

## Online Identification 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 identification service request

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

  - 2.1. Sign in with your user name and password.
  - 2.2. Go to the “Services” menu and select “Technical Services” > “Identification Service”.
  - 2.3. Fill out the request form
    - 2.3.1. Fill in sample code and your requirements. 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.
    - 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 identification service requests can be viewed from your account.
  - 2.4. Submit 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.