



KAUST Core Labs RFS User Manual

For Principal Investigator

(KAUST and KAUST Research Park Tenant)

For Authorized Person

(External)

Version: 2.1

Document History

References

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Revision History

Date	Author	Version	Change Reference
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1. Login Process

KAUST and Research Park Tenant (RPT) Principal Investigator (PI) login with their KAUST credentials.

PI role is to approve access to the Core Labs facilities. If an RPT PI is to submit a service request, the PI needs to follow a User role in the system where an account using the company's email address needs to be created. Please refer to RPT user manual for further information.

External Authorized Person needs to create an account in the RFS system.

To access the system, please visit the Core Labs website: <u>https://corelabs.kaust.edu.sa/services/request</u>

Please use Google Chrome, Firefox Mozilla or Safari and do <u>not</u> use Internet Explorer.

2. Account Creation - External Authorized Person

To create an account please go the Log in page through the URL address provided in Section 1. b) or 1. c) above and select 'Create an account' button.



Registration window will pop up as shown below. The requester needs to fill all the mandatory fields and click on 'Register' button, as shown in below screenshot.

				1
*First Name	Darshna	"Last Name	Rekha	
*Type of Organization	Industry	✓ Position	Consultant	
*Organization Name	ABC			- 18
Are you KAUST Research	Park Tenant?			- 18
Department	Information Technology	Telephone	1234567890	
Country	United Nations	- Post Code	22222222	ound
"Address	8827 Bow Ridge Rd. Mount Prospect, IL 60056			(int
*Email	darshana.rekha@incture.com			
Only valid organization email	allowed. No generic emails accepted e.g. Gmail,	Yahoo, Hotmail, etc.		ound
				unt.
Captcha	7 ^{xe} R ^H C5			- 18
	7xeRHC5			

Note: Kindly note that fields marked with Asterisk (*) are mandatory.

Upon successful account creation, User will be notified as shown in the below screenshot.

	*Country	Arcentina	• Post Code		
1	- Address				
1	Audiese	#23 rd Street			
	*Email	manogna k@incture.com			
	Only valid organization email allo	Success		×	
	Authorized person Informatio	Registration successful.Please log	in using the registered email to activa	ite your account	Drinck A
	Check this box if you are NOT au organisation's authorized person's	n d		OK	provide your
		_			
	Captcha	and It to BPk			

At the same time, User will receive an activation link via mail as shown below.



User must click on the provided link in the email to activate the profile. User will get the below message upon successful activation of the profile.



Upon successful activation of the profile, User will receive Username and Password on the registered email. Please use this credentials to log in.

Your registration has been approved -KAUST Distance	× ÖB
kaust.eservices@kaust.edu.sa to me v	12:14 PM (0 minutes ago) 🚖 🔺 🝷
Dear	
Thank you for registering on the Core Laboratories RFS Management syste Your registration has been approved. Username: Password:	łm.
Please use your log in details to access the system and submit a service re	quest.
KAUST Core Labs Service Team Please login to KAUST Core Labs RFS System: https://sthcibpdgq1.kaust.	edu.sa:50001/dashboard/index.html
This message and its contents including attachments are intended solely for message in error, please notify me immediately and delete this message for	r the original recipient. If you are not the intended recipient or have received this

The system facilitates password reset and unlock account functions in case of forgotten password.

3. Team Member Registration by Principal Investigator - KAUST and Research Park Tenant User only

A PI can register his students/team member to access the Core Labs. This is required for first time User, for one PI only.

Note: RPT users need to create an account prior to PI Registration. Please go to **2** above for details.

To register students/team member click 'PI Registration' in the navigation panel.

alliar cliait analy arising optail Kog Adodah University of Science and Technology	Core Labs			(I) Vinuta S	iangondimath
NAVIGATION	PI Registration Form				
III PI Registration	+ Add	Remove			
PI Approval	KAUST ID	User Name	User Email Address	Assigned Pocket ID	
New RFS		Enter atleast 4 characters		Select Pocket ID	~
😂 My Open Task	By Submitting this I ar	n indicating the following			
My Documents	The users listed above	are pre-approved to use services of Core Labor	ratories and Major Facilities.		
ල Reports ·	I confirm that I have su I authorise the change	ifficient funds to cover the cost incurred by the pro- is for the usage of Core Laboratories and Major F	re-approved users listed above. Facilities to be allocated to the relevant Pocket ID's	and to the respective pre-approved users listed above	e.
🛃 RFS Detailed	* Any changes to this fo	rm will be communicated to all relevant parties.			
C PI Approved Users				R	egister
🛃 Registered Users					

A screen as below will appear where PI can search and select User Name of students/team member.

مثالیه داشته می مثلی می مثلی می منطقه می موانند. منطقه منطقه می منطقه منطقه می منطقه می منطقه می موانند. منطقه می منطقه می منطقه می منطقه می منطقه می موانند. منطقه می منطقه می منطقه می منطقه می منطقه می موانند.	■ Core Labs				Winuta Sangondimath
NAVIGATION	PI Registration Form				
III PI Registration	🕂 Add 🗊 Remove				
Pl Approval		Jser Name		User Email Address	Assigned Pocket ID
New RFS		rahul			Select Pocket ID 👻
🗁 My Open Task	By Submitting this I am indica	B, Rahul rahul. Rahul Shevate	billorey@incture.com shevatr		
My Documents * The users listed above are pre		Rahul S. Nair	nairrs	tajor Facilities.	
입 Reports <	Reports Confirm that I have sufficient t Rahul Billorey billom		allocated to the relevant Pocket ID's and t	o the respective pre-approved users listed above.	
🛃 RFS Detailed	* Any changes to this form will b	Rahul Dhopeshwar	dhopesr	opesr	
PI Approved Users					Register
Registered Users					

Select 'Assigned Pocket ID' from the dropdown.

	PI Registration Form				
III PI Registration	+ Add	Remove			
PI Approval	KAUST ID	User Name	User Email Address	Assigned Pocket ID	
New RFS	118351	Rahul Billorey	Rahul.Billorey@incture.com	1000001056	
ES My Open Task My Documents & Reports	By Submitting this I an • The users listed above • I confirm that I have su • I authorise the change • Any changes to this for	n Indicating the following are pre-approved to use services of Corr fficient funds to cover the cost incurred by s for the usage of Core Laboratories and rm will be communicated to all relevant pr	e Laboratories and Major Facilities. y the pre-approved users listed above. Major Facilities to be allocated to the relevant Pocket ID's and to the respr urties.	1000001056 BAS/I/1010-01-01 330000001-05 URF/I/1389-01 URF/I/1389-01-01 URF/I/1302-01-01 URF/I/1702-01-01 URF/I/1877-01 URF/I/1877-01-01 330000006 RG/C3/1482-01 PC/C3/1482-01	

PI can register more than one User at a time. To register multiple users, click on 'Add' button and repeat the process.



To remove any row, select the checkbox of that row and click on 'Remove' button.

AllT.L.C. CLEAR BANK, a,ikilfg pglall King Abduliah University of Science and Technology	■ Core Labs			(I) Aisarya Pul
	PI Registration Form			
III PI Registration	+ Add 🗊	Remove		
PI Approval	KAUST ID	User Name	User Email Address	Assigned Pocket ID
New RFS	118351	Rahul Billorey	Rahul.Billorey@incture.com	1000001056 🗸
😂 My Open Task	102677	Zakeerhusen Gadagoli	zakeer.g@incture.com	BAS/1/1010-01-01 ~
ि My Documents शु Reports द	By Submitting this I an [•] The users listed above [•] I confirm that I have su [•] I authorise the change [•] Any changes to this for	n Indicating the following are pre-approved to use services of Core Lat fficient funds to cover the cost incurred by the s for the usage of Core Laboratories and Majo rm will be communicated to all relevant parties	boratories and Major Facilities. pre-approved users listed above. r Facilities to be allocated to the relevant Pocket ID's and s.	I to the respective pre-approved users listed above.

Upon clicking 'Register' button, a success alert as shown in below screenshot will appear.

4. Principal Investigator Approval - KAUST and Research Park Tenant User only

Subsequent to submitting a PI Approval request by User, the relevant PI will have "PI Approval Task" under the 'Task Title' column in 'My Open Task' as shown below. PI Approval is required for first time User only.

all معند الملك عبد الملك عبد الملك عبد الملك عبد الملك عبد الملك ملك الملك الملك الملك الملك الملك الملك الملك الملك الملك ملك الملك الملك ملك ملك ملك ملك ملك الملك ملك ملك ملك ملك ملك ملك ملك ملك ملك	= Core Lab	s			Aisurya Puha
NAVIGATION	Open Tasks (2)	C 🔒 ClaimTask '	🕞 Release Task 🛛 All 🖂	Search C	🖈 İstant Lat
III PI Registration	🐑 Request ID	Task Title	Requester Name	Created On	Status
PI Approval	Pi005533	KCL RFS PI Approval Task with Request #: PI005533, Requester Name: Aisurya Puhan	Aisurya Puhan	20/01/2017	READY
New RFS	1001700827	KCL RFS Process - Report Acceptance Task with RFS #: 1001700827, Requester Name: Aisury	Aisurya Puhan	20/01/2017	READY
😂 My Open Task					
My Documents					
2 Reports c					
🗠 RFS Detailed					
PI Approved Users					
affing Starf saving Activity papel Reg Wards Interfere	 Core Lab 				Augustur
looken .	Open Tasiks (1)	(C) il meter 'i		Stand Q	
6 Algorid	th Report ID	Tes Tite	Requester Name	Onated De	Status
B No.115	1001708834	#12, #15 Phones - Service Scope and Charges Review Task with RVS #, 1021703834, Report	Refur Silvery	22010/2017	90dy
Eh: My Open Task					

Task 'Status' can be or "Ready" before the task is opened, or otherwise "Reserved". A task status can be changed from "Reserved" to "Ready" by clicking on 'Release Task'.

To open a task, clicking the task after which a screen as below will appear.

All and Shine are a second and	Task Detail	is			8	D Prompt Plane
IB Pl Registration	PI Approval Task KAUST ID	User Name	User Email ID	Assigned Pocket ID	9	(Status)
Ca PI Approval	116673	Alsurya	alsurya.puhan@incture.com		~	ADALY
Any Open Task My Open Task My Open Task My Decomerols G: Hep-th: More the set of the	By Submitting this * The users listed at * I confirm that I have * I authorise the cha- aborned users list * Any changes to thi	Lam Indicating the following over an epre-approved to use a e aufficient funds to cover the or graph for the usage of Care Lat d above.	ervices of Core Laboratories and Major Facilitie ost incurred by the pre-approved users listed at incurred Major Facilities to be allocated to all relevant parties.	s. bove. the relevant Pocket ID's and to the respective p	Sprove	

https://corelabs.kaust.edu.sa

On this screen, PI can assign a Pocket ID to the Requester and approve the task. PI can also reject the task by clicking 'Reject' button.

All and Children and Andrew An	Task Detail	š			(1) Anarya hukun
III PI Registration	PI Approval Task KAUST ID	User Name	User Email ID	Assigned Pocket ID	C. Status
New RFS	116673	Aisurya	aisurya.puhan@incture.com	1000001056	READY
E> My Open Task	* The users listed about the list of the series of the ser	I am indicating the following ove are pre-approved to use si e sufficient funds to cover the c	ervices of Core Laboratories and Major Facilities.	BAS/1/1010-01-01 3500000001-05	
(2) Reports	 I authorise the char approved users listed Any changes to this 	nges for the usage of Core Lab 3 above. 6 form will be communicated to	oratories and Major Facilities to be allocated to the releva all relevant parties.	URF/1/1389-01 URF/1/1389-01-01	
Merry RFS Detailed				URF/1/1700-01	
Registered Users				URF/1/1877-01-01	

Upon clicking 'Approve', PI will get a success alert as shown in below screenshot.

All and client in the second s	Task Detail	abs				Rahul Bilarey
HANGARDA	PI Approval Task					
III PI negistration	KAUST ID	User Name	User Email ID	Assigned Pocket ID		Status
a Pl Approval	118351			2000003414	~	
B New RFS	-					READY
😂 My Open Task	* The users listed a	is I am indicating the follow above are pre-approved to us	ving se services of Core Laboratories and Major Fa	cilities		READY
My Documents	* I confirm that I ha	ave sufficient funds to cover th	ne cost incu Success X ed users list	ed above.		RESERVED
	* I authorise the ch respective pre-app	anges for the usage of Core proved users listed above.	Laboratorie Approved to be allocate	ed to the relevant Pocket ID's and	to the	
Documents neview	* Any changes to the	his form will be communicate	d to all relev			
St Task Management			ок	Reject	Approve	RESERVED
Management						RESERVED

5. Service Scope and Charges Acceptance Task - Research Park Tenant and External User only

A PI/Authorized Person will need to approve a Service Scope and Charges (SSC) proposed by the Core Labs. The task comes to the PI as 'Service Scope and Charges Acceptance Task' in 'My Open Task' as shown below.

VICATION	0	pen Tasks (19)	C 🔒 ClaimTask	Ta Refease Task All v Sea	uch Q	interest in
PI Registration	Ø	Request ID	Task Title	Requester Name	Created On	Status
PI Approval		1001700802	KCL RFS Process - Service Scope and Charges Acceptance Task for Pi/Authorized Person w-	RPT, Aisurya	19/01/2017	READY
New PEC		1001700803	KCL RFS Process - Draft RFS Task with RFS #: 1001700803, Requester Name: Rahul Billorey	Rahul Billorey	19/01/2017	READY
New RPS		1001700799	KCL RFS Process - Service Scope and Charges Review Task with RFS #: 1001700799, Requ.,	RPT, Aisurya	19/01/2017	READY
My Open Task		1001700797	KCL RFS Process - Draft RFS Task with RFS #: 1001700797, Requester Name: Rahul Billorey	Rahul Billorey	19/01/2017	READY
		1001700780	KCL RFS Process - Service Scope and Charges Review Task with RFS #: 1001700780, Requ	Walid M. Elgamal	18/01/2017	READY
My Documents		1001700783	KCL RFS Process - Review RFS Task with RFS #: 1001700783, Requester Name: KA, Bushair	KA, Bushair	18/01/2017	READY
Documents Review		1001700782	KCL RFS Process - Review RFS Task with RFS #: 1001700782, Requester Name: KA, Bushair	KA, Bushair	18/01/2017	READY
Anna ann an Anna Anna Anna Anna Anna An		1001700646	KCL RFS Process - Lab Team Member Assignment Task after Service Scope and Charges Ac	Barry C. Hogan	18/01/2017	READY
Task Management		1001700718	KCL RFS Process - Lab Team Member Assignment Task after Service Scope and Charges Re	Walid M. Elgamal	17/01/2017	READY
Role Management		1001700721	KCL RFS Process - Service Scope and Charges Review Task with RFS #: 1001700721, Requ	Walid M. Elgamal	17/01/2017	READY

Upon clicking the task, a screen as shown below will appear.

Task Detail	ahs							(D) **
RFS#: 1001700 Status:Scope a	829 nd Charges Approved		Date: 20/0	1/2017				Status
			REE Report					
RPS S	abmission -> OB Scope and	Charges ->	RPS Report					READY
8								
Service S	cope and Charges Form							
Olduna Rou	tine/Standard		Adva	ince/Custom				
Service sco Samples	pe agreed by the Requestor and clarification	Core Lab	Method a	oplied				
e.g.Samp	le prep,Approval requirements.		Highlight	any method de	velopment		- 185	
Lanepresent)							- A.	
Consignment .								
Deliverab	les							
NX N								
1								
							- 11 I	
Sample(s) s	torage location and condition							
Carlugt ment								
Estimate	d Service Charge							
Equipme	ent				+	Add Remo		
Equipme	nt		Quantity	Unit Price	UOM	Sub Total		
1290 LC	-PDA_ad		5	60.00	per hour	300.0		
Consigement							- L	
		Total Equipment	Charge		300.0		- 1	
Samples	or Consumables				+	Add 🔯 Remo		
Samples	Consumables		Quantity	Unit Price	UOM .	Sub Total		
Aquaka	m 250 Autosnałyzar additional sa	mples above 50_adl	1	48.07	per analyte	48.07		
		Total Samples an	d Consumables (charge	48.07		3 H H	
Manager							1 H.	
manpow							- 11	
Item			Hours	Unit Price	UOM	Subtotal		
Analysis	s reporting		1	82.25	per hour	82.20	- 1	
Equipme	n set op		1	82.25	per hour	82.26		
Request	review		1	82.25	perhour	82.25	- 5	
Sample o	reparation		1	82.25	per hour	82.25		
							7 H H	
		Total Manpower 0	Sharge		329.0			
		*Total Estimated	Service Charge		677.07		3 m 🗆	
*Estimate	d completion date (ECD)	29/01/2017						
Approved	by Core Lab Director	Rahul Billorey						
		1		Reques	st Change	Reject Approv		
							_	
	lary							
Commente Ule								
Comments His					Created By	Created On		
SL No. C	omments				Created by			
Comments His SL No. C	omments	,	No data		created by			
SL No. C	omments	,	vo data		Gibalou by			

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PI can Accept/Reject/Request Change the SSC Form. Upon accepting the form, success alert as shown below will appear.

All and digit have	Task Detail					(D) Ashar Billery
MI - M Restaudee	Aquations 250 Automas/yane editional a	ingle above \$0, act	48.07	pay analyte	148.07	
9 77 Approvid	Manpower	Total Samples and Com	sumables Charge	48.07		Scalus MEADY
b Are US	Bern	Hour	Line Price	UCM	Buttotal	
Eb: My Open Task	Analysis & reporting					
1 My Documents	Equipment set up			per hour		
	Measurement			per hour		
	Request review		62.25	per hour		
M Task Management	Sample preparation	Success	× 225	per hour	82.25	
W Bale Management		Total 🚫 Approved	successfully			
(g) Reports		2100	OK			100
	*Estimated completion date (ECD)					
	Approved by Corn Lab Director					
			Reque	et Change	Relect Approve	
	Comments History					
	Si Na Commente			Created Ry	Created Do	
		No date	_	Second by		
		0.000				
3						

If the SSC is rejected, the request will be closed.

'Request Change' function will allow the PI to submit a query or request a change with respect to the SSC form. Upon clicking the button, a comment box will pop up for PI to describe the query or change request.

Note: Any comments given by system Users can be viewed in comments history irrespective of RFS task and status.

From the opened task, User can check the status of the RFS.

Contraction of the second	a Core Labs Takteral	
S Alward	Status: Pending Scope and Charges Approval Date: 11/01/2017	ALC: A
B (964.03)	NFS Submission -+ 🚱 Scope and Charges -+ 🕼 NFS Report	100
Dr. My Open Team		

6. Create New Request

When a PI requests a service, his/her role changes to Requester. For first time Requester, PI Approval is required.

Please, refer to KAUST or RPT User Manual to submit PI Approval or create, submit and track the progress of an RFS.

7. Report/Dashboard

RFS Detailed

This feature allows PI to have an overview of all requests submitted by his/her students or team members, and by him/herself. It also allows for viewing or downloading related documents including RFS forms, Service Reports and approval records.

It provides a mechanism to generate various reports of RFS by selecting a single or multiple filtering criteria.

PI can generate service request report for certain period by selecting 'From date' and 'To date' in the calendar that pops up after selecting 'Date Range'.

King Abdullah University of Science and Nechmology	= Core La	105							09
New RFS	RFS Detail	ed Report	1		Date	Range	01/01/	2016 to 10/01	1/2017
My Open Task	> Advance	ced Search							
My Documents								Clear	Q, Searc
Reports c	-								
RFS Detailed	2 Average Turne	sround Time (Days)	O Cenceller		2 Resu	Its Accepted	O	its Rejected	
RFS Detailed	2 Average Turne	sround Time (Days)	Canceller	d Service Proposals	2 Resu	Its Accepted	O Rosu	its Rejected	
RFS Detailed	2 Average Turne	round Time (Days)	OCenceller	d Service Proposals	2 Resu	Its Accepted	0 Rosu	its Rejected	
RFS Detailed	2 Average Turne RFS #	eround Time (Days) User Type	Organization Type	d Service Proposals Country	Samples Received	Its Accepted	O Resu Current Status	Its Rejected Service Charge(\$)	Service Rating
RFS Detailed	2 Average Turne RFS # 1001700447	vound Time (Daya) User Type EXTERNAL	Organization Type Industry	d Service Proposals Country India	Samples Received 12	RFS Status COMPLETED	Current Status Completed	Service Charge(\$) 1885.50	Service Rating Good
RFS Detailed	2 Average Turne RFS # 1001700447 1001700331	User Type EXTERNAL EXTERNAL	Organization Type Industry Industry	d Service Proposals Country India India	Samples Received 12 20	RFS Status COMPLETED WIP	Current Status Completed Scope and Charges Review	Service Charge(\$) 1886.50 910.80	Service Rating Good

'Advanced Search' provides multiple criteria to filter certain RFS to be included in the report.

will and citized deading Autology pipelab Management (and a Autology pipelab) And a Autology (a Autology (a Autolog	= Core Labs								D faar faar
MORATION	RFS Detailed R	eport							
S 71 Approval	RFS#				Date	Range		01/01/2016 to 21/03/2017	E
B New RIS	 Advanced S 	Search							
D. My Open Task	Lab			User Type			 Department 		
THE PARTY OF	Service Area			Organization Type			PiName		
My Documents	Status			Country					
Documents Review									Clear Q Search
R Task Managements									1
😫 Role Management	RFS#	User Type	Organization Type	Country	Samples Received	RFS Status	Current Status	Service Charge(\$)	Service Rating
2) Reports •					No Data				
M Dashboard					< >				
🛃 RFS Detailed									
If It Approved Users									
I Registered liters									

User can also download the reports (all data in the table) in excel format by clicking the 'Download' icon.

To view a specific RFS form, click the required RFS number from the table and the following will appear on the screen.

Autority parall	Core Labs	U		() ADMITTIN LIDEAN
	-			1
New HTS	FS#: 1001700447 fatus:Completed		Date: 09/01/2017	
My Open Task	Demonstration of the local			
My Guouments	No Republic -	a and charges -+ O Hr's Report		
lepierts .	Core Laboratory Full Service Ber	urd .		
RFS Detailed	RFS Number	1001700447	Report Number	2001700447
	Prepared by	Renucliitowy		
	Requester Details			
	First Name	ASHVITIAA	Last Name	LIDGANATHAN
	KAUET ID	advitta)	Department	11
	Talephone	81-1254567690	Ernal	and held and a second second second
	Organization Name	ARC INCLUSTIVES	Country	India
	Address	NO.31,81H CROBEN G. NOAD, BANK	PostCede	6462234
	KAUET Customer Account Number	0010040010		
	Service Summary			

User can download the documents pertaining to specific an RFS number by clicking the Download icon. The downloaded report in PDF format is shown in below screen.

🔎 🔍 🍨 🦑 KAUST Dashboard 🛛 🗙 📟	generateRFSPdf	×					
C Secure https://sthcibpdqq1.ka	ust.edu.sa.50001,						
						i.	
	REQUEST FO	RSERVICE		عبد الله بة	جامعة الملك للعلوم والتقني		
	Analytical Chem	istry Core Lab		King Abdu Science	Ilah University of e and Technology		
	RF3 100170044	7		Requested	d Date: 09/01/2017		
				Status:	Completed		
	Requester Inform	nation					
	First Name:	ASHVITHA	Last Name:	LOGA	NATHAN		
	KAUST ID:		Telephone:	91-123	34567890		
	Email ID:	ashvitha.l@incture.com	Department:	IT			
	Mobile:		Pocket ID:				
	Organization Type:	Industry	Organization Name:	ABC II	NDUSTRIES		
	KAUST A/C Numbe	r: 0010040010	Post Code:	56023	4		
	Country:	India	KAUST Research Pa	rk Tenant:			
	Position:	ASSOCIATE CONSULTANT	Authorized Person N	ame:			
	Address:	NO.51,5TH CROSS,M.G.ROAD, BANGALORE	Authorized Person E	mail:			
	Principal Investi	gator Information					
	PI Name:		KAUST ID:				
	Email ID:		Talanhana				

PI Approved Users

This report contains all approved User by a PI. This report, which includes all data in the table, is downloadable in Excel format by clicking the 'Download' icon.

all معد الملك عبد القلم والتقلية العاوم والتقلية Sig Abdullah Novemity of Signed and Technology	Core Labs				Aisurya Puhan
NAVIGATION	PI Approved Users	C			
III PI Registration	PI Name	Enter atleast 4 characters	Date Range	01/01/2016 to 20/01/2017	
PI Approval	User Name	Enter atleast 4 characters			
New RFS				Q Search	Clear
🖻 My Open Task	User Id		User Name		-
My Documents	billorr		Rahul Billorey		
Q Reports < €	billorr		Rahul Billorey		
RFS Detailed					
PI Approved Users					
Registered Users					

8. Contact Us

For service related queries please contact CoreLabs.Services@KAUST.EDU.SA