

ARSO Laboratory Search Platform - User Manual

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1. Platform Overview

The **ARSO Laboratory Search Platform** is a comprehensive digital infrastructure that connects testing laboratories, auditors, and certification bodies across Africa with clients who need quality assurance services.

Key Features

Feature	Description
Multi-Organization Support	Each laboratory, auditor, or certification body operates as an independent organization
Real-time Booking	Live calendar system prevents double-booking and shows available slots
Role-Based Access Verification System	Hierarchical permissions from Super Admin to individual testers
Multilingual Interface	Organizations must be verified before appearing in public searches
Mobile Responsive	Available in English, French, and Portuguese Optimized for desktop, tablet, and mobile devices

Organization Types

- **Laboratories:** Testing and calibration facilities
- **Auditors:** Assessment and compliance verification services
- **Certification Bodies:** Standards certification and accreditation services

2. Getting Started

Accessing the Platform

Action	URL	Description
Homepage	https://database.arso-oran.org/	Main landing page with search functionality
Login	https://database.arso-oran.org/login	User authentication
Register	https://database.arso-oran.org/register	Create new account
Dashboard	https://database.arso-oran.org/organization-dashboard	Redirected here after login

System Requirements

- **Browser:** Chrome 90+, Firefox 88+, Safari 14+, Edge 90+
- **Internet:** Stable connection required for real-time features
- **JavaScript:** Must be enabled
- **Cookies:** Required for authentication and preferences

3. Public Portal Features

3.1 Navigation Menu

The navigation menu dynamically shows or hides items based on available verified organizations:

MenuItem

Home
Laboratories
Auditors
CertificationBodies
AboutUs
FAQs
ContactUs
LanguageSwitcher

3.2 Search & Discovery

Advanced Search Filters Access the search functionality at /organizations or use the homepage search:

FilterType	Options	Description
SearchTerm		
Country Sector	Freetext Dropdown Multi-select	Searchorganizationnames, descriptions, services All54Africancountries available Food,Construction, Health, Manufacturing, etc.
Services	Multi-select	ChemicalTesting, Calibration, Inspection, etc.
Accreditation OrganizationType	Multi-select Toggle	ISO17025,SANAS, EGAC, etc. SwitchbetweenLabs, Auditors, CBs

Search Results Results display in real-time as you type or adjust filters, showing: - Organization name and logo - Location (country and city) - Primary services offered - Accreditation badges - Verification status - Quick booking button

3.3 Organization Detail Pages

Each organization has a dedicated page at /organization/{slug} containing:

Organization Information

- **Header:** Name, logo, country flag, verification badge
- **Description:** Full organizational overview
- **Contact Details:** Address, phone, email, website
- **Location Map:** Interactive map showing facility location

Services & Capabilities

- **Services Offered:** Detailed list with descriptions and pricing models
- **Sectors Served:** Industries and specializations
- **Accreditations:** Current certifications with expiry dates
- **Testing Methods:** Available methodologies and standards

Performance Metrics (if available)

- Total completed bookings
- Tests performed
- Years in operation
- Customer satisfaction ratings

Public Documents

- Accreditation certificates (PDF downloads)
 - Capability statements
 - Quality manuals (if made public)
 - Price lists
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4. User Registration & Account Types

4.1 Registration Process

Visit /register to create an account. You'll see two registration options:

Option 1: Individual User Account Purpose: For clients who need testing services

Required Information: - Full name - Email address - Phone number - Password (minimum 8 characters) - Country of residence

Process: 1. Select "Request Test (User)" tab 2. Fill in personal information 3. Choose your country 4. Create secure password 5. Click "Register" 6. Verify email address 7. Access user dashboard

Option 2: Organization Registration Purpose: For laboratories, auditors, or certification bodies

Required Information: - Organization name - Organization type (Laboratory/Auditor/Certification Body) - Country location - Headquarters address - Website (optional) - Contact information (email and phone) - Owner details (name, email, password)

Process: 1. Select "Register Organization" tab 2. Fill in organization details 3. Provide owner/administrator information 4. Submit registration 5. **Status:** Organization starts in "Draft" mode 6. Complete organization profile 7. Submit for verification 8. Wait for admin approval 9. Once verified, organization appears in public searches

4.2 Account Verification

Email Verification

- All users must verify their email address
- Check your inbox for verification link
- Click link to activate account
- Resend verification email if needed

Organization Verification Organizations go through a multi-step verification process:

1. **Draft Status:** Organization created but not visible publicly
 2. **Profile Completion:** Add services, accreditations, documents
 3. **Submit for Verification:** Request admin review
 4. **Under Review:** ARSO admin team evaluates submission
 5. **Verified:** Organization appears in public searches
 6. **Rejected:** Feedback provided for improvements needed
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5. Organization Dashboard

After logging in, organization staff are redirected to /organization-dashboard with role-appropriate features.

5.1 Dashboard Sections

Organization Information Tab Purpose: Manage basic organization details

Features: - Edit organization name and description - Update contact information (email, phone, address) - Manage website and social media links - Upload organization logo - Select sectors served (multi-select) - Add/edit services with descriptions, methods, SLA days, and pricing

Projects Tab Purpose: Manage ongoing and completed projects

Features: - View all organization projects - Track project status and progress

- Assign team members to projects - Update project details and timelines

Users Tab Purpose: Manage organization team members

Features: - View all team members - Invite new staff members - Assign roles and permissions - Remove team members - Update user information

Appointments Tab Purpose: Manage booking calendar and appointments

Features: - View calendar of all appointments - See unassigned appointments queue - Self-assign appointments (for testers) - Update appointment status - Add appointment notes - Generate reports

5.2 Appointment Management

Appointment Statuses

Status	Description	AvailableActions
Pending	Newlybooked,awaitingassignment	Assign to tester
Assigned	Assignedtospecifictester	Start testing
InProgress	Testingcurrentlyunderway	Complete, Add notes
Completed	Testingfinished	Request verification
Verified	Resultsverifiedbysupervisor	Generate report
Cancelled	Appointmentcancelled	Archive

Self-Assignment Process

1. Navigate to “Appointments” tab
2. View “Unassigned Queue”
3. Click “Assign to Me” on available appointments
4. Appointment moves to your personal calendar
5. Update status as work progresses

5.3 Services Management

Adding Services

1. Go to “Organization Information” tab
2. Scroll to “Services Served” section
3. Click “Add Service”
4. Fill in service details:
 - Service name
 - Description
 - Testing methods (comma-separated)
 - SLA days
 - Pricing model
 - Accreditation status

Service Information Fields

- **Service Name:** Clear, descriptive name
 - **Description:** Detailed explanation of service
 - **Methods:** Testing methodologies used (stored as JSON array)
 - **SLA Days:** Standard turnaround time
 - **Pricing Model:** Fixed, Variable, or Quote-based
 - **Accreditation:** Whether service is accredited
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6. Booking & Appointments

6.1 Public Booking Process

For Registered Users

1. Browse organizations or use search
2. Visit organization detail page
3. Click “Book a Testing Slot”
4. Select available date/time from calendar
5. Confirm booking details
6. Receive confirmation email with appointment ID

For Guest Users

1. Follow steps 1-3 above
2. When prompted, either:
 - **Quick Registration:** Provide name and email
 - **Full Registration:** Create complete account
3. Complete booking process
4. Receive confirmation email

6.2 Booking Calendar

Availability Display

- **Green:** Available slots
- **Red:** Booked/unavailable
- **Gray:** Outside operating hours
- **Blue:** Your existing bookings (if logged in)

Time Slots

- Slots are organization-specific
- No overlapping bookings allowed
- Real-time updates prevent double-booking
- Different testers can have different availability

6.3 Appointment Confirmation

After successful booking, you’ll receive: - **Confirmation Email:** With appointment details and ID - **Calendar Invite:** To add to your personal calendar - **Organization Contact:** Direct contact information - **Preparation Instructions:** What to bring/prepare

6.4 Managing Your Bookings

For Individual Users Access your booking sat/user/dashboard:-View upcoming appointments - See appointment history - Download test reports

7. User Roles & Permissions

7.1 Role Hierarchy

Role	Level	Scope	Key Permissions
Super Admin	1	Platform-wide	Manage all organizations, verify new orgs
Organization Owner	2	Single organization	Full organization management
Organization Manager	3	Single organization	Manage users, appointments, services
Lab Verifier	4	Single organization	Verify test results, approve reports
Lab Tester	5	Single organization	Conduct tests, update appointment status
Regular User	6	Personal account	Book appointments, view own history

7.2 Detailed Permissions

Super Admin Capabilities

- View and edit any organization
- Approve/reject organization verification requests
- Manage platform settings and content
- Access all user accounts and data
- Generate platform-wide reports

Organization Owner Capabilities

- Edit organization profile and settings
- Manage all team members and roles
- View all organization appointments and data
- Submit organization for verification
- Access financial and performance reports

Organization Manager Capabilities

- Manage team members (except owners)
- Edit organization services and availability
- Assign appointments to testers
- View organization reports
- Update organization information

Lab Verifier Capabilities

- Review and verify test results
- Approve final reports
- View all organization appointments
- Cannot edit organization profile
- Cannot manage users

Lab Tester Capabilities

- Self-assign from unassigned queue
- Update appointment status
- Add testing notes and results
- Request verification for completed tests
- View only assigned appointments

Regular User Capabilities

- Search and browse organizations
- Book appointments
- View personal appointment history
- Download personal test reports
- Update personal profile

8. Language Support

8.1 Available Languages

The platform supports three languages: - **English (EN)**: Default language - **French (FR)**: Français - **Portuguese (PT)**: Português

8.2 Switching Languages

Method 1: Header Menu

1. Look for language selector in top navigation
2. Click current language (e.g., “EN”)
3. Select desired language from dropdown
4. Page refreshes in new language

Method 2: URL Parameter Add language code to URL: ?locale=fr or ?locale=pt

8.3 Language Persistence

- Language preference saved in browser
- Remains active across sessions
- Applies to all pages and features
- Email notifications sent in selected language

8.4 Content Translation

Fully Translated

- Interface elements and navigation
- Form labels and buttons
- Error messages and notifications
- System-generated content

User-Generated Content

- Organization descriptions (may be in original language)
 - Service descriptions (as entered by organization)
 - User reviews and comments (in user's language)
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9. Troubleshooting

9.1 Common Issues

Login Problems Issue: Cannot log in / "Invalid credentials" error **Solutions:** 1. Verify email address is correct 2. Check if Caps Lock is on for password 3. Try password reset if forgotten 4. Clear browser cache and cookies 5. Try different browser or incognito mode

Issue: Blank page after login **Solutions:** 1. Refresh the page (F5 or Ctrl+R) 2. Clear browser cache 3. Check if JavaScript is enabled 4. Try logging out and back in

Registration Issues Issue: Email already exists **Solutions:** 1. Try logging in instead of registering 2. Use password reset if you forgot password 3. Contact support if you didn't create the account

Issue: Organization name/slug already taken **Solutions:** 1. Try variations of your organization name 2. Add location or specialization to make it unique 3. Contact support if you believe there's an error

Booking Problems Issue: No available slots showing **Solutions:** 1. Try different date ranges 2. Check if organization is verified 3. Verify organization operates in your area 4. Contact organization directly

Issue: Booking confirmation not received **Solutions:** 1. Check spam/junk folder 2. Verify email address is correct 3. Wait up to 15 minutes for delivery 4. Contact organization to confirm booking

9.2 Browser Compatibility

Recommended Browsers

- **Chrome:** Version 90 or newer
- **Firefox:** Version 88 or newer
- **Safari:** Version 14 or newer
- **Edge:** Version 90 or newer

Browser Settings

- **JavaScript:** Must be enabled
- **Cookies:** Required for login and preferences
- **Pop-ups:** Allow for file downloads
- **Cache:** Clear if experiencing issues

9.3 Performance Issues

Slow Loading

1. Check internet connection speed
2. Clear browser cache and cookies
3. Close unnecessary browser tabs
4. Try different browser
5. Check if antivirus is blocking content

Search Not Working

1. Try simpler search terms
 2. Clear all filters and try again
 3. Refresh the page
 4. Check internet connection
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1. **FAQ Section:** Visit /faqs for common questions
2. **User Manual:** This comprehensive guide
3. **Organization Contact:** Direct contact for booking issues
4. **Platform Status:** Check if there are known issues

Appendix: Quick Reference

Important URLs

- **Homepage:** <https://database.arso-oran.org/>
- **Login:** <https://database.arso-oran.org/login>
- **Register:** <https://database.arso-oran.org/register>

- **Dashboard:** <https://database.arso-oran.org/organization-dashboard>
- **Search Labs:** <https://database.arso-oran.org/organizations>
- **About:** <https://database.arso-oran.org/about-us>
- **Contact:** <https://database.arso-oran.org/contact-us>
- **FAQs:** <https://database.arso-oran.org/faqs>

Keyboard Shortcuts

- **Ctrl + F:** Search within page
- **F5:** Refresh page
- **Ctrl + Shift + R:** Hard refresh (clear cache)
- **Ctrl + +:** Zoom in
- **Ctrl + -:** Zoom out

Status Indicators

- **☑ Verified:** Organization approved and visible publicly
 - **☑ Under Review:** Verification in progress
 - **☑ Draft:** Organization not yet submitted for verification
 - **☑ Pending:** Appointment awaiting assignment
 - **☑ In Progress:** Testing currently underway
 - **☑ Completed:** Service delivered successfully
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This manual is regularly updated to reflect platform improvements and new features. For the latest version, visit the platform's help section.