

# Job Aid - Self-Collection Troubleshooting and Requesting Service Desk Support

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## OLIS Digital Self-Collection

This document provides general support for common trouble shooting questions. For issues not answered in this document, please follow the contacting the Ontario Health Service Desk instructions in this document.

Any changes to organizational contacts; such as privacy, security, and help desk need to be updated with Ontario Health so all notifications impacting your organization are received.

- Service Desk: 1-866-250-1554 or [OH-DS\\_servicedesk@ontariohealth.ca](mailto:OH-DS_servicedesk@ontariohealth.ca)

### Unable to successfully complete a registration upon patient drop-off

- Instruct the patient to access registration form from their mobile device and attempt to complete the registration and submission and re-try the scan.

### Specimen is leaking

- Discard specimen and provide patient with a new self-collection kit and instruct to complete the process again.
- The lab will reject leaking specimens and issue a cancellation report.

### Label on specimen not filled in with required information

- The Pharmacist or patient must populate the information required.
- The lab will reject unlabeled specimens and issue a cancellation report.

### Test collected has exceeded 24-hour period

- Discard the specimen and provide the patient with a new self-collection kit.
- Instruct patient to return within 24-hour time frame.

### Contacting the Ontario Health Service Desk

End-users should initially consult their local support resources (e.g., Trainers, Internal IT Support/Help Desk). If issues cannot be resolved through Local Support, users should engage the Ontario Health Service Desk. **If your issue is causing an immediate disruption to a testing workflow, please call in**

**your incident (do not email) and fully explain the impact to the Service Desk agent, who will prioritize your ticket accordingly.**

When contacting the Ontario Health Service Desk, be prepared to provide, at a minimum, the following general and issue-specific information, in addition to a clear description of your issue or request:

**General Information:**

- End user's name
- Phone/mobile phone and address
- Email
- Test Collection Site name and address

**Issue Category:**

- OLIS Digital Self-Collection: web URL
- Access
- Error Message

**Do not share Personal Health Information when describing your issue to the Service Desk Agent.**

**Issue: OLIS: Digital Self-Collection – Testing site Unique QR Code/URL**

- Contact: [labautomation@ontariohealth.ca](mailto:labautomation@ontariohealth.ca)

**Issue: Wi-Fi or connectivity issues (accessing the URL)**

- IT Support –ensure devices are connecting to local Wi-Fi
- Ontario Health Service Desk: 1-866-250-1554 or [OH-DS\\_servicedesk@ontariohealth.ca](mailto:OH-DS_servicedesk@ontariohealth.ca)

**Any changes to the drop-off location status, i.e. SOLD/New Ownership, no longer testing, please inform both Ontario Health and the Ministry of Health, Drug Branch:**

- Ontario Health: [labautomation@ontariohealth.ca](mailto:labautomation@ontariohealth.ca)
- The Ministry of Health, Drug Branch: [OPDPinfobox@ontario.ca](mailto:OPDPinfobox@ontario.ca)

**How to Questions**

- Site Trainer/Champion
- Job Aids: [COVID-19 Self-Collection | Ontario Health](#)
- Ontario Health Service Desk: 1-866-250-1554 or [OH-DS\\_servicedesk@ontariohealth.ca](mailto:OH-DS_servicedesk@ontariohealth.ca)