



Guide for Clients

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Before You Begin

Welcome to Silliker-eSTAR.com – electronic Secured Testing and Audit Results. With Silliker-eSTAR.com, you can track and analyze your information with unparalleled ease and convenience.

The Silliker *eSTAR Guide* contains detailed information about using eSTAR for lab services. Please review the outline to find the information you need.

To help you use eSTAR efficiently, the *eSTAR Guide* includes the following features:

- Step-by-step instructions on how to use Silliker-eSTAR.com.
- Brief overview of each function followed by basic instructions for using it.
- Demonstrations and examples that show how tasks are done.
- Reference information regarding fields.
- Glossary of terms, frequently asked questions and/or user tips at the end of each chapter.

The Silliker-eSTAR Support Team

Silliker recognizes that support needs vary from client user to client user. Helping you get your data quickly is our goal.

If you have a question about Silliker-eSTAR, first look in your *eSTAR Guide* or consult the Help button online. You can also find updates and technical information there. If you cannot find the answer, contact the Silliker-eSTAR Support Team at your lab. Each lab has specially trained Client Service Representatives or Client Service Manager who can help you.

In order to answer your questions quickly, be at your computer when you call and be prepared to give the following information:

- Your name and company name.
- The type and version of browser that you are using.
- The exact wording of any messages that appeared on your screen.
- A description of what happened and what you were doing when the problem occurred.

Making Your QA Data Management Manageable

Silliker-eSTAR.com is a secured website which gives you access to your Silliker test and audit results. It will help simplify your data management program. Access your data in real-time to make critical decisions. Gone is the need to rely on information that is weeks, or even months, old. You and your staff can easily create reports and graphs based on your most up-to-the-minute data. Use with confidence to manage your risk and discuss critical issues with plant staff and suppliers.

Silliker-eSTAR for lab services enables you to:

- View your entire company's testing program history in one system.
- Sort and manipulate data according to more than 15 different selection criteria fields.
- Easily download your data into EXCEL or text file into your customized formats. You can choose data from 33 different fields that are important to you.
- Quickly generate customized reports for meetings.
- Improve staff efficiency by eliminating data re-entry.
- Assign key functions to your staff.
- Track down old test data through easy query tools.
- Update your accounts with standard forms via email.

Silliker-eSTAR is available in three service levels

You and your staff can learn how to use eSTAR to manage all of your data needs. Silliker-eSTAR for lab services is available in three service levels that vary in functionality and price. The service levels are:

- **Silliker-eSTAR View:** You can view or track your results for 7 days after the COA is reported.
- **Silliker-eSTAR Chart:** One year of data is available. You and your staff are able to query on specific analyses and dates, and download data into pre-developed charts and graphs.
- **Silliker-eSTAR Max:** Same as Chart but multiple years of data will be available to clients. Data is available back to Jan. 2000.

Checklist for Accessing and Using Silliker-eSTAR.com

To ensure access to Silliker-eSTAR.com, there are a few details to confirm with your Information Technology department.

Speed of Internet Access

Silliker-eSTAR.com is a secured Internet site, which was designed to provide you with real-time test and audit data in a quick and convenient manner. The speed at which you can move around and download large volumes of test data depends on your company's Internet access. With high-speed lines, you can download large amounts of data in seconds. Even with the slower modems on older PCs and laptops, you will still have very quick usability. However, sharing of lines seriously diminishes your ability to move around quickly.

Internet Browser Compatibility

Silliker-eSTAR.com was designed to be compatible with Internet Explorer and Netscape Navigator. However, it is very important to know what version your company has. eSTAR is compatible with Internet Explorer 5.x SP1 and Netscape Navigator 4.6 and above, but excluding 6.x and above. You should confirm with your IT staff that your laptop, home PC, and all potential eSTAR users' PCs use these versions. For the most current browser information, please refer to the eSTAR Log-in page.

Adobe Acrobat for COAs

If you are currently receiving your Silliker COAs via email and can read them, then you have at least Version 3.0 in your corporate email system. However, confirm that you can view PDFs from your Internet browser. If you do not have Adobe Acrobat Reader, you will need to download it. It is free: go to www.adobe.com.

Microsoft Excel for Spreadsheets

You will need Excel to download your data into a spreadsheet.

LCD Projector

If you will be training more than three people to use eSTAR, a projector is useful. These can be set up for almost any size room that has a projection screen or at least a large white, blank wall.

Logging In to eSTAR for the First Time

To access your eSTAR account, go to:

<http://www.silliker-eSTAR.com>

Logging In (Figure A)

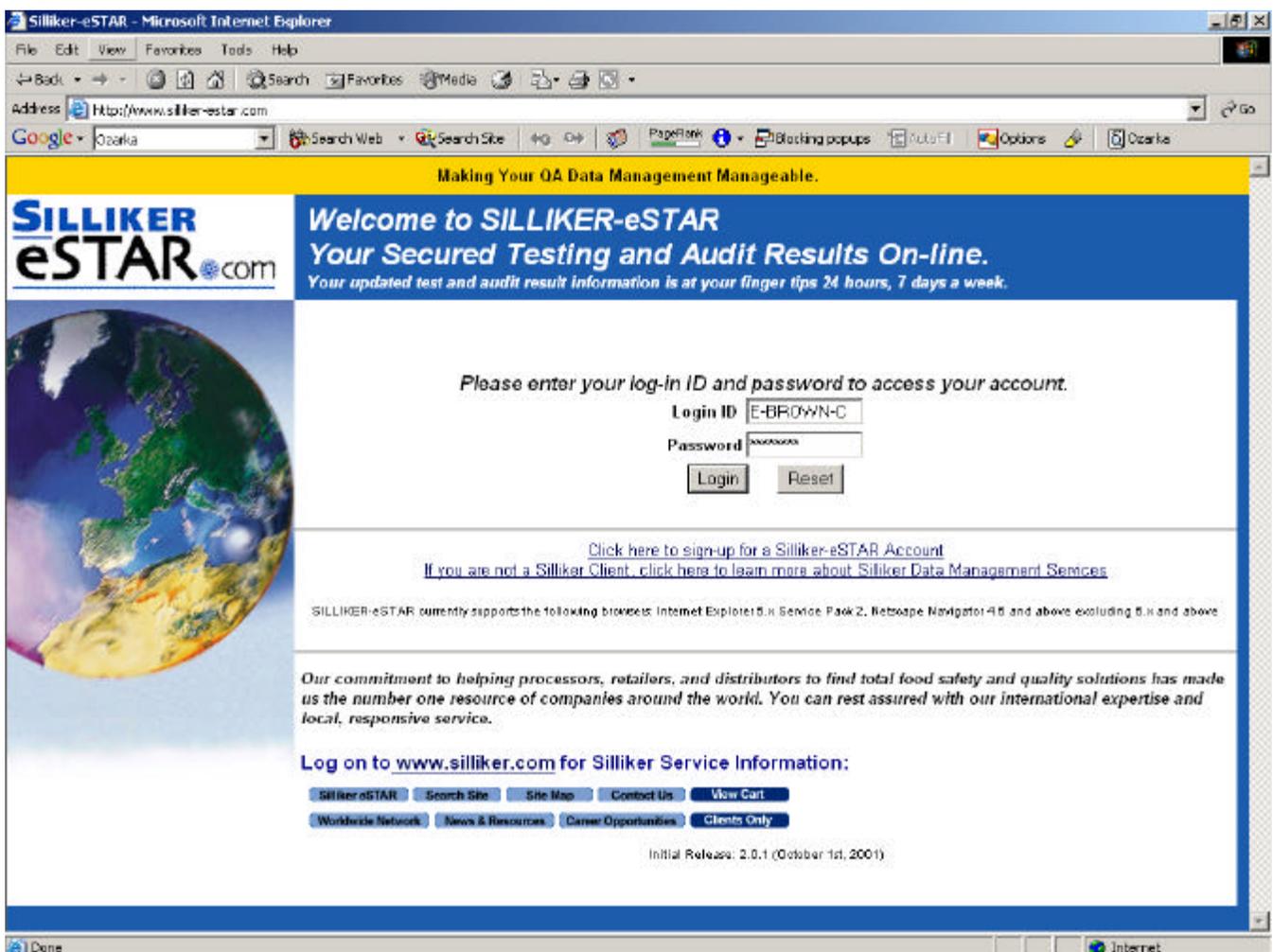
STEPS

- 1 Clients can only access eSTAR if you are in the Silliker LIMS system and set up for eSTAR services. Your client service representative will give you your login ID. It is E-last name-first initial (up to 7 letters) – example: E-BROWN-C. Your User ID is always uppercase.
- 2 Enter your User ID in the Login ID field. The first time you sign in you will use your User ID as your Password (all CAPS). Once in eSTAR, you should change your password.

Logging Off eSTAR

The Log-off button is an important security tool for you. When you are finished using eSTAR, always log off to ensure that other users do not access your eSTAR account.

Fig. A

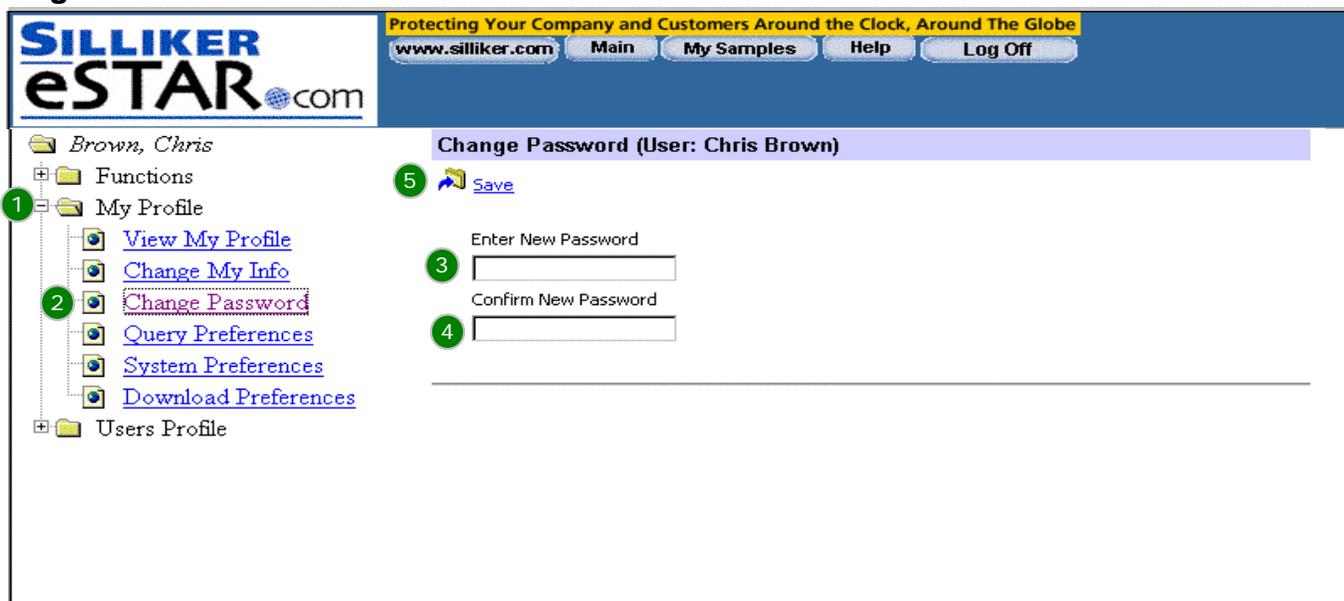


Changing Your Password

STEPS

- 1 Click on "My Profile".
- 2 Click on "Change Password".
- 3 Type in your password. Passwords are case sensitive and must have 6-10 characters.
- 4 Confirm your new password.
- 5 Click on "Save".

Fig. B



Q: What if I forget my password? Who do I call?

All client passwords in eSTAR are encrypted, so no one has access to your password. If you are the Super User and you forget your password, call the Silliker lab that services your account and ask for the eSTAR Administrator. He or she will reset your password back to the default password, which is your User ID. This will enable you to access eSTAR again.

Q: What if one of the Users that I set up forgets their password?

Any eSTAR User can call your Silliker lab and ask for the eSTAR Administrator to reset their password.

IMPORTANT PASSWORD TIPS:

- Just say *no* to screen prompts for saving passwords – saying yes could allow others to access your eSTAR account through your PC.
- Change your passwords regularly – the system does not prompt you to change.
- **DO NOT SHARE YOUR PASSWORD!**

Setting Your System Preferences

STEPS

- 1 Click on “Main” button on top of screen.
- 2 Click on “+/-” sign to the left of “My Profile” on left side of screen.
- 3 Click on “System Preferences”.
Preferences numbered 1, 4, 6 and 7 affect the downloaded data. These Preferences are saved to the system. Each time you change these settings, they must be saved so that they can be used. (Preference 8, “Use SSL”, encrypts the data from the Silliker database to your PC.)
- 4 Click the “Save” text on the top of the screen once you have completed your selections.

Fig. C

The screenshot shows the Silliker eSTAR web application interface. At the top, there is a navigation bar with the Silliker eSTAR logo and a tagline: "Protecting Your Company and Customers Around the Clock, Around The Globe". Below the logo, there are buttons for "www.silliker.com", "Main", "My Samples", "Help", and "Log Off". The "Main" button is highlighted with a green circle and the number 1. On the left side, there is a navigation menu with a tree structure. The "My Profile" folder is expanded, and the "System Preferences" link is highlighted with a green circle and the number 2. The "System Preferences" page is displayed, showing a list of eight numbered preferences, each with a dropdown menu. The preferences are: 1) Show Headings in Download (Yes), 2) Default number of records returned (15), 3) Display Format (Summary), 4) Sort Order (Lab Id), 5) Default Language (English (United States)), 6) Download Format (EXCEL), 7) Date Format (MM/DD/YYYY), and 8) Use SSL (Yes). A "Save" button is located at the top of the preference list.

Preference Number	Preference Name	Value
1	Show Headings in Download	Yes
2	Default number of records returned	15
3	Display Format	Summary
4	Sort Order	Lab Id
5	Default Language	English (United States)
6	Download Format	EXCEL
7	Date Format	MM/DD/YYYY
8	Use SSL	Yes

Glossary of Terms for System Preference Fields

#1 – Column Headings:

Allows the ability to enable or disable headers in your download. You will generally want headers on your spreadsheet. Downloads without headers are often used in automated data transfer systems when data is being moved from eSTAR to another database system.

#2 – Default Number of Records Returned:

This sets the number of records that will APPEAR on your screen. On an average PC screen, 10 to 15 records will be visible at a glance. Setting the default number high can add more time to the retrieval process.

#3 – Display Format:

Selecting “Summary” is recommended for a default preference.

#4 – Sort Order:

Allows you to select the primary field for sorting the sequence of the data on the screen and downloading into a spreadsheet. Useful selections are “Login Date” and “Status”. “Laboratory ID” and “Received Date” will generally give the same sort order as “Login Date”, since LIMS assigns the Lab ID in numerical order at the time of login.

#5 – Default Language:

In the future, eSTAR may be accessible in our international labs. It is not functional at this time.

#6 – Download Format:

Allows you to select EXCEL or a comma-delimited text file. Delimited files are generally used to upload into non-EXCEL spreadsheets or databases. If you don't know what this is, select EXCEL.

#7 – Date Format:

Allows the user to select American (Month/Day/Year) or European (Day/Month/Year) date formats.

#8 – Use SSL:

Allows the user to activate Secure Socket Layer data encryption. This process, widely used in the Internet for securing financial transactions, encrypts all data passing from the Silliker eSTAR database to the user's PC screen. This assures the user that their data is safe and secure from unauthorized access while it passes through the Internet.

Understanding eSTAR Query Preference Fields

These fields represent the type of data you can query on. eSTAR enables you to easily set Default Preferences. Think about the type of information you typically need to find on a regular basis, then set your default Query Preferences so every time you open eSTAR, these fields pop up.

Commonly Used Query Preferences

- 1) Sample Received Date
- 5) Sample Description
- 6) COA Number
- 8) Test Name
- 9) P.O. Number

Before choosing your query preference fields, review the descriptions on the following pages. Below are the query preference fields (Figure D).

Fig. D

The screenshot shows the Silliker eSTAR web interface. At the top, there is a navigation bar with the Silliker eSTAR logo and the tagline "Protecting Your Company and Customers Around the Clock, Around The Globe". Below the logo are navigation buttons for "www.silliker.com", "Main", "My Samples", "Help", and "Log Off".

The main content area is titled "Query Preference" and contains a "Save" button. The settings are organized into 11 numbered rows, each with a checkbox, a label, a value field, and a description:

- 1) Sample Received Date: 14. *The entry specified in the Date Range field is interpreted as the number of days before the current date.
- 2) Sample Status: Authorized Prelim
- 3) Completed Date: 1. *The entry specified in the Date Range field is interpreted as the number of days before the current date.
- 4) In Specification: True
- 5) Sample Description: [Text Field]
- 6) COA Number: [Text Field]
- 7) Lab Id: [Text Field]
- 8) Test Name: [Text Field] (with search icon and red X)
- 9) PO Number: [Text Field]
- 10) Received From: [Text Field] (with search icon and red X)
- 11) Condition Received: Abnormal

A left-hand navigation menu shows the user's profile "Brown, Chris" and various options like "View My Profile", "Change My Info", "Change Password", "Query Preferences", "System Preferences", and "Download Preferences".

Glossary of Terms for Query Preference Fields

#1 – Sample Received Date

This is the number of days of samples that you will retrieve in your query. The entry specified in the Date Range field is interpreted as the number of days before the current date. Clients often find that 14 days is a useful amount of data for a Default Preference.

#2 – Sample Status

This box limits the data retrieved to a specific status. It is best not to check this box for a Default Preference, because it will limit your query.

#3 – Completed Date

Enter a number but do not select this box for a Default. Would be used if you want data that was released within a number of days. This helps you narrow the search.

#4 – In Specification

This field is used to select In-Spec or Out-of-Spec results. If box is not selected, both in-spec and out-of-spec results will be retrieved. It is best to use this for a customized query.

#5 – Sample Description

This box searches all six sample description fields in LIMS. This is a useful query parameter for most customers, because it represents the descriptive information you provide to a lab about a specific sample.

#6 – COA Number

This field allows you to search for a specific Certificate Of Analysis (COA). Enter the numeric portion of the COA number only. Example: CHG-17012345-0 would be entered as 17012345-0.

#7 – Lab ID

This field allows you to search for the unique Lab ID number which represents a sample. This number appears on your COA. There can be multiple Lab IDs on one COA.

#8 – Test Name

This is used to retrieve samples with a specific test. This queries the reported name from the COA, not the LIMS method. This search is for any sample with that test. The query will also pull up all the other tests associated with that sample.

#9 – P.O. Number

This field allows you to query using your P.O. number. This P.O. number is entered at Sample Receiving. If you did not provide a P.O. number, this field will not be useful.

#10 – Received From

This allows you to search for samples sent from a specific location.

#11 – Condition Received

Used to select samples that were received at the lab in Normal or Abnormal conditions – for example: high temperature or damaged. If box is not selected, both normal and abnormal samples will be retrieved. This is a good field for specific queries, not as a Default Preference.

Setting Your Query Preference Fields

STEPS

- 1 To select your default preferences, click on the box next to the field. A check mark will appear.
- 2 Go to Fields 1 and 3. These fields require numbers be entered in the field even if you do not want to use them. Enter any number other than 0.
- 3 Click "Save".
- 4 To see your selections, click on "My Samples" button at the top of the screen.

Fig. E

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www.silliker.com Main My Samples Help Log Off

Brown, Chris

Query Preference - (Your preferences have been saved.)

[Save](#)

1) Sample Received Date *The entry specified in the Date Range field is interpreted as the number of days before the current date

2) Sample Status

3) Completed Date *The entry specified in the Date Range field is interpreted as the number of days before the current date

4) In Specification

5) Sample Description

6) COA Number

7) Lab Id

8) Test Name 🔍 ✖

9) PO Number

10) Received From 🔍 ✖

11) Condition Received

Customized Query Tips

Do a customized query without changing your Default Query Preferences (Figure F)

STEPS

- 1 Click on "My Samples" to bring up your Default Query Preferences.
- 2 Click on "All Parameters".
- 3 All of the Query Preferences will appear. You can then select the specific data fields you need.
- 4 Click on "View Test Results".

Fig. F

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My Samples

[Go to Query Preferences](#) **View Test Results** Default Parameters All Parameters AND OR

1) Sample Received Date Start Date: 09/04/2001 End Date: 09/18/2001 X

2) Sample Status In Process Authorized COA

3) Completed Date Start Date: End Date: X

4) In Specification True False

5) Sample Description

6) COA Number

7) Lab Id

8) Test Name X

9) PO Number

10) Received From X

11) Condition Received Normal Abnormal

Additional Query Parameters

Sort Column 1: Sort Column 2: Sort Column 3:

Lab ID

View Format: Summary Number of Records Returned: 15

Customized Query Tips – Continued

Sample Description Fields (Figure G)

This is a useful field to find results for specific products or locations. This query will search all six sample description fields. To query on Sample Description fields, you will need to use the percent sign (%) to search for partial information. This field is NOT case-sensitive. You can include multiple words, separated by a caret “^” (see Figure G-1 on next page).

Examples of using the % in different searches:

- %ENV% – the characters ENV would be located in ANY of the six sample description fields. Do not put spaces between the % sign and the word you are querying on.
- ENV% – will find one of the six Sample Description fields STARTING with ENV.
- %ENV – will find one of the six Sample Description fields ENDING with ENV.

STEPS

- 1 Click on "My Samples" – your default preferences will appear.
- 2 Click on "All Parameters".
- 3 Enter information in the Sample Description field.
- 4 Click on "View Test Results".

Fig. G

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My Samples View Test Results Default Parameters All Parameters AND OR

1) Sample Received Date Start Date: 09/03/2001 End Date: 09/17/2001 X

2) Sample Status In Process Authorized COA

3) Completed Date Start Date: End Date: X

4) In Specification True False

5) Sample Description %ENV%

6) COA Number

7) Lab Id

8) Test Name X

9) PO Number

10) Received From X

11) Condition Received Normal Abnormal

Additional Query Parameters

Sort Column 1: Lab ID Sort Column 2: Sort Column 3:

View Format: Summary Number of Records Returned: 15

Customized Query Tips – Continued

Multiple Sample Description Fields (Figure G-1)

eSTAR gives you the ability to search for data using **multiple** Sample Description fields.

To do this, each description field search word should be sandwiched by the % sign, and a caret “^” should be included in between. The % sign is useful because there may be variations in spelling or typing.

STEPS

- 1 Click on "My Samples" – your default preferences will appear.
- 2 Click on "All Parameters".
- 3 Enter multiple Sample Descriptions in the field – for example: %cake%^%lot24%
- 4 Click on "View Test Results".

Fig. G-1

The screenshot shows the Silliker eSTAR web application interface. At the top, there is a navigation bar with the Silliker eSTAR logo and a menu with options: Main, My Samples (highlighted with a green circle 1), Help, and Log Off. Below the navigation bar, the page title is "My Samples". There are two buttons: "View Test Results" (highlighted with a green circle 4) and "Go to Query Preferences". To the right of the "View Test Results" button, there are radio buttons for "Default Parameters" and "All Parameters" (highlighted with a green circle 2). Below the buttons, there are search criteria fields:

- 1) Sample Received Date: Start Date: [] [Feb 29] End Date: [] [Feb 29] X
- 2) Sample Status: In Process Authorized COA
- 3) Completed Date: Start Date: [] [Feb 29] End Date: [] [Feb 29] X
- 4) In Specification: True False
- 5) Sample Description: [%cake%^%lot24%] (highlighted with a green circle 3)
- 6) COA Number: []
- 7) Lab Id: []
- 8) Test Name: [] [Search icon] X
- 9) PO Number: []
- 10) Received From: [] [Search icon] X
- 11) Condition Received: Normal Abnormal

Below the search criteria, there is a section for "Additional Query Parameters" with three dropdown menus for "Sort Column 1:", "Sort Column 2:", and "Sort Column 3:". At the bottom, there are two more dropdown menus: "View Format" (set to "Summary") and "Number of Records Returned" (set to "5").

Customized Query Tips – Continued

Find Samples with a Specific Test (#8 Test Name) (Figure H)

This queries the reported name from the COA and is for any sample with that test. The query will also pull up all the other tests associated with that sample.

STEPS

- 1 Click on "My Samples" – your default preferences will appear.
- 2 Click on "All Parameters".
- 3 Click on the magnifying glass next to "Test Name" and an alphabetical list of all tests performed for that contact role or profile will appear. You cannot write a test name in this box – manual entries are not recognized.
- 4 Click on the test name.
- 5 Click on "View Test Results".

Fig. H

The screenshot shows the Silliker eSTAR.com interface. At the top, there's a navigation bar with 'Main', 'My Samples', 'Help', and 'Log Off'. Below that, the 'My Samples' section is active. It features a 'View Test Results' button and radio buttons for 'Default Parameters' and 'All Parameters'. The search criteria are as follows:

- 1) Sample Received Date: Start Date: 09/06/2001, End Date: 09/20/2001
- 2) Sample Status: In Process, Authorized, COA
- 3) Completed Date: Start Date: [empty], End Date: [empty]
- 4) In Specification: True, False
- 5) Sample Description: [empty text box]
- 6) COA Number: [empty text box]
- 7) Lab Id: [empty text box]
- 8) Test Name: [empty text box] with a magnifying glass icon and a red 'X' next to it.
- 9) PO Number: [empty text box]
- 10) Received From: [empty text box]

A 'Select User Window' is open over the 'Test Name' field, displaying a list of test names: Aerobic Plate Count, Amylase, Coliforms - 3 tube, MPN, and E. coli - 3 tube MPN. A green circle '4' is next to the 'Test Name' field, and a green circle '5' is next to the 'View Test Results' button.

General Tip for Queries

To clear any field with a magnifying glass, click on the red "X" next to the magnifying glass.

Customized Query Tips – Continued

Find Out-of-Spec Results (Figure I)

When you want to look at only out-of-spec results, you can quickly find them in eSTAR.

STEPS

- 1 Click on "My Samples" – your default preferences will appear.
- 2 Click on "All Parameters".
- 3 Go to Field #4, "In Specification", and check "False".
- 4 Adjust "Sample Received Date".
- 5 Select the "Test Name" if desired.
- 6 Click on "View Test Results".

Fig. I

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My Samples
Go to Query Preferences View Test Results Default Parameters All Parameters AND OR

1) Sample Received Date Start Date: 09/14/2000 End Date: 09/14/2001

2) Sample Status In Process Authorized COA

3) Completed Date Start Date: End Date:

4) In Specification True False

5) Sample Description

6) COA Number

7) Lab Id

8) Test Name

9) PO Number

10) Received From

11) Condition Received Normal Abnormal

Customized Query Tips – Continued

Search for Partial Character Strings (#9 P.O. Number) (Figure J)

Use the wild card (%) to search for partial character strings.

STEPS

- 1 Click on "My Samples" – your default preferences will appear.
- 2 Click on "All Parameters".
- 3 Enter your P.O. number in the "P.O. Number" field. Enter the % sign before or after the number if you are not sure of your complete number.
- 4 Adjust "Sample Received Date", if necessary.
- 5 Click on "View Test Results".

Fig. J

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My Samples [Go to Query Preferences](#) **5** View Test Results Default Parameters **2** All Parameters AND OR

4 1) Sample Received Date Start Date: 09/04/2001 End Date: 09/18/2001

2) Sample Status In Process Authorized COA

3) Completed Date Start Date: End Date:

4) In Specification True False

5) Sample Description

6) COA Number

7) Lab Id

8) Test Name

3 9) PO Number

10) Received From

11) Condition Received Normal Abnormal

Customized Query Tips – Continued

Find All Abnormal Samples (Figure K)

STEPS

- 1 Click on "My Samples" – your default preferences will appear.
- 2 Click on "All Parameters".
- 3 Go to Field #11, "Condition Received", click "Abnormal".
- 4 Adjust "Sample Received Date", if necessary.
- 5 Click on "View Test Results".

Fig. K

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My Samples [Go to Query Preferences](#) **View Test Results** Default Parameters All Parameters AND OR

1) Sample Received Date Start Date: 09/04/2001 End Date: 09/18/2001

2) Sample Status In Process Authorized COA

3) Completed Date Start Date: End Date:

4) In Specification True False

5) Sample Description

6) COA Number

7) Lab Id

8) Test Name

9) PO Number

10) Received From

11) Condition Received Normal Abnormal

Customized Query Tips – Continued

Find Specific Abnormal Samples (Figure L)

STEPS

- 1 Click on "My Samples" – your default preferences will appear.
- 2 Click on "All Parameters".
- 3 Go to Field #11, "Condition Received", click "Abnormal".
- 4 Go to "Sample Description" field and type in information for your product.
- 5 Click on "View Test Results".

Fig. L

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My Samples
Go to Query Preferences **5** View Test Results Default Parameters **2** All Parameters AND OR

1) Sample Received Date Start Date: 09/04/2001 End Date: 09/18/2001

2) Sample Status In Process Authorized COA

3) Completed Date Start Date: End Date:

4) In Specification True False

4 5) Sample Description

6) COA Number

7) Lab Id

8) Test Name

9) PO Number

10) Received From

3 11) Condition Received Normal Abnormal

Additional Query Parameters
Sort Column 1: Sort Column 2: Sort Column 3:

View Format: Number of Records Returned:

Customized Query Tips – Continued

Find Specific Abnormal Samples From a Specific Location (Figure M)

STEPS

- 1 Click on "My Samples" – your default preferences will appear.
- 2 Click on "All Parameters".
- 3 Go to Field #11, "Condition Received", click "Abnormal".
- 4 Go to "Sample Description" field and type in information for your product.
- 5 Click on "Received From" and select the location.
- 6 Click on "View Test Results".

Fig. M

SILLIKER eSTAR.com Protecting Your Company and Customers Around the Clock, Around The Globe
www.silliker.com Main **My Samples** Help Log Off

My Samples
[Go to Query Preferences](#) **View Test Results** Default Parameters All Parameters AND OR

1) Sample Received Date Start Date: 09/06/2001 End Date: 09/20/2001
2) Sample Status In Process Authorized COA
3) Completed Date Start Date: End Date:
4) In Specification True False
5) Sample Description
6) COA Number
7) Lab Id
8) Test Name
9) PO Number
10) Received From
11) Condition Received Normal Abnormal

Additional Query Parameters
Sort Column 1: Lab ID Sort Column 2: Sort Column 3:
View Format: Summary Number of Records Returned: 15

Select User Window
Received From
Close
Delaunay Food Products: Delaunay, CA

Customized Query Tips – Continued

Use the Lab ID Query (Figure N)

STEPS

- 1 Click on "My Samples" – your default preferences will appear.
- 2 Click on "All Parameters".
- 3 Go to Field #7, "Lab ID". You can retrieve multiple Lab IDs in one query. Simply separate each Lab ID by a caret "^" – for example, 10001^10002. You can retrieve up to 10 Lab IDs.
- 4 Click on "View Test Results".

Fig. N

SILLIKER eSTAR.com Protecting Your Company and Customers Around the Clock, Around The Globe
www.silliker.com Main My Samples Help Log Off

My Samples
Go to Query Preferences View Test Results Default Parameters All Parameters AND OR

1) Sample Received Date Start Date: 09/06/2001 End Date: 09/20/2001
2) Sample Status In Process Authorized COA
3) Completed Date Start Date: End Date:
4) In Specification True False
5) Sample Description
6) COA Number
7) Lab Id
8) Test Name
9) PO Number
10) Received From
11) Condition Received Normal Abnormal

Additional Query Parameters
Sort Column 1: Sort Column 2: Sort Column 3:
Lab ID
View Format: Summary Number of Records Returned: 15

Common Query Problems

I clicked on a magnifying glass and nothing comes up.

You may have accidentally minimized the screen instead of closing it. Look at your Windows menu bar to see if it is minimized. Or look behind the main window. It will pop up behind the screen.

The calendar date won't change when I click on it.

You need to click precisely on the number. The Hand icon will appear when you click on the actual number.

I want to create my own COAs. Can eSTAR help?

You can easily create your own COAs using Silliker-eSTAR. Once you have queried and found the relevant test data, click on "COA" in Selected Detail View – this screen gives you the data. You can then copy and paste this into a Word document.

Downloading Data from eSTAR

eSTAR allows you to easily download data into either a spreadsheet or text delimited file that can be read by spreadsheet applications (i.e., Microsoft EXCEL) and/or imported into a database. This feature allows you to download volumes of test data directly from Silliker without worries of transcription errors. It also dramatically reduces the time and labor required by manually retyping analytical results.

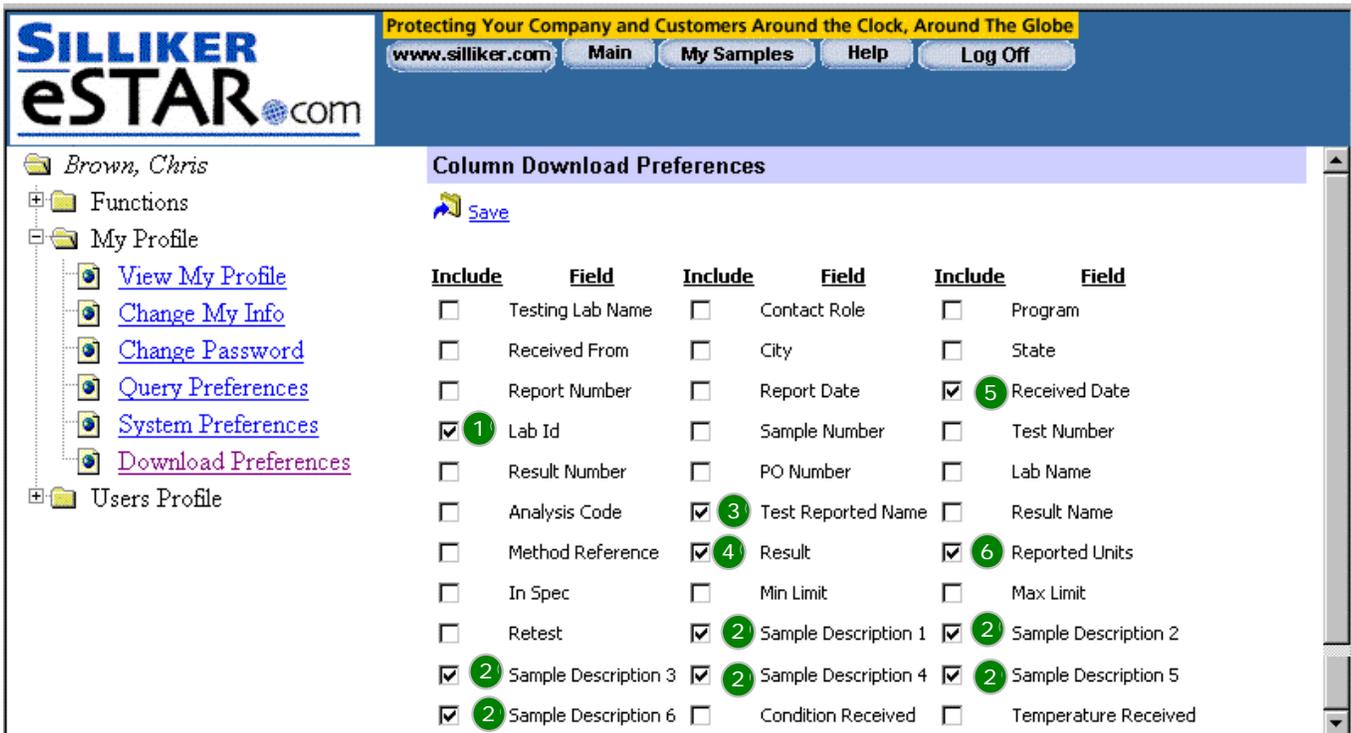
The data is delivered in a 'flat-file' format, which is one result per line of the file or spreadsheet. Therefore, if a sample is logged in with 5 reportable analyses, the sample will be listed 5 times – once for each reportable result. If the sample is still undergoing analysis, the reportable result field will be blank. The flat-file format allows for direct uploads into other database applications.

Take a few minutes to set the Silliker-eSTAR System and Download Preferences to obtain data exactly as you want it for your database. Silliker-eSTAR offers 33 Download Preference fields. However, most people find they need a much smaller number of fields on a regular basis.

Commonly Used Download Fields (Figure O)

1. Lab ID
2. Sample Description Fields
3. Test Reported Name
4. Result
5. Received Date
6. Reported Units

Fig. O



Procedures for Downloading Data

Customer access to download data is granted by the company's Super User. Steps 1-4 can be skipped if you have already set your Default System Preferences.

- 1 Click on "Main" button on top of screen, and click on "+" sign to the left of "My Profile" on left side of screen.
- 2 Click on "System Preferences". Preferences numbered 1, 4, 6 and 7 affect the downloaded data. These Preferences are saved to the system. Each time you change these settings, they must be saved so that they can be used. The preferences are:

1 – Column Headings:

Allows the ability to enable or disable headers in your download. You will generally want headers on your spreadsheet. Downloads without headers are often used in automated data transfer systems when data is being moved from eSTAR to another database system.

4 – Sort Order:

Allows you to select the primary field for sorting the data into the downloaded spreadsheet. Useful selections are "Login Date" and "Status". "Lab ID" and "Received Date" will generally give the same sort order as "Login Date", since LIMS assigns the Lab ID in numerical order at the time of login. One exception is that brokered samples will have a different "Received Date".

6 – Download Format:

Allows you to select EXCEL or a comma-delimited text file. Comma-delimited files are generally used to upload into non-EXCEL spreadsheets or databases. If you don't know what this is, select EXCEL.

7 – Date Format:

Allows the user to select American (Month/Day/Year) or European (Day/Month/Year) date formats.

- 3 Click the "Save" text on the top of the screen once you have completed your selections.
- 4 Click on "Download Preferences" on the left side of the screen. The screen that comes up allows you to select the fields that you would like to download. Fields are selected by clicking on the box to the left of the field description. These will be your default choices. You can find an explanation of these fields in the Glossary of Terms section. Click the "Save" text on the top of the screen once you have completed your selections.
- 5 Click on the "My Samples" button on the top of the screen.
- 6 Perform a query for the data that you want to download by selecting the query constraints and clicking on the "View Test Results" button.

Procedures for Downloading Data – Continued

- 7 Once the query is complete, click on the text “Download All Lab IDs” located near the top of the screen. You will see a prompt “Do you want to download results for all lab IDs”, and you should click on the “OK” button.
- 8 A screen will appear allowing you to open the file from the current location or to save the file to disk. Make a selection by clicking the circle to the left of the selection text, and click the “OK” button. Generally you will want to save the file to disk, in case your Internet connection is lost, or if you want to save the data after your eSTAR session. eSTAR will not save your downloaded data.
- 9 If you have selected “Save to disk”, you will be prompted for a file name and directory location on the computer that you are working on. Once you have selected the file name and directory location, click the “Save” button.
- 10 Depending on your Internet connection speed, the download is almost instantaneous, and you will receive a message that your download is complete. At this point, you can click on “Open” to view the downloaded file immediately, “Open Folder” to select from multiple spreadsheets in the folder where you saved your download, or “Close” to return to eSTAR.

Download Summary for Experienced Users

- 1 Verify download settings under “System Preferences”, Numbers 1, 4, 6 and 7, and save changes.
- 2 Verify fields to be downloaded in “Download Preferences” and save changes.
- 3 Click on “My Samples” and perform query.
- 4 Click on “Download All Lab IDs”.

Glossary of Terms for Download Fields as Field Descriptions

Testing Lab Name

Name of laboratory where each individual test is performed.

Contact Role

The name of the contact role under which the sample was logged. (The Silliker LIMS database uses contact roles to set up customer information, such as customer contacts and testing requirements.)

Program

The name of the program under which the sample was logged. (The Silliker LIMS database uses programs to differentiate specific requirements for a customer. There may be many programs in one contact role.)

Received From

The Silliker LIMS code for the location from which the sample was received.

City

The city name listed under the LIMS location code.

State

The state name listed under the LIMS location code.

Report Number

The Certificate Of Analysis (COA) number assigned to the samples when they were reported.

Report Date

The date that the COA was issued.

Received Date

The date in LIMS that the sample was marked as 'received' by the testing laboratory.

Lab ID

A unique identification number assigned to each sample as it is logged into LIMS.

Sample Number

A unique identification number assigned to a sample aliquot. If the sample was aliquotted and sent to another Silliker location for some analyses, a unique sample number will be assigned to the aliquot.

Test Number

A unique number assigned to each test as it is logged into LIMS.

Result Number

A unique number assigned to each result as it is entered into LIMS (for example, for a test with multiple retests, each result would have a unique result number).

Glossary of Terms for Download Fields – Continued

P.O. Number

The Purchase Order Number provided by the client and logged in with the samples, if applicable.

Lab Name

Silliker laboratory where the sample originated (or test performed). This will be different from the Testing Lab Name if your sample was aliquotted and forwarded to another lab for testing.

Analysis Code

The LIMS analysis code of the test logged in LIMS.

Test Reported Name

Name of the test as reported on the COA (i.e., Yeast and Mold).

Result Name

For tests with multiple reportable results, this is the result name (i.e., Yeast).

Method Reference

The method reference associated with the LIMS analysis code. For some customer-specified methods, this is defaulted to 'Customer Specific Method' in the contact role.

Result

The reported result for the test.

Reported Units

The units associated with the result, either defaulted from the LIMS method or manually overridden when the result is entered into LIMS.

In Spec

If specifications are supplied by the customer, this field is TRUE if the reported result is within the specifications, or FALSE if the result is outside of the specifications. The specifications are entered into the customer's contact role and program at the request of the customer.

Min Limit

The lower (minimum) specification limit supplied by the customer for this test.

Max Limit

The upper (maximum) specification limit supplied by the customer for this test.

Retest

If the original sample is retested for any test, this field is used to designate the retest results. If FALSE, the result is an original result; if TRUE, the result is from a retest.

Sample Description (1 through 6)

Clients can provide up to six sample description fields. The sample description fields are used when the sample is logged into LIMS, using the information supplied by the customer.

Glossary of Terms for Download Fields – Continued

Condition Received

Samples may be flagged as ABNORMAL at Sample Receiving if the integrity of the sample is in question due to packaging, temperature abuse, etc. The default for this field is NORMAL.

Temperature Received

The temperature of the sample is taken and entered into LIMS at the time the sample is logged into LIMS.

Graphing Data from eSTAR

Overview: A basic graphing capability is included with the Silliker-eSTAR Chart and eSTAR Max service levels. There are three graphing set-ups in eSTAR with easy drop down boxes to select data from each time a graph is required. Commonly used graphs may be generated directly from eSTAR. For more complex, non-routine graphing, the data should be downloaded to EXCEL and the extensive graphing utilities from EXCEL may be used.

Only tests with numeric results can be graphed directly from eSTAR. Qualitative tests and many physical tests have a text result (e.g., Negative, Pass) and cannot be graphed directly. After a simple conversion in EXCEL, you can graph qualitative tests. See Graphing Pathogen Data section for more information.

Graphing Procedure

- 1 Perform query for data to be graphed by clicking on “My Samples”, selecting query criteria, and clicking “View Test Results” button.
- 2 Click on “Graph All Results” text near top of screen.
- 3 An input screen will appear with five input fields:
 - 1 – **Test Name** – A selection of test names (LIMS Reported Name) will appear in the pull-down menu. Only tests with numeric results will appear (i.e., Qualitative tests have a text result like ‘Negative’ that cannot be graphed).
 - 2 – **Graph Type** – Three types of graphs may be selected: Date-Line, Bar, and Column. Depending on the type of graph chosen, additional selection fields will appear on the bottom of the screen. See below for a description of the graphs and additional selection fields.
 - 3 – **Graph Title** – An optional empty field is given for you to enter a graph title.
 - 4 – **x Axis Title** – An optional empty field is given for you to enter an x-axis title.
 - 5 – **y Axis Title** – An optional empty field is given for you to enter an y-axis title.
- 4 Once you have made the graph selections, click on the “Graph” button to generate the graph. Generating the graph may take some time, depending on the amount of data that is being graphed.

Printing or Saving Your Graphs

Printing Your Charts

Once you have completed your chart, go to "File" on your Menu bar and click "Print".

Saving Your Charts

When you create a chart, you are not creating a file when the chart is displayed on the screen. This is a web-based graphing utility that works within the browser, the Silliker server and eSTAR security.

To save the graph as a bitmap or paste it into Word, follow these steps:

1. With the graph window on the screen, **press "Alt" and "Print Screen"** at the same time.
2. To paste into Word, open a document and select "Paste" on the Edit menu. Or to create a bitmap, open MS Paint and select "Paste" on the Edit menu.

Q: I sent the chart via email but only a gray screen appeared.

If you send the chart as an email attachment, you are creating a link to a web page that was created when you clicked the "Graph" button. If you move that link to a place where the browser cannot find the Java graphing utilities, you will see only a gray square instead of a graph.

Types of Graphs in eSTAR

Date-Line Chart

x-axis is the "Received Date" field associated with the data. Multiple data points from one day will be stacked on a single date. Micro data will be presented on a log axis for the result (y-axis). When the date-line chart is selected, an optional selection field appears to calculate and add the average and \pm three standard deviations to the graph. The standard deviation is not presented if the calculated value is less than zero.

Bar Chart

Data is presented as horizontal bars. When this graph is selected, an optional selection field appears to select the value of the y-axis labels (how the data will be labeled). The user can select from LIMS "Sample Description" fields 1 through 6, the "Received Date" or "Laboratory ID" associated with the sample data. Once again, micro data is presented on a log axis.

Column Chart

This is the same as the Bar Chart, except the data is presented in vertical bars.

Graphing Pathogen Data

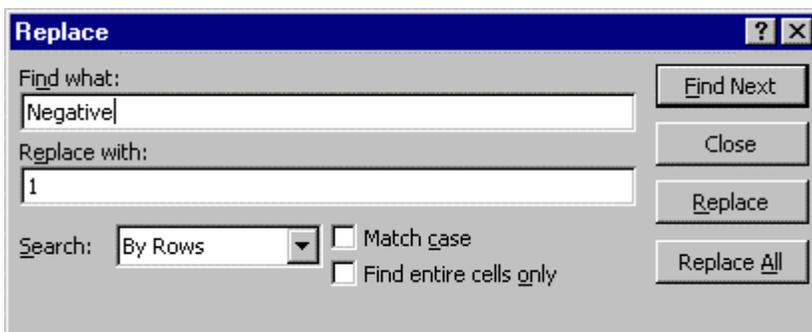
Pathogen data is delivered in text format (i.e., negative or positive). This cannot be plotted directly, but when downloaded to MS Excel and converted to numbers, it can be plotted within MS Excel.

This gives a step-by-step procedure on how to create a graph listing the number of positive pathogen results, and the total number of pathogen analyses performed on a date-line graph. The text fields are converted to numbers, and the MS Excel subtotal function is used to summarize data by date. The MS Excel graph function is used to graph the summarized data.

MS Excel User Tip:

Converting negatives to 1 and positives to 2. You cannot see anything on the graph if all results are negative or if the value is zero.

- 1 Click on the column header that needs to be converted, causing the entire column to turn black.
- 2 Press Ctrl+H at the same time to bring up the "Replace" window.
- 3 In the "Find What" box, type in "Positive".
- 4 In the "Replace With" box, type in "2".
- 5 Click on the "Replace All" button.
- 6 Repeat Step 2.
- 7 In the "Find What" box, type in "Negative".
- 8 In the "Replace With" box, type in "1".
- 9 Click on the "Replace All" button.



Graphing Pathogen Data – Continued

Creating a graph based upon the number of positive and negative results in a time continuum

Click on the "Chart Wizard" button.

- 1 Select the "Line" chart and click "Next".
- 2 Click on the "Series" tab.
 - Name Field: Leave this information blank.



- Values Field: Click on the icon to the right. This will take you back to the main Excel sheet. Select the data that needs to graphed.
 - Category (X) Axis Labels: Click on the icon to the right. This will take you back to the main Excel sheet. Select the date column. Do not select the header.
- 3 Name the chart title, X-axis and Y-axis. At this stage, it is possible to make additional changes to the graph such as adding grid lines or data labels simply by clicking on the appropriate tabs. Click "Next".
 - 4 Identifying the chart location. It can either go on the same page or a new worksheet. Simply click on the corresponding radio button to make selection. Click "Finish".

Giving Access to Employees

The company Super User has the ability to select which employees can use eSTAR and designate their access rights for eSTAR. Functions within eSTAR allow the Super User to restrict access to data according to your programs as they are defined in Silliker's LIMS system. In addition, the Super User can limit functions for a particular user. For example, you can decide to give only a few employees the ability to download data.

STEPS

- 1 Log in to eSTAR.
- 2 Click on "Setup User Access" under the "Functions" folder (Figure P).
- 3 To fill in user name, click the magnifying glass. A select box will pop up. The user can be chosen by clicking on a letter of the alphabet and searching through the list of names, or by typing a partial string in the entry box and clicking "Search". If the user you want to set up does not appear, you will need to contact Silliker to have the person added to the lab LIMS system.
- 4 Choose a name by clicking on the underlined name on the left of the screen (Figure Q).
- 5 Click on "Access Rights" (Figure R).
- 6 Assign access rights by placing a check next to "View Test Results", "Download Test Results", "Generate Basic Graphs" and "My Samples" as needed (Figure S).
- 7 Click the "Save" button at the top of the screen.
- 8 Click on "Main", then "User Profile" to verify that your user has been set up on your system.
- 9 To edit user access after a profile has been created, click on the user under the "Users Profile" folder, make changes and click on "Save" (Figure T).

Fig. P

SILLIKER
eSTAR.com

Protecting Your Company and Customers Around the Clock, Around The Globe

www.silliker.com [Main](#) [My Samples](#) [Help](#) [Log Off](#)

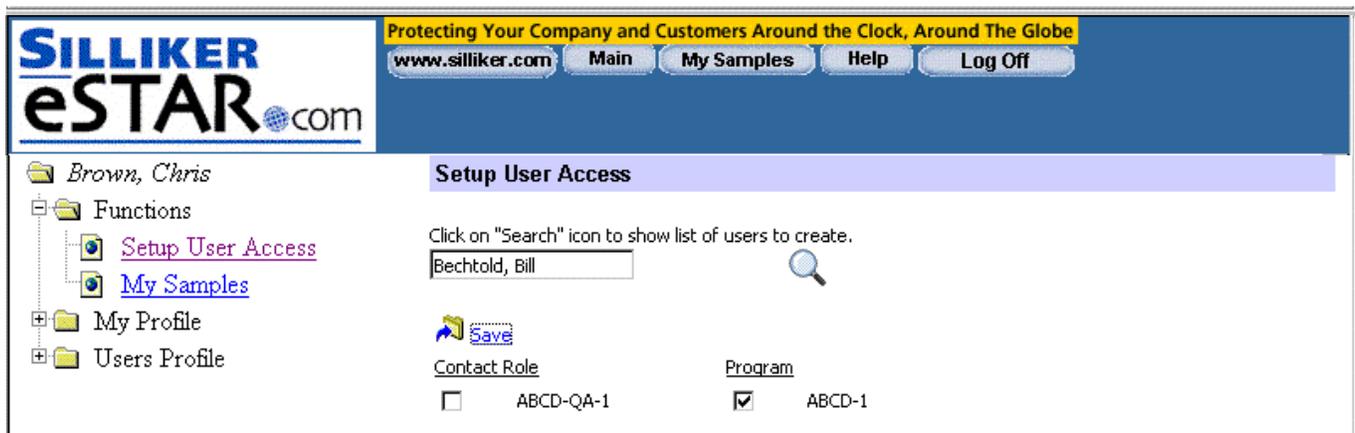
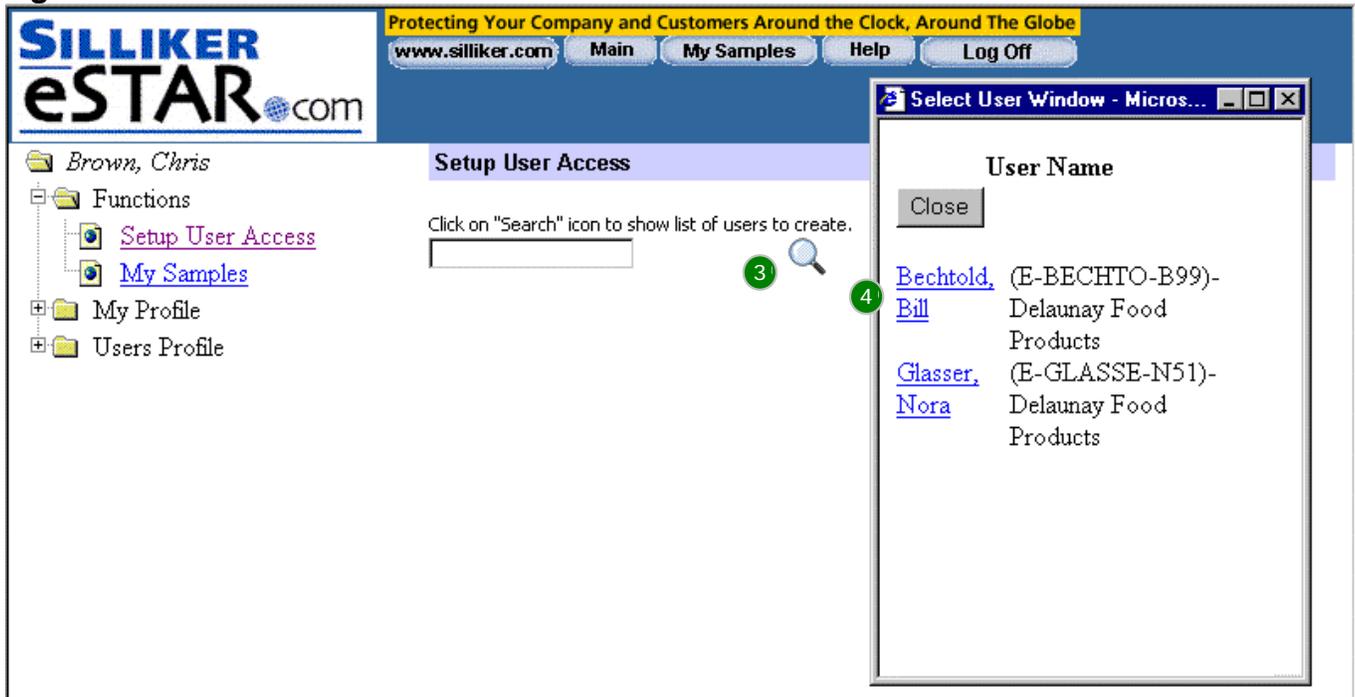
Brown, Chris

- Functions
 - 2** [Setup User Access](#)
 - [My Samples](#)
- My Profile
- Users Profile

SILLIKER offers a total program approach to protect your company's assets so that you can rest assured. We offer microbiological, chemistry and physical testing, auditing, consulting, employee training and research services. All customized to meet your unique needs.

Giving Access to Employees – Continued

Fig. Q



Giving Access to Employees – Continued

Fig. R

SILLIKER eSTAR.com Protecting Your Company and Customers Around the Clock, Around The Globe
www.silliker.com Main My Samples Help Log Off

Brown, Chris **Setup User Access (Bill Bechtold)**

Functions
Setup User Access
My Samples
My Profile
Users Profile

Save Delete **5** Go To Access Rights
Current User: Bechtold, Bill Replace user with:

Fig. S

SILLIKER eSTAR.com Protecting Your Company and Customers Around the Clock, Around The Globe
www.silliker.com Main My Samples Help Log Off **8**

Brown, Chris **Setup User Access (Bill Bechtold)**

Functions
Setup User Access
My Samples
My Profile
Users Profile

7 Save Go To Contact Roles/Programs

Check Applicable Users Access Rights

Activation Level	Access Rights 6
LIMS	<input checked="" type="checkbox"/> View Test Results
	<input checked="" type="checkbox"/> Download Test Results
	<input checked="" type="checkbox"/> Generate Basic Graphs
	<input checked="" type="checkbox"/> Generate Expanded Graphs
	<input checked="" type="checkbox"/> My Samples

Giving Access to Employees – Continued

Fig. T

SILLIKER eSTAR.com

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www.silliker.com [Main](#) [My Samples](#) [Help](#) [Log Off](#)

Brown, Chris

- Functions
- My Profile
- Users Profile
 - [Nora Glasser](#)
 - [Bill Bechtold](#)

SILLIKER offers a total program approach to protect your company's assets so that you can rest assured. We offer microbiological, chemistry and physical testing, auditing, consulting, employee training and research services. All customized to meet your unique needs.

For further information on the worldwide SILLIKER services, visit our website at www.silliker.com.

Security Tip

Care should be used when assigning access to download test results. This will allow internal users to download all of your company's historical test data.

General Tip

Write down your employee's User ID name which will be their initial password.

Q: How can I limit information to certain staff?

The company Super User selects the users and designates access rights for eSTAR. Functions within eSTAR allow the Super User to restrict access to data and limit functions for each particular user.

Coordinating Supplier Data

Another benefit of eSTAR is being able to view your supplier data. This can be done as if it is one of your locations.

If you are currently receiving test data from your supplier who uses Silliker, you can access this through eSTAR. If the supplier is included in your eSTAR contract, they will be set up as a User under your account. They can access data limited to your specific programs. The supplier will be entered in the Silliker LIMS and will appear as a User; you can give them access rights. You and your Technical Sales Manager or Client Service Representative will want to document which programs the supplier should see.

If a supplier wants to have access to all of its test data for all of its programs, then it must get its own eSTAR account.

Security Information for Silliker-eSTAR.com

When companies engage in commercial activity on-line, potential vulnerabilities are created as sensitive content is exchanged between networks. Providing you with secure, confidential data is Silliker's top priority.

Separate Secure Systems

At each Silliker lab, approved test result data is captured in the state-of-the-art Silliker Laboratory Information Management System local server. Then, each lab's data is replicated to a centralized server. Silliker-eSTAR.com draws data from this centralized server in real-time. When you are using Silliker-eSTAR, you are NOT accessing the Silliker LIMS. This is a highly protected system.

Secure Sign-In and Controlling Access

To access your data via eSTAR, all client users must first be approved and added into the Silliker LIMS system. Then, the Client eSTAR Super User must select the employee and/or customer or supplier names and define their access rights.

Each person in eSTAR has a unique log-in User ID and password. With the protection of identification and recognition technology, your data is protected from unauthorized access. The Silliker-eSTAR log-in and user set-up lets you guard and validate the authorization of data exchanges.

Data Transfer Security

Silliker has implemented Secure Socket Layers (SSL) security within Silliker-eSTAR. A client can choose to utilize SSL if they wish, which will encrypt all data being transferred between the Silliker-eSTAR server and the client desktop. This provides ultimate protection from the client data being snooped as it is communicated across the Internet.

Site Security

To keep your data secure, Silliker selected **Exodus Communications to host Silliker-eSTAR.com**. Exodus Communications is the leading provider of managed hosting services for enterprises with mission-critical Internet operations. Silliker selected Exodus because they offer sophisticated system and network management solutions along with professional services to provide optimal performance for customers' Internet infrastructures. Exodus manages its network infrastructure via a worldwide network of IDCs located in North America, Europe and Asia Pacific.

From the physical security of their world-class Internet Data Centers to their comprehensive Professional Services, Exodus has the expertise to help safeguard Silliker-eSTAR.com and your data. Exodus Security Services Team offers a total approach to online security. With over 300 experts worldwide, the Exodus Security Services team represents a vast pool of industry knowledge and experience. Exodus combines a team of leading technology experts and a wide array of leading-edge products and services to provide the tools, techniques and knowledge needed to protect your business.

Security Information for Silliker-eSTAR.com – Continued

Exodus' series of traditional network and systems security services are among the most comprehensive in the industry. Firewalls, Gateway-to-Gateway VPNs, and Site Hardening Services are designed to prevent unauthorized access to our network by creating barriers to entry. More information about Exodus can be found at <http://www.exodus.net>.

Frequently Asked Questions

1. How often is the lab server backed up?

Lab database servers are backed up daily, with Oracle re-do logs captured throughout the day.

2. How often is Silliker's central server backed up?

The Homewood centralized database server is backed up daily, with Oracle re-do logs captured throughout the day.

3. Where is the information that is extracted from Silliker LIMS stored?

Data extracted from the centralized database is stored in an Oracle database on a server hosted by Exodus Communications.

4. What kind of firewall does Silliker have in place to prevent hackers from seeing my data?

Silliker uses Cisco PIX firewalls at both the Exodus site and the Homewood site.

5. Is it possible for my data to be seen by other Silliker clients who are using eSTAR?

No. Access to data is secured through a unique User ID and password assigned to each eSTAR user. This User ID determines the data which a user is able to access, with security controlled in the background by the Oracle database.

6. What happens if the server goes down? Will I be able to see my data?

Silliker has installed servers that have redundant processors and disk drives to minimize server failures. However, if the eSTAR server goes down, the access to client data would be temporarily unavailable. Lab Client Services would still be able to access your data from the centralized database.

7. Can my staff access data from home?

Yes. The only requirement is Internet access via a PC with an approved browser.

8. How can I limit information to certain staff?

The company Super User has the ability to select which employees can use eSTAR and designate their access rights for eSTAR. Functions within eSTAR allow the Super User to restrict access to data according to your programs. In addition, the Super User can limit functions for a particular user – for example, only a few employees should be given the ability to download data.

9. What if I forget my password? Who do I call?

Since all client passwords in eSTAR are encrypted, even the Silliker Corporate IT staff does not have access to your password. If you forget your password, you should call the Silliker lab that services your account, ask for the eSTAR Administrator, and he or she will reset your password back to the default password (same as your User ID) which would enable you to access eSTAR again.