

Using NUcore to reserve an instrument or purchase an item

Using NUcore, <http://nucore.northwestern.edu>, reservations can be made by five minute increments for the duration required. Instruments will not operate until your reservation has been started in NUcore. You may use the Chromebook on the desk to start and stop your reservations.

Daytime, Evening & Weekend and Overnight access

'Daytime' is from 8am to 6pm, Monday through Friday. 'Evening & Weekend' access is available for superusers. Please speak with GIANTFab staff if you are interested in becoming a superuser. During university holidays, GIANTFab is accessible to Users with 'Evening & Weekend' access, though facilities staff may not be available to offer technical assistance.

The hot plate and vacuum oven can be reserved overnight on weekdays for long-duration sample annealing. Superusers can reserve the hot plate and vacuum oven 24/7.

Advance reservations

Reservations may be made up to 14 days in advance. Superusers may make reservations up to 21 days in advance.

Early login and late logoff

You are allowed to login 5 minutes earlier than reserved start time; should you require an earlier login, you will need to move your reservation in NUcore. Should you determine that time beyond your reservation is needed, you may continue to work as long as no other user has reserved the instrument. Time beyond the reservation end-time is charged in minutes.

Partly used reservations

If reserved time is not fully used, you will be charged according to reserved time. Do not reserve more time than needed. (If you have a reservation, another user is barred from using the instrument.)

Unused reservation

If you do not login within 30 minutes after your reserved start time, you will be charged a minimum of 30 minutes. After this 30-minute period, another user may use the instrument.

Cancelled reservation

You will not be charged if you cancel your instrument, service or training reservation 24 hours or more ahead of your planned start time. You will be charged a set-up fee if you cancel within 24 hours.

Forgot to logout

It is imperative that you log off after your session. If you forget to log off, you will be charged the greater of reserved time or 2 hours.

Report forgotten logouts

If you discover that the previous User forgot to logout and the instrument is no longer in use, you may login.

***Please use caution as a User's experiment might be interrupted if you log off when the instrument is still in use. If in doubt, please contact a facility manager.

Consumables

Consumable items in the gloveboxes (pipet tips, gloves, etc) are included in the hourly rate for each instrument. Other consumables such as solvents, metals, deposition boats, etc are available for purchase. You may order these through NUcore at cost and pick them up, or speak with GIANTFab staff and we can add the items to your account for you.

Machine downtime

You will not be charged if the instrument is marked as 'down', even if you have reserved the instrument. You may request to have the charges waived if the equipment is faulty but not marked as 'down' in NUcore; please contact your facility manager immediately to resolve.

Report equipment problems

When logging off equipment in NUcore, User should check "problem" or "down" if there was a problem during the experiment. Facility managers will receive an email notice and fix the

problem as soon as possible. Facility managers will also evaluate if the usage charge should be waived due to the problem reported.

Questionable charge

Contact GIANTFab staff as soon as possible to discuss any questionable charge. Adjustments must be completed within 90 days to comply with university policies.

Billing schedule

GIANTFab closes each month before sending instrument use charges to NU Accounting. We use the chart strings from your User profile, which are validated against the university's NU Financials database daily.