



## Human Immunology Core (HIC) Accounts & Billing Workflows

### To Purchase Cell Products

- Visit the Path BioResource (PBR) portal at [pathbio.med.upenn.edu/pbr/portal/](http://pathbio.med.upenn.edu/pbr/portal/) and click on the **guide to requesting services** link.
- All HIC clients, internal and external, will require a PennKey to purchase HIC cell products. The PBR guide to requesting services ([pathbio.med.upenn.edu/pbr/portal/request\\_howto.php](http://pathbio.med.upenn.edu/pbr/portal/request_howto.php)) provides instructions for getting a PennKey depending on your affiliation.
- If you already have a PennKey, the PBR guide to requesting services provides instructions for registering a Principal Investigator (if needed), creating a project, and managing users.
- 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 [pathbio.med.upenn.edu/hic/hiccell/](http://pathbio.med.upenn.edu/hic/hiccell/) (PennKey login required).
- Contact Cell Products at **cells@penndmedicine.upenn.edu** with ordering questions. We do not coordinate this service by phone.
- Contact the PBR Help Desk at **PBRHELPDESK@penndmedicine.upenn.edu** with billing questions.

### All Other Services

- A PennKey is not required for consultations or quotations. Browse the HIC website at [www.med.upenn.edu/humanimmunologycore/](http://www.med.upenn.edu/humanimmunologycore/) for HIC staff members to contact regarding specimen processing and banking, cellular/molecular assays, BCR/TCR sequencing and immune repertoire analyses, or scientific consultations and grant proposal support.
- Once you determine to do a project with the HIC, your HIC project manager will let you know next steps for project and billing setup based on the nature of your project and Principal Investigator affiliation.
- Please note that we are transitioning to the iLab core facility management system for sample submission and project billing. iLab login, support resources, and support contacts are provided here: [www.med.upenn.edu/cores/ilab.html](http://www.med.upenn.edu/cores/ilab.html)
- Contact the PBR Help Desk at **PBRHELPDESK@penndmedicine.upenn.edu** with any billing questions.