

Client Portal: Submitter Role

Quick start guide



Data at Your Fingertips

The LabWare GROW Client Portal is a central point to **submit orders and access your laboratory results in real time**. It is directly connected to the GROW LIMS system employed by your testing laboratory partner and provides a secure view for you whenever you desire.

The screenshot displays the LabWare GROW Client Portal interface. At the top, there is a navigation bar with links for Home, Orders, Samples, and Submitter (Alpha). Below the navigation bar is a search bar labeled "QUICK SAMPLE SEARCH" with the subtext "Easy access to all samples in one place". The main content area is divided into several sections:

- Favorite Orders:** A table listing order numbers and tests, with "REORDER" and "DELETE" buttons for each row.
- Recent Orders:** A table listing order numbers, dates, and statuses (New, In Progress, Completed). It includes "DOWNLOAD DATA" buttons for each row.
- Welcome to LabWare GROW Portal:** A message box with a welcome message and a photo of two scientists.
- Sample Status:** A pie chart showing the distribution of sample statuses: Completed (green), New (yellow), and In Progress (blue).
- Messages:** A section for system messages, such as "TEST TURNAROUND TIME: We are currently delivering COAs 4 days after sample receipt."

The Submitter role provides access to **submit new orders** direct to your testing laboratory, as well as the ability to **view and download** your organization's **sample, test, and result data** as it is released to the portal.

All data can be downloaded as a secure Certificate of Analysis (COA) report PDF file or directly into an Excel spreadsheet.

NOTE: Orders can include any number of samples and can be modified before being received by the laboratory. Commonly placed orders can be saved as favorites for efficiency.



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Getting Started

1

REGISTER

Confirm you received an email from no-reply@labware.com containing a URL directing you to create a new password. If the link is expired, please contact your laboratory representative.

2

BOOKMARK

Upon successful login, we recommend to add the client portal URL to your browser bookmarks.

3

ACCESS

The Home tab provides a full-text sample search and a configurable widget-based view for performance indicators and real-time messages direct from your testing lab.

4

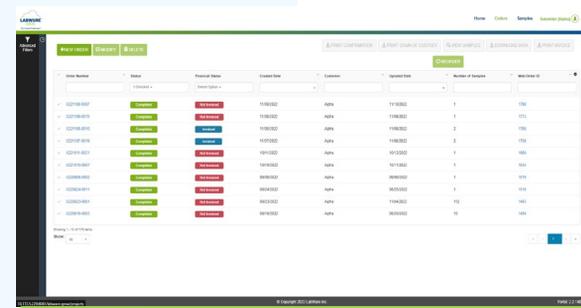
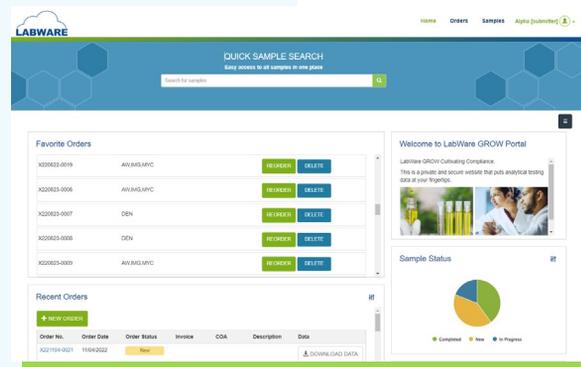
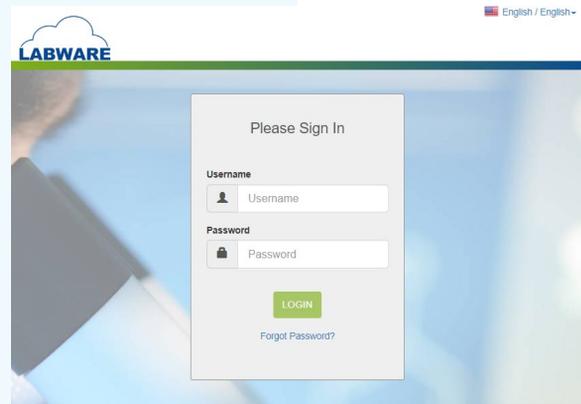
PASSWORD

To log out or change your password, please click on your username in the top right corner.

5

ORDERS and SAMPLES

The Orders and Samples tabs are where you will spend most of your time – more on them on the next pages!



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Order Submission

- 1 Click the New order button on the Orders Page and complete the sample category, sample type, and testing you would like to be performed. Enter the Number of samples you would like to add to the order via the top right No. Samples field.
- 2 Enter the meta data associated with each sample(s) such as sample weight and regulatory identifiers. You can click on the show more fields check box to enable additional, optional fields.
- 3 When all samples have been added, click the order button to progress forward and enter the pick-up location, order description and any special instructions. Finally, select review and submit to place your order

Note: The Order status lifecycle is Draft -> Submitting -> New -> In Progress -> Completed/Canceled
Orders that are in Draft and New status can be modified. Once an order has been received by the laboratory (In Progress) it can no longer be modified without contacting the lab.



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Your Orders

1

2

3

Click for Order Details

Column settings

Order Number	Status	Financial Status	Created Date	Customer	Updated Date	Number of Samples	Web Order ID
X221109-0007	Completed	Not Invoiced	11/09/2022	Alpha	11/10/2022	1	1790
X221108-0015	Completed	Not Invoiced	11/09/2022	Alpha	11/09/2022	1	1773
X221107-0019	Completed	Invoiced	11/07/2022	Alpha	11/09/2022	2	1768
X221011-0021	Completed	Not Invoiced	10/11/2022				
X221010-0007	Completed	Not Invoiced	10/10/2022				
X220908-0002	Completed	Not Invoiced	09/09/2022				
X220824-0011	Completed	Not Invoiced	08/24/2022				
X220823-0001	Completed	Not Invoiced	08/23/2022				
X220818-0003	Completed	Not Invoiced	08/18/2022				

- 1 Filter column selections to find your desired orders. Usually the status field, order number, and created date are good places to start...
- 2 Add a checkmark in the first column next to each order(s) for which you wish to download data, view samples, or print the Order Confirmation, Chain of Custody (COC) reports or invoice. If you would like to select all click the checkmark in the top left of the data table next to the order number field label.
- 3 Click any of the buttons in the top right to download Order Confirmation/COC reports, View samples associated with the order, download order data, or print the invoice.

Note: The gear icon in the upper right corner of the data table enables you to set which columns to display and in your preferred order from left to right. Any settings you add will be maintained in future logins. Clicking on the Order Number field links will open the order details for a quick summary of samples/tests within the order.



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Your Samples

1 Select initial date Select end date APPLY CLEAR DOWNLOAD DATA

Sample Number	Regulator Sample ID	Sample Name	Status	Category	Type	Order Date	Order Number	Pass/Fail
3493	MV_TEST	MV_TEST	Completed	PLANT	BIOMASS	06/17/2022 08:44:10	L220617-0002	Failed
2185	MV_TEST	MV_TEST	Completed	PLANT	BIOMASS	12/02/2021 15:14:04	X211202-0002	Pass
4314	MV_TEST	MV_TEST	Completed	PLANT	BIOMASS	08/30/2022 14:56:42	L220830-0007	Pass
2032	SAMP1	SAMP1	Completed	PI				
2186	MV_TEST	MV_TEST	Completed	PI				
2029	sample1	sample1	Completed	PI				
2182	MV_TEST	MV_TEST	Completed	PI				
2564	RG-IDGROW-078...	GROW-0786-01	Completed	PI				
2051	MV_TEST	MV_TEST	Completed	PI				
2699	REG-SMP-ID-006	GROW-980-006	Completed	PI				
2642	MV_TEST	MV_TEST	Completed	PI				
2071	MV_TEST	MV_TEST	Completed	PI				
2292	1	1	Completed	PI				
1992	Testing Label	Product Name	Completed	PI				
2081	MV_TEST	MV_TEST	Completed	PI				
2239	MV_TEST	MV_TEST	Completed	PI				

2 Click for Sample Details

3 DOWNLOAD REPORT DOWNLOAD DATA

Column settings

Sample Details

Sample Number: 2015
Regulator Sample ID: FL4675620469723
Sample Name: Mixed Berry (Sug Thc, 200g) - Full Drive
Status: C
Category: RW231-0002
Type: 100%_VIEW
Order Date: 16/08/193000
Order Number: 023030-0005
Basic: Compendia, Metals, Microbial Count/Qualitative, Mycotoxins, Residual Solvents, Tergener
Company Name: Alpha
Pass/Fail: Pass

TESTING INFORMATION

Analyte	Results
Total Cannabinoids	< 99 mg/g
Total THC	< 0.03 mg/g
Total CBD	< 0.00 mg/g
Microbial Count/Qualitative	PASS
Residual Solvents	PASS
Mycotoxins	PASS

- 1 Filter column selections to find your desired samples. Usually the status field, order number, and order date are good places to start...
- 2 Add a checkmark in the first column next to each sample(s) for which you wish to download data or a COA. If you would like to select all click the checkmark in the top left of the data table next to the sample number field label.
- 3 Click the Download Report button to download a single sample COA or a Zip file of multiple reports. Click the Download data button to send your selection to an Excel spreadsheet.

Note: The gear icon in the upper right corner of the data table enables you to set which columns to display and in your preferred order from left to right. Any settings you add will be maintained in future logins. Clicking on the Sample Number or Regulator Sample ID field links will open the sample details for a quick sample data summary.

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Your Certificate of Analysis (COA)

COAs can be downloaded on demand as soon as testing is completed. Single samples will be downloaded as a PDF file and multiple samples will be downloaded as PDF files within a zip file. All COAs include a scannable QR code which will automatically direct to the full COA report in a secure browser hosted by LabWare.

Note: Be sure to ask your laboratory representative to turn on email notifications for your account so you don't miss reports!

Alpha
11 Walnut Ave. #2000
Greenville, NY 13027
7481 Magnolia Dr. Suite
100@labware.com
202-658-8444
License #: 123456789

Certificate of Analysis
Final

Date Reported: 09/08/2022
Report #: 1287
GROW-1451-001
Sample #: 454, Weight: 123.00g, Unit Count: 67 KG
Order #: X22099-0002
Plant: Biomass, Ethanol
Date Collected: 09/08/2022
Date Received: 09/08/2022
Date Analyzed: 09/08/2022
Regulator Sample ID: REG-SAMPLERED-001
Regulator Source Package ID: REG-SP-PK-DID-001
Regulator Batch ID: REG-BATCHID-001
Production Run: CUST-PRODUNITID-001
Lab: CUST-COVID-001
Batch: CUST-BATCHID-001, Size: 25kg, Unit Count: 54 KG

Cannabinoids
Total Cannabinoids: 14438 mg/g
Total THC: 472 mg/g
Total CBD: 754 mg/g
Date Completed: 09/08/2022

Compound	CAS#	LOD (mg/g)	LOQ (mg/g)	mg/g	%	mg/unit	Relative Concentration
CB1	11003-94-4	5	15	1800	180	1800	12.5%
CB2a	3808-91-1	5	15	1400	140	1400	9.7%
CB2b	521-83-7	5	15	1400	140	1400	9.7%
CB2c	5	15	1500	120	1200	8.3%	
CB1a	4054-91-0	5	15	1000	100	1000	6.9%
CB1b	21364-43-2	5	15	800	80	800	5.5%
CB2b1a	4494-07-8	5	15	400	40	400	2.8%

Disclaimer: All results are subject to the terms and conditions as defined in the customer agreement. Green Labs does not warrant the quality of any sample or the accuracy of the results. The laboratory is not responsible for the results of any sample that is not analyzed in accordance with the laboratory's standard operating procedures. The laboratory is not responsible for the results of any sample that is not analyzed in accordance with the laboratory's standard operating procedures. The laboratory is not responsible for the results of any sample that is not analyzed in accordance with the laboratory's standard operating procedures.

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Your Data File Download (xls or csv)

DOWNLOAD

Count: 6

Format:

Run Type:

If you prefer to have sample data in a spreadsheet format the download data button will automatically add all selected samples to the file download. You can choose to download either an XLS or a CSV. The data file offers a mechanism for receiving preliminary test results before the entire sample has been released and the COA generated (provided you are in a state/province that permits preliminary data release).

Sample Number	Sample Name	Laboratory	Status	Category	Type	Order Date	Date Received	Date Completed	Tests	Regulator Sample ID	Regulator Source Package ID	COA URL
4314	MV_TEST	LabWare Cannabis	Completed	PLANT	BIOMASS	08/30/2022	08/30/2022	09/02/2022	Cannabinoids	MV_TEST	MV_TEST	http://10.172.5.229:8081/labware-grow/COA?guid=CBE1D6A2-C378-451A-9C63-14F450F36C6F
3493	MV_TEST	LabWare Cannabis	Completed	PLANT	BIOMASS	06/17/2022	06/17/2022	06/17/2022	Cannabinoids	MV_TEST	MV_TEST	http://10.172.5.229:8081/labware-grow/COA?guid=9B070D8F-960B-4C06-937A-299861CSBA4D
2189	MV_TEST	LabWare Cannabis	Completed	PLANT	BIOMASS	12/03/2021	12/03/2021	12/03/2021	Cannabinoids	MV_TEST	MV_TEST	http://10.172.5.229:8081/labware-grow/COA?guid=A528BDEE-3AD4-459E-BC12-8A5088D2069A
2185	MV_TEST	LabWare Cannabis	Completed	PLANT	BIOMASS	12/02/2021	12/02/2021	12/02/2021	Cannabinoids	MV_TEST	MV_TEST	http://10.172.5.229:8081/labware-grow/COA?guid=C987EBED-D428-454A-BD95-836E894F47AB
2063	MV_TEST	LabWare Cannabis	Completed	PLANT	BIOMASS	10/20/2021	10/20/2021	10/20/2021	Cannabinoids	MV_TEST	MV_TEST	http://10.172.5.229:8081/labware-grow/COA?guid=C3860E0D-144A-4A4A-979D-008F89E83C54
2032	SAMP1	LabWare Cannabis	Completed	PLANT	BIOMASS	10/08/2021	10/08/2021	10/08/2021	Cannabinoids	SAMP1	SAMP1	http://10.172.5.229:8081/labware-grow/COA?guid=D179A1F7-596F-4442-AA79-F788396F9E9

