



Human Immunology Core (HIC) Accounts & Billing Workflows

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@penmedicine.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](mailto:cells@penmedicine.upenn.edu) (cells@penmedicine.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@penmedicine.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.

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