

DF/HCC BWH PATHOLOGY CORES IN THE CORE MANAGEMENT SYSTEM

Note: If you are using a new fund for this request, you must add the fund before you start the new service request. See GETTING STARTED instructions [in Documents], step II to Enter Payment Type / Add New Fund.


SUBMITTING A SERVICE REQUEST

1. Go to MGB Research Core Facilities at <https://researchcores.partners.org/> and click on **Login** in the top right corner to view your dashboard.
2. From your dashboard page, click on the **DF/HCC BWH Pathology Cores** in your **Cores I Use** list. If this is the first time using the Core, you should go to **Core Services** in the top banner and click on [DF/HCC BWH Pathology Cores](#) to access. After using the Core once, it will then automatically appear in your **Cores I Use** list going forward.
3. Click on **Service Requests** in the left margin. If you do not see menu options in the left margin, expand your window wider so it will appear. Or you can click on the tab at the top, to the left of the Core name to open the menu.
4. Click on on the right.
5. Fill out the service request form. *[All fields marked with an asterisk (*) are mandatory]*
 - a. Project Name [e.g., 12-345: Breast Cancer Study]
 - b. Return Shipping Requested [Select Yes, and then provide details if you are not local and need the Core to ship your materials to you. Otherwise, you can pick them up in person once the work is complete]
 - c. **Core Services Requested**
 - Request this Order as a Rush: the default for this response is No. Please be aware that if you have prior approval and select Yes, a 50% surcharge will apply for all services on this order).
 - Select at least one Core service category
 - d. **Sample Information.** Enter sample details and specific services needed for a sample and then click on button. Repeat until all samples have been entered] If you are entering a lot of samples, you can enter just the first sample here, and then upload the full list of samples using the BPC Sample List template [coming soon] available in the **Documents** in the left margin.
 - e. **Additional information about the Project / Request.** Enter any additional details that you would like the Core staff to be aware of [*Do Not Enter Sample information here, this will delay your request!*]
 - f. **Documents.** Using the button, you can select and upload Documents from your desktop. [e.g., BPC Manifest, csv sample list, or other document[s] as needed]
 - g. **Contact Information.** This is the person to contact for any questions regarding this service request
 - h. **Funding & Billing Information.** Review Fund information, select an additional fund you have already created to split costs between, etc. [Do not click on [New Fund](#) to add one here, this feature is not currently working properly so you will just see a blank white box. You should follow the above instructions to **ENTER PAYMENT TYPE** starting with step #2 before creating a new service request].
6. Click on **Create** button. Your new service request will now appear in your list when you go back to **Service Requests** in the left margin.

7. Please print a copy of your Service Request form that shows your BPC service request # [e.g., BPC-24-LW-0001] to drop off at the Core along with your samples. If the Core is providing the tissue or you have no samples to drop-off, there is no need to print.
8. You will receive an automated email from SHLcorelab@bwh.harvard.edu once your service request is complete and ready for pickup.

VIEW, EDIT OR CANCEL AN EXISTING SERVICE REQUEST

Only service requests with a status of **Submitted** can be edited or canceled by a User. Once a service request status has advanced to **Active** or **Completed**, no further changes can be made.

1. Go to MGB Research Core Facilities at <https://researchcores.partners.org/> and click on **Login** in the top right corner.
2. From your **Dashboard** page, click on the DF/HCC BWH Pathology Cores in your **Cores I Use** list.
3. Click on **Service Requests** in the left margin. If you do not see menu options in the left margin, expand your window wider so it will appear. Or you can click on the  tab at the top, to the left of the Core name to open the menu.
4. You should now be able to view all of your existing service requests by status.
5. To view an existing service request that has a status of **Submitted**, click on the **ID #, Project Name**.
6. To edit or cancel an existing service request that has a status of **Submitted**, click on the ▼ down arrow at the far right end of the row and select **Edit** or **Cancel**.
7. You can view [read-only] any to **Active** or **Completed** service request by clicking on the ▼ down arrow on the far right end of the row and select **Show**.

GENERAL CORE INFORMATION

Hours of Operation

We are offering walk-in hours for Drop-Off and Pick-Up Monday-Thursday between 10am to 3:30pm; and Friday by appointment only (pre-approved by Donna at dmskinner@partners.org; or Teri at tbowman@mgb.org).

Location

Brigham and Women's Hospital
20 Shattuck Street, Thorn, 604, 603b
Boston, MA 02115

Contacts

- Technical Questions: Teri Bowman, Core Manager at tbowman@mgb.org.
- Customer Account Management & Billing Questions: Lauri Wyner, DF/HCC Research Cores Director of Administration at lauri_wyner@hms.harvard.edu