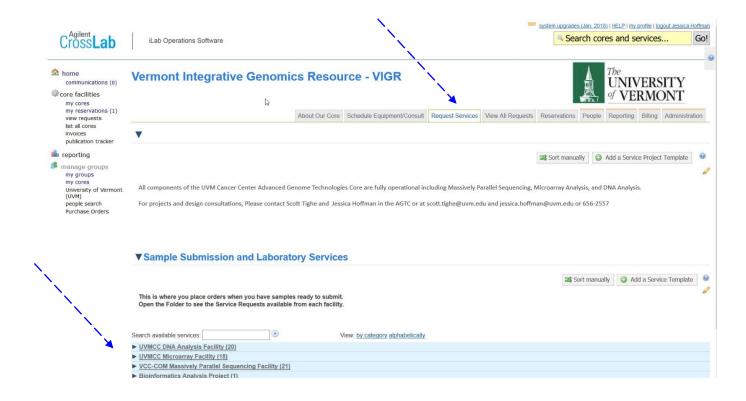# How to Request a Service

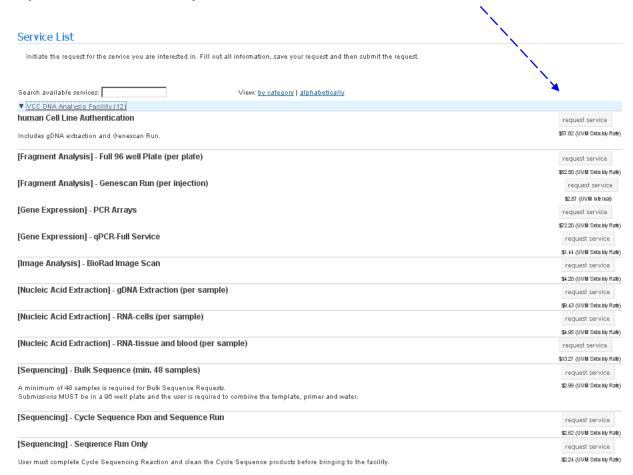**When to use the Request forms in Sample Submission and Laboratory Services:**

The Request forms in this area are for when you have samples in hand and are ready to bring them to the facility. The Services are listed in folders by which facility within the AGTC will be performing the work, the UVMCC DNA Analysis Facility, the UVMCC Microarray Facility or the Massively Parallel Sequencing Facility.
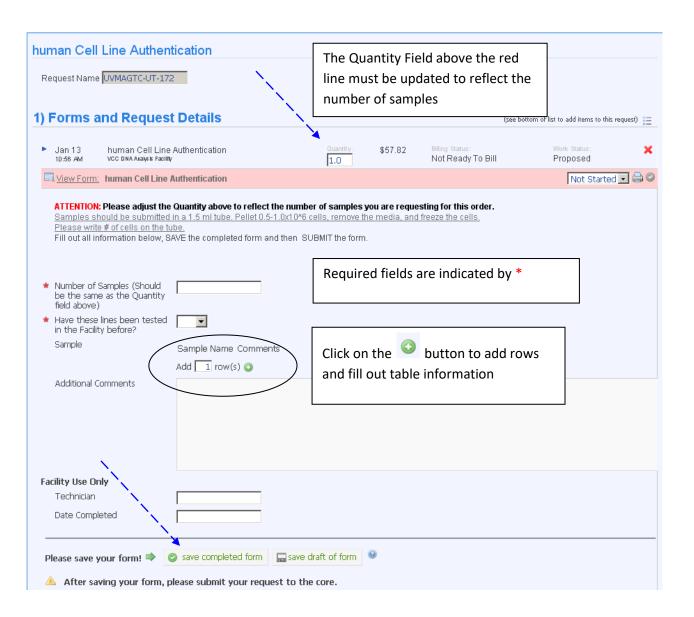
Log in to your iLab account.

1. **Click on the Request Services tab. Below the Sample Submission and Laboratory Services header, click to open the facility that provides the service that you require.**
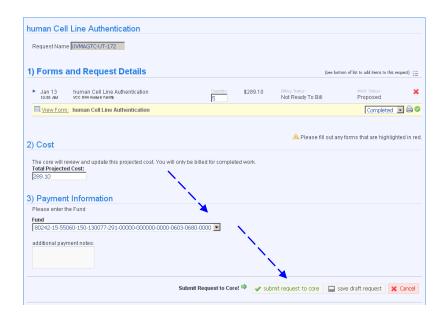
2. You will now see displayed the list of services provided by that facility. Find the service that you are interested in and click on "request service". If you are unsure of which facility offers the service you want or you are unclear about which request is correct, please contact the facility at 656-2557 for assistance.

Service List

Initiate the request for the service you are interested in. Fill out all information, save your request and then submit the request.

Search available services: [   ]   View: by category | alphabetically

▼ VCC DNA Analysis Facility (12)

human Cell Line Authentication
Includes gDNA extraction and Genescan Run.
request service
$57.82 (UVM Subsidy Rate)

[Fragment Analysis] - Full 96 well Plate (per plate)
request service
$62.50 (UVM Subsidy Rate)

[Fragment Analysis] - Genescan Run (per injection)
request service
$2.87 (UVM Internal)

[Gene Expression] - PCR Arrays
request service
$72.20 (UVM Subsidy Rate)

[Gene Expression] - qPCR-Full Service
request service
$1.44 (UVM Subsidy Rate)

[Image Analysis] - BioRad Image Scan
request service
$4.20 (UVM Subsidy Rate)

[Nucleic Acid Extraction] - gDNA Extraction (per sample)
request service
$9.43 (UVM Subsidy Rate)

[Nucleic Acid Extraction] - RNA-cells (per sample)
request service
$4.95 (UVM Subsidy Rate)

[Nucleic Acid Extraction] - RNA-tissue and blood (per sample)
request service
$13.27 (UVM Subsidy Rate)

[Sequencing] - Bulk Sequence (min. 48 samples)
A minimum of 48 samples is required for Bulk Sequence Requests.
Submissions MUST be in a 96 well plate and the user is required to combine the template, primer and water.
request service
$2.99 (UVM Subsidy Rate)

[Sequencing] - Cycle Sequence Rxn and Sequence Run
request service
$2.62 (UVM Subsidy Rate)

[Sequencing] - Sequence Run Only
User must complete Cycle Sequencing Reaction and clean the Cycle Sequence products before bringing to the facility.
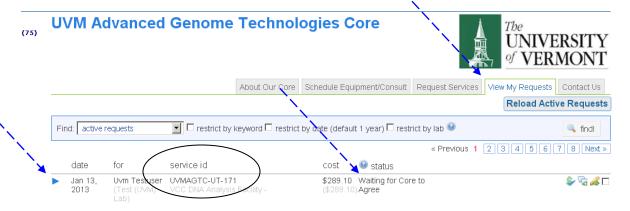request service
$2.24 (UVM Subsidy Rate)

3. An order form screen will open. Fill out all information. In some cases this will involve downloading an excel sheet, filling out required information and uploading the completed excel file. The "Quantity" field which is above the red bar on the order form must be changed to reflect the number of samples. <u>Please follow the instructions on the order form about how to calculate the number for the Quantity field.</u> When completed, click "save the completed form".

human Cell Line Authentication

Request Name UVMAGTC-UT-172

1) Forms and Request Details

The Quantity Field above the red line must be updated to reflect the number of samples

▶ Jan 13   human Cell Line Authentication   Quantity: $57.82   Billing Status: Work Status:
  10:56 AM   VCC DNA Analysis Facility   1.0   Not Ready To Bill   Proposed   ✖

View Form: human Cell Line Authentication   Not Started ▾

ATTENTION: Please adjust the Quantity above to reflect the number of samples you are requesting for this order.
Samples should be submitted in a 1.5 ml tube. Pellet 0.5-1.0x10^6 cells, remove the media, and freeze the cells.
Please write # of cells on the tube.
Fill out all information below, SAVE the completed form and then SUBMIT the form.

Required fields are indicated by *

★ Number of Samples (Should
  be the same as the Quantity
  field above)

★ Have these lines been tested
  in the Facility before?

Sample

Sample Name Comments

Add 1 row(s) ⊕

Click on the ⊕ button to add rows and fill out table information

Additional Comments

Facility Use Only

Technician

Date Completed

Please save your form! ➡ ✔ save completed form   💾 save draft of form   ❓

⚠ After saving your form, please submit your request to the core.

4. If you have more than one chart string available for use, use the pull-down menu to select the correct chart string for this request. Click on "submit request to the core".

5. Your request has been submitted to the core. You will be redirected to your "View My Requests " tab. You will see that your new request has been assigned a service id and has the status "Waiting for Core to Agree".
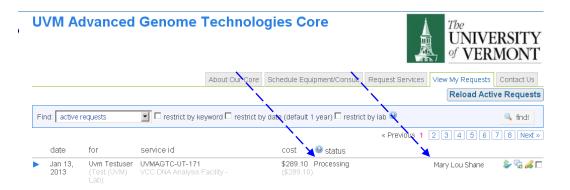

6. Clicking on the blue arrow on the left will allow you to open the request so you can see all the details of the request including when the order was placed, the information on the order form and the billing information including the cost of the request.

7. You can split the cost of your request between two chart strings, providing you have been assigned two chart strings. Click on the $ to the right of the request, then click add split, use the pull down to select the second chart string and assign the percentages to equal 100%. Click on save.
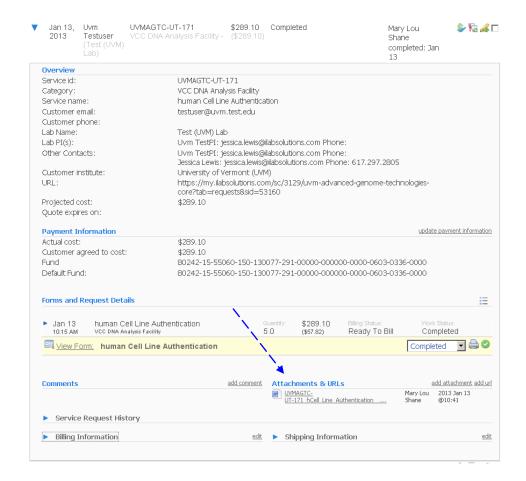
8. If the facility has had to alter the cost of the request, and the cost increases, you will receive an email and you will need to log in and "Approve" the cost. Once the facility has acknowledged receipt of your request, the status will change to "Waiting for Core to Begin".

9. Once the facility has begun to work on your request, you will see the status change to "Processing". In some cases you will see the name of the staff member that has been assign to process your order.

10. Once the facility has completed the work on your service request, the status will change to "Completed". You will receive an email notification that the work has been completed. For any service that generates digital data, you will find the data has been attached to your service request. Open the blue arrow on the left to expand your service request. You will find your data in the "Attachments & URLs" section. Click on the file to download the data. These requests will remain in iLab for 18 months. Permanent data storage is your responsibility.

This manual should serve as a guide. Occasionally, iLab makes changes to the site so the screen shots might not be exactly the same as what you see in your account! However, the basic content will not change to you should be able to find what you need. As always, the AGTC staff members are available to help you, just stop by!