

TrakCare Lab WebView – Availability and Password Resets

The NHLS TrakCare LAB Web Results Viewer is available for accessing patient results.

Accessing WebView

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

Results Availability

All historical results for tests completed by 21 June 2024 will be available. With regards to Lab results after 21 June 2024, these will unfortunately become available as they get uploaded on the TrakCare Lab system.

Password Resets

Registered users will be able to use their existing usernames and passwords for access. Following the login, the system will prompt the user to change their password before continuing.

The minimum requirements for the password are as follows:

- The password must be at least 14 characters long.
- It must contain a combination of letters and numbers
- It should contain both uppercase and lowercase letters.
- It should not contain any part of the username, or any personal information like cell phone numbers, dates of birth etc.
- No passwords used previously will be accepted

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 Reset Forgotten Password option. If a user has previously provided a cell phone number and / or email address the System will use that to send a reset link.

NHLS IT Help Desk Contact Details

Phone: 011 386 6125 / 011 430 2180
WhatsApp: 082 901 0917 (messaging only)
Email: helpdesk@nhls.ac.za