Creating & Editing Services in iLab

For questions or concerns please contact iLab.Support@pennmedicine.upenn.edu

- How do I create a service in iLab?
- How do I edit an existing service in iLab?
- How do I update service pricing in iLab?
**How do I create a service in iLab?**

1. Visit [https://med-upenn.corefacilities.org/landing/264](https://med-upenn.corefacilities.org/landing/264) to login to iLab with your PennKey

2. Click the “three bar” icon on the upper right side of the page, then “My Cores.”

3. Select your core from the menu that appears and navigate to the “Request Services” tab.

4. Click the “Add Service Project Template” or “Add Service Template” button accordingly.
   - Service Project Templates allow you to create an umbrella service offering for your customers.
   - Service Templates are used for the individual offerings of a core. They can encompass anything from specific activities performed, to supplies that are sold or used in conjunction with a request.

5. Please click [here](https://med-upenn.corefacilities.org/landing/264) for detailed instructions to create a Service Project Template and [here](https://med-upenn.corefacilities.org/landing/264) for detailed instructions to create a Service Template.

**How do I edit an existing service in iLab?**

1. Visit [https://med-upenn.corefacilities.org/landing/264](https://med-upenn.corefacilities.org/landing/264) to login to iLab with your PennKey

2. Click the “three bar” icon on the upper right side of the page, then “My Cores.”
3. Select your core from the menu that appears and navigate to the “Request Services” tab.

4. Click the pencil icon next to the Service Project or Service Template you wish to edit.

6. Please click here for detailed instructions to edit a Service Project Template and here for detailed instructions to edit a Service Template.

**How do I update service pricing in iLab?**

- If you would like to update the price of an individual service, click here.
- If you are interested in bulk pricing updates, click here.

**Updating the price of a single service in iLab**

1. Visit https://med-upenn.corefacilities.org/landing/264 to login to iLab with your PennKey

2. Click the “three bar” icon on the upper right side of the page, then “My Cores.”

3. Select your core from the menu that appears and navigate to the “Request Services” tab.

4. Click the pencil icon next to the service you wish to edit.

5. Scroll down to the “Prices” portion of the request and locate the price type you would like to update. In this example, we will be updating internal pricing.
6. Change the “Ends” field for the price type to the date that you would like the current price to become inactive. In this example, we’d like the current pricing to end on May 3, 2022.

7. After appropriately updating the “Ends” column click the green “Add Price” button.

8. Enter your new price information, including the “Effective Start” date field. You may leave the “Ends” field as “never” (to be updated with the next price change) or you may choose to enter an end date at this time. In this example, the new internal pricing will begin on May 4, 2022.
9. Scroll to the bottom of the page and click the blue “Save” button.

10. After saving the form, the previous service price will be viewable in the “Past Prices” portion of the service template.

Please note that utilizing the price start/end date feature will allow you to track how your service pricing has changed over time and can be useful in the event of an audit.

**Bulk pricing updates in iLab**

1. Visit [https://med-upenn.corefacilities.org/landing/264](https://med-upenn.corefacilities.org/landing/264) to login to iLab with your PennKey

2. Click the “three bar” icon on the upper right side of the page, then “My Cores.”
3. Select your core from the menu that appears and navigate to the “Administration” tab, then click “Bulk manage prices, external visibilities, create multiple services.”

4. Click the “Update prices and visibility” tab.

5. Follow the instructions as outlined on the tab. While updating the file upload template, please be sure to appropriately modify pricing start/end dates.

   In the below example, consultation pricing for external academic users will change from $210.21/hr to $220.21/hr starting July 1, 2022. The new price will be active until June 30, 2023.

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<th>NewStartDate</th>
<th>EndDate</th>
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<td>7/1/2021</td>
<td>9/30/2022</td>
<td></td>
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</tr>
</tbody>
</table>

Please note that utilizing the price start/end date feature will allow you to track how your service pricing has changed over time and can be useful in the event of an audit.