Helpful Viewing Tips

Check Order Summary and Status: Log into the system with your user name and password.

A. To review the status of orders:
- Select "User" from the top navigation menu
- Select "Service Requests"
- Select "Any Status" and click "Search" to view all orders.

B. To review completed orders:
- Select "User" from the top navigation menu
- Select "Tracking"

Check Invoice (s). After the work has been performed, you will have access to view your invoice(s) after the 8th of the month following completion of work :
- Select "User" from the top navigation menu
- Select "Invoices" and enter a date range to filter
- Select the hyperlinked invoice number or "Regenerate PDF" to view the invoice

Troubleshooting:
For any core specific questions please contact the Core directly. Their contact information can be found on individual "Core" page below the left navigation menu.

For any system specific questions please contact PHSResCoreFac@partners.org.

Mass General Brigham

*The **MGB Core Management System** is a web-based system designed to streamline operations for MGB Research Core Facilities. Developed in collaboration with the MGH Research Informatics Core, the system provides Core users with one stop shopping. Core users will have the ability to view all cores on the system, create a user account to manage funding, request services and check the status of requests at their convenience.*

Quick Guide to MGB Core Management System

www.researchcores.partners.org

Contact:
PHSResCoreFac@partners.org

{1} Create Account/Log In

First Time Users Go To: http://researchcores.partners.org/account/new

Internal User:

- Enter your MGB user ID and select "Lookup Information".

- Review/Update user information and select "Create Account".

External User:

- Select "Don't have a MGB ID?"

- Complete the requested information and select "Create Account". (Your e-mail address will be used as your username)

Existing Users Go To: http://researchcores.partners.org/login

{2} Enter Payment Type

Prior to placing a request users must enter payment information. This information will be linked to an individuals username and available each time a request is placed.

Select "MGB" or "Non-MGB" from the "Payment Type" dropdown menu.

PHS User:

- Enter 6-digit fund number and select "Lookup Information". Review populated information to insure correct fund is being used.

- Select "Assign Fund".

Non-PHS User:

- Select "PO Number" or "Check" to identify payment option.

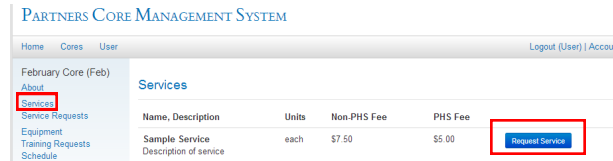- Complete requested information and select "Assign Fund".

To review, edit or add new funds select "User" ->"Funds" from the top navigation menu.

{3A} Place A Service Request

To place a request first navigate to the Core you wish to utilize. All Cores can be found by clicking on the "Cores" menu from the top navigation menu.

Service Request (s)

- Select "Service" on the left navigation menu to view the list of available services and their charges.

- Select "Request Service" appearing to the far right of each service.

- Complete request and contact information.

- Complete funding information by selecting from the drop down menu the fund source to be charged and the %(must be 100% or add up to 100% if multiple funding sources).

  - To split funding select "Add Additional Fund Source" to select another fund and specify the % to charged to that fund.

- Select "Create Service Request" to submit.

{3B} Place An Equipment Request

Equipment Request (s)

- Select "Equipment" on the left navigation menu to view the list of available equipment, pre-requisite to use requirements and their charges.

To Schedule Pre-Requisites (typically training)

If pre-requisites are required they will need to be fulfilled before being allowed to schedule use of the equipment.

- Click on the "Training" link to request training.
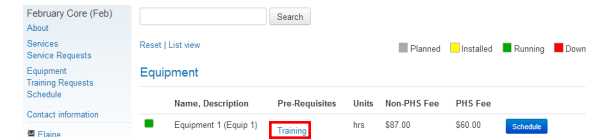
- The "New Training Request" page will appear. Complete the requested information and select "Create this Training Request" to submit.

- The Core will contact you to schedule training. Upon completion of training the Core will update the system and the equipment can now be scheduled for use.

To Schedule Equipment

- Select "Schedule" appearing to the far right of each piece of equipment. A Calendar will appear to show the days and times this equipment is available.

- Click on the time and the day that you want to reserve. Fill out the requested fields and click "Create" button on the bottom of the page to book your time.