



Agreement to activate ALS Solutions

ALS Solutions is a web-based client digital interface designed to assist ALS clients in project planning and project evaluation. Within ALS Solutions, users have access to results, ability to download reports and order confirmations, create, and submit orders, view invoices, access other client tools such as training material and instructions.

By approving this agreement, you confirm that all ALS Solutions users at your company have access to:

- Order analyses in your company's name.
- Results in all projects that are not considered confidential within your company and relates to offices that each user has active.
- Framework and project agreements.
- Invoices.
- Other terms listed in general terms and conditions.

External users from other companies may access results for your company if confirmed to ALS by a client administrator. External users may be granted access to results for specific offices or projects. External users may also be granted access to register samples.

Company:	City and date:
Email to person who signs:	Clarification of signature:
Signature:	



General user terms and conditions for ALS Solutions

Client below refers to a company or organization with a common organizational number/ID.

- The first client administrator is appointed by an authorized manager for the company. The client administrator can assign other client administrators without additional approval of the Client.
- The Client is responsible for all users with permission to ALS Solutions. Furthermore, the responsibility covers how those users utilize the features within the system.
- A client administrator can add new users, assign roles, give access offices and quotations.
- ALS has the right to add users with matching company specific email domain.
- Sharing data with external users is done on own risk and all requests for external sharing must be sent by e-mail to ALS client service from a client administrator.
- When utilizing the sample registration feature, the user can see all, internal or external, persons that are active contacts in the ALS laboratory information management system (LIMS). This may, in some instances, be external contacts that the Client at some point has requested to be copy receivers of results or order confirmation for an order. It is the responsibility of the Client to inform any external contacts about this and to ask that ALS inactivates any contacts no longer employed by the Client.
- Managing user IDs and passwords are the responsibility of the Client. It is generally recommended to not share user IDs or passwords between users. ALS Solutions can be accessed by logging in through Office 365, Google or LinkedIn.
- Users accept to only use ALS Solutions to access data for which the owner(s) of the data has given the user permission to.
- The Client is responsible for de-activating and manage restrictions for users that should no longer have access to their data. This includes but is not limited to termination of employment or change in position/responsibility.
- Security of ALS Solutions is protected by using firewalls, virus scanning and other security measures. The Client acknowledges that there is always a potential risk associated with transferring or viewing data via the internet. Signing these terms constitutes and acceptance of such risks.
- ALS strives for 99.9 % availability of ALS Solutions. Unplanned service maintenance downtime will however occur from time to time. ALS does not take responsibility for any delays in the transferring of results because of system failures, internet connectivity issues, maintenance or other such scenarios.
- ALS reserves the right to shut down the system with at least 6 months prior notice.
- In the event of suspected hacking activities or fraudulent use of the system, ALS reserves the right to shut down the system without prior notice.
- Until an order has been approved, signed, and reported in an official report (CoA), all results are to be considered preliminary. Preliminary results and orders are marked with status Ongoing/In progress and/or by a blue flag. ALS does not take any responsibility should a user report preliminary results to a third party, authority or in other way use the results as final.
- ALS approves that the Client can use reports for presentation or reporting purposes. However, ALS does not accept responsibility for any faulty or misleading presentation of results, this includes but is not limited to misinterpretation of results, incorrectly applied guidelines, inappropriate or misleading selection of data, nor incorrect references to our official reports. The latter could be to exclude measurement uncertainties, remarks from the laboratory or other information included in the report.