



My TestCentral - Client FAQs

What is My TestCentral?

My TestCentral is a secure private online document management and distribution system containing your test reports and associated deliverables such as Authorization To Mark letters (ATM).

Where can I learn more about the benefits of My TestCentral?

Visit www.intertek.com/joinmtc.

How do I sign up?

Simply go to Intertek's website – www.intertek.com/joinmtc, click on the Sign Me Up Today link and complete the Registration form as an Intertek client.

Do I need to sign up for this right away?

December 1, 2008, Intertek went "Green". Hard copies of reports are no longer mailed as standard practice. Reports are available on My TestCentral for our clients. Registration is easy and there is no fee, so why not sign up today?

Why is Intertek going paperless?

Offering reports electronically will provide an increased level of service to Intertek clients, enabling you to ship products to market faster by not having to wait for your report or Authorization to Mark to arrive via the mail. Obviously, it will also help in improving our environment. Intertek is dedicated to continuous improvement, and embracing environmentally friendly practices in our operation is important to us as corporate citizens.

If I don't have access to the Internet, how will I receive my reports after December 1, 2008?

If your company does not have Internet access, please alert your sales representative so special arrangements can be made to ensure you receive your reports in a timely manner.

Can I continue to have my reports sent to me in hard copy?

Intertek will send clients hard copies of reports for a fee. Please contact your sales representative for information on receiving hard copies of your reports.

Will online reports cost me money?

No. My TestCentral is a complimentary service. Access to reports is provided to our current customers at no charge. You will be able to view all reports issued or revised since October 2006 at no additional cost to you. However, should you desire to have a report posted to the site that was issued prior to October 2006 there could be a fee associated with its processing and posting. This fee is dependent upon the format of the report and a quote will be provided through your local sales representative.

What type of reports will be posted online?

All final deliverables issued to your company, regardless of report type (Safety Listing/Certification, Authorization to Mark, EMC Test Report, Performance Report, Findings Letters...) will be posted to your site upon completion.

How will I be notified when a new report is generated and ready to be viewed?

An e-mail will be sent upon each report upload to the *Client Administrator*. The *Client Administrator* will be responsible for assigning access to view the report to other users within his/her company.

**How will my reports be stored?**

Reports will be stored on a secure, Intertek server with a simple and intuitive user interface. They will only be accessible to the individual from your company who has signed up as the Client Administrator and to those users that the Client Administrator directly signs up.

Is it secure?

Yes. Access to individual account information is controlled by user name and password. Upon logging in with your credentials, you will be directed to a secure area of the site. The interaction takes place over an encrypted Secure Socket Layer (SSL) or Transport Layer Security (TLS) connection. Your information and reports are only available to you and those individuals your Client Group Administrator chooses to share reports with.

What happens if the server shorts or power failure?

In the event a power supply of a server fails, all servers have dual power supply as standard equipment, if one fails, the other takes over and the failed power supply will be replaced. If a server fails, spares are kept onsite. The server will be swapped as quickly as possible in order to bring up services for the customer with as minimal disruption as possible. If there is a public power outage, UPS will immediately kick in without causing any power interruption or system outages. In addition, generators and enough fuel are in place at the premises to run without public power.

Is it available 24/7?

The site is available 24/7 and can be accessed from any computer that is connected to the Internet. Occasional maintenance and updates to our site and network are required, and in such cases we will note anticipated outage times.

How far back can I get my documents?

Reports issued or revised after October 2006 will be available online. You may request to have older reports uploaded, but Intertek reserves the right to charge a handling fee for this service. Your local sales representative can provide more information regarding the posting of reports issued prior to October 2006.

How many times can I review the reports?

You can review your reports as often as you like. There is no limit on the number of times you can download, e-mail or print a report.

What if we have multiple divisions, who will be in charge of administering the account?

Intertek allows each customer to set up their own Client Administrator. This administrator can then set up internal and external users/groups and assign them the rights to view one or multiple reports. Intertek views multiple divisions of a company as a single Intertek Customer provided each division does not have a unique Federal ID #. If unique Federal ID #s exist for each division then each division is viewed as a unique Intertek Customer and will have its own Client Administrator.

How can I find out if my company already has a Client Administrator?

If you complete the Registration form and your company already has a *Client Administrator* set up, you will receive a notification upon submittal of your registration stating the *Client*

Administrator's name to contact for access to reports. You can also call 1-877-MTC-5550 or e-mail MTChelp@intertek.com.



Can access to reports be provided to individuals outside of our company such as inspectors or manufacturers?

The *Client Administrator* for your company can set up anyone as a User and provide them with access to as many reports as necessary.

Who can I talk to so I can get more people on an account?

Your *Client Administrator* has the ability to set up users directly. Please contact them for access. If you do not know your current Client Administrator please e-mail your request to MTChelp@intertek.com or call 1-877-MTC-5550.

How do I set up Users?

As the Client Administrator, you will have access to User/Group Administration. From this access you can set up users and groups and assign them the rights to view reports. Please refer to the My TestCentral User Guide located on our website for detailed instructions for use of the system.

I've set up users but they can not access the reports.

Please review the instructions for adding users/groups and assigning them access to reports. Ensure that all steps have been followed. Make sure that you have checked the Enable On-line Access box and have assigned reports to the group that the individual in question is assigned to. If you have confirmed the above, please send an e-mail to MTChelp@intertek.com with the following information: Client Administrator's "User Name" and "Password" as well as the End User's "User Name" and "Password".

How do we change Client Administrators for our company?

Please send an e-mail to MTChelp@intertek.com documenting the desire to change administrators. Detailed instructions will then be provided and the change in Administrators made.

I've registered – how do I access my reports?

On the My TestCentral home page select Reports from the navigational menu.

I am having trouble logging in. Who can help me?

Please call 1-877-MTC-5550 or e-mail your issue to MTChelp@intertek.com or you can contact your local sales/engineering contact.

I forgot my password. How do I get a new password?

Simply log-in to My TestCentral using your User Name (e-mail address) and click – "Forgot My Password" – a new password will be e-mailed to you.

I forgot my User Name? Can you provide me a new one?

Your User Name is typically your company e-mail address. If your local company e-mail address does not gain you access, please call 1-877-MTC-5550 or email MTChelp@intertek.com for assistance.

What is the difference between a Client Administrator and a Contract Administrator? Why must they be different individuals?

The Client Administrator is the designated individual from your company who will be Intertek's contact for alerting when a new report has been posted to your account. The individual will be responsible for setting up users and providing them with access to reports.

The Contract Administrator is a separate individual from your organization whom Intertek will alert that a Client Administrator has been created and will have access to all reports.

The Contract Administrator and Client Administrator MUST be different individuals from the same



company. We recommend that the Contract Administrator be someone from your legal/contracts division or your local supervisor.