https://mroresultsonline.com

Random Program Management User Guide

MRO Results Online Random Program Guide

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Introduction to MRO Results Online

MRO Results Online ’s main software for Random Program Management Review consists of a website that incorporates all the different aspects of receiving, processing and reporting of drug and alcohol test results, along with random pool selections and maintenance.

Getting to the Website

Browsers

The website requires an up-to-date web browser, ideally Mozilla Firefox (getfirefox.com) or Google Chrome (chrome.google.com). Internet Explorer versions 8 or 9 are usable, but are not recommended.

Web Address

Users can get to the website by typing: https://mroresultsonline.com into the address bar of their browser.

Logging In

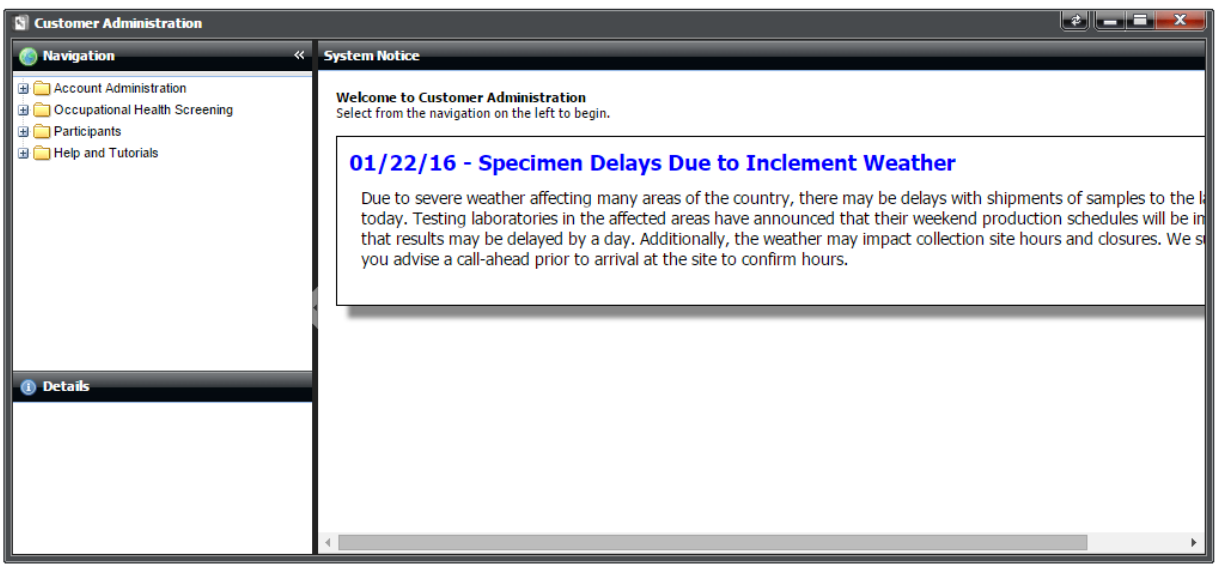
All users will require a username and password to access the website. These should be provided to you, but if you require this information, or need your password to be reset, please contact orders@nationandrugscreening.com

Passwords are case-sensitive and require at least 1 uppercase character, a number, and a symbol (i.e. #@& etc.).

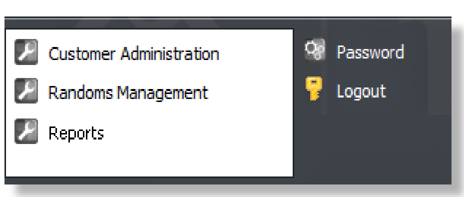
On the Login Page, fill in the "Username" and "Password" fields. The "Company" field can be left blank. Then click the "Login" button. The first time a user logs in, the process may take a couple of minutes while the system creates the files it needs. Subsequent logins should just take a few seconds.

Navigating the Software

Once the user has logged in, they will be presented with the "web desktop" environment. This mimics the layout of a computer desktop, but within the web browser:



Once the desktop has finished loading, the user will click the  button, in the bottom left corner, to begin. This will open the Start Menu which has several different programs, or *sections*, to choose from. Users can also click " Logout" to exit the website and go back to the login screen or they can click " Password" to change their password.



Start Menu Sections

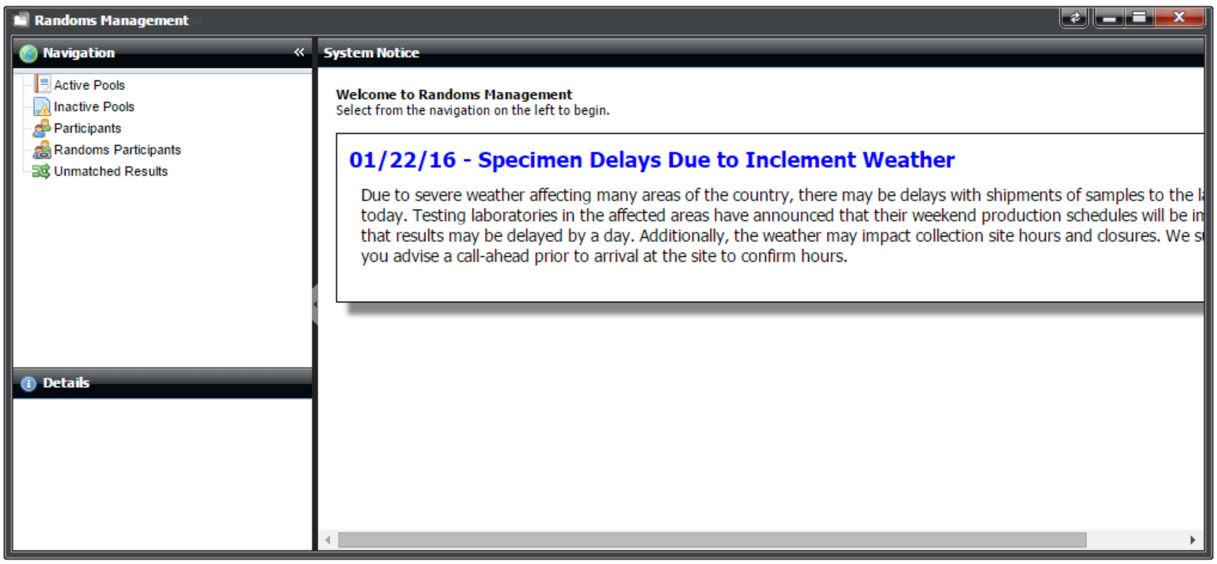
There should be three sections listed in the Start Menu. They are:

Customer Administration – This is where clients will get their results.

Randoms Management- This is where the Randoms Team will manage their programs. When opening this section, the user will be presented with a list of state laws (Non-DOT), alerts and special requirements.

From the 

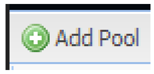
button, click on the "Randoms Management" section. The following screen will appear:

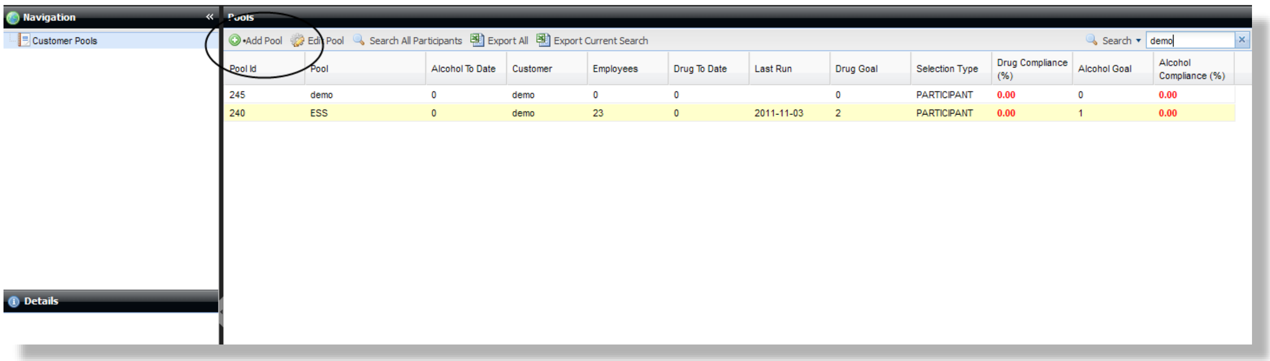


Customer Pools

Customer Pools is the location within the Randoms Management section where random pools are created, maintained, and processed. Click on the "Customer Pools" icon to begin. The following screen will appear:

Add Pool

To create a testing pool, select 



There are 2 sections to this screen: **General Pool Information** and **Rules.**

General Pool Information: This information is required and cannot be edited after the Pool is established.

Pool Name – options are Alpha or Alpha Numeric

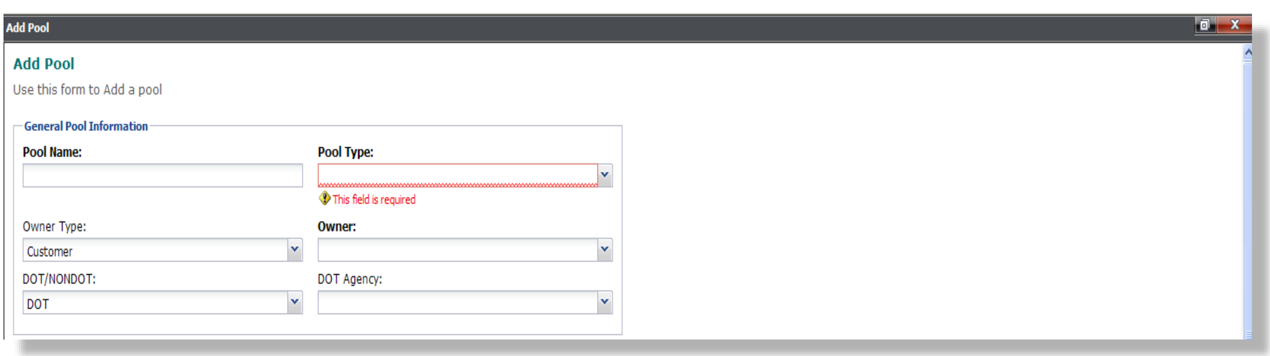
Pool Type – options are Location or Participant

Owner Type – options are Customer or Consortium (contact the RPM team for initial consortium set up requirements)

Owner: Select Customer

DOT/NON-DOT

DOT Agency: Select one of the 6 agencies (only required if Pool Type is DOT)



Rules: This information will build the pool parameters to customer specification

Alcohol Gets Drug – This option will provide for random alcohol testing selections in addition to random drug testing selections at the selected testing rate.

Auto Compensate – Will adjust the number/percentage selected to meet the desired testing rates automatically.

Mid-Cycle – Will onboard a customer mid-cycle to accommodate the required testing numbers. To use this feature, the customer will need to provide "Average Number of Employees" and "Total Completed Drug/Alcohol Tests". In addition, when setting up the mid cycle pool, the activation date must start from the date the pool originally started. For example, if the customer began their pool on January 1, 20XX and the start date for beginning at MRO Results Online is July 1, 20XX , the activation date for the pool would be January 1, 20XX and the first random selection would be scheduled for July 1, 20XX. <u>Please note</u>: These options are used with the Mid-Cycle feature only.

Activation Date: Pool start date, January 1st of the current year is recommended, but not required

Selection Period: Monthly, Quarterly or Manual

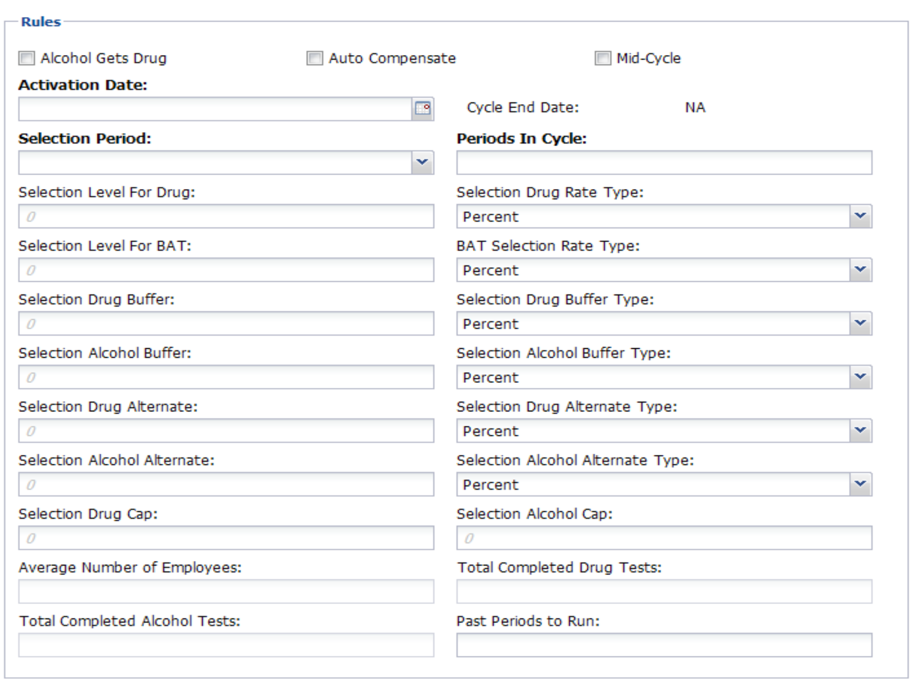
Periods in Cycle: Equals 4 for quarterly pools / equals 12 for monthly pools

Selection Level Drug/Alcohol: Input required number

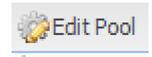
Selection Rate Type: Percent or Number

Buffers/Alternates : Buffer is choosing additional tests that will need to be tested and Alternates are if you have a participant that was out for the entire quarter on medical leave, military. (see DOT regs for allowable use of alternated.

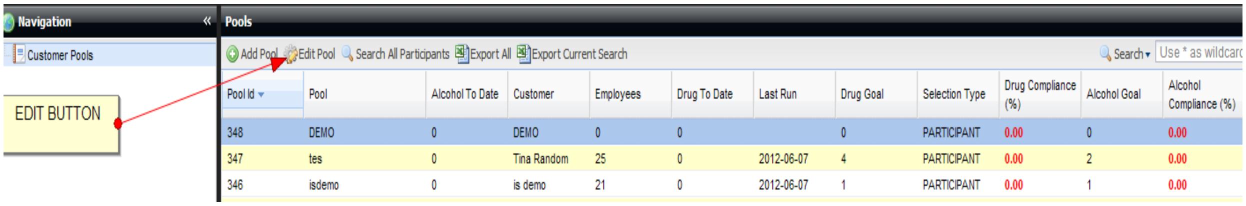
Selection Drug/Alcohol Cap: Will cap the # of times a participant will be selected during the cycle of the pool (Non-DOT only)



Edit Pool

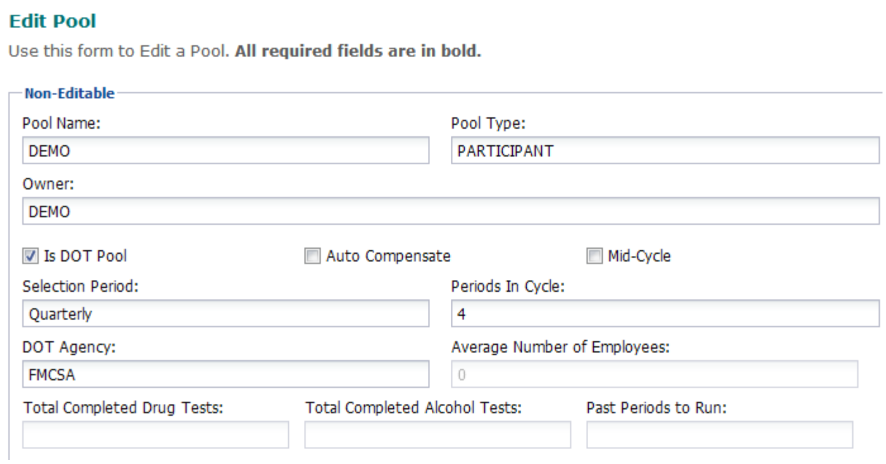
To edit or view entries made on an existing pool, highlight your selected pool and select the 

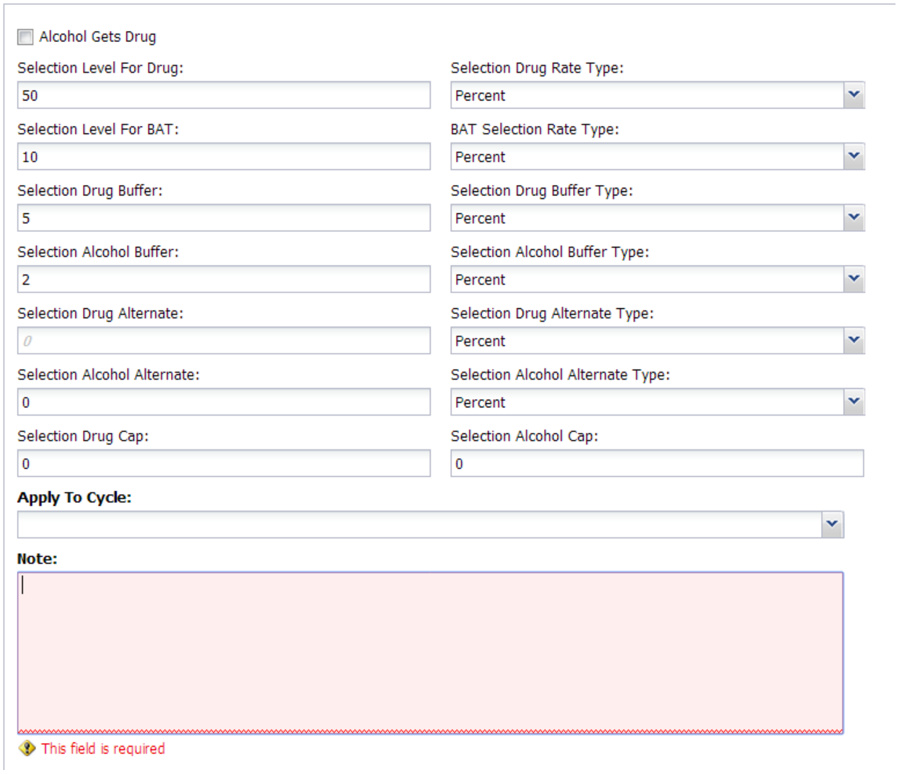
tab.



Pool Id	Pool	Alcohol To Date	Customer	Employees	Drug To Date	Last Run	Drug Goal	Selection Type	Drug Compliance (%)	Alcohol Goal	Alcohol Compliance (%)
348	DEMO	0	DEMO	0	0		0	PARTICIPANT	0.00	0	0.00
347	tes	0	Tina Random	25	0	2012-06-07	4	PARTICIPANT	0.00	2	0.00
346	isdemo	0	is demo	21	0	2012-06-07	1	PARTICIPANT	0.00	1	0.00

The following pool #348 is DOT pool that is scheduled for a Quarterly selection at a 50% Drug rate – 10% Alcohol rate, with a 5% and 2 % buffer.





Editing of the fields in the Rules section can be used to modify pool selection parameters. To do so, you must use the Apply To Cycle pull down and select either "Apply To Current Cycle" (current year) or "Apply To Future Cycle" (next year). A note is required prior to clicking the "Submit" button.

<u>Please note</u>: Changes can only be made to the parameters prior to the random selection being processed for that period unless you place the pool on hold.

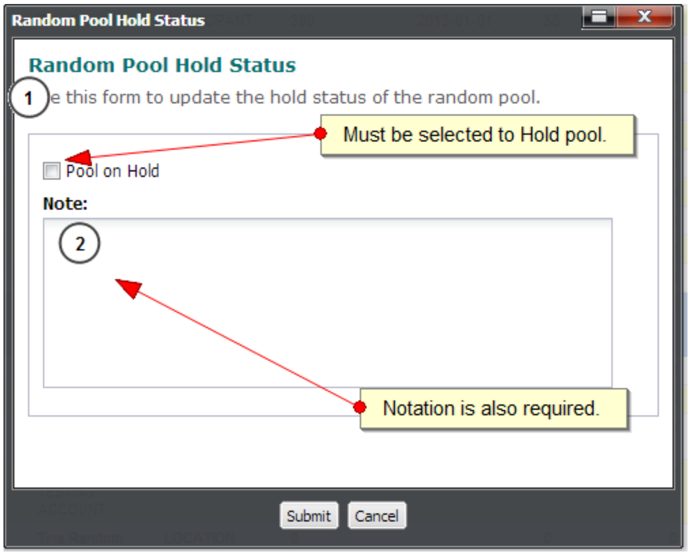
Pool Hold

Placing the pool on hold will prevent the random selections from automatically being generated on the pre-set selection day.

<u>**Placing a Pool on Hold**</u>

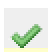
Within i3's Randoms Management, locate the desired Pool and left Click to highlight. At the top of the screen, click the 

button. The *Random Pool Hold Status* window should appear.



Click the *Pool on Hold* check box to select. Entering notation is also required to place a Pool on hold. When complete click the  button at the bottom of the window.

A notice indicating the update has been successful should appear, click the *OK* button.

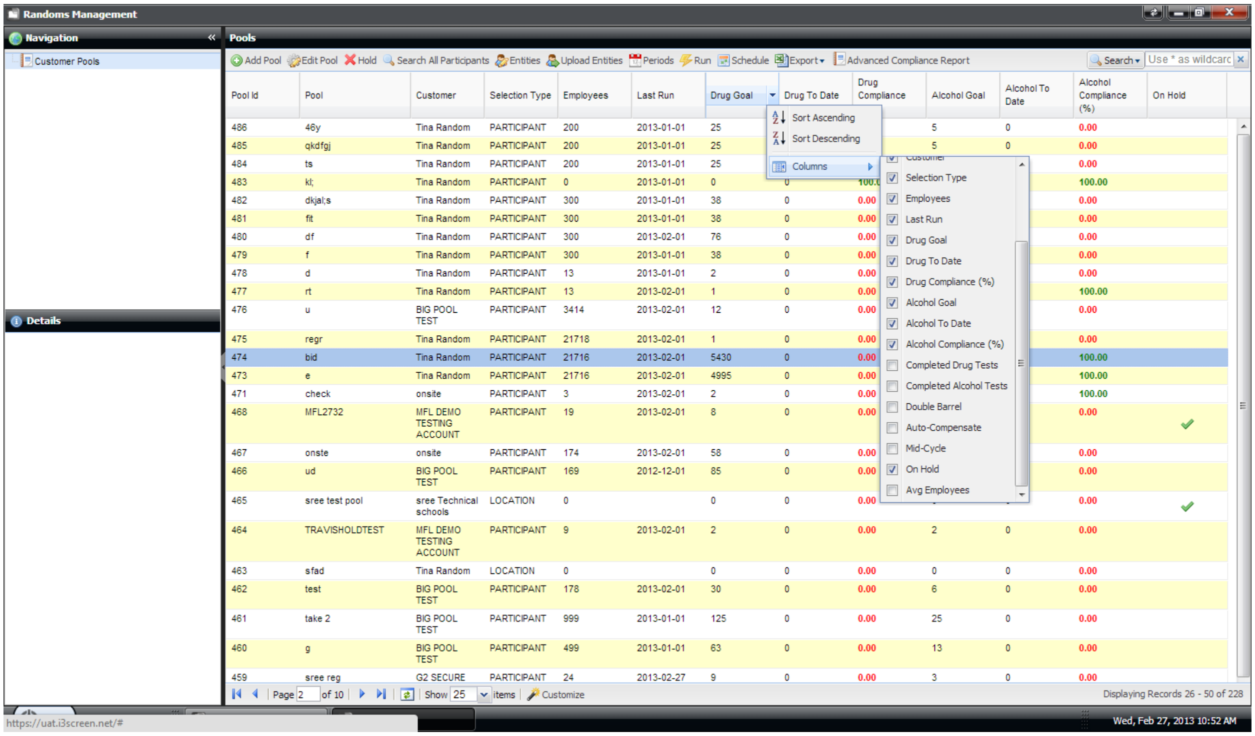
A checkmark  should appear in the On Hold column of the screen as confirmation the Pool has been placed on Hold. **If the On Hold column is not visible on your screen, refer below to "Viewing Pool on Hold Status"**.

<u>Viewing Pool on Hold Status</u>

Place your cursor over any column title and Click the drop down menu arrow that displays.

Place your cursor over the *Columns* option to display the selections list. Scroll down the list to *On Hold* and click the check box to select.

The On Hold column should be visible on your screen with a checkmark  confirming the desired Pool is now on hold.



Removing Pool on Hold Status

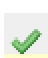
Locate the desired Pool and left Click to highlight. At the top of the screen, click the 

button. The *Random Pool Hold Status* window should again appear.

De-select the *Pool on Hold* check box. Add notation for the reason the Pool is being removed from hold status. When complete click the 

button at the bottom of the window.

A notice indicating the update has been successful should appear, click the *OK* button.

The checkmark  should no longer be displayed in the On Hold column of the screen.

Pool Hold – Additional Features

Adding Hold to Multiple Pools Simultaneously

To add Pool Hold Status to multiple pools, highlight the first desired pool. Hold down the Ctrl key and then select additional pools to place on hold until At the top of the screen, click the Hold button and follow the 'Placing a Pool on Hold' instructions above.

Removing Hold from Multiple Pools Simultaneously

To remove Pool Hold Status from multiple pools, highlight the first desired pool. Hold down the Ctrl key and then select additional desired pools to place on hold. At the top of the screen, click the Hold button. The *Random Pool Hold Status* window should again appear.

De-select the *Pool on Hold* check box. Add notation for the reason the Pool is being removed from hold status. When complete click the Submit button at the bottom of the window.

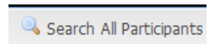
Auto Compensate/ Mid cycle. This allows the volume of upcoming pools to be adjusted by the system based on the number of completed tests from previous selections in the calendar year. In this way the system attempts to compensate for any testing shortfall in previous selection periods, helping you to remain in compliance with DOT requirements. When using this feature, the system requires you to input the "number of employees" and the "number of complete drug/alcohol tests."

For example, assume you are an employer covered under FMCSA authority with an average of 800 employees. FMCSA requires a 50% random drug testing rate through the year, so 400 tests are required. Therefore, the system will select 100 employees per quarter for testing. If we only have records of 50 tests being completed in Q1 where 100 people were selected, the system will select 150 people when the Q2 selection is made in order to make up the shortfall from Q1.

It is important to note that when making the calculation, the system can only count tests that have been verified by the MRO and have been matched to the previous selection period. For this reason, it is strongly recommended that when you upload the list of employees eligible for random testing, that the same donor ID is provided to MRO Results Online that the donor is instructed to use on the CCF when taking their test, be it SSN, an employee ID or payroll number. It is also advisable that testing be completed early in the random cycle to allow maximum time for results to be received, reviewed and matched prior to your next selection period.

Search Features

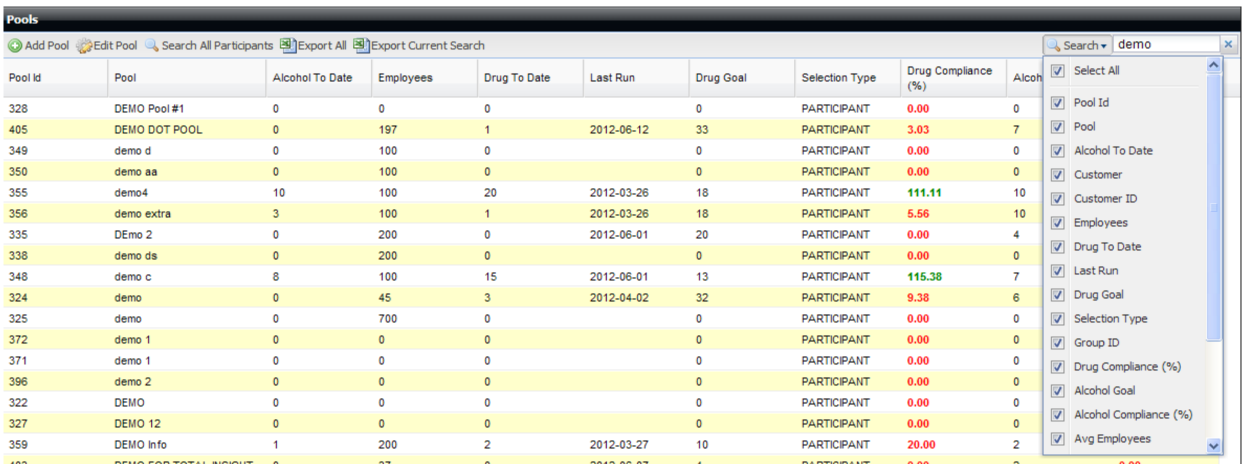
Search All Participants

This feature can be used to locate participants. By clicking the 

button on the T-bar, You can search for participants by first name, last name, or Donor ID.

Search

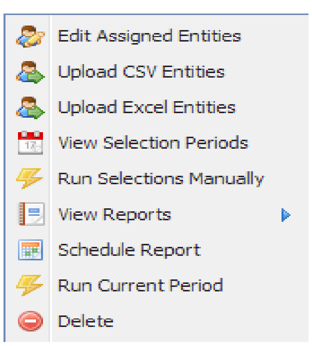
The Search function will allow the customer to search for various components on the dashboard. The function allows the customer to narrow or expand the search by checking off requested items.



Pool Id	Pool	Alcohol To Date	Employees	Drug To Date	Last Run	Drug Goal	Selection Type	Drug Compliance (%)	Alcoh
328	DEMO Pool #1	0	0	0		0	PARTICIPANT	0.00	0
405	DEMO DOT POOL	0	197	1	2012-06-12	33	PARTICIPANT	3.03	7
349	demo d	0	100	0		0	PARTICIPANT	0.00	0
350	demo aa	0	100	0		0	PARTICIPANT	0.00	0
355	demo4	10	100	20	2012-03-26	18	PARTICIPANT	111.11	10
356	demo extra	3	100	1	2012-03-26	18	PARTICIPANT	5.56	10
335	DEmo 2	0	200	0	2012-06-01	20	PARTICIPANT	0.00	4
338	demo ds	0	200	0		0	PARTICIPANT	0.00	0
348	demo c	8	100	15	2012-06-01	13	PARTICIPANT	115.38	7
324	demo	0	45	3	2012-04-02	32	PARTICIPANT	9.38	6
325	demo	0	700	0		0	PARTICIPANT	0.00	0
372	demo 1	0	0	0		0	PARTICIPANT	0.00	0
371	demo 1	0	0	0		0	PARTICIPANT	0.00	0
396	demo 2	0	0	0		0	PARTICIPANT	0.00	0
322	DEMO	0	0	0		0	PARTICIPANT	0.00	0
327	DEMO 12	0	0	0		0	PARTICIPANT	0.00	0
359	DEMO Info	1	200	2	2012-03-27	10	PARTICIPANT	20.00	2
403	DEMO FOR TOTAL INSIGHT	0	37	0	2012-06-07	4	PARTICIPANT	0.00	2

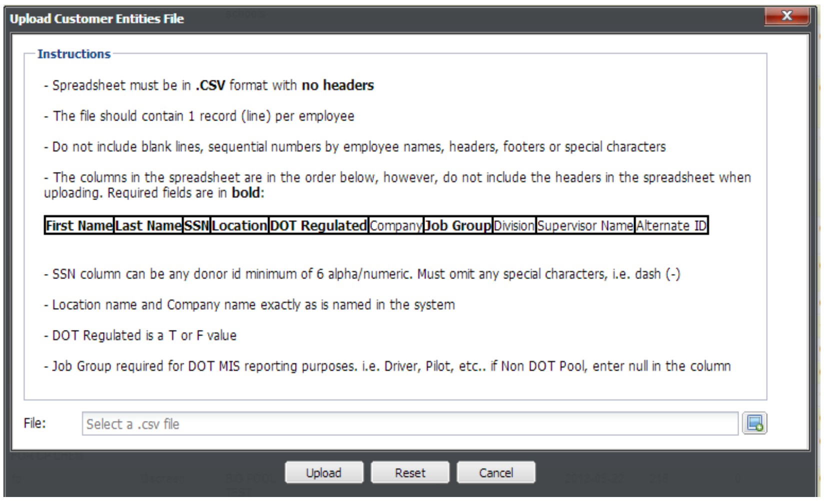
Upload Entities - .csv file

Once the pool selection parameters have been built, highlight the pool and right-click. The following will display:



Click on “Upload CSV Entities”. The following screen will appear:

NOTE: The instructions state that Column Headers are to be removed for .csv formatted files.



Click on the blue/green screen icon  button near the bottom of the window and then select the Excel sheet saved as a .csv file to be uploaded to the selected pool and upload.

- The current order of information for a customer/participant pool **must** be:

First Name	**Last Name**	**SSN**	**Location**	**DOT Regulated**	**Company**	**Job Group**	Division	Supervisor Name	Alternate Id

Required fields are in **bold**

SSN column can be any donor id with a minimum of six digits. Must omit any special characters (i.e. – , .)

Location and Company must be entered exactly as named in the MRO Results Online system

DOT Regulated is a *T* or *F* value

Job Group is required for DOT MIS reporting purposes. i.e. Driver, Pilot, etc…

- The current order for a customer/location pool is: location, company.

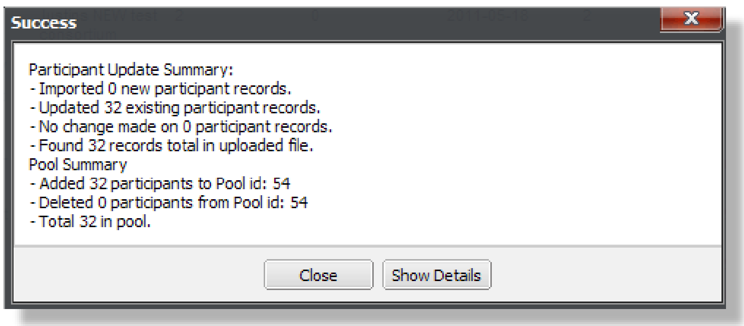
- The current order for a consortium is the same as the customer/partipant pool; however in the initial set up for a consortium, each company must be pulled in the consortium on the initial set up.

Please ensure that the donor ID uploaded matches what your employees are expected to provide on the CCF when they take their test**.** If there is a discrepancy between these values, it may cause a situation where the test is not automatically credited to your compliance statistics unless an alternate ID is manually entered.

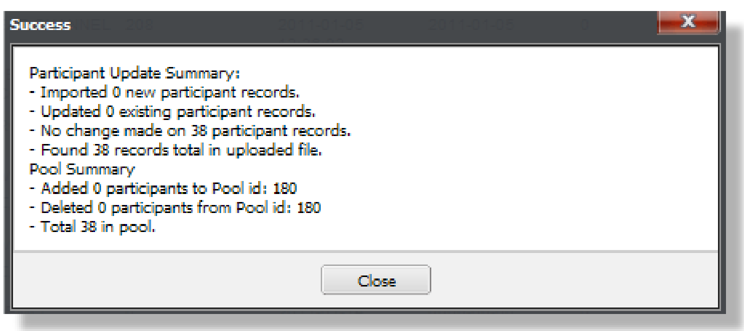
Successful Upload – No Changes:

The upload will display a message of success if uploaded correctly.

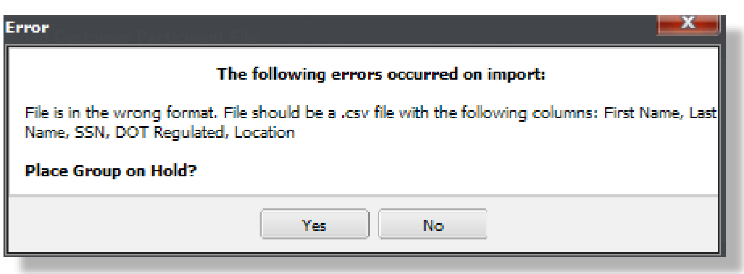
This upload has added 32 participants into Pool ID 54 sucessfully.



The is an example of a successful upload of the same participants in which no changes have been made.

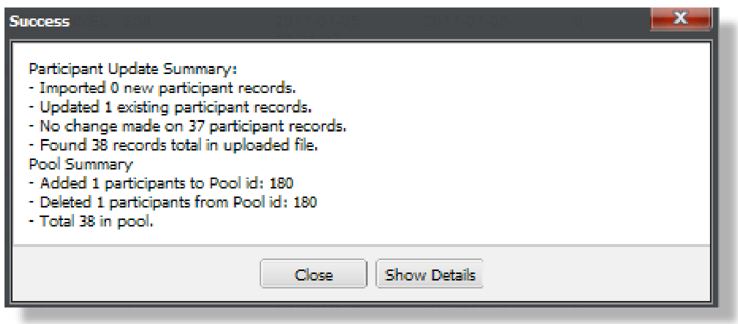


Below is an error message received when an upload is **not** successful.



Successful Upload with Changes:

The below is an example of an upload to Pool ID 180. One new participant has been added to the pool, one participant has been removed, and the other 37 participants are still in the pool with no change.

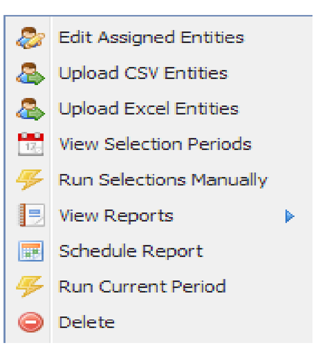


Select the "Show Details" button to display all of the information available for review and to export to Excel if necessary.

You may make changes to the Excel sheet and upload the list to the pool again. This process can occur as many times as necessary until the pool is populated with all current participants. Please ensure that the customer has approved the pool prior to the selection being generated.

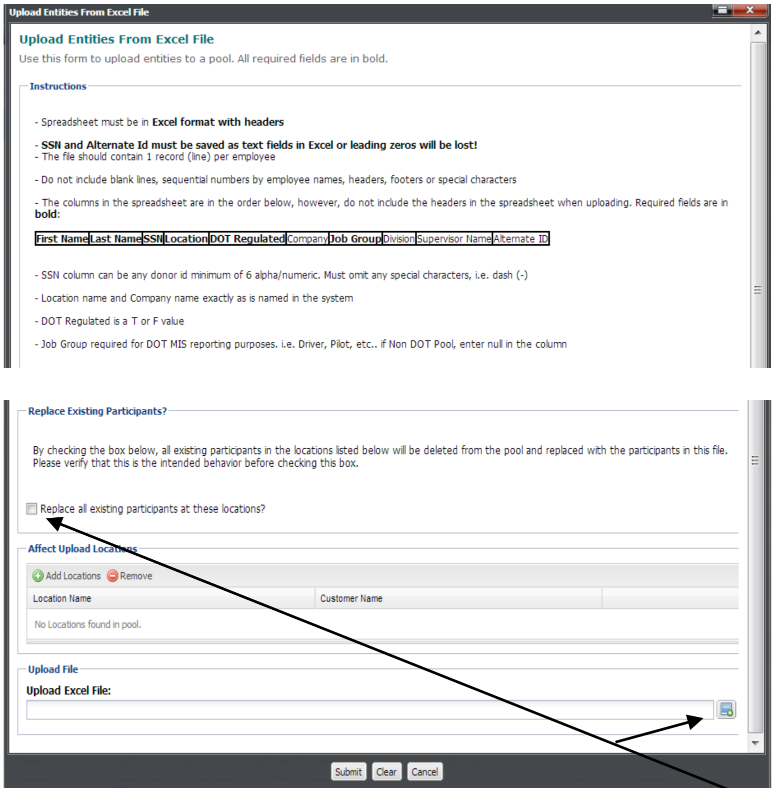
Upload Entities - .xls or .xlsx file

Once the pool selection parameters have been built, highlight the pool and right-click. The following will display:

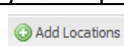


Click on "Upload Excel Entities". The following screen will appear:

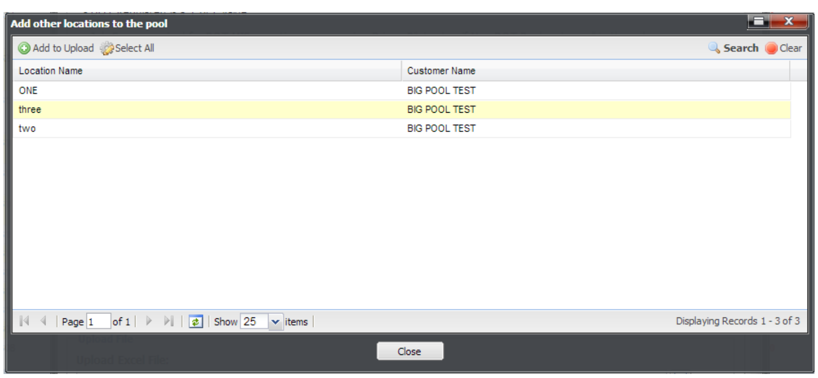
NOTE: The instructions state that Column Headers are <u>required</u> and Header wording <u>MUST</u> match <u>exactly</u> for .xls or .xlsx formatted files. Also, columns containing SSN's or Alternate ID's require formatting as <u>*Text*</u> fields not to lose leading zeros in the number.



To replace ALL existing participants with new uploaded information, the Check Box <u>MUST</u> be checked. If not, the new uploaded information will only be *added* to the previous existing participant information.

Replacing information <u>only for a specific location</u> within the Pool list is an added feature, also Select All may be chosen. Click the 

button in the *Affect Upload Locations* area. The following window should appear.



Select the desired location. Hold down the CTRL button and click to select multiple locations. When selections are complete click Add to Upload and then click Close, which will return you to the *Upload Entities* window.

At the *Upload Entities* window, click on the blue/green screen icon  button near the bottom of the window and then select the Excel sheet saved as a .xls or .xlsx file to be uploaded to the selected pool and click Submit to upload.

- The current order of information for a customer/participant pool **must** be:

First Name	**Last Name**	**SSN**	**Location**	**DOT Regulated**	**Company**	**Job Group**	Division	Supervisor Name	Alternate Id

<u>Required fields are in **bold**</u>

SSN column can be any donor id with a <u>minimum of six digits</u>. Must omit any special characters (i.e. – , .)

First Name, Last Name, and Location must be entered exactly as named in the MRO Results Online system

DOT Regulated is a *T* or *F* value

Job Group is required for DOT MIS reporting purposes. i.e. Driver, Pilot, etc…

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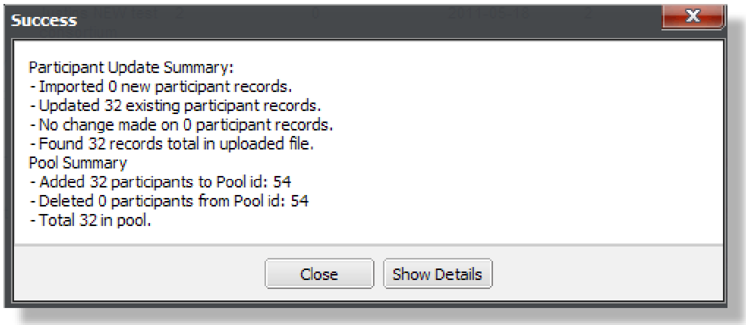

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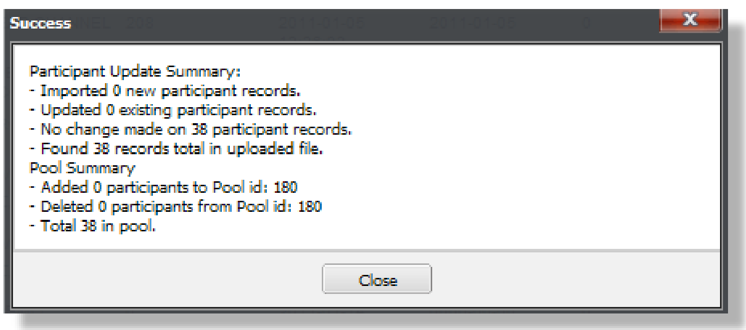

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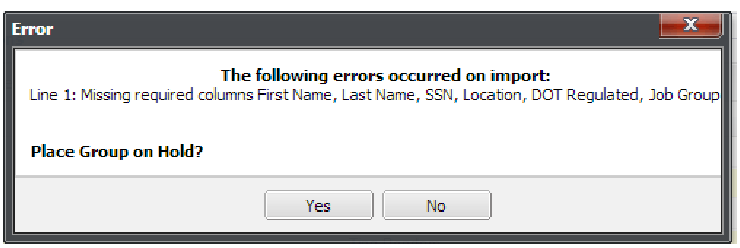

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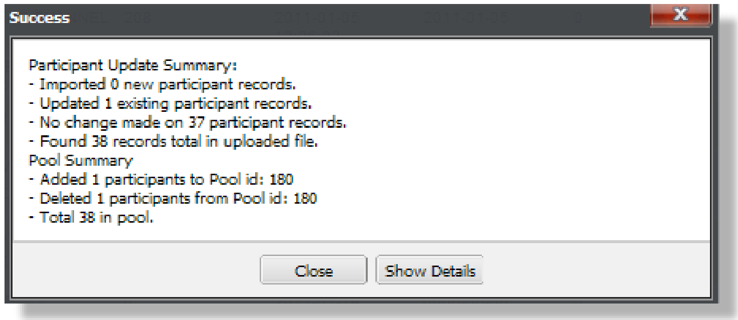

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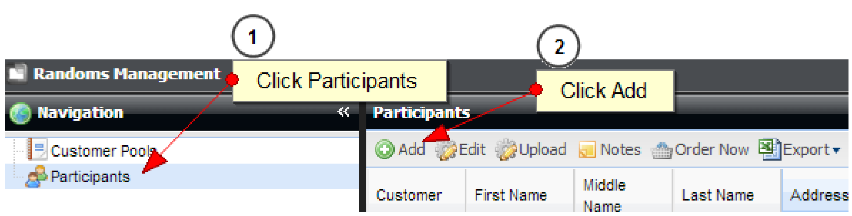
You may make changes to the Excel sheet and upload the list to the pool again. This process can occur as many times as necessary until the pool is populated with all current participants. Please ensure that the customer has approved the pool prior to the selection being generated.

Manually Adding a Single Pool Participant

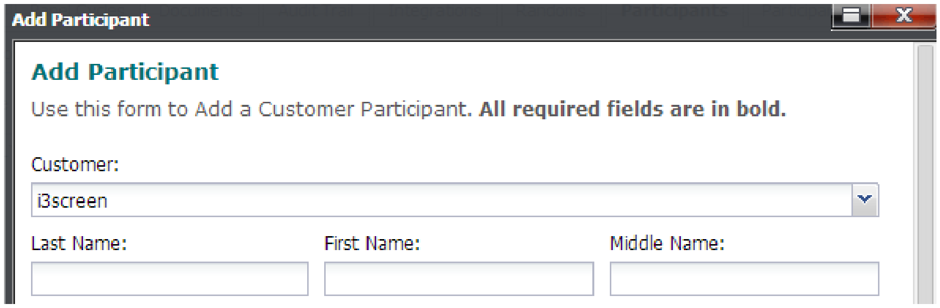
Adding participants to a pool may be accomplished in two ways. It can be achieved by uploading an Excel file (.csv or .xls file), or by adding participants manually one by one. Uploading of participant lists is the recommended method since it accomplishes adding or updating all participants in a single step directly to the pool.

Manually Adding a Single Participant via the Participants Grid

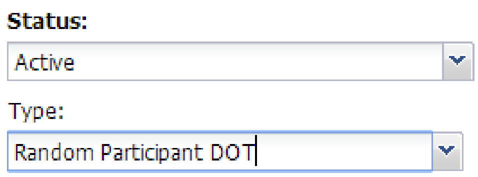
From the Start Menu, choose the Randoms Management section, Click on Participants and then Click Add.



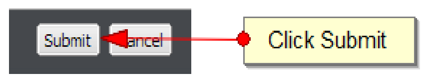
The Add Participant Screen will open.



At a minimum, complete the fields: Customer, Last Name, First Name, SSN or Primary ID (do not include dashes or other special characters), Location, and Status (Active). In the "Type" field, click the down arrow and choose the appropriate participant type. **<u>Please note:</u>** If the participant is to be added to a DOT Pool, or both a DOT and NON-DOT Pools, their Type must be Random Participant DOT. If the participant is to be added to a NON-DOT Pool, their Type must be Random Participant NON-DOT .



After completing the Add Participant fields, click Submit



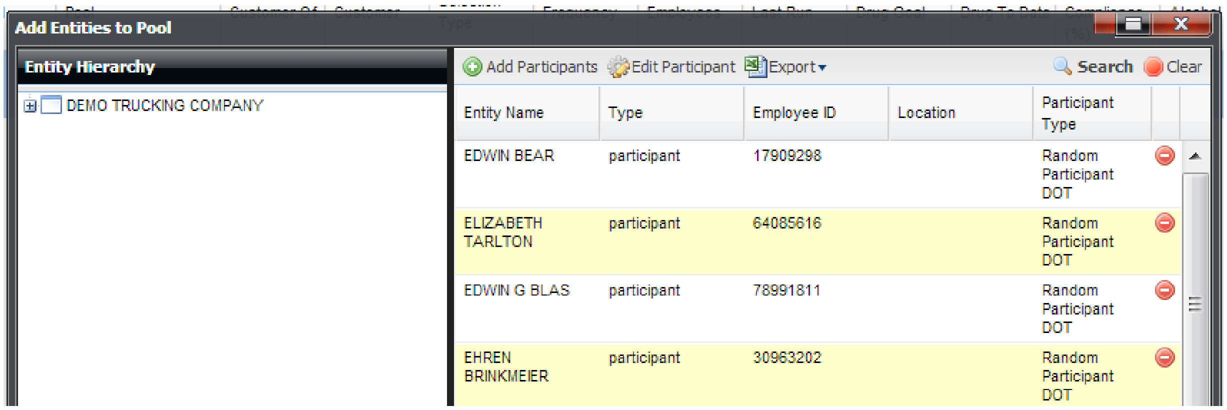
Now that the participant exists in the system, they may be added to an existing pool.

To add a single active participant to a pool, please refer to the section titled **Edit Assigned Entities**.

Edit Assigned Entities

"Edit Assigned Entities" can be used by the customer for pool maintenance in addition to the "Upload" feature. With this function, participants can be added, edited or deleted from any pool. All additions and/or deletions to a pool will be captured and maintained for auditing purposes.

You should first right-click on the desired pool and then select the "Edit Assigned Entities" button. The following screen will be displayed:



This screen shows all participants that are currently associated with this specific pool.

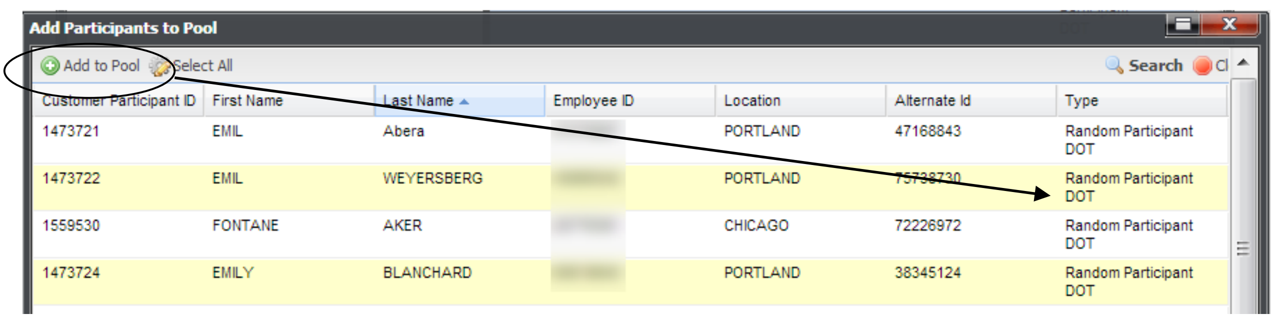
The listing of participants may be exported to Excel by clicking the 

button at the top of the screen and then by selecting "Export Current Search".

Adding a Pool Participant: Highlight the desired Pool and click the 

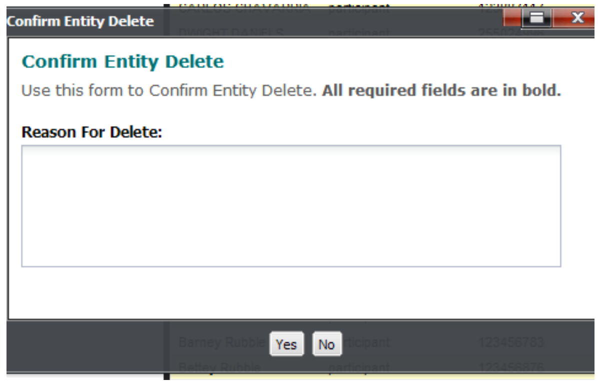
button. Click on the 

button. This will display any other active participants the customer has, but currently is not in the pool. Highlight the participant(s) and click on the "Add to Pool" button as displayed below. <u>It is important to ensure that the participant Type column reflects that the person selected is a Random Participant (DOT or NON-DOT), as applicable. If the employee is in both a DOT and NON DOT pool, the employee MUST have the "Random Participant DOT" designation.</u>

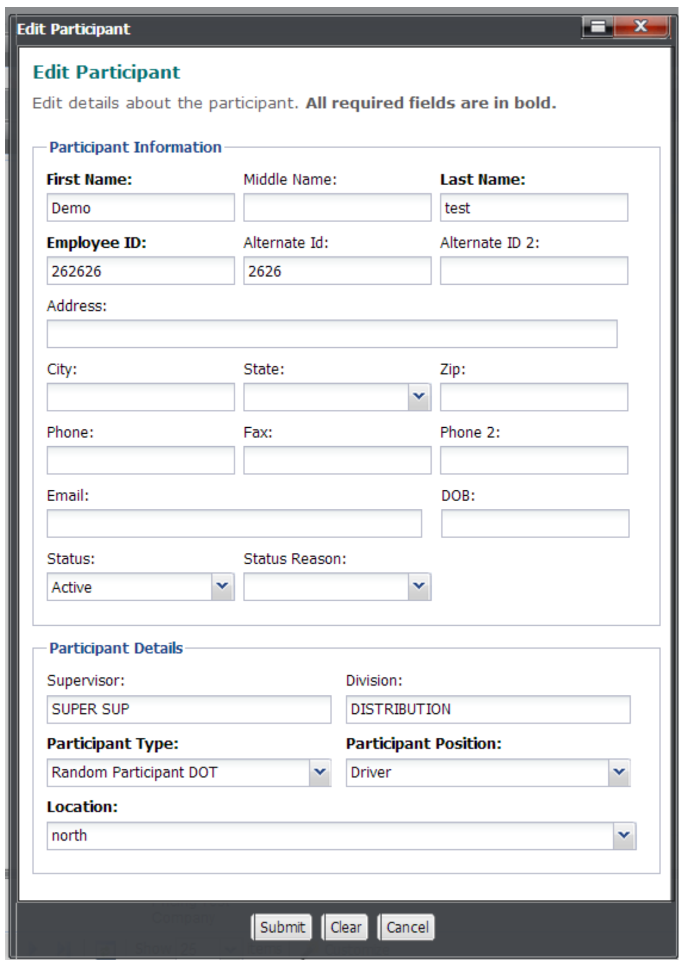


NOTE: *To add a <u>new</u> participant manually, that has never been uploaded to the specific customer; you must enter the participant manually under the Participant tab in the i3 Screen Administration section, first.*

Deleting: You may delete the participant at this point by using the delete key  feature next to any of the participants. The system will ask for a reason to be input and will be saved in the participant audit log.

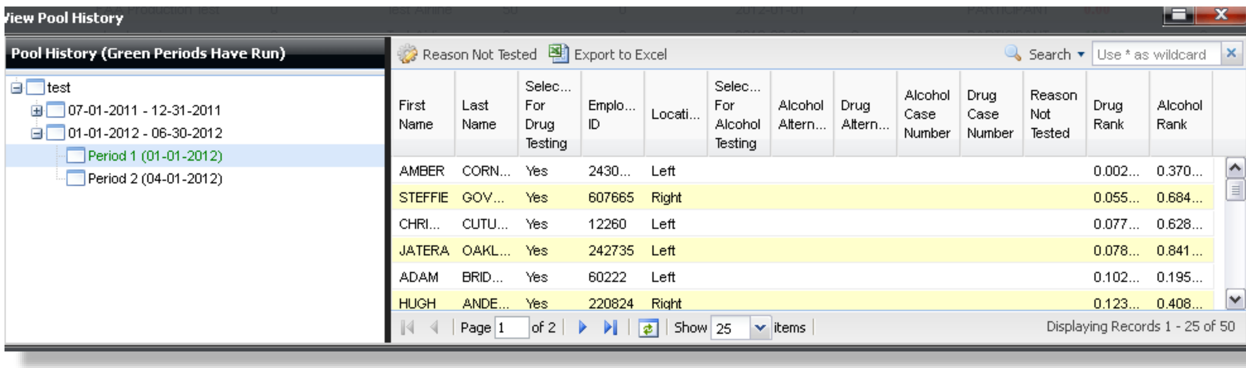


Editing: You may also change demographic details on a participant (i.e. name, ID#, job description and job location) by selecting the participant from the grid and clicking the Edit Participant button.



View Selection Periods

Begin by Right-clicking on any pool and select View Selection Periods. From the Company name, drop down the Cycle and Periods. After each period has run, the selections, eligible employees, id #'s, locations, and random # will be available for review and can be exported to Excel.

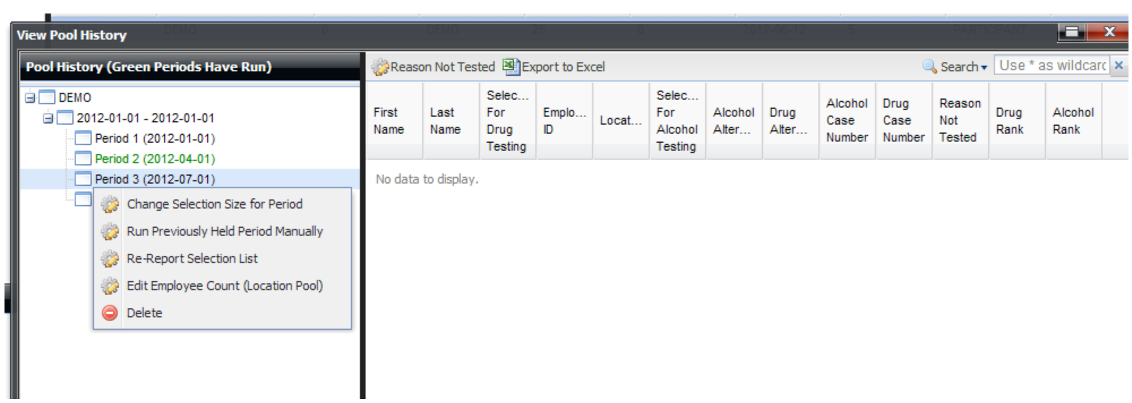


The Periods displayed in green have already been generated (1-1-2012). The next period is still scheduled to be run (4/1/2012).

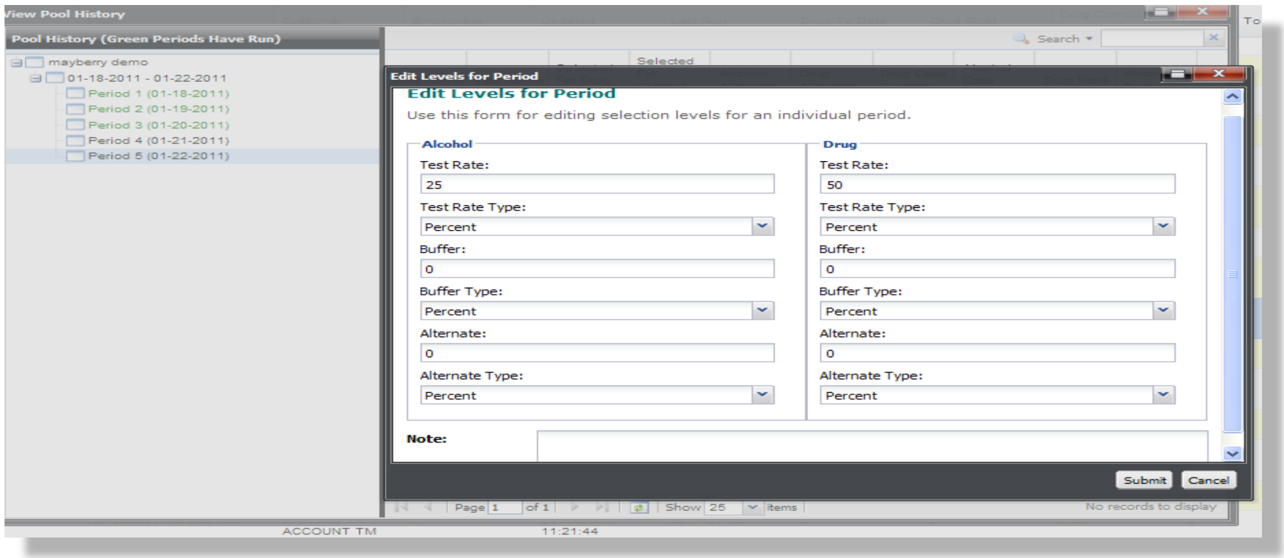
Reason not tested: Using the Reason Not Tested button, you can indicate a reason why a donor who was selected for random testing did not take the test. To use, find the participant in the table, click the Reason Not Tested button and select a reason from the list provided. This information will be saved alongside the participant selection for that period.

Edit/View Pool Period Selections

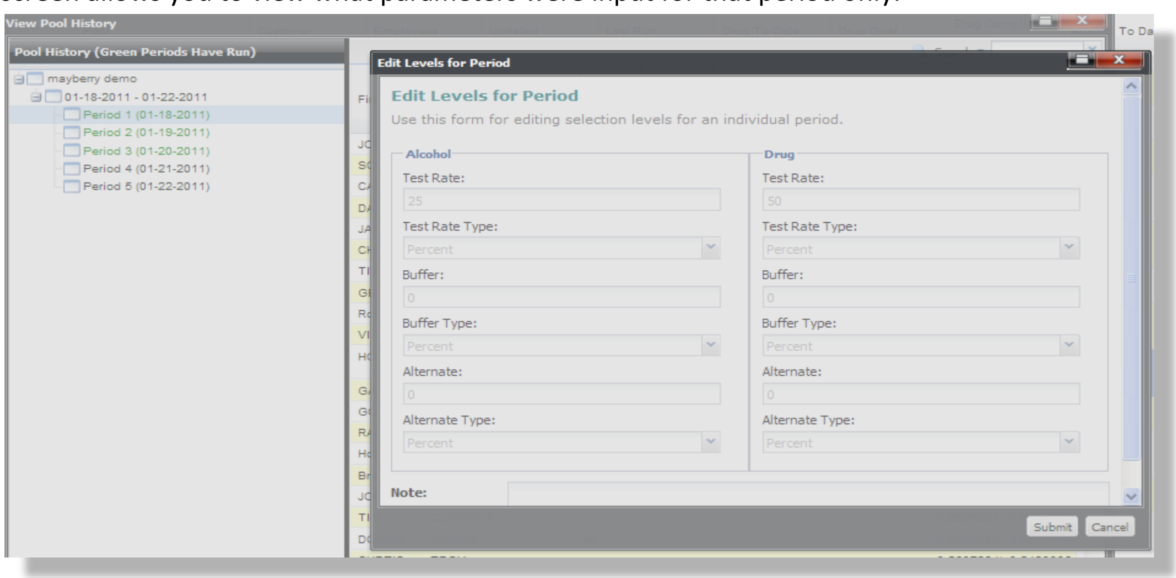
To view/edit the parameters for each individual period, right-click on the selected period and then select Change Selection Size for Period



Period 5 has not run yet and is scheduled to pull 25% for alcohol and 50% for drug. Since the period has not yet been generated, you may edit any field. To do so, you must input a note to indicate the change and click "Submit". The change made would only occur in the specific period that was selected and not for the whole cycle. Change for all periods would be made in the "edit pool" section.

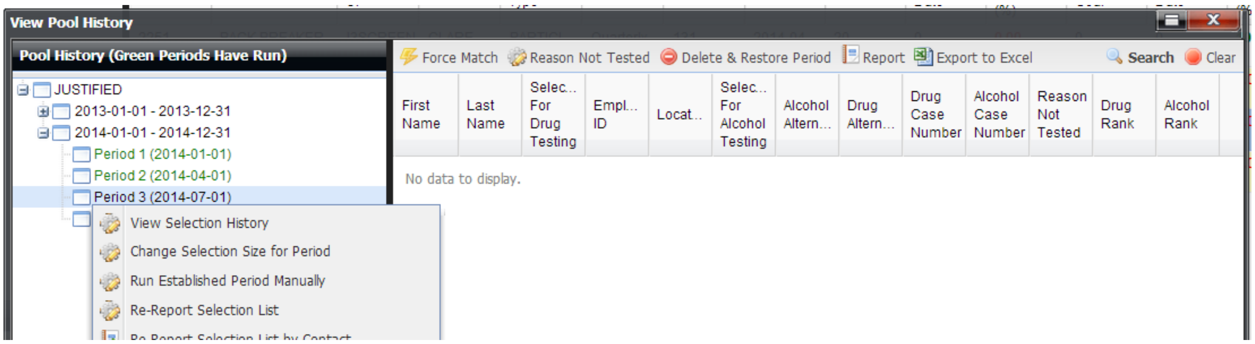


If you select a period (period 1) that has already run (indicated in green) no changes can be made. This screen allows you to view what parameters were input for that period only.



Run Established Period Manually

This function is used to run any periods that have been placed on hold and/or pools that are built in middle of a period (quarterly pool built for January – March that is built on January 27). Once the pool is removed from the hold status, right click on the specific period and then click the "Run Established Period Manually" option.



Running the set periods either on the day it is originally scheduled or later time is the best practice in order to keep the compliance report numbers accurate.

You may also run a selection period prior to the set period date if need by following the instructions above. Be sure to let the customer know to only test during the testing window for FMCSA pools.

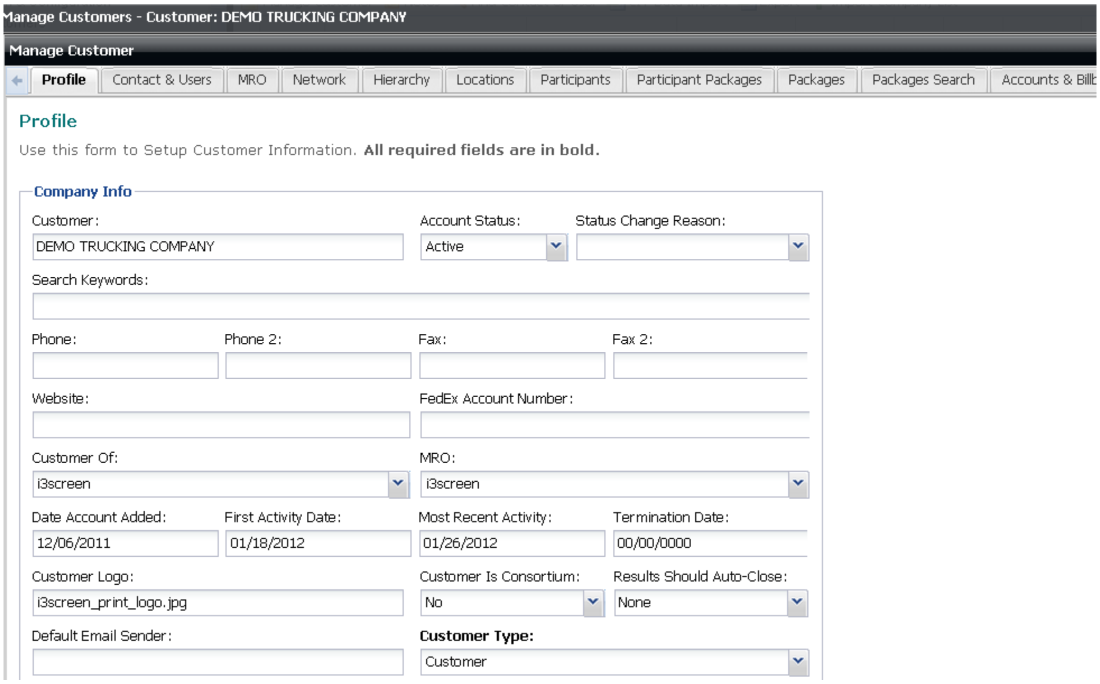
Random Distribution Set Up

The MRO Results Online platform allows the user to receive the random selection list(s) through email, secured email, fax, or from the web.

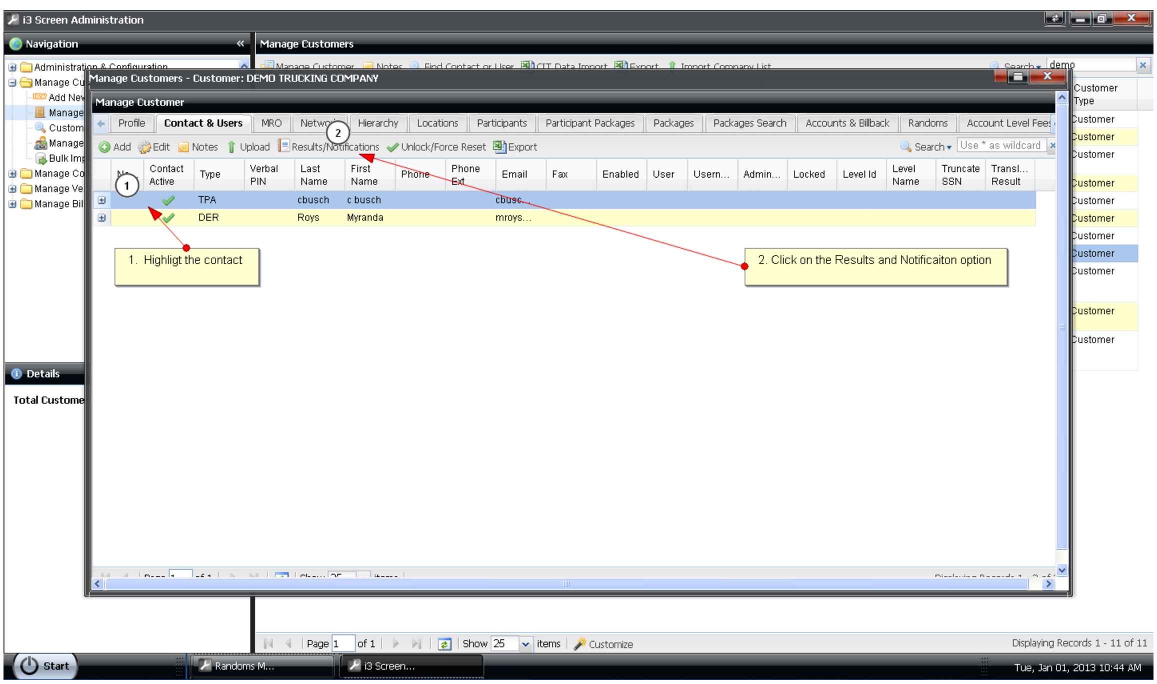
Email Set and fax set up:

From the i3 screen administration section, click on the manage customer field and then the existing customer option.

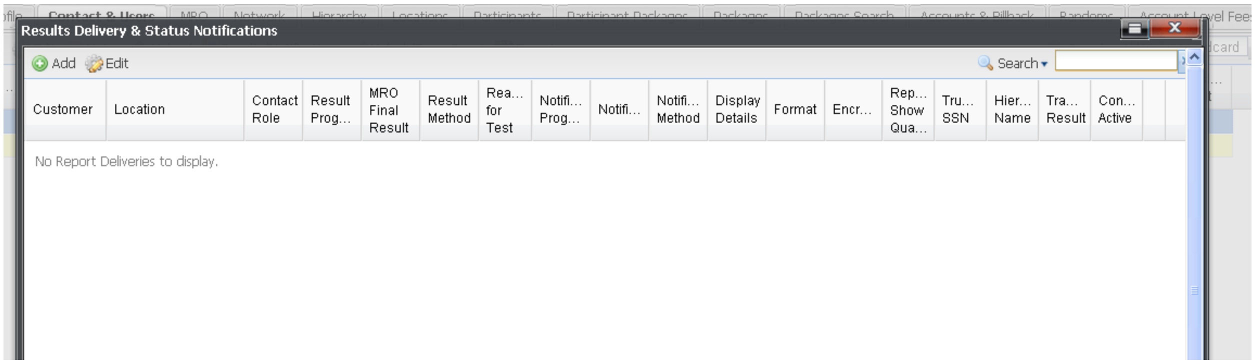
Double click on the customer you would like to set up and you will receive the following screen:



Next click on the “Contact & User” tab to locate the contact you choose to receive the random selection list.

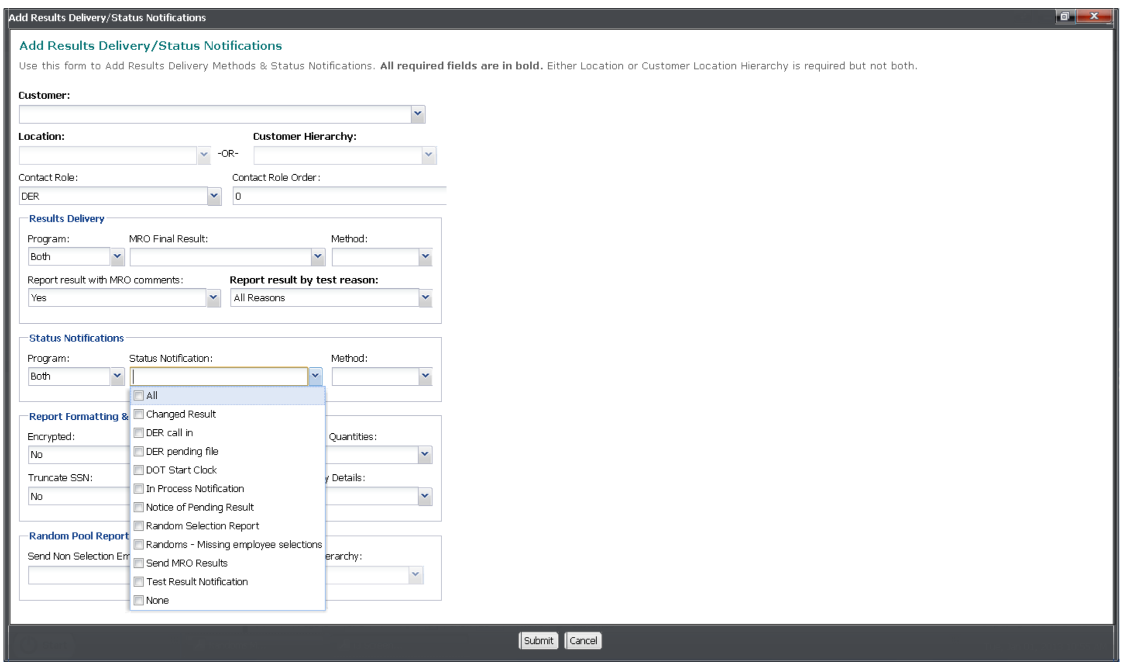


You will then receive the Results Delivery & Status Notifications



Click on the "Add" button

You will need to select the Customer from the drop down and then choose from either the location or Customer Hierarchy Option.

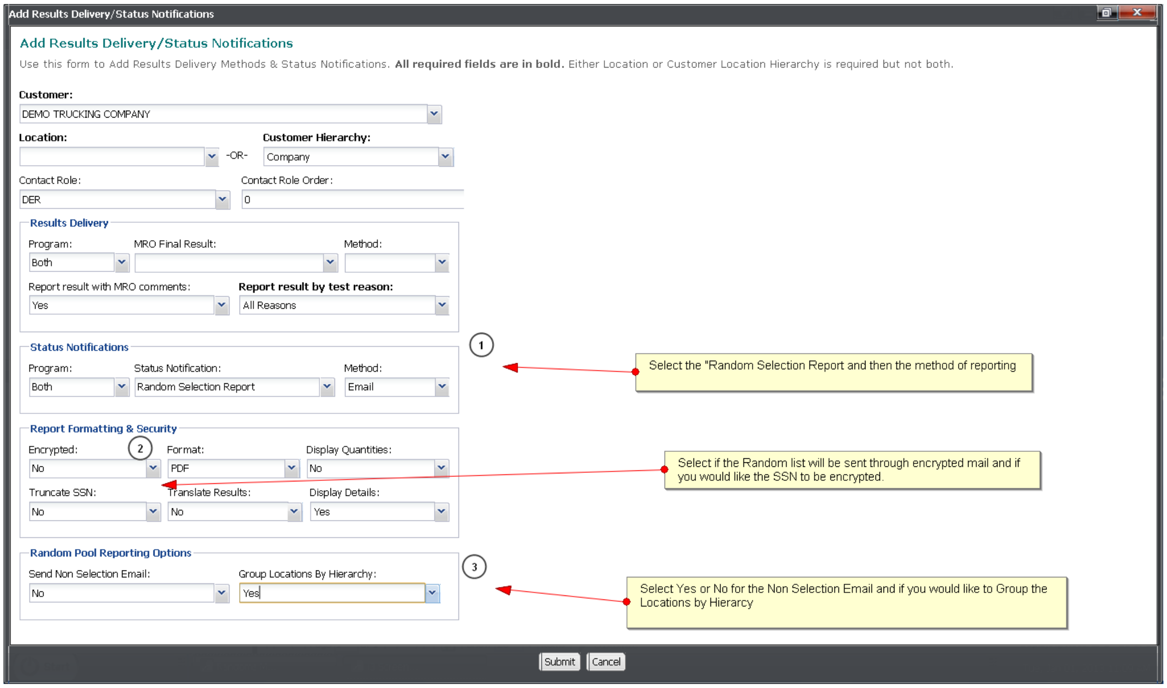


Location Option is used to specifically have certain locations go to a specific contact.

Customer Hierarchy is used to have the whole random list go to a specific contact by selecting the Company option or group certain locations together in a Hierarchy.

Then you will need to drop down the Status Notification option and select the "Random Selection Report" and choose the method of fax or email.

The Reporting Formatting & Security options will allow you to send the random selection list(s) with the SS# truncated or display the full SS#. If you choose to send out the lists with the full SS# displaying, you must choose the Encrypted option. The user will receive an email with a link directing them to a secured email web site call PGP where the user can retrieve their random selections.



The “Send Non Selection Email” can be used to send out an email notification to the DER that a specific location received no selections for that period.

The “Group Locations by Hierarchy” will allow the DER to have all locations received on one email opposed to separate emails for each location in that specific hierarchy.

Distribution of Selection Lists by Period

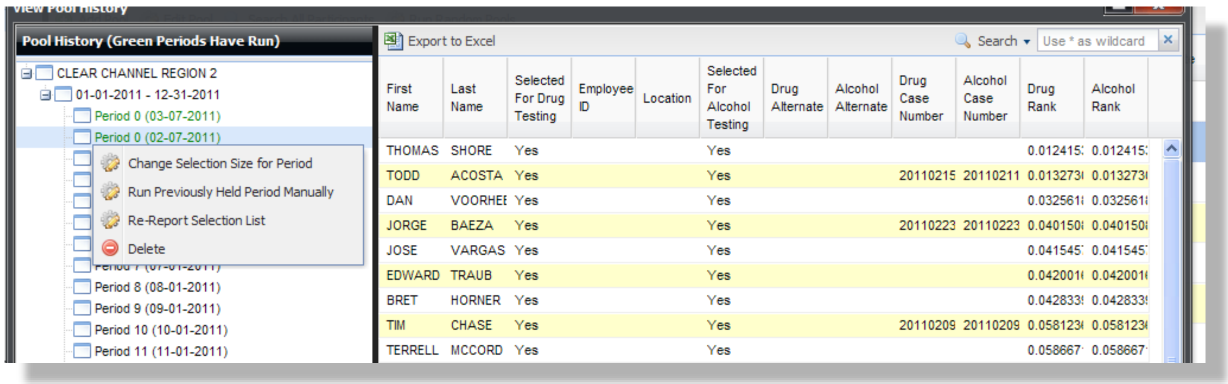
All random selection periods will be auto generated on the scheduled date, right after midnight or by a manual run by the user. The list of randomly selected employees will be distributed to the customer automatically by secured fax, email or encrypted email. The customer can designate as many contacts as necessary and have the list distributed by location accordingly. The ASU (Account Set Up) team can assist with this process.

If a list needs to be re-sent to the customer:

Re-Report a Selection

From a completed period, right-click on the period of choice and then on 

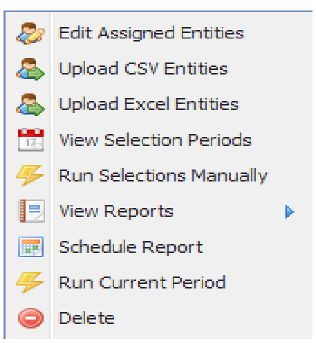
. The selection list will be generated and sent to the contacts via email/fax.



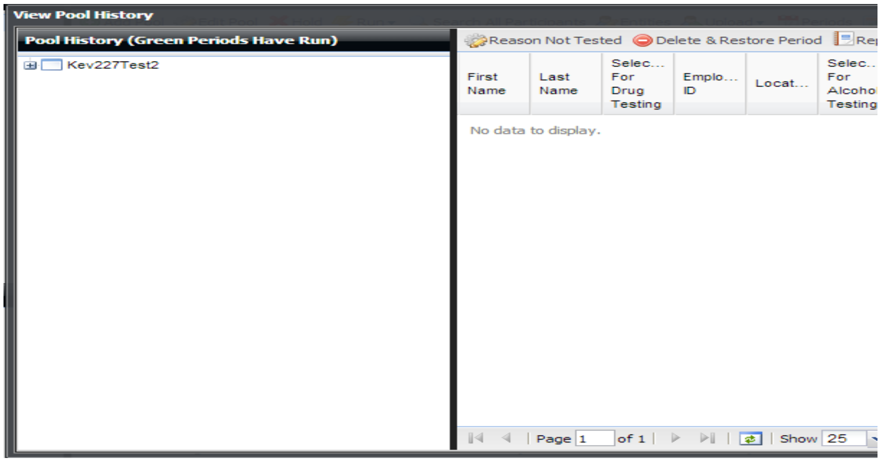
Re-Report Selection List by Contact

To utilize this feature, first access the Randoms section in the i3 Screen platform by clicking the 

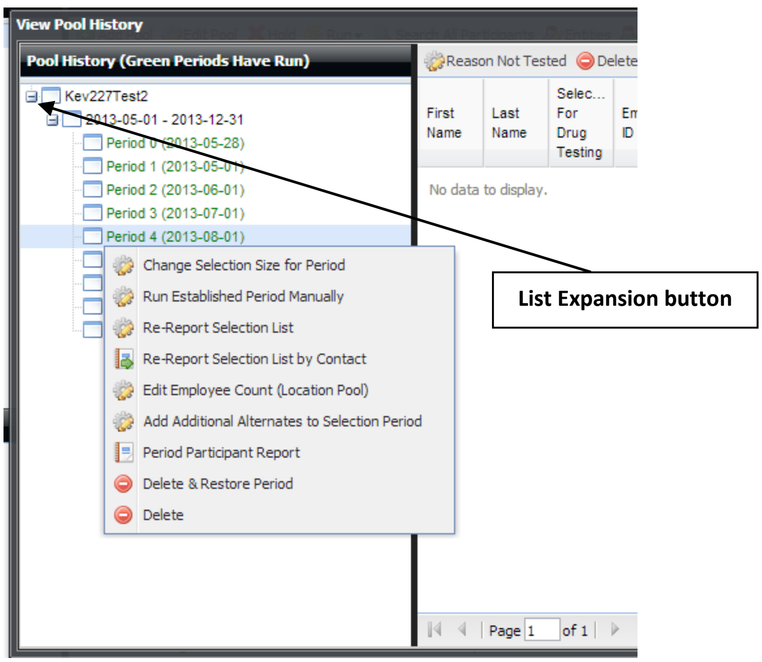
button. Locate the desired Pool and right-click. The following will display:



Click on "View Selection Periods". The following Pool History window will appear:

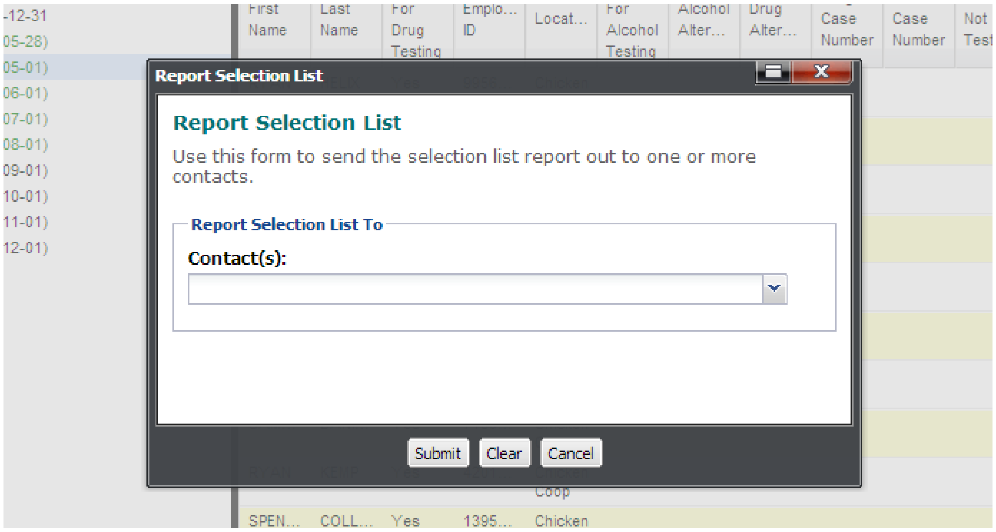


Use the List Expansion buttons to display the Pool History by period. Right click on the desired period to show the pop-up below.



Click the"Re-Report Selections List by Contact" option to display the Report Selection List window.

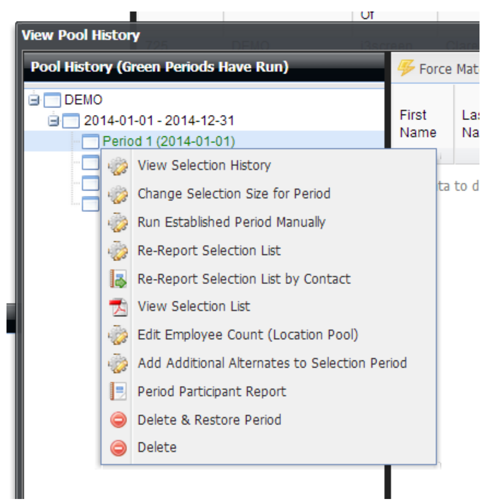
Using the pull down arrow, select the applicable Contact(s) to receive the report and click .



Customer should receive random selection lists wtihin 10 minutes.

Delete and Restore Random Period

To delete and restore a specific random selection period, View Selection Periods, locate the specific period and right click, click Delete & Restore Period. All deletions are maintained in the audit log.

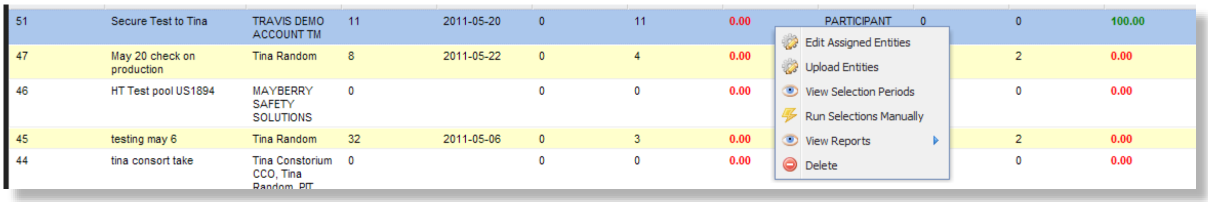


Delete Random Period

To delete a specific random selection period, View Selection Periods, locate the specific period and right click, click Delete. All deletions are maintained in the audit log.

Run Selection for a Manual Pool

To run a selection for a pool that has a frequency designation of Manual, highlight the pool, right-click and then select “Run Selections Manually”. Use of “run selection manually” is for additional selections in addition to the set selection periods.



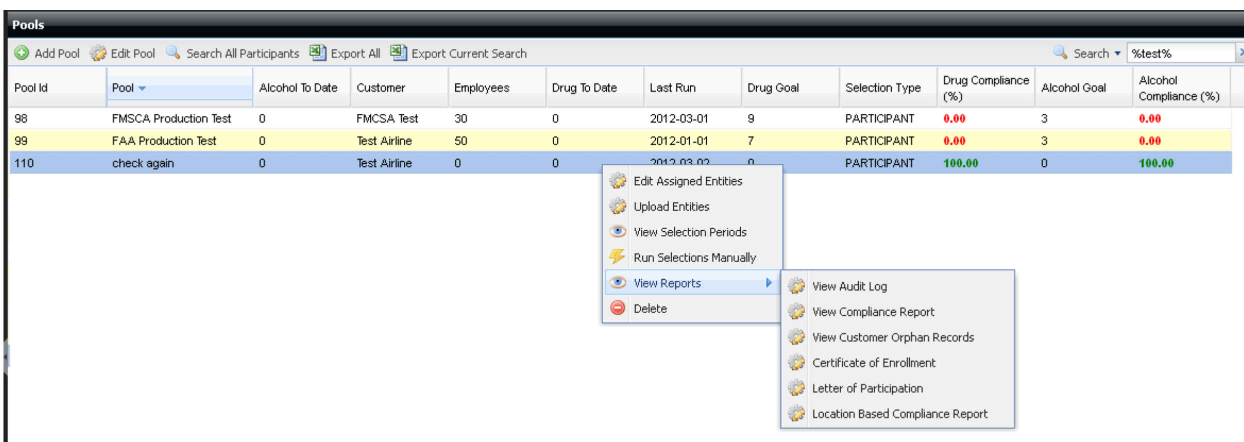
The following screen will appear and allow for editing if necessary prior to the actual selections.

Click on “Execute” and the random selections will be generated.

Note: Running manual selections on a pool should be used to generate extra selections that fall outside of the scheduled periods that have been established.

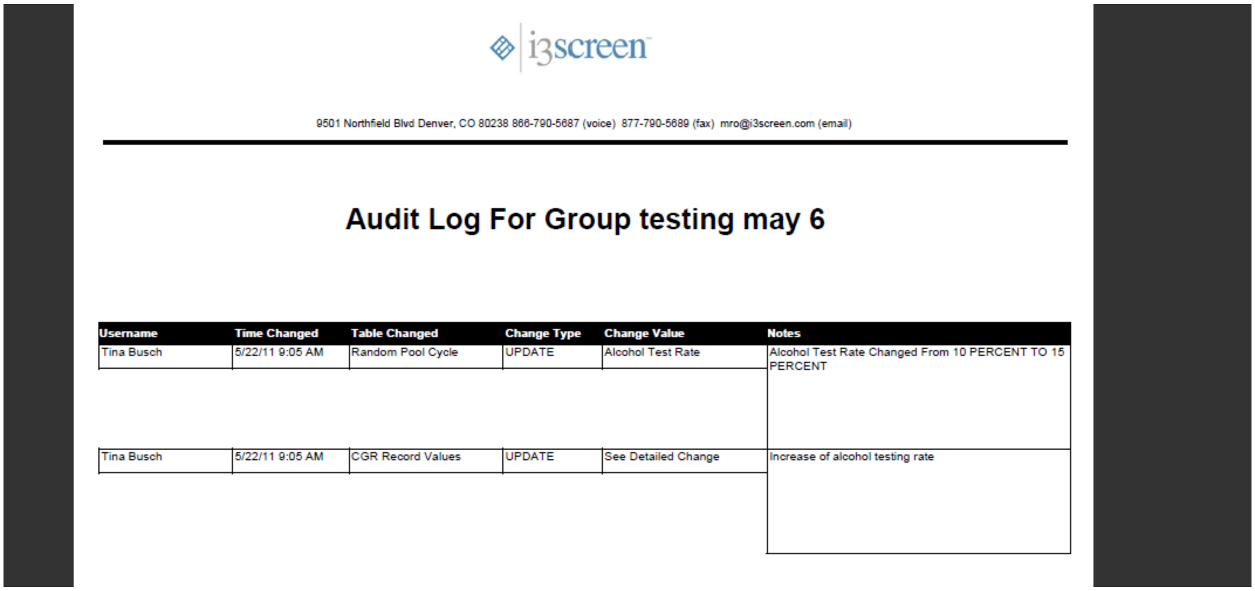
Reports

From the pool page, right-click on your selected pool, click on “View Reports” and the following six reports will be available:



1. View Audit Log

The Audit Log will capture any updates and/or deletions made to the pool and its parameters.



i3screen

9501 Northfield Blvd Denver, CO 80238 866-790-5687 (voice) 877-790-5689 (fax) mro@i3screen.com (email)

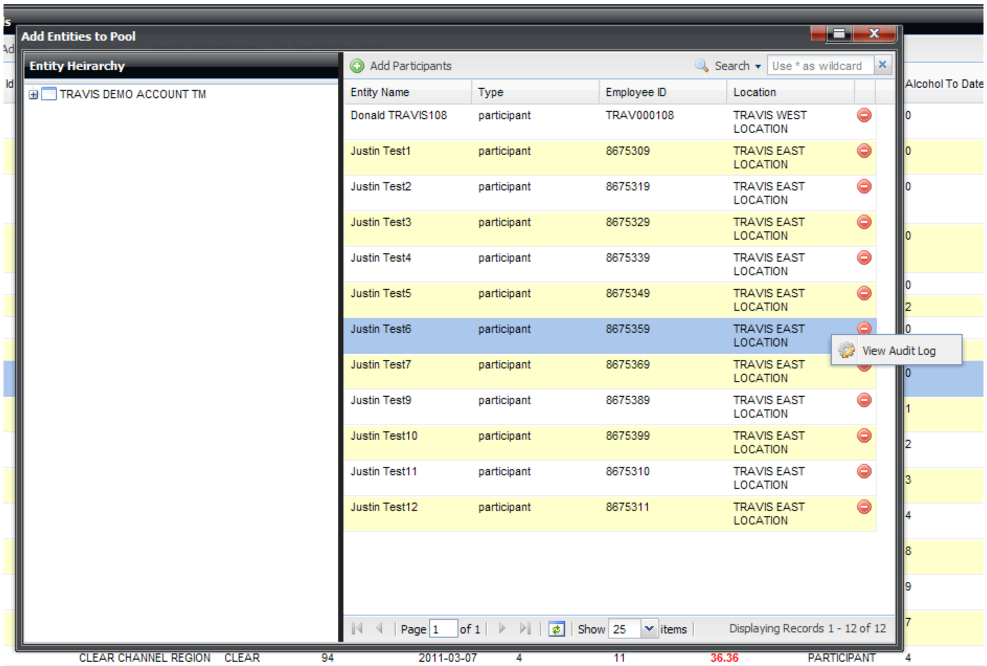
Audit Log For Group testing may 6

Username	Time Changed	Table Changed	Change Type	Change Value	Notes
Tina Busch	5/22/11 9:05 AM	Random Pool Cycle	UPDATE	Alcohol Test Rate	Alcohol Test Rate Changed From 10 PERCENT TO 15 PERCENT
Tina Busch	5/22/11 9:05 AM	CGR Record Values	UPDATE	See Detailed Change	Increase of alcohol testing rate

This example captures the user that made the change and the actual change made to this pool of an increase in the alcohol rate from 10% to 15%, along with the user's note.

2. View Audit Log – Employee

From the "Edit assigned entities" section, you may review the audit trail on a specific participant. To do so, highlight the participant, right-click, and select "Audit Log".



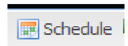
The audit report shows for Justin Test6 that he was added to the pool on 04/21/11 at 10:39am by user *jpohlmann* and was removed from the pool for Military Leave on 5/24/2011 at 8:41am by user chbusch and added back in at 8:42am on the same day.

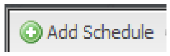
Audit Log For Participant Justin Test6

Username	Time Changed	Notes
chbusch	5/24/11 8:42 AM	Added participant 572014 to group 47
chbusch	5/24/11 8:41 AM	Military Leave
jpohlmann	4/21/11 10:39 AM	Added participant 572014 to group 47

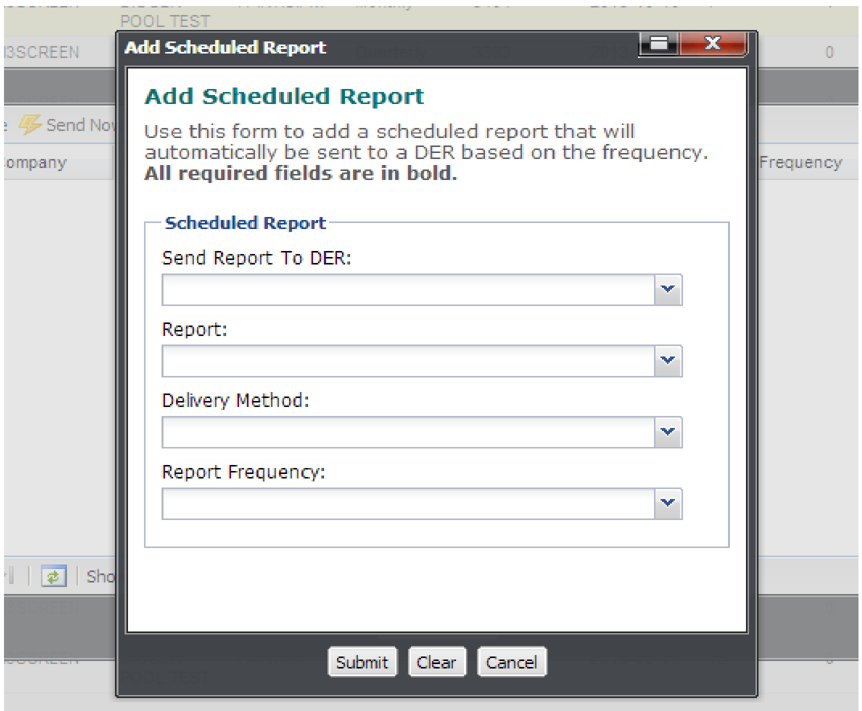
Assigned Entities Report Scheduling

To schedule delivery of the most current list of participants uploaded into a specific Random Pool, left click on the desired Pool.

At the top of the dash board screen, click the 

button to display the Scheduled Report window and then click 

to display the following window.



Using the appropriate pull down arrow, select the person to which the report is to be delivered, select report *AssignedEntities – MRO RESULTS ONLINE* , and choose the Delivery Method and Report Frequency. Click SUBMIT.

3. Compliance Report Summary

YTD Summary – This report shows the customer the testing rate, average employees, annual target, selected and completed tests YTD, and remaining test to be completed.

Selection History – This report shows the customer the number of selections that have been made.

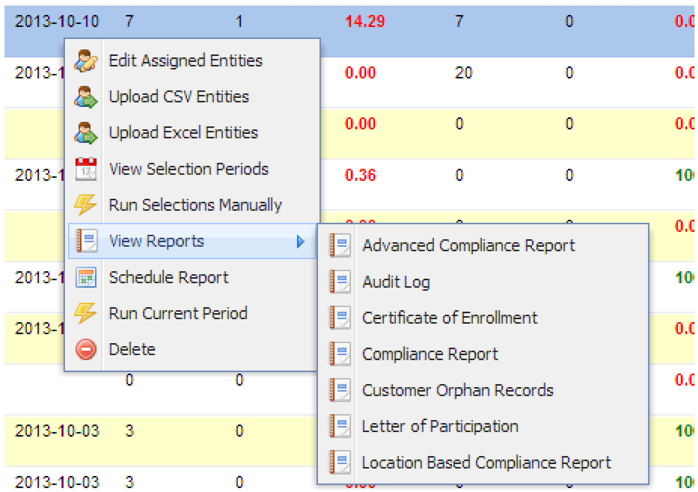
Employee Selected and Tested – This report shows the customer all completed random tests.

Employees Selected But Not Tested – This report shows the customer all random tests that still need to be tested prior to the end of the period.

Random Test with No Selections - Also known as the “Orphan Report”, this report shows the customer random tests that did not have a selection.

4. Advanced Compliance Report

To utilize the Advanced Compliance Report function, right click on the desired Pool to highlight and display pop up window.

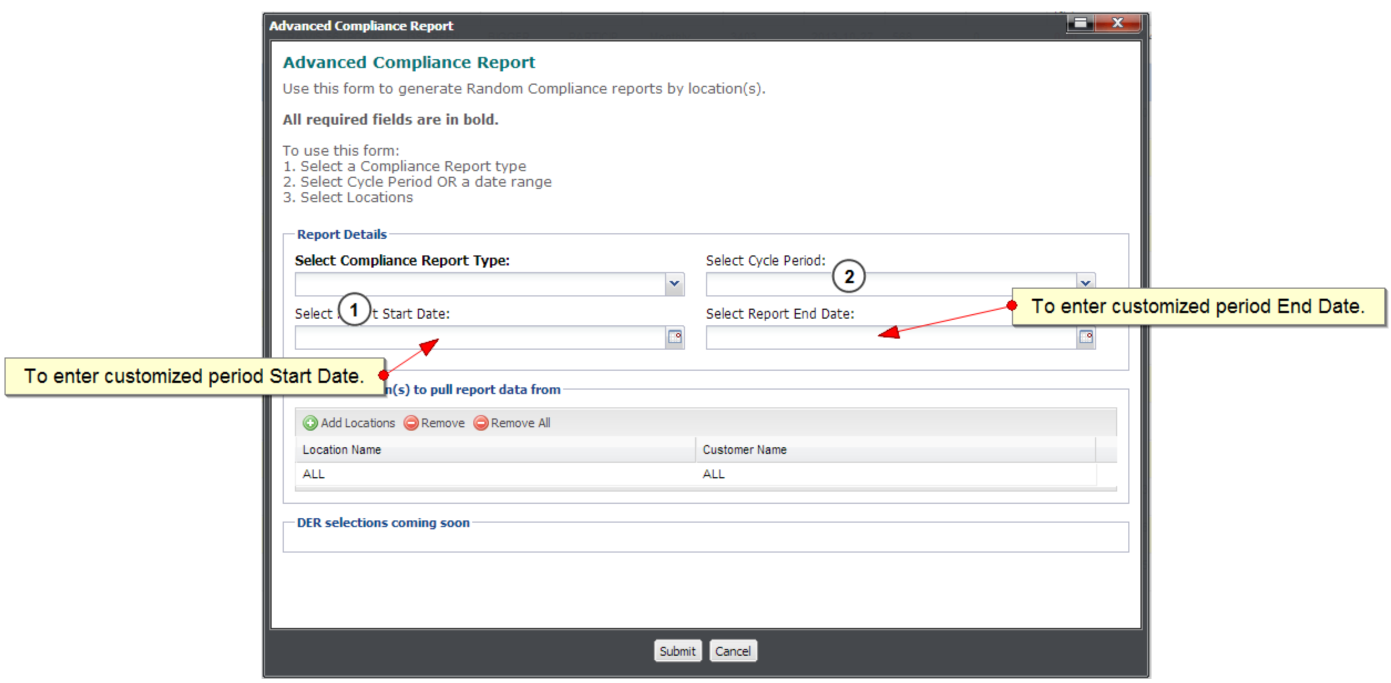


In the pop up window, click 

then select the 

button.

The following window should appear:

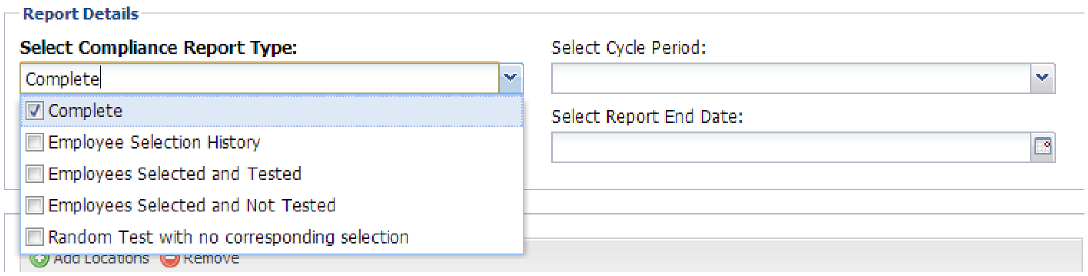


NOTES: A customized report period can be selected by entering (1) *Select Report Start Date* and (2) *Select Report End Date*.

Report Details section

At the *Selection Compliance Report Type* field use the pull down menu to identify the desired report type.

At the *Select Cycle Period* field use the pull down menu to identify the desired cycle for the report.



Select Location(s) section

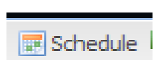
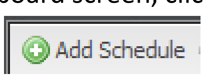
The default selection for identifying locations is ALL. This option can be removed by left clicking to highlight and then click .

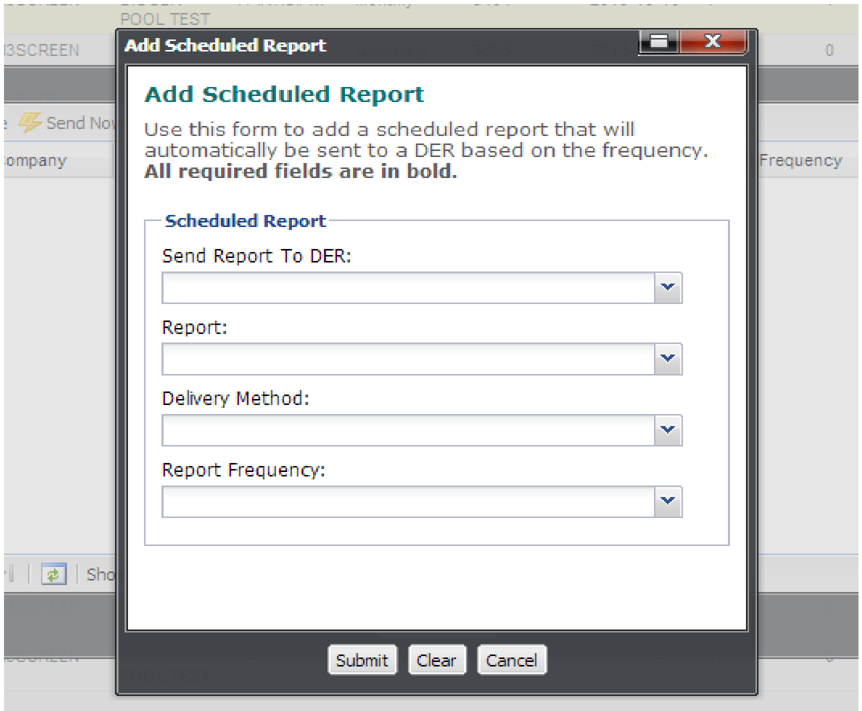
To add specific locations to pull report data, click . Highlight the desired location(s) and then click *Add* at the top of the window. When the desired locations have been selected, click *Close* at the bottom of the window.

Click the  button at the bottom of the window to produce the report.

Advanced Compliance Report Scheduling

To schedule delivery of the most current Pool performance and compliance information, left click on the desired Pool.

At the top of the dash board screen, click the  button to display the Scheduled Report window and then click  to display the following window.



Using the appropriate pull down arrow, select the person to which the report is to be delivered, select report *AdvancedCompliance – MRO RESULTS ONLINE* , and choose the Delivery Method and Report Frequency. Click SUBMIT.

5. Certificate of Enrollment

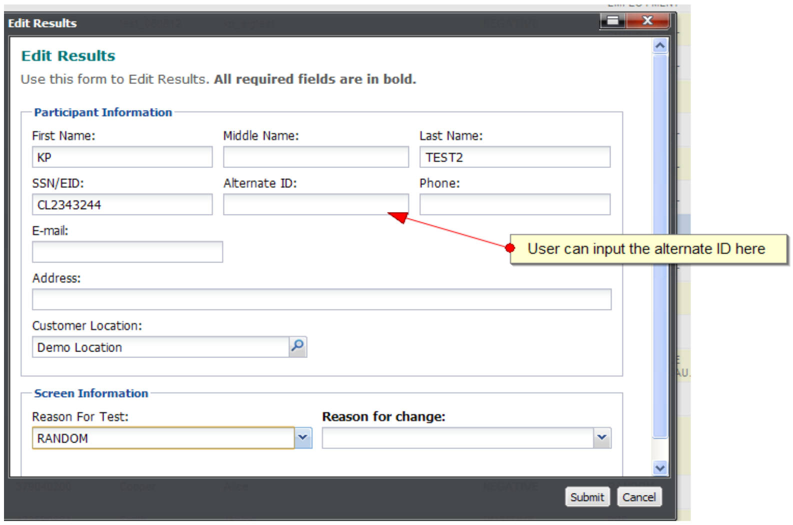
This report provides the customer with documentation that they are currently enrolled in a Random DOT Testing Program.

6. Letter of Participation

This report provides the customer with documentation that they are currently enrolled in a Random DOT Testing Program and are subject to all required type of tests (random, reasonable cause, etc.). This report also displays the current required drug testing screening and cutoff levels.

Alternate ID's for Random Matching

Many times, the EID (employee identification number #) that is uploaded for the random selections is not the same EID that is provided at the collection site during the collection process. The user may enter one additional alternate ID to the result in order for the random matching process to occur and provide accurate information on the compliance report.



The user goes into the completed results and enters the alternate ID number, the reason for the change and then click Submit.

Random Test Forced Match – Out of Period

(This function is not applicable for FMCSA regulated Pools -** FMCSA regulation 382.305 (h) 3**)

For Compliance Report purposes, the MRO Results Online platform has the ability to force match a Random test that was completed outside the period for which the participant was selected.

To force match a completed test, the Case Number of the test is required (Customer Administration section > Occupational Health Screening > Completed Results)

NOTE: Once a test has been force matched, the match <u>cannot</u> be undone.

Matching criteria:

- The Program (DOT or NON-DOT) must be a match for the Pool and the identified test
- The Reason for the Test must be designated as Random

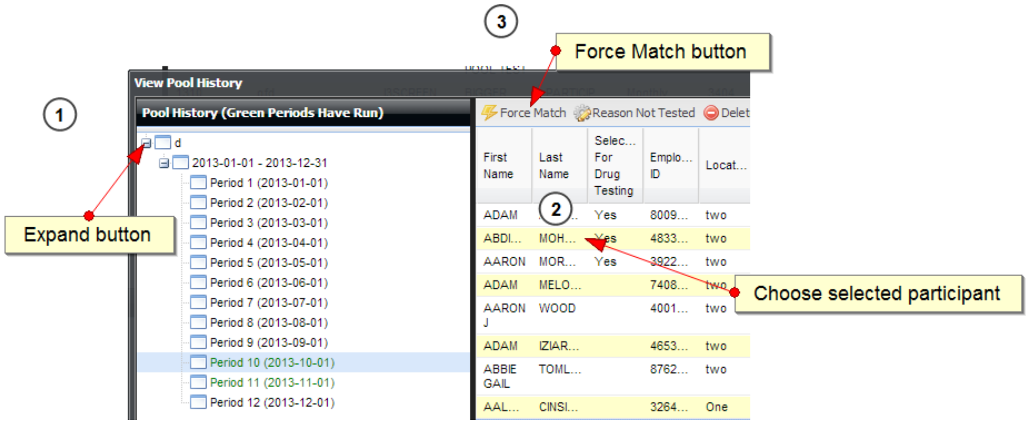
Force Match Steps:

1. Locate the appropriate test Case Number
    a. Customer Administration section
    b. Completed Results

2. At the 

button, access the Randoms Management section
3. Right click on the desired Pool and click 

4. Use the expand buttons in the navigation window to locate the appropriate selection period.

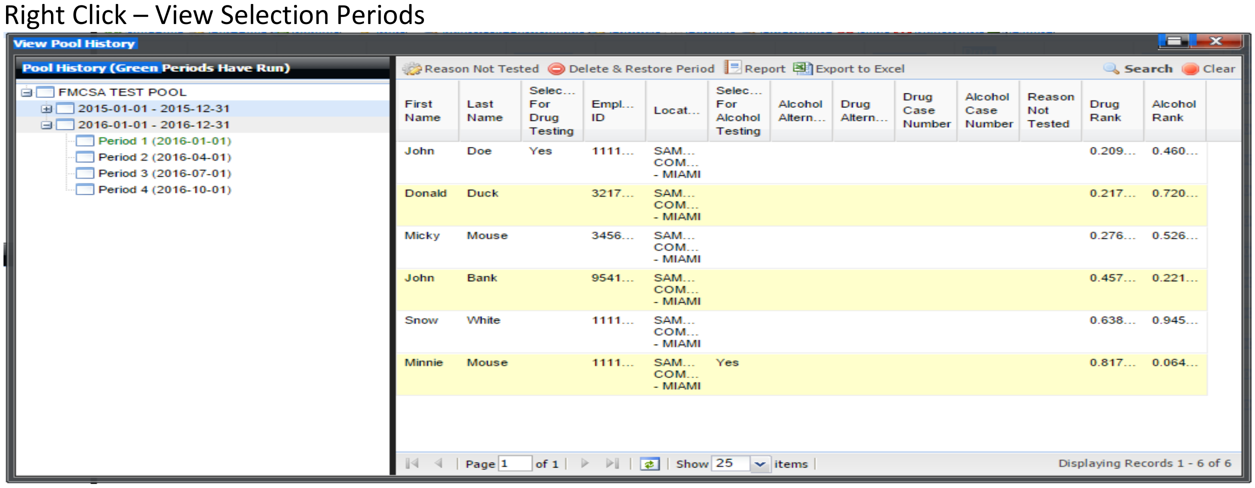


5. Locate the participant for test match
6. At the top of the Pool History window, click the 

button and when prompted enter the applicable test Case Number
7. Click SUBMIT

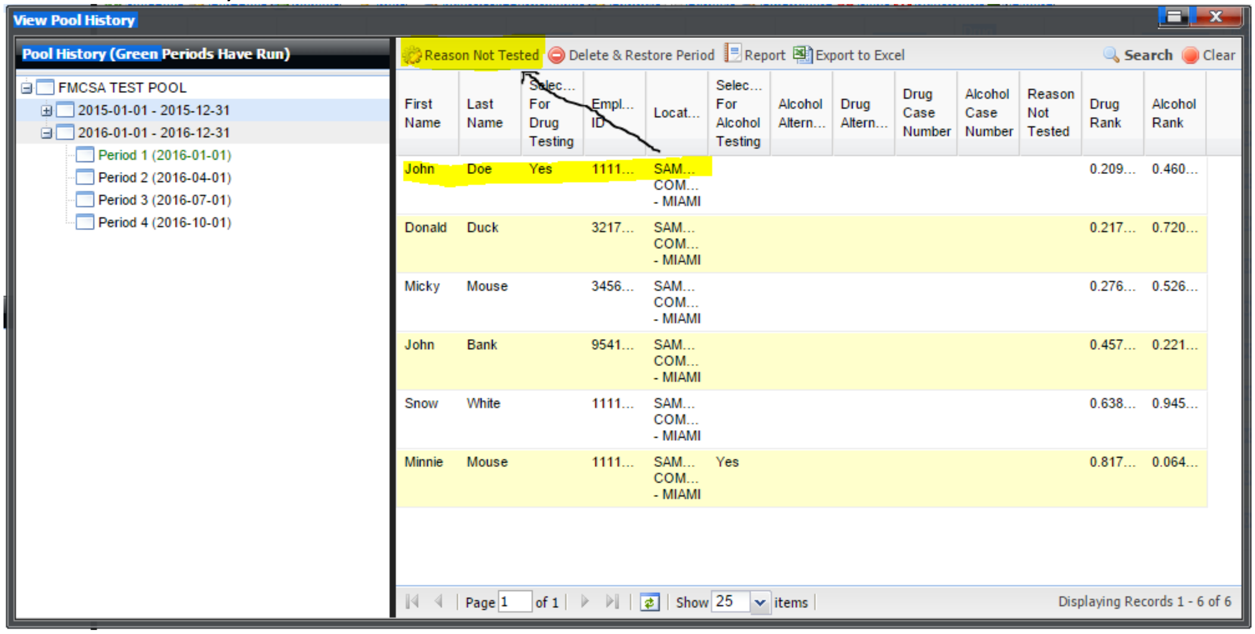
Excuse Random Selection

1. Go to Active Pools
2. Highlight the pool you want to work with
3. Right Click – View Selection Periods

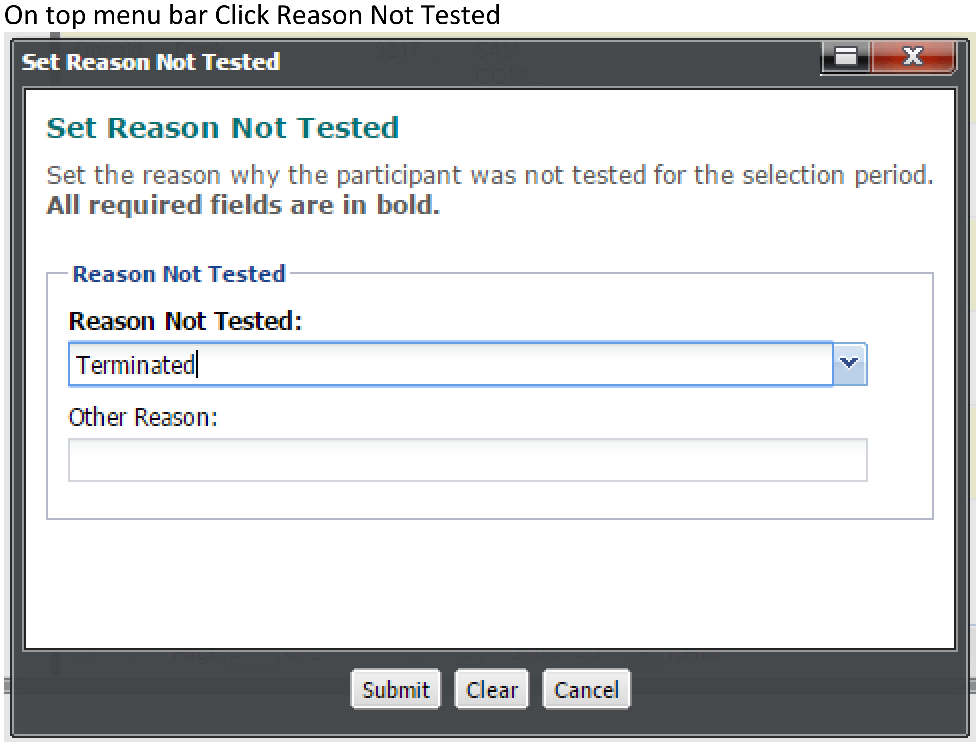


4. Pool History (upper left corner) Click + and Click + again, Click on the Period you wish to work with

5. Find the Selection you wish to excuse and click on donor to be excused



6. On top menu bar Click Reason Not Tested



7. Choose a reason
8. Click submit

MIS Report

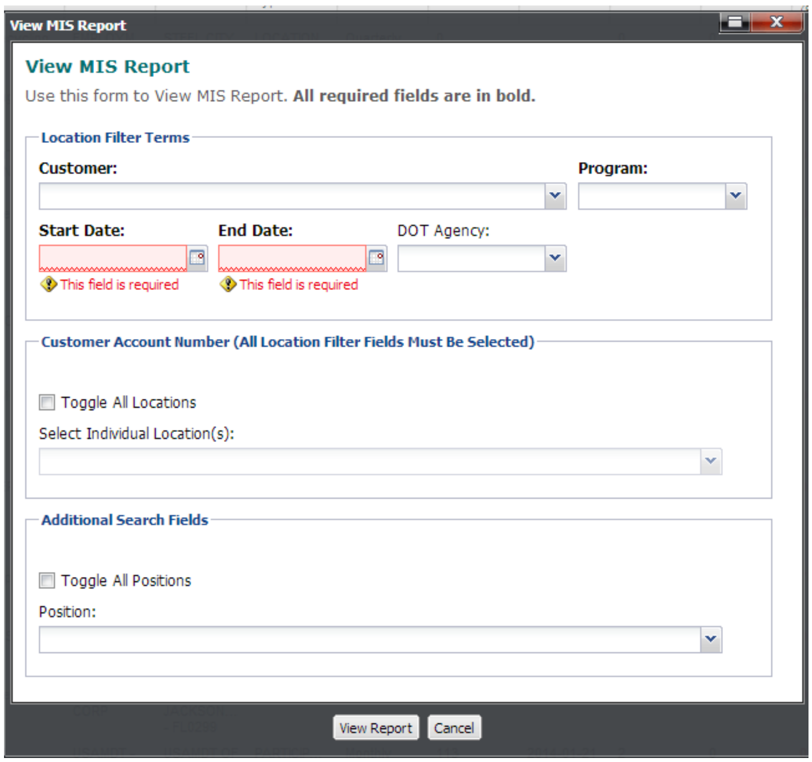
This report provides all of the DOT drug and alcohol tests that have been reported to the customer and will assist the customer in their yearly requirements for the MIS reporting to the DOT.

Please note: This report **only** includes results that have been received by MRO Results Online and either reviewed by the MRO Department or received by the Data Entry Team and entered for reporting purposes to the customer. Examples of tests that would not be on this report include alcohol tests that are not housed/entered by MRO Results Online , refusal to tests (no shows), etc.

To access the MIS report, access the Randoms Management section; click Customer Pools; then click the 

button near the top of the screen.

The following box will display. Select your customer from the dropdown box, specify whether you want the system to provide a report based on your DOT or Non-DOT testing program and select a start date and end date that the system should search for results. (*Note that the date specified here relates to the collection date of samples and is inclusive*).



For DOT Agency, we recommend that the field be left blank *(Note that if at collection the Agency on the Chain of Custody form is incorrectly marked, or unmarked; by leaving this field blank the test will still be captured on the MIS Report)*. However, it is available to receive your information specifically by applicable agency.

Select the Location(s) that should be included in the report. If you want to see results for all your sub-companies and/or locations, you can use the “Toggle All Locations” checkbox to populate them all.

If you want to further refine the report by listing only individuals tested who work in specific functions (i.e. mechanic, pilot, driver), you may do so using the last dropdown box. Once you’re satisfied with your selections, use the 

button to generate the document.

It is strongly recommended that MIS Report numbers be validated with the completed test information in the Completed Results area of the platform… prior to releasing any MIS reports.

Suggested:

1. *Pull in completed test information using the SEARCH feature:*
   a. *Customer*
   b. *Program Description (DOT)*
2. *We recommend that the following columns be included as visible on the grid:*
   a. *Collection Date/Time*
   b. *Customer*
   c. *Agency*
   d. *Specimen Type*
3. *Export Current Search information to Excel*
4. *Edit spreadsheet for desired date range using the Collection Date*
   a. *Filter out the following Specimen Types – Blood, Oral, Physicals*
   b. *Filter out the following MRO Result designations – Incomplete Result, Not Reported*
5. *Locate cases with Agency column containing any of those below and update Agency as needed using the case CCF. The information may have been omitted at the time of collection.*
   a. *Blank*
   b. *Not Provided OR Not Applicable*

Additional Features

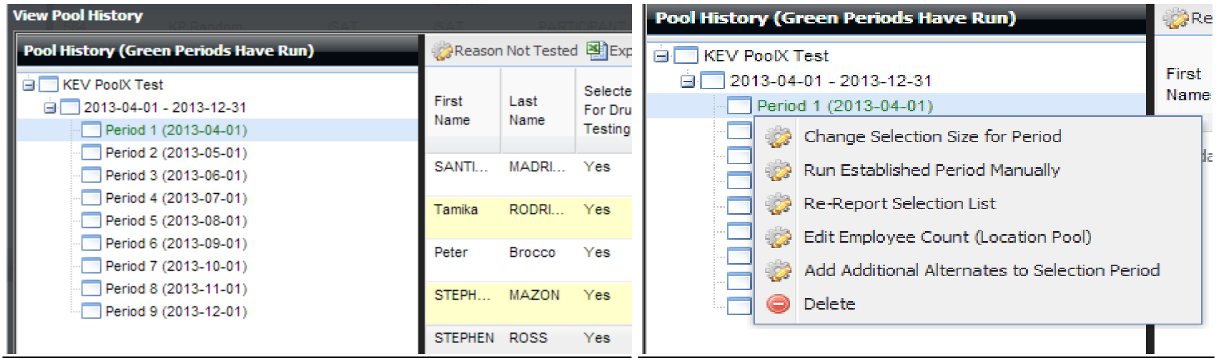
Add Additional Alternates to Current Period – Post Run

With the MRO Results Online platform, for DOT and NON DOT pool designations, you have the ability of selecting alternates or additional alternates for employees legitimately unable to test for the current period. **This feature may only be utilized while in the current period**.

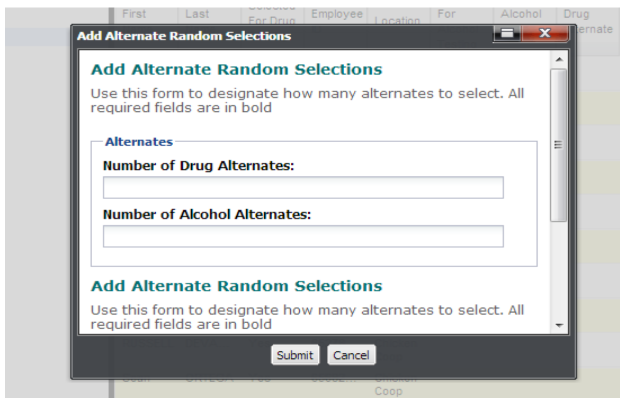
Highlight the desired pool. Select 

near the top of the screen, or right click and select *View Selection Periods*. In the Pool History area to the left of the window, click the Row Expander [+] to display the pool periods.

Below, Period 1 (green text) is the current period and post run (random selections already been made). Right click on the current period and select ***Add Additional Alternates to Selection Period***.



The Add Alternate window should appear. Indicate the number of Alternates desired.



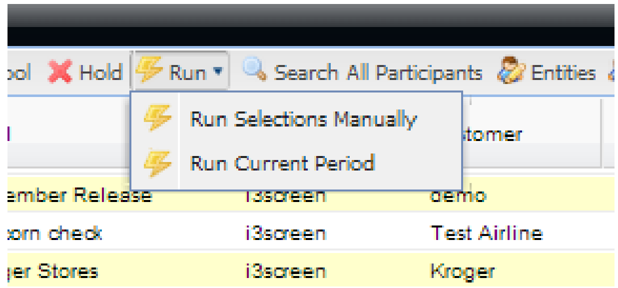
When complete, click Submit at the bottom of the window to generate the additional alternates.

Run Selections for Multiple Pools Simultaneously

This feature can only be used for the current period, pools that are not on hold and periods that have not already been executed.

Before beginning, ensure all pool updates have been processed and that the target pools are removed from Hold status.

To run random pool selections for multiple pools at the same time, highlight the first desired pool. Hold down the Ctrl key and then select additional desired pools to have selections run. Near the top of the screen, click Run ▾ and select ***Run Current Period*** to generate the random selections.



** - Please exercise patience as selections may take a few minutes to run given the number/size of pools.*

Randoms Management Assistance

For assistance contact the Random Management team at orders@nationaldrugscreening.com 866-843-4545.