

---

You must type the website address exactly as it is shown. Any variations in the address will stop website from showing <https://testresults.ochca.com>

## GENERAL TIPS

- Any device (Cell Phone/Computer/Tablet) with internet access can be used to access your results.
- Results will be available seven (7) days after your test.
- Your log in information was provided to you at the end of your visit. It has “Privacy Notice” and “Date of Visit” at the top of the page.
- If you lose your login information you will have to call the clinic at 714-834-8787 or return to the clinic for your results. **AS A SECURITY FEATURE, OUR SYSTEM AND OUR CLINIC WILL NOT REISSUE LOGIN INFORMATION.**
- After three (3) failed attempts to log on, you will be locked out for one (1) hour. You can attempt to log in again after one (1) hour. If you are unable to log in you will have to call the clinic at 714-834-8787 or return to the clinic for your results.
- The website will log you off for inactivity after 5 minutes.
- Do not click the back arrow on the webpage, the website will log you out and you will have to close the website and log back in.
- For more information on Sexually Transmitted Diseases (STDs), click on the underlined blue hyperlinks, they will take you to the Centers for Disease Control (CDC) STD page.
- The logout button is located in the upper right hand corner of the webpage.
- Online results will only be available for 45 days.

## DESKTOP COMPUTER TIPS

- Use the latest version of your browser i.e., Internet Explorer 10 or higher, Firefox, Chrome, Safari.

## CELL PHONE TIPS

- When entering the challenge text, remember that your cell phone will automatically capitalize the first letter you enter. Remove the capitalization before you enter the letters if needed.
- To make it easier for you to read your results turn your cell phone sideways.

## FREQUENTLY ASKED QUESTIONS

### 1. I lost my login information, what are my options?

If you lose your login information you will have to call the clinic at 714-834-8787 or return to the clinic for your results. **AS A SECURITY FEATURE, OUR SYSTEM AND OUR CLINIC WILL NOT REISSUE LOGIN INFORMATION.**

### 2. Is my name displayed on the website?

No, to protect your privacy your name will not be displayed on the website.

### 3. I had an HIV test, why are my results missing?

HIV test results are not displayed on the website, you will need to return to the clinic for your HIV test result. **YOU CANNOT CALL FOR HIV TEST RESULTS, THESE RESULTS WILL ONLY BE GIVEN IN PERSON.**

## FREQUENTLY ASKED QUESTIONS (*continued from previous section*)

- 4. I don't understand my results, what should I do?**  
You have three options. You can click the hyperlinks to the CDC website that will provide more information about the STDs you were tested for, you may call and leave a message for our staff at 714-834-8787 or you can return to the clinic and speak with our staff about your results.
- 5. Can I use my cell phone/tablet to see my results?**  
Yes, you can use any device that has internet access.
- 6. If I want results with my name on them, where can I get them?**  
You will need to return to the clinic for your results.
- 7. How long are my results available online?**  
You can view your results up to 45 days after your visit.
- 8. When will my results be posted online?**  
Your results will be posted seven (7) days after your visit.
- 9. It has been more than 45 days since my results were posted, what should I do?**  
You will need to return to the clinic for your results.
- 10. I can't read the challenge word, what should I do?**  
Click on "get new challenge" until you can understand and see all the characters.
- 11. Why won't the website open?**  
Try retyping the web address <https://testresults.ochca.com> . You must type the web address exactly as it is shown. Any variations in the address will stop the website from displaying.
- 12. I called the information line, but no one answered. When will I get a call back?**  
A staff member will return your call within two business days. When leaving a message speak slowly and clearly. Leave your name, date of birth and the best number to reach you.
- 13. I clicked on the back arrow on my webpage and the page says, "Based on the information that was entered, there are no results to show."**  
You will need to log in again. Re-enter the web address exactly how it appears on the handout with the correct log in information.
- 14. I tried logging in but I was redirected to a screen that says, "Thank you for visiting. If you have any questions, please call the clinic at 714-834-8787."**  
Try logging in again with the log in information that was given to when you had your testing done, you may have accidentally entered the wrong information.
- 15. The test I had done says "call clinic" what does that mean?**  
Not all results can be given online, you may need to call or come into our clinic to get some of your results.
- 16. All my results are negative, but I still have questions about my test results?**  
Refer to all the links on our testing website. If you still have questions, you can call or come into our clinic for more information.