Shared Service Facility in the department of Mechanical Engineering at Texas A&M University

The J. Mike Walker '66 Department of Mechanical Engineering at Texas A&M University is committed to supporting research needs and promoting the use of shared equipment resources. The shared service facility (SSF) is open to all users. A user fee will be charged for equipment usage. It will be used to recover the operating costs associated with providing the services. All users must read and follow the facility-use policies.

Facility-Use Policies

General rule and safety

- Unauthorized individuals are not allowed in the facility.
- No food or drinks are permitted.
- Users always wear proper personal protective equipment including long pants and closed toes shoes.
- Users must follow the proper operating procedures. The damage in the equipment caused by misuse or neglect will be charged to the principal investigators. The user must agree to a reimbursement for any damage caused by user's activities of the equipment.
- Users are required to clean the work space after using the equipment.
- All users must follow the laboratory safety rules. Notify the facility staff immediately if there is anything wrong with the facilities.
- The facility manager reserves the right to suspend the use of the facility if the users do not follow the facility-use policies.
- Access to the facility will be granted via card swipe. You may not share student ID or user ID to have access to the facility.

User Fee

- All users must pay for the instrument usage that are based on usage time. Staff charges are incurred for staff supported lab activities, such as equipment setup, training and processing requests. Billing is sent on a monthly basis.
  - User fees are waived when the equipment is used for classes, not including MEEN 685 and MEEN 691. Usage to support activity academically associated via 685, 691, or thesis work will be billed at the standard rate.

Equipment Usage

- First time users must be trained by facility staff before acquiring access to the facilities. The facility manager will be the point of contact to get training to the shared equipment. For more information, go to Registration in iLab below.
- Trained users may use the facilities during the normal operating hours. Qualified users who demonstrated the ability to operate the equipment independently may use the facilities at all times with proper reservations.

- The user who signs up for the equipment is the only one who has permission to use the requested equipment. Users may use instruments that they are qualified to operate independently.
- Users are required to reserve equipment through web-based system, iLab, before each usage.
- Reservation cancellation should be made before 4 hours prior to the reserved time through iLab.
- Users must log in and out of the instrument session through iLab Kiosk.
- Users must stop using the equipment and log off their reservation when the reserved time has passed unless the reservation is extended.

<u>**Internal Customer Without an Account:**</u>

 To register for an account:

To get started, you must register for an account:

1. Navigate to the core page: https://tamu.corefacilities.org/service_center/show_external/4804
2. In the upper-right-hand corner of the screen, please click ***Register***
3. You will be directed to an authentication page where you will need to enter your TAMU credentials
4. Once you have entered your credentials, click the 'Login' button
5. You will be directed to an iLab Registration page where you will need to select your PI/Lab, and verify your contact information
6. Once your registration has been submitted, your PI will receive a notification that you have requested membership to their lab in iLab. They will need to approve your membership and assign any TAMU Fund Name for your use

To Create an Equipment Reservation:

Once you have been accepted into your PI's lab and assigned TAMU Fund Name, you can schedule equipment time.

1. Navigate to the core page: https://tamu.corefacilities.org/service_center/show_external/4804
2. At the upper right hand of the page, please click **Sign in.**
3. Enter your TAMU Credential and password, and sign in.
4. Select the *Schedule Equipment* tab and click on the 'View Schedule' button next to the instrument of interest. Click and drag on the time frame you would like to schedule your reservation for.
5. A window will pop up that will allow you to verify your reservations details and provide payment information before saving the reservation.

Additional help

More detailed instructions can be found by clicking on the "HELP" link in the upper right hand corner or by navigating to https://ilab.helpjuice.com/35322-getting-started/299372-welcome-to-ilab-help. For any questions not addressed in the Helpsite, click on the "HELP" link in the upper right hand corner and submit a ticket, or email ilab-support@agilent.com.

<u>**Internal User With a Pre-Created Account:**</u>

Getting Started with iLab:

1. Click here to reset your iLab password. Please use the email address from this email you have received as your login.
2. Login(https://tamu.corefacilities.org/service_center/show_external/4804)   using   your   iLab username and password. (IMPORTANT: On initial login, set your account time zone, click 'update', then log out once to set the change.)
3. Select a core from the list of cores at TAMU by clicking the 'core facilities' list in the left-hand menu.
4. Once on the core's page, click the 'about our core' tab to learn more about the available services.

To Create an Equipment Reservation:

Once you have been accepted into your PI's lab and assigned TAMU Fund Name, you can schedule equipment time.

6. Navigate to the core page: https://tamu.corefacilities.org/service_center/show_external/4804
7. At the upper right hand of the page, enter the username and password provided by iLab and click the "login" button.
8. Select the *Schedule Equipment* tab and click on the 'View Schedule' button next to the instrument of interest. Click and drag on the time frame you would like to schedule your reservation for.
9. A window will pop up that will allow you to verify your reservations details and provide payment information before saving the reservation.

Additional help

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External User:

To register for an account:

1. Complete the registration form on the sign-up page.
2. Receive a *Welcome Email* from iLab (typically within one business day) with login credentials.

To Create a Service Request:

Using your iLab login credentials, you can place a service request.

1. Login using the 'External TAMU user' option.
2. Enter the credentials received in your welcome email from iLab.
3. Select the *Request Services* tab and click on the *Request Service* button next to the service of interest.
4. You will be asked to complete a form before submitting the request to the core.
5. Your request will be pending review by the core. The core will review your request and either Agree to the work or they will ask for more information if needed.

To Create an Equipment Reservation:

Using your iLab login credentials, you can place orders and schedule equipment time.

1. Login using the 'External TAMU user' option.
2. Enter the credentials received in your welcome email from iLab.
3. Select the *Schedule Equipment* tab and click on the *View Schedule* button next to the instrument of interest. Click and drag on the time frame you would like to schedule your reservation for.
4. A window will pop up that will allow you to verify your reservations details and provide payment information before saving the reservation.

Additional help

More detailed instructions can be found by clicking on the "HELP" link in the upper right hand corner or by navigating to https://ilab.helpjuice.com/35322-getting-started/299372-welcome-to-ilab-help. For any questions not addressed in the Helpsite, click on the "HELP" link in the upper right hand corner and submit a ticket, or email ilab-support@agilent.com.

PI:

It was indicated that you have researchers who use the core's services, and we wanted to let you know that you may receive email requests from researchers wishing to join your group. The request email will have specific instructions on how to approve the request. In case you are interested in the process, we have pasted instructions below. **If you would prefer to delegate these notifications/approvals to a financial manager, please email ilab-support@agilent.com with your financial manager's name & email.**

Instructions

1. Click here to log-in: https://tamu.corefacilities.org/service_center/show_external/4804
2. You will use your TAMU credentials to log into iLab
3. Once logged in, look for the link in the left hand menu that says 'my labs'. Hover-over and select your lab.
4. Set the auto-approval amount if you do not wish to approve service requests below a certain dollar amount. To do this, select the 'Members' panel and enter a dollar amount in the 'Auto Pre-Approval' amount and click 'save settings.'
5. To approve lab membership requests, select the 'Membership Requests & Institution Fund Name' tab. New membership requests will show at the top of this page. Click "Approve" to accept a member into your lab. Click "Reject" if they are not a member of your lab.
6. To assign an Institution Fund Name to a member of your lab, find the member in the above list where it says, 'Manage Institution Fund Name.' Select the checkbox(es) to the right of their name for the Institution Fund Name(s) you wish to assign them.

Additional help

More detailed instructions can be found by clicking on the "HELP" link in the upper right hand corner or by navigating to https://ilab.helpjuice.com/35322-getting-started/299372-welcome-to-ilab-help. For any questions not addressed in the Helpsite, click on the "HELP" link in the upper right hand corner and submit a ticket, or email ilab-support@agilent.com.

To Create an Equipment Reservation: (booking an instrument in the future)

Using your iLab login credentials, you can place orders and schedule equipment time.

1. Register and log into the system using the steps in your welcome email
2. Select the *Schedule Equipment* tab and click on the *View Schedule* button next to the instrument of interest. Click and drag on the time frame you would like to schedule your reservation for.
3. A window will pop up that will allow you to verify your reservations details and provide payment information before saving the reservation.

To start your session with an already existing reservation:

1. Please navigate to the Kiosk Interface URL: https://tamu.corefacilities.org/service_centers/4804/equipment_kiosk/authenticate
2. You will log into the Kiosk interface using the same credentials you use to log into the main iLab site for the core.
3. Once logged in, you will see a list of your pre scheduled reservations in "My kiosk sessions" (If you have multiple sessions, there is a search box to help guide you to the correct one you wish to start)
4. Find your session, and to the right you should have a green "start" button. Once you click start, you will see the details of your reservation as well as a timer in the upper right hand corner.
5. To navigate back to your list of sessions, click in the drop down menu where you see your name. Click my reservations.
6. You may log out while your session is in process. To log out, click the upper right hand side menu and select Log out. On the log out screen, you will see your list of Active sessions.

To start your session as a walk in:

1. Please navigate to the Kiosk Interface URL: https://tamu.corefacilities.org/service_centers/4804/equipment_kiosk/authenticate
2. You will log into the Kiosk interface using the same credentials you use to log into the main iLab site for the core.
3. Select the instrument on the left hand menu on which you would like to use.
4. A calendar for the availability will appear, click "Create Session" to begin, select the desired duration, and click "Create Session" again.
5. A new window will appear with the details for that reservation. You may be required to enter in your payment information and the equipment use type.
6. Once all required information is filled out, click the start button to begin your session. Once you click start, you will see a timer in the upper right hand corner.
7. To navigate back to your list of sessions, click in the drop down menu where you see your name. Click my reservations.
8. You may log out while your session is in process. To log out, click the upper right hand side menu and select Log out. On the log out screen, you will see your list of Active sessions.

To end your session:

1. Please navigate to the Kiosk Interface URL: \
    https://tamu.corefacilities.org/service_centers/4804/equipment_kiosk/authenticate
2. You will log into the Kiosk interface using the same credentials you use to log into the main iLab site for the core.
3. Find your current reservation in the list under "My kiosk sessions" and click the blue Finish button.
4. A pop up box will appear, asking you to confirm your action. Click "Finish session" again. Your time on the instrument has been logged.

Additional help

More detailed instructions are available in the Kiosk Guidelines Document, clicking on the "HELP" link in the upper right hand corner, or by navigating to https://ilab.helpjuice.com/35322-getting-started/299372-welcome-to-ilab-help. For any questions not addressed in the Helpsite, click on the "HELP" link in the upper right hand corner and submit a ticket, or email ilab-support@agilent.com.