



Drug Testing Client Guide

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Part 1: Welcome to TEAM

Login

1. Go to www.teamdrugresults.com to login to the system.
2. Enter your assigned **Username**.
3. Enter your **password** and click **Login**.

If you are a current TEAM user, please sign in.

This is a password protected website.

Username
help@teamprofessional

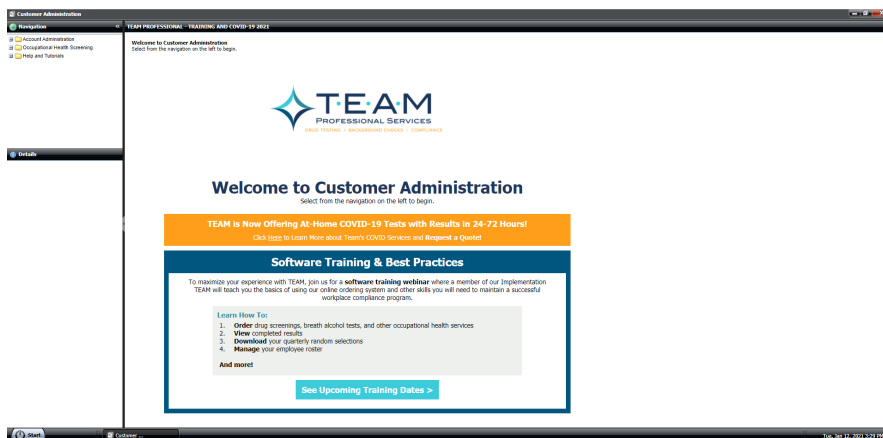
Password
••••••••

☐ Remember me

Log In

Drug Testing Home Page

Upon successful login, you will see the following screen. Any new trainings or new announcements will be listed on this page (Customer Administration).



Move forward **faster.**

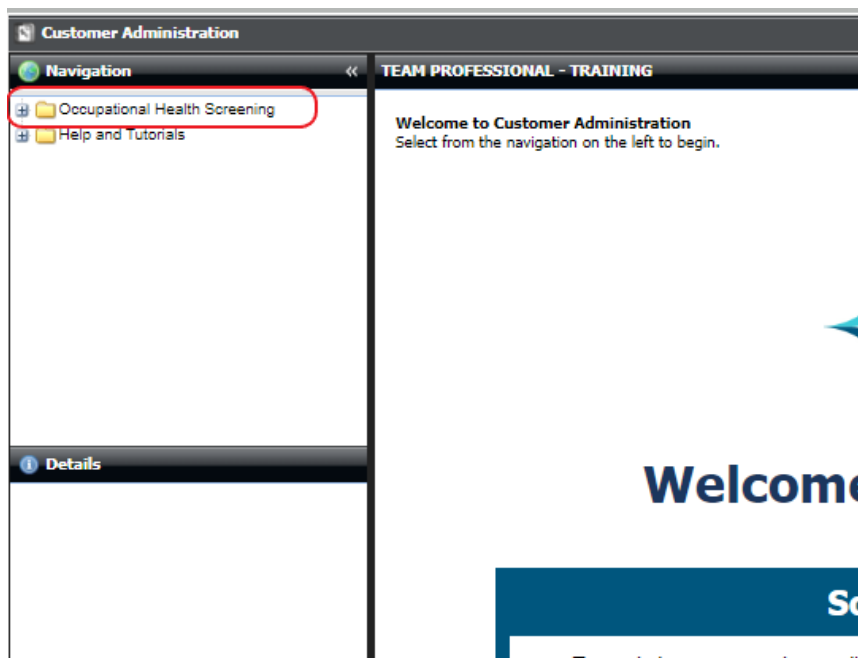
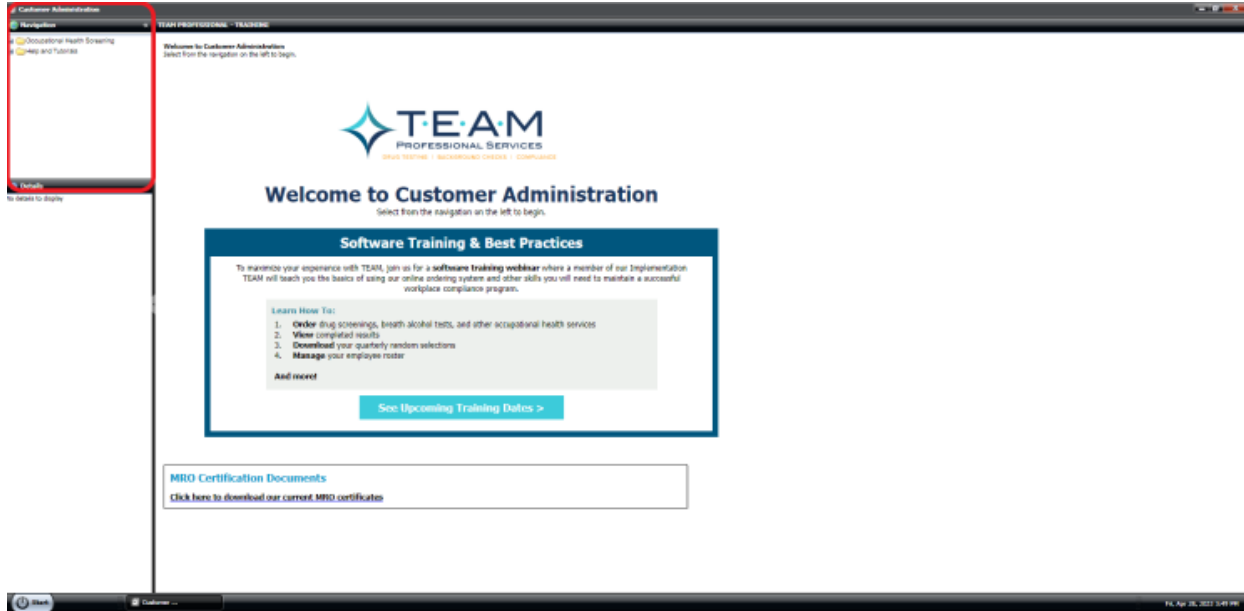
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Part 2: Ordering Drug and Alcohol Testing

TEAM clients can order drug and alcohol testing, as well as occupational services within the TEAM drug testing system. To order screenings, follow the below steps.

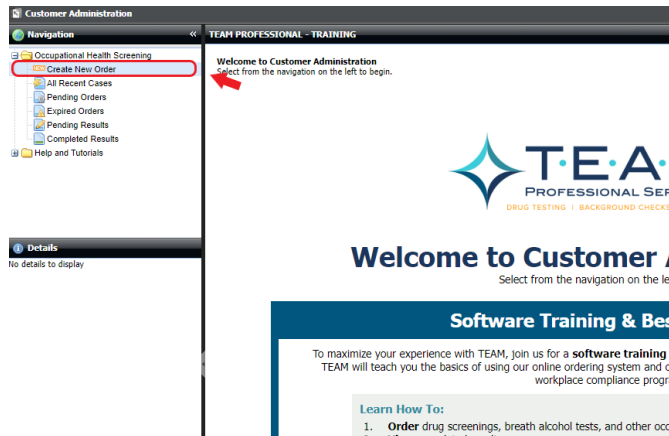
How to Order Testing and Occupational Services in the System

1. Step 1: Expand **Occupational Health Screening** in the Navigation box (top left-hand corner).

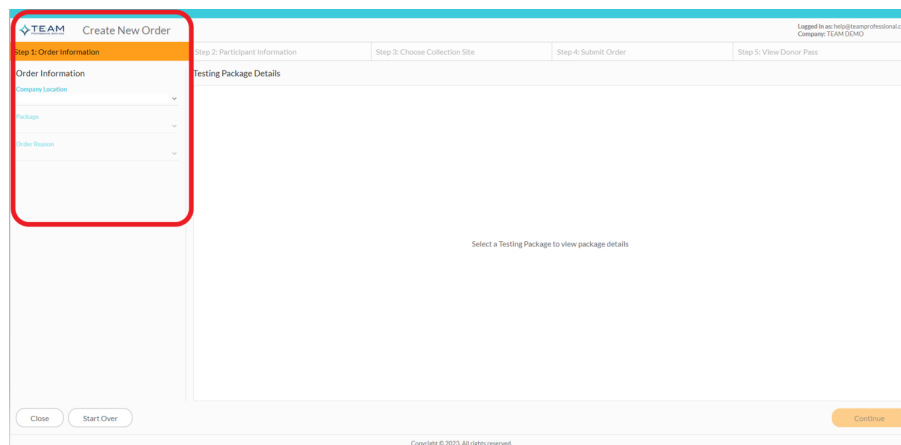




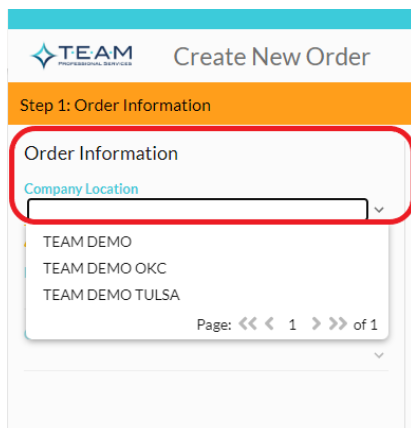
2. Step 2: Click **Create New Order**. A new tab will open to create a new order.



3. Step 3: Enter the test information on the Order Information page.



- a. **Company Location:** select the correct company location from the dropdown box.





- b. **Packages:** Select the package (or services) needed for the donor from the dropdown box.

TEAM Professional Services Create New Order

Step 1: Order Information

Order Information

Company Location
TEAM DEMO

Package

- DOT ALCOHOL TEST
- DOT DRUG AND ALCOHOL TEST
- DOT DRUG TEST
- NON-DOT ALCOHOL TEST
- NON-DOT DRUG AND ALCOHOL TEST
- NON-DOT DRUG TEST

Page: << < 1 > >> of 1

- i. **DOT Agency:** If a package with DOT services is included, you will be prompted to select the DOT agency for the donor from the dropdown box (FMCSA, PHMSA, etc.).

TEAM Professional Services Create New Order

Step 1: Order Information

Order Information

Company Location
TEAM DEMO

Package
DOT DRUG TEST

Order Reason
PRE-EMPLOYMENT

DOT Agency

- FAA
- FMCSA
- FRA
- FTA
- HHS
- NRC
- PHMSA
- USCG



- c. **Reason for Test:** Select the appropriate reason for the test from the dropdown box.

TEAM Professional Services Create New Order

Step 1: Order Information

Order Information

Company Location
TEAM DEMO

Package
DOT DRUG TEST

Order Reason

- FOLLOW-UP
- OTHER
- POST-ACCIDENT
- PRE-EMPLOYMENT
- RANDOM
- REASONABLE SUSPICION/CAUSE
- RETURN TO DUTY

- d. Click **Continue** (bottom right-hand corner).

TEAM Professional Services Create New Order

Logged In as: help@teamprofessional.com
Company: TEAM DEMO

Step 1: Order Information Step 2: Participant Information Step 3: Choose Collection Site Step 4: Submit Order Step 5: View Donor Pass

Order Information

Company Location
TEAM DEMO

Package
DOT DRUG TEST

Order Reason
PRE-EMPLOYMENT

DOT Agency
FMCSA

Testing Package Details

DOT DRUG TEST

Company Location
TEAM DEMO

Program
DOT

Default Order Expiration
02/16/2023 11:59

Close Start Over Continue

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4. Step 4: Enter the donor information on the Participant Information page. Only the **bolded fields** are required by the system (the required fields will vary based on the DOT agency selected).

TEAM Create New Order

Logged in as: help@teamprofessional.com
Company: TEAM DEMO

Step 1: Order Information Step 2: Participant Information Step 3: Choose Collection Site Step 4: Submit Order Step 5: View Donor Pass

Participant Information
Use the form below to enter participant information. All required fields are in **bold**.

Participant

First Name **Middle Name** **Last Name**

Drivers License Country **Drivers License State** **CDL/Drivers License Number**

DOB

Phone 1 **Phone 2**

Location Code **Order Expires** **Observed Collection?**

☐ Participant Address
Select this to view Collection Sites near the participant's address.

☐ No ☐ Yes

Order Handling Options

Scheduling Method

☒ Complete order for participant
☐ Send link to participant to schedule order

Delivery Method
If you do not select an option you must send the Donor Pass to the participant yourself.

☐ Send Donor Pass to participant via email

Email Address

CC

Close Start Over Back Continue

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- a. Note: Observed collection required should only be “Yes” if the reason for test is return-to-duty or follow-up, or if the MRO requests an observed test.
- b. **Ordering Handling Options:**

TEAM Create New Order

Logged in as: help@teamprofessional.com

Step 1: Order Information Step 2: Participant Information Step 3: Choose Collection Site Step 4: Submit Order Step 5: View Donor Pass

Participant Information
Use the form below to enter participant information. All required fields are in **bold**.

Participant

First Name **Middle Name** **Last Name**

Drivers License Country **Drivers License State** **CDL/Drivers License Number**

DOB

Phone 1 **Phone 2**

Location Code **Order Expires** **Observed Collection?**

☐ Participant Address
Select this to view Collection Sites near the participant's address.

☐ No ☐ Yes

Order Handling Options

Scheduling Method

☒ Complete order for participant
☐ Send link to participant to schedule order

Delivery Method
If you do not select an option you must send the Donor Pass to the participant yourself.

☐ Send Donor Pass to participant via email

Email Address

CC

Close Start Over Back Continue

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i. Option 1: Complete Order for participant.

Scheduler will select the collection site and print or email donor pass and provide to the donor (*default option*).

Step 5: View Donor Pass

Order Handling Options

Scheduling Method

☒ Complete order for participant

☐ Send link to participant to schedule order

Delivery Method

If you do not select an option you must send the Donor Pass to the participant yourself.

☒ Send Donor Pass to participant via email

Email Address

CC

ii. Option 2: Complete Order and Send Email of Order Details to Participant (*email address required*).

Scheduler will select the collection site, but the email address that is entered will receive an email with the donor pass attached and notified of the test immediately.

Step 5: View Donor Pass

Order Handling Options

Scheduling Method

☒ Complete order for participant

☐ Send link to participant to schedule order

Delivery Method

If you do not select an option you must send the Donor Pass to the participant yourself.

☒ Send Donor Pass to participant via email

Email Address

help@teamprofessional.com

CC

iii. Option 3: Send link to Participant to Complete Order and Choose Location (*email address required*).

The email address provided will receive an email with a link to choose their own collection site. *This option should **only be used** for Pre-employment testing.*



Order Handling Options

Scheduling Method

☐ Complete order for participant

☒ Send link to participant to schedule order

Delivery Method

☒ Send link to participant via email

Email Address

help@teamprofessional.com

CC

c. Click **Continue** (bottom right-hand corner).

TEAM Create New Order

Logged In As: mhall@teamprofessional.com
Company: TEAM PROFESSIONAL SERVICES

Step 1: Order Information Step 2: Participant Information Step 3: Choose Collection Site Step 4: Submit Order Step 5: View Donor Pass

Participant Information

Use the form below to enter participant information. All required fields are in bold.

Participant

First Name	Middle Name	Last Name
John		Doe
Drivers License Country	Drivers License State	CDL/Drivers License Number
United States	Oklahoma	OK1234567
DOB		
01/01/1990		
Phone 1	Phone 2	
918-970-2323		
Location Code	Order Expires	Observed Collection?
	02/22/2023 11:59:59 PM	<input checked="" type="radio"/> No <input type="radio"/> Yes

☐ Participant Address

Select this to view Collection Sites near the participant's address.

Order Handling Options

Scheduling Method

☒ Complete order for participant

☐ Send link to participant to schedule order

Delivery Method

If you do not select an option you must send the Donor Pass to the participant yourself.

☒ Send Donor Pass to participant via email

Email Address

help@teamprofessional.com

CC

Close Start Over Back Continue

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5. Step 5: Select a clinic on the Choose Collection Site page.

By default, collection sites that are closest to your company address will show to the left-hand side and a map to the right-hand side. You can select a clinic from the list or by clicking the pin on the map.

TEAM Create New Order

Logged In As: mhall@teamprofessional.com
Company: TEAM PROFESSIONAL SERVICES

Step 1: Order Information Step 2: Participant Information Step 3: Choose Collection Site Step 4: Submit Order Step 5: View Donor Pass

Choose Collection Site

Choose a collection site for the participant. Use the company location or search for the collection sites in an alternate location.

30 Collection Sites found near: #901 West Reno Avenue STE 200, Oklahoma City, OK 73127 [Change Starting Location](#)

View Sites As: List Map

Page: < 1 > Show Results: 5 10 20

*Please subject to change. Collection completed at an alternate site from the location selected.

1. TEAM PROFESSIONAL SERVICES - OKLAHOMA CITY, OK (W RENO AVE)	Select Site
4901 West Reno Avenue Suite 200 Oklahoma City, OK 73127 Open: Mon Tue Wed Thu Fri Sat Sun	
2. TEAM PROFESSIONAL SERVICES - OKLAHOMA CITY, OK (W RENO AVE)	Select Site
4901 West Reno Avenue Suite 200 Oklahoma City, OK 73127 Open: Mon Tue Wed Thu Fri Sat Sun	
3. COMPLIANCE RESOURCE GROUP LABORATORIES INC	Select Site
300 North Meridian Avenue Suite 100 Oklahoma City, OK 73107 Open: Mon Tue Wed Thu Fri Sat Sun	
4. ARCPOINT LABS OF OKLAHOMA - OKLAHOMA CITY, OK (S MERIDIAN AVE)	Select Site
2124 South Meridian Avenue Oklahoma City, OK 73108	

Close Start Over Back

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Move forward faster.

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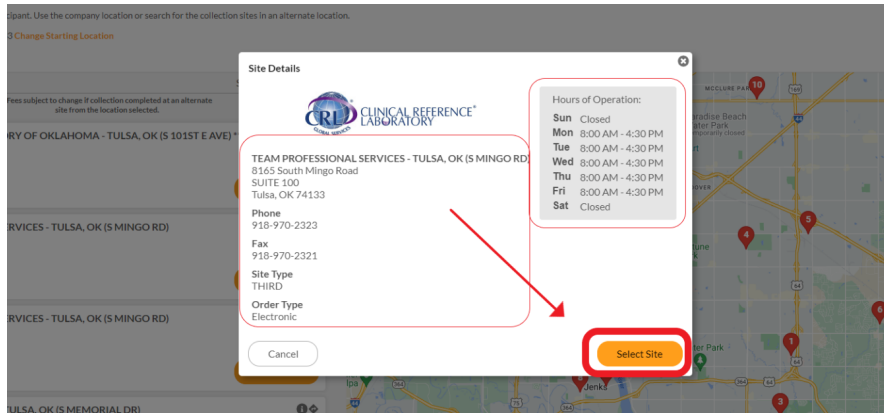
- a. If you are needing a site in a different location, you will follow the below steps. Select “Change Starting Location”.

- b. Select “Alternate Location” and enter the participant's zip code in the **Zip Code** box.

Click the **Use Selected Location** button to initiate search. A list of sites near that zip code will display under the Preferred Network.

**If a collection site list does not generate, please submit a [One-Time Setup](#) or contact [TEAM](#).*

- c. Select the collection site you want to use.

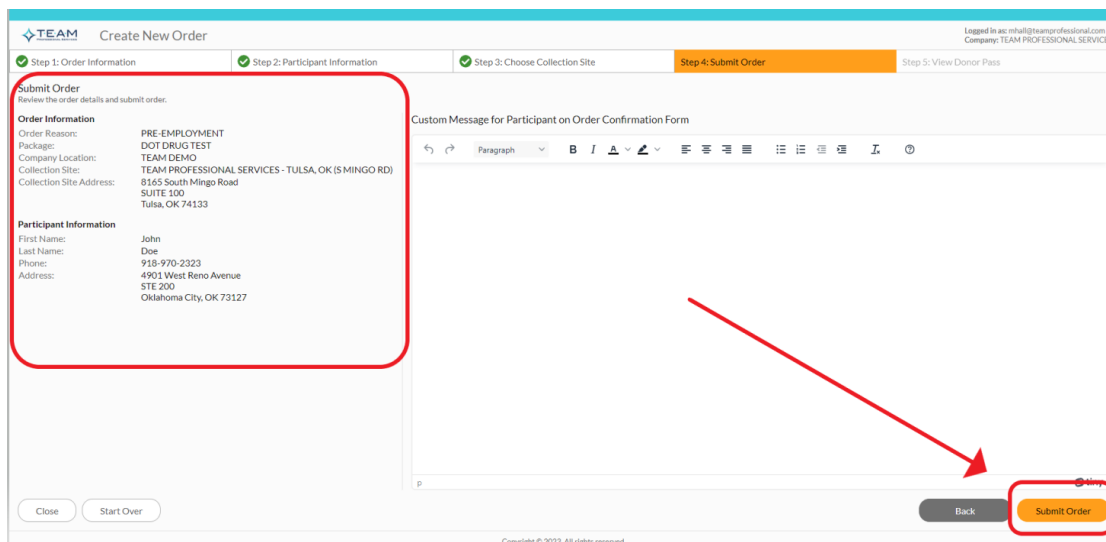


- i. Note: This does not schedule an appointment with the clinic. While most clinics are walk-in facilities, donors should call prior to going in for testing to confirm hours, appointment requirements, etc.

6. Step: 7: Confirm Information

Review and confirm order information.

- a. If the information is not correct, use the **Back** button (bottom right-hand corner) to go back and adjust any information that is incorrect.
- b. If the information is correct, click **Submit Order** (bottom right-hand corner).



Submit Order
Review the order details and submit order.

Order Information
 Order Reason: PRE-EMPLOYMENT
 Package: DOT DRUG TEST
 Company Location: TEAM DEMO
 Collection Site: TEAM PROFESSIONAL SERVICES - TULSA, OK (S MINGO RD)
 Collection Site Address: 8165 South Mingo Road, SUITE 100, Tulsa, OK 74133

Participant Information
 First Name: John
 Last Name: Doe
 Phone: 918-970-2323
 Address: 4901 West Reno Avenue, STE 200, Oklahoma City, OK 73127

Custom Message for Participant on Order Confirmation Form

Back Submit Order



7. Step 7: Download or Print the Donor Pass

TEAM Create New Order

Logged in as: mhall@teamprofessional.com
Company: TEAM PROFESSIONAL SERVICES

Step 1: Order Information Step 2: Participant Information Step 3: Choose Collection Site Step 4: Submit Order Step 5: View Donor Pass

View Donor Pass
Review the donor pass.
Order Number: 2023021413086
Your Order was Successfully Placed
Next Steps:

- Print or download this Donor Pass.
- The donor must bring this Donor Pass with them to the collection site.

Close Start Over

Donor Pass 1/1

DONOR PASS
Your order / registration will expire on February 22, 2023, at 11:59 PM

Participant Name: John Doe ID: *****4567
Test Reason: PRE-EMPLOYMENT DOT Agency: FMCSA

Service Provider:
TEAM PROFESSIONAL SERVICES -

	Sun	Mon	Tue	Wed	Thu	Fri	Sat
Open	Closed	8:00 AM	8:00 AM	8:00 AM	8:00 AM	8:00 AM	Closed
Close		4:30 PM	4:30 PM	4:30 PM	4:30 PM	4:30 PM	
Lunch	Closed	Open	Open	Open	Open	Open	Closed

Test/Service: URINE DOT
Account: T4C.DOT1.TEAMDEMO
Order Number: 76529942
Lab Name: Clinical Reference Lab
Panel Code: W215

76529942

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8. Step 8: Distributing the Donor Pass

The donor pass will display on your browser once an order has been placed. You will need to download and/or print this and provide it to the donor. The donor must take the donor pass with them to the collection site (they can also show it on their phone).

- Note: The donor pass can have multiple pages. Please ensure the employee knows to bring in **all pages** to the clinic.



DONOR PASS
Your order / registration will expire on February 22, 2023, at 11:59 PM

Participant Name: John Doe ID: ****4567
Test Reason: PRE-EMPLOYMENT DOT Agency: FMCSA

Service Provider:
TEAM PROFESSIONAL SERVICES -
8165 South Mingo Road
SUITE 100
Tulsa, OK 74133
PH: 918-970-2323
FX: 918-970-2321

	Sun	Mon	Tue	Wed	Thu	Fri	Sat
Open	Open	Closed	8:00 AM 8:30 AM	8:00 AM 8:30 AM	8:00 AM 8:30 AM	8:00 AM 8:30 AM	Closed
Closed	Closed	4:30 PM 8:30 PM	4:30 PM 8:30 PM	4:30 PM 8:30 PM	4:30 PM 8:30 PM	4:30 PM 8:30 PM	Closed
Lunch	Closed	Open	Open	Open	Open	Open	Closed

Test/Service: URINE DOT
Account: TAC DOT1 TEAMDEMO
Order Number: 75029842 Panel Code: W215
Lab Name: Clinical Reference Lab

Participant Instructions
- Take the page with you to the specimen Service Provider listed above along with a government issued photo ID.
- Call the Service Provider to confirm operational hours.
- Arrive **ONE HOUR** before closing time to ensure testing can be completed.

Client/Employer Information:
TEAM DEMO
4801 West Reno Avenue
STE 200
Oklahoma City, OK 73127
Phone: 405-970-2323

MRO Information:
Janine, Janine M.D.
9601 Northfield Blvd.
Denver, CO 80239
Phone: 877-555-7366
Fax: 855-255-5666

QUESTIONS OR REQUEST Contact TEAM at (918) 970-2323 or info@teamprofessional.com

FOR SERVICE PROVIDERS: A BARCODE. PLEASE FOLLOW THE BELOW PROTOCOLS:
SATS & POCT (INSTANT): Please use your own paper form.
URINE or ORAL FLUID: If available, please process the test electronically by scanning the barcode on this form or creating an order in FormFox using the account code listed. If your site is **NOT** electronically-enabled, use a paper CCF.
HAIR: **Onsite** - Please manually enter the order into FormFox (if available). **Offsite** - Please use a paper CCF. **Quick** - Please process the test electronically by scanning the barcode on this form.

RESULTS: Send ALL completed results to TEAM **immediately** after service is complete. Email: jsm@teamprofessional.com or Fax: (405) 429-7976.
INVOICES: Send ALL invoices for the above services **immediately** to TEAM, Urgent Quasi PPNP/PC or LabCorp.
Email: accounts@teamprofessional.com Fax: (405) 429-7976 Mail: 8165 S Mingo Rd Suite 100, Tulsa, OK 74133

Can't print this page? Write down the Order Number(s) and bring it with you to your selected Service Provider.
Case 62020202143086 - TEAM DEMO - John Doe

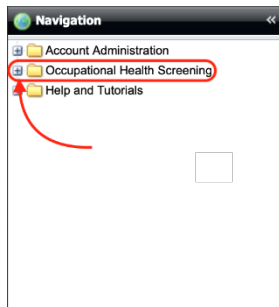
Page 1/1

Part 3: Results

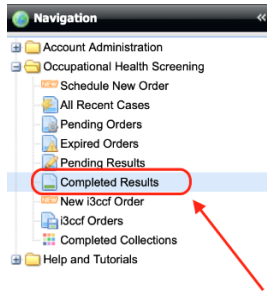
TEAM clients can view results and supporting documents within the system.

How to View Results

1. Step 1: Expand **Occupational Health Screening** in the Navigation box (top left-hand corner).

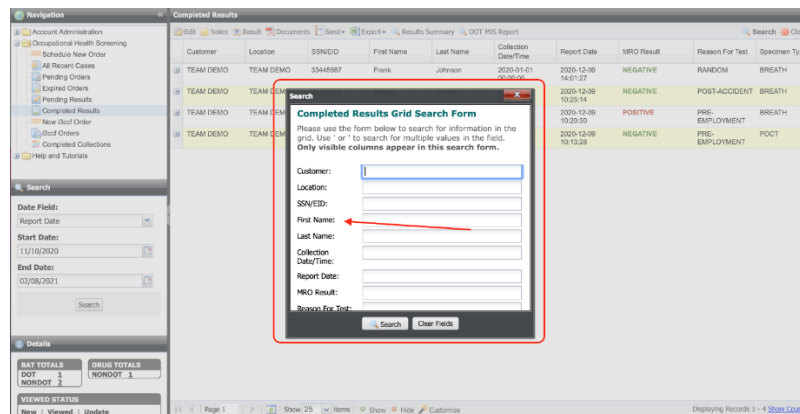
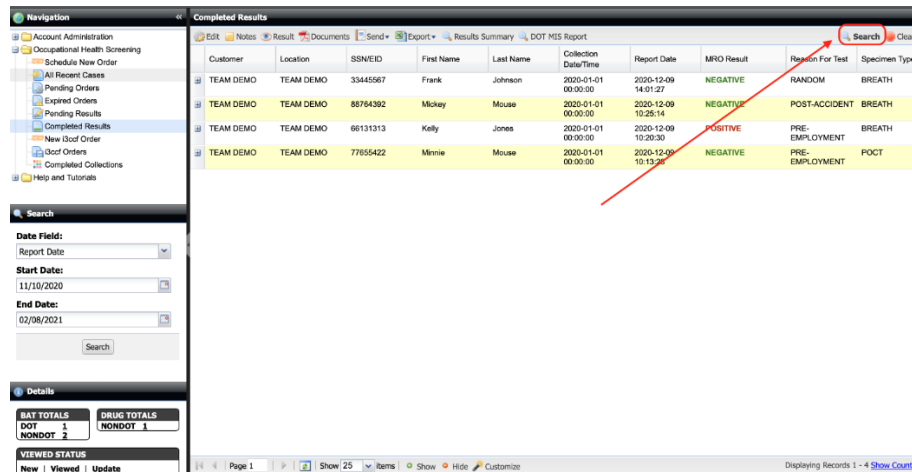


2. Step 2: Click **Completed Results**. The Completed Results grid will appear.



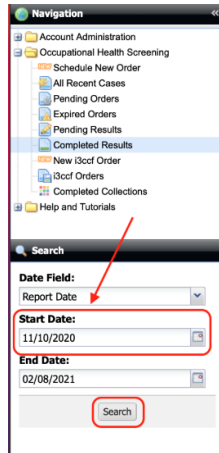
a. To find a specific result:

- i. Use the Search button in the top right-hand corner and use the employee's identifiers to search.



b. To find results older than three months:

- i. Back date the Search grid by updating the **Start Date** field on the left-hand side (under the Navigation box). Change this date and select **Search**.



The screenshot shows the TEAM software interface. On the left, there is a 'Navigation' box with a list of menu items: Account Administration, Occupational Health Screening, Schedule New Order, All Recent Cases, Pending Orders, Expired Orders, Pending Results, Completed Results, New I3ccf Order, I3ccf Orders, Completed Collections, and Help and Tutorials. Below the navigation box is a 'Search' section. It contains a 'Date Field:' dropdown menu set to 'Report Date'. Below this are two date input fields: 'Start Date' (with the value 11/10/2020) and 'End Date' (with the value 02/08/2021). A red box highlights the 'Start Date' field, and a red arrow points to it from the 'Navigation' box. At the bottom of the search section is a 'Search' button.

Missing Reports

TEAM's typical turn-around-time (TAT) for lab-based results is 24-72 hours after the collection has been completed. Breath alcohol tests (BATs) and occupational service results, like physicals, will be entered upon receipt from the clinic.

**If you have not received a result within the TATs outlined above, please contact [TEAM](#) and we will investigate this issue for you.*

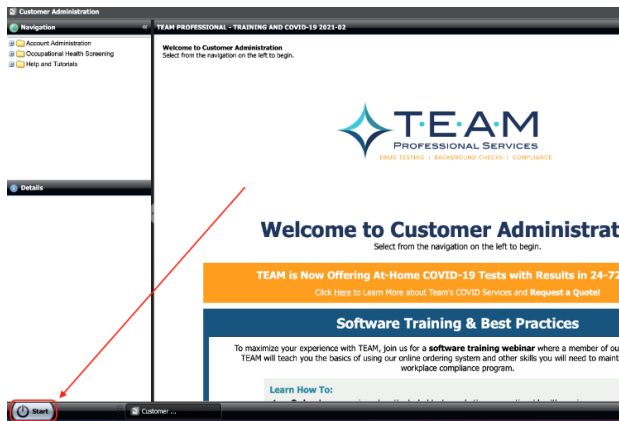
Part 4: Randoms Management

TEAM clients can view their random selections and maintain their random rosters within the system.

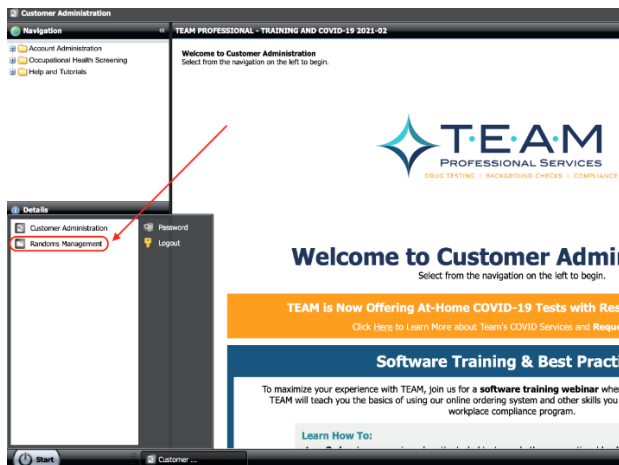


How to View Random Pools

1. Step 1: Select the **Start** button (bottom left-hand corner).

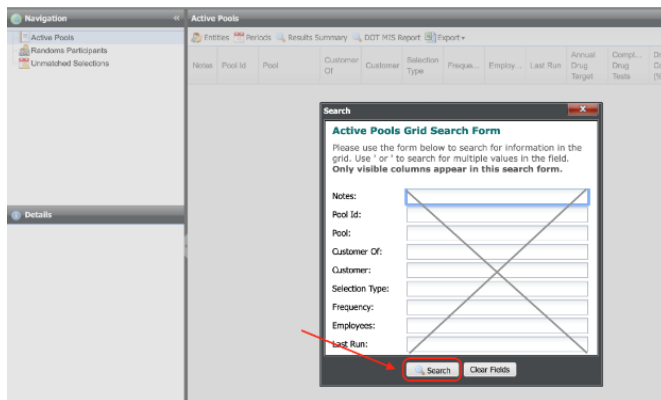
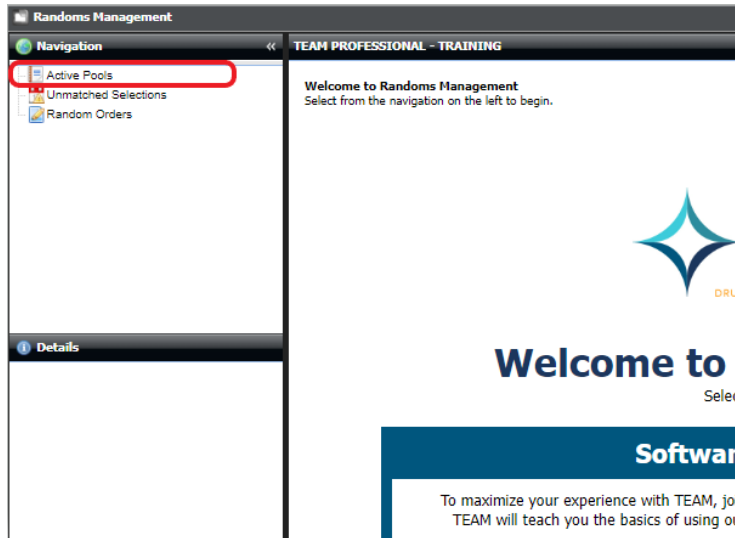


2. Step 2: Select **Randoms Management**. A new Navigation box will appear (top left-hand corner).





- Step 3: Select **Active Pools** (top left-hand corner under Navigation). A Search grid will populate. Leave all fields blank and click the **Search** button. Your random pools will populate.



How to View and Update your Random Pool Roster

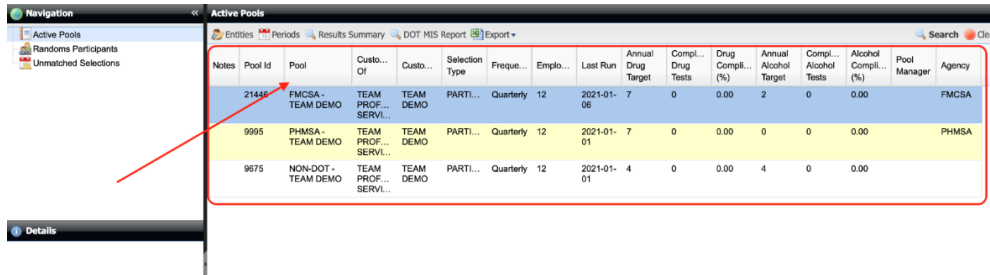
- Step 1: Follow steps 1-3 under [How to View Random Pools.](#)

Notes	Pool Id	Pool	Custo... Of	Custo...	Selection Type	Frequ...	Emplo...	Last Run	Annual Drug Target	Annual Drug Tests	Annual Alcohol Target	Annual Alcohol Tests	Alcohol Compl...	Pool Manager	Agency
	21446	FMCSA - TEAM DEMO	TEAM PROF...	TEAM DEMO	PARTL...	Quarterly	12	2021-01-06	7	0	0.00	2	0	0.00	FMCSA
	9995	PHMSA - TEAM DEMO	TEAM PROF...	TEAM DEMO	PARTL...	Quarterly	12	2021-01-01	7	0	0.00	0	0	0.00	PHMSA
	9675	NON-DOT - TEAM DEMO	TEAM PROF...	TEAM DEMO	PARTL...	Quarterly	12	2021-01-01	4	0	0.00	4	0	0.00	

Move forward faster.

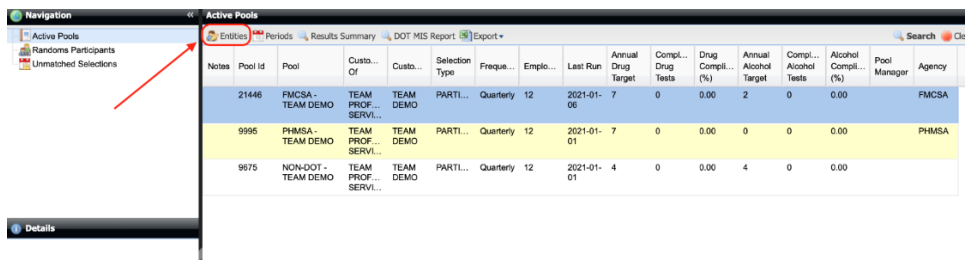
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2. Step 2: Click on the pool you'd like to review (the row will turn blue).



Notes	Pool Id	Pool	Custo... Of	Custo...	Selection Type	Frequ...	Emple...	Last Run	Annual Drug Target	Compl... Drug Tests	Drug Compl... (%)	Annual Alcohol Target	Compl... Alcohol Tests	Alcohol Compl... (%)	Pool Manager	Agency
	21446	FMCSA - TEAM DEMO	TEAM PROF...	TEAM DEMO	PARTI...	Quarterly	12	2021-01-06	7	0	0.00	2	0	0.00		FMCSA
	9995	PHMSA - TEAM DEMO	TEAM PROF...	TEAM DEMO	PARTI...	Quarterly	12	2021-01-01	7	0	0.00	0	0	0.00		PHMSA
	9675	NON-DOT - TEAM DEMO	TEAM PROF...	TEAM DEMO	PARTI...	Quarterly	12	2021-01-01	4	0	0.00	4	0	0.00		

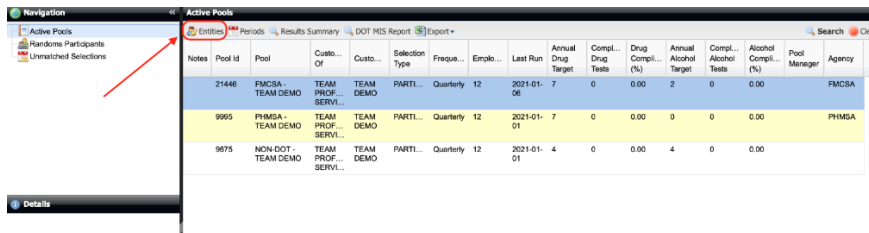
3. Step 3: Select **Entities** from the toolbar. This will populate the current employee roster for that pool.



Notes	Pool Id	Pool	Custo... Of	Custo...	Selection Type	Frequ...	Emple...	Last Run	Annual Drug Target	Compl... Drug Tests	Drug Compl... (%)	Annual Alcohol Target	Compl... Alcohol Tests	Alcohol Compl... (%)	Pool Manager	Agency
	21446	FMCSA - TEAM DEMO	TEAM PROF...	TEAM DEMO	PARTI...	Quarterly	12	2021-01-06	7	0	0.00	2	0	0.00		FMCSA
	9995	PHMSA - TEAM DEMO	TEAM PROF...	TEAM DEMO	PARTI...	Quarterly	12	2021-01-01	7	0	0.00	0	0	0.00		PHMSA
	9675	NON-DOT - TEAM DEMO	TEAM PROF...	TEAM DEMO	PARTI...	Quarterly	12	2021-01-01	4	0	0.00	4	0	0.00		

How to Remove an Employee from the Random Roster

- a. Step 1: Find the employee under Entities. You can search for the employee by clicking the **Search** button (top right-hand corner within the Entities box).



Notes	Pool Id	Pool	Custo... Of	Custo...	Selection Type	Frequ...	Emple...	Last Run	Annual Drug Target	Compl... Drug Tests	Drug Compl... (%)	Annual Alcohol Target	Compl... Alcohol Tests	Alcohol Compl... (%)	Pool Manager	Agency
	21446	FMCSA - TEAM DEMO	TEAM PROF...	TEAM DEMO	PARTI...	Quarterly	12	2021-01-06	7	0	0.00	2	0	0.00		FMCSA
	9995	PHMSA - TEAM DEMO	TEAM PROF...	TEAM DEMO	PARTI...	Quarterly	12	2021-01-01	7	0	0.00	0	0	0.00		PHMSA
	9675	NON-DOT - TEAM DEMO	TEAM PROF...	TEAM DEMO	PARTI...	Quarterly	12	2021-01-01	4	0	0.00	4	0	0.00		



- b. Step 2: Click on the employee you'd like to remove (the row will turn blue).

Company Name	Location	Primary ID	First Name	Last Name	Alternate Id	Alternate Id Type	Alternate Id 2	Alternate Id 2 Type	Added	Entity Name
TEAM DEMO	TEAM DEMO	FL1234567	Minnie	Mouse	77655422	SSN/Government ID	1	Employee ID	2021-01-06 09:09:36	Minnie Mouse
TEAM DEMO	TEAM DEMO	FL1234568	Mickey	Mouse	88764392	SSN/Government ID	2	Employee ID	2021-01-06 09:09:36	Mickey Mouse
TEAM DEMO	TEAM DEMO	FL1234569	Donald	Duck	99131313	SSN/Government ID	3	Employee ID	2021-01-06 09:09:36	Donald Duck
TEAM DEMO	TEAM DEMO	FL1234570	Daisy	Duck	77131313	SSN/Government ID	4	Employee ID	2021-01-06 09:09:36	Daisy Duck
TEAM DEMO	TEAM DEMO	OK1234571	Kelly	Jones	66131313	SSN/Government ID	7	Employee ID	2021-01-06 09:09:36	Kelly Jones
TEAM DEMO	TEAM DEMO	OK1234572	Walter	Brown	55131313	SSN/Government ID	12	Employee ID	2021-01-06 09:09:36	Walter Brown
TEAM DEMO	TEAM DEMO	TX1234573	Dog	Park	55464646	SSN/Government ID	9	Employee ID	2021-01-06 09:09:36	Dog Park
TEAM DEMO	TEAM DEMO	FL1234574	Mike	Wazowski	22334456	SSN/Government ID	5	Employee ID	2021-01-06 09:09:36	Mike Wazowski
TEAM DEMO	TEAM DEMO	ND1234575	Alex	Smith	44332219	SSN/Government ID	8	Employee ID	2021-01-06 09:09:36	Alex Smith
TEAM DEMO	TEAM DEMO	FL1234576	James P. (Sully)	Sullivan	11223345	SSN/Government ID	6	Employee ID	2021-01-06 09:09:36	James P. (Sully) Sullivan
TEAM DEMO	TEAM DEMO	ND1234577	John	Smith	44556678	SSN/Government ID	10	Employee ID	2021-01-06 09:09:36	John Smith
TEAM DEMO	TEAM DEMO	ND1234578	Frank	Johnson	33445567	SSN/Government ID	11	Employee ID	2021-01-06 09:09:36	Frank Johnson

- c. Select the red minus sign icon, to the right of the employee's name.

Company Name	Location	Primary ID	First Name	Last Name	Alternate Id	Alternate Id Type	Alternate Id 2	Alternate Id 2 Type	Added	Entity Name
TEAM DEMO	TEAM DEMO	FL1234567	Minnie	Mouse	77655422	SSN/Government ID	1	Employee ID	2021-01-06 09:09:36	Minnie Mouse
TEAM DEMO	TEAM DEMO	FL1234568	Mickey	Mouse	88764392	SSN/Government ID	2	Employee ID	2021-01-06 09:09:36	Mickey Mouse
TEAM DEMO	TEAM DEMO	FL1234569	Donald	Duck	99131313	SSN/Government ID	3	Employee ID	2021-01-06 09:09:36	Donald Duck
TEAM DEMO	TEAM DEMO	FL1234570	Daisy	Duck	77131313	SSN/Government ID	4	Employee ID	2021-01-06 09:09:36	Daisy Duck
TEAM DEMO	TEAM DEMO	OK1234571	Kelly	Jones	66131313	SSN/Government ID	7	Employee ID	2021-01-06 09:09:36	Kelly Jones
TEAM DEMO	TEAM DEMO	OK1234572	Walter	Brown	55131313	SSN/Government ID	12	Employee ID	2021-01-06 09:09:36	Walter Brown
TEAM DEMO	TEAM DEMO	TX1234573	Dog	Park	55464646	SSN/Government ID	9	Employee ID	2021-01-06 09:09:36	Dog Park
TEAM DEMO	TEAM DEMO	FL1234574	Mike	Wazowski	22334456	SSN/Government ID	5	Employee ID	2021-01-06 09:09:36	Mike Wazowski
TEAM DEMO	TEAM DEMO	ND1234575	Alex	Smith	44332219	SSN/Government ID	8	Employee ID	2021-01-06 09:09:36	Alex Smith
TEAM DEMO	TEAM DEMO	FL1234576	James P. (Sully)	Sullivan	11223345	SSN/Government ID	6	Employee ID	2021-01-06 09:09:36	James P. (Sully) Sullivan
TEAM DEMO	TEAM DEMO	ND1234577	John	Smith	44556678	SSN/Government ID	10	Employee ID	2021-01-06 09:09:36	John Smith
TEAM DEMO	TEAM DEMO	ND1234578	Frank	Johnson	33445567	SSN/Government ID	11	Employee ID	2021-01-06 09:09:36	Frank Johnson

- d. Enter the reason for removing the employee from the roster (termination, not hired, medical leave, etc.).

Confirm Entity Delete

Confirm Entity Delete

Use this form to Confirm Entity Delete. All required fields are in bold.

Reason For Delete:

Yes

No



****Please use caution!*** If an employee is removed for more than 30 days, a new negative pre-employment or pre-site access test will be required for the employee to be added back to the pool.

- e. Select **Yes** to delete the employee from the roster.

****If the employee you are deleting was selected for a random drug or alcohol test, you **MUST** notify [TEAM](#) to receive an alternate.***

How to Add an Employee to the Random Roster

Employees will automatically be added to the roster after TEAM receives a negative pre-employment result for them (please reference [Part 2: Ordering Drug and Alcohol Testing](#) for instructions on how to schedule this). You will not have access to manually add employees to the roster within the system.

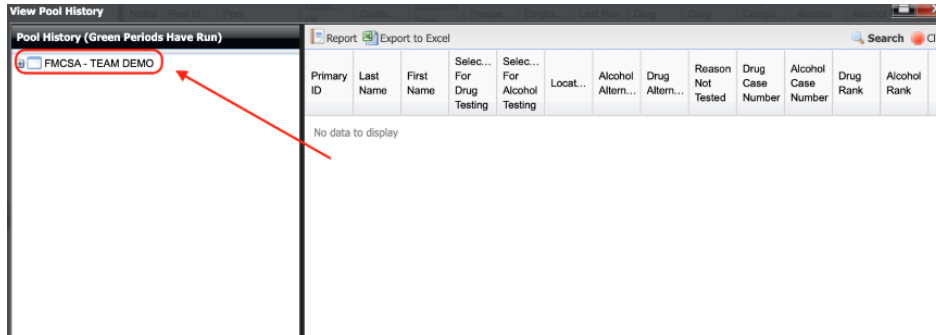
How to View Random Selections

A list of random selections will be emailed to authorized users at the beginning of each quarter. The selection list can also be viewed within the system.

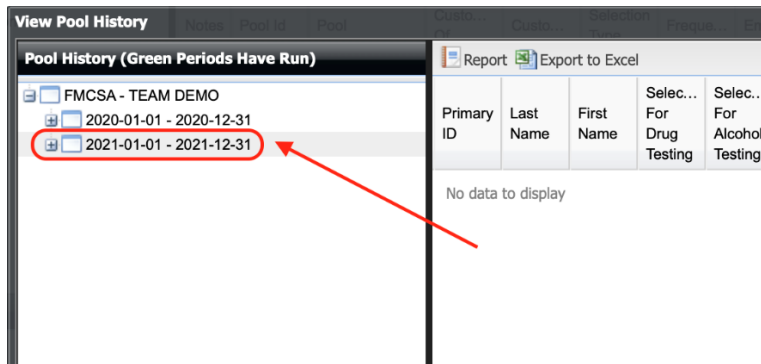
1. Step 1: Follow steps 1-3 under [How to View Random Pools.](#)
2. Step 2: Click on the pool you'd like to review (the row will turn blue).
3. Step 3: Select **Periods** from the toolbar. This will populate the history for this pool.

Notes	Pool Id	Pool	Custo... Of	Custo...	Selection Type	Frequ...	Empl...	Last Run	Annual Drug Target	Compl... Drug Tests	Drug Compl... (%)	Annual Alcohol Target	Compl... Alcohol Tests	Alcohol Compl... (%)	Pool Manager	Agency
	21446	FMCSA - TEAM DEMO	TEAM PROF... SERVI...	TEAM DEMO	PARTI...	Quarterly	12	2021-01- 06	7	0	0.00	2	0	0.00		FMCSA
	9995	PHMSA - TEAM DEMO	TEAM PROF... SERVI...	TEAM DEMO	PARTI...	Quarterly	12	2021-01- 01	7	0	0.00	0	0	0.00		PHMSA
	9675	NON-DOT - TEAM DEMO	TEAM PROF... SERVI...	TEAM DEMO	PARTI...	Quarterly	12	2021-01- 01	4	0	0.00	4	0	0.00		

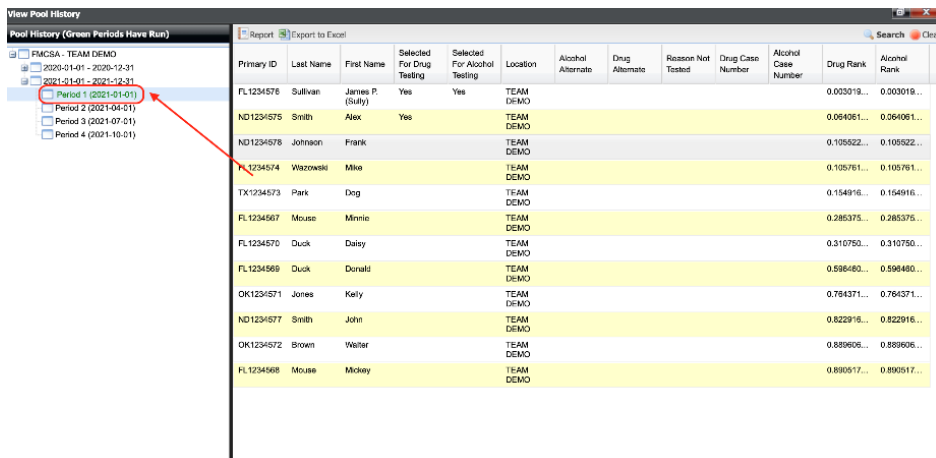
4. Step 4: Select the desired year and period you would like to review by using the plus sign icon to the left of the pool name.



5. Step 5: Select the year you would like to review by selecting the plus sign icon to the left of the year.



6. Step 6: Select the quarter (or period) you would like to review (it will turn blue).



a. Note: Future quarters will not be available for review.

7. Step 7: View the selections for that period. You can see what type of test(s) the employee was selected for by referencing the checkmark under the Selected for Drug Testing and Selected for Alcohol Testing Columns.



Report Export to Excel

Customer	Location	First Name	Last Name	Primary ID	Selected For Drug Testing	Selected For Alcohol Testing	Alcohol Alternate	Drug Alternate	Reason Not Tested
TEAM DEMO	TEAM DEMO	James P. (Sully)	Sullivan	FL1234576	Yes	Yes			
TEAM DEMO	TEAM DEMO	Alex	Smith	ND1234575	Yes				
TEAM DEMO	TEAM DEMO	Frank	Johnson	ND1234578					
TEAM DEMO	TEAM DEMO	Mike	Wazowski	FL1234574					
TEAM DEMO	TEAM DEMO	Dog	Park	TX1234573					
TEAM DEMO	TEAM DEMO	Minnie	Mouse	FL1234567					
TEAM DEMO	TEAM DEMO	Daisy	Duck	FL1234570					

- “Selected for Drug Testing” – Employees with “Yes” under this column are those selected for random drug testing.
- “Selected for Alcohol Testing” – Employees with “Yes” under this column are those selected for random alcohol testing.

**If you are in a PHMSA pool, Alcohol testing is not required and therefore no employees will be selected for a breath alcohol test.*

You can export this list by selecting the “Export to Excel” button from the toolbar. The DER (Designated Employee Representative) will automatically receive and emailed copy of the list at the beginning of the quarter.

****Please use caution!*** If you request any alternate selections, your exported list will no longer be accurate.

****Any changes made on the exported list will not reflect in the system.***

Report Export to Excel

Customer	Location	First Name	Last Name	Primary ID	Select... For Drug Testing	Select... For Alcohol Testing	Alcohol Altern
TEAM DEMO	TEAM DEMO	James P. (Sully)	Sullivan	FL1234576	Yes	Yes	
TEAM DEMO	TEAM DEMO	Alex	Smith	ND1234575	Yes		
TEAM DEMO	TEAM DEMO	Frank	Johnson	ND1234578			
TEAM DEMO	TEAM DEMO	Mike	Wazowski	FL1234574			

How to Schedule Random Tests from the Random Module

- Step 1: Follow steps 1-7 under [How to View Random Selections](#).
- Step 2: Click on the employee you wish to schedule (the row will turn blue).
- Step 3: Click “Order Now” at the top of the page



View Pool History										
Pool History (Green Periods Have Run)										
<div>Force Match Reason Not Tested Report Export to Excel Export Current Search Order Now</div>										
<div>FMCSA - TEAM DEMO</div> <div>2020-01-01 - 2020-12-31</div> <div>2021-01-01 - 2021-12-31</div> <div>Period 1 (2021-01-01)</div> <div>Period 2 (2021-04-01)</div> <div>Period 3 (2021-07-01)</div> <div>Period 4 (2021-10-01)</div>										
First Name	Last Name	Primary ID	Selected For Drug Testing	Alternate Id	Alternate Id 2	Location	Selected For Alcohol Testing	Alcohol Alternate	Drug Alternate	
James P. (Sully)	Sullivan	FL1234576	Yes	11223345	6	TEAM DEMO	Yes			
Minnie	Mouse	FL1234567	Yes	77655422	1	TEAM DEMO	Yes			
Frank	Johnson	ND1234578	Yes	33445567	11	TEAM DEMO	Yes			
Kelly	Jones	OK1234571	Yes	66131313	7	TEAM DEMO	Yes			
Dog	Park	TX1234573	Yes	55464646	9	TEAM DEMO				
Donald	Duck	FL1234569	Yes	99131313	3	TEAM DEMO				

4. Step 4: Follow the steps/prompts to complete the scheduling. Additional screenshots of this process can be found under [Part 2: Ordering Drug and Alcohol Testing](#).
 - a. The donor pass will display on your browser once an order has been placed. You will need to download and/or print this and provide it to the donor. The donor must take the donor pass with them to the collection site (they can also show it on their phone).
 - i. Note: The donor pass *may have multiple pages*. Please ensure the employee knows to bring in **all** pages to the clinic.

ORDER CONFIRMATION

PLEASE TAKE THIS PAGE WITH YOU TO THE SPECIMEN COLLECTION SITE. YOU WILL BE REQUIRED TO PRESENT A GOVERNMENT ISSUED PHOTO ID.

If you are not able to print this, please back to record the following order / registration number and bring it with you to your selected collection site.

Your order / registration will expire on February 28, 2021, at 11:59 PM.

TEST / SERVICES INFORMATION:

Service: URINE DOT
Account Number: TSCDOT1TEAMDEMO
Order Number: 8841465
Lab Name: Clinical Reference Lab

Panel Code: WETS
DOT Agency: FMCSA
Test Reason: PRE-EMPLOYMENT

Service: BREATH DOT

Account Number: 8841465
Order Number: 8841465
Lab Name: Ebsworth

Panel Code: ALCOHOLBREATH
DOT Agency: FMCSA
Test Reason: PRE-EMPLOYMENT

COLLECTION SITE:

PLEASE CALL THE COLLECTION SITE TO CONFIRM OPERATIONAL HOURS. ARRIVE ONE HOUR BEFORE CLOSING TIME TO INSURE TESTING CAN BE COMPLETED.

TEAM PROFESSIONAL SERVICES:
8419 South Mingo Road
Suite 100
Tulsa, OK 74113
PH: 918.970.2323
FAX: 918.970.2321

Monday: Open
Tuesday: Open
Wednesday: Open
Thursday: Open
Friday: Open
Saturday: Closed
Sunday: Closed

DONOR / PARTICIPANT INFORMATION:

John Doe, ****4567

CLIENT / EMPLOYER INFORMATION:

TEAM DEMO
TEAM DEMO
601 New Park Avenue
Channahon, IL 61015
Phone: 815.402.0202
Account # TSCDOT1TEAMDEMO

MED INFORMATION:
801 NORTHFIELD BLVD
CONNETT, CO 80828
Phone: 877.685.7286
Fax: 888.820.3588

CUSTOMER SPECIFIC INSTRUCTIONS:

QUESTIONS OR REVIEWS?
Contact TEAM Professional Services at (918) 970-2323 or help@teamqualify.com

URINE or ORAL FLUID:
For lab-based urine or oral fluid drug collection, please use FormFlex, if available.
If your site is NOT electronically-enabled, please use the Clinical Reference Lab paper CCFs you received from TEAM via FedEx.

BAT, POCT, or PHYSICAL:
For breath alcohol test, instant urine drug collection (i.e., "POCT," "Rapid"), physical exam, or any other occupational health services, DO NOT use the above barcode. It will not scan. Please use your own label paper form.

HAIR:

Case: 6027023021544 - TEAM DEMO - John Doe

Page 1 of 2

How to Request an Alternate

If you need an alternate selection, please email our Randoms TEAM at randoms@teamqualify.com with the unavailable sections first/last name and the reason the selection is unable to complete their random test.



Part 5: Clinics

How to Request a New Clinic Setup

If you are needing a new collection site setup, please email our Clinics TEAM at clinics@teamqualify.com. Please include the city, state and zip code where the site is needed in your request.

**The turnaround time (TAT) for collection site setups is 5-7 business days.*

One-Time setups

TEAM offers one-time clinic setups for situations where a donor needs to test in an area outside of your company's standard clinic network. You can submit a one-time setup request for \$35 on our website [here](#).

**All requests will be completed within 24 hours. Post-accident and reasonable suspicion requests will be completed within 2 hours.*

Additional Supplies

If a clinic needs to order drug or alcohol testing supplies, they can submit this request on our website [here](#). Once submitted, a member of our Clinics TEAM will begin processing the order.

**The turnaround time (TAT) for supply deliveries is 5-7 business days.*

Part 6: Contact TEAM

TEAM prides itself on our professionalism and high-caliber customer care. We are happy to help serve you at the highest level. Please give us a call, send us an email, or go to our website at www.teamqualify.com to contact us by chat.

Thank you for your business and continued partnership with TEAM!

Customer Excellence TEAM:

Drug Testing Inquiries

- help@teamqualify.com
- (918) 970-2323

Background Screening Inquiries

- backgroundsupport@teamqualify.com
- (918) 921-4815

Move forward **faster**.

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Alert Contractor Compliance Inquiries

- support@teamqualify.com
- (918) 970-4990

Escalation Contacts:

Sr. Account Services Manager

- Sierra Lancaster: (918) 872-0512
slancaster@teamqualify.com

Vice President

- Tammy Person: (918) 970-6040
tammy@teamqualify.com

Important Contact Info:

I3Screen

- Medical Review – Client questions/requests regarding test results.
 - (877) 585-7366, Option 2 mrs@i3screen.com
- Donor Medical Review/Callback – Medical review line for donors to discuss their drug test results.
 - (877) 585-7366, Option 1

Background Consumers

- Contact for applicants/individuals who wish to dispute information on their background check.
 - consumers@teamqualify.com