

Procedure for Using the Research Operations Service Center

General Information:

- The service center tools are available during regular university business hours.
Standard hours: 8:00am – 5:00pm
Holidays and breaks: 7:30am – 4:00pm
- Any researcher/Principle Investigator (PI)/group member who wishes to utilize the service center's tools must have a Billing Authorization Form on file which authorizes the service center to electronically bill for those services. PIs will assign a 3-letter code to their funding source and users must enter the 3-letter code on the tool-use logs. Contact Becky Hellman for more information or with questions.
- Reservations to use equipment are made using an Outlook Calendar as described in the procedure below. If plans change and an equipment reservation is no longer needed it can be deleted from the Calendar. If it is being cancelled on the same day it was scheduled to be used please make a call to the point of contact in addition to cancelling it on the Calendar.
- Undergraduate students are not allowed to reserve equipment or work unsupervised in the labs.
- Research Operations staff will initiate the equipment use log entry including the 3-letter funding source code. Users must then record their instrument use time on the tool-use log sheets. If it is determined that an individual is not logging instrument time appropriately there will be a onetime warning. If there are further infractions the privilege of using the service will be suspended.
- Users that are properly trained on the instrument they intend to use may be allowed to check-out a temporary lab access card in some instances. Examples of these cases would be: when the user has to repeatedly return to the lab to change samples on equipment; when a user will be in the lab for a lengthy period of time and may need to leave the lab for a short break. This card is intended to be checked out only during the period that the instrument is reserved for use. The Research Operations staff will check the card out to the user at the beginning of the equipment reservation period in those cases where it is deemed necessary. This card provides access only during the regular business hours and must be turned in at the end of the equipment reservation. Failure to do so will result in loss of the privilege.

Primary Points of Contact:

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Equipment Reservation Process:

The following steps can be used to make a reservation for using a particular instrument. These steps apply if you have Microsoft Office 365 Outlook installed on your PC. If you are using the web based access to Outlook, skip to the next set of instructions.

- Open Microsoft Outlook Calendar
- Select the day/time you want to reserve the equipment on your calendar
- Select New Appointment in the toolbar on upper left.
- Select the Scheduling Assistant in the upper toolbar. See Figure 1
- Select add rooms in the lower left of the window
- Underneath Address book select the dropdown menu.
- Select Global address list
- The equipment is labeled in the calendar in the following manner
 - NDSU(Building name)(room number)(equipment ID number)(equipment description)
 - NDSU R2 112 T21 Optec Laser for example.
- In the Search box type in NDSU followed by the building which the equipment is located in (e.g. "NDSU R1A" or "NDSU R2").
 - You can type in more information if you know it to make the search easier.
- From the list that is generated then double click the equipment you wish to reserve.
- Click OK
- Select the appointment icon or go back to the main appointment scheduler.
- In the subject line enter your name and then click Send.
- You will notice the reservation will not take place right away.
- You will receive an email stating that your request was received and is pending approval.
- Once the reservation is approved it will then show up on the Outlook Calendar and you will get a message stating your reservation was approved.

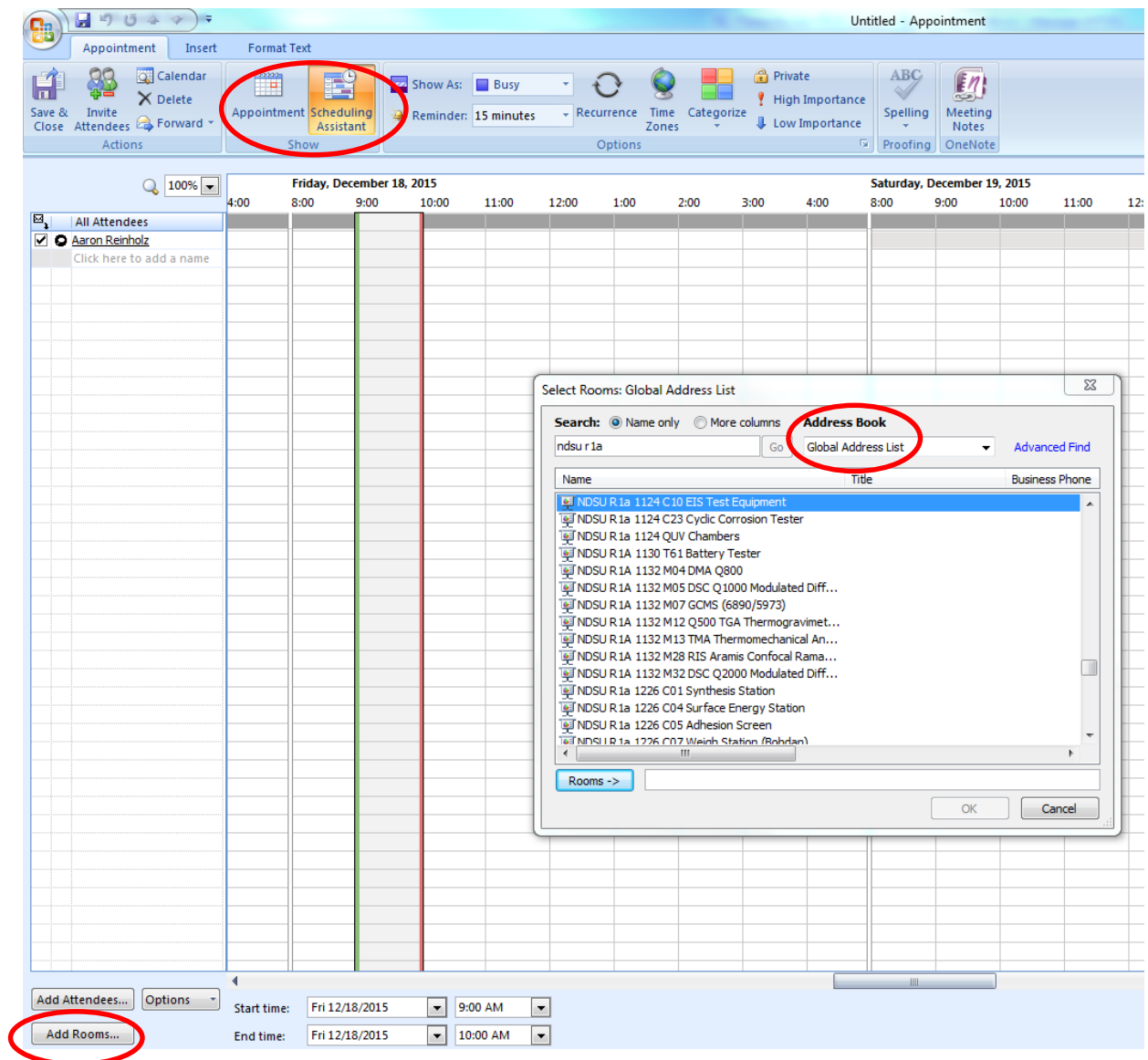


FIGURE 1

If plans change such that your reservation is no longer needed, it can be deleted

These steps apply if using Office 365 web-based access to Outlook Calendar.

- Open your office 365 calendar
- Select +New at the top of the page
- Click the + sign in the add people box
- Click on the >> arrows on the left to expand the left column
- Select Offline Global Address List
- Click on the search offline Global Address list Box.
- The equipment is labeled in the calendar in the following manner

- NDSU(Building name)(room number)(equipment ID number)(equipment description)
 - NDSU R2 112 T21 Optec Laser for example.
- Type in NDSU followed by the building name and room number if you know it then return.
 - e.g. NDSU R1A 1132 or NDSU R2 116
- Select the equipment from the list that is shown by double clicking on it.
- It should now show up in the required attendees label near the top of the page in bold.
- Select “Save” at the top of the page.
- Select Scheduling Assistant in the upper right.
- This allows you to view the Calendar of the equipment to pick an available time.
- Select your date and time then select ok.
- Enter your name in the box where it says add a title for the event.
- Then click send
- You will get an email stating your reservation is pending
- You will receive a confirmation email. At that point you can consider your reservation complete.

REVISION HISTORY:

Rev A – Clarified the use of temporary access cards. 01/13/2015