

User Communication

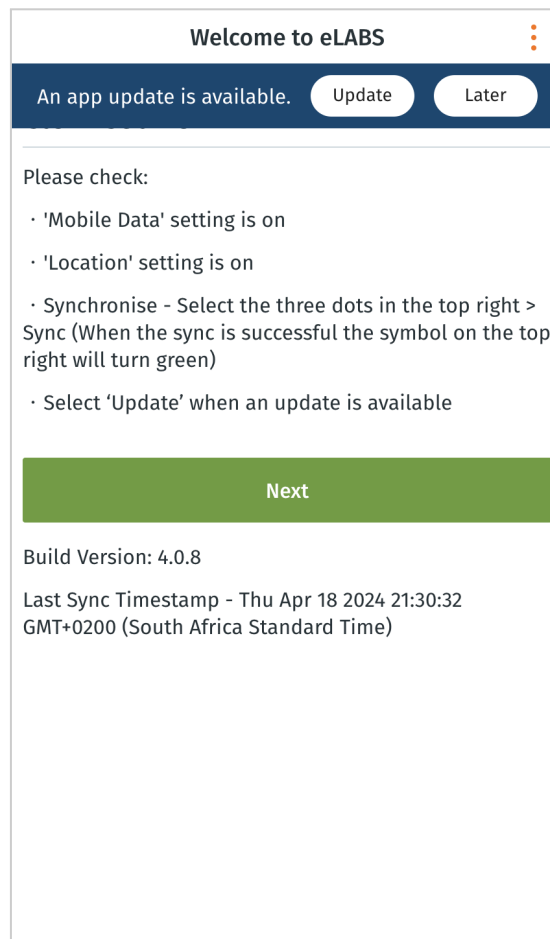
We are happy to announce that your **RSA** eLABS application will have an updated workflow. These changes will take place on **Friday, 19 April 2024 at 17:00**.

Update your application

When the blue banner appears, it is recommended that you update the application as soon as possible.

If the 3 dots in the right-hand corner are orange, there is an update still pending. Please click on the 3 dots and select 'Update'. Please note, that if you are halfway through an action, complete the action before doing the update.

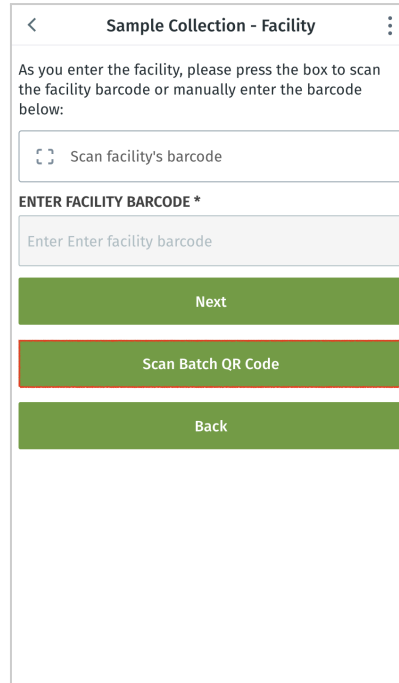
The built version of the application will remain the same.



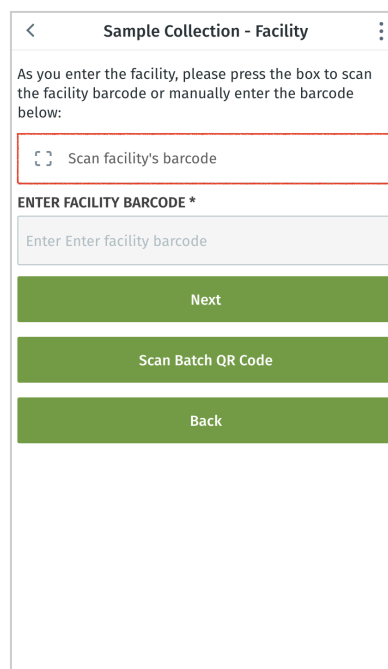
Mobile: Courier Facility Code Validation

During the collection and delivery process, drivers are encouraged to either scan into the facility or collect a batch directly by scanning the Batch QR code.

Users are encouraged to select the **[Scan Batch QR Code]** when arriving at the facility. When they do so, they do not need to log into the facility and they do not need to scan a sample barcode. By scanning the batch QR code from the facility's device - the driver is able to collect all the samples linked to that batch at that facility.



Alternatively, if the driver must first sign into the facility it is important for the driver to follow the correct process: scan facility's barcode > select a sample > scan sample > confirm batch / samples collected > confirm collection



Important: If the driver is checking into the facility first, the driver must scan the **facility's QR code** when arriving at the facility before scanning a sample. Please **do not** scan the Batch QR Code from the facility's device.

If the driver scan's the Batch QR Code instead of the normal facility code a validation will appear to prompt the driver to either scan the facilities code or to select the [Scan Batch QR Code]

