

User Manual Book

for Customer

Web App User
Manual for the
Customer



BIOSYNC
LAB



Introduction

Biosync Web-App

Welcome to the Biosync Web-App!

This guide is designed to provide you with the essential information you need to use our Biosync Web-App easily and effectively

Biosync Web-App makes it simple: order services, track progress, and download certificates—all in one platform.

Before using Biosync Web-App, please ensure that you meet the following requirements:

- Browser: Google Chrome, Mozilla Firefox, Safari, or Microsoft Edge.
- A stable internet connection.

Tabel of Content

01 Registration & login

Register to create your personal account and login for full access to all features.

02 Quotation Request

Send a quotation request according to your needs

03 Order

Order laboratory testing services easily and quickly

04 Certificate

Download the Certificate of Analysis of the laboratory tests you have completed.

05 Chat

Easy and fast communication with admin without having to use other platforms

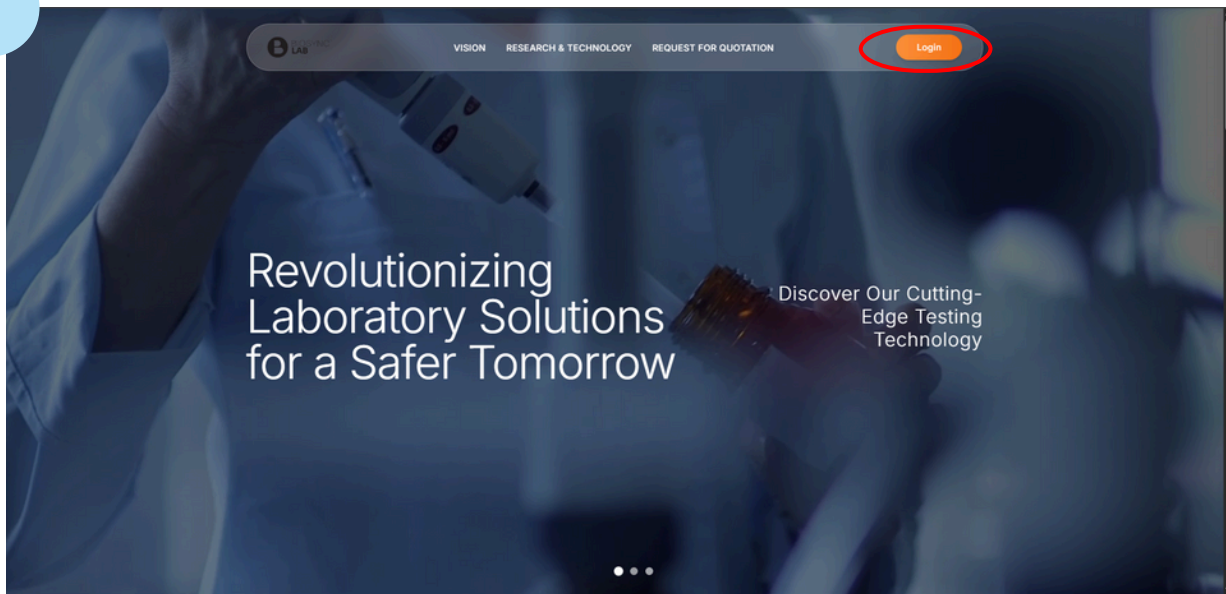
01

Registration & Login



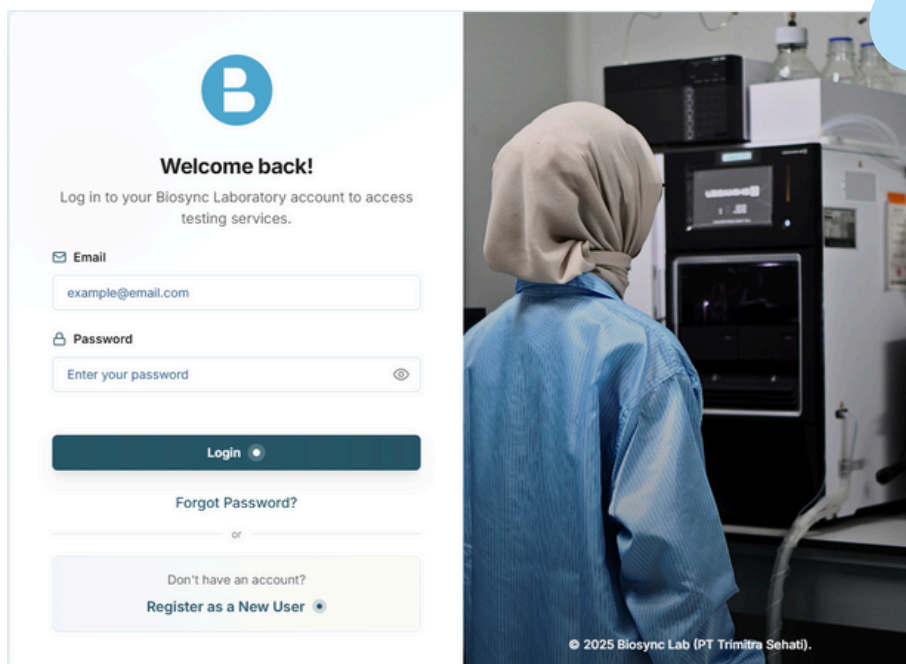
Registration is required for users to create an account and access all features of the application. Once registered, users can log in and start placing orders.

1



Access <https://biosync.co.id> using a recommended browser, then select the “Login”

2



If you don't have an account, click “Register as New User” for registration

3

Join Us

Register to access professional laboratory testing services

Private Information

Full Name *
Enter your full name

Email Address *
Enter your email address

Phone Number
08xxxxxxxxxx

Company Information

Company Name
Enter your company name

Company Full Address
Street name, District, City, Province

Account Security

Password *
Create a strong password

Minimum 8 characters, combination of uppercase, lowercase, numbers, and symbols

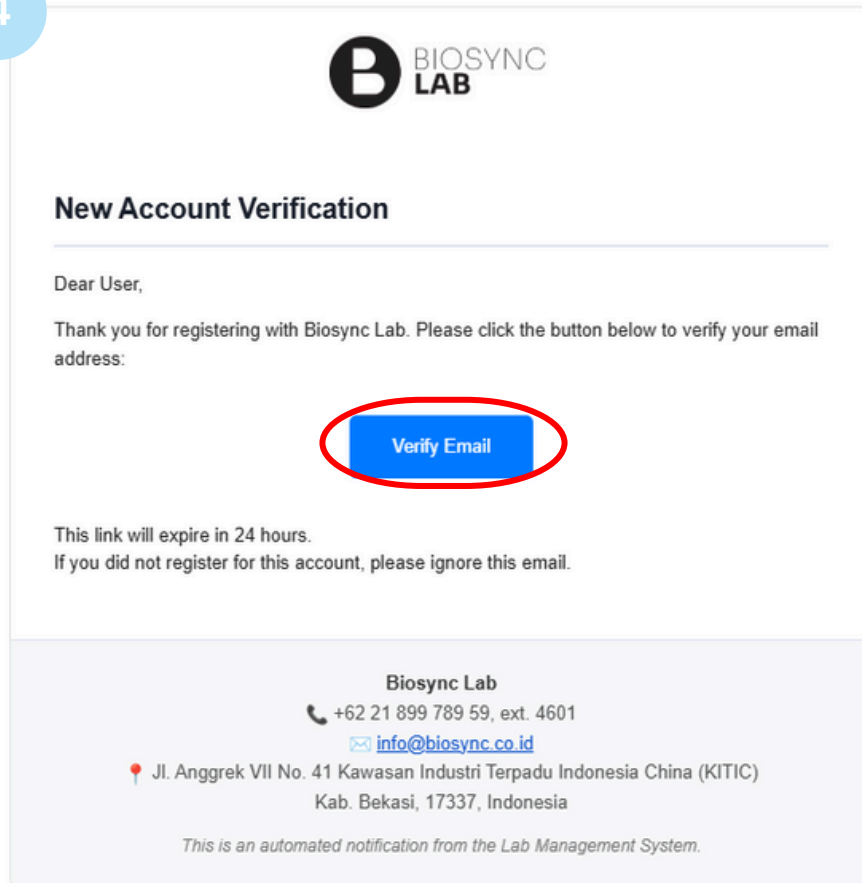
Confirm Password *
Repeat Password

Register New Account

Already have an account?
Log in to Your Account

Please complete the required information, then click **“Register New Account”** to proceed. A confirmation message will appear upon successful registration

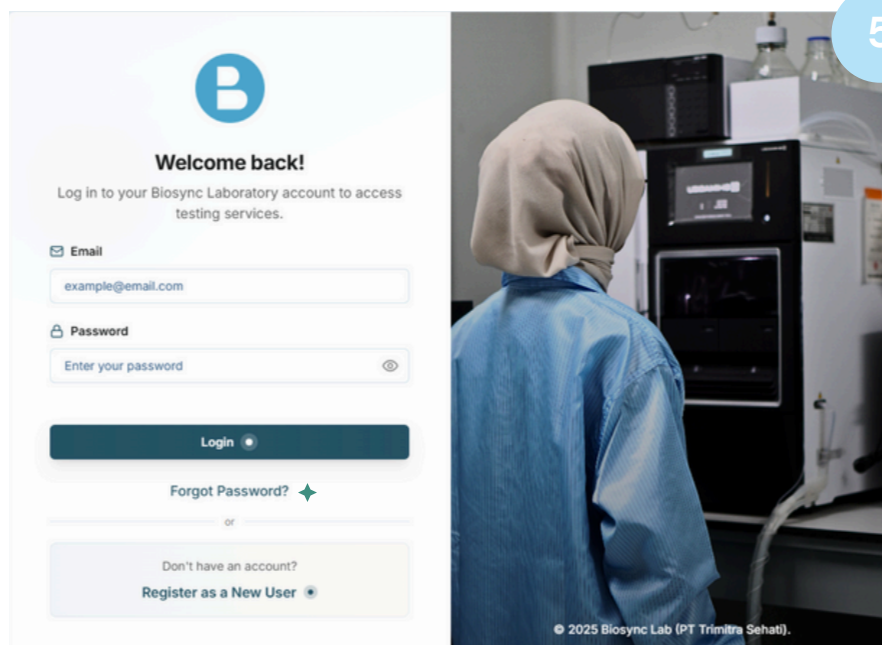
4



You will receive a verification email. Please click on the **“Verify Email”** button provided in the email.

Once verified, a confirmation message will appear, then click **“Proceed to Login”**

5



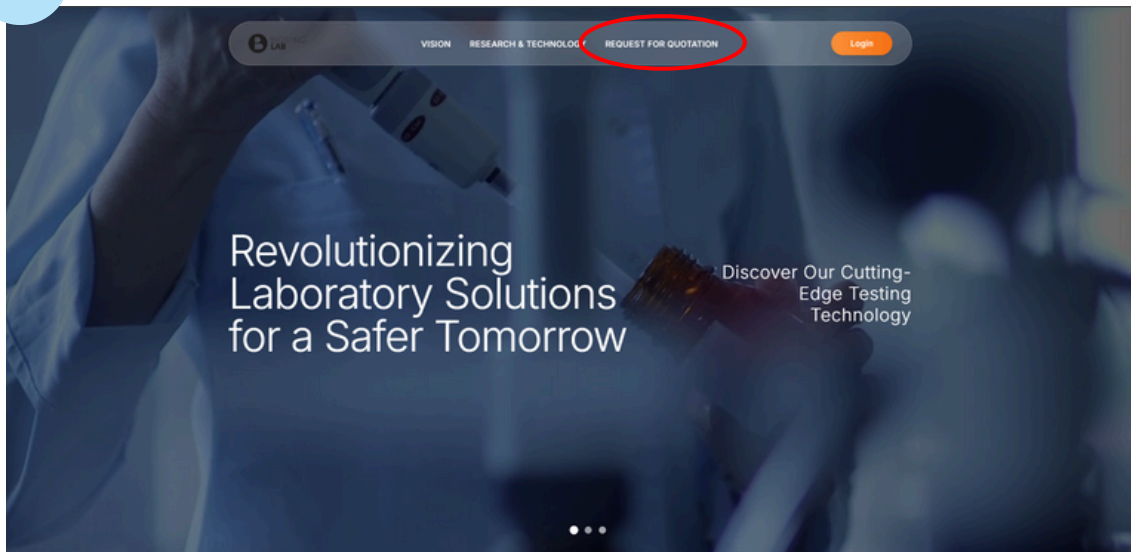
Re-enter the email and password you previously created, then click **“Login”** to continue

- ◆ If you've forgotten your password, click “Forgot Password” to reset your password

02 Quotation Request



1



2

Ask Biosync

For inquiries, quotations, or to learn more about our services, please contact us. Our team is ready to assist you with your testing needs.

- +62 21 899 789 59, ext. 4601
- info@biosync.co.id
- Jl. Anggrek VII No. 41 Kawasan Industri Terpadu Indonesia China (KITIC) Kab. Bekasi, 17337, Indonesia

Full Name

Company Name

Phone Number (Optional)

Message

Send Message

1

Access <https://biosync.co.id>, click **Request for Quotation** in the header

2

Fill information needed, in the message section, please fill detail for requested quotation

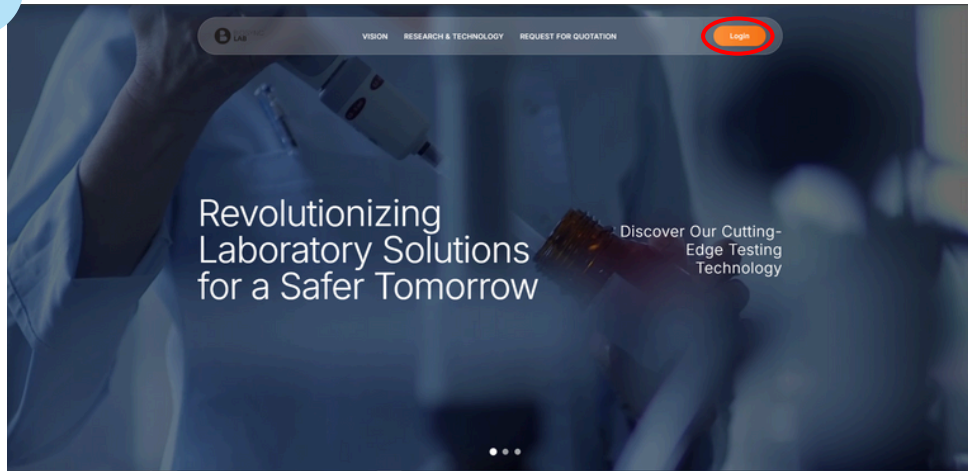
3

Send message and wait admin respond the quotation request. Admin will contact you via email

03 Order

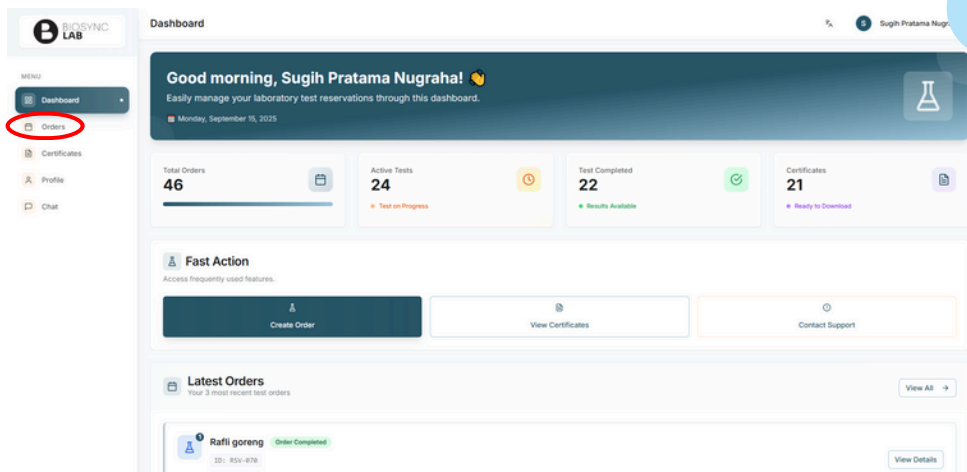


1

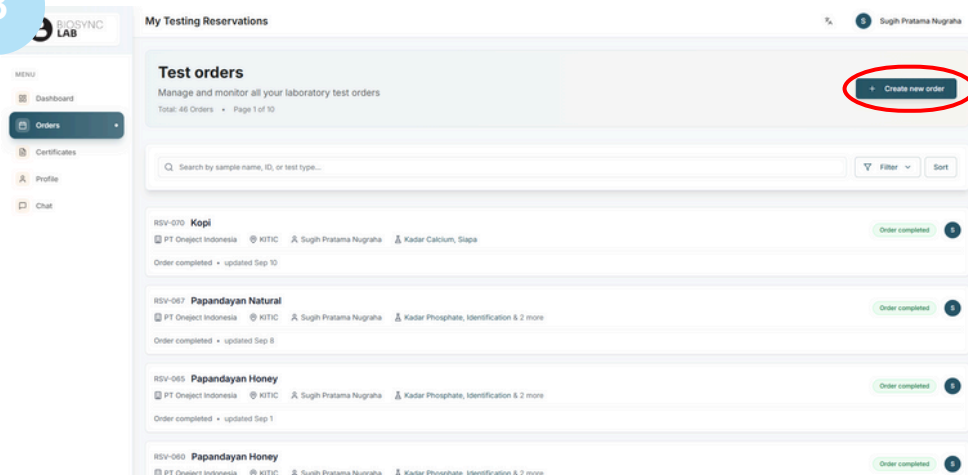


Login with previously created account

2



3



Go to **Orders** page and click **Create new order**

4

New Order Adia Safa

Test Order Form New Form

1 Customer Data 2 Sample Data 3 Test List

+ 1. Customer Data

Full Name Email

Phone Number

+ 2. Sample Data

Sample Name *

Sample Amount The amount will be automatically calculated based on the selected test type. Minimum number of samples required.

Batch Number

Special Instructions for Sample

Order Note

Sample Type *

Select residual sample handling *

Please complete the form with the appropriate information regarding the sample data and requested test

5

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MENU: Dashboard, Orders, Certificates, Profile, Chat

+ 3. Test List 2 Tests

1 Tests 1 Delete

Category * Test Type * Method Acceptance Criteria

2 Tests 2 Delete

Category * Test Type * Method Acceptance Criteria

+ Add Test

Save Reservation

If more than 1 test required, Click 'Add Test' to add it. Click **Submit Test(s)** to send the requested test

6

My Testing Reservations

Test orders
Manage and monitor all your laboratory test orders
Total: 46 Orders • Page 1 of 10

Search by sample name, ID, or test type... Filter Sort

Order ID	Customer	Location	Status
RSV-070	Kopi	PT Oneject Indonesia, KITIC, Sugih Pratama Nugraha, Kadar Calcium, Stapa	Order completed
RSV-067	Papandayan Natural	PT Oneject Indonesia, KITIC, Sugih Pratama Nugraha, Kadar Phosphate, Identification & 2 more	Order completed
RSV-065	Papandayan Honey	PT Oneject Indonesia, KITIC, Sugih Pratama Nugraha, Kadar Phosphate, Identification & 2 more	Order completed
RSV-060	Papandayan Honey	PT Oneject Indonesia, KITIC, Sugih Pratama Nugraha, Kadar Phosphate, Identification & 2 more	Order completed

After order submitted, you will be directed to order's page. "Orders" page provides a comprehensive list of all received orders along with their most up-to-date status



Pending

Order just submitted by Customer



Sample Received

Sample is received and the sample photo is uploaded by Admin



Test on Progress

Testing process has been initiated and is currently ongoing

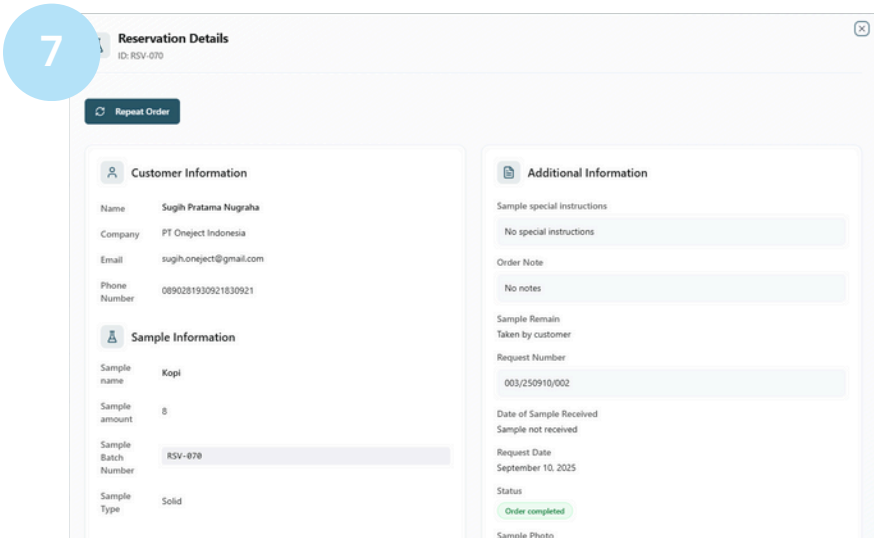


Test Completed

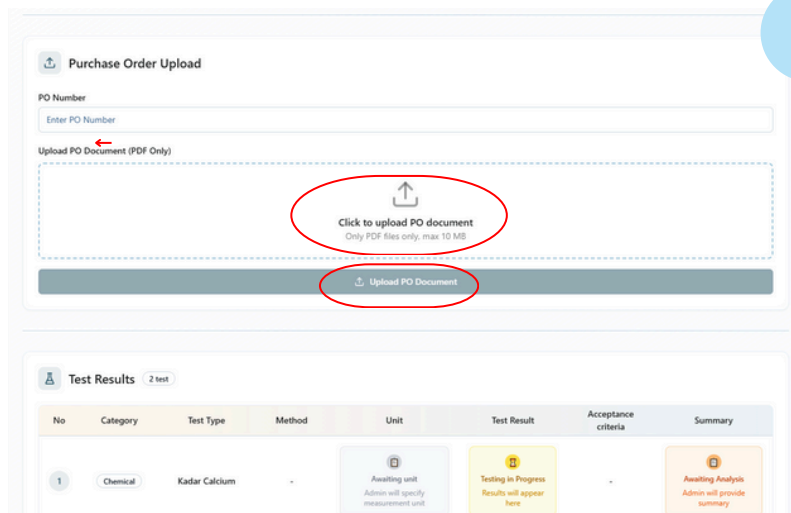
Sample has been tested and the corresponding CoA can now be downloaded



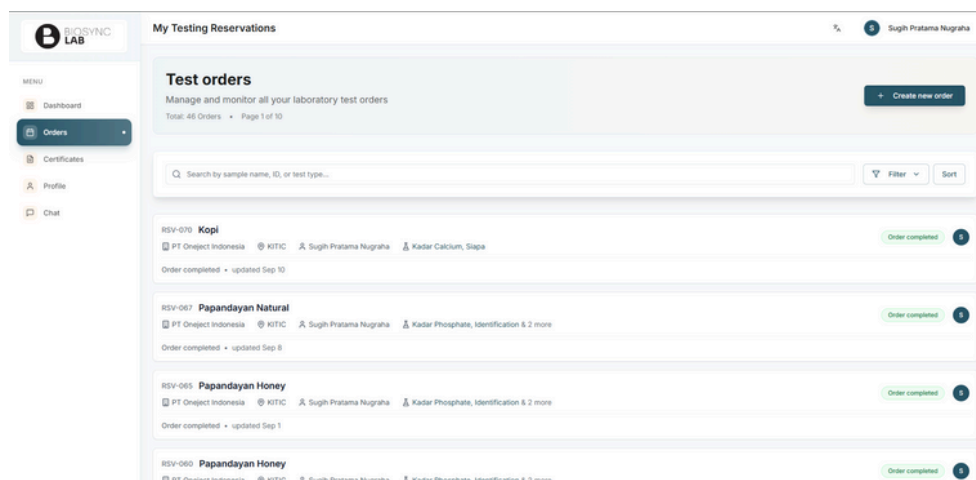
Reject: Order will not be processed



Click the card to see the order's details



Scroll down then enter your **Purchase Order** number and upload the Purchase Order's **Document** by click the cart or drag your document then click **"Upload PO Document"**

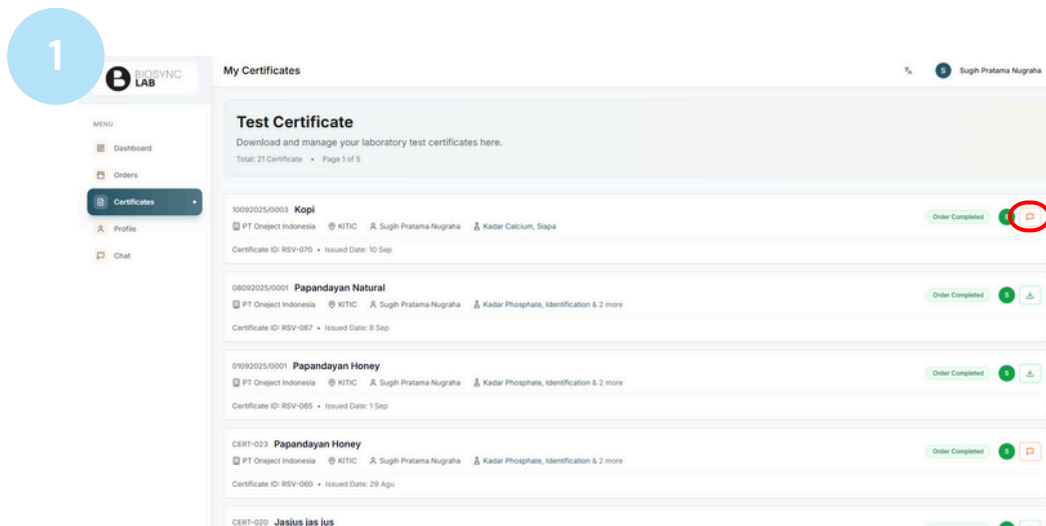


Once the process is completed, our **admin will contact you**. At the same time, you can review the test's status via order page.

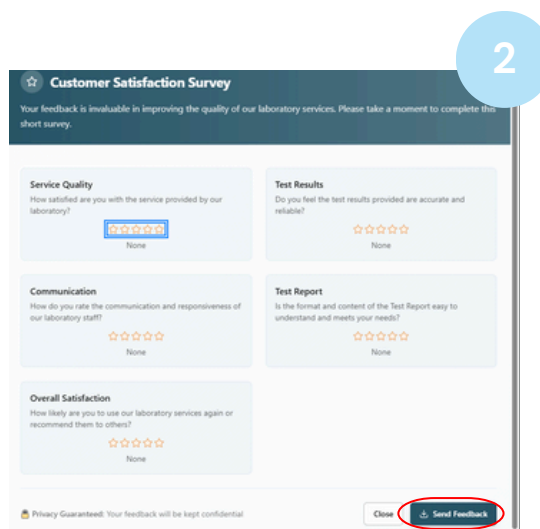
04 Certificate



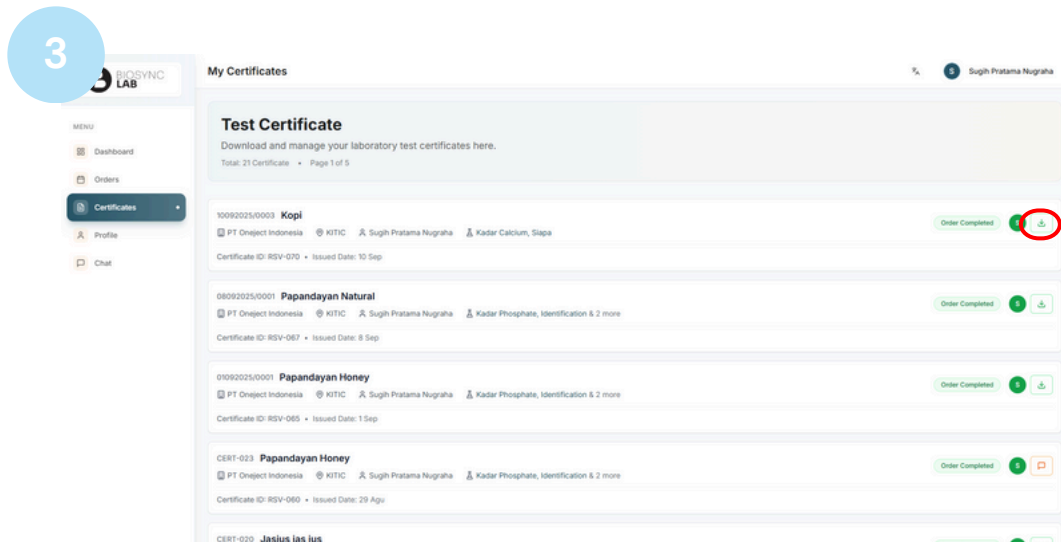
Once the order status is completed, you can download the certificate(s) of analysis that we issued.



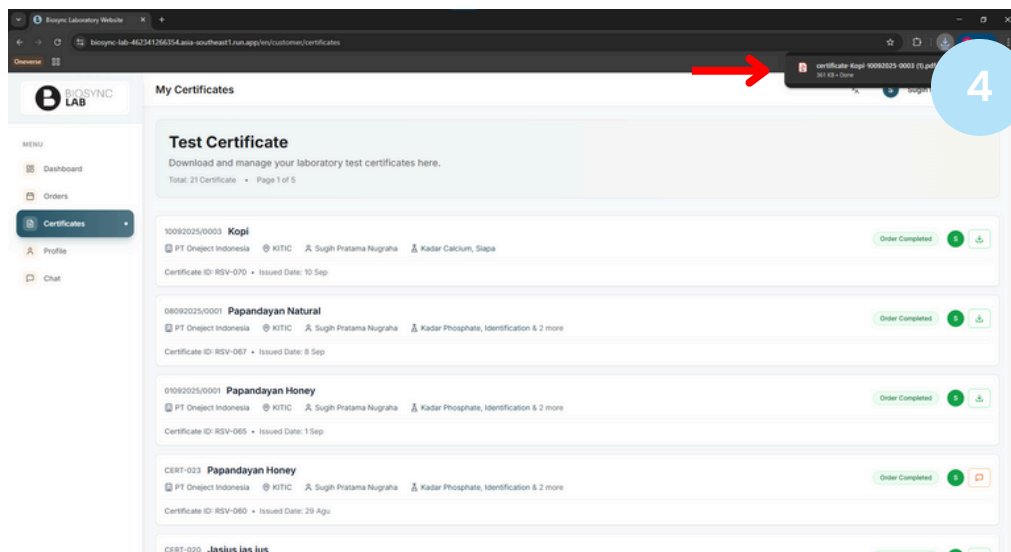
Open the certificate page and click the dialogue button.



Please fill out the customer satisfaction survey to make sure that we improve our services & your experiences.



Click the circled button to download the certificate.

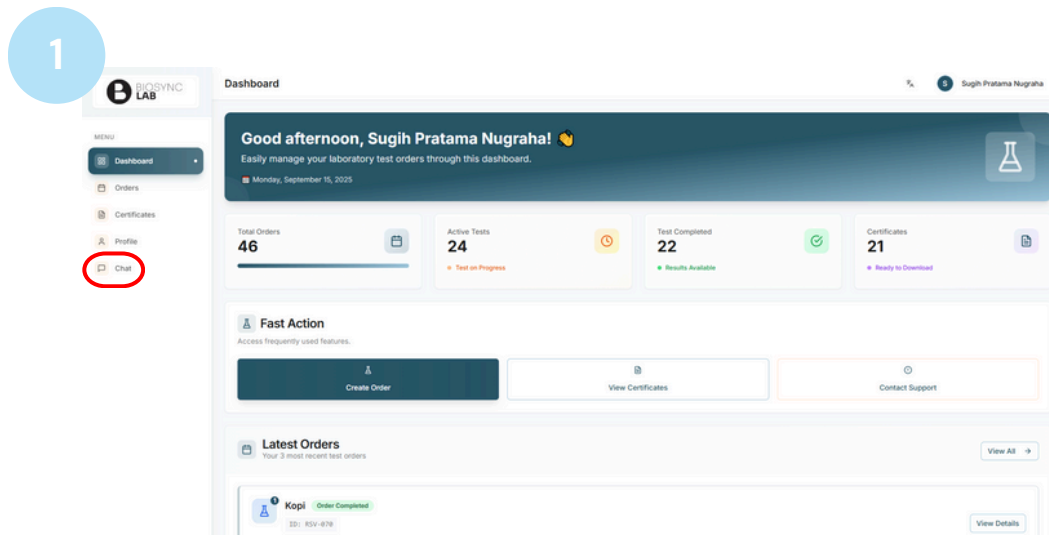


If your download does not start automatically, please check that your browser and firewall settings are properly configured.

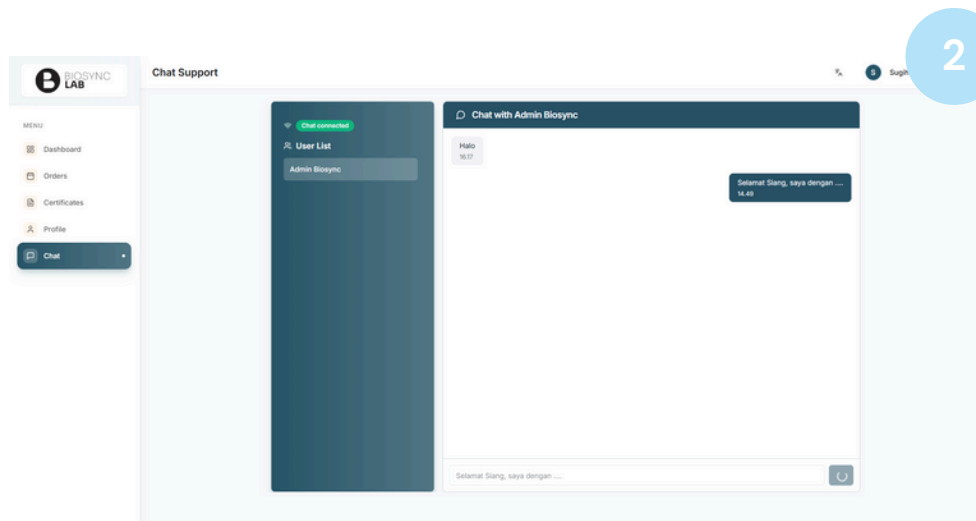
05 Chat



The Chat function allows customers to communicate directly with the admin regarding their laboratory testing orders.



Log in first, then click chat to open the chat system.



This feature will establish direct communication with our team to ask additional questions, confirm order details, or report any issues without having to use multiple communication channels.



THANK YOU

BIOSYNC LAB

Jl. Angrek VII No. 41, Kawasan Industri
Terpadu Indonesia China (KITIC), Cikarang,
Bekasi, Jawa Barat 17337, Indonesia



www.biosync.co.id



PT Trimitra Sehati