

HOW TO: Log a Request in 'myQAP'

From the Home page select 'Requests'.



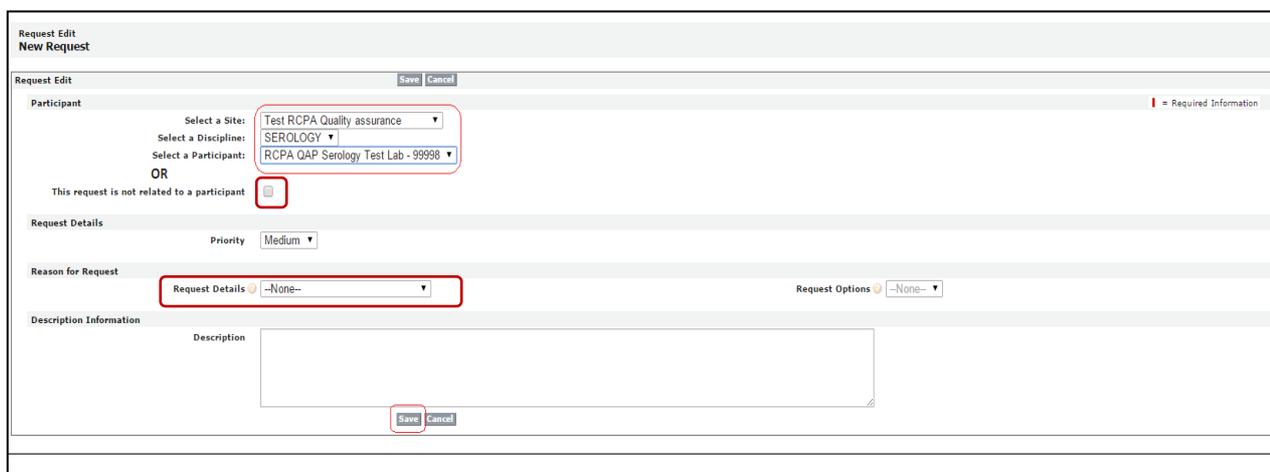
All existing participant contacts are encouraged to log requests via myQAP. It is essential that enquiries are logged against the relevant participant number so that all communication relating to a participant is easily traceable. A list of previously logged Requests is also available, and this history can be accessed by clicking the relevant request ID e.g. 00008800. There are two different Request options that are available via the myQAP Customer Portal. **'General Request'** **'Add a Contact & 'Add New Participant Number Request'**.

General Request

If you wish to contact the RCPAQAP regarding a 'General' enquiry, to request assistance or to provide feedback, please select the **'General Request'** option.



After the **'General Request'** option has been chosen, a page to complete the request details will appear. Use the drop down menus to select the appropriate Site, Discipline and 'Participant Number' that the request should be logged against. If not applicable, please tick "This request is not related to a participant" tick box. Provide the 'Request Details' such as the reason for contacting the RCPAQAP using the **'Reason for Request'** drop down menus.

A screenshot of the 'Request Edit' form. The form has several sections: 'Participant' with dropdowns for Site (Test RCPA Quality assurance), Discipline (SEROLOGY), and Participant (RCPA QAP Serology Test Lab - 99998); a checkbox for 'This request is not related to a participant'; 'Request Details' with a Priority dropdown (Medium); 'Reason for Request' with a 'Request Details' dropdown (None) and a 'Request Options' dropdown (None); and 'Description Information' with a large text area for 'Description'. 'Save' and 'Cancel' buttons are present at the top and bottom of the form.

- None--
- None--
- Contact and Participant Changes
- Discipline Query
- Distribution query
- Enrolment Cancellation
- Enrolment Query
- Feedback and Improvement
- Invoice / Financial Query
- Method Change or Addition
- myQAP Support
- Report Query
- Result Submission
- Sample Query
- Workshop Query

Request Details:

Participants can also select a **'Request Option'** that relates to the selected **'Request Details'**, from the available drop down list. There is a 'Description' field at the bottom of the page where further details relating to the request can be added. Once you are happy with the content of the request, remember to click **'Save'**.

A notification will then be sent to the RCPAQAP advising us that a new request has been logged. The Request will then be triaged to the relevant department for processing.

Adding an attachment:

An attachment can be added once the request has been saved. Select and reopen the Request number that was just created.

Request	Discipline Name	Participant Number	Request Details	Priority	Status	Date/Time Opened	Created By	Request Owner
00095025	CYTOPATHOLOGY	902	Result submission	Medium	New	13/12/2019 8:52 AM	Janelle Greaves	Janelle Greaves
00095028	CYTOPATHOLOGY	902	Result submission	Medium	Closed	19/11/2019 3:25 PM	Janelle Greaves	Janelle Greaves

Select **Attachments** and click on **Attach File**.

Attachments **Attach File**

No records to display

Select the file, Click **Attach File** and then **Done**. The file is now added to the Request record.

Attach File to Request 00095025

- Select the File**
Type the path of the file or click the Browse button to find the file.
 No file chosen
- Click the "Attach File" button.**
Repeat steps 1 and 2 to attach multiple files.
(When the upload is complete the file information will appear below.)
- Click the Done button to return to the previous page.**
(This will cancel an in-progress upload.)

Add a Contact Request

If you wish to add additional contacts to a participant, site or organisation and do not have the right privileges to perform this action in myQAP, please select this request option:



Please note that the 'Request Details' and the 'Request Options' are defaulted to the correct selection. All you need to provide is the name, email address, telephone number, role, the discipline and participant numbers that the contact requires access to:

Request Edit
New Request

Participant

Select a Site: Pathology & Clinical Laboratory P/L
 Select a Discipline: IMMUNOLOGY
 Select a Participant: Pathology & Clinical Laboratory P/L - 379

OR

This request is not related to a participant

Request Details

Priority: Medium

Reason for Request

Request Details: Contact and participant changes
 Request Options: Add a contact

Description Information

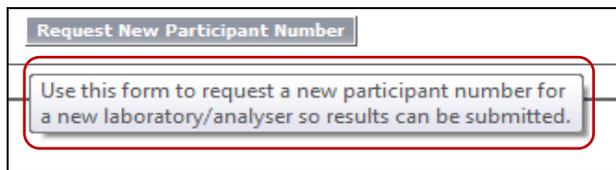
Please provide the following details of the staff members you wish to have myQAP access

- Full name
- Email address
- Phone number
- Contact role eg Scientific Officer
- Discipline and participant numbers they require access to

Description:

Add New Participant Number Request

If you wish to register a new laboratory/instrument/analyser with the RCPAQAP, please select the **'Request New Participant Number'** Request option.



When the **'Add Request New Participant Number'** type is selected, an electronic form will appear that prompts participants to provide all of the necessary information to set up a 'New Participant Number' in the myQAP system. There is also a 'Description' field at the bottom of the page where further details relating to the request can be added.

A screenshot of the "Request Edit" form for a "New Request". The form is titled "Request Edit" and "New Request". It has "Submit" and "Cancel" buttons at the top. The form is divided into several sections: "Request Information" (with "Disciplines Requiring Participant Number" dropdown and "Request Record Type" dropdown), "Contact Details" (with fields for Contact1 and Contact2 names, email addresses, telephone, and department), "Delivery Address" (with fields for Street Address, Delivery Suburb, Postcode, Delivery State, and Country), "Mailing Address for Reports & Certificates" (with fields for Mailing Street Address, Mailing Suburb, Mailing Postcode, Mailing State, and Mailing Country), "Additional Information" (with Status and Priority dropdowns and an Internal Comments text area), and "Description Information" (with a Description text area). There are "Submit" and "Cancel" buttons at the bottom.

Once you are happy with the content of the request, remember to click **'Save'**. A notification will then be sent to the RCPAQAP advising us that a new request has been logged. The Request will then be triaged to the Enrolment Office for processing.

Note: Please remember to use the correct 'myQAP' Request Form:

- Existing Participant – please ensure the **'General Request'** form is used to link the relevant participant number to the Request.
- New Participant Number required for a new analyser/machine – please ensure the **'Add New Participant Number'** request form is used and all of the details are completed in full. This form should be completed for each number that is required if the details vary.
- Brand New Customer – who is not currently enrolled in any of the RCPAQAP programs and has a general enquiry, please use the company website **'Contact Form'** via www.rcpaqap.com.au to submit the Request details.