FTS
forensic testing services
www.forensic-testing.net

FTS Web Based Submission- Frequently Asked Questions (FAQ)

Why did FTS make the change to Web Based Submission?

The major purpose for the change was to eliminate transcription errors that occur when tests are faxed and subsequently transcribed.   These types of errors are especially prevalent with handwritten results.   We have also had rare instances where the test results were faxed but not received on our end and we feel web-based submission is a more reliable method than fax for test submission. There are also improvements and safeguards in place with a web-based system in the areas of record access, retention and test security. As tests will no longer be transcribed, both individual and summary reports will be distributed more quickly than under the old system.   We view this change as a quality enhancement to our services, with many of the same advantages that laboratory management information systems have had in your laboratories.

Will we still receive Individual and Summary Reports?

Yes, you will still receive reports in the same format as in past year's tests. You will still have opportunity to review submitted results when you receive the individual report(s) prior to publication in the Summary Report.

Is the Case Scenario present on the worksheet you distribute with the sample? Or does the participant have to log in to read the scenario?

We distribute a worksheet along with the test that has the scenario and all the questions asked on the online version of the test, so the participant does not need to log in except to enter their results.

Do the user name and password appear on the worksheet that comes with the sample, or are they labeled on the sample itself? How about the Webcode?

All of this information is contained on the worksheet that is packaged with the test.

Do we still need to fax over a release form to release our results to ASCLD/LAB?

No, selecting the release and completing the certificate number inside the test serves as our authorization to release results.

How can the analyst's test results be technically reviewed prior to submission?

Once the analyst has entered their data in the test, at the bottom of the test there are three options: "Save and Finish" submits the results to FTS. If this option is chosen, the test cannot be amended. The second option is "Open in PDF to Print". This option opens up a new window with a formatted PDF of the test questions and the analyst's responses. We would expect that this option would be utilized for technical review. The third option is "Stop and Restart Later". When this option is selected, the entered answers will automatically be saved and will be displayed when logging into the website again.

We anticipate that many users will first complete data entry, print the test for technical review and then "Stop and Restart Later". After technical review is complete the user will log in again and "Save and Finish" to submit their results.

What documentation do I have that results were submitted?

Once the test is submitted, a completion certificate with the date and time submitted will pop-up on the screen. This certificate may be printed. You may also call up submitted results and certificates when revisiting the website at any time.

When I choose "Open in PDF to Print", no window opens up.

You may have to disable your browsers pop-up blocker. If for some reason the window will still not open, you can still print the entire test. The test will just not be as nicely formatted as the PDF version.

The Pop-up PDF/Certificate is open but I cannot figure out how to print it.

How to do this varies; depending on the type of web browser, but try right clicking in the window and selecting Print.

I need to make a change in the results prior to the submission deadline but have already selected the "Save and Finish" option. How do I make the change?

Once test results are submitted, they cannot be amended. You may login again with the same user name and password and retake the test. If more than one result is submitted for a UTIC, FTS will contact the quality manager for your agency to determine which submission will be utilized.

forensic testing services
www.forensic-testing.net

How do I retrieve submitted results / certificates at a later date?

Login for that UTIC, using the user name and password distributed with the test. Under the My Test.com tab there are links for "Display my history including test results" and "Display my certificates".   To print a test result, select that option, and then click on the test submission.   In the upper right corner of the page there is a PDF symbol. Clicking on that will bring up the formatted test submission PDF in a pop-up window.   Certificates may be printed from either the Account History Page or the "Display my certificates" page.

Once you submit results, the date/time stamp appears on the History and the Certificate, but not on the PDF file that shows the submitted results. We intend to keep the printout from the PDF as our record of submitted results.   A date/time stamp would be very helpful should we need to identify a printed copy of a PDF file vs. FTS (and laboratory) records of submission – especially if multiple submissions should happen for a participant. Is it possible to get the date/time stamp to appear on the PDF printouts of submitted results?

Not as of yet, but we have requested this change in the next update of the software.

In our laboratory, the Quality Manager (QM) is responsible for the submission of proficiency test results and not the analyst. By requiring the participant to submit the results, we are violating our SOP.

We apologize for the inconvenience the change has caused in conflicting with the submission procedure in your SOP.   There are a couple ways that this can be dealt with.   The analyst may complete their result online but not submit the result by selecting "Stop and Restart Later".   The QM can login at a later time using the same user name and password and submit the result by selecting "Save and Finish".

We are also offering a second option to quality managers for whom the typical online procedure will not work with their SOP and the aforementioned procedure will not work either.   In this second option, the results will still need to be submitted online, but FTS will not accept or publish the result without written authorization to release results from the quality manager / laboratory director/ authorized party. Laboratories selecting this option will do so for the entire subscription year.   Please contact info@forensic-testing.net for more information regarding this option. Please note that you must have made arrangement with FTS prior to test submission to utilize this option.

Is there a way to have a separate user name and password for our agency's Quality Manager so that they can login, view all results submitted by our agency and submit results for our agency?

Not yet. We have requested our vendor to make some changes to do something like this, but it would require some major changes in the software and thus is unlikely to be changed in 2012.