

Dear colleagues and customers of the MCTP,

the Metabolomics Core Technology Platform at COS, University of Heidelberg, uses an online system to streamline the process of requesting and billing for core facility services.

All facility users are requested to use the system, which requires a one-time registration as detailed below. Once you are registered, the system will enable you to place service requests, provide required approvals, and monitor progress of analyses.

To register for an account:

1. Navigate to the core page: <https://hmls.corefacilities.org/>
2. After clicking 'SIGN-UP', you are navigated to a screen that will walk you through the registration steps.
3. Submit the completed registration form.
4. Receive a *Welcome Email* from iLab (typically within one business day) with login credentials and basic instructions on using the system at this time.

To raise a Service Request:

1. Navigate to the MCTP page:
https://hmls.corefacilities.org/service_center/show_external/3561
2. In the upper-right-hand corner click 'Sign In'
3. Enter your email address and password, and sign in.
4. Select the *Request Services* tab and click on the 'Request Service' button next to the service of interest.
5. You will be asked to complete a form and provide payment information for your request before submitting the request to the core.
6. Your request will be pending review by the core. If necessary, the core will add charges and submit it back to you for approval. Make sure to watch for an email from iLab regarding your updated project.

Please note:

- **Submission of a Service Request is mandatory before submission of samples!**
- You can also request project discussions via iLab.
- You can track the status and progress of any service request within iLab.

Additional help

More detailed instructions are available on the iLab helpsite

<https://help.ilab.agilent.com/37179-using-a-core/264646-using-a-core-overview>