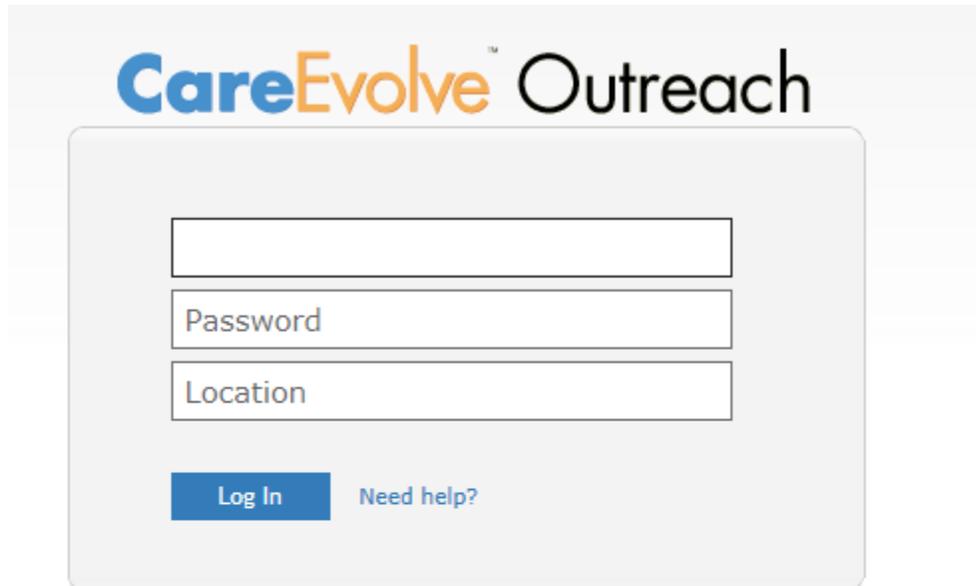


## CAREEVOLVE 3.8.2 GENERAL INFORMATION

The CareEvolve Login Page will display as follows with contact information for CareEvolve Issues vs Lab Testing Issues or Questions:



CareEvolve™ Outreach

Password

Location

[Log In](#) [Need help?](#)

CareEvolve Issues - Please call (318)841-9505

Laboratory Testing Issues or Questions:  
Willis-Knighton Community Reference Laboratory  
2600 Greenwood Road, Shreveport, LA 71103  
Phone: (318)-212-4400

Omega Diagnostics, L.L.C.  
West Jefferson, 1101 Medical Center Blvd Marrero, LA 70072  
Phone: (504) 347-1069  
Touro Infirmary, 1401 Foucher St New Orleans, LA 70115  
Phone: (504) 897-8524

[Contact Customer Service](#)

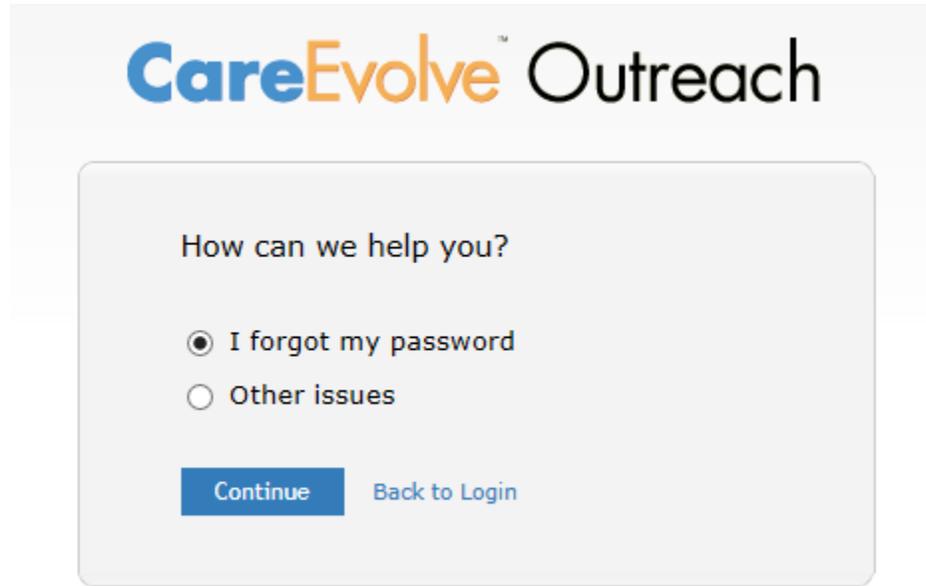
© CareEvolve®, an ELLKAY company.  
[Standard](#) | [Mobile](#)

### RESET PASSWORD

You can now go through a process to reset your own password by selecting

[Need help?](#)

and then <Continue> on next screen.



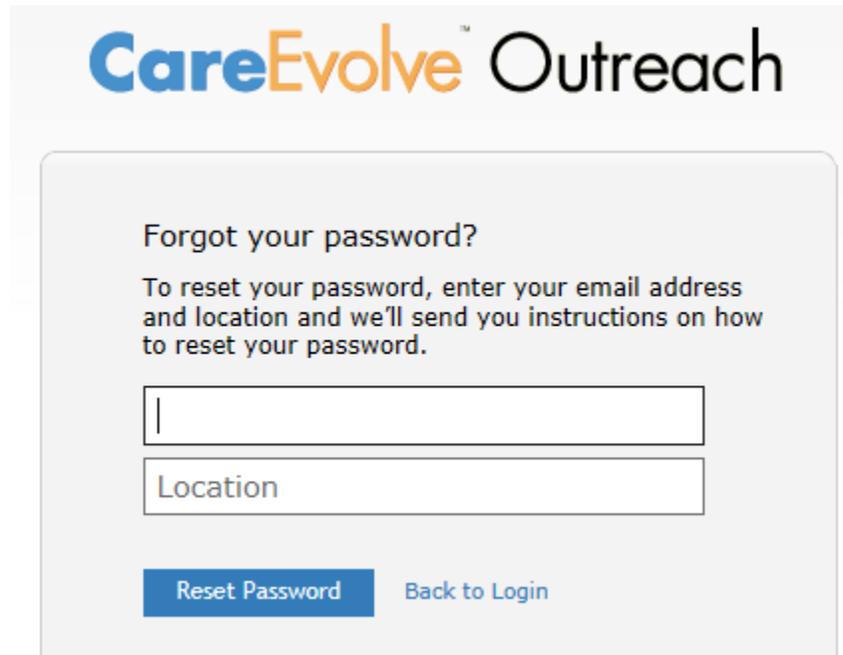
CareEvolve™ Outreach

How can we help you?

- I forgot my password
- Other issues

[Continue](#) [Back to Login](#)

You will be prompted to enter an email address and your CareEvolve location. An email will be sent to you. Follow the instructions in the email to reset your password.



CareEvolve™ Outreach

Forgot your password?

To reset your password, enter your email address and location and we'll send you instructions on how to reset your password.

[Reset Password](#) [Back to Login](#)

If you have any further questions about your CareEvolve login, call the CareEvolve Issues phone number, or use the link

[Contact Customer Service.](#)

## USER EMAIL ADDRESS

If there is no email address stored in your CareEvolve User Account, you will be asked to enter your email address after your 5<sup>th</sup> login. Either enter your email address or click the **Continue** link to ignore. You will be prompted 3 more times in the future (after the 15<sup>th</sup>, 30<sup>th</sup>, and 45<sup>th</sup> login), and if you choose to ignore the message after the 45<sup>th</sup> login, you will not be asked again.

## OCCASIONAL LOGIN ERROR

Occasionally, the following error displays when attempting to login. Ellkay Support has not been able to reproduce nor fix the issue. Just select <Back to Login Page> and try again.

### Processing Error

**There has been an unexplained error while trying to process your request.  
The error has been logged in our error tracking system for review.  
Error Reference #179**

[Back to Login Page](#)

## Contact Information for PRN CareEvolve Issues

*Debbie Zavalydriga, LIS Analyst*

Pathology Resource Network/Omega Diagnostics, L.L.C. | desk (318) 841-9510 | fax (318) 562-5377

[deborah.zavalydriga@pathologyresource.net](mailto:deborah.zavalydriga@pathologyresource.net)

If I am not available or do not respond quickly because out-of-office, please call the LIS Analyst on call:

**(318) 213-5667**