



# Infinity

Lab Management System

User Manual

v2023.1

## Quick Guide

### Mobile App Sign In:

Welcome to

 Idea Elan

 جامعة الملك عبد الله  
للعلوم والتقنية  
King Abdullah University of  
Science and Technology

Email ID

Password

[Forgot password?](#)

**External Users** → **Sign In**

**KAUST Users** → **SSO Sign In**

[Instrument Search](#)

### Equipment Reservation:

**Idea Elan**

**Instruments**

Facility Access Request

Lab Access Request

Supplies

Sample Submission

**Idea Elan**

**INSTRUMENTS**

Accelerated Solvent Extraction-Envl\_acl  
ACL Environmental  
Approved

**SCHEDULE** **OPTIONS**

Freestyle Robotic System with GPC/SPE  
ACL Environmental  
Approved

**SCHEDULE** **OPTIONS**

**Scheduler**

Long press a time slot to schedule.

Apr 4 – 10, 2021

	Sun 4/4	Mon 4/5	Tue 4/6	Wed 4/7	Thu 4/8	Fri 4/9	Sat 4/10
6am							
7am							
8am							
9am							

### Hardware Interlock Start/Stop:

**Idea Elan**

**INSTRUMENTS**

Accelerated Solvent Extraction-Envl\_acl  
CL ACL Environmental  
Approved

**SCHEDULE** **OPTIONS**

Select Option : Accelerated Solvent Extraction-Envl\_acl

[Remove From Favorites](#)

[Report an Issue](#)

[View All Issues](#)

**Start Actual Usage**

[Rules and Regulations](#)

**Start Time:** 04-08-2021 12:00:54

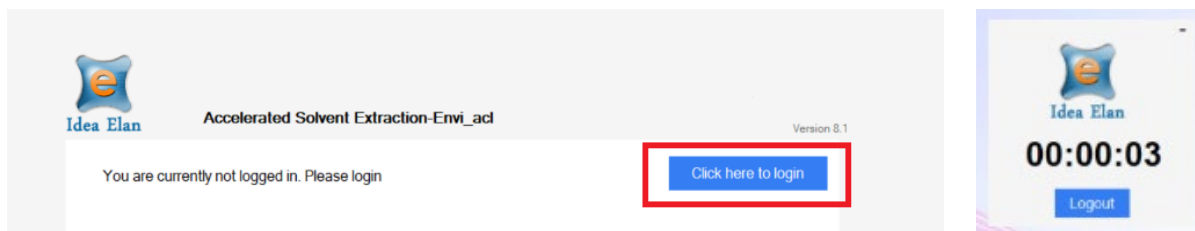
**Started By:** Arun Prasanna Harini

**00:00:00:10**




**STOP**

## Software Interlock Start/Stop:

Login directly on Instrument PC, logout when finished

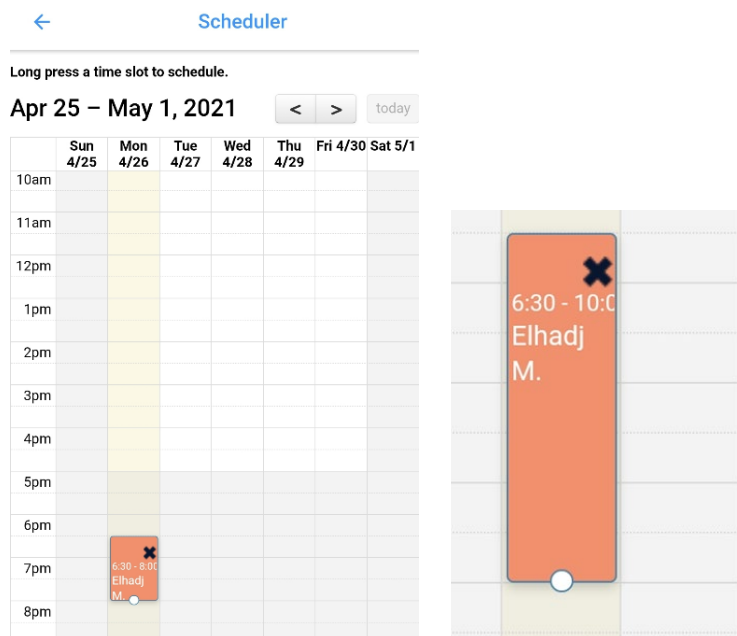


## Interlock Summary:

	 Mobile App	 Web App	 Tool PC
Equipment reservation	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Start hardware interlock	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Start software interlock (AUT password)			<input checked="" type="checkbox"/>

## Extending Reservation:

- Go back to the “Instruments scheduler” page, press & hold on the reservation slot.
- Drag the reservation to the required time period.



## Contents

Quick Guide.....	2
Mobile App Sign In:.....	2
Equipment Reservation: .....	2
Hardware Interlock Start/Stop:.....	2
Software Interlock Start/Stop:.....	3
Interlock Summary:.....	3
Extending Reservation: .....	3
1. Registration.....	6
1.1. Internal User .....	6
1.2. External User.....	8
2. Password Reset.....	11
2.1. SSO Login Password Reset .....	11
2.2. External User - Lost Password.....	12
2.3. AUT Password Reset .....	12
3. Mobile Application.....	12
3.1. Installation .....	13
3.2. Sign-In .....	13
3.3. Navigation menus .....	14
3.4. Requesting Facility Access .....	15
3.5. Requesting Instrument access .....	15
3.6. Instrument Reservations.....	17
3.6.1. Creating New Reservation .....	17
3.6.2. Adjusting Reservation .....	18
3.6.3. Deleting Reservation.....	18
3.7. Enabling/Disabling Instruments with Hardware Interlocks .....	19
3.8. Reporting Instrument Issues.....	23
3.9. Viewing approved list of Facilities/PI Labs/Instruments.....	24
4. Web Application.....	26
4.1. Navigation Menus .....	26
4.2. Requesting Facility Access .....	27
4.3. Getting Instrument Access.....	27
4.4. Instrument Training .....	29

4.5.	Instrument Reservations.....	29
4.5.1.	Creating New Reservations.....	29
4.5.2.	Adjusting Reservations.....	31
4.5.3.	Deleting Reservations .....	32
4.5.4.	Reservation Waitlist.....	32
4.5.5.	Setting default Lab and Pocket ID.....	33
4.6.	Enabling/Disabling Instruments with Hardware Interlocks .....	33
4.7.	Reporting Instrument Issues.....	34
5.	Adding New Pocket IDs. ....	35
6.	Software AUT .....	35
7.	Help Resources.....	37
8.	Frequently Asked Questions .....	39
9.	Version Control .....	42

# 1. Registration

## 1.1. Internal User

- Go to the login page using the following link  
<https://secure20.ideaelan.com/secure/public/applogin.aspx>
- Log in with your KAUST IT credential.



### Welcome to KAUST Login Service

KAUST Username

Password

Sign in

[Forgot My Password](#)

- Click on the **START** button. It will direct you to the Lab Access page.
- Search for your PI's last name and click on **Request Access**.
- Click the **Next** button.

Start **Lab Access** Facility Access

< Previous Next >

If you do not see your PI lab please contact [clc@kaust.edu.sa](mailto:clc@kaust.edu.sa).

Set Default Lab	Lab Name	Lab Admin	Institution	Permission Status
<input type="radio"/>	<input type="text" value="Search here"/>	<input type="text" value="Search here"/>	<input type="text" value="Search here"/>	All
<input type="radio"/>	PI BESE M. Mahfouz	Charging CoreLab	KAUST	Waiting for approval
<input type="radio"/>	PI BESE M. McCabe	Charging CoreLab	KAUST	Request Access
<input type="radio"/>	Research Centers	Charging CoreLab	KAUST	Request Access

- On the Facility access page, click on the **Request Access** for the Core Labs and Research Centers you are interested in
- Click the **Continue** button.

Start Lab Access **Facility Access**

< Previous Continue

Facility Name	Address	Facility Admin/Director	Institution	Permission Status
Search here X	Search here X	Search here X	Search here X	All
CL ACL Environmental	4700 King Abdullah University of Science & Technology	Obama Barrack, Clinton Bill	KAUST	Approved
CL ACL Inorganics	4700 King Abdullah University of Science & Technology	Obama Barrack, Barradah Eman Yahya, Clancy Gerard Jude, Liu Jingyu, Khalid Mohammed Khalil, Altunkaya Mustafa	KAUST	<b>Request Access</b>
CL ACL Organics		Adams Lizzy, Amah Miriam Nneka, Kharbatia Najeh Mohammed, Sioud Salim, Samaras Vasileios, Zhang Wen	KAUST	Request Access

- On the “My Profile” page,
  - Edit your profile
  - Set the password for AUT (**Actual Usage Tracking**) which is used for the software interlock. **The password must contain 12-40 characters, 1 uppercase letter, 1 lowercase letter, 1 number and 1 special character (!, \$, #, %, @, %, etc.)**
  - Upload the necessary Safety certificates (Laboratory Safety Training, Hazardous Waste Training, Emergency Incident Preparedness Training, or Combined Lab Safety Orientation) to get access to the facilities.
    - Click on the Select button. In the file upload window, select the necessary certificates to upload and click the “Open” button. **All certificates must be in .pdf format**
    - Your safety certificates can be obtained from the [HSE website](#).

User Details

Email

User1\_KAU@yahoo.com

First Name\*

Joe

Last Name\*

Biden

Designation

Post Docs

Address:

City:

State:

Zip Code:

Country:

Saudi Arabia

Fax:

Phone:

Enter Phone Number

Upload Photo

No Images Available

SELECT

☐ Sync reservations/tasks with
 ☒ Outlook
 ☐ Google Calendar

Extended Fields

Kaust ID

189555

Upload Safety Certificate

Upload Safety Certificate

(Maximum 4 Files)

(Allowed format : .pdf)

User Guide.pdf

Insti\_KAU@yahoo.com

SELECT

Please upload the following safety certificates from HSE:

- Laboratory Safety Training

- Hazardous Waste Training

- Emergency Incident Preparedness Training

OR

- Combined Lab Safety Orientation

Your account approval may be delayed without these certificates.

Change Password

Password

Very Strong

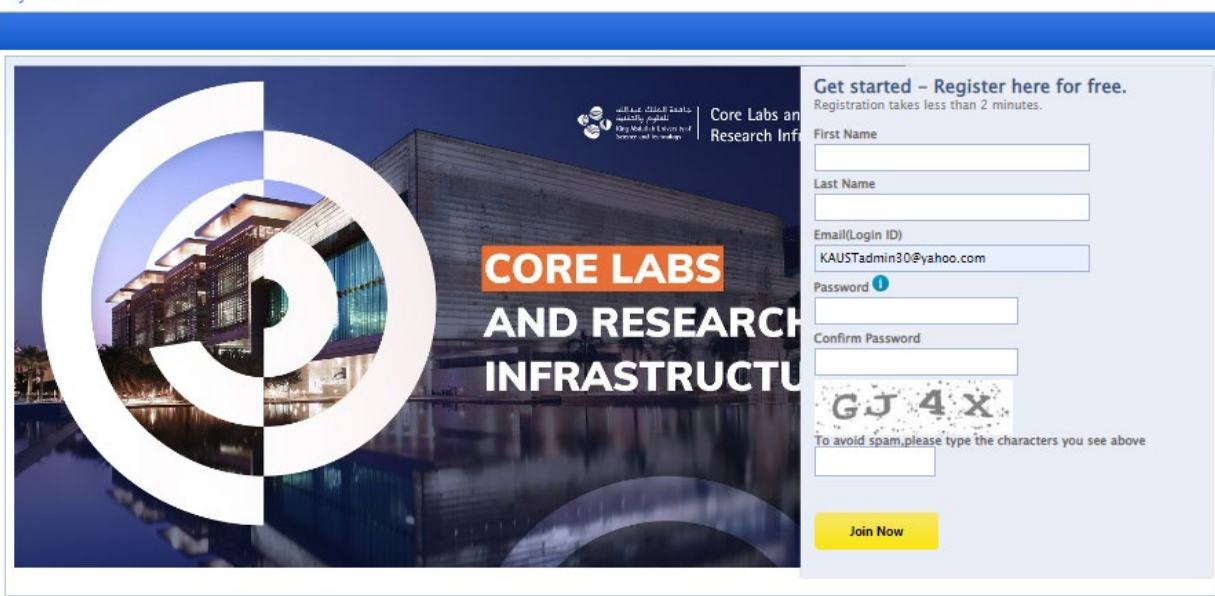
Confirm Password

UPDATE

- The registration process is completed.

## 1.2. External User

- Go to the registration page using this link  
<https://secure20.ideaelan.com/Kaust/Public/AppLogin.aspx>
- Fill in the necessary details under **Get Started** and click the **Join Now** button.



**Get started – Register here for free.**  
Registration takes less than 2 minutes.


First Name

Last Name

Email(Login ID)

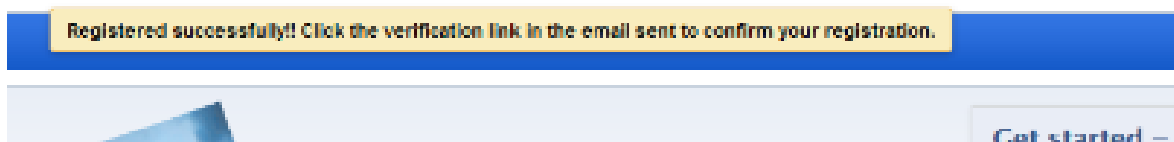
Password

Confirm Password

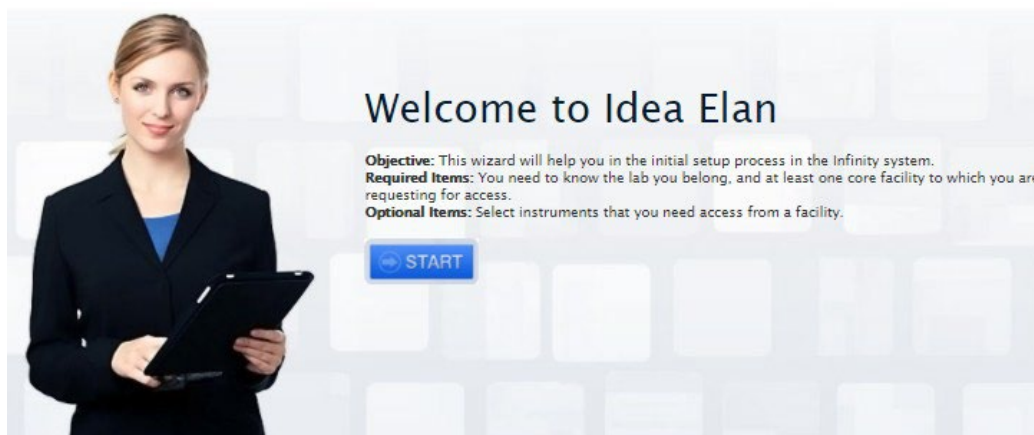
  
To avoid spam, please type the characters you see above

[Join Now](#)

- A verification link will be sent to your email to activate the account



- Click on the verification link.
- The user wizard window will open.



- Click on the **START** button. It will direct you to the Lab Access page.
- Search for your **organization** and click on **Request Access**.
- Click the **Next** button.

Start **Lab Access** Facility Access

< Previous Next >

If you do not see your PI lab please contact [clc@kaust.edu.sa](mailto:clc@kaust.edu.sa).

Set Default Lab	Lab Name	Lab Admin	Institution	Permission Status
	Search here	Search here	Search here	All
<input type="radio"/>	PI LAB 1	Bush George	KAUST	Waiting for approval
	PI LAB 2	Ray Tom	KAUST	<b>Request Access</b>
	PI LAB 3	Caw Ben	KAUST	Request Access

- On the Facility Access page, click on **Request Access** for the facilities you are interested in. Then click the **Continue** button.

Start Lab Access **Facility Access**

< Previous Continue

Facility Name	Address	Facility Admin/Director	Institution	Permission Status
Search here	Search here	Search here	Search here	All
CL ACL Environmental	4700 King Abdullah University of Science & Technology	Obama Barrack, Clinton Bill	KAUST	Approved
CL ACL Inorganics	4700 King Abdullah University of Science & Technology	Obama Barrack, Barradah Eman Yahya, Clancy Gerard Jude, Liu Jingyu, Khalid Mohammed Khalil, Altunkaya Mustafa	KAUST	<b>Request Access</b>
CL ACL Organics		Adams Lizzy, Amah Miriam Nneka, Kharbatia Najeh Mohammed, Sioud Salim, Samaras Vasileios, Zhang Wen	KAUST	Request Access

- On the “My Profile” page,
  - Edit your profile
  - Set the password for AUT (**Actual Usage Tracking**) which is used for the mobile app and software interlock. The password **must contain 8-13 characters, 1 Uppercase letter, 1 Lowercase letter, 1 Number and 1 Special character (such as !, \$, #, %, @, %, etc.)**
  - Upload the necessary Safety certificates (Laboratory Safety Training, Hazardous Waste Training, Emergency Incident Preparedness Training, or Combined Lab Safety Orientation) to get access to the facilities.

- Click on the **Select** button. In the file upload window, select the necessary certificates to upload and click the **Open** button. **All certificates must be in .pdf format**

User Details

Email

User1\_KAU@yahoo.com

First Name\*

Joe

Last Name\*

Biden

Designation

Post Docs

Address:

City:

State:

Zip Code:

Country:

Saudi Arabia

Fax:

Phone:

Enter Phone Number

Upload Photo

No Image Available

SELECT

☐ Sync reservations/tasks with
 ☒ Outlook
 ☐ Google Calendar

Extended Fields

Kaust ID

189555

Upload Safety Certificate

Upload Safety Certificate

(Maximum 4 Files)

(Allowed format : .pdf)

User Guide.pdf

Insti\_KAU@yahoo.com

SELECT

Please upload the following safety certificates from HSE:

- Laboratory Safety Training
- Hazardous Waste Training
- Emergency Incident Preparedness Training

OR

- Combined Lab Safety Orientation

Your account approval may be delayed without these certificates.

Change Password

Password

Very Strong

Confirm Password

UPDATE

- The registration process is completed, you will receive an email notification once your PI and facility access is approved.

## 2. Password Reset

### 2.1. SSO Login Password Reset

- If the password for SSO login is lost, click on **Forgot My Password** to update it.

Welcome to KAUST Login Service

KAUST Username

Password

Sign in

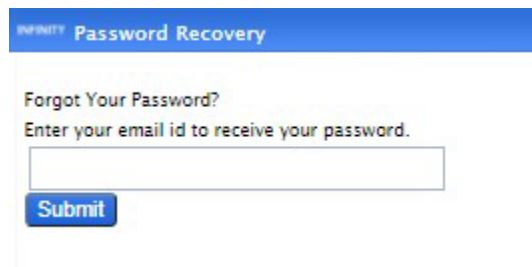
[Forgot My Password](#)

## 2.2. External User - Lost Password

- If the password is lost, click on the **Forgot Password** and provide your registered email in the pop-up window.



The screenshot shows the KAUST Login Service interface. It includes a 'Login' button, a 'User name' input field, a password input field with masked characters, and a 'LOG IN' button. A yellow box highlights the 'Forgot password?' link.



The screenshot shows the 'Password Recovery' pop-up window. It has a blue header with the 'INFINITY' logo and the text 'Password Recovery'. Below the header, it says 'Forgot Your Password?' and 'Enter your email id to receive your password.' There is an input field for the email address and a 'Submit' button.

- The password will be sent to your email.

## 2.3. AUT Password Reset

- Log in to **Infinity-My HomePage-My Profile**, change your password and click the **UPDATE** button

Infinity  
by Idea Elan



The screenshot shows the navigation bar of the Infinity-My HomePage. It includes links for 'My HomePage', 'Instruments', 'Request Services', 'Supplies', 'PI/Lab Admin', 'Facility Admin', 'My Favorite Instruments', 'My Favorite Requests', 'My Reservations', 'My Requests', 'My Supplies', 'My Projects', 'My Reports', 'My Profile', and 'My Dashboard'.



The screenshot shows the 'Change Password' form. It includes a 'Password' input field with a strength indicator showing 'Very Strong', a 'Confirm Password' input field, and a 'No match' error message.

UPDATE

## 3. Mobile Application

Infinity mobile app will work on both Android and iOS.

### 3.1. Installation

- Go to the Google Play or Apple Store app, search for “IE Infinity”.



- Install the app on your mobile phone
- Open the app and enter the institution code **97917**

### 3.2. Sign-In

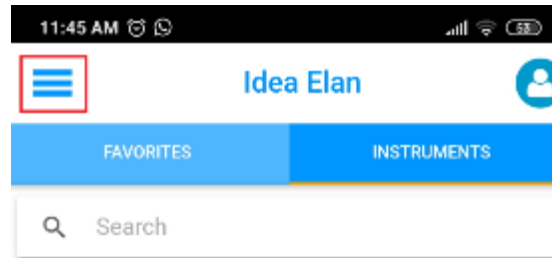
- Open the mobile app.
- The login page will appear.
- SSO users: Sign in with your KAUST credentials using the SSO link.
- External users: Sign in using **your full email id** and the AUT password that was set during registration on the “My profile” page.

A screenshot of the login page within the IE Infinity app. At the top left is the 'Idea Elan' logo. At the top right, it says 'Welcome to'. In the center is the logo of King Abdullah University of Science and Technology (KAUST), with its name in Arabic and English. Below the KAUST logo are two input fields: 'Email ID' and 'Password'. To the right of the 'Password' field is a blue link that says 'Forgot password?'. Below the input fields are two blue buttons: 'Sign In' and 'SSO Sign In'. A red arrow points to the 'SSO Sign In' button. At the bottom center, there is a blue link that says 'Instrument Search'.

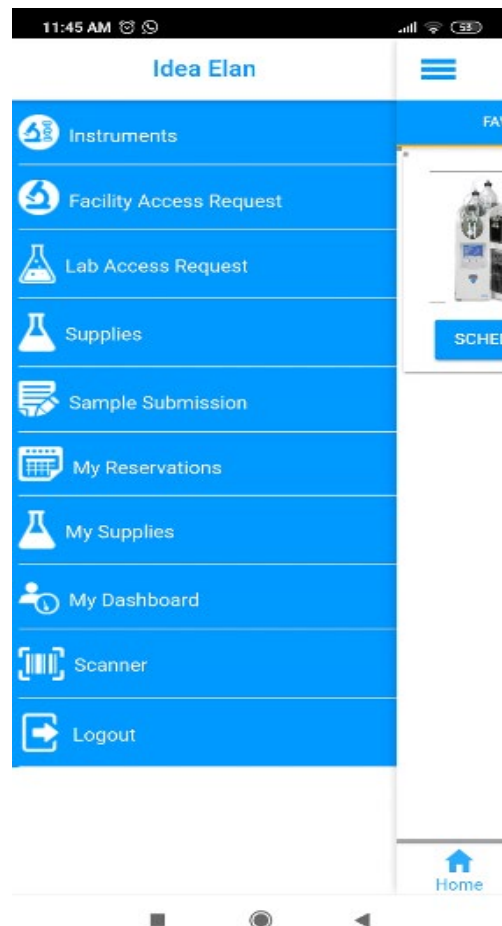
### 3.3. Navigation menus

In the mobile app, the menus are accessed through the hamburger icon.

- Click on the three horizontal lines in the left-hand side corner to check all functionalities.



- Select any functionality to perform further actions.

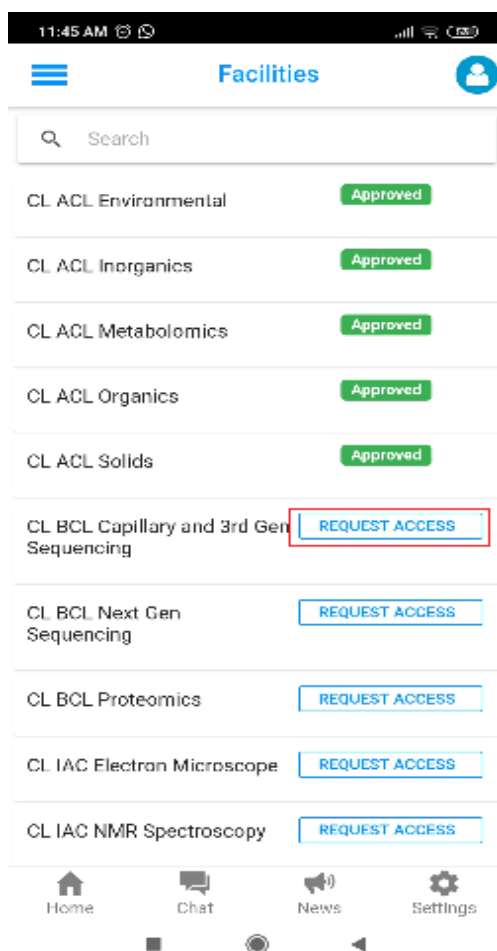


- You can also contact your facility admin using the chat option available in the app.



### 3.4. Requesting Facility Access

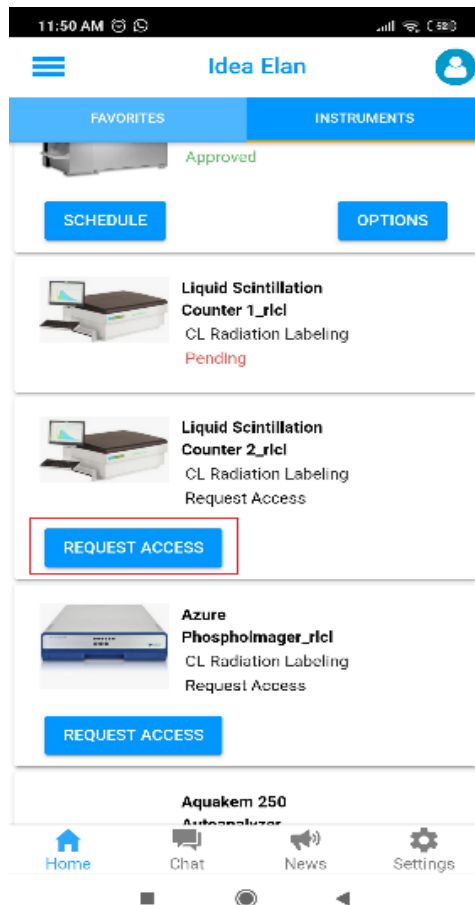
- In the menu, select the **Facility Access Request** option.
- Find your facility using the search function.
- Click on the **Request Access** button.



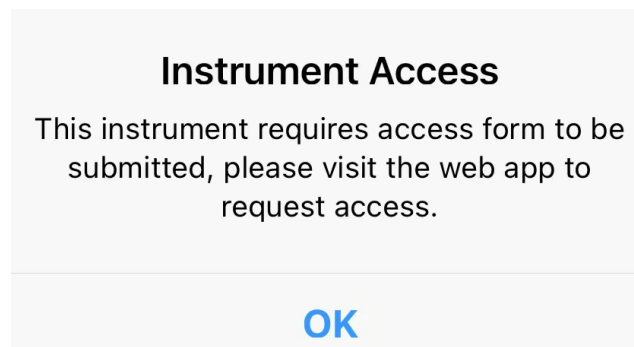
- The facility admin will be notified about your request.

### 3.5. Requesting Instrument access

- In the menu, select the **Instruments** option.
- Find the instrument using the search function.
- Click on the **Request Access** button.

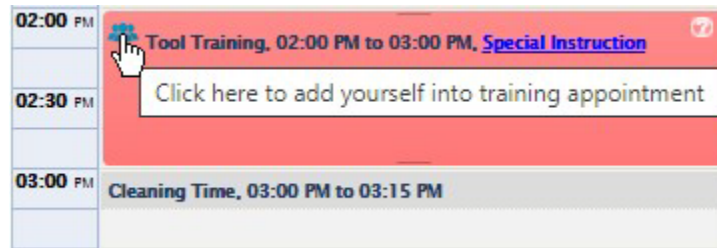


- If a pop up window appears indicating a form is required, please use the web application to request access to these instrument (Section 4.3).



- The facility admin will be notified about your request.
- **If you are a Research Center user**, arrange for training with the staff and they will qualify you on the tool.
- **If you are a Core Lab User**, you will need to either:
  - arrange for training with the staff OR
  - sign up for a training session via the web app once you receive the approval email.

- Check the training calendar on the Core Labs [website](#) and sign up for a session. If the maximum number for the session is reached you can put yourself on the waitlist.



- If you have been confirmed for a training session but are unable to attend, please delete your reservation so that the next person in the waitlist will be moved up.

INFINITY Invite Users

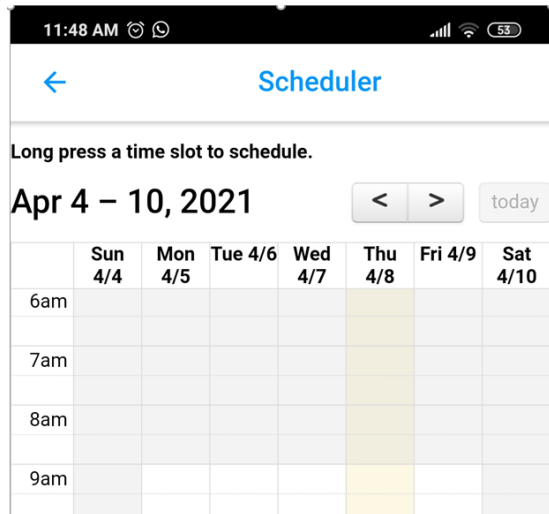
Users\*:  Lab\*:  Account code\*:

Delete	User Name	Lab Name	Account Code	Status
<input checked="" type="checkbox"/>	Biden Joe(User1_KAU@yahoo.com)	PI LAB 1	TEST9800	Approved
<input checked="" type="checkbox"/>	Smith Creg(User2_KAU@yahoo.com)	PI LAB 1	TEST9800	Approved
<input checked="" type="checkbox"/>	User Test(Corelab@kaust.edu.sa)	PI LAB 1	TEST9800	Waitlist

### 3.6. Instrument Reservations

#### 3.6.1. Creating New Reservation

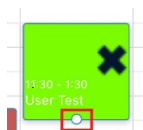
- In Infinity, reservations are tied to equipment enables. You will need an existing reservation to be able to turn on an equipment except in unique situations.
- In the menu, select the **Instruments** option.
- Find the instrument using the search function.
- Click on the **Schedule** button. The scheduler page will open.



- Press and hold on your desired time slot.
- The **Create Appointment** page will open. Fill in the necessary details and click on the **Save** button to make a reservation.
- To set your default Lab (PI), Pocket ID and Session type, please see section 4.5.5

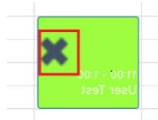
### 3.6.2. Adjusting Reservation

- To adjust a reservation, press and hold on the reservation slot, then drag the reservation to the desired time slot.

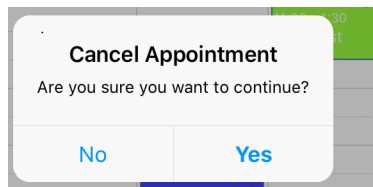


### 3.6.3. Deleting Reservation

- To delete a reservation, press and hold on the reservation slot. The **X** button will appear.
- Click on the **X** button.

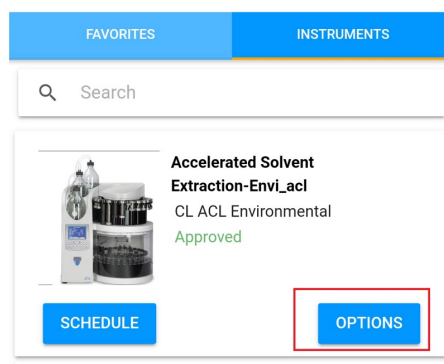


- You will get a confirmation message. Click **Yes** to cancel the reservation.

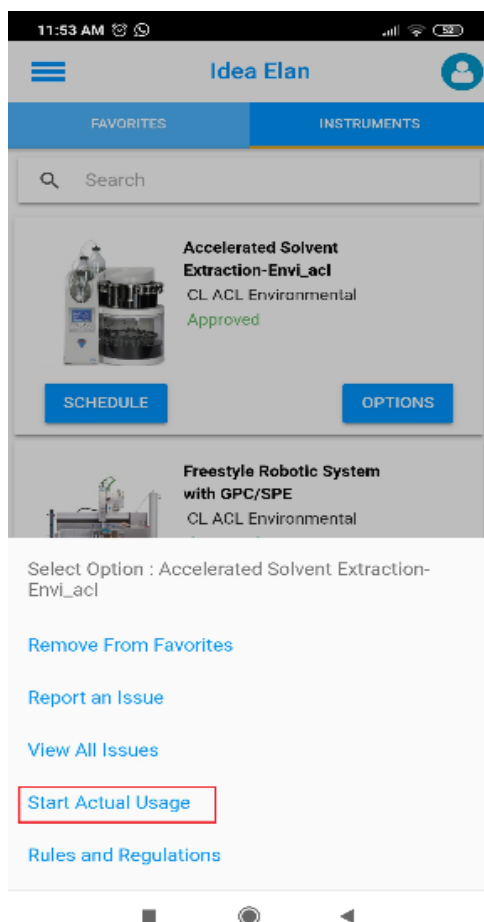


### 3.7. Enabling/Disabling Instruments with Hardware Interlocks

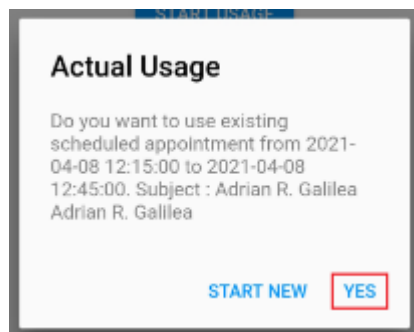
- For instruments with software interlocks please refer to Section 6
- On the **Instruments** page, find your instrument using the search function.
- Click on the **Options** button.



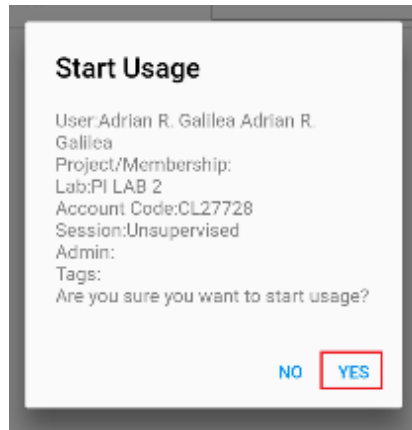
- All available options will be displayed at the bottom of the page. In that, click on the **Start Actual Usage** option.



- You will get a confirmation message to check whether you want to start the scheduled reservation. Click on the **Yes** button.



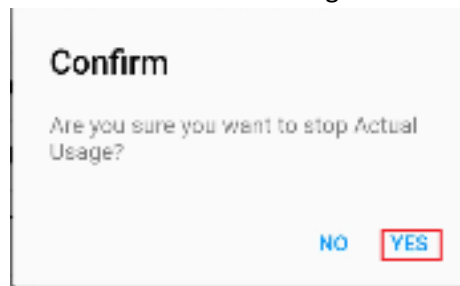
- You will get another confirmation message to start the instrument. Click on the **Yes** button.



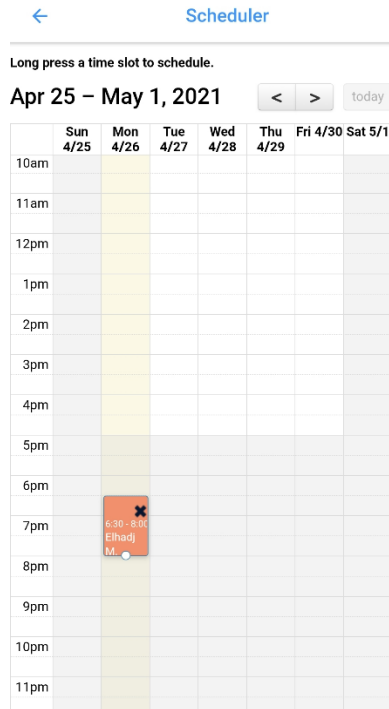
- The instrument is enabled. You can see the timer on the **Actual usage** Page.
- To disable the instrument. Click on the **Stop** button.



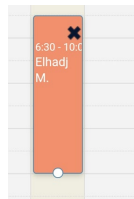
- Click the **Yes** button on the confirmation message. The instrument is disabled.



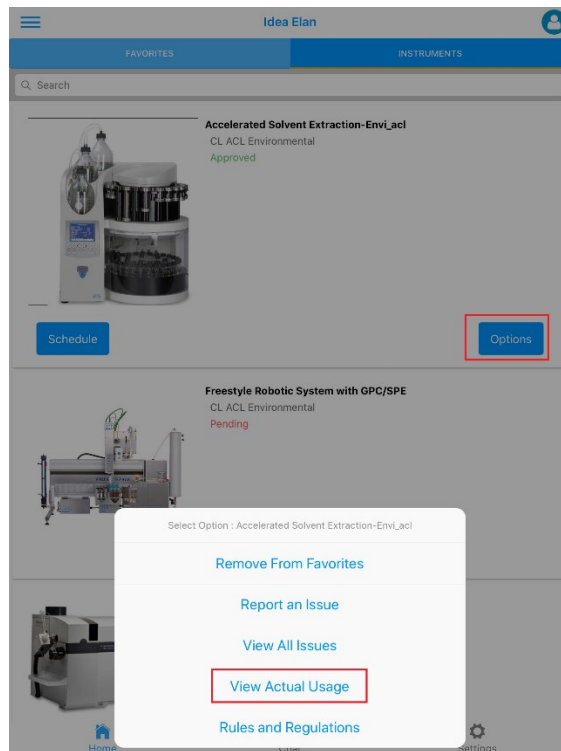
- For some instruments, if you do not disable the instrument, you will get a warning at the end of the reservation, and the instrument will be disabled automatically after the grace period. You need to extend your reservation within the grace period if you want to continue. Confirm with staff if this rule is applied for your desired instrument.
- To extend the reservation, go back to the **Instruments scheduler** page. Press and hold on the reservation slot.



- Drag the reservation to the required time period.

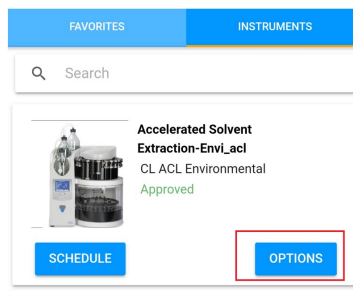


- To disable the instrument, go back to the **Usage Timer** page. Click on the **Options** button and select the **View Actual Usage** option. Click on the **Stop** button.

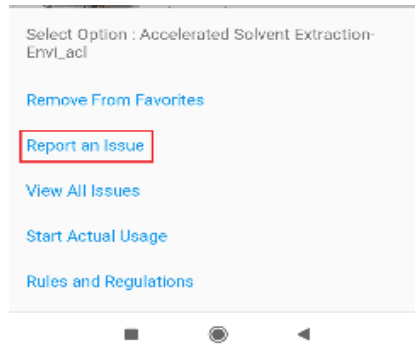


### 3.8. Reporting Instrument Issues

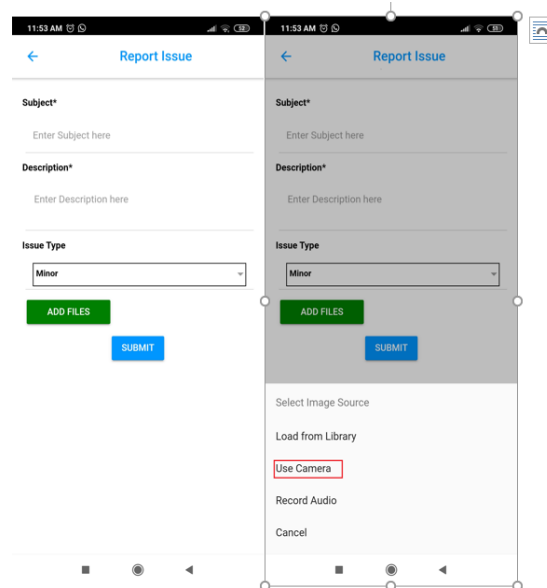
- On the **Instruments** page, find your instrument using the search function.
- Click on the **Options** button.



- All available options will be displayed at the bottom of the page. In that, click on the **Report an Issue** option.



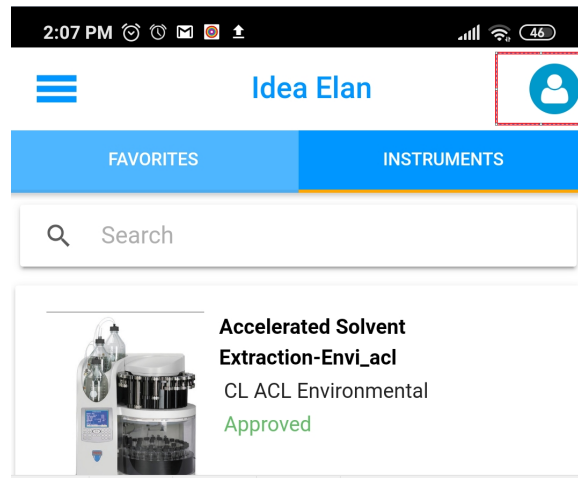
- The **Report Issue** page will open.
  - Enter the subject and description of the problem.
  - Select the Issue Type.
  - You can also take a picture using the mobile camera and attach it with the report. For that, click on the **Add Files** button and choose the **Use Camera** option.



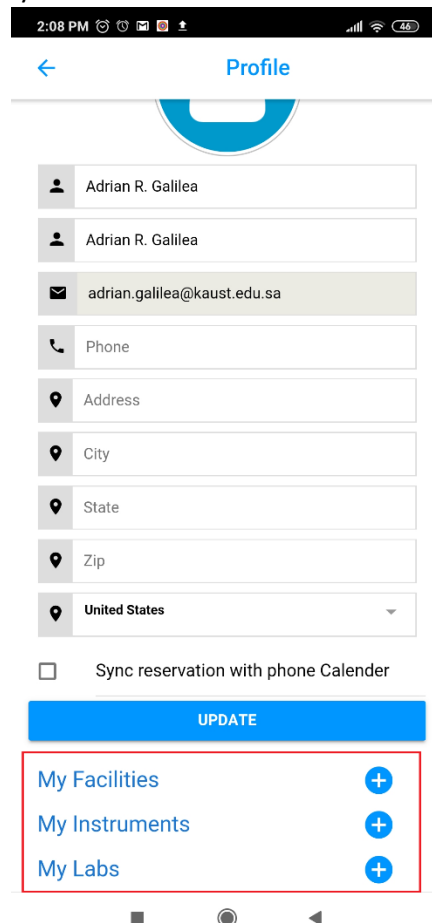
- The facility admin will be notified of the issue.

### 3.9. Viewing approved list of Facilities/PI Labs/Instruments


- On the main page, click on the **Profile** icon in the right-hand side corner.




- The profile page will open, where you can see the three options: My Facilities, My Instruments, and My Labs.



- To view all approved facilities, click on the + button near the **My Facilities** option.
- The approved facilities will be displayed.

My Facilities 	
CL ACL Environmental	Approved
CL ACL Inorganics	Approved
CL ACL Metabolomics	Approved
CL ACL Organics	Approved
CL ACL Solids	Approved
CL IAC Physical Properties Characterization	Approved
CL NCL Cleanroom	Waiting for Approval

- To view all approved instruments, click on the + button near the **My Instruments** option.
- The approved instruments will be displayed.

My Instruments 	
Accelerated Solvent Extraction-Envl_acl	Approved
Freestyle Robotic System with GPC/SPE	Approved
ICP-MS/MS (8800)	Approved

- To view all approved labs, click on the + button near the **My Labs** option.
- The approved labs will be displayed.

My Labs 	
PI LAB 1	Active
PI LAB 2	Active

## 4. Web Application

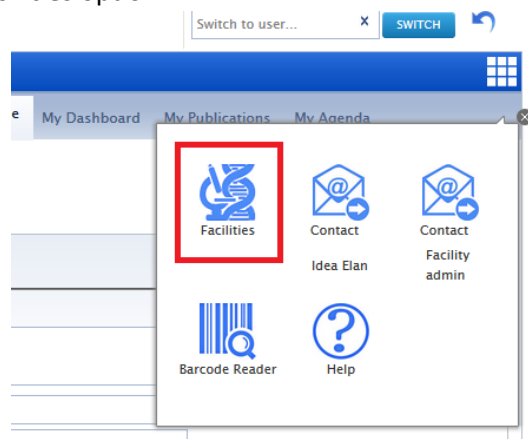
### 4.1. Navigation Menus

- Menus in Infinity are based on tiered rows.
- Clicking on any of the menu items in the header will open a new row with various menus.

My HomePage	Instruments	Request Services	Supplies
My Favorite Instruments	My Favorite Requests	My Reservations	My Requests
	My Supplies	My Projects	My Reports
		My Profile	My Dashboard
		My Publications	My Agenda

## 4.2. Requesting Facility Access

- Click on the 9 square block at the right-hand side corner.
- Select the **Facilities** option.



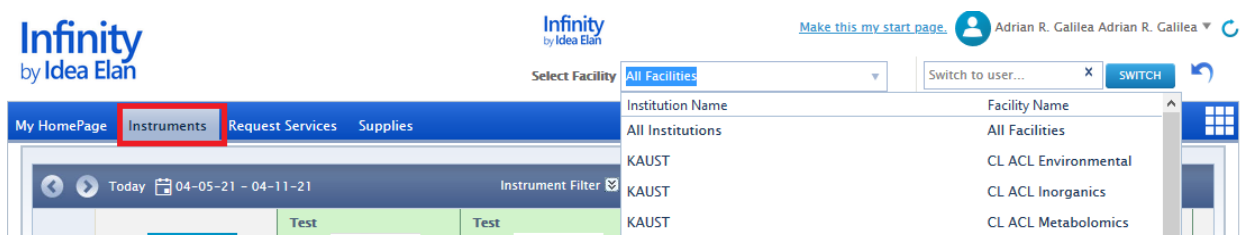
- The list of available facilities will be shown. Select the facility you want to access and click on the **Request Access** button.

Search Facility	Institution	Facility Type	City	
Search here	Search here	Search here	Search here	
ACL Inorganics	KAUST	Default Category,Thermal Analysis,Trace Metal,Wet Chemistry		Facility Image
Current Status : <span>Approved</span>				
<a href="#">Make a Reservation</a> <a href="#">Submit Samples</a> <a href="#">Order Supplies</a>				
ACL Organics	KAUST	Chromatography and Mass Spectrometry,Default Category,Sample Preparation		Facility Image
<b>REQUEST ACCESS</b>				
ACL Solids	KAUST	Spectroscopy,Surface Analysis		Facility Image
<b>REQUEST ACCESS</b>				
ACL Environmental	KAUST	Default Category	Thuwal	Facility Image

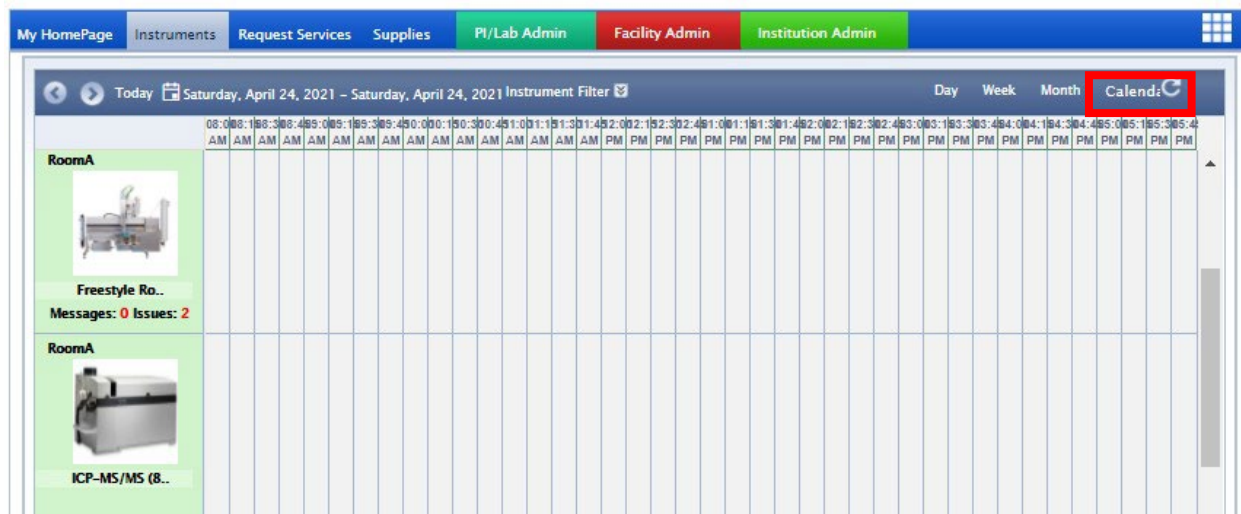
- The Facility admin will receive notification of your facility access request.

## 4.3. Getting Instrument Access

- Select the facility from the dropdown list.
  - **Note:** Only facilities that the user has access to will be shown in the dropdown list



- Click on the **Instruments** tab.
  - To view all the available instruments in the facility, select the **Calendar** view option.



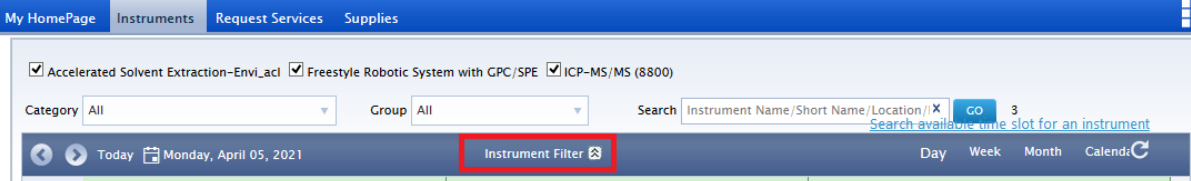
- To search for an equipment, click on the **Instrument Filter** and enter the name or tag number.
- Select the equipment and click **GO**

by Idea Elain

Select Facility CL ACL Environmental

Switch to user...

SWITCH



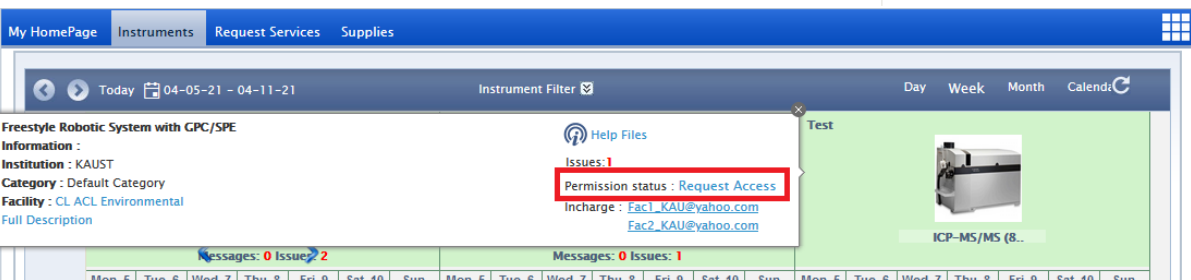
- Move the cursor over the instrument picture. A window will open with the description and details of the equipment. In that window, near the permission status, click on **Request Access**

by Idea Elain

Select Facility CL ACL Environmental

Switch to user...

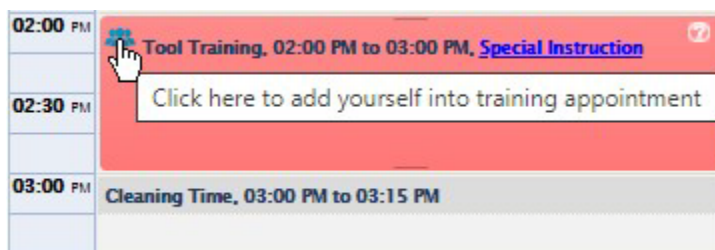
SWITCH



- Fill in the instrument access request form if prompted. Then click the **Request Access** button
  - Note: Not all facilities will have this form.
- The request will be sent to the facility admin. Once it is approved you will get a notification.

#### 4.4. Instrument Training

- If you are a **Research Center user**, arrange for training with the staff and they will qualify you on the tool.
- If you are a **Core Lab User**, you will need to either:
  - arrange for training with the staff OR
  - sign up for a training session once you receive the approval email.
    - Check the training calendar on the Core Labs [website](#) and sign up for a session. If the maximum number for the session is reached you can put yourself on the waitlist.



- If you have been confirmed for a training session but are unable to attend, please delete your reservation so that the next person in the waitlist will be moved up.

INFINITY Invite Users

Users\*:  Lab\*:  Account code\*:

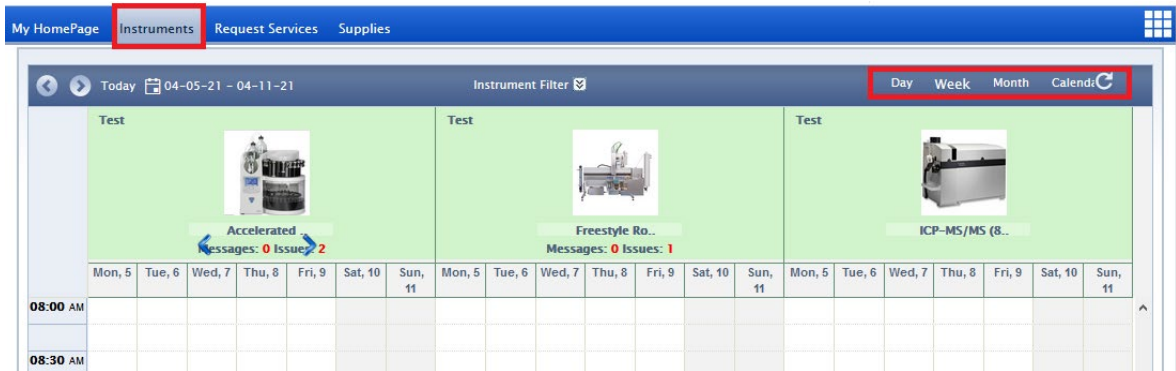
Delete	User Name	Lab Name	Account Code	Status
<input checked="" type="checkbox"/>	Biden Joe(User1_KAU@yahoo.com)	PI LAB 1	TEST9800	Approved
<input checked="" type="checkbox"/>	Smith Creg(User2_KAU@yahoo.com)	PI LAB 1	TEST9800	Approved
<input checked="" type="checkbox"/>	User Test(Corelab@kaust.edu.sa)	PI LAB 1	TEST9800	Waitlist

#### 4.5. Instrument Reservations

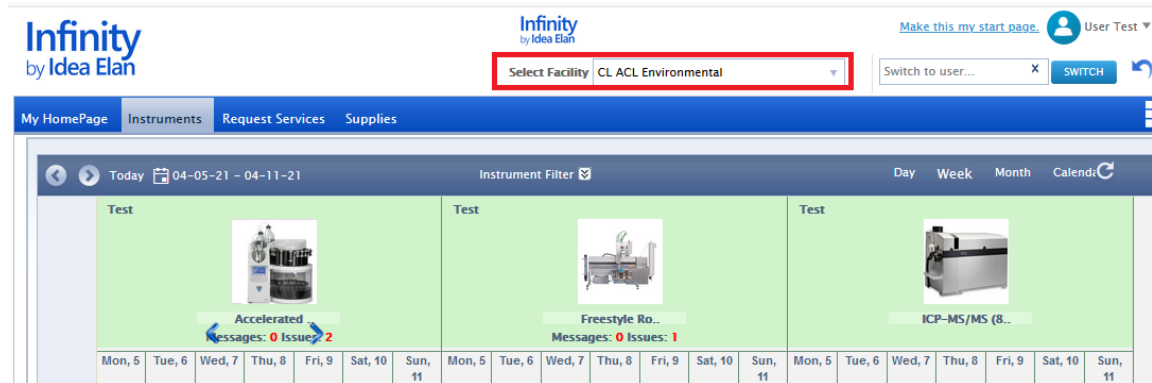
##### 4.5.1. Creating New Reservations

- Once your instrument access is approved, you can make reservations.
- In Infinity, reservations are tied to equipment enables. You will need an existing reservation to be able to turn on an equipment except in unique situations.

- Go to the **Instruments** tab to view the calendar and make a reservation. The calendar can be seen in a day/week/month view based on the selection.



- Select the facility from the dropdown list. All the instruments in that facilities will be displayed.



- Select an instrument using the instrument filter
- Using the mouse, drag on the calendar for the desired time slot to make a reservation. It will highlight the area, and the **Create Appointment** window will open.

- You can make changes to the start and end times of the reservation.
- You can reserve the child equipment along with the parent equipment using the **Add-on Instruments** option.
- You can make a recurring reservation by checking the **Recurrence** box.

- You can view the reservation rules for this instrument by clicking the **Rules & Policies** button.
- Select the Lab, Pocket Id, and Session Type; set as default if desired. Click the **Save** button to complete the reservation.
- You will get a confirmation window showing the usage fee. Click the **OK** button or **Cancel** to start over.

#### 4.5.2. Adjusting Reservations

- To adjust reservations, double-click on the reservation and make the necessary changes.
- Click on the **Update** button to update the information.

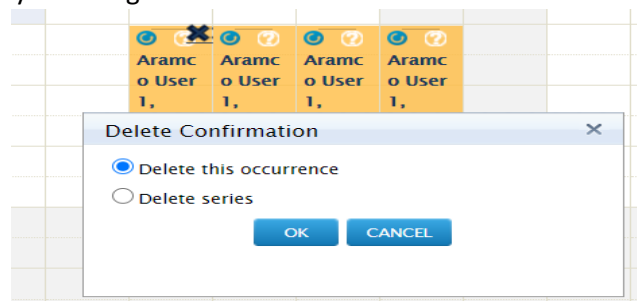
#### 4.5.3. Deleting Reservations

To delete reservations,

- Move the cursor near the reservation, and the **X** button will be shown. Click on the **X** and confirm.



- If it is a recurring reservation, you can delete one reservation or all the recurrence reservations by selecting it in the delete confirmation window.



#### 4.5.4. Reservation Waitlist

Users can add themselves to the waitlist if another user has already booked the desired slot. If the user cancels his reservation, the waitlisted person will get the reservation confirmation.

- Double-click on the reservation slot you need to book.
- The **Create Waitlist** window will open.

- Fill in the necessary details and click on the **Save** button to put yourself on the waitlist.

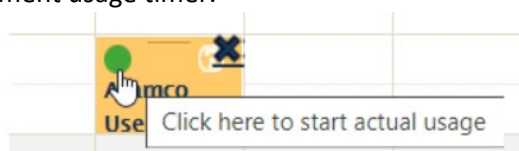
#### 4.5.5. Setting default Lab and Pocket ID

When creating an appointment in the web app you can set the default Lab and Pocket ID.

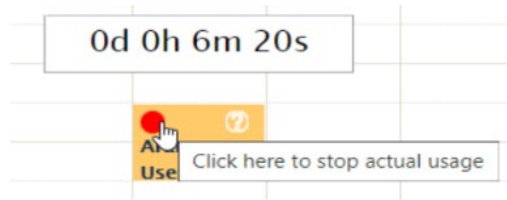
- To load your default settings in the mobile app, click on the **refresh** button in the reservation window.

#### 4.6. Enabling/Disabling Instruments with Hardware Interlocks

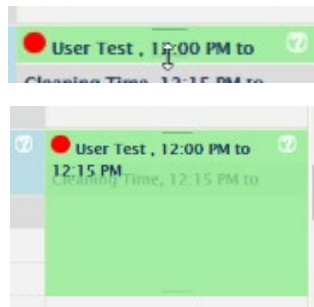
- To enable the instrument, go to the **Instruments** calendar and click on your reservation's green dot. It will turn red and start the hardware interlock. You can also see the instrument usage timer.



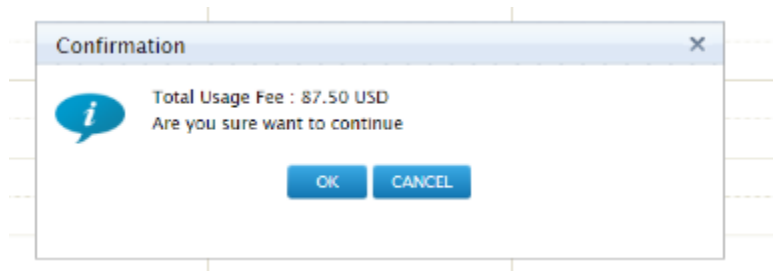
- To disable the instrument, click on the red dot. It will return to green and stop the instrument.



- If you do not disable the instrument, you will receive an email warning about the end of reservation, and the instrument will be disabled automatically after the reserved time.
- If you wish to extend the reservation, move the cursor near your reservation slot and drag it to the desired time period.



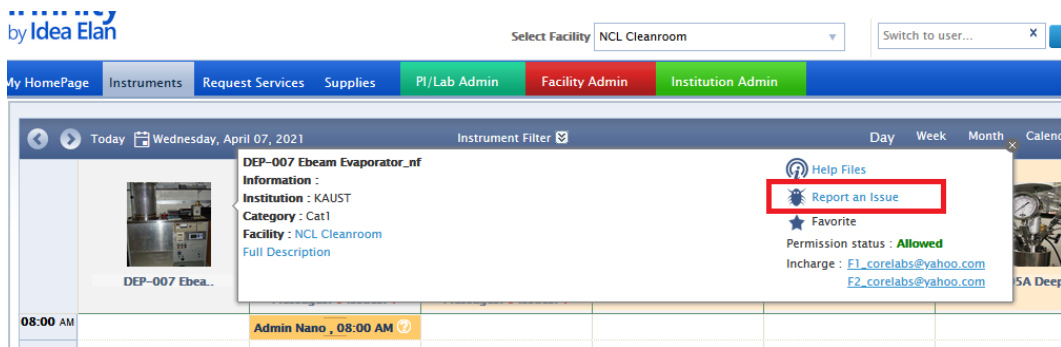
- You will get the confirmation message. Click on the **OK** button to extend your reservation.



- For instruments with software interlocks please refer to section 6.

#### 4.7. Reporting Instrument Issues

- To report technical issues, click the **Instruments** tab and find the instrument.
- Move the cursor over the instrument picture. A window will open with the description and details of the equipment. In that window, click the **Report an Issue** button.



- The **Add New Issue** window will open. Enter a subject line and details for the issue. Then select whether the issue is critical or minor. An image can also be added. Click the **Save** button, and the facility admin will receive a notification about the issue.

## 5. Adding New Pocket IDs.

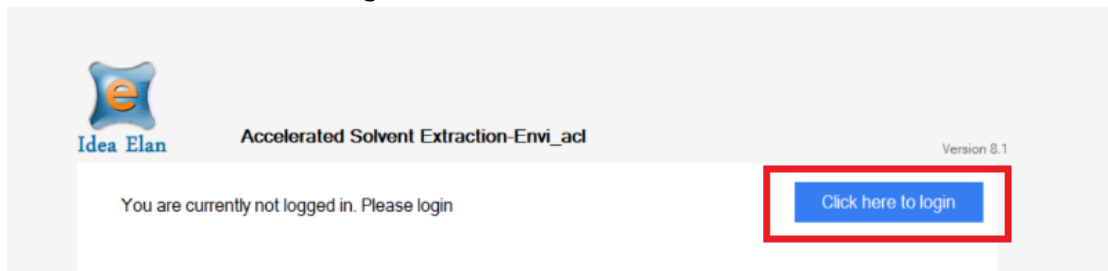
Users need to submit a request in the **RFS portal** to add new pocket IDs in Infinity.

- Open the RFS portal “<https://corelabsrfs.kaust.edu.sa>”
- Log in with your credentials.
- Submit a request for PI approval

## 6. Software AUT

If the software AUT is installed on the PC, you can enable the instrument directly from the PC connected to the instrument.

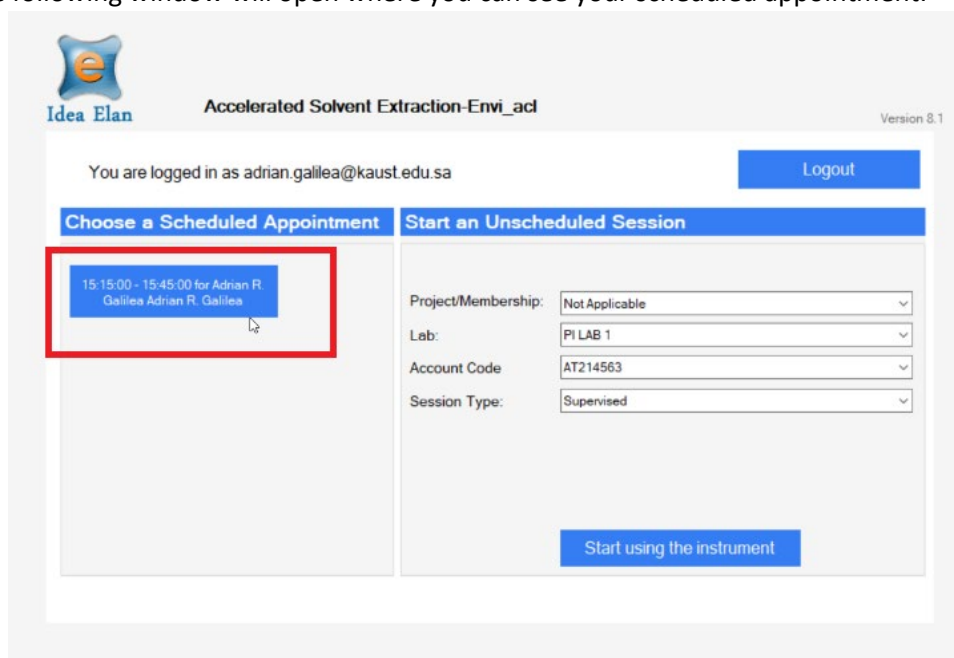
- Click on the **Click here to login** button.



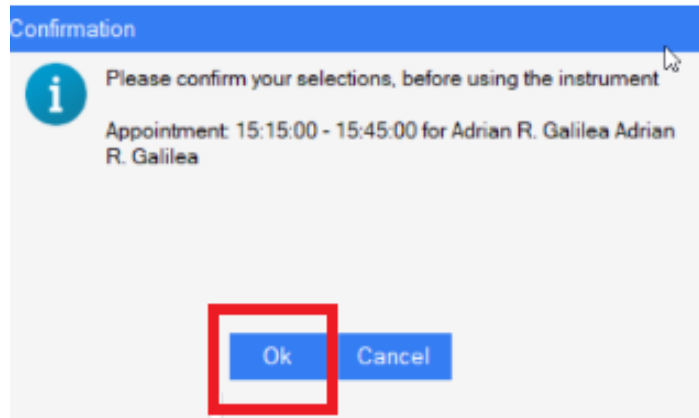
- Enter your email id and AUT password (set in **My Profile 2.3**) and click on the login button.



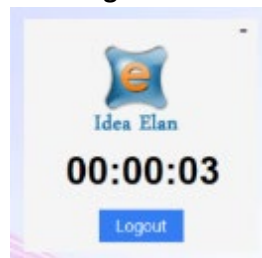
- The following window will open where you can see your scheduled appointment.



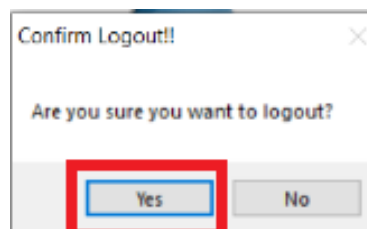
- Click on the scheduled appointment. You will get a confirmation message. Click **Ok** to start the instrument.



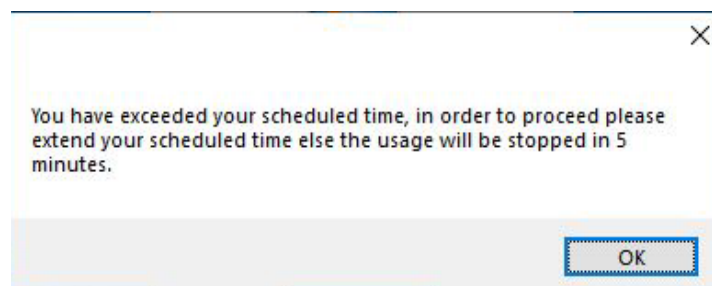
- Once the instrument is enabled, you can see the usage timer.
- To disable the instrument, click on the **Logout** button in the timer.



- You will get a confirmation message. Click the **Yes** button to disable the instrument.



- If you exceed your reservation time a warning will appear on the screen



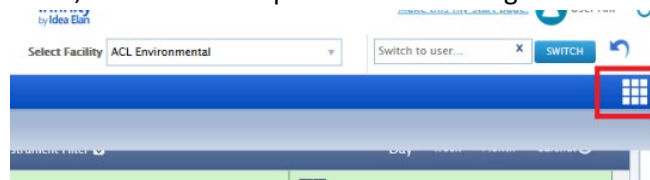
Extend your scheduled time by dragging your reservation block in the mobile or web app.

## 7. Help Resources

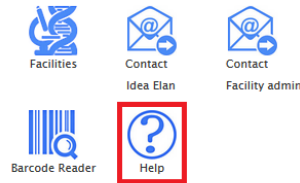
Send an email to [CLHelpdesk@kaust.edu.sa](mailto:CLHelpdesk@kaust.edu.sa) for any questions or issues.

Infinity also has a set of documentation and training videos:

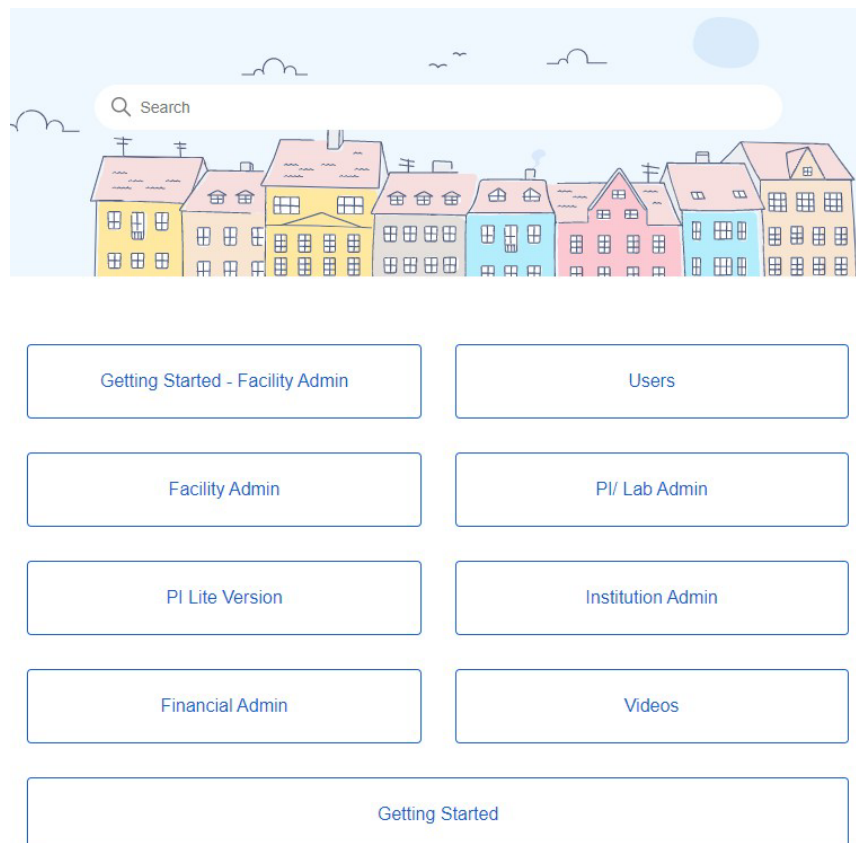
- In the web application, click on the 9 square block at the right-hand side corner.



- Select the **Help** option.



- It will redirect to a new browser window, where you can see the documentation and videos.



\*\* password for videos is **@Test#1234**

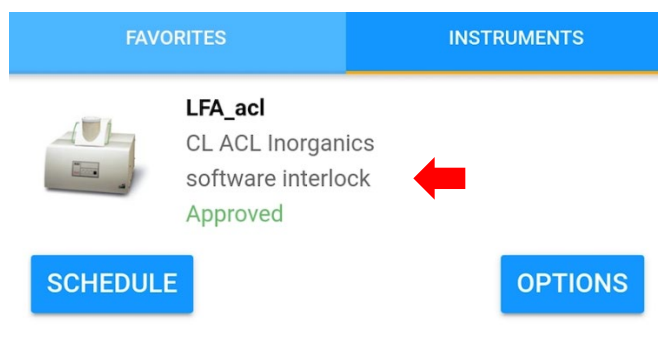
## 8. Frequently Asked Questions

### Q. I cannot find the instrument that I want

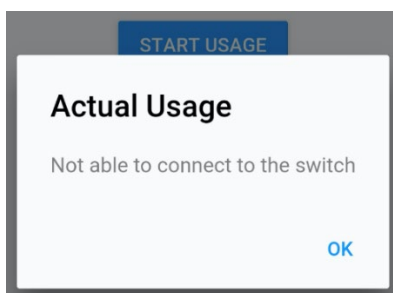
You need to add the facility where the instrument is located. See Section 3.4 and Section 4.2

### Q. I'm not able to turn on the tool through the mobile or web app

If the tool is using software interlocks you need to login directly on the instrument's PC. The mobile app will indicate if the tool is using software interlocks.



Q. I can't enable instruments. I can book them without issues, but when I attempt enabling them from the app, I get the following error message




The tool is most likely using a software interlock, please see the previous question. If it is not using software interlocks and you get this error, please contact [clhelpdesk@kaust.edu.sa](mailto:clhelpdesk@kaust.edu.sa)

### Q. I cannot login to the software interlock with my password

Please ensure that you are using the AUT password set in your profile. This is not your KAUST portal password.



Change Password


Password   Very Strong Confirm Password

**UPDATE**

### Q. How do I set my favorite instruments?




Webapp: Hover over the instrument and click on the **Favorite** icon. All your favorite instruments can be found in **My HomePage – My Favorite Instruments**

Instrument Filter  ✓ Show AUT Day Week Month Calendar 





CHNS/O-2-Fla..


**CHNS/O-2-Flash 2000\_acl**  
**Information :** Determination of C,H,N,O content of sample in given matrix determination of total carbon, total organic carbon, hydrogen, nitrogen, sulphur and oxygen. Sample - solids, oil (heavy oil, viscous) or sediments, with a minimum quantity of 10 mg.  
**Institution :** KAUST  
**Category :** Default Category  
**Instrument Location:** B3 L3 A6  
**Short Name:** CHNS/O-2-Flash 2000\_SW\_acl  
**Facility :** CL ACL Inorganics  
[Full Description](#)

 [Help Files](#)  
 [Report an Issue](#)  
 Favorite  
Permission status : **Allowed**  
Incharge : [eman.barradah@kaust.edu.sa](mailto:eman.barradah@kaust.edu.sa)  
[andrei.zybinskii@kaust.edu.sa](mailto:andrei.zybinskii@kaust.edu.sa)

Mobile app: Select the instrument, click on **Options**, **Mark as Favorite**. All your favorite instruments can be found in the **Favorites** tab

FAVORITES INSTRUMENTS

 Search 



**Autotitration\_acl**  
CL ACL Inorganics  
Approved

Select Option : Autotitration\_acl

[Mark as Favorite](#)

[Report an Issue](#)

### Q. I have changed my PI, what do I need to do?

Please request for a pocket ID from your new PI through the RFS system (section 5) and inform [clhelpdesk@kaust.edu.sa](mailto:clhelpdesk@kaust.edu.sa) of the move.

**Q. Can I see my reservations in my outlook or gmail calendar?**

Go to My **HomePage**, **My Profile** and click on **Sync reservations**. You can only select one client.

☒ Sync reservations/tasks with ☒ Outlook ☐ Google Calendar

**Q. I have downloaded the mobile app but it is asking for a 5-digit code?**

Code is **97917**. Please see our webpage for more information:

<https://corelabs.kaust.edu.sa/services/infinity>

**Q. I made a reservation for the equipment at 14:00, I tried to enable it at 13:35 but failed. Why do I need to wait 25 minutes even though the equipment is free?**

You can enable the tool up to 15 mins before the start time. You can also modify your reservation to start sooner.

**Q. The software is very slow. (one example: Today I was unable to reserve a machine because by the time I reached to the required page, someone else has already booked it.)**

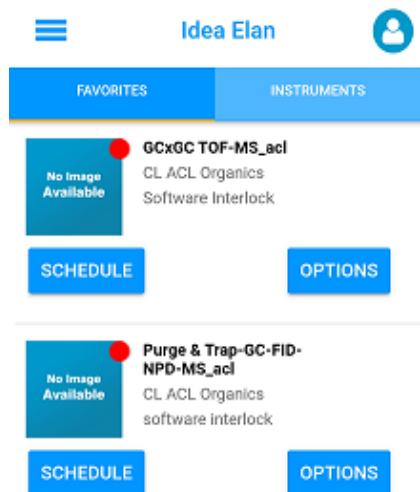
You were probably auto-logged off due to inactivity. Just refresh the web browser or use the mobile app.

**Q. If someone is not using his/her slot, you cannot reserve and use the machine since their booking will still be active.**

No-show reservations will be automatically deleted after a grace period.

**Q. How do I know if an instrument is currently in use?**

If someone has enabled the instrument there will be a red circle next to the tool name



## 9. Version Control

Version	Release Date	Changes
<b>2021.1</b>	22 Jun 2021	Initial release
<b>2022.1</b>	05 Jan 2022	1.1, 1.2 Update account registration procedure, HSE Salute website 3.5, 4.4 Add offline training procedure 6 Add link for AUT password
<b>2023.1</b>	01 Jan 2023	8 Add FAQs