

Frequently Asked Questions

How Does TheConflab Work?

1. What is TheConflab?

TheConflab is a feature on LabVine, allowing laboratorians to connect with vetted experts to get meaningful help in an affordable, easy-to-use, blended environment.

It is an online self-service platform for the laboratory or individual, empowering them by connecting them with the right people, the right solution at the right time and at an affordable price.

For the expert, TheConflab enables them to gain broader exposure and more consulting work through an interactive client engagement platform, creating global awareness and ongoing networking opportunities.

2. Who can make use of TheConflab?

Any LabVine member can make use of TheConflab. Membership is free. You gain access to paid and free content and services made available by thought leaders, subject matter experts, and consultants worldwide, including curated industry news.

3. Why should I sign up to make use of TheConflab?

If you need General Consulting Services, Situational Coaching, Educational Seminars, Assessment Reports/Feedback, Role Playing/Critical Meeting Preparation, Tools/Templates, Surveys, Peer Feedback/References, whether it is to underpin, build or supplement strengths of your organization, for your personal development and career progression or to raise the relevance of your lab and adapt to change. Through TheConflab you obtain access to deep expertise, timely and cost-effectively.

4. How reliable is the service offered on TheConflab?

TheConflab consultants are vetted based on their qualifications, experience, LinkedIn profile and references directly supporting the service they offer. A minimum of three references is evaluated.

Once an approved service provider on TheConflab, their services are monitored through client reviews and ratings received. All of which are displayed and visible to clients on the TheConflab profiles.

5. Who can serve as an expert on TheConflab?

Any expert that has the expertise to provide laboratory services in any of the following categories and has the necessary proof to confirm it:

- ✓ Human Resources/People
- ✓ Operations
- ✓ Finance
- ✓ Leadership/Management
- ✓ Quality/Regulatory
- ✓ Clinical Integration
- ✓ Patient Integration
- ✓ Informatics Development/Support
- ✓ Strategy
- ✓ General Admin

6. How can I become an expert on TheConflab?

Any expert that has the expertise to provide laboratory services in any of the following categories and has the necessary proof to confirm it may apply:

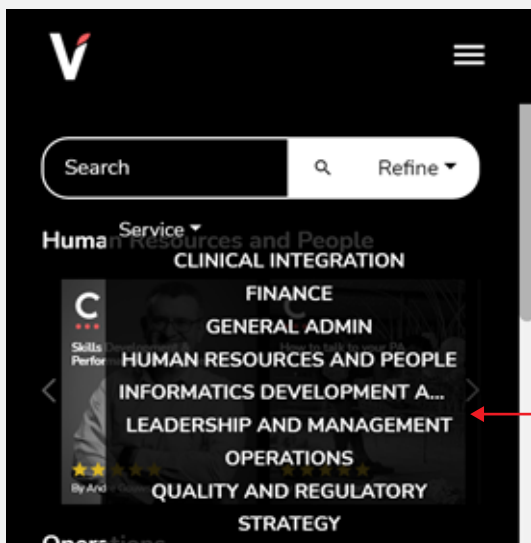
- ✓ Human Resources/People
- ✓ Operations
- ✓ Finance
- ✓ Leadership/Management
- ✓ Quality/Regulatory
- ✓ Clinical Integration
- ✓ Patient Integration
- ✓ Informatics Development/Support
- ✓ Strategy
- ✓ General Admin

For the application, you will need:

- A LinkedIn profile.
- Your Subject Matter Heading (Short subject matter heading to identify the expertise you will offer. Max Character Length 44).
- Profile Photo (black & white head-and-shoulders, or head-to-waist photo with asymmetrical composition).
- Three references directly supporting the service you offer and your competency (including profile photos, names and positions of each of your references).
- Identify the number of client engagements you have had to date that applies to (b) above.
- Your Hourly and Daily rate that you would offer your service at (should be in USD).
- Your professional title that relates to this specific subject matter.
- Outcomes (A short description of the outcome associated with this subject matter. Max Character Length 116).
- A Pdf or video providing a short introduction/summary to the services you offer (i.o.w. a sales pitch).

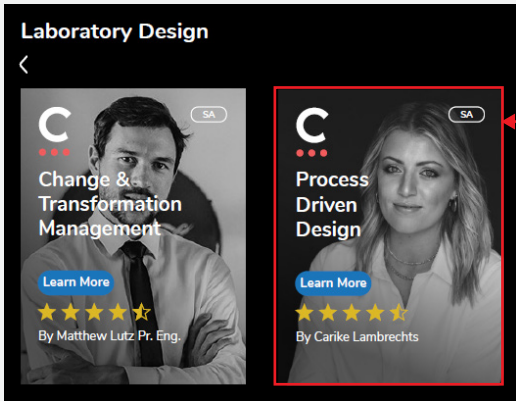
To apply, go to TheConflab at LabVine, select [BECOME AN EXPERT](#) and complete the online application.

7. How can I engage with an expert on TheConflab?

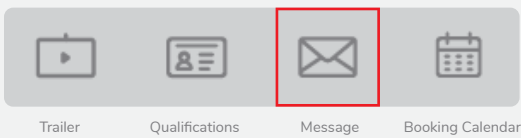


STEP 1: Go to [TheConflab](#).

STEP 2: Filter and select the service category applicable to your solution or service requirement.



- STEP 3: Identify a service provider.
- STEP 4: Select the service provider tile to proceed to the expert Details page.



- STEP 5: Select the message icon to communicate with the expert.

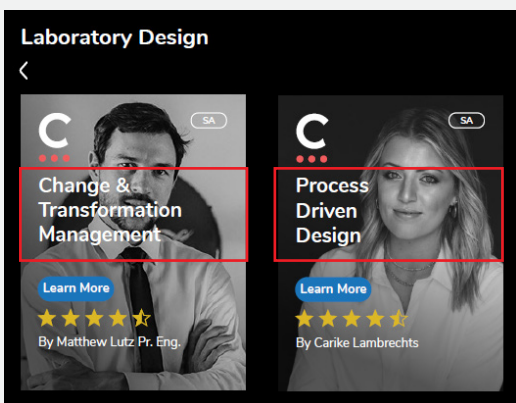
Watch the expert introduction via the trailer or peruse his/her qualifications for more detail regarding the expert's experience, education and reviews received.

Communicate your requirements to the expert. Request a booking once the expert confirms that he/she can attend to your needs.

8. How do I determine which expert will be able to attend to my needs?

The experts are grouped into the following service categories:

- | | |
|--|---|
| <ul style="list-style-type: none"> ✓ Human Resources/People ✓ Operations ✓ Finance ✓ Leadership/Management ✓ Quality/Regulatory | <ul style="list-style-type: none"> ✓ Clinical Integration ✓ Patient Integration ✓ Informatics Development/Support ✓ Strategy ✓ General Admin |
|--|---|



Select the service category that fits your need. The subject matter of each service provider is displayed on their tile.

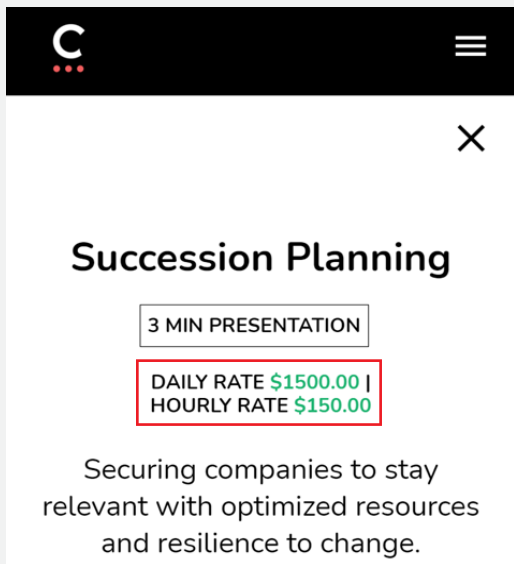
Select the subject matter that best suits your need and proceed to the expert details page.

Review the Subject Matter expert's records available at the trailer and qualifications. You also can communicate with the expert via messages and confirm that the expert can attend to your needs.

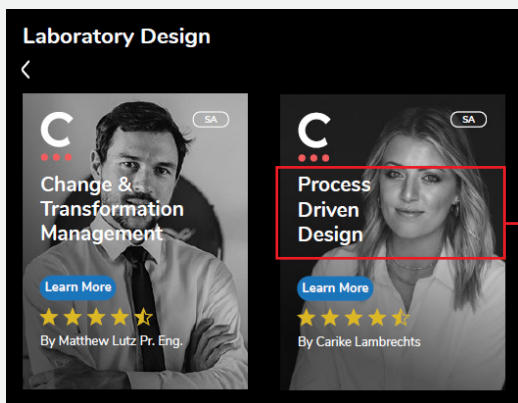
When sending a message, the expert will be alerted about your communication via e-mail and vice versa with a link directing you to TheConflab expert messaging.

9. Is TheConflab free?

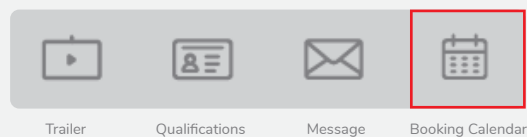
You are free to surf TheConflab. You will, however, be prompted to sign in or register if you attempt to message a consultant or book an appointment. To register on TheConflab is free. To meet with a consultant will be charged at the rate displayed on the expert's detail page.



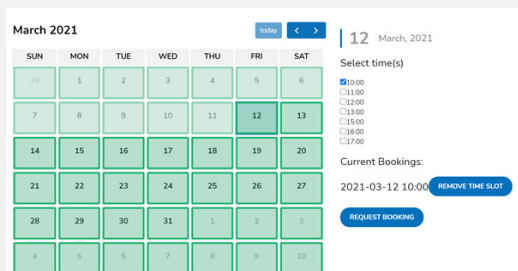
10. How do I book an expert?



Select the subject matter that best suits your need and proceed to the expert details page.



Select the Booking Calendar.



Select the available day and timeslot(s) that best suits you. Then request the booking. You will receive an e-mail on acceptance.



Once approved, a cart item will be added to your LabVine profile.

11. How does payment work?

Upon accepting your booking request, you will receive an email notifying you that a cart item has been added to your LabVine profile. Online payment is made upon checkout using major debit, credit and American Express cards via our secure payment process. Companies have the option to request an invoice for direct payment.

12. How long should the duration of the booking be?

Bookings can be made by the hour. It is advised to contact the expert before requesting a booking to confirm the meeting duration requirements.

13. Can I access TheConflab on my mobile phone?

Yes. TheConflab is “Mobile First.” This means it is fully compatible with all leading devices and the latest browser versions. Please ensure that your mobile device has a stable internet connection and ensure that your browser is not in the lite mode as this will block some functionality.

14. Once the booking is made, how does the expert and the client engage?

Once the booking is confirmed, the meeting will take place off TheConflab platform. It is up to the expert and client to agree in which mode (i.e., audio-conferencing, video-conferencing, telepresence, etc.) the meeting will take place.

15. Can my company be invoiced rather than paying online?

Yes, your company has the option to request an invoice for direct payment. To make use of this option, select a company registration in the first step of the checkout process. Once all details have been completed, you will have the option to request an invoice.

16. Do I need any specific software or technology to access TheConflab?

No. All you need is an internet browser and a stable internet connection.

17. What guarantee do I have that the consultant booked will be able to solve my problem?

It is the client’s responsibility to have a clearly defined Scope of Work and the expert’s to confirm capability of attending to the customer’s requirements before making a booking.

18. What if I am not happy with the service received?

Complaints can be submitted to support@labvinelearning.com.

19. The expert has no timeslot available that suits me. What should I do?

Message the expert and inquire whether he/she can avail of a timeslot that suits you.

20. What support do you provide?

For technical queries, a technical support team is available with a turnaround time of 24 hours. You can complete and submit a contact form or send an email directly to support@labvinelearning.com.

TheConflab

21. What business opportunities does TheConflab provide?

Become an expert on TheConflab and gain broader exposure and more consulting work through an interactive client engagement platform, creating global awareness and ongoing networking opportunities. TheConflab is an online laboratory consulting platform where clients connect directly with you. There is no intermediary. To laboratorians, TheConflab is a one-stop, easy to use, resource that provides access to professional knowledge and support in an affordable blended online environment.

22. Don't see your question here?

Please send us an email at support@labvinelearning.com and we will gladly assist you.

TheConflab

www.LabVineLearning.com

