

# LubeAlert Frequently Asked Questions

## New Customers

**If you are a new customer and need to setup a CITGO LubeAlert account.**

- ▶ Go to the CITGO Customer enrollment form <https://form.alsglobal.app/242255509380961>.

## Current Customers

**How do I sign up for LubeAlert online access?**

- ▶ If you are a current customer and need LubeAlert online access, Go to <https://lubealert.com>
- ▶ Click on “Don’t have an account” and proceed to setup an account.
- ▶ The online credentials will be emailed within 24 hours to access LubeAlert account.

**How do I reach out for general inquiries?**

- ▶ Go to <https://lubealert.com> and then click on “Contact us” link.
- ▶ LubeAlert customer service is also available via [lubealert@alsglobal.com](mailto:lubealert@alsglobal.com) or phone at 844-669-5608.

**How do I order CITGO LubeAlert fluid analysis kits?**

- ▶ Go to <https://lubealert.com> and then click on “order sample kits.”

## Customers with LubeAlert online access

**How do I log into my LubeAlert account**

- ▶ Go to <https://lubealert.com>
- ▶ First-time user should enter the username and temporary password issued after the account sign up process. The user will be prompted to create a strong password.

**How do I reset my LubeAlert account password?**

- ▶ If the password is forgotten, the user can go to <https://lubealert.com>
- ▶ Click on “**Forgot password**”
- ▶ The user will then receive an email message with a link and Instructions to reset password and instructions to reset the password.

If the user cannot remember the username or email address associated with the account, the user will need to contact LubeAlert customer service via [lubealert@alsglobal.com](mailto:lubealert@alsglobal.com)

- ▶ The password requirement is to contain at least one upper case letter, one numeric value, one special character, contains at least 12 characters and must be different from previous passwords.



**SUPPORT**

Call: 844-669-5608

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## Sample Submission Instructions

### Prepare Sample

- ▶ Properly take a representative sample
- ▶ Firmly tighten the sample bottle lids to avoid leaks and wipe off excess oil.

### Submit Sample

- ▶ Fill out supplied form or submit sample online via website or mobile application.
- ▶ To submit sample via the website, visit [www.lubealert.com](http://www.lubealert.com)
- ▶ To submit sample via mobile app, download the mobile app by visiting the App Store or Google Play and searching *Webtrieve Mobile*.
- ▶ Click on the following training video links on how to submit samples online.

**Sample Submission using Website:** <https://bit.ly/3CSRLiS>

**Mobile App Online Submission Video:** <https://www.alsglobal.com/mydata>

- ▶ Keep the bottom stub for your records. Place the samples into the outer plastic mailer and ship samples back to the lab. Make sure to include the sample information form with the sample.

### Track Results

- ▶ Results will be available in the Webtrieve mobile app or by logging into your LubeAlert account.
- ▶ Sample summary report notifications via email are also available.
- ▶ Click on the following training video links on how to search samples online.

**Sample Search Using Website:** <https://www.youtube.com/watch?v=Qc7EmT-wc8Q>

- ▶ Quick overview of sample results using the LubeAlert dashboard: Problem Summary, Condition Summary and Compartment Summary

## Management Report Option

**The following reports are available by logging into the LubeAlert account:**

### Go To “Reports,” “Management Reports”

- ▶ Condition History: Allows to search criteria by Compartment Type, Companies, Make/Model, Month, Quarter, Unit or Year.
- ▶ Fluid Age and Condition: Allows to search criteria by Compartment Type, Make/Model, or Unit
- ▶ Turn Around Time: Allows to search sampled between (By Year) or Sampled between (By Range)

**The Following reports are available by logging Into the LubeAlert account:**

### Go to “Reports,” “Additional Reports.”

- ▶ Delinquent: The report shows whether a component is current for scheduled testing frequency, overdue for testing, or has never been tested.
- ▶ Missing Information: Provides a monthly report listing of samples received and sample information that was not provided, as well as information that was provided, at the time of laboratory submission.
- ▶ Sample Activity: Provides a 12-month rolling report on sample Severity Condition reported for samples received each month per component.



### SUPPORT

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