



King Abdullah University
of Science and Technology



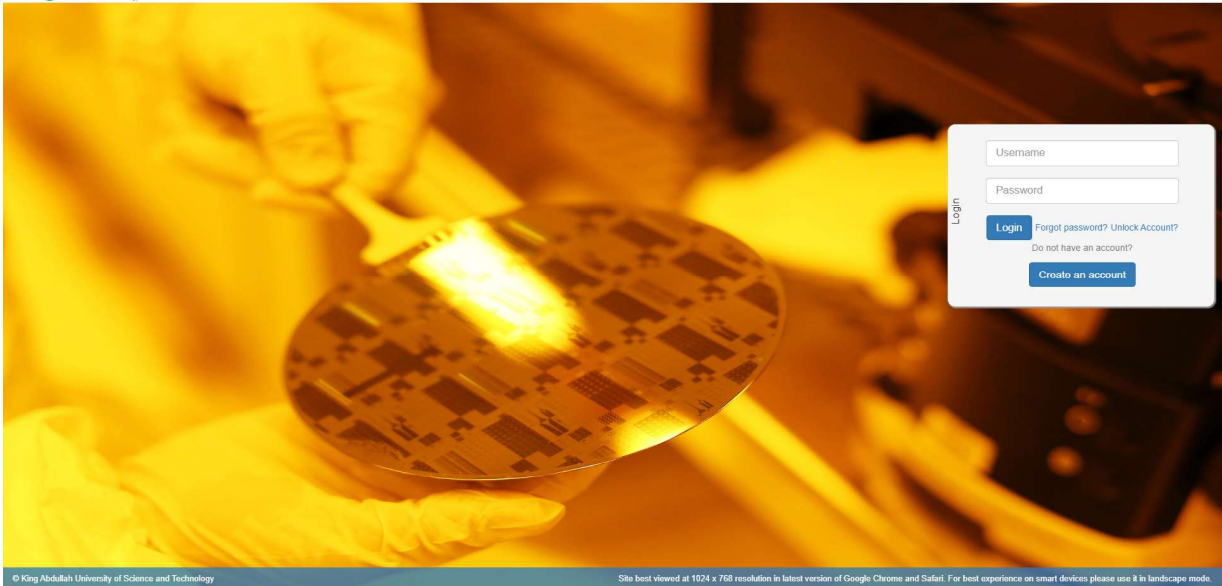
Core Labs

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KAUST Core Labs RFS User Manual

For Research Park Tenant (RPT) 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

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Reviewers

Name	Position
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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
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21-Feb-17	Lisa Baracco	V2.1	Format review
9-Jun-20	Haider Syed	V2.2	Content update

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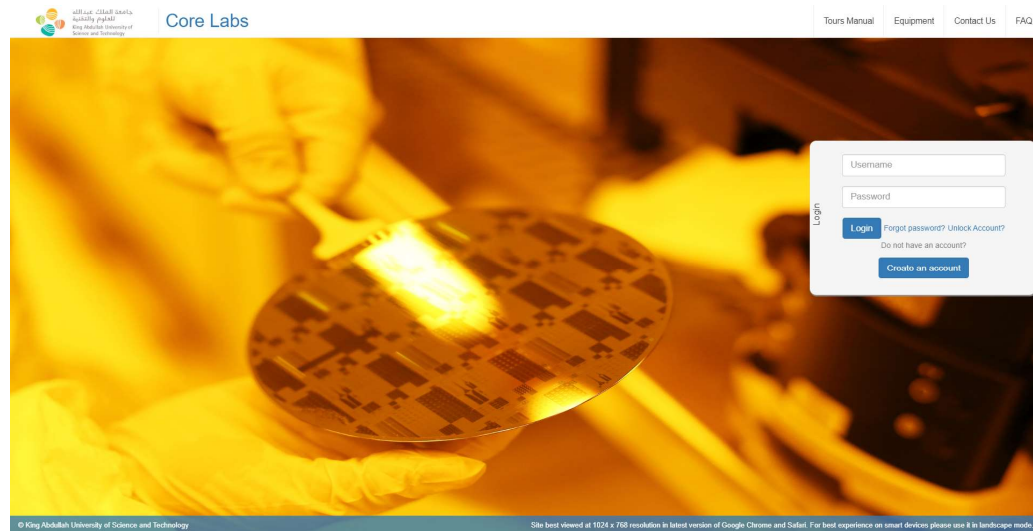
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1. Account Creation and Login Processes

Please use Google Chrome, Firefox Mozilla or Safari to access the RFS system, and do not use Internet Explorer.

To access the system, please visit the Core Labs website:

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



To create an account, click on 'Create an account' button. Registration window will pop up as shown below. The User needs to fill all the mandatory fields.

Note: Fields marked with Asterisk () are mandatory.*

User must tick the option "Are you KAUST Research Park Tenant?" as shown in the below screenshot.

The screenshot displays a 'Registration' form with the following fields and values: First Name (Darshna), Last Name (Rekha), Type of Organization (Industry), Position (Consultant), Organization Name (ABC), Department (Information Technology), Telephone (1234567890), Country (United Nations), Post Code (22222222), Address (8527 Bow Ridge Rd, Mount Prospect, IL 60056), and Email (darshana.rekha@picture.com). The checkbox 'Are you KAUST Research Park Tenant?' is checked. A note below the email field states: 'Only valid organization email allowed. No generic emails accepted e.g. Gmail, Yahoo, Hotmail, etc.'. At the bottom, there is a Captcha field with the text '7xerHC5' and a Register button.

After clicking the 'Register' button a message advising successful registration will pop up, as shown in below screenshot.

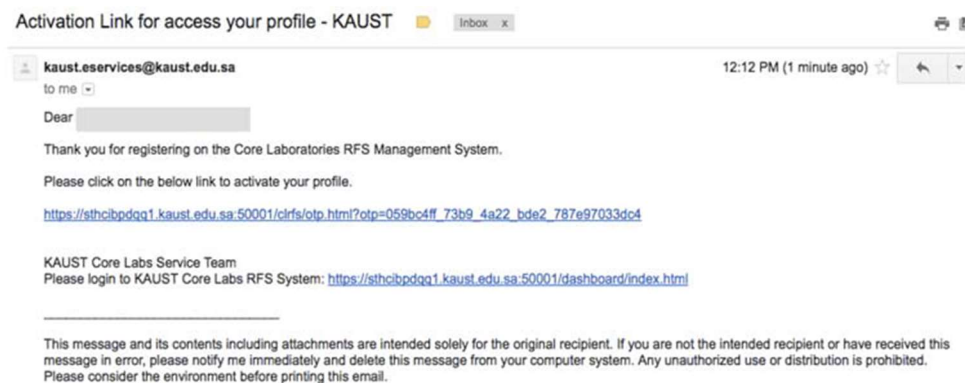
<https://corelabs.kaust.edu.sa>

The image shows a web registration form titled "Registration". The form fields include:

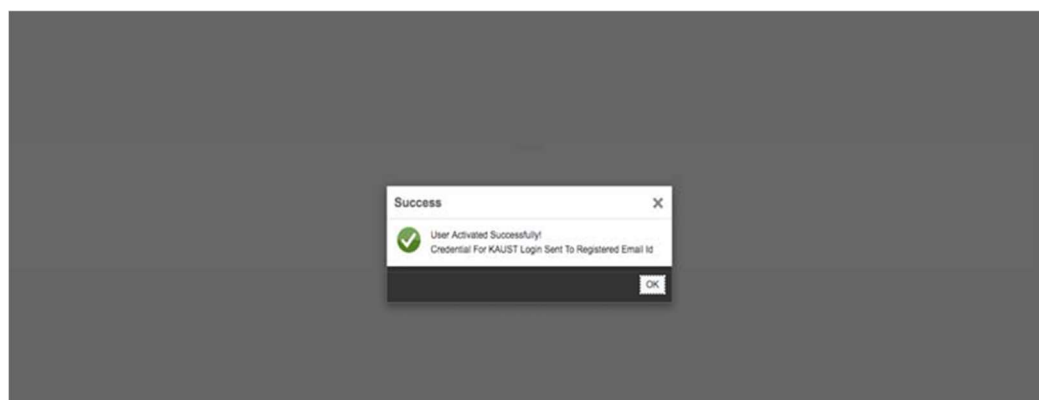
- *Country: Argentina (dropdown)
- *Address: #23 rd Street
- *Email: marogna.k@ecture.com
- *Authorized person Information: (checkbox) Check this box if you are NOT authorized person's of organization's authorized person's of organization. (Please provide your authorized person's name and email address.)
- *Captcha: A captcha image showing the characters "u u T B P k" and a text input field below it.

 A "Success" modal dialog is overlaid on the form, displaying a green checkmark and the message: "Registration successful Please login using the registered email to activate your account". The modal has an "OK" button.

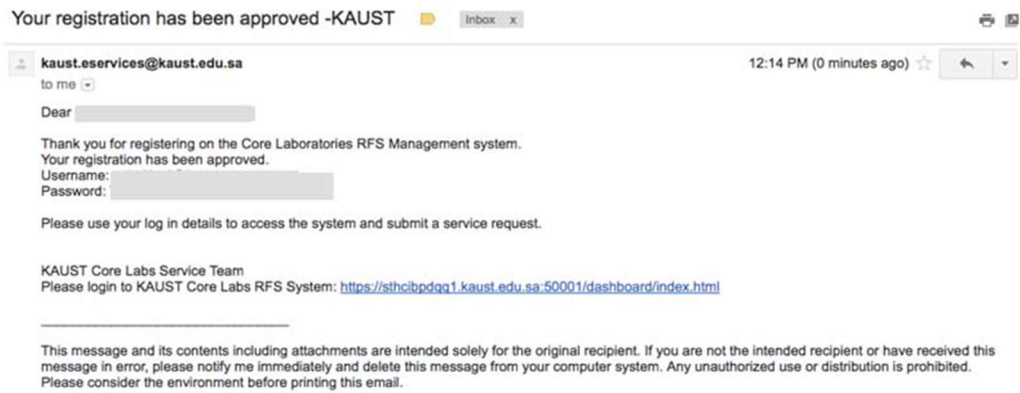
User will also receive an activation link via mail as shown below.



User must click on the provided link in the email to activate the profile, after which he/she will receive the below message upon successful activation of the profile.

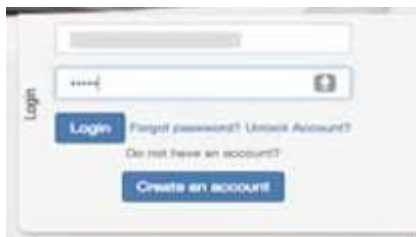


Upon successful activation of the profile, User will receive Username and Password on the registered mail ID.



Login to the site with provided Username and Password.

User have the option to reset password and unlock account in case of forgotten password.



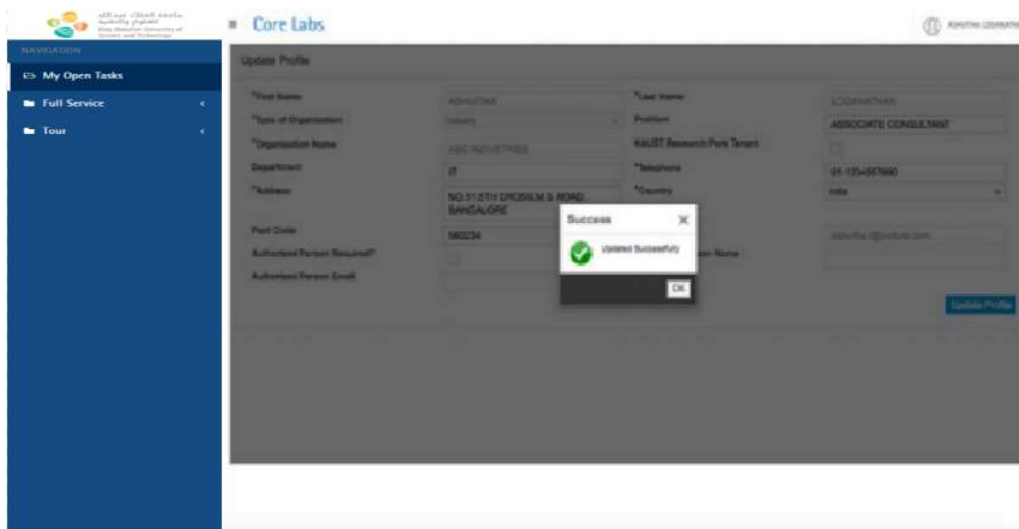
If you have a PI role, you need to create an account, using your company's email address, to be able to create new request.

2. Profile Update and Password Change

User can update their profile by clicking on Username, refer to the highlighted section in below screen, and on 'My Profile' to update the profile details.

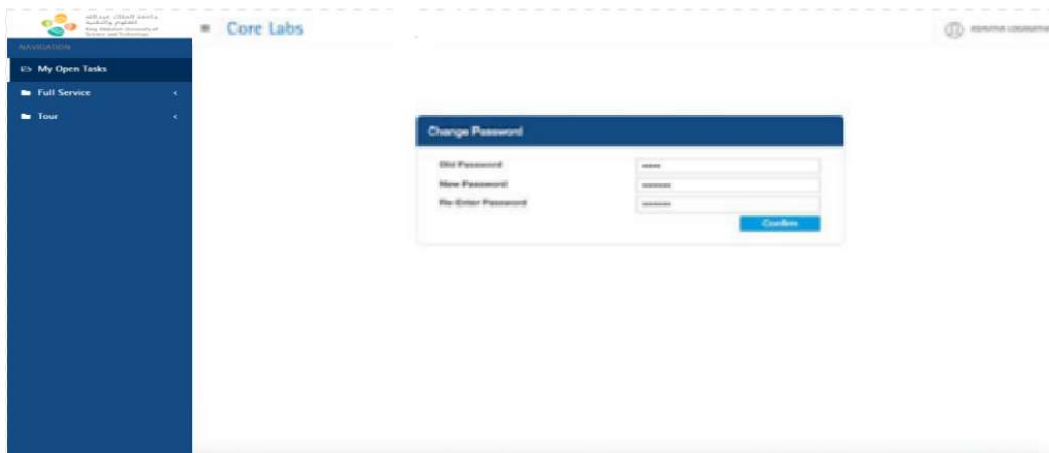


Upon successful update, User will get a message as shown in the below screenshot.

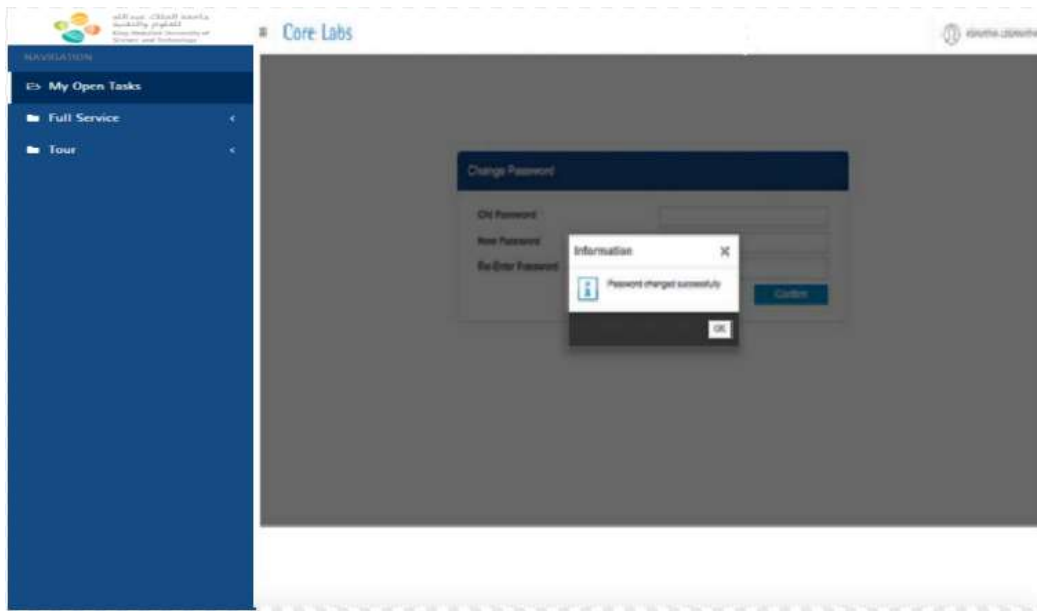


Note: only editable fields can be updated.

To change password, click on 'Change Password'. User can enter new password (AlphaNumeric Characters).

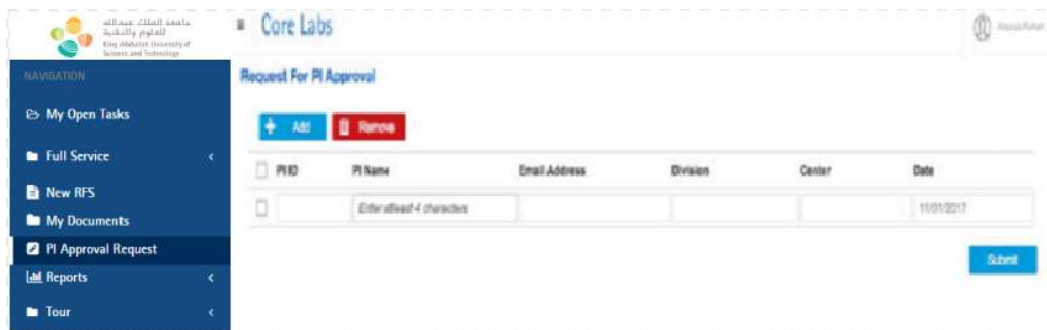


Upon successful update, User will receive a message as shown in the below screenshot.



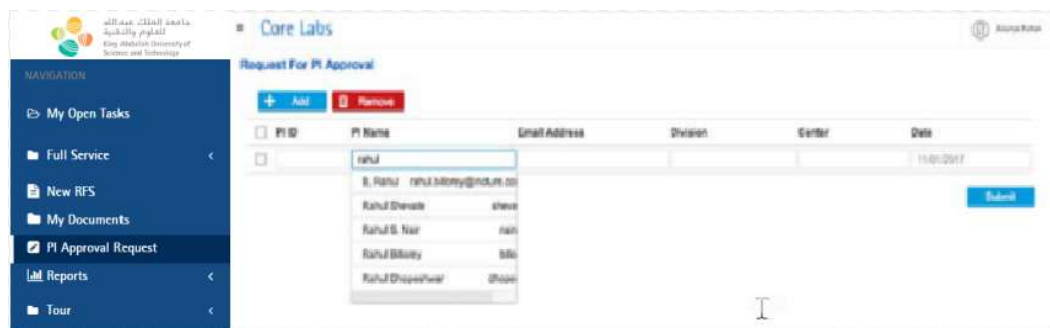
3. Principal Investigator Approval

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

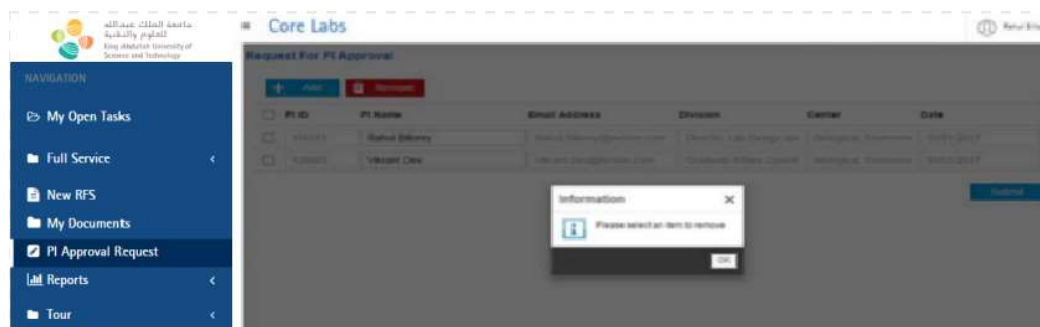


Note: PI Approval is required for first time user only, for one PI. For RPT user, certain PIs and Pocket IDs have been assigned to individual companies. You can request approval to other PI from KAUST if the request is related to a specific project funded by KAUST. A request related to WEP funded by a KAUST PI is an example. In this case, you will need to select the correct Pocket ID for the project when submitting a request.

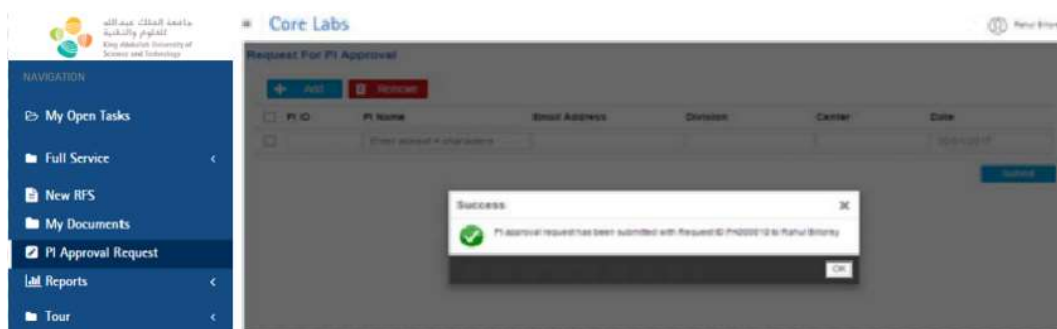
You can search a PI from the database by typing at least 4 characters in the 'PI Name' field and 'Submit', as per following screen.



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.



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



The User will be notified via email on PI approval request as shown in the following screen shot.

From: <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@inlcture.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://sthcibpdgg1.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>
Date: Wed, Jan 11, 2017 at 5:57 PM
Subject: PI Approval request approved - KAUST Core Laboratories
To: aisurya.puhan@inlcture.com
Cc: 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://sthcibpdgg1.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>
Date: Sat, Jan 14, 2017 at 9:22 AM
Subject: PI Approval to access KAUST Core Laboratories
To: aisurya.puhan@inlcture.com
Cc: 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.

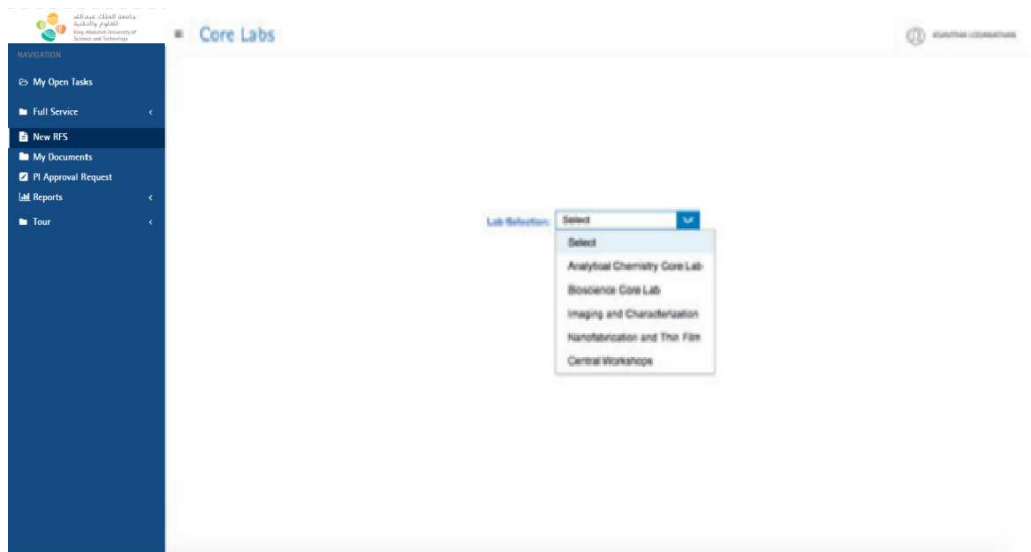
You can submit a service request after your Badger account is approved by the system admin.

KAUST Core Labs Service Team
Please login to KAUST Core Labs RFS System: <https://sthcibpdgg1.kaust.edu.sa:50001/dashboard/index.html>

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4. Create New Request

To create a new request, click on 'New RFS' in the navigation panel and select the relevant Core Lab, as shown in the 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 divided into four sections: 'Requester Information', 'Service Area Section', 'Sample Section', and 'Sample Delivery Section'. The 'Requester Information' section is currently active and contains the following fields:

Requester Information	
*First Name	ASHVITHA
*Last Name	LOGANATHAN
*Type of Organization	Industry
*Organization Name	ABC INDUSTRIES
*Telephone	91-1234567890
*Position	ASSOCIATE CONSULTANT
*Department	IT
*Email	ashvitha@industries.com
Authorized Person Name	
KAUST Customer Account No.	

At the bottom right 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 receive a message as shown in below screenshot.

Core Labs

RFS Submission → Scope and Charges → RFS Report

REQUEST FOR SERVICE Core Labs and Major Facilities: Analytical Chemistry Core Lab

Date: 30/9/2017

Requester Information Service Area Section Sample Section Sample Delivery Section

*Service Area

*Requested Completion Date

*Brief Description of Service Requested

*Area of Study

To building blocks that have two function groups and used

Upload your file

Upload Success

File uploaded successfully

OK

Sl. No.	Document Name	Created By	Created On
1	Sample_group_core_2017-09-30-14-29-30-022.docx	Rafal Tiborny	30/9/2017

Save Draft Next

Core Labs

RFS Submission → Scope and Charges → RFS Report

REQUEST FOR SERVICE Core Labs and Major Facilities: Analytical Chemistry Core Lab

Date: 06/01/2017

Requester Information Service Area Section Sample Section Sample Delivery Section

No. of Samples: 12

☒ Toxic ☐ Substrate ☒ Powder

☐ Film ☒ Organic ☐ Inorganic

☐ Fluid

Sample/Date Specifications

A qualitative analysis determines the presence or absence of a particular compound, but not the mass or concentration. By definition, qualitative analyses do not measure quantity.

Upload your file

Specific Instructions

A qualitative analysis determines the presence or absence of a particular compound, but not the mass or concentration. By definition, qualitative analyses do not measure quantity.

Sl. No.	Document Name	Created By	Created On
1	web_2017-01-06-09-36-38-125.pdf	LOUISIANA, ALBERTINA	06/01/2017

Save Prep Next

Fill in the details in Sample Delivery Section.

Core Labs

RFS Submission → Scope and Charges → RFS Report

REQUEST FOR SERVICE Core Labs and Major Facilities: Analytical Chemistry Core Lab

Date: 06/01/2017

Requester Information Service Area Section Sample Section Sample Delivery Section

Return Samples: ☒

Sample Delivery Mode: Other methods, specify

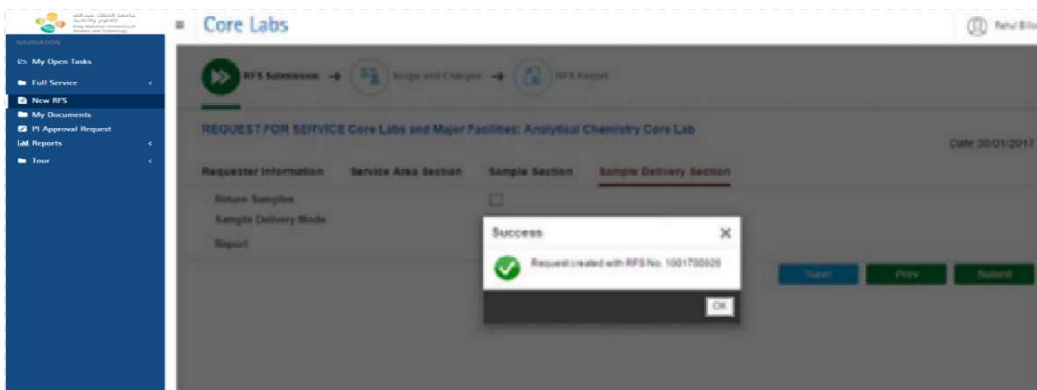
Report: Raw Data + Report

XYZ

Save Prep Submit

User can 'Save' or 'Submit' the RFS form. 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 below 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>
 Date: Wed, Jan 11, 2017 at 5:46 PM
 Subject: RFS 1001700573 A new RFS request has been submitted
 To: aisurya.puhan@inature.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 quoting the RFS ID in the Subject field.

KAUST Core Labs Service Team
 Please login to KAUST Core Labs RFS System: <https://sthoibpdqg1.kaust.edu.sa:50001/dashboard/index.html>

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5. Account Verification - Document Upload Confirmation Task

If any document is required for Account Verification (first time only), User will get a notification via mail and a task in 'My Open Task'.

Request ID	Task Title	Requester Name	Created On	Status
1001700573	RFS RFS Process - Account Verification - Document Upload Confirmation Task with RFS # 1001700573	sathu, Brindar	11/01/2017	READY

User has to upload the necessary document and confirm by submitting the task. When the document are verified by the Master Admin, Lab team will process the RFS request.

Task Detail

RFS#: 1001700175 Date: 23/01/2017
 Status: Pending Account Verification

RFS Submission →
 Scope and Charges →
 RFS Report

REQUEST FOR SERVICE Core Labs and Major Facilities : Analytical Chemistry Core Lab

Requester Information Service Area Section Sample Section Sample Delivery Section

Return Samples ☒
 Sample Delivery Mode
 Report

Comments History

SL No.	Comments	Created By	Created On
1	xxxx	Rahul Bilorey	02/02/2017

In 'My Open Task', from the Task Title, User can check the task name.

Core Labs

Open Tasks (1)

Request ID	Task Title	Requester Name	Created On	Status
1001700034	ALL RFS Process - Service Scope and Charges Review Task with RFS #: 1001700034, Request...	Rahul Bilorey	22/01/2017	READY

Task status can be "Reserved" or "Ready". The 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'.

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

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

Task Detail

Status: Pending Scope and Charges Approval Date: 11/01/2017

RFS Submission →
 Scope and Charges →
 RFS Report

6. 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.

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

Inbox x



People (2)

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://sthoibpqq1.kaust.edu.sa:50001/dashboard/index.html>

kaust.eservices

Add to circles



Show details

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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	RFS Process - Service Scope and Charges Acceptance Task with RFS # 1001700330	LOGANATHAN, Ashvitha	09/11/2017	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

Service Scope

Estimated Service Charge

Equipment	Quantity	Unit Price	UOM	Sub Total
Standard-CP-2_jar	5	40.00	per hour	200.0
Standard-CP-2_jar	5	15.00	per hour	75.0
Total Equipment Charge				275.0

Samples/Consumables	Quantity	Unit Price	UOM	Sub Total
1000 L-10-10-10-10-10	1	500.00	per hour	500.0
Total Samples and Consumables Charge				500.0

Management	Hour	Unit Price	UOM	Subtotal
Analysis & reporting	5	50.00	per hour	250.0
Equipment set up	5	50.00	per hour	250.0
Measurement	2	50.00	per hour	100.0
Request receipt	2	50.00	per hour	100.0
Sample preparation	2	50.00	per hour	100.0
Total Management Charge				800.0

Total Estimated Service Charge

1575.00

*Estimated completion date (EOD)

Approved by Core Lab Director

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

The screenshot displays the 'Task Detail' form. At the top, it shows 'Total Samples and Consumables Charge' as 0.0. Below this is a 'Manpower' section with a table listing tasks and their costs:

Item	Hours	Unit Price	UOM	Subtotal
Analysis & reporting	80	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	

Below the table, 'Total Manpower' is 2550.0 and '*Total Estimate' is 2550.00. The 'Estimated completion date (ECD)' is 04/02/20. The 'Approved by Core Lab Director' field shows 'Rahul Sharma'. A success message overlay reads 'Success Accepted' with a green checkmark and an 'OK' button. At the bottom, there is a statement: 'I hereby accept the Service Scope and Charges and instruct the Core Laboratory to proceed with the analysis.' and three buttons: 'Request Change' (blue), 'Reject' (red), and 'Accept' (green). A 'Comments History' section is at the very bottom.

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 SSC goes to the PI. After PI acceptance, the Request is processed by the relevant Core Lab for report preparation.

7. 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.

8. 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@incture.com
Cc: ACLinorganics.RFS@kaust.edu.sa

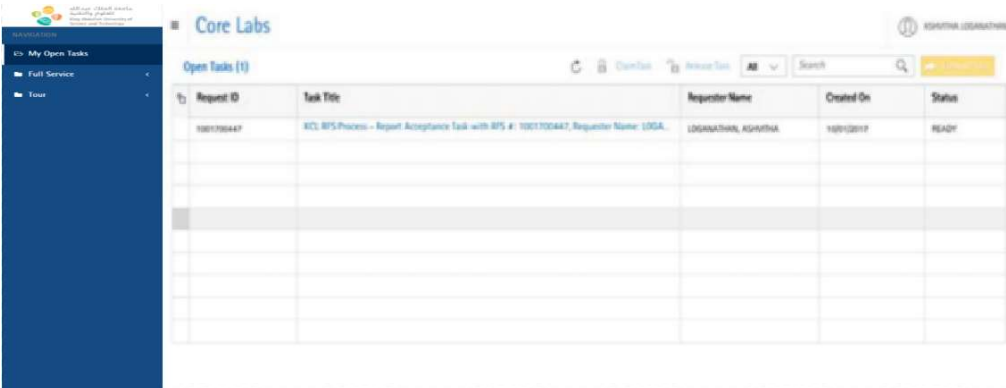
Dear Aisurya Puhan,

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://sthcibpdqg1.kaust.edu.sa:50001/dashboard/index.html>

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



The screenshot shows the 'Core Labs' dashboard with a sidebar menu on the left containing 'My Open Tasks', 'Full Service', and 'Tools'. The main content area is titled 'Open Tasks (1)' and contains a table with the following data:

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

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

Task Detail

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

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@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.

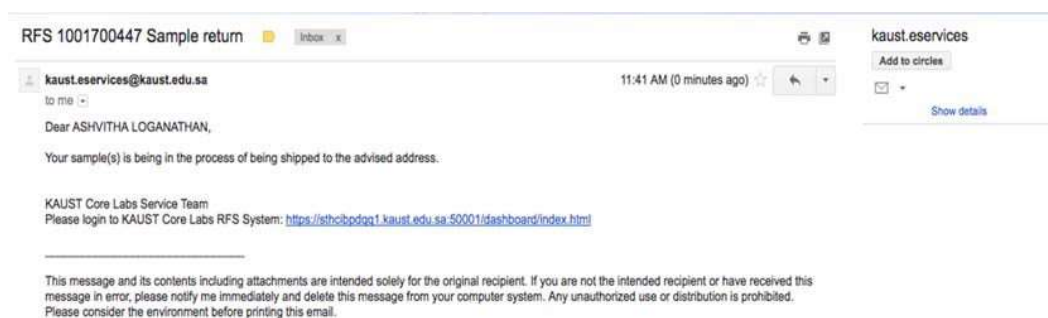
Inquiry **Accept**

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/she will get notified via email about the sample return process, as shown below.



9. 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). An optional comment box is available to provide further details. Click 'Submit' to close the RFS.

Requester feedback

Service Quality Rating

☒ Excellent ☐ Good ☐ Average ☐ Poor

Comments

10. My Documents

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

SL No.	Document Name	Created By	Created On
1	index_2017Jan06(11:12:43:033).html	LOISANNTYNN.ASHVATHIA	Jan 06, 2017

11. Reports/Dashboard

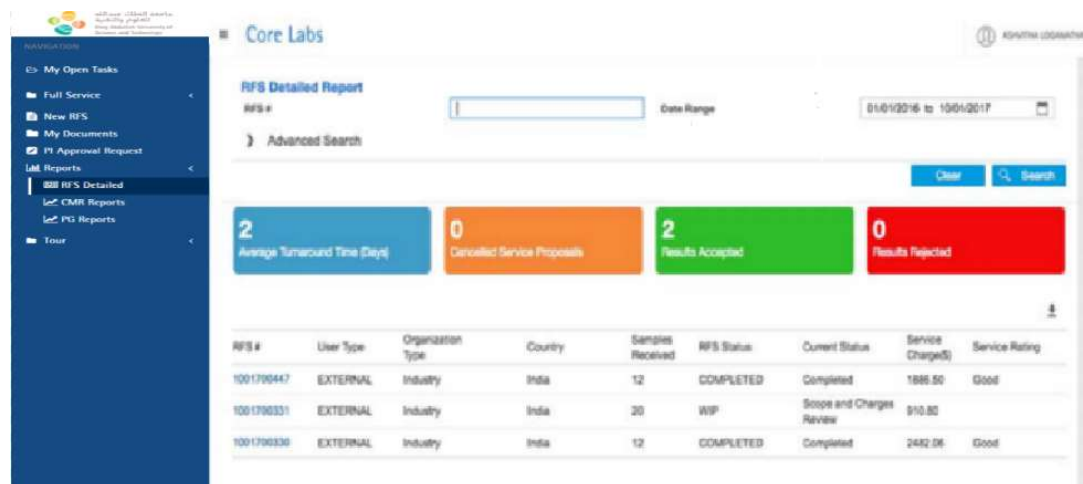
RFS Detailed

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.

RFS #	User Type	Organization Type	Country	Samples Received	RFS Status	Current Status	Service Charge(\$)	Service Rating
No Data								

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.

12. Contact Us

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