iLab User Guide

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Quick Intro

iLab, a cloud service provided by Agilent Technologies, serves as the centralized platform for managing the life cycle of service requests made by PIs and researchers. It allows user to initiate a service request of any service being provided by CPOS (except Imaging, Cytometry, Bio-reagent and Oligo ordering services). It keeps track of a service from the beginning until invoices are paid.

This guide will walk you through how a service request is made, approved, processed, and invoiced.

Terminology

Core/Core Facility in iLab = CPOS (excluding Imaging, Cytometry, Bio-reagent and Oligo ordering)

Lab/Group in iLab = PI group

Lab Member/Researcher = User/Researcher/Customer

Core Manager = Lab Manager

Core Member = Lab Technician (who processes a request)

Request Approval Workflow

Once the request is successfully submitted by the PI/User, it will follow the approval workflow below:



Skip to financial approval if scope and cost are known at submission

Benefits of using iLab

- 1. Online system available 24 x 7 and can be accessed anywhere on the internet
- 2. Real-time check on status of all service requests raised in your group
- 3. Online invoices with simplified payment process
- 4. Paperless

What you can do with iLab

- 1. Make a service request anytime to our Centre
- 2. Set a pre-approved dollar value limit for the entire PI group or individually
- 3. View status the requests made
- 4. Change billing account number anytime before invoice is generated and split a service charge into multiple billing account numbers by percentage (not by actual value).
- 5. View invoices online when they are generated
- 6. Communicate with the Centre

What you need to do as a PI

- 1. Approve service request financially
- 2. Set/Change <u>Auto Approval Amount</u> for individual user of your group (Do NOT change the Lab-wide values)
- 3. Change billing account number, if necessary, before invoice generation
- 4. View and confirm invoices for payment
- 5. Add or remove users/researchers in your group

Assigning a manager (proxy)

You can assign a **manager** (proxy) to handle daily operation on your behalf. See "How to authorize a Lab/Group Manager for your group" on page 29 for details.

Account Registration and Creation – you only need to do this once

1. Once we begin registering a new account for you, you will first receive an email from support@ilabsolutions.com with the Subject: NOTIFICATION: Account request received, like below. There is nothing you need to do but wait for the next email.

From: <u>support@ilabsolutions.com</u> [mailto:support@ilabsolutions.com] Sent: Thursday, August 1, 2019 1:59 PM To: <*your_name>* <<u>your_email</u>@hku.hk> Subject: NOTIFICATION: Account request received

Your account request is awaiting confirmation.

Thank you for requesting an iLab account. Please allow up to 24 hours for account confirmation.

Next, our team will ...

- 1. ...review the account information that you provided.
- 2. ...confirm the provided information with your Principal Investigator and/or a Financial Contact.
- 3. ...send your account credentials to the email address provided during registration.

If you have any additional questions about your account status, do not hesitate to send us an email at <u>ilab-support@agilent.com</u>. Alternatively, you can call us at 617-297-2805.

Please feel free to contact <u>ilab-support@agilent.com</u> if you have any problems accessing or approving your request.

2. Within 24 hours (usually within a couple of hours), you shall receive another email confirming the account has been registered, like below:

From: <u>support@ilabsolutions.com</u> [mailto:support@ilabsolutions.com] Sent: Thursday, August 1, 2019 6:48 PM To: <your_name> <your_email@hku.hk> Subject: iLab - account information



<Your Name> - Welcome to iLab!

Thank you for registering for an iLab account. Please use the information below to help you get started. Feel free to contact <u>ilab-support@agilent.com</u> with any questions.

Best wishes,

The iLab team

Getting started

- 1. Click <u>here</u> to retrieve your password and view available cores.
- 2. Click on the core facilities link in the left hand menu: cores
- 3. Select a core from the list of cores (You requested access to: Li Ka Shing Faculty of Medicine Centre for PanorOmic Sciences)
- 4. On the core's page, click the 'about' tab to learn more about the available services.
- 5. To request services, click the request services' tab.
- 6. For cores with equipment, click on the 'schedule equipment' tab.

Click on 'HELP' at the upper right of the iLab application to submit a support ticket or access online help articles.

3. When you receive the above email, please click "here" (as shown above with the arrow) to retrieve your password.

4. You will then be directed to the following webpage to retrieve and reset your password. Enter your email address (must be the same as the one you see in the previous emails) and click "Send".

Cross Lab	iLab Softw	vare Help	System Status	Request Demo						Sign In
					Completing this form will see with a link to reset your pass louis11@hku.hk	a Outcome ad you an email word.				
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	Using iLab Operatio Core Admin/ Core Custon Lab Administr Requisition	ns Software Staff ners rators ing		Pr Technical Accep	Legal vacy Policy Security Measures able Use Policy	Getting Help iLab-support@agiler Contacting Supp	nt.com ort			

Page 6 of 42 V1.4: Aug 8, 2023 by Kevin Tsang@IT | Bioinformatics Core | CPOS | LKSFOM | HKU 5. You will then receive an email with the link to reset your password. This step is important to ensure it is only you who can change the password. The link is a one-time link just for your password reset.



6. Click the one-time link for password change brings to the following page. Just enter your password and click Save. DONE!

Your password h Complete this fo					
	as been reset. rm to create a nev	w password.			
Password					
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Show Show			Save		

Logging in for the first time

Requisitioning

Go to https://au.ilab.agilent.com/account/login

Login using registered email address (contact us if you have not registered yet)

Cross Lab
From Insight to Outcome
👗 pi1234.@hku.hk
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Forgot your password?
Remember Me Sign In
Learn more about it ab Operations Software
© Agilent Technologies, Inc. 2019
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C Agilent Technologies, Inc. 2019
© Agilent Technologies, Inc. 2019 Using ILab Operations Software Legal

Once logged in, you will be asked to choose the preferred Time Zone, by default, GMT+08:00 Hong Kong Leave the New mail box empty. Click **Set**.

CrossLab iLab Operations Softwa		Search	
lick here to access the left navigation			Logged in successfully
 Getting started 			
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Welcome to iLab!			
Thank you for registering for an iLab account. Please us	e the information below to help you get started. Feel free to contact ila	ab-support@agilent.com with any questions.	
Best wishes,			
The iLab team			
Getting started 1. Click on the core facilities link in the left han 2. Select a core from the list of cores 3. On the core's page, click the 'about our core 4. To request service, click the 'apout service' 5. For cores with equipment, click on the 'sche Click on 'HELP' at the upper right of the iLab applic Theme Equipment Search	Please select your time zone from the dropdow Time Zone: [GMT-108:00) Hong Kong Below is the email address that i lab has on file louist 16[Wikh lik If you would like to receive notifications to ano You can always update this later by clicking on Note: Your login email will remain unchanged. New email:	m below and click "Set" for you to receive notifications. ther email, please update the email addre 'my profile' in the upper right.	ss below.
Search equipment and resources at your institution	S •		
Your Recent Access Request for Li Ka Shing Faculty of Medicine Centre for Genomic Sciences			
	If you need help, email: <u>il ab-su</u> © Agilent Technologies	pport@agilent.com s, Inc. 2019	

You will then be prompted to enter Billing and Shipping Information. Please input the correct information which will be used in all future invoices.

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Li Ka Shing Faculty of Medicine	Centre for Gen	iomic Sciences	
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Overview of Services			
Over view of Services			
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	The fields marked with a red	star are required to use this facility.	因研究中心
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About Us:	Fax	Fax	
	Institution	Institution	
The Centre for Genomic Sciences was established to provide	Department	Department	infrastructure for studies in
diagnostic and therapeutic measures.	Address1	Address 1	ising and for the development of
	Address2	Address2	
The Centre also offers professional Core Services with advan	Address3	Address3	v and the pyrosequencer. Other
fundamental tools such as DNA sequencer, real-time PCR, Bi	City *	City \star	cBio Sequencing and Single Cell
(10X Genomics) platforms are also available. The Core Service	Country ★	Country *	hly average of 360 jobs.
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Leadership			
Prof Pak SHAM Dr Agnes CHAN			
Director Centre Manager			
Email: pcsham@hku.hk Email: agnes.cgs@ Phone: 2831 5425 Phone: 2831 5427	<u>/hku.hk</u>		
1.1010.20010421			

The User Interface of iLab

Your home page right after login. The bottom section shows a list of requests that require your attention. You can directly click the button accordingly to act. You can also click on the service ID to see details of a request.

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09-40-173		(\$0.00)		
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SFMCGS-AC-(CID) pestation - SFMCGS-AC-70 altime PCR - SFMCGS-AC-71	Agnes Chan	\$400,000.00		

If you need help, email: <u>iLab-support@agilent.com</u> © Agilent Technologies, Inc. 2019

au.ilab.agilent.com | Privacy Policy | Technical Security Measures | Acceptable Use Policy

To See more details of all requests, click the "Li Ka Shing Faculty of Medicine Centre for PanorOmic Sciences" or https://au.ilab.agilent.com/sc/4486/li-ka-shing-faculty-of-medicine-centre-for-panoromic-sciences/?tab=about

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If you need help, email: <u>iLab-support@agilent.com</u> © Agilent Technologies, Inc. 2019

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How to make a service request

- 1. Login to iLab (assuming the user account exists in iLab. If not, contact CPOS for account creation)
 - a. https://au.ilab.agilent.com/account/login
 - b. Assuming Schwan Lui is a user of a PI group (Ng, Bond (HKU) Group, where Bond is the PI)

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	schwan.cgs@hku.hk	Forgot your password?	® Show
	Remember Me	Sign In	
	© Aglient Technologies, In	. 2019	
Using iLab Operations Software Core Admin/Staff Core Customers Lab Administrators Requisitioning	Legal Privacy Policy Technical Security Measu Acceptable Use Policy	res	iLab (

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 4 requests (alerts) that require user attention.

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Equipment Search				
Search equipment and resources at your institutions	•			
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Rame CPOS-190926-SL-[CID] Bioanalyzer -	Schwan Lui	\$54.00 (\$54.00)	Valley Valley to Submit to Core	Submit
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CPOS-190925-SL-369 Single Cell -	Schwan Lui	\$0.00 (\$100.00)	New comment	Click icon to respond 😼
CPOS-190925-SL-370 IScan -	Schwan Lui	\$0.00 (\$0.00)	New comment	Cilck icon to respond 😽
CPOS-190925-SL-368 Massarray -	Schwan Lui	\$14,630.00 (\$14,630.00)	New comment	Click icon to respond 🦓
CPOS-190924-SL-367 Proteomics and Metabolomics Core -	Schwan Lui	\$16,020.00 (\$17,320.00)	New comment	Click icon to respond 🗟
<u>CPOS-190924-SL-[CID]</u> Massarray -	Schwan Lui	\$14,630.00 (\$14,630.00)	Waiting to Submit to Core	Submit
CPOS-190924-SL-[CID] NGS -	Schwan Lui	\$0.00 (\$0.00)	Waiting to Submit to Core	() Submit
<u>CPOS-190923-SL-355</u> PacBio -	Schwan Lui	\$34,000.00 (\$57,700.00)	New comment	Click icon to respond 🖓
	If you need i	nelp, email: <u>iLab-support@agi</u> gilent Technologies, Inc. 2019	lent.com	
	auilab agilent.com Privacy	Policy Technical Security Measure	s Acceptable Use Policy	

Page **12** of **42** V1.4: Aug 8, 2023 by Kevin Tsang@IT | Bioinformatics Core | CPOS | LKSFOM | HKU If you don't see the link to the Core Facilities page, you may click the top left menu and then Core Facilities. A link will then show up.

← → C 🔒 au.ilab.agilent.com/sc/4486/li-ka-shing-faculty-of-medicine-centre-for-panoromic-sciences/?tab=about ☆ 🙆 💽 🗠 🚺 📀 CrossLab iLab Operations Software Q Go 4 A Home Communications (7682) Li Ka Shing Faculty of Medicine Centre for PanorOmic Sciences Find Inventory About CPOS Schedule Equipment Request Services View All Requests Reservations People Manage Locations Manage Institution Location HKU LKS Faculty of Medicine Centre for PanorOmic Sciences 香港大學泛組學科研中心 Core Facilities My Reservations View Requests Invoices Important Message:

■ CrossLab iLab Operations Software	Search	Q G0 4	Help Sign Out 🕩
Core Facilities			
	•	View Cores at My Institutions +	Search table Q
Core Name	Primary Contact	¢ Email	Phone Number
The University of Hong Kong			
Li Ka Shing Faculty of Medicine Centre for PanorOmic Sciences	CPOS Office	enquiry.cpos@hku.hk	2831 5500
	Displaying 10 + of 1 results		

3. Go to the Core (CPOS) home page by clicking "Li Ka Shing Faculty of Medicine Centre for PanorOmic Sciences" or https://au.ilab.agilent.com/sc/4486/li-ka-shing-faculty-of-medicine-centre-for-panoromic-sciences/?tab=about

■ CrossLab			Search.	Q G o	🛔 Agnes Chan 🔹	
Li Ka Shing	g Faculty of Medicine C	Centre f	or PanorOmic	: Sciences		
				About CPOS Reques	t Services View My Req	uests Contact Us
Overview of Serv	rices					
About Us: The Centre for Panor CPOS comprises of ti under the omics revol	Omic Sciences (CPOS) was established by th hree major divisions which operate synergisti- lution. The three divisions are:	he LKS Faculty cally with a view	of Medicine of the Univers v to accelerating scientific	ity of Hong Kong to st discoveries and help p	rategically support on ush forward the fronti	ics research. er of research
1) Platform Ter	chnologies					
 Research a Strategic Pr 	nd Training ogrammes					
On this iLab section, biobanking.	core services by cutting-edge platform techno	ologies are avai	lable in the areas of genor	nics, proteomics, meta	bolomics, bioinformat	ics and
For oligo ordering, im	aging, flow cytometry and bio-reagent service	e support, pleas	se refer to separate <u>links</u> b	elow.		
Leadershin				About CPOS Requer	It Services View My Rec	uests Contact Us
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Genomics, Proteom	ics and Metabolomics, Bioinformatics, Bio	bank Cores	on			
Monday - Friday	9am - 5-30nm	6th Elo	or The Hong Kong Jockey	Club Building		
Samples and goods r Closed on Saturday,	eception not available 1:00pm - 2:00pm Sunday, all University and Public holidays.	for Inte 5 Sass Pokfula	oon Road am, Hong Kong	out building		
Links and Resour	ces					
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Page **14** of **42** V1.4: Aug 8, 2023 by Kevin Tsang@IT | Bioinformatics Core | CPOS | LKSFOM | HKU

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

CrossL	ab iLab Operations Software		Search	۵
l i Ka Sł	ning Faculty of Medicine C	entre for PanorO	mic Sciences	
LI IXA JI			Inc Sciences	
		About CPOS Sci	hedule Equipment Request Services	View All Reques
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Brief De	escription of our Services			
CPOS - Bi	obank Core:			
Biobank - provi	des an optimal bio-repository system from raw sample processing	to secure sample storage for LKS Faculty o	of Medicine.	
CPOS - Ge	enomics Core:			
Nucleic Acids I	Extraction			
Extraction - eq	uips with automated nucleic acids extraction systems for robust D	NA and/or RNA extraction from various sam	ple types.	
Sample QC				
Bioanalyzer - u	tilizes <u>Agilent 2100 bioanalyzer</u> for DNA/RNA quality assessment	using RNA 6000 Nano, High Sensitivity DNA	A assay and DNA 12000 assay.	
To make	a request for DNA or RNA Sequen	cing service, scroll dow	n to the section belo	w

CrossLab	iLab Operations Software		Search		م
		About CPOS	Schedule Equipment	Request Services	View All Reques
Request a DN	A or RNA Sequencing Se	rvice (SS100 & SS300)			
To initiate a service re	quest for SS100 and SS300, please follo	w the steps below:			
1. Choose the type of ser	vice and click request service on the right.				
2. Fill in all info. Sample i	nfo must be provided before submitting. You m	ay download the Sample Submission temp	ate and perform bulk u	pdate via uploading	the filled templa
3. Click "Submit request	to core".				
4. Core facility staff will fo	low up your request.				
SS100 - DNA Sequenci	ng (Library Construction, Sequencing	and Data QC)			
Please <u>enquire</u> for pricing.					
You must fill in the sample inf	o in the Sample Submission Form manually or by	uploading, using the template.			
SS300 - RNA Sequenci	ng (Library Construction, Sequencing	and Data QC)			
Please enquire for pricing.					
You must fill in the sample inf	o in the Sample Submission Form manually or by	uploading, using the template.			
The II Complete Life					
▼ Full Service List					

6. After clicking Request of a DNA (SS100) or RNA (SS300) Sequencing service, fill in the Sample Submission Form with all relevant data by typing direct in the grid or upload all data via a template, which you can download as a CSV file.

Cro	ss Lab							Sea	arch	م	Go (🛔 Kevin Yiu-Wing Tsang 🔹	Help Si	ign Out 🖻
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	Sample	Name Sample Type	Species	Sample Concentratic	Sample Volume	Sample Buffer	Nucleic Acid Qu	A260/280 ratio	A260/230 rat	Gel photo (for DNA samples only)				
1														
3		v												
4														
6														
7		V												
9														

7. To upload sample information in bulk, first download the grid template (empty), fill in the information and save as CSV in Excel. Then click "Upload a file" and select the CSV file that is filled with sample info and save.

	Sample Name	Sample Type	Species	Sample Concentration	Sample Volume	Sample Buffer	Nucleic Acid Qu	A260/280 ratio	A260/230 rat	Gel photo (for DNA samples onl
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Page **16** of **42** V1.4: Aug 8, 2023 by Kevin Tsang@IT | Bioinformatics Core | CPOS | LKSFOM | HKU

- 8. Finally click "submit request to core" at bottom right of the page. CPOS will then contact you with the service details and sample submission arrangement upon receipt of your request.
- 9. To make requests for other services, scroll down to Services by platforms and choose the required service. Once clicked on a 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 or Commercial, there may be a different pricing scheme.

01035 Lab			Search	Q GO	👗 Schwan Lui 👻	Help Sign	Out 🕻
				About CPOS Request	Services View My Re	quests Contact U	Js
Services by	<u>platforms</u>						
Search available service	•	View: by category alphabetically					
▼ Bioanalyzer (6)							
BA101 - RNA 6000 N	Nano Assay (Sample) / per sample					request service	e
Please fill and attach Bio	panalyzer Sample Submission Form after submitting service	e request.				\$54.00 (HKU Acade	emics)
BA102 - RNA 6000 N 12 samples per chip Please fill and attach Bio	Nano Assay (Full Chip) / per chip	e request.				request service	emics)
BA103 - RNA 6000 F 11 samples per chip Please fill and attach Bio	Pico Assay (Full Chip) / per chip	e request				request service	emics
BA201 - DNA High S	Sensitivity Assay (Sample) / per sample					request service	3
Please fill and attach Bio	panalyzer Sample Submission Form after submitting servic	e request.				\$80.00 (HKU Acade	emics)
BA202 - DNA High S 11 samples per chip	Sensitivity Assay (Full Chip) / per chip					request service	
Please fill and attach blo	Access (Evil Chin) / ner chin	e request.				\$830.00 (HKU Adade	imics)
12 samples per chip Please fill and attach Bio	panalyzer Sample Submission Form after submitting service	e request.				\$840.00 (HKU Acade	emics)
Tapestation (2)							
Qubit (8)							
Realtime PCR (3)							
Extraction (11)							
Sanger Sequencing	and Genescan (7)						
Pyrosequencing (3)							
Massarray (1)							
▶ <u>iScan (3)</u>							
▶ <u>NGS (9)</u>							
PacBio (11)							
Single Cell (8)							
Mass Spectrometry ((3)						
Proteomics and Met	tabolomics Core (6)						
Biobank (11)							
High Performance C	Computing Facility (1)						

10. In this example, a request for "BA101 - RNA 6000 Nano Assay (Sample) / per sample" is raised. Since the user (in this example) belongs to more than 1 PI groups. User will be prompted to select a group to submit the request for.

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Li Ka Shin	g Faculty of Medicine Centre	e for PanorOmic Sciences				
			About CPOS	Request Services	View My Request	s Contact Us
BA101 - RN Please select which please select a lab	A 6000 Nano Assay (Sample) / per s	sample				X Cancel
	au ilab apilent c	fyou need help, email: <u>iLab-support@aqilent.com</u> © Agilent Technologies, Inc. 2019 am Privacy Policy <u>Technicel Security Measures</u> <u>Acceptable Use Policy</u>				

Notes: It is important to ensure the correct PI group is selected. Otherwise monthly invoices will be incorrectly created and thus charged to incorrect PI accounts.

- 11. User shall then input Quantity (5 in this example) for the service (BA101). Note the Total Projected Cost will be automatically adjusted accordingly. This figure is meant to provide a close estimation on service charges. This may not necessarily end up to the final invoice charges.
 - a. User will need to input HKU billing account number or the service request may not be processed.
 - b. User can also choose to split the charges into different accounts by % (ONLY by %).

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INA SHIING FA	culty of Medicine Ce	ntre for Panol	Omic S	cience	S		
					About CPOS Request S	Services View My Reque	ests Contact
3A101 - RNA 60	00 Nano Assay (Sample) /	per sample					
equest Name: CPOS-190926-S ustomer: Schwan Lui Lab: Ng mail: schwan.cgs@hku.hk Ph	SL-[CID] , Bond (HKU) Group - 001 one:						
Request Summary							
Forms and Request	Details					(see bottom of list to add item	to this request)
	Dotano						
Sep 26 BA101 - RN/ 11:51 AM Bioanalyzer	A 6000 Nano Assay (Sample) / per sample	Ga wity: 5.0	Unit Price: \$54.00	Total: \$270.00	Billing Status: Not Ready To Bill	Work Status: Proposed	\$
ost							
he core will review and update t	this projected cost. You will only be billed for any	reted work.					
he core will review and update t	this projected cost. You will only be billed for the projected cost.	eted work.					
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12. If HKU billing account number is absent, user will be prompted with error when clicking "submit request to core" at bottom right.

S Collaboration Info: X Ganglia:: xomics Cluste → C ¹ ① ① ○ ① ① ●	X Nagios: xomics.cgs X 🕞 3	支援 OptiPlex 7050 × A -shing-faculty-of-medicin	Basic Understanding C 🗙 🛛 😒 S e-centre-for-panoromic-scier	Services — iLab X Z How t	to order × + 业 III\ (
Cross Lab iLab Operations Softw	re		Search_	Q Go	🛔 Schwan Lui 🔹	Help Sign Out 🕅
				About CPOS Request S	Services View My Reque	sts Contact Us
Forms and Request Details					(see bottom of list to add items	to this request) 📃
Sep 26 BA101 - RNA 6000 Nano / 11:51 AM Bioanalyzer	ere was an error while attempting to creat	te your request. Payment nu	mber The HKU billing account nur	nber you have entered is invalid.	Work Status: Proposed	~~ ×
P	assons. ayment info is blank ease contact ilab-support, agilent.com if y	you need assistance.				
Cost				ОК		
The core will review and update this projected	_	•				
Total Projected Cost: \$ 270	00					
Payment Information Please enter the HKU billing account number @						
% HKU billing	account number 🛞					
100.0% Total Alloca	ed @					
		+ Split Charge				
enter additional payment information						
					e 🖬 save draft request	X Cancel
	пу	© Agilent Technologie	es, Inc. 2019			

13. 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.

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Searching within active ree Please use the filter panels	quests in the	: Results in this ta left-hand menu to	ib are restricted by <i>Status</i> (<u>show details</u>) drill down to requests of interest. You ca	in also save filters to custom tabs! <u>Click here fo</u>	or more details.		
▼ <u>Keywords</u>				Displaying 30 out of 129 resu	llts. (Page 1 of 5)		
	Go					← Previous 1	2 3 4 5 Next →
▼ <u>Recurring Requests</u>		date	for	service id	6 status	cost	
Recurring requests Recurring requests needing re-approval	(18) (1)	Sep 26 (Sep 26 2019)	Schwan Lui Ng, Bond (HKU) Group - 001	CPOS-190926-SL-[CID] Bioanalyzer	Waiting to Submit to Core	\$54.00 (\$54.00)	\$~ Va d
▼ <u>Status</u>					💽 Submit	Bioanalyzer	
Core Disagreement Disagreement	(3) (2)	 Sep 26 (Sep 26 2019) 	Schwan Lui Ng. Bond (HKU) Group - 001	CPOS-190926-SL-372 Bioanalyzer	Waiting for Core to Agree	\$270.00 (\$270.00)	Ş Va d
Financials Approved	(15)	Sen 25	Schwan Lui	CPOS-190925-SL-371	Waiting for Einancial Approval	S10.000.00	s 🖓 🖉
Proposed Requested	(51)	(Sep 25 2019)	Ng, Bond (HKU) Group - 001	NGS S PIC:Wei	waiting for Financial Supproval	(\$10,000.00) NGS Team Team Bioi	nf
Researcher Draft Researcher In Agreement	(20) (32)	 Sep 25 (Sep 25 2019) 	Schwan Lui Ng, Bond (HKU) Group - 001	CPOS-190925-SL-370 iScan	Waiting for Core to Agree	\$0.00 (\$0.00)	\$ Ko d
Service Center In Agre	(6)	 Sep 25 (Sep 25 2019) 	Schwan Lui Ng, Bond (HKU) Group - 001	CPOS-190925-SL-369 Single Cell	Waiting for Core to Begin	\$0.00 (\$100.00)	Şer 🖓 🍻
▶ <u>Labels</u>			0.1		144 M	Single Cell	A (5-
Assigned To		 Sep 25 (Sep 25 2019) 	Scriwan Lui Ng, Bond (HKU) Group - 001	CPOS-190925-SL-368 Massarray	vvalting for Financial Approval	\$14,630.00 (\$14,630.00)	≫ \ ₀ ∅
▶ <u>Lab</u>				*		Massarray Team	
Owner		 Sep 24 (Sep 24 2019) 	Schwan Lui Chan, Agnes (HKU) CPOS - 2223	CPOS-190924-SL-367 Proteomics and Metabolomics Core	Waiting for Financial Approval	\$16,020.00 (\$17,320.00)	S 🗟 de
Barmont Number		0 01	Oshuusa Lui	SPIC:Ricky	Weiter to Octobeit to Oc	Proteomics	ê. 🕞 🗸
Payment Number Payment Method		 Sep 24 (Sep 24 2019) 	Schwan Lui Chan, Agnes (HKU) CPOS - 2223	CPOS-190924-SL-[CID] Massarray	vvaiting to Submit to Core	\$14,630.00 (\$14,630.00)	₩ ¹ 6 4
Request Date					()) Submit	Massarray Team	

14. User can click the "active requests" link on top right section. A list of options will be shown. Select "all requests" to see all requests ever submitted by user, including completed ones.

≡ Cross Lab i⊔	ab Operations Sof		Search	۵.	Go 🔒 Schw	an Lui 🔹 Help	Sign Out 🕞
Li Ka Shing Fa	aculty o	f Medicine Cent	re for PanorOmic	Sciences			
				About CPOS Re	equest Services	iew My Requests C	ontact Us
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Searching within active request Please use the filter panels in the	s: Results in this ta e left-hand menu to	ib are restricted by <i>Status</i> (<u>show detai</u> drill down to requests of interest. You	l <u>s)</u> can also save filters to custom tabs! <u>Click</u>	here for more details.		active requests all requests	
 Hide Filters 						equipment scheduli draft requests	ing
▼ <u>Keywords</u>			Displaying 30 out of 12	29 results. (Page 1 or 5)		information gatheri awaiting financial a	approval
Go	date	for	service id	@ status	← Prev cost	financials approved processing completed	•
Recurring requests (18) Recurring requests (1) needing re-approval	Sep 26 (Sep 26 2019)	Schwan Lui Ng, Bond (HKU) Group - 001	CPOS-190926-SL-[CID] Bioanalyzer	Waiting to Submit to Core	\$54.00 (\$54.00)	cancelled all except cancelle	d 🖇
▼ <u>Status</u>				🕖 Submit	Bioanalyzer.		
Core Disagreement (3)	Sep 26 (Sep 26 2019)	Schwan Lui Ng, Bond (HKU) Group - 001	CPOS-190926-SL-372 Bioanalyzer	Waiting for Core to Agree	\$270.00 (\$270.00)		\$ % 4
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15. **Status of a request** – A typical request will be in any one of the following status.

- a. Waiting to Submit to Core a request has been selected but not yet submitted to Core (ie CPOS)
- b. Waiting for Core to Agree a request has been submitted to Core and being reviewed by Core
- c. Waiting for Financial Approval a request is waiting for confirmation by user/PI on the total service charge. A PI can authorize a user to approve a certain amount of charge.
- d. Waiting for Core to Begin a request has been approved by Pl/authorized user. Core to arrange process start date and due date.
- e. **Processing** a request is being processed.
- f. Completed
- g. Cancelled a request is cancelled either by requester or by Core
- h. Core Disagrees Core refused to carry out the request.

16. During the whole process of request submission until it is completed, user/PI can choose to login to iLab and view the status of the request. "Service Request History" shows all status history of a request. But it does not keep track of every change (only major changes) in the request.

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				About CGS Request Service	ces View My Requests Contact Us
Go	date for	service id	@ status	cost	
Status Cancelled (3) Completed (13) Financials Approved (1)	▼ Jul 15 Schwan Lui (Jul 15 2019) <u>Ng. Bond (HKU) Group - 001</u>	LKSFMCGS-SL-41 Bioanalyzer	Completed	\$4,150.00 (\$4,150.00)	्रै 🗟 🖧 completed: Jul 15
Processing (1) Researcher Draft (3) Researcher In Agreement (2)	Overview Core Identifier:	41			
<u>Category</u> <u>Labels</u>	Institution Identifier: Service id:	74 LKSFMCGS-SL-41			
<u>Assigned To</u> <u>Lab</u>	Category: Service name:	Bioanalyzer AB007 - DNA High Sensitivity A	ssay (Full Chip)/per chip		
<u>Owner</u> <u>Institution</u>	Customer email: Customer phone: Customer title:	schwan.cgs@hku.hk Technician			
Payment Number Payment Method	Lab Name: Lab PI(s):	<u>Ng, Bond (HKU) Group - 001 (ar</u> <u>Bond Ng</u> : bondng.cgs@hku.hk Kevin Yiu-Wing Tsang: kevintsa	<u>iange lab)</u> Phone: ng.cgs@hku.hk Phone:		
<u>Request Date</u> <u>Start Date</u>	Customer institute: URL: Projected cost:	The University of Hong Kong https://au.ilab.agilent.com/sc/4- \$4 150 00	486/li-ka-shing-faculty-of-medicine-ce	entre-for-genomic-sciences?tab=requests	&sid=1452185
<u>Due Date</u> <u>Completed Date</u>	Quote expires on: Labels:	•1,100.00			
Apply Filters	Payment Information				update payment information
Reset Filters Create Tab from Filters Download Results as CSV	Actual cost: Customer agreed to cost: HKU billing account numbers:	\$4,150.00 \$4,150.00 123456 123456			
	Forms and Request Details	123430			
	► Jul 15 AB007 - DNA High Sensitivity As 04:42 PM Bioanalyzer	say (Full Chip)/per chip	Quantity: Unit Price: To 5.0 \$830.00 \$4	stal: Billing Status: 4,150.00 Ready To Bill	Work Status:
	Comments Service Request History	add	comment Attachments & URLs		add attachment add url
	Person Date Notes				

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17. The "add comment" feature allows requester to send message to selected people directly in iLab.

≡ CrossLab iLa	b Operations Software			Search		Q Go	🛔 Schwan Lui 🔹	Help Sigr	n Out 🕩
					Abo	out CGS Request S	Services View My Re	quests Contact	Us
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	Kevin Yiu-Wing July 15, 2019 16:44 Status Tsang	Change: Requested		Department manag	ers:				
	Schwan Lui July 15, 2019 16:42 Date cl	hanged: Submitted on to 2019-07-15 1	6:42:03 +0800	Levina Lam <levina< td=""><td>a.cgs@hku.hk> Phone:</td><td></td><td></td><td></td><td></td></levina<>	a.cgs@hku.hk> Phone:				
	Kevin Yiu-Wing July 15, 2019 16:47 Status Tsang	Change: Financials Approved <u>1 more</u>		Principal investigate	ors:				
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18. "Add attachment" enables requester to upload any file, such as Samples information sheet for sample submission before processing.

							About CGS Request	Services View My Req	uests Conta
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					Martin Concern		600.00		

Invoices and payments

Invoices are generated electronically monthly for review. No hard copy will be sent to PI. PI can review the invoices in iLab. Unless there is dispute, all invoices will be paid automatically with the Billing Account provided in the requests.

How to view and check invoices

Only the PI or the PI group manager (authorized by the PI) can view all invoices of that PI group. A user (member) of a PI group can only view invoices that contain requests raised by him/her.

After logged in, click the menu at top left of the page to show the menu.



Click Invoices

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[.iii]	Reporting	▼ Keywords		Get PDF of Invoio	es 📙 Download	d Results as CS\	V						
*	Manage Groups	Go	This page display	s invoices from the past	one year. To acces	s older invoices	please u	se the Date Created fil	ter at the bo	ttom.			
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	People Search	▶ <u>Owner</u>	Created On	Core	Invoice Number	Lab	<u>Owner</u>	Payment Numbers			Price Type:	s <u>Total Cost</u>	<u>Status</u>
		<u>Owner Institution</u> <u>Cores</u> <u>Labs</u> Billing Event	Aug 05 '19	Li Ka Shing Faculty of Medicine Centre for Genomic Sciences	LKSFOMCFGS- 1040927	Chan, Agnes (HKU) Group - 002	Agnes Chan	88888			Hku academics	\$2,400.00	Not Ye Paid
<u>,</u>		Payment Number Price Types External Approved By	Aug 02 '19	Li Ka Shing Faculty of Medicine Centre for Genomic Sciences	LKSFOMCFGS- 1040877	Chan, Agnes (HKU) Group - 002	Agnes Chan	123.456, 12345.0000	00.323333		Hku academics	\$14,690.0	0 Not Ye Paid
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Page **26** of **42** V1.4: Aug 8, 2023 by Kevin Tsang@IT | Bioinformatics Core | CPOS | LKSFOM | HKU Click Get to view a particular invoice.

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Checking and downloading an invoice

Download Results as CSV

Since no hard copy will be sent out, it is important each invoice is checked by the PI. You can choose to view invoices in PDF

format within iLab or you can download the invoice to your computer in PDF

🔯 iLab Organizer :: Invoices × ... ⊠ ☆ → C' 🏠 👱 III\ 🗉 🚺 🕃 🥝 ← (1) 🔒 https://au.ilab.agilent.com/invoices_search/search Ξ ≡ Cross**Lab** Q Go 🛔 Louis Lai 🔫 Help Sign Out 🚯 Invoices Invoices Hide Filters ▼ Keywords 🔑 Get PDF of Invoices 🔡 Download Results as CSV This page displays invoices from the past one year. To access older invoices please use the Date Created filter at the bottom Г Go Displaying 3 out of 3 result(s). (Page 1 of 1) ► <u>Total Cost Over</u> ▶ <u>Owner</u> Owner Payment Numbers Price Types Total Cost Status Approval Status П Created On Core Invoice Number Lab Owner Institution Li Ka Shing Faculty of Chan, Agnes LKSFOMCFGS-Agnes academics \$2,400.00 Not Yet ► <u>Cores</u> Aug 05 '19 Medicine Centre for Genomic Sciences (HKU) Group - Agnes 002 Agnes \bigtriangledown 88888 not required 1040927 Paid ► Labs Billing Event Li Ka Shing Faculty of Chan, Agnes LKSFOMCFGS-Agnes Hku \$14,690.00 Not Yet Paid Aug 02 '19 Medicine Centre for Genomic Sciences (HKU) Group - Agrica Chan 🗩 🖂 🚱 Payment Number 123.456. 12345.00000.323333 not required 1040877 academics 002 Price Types ► <u>External</u> Li Ka Shing Faculty of Chan, Agnes LKSFOMCFGS-123456789 123456 12345 123.01 \$3,097.00 Not Yet Paid not required (HKU) Group - Chan Aanes Hku 🗩 🍙 🔍 Approved By Jul 31 '19 Medicine Centre for Genomic Sciences 1040612 000123456.123456.12345.222.01 academics 002 Approval Status ► <u>Status</u> Invoices Sent Receive Hard Copy Dispute status Detached Refunds ▶ Date Created Apply Filters Reset Filters If you need help, email: iLab-support@agilent.com © Agilent Technologies, Inc. 2019 au.ilab.agilent.com | Privacy Policy | Technical Security Measures | Acceptable Use Policy https://au.ilab.agilent.com/invoices/1040927

How to update Payment Information

Payment information is entered when service request is made. If you need to change the Billing Account after the service request is made and/or processed, you can make the change any time before the invoice is generated, usually by the last day of each month.

IMPORTANT NOTES:

If you are a HKU user, you must fill in a valid HKU billing account number when initiating a request. If you are a non-HKU user, you can fill in "NA" in Payment info.

To make the change, select the request that requires payment info change and click 🍣 or "update payment info"

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LKS Faculty of Medicine Centre for PanorOmic Sciences

Change the billing account as needed and click Save.

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Note: Click cancel anytime to cancel the changes. You must click Save to permanently change the setting/value.

Managing your group (lab) – PI only

As the PI of a group (lab), you have total authority in managing who can raise a service request, financially approve a request, view and confirm invoices, set Lab-wide (group-wide) auto-approval limit.

How to authorize a Lab/Group Manager for your group

This can only be done by PI of a Lab/Group. Login with the PI account. Click Menu at top left corner and then My Groups. You shall then see all the Groups (Labs) you belong to.

Click the group you would like to authorize a member.

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2		If you need help, email: iLab-support@agilent.co © Agilent Technologies, Inc. 2019 au.ilab.agilent.com Privacy Policy Technical Security Measures A	m Acceptable Use Policy

In the section "Lab members and settings", you shall see a list of researchers/members of your group. Click the "yellow pencil" icon at the far right of the member who you would like to be your manager of the group.

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Chan, Agnes (Hk	(U) Group - 002									
					Membership Requests	Members (3)	Budgets	Bulletin board (2)	Group S	ettings
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Click the pencil icon next to th	e person below whom you would like to ma	ke the financial a	pprover.							
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The Manager can now perform daily operation on your (PI) behalf.

Changing Auto Approval Amount

As a PI or Manager of a group/lab, you can set/change Auto Approval Amount for individual user of your group/lab. Any member of your group/lab can make any service requests with a total projected value under that threshold without the need for financial approval.

Login to iLab, click top left menu, click My Groups and select your PI group.

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Manage Groups My Groups People See	Li Ka Shing Faculty of Medicine Cent	tre for PanorOmic Sciences				
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	LKSFMCGS-LL-114 Biobank -	Louis Lai	\$1,200.00 (S14,400.00)	Recurring charges nee	d reapproval	
	LKSFMCGS-AC-[CID] Tapestation -	Agnes Chan	\$175.00 (\$175.00)	Waiting to Submit to C	ore	
	LKSFMCGS-AC-70 Realtime PCR -	Agnes Chan	\$600.00 (\$600.00)	Core Disagrees		
	LKSFMCGS-AC-71 NGS -	Agnes Chan	\$400,000.00 (\$400,000.00)	Waiting for Researcher	r Approval	
	Click the action buttons to resolve service	e requests that require your attention. Click t	he service request name to view the	request details.		

Important Notes: DO NOT change the values in Lab-wide approval settings. Only change the Auto Approval Amount for individual user

	ab iLab Operations Softwar	e		3	iearch	Q Go	🛔 Kevin Yiu-Wi	ng Tsang 🔹 🖁 H	lelp Sign Out 🖨
NG, Bond	(HKU) Group - 001	l Test			Membership Request	s Members (4) Budg	ets Bulletin board (2)	Inventory Settings	Group Settings
Lab-wide app	proval settings								
Click the pencil is Default auto-approv Cost overage buffer save approval	con next to the person below whom yo rail threshold settings	u would like to make the financial approv	n. Do NOT chan ♥	ige value here!					
Lab member	Auto Approval Amount	ERP ID	Email	Phone	Start Date) Ei	nd Date 😡		
Bond Ng	\$1,000,000.00		bondng.cgs@hku.hk					& 🖉 🛪	
Levina Lam	\$100,000.00		levina.cgs@hku.hk					& \$ / ×	
Louis Lai Cheng Wei Wu	\$20,000.00	Lvi: Member Can order?: Core Financial Contact:	louis11@hku.hk chengwei@hku.hk	61079988				save ca	ncel
add new user	Link existing user	2					3	1	
			If you need help © Agile	, email: <u>iLab-support@agilent.com</u> nt Technologies, Inc. 2019					
			au.ilab.agilent.com Privacy Polic	y Technical Security Measures Acceptable	Use Policy				

Change the Auto Approval Limit for individual user

- 1. Click on the "yellow pencil" icon on the right of the user to change.
- 2. Change the value in the box
- 3. Click "save".

Scheduling Resources/Equipment – making a reservation

There are currently 2 types of resources in iLab that allow user reservation, namely Partek Flow and CryoEM.

Login to iLab

Go to Schedule Equipment tab and click CryoEM to expand.

	Search	Q Go	Ac +	Help Sign Out 🖨
Li Ka Shing Faculty of Medicine Centre for F	PanorOmic Science	S		
	About CPOS Schedule Equipme	nt Request Services	View My Requests Contac	t Us Reservations
Schedule Resources				Timeline View
This page is currently restricted for CPOS internal use only!				
To make a reservation of a equipment or facility, follow the steps below:				
1. Select the item to book below and click "View Schedule".				
2 Click and select the time or day to make reservation				
3 Fill in HKU billing account number for payment. Consult your PI if you don't know the account number				
4 Click "Sava Reservation"				
You shall then receive an email of reservation confirmation.				
			Search Resources	Q Search
► Partek Flow (1)				
CryoEM (6)				
► <u>CPOS weeting rooms (4)</u> ► User PC (2)				
If you need help, © Agilent	email: <u>iLab-support@agilent.com</u> Technologies, Inc. 2023			
au ilab agilent.com Privacy.Policy	Technical Security Measures Acceptable Use Policy			

To make a reservation on a particular equipment, please first check out the reservation details, policy and charges. Click <u>View Schedule</u> to begin reservation.



Page **35** of **42** V1.4: Aug 8, 2023 by Kevin Tsang@IT | Bioinformatics Core | CPOS | LKSFOM | HKU Select the desired session by clicking and dragging.

ESTON	LY. DO NOT MAKE BOOK	KING!					
vailabilitv	v: Mon - Fri, min 2 hours pe	er session. For non-office	hours bookings, please cor	itact us at crvoem.cpos@h	ku.hk or 3910-2938 durina o	ffice hours.	
ornina S	Session: 10:00 - 12:00		0.71	, , , , ,	Ŭ		
fternoon	Session: 15:00 - 17:00						
icinoon		and within 04 hours of "			- 5 500/ - 54b		
Incellatio	ion policy: if cancellation is	made within 24 hours of tr	ne reservation start time, the	ere will be cancellation fee	or 50% or the reservation to	tal.	
make a	a reservation, click and d	rag to select either the n	norning or afternoon sess	ion on the calendar.			
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Week (7	7 Days) - 🗂 🖶) Mon. 07 Aug	Tue. 08 Aug	Sun, 06 Aug - Sat, 1 Hong Kong Wed, 09 Aug	2 Aug 2023	Fri 11 Aug	Calendar Details
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Each session will have a minimum duration. For example, the reservation session duration is 2 hours. If you have selected less than the session minimum, you will see an error message and iLab will automatically adjust it to the minimum for you.

Thu, 10 Aug	Fri, 11 Aug
Morning and Afternoon session	10:00 AM - 11:00 AM

Times

If the selected time is not correct, you can always click the "yellow pencil" to adjust the time accordingly.

 Start
 End

 Scheduled
 Aug 11 2023 10:00 AM
 Aug 11 2023 12:00 PM

Remember to click Save to confirm the time.

	Start	End
heduled	Aug 11 2023 10:00 AM	Aug 11 2023 12:00 PM

eservation details Unsaved reserv	ation - click save reservation	Required forms	
You have scheduled a reservation on this equipment. Your reservation has been autor	on that is less than the minimum allowed time natically adjusted to meet that minimum.		
For: Vitrobot 1 - Morning and Afternoon s Lab: <u>CHAN, Agnes (HKU), CPOS - Test</u> Created on: August 07, 2023 14:18	ession \$0.00/hr (Trained) - My Reservation		
Minimum booking duration is 2 hours. Fo cryoem.cpos@hku.hk or 3910-2938 durin Morning session: 10:00 - 12:00 Afternoon session: 15:00 - 17:00	n non-office hours bookings, please contact us at ig office hours.		
Any reservation must be made 7 d Each user/PI group can only reserved	lays in advance. ve up to 12 hours (or 6 sessions) at any given time. is made within 24 hours of the reservation start time, ther	3	
 Canceilation poincy: if cancellation will be cancellation fee of 50% of t Contact us for custom and urgent Total charge will appear after appr 	he reservation total. bookings. oval by Cryo-EM admin		
Cancellation policy: it cancellation will be cancellation fee of 50% of 1 Contact us for custom and urgent Total charge will appear after appr Event Notes:	he reservation total. bookings. oval by Cryo-EM admin Inote visible to anyone ♥ Copy notes to the charge and display on the invoice		
Cancellation policy: it cancellation will be cancellation fee of 50% of 1 Contact us for custom and urgent Total charge will appear after appr Event Notes:	he reservation total. bookings. oval by Cryo-EM admin note visible to anyone V Copy notes to the charge and display on the invoice		

Read the reservation policy, especially the cancellation policy and confirm all details.

Each user will have a maximum number of hours of reserving a particular equipment (Capped amount) at any time. For example, each user can only reserve up to 6 sessions (or 12 hours) at any given time.

You are affected by the following capping rules

Scope	Booked amount	Capped amount
Vitrobot	0.0 hours	12.0 hours

*Important: Note that no charges will appear at this stage.

Duration	Effective Rate		Amount	Изе Туре	
2.0 hours	\$0.00	=	\$0.00	Morning and Afternoon session Ba	se Rate
2.0 hours	Total Cost		\$0.00	Faculty Rate	
• Pricing Details	в				

Depending on the equipment, some requires use of consumables, such as grid.

Click Add additional service charge and select the desired item to add with quantity. Click + button to add the charge.

Additional charges for this event

Aug 07 Schwan LUI CM102 - Quantifoil (Grid Cu R1.2/1.3	Quantity: Unit Price: Total: 😓 🗙
Search:		Add additional service charge
Name	Quantity	Show alphabetically
▼ <u>Cryo-EM (2)</u>		
CM102 - Quantifoil Grid Cu R1.2/1.3	1	
CM103 - Quantifoil Grid Cu R0.6/1	0	♦ \$80.00

Last but not least, please make sure you put in the HKU billing account number. This account is to be charged to on a monthly basis for any charges incurred. Ask you PI for the billing account number before making a reservation.

Payment information

Please enter the HKU billing account number 😡					
%	HKU billing account number				
1 100.0 %	12345678				
100.0%	Total Allocated 😡				
		+ Split Charge			
🗹 Use the same paym	ent information for all add-on charges				

Page **38** of **42** V1.4: Aug 8, 2023 by Kevin Tsang@IT | Bioinformatics Core | CPOS | LKSFOM | HKU To keep your PI aware of such reservation, you may add the email address of your PI in the box.

ļ	Invite additional people to this event by email 🥯				
I	Please enter a comma separated list of valid email addresses				
	peterchan@hku.hk				
	<i>li</i>				

Click to make the reservation.

An email (with outlook calendar event attachment) will then be sent to you on the reservation. Double click the event.ics in outlook to add to your calendar.

[Li Ka Shing Faculty of Medicine Centre for PanorOmic Sciences] A reservation has ...

no-reply@ilabsolutions.com	3	← Reply	Reply All	\rightarrow Forward \cdots				
To O (CPOS); O Cryo-EM (CPOS)				Mon 7/8/2023 3:28 PM				
event.ics								
A reservation has been created on Vitrobot (Vitrobot 1).	A reservation has been created on Vitrobot (Vitrobot 1).							
User: <u>S. LUI</u> ()								
Payment info: 12345678								
PIs: Agnes 💈								
Click here to view reservation details								
Original event information: Start time: August 11, 2023 10:00:00 AM (HKT) End time: August 11, 2023 12:00:00 PM (HKT)								

When Cryo-EM team receives your reservation request, charges will be updated based on standard charge subject to faculty subsidy, if applicable. When you receive another similar email, which informs you of the reservation that has been updated, you can login into iLab and check the total charges for the reservation.

NR no-reply@ilabsolutions.com To •, (CPOS)	← Reply	≪ Reply All	→ Forward Mon 7/8/2023 3:51 PM
A reservation has been updated on Vitrobot (Vitrobot 1).			
Payment info: 1234567890			
PIs: Agnes			
Click here to view reservation details			
Original event information: Start time: August 11, 2023 03:00:00 PM (HKT) End time: August 11, 2023 05:00:00 PM (HKT)			

[Li Ka Shing Faculty of Medicine Centre for PanorOmic Sciences] A reservation has ...

You may click the link in the email to go directly to the reservation details or you can login to iLab (<u>https://au.ilab.agilent.com/service_center/4486/?tab=about</u>) and double click to open the reservation in Calendar view.

You shall see the service charge added. Contact CryoEM Team for assistance if needed.

Additional charges for this event

Aug 07 03:57 PM	Schwan LUI	CM301 - easiGlow per Vitrobo booking	Quantity: 2.0	Unit Price: Total: Ono charge \$150.00 \$300.00	× \$∕
Aug 07 03:18 PM	Schwan LUI	CM102 - Quantifoil Grid Cu R1.2/1.3	Quantity: 1.0	Unit Price: Total: Ono charge	× \$~
Search:		•		Add additional service char	ge

Invoices will be generated and sent to PIs each month.

Cancelling and Deleting Reservation

Based on the cancellation policy, if a reservation is cancelled within 24 hours of the reserved start time, there will be a 50% cancellation fee.

If you would like to cancel/delete a reservation at least 24 hours before the reservation start time. Just go back to the reservation and click Delete Reservation.

General	Comments Contacts			×
Reservation de	tails		Required forms	
For: Vitrobot 1 Lab: <u>CHAN</u> , Created on: Au	- Morning and Afternoon session ugust 08, 2023 15:46	\$0.00/hr (Trained) - My Reservation	There are no forms required to make this reservation.	
Minimum booki cryoem.cpos@ Morning si Afternoon • Any rese • Each us • Cancella will be c • Contact • Total cha	ng duration is 2 hours. For non- hku.hk or 3910-2938 during offic ession: 10:00 - 12:00 session: 15:00 - 17:00 ervation must be made 7 days in er/Pl group can only reserve un tion policy: if cancellation is mad ancellation fee of 50% of the resk us for custom and urgent broksin arge will appear after approval by	office hours bookings, please contact us at e hours. to 12 hours (or 6 sessions) at any given time. te within 24 hours of the reservation start time, then ervation total. gs. / Cryo-EM admin	3	
Times	Start	End		
This event can 10:00 AM HKT	be modified or deleted before on Aug 10, 2023	Aug 11 2023 12:00 PM		
You are affecte Scope	d by the following capping Booked amount	rules Capped amount		
Save Reservation	n 🔥 Cancel Changes			X Delete Reservation

You can only "cancel" but not "delete" a reservation if the reservation start time is within 24 hours of the start time.

	×
General Comments Contacts	
Reservation details	Required forms
For: Vitrobot 1 - Morning and Afternoon session \$0.00/hr (Trained) - My Reservation Lab: <u>CHAN</u> , <u>CHAN</u> , <u>CTCCC</u> , <u>Tast</u> Created on: August 08, 2023 16:23	There are no forms required to make this reservation.
Minimum booking duration is 2 hours. For non-office hours bookings, please contact us at cryoem.cpos@hku.hk or 3910-2938 during office hours. Morning session: 10:00 - 12:00 Afternoon session: 15:00 - 17:00	
 Any reservation must be made 7 days in advance. Each user/PI group can only reserve up to 12 hours (or 6 sessions) at any given time. Cancellation policy: if cancellation is made within 24 hours of the reservation start time, there will be cancellation fee of 50% of the reservation total. Contact us for custom and urgent bookings. Total charge will appear after approval by Cryo-EM admin 	
Event Notes: Copy notes to the charge and display on the invoice	
Times	
Start End Scheduled Aug 09 2023 03:00 PM Aug 09 2023 05:00 PM	
This event can be modified or deleted before 03:00 PM HKT on Aug 08, 2023	
You are affected by the following capping rules Scope Booked amount Capped amount	
Save Reservation	Cancel Reservation

You will be prompted with the following message. Please just click Confirm and **IGNORE** the cancellation fee of \$0.00 message since the actual cancellation fee will be calculated when the invoice is generated by end of the month. If you have any query on the actual cancellation fee, please contact CryoEM team.

		×
Cancelling this event will result in a cancellation fee of \$0.00		
	Cancel	Confirm

A deleted reservation will no longer appear in the calendar while a cancelled reservation will still show up. Cancelled or deleted reservation allow other user to make new reservation.

End of Document