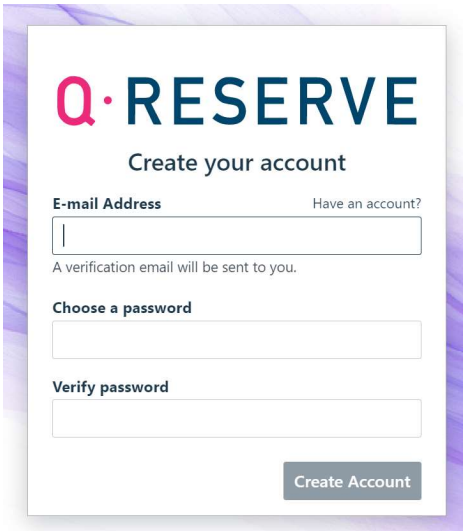
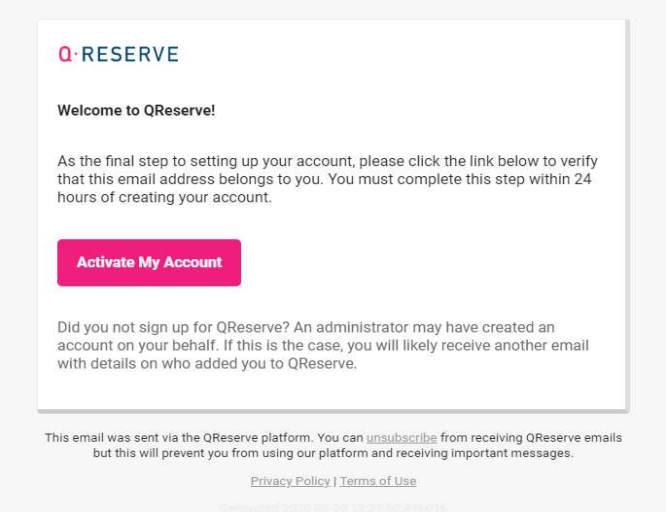
# Registering for QReserve

**If it is your first time using QReserve, you must register for an account.**

**Step 1)** Navigate to: https://my.qreserve.com/login

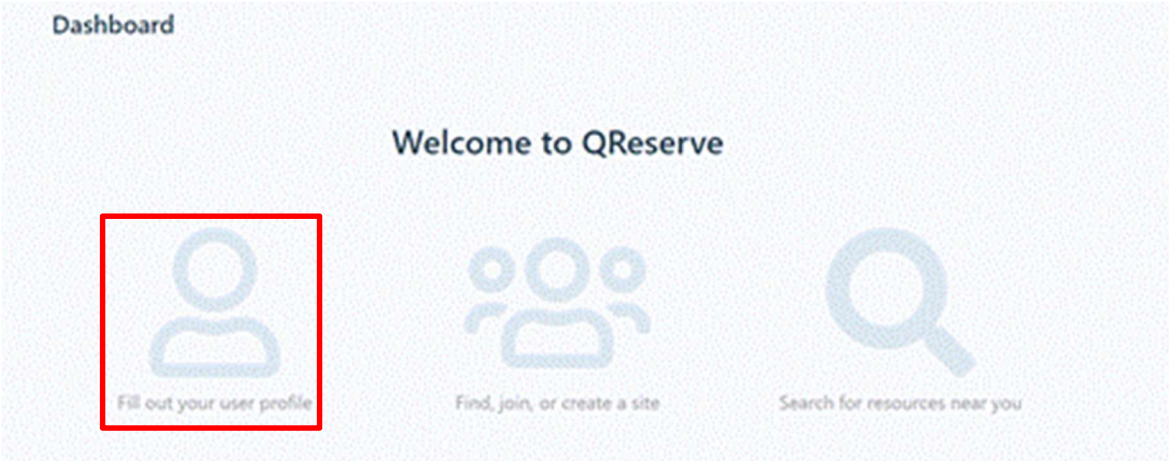
**Step 2)** Select **Create Your Account** and enter your institutional email address and password. You will receive a verification email to activate your account. Click **Activate My Account**.



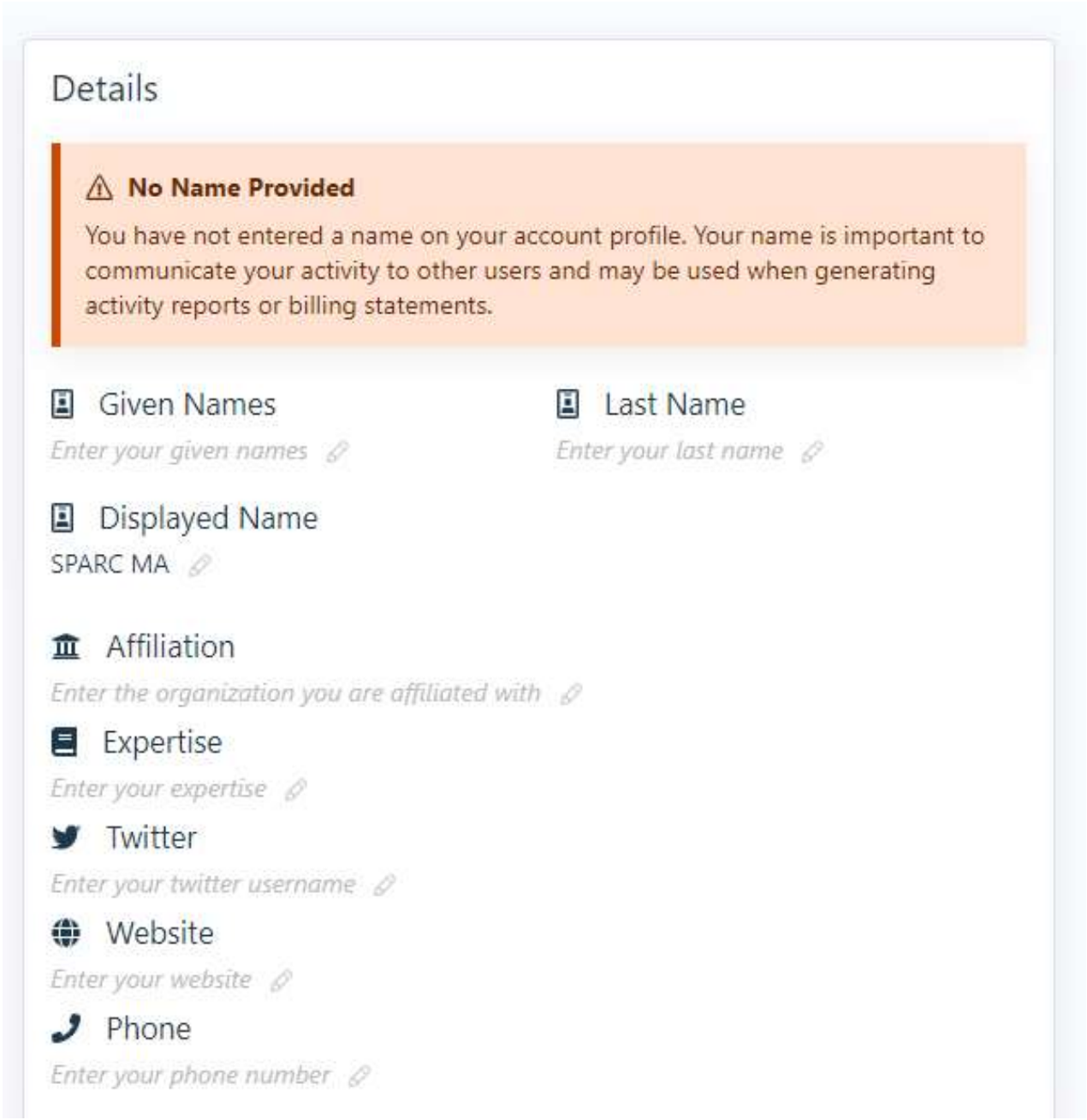

**Step 3)** You will be taken to the Dashboard where you can setup your account and join sites. You will need to be added as a user of the SPARC BioCentre site, before you can join. Email leanne.wybenga-groot@sickkids.ca to be added.

Click **Fill out your profile**.

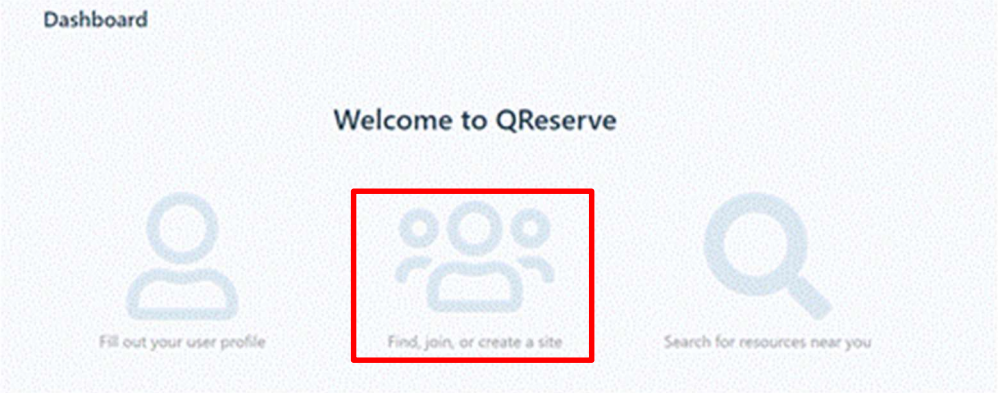


**Step 4)** Fill out **Given Names, Last Name,** and **Displayed Name**. Under **Affiliation**, enter your institution.

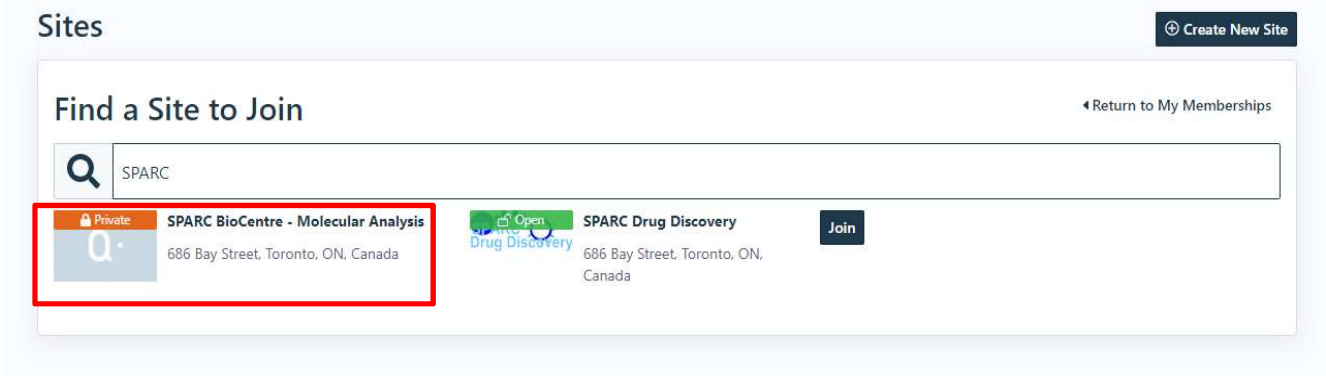
Under **Expertise** enter your role. *For example: PI, Research Associate, Post-Doctoral Fellow, Technician, or Graduate Student.*



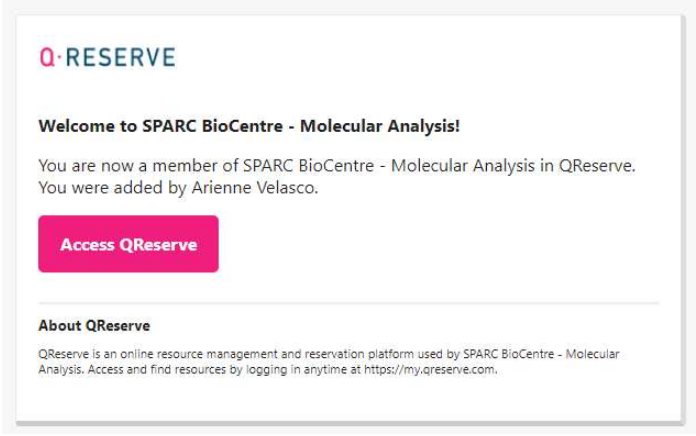
**Step 5)** After filling out your profile, return to **Dashboard** on the side menu. Select **Find, join, or create a site**.




**Step 6)** Type **SPARC** in the search bar. Select **SPARC BioCentre – Molecular Analysis**.



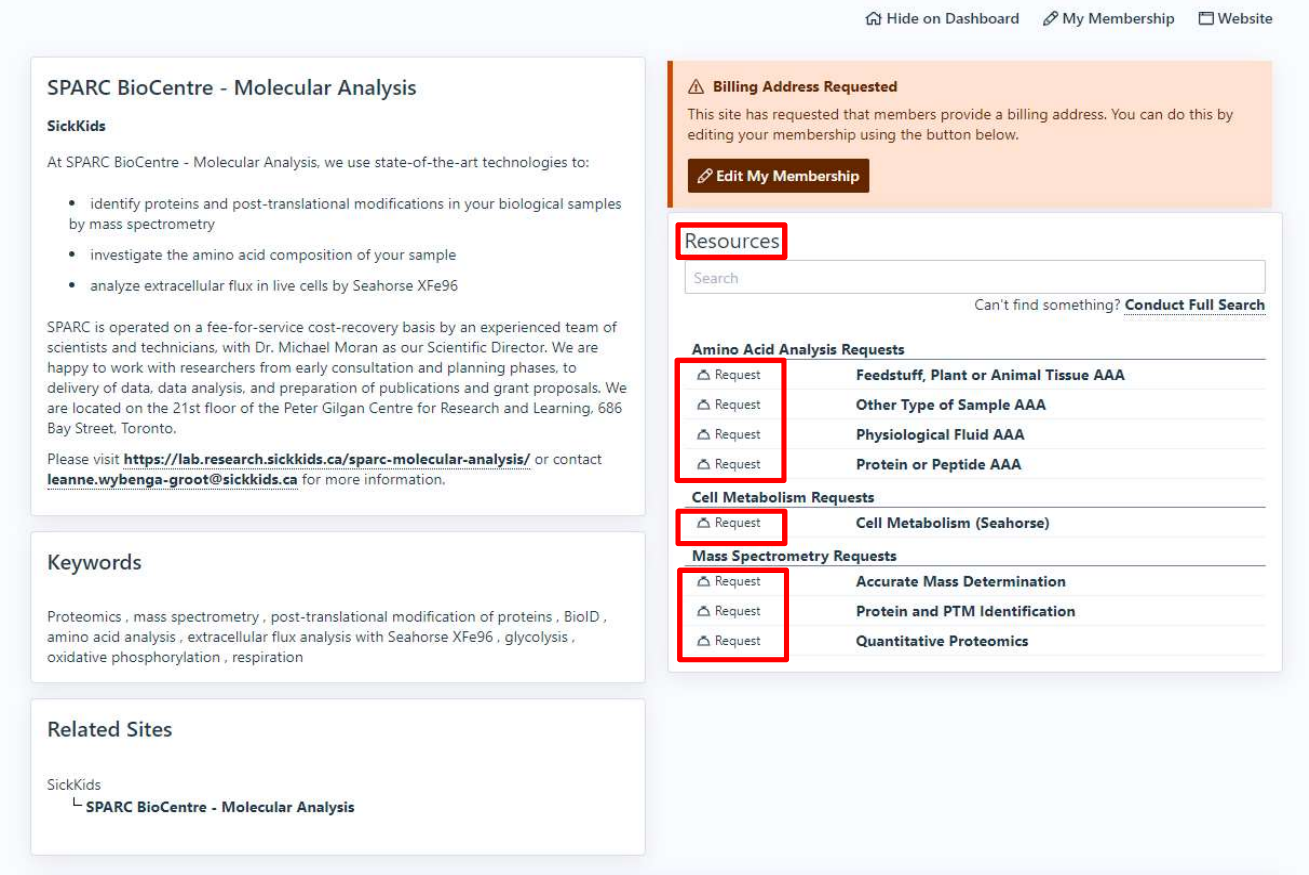

**Step 7)** Once you are added to the SPARC site by one of the administrators, you will receive an email notification from QReserve. Click **Access QReserve** and start creating requests.



# Submitting Samples and Quote Requests

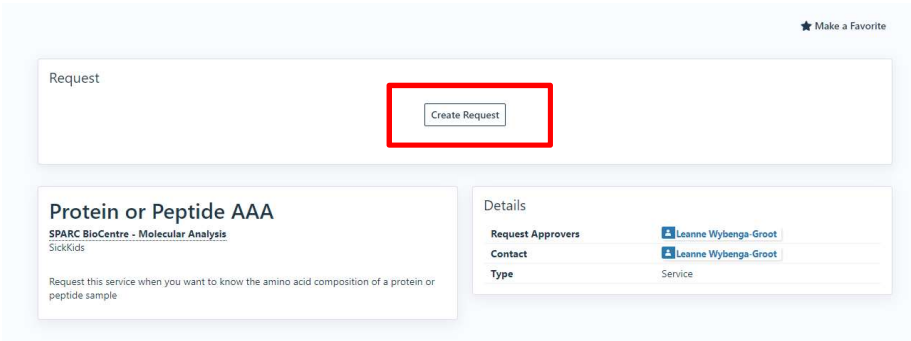
**SPARC uses QReserve to process all sample requests. Once you have submitted your request, we will review it, contact you with any questions and price the request.**

**Step 1)** Once you enter the **SPARC BioCentre – Molecular Analysis** site, you will see the screen below, and be able to create requests. The services available are listed under Resources. If you click **Request**, a brief description of the service will be displayed.



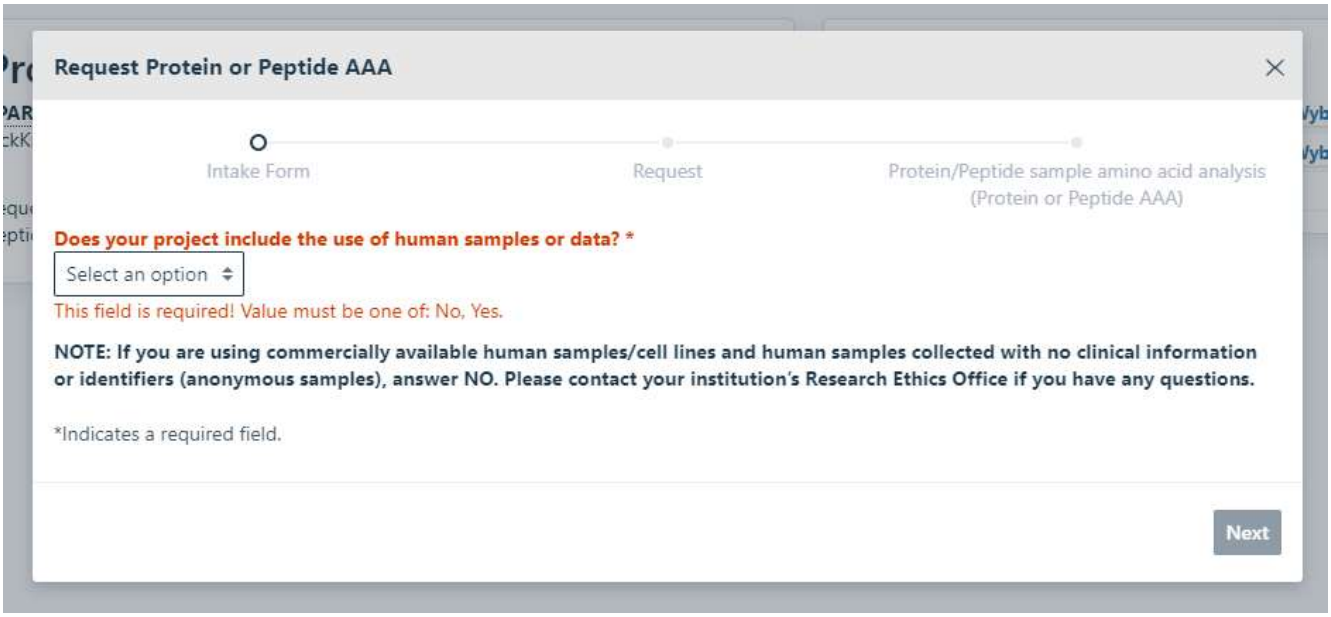

**Step 2)** Once you have clicked Request, the following screen will appear. Click **Create Request** to begin the process.

NOTE: The example below is only for Protein/Peptide Sample (Amino Acid Analysis). Choose what is appropriate for you.

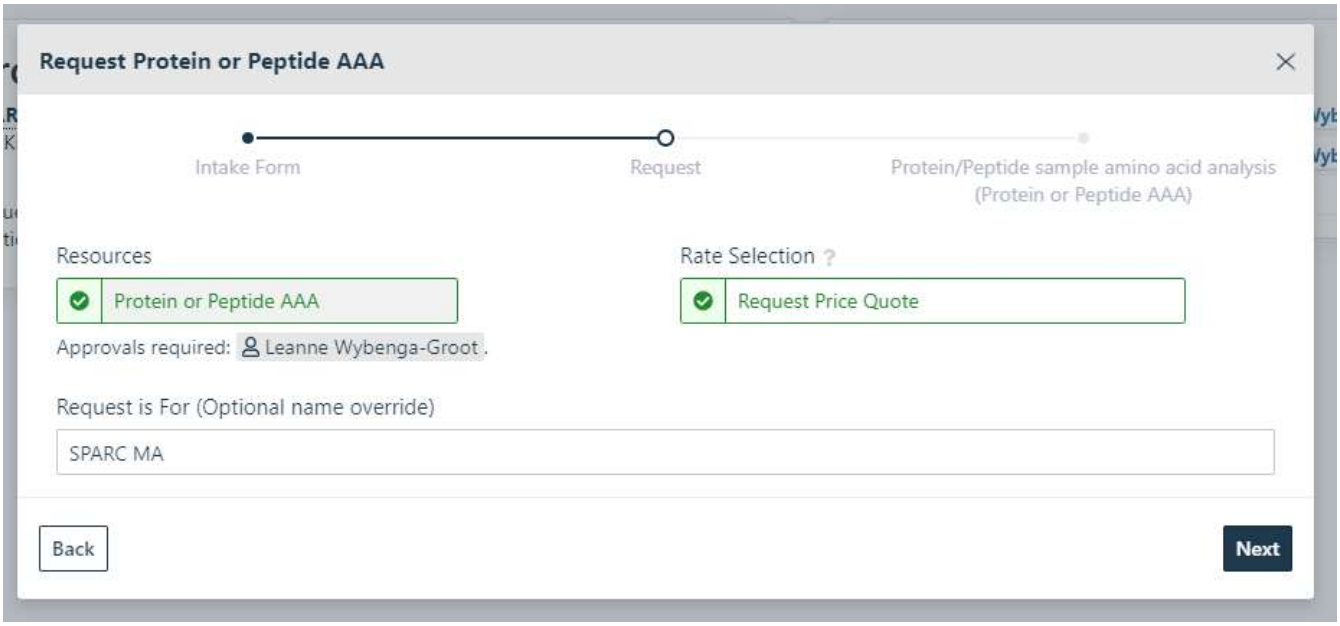


**Step 3)** Fill out the **Intake Form**. If you are a first time user of the QReserve site or you are submitting a new type of sample, answer "No" when asked (**Have you previously completed the intake form for the sample you are requesting the service for?)**

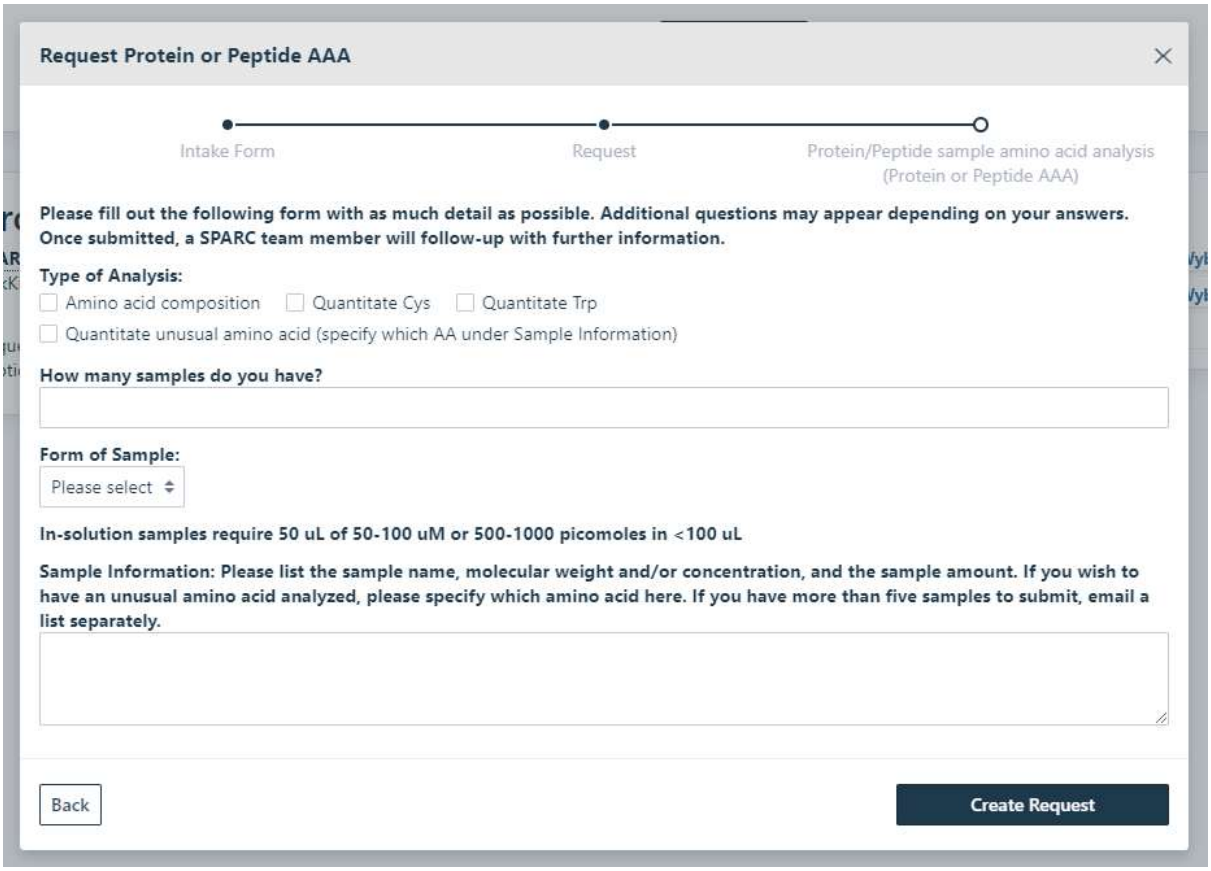
Once the form is complete, click **Next**.



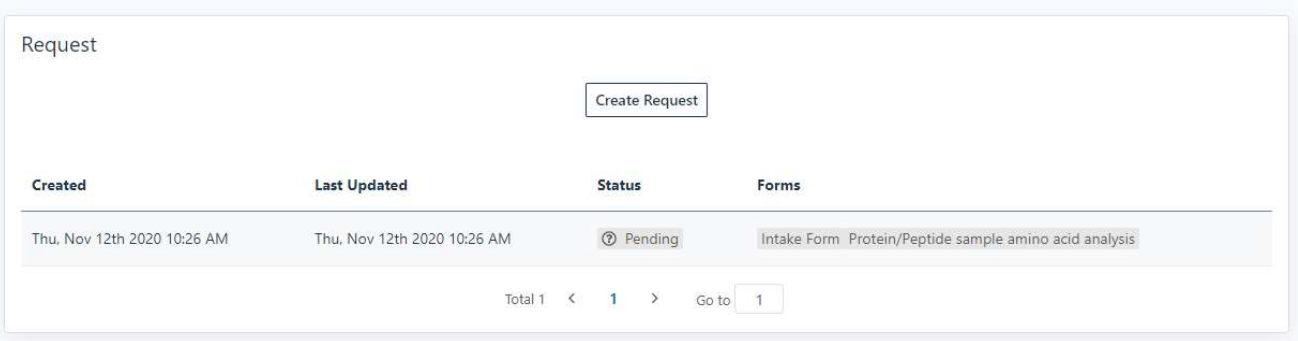

**Step 4)** Double check the correct resources listed. You can change the requester's name, if necessary. Otherwise, click **Next**.



**Step 5)** Fill in the request form with your sample information. Once completed, click **Create Request.**



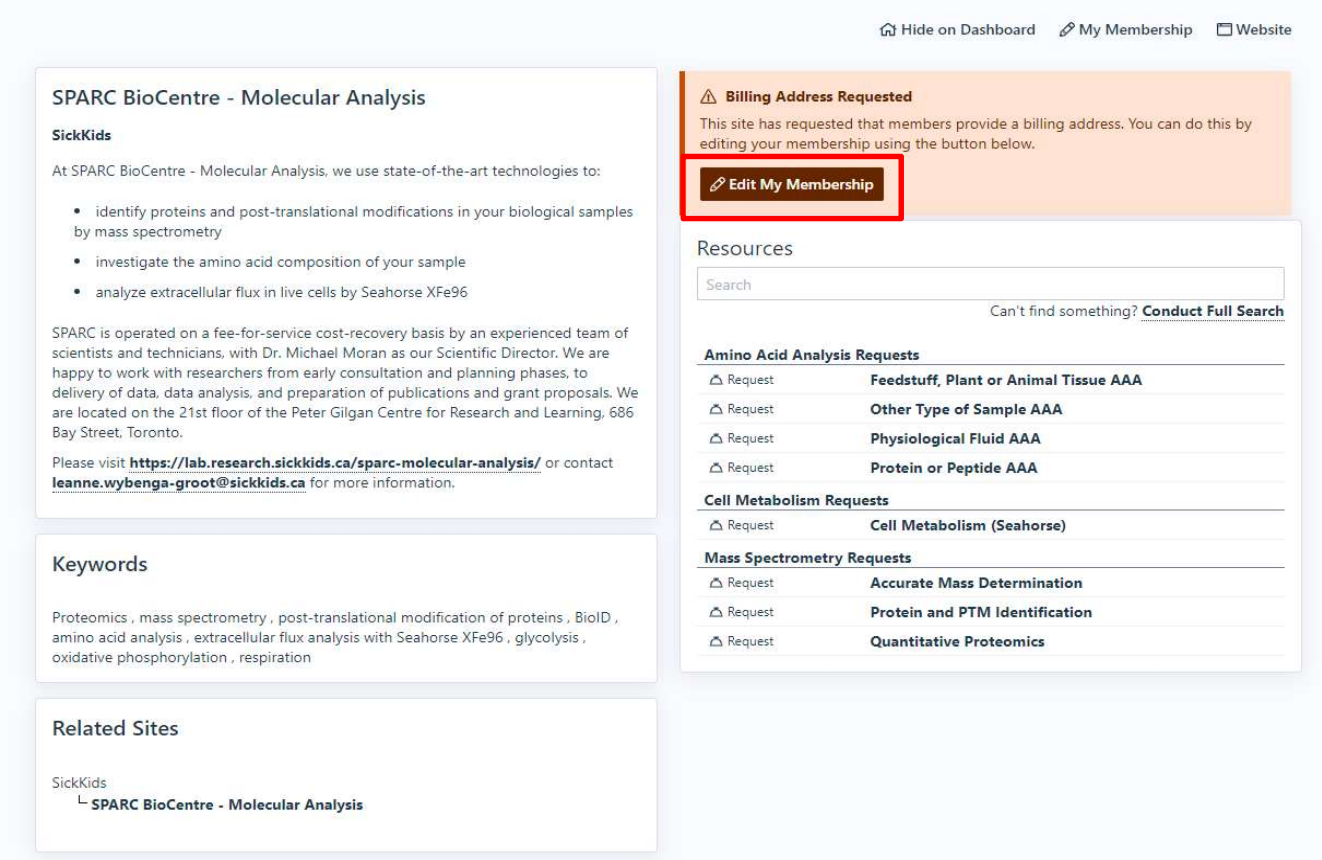

Your request will be priced but have the status of “Pending”, until your samples arrive at our facility.



## Billing Information (External Customers)

If you are an EXTERNAL CUSTOMER (i.e. Your request is not affiliated with a SickKids Lab) you must setup your Billing information for your request.

**Step 1)** Go to Dashboard and click **Edit Your Membership**



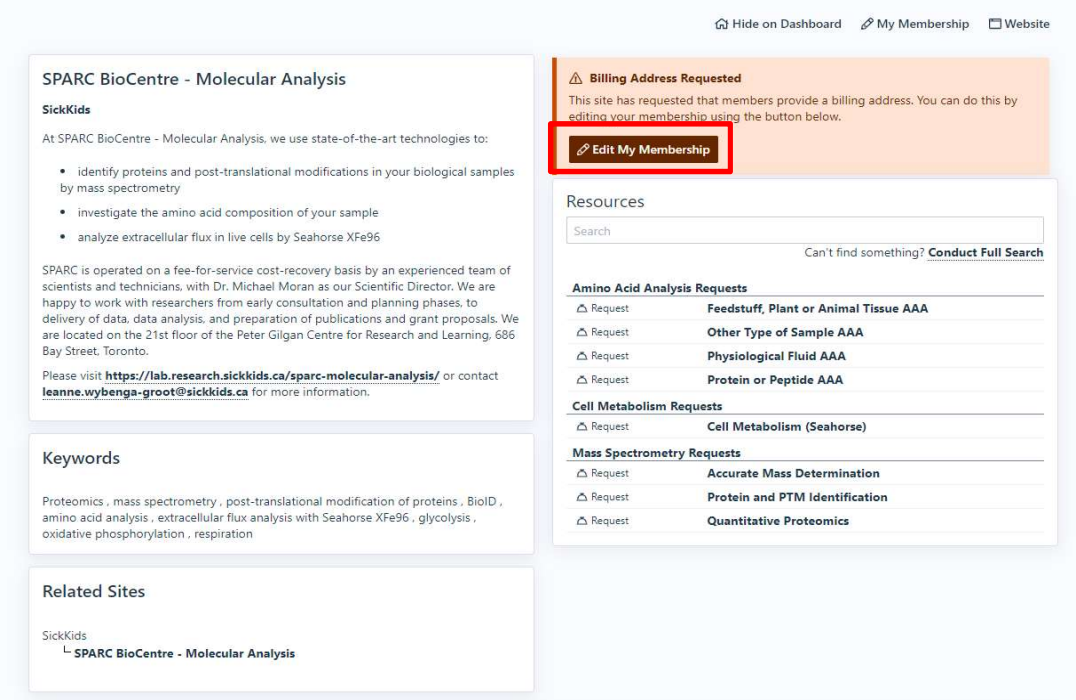

**Step 2)** Leave the **Account Number** blank, this is for internal customers only. **Note:** If you are paying via PO, please email the PO to [**sparc.ma@sickkids.ca**].

Under **Billing Address**, enter your billing information **[name, address, and email address].** This information will be used to create invoices, which will be sent to the email address provided.

## Billing Information (Internal Customers)

If you are an INTERNAL CUSTOMER (i.e. Your request is affiliated with a SickKids Lab) you must setup your Billing information for your request.

**Step 1)** Go to Dashboard and click **Edit Your Membership**




**Step 2)** Enter you **Cost Centre Number** in **Account Number**. If you are not the PI, please enter your PI's name in **Billing Address**.