


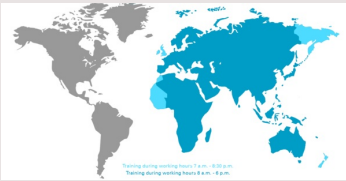
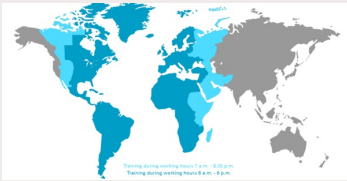
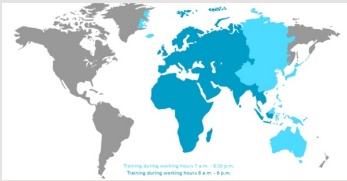




## We support you

### Next PLA 3.0 Webinar & Trainings

June 23	July 29	July 30
 <p>Basics Webinar</p>	 <p>End User Training</p>	 <p>End User Training</p>
 <p>3 Seats Available</p>	 <p>Seats Available</p>	 <p>Seats Available</p>

Dear Max,

#### In This Newsletter:

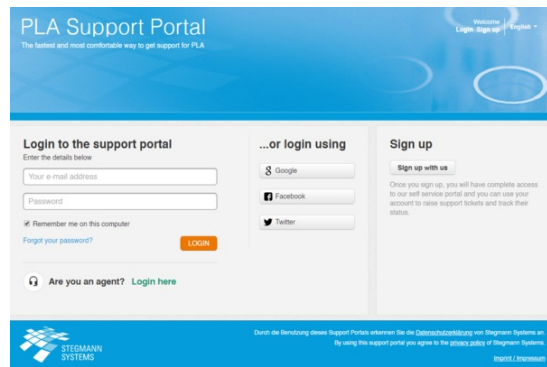
- [We support you](#)
- [Temporary upgrade of your PLA Seat License to allow home office access to PLA](#)
- [Webinar & Trainings Calendar](#)
- [Meet us at](#)
- [Latest PLA 3.0 Releases](#)

#### We support you

Did you know that all PLA users have access to our support portal? Even if your support contract is not active, you can get "1st level support" with a target response time of 5 business days.

1st level support means technical support and installation support. When you have an active support contract, you will enjoy the entire range of benefits ([see all benefits here](#)) including 2nd level support. This includes statistical and other scientific support by a team of biostatisticians and (bio-) chemists. You will benefit from priority support and a much shorter target response time (1 business day).

We have a user-friendly ticketing system (support portal, please use this link: [support.bioassay.de](https://support.bioassay.de)) that helps us to work on your support requests quick and effectively, making sure you get your answer within a short period. [Read more](#) about our support portal.



Besides, we know that nearly every user can simplify and speed up their daily workload by getting more familiar with our software. To support you to work smarter, we offer our PLA 3.0 End User Training. The next PLA 3.0 End User Training is in one month and there are seats available.

- July 29, 3 p.m. CEST / 9 a.m. EDT, 3.5h
- July 30, 9 a.m. CEST / 12:30 p.m. IST, 3.5h

In this training, you as a regular and daily user of PLA 3.0 can learn about and increase your knowledge of documents, document management, data input, and the use of templates. And all of this in one day and in 3 and a half hours.

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### Temporary upgrade of your PLA Seat License to allow home office access to PLA

You may need to work from home during the COVID-19 crisis, but your current PLA Seat license does not allow remote access? As part of our response to the COVID-19 pandemic, we now offer you a temporary license in addition to your Seat license, free of charge. The temporary license will expire on August 31, 2020.

If you want to use this offer, please write to [support@bioassay.de](mailto:support@bioassay.de) indicating the serial number of your PLA Seat license (visible on the login screen of PLA). We will then provide you with the corresponding instructions.

Best regards  
Mathias von Gellhorn  
Marketing Manager

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### Meet us at

- 2020 BEBPA 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 our Sales Team by [mail](#).

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### Webinar & Trainings Calender

June 23	PLA 3.0 Basics Webinar (6 p.m. CEST / 9 a.m. PDT, 1.25h)	<a href="#">Free Booking</a>
June 25	PLA 3.0 Basics Webinar (9 a.m. CEST / 3 p.m. CST/China, 1.25h)	<a href="#">Free Booking</a>
July 01	PLA 3.0 Basics Webinar (9 a.m. CEST / 5 p.m. AEDT, 1.25h)	<a href="#">Free Booking</a>
July 02	PLA 3.0 Basics Webinar (6 p.m. CEST / 12 p.m. EDT, 1.25h)	<a href="#">Free Booking</a>
July 29	PLA 3.0 End User Training, virtual (3 p.m. CEST / 9 a.m. EDT, 3.5h)	<a href="#">Booking open</a>
July 30	PLA 3.0 End User Training, virtual (9 a.m. CEST / 12:30 p.m. IST, 3.5h)	<a href="#">Booking open</a>
October 05-06	PLA 3.0 Super User Training, virtual (6. p.m. CEST / 9 a.m. PDT, 6h)	<a href="#">Early bird until June 30</a>
October 07	PLA 3.0 Advanced Analysis Workshop, virtual (6. p.m. CEST / 9 a.m. PDT, 6h)	<a href="#">Early bird until June 30</a>

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### Corporate Training

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

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### 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](#)

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### 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 our [website](#) and find it under 'Products'.



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