Purpose of this QRG

- To teach you how to respond to Lab Alerts, that have been set up by Area Managers (Oil Sands) through Lab Alert Definitions, in the OLT

Intended Audience for this QRG

- Supervisors (Oil Sands) in the OLT
- Area Managers (Oil Sands) in the OLT

Purpose of Lab Alerts in the OLT

- To alert workers about a lab sample which was scheduled to be taken but was not taken and therefore is not in the site's Plant Historian

Prerequisites

- You must have access to the OLT software application
- You must have a Supervisor or an Area Manager (Oil Sands) role in the OLT to complete the procedure described below
- An Area Manager (Oil Sands) must have first created a Lab Alert Definition describing how many samples need to be taken, when and how often
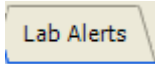
Helpful Hints

- Lab Alerts can have the following statuses: ⚠ data unavailable; ⚠ data unavailable (late); ⚠ unresolved; ⚠ unresolved (late) or ⚠ resolved
- You can view Lab Alerts from either the Priorities screen or from the Lab Alerts screen
- Hover mouse over icons to view their meanings
- A response to a Lab Alert is always required. If a Lab Alert has not been responded to and has not been marked as "resolved" *before the end of the shift*,it was generated in, it's status will indicate that it's "late".
- Only unresolved Lab Alerts appear on the Priorities page.
- Lab Alerts will only receive a status of data unavailable if the OLT is unable to communicate with the site's Plant Historian for a number of hours.
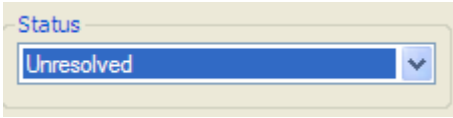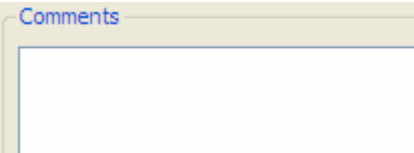
Procedure

1. On the navigation pane, click Lab Alerts icon **Lab Alerts** to navigate to the Lab Alerts screen.

2. Click the Lab Alerts tab (located on the top of your screen) **Lab Alerts** to navigate to the Lab Alerts screen.

3. Click in the Lab Alerts display grid to select/highlight the Lab Alert you wish to respond to.

4.   Click Respond button (located on the middle of your screen) to respond to the selected/highlighted Lab Alert.

5.   Click the drop-down arrow in the Status box to select a status for the Lab Alert.

6.   Click to choose desired status. For example, click 'Resolved' to select it from the list.

Note: Status can be set to Unresolved or Resolved. Choose 'Unresolved' if you are still working on the sample or accidentally resolved it previously. Choose 'Resolve' if you were able to confirm the sample and the sample has been processed.

7.   Click in the Comments box to select it.

8.   Type the required information to provide a detailed response.

9.   If you do not wish to have your response copied to the Shift Log, then uncheck the Copy Response to Log box (located on the bottom of your screen).

10. Click Save & Close button to save your work and close the Lab Alert Response screen.

11. Click Ok button to acknowledge your save was successful.