



Extend Drug and Health Screening Expiration Tool

What is the Extend Expiration Tool

As part of our new self-service drug and health registration tools, users can now extend the expiration date for their candidates by up to 30 days using our Extend Expiration Tool.

Why is This Useful

While most of your employees or candidates move through the screening process without any issues, occasionally users need to adjust a registration after the individual has already registered for their test. Previously, this was not built as a self-service function within Sterling's technology and users needed to take an extra step to reach out to their client success team.

The Extend Expiration Tool enables users to manage their registrations directly from the Order Manager in the Client Hub. This prevents potential delays and offers convenience for both the user and their candidates.

How to Use the Extend Expiration Tool

1. Select the order containing the registration you would like to manage.
2. On the right side of the Order Manager, you will see a navigation bar. Select the **Expand** icon to open the right navigation bar.
3. If the order includes drug and health services, you'll see a **Manage D&HS Registration**. Click this to open the tool.
4. Select the required drug and health service in the **Select Registration** field
5. In the **Select Action** field, choose **Extend Expiration**.
6. Click Submit, and then click on the **New Expiration Date** to choose a new expiration date. Users can extend the expiration by up to 30 days.
7. Finally, provide a **Reason for Extension** in the Extend Expiration dialog box, and then click **Extend Expiration** to submit. A green confirmation message will appear verifying the update.

Note: All users will be granted this functionality. If you would like to limit user access, please reach out to your Client Success Partner and we can adjust the functions accordingly.

You can learn more on using this tool in our [Drug & Health Screening Registration User Guide](#).

If you have any questions on using the Extend Expiration Tool, please reach out to your Client Success Partner.