

Real-time support, Emergencies, and Off Hours

Call or text: **646-481-3753**

All other inquiries:

Email: microscopy.core@mssm.edu (preferred)

Phone: 212-241-0400

User onboarding steps:

1. Complete a [New User](#) Form
 - a. Upon receiving the completed form we will reach out to either set up a meeting or schedule training
2. Create an [iLabs](#) account
 - a. Ensure that you have access to the correct lab and funding sources to charge
 - b. Departmental administrators and PIs can approve requests to join a lab and grant you access to funding sources
3. Complete your laser safety certificate course found at peak.mountsinai.org under "online courses\Laser Safety for Researchers".
4. Email your PDF certificate to microscopy.core@mssm.edu

Project consultations, troubleshooting, and other inquiries:

Project consultations: By appointment microscopy.core@mssm.edu

Troubleshooting: Call the real-time-support number

We are here to help!

Light Microscopy and Image Analysis team:

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