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NATA Accredited Proficiency Testing Scheme Provider: 14863
Accredited for compliance with ISO/IEC17043
Contact and Payment Information

Enrolment Office
RCPA Quality Assurance Programs Pty Limited
Suite 201, Level 2, 8 Herbert Street
St Leonards, NSW, 2065, Australia
Phone: +61 2 9045 6010
Fax: +61 2 9356 2003
E-mail: enrolment@rcpaqap.com.au

Terms of Trade
All prices displayed are in $AUD.

Invoices must be finalised and paid within 30 days. If payment is not received after 60 days, RCPAQAP will withhold access to all reports until such time as the invoice is paid.
If payment is still not received by 90 days RCPAQAP will suspend all services (no material or reports will be issued) Australian participants are reminded that NPAAC requirements are that “pathology laboratories must be enrolled in EQA” to meet their accreditation requirements.

To avoid a delay in the processing of your payment, and to ensure the allocation of payment to the correct invoice, please forward your remittance advice to remittance@rcpaqap.com.au

WHEN PAYING BY EFT
Company Name: RCPA Quality Assurance Programs Pty Limited
Account Name: RCPA Quality Assurance Programs Pty Limited - Enrolment Account
Bank: Westpac Bank
Branch: 341 George Street, Sydney, NSW, 2000
BSB No: 032-000
Swift Code: WPAC AU2S
Account No: 186614

WHEN PAYING BY BPAY

WHEN PAYING BY CREDIT CARD
You can use the new Pay Gateway feature. Please refer to page 14 for more information.

WHEN PAYING BY CHEQUE
Please make cheques payable to “RCPA QUALITY ASSURANCE PROGRAMS PTY LTD” and return together with the remittance advice to:
Enrolment Office
RCPA Quality Assurance Programs Pty Ltd
Suite 201, Level 2, 8 Herbert Street
St Leonards, NSW, 2065, Australia
Introduction to ‘myQAP’

Our goal is to make your experience with the RCPAQAP even more efficient and convenient. We have worked to develop a new and improved customer relationship management (CRM) system – ‘myQAP’ - the customer portal.

‘myQAP’ has many great features which allow you to enrol online, log a request/complaint, keep track of your invoices and view your laboratories’ reports, download results and method classification sheets, and view certificates electronically.

The system uses a hierarchical structure with three different levels – Organisation, Site and Participant. This structure allows us to adequately store company information and provide the relevant access to participants according to their individual roles.

With the system’s increased functionality, you can easily access all of your QAP records online which will prevent the need for paper copies of documentation. With this in mind, we will not be providing paper enrolment forms from 2014 enrolments onwards. We are also gradually releasing electronic PDF reports for each discipline and phasing out the paper reports. In line with our sustainability policy, 2014 will see us gradually cease dispatch of paper reports. We will instead make them available via myQAP.

Now that 2014 enrolments are open, you will need to go online to process your enrolment subscription. The process is quick and easy and we hope you will find this instructional guide helpful with navigation of the customer portal.

- Any participants who have outstanding invoices from the previous year will be BLOCKED from accessing myQAP and prevented from enrolling for the new enrolment year. Once payment of outstanding invoices is received in full and a copy of the payment remittance advice is provided, access to all services will then be restored.

We are continually working to improve our system and details of these developments will be posted on the ‘myNews’ tab. We will, on occasions, have some downtime/system outages because of these developments. A warning message will appear prior to any updates as well as when the update is in progress. In doing this, we hope to cause as little inconvenience as possible.

‘myQAP’ is extremely intuitive and we hope you will think the same. Your opinion is very important to us so we encourage any comments or suggestions so we can continue to improve the system and your experience with the RCPAQAP.
Terms & Conditions of a ‘myQAP’ Registration

Your Obligations: I accept full responsibility for ensuring that my log in details are kept secure and only used by myself as the registered user. I agree to keep all information contained within myQAP accurate and confidential and to use this site responsibly. As a registered user, I will ensure that I electronically re-enrol the participant numbers that I oversee in a timely manner using the online system - myQAP. I understand that failure to meet the 30 day payment terms will result in myQAP services being withheld until payment is received in full. If either myself or another staff member leaves my Organisation/Site/Laboratory, I will ensure that the RCPAQAP is notified immediately so the account can be deactivated. I understand that failure to notify the RCPAQAP will mean that this previous employee will still have access to my organisation’s details, including but not limited to, enrolments, invoices and results.

Privacy policy: RCPAQAP respects the rights of individuals to privacy and the confidentiality of information about individuals it deals with. RCPAQAP is bound by the Australian Privacy Principles ("APPs") contained in the Privacy Amendment (Enhancing privacy Protection) Act 2012 ("Privacy Amendment Act"). The Principles are designed to protect the confidentiality of personal information and the privacy of individuals by regulating the way personal information is managed. Information gathered in the course of RCPAQAP administered programs, which identifies the laboratory participating in those programs (Identifying Information), is strictly confidential, except as detailed below. RCPAQAP keeps all participant details confidential. Such details will not be disclosed to a third party, unless required by legislation, without the prior written consent of the participant. In the course of administering its programs, identifying Information is only made available to the employees of the specific discipline Program, except where written permission for its release to a third party has been sought and given by a participant laboratory. In addition, where RCPAQAP administers programs in co-operation with the Federal government, RCPAQAP may be required by the Federal government, its delegates or employees to release Identifying Information to NATA.

Further information on our Privacy Policy can be found at: www.rcpaqap.com.au

Confidentiality Statement: No information related to any of the participants will be divulged to a third party, unless required by legislation, without the prior written consent of the participant. General information may be discussed at meetings or presented as papers to journals.

Copyright Statement: The written material produced by the RCPAQAP is copyright and may not be used in any form for advertising, sales promotion or publicity. The material may not be reproduced in whole or in part for any purpose whatsoever (including presentations at meetings and conferences), without the prior written permission of the RCPA Quality Assurance Programs Pty Limited. Permission must be sought in writing from the Program Chair or Discipline Manager, but will not be unreasonably refused.

Disclaimer: The RCPAQAP makes a concerted effort to ensure that customers requesting access to myQAP are legitimate users.

Contact: The introduction of electronic reports has resulted in the number of individuals requesting access to the myQAP portal increasing significantly. To ensure that only appropriate individuals gain access to the portal and to the correct participant information, RCPAQAP has developed the following policies:

- A new participant contact can be added by an existing myQAP contact in the portal using the ‘Add contact’ facility under myEnrolments.
- A new participant contact can be added by an existing participant contact logging a request in the portal and providing the following information;
  - new contact’s name, email address, phone number and role.
  - the participant(s) (include Discipline and participant number) to which the contact is to be associated.

RCPAQAP will no longer accept requests from individuals wishing to be added as participant contacts. Individuals requesting access will be directed to request an existing contact to add them as a contact in the myQAP system.

It is essential that the RCPAQAP is notified of any contacts that leave an Organisation/Site/Laboratory so that the user’s profile can be either dissociated or deactivated, depending on the situation. These notifications must be received in writing by logging a request in myQAP. Failure to do this could result in a breach of confidentiality as the person will still have access to your Organisation/Site/laboratory details (depending on their level of access). The RCPAQAP accepts no responsibility for users still having access to myQAP if we have not been notified of their cessation with your company. If in our reasonable opinion you fail to comply with the terms and conditions of using this website, we may cancel or restrict your access to this website.

Please note, we would strongly suggest that each individual staff member has their own unique username and password for both myQAP (enrolments) and QAP Direct Data Entry (rules for the submission of results on the Cold Fusion etc website may vary). The reason we encourage this, is because we can then assist your Organisation in ensuring that only current, relevant staff have access to your organisations details. In using generic user details, when someone leaves, they may potentially have access to confidential information. If you choose to use generic user details, and this information is divulged to other staff members, the RCPAQAP cannot be held accountable for a breach of confidentiality, should this occur. Please refer to the ‘Terms & Conditions’ page for further information. While we cannot prevent you from using these generic log in details, we would strongly advise against it. Having individual log in details has many advantages. We are able to grant user specific access depending on the person’s role. We can issue users specific levels of access (either full or limited) depending on the user’s duties. We can dissociate the user from a particular Lab/Site if they no longer oversee that department. We can also deactivate their profile entirely so they can no longer access myQAP/QAP if they have left the Organisation. We hope that you will take this information into careful consideration when requesting user access. The RCPAQAP endeavours to keep all information contained in our systems secure and confidential and we hope you will assist us in the continuation of this policy.

Terms of Trade:

All prices displayed are in Australian Dollars ($AUD).

Invoices must be finalised and paid within 30 days. If payment is not received within 60 days, RCPAQAP will withhold access to all reports until such time as the invoice is paid. If payment is still not received by 90 days RCPAQAP will suspend all services (no payment or reports will be issued)

Australian participants are reminded that NPAAC requirements are that “pathology laboratories must be enrolled in EQA” to meet their accreditation requirements.
Definition of Contact Roles within the myQAP Hierarchy

When enrolling for 2014 there are some specific contact details we would like to capture. These details can be provided by logging a ‘Request’ in myQAP. **You are not prevented from enrolling if your Director of Pathology information is not provided, but we would strongly recommend that this information be supplied as soon as possible.**

- **Organisation Contact** - This is normally the Director of Pathology/Quality Manager (or equivalent) who oversees the entire Organisation. This person would be our final port of call if we had any issues that needed escalation. They will verify other users and assist in ensuring the organisation structure in the system is correct.

- **Site Contact** - Most often this is a Laboratory Manager (or equivalent) who oversees a particular site (location) and the laboratories associated with that site. They often assist in enrolling laboratories and signing off on the invoices. They may also have some input into the organisation structure.

- **Primary Participant (laboratory) Contact** - This is normally the Scientist in charge/Supervisor of this particular participant and this is the person that survey material would be addressed to. They, most likely, will enrol the laboratories and submit on-line results.

- **You can also have numerous additional contacts added to a participant** – For review of electronic PDF survey reports and certificates of enrolment.

- **Finance Department/Accounts Payable** - Staff who are granted these user profiles will have access to invoices only. This will allow for easy access to outstanding invoices for your organisation and prompt processing. Invoices must still be signed off/approved as per your procedures, before the invoices can be processed. You are now able to update purchase order numbers and billing address details in myQAP – see page 14 for more information.

We do appreciate that some of the roles may vary and it is a case of choosing the person you feel is the most appropriate for the specific role. We hope this information will be of help to you.

For each of these contacts we require the following mandatory details to establish profiles in the myQAP:

- Full Name
- E-mail Address
- Contact Phone Number

In obtaining this information, we hope to create a strong method of communication between the RCPAQAP and your Organisation, which will allow us to continue to build good business relationships with you. Communication will mainly occur at the participant contact level, and can then be filtered up where necessary.
Definition of Profiles for ‘myQAP’ Users

Customer Portal access can be granted at different levels within the structured hierarchy to allow varied visibility. If you require Organisational access you will need to contact the Enrolment Office to have your status verified before access can be granted. You can do this by:-

- Logging a ‘Request’ in myQAP

Our staff will then establish your profile so you have the relevant access to the customer portal. We encourage you to use the ‘Request’ tab via the customer portal.

The request can be associated with the relevant laboratory number or Organisation providing a communication history between participant and RCPAQAP. You are also prompted to enter all of the required information needed to deal with your request appropriately and promptly.

Alternatively, an existing contact with Organisational access can add you to the system.

Please refer to page 9 ‘How to Update Contact Information’ for more details.

As a ‘Full Access’ user, you will have access to all areas within the myQAP customer portal which includes the tabs listed below.

Once you are granted this access you will be able to add contacts to the laboratories you manage so staff can view reports etc. You will be able to grant a ‘Limited Access’ profile to these contacts so they have restricted visibility if you wish.

As a ‘Limited Access’ user i.e. scientific technician who you may not want to enrol or view invoices, you can grant them this profile and they will ONLY see the tabs listed below in the customer portal.

We have also created a Finance/Accounts Payable profile to make the payment process easier. If this profile is selected, this user will ONLY have access to the tabs listed below.

This will allow for easy access to outstanding invoices for your organisation and prompt processing.

When a new contact is created with their chosen profile, customer portal access to myQAP will automatically be activated.

Please note that when a staff member leaves their position it is important that the Enrolment Office is notified immediately, so we can ‘De-activate’ the user so they can no longer have access to the customer portal.
How to Log into ‘myQAP’

Below are instructions on how to access the ‘myQAP’ login page.

Please ensure you are using the correct log in information

We are currently using two databases:-

- QAP - for on-line submission of results
- myQAP – for online Enrolments, logging requests/complaints, tracking invoices and viewing reports, results sheets, method classification sheets and certificates.

You can log in to myQAP through our corporate website: [www.rcpaqap.com.au](http://www.rcpaqap.com.au) and select the ‘Participant Login’ Tab at the top right of the screen.

Our corporate website includes everything you will need to know about our organisation:-

- Home – A brief summary of the website
- About - History of how the RCPAQAP was established, staffing and more
- News – Information on the different programs, upcoming changes and more
- Discipline - Specific information relating to modules, survey schedules/despatch and more
- Enrolment – Product Catalogue information and services provided by the RCPAQAP
- Careers – Recruitment opportunities within the RCPAQAP
- Existing Participant Enquiry – Please log your enquiry in myQAP using the ‘myRequests’ tab.
- New Participant Enquiry – Please use the contact form to log an enquiry/compliment/complaint.
- Participant Login – To access the online data entry websites and myQAP.

You then need to select ‘myQAP’ from the drop down list on the Participant log in tab.

This will take you to the ‘myQAP’ log in page as shown below:
Your username is your **e-mail address** and you need to then enter your password and click ‘Submit’.

The automated password that is sent by myQAP is case sensitive, so we would suggest ‘copying and pasting’ the password into the log in section.

You should have received an automated password from @salesforce.com. If you have forgotten your password please enter your e-mail address and click ‘Forgotten password’. A new password will be generated and e-mailed to you. This may take a minute or two. If you cannot see the password in your e-mail inbox, please check your junk and spam folders. Once you log in the initial time you will be prompted to change your password.

If you require assistance please **either telephone or e-mail RCPAQAP**.
How to Update Contact Information

Depending on your myQAP access level and profile settings, this will determine at which level you can add a contact.

- **Organisation Contact** – will have visibility of the entire Organisation (can add contacts at the Org/Site/Participant level).
- **Site Contact** – will have visibility of all laboratories listed under that particular site (can add contacts at the Site/Participant level).
- **Participant/Laboratory Contact** – will have visibility of the individual laboratories only. (If you are the primary contact, you can add contacts at the participant level)

When you select ‘Add contact’, a search bar will appear allowing you to search and see if the contact already exists in the system. If they already exist, you can select the contact to associate them with the Org/Site/Lab. If they do not exist, you will be taken to a page to add their details.

Please note that the E-mail address section is a mandatory field as this information is crucial for reminders and notifications.

Please remember to click ‘Save’ to save the details. Each contact that is created will be granted automatic customer portal access.

If you are unable to add a contact due to access level restrictions, please ‘Log a Request’ in myQAP.

Please refer to the ‘Disclaimer’ section on the ‘Terms and Conditions’ on page 4 for further details on adding myQAP contacts.
How to Log a Request in ‘myQAP’

From the Home page select ‘myRequests’

If you are an existing participant it is essential that your enquiry is logged against the relevant participant number so we have the history recorded.

In this case you need to click the ‘New Request’ button. You can also ‘Request New Participant Number’ if you require a brand new participant number.

After you have selected ‘New Request’ you will be taken to a page to complete your request details.

Please use the drop down menus to select the appropriate participant number you wish to log your request against and define the reason for contacting us.

There is also a description field where you can add further details relating to your request at the bottom of the page.

Once you are happy with the content of your request, please remember to ‘Save’. A notification will then be sent to our Customer Service team advising them that a new request has been logged.

Are you using the correct ‘myQAP’ Request Form?

- If you are an existing participant please ensure you use the ‘Normal Request’ form and remember to link the relevant participant number to this request.
- If you require a new participant number please ensure you use the ‘New Participant Number’ request form and complete all of the details. This must be completed for each number that is required.
- If you are not currently enrolled in any of the RCPAQAP programs and have a general enquiry, please use the company website ‘Contact form’ to submit the details.
How to Enrol Online using ‘myQAP’

Select the ‘myEnrolments’ tab.

From this screen you can select the appropriate ‘Site’ and ‘Discipline’ you would like to enrol using the drop down menus.

When you have selected the relevant participant/laboratory you would like to enrol, this will be displayed at the bottom of the screen under the red line. On the far bottom right of the screen under the ‘Actions’ column, there is an ‘Enrol’ option that you need to select to continue.

We have also provided a new feature which will allow you to ‘See Previous Year’s Enrolments’.

This will take you to a page that will highlight all of the modules that you enrolled in last year.

If you wish to enrol in the same modules previously selected, you can ‘select all’. You can also add additional options if required.

A ‘Legend’ is available in myQAP to explain which modules are unavailable for selection in the current year.

- **UNAVAILABLE**: This module is unavailable based on current selections and enrolment rules.
- **NOT OFFERED**: This module is not being offered for sale in the current enrolment year.
- **WITHDRAWN**: This module has been withdrawn from sale and can no longer be selected.
Also any 'NEW' modules that are available will be highlighted for your information.

Once you have selected the ‘Enrol’ button, you will now see all of the programs that are being offered for the current enrolment year, by clicking the expand/collapse icons, you can view all of the modules listed under these programs.

Once you have selected all of the modules that you wish to enrol in, you then need to click ‘Save’ at the bottom left hand side of the screen.

This will take you back to the ‘myEnrolments’ page. To complete the enrolment process you MUST remember to ‘Checkout Discipline’ at the bottom centre of the screen.

Please note - If you do not ‘Checkout Discipline’ then the enrolment process is NOT complete!

You will then be taken to a billing section. If the invoice needs to go to your accounts department at a different location for processing, you can enter these details here.

If however, you are happy for the invoice to be addressed to your Organisation, please leave this section blank and the default Organisation will be used.

If you need to edit your invoice details after you have checked out, please refer to page 14.
Below this billing information will be a summary of the modules you have selected, **so please check your order before you click ‘Finish Checkout’**. Note, there is a ‘Billing Email Address’ section. You can add your accounts payable e-mail at this point so they receive a PDF copy of the invoice for processing. **Your enrolment is now complete** and an invoice will have been generated for processing. Please select the ‘myInvoices’ tab to view your invoice.

**Adding Additional Modules/Module Options**

If you notice that you have missed an option after you have checked out, you are able to log back into myQAP and add additional modules/module options.

This can be done in the same way that you did your original enrolment. All you need to do is:-

- Select the additional option by ticking the box
- Save this at the bottom left hand side of the screen
- Then perform the ‘CheckOut’ process

A new invoice will then be generated for this additional option and you will then be able to enter your survey results.

**Cancellations**

All cancellations/enrolment changes need to be processed by the Enrolment Office. Before we can make any changes, we require written confirmation of the requested change. You will, therefore, need to log a request in myQAP using the ‘myRequests’ tab.

The enrolment office will then make the relevant changes and e-mail a confirmation. Any appropriate credit notes or amended invoices from this cancellation will be included in this e-mail correspondence.

**Pro-Rata Rates**

In February/March we begin our pro-rata period. At this time the system then switches to an ‘Approval Required’ status. This means that all enrolments during and after this time have to be approved by the Enrolment Office. At this point we will check sample availability and apply the appropriate pro-rata rates prior to the ‘CheckOut’ of the enrolment.

If we are unable to accommodate your order, we will contact you.

**Refunds/Administration Fees**

We do not process any refunds after the 30th June for the current enrolment year. Refunds are subject to the RCPAQAP’s discretion.

A 10% administration charge will be automatically applied for any enrolment cancellations/changes that are made. A fee of $25.00 will be charged (per copy) for hard necessary copies of certificates/reports.
How to View Invoices and use the Pay Gateway

Once you have logged into ‘myQAP’ select the ‘myInvoices’ tab

You will then be taken to a screen that lists all of the invoices for your Org/Site/Lab depending on your access level. Any outstanding invoices will be shown at the top of the list in the ‘Age (Days)’ column. The number of days since the invoice has been created will be displayed in this column.

Black = Still within the 30 day payment period.
Red = Exceeding the 30 day payment period. You can view a copy of the invoice by looking at the ‘PDF’ column and clicking the relevant PDF ‘Icon’.

There is a **New Feature** available which gives you the functionality to ‘Edit’ the invoice ‘Address’ and ‘Purchase Order Number’ if necessary. These are the only editable fields on the invoice. You can do this by clicking on the relevant ‘INV-’ reference number in the ‘Details’ column

Once you have made the appropriate changes, you will be able to ‘Save & Regenerate’ your invoice which will be available in myQAP.
If you have outstanding invoices you would like to pay by credit card you can use the ‘Pay Gateway’ feature.

Click ‘Pay Now’ and follow the steps to pay your invoice.

**Terms of Trade**

Payment should be received within 30 days of issue of an Invoice.

Failure to pay within these terms may result in the cessation of delivery of material and reports to the participant.

Please refer to our ‘Payment – Terms of Business’ Policy.

If your invoice is not paid and falls into the following age category, your QAP services will be affected:

- Overdue 30 Days+ – You will receive a final reminder before your QAP services are affected
- Overdue 60 Days+ - You will be prevented from viewing your electronic survey reports
- Overdue 90 Days+ - Your survey material will be withheld.

If you have any unpaid invoices for the current year, you will be prevented from enrolling for the next enrolment year.

To ensure that survey material is not withheld unnecessarily, a copy of the payment Remittance Advice is essential. To avoid any delays in processing your payment and to ensure the allocation of payment to the correct invoice, please forward your remittance advice to remittance@rcpagap.com.au

We can then ensure that payments are allocated promptly and have the payment status updated so you do not receive any further payment reminders.

**Australian Participants ONLY**

All prices in the myQAP customer portal are GST exclusive.

When an invoice is generated the GST will be added to the final price.
How to view myForms in ‘myQAP’

The ‘myForms’ tab in myQAP.

You will then need to use the filters to search for the form you require. Please use the drop down arrows as pictured.

There are numerous form options available – ‘Method Classification Sheet’ and ‘Results Sheet’ etc – please select the appropriate form.

Now that you have selected the relevant form, you will need to click the ‘Generate Form’ button.

The form will then begin to generate. Note this may take a few minutes. The loading bar will appear which indicates that your request is in progress.

Once your form is ready, you will have access to the PDF link which is underlined.

If you click on the link, the electronic PDF form will be displayed.

You will be able to clear the form generation history by clicking the ‘Delete’ option next to the relevant form link. This will keep the history uncluttered and tidy.
How to view myNews in ‘myQAP’

The ‘myNews’ tab holds important information about the RCPAQAP programs and modules. In this section, you can find copies of the ‘Participant Handbooks’ and ‘Survey Schedules’ for the disciplines you are enrolled in.

You can view the relevant handbook/schedule by clicking the ‘Read More’ link against the chosen discipline.

<table>
<thead>
<tr>
<th>Discipline Name</th>
<th>Program Name</th>
<th>Title</th>
<th>Link</th>
</tr>
</thead>
<tbody>
<tr>
<td>CYTOPATHOLOGY</td>
<td>2014 Participant Handbook</td>
<td>Read More</td>
<td></td>
</tr>
<tr>
<td>ANATOMICAL PATHOLOGY</td>
<td>2014 Participant Handbook</td>
<td>Read More</td>
<td></td>
</tr>
<tr>
<td>IMMUNOLOGY</td>
<td>2014 Participant Handbook &amp; Schedule</td>
<td>Read More</td>
<td></td>
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<tr>
<td>GENETICS</td>
<td>2014 Participant Handbook &amp; Schedule</td>
<td>Read More</td>
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<tr>
<td>CHEMICAL PATHOLOGY</td>
<td>2014 Pathology Handbook</td>
<td>Read More</td>
<td></td>
</tr>
<tr>
<td>TRANSPORTATION</td>
<td>2014 Pathology Handbooks and Exams</td>
<td>Read More</td>
<td></td>
</tr>
<tr>
<td>VIROLOGY</td>
<td>2014 Pathology Handbooks, Schedule &amp; Questionnaires</td>
<td>Read More</td>
<td></td>
</tr>
</tbody>
</table>

This will take you to the selection page. You will again need to click on the underlined link to view the document.

This will then open the relevant electronic PDF you require.

This PDF should open instantly. You can then either print the document, or save it onto your computer for review/use at a later date.
How to View myReports in ‘myQAP’

Once you have logged into ‘myQAP’ select the ‘myReports’ tab.

You will then be taken to a screen where you can filter the reports you want to review.

Use the drop down menus to filter the reports as below. Please note - the filtering does not need to be done in this specific order. You can start your search from the most convenient field.

Remember to click ‘Click to apply filter to Search results’.

You can print your report by clicking the – ‘Final/Interim Report’ in the report type column.

This will open a PDF of the selected report.

Using these drop down menus, will allow you to easily and conveniently search for specific reports and provide an archived history of reports you may want to look back on at a later date. Please be advised that PDF reports are being rolled out gradually and are therefore, only available online for selected programs. This feature will be available across all Programs in the near future.
There is a **New Feature** available which allows you to set the ‘Frequency’ in which you receive the survey report notification e-mails from the relevant QAP disciplines. The available options are:

- Immediate
- Daily
- Weekly
- None

You can select whichever is most appropriate to your role and the most convenient for you.

The report notification frequency can be set by selecting the ‘**myProfile**’ tab.

![Edit button](image)

You will then need to click the ‘**Edit**’ button.

Please firstly check that your e-mail address details are correct. If any e-mail changes are required, please log a ‘Request’ in myQAP.

Now you can use the drop down menu to select the frequency.

Once you have made your selection, please ensure you click the ‘**Save**’ button to save the changes.

The PDF reports are being rolled out gradually and will only be available on-line for selected programs. This feature will be available across all disciplines in the near future.