**VMHDS Core iLabs account information**

The Viral Molecular High Density Sequencing (VMHDS) core uses the iLabs system to track service requests and manage billing.

[https://med-upenn.corefacilities.org/service\_center/show\_external/5129?name=viral-molecular-high-density-sequencing-core#](https://med-upenn.corefacilities.org/service_center/show_external/5129?name=viral-molecular-high-density-sequencing-core)

You will need to create an account by visiting this site and clicking the link in the upper right corner:



Instructions for creating an account can be found here:

Penn users:

 <https://www.med.upenn.edu/cores/registering-for-an-ilab-account-penn-faculty-and-staff.pdf>

Non-Penn users:

<https://help.ilab.agilent.com/99540-getting-started-with-ilab/325013-registering-with-ilab>

***External for-profit customers please note:*** *Once your account is created we need to manually adjust to a for-profit account. Please let us know when you create the account before creating a service request.*

Once you have created an account please visit our core iLabs page to submit a request:

<https://med-upenn.corefacilities.org/service_center/show_external/5129?name=viral-molecular-high-density-sequencing-core>

* Navigate to the Request Services tab.
* Click “Initiate request” under Request Services. 
* Write a brief description of the aims of the study.
* Choose “complete service package”, and INSPIIRED (integration site analysis) or iGUIDE (crispr off-target analysis).



* Upload the metadata and vector map if needed (blank documents will suffice if we already have this information).
* Add number of samples and click “add selected services” - then submit.

Once we receive a request we will send a quote for services to allow for a PO to be generated.

When POs are available, please upload them to the iLabs system (under the PO tab).

If you have any questions or problems please contact our Technical Director, Aoife Doto: rochea@upenn.edu

**TROUBLESHOOTING**

If you are having trouble viewing our Penn core from your institution iLab account please try the following:

1. Login to iLab with your Institution Account
2. Update the “View”  menu on your core facilities page to “Cores at Other Institutions”


3. Search for the “Viral Molecular High Density Sequencing” Core