

Technical FAQ

Employer Solutions Portal (ESP)

SYSTEM FAQs

Q: What browsers are supported?

A: Employer Solutions Portal (ESP) supports the latest versions of Microsoft Edge, Google Chrome and Mozilla Firefox. Google Chrome is the preferred browser.

Q: What are the minimum technical requirements?

A: ESP requires the following to run the application; one of the supported browsers, minimum screen resolution of 1024 x 768, enabled JavaScript, and cookies enabled (note: 3rd party cookies are not required, and most modern browsers typically have this option to only allow cookies from Quest Diagnostics.)

Q: How do I know the system is secure?

A: Quest Diagnostics has implemented several security audits to evaluate the system for vulnerabilities. We have also built the system with strong passwords, solid infrastructure, encrypted data base, solid firewalls, repeatable processes and other monitoring tools aimed at keeping the network secure. We administer frequent security checks, and our latest SOC2 Type II Audit Report and other security vulnerabilities assessments are available to review upon request.

Q: Is there a way to view my invoice or pay a bill using the ESP system?

A: ESP has been designed as a solution to connect you to online drug test ordering and results. Information about billing/invoices is not stored in ESP. To receive information about a bill or invoice, please call 1.800.345.2455 between 9:00 AM – 4:30 PM (EST). Please have your client or invoice number available when you call. [Click here to pay online or submit billing disputes.](#)

Q: Where can I locate the Quest Diagnostics Privacy Policy?

A: There is a link to the Quest Diagnostics Privacy Policy in the footer of every page of the ESP application. [Privacy | Quest Diagnostics](#)

USER ACCOUNTS/PASSWORD INFO

Q: Do all my users have access to the Employer Solutions Portal (ESP)?

A: If you have administrative privileges for your organization, you can view which users have access to ESP by navigating to the *Users link* located on the left navigation. If you have proper permission, you can add users, create user groups and grant access to user groups.

Q: Does the system force me to change my password?

A: Yes, the Employer Solutions Portal requires a user to reset their password every 90 days. If a user doesn't login within 90 days their user account will be deactivated. As a reminder an email will be sent to users 5 days prior to their account being deactivated, reminding them to login to keep their account active.

Q: Can I reset another User's password in my organization?

A: User Administrators may reset another user's password by selecting the user from the User List and clicking the *Reset Password* button in the user's profile. An email will be sent to the user with a temporary password. The user will need to create a new password the next time they login. **Note:** Ensure that the email address in the user's profile is correct before performing this function.

Q: How can I change or reset my password?

A: When your password has expired or is about to expire, on the ESP login page, select "Forgot your password?" to have an email sent to you with a secure link to change your password. This link will be active for 24 hours. If you are already logged into ESP, you can select the *User ID* link located in the header (top right corner). Enter a new password into the Password field and click the Save button.

Quest policy requires users to login and change your password every 90 days. If a user hasn't logged in within 85 days, an email reminder will be sent out. If a user fails to login within 90 days their user account will be deactivated.

Q: What to do if my user account has been deactivated?

A: If a user fails to login to the ESP application for 90 days their user account will be automatically deactivated. If they attempt to login, they will be given an error message saying, "Your user ID and password are valid, however there are other issues with your account. Please contact your System Administrator and verify that your user ID is active, and your user group permission allow you access to the site." Please reach out to one of the admin user(s) of your company for assistance on reactivating your user account. If you still need assistance, you can contact Quest Diagnostics Employer Solutions ESP Customer Service at 1.855.748.7850 or ESP@QuestDiagnostics.com for assistance.

Q: How can I change my security questions or the answers to my security questions??

A: Click on your username in the upper right-hand corner of the page. Select the Update Security Questions and Answers link in the User Profile box. You will be able to choose new security questions and answers or enter new answers to your existing security questions.

USER SETTINGS

Q: Do my preferences get wiped out after I log out?

A: ESP is built to retain many of your user preferences. Settings like your result grid column order, quick search fields, etc. will stay as you set them. We built the system this way to improve your user experience and to allow you to perform frequent tasks more quickly and easily. If you need to clear your browser cache, certain fields and settings like search boxes, preferences, or result column settings will be set back to the default setup.

Q: Can I update my name, email address, phone and email alert setting?

A: Yes, select the *User ID* link located in the header (top right corner). In the User Profile box, you will see where you can update your First Name, Last Name, Phone, Email Address and Password. In the User Alerts box, you can also update your Email Alert Settings and choose which types of results you want to be notified have changed status or ready for review. After entering your update, click the save button.

XML INTEGRATIONS

Q: Where can I find the specification for web service XML integrations?

A: Please contact the ESP Support Team at ESP@questdiagnostics.com to connect with an Implementation Specialist.

Q: Can my HRIS or ATS integrate with ESP?

A: ESP has been configured to accept inbound web service XML transactions from and outbound XML transactions to a Human Resources Information System (HRIS) or Applicant Tracking System (ATS). Methods include:

Submissions to Quest:

- CreateOrder
- UpdateOrder
- CancelOrder

Transmissions from Quest:

- OrderStatus
- OrderResult

Q: How do I implement a web service XML integration with ESP?

A: Contact the ESP Support Team at ESP@questdiagnostics.com or by calling 855.748.7850 to connect with an Implementation Specialist.

Q: Can my MRO integrate with ESP?

A: We have several MRO's currently setup with this capability and our Implementation team can assist or determine if a new setup is required.

Q: Where can I find the specification for MRO web service XML integrations?

A: Please contact the ESP Support Team at ESP@questdiagnostics.com to connect with an Implementation Specialist.

ORDERING

Q: How do I place an Order?

A: This document will provide a step-by-step guide on placing an order in ESP.
[How to place an Order](#)

Q: Is there a way to create multiple orders at the same time?

A: If you frequently need to order tests on multiple donors at the same time, then you may want to use the *Import Orders* feature on the Create Order page. Select the Import Orders button at the upper right-hand corner of the Create Order page. Instructions on the page will walk you through creating an Import Order .csv file that can be uploaded. Each record on the import file will create an order and if donor email address is included in the file, the order QPassport form will be emailed directly to the donor when the file is successfully processed.

Q: How can I reprint the QPassport form??

A: To reprint the QPassport, follow these steps:

1. Click on the *Results* link on the left navigation.
2. Enter in the Primary ID or other information and click *Search*.
3. Click the + on the left side of the record that matches the search criteria.
4. Click on the authorization number (If the link is not active or does not take you to the order, then the specimen is being collected or has been collected. Only drug and breath

alcohol screen orders that have not begun the collection process can be printed or edited.)

5. Click the *Print* button at the top part of the QPassport form.
6. Click the print location and click *Submit*.

Q: What is an order template?

A: An order template is set up by an administrator to make ordering faster. If you have permission to create a personal template, you can do so by selecting the *Add Order Template* tab at the top of the Orders page. A template should be created when an ordering trend is identified where defaulting fields on the order page will improve ordering efficiency and save you time. If you have permission to one or more order templates, then you will see the *Select Template* drop down at the top of the *Create Order* page. Order templates can be selected to be shared and utilized by all users in your organization or specific to one user by selecting Personal as the type.

Q: What are the benefits to using ESP eOrdering?

A: Placing your drug screen orders online eliminates the need to re-order and wait for the paper requisitions to arrive, it reduces the manual filing and storage of paper requisitions, and it eliminates the need to mail requisitions to applicants – reducing your shipping and mailing costs.

Q: What is the difference between canceling and deleting an order?

A: While the names appear to be the same, the actions are very different.

- Cancel – This action can be performed on an order before the order is in the collection process, given that the user has permission to cancel an order.
- Delete - This action can be performed by a user with the appropriate permission when an order is in a final status. It allows the record to be completely removed from view and the record will not be included in any future management reports.

Q: Can I order a federally regulated drug test in ESP?

A: Yes, on the *Create Order* page, regulated accounts that you have access to will appear in red in the *Account* section. You may filter the accounts displayed in this section by selecting one of the radio buttons at the top of the list. If selecting a collection site in the order, you must select a site that can perform regulated electronic collections. These sites will be indicated by an icon that appears in the search results.

RESULTS/IMAGES

Q: Will results of a lab test show up in ESP if I send a donor to a collection site with a paper CCF?

A: Yes, results will display in ESP if an accurate account number is on the Custody and Control Form (CCF).

Q: Is there a way to get an email alert when the drug test I ordered has a complete result?

A: Yes, select your user ID located in ESP's header, and this will take you to your user profile. There are a few alerts available and if your organization turned on the alerts for users, then you may be able to enable this alert (if it is not already turned on). Once a drug or alcohol result changes to a complete status, you will get an email notification indicating you have a completed test result available for review with a link that will take you directly to your *Results* page.

Q: Is there a way to print all the documents for many complete tests?

A: Yes, click the checkbox on the right side of the row for those results you want printed. Next, select the *Print Selection* button and you will see a small window displaying the print options. One of the options is *Print All*, and when clicked, all documents that you have permission to view for the rows selected will print.

Q: What is the Cancel Order button for?

A: The Cancel Order button allows a user to cancel a pending order. If the order is past the pending status and any other status, then it cannot be cancelled. Users can search for and view orders/results with a Cancelled status.

Q: What is the Delete Order button for?

A: The Cancel Order button allows a user to cancel a pending order. If the order is past the pending status and any other status, then it cannot be cancelled.

Q: Can I change the order or fields listed in the simple search section?

A: Yes, you can select the Search Field button and select any four fields and then drag the fields to the order you want them to display. Select Save and the search fields will display in the order you specified.

Q: Is there a way to change the results grid column order?

A: Yes, click on the Preferences link above the results grid and select the columns. You can also place the columns in the order you want them to display. To move a column, drag it to the order you prefer and select Save.

Q: How long are my results and images stored in ESP?

A: The laboratory or MRO results are retained for seven (7) years and the images are retained for two (2) years. The results and images are archived after the seven and two years, respectively. Archived results and images are still available by contacting Quest Diagnostics Employer Solutions ESP Customer Service at 855-748-7850. These archived results and images are available to authorized organization contacts.

RANDOMS

Q: What are the benefits of using ESP to help manage my random drug testing program?

A: ESP offers simple random selection features that enable employers to easily create, manage and monitor simple random drug testing programs. Users have visibility to all steps in the process to maintain compliance with federally regulated program requirements. Random drug testing can help to deter drug use among current employees.

Q: Where will I see orders generated by random pools using ESP?

A: All random selections will automatically generate an order record on the Results page of ESP. The Reason for Test will always appear as Random, and Ordered By will always appear as Random Selection. The ordered date and time will reflect when the selection was run. Random selection-generated records cannot be deleted even if a user has permission to delete.

Q: What is the selection rate for regulated random pools?

A: The selection rate for U.S. Department of Transportation (DOT)-regulated random pools is always an annual percentage in ESP. In addition, the federal requirement for minimal drug/alcohol testing percentages will default for each modality (e.g., FAA, FTA, USCG). You can increase the selection rate percentage but not lower it. (A fixed number is not permitted for DOT pools in ESP.)

Q: How often should I run a random selection pool?

A: Random selections that occur more frequently will be a more effective deterrent and will allow you to more closely monitor your testing program. The key factor that helps determine how often your random selection pool should be run is the ability to locate, notify and collect a sample from the individuals selected for testing. That ability is driven by your communication abilities, management practices, geographical structure and collector arrangements. Available interval options include weekly, bi-weekly, monthly, quarterly, semi-annually and annually. Non-DOT regulated pools also have a one-time option available.

Q: Can I see my random testing history?

A: Once you run a random pool, an expanded Pool Summary will display using the Selection History button. You can view selection history statistics to date for every member of that specific pool. As drug and alcohol tests are completed for random selections, their history will also be updated.

Q: How are individuals selected for random testing?

A: Random selection is a mathematical process that uses an algorithm driven by several parameters: pool membership, the program period, selection rate and selection intervals (frequency). Each pool member is assigned a lengthy index ID specific to them with an equal chance of being selected when the pool is run during any interval in the program period. The index ID ensures employee anonymity to the selection process.

Q: Is there a minimum number of members that can be in a random pool?

A: While ESP does not currently require a minimum number of members in a random pool, we highly recommend that the number of members be sufficient to ensure a true random selection process. If the number of members in the random pool is so few that the algorithm will consistently select the same member(s), it is recommended that you join a consortium where your members are added to a larger pool consisting of members from multiple companies and your employees have an equal chance of being selected across the entire pool.

Q: What is oversampling?

A: Each time you run a random selection; ESP will ask if you would like to oversample. This means that you can select more members for random testing than would normally be required in that interval. Oversampling will adjust the algorithm used to select members in future intervals during the program period. In summary, oversampling will allow you to achieve your target completion for the program earlier than projected or will allow you to compensate for a high number of members who have been excused from testing during a selection interval.

Q: Can I edit my random pool?

A: Edits to a random pool are only allowed if the pool has never been run or after the program period has ended and the pool is being renewed for another program period. Once a pool has been run, you **must** complete the required number of tests as defined in the pool criteria.

Q: What is reduce selection?

A: Each time you run a random selection, ESP will ask if you would like to oversample first. If you select the No button, ESP will ask if you would like to reduce selection. This means that you can select less members for random drug testing that would normally be required in that interval. Reduce selection will adjust the algorithm used to select members in future intervals during the program period and will select a greater number of members to make up the difference. In summary, reduce selection should only be used when necessary since to fulfil the requirements of your random program, a higher number of members will be selected each interval throughout the rest of your program period.

Q: My random program is not reaching the target completion due to an inaccurately completed Custody and Control Form. How can this be corrected?

A: If the donor Primary ID, Reason for Test, or Laboratory Account number on the Custody and Control Form (CCF) does not exactly match the member information for your random drug testing program, your program history can be affected. Contact Quest Diagnostics Employer Solutions ESP Customer Service at 1.855.748.7850 or ESP@QuestDiagnostics.com for assistance.

TRAINING VIDEOS

Employer Solutions Portal (ESP)

We designed the Employer Solutions Portal to be intuitive and easy to use. However, you may want to learn about its capabilities from an ESP expert. Our comprehensive training helps to ensure that you and your organization know how to effectively navigate ESP and administer your drug testing program. You can watch instructional videos with step-by-step demonstrations on topics such as ordering, performing a collection site match, viewing results and creating reports.

INTRODUCTION VIDEOS

- [Introduction to ESP](#) (2:35)
- [Workforce Health Solutions - The Life of a Drug Test Specimen](#) (2:36)
- [Drug Testing TV](#) (Link to full Quest Diagnostics drug testing solutions channel)

ESP TRAINING VIDEOS

Use the links below to watch an online ESP tutorial video by topic:

- [Create a New User](#) (4:38)
- [Create a New Order](#) (4:10)
- [Build a Quick Order template](#) (3:33)
- [Create Management Reports](#) (3:12)
- [Enter an Instant Test Result](#) (4:28)
- [Enter a Breath Alcohol Test Result](#) (4:16)
- [View Results](#) (3:48)
- [Perform a Collection Site Match](#) (5:29)
- [Perform a Collection Site Match using Import](#) (3:17)
- [Use the Results Widget](#) (1:30)
- [Run a Random Selection](#) (1:42)
- [Create a DOT Random Pool](#) (4:10)
- [Create a non-DOT Random Pool](#) (3:46)
- [Create a Member List for Random Pool](#) (3:09)
- [Manage Selection Using Selection History](#) (3:09)
- [Enter Breath Alcohol Result for Random Selection](#) (3:05)
- [Program History and Group History Reports for a Random Pool](#) (2:13)
- [Close a Random Pool](#) (2:47)