







MyLab FAQs



I cannot click review order. What needs to be fixed?



Everything with an  is required. Make sure you have a **Description***, **Sample ID***, and **Tests*** selected for each sample.


Look for the  symbol as this indicates that something is missing or formatted incorrectly. You can hover your mouse over the symbol to see what the issue is. Here are some examples:

Sample Type:
 **Dry Pet Ingr** [CHANGE](#)

Description 
Description 2
Project/PO Number
Comment

☐ Sample ID  Tests  Can't find your test?


☐  

Sample Type:
 **Missing Required Fields**
Description

Description *
Description 2

DESCRIPTION: This will serve as the header of your report.


☐ Sample ID *

☐  **Missing Required Fields**
You must have at least one test

TESTS: At least one test must be selected for each sample entered.


- If you do not see the test you need, you can click "Can't find your test" and enter the test you require. Please be as specific as possible. You can also request the test in the Comment section.
- For best results, please contact your account manager to create a project for the test you need.
- Please note when a test is selected it will appear under the Tests dropdown box.

☐ Sample ID *

☐  **Missing Required Fields**
Sample ID

SAMPLE ID: Add an identifier that matches the sample.

☐ Sample ID *

☐  **Incorrectly Formatted Fields**
Time Sampled

TIME: Make sure the time is formatted in 24-hour time.



2:15 pm



14:15



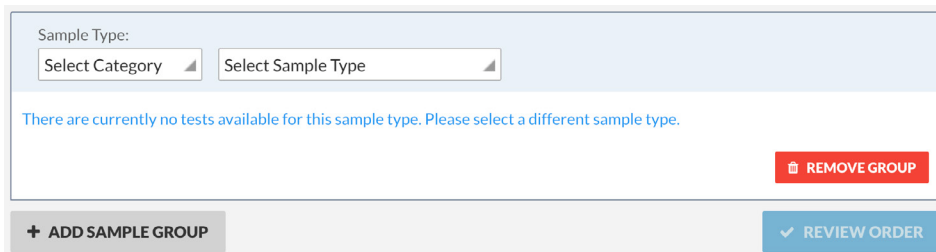
1415

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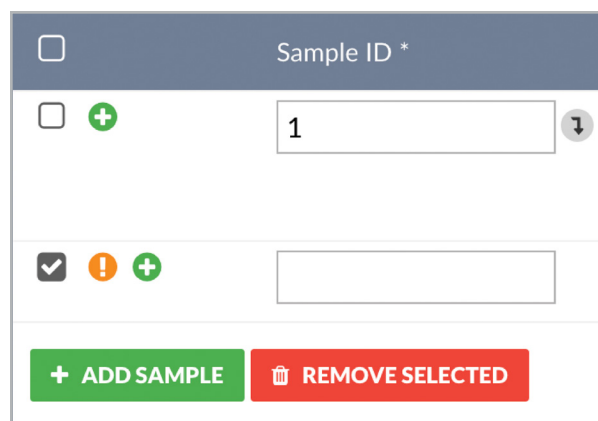
Or contact Client Services at 402.334.7770

Other Issues

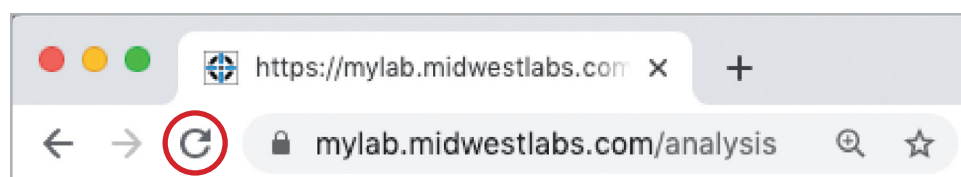
Remove any extra sample groups that may have been added.



This can be done by selecting any sample type and then clicking **REMOVE GROUP**.



To delete extra sample lines, select the box by the line and click **REMOVE SELECTED**.



If all fields are filled but  is still present, try refreshing your browser.

- If when submitting soil samples, the subsoil depth box is missing you can refresh your browser to populate the box

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Sample/Product Categories for Food Products

CATEGORIES	TYPES
Raw milk and dairy products	<ul style="list-style-type: none"> Raw milks and/or fermented/acidified milks (not heat treated) Raw milk based products, with high fat content and/or high background microflora
Heat processed milk and dairy products	<ul style="list-style-type: none"> Pasteurized dairy products Sterilized or UHT dairy products Pasteurized milk based products Dry
Raw meat and ready-to-cook meat products (except poultry)	<ul style="list-style-type: none"> Fresh meats (unprocessed) Ready-to-cook (processed)
Ready-to-eat, ready-to-reheat meat products	<ul style="list-style-type: none"> Cooked meat products Fermented or dried meat products Raw cured (smoked) (> 0.92) Raw cured (smoked) (< 0.92) Canned meat (ambient stable)
Raw poultry and ready-to-cook poultry products	<ul style="list-style-type: none"> Fresh meats (unprocessed) Ready-to-cook products (processed)
Ready-to-eat, ready-to-reheat meat poultry products	<ul style="list-style-type: none"> Cooked meat products Fermented or dried meat products Raw cured (smoked) (> 0.92) Canned (ambient stable)
Eggs and derivatives	<ul style="list-style-type: none"> Eggs (unprocessed) Egg products (heat processed) with additives (salt or sugar > 2%) Egg products (heat processed) without additives Dry
Raw and ready - to-cook fish and seafoods (unprocessed)	<ul style="list-style-type: none"> Fish (unprocessed) Shellfish (unprocessed) Crustaceans (unprocessed) Ready -to -cook fish and seafoods (processed)
Ready -to -eat, ready -to-reheat fishery products	<ul style="list-style-type: none"> Cooked fishery products Smoked or cured, and other processed products (< 0.92) Canned (ambient stable fish) Acidified and marinated fishery products Smoked or cured, and other processed products (> 0.92)

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Sample/Product Categories for Food Products

CATEGORIES	TYPES
Fresh produces and fruits	<ul style="list-style-type: none"> • Cut ready -to -eat fruits • Cut ready -to -eat vegetables • Produces grown in or in contact with the ground • Sprouts • Raw fruit/vegetable juices (unpasteurized) • Leafy greens • Vegetables and fruits (unprocessed) not described above
Processed fruits and vegetables	<ul style="list-style-type: none"> • Heat processed fruit/ vegetables juices • Canned fruits and vegetables (ambient stable) • Heat processed vegetables and fruits • Fermented/acidified vegetables
Dried cereals, fruits, nuts, seeds and vegetables	<ul style="list-style-type: none"> • Low and IMF fruits (< 0.85) • Seasonings • Nuts and seeds • Dried fruits and vegetables (< 0.60) • Dried cereals • Flours
Chocolate, bakery products and confectionary	<ul style="list-style-type: none"> • Pastries • Dry powdered • Low moisture • Dry & sugared low moisture (< 0.85) • Dry & sugared low moisture (< 0.65)
Multi -component foods or meal Components	<ul style="list-style-type: none"> • Composite foods with substantial raw ingredients (excluding patisserie) • Composite processed foods (cooked) • Ready to (re)heat food: refrigerated • Ready to (re)heat food: frozen • Ready to (re)heat food: dry • Mayonnaise based delisalads (acid) with raw ingredients • Mayonnaise based delisalads (acid) with processed ingredients • Ambient stable acid foods (pH < 4.8) • Ready to (re)heat food: ambient stable (canned)
Infant formula and infant cereals	<ul style="list-style-type: none"> • Probiotic ingredients • Non probiotic ingredients • Non probiotic infant formula • Probiotic infant formula • Non probiotic infant cereals • Probiotic infant cereals

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