

## General SOPs and Things to Know about Scheduling an Appointment with HIMF

### Facility Access and Resources

- The Human Immune Monitoring Facility, (HIMF) is available M-F, 8 am – 4 pm for data acquisition, analysis, and specimen processing. If afterhours access is required by your study please contact us.
- The facility offers benchtops, a Class-II biosafety cabinet, and centrifuge use for client sample preparation. HIMF is also available to prepare your samples upon request.
- For trained clients, with building access permissions, the facility and instrumentation are available for un-assisted use.
- The Human Immune Monitoring Facility can assist with all levels of sample preparation if necessary. It is located in the Cancer Center basement room 0913. Please contact Pat Gundy (pgundy@arizona.edu) for assistance with any of our listed instruments, bioprocessing, and/or any other facility needs.

### Scheduling

- First time clients will consult with HIMF staff, by phone or email, to discuss their project or needs prior to scheduling. This is required for initiation of new clinical studies, biospecimen processing, and training on any HIMF instruments.
- Clients will then schedule their own appointments using the iLab website, (<https://ua.ilab.agilent.com/sc/4407/flow-cytometry-and-human-immune-monitoring-shared-resource>) after registering their own user profile and being given fund access by their own Principle Investigator.
- Assisted use and training activities can be requested on iLabs and then approved by HIMF staff depending on availability.
- All appointments must be requested 24 hours in advance. However, trained users may request “walk-up” access up to one hour before use if HIMF personnel are notified.

### Rates

- Rates for all types of HIMF use are described on the iLAB schedule and services webpages. Please visit the iLabs page for the most up to date instrument usage fees at <https://ua.ilab.agilent.com/sc/4407/flow-cytometry-and-human-immune-monitoring-shared-resource/?tab=equipment>.

### Instrument Usage Policies

- Habitual late arrival to appointments cannot be accommodated. If you expect to be late to an assisted or training appointment, please contact staff immediately. Depending on the circumstances, staff may suggest that this appointment be rescheduled.
- Gloves will be worn when using any of the facility instruments and computers/keyboards. BSL-2 materials also require strict adherence to The University of Arizona’s BSL-2 policies including, but not limited to, proper use of PPE and use of a Class-II BSC where appropriate.
- Issues resulting from poor sample preparation are the responsibility of the client and the HIMF is not responsible for troubleshooting these types of problems. However, HIMF can assist users

that are having trouble with sample preparation or instrumentation through assisted or training services. There is an associated charge with this service with pricing visible on the HIMF iLabs page <https://ua.ilab.agilent.com/sc/4407/flow-cytometry-and-human-immune-monitoring-shared-resource/?tab=equipment> .

- The HIMF will not charge the user for time if the failure or wasted appointment time is deemed to be the fault of the instrument, software, or staff. Please notify us immediately if this occurs by email.
- Clients are encouraged to contact HIMF staff at any time, should any instrument problems arise. If staff can assist with problems (during normal working hours), and the issue is client or sample related, the client will be charged time at the current rate for staff labor. Staff is not available outside of normal business hours. If you are an unassisted user, it is expected you are able to troubleshoot basic instrument issues. If you cannot resolve the issue yourself afterhours please let us know immediately and we will reply within the next business day.
- Frequent problems, such as clogging or poor sample preparation by a client during unassisted use, will result in suspension of unassisted scheduling privileges until the problems can be resolved.

## Training

- Clients must undergo training in preparation for unassisted instrument use.
- The requirements and duration of training is highly variable depending upon the type and difficulty of experiments performed, user qualifications, and which instrument will be used.
- HIMF will provide a training plan to every user as they undergo training on HIMF instrumentation. Every user is required to read and sign that they understand the training plan. If as user deviates from the published training plan (brings too many samples, doesn't understand the training, etc) this will delay a user's ability to access HIMF instrumentation unassisted. All required training materials and user preparation are outlined in these documents. If the user does not come prepared, training may have to be rescheduled. Charges for staff time spent will still apply.
- Training appointments cannot be used as data acquisition appointments, and only a minimum of samples for demonstration are allowed. Please discuss these details with HIMF staff prior to training. The appropriate samples are discussed in the provided training plan.
  - **If a user brings additional samples, staff will convert the training appointment to an assisted appointment and training will have to be rescheduled.**
- Clients of HIMF have access to staff during working hours and can receive immediate assistance or intermittent training (depending on staff availability).
- In addition, most instrument users are given complex training by their own laboratory members and PI. HIMF staff train only to a level of independent machine operation, troubleshooting, and basic software use. More detailed knowledge of software and instrument capabilities is the responsibility of the client and their laboratory, unless further training is requested. Additional training material can be provided by HIMF for staining, panel design and instrument operations upon request.
- In summary, the minimum requirement for being an unassisted client is successful machine operation, troubleshooting, cleaning and completely autonomous software use – experiment

layout, gating, compensation, and data export. Additional training materials or guidance can be provided upon request.

#### Data Storage and Analysis

- All data generated in the HIMF is the complete responsibility of the client. The HIMF will attempt to archive the previous few months of client data. However, periodic cleaning of data sets will be necessary to maintain computer functionality. All users will be notified by email when this action is going to occur, and will have 48 hours to come to HIMF to retrieve their data.
  - It is recommended that users remove all data regularly to their personal flash drive for transport to their home/lab computer.
- Data analysis support and training is available as a fee for service for all cytometric data, refer to iLabs for pricing. Please bring knowledge of desired gating strategies, populations of interest, expected expression levels of markers, and fluorophores used.

#### COVID-19 Policies

- The HIMF operates under the guidelines described by the University of Arizona, and those outlined by the director of the UArizona Cancer Center.
- Additionally, all touched surfaces -- chairs, benchtops, keyboards, mouse, instrument switches and components, light switches, and door handles – must be wiped with provided 70% EtOH in water after each client, either by HIMF staff (for assisted use) or by the client in any unassisted use.