

# Getting results with CELR:

## *Tips and tricks for obtaining reports*

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NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**

Division of Public Health  
State Laboratory of Public Health

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# What is CELR?



The NC State Laboratory of Public Health receives over **1 million samples** and reports **6 million results** each year.

CELR (**C**linical and **E**nvironmental **L**ab **R**esults) is the online reporting system that allows our submitters, providers, and the public to view our reports at any time.

# Accessing CELR

## Environmental Results



*Public*

## Clinical Results



*Private*

- The Environmental lab reports are part of an **open** network portal for Environmental Health services and the general public. No registration required.\* *One small exception for environmental lead results for counties*
- The Clinical lab reports are part of a **secure** network portal requiring the user to undergo registration and approval. Clinical results are not open to the public and are for users such as health departments, physician's offices, hospitals, etc.

# Accessing CELR

The screenshot shows the login interface for the NC State Laboratory's Clinical and Environmental Lab Results (CELR) system. At the top left is the logo for "NC Health and Human Services" with a "Help" link. At the top right is the "NC State Lab of Public Health" logo with the tagline "Working for a healthier and safer North Carolina Everywhere, Everyday, Everybody" and a small image of a microscope. The main heading reads "Welcome to the NC State Laboratory's Clinical and Environmental Lab Results (CELR)".

On the left, a blue callout box contains the following text:

- Please enter your login information to view clinical reports.
- If you have not registered yet, please click [here](#).
- If you have not logged in within the past 90 days you may be locked for inactivity, please contact your site administrator or call 919-733-3937
- \*\*If you are seeing a message stating "System Error, Please Contact Administrator", this means your password has expired. Please login to [CELR User](#) to update your password. We are currently working to correct this message, and we thank you for your patience.

On the right, the login form includes:

- EIN:  Suffix:
- User Name:
- Password:
- A blue "Sign in" button.
- A red warning message: **THIS IS NOT A PATIENT PORTAL**

At the bottom of the page, it says: "Please click [here](#) if you want to view environmental reports"

<https://celr.ncpublichealth.com/index>

Also on our homepage at <https://slph.ncpublichealth.com/> by clicking "Lab Test Results."

# Environmental reports

**NC Health and Human Services** Help NC State Lab of Public Health   
Working for a healthier and safer North Carolina  
Everywhere, Everyday, Everybody

## Welcome to the NC State Laboratory's Clinical and Environmental Lab Results (CELR)

Please enter your login information to view clinical reports.  
If you have not registered yet, please click [here](#).  
If you have not logged in within the past 90 days you may be locked for inactivity, please contact your site administrator or call 919-733-3937  
**\*\*If you are seeing a message stating "System Error, Please Contact Administrator", this means your password has expired. Please login to [CELR User](#) to update your password. We are currently working to correct this message, and we thank you for your patience.**

EIN:  Suffix:

User Name:

Password:

[Sign in](#)

**THIS IS NOT A PATIENT PORTAL**

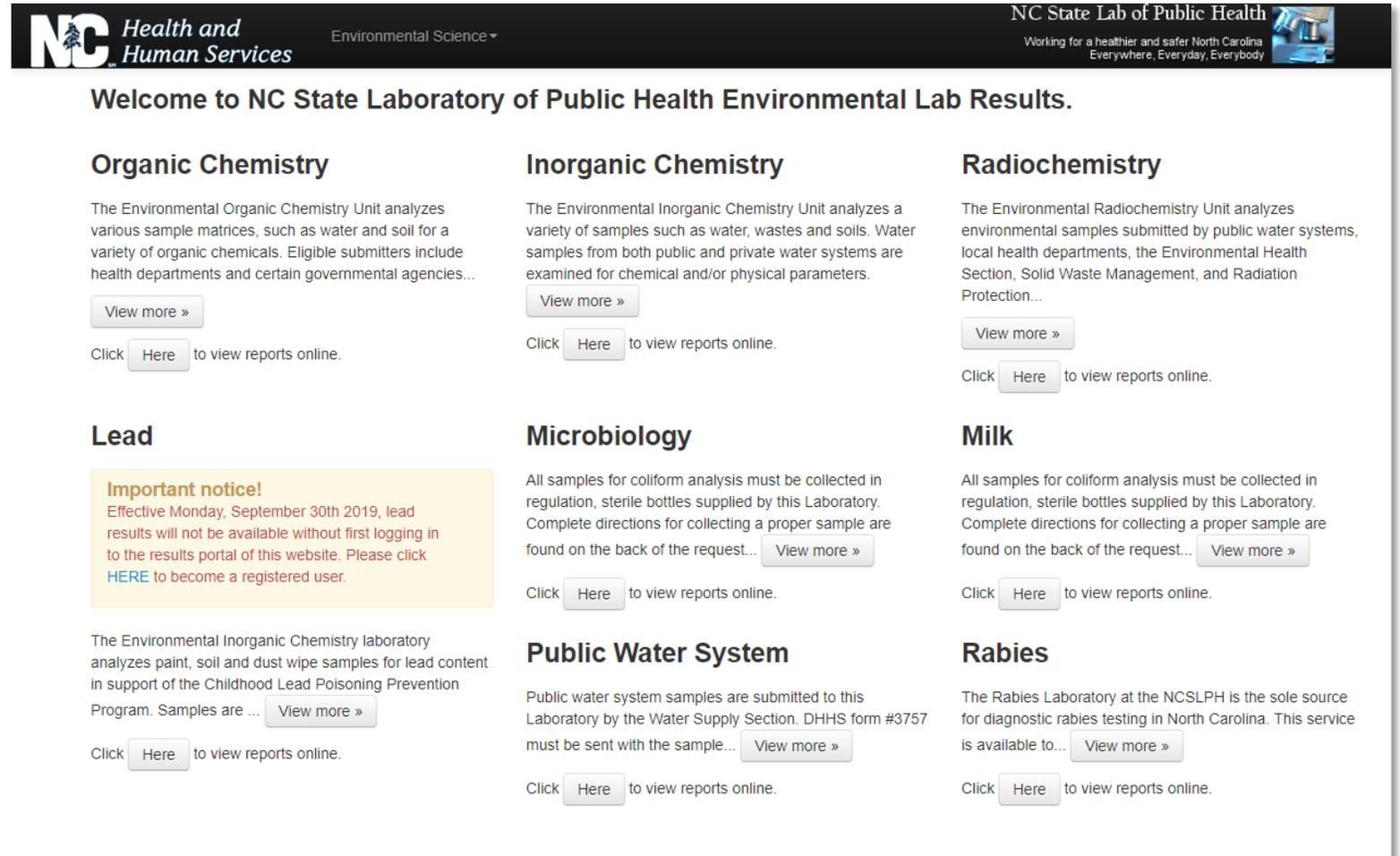
Please click [here](#) if you want to view environmental reports

*Click here or bookmark:*  
<https://celr.ncpublichealth.com/environmental>

# Environmental reports

Click the  button for the specific lab results you wish to see.

*\*For environmental lead results you now need to be a registered user, just like for clinical blood lead results. Account setup is covered in the next section.*



**NC Health and Human Services** Environmental Science

NC State Lab of Public Health  
Working for a healthier and safer North Carolina  
Everywhere, Everyday, Everybody

## Welcome to NC State Laboratory of Public Health Environmental Lab Results.

### Organic Chemistry

The Environmental Organic Chemistry Unit analyzes various sample matrices, such as water and soil for a variety of organic chemicals. Eligible submitters include health departments and certain governmental agencies...

[View more »](#)

Click [Here](#) to view reports online.

### Inorganic Chemistry

The Environmental Inorganic Chemistry Unit analyzes a variety of samples such as water, wastes and soils. Water samples from both public and private water systems are examined for chemical and/or physical parameters.

[View more »](#)

Click [Here](#) to view reports online.

### Radiochemistry

The Environmental Radiochemistry Unit analyzes environmental samples submitted by public water systems, local health departments, the Environmental Health Section, Solid Waste Management, and Radiation Protection...

[View more »](#)

Click [Here](#) to view reports online.

### Lead

**Important notice!**  
Effective Monday, September 30th 2019, lead results will not be available without first logging in to the results portal of this website. Please click [HERE](#) to become a registered user.

The Environmental Inorganic Chemistry laboratory analyzes paint, soil and dust wipe samples for lead content in support of the Childhood Lead Poisoning Prevention Program. Samples are ... [View more »](#)

Click [Here](#) to view reports online.

### Microbiology

All samples for coliform analysis must be collected in regulation, sterile bottles supplied by this Laboratory. Complete directions for collecting a proper sample are found on the back of the request... [View more »](#)

Click [Here](#) to view reports online.

### Public Water System

Public water system samples are submitted to this Laboratory by the Water Supply Section. DHHS form #3757 must be sent with the sample... [View more »](#)

Click [Here](#) to view reports online.

### Milk

All samples for coliform analysis must be collected in regulation, sterile bottles supplied by this Laboratory. Complete directions for collecting a proper sample are found on the back of the request... [View more »](#)

Click [Here](#) to view reports online.

### Rabies

The Rabies Laboratory at the NCSLPH is the sole source for diagnostic rabies testing in North Carolina. This service is available to... [View more »](#)

Click [Here](#) to view reports online.

# Environmental reports (in general)

- Select where the sample came from using the County menu
- You can filter results or click “All Samples”
- Clicking the sample’s number will open its report as a PDF in a new window.

NC Health and Human Services Environmental Science

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Home > Organic Chemistry

### Search for Organic Chemistry report

Click [Here »](#) to learn more about Organic Chemistry.  
To search for a test result, select the County from the list below. Then, select the Filter Criteria and click on the Continue button.

County: WAKE COUNTY

Filter By:

All Samples  
 Most Recent Reported Samples  
 Collection Date Range

[Search](#)

Click on the sample numbers to view the results.

#	Name	Sample #	Collection Date	Collected By	Reported Date
1.	John Smith	ES000001-0001-006	01/01/2020	Jane Doe	01/02/2020
2.	Johny Smith	ES000001-0001-005	12/10/2019	Jane Doe	12/11/2019
3.	John Smith	ES000001-0001-004	12/01/2019	Jane Doe	12/02/2019
4.	John Smithy	ES000001-0001-003	11/10/2019	Jane Doe	11/11/2019
5.	Johnn Smith	ES000001-0001-002	11/01/2019	Jane Doe	11/02/2019

# Environmental reports (differences)

- Radiochemistry reports ask for who collected the sample and where
- Milk and Public Water System reports automatically display by most recent
- Rabies reports on the Environmental (public) side of CELR ask for a range of collection dates and only show **positive** results by county. Individual rabies results are in the Clinical side of CELR.



Environmental Science ▾

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[Home](#) > Milk Sample Results

## Milk Sample Results

Click on the Folder Number to view the results.

Name of System	Plant ID	Folder Number	Collection Date	Approval Date
1. Best Cows Dairy, LLC	01-AA-001	ES000001-0005	01/10/2020	01/11/2020
2. Greenish Pastures Dairy	01-AA-00			
3. Best Bovines	01-AA-00			
4. Happy Herd	01-AA-00			
5. Coolest Creamery	01-AA-00			

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Environmental Science ▾

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[Home](#) > Rabies

## Positive Results By County and Source

For results after July 31, 2008 enter the date range below. For For results prior to August 1, 2008 click [here](#).

Click [Here](#) » to learn more about Rabies.

To search for a test result, enter reported date below and click on the Search button.

From Reported Date:  To Reported Date:

[Search](#)

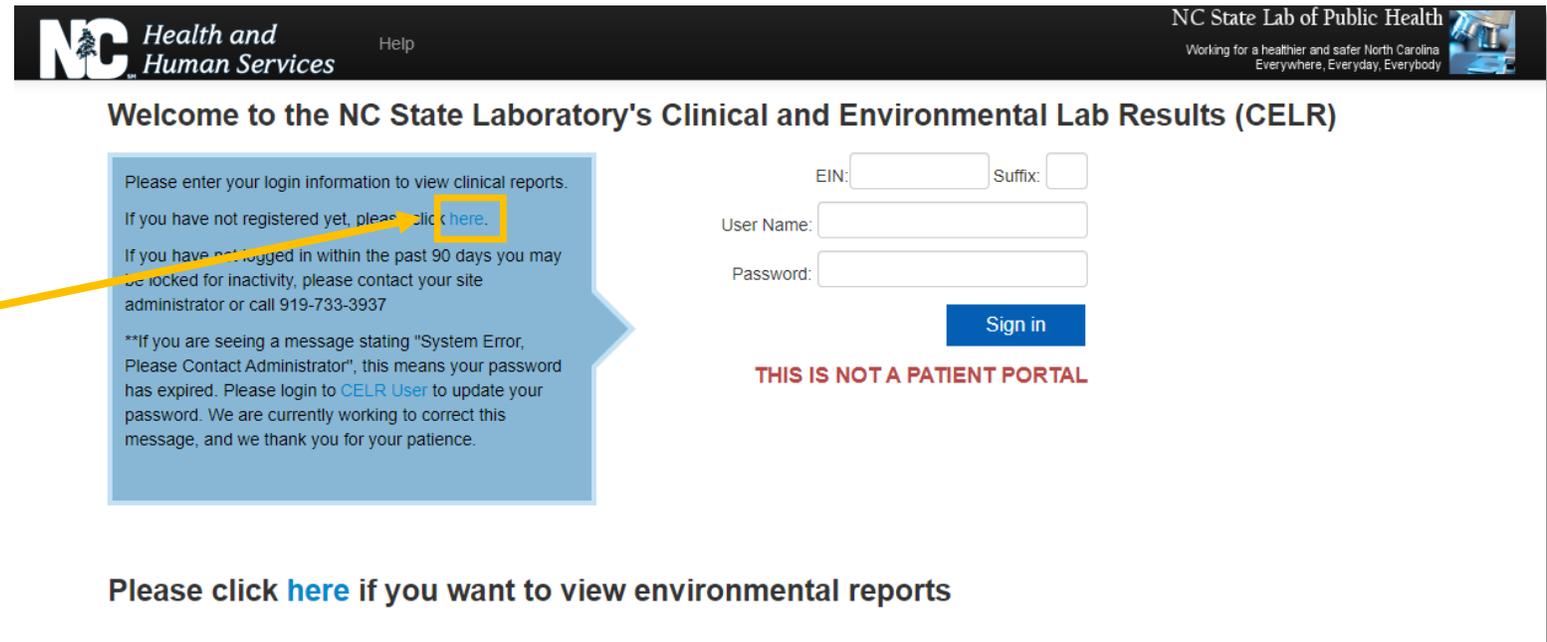
County	Bat	Cat	Fox	Goat	Raccoon	Skunk
CLEVELAND	0	0	0	0	0	1
FORSYTH	0	0	1	0	0	1
FRANKLIN	1	0	0	0	0	0
GASTON	0	0	0	0	0	1
GUILFORD	0	1	0	0	1	0
JOHNSTON	0	1	0	0	1	0
MECKLENBURG	1	0	1	0	0	0
MONTGOMERY	0	0	0	0	0	1
NEW HANOVER	0	0	0	0	1	0
RANDOLPH	0	1	0	0	1	0
ROCKINGHAM	0	0	0	0	0	1
WILKES	0	0	1	1	0	1

# Clinical reports - Making an account

The Clinical side of CELR is a two-part system:

1. CELR → for results
2. CELR User Management → for account access and setup

*Click here to  
create an  
account*



The screenshot shows the login page for the NC State Laboratory's Clinical and Environmental Lab Results (CELR). The page header includes the NC Health and Human Services logo and the NC State Lab of Public Health tagline. The main heading is "Welcome to the NC State Laboratory's Clinical and Environmental Lab Results (CELR)". A callout box on the left contains the following text: "Please enter your login information to view clinical reports. If you have not registered yet, please click [here](#). If you have not logged in within the past 90 days you may be locked for inactivity, please contact your site administrator or call 919-733-3937. \*\*If you are seeing a message stating 'System Error, Please Contact Administrator', this means your password has expired. Please login to [CELR User](#) to update your password. We are currently working to correct this message, and we thank you for your patience." The login form includes fields for EIN, Suffix, User Name, and Password, along with a "Sign in" button. A red warning message states "THIS IS NOT A PATIENT PORTAL". At the bottom, there is a link to view environmental reports.

# Clinical reports - Making an account

The screenshot shows the 'New User Sign-Up' page of the CELR User Management System. At the top, there is a navigation bar with the NC Health and Human Services logo, a 'Help' link, and a link to view reports. The main header includes the NC Public Health logo, the title 'CELR User Management System', and the NCPH logo. The page content is centered and features the following elements:

- New User Sign-Up**
- Instruction: "Please enter both your first and last name, and click the NEXT button below."
- Form fields: "First Name\*" and "Last Name\*" with corresponding input boxes.
- Navigation buttons: "< BACK" and "NEXT >".
- Footnote: "\* denotes required field".

- The CELR User Management System is where you enter your personal information, password, and security questions to create your account.
- **NO SHARED ACCOUNTS!** Everyone at a facility needs their own login if they are searching for clinical results. We monitor site access to ensure universal logins are not being used, and we will lock your account if sharing is suspected.
- If your facility is not already associated with the NCSLPH, you will need to first send us a New Client Info form (available at <https://slph.ncpublichealth.com/forms.asp>).

# Clinical reports - Making an account

## Password requirements:

- Must be 8-14 characters, with one uppercase letter and one special character
- Passwords expire every 6 months (you will not receive an email notification for expiring passwords).
- Your account will be locked if you do not sign in with your password every 90 days.
- **NO SHARED ACCOUNTS!** Do not share your password with colleagues.

# Clinical reports - Making an account

## Required info to create an account:

- First and last name
- Login name – *Do not include your work organization in the username, as it will not be approved*
- Password
- Job title
- Organization – *Please give the whole facility name, especially if multiple office locations*
- Two security questions and answers – *Remember the questions, their order, and answers for later*
- Your work phone number as **the primary number**
- Your work email as **the primary email address**
- Your work address as **the primary address** – *Click the >> button to move it to the saved address box. Avoid using personal contact information.*
- Check the “CELR” request access box and click **REVIEW >** when done. – *Do not check the “Reserved” box*

**CELR User Management System**

**New User Sign-Up**

No user found with names as John Smith. Please fill up the following form to sign up.

**My Identity**

First Name*	<input type="text" value="John"/>	Login Name*	<input type="text"/>
Middle Name	<input type="text"/>	Password*	<input type="password"/>
Last Name*	<input type="text" value="Smith"/>	Confirm Password*	<input type="password"/>
Job Title*	<input type="text"/>		
Organization*	<input type="text"/>		
Security Question 1*	----- select -----		
Security Answer 1*	<input type="text"/>		
Security Question 2*	----- select -----		
Security Answer 2*	<input type="text"/>		

**My Phones Pagers**

* Primary	<input type="text"/>	ext	<input type="text"/>
Work	<input type="text"/>	ext	<input type="text"/>
Work	<input type="text"/>	ext	<input type="text"/>
Work	<input type="text"/>	ext	<input type="text"/>
Work	<input type="text"/>	ext	<input type="text"/>

[Add More Phones and Pagers...](#)

**My Emails**

* Primary	<input type="text"/>
Work	<input type="text"/>

**My Addresses**

Address Type\*

Site Name

Address - 1\*

Address - 2

City\*

County\* - State\* -- -- NC

Zip Code\*

Addresses to be saved go here

----- addresses to be saved -----

**Request Application Access**

Request Access	Application	Description
<input type="checkbox"/>	CELR	Clinical & Environmental Lab Reporting
<input type="checkbox"/>	Reserved02	Reserved for Future Use

\* denotes required field

# Clinical reports - Making an account

- On the next screen you'll be shown the information you entered to review
- **Remember your security questions and the order that you selected them.** These do not automatically regenerate when resetting your password, and you will be asked to recall the order of the questions as well as their answers.
- Click the **FINISH** button to complete registration
- Please allow one business day for Customer Service to activate your account and connect it to your organization's EIN number.
- From that point on, you will be able to log into both CELR and the CELR User Management system.
- You can edit your profile information by clicking **UPDATE PROFILE**

# A word about EIN/Tax ID numbers

- **To login to CELR, you need your facility's EIN or Federal Tax ID.** This is the 9-digit number on specimen submittal forms. Some locations also have a Suffix attached to their EIN if the organization has multiple locations.
- **The submitter's EIN governs the results that will generate inside of CELR.** If you are the submitter of the lab test, you will be able to search for that result within CELR as long as that EIN/Suffix was on the submittal form. *\*The only exception is for Newborn Screening results, covered later.*
- Our Customer Service team registers new user accounts to an EIN/Suffix based on the organization name and address the user provides when they create an account. **Some users will have multiple EIN/Suffix access points that they can use to log in.** For example, users who have multiple work locations will need to log in and out of each location to obtain a specific facility's results and keep their accounts active.

# Resetting your password

The screenshot shows the top navigation bar with the NC Health and Human Services logo on the left, a central link "Please click HERE To CELR to view reports" highlighted in a yellow box, and the NC State Lab of Public Health logo on the right. Below this is a blue header for the "CELR User Management System" with the NC Public Health logo on the left and the NCPH logo on the right. The main content area is titled "Reset My Password" and contains the instruction "Enter the following information before resetting your password." The form includes five fields: "Login Name\*" (text input), "Security Question 1\*" (dropdown menu), "Security Answer 1\*" (text input), "Security Question 2\*" (dropdown menu), and "Security Answer 2\*" (text input). Below the form are two buttons: "< BACK" and "SUBMIT". A small asterisk note at the bottom left of the form area states "\* denotes required field".

***Resetting your password requires your username, and both security questions (in the same order that you picked them originally) along with their answers.***

FYI, if you are in the CELR User Management System, you can always get back to CELR by clicking “Please click HERE to CELR to view reports” (yellow box above, or the NC Tree logo works if viewing on a small screen).

# I'm locked out of CELR...help!

- **Most common reasons:**
  - Account has been inactive for more than 90 days
  - Too many failed password attempts
  - Browser issue (particularly Internet Explorer, the best options are Chrome and Firefox)
- **Being locked out does not necessarily mean your password has expired, therefore a password reset is not the best first step:**
  1. Your local CELR Administrator can unlock your account if the lockout was due to inactivity, and not from too many password attempts
  2. Call our Customer Service at **919-733-3937**
    - They will ask you to answer your security questions so you can reset your password

# Obtaining clinical results

- Once inside CELR, you can:
  - Search for and download results
  - Request additional access
  - Update your profile
- Administrator-level access also lets you:
  - Manage user access
  - See pending access approval
  - See user lists

The image displays two screenshots of the NC Health and Human Services website interface, illustrating the difference between standard user access and administrative access.

**Standard User Access (Top Screenshot):** The 'Your Account' dropdown menu includes the following options: Update Profile, Request Site Access, and Logout.

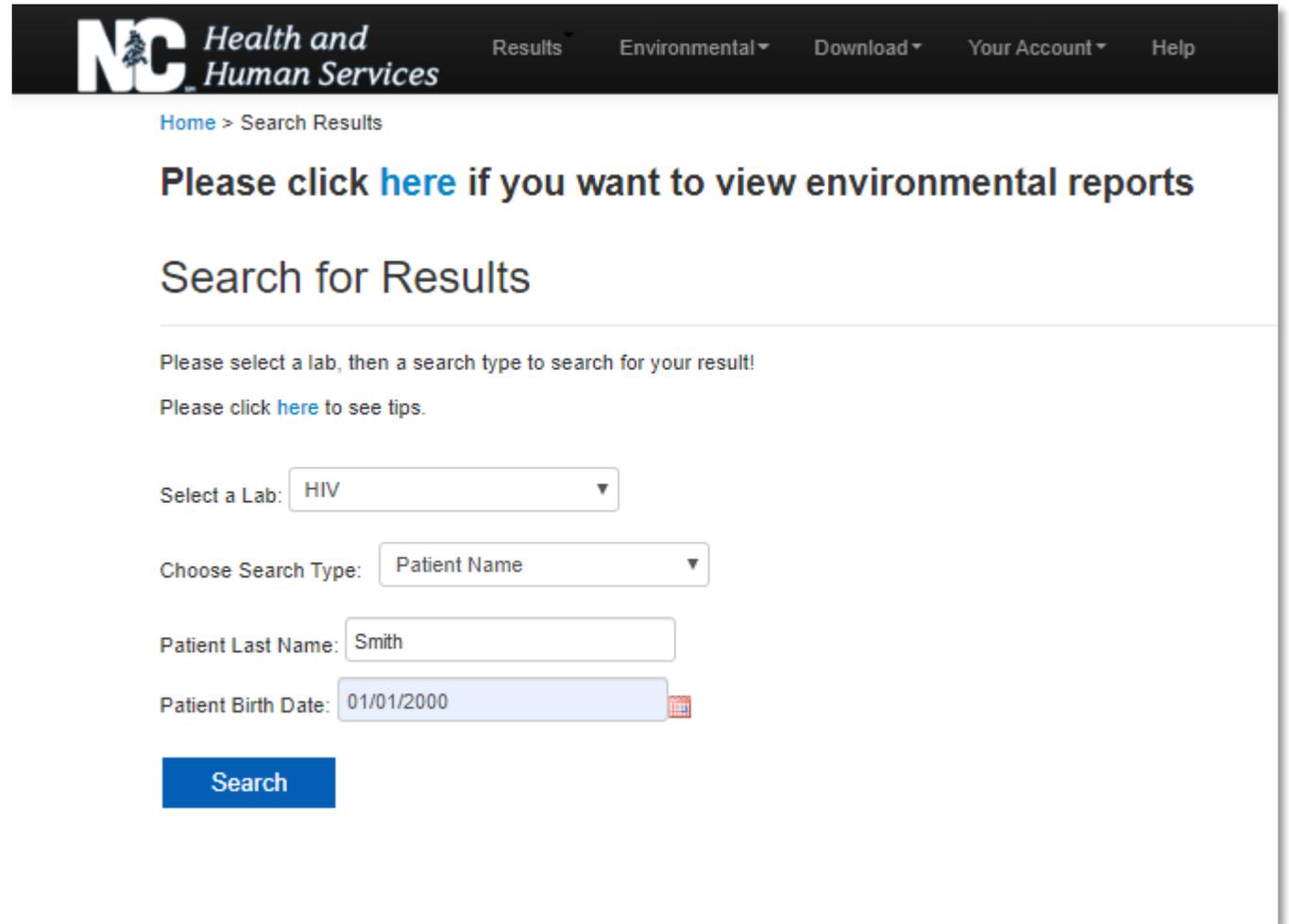
**Administrative Access (Bottom Screenshot):** The 'Your Account' dropdown menu includes the following options: User Access, Update Profile, Request Site Access, Pending Access Approval, User List, and Logout.

A yellow arrow points from the text "Standard vs. Administrative access" to the difference in menu options between the two screenshots.

# Obtaining clinical results

1. Select the Lab that performed the test
2. Select the search type  
Ex: Patient Name
3. Enter the patient's birth date
4. Enter any other requested information
5. Click the Search button

*The fastest way in most cases is to search by date of birth.*



The screenshot shows the 'Search Results' page of the North Carolina Health and Human Services website. The page has a dark blue header with the logo and navigation links: Results, Environmental, Download, Your Account, and Help. Below the header, there is a breadcrumb trail 'Home > Search Results' and a link to view environmental reports. The main heading is 'Search for Results'. Below this, there are instructions: 'Please select a lab, then a search type to search for your result!' and 'Please click here to see tips.' The search form includes a dropdown for 'Select a Lab' (set to HIV), a dropdown for 'Choose Search Type' (set to Patient Name), a text input for 'Patient Last Name' (Smith), and a date input for 'Patient Birth Date' (01/01/2000). A blue 'Search' button is located at the bottom of the form.

# Obtaining clinical results

- Depending on the search type chosen, you will be shown a list of found items.
- Click on the folder number to open the file.

NC Health and Human Services

Results Environmental Download Your Account Help

Home > Search Results

Please click [here](#) if you want to view environmental reports

### Search for Results

Please select a lab, then a search type to search for your result!  
Please click [here](#) to see tips.

Select a Lab: HIV

Choose Search Type: Patient Name

Patient Last Name: Smith

Patient Birth Date: 01/01/2000

**Search** **Download**

There are 4 records for your search!

Click on the laboratory numbers to view the results.

Select All

#	Patient Name	SSN	Date of Birth	City/State
<input type="checkbox"/>	SMITH, JOHN		01/01/2000	RALEIGH, NC
<input type="checkbox"/>	<a href="#">VS000001-0001</a>	HIV	01/01/2020	TOTALLY MADE UP HEALTH DEPT
<input type="checkbox"/>	SMITH, JONNY		01/01/2000	RALEIGH, NC
<input type="checkbox"/>	<a href="#">VS000002-0001</a>	HIV	02/01/2020	TOTALLY MADE UP HEALTH DEPT
<input type="checkbox"/>	SMITH, JON		01/01/2000	RALEIGH, NC
<input type="checkbox"/>	<a href="#">VS000001-0002</a>	HIV	01/01/2019	TOTALLY MADE UP HEALTH DEPT
<input type="checkbox"/>	SMITH, JOHNN		01/01/2000	RALEIGH, NC
<input type="checkbox"/>	<a href="#">VS000002-0002</a>	HIV	01/01/2018	TOTALLY MADE UP HEALTH DEPT

## Batch Printing!

You can print/save multiple reports all at once.

Just click the check boxes by the reports you wish to print and select “Download.”

They are downloaded as individual PDFs to a folder in batches of 25 reports.

# Tip for Rabies results

The best way to search for rabies clinical results:

1. Choose “EIN/Submission Date” for the search type. The system will autopopulate your EIN.
2. You do not have to enter a span of dates to search.

***We have rabies results from 2008 - Present in our system.***

The screenshot shows the top navigation bar of the NC Health and Human Services website. The main heading is "Search for Results". Below this, there is a message: "Please select a lab, then a search type to search for your result!". A link is provided: "Please click [here](#) to see tips.". The search form includes a dropdown menu for "Select a Lab:" with "Rabies" selected, a dropdown menu for "Choose Search Type:" with "EIN / Submission Date (Rabi)" selected, and an input field for "EIN:". A blue "Search" button is located below the input field.

# Tip for Newborn Screening results

The best way to search for newborn screening results:

1. Select “Patient Name” for the search type
2. Input the baby’s date of birth
3. Input the mother’s first and last name

*You need an EIN to access the system for NBS results, but it is not required to be entered again to search by date of birth.*

NC Health and Human Services

Results Environmental Download Your Account Help

Home > Search Results

Please click [here](#) if you want to view environmental reports

## Search for Results

Please select a lab, then a search type to search for your result!

Please click [here](#) to see tips.

Select a Lab:

Choose Search Type:

Patient Birth Date:

Mother's Last Name:

Mother's First Name:

# CELR Administrative Access

- Administrative access is for select users that will govern access for the other users in their facility.
- To become a CELR Administrator, call us at **919-733-3937** and ask for administrative access.

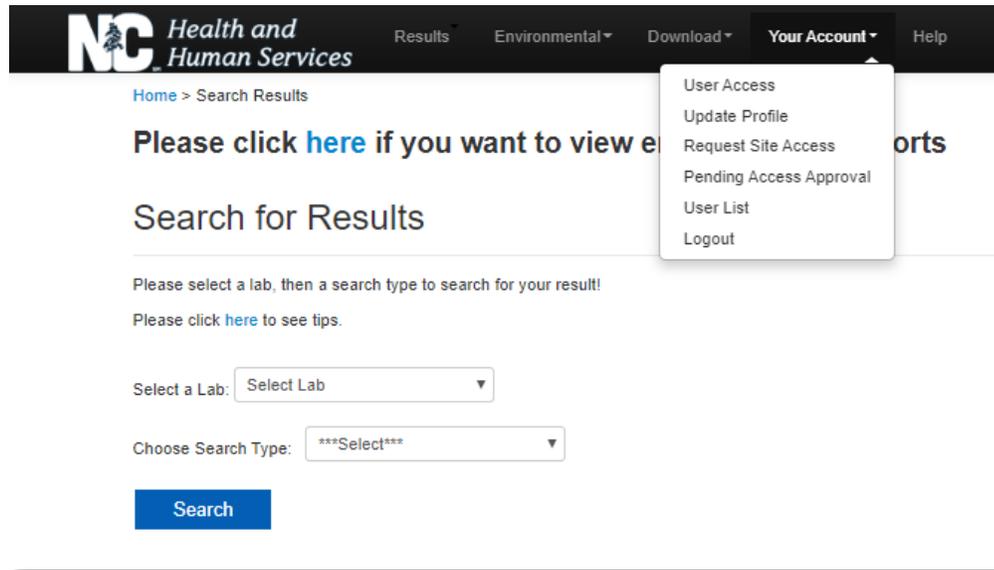
## ***As an Administrator, you can:***

Unlock accounts  
Give your users wider access  
Manage what lab results users see

## ***As an Administrator, you cannot:***

Reset user passwords  
Activate new users (*the NCSLPH is still involved in activating new accounts*)

# CELR Administrative Access

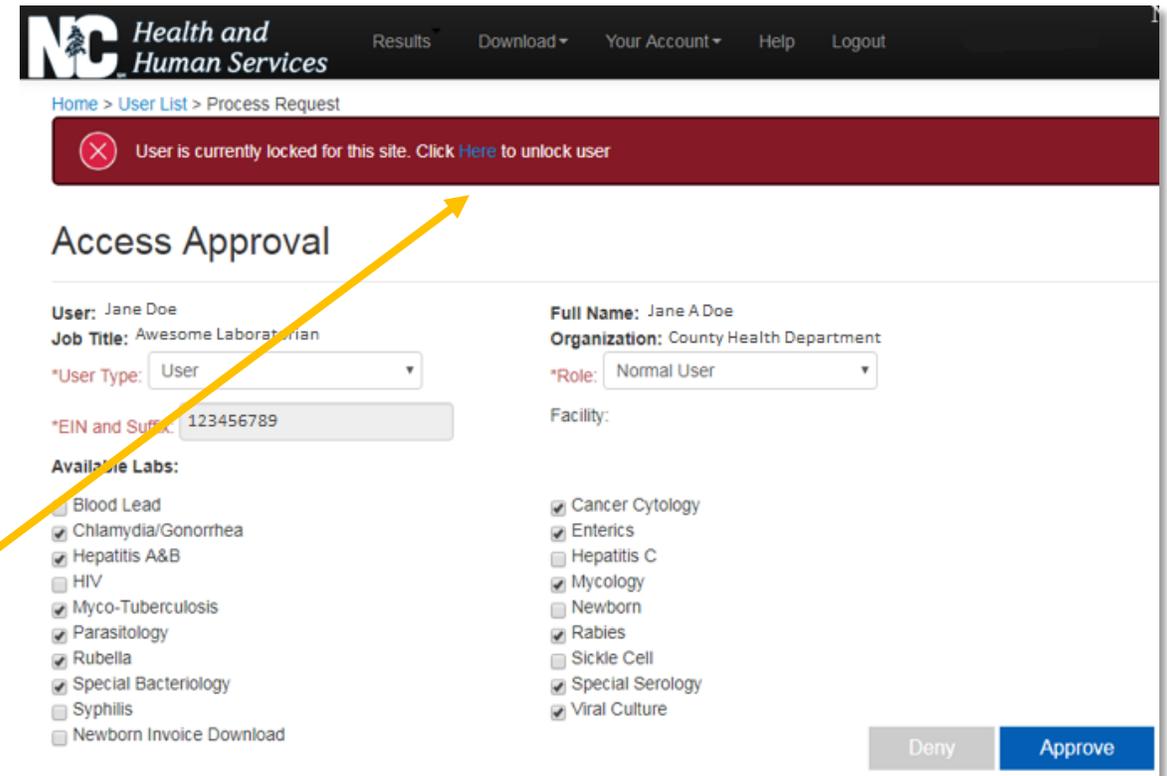


*“A colleague of mine hasn’t logged into CELR in over 90 days/tried incorrect passwords and is now locked out. What do I do?”*

**To unlock a user:** Go to Pending Access Approval, find the User, and click “Here” in the red alert bar to unlock. However you cannot unlock the account if it was for entering incorrect passwords and they must call the NCSLPH.

**User List:** Shows all current users for the facility, their job title, and their last login date

**Available Labs:** Edit what lab results a user sees using the check boxes and clicking Approve



# Take home points about CELR

- Remember your password and security questions, their order, and answers
- **NO SHARED ACCOUNTS!**
- Passwords expire every 6 months, and you will not receive a reminder
- Avoid using Internet Explorer to access CELR (Chrome and Firefox are best)
- Log in to CELR every 90 days to prevent getting locked out
  - A locked account does not necessarily mean your password needs to be reset
  - Ask your local CELR Administrator to unlock your account, or call our Customer Service at **919-733-3937**
- If you have multiple accounts, you must keep them all active by logging out and logging in to each
- In most cases for clinical reports, the fastest way to search is by date of birth

# Thank you for taking this training!

## Questions?

Call our Customer Service at **919-733-3937**

or

Email us at [slph.celrhelppdesk@lists.ncmail.net](mailto:slph.celrhelppdesk@lists.ncmail.net)