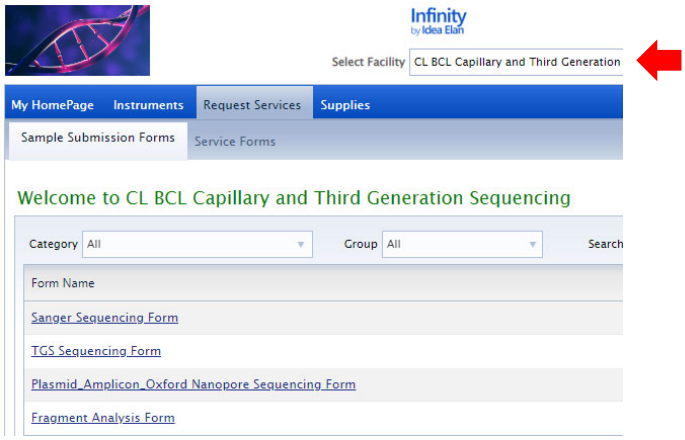
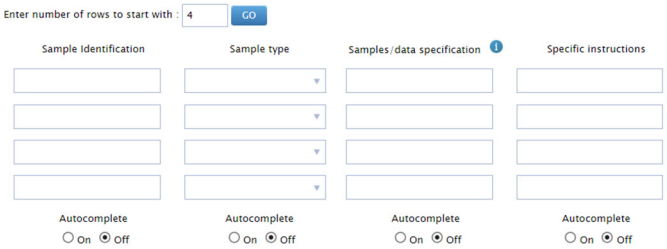
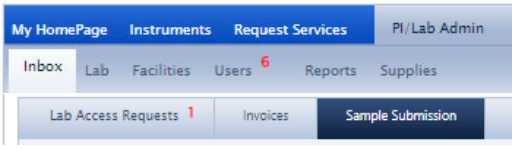
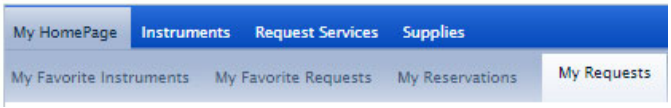
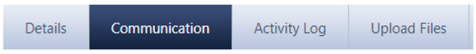
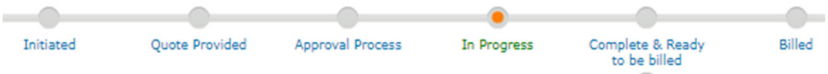
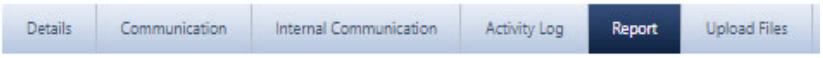
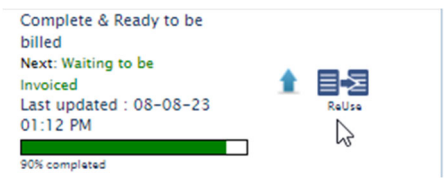
# Infinity Service Request

| Steps | Where |
|---|---|
| • Select the relevant facility and request form | Select Facility, Request Services, Sample Submission Forms<br>  |
| • Fill in the form and add the sample details (one row per sample)<br>• Do not select any Secondary Cores<br><br>• Submit the request |  |
| • PI/user will receive a notification that a quote has been generated<br>• PI should **Approve** or **Reject** the quote<br>• User may also approve the quote if PI has selected this setting | **PI:** PI/Lab Admin, Inbox, Sample Submission<br>  <br>**User:** My HomePage, My Requests<br>  |
| • User can communicate with the staff via the **Communication** tab if there are any questions |  |
| • The status will be shown as **In Progress** once samples are received. |  |
| • User will be notified once the request is completed.<br>• Analysis (if any) can be found in the **Report** tab |  |
| • If the user wants to submit a new request with similar details, click the **ReUse** button |  |