



Contents

1. Where to start	2
2. What are the costs	2
4. Register an Institution	2
5. Approved Institution:.....	6
6. Rejected Institutions	7
7. Participants Management	7
8. Proficiency Enrolment (Ordering of Proficiency):.....	9
9. Enrolment Certificate	13
10. Enter Proficiency Results, steps to follow:	15
11. Updating of sets that was issued but cannot be resulted.....	16
12. Generate a Proficiency report.	21
13. Instrument management	24
14. Print Certificate of Participation.	25
15. Log a Ticket	26
16. Additional Information	31

1. Where to start

Access the SANBS Proficiency System by clicking on the South-African National Blood Service (SANBS) Proficiency link on your Company Intranet page or by entering the following URL in your browser: <https://www.sanbs-proficiency.org.za/>

The South African National Blood Service (SANBS) Proficiency Testing Programs are accredited to ISO/IEC 17043 under accreditation number PTS0006. Recognized as a centre of excellence in laboratory and blood banking proficiency testing for transfusion medicine, the program supports quality and competence across the African continent.

All PT activities are coordinated and administered within SANBS, with a strong focus on efficiency, quality, affordability, and reliable service delivery. SANBS is a registered non-profit company operating on a cost recovery model.

Voluntary Suspension Notice:

The PT Program has been placed under voluntary suspension due to the relocation of the laboratories.

During this voluntary suspension, all internal processes and program activities continue, ensuring readiness for full reinstatement of accreditation once the relocation is complete and compliance can be confirmed.

Click here to register for a proficiency program.

Register a New Institution

Existing Customers

Please to continue



2. What are the costs

- 2.1. As an external institution, you can request SANBS Proficiency Test price list by contacting us at proficiency@sanbs.org.za

3. How to gain access to the system

- 3.1. As a supervisor or Manager (Primary Participant) of a Laboratory or External Institution you need to **REGISTER A NEW INSTITUTION** on the system.

Note!! The supervisor or manager will be responsible to - enrol for the relevant Proficiency/ies:

- Add/remove participants.
 - Manage Instrument (where applicable).
- 3.2. SANBS Proficiency Department will approve/reject your registration.
- 3.3. **You will then receive an email with a link to logon to the system or an email explaining why your registration was rejected.**

4. Register an Institution

- 4.1. From the logon select:

Click here to register for a proficiency program.

Register a New Institution

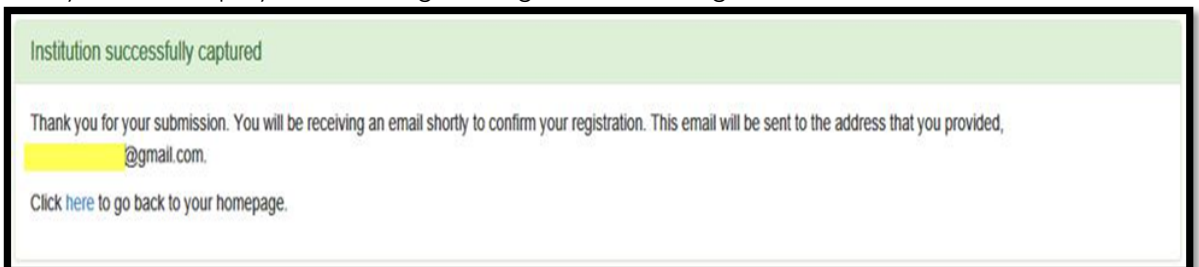
Please note! All prompts marked with **an *** are required prompt. Please complete all prompts in Title Case e.g., Proficiency.

- 4.2. At the Institution Name prompt enter the name of the blood bank, donor clinic or external entity e.g. Milpark Blood Bank, Beacon Donor Centre, Kimberley NHLS etc.
- 4.3. At the Organization prompt select the organization the institution forms part of e.g. SANBS, NHLS etc.

- 4.4. **Complete the institution telephone and fax details at the associated prompts.**
Note: The format for S.A contact numbers are 10 numbers without spaces e.g. 0117610000. For international numbers please enter the number in the international format e.g., +27117610000.
- 4.5. **At the Company Email prompt please ensure the lab supervisor or lab manager** (Primary Participant) email address is entered; the email address will be used in all communication.
- 4.6. **Please enter the physical address of the institution at the Physical Address prompts.**
Note: This address will be used to deliver all the proficiency samples.
- 4.7. **Primary Participant Details are the details of the lab supervisor or lab manager, the person's details entered at these prompts will be able to:**
- Manage participants.
 - Order proficiencies.
 - Run laboratory reports.
 - Manage instruments.
- 4.8. **Enter the name, surname and email address of the primary participant at the associated prompts.**
Note: The primary participants email address and Institution email address must be the same. Secondary Participant Details are the details of a participant that is second charge of the lab, or assist if Primary Participant is not available. The person details entered at these prompts will be able to:
- Manage participants.
 - Run Laboratory reports.
- Note: The secondary participant is not required if this Institute only has one staff member**
- 4.9. **Enter the name, surname and email address for the secondary participant at the associated prompts.**
- 4.10. **The next section Billing Details are for all external participants that are not part of SANBS. Tick the "I am a SANBS Institution" box if part of SANBS. This will remove the * from all required prompts for the billing details.**
- 4.11. **All external institutions not part of SANBS must complete the Billing Detail prompts.**
Note: The details entered must be that of the guarantor responsible for billing/payments.
- 4.12. Once all the Guarantor prompts have been completed or the I am a SANBS Institution box has been ticked, the Terms and Conditions can be viewed by clicking on the **Terms and Conditions** link:



- 4.13. Click on the box next to the **I agree to the Terms and Conditions** prompt to continue.
- 4.14. If all the required prompts have been completed the **Register And Order** and the **Register Only** buttons will change to active buttons.
- 4.15. If required prompts are still missing the **Register And Order** and the **Register Only** button will remain inactive until all the required prompts has been completed.
- 4.16. Internal participants click on the **Register And Order** prompt to complete registration of the new Institution. The system will display the following message to confirm registration.
- 4.17. An External Participant that required additional information should select **Register Only**.
- 4.18. The system will display the following message to confirm registration:



Institution

Please fill in your institution's details to register a new institution. Your details will be reviewed by a member of SANBS, and you will be notified by email if your institution has been accepted into the proficiency program.

Fields marked with an * are required.

Institution Details

Institution Name

Bruma Blood Bank

Organization

SANBS

Telephone

0117641234

Fax

0117641254

Company Email

cheryl.beukes@sanbs.org.za

Primary Participant Details

First Name

Cheral

Surname

Beukes

Email

cheral.beukes@sanbs.org.za

Secondary Participant Details

First Name

Stanley

Surname

Poongavanum

Email

stanley.poongavanum@sanbs.org.za

Physical Address

Please be aware that this is the address to which samples required for proficiency tests will be delivered.

Address Line 1

21 Berkley Ave

Address Line 2

Suburb

Bruma

Country

South Africa

Address Code

1451

Billing Details

☒ I am a SANBS institution.

Invoices will be sent to the guarantor using the email address provided below.

Guarantor Name

Guarantor Email

Address Line 1

Address Line 2

Suburb

Country

Choose Country

Address Code

☒ I agree to the [Terms and Conditions](#)

Register And Order

Register Only

Example of an External Institution:

 **Institution**

Please fill in your institution's details to register a new institution. Your details will be reviewed by a member of SANBS, and you will be notified by email if your institution has been accepted into the proficiency program.

Fields marked with an * are required.

Institution Details

Institution Name	Organization
Bruma MHLS	NHLS
Telephone	Fax
0117641234	0117641254
Company Email	
cheryl.beukes@nhls.org.za	

Physical Address

Please be aware that this the address to which samples required for proficiency tests will be delivered.

Address Line 1	Address Line 2	Suburb
21 Berkley Ave		Bruma
Country	Address Code	
South Africa	1451	

Primary Participant Details

First Name	Surname	Email
Cheryl	Beukes	cheryl.beukes@nhls.org.za

Secondary Participant Details

First Name	Surname	Email
Stanley	Poongavanum	stanley.poongavanum@nhls.org.za

Billing Details

☐ I am a SANBS institution.

Invoices will be sent to the guarantor using the email address provided below.

Guarantor Name	Guarantor Email	
Petro Mabuye	petro.mabuye@nhls.org.za	
Address Line 1	Address Line 2	Suburb
P O Box 1414	Bruma	Boksburg
Country	Address Code	
South Africa	1454	

☒ I agree to the [Terms and Conditions](#)

What do I do next?

The SANBS Quality Department will review all requests for the registration of a new Institution. The new Institution will then either be approved or rejected by the SANBS Quality Department.

5. **Approved Institution:**

- 5.1. The primary participant will receive an email stating that the Institution registration has been approved with a link to complete registration.



You have been invited to join the SANBS proficiency program. Click on the link below to begin the enrolment process.
<http://sanbs-proficiency-sa-uat-workorder.azurewebsites.net/Participant/Register?Guid=f969d0cd-7540-473e-a23d-2652652aa5b2>

* Subject to terms and conditions

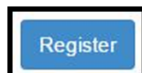
- 5.2. Click on the link to enter logon credentials for SANBS Proficiency system.
- 5.3. The user will be re-directed to the Participant page.
- a. The **First Name**, **Surname** and **Email** address will default in as entered when the institution was registered. Please confirm that these details are correct and make the relevant corrections if necessary.
- b. At the **Password** prompt enter a password for the SANBS Proficiency System please take note of the password rules:

Password creation instructions:

Your Password must contain:

- 8-20 characters
- At least one uppercase letter
- At least one lowercase letter
- At least one number

- c. At the **Confirm Password** prompt, re-enter the password.
- d. **Contact Details** can be completed but are not required, as all communication will be conducted via email.
- e. Click on **Register** to complete participant registration.



Example of a Participant Registration Screen:

Participant

Fields marked with an * are required.

User Details

First Name
Joseph

Surname
Beatix

Email
renetha.b+777@gmail.com

Password creation instructions:

Your Password must contain:

- 8-20 characters
- At least one uppercase letter
- At least one lowercase letter
- At least one number

Password

Confirm Password

Contact Details

Mobile Number
0821111234

Telephone Number
0117619000

Address Line 1
34 Rose Street

Address Line 2

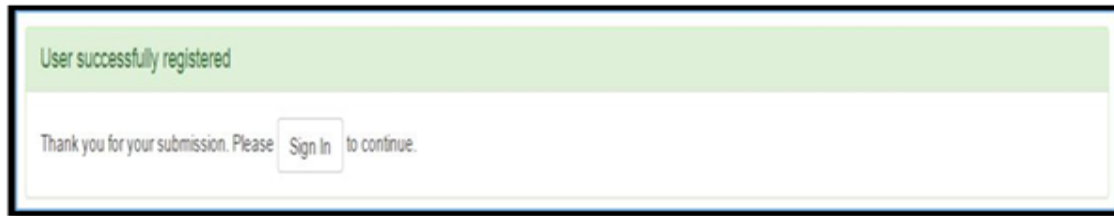
Suburb
Florida

Country
South Africa

Address Code
1754

Register

Note: The system will display a message that the user has been successfully registered and may sign into the system.



6. Rejected Institutions

- 6.1. The primary participant will receive an email stating that the Institution registration has been rejected with the reason for rejection. The SANBS Quality Department can be contacted on the number listed in the email for any queries.
- 6.2. Some of the possible reasons for being rejected:
 - A. **Opting to collect own shipment**
 - B. **Incorrect values on quotation**
 - C. **Incorrect participants details**
 - D. **Enrolment amendment**
 - E. **Shipment collection or delivery Issues**



Dear: TM-UAT Reject

Thank you for your application to participate in the SANBS proficiency testing programme. Unfortunately your country restricts the transport of bio-hazardous materials to and from South Africa and therefore we are unable to process your application. For any further queries, please do not hesitate to contact SANBS proficiency testing on +27800 11 90 31 or send an email to Proficiency@sanbs.org.za

* Subject to terms and conditions

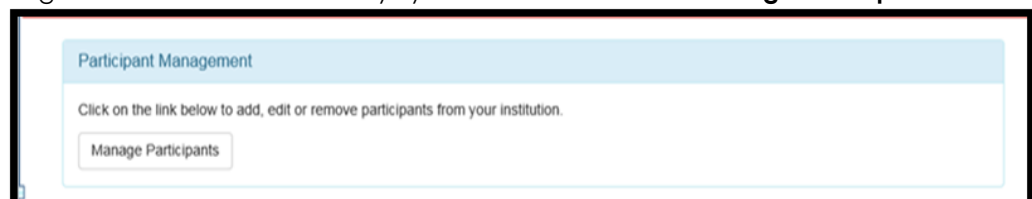
7. Participants Management

- a. As a Primary or Secondary Participant (Laboratory / Clinic / Blood Bank Supervisor or Manager) you will be able to manage the participants (staff) of your Institution.
- b. All participants which will complete proficiencies online, needs to be registered on the system. Each participant will be allocated a participant number and will have to capture their own login credentials.

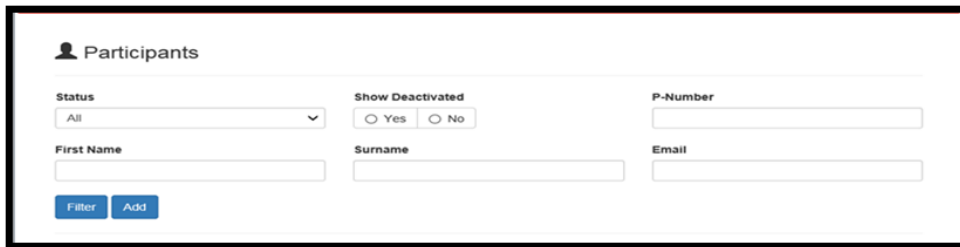
Note: The participant number is used throughout the system e.g. when completing proficiencies and generating reports. The system will only display the participant number on emails, results and reports and not the participant's name.

Steps to follow:

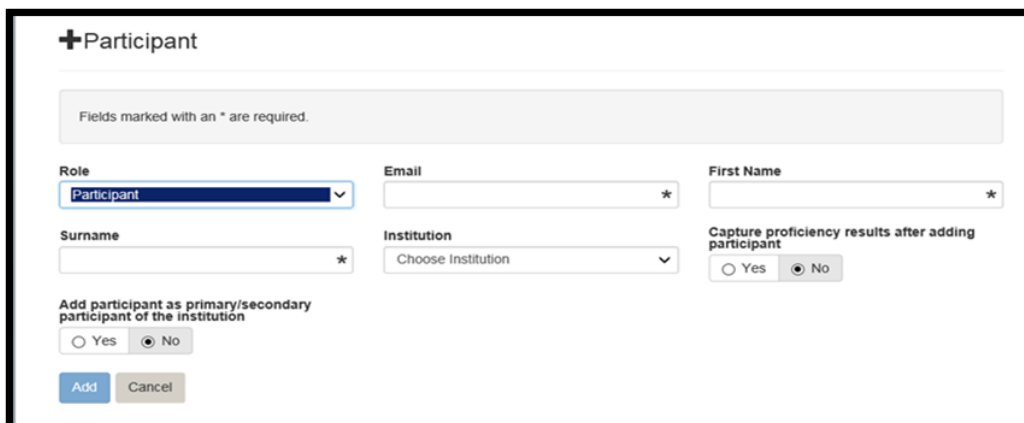
- c. Supervisor / Manager adds participant.
 - d. Participant receives email with a link to complete registration.
 - e. Participant completes registration online by entering logon credentials.
- 7.1. Add Participants:
 - 7.1.1. Logon to the SANBS Proficiency System and click on the **Manage Participants** button.



- 7.1.2. Participants can be viewed, added or inactivated from this page. To add a participant, click on the **Add** button.



- 7.1.3. At the **Role** prompt select Participant from the list.
7.1.4. At the **Email** prompt enter the participant email address. Please ensure the correct email address is entered as the login link will be send to the participant email.
7.1.5. Enter the Name and Surname for the participant at the relevant prompts. Click on the **Add** button to add the participant.



- 7.1.6. The participant will be added to the Participant list, an email will be sent to complete the registration.
7.1.7. Click on the link in the email to enter logon credential for the SANBS Proficiency system. The user will be re-directed to the Participant page.
7.1.8. The First Name, Surname and Email address will default in as entered when the institution was registered. Please confirm that these details are correct and make the relevant corrections if necessary.
7.1.9. At the **Password** prompt enter a password for the SANBS Proficiency System please take note of the password rules:



- 7.1.10. At the **Confirm Password** prompt, re-enter the password.
• **Contact Details** can be completed but are not required, as all communication will be conducted via email.
7.1.11. Once the participant has completed registration, the participant's status will change from **Invited** to **Accepted** on the Participant list.

- 7.2. Relocate Participant.
Participants may move from one institution to another in the same organisation.

- 7.2.1. To relocate a participant to another institution, the supervisor/manager (Primary participant) of the institution must sign into the system and click on the Manage Participants button.
- 7.2.2. Click on the **Add** button to add the participant to the relocated institution.
- 7.2.3. Complete all the prompts as per point 4.1 and ensure the email address entered is the same email address entered when the participant was registered the first time.
- 7.2.4. Click on the **Add** button to relocate the participant. The system will display a message to inquire if the participant's change request can be sent. Click on the **Yes** button to send a change request to the participant.

+ Participant Institution Change Request

Participant Bloemfontein Two with email renetha.b+12@gmail.com exists in the system and is assigned to another institution.

Would you like to send this participant a change request to join your institution?

- 7.2.5. The participant will receive an email with a request to relocate to the new Institution. The email will contain a link to either confirm or reject the change.
- 7.3. Disable participant.

Note: If a participant resigned from the lab / donor centre or will not be performing proficiencies online, the participant's status can be changed from Active to Deactivated.

 - 7.3.1. Log in to the SANBS and click on the **Manage Participants** button.
 - 7.3.2. Click on the relevant staff member from the participant list.
 - 7.3.3. Click on the **Deactivate** button to change the status of the participant from Active to Disabled.
 - 7.3.4. The participant's status will change to Disabled.

Note: A participant should only be deactivated when they leave the Institution.

8. Proficiency Enrolment (Ordering of Proficiency):

Steps to follow:

- a. Create proficiency order for the following year. Check the distribution dates for the various programs to ensure that orders are placed for the months that it is available.
- b. SANBS Quality Department will receive the order and approve or reject it.
- c. Participant will receive an email indicating approval or rejection with the relevant rejection reason.

8.1. From the logon screen, select the **Enrolment** button.

SANBS Proficiency Home ▾ Participants **Enrolment** Reports Administration ▾ FAQ

Proficiencies

Crossmatch

January	February	March	April	May	June
10	10	10	10	10	10
July	August	September	October	November	December
10	10	10	10	10	10
Status: No Order		Total Sets: 120			

8.2. Enter the number of samples needed per month for the whole year, see example below.

Proficiencies

Crossmatch

January	February	March	April	May	June
10	10	10	10	10	10
July	August	September	October	November	December
10	10	10	10	10	10
Status: No Order		Total Sets: 120			

- 8.3. Only enter a number for the proficiencies that you would like to enrol for and leave the other entries as zero, see example below.

Proficiencies

Crossmatch

January	February	March	April	May	June
10	10	10	10	10	10
July	August	September	October	November	December
10	10	10	10	10	10

Status: No Order Total Sets: 120

Antibody Identification

January	February	March	April	May	June
0	0	0	0	0	0
July	August	September	October	November	December
0	0	0	0	0	0

Status: No Order Total Sets: 0

- 8.4. After you have the number for each proficiency, scroll to the bottom of the screen and click on **Save Order**.
- 8.5. The system will display all orders entered, ensure that they are correct before clicking on **Confirm and Complete**.

SANBS Proficiency Home ▾ Institutions Participants Administration ▾ Reports FAQ

Order Successful

Thank you for submitting your order. Click [here](#) to go back to your homepage.

- 8.6. The SANBS Quality Department will approve or reject the orders for the selected proficiencies. The participant will receive an email confirming the acceptance or rejection of the enrolment. If the rejection is due to a clerical error, the system will allow the participant to edit the order and submit it again.
- Note: changes to the enrolment / order can be made only 2 weeks prior to the start of production as outlined in the schedule.**
- 8.7. The SANBS Quality Department will approve or reject the orders for the selected proficiencies.
- 8.8. The participants will receive an email confirming the enrolment or rejection of the enrolment. If the rejection is due to a clerical error, the system will allow the participant to edit the order and submit it again.

Accepted email:



Dear Anda

Congratulations! Your application to join the proficiency PCR Aneuploidy Screening has been approved. For any further queries, please do not hesitate to contact SANBS proficiency testing on +27800 11 90 31 or send an email to Proficiency@sanbs.org.za

* Subject to terms and conditions

- 8.9. External participants will receive an email with a **Click here** prompt that will redirect them to a quotation waiting for acceptance.

Dear: Ntontlo, Anda

We have received your enrolment for 2025 Proficiency/EQA cycle. Please review and accept your quotation by clicking on the link below.

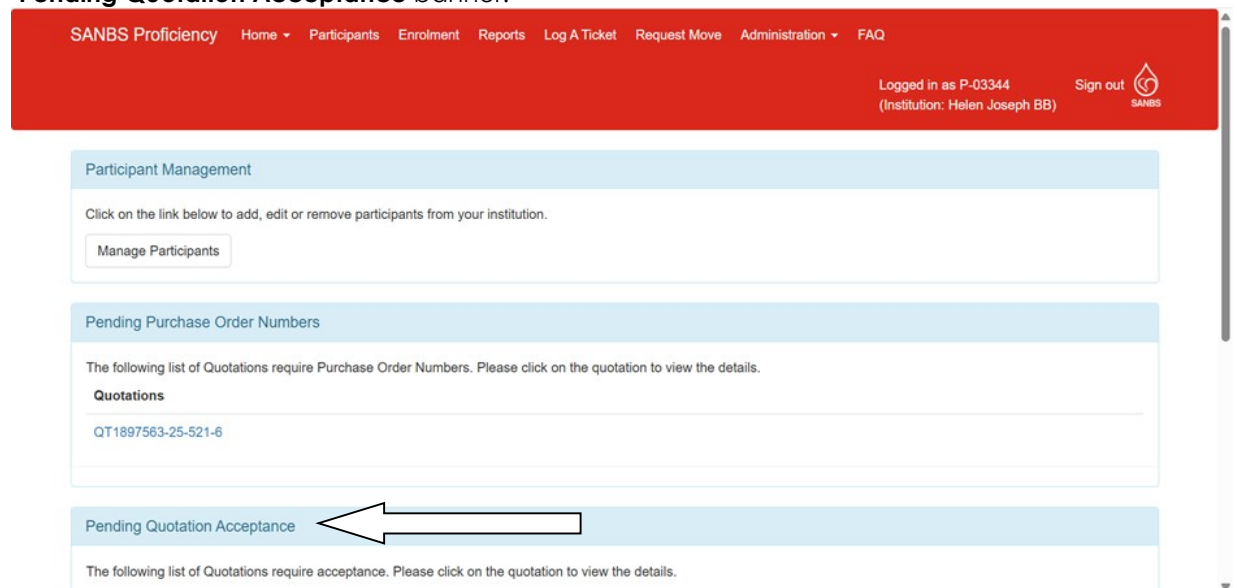
Response to this email is required by 10 December 2025.

Click [here](#) to view Quotation

* Subject to terms and conditions



- 8.10. Alternatively, external participants can log into the proficiency portal in order to accept / reject the quotation once the enrolment approval email has been received. To action the quotation, click on the quotation number highlighted in blue under the **Pending Quotation Acceptance** banner.



- 8.11. A quotation document will be displayed for review. Click **accept quotation** or **reject quotation** in order to action the document accordingly.

Accept Quotation	Reject Quotation
South African National Blood Service Reg No: 2000/026390/08 Vat No: 4770104752 Association Incorporated Under Section 21 Customer No: 1897563 Company Details: 1 Constantia BLVD Rondepoort Johannesburg South Africa Goods Recipient: Deekay Manganyi Phone Number: Email: dkmanganye@yahoo.com Ship-to Party: Helen Joseph BB QUOTATION Quotation Number: QT1897563-25-521-6 Date: 5/7/2025 Version: 6 Contact Person: Deekay Manganyi E-Mail: dkmanganye@yahoo.com Phone:	

QUOTATION TEXT

This quotation is for your enrolment in the following programs: Donation Testing, Antibody Identification, Crossmatch, DAT, Virology. The quotation is for the period /1/2025 to 12/31/2025.

Quotation validity: The prices on this quotation are valid until 10 December 2025.

Item	Material	Description	Unit	Qty	Price Per Unit (ZAR)	Courier Charges	Net Value(ZAR)
1	785475	Donation Testing	EA	3	458.00	0.00	1374.00
2	57690	Antibody Identification	EA	7	234.00	0.00	1638.00
3	4587965	Crossmatch	EA	7	550.00	0.00	3850.00
4	8754968	DAT	EA	3	123.00	0.00	369.00
5	785475	Virology	EA	1	234.00	0.00	234.00
Total Excluding VAT(ZAR)							7465.00

A new quotation will be generated after consultation with the PT office should the participant select a reason the requires an adjustment on the initial enrolment.

Rejected enrolment email:



Dear: Helen Joseph BB

Thank you for your application to join the proficiency Crossmatch. Unfortunately, your application has been rejected for the following reason: End-to-end testing. For any further queries, please do not hesitate to contact SANBS proficiency testing on +27800 11 90 31 or send an email to Proficiency@sanbs.org.za

* Subject to terms and conditions

In the event that the quotation is accepted: Update the PO number under the **Pending Purchase Order Numbers** banner. Click on the quotation number highlighted in blue.

The screenshot shows the SANBS Proficiency web application interface. At the top is a red navigation bar with the SANBS Proficiency logo and links for Home, Participants, Enrolment, Reports, Log A Ticket, Request Move, Administration, and FAQ. Below the navigation bar, the user is logged in as P-03344 (Institution: Helen Joseph BB) and can sign out. The main content area has three sections: "Participant Management" with a "Manage Participants" button, "Pending Purchase Order Numbers" with a list of quotations, and "Pending Quotation Acceptance". In the "Pending Purchase Order Numbers" section, the quotation number "QT1897563-25-521-6" is highlighted in blue, and a large white arrow points to it. The "Pending Quotation Acceptance" section is currently empty.

The quotation number hyperlink will redirect to the page where the participant can input the Purchase order number and press **Submit**.

SANBS Proficiency Home ▾ Participants Enrolment Reports Log A Ticket Request Move Administration ▾ Instruments ▾ FAQ

Logged in as P-03389 Sign out 

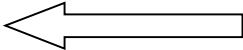
Accept Quotation

Quotation Status Pending
Quotation Number QT785478-25-548

Proficiency Sets

Proficiency	January	February	March	April	May	June	July	August	September	October	November	December
PCR Aneuploidy Screening	0	0	0	0	0	2	0	0	2	0	0	0

Purchase Order Number



The Purchase Order Number will be updated on the quotation.

←    <https://sanbs-proficiency-sa-uat-workorder.azurewebsites.net/QuotationReview?quotationid=38>      

Purchase Order Number : 1234567 

Order Details

Proficiency	January	February	March	April	May	June	July	August	September	October	November	December
PCR Aneuploidy Screening	0	0	0	0	0	2	0	0	2	0	0	0

Quotation

 Copy

QUOTATION TEXT
This quotation is for your enrolment in the following programs: PCR Aneuploidy Screening. The quotation is for the period 1/1/2025 to 12/31/2025.
Quotation validity: The prices on this quotation are valid until 10 December 2025.

Item	Material	Description	Unit	Qty	Price Per Unit (ZAR)	Courier Charges	Net Value(ZAR)
1	77875	PCR Aneuploidy Screening	EA	4	8789.00	0.00	35156.00
Total Excluding VAT(ZAR)							35156.00

9. Enrolment Certificate

- 9.1. At the end the enrolment process the SANBS Proficiency Provider will generate Enrolment Certificates per Institution.
- 9.2. The institution supervisor/manager will receive an email stating that there is a new report available to view.

Note: The same will apply for participants but they will only be able to see their own report and not that off all the participants at their Institution.

- 9.3. The supervisor/manger can click on the **Reports** button on top of the logon screen.

SANBS Proficiency Home ▾ Participants Enrolment **Reports** Administration ▾ FAQ

- 9.4. On the **Report Type** option, choose **Certificate of Enrolment**. Click on **Filter**.

The screenshot shows the 'Reports' interface. At the top is the 'Reports' header with a crown icon. Below it are several filter sections: 'Proficiency' (dropdown: All), 'Participant' (dropdown: All), 'Proficiency Set Batch' (dropdown: All), 'Hemocue Instrument' (dropdown: All), 'Report Type' (dropdown: Certificates Of Enrolment), 'Created Date From' (text input: empty), and 'Created Date To' (text input: empty). A blue 'Filter' button is at the bottom left.

- 9.5. The supervisor/manager (Primary Participant) will be able to see the Institution Certificate as well as each participant's Certificate of Enrolment in the institution, see example below.

The screenshot shows the 'Reports' interface with the same filters as before. Below the filters is a table with the following data:

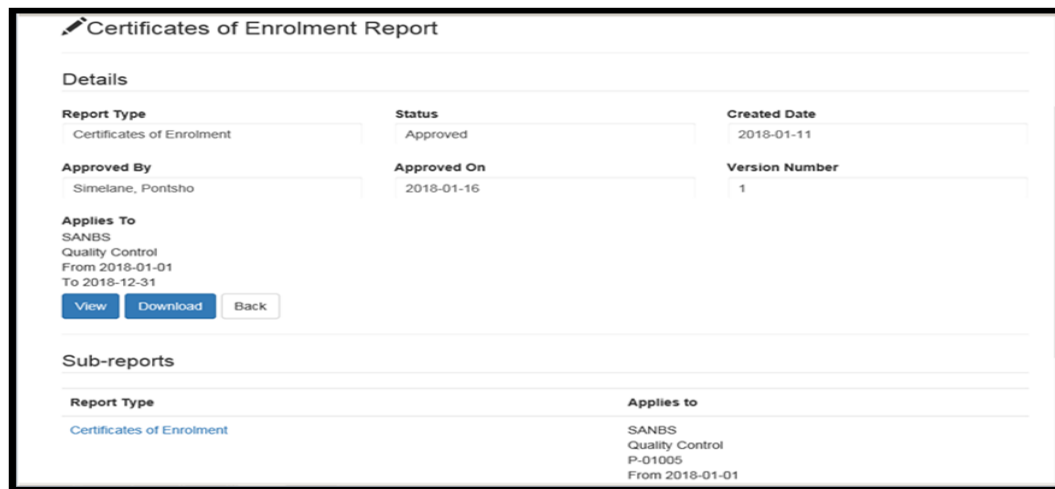
Report Type	Version Number	Created On	Status	Approver	Applies to
Certificates of Enrolment	1	2018-01-11	Approved	Simelane, Pontsho	SANBS Quality Control From 2018-01-01 To 2018-12-31
Certificates of Enrolment	1	2018-01-11	Approved	Simelane, Pontsho	SANBS Quality Control P-01005

- 9.6. Click on the certificate required, for example Participant.

The screenshot shows the 'Reports' interface with the same filters as before. Below the filters is a table with the following data:

Report Type	Version Number	Created On	Status	Approver	Applies to
Certificates of Enrolment	1	2018-01-11	Approved	Simelane, Pontsho	SANBS Quality Control From 2018-01-01 To 2018-12-31
Certificates of Enrolment	1	2018-01-11	Approved	Simelane, Pontsho	SANBS Quality Control P-01005

- 9.7. Click onto the **View** button to view the certificates or Click onto the **Download** button to download the Certificate.



Certificates of Enrolment Report

Details

Report Type Certificates of Enrolment	Status Approved	Created Date 2018-01-11
Approved By Simelane, Pontsho	Approved On 2018-01-16	Version Number 1

Applies To
SANBS
Quality Control
From 2018-01-01
To 2018-12-31

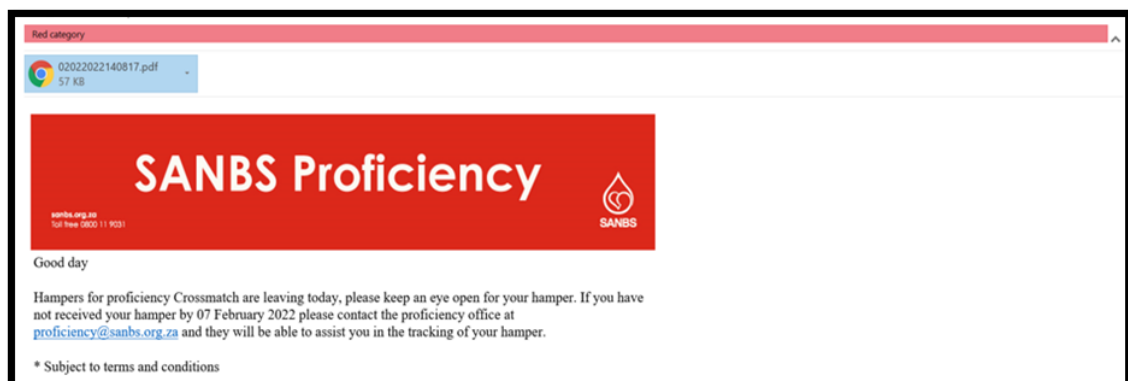
[View](#) [Download](#) [Back](#)

Sub-reports

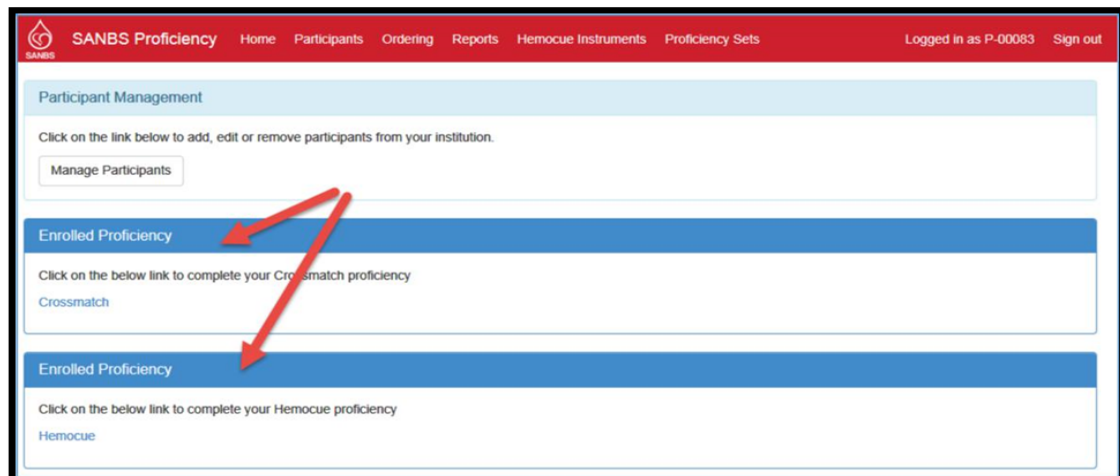
Report Type Certificates of Enrolment	Applies to SANBS Quality Control P-01005 From 2018-01-01
---	---

10. Enter Proficiency Results, steps to follow:

- 10.1. Participants will receive an email indicating that proficiency samples have been distributed.
- 10.2. The Proficiency-related Instruction sheet will be distributed to the participants as an attachment to the **Proficiency Set Ready** e-mail sent out. The instruction sheet is also available.



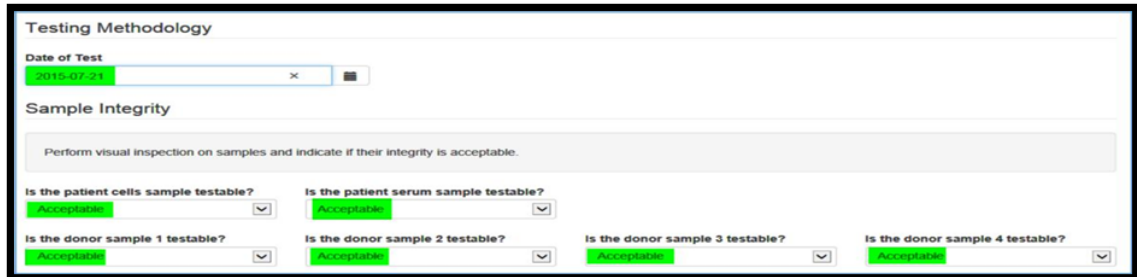
- 10.3. The Proficiency sets have to arrive at the designated site within 5 days of reporting. If the Proficiency test has not arrived within 5 days of the issue date, report to the SANBS Proficiency Laboratory. Participant must complete testing and entering of results of the proficiency samples before the Due date.
- 10.4. After completion, the participant must log onto the system where the relevant proficiency will be displayed in the work list at the logon screen. Select the relevant proficiency from the list e.g., Crossmatch.



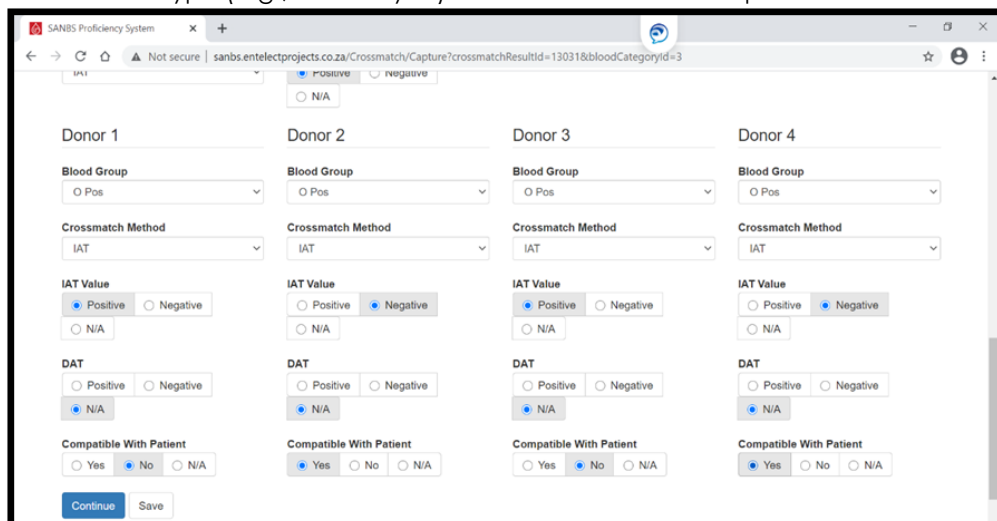
- 10.5. Select the correct proficiency batch number or set number from the dropdown list:



- 10.6. The relevant proficiency details and instructions will be displayed.
10.7. Complete all required prompts on this page e.g., Date of Test, Sample Integrity etc.



- 10.8. After all the required (mandatory) prompts have been completed which, the system identifies with an (*asterisk), click on the **Continue** button to move to the result page.
10.9. The sample integrity fields are used to indicate if the sample quality is acceptable. When selecting not acceptable results will not be able to be recorded for that sample.
10.10. Select the test that your laboratory performs and which will be performed by you. 10.10 **Note: If a test is not performed, select N/A from the drop-down list where available. For the rest of the parameters that do not provide an N/A option, do not select the parameter unless the test was performed.**
10.11. Enter all the results on the result page. Once all the results have been entered, click on the **Continue** button. If the Continue button is not accessible, e.g., light, blue, it indicates that not all the required (*) prompts have been completed. Review the page and complete all the required prompts to continue.
10.12. In some cases, N/A (Not applicable) is available even if a test was accidentally requested. The test resulted as N/A will not be evaluated.
10.13. Participants must only select test result fields for tests you have actually performed. Do not select a test type (e.g., antibody ID) if it was not tested or required.



- 10.14. The system will display a summary page with all the entered results. Ensure that all the results are correct and click on the **Confirm** and **Complete Crossmatch** button. If changes are required, click on the **Back** button and make the necessary corrections.

11. Updating of sets that was issued but cannot be resultted.

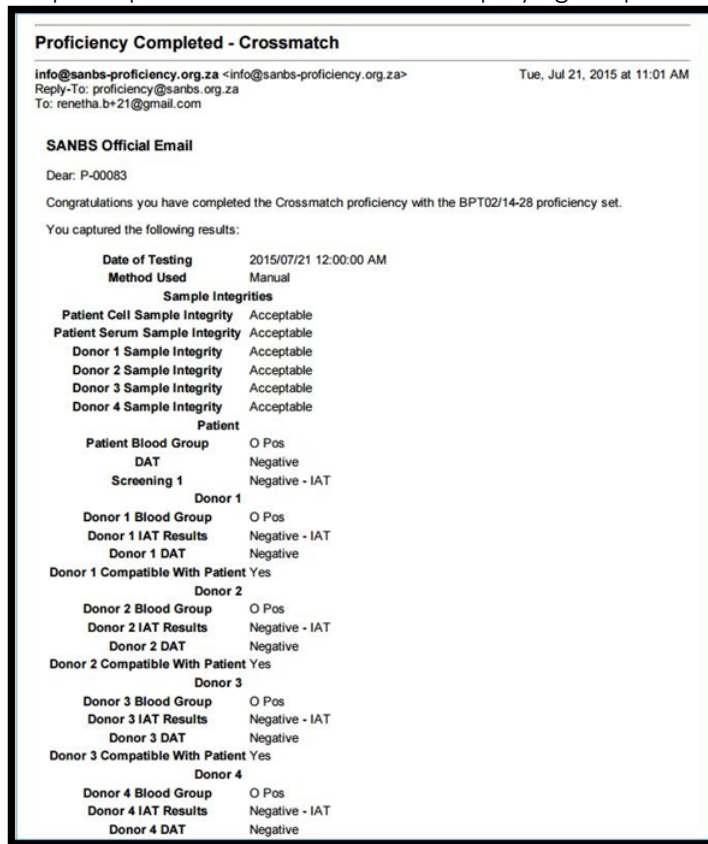
- 11.1. In the event that the instrument "breaks down" or gives an error before testing, during or when testing has started, follow the instructions below:

- 11.2. Follow 10.1 to 10.7 above.
- 11.3. Select **Instrument/Malfunctioned** under the sample integrity drop down list.

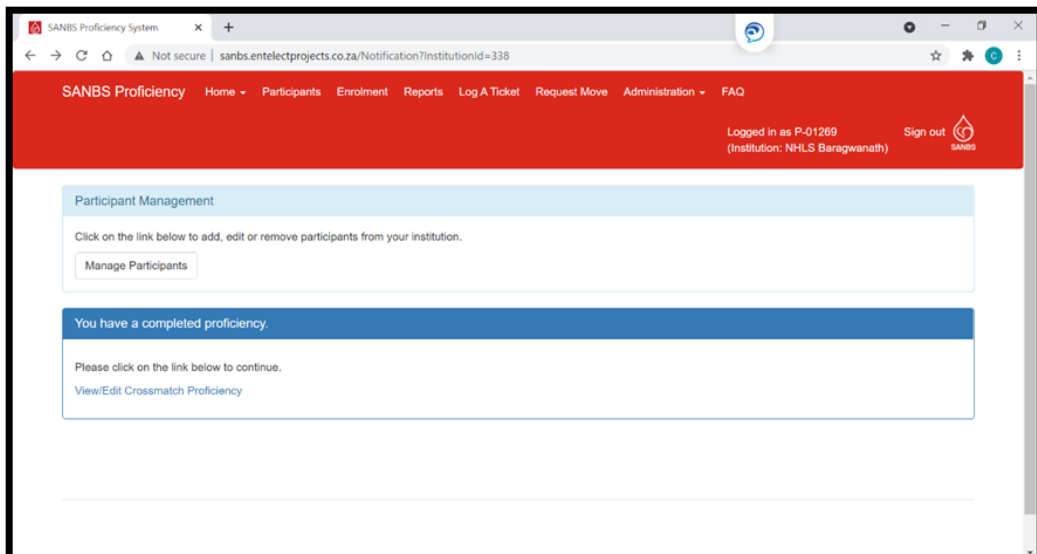
- 11.4. Click **Continue** and the system will prompt a reason to be entered in a field **Please enter a reason indicating why the proficiency set was not testable.**

- 11.5. Click on **Confirm Untestable** The system will display a message confirming the results have been completed and saved:

- 11.6. The participant will receive an email displaying the proficiency details and results entered.



- 11.7. The following will appear on the Proficiency Programme Dash screen. If you have realised with the confirmation e-mail that a mistake was made on entering of results, the result can be edited until the closing date of that Proficiency. Click on **View / Edit Crossmatch Proficiency**.



11.8. Choose the relevant Set number to edit the results previously entered.

The screenshot shows the 'SANBS Proficiency System' web interface. The header includes navigation links: Home, Participants, Enrolment, Reports, Log A Ticket, Request Move, Administration, and FAQ. It also shows the user is logged in as P-01269 (Institution: NHLS Baragwanath) with a 'Sign out' button. The main content area is titled 'Choose a completed set to view/edit'. Below this is a 'Proficiency Set:' dropdown menu with 'BPT10/21-266' selected. A 'Continue' button is located below the dropdown.

11.9. The system will take you to the **Confirm and Complete the Crossmatch** screen. Press on the **back** button to be able to edit previous results entered.

The screenshot shows the 'Confirm and Complete the Crossmatch' screen. It displays four columns of test results for IAT, DAT, and Compatible With Patient. Each column has radio buttons for 'Positive', 'Negative', and 'N/A'. The 'Compatible With Patient' section has radio buttons for 'Yes', 'No', and 'N/A'. Below the results is an 'Antibodies' section with an 'Anti-D' input field. At the bottom are 'Confirm and Complete Crossmatch' and 'Back' buttons.

This screenshot is similar to the previous one but includes a 'Crossmatch Method' section at the top of each column. The 'Crossmatch Method' section has radio buttons for 'Positive', 'Negative', and 'N/A'. The 'IAT Value' section has radio buttons for 'Positive', 'Negative', and 'N/A'. The 'DAT' section has radio buttons for 'Positive', 'Negative', and 'N/A'. The 'Compatible With Patient' section has radio buttons for 'Yes', 'No', and 'N/A'. The 'Antibodies' section is at the bottom with an 'Anti-D' input field. At the bottom are 'Confirm and Complete Crossmatch' and 'Back' buttons.

You will be taken to the first screen to edit results entered previously. Edit the results and click on **Continue**.

Patient

Blood Group: ☐ Neg ☒ Pos ☐ N/A

DAT: ☐ Positive ☒ Negative ☐ N/A

Antibody Screening

Method: ☐ IAT ☒ Positive ☐ Negative ☐ N/A

Donor 1

Blood Group: ☐ Neg ☐ Pos ☐ N/A

Crossmatch Method: ☐ IAT ☐ Positive ☒ Negative ☐ N/A

DAT: ☐ Positive ☒ Negative ☐ N/A

Donor 2

Blood Group: ☐ Neg ☐ Pos ☐ N/A

Crossmatch Method: ☐ IAT ☐ Positive ☒ Negative ☐ N/A

DAT: ☐ Positive ☒ Negative ☐ N/A

Donor 3

Blood Group: ☐ Neg ☐ Pos ☐ N/A

Crossmatch Method: ☐ IAT ☐ Positive ☒ Negative ☐ N/A

DAT: ☐ Positive ☒ Negative ☐ N/A

Donor 4

Blood Group: ☐ Neg ☐ Pos ☐ N/A

Crossmatch Method: ☐ IAT ☐ Positive ☒ Negative ☐ N/A

DAT: ☐ Positive ☒ Negative ☐ N/A

- 11.10. The system will display the summary page with all the entered results. Ensure that all the results are correct and click on the **Confirm and Complete Crossmatch** button.
- 11.11. The **Confirm Results submission** will appear to confirm that results were entered.

SANBS Proficiency

Home Participants Enrolment Reports Log A Ticket Request Move Administration FAQ

Logged in as P-00032 (Institution: TEMBISA BLOOD BANK) Sign out

Confirm Results Submission

You have submitted the BPT10/21-250 proficiency set for the Crossmatch form. Click [here](#) to go back to your homepage.

Dear: P-01269

Congratulations you have completed the Crossmatch proficiency with the BPT10/21-266 proficiency set.

You captured the following results:

Date of Testing 2021/10/12 00:00:00

Method Used Manual

Sample Integrity

Patient Cell Sample Integrity Acceptable

Patient Serum Sample Integrity Acceptable

Donor 1 Sample Integrity Acceptable

Donor 2 Sample Integrity Acceptable

Donor 3 Sample Integrity Acceptable

Donor 4 Sample Integrity Acceptable

Patient

Patient Blood Group O Neg

DAT Negative

Screening Positive - IAT

Donor 1

Donor 1 Blood Group O Neg

Donor 1 IAT Results Negative - IAT

Donor 1 DAT Negative

Donor 1 Compatible with Patient Yes

Donor 2

Donor 2 Blood Group O Neg

Donor 2 IAT Results Negative - IAT

Donor 2 DAT Negative

Donor 2 Compatible with patient Yes

Donor 3

Donor 3 Blood Group O Pos

Donor 3 IAT Results Positive - IAT

Donor 3 DAT Negative

Donor 3 Compatible with Patient No

Donor 4

Donor 4 Blood Group O Pos

Donor 4 IAT Results Positive - IAT

Donor 4 DAT Negative

Donor 4 Compatible with patient No

Antibodies

- Anti-D

* Subject to terms and conditions

11.12. The participant will again receive an email displaying the proficiency details and results that has been edited.

11.13. Results are evaluated automatically on the system after the due date.

12. Generate a Proficiency report.

The SANBS Proficiency Staff are responsible for the creation and approval of the following reports:

All proficiencies:

a. Participant Result:

Display results entered per participant and marks allocated.

b. Proficiencies Outstanding:

Number of proficiencies outstanding per Institution.

c. Proficiency Results Summary:

Summary of proficiency with % passed and failed.

d. Memoranda-The Proficiency Memoranda for each set sent to Institute.

12.1. The SANBS Proficiency Staff will generate and approve the relevant proficiency report within 5 days of the due date.

12.2. The supervisor/participant can click on the Reports button on top of the logon screen.



Note: Supervisors/Managers (Primary Participant) will be able to view reports for the whole Institution where participants will only be able to view their own reports.

12.3. All approved reports that can be viewed will be displayed on the report main page:

The screenshot shows the 'Reports' page with a filter section at the top and a table of reports below. The filter section includes dropdowns for 'Proficiency', 'Participant', 'Proficiency Set Batch', and 'Hemocue Instrument', along with date pickers for 'Created Date From' and 'Created Date To', and a 'Filter' button. The table has columns: 'Report Type', 'Version Number', 'Created On', 'Status', 'Approver', and 'Applies to'. Two rows are visible, both for 'Proficiencies Completed' (Version 1, Created 2015-06-04, Status Approved, Approver Niekirk, Truscha). The first row's 'Applies to' field is 'Crossmatch SANBS' with a red arrow pointing to it and text: 'Report content will display everything for the Institution and can only be view by Supervisors/Managers'. The second row's 'Applies to' field is 'Crossmatch SANBS P-00117 BPT02/14' with a red arrow pointing to it and text: 'Report content will display everything for participant P-00117 and can be viewed by Supervisors/Managers and relevant participant e.g. P-00117'.

12.4. Reports can be filtered by the following:

- On "Proficiency" select, the type of Proficiency Report needed.

The screenshot shows the 'Reports' page with the 'Proficiency' dropdown menu open. The menu lists: 'All', 'Antibody Identification', 'Crossmatch', 'Donation Testing', 'Hemocue', 'HLA and Platelet Antibodies', and 'Virology'. The 'Filter' button is visible at the bottom.

- On the "Proficiency Set Batch" select the batch number required, press **Filter**.

Reports

Proficiency:
 Participant:
 Proficiency Set Batch:

Hemocue Instrument:
 Report Type:

Created Date From:
 Created Date To:

- Click on the relevant report to view it by examples **Proficiency Result Summary** or **Participants Results**.

Distribution List	3	2018-05-23	Approved	Simelane, Pontsho	Crossmatch SANBS Chris Hani Baragwanath Blood Bank BPT05/18 From 2018-01-01 To 2018-12-31
Proficiency Result Summary	1	2018-06-07	Approved	Simelane, Pontsho	Crossmatch SANBS Chris Hani Baragwanath Blood Bank BPT05/18 From 2018-01-01 To 2018-12-31
Participants Results	1	2018-06-07	Approved	Simelane, Pontsho	Crossmatch SANBS Chris Hani Baragwanath Blood Bank BPT05/18 From 2018-01-01 To 2018-12-31
Participants Results	1	2018-06-07	Approved	Simelane, Pontsho	Crossmatch SANBS Chris Hani Baragwanath Blood Bank P-01385 BPT05/18 From 2018-01-01 To 2018-12-31

- Click on the relevant report to view it. The system will display the report information e.g., status of the report, who approved it, date created and approved.

Proficiency Result Summary Report

Details

Report Type:
 Status:
 Created Date:

Approved By:
 Approved On:
 Version Number:

Applies To
 Crossmatch
 SANBS
 Chris Hani Baragwanath Blood Bank
 BPT05/18
 From 2018-01-01
 To 2018-12-31

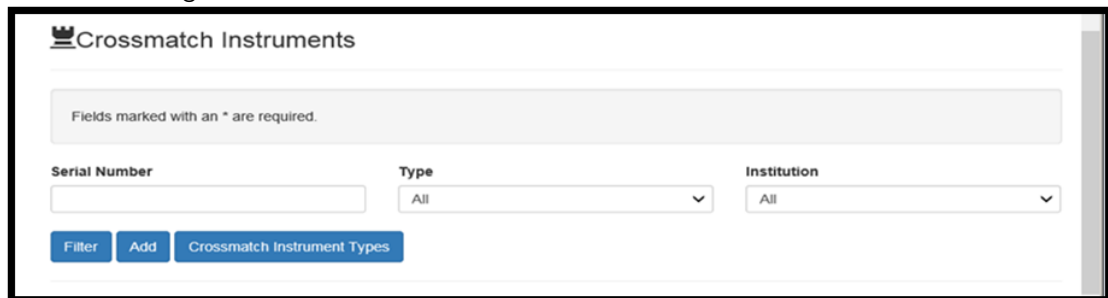
- Click on the **View** button to View and then Download the report or Click on the **Download** button to download and view the report when required. The report will download to the relevant internet browser and can be saved or printed from there.
- The reports will remain active and can be viewed at any time during the annual proficiency period.

13. Instrument management

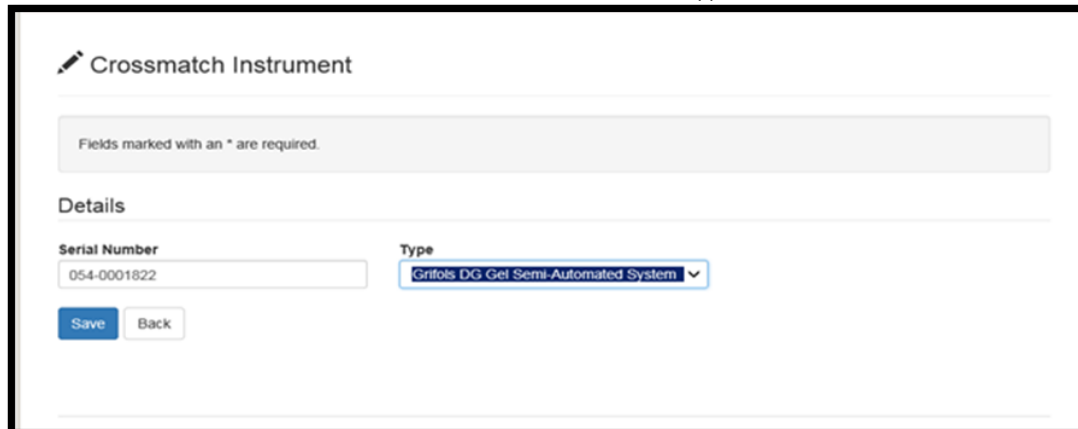
- 13.1. Steps to follow when adding a new instrument to an institution:
 - a. The serial number of all new Instruments with the relevant instrument details must be added to the Proficiency System, by the Primary Participant.
 - b. Any changes in the instrument status will be performed by the Primary Participant.
- 13.2. To add an instrument to the proficiency system.
 - a. Log onto the Proficiency system.
 - b. Click on the **Administration** option.
 - c. Select the Type of Instrument option by example Crossmatch Instrument.



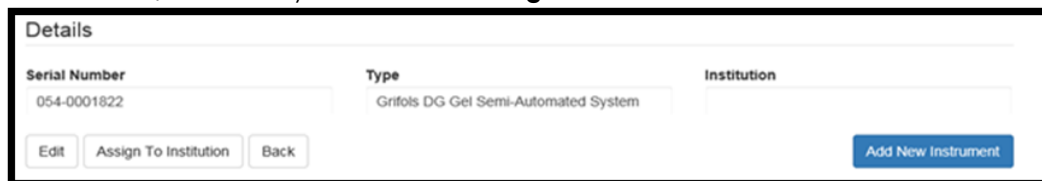
- 13.3. On the following screen click on the **Add** button.



- 13.4. Add the Serial number of the Instrument and Select the Type of Instrument. Press **save**.



- 13.5. On the following screen, the instrument will be on the system, but will not be assigned to a Blood bank / Laboratory. Click on the **Assign to institute**.



Complete the process by selecting the institution the instrument must be allocated to, and click on the **Assign Instrument to Institution**. The Crossmatch Instrument will now be allocated to the Blood Bank.

- 13.6. Steps to follow when instrument needs to be removed.
 - 13.6.1. When an Instrument has to be taken off the system due to replacement or breakdown. Click on the **Unassign from Institution**. The instrument will be unassigned.

Crossmatch Instrument

Details

Serial Number: 054-0001822

Type: Grifols DG Gel Semi-Automated System

Institution: Quality Control

Buttons: Edit, Back, Unassign From Institution, Add New Instrument

Details

Serial Number: 054-0001822

Type: Grifols DG Gel Semi-Automated System

Institution:

Buttons: Edit, Assign To Institution, Back, Add New Instrument

- 13.7. Moving over an instrument to another institution the primary participants of the institution where the instrument is currently must unassign the instrument.
 - 13.7.1. Log onto the Proficiency system.
 - 13.7.2. Click on the **Administration** option.
 - 13.7.3. Click on "_____ Instruments", by example Crossmatch Instrument.
 - 13.7.4. Enter the serial number of the instrument and press **Filter**. Confirm all information correct (Type and Institution). Click on the Serial number.
 - 13.7.5. Press **Unassign from Institution**.
- 13.8. The primary participant of the Institution to which the Instrument is being transferred, must add the instrument according to follow instructions from 13.2 to 13.5.to re-assign the Instrument to the required institute.

14. Print Certificate of Participation.

- 14.1. At the end of the annual Proficiency Program period, the SANBS Quality Department will generate Certificates of Participation per Institution and per participant. The Institution supervisor/manager will receive an email stating that there is a new report available to view.

Note: The same will apply for participants but they will only be able to see their own report and not that off all the participants at their Institution.

- 14.2. The supervisor/manger (Primary Participant) can click on the Reports button on top of the screen.



- 14.3. On **Report Type**, select the **Certificate of Participation**. Press **Filter**.

Proficiency: All

Participant: All

Proficiency Set Batch: All

Hemocue Instrument: All

Report Type: Certificates Of Participation

Created Date From:

Created Date To:

Filter

- 14.4. All available reports will be displayed on this screen. The supervisor/manager (Primary Participant) will be able to see the Institution "Certificate of Participation" as well as each participant's "Certificate of Participation" e.g.

Certificates of Participation	1	2018-01-11	Approved	Simelane, Pontsho	SANBS Chris Hani Baragwanath Blood Bank P-00459 From 2017-01-01 To 2017-12-31
Certificates of Participation	1	2018-01-11	Approved	Simelane, Pontsho	SANBS Chris Hani Baragwanath Blood Bank P-00460 From 2017-01-01 To 2017-12-31
Certificates of Participation	1	2018-01-11	Approved	Simelane, Pontsho	SANBS Chris Hani Baragwanath Blood Bank P-00492 From 2017-01-01 To 2017-12-31
Certificates of Participation	1	2018-01-11	Approved	Simelane, Pontsho	SANBS Chris Hani Baragwanath Blood Bank P-00493 From 2017-01-01 To 2017-12-31

- 14.5. To view the Certificate, click on the report name e.g., Certificates of Participation.
 14.6. Click on the **View** button to View and then download the report, or Click on the **Download** button to download and view the report when required. The report will download to the relevant internet browser and can be saved or printed from there.

15. Log a Ticket

- 15.1. "Log A Ticket" option has been installed onto the SANBS Proficiency System to assist participants with a platform for reporting problems encountered on the system.
 15.2. When a problem is, being encountered click on the **Log A Ticket** on the Dashboard screen.



- 15.3. The following screen will appear

- 15.4. Select the category related to the problem encountered.

When a specific category has been selected the following information will be requested.

Log A Ticket

Fields marked with an * are required.

Institution Tissue Immunology, CK

Category
Report Discrepancy

Proficiency
Crossmatch

Proficiency Set Batch
BPT11/21

Description
There's an issue regarding the reports being inaccurate and/or not what is expected

Subject
Crossmatch Proficiency BPT11/21

Message
Report minus marked in area not previously minus marked

Log Cancel

- 15.5. Under Proficiency select the Proficiency Programme problem has been encountered.
- 15.6. Under Proficiency Set Batch select the Proficiency Batch number problem has been encountered.
- 15.7. Under "Message" type in the problem that is being encountered. This must include institution name, set number, etc Click on the "Log" button.
- 15.8. Complete the "Subject", it must start with Program name and batch number, followed by reason for ticket, example result entry/ Report, etc.
- 15.9. Where the Category "Other" has been chosen, the Proficiency and Set Batch Information will not be required.

Log A Ticket

Fields marked with an * are required.

Institution Tissue Immunology, CK

Category
Other

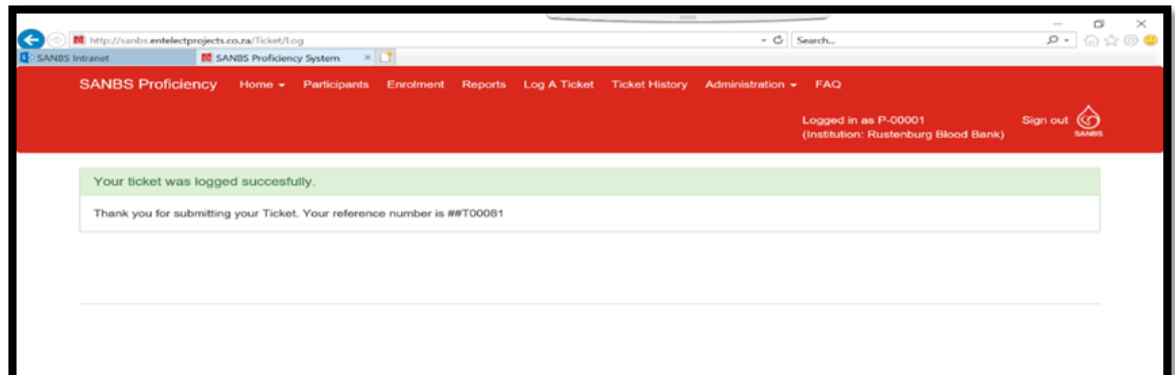
Description
Ticket category does not fall under specified category

Subject
Crossmatch Proficiency BPT11/21 set 3

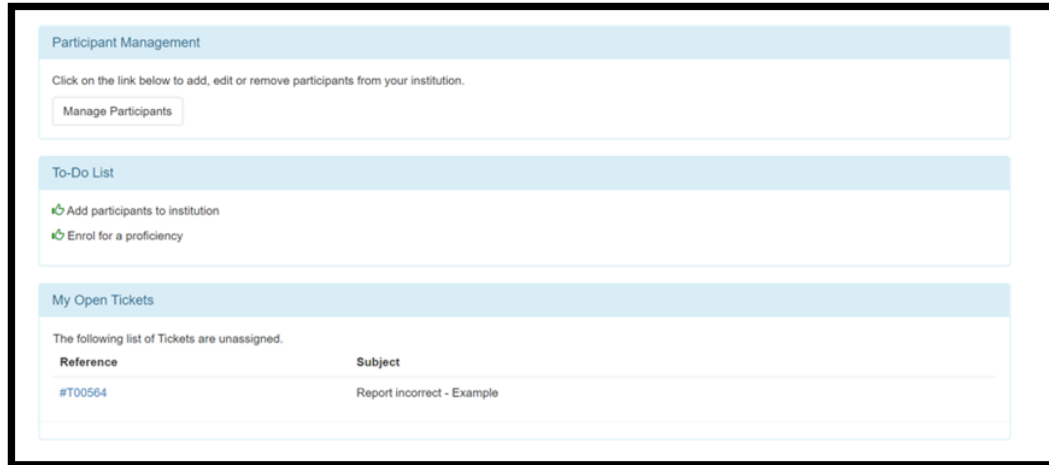
Message
Crossmatch Proficiency BPT11/21 set 3 Testing test system

Log Cancel

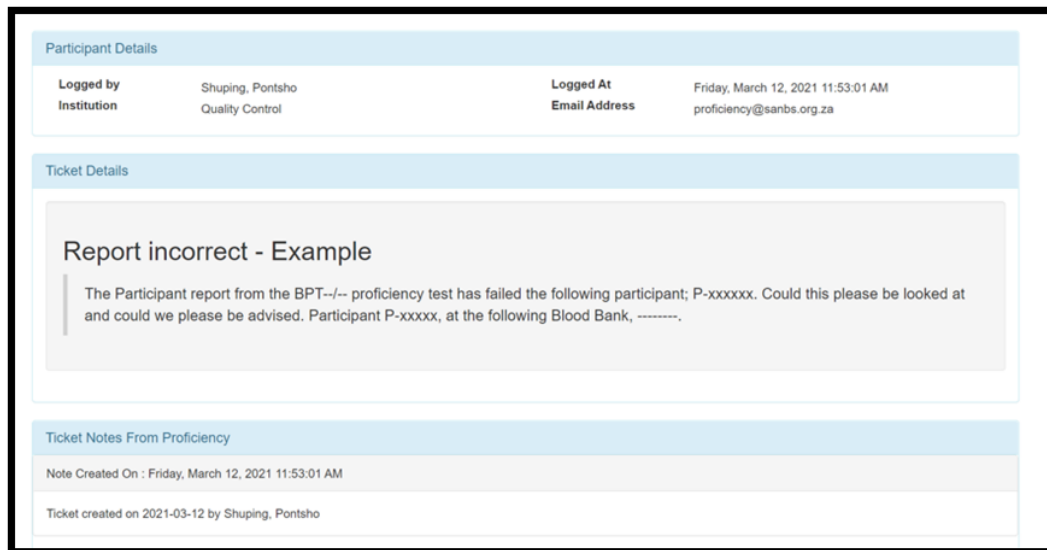
- 15.10. The following screen will appear to inform that this ticket has been logged and a Reference number of this ticket has been allocated.



15.11. On your "Home" page, your ticket will appear, under the **My Open Tickets**.



By clicking on the Ticket number in blue the following screen will appear.



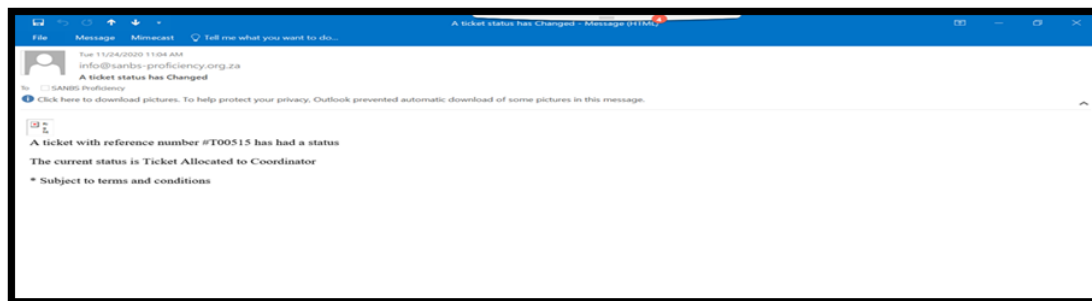
Ticket Comments From Participant

Add a Ticket Comment

Comment Message

Add Comment

When a Coordinator has accepted this ticket, the participant will receive an email notification.



A note will be added to your ticket to update you on the progress of your query. Log onto the ticket on a regular basis, as this will be used for communication between the participant and Coordinator for more information needed.

SANBS Intranet | SANBS Proficiency System

sanbs-proficiency.org.za/Ticket/MyTicket?ticketid=564

Ticket Notes From Proficiency

Note Created On : Saturday, March 13, 2021 3:24:37 PM

This note is to display the communication between proficiency Coordinator and participant. Logged By McGorrell, Yvette on 2021-03-13

Note Created On : Friday, March 12, 2021 12:24:59 PM

Ticket has been allocated to coordinator McGorrell, Yvette on 2021-03-12

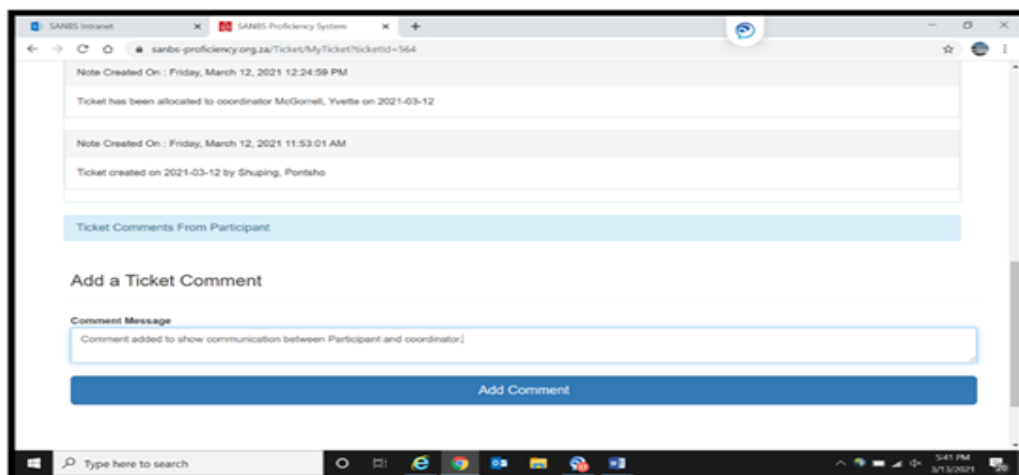
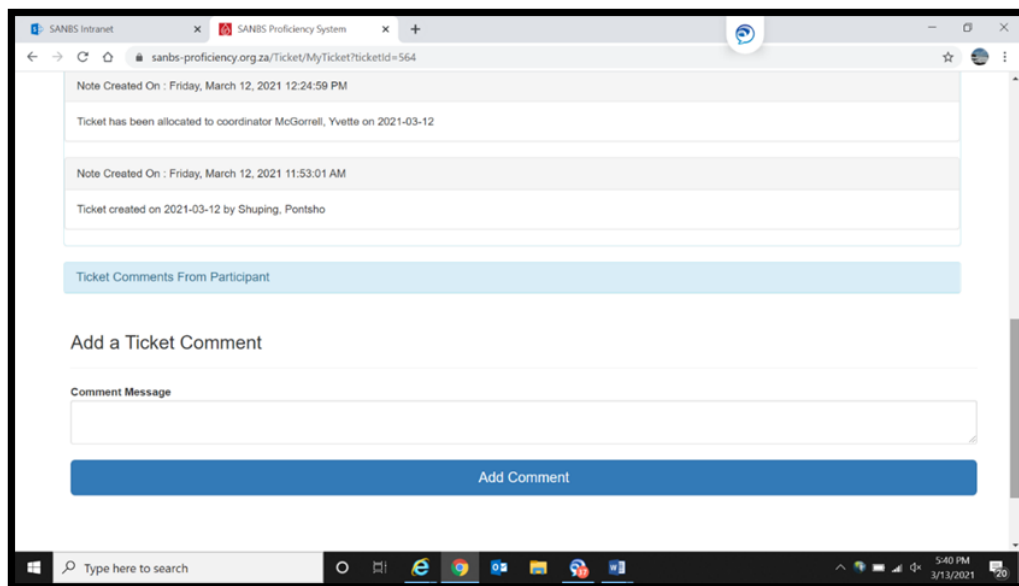
Note Created On : Friday, March 12, 2021 11:53:01 AM

Ticket created on 2021-03-12 by Shuping, Pontsho

Ticket Comments From Participant

Add a Ticket Comment

When information has been requested by the coordinator, enter this information under the **Ticket Comments from Participant**.

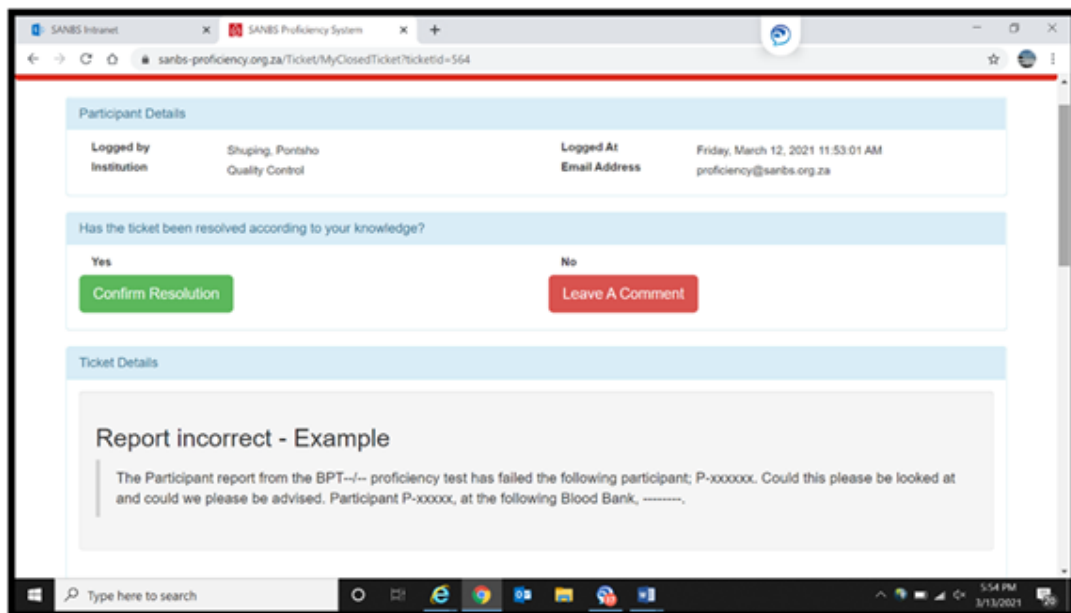


Resolved tickets will appear under **My Closed Ticket**.

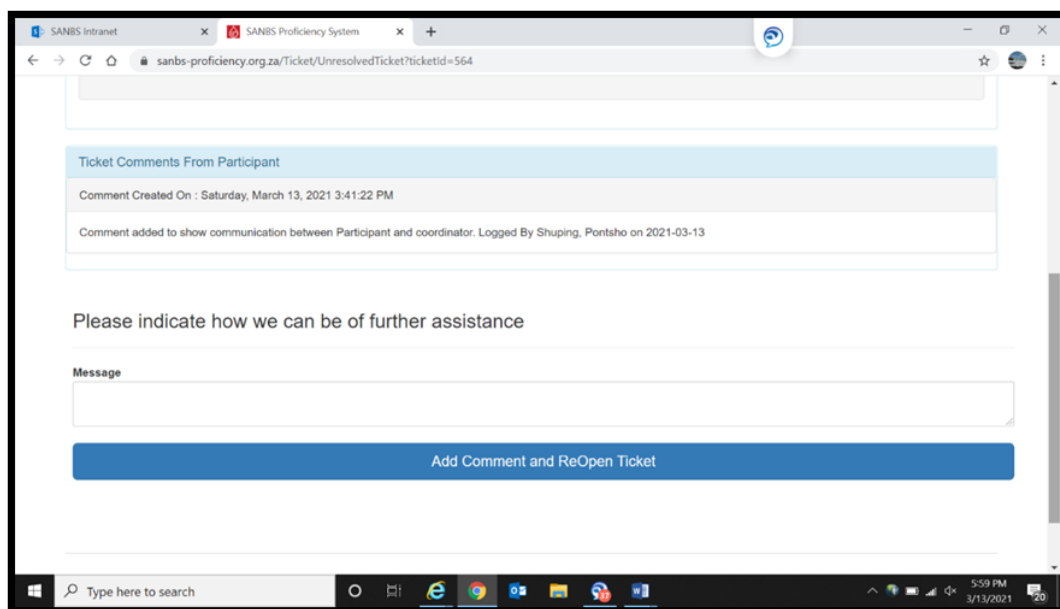
If the problem has been solved Click on the **Confirm Resolution**.

If the ticket has not been solved Click on the **Leave A Comment**.

Clicking on the **Leave A Comment** the following screen will appear. Add information to assist for the problem to be solved.



If the problem has still not been solved, this ticket can be "re-opened" by the participant. Click on the ticket number under the **My Closed ticket**. The following screen will appear.



- 15.12. This ticket will be moved back to My Allocated Ticket, to show that the ticket has been opened.
- 15.13. This ticket will be moved to My Allocated Ticket, to show that the ticket has been opened.
- 15.14. When the problem has been solved Click on the **Confirm Resolution**.

16. Additional Information

- 16.1. The Package Insert relevant to the Proficiency Test to be completed and will be attached to the e-mail sent to the Institute on the issue day.

Revision Summary

VERSION NUMBER	REVISION DETAILS
10	Removed screenshots with SANAS accredited statement.