



Q-SYS Matters



Spring 2010

Features

■ SECURE MESSAGING

Send messages to other Q-SYS users and be sure that they will be delivered

■ ISSUE LOGGING

Now you can use Q-SYS to log and monitor software, IT or laboratory issues as they arise.

■ DOCUMENT STORAGE

Why not use the powerful document storage facilities now available with Q-SYS?

■ PDF REPORTING MESSAGE

When is an error not an error?

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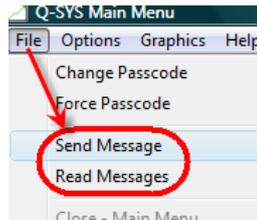
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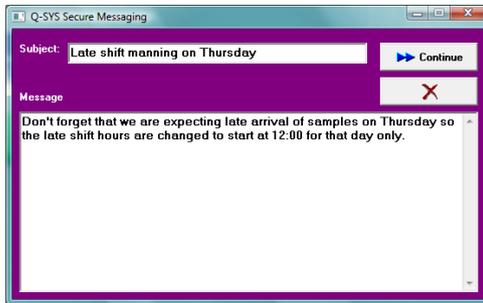
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SECURE MESSAGING

Is now incorporated in the latest version of Q-SYS. This means that you can compose messages (similar to emails with a *Subject Line* and *Text*).



You can then send them to one or more Q-SYS users.



When that user next logs in, or uses their personal passcode, they are



alerted that a message is waiting.

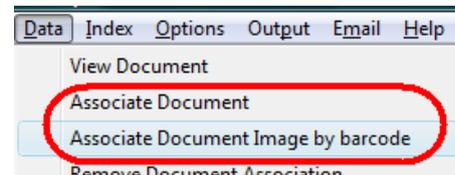
Click **Yes** to read the message straight away, or do so later using the *Read Messages* menu option.

Messages are stored for as long as you specify, until they are delivered.

DOCUMENT STORAGE

You may know that you can use the powerful document and picture image facilities we have built in to store any document against the sample, inspection or run to which it relates.

But did you know that with an optional add-on, you can now identify a paper document with a barcoded label generated by Q-SYS?



You then scan batches of documents using a standard document scanner. These are available at modest cost if you don't have one already.

Then, Q-SYS processes the image files and automatically associates them with the correct samples, inspections or runs. This takes just seconds to perform.



You can then safely dispose of the original paper leaving you with an electronic record that is then also automatically converted to pdf for efficient disk storage.



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Did you know?

The standard LIMS export 1QFIND1.EXP has now been enhanced so it will output up to 100 different tests, in columns, instead of 20.

Q-SYS can now be made to automatically check that there are no database or backup errors, and email you and your IT Department to warn them.

You can elect for Clyde Computing support to be emailed too if you wish.

Documents and picture images that have been associated with Q-SYS samples, inspections or runs are now stored in folders with up to 1000 subfolders within.

Windows Explorer struggles if you have too many files in a folder and some customers have over 25,000!

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ISSUE LOGGING

Now there's an easy to use database in Q-SYS itself for logging software, hardware or indeed any laboratory issue.

A unique *Issue Number* is automatically generated, and you can set up your own issue *Types* for classification.

You can enter a *Description*, a *Resolution* and an *Internal Note* to complete your quality system records.

Description	Poor quality packaging, damaged on arrival.
Resolution	Contacted supplier by phone, pallet is to be returned.
Internal Note	Purchasing dept informed.

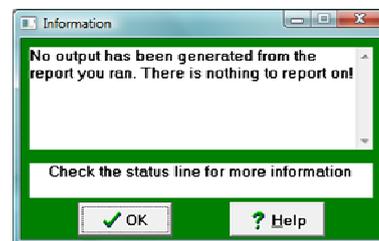
Details	Picture
Type	DAM Damaged material
Manager	COB Cheryl Brown
External Ref	123456
Address Def	212

PDF REPORTING MESSAGE

Using this built in Q-SYS menu option to create a report as a pdf is an increasingly popular option.

Output	Email	Help
Preview Report		
Print Report		
Create PDF Report		

Did you know that if you receive this message it's NOT an error:



It just means that no data was found to report on, and there's no point in creating a blank page as a pdf report. If you didn't expect this, then perhaps a date range was wrong or your query needs amending!

If in doubt then try previewing the report.

For Q-SYS issues, we've provided a facility where you can first enter details of your problem or query,

Email	Help
Report	
Spreadsheet	
Create Mail	
Email Issue to Clyde Computing	

then email it directly to our support team.

If we log into your system to correct a problem, then we can enter the *Resolution* ourselves.

Entries are colour coded to indicate if they are outstanding, in progress, completed or verified.

Number	Date
1	14-12-2009
2	03-02-2010
3	30-03-2010

