if this has been requested, access your User Account and go to My Profile and ensure the box for Email Confirmations is checked</td>
</tr>
<tr>
<td>Why is LifeLabs starting this appointment system?</td>
<td>We consistently look for ways to improve the patient experience and reduce wait times. Having an appointment booking process gives our patients the option of booking an appointment on line or attending the Patient Service Centre as a walk in at a time that is convenient for them.</td>
</tr>
<tr>
<td>I received a confirmation for an appointment I didn’t make. What do I do?</td>
<td>Contact Customer Care Centre and we will investigate. Ontario Phone: Toll Free (1-877-849-3637) Monday to Friday 7am-7pm ET British Columbia: From Vancouver Call (604)-412-4495 or Toll Free (1-855-412-4495) Monday to Friday 9am-5pm PT</td>
</tr>
<tr>
<td>Question</td>
<td>Answer</td>
</tr>
<tr>
<td>-------------------------------------------------------------------------</td>
<td>----------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Do I have to have an appointment to have lab test work done?</td>
<td>No, LifeLabs will continue to accept walk-in patients. Booking an appointment is your choice. If you prefer, you may Walk in at a time that is convenient for you.</td>
</tr>
<tr>
<td>Why can’t I book an appointment for all my lab tests online?</td>
<td>Some testing requires additional information to be provided and/or instructions communicated to ensure our patients prepare properly for the test.</td>
</tr>
<tr>
<td>I booked an appointment, and now I can’t go to it. Can I cancel my appointment?</td>
<td>Yes, you can cancel your appointment on line by accessing the appointment booking website. Access Appointment History and select the appointment that you wish to cancel, click on the red stop sign and save.</td>
</tr>
<tr>
<td>The Appointment Booking site states that no appointments are available for the patient centre where I want to book an appointment.</td>
<td>This could mean that all the appointments for the date you have chosen are booked and no more are available or it could mean that the site is not open on the date selected, for example some sites are closed on the Saturdays associated with long weekends.</td>
</tr>
<tr>
<td>I want to book an appointment for my spouse/child/parents/friend. Do I need to have a separate Account for them?</td>
<td>You can add others for whom you book appointments to your account as a Member/Dependent. Then you can book appointments on their behalf.</td>
</tr>
</tbody>
</table>