

1. Where can I find information on PREVECAL programs?

Prevecal programs information can be found:

- In the *User Guide*, under the *General Features* section
- On the www.prevecal.net website, under the *General Features* section

2. How can I register?

- Asking to the authorized Biosystems representative in your country
- Submitting the *Apply for Registration* form published on the website www.prevecal.net.

3. Can I change the password?

The laboratory can change the password whenever you want. To do this you must access the section Change or Remember password available on the web page, enter the laboratory code, select I am not a robot and send. The laboratory will automatically receive an email with a valid link for 2h to change the password. The new password must have 6 characters.

4. What does the PREVECAL control kit contain?

The Prevecal control material kit contains the sera labelled with the months in which, it must be processed, along with instructions on the content, composition, preparation, usage, storage and stability of the material.

5. How should we codify analytes?

The codification of the techniques in which the laboratory will participate is done through the website. To do this, the laboratory must access its customer area and select the option **Codification** available in each program. Once it is accessed, the participant must select the information about the method, reactive, units and instrument that appears in the drop-down and save the information. Once the laboratory has been codified, it can proceed to send results of the corresponding round.

In the area of Autoimmunity, the codification must be informed on the Identification Sheet. The organization records this information.

6. Where are the coding tables available?

For the Clinical Chemistry area, the codification tables are published on the www.prevecal.net website. This section lists the codes associated with the different methods, instruments, reagents and units. If you do not find a code for your method or instrument, choose the option "Other".

7. How and when should the control material be processed?

You should process the control material as often as specified in each program. For Clinical Chemistry area, process the material every month. For the Autoimmunity area, process the control material every month (ANA and nDNA programs) and every three months for CELIAC and ANCA programs.

Process all samples the same way that you process patient samples.

The deadline to enter results is the 15th of the respective month or quarterly, except for January in which case the deadline is extended to the 31st.

8. How should results be sent?

You should send the results through the www.prevecal.net website (Laboratory access), selecting Results of the respective program. Once you have entered the results, press the <Save> button to send them and record them in the program database.

9. What happens if results are sent after the deadline?

Any results submitted after the deadline will not be included in the calculation or report for the respective round.

10. Can I correct the results once sent?

During the open period for submitting results (1st to 15th of the month), you can amend and send the results as many times as needed. The system allows you to submit results up until the deadline.

11. When and how are reports received?

Once revised, reports are published on the website, where you can enter using the Laboratory Code and password and download them. Monthly/quarterly reports are published within 15 days after the deadline. Final report is sent in January.

12. What types of reports are issued?

There are monthly and quarterly plus a final report to evaluate the performance of the entire program.

13. How can I have more information on report content?

Detailed information on report content is available at the *User Guide > Monthly report / Quarterly report / Final report* published on the website.

14. How can I contact PREVECAL?

For further inquiries, please use the Contact section on the website or write to prevecal@biosystems.es.

To send a complaint or appeal, please contact the Technical Director at dtprevecal@biosystems.es.

15. What can I do with an unsatisfactory result?

If the laboratory obtains an unsatisfactory performance, it can review the performance algorithm described in **chapter 6** of the User's Guide or contact the technical director at the e-mail address dtprevecal@biosystems.es