



Customer Laboratory Portal Guide

A step-by-step guide to submitting a sample, activating your account, signing in, tracking laboratory progress and downloading approved results.

Keep your invoice or receipt number safe.

You will need it to activate your portal account after Customer Service registers the payment reference.

Your first-time customer journey

Complete these steps in order. Account activation cannot be completed before the payment reference has been entered by Customer Service.

01

Scan the official QR code

Use your phone camera to scan the GSA customer portal QR code. Confirm that the link opens the official GSA portal before entering personal information.

02

Submit your sample details

Select Submit Sample and complete the customer and company information form. Review the confidentiality and payment statement, accept it, then submit the form.

03

Present the sample and make payment

Follow the laboratory's instructions for receiving the physical sample. Make the required payment and collect your invoice or receipt.

04

Customer Service registers the reference

Customer Service enters your invoice or receipt number into the laboratory system. Activation will only work after this registration is complete.

05

Activate your portal account

Open Activate, enter the registered email address or phone number, provide the invoice or receipt reference, and create your password.

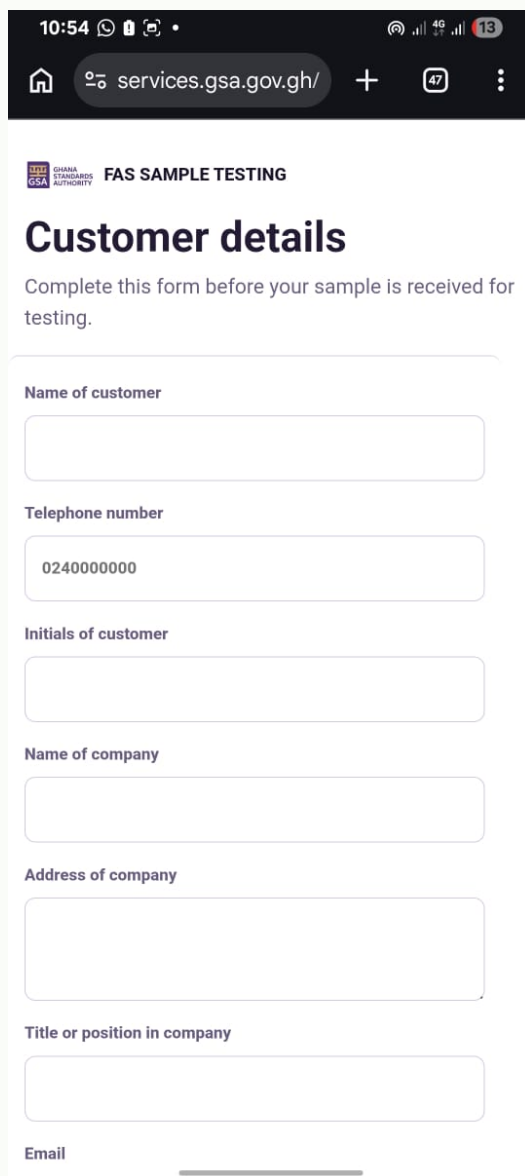
06

Sign in

Return to Sign In and use the contact information and password associated with the activated account.

1. Submit your customer and sample details

The form records the customer, contact and company details required before the sample is received for testing.

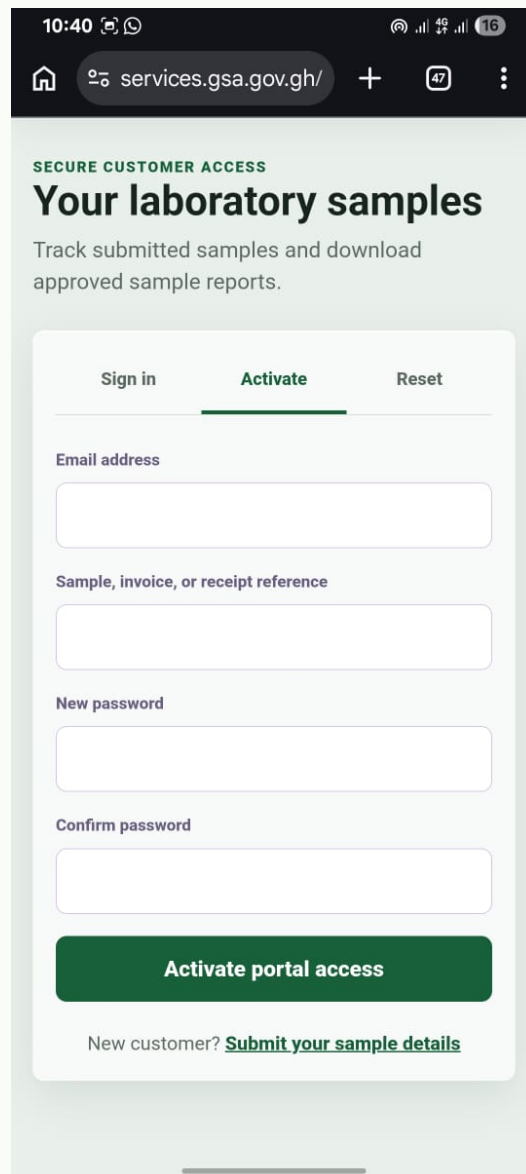


The screenshot shows a mobile browser interface with the URL `services.gsa.gov.gh/`. The page header includes the Ghana Standards Authority (GSA) logo and the text "FAS SAMPLE TESTING". The main heading is "Customer details", followed by the instruction "Complete this form before your sample is received for testing." The form contains several input fields: "Name of customer" (empty), "Telephone number" (containing "0240000000"), "Initials of customer" (empty), "Name of company" (empty), "Address of company" (empty), "Title or position in company" (empty), and "Email" (empty). The status bar at the top shows the time as 10:54 and battery level at 13%.

Important: Read the payment and confidentiality statement before submitting. Use accurate contact details because they will be used for portal activation and updates.

2. Activate your account

Choose Activate and enter the contact information used for the sample submission, the registered invoice or receipt reference, and a new password.

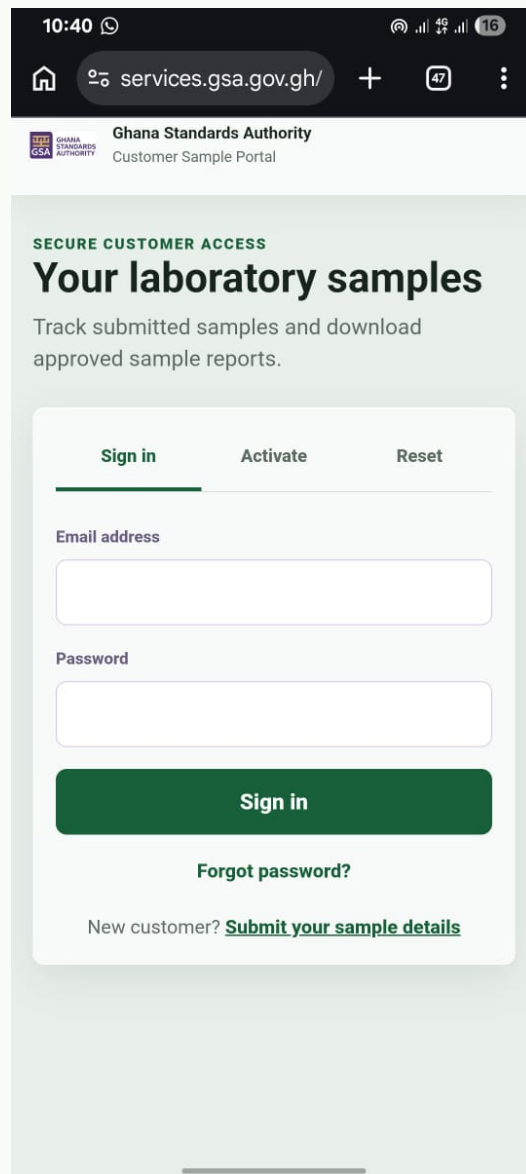


The screenshot shows a mobile browser interface for the Ghana Standards Authority's Customer Laboratory Portal. The address bar displays 'services.gsa.gov.gh/'. The page title is 'SECURE CUSTOMER ACCESS' followed by 'Your laboratory samples'. Below the title, it says 'Track submitted samples and download approved sample reports.' There are three tabs: 'Sign in', 'Activate' (which is selected), and 'Reset'. The 'Activate' tab contains four input fields: 'Email address', 'Sample, invoice, or receipt reference', 'New password', and 'Confirm password'. Below these fields is a green button labeled 'Activate portal access'. At the bottom, there is a link: 'New customer? [Submit your sample details](#)'.

Important: If activation fails, first confirm that Customer Service has entered your invoice or receipt reference into the system.

3. Sign in to the portal

After successful activation, use the Sign In tab. Enter your registered email address or phone number and your portal password.

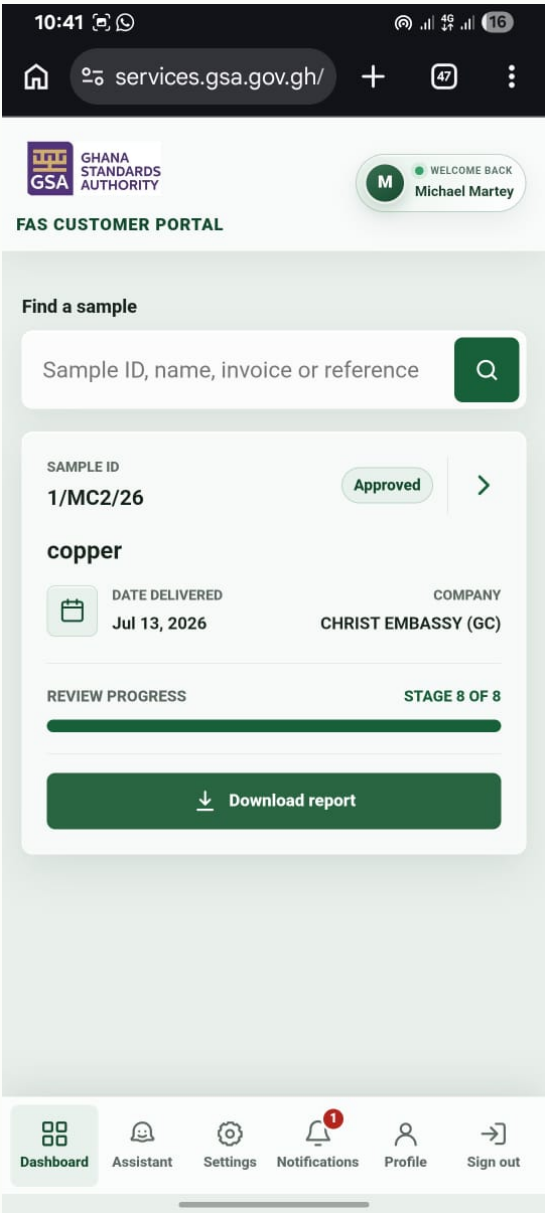


The screenshot shows a mobile browser interface. At the top, the status bar displays the time 10:40, signal strength, and battery level at 16%. The address bar shows the URL 'services.gsa.gov.gh/'. Below the address bar, the Ghana Standards Authority logo is visible, followed by the text 'Ghana Standards Authority' and 'Customer Sample Portal'. The main content area has a light green background. It features the heading 'SECURE CUSTOMER ACCESS' in green, followed by 'Your laboratory samples' in large black font. Below this, a subtitle reads 'Track submitted samples and download approved sample reports.' A white sign-in form is centered on the page. The form has three tabs: 'Sign in' (selected), 'Activate', and 'Reset'. It contains two input fields: 'Email address' and 'Password'. Below the password field is a green 'Sign in' button. Under the button is a link 'Forgot password?'. At the bottom of the form, it says 'New customer? [Submit your sample details](#)'.

Important: Use Reset if you forget your password. Never share your password or verification code.

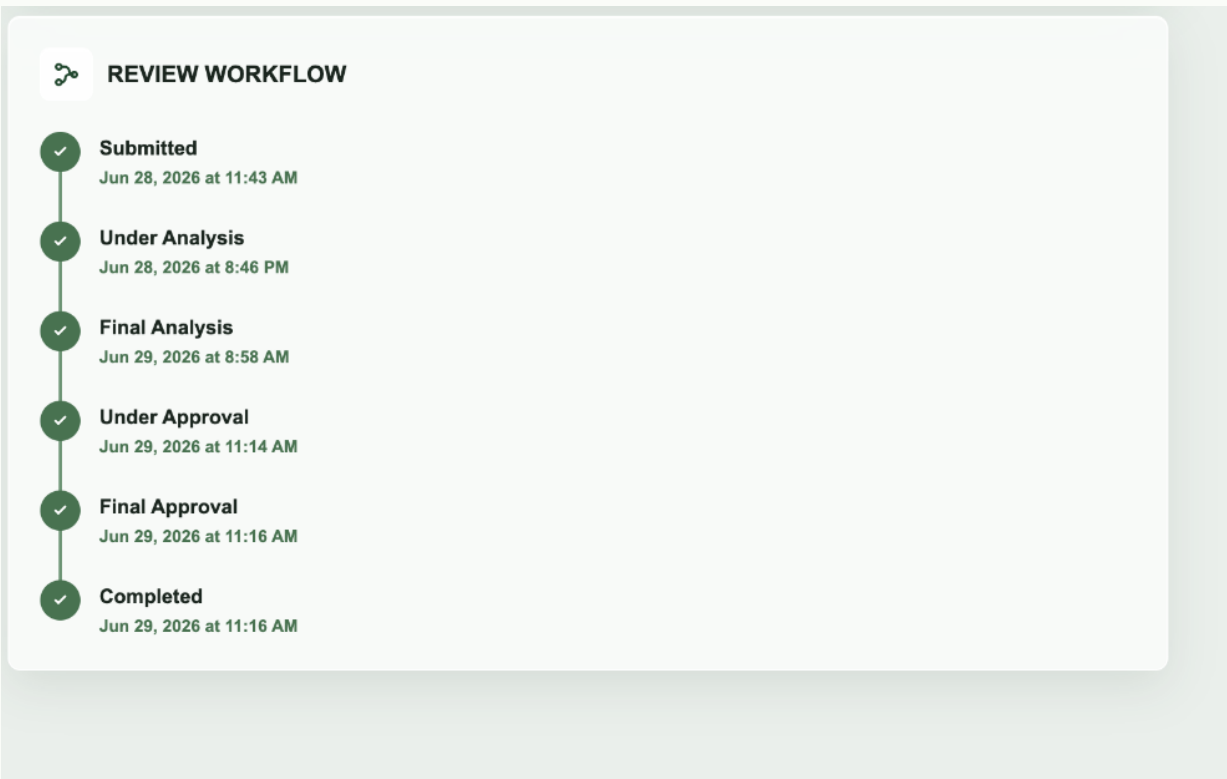
4. Find and open your sample

The dashboard lists samples linked to your account. Search by sample ID, sample name, invoice number or reference, then open the required record.



5. Follow the updated laboratory workflow

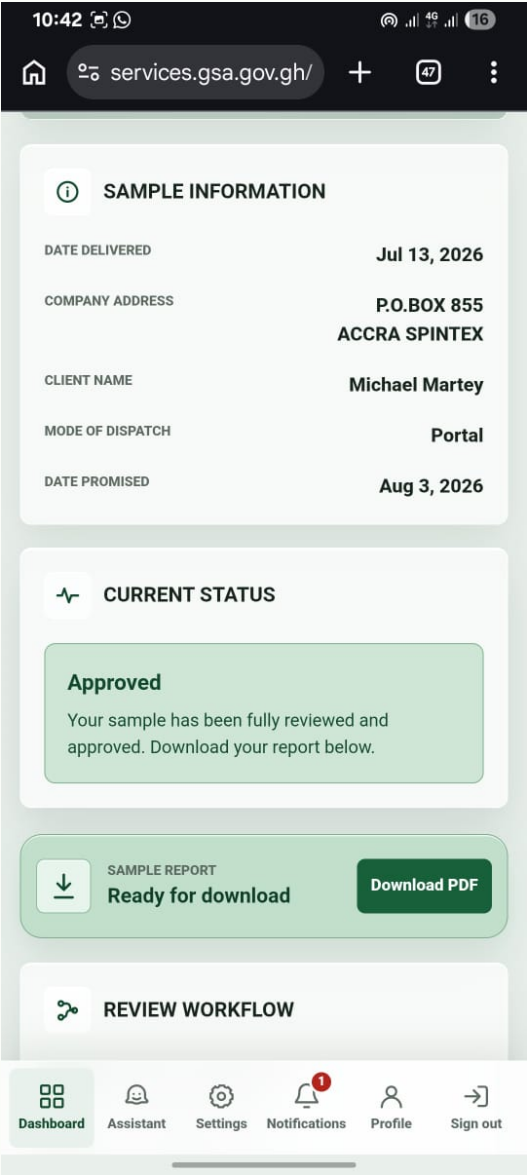
The workflow gives a clear view of the sample's progress through the laboratory. Completed stages display their recorded dates and times.



Important: The six stages are Submitted, Under Analysis, Final Analysis, Under Approval, Final Approval and Completed.

6. Review sample details and download reports

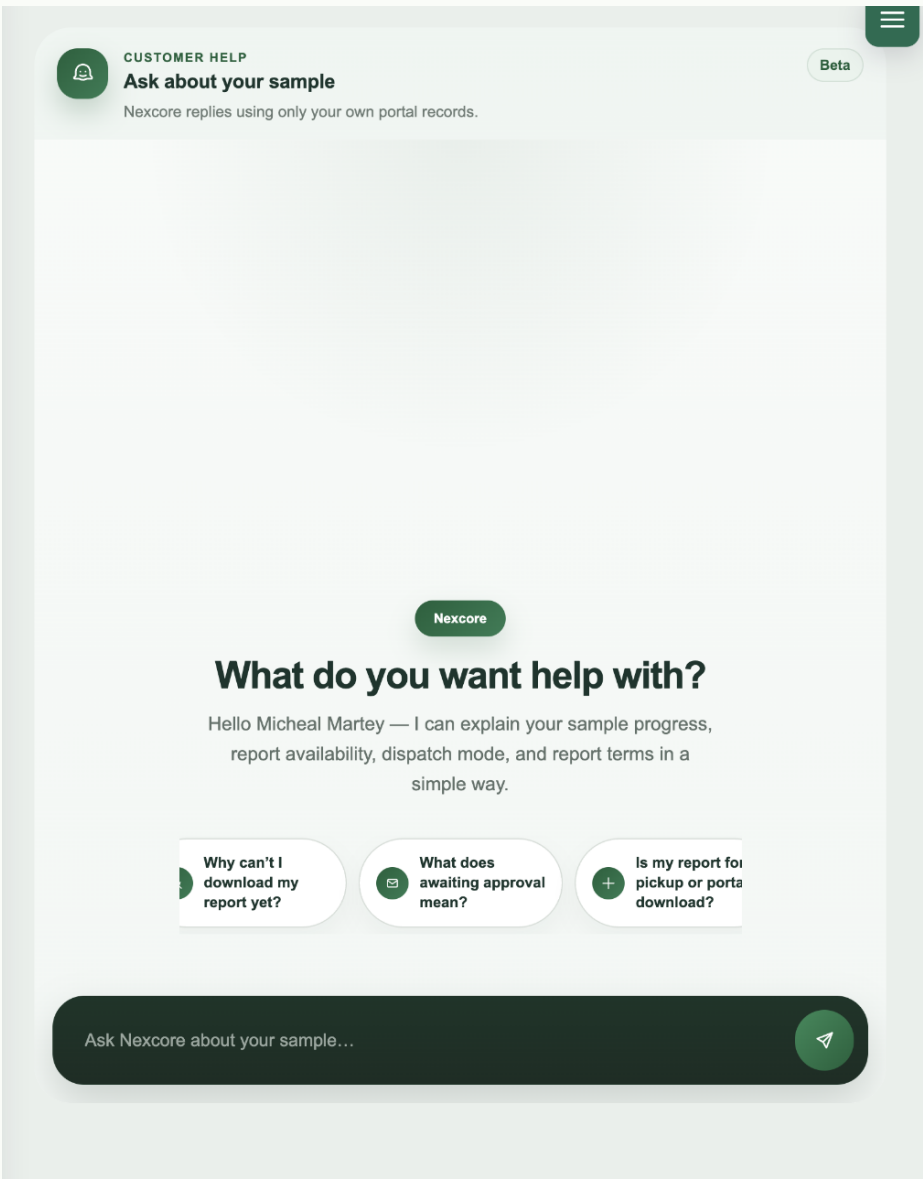
Check the sample information, current status and dispatch method. When the status is Approved or Completed, the report becomes available for download.



Important: A report cannot be downloaded while analysis or approval is still in progress.

7. Ask the customer-help assistant

Use the assistant to ask simple questions about your own sample records, including progress, approval, report availability and dispatch mode.



Important: The assistant explains portal records but does not replace official laboratory advice or change a sample's status.

8. Manage security and notifications

Use Settings to change your password, enable two-factor authentication and review active sessions. Use Notifications to choose email or SMS updates.

SETTINGS

Account settings



Change password
Update the password used to access your samples.

Current password

New password

Confirm new password

Update password



Two-factor authentication
Require an email security code when signing in.

OFF

Current password

Send verification code



Active sessions
Devices currently signed in to your account.



Mac - Edge
This device
::1

CURRENT



Mac - Edge
Last active Jul 25, 2026 at 5:08 PM
::1

→ Sign out

Important: Sign out unfamiliar sessions immediately and contact Customer Service if you suspect unauthorized access.

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Need additional help?

Use the Guide and Customer Help areas in the portal. For payment-reference registration, account activation problems, incorrect customer details or official laboratory questions, contact Ghana Standards Authority Customer Service.

01

Have these details ready

Your registered email address or phone number, sample reference, and invoice or receipt number.

02

Describe the exact issue

State the page, sample reference and action you were attempting. Do not send your password or verification code.

03

Keep the portal secure

Always use the official QR code or portal address and sign out when using a shared device.