

## Create New Service Delivery Location

### Have the following ready:

- Name of the Service Delivery Location

### Steps

1. Logon to Panorama
2. Select the **Admin** tab
3. Select **Manage Service Delivery Locations** located in the **Indices** category
4. Search for the Service Delivery Location to ensure it doesn't exist – when searching, double-check the Organization, search criteria used, etc.)
5. If the location does not appear in the search, click the **Create New SDL** button
6. Fill in the following **Service Delivery Location Details**:
  - **Effective From Date**: Enter date
  - **Time Zone**: Atlantic Time
  - **Owner Organization** – may be pre-populated with the Organization used for the Search (Step 4)
    - Click the **Find** button
    - Start typing the organization name in the **Organization** field
    - Select the organization from the displayed list
    - Click the **Select** button
  - **Name**: Enter the SDL Name
  - **Display Name**: Enter the SDL Display Name (sometimes a short version of the name)
7. Fill in the **Addresses** – not system mandatory, but PNS has been completing as follows:
  - Enter address information
  - Do not complete the **Geo-Coding Information** section
  - Click **Add**
8. Enter **Contacts**
  - Enter the **description** – Enter “Main Contact” (this is the naming convention to date)
  - **Address Type** – mandatory field in this section
  - **Remaining info** – not mandatory
9. **Communication Details of Contact**
  - Select **Type**
  - Complete the rest of the fields (not mandatory)
  - Click **Add Contact** button
10. **Receiving Lab Information** – Do not complete this section
11. Click **Submit** and then **OK** at the prompt to save the record