

FSSolutions Support

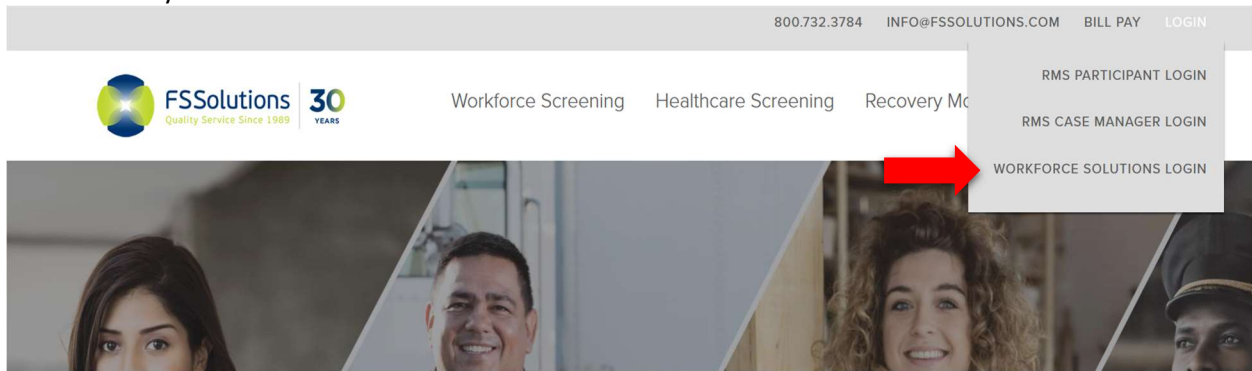
We are available to assist you in utilizing this tool and receiving timely results. If you have any questions, please contact us at:

Call: 800-732-3784

Email: OR acctmgr@fssolutions.com

Logging In

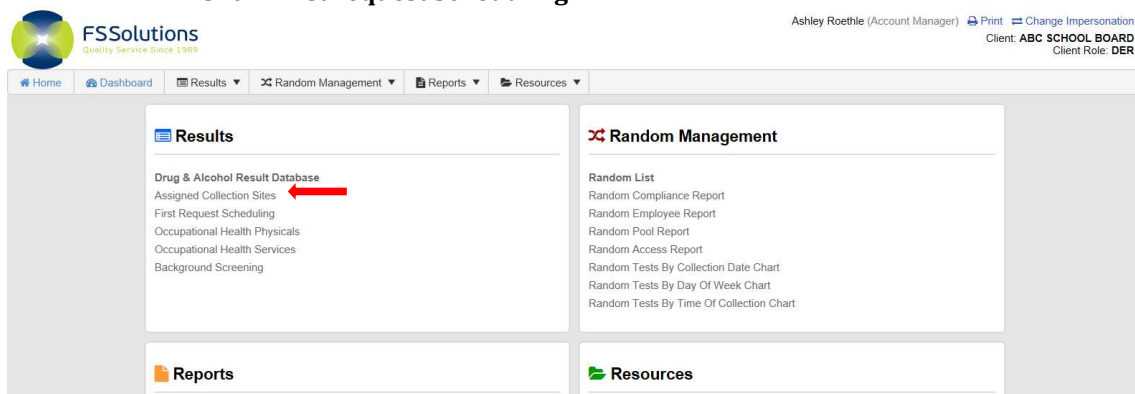
- Go to www.fssolutions.com
- Hover over the LOGIN icon in the upper right-hand corner.
- Select Workforce Solutions Login
- Your Login ID is your Email Address
- Your Password is emailed to you and will be a 4-digit, temporary number.
 - You will be prompted to change this and to update your personal information on your first login.
 - Contact your Account Representative if you have any trouble using or logging into the system



Scheduling in First Request

Using the Scheduling Tool

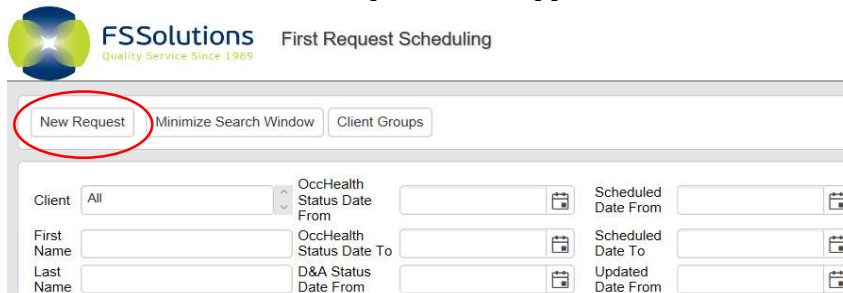
- Click 'FirstRequest Scheduling'.



The screenshot shows the FSSolutions dashboard with the following elements:

- Header: Ashley Roethle (Account Manager), Print, Change Impersonation, Client: ABC SCHOOL BOARD, Client Role: DER
- Navigation: Home, Dashboard, Results, Random Management, Reports, Resources
- Results Section: Drug & Alcohol Result Database, Assigned Collection Sites (highlighted with a red arrow), First Request Scheduling, Occupational Health Physicals, Occupational Health Services, Background Screening
- Random Management Section: Random List, Random Compliance Report, Random Employee Report, Random Pool Report, Random Access Report, Random Tests By Collection Date Chart, Random Tests By Day Of Week Chart, Random Tests By Time Of Collection Chart
- Reports and Resources sections are also visible.

- Click 'New Request' in the upper, left-hand corner.

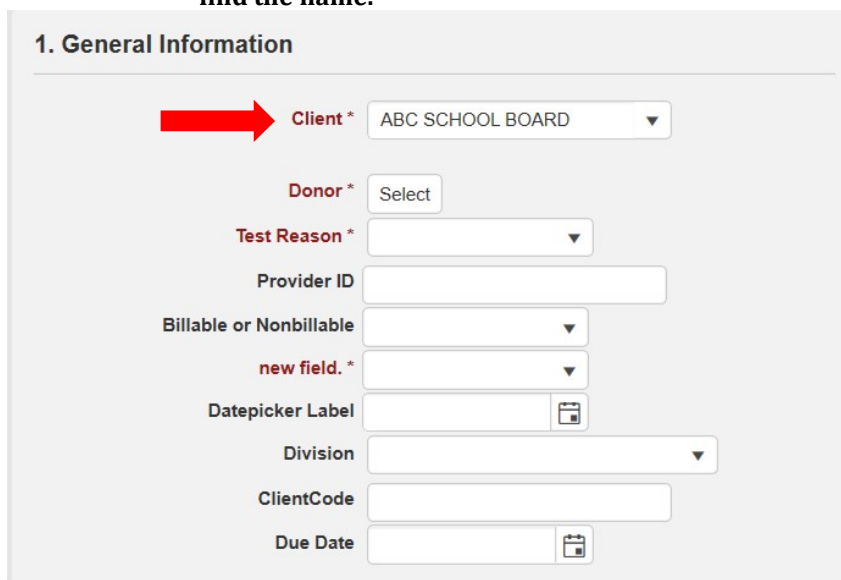


The screenshot shows the 'First Request Scheduling' form with the following elements:

- Header: FSSolutions, First Request Scheduling
- Buttons: New Request (circled in red), Minimize Search Window, Client Groups
- Form Fields: Client (All), OccHealth Status Date From, Scheduled Date From, First Name, OccHealth Status Date To, Scheduled Date To, Last Name, D&A Status Date From, Updated Date From

Step 1: General Information

- Start typing your company name in the **Client*** field. Auto complete should help you find the name.

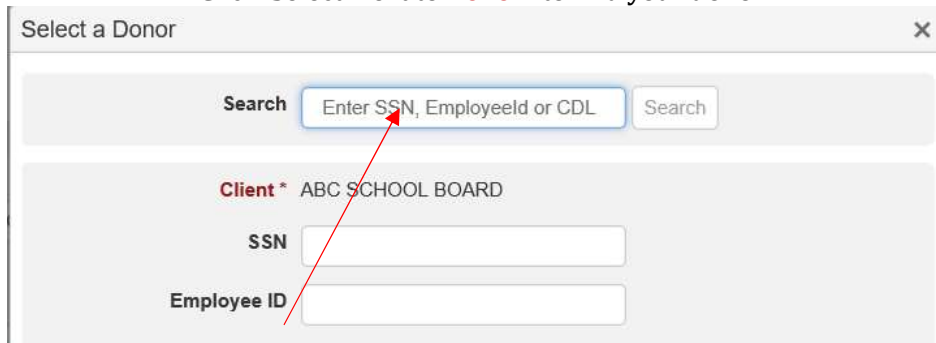


The screenshot shows the '1. General Information' form with the following fields:

- Client * (highlighted with a red arrow): ABC SCHOOL BOARD
- Donor *: Select
- Test Reason *: [Dropdown]
- Provider ID: [Text]
- Billable or Nonbillable: [Dropdown]
- new field. *: [Dropdown]
- Datepicker Label: [Text]
- Division: [Dropdown]
- ClientCode: [Text]
- Due Date: [Text]

Client First Request Scheduling Instructions

- Click 'Select' next to **Donor*** to find your donor.



Select a Donor

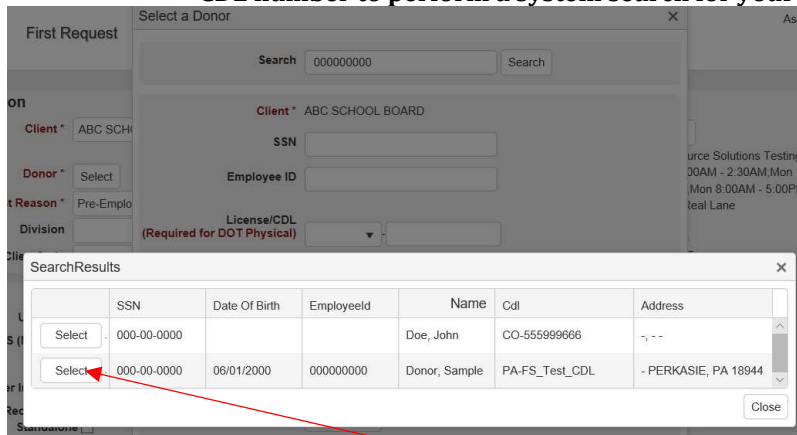
Search Search

Client * ABC SCHOOL BOARD

SSN

Employee ID

- FSSolutions recommends searching by at least two identifiers: SSN, Employee ID, or CDL number to perform a system search for your donors.



First Request

Select a Donor

Search Search

Client * ABC SCHOOL BOARD

SSN

Employee ID

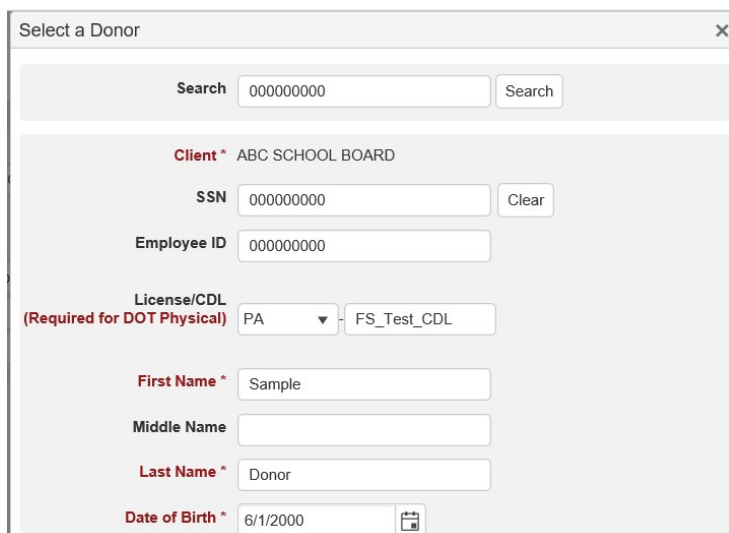
License/CDL (Required for DOT Physical) FS_Test_CDL

SearchResults

	SSN	Date Of Birth	Employeeid	Name	Cdl	Address
Select	000-00-0000			Doe, John	CO-555999666	- - -
Select	000-00-0000	06/01/2000	000000000	Donor, Sample	PA-FS_Test_CDL	- PERKASIE, PA 18944

Close

- If your donor is in FirstRequest, results will populate. Select the correct donor you wish to schedule.
- If no results are shown, you will have to manually input the donor information on the 'Select a Donor' window.
- The rest of the form should auto-populate with any donor information that is on file. Input any missing information for the donor and/or Update any outdated information on the donor.



Select a Donor

Search Search

Client * ABC SCHOOL BOARD

SSN Clear

Employee ID

License/CDL (Required for DOT Physical) FS_Test_CDL

First Name *

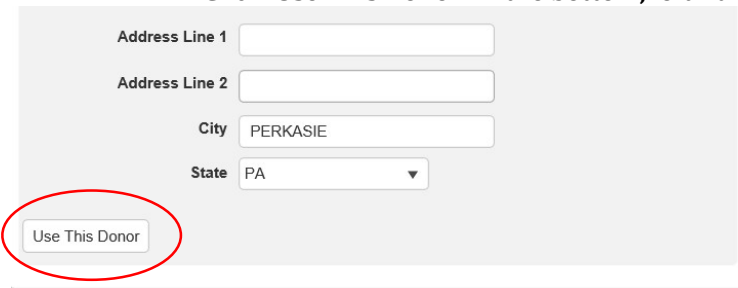
Middle Name

Last Name *

Date of Birth *

Client First Request Scheduling Instructions

- Click 'Use This Donor' in the bottom, left-hand corner of the window.



Address Line 1

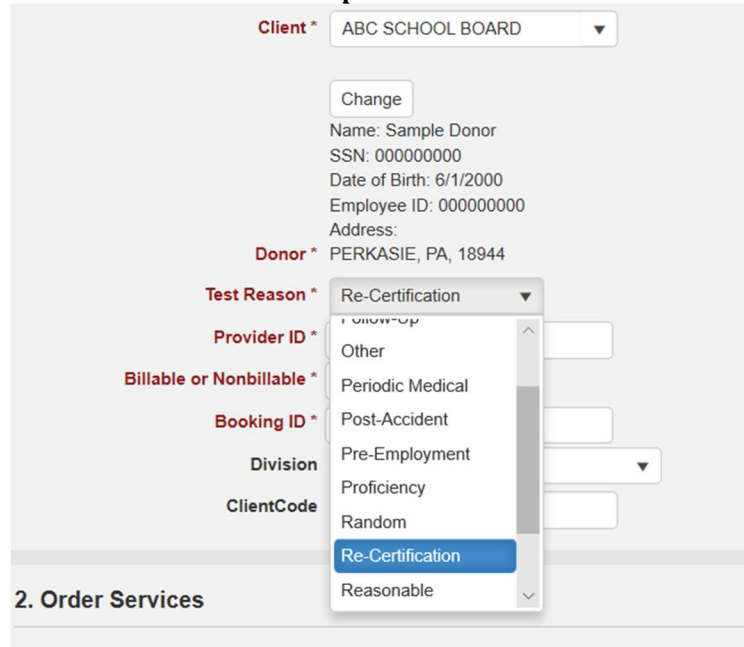
Address Line 2

City PERKASIE

State PA

Use This Donor

- Use the drop-down menu to choose the **Test Reason*** (Recertification, etc.)



Client * ABC SCHOOL BOARD

Change

Name: Sample Donor
SSN: 000000000
Date of Birth: 6/1/2000
Employee ID: 000000000
Address:

Donor * PERKASIE, PA, 18944

Test Reason * Re-Certification

Provider ID * Other

Billable or Nonbillable * Periodic Medical

Booking ID * Post-Accident

Division Pre-Employment

ClientCode Proficiency

Random

Re-Certification

Reasonable

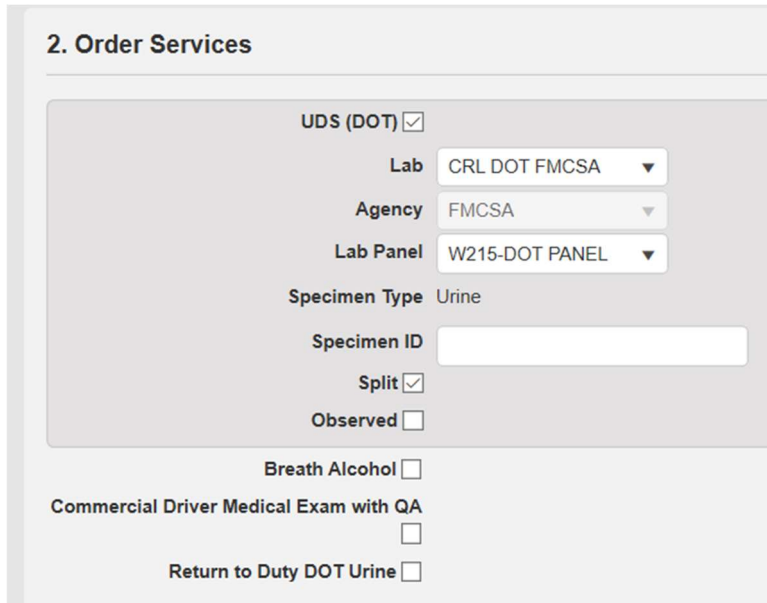
2. Order Services

Client First Request Scheduling Instructions

Step 2: Order Services

- Check any boxes that you wish to order services for.

Tip: It is important to check all services. The clinics will not know what to do if the service is not marked and results could be delayed.



2. Order Services

UDS (DOT)

Lab CRL DOT FMCSA ▼

Agency FMCSA ▼

Lab Panel W215-DOT PANEL ▼

Specimen Type Urine

Specimen ID

Split

Observed

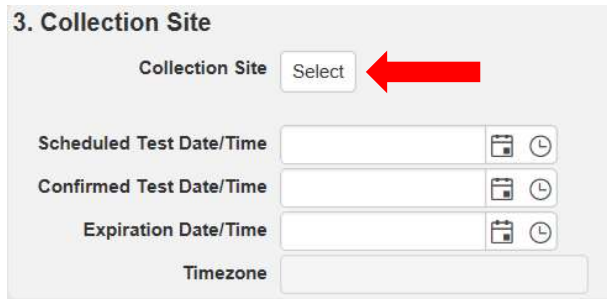
Breath Alcohol

Commercial Driver Medical Exam with QA

Return to Duty DOT Urine



Step 3: Collection Site



- Click the 'Select' button next to 'Collection Site'.





3. Collection Site

Collection Site ←

Scheduled Test Date/Time  

Confirmed Test Date/Time  

Expiration Date/Time  

Timezone

Search for a clinic:

- Define your search parameters
 - You may search using just the City, State or the Zip or any combination of all three.
 - Select the miles radius (distance from selected city or zip code). Best practice is 20-25 miles from the zip code provided.
 - Click Search

Client First Request Scheduling Instructions

Select a Collection Site X

City:

State:

or

Zip:

Within miles of this location

**Prices displayed are an estimate only, based upon service(s) ordered at the clinic selected. The estimated fee may not be inclusive of all potential ancillary fees. Lab panel price not included in estimate.

Client Name: ABC SCHOOL BOARD

Provided Services: UDS (DOT)

Site Name:

Site Id:

Phone:

Fax:

Electronic Ordering Enabled:

Trailer Parking:

Open Weekends:

Assigned Only:

- Any available sites will show up according to the services you are ordering. Using the bottom scroll bar will allow you to view any extra information for the clinic (hours of operation, truck/trailer parking, etc.).



- Indicates the collection site does not perform electronic collections for the Service/Lab combination selected



- Indicates the collection site performs electronic collections for the Service/Lab combination selected

Select a Collection Site X

Save Grid Options Reset Grid Search Again

	Price	Provider Id	Distance	UDS (DOT)	Collection Site	Address	City	State	Zip	Phone	Fax	OpenHours	Truck Trailer Parking	D&A Walk-in	OH Walk-in	Country
<input type="button" value="Select"/>	No Pricing Available	6517	0		FSSolutions	100 Highpoint Dr	Chalfont	PA	18914	2153965500 ext. 1	2153965490	Mon Tue Thu 9:00AM - 5:00PM Fri 2:00PM - 5:00PM Fri 9:00AM - 12:00PM Sat 1:00AM - 1:30AM Sat 2:30AM - 3:30AM	Yes	No	No	United States
<input type="button" value="Select"/>	No Pricing Available	7136	0		Quest Diagnostics-Chalfont	1700 Horizon Dr, Suite 205	Chalfont	PA	18914	2159972524	2159972990	Mon-Fri 6:30AM - 11:30AM Mon-Fri 12:15PM - 3:00PM	Yes	Yes	No	United States
<input type="button" value="Select"/>	No Pricing Available	15648	0		FirstSource Solutions Testing	100 Not Real Lane, Suite 99	NotReal	PA	18914	2153965555	2153965229	Mon-Tue 1:00AM - 2:30AM Mon 11:00AM - 12:15PM Mon 10:30AM - 2:30PM Mon 8:00AM - 5:00PM Wed-Fri 1:00AM - 6:30AM	Yes	Yes	Yes	United States

Select a Collection Site X

Ignore Services Search Again

Address	City	State	Zip	Country	Phone	Fax	OpenHours	Truck Trailer Parking	D&A Walk-in	OH Walk-in	Formfox Enabled	Labcorp Enabled	NRCME Certified
mp Rd	Doylestown	PA	18901	United States	2153400348	2153407989	Mon-Fri 6:30AM - 3:30PM Sat 8:00AM - 12:00PM	No	Yes	No	Yes	No	No
nt Dr Ste 102	Chalfont	PA	18914	United States	2153965500	2153965624	Mon Tue Thu 9:00AM - 5:00PM Fri 2:00PM - 5:00PM Fri 9:00AM - 12:00PM Sat 1:00AM - 1:30AM Sat 2:30AM - 3:30AM	Yes	No	No	No	No	Yes

Tip: If either, depending on services ordered, D&A (drug and alcohol testing) or OH (occupational health and CDME) Walk-In are **No**, you must call the site to schedule an appointment and then set the Scheduled date/time of service in the appointment in FirstRequest.

- Click 'Select' for the clinic you would like to schedule with.
- Adding the Scheduled Test Date/Time and Expiration Date/Time Fields:

3. Collection Site

Collection Site

Site ID: 6517
Site Name: FSSolutions
Hours: Mon Tue Thu 9:00AM - 5:00PM; Fri 2:00PM - 5:00PM; Fri 9:00AM - 12:00PM; Sat 1:00AM - 1:30AM; Sat 2:30AM - 3:30AM
Address: 100 Highpoint Dr
Chalfont, PA 18914, United States
Phone: 2153965500 ext. 1
Fax: 2153965490
Auth Form Fax: 2153965490
Auth Form Email: tarutyunov@fssolutions.com

Scheduled Test Date/Time

Confirmed Test Date/Time

Expiration Date/Time

Timezone

Please Note: Any services scheduled or performed at a clinic/collection site outside of normal business hours (8AM to 5PM) could incur after-hours, or emergency fees being billed by the clinics. Additionally, fees may also be incurred when a "no show" occurs for a scheduled appointment at a clinic/collection site. Pass through fees and no-show fees may be billed to you.

- **SCHEDULED DATE/TIME:** Type in the scheduled date and time of the manual appointment with the clinic if not a Walk-In site, or a date/time you would like the authorization to be valid from – you can click on the calendar to the right to pick a date or type it in manually.
- **CONFIRMATION DATE/TIME:** Leave Blank when Scheduling.
- **EXPIRATION DATE/TIME** – This is defaulted to 48 hours from the Scheduled Date/Time, FSSolutions can configure this to 24 or 72 hours if you would like. You can also manipulate this manually within the appointment if you need a different timeframe.

IMPORTANT- Please keep in mind that our teams do not reach out to retrieve service documents until after an order has expired. The only exception is when the Confirmation Date/Time are entered when it has been confirmed that your donor has gone in for services. The Confirmation Date/Time then overrides the Expiration Date/Time and kicks off a notice for our team to start the retrievals process.

Exceptions:

- a. If ordering with an electronic capable site, FSSolutions may receive an electronic feed with the Confirmation Date/Time.
- b. If you or your staff confirm with the donor that they have gone in for services, they may enter the Confirmed Date/Time in the open order.

Client First Request Scheduling Instructions

Step 4: Instructions (Optional)

- Special Instruction for Donor – will show on Authorization, Not recommended for DOT Random Testing
- Special Instruction for Clinic –will show on Authorization

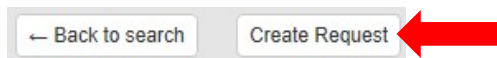
4. Instructions

Special Instruction for Donor

Special Instruction For Clinic

Step 5: Create Request

- Click 'Create Request' in the bottom, right-hand corner of the screen to save your information.

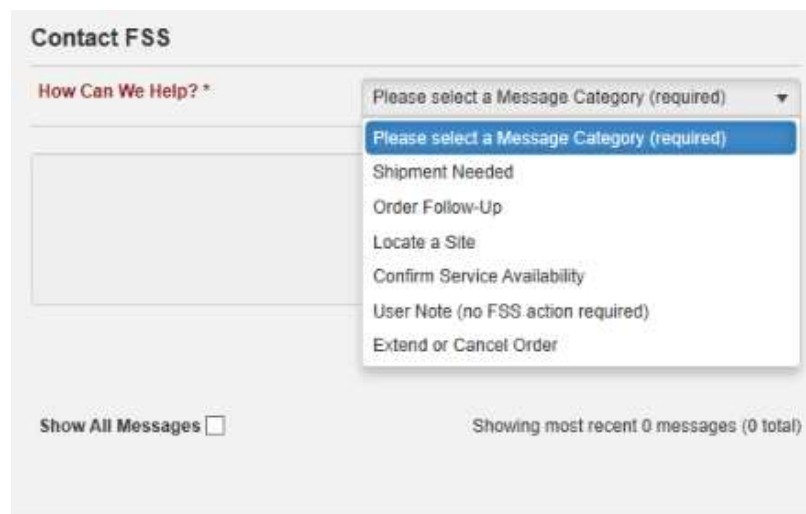


- You will get a message at the top of the screen letting you know the appointment was successfully created.
- **Please continue to finalize appointment and send authorization for services**

Step 6: Contacting FSSolutions and Sending Authorization to clinics

Messages: Available after the appointment is created. Please select a category.

- Send a message/inquiry to FSSolutions or post a message for anyone with FirstRequest access on your teams to view. This tool will improve communication by routing your messages to the correct teams and ensure quick response times, by alleviating the need for multiple emails to different departments.
- This tool allows you and your team members with access to see any progress and notes from FSSolutions on an order as well. We will NEVER include HIPAA info in this area



Simply select one of the 6 message categories and add a brief description of your question or need.

- Shipment Needed: In an instance where you confirmed the site is low on chains or is needing a new supply shipped. Please keep in mind shipment takes 7-10 business days.
- Order Follow-Up: To inquire about the status of an order after the expiration date has passed or after a confirmation date has been entered.
- Locate a Site: If you need assistance locating a collection site in an area or need to add one for the order to be placed. Please indicate what zip code/city/state you are needing a collection facility in.
- Confirm Service Availability: If you need help in finding a site that can perform multiple services. Typically, this is used for vaccine, Pulmonary Function Test, or Hazmat Physical availability.
- User Note (No FSS action required): Notes to other users within your organization that do not require any action by FSSolutions teams.
- Extend or Cancel Order: If you are unable to extend the expiration date or cancel the appointment for any reason. Please use this section for assistance.

Send Authorization Form:

- Creator – Goes to whomever created the appointment (verify in the Statuses section)
 - Clinic – Faxes or Emails to the clinic
 - Donor – If donor email is listed in Section 1. Not Recommended for Random Testing.
 - Other – To send to a colleague or other email address.
- **Click 'Update Request & Send Authorization'. The Authorization can be resent any time after the appointment is created. If you update anything within the appointment, please resend the authorization to ensure the clinic has the most updated version.**

Send Authorization Form

Send To: Creator Clinic Donor Other

[Update Request & Send Authorization](#)

Date / Time	Sent To	Sent By
03/10/2021 05:09 PM	Creator jdedering@fssolutions.com	fl.jdedering
03/10/2021 05:09 PM	Clinic Fax - Authorization Form Fax:9204342483	fl.jdedering

Statuses: Shows the progress of ordered services.

Statuses

D&A Status Assigned

OccHealth Status N/A

Background Screening Status N/A


Created By fl.jdedering on 2/26/2021 10:10 AM

Last Updated By fl.jdedering on 3/10/2021 5:11 PM

← Back to search Cancel Update Request

- “Back to search” will bring you back to the First Request Scheduling page
- “Cancel” will cancel the appointment and send a Cancellation Notice to the clinic and Donor if their email is in the Donor Information.
 - **Note:** You cannot update or reactivate a Cancelled appointment. You will have to create a new appointment.
- “Update Request” Saves your information and should only be used if the appointment information has been changed (i.e. Clinic location, appointment dates, and services). This does NOT include use of the messaging tool.

Updating a Current Request

- Log into First Request
- Search for the donor using their name, SSN, CDL, or donor ID.
- Click on this icon next to the Donor Name: 
- The appointment can be updated, and correspondence can be resent