**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:

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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. A screenshot of a computer

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* 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).

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* 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](mailto: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”  
     
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3. Search for the “Viral Molecular High Density Sequencing” Core