



User Guide

**Presented by
Ambry Genetics**

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OVERVIEW

AmbryPORT is the gateway that allows rapid and accurate retrieval of result reports online. Clients who sign up for AmbryPORT will be notified by email when a sample has been reported by Ambry Genetics. To become an AmbryPORT user, please contact Ambry Genetics client services department at 949-900-5500.

GENERAL INFORMATION ABOUT AmbryPORT

- AmbryPORT data is transferred on a secure data line known as SSL (Secure socket layer) by VeriSign.
- Reports are delivered to the AmbryPORT inbox as Adobe PDF files. Adobe PDF Reader will be required to view the files. If you do not have PDF reader, click here to download the latest version of reader: <http://get.adobe.com/reader/?promoid=BUIGO>.
If you need direct access to AmbryPORT inbox to retrieve a report from the past, visit this link: <https://deliver.ambrygen.com/portal>.
- For Web Client RMFT User Guide: http://www.repliweb.com/downloads/pdf/RMFT_Web_Client_User_Guide.pdf

Features & Benefits

- Fast and easy-to-use online report gateway
- Notification via email when reports are ready
- Secure document accessibility and transfer
- AmbryPORT is agency-compliant with HIPAA, CLIA, and CAP
- 24/7 accessibility and availability
- Direct access to our RMFT server

System Requirements and Recommendations

- Microsoft Windows 2000 or newer
- Browser/Version
 - Internet Explorer / 6.0 and above (required)
 - Firefox / 2.0 and above (required)
 - Safari 3.2 and above (required)
 - Google Chrome / 1.0 and above (required)
- Adobe Acrobat Reader version 6 or newer (required)
- *Hardware:* Intel Pentium 4 Chip or higher with 1GB of memory is recommended.
- *Monitor:* 15 inch monitor or larger with 1024x768 resolution (17 inch with 1280x1024 resolution is recommended.)

To Request Access to AmbryPORT (Step 1)

Please contact Ambry Genetics client services department to obtain access to AmbryPORT. Please note that only active clients of Ambry Genetics may have access to AmbryPORT.

Phone: 866-262-7943 or 949-900-5500

Email: ap@ambrygen.com

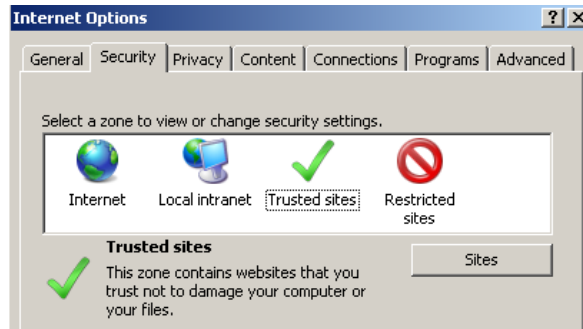
- Complete an AAF (AmbryPORT Access Authorization Form) prior to signing up for AmbryPORT. An AAF will be supplied to you when you contact us requesting access to AmbryPORT. Fax or email the form back to Ambry Genetics and your information will be loaded into our LIS.

To Login into AmbryPORT (Step 2)

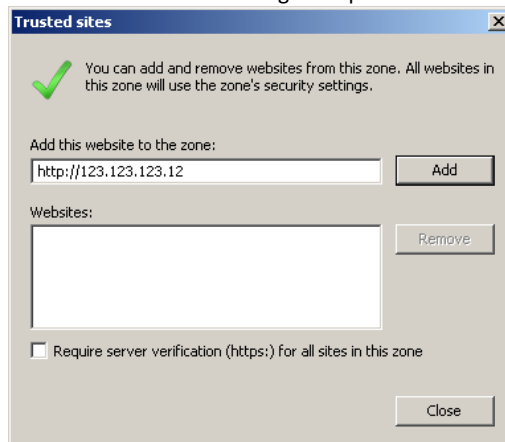
- Once your account has been created/updated by Ambry Genetics, an email notification will be sent to the email address you provided from AmbryPORT (will contain AmbryPORT user guide). The email subject line will read **Result Report from Ambry Genetics** and come from **Ambry Genetics File Transfer**. Within the email will be a link to click that will take you to the login screen. Click this link.
 - *If you did not receive a notification email, please verify that the email address provided to Ambry Genetics is correct and check if the email is in your junk/spam folder.*
- Login in by supplying your username (your complete email address) and use your new password that you have created as described below. Then click login or continue.
 - **For first time users**, on the login screen, supply your username (your complete email address) and password (the temporary password supplied in the email). It is recommended that you copy and paste your temporary password into the password request field. You will be directed to a "Welcome to RMFT" login screen where you will be requested to change your password (noted with red asterisks). Change your password (password length must be 6 characters long). The other information requested is all voluntary. Your new password will be used from now on. Passwords will expire after a 6 month period. If you login after a 6 month period of changing your last password, the system will request you change your password again. Also, a maximum of 5 password attempts are allowed before your username is locked. Your account will unlock in 30 minutes automatically.
- You should now be seeing your inbox (if this is a subsequent login directly from your Ambry Genetics File Transfer email, you will be directed to the PDF file, bypassing your inbox). Double click any file or single click the subject line to start the download process of the result report of interest. All reports are listed from most recent on top to oldest on the bottom. Click on the view section in the upper right area to select "File" to view the reports by file name. File names are listed with patient's last name and first initial. If this is a repeat login, you will be taken directly to the file of interest for a quick download. If you want to go back and view other files, click the "Go to Inbox" in the lower right section of the screen.
- On the next screen, click the file name you are downloading. You will then be asked to click on either Open, Save or Cancel. Click Open to open the PDF, click save to save the PDF to your computer or cancel to abort this action. If Open is chosen, the report will open up for viewing. At this point, you may chose to save the report to your computer or print the report to an installed printer on your computer.
- Result reports will be available for viewing for a 6 month period. After this date, all reports will be considered "expired" and cannot be opened. If you need a report that is older than 6 months of the posting date, please contact client services and we will reissue the report to you.

ADVANCED STEPS FOR WEB CLIENT SETUP (AS NEEDED)

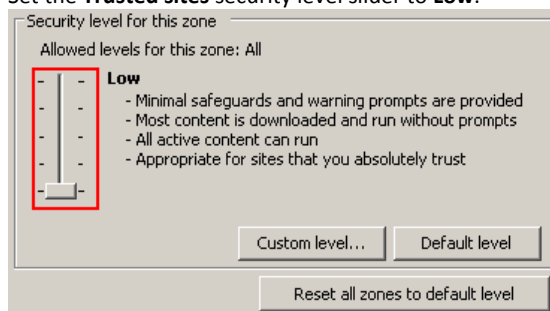
- **Web Client Setup For AmrbyPORT**
 - **ActiveX Requirements For Internet Explorer** ActiveX is RMFT Web Client's default operating mode. The best (and recommended) way of ensuring that your browser's ActiveX settings are compatible with RMFT Web Client is by adding the RMFT Server site to Internet Explorer's Trusted Sites list. However, even if you don't add the RMFT Server site to Internet Explorer's Trusted Sites list, your current browser settings should meet RMFT Web Client's ActiveX requirements.
 - **Adding the RMFT Server Site to Internet Explorer's Trusted Sites List.**
 - Open Microsoft Internet Explorer.
 - From the **Tools** menu, select **Internet Options**.
 - Click the **Security** tab.
 - In the zone area, click **Trusted sites**.



- Click the **Sites** button.
- The **Trusted sites** dialog box opens.

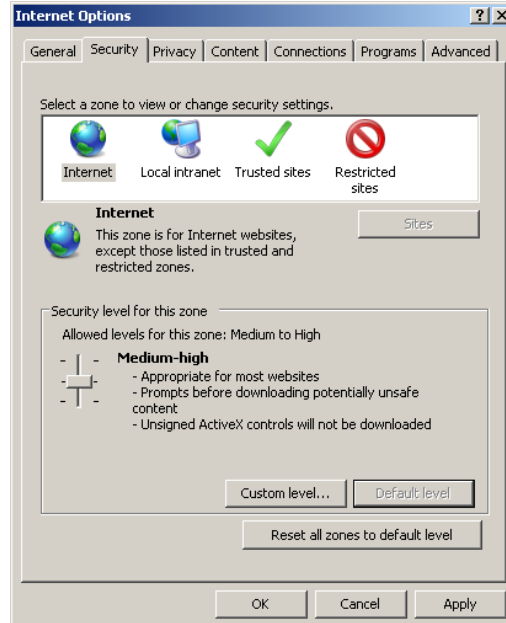


- In the **Add this Web Site to the zone** field, enter the RMFT Server IP address or computer name and then click **Add**.
- Clear the **Require server verification for all sites in this zone** check box (the default).
- Set the **Trusted sites** security level slider to **Low**.

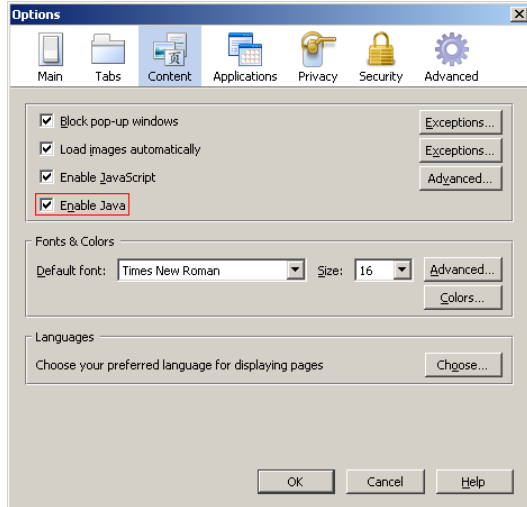


○ **Verifying Internet Explorer's ActiveX Settings**

- To use RMFT Web Client's ActiveX Control, Internet Explorer's **Download signed ActiveX controls** and **Run ActiveX controls and plug-ins** settings must be set to "Enable" or "Prompt". Unless the default settings have been changed, these should be the current security settings of your browser's Internet zone.
- **To verify your browser's Internet zone security settings:**
 - Open Microsoft Internet Explorer.
 - From the **Tools** menu, select **Internet Options**.
 - Click the **Security** tab.



- Verify that the security level slider is set to **Medium-high**.
- **Note:** If you want the security level to be **High** (not recommended), you can still meet RMFT Web Client's ActiveX requirements by clicking **Custom Level** and changing the following settings to "Enable": Under the heading **ActiveX controls and plug-ins**:
 - **Download signed ActiveX controls**
 - **Run ActiveX controls and plug-ins**
 - **Script ActiveX Controls not marked safe for scripting**
 - Under the heading **Scripting**:
 - **Active Scripting** RMFT Web Client User Guide RMFT Web Client Requirements
- **Enabling Java**
 - When using Internet Explorer, RMFT Web Client offers two operating modes: ActiveX or Java. With all other supported browsers, RMFT Web Client's Java Applet is the only operating mode available. On all supported browsers except Google Chrome, Java plug-in version 1.4.2 or above must be installed on your computer. You can download the Java plug-in for your specific platform from <http://java.sun.com>. **Note:** Google Chrome requires Java 6 Update 11 or higher, which can be downloaded from: <http://java.com/en/download/chrome.jsp?locale=en&host=java.com:80> Additionally, your browser's Java plug-in setting should also be enabled (the default). **IMPORTANT:** Java beta plug-ins are *not supported*.
 - **Internet Explorer v7.0**
 - **To ensure that Java is enabled:**
 - Add the RMFT Server site address to Internet Explorer's Trusted Sites list.
 - **Firefox v3**
 - **To ensure that Java is enabled (the default):**
 - Open Firefox.
 - From the **Tools** menu, select **Options**. The **Options** dialog box opens.
 - Click the **Content** icon.
 - The **Content** options are displayed.

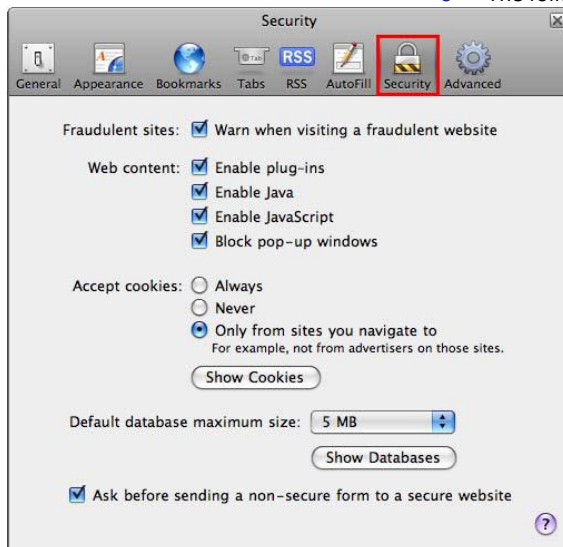


- Ensure that the **Enable Java** check box is selected.

- **Safari v3.2**

- **To ensure that Java is enabled (the default):**

- Open Safari.
 - From the **Edit** (Windows) or **Safari** (Mac) menu, select **Preferences**.
 - The following dialog box opens.

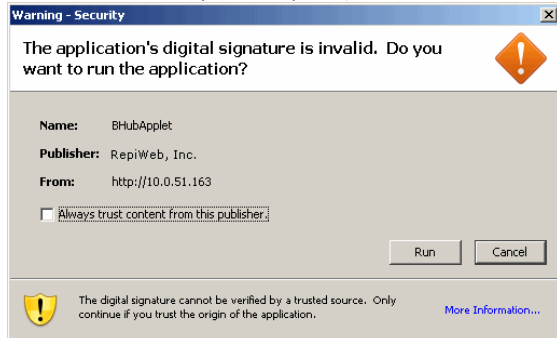


- Click the **Security** button.
- Ensure that the **Enable Java** check box is selected.

- **RMFT Web Client Setup Wizard**

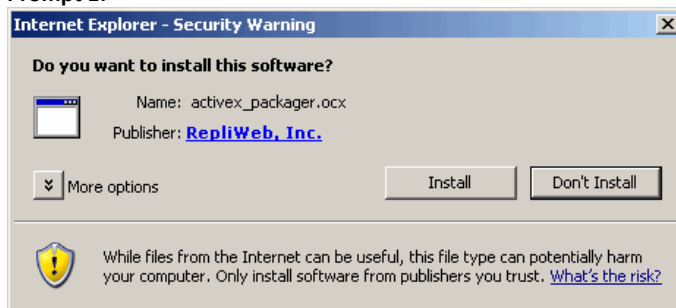
- When your browser connects to the RMFT Server site for the first time, the **RMFT Web Client Setup** wizard opens. The **RMFT Web Client Setup** wizard verifies that your browser's current settings meet RMFT Web Client's minimum requirements. Completing the **RMFT Web Client Setup** wizard is a requirement for using RMFT Web Client. If you close your browser before completing the wizard, the wizard will open the next time you connect to the RMFT Server site. **Note:** The tasks performed by the setup wizard will vary based on your user account capabilities (which are set by your RMFT administrator).
 - **"Lite"** - The wizard will check your browser's cookie settings, after which you will be prompted to log in.

- **"Enhanced"** - The wizard will check your browser's cookie settings, after which you will be prompted to log in. After you log in, the wizard will download required active components.
 - If you are prompted to download RMFT's ActiveX or Java components during setup, agree to download them.
- **Java Prompts**
 - The Java prompt will be displayed if you are using Firefox or if Internet Explorer's ActiveX verification failed and you opted to use Java instead. During the RMFT Web Client Initial Setup Wizard's Java plug-in test the following prompt is displayed (the dialog may differ according to which Java plug-in version is installed on your computer):



- Select the **Always trust content from this publisher** check box and then click **Run**.
 - **Note:** If you do not select the **Always trust content from this publisher** check box, the Java security warning will open each time you want to transfer or download a file using RMFT's Java Applet.
- **ActiveX Prompts**
 - During the RMFT Web Client Setup Wizard's ActiveX test, the following prompts may be displayed:

Prompt 1:



Click **Install**.

Prompt 2:



Click **Install**.

ADDITIONAL INFORMATION ABOUT ACCOUNTS

- If at any time your **email address changes**, please contact Ambry Genetics at 949-900-5500 and speak with a client service representative. We will update your email address (username).
- If you **forget your username** (which is your email address) **or password**, please click on this link which will take you to the login screen (<https://deliver.ambrygen.com/portal>) and click on the “Forgot Password or Username” link. You will receive an email from AmbryPORT containing a new temporary password. Update your password to a personal one. You can also contact Ambry Genetics at 949-900-5500 and speak with a client service representative. We will re-issue an invitation email to you that will allow you to change your password. A maximum attempt of 6 password entries is allowed before the system locks out (30 minute lockout time).
- If you chose to **change your password**, click on the “User Details” section of the Inbox. Towards the bottom of the page, enter your current password and then your new password. Password must be at least 6 characters long and will expire every 6 months (with 21 days of lead time notification to change it). If you forget your password to login, either click the “Forgot your username or password” and update your password or contact client service at 949-900-5500 and we will send a new invite for your account and a temporary password. Simply apply the temp password and create your new password.
- If you are **located at multiple institutions** and you have the same email address used for all institutions, you will receive all reports in the same username and password account created for the first institution. If you are located at multiple institutions and you have a different email address at each institution, you will receive a new account from AmbryPORT for each institution. Your password may be the same, but your username will obviously be different (your specific email).
- Each institution may have a **send out lab** that requests a report to be sent to them via AmbryPORT. If this is the case, we will create a contact account for the lab and we will apply that email address for that account. Therefore, a send out lab will be its own contact and receive a notification that a report is ready to be picked up.
- In the **find package** section, when searching for a file name (such as a report for a patient with last name of Swanson, first of Steve), place the star symbol “*” (shift 8) in front and behind the file to be searched. This allows for a partial match to be found and displayed. For example, *swa* and all files containing Swa will be displayed. Ensure you have the “inbox” checked towards the top of the search window.
- The AmbryPORT portal window will only be accessible for a 5 minute period. After 5 minute of **inactivity**, a new request for the username and password will occur.
- To **login automatically** on subsequent logins, click the “Login Automatically Next Time” checkbox. This will bypass the need to enter your username and password. **NOTE: We do not encourage this bypass if you believe others may be able to access your email account to look up patient information.**