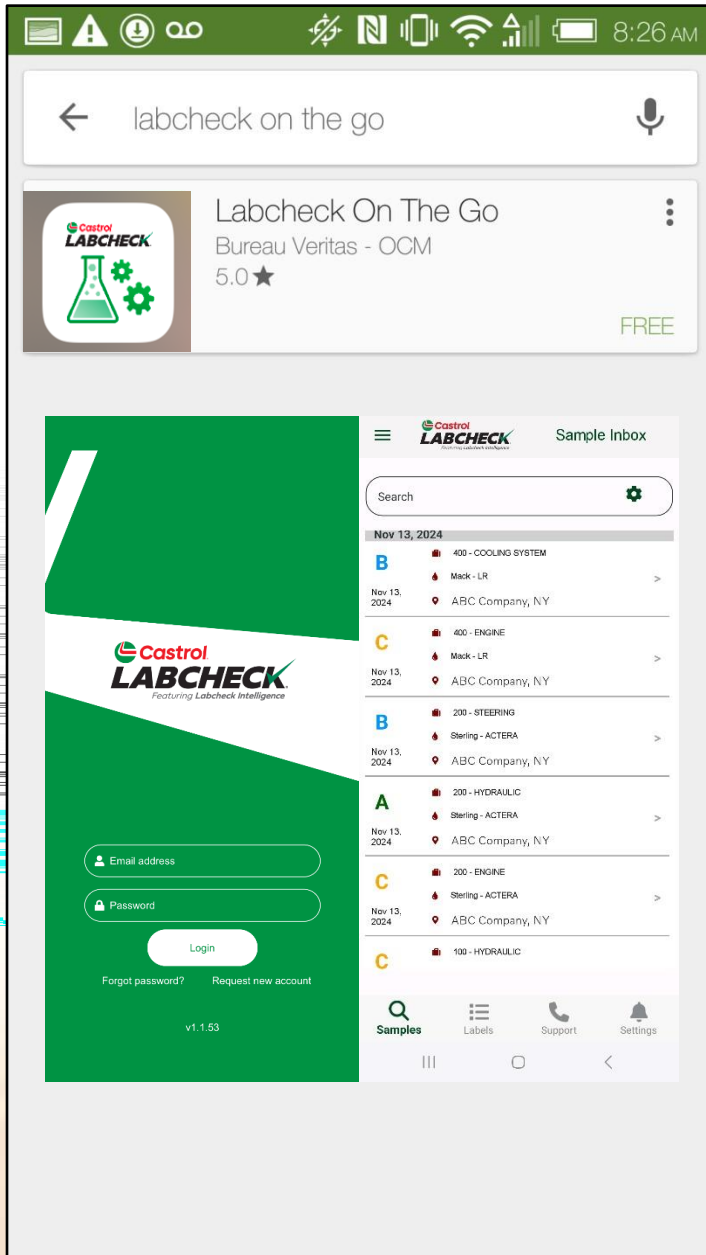




# QUICK START GUIDE

## Mobile App Quick Start Guide

# Finding the App in the App Store



To find the app in the Google Play store, search for "Labcheck".

Tap on the INSTALL button to download.

# Logging in / Resetting your Password



Castrol  
**LABCHECK**  
Featuring Labcheck Intelligence

Email address

Password

Login

[Forgot password?](#)   [Request new account](#)

v1.1.53

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

The screenshot shows the 'Sample Inbox' app interface. At the top, there is a hamburger menu icon, the Castrol Labcheck logo, and the title 'Sample Inbox'. Below this is a search bar with a gear icon for settings. The main content area displays a list of samples, each with a colored letter (B, C, B, A, C, C) and a date 'Nov 13, 2024'. Each sample entry includes a location icon, a description (e.g., '400 - COOLING SYSTEM'), a vehicle type (e.g., 'Mack - LR'), and a company name (e.g., 'ABC Company, NY'). A right-pointing chevron is next to each entry. At the bottom, there is a navigation bar with icons for 'Samples', 'Labels', 'Support', and 'Settings'. The background of the app shows a water droplet on a yellow surface.

Sample ID	Date	Location	Description	Vehicle	Company
B	Nov 13, 2024	ABC Company, NY	400 - COOLING SYSTEM	Mack - LR	ABC Company, NY
C	Nov 13, 2024	ABC Company, NY	400 - ENGINE	Mack - LR	ABC Company, NY
B	Nov 13, 2024	ABC Company, NY	200 - STEERING	Sterling - ACTERA	ABC Company, NY
A	Nov 13, 2024	ABC Company, NY	200 - HYDRAULIC	Sterling - ACTERA	ABC Company, NY
C	Nov 13, 2024	ABC Company, NY	200 - ENGINE	Sterling - ACTERA	ABC Company, NY
C			100 - HYDRAULIC		

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

← Sample Filter Page

Sort By

Reviewed Date

Severity

Unit ID

Customer Worksite

Date Range

Pick an option

Last 5 days

Apply

Samples Labels Support Settings

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

< Back

## Sample Detail

### ● Sample Information

Lab No: 202411112143  
Sample Date: Nov 11, 2024  
Company Name: ABC Company  
Customer Worksite: NY  
PO Reference: PO SECTION



### ● Component

Unit ID: 400  
Unit Model: Mack LR  
Component Type: COOLING SYSTEM  
Component Model:  
Serial Number:  
Oil Brand:  
Oil Grade:  
Oil Manufacturer:

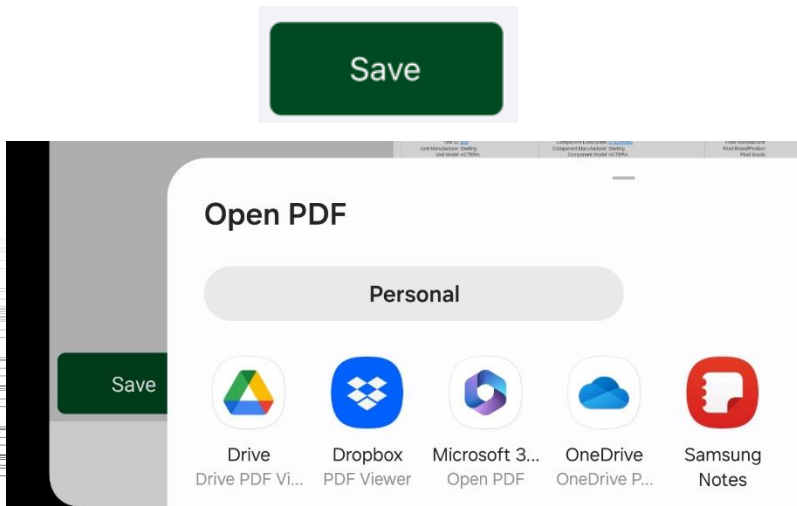
### ● Maintenance

**Reported On** Nov 13, 2024

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.



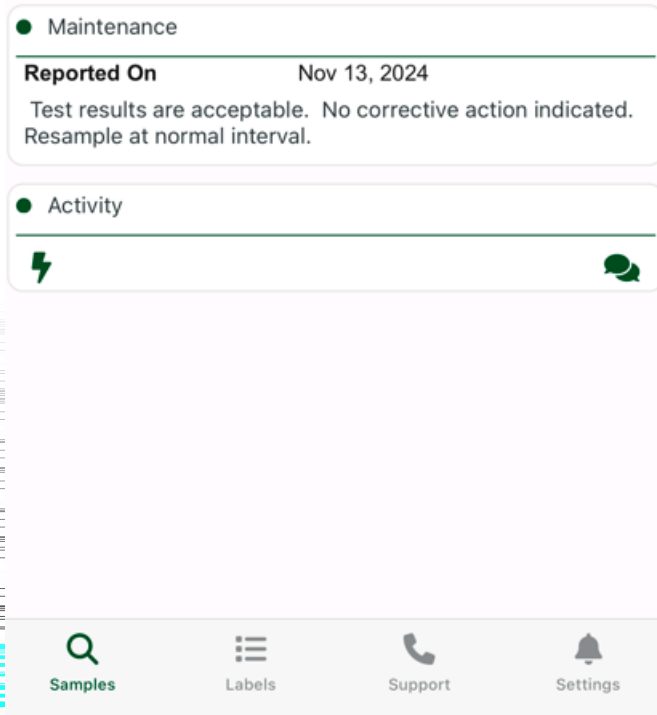
# Downloading The Report



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

Back Add Action

Assign To 

Status 

Resolution 





Comment

Action Comment

Work Order Number

Estimate Saving

Save Cancel

 Samples  Labels  Support  Settings

||| ○ <

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

Back Add Message

Comment

Add Comment

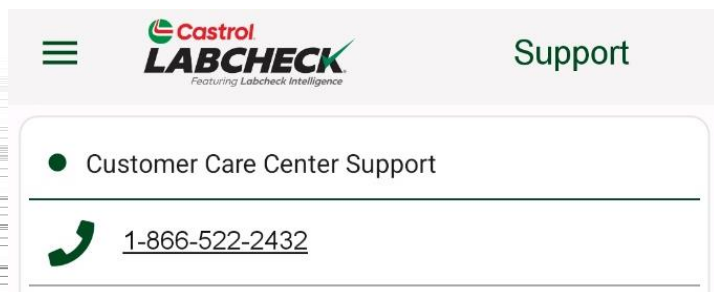
Save Cancel

Samples Labels Support Settings

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 SUPPORT DESK:**

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

[Labchecksupport@bureauveritas.com](mailto:Labchecksupport@bureauveritas.com)

<https://www.labcheckresources.com/>

