



Dear Flow Cytometry Core Customers,

Effective May 1, 2013 The Flow Cytometry Core at Guy's Hospital is excited to start using an online system to streamline the process of placing requests and scheduling use. We invite you to register for an iLab account so you can access our services through the new online system. Please follow the instructions below to complete the one-time registration process and get started working with our core!

To register for an account:

1. Complete the account sign up form here:
https://gstt.corefacilities.org/account/signup/396?sc_id=3156
2. You will receive an email with account credentials and basic instructions to get started using the system once your account has been approved.

To register with the Core:

BRC Flow Cytometry Core requires additional access request upon first use.

You will be required to:

- complete a registration form
- submit it by e-mail
- submit an access request

Once you have received your iLab login credentials, login to the core's site in the upper right-hand corner of the page:

https://gstt.corefacilities.org/service_center/show_external/3156

You will see this page:

BRC Flow Cytometry Core

This core requires an additional access request to use the core.

First time users must complete a [registration form](#) and submit to BRCFlowCore@gstt.nhs.uk to obtain relevant training prior to using these facilities for the first time. Once you have submitted your form, please, click *Send access request* below

Please feel free to include an additional note:

You will be notified when your access request is approved.

To Create a Service Request:

After your access request is approved, you can login to your account to request services

1. Navigate to the core page:
https://gstt.corefacilities.org/service_center/show_external/3156
2. Select user option in top right corner to log in with your credentials.
3. Click the **Request Services** tab and click on the **Request Service** button next to the service of interest. Work through the request.
4. Answer all questions in the request form, then save the form; provide payment information for your request at the bottom of the page if asked.
5. Then click **Submit Request to Core** button to send the request to the core.
6. Your request will be pending review by the core. The core will review your request and either Agree to the work and provide a quote if appropriate, or they may ask for more information if needed.
7. Additional Help: View the [iLab Service Request Manual](#) for more detailed instructions.

To Create Reservations:

After your access request is approved, you can login to your account and schedule resource time.

Note that Basic training is mandatory before using any of the self-service equipment. If you are not listed as Trained user, you won't be able to access the calendars. Please, submit a Training Request under the **Request Services** tab and the Core will contact you further.

1. Navigate to the core page:
https://gstt.corefacilities.org/service_center/show_external/3156
2. Select user option in top right corner to log in with your credentials.
3. Click the [Schedule Resources](#) tab and review the instruments. Select the Analyzers category and click on the [View Schedule](#) button next to the schedule of interest.
4. Click and drag on the time frame you would like your reservation for.
5. A window will open with details and you will be asked to provide payment information for your time before saving the reservation.
6. Your reservation may need to be approved by the core, you can confirm this by viewing your [Home](#) page by clicking the [Home](#) link in the top of the left iLab menu.
7. Additional Help: View the [iLab Scheduling Manual](#) for more detailed scheduling instructions.

Support

For any questions not addressed here or in the linked manuals, click on the “leave iLab feedback” link in the upper right hand corner while logged in to your iLab account, or contact the iLab Support Team by email: support@ilabsolutions.com.

Sincerely,

The iLab - Guy's Hospital Team