

How to print a sample card & adjusting browser settings

Please ensure your browser settings are correct & Pop-ups are enabled in your browser for Oil Commander.

Printed sample cards in Oil Commander open in a new browser tab/window.

This requires pop-ups to be enabled in order for them to display, by default most modern browsers have pop-up blockers installed & enabled.

What may also happen is that software updates are often pushed out which can also reset settings back to default.

The recommended browser is **Google Chrome** where possible.

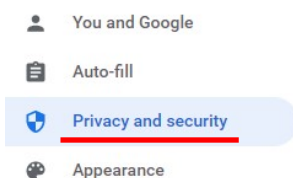
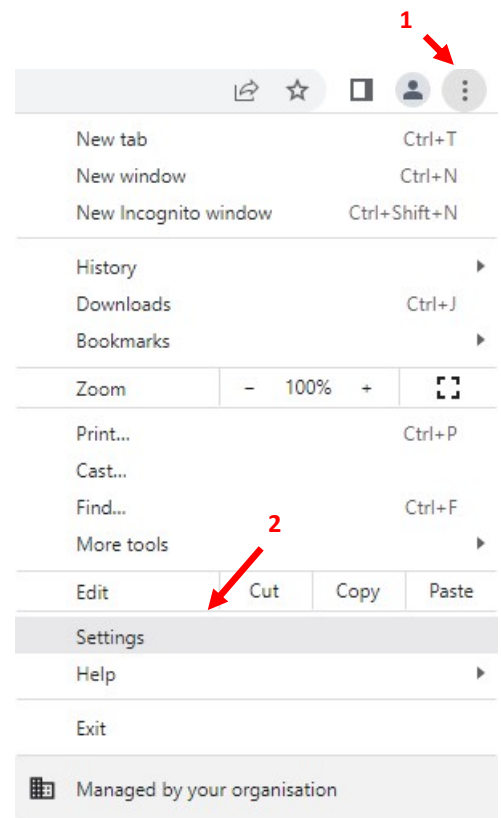
Both browser settings are covered here.



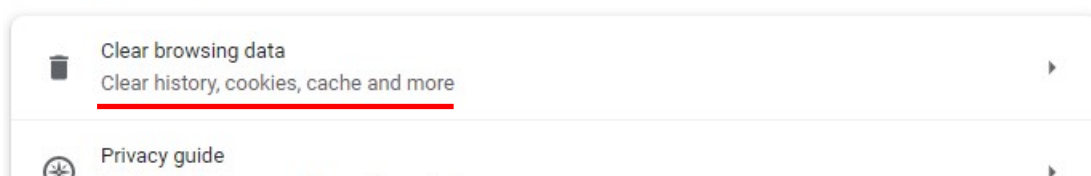
Google Chrome Settings

1. The two most common issues associated with printing cards are pop-ups and the need to clear the cache (where temporary files such as cookies, sample cards etc. are stored)
2. To fix these issues, access the menu which can be found on the top RH side of the browser. The menu is shown by the 3 dots indicated here.
3. Once in the menu, navigate to **settings** or **more tools** at the bottom of the menu.
4. Selecting **More Tools** will allow you a shortcut to clear your cache, We advise this be your first step. To do this simply select **Delete Browsing History**.

NOTE: Please Ensure when deleting history you are selecting **All Time**. As it defaults to the last hour.

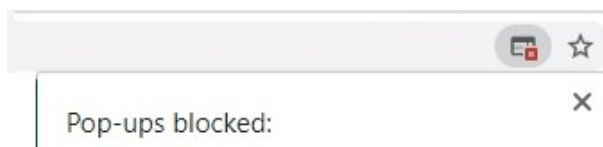


Privacy and security



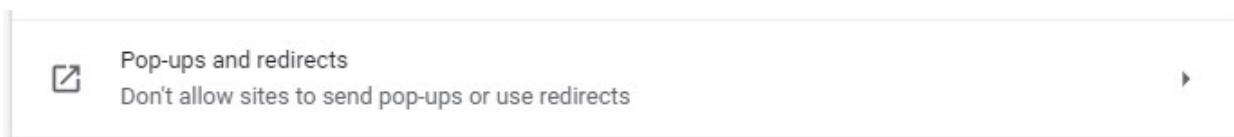
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- In settings scroll down to find **Advanced**, the two menu items we may need are;
 - **Content Settings**, which covers pop up selections
 - **Clear Browsing Data**, where we clear our cache, this can also be done by selecting **More Tools** in the menu as mentioned earlier.
- The snapshots below show what you may see if your pop ups are not enabled. You can allow them from here by selecting **Allow or Manage**.



- The second way to go about this is to navigate to Privacy and Security then select Site Settings.

- Once in **Site Settings**, Scroll until you see **Pop-ups and Redirects**



- Here you will have the option to either **allow all** or **allow selectively**. If you wish to allow selectively by only allowing Oil Commander Pop-ups. You will need to select **Allow > Add** and enter the following web address.

<https://sos.hastingsdeering.com.au/>




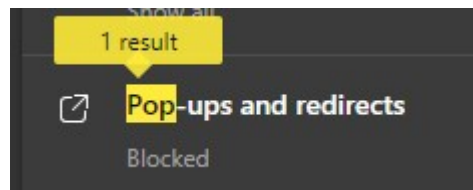
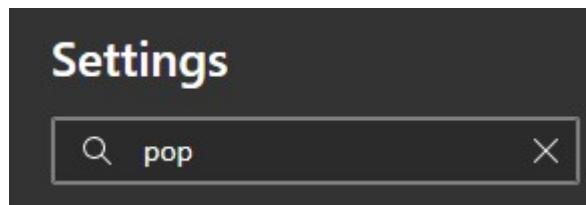
- You should now be able to print your sample cards. If the cards you have already tried to print have not appeared, they will be in the queue and you will need to start again. Please contact the lab to have any duplicate cards deleted from the system. You may also check the '**Outstanding Printed Labels**' menu as they may also be visible here.



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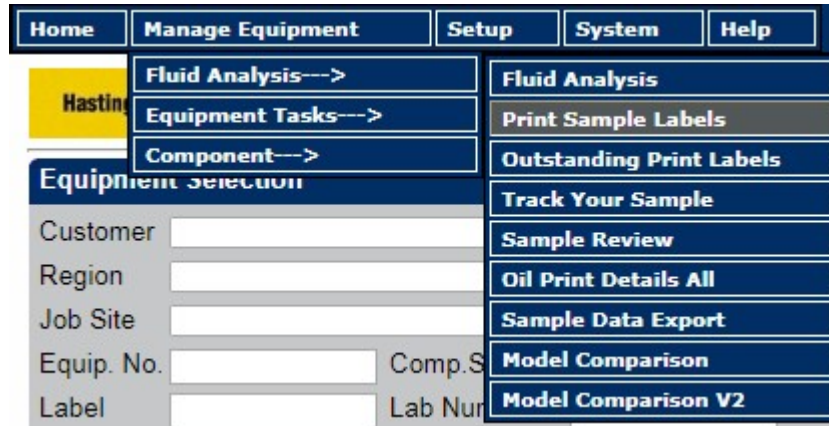
Microsoft Edge Settings

1. Microsoft Edges menu can be found on the top of RH side of the browser within the three dots. 
2. The most common issues associated with label printing are either clearing the cache or Pop-Up blockers. To fix these issues, navigate to the menu as shown.
3. Clearing the cache is the easiest option, to do this simply select at the top of the tools menu and select **Delete Browsing History**.



How to print a sample card

1. Navigate to Print Sample Labels under Manage Equipment



2. Select the machine you wish to print labels for after selecting **Customer > Region > Jobsite**

Hastings Deering CAT Print Sample Labels

Selection Criteria Print Blank Labels

Customer: HD BRISBANE FLEET HIRE SERVICES : 1205921
 Region: Brisbane
 Jobsite: Archive
 Serial No: B9D03977
 Unit No: CRS2912
 Registration No:
 Fixed Plant Route Select Route

Equipment Not in List

General Sample Information

Meter Reading: 0 LTD SMU: 6419
 Job No:
 Sample Date: 04 Aug 2017
 Service Interval:
 Contact: SCOTT MOORE TRAINING
 Sampled Site:
 Person Taking Sample:
 Ttl Fuel Burn:
 Customer Ph/E-mail: User Ph/E-mail:

[Equip. Notes \(0\) >>](#)

Compartments Sampled (Oil Change Interval/Oil Sample Interval)

CIRCLE DRIVE BOX (0/250)
 TANDEM LEFT (250/250)
 TANDEM RIGHT (250/250)
 WHEEL HUB LEFT (250/250)
 WHEEL HUB RIGHT (250/250)
 Other

Enter meter reading & information as required.

Select available compartments that will need cards for sampling.

If a new piece of equipment is to be entered, click on 'Equipment not in list'. Then enter the appropriate information from the drop down menus.

Ideally for ease of setting up new equipment, please contact the lab.

Print Blank Sample Labels opens the print preview screen to print 3 blank sample cards.

To add a compartment to the piece of equipment ;

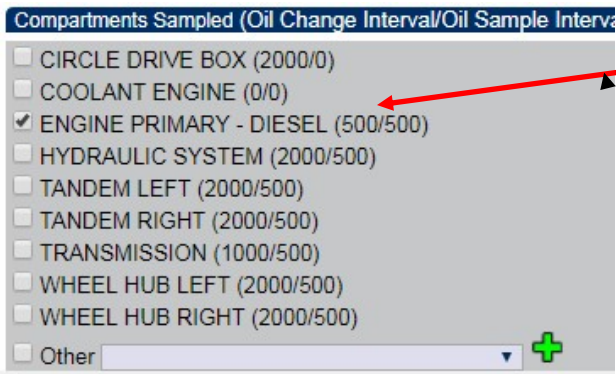
Click on 'Other'

Select appropriate compartment from menu.

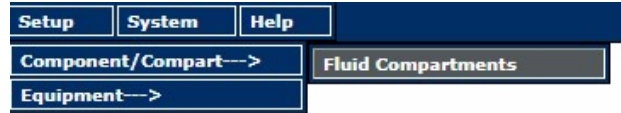
Click on the Cross

Note: Please ensure the compartment is correct for the machine. If unsure contact the lab.

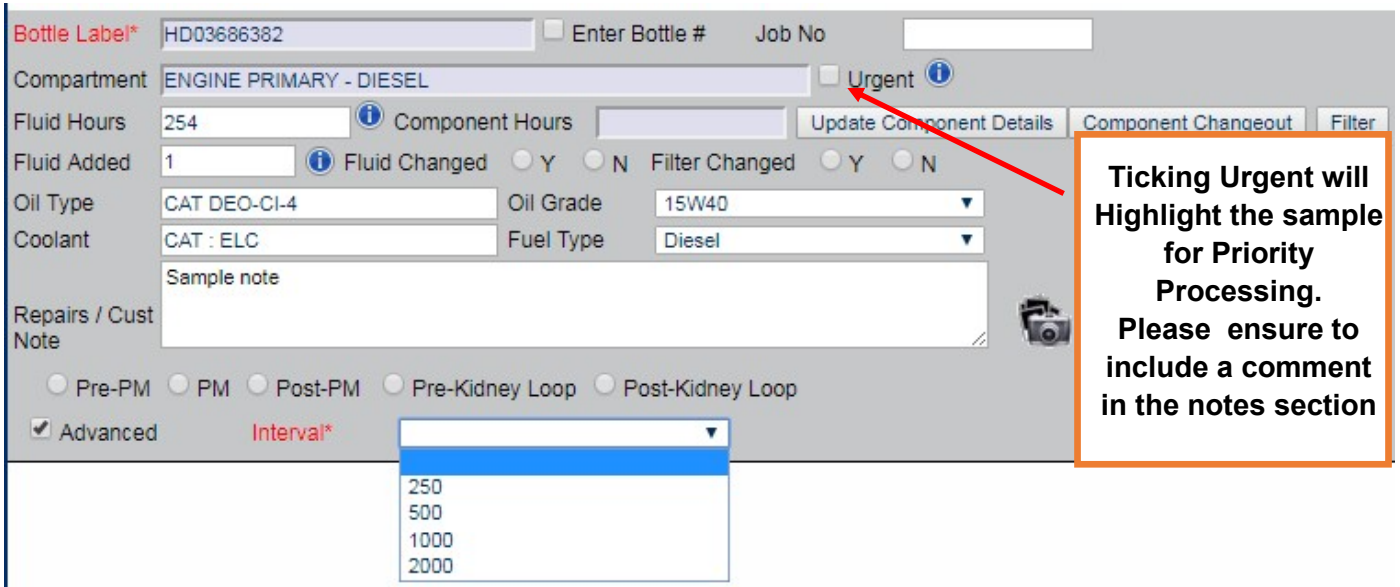
3. Multiple compartments at once may be selected from the menu on the left allowing multiple labels to be entered



Numbers after the compartment relate to the service & sample intervals. These can be adjusted in the Fluid Compartments menu under Setup.



4. Once a compartment has been selected the **Oil type/Grade** and other details including **Fluid Hours** may be entered. Repairs/Cust Note may include any recent repairs or inspections.

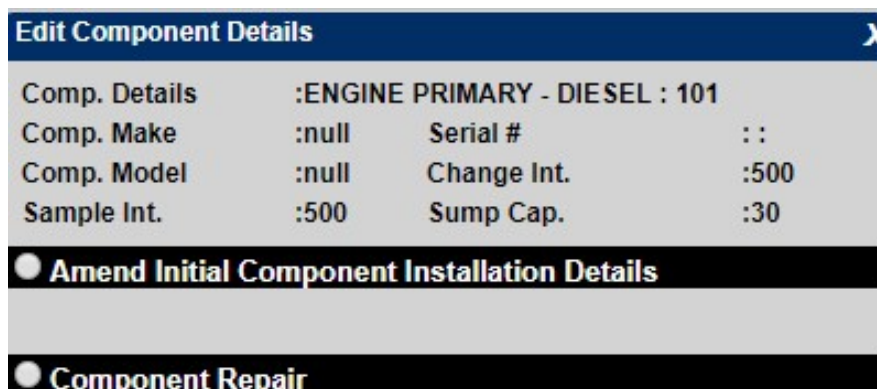


Ticking Urgent will Highlight the sample for Priority Processing. Please ensure to include a comment in the notes section

NOTE: Fluid hours will populate once meter reading has been entered and calculates from last oil change/sample. If the value shown is not correct this may be adjusted here.

Ticking Fluid changed Y/N will affect how the system calculates the fluid hours for the next sample.

4.1 Update Component Details—Details surrounding the component itself may be edited. If you wish to update the compartment details such as when a changeout may have occurred, you can amend these details here. This will allow you to reset the CMU readings which assists us here at the lab with our interpretations and in tracking component life.



4.2 - Selecting the Tick boxes as below will auto-populate the comments section with the selection made.

The first screenshot shows a 'Re-sample' selection with radio buttons for 'Normal', 'Re-sample' (selected), 'Pre-Kidney Loop', and 'Post-Kidney Loop', and a checkbox for 'Advanced'.

The second screenshot shows a 'Post-PM' selection with radio buttons for 'Pre-PM', 'PM', 'Post-PM' (selected), 'Pre-Kidney Loop', and 'Post-Kidney Loop', a checked 'Advanced' checkbox, and an 'Interval*' dropdown menu with options: 250, 500, 1000, 2000.

5. After entering the necessary information click **Save all to Queue**, this will save the labels into the system. The user may then select **Print Labels** which will open up a new window where the labels may be printed from.

The toolbar contains the following elements from left to right: 'Print Sample Labels Queue' (text), 'Save All to Queue' (button), 'Print Labels' (button), 'Advanced' (checkbox), and 'View Samples in Transit' (button). A red arrow points from the 'View Samples in Transit' button to the text below.

5.2— **View Samples in Transit**, This menu will take the user through to the **Outstanding Print Labels** screen. Allowing the user to check what labels have been printed and further edit details once they have been saved.

NOTE—If data has been incorrectly entered, you will need to contact the lab to have the labels deleted.

Hastings Deering **CAT** Outstanding Print Labels Welcom

Selection Criteria

Customer: HD BRISBANE FLEET HIRE SERVICES : 1205921 | Sample Start Date: 28 Jul 2017 | Clear

Jobsite: | Sample End Date: 04 Aug 2017 | Clear


Equip. No.: | Barcode: | Get Selected Details | Reset

Compartment: | 141 record(s) found

Search Results | Export to Excel | Reprint Sample Labels | Delete Sample Labels | Edit/Add Magnetic Plug | Edit Sample Label | Reprint Labels - Small

Barcode	Customer	Equipment	Compartment	Sample Date	Job Site	Sampled Site	Oil Type	Oil Grade	Coolant	Meter	Oil Hrs	Oil Added	Oil Changed	Filter Changed	Job No
BCHD02784933	HD BRISBANE FLEET HIRE SERVICES : 1205921	J8B05099 : CRS4129	ENGINE PRIMARY - DIESEL :	01-Aug-2017	HD Rental Fleet	T.S.R.C.	CAT DEO-CI-4	15W40					N	N	117064499

6. Once the labels have been saved, Select **Print Labels**, and a new window will appear. Right Clicking here will allow printing of the labels.

Hastings Deering 		Hastings Deering Sample Registration Card		
Serial No.				
Unit No.				
Rego No.		Customer		Coolant
Meter Reading		Job Site		Job No.
Fluid Reading		Sampled Site		Make
Fluid Added		Contact		Model
Oil Changed		Address		Family
Filter Changed		Phone		CMU
Oil Type		Email		Sample Route
Oil Grade		Printed		
Sample Date		Fuel Type	Sump (L)	
Compart. S/N				
Last Fluid Change		Problems /Comments		

For FAQs or assistance see the oil commander home page or contact the laboratory.

(07) 3365 9391

Oil Commander Link: <https://sos.hastingsdeering.com.au/oil/Login.aspx>

