LabToolkit Pro

User Guide

Set up your laboratory, create and approve controlled SOPs, run forms and logs, and track your readiness for ISO 15189:2022 — step by step.

ISO 15189:2022 · CLSI · WHO SLIPTA · ISO/IEC 17025 · ISO 15190



Version 1.0 · October 2026

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Short on time? Start here

Create your account with the **same email you paid with** on Payhip (Chapter 2).

Set up your laboratory and confirm your licence is active under `Billing`.

Upload your logo or letterhead in the `Brand kit` (Chapter 6).

Invite your team and give each person a role (Chapter 4).

Generate your **Starter pack** of SOPs, review them and send them for approval (Chapters 8–10).

CHAPTER 1

Welcome to LabToolkit Pro

LabToolkit Pro is an online document-control system for medical and testing laboratories. It helps you write, approve, sign, publish and track the SOPs, forms and records your quality management system depends on — and shows how ready your documents are for ISO 15189:2022 and the other standards you work to.

What you can do with it

Write

Create SOPs from a 40-template bank, a starter pack built around your test menu, your old Word or PDF SOPs, or a simple description. Automatic drafting fills every section for you to check.

Approve and sign

Send documents through your approval workflow. Reviewers and approvers sign electronically with a password re-check, and every signature is recorded.

Control

One effective version at a time, a full revision history, branded Word and PDF controlled copies, review dates and read-and-acknowledge records.

Prove

Map each document to the clauses it covers. The readiness dashboard shows coverage and gaps per standard, and the audit log records every change.

Supported standards and languages

Built-in frameworks: **ISO 15189:2022**, **CLSI** quality system essentials, **WHO SLIPTA/SLMTA**, **ISO/IEC 17025** and **ISO 15190**. You can also add your own national or in-house standard. Documents can be written in **English, French, Portuguese or Spanish**.

What your US$149 lab licence includes

ITEM	DETAILS
Full access to the app	Every feature in this guide, for your whole laboratory.
10 member places	Up to 10 people in your lab. Add more at any time for US$30 per extra member (one-time).
Automatic drafting	40 drafting credits every month for each full 10 member places (see Chapter 17).
Template pack	25 SOPs, 121 forms and logs, 4 QC tools, 3 process maps, 2 agreements and 1 handbook as editable Word and Excel files (Chapter 16).

No subscription	One payment. Your access has no end date.

How to use this guide

Chapters 2–7 set up your laboratory; Chapters 8–13 cover everyday document and record work; Chapters 14–18 cover oversight, billing and data; Chapter 19 answers common questions and Chapter 20 is a one-page reference. Button and menu names are shown like **this**. Screens in this guide are simplified illustrations — your screens may look slightly different as the app improves.

> **IMPORTANT**
>
> LabToolkit Pro and its templates help you build and control your documentation. They are not a certification: only your accreditation body can confirm conformity. Always check clause references against your licensed copy of each standard and have competent staff review every document before approval.

CHAPTER 2

Getting started

Create your account, set up your laboratory and make sure your licence is active. This takes about ten minutes.

2.1 Create your account

1. Go to **labtoolkitpro.com** and choose `Start free`.
2. Enter your full name, email address and a password. **Use the email address you paid with on Payhip** — that is how the app recognises your purchase.
3. Open the confirmation email and click the link to verify your address. Check your spam folder if it hasn't arrived within a few minutes.
4. Sign in. You'll be taken to the laboratory set-up steps.

> **TIP**
> Your password is also used to confirm electronic signatures, so choose one you can remember and never share it.

2.2 Set up your laboratory

The set-up wizard has four short steps. You can change everything later in Settings.

STEP	WHAT YOU ENTER
1. Your laboratory	Lab name; a short code of 2–10 capital letters or digits (it appears in every document number, e.g. `FML`); country; accreditation body (for example SANAS, SADCAS, KENAS, UKAS, A2LA, CAP, COFRAC, NATA or other).
2. Type of laboratory	Medical/clinical, testing, calibration, veterinary, food & water, public health, research or other. This decides which templates and standards are suggested.
3. Standards	Tick the standards you work to and choose one as primary (ISO 15189 is the default for medical labs, ISO/IEC 17025 for testing and calibration).
4. Language and region	Document language (English, Français, Português or Español), date format, units (SI or conventional), paper size (A4 or US Letter) and time zone.

When you finish, you arrive on the Dashboard with a prompt to generate your starter pack.

2.3 Activate your licence

Open `Billing` (shown to the Quality Manager and director). Your plan card shows **Free** or **Premium**, the member places used and whether access has an end date.

- **Paid with the same email you signed up with?** Access normally switches on automatically within a minute of payment.

- **A purchase is listed under "Purchases waiting"?** Click `Activate for <your lab>`. This happens when you manage more than one lab, or the payment arrived before your lab existed.
- **Paid with a different email?** Use your Payhip licence key in the `Licence key` box on the Billing page (if shown), or email **support@labtoolkitpro.com** with your Payhip receipt.
- **"Payment received — we're checking it"** means the payment is being verified. Access is activated shortly; no action is needed.

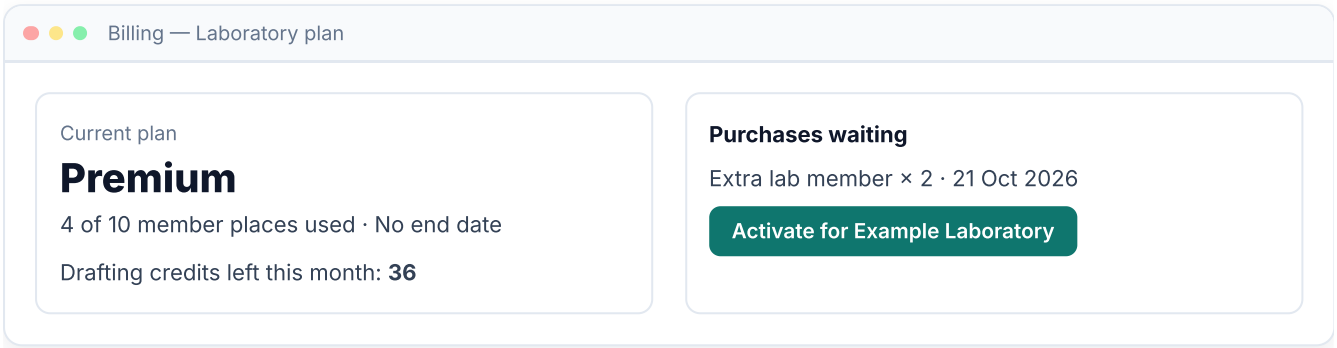


Illustration: the Billing page after a licence purchase, with a waiting extra-member purchase.

PAYMENT MADE BUT NOTHING SHOWS?

Wait two or three minutes and refresh. Then check that you are signed in with the email used on Payhip. If it still doesn't appear, contact support with your Payhip receipt — never send your password.

CHAPTER 3

Your workspace at a glance

Everything lives in one workspace for your laboratory. The menu on the left takes you to each area; the `+ Create` button at the top starts any new document.

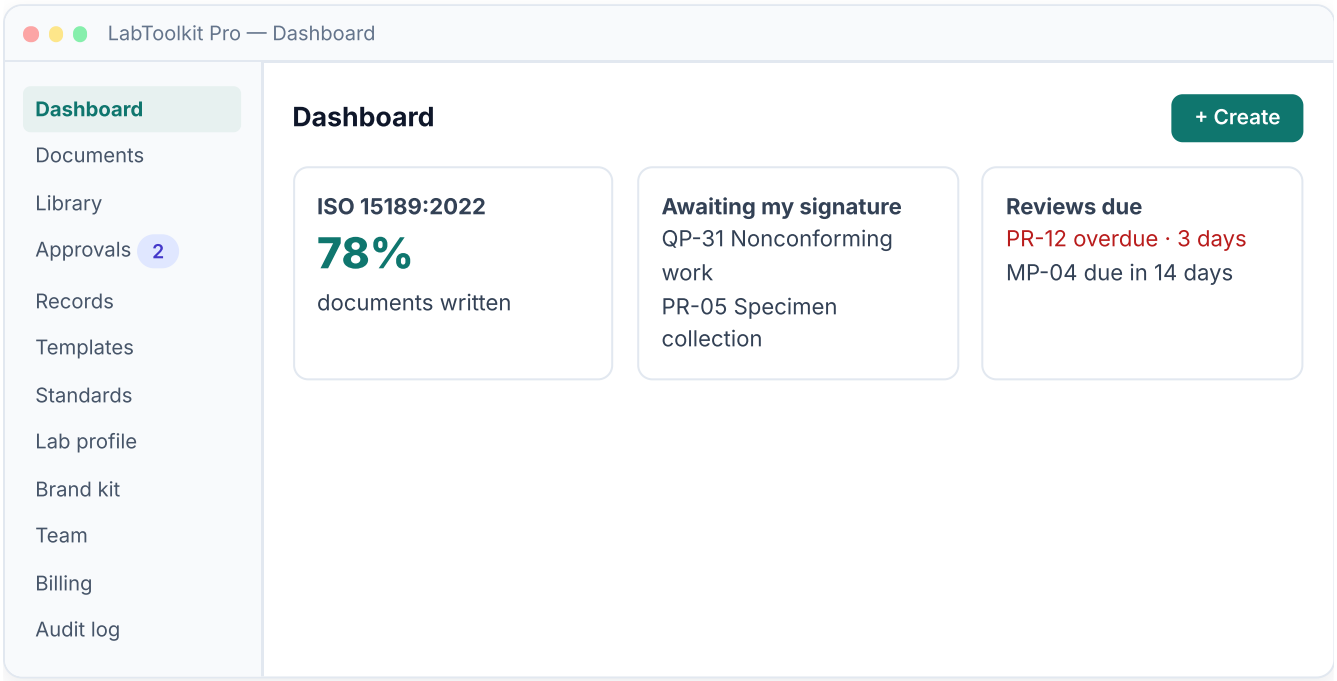


Illustration: the main menu and dashboard. Menu items you are not allowed to use are hidden.

3.1 The main areas

AREA	WHAT IT'S FOR
Dashboard	Readiness per standard, documents awaiting your signature, reviews due, missing logs, recent activity.
Documents	All documents in every status: drafts, in review, effective, under revision and obsolete.
Library	The controlled document library — effective documents only, arranged in binders, for everyday reading at the bench.
Approvals	Documents waiting for your review or signature (the number shows how many).
Records	Live forms, logs and QC sheets that staff fill in, including "My logs today".
Templates	The template bank, your own uploaded templates and the forms & logs library.
Standards	Browse requirements by standard, see which documents cover each one and how standards map to each other.
Lab profile, Brand kit, Team	Your disciplines, analysers and tests; your logo, letterhead and layout; your people and roles.

Billing, Audit log	Plan and member places; a permanent record of every action.

3.2 Document statuses

Draft being written · In review with reviewers · Awaiting approval with approvers · Effective the current approved version in use · Under revision effective, with a new draft in progress · Obsolete / superseded kept for reference only.

3.3 Several laboratories

If you belong to more than one lab (for example as a consultant), switch between them with the laboratory switcher at the bottom of the menu. Each lab's documents, people and records are completely separate.

CHAPTER 4

Team, roles and member places

Invite the people who write, review, approve and read your documents. Roles decide what each person can do; a person can hold several roles.

4.1 Roles

ROLE	TYPICAL PERSON	CAN DO
Quality Manager (QM)	Quality manager	Everything: settings, brand kit, team, documents, approvals, billing.
Director	Laboratory director	Approve when named in the workflow, make documents obsolete, see the audit log and billing.
Reviewer	Section head, senior scientist	Review and sign when named in the workflow.
Author	Document writers	Create and edit drafts, upload references and templates, submit for approval, start revisions.
Reader	Bench staff	Read effective documents, acknowledge them, fill in forms and logs.
Auditor / assessor	Internal auditor or external assessor	Read-only access to the library and audit log; external assessors get time-limited access (Chapter 15).

4.2 Add a member

1. Ask the person to create their account at labtoolkitpro.com first (free).
2. Open **Team** and choose **Add member**.
3. Enter their email and pick a role. Repeat to add more roles to the same person.
4. If they haven't signed up yet, use **Copy sign-up link** and send it to them.

To remove a role, click the role chip next to the person and remove it.

4.3 Member places

Your licence includes **10 member places**; the Free plan has 3. Each person counts once, however many roles they hold. Time-limited external assessors don't use a place. The places bar on the Team page shows how many are used.

Adding more than 10 people

1. On the Team page choose **Add members on Payhip** (US$30 per extra member, one-time).
2. Choose the quantity and pay with the same email you use in the app.

3 The new places appear within a minute. If they are listed under "Purchases waiting" on the Billing page, click **Activate**.

> **NOTE**
>
> Extra member places only work for a lab that has the lab licence. If you buy them first, they wait under "Purchases waiting" until the licence is active.

CHAPTER 5

Lab profile

The lab profile tells LabToolkit Pro what your laboratory actually does. The more complete it is, the more specific your drafted documents and starter pack will be.

Open **Lab profile** (authors and the QM can edit). The meter at the top shows how complete it is. The five steps are:

1. **Disciplines** — e.g. haematology, clinical chemistry, microbiology, serology/immunology, histopathology, cytology, molecular, blood bank, parasitology, virology, TB, POCT, or add your own.
2. **Analysers** — make, model, serial number and discipline for each instrument.
3. **Test menu** — each test with its discipline and the analyser used. *Each test gets its own examination SOP in the starter pack.*
4. **LIS and sample types** — your laboratory information system and the specimen types you receive.
5. **Review** — check and save.

> **TIP**
> Fill in the test menu before generating the starter pack — that is what creates the per-test procedures.

CHAPTER 6

Brand kit

Set up your branding once and every controlled copy — cover page, headers, footers, Word and PDF — uses it automatically. Only the Quality Manager can change the brand kit.

6.1 Logo, letterhead and colours

1. Open **Brand kit**.
2. Upload your **logo** (PNG or JPG, up to 8 MB) and, if you have one, your **letterhead** image.
3. Choose your primary colour (used on printed copies) and secondary colour (used in the app only), font (Calibri, Arial, Inter or Times New Roman), header text and footer text.
4. Watch the **Live preview** — it is the real cover page, drawn exactly as it will print, at your paper size.
5. Click **Save**.

6.2 Letterhead layout

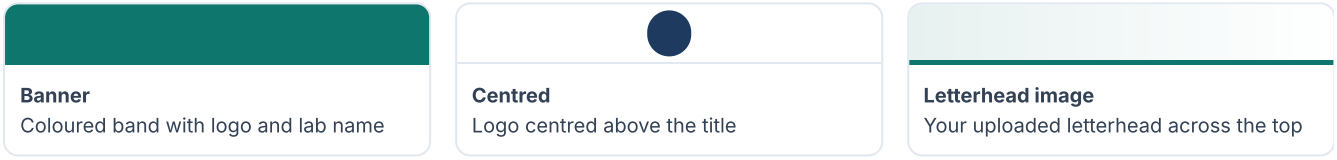


Illustration: three of the header styles.

- **Header style** — split, centred, banner or your letterhead image (picking a letterhead switches to it automatically).
- **Logo position and size** — left or right (one-click **Swap**), small, medium or large.
- **Title alignment**, **band colour**, **divider** and the **running header** on later pages (text, logo, letterhead or none — the document number moves to the footer if the header doesn't show it).

6.3 Enhance — automatic fitting

Click **Enhance** on the live preview to let the app fit your logo and letterhead to the page: it trims empty edges, sets print sizes, and checks the cover fits on A4, Letter and your own paper size. A Before/After view lists each suggested change with its reason — tick the ones you want, click **Apply**, then **Save**. Your files, colours and text are never changed, and **Undo enhance** restores the previous layout.

6.4 Approval workflow

Also in the brand kit settings: the **approval workflow** — 1 to 6 ordered steps, each with a role (reviewer, QM or director) and a meaning ("reviewed" or "approved"). Every document you submit follows these steps (Chapter 10).

CHAPTER 7

Standards and region

Choose the standards your laboratory follows, set your language and paper preferences, and add your own national or in-house requirements if you need to.

7.1 Followed standards

Open **Settings → Standards & region**. Tick the frameworks you follow and set one as primary. Each one gets its own readiness card on the Dashboard. Language, date format, units, paper size and time zone are set here too.

7.2 Browse requirements

The **Standards** page lists each framework's requirements by section (code and short title — the app never reproduces the standard's text), the documents in your lab tagged to each requirement, and **crosswalk** links showing related requirements in other standards.

> **ABOUT CROSSWALK COVERAGE**
>
> When a document written for one standard also relates to another, the app shows it as "Covered via crosswalk" in a lighter style. Treat this as indicative — an assessor will expect evidence written for their standard.

7.3 Add your own standard

1. Choose **Add your own standard**: name, code (e.g. ZW-MLCSCZ), kind, edition and publisher.
2. Enter the requirements in the table (code, section, title, guidance, weight) or upload a CSV file and check the preview.
3. Link each requirement to related library requirements (equivalent or related) so crosswalk coverage works.

CHAPTER 8

Creating documents

There are five ways to start a document. All of them give you a numbered draft in your lab's format, ready to check and edit.

8.1 Describe it

1. Click **+ Create** → **Describe it**.
2. Type what you need, e.g. "SOP for HbA1c on our Cobas c311 including IQC and EQA". Use an example chip for ideas.
3. Optionally choose the language, attach reference files (manufacturer inserts, your old SOP) and tick **Preview plan first**.
4. Click **Create**. If the app needs a detail, it asks one question — answer it and continue.
5. You'll see the document number, title and the template used while it drafts (usually 30–90 seconds); the editor opens when it's ready.

8.2 Starter pack

+ Create → **Starter pack** recommends a complete document set for your sector and test menu, grouped into Quality management, Technical, Safety and Per-test procedures. Each row shows which standards it supports and how many requirements it covers; documents you already have are marked "Already created". Select what you want and click **Create**. The **Generation queue** page shows progress ("12 of 35 drafted"); failed items have a **Retry** button.

8.3 Convert my old SOP

+ Create → **Convert my old SOP**: upload one or more Word or PDF SOPs. Each is restructured into your controlled format, and the **Checks** tab lists any gaps against your standards.

8.4 From a template

Open **Templates**, filter by standard, document type or sector, open a template to see its sections and guidance, then choose **Use this template**. You can also upload your own Word or PDF template — the app splits it into sections you can edit and tag.

8.5 Blank document

Documents → **New document**: choose an optional template, title, type, department code (2–6 capitals) and site. The document number preview updates as you type.

> **DRAFTING CREDITS**
>
> Describe it, Starter pack, Convert and automatic drafting use drafting credits (Chapter 17). Templates and blank documents written by hand don't.

CHAPTER 9

Editing and drafting

The editor shows your document section by section. Changes save automatically, several people can work at once, and nothing reaches the bench until it is approved.

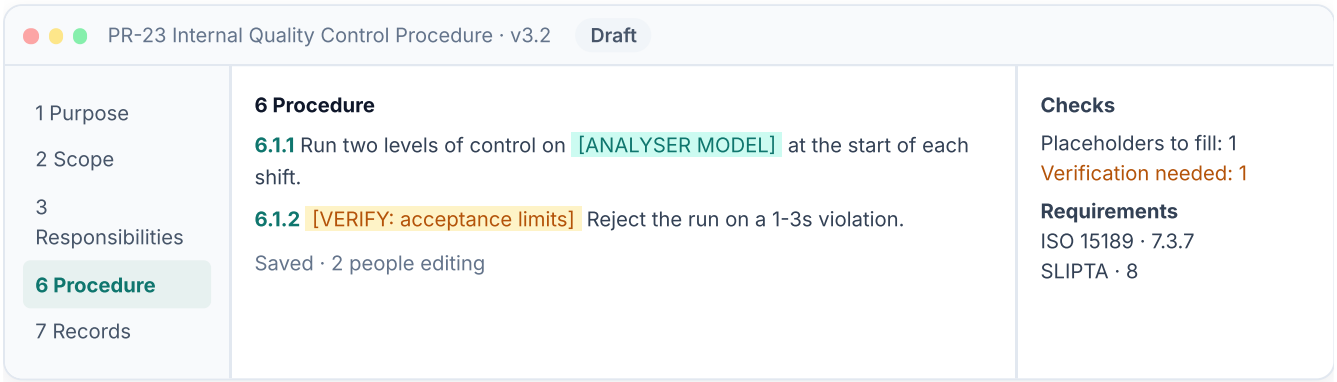


Illustration: the editor with section outline, highlighted placeholder and verification flag, and the Checks panel.

9.1 Writing

- **Autosave** — changes save about 1.5 seconds after you stop typing ("Saving… / Saved").
- **Formatting** — headings, lists, tables (**Insert table**), numbered clause paragraphs like 6.1.1, and one-column tables that become note boxes (amber when they start with ⚠ or "Warning").
- **Placeholders** — text in square brackets, like [LABORATORY NAME], is highlighted and listed under *Placeholders to fill*. You'll be warned if any remain when you submit.
- **[VERIFY: …]** — amber highlights mark statements a competent person must check (limits, timings, reagent details).

9.2 Automatic drafting

Draft for me drafts every section. The **Regenerate…** menu offers *Draft everything again*, *Restructure from a reference file*, and *Rewrite this section* with your own instruction ("make it shorter", "add a table of critical values"). You'll be warned before text you've written is replaced. Automatic drafts show the banner **"Automatic draft — requires review by competent staff before submission."**

9.3 Working together

Avatars show who else is editing. When someone is working in a section it is locked to them; you can edit other sections at the same time. If two people change the same text, a merge dialog lets you choose what to keep. The **History** drawer keeps checkpoints you can compare or restore.

9.4 The right-hand panel

TAB	USE IT TO

Requirements	Tag the clauses this document covers (searchable, grouped by standard) and see "Also maps to" crosswalk links.
Checks	See verification items and gaps ("Not covered yet") and the placeholders still to fill.
References	Upload PDF, Word or text references used when drafting (manufacturer inserts, guidelines, old SOPs).

9.5 Language of a document

The language chip in the editor header changes one document's language (or returns it to the lab default). Use **Redraft now** to translate text that's already written.

CHAPTER 10

Review, approval and e-signatures

A draft becomes effective only after every step of your approval workflow has signed it. Each signature is checked with the signer's password and permanently recorded.

10.1 Submit for approval

1. In the editor click **Submit**.
2. Write a short **change summary** (required for every version after 1.0 — it appears in the revision history).
3. Check the workflow steps shown and confirm. The document moves to **In review**.

10.2 Review and sign

Signers see the document under **Approvals**. The review screen shows the document exactly as it will print, the approval timeline, the change summary and — for revisions — **Compare with effective version**, a word-by-word redline (additions underlined in green, deletions struck through in red).

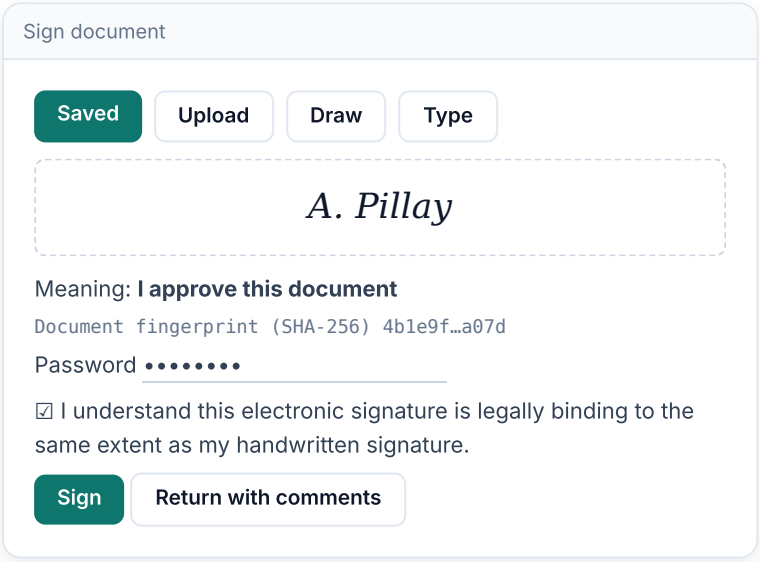


Illustration: the signature dialog.

1. Click **Sign** and choose how to sign: your **Saved** signature, **Upload** an image, **Draw** it, or **Type** your name. Tick **Save this signature for next time** to reuse it (manage it under **Profile → My signature**).
2. Read the meaning ("I have reviewed…" / "I approve…") and the document fingerprint.
3. Enter your password and tick the declaration, then **Sign**.
4. To send it back instead, choose **Return with comments**, write your comment and confirm with your password.

When the last signer signs, the document becomes **Effective** and its controlled copy is generated automatically.

CHAPTER 11

Versions, revisions and controlled copies

LabToolkit Pro keeps exactly one effective version of every document in use, records every earlier version, and produces branded controlled copies on demand.

Version history — PR-23 Internal Quality Control Procedure

Version	Status	Effective	Change summary	Fingerprint
3.2	In review	—	New control lot; updated limits	`c71d…22b0`
3.1	Effective	03 Sep 2026	Added Westgard 2-2s rule	`4b1e…a07d`
3.0	Superseded	16 Oct 2025	Aligned with ISO 15189:2022	`91fa…0c3e`
2.0	Superseded	04 Mar 2025	New analyser	`e2c4…7d19`

Illustration: version history. Bench staff keep using v3.1 while v3.2 is reviewed.

Tamper-evident: each version is fingerprinted (SHA-256) and every action is written to the audit log, so you can show an assessor exactly who changed what, when, and who approved it.

11.1 Revising an effective document

1. Open the effective document and choose **Start revision** (or **Edit**).
2. Choose a **major** (e.g. 3.0 → 4.0) or **minor** (3.1 → 3.2) revision and give the reason.
3. Edit the new draft and submit it. The current effective version stays in use until the new one is fully signed — then the old one is automatically marked superseded.

11.2 Controlled copies (Word and PDF)

Every effective version has a controlled copy with your branding, cover page, revision history, approvals and signature manifest. In the **Version history** tab choose **Download controlled copy** or **Generate copy**. Superseded copies are stamped "OBSOLETE — for reference only".

11.3 Page preview and printing

The **Preview** tab shows the document page by page exactly as it prints. Choose paper (A4, Letter, Legal, A5, A3), orientation, margins and zoom, then **Print**, **Save as PDF** or **Download Word**. **Make default for this document** remembers the layout.

11.4 Review dates and obsolete documents

Each document has a next review date; the Documents list shows it in red when overdue, and the Dashboard lists **Reviews due**. The QM or director can **Make obsolete** a document that is no longer needed (a reason is required); it stays in the history.

CHAPTER 12

The controlled document library

The library is what bench staff use every day: only effective documents, organised like binders, available on any phone, tablet or computer.

- **Binders** — documents grouped by category and department, with counts and chips for documents due for review or under revision.
- **Search** by document number, title or clause; filter and switch between cards and table view.
- **Printable index** and CSV export of the library (your document master list).
- **Recently approved** and **To read** lists on the Dashboard.

12.1 Read and acknowledge

When staff open a new or revised document they click `I have read and understood`. The QM sees who has read each version in the `Readers` tab, and the library shows read coverage per binder — useful evidence for competence and document-control clauses.

> **TIP**
>
> Ask bench staff to bookmark labtoolkitpro.com on the lab tablet. Signing in always opens the current effective version — superseded copies can't be picked up by mistake.

CHAPTER 13

Forms, logs and QC records

The forms & logs library has 125 ready-made forms, logs and QC sheets. Print them with your branding, or fill them in live in the app as controlled records.

13.1 Using the forms library

1. **+ Create** → **Forms & logs library** (or **Templates**).
2. Pick a form — e.g. refrigerator temperature log, CAPA form, internal audit checklist, training record, Levey-Jennings QC sheet.
3. Preview it "As printed" with your branding, adjust fields or layout if needed, and approve it like any document.

On the Free plan you can create, print and download forms and logs (with a small "Made with LabToolkit Pro" footer).

13.2 Live records

FR-12 Refrigerator Temperature Log · October 2026

Date	Time	Reading °C	2–8 °C	Initials	Action
20 Oct	07:45	4.6	✓	TN	
21 Oct	07:40	**9.1**	×	RM	CA-012 door seal
22 Oct	Missing entry — today				

Illustration: a live log with an out-of-range reading and a missing daily entry.

- On an effective form, open the **Records** tab and choose **Start new record**.
- Staff fill in rows; calculated cells fill automatically and out-of-range values are flagged.
- Changing a saved entry asks for a reason; each row keeps its history and can be voided (never deleted).
- Daily logs show missing days; the Dashboard shows missing logs, records awaiting review and out-of-range values.
- When a period ends, **Close** the record, have it **Reviewed**, and download it as Word or CSV.

The **Records** hub lists "My logs today" so each person sees what they need to complete.

CHAPTER 14

Readiness dashboard

See at a glance how much of each standard your documents already cover, and where the gaps are.

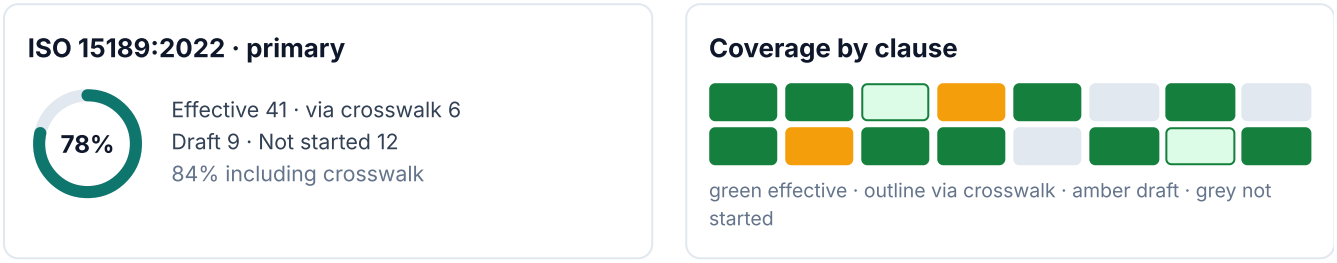


Illustration: a readiness card and clause heat map.

- One card per standard you follow, primary first, with the percentage of requirements covered by effective documents and a second figure including crosswalk coverage.
- Click a card for the heat map by section. Click a tile to open the documents tagged to that requirement — or, for a gap, the matching templates with **Create from template**.
- For WHO SLIPTA the card measures documentation readiness only — star ratings need an on-site audit.
- The dashboard also shows documents awaiting your signature, reviews due, documents by status, missing logs and recent activity.

> **REMEMBER**
>
> Readiness measures your documentation, not accreditation. Use it to plan work and prepare for internal audits.

CHAPTER 15

Assessor access and the audit log

Give external assessors safe, read-only access during an assessment, and show a complete history of every action.

15.1 Grant assessor access

1. Open **Team → Assessors** (QM).
2. Enter the assessor's email (they need a free account) and an end date — up to 90 days.
3. The assessor sees a read-only library with a banner; every document they open is logged, and previews carry the stamp "Assessor copy · name · date · read-only".
4. Access ends automatically on the end date, or click **Revoke** at any time.

15.2 Audit log

Available to the QM, director and auditors. It lists every action — who, what, when and on which document or record — with filters by action, item and date range, and a CSV export. Entries can't be edited or deleted.

CHAPTER 16

The template pack

Your licence includes a complete set of editable quality-management templates, delivered by Payhip as Word and Excel files, aligned with ISO 15189:2022 and mapped to CLSI and WHO SLIPTA.

CONTENTS	DETAILS
25 SOPs	Management and technical procedures in Word, in the same controlled format as the app.
121 forms & logs	Excel workbooks with drop-down lists, ready to print or fill in.
4 QC tools	Levey-Jennings charts, Westgard rules, EQA evaluation and measurement uncertainty.
3 process maps	Laboratory process maps in PDF.
2 agreements	Point-of-care testing (POCT) agreement and referral laboratory MOU.
1 handbook	Laboratory user handbook, plus a document master list.

16.1 Using the pack

1. Download the files from your Payhip purchase email or Payhip library.
2. Replace every [BRACKETED PLACEHOLDER] with your laboratory's details and check every [VERIFY] item.
3. To manage a template in the app with approvals and version control: `Templates → Upload our own template`, or `+ Create → Convert my old SOP` to restructure it with your branding.
4. Approve and sign it in the app so it becomes a controlled, effective document.

> **BEFORE YOU USE ANY TEMPLATE**
> Templates are a starting point. Adapt them to your laboratory's real practice — assessors look for procedures that match what staff actually do.

CHAPTER 17

Plans, billing and drafting credits

LabToolkit Pro uses one-time payments — no subscription.

PLAN	PRICE	INCLUDES
Free	US$0	Forms and logs to create, print and download; up to 3 members; no automatic drafting.
Lab licence	US$149 once	Everything in this guide for 10 members, 40 drafting credits a month, and the template pack. No end date.
Extra members	US$30 each, once	One more member place per unit, for a lab that has the licence.

17.1 Drafting credits

Automatic drafting uses credits. A licensed lab receives **40 credits every month for each full 10 member places** (10–19 places = 40, 20–29 = 80). Unused monthly credits don't roll over. Your balance and reset date are on the Billing page.

ACTION	CREDITS
Draft a whole document (Draft for me / Draft everything again)	2
Rewrite one section	0.5
Describe it (plan + full draft)	2.5
Convert my old SOP	4
Brand kit Enhance visual check	0.5

If drafting fails, the credits are returned automatically. Editing by hand, approvals, signatures, controlled copies, forms, records and previews never use credits. For example, 40 credits covers about 20 complete SOP drafts, or 80 section rewrites.

> **FAIR USE**
>
> To keep the service fast for everyone there is an hourly limit per person. If the app asks you to wait, try again a few minutes later.

CHAPTER 18

Security, cloud access and your data

Your documents live in a secure cloud workspace that belongs to your laboratory.

- **Nothing to install** — use any modern browser on a computer, tablet or phone.
- **Private by laboratory** — people only see the labs they belong to, and only what their roles allow. LabToolkit Pro staff have no access to your lab's documents.
- **Private file storage** — logos, references, signatures and controlled copies are stored privately and shared only through links that expire.
- **Encrypted connections** (HTTPS) everywhere, and passwords confirmed for every signature.
- **Complete history** — fingerprinted versions and an append-only audit log.
- **Your documents stay yours** — download Word and PDF copies, CSV exports of records, the library index and the audit log at any time.

18.1 Good practice

- Give each person their own account — never share sign-ins, because signatures are personal.
- Remove roles promptly when people leave, and review the Team page at each management review.
- Download controlled copies of your key documents periodically for your own records.

CHAPTER 19

Troubleshooting and FAQ

Quick answers to the questions laboratories ask most.

I paid but still see the Free plan.

Wait a few minutes and refresh Billing. Check you are signed in with the email used on Payhip; look under "Purchases waiting" and click Activate; or use your licence key. Still stuck? Email support with your receipt.

I can't add another person.

All member places are used. Buy extra members (US$30 each) from the Team page, or remove someone who no longer needs access.

Draft for me is unavailable.

Drafting needs the lab licence and credits left this month. Check Billing for your balance and reset date.

A signature is rejected.

Re-enter your account password carefully. Only the person named on the approval step can sign it.

Someone else is editing my section.

Sections lock while a colleague works in them. Edit another section, or wait for them to finish.

My logo looks too small or cut off.

Use Brand kit → Enhance, then adjust logo size and header style and Save.

Bench staff see an old version.

They can't: the library only shows effective versions. Ask them to refresh, and check the new version has been fully signed.

Can I use the app offline?

You need an internet connection. Keep printed controlled copies for business-continuity, marked as described in your document-control SOP.

Can assessors see our documents?

Yes — give them time-limited, read-only assessor access (Chapter 15).

Which languages are supported?

English, French, Portuguese and Spanish, chosen per lab and per document.

Is the app certified?

No. It helps you build and control documentation; only an accreditation body confirms conformity.

How do I get help?

Email **support@labtoolkitpro.com** with your lab name, what you were doing and a screenshot. Never send your password.

CHAPTER 20

Quick reference

One page to keep beside you.

Who can do what

ACTION	QM	DIRECTOR	REVIEWER	AUTHOR	READER	AUDITOR
Settings, brand kit, team	✓	–	–	–	–	–
Create and edit drafts, submit	✓	–	–	✓	–	–
Sign approval steps	Whoever holds the role named on the workflow step					
Make obsolete	✓	✓	–	–	–	–
Read library, acknowledge, fill logs	✓	✓	✓	✓	✓	–
Audit log	✓	✓	–	–	–	✓
Billing	✓	✓	–	–	–	–

Document life cycle

Draft → In review → Awaiting approval → Effective → Under revision → new version effective → old version Superseded

Highlights in documents

[PLACEHOLDER] fill in before submitting
[VERIFY: ...] check with competent staff

Your first 30 days

1. Account, lab set-up, licence active
2. Brand kit and approval workflow
3. Lab profile and test menu
4. Team and roles
5. Starter pack → review → approve
6. Forms & logs live at the bench
7. Readiness gaps → plan the next documents
8. Internal audit using the audit log and library

Support

support@labtoolkitpro.com · labtoolkitpro.com

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