

# Participant Feedback Requested on Development of New Online Participant Portal

## Background

Proficiency Testing Canada (PTC) has been managing participant information using a combination of paper-based applications, Filemaker™ database and a third-party application for reporting PT results. Although this has been functional, it has occasionally resulted in errors due to miscommunication between the participant and PTC, as well as errors caused by manual transcription of information. For participants who participate in a large number of PT test groups, the web-data-entry system can also be very time-consuming.

To address these issues, PTC has been developing a web-based Portal that will allow participants to manage their own profiles, modify PT registrations, view and pay invoices and report PT results online using a user-friendly PTC Portal. The second phase of development will include the ability to review historic reports and view trend plots over several PT rounds.

## Feedback Requested

Before implementing the new Portal, PTC is seeking feedback on what has been developed to-date. We are seeking feedback using two different approaches.

1. Feedback from a small number of participants who will be given access to the system for testing. If you are interested in helping us out with this testing please contact me at [kmiddlebrook@ptcanada.org](mailto:kmiddlebrook@ptcanada.org).
2. Feedback on the functionality of the system as described and visualized in the PTC Portal Customer Overview document, and provide feedback using the Feedback Form, both linked below.

Portal Overview: <https://ptcanada.org/wp-content/uploads/PTC-Portal-Customer-Overview.pdf>

Portal feedback form: <https://ptcanada.org/wp-content/uploads/Portal-Feedback-Form.docx>

As always, feedback on all aspects of the PTC PT operations is welcome.

Sincerely,



Ken Middlebrook  
PTC Executive Director | [kmiddlebrook@ptcanada.org](mailto:kmiddlebrook@ptcanada.org)  
(613) 292-9631