



King Abdullah University  
of Science and Technology



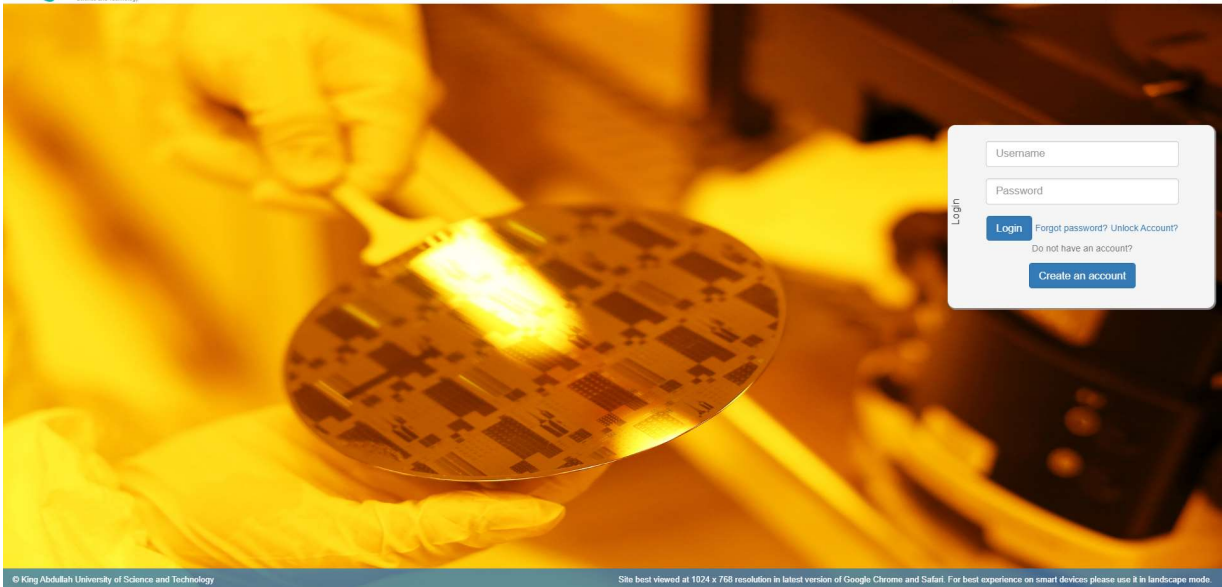
Core Labs

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# KAUST Core Labs RFS User Manual

## For KAUST User

Version: 2.2

## Document History

### References

| Document Name   | Version | Remarks |
|---|---------|---------|
| KAUST_CL-RFS_SDD_V1.7                                   | V1.7    |         |
| Core Labs_RFS System_Blueprint_V2.0_Updated Final[1][1] | V2.0    |         |

### Contributors

| Name                | Position          |
|---------------------|-------------------|
| Ashvitha Loganathan | Consultant UI     |
| Jyothi Kumar        | Sr. Consultant QA |
| Lakshmi Arcot       | Lead QA           |

### Reviewers

| Name           | Position                 |
|----------------|--------------------------|
| Rahul Billorey | Project Lead             |
| Somesh Raina   | Project Manager          |
| Fianti Noor    | External Account Officer |
| Xianhou Nie    | Technical Officer        |
| Lisa Baracco   | Technical Officer        |

### Revision History

| Date      | Author              | Version | Change Reference               |
|-----------|---------------------|---------|--------------------------------|
| 12-Jan-17 | Ashvitha Loganathan | V0.1    | Draft                          |
| 13-Jan-17 | Jyothi Kumar        | V0.2    | Create RFS Section             |
| 16-Jan-17 | Lakshmi Arcot       | V0.3    | Change Password Section        |
| 17-Jan-17 | Rahul Billorey      | V1.0    | Release                        |
| 01-Feb-17 | Rahul Billorey      | V2.0    | Updated inputs from KAUST team |
| 21-Feb-17 | Lisa Baracco        | V2.1    | Format review                  |
| 10-Jun-20 | Haider Syed         | V2.2    | Content update                 |

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## 1. Login Process

KAUST User login with their KAUST credentials.

The system is accessible through <https://corelabs.kaust.edu.sa/services/request>

Please use Google Chrome, Firefox Mozilla or Safari; do not use Internet Explorer.

## 2. Principal Investigator Approval

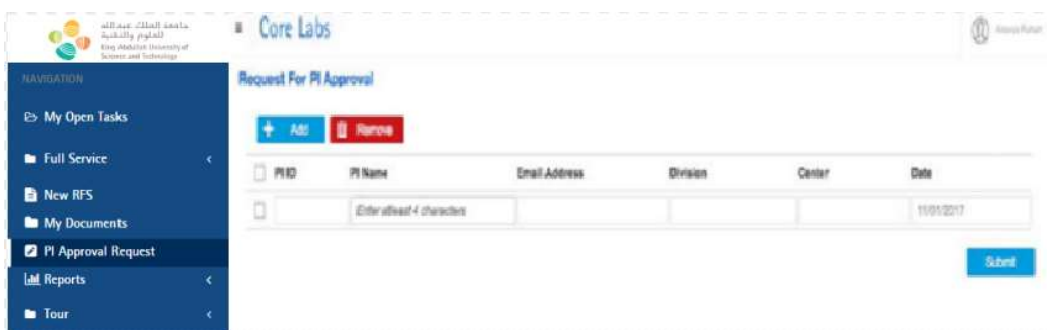
Request for Principal Investigator (PI) Approval is a pre-requisite for submitting a Service Request by a KAUST User. For other pre-requisites, please visit <https://corelabs.kaust.edu.sa/services/infinity>

*Note: PI Approval is required for first time user only, for one PI. You can skip this step if you have met the following pre-requisite:*

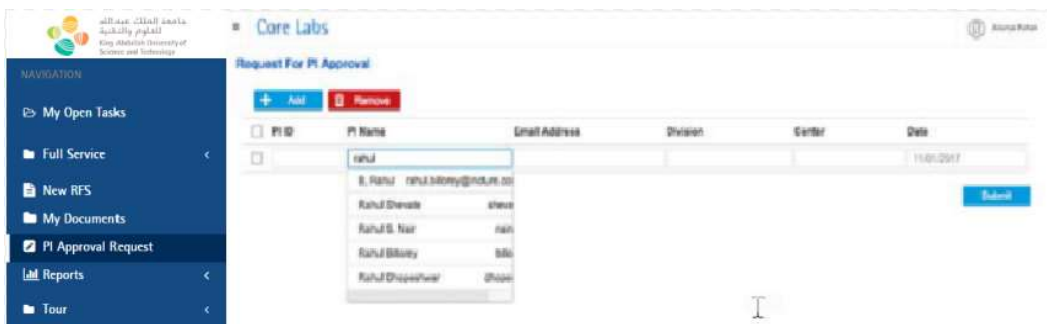
- Have an active Infinity account

User can submit request to more than one PI at a time.

To request for PI Approval, click the 'PI Approval' in the navigation panel.



A screen as below will appear where User can search a PI Name and 'Submit' the request.



To request approval to more than one PI, add a row by clicking on 'Add' button.

Core Labs

Request For PI Approval

+ Add - Remove

| PI ID  | PI Name                    | Email Address                | Division                    | Center                  | Date       |
|--------|----------------------------|------------------------------|-----------------------------|-------------------------|------------|
| 118301 | Rahul Bhatnagar            | Rahul.Bhatnagar@kaust.edu.sa | Director, Lab Design and ID | Biological, Environment | 11/01/2017 |
|        | Enter atleast 4 characters |                              |                             |                         | 11/01/2017 |

Submit

Core Labs

Request For PI Approval

+ Add - Remove

| PI ID  | PI Name         | Email Address                | Division                    | Center                  | Date       |
|--------|-----------------|------------------------------|-----------------------------|-------------------------|------------|
| 118301 | Rahul Bhatnagar | Rahul.Bhatnagar@kaust.edu.sa | Director, Lab Design and ID | Biological, Environment | 11/01/2017 |
|        | zakeil          |                              |                             |                         | 11/01/2017 |

Submit

To remove any row, select the row by clicking the box on left hand side and click on 'Remove' button, as shown in the below screenshots

Core Labs

Request For PI Approval

+ Add - Remove

| PI ID  | PI Name            | Email Address                | Division                    | Center                  | Date       |
|--------|--------------------|------------------------------|-----------------------------|-------------------------|------------|
| 118301 | Rahul Bhatnagar    | Rahul.Bhatnagar@kaust.edu.sa | Director, Lab Design and ID | Biological, Environment | 11/01/2017 |
| 118302 | Zakeerhusen Gadgil | gadgilz@kaust.edu.sa         | Director, Lab Design and ID | Biological, Environment | 11/01/2017 |

Submit

Information

Please select an item to remove

OK

Upon clicking 'Submit', a success alert as shown in the following screenshot will appear.

Core Labs

Request For PI Approval

+ Add - Remove

| PI ID | PI Name                    | Email Address | Division | Center | Date       |
|-------|----------------------------|---------------|----------|--------|------------|
|       | Enter atleast 4 characters |               |          |        | 11/01/2017 |

Submit

Success

PI approval request has been submitted with Request ID: PI200012 to Rahul Bhatnagar

OK

The User will be notified via email on PI approval request as shown below.

From: <[kaust.eservices@kaust.edu.sa](mailto:kaust.eservices@kaust.edu.sa)>  
Date: Wed, Jan 11, 2017 at 5:40 PM  
Subject: PI Approval request submitted - KAUST Core Laboratories Notification  
To: [aisurya.puhan@incture.com](mailto:aisurya.puhan@incture.com)

Dear Aisurya Puhan,

Thank you for submitting a PI Approval Request to access the KAUST Core Laboratory facilities. A notification email has been sent to your PI. You will be notified when your registration request has been approved/rejected.

Please proceed with Badger account creation, if you have not done so.

KAUST Core Labs Service Team  
Please login to KAUST Core Labs RFS System: <https://sthcibpdqg1.kaust.edu.sa:50001/dashboard/index.html>

---

This message and its contents including attachments are intended solely for the original recipient. If you are not the intended recipient or have received this message in error, please notify me immediately and delete this message from your computer system. Any unauthorized use or distribution is prohibited. Please consider the environment before printing this email.

Once the PI Accepts/Rejects the request, User will be notified via email, as shown in below screenshot.

From: <[kaust.eservices@kaust.edu.sa](mailto:kaust.eservices@kaust.edu.sa)>  
Date: Wed, Jan 11, 2017 at 5:57 PM  
Subject: PI Approval request approved - KAUST Core Laboratories  
To: [aisurya.puhan@incture.com](mailto:aisurya.puhan@incture.com)  
Cc: [clc@kaust.edu.sa](mailto:clc@kaust.edu.sa)

Dear Aisurya Puhan,

Your PI Approval request to access the Core Laboratories facilities has been approved.  
Please proceed with Badger account creation, if you have not done so.

Following the completion of the pre-requisites, please login to the system to submit your request.

KAUST Core Labs Service Team  
Please login to KAUST Core Labs RFS System: <https://sthcibpdqg1.kaust.edu.sa:50001/dashboard/index.html>

---

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If the User has already been approved by the PI, email notification will be sent as shown below.

From: <[kaust.eservices@kaust.edu.sa](mailto:kaust.eservices@kaust.edu.sa)>  
Date: Sat, Jan 14, 2017 at 9:22 AM  
Subject: PI Approval to access KAUST Core Laboratories  
To: [aisurya.puhan@incture.com](mailto:aisurya.puhan@incture.com)  
Cc: [clc@kaust.edu.sa](mailto:clc@kaust.edu.sa)

Dear team,

Please be advised that you have been approved to access the Core Laboratories facilities.  
Please complete the registration process by logging into the Core Laboratories RFS Management System and create a Badger account, if you have not done so.

You can submit a service request after your Badger account is approved by the system admin.

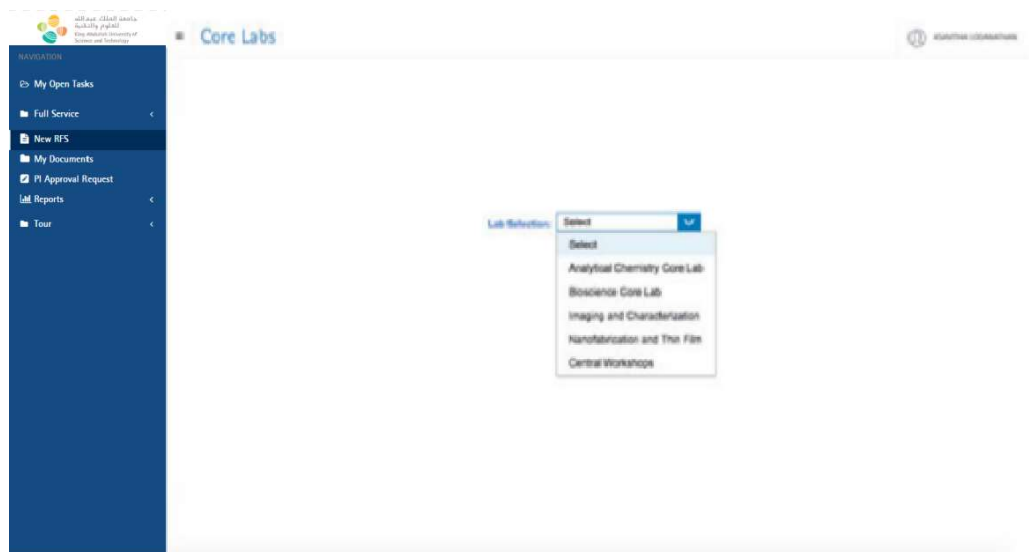
KAUST Core Labs Service Team  
Please login to KAUST Core Labs RFS System: <https://sthcibpdqg1.kaust.edu.sa:50001/dashboard/index.html>

---

This message and its contents including attachments are intended solely for the original recipient. If you are not the intended recipient or have received this message in error, please notify me immediately and delete this message from your computer system. Any unauthorized use or distribution is prohibited. Please consider the environment before printing this email.

### 3. Create New Request

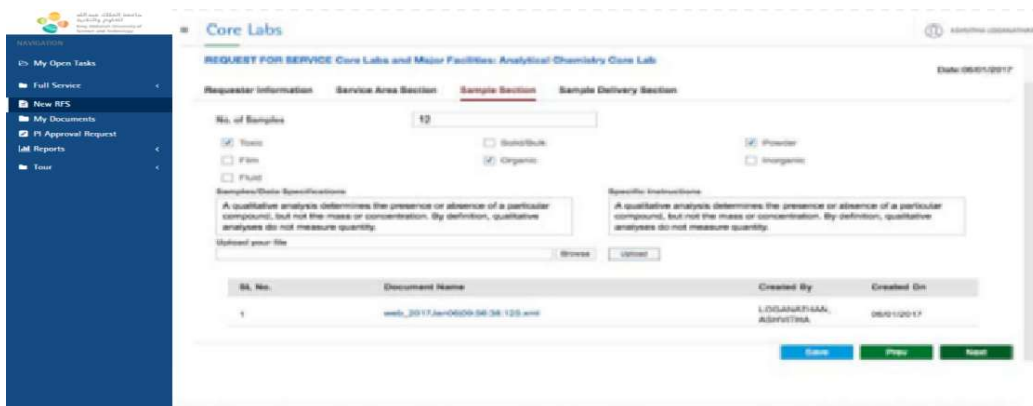
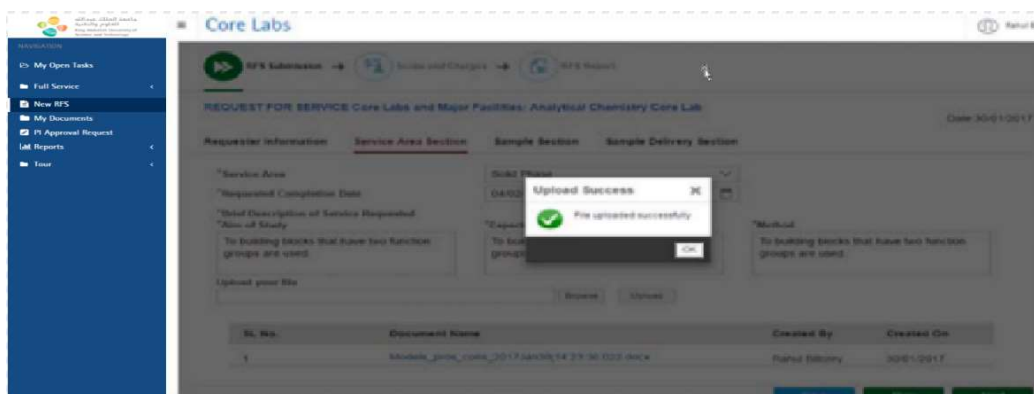
To create a new request, click on 'New RFS' in the navigation panel. Select the desired Core Lab, as shown in below screenshot.



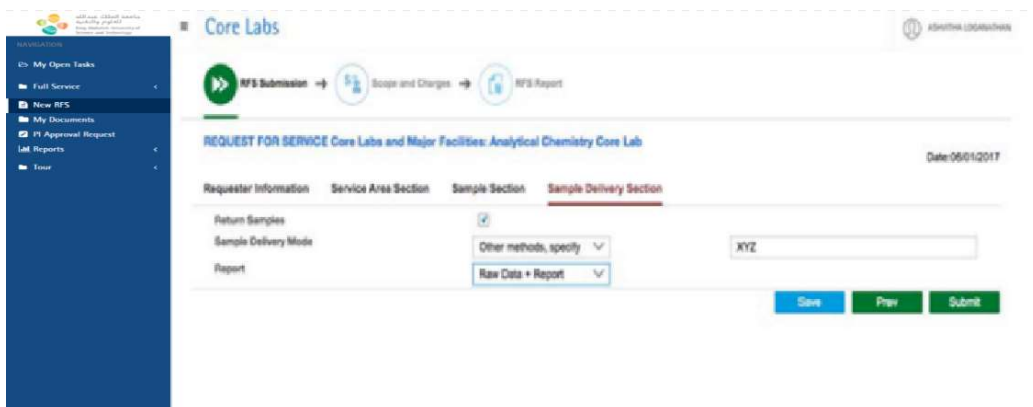
User needs to complete all mandatory sections in the request form. Please note, each labs may have different sections in their request form. Each section can be accessed by clicking each section title or 'Next' button.

The screenshot displays the 'REQUEST FOR SERVICE' form for the 'Analytical Chemistry Core Lab'. The form is titled 'REQUEST FOR SERVICE Core Labs and Major Facilities: Analytical Chemistry Core Lab' and includes a date field showing 'Date: 06/01/2017'. The form is divided into four main sections: 'Requester Information', 'Service Area Section', 'Sample Section', and 'Sample Delivery Section'. The 'Requester Information' section contains the following fields: 'First Name' (ASHEVITHA), 'Last Name' (LOGANATHAN), 'Type of Organization' (Industry), 'Position' (ASSOCIATE CONSULTANT), 'Organization Name' (ABC INDUSTRIES), 'Department' (IT), 'Telephone' (91-1234567890), 'Email' (ashevitha.12@indus.com), 'Authorized Person Name', and 'Authorized Person Email'. The 'Service Area Section' is currently selected. At the bottom of the form, there are three buttons: 'Save', 'Print', and 'Next'.

User can attach any files, if required. Upon successful upload of file User will get message as shown in the following screenshot.



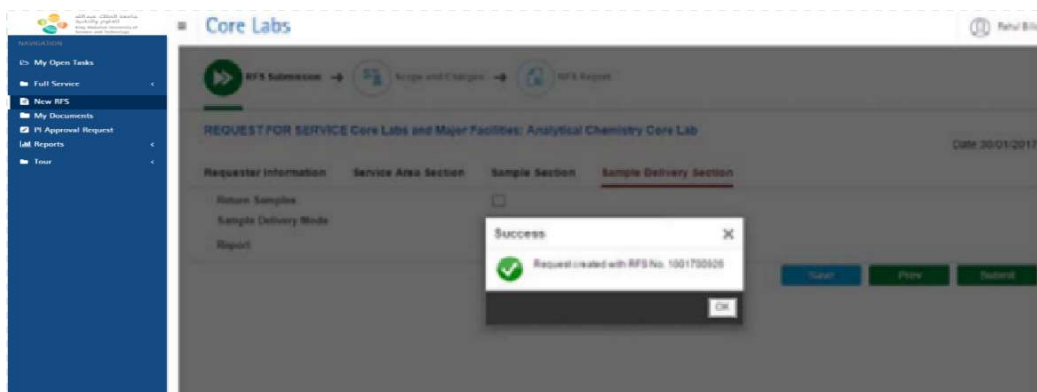
Fill in the details in Sample Delivery Section.



User can 'Save' or 'Submit' the RFS. A unique "RFS ID#" will be generated and shown in the message dialog on all successfully saved/submitted requests. In case of save, the draft RFS goes to 'My Open Task' where the User can complete and submit the RFS at a later time.

Upon successful submission of RFS, User will get the success message as shown in the following screenshot





At the same time, User will get a mail upon successful submission of RFS as shown in following screenshot.

From: <[kaust.eservices@kaust.edu.sa](mailto:kaust.eservices@kaust.edu.sa)>  
 Date: Wed, Jan 11, 2017 at 5:46 PM  
 Subject: RFS 1001700573 A new RFS request has been submitted  
 To: [aisurya.puhan@incture.com](mailto:aisurya.puhan@incture.com)

Dear Aisurya Puhan,

Thank you for your interest in KAUST Core Laboratories.

Your request has been forwarded to the relevant group for review.

Please allow 48 hours for your request to be actioned by the relevant Core Lab staff which will change the status of the request to "Scope and Charges Review".

If no response within this period, please contact [corelabs\\_services@kaust.edu.sa](mailto:corelabs_services@kaust.edu.sa) quoting the RFS ID in the Subject field.

KAUST Core Labs Service Team

Please login to KAUST Core Labs RFS System: <https://sthcibpdqq1.kaust.edu.sa:50001/dashboard/index.html>

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## 4. Sample/Design Upload Confirmation Task

From 'Task Title', User can check the status of the RFS. In 'My Open Task', the task status can be "Reserved" or "Ready". A task remains "Ready" as long as User has not opened the task. If task is opened (or claimed), then task status becomes "Reserved". A task status can be changed from "Reserved" to "Ready" by clicking on 'Release'.

In case of any document/pending information during processing the request at KAUST, end User will be notified via email and will get Sample/Design Upload Confirmation task in 'My Open Task'. User can upload the required documents in service area and sample delivery section after sending the samples to be analyzed to the relevant Core Lab and confirm it by clicking 'Sample/Design Upload Confirm' button.

## 5. Service Scope and Charges Acceptance Task

A Service Scope and Charges (SSC) proposal will be sent to User who will be notified via email, as shown in below screenshot.

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

**ACTION required RFS 1001700330: Service scope and charges proposal pending approval**

Inbox x

**kaust.eservices@kaust.edu.sa**

4:02 PM (3 minutes ago) ☆ ↶ ↷

to me, ACLinorganics..

Dear ASHVITHA LOGANATHAN,

A service scope and price estimate has been proposed by KAUST Core Laboratory in relation to your request.

Please log in to the system to access and accept/reject the proposal.

KAUST Core Labs Service Team

Please login to KAUST Core Labs RFS System: <https://sthoibpdq1.kaust.edu.sa:50001/dashboard/index.html>

This message and its contents including attachments are intended solely for the original recipient. If you are not the intended recipient or have received this message in error, please notify me immediately and delete this message from your computer system. Any unauthorized use or distribution is prohibited. Please consider the environment before printing this email.

People (2)

**kaust.eservices**

Add to circles

▾

Show details

User can view the SSC acceptance task from 'My Open Task', as shown in below screenshot.

| Request ID | Task Title   | Requester Name       | Created On | Status |
|------------|--|----------------------|------------|--------|
| 1001700330 | RFL RFS Process - Service Scope and Charges Acceptance Task with RFS #: 1001700330 | LOGANATHAN, ASHVITHA | 09/01/2017 | READY  |

User can Accept/Reject/Request Change in the SSC form by clicking on the corresponding button in the screen, as shown in below screenshot.

**Service Scope and Charges Form**

☒ Routine/Standard ☐ Advanced/Custom

Service scope agreed by the Requester and Core Lab:  
Samples identification  
e.g. Sample prep, Approval requirements.

Method used:  
Highlight early method development

Deliverables  
Analytical chemistry has been requested since the early stage of chemistry, providing methods for determining which elements and compounds are present in the object in question. During this period.

Sample(s) storage location and condition  
Analytical chemistry has been requested since the early stage of chemistry, providing methods for determining which elements and compounds are present in the object in question. During this period.

**Estimated Service Charge**

| Equipment                     | Quantity | Unit Price | UOM      | Sub Total |
|-------------------------------|----------|------------|----------|-----------|
| 1001700330_01                 | 5        | 80.00      | per hour | 400.0     |
| 1001700330_02                 | 5        | 15.00      | per hour | 75.0      |
| <b>Total Equipment Charge</b> |          |            |          | 475.0     |

| Samples or Consumables                      | Quantity | Unit Price | UOM | Sub Total |
|---|----------|------------|-----|-----------|
| 1001700330_03                               | 1        | 500.00     |     | 500.0     |
| <b>Total Samples and Consumables Charge</b> |          |            |     | 500.0     |

| Manpower                     | Hours | Unit Price | UOM      | Sub Total |
|------------------------------|-------|------------|----------|-----------|
| Analysis & Reporting         | 2     | 80.25      | per hour | 160.5     |
| Equipment set up             | 2     | 80.25      | per hour | 160.5     |
| Measurement                  | 2     | 80.25      | per hour | 160.5     |
| Request review               | 2     | 80.25      | per hour | 160.5     |
| Sample preparation           | 2     | 80.25      | per hour | 160.5     |
| <b>Total Manpower Charge</b> |       |            |          | 802.0     |

**Total Estimated Service Charge** 1000.00

\*Estimated completion date (EDC)  
Approved by Core Lab Director

User will get the message on successful acceptance of the SSC Form, as shown below.

The screenshot shows a 'Task Detail' form with a table of manpower costs. A 'Success' dialog box is overlaid on the form, indicating the task has been accepted. The dialog box contains a green checkmark, the word 'Accepted', and an 'OK' button. The form in the background includes a 'Manpower' table with columns for Item, Hours, Unit Price, UOM, and Subtotal. Below the table, there are fields for 'Total Manpower', 'Total Estimated', and 'Estimated completion date (ECD)'. At the bottom, there is a section for 'Comments History' and three buttons: 'Request Change', 'Reject', and 'Accept'.

| Item                 | Hours | Unit Price | UOM      | Subtotal |
|----------------------|-------|------------|----------|----------|
| Analysis & reporting | 85    | 30.00      | per hour | 2550.0   |
| Equipment set up     |       | 30.00      | per hour |          |
| Measurement          |       | 30.00      | per hour |          |
| Request review       |       | 30.00      | per hour |          |
| Sample preparation   |       | 30.00      | per hour |          |

Total Manpower: 2550.0  
Total Estimated: 2550.00  
Estimated completion date (ECD): 04/02/2017  
Approved by Core Lab Director: Ravi S. Srinivasan

I hereby accept the Service Scope and Charges and instruct the Core Laboratory to proceed with the analysis.

Request Change Reject Accept

Comments History

User must provide the comments in case of 'Request change' in SSC form. After the request is processed by the Core Labs Team, User will get an updated SSC Acceptance task.

After SSC is accepted by User, the Request is processed by the relevant Core Lab for report preparation.

## 6. Report Acceptance/Inquiry Task

Following the completion of service, a service report will be sent to User who will be notified via email, as shown in below screenshot.

From: <kaust.eservices@kaust.edu.sa>  
Date: Thu, Jan 12, 2017 at 11:51 AM  
Subject: ACTION required: RFS 1001700573 Service Report  
To: aisurya.puhan@incentre.com  
Cc: ACLinorganics.RFS@kaust.edu.sa

Dear Aisurya Puhan,

Service Report has been sent to your account. Please log in to review and accept the report.

KAUST Core Labs Service Team  
Please login to KAUST Core Labs RFS System: <https://sthcibpdggf1.kaust.edu.sa:50001/dashboard/index.html>

This message and its contents including attachments are intended solely for the original recipient. If you are not the intended recipient or have received this message in error, please notify me immediately and delete this message from your computer system. Any unauthorized use or distribution is prohibited. Please consider the environment before printing this email.

To review the report, User will need to click on Report Acceptance task in 'My Open Task', as shown in the following screenshot.

| Request ID | Task Title  | Requester Name       | Created On | Status |
|------------|---|----------------------|------------|--------|
| 1001700447 | KCL RFS-Process - Request Acceptance Task with RFS # 1001700447, Requester Name: LOGA | LOGANATHAN, ASHVITHA | 10/01/2017 | READY  |

User can inquire or accept the report by clicking the corresponding button, as shown below.

**Task Detail**

RFS#: 1001700447  
Status: Service Report Sent  
Date: 09/01/2017

RFS Submission → Scope and Charges → RFS Report

**Core Laboratory Full Service Report**

RFS Number: 1001700447 Report Number: 2001700447  
Prepared by: Rahul Bilorey

**Requester Details**

First Name: ASHVITHA Last Name: LOGANATHAN  
KAUST ID: ashvitha.i Department: IT  
Telephone: 91-1234567890 Email: ashvitha.i@kaust.edu.sa  
Organization Name: ABC INDUSTRIES Country: India  
Address: NO.51,5TH CROSS,M.G.ROAD PostCode: 560234  
KAUST Customer Account Number: 0010040010

**Service Summary**

Number of samples: 12

**Samples/data specifications**  
Analytical chemistry has been important since the early days of chemistry, providing methods for determining which elements and chemicals are present in the object in question. During this period significant contributions to analytical chemistry include the

**Service scope**  
Analytical chemistry has been important since the early days of chemistry, providing methods for determining which elements and chemicals are present in the object in question. During this period significant contributions to analytical chemistry include the

**Samples**  
Analytical chemistry has been important since the early days of chemistry, providing methods for determining which elements and chemicals are present in the object in question. During this period significant contributions to analytical chemistry include the

**Summary of Analytical Method**  
Analytical chemistry has been important since the early days of chemistry, providing methods for determining which elements and chemicals are present in the object in question. During this period significant contributions to analytical chemistry include the

**Results**  
Analytical chemistry has been important since the early days of chemistry, providing methods for determining which elements and chemicals are present in the object in question. During this period significant contributions to analytical chemistry include the

**Upload any necessary documents**  
Browse Upload

| SL No. | Document Name                     | Created By    | Created On |
|--------|-----------------------------------|---------------|------------|
| 1      | index_2017Jan10/09-05:59:423.html | Rahul Bilorey | 10/01/2017 |

Approved by Core Lab Director: Rahul Bilorey

**Result Acceptance by Requester**

Comments:

Disclaimer: This report requires the Requestor's acceptance. If the Requestor does not respond within 7 days following the receipt of this report, the report is deemed satisfactory and, hence, final.

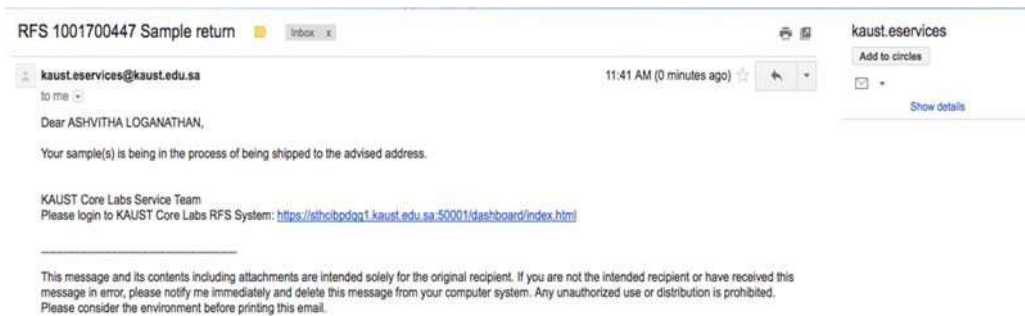
**Inquiry** **Accept**

**Comments History**

| SL No.  | Comments | Created By | Created On |
|---------|----------|------------|------------|
| No data |          |            |            |

If Inquiry is selected, User will need to describe the questions with respect to the report in the comments box. The lab will respond and update the Service Report, if required and User will click 'Accept' button to proceed to the next stage.

If User has selected to return the samples while creating RFS, he will get notified via email about the sample return process, as shown below.



## 7. Service Quality Rating

Core Labs would appreciate your view on the service provided to help us improve our services.

After accepting Service Report, User is required to rate the quality of service (Excellent, Good, Average or Poor). A comment box is provided for further details. Click 'Submit' to close the RFS.

### Requester feedback

#### Service Quality Rating

☒ Excellent
 ☐ Good
 ☐ Average
 ☐ Poor

#### Comments

## 8. My Documents

User can upload any documents, either research or business related, in 'My Documents' as shown below.



## 9. Report/Dashboard

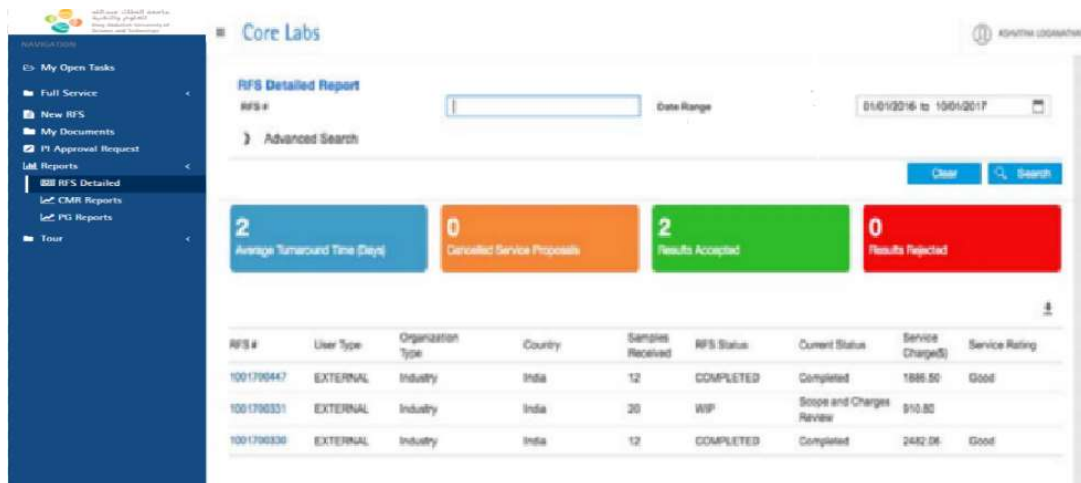
### RFS Detailed

This feature allows User to have an overview of all submitted requests. It also allows for viewing or downloading related documents including RFS forms, Service Reports and approval records.

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

User 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'.

By default, the "Date Range" is three months.



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



User can download the reports (all the 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.

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

| Requester Information       |                                     |
|-----------------------------|-------------------------------------|
| First Name:                 | ASHVITHA                            |
| Last Name:                  | LOGANATHAN                          |
| KAUST ID:                   | ashvitha.1                          |
| Telephone:                  | 91-1234567890                       |
| Email ID:                   | ashvitha.1@ncure.com                |
| Department:                 | IT                                  |
| Mobile:                     |                                     |
| Pocket ID:                  |                                     |
| Organization Type:          | Industry                            |
| Organization Name:          | ABC INDUSTRIES                      |
| KAUST A/C Number:           | 0010040010                          |
| Post Code:                  | 560234                              |
| Country:                    | India                               |
| KAUST Research Park Tenant: | <input type="checkbox"/>            |
| Position:                   | ASSOCIATE CONSULTANT                |
| Authorized Person Name:     |                                     |
| Address:                    | NO 51,5TH CROSS,M.G.ROAD, BANGALORE |
| Authorized Person Email:    |                                     |

| Principal Investigator Information |            |
|------------------------------------|------------|
| PI Name:                           | KAUST ID:  |
| Email ID:                          | Telephone: |

## 10. Contact Us

For service-related queries, please contact [corelabs.services@kaust.edu.sa](mailto:corelabs.services@kaust.edu.sa)