



# ARUP Connect™ Login

**User Manual**  
**October 2015**

# Table of Contents

<b>ARUP Connect™ Login .....</b>	<b>1</b>
First-Time Login .....	3
Enter Password.....	3
Set Up Security Questions.....	3
Incorrect User Name or Password.....	4
Forgotten Password .....	5
Password Has Expired.....	6
Request Password Reset.....	6
System Timeout.....	6
Inactive Account .....	7
How to Subscribe to ARUP Connect .....	7
Discontinued Support – Internet Explorer 7 and Firefox .....	8
<b>Register for ARUP Connect .....</b>	<b>9</b>
<b>Register for Secure File Transfer .....</b>	<b>12</b>

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## ARUP Connect™ Login User Manual

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# ARUP Connect™ Login

To log in to ARUP Connect, you must be a subscribed user with a valid username and password. See the **How to Subscribe to ARUP Connect** section for instructions on signing up for this service.

Access ARUP Connect™ in one of the following ways and then enter your username and password:

- Select **ARUP Connect™ Login** from ARUP's home page.
- Click the link in an e-mail notification you receive informing you that files are available for you to view.

At the login window, enter your user name and password and press Enter or click **Login**.

When you successfully log in, the ARUP Connect home page is displayed. Here you can select from the menu bar to access the services available to you. Should you need assistance in using this site, or if you need to request access to other services, contact your system administrator by selecting menu option **Account Administration** and then selecting **Connect Administrator**. There you will find contact information for the administrator who manages your subscription.

If you encounter a problem when trying to log in, see the applicable topic below for assistance.

- First-Time Login
- Enter Password
- Enter Security Questions
- Password Expired
- Incorrect User Name or Password
- Forgotten Password
- Request Reset Password
- Change Password
- System Timeout

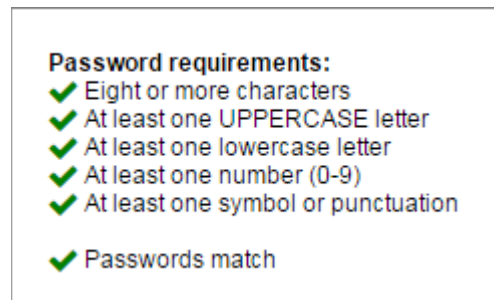
## First-Time Login

The first time you log in using your new user name, you will use a temporary password supplied to you by your administrator. Upon entering the temporary password, you will be prompted to enter and confirm a new password of your choice. No-one, including your administrator, will know the new password that you enter. Note that temporary passwords are good for one use only.

Enter a new password and set up your personal security questions as instructed below. You will need to remember the information you enter here.

### Enter Password

1. In the **Current Password** field, enter your temporary password.
2. In the **New Password** field, enter the new password. Passwords must meet the requirements that display in the Password Requirements area. As you meet the requirements, the  updates to .



3. In the **Confirm Password** field, enter the new password again. You must enter the password *exactly* the same.
4. Click **Update Password**.

### Set Up Security Questions

If you forget your password in the future, you will be able to reset your password by correctly entering answers to security questions you set up here.

Select the security questions you wish to use and enter your personal responses to each. Select questions to which only you would be likely to know the answers but which will be easy for you to answer when needed.

**Security Question 1.** Choose your first security question from the drop-down list.

**Security Answer 1.** Enter your answer to the first security question.

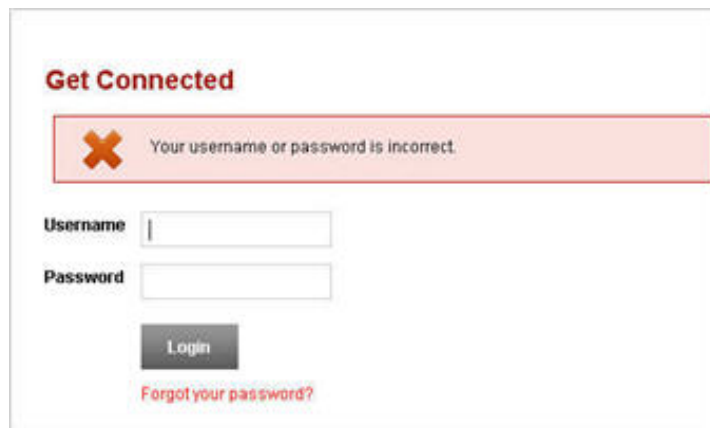
**Security Question 2.** Choose your second security question from the drop-down list.

**Security Answer 2.** Enter your answer to the second security question.

After entering the necessary information into all fields at this window, click **Update Questions**. The security questions are saved.

## Incorrect User Name or Password

When logging in, your user name and password must be entered exactly. The password is case sensitive and you must enter upper or lower case letters where appropriate. If you enter either the user name or password incorrectly, the message below is displayed.

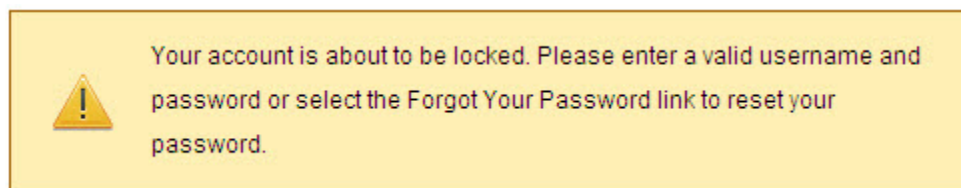


The screenshot shows a login form titled "Get Connected". At the top, there is a red error message box with a red 'X' icon and the text "Your username or password is incorrect." Below the error message are two input fields: "Username" and "Password". Below the "Password" field is a "Login" button. At the bottom of the form, there is a link that says "Forgot your password?" in red text.

At this message you can do either of the following:

- Enter the correct user name and password.
- If you have forgotten your password, click the **Forgot your password** link.

If you enter your password incorrectly three times, you will receive notification informing you that your account is about to be locked with the message below.

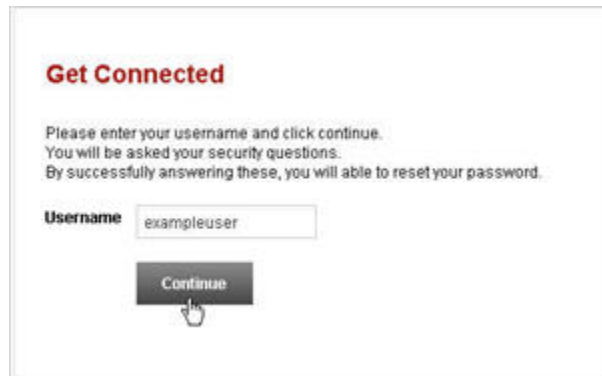


The screenshot shows a yellow warning message box with a yellow triangle icon containing a black exclamation mark. The text inside the box reads: "Your account is about to be locked. Please enter a valid username and password or select the Forgot Your Password link to reset your password."

Follow the instructions on the prompt to avoid locking your account. If you do accidentally lock your account, contact your Administrator to have your account unlocked and password reset.

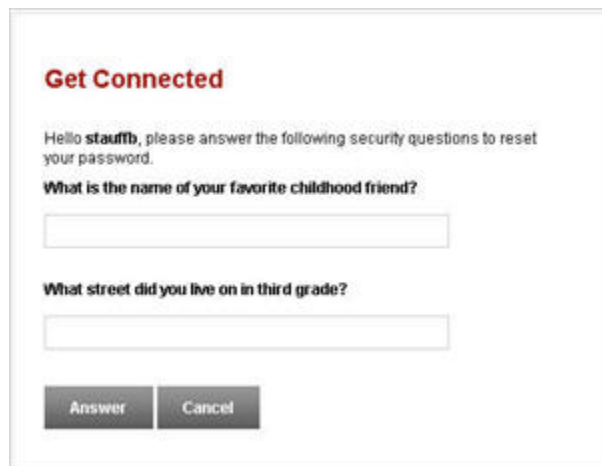
## Forgotten Password

When you click **Forgot your password** from the login screen, you will see the following message.



The screenshot shows a web form titled "Get Connected" in red. Below the title, there is instructional text: "Please enter your username and click continue. You will be asked your security questions. By successfully answering these, you will be able to reset your password." There is a text input field labeled "Username" containing the text "exampleuser". Below the input field is a dark grey button labeled "Continue" with a mouse cursor pointing at it.

Enter your user name and click **Continue**. Your personal security questions are displayed. These are the questions you selected previously.



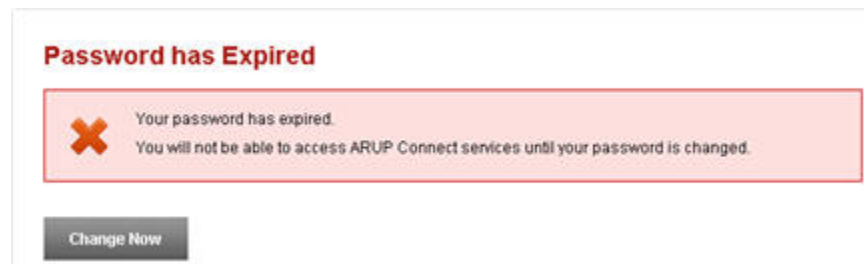
The screenshot shows a web form titled "Get Connected" in red. Below the title, there is instructional text: "Hello **stauffb**, please answer the following security questions to reset your password." There are two security questions, each followed by a text input field: "What is the name of your favorite childhood friend?" and "What street did you live on in third grade?". At the bottom of the form are two dark grey buttons labeled "Answer" and "Cancel".

Enter your answers to each of the security questions and then click **Answer**. The answers you enter now must match the answers you entered with you set up these questions. If you answer the questions correctly, the Change Password window is displayed and you will be required to enter a new password.

If you do not remember the answers to your security questions, contact your Administrator to have your password reset. You will be given a temporary (one-time use) password that will allow you to log in and then enter a new password.

## Password Has Expired

Your password will expire every 90 days. When the expiration date is near, the system will prompt you to enter a new password. Upon the expiration date, if you have not already changed your password, you will be required to do so before you can log in. Click **Change Now** when you are ready to change your password. The password window is displayed. Enter the new password as described previously.



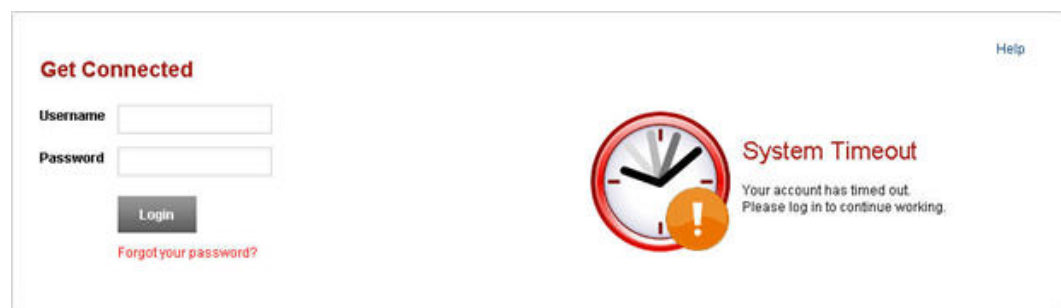
## Request Password Reset

If you do not remember your password or the answers to your security questions, contact your Administrator to have your password reset. You will be given a temporary (one-time use) password that will allow you to log in and then enter a new password and security questions.

## System Timeout

When you are finished using any feature of ARUP Connect™, you should click **Log Out** on the menu. This ensures that other users do not access features using your user name and password.

While you are logged in to ARUP Connect™, the system detects when no activity is occurring. After a specified period of time of inactivity, you will be automatically logged out and will be required to log in again before you can continue working in the system. At the timeout message window, enter your username and password when you wish to log in again.





## Inactive Account

If a user does not log into their ARUP Connect account for 6 months, they will receive the following email message:

Your ARUP Connect™ account has not been accessed for six months. To maintain access to your account, please log in within the next seven days or your account will be deactivated:  
<https://www.aruplab.com/ii/login.jsp>.

If you receive this email, click on the link in the email and log in to prevent your account from being inactivated. If you do not log in to Connect, your account will be locked and you will need to contact your administrator to have it reactivated.

## How to Subscribe to ARUP Connect

The following options allow you to request an ARUP Connect account.

The screenshot shows the ARUP Connect login interface. At the top left is the ARUP LABORATORIES logo, and to its right is the word 'Connect'. Below this is a 'Get Connected' section containing a 'Username' input field, a 'Password' input field, a 'Login' button, and a link for 'Forgot your password?'. To the right of the login fields is a 'Need an Account?' section, which is highlighted with a red box. This section contains two links: 'Register for ARUP Connect services' and 'Register for Secure File Transfer'. In the top right corner of the page, there are links for 'Help' and 'Training'.

- **Register for ARUP Connect services.** This option allows you to register a username and password and request access to ARUP Connect. If no administrator exists for your client ID, you can request to be designated the administrator. If your client ID already has an administrator, you will see an option to submit your request directly to that administrator who can set you up as a user.
- **Register for Secure File Transfer.** This option is most often for use by non-client entities such as a public health organization. If you require a document containing PHI from ARUP and you are not an ARUP Connect user or client, you can click on the **Register for Secure File Transfer** link at the Connect login window to create a secure file access account with ARUP. You will enter a user name and password, and you will need to provide your user name to your contact person at ARUP who will then arrange to have the file posted to the secure site for your retrieval. Note that documents containing PHI cannot be sent by email but may be provided only via ARUP's secure web location.

## Discontinued Support – Internet Explorer 7 and Firefox

As of October 31, 2014 ARUP Laboratories will no longer support Internet Explorer 7 or Firefox for use with ARUP Connect. For more information and a list of supported browsers, visit [www.aruplab.com/browser](http://www.aruplab.com/browser).

# Register for ARUP Connect

This function is for use by individuals who wish to be set up as an **administrator** for their client ID on ARUP Connect. Non-administrator users should contact their current administrator to request access to ARUP Connect services.

Select the **Register for ARUP Connect services** option at the login window.




The **Register for ARUP Connect** form is displayed.

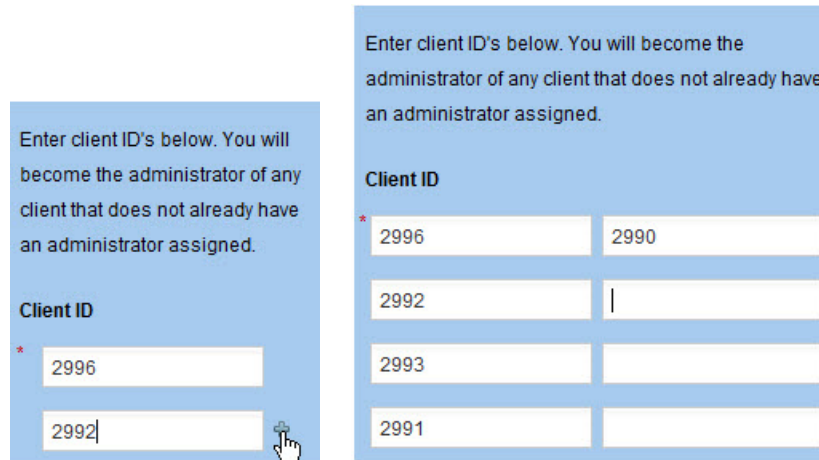
 A screenshot of the ARUP Connect registration form. The header shows the ARUP LABORATORIES logo and the word "Connect". The main heading is "Register for an ARUP Connect administrator account". The form has several fields: \*Username, \*First Name, \*Last Name, \*Phone, \*Email, and \*Confirm Email. A blue information box is overlaid on the Username field, stating: "Username can contain: A-Z, a-z, 0-9, Period, hyphen, underscore, comma, space, @, (, ) and apostrophe". To the right of the form, there are two sections: "Already Have an Account?" with a link "Log into ARUP Connect", and "Need Help?" with text: "Not sure what to do? Contact your local ARUP Connect administrator or ARUP client services (800)522-2787". At the bottom, there is a checkbox "Yes, I agree to the ARUP Connect Administrator Use Agreement" and "Submit" and "Cancel" buttons.

Note the options at the right: If you already have an ARUP Connect account, click the link to log into your account. If you need assistance, contact your ARUP Connect administrator or ARUP client services.

To proceed with registration, complete the form as instructed below.

NOTE: A blue information box tells you the characters you can use for a Username: A-Z, a-z, 0-9 and symbols period, hyphen underscore, comma, space, @,

(, ), and apostrophe. No other characters may be used in the username. Click the 'x' in the upper right corner of the information box to close it. If you need to review the available characters again, pause your cursor over the  information icon to re-open the information box. Close the box again to return to entering your information.



Enter client ID's below. You will become the administrator of any client that does not already have an administrator assigned.

**Client ID**

\* 2996

2992

+

Enter client ID's below. You will become the administrator of any client that does not already have an administrator assigned.

**Client ID**

\* 2996 2990

2992

2993

2991

+

**Client ID.** Enter your ARUP Client ID or multiple clients IDs, when applicable. The window initially displays fields for two client IDs. You must enter at least one. If you need to enter more than two, click the plus symbol to expand the available fields and continue entering until you have entered all client IDs for which you wish to be assigned as an administrator.

**Username.** Enter a username that you will use when logging in to ARUP Connect.

**First Name.** Enter your first name.

**Last Name.** Enter your last name.

**Phone.** Enter your work phone number.

**Email.** Enter your work email address.

**Confirm Email.** Enter your work email address again to confirm it was typed correctly.

[Help](#)

### Register for an ARUP Connect administrator account

\*Username

\*First Name

\*Last Name

\*Phone

\*Email   
✓ Valid email

\*Confirm Email   
✓ Emails match

Enter client ID's below. You will become the administrator of any client that does not already have an administrator assigned.

**Client ID**

2996	2990
2992	
2993	
2991	

Yes, I agree to the [ARUP Connect Administrator Use Agreement](#)

**Already Have an Account?**  
Log into ARUP Connect

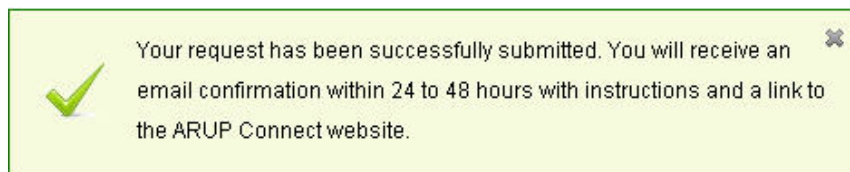
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**Need Help?**  
Not sure what to do? Contact your local ARUP Connect administrator or ARUP client services (800)522-2787

**Administrator Agreement.** Click the link to read the ARUP Connect Administrator Use Agreement. If you agree with the terms, check the check box next to “Yes, I agree to the ARUP Connect Administrator Use Agreement.”

When you are ready to submit the information, click the **Submit** button. If you do not wish to register at this time, click **Cancel**.

When you click **Submit**, if the client ID you entered does not already have an administrator, you will see the following confirmation message to let you know you can expect an email within 24 to 48 hours with instructions and a link to the ARUP Connect website.



# Register for Secure File Transfer

This Secure File Transfer option is only for those who are not clients of ARUP and who need to receive documents containing PHI from ARUP. (ARUP clients should not use this form, but should sign up for ARUP Connect instead.)

Once you complete this form, provide your user name to your contact at ARUP. Documents containing PHI may then be posted to ARUP's secure Web site for you. You will receive e-mail notifications whenever documents are posted there. The e-mail message will provide a link directly to your files. You will be required to enter your user name and password to retrieve the file(s).

At the ARUP Connect login window, select Register for Secure File Transfer.




The **Sign-up for Secure File Transfer** window is displayed.

The image shows the 'Sign-up for Secure File Transfer' registration form. It includes a 'Help' link in the top right. The main heading is 'Sign-up for Secure File Transfer'. Below the heading is a note: 'To receive protected health information from ARUP, create a secure file transfer account. Authorized ARUP personnel will then notify you via email when files are available.' To the right of this note is a link for 'Already Have an Account?' with the text 'Log into Secure File Transfer'. The form fields are:
 

- \*Username: A text input field with a tooltip that says 'Username can contain: A-Z, a-z, 0-9'.
- \*First Name: A text input field with a tooltip that says 'Period, hyphen, underscore, comma, space, @, (, ) and apostrophe'.
- \*Last Name: A text input field with a tooltip that says 'Period, hyphen, underscore, comma, space, @, (, ) and apostrophe'.
- \*Phone: A text input field.
- \*Email: A text input field.
- \*Confirm Email: A text input field.
- Strong Password: A section with a tooltip listing requirements: 'Eight or more characters', 'At least one UPPERCASE letter', 'At least one lowercase letter', 'At least one number (0-9)', and 'At least one symbol or punctuation'.
- \*Password: A text input field.
- \*Confirm Password: A text input field.
- Security Questions: A section titled 'Please provide answers to two of the following security questions.' containing two dropdown menus for 'Security Question 1' and 'Security Question 2', and two corresponding text input fields for 'Security Answer 1' and 'Security Answer 2'.


 At the bottom of the form are 'Submit' and 'Clear' buttons.


Complete the Sign-Up Form as instructed below.

**NOTE:** A blue information box tells you the characters you can use for a Username: A-Z, a-z, 0-9 and symbols period, hyphen underscore, comma, space, @, (, ), and apostrophe. No other characters may be used in the username. Click the 'x' in the upper right corner of the information box to close it. If you need to review the available characters again, pause your cursor over the  information icon to re-open the information box. Close the box again to return to entering your information.

**Sign-up for Secure File Transfer**
[Help](#)

To receive protected health information from ARUP, create a secure file transfer account. Authorized ARUP personnel will then notify you via email when files are available.

 **Already Have an Account?**  
[Log into Secure File Transfer](#)

<b>*Username</b>	<input type="text" value="exampleuser"/>		
<b>*First Name</b>	<input type="text" value="Mary"/>		
<b>*Last Name</b>	<input type="text" value="Smith"/>		
<b>*Phone</b>	<input type="text" value="555-555-5555"/>		
<b>*Email</b>	<input type="text" value="smithm@email.com"/>	✔ Valid email	
<b>*Confirm Email</b>	<input type="text" value="smithm@email.com"/>	✔ Emails match	

**Strong Password:**

- Eight or more characters
- At least one UPPERCASE letter
- At least one lowercase letter
- At least one number (0-9)
- At least one symbol or punctuation

<b>*Password</b>	<input type="password" value="....."/>	✔ Strong password	
<b>*Confirm Password</b>	<input type="password" value="....."/>	✔ Passwords match	

Please provide answers to two of the following security questions.

<b>*Security Question 1</b>	<input type="text" value="What is the name of your favorite childhood friend?"/>
<b>*Security Answer 1</b>	<input type="text" value="Linda"/>
<b>*Security Question 2</b>	<input type="text" value="What school did you attend for sixth grade?"/>
<b>*Security Answer 2</b>	<input type="text" value="Lincoln"/>

**User Name.** Enter a user name of your choice. You will be required to enter this user name every time you log in to download files.

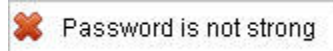
**First Name.** Enter your real first name.

**Last Name.** Enter your real last name.

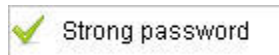
**Phone.** Enter the phone number where ARUP can contact you, if needed.

**Email.** Enter the email address where you can receive notifications when files are available for you to view.

**Password.** Enter a password of your choice. The password must be a “strong” password, at least eight characters in length, must contain both upper and lower case letters, and at least one number and one symbol. If you fail to enter a strong password, a message is displayed and you will have to re-enter the new password.



When you have entered an acceptable password, the system confirms you have entered a strong password.



**Confirm Password.** Enter the new password again. You must enter the password exactly the same as in the previous field. A message is displayed to tell you either that the passwords you entered matched or did not. If they did not match, enter the correct new password again.



Select the security questions you wish to use and enter your personal responses to each. Select questions to which only you would be likely to know the answers but which will be easy for you to answer when needed.

**Security Question 1.** Choose your first security question from the drop-down list.

**Security Answer 1.** Enter your answer to the first security question.

**Security Question 2.** Choose your second security question from the drop-down list.

**Security Answer 2.** Enter your answer to the second security question.

After you have entered the required information, click **Submit** to save. **Remember the user name and password you enter here as well as your answers to the security questions.**