Contents

Frequently asked questions

What has happened to my ‘Order’ button? I cannot place orders any longer…

Once you have purchased some chemicals through Labsafe – you are required to transfer them to some storage in your lab within a week from the delivery date. Labsafe will give show you a warning about this when you have some chemicals delivered but not moved within 3 days since delivery. After 7 days the order button disappears.

To transfer chemicals there are two options – use the ‘Transfer chemicals’ orange button that has replaced the ‘Order’ button on your home screen and transfer chemicals one-by-one or use a batch transfer tool available from Purchasing/Inventory: batch processing. When using the batch tool – click on the ‘Transfer’ button to get the list of chemicals need to be transferred. You can select a few to transfer to the same storage at the same time.

Where is my ‘Order’ button?

Please make sure that you are on the right page. Labsafe has a number of ‘modules’ each of which has its own home page - the home button has a small drop-down menu trigger on the right – click it and make sure that you are on the ‘Chemicals/Inventory’ page to get to the ‘Order’ button. Labsafe will remember the chosen home page when you log in next time.

I want to place an order but get ‘No funding available’ message…

You should ask your supervisor to edit your account and add some funding. If that funding is not available to your supervisor – you will need to contact your financial teams to add any required funding.

I want to transfer chemicals, but I do not have any storage

In order to transfer chemicals, you need to have some storage cabinets in your lab. These can be created on My group(s)’: Manage storage page. Only people who are lab space managers can access that page. Your group leader and/or administrators can create storage cabinets or delegate you this role.

I have activated my account but still cannot login?

The account creation process takes 2 steps – first is ‘activation’ when you validate your email. The second is ‘authorisation’ when your account is set up for use. Once your account has been activated an email is sent to your supervisor (if you have selected a group you are registering in) or the chosen department’s administrators if you are a group leader. Once the account has been set up and ready to use – you will receive a confirmation email. You can contact your department’s financial team if you do not get your account set up in reasonable time.

How do I authorise a user account?

If you have received a user authorisation request – you need to log into Labsafe and edit the user’s account – update their funding, locations, the account expiry date and change their role to ‘User’. Once the account has been updated – the system will automatically notify the user that their account is ready to be used.

There is a shortcut button on your home screen to locate the unauthorised accounts. The amber exclamation icon button will appear at the top right next to ‘Logged in as…’ drop-down menu when there are users that you can authorise. Clicking on it will show you the list of users those accounts need to be authorised.