

## ONLINE RENEWAL CONFIRMATION

The renewal process allows you to continue your EQA subscriptions from the current year in the upcoming year. The renewal is provided through an online feature that allows you to renew, cancel and add new programs to your list of subscriptions for the upcoming year.

Samples for renewed subscriptions and new orders are provided on a first come first serve basis. Renewing as soon as possible is important in ensuring that your EQA programs continue without interruption and that the history of your registered instruments, kits and reagents is preserved, so you do not have to re-enter this information before the first test event of the following year.

### Confirming your renewal

The renewal process is initiated when your renewal notice is sent to a designated contact in your organization. The renewal must be confirmed online before new subscriptions can be added.

Dear [redacted],

Thank you for your participation in 2019.

It is time to renew your EQA subscriptions with Oneworld Accuracy/ AccuTest for 2020.

Please read carefully the following instructions, as our renewal process has changed. A full description of our entire program offering can be found in our online 2020 Oneworld Accuracy/ AccuTest Catalog, for **What's New for 2020** for information about new additions to our 2020 program offering.

**Take advantage of our 5% Early Bird Discount by confirming your renewal by October 4, 2019!**

**INSTRUCTIONS FOR ONLINE RENEWAL - RENEWING WITHOUT ANY CHANGES**

1. Please [click here](#) to access the online renewal platform. You may login with your user name [redacted] For the password, please **enter your usual password** for our website.
2. Review the list of subscriptions you were enrolled in in 2019. Also review the contact information and notify us of any necessary changes.
3. Click on Confirm Renewal to renew without any changes.

By default, we send the renewal notice:

- To the default shipping contact at the laboratory/facility level
- Or to the default billing contact at the network level

The notice will contain instructions on how to access the renewal confirmation page and complete the process. Use only the link provided in the email at **step 1** to access the renewal page.

### Upon receiving the renewal notice:

1. **Make sure you are the appropriate person to take a decision on the renewal.** It is a decision about whether the currently enrolled subscriptions need to be re-ordered but does not involve the payment for the renewal. The payment decision can be handled later when an invoice is sent to the billing contact.

**NOTE:** If the renewal notice was sent to you but you are not the right person to contact, please communicate with our Support team at [support@lwa.org](mailto:support@lwa.org).

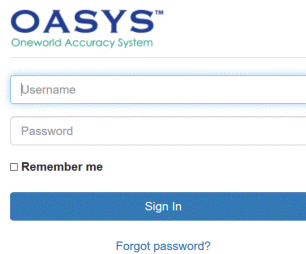
2. **Carefully review the instructions.** The instructions indicate the username linked to the facility for which the renewal needs to be processed. If you are responsible for multiple

sites, you will receive separate renewal notices, one for each site with the appropriate username.

**INSTRUCTIONS FOR ONLINE RENEWAL - RENEWING WITHOUT ANY CHANGES**

1. Please [click here](#) to access the online renewal platform. You may login with your user name  For the password, please **enter your usual password** for our website.

3. To access the renewal page, **use your OASYS login and password**. This is the username and password that you normally use to access our website, submit results and/or view reports. **In case of a forgotten password**, you may use the Forgot password feature on the logon page.



OASYS™  
Oneworld Accuracy System

Username

Password


Remember me

[Forgot password?](#)

**To confirm your renewal without any changes:**

1. **Review the list of your subscriptions**, as well as their prices for the following year.

Participant / Renewal Confirmation Page



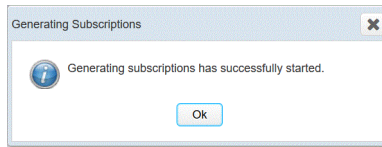
2020 EQA Renewal #45476 | Andrology Laboratory, RUH (SK1266)

Subscriptions	Order Code   Program	Published Price	Your Price
165283	SPSC432   Sperm Screen and Count	\$ 300.00	\$ 300.00
165282	SPVM434   Sperm Viability and Morphology	\$ 300.00	\$ 300.00
165409	URIN432   Urinalysis	\$ 300.00	\$ 220.00
Subtotal:			\$ 820.00
Take advantage of an Early Order Discount( 5.0% of the total amount) by submitting your payment prior to Oct 05, 2019.			\$ -41.00
Total (This amount does not include GST/HST. Applicable taxes will be displayed on the invoice):			\$ 779.00

2. If no changes are necessary, click on **Confirm Renewal**.
3. Add any applicable **purchase order number** and **review the Standard Terms** before confirming.

**NOTE:** If your organization requires a purchase order for sales transactions, a purchase order number needs to be entered while renewing otherwise it will not show on the invoice. We also ask you review the Standard Terms to familiarize yourself with our Ordering and Cancellation Policies.

After confirming the renewal, a pop-up message will confirm the generation of your subscriptions for the subsequent year. An email will also be sent to you as confirmation that your renewal has been received and processed.



Dear [redacted],

Thank you for completing your online renewal with Oneworld Accuracy. Your renewal has been received and confirmed.

If you wish to **add more subscriptions**, please log on to OASYS and access our **Program Catalog** to select the desired programs and place your order.

For more information on the ordering process, please feel free to contact us at [support@1wa.org](mailto:support@1wa.org).

Best regards,

Oneworld Accuracy Support

Oneworld Accuracy Inc.  
[support@oneworldaccuracy.com](mailto:support@oneworldaccuracy.com)  
 +800.685.2575.test  
[www.oneworldaccuracy.com](http://www.oneworldaccuracy.com)

**Making changes to your renewal:**


First you must determine the type of change you wish to make in order to decide on the course of action:


<b>Subscription list does not match what I want</b>			
	<b>Incorrect prices?</b>	<b>Missing subscriptions?</b>	<b>Unwanted subscriptions?</b>
<b>Did you know?</b>	Prices are subject to change from year to year.	Some programs might be discontinued or combined. Please access our Catalog to view changes to our Program Offering.	You can remove any unwanted subscriptions from your renewal before confirming.
<b>Steps to take</b>	<ul style="list-style-type: none"> <li>Contact your account administrator (primary or billing contact) to verify if a different price quote might apply.</li> </ul>	<ul style="list-style-type: none"> <li>If you were previously enrolled in the missing subscription(s), contact our Support Team to</li> </ul>	<ul style="list-style-type: none"> <li>On the renewal confirmation page, click on <b>Make changes to renewal</b>.</li> </ul>

Subscription list does not match what I want			
	Incorrect prices?	Missing subscriptions?	Unwanted subscriptions?
	<ul style="list-style-type: none"> <li>Contact our Support Team at <a href="mailto:support@lwa.org">support@lwa.org</a> for more assistance.</li> </ul>	<ul style="list-style-type: none"> <li>check if the program(s) were cancelled.</li> <li>If not previously enrolled, you may add the subscription after confirming your renewal. The Online Ordering feature in our Catalog will allow you to add subscriptions.</li> </ul>	<ul style="list-style-type: none"> <li>Uncheck all subscriptions that need to be removed and click on Confirm Renewal. This will ensure that only the checked subscriptions are renewed for the subsequent year. For additional assistance, contact our Support Team.</li> </ul>

- To **remove unwanted subscriptions**, select the checkboxes for all EQA programs you wish to renew, leaving out the ones you have decided to cancel. Once done, you may add any applicable purchase order number and confirm your renewal:

Participant / Renewal Confirmation Page



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Subscriptions	Order Code   Program	Published Price	Your Price	Renewing
165283	SPSC432   Sperm Screen and Count	\$ 300.00	\$ 300.00	<input type="checkbox"/>
165282	SPVM434   Sperm Viability and Morphology	\$ 300.00	\$ 300.00	<input checked="" type="checkbox"/>
165409	URIN432   Urinalysis	\$ 300.00	\$ 220.00	<input checked="" type="checkbox"/>
Subtotal:			\$ 520.00	
Take advantage of an Early Order Discount( 5.0% of the total amount) by submitting your payment prior to Oct 05, 2019.			\$ -26.00	
Total (This amount does not include GST/HST. Applicable taxes will be displayed on the invoice):			\$ 494.00	

- To **add subscriptions to your existing ones, confirm your renewal first** and then access our Program Catalog to add more EQA programs. To view the complete instructions on how to add programs from the Catalog, please view the Online Ordering tutorial on our Support Center: <https://oneworldaccuracy.zendesk.com/hc/en-us/articles/360033789672-Online-Program-Ordering>