

The MDRC Chemistry Laboratory at the University of Michigan will launch its new enhanced core management software, MiCORES, on **February 8, 2021**. MiCORES is an online core management system from Agilent Technologies and iLab Solutions designed to streamline the process of requesting and billing for core services.

What Does This Mean for You?

All facility users are invited to use the system.

If you are already a registered user of the MiCORES system, you can proceed to the Request a Service section of this email.

If you are new to MiCORES, the system requires a one-time registration which is outlined below. Once you are registered, the system will enable you to place service requests, provide required approvals, and monitor progress. The steps below will help you register a new user, get a new user approved, and request a service.

Please use the instructions below to register to use this new software system.

There are three important steps to this process:

1. First, the user needs to be registered and they need to request to be added to their principal investigator's laboratory.
2. Second, the principal investigator needs to approve the request to add the user to their laboratory.
3. Third, the principal investigator must approve the short codes the user is authorized to use. It could be a single short code or multiple short codes.

All three steps need to be completed before a user can request consultation or submit samples.

To register for an account (step 1):

To get started, you must register for an account:

1. Navigate to the MiCORES landing page: micores.umich.edu
2. At the top right-hand side of the page, click the blue button labeled "**sign-up**" to get started
3. A pop up will appear with options to create an account for an internal user or an external user. In the "**UMich user:**" section click the hyperlink labeled, "**here**" to begin your account creation.
4. You will be redirected to the UM Weblogin page to login using your username and Level1 (Kerberos) password. Note: you may have to complete the two-factor (Duo) authentication process before you can begin the registration process.

5. On the '**Start**' tab of the registration page, enter your U-M email address in the uniquename@umich.edu format. **Note:** If you are a Michigan Medicine employee, please do **NOT** add 'med' to the email address.
6. Please enter your First Name, Last Name and Phone Number (optional, but recommended)
7. Enter or select University of Michigan as your affiliated institution (the system will offer autocomplete predictions for your entry after you enter 2 or more characters)
8. Select the appropriate primary role for your account
9. Enter or select your PI by typing their name in the format: LastName, FirstName to select the appropriate lab you are associated with (the system will offer autocomplete predictions for your entry after you enter 2 or more characters). After selecting the appropriate PI/Lab, click "**Complete**".
10. You should receive on-screen confirmation of your submission, and an email confirmation of your account request. Within 24 hours of receipt of that email, you should receive an account confirmation "Welcome to iLab" email with steps to login to MiCORES.
11. Once your registration has been submitted, your PI will receive a notification that you have requested membership to their lab in MiCORES. They will need to approve your membership and assign any UMICH shortcode for your use.

To approve an account (**steps 2 and 3**):

All user accounts must be approved by the PI/Lab before they can request services:

Instructions for the PI/Lab to Accept Requests from Users and Assign Funds in Labs:

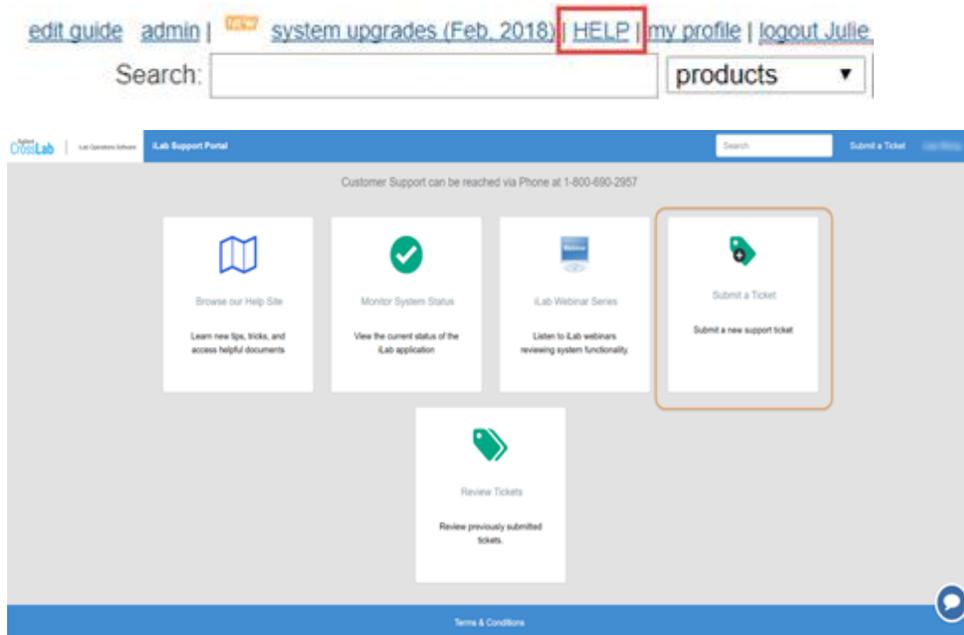
1. Click here to log-in: micores.umich.edu
2. You will use your UMICH credentials to log into MiCORES (Duo authentication is also enabled and required)
3. Once logged in, look for the link in the left-hand menu that says '**My Groups**'. Hover-over and select your lab.
4. Click the '**Membership Requests & Short Codes**' tab. New membership requests will show at the top of this page.
5. Click '**Approve**' to accept a member into your lab. Click '**Reject**' if they are not a member of your lab.
6. To assign a UMICH shortcode to a member of your lab, navigate to the, '**Manage Short Codes**' section of the page.
7. Select the checkbox(es) to the right of the appropriate member name for the shortcode(s) you wish to assign them *

* Please note that your shortcodes should be pre-loaded into the system. You can verify your shortcodes by clicking on **My Groups** in the left-hand navigation. Select **Membership Requests & Shortcodes** (the first tab on the right). All your shortcodes are listed under Manage Shortcodes. If you notice a shortcode is missing, please **Requested Access to Additional Shortcodes** (located on the same page).

Additional help:

If you have problems with any of these registration/approval steps, Agilent has provided the following support:

For all support while using iLab, we recommend the 'HELP' link in the upper right hand corner of the screen. Our support team triages all requests and helps route them to the appropriate members of our team - this is typically the quickest way to get help using the system.



The image shows the 'Submit a Ticket' form. It includes a 'Title (Subject)' field, a 'Description' field with a rich text editor (bulleted list, bold, italic), and a 'Location where issue occurred (e.g. link, name of core, etc.):' field. Below the description field, there is a note: 'Please feel free to record a short video or screen capture of the issue using the tools at the top of this form. Or please attach a screen shot below.' A dashed box contains an upload icon and the text 'Drop files here or click to upload' and 'Images can be pasted into the description as well'. A 'Submit Ticket' button is located at the bottom right of the form.

If you have additional questions, please refer to our [HelpSite](#).