



Instrument Management frequently asked questions

Registration and Security

Why do I need to register on lifetechnologies.com to use Instrument Management?

The information that you provide during the web registration process allows us to associate your personal account with an institution and your instrument, warranty, service contract, and training information. We need you to provide your billing and shipping information in order for our team to validate and process your account.

How does the web registration process work?

Once you submit your web registration, it will take 1–2 business days for us to validate and process your account. You will not be able to see your instrument information until the process is complete. If you are having difficulties with web registration, please contact your customer service representative.

How do I know my data are secure?

During the web registration process, we verify that you have provided valid billing and shipping details for your institution. Also, before you can see any instrument information, you need to supply a complete serial number that matches an instrument associated with your institution in our system. Additional security can be built in by electing a site administrator to provide permissions to individuals at your institution.

I have registered on lifetechnologies.com but I am unable to access Instrument Management.

There are two types of registration for lifetechnologies.com. In order to use Instrument Management, you need to complete a “full” registration by supplying your billing and shipping information. To complete the process, please log into your account and click “Instrument Management” under Your Account. There will be a link to direct you to provide your full billing and shipping information.

Instruments

How do I add instruments to Instrument Management?

Click the “Add an Instrument” button or link and enter your serial number into the text box. The model number will be autopopulated. You can now add the instrument to a group (for sorting purposes on the Instruments page) or add additional instrument details. Note: Boxes will be grayed out unless you are a Site Administrator or Lab Administrator. If you would like to use this feature, please request to be a Site or Lab Administrator under “User Preferences”.

My “Add an Instrument” button is grayed out or inactive. Why?

If your “Add an Instrument” button or link is not active, please contact the Life Technologies help team to assist with account setup.

My serial number is not being recognized by Instrument Management.

If you are unable to add a serial number within the “Add an Instrument” window, click “Can’t Find Your Instrument? Request to have it added” to access the “Request Service” form. The “Add an Instrument” option in the drop-down menu is autopopulated, so simply add your serial number to the comments section and click “Submit” to contact the help team. Please allow 24–48 hours for a response.

I need to add a large number of instruments to my account (e.g., I’m adding 100 instruments).

Please use the “Upload Multiple Instruments” function within “Add an Instrument” or contact us to inquire about our “White Glove” service.

Why are most of the boxes grayed out when I am trying to add my instrument details?

These boxes will be grayed out unless you are a Site Administrator or Lab Administrator. If you would like to use this feature, please request to be a Site Administrator or Lab Administrator under “User Preferences”.

Service History and Service Requests

What happens when I submit a service request?

All requests are delivered to our help team and priority processed over direct email requests. An acknowledgement by email or phone will typically be provided in less than 48 hours.

I requested service more than 48 hours ago, and I still have not received a response.

Click “Help” to obtain the phone number and email address to contact Life Technologies.

Can I request service for multiple instruments at the same time?

The system does not currently allow you to submit multiple service requests with one click. Each service request must be requested individually. Alternatively, you can manually enter additional serial numbers into the “Additional Comments and Special Requests” section.

How do I request a Field Service Report (FSR)? Can I request multiple FSRs at the same time?

Field Service Reports are available within the Instruments section. Click on the instrument history for the applicable instrument and select the report you need. The system does not currently allow you to submit multiple requests with one click. Each report must be requested individually.

Can I enter service events that were completed in-house (not by Life Technologies)?

Instrument Management is not configured for you to enter additional service history. However, you can add a message using the yellow note feature in your detailed “Lab or Instrument View”.

Labs

What is the difference between the Labs and Instruments sections?

The Instruments section is your personal view to the instruments in your laboratory. The Labs section is available as a “shared view” where instruments can be associated with laboratory members. The Labs section allows you to communicate to and between lab members, view training records, manage service and warranty information for non-Life Technologies instruments, and schedule instrument use with the instrument scheduler.

How do I set up a Lab?

In order to set up a Lab, you must be a Site Administrator or Lab Administrator. If you would like to use this feature, please request to be a Site Administrator or Lab Administrator under “User Preferences”. To get started, click the “Create A Lab” button and complete the details. Then, add the instruments and lab members (“Contacts”) you would like to be affiliated with this Lab.

What if I cannot find a Contact to add to my Lab?

Everyone who uses Instrument Management must have a lifetechnologies.com account. Registered users will appear in a Lab if they are associated with your institution. If you do not have someone listed who should be a Contact, please ask them to complete the account registration process.

How can I get access to a Lab?

Select the “User Preferences” link on the left navigation panel to view the Lab Administrators for your institution. Simply ask your Lab Administrator to add you to a Lab, or use the table within the “User Preferences” screen to highlight the Lab Administrator and select “Request Lab Access” to send an email to your Lab Administrator.

On the instrument scheduler, can I easily search and view available times for use of my instrument?

To view instrument availability, select an instrument and review the calendar by day, week, or month to see available time options. At this time, only one instrument calendar is available to view at a time.

What can Contacts see or update within a Lab versus what a Lab (or Site) Administrator can see or update?

Contacts within a Lab can only view the data within the Lab. They can also reserve time with an instrument on the “Instrument Scheduler” tab. Only Lab (or Site) Administrators can add or edit instruments belonging to a Lab, add an instrument nickname, ID, and software information, add/or remove contacts within a Lab, and modify the yellow notes.

Dashboard including Warranty and Service Contracts

I can access Instrument Management, but cannot see any data on the dashboard.

The dashboard is populated with the data from your “Instruments” section. Go to the “Instruments” section and add instruments for which you want to see data on the dashboard. In some cases, data may not be available on your system. For example, if you are not connected to remote monitoring, you will not see information on the “Instrument Alerts” graph.

Can I customize what I see on the dashboard?

At this time, customization is not available. However, we will continue to evolve and improve Instrument Management, and this feature may be available in a future release.

Can I get a service contract quote for all my instruments at the same time?

The “Request a Contract Quote” form will accommodate one instrument at a time. However, if you select “Yes” to the question “Would you like to consolidate your service contracts into a single master services agreement?”, your service sales representative will discuss options with you directly.

User Network

What is the User Network?

The User Network is a feature of Instrument Management where you can connect with Life Technologies employees and with other people outside your laboratory or institution.

What if I cannot find a Contact to add to my Network?

Everyone who uses Instrument Management must have a lifetechnologies.com account. If you do not have someone listed who should be a Contact, please ask them to complete the account registration process. In User Network, you will be able to search for Contacts among all web-registered Life Technologies participants. Please allow time for any invited users to accept your invitation; only then will they appear in your connection section.

Administration Roles

How can I become a Site Administrator?

Being a Site Administrator allows you to manage user roles within Instrument Management for users at your institution. An established Site Administrator can grant you Site Administrator access. Click "User Preferences" on the left panel to view the Site Administrators for your institution. Select a Site Administrator to send an email requesting Site Administrator access. If there is no Site Administrator listed for your institution, click "Help" to contact Life Technologies for instructions.

How can I become a Lab Administrator?

Being a Lab Administrator allows you to create and manage Labs for your location. Lab Administrators have the ability to add instruments and contacts into a lab. Your Site Administrator can grant you Lab Administrator access. Click "User Preferences" on the left navigation panel to view the Site Administrators for your institution. Select a Site Administrator to send an email to requesting Lab Administrator access. If there is no Site Administrator listed for your institution, click "Help" to contact Life Technologies for instructions.

Who is my Site Administrator or Lab Administrator?

Select "User Preferences" on the left navigation panel to view the Site Administrators or Lab Administrators for your institution. If there is no Site Administrator or Lab Administrator listed, please click "Help" to contact Life Technologies for instructions.

Remote Monitoring

How do I learn more about Remote Monitoring? Are there any security implications or concerns with having instruments monitored online?

Please view the "Remote Monitoring and Diagnostics Service" document. This document can be accessed from the "Help" screen.

How can I get my instrument set up with Remote Monitoring?

Select the instrument you would like to connect to Remote Monitoring on either the Instrument or Lab sections. If Remote Monitoring is available for your system, you will see the "Get Connected" link. Click on this link, which will direct you to the "Service Request" form. The "Service Request" form will have the "Area of Interest" field prepopulated with "Get Connected to Remote Monitor", as well as prepopulated instrument and contact details. Provide any additional comments in the appropriate section and click "Submit".

What type of instrument alerts will I receive?

Instruments must be connected to Remote Monitoring to get alerts. Alerts that will be delivered to you through Instrument Management are instrument errors and instrument data parameters that lie outside of given thresholds. For example, if you have a 3730 capillary electrophoresis system, you may receive an alert for instances such as the laser or oven synchronization timing out, laser output power being too low, or the ambient temperature in the lab being too high or too low. These alerts will vary by instrument platform.

Will instrument alerts be delivered in real time?

Real-time alerts will be delivered to Instrument Management as a Remote Monitoring agent receives information. You must be using Instrument Management to view real-time alerts. If you select the daily email reminder option under "User Preferences," you will receive an email notification once per day highlighting the number of alerts that are active.

I need to take action on a remote monitor alert. How can I request service?

You can either submit a "Service Request" form, which can be accessed on the left navigation panel, or click "Help" to contact Life Technologies.

Can I get my instrument alerts sent to my mobile phone via text message or email?

If you provided your mobile phone number when you established Remote Monitoring, then text and/or email alerts will be provided to you on any mobile device that is text- or email-enabled.

General

What is the difference between Instrument Management and the Instruments and Services Portal?

We launched the Instruments and Services Portal in October 2012. Based on customer feedback and the ability to find Instrument Management on our website, we changed the name to Instrument Management in October 2013.

Where do I find Instrument Management on lifetechnologies.com?

The link to Instrument Management can be found on the Your Account tab in the top right navigation bar on lifetechnologies.com.

Can I order reagents for my instruments through Instrument Management?

Since Instrument Management requires a lifetechnologies.com account, you are able to order products through our website. Please use the homepage navigation to find the products you need.

Find out more at lifetechnologies.com/easiertomanage

