



**Michigan Medicine  
Laboratories (MLabs)**

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# MLabsCONNECT User Account Change Request

*This form can be completed and signed electronically  
Email completed forms to [PATH-MLabs-MLC-Users@med.umich.edu](mailto:PATH-MLabs-MLC-Users@med.umich.edu) or fax to 734-936-0755*

## The MLabsCONNECT Client Portal

MLabs provides clients the ability to access their patients' laboratory test results and related information through MLabsCONNECT (MLC), a secure Internet-based application. MLabs is committed to protecting the confidentiality and security of patient Protected Health Information (PHI). All access to the MLC client portal must occur through the use of client user accounts that are assigned to specific individuals.

## Client Responsibilities

It is the client's responsibility to manage the set of users who are authorized to access MLC and promptly notify MLabs of any user accounts that need to be added or terminated. Requests for adding and terminating user accounts can only be accepted from authorized staff. Authorized staff can request password resets for any client user account. To authorize staff, please contact MLabs Client Services at **734-936-2598** or **800-862-7284** (toll free).

## Individual User Responsibilities

Each individual is responsible to protect the security of their user account credentials to ensure that only they can access MLC using their user account. In the event that access is compromised please notify MLabs immediately to have the account locked or reset the password. Individuals can request password resets for their own active user accounts.

## Adding New User Accounts

Requests to add new client user accounts must include **both** this form **and** one *MLabsCONNECT Confidentiality Agreement* (Form MLAB-IT-F-0003) signed by each new user.

## Requested Changes

*required fields are Indicated with an asterisk (★)*

<i>Name (Last, First) ★ Several names can be included when requesting identical changes</i>	<i>Change Requested ★</i>	<i>Access Level For new user accounts and modifications ★</i>	<i>Comments</i>
	<input type="checkbox"/> Add new user account* <input type="checkbox"/> Modify existing user account* <input type="checkbox"/> Reset password <input type="checkbox"/> Terminate user account	<input type="checkbox"/> Standard access <input type="checkbox"/> Other (see comments)	
	<input type="checkbox"/> Add new user account* <input type="checkbox"/> Modify existing user account* <input type="checkbox"/> Reset password <input type="checkbox"/> Terminate user account	<input type="checkbox"/> Standard access <input type="checkbox"/> Other (see comments)	
	<input type="checkbox"/> Add new user account* <input type="checkbox"/> Modify existing user account* <input type="checkbox"/> Reset password <input type="checkbox"/> Terminate user account	<input type="checkbox"/> Standard access <input type="checkbox"/> Other (see comments)	

Account Code ★

Account Name ★

## Authorization

*required fields are Indicated with an asterisk (★)*

If new user accounts, modifications to existing user accounts, or termination of user accounts are being requested, my signature attests to the fact that I have site authorization to request user account changes for this client site in MLC. If password resets are being requested, my signature attests to the fact that the user account(s) are assigned to me or I have site authorization to request password resets for this client site:

Printed Name ★

Title ★

Phone Number ★

Date ★

Signature ★

Email Address ★