



**Purpose:** This document is provided to give support to all mLab users following the new features added to mLab and the lessons learnt there off.

### Overall RACI Matrix

Responsible	mLab Team
<b>Accountable</b>	Service Delivery Partner (Lab Technology Team)
<b>Consulted</b>	Program staff (Facility, Partner, County & National)
<b>Informed</b>	All mLab Users

### Purpose of the mLab Support guide

mLab Team wishes to come up with support guide for all the issues raised since the date the system was upgraded.

### Users of the Guide

The guide will be used by:

- ✓ Administration and program personnel involved in mLab implementation and support.
- ✓ Service Delivery Partner Staff to ensure proper application of mLab.
- ✓ The Lab Tech advisors to review the current procedures and recommend improvement where possible.

### mLab System Overview

mLab system has two platforms;

- ✓ Web platform.
- ✓ Mobile application platform.

Web platform has the following features:

- ✓ **Dashboard**
- ✓ **Reports**
- ✓ **Administration:**
  - **Add facilities** – It enables a user to add a new facility.
  - **Manage Facilities** – My facilities allows you to view all the facilities added while also the ability to edit the phone number receiving results.
  - **Facility Admins** – It enables the user to give access to persons at the facility level.



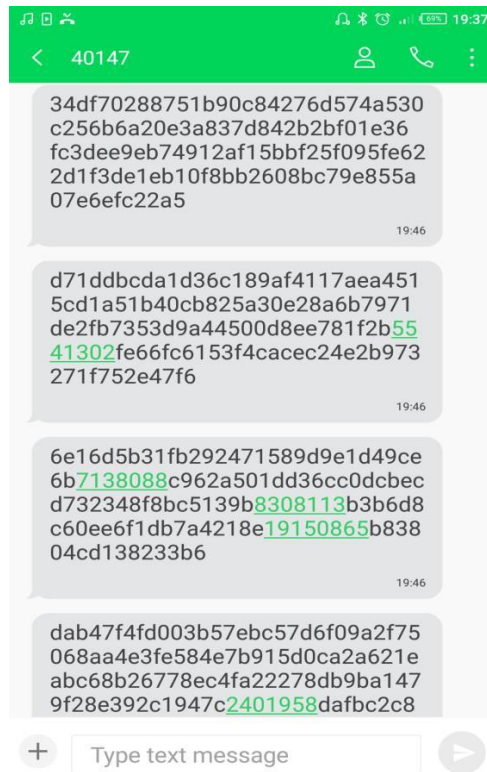
Mobile application platform has the following features:

- ✓ Results
- ✓ Dashboard
- ✓ Add Client
- ✓ Sample Remote Login
- ✓ Historical Results

### New Features

In October 2017 we upgraded the mLab application to encompass security and privacy to the entire patient whose results are been relayed via mLab system. mLab uses a shortcode 40147 to relay results to the facility users with the mLab application.

The following image shows how the results are currently been received by all safaricom subscribers:



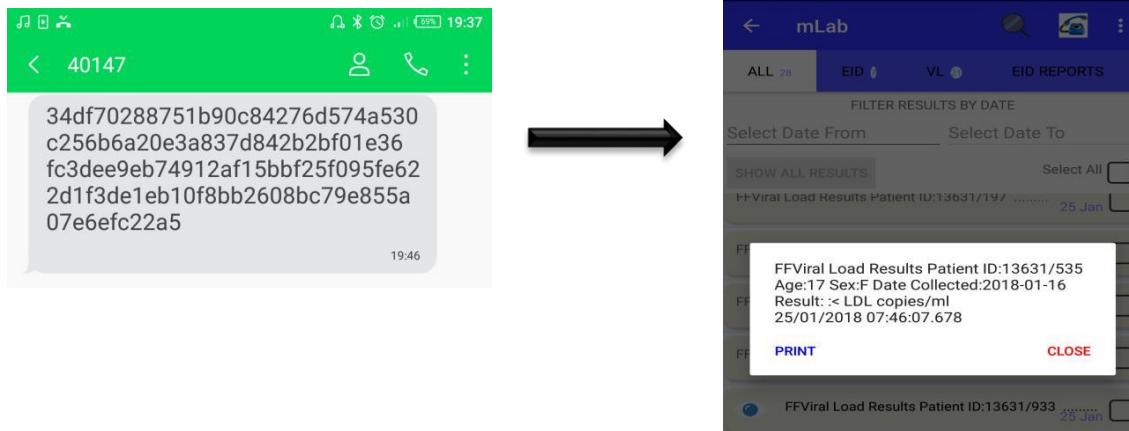


While the upgrade went as planned, we have hit a few bumps on the road which is due to lack of right information been provided to the users.

The following are some of the **FAQs/issues** so far encountered and how best to **resolve** them:

### 1. How to decrypt the results received?

Results are been sent as encrypted from the mLab system to the receiving facilities; once the results have been received in the facility phone, the new mLab application decrypts it for the user to understand and consume the information when they log into app. The user can only see these decrypted messages once they log into the application. See the images below:

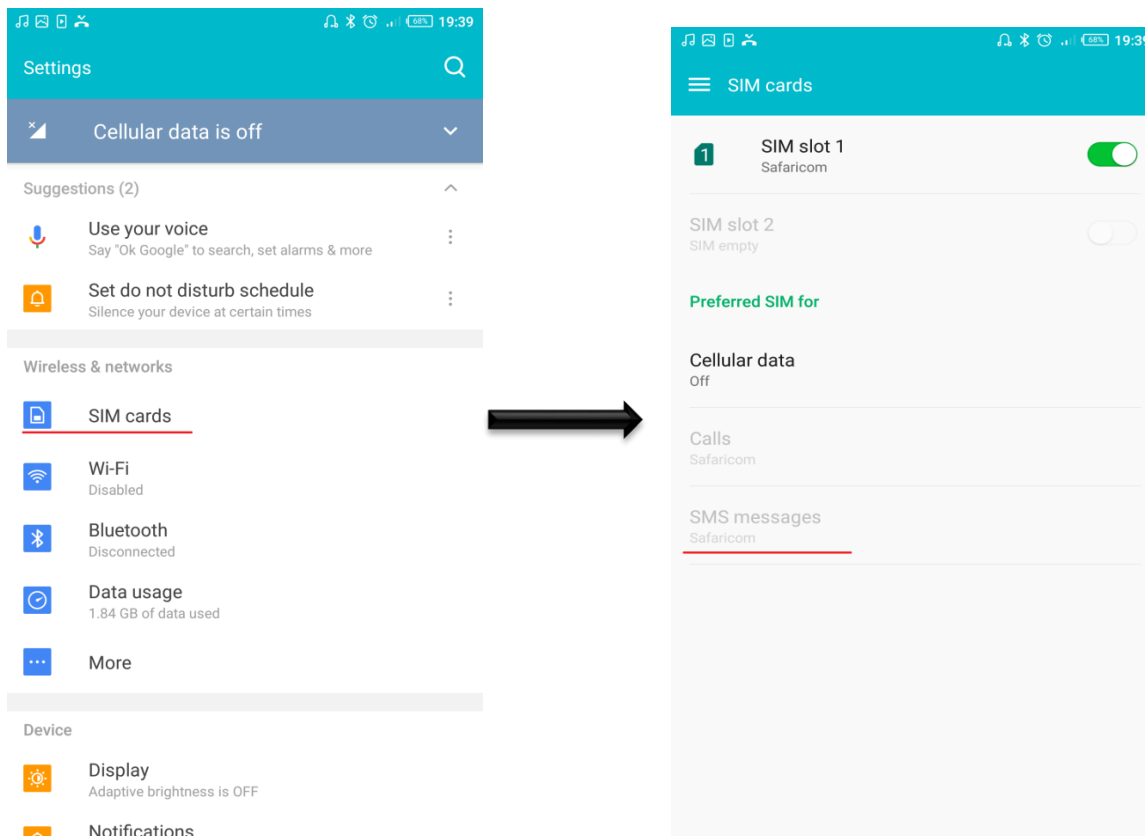


### 2. Unable to view results even after upgrading my mLab app.

There have been many cases reported on users having upgraded the application they are still unable to view the results.

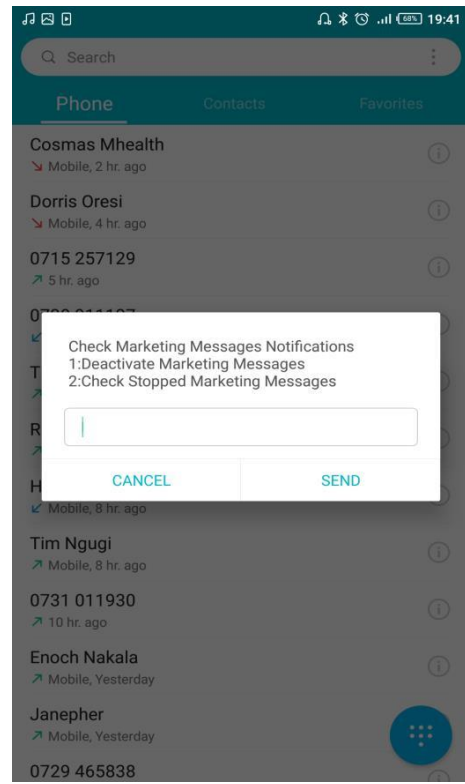
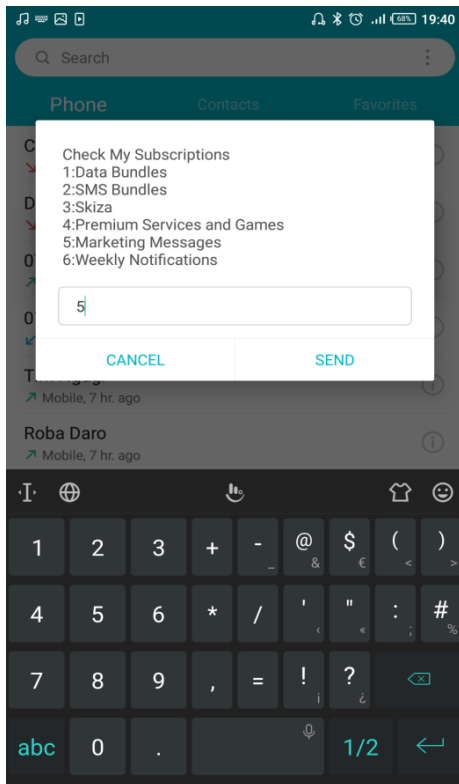
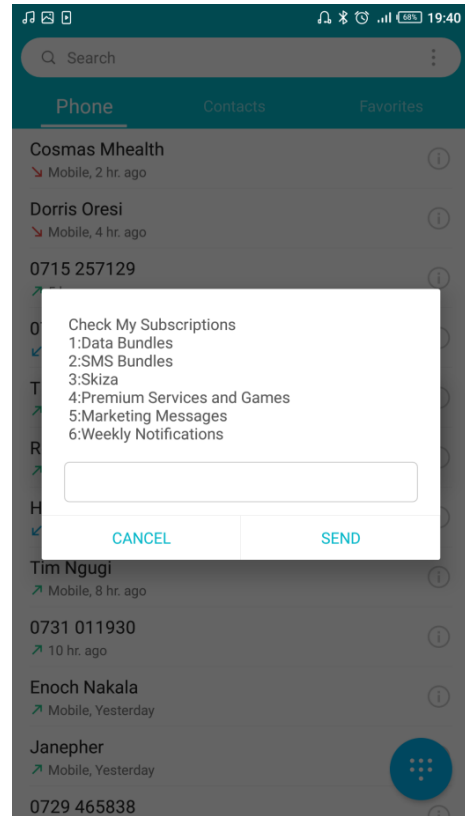
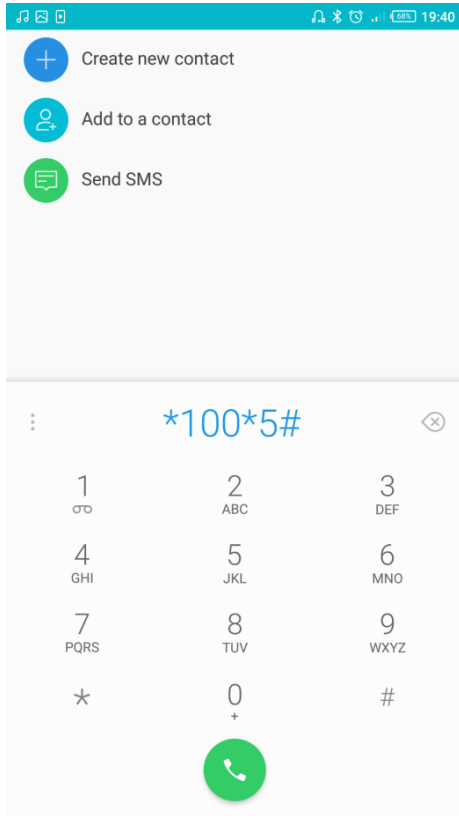
Things to consider:

- Is the mobile device dual? If yes, please instruct the user to go to their phone settings and make the network line registered to receive the results to be the default SMS sending/receiving sim card. See the images below:



### Showing setting up the registered receiving mobile number as the default messaging SIM card

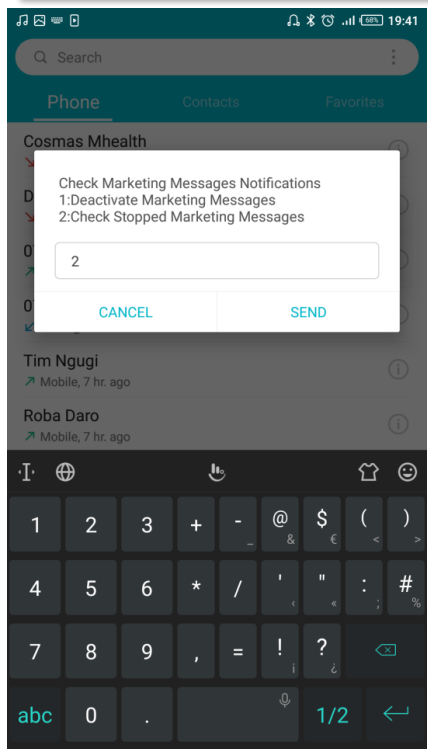
- If No, ensure that the phone has messages from 40147 if there are no messages; open the phone's dial application and dial \*100\*5# then input 5 followed by 2 and check whether the shortcode 40147 has been blacklisted by the user unknowingly. See the images below:



Showing unblocking of the results shortcode 40147 from Safaricom



## SUPPORT GUIDE

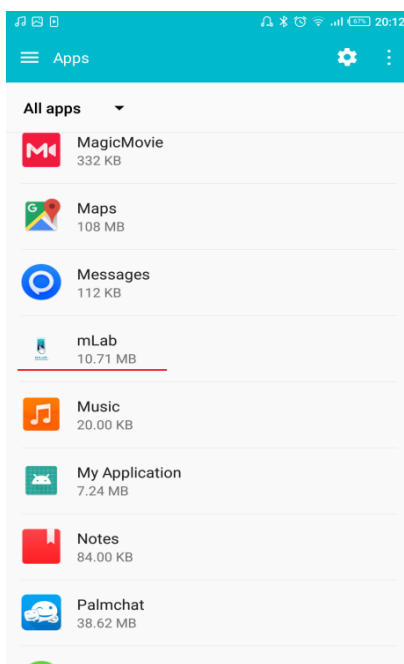
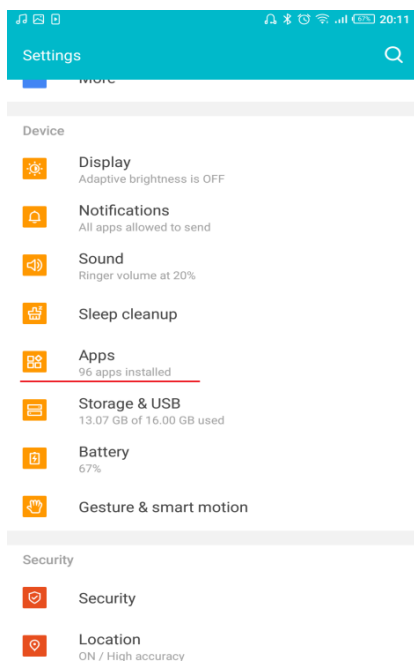


If the two above questions have been resolved, please ensure the network provider mobile number is actually active and is able to receive SMS. If all of the above fails; kindly contact us on 0800 722 440 ASAP to have the issue resolve.

### 3. Is mLab a free service?

Yes it is. mLab communication from the Testing lab to the facilities and a read receipt of the results is all free. Many users have disallowed the feature of where mLab can be able to send the results read report therefore affecting the last TAT.

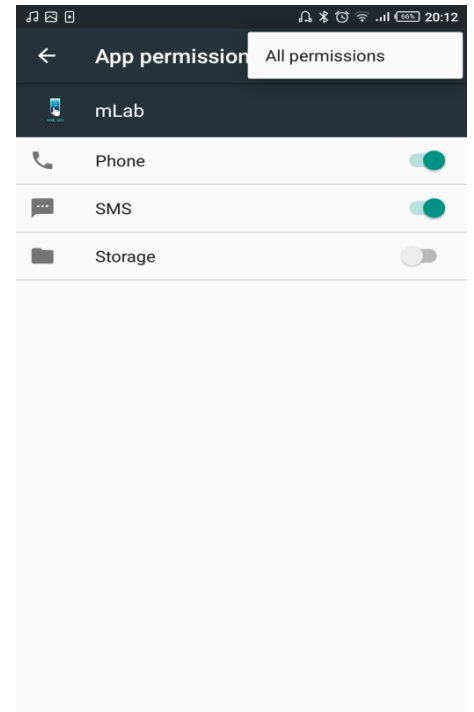
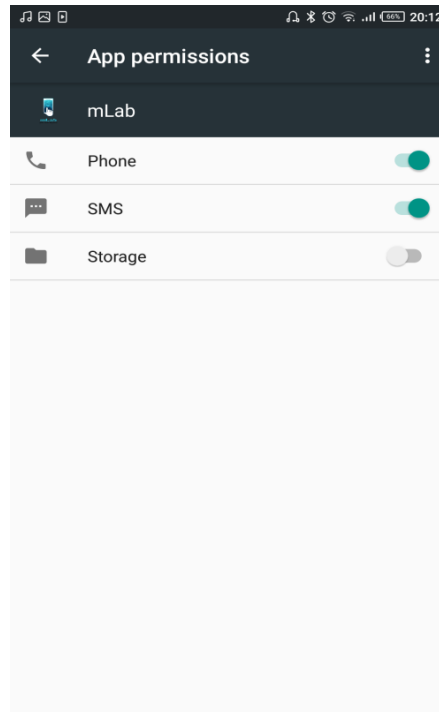
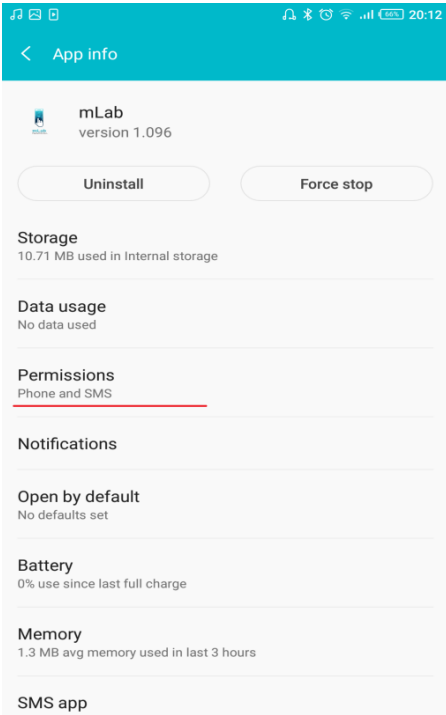
It is paramount to ensure that this service is allowed to enable mLab to capture the last TAT. Please see the images



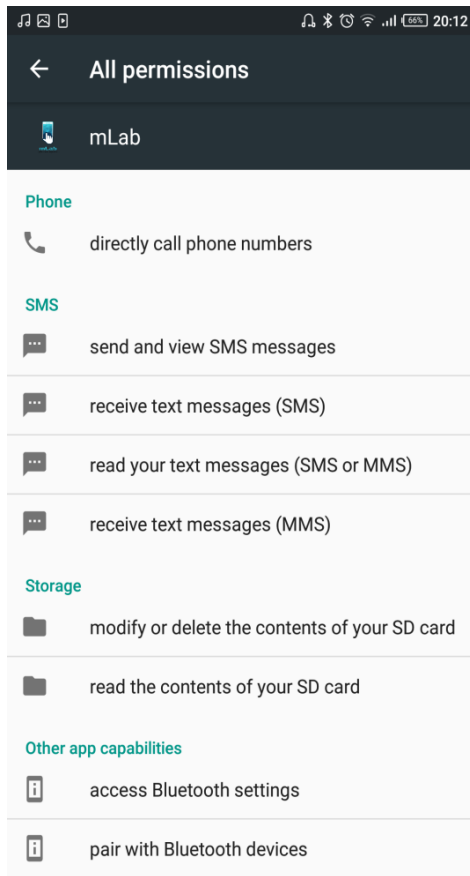
below to guide how to activate the feature if it has not been allowed but also it can be used just to confirm the feature is actually allowed.



mLab  
The world of future



Showing mLab app from the phone settings



#### 4. I have never received any results from mLab

It's one of the rarest issues we have gotten but for such issue, after engagement with users we have found that the number registered to receive the results is different with the user having mLab. We therefore kindly request to double confirm any new facility added and the mobile number given to receive results.