



## PROVIDER GUIDE

Visit the Wren Laboratories website at <https://wrenlaboratories.com/our-tests/order/> and follow the instructions provided.

**1. If you have an existing account, log in here to order**


Please check your email for confirmation. Once your account is approved, click below to order your tests.

[ORDER A TEST](#)

**2. Or, print and order a test**

Print & submit a requisition form to [order@wrenlaboratories.com](mailto:order@wrenlaboratories.com) or send via Fax to +1-260-245-3568.

[DOWNLOAD PDF HERE](#)



Please reach out to our customer service team for assistance or for Kit Requests at (203) 208-3464.

For your first order, submit a completed requisition form by emailing [order@wrenlaboratories.com](mailto:order@wrenlaboratories.com) or faxing 260-245-3568. Requisition forms can be downloaded from the Wren Laboratories website ([www.wrenlaboratories.com](http://www.wrenlaboratories.com)).

OR

Contact our sales team for assistance at 203-208-3464 or [taleman@wrenlaboratories.com](mailto:taleman@wrenlaboratories.com).

**Wren Laboratories cannot process any order without a completed requisition form. Please make sure all fields are filled out prior to sending a requisition form.**

## PROVIDER PORTAL SETUP

**You will receive an email with instructions for setting up your Provider account.**

A login to Wren Laboratories LIS has been created or updated for you. Please follow this link to complete the registration process and set your password:

[SET PASSWORD](#)

This link is only valid for 3 days.

If your link has expired, please reset your password using the link below.

<https://wrenlaboratories.dendisoftware.com/settings/forgot-password/>

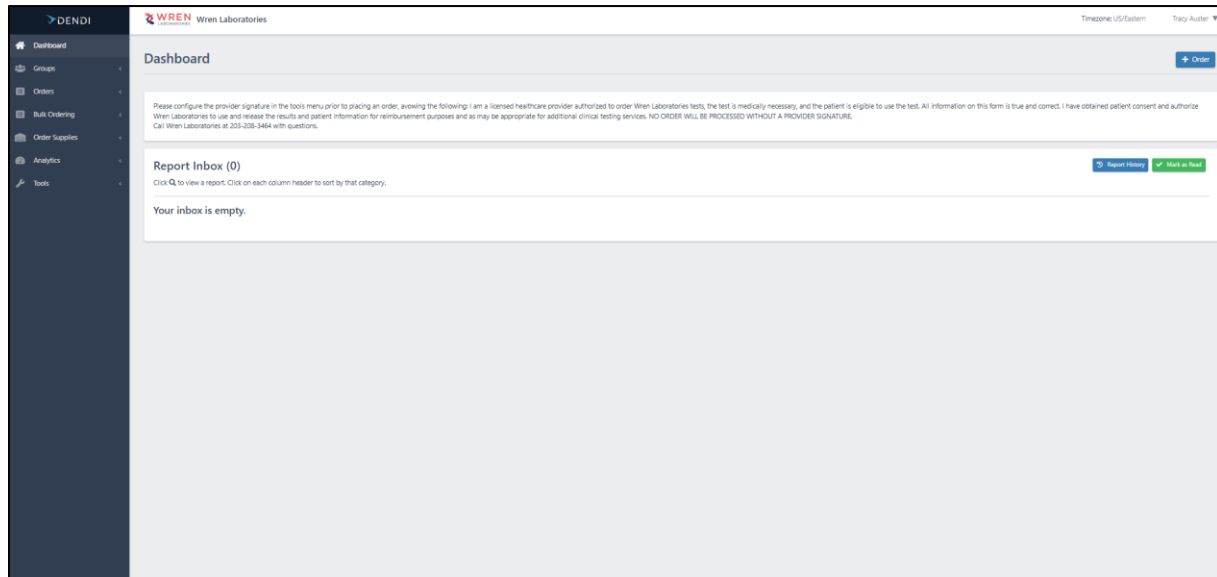
Once confirmed, please login at:

<https://wrenlaboratories.dendisoftware.com/login/>

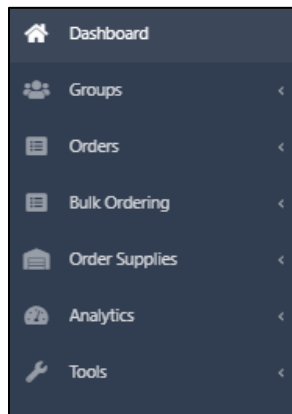
If you do not receive an email, check your junk folder. If you still don't have the email, contact Wren Laboratories at [order@wrenlaboratories.com](mailto:order@wrenlaboratories.com) or 203-208-3464.



The main dashboard of your portal will look like this:







The dark blue bar on the left is the menu used to navigate the different functionalities of the system.



### General System Notes

Throughout the system there are buttons that are universal:

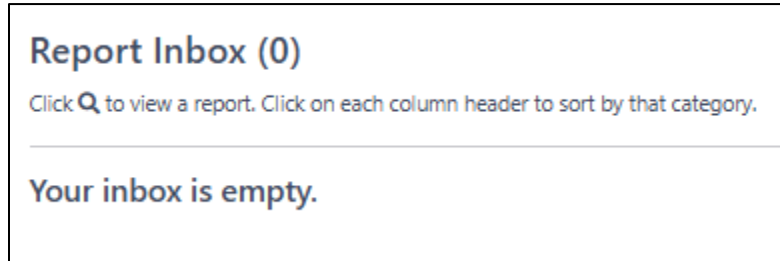
-  - Add/new
-  - Edit
-  - Archive
-  - Add a comment


Additional information is available at <https://support.dendisoftware.com/hc/en-us>.

## REPORTS

**When results are available, they will be in the Report Inbox on the dashboard of your Provider Portal.**

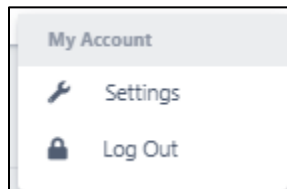
The Report Inbox provides the number of Orders that have been reported but not yet viewed.



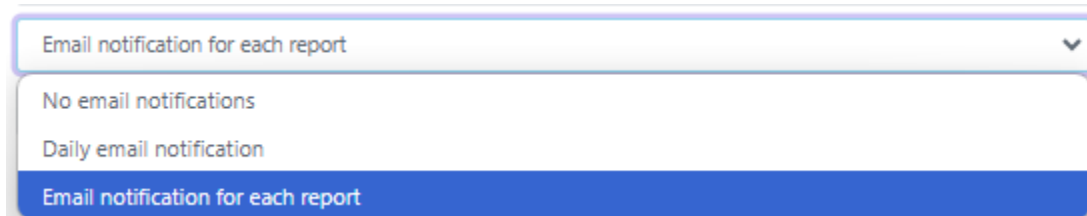
The Report History button  on the dashboard is a direct link to the Orders screen, which lists all the Orders placed by the Provider.

## SET UP EMAIL ALERTS

At the top right of the screen, there is an arrow next to your name, which takes you to your settings options.



Set the Frequency for reports ready notifications.



## SET UP AN ACCOUNT ADMIN

If you would like to set up an Account Admin for your Account, please provide the name and email address of that individual directly to Wren Laboratories.



## REQUEST KITS

### **Request a single kit:**

*Option 1:* Place an order: when you order a test, one of the questions is whether you need a kit to be shipped (both on the requisition form and in the Provider Portal).

*Option 2:* Call or email Wren Laboratories.

### **Request multiple kits:**

*Option 1:* Place a Bulk Order through the Provider Portal. Choose **Bulk Ordering – Bulk Order Create** from the navigation menu on the left. Choose “No Patient Organization” and indicate the number of kits you would like. Follow the prompts.

**Note:** *Collection Date and Time populates the Requested Collection Date and Time Field, which indicates the date and time of the order.*

Bulk Orders will be sent to the provider’s address.

*Option 2:* Call or email Wren Laboratories.

## PLACE AN ORDER FOR A PATIENT THROUGH THE PROVIDER PORTAL

**Note:** *You do not have to order through the portal. You may continue to order by submitting requisition forms via email or fax, or with sample shipments.*

**For ease of ordering, please set up a Provider Signature by navigating to [Tools – Provider Signature](#).**

Choose **Orders – Order Create** from the navigation menu on the left or use the blue button at the top right of the Orders screen. Follow the prompts.

**Note:** *Collection Date and Time populates the Requested Collection Date and Time Field, which indicates the date and time of the order.*



## ACCESS PREVIOUS ORDERS

**Groups – Patients** from the navigation menu on the left will bring up a searchable list of Patients associated with you as a Provider.

Click on the Patient name to navigate to that Patient, view and update their information, and see a list of associated Orders.

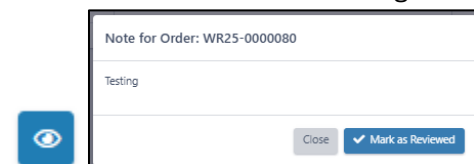
**Orders – Orders** from the navigation menu on the left will bring up a searchable and filterable list of Orders associated with you as a Provider.

## NOTES FROM WREN LABORATORIES

If a note has been added to an order by Wren Laboratories, a blue notification will appear above the Report Inbox and a red exclamation mark will appear next to the Order Notes (**Orders – Order Notes**).



Select the view button on the right of the order to see the note and mark as viewed in the popup.



Once viewed, the note will remain in the Order Notes screen, but the alerts will be removed.