**What is the difference between the GENERIC and Standard chemistry options when entering my order?**

These two options are essentially the same.  We would use the same enzyme mix regardless of which of these two you choose.  However, these are both different than the 'difficult template' option.


**I am trying to sign in using the same password I used on Finch, but I cannot login to GSLE.  What do I do?**

You do not need to create a new  account.  All users on Finch have been migrated to GSLE.  We have set all passwords *temporarily* to the same as your username (usernames and passwords are case sensitive).  Please sign in using this information.  Please change your password after signing in for the first time. If you have forgotten your username please contact the facility to recover this information.  PLEASE NOTE: We do not have access to user passwords.  To reset your password, go to the following link:

 http://genesifter.research.sickkids.ca/gsle/Core/passwordReset


**I used to enter my PIs last name in the PO field on Finch but GSLE is not giving me the same option.  How do I enter this information?**

When you entered your PIs last name in the PO number field on Finch, a cheque was issued and mailed to your lab.  On GSLE, choose cheque from the 'Charge code type' drop down menu and enter your PIs last name in the 'Charge Code' field.  Be sure that your address is also chosen from the drop down menu above this section on the same page.  Click "next" to save.   Click "submit order", if all information is correct.


**I do not have a full plate of 96 samples, but am having trouble filling out the plate submission form.  I keep getting errors … Please help!**

Try the following:

1.  Choose the order form for plates.
2.  Download the excel file (click on the X with the arrow pointing down), delete the rows which you will not use (by selecting the entire row, right clicking and selecting 'delete') then enter your template names (along with the custom primer name) within the appropriate field.  *you only need to fill out the template name field on the excel sheet*
3.  Upload this file back to the system.  (click on the X with the arrow pointing upwards).
4.  After uploading, the lines with information will get highlighted red since the primer type and chemistry fields are blank – do not fill these out yet!  From here, if you are not using the full plate, you can go to the 'Range' field, close to the top of the blue section, and enter the range of wells that your samples are in (ie. A01-A04).  This will only show the names for samples in that range).  If you have blank wells throughout the plate you do not need to enter this information.
5.  From here you can then choose the primer type(s), and fill in the chemistry field.   if you have blanks throughout the plate between samples, after uploading the excel file and choosing your chemistry. etc,  click on the X at the end of each line for the blank wells and remove the information for those empty wells.

6. Save and continue….

Note1:   If the excel sheet is pre-populated with the primer and chemistry information, you will not need to do steps 4 and 5. (see next page for more).

**I have entered my samples in ColbyCol orientation, but the system is now showing the samples in my order as RowbyRow orientation after saving.  What happened?**

If you click on the column header name 'Well' (or 'position' heading), this will toggle between Row and Column layout order.

**I cannot save my order because the system is saying that I do not have an address on file, although I am sure that you have this information.**

Although it is true that TCAG accounting staff may have your lab address, the GSLE system does not.  GLSE requires an address for you.  However, you will only need to enter this information one time and then you will just need to choose the address from the drop down menu going forward.

**Each line of my order has turned pink and there is an exclamation point at the left-hand side.  I cannot continue in the ordering process.**

Move your mouse to the exclamation point and hover until the error message appears.  If you see the error message about PRIMER TYPE, then you should do the following:

1.  Click on the small magnifying glass icon next to the primer column field to reveal the table of primers you can choose from.
2.  If you have added your own primer to the sample, choose 'user added' at the bottom of this list.
3.  If you would like the facility to add a standard vector primer from this list, choose it here.

Please do not try to type anything in the "PRIMER TYPE" column – you can only choose from the primer list. Once this is done, you will be able to click the "next" button and proceed with the remainder of the order.

**I used to choose the service for Secondary Structure/ Repetitive/GC-rich on Finch, but GSLE does not give me the same option.  How do I request these services on GSLE? Should I put a comment on the order?**

To ensure that the protocol for these types of templates (above) is used, please select the 'Difficult template' option in the Chemistry column of the order form. Any notes placed in the comments could be inadvertently missed, so this is the best route to request this service.