

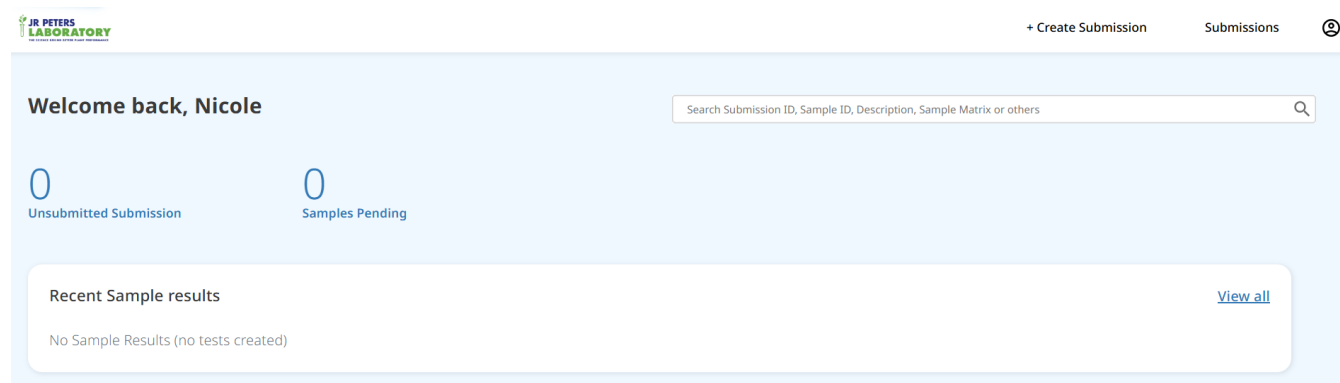
Navigating the JR Peters Customer Portal


For a more detailed document on how to log samples into the portal, see our other help document “Logging Sample in the Customer Portal.”

If you do not have access to the customer portal, please email the lab (jrplab@jrpeters.com) and we will send you a link to create an account. You will have access to any account for which you are added as a Portal User.

Portal address: <https://jrpeters.qbench.net/portal>

After logging in, this is the first screen you will see.



If you are a contact on multiple accounts, you will first need to choose the correct account by clicking on the  in the upper, right-hand corner and “Switch Customer” to select the account for which you would like to view submissions and results. In the image below, we know we are logged into the JR Peters R&D Lab account because it is gray and says “active.”

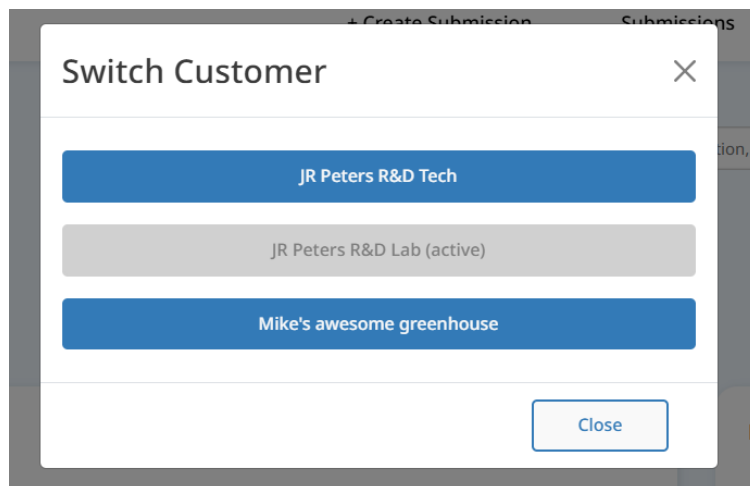


Image 1: Switching between Customers

Click on “Submissions” in the menu bar to view all pending or complete submissions that were logged under this account.

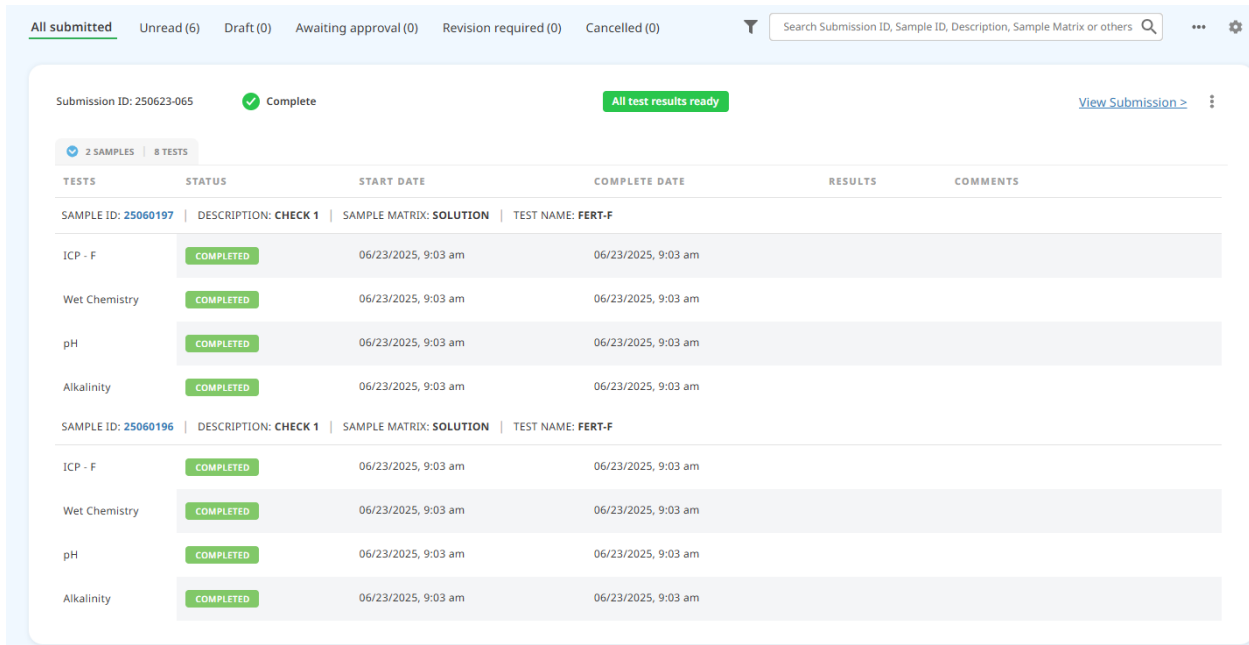


Image 2: Viewing a Submission Logged under this Account

The box in Image 2 shows that all samples in this submission are complete, and the reports should be ready to view and download. If you click on the three dots next to “view submission” in Image 3, it will give you a few options.

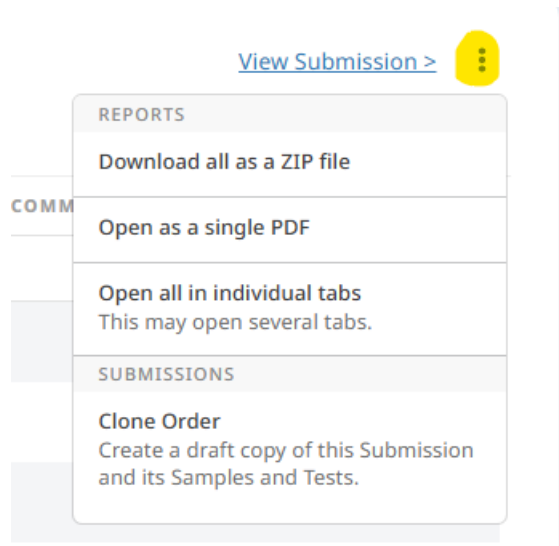


Image 3: Options after clicking on 3 dots

- 1) **Download all as a zip file:** downloads all PDFs in this submission into a zip file with individual PDFs. Will be saved to the downloads area on your computer.
- 2) **Open as a single file:** Opens up all PDFs in this submission as a single file in your browser.
- 3) **Open all in individual tabs:** Opens all PDFs as individual tabs in your browser.
- 4) **Clone Order:** Copies all samples and tests from the order and creates a new submission

If you go back go **Image 2** and click on “View Submission” to the left of the three dots, it will bring you to a summary page where you can view and download reports. There are several ways to view the reports.

- 1) Click on “Reports” in the menu tab (yellow highlight) to view the PDFs as separate files.
- 2) Double click on the Reports Icon (Green Circle) as shown in Image 4 to view a single PDF containing all samples in the submission.
- 3) Click on “Documents” (blue highlight) in the menu tab to view the CSV file(s) and Chain of Custody form.

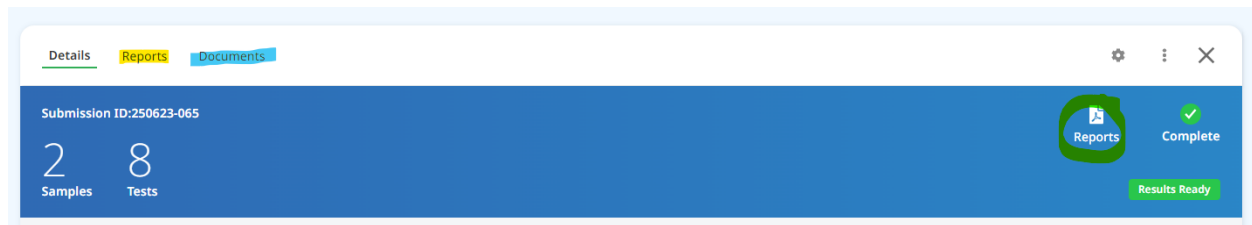



Image 4: Reports Icon

Click on the  and choose “help center” to locate documents that have been uploaded to help you navigate and use the customer portal.

Any other questions? Please email the lab and we will help you out! 😊