CAMS & iLab - Basic Overview

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What is CAMS?

CAMS stands for "Central Account Management System." CAMS is PSOM's account management system which allows Business Administrators to manage access to grant and non-grant Penn 26-digit account numbers.

How can I login to CAMS?

You can login to CAMS with your PennKey by visiting: http://www.med.upenn.edu/apps/cams/users/dashboard

How does CAMS interact with iLab?

You must be granted access to a 26-digit fund number in CAMS before you can use it to pay for core facility services in iLab. CAMS sends account permissions to iLab each evening, so there is a slight delay between receiving access to a fund in CAMs and the fund appearing for you in iLab.

For example, if you receive appropriate access to a fund in CAMS today, it will appear as a payment option in iLab for you tomorrow.

Please note that funds are tied to specific labs in iLab. To access as PI's fund in iLab, you must select their lab when making your request. In the example below, the user has access to 3 labs. To access Soslowsky funds, they must select the Soslowsky lab from the dropdown. If they wish to access funds for the Researcher or Test lab, they must select either option as appropriate.

How can I be granted access to funds in CAMS?

You may request access to funds yourself, or you may ask your Business Administrator to grant you access. Please see the following section for detailed instructions on requesting access to funds in CAMS yourself.

Please note that CAMS requires the information below for all account access requests:

- The spender(s) who would like to receive fund access. You may request access for yourself, or on behalf of another individual.
- The account(s) you would like to access. Please note these must be active (non-expired) accounts.
- The core(s) at which you would like to spend on the fund. You may also request to spend on the fund at all PSOM cores, if appropriate.

If you plan to ask your Business Administrator to grant you access to funds in CAMS, please be sure to provide the above information when reaching out with your request.

Requesting access to funds in CAMS (non-BAs)

1. Visit the website below and log into CAMS with your PennKey.
   http://www.med.upenn.edu/apps/cams/users/dashboard

2. Click the "Request Access" link in the upper left side of the page.
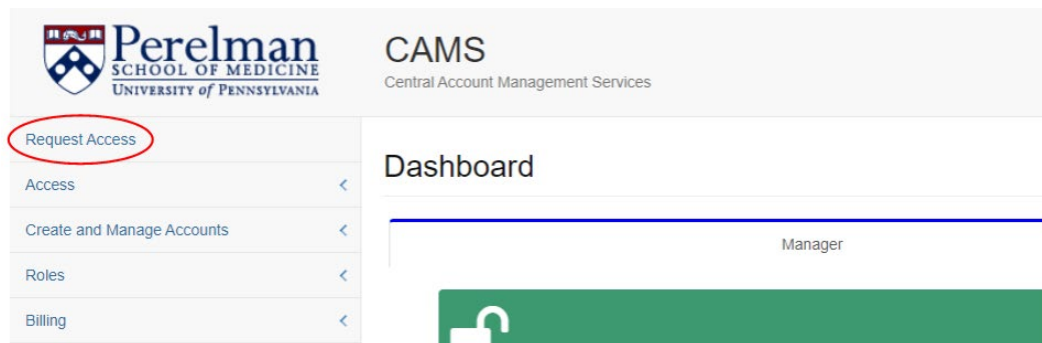
3. Enter your name. You may also enter the names of other individuals to request access on their behalf. Individuals you add will appear in the "Selected Spenders" column.

4. Click the "Select Accounts" tab, and search for your desired account by PI or by account number.

5. Select the accounts you would like to access. Selected accounts will appear in the "Selected Accounts" box.

Selected Spenders	Selected Accounts	Selected Cores
Test, Testing x	4652-014006-2001-3370 x	

6. Click the "Select Cores" tab and select the core or cores you would like to access with the request fund number(s). You may also select "All Cores" to request access to spend on the requested funds at all Penn Cores. Selected cores will appear in the "Selected Cores" box.

7. Click the "Request Access" button on the bottom right of the page. This will route your request to the appropriate Business Administrator for approval.

You can monitor your pending access requests by clicking the "Spender" tab on the CAMS dashboard.
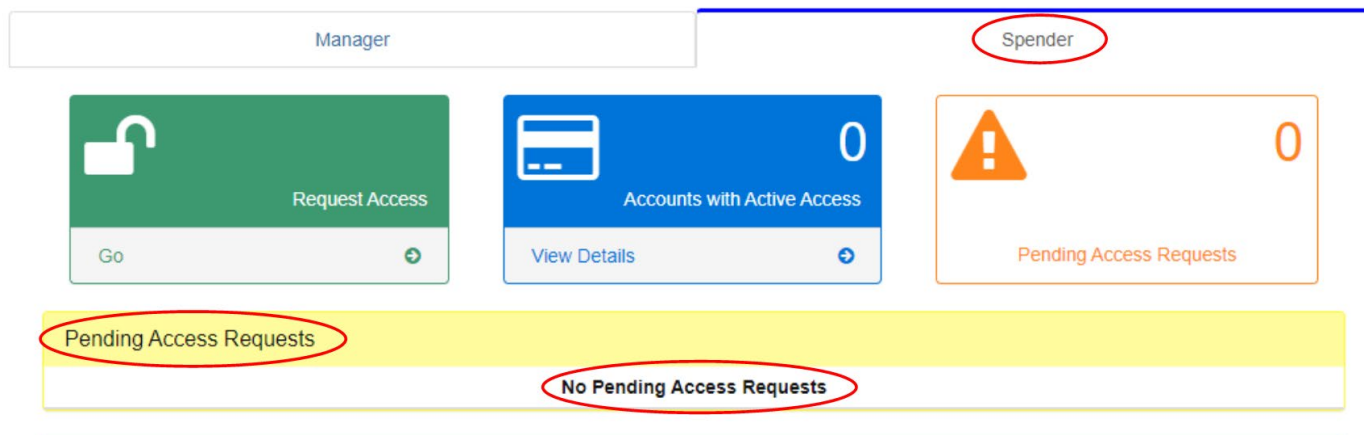
Please note that CAMS sends account permissions to iLab each evening, so there is a slight delay between receiving access to a fund in CAMs and the fund appearing for you in iLab.

For example, if you receive appropriate access to a fund in CAMS today, it will appear as a payment option in iLab for your tomorrow.

I am a Business Administrator. How can I grant access to funds in CAMS?

Please visit https://www.med.upenn.edu/apps/cams/documentation/manage_access for extensive instructions on adding, managing, and viewing access to accounts.

Please note that in addition to granting access to a specific fund, you must also specify the core or cores where the user may spend the fund. CAMS sends account permissions to iLab each evening, so there is a slight delay between granting access to a fund in CAMs and the fund appearing for the user in iLab.

For example, if you grant appropriate access to a fund in CAMS today, it will appear as a payment option in iLab for the user tomorrow.

I was granted access to a fund in CAMS, but it is not appearing for me in iLab. Who can I contact?

Most commonly this is because you have just recently received access to the fund in CAMS. CAMS sends account permissions to iLab each evening, so there is a slight delay between receiving access to a fund in CAMs and the fund appearing for you in iLab. For example, if you received appropriate access to a fund in CAMS today, it would appear as a payment option in iLab for your tomorrow.

If it has been more than 24 hours since your request was approved, or if a fund you previously had access to no longer appears in iLab, please contact iLab.Support@pennmedicine.upenn.edu for assistance.

This may also be because you have not selected the correct lab when making your request. Please note that funds are tied to specific labs in iLab. To access as PI's fund in iLab, you must select their lab when making your request. In the example below, the user has access to 3 labs. To access Soslowsky funds, they must select the Soslowsky lab from the dropdown. If they wish to access funds for the Researcher or Test lab, they must select either option as appropriate.

| About Our Core | Schedule Equipment | Request Services | View All Requests | Reservations | People | Reporting | Billing | PO (0) | Time En |

Hematology Analysis

person   search within: ○ current customers ○ this institution ● All

April Weakley   Soslowsky, Lou (UPENN) Lab (+2)   aweakley@pennmedicine.upenn.edu   215-746-5678   ▼

lab   select which group the request will be for   ▲

         | 🔍

         Soslowsky, Lou (UPENN) Lab

         1 - Researcher (UPenn) Lab

         2 - Test (UPenn) Lab

Where can I find more extensive CAMS help documentation?

Please visit https://www.med.upenn.edu/apps/cams/documentation for a wide variety of support documentation.

Who can I contact to receive CAMS support?

Please contact your BA with general CAMS and account access questions. For non-access questions or technical support issues, please visit https://www.med.upenn.edu/dart/cams.html, and click the link for CAMS Support.

Central Account Management System

WELCOME

CAMS is PSOM's central account management system that allows business administrators to manage access to grant and non-grant Penn 26 digit accounts, and to report on activity against these accounts.

CAMS support contact: **CAMS support**

Link to CAMS site: **CAMS log-in**

Documentation:

iLab and CAMS fact sheet PDF 🗎

Who can I contact to receive iLab Support?

iLab Support is available from a variety of sources. Please feel free to contact Penn's iLab Support at iLab.Support@pennmedicine, or to submit a help ticket via your iLab Dashboard by following the steps below:

1. Visit https://med-upenn.corefacilities.org/landing/264 to login to iLab with your PennKey
2. Click "Help" at the top right of the screen
3. Click "My tickets"
4. Click "Submit a new support ticket"

You may also chat directly with iLab support by following the steps below:

1. Visit https://med-upenn.corefacilities.org/landing/264 to login to iLab with your PennKey
2. Click "Help" at the top right of the screen
3. Click "My tickets"
4. Click "Chat Now" at the bottom right of the screen