

How do I get my results?

S&G Labs Hawaii use a secured HIPAA compliant portal to store your results. Registration requires a few simple steps that will ensure your results are available to you as soon as they are ready to be viewed.

Step 1. Locate the registration email

Check your email account for your registration code from email address: labnexus.portal@emds.com

If you do not see this email please check your spam folder.

From: labnexus.portal@emds.com <labnexus.portal@emds.com>
Sent: Wednesday, January 26, 2022 12:39 PM
To:
Subject: Register for the S&G Labs Patient Portal by 02/25/2022

You don't often get email from labnexus.portal@emds.com. [Learn why this is important](#)
Dear

You have been enrolled into our Patient Portal web service. Please keep this email for your records.

You can now create an account to access your lab results. You may also be able to view S&G Labs results for eligible family members.

To register:

- Visit <https://sandglabs.labnexus.net/portal/registration.aspx> before 02/25/2022.
- Copy this Registration Code: BF51F3E9.
- Paste the Registration Code as requested on that page.
- First name, last name, and date of birth must match the information in our records.

If you have questions, or need more time to enroll, please contact us directly at (808) 329-9675.

Sincerely,
S&G Labs

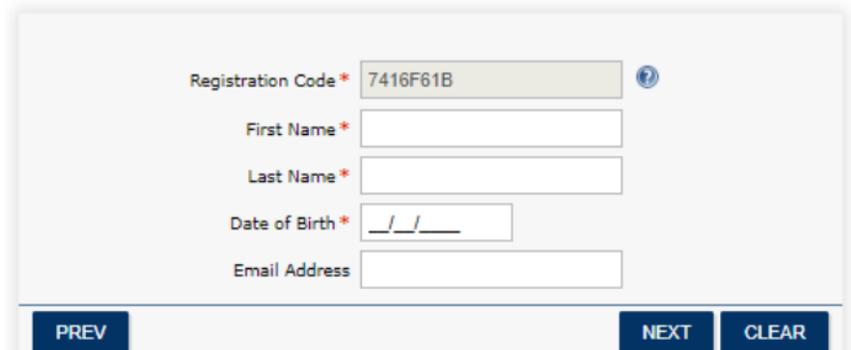
Please do not reply to this email. This message was automatically generated and your reply will not be seen.
***** This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to which they are addressed. If you have received this email in error please notify the system manager. This footnote also confirms that this email message has been checked for viruses with Microsoft Exchange Online Protection. In addition, eMDs, Inc. strongly discourages sending any form of confidential patient information as defined by HIPAA in the form of text, screen shots, or other formats via email messages. *****

Step 2. Confirm your registration details

Follow the link in the email and use the Registration Code found in the email mentioned in Step 1. This registration code is **not** the same number as your pre-registration code (PR or TPR-#####). Ensure that the Registration Code is entered without any spaces before or after the code.

The name and date of birth must match the information we have in our system to successfully link your account.

Account Setup



Registration Code * 7416F61B ⓘ

First Name *

Last Name *

Date of Birth * / /

Email Address

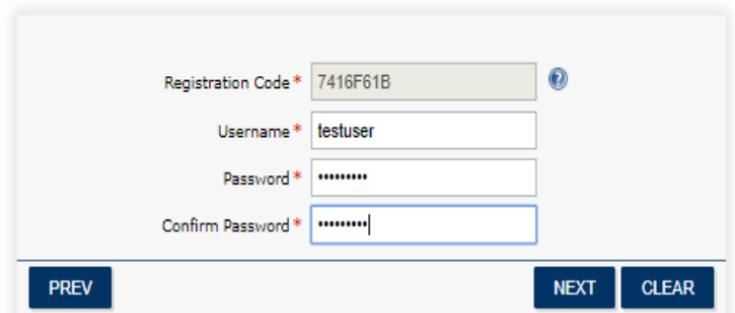
PREV NEXT CLEAR

Step 3. Create your Username and Password

When creating your Username **do not** enter special characters such as @ # or a period. Do not use email addresses because email addresses such as covid@sglabshawaii.com would be modified to covidsglabshawaii.com.

Passwords must contain upper case, lower case and a number.

Account Setup



Registration Code * 7416F61B ⓘ

Username * testuser

Password *

Confirm Password *

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How do I get my results?

Step 4. Enter Account Security Questions

Your password and account security questions are specific to your account so please write them down or record them somewhere. Our Customer Support Specialists are not able to view or change this information.



Account Security Questions

Registration Code * 7416F61B

Security Question 1 * What was your childhood nickname?

Security Answer 1 * test answer 1

Security Question 2 * What school did you attend?

Security Answer 2 * test answer 2

Security Question 3 * What street did you live on in your childhood?

Security Answer 3 * test answer 3

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Step 5. Access your patient portal

Once you are logged into your account, look to the left side of the screen. You will see an icon that looks like 2 little pieces of paper next to the date. Click on that icon and your results will populate in new tab.

Please check that your browser has not blocked the new tab from opening. This is often indicated by a red icon appearing in the top right corner of your browsing window.

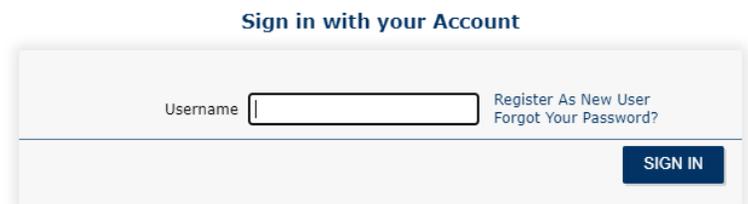


RESULTS	Results For	DATE	PROVIDER
		12/27/2021	Test, Doctor

Please ensure that your pop-up blockers are turned off or the results pdf page will not open. If you click on the paper icon and nothing opens or a blank screen opens, that means your pop-up blockers are on and you will need to turn them off in your settings.

Step 6. Return to the portal later if your results are not yet available

To log in after registering, navigate to <https://sandglabs.labnexus.net/portal/login.aspx>, or alternatively visit the covidfreehawaii.com website, click on Get Results and follow the steps.



Sign in with your Account

Username

Register As New User
Forgot Your Password?

SIGN IN

If you test with S&G Labs, Hawaii on more than one occasion your results will be in the same portal. There is generally no need to set up a portal each time you have a Covid-19 test.

For more assistance: call 808-900-7474 Monday to Friday 8am to 4pm

On weekends, after hours emergency support is available via the www.covidfreehawaii.com home page.

