



Proficiency Testing

Webshop User guide

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Ordering for the first time

If this is the first time you have placed an order via our web shop you will need to register for an account. Choose 'Create account' from the options at the top of the web page.

Login or **Create account**

Now complete the 'Create an account' section with all your details.

Login to your account

Create an account

Your Details

Step 1 of 3

Title *

First Name *

Last Name *

Email *

Phone Number *

What best describes your job role

Please select

Create a password * (at least 7 characters)

Your new password will need to:

- be at least 7 characters long
- contain a mixture of upper and lower case characters
- contain at least one number

Continue →

Now press 'Continue' to continue filling out your details relating to your organisation.

Login to your account

Create an account

Organisation Details

Step 2 of 3 | go back

Organisation name *

Previous invoice number or LGC account number (if known) ⓘ

Company reg number (if known) ⓘ

Country of registration

Please select

VAT, GST or other applicable tax number (if known) ⓘ

Find your Billing Address

Address line 1 *

Address line 2

Country *

Please select

County

City *

Post code *

Shipping Address ⓘ

☒ Same as billing address

Continue →

Now click 'Continue' and select the product types you are interested in and supply further information to help us allocate the correct Lab ID.

Login to your account

Create an account

Product Preferences

Step 3 of 3 | [go back](#)

Select product types you're interested in *

☐ Reference Materials

☒ Proficiency Testing

Please supply further info to help us allocate correct Lab ID type e.g., your desired PT scheme, matrix or analytes

AQUACHECK

☐ Other

Select product types you're interested in *

☐ Beverage

☐ Clinical

☐ Consumer Safety

☐ Environment (Water etc)

Finally, please select whether you would like us to contact you via email, phone or post to let you know the latest news about our products and click 'Submit'.

Terms and Opt-in *

By creating an account you agree to our [Terms and Conditions](#)

We'd like to contact you by email, phone or post to let you know the latest news about our products, services and related areas of research.

We are committed to protecting the privacy of your personal data. Please see our [Privacy Policy](#) for further details. We do not sell contact details to external parties, and you may unsubscribe at any time.

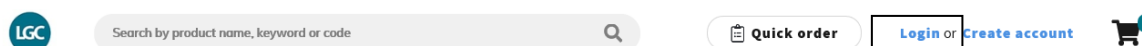
- ☐ Yes, I am happy to be contacted about LGC's products, services and related areas of research
- ☐ No, I do not require marketing information on LGC products and services at this time

Submit →

Once you have completed the registration form, our team will create your account and you will be notified by email when you are able to place your order.

[Sign in](#)

1. Please go to www.lgcstandards.com and choose 'Login'



2. Now enter your e-mail address and password then press 'Login'

The image shows the login page of the LGC website. At the top, there are two tabs: "Login to your account" (active) and "Create an account". Below the tabs, there are two input fields: "Email" with the value "webshop_user@lgcgroup.com" and "Password" with masked characters "••••••••". Below the password field is a link "Forgotten password?". At the bottom is a blue "Login" button with a lock icon. Below the button is a link "Don't have an account? Create an account".

Selecting an account

Home » Select your customer account

Select your customer account

You have more than one customer account. Please select correct account and proceed.

☒ **Customer Acc. No.: 20072339**
Organization name: Bury Test account
What can you order?
✓ Proficiency testing
✗ Reference materials ⓘ

PT Lab ID	Address line 1	Address line 2	City	Postcode	Country
-	LGC Standards PT	1 Chamberhall Business Park	Bury	BL9 0AP	United Kingdom
MC8215	1 Chamberhall Business Park	-	Bury	BL9 0AP	United Kingdom
WT0286	LGC Standards PT	1 Chamberhall Business Park	Bury	BL9 0AP	United Kingdom

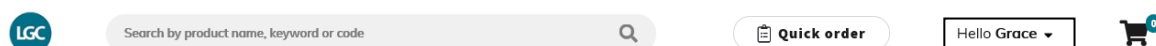
☐ **Customer Acc. No.: 20072690**
Organization name: Bury Test account - RM
What can you order?
✗ Proficiency testing ⓘ
✓ Reference materials

PT Lab ID	Address line 1	Address line 2	City	Postcode	Country
-	1 Chamberhall Business Park	Chamberhall Green	Bury	BL9 0AP	United Kingdom

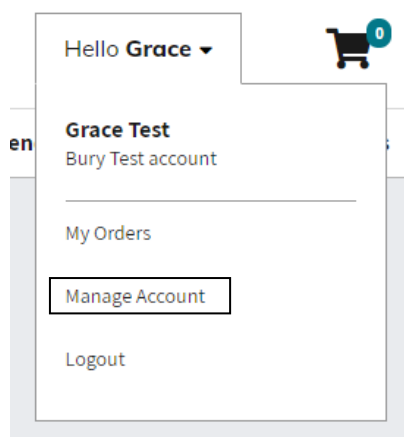
If you purchase products for a group or for multiple locations you will need to choose the account that you want to place the order for. Please review the delivery and ordering options then choose the account you wish to work with.

You can switch to another account by following the steps below:

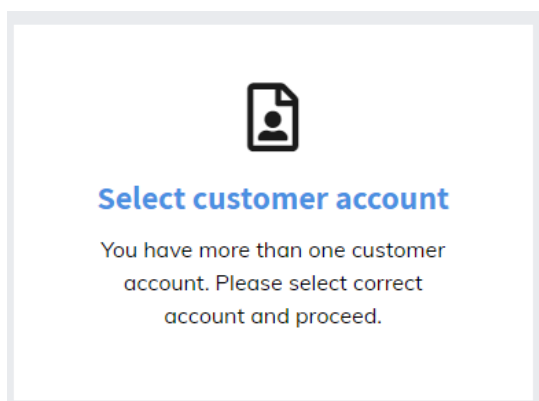
1. Click on your name in the top right.



2. Choose 'Manage Account'

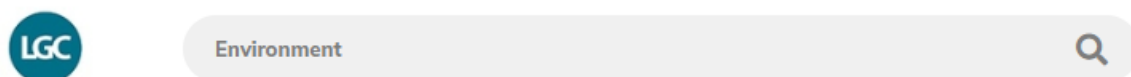


3. Choose 'Select customer account'

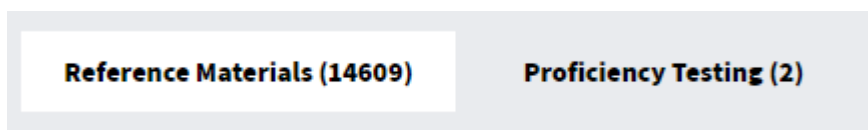


Searching for PT products

Use the search bar to enter any details for the product you are looking for; for example, an analyte name, matrix, scheme or industry sector.



If products exist for our reference material and proficiency testing ranges, choose 'Proficiency Testing' to narrow the search results.



You can now view all the PT products associated with your search and perform the following actions.

- Click the product name or 'Product Details' to view the full product page
- Click 'Order Sample' to view availability/pricing and add your order to your basket.

Search results for "Environment"

2 Results

Category	+
Analyte	+
Brand	+
Manufacturer	+
Matrix	+

Reference Materials (14609) Proficiency Testing (2) Sort By: Relevancy

417 - Legionella Pneumophila - Environmental Waters
Product Code: PT-WT-417
PT Scheme: Water Microbiology (QWAS) Matrix: Environmental water
Analytes: Detection of Legionella pneumophila
+ 4 more

[Product Details →](#)
[Order sample →](#)

418 - Legionella Species - Environmental Waters
Product Code: PT-WT-418
PT Scheme: Water Microbiology (QWAS) Matrix: Environmental water
Analytes: Detection of Legionella species
+ 4 more

[Product Details →](#)
[Order sample →](#)

< 1 > Show: 20

Viewing the full product page

Product pages can be accessed by clicking the product name or 'Product Details' in any search or by navigating to the product via the 'Proficiency Testing' tab and through the scheme selection.

From the PT product page you can view full analyte details, and accreditation status.

1 - Surface testing using swabbing techniques



Product Code PT-HY-01	Proficiency Testing Scheme Hygiene Surface Monitoring (HYGIENE)
Matrix Plastic surface	Industry Sector/s Consumer Safety, Petroleum, Water & Environmental, Food & Feed, Beverage
Product Format Plastic surface	Accreditation ISO/IEC 17043 ①

Overview of PT samples and distribution dates:

[Order PT →](#)

Documentation

Safety Data Sheet

 [SDS Document \(\)](#) 

Find an SDS for your region

Looking for another SDS?



Product Information

Analyte Data

Analyte Name	Range	Units	Accreditation
Enumeration of coliforms	0 - 10000	cfu/plate or cfu/cm2	✓
Enumeration of Enterobacteriaceae	0-10000	cfu/plate; cfu/cm2	✓
Enumeration of Escherichia coli	0 - 10000	cfu/plate or cfu/cm2	✓
Enumeration of mould	0 - 10000	cfu/plate or cfu/cm2	✓
Enumeration of yeast	0 - 10000	cfu/plate or cfu/cm2	✓
Total aerobic mesophilic count	0 - 1000	cfu/plate or cfu/cm2	✓

For details on the full technical specification of the scheme, please refer to the Scheme Description.

Storage & Transport Information



Searching for PT Scheme Documentation

To access PT Scheme Documentation, such as the Scheme Description and Sample Preparation Instruction sheet, please visit the relevant PT Scheme page. These can be accessed in two ways:

- 1) Navigate from the PT tab (or www.lgcstandards.com/pt) and choose the relevant 'Sector' then 'Scheme' from the 'Category' section.

The screenshot shows the LGC Proficiency Testing homepage. At the top, there's a header 'Proficiency Testing' with a brief description of the service. Below this, there are several featured sections: 'Testing for SARS-CoV-2' with a 'Discover more' button, 'Testing for SARS-CoV-2?' with a description of the new range of PT samples, 'PT webinar series' with a description of the free webinar series, and 'New COSMETICS sample' with a description of the new sample type. On the left, there's a 'Select a Category' sidebar with links to Beverage Schemes, Clinical Schemes, Consumer Safety Schemes, Food and Feed Schemes, Forensics Schemes, Petroleum Schemes, and Water and Environment Schemes. The main content area displays 'COV - SARS-CoV-2 Molecular' with product code PT-CL-MI-COV, PT Scheme: Clinical Microbiology Laboratory (CLS), PT Scheme Group: Virology, Matrix: Liquid sample containing non-replicative recombinant virus, and Analytes: SARS-CoV-2. There are buttons for 'Product Details' and 'Order sample'. Below this, there's a section for '01 - Brewers And Distillers Malt - Chemistry Analysis'.

The screenshot shows the LGC Water and Environment Schemes page. At the top, there's a header 'Water and Environment Schemes' with a brief description of the service. Below this, there's a section for 'PT Water & Environment Accreditation' with a description of the accreditation status and links to 'PORTAL' and 'Order PT'. On the left, there's a 'Select a Category' sidebar with links to Air & Stack Emissions (AIR PT), Contaminated Land (CONTEST), Hygiene Surface Monitoring (HYGIENE), Microbiological Confirmation and Identification (CONFIDENT), Water Chemistry (AQUACHECK), and Water Microbiology (QWAS). The main content area displays '01 - Salmonella Identification/Confirmation' with product code PT-CI-01, PT Scheme: Microbiological Confirmation and Identification (CONFIDENT), Matrix: Lyophilized Material, Analytes: Confirmation of Salmonella species, and a '+ 1 more' link. There are buttons for 'Product Details' and 'Order sample'. Below this, there's a section for '02 - Listeria Identification/Confirmation' with product code PT-CI-02.

- 2) If you know the scheme ID for the PT scheme in which you are interested, you can type it directly into the URL bar after the LGC website address, e.g. www.lgcstandards.com/aquacheck



Order a PT scheme

To order a PT scheme click 'Order PT' or 'Order sample' on any PT page or search result. The PT ordering grid will then be presented to you. Follow the steps below to add your order to your basket.

1. Select the sector, scheme, scheme year and lab that you wish to order for

1. Select options

Sector	Scheme	Year	Lab
Choose sector	Choose scheme	Choose year	Select Lab ID

Don't have a Lab ID number

If you do not have a Lab ID number you can 'Browse without Lab ID'; however, you will need to 'Add a new Lab ID' to complete your order.

- a. Click 'View available Lab IDs'

Lab

Select Lab ID

Browse without Lab ID

View available Lab IDs

- b. Choose any Lab ID listed on the next dialog to place an order for this location or if you cannot see your location click 'Request a Lab ID'.

Available Lab IDs

Sorry, you do not currently have a Lab ID for this PT scheme. You may still order using one of the Lab IDs below. Please select the Lab ID you wish to use as the delivery address in the final column. We will automatically assign you a new Lab ID for this scheme.

Organization name	Address line 1	Address line 2	City	Postcode	Country	Lab ID	Deliver to this address
LGC Standards PT	1 Chamberhall Business Park		Bury	BL9 0AP	United Kingdom	MC8215	<input type="radio"/>
LGC Standards PT	LGC Standards PT	1 Chamberhall Business Park	Bury	BL9 0AP	United Kingdom	WT0286	<input type="radio"/>

Select

Don't see the delivery address you're looking for?

Request a Lab ID

2. Select the samples that you are interested in ordering. To view details of a sample click on the sample name.

2. Select sample(s)

Samples

Tick all samples required. Expand All | Collapse All

☐ PT-AQ-64: 64 - Trinitroethanes (TNEs) & Nutrients in Recreational Water

☐ **All Samples**

☐ **Clean Waters – Inorganic & Nutrients**

- ☒ PT-AQ-01A: 1A - Major Ions - Higher salinity potable water
- ☐ PT-AQ-01H: 1H - Major inorganic components - Hard water
- ☐ PT-AQ-01S: 1S - Major inorganic components - Soft water
- ☐ PT-AQ-02A: 2A - pH - Poorly buffered waters
- ☒ PT-AQ-02H: 2H - Nutrients and others - Hard water
- ☐ PT-AQ-02S: 2S - Nutrients and others - Soft water
- ☒ PT-AQ-03: 3 - Non-specific analytes
- ☐ PT-AQ-03A: 3A - Inorganic Disinfection By-products
- ☐ PT-AQ-03B: 3B - Free Chlorine
- ☒ PT-AQ-03C: 3C - Total Chlorine
- ☐ PT-AQ-04: 4 - Metals in surface water (Preserved in 0.5% Nitric Acid)
- ☐ PT-AQ-04G: 4G - Metals in groundwater (Preserved in 0.5% Nitric Acid)
- ☐ PT-AQ-05: 5 - Toxic Metals in surface water (Preserved in 0.5% Nitric Acid)

Sample information

View sample information here.

PT-AQ-01S: 1S - Major inorganic components - Soft water

Product attributes

Format: 2 x 1L soft water sample; 1 x 30mL kjeldahl nitrogen spiking solution; 1 x 30mL total phosphorus spiking solution

Analytes: Alkalinity / Chloride / Conductivity (20°C) / Fluoride / Kjeldahl nitrogen / Total Phosphorus / Total hardness / Barium / Magnesium / Potassium / Sodium / Calcium / Sulfate

3. Click 'View availability' to view when samples are available and add your desired purchase quantity.

- To add quantity for all rounds, enter quantity under the 'All' column and click
- To add quantity to a single round, enter quantity under the relevant round
- If a sample comprises multiple components you can order additional components by clicking

3. View availability & select round(s)

[View availability](#)

Availability

Choose when you would like to receive your samples.

Key

	Click to add additional component parts to your sample.
	Enter or modify quantity in the 'All' column and click to apply for all available rounds.
	Click to remove the sample from all rounds in the 'Remove' column.
	Not available.
	All rounds/remaining rounds are mandatory for this sample.

[Remove all samples](#)

<< Previous Showing 1 to 10 records out of 20 Next >>

Remove	Rounds		AQ584	AQ585	AQ586	AQ587	AQ588	AQ589	AQ590	AQ591	AQ592	
	Despatch date	All	14 Apr 20	27 Apr 20	11 May 20	26 May 20	22 Jun 20	13 Jul 20	27 Jul 20	10 Aug 20	24 Aug 20	:
	Deadline date		26 May 20	08 Jun 20	22 Jun 20	06 Jul 20	03 Aug 20	17 Aug 20	01 Sep 20	07 Sep 20	21 Sep 20	▼
	PT-AQ-01A	1			1				1			▲
	PT-AQ-02H							1				
	PT-AQ-03	2		2				2				
	PT-AQ-03C				1							▼

- Click 'Estimate price' then 'Add to cart'

4. Estimate price & add to cart

Estimate price

Carriage costs will be calculated on the final review page.

£1,758.00

Add to cart

- Click 'Continue shopping' to add another order, either for another PT scheme or another Lab ID, or 'Checkout' to proceed to the next stage.

Thank you!

X

Your items have been added to your cart.

Continue shopping

View cart

- Now review your order. You can update quantity or remove items from the order if necessary. Any updates should be confirmed by clicking 'Update total'.

If you are happy to proceed click 'Proceed to Checkout' to proceed to the next stage. You can also email your cart to yourself or generate a quote if you need a quotation first before you place your order.

Your shopping cart

Order more PT samples

Share by email

Generate quote

PT Order #1 - Water Chemistry (AQUACHECK) Lab ID: MC8215

Blury

£532.00

Product code	Product	Round	Qty	Price	Total
PT-AQ-01A	1A - Major ions - Higher salinity potable water	AQ586	1	£126.00	£126.00
PT-AQ-02H	2H - Nutrients and others - Hard water	AQ589	1	£154.00	£154.00
PT-AQ-01A	1A - Major ions - Higher salinity potable water	AQ590	1	£126.00	£126.00
PT-AQ-01A	1A - Major ions - Higher salinity potable water	AQ594	1	£126.00	£126.00

Show Less

Empty cart

Cart sub total (4 items): **£532.00**
Update total

Please note, shipping and tax are calculated on the checkout page.

Proceed to Checkout

Cart Checkout Complete

Sub total: **£532.00**
Update total
Proceed to Checkout

Need help?
ptcustomerservices@lgcgroup.com

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7. Ensure your billing and delivery address are correct. As the delivery address is linked to the Lab ID you are ordering for you cannot update it here, please contact us in the event of any issues (ptcustomerservices@lgcgroup.com).

Checkout details

1

Cart

2

Checkout

3

Complete

Customer details

Customer name: **Bury Test account**
Account number: **20072339**
Reference: **Grace Test**
Email: **grace.hampshire@lgcgroup.com**

Order details

PT Order #1- Water Chemistry (AQUACHECK) Lab ID: MC8215 - Bury **£720.00**

Purchase order (PO) number

Enter the PO number you'd like to associate with this order

This order will be shipped to

1 Chamberhall Business Park, Bury, BL9 0AP

[Not the right shipping address?](#)

Sub total:	£532.00
Shipping: DHL - £17.00 per round	£68.00
Pre tax total:	£600.00
Product tax (20%):	£106.40
Delivery tax (20%):	£13.60
Total:	£720.00

[— Show Less](#)

Billing address

LGC Standards PT, 1 Chamberhall Business Park
Bury
BL9 0AP

[Not the right billing address?](#)

[View or edit cart \(4 items\)](#)

Sub total:	£532.00
Shipping:	£68.00
Pre tax total:	£600.00
Product tax (20%):	£106.40
Delivery tax (20%):	£13.60
Total:	£720.00

[Complete purchase](#)

Need help?

ptcustomerservices@lgcgroup.com

Will I be told if there is a problem with my order? —

Yes: we review all orders and you will be informed immediately if there are any issues with your order.

Is the LGC website secure? +

Will I receive a receipt for my order? +

Can I add items to an already placed order? +

8. Ensure all the details shown on the checkout page are correct. You can choose here to either pay by LGC credit account if you would like to pay later upon receipt of invoice or pay via Credit card to pay now.

If you are happy to proceed, choose your payment method, click 'I accept terms & conditions of purchase' and then 'Complete purchase'.

Your order is now complete and you will receive confirmation via email.

Success, your order is complete.

Order number: 34300892

What happens next?

- 1) You'll shortly receive a confirmation email from us containing the details of this order.
- 2) You'll receive shipping confirmation and tracking number emails from us once items have been dispatched.
- 3) You can contact our customer services team at any time with queries about this order.

1

2

3

Cart

Checkout

Complete

Renewing a PT scheme – Replicate last year's order quickly

It is a simple and quick process to renew your participation in a PT scheme and our system allows you to replicate your order from the previous year into the current year. Once replicated you will have the option to add new samples or remove any that you no longer require.

To renew a PT scheme:

1. Click 'Order PT' or 'Order sample' on any PT page or search result. The PT ordering grid will then be presented to you.
2. Select the sector, scheme, scheme year and lab that you wish to order for.

1. Select options

Sector	Scheme	Year	Lab
Choose sector	Choose scheme	Choose year	Select Lab ID

3. If the lab ID selected participated in the previous scheme year, the below message will appear. Choose 'Copy/update last year's order'

Renewal

You have previously ordered this scheme. If it helps, we can replicate your order from last year, for you to update if required. Please choose an option:

Copy/update last year's order

Create a new order

4. The samples and quantity that you ordered in the previous scheme year will be added to the corresponding rounds from the current scheme year.
5. To add new samples to your order, tick any that you require in the sample tree, then click 'View availability'.

3. View availability & select round(s)

[View availability](#)

Availability

Choose when you would like to receive your samples.

Key

	Click to add additional component parts to your sample.
	Enter or modify quantity in the 'All' column and click to apply for all available rounds.
	Click to remove the sample from all rounds in the 'Remove' column.
	Not available.
	All rounds/remaining rounds are mandatory for this sample.

[Remove all samples](#)

<< Previous Showing 1 to 10 records out of 20 Next >>

	Rounds		AQ584	AQ585	AQ586	AQ587	AQ588	AQ589	AQ590	AQ591	AQ592	
Remove	Despatch date	All	14 Apr 20	27 Apr 20	11 May 20	26 May 20	22 Jun 20	13 Jul 20	27 Jul 20	10 Aug 20	24 Aug 20	
	Deadline date		26 May 20	08 Jun 20	22 Jun 20	06 Jul 20	03 Aug 20	17 Aug 20	01 Sep 20	07 Sep 20	21 Sep 20	
	PT-AQ-01A	1			1				1			
	PT-AQ-02H							1				
	PT-AQ-03	2		2				2				
	PT-AQ-03C				1							

- Review/update the required quantity and click 'Estimate price'.
- Click 'Add to cart' to proceed to the checkout.
- Orders for any other PT scheme or additional labs can be placed by clicking 'Continue shopping'.