



Q Laboratories Online Portal
End-User Manual

A step-by-step guide to accessing the portal, submitting samples, reviewing results, and managing request templates.



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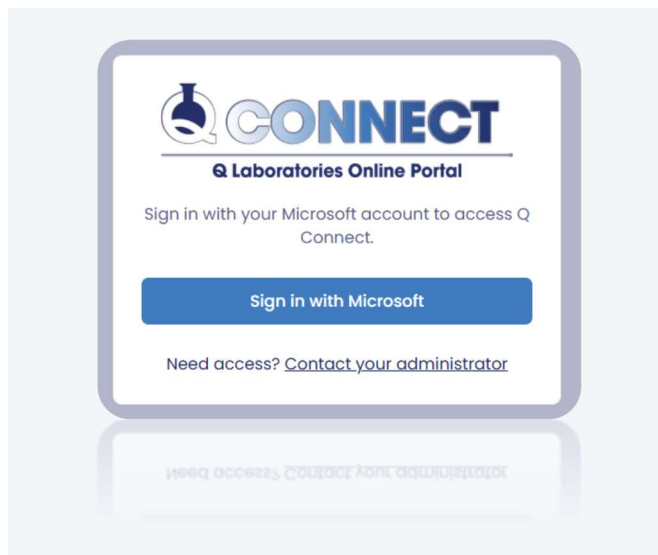
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Section 1: Accessing Q Connect

Navigate to Q Connect

Go to [Q Connect](#) to access the Q Connect login page. Bookmark the page for quick access. If the site does not load, confirm that it is allowed by your organization's network settings.



Log In

1. Enter the email address associated with your Q Connect account.
2. Enter your password.
3. Select Log In.

Each Q Connect account is assigned to an individual user, and the email address associated with the account serves as the username.

Note: To request a new account, contact qconnect@qlaboratories.com and provide the user's first and last name, email address, and the customer account number(s) the user needs to access.

Review Announcements

The Announcements feed is located on the right side of the home page and provides important updates, including holiday closures, service changes, new portal features or enhancements, and other communications that may affect clients or portal users. Review announcements regularly to stay informed. See Figure 1.

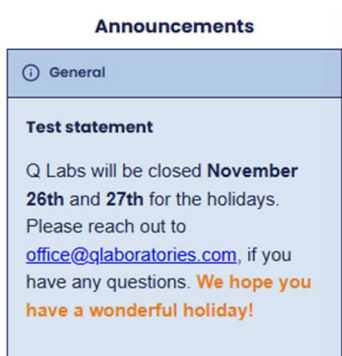


Figure 1: Announcements feed showing important portal updates and client communications.

Section 2: Submitting Samples

Navigation Menu Overview

Use the navigation menu to access the home page, create a new request, manage request templates, open Sample Search, view your profile, or log out. See Figure 2.

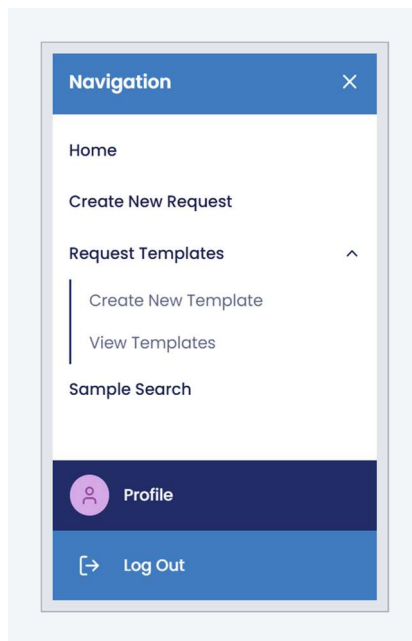


Figure 2: Navigation menu showing available portal options, including Home, Create New Request, Request Templates, Sample Search, Profile, and Log Out.

Start a New Request

Open the navigation menu and select Create New Request. The Create New Request page will open. See Figure 3.

A screenshot of the 'Create New Request' form. The form is organized into several sections:
1. 'Request Template (Optional)' with a dropdown menu 'Select template...' and a 'Load Template' button.
2. 'Request ID' with a dropdown menu showing '-TBD-' and 'Request Date' with a text input showing '09/21/2026'.
3. 'Customer Name *' with a dropdown menu 'Select customer...' and 'Customer Site (Optional)' with a dropdown menu 'Select site...'.
4. 'Customer Contact *' with a dropdown menu 'Select contact...' and 'Customer PO' with a text input 'Enter PO Number'.
5. 'TAT Requested *' with radio buttons for 'Routine' (selected) and 'Rush'.
6. 'Expected Receipt Date *' with a date picker icon and 'Pick a date'.
7. 'Are any of the samples drug products or raw materials in drug products? *' with radio buttons for 'Drug - Finished Product', 'Drug - Raw Material', and 'Non-Drug/R&D'.
8. 'Is an investigation required in the event of an Out of Specification result? *' with radio buttons for 'Yes' and 'No'.
9. 'Request Notes (Optional)' with a text area 'Type text'.

Figure 3: Create New Request page showing template selection, customer information, request details, and required submission fields.

Enter Customer Information

Select the appropriate Customer Name, then select the Customer Contact responsible for the submission. The address associated with the selected contact is linked to the request and appears on the final report. Contact qconnect@qlaboratories.com if the displayed information is incorrect.

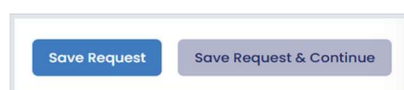
Required Fields

Field	Description
Customer Name	Select the company associated with the submission.
Customer Contact	Select the individual responsible for the submission.
Expected Receipt Date	Enter the date the samples are expected to arrive at Q Laboratories.
TAT Requested	Select Routine or Rush. <i>Note: This selection is a request only. Q Labs will review the requested turnaround time upon receipt.</i>
Product Designation	Indicate whether the submission includes a Drug – Finished Product, Drug – Raw Material, or is Non-Drug/R&D.
OOS Investigation Requirement	Indicate whether an out-of-specification result requires a formal investigation. <i>Note: An OOS investigation is required for drug products.</i>

Optional Fields

Field	Description
Customer Site	Identify a specific facility, location, or site associated with the submission, when applicable.
Customer PO	Enter the customer purchase order number. Information entered here will appear on the invoice and CoA. <i>Note: Standing purchase order numbers will auto-fill based on the customer account. If a purchase order is required but is not standing, the PO must be entered before you can move to the next step.</i>
Request Notes	Provide request-level information that applies to the overall submission. <i>Note: This section should not be used for analysis or testing instructions.</i>
Request Template	Load a previously saved request template. See Section 4 for template instructions.

Once the Customer Information section is complete, select Save Request & Continue to proceed to the next screen.



Add Sample Information

Important: One submission corresponds to one COA. If you require multiple COAs, create separate Requests for each set of samples.

Use the Samples section to enter sample-level details for the request. See Figure 4 and Figure 5.

1. In the Samples section, select Add Sample.
2. Enter the Customer Sample ID that should appear on reports and related documentation.
3. Select the Sample Type that best describes the submitted material.
4. Select the Sample Condition: Frozen, Refrigerated, or Room Temperature.

Customer Sample ID	Sample Type	Sample Condition	Test Method	Spec Flag	Analysis Instructions
Sample ID		Select...	No test methods added		

Figure 4: Samples section showing the sample row, including Customer Sample ID, Sample Type, Sample Condition, Test Method, Spec Flag, and Analysis Instructions.

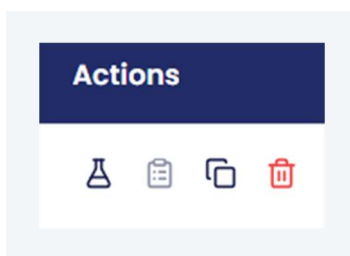


Figure 5: Actions icons used to add or edit test methods, manage specifications, copy samples, and delete samples.

Add Test Methods

1. Select the Add/Edit Tests  icon in the Actions column for the sample.
2. Use the search field or page controls to locate the required test method. See Figure 6.
3. Select the checkbox next to each test method you want to add.
4. Select Save and Continue to return to the request.

The "Add/Edit Tests" window displays a search bar at the top with the text "Search tests..." and a "Clear" button. Below the search bar, it indicates "Showing 54 results". A table lists test methods with checkboxes for selection. The table has two columns: "Test Method" and "Description".

Test Method	Description
☐ TM-001399	Assay/LOD Avobenzone USP
☐ TM-002771	Assay/LOD Niacinamide USP
☐ TM-004846	Bruker Identification Micro GMP
☐ TM-004872	C. albicans +62+ USP
☐ TM-004006	Coliform/E. coli m-ColiBlue24 Current SMEWW
☐ TM-001776	Color QSOX
☐ TM-001778	Conductivity +645+ USP
☐ TM-003480	Conductivity Sorbital Soln USP
☐ TM-004896	E. coli +62+ USP
☐ TM-004061	E. coli Petrifilm AOAC 98114 Sponge

At the bottom, there are pagination controls: "Items per page: 10", "Page 3 of 6", and buttons for "Previous", "1", "2", "3", "4", "5", "6", and "Next". The "3" button is highlighted. There is also a "Request a new test" button and "Cancel" and "Save and Continue" buttons.

Figure 6: Add/Edit Tests window showing available test methods, search options, pagination controls, and the Save and Continue action.

Tip: If the required method is not available, use Request a New Test at the bottom of the test selection window. Provide enough information for Q Laboratories to review the request and follow up as needed.

 Request a new test

Enter Analysis Instructions

Use Analysis Instructions for directions that apply to a specific test. Examples include compositing instructions, specified organisms, identification requests, and other test-specific requirements.

Add Specifications

1. Select the View/Edit Specifications  icon in the Actions column for the sample.
2. Complete the applicable specification fields for each test method and parameter. See Figure 7.
3. After saving, confirm that a green checkmark  appears in the Spec Flag column. This indicates that the test method has been assigned a specification or Report Only selection.



Figure 7: View/Edit Specifications window showing specification fields used to enter customer limits or select Report Only.

Important: Each test method has a default unit of measure. Specifications must be entered using the default unit shown for that test to ensure the specification is applied correctly.

Field	Description
Spec Label	Enter a clear description of the specification, such as Less than 100 or 95-100%.
Operator 1	Select the first comparison operator, such as ≤, >, <, ≥, In, or Not In.
Value 1	Enter the limit associated with Operator 1.
Operator 2	Select the second operator when entering a specification range.
Value 2	Enter the second limit when using a specification range.
Report Only	Select when no customer specification applies and the result should be reported without comparison to a customer-provided limit.

Note: You may need to scroll to the right within the Additional Specs window to locate Report Only.

Microbiological Test Methods – Qualitative (Presence/Absence) Results

1. For qualitative microbiological test methods, specifications are automatically assigned the appropriate absence value such as Negative or None Detected.
2. The Spec Flag will automatically display a green checkmark ✓.
3. If the View/Edit Specifications  icon in the Actions column for the sample, is selected, the Spec Label will automatically state “Specs set up by the lab.”. See Figure 8.

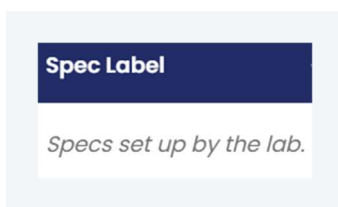


Figure 8: Qualitative microbiological test method specifications showing automatically assigned absence values.

Microbiological Test Methods – Quantitative (Enumeration) Results

Examples of quantitative (enumeration) microbiological test method specifications are provided below.

Field	Test: Parameter:	Example 1:	Example 2:	Example 3:	
		APC (FDA BAM)	TAMC (USP)	Coliform/E. coli (Petrifilm)	
		Aerobic Plate Count	TAMC	Coliform	E. coli
Spec Label		Less than 10,000	Less than 10	Less than 100	Less than 10
Operator 1		<	<	<	<
Value 1		10000	10	100	10
Operator 2					
Value 2					

Analytical Test Methods – Pass / Fail (Limit) Results

Examples of pass / fail (limit) analytical test method specifications are provided below.

Field	Test:	Example 1:	Example 2:	Example 3:
		Color (QSOP)	Odor (QSOP)	Sucrose (USP) - Dextrins
Spec Label		yellow with black spots	matches standard	solution remains yellow
Operator 1		In	In	In
Value 1		pass	pass	pass
Operator 2				
Value 2				

Important: Q Labs measured specifications are case-sensitive. Enter all Spec Labels and Values in lowercase.

Analytical Test Methods – Quantitative (Measured) Results

Examples of quantitative (measured) analytical test method specifications are provided below.

Field	Test: Parameter:	Example 1:	Example 2:	Example 3:		Example 4:	Example 5:
		<i>TOC (USP) (Option 1 – USP Spec)</i>	<i>TOC (USP) (Option 2 – Customer Spec)</i>	<i>Glycerin Organic Impurities (USP)</i>		<i>Glycerin (USP) - Assay</i>	<i>Salt – AOAC</i>
		<i>Total Organic Carbon (TOC)</i>	<i>Total Organic Carbon (TOC)</i>	<i>Individual impurity</i>	<i>Total impurities</i>	<i>Glycerin</i>	<i>Salt</i>
Spec Label		NMT Limit Response	NMT 500	NMT 0.1%	NMT 1.0%	99.0 - 101.0% on the anhydrous basis	10 – 15 %
Operator 1		In	≤	≤	≤	≥	≥
Value 1		NMT Limit Response	500	0.1	1.0	99.0	10
Operator 2						≤	≤
Value 2						101.0	15

Test Methods with No Customer Specification Requirement

1. Some test methods do not require a customer specification. If a test method is selected that does not require a customer specification, the Spec Flag will automatically display a green checkmark ✓.
2. If the View/Edit Specifications icon in the Actions column for the sample, is selected, the Spec Label will automatically state “No Spec Required – no customer specifications apply to this test.”. See Figure 9.

Spec Label	Operator 1	Value 1	Operator 2	Value 2
No Spec Required – no customer specifications apply to this test.				

Figure 9: View/Edit Specifications window showing a test method with no customer specification requirement.

Copy or Delete Samples

Use the Actions icons in the Samples section to quickly copy an existing sample or remove a sample from the request. These tools are helpful when multiple samples share similar information or when a sample was added in error.

Copy a Sample

Important: Before copying a sample, make sure all information you want carried over is complete, such as sample type, condition, test methods, specifications, and analysis instructions.

1. Select the Copy Sample  icon in the Actions column for the sample you want to duplicate.
2. Select the sample you want to copy and enter the number of copies needed.
3. Review each copied sample and update any information that is unique to the new sample, including the Customer Sample ID, sample type, condition, test methods, specifications, or instructions.

Delete a Sample

1. Select the Delete Sample  icon in the Actions column for the sample you want to remove.
2. Confirm the deletion when prompted.
3. Review the remaining samples before continuing with the request.

Important: Deleting a sample removes the sample and its associated test methods, specifications, and instructions from the request. Review the selected sample carefully before confirming deletion.

Request Supplies

To request sampling or submission supplies, select an item from the Supply dropdown menu, enter the quantity, and select Add Supply. Requested items will appear in the Supplies section and will be submitted to Q Laboratories with the request. See Figure 10.



The figure shows a user interface for requesting supplies. It consists of a 'Supply' dropdown menu with the text 'Select supply...' inside. To the right of the dropdown is a 'Quantity' input field with a spinner icon and the number '1'. To the right of the quantity field is a blue button with a white plus sign and the text 'Add Supply'.

Figure 10: Request Supplies section showing where users select supply items, enter quantities, and add requested supplies to the submission.

Reusable Cooler Return

If samples are shipped in a reusable cooler, select Yes if the cooler should be returned after testing. Select No if return shipping is not required.

Add Supporting Attachments

Use attachments for supporting documents such as Safety Data Sheets (SDSs), raw material Certificates of Analysis (COAs), or similar reference documents. Enter sample details and testing instructions directly in the applicable fields within the submission rather than relying on an attachment.

1. Select Add Attachment in the Attachments section. See Figure 11.
2. Browse to and select the file on your computer.
3. Confirm that the uploaded file appears in the Attachments table.

Note: Attachments must be uploaded in PDF format. Other file types are not accepted.



The figure shows the 'Attachments' section of the submission form. It features a table with a single header row labeled 'File Name'. Below the header, the text 'No attachments added' is displayed. At the bottom of the section is a button with an upload icon and the text 'Add Attachment'.

Figure 11: Attachments section showing where users add supporting documents to a submission request.

Review and Submit the Request

1. Select Save Request & Continue (bottom right) to save the request and open the Review Request page.



2. Review the customer information, samples, test methods, specifications, analysis instructions, supplies, and attachments.
3. If a correction is needed, select Back to return to the Create New Request page.
4. When the request is complete, select Submit in the bottom-right corner of the screen.
5. Confirm the submission when prompted.
6. Select Yes to open the printable Request Submission Form (RSF).
7. Follow the printing instructions at the top of the page.
8. Place the printed RSF with the physical samples before shipment or delivery to Q Laboratories.

Note: Any time a user selects Save Request, the request is saved under Drafts. Draft requests can be reopened and edited before submission. See Section 3 for instructions on editing a submission request.

Save Request & Continue does not submit the request. The request is submitted only after you select Submit on the Review Request page and confirm the submission.

Print Sample Labels and Reprint the RSF

After the request is submitted, use the available printing options to print sample labels or reprint the Request Submission Form (RSF), if needed. These options help ensure that samples are clearly identified and that the submission paperwork can be included with the physical samples.

Print Sample Labels

1. Select Print Sample Labels from the Request Summary page.
2. Follow the printing instructions displayed at the top of the page to help maintain label alignment and barcode readability.
3. Apply the printed labels to the appropriate physical samples before shipment or delivery.

Note: Sample labels should be printed on Avery 5160 label stock (2½" × 1", 30 per sheet).



Figure 12: Example sample label showing the barcode, Sample ID, Request ID, submission date, laboratory department, and brief summary of requested testing.

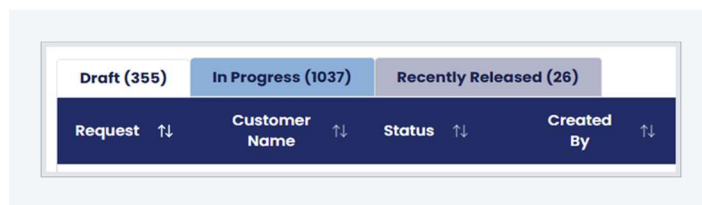
Reprint the RSF

1. If the RSF was not printed during the original submission, select Print Request from the Request Summary page to generate another copy.
2. Print the RSF and include it with the physical samples for shipment or delivery to Q Laboratories.

Section 3: Editing a Submission Request

Draft requests can be updated before they are submitted. Use the sample information fields to correct sample identifiers, sample type, or sample condition before the request is submitted. Review all changes carefully before completing the final submission.

To locate a draft submission, open the navigation menu and select Home. On the home page, select the Draft tab, then select the linked Request ID in the far-left column to open the submission.



Important: Once a submission has been submitted, edits cannot be made in Q Connect. If a change is needed after submission, contact office@qlaboratories.com for assistance.

Change Sample Information

Field	Description
Customer Sample ID	Enter or update the sample identifier that should appear on reports and related documentation.
Sample Type	Select the current value and choose the correct sample type from the dropdown list.
Sample Condition	Select the current value and choose the correct sample condition from the dropdown list.

Add or Remove Tests

1. Select the Add/Edit Tests  icon in the Actions column for the sample.
2. Select the checkbox to add a test, or clear the checkbox to remove a test.
3. Select Save and Continue to return to the request.

Change Specifications

1. Select the View/Edit Specifications  icon in the Actions column.
2. Update the applicable specification fields, or select Report Only if no customer specification applies.
3. Select Save and Continue.
4. Confirm that the Spec Flag displays a green checkmark. If a specification has not been entered, a red X will appear and you will not be able to continue until you enter a specification or select Report Only.

Delete a Sample

1. Select the Delete Sample  icon in the Actions column for the sample you want to remove.
2. Confirm the deletion when prompted.

Important: Review the selected sample carefully before confirming deletion.

Section 4: Creating and Using Templates

Request Templates and the Copy Sample function can reduce data entry for recurring submissions that use similar customer information, sample details, test methods, specifications, and instructions.

Create a Request Template

1. Open the navigation menu and select Create New Template.
2. Enter a unique Template Name.
3. Complete the applicable customer information, sample information, test methods, specifications, analysis instructions, supplies, and attachments.
4. Select Save Template & Continue.

Copy a Sample

Copy Sample may be used in a standard request or while building a template. Copied samples inherit the original sample's test methods, specifications, and analysis instructions.

1. Select the Copy Sample  icon in the Actions column for the sample you want to duplicate.
2. Select the sample to copy and enter the number of copies to create.
3. Review each copied sample and assign a unique Customer Sample ID.

Note: Always verify the copied information before submission. Update any details that do not apply to the new sample.

Load and Submit a Template

1. Open the navigation menu and select Create New Request.
2. Select a saved template from the Request Template dropdown menu.
3. Select Load Template.
4. Enter the Expected Receipt Date, which is not carried over from the template.
5. Review and update request-specific information, especially Customer Sample IDs.
6. Select Save Request & Continue, review the request, and submit it using the process in Section 2.

View Templates

Use View Templates to locate and manage saved request templates. From the Request Templates page, you can review existing templates, open a template to make updates, or delete templates that are no longer needed. See Figure 13.

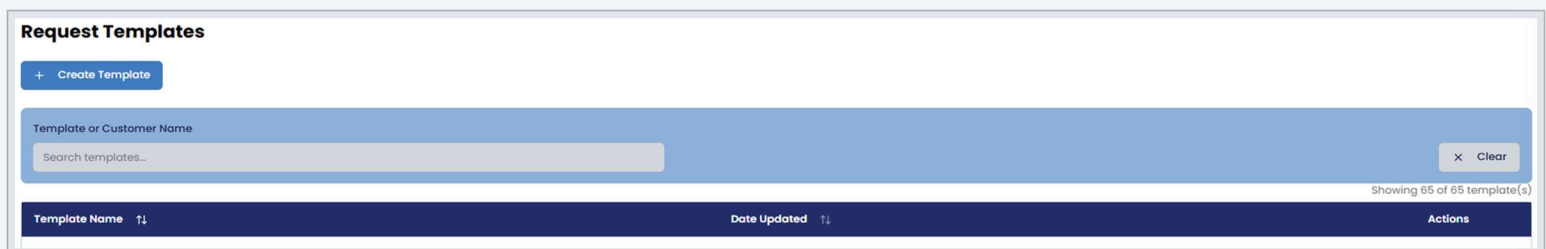


Figure 13: Request Templates page showing saved templates and available template actions.

Edit a Template

1. Open the navigation menu and select View Templates.
2. Locate the template you want to update and select the Edit  icon.
3. Make the necessary changes to the template information, sample details, test methods, specifications, supplies, or attachments.
4. Select Save Template to save your changes, or select Save Template & Continue to continue to the next page.

Delete a Template

1. Open the navigation menu and select View Templates.
2. Locate the template you want to remove and select the Delete  icon.
3. Confirm that you want to permanently delete the template.

Section 5: Searching, Viewing Results, and Reporting

Home Page Request Tabs

The Q Connect home page provides a quick view of available submission requests. Requests are organized into three tabs:

Field	Description
Draft	Requests that have been started and saved but have not yet been submitted to Q Laboratories.
In Progress	Submitted requests that are currently being received, processed, tested, reviewed, or otherwise completed by Q Laboratories.
Recently Released	Requests with final results that were recently released. Use Sample Search when you need to locate older records or perform a broader search.

Search from the Home Page

Use the search bar to locate a submission by Request ID, the person who created the request, or Customer Name. As you enter information, the list narrows to display matching requests. Select Clear to remove the search criteria and restore the full list. Select a linked Request ID to open the request. See Figure 14.

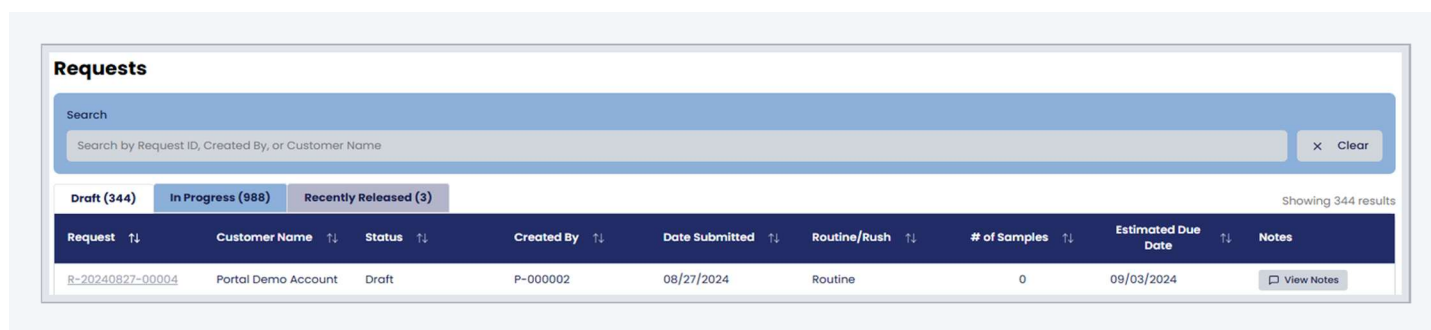


Figure 14: Home page search functions used to locate requests by Request ID, creator, or Customer Name.

Request Summary Page

The Request Summary page provides an overall view of the submission, including request details, sample information, selected test methods, specifications, and available request actions. This page may also be used to access the final CoA once testing has been completed and the report has been released. See Figure 15.

The following actions may be available at the top of the page:

- Print Sample Labels
- Print Request
- Preview Results
- Generate Interim Report, when the request is still in progress

Request Summary – Request ID R-20260825-00003

Print Sample Labels
Print Request
Preview Results
Generate Interim Report

Request Details

Request ID R-20260825-00003	Request Date 08/26/2026	Submitted By GlobalSubmitter
Customer Name 123456 - Portal Demo Account	Customer Site —	Customer Contact Joe Smith
Customer PO ABC1234567	TAT Requested Routine	Drug Designation Non-Drug/R&D
OOS Investigation Required No		

Sample Details

Sample #	Customer Sample Description	Sample Type (Template)	Sample Condition	Test Method	Spec Flag	Parameter	Specification	Analysis Instructions (optional)	Sample Size Required
1	Sample #1	Powder	Room Temp	Color QSOP	✓	Color	In: White to off-white	—	—

Figure 15: Request Summary page showing request details, available actions, and result review options.

Print Sample Labels

Select Print Sample Labels to generate barcode labels for the samples included in the request. Follow the printing instructions displayed at the top of the page to maintain proper label alignment and barcode readability. See Figure 12.

Print Request

Select Print Request to generate a printable Request Submission Form (RSF). The form includes the Request ID, customer information, sample details, test methods, specifications, and Request ID barcode.

Note: If you do not print the RSF during submission, you can return to the Request Summary page and select Print Request at any time to generate another copy.

Preview Results

Select Preview Results to display the testing information currently available for the request. This feature allows you to monitor testing progress and review approved results without waiting for the final report to be released. See Figure 16.

Preview Results – Request R-20260825-00003

Approved QA-approved, final result
In Progress Not yet QA-approved; subject to change

⚠ Data is not considered valid unless "Approved"

Showing 1 result

Sample ID	Customer Sample ID	Test Method	Parameter	Result	Unit	Est. Due Date	Test Status
S-260825-00010	Sample #1	Color QSOP	Color	Pending	—	08/26/2026	In Progress

Items per page: 10
Page 1 of 1

Figure 16: Preview Results page showing available testing information, test status, and approved results.

Note: Under Test Status, Approved appears in green and In Progress appears in blue. Only results with Approved status should be treated as approved results.

Generate an Interim Report

For requests that are still in progress, select Generate Interim Report to create a PDF containing the approved results currently available. The report is marked INTERIM because testing or review may still be underway for other results included in the request. See Figure 17.

Q Laboratories

Certificate of Analysis

Request: R-20260825-00003
Request Status: Initial
Purchase Order: ABC1234567

Customer ID: 123456
Customer: Portal Demo Account
Contact: Joe Smith
 2311 North Los Robles Avenue
 Pasadena, CA 91001 USA
 Phone No: 513-471-1300

Customer Sample ID: **Sample #1**
 Date Received: N/A
 Q Labs Sample ID: S-260825-00010

Color / QSOP	Parameter	Specification	Result	Comment
Color		In White to off-white (Appearance)		

Approved By: N/A
On: N/A

The results on this report relate only to the sample(s) tested and as received for testing at Q Laboratories. These results were obtained from sample(s) submitted in good condition unless otherwise noted above. This report should not be reproduced except in full, without the approval of the laboratory.

Figure 17: Interim Report PDF showing approved results currently available for an in-progress request.

Note: Portal-generated interim reports contain approved, valid data and may be used in the same manner as an interim report provided by Q Laboratories. They are not final Certificates of Analysis. Refer to the final released CoA for the complete official record.

If data has not yet been approved, the corresponding field will appear blank on the interim report. See Figure 17 for an example.

Sample Search

Sample Search provides a broader view of samples available in your account, including records that may no longer appear in the home page's Recently Released tab. To access it, open the navigation menu in the upper-right corner and select Sample Search. See Figure 18.

Field	Description
Sample ID	The unique sample identifier assigned by Q Laboratories to each sample, formatted as S-YYMMDD-#####.
Customer Sample ID	The sample identifier provided by the customer.
Request ID	The unique identifier assigned by Q Laboratories to a submission containing one or more samples, formatted as R-YYYYMMDD-#####.
Sample Type	The category or material type selected for the submitted sample, such as spice, lotion, water, sponge, meat, solid, or liquid.
Submitted From / Submitted To	The date range during which the samples were submitted.
Sample Status	The current stage of the sample within the testing workflow, such as Received, In Progress, Completed, or Reviewed.
Customer PO	The customer-provided purchase order number associated with the submission.

From this page, you can use filters to narrow the displayed sample list by details such as sample ID, Request ID, sample type, submission date, or status. You can also export the displayed results directly into Excel. To view the full submission details, select the linked Request ID to open the Request Summary page.

Figure 18: Sample Search filters used to locate and review submitted samples.

Export Sample Results

After applying the desired filters, select Export Results to download the displayed data as an Excel file. The export reflects the active filters and may include the Request ID, Customer PO, Sample ID, Customer Sample ID, test method, parameter, result, unit of measure, estimated due date, and test status.

Note: The exported file reflects the information available in Sample Search when the export is generated.

Section 6: Common Errors and Troubleshooting

qconnect@qlaboratories.com If an issue is not addressed in this section, contact qconnect@qlaboratories.com. Include a screenshot and a clear description of the error so the support team can assist you.

Required Field Is Missing

If a required field is blank, Q Connect highlights the field in red and displays a message identifying the missing information. Complete all fields marked with a red asterisk (*) before continuing.

No Test Has Been Added

If a sample does not have a test assigned, Q Connect displays an error message. Select the Add/Edit Tests icon in the Actions column, choose the required test method, and select Save and Continue.

Client Specification Is Missing

All tests require a specification and if none has been entered, Q Connect displays an error message. Select the View/Edit Specifications icon, then enter the applicable specification or select Report Only.

Session Timeout

Q Connect displays a timeout warning after a period of inactivity. Save your work regularly, especially when a request will remain open while you gather information. If the warning appears and you are still working, select Stay signed in.

Note: The source draft states that the timeout occurs after five minutes of inactivity. Confirm this setting before final publication, as portal timeout settings may change.

Need Additional Help?

For portal assistance, questions, or additional training, contact Q Laboratories at qconnect@qlaboratories.com or 513-471-1300.

Conclusion

Q Connect provides a centralized way to submit samples, review request details, monitor testing progress, access approved results, and manage recurring submissions. Following the steps in this manual will help ensure that requests are complete, accurate, and ready for processing when samples arrive at Q Laboratories. Thank you for using Q Connect.

