

eResults

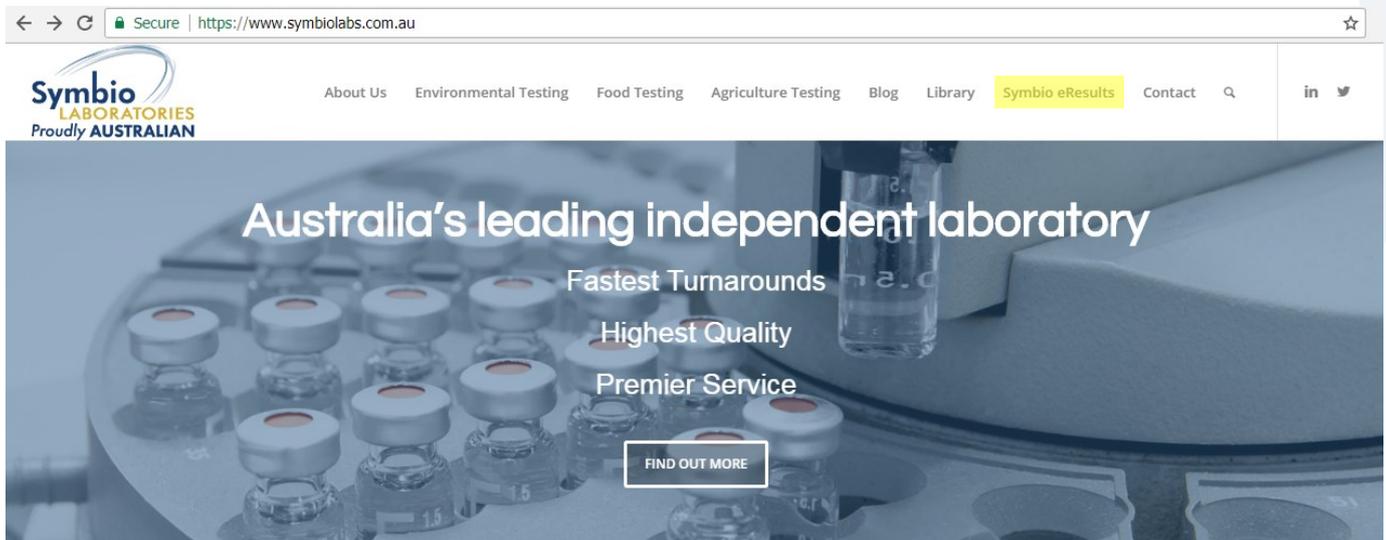
Instant Online Sample Results & Information

Welcome to eResults, an initiative of Symbio Laboratories that provides our key clients direct access to an online archive of their analytical results. This service allows customers to check on receipt dates for samples, see when results are due and download results once they have been finalised.

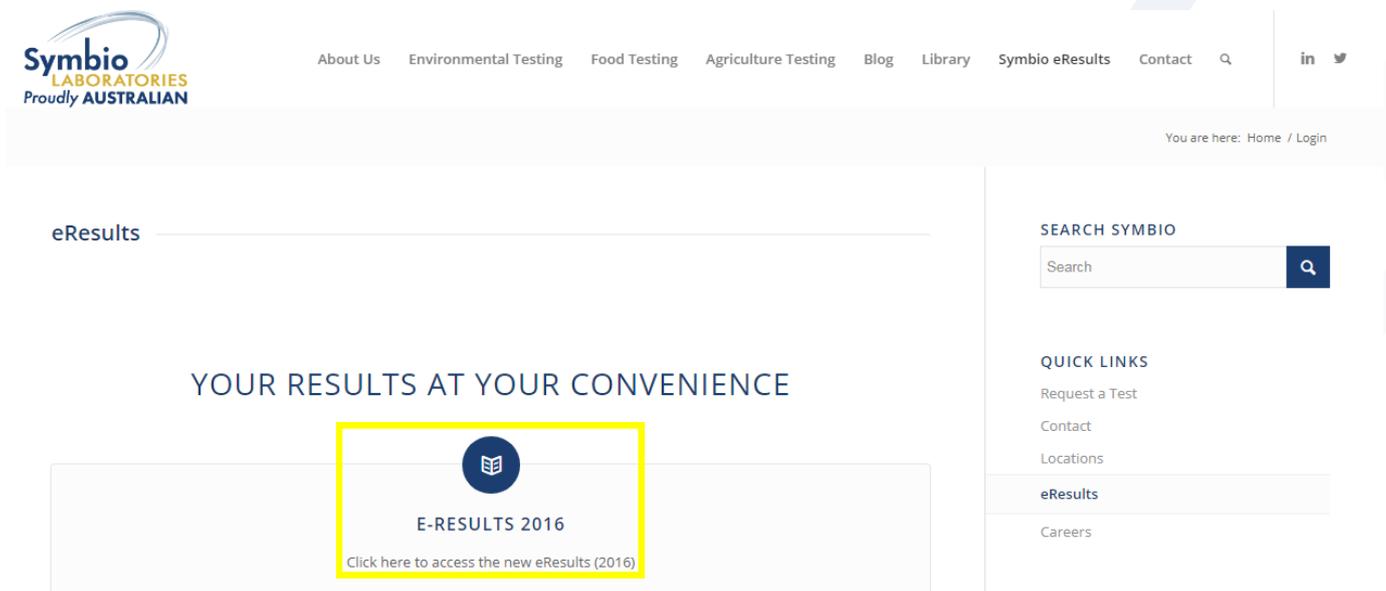
1. Accessing eResults

Access to eResults is via www.symbiolabs.com.au.

Once at the Symbio Laboratories website, select the “Symbio eResults” tab in the menu along the top of the screen as shown below:

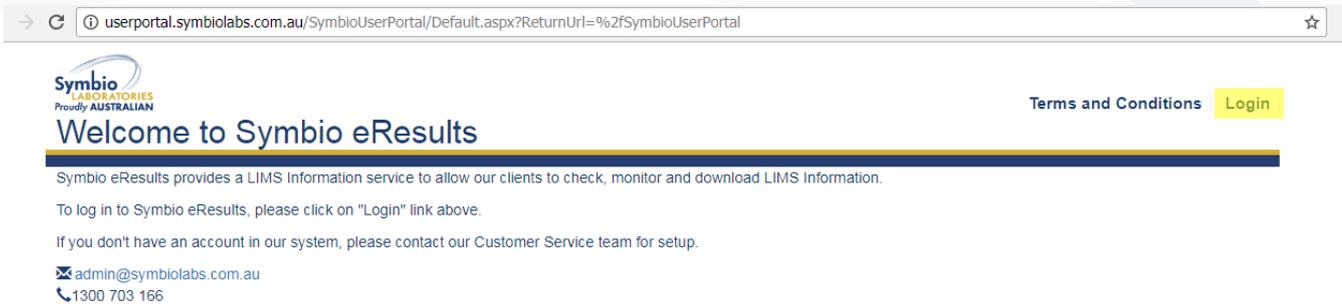


From here, select “ERESULTS 2016” as shown in the following image:



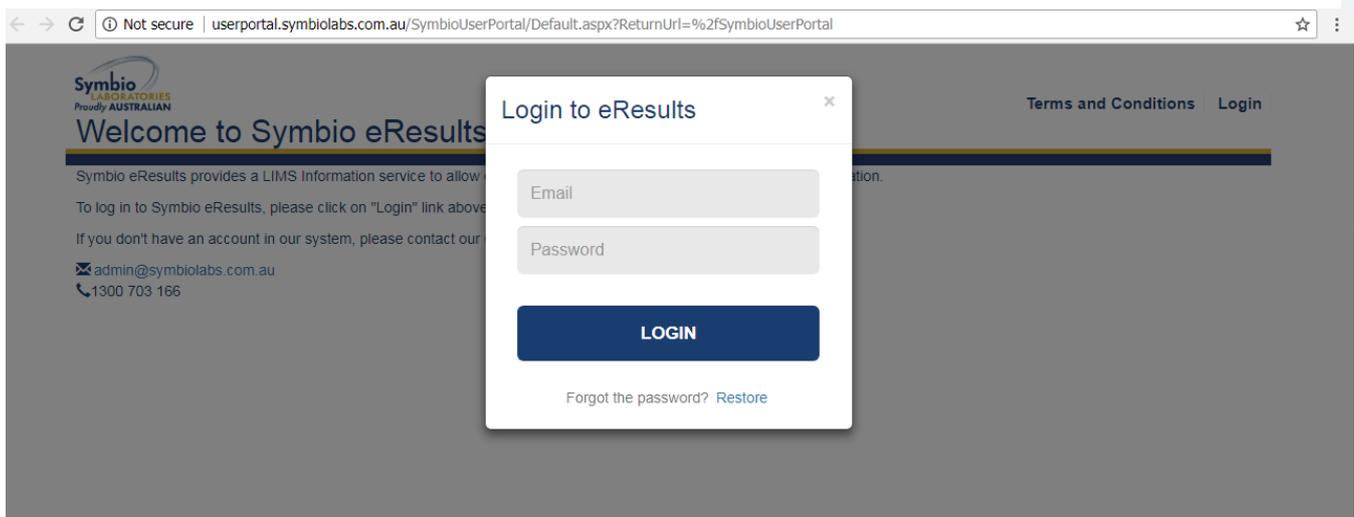
2. Logging In

Login is accessed via the button on the top right of the page, as per below.



A pop up screen will allow you to enter your username and password, which should have been made available to you by your Account Manager.

If this is not the case, please contact admin@symbiolabs.com.au for your access details.



Once you have successfully logged into the **eResults** portal, you will notice the following menu options along the top:

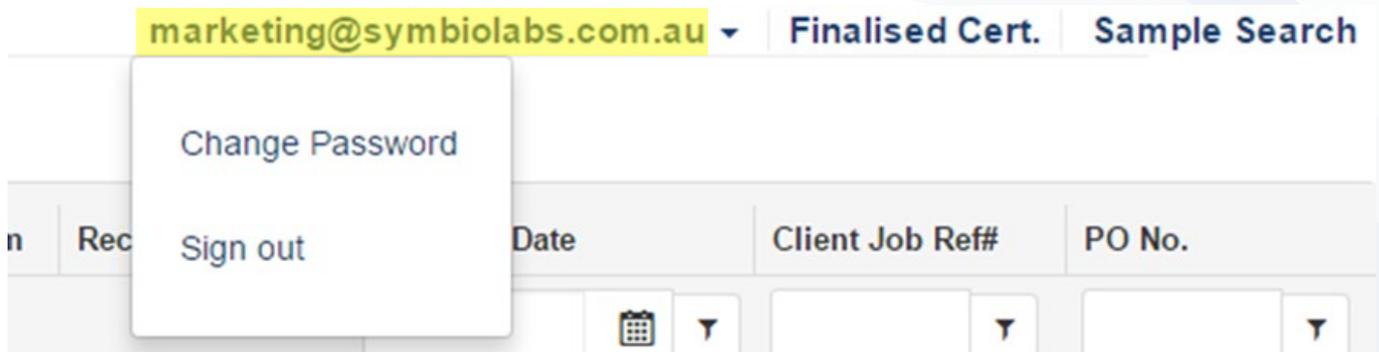
3. eResults Menu Breakdown



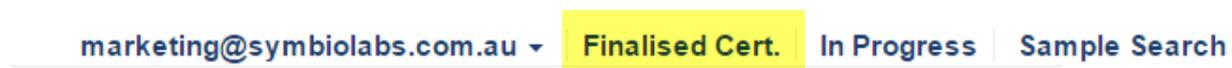
1. **Client email** – Change password and Sign Out.
2. **Finalised Cert.** – Allows you to view all finalised certificates.
3. **In Progress** – Allows you to view samples which are in the system, but not yet finalised.
4. **Sample Search** – Allows you to search for samples which have previously been tested.

3.1 Client Email

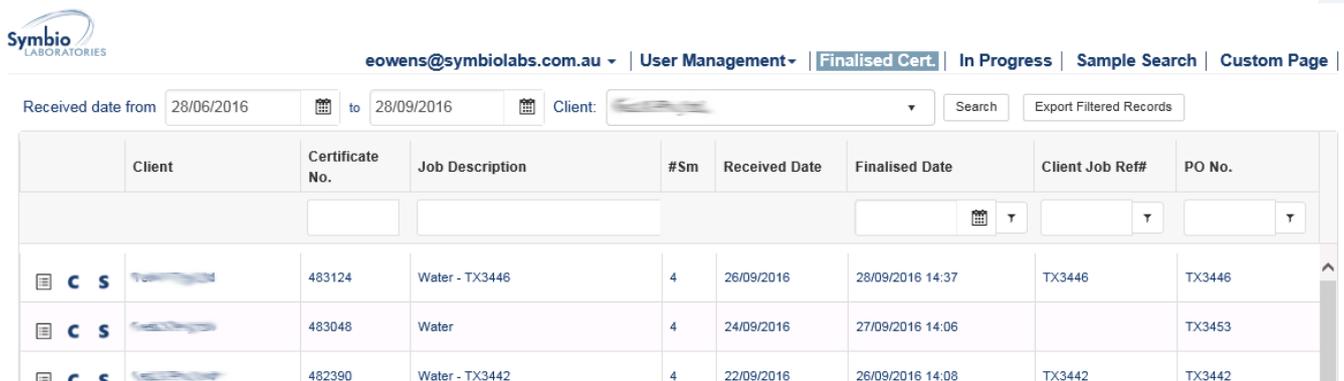
You can change your password by selecting the drop down box under your email address. This will allow you to change your password and/or sign out.



3.2 Finalised Cert.



The “Finalised Cert.” option allows you to see all finalised certificates for completed testing.



Client	Certificate No.	Job Description	#Sm	Received Date	Finalised Date	Client Job Ref#	PO No.
[Icon] C S [Redacted]	483124	Water - TX3446	4	26/09/2016	28/09/2016 14:37	TX3446	TX3446
[Icon] C S [Redacted]	483048	Water	4	24/09/2016	27/09/2016 14:06		TX3453
[Icon] C S [Redacted]	482390	Water - TX3442	4	22/09/2016	26/09/2016 14:08	TX3442	TX3442

Information found in the **Finalised Cert.** table includes:

Download & Certificate View Options—further information on the icons below table

Client – The company name

Certificate No.– Allocated by Symbio Laboratories, this is the registration number notified in the sample receipt notification that you would have received when the sample was initially logged in.

Job Description – This is the sample description. Ideally this will be the description specified on the submitted paperwork. In the case where incomplete or unclear paperwork was supplied, the description will represent the best assessment from our sample management team.

#Sm– The number of samples received under that registration.

Received Date – The date on which the sample was received.

Finalised Date – The date the certificate was finalised.

Client Job Ref # – Identifier supplied by client (optional).

PO No. – Purchase order number (if supplied by client).

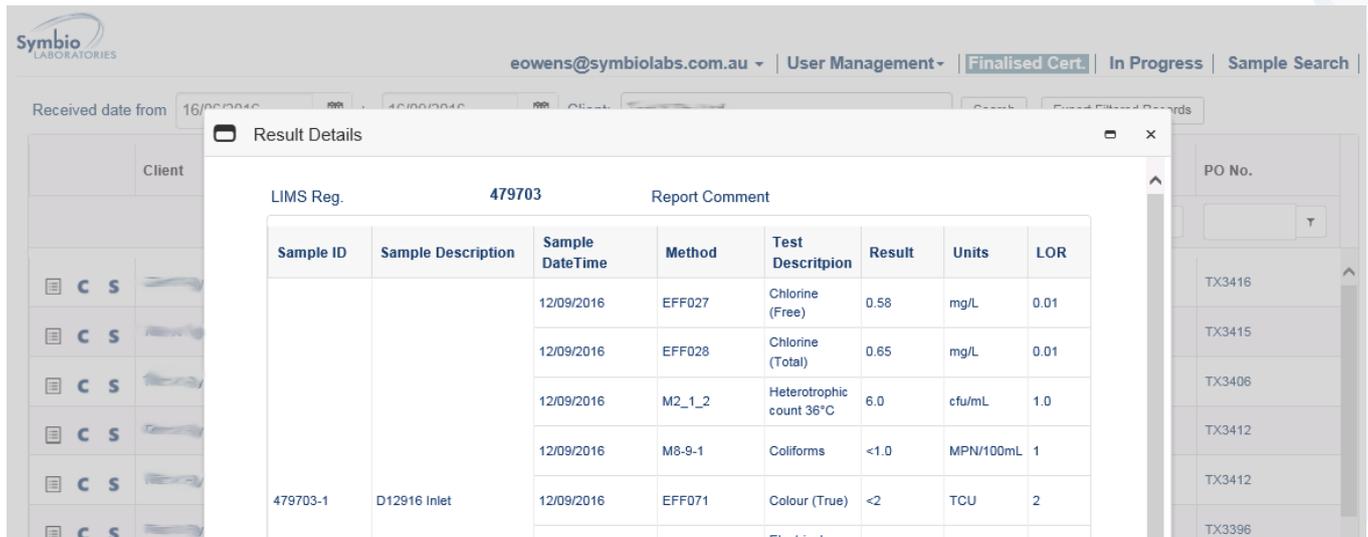
Download & Certificate View Options



Page - The first column which contains download and certificate options is explained further below:

By clicking on the 'Page' icon to the left, you can view the details of your report.

The following picture represents a selection when selecting the "page" icon for the first registration in a list. Details of tests completed, results, units and levels of reporting (LOR) are shown along with the sample details. The sample ID refers to the individual samples within a Certificate or registration number.



Sample ID	Sample Description	Sample DateTime	Method	Test Description	Result	Units	LOR
		12/09/2016	EFF027	Chlorine (Free)	0.58	mg/L	0.01
		12/09/2016	EFF028	Chlorine (Total)	0.65	mg/L	0.01
		12/09/2016	M2_1_2	Heterotrophic count 36°C	6.0	cfu/mL	1.0
		12/09/2016	M8-9-1	Coliforms	<1.0	MPN/100mL	1
479703-1	D12916 Inlet	12/09/2016	EFF071	Colour (True)	<2	TCU	2



Certificate - Clicking on the 'C' icon –will generate a PDF certificate which allow you to can open and save on to your operating platform.



Sample Receipt Notification - By clicking on the 'S' icon – a PDF of the SRN (Sample Receipt Notification) will download. An electronic copy will also be sent to you upon receipt of samples.

3.3 In Progress

Menu options here are as for Finalised Certificates. Please note that these results are preliminary and not reviewed by the NATA signatory, and may change upon issuing of finalised certificate.

No action should be taken on the basis of un-finalised results.

marketing@symbiolabs.com.au ▾ Finalised Cert. **In Progress** Sample Search

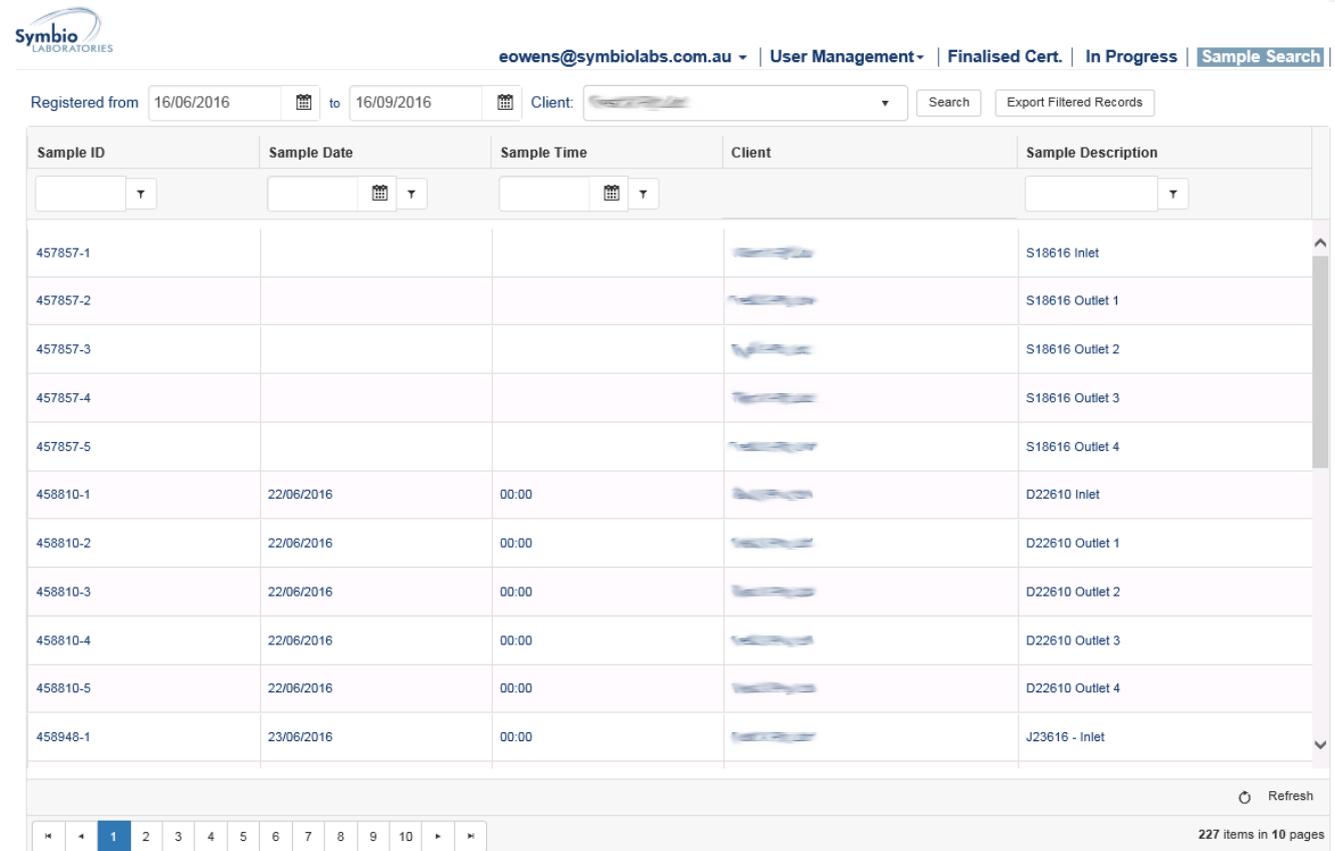
3.4 Sample Search

The eResults database stores all results from 1st January 2015, and includes a search function as shown below:

Sample Search allows you to search for samples which have been completed. To do this, simply click on the 'Sample Search' tab on the eResults home screen.



All results will appear. You can then search by Sample ID, Sample Date or Sample Description.



Registered from 16/06/2016 to 16/09/2016 Client: [redacted] Search Export Filtered Records

Sample ID	Sample Date	Sample Time	Client	Sample Description
457857-1			[redacted]	S18616 Inlet
457857-2			[redacted]	S18616 Outlet 1
457857-3			[redacted]	S18616 Outlet 2
457857-4			[redacted]	S18616 Outlet 3
457857-5			[redacted]	S18616 Outlet 4
458810-1	22/06/2016	00:00	[redacted]	D22610 Inlet
458810-2	22/06/2016	00:00	[redacted]	D22610 Outlet 1
458810-3	22/06/2016	00:00	[redacted]	D22610 Outlet 2
458810-4	22/06/2016	00:00	[redacted]	D22610 Outlet 3
458810-5	22/06/2016	00:00	[redacted]	D22610 Outlet 4
458948-1	23/06/2016	00:00	[redacted]	J23616 - Inlet

Refresh 227 items in 10 pages

By double clicking on the certificate number or the sample description, a summary of results will appear.

Once you have narrowed down your search to the target results required, the combined results can be exported as a csv file by selecting "Export Filtered Records" (highlighted in image above). This can then be converted to an Excel file as required.

Symbio Laboratories hopes that this service provides a valuable tool in your company's management of analytical results.

If you have any queries or require further information please contact your Account Manager, or the Customer Service Team on **1300 703 166**, or at admin@symbiolabs.com.au.

TERMS and CONDITIONS

Welcome to the eResults website (the "Site") for Symbio Laboratories; a web based information service.

This Site is owned and operated by Symbio Laboratories ABN 82 079 645 015 ("We"). All usage of this site, its LIMS Information, and the services provided through this Site ("Services") is subject to these Term of Use ("Terms"). These Terms apply to all Users of this Site ("You"). Symbio Laboratories may own or operate other Web sites that contain different terms of use.

Please read these Terms carefully. You should print or make an electronic copy of the Terms for your records.

By using this site you are entering into a binding contractual relationship with us and hereby agree to these Terms. If we amend the Terms in any material way, we will post a notice on this Site. Your continued use of the Site will signify your acceptance of the change in the Terms. The current version of the Terms will normally be available for your reference from a link at the top of the home page of this Site

1. DEFINITIONS

The following definitions shall apply to the Terms:

- (a) "Affiliate" means any other Person directly or indirectly controlling or controlled by or under direct or indirect common control with the Person;
- (b) "Authorised Representative" means any director, officer, employee, agent, or other representative of Symbio Laboratories or an Affiliate of Symbio Laboratories;
- (c) "LIMS Information" means information provided by you or Symbio Laboratories relating to the samples you have submitted for analysis.
- (d) "Marks" means trademarks, service marks, logos and names and titles, of and associated with Symbio Laboratories or an Affiliate of Symbio Laboratories;
- (e) "Person" means any individual, partnership, limited liability company, corporation, trust, estate, association, or any other legal or commercial entity; and
- (f) "User" means any other Person using this Site.
- (g) "LIMS" means the Laboratory Information Management System and includes all data, results and technical information related to a User's samples being tested.

2. DESCRIPTION OF SITE

This Site is intended to provide a LIMS Information service to allow you to check, monitor and download your LIMS Information on the Site.

3. GENERAL AND ADMINISTRATION OF USE OF SITE AND THE SITE

3.1 You agree to use this Site in accordance with these Terms, as it may be modified from time to time. You will at all times comply with all applicable federal, state, and local government laws and regulations when you use the Site.

3.2 The Site, and all related computer systems, procedures, and databases created, operated, maintained or accessed by us and our Affiliates in connection with providing the Services, contain proprietary and confidential information of substantial economic value to us and our Affiliates. You shall not make any unauthorised use, misuse, or disclosure of such information.

3.3 The accuracy, completeness, and timeliness of all information provided to us by you are your sole responsibility. You are responsible for verifying the accuracy of registrations as entered by us including sample Information on an as received basis.

3.4 You warrant and represent to us that

- (a) you have obtained all necessary authorisation to enter into, and be bound by, these Terms either for yourself or on behalf of your firm, company or other organisation, as applicable, and to request each transaction requested by you;
- (b) You are least 18 years of age and have the legal capacity to enter this Agreement;
- (c) publication of LIMS Information on the Site by you will not, at any time, infringe any intellectual property right, moral right, privacy right or any right of confidence or other right of any person;

(d) you have obtained the consent of all individuals whose personal information is included in any LIMS Information to:

- (i) the collection of that personal information by us;
- (ii) the use and disclosure of that personal information in accordance with our Privacy Policy;

(e) each transaction requested by you relates only to services that you are entitled to receive through the Site; and

(k) you are using the Site from within Australia.

3.5 We are authorised, without further inquiry, to provide services and to release LIMS Information in accordance with a transaction request received by us if we receive apparently proper identification. We are not responsible for verifying apparently proper identification you provide to us.

Notwithstanding the foregoing, we may require partial or full documentation or other verification before effecting any transaction whenever we, in our sole discretion, deem obtaining such documentation or other verification to be appropriate or desirable and shall not be liable for any loss due to a delay resulting from such request. You acknowledge that we may exercise this discretion more readily in certain cases, such as meeting our obligations under any applicable law, regulation, or policy.

3.6 If you discover that you have obtained access to information on the Site that you do not have authority to access, you agree to immediately terminate such access and inform us.

3.7 By requesting information through the Site, You consent to the transmission of the requested information (which may include mobile telephony unique identifier information) through the Site and assume all risks of such transmission.

4. NOTICES, COMMUNICATIONS, AND ELECTRONIC SIGNATURES

You agree you are bound by any affirmation, assent, or agreement you transmit through the Site, including but not limited to any consent you give to receive communications from us solely through electronic transmission. You agree that, when in the future you click on an "I agree," "I consent" or other similarly worded "button" or entry field with your mouse, keystroke or other device, your agreement or consent will be legally binding and enforceable and the legal equivalent of your handwritten signature.

5. RESTRICTIONS ON USE

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- (d) copy, modify, or display our name, trademarks, or logo or those of any Affiliate of ours, or any text, graphic images, or other LIMS Information from this Site;
- (e) use devices (including software) that are designed to provide repeated automated access to this Site or probe, scan, or test the vulnerability of any system or network related in any way to this Site;
- (f) with the exception of web browser software, or other applications approved by Us, use any software, program, application or any other device to access or log on to the Site, including our computer systems, or to automate the process of obtaining, downloading, transferring or transmitting any LIMS Information from the Site, including our computer system;

(g) include any Mark, the name of any of our personnel, or any variation of any of the foregoing, as a metatag, hidden textual element, or any other indicator that may create a false or misleading impression of affiliation, sponsorship, or endorsement between any User and/or website and the Site;

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(i) transmit any material that contains any computer code or files that might interrupt, limit or interfere with the functionality of any computer software or hardware of telecommunications equipment;

(j) use any electronic communication feature of the Site for any purpose that is unlawful, tortious, abusive, intrusive on another's privacy, harassing, libellous, defamatory, embarrassing, obscene, threatening, hateful, offensive, or sexually explicit;

(k) create a link from a web site to any page of this Site unless the user or the operator of the other web site has executed our then standard agreement for the granting of permission to establish such a link.

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6.1 While we may monitor any use of this Site, we are under no obligation to do so and assume no responsibility or liability arising from our doing so or omission to do so.

6.2 We and our Affiliates and Authorised Representatives may monitor your use of this Site to evaluate the quality of service you receive, your compliance with these Terms, the security of this Site, or for other lawful reasons.

6.3 You hereby waive and release us from any cause of action or other right with respect to us or our Affiliates or Authorised Representatives concerning any monitoring activities so undertaken.

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(c) the results that may be obtained from the use of the site will be accurate or reliable; or

(d) errors or defects will be corrected and/or corrected within a specified period of time.

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8.2 Symbio Laboratories and/or its Affiliates or Authorised Representatives shall not be liable to you, or any User or any third party for any special, incidental, consequential, exemplary or punitive damages (including damages for loss of profits, revenue, income, goodwill, use, data, time or other intangible losses) that may result from the use of, or the inability to use, the site, whether in an action of contract, negligence or other tort, arising out of or in connection with the use or performance of, or the information available on, the site. This limitation of liability applies even if any of them has been advised of the possibility of such damage.

9. INDEMNIFICATION

9 .1 You agree to indemnify, defend, and hold harmless Symbio Laboratories and any Affiliate or Authorised Representative of Symbio Laboratories from any claim, demand, loss, costs or expense, including attorneys' fees and costs, made by any person arising out of your violation of these Terms or any other Person's rights hereunder, including violation of any intellectual property or privacy right.

9 .2 Symbio Laboratories may, at its own expense, participate in any matter subject to indemnification by you, and you shall not settle any such matter in a manner prejudicial to the rights of Symbio Laboratories without the written consent of Symbio Laboratories, which shall not be unreasonably withheld.

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10.1 Please click on this link to <https://www.symbiolabs.com.au/privacy-policy> Privacy Policy to find out how we use and protect the personal information of certain Users that may be transmitted to this Site.10 .2 If you believe that:

- (a) the security of this Site has been breached; or
- (b) your information on the Site may have been used without your authorisation; or
- (c) this Site contains any inaccurate information, infringes any law or these Terms, please notify us by email admin@symbiolabs.com.au

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11.2 You acknowledge and agree that any and all current and future intellectual property rights associated with the Site, including such rights with respect to any name or mark that we may develop for, or use in connection with, the Site, is, and will be owned by us or our respective owners. Nothing in these Terms gives or is intended to give you or any User any claim for ownership of or any rights in such intellectual property.

11.3 The following restrictions apply to the content of the Site:

- (a) You agree that the content of the Site is our property or the property of our customers (as the case may be) and is subject to protection by Australian and international intellectual property laws;
- (b) you may only use and download materials that are made available on the Site for your own internal use;
- (c) you may not delete copyright or other intellectual property rights and proprietary notices from printouts of electronically accessed materials; and

12. MODIFICATIONS, SUSPENSIONS AND TERMINATIONS

12.1 If you breach any of these Terms or we anticipate you will breach any of these Terms, we may terminate any right granted to you in these Terms.

12.2 We may suspend or terminate your access to the Site at any time without giving notice or a reason for such suspension or termination.

12.3 We may modify or discontinue all or any portion of the Site or any function made available thereby at any time without prior notice.

12.4 We may block access to the use of all or any portion of the Site or any function of the Site without prior notice in the event we elect to discontinue such service on a temporary or permanent basis or in the event that you breach this Agreement.

12.5 We reserve the right to block access to all or any portion of the Site if we have reason to believe that the general security and/or integrity of the system is being threatened or compromised.

12.6 The Site may be unavailable at times due to no fault of ours.

13. JURISDICTION AND APPLICABLE LAW

13.1 Unless otherwise specified, we control and operate this Site from our offices within Australia. The Services and products described and information provided through this Site are directed to, and are not intended for distribution to, or use by, any Person in any jurisdiction where such distribution or use would be contrary to law or regulation or that would subject us or any of our Affiliates or Authorised Representatives to any requirement within such jurisdiction that we deem burdensome. Persons who access this Site do so at their own initiative, and are responsible for compliance with applicable local laws or regulations.

13.2 The laws of the State of Queensland will govern the Terms and any dispute of any type that may arise between a User and Symbio Laboratories and its Affiliates and Authorised Representatives concerning or arising out of the use of this Site.

13.3 If either party takes legal action relating to these Terms, both of us consent and agree to submit to the exclusive personal jurisdiction and venue of the courts of Queensland with respect to such matters.

14. MISCELLANEOUS

14.1 If any of these Terms are held to be unlawful, void, or for any reason unenforceable, that provision will be deemed severable from these Terms and will not affect the validity and enforceability of the remaining provisions.

14.2 The heading of the provisions hereof are for descriptive purposes only and will not modify or qualify any of the rights or obligations set forth in such provisions.

15. CANCELLING YOUR ACCOUNT

15.1 Customers can cancel their account at anytime by contacting our customer service department on 1300 703 166 or by email to admin@symbiolabs.com.au