VPLS will be upgrading our Web Portal overnight on February 28, 2023. System will be unavailable from 8:00 PM until 8:00 AM on March 1, 2023.

Features of our portal upgrade:
1. Internet Explorer no longer a requirement – works with multiple browsers!
2. Improved PDF format for Anatomic Pathology reports.
3. Lab ready labels for clients that place orders in our portal.

Upgrade Requirements – Results Only Clients – Prior to 2/28/23
1. User with Admin Level access to your computer workstation must log-in to computer.
2. Use the preferred browser for your lab (Google Chrome, Microsoft Edge, etc…)
3. Use the link below to install our upgrade SPS Print Application:
   b. This app allows our portal to direct reports to the correct printer.

Upgrade Requirements – Results Only Clients – After 2/28/23
1. Follow this process if you did not complete steps above prior to go-live of our upgrade.
2. User with Admin Level access to your computer workstation must log-in to computer.
3. Use the preferred browser for your lab (Google Chrome, Microsoft Edge, etc…)
4. Go to www.labVU.com and click link to log-in to portal
5. Portal will prompt to install SPS Print Application
   a. This app allows our portal to direct reports to the correct printer.
6. After SPS Application install, upgrade portal should be available for use!
7. Remove any Internet Explorer shortcuts to our portal - update with new preferred browser shortcuts.
8. For questions or access issues: 1-800-551-5227, ext 4

Upgrade Requirements – Orders & Results Clients
A VPLS Representative will schedule a time to be on-site in your lab to perform the needed upgrade installations. Please call 1-800-551-5227, ext 4 if you have not been contacted to schedule the upgrade.

Please call 1-800-551-5227, ext 4, for any questions or issues with our portal upgrade – or send email to tom.peters@vumc.org