Duke Human Vaccine Institute
RBL: Virology Unit

Submitting a New Request

We are using the CoreResearch@Duke shared resource management system (coreresearch.duke.edu) that has been developed for all shared resource core labs at Duke. All work done for Duke facility users will be requested and billed through this system. Please follow the steps below to request work to be performed by our facility:

1. If not done previously, please **have your PI or PI Delegate log into the system to link you as a user of their fund codes**. Contact Joe Rusnak (joseph.m.rusnak@dm.duke.edu) for help with this quick process.
2. **Login** to the system using your netID. (***You may not be able to login into the system if step 1 has not been completed.)
3. Select the '**Manage Service Requests**' Tramstop from the 'Request For Service' Tramline (Green).
4. Click on "**Add New Request**" from the operations bar at the top.
5. Service Request Tab**:** fill out any necessary fields or selections. Mandatory fields are highlighted yellow.
    a. Title: Please include your last name and your PI's last name in the title (ie. Smith/Jones Influenza MicroNeutralization Assays)
    b. Core: Select **D-0031** DHVI RBL:Virology facility from the list that comes up and then click '**Select & Continue**' from the operations bar. (*****NOTE:** If nothing appears in the list, click the "OK" button next to the blank search field at the right.)
    c. Project ID: The "Project ID" is not the same as Fund Code. You may use your Fund Code to lookup your Project ID. Click on the magnifying glass next to the data field. In the new window that comes up, type your 7-digit Duke fund code into the search box (no dashes) and Click "**OK**". Select your fund code and click '**Select & Continue**'. If your fund code does not appear in this list, ensure your PI has authorized/linked you to the code in Core Research (see #1 above).
6. Billing Info Tab:
    a. Membership: Click magnifying glass, select **Duke**, click **Select & Continue**
7. Click '**Save'**. Another box will appear at the bottom with Services Requested tab.
    a. Click **Add New**
    b. From the list that appears, select the service(s) requested
    c. Click **Select & Return**
    d. Update quantity
    e. Click **Save**
8. On Attachments tab, please upload a list of sample IDs.
9. Any other pertinent information can be communicated in the Service Description tab.
10. Click '**Save**.'
11. Click '**Submit For Review**.' (Submission will not be allowed if form hasn't been saved.)

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