Some processes in the LDMS will issue a challenge code. Contact User Support, provide the code and an explanation of what you are attempting. They will issue a password to allow you to proceed.

Do not close the window as the challenge code will reset.

Contacting User Support

LDMS user support is available 24 hours per day by telephone or email to answer your questions about using LDMS, diagnosing problems, and helping your laboratory get the most out of the software. When contacting LDMS User Support, be sure to include your LDMS laboratory number.

https://www.ldms.org/contact/
Phone: (716) 834-0900 x7311
Email: ldmshelp@fstrf.org

Challenge Code

Some processes in the LDMS will issue a challenge code. Contact User Support, provide the code and an explanation of what you are attempting. They will issue a password to allow you to proceed.

Do not close the window as the challenge code will reset.

Shutdown Code

If the LDMS experiences an error that forces it to shutdown, a special dialog box will appear. Enter your name and a brief description of what you were doing in the LDMS at the time:

“Running specimen processing report in the Reports module”

Click the OK button.