

Creating & Editing Services in iLab

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

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How do I create a 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 “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](#) for detailed instructions to create a Service Project Template and [here](#) 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> 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.

Sample Processing



All sample processing projects can be submitted by completing this request.

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 of service, click [here](#).
- If you are interest 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 the service you wish to edit.

▼ Consultation (1)

Consultation - General

General Consultation with the Core Manager.



\$110.21 (Internal)

\$210.21 (Academic (External))

\$310.21 (Corporate (External))

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.

Prices

+ Add Price

Type	Price	Unit	Unit Qty	Visible publicly	Effective Starting	Ends
Internal	110.21	\$ hour		No	July 01, 2021	Jun 30, 2022
Academic (External)	210.21	\$ hour		No	July 01, 2021	June 30, 2022
Corporate (External)	310.21	\$ hour		No	July 01, 2021	June 30, 2022

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.

Prices

+ Add Price

Type	Price	Unit	Unit Qty	Visible publicly	Effective Starting	Ends
Internal	110.21	\$ hour		No	July 01, 2021	May 03, 2022
Academic (External)	210.21	\$ hour		No	July 01, 2021	June 30, 2022
Corporate (External)	310.21	\$ hour		No	July 01, 2021	June 30, 2022

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

Prices

+ Add Price

Type	Price	Unit	Unit Qty	Visible publicly	Effective Starting	Ends
Internal	110.21	\$ hour		No	July 01, 2021	May 03, 2022
Academic (External)	210.21	\$ hour		No	July 01, 2021	June 30, 2022
Corporate (External)	310.21	\$ hour		No	July 01, 2021	June 30, 2022

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.

Prices

+ Add Price

Type	Price	Unit	Unit Qty	Visible publicly	Effective Starting	Ends	
Internal	110.21 \$	hour		No	July 01, 2021	May 03, 2022	✗
Academic (External)	210.21 \$	hour		No	July 01, 2021	June 30, 2022	✗
Corporate (External)	310.21 \$	hour		No	July 01, 2021	June 30, 2022	✗
Internal	115	hour		No	May 04, 2022	never	✗

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.

Prices

+ Add Price

Type	Price	Unit	Unit Qty	Visible publicly	Effective Starting	Ends	
Academic (External)	210.21 \$	hour		No	July 01, 2021	June 30, 2022	✗
Corporate (External)	310.21 \$	hour		No	July 01, 2021	June 30, 2022	✗
Internal	115.00 \$	hour		No	May 04, 2022	never	✗

▼ Past Prices

Type	Price	Unit	Unit Qty	Visible publicly	Effective Starting	Ends	
Internal	100.00 \$	hour		No	September 01, 2019	September 30, 2019	✗
Academic (External)	200.00 \$	hour		No	September 01, 2019	September 30, 2019	✗
Corporate (External)	300.00 \$	hour		No	September 01, 2019	September 30, 2019	✗
Internal	110.00 \$	hour		No	October 01, 2019	June 30, 2021	✗
Academic (External)	210.00 \$	hour		No	October 01, 2019	June 30, 2021	✗
Corporate (External)	310.00 \$	hour		No	October 01, 2019	June 30, 2021	✗
Internal	90.00 \$	hour		No	August 01, 2019	August 31, 2019	✗
Academic (External)	190.00 \$	hour		No	August 01, 2019	August 31, 2019	✗
Corporate (External)	290.00 \$	hour		No	August 01, 2019	August 31, 2019	✗
Internal	110.21 \$	hour		No	July 01, 2021	May 03, 2022	✗

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> 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.

ServiceOrEquipmentName	PriceID	PriceType	PriceExtVisible	NewPriceExtV	Price	NewPrice	StartDate	NewStartDate	EndDate	NewEndDate
Consultation - General	1692471	Academic (External)	0		210.21	220.21	7/1/2021	7/1/2022	6/30/2022	6/30/2023
Consultation - General	1692472	Corporate (External)	0		310.21		7/1/2021		6/30/2022	
Consultation - General	1781369	Internal	0		115		7/1/2021		6/30/2022	

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.