



California COVID-19
Testing Task Force

Lab Testing Metrics App Frequently Asked Questions

I have technical questions or need support about the Lab Testing Metrics App. Where do I get help?

You can start a case in the App or send an email to LTMSupport@CDPH.CA.GOV and a representative will get back to you on your request. To submit a case in the App, click on the icon at the top right hand corner and click Contact Support, which will take you to the Contact Customer Support Page. Provide a subject and a description of your concern and click Submit.

How is the information we enter into the Lab Testing Metrics App different from what is captured in CalREDIE?

The Lab Testing Metrics App does not replace your reporting obligations in CalREDIE. Although some of the information collected in the App might be the same, this App is being used to supplement the reports to CalREDIE to have a more up-to-date picture of daily COVID-19 testing volume in California. Please continue with your current CalREDIE reporting as well as the use of the Lab Testing Metrics App.

Should we stop reporting by email to the Testing Task Force once we start using the Lab Testing Metrics App?

Please do not stop emailing the Task Force with your daily numbers until a week after your training is complete. A week after completing your training, you will only report through the App and we will suspend the current email submission process. This means for the first week after the App launches for your lab, you will submit your testing data through both the App and the current email submission process. This will ensure that the new App and process are working correctly without any gaps in accurate testing reporting data.

When are the daily reports due each day?

The status reports on samples and supplies are both due at noon for the previous day. For example, the report for the testing numbers from Monday are due Tuesday at noon..

What happens if we discover that some of the numbers reported on a certain day were wrong?

One of the benefits of the Lab Testing Metrics App is that you can see all your previous submissions and you can make changes to them. If the numbers are substantially different, we recommend that you provide additional context in the comments section of the sample report.

What do I do if I see something wrong in the lab profile record?



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Some of the fields are editable by clicking on the pencil/stylus icon in the field you are updating. If it is not a field you are able to edit, you can start a case in the application or send an email to LTMSupport@CDPH.CA.GOV and a representative will get back to you on your request. To submit a case in the App, click on the icon at the top right hand corner and click Contact Support, which will take you to the Contact Customer Support Page. Provide a subject and a description of your concern and click Submit.

I am using Microsoft Internet Explorer or Microsoft Edge as my browser, and I can't seem to log in to the Lab Testing Metrics App. What do I do?

Unfortunately, the app doesn't work well with Internet Explorer or Edge at this time. This is a known issue with the platform that the App is built on, so we recommend that you only use Google Chrome to use the App. If you continue to have issues after switching to Chrome, please send an email to LTMSupport@CDPH.CA.GOV to open a case.

How do I know which labs I should be reporting for?

Review the "Labs to Report" list on the Lab Profile page.

Should I report every day, including weekends?

Yes, you should report testing data 7 days a week. The Task Force reports testing data daily, and so needs this data from labs 7 days a week.

Should I report California tests only?

Yes, only submit samples for tests done for people in California. Please exclude other states.

I see a discrepancy in my sample report data, how do I change that?

Please click Contact Support to submit a case in the app, and the support team will address it.

How do I change the primary contact for my lab?

Please click Contact Support to submit a case in the app, and the support team will address it.

Will the website work on a mobile device?

Yes, the website is mobile-friendly.

If there are several labs in our network, do we have to report for each individual location?

No, please report aggregate data through the main, 'parent' account on the application. This is the account through which you can view "Labs to Report" on the Lab Profile page.