Unit for Microbiology

Swedish Food Agency's Web Portal for Proficiency Testing and Reference Materials – User Guide

1. Log in

- Go to: https://laboratory.livsmedelsverket.se.
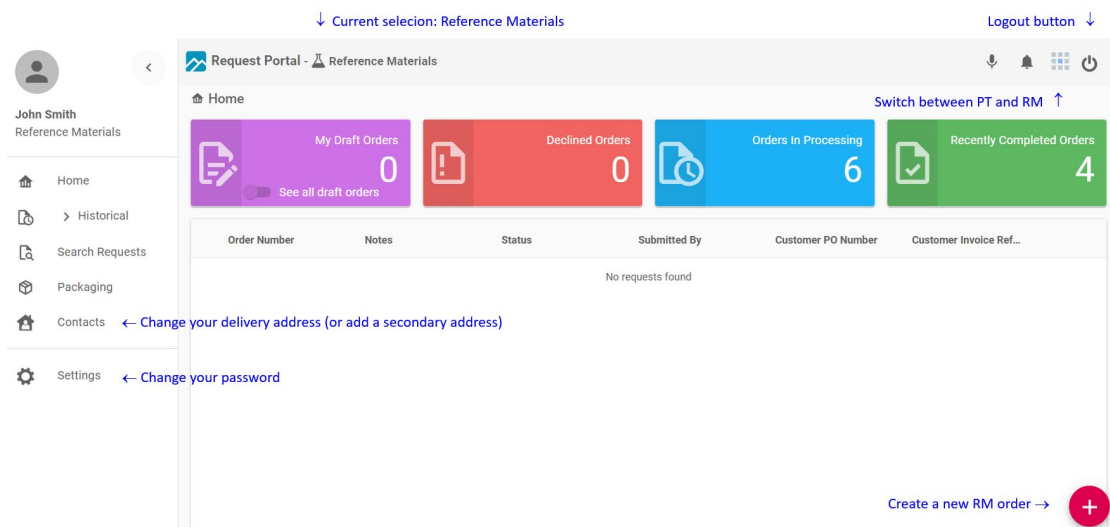- Enter your username (your email address) and password.
    - Your username is case sensitive. I.e. enter your e-mail only in small letters.

![Livsmedelsverket - Swedish Food Agency logo]

Unit for Microbiology

- Click on **LOGIN.**
  - o With some web browsers, you may encounter problems at the login page. If this is the case, please try another web browser. (**Google Chrome** is the supported browser, but other browsers may work as well.)
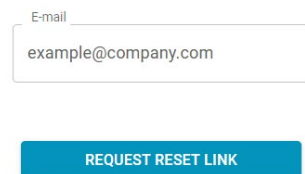- The **Home** page will look like similar to this:
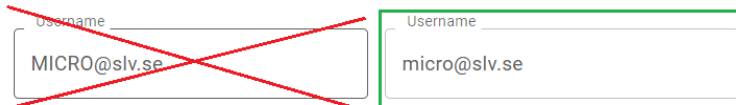
2. Log out

- Click on ⏻ in the top right corner of the page.
- Select **OK**.

3. Reset a (forgotten) password

- Go to: https://laboratory.livsmedelsverket.se
- Click on "Forgot password?"
- Enter your account e-mail address and click on "Request Reset Link".
  - o Make sure to enter your e-mail only in small letters.

- Check your inbox for the e-mail titled "Requested Password Reset Link".
- Open the e-mail and click on the link **Reset Password**.

Unit for Microbiology

- The link will open your web browser, which will display the message "Your Password has been reset. Please check your inbox."
- Check your e-mail inbox for the e-mail titled "Password reset" with contains your **temporary password**.
- Copy the temporary password, and again go to: https://laboratory.livsmedelsverket.se
- Enter your e-mail address and enter the temporary password. Click on **Login**.

Username
example@company.com

Password
••••••••••••••••••• ← **Temporary password sent to your e-mail**

LOGIN

- You will now be requested to enter your own password to complete the process. Please make sure that the new password fulfils the requirements below!

Change your Password to proceed.
Username
example@company.com

Password
••••••••••••••••• ← Temporary password *(the one sent to your e-mail)*

New Password
••••••••••••••• ← New password

Confirm New Password
•••••••••••••••
  - *at least 17 characters long*
  - *at least 1 lowercase letter*
  - *at least 1 uppercase letter*
  - *at least 1 number*
  - *at least 1 symbol*

CHANGE PASSWORD

- Click on **Change password** to complete the process.
- You should now be logged in to the web portal.
- If the password reset doesn't work, your "New password" and "Repeat password" might not have been identical. Repeat steps 1–12 and try again. If it still fails, please contact us as micro@slv.se for assistance.

4. Switch between Proficiency Testing and Reference Materials

- Click on the square symbol at the top right corner of the page.
- Select if you want to administer **Proficiency Testing** or **Reference Materials**

5. Change your password

- Click on **Settings** in the menu on the left side of the home page.

✕ Settings

Theme

☀ LIGHT   🌙 DARK   ⚙ HIGH CONTRAST

Keyboard Shortcuts

Enable

Profile

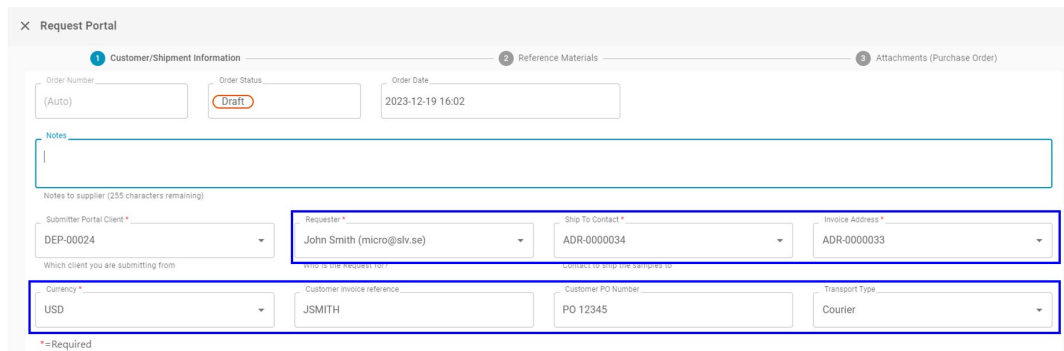SET PROFILE PICTURE   CHANGE PASSWORD

Reset

RESET ALL USER SETTINGS

Unit for Microbiology

- Click on **CHANGE PASSWORD**.
- Enter your old and new password. Your password must:
  - Be at least 17 characters long
  - Contain at least 1 UPPERCASE letter
  - Contain at least 1 lowercase letter
  - Contain at least 1 number
  - Contain at least 1 symbol
- Confirm with **CHANGE PASSWORD**.

4. Order Reference Materials

- Select **Reference Materials** with ⊞ on the top right corner of the webpage.
- Click on the red plus sign at the bottom right corner of the page to create a new order. ➕
- Fill out the first page of the order (for most of the fields, you will only have one option to choose):

  - **Notes**: *Optional:* Enter comments about the order.
  - **Submitter portal client**: This information is pre-filled and should not be changed (unless you are a contact person for more than one laboratory).
  - **Requester**: Choose who is placing the order.
  - **Ship to contact**: Select the delivery address.
  - **Invoice address**: Select the invoice recipient.
  - **Currency**: Select your currency
  - **Customer invoice reference**: Enter your invoice reference [The text entered here will appear on the invoice]
  - **Customer PO number**: Enter your purchase order number [The text entered here will appear on the invoice]
  - **Transport type**: Select mode of transport (**Post** is only available for customers within Europe)
- Click **NEXT** to proceed with selecting which RM you want to order.
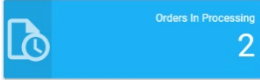 - Alternatively, save with **SAVE AS DRAFT**.

Unit for Microbiology
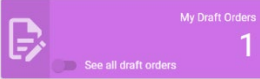

- Click on the red plus sign to add a row to your order.
- Select the desired **Reference Material** and enter the number of vials under **Quantity**.
- Add more rows with the red plus sign until the order is complete.
  - *You can also delete rows with the trash can.* 🗑
- Click **NEXT** to proceed with the order.
  - Alternatively, save with **SAVE AS DRAFT**.
- *Optional:* Upload a purchase order by clicking **SELECT FILES**.
- Click **SAVE & SUBMIT** to submit the order.
  - Alternatively, save with **SAVE AS DRAFT**.
- Click **YES** to confirm that the order should be submitted.
  - *You'll receive an order confirmation by e-mail, <u>once the order has been accepted by our staff</u>.*

4.1. Check the status of RM orders

- Click on **Home** in the menu on the left.
- Click on **Orders in processing**.
- Click on the blue eye to the right of an order to see more information and status for the order. 👁
  - If you have a tracking number for your shipment, it will be shown here.

4.2. Continue with a draft order

- Click on **Home** in the menu on the left.
- Click on **Draft Orders**.
- Click on the blue pencil to the right of an order to continue working on it. ✏

5.   Register for Proficiency Testing

In the web portal, you need to register for each individual PT Round separately:

- Select **Proficiency Testing** with the square symbol in the top right corner of the page.
- Click on the red icon at the bottom right corner of the page.

Livsmedelsverket
Swedish Food Agency

Unit for Microbiology

- Select the PT round you want to register for and click **OK**.

- In the same way as for an RM order, fill out the form (for most of the fields, you will only have one option to choose from):

  - o **Submitter portal client**: This information is pre-filled and should not be changed (unless you are a contact person for more than one laboratory).
  - o **Requester**: Choose who is placing the registration.
  - o **Ship to contact**: Select the delivery address.
  - o **Invoice address**: Select the invoice recipient.
  - o **Currency**: Select your currency.
  - o **Customer invoice reference**: Enter your invoice reference [The text entered here will appear on the invoice].
  - o **Customer PO number**: Enter your purchase order number [The text entered here will appear on the invoice]
  - o **Transport type**: Select mode of transport (**Post** is only available for customers within Europe)
- Click on **SAVE & SUBMIT** to submit your registration.
  - o Alternatively, save with **SAVE AS DRAFT**
- Click **YES** to confirm that the registration should be submitted.
  - o *You'll receive an immediate confirmation of the registration by e-mail.*

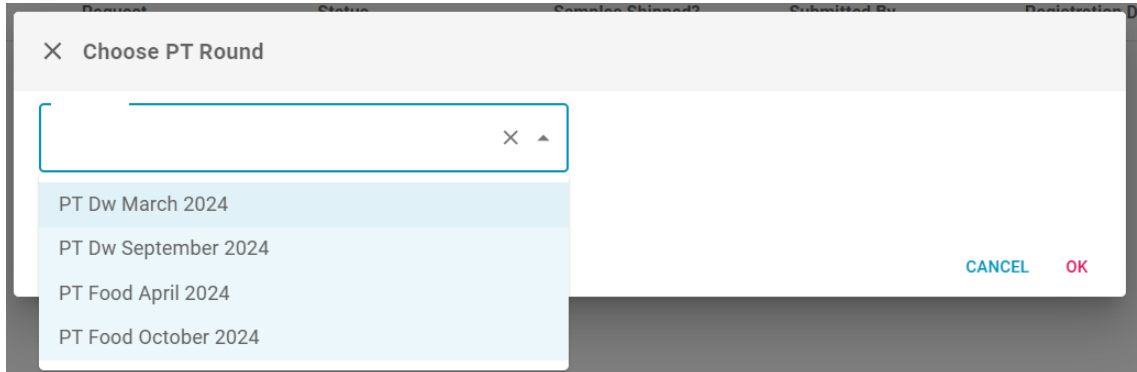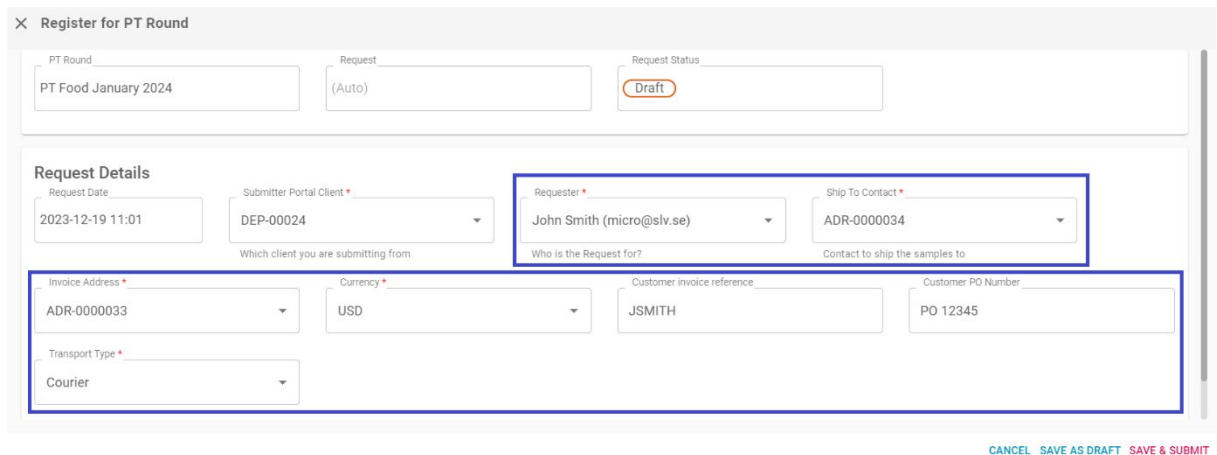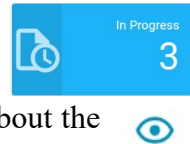Unit for Microbiology

4.3. Check your active PT registrations

- Click on **Home** in the menu on the left.
- Click on **In Progress.**
- Click on the blue eye to the right of an order to see more information about the registration.
  - If you have a tracking number for your shipment, it will be shown here.

PT Round	Request	Status	Samples Shipped?	Submitted By	Registration Deadline	Reporting Deadline		
PT Food January 2024	R-231219-00002	Finished	Not Shipped	JS	2023-12-01 00:00	2023-12-01 00:00	👁	▤
PT Water April 2024	R-231206-00001	Finished	Shipped	JS	2023-12-06 09:16	2023-12-07 07:00	👁	▤

(My Draft / All Draft: 0 — Declined: 0 — In Progress: 0 — Recently Complete: 5)

4.4. Continue with a draft registration

- Click on **Home** in the menu on the left.
- Click on **Drafts**.
- Click on the blue pencil to continue working on the registration.
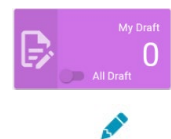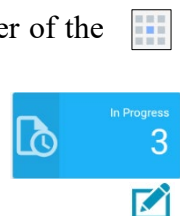
4.5. Cancel a PT registration

Up until the registration deadline, you can cancel your PT registration:

- Click on **In Progress** in the menu on the left.
- Click on **Drafts**.
- Click on the red cancel symbol to cancel a registration.
- Confirm with **CANCEL REQUEST**.
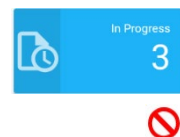
6. Report results for Proficiency Testing

- Select **Proficiency Testing** with the square symbol at the top right corner of the page.
- Click on **Home** in the menu on the left.
- Click on **In Progress**
- Click on the blue pencil in a box to report method data and results.
- Fill out the **Date of Sample Receipt** and **Date of Analysis**.
- You can also use the field **Notes** to add additional information to the Swedish Food Agency.

Unit for Microbiology

- Continue with reporting your results. For each sample; click on the plus sign to the left of the sample to expand and show the analyses.

- Report your method data and results as in the picture below.

⚠️ **After filling out a few rows with results, the form will sometimes become "slow". To counter this, save your results with SAVE at the top right of the page. Then continue with filling out your results.**

- For each analysis, it is possible to report up to three different (3) results.
  - You could e.g. report one results from an ISO method, one result from a kit method, and one result from an alternative method.
  - Only fill out all three rows if you have three different results to report. If you only have results from one method, leave the other rows empty.
- If you have no results to report for an analysis, leave the corresponding cells empty.

Unit for Microbiology

- o Do not report results like "-" or "N/A"
- For each reported result, select the method used in the drop-down menu.
    - o If your method is not available, choose "Other".
    - o *Optional*: leave a comment in the field "Notes".
- For **food analyses**; quantitative results should be **reported as $\log_{10}$ values**, with up to three decimal places.
    - o E.g. 3.45 or 3,456
    - o You can use either a comma (,) or a period (.) as the decimal sign.
- For **drinking water analyses**; quantitative results should be **rounded to the nearest integer**.
    - o E.g. report "34" and not "34.5".
- For both food and drinking water analyses, zero results should be reported as "0".
    - o Results "less than", e.g. "<1" or "<100", etc. cannot be reported. They can only be evaluated if you report them as "0".
- Make sure to click **SAVE** your results every now and then, since the web form will otherwise become "slow".
- Repeat the reporting procedure for all three samples (A, B and C).
- When you are finished, click **SAVE&CLOSE**, then click **YES.**
    - o Your results are now saved and submitted.
    - o The results can be (re-)entered and saved as many times as you like, until the reporting deadline.
    - o An e-mail confirmation will be sent each time that you click on **SAVE or SAVE&CLOSE**.
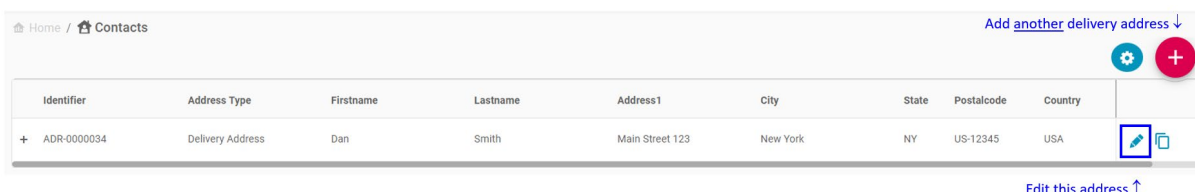
7. Edit or add information for a contact person, or an invoice address

On the web portal, you can edit or add a delivery address (see below).

However, if you want to edit or add a information for a contact person, or an invoice address, you need to contact us at micro@slv.se.

8. Edit or add a delivery address

IMPORTANT: Any changes you make to your contact address will be directly transferred to our customer database. They will not be manually inspected and will be used "as is". Therefore, please double-check the information carefully before submitting.

Identifier	Address Type	Firstname	Lastname	Address1	City	State	Postalcode	Country
+ ADR-0000034	Delivery Address	Dan	Smith	Main Street 123	New York	NY	US-12345	USA

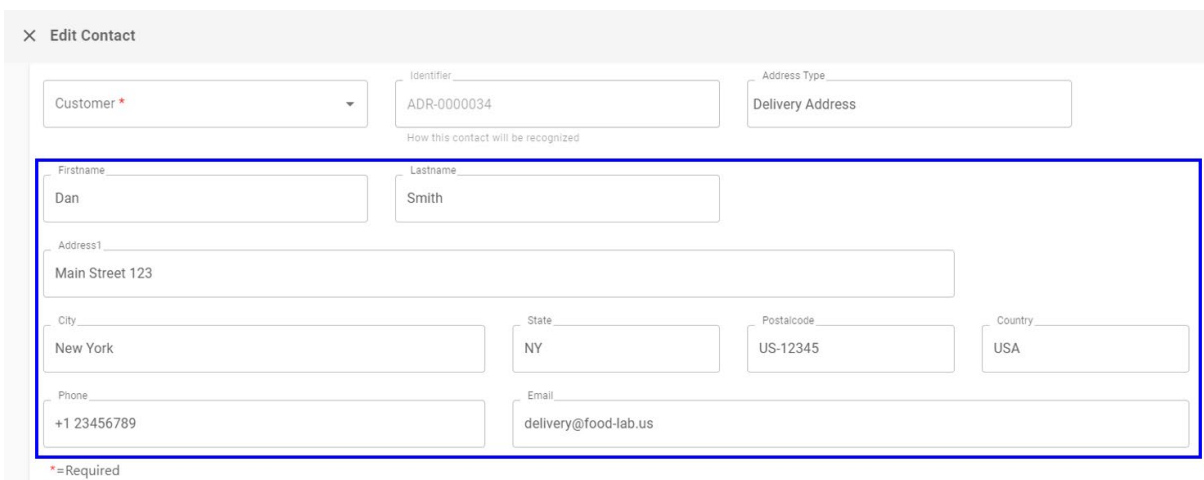Add another delivery address ↓

Edit this address ↑

Unit for Microbiology

8.1. Edit an alter an <u>existing</u> delivery address

- Click **Contacts** in the menu on the left side of the Home page.
- To the right of the address to be changed, click on the blue pencil.
- Change the information and click **SAVE**.
  - o Some fields are pre-filled and cannot be changed.
  - o The maximum length in each field is 80 characters (including spaces)

8.2. Add a <u>new</u> delivery address

- Click **Contacts** in the menu on the left side of the page.
- Click on the red button with the plus sign at the bottom right of the page to add a new delivery address.
- Fill in your contact details (encircled in blue in the figure below).
  - o Some fields are pre-filled and cannot be changed.
  - o The maximum length in each field is 80 characters (including spaces)
- When you are finished, click **SAVE**.

## 9. Frequently asked questions (FAQ)

I get "Error 403" when I try to go to the web portal, what should I do?

- Verify that you are using the **Chrome** web browser.
- Please reset your web browser and see if that resolves the problem.
  - o Go to "Settings" → Clear cache, cookies and history.
  - o Restart the web browser.
- If you still have problems, please contact us at <u>micro@slv.se</u>, and provide us with the following information:
  - o The approximate <u>time</u> when you attempted to reach the web portal
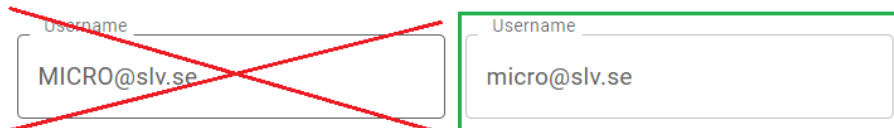
Unit for Microbiology

- o Your IP address and location
  - ▪ Go to http://whatismyip.com and copy your:
    - • Public Ipv4
    - • IP Location
    - • ISP
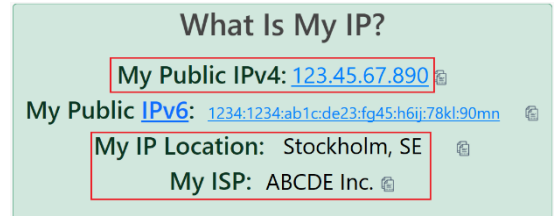
I do not get an e-mail with a link to reset my password.

- Please try again, and make sure to enter the same e-mail that is connected to your account.
  - o Your username is <u>case sensitive</u>. I.e. enter your e-mail <u>only in small letters</u>.

- If you still have problems, please contact us at micro@slv.se.
- Please provide us with the following information:
  - o The approximate <u>time</u> when you attempted to reset your password
  - o Your IP address and location (se above)

I cannot reset my password?

- From experience, this if often due to entering the wrong password, or if the new password does not fulfil the requirements. Please try again, and make sure that your new password fulfils the criteria:
  - o At least 17 characters long
  - o At least 1 UPPERCASE letter
  - o At least 1 lowercase letter
  - o At least 1 number
  - o At least 1 symbol
- If you still have problems, please contact us at micro@slv.se