



There may be times where you need to make a comment or report a problem about one or more samples. Examples of when this is appropriate include (but are not limited to) the following:

- Your site is unable to perform the testing due to manufacturer backorders or recalls.
- Your proficiency testing kit experienced shipment carrier delays and an API Representative has indicated the samples are okay to test and recommended that you make a comment about the delay.
- An accident occurred with a sample (broken, tested improperly etc.) and it is too late to order a replacement.

How to Make a Comment / Report a Sample Problem:

1. Log in to **Paperless Proficiency Testing**.
2. Click on **Enter Results**.
3. Click on the **Current Event** (e.g., **Chemistry – Core – 1st Event - (Kit 1)**).
4. You will now see a list of tests that your site is enrolled in for the current event, as well as each test's respective Sample ID#s for the event.
5. Click on the test name to access the result entry page (e.g., **Cardiac Markers**).
6. The result entry page will open.
7. Click on the **Sample ID#** where you need to make a comment or report a sample problem (e.g., **CM-01**).
8. A window will open with on-screen instructions about reporting a sample problem.
9. In the section titled **PLEASE SELECT ANALYTES AFFECTED BY THE SAMPLE PROBLEM**, check the boxes for all analytes where the note (from Step #10) should be applied.
10. In the section titled **Optional documentation of test problem**, type a detailed comment about the issue with the selected sample.
 - a. If this note will apply to multiple samples, you may wish to copy it once it's completed.
11. Click **Save**.
12. If done properly, the result fields for the selected analyte(s) on the selected **Sample ID#** will turn **yellow**.
13. Repeat these steps for any additional Sample ID#s, as appropriate/needed.
14. When everything is complete, click **Results Complete, Go to Next Step**.
15. Complete the **Attestation Statement**. The **Laboratory Director** field and **Box 1** must be completed for you to complete the submission.
16. Click **Transmit to API**.

Please Note:

- If you do not complete submission of the kit prior to the deadline of the posted due date, whatever has been entered and/or marked, will not be accepted and may result in a failure to participate.
- If you have permanently discontinued a test, temporarily suspended a test, or your testing instrumentation is down/out of service), do not make a comment in this section. Contact



API Technical Support at TechSupport@api-pt.com for guidance on your individual situation.

- Making a comment or reporting a sample problem will not result in any order change or cancellations. To request an order change or cancellation, contact Customer Service at CustomerService@api-pt.com.