Create and submit a laboratory notification through Hinekōrako

(for all laboratory users)

This Quick Reference Guide (QRG) takes you through the steps to submit a notification that a drinking water test sample has indicated an exceedance of a Maximum Acceptable Value (MAV).

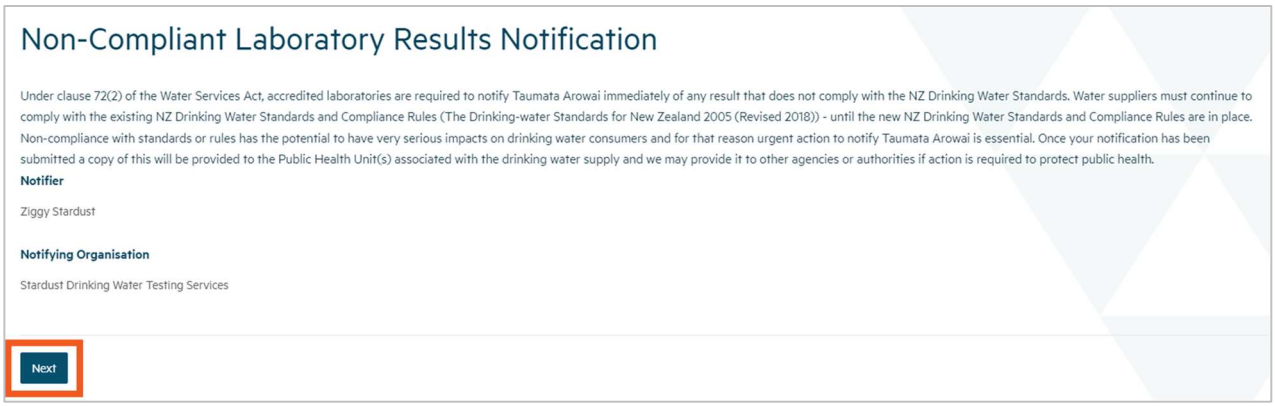
It also covers how you can complete and submit a notification that was left in a draft state, which may occur if:

- at any point in the process of creating or editing a notification you leave the screen; or
- you are timed out of Hinekōrako due to 30 minutes of inactivity.

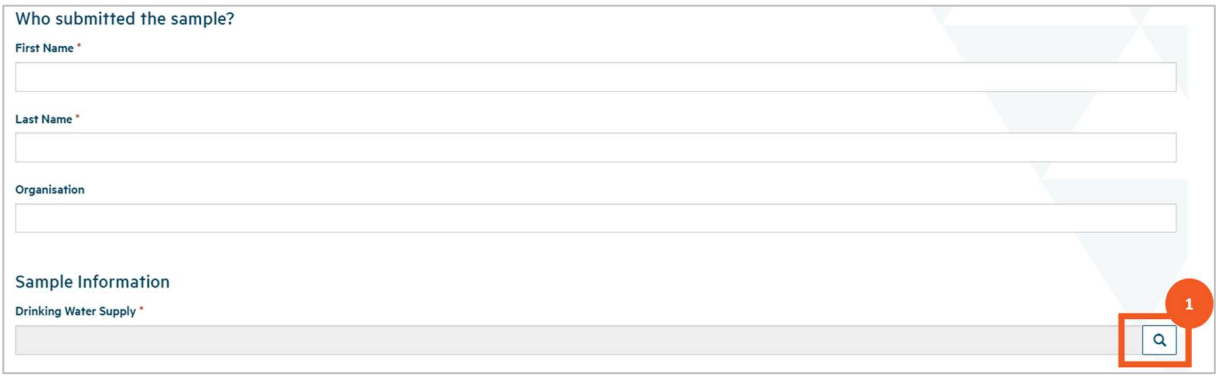
Options
Once you are logged in to the Hinekōrako online portal, from the ***Notifications*** screen you have two options: • To begin working on a new notification, click the ***Create*** button. Go to **Step 1.** • To find a draft notification that had been started but not completed, click on the ***Submitted Lab Notifications*** link, and then choose ***Draft Lab Notifications***. The list of notifications will change to show those in a draft state. To manage a draft notification, go to **Step 12.**

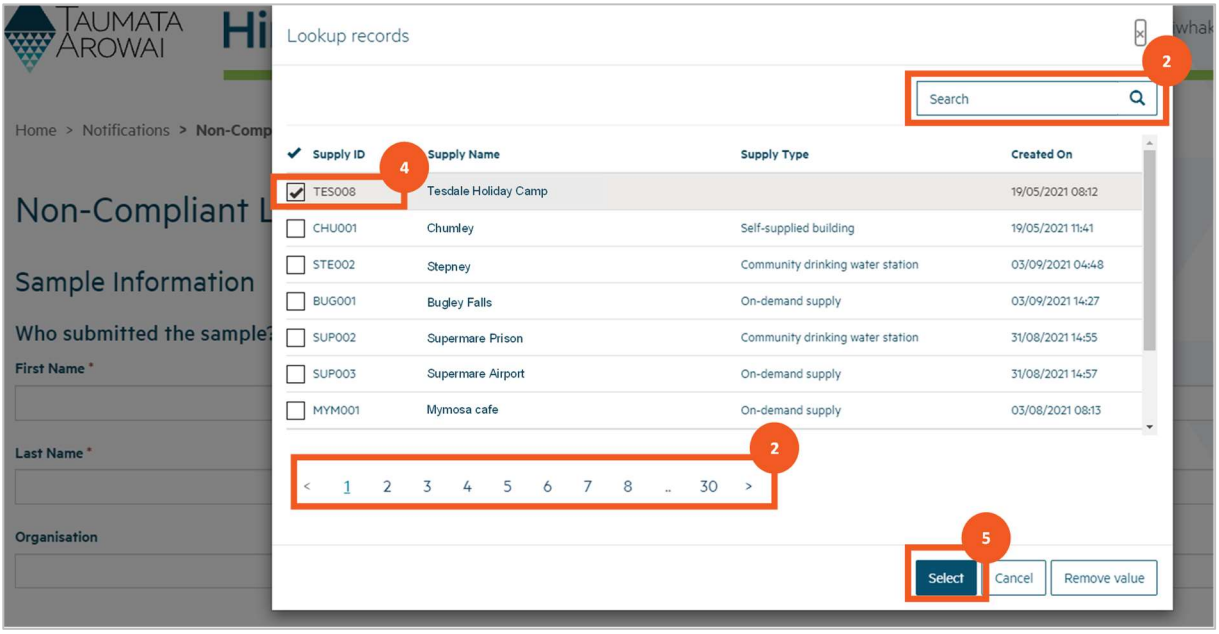
Create a new notification

Step	What to do
1	Clicking on ***Create*** opens the first of several screens in the process of submitting a notification. Click on the ***Next*** button.

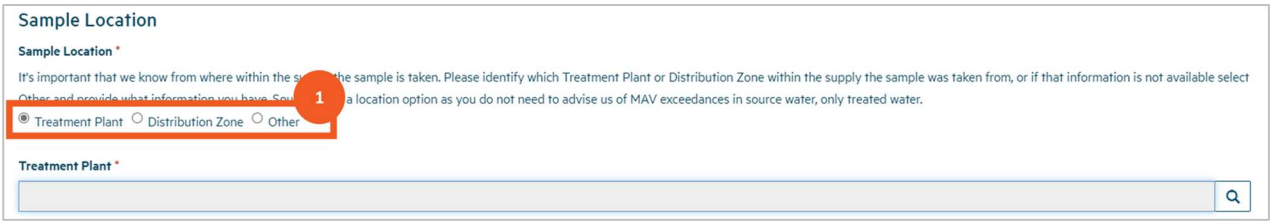


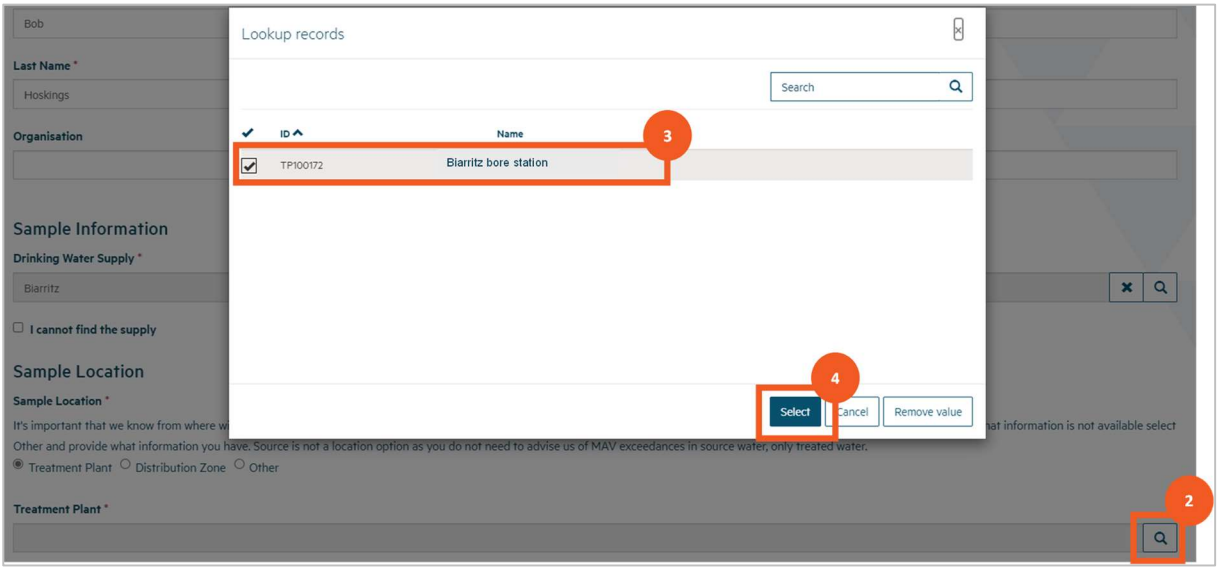
Step	What to do
2	On the next screen you can provide information about the sample that was tested, including: • The name and organisation of the person who submitted the test sample. • The drinking water supply and the location within the supply where the test sample was taken. To look up the supply from the public register of supplies: 1. Click on the ***magnifying glass***. 2. In the resulting pop-up screen of supplies, enter all or part of the supply's name in the search box and click ***<Enter>*** or click on the ***magnifying glass***. 3. If there are more than 10 supplies that meet the search criteria scroll through the pages to find your supply by using the left or right arrows or the results page number. 4. Once you've found the supply click the ***checkbox*** to select it. 5. Click ***Select*.** If you do not know, or cannot find, the supply, leave the ***Drinking Water Supply*** field empty and proceed to **Step 3.**



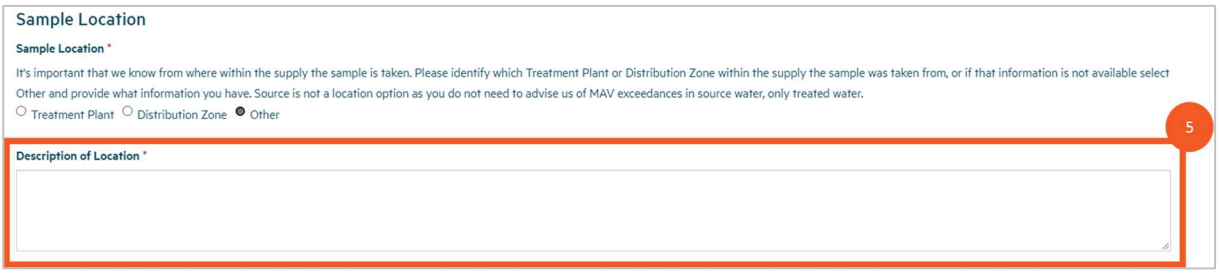


Step	What to do
3	It's important that we have information about what part of the supply the water sample was taken from in case we need to discuss the issue with the supplier and also for longer term analysis of supplies. To specify the sample location: 1. Indicate whether the sample was taken from a ***Treatment Plant*** *or* ***Distribution Zone*** within the supply or, if you do not know or it was another location, choose ***Other***. NOTE: We do not need to be notified of MAV exceedances found in source water, only in treated water. 2. Click on the ***magnifying glass***. 3. Select the ***Plant*** *or* ***Zone*** from the resulting list. NOTE: If you selected a supply in **Step 2**, the list will be of Plants or Zones for that supply. If you did not select a supply, the list will be of all Plants and Zones. 4. Click ***Select***. 5. If you have selected ***Other***, please provide as much information as you can in the ***Description of Location*** field.

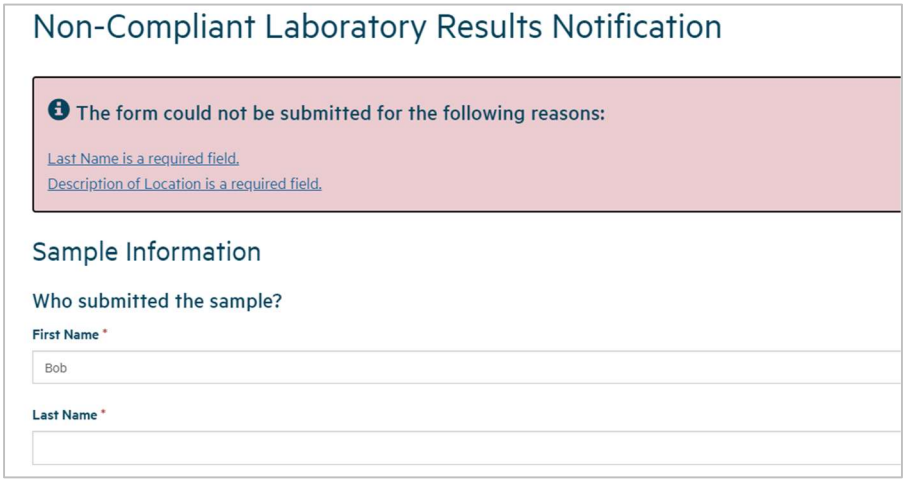




NOTE: If you select *Other,* please provide as much information as you can in the *Description of Location* field

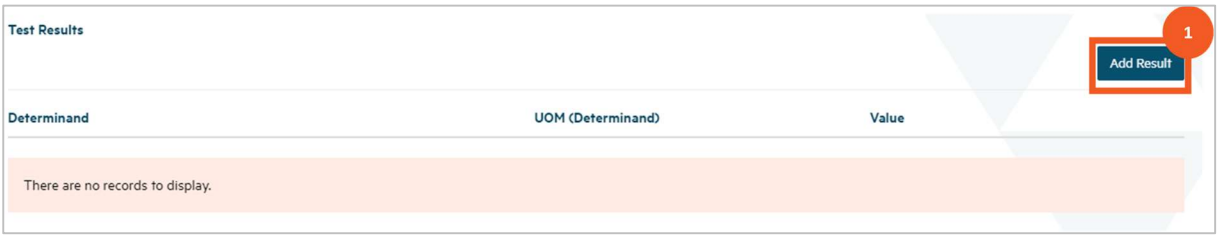


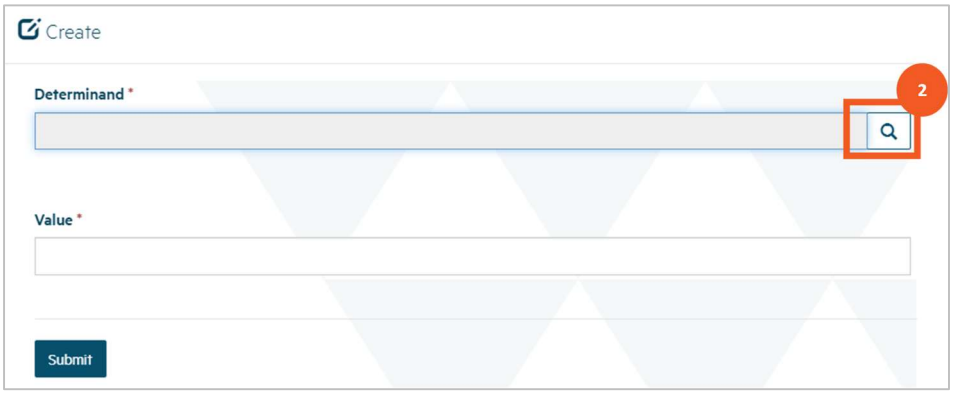
Step	What to do
4	Once you have completed all the information on this screen, click ***Next***. If you did not select a supply, but did select a *Plant or Zone*, the *Supply* for that *Plant or Zone* will be populated in the *Drinking Water Supply* field. If there is any problem with the data you have submitted, one or more error messages will be displayed at the top of the screen. For example, missing mandatory data. If this happens, correct the errors, and click ***Next*** again.

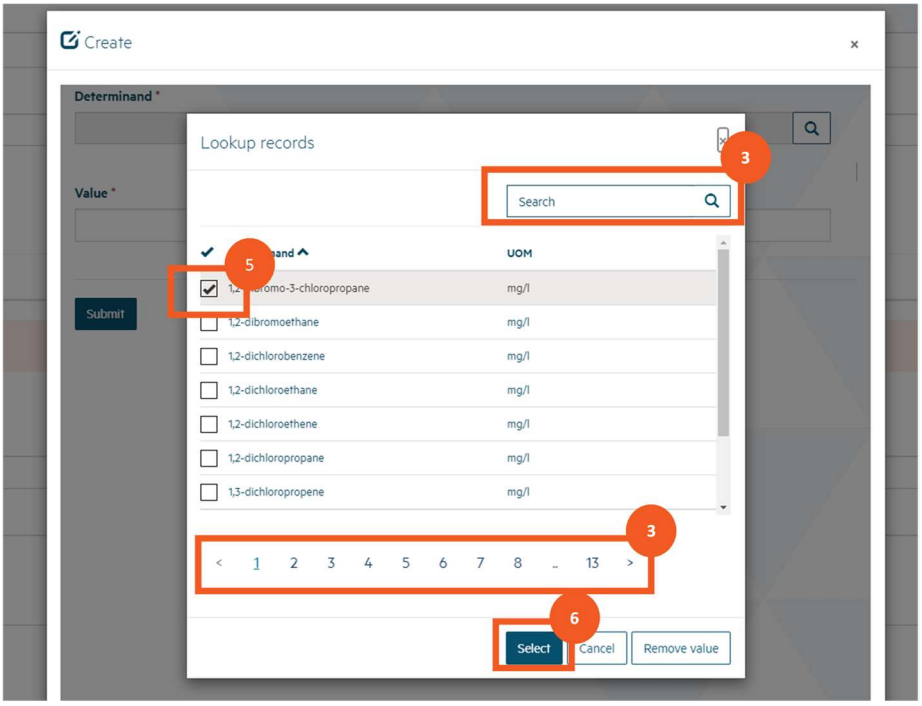


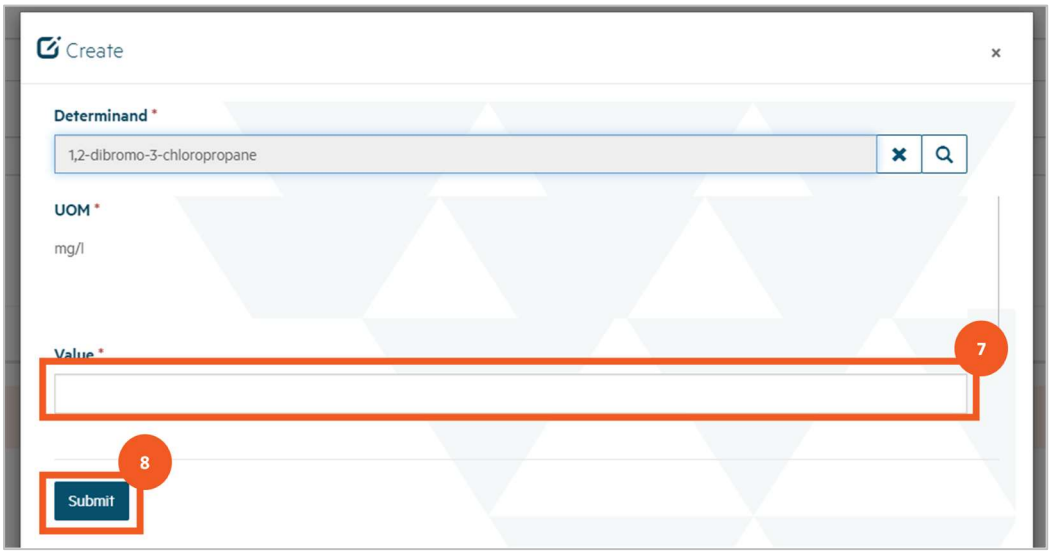
Step	What to do
5	You will be taken to a screen where you can provide information about the test results, including providing an identifier number for the result, advising when the supplier was notified of the result and adding any comments. You can load the test results that have exceeded the MAVs by: 1. Clicking on the ***Add Result*** button in the ***Test Results*** section. 2. In the ***Test Result*** pop up screen, click on the ***Determinand magnifying glass***. 3. In the Determinand pop up screen, enter all or part of a Determinand's name in the search box and click ***<Enter>*** or click on the *magnifying glass.* 4. If there are more than 10 Determinands that meet the search criteria scroll through the pages to find the right Determinands by using the *left or right arrows* or the results page number.

	5. Once you've found the Determinand click the ***checkbox*** to select it. 6. Click ***Select*** to confirm. 7. Back in the ***Test Result*** pop up screen, enter the value from the test. 8. Click on ***Submit***.



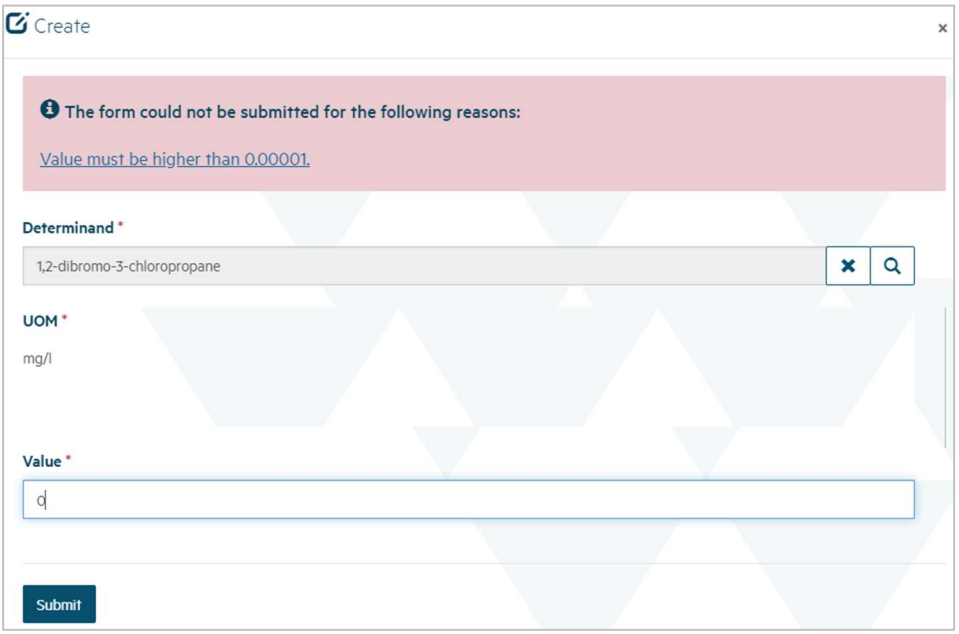


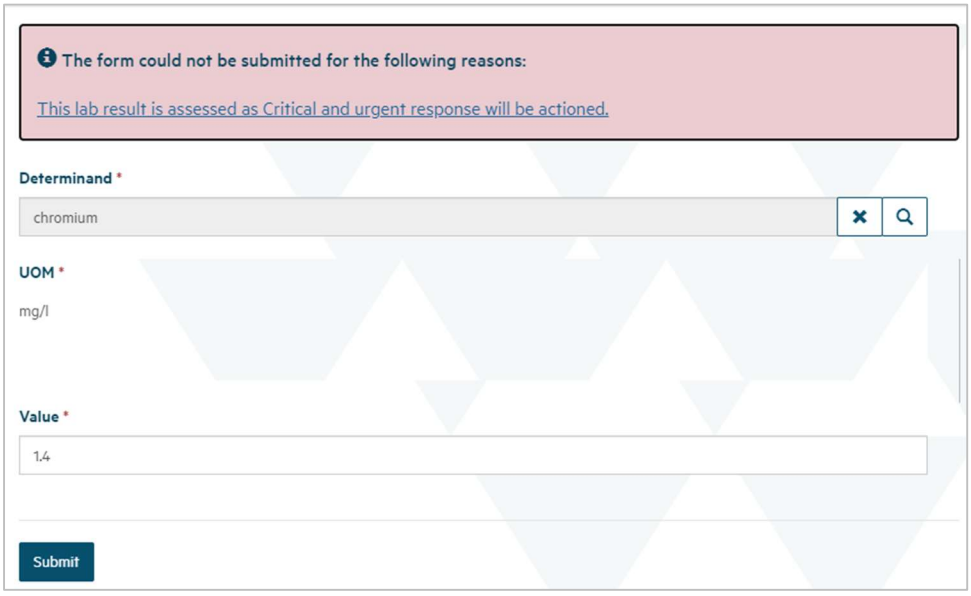




Step	What to do

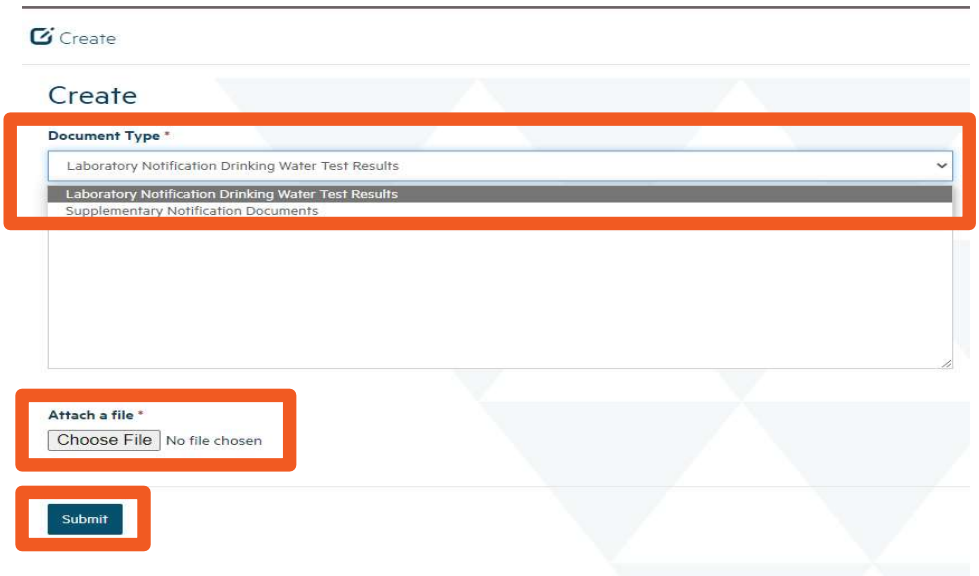
6	If there is any problem with the data you have submitted, one or more messages will be displayed at the top of the screen, for example *missing mandatory data*. If this happens, correct any errors and click *Submit* again.
	
	Our Hinekōrako system checks the test result value to determine:
	
	• **Whether the value is below the Maximum Acceptable Value for the determinand.** If it is, the following message will be displayed: *"The Determinand MAV was not exceeded, and notification is not required in this case"*.
	  ○ Taumata Arowai do not need to be notified of this result, although it will still be reported as part of your notification.
	• **Whether the value is above the threshold for the notification to be considered critical.** If it is the following message will be displayed: *"This lab result is assessed as Critical, and an urgent response will be actioned".*
	  ○ This is a chance for you to check that the value entered is correct. If the test result is submitted, Taumata Arowai staff will be alerted, and a critical priority response will be triggered.
	• **Whether the value is above the MAV and below the Critical threshold.** If it is the following message will be displayed: *"This lab result is above the Determinand MAV and is notified".*
	
	Note: The heading which states that *'The form could not be submitted …'* is a standard heading. In the case of the above three checks, they are warnings or confirmations only, if you click on the *Submit* button again the test result will be saved.



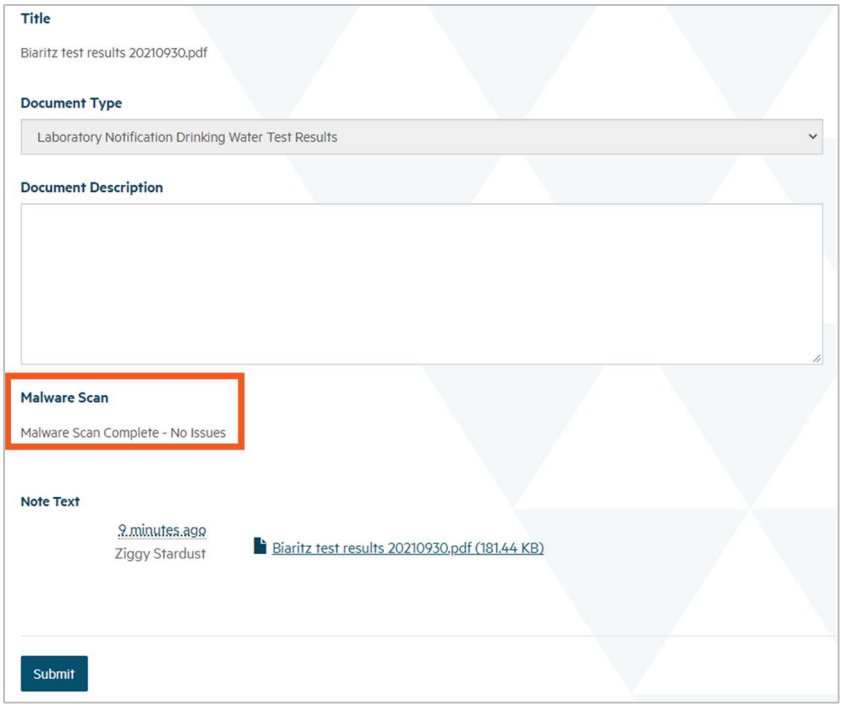


Step	What to do
7	Once you have submitted the first test result you can repeat the process to add other test results from the same sample that also exceeded a MAV, building up a list of results. If you need to correct a result you can select ***Edit*** from the drop-down list at the end of that *Test Result's* row, which will open the *Test Result* pop up screen and allow you to make and ***submit*** changes. You can also remove a ***Test Result*** by choosing ***Delete*** from the same drop-down menu.

Step	What to do
8	You can also upload a document that contains the full test results. There are certain file types we will not allow you to load for our security and you cannot load files larger than 30Mb. To upload a document: 1. Click on the *Upload Document* button in the *Supporting Documents* section. 2. Select the 'document type' as either *Supplementary Notification Documents* or *Laboratory Notification Drinking Water Test Results* 3. Optionally provide a description of the document if you think it will help us understand its contents better. 4. Click *choose file* and then browse your files to find and upload the one you want to add. 5. Click *submit.*

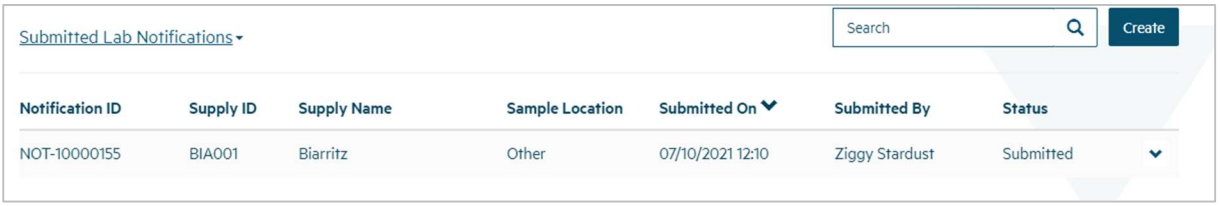


Step	What to do
9	Once you've uploaded the first file you can repeat the process to add other documents, if need be, building up a list of documents. If you uploaded the wrong document, you can select *Remove Document* from the drop down list at the end of that document's row and then click the *Upload Document* button to add the correct one. If you want to update the document description you can choose *Edit Document Details*, which will open the *Upload Document* pop up screen again and allow you to make that change. When *Editing Document Details,* you will see the read only *Malware Scan* field showing the results of our virus check. If the virus check detected a problem a message to that effect will be displayed here and the document will have been removed. You cannot save the notification when there is a document record with no document, so you will need to remove the document record.



Step	What to do
10	Once you have completed all the information on this screen and uploaded the test results documentation, click *Submit*. If there is any problem with the data you have submitted, one or more error messages will be displayed at the top of the screen. If this happens, correct the errors, and click *Submit* again.

Step	What to do
11	If there are no problems with the data, you will be returned to the *Notifications* screen with the notification included in the list of *Submitted Lab Notifications.*

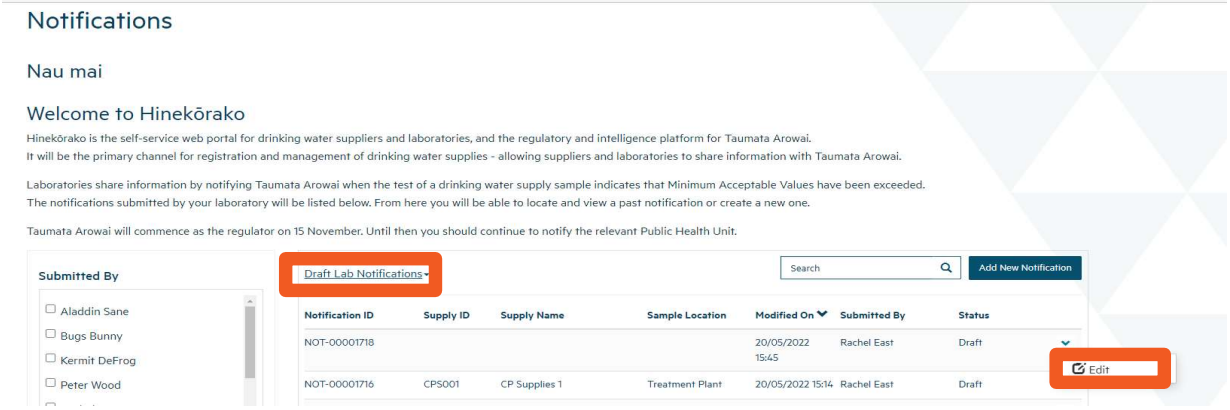


Log in again if you have timed out

Step	What to do
12	For your security, Hinekōrako will time out after 30 minutes of inactivity. If you return to a Hinekōrako screen after it has timed out, you will be redirected to RealMe® to log in again. If you are in the middle of completing the notification form, if you attempt to keep working on that form you may receive error messages relating to permissions and other system related issues. If you experience these errors, click on any top menu option, and then log in again via RealMe®. Unfortunately, although the notification will be saved as a draft *(see the next section),* Hinekōrako will not have saved any changes you made on the page. You should therefore be prepared to complete the notification without taking any breaks of 30 minutes or more. For example, have all the information you need ready and any documents you need to upload ready to be uploaded.

Manage a draft notification

Step	What to do
13	If at any point in the process of creating or editing a notification you leave the screen in the notification process you have been working on, or if you are timed out of Hinekōrako due to 30 minutes of inactivity, the notification will have been saved as a draft. It is also possible to complete and submit a draft notification from another Laboratory User within the Organisation. You can manage those notifications by: 1. Clicking on the *Draft Lab Notification* link above the list of notifications. 2. Identifying the notification you want to work with and then clicking *Edit* to complete and then submit it.



Step	What to do
14	If you *Edit* a notification, the system takes you to the first screen of the series of screens in the process of completing a notification. You can proceed through the screens as you would creating a new notification, but the previously entered data will be present. Complete or update the data, upload the test results, and submit the notification as described in the *Create New Notification* steps above. The notification will now appear in the list of *Submitted Notifications.*