To Purchase Cell Products

- All HIC clients, internal and external, will require a PennKey to purchase HIC cell products. Visit the Path BioResource (PBR) PennKey registration form at https://pathbio.med.upenn.edu/pbr/portal/reg_form.php. Select "Human Immunology" as the facility you plan to use and complete the requested information.

- Please contact the help desk at PBRHELPDESK@pennmedicine.upenn.edu with billing questions.

- Once you have a PennKey, download and review our Ordering Guide under the Cell Products menu. This explains how to use our online ordering system to request cells of the desired type and quantity, where to pick up orders, how to see prior orders, etc.

- Login to order cells at https://pathbio.med.upenn.edu/hic/hiccell/ (PennKey login required).

- Contact Cell Products (cells@pennmedicine.upenn.edu) with ordering questions.

All Other Services

- Neither a HIC account nor a PennKey is required for consultations or quotations. Browse the Consultations / Proposals menu for how to request a letter of support for a grant proposal, consultation on study design, and much more.

- Your HIC project manager will let you know during the initial consultation whether your potential project would require a PennKey or similar credential for project management.

- Once you determine to do a project with the HIC, Path BioResource (PBR) staff will work with you to set up your study or project. Set up an account by contacting PBRHELPDESK@pennmedicine.upenn.edu. Cc your HIC project manager.

- Once you have a HIC account, go to Request A Consultation / Initiate A Project under the relevant menu:
  
  Specimen Processing/Banking
  Cellular Assays
  BCR/TCR Sequencing

  There are different workflows for projects in each of these areas. You will be directed to the appropriate link and/or HIC project manager for project requests.

- Contact the PBR Help Desk at PBRHELPDESK@pennmedicine.upenn.edu with billing questions.