

Date: 3 December 2018

RE: Updated - TrakCare Lab WebView – Password resets

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With the upgrade of TrakCare Lab on the 17 November 18, a number of WebView users had their accounts marked as being reset. While a new self-service function has been added, it is dependent on the user's mobile number and / or email address being provided and updated on the System.

### New

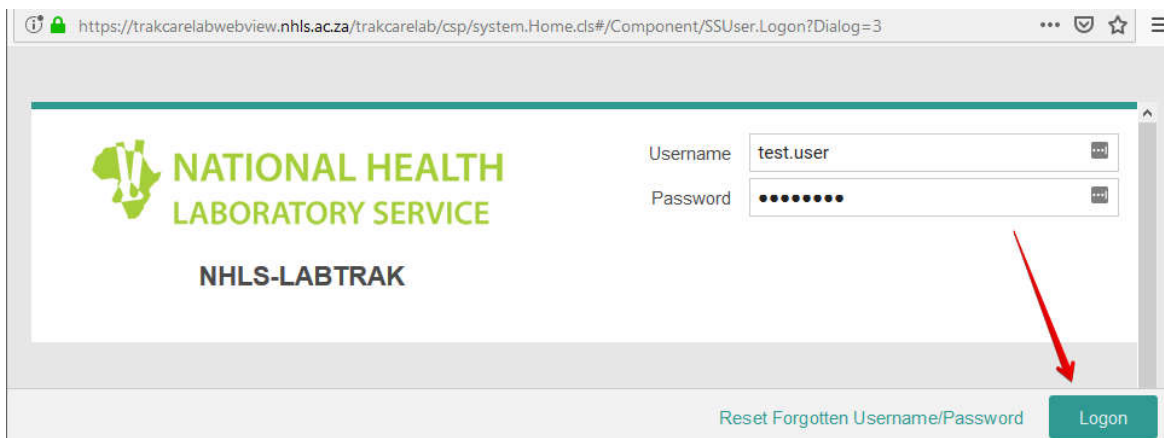
An update has been made to the system to change the tab order when using the keyboard at Login – after entering your password; you can now press **ENTER** to **LOGON**. Please note the NHLS Help Desk number is 011-386-6125.

### Accessing WebView

The NHLS Lab Results Portal (<https://labresults.nhls.ac.za>) contains the latest link to WebView.

### Login Process

Enter a valid user name and password when you reach the Logon Page. After entering the password – please ensure that the LOGON button is clicked.



https://trakcarelabwebview.nhls.ac.za/trakcarelab/csp/system.Home.cs#/Component/SSUser.Logon?Dialog=3

NATIONAL HEALTH  
LABORATORY SERVICE

NHLS-LABTRAK

Username test.user

Password .....

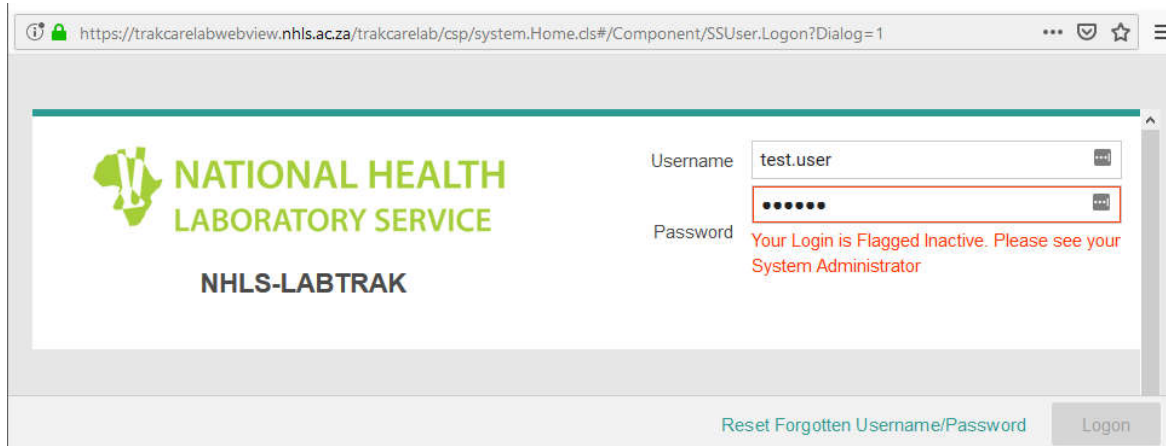
Reset Forgotten Username/Password Logon

This section has been updated:

If using the keyboard only – after you have entered your password, you can simply press **ENTER** – this will log you in. (It not necessary to press TAB). Pressing **TAB / TAB / ENTER** will reset the password.

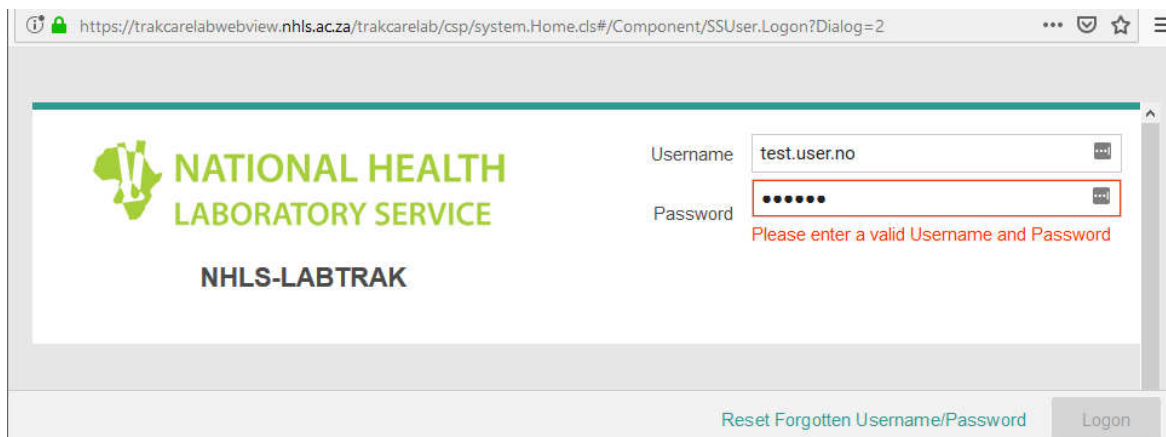
### Login Inactive

If your password has expired, you will get an error message on login that your login was flagged inactive. In this case, your password does need to be reset.



### Invalid Username / Password

If you have not registered for access to WebView, or have entered an incorrect username or password, you will see an error message alerting you the username or password is invalid.



Try again – checking carefully that you have entered the correct username and password. If you still do not succeed – then you will need to reset your password. If you have not registered for access, then please contact the NHLS for an application form.

### Reset Password

Should your login be marked as Inactive or you cannot remember your password, your password will need to be reset. You can do this by contacting the NHLS directly (see contact details below) or using Self Service.

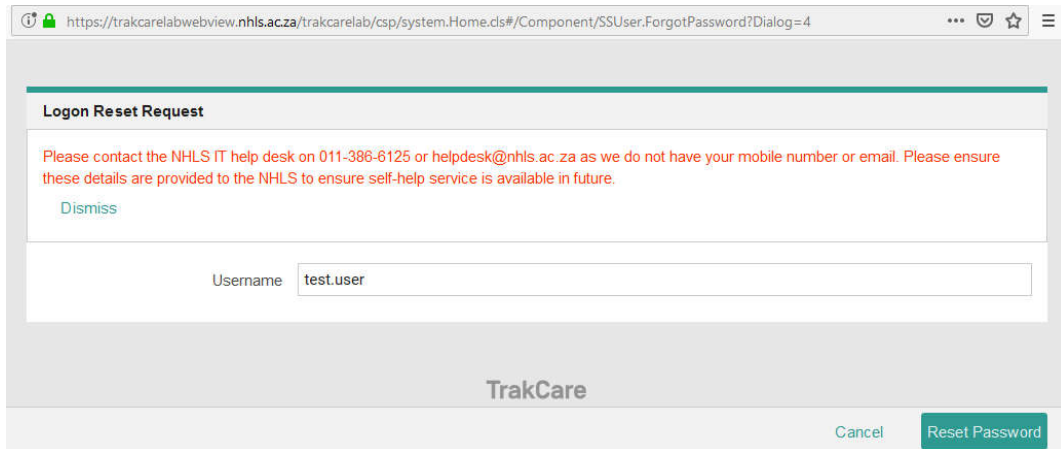
While a new self-service function has been added, it is dependent on the user’s cell phone number and / or email address being provided and updated on the System. You can either contact the NHLS directly (see contact info below) or use Self Service (Note that if your mobile or email details are not on the system, you will need to contact the NHLS directly).

### Using Self Service

To reset your password using Self Service, click on the **RESET FORGOTTEN USERNAME / PASSWORD** button. The Logon Reset Request form is displayed.

Note that if you reach this page when attempting to logon, then you may have pressed the **RESET** button instead of the **LOGON** button. If you are not attempting to reset your password – please do not enter your username – press cancel instead – this will return you to the logon page where you can try again.

If you are intending to reset your password, enter your username and click **RESET PASSWORD**. If you receive the message that we do not have your mobile or email info, then you will need to contact the NHLS directly.



https://trakcarelabwebview.nhls.ac.za/trakcarelab/csp/system.Home.cls#/Component/SSUser.ForgotPassword?Dialog=4

**Logon Reset Request**

Please contact the NHLS IT help desk on 011-386-6125 or helpdesk@nhls.ac.za as we do not have your mobile number or email. Please ensure these details are provided to the NHLS to ensure self-help service is available in future.

Dismiss

Username test.user

TrakCare

Cancel Reset Password

### NHLS IT Help Desk Contact Details

**Phone: 011-386-6125**  
Email: helpdesk@nhls.ac.za

Yours sincerely

*SMG*

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