



Sysmex America's Updated Customer Resource Center (CRC)

Frequently Asked Questions

This summer, Sysmex has updated the Customer Resource Center. Although the site has been improved, the structure is a bit different, and information that you seek may be located in a different section.

Q: *What are the main differences between the previous site and the updated site?*

A: There are a few significant differences between the old site and the updated site including:

- Updated look and feel to complement our updated public site.
- New search function using key words typically found in the title of the document.
- Additional sorting of documents by name (in addition to the revision date, as in the past).

Q: *How do I log in?*

A: If you are already a registered CRC user, follow these steps

- a. Go to the top of any of the Sysmex public sites' pages, for example the home page at (www.sysmex.com/us or www.sysmex.com/ca), in the upper right hand corner and click on "Log in".
- b. Provide your email address and password (as you may have done in the past), and you will gain access.
- c. If you are unsuccessful, click on Forgot Password. You can request that your password be reset.

If you are not a registered user, you can sign up by clicking on "Register for the CRC" in the Log In section at the upper right hand corner of the Sysmex home page.

Q: *Once I log in, what am I able to access?*

A. Your personal log in determines the content that you can access. There are two levels of access to the Customer Resource Center, Basic Access and All Access depending on your registration.

Basic Access	All Access
Access the Sysmex library of webinars. Keep your laboratory skills up to date with the Sysmex web-based educational conference series. Join us live or access our extensive library of complimentary seminars. Relevant topics range from result interpretation to lab	Access the Sysmex library of webinars, as described in Basic Access. The Sysmex Customer Resource Center (CRC) also contains a comprehensive library for Sysmex customers to access online training, updates, instructions for use, implementation guides, and resource materials. This library is customized to your needs, based on the Sysmex products that

productivity and strategic planning. Each of our webinars is provided by expert speakers in their field and many webinars offer P.A.C.E.[®] / Florida CEU's. *This area is accessible by any registered user.*

you have in your lab. The Sysmex CRC library puts ever-expanding, relevant content and resources where they're needed most – in your hands. *This area is accessible by registered Sysmex customers.*

Insight™, Sysmex's web-based interlaboratory assessment program (IQAP) for Sysmex hematology analyzers, is designed to facilitate evaluation of analyzer performance. As a customer, you can enter quality control data into this system. You can then review streamlined and comprehensive report formats with statistical and graphical presentation of analyzer performance with respect to your peers any time and from anywhere. *This area is accessible by designated, registered representatives for laboratories using Sysmex controls on Sysmex analyzers.*

Q: How do I find the documents that I need?

- A. After you have logged into the CRC, the fastest way to find documents is to use the left hand navigation menu. The table below shows where you will find the most frequently accessed documents.

If you are not sure of which section it is in, you may want to use the search function (see "How do I use the search function?" below).

Library	Contents
Brochures	Contains a copy of brochures for many of the Sysmex products as well as Sysmex Peak Performance services and tools.
Education	Contains the portal to the Center for Learning where you will find online analyzer courses. In addition, this section contains the portal to the Sysmex webinar series, including registration for future webinars and recorded on-demand webinars.
Product Resources	<p>A document library with information that supports the use of Sysmex analyzers in your lab:</p> <p>Customer Communications – customer letters, customer bulletins, and product notification.</p> <p>Implementation Tools – information, documents, and guides that help you get started with your new Sysmex analyzer.</p> <p>Instructions for Use and Guides – Operator's manuals and quick guides with instructions on how to operate your analyzer.</p> <p>Package Inserts – a copy of frequently requested product inserts.</p> <p>Technology – a description of Sysmex fluorescent flow cytometry principles designed to explain how your Sysmex[®] X-Series analyzer classifies and counts cells.</p>

Regulatory and Compliance	A document library containing our policies as well as product specific information, including waste letters.
Services and Support	Information on SNCS™ (Sysmex Network Communications System) for appropriate analyzers. This section also includes Sysmex WAM™ support documents, visible to WAM customers.

Q: *How do I use the search function?*

- A. The search function works like most other search functions on the web. Here are some basic tips for choosing the words that you would search on:
- Type a key word or phrase that comes to mind in the search box and click on the magnifying glass. Most of time, with a basic query, you will find what you are looking for in the list that is produced. Keep the following in mind:
 - **Every word matters.** Generally, all the words you put in the query will be used.
 - **Choose descriptive words.**
 - **Search is always case insensitive.**
 - **Generally, punctuation is ignored**, including @#%&*()=+[]\ and other special characters.
 - **Keep it simple.** If you're looking for a particular concept or product, start with its name. Most queries do not require advanced operators or unusual syntax. Simple is good.
 - **Use the words that are most likely to appear on the document.**
 - **Describe what you need with as few terms as possible.** The goal of each word in a query is to focus it further. Since all words are used, each additional word limits the results. If you limit too much, you will miss a lot of useful information. The main advantage to starting with fewer keywords is that, if you don't get what you need, the results will likely give you a good indication of what additional words are needed to refine your results on the next search.

Q: *How do I sort through lists of documents?*

- A. Any list of documents in a section posted on the CRC is sorted by default according to the date that the document was created or by document title. You may also re-sort a list of documents by clicking on a column header, and it will be sorted by that column's information.

Q: *There are some sections that don't seem to have any documents. Why is that?*

- A. In order to simplify finding documents, the CRC will display only those documents that relate to a Sysmex system installed in your laboratory. If you do not have a system that corresponds to a particular document library, then no documents will be displayed.

If you have any questions, please email us at: crc@sysmex.com.