



# FITZ SCIENTIFIC - WEB PORTAL & SAMPLE SUBMISSION GUIDE

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**FITZ**  
SCIENTIFIC

MONITORING & TESTING

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# Introduction

Fitz Scientific provide customers with access to a dedicated online Web Portal account. This provides the user with 24/7 access to results and other data for samples submitted to the laboratory. The Web Portal is also used to create digital Chain of Custody forms for submission of samples to the laboratory.

This guide is designed to assist the user with understanding the layout and important step by step details for using the Web Portal.

If you experience any difficulty using the Web Portal, contact [info@fitzsci.ie](mailto:info@fitzsci.ie) and we will be happy to assist.

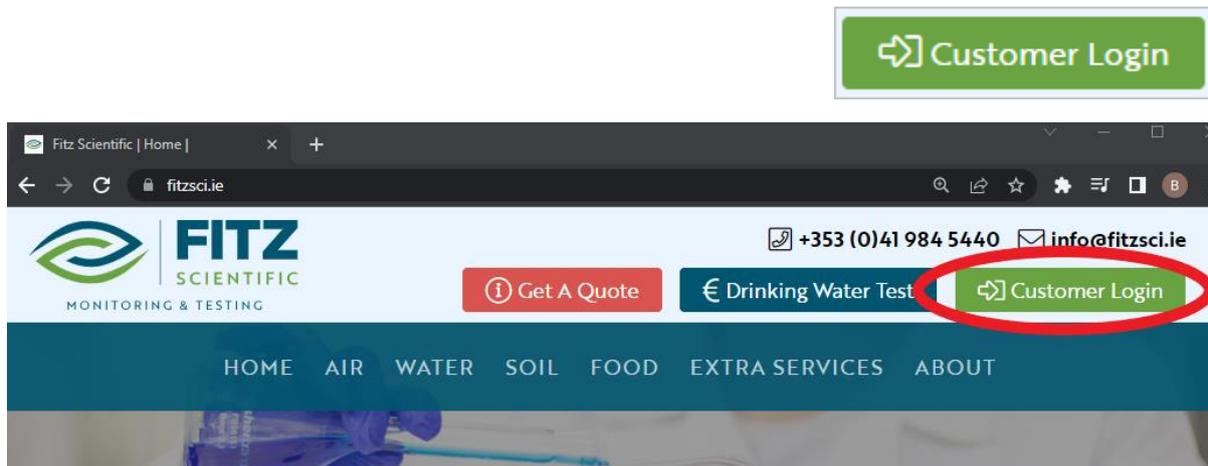
# Usage Instructions:

## 1.1 Registering for the Web Portal

All new customer will automatically receive a link to access their Web Portal Account. Current customers who have previously sent samples and have an active quote can contact [info@fitzsci.ie](mailto:info@fitzsci.ie) to request access to your Web Portal Account

## 1.2 Logging into the Web Portal

On the homepage [www.fitzsci.ie](http://www.fitzsci.ie) click in the Customer Portal button at the top of the page:

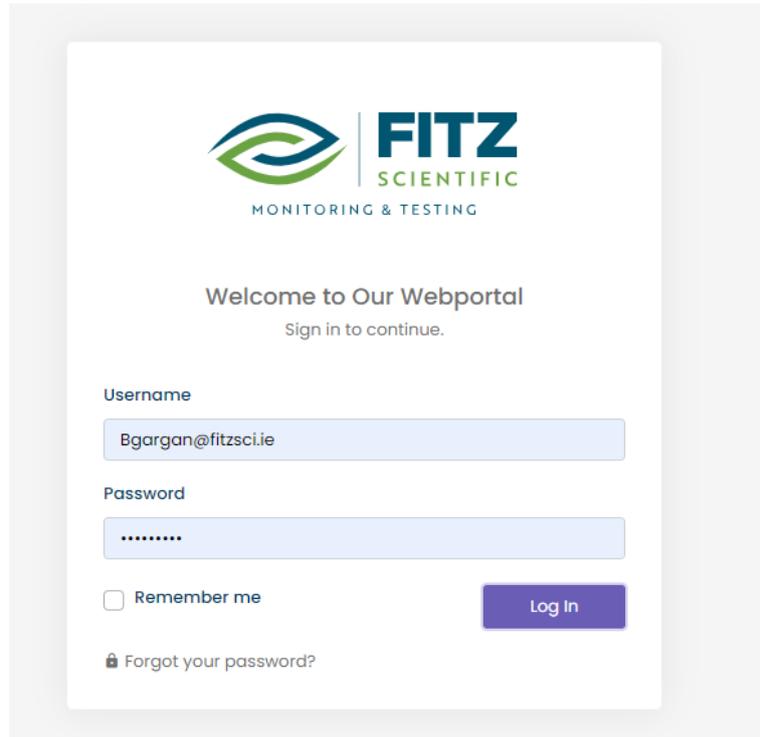


Alternatively you can bookmark a link to the Web Portal:

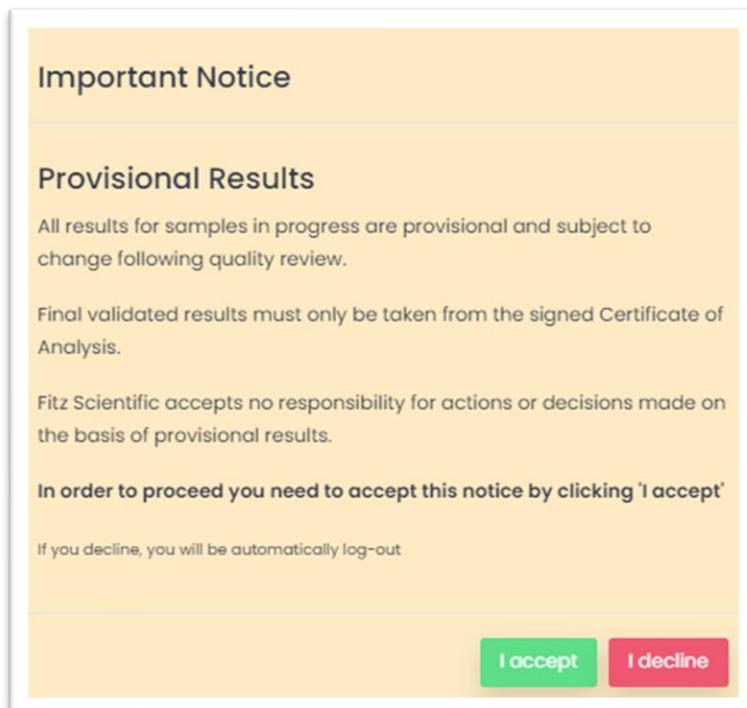
<https://api.fitzsci.ie/customer-portal/login/>

On the login page enter your email address and password and click login.

If you are registered for the Web Portal but have forgotten your password you can click the ***"Forgot your password"*** link. This will send you an email with reset instructions.



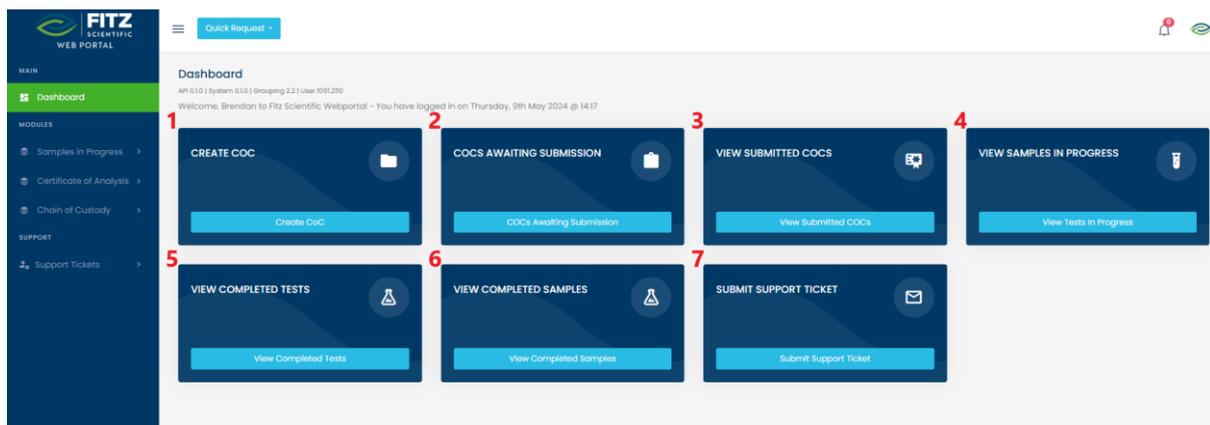
When logging in you will be asked to accept the notice regarding provisional results. Click "I accept" if happy to proceed.



## 1.3 Web Portal Dashboard

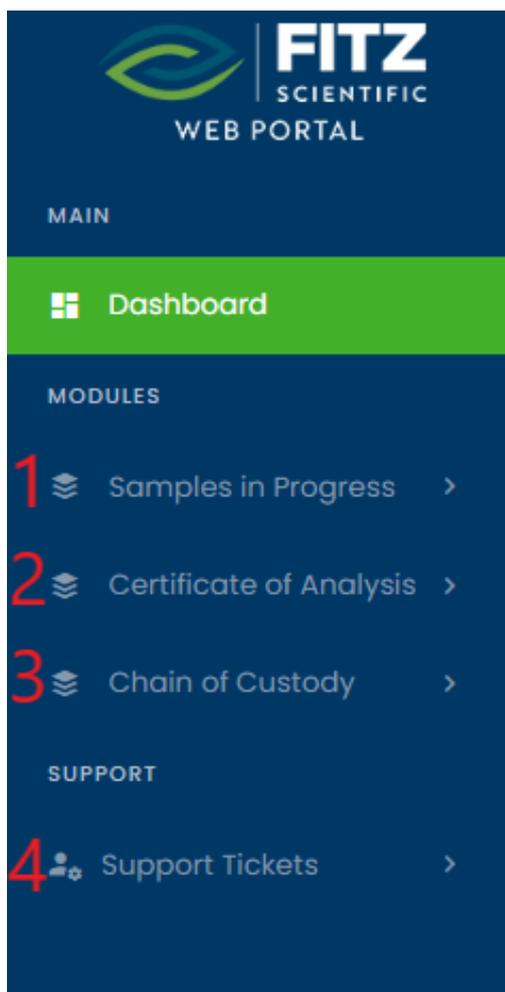
Once logged in the Web Portal Dashboard opens. From the Dashboard you will be able to complete various tasks.

1. Create a new COC form
2. View COCs Awaiting Submission – this contains sample information that has not yet been sent to the laboratory.
3. View Submitted COCs – A summary of all sample submission forms previously sent to the laboratory
4. View Samples in Progress – All samples currently being tested are available to view here including provisional results for tests completed.
5. View Completed Tests - All tests which have been certified are available to view here including individual test results.
6. View Completed Samples - All samples which have been certified are available to view here including a copy of the PDF certificate of analysis.
7. Submit Support Ticket – Send an email to Customer Service with a query.



The Navigation Bar on the Web Portal includes the following options

1. Samples in Progress
  - a. View Test Data
2. Certificate of Analysis
  - a. View Test Data
  - b. View Sample Data
3. Chain of Custody
  - a. Create Chain of Custody
  - b. View Chain of Custody
4. Submit Support Ticket



## 1.4 Creating a Chain of Custody - Sample Submission

A chain of custody is a written instruction from a customer to Fitz Scientific, detailing the sample references and tests required to be carried out.

It's critically important that the COC accurately reflects the samples being tested, their matrices and the tests required. A sample matrix is the sample type – eg drinking water, clay soil or food.

In the Navigation, click **Chain of Custody > Create Chain of Custody**. You will see a list of currently active quotes with a Quotation Name and Quotation Number.

Select the quote you wish to use by:

1. Clicking the 'Create COC' button – if you want to create a new COC.
2. Clicking the 'Add Samples Using Template' button – if you have a pre-built COC template for regular sample submissions.

Quotation Name	Quotation Number	Company	Action
Fitz Scientific - [Metal Test Bundle] 2020	Y20Q22436-02	Fitz Scientific	1. Create COC 2. Use Saved CoC Template
Fitz Scientific - [Test Waste Characterisation - Solid]	Y23Q26731	Fitz Scientific	Create COC Create Template

## Option 1 - Create New COC

The Chain of Custody submission form opens and you follow these steps:

### 1. Provide a PO Number

If you use Purchase Order numbers insert the number here. This will be recorded on the invoice for this batch of samples. If you do not use Purchase Order numbers leave this blank.

### 2. Type in your own reference for each sample

Your reference is the information you will use to identify your sample. What you insert here will appear on the certificate of analysis for your sample. The reference should be unique and relevant. (eg Borehole 1 or Trial Pit 1 or SE-1). Reference 1 is a required field. You can also use Your Reference 2 for additional information. (eg Trial Pit 1 – Project A)

### 3. You need to select a medium for each row

Medium is the type of sample you are submitting. You must indicate if the sample is a Surface Water, Groundwater, Trade Effluent, Drinking Water, Soil, Food or Other sample type. The accreditation and limits of detection we apply are determined by the type of sample you select here.

### 4. Input date & time of sampling

Record the date and time of when you took the sample ie when did you fill the sample containers.

### 5. Select the parameters by checking the corresponding check-box

You must now choose what tests you want us to perform on each sample. Every parameter that appears on your quotation will appear in this list. Tick the box beside each test, or group of tests, that you require. If you require a test that is not already on this list, contact [sales@fitzsci.ie](mailto:sales@fitzsci.ie) and it can be added to your quotation.

**Chain of Custody**  
v.2023-06-01

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**Creating your chain of custody online form**

**Instructions**

Below you will see all the information relating to your active quotation Y20Q22916.

1. Provide a PO Number
2. Type in your own reference for each sample
3. **You need to select a medium for each row**
4. Input date & time of sampling
5. Select the parameters by checking the corresponding check-box
6. Add a blank row for a completely new blank row
7. Add a sample row for a clone of the previous row
8. Remove a row to remove the previous row added
9. You can provide details in the 'Additional Notes'
10. Then choose if you want to save this as a template for use again and provide a template name
11. When you are finished press 'Submit'

**Note**

Samples must be received to the lab within 10 days of Digital Chain of Custody creation otherwise it will expire and must be resubmitted.

**Add Chain of Custody Details**

PO Number **1.**

**Customer Name**

Brian Gargan

**Customer Email**

bgargan@fitzscie

Company: Fitz Scientific  
Company ID: 210

---

**Add Your Sample Details**

**Use A Saved Template?**

Select a saved template

Use Template

---

**Sample 1**

**2.** Your Reference 1 (Required)      Your Reference 2 (Optional)      **3.** Medium (Required)      **4.** Sample Date (Required)

           Unknown      dd/mm/yyyy

**Sample Time (Required)**

--:--

**Sample Test Parameters**

- COD (Surface Water) 1048
- Phosphate (Ortho) Surface Water 1049 **5.**
- pH (Surface Water) 1050
- Conductivity (Surface Water at 20C) 1047
- COD (Industrial Eff.) 1046
- BOD (Industrial Eff.) 1055
- Solids (Total Suspended) Industrial Eff 1001
- Oils, Fats & Grease (IR) 1058
- Total Nitrogen - Industrial Effluent
  - > Nitrogen (Total) by calc 1051
  - > Nitrogen (Total Kjeldahl) Industrial Eff 1052
  - > Nitrogen (Total Oxidised) Industrial Eff 1054
- Phosphate (Total) Industrial Eff 1054
- Nitrogen (Total Kjeldahl) Industrial Eff 1052
- Nitrate (Industrial Eff.) 1050
- Ammonia (Industrial Eff.) 1056
- Sulphate (Industrial Eff) 1059
- Chloride (Industrial Eff.) 1058
- Phosphate (Ortho) Industrial Eff 1059

**6. 'Add a sample row' for a clone of the previous row**

This duplicates everything from the previous sample including Your References and Tests selected. At a minimum you will need to edit the reference to a unique reference. You can also change the tests selected on this sample if required.

**7. 'Add a blank row' for a completely new blank row**

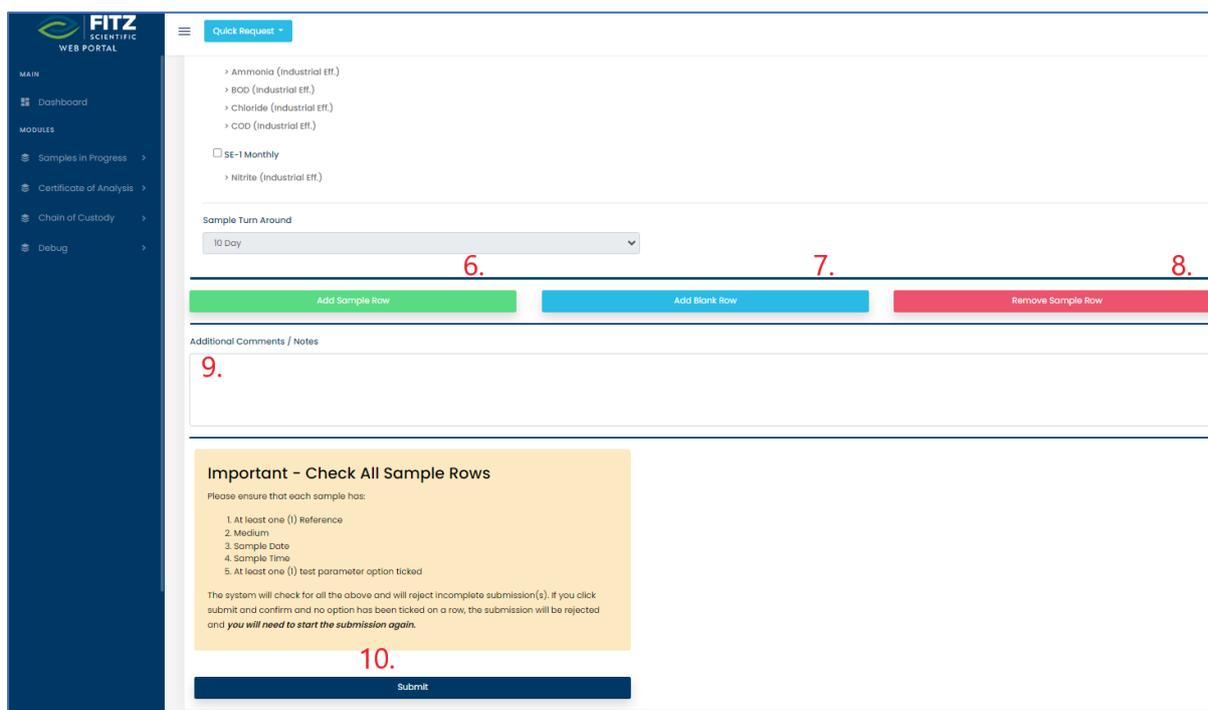
This adds a new sample with no information. Complete all details as per points 2-5.

**8. 'Remove a row' to remove the previous row added**

This deletes the previous sample including references and tests selected.

**9. You can provide details in the 'Additional Notes'**

Any notes related to the samples submitted can be added here. For example, if you have taken your own temperature reading this can be entered here. Do not use this section to request sample collections or different tests not already on your quote. For all requests, please contact the relevant person by phone or email.



**10. When you are finished press 'Submit'**

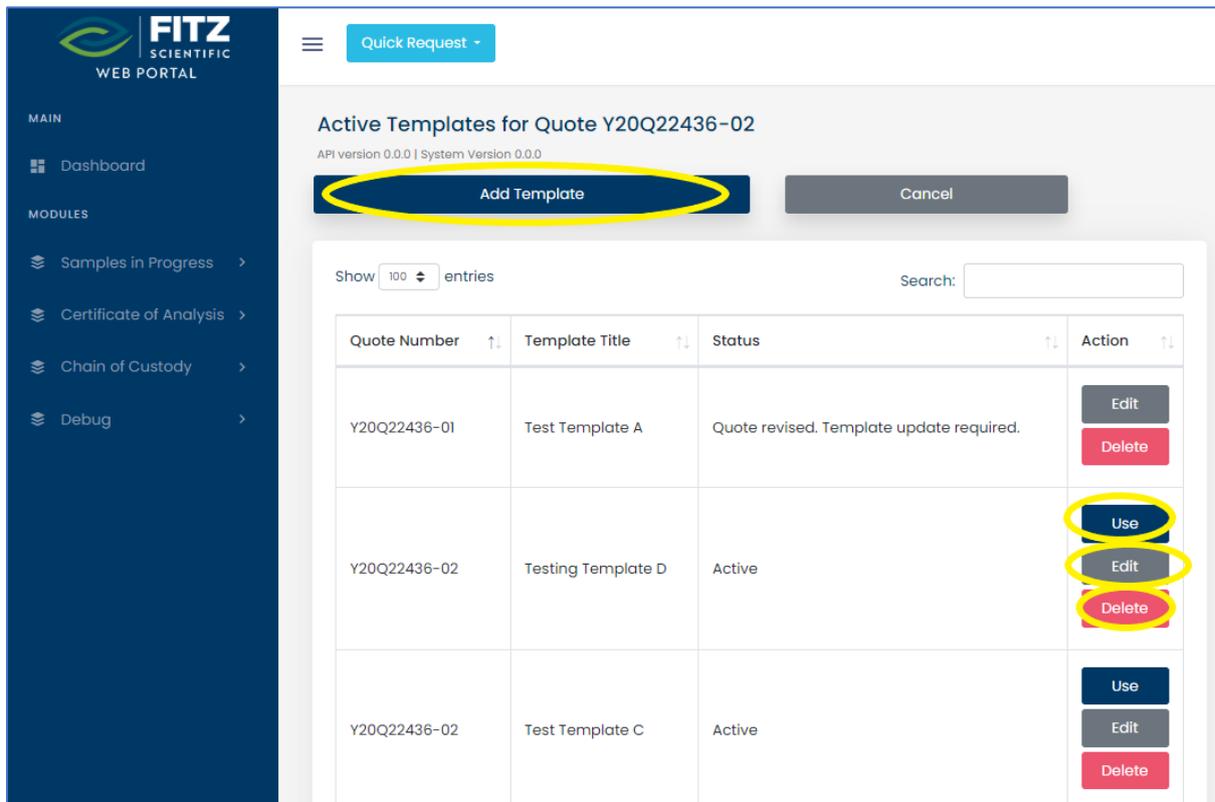
You will be prompted to check that all information is correct before clicking **Submit** again. Your samples details will be saved to your Submission Summary. You need to complete the Submission Summary to send this sample information to the laboratory.

**Note – sample details have not been sent to the laboratory until you complete the Submission Summary step – see below.**

### Option 2 – Used Saved COC Template

The Template Manager allows customers create templates for samples that are regularly submitted to the lab. You can do the following:

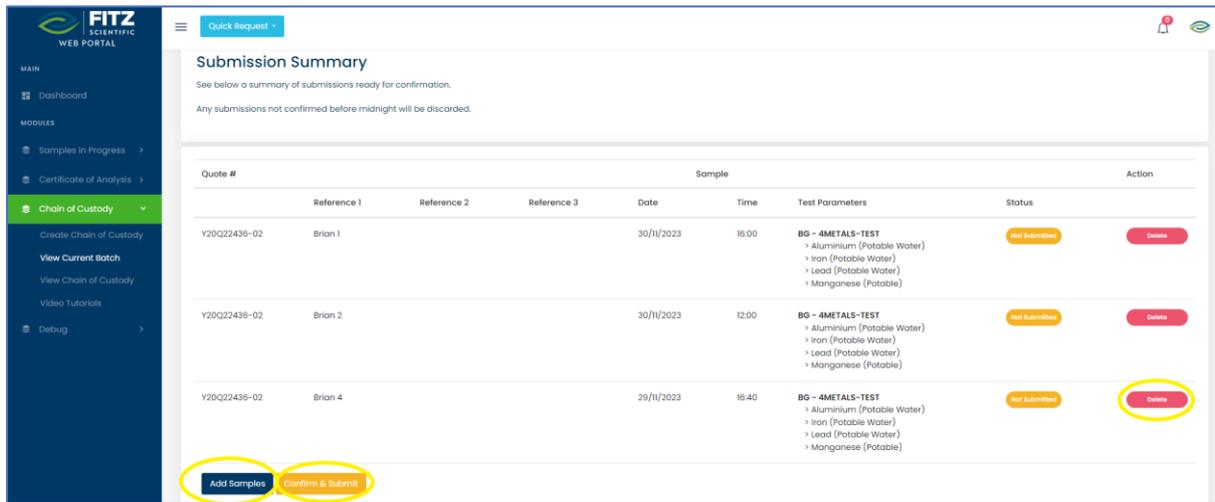
- add a new template
- use a pre-built template
- edit a pre-built template
- delete a template



Each Template is saved with a unique name provided by you when setting it up.

When you click '**Use**', the sample submission form is loaded with all tests and sample references already completed. You just need to add the sampling date and time to the samples on the form and then Click '**Submit**'. This will add the sample(s) that are on this template onto the Submission Summary. You need to complete the Submission Summary to send this sample information to the laboratory.

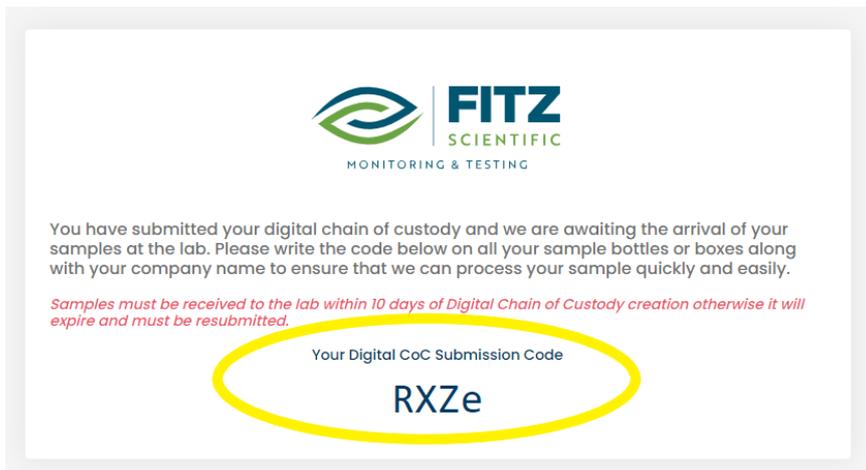
## Final Step: Submission Summary



On the submission summary page, you can then choose to add additional samples or Confirm & Submit the samples as a batch. Click '**Confirm & Submit**'

**Note – sample details have not been sent to the laboratory until you complete this step.**

You will be provided with a 4-digit COC Submission Code. This code is important and should be noted. The code must be written on all samples that are included in this submission.



### 11. Labelling your Samples

On the bottle label, you need to fill in the following details:

- The digital COC Submission Code
- Your company name or individual name
- The date the sampling was carried out
- The time the sample was taken (24 hours or am/pm)



## 1.5 Important Customer Checks When Submitting Samples

### Customer Checks Prior to Submitting Your Samples

1. Have you completed the COC form fully?
2. Do all sample references on the COC match the containers?
3. Have you verified the number of samples on the COC is the same as the number of samples being sent?
4. Are all samples in the correct containers and do you have the correct volumes sampled?
5. Are all labels completed and is the print legible?
6. Are samples placed in secure packaging for transport to ensure their integrity will not be impacted during transport?
7. Mistakes waste time for both laboratory and customer – please recheck all of the above.

### Other Important Information

When submitting a large number of samples, take your time and ensure all your sample references and sample containers are correct. It may suit better to manage the completion of large COC's on a desktop PC.

Errors in COC's will delay the login of your samples and may deviate your samples. This will cost you time and money.

If you are submitting samples to the lab on different dates, do not combine the samples onto one COC form – it will be rejected in full. Please issue a separate COC for each batch of samples.

Never use a COC reference more than once.

Each time you raise a COC a new COC submission code will be generated.

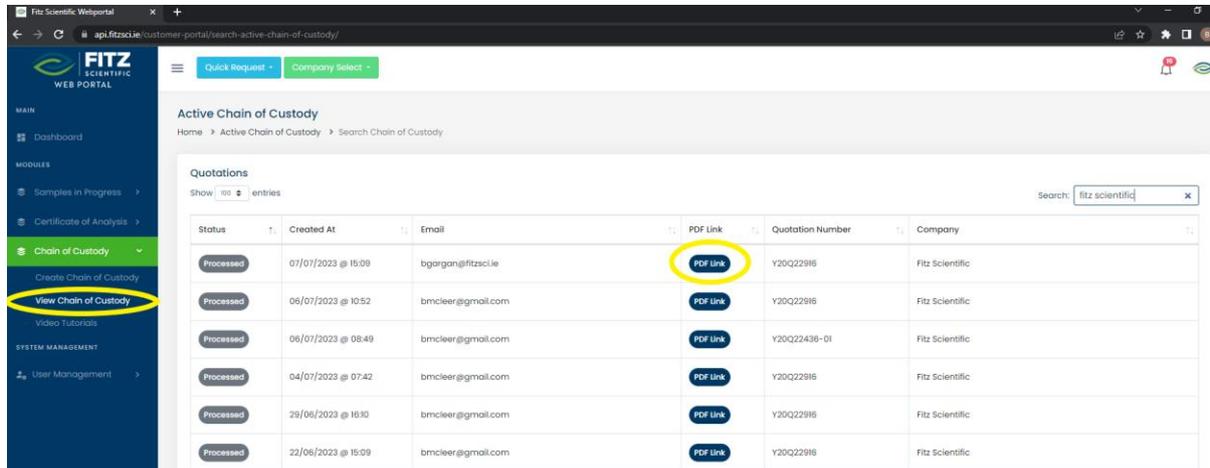
## **Customer Responsibility – Complete your COC Correctly**

Customers are responsible for ensuring their COC forms are completed correctly. Please remember this is a written instruction from you to the laboratory, so double check your form to ensure it is completed correctly.

If your COC is not completed correctly, we will be unable to login your samples. Where Fitz Scientific are unable to log in your samples, the customer contact will be notified by email, that your samples have not been logged in and we await further instructions. This may result in your sample being deviant and you may be required to resample.

## 1.6 Viewing Previous Sample Submissions

Click **Chain of Custody > View Chain of Custody**. This opens a table of all previous Chain of Custody submission forms. You can download and print a copy or keep them within the Web Portal for your records.



## 1.7 Viewing Results

You can view both provisional results in progress and completed results and certificates of analysis from your Web Portal Account

### Provisional Results

Click on **Samples in Progress > View Test Data**.

Samples that have not yet been certified and have some tests in progress will appear in this section. The result in the Value column will have an orange dot ● to indicate it is not yet certified.

All results for samples in progress are provisional and subject to change following quality review.

Final validated results must only be taken from the signed Certificate of Analysis.

Fitz Scientific accepts no responsibility for actions or decisions made on the basis of provisional results.

Samples in Progress

Home > Samples in Progress > Search Test Data

Test Data

Copy PDF Export to CSV Column visibility

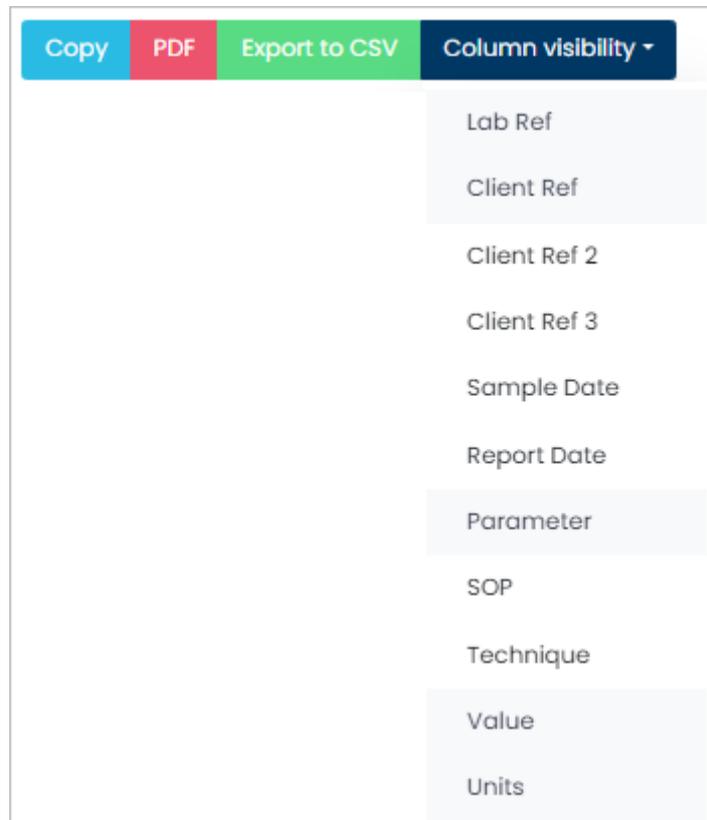
Search

Lab Ref	Client Ref	Client Ref 2	Client Ref 3	Parameter	SOP	Technique	Value	Units
2110/593/01	Testing Unknown As Medium A	Testing Unknown As Medium B		COD (Surface Water)	107	Colorimetry	●	mg/L
2110/593/01	Testing Unknown As Medium A	Testing Unknown As Medium B		Phosphate (Ortho) Surface Water	117	Colorimetry	●	mg/L as P
2110/593/01	Testing Unknown As Medium A	Testing Unknown As Medium B		pH (Surface Water)	110	Electrometry	●	pH Units
2110/567/02	ICP spike			Cesium	177	ICPMS	● 9	ug/L
2110/567/02	ICP spike			Gallium	177	ICPMS	● 9	ug/L
2110/567/02	ICP spike			Rubidium	177	ICPMS	● <24	ug/L

Showing 1 to 6 of 6 entries

Previous Next

You can toggle on and off the headings in the results table depending on what information you wish to see. Click **Column Visibility** and click the headings on or off.



### Certified Results

To View individual test results, click on **Samples in Progress > View Test Data**

Samples that have been certified will appear in this section. The result in the Value column will have a green dot ● to indicate it is a certified result.

**Test Data**

Copy PDF Export to CSV Column visibility Search:

Lab Ref	Client Ref	Sample Date	Report Date	Parameter	Value
2110/485/03	Final Effluent	21/07/2021	10/08/2021	Phosphate (Ortho) Industrial Eff	● <0.01
2110/487/19	SW16	21/07/2021	10/08/2021	Phosphate (Ortho) Surface Water	● <0.01
2110/487/19	SW16	21/07/2021	10/08/2021	Phosphate (Ortho) Industrial Eff	● <0.01
2110/487/15	SW17	21/07/2021	10/08/2021	Phosphate (Ortho) Surface Water	● <0.01
2110/487/15	SW17	21/07/2021	10/08/2021	Phosphate (Ortho) Industrial Eff	● <0.01

Showing 1 to 5 of 5 entries (filtered from 4,241 total entries) Previous 1 Next

You can sort the results by Sample Date and you can filter as you type using the search box.

You can also export your results to PDF or CSV in order to create your own custom reports.

**Certificate of Analysis**

Home > Certificates of Analysis > Search Test Data

**Test Data**

Copy PDF Export to CSV Column visibility Search:

Lab Ref	Client Ref	Sample Date	Report Date	Parameter	SOP	Technique	Value	Units
2110/592/01	Fitz Shower	20/06/2023	05/07/2023	Coliforms Total (Potable)P	157	Filtration / Incubation	● 0	cfu/100ml
2110/591/01	Sample Test-Potable Water	28/05/2023	15/06/2023	Coliforms Total (Potable)P	157	Filtration / Incubation	● 0	cfu/100ml
2110/584/01	Tank	03/03/2023	20/03/2023	Coliforms Total (Potable)P	157	Filtration / Incubation	● 0	cfu/100ml
2110/580/01	Fitz Shower	22/02/2023	13/03/2023	Coliforms Total (Potable)P	157	Filtration / Incubation	● 0	cfu/100ml
2110/551/01	Micro Lab 1 Tap water health & safety check	24/08/2022	07/09/2022	Coliforms Faecal (Potable)P	140	Filtration / Incubation	● 0	cfu/100ml
2110/551/01	Micro Lab 1 Tap water health & safety check	24/08/2022	07/09/2022	Coliforms Total (Potable)C	157	Filtration / Incubation	● 0	cfu/100ml
2110/549/01	Fitz Shower	28/07/2022	09/08/2022	Coliforms Total (Potable)P	157	Filtration / Incubation	● 0	cfu/100ml
2110/538/01	Dublin Port Water	11/04/2022	25/04/2022	Coliforms Total (Potable)P	157	Filtration / Incubation	● 0	cfu/100ml
2110/532/01	Fitz Shower	08/03/2022	22/03/2022	Coliforms Total (Potable)P	157	Filtration / Incubation	● 0	cfu/100ml
2110/527/01	Test - technique space added for sales	16/02/2022	16/02/2022	Coliforms Total (Potable)P	157	Filtration / Incubation	● 0	cfu/100ml

To View a list of all completed samples and download the certificate of analysis for samples click **Samples in Progress > View Sample Data**

You can sort the results by Sample Date and you can filter as you type using the search box. In the Certificate column, click on View for the relevant sample to download a PDF copy of the Certificate of Analysis for this sample.

**Certificate of Analysis**  
Home > Certificates of Analysis > Search Sample Data

Sample Data

Copy PDF Export to CSV Column visibility

Search: SU

Sample Report Date	Lab Ref	Client Ref 1	Client Ref 2	Client Ref 3	Sample Date	Certificate
29/12/2022	2110/571/03	Test cert surface water			05/12/2022	<a href="#">View</a>
05/12/2022	2110/570/03	Test Cert Surface water			05/12/2022	<a href="#">View</a>
10/11/2022	2110/562/01	Sugars test cert			10/11/2022	<a href="#">View</a>
16/11/2021	2110/510/01	TPH 20	Sample for Yuri	Subbed out to ALS	15/09/2021	<a href="#">View</a>
16/11/2021	2110/510/02	TPH 80	Sample for Yuri	Subbed out to ALS	15/09/2021	<a href="#">View</a>
16/11/2021	2110/511/01	TPH 20	Sample For Yuri	Subbed out to Chemtest	15/09/2021	<a href="#">View</a>
16/11/2021	2110/511/02	TPH 80	Sample For Yuri	Subbed out to Chemtest	15/09/2021	<a href="#">View</a>
16/08/2022	2110/550/03	Surface			16/08/2022	<a href="#">View</a>
22/05/2023	2110/590/02	Surface			20/05/2023	<a href="#">View</a>
10/08/2021	2110/492/02	Drinking Water Supply			21/07/2021	<a href="#">View</a>

## 1.8 How do I know my Results Certificate is Authentic?

All Fitz Scientific Certificates of analysis are issued with a QR code. If you scan this QR code it will open the certificate **on the Fitz Scientific website**, which will reflect the analytical data on your issued certificate.



**FITZ**  
SCIENTIFIC  
MONITORING & TESTING

Unit 35,  
Boyne Business Park,  
Drogheda,  
Co. Louth,  
Ireland  
Tel: +353 41 9845440  
Fax: +353 41 9846171  
Web: [www.fitzsci.ie](http://www.fitzsci.ie)  
Email: [info@fitzsci.ie](mailto:info@fitzsci.ie)

A copy of this certificate is available on [www.fitzsci.ie](http://www.fitzsci.ie). Customer supplied information appear in italics.

<p><b>Customer</b></p> <div style="background-color: black; width: 100px; height: 60px; margin: 5px 0;"></div> <p><i>Customer PO</i> <i>Customer Ref</i> <i>Ref 2</i> <i>Ref 3</i></p>	<p><b>Lab Report Ref. No.</b> <b>Date of Receipt</b> <b>Sampled On</b> <b>Date Testing Commenced</b> <b>Received or Collected</b> <b>Condition on Receipt</b> <b>Date of Report</b> <b>Sample Type</b></p> <div style="background-color: black; width: 100px; height: 60px; margin: 5px 0;"></div>
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### CERTIFICATE OF ANALYSIS

Test Parameter	SOP	Analytical Technique	Result	Units	Acc.
% Dry Matter (AT4)	302	Drying @ 104 C	61.9	%	
AT4	335	Oxitop Method	1.6	mgO2.g DW	



Signed: *Katherine McQuillan*  
**Katherine McQuillan - Technical Manager**

Date: [REDACTED]

For bacterial analysis a result of 0 means none detected in volume examined  
 All organic results are analysed as received and all results are corrected for dry weight at 104 C  
 Results shall not be reproduced, except in full, without the approval of Fitz Scientific  
 Results contained in this report relate only to the samples tested (P) : Presumptive Results  
 \*\*: The test result for this parameter may be invalid as it has exceeded the recommended holding time (BS EN ISO 5667-3:2018)  
 Final results will be issued without any estimated uncertainty of measurement being applied. This can be supplied on request.  
 Fitz Scientific maintain all customer information in the strictest confidence which is legally enforceable.

DM009 Version 2.0.0

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