

Log in to Message Center

1. Log in to [MayoClinicLabs.com](https://www.mayocliniclabs.com).

2. Navigate to **My Dashboard > Message Center**.

Note: For access, contact BioPharma Diagnostics Sample Testing at sampletesting@mayo.edu.

Landing page appears, with **BIOPHARMA MESSAGE CENTER** at top and the **Show Biopharma Message Center** slider toggled on  just below it. All MCB D accounts to which you have access appear in the Message List below.

Notes:

- To view Clinical instead of MCB D messages, move slider to the left.
- To view messages for one MCB D account at a time, enter account number into text field above **Specimen Information** column.

Filtering options

- Enter a search term into the **Search all columns...** field. To undo the search, click either the **X** at the right end of the field or **CLEAR ALL FILTERS**.
- Move slider to the right  for **My Messages, Team Created Messages**, or for **Assigned Messages** or **Assigned Alerts**.
- Enter at least three characters of keyword text into the text box above a column to filter messages/alerts.
- To filter messages/alerts by status, use **Status** drop-down menu in the second column. Refer to **STATUS KEY** near top of page.

Notes:

- Urgent Mayo-created **MESSAGES** have exclamation points in **STATUS KEY** and **Status** columns plus bold red left border in **Actions** column.
- The **Created** column shows message/alert age.  is less than 2 days,  is 2–3 days,  is 4+ days.

View message/alert details and history

To view a message or alert's **DETAILS** page, click its **Case Id**.

- If the **blue INTERNAL COMMENTS** and/or **MORE MESSAGES** bar is available, click to view internal comments and/or messages that are hidden by default.
- To print, click the **Print** icon  at top right, then click **Continue**.
- The **AUDIT LOG** lists all actions performed on the case to date.

Create a new message

- On the **MESSAGE CENTER** landing page, click **NEW MESSAGE**.
- Enter/select one **Account Number** on **CREATE MESSAGE** page.

Test Add On

- From **Message Type** drop-down menu, select **Test Add On**.
- Check the box to authorize the Test Add On.
- "Is a separate specimen being sent for this request?" **Yes** or **No**.
If **Yes**, click **Print** icon  to print PDF to be sent with specimen.
- Use any **SUBJECT INFORMATION** fields to find the order you want to add a test on to.
- "Was a new order created for this test?" **Yes** or **No**.
If **Yes**, enter previously created **New Order Number (Client Order or Mayo Order Number)** and click search icon. 
- In **Test ID** or **Test Name** field, begin entering a Test ID or name.
- To select a test from the autocomplete list, click its **+** sign.

h. Answer any **ASK AT ORDER ENTRY (AOE) QUESTIONS**.

Mayo-initiated Test Add On request

- On the **DETAILS** page for the message, in the **Attestation Required** section, do one of the following:
 - Click **Accept**, then do one of the following:
 - Click **Same**.
 - Click **New**, and (optional) enter a **New Client Order Number**.
 - Click **Deny**.
- Click **SAVE**.

You can also ask and send questions in the **DISCUSSION** text field before making a decision.

Inquiry

- From **Message Type** drop-down menu, select **Inquiry**.
- Select one **Account Number** from drop-down menu.
- Optional:** Enter a **Subject** line of no more than 50 characters.
- "Is this inquiry about a specific patient order?" **Yes** or **No**.
 - If **Yes**, find the order using the **SUBJECT INFORMATION** fields as instructed under *Test Add On*.
 - If **No**, proceed to step 3 below.

Test Cancel

- From **Message Type** drop-down menu, select **Cancel Test**.
- Find the order using the **SUBJECT INFORMATION** fields as instructed under *Test Add On*.
- In the **TESTS TO CANCEL** section, check the boxes for tests you wish to cancel, or **Check/Uncheck All**.
Note: When you use **Check/Uncheck All**, you can change the reason individually for each test.
- From the drop-down menu for each canceled test, select a **Cancellation Reason**.
- In the **DISCUSSION** field, enter any additional information, and upload any attachments via the **ATTACH** function. 
- SUBMIT** the message.

Respond to a message/alert

- To view a message or alert's **DETAILS** page, click its **Case Id**.
- In the **DISCUSSION** field, enter any additional information, and upload any attachments via the **ATTACH** function. 
- To save a draft of your message to be sent later, click **SAVE DRAFT**. To send the message immediately, click **SEND**.

Message/alert assignment

Assign a message/alert to a user

- Click **ASSIGN**. 
- In **Assign** dialog box, either start to enter a name and choose from search results, or click down-arrow to select name from drop-down menu.
- At bottom right, click **ASSIGN**.

Unassign a message/alert

Click **UNASSIGN**. 

Message/alert archival and unarchival

To archive a message/alert, click **ARCHIVE**.



To archive all messages, click **ARCHIVE ALL**.



To unarchive a message/alert, click **UNARCHIVE**.



Settings

To customize your settings, click the gear icon. 