

## Access

**Q** How do I sign up for an account in MSDRx Infinity?

**A** To sign up for an account in MSDRx Infinity please visit: <https://msdrx.mainestandards.com> and select the Register link.  
*The myCalVer ID is an optional line and can be left blank when registering for an account.*

**Q** How will I know if I already have an account in MSDRx Infinity?

**A** When signing up for a new account the email address will show as being already registered. In these instances, please connect to Data Reduction at: [msc.datareduction@lgcgroup.com](mailto:msc.datareduction@lgcgroup.com) or 1-207-892-1300.

**Q** How do I reset my password for my MSDRx Infinity account?

**A** To reset your password in MSDRx Infinity please visit: <https://msdrx.mainestandards.com> and select the Recover link.

**Q** How do I unlock my account if I've entered the incorrect information too many times?

**A** Please contact Data Reduction at: [msc.datareduction@lgcgroup.com](mailto:msc.datareduction@lgcgroup.com) or 1-207-892-1300.

**Q** How do I obtain access to other sites that I have responsibilities for?

**A** Please contact Data Reduction at: [msc.datareduction@lgcgroup.com](mailto:msc.datareduction@lgcgroup.com) or 1-207-892-1300.

**Q** Will everyone in my lab need their own account?

**A** Yes, each person in the laboratory should have their own account. Users can be linked to multiple laboratories that they have responsibilities for by contacting Data Reduction at: [msc.datareduction@lgcgroup.com](mailto:msc.datareduction@lgcgroup.com) or 1-207-892-1300.

## Capabilities

**Q** What are the benefits of using the new cloud based MSDRx Infinity software over the legacy, downloadable software?

**A** MSDRx Infinity provides customers access to real-time peer reporting and data entry in a cloud-based environment. Further enhancements include, customizable 3rd party assays, selectable/editable TEa sources and allowable error percentages, and a dashboard view for all submissions in one easy to find place.

**Q** Will you continue to offer data reduction services through the available data submission form on MaineStandards.com with MSDRx Infinity?

**A** One of the benefits of MSDRx Infinity is that all currently available peer data is viewable in real-time. We will continue to offer data reduction services to all VALIDATE customers through the traditional submission process if you choose to not use the cloud-based software.

**Q** Will legacy (downloadable) MSDRx continue to be supported with the release of MSDRx Infinity?

**A** Legacy MSDRx will not be updated or maintained following the official launch of MSDRx Infinity. We recommend transitioning to the new online, cloud-based software at your earliest convenience.

## Data Processing

- Q** Will dilutions and admixtures still be allowed in MSDRx Infinity?
- A** Yes, dilutions and admixtures will be available in MSDRx Infinity. For support with a dilution or admixture, please contact Technical Support at: [msc.techsupport@lgcgroup.com](mailto:msc.techsupport@lgcgroup.com) or 1-207-892-1300.
- Q** When will new lots of peer data be made available in MSDRx Infinity?
- A** A full peer comparison report is available once a minimum of 10 labs have submitted data for a particular VALIDATE lot on a specific instrument/method. Partial peer will be provided for peer groups with less than 10 labs reporting.
- Q** How do I check if new peer data is available for a completed report?
- A** To check if there is an updated peer comparison for a completed report, please select the submission ID you wish to check for an update and select "Refresh Peer" on the Submission Review page. *The selection will be grayed out if there is no updated peer available.*

## Reports

- Q** Will I still be able to access my historical reports captured in myCalVer?
- A** Yes, historical reports in myCalVer will remain accessible. All data processed in MSDRx Infinity will be available via the Calibration Verification Dashboard or in the View Submissions area of your account. myCalVer is only a historical repository for legacy MSDRx.
- Q** Where can I access my historical reports?
- A** Historical reports will be available in MSDRx Infinity via the Calibration Verification Dashboard or in the View Submissions area of your account. myCalVer is only a historical repository for legacy MSDRx.

## Support

- Q** Who should I contact for assistance with flags in my data or any report inquires?
- A** Please contact Technical Support at: [msc.techsupport@LGCGroup.com](mailto:msc.techsupport@LGCGroup.com) or 1-207-892-1300.
- Q** Who should I contact for a status update on my data submission/peer?
- A** Please contact Data Reduction at: [msc.datareduction@lgcgroup.com](mailto:msc.datareduction@lgcgroup.com) or 1-207-892-1300.
- Q** Who can help answer additional questions about MSDRx Infinity?
- A** Please contact Data Reduction at: [msc.datareduction@lgcgroup.com](mailto:msc.datareduction@lgcgroup.com) or 1-207-892-1300.