

Calpendo Booking System

Booking a resource and submitting the service request form

Logging in

- Open the link <https://bcch-cts.calpendo.com/>
- If you are an existing user of BCCHR core facilities, your username has already been created and you simply need to enter the username and password provided (see #1 in image below).
- Once you have successfully logged in, you can change your password (on your user interface, see figure below)
- If you are a new user, select “Register new user” (see number 2 in image below) and you will be guided to create your profile. If you cannot find your lab group name, please select “Unknown” and you will be contacted by Core Tech Office to create your profile. PLEASE CHECK WITH [BCCHR Core Tech and Services](#) if you have any difficulty registering as a new user.

Sign in using:

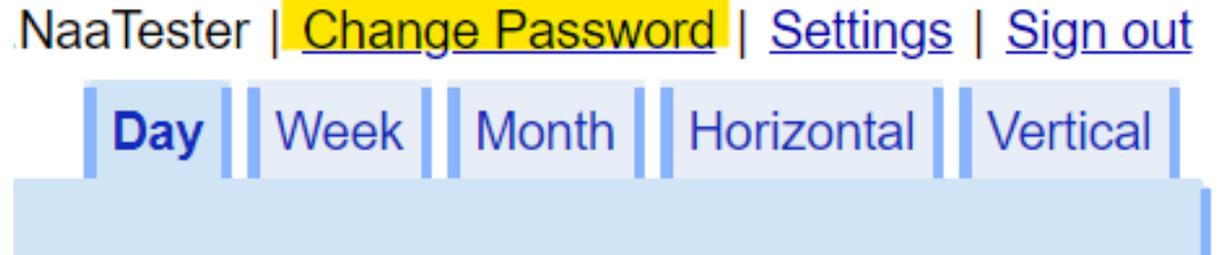
Username:

Password:

Login

If you do not already have an account:

Register new user 2



Service Submission Form

- You can find the Service Submission Form under two different menu:

Facility or Services

- Under the **Services** Menu, you can find the “Order” button that will take you to the Service submission form
- Under the **Facility** Menu, you can select ACMaN and click “Book an ACMaN Service” to reach to the Service Submission Form.

The screenshot shows a navigation bar with 'Services' and 'Help' tabs. Below the bar, there are two service listings. The first listing is for 'Analytical Core for Metabolomics and Nutrition' with a blue 'Order' button. The second listing is for 'Histology Service Order' with a blue 'Order' button.

Services Help

Analytical Core for Metabolomics and Nutrition [Order](#)
Service Provider: ACMaN
Coming Soon:- The Analytical Core for Metabolomics and Nutrition has a wide variety of instrumentation and the ability to analyze many types of compounds with excellent sensitivity requiring small sample sizes. The minimum amount of sample required will depend on the analysis requested. Samples can be from any animal, plant or food source. Examples are plasma, serum, red blood cells, white blood cells, milk, saliva, tissues, cells, membrane fractions and plant vegetable oils.

Histology Service Order [Order](#)
Service Provider: Histology
This service is to order the Histology department to analyse your samples and is a replacement for the computer system in the lab.

The screenshot shows a navigation bar with 'Facility', 'Calendars', 'Bookings', 'Services', and 'Help' tabs. The 'Facility' tab is selected, and a sidebar menu shows 'ACMaN', 'Flow', 'Histology', and 'Imaging'. The 'ACMaN' option is highlighted. The main content area displays the title 'Analytical Core for Metabolomics and Nutrition' and two links: 'Book an ACMaN Resource' and 'Book an ACMaN Service'.

Facility Calendars Bookings **Services** Help

ACMaN
Flow
Histology
Imaging

Analytical Core for Metabolomics and Nutrition

[Book an ACMaN Resource](#)
[Book an ACMaN Service](#)

The Analytical Core for Metabolomics and Nutrition provides a wide variety of instrumentation and the ability to analyze many types of compounds. The facility has gas chromatography, evaporative light scattering, fluorescence, and centrifuges, etc), plate readers, and automation.

Two state-of-the-art systems for targeted analysis...

Service Submission Form:

Status: Will remain in the default setting of “Requested” until the ACMaN Staff member reviews and confirms the request.

Owner: The Owner is the individual who the booking is being made for. One can submit the form on behalf of their lab member, please ensure that who ever you have selected as the Owner is the individual who wants and will be using the booking as they will be charged for the booking and receive all notifications regarding the status of the project. By default it will be populated as the person logged in.

Requester/Requester Email: If different from Owner, please fill in appropriate name and email address for contact if needed. (You can add the name of your supervisor/lab if you are submitting your project request for the first time.

Affiliation: Please select the appropriate affiliation. If your project is Industry funded, please choose “Industry” as such projects need to have industry pricing for the project. Please fill your Biosafety Certificate Number, Ethics Application Ref Number, Contract Ref, etc. as applicable.

Submit: If you want to come back later to add more details, you can select “No” to save the project and it

Facility Calendars Bookings Services Help	
<input type="button" value="Cancel"/> <input type="button" value="Save"/> <input type="button" value="Send email..."/>	
Service	Analytical Core for Metabolomics and Nutrition
Status	Requested
Owner	Flow.NaaTester (Naa FlowT <input type="button" value="v"/>)
Request Type	Please select <input type="button" value="v"/>
Requester	Type value and press Enter
Requester Email	<input type="text"/>
Currency	CAD <input type="button" value="v"/>
Time frame required for results?	<input type="text"/>
Affiliation	<div style="background-color: #007bff; color: white; padding: 2px;">Please select</div> <ul style="list-style-type: none"> BCCHR Other Academic Industry
Biosafety Certificate Number	<input type="text"/>
Ethics Application Ref Number	<input type="text"/>
Contract Number (PHSA)	<input type="text"/>
Submit	No <input type="button" value="v"/>

Service Submission Form:

Additional Sample Information		Assays	Notes	Department Information	Costings	Completed User Data	Calpendo Information
Sample Description							
Other Species		<input type="text"/>					
Approximate age of animal/person?		<input type="text"/>					
Please provide a list of sample names/numbers in Excel format.		Choose File No file chosen					
Do you need any leftover sample returned to you for other analyses?		No <input type="button" value="v"/>					
Other comments or information about the samples		<input type="text"/>					

Sample and Assay Information:

- Fill in as much as you know for the samples, species, if you need samples to be returned back, etc.
- You also have an option to upload sample name/details in an excel format.

Service Submission Form:

- Under "Assay" tab, you can choose the appropriate assays you want to submit

Additional Sample Information **Assays** Notes Department Information Costings Completed User D

Special Assay Request

Please select a Amino Acid
Amino acids in a single run using a Hitachi AAA amino acid analyzer and fluorescence de
Homocysteine, methionine, cysteine
Homocysteine, methionine, cysteine, cystathionine, glycine, serine, tryptophan

Amino Acids	Amino Acid Assay	
Bomb Calorimetry	Number of Samples	0
Cannabinoid/medical Marijuana	Sample Type	Please Choose
Cardiac	Species sample was acquired from? (human, mouse, rat, other)	Please Select
Congenitals		Human
Fertility/Pregnancy		Mouse
Hepatitis		Rat
Lipids		Other
Metabolic		Serum
Metabolomics		Heparin
Osmometer		Sodium Heparin
Pyrimidine		Lithium Heparin
Renal		Plasma
Retrovirus		EDTA Plasma
Sterols		Potassium EDTA plasma
Therapeutic Drug Monitoring		Dipotassium EDTA
Thyroid		Tripotassium EDTA
		Citrate Plasma
		Fluoride Plasma
		Urine
		Tissues
		Dried Blood Spots
		Washed Red Blood Cells

From the left side menu, choose appropriate assay category, and you can see the specific assay in the drop down menu to choose from. You can also select sample type, species etc.

After completing the service submission form:

You can either select “yes” to submit your service request or “no” to save it and submit later. You will notice a pop-up message as below to let you know where to find your order at a later time. You will also receive a notification once the service request is submitted.

The screenshot shows a web interface for submitting a service request. The form fields include:

- Service: Analytical Core for Metabolomics and Nutrition
- Status: Requested
- Owner: [Flow.NaaTester \(Naa FlowTester\)](#)
- Cancelled:
- Request Type: Please select
- Requester: Nothing Selected
- Requester Email:
- Work Order No: 5015
- Grant: [TEMPORARY TEMPORARY Core Facility](#)
- Currency: [CAD](#)
- Time frame required for results?:
- Affiliation: BCCHR
- Biosafety Certificate Number:
- Ethics Application Ref Number:
- Contract Number (PHSA):
- Submit: No
- Date Submitted:
- Date Completed:

An alert pop-up is displayed with the following text:

Alert

To see the results of your order go to [Services->My Orders](#). Click on the order in the list you have just created. You will now see the full details click edit to change. When happy change Submit from N to Y and save.

OK

Biosafety Certificate Number	<input type="text"/>	<input type="text"/>
Ethics Application Ref Number	<input type="text"/>	<input type="text"/>
Contract Number (PHSA)	<input type="text"/>	<input type="text"/>
Submit	No	<input type="text"/>

When your order is completed, you will receive a notification and the results can be found under “**completed user data**” tab.

The screenshot shows a navigation bar with the following tabs:

- Additional Sample Information
- Assays
- Notes
- Department Information
- Costings
- Completed User Data**
- Calpendo Information

Below the tabs is a file upload area with a "Choose Files" button and the text "No file chosen".

After submission of orders:

You can see your order history from the main menu: **Services>My Orders**

The screenshot shows a web interface with a top navigation bar containing 'kings', 'Services', and 'Help'. The 'Services' menu is open, showing options like 'Available Services', 'My Orders', 'Last 30 Day Histology Service Orders', and 'Last 30 Day ACMaN Service Orders'. Below the menu is a table with columns for 'Status', 'Work Order No', and 'Creator'. Two rows are visible, both with a status of 'Requested' and a creator of 'Flow.NaaTester (Naa FlowTester)'. The first row has a work order number of 5012, and the second has 5013. The first row is highlighted in yellow.

	Status	Work Order No	Creator
<input type="checkbox"/> Analytical Core for Metabolomics and Nutrition	Requested	5012	Flow.NaaTester (Naa FlowTester)
<input type="checkbox"/> Analytical Core for Metabolomics and Nutrition	Requested	5013	Flow.NaaTester (Naa FlowTester)

- To open/edit the saved order, click in the order line anywhere(not on the hyperlinks) and you will see the order details appear below when the row becomes purple.
- Click on “Edit” to make changes and either “Save” for later or “Submit” (Yes) to complete the submission of your order.
- If you want to come back at a later time to complete your order, you can click “Save” at the top of the form, and select ‘no’ in the “Submit” menu

Please note: Once submitted you can no longer make any changes and need to contact the Facility manager for any possible change.

This screenshot shows a detailed view of an order. The header row is purple and contains a checkbox, the service name 'Analytical Core for Metabolomics and Nutrition', the status 'Requested', the work order number '5013', and the creator 'Flow.NaaTester (Naa FlowTester)'. Below the header is a toolbar with buttons for 'Edit checked', 'Delete checked', and 'Email checked'. At the bottom, there is a form with fields for 'Service', 'Status', 'Owner', 'Cancelled', 'Request Type', 'Requester', and 'Requester Email'. The 'Edit' button in the toolbar is highlighted in yellow.

<input type="checkbox"/>	Analytical Core for Metabolomics and Nutrition	Requested	5013	Flow.NaaTester (Naa FlowTester)
<input type="checkbox"/>	Analytical Core for Metabolomics and Nutrition	Requested	5015	Flow.NaaTester (Naa FlowTester)
<input type="checkbox"/>	Analytical Core for Metabolomics and Nutrition	Requested	5016	Flow.NaaTester (Naa FlowTester)

Edit	Create	Create copy	Delete	References	History	Fullscreen	Send en
Service	Analytical Core for Metabolomics and Nutrition						
Status	Requested						
Owner	Flow.NaaTester (Naa FlowTester)						
Cancelled							
Request Type	Sample analysis						
Requester	Nothing Selected						
Requester Email							

Booking calendars

- You can book a resource either by
- (1) selecting the Calendars menu, and finding the respective facility calendar, or
- (2) or select the Facility menu.

The image shows a screenshot of a web application interface. On the left, there is a vertical navigation menu with the following items: 'Calendars' (highlighted in yellow), 'Templates', 'Bookings', 'Services', and 'Usage'. Below these, there is a 'Current View' section with a dropdown menu for 'Flow Cytometry' containing 'Cell Sorters' and 'Analyzers'. Other items in the 'Current View' section include 'Imaging', 'Histology', 'HCS & SP8', 'ACMaN' (highlighted in yellow), and 'Gut4Health'. In the center, there is a red circle highlighting a sub-menu with the following items: 'Facility' (highlighted in yellow), 'Calendars' (highlighted in yellow), 'Templates', 'Bookings', 'Services', 'Usage', 'Search', and 'Instrumentation'. Below this, there is a list of facility types: 'ACMaN' (highlighted in yellow), 'Flow', 'Histology', and 'Imaging'. On the right, there is a page titled 'Analytical Core for Metabolomics' with a blue header. Below the header, there is a list of links: 'Book an ACoM Resource' (highlighted in yellow), 'Book an ACoM Service', and 'Book an ACoM Facility'. Below the links, there is a paragraph of text: 'The Analytical Core for Metabolomic compounds. The facility has gas chromatography, evaporative light scattering, fluorescence, centrifuges, etc., plate readers, and...'

How to book a resource

The screenshot shows the Calpendo booking interface. At the top, there are navigation tabs: Facility, Calendars, Bookings, Services, and Help. The current view is 'Calpendo' for '04/08'. A red circle highlights the view toggles: Day, Week, Month, Horizontal, and Vertical. Below the calendar, a 'New Booking' form is open. The form fields are:

- Resource: FreeZone Freeze Dry
- Type: Please, select the type of your booking
- Owner: Flow.NaaTester (Naa FlowTester)
- From: 22 Mar 2021, 10:00
- To: 22 Mar 2021, 11:00
- Reminder: Send reminder email

You can toggle between Day/Week/Month for the desired view. Click anywhere on the calendar for a specific resource (e.g. FreeZone Freeze Dry) and booking form will open up.

Type: select the type of booking (Self-serve, Training or Assistance): note, you can only choose Self-serve if you have been trained to use that resource. **If you have never used this resource, you must choose training or assistance**

Owner: You can make booking for yourself or someone else within your lab/group. You will be able to choose another member from the drop down menu in "Owner" field.

- **Time:** There is a minimum 30 minute booking slot, less than 30min will be automatically denied.

Booking Fields

Day	From	22 Mar 2021	10:00	All day <input type="checkbox"/>
	To	22 Mar 2021	11:00	
	Reminder	<input checked="" type="checkbox"/> Send reminder email		
		Notice Period	30 minutes	
		Send reminders to		
		<input checked="" type="checkbox"/> Booker		
		<input type="checkbox"/> Booking owner		
	Status	Best possible ▾		
	Notes	<div style="border: 1px solid #ccc; height: 100px;"></div>		
	Grant	Please select a Grant		

- **Reminder:** You can send reminders to yourself (Booker) or the person for whom you are making the booking (Booking Owner) and select the preferred notice period.
- **Status:** This can be left as the default setting of “Best possible”. If you have chosen Training/Assisted booking, it will be automatically adjusted to “Requested” and be approved by the respective Facility Manager based on their availability.
- **Notes:** You can enter other preferred time or other notes to staff’s attention to assist with your project.
- **Grant:** If your lab has only one Speedchart/Grant, it will automatically be populated. However, if you have multiple Speedcharts/Grants for your lab to choose from, please select carefully the correct Speedchart. This will ensure the usage charge is assigned to the respective grant. Some labs prefer specific Speedcharts for specific lab members based on their projects. If you fail to choose the correct Speedchart, usage will be charged to whichever Speedchart is selected by default. If there is no valid Speedchart/JV found against your profile, system will generate Temporary grant ID for you to make a booking, and will send an email to your lab contact/PI to submit a valid standing order to continue for future bookings.

Booking search

- You can view your past/upcoming bookings under “Bookings” menu.
- If you know your booking ID, you can search with Booking ID.
- If you want to see all the bookings, you can select the date range and bookings within that period will show up

The screenshot shows a web application interface for managing bookings. At the top, there are navigation tabs: Facility, Calendars, Bookings (selected), Services, and Help. On the right, there is a link for 'My Bookings |'. Below the tabs, there is a search area with a 'File' dropdown, a search input field containing 'Booki', and a dropdown menu with options: 'Booking Cancellations', 'My Bookings', and 'Booking Search'. To the right of the search area, there are several filters: 'List Report' dropdown, a date range '1 Jul 2020' to '20 Jul 2020' (highlighted in yellow), a time range '00:00' to '00:00', a 'Resource' dropdown, a 'Status' dropdown, and a 'Project' dropdown. Below these filters, there is a text description of the search criteria: 'Bookings where (booker equals FlowTester)) and (status equals Requested or Approved or Tentative) and (dateRange between 1 Jul 2020 and 20 Jul 2020)'. Below the search area, there is a table with the following columns: ID, Resource, Booker, Owner, Type, Status, Previous Status, Date Range, Created, Cancelled, Modified, and All day. The table contains one row of data:

<input type="checkbox"/>	ID	Resource	Booker	Owner	Type	Status	Previous Status	Date Range	Created	Cancelled	Modified	All day
<input type="checkbox"/>	16376	Beckman Coulter Astrios	Flow.Naa Tester (Naa FlowTester)	Flow.Naa Tester (Naa FlowTester)	Assistance	Requested		17 Jul 2020 11:00 - 13:00	15 Jul 2020 18:40		15 Jul 2020 18:44	false

Editing your booking and reporting technical issues

- You can view, make changes or download your booking by clicking on appropriate option
- If you need to report a technical problem, you can edit your booking and report the technical problem to notify the facility manager to assist. Please click “Edit” and then select appropriate “Technical problem” menu. You can provide the details in “Problem Description” box and/or upload picture in “Problem Picture” field.
- All technical problems with any equipment on Calpendo must be reported using this feature to accurately track and report their usage status.

A screenshot of a form for reporting technical issues. The form has three main sections: 'Technical Problem', 'Problem Description', and 'Problem Picture'. The 'Technical Problem' section has a dropdown menu open with the following options: 'None' (highlighted), 'Yes, instrument still usable', and 'Yes, instrument not usable'. The 'Problem Description' section is a text area. The 'Problem Picture' section has a 'Choose File' button and the text 'No file chosen'.