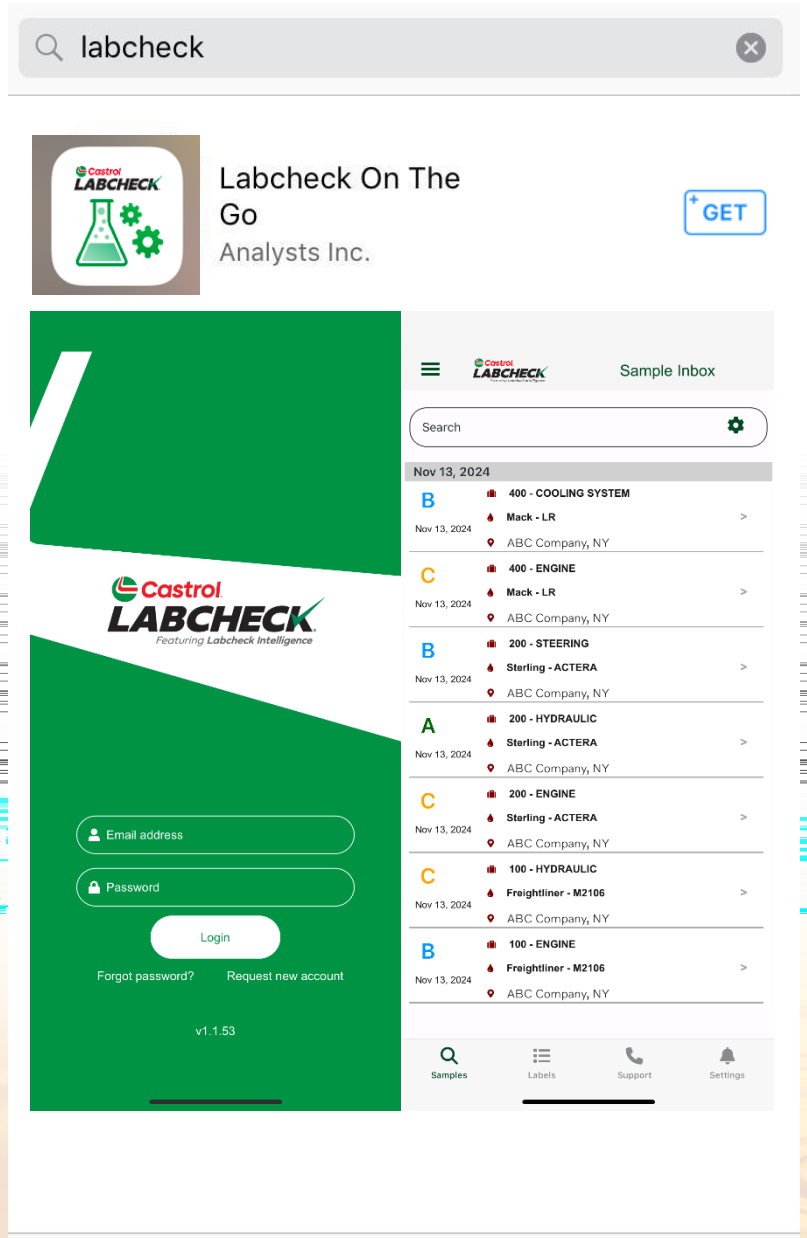
QUICK START GUIDE

Mobile App Quick Start Guide

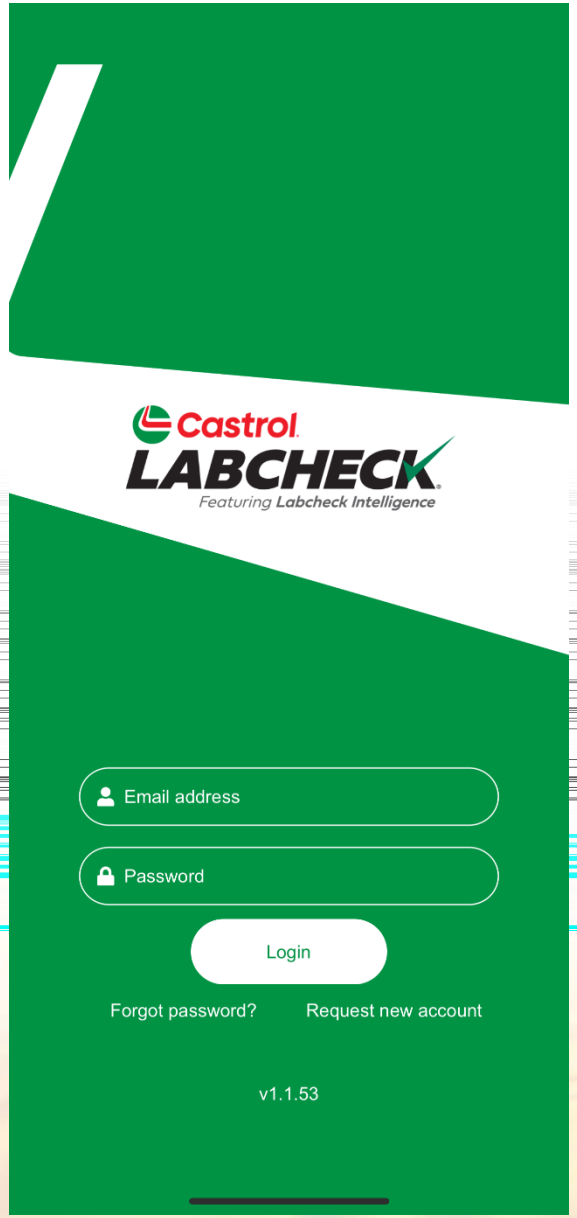
Finding the App in the App Store



To find the app in the app store, search for “Labcheck”.

Tap on the +GET button to install the app on your iPhone.

Logging in / Resetting your Password

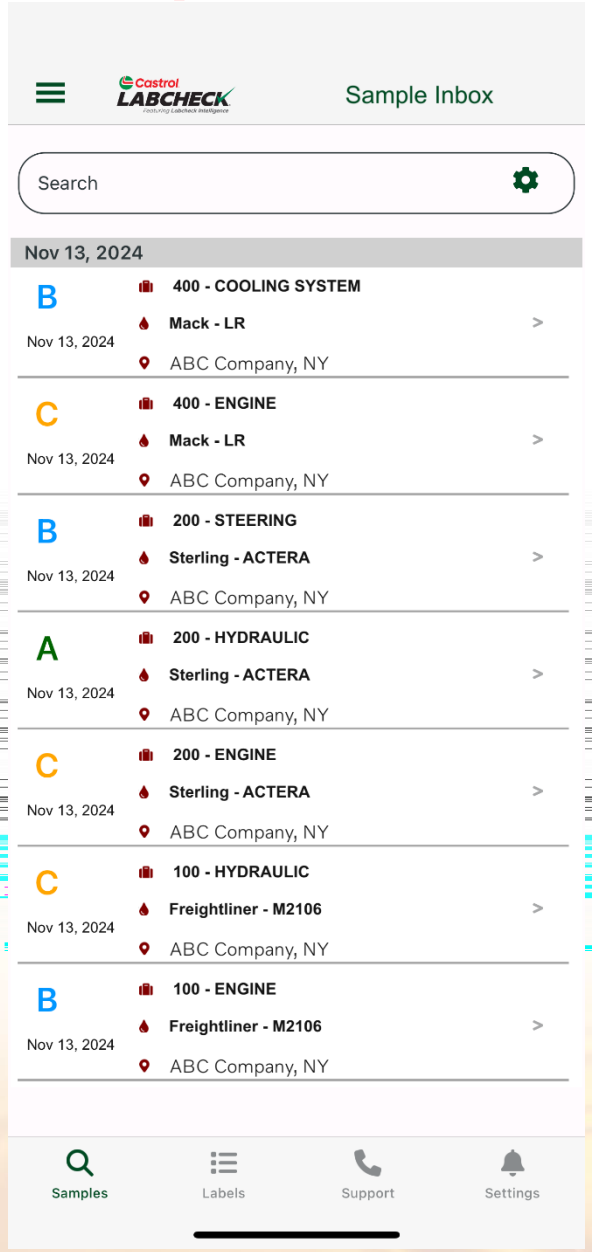


Enter the email associated with your Labcheck account and your password. Click the LOGIN button.

If you've forgotten your credentials, click on the Forgot password? link, then enter your email address and a new password will be sent to your email shortly.

If you are new to Labcheck, you can request a new account by clicking the Request New Account link. Please note that it may take up to 48 hours for your new account to be activated.

Sample Inbox



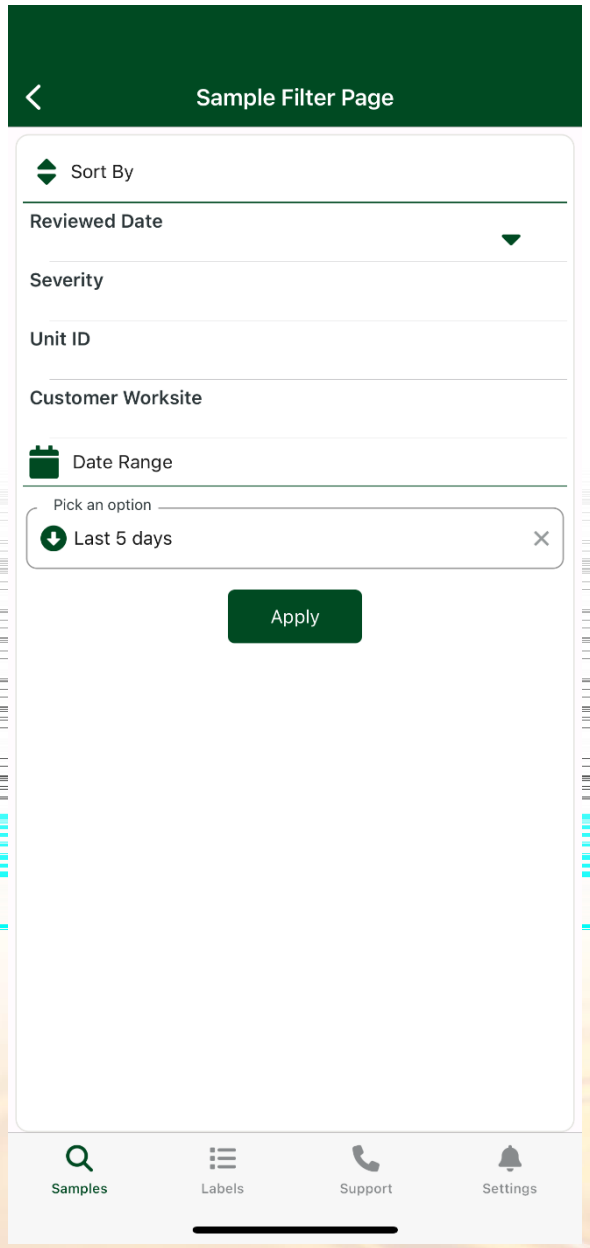
Once signed in, you'll see your sample inbox. The most recent samples will be at the top.

You can search for a sample by typing in the top search box.

Tap on the gear icon in the top right to sort your inbox.

Tap on a sample to view the sample details screen.

Sorting Your Inbox

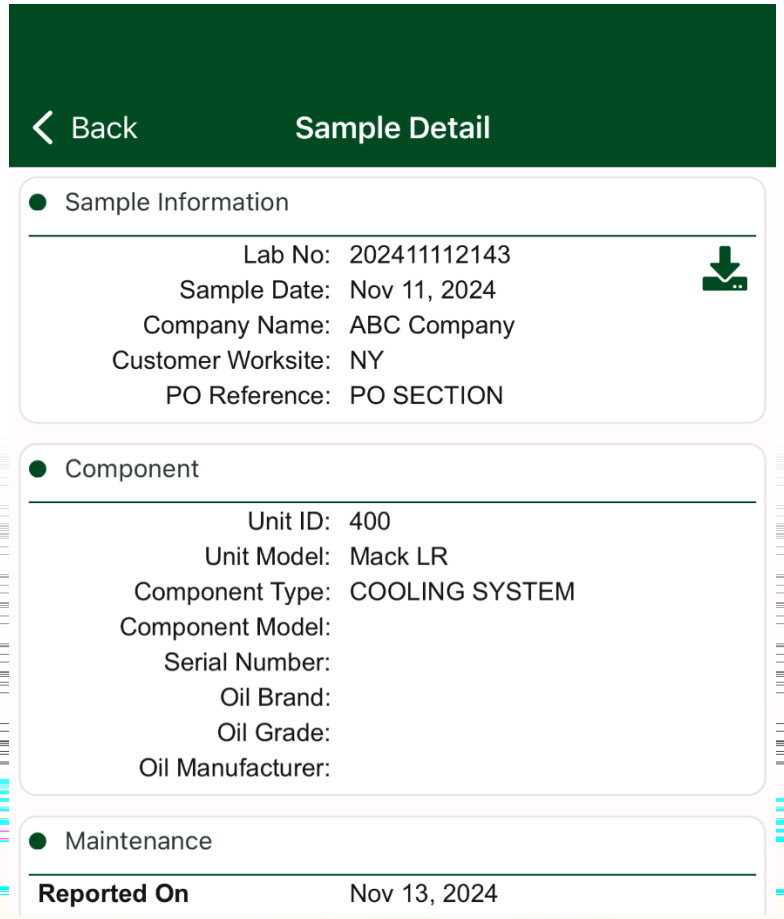


You can sort your inbox by tapping on the Reviewed Date, Severity, Unit ID and Customer Worksite buttons.

You can also sort by date range with the following options: Last Year, Last 6 Months, Last 90 Days, Last 60 Days, Last 30 Days, Last 15 Days and Last 5 days.

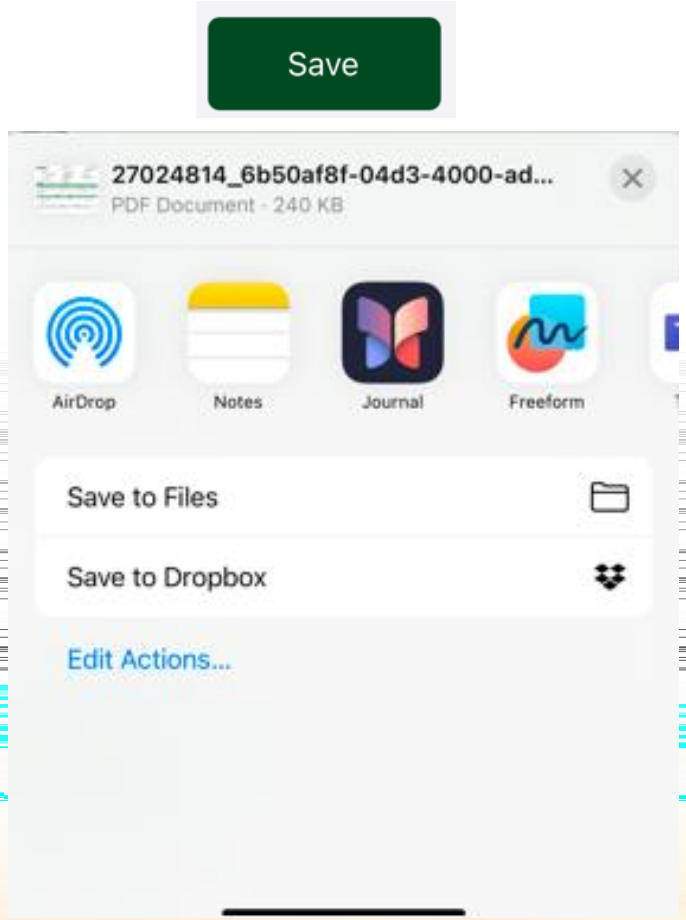
Make sure to click “Apply” once you configure your filters.

Sample Details



The Sample Details screen shows you details about the sample report. Tap the icon on the top right of your screen to open the PDF version of your report.

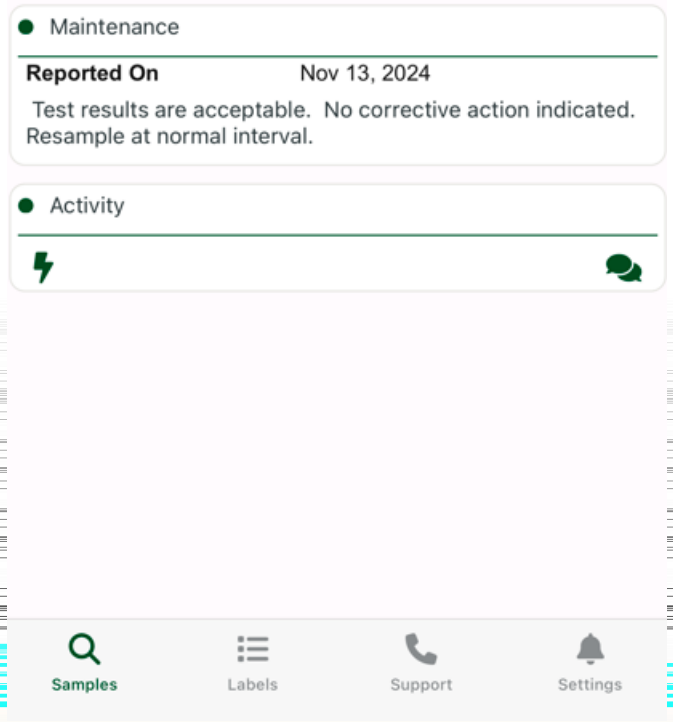
Downloading The Report



The Labcheck app allows you to open the PDF in a variety of ways depending upon which apps you already have installed on your phone. You may have the ability to message or email the reports from your phone.

Tap the SAVE button in the lower right corner of the report viewer to see your options.

Sample Activity

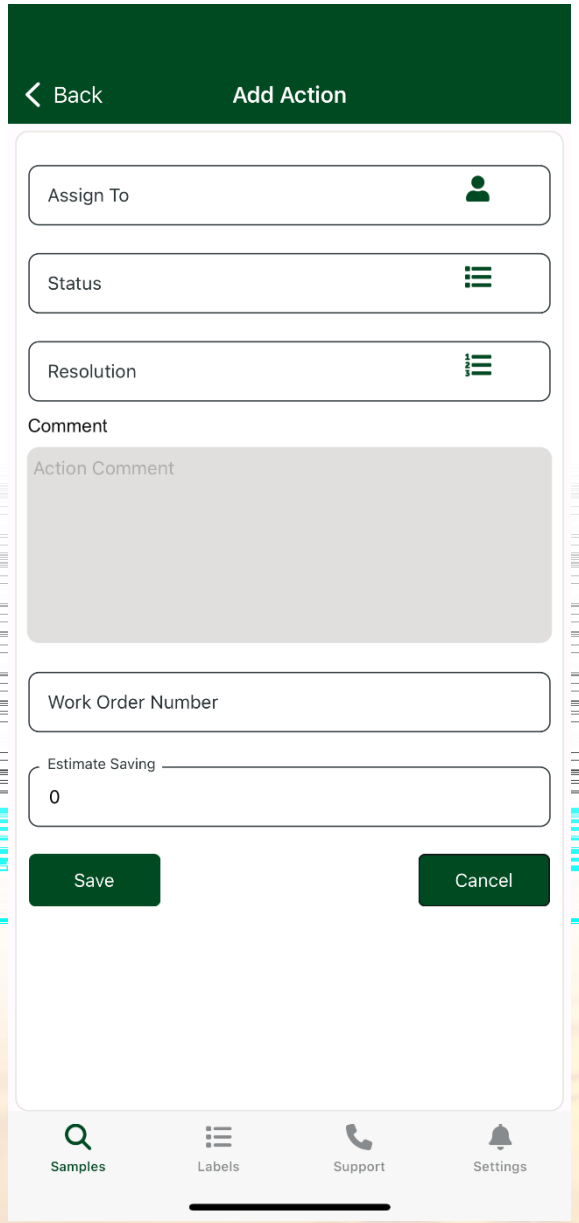


The buttons in the Sample Details page allows you to add sample actions and sample comments.

The icon allows you to assign an action.

The icon allows you to add comments to the sample.

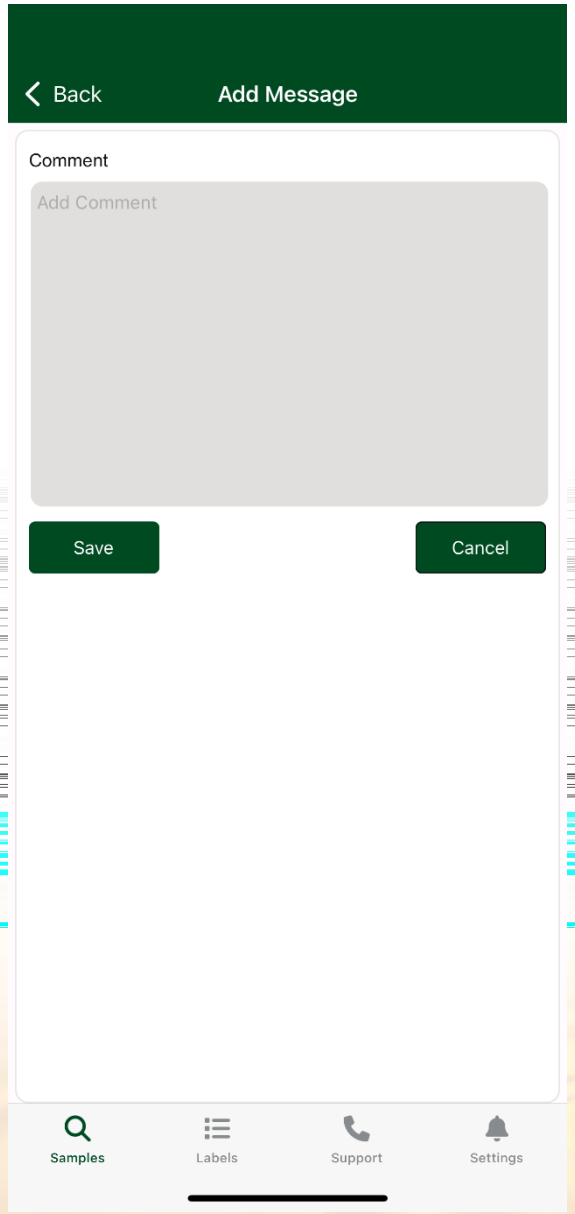
Sample Action



Assigning an action allows you to assign maintenance duties or follow up actions to your sample results.

1. First, enter a name or an email in the assign to field.
2. Tap on the drop down under status to assign a status.
3. Enter a resolution.
4. Enter comments, if applicable.
5. Enter a work order number, if applicable.
6. Enter an estimated savings, if applicable.
7. Once complete, click save.

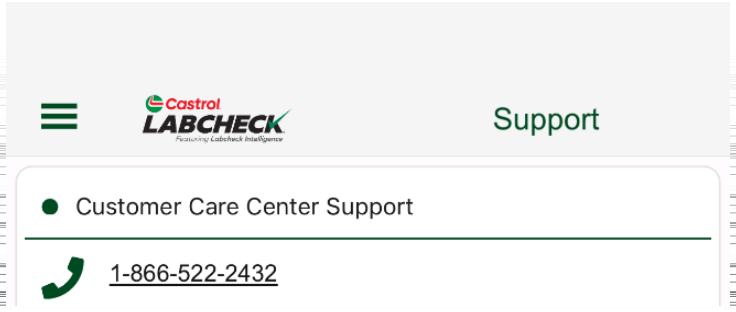
Sample Comments



You can add a comment to a sample.

Enter your comment in the Add Comment section and click save.

Support



Tap the Support icon to pull up the Labcheck Support contact information. Click on the phone number to call us or select the email address to send an email.

Castrol
LABCHECK
Featuring Labcheck Intelligence

CASTROL LABCHECK SUPPORT DESK:

Phone: **866-LABCHECK (522-2432)**

Labchecksupport@bureauveritas.com

https://www.labcheckresources.com/