



TestQual, S.L.
(Proficiency Testing Schemes)

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USER INFORMATION

In order to participate in TestQual Proficiency Testing Schemes, the following steps must be followed:

**If you are NOT registered keep reading.
If you have already registered you can go to step number 3.**

1. Enter in www.testqual.com and register as client of TestQual with your laboratory details, choosing your user and password and introducing all the requested information.
2. TestQual management will check the information provided by the laboratory and if no information is missing or wrong will proceed to activate the laboratory account. Once the account has been activated, the laboratory will receive a confirmation email. Registered laboratories will have access to its CLIENT AREA, where it will find the information regarding its participations in the proficiency test. In case of some error or loss of the credentials to access the client area you can contact with someone from the Technical department from TestQual or reset your password by following the next link <http://www.testqual.com/forgot>.
3. From the PROFICIENCY TEST tab in TestQual.com the laboratory may consult the schedule for all the proficiency tests, enter those of their interest to read more about it and download the protocols.
4. To send your solicitude of participation in a proficiency test, click on the SHOPPING CART of the test you are interested in, then, at the bottom of the page, in Application form you will find the link to start filling your inscription form.
5. The application form requires the user to enter the (Limit Of Quantification) LOQ from the analytes that the laboratory analyses. Once the form has been sent, as soon as possible it will be reviewed by the manager team of TestQual and if the proficiency test will be of use to the applicant TestQual will proceed to activate the proficiency test in the client area and send an email to the participant with their laboratory code.

Laboratory participants must take into consideration that if they mark some analyte as NA (Not Analysed), this analyte will not appear when introducing the results.

6. The organizer will send the samples according to the schedule in a way that guarantees its stability and conservation. Sample shipments will always be made by courier companies who guarantee the quality criteria of the shipments described in the TestQual quality system, to ensure that the laboratory receives the sample in optimal conditions.

In case of countries where the shipments have to pass through custom office, TestQual will provide all documentation required for the shipment. However, each participant is responsible of providing the import permits or any other document required by the custom office in order to receive the package with no delay to ensure the preservation of the sample.

7. Upon receiving the test material the laboratories have two working days to communicate to the organizer any issue or problems with the sample. This contact may be done by email or through the Contact tab of the TestQual website. If your laboratory happens to find any problem, the organizer will study your issue and send you a new sample as soon as possible.

If the laboratory does not communicate any issue with the sample within two working days, the organizer will assume the correct reception of the sample and therefore the start of its participation.

8. Within the dates established in the schedule, the participant should log in on the website to get to his CLIENT AREA. Then select the proficiency test and access to the RESULTS FORM. To each analyte that was marked as analysed and was entered a LOQ will be available the following three options as a result:

- YES:** The laboratory wants to inform a value higher than its LOQ, after selecting yes the system will ask for a concentration in $\mu\text{g}/\text{kg}$
- NO:** The laboratory has not detected the analyte.
- <LOQ:** The laboratory has detected the analyte, but in concentration lower than its LOQ.

The laboratory must also fill up the method section of all the positive analytes they informed about.

9. Once received the results of all the participants, and according to the scheduled dates, the organizer will send the Final Report to each participant.

10. There is a period after receiving the final report in which if the participant wishes to appeal against the assessment program performance they can make it through email or by the contact tab of TestQual website.