

Online Isolation Service System User Manual

1. For a new customer, please register.

1.1. Click “Register” to create a user account or a member account (you can select either one).

1.2. Check your email and click the link provided in the email to activate your account.

2. Submission processes for isolation service request

There are 4 steps during the submission process for isolation service request.

2.1. Sign in with your user name and password.

2.2. Go to the “Services” menu and select “Technical Services” > “Isolation Service”.

2.3. Fill out the request form.

2.3.1. Fill in sample code and your requirements (microbial isolation and/or total plate count). If you wish to submit more than one sample, please click the “Add more sample” button.

2.3.2. On the “Summary” page, select language of the report you need. Select whether the isolated microorganisms are to be kept for further processing (whether the isolated microorganism should be sent back to you and/or further submitted to identification process).

2.3.3. Fill in shipping address, invoice address, and tax information.

2.3.4. Confirm and submit your electronic request form to TBRC. Your isolation service requests can be viewed from your account.

2.4. Submit the request form and sample to TBRC.

2.4.1. Go to “My Technical Service Request” in your account.

2.4.2. Select and print the request form by clicking the “Print Form” button.

2.4.3. Sign the form and submit the form together with the sample to TBRC.