

FREQUENTLY ASKED QUESTIONS

1. I am unable to login although I have the right client number and password

The client code needs to be written in five digit mode (e.g. 00123).

2. I have logged on with my own personal user name and am unable to see the open schemes

Your user name does not have the rights to fill in results. Your laboratory's LabScala-administrator is able to change the user rights

3. I cannot see my device on the electronic form although I have added it to the device register in LabScala

The start date of the device needs to be earlier than the date of measured results. Other possible reason is that the device was not added to any specific round or the round added is wrong. Third possibility is that there is a closing date added to the device and this date is earlier than the result measurement date.

4. What can be written in device nickname - field?

There are several different things needed in this field and they vary according to the round. Please read the instruction provided with the sample. E.g. for hormones any name can be written where as for glucose meters and urine strips the nickname needs to be a 3-digit code. Every device has to have their own unique identifier for these rounds.

5. I am unable to find my device manufacturer or the correct reagent/strip/kit/test etc.

Please contact the scheme coordinator and the missing methods or devices will be added. Do not choose an almost correct combination but always only the correct one used by you.

6. How to deactivate a device

The device becomes inactive if a closing date is entered. This can be deleted if the device is later taken into use again. Add a closing date only if the device is not to be used anymore.

7. We have hundreds of e.g. glucometers and these alternate between rounds. How should these be entered?

You can fill in all meters at the same time and give them all a unique 3-digit nickname. All the meters entered are visible on the form and from the dropdownlist the meter for which a result should be entered can be selected from the list. All devices need not participate on all rounds.

In case there are changes in the devices within your department, you can e.g. enter only the name of the department and the metermodel and make. In this case the meters should be managed separately by yourself. N.B. If the meter model / make changes, this needs to be changed otherwise the results are entered and processed in the wrong method group and the result and report received is not reliable.

In case needed, please contact Labquality for further assistance.

8. Are my results accepted if I leave them in "Not sent" status?

Only results left in "Sent" mode are taken into the result processing. LabScala sends automatic emails to the scheme specific contact emails a few days before round is closed if results are left in "not sent" status.

9. Where to find the result form?

5 next closing rounds are shown on LabScala front page after login. From My schemes on the top bar and view all all ordered rounds become visible. From the fields on top of the table can be used to search for certain texts.

10. Why do I get a warning of samples not been delivered?

You have skipped the preanalytics page and not filled the samples received date.

11. How to manoeuvre on the electronic form?

Use the green "Next" and "Save" buttons on the bottom of the page. Following these you are taken through the process of filling your EQA results.

12. Adding a wrong device

Insert a closing date to the device and you will not see it in the selections anymore. Create the correct device.

13. Unable to report a certain round in LabScala

All ordered rounds are visible in LabScala but not all have an electronic form. The way of reporting results can be seen from LabScala front page (LabScala, paper, CueSee, Mainio). We always instruct with the sample instructions how to report the results.

14. Why is the round in "Open" status although the results were faxed?

Open – status means that the round is open for result reporting. This does not mean that the round has an electronic form. In case the results are faxed or emailed the status is not changed. The status is changed to closed after result reporting end date is exceeded.

15. How to find the laboratory specific reports?

Reports are found under Shortcuts and messages, View reports.