Participants’ Registration Website Manual

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1. INTRODUCTION

1.1 What is the ERNDIM Registration Website?

The ERNDIM Registration Website is a secure password-protected website that will allow ERNDIM participants to order EQA schemes, edit their contact and address details, download invoices and view the payment status of their account.

1.2 Why have I been sent this information?

You have been sent this information as you are a named contact for a laboratory that has participated in ERNDIM EQA schemes during 2016. If your laboratory wishes to participate in any ERNDIM EQA schemes during 2017 you will need to register using the ERNDIM Registration Website.

If you do not want to participate in any ERNDIM EQA schemes during 2017 please follow instructions 3.1 to Error! Reference source not found. in this document and instead of selecting ‘Yes, I want to participate’ just select ‘No, I do not want to participate’. This will let us know that you have decided not to register for any 2017 EQA schemes and you will not be sent reminders to register.

1.3 What do I need to do if I do want to participate in ERNDIM EQA schemes during 2017?

The primary contact for your laboratory will need to login to the ERNDIM Registration Website and enter all the information for your laboratory. Details of how to access the ERNDIM Registration Website and the information you will need to enter is given below.

There are full instructions on how to enter information into the ERNDIM Registration Website on pages 5 to 8 of this document. All your laboratory’s contact and address information from 2016 will be shown when you log into the ERNDIM Registration Website so it should only take 10-15 minutes to confirm or update all your contact and address details and then submit an order for EQA schemes.

If you have any problems accessing the ERNDIM Registration Website or entering the required information please do let us know (admin@erndim.org).

1.4 How will I access the ERNDIM Registration Website?

We will send you an email which will contain details of how to log in to the ERNDIM Registration Website.

1.5 Who can access the ERNDIM Registration Website?

The people listed as the primary and secondary contact and also the person you have told us is your Head of Laboratory or Quality Manager will all be sent details of how to log into the ERNDIM Registration Website.

The primary contact will need to activate your laboratory account by logging in to the ERNDIM Registration Website before the secondary contact or Head of Laboratory/Quality Manager can access the website.
If you have any problems accessing the ERNDIM Registration Website please do let us know (admin@erndim.org).

1.6 Who can order EQA schemes for my laboratory using the ERNDIM Registration Website?
Only the person listed as primary contact for your laboratory can order any EQA schemes. When we send you details of how to log in to the ERNDIM Registration Website we will also send you the name and email address of the person who is listed as the primary contact for your laboratory. If this person no longer works at your laboratory or will be unable to log into the ERNDIM Registration Website during the registration period please contact the ERNDIM Administration office (admin@erndim.org).

The secondary contact and Head of Laboratory/Quality Manager for your laboratory can only edit their own contact details. After an EQA scheme order has been submitted they will be able to view, but not change, the order.

1.7 Why do you need the contact details for a secondary contact and Head of Laboratory/Quality Manager?
We need a secondary contact so that we have an alternative contact for your laboratory in case the primary contact is unable to access their emails, is unexpectedly absent or leaves your laboratory.

We need the contact details for your Head of Laboratory or Quality Manager so that we can follow our policy for performance support but they will only be used if we are unable to contact the laboratory in cases of unsatisfactory performance.

1.8 What information will I need to order EQA schemes using the ERNDIM Registration Website?
You will need the following information to order EQA schemes using the ERNDIM Registration Website:

1.8.1 Name and email address for the primary contact (this person will be responsible for ordering the EQA schemes for your laboratory).
1.8.2 Name and email address for the secondary contact.
1.8.3 Name and email address for your Head of Laboratory or Quality Manager.
1.8.4 Centre Address (address for your laboratory).
1.8.5 Delivery Address (address you would like the EQA samples to be sent to – please include enough information to ensure the EQA samples will be delivered to the correct address).
1.8.6 Invoice Address (address for your institution’s finance department or the organisation that will be paying the ERNDIM invoice on your behalf). You will also need to enter a contact name and email address here.
1.8.7 Names of the EQA schemes that you wish to order, the number of sets of samples you wish to order and which schemes, if any, you wish to be an Educational Participant in.

The information we hold for your laboratory for 2016 will automatically be carried forward to your 2017 account on the ERNDIM Registration Website so you will just need to update the information or confirm that the information is correct.

New participants will need to enter all the required information.

If you have any problems entering the required information please do let us know (admin@erndim.org).
1.9 If I don’t have all the required information can I log out and enter the missing information later?
Yes, if you log out of the ERNDIM Registration Website before you have finished entering all the required information any data you have entered will be saved. You can then log in later to add the missing information and submit your order.

1.10 Can I edit an order after it has been submitted?
Yes, you can edit a submitted order until the end of the registration period, Monday 14th November 2016.

If you need to add a purchase order number to your order you can do this until the end of the registration period. After Monday 14th November you will need to contact us at admin@erndim.org and we will add the purchase order number to your order.

1.11 What happens after I submit an order to the ERNDIM Registration Website?
All orders submitted to the website will be checked and approved by the ERNDIM Administration office before they are accepted.

In late November invoices will be emailed to the named contacts for your laboratory, including the invoice email address. After the invoices have been published you will also be able to download the invoice from your account on the website.

1.12 For further information please contact:
ERNDIM Administration Office, Manchester Centre for Genomic Medicine, 6th floor, St Mary’s Hospital, Oxford Road, Manchester, UK, M13 9WL

Tel: +44 161 276 6741, Fax: +44 161 850 1145, Email: admin@erndim.org
2. APPLYING FOR A NEW ACCOUNT

2.1 Go to [http://www.erndim.org/qa/](http://www.erndim.org/qa/)

2.2 Click on ‘Apply for an ERNDIM account’.

2.3 Complete all the required information.

2.3.1 **Your contact details**: Your name, telephone number and email address.

2.3.2 **Participant Centre Main Details**: the name of your laboratory and its parent organisation.

2.3.3 **Centre address**: the address for your laboratory.

2.3.4 **Delivery address**: the address that the EQA samples will be sent to.

2.3.5 **Invoice address**: address and contact details for your institute’s finance department or the organisation that is paying for your EQA registration.

2.3.6 **Head of Department details**: name, telephone number and email address.

2.3.7 **Primary contact details**: name, telephone number and email address for the person who will be the main contact between your laboratory and ERNDIM.

2.3.8 **Secondary contact details**: name, telephone number and email address for the person who will be an alternative contact between your laboratory and ERNDIM [these details MUST be different to those for the Primary contact].

2.4 Press ‘Submit’.

2.5 Your application for an account will be reviewed by the ERNDIM Administration Office who will contact you if further information is required.

2.6 If you have any problems applying for an account or have any other questions please let us know.

3. SUBMITTING AN EQA SCHEME ORDER

Only the person listed as primary contact for your laboratory will be able to update address details or register for EQA schemes. The other named contacts will be able to access the Registration Website to edit their own contact details and, after the primary contact has registered for the Website, they will be able to view your laboratory’s order on the Website.

3.1 Go to [http://www.erndim.org/qa](http://www.erndim.org/qa)

3.2 Login using your username (the email you have registered with us) and your password. You will also need to enter your laboratory’s ERN code in the format ERNxxxx. If you cannot remember your password please use the ‘password reminder’ link on the login page.

3.3 When you have successfully logged into the Registration Website, read the terms and conditions for individuals and tick the box at the bottom of the screen to accept them.

3.3.1 If you do not wish to order any EQA schemes for 2017 select ‘No, I do not want to participate’ then click ‘continue’ and logout of the website. Selecting this option will stop any reminders to register being sent to your laboratory.

3.3.2 If you do wish to order EQA schemes for 2017 select ‘Yes, we want to participate in 2017’ then click ‘continue’.

3.4 Accreditation Survey: complete the short survey on the accreditation status of your laboratory and click ‘continue’ at the bottom of the page.

3.5 Read the terms and conditions for participating centres and tick the box at the bottom of the screen to accept them.

3.6 Contacts: This page shows all the contact names we hold for your centre. Please check the details and make any necessary changes.
3.6.1 You can add additional contact names by clicking on ‘add centre contact’ above the list of contacts.

3.6.2 All listed contacts must have an email address and a telephone number before you can move to the next page.

3.6.3 When you have completed checking or updating the listed contacts tick the check box to confirm all contacts have been provided and then click ‘continue’.

3.7 Primary contact

3.7.1 If the person shown as primary contact is not correct please click ‘EDIT’ and select the new primary contact from the drop down box which shows all the contacts listed for your laboratory then click ‘UPDATE’.

3.7.2 When the details for the primary contact are correct please tick the check box to confirm this and then click ‘continue’.

3.7.3 If the primary contact’s details are changed the person currently logged in will no longer be able to make any changes and they will be automatically logged out. The new primary contact will then need to login to complete the registration process.

3.8 Secondary contact

3.8.1 If the person shown as secondary contact is not correct please click ‘EDIT’ and select the new secondary contact from the drop down box which shows all the contacts listed for your laboratory then click ‘UPDATE’.

3.8.2 When the details for the secondary contact are correct please tick the check box to confirm this and then click ‘continue’.

3.8.3 The secondary contact cannot be the same as the primary contact and you will not be able to proceed if you try to save the same person as primary and secondary contact.

3.9 Head of Laboratory/Quality Manager

3.9.1 If the person shown as your Head of Laboratory/Quality Manager is not correct please click ‘EDIT’ and select the new Head of Laboratory/Quality Manager contact from the drop down box, select the correct role (Head of Laboratory or Quality Manager) for that person and then click ‘UPDATE’.

3.9.2 When the details for the Head of Laboratory/Quality Manager are correct please tick the check box to confirm this and then click ‘continue’.

3.10 Centre Address: this is the address we will use for any correspondence.

3.10.1 If the centre address is not correct please click ‘EDIT’, enter the new address then click ‘AMEND’.

3.10.2 When the details for the centre address are correct please tick the check box to confirm and then click ‘continue’.

3.11 Delivery Address: this is the address the EQA samples will be delivered to.

3.11.1 If the delivery address is not correct please click ‘EDIT’, enter the new address then click ‘AMEND’.

3.11.2 When the details for the delivery address are correct please tick the check box to confirm this and then click ‘continue’.

3.12 Invoice Address: this is the address for your institute’s finance department or the organisation that will be paying your ERNDIM invoice on your behalf.

3.12.1 If the invoice address is not correct please click ‘EDIT’, enter the new address then click ‘UPDATE’.

3.12.2 When the details for the invoice address are correct please tick the check box to confirm this and then click ‘continue’.

3.12.3 Please note the invoice address must include a contact name and email address before the tick box and ‘CONTINUE’ button will appear. The contact name can be Finance
3.12.4 It is possible to have more than one invoice address for your account if, for example, you have more than one organisation that pays your ERNDIM invoices on your behalf. To add another invoice address, please click ‘Add Invoice Address’.

3.13 DASHBOARD: this page shows a summary of all the contact and address information you have entered. If any changes are necessary please click ‘EDIT’ next to the relevant information.

3.14 ORDERING EQA SCHEMES

3.14.1 To order EQA schemes please click on ‘GO TO SCHEMES’ at the top right of the DASHBOARD page.

3.14.2 To view your order from 2016 please click on ‘VIEW PREVIOUS YEAR ORDER’ to open your laboratory’s order from last year in a new browser tab.

3.14.3 In the original tab click ‘Add New Schemes Order’

3.14.4 Tick to select all the EQA schemes you wish to order and then click ‘SUBMIT’

3.14.5 If you wish to order more than one set of samples for an EQA scheme please update the quantity and then click ‘UPDATE’ [NOTE: Select and update only one scheme at a time].

3.14.6 If you wish to be an Educational Participant in a scheme tick the ‘Educational Participation’ box and also the box to confirm you have downloaded an Educational Participation Declaration form from the Participant Information tab on the Registration Website.

NOTE: The terms and conditions for Educational Participation are given on the Declaration form and a separate form must be completed for each scheme for which you wish to be an Educational Participant. An application for Educational Participation application is not complete until the signed original form is received by the Administration Office.

3.14.7 When you have completed your EQA scheme order click on ‘CONTINUE’ above the list of EQA schemes.

3.14.8 Select the invoice address you wish to use for this order and then click ‘SUBMIT’.

3.14.9 Click on ‘CONTINUE’.

3.14.10 The currency you asked to be invoiced in last year (Euro, GB pounds or US dollars) is shown. If you wish to change the currency you are invoiced in please contact the Administration office (admin@erndim.org) after you have submitted your order.

3.14.11 If you have a purchase order number, please enter it in the ‘Purchase Order No.’ box.

NOTE: If you need a purchase order number to be on your invoice but you don’t have this yet you can save your order and add the purchase order later until Registration closes. After Registration has closed please contact the Administration office (admin@erndim.org) and we will add the purchase order number to your EQA schemes order.

3.14.12 Click on ‘ACCEPT & SUBMIT’ and then ‘CONTINUE’.

3.14.13 Check the details of the order you have made. If any changes need to be made click on ‘AMEND’ then edit the information that needs to be changed. If all the details are correct click on ‘SUBMIT ORDER’.

3.14.14 A message ‘telling you that your order has been saved and submitted will appear above the summary of your order.

3.14.15 You can now log out of the website or, if you want to submit another order, you can click on ‘VIEW ORDER’ and then click on ‘Add New Scheme Order’ and follow the instructions from item 3.14.2 onwards.
3.14.16 If you wish to us to use your courier account to send the EQA samples to you (instead of a mailing charge being added to your order) you send the details (courier name & account number) to admin@erndim.org.

3.15 What happens next?

3.15.1 The Administration Office will check all the submitted orders before approving them.

3.15.2 Invoices for all approved orders will be sent by email to the named contacts for your laboratory (including the invoice email address) in late November.

Thank you for using the ERNDIM Registration Website!