Result Point® v5

End-User Manual

(Updated 9-24-2025)

Video Guide: https://vimeo.com/1116320136

Q Laboratories

www.QLaboratories.com

Contents

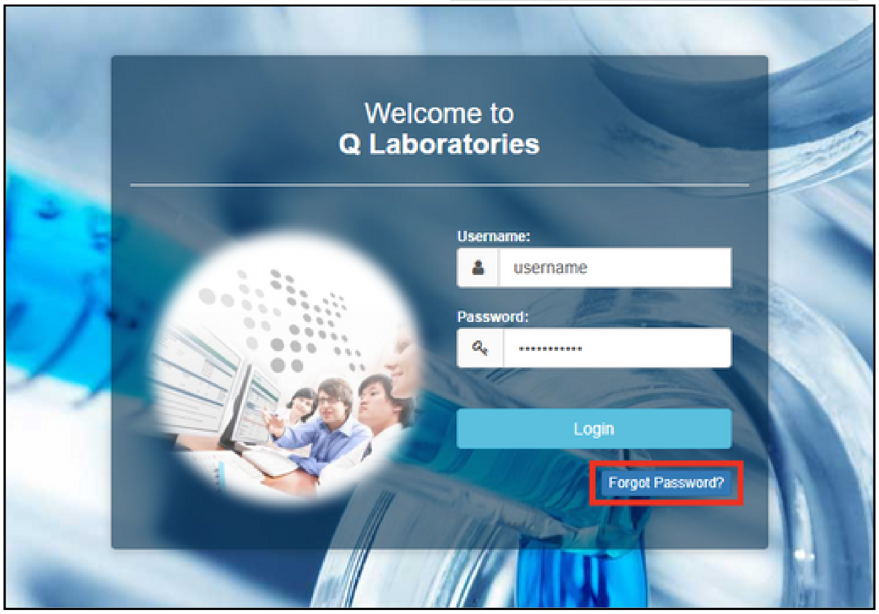
ACCESSING RESULT POINT V5

NAVIGATING TO RESULT POINT

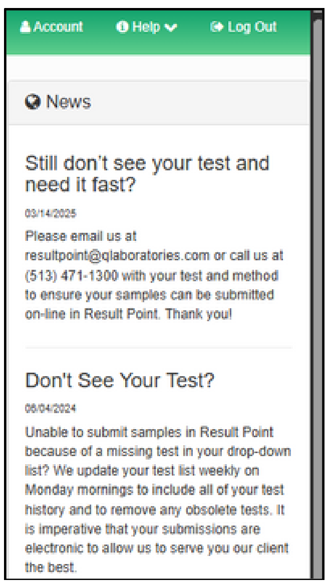
Navigate to https://qlabsconnect.com. This will take you to the login page for Result Point. We recommend bookmarking this page. It is very important to include the “https” protocol in front of the web address; you may see an error otherwise when attempting to login. Please make sure that the website is whitelisted on your network.

LOGGING INTO RESULT POINT

Upon navigating to the site you will be presented with the login form below. Your username and password should have already been provided to you by an employee of Q Laboratories.
If you have forgotten your password, you can use the “Forgot Password” function (outlined below) to recover it. If you are using a group account, the account owner will receive the password reset email. If you experience any issues while using Result Point, please contact us at resultpoint@qlaboratories.com or 513-471-1300.



On the right of the home page, you will see the News Feed. This feed gives important updates on when the company will be closed for holidays or any other changes that might affect services available.



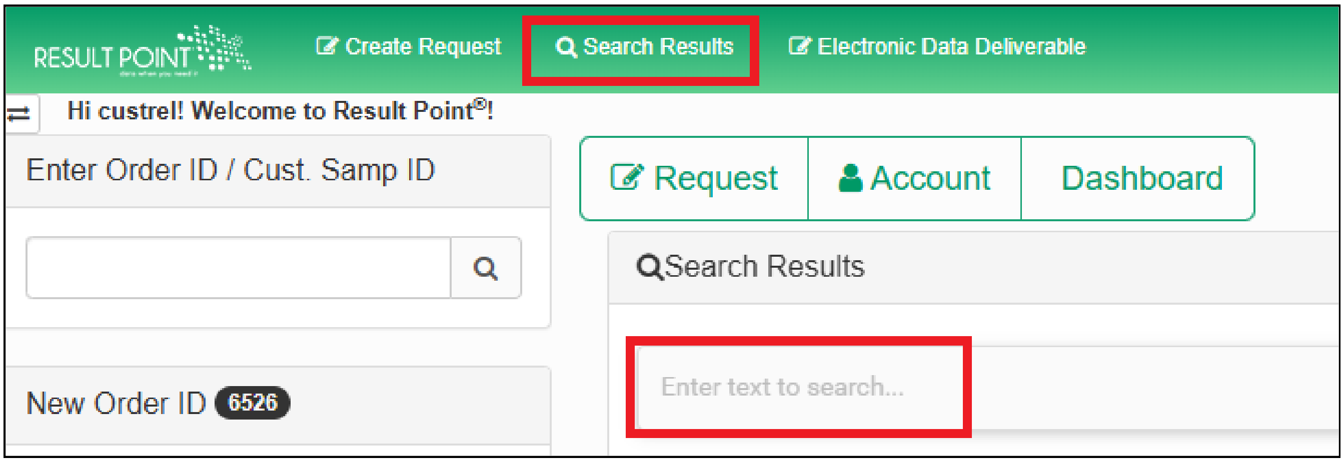
If you do not see your test, please reach out. All chemistry test portals are updated weekly.

SECTION 2: SEARCHING AND PREVIEWING RESULTS

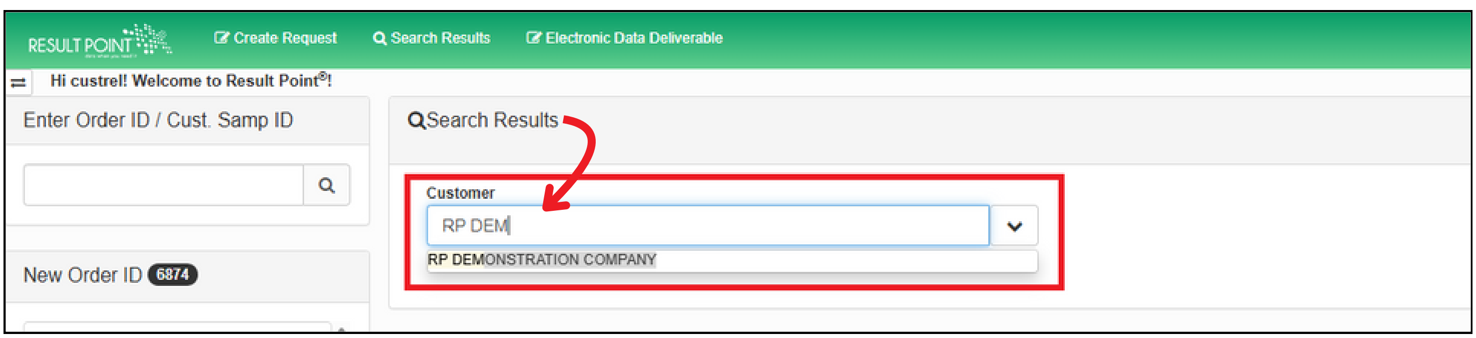
This section deals exclusively with the backend portion of Result Point. It demonstrates how to search for samples that have already been submitted and accepted by Q Labs. Also, how to view Preview Reports of your pending or history of completed results.

BASICS OF SEARCHING

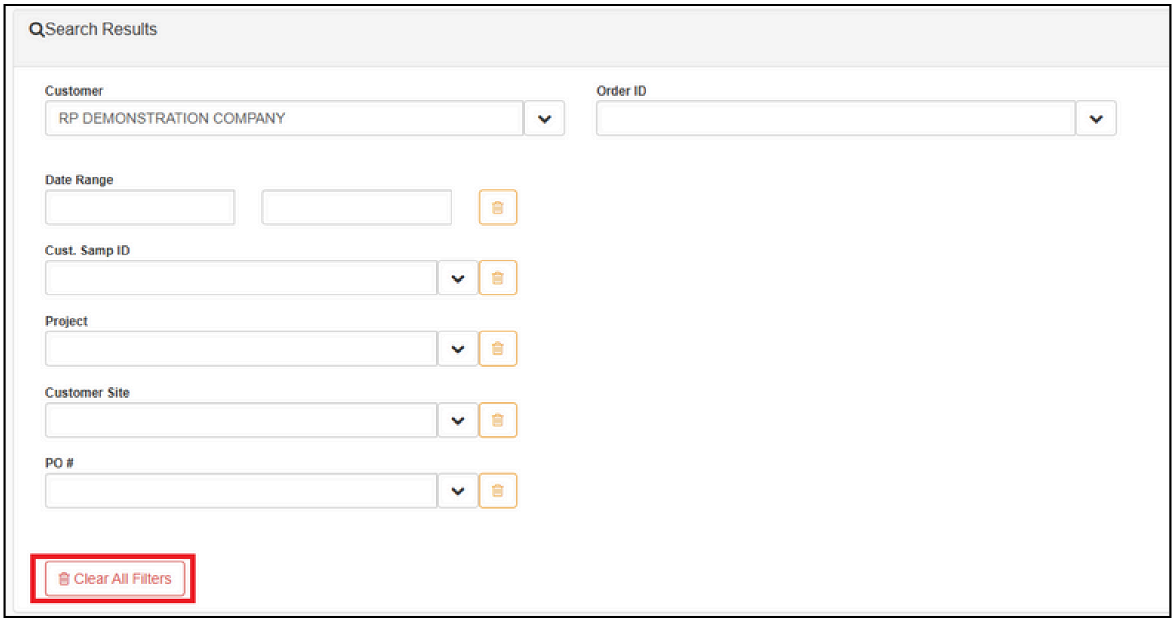
Starting from the home page, navigate to the search page by clicking either of the buttons outlined below.



Once on the search page, select the company you want to search. You will only see the company(s) you have been given permission to see (in most cases there will only be one).

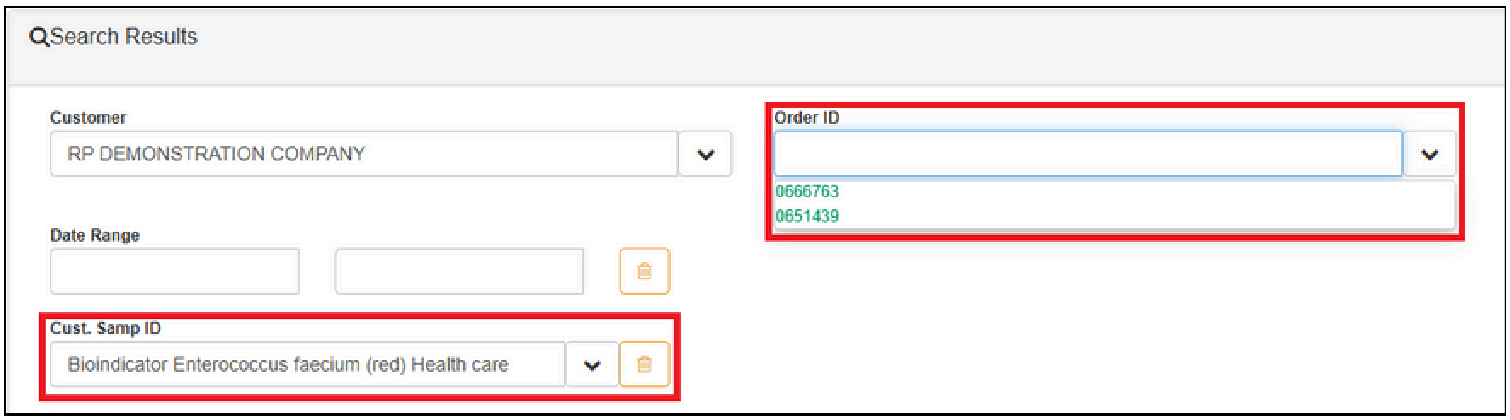


From there, you will be presented with all the search results options. There are multiple ways to search for results. Each individual option is outlined below. Different filters can be used simultaneously to narrow the search results. Currently, the project ID is used for stability studies only, and customer site is not utilized. There is a "Clear All Filters" button at the bottom of the search results screen. This feature can be used at any time to clear all the search fields.



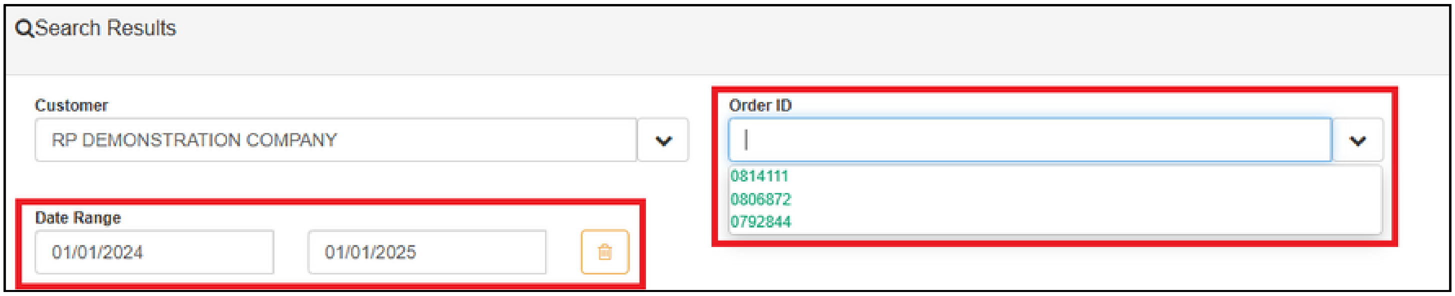
SEARCHING BY CUSTOMER SAMPLE ID

Once on the search page, enter a sample ID. As you type, the search results will be narrowed to match your query. This enables faster location of the sample being searched. Once you locate the sample, click the sample ID.



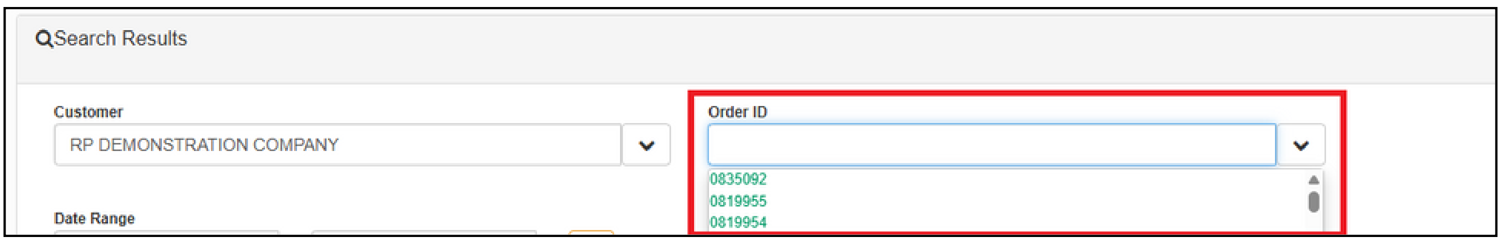
SEARCHING BY DATE RANGE

Once on the search page, enter a date range. This is the date Q Labs received the samples, not the date the order was sent/submitted.

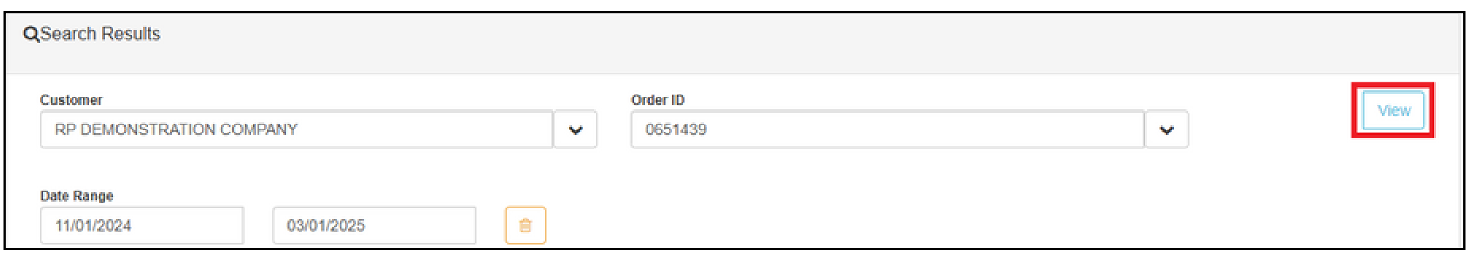


SEARCHING BY ORDER ID

You do not have to filter the results by any criteria. By clicking on the Order ID field without entering any criteria, you will be presented with a list of all order IDs associated with the company you selected. If you are looking for a specific Order ID, the field is searchable too. The Order ID field is filtered by newest to oldest.



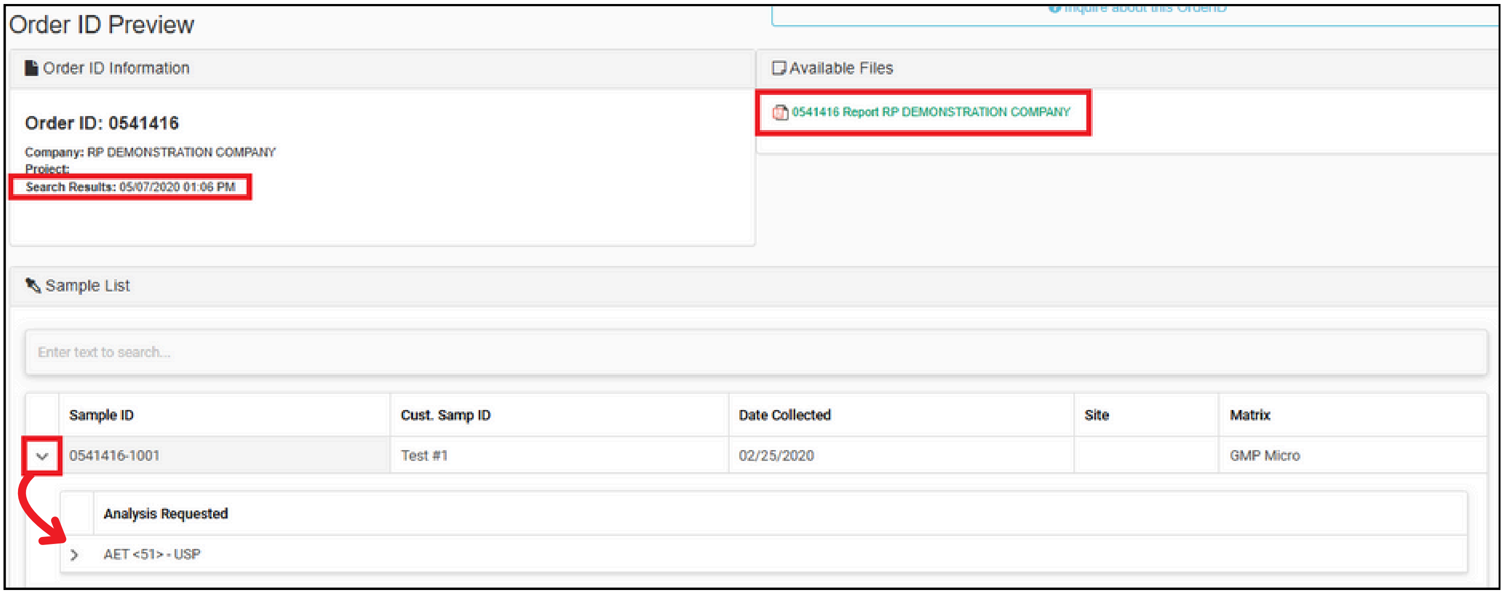
After choosing your search criteria, select the order number you would like to view from the "Order ID" field. Once you have selected the Order ID, you will need to click the "View" button, on the right side of the search results screen. That will take you to the Order ID Preview page for that order.



Pro Tip: If you see more than one Order ID in the list, it is likely that your sample received both Microbiology and Chemistry testing. The Order ID will appear from the newest (top) to oldest (bottom). Microbiology results will typically be at the bottom of the list (oldest), because those are logged in first. Chemistry results will typically be on top (newest).

ORDER ID PREVIEW PAGE

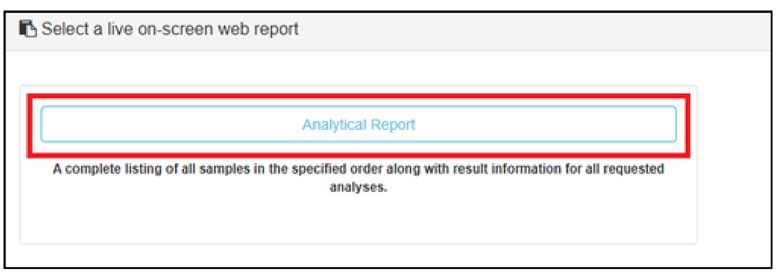
The preview page provides a snapshot of the order. You can see the date/time your samples were received by Q Labs, your sample information including sample identification, the testing lab, the analyses requested, and any published reports associated with the order. You can also access the live preview report from this page. See the next section for additional information on the preview report.



Click the outlined arrow to open the dropdown for your Requested Analysis

PREVIEW REPORT

Clicking on the Analytical Report generates a PDF preview of the selected report. The file can be saved or printed from that screen.



Analytical Report: This report includes customer sample ID, Q Labs sample ID, date received, test and method performed, result, units, estimated due date, and result status (pending entry, pending validation, pending approval, and approved).

Report Key:

Sample Formatting	Style applied to the parameter if the Result has **NOT** been Approved. This includes "Pending Entry", "Pending Validation" and "Pending Approval". **Results are not considered valid until they have reached "Approved" status.**
Sample Formatting	Style applied to the parameter if the Result has been Approved.

Q Laboratories

Preview Analytical Report

Customer Name: **RP DEMONSTRATION COMPANY**

Date Received: December 05, 2022

Order ID: **0676755**

Customer Sample ID: **Sample #1 - Neg**

Sample ID: 0676755-1001   Dept: Micro Food

Param	Method	Result	Units	Est. Due Date	Result Status
ISO Legionella Result	ISO 11731:2017	None Detected	/100 mL	12/19/22	Approved
Serology Result	ISO 11731:2017	N/A		12/19/22	Approved
Legionella Concentration	ISO 11731:2017	< 0.5	CFU/mL	12/19/22	Approved

Customer Sample ID: **DV Sample**

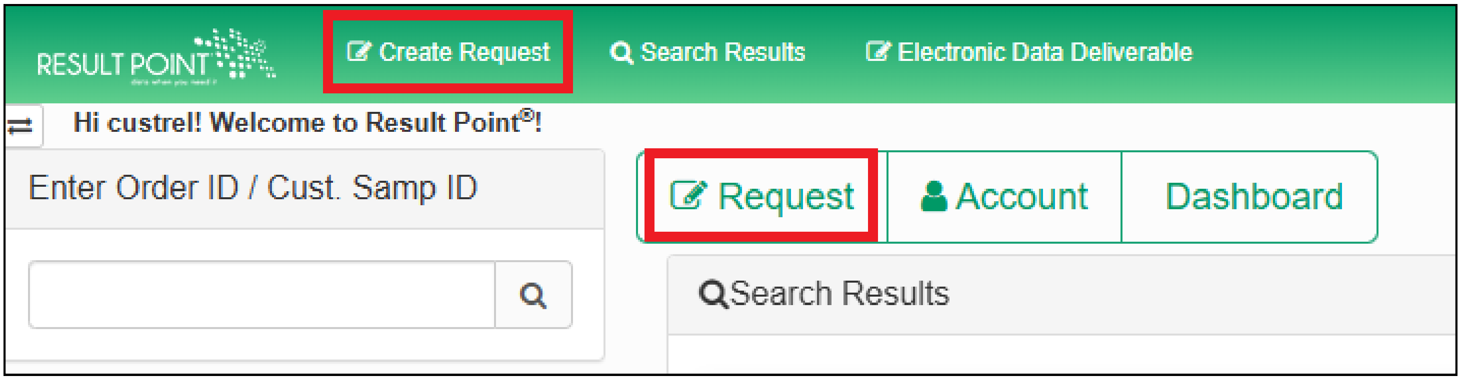
Sample ID: 0676755-1009   Dept: Micro Food

Param	Method	Result	Units	Est. Due Date	Result Status
% Recovery	Centers for Disease Control (01/2005)	314.6010000000	%	12/15/22	Pending Validation
Pass or Fail?	Centers for Disease Control (01/2005)	Pass		12/15/22	Pending Validation
% Recovery	ISO 11731:2017	314.6010000000	%	12/15/22	Pending Validation
Pass or Fail?	ISO 11731:2017	Pass		12/15/22	Pending Validation

Note: Results are not considered valid until they have reached “Approved” status.
“Approved” is highlighted green.

SECTION 3: SAMPLE SUBMISSION

To begin submitting samples, click either the “Create Request” or “Request” buttons on the home page. This will take you to the Create Request page.



ENTERING CUSTOMER INFORMATION

The first step on the Create Request page is to select your Company information. Select a Company from the drop-down list. The list will contain one or more options but will be limited to your company(s).
Then, select the correct Contact Name. Each contact name is associated with a physical address, both of which appear on the final report, as well as the person or group the final report will be emailed to. The associated information will be auto filled after selecting the contact’s name. If any of the information that appears is incorrect, please contact resultpoint@qlaboratories.com to have it updated.

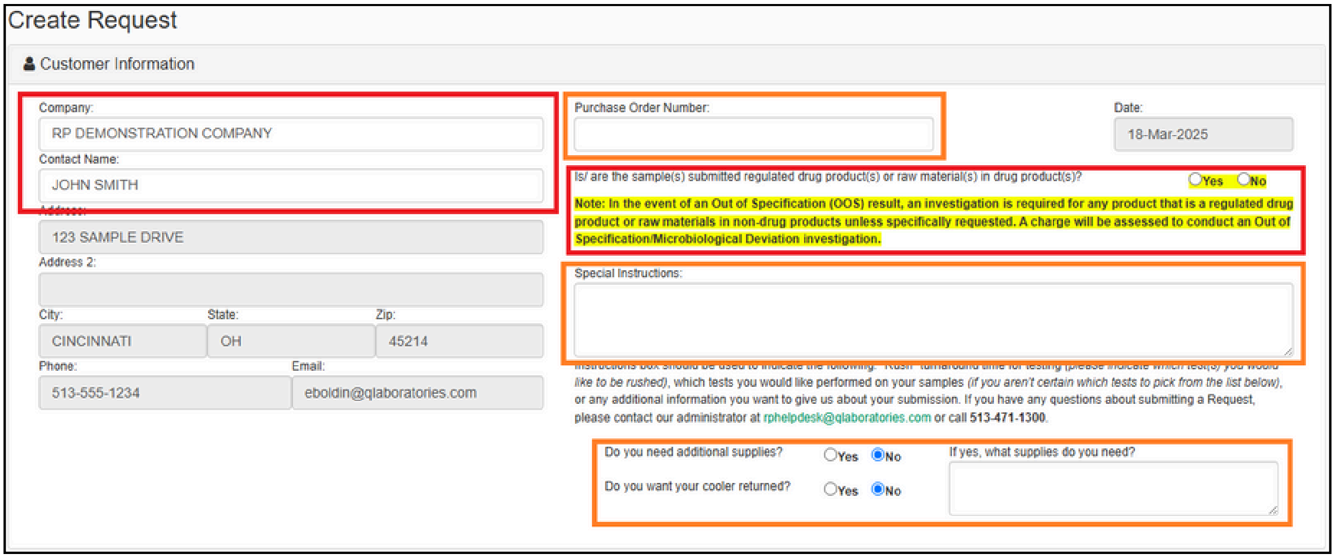
The remaining fields in the Customer Information section are:

Required:

- Drug versus Non-Drug distinction.
- Company Name.
- Contact Name.

Optional: Purchase Order Number, Special Instructions, Additional Supplies, and Cooler Return.

- If your company uses PO numbers, enter that information into the PO field. Any text entered in this field will appear on your invoice
- The Special Instructions field allows you to notify the lab of any additional information you feel is important, for example: the need to rush a sample, confirmation steps that should be taken, a sample needs to be returned, etc.
- If you need to order supplies, select the “Yes” for that option and enter which supplies, and how many you need, in the associated field.
- If your samples were submitted in a cooler, and you would like it to be shipped back to you, please select “Yes” next to that option.



ENTERING SAMPLE INFORMATION

Now that Customer Information has been entered, you can begin entering your sample information. There are three primary ways to populate sample information, which will be detailed below.

Note: Regardless of which method you use to create sample requests, you should get in the habit of frequently clicking the "Save Current Session" button at the bottom of the page. As the name indicates, this button saves any sample information you have entered. If you begin building a submission, and you get called away for some reason, this will ensure you do not lose your progress. This enables you to return to your submission throughout the day and continue to add to it. If you do not click "Save Current Session", and your session times out, your work will be cleared.

BASIC SAMPLE SUBMISSION

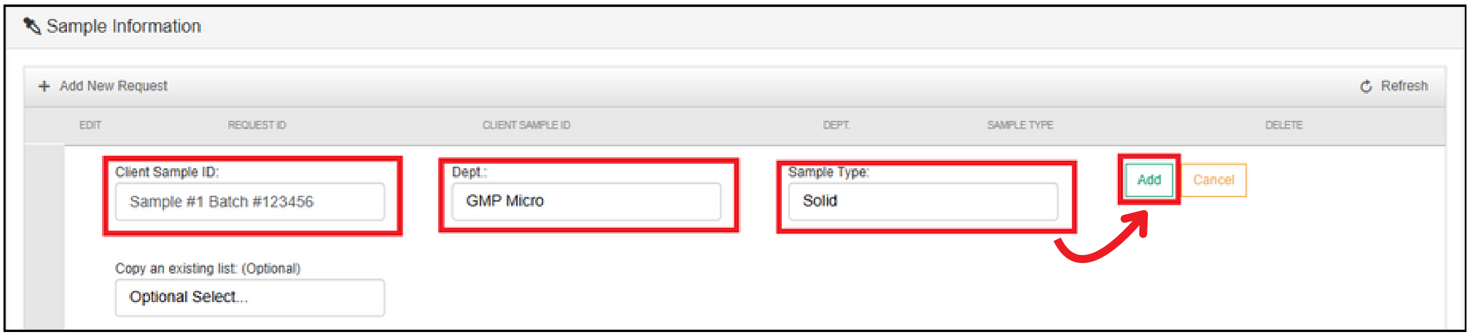
As indicated, this is the most basic way of submitting samples, but it is also the most time consuming. This method is being discussed first to go over the pieces of information that make up a sample request. The next two methods (Copy Existing List and Copy Sample features) offer faster ways of populating this information.

To begin, click the "Add New Request" button that is listed under the Sample Information section.

Four new fields will appear on the screen:

- **Client Sample ID** (Required): This is where you enter your sample identifier. This will be displayed on the report.
- **Dept.** (Required): This drop-down list determines which lab will test the sample. You will only see labs that you typically send samples to in the list.
  Note: If the sample being submitted needs to be tested in multiple labs (i.e., chemistry and microbiology testing), you will need to build two sample requests for that sample. One that lists the microbiology testing and one that lists the chemistry testing.
- **Sample Type** (Required): This drop-down list indicates what type of sample is being submitted (i.e., sponge, swab, meat, water, solid, liquid, etc.).
- **Copy Existing List** (Optional): This feature will be discussed later in this section.

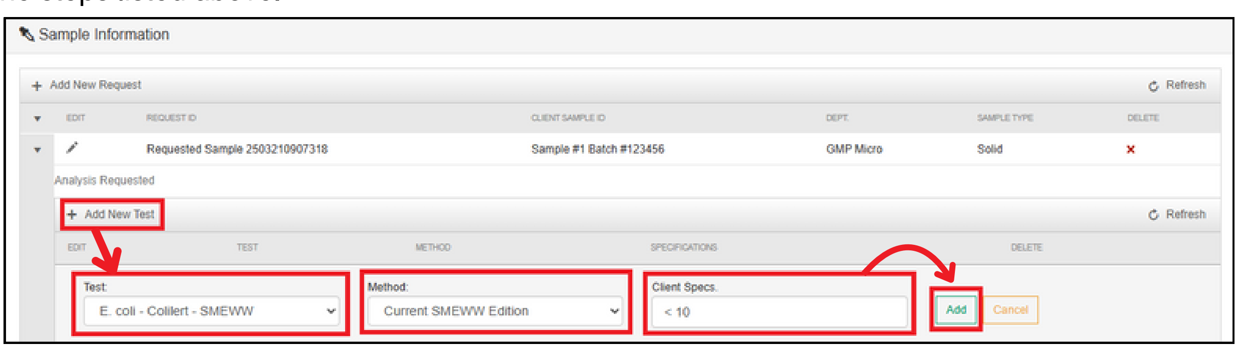
After entering your sample information, click the green “Add” button.



Next, you will add the tests that will beperformed on your sample. Click the “Add New Test” button underneath your sample information. Three new fields will appear:

- Test (Required): This is a custom drop-down list that is limited to the tests that your company typically requests. Our goal is to make choosing the correct test as easy as possible. If you would like to request a test that is not on your list, please contact Q Laboratories at resultpoint@qlaboratories.com.
- Method (Required): This field will automatically be populated after you select a test. Most of our tests only have one method, which means you do not have to change this field. The following test types have more than one method, and the correct method must be chosen when selecting these tests: any VIDAS tests (sample size is contained in the method), any TEMPO tests (sample size is contained in the method), and single elements (choice between ICP-MS and ICP-OES).
- Client Specs. (Required): If you have specifications that you want listed on the report, this is where they should be entered. Please note, if you do not have specifications, enter **REPORT ONLY**.

Once you have entered all desired test information, click the green “Add” button. To add additional tests, just repeat the steps listed above.

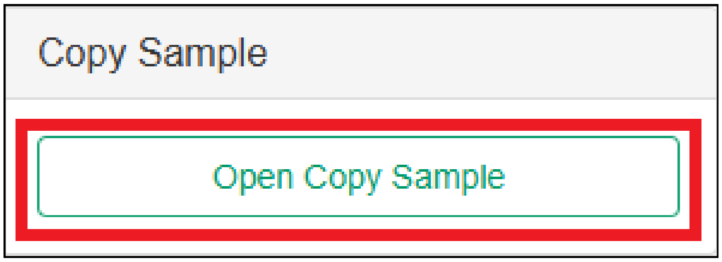


To create additional samples, you could just repeat the steps listed in this section again, but ultimately, that will be pretty time consuming. The next two sections offer options that simplify and streamline the process ofcreating new samples.

COPYING SAMPLES FEATURE

While the Copy Existing List feature is a very helpful tool, it may not always be the most efficient. If you are submitting a set of samples that are identical to one another (except perhaps sample identifier), the Copy Sample feature is a tool designed to help you do exactly that.

To start, build the first sample in your series, using either of the previous methods mentioned. Once your first sample has been built, click the “Open Copy Sample” button on the left side of the screen.

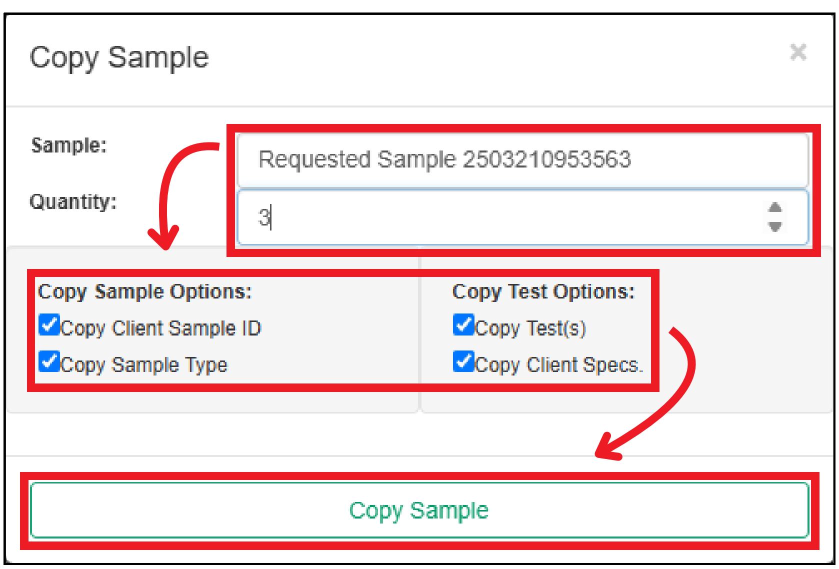


A pop-up menu will appear. Select the sample you want to copy. This field is a drop-down list. If you have more than one sample in your submission, you will need ensure you select the right one to copy. The Request ID is listed to the left of the Client Sample ID in the Sample Information section. The number is just a very long time/date stamp. The last three numbers are typically more than enough to identify the sample. Enter the number of copies you want to make.

Example: Let’s say we have 10 samples total. The first sample has already been built, so we will enter a quantity of 9 to bring the total to 10. Select the parts of the sample you want to copy:

- You should always check the “Copy Sample Type” and “Copy Test(s)” options.
- “Copy Client Sample ID” and “Copy Client Specs.” are optional.
- **We recommend selecting all 4 boxes when copying samples**

If your samples have very similar sample identifiers (they may only differ by a letter or number or location), you will want to check the “Copy Client Sample ID” box. It is easier to change part of an ID than it is to rewrite it for each sample.
If your samples have specifications, you should check the “Copy Client Specs.” box. If you don’t have specifications, you don’t need to worry about this one.



Once you’ve completed the form, click the “Copy Sample” button at the bottom. As soon as you do, your copied samples will appear in the Sample Information section of the page. Make any changes needed to your sample identifiers, and then you’re ready for the final steps.

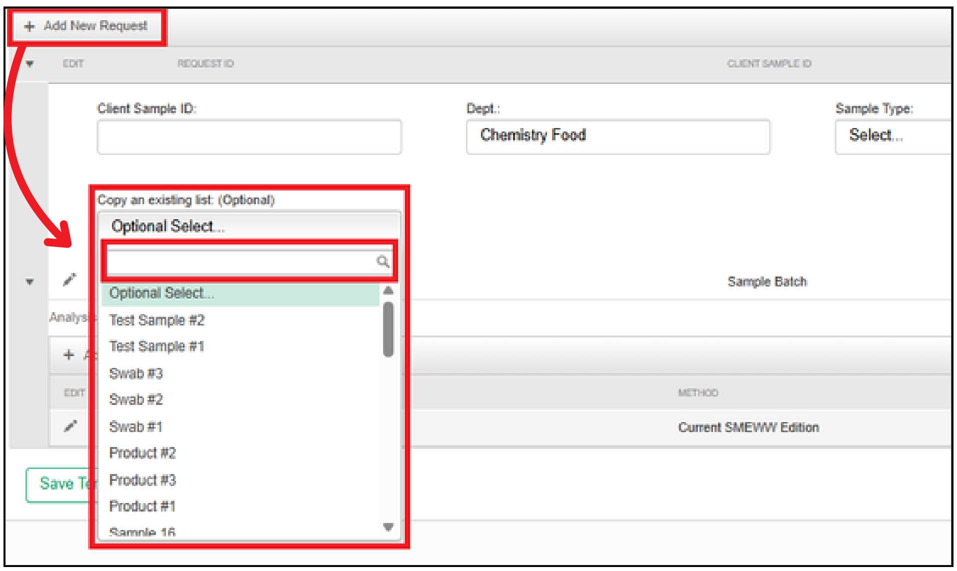
COPY EXISITING SAMPLE FEATURE

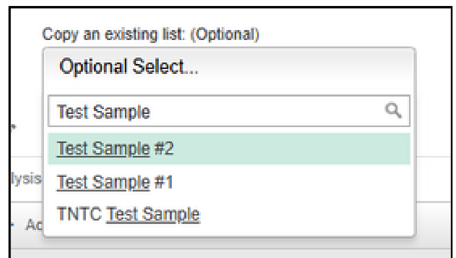
This is not a recommended method. We encourage using the “Copy Samples” feature on page 12, or the “Template Creation” feature on page 19. This is because using this feature may pull outdated tests for your copied samples.

This feature allows you to create a complete sample request based on your company’s historical submission data. Any samples submitted in the last 6 months that have been previously logged into our LIMS are available to be copied. This tool is most useful if you are submitting several different types of products in a single submission.

The Copy Existing List option appears after clicking the “Add New Request” button. There are two ways to look up a previously submitted sample:

- Search for the sample using part of your sample identifier. In many cases, a product will have the same testing and specification requirements. Using a more general part of your sample identifier (i.e., item code, product code, specific product name, etc.), you can search and quickly recall all the tests and specifications that have historically been assigned to that product. Note: Using batch or lot numbers to search is not recommended; they are too specific.
- Select one of the samples from the drop-down list. Technically, you will always be selecting a sample from the list, searching just narrows the list. The list is sorted from newest to oldest (top to bottom).



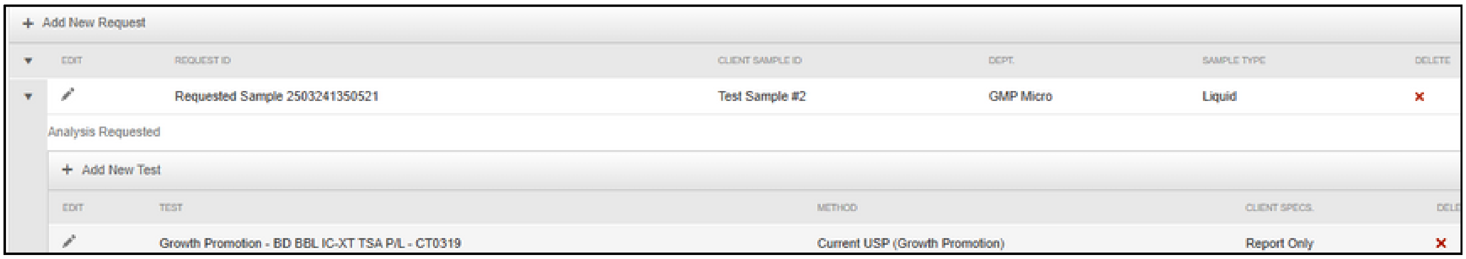


An example using the search feature.

Note: If you are copying a sample request that receives testing done in multiple labs (i.e., microbiology and chemistry), you will often see two identical samples, one on top of the other. Almost always, the chemistry sample is on top of the microbiology sample. This is due to the fact that the microbiology lab receives the sample first, so it is considered “older” than the chemistry sample.

After selecting the sample you would like to recreate, the Client Sample ID, Dept., and Sample Type will automatically populate. Note: If your sample identifier contains a lot or batch number (or any other piece of information you need to alter), this is the easiest place to change it.

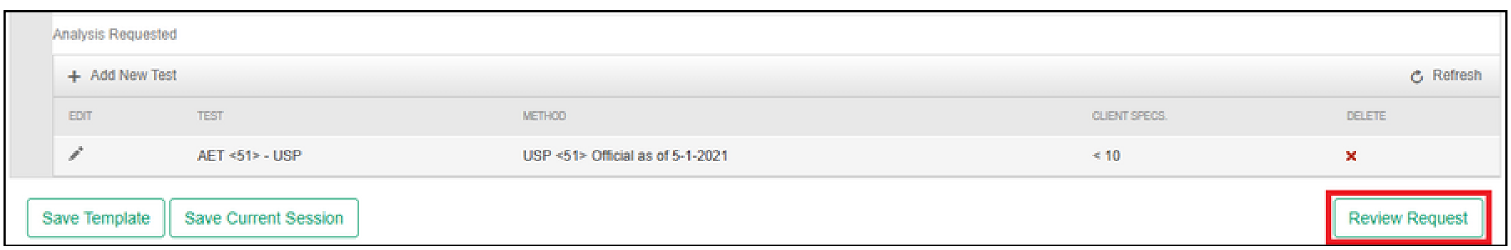
After clicking the green "Add" button, the test(s) and specifications associated with the previously submitted sample will appear.



You can repeat this process for each additional sample you want to include in your submission.

SAMPLE SUBMISSION REVIEW AND SUBMITTAL

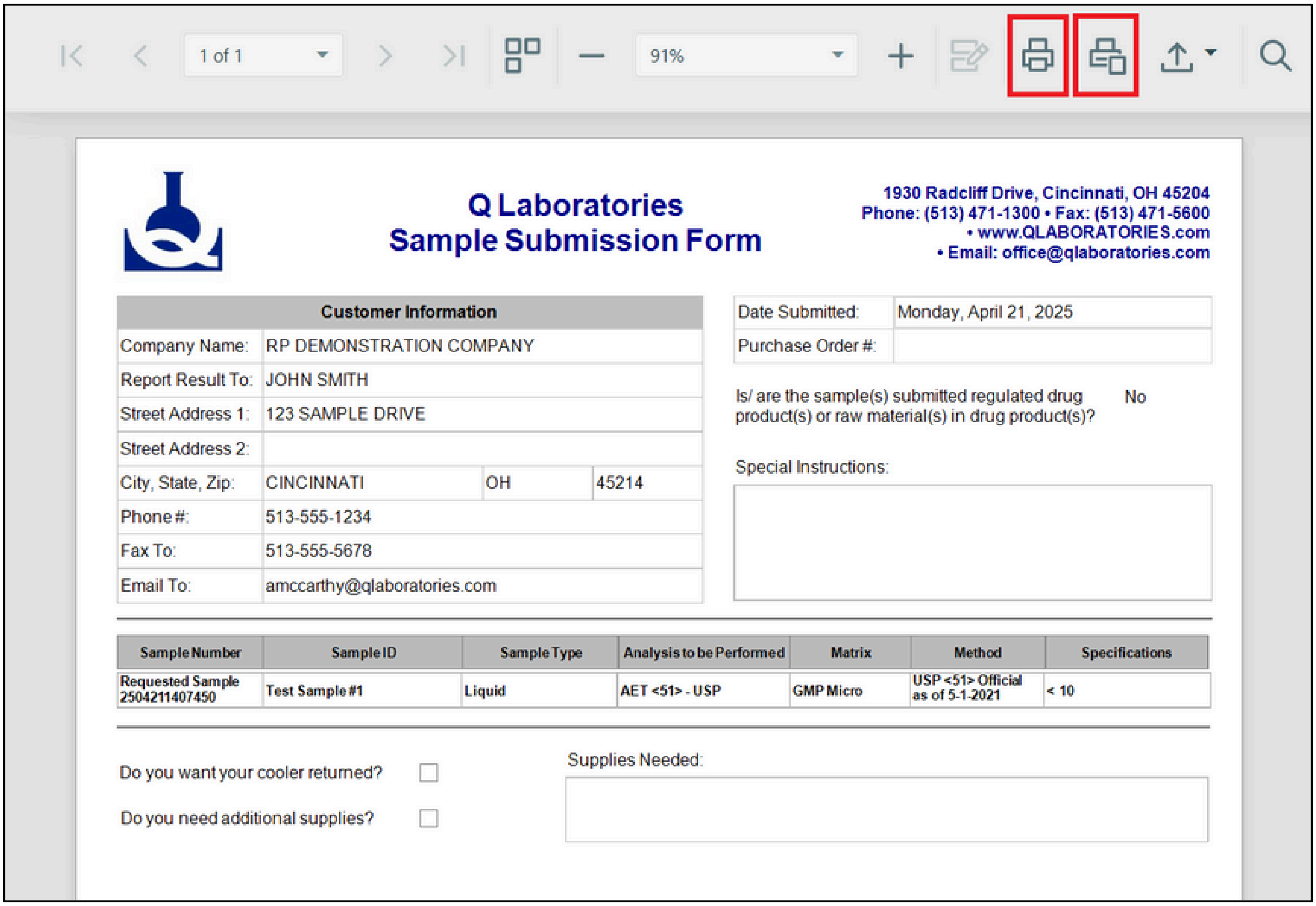
You've created your submission request, using one, two, or all three of the methods listed above, and you're ready to submit the information to Q Laboratories. At the very bottom of the Create Request page, click the "**Review Request**" button on the right.



You will be taken to the Review Request page and presented with a Sample Submission Form (SSF). This stage is designed to allow you to confirm that everything in your submission is correct.

If you do see an error, click the "Back" button on the bottom left of the page. This will take you back to the Create Request page, where you can edit your information.

Assuming everything looks good (or you've made your corrections and have navigated back to the Review Request page), you are ready to submit! You need to print or save the SSF using the buttons at the top of the form. When saving the form, save it in a PDF format. Other formats likely distort the appearance of the form. You **need** to print at least one copy of the form to submit with your samples **To submit your request, you must click the "Submit Request" button on the bottom right of the Review Request Page.**



Q Laboratories
Sample Submission Form

1930 Radcliff Drive, Cincinnati, OH 45204
Phone: (513) 471-1300 • Fax: (513) 471-5600
• www.QLABORATORIES.com
• Email: office@qlaboratories.com

Customer Information			
Company Name:	RP DEMONSTRATION COMPANY		
Report Result To:	JOHN SMITH		
Street Address 1:	123 SAMPLE DRIVE		
Street Address 2:			
City, State, Zip:	CINCINNATI	OH	45214
Phone #:	513-555-1234		
Fax To:	513-555-5678		
Email To:	amccarthy@qlaboratories.com		

Date Submitted:	Monday, April 21, 2025
Purchase Order #:	

Is/ are the sample(s) submitted regulated drug product(s) or raw material(s) in drug product(s)? No

Special Instructions:

Sample Number	Sample ID	Sample Type	Analysis to be Performed	Matrix	Method	Specifications
Requested Sample 2504211407450	Test Sample #1	Liquid	AET <51> - USP	GMP Micro	USP <51> Official as of 5-1-2021	< 10

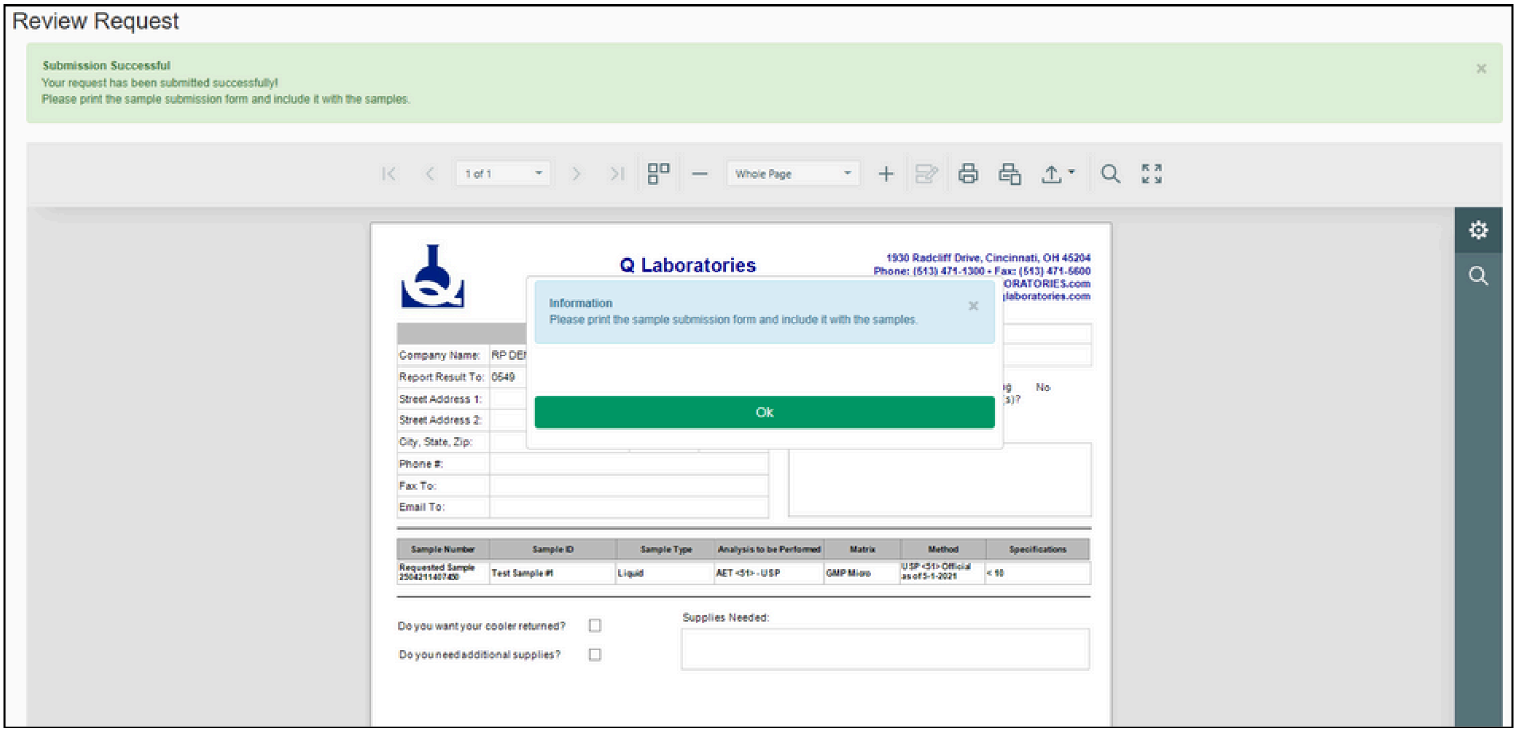
Do you want your cooler returned? ☐

Do you need additional supplies? ☐

Supplies Needed:

After submitting your request, you will be taken to the final page. You will see two pop-ups appear on the final page that tell you if you were successful in submitting your request. If you don't get these notifications, you have not successfully submitted your request. Scroll down to the bottom of the page to see the "**back**" and "**submit request**" buttons.

Please save a copy of your submission for your records as well.

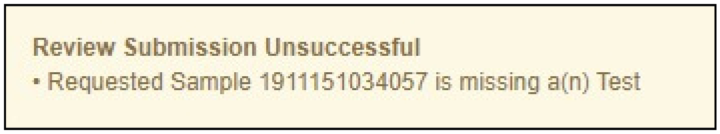


You're done! You've submitted your sample request to Q Laboratories. We will receive the information almost immediately, which will help us to process your samples more quickly upon receipt.

SECTION 4: EDITING A SUBMISSION REQUEST

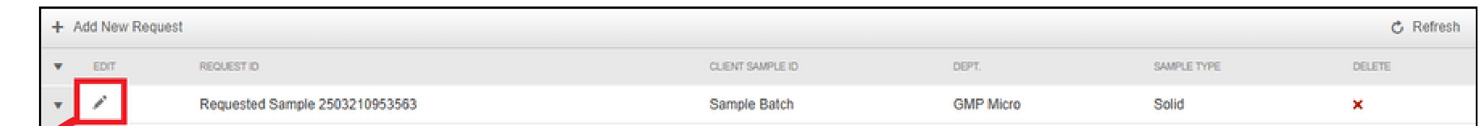
As you are going through the steps outlined in Section 3, you may need to make a change to the sample information entered. This section walks you through how to edit or delete pieces of information from your sample submission.

Note: Certain pieces of information are required for each sample submitted. This includes Client Sample ID, Dept., Sample Type, Test, Method, and Client Spec. If any of this information is missing, upon clicking the "Review Request" button, you will see a message appear at the top of the page telling you which pieces of information are missing and from which sample. Example below:

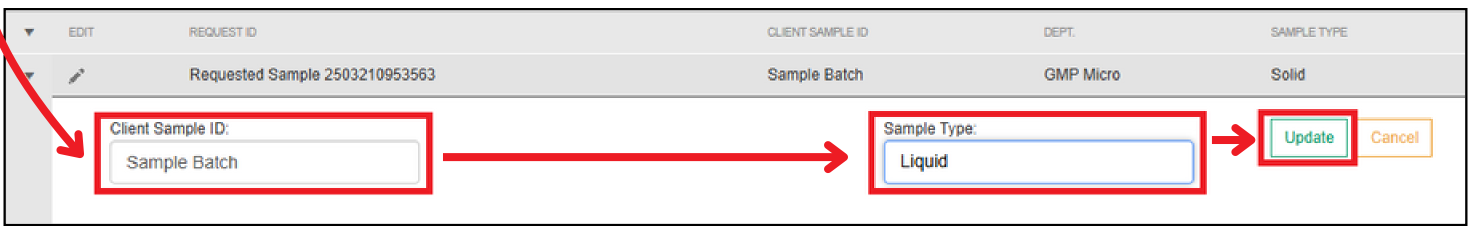


CHANGING SAMPLE AND TEST INFORMATION

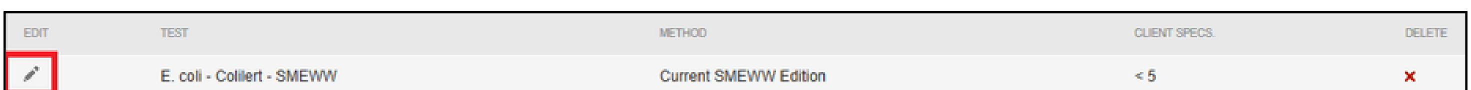
To edit the Client Sample ID or Sample Type, click the small pencil icon to the left of the sample you are changing.



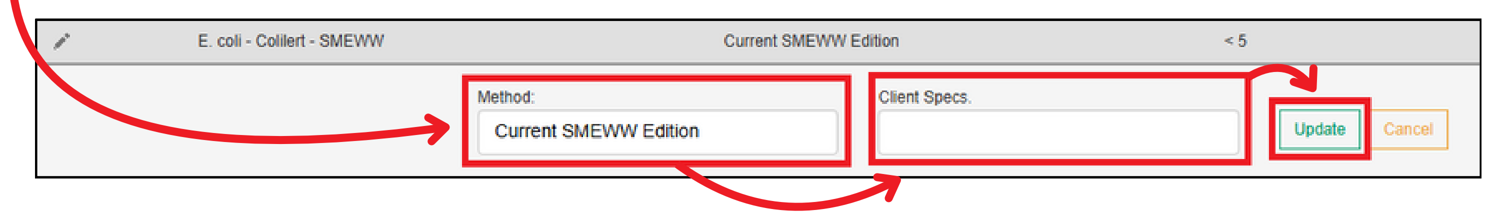
A new row will appear underneath the original sample information. Here you can edit one or both fields. The Sample Type field is a drop-down list. After you have finished making changes, click the "Update" button on the right. If you enter edit mode by accident, click the "Cancel" button.



To edit a Method or Client Specs., click the small pencil icon to the left of the test that is being changed.

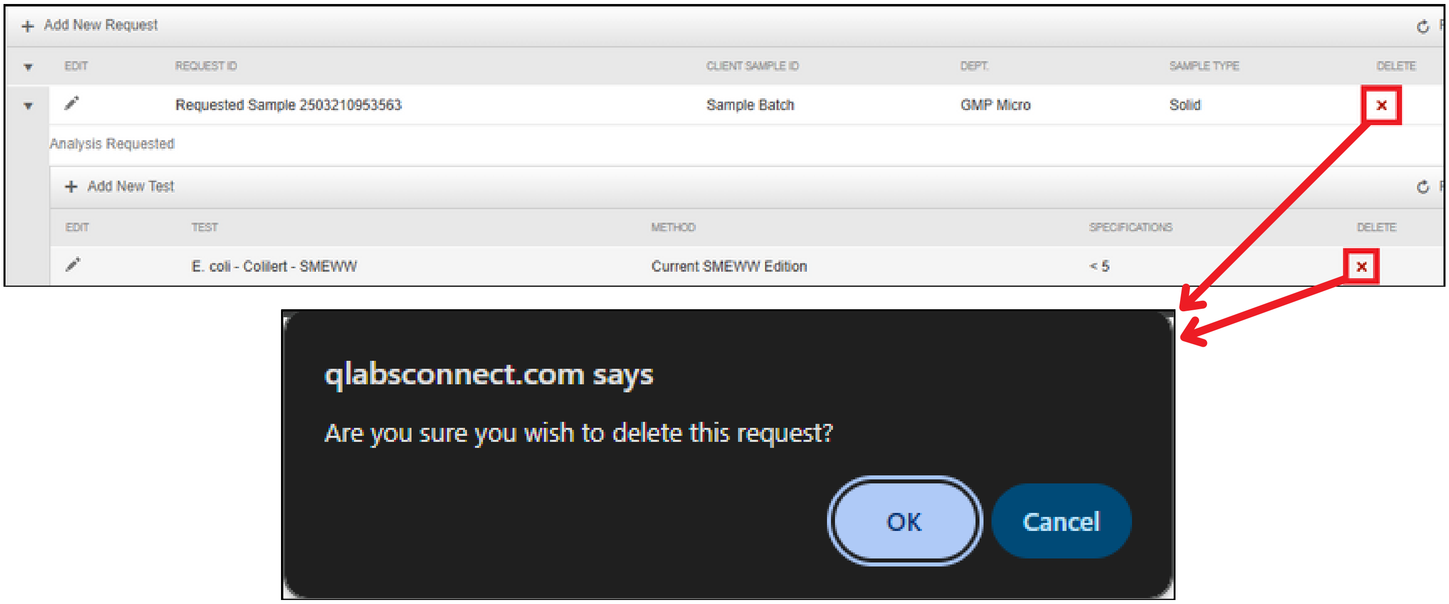


A new row will appear underneath the original test information. Here you can edit one or both fields. The Method field is a drop-down list; most tests only have one method option. After you have finished making changes, click the "Update" button on the right. If you enter edit mode by accident, click the "Cancel" button.



DELETING SAMPLES AND TESTS

There are two pieces of information that cannot be changed, **Dept**. and **Test**. If the **Dept**. or **Test** assigned to a sample is incorrect, you will have to either delete the sample or the assigned test. To delete a test or a sample, click the small red “X” to the right of the sample or test you desire to remove. A browser notification will appear asking you to confirm you want to delete the test/sample. If you still wish to delete the test/sample, click “OK”.



The sample or test will be removed from your submission.

If you want to clear the submission request, delete all the samples from the Sample Information section. The fastest way to do this is by starting with the first sample.

Note: When deleting a sample, all of the associated test information will be deleted too.

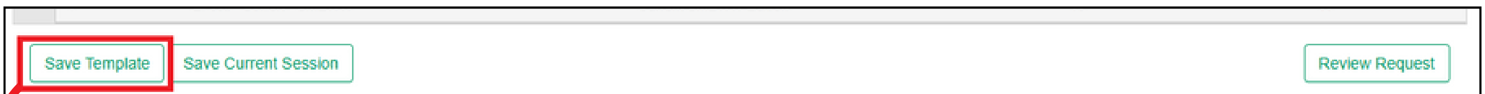
SECTION 5: USING TEMPLATES

Result Point gives the user the ability to create templates that can be used to quickly submit a set of samples without having to build the submission from scratch. Each account can create up to 200 templates. Each template must have a unique name. This section outlines how to create, save, load, change, and delete submission templates.

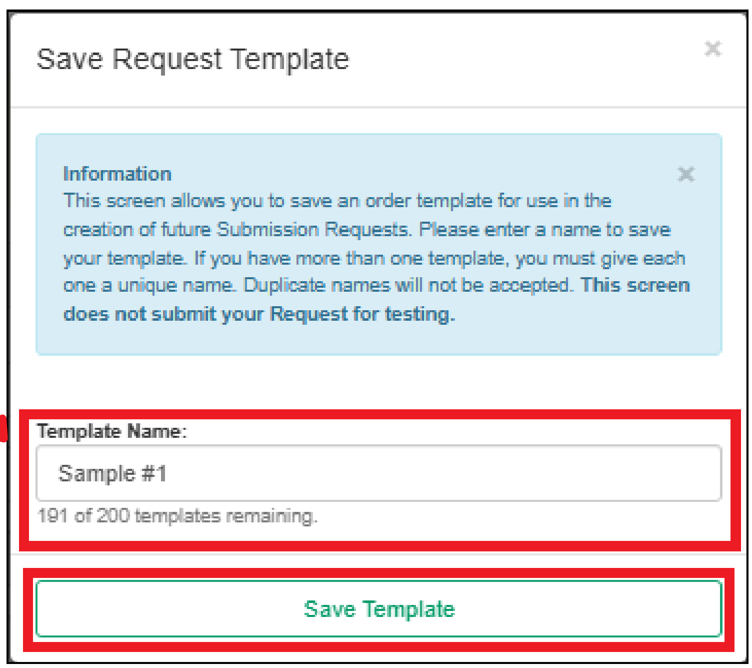
There are many potential uses for templates, and all of them involve saving you time. For example, submitting environmental testing for the same locations on some frequency, submitting the same set of samples on a regular basis, a template that is based on a certain kind of testing, etc. We encourage you to think outside the box to get the most benefit out of templates.

TEMPLATE CREATION

Template creation is simple. Build your submission using the methods mentioned in Section 3. Once you have the submission request exactly the way you want it, click the “Save Template” button at the bottom left of the Create Request page.



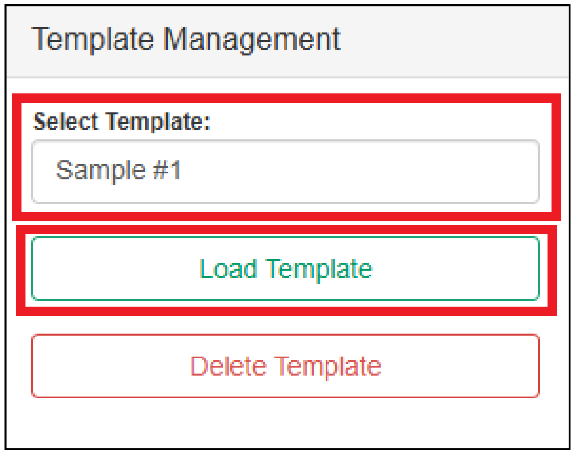
The Save Request Template pop-up menu will appear. Enter a name for your template and click the “Save Template” button at the bottom of the pop-up.



Now your template will be available from the Template Management menu on the left side of the screen.

LOADING AND SUBMITTING A TEMPLATE

You must select a company and contact before loading a template. Once you have done so, go to the Template Management menu on the left side of the screen. Click the field under "Select Template" and you will see a drop-down list containing any templates you have previously created.



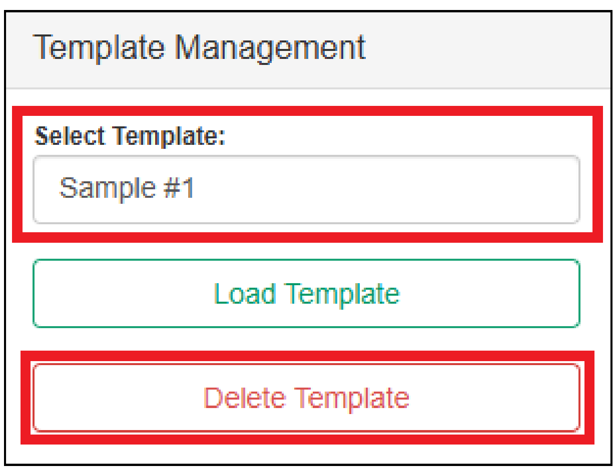
Select the template you wish to load, then click the "Load Template" button.

Your previously entered Sample Information will appear on the Create Request page. From here, finish submitting your request according to the steps laid out in Section 3.

Note: Do not forget to make any changes needed to your sample identifier before submitting.

DELETING OR CHANGING A TEMPLATE

To delete a template, select the template you want to delete from the Template Management menu. Then, click the "Delete Template" button.



To change a template, load the template from the Template Management menu. After you have loaded the template, assuming you want to use the same name, delete the template following the instructions above. The submission information will remain on the create request page. There you will be able to make all necessary changes and save the updated template.

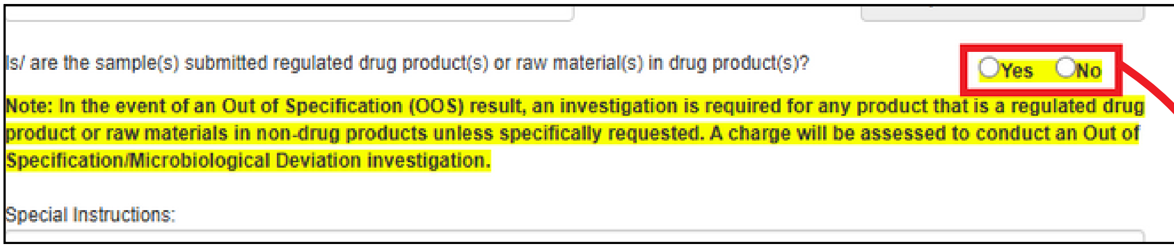
Note: If you leave this page before saving, the loaded submission will be gone.

SECTION 6: COMMON ERRORS

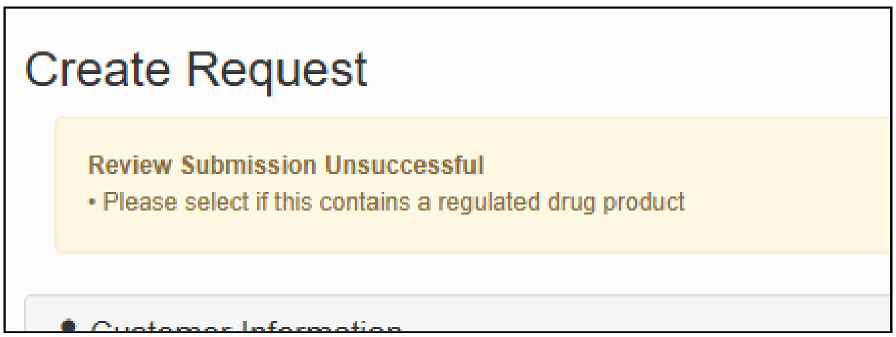
If you are experiencing any errors that you do not see in this section, please contact resultpoint@qlaboratories.com with a screenshot or description of error and our team will get back to you.

FORGETTING FIELDS

Check either **Yes or No** when asked if the submitted samples are regulated drug products or raw materials in drug products.

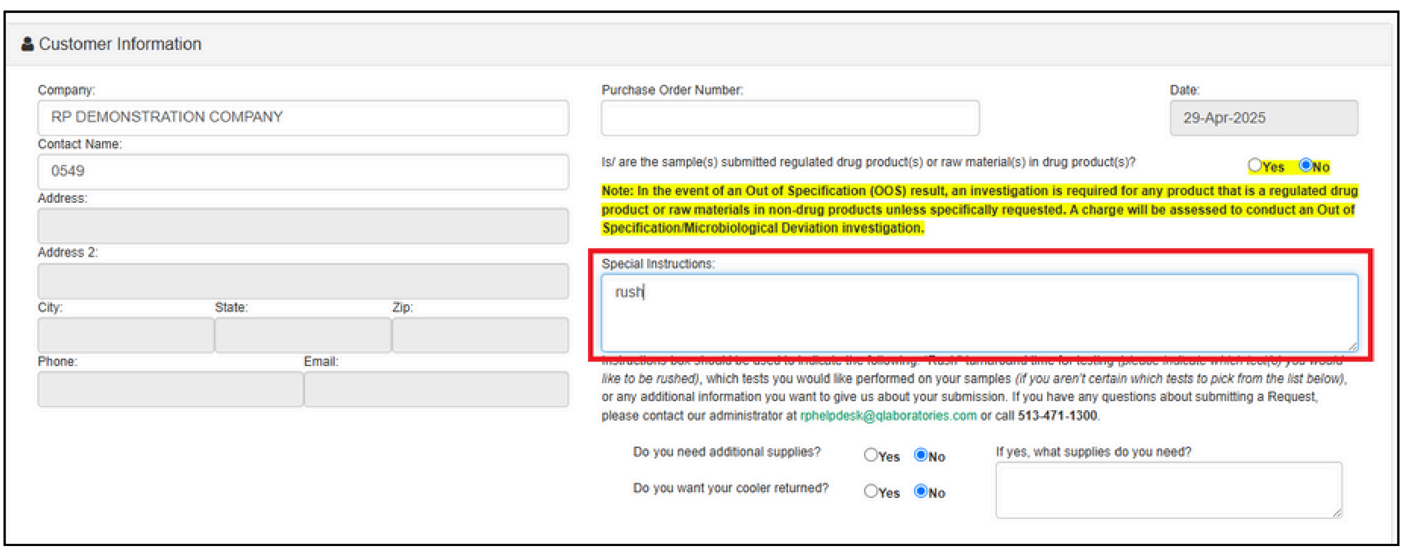


If you leave both sections blank, the error message below will be displayed at the top of your screen

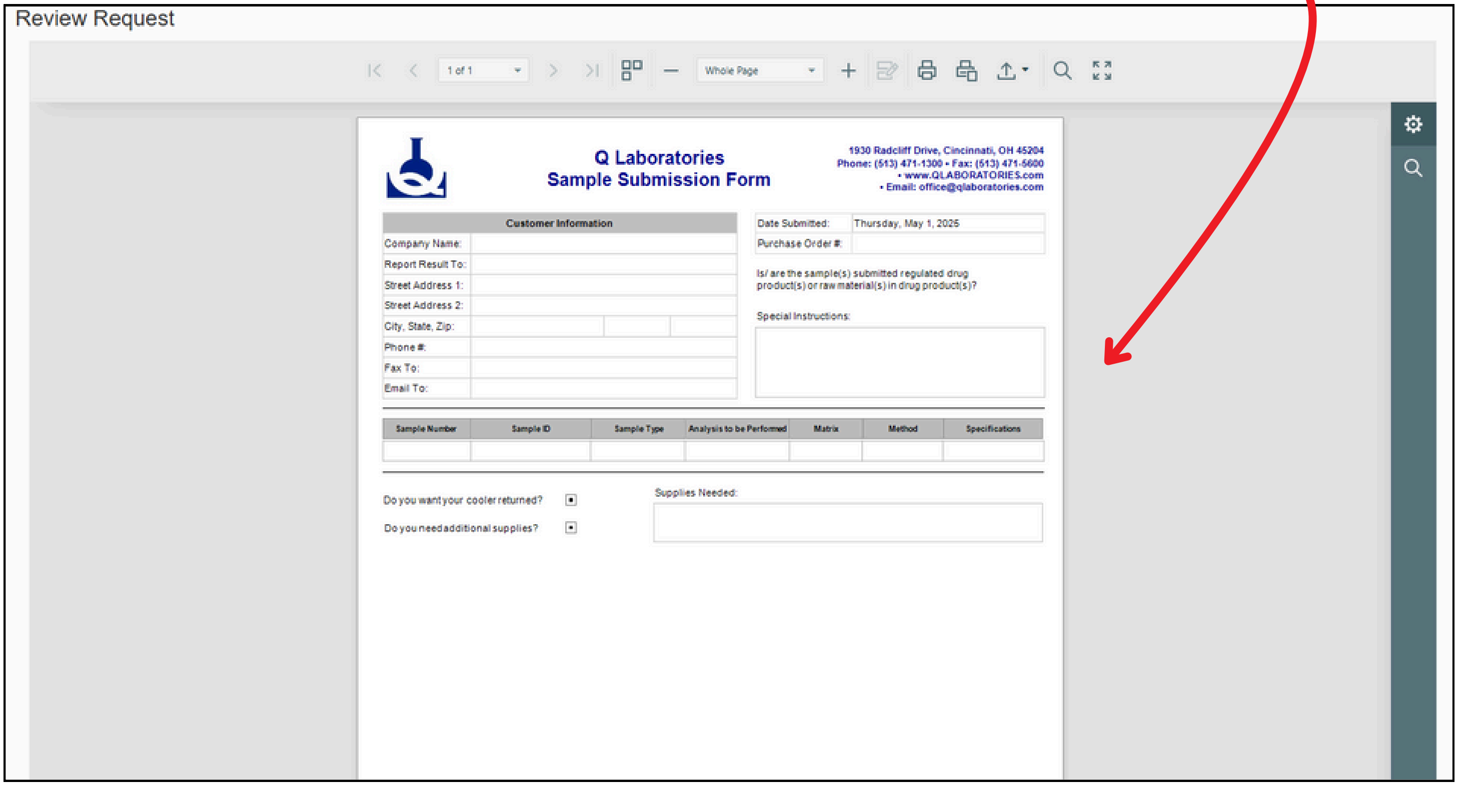


SPECIAL INSTRUCTIONS

Exceeding a character limit in fields will result in a blank sample submission form in the review request page. The most common fields with too many characters is Specifications and Special Instructions. There is character limit of **250**.

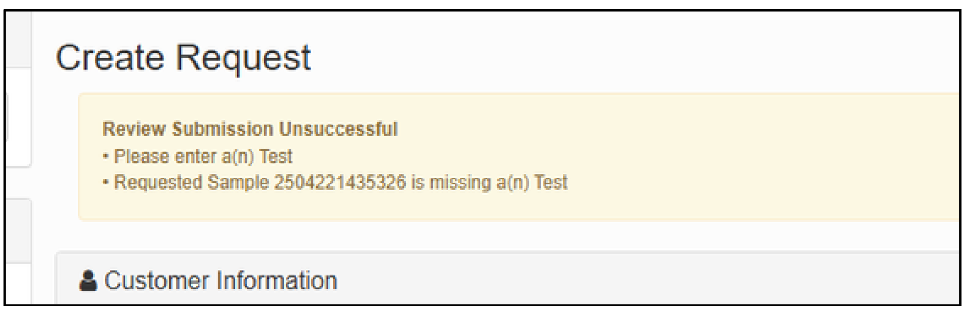


If the 250 character limit is exceeded, the submission form will show up blank like below.

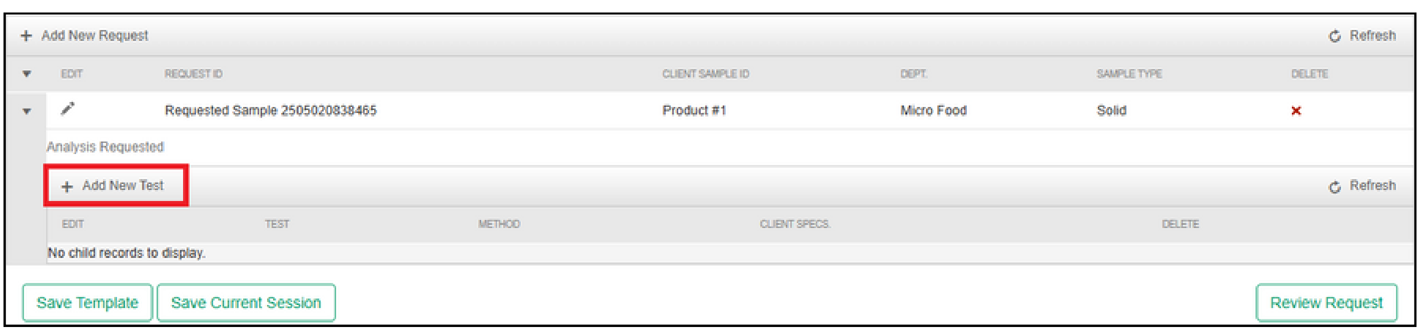


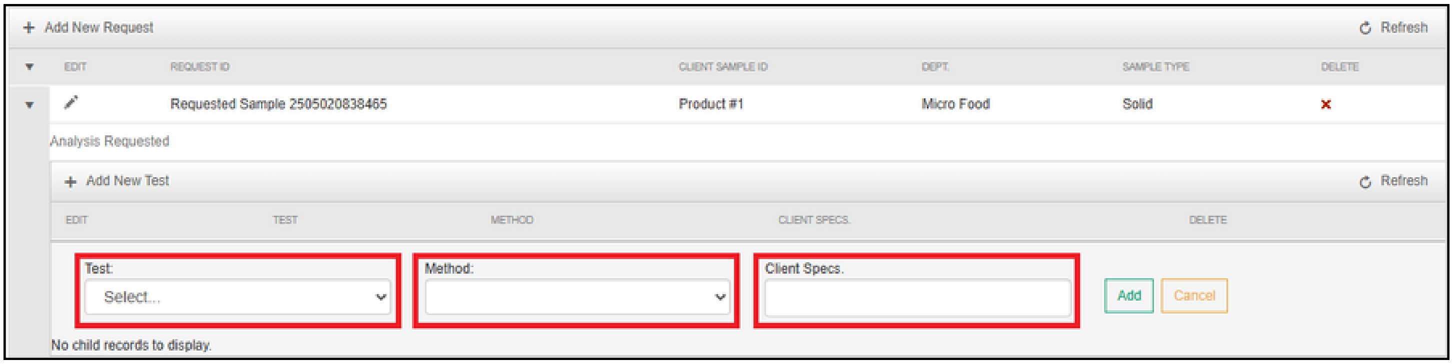
FORGETTING TESTS

If a **Test** is not added to the **Sample** you are submitting, an error message will show at the top of your screen.



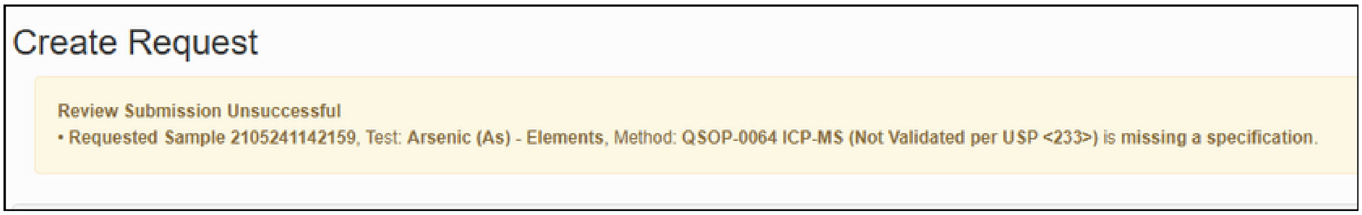
To fix this, select the "**Add New Test**" button under the requested sample. Select your desired **Test**, **Method**, and **Specs**.



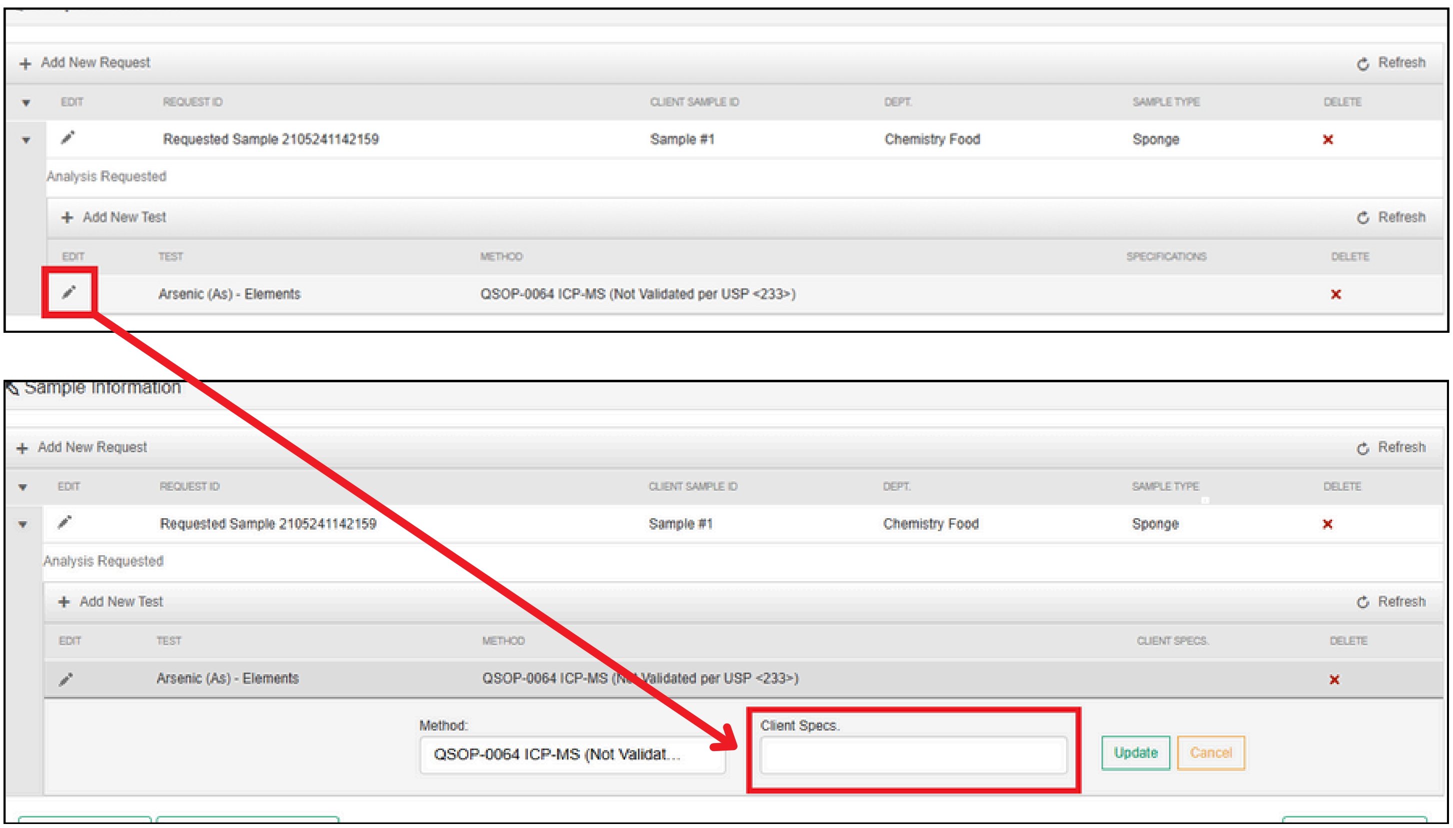


MISSING CLIENT SPECS

If you are adding a **Test** and do not add any **Client Specs,** the error message pictured below will appear at the top of your screen. If you do not have any Specs, enter "**Report Only**."

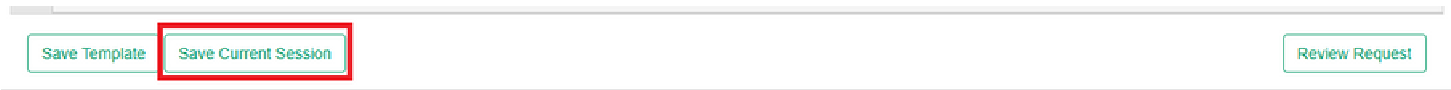


To fix this error, head down to the sample information section. Click the pencil icon to edit the test that currently does not have a **Client Spec**. Enter your specs, or enter Report Only.



SAVE CURRENT SESSION

Result Point has a built-in time out feature when left idle 5 minutes or longer. We recommend getting in the habit of utilizing the "**Save Current Session**" button if you are going to keep the portal open for a long period of time. Click the "**Save Current Session**" button located near the button of the page on the "Create Request" page.



CONCLUSION

We hope this manual was helpful. If you have any further questions or would like further training on how to navigate your portal, please contact us at resultpoint@qlaboratories.com or at 513-471-1300. Thank you!