Personalized Medicine Biobank Genetics Core (PM BGC)

User Guide – Jan 2026

PM BGC IT

Contents

Overview

The Personalized Medicine Biobank Genomics Core (PM BGC) utilizes the Core Management System (PCMS) for order management and billing, effective January 26, 2026, replacing GIGPAD. All active studies and associated personnel have been migrated to PCMS and our internal Laboratory Information Management System (LIMS). This guide outlines key procedures and instructions for system use:

- How to access the PM BGC from PCMS
- Create accounts on PCMS
- Verify existing studies are visible in PCMS
- Order placement
- New study creation
- Common questions

PCMS is an enterprise platform supporting Mass General Brigham (MGB) cores, accessible to both MGB and external users. It is integrated with PM BGC's LIMS, all orders placed in PCMS are processed through the LIMS, with order status updates reflected in PCMS. Upon completion of services, PCMS consolidates charges and issues invoices for the services completed.

For question or issues after reviewing this document, please contact PM Biobank Support at pmbgcit@mgb.org.

Requirements to place an order in PCMS for PM BGC-provided services

1- Have account in PCMS and a valid funding source associated with the account
2- Have a study registered in PM BGC's LIMS with respective people associations (PI, researchers, coordinator)
3- The PCMS username of all people able to access the study must be the same in PCMS and in PM BGC's LIMS

Create a New User Account in PCMS

IMPORTANT: The PCMS account username serves as a link to the studies the user has access to in the PM BGC LIMS. You will need to provide this information to our lab personnel when creating a new study, when troubleshooting, and when adding new people to the study.

To create a new PCMS Account, go to PCMS:

https://researchcores.partners.org/

Click on Signup in the upper right corner:
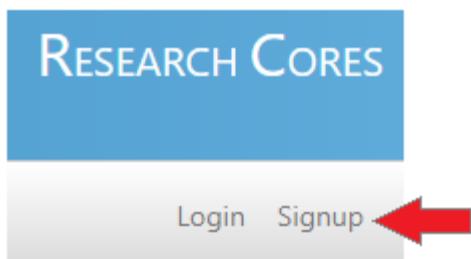
Users are taken to the Signup Page.

MGB User Accounts

MGB Users are defined as:

- Anyone with an email address that ends in partners.org or mgb.org
  OR
- Anyone who has an MGB User ID and Password which allows them to login to MGB and affiliate hospitals applications and systems, even if their email address is different than as described above.

If you are an MGB User, you may immediately enter your MGB User ID in the 'Mass General Brigham ID' field and click Create Account.

If you are an MGB User and are not certain what your User ID is, you can click on Lookup Information to look up your credentials using other information about yourself within the MGB System.

Once you have your credentials, enter your MGB ID and click Create Account.

User Information

Mass General Brigham ID *

| ab594 | Lookup Information |

Will be used as your username

Don't have a Mass General Brigham ID?

Create Account   Cancel

External User Accounts

External Users are defined as:

- People who are not employed by an MGB institution or affiliate and do not have an email address that ends in partners.org or mgb.org
  AND
- People who do not have MGB credentials to access MGB and affiliate Hospital applications and systems, because they are not an employee, medical staff, or research staff within the MGB system.

If you are an External User, click on the 'Don't have a Mass General Brigham ID?' link.

User will be taken to a User Information Form.

Fill out all fields and click 'Create Account' – please be sure to use a secure password.

The application should return you to the Sign in Page with your new Username and Password already filled in – your Username will be your email address.

Sign in.

Add/Link Funding Sources to an account

Users must associate funding source(s) with their accounts to be able to place orders/service requests in PCMS. The funding sources are usually Grant Numbers for MGB users, and Purchase Orders for External Users.

The same funding source can be associated with multiple accounts.

Instructions

In PCMS click on the User tab in the navigation bar of the page:
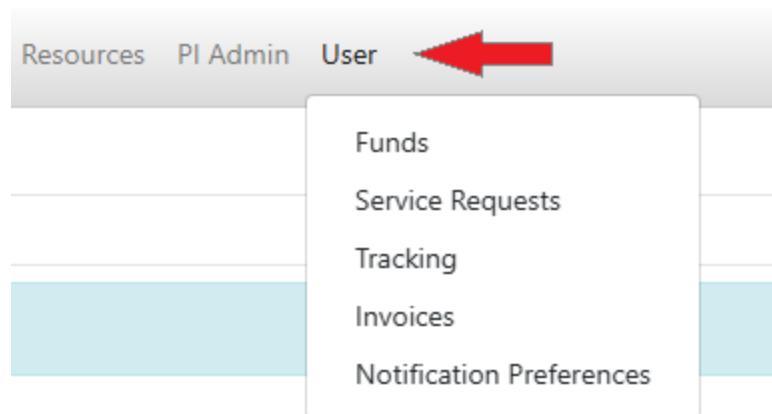
A Dropdown will extend with various navigation options. Click on Funds.

In the top right of the Funds page, click on the '+New Funding Source' button:
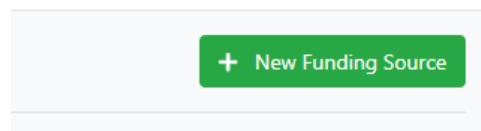
Click on the 'Payment Type*' field to extend the Dropdown:

MGB Funding
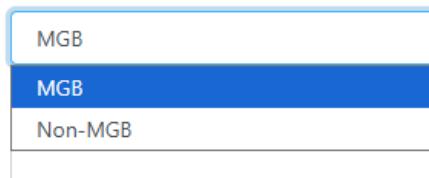
If you are using a PO or other Payment method, choose Non-MGB.

Otherwise, continue with MGB as the Payment Type and enter the MGB Grant Number and other information in the fields indicated.

Non-MGB Payment Types:

- Choose Non-MGB.
- You have the option to choose PO Number, Check or Credit Card.
- Please follow the instructions on the screen, highlighted in Blue, on the top of the page.
- All fields are required.
- Please note all non-MGB funding sources will have a 44% or 59% overhead charge added to the service price automatically.

When complete, click on 'Assign Funding Source' at the bottom of the page.

You will find the fund under the User Funds page as an active Fund.

Funding Sources Considerations

- MGB Grants do not need to be re-entered. If the grant is renewed and in good standing, MGB Information Security (IS) will refresh the end date automatically.
- Other Fund Types may need to be manually refreshed or replaced as they expire. Please be sure to keep an eye on them.
- Any fund added should be available for the user to choose from when filling out the payment section of the Service Request.

Order Creation

Access PM Biobank Genomics Core

Log in to PCMS

https://researchcores.partners.org/

Our core in PCMS is **MGB Personalized Medicine Biobank Genomics Core (MBG PM)**.

To find it, click on **Core Services** on the top navigation bar, enter **MGB Personalized Medicine Biobank** next to the Any Institution dropdown and click on Search.
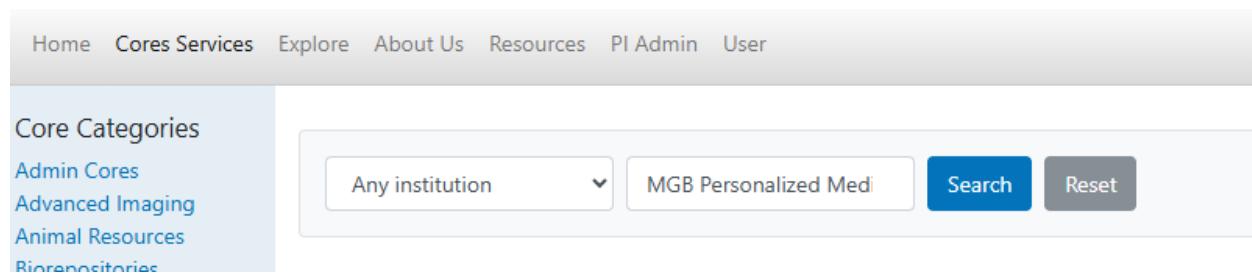

After you have created orders, the core will appear on the dashboard under **Cores I Use**.
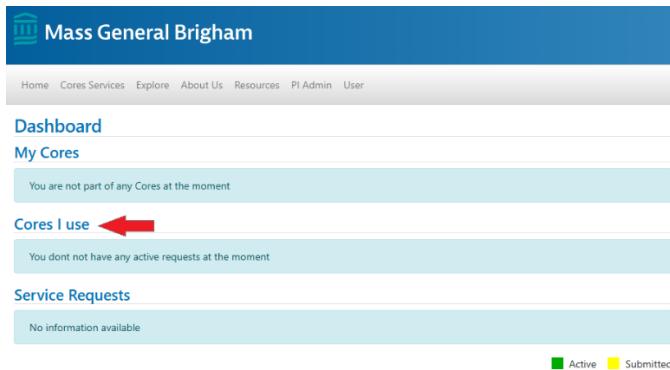
Create an Order

Click on the core **MGB Personalized Medicine Biobank Genomics Core,** found on the previous step.

Orders should be placed through the 'Services' link in the menu:
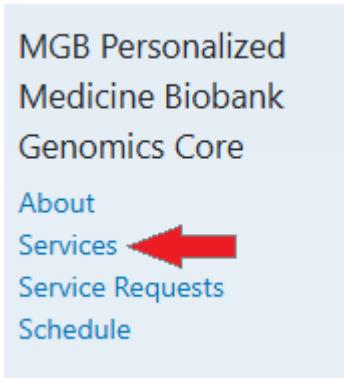
Services Link

Click on the services link and you will be presented with a page listing the services offered grouped by service category. Just click on the checkbox next to the service(s) required for your request.

Click the 'Order Services' button at the top of the page

Under the **Service Request** section, click in the **Study** field.

A dropdown selection of Studies you are associated with and may place orders for will expand below the field. Select the Study you are ordering for.

IMPORTANT: If the study field does not have any options contact us at pmbgcit@mgb.org. The most likely scenario is that we do not have your PCMS username linked in our LIMS.
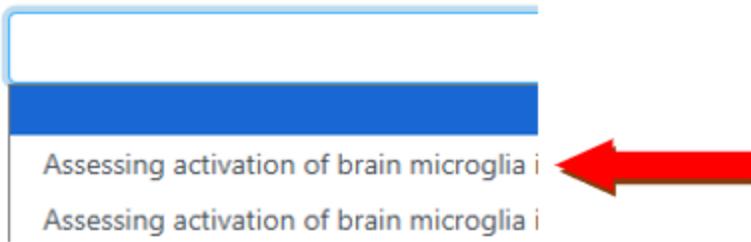
The services you selected earlier will already be listed in the order form.

Enter the number of services required for the order in the units field. This field must have a numeric value entered. If you wish to remove a service from an order *before finalizing and placing the order*, you may do so by clicking the check box under the trash icon next to the service before clicking create request. At least one service needs to be ordered.

If you wish to add more services at this time, you may do so by clicking in the 'select service' field, selecting the service you wish to add from the dropdown, and clicking the 'Add' button.

NOTE: The newly added service will also have a blank numeric field added next to it and you **_must_** enter a value of 1 in order for that new service to be added successfully to the order.

If you would like to add any details to be transmitted with the Order for the lab, please add them to the Details for Lab Processing free-text field:

Sample Template:

All Orders for New samples **_must_** have a list of Samples uploaded using the Sample Template format. Orders for Stored samples do not require a sample template to be uploaded.

You may download a fresh copy of the Template from within the order by clicking the **Template** link.

For complete instructions on how to fill out the Template prior to Upload, please click on the **Guidelines** link (indicated above) for a downloadable PDF. These guidelines must be followed for the sample information to accurately reach our LIMS. There will NOT be an error message generated in PCMS if information in the template is filled out differently than in the instructions provided.

To upload the Sample Template with your samples, please click on the 'Choose file' button:

Contact Information:

This section should auto-populate your information; you can update it with any one else's information from the study who should receive a copy of the invoice for the order.

Funding/Billing Information:

This field should default to the Grant Number or PO/Billing Method for the study selected. The fund should exist in your recorded funding sources.

If you need to change or add a different Fund:

1- Click in the 'Funding Source' field and select the Fund that you would like to charge from the drop-down menu.
2- Add the percentage to be charged – this is required.
3- Add additional funds by clicking on 'Add Additional Funding Source' if you would like to split the payment across multiple funds.
   Total across all funds must equal 100%.

New Funds may be added using the link **New Funding Source** below the Date Effective* field.

Funding & Billing Information

Date Effective *

2026-01-01

New Funding Source ⬅

Funding Source *

(981992002 - PO Number) Children's Hospital (Mata, Elena) ▾

Percentage [%] *

100
e.g. 100

➡ [Add Additional Funding Source]

[Create] [Cancel]

Create/Cancel:

To create and send the order to PM BGC, or to cancel the order, click on either button at the bottom of the page:

[Create] [Cancel]

Service Request Link

MGB Personalized
Medicine Biobank
Genomics Core

About
Services
Service Requests
Schedule

Clicking on the Service Requests Link will take the user to a table listing all historical Service Requests the User has placed, and their statuses.
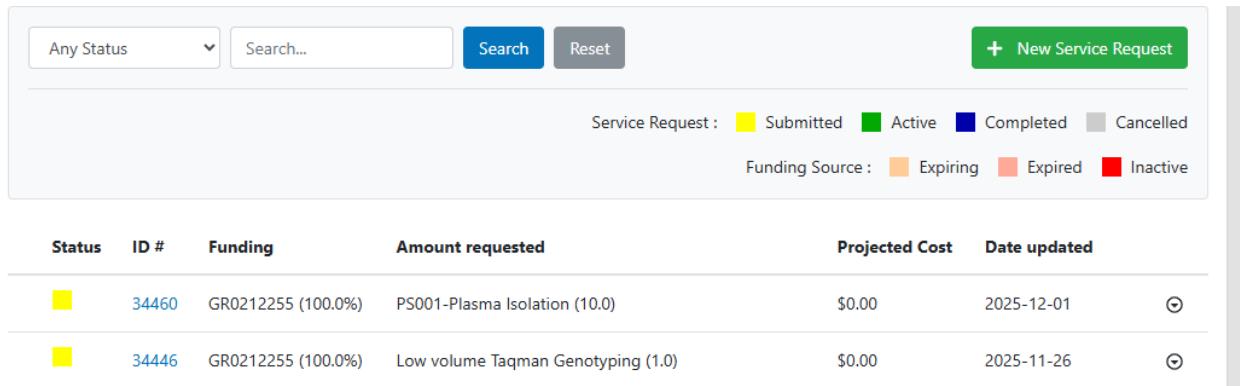
Status	ID #	Funding	Amount requested	Projected Cost	Date updated	
🟨	34460	GR0212255 (100.0%)	PS001-Plasma Isolation (10.0)	$0.00	2025-12-01	⊙
🟨	34446	GR0212255 (100.0%)	Low volume Taqman Genotyping (1.0)	$0.00	2025-11-26	⊙

Any Status | Search... | Search | Reset | + New Service Request

Service Request : 🟨 Submitted 🟩 Active 🟦 Completed ⬜ Cancelled

Funding Source : 🟧 Expiring 🟥 Expired 🟥 Inactive

Troubleshooting

The Service Request Form contains many Required Fields. If any are not filled out or not properly completed, the Service Request form should scroll to the top, and the User should receive an error message explaining the one or more required fields are missing.

These fields are indicated by an asterisk next to the field name and are:

- Study
- Value field for a Requested Service (Value must be at least 1)
- Template – at least one must be attached for services on new samples
- All Funding Fields

When a required field is missing and requires correction after an initial Create attempt, as described here, please note that the uploaded Template will need to be re-uploaded before attempting to Create the order a second time.

Order Confirmation Email

The person who creates the order, the PI and the coordinator of the study will receive an order confirmation email a few minutes after the order is created. The email has information about the order, such as the order number and

services requested. Emails also contain an attachment with a summary of the samples submitted. This attachment must be printed and sent along with the samples to our lab.

If the order is for new samples and the confirmation email does not have sample information, this is an indication that there is incorrect information provided in the sample sheet. You can contact us and we can correct this information.

Review Orders in PCMS

All orders placed by a user are visible under the Services Request page. The square icon has different colors which indicate the status of the request:

- **Yellow**: Submitted
- **Green**: Active
- **Blue**: Completed
- **Gray**: Cancelled

Contact us if you need to cancel/modify a request before its completion.

Access Historical Information

We keep information about historical orders placed in GIGPAD (our previous system); however, this information is not accessible via PCMS. For historical details on orders or samples, please contact us.

Access Study Specimen Information

Please contact the lab if you need information about your specimens or any study specific information.

New Study Creation

New studies are created by PM BGC's lab personnel. If you require a new study first create a PCMS user account, if you don't have one already. Anyone who requires access to the study for order placement must first create a PCMS user account.

Contact the PM BGC lab PPMCore@mgb.org

Provide study details:

Study Information

Detail	Description
Study Name	Short name for the study
Study Description	
Study IRB Number	
Whether you will store samples in our facility	
Services Study will routinely use, including sample types	
Study Code	NA – System generated.

Study People

For every person who requires access to the study for order placement provide the following information

Detail	Description
First Name	
Last Name	

Ext. Sys. UID	MGB user ID. Must match user ID in PCMS
Email	Email address. If user is external to MGB the email address should match the email address used as a login ID in PCMS
Is Coordinator	Primary contact for the study
Is PI	Principal investigator for the study. Financially responsible for study

Study Funding

Detail	Description
Funding Type	MGB or Non MGB
Fund Number /PO Number	

Invoice Information

Detail	Description
Invoice Label	Provide if known
Address 1	
Address 2	
City	
State	
ZIP	
Country	

Contact Information

IT Contact

pmbgcit@mgb.org

When to contact IT:

- Question/issues placing an order in PCMS
- Question/issues creating an account in PCMS

Lab Contact

PPMCore@mgb.org

When to contact the lab:

- Create a new study
- Associate or change privileges for existing study personnel
- Questions related to sample and services completed for studies
- Order questions
- Billing questions