LabSentra

Connecting Every Sample. Empowering Every Decision.

USER MANUAL

Patient portal

Patients, parents and guardians who view results, download reports and pay invoices online.

Contents

About this guide 3
Getting access 3
Results and reports 3
Paying invoices 3
Privacy and consent 3
Getting help 3

About this guide

This guide explains how to use the LabSentra **patient portal**: how to get access, find results and use each feature, with the exact buttons to press.

At a glance

1. Create your account and link it
2. View results and reports
3. Pay invoices with mobile money
4. Manage your consent

Getting access

1. The laboratory gives you an invitation code (on your receipt or by message).
2. Go to **labsentra.com** → **Sign in** → **Create an account** and follow the steps.
3. Choose **Link account**, enter the invitation code and your date of birth, then **Open my portal**.
4. Parents and guardians can link children's records with their own codes.

Results and reports

- Your results appear when the laboratory releases them, with flags for values outside the normal range.
- Open a report and choose **View / download** for the PDF. It has a QR code anyone can scan to check it is genuine.
- Results must be interpreted by your doctor. Contact your doctor, not the laboratory, about what results mean for you.

Paying invoices

Under invoices choose **Pay with mobile money**, confirm your phone number and approve the prompt on your phone. Until the provider confirms, the invoice shows “Payment pending approval”.

Privacy and consent

- Use the consent switches to choose how your information may be used and shared.
- **Withdraw and lose access** (confirm) removes your portal access. The laboratory keeps your medical records as the law requires.
- Never share your password. Sign out on shared devices.

Getting help

- For questions about a result, an invoice or your invitation code, contact the laboratory that did your tests – their details are on your report and receipt.
- If you cannot sign in, use **Forgot password?** on the sign-in page.
- General information about LabSentra: **labsentra.com/contact**.