

BCL iLabSolution FAQ

What internet browser should I use?

Firefox or Google Chrome (best to have the latest versions. We already found that Firefox v11 is not compatible). The site will work on Internet Explorer; however, since IE versions become outdated very quickly, you will have more compatibility problems when using IE.

Here is the direct link to our core:

https://my.ilabsolutions.com/service_center/show_external/3122/BiomolecularCoreLab

If you log in here (upper right), this will take you directly to our site.

If you go to the iLabSolutions log in page: <https://my.ilabsolutions.com/account/login> you will need to click on “Core Facilities” on the left side, find the “Biomolecular Core Laboratory” (under the blue box, usually at the top of the screen), click on the BCL name and that will take you to our pages.

Why can't I use a public email address when registering?

iLab Solutions and the BCL need to confirm whether you are a member of a Nemours lab, and thus get internal pricing; or an external client. The way to do this is through email addresses. Therefore you must use an email address that is business or corporate related. Please use your Nemours, Nemoursresearch or UDel email address.

What is the procedure for initiating a sample request?

Go to “Request Services” tab (located at the top). Click on the service you are interested in. Click on “request services”. Fill out section 1 (Forms and Request Details) by entering the number of samples, click the “Add selected services” button (located directly beneath sample number), indicate the type of chemistry or other required information, fill out the sample names manually or upload/download data to the grid from excel (must use the upload templates supplied within BCL iLabs), etc. Click the green “save completed form” button. Fill out section 2 (Cost) with your Lawson account information in this format: “1014xxxx/xx-xxxxx-xxx” (where X is your individual PI’s numbers). Please check over the Lawson information carefully! Click the green “submit request to core” button. Your request will now show up under the “View My Requests” tab.

What sample name format do I need to use?

Label all samples with the following format:

(Your Initials)(a number)(a dash)(then your sample name)

Example: “ JH01-sample1” “JH02-sample2” etc.

The following characters are NOT allowed: \ / : * “ < > | ? ‘ and a SPACE.

Please make sure that you do not accidentally add an extra space at the end of your sample name.

In the sequencing/fragment analysis submission requests, does the grid in the form need to be populated?

Yes, you need to either manually enter your sample name information (using the format mentioned on page 1) into the grid or upload the sample name information using the download function below the grid. If you download the grid template, be sure to save it in either a .csv or excel format. You must save it under a different name (the template file is read only). In addition make sure you close and exit excel **BEFORE** you upload your sample file. If your sample file is uploaded successfully, your sample name information will populate the grid.

How do I edit the sample name information if I make a mistake?

If you entered your sample name information manually, simply go to “View My Requests” tab (located at the top of the page), open the blue arrow to open the details of your request, open the form, edit the grid, then save your form. If you do not select “save completed form”, your changes will not be saved.

If you entered your information by uploading your file: go to “View My Requests” tab, open the blue arrow to open the details of your request, open the form, open the “upload or download data to the grid from excel” arrow, click on “Download the grid data” (not template), open in excel and edit, save as either .csv or excel, close excel, then upload your file (you should see the name of your uploaded file under the “Upload a file” button), then save your form. If you do not select “save completed form”, your changes will not be saved.

How do I delete a service request?

If you have not submitted your request, simply click the red “Cancel” button located at the bottom right of the form.

If you already submitted your request to the core, go to “View My Requests” tab and locate the request you wish to delete. On the far right, you will see a pencil icon. Hovering over this icon will read “cancel, print or track work for this request”. Click on the pencil icon and a new window will open. Select “cancel”. A new window will pop up saying “Are you certain”, click “OK”. Your request will still be there, it will now say “Cancelled” on the right side.

Can I download the sample submission templates and save them on my computer?

Yes. The sample upload template forms are also located under the “Request Service” tab. Click the “Request Service” tab, then look at the top of the page directly beneath the Service Request (in blue type) title section. You can then click on the blue “Click here to Download” link and save a copy to your computer.

What is the procedure for scheduling/reserving time on shared equipment?

Go to the “Schedule Equipment” tab (located at the top). On the right side of the screen, click on the “request training” button to schedule equipment training or “view schedule” button to reserve time.

To schedule time on the calendar, simply click and drag for the time you are interested in. A new window will populate. Under availability type select “Independent Use”. Fill in your account information in this format: “1014xxxx/xx-xxxxx-xxx” (where X is your individual PI’s numbers). Please check over the Lawson information carefully! Click the green “Save Reservation” button located in the middle of your screen. You will now see your reservation in the calendar. To exit that screen, go to the “Return to Schedules” tab at the top right.

To initiate training: select the desired equipment, click “request training” on the right side, then fill out section 1 (Forms and Request Detail). Click the green “save completed form” button. Fill out section 3 (Payment information) with your Lawson account information in this format: “1014xxxx/xx-xxxxx-xxx” (where X is your individual PI’s numbers).). Please check over the Lawson information carefully! Click the green “submit request to core” button.

If I was already trained on a piece of equipment, will I need to be trained again?

No. However, since this is a new system and there may be some missing information, if you were previously trained and cannot access the equipment, please contact the BCL lab.

How do I delete a scheduled equipment request?

If you have not finished your scheduling request, simply click the red “Delete Reservation” button located in the middle of the page, far right side.

To delete a previously scheduled reservation, go to “Schedule Equipment” tab. Select “View Schedule” for the appropriate piece of equipment. Double click on your reservation (it will not allow you to open another person’s reservations, only your own). Click on the red “Delete Reservation” button located in the middle of the page, far right side. You will be taken back to the calendar view. To exit that screen, go to the “Return to Schedules” tab at the top right.

Do I need to do anything in BCL iLab to order oligo’s?

You must create an account. This is the only thing you need to do for oligo’s. You will still order oligo’s through the IDT BCL portal.

Who do I contact for support?

The quickest way for you to get assistance with any questions or issues is by reaching out to the iLab Support Team via:

- **EMAIL:**
 - Send an email to the iLab Support Team at support@ilabsolutions.com
- **SUPPORT TICKET:**
 - Click the ***leave iLab feedback*** link at the top right while logged into iLab to submit a Support Ticket.
- **LIVE CHAT:**
 - A support representative is available for live chat support @ www.ilabsolutions.com, M-F from 8am-8pm EST
- **PHONE SUPPORT:**
 - Available M-F from 8am-8pm EST, **617-297-2805**

In addition, you may contact the BCL at:

302-651-6712 (lab)

302-651-6824 (Jennifer Holbrook)

mbcore@nemours.org