

Welcome to our M-Files User Guide. Analytical Lab Group is proud to use an electronic report delivery system to serve our clients more efficiently.

## WHAT IS M-FILES?

M-Files is an enterprise information management solution that will provide our clients with:

- Instant email notification when your test results are released and available.
- Secure 24/7 access to your test result information.
- Downloadable results directly to your information management system.

## HOW DO I ACCESS M-FILES?

You may access M-Files via the ALG website – [analyticalabgroup.com](http://analyticalabgroup.com). Under the Resources tab, choose Test Results.

- If you work with our Egan, MN, location, use this link: <https://reports.analyticalabgroup.com/M-Files/Login.aspx>
- If you work with our Acton, MA, location, use this link: <https://reports.analyticalabgroup.com/mra/Login.aspx?url=Default.aspx>

## HOW DO I GET MY LOGIN INFORMATION?

Our client services department will send the sponsor of the protocol an email containing their unique M-Files username and password after their first report is uploaded to M-Files.

## HOW DO I KNOW MY REPORT IS READY?

You will receive an email from Analytical Lab Group with a notification each time a new report is uploaded to M-Files.

## WHAT IF I WANT TO ACCESS MY REPORT AFTER BUSINESS HOURS, OR ACCESS AN OLDER REPORT?

You may access all of your reports — current and past — 24/7 via the portal.

## CAN I PRINT OR DOWNLOAD MY REPORTS?

Yes.

## WHO DO I CONTACT IF I LOST MY LOGIN INFORMATION?

- Egan clients, please email [clientservices@analyticalabgroup.com](mailto:clientservices@analyticalabgroup.com).
- Acton clients, please email [clientservices.east@analyticalabgroup.com](mailto:clientservices.east@analyticalabgroup.com).
- Or call (877) 287-8378.

Thank you for working with Analytical Lab Group. We value our partnership and look forward to our next project together.