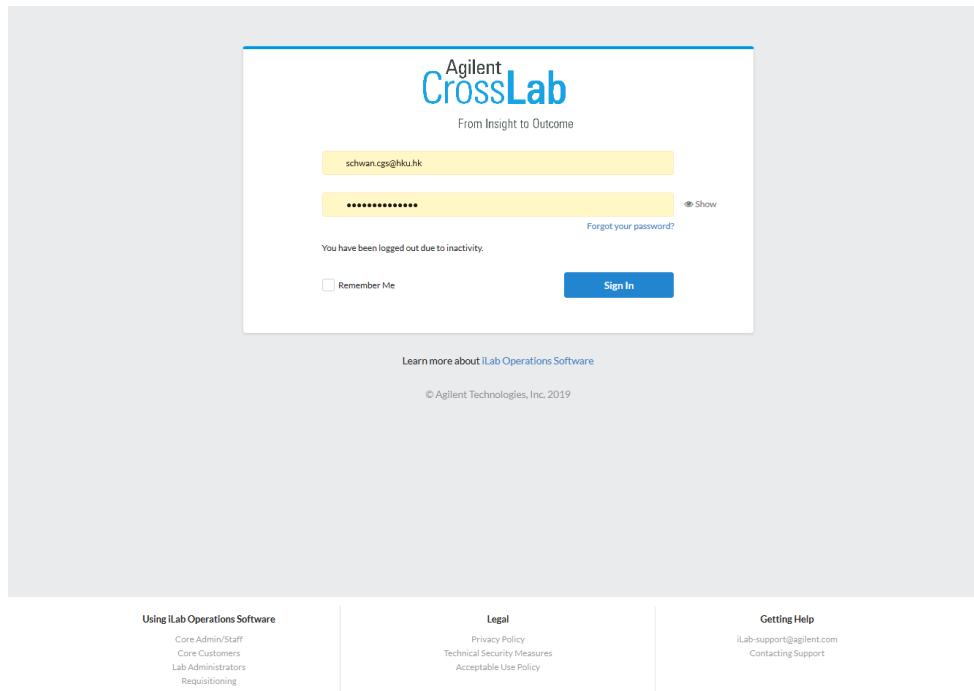


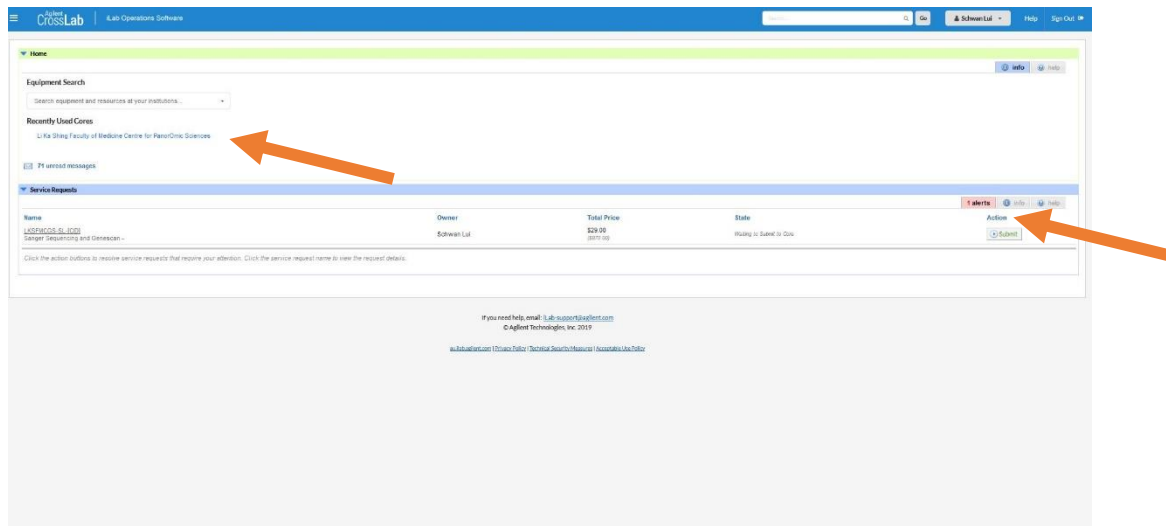
## How a user makes a service request (Sanger Sequencing)

1. Login to iLab (assuming the user account exists in iLab. If not, a new account has to be created first by Core Admin)
  - a. <https://au.ilab.agilent.com/account/login>



The image shows the login page for Agilent CrossLab. The header features the Agilent CrossLab logo and the tagline "From Insight to Outcome". Below the logo is a login form with two input fields: one for the email address (schwan.cgs@hku.hk) and one for the password (masked with asterisks). There is a "Show" button next to the password field and a "Forgot your password?" link. Below the password field is a message: "You have been logged out due to inactivity." and a "Remember Me" checkbox. A blue "Sign In" button is at the bottom of the form. Below the form is a link to "Learn more about iLab Operations Software" and a copyright notice "© Agilent Technologies, Inc. 2019". At the bottom of the page, there are three columns of links: "Using iLab Operations Software" (Core Admin/Staff, Core Customers, Lab Administrators, Requisitioning), "Legal" (Privacy Policy, Technical Security Measures, Acceptable Use Policy), and "Getting Help" (iLab-support@agilent.com, Contacting Support).

2. Once logged in, user will see the following landing page. In this page, a user can see all requests that are not completed yet and require attentions. In the example, there are 1 request (alerts) that require user attention.



The image shows the landing page of the Agilent CrossLab iLab Operations Software. The page has a blue header with the Agilent CrossLab logo and navigation links. The main content area is divided into several sections: "Equipment Search", "Recently Used Cores", "Service Requests", and "Alerts". The "Service Requests" section is highlighted with a blue bar and contains a table with the following data:

| Name  | Owner      | Total Price          | Status                    |
|---|------------|----------------------|---------------------------|
| LCSPH-001-SL-0001<br>Sanger Sequencing and Genomics | Schwan Lab | \$29.00<br>(2019-09) | Pending to Submit to Core |

Below the table, there is a message: "Click the action buttons to receive service requests that require your attention. Click the service request name to view the request details." An orange arrow points to the "Alerts" tab in the top right corner of the "Service Requests" section. Another orange arrow points to the "Action" button in the table, which has a "Submit" sub-button.

3. Go to the Core (CGS) home page by clicking “[Li Ka Shing Faculty of Medicine Centre for PanorOmic Sciences](#)”

Agilent

CrossLab

iLab Operations Software

Search

Go

Schwan Lul

Help

Sign Out

Li Ka Shing Faculty of Medicine Centre for PanorOmic Sciences

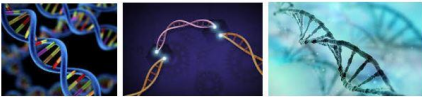
About CPOS

Request Services

View My Requests

Contact Us

Overview of Services



**About Us:**

The Centre for PanorOmic Sciences (CPOS) was established by the LKS Faculty of Medicine of the University of Hong Kong to strategically support omics research. CPOS comprises of three major divisions which operate synergistically with a view to accelerating scientific discoveries and help push forward the frontier of research under the omics revolution. The three divisions are:

- 1) Platform Technologies
- 2) Research and Training
- 3) Strategic Programmes

On this iLab section, core services by cutting-edge platform technologies are available in the areas of genomics, proteomics, metabolomics, bioinformatics and biobanking.

4. Make a request by clicking “Request Services” tab on the top right

Agilent

CrossLab

iLab Operations Software

Search

Go

Schwan Lul

Help

Sign Out

Li Ka Shing Faculty of Medicine Centre for PanorOmic Sciences

About CPOS

Request Services

View My Requests

Contact Us

▼ Services and Price list

**Brief Description of our Services**

**CPOS - Biobank Core:**

**Biobank** - provides an optimal bio-repository system from raw sample processing to secure sample storage for LKS Faculty of Medicine.

**CPOS - Genomics Core:**

**Nucleic Acids Extraction**

**Extraction** - equips with automated nucleic acids extraction systems for robust DNA and/or RNA extraction from various sample types.

**Sample QC**

**Bioanalyzer** - utilizes [Agilent 2100 bioanalyzer](#) for DNA/RNA quality assessment using RNA 6000 Nano, High Sensitivity DNA assay and DNA 12000 assay.

**Tapestation** - demonstrates outstanding function for genomics DNA quality assessment with DIN value as quality score. Run only service.

**Qubit** - offers superior accuracy and unsurpassed sensitivity specific for quantifying DNA/RNA by fluorescent-based Qubit assay.

**Realtime PCR** - quantifies DNA or cDNA templates and performs qualitative analysis for genetic variation using Roche LightCycler® 480 II (LC480 II). Run only service.

5. Scroll down to **Services by platforms** and choose “Sanger Sequencing and Genescan”. Once clicked on the platform, a list of services will be shown below it. Click “**request service**” button on the far right of the desired service. Note that since the user is a HKU user, he has been classified as HKU Academics and thus the corresponding price. For non-HKU Academics, there will be a different pricing scheme.

Agilent CrossLab | iLab Operations Software

Search available services:  View: [by category](#) [alphabetically](#)

- Bioanalyzer (6)
- Tapestation (1)
- Qubit (8)
- Realtime PCR (3)
- Extraction (11)
- Sanger Sequencing and Genescan (7)

| Service Name  | Price                      | Action                          |
|---|----------------------------|---------------------------------|
| GA001 - Sanger Sequencing Full Service (Sample) / per sample  | \$29.00 (HKU Academics)    | <a href="#">request service</a> |
| GA002 - Sanger Sequencing Full Service (Full Plate) / per plate<br>Please submit 90 samples in a 96 well plate according to Sample Information File | \$2,400.00 (HKU Academics) | <a href="#">request service</a> |
| GA003 - Clean-up & seq run / per sample   | \$30.00 (HKU Academics)    | <a href="#">request service</a> |
| GA101 - Genescan for Quartered Plate (1-24 samples)   | \$780.00 (HKU Academics)   | <a href="#">request service</a> |
| GA102 - Genescan for Half Plate (25-48 samples)   | \$1,120.00 (HKU Academics) | <a href="#">request service</a> |
| GA103 - Genescan for Full Plate (49-94 samples)   | \$1,600.00 (HKU Academics) | <a href="#">request service</a> |
| GA201 - On-site Collection Charge   | \$45.00 (HKU Academics)    | <a href="#">request service</a> |

6. User shall then input Quantity (30 in this demo) for the service (GA001). Note the Total Projected Cost will be automatically adjusted accordingly.
- User can input Request Summary, Quantity. HKU user must input HKU billing account number.
  - User can also choose to split the charges into different accounts by % (**ONLY by %**)
  - User chooses “submit request to core” for request submission.

Agilent CrossLab | iLab Operations Software

Request Summary

Samples will be submitted this afternoon

Forms and Request Details

| Item               | Service  | Quantity | Unit Price | Total    | Billing Status    | Work Status |
|--------------------|--|----------|------------|----------|-------------------|-------------|
| Sep 05<br>02:44 PM | GA001 - Sanger Sequencing Full Service (Sample) / per sample<br>Sanger Sequencing and Genescan | 30.0     | \$29.00    | \$870.00 | Not Ready To Bill | Proposed    |

Cost

The core will review and update this projected cost. You will only be billed for completed work.

Total Projected Cost: \$

Payment Information

Please enter the HKU billing account number

| %      | HKU billing account number |
|--------|----------------------------|
| 1 50 % | 9-123456-20100-200-01 (D2) |
| 2 50 % | 9-123456-20100-200-01 (D3) |

100% Total Allocated

Split Charge

enter additional payment information

[submit request to core](#) [save draft request](#) [Cancel](#)

7. User will then be brought to a page of showing all “active requests” by the user. Note that “completed requests” are not shown by default.

Agilent  
CrossLab

iLab Operations Software

Search

Go

Schwan Lui

Help

Sign Out

Li Ka Shing Faculty of Medicine Centre for PanorOmic Sciences

About CPOSRequest ServicesView My RequestsContact Us

Reload Active Requests

active requests

Searching within active requests: Results in this tab are restricted by Status (show details)  
Please use the filter panels in the left-hand menu to drill down to requests of interest. You can also save filters to custom tabs! [Click here for more details.](#)

Hide Filters

Keywords

Recurring Requests

Status

Category

Labels

Assigned To

Lab

Owner

Institution

Payment Number

Payment Method

Request Date

date

for

service id

status

cost

Sep 05  
(Sep 05 2019)

Schwan Lui  
Ng\_Bond (HKU) Group - 001

CPOS-190905-SL-182  
NGS  
Wei

Waiting for Core to Begin

\$4,000.00  
(\$4,000.00)

Sep 05  
(Sep 05 2019)

Schwan Lui  
Ng\_Bond (HKU) Group - 001

CPOS-190905-SL-183  
Sanger Sequencing and Genescan

Waiting for Core to Agree

\$870.00  
(\$870.00)  
Team Sanger...

Sep 04  
(Sep 04 2019)

Schwan Lui  
Ng\_Bond (HKU) Group - 001

CPOS-190904-SL-[CID]  
Bioanalyzer

Waiting to Submit to Core

\$80.00  
(\$80.00)

Sep 03  
(Sep 03 2019)

Schwan Lui  
Ng\_Bond (HKU) Group - 001

CPOS-SL-175  
High Performance Computing Facility  
username: schwan

Processing

\$149,850.00  
(\$0.00)

Sep 03  
(Sep 03 2019)

Schwan Lui  
Ng\_Bond (HKU) Group - 001

CPOS-SL-177  
Proteomics and Metabolomics Core  
PIC-Ricky

Processing

\$13,020.00  
(\$13,020.00)

Sep 03  
(Sep 03 2019)

Schwan Lui  
Ng\_Bond (HKU) Group - 001

CPOS-SL-174  
Biobank

Processing

\$0.00  
(\$0.00)

Sep 03  
(Sep 03 2019)

Schwan Lui  
Ng\_Bond (HKU) Group - 001

CPOS-SL-172  
High Performance Computing Facility

Processing

\$38,961.00  
(\$0.00)

8. During the whole process of request submission until it is completed, user/PI can click into the request, expand the request by clicking “blue arrow”. User can attach files at this point. User can choose “add attachment” and upload the Sample Information File.

Agilent  
CrossLab

iLab Operations Software

Search

Go

Schwan Lui

Help

Sign Out

About CPOSRequest ServicesView My RequestsContact Us

Searching within active requests: Results in this tab are restricted by Status (show details)  
Please use the filter panels in the left-hand menu to drill down to requests of interest. You can also save filters to custom tabs! [Click here for more details.](#)

Hide Filters

Keywords

Recurring Requests

Status

Category

Labels

Assigned To

Lab

Owner

Institution

Payment Number

Payment Method

Request Date

Start Date

Due Date

Completed Date

Apply Filters

Reset Filters

Create Tab from Filters

Download Results as CSV

date

for

service id

status

cost

Sep 05  
(Sep 05 2019)

Schwan Lui  
Ng\_Bond (HKU) Group - 001

CPOS-190905-SL-182  
NGS  
Wei

Waiting for Core to Begin

\$4,000.00  
(\$4,000.00)

Sep 05  
(Sep 05 2019)

Schwan Lui  
Ng\_Bond (HKU) Group - 001

CPOS-190905-SL-183  
Sanger Sequencing and Genescan

Waiting for Core to Agree

\$870.00  
(\$870.00)  
Team Sanger...

Overview

Payment Information

Forms and Request Details

Sep 05  
02:44 PM

GA001- Sanger Sequencing Full Service (Sample) / per sample  
Sanger Sequencing and Genescan

Quantity:  
30.0

Unit Price:  
\$29.00

Total:  
\$870.00

Billing Status:  
Not Ready To Bill

Work Status:  
Proposed

Comments

Service Request History

Billing Information

Shipping Information

Sep 04  
(Sep 04 2019)

Schwan Lui  
Ng\_Bond (HKU) Group - 001

CPOS-190904-SL-[CID]  
Bioanalyzer

Waiting to Submit to Core

\$80.00  
(\$80.00)

Sep 03  
(Sep 03 2019)

Schwan Lui  
Ng\_Bond (HKU) Group - 001

CPOS-SL-175  
High Performance Computing Facility  
username: schwan

Processing

\$149,850.00  
(\$0.00)

9. After completion of service request on iLab, user can submit samples in collection box and staple a hard copy of sample submission form on the sample bag. Samples are submitted on the same day.