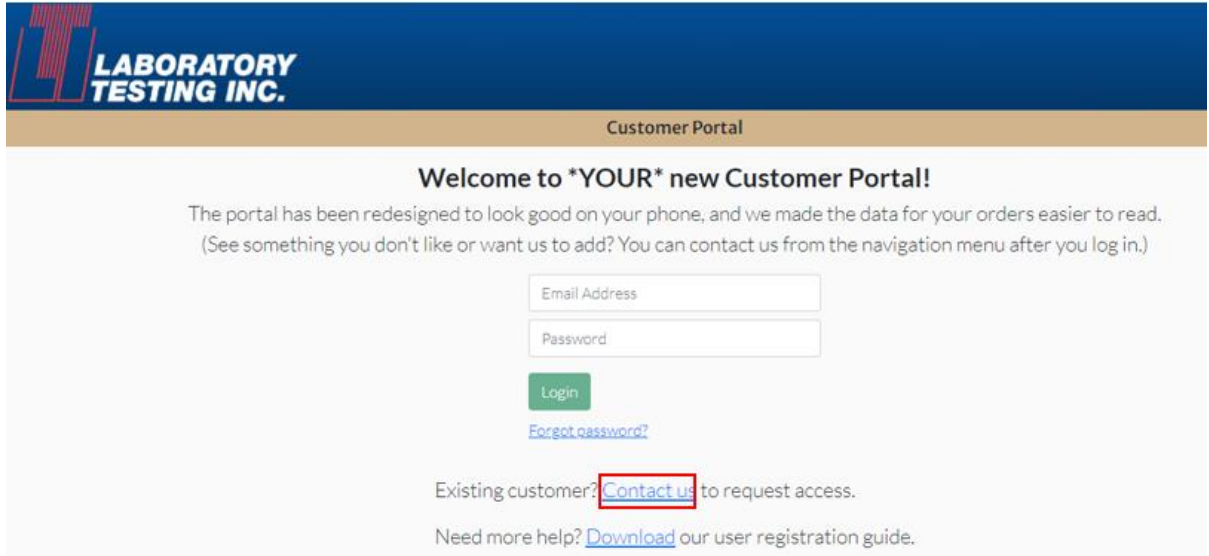


LTI Customer Portal: Registration & User Guide

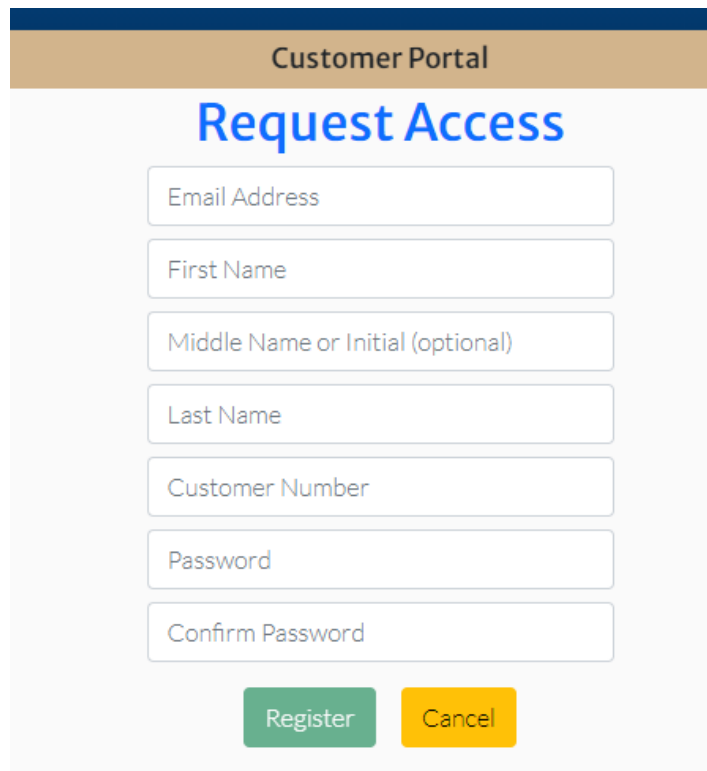
1. Registration

- 1.1. To request access to the LTI Customer Portal, please visit <https://portal.labtesting.com>. Once on the site, click the “Contact Us” hyperlink to open the Request Access form.



The screenshot shows the top of the LTI Customer Portal. At the top left is the Laboratory Testing Inc. logo. Below it is a navigation bar with the text "Customer Portal". The main content area has a heading "Welcome to *YOUR* new Customer Portal!" followed by a paragraph: "The portal has been redesigned to look good on your phone, and we made the data for your orders easier to read. (See something you don't like or want us to add? You can contact us from the navigation menu after you log in.)". Below this is a login form with fields for "Email Address" and "Password", a green "Login" button, and a blue "Forgot password?" link. At the bottom, there is text: "Existing customer? [Contact us](#) to request access." and "Need more help? [Download](#) our user registration guide."

- 1.2. The following form will appear. Please enter the requested information.



The screenshot shows the "Request Access" form. At the top is a navigation bar with the text "Customer Portal". Below it is a heading "Request Access" in blue. The form consists of several input fields: "Email Address", "First Name", "Middle Name or Initial (optional)", "Last Name", "Customer Number", "Password", and "Confirm Password". At the bottom of the form are two buttons: a green "Register" button and a yellow "Cancel" button.

LTI Customer Portal: Registration & User Guide

- 1.3. You will need your company's 7-character customer number to request access to the portal. The customer number can be found near the top-left corner of an LTI Invoice. The customer number starts with the letter C, followed by six numbers. If you do not have this information, please contact your Sales Representative or sales@labtesting.com for assistance.



Laboratory Testing, Inc.
2331 Topaz Drive
Hatfield, PA 19440
United States of America

Invoice To: C#####

- 1.4. You will need to create a strong password that is at least 8 characters and contains at least one uppercase letter, one lowercase letter, one digit and one of these special characters:
! " ' # \$ % & () * + , - . / : ; < = > ? @ [] ^ _ { } | \ ~ `

You will receive an alert if the password you entered does not meet the system requirements.

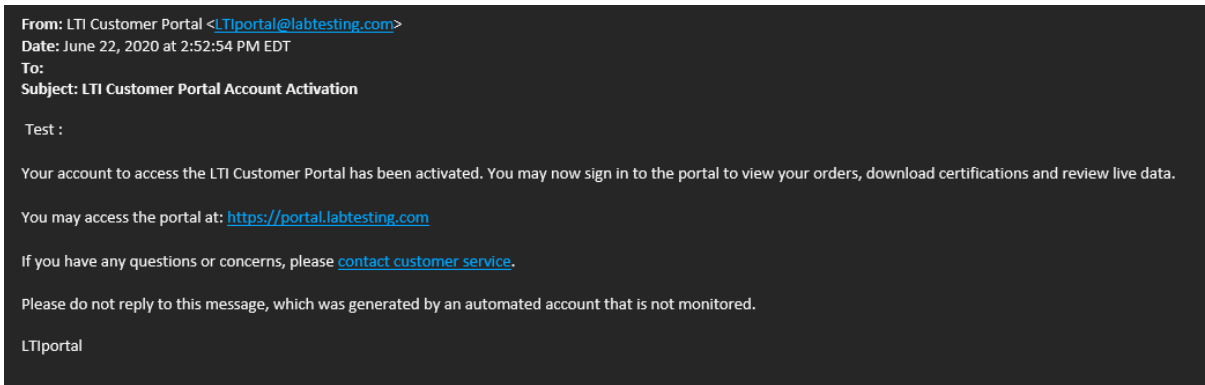
- 1.4.1. Passwords are valid for 6 months, after which you will be prompted to create a new password upon logging in. You cannot re-use a previous password.

- 1.5. When you have finished entering the requested information, click the "Register" button. You will receive an alert if any invalid information has been entered; otherwise, the portal will display a confirmation message.

Thank you for registering! Customer Service will contact you when your request has been approved.

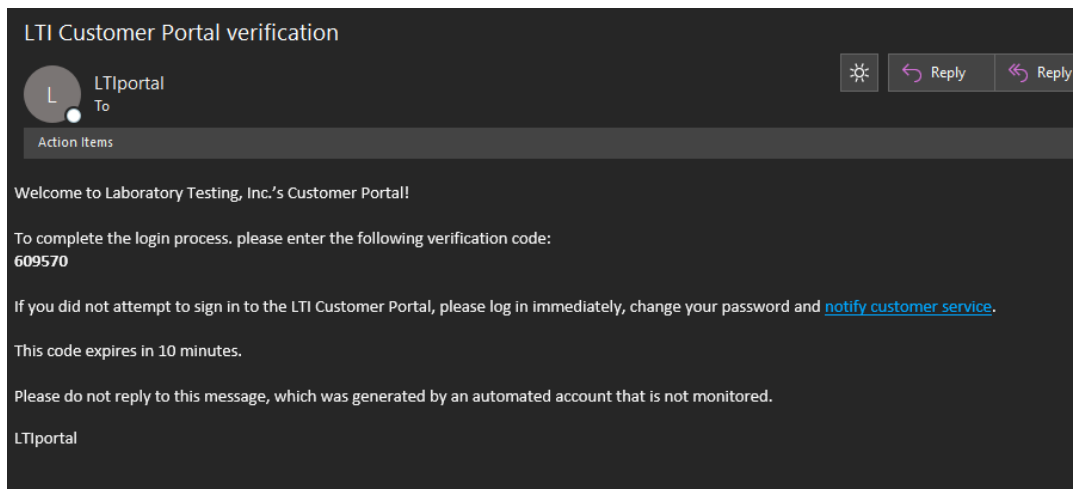
- 1.6. You will receive a separate email once you have been granted access to the portal, generally within two business days.

LTI Customer Portal: Registration & User Guide

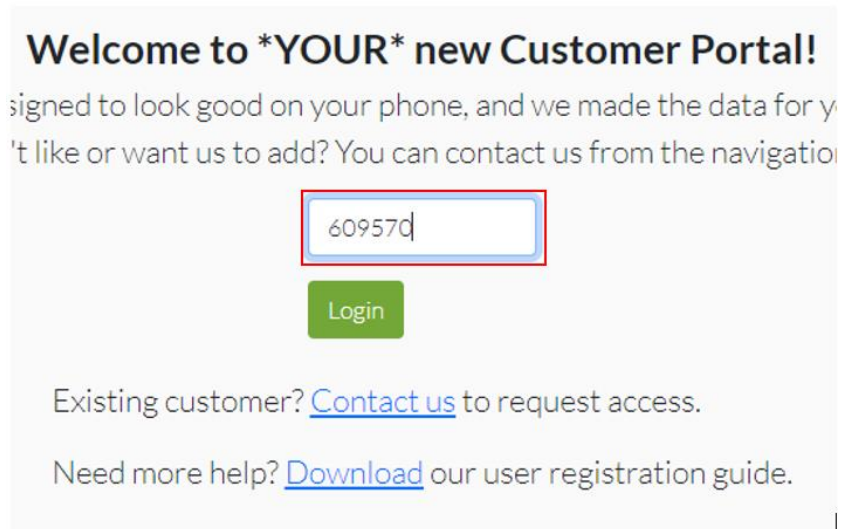


2. User Guide

- 2.1. Once you have completed the registration process, please visit <https://portal.labtesting.com>. Enter your email address and password. Then click the “Login” button.
- 2.2. You will receive an email from the portal that includes a six-digit verification code. This code must be used within 10 minutes to complete the login process. Enter the six-digit verification code and click the “Login” button again.



LTI Customer Portal: Registration & User Guide



- 2.3. Once you complete the login process, you will have access to current and past orders for your account. Your most recent orders are displayed automatically. This information can be sorted by Purchase Order Number, Order Date, or LTI Customer Order Number. You also can search for an order using a Date Range, Order Status, Purchase Order number, or Sample Information that you would have provided on the PO. After entering the information, click the "Apply Filters" button to complete the search.

The screenshot shows the "Customer Portal" interface. At the top, there is a navigation bar with the text "Customer Portal". Below this, there are several filter sections: "Orders From" (mm/dd/yyyy), "Orders To" (mm/dd/yyyy), "Order Status" (Any), "Purchase Order" (Purchase Order), "Sample Info." (Customer Sample In), and "Cust. Number" (Calibration "Test" C). There are "Apply Filters" and "Reset Filters" buttons. Below the filters, there is a "Sort By:" section with three options: "PO", "Date", and "LTI ID". The main heading is "My Orders". Below this, there are two order cards. The first card is for "PO: Rounding Validation" with a status of "In Process", a date of "Dec 9, 2020", and an LTI ID of "CO20039274". The second card is for "PO: HeavyHexNutTest" with a status of "In Process", a date of "Jul 20, 2021", and an LTI ID of "CO21021682". Both cards have a "Details" button.

LTI Customer Portal: Registration & User Guide

- 2.4. To view a specific order, locate the order and click the “Details” button. You will be able to view the order status, order date, scheduled date (anticipated completion date), lead time, sample information, etc.

The screenshot displays the LTI Customer Portal interface. At the top, a header bar reads "Customer Portal". Below this, a "PO:" section is marked as "Complete". It contains a table with the following information:

Customer ID:	Order Date: Sep 22, 2021	Ship To:
Order:	Scheduled: Sep 22, 2021	
Sales Rep: Ashley N Yoniss	Lead Time: RUSH Same Day	
	Matl Recd: Sep 22, 2021	

Below the PO section are three main categories, each with a "View" button:

- Certifications:** Shows a search box with "LTI0012109123456" and "Sample: 194299".
- Invoices:** Shows a search box with "Status:".
- Samples & Lines:** Includes a "Hide Lines" button and a detailed view for "Sample: 194299".

The "Samples & Lines" section provides the following details for Sample: 194299:

- Description: 5.000 NPS STL 90 LR LT Elbow
- Trace:
- Heat:
- Specification: ASTM A234-15 B 10B
- Alloy: Steel
- Condition: Normalized

Below this, a table lists "Line: 1" as "Complete":

Line: 1	Complete
Item:	MTTR252
Description:	Tensile Test, Round, 0.252
Quantity:	1
Due Date:	Sep 22, 2021

- 2.5. If a test has been completed but not certified, you can click on the “Raw Data” button for a specific line to view preliminary results, if available. These results are not official, as they have not been reviewed by Laboratory Testing Inc’s Quality Assurance Department.
- 2.6. If certifications, invoices or shipping labels are available, you can click on a “View” button to open a PDF copy of that record. (Adobe Acrobat Reader needs to be installed on your computer to open a PDF file.)
- 2.7. If you have any questions or comments that you would like to submit to your dedicated sales team, you can go to the menu in the upper right-hand corner and select “Contact Us”.
- 2.8. Similarly, if you notice any glitches that you would like to report to our development team or if you’d like to request a feature, you’ll find “Report a Bug” and “Request a Feature” options in the navigation menu.

LTI Customer Portal: Registration & User Guide

