

# FREQUENTLY ASKED QUESTIONS AND PARTICIPANT SUPPORT

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## Most Common Questions

INQUIRY	ACTION
<p><b>I need to add PT and/or QC programs.</b></p>	<p>Log into the NSQAP Participant Portal  <a href="https://nbs.dynamics365portals.us/">https://nbs.dynamics365portals.us/</a></p> <ul style="list-style-type: none"> <li>• Click on HELP on black bar</li> <li>• Click on HELP on the drop-down</li> <li>• Click "OPEN NEW REQUEST"</li> <li>• On next screen, click on "<b>Modify (Add/Delete) Program</b>" under the Help Category</li> <li>• Type the program(s) to add or delete. (<i>refer to the list of programs at the end of these FAQs</i>)</li> <li>• Click Submit</li> </ul> <p>NOTE: You can verify enrolled programs by viewing your laboratory details in the LAB INFORMATION section.</p>
<p><b>I need extra PT and/or QC material for validation studies.</b></p>	<p>Log into the NSQAP Participant Portal  <a href="https://nbs.dynamics365portals.us/">https://nbs.dynamics365portals.us/</a></p> <ul style="list-style-type: none"> <li>• Click on HELP on black bar</li> <li>• Click on HELP on the drop-down</li> <li>• Click "OPEN NEW REQUEST"</li> <li>• On next screen, click on "<b>Extra Materials Request</b>" under the Help Category</li> <li>• Type material needed and how material will be used</li> <li>• Click Submit</li> </ul>
<p><b>I need to contact NSQAP to ask a general question.</b></p>	<p>Log into the NSQAP Participant Portal  <a href="https://nbs.dynamics365portals.us/">https://nbs.dynamics365portals.us/</a></p> <ul style="list-style-type: none"> <li>• Click on HELP on black bar</li> <li>• Click on HELP on the drop-down</li> <li>• Click "OPEN NEW REQUEST"</li> <li>• On next screen, click on "<b>Other</b>" under the Help Category</li> <li>• Type question</li> <li>• Click Submit</li> </ul>
<p><b>Can you extend the data reporting deadlines?</b></p>	<p>We cannot extend data deadlines. We encourage you to conduct a self-evaluation using the summary report.</p>
<p><b>I need to add additional users to the NSQAP Participant Portal.</b></p>	<p>Log into the NSQAP Participant Portal  <a href="https://nbs.dynamics365portals.us/">https://nbs.dynamics365portals.us/</a></p> <ul style="list-style-type: none"> <li>• Click on HELP from the black bar</li> <li>• Click on Add/Remove Users</li> </ul>
<p><b>I am a participant in NSQAP. Why am I not receiving materials or correspondence from the Program?</b></p>	<p>Make sure your account information is up to date:</p> <ul style="list-style-type: none"> <li>• Log into the NSQAP Participant Portal  <a href="https://nbs.dynamics365portals.us/">https://nbs.dynamics365portals.us/</a></li> <li>• Click on Lab Information on the black bar</li> <li>• Click on Lab Information on the drop-down</li> </ul>
<p><b>Can we email our results to NSQAP?</b></p>	<p>All data must be reported using the NSQAP Participant Portal. No results will be accepted by email. <a href="https://nbs.dynamics365portals.us/">https://nbs.dynamics365portals.us/</a></p>
<p><b>Will we receive a certificate of participation?</b></p>	<p>The Newborn Screening Quality Assurance Program (NSQAP) does not issue certificates of participation for reporting proficiency testing or quality control results.</p>

## Enrollment Information

INQUIRY	ACTION
<p><b>What are criteria for participation in NSQAP?</b></p>	<p>The laboratory must use the dried blood spot (DBS) matrix, and the laboratory's analyte reference ranges must represent the newborn period of life.</p>
<p><b>How do I request participation in the Newborn Screening Quality Assurance Program?</b></p>	<p>NEW PARTICIPANTS must complete the Participation Request Form at this link <a href="https://nbs.dynamics365portals.us/pr/">https://nbs.dynamics365portals.us/pr/</a></p> <p><i>NOTE: When completing the request form, you must provide a business street address. We cannot ship to a residential address or a Post Office Box. Tax ID and broker information may be required for laboratories located outside the United States.</i></p>
<p><b>What are my laboratory's responsibilities when participating in NSQAP?</b></p>	<ul style="list-style-type: none"> <li>• You are responsible for any documents, import permits, fees, taxes, or other costs required by your country for release of your package from customs.</li> <li>• You must report results at least one time each year for all PT and/or QC programs you receive. Failure to report results will result in inactivation for the program(s).</li> </ul>
<p><b>I tried to enroll in NSQAP but was told the laboratory limit for my country has been reached. Can an exception be made for my laboratory?</b></p>	<p>NSQAP can support up to 50 laboratories per country. We cannot make an exception to the country limit.</p>
<p><b>We are a manufacturer of newborn screening analysis kits. Can we enroll in NSQAP?</b></p>	<p>A manufacturer must have at least three NSQAP participants using your product to enroll in our program. We will verify this criterion when we receive your registration request.</p>
<p><b>Is there a cost for materials or shipping?</b></p>	<p>There is no cost for DBS materials or shipping for regularly scheduled shipments. You are responsible for any documents, import permits, fees, taxes, or other costs required by your country for release of your package from customs. While there is no monetary cost for materials or shipping, results must be reported for all PT and/or QC programs you receive. You <b>must report results at least one time each year</b> to stay active in NSQAP and to continue to receive materials in the following year. <b>Failure to report results will result in inactivation from the program(s).</b></p>
<p><b>Do we need to re-enroll each year?</b></p>	<p>No. Your laboratory must report results at least once per year for all PT and/or QC programs you receive to remain enrolled and to continue to receive materials in the following year. <b>Failure to report results will result in inactivation for the program(s).</b></p>
<p><b>When will I begin receiving PT and/or QC DBS materials?</b></p>	<p>All participation requests must be received by October 31 to begin receiving materials in January of the following year. Refer to the shipping schedule in the calendar section on the home page of the NSQAP Participant Portal. <a href="https://nbs.dynamics365portals.us/">https://nbs.dynamics365portals.us/</a></p> <p><i>Example: Enroll by October 31, 2024 for participation starting in January of 2025. Participation requests received after October 31 are processed for the following year.</i></p>

## Updating Laboratory Information and Address

INQUIRY	ACTION
<p><b>I need to update the Primary Contact for our laboratory.</b></p>	<p><b>Contact NSQAP at</b>  <a href="mailto:NSQAPDMT@cdc.gov">NSQAPDMT@cdc.gov</a>            Include your laboratory code number in all correspondence.</p>
<p><b>I need to update our address, phone number, etc.</b></p>	<p>Log into the NSQAP Participant Portal  <a href="https://nbs.dynamics365portals.us/">https://nbs.dynamics365portals.us/</a></p> <ul style="list-style-type: none"> <li>• Click on HELP from the black bar</li> <li>• Click HELP in the pulldown menu</li> <li>• Click “OPEN NEW REQUEST” in blue box</li> <li>• Choose “<b>Contact/Address Update</b>” under Help Category</li> <li>• Type your updates in the box and click submit</li> </ul>
<p><b>I am a participant in NSQAP. Why am I not receiving materials or correspondence from the Program?</b></p>	<p>Make sure your account information is up to date:</p> <ul style="list-style-type: none"> <li>• Log into the NSQAP Participant Portal  <a href="https://nbs.dynamics365portals.us/">https://nbs.dynamics365portals.us/</a></li> <li>• Click on Lab Information on the black bar</li> <li>• Click on Lab Information on the drop-down</li> </ul> <p>If information needs updating, put in a help request to update contact/address information.</p>

## Shipping

INQUIRY	ACTION
<p><b>I have not received my shipment.</b></p>	<p><b>Group Shipment:</b> If you are part of a group shipment, you will need to contact the distributor for shipment questions.</p> <p><b>Direct Lab Shipment:</b> Check the status of your shipment with FedEx using the tracking number provided to you and contact FedEx with any questions.</p> <p>If you have not received your materials within ten days of the shipment date, submit a HELP REQUEST.</p> <p>Log into the NSQAP Participant Portal <a href="https://nbs.dynamics365portals.us/">https://nbs.dynamics365portals.us/</a></p> <ul style="list-style-type: none"><li>• Click on HELP from the black bar</li><li>• Click HELP in the pulldown menu</li><li>• Click "OPEN NEW REQUEST" in blue box</li><li>• Choose "<b>Shipping</b>" under Help Category</li><li>• Type the shipment information</li><li>• Click submit</li></ul> <p><b>We cannot assist you if you contact the program after the ten-day window period.</b></p>
<p><b>Is there a cost for materials or shipping?</b></p>	<p>There is no cost for DBS materials or shipping for regularly scheduled shipments. You are responsible for any documents, import permits, fees, taxes, or other costs required by your country for release of your package from customs. While there is no monetary cost for materials or shipping, results must be reported for all PT and/or QC programs you receive. You <b>must report results at least one time each year</b> to stay active in NSQAP and to continue to receive materials in the following year. <b>Failure to report results will result in inactivation from the program(s).</b></p>
<p><b>Can a carrier besides FedEx be used to ship our materials?</b></p>	<p>No, FedEx is the designated carrier for CDC. NSQAP must send materials using FedEx.</p>

## NSQAP Participant Portal Access

**NOTE: USE MICROSOFT EDGE TO AVOID BROWSER COMPATIBILITY ISSUES**

INQUIRY	ACTION
<b>I forgot my password and cannot log in.</b>	Enter your UserID then click “Forgot My Password” and follow the instructions to recover your password.
<b>I don’t remember the answers to the questions to recover my password.</b>	Contact the SAMS helpdesk at <a href="mailto:samshelp@cdc.gov">samshelp@cdc.gov</a> or 877-681-2901 and ask them to delete your account. After your account is deleted, you must contact <a href="mailto:NSQAPDMT@cdc.gov">NSQAPDMT@cdc.gov</a> to ask for a new registration invitation.
<b>Can we have one login that everyone uses?</b>	NO. SAMS prohibits shared accounts. See the SAMS User Guide for more information. <a href="https://auth.cdc.gov/sams/SAMSUserGuide.pdf?disp=true">https://auth.cdc.gov/sams/SAMSUserGuide.pdf?disp=true</a>
<b>How can I see who has access to our NSQAP Participant Portal account?</b>	Log into the NSQAP Participant Portal <a href="https://nbs.dynamics365portals.us/">https://nbs.dynamics365portals.us/</a> <ul style="list-style-type: none"><li>• Click on Lab Information on black bar</li><li>• Click on Lab Information in the pull-down</li><li>• See CONTACTS list</li></ul> Note: YES next to name indicates portal access NO next to name indicates no portal access
<b>How can I request additional users for the NSQAP Participant Portal?</b>	Log into the NSQAP Participant Portal <a href="https://nbs.dynamics365portals.us/">https://nbs.dynamics365portals.us/</a> <ul style="list-style-type: none"><li>• Click on HELP from the black bar</li><li>• Click on Add/Remove Users</li></ul>
<b>What is the difference between SAMS and the NSQAP Participant Portal?</b>	SAMS is an authentication authority that provides central access to applications operated by the CDC. The NSQAP Participant Portal is one of those applications.

## Proficiency Testing Questions

INQUIRY	ACTION
<p><b>When are PT materials shipped?</b></p>	<p>The NSQAP event schedule is located on the NSQAP Participant Portal CALENDAR: KEY DATES AND EVENTS.  <a href="https://nbs.dynamics365portals.us/">https://nbs.dynamics365portals.us/</a></p>
<p><b>When is the PT data reporting deadline?</b></p>	<p>The NSQAP event schedule is located on the NSQAP Participant Portal CALENDAR: KEY DATES AND EVENTS.  <a href="https://nbs.dynamics365portals.us/">https://nbs.dynamics365portals.us/</a></p>
<p><b>How do I enter PT data into the portal?</b></p>	<p>PT Data reporting instructions are located under the help section:</p> <ul style="list-style-type: none"> <li>• Click on HELP</li> <li>• Click on NSQAP Portal User Guides</li> </ul>
<p><b>Can I email my PT data to NSQAP?</b></p>	<p>We do not accept data by email. All data must be reported in the NSQAP Participant Portal <a href="https://nbs.dynamics365portals.us/">https://nbs.dynamics365portals.us/</a></p>
<p><b>Where is my PT evaluation?</b></p>	<p><b>PT Evaluation Location:</b></p> <ul style="list-style-type: none"> <li>• Log into the NSQAP Data Reporting Portal <a href="https://nbs.dynamics365portals.us/">https://nbs.dynamics365portals.us/</a></li> <li>• Click on <b>Lab Information</b> in the black bar</li> <li>• Click on <b>Reports</b> from the pull-down menu</li> <li>• Click on <b>RESULTS-LAB-####</b> under Portal Reports and Document</li> </ul> <p><b>To find the most current PT Evaluation, sort by date:</b></p> <ul style="list-style-type: none"> <li>• Click on <b>Modified</b> at the top of the date column <ul style="list-style-type: none"> <li>○ One click will sort the reports oldest to newest</li> <li>○ Two clicks will sort the reports newest to oldest</li> </ul> </li> </ul>
<p><b>Where can I find the PT Summary Report?</b></p>	<p><b>PT summary report location:</b></p> <ul style="list-style-type: none"> <li>• Log into the NSQAP Data Reporting Portal <a href="https://nbs.dynamics365portals.us/">https://nbs.dynamics365portals.us/</a></li> <li>• Click on <b>Lab Information</b> in the black bar</li> <li>• Click on <b>Reports</b> from the pull-down menu</li> </ul>
<p><b>Can NSQAP extend the data reporting deadline?</b></p>	<p>We cannot extend data deadlines. We encourage you to conduct a self-evaluation using the quarterly summary report.</p>
<p><b>How do I enter a cutoff with a &lt;?</b></p>	<p>The cutoff section can only accept numeric values. Cutoff values are not required so it is acceptable to leave those sections blank.</p>

## Quality Control Testing Questions

INQUIRY	ACTION
<b>When are QC materials shipped?</b>	The NSQAP event schedule is located on the NSQAP Participant Portal CALENDAR: KEY DATES AND EVENTS. <a href="https://nbs.dynamics365portals.us/">https://nbs.dynamics365portals.us/</a> Materials can only be shipped by FedEx.
<b>When is the QC data reporting deadline?</b>	The NSQAP event schedule is located on the NSQAP Participant Portal CALENDAR: KEY DATES AND EVENTS. <a href="https://nbs.dynamics365portals.us/">https://nbs.dynamics365portals.us/</a>  <i>Note: NSQAP does not accept QC data after the QC data reporting deadline under ANY circumstances.</i>
<b>How do I enter QC data into the portal?</b>	QC Data reporting instructions are located under the QC section: <a href="https://nbs.dynamics365portals.us/">https://nbs.dynamics365portals.us/</a> <ul style="list-style-type: none"> <li>• Click on QC</li> <li>• Click on QC Information to find the QC Portal Data Entry Instructions</li> </ul>
<b>Can I email my QC data to NSQAP?</b>	No, all QC data must be reported in the NSQAP Participant Portal <a href="https://nbs.dynamics365portals.us/">https://nbs.dynamics365portals.us/</a> by the data reporting deadline.
<b>How do I use the template to upload my QC data?</b>	QC Data reporting instructions are located under the QC section: <a href="https://nbs.dynamics365portals.us/">https://nbs.dynamics365portals.us/</a> <ul style="list-style-type: none"> <li>• Click on QC</li> <li>• Click on QC Information to find the QC Portal Data Entry Instructions</li> <li>• See section 3.1</li> </ul>
<b>How do I use a &lt; or &gt; to report results?</b>	QC Portal Data Entry Instructions are located under “QC” in the main menu: <a href="https://nbs.dynamics365portals.us/">https://nbs.dynamics365portals.us/</a> <ul style="list-style-type: none"> <li>• Click on QC</li> <li>• Click on QC Information</li> <li>• Click in QC Portal Data Entry Instructions</li> </ul>
<b>Where are QC certification pages?</b>	QC Certification pages are located under “QC” in the main menu: <a href="https://nbs.dynamics365portals.us/">https://nbs.dynamics365portals.us/</a> <ul style="list-style-type: none"> <li>• Click on QC</li> <li>• Click on QC Information</li> <li>• Click in QC Certification Information</li> </ul>
<b>How do I know if my QC data submission was successful?</b>	<b>Do not email NSQAP to confirm submission of QC Data.</b>  QC Portal Data Entry Instructions are located under “QC” in the main menu: <a href="https://nbs.dynamics365portals.us/">https://nbs.dynamics365portals.us/</a> Instructions for confirmation of data submission can be found on page 29.
<b>Where can I find the QC summary reports?</b>	QC summary report location: <ul style="list-style-type: none"> <li>• Log into the NSQAP Data Reporting Portal <a href="https://nbs.dynamics365portals.us/">https://nbs.dynamics365portals.us/</a></li> <li>• Click on <b>Lab Information</b> in the black bar</li> <li>• Click on <b>Reports</b> from the pull-down menu</li> </ul> <i>NOTE: NSQAP posts all completed QC reports. If the latest report is not available, it is still in publication phase.</i>



## PROFICIENCY TESTING PROGRAMS

*(Enrollment in these programs is not guaranteed and is subject to review)*

<b>PROFICIENCY TESTING PROGRAMS</b> Three events per year	<b>ANALYTE(S) INCLUDED</b>
<b>Acylcarnitines (ACPT)</b>	C0(L), C2(L), C3, C3DC, C3DC+C4OH, C4, C4OH, C5, C5:1, C5DC, C5OH, C6, C8, C10, C10:1, C10:2, C14, C14:1, C16, C16OH, C18, C18:1, C18OH
<b>Adrenoleukodystrophy (ALDPT)</b>	24:0-Lysophosphatidylcholine, 26:0-Lysophosphatidylcholine
<b>Amino Acids and SUAC (AAPT)</b>	Arginine, Citrulline, Creatine, Guanidinoacetic Acid, GAMT Ratio, Leucine, Methionine, Phenylalanine, Succinylacetone, Tyrosine, Valine
<b>Biotinidase Deficiency (BIOTPT)</b>	Biotinidase
<b>Cystic Fibrosis DNA Variant Detection (CFDNA)</b>	Cystic Fibrosis DNA Variants
<b>Galactose-1-phosphate Uridyltransferase Deficiency (GALTPT)</b>	Galactose-1-phosphate Uridyltransferase
<b>Glucose-6-phosphate Dehydrogenase Deficiency (G6PDPT)</b>	Glucose-6-phosphate Dehydrogenase
<b>anti-HIV-1 Antibodies (HIVPT)</b>	anti-HIV-1 Antibodies
<b>Hormone + Total Galactose (HORMPT)</b>	Thyroxine, Thyroid Stimulating Hormone, 17 $\alpha$ - Hydroxyprogesterone, and Total Galactose
<b>Immunoreactive Trypsinogen (IRTPT)</b>	Immunoreactive Trypsinogen
<b>Lysosomal Storage Disorders (LSDPT)</b>	Galactoceramidase, Acid $\alpha$ -Glucosidase, $\alpha$ -L-Iduronidase
<b>Second-tier Congenital Adrenal Hyperplasia (CAHPT) by LC-MS/MS</b>	17 $\alpha$ -hydroxyprogesterone, 4-androstenedione, cortisol, 11-deoxycortisol, 21-deoxycortisol
<b>Sickle Cell Disease and Other Hemoglobinopathies (HbPT)</b>	<b>Enrollment currently closed.</b> Sickle Cell Disease and Other Hemoglobinopathies
<b>Spinal Muscular Atrophy (SMAPT)</b>	Survival Motor Neuron 1 (SMN1) Exon 7
<b>T-cell Receptor Excision Circle (TRECPT)</b>	T-cell Receptor Excision Circle
<b>anti-Toxoplasma Antibodies (TOXOPT)</b>	<i>Toxoplasma gondii</i> IgM Antibodies

## QUALITY CONTROL PROGRAMS

*(Enrollment in these programs is not guaranteed and is subject to review)*

QUALITY CONTROL PROGRAMS Two events per year	ANALYTE(S) INCLUDED
<b>17 <math>\alpha</math>-Hydroxyprogesterone + Total Galactose (17OHPQC and TGalQC)</b>	17 $\alpha$ -Hydroxyprogesterone, and Total Galactose
<b>Cystic Fibrosis DNA Variant Detection (CFDNAQC)</b>	QC specimens collectively contain the original 23 CFTR pathogenic variants recommended by the American College of Medical Genetics and Genomics.
<b>Galactose-1-phosphate Uridyltransferase (GALTQC)</b>	Galactose-1-phosphate Uridyltransferase
<b>anti-HIV-1 Antibodies (HIVQC)</b>	anti-HIV-1 Antibodies
<b>Immunoreactive Trypsinogen (IRTQC)</b>	Immunoreactive Trypsinogen
<b>Lysosomal Storage Disorders (LSDQC)</b>	Galactoceramidase, Acid $\alpha$ -Glucosidase, $\alpha$ -L-Iduronidase $\alpha$ -Galactosidase, $\beta$ -Glucocerebrosidase, Acid Sphingomyelinase, Iduronate-2-Sulfatase
<b>Tandem MS 1 (MSMS1QC)</b>	Arginine, Alanine, Citrulline, Creatine, Creatinine, Guanidinoacetic Acid, Glycine, Leucine, Methionine, Ornithine, Phenylalanine, Succinylacetone, Tyrosine, Valine, C0, C2, C3, C3DC, C3DC+C4OH, C4, C4OH, C5, C5:1, C5DC, C5OH, C6, C8, C10, C12, C14, C14:1, C16, C16OH, C18, C18OH, C20-LPC, C22-LPC, C24-LPC, C26-LPC, Adenosine, Deoxyadenosine
<b>Thyroxine (T4QC)</b>	Thyroxine
<b>Thyroid-Stimulating Hormone (TSHQC)</b>	Thyroid Stimulating Hormone

SECOND-TIER QUALITY CONTROL PROGRAMS Two events per year	ANALYTE(S) INCLUDED
<b>Second-tier Congenital Adrenal Hyperplasia by LC-MS/MS (CAHQC)</b>	17 $\alpha$ -Hydroxyprogesterone, 4-Androstenedione, Cortisol, 11-Deoxycortisol, 21- Deoxycortisol
<b>Second-tier Maple Syrup Urine Disease and Phenylketonuria by LC-MS/MS (MSUD-PKUQC)</b>	Alloisoleucine, Isoleucine, Leucine, Phenylalanine, Tyrosine, Valine
<b>Second-tier Methylmalonic/Propionic Acidemia and Homocystinuria by LC-MS/MS (MMA-HCYQC)</b>	Malonic Acid, Methylmalonic Acid, Ethylmalonic Acid, 2-Methylcitric Acid, Total Homocysteine