What are Orphaned Results?

When MRO results flow into Workforce, the account code that the results were tested under must be added to a single company portal within your Workforce portal so that the system knows which portal to post the result in. If a result is released from the MRO, but the lab account code the specimen was tested under has not been added to any of your Workforce company portals the result will be held in the Orphaned Results area of your Master/Portal Admin portal until you log into that area and select which Company Portal the result should be posted within.

How to Locate and Resolve Orphaned Results in Workforce

1. Log into your Master/Portal Admin Portal in Workforce.

2. Select Orphaned Results at the bottom of the Administration menu options

3. All results posted to your portal where the test was run under an account code that you have not added to any of your company portals yet will land in Orphaned Results area and be displayed.
    a. Be sure to note the account codes for results that land in Orphaned results so that you can either add the lab account to the correct existing company portal or create a new company portal and add the lab account (if needed).
4. Check the box to the far right of the first column of the result you want to resolve.
5. From the Company drop down menu in the third column from the left, start typing the name of the company portal you want the result to populate within
6. Repeat steps 4 and 5 for all results listed the Orphaned Results area (note there may be more than one page of results by looking at the bottom of the window and noting whether there are multiple pages.)
7. Once all the Orphaned results that you want to access to have been checked, and the correct company has been selected, click the Accept button at the bottom right side of the page to move the selected results into the selected company portal(s). If there are multiple pages of orphaned results, you'll need to do this for each page.
8. The Orphaned results will now be available and will appear within the portals that were selected and will no longer appear in the Orphaned results area.

9. Follow the instructions below to add the lab accounts for the orphaned results that were noted at the beginning of these instructions to add those accounts to the correct company portal and prevent future results for those accounts from landing in this area.

Adding Laboratory Account Codes to an Existing Company Portal in Workforce

1. Log into your Master/Portal Admin portal
2. Select Administration
3. Select Company Information
4. Start typing the company name of the portal you are adding a lab account code to
5. Select the company when it appears
6. Click the Lab Details button
7. Click Add New
8. Select CRL as the laboratory
9. Enter the CRL account code as it was listed in the Orphaned results area, including the dots that separate the regions
10. Click the Check Account button
11. If the account code is valid, one of the test panels that is mapped to the account will appear, if it is invalid, please reach out to Workforcesupport@crlcorp.com for assistance. Only lab account codes that are already in place can be added. To create a new lab account, please work with the CRL setup team at: mpsetup@crlcorp.com. Once the account has been created, repeat steps 1-11.
12. Click the Submit button to add the valid lab account code
13. Repeat as needed for any/all account codes that need to be added to the portal
14. Exit the Lab Details window
15. Click the Submit button at the bottom of the Company Information page to save your changes.
16. The lab accounts will now be available within the company portal that you added them to for both ordering purposes, as well as results reporting purposes so that results do not land In Orphaned Results going forward.

Please note that for customers who use Cynergy MRO, and are using Workforce to obtain the MRO results letter, the Employer and Employer contact information that appears on the MRO letter PDF file is populated with the information from the Company information area within that company portal.

Also note that Workforce Company portals are not automatically generated when a new CRL lab account is created. Company portals must be created in Workforce by the Portal Administrator. Please refer to “Creating Company Portals in Workforce” for instructions document for instructions on setting up new company portals and adding new laboratory accounts.