



LabSetu User Manual for Lab Agencies



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1. Introduction

LabSetu is a digital platform integrating testing and inspection agencies across the country under a single window. It has been designed to strengthen India's trade facilitation ecosystem and ensure faster, transparent, and paperless certification for export and import commodities. Key functionalities embedded in LabSetu are:

- Streamlines the process of testing and certification by digitally connecting exporters, importers, and accredited testing and inspection agencies.
- Unified online interface enables seamless interaction among stakeholders.
- Allows users to search, select, apply, track, and obtain digital test reports and certifications across various product categories.
- Improves transparency, traceability, and turnaround time in the certification process.
- Reduces delays in obtaining test results and certifications.
- Improves traceability of test results, enhancing accountability.
- Enhances global trust in India's quality infrastructure.
- Boosts visibility and accessibility of accredited testing and inspection agencies nationwide.

Over time, it aims to evolve into a robust, data-driven ecosystem — offering insights for policymaking, enabling demand forecasting, and delivering advanced analytics to identify bottlenecks and capacity gaps in the testing infrastructure.

2. Coverage & Target Audience

2.1 Coverage

This user manual provides comprehensive guidelines for the internal operations of testing laboratories participating in the **LabSetu** platform. It is designed to support lab personnel in delivering high-quality, compliant, and timely testing services to exporters and importers.

The manual focuses on:

- Ensuring regulatory **compliance** with national and international standards
- Maintaining consistent quality assurance across testing procedures
- Delivering accurate and reliable test results
- Facilitating timely processing of sample testing and certification requests

It also outlines the digital workflows, roles, and responsibilities within the LabSetu ecosystem to ensure smooth coordination between labs and trade stakeholders.

2.2 Target Audience

This manual is intended for authorized personnel within testing laboratories who interact with the LabSetu platform. The primary users include:

- **Lab Administrator** Responsible for managing lab profiles, user access, and overall operations related to the particular laboratory
- Lab Branch Manager Oversees branch-level activities, ensures compliance, and coordinates with exporters
- Lab Technician Executes sample testing procedures and uploads test results to the platform

3. Pre-Requisites for Accessing Trade Connect Portal

To ensure smooth access and functionality of the **Trade Connect e-Platform**, the following prerequisites must be met:

I. System Requirements

- A computing device (desktop, laptop, tablet) with stable internet connectivity
- A modern web browser installed (Google Chrome or Microsoft Edge for best compatibility and performance)

II. Portal Access

Access to the Trade Connect e-Platform via the official URL: https://www.trade.gov.in/

III. User Registration

- Each Lab user has to register on the Trade Connect portal
- Lab users must have valid login credentials to access platform

IV. Merchant Id for Branch Management

 Merchant ID and Checksum keys from PayGov are required for managing branch-level transactions and services

4. Integration with PayGov

Laboratories are required to register with PayGov - a designated payment gateway service provider, and configure their bank accounts to facilitate the receipt of fees related to the testing and certification of commodities. Integration with the PayGov payment gateway on LabSetu requires a valid Merchant ID and Checksum Key.

Laboratories must complete the pre-onboarding process with the PayGov team to obtain their Merchant ID and Checksum Key. Relevant information, including contact details for the PayGov team, will be shared via email.

Note: Merchant ID and Checksum Key are confidential and must not be disclosed to unauthorized individuals.

5. Functions of Laboratory Users

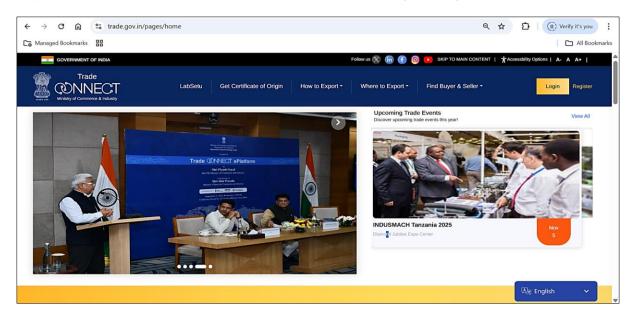
Key Roles and Responsibilities of Laboratory Users:

Sr. No.	Process	Description	Lab Admin	Lab Branch Manager	Lab Technician
1.	User Management	Function to approve / deactivate users by Lab Owner. Map user to lab branches	⊘	Ø	
2.	Branch Management	Define the branches of the labs across various locations with options for drop site etc.	⊘		
3.	Test and Fee Definition	Functionality to define the tests and fees against each test. This will include mapping of HS Code, Product, Region, Fee etc.	⊘		
4.	Mapping of Test	Map the branches to defined tests	⊘	⊘	
5.	View Test and Lab	View mapped tests and labs	>	⊘	
6.	Process Submitted Applications	View and process applications submitted by exporter		Ø	

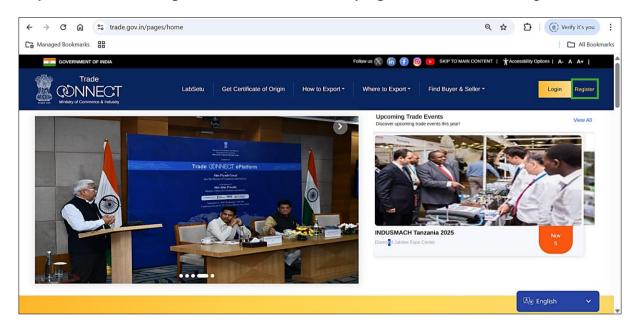
6. User Registration Process

Lab users will register on Trade Connect e-Platform (https://www.trade.gov.in/pages/register) as Testing labs.

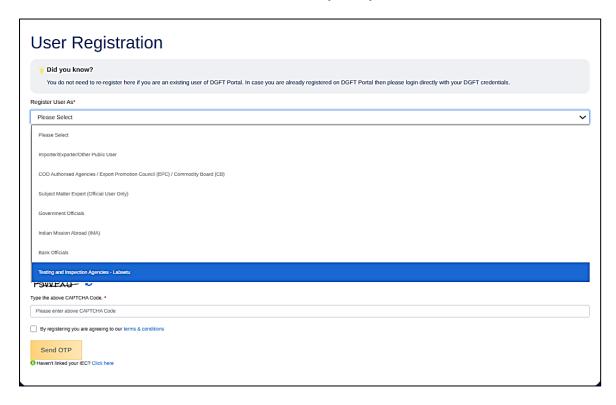
Step – 1: Go to the Trade Connect Website at https://www.trade.gov.in/pages/home



Step - 2: Click on the "Register" button located at the top-right corner of the Home Page



Step – 3: A Registration Form will appear on your screen



- a) Select the User Category as "Testing and Inspection Agencies-LabSetu"
- b) Select **User Role** as a) Lab Admin b) Lab Branch Manager c) Lab Technician
- c) Fill the **Basic details in Registration Form**:
 - **Select Lab:** Select lab from the drop-down menu.
 - Select Branch: Select the Lab Branch based on the selected Lab.

Note: In the drop-down menu, the list of labs will be displayed which are onboarded by the **Global Admin**. After which the Lab Admin can onboard the respective Lab Branches.

• First & Last Name: Enter the First name of the user

Note: First Name and Last Name should be as per the name available in your Digital Signature Token (DSC) for validation purposes. For any updates in profile, please contact your administrator post registration.

- Email ID: Enter a valid email address
- Mobile No.: Enter a valid 10 digits mobile number.
- Pin code: Enter the area Pin code as per your demographics.
- District and State: These will auto-populate based on the entered pin code
- City: Enter the City name.

Step – 4: Attachments - Upload the required **authorization documents** to assist in the administrator approval process. User can also Delete the attachments by clicking on the "Delete Icon".

Notes:

- The Lab Administrator role will be approved by System Admin as a one-time activity.
- Once approved, the Administrator can manage and approve user onboarding requests post-login through User Management
- Access to the portal will be granted only after approval.

Multiple Administrators/Officers may be onboarded if required.



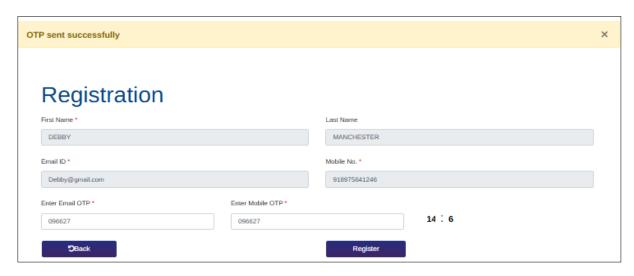
Step - 5: Complete Verification

- Enter the displayed **CAPTCHA** (reload if unreadable).
- Tick the checkbox to agree with the Terms and Conditions.
- Click on "Send OTP."



Step - 6: Verify and Submit

- Enter the OTP received on your registered mobile number and email ID.
- Click "Register" to complete the registration process.



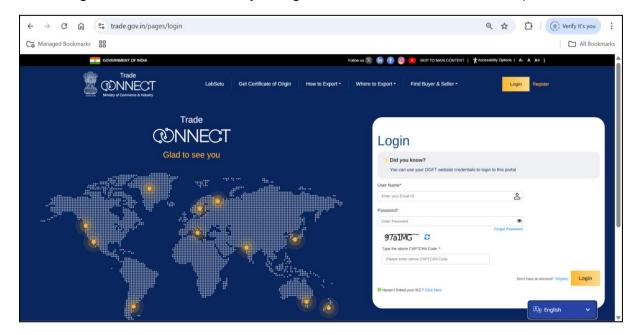
Note: In case you face any issues during the registration process, please try again after 30 minutes.

7. User Login Process on Trade Connect e-Platform

Step 1: Login to the Portal

Once the user has successfully registered on the **Trade Connect e-Platform**, they may proceed to **log in** to the website.

Use the login credentials received on your registered email address to access the portal.

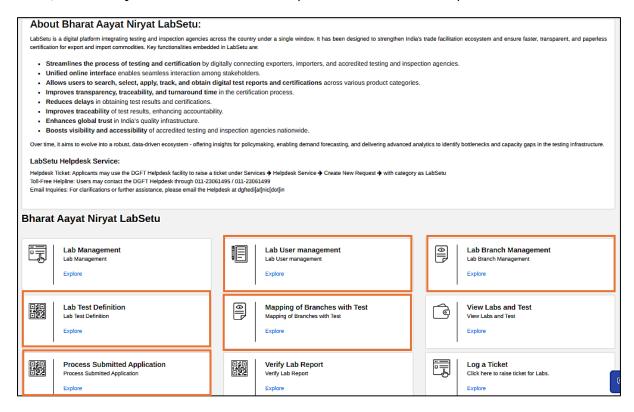


Note:

- Upon the first login, you will be prompted to **change the temporary password** as a security measure.
- If user is unable to log in, please use the "Forgot Password" option to reset your password or, if necessary, register again.

Step 2: Access the User Dashboard

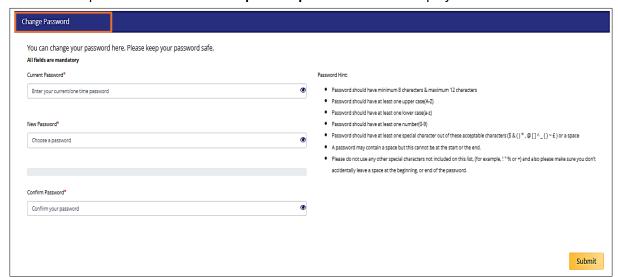
After successful login, the **User Dashboard** with activation status will be displayed. Once the user is active, click on **"My Dashboard"** to access and proceed on various menu options available



Step 3: Change Password

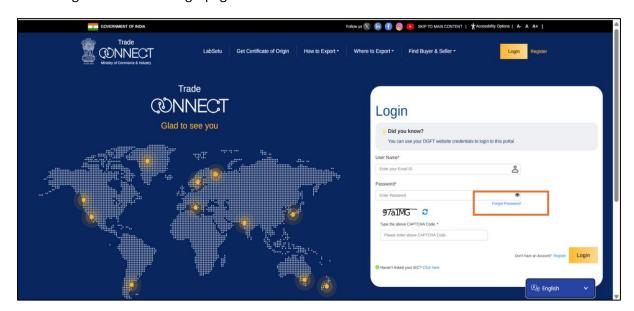
Upon the first login, the system will prompt the user to change the password.

- User needs to change the password for compliance and security purposes
- The new password must meet the specified password criteria displayed on the screen.



Step 4: Forgot Password

If a user forgets the password, it can be reset by clicking on "Forgot Password" option available at the bottom-right corner of the Login page.



8. Laboratory Onboarding & Lab Modules

- Onboarding is the initial process designed to ensure a smooth and efficient transition for new users by guiding them through system setup and required initial actions.
- The **Global Administrator** is responsible for onboarding all laboratories. This activity will be conducted **once** for each lab. Once the labs are onboarded by the Global Admin, the respective **Lab Administrators** will continue the onboarding of their associated users and branches.
- Individual lab user can register himself through the standard **User Registration** process. Upon the first successful login, the users will be prompted to **change their temporary password**. After updating the password, the user must **log in again** using the new credentials.

The **Global Administrator shall** onboard all laboratories, including those owned by Export Promotion Councils (EPCs)/Commodity Boards, as well as empanelled/recognized laboratories. During the onboarding process, each lab will be mapped to its respective EPC/Commodity Board and required to provide details of its accreditations and certifications.

Once a lab is successfully onboarded, the **Lab Administrator/Branch Manager** will be able to perform the actions through the following modules:

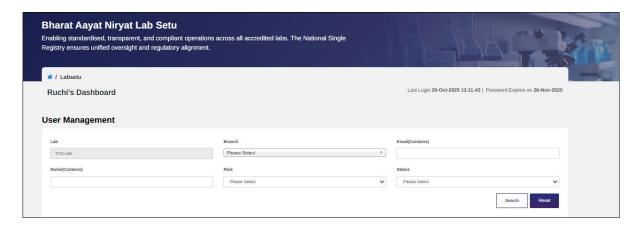
- I. **Lab User Management –** Lab Admin can onboard and manage users (e.g., Branch managers through this module.
- II. Lab Branch Management Lab Admin can manage their branches through this module
- III. **Lab Test Definition -** Configure the fee and tests including their relevant parameters through this module.
- IV. Mapping of Branches with Tests- Link specific tests to lab branches using this module.

- View Labs & Tests This module allows users to view onboarded labs and available tests.
- VI. **Process Submitted Application –** Process the submitted applications, conduct the necessary evaluations, and generate Lab Test Reports through this module.

8.1 Lab User Management

This module enables the administration of the users associated with a specific lab branch. It allows authorized personnel to perform the following actions:

- Approve/De-activate the users
- Upload Signature
- Map Users to the Lab Branch
- > Accessible Roles: This functionality is available to the following user roles:
 - a) Lab Administrator
 - b) Lab Branch Manager
- Navigation Path: After login, click on My Dashboard > Bharat Aayat Niryat LabSetu > Lab User Management option



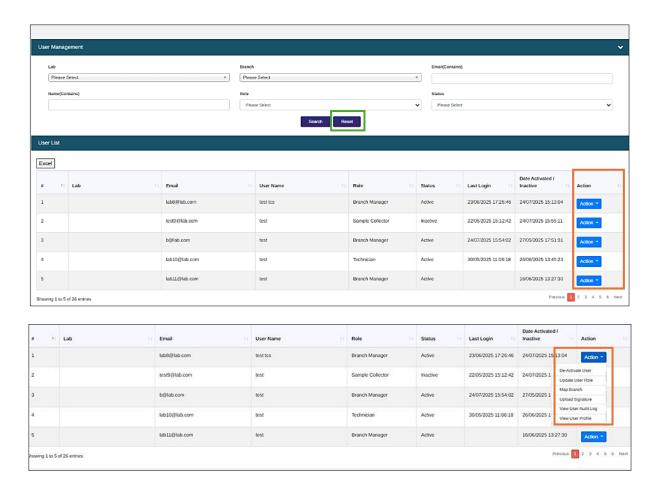
8.1.1 Search Functionality

Upon clicking **Search**, a list of users matching the specified criteria will be displayed. The user can be searched through the following options:

- Lab: User can be searched based on the lab name.
- **Branch**: User can be searched based on the selected lab's branch.
- Email: User can be searched based on the email id.
- Name: User can be searched based on the Name.
- Role: User can be searched based on the associated assigned role.
- Status: Users can be searched based on the status of the lab: Pending Activation, Active, Inactive, Rejected

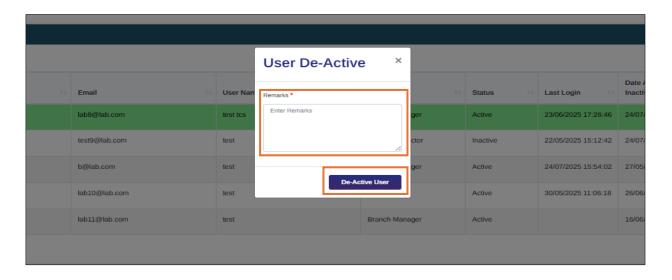
Note:

- Reset Option The search fields can be reset to their default state by clicking the "Reset" button.
- **Action Option -** In the search results, the Lab Administrator can perform specific operations for a user by clicking the "**Action**" button.



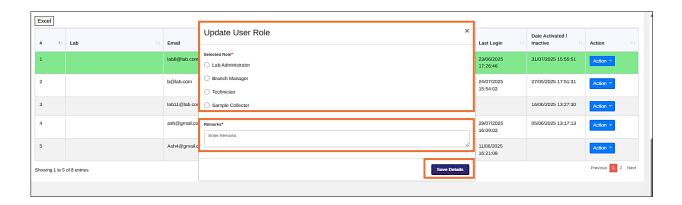
8.1.2 De-Activate User Functionality:

Lab Admin can deactivate the user by clicking on De-activate user option. He has to enter the required remarks and click the "De-Activate User" button to confirm. Once confirmed, the user account will be deactivated.



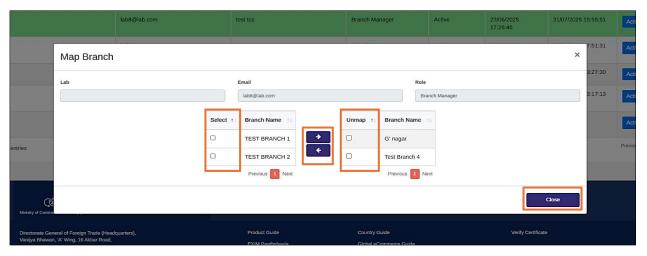
8.1.3 Update User Role Functionality:

The Lab Admin can change/update a user's assigned role by selecting the **Update User Role** option. He has to select the new role, enter the necessary remarks, and click the "**Save Details**" to apply the changes.



8.1.4 Map Branch Functionality:

The Lab Admin can map/unmap the branches of the associated lab by selecting the **Map Branch** option. To perform this action, the admin has to select the checkboxes next to the branch names to be mapped or unmapped, and then click the **arrow** button to apply the changes. Click **Close** to exit the popup.



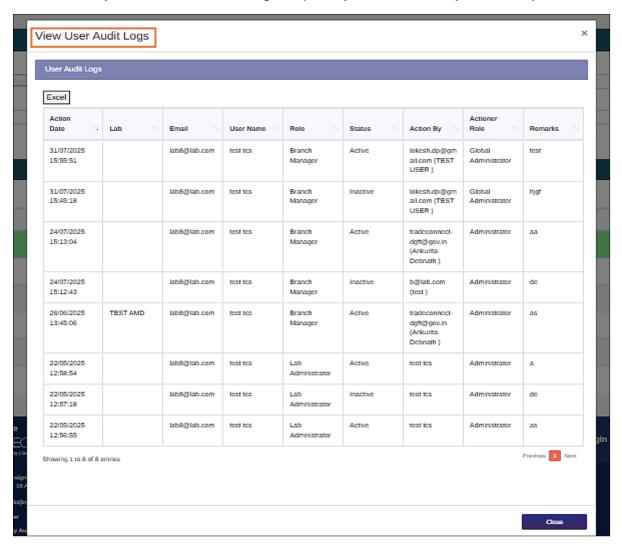
8.1.5 Upload Signature Functionality:

The Lab Admin can upload signature in specified format. Digital / e-sign is required during test report generation to authenticate the process.



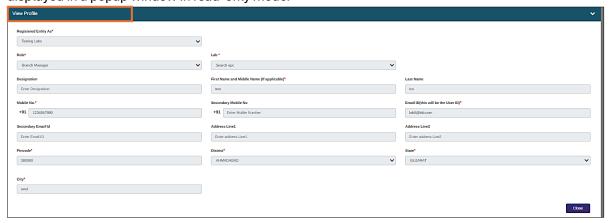
8.1.6 View User Audit Logs Functionality:

The Lab Admin can access the User Audit Logs to monitor and track all activities performed by a specific user. The audit log provides a detailed record of user actions, including updates, status changes, and other relevant system interactions, ensuring transparency and accountability within the system.



8.1.7 View User Profile Functionality:

The Lab Admin can view a user's profile by clicking the "**View User Profile**" option. The user details are displayed in a popup window in read-only mode.

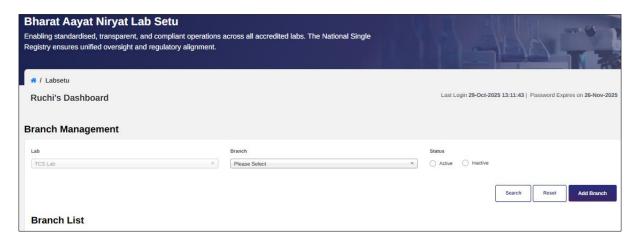


8.2 Lab Branch Management

Lab Branch Management Module allows the Laboratory Administrator to manage their branches on LabSetu Platform. This module enables the Lab Administrator to:

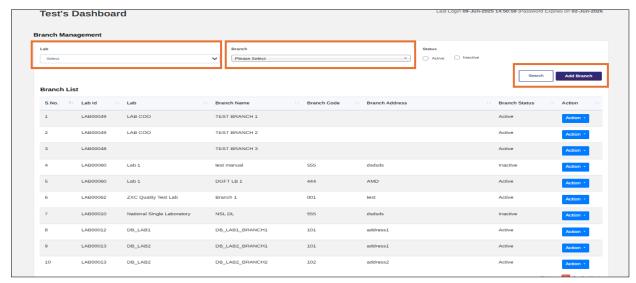
- Search the lab branches mapped to the respective laboratory
- · View the Audit history
- Add/Edit lab branch information.
- Accessible Roles: This functionality is available only to Laboratory Administrator
- Navigation Path: After login, click on My Dashboard > Bharat Aayat Niryat LabSetu > Lab Branch Management

The Lab User can click on **Lab Branch Management** and search the applications using the available filters.

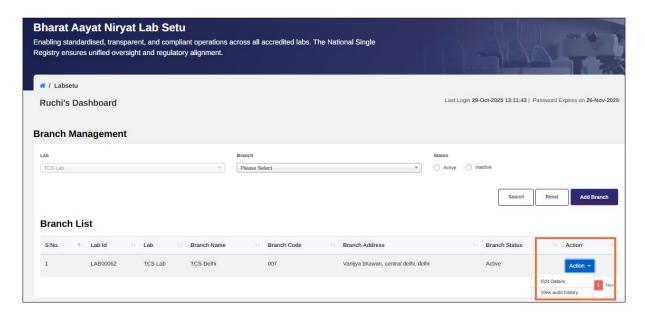


8.2.1 Search Functionality

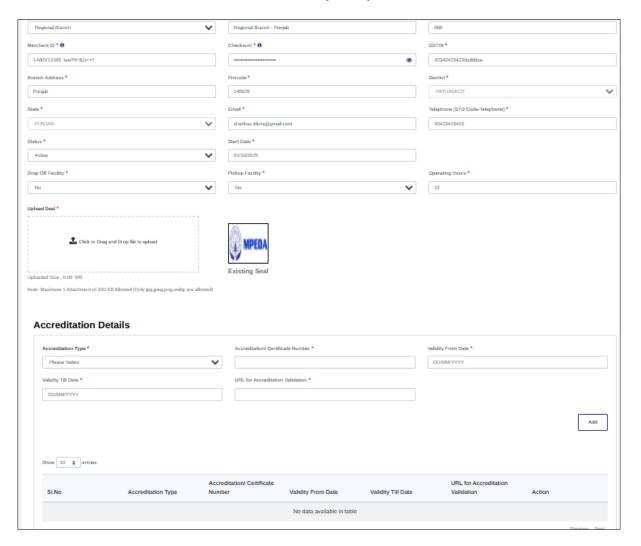
To search the lab branches, the **Lab Name** field will be auto populated and non-editable. Optionally, the user may select a branch. Upon clicking **Search**, a list of corresponding branches will be displayed with **"Action"** Button-



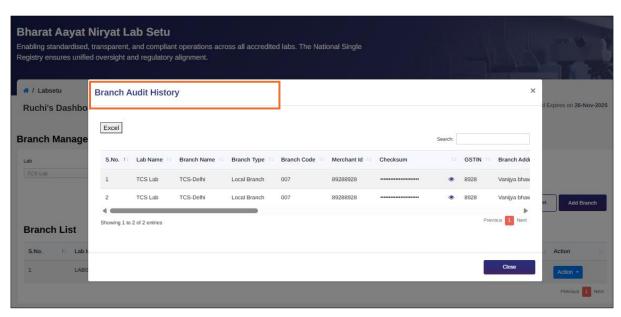
8.2.2 Action Button Functionality: Click on Action Button to Edit Details and View Audit History



8.2.3 Edit Details Functionality: Lab Admin can edit the existing/added lab branch information. The form will be pre-populated with the previously entered details.

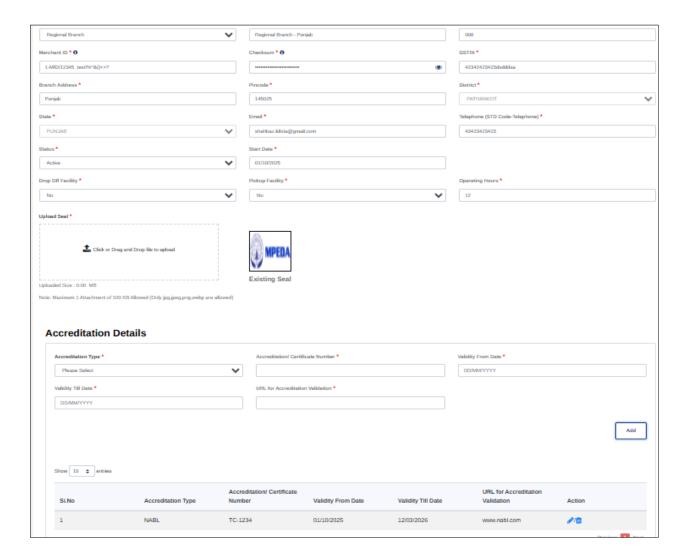


8.2.4 View Audit History Functionality: Lab Admin can view the branch user's audit log to track all actions performed by the user.



- **8.2.5** Add Lab Branch: The Lab Admin can add a new branch by clicking the Add button. Upon clicking, a popup window will appear
 - Lab Name: Lab name will be auto populated.
 - Branch Type: Select the Branch type from drop-down Regional Branch or Local Branch
 - Branch Name: Name of the branch of the Lab
 - Branch Code: Branch Code of the branch
 - Merchant ID: Merchant ID provided for PayGov.
 - Checksum: Checksum provided for PayGov.
 - GSTIN: The GSTIN of the branch.
 - Branch Address: Address of the branch.
 - **Pincode:** Valid Area Pin code where lab branch is located.
 - **District:** Select the District from dropdown where lab branch is located.
 - State: Select the State from dropdown where lab branch is located.
 - Email: Valid email address of the lab branch.
 - Telephone (STD Code-Telephone): Valid contact number of the lab branch.
 - Status: Select the status from dropdown- Valid or Invalid
 - **Start Date:** Date calendar appears, to select the date from when lab branch is onboarded on portal.
 - **Drop Off Facility:** Select from dropdown-Yes/No, whether lab branch offers drop off facility.
 - Pickup Facility: Select from dropdown- Yes/ No, whether lab branch offers Pickup off facility.
 - Operating Hours: The operating hours of the lab branch.
 - Upload Seal: Seal of the lab branch to be uploaded.
 - Accreditation Details: Enter the below accreditation details associated with the lab branch
 - o **Accreditation Type -** Select the type from the drop-down.
 - Accreditation Certificate No. Enter the valid Accreditation Certificate Number.
 - O Validity From Select the validity start date from the calendar.
 - o Validity To- Select the validity end date from the calendar.
 - URL for Accreditation Validation- Enter the URL to verify the scope and certificate details of accreditation.

Note: Lab must select at least one of the options from Pickup/ Drop-off facility.



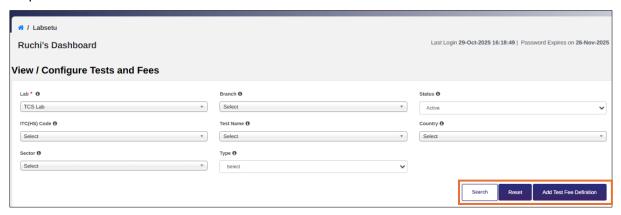
8.3 Lab Test Definition

The Lab Test Definition module enables Lab Users to add tests and define relevant parameters on the https://www.trade.gov.in/ portal.

This module allows the Lab User to:

- Search the Lab/ Lab branch,
- Add new Test
- View/ Edit the added test details
- View Audit History
- > Accessible Roles: This functionality is available only to Laboratory Administrator
- Navigation Path: After login, click on My Dashboard > Bharat Aayat Niryat LabSetu > Lab Test Definition

Lab user will click on **Test and Fee Definition** search the lab/ lab branch through the provided filters:



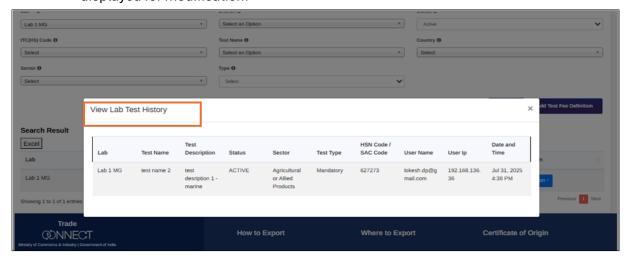
8.3.1 Search Functionality:

In the **Test and Fee Definition** dashboard, the Lab Admin can search for results by clicking the **Search** button. To initiate a search, select the desired **Lab** — the corresponding results will be displayed accordingly. The following dropdown filters are available to optimize search results:

- Lab
- Branch
- Status
- ITCHS Code
- Test Name
- Country
- Sector
- Type

The search results will also display an **Action** button against each result to take necessary action.

- 8.3.2 Action Button Functionality: The following options are available with Action Button
 - i. View Audit Log: Lab Admin can view the user's audit log to track all actions performed.
 - ii. **Edit Details:** Lab Admin can edit the existing test details. A pre-populated form will be displayed for modification.



8.3.3 Add Test Fee Definition

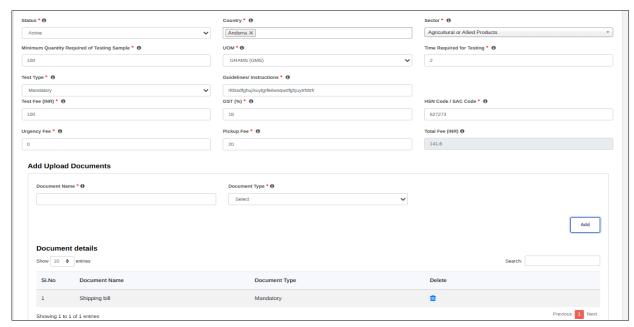
On the Lab Test Definition dashboard, the Lab Admin can select the Lab Branch to add test and fee configurations. Click the Add button to begin. The following Form Fields and Options will be displayed:

- Lab: Lab name will be auto populated.
- Is ITC(HS) Code Applicable for Test? Select from the radio button Yes/ No.
- Test Applicable for Select from drop-down whether test is applicable for: Export, Import, Both, Not Applicable
- Test Name: Enter the Test name.
- Test Description: Enter the test description.
- **Accreditation Type:** Select the Accreditation type. User can select more than one accreditation type associated with that test.



- Add ITCHS Code Enter the ITCHS code and click Add button.
- Status: Select the status from dropdown- Active/ Inactive
- Country: Select the Country from dropdown.
- Sector: Select the Sector from dropdown.
- Minimum Quantity Required of Testing Sample: The minimum quantity of sample required for testing.
- UOM: Unit of Measurement
- **Time Required for Testing:** Time frame required for testing a sample.
- Test Type: Select the type of test form dropdown- Mandatory, Non-Mandatory, Regulatory, Other
- **Guidelines/ Instructions:** The guidelines/ instructions required for the test.
- Test Fee (INR): Fee of the Test.
- **GST (%):** GST applied on the test (e.g. GST Rate on testing 18%)
- HSN Code / SAC Code: Code generated on the invoice.
- **Urgency Fee:** In case the testing report is required on urgent basis, in that case any additional fee can be mentioned in this field.
- **Pickup Fee:** In case the lab branch offers pickup facility, in that case any additional fee can be mentioned in this field.
- Total Fee (INR): Total fee including additional charges.

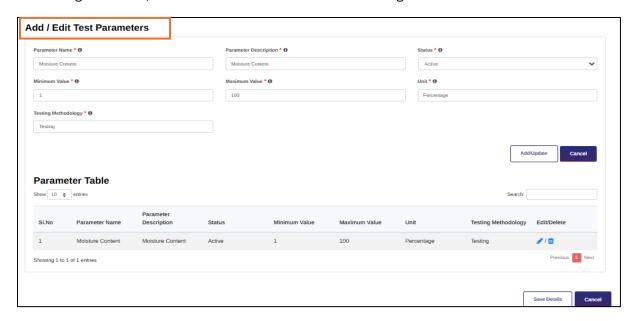
Add Upload Documents: Documents required for testing - Document Name & Type



Note: Name of Lab Admin and IP will be auto populated.

- Add / Edit Test Parameters: The Lab has to fill the following required details:
 - o Parameter Name: Name of the Parameter.
 - o **Parameter Description:** Description of the Parameter.
 - o **Status:** Status will be selected from dropdown- Active/ Inactive.
 - o **Minimum Value:** Minimum Value of the result range.
 - o Maximum Value: Maximum Value of the result range.
 - o Unit: Unit of the result.
 - o **Testing Methodology:** Methodology used in Testing.

After filing all details, Click on **Save Details** to save the configuration.



8.4 Mapping of Branches with Tests

The Lab User can map lab branches to the relevant and available tests by navigating to https://www.trade.gov.in/ website.

Mapping of Branches with Test is a process in which the lab user will be able to:

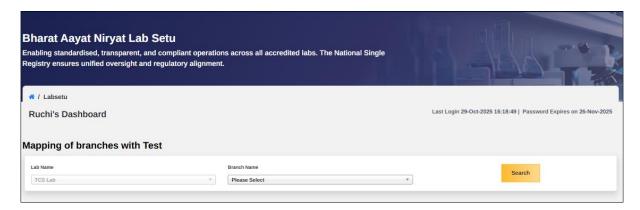
- View the mapped tests to the branches
- Add/ Remove the tests from branches
- Accessible Roles: This functionality is available to Laboratory Administrator and Branch Manager
- Navigation Path:

After login, click on My Dashboard > Bharat Aayat Niryat LabSetu > Mapping of Branches with Test

8.4.1 Search Functionality:

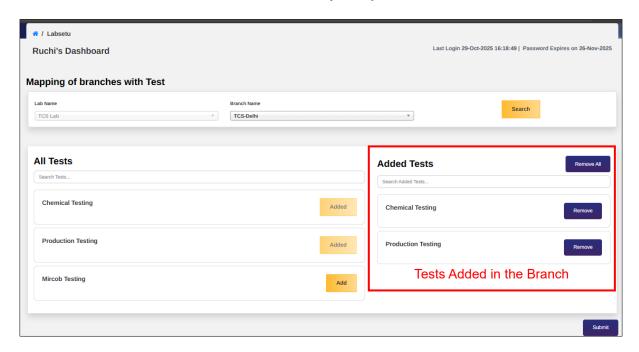
The mapping for a branch can be viewed by clicking **on Search button**. The following fields will be displayed –

- Lab Name: Auto-populated and non-editable.
- Lab Branch: Select the desired lab branch from the dropdown, then click on button



A list of tests will appear as:

- All available tests will be displayed on the left side of the screen.
- Tests added/ mapped to the selected lab branch will be displayed on the left side of the screen.
- Lab Admin/ Branch Manager can click on **Add** button displayed against every test to add the test to the lab branch.
- The added test will be **removed from the Add Test list** and will start appearing in the Added Test list (on right side of the screen).
- The existing test can be removed by clicking **on Remove button** displayed against every existing test.
- The removed test from the existing test list and will start appearing in the Add Test list (on left side of the screen).



• Click on **Submit** Button to save the changes. In case the tests are not visible, the Lab branch Manager can contact to Lab Admin, if still the issue persists, the Lab admin can contact to System Administrator at DGFT HQ.

8.5 View Labs and Tests

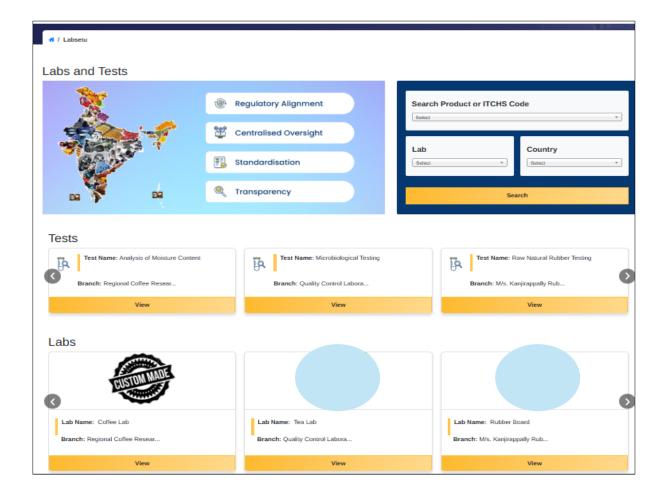
The View Labs and Tests module is accessible to all user roles, both pre-login and post-login pages. This module allows users to view onboarded labs and mapped/available tests to them.

- **Pre-Login Access:** Users can access the module by clicking the https://www.trade.gov.in/pages/labsetu option from the website menu.
- **Post-Login Access:** Registered users can access the module via the Bharat Aayat Niryat Labsetu dashboard.

8.5.1 Search Functionality: The Users can search for labs or tests by entering any of the following parameters:

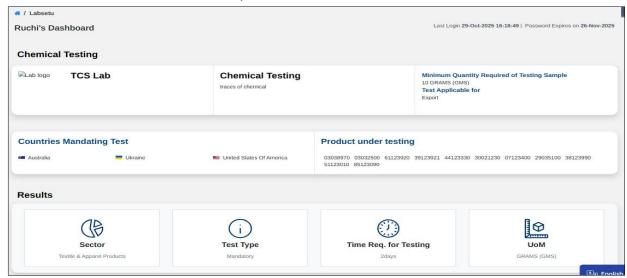
- ITCHS Code
- Lab Name
- Country

Click on **Search** Button. A search result will be displayed based on the entered criteria.



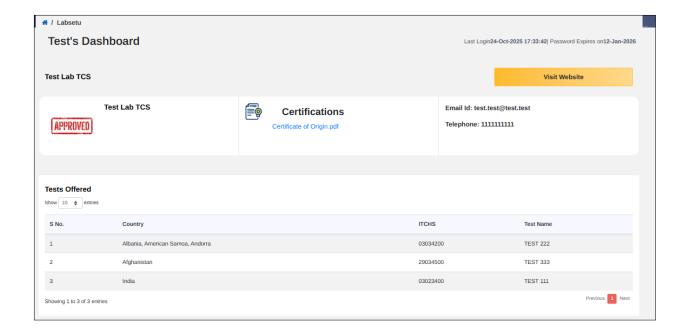
8.5.2 Viewing Test Details Functionality: Click on any Test to view the Test details such as:

- Lab name to which the test is mapped
- Test description
- Testing requirements
- Countries where the test is required



8.5.3 Viewing Lab Details Functionality: Click on any Lab to view the Lab details such as:

- Lab name and validity date
- Certifications
- Contact details
- List of available tests

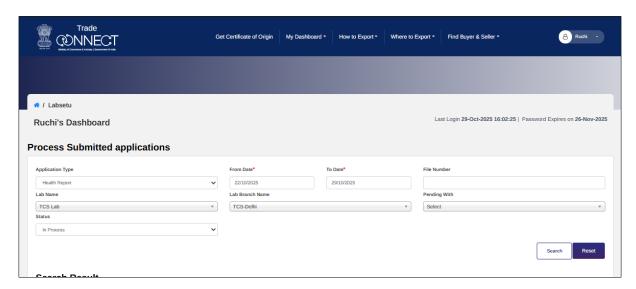


8.6 Process Submitted Applications

Lab Users can process submitted applications by navigating this module on https://www.trade.gov.in/.

Processing Submitted Applications allows the Lab User to:

- Search the application results based on the selected criteria.
- Pull the application to work on the submitted application/ test the results.
- View Audit History-
- Update the Sample Receiving
- Test the Sample and enter the observations in Interim Report.
- Generate final Report.
- Accessible Roles: This functionality is available to Laboratory Administrator, Branch Manager and Lab Technician
- Navigation Path: After login, click on My Dashboard > Bharat Aayat Niryat LabSetu > Process Submitted
- **8.6.1 Search Functionality -** The Lab user clicks on **"Process Submitted Application"** to access the search functionality. The applications can be searched using the provided filters -

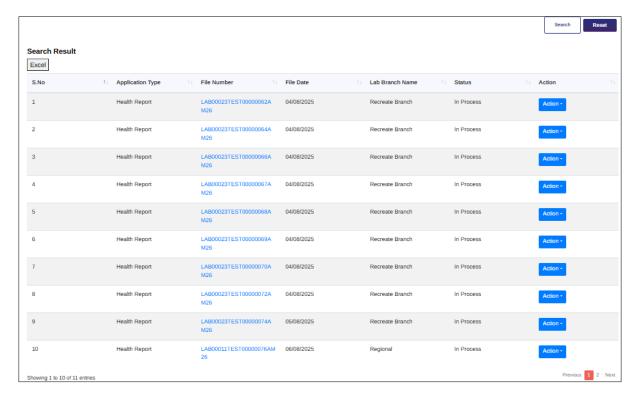


The Lab user clicks the **Search** button after applying the required filters, with **Date** being **mandatory fields.** The search results will display all submitted applications for the lab.

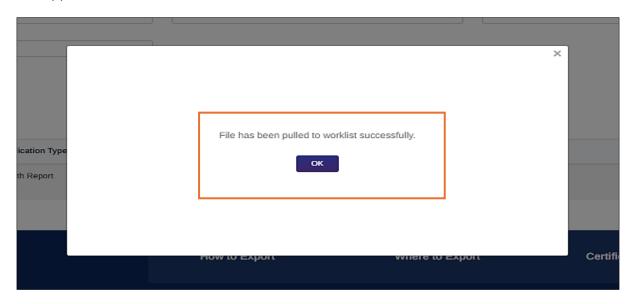
8.6.2 Action Functionality:

The search results will display an **Action button** next to each application. Upon clicking the **Action** button, the user can choose from two options:

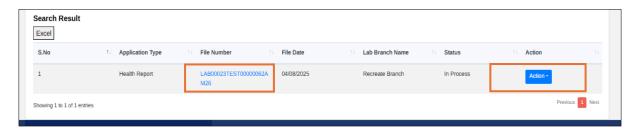
- a) Pull to Worklist: Allows the user to pull the file to initiate testing and report generation.
- b) Audit History: Enables the user to view all actions performed on that specific file.



a) **Pull to Worklist:** Once the Lab User click on Pull to Worklist a confirmation popup will appear.

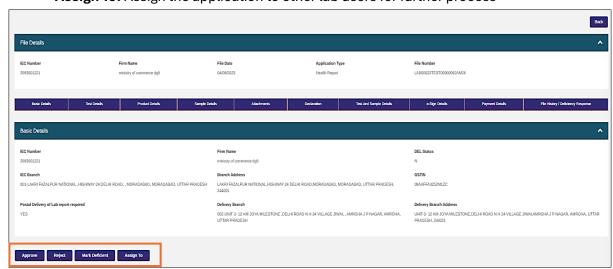


The selected application will be pulled, allowing the user to view it and perform the necessary actions.



When the Lab User Click on **File Number** hyperlink, the details of the application will be displayed. The user can review the application and perform the following functions:

- Approve: Approve the application.
- **Reject:** Reject the application if it is missing required information.
- Mark Deficient: Mark the application as deficient if additional documents/sampling are required.
- Assign To: Assign the application to other lab users for further process

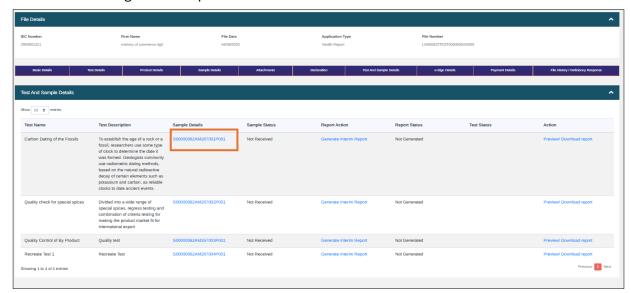


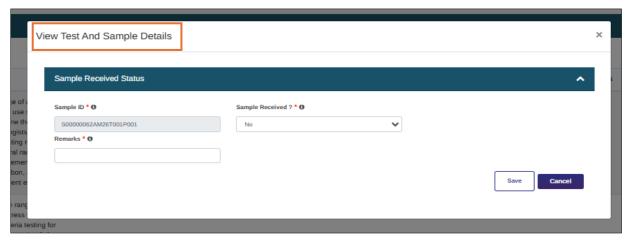
Other options available with Lab Users: The following tabs will be displayed-

- **Basic Details:** Displays pre-filled details of the exporter/importer who submitted the test application.
- **Test Details:** Shows all pre-filled information related to the applied tests.
- **Product Details:** Displays all product-related information provided in the application form for testing.
- **Sample Details:** Shows pre-filled details of the product sample, including images and other relevant information from the application form.
- Attachments: Contains all necessary attachments required for sample testing.
- **Declaration:** Contains the exporter's declaration or consent for sample testing.
- **Test and Sample Details:** Includes sample receiving information, report generation status, and related details.

The Lab user can click on the hyperlinked section to perform the necessary actions:

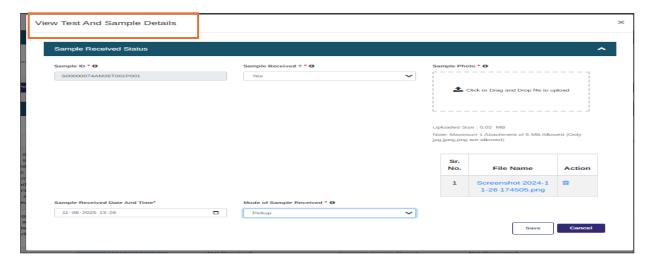
• **Sample Details:** Click on hyperlink, a popup will appear. The user will update the status whether lab users have got the sample or not.





Sample Status: Based on the sample received status updated by lab user, the updated status will be displayed here:

- **Received-** If user selects **Yes** from dropdown, then the receiver must:
 - Upload the images of the received sample.
 - Select Date and Time, when sample is received.
 - Select Mode through which sample is received- Pickup/ Courier/ Self -Drop.
- Not Received- If sample is not received, the user can select No.



- **Report Action:** Lab user can enter the test results and other relevant observations required against the test parameter for that sample. Report will be generated once the sample is received, and the lab technician will update the Sample Results.
- Report Status: The report generation status will be displayed.
- Test Status: The status of test will be displayed.
- **Action:** User can Preview/ Download the Final Report. The final report will be generated in PDF format.
- **E-Sign Details:** Digital signature details will be displayed in this tab.
- Payment Details: The payment details will be displayed in this tab
- **File History/ Deficiency Response:** In case deficiency is marked, the response will be displayed along with the actions taken on the file.

