



How to reach our statistical and scientific support

Next Trainings

May 18-20, 2020 | Boston, MA, USA

June 15-17, 2020 | Frankfurt am Main, Germany

Meet us at

2020 US Bioassay Conference | March 25-27, 2020 | Seattle, WA, USA

April 26-28, 2020 | CASSS Bioassays 2020 | Gaithersburg, MD, USA

Latest Release

PLA 3.0 - Biological Assay Package 26 SR1 (build 1043) | May 2019

PLA 2.1 (build 605 SR1) | Sep 2019

Dear Max,

As you surely know the PLA software* includes access to our inhouse statistical and scientific support team* (mathematicians, biostatisticians and (bio-)chemists) with a target response time of one business day.

** active support contract required (read more about this in the last newsletter)*

How to reach them?

To reach them, we installed our simply and user-friendly support system that makes sure you get your answer within a short period.

- 1) Log in or register at our support portal: support.bioassay.de
- 2) On the right side, click 'New support ticket'
- 3) Fill out the 'Submit a ticket' form
- 4) Click 'Submit'

A screenshot of the PLA Support Portal interface. The header is blue with the text 'PLA Support Portal' and 'The fastest and most comfortable way to get support for PLA'. Below the header, there are three main sections: 'Login to the support portal' with input fields for 'Your e-mail address' and 'Password', a 'Remember me on this computer' checkbox, a 'Forgot your password?' link, and a 'Login' button; '...or login using' with buttons for Google, Facebook, and Twitter; and 'Sign up' with a 'Sign up with us' button and a note: 'Once you sign up, you will have complete access to our self service portal and you can use your account to raise support tickets and track their status.' At the bottom, there is a footer with the Stegmann Systems logo and a disclaimer in German and English: 'Durch die Benutzung dieses Support Portals akzeptieren Sie die Datenschutzbestimmungen von Stegmann Systems an. By using the support portal you agree to the privacy policy of Stegmann Systems.' and 'Hilf uns zu verbessern'.

To check your ticket status, on the right side, click 'Check ticket status'

If you have any further questions, please contact our Sales Manager Tanja Farrenkopf via [email](mailto:tanja.farrenkopf@stegmann-systems.com).

Best regards
Mathias von Gellhorn
Marketing Manager

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Meet us at

- 2020 US Bioassay Conference,
March 25-27, 2020 | Seattle, WA, USA
- CASSS Bioassays 2020,
April 26-28, 2020 | Gaithersburg, MD, USA
- 2020 EUR Bioassay Conference,
September 23-25, 2020 | Rome, Italy
- Well Characterized Biologics & Biological Assays,
October 27-29, 2020 | Hyattsville, MD, USA

If you wish to meet one of our representatives, please contact: Tanja Farrenkopf, Sales Manager, by [mail](#).

Trainings Calender

- May 18-20, 2020, Boston, MA, USA - [Booking open](#) - Early bird available until April 03, 2020
 - May 18-19: PLA 3.0 Super User Training
 - May 20: PLA 3.0 Advanced Analysis Workshop
- June 15-17, 2020, Frankfurt, Germany – [Booking open](#) - Early bird available until May 01, 2020
 - June 15-16: PLA 3.0 Super User Training
 - June 17: PLA 3.0 Advanced Analysis Workshop
- 2020, West Coast, USA

Corporate Training

Are you interested in a corporate in-house training? Please contact us via [mail](#) or visit our [website](#).

Latest Releases

PLA 3.0.4 SR6 (build 762)

Released: 2018/09/28

PLA 3.0.4 includes Biological Assay Package 23

Biological Assay Package 26 SR1 (build 1043)

Released: 2019/05/17

PLA 2.1 (build 605 SR1)

Released: 2019/09/30

[Download](#)

Add-ons for PLA 3.0

PLA is an extensible platform. The user has several options to customize this platform and extend its functionality with add-ons. Go to [Add-Ons Overview](#).



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