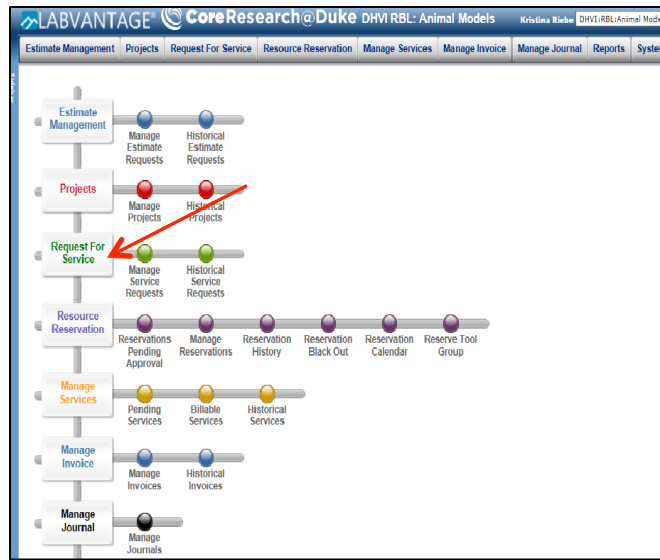


## Submitting a New Service Request

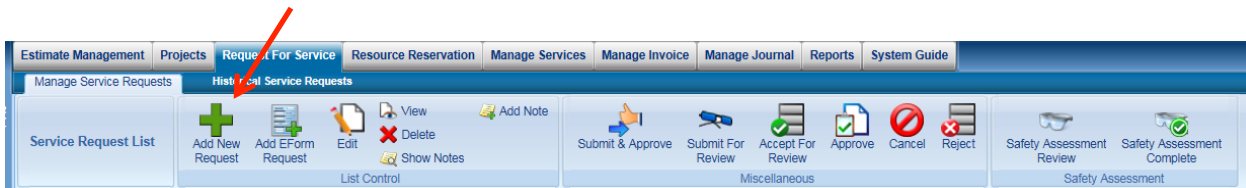
We are using the CoreResearch@Duke shared resource management system ([coreresearch.duke.edu](http://coreresearch.duke.edu)) that has been developed for all shared resource core labs at Duke. All work performed in the Duke RBL will be requested and billed (if applicable) through this system.

Please follow steps below to request any level of animal work to be performed in the Duke RBL (aka GHRB; Global Health Research Building):

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 (i.e. projects)**. Contact Joe Rusnak ([joseph.m.rusnak@dm.duke.edu](mailto:joseph.m.rusnak@dm.duke.edu)) for help with this quick process.
2. **Log in** to the system using your NetID. (\*\*You may not be able to login into the system if step 1 has not been done.)
3. Select the **“Manage Service Requests”** Tramstop from the green **“Request For Service”** Tramline..



4. Click on **“Add New Request”** from the operations bar at the top.

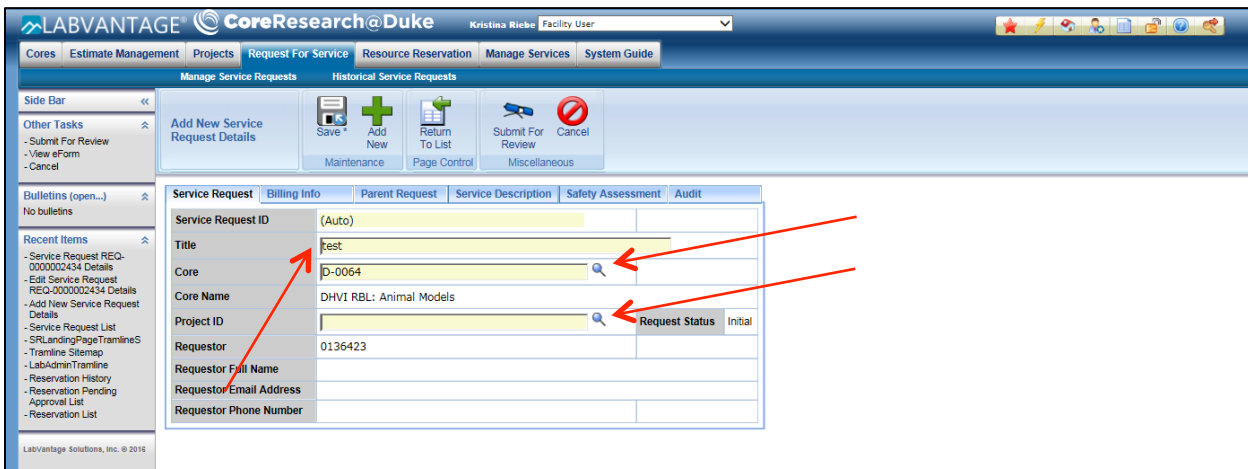


**Kris Riebe, BSA, LATg, RAC**  
RBL Research Animal Coordinator

GHRB 1027 | Box 103020 | 909 S. La Salle St. | Durham, NC 27705  
919.681.2940 Office | 919.684.3280 Lab | 919.681.1678 Fax  
[kristina.riebe@duke.edu](mailto:kristina.riebe@duke.edu)

## Duke RBL: Animal Support

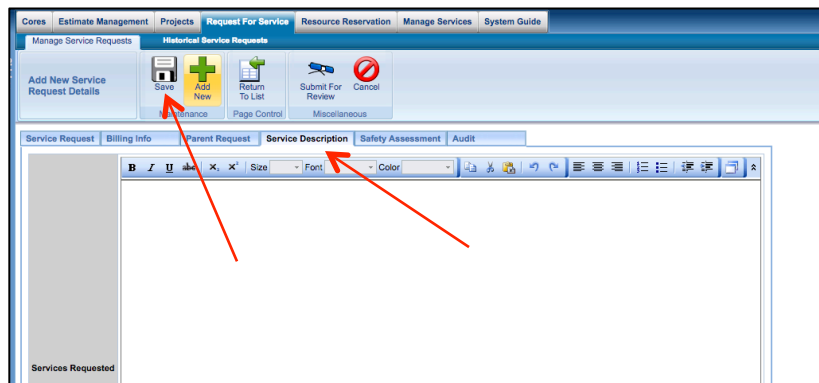
5. A New Window will appear with a number of tabs across the top. The Magnifying glass icon will open selection windows.
  - a. **Service Request Tab:** Fill out any necessary fields or selections. Mandatory fields are **yellow**.
    - i. **Title:** Please include your last name, and your PI's last name, Animal Species and Pathogen in the title (i.e. Smith/Jones Mouse Zika)
    - ii. **Core:** Select **D-0064 DHVI RBL: Animal Models** 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.)
    - iii. **Project ID:** The "Project ID" is not a Fund Code, rather a link to a Fund Code or PO. 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 or PI delegate (business manager) has authorized/linked you to the code in Core Research (see #1 above). Individual Core Staff cannot make this link.



The screenshot shows the 'Service Request' form in the LABVANTAGE CoreResearch@Duke system. The form fields are highlighted in yellow. Red arrows point to the 'Title' field, the 'Core' dropdown menu, and the 'Project ID' field.

Field	Value
Service Request ID	(Auto)
Title	test
Core	D-0064
Core Name	DHVI RBL: Animal Models
Project ID	
Requestor	0136423
Requestor Full Name	
Requestor Email Address	
Requestor Phone Number	

- b. **Go To Billing Info Tab:**
  - i. **Membership:** Click magnifying glass, select **Duke**, click **Select & Continue**
  - ii. Click **"Save"** on the operations bar at the top.
- c. **Go To Service Description Tab:**
  - i. Enter a brief description of your needs and be sure to complete the Request Form and attached (see below). Click **"Save"** on the operations bar at the top. Return to the Service Request Tab. New Tabs will appear at the bottom of the Request Screen



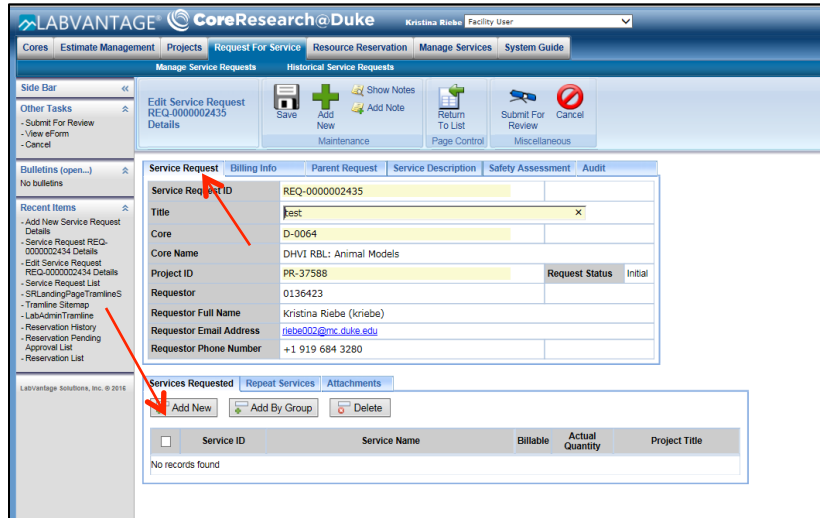
The screenshot shows the 'Service Description' tab in the LABVANTAGE CoreResearch@Duke system. Red arrows point to the 'Save' button and the text area.

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 kristina.riebe@duke.edu

## Duke RBL: Animal Support

6. **OPTIONAL: Service Request / Services Requested** tab (lower window).
  - i. Click **Add New**
  - ii. From the list that appears, select the service(s) requested
  - iii. If you are not sure, pick RBL Staff Support and WE will fill in the services based on the uploaded *Animal Request Form AND Service Description*.
  - iv. Click **Select & Return**
  - v. Update quantity (if applicable)
  - vi. Click **Save**



**LABVANTAGE CoreResearch@Duke** Kristina Riebe Facility User

Manage Service Requests | Historical Service Requests

Service Request: REQ-000002435

Service Request ID: REQ-000002435

Title: test

Core: D-0064

Core Name: DHVI RBL: Animal Models

Project ID: PR-37588

Requestor: 0136423

Requestor Full Name: Kristina Riebe (kriebe)

Requestor Email Address: riebe002@mc.duke.edu

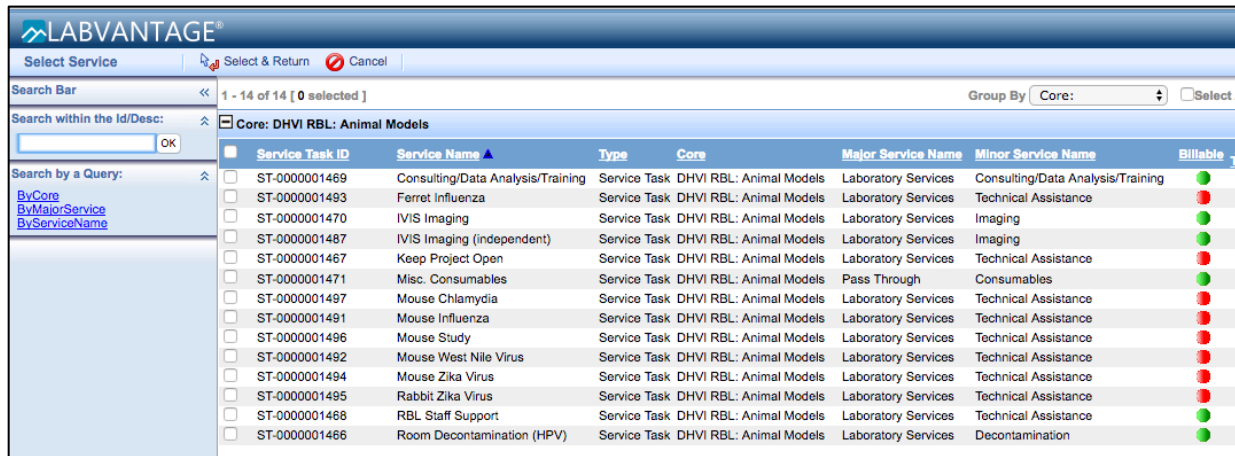
Requestor Phone Number: +1 919 684 3280

Request Status: Initial

Services Requested: Repeat Services | Attachments

Add New | Add By Group | Delete

Service ID	Service Name	Billable	Actual Quantity	Project Title
No records found				



Select Service | Select & Return | Cancel

Search Bar: 1 - 14 of 14 [ 0 selected ]

Search within the Id/Desc: Core: DHVI RBL: Animal Models

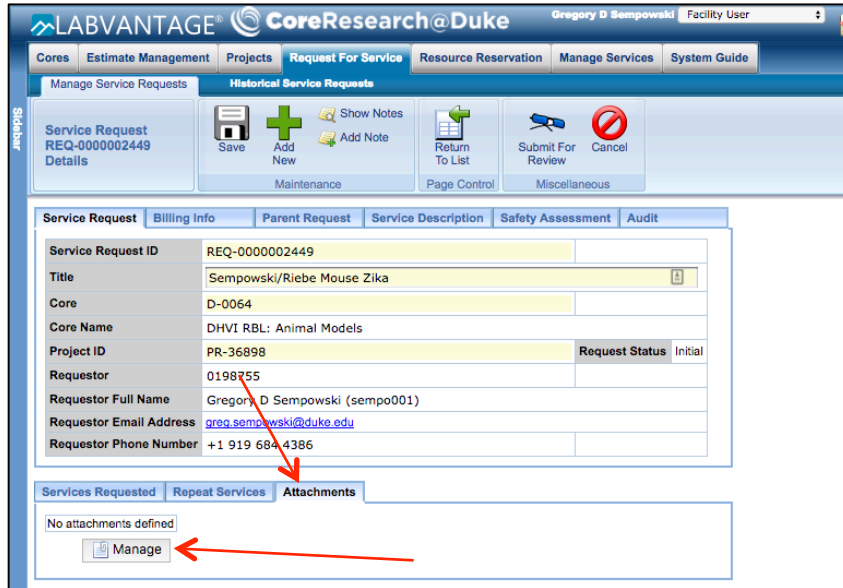
Service Task ID	Service Name	Type	Core	Major Service Name	Minor Service Name	Billable
<input type="checkbox"/> ST-0000001469	Consulting/Data Analysis/Training	Service Task	DHVI RBL: Animal Models	Laboratory Services	Consulting/Data Analysis/Training	●
<input type="checkbox"/> ST-0000001493	Ferret Influenza	Service Task	DHVI RBL: Animal Models	Laboratory Services	Technical Assistance	●
<input type="checkbox"/> ST-0000001470	IVIS Imaging	Service Task	DHVI RBL: Animal Models	Laboratory Services	Imaging	●
<input type="checkbox"/> ST-0000001487	IVIS Imaging (independent)	Service Task	DHVI RBL: Animal Models	Laboratory Services	Imaging	●
<input type="checkbox"/> ST-0000001467	Keep Project Open	Service Task	DHVI RBL: Animal Models	Laboratory Services	Technical Assistance	●
<input type="checkbox"/> ST-0000001471	Misc. Consumables	Service Task	DHVI RBL: Animal Models	Pass Through	Consumables	●
<input type="checkbox"/> ST-0000001497	Mouse Chlamydia	Service Task	DHVI RBL: Animal Models	Laboratory Services	Technical Assistance	●
<input type="checkbox"/> ST-0000001491	Mouse Influenza	Service Task	DHVI RBL: Animal Models	Laboratory Services	Technical Assistance	●
<input type="checkbox"/> ST-0000001496	Mouse Study	Service Task	DHVI RBL: Animal Models	Laboratory Services	Technical Assistance	●
<input type="checkbox"/> ST-0000001492	Mouse West Nile Virus	Service Task	DHVI RBL: Animal Models	Laboratory Services	Technical Assistance	●
<input type="checkbox"/> ST-0000001494	Mouse Zika Virus	Service Task	DHVI RBL: Animal Models	Laboratory Services	Technical Assistance	●
<input type="checkbox"/> ST-0000001495	Rabbit Zika Virus	Service Task	DHVI RBL: Animal Models	Laboratory Services	Technical Assistance	●
<input type="checkbox"/> ST-0000001468	RBL Staff Support	Service Task	DHVI RBL: Animal Models	Laboratory Services	Technical Assistance	●
<input type="checkbox"/> ST-0000001466	Room Decontamination (HPV)	Service Task	DHVI RBL: Animal Models	Laboratory Services	Decontamination	●

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kristina.riebe@duke.edu

## Duke RBL: Animal Support

7. **REQUIRED Service Request / Attachments** tab (lower window).
  - a. On **Attachments** tab, please upload *RBL Animal Models Request Form* (word file available on website), Safety SOPs and other relevant materials like a Study Plan.
    - i. Click **“Manager”**; Click **“Add New”**
    - ii. **Choose File/Browse** for your document file. Please name files with descriptive file names.
    - iii. You will be prompted on the far right to select Shared Resource or Biobank – Select Shared Resource
    - iv. Add as many documents as you desire to the Request.



LABVANTAGE CoreResearch@Duke Gregory D Sempowski Facility User

Manage Service Requests Historical Service Requests

Service Request REQ-000002449 Details

Save Add New Show Notes Add Note Return To List Submit For Review Cancel

Service Request Billing Info Parent Request Service Description Safety Assessment Audit

Service Request ID REQ-000002449

Title Sempowski/Riebe Mouse Zika

Core D-0064

Core Name DHVI RBL: Animal Models

Project ID PR-36898 Request Status Initial

Requestor 0198755

Requestor Full Name Gregory D Sempowski (sempo001)

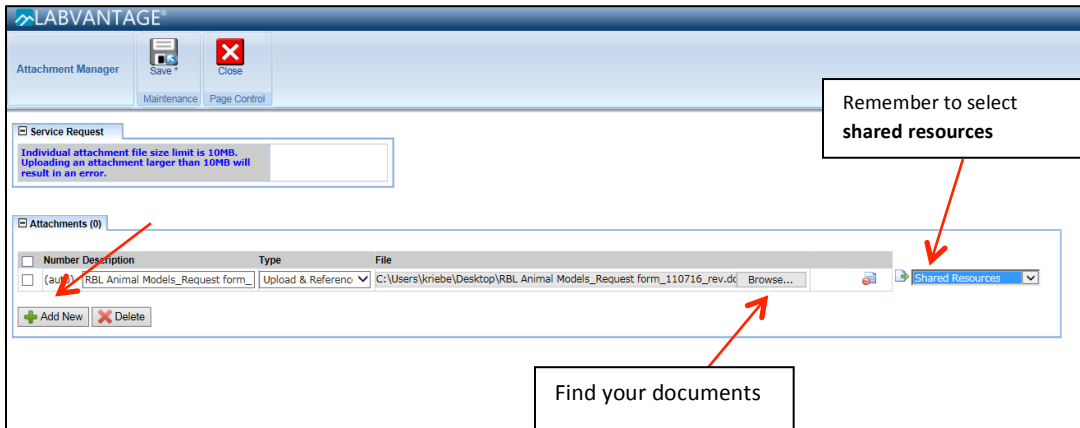
Requestor Email Address greg.sempowski@duke.edu

Requestor Phone Number +1 919 684 4386

Services Requested Repeat Services Attachments

No attachments defined

Manage



LABVANTAGE Attachment Manager Save Close

Remember to select shared resources

Service Request

Individual attachment file size limit is 10MB. Uploading an attachment larger than 10MB will result in an error.

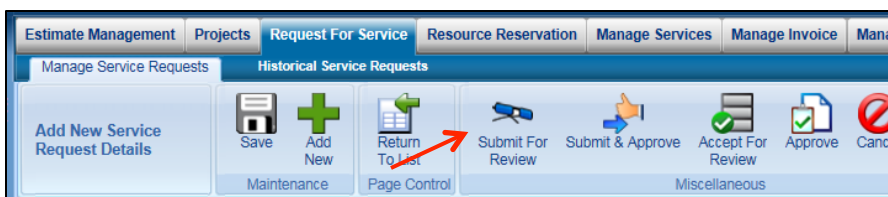
Attachments (0)

Number	Description	Type	File
(add)	RBL Animal Models_Request form_110716_rev.doc	Upload & Referenc	C:\Users\kriebe\Desktop\RBL Animal Models_Request form_110716_rev.doc Browse...

Add New Delete

Find your documents

8. Click **“Save”** on the operations bar at the top
9. Click **“Submit For Review”** on the operations bar at the top



Estimate Management Projects Request For Service Resource Reservation Manage Services Manage Invoice Mana

Manage Service Requests Historical Service Requests

Add New Service Request Details

Save Add New Return To List Submit For Review Submit & Approve Accept For Review Approve Cancel

Maintenance Page Control Miscellaneous

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