



Daily Testing Notification Check-in Procedure and Tip Sheet

- Check-in to the Daily Testing Notification System, Monday through Saturday, between the hours of 03:00 and 17:00, by:
 - Phone/IVR: (757) 414-6039; or
 - Website: <https://www.recoverytrek.com/>; or
 - iPhone and Android App: MobileTrek
- Enter the Program ID (3701); your ID number (IVR and app) or email address (website), and your PIN (IVR and app) or password (website)
- You will be provided with a confirmation number; and
- You will be notified as to whether you are required to test and, if so, which panel. If called to test:
 - You may present to any approved Medtox/Labcorp site. The MobileTrek app will locate the closest site to you, you may also call RecoveryTrek at 757-943-9800 to request additional sites.
 - You must check the appropriate box corresponding to the panel selected on your Chain of Custody form. All tests are urine collections unless stated otherwise.
 - If you encounter any issues, contact RecoveryTrek at 757-943-9800 or HPSP at 888-802-2843
 - **REMEMBER:**
 - Once you begin the testing process (i.e. check in at the front desk), you must complete the test at that time. Leaving the testing site for any reason will result in a “missed” test.
 - You are not required to check the Daily Testing Notification System on Sundays or state holidays; however, it is strongly encouraged to check daily as part of your routine (this will help avoid missed tests.)

Tips:

- Check-in early. You can check the Daily Testing Notification System between 03:00 and 17:00 Pacific time.
- Record your confirmation code. Keep a log of confirmation codes and their corresponding dates. If checking in with your smart phone, consider taking a “screen shot.”
- If you experience any difficulty with your check-in, please call RecoveryTrek at 757-943-9800 or send an email to greatsupport@recoverytrek.com.
- If you miss the daily testing notification, you may choose to go test. If it is past 17:00 and you realize you forgot to check to see if you are required to test that day, you can go to an open collection site with your chain-of-custody form and request a Test Panel D. If you were not scheduled that day, the test will not count towards your monitoring agreement requirements, but if you were scheduled to test, it will protect you from a report of non-compliance.