

UK NEQAS

Histocompatibility & Immunogenetics



Participant Portal Lab User Guide

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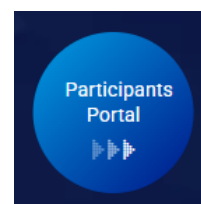
9. Introduction

The UK NEQAS for H&I Participant Portal allows users to manage their EQA Scheme participation. This includes: Managing registration details including assessment options, viewing fees, result entry and access to performance summaries.

The system gives participant's full control for managing their laboratory details, scheme registration, data entry, reports and view payments.

Note: All the above functions are available to laboratories that register with UK NEQAS for H&I directly. Labs that register through a third party Agent/Distributor will not have access to fee and invoice information. A separate user guide for Agents and Labs registered via an Agent is available.

A link to the system can be found on the UK NEQAS for H&I webpage:
<https://ukneqashandi.org.uk/>
or by visiting: <https://ukneqas-vunhst.wales.nhs.uk/>.



10. Key Notes for the System

Mandatory fields within the system are highlighted with a * (there will be two * if it is part of the HLA nomenclature **and** a mandatory field).

Once logged in to the system clicking on the **UK NEQAS H&I** text in the top left corner will return you to the home page.

The data shown (e.g. performance tables, reports, assessment criteria) will relate to the distribution year you are currently viewing.

Clicking on any of the table/column titles will allow you to sort the table results by that field.

Should you require assistance at any time please contact UK NEQAS for H&I directly on +44(0)1443 622185 or preferably by email on ukneqashandi@wales.nhs.uk.

11. System Basics

11.1. Registering on the Portal

All laboratories will need to create an account in the new system.

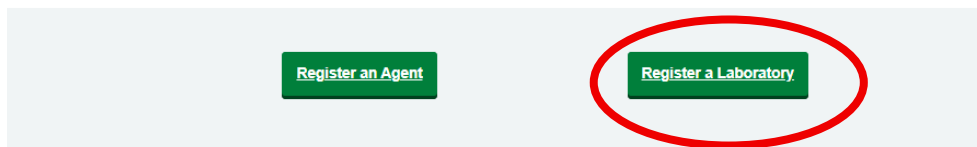
Go to: <https://ukneqas-vunhst.wales.nhs.uk/>

Select the 'Register a Laboratory' button:



Welcome to NEQAS Histocompatibility & Immunogenetics

If this is your first time logging into the system, please allow a few minutes for your account to sync.



A registration page will appear for you to enter your laboratory details:

New Laboratory Registration

Laboratory Name* Validation Lab 2 Country* France Address* Val Lab 2 Road Address 2 Val Lab 2 Street Address 3 Val Lab 2 Area City* Val Lab 2 City Postal Code* VAL2 2VAL Do you have an EORI number?* ☒ Yes ☐ No EORI Number* 123456789	First Name* Head of Lab Name Last Name* Head of Lab Surname Email* Amy.de-ath.neqas@wales.nhs.uk Phone* +33 987654321 UK Tax/VAT* ☐ Yes ☒ No Import/Permit Number Import123
--	--

In this screen enter your laboratory address, your contact name and email address.

- You will need to use the same email address to access the system going forward.
- If relevant, you can enter
 - an EORI number for your organisation
 - confirm whether you are UK VAT liable
 - record an import number for customs documentation

Once you have completed this information click on the 'Next' button. You will be presented with a list of schemes. You can select any combination of schemes at this stage. There will be the opportunity to alter the selection at a later stage:

New Laboratory Registration

Please select which schemes you would like to participate in. You can change this selection later in the registration process if required.

☐ Scheme 1A - HLA Phenotyping

☐ Scheme 1B - HLA-B27 Testing

☐ Scheme 2A - Cytotoxic Crossmatching

☐ Scheme 2B - Crossmatching by Flow Cytometry

☐ Scheme 3 - HLA Antibody Specificity Analysis

Notes

[Back](#)
[Submit](#)

You have the option to add any notes which will be visible to the UK NEQAS office. Once you have completed the selection step click on 'Submit' to save the registration.

A confirmation screen will appear once the information has been submitted and you will receive a welcome email (from UKNEQASHandI@wales.nhs.uk) to confirm the submission:

New Laboratory Registration

Thank you for registering!

Your request is currently being reviewed by the NEQAS team. You will receive an email shortly with further instructions to complete the setup of your account.

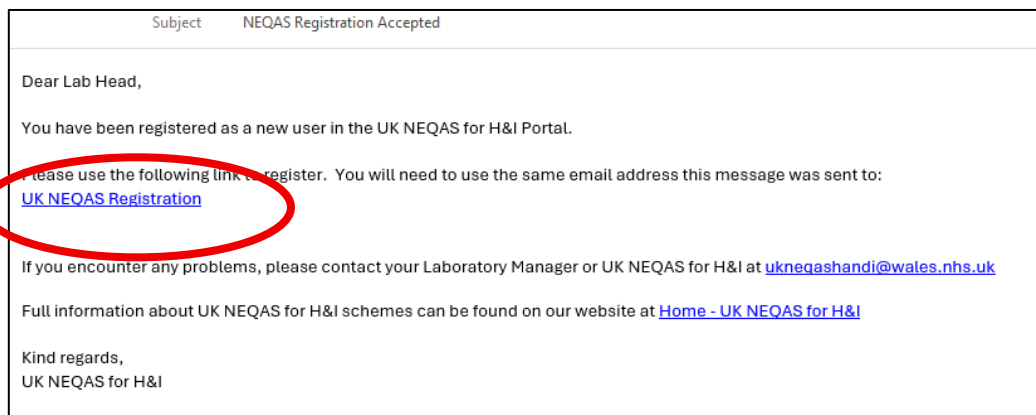
[Go Back Home](#)

At this stage the NEQAS team will be notified of a new lab registration and will review and approve the registration.

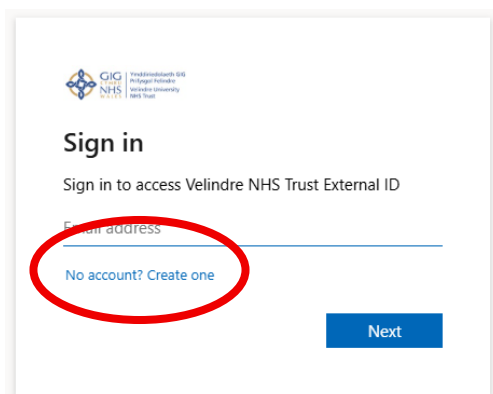
11.2. Setting up a User Account via Registration Email

Once the approval process is complete you will receive a confirmation email (from UKNEQASHandI@wales.nhs.uk) containing links to complete your registration.

Please **click on the email link** to complete the registration process:

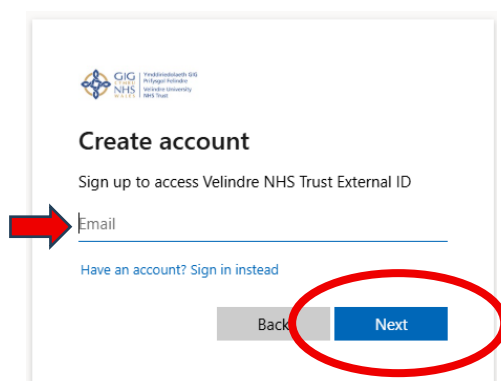


The link will take you to a Sign in window:

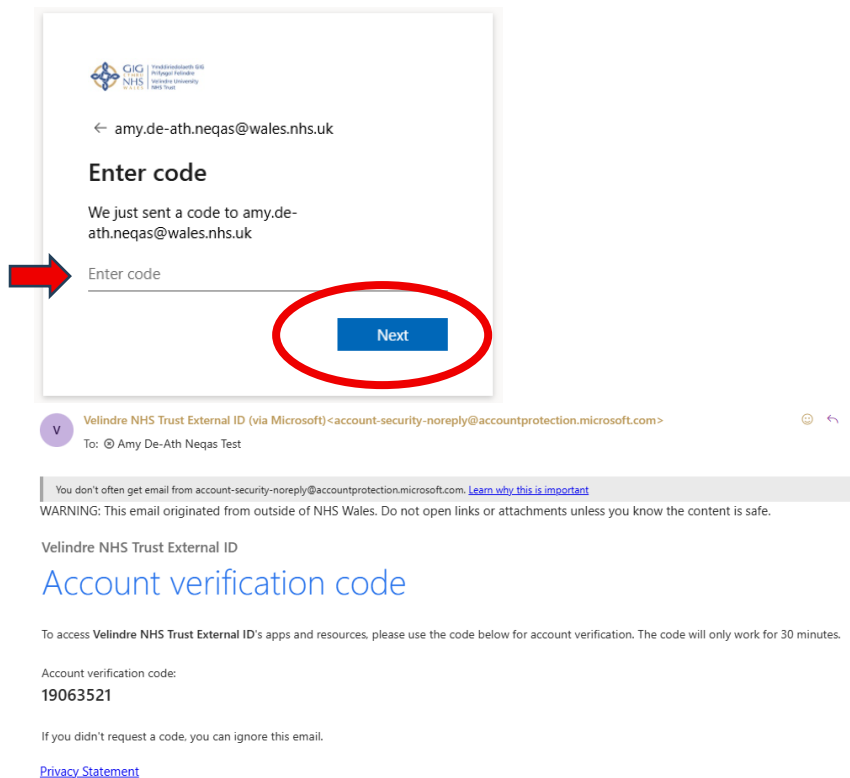


Click '[No account? Create one](#)'

You will then be asked to create an account. Please enter the same email address which the registration email was sent to and click '[Next](#)':



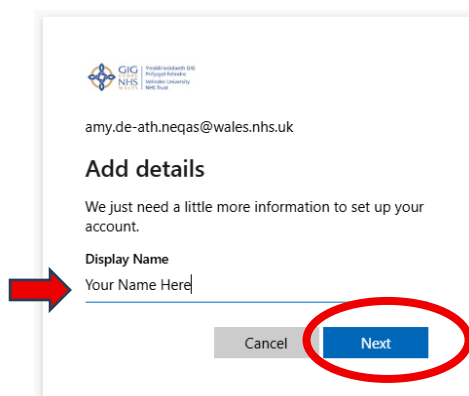
The system will send you an **authentication code by email** and prompt you to enter this unique code:



IMPORTANT: This email will be sent from account-security-noreply@accountprotection.microsoft.com with the subject line "Your Velindre NHS Trust External ID account verification code"

This code will only last for 30 minutes from receipt, but another code can be requested.

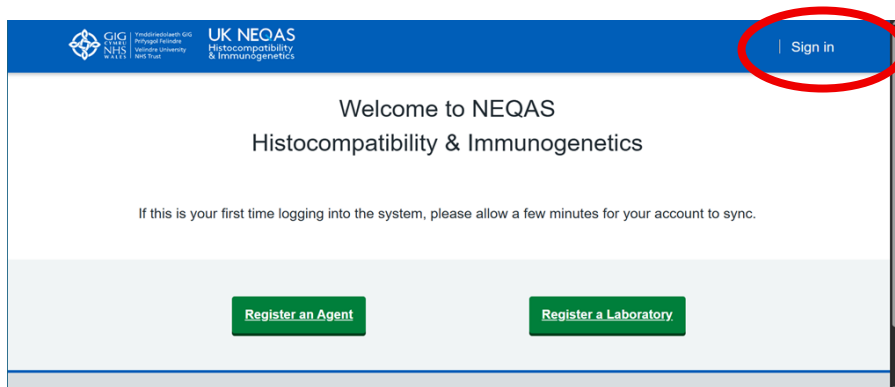
Once you have added the code you will be prompted to add some further details then click 'Next':



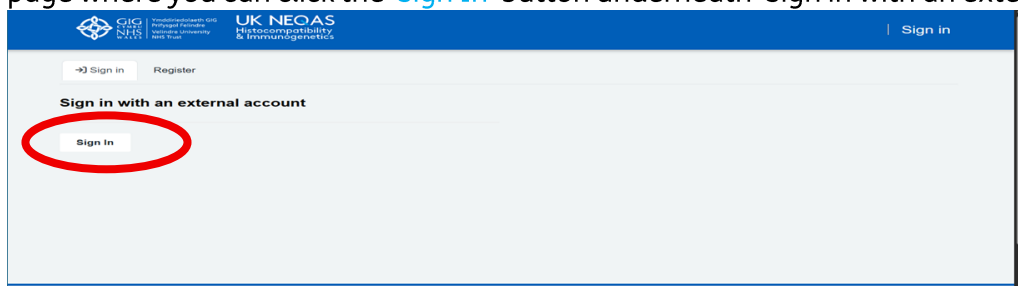
This will complete the authentication process and you will be taken to a home page.

11.3. Setting up a User Account Without Registration Email

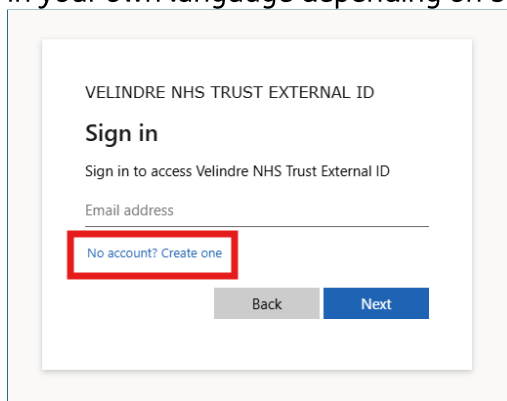
You should receive a welcome email with a link to access our system and sign in for the first time, if not, please use this link <https://ukneqas-vunhst.wales.nhs.uk/>. You should be taken to the below page:



From there, press the 'Sign In' button in the top right, you should then be taken to another page where you can click the 'Sign In' button underneath 'Sign in with an external account':

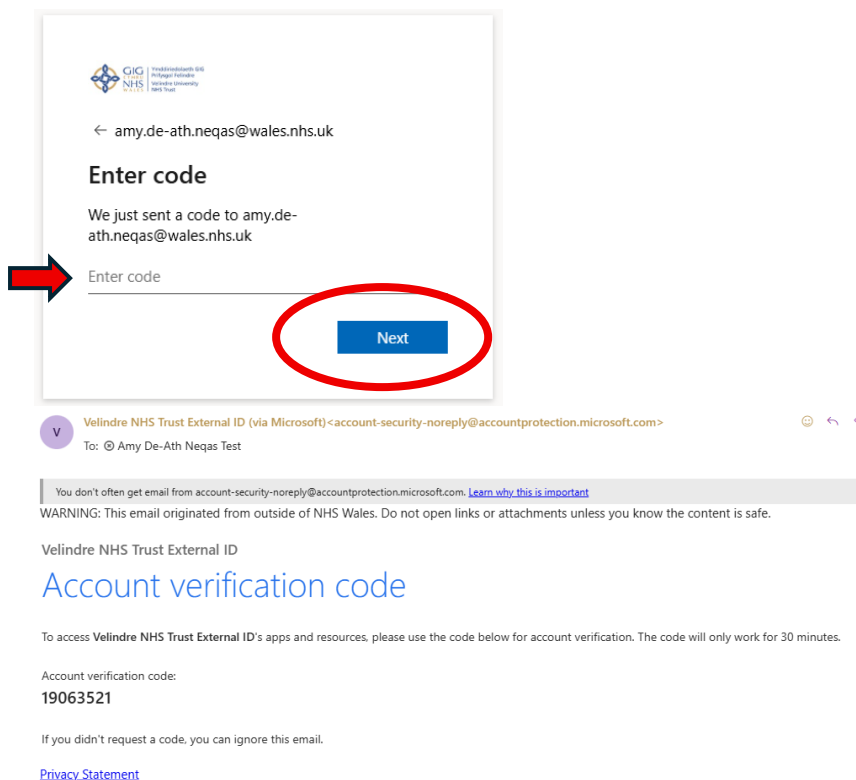


This should then bring up an authentication page. As this is your first time logging into the system as a user, you need to create a personal user account which the system will then link to the lab registration previously created. Click 'No account? Create one' (this may be in your own language depending on browser settings on your screen):



Ensure you enter your email address correctly so it can tie up with the registration.

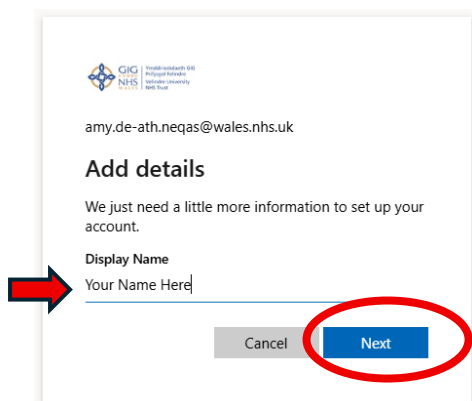
The system will send you an **authentication code by email** and prompt you to enter this unique code:



IMPORTANT: This email will be sent from account-security-noreply@accountprotection.microsoft.com with the subject line "Your Velindre NHS Trust External ID account verification code"

This code will only last for 30 minutes from receipt, but another code can be requested.

Once you have added the code you will be prompted to add your name then click 'Next':



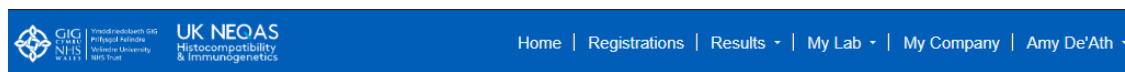
This will complete the authentication process and you will be taken to your company home page.

11.4. Completing Registration

You now need to complete your registration by confirming your scheme selection and adding any additional staff members, see Section 4.0.

11.5. Home Page/Dashboard

After successful login you will be taken to your laboratory homepage. Here you can easily navigate to Results>Pending Results to see any samples that are due for result entry:



Welcome to NEQAS Histocompatibility & Immunogenetics

If this is your first time signing in, please allow a few minutes for your account to sync its permissions.

Please refresh the page to see your navigation in the header.

The link below will take you to our Scheme Timetable to check key dates and distribution dates for the current year

[Scheme Timetable](#)

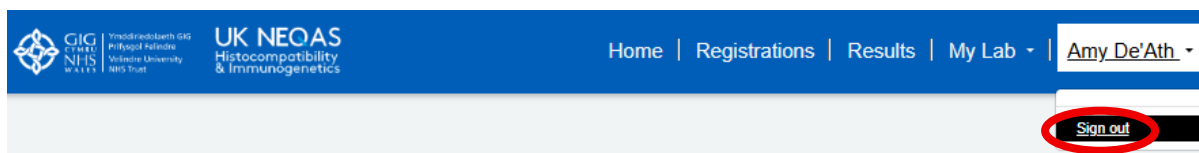
The main menu buttons at the top of the page can be used to access all functions of the system. The buttons you see will depend on your user access (see [section 5](#)).

Click on the [UK NEQAS for H&I](#) logo at the top left of the screen from anywhere in the system to return to the homepage.

11.6. Exiting the System

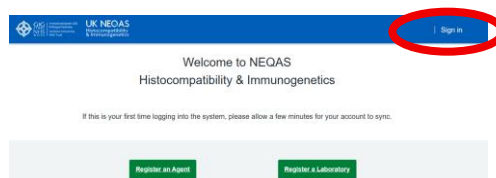
To exit the system, click the drop-down arrow from the 'account name' and select [Sign out](#).

Note: users will automatically be logged out of the system after 120 minutes of inactivity and any data that has not been saved/submitted may be lost.



11.7. Accessing the System

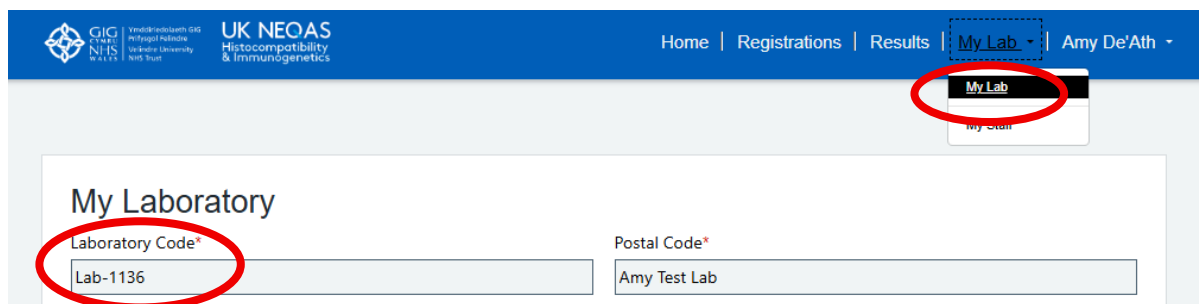
A link to the system can be found on the UK NEQAS for H&I webpage <https://ukneqashandi.org.uk/> or by typing <https://ukneqas-vunhst.wales.nhs.uk/> into an internet browser and clicking 'Sign In':



If you require assistance please contact UK NEQAS for H&I on +44(0)1443 622185 or ukneqashandi@wales.nhs.uk

11.8. View Laboratory Information

In the [My Lab](#) menu general contact details of the laboratory are displayed in the [My Lab](#) submenu:



My Laboratory

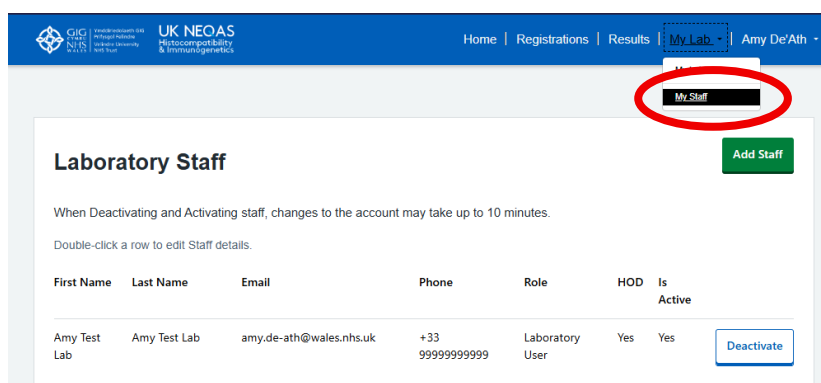
Laboratory Code*

Postal Code*

Your unique lab number is also displayed on this page under 'Laboratory Code'. Please quote the lab name and reference number in any contact with UK NEQAS for H&I. You will see this number appear on performance tables/downloads.

11.9. View User Profile

In the [My Lab](#) menu registered user details for the laboratory are displayed in the [My Staff](#) submenu:



Laboratory Staff

When Deactivating and Activating staff, changes to the account may take up to 10 minutes.

Double-click a row to edit Staff details.

First Name	Last Name	Email	Phone	Role	HOD	Is Active	
Amy Test	Amy Test Lab	amy.de-ath@wales.nhs.uk	+33 9999999999	Laboratory User	Yes	Yes	Deactivate

Add Staff

You can double click on a user name to view/edit information and access rights. You can also add new staff from this screen, see section 5.0.

11.10. Notices/Messages

Functionality coming soon!

12. Registration

12.1. Scheme Registration Pages

After successful login you will be taken to your laboratory homepage:

Welcome to NEQAS Histocompatibility & Immunogenetics

If this is your first time signing in, please allow a few minutes for your account to sync its permissions.

Please refresh the page to see your navigation in the header.

The link below will take you to our Scheme Timetable to check key dates and distribution dates for the current year

[Scheme Timetable](#)

The '[Registrations](#)' menu displays information required to complete registration.

Click on Registration from the top menu bar. A registration for 2026 will be visible with status 'Incomplete':

Registrations					
Registrations will only appear after they have been accepted. Please refresh the page to see them.					
Double-click a row to open the registration.					
Distribution year	Laboratory	Date	Agent	Scheme Entries	Status
2026	Validation Lab 2	20/02/2026	—	8	Incomplete

You will see a row for the current and any previous registration years. The status of the registration will show as one of the following:

Incomplete: The registration has not been completed (section 4.2)

Complete: All aspects of the registration are complete

12.2. Complete Registration

Open the '[Registrations](#)' menu. Double click on the registration row to access and complete the registration forms:

12.2.1. General Information

This page confirms your lab details, click '[Next](#)' to continue.

Scheme Registration

General Information

IMPORTANT: LABS WITH OUTSTANDING PAYMENTS WILL NOT BE REGISTERED FOR ANY OF OUR SCHEMES IN THIS REGISTRATION YEAR.

If re-registration is NOT completed, samples will continue to be distributed on the same basis as the previous year, unless a request to de-register is received in writing. Any material sent will be invoiced regardless of result submission.

Please view our Participant Manual to find comprehensive information about all aspects of our Schemes.

Laboratory Name* Val Lab 2 Address* Val Lab 2 Road

Country* France Address 2 Val Lab 2 Street

City* Val Lab 2 City Address 3 Val Lab 2 Area

Phone* 987654321 Postal Code* VAL2 2VAL

Distribution Date 2026

Next

12.2.2. Scheme Registration

The Scheme entries page displays the scheme(s) already selected for your laboratory (or the schemes you are currently registered for will be selected if you are completing annual re-registration). You can edit the selection as required by ticking the 'Select' option to register:

Scheme Registration

Registration

All samples will be shipped via Courier, which will include full tracking (details of which are available upon request). The total cost of this will be calculated, depending on your scheme selection, and will be displayed within the next few pages of this form.

Any changes to delivery method and/or scheme assessment criteria must be made at least eight days in advance of a distribution.

Schemes

Please select the schemes you wish to register for. Labs participating in schemes 1A, 4A1 or 4A2 can register for our ED Scheme - ED Samples. Labs participating in schemes 2A, 2B or 3 can register for our EDXM Scheme - Educational Combined Scheme. All participating labs are welcome to register for our iED Scheme - Interpretive Educational Scenarios. You can register for iED only, however there will be a scheme fee for this. All participating labs are also welcome to register for our HNA Pilot schemes: Scheme 12 - HNA Genotyping, and Scheme 13 - HNA Antibody Detection/Specificity. Please note, Educational and Pilot schemes are not formally assessed and therefore do not have a scheme fee, however delivery charges will apply where relevant.

Scheme	Selected	Material	Delivery	Scheme Fee
Scheme 1A - HLA Phenotyping	☒	Blood samples	International	£
Scheme 1B - HLA-B27 Testing	☒	Blood samples	International	£
Scheme 2A - Cytotoxic Crossmatching	☒	Blood samples	International	£
Scheme 2B - Crossmatching by Flow Cytometry	☒	Blood samples	International	£

Laboratories may also to select EQA material and specify delivery options (where available).

The relevant Scheme fee (excluding delivery fees) is displayed in the final column. If you are joining part way through a distribution year, the fees you will be charged are based on the number of distributions/samples remaining – please contact UKNEGASHandI@wales.nhs.uk for an accurate quotation.

The “material” column shows the material that is distributed for each scheme.

- For Scheme 2A or 2B if you are a laboratory from outside the UK and Ireland, you can opt to receive Whole Blood or Isolated Lymphocyte samples
- For Scheme 8, all labs have the option of Whole Blood or DNA

Note: there is a surcharge applicable for isolated lymphocyte and DNA samples.

Note: If a scheme is due to be distributed in the next 7 days, it is not possible to join that particular distribution of samples, but you can still register for the scheme and you will be included in any subsequent distributions.

There is an option to record any notes for the UK NEQAS office in the 'Notes' field such as the requirement for additional samples:

Notes (If you need Extra samples, please request them here)

Back

Next

Once you have completed your selection click 'Next'.

12.2.3. Scheme Addressee

This screen lets you customise details for each scheme. The default setting is that EQA samples are sent to the named individual at the laboratory address supplied during initial registration. This can be changed so that each scheme is addressed to the most relevant individual or, in the case of laboratories on different sites, sent to a different address. If required you can amend the details by using the dropdown and selecting 'Enter Custom Address':

Scheme Registration

Scheme Addressee

Please indicate below if you wish any of the samples to be redirected for specific schemes.

You can add additional users after completion of this registration by visiting the Staff menu.

Scheme Entry	First Name	Last Name	Telephone	Email
Scheme 1A - HLA Phenotyping	Val Lab 2 Name	Val Lab 2 Name	987654321	Amy.de-ath.neqas
	Val Lab 2 Road, Val Lab 2 City, VAL2 2VAL			
Scheme 1B - HLA-B27 Testing	Val Lab 2 Road, Val Lab 2 City, VAL2 2VAL			
	Enter Custom Address...			
	Val Lab 2 Road, Val Lab 2 City, VAL2 2VAL			
Scheme 2A - Cytotoxic Crossmatching	Val Lab 2 Name	Val Lab 2 Name	987654321	Amy.de-ath.neqas
	Val Lab 2 Road, Val Lab 2 City, VAL2 2VAL			

Note: individuals entered on this page may be given access to the Participant Portal after registration is completed, if required (see [section 5](#)).

Click 'Next' to continue.

12.2.4. Courier Costs

This screen summarises the courier costs for the schemes selected:

Scheme Registration

Postage

Distribution Date	Schemes (grouped)	Postage Fee
02/02/2026	Scheme 1A - HLA Phenotyping, Scheme 2A - Cytotoxic Crossmatching	£30.00

Note: Some schemes are distributed together to minimise delivery costs.

Click 'Next' to continue.

12.2.5. Invoice Information

This screen asks you to provide a purchase order number if you have one as well as confirming the invoice address:

Scheme Registration

Invoice Information

We recommend that you supply a Purchase Order (PO) Number with your registration (where applicable). Invoices issued without a valid Purchase Order Number will not be re-issued. A quote will be available once your registration is completed - this can be found using the drop-down arrow to the right side of the relevant distribution year (Registration tab > Scheme Registration)

Invoices are issued by our host organisation, Velindre University NHS Trust, and sent to the e-mail listed on file. Please do not send payment until the invoice has been issued. Participants with unpaid invoices will be suspended until full payment is received.

Purchase order *

If your laboratory DOES NOT require a PO number, please put "N/A" in the box below. If your laboratory DOES require a PO number but it is not available right now, please put "TBC" in the box below.

☒ I want to specify a purchase order number now
 ☐ I will provide a purchase order number at a later date
 ☐ My institution does not require a purchase order number

Purchase order number

PO number here

Invoice address*

Val Lab 2 Road, Val Lab 2 City, VAL2 2VAL

Invoice Notes

Back Next

If required, you can amend the invoice address and enter a different address by selecting the drop down arrow and selecting 'Enter Custom Address'.

Click 'Next' to continue.

12.2.6. Terms and Conditions

The final screen will ask you to accept the Terms and Conditions (available here: <https://ukneqashandi.org.uk/terms-and-conditions/>)

Scheme Registration

Almost Done

Accepting the Terms & Conditions, and clicking the button below will allow you to proceed to your scheme assessment selection. The Terms and Conditions can be found in the footer of the page.

Tick to accept T&C's*

☒ I accept the Terms and Conditions

Marketing Preference

☐ If checked, indicates acceptance of marketing information from UK NEQAS H&I

Back Save & Continue

You can also select if you wish to receive marketing emails from UK NEQAS.

Click '[Save and Continue](#)' to proceed.

The system will now process your submission which may take a few minutes to save:



12.2.7. Final Steps (where applicable)

You may be asked to complete the selection of assessment options for relevant schemes.

12.2.7.1. Assessment Options

This page displays the registered scheme(s) for your laboratory and allows you to view and edit the analytes you would like to select for assessment. You must select at least one option for each scheme:

Please ensure this information is correct as this will be used for scheme assessment. Failure to submit all registered results will result in unacceptable performance. This information can be viewed and edited at a later date via Scheme entries (see 4.4.3).

Click '[Next](#)' to continue through the scheme options. At the final screen click '[Save and Submit](#)'.

The Registration process is now complete. The '[Registrations](#)' menu will now update the status to complete:

Registrations					
Registrations will only appear after they have been accepted. Please refresh the page to see them.					
Double-click a row to open the registration.					
Distribution year	Laboratory	Date	Agent	Scheme Entries	Status
2026	Validation Lab 2	20/02/2026	—	8	Complete

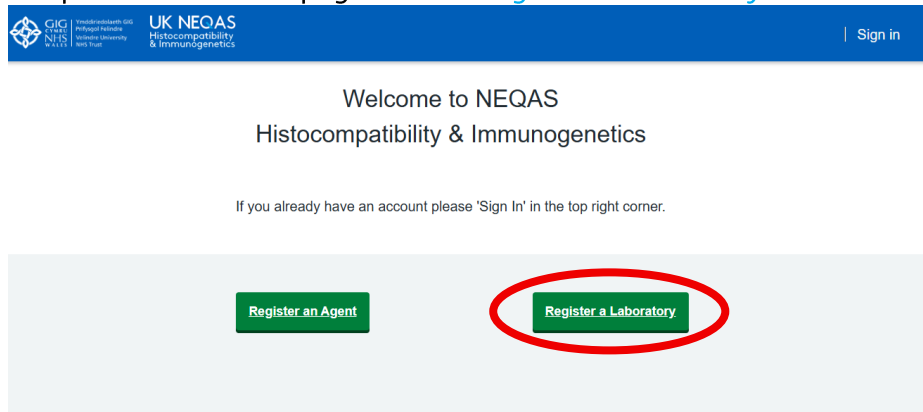
A copy of your registration certificate and a quotation for the services selected will be sent to you by email.

12.3. New Laboratory Registration Process

Laboratories that are not currently registered for any UK NEQAS for H&I Schemes can register their interest to participate using this link: <https://ukneqas-vunhst.wales.nhs.uk/>.

Stage 1

On the Participant Portal home page click on [Register a Laboratory](#).



- **Page 1 General Information:** Address of the laboratory. This should be the primary laboratory address where the majority of samples will be sent.

Note: It is possible to set up multiple address for delivery of samples to different sites later in the registration process.

Complete the relevant information regarding your lab and progress through the pages by clicking the [Next](#) button:

New Laboratory Registration

Laboratory Name*	First Name*
Country*	Last Name*
Address*	Email*
Address 2	Phone*
Address 3	UK Tax/VAT*
	☐ Yes ☐ No
City*	Import/Permit Number
Postal Code*	
Do you have an EORI number?*	
☐ Yes ☐ No	
Next	

Note: "UK Tax/VAT" selecting Yes means you are subject to and will be charged UK VAT (Value Added Tax) on top of your registration fees.

The contact details provided will be used to send email instructions to complete the registration process and to create an account to access the UK NEQAS for H&I system. This user will be set up as a 'primary' user of the system and must have authority to register the laboratory. Once successfully registered and accepted, other users can be

added to your account (see section 5.0).

- **Page 2 Scheme Selection:** Select the UK NEQAS for H&I Schemes you are interested in joining. Add any notes regarding your registration that you wish UK NEQAS for H&I to consider.

New Laboratory Registration

Please select which schemes you would like to participate in. You can change this selection later in the registration process if required.

☐ Scheme 1A - HLA Phenotyping

☐ Scheme 1B - HLA-B27 Testing

☐ Scheme 2A - Cytotoxic Crossmatching

Note: Scheme selection can be finalised/amended during the full registration process once the initial application has been accepted.

Your application will be reviewed by UK NEQAS for H&I. You will receive an e-mail to the address supplied with further information once the application has been reviewed.

Stage 2

Once your application for registration in UK NEQAS for H&I Schemes has been accepted, you will be sent an e-mail with your login details. You will need to access the system to complete the registration process.

Please note that your registration will not be finalised until this process is complete.

- Log in the system (section 3.2 or 3.3):

Once successfully logged in to the system, you will be taken to the participant homepage.

- Complete the Registration (section 4.2):

Note: On the Scheme Registration page ([Registrations](#)) new labs will have the registration status 'Incomplete'. The registration process will not be complete until all required information has been supplied and the status is shown as 'Complete'.

- Add additional users for your laboratory (section 5.0):

You are now fully registered to participate in UK NEQAS for H&I Schemes. You will receive notifications when samples are distributed, result deadlines are approaching and when reports are available to view.

12.4. Amending Registration

At any time after initial registration/annual re-registration is complete changes can be made through the system.

These changes include:

- Add additional scheme(s)
- Remove Scheme(s)

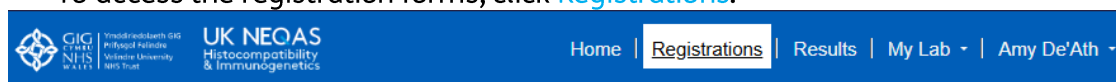
- Change delivery options
- Change sample material
- Change the scheme assessment criteria

Changes to registration can only be made by a Laboratory User.

12.4.1. Add/Remove Schemes

Schemes can be added or removed from your registration at any time during the distribution year. For new schemes, your laboratory will be added to the remaining distributions (if any). If all distributions have been completed, you can still add a scheme and it will take effect the following year (following annual re-registration).

- To access the registration forms, click [Registrations](#):



Welcome to NEQAS Histocompatibility & Immunogenetics

- Click the row of the distribution year you wish to amend.
- Progress through the registration pages by clicking [Next](#) to the Scheme Registration page (page 2).
- On the Scheme Registration page, select any additional scheme(s) you wish to add, or deselect any scheme(s) no longer required by ticking the 'selected' box:

Scheme Registration

Registration

All samples will be shipped via Courier, which will include full tracking (details of which are available upon request). The total cost of this will be calculated, depending on your scheme selection, and will be displayed within the next few pages of this form.

Any changes to delivery method and/or scheme assessment criteria must be made at least eight days in advance of a distribution.

Schemes

Please select the schemes you wish to register for. Labs participating in schemes 1A, 4A1 or 4A2 can register for our ED Scheme - ED Samples. Labs participating in schemes 2A, 2B or 3 can register for our EDXM Scheme - Educational Combined Scheme. All participating labs are welcome to register for our iED Scheme - Interpretive Educational Scenarios. You can register for iED only, however there will be a scheme fee for this. All participating labs are also welcome to register for our HNA Pilot schemes: Scheme 12 - HNA Genotyping, and Scheme 13 - HNA Antibody Detection/Specificity. Please note, Educational and Pilot schemes are not formally assessed and therefore do not have a scheme fee, however delivery charges will apply where relevant.

Scheme	Selected	Material	Delivery	Scheme Fee
Scheme 1A - HLA Phenotyping 0 distributions left for 2026	☒	Blood samples ▾	International ▾	
Scheme 1B - HLA-B27 Testing 0 distributions left for 2026	☐	Blood samples ▾	International ▾	

Note: Schemes added after initial registration may require an additional invoice if an invoice has already been produced. Withdrawal from a scheme after initial registration/re-registration does not result in refund of fees.

Note: It is not possible to join a distribution that is scheduled in the next 7 days. You may still register for the scheme and you will be included in any subsequent distributions

- Select the sample material (relevant schemes only) and delivery method for any additional schemes.

- Continue through the registration pages, making any changes to sample redirection if required.
- If you need to supply a purchase order number, record this on the invoice page.
- On the final registration page, save the information completed by clicking [save](#).
- You will be taken through the assessment criteria (e.g. HLA loci for assessment) for all registered schemes. For any additional scheme(s), ensure the assessment criteria are selected for registration of the new scheme(s) to be complete.

If you require additional samples, please contact UK NEQAS for H&I directly who may be able to provide samples from missed distributions.

12.4.2. Change Sample Material

Sample material type can be changed at any time during the distribution year.

Some sample material options are only available for relevant schemes or non-UK participants (who have the option of isolated lymphocyte samples). Isolated lymphocyte or DNA samples incur an additional fee. If you are unsure of the best sample material for your laboratory or to discuss sample material options in more detail, please contact UK NEQAS for H&I.

Changes to sample delivery or material type will take effect for the next distribution, unless a distribution is scheduled to take place in the next 7 days, in which case it will be the following distribution that the change takes place.

- To access the registration forms, click [registration](#) and [double click on the current year](#)
- Progress through the registration pages (see 4.0) to the scheme selection page (see 4.2.2)
- On the Scheme registration page, make any necessary changes to material type.
- Continue through the registration pages.
- If you need to supply an additional purchase order number for any additional fees associated with changes to delivery or sample material, record this on the invoice page.
- On the final registration page, save the information completed by clicking [save and submit](#)

12.4.3. Amend Scheme Assessment Criteria

Schemes analytes for assessment can be altered at any time during the distribution year (e.g. if you start to test an additional HLA Loci).

Changes to scheme analytes can only be made by a laboratory user.

- To access the registration forms, click [registration](#) and [double click on the current year](#)
- Progress through the registration pages (see 4.0) to the scheme selection page (see [4.2.7.1](#))
- From the list of registered schemes, select the scheme you wish to amend.

- Make the necessary changes to the assessment criteria and click [save and submit](#).

The changes will take effect for the next assessment of samples.

12.5. Annual Re-registration

Annual re-registration takes place each year, with existing participants confirming their details and scheme registrations before commencement of the new distribution year. It is the laboratory's responsibility to ensure that all details are correct.

12.6. Registration Certificate and Scheme fees Quotation

Any time after initial registration is complete, a certificate of registration and scheme fee quotation will be emailed directly to you:

UK NEQAS Education Quality Global Director: Mrs D Pritchard Manager: Miss A De'Ath Tel: +44 (0) 1443 622185 Email: ukneqashandi@wales.nhs.uk Web: www.ukneqashandi.org.uk	Histocompatibility & Immunogenetics UK NEQAS for H&I Welsh Blood Service Ely Valley Road Talbot Green Pontyclun CF72 9WB
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Certificate of Registration for 2026

Issued on: 04-06-2026

This document confirms that:

Lab Name: **Amy Test Lab**
Amy Test Lab, Amy Test Lab
Amy Test Lab
Amy Test Lab

has registered with:

UK NEQAS for Histocompatibility and Immunogenetics
to participate in the following Scheme(s) for Distribution Year 2026:

Scheme 2B - Crossmatching by Flow Cytometry


 Amy De'Ath
 UK NEQAS for H&I Manager

***** PLEASE NOTE: This certificate only confirms that the laboratory named above has registered to participate in the EQA Schemes outlined above; it does not provide any performance information. The information in this document is correct as of the date of issue. *****

Note: A certificate of registration only confirms that the laboratory has registered to participate in the EQA Schemes outlined in the certificate and does not provide any performance information.

12.7. Cancellation of Participation

To withdraw your laboratory from all UK NEQAS for H&I Schemes.

- Click [My Lab](#) in the menu bar and [My Lab](#) option. You will then see a 'Withdraw' button:

My Laboratory

Laboratory Code*
Lab-1136

Postal Code*
Amy Test Lab

Laboratory Name*
Amy Test Lab

City*
Amy Test Lab

Country*
France

Email*
amy.de-ath@wales.nhs.uk

Address*
Amy Test Lab

Address 2
Amy Test Lab

Address 3
Amy Test Lab

Phone*
+33 9999999999

Laboratory email address
(add a group email address for notices on parcel tracking, etc.)

Would you like to receive marketing communications?*

☐ Yes ☒ No

[Save](#) [Withdraw](#)

- Once you have clicked [Withdraw](#) you will receive an invitation to complete a short survey to offer your feedback
- The cancellation will be reviewed by UK NEQAS for H&I
 - If we believe this has possibly been done in error, we may contact you via email to confirm
- If you do submit a withdrawal request in error, please email us at UKNEQASHandI@Wales.NHS.UK

13. Staff

In the [My Lab](#) menu registered user details for the laboratory are displayed in the [My Staff](#) submenu:

Laboratory Staff

[Add Staff](#)

When Deactivating and Activating staff, changes to the account may take up to 10 minutes.

Double-click a row to edit Staff details.

First Name	Last Name	Email	Phone	Role	HOD	Is Active
Amy Test Lab	Amy Test Lab	amy.de-ath@wales.nhs.uk	+33 9999999999	Laboratory User	Yes	Yes

[Deactivate](#)

You can double click on a user name to view/edit information and access rights. You can also add new staff from this screen, see section 5.1.

13.1. Adding A New User

Click '[Add Staff](#)' and enter the details of any additional staff that require access to the system:

Laboratory Staff

When Deactivating and Activating staff, changes to the account may take up to 10 minutes.

Double-click a row to edit Staff details.

First Name	Last Name	Email	Phone	Role	HOD	Is Active	
Val Lab 2 Name	Val Lab 2 Name	Amy.de-ath.neqas@wales.nhs.uk	+33 987654321	Laboratory User	Yes	Yes	Deactivate

Enter the details of any additional staff that require access to the system. You can assign a staff member as a *Laboratory User* (full system access) or a *Scheme User* (limited access to enter results only):

Enter Staff Details

First Name

Last Name

Email

Web Role

HOD

Dial Code

Phone Number

Confirm

Cancel

New users will receive an email inviting them to register. They will need to follow the same authentication process from the link in their welcome email (see section 3.2).

13.2. Modifying User Details

You can double click on a user's row to modify user details and access levels:

Edit Staff Details

First Name

Last Name

Email

Web Role

HOD

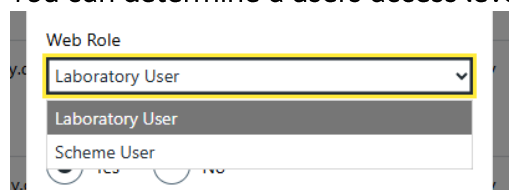
Dial Code

Phone Number

Confirm

Cancel

You can determine a users access levels in the Web Role drop-down menu:



The screenshot shows a web interface with a 'Web Role' label above a drop-down menu. The menu is open, showing two options: 'Laboratory User' (highlighted with a yellow border) and 'Scheme User'. Below the menu, there are two radio buttons labeled 'Yes' and 'No'.

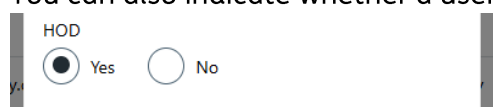
- A Laboratory User has access to all areas of the system. The 'super users' of the system, with access to view/edit all system functions. This role is designed for senior members of staff who have the authority to register the laboratory, add/remove users to the system and manage EQA participation.
 - This role is assigned to the individual who completes new registrations.
- A Scheme User has more limited access and can primarily enter results. This role is designed for staff to enter scheme result/method information and view reports for their assigned scheme(s).

User Role Summary

User Role	Participant Portal Function				
	Administer Registration/Scheme assessment criteria	Manage Users	Enter results	Reports	Invoices
Primary User	✓	✓	✓	Reports and Invoicing will be sent to users noted as 'Lab Contact' or Generic Email' in the Registration Screens	
Scheme User	X	X	✓	X	X

Please ensure that the Head of Department/Laboratory Director is given access to the system and identified by ticking the 'Head of Department' box. Depending on their preference and involvement in EQA Scheme management, they can be set up as any type of user. The Head of Department will be notified in the event of any unsatisfactory performance.

You can also indicate whether a user is the Head of Department (HoD):



The screenshot shows a form with the label 'HOD' above two radio buttons. The 'Yes' radio button is selected (filled), and the 'No' radio button is unselected (empty).

Click [Confirm](#) to save any changes.

Note: We recommend having enough scheme users/primary users set up in the system for each scheme to allow results to be entered by one user and verified/submitted by a second user to minimise the risk of data entry errors. See section 6.1 for further information on entering and submitting results.

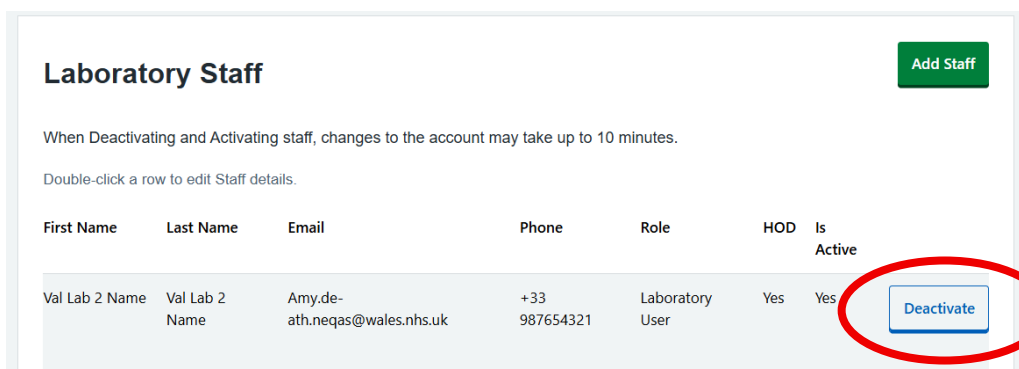
New users will receive an email inviting them to register. They will need to follow the authentication process from the link in their welcome email (section 3.2).

13.3. Remove a User

Primary users must regularly review the list of staff users and remove any user who should no longer be able to access the system, to maintain the confidentiality of lab EQA results.

To remove a user:

- From the [My Lab](#) menu option and select the [My Staff](#) page, click on the [Deactivate](#) toggle button next to the user to be deactivated:



Laboratory Staff Add Staff

When Deactivating and Activating staff, changes to the account may take up to 10 minutes.

Double-click a row to edit Staff details.

First Name	Last Name	Email	Phone	Role	HOD	Is Active
Val Lab 2 Name	Val Lab 2 Name	Amy.de-ath.neqas@wales.nhs.uk	+33 987654321	Laboratory User	Yes	Yes Deactivate

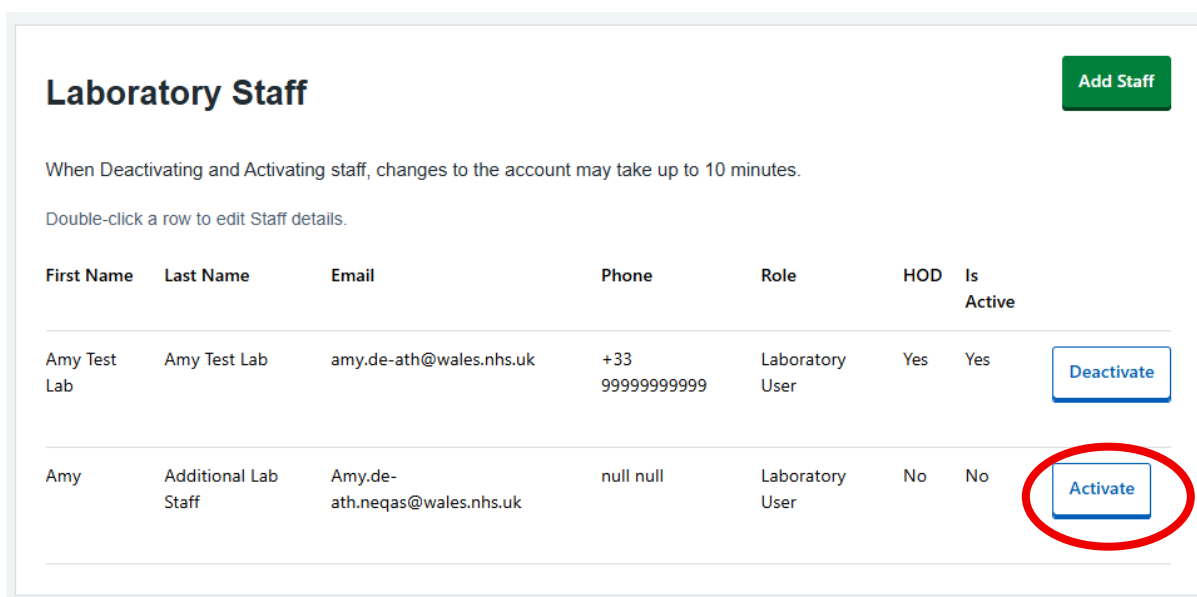
The user will receive an automated message telling them access has been changed. The Button will change to say 'Activate'.

Deactivated users will no longer be able to login to the system.

13.4. Reactivate a User

To reactivate a previously removed user:

- From the [My Lab](#) menu option and select the [My Staff](#) page, click on the [Activate](#) toggle button next to the user to be activated:



Laboratory Staff Add Staff

When Deactivating and Activating staff, changes to the account may take up to 10 minutes.

Double-click a row to edit Staff details.

First Name	Last Name	Email	Phone	Role	HOD	Is Active
Amy Test Lab	Amy Test Lab	amy.de-ath@wales.nhs.uk	+33 9999999999	Laboratory User	Yes	Yes Deactivate
Amy	Additional Lab Staff	Amy.de-ath.neqas@wales.nhs.uk	null null	Laboratory User	No	No Activate

The user will receive an automated message telling them access has been changed.
The Button will change to say 'Deactivate'.

14. Result Entry

The result entry pages can be accessed via the [Results](#) menu:

Pending Results
Double-click a row to open the result submission.

Filter by scheme: Filter by status: Rows per page:

Showing 1 to 10 of 50 results.

[Previous](#) [1](#) [2](#) [3](#) [4](#) [5](#) [Next](#)

Scheme	Sample	Due Date	Date Received	Date Tested	Status
Scheme 2A - Cytotoxic Crossmatching	2A-1-2026	24/06/2026	08/06/2026	09/06/2026	Submitted
Scheme 2A - Cytotoxic Crossmatching	2A-2-2026	24/06/2026	08/06/2026	09/06/2026	Submitted
Scheme 2A - Cytotoxic Crossmatching	2A-3-2026	24/06/2026	08/06/2026	10/06/2026	Submitted
Scheme 2A - Cytotoxic Crossmatching	2A-4-2026	24/06/2026	08/06/2026	10/06/2026	In Progress
Scheme 4A2 - HLA Typing to 2nd or 3rd Field Resolution	4A2-1-2026	01/07/2026	15/06/2026	16/06/2026	In Progress

You can filter the Results using the dropdown options:

- Filter by Scheme
- Filter by Status
 - All Statuses – View all results
 - In Progress – Entered results have been saved but not submitted
 - Incomplete – No results entered
 - Complete – Entered results have been saved and submitted for assessment

Use the scheme and/or status fields to search for results relating to particular scheme or with a certain status.

Description of Result Entries Table

Scheme	Scheme Name
Sample	The particular sample from the scheme. Each sample is a unique entry in the table.
Due date	The result deadline for the sample
Date received	This field is blank until completed by a user during scheme entry for the date the sample was received.
Date tested	This field is blank until completed by a user during scheme entry for the date the sample was tested.
Status	Shows the status of the sample in the EQA process – see above

Double click on the row of the scheme and sample option you wish to enter results for.

14.1. Entering Results

The system is designed to allow results to be entered, review and submitted by a single or multiple users, depending how your laboratory wishes to submit EQA results.

To remove the risk of data entry errors we recommend that one user enters the results, then another user access the system to review and submit the results.

Results can be entered and submitted by the same user (either immediately or at a later date). In this instance, we would recommend entered results are saved and the summary printed (see Section 6.4) prior to submitting and checked by a second person outside of the system.

Note: data entry, nomenclature and typographical errors are considered as part of the assessment and will be considered as unacceptable.

As samples are treated independently in the system, multiple users can enter/submit results for specific samples in a distribution.

Examples of how results can be entered and submitted by single or multiple users:

Sample	Results entered and submitted by a single user		Results entered and submitted by two different users		Results entered and submitted by multiple users	
	Result Entry	Verify/ Submit	Result Entry	Verify/ Submit	Result Entry	Verify/ Submit
1A-01-2026	User 1	User 1	User 1	User 2	User 1	User 3
1A-02-2026	User 1	User 1	User 1	User 2	User 2	User 4

Results can only be entered/submitted by laboratory users or scheme users.

- Select [Results](#) from the main menu and filter to select the scheme you would like to enter results for.
- *Double click* the row of the relevant sample to access the methods and result entry pages.
- To view a summary of entered results and the person(s) who entered/verified them see section 6.4.

You will initially be taken through the method pages (Section 6.2) followed by the result entry pages (Section 6.3).

14.2. Method Pages

Once you have double clicked on the row of the scheme and sample option you wish to enter results for a scheme specific Methodology Questionnaire will be displayed. Some questions may be mandatory for completion, others will be optional.

If this is the first time you have entered results for a scheme or a new question is added, please complete your laboratory testing methods by completing the methodology questions.

If method information has previously been entered it will be displayed. Review the information and update any answers in line with your laboratories testing.

Use the [Next](#) button to progress through/review the method questions then [Save](#). You will receive a pop up to acknowledge that methodology information has been saved. Please click 'OK'.

14.3. Result Entry Pages

The analytes for assessment selected during registration (e.g. HLA loci or PBL/T/B cells) will be displayed (for applicable schemes). Results entry is mandatory for all registered categories, indicated by a * (there will be two * if it is part of the HLA nomenclature **and** a mandatory field). If you no longer test for and do not want to enter a result for a particular analyte you will need to amend your assessment criteria (see section 4.4.3). This can only be done by a Laboratory User.

- Enter the EQA results for the relevant sample.
- General guidance will be provided on the results entry pages and will include a link to scheme specific guidance on our website: <https://ukneqashandi.org.uk/results-entry/>

If a sample could not be tested/reported select 'not tested' or enter 'NT' in mandatory fields to progress through the result entry pages. Reasons for not testing/reporting samples will be requested on the final page. Not tested results are excluded from assessment if a valid reason is supplied.

You can use the 'tab' button on your keyboard to quickly move between fields after clicking the first field.

You may enter results for analytes not registered for, but will not form part of the assessment. The anonymised results will be available to all participants in the result summary.

- At the end of each sample there is a comments box to record comments on any issues with the sample or general comments for UK NEQAS for H&I.
- Click **Next** to progress through the result submission page(s).
- At the final page select if the sample was:
 - Fully tested – the sample was fully tested without issue.
 - Partially tested – only some of the required test(s) could be performed or not all registered analytes could be reported e.g. T cell results reported but not B cell results for crossmatching.
 - Not tested – the sample could not be tested/reported.

Results for Scheme 4A2 - Sample (4A2-1-2026)

Please ensure all results are reported correctly using the provided guidelines as failure to do so may result in unsatisfactory performance. Errors such as incorrect nomenclature are taken into account during assessment. For further guidance on how to submit your results [please click here](#) (opens in new window)

Tested *

Fully Tested

Date Received

15/06/2026

Date Tested

16/06/2026

User (Data Entry)

amy.de-ath@wales.nhs.uk

User (Verify)

Go Back

Save

Save and Submit

- Enter the date the [sample was received](#) by the laboratory.
- For fully and partially tested samples, select the [date of sample testing](#). If testing was performed over several days, select the first day of testing.
- For samples that were only partially tested/reported or unable to be tested/reported, select the reason from the list of most common not tested/reported issues. Provide full details of the reason and any other comments in the [confirm reason for not testing](#) box:

Results for Scheme 4A2 - Sample (4A2-1-2026)

Please ensure all results are reported correctly using the provided guidelines as failure to do so may result in unsatisfactory performance. Errors such as incorrect nomenclature are taken into account during assessment. For further guidance on how to submit your results [please click here](#) (opens in new window)

Tested *

Not Tested

Date Received

15/06/2026

Date Tested

16/06/2026

Reason for non-testing *

Please select

Please select

Cell count too low

Cell viability too low

Equivocal

No results returned

Other

Sample delivery delay

Samples not received

Technical failure

Testing Suspended

Withdrawn from Scheme

Go Back

Save

Save and Submit

Note: If a sample could not be tested/reported due to sample quality issues or technical failure you must still complete and submit the result forms to inform us of this. Participants that do not submit results will be assessed as unacceptable even if the samples could not be tested.

- Click [Save](#) so another user accessing the system can review and submit results to avoid data entry errors. If you wish to completely submit the results at this point, tick the [Save and Submit](#) box to confirm you wish the results to be submitted for assessment.

Note: Results that are not submitted, will not be included in assessment.

The user that entered results 'User (data entry)' and the user that submitted results 'User (verify)' will automatically be populated by the system as an audit trail after entry.

You will be taken back to the [result entry](#) homepage. Repeat the above process for any other samples you wish to enter results for.

14.4. View/Save/Print Entered Results

A summary of the entered results and who enter/submitted them for all samples in a distribution can be viewed together.

- Select [Results](#) from the main menu and [All Results](#):

All Results

Double click on a row to open the result submission.

Filter by scheme: Filter by status: Rows per page:

Showing 1 to 10 of 55 loaded results. All available records have been loaded.

Previous 1 2 3 4 5 6 Next

Scheme	Sample	Distribution Date	Due Date	Date Received	Date Tested	Status
Scheme 2A - Cytotoxic Crossmatching	2A-1-2026	09/06/2026	24/06/2026	08/06/2026	09/06/2026	Submitted
Scheme 2A - Cytotoxic Crossmatching	2A-2-2026	09/06/2026	24/06/2026	08/06/2026	09/06/2026	Submitted
Scheme 2A - Cytotoxic Crossmatching	2A-3-2026	09/06/2026	24/06/2026	08/06/2026	10/06/2026	Submitted
Scheme 2A - Cytotoxic Crossmatching	2A-4-2026	09/06/2026	24/06/2026	08/06/2026	10/06/2026	In Progress
Scheme 4A2 - HLA Typing to 2nd or 3rd Field Resolution	4A2-1-2026	12/06/2026	01/07/2026	15/06/2026	16/06/2026	In Progress

- Use the Filter drop down options to view the desired results e.g. select a scheme and filter by status 'Submitted' to view results submitted for assessment.
- Double click on the appropriate row to open and view the submitted methods/results pages.

Note: Once results are submitted they cannot be amended and are read only.

The final result page will take you to a summary of who entered results which you can view on screen or screenshot to print:

Results for Scheme 2A - Cytotoxic Crossmatching - (2A-1-2026)

Please ensure all results are reported correctly using the provided guidelines as failure to do so may result in unsatisfactory performance. Errors such as incorrect nomenclature are taken into account during assessment. For further guidance on how to submit your results [please click here](#) (opens in new window)

Tested *

Date Received

Date Tested

User (Data Entry)

User (Verify)

14.5. Submit Previously Saved Results

Results entered and saved by a user can be submitted by the same or a different user

(see section 6.1).

- Select [Results](#) from the main menu.
- Use the filter options to search for the relevant scheme or any results that are status [Incomplete](#).
- Navigate through the method/result pages checking/editing data where necessary.
- On the result submission page ensure you tick the [Save and Submit](#) box to confirm you wish the results to be submitted for assessment before saving.
- If you make major changes you can click [Save](#) and ask another user to review the changes then [Save and Submit](#) the results for assessment. **Once submitted to NEQAS results cannot be edited.**

The last user that entered results and the user that submitted results will automatically be populated by the system as an audit trail.

14.6. Editing Submitted Results

Submitted results may be edited and resubmitted anytime up to the result deadline if the status is incomplete.

- To edit previously saved results follow the guidance in section 6.4.
- Navigate through the method/result pages checking/editing data where necessary.
- Once verified results click Save and Submit. **Once submitted to NEQAS results cannot be edited.** Please contact UKNEQASHandI@Wales.NHS.UK if you require assistance.

15. Assessment Reports

An email notification will be sent when your report is available. The report will be attached to the email notification.

Please contact the UK NEQAS H&I office at UKNEQASHandI@wales.nhs.uk if you have not received a report or would like copies of previous reports.

15.1. Performance Tables

The performance tables are used to view results and method information reported by all participants.

- Click on [Results](#) and [Performance Tables](#) to access the results summaries:

Home | Registrations | **Results** | My Lab | My Company | Amy De'Ath

Pending Results
All Results
Performance Tables

Welcome to NEQAS
Histocompatibility & Immunogenetics

If this is your first time signing in, please allow a few minutes for your account to sync its permissions.
Please refresh the page to see your navigation in the header.

The link below will take you to our Scheme Timetable to check key dates and distribution dates for the current year

[Scheme Timetable](#)

- Click on the relevant scheme and sample number to view detailed results and methods for that sample.

At the top of the performance table is a summary of the number of laboratories involved in the distribution, along with numbers of laboratories that were assessed as acceptable/unacceptable for each result. The consensus (and reference result if used) will also be displayed in this summary.

Below the summary is a breakdown of each laboratory's report results. **You will need to know your laboratory's unique ID code (section 3.8)** to identify your own laboratories results.

The performance table uses the following formatting to highlight results:

Red	Assessed as 'Unacceptable'
Grey	Laboratory not registered for that assessment category
Strike-through	Not Assessed (e.g. consensus not reached)
Italic	Not Tested

For schemes with multiple assessment categories (e.g. T and B cell results) each set of results will be shown on a separate tab. Click on the different tabs to view the results.

15.2. Rolling Summary

Functionality coming soon!

15.3. Unsatisfactory Performance/CAPA

Functionality coming soon!

15.4. Annual Performance Certificate

At the end of a UK NEQAS for H&I distribution year, UK NEQAS for H&I will produce an annual performance certificate for laboratories. Notification will be sent when the certificate is available.

16. Invoices

Functionality coming soon!