

Service and support

Services Central how-to guide

With Services Central, you can spend less time getting support and more time focusing on your important work. This fast and easy online platform allows you start, track, and share service requests and access relevant service history and manuals, so you can efficiently manage your instruments.*

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* High-performance liquid chromatography (HPLC) and liquid chromatography and mass spectrometry (LC/MS) instruments installed in the US after January 1, 2015, are currently supported in Services Central. Other instruments will be supported soon.

Set up your free Services Central login

You'll need to have a Thermo Fisher Scientific account to set up Services Central.

- If you already have a Thermo Fisher account, then go to [this page](#) and log in as usual
- If you don't already have a Thermo Fisher account, you can set one up for free by going to [this page](#):
 - Select **Create Account**
 - On the next page:
 - Enter your first and last name
 - Enter your business email address
 - Create a password
 - Select **Yes** to receive email updates about Services Central
 - Select **Create Account**

The first screenshot shows the Thermo Fisher Scientific login page. It has a 'Sign into your account' section with a 'Username: *' field and a 'Next' button. Below it is a link 'Having trouble signing in?'. To the right is a 'Don't have an account?' section with a 'Sign up to:' list: 'View contracted pricing', 'Get online quotes', 'Place and track orders', and 'Earn rewards'. Below this is a 'Create Account' button and a link 'Questions? Contact us'. The footer contains logos for thermo scientific, applied biosystems, invitrogen, fisher scientific, unitylab services, patheon, and ppg, along with links for Terms & Conditions, Privacy Information Center, and Price & Freight Policy, and a 'United States' flag.

The second screenshot shows the 'Why you should create an account' page. It lists benefits: 'Contracted Pricing', 'Online Quotes', 'Place and Track Orders', and 'Earn Rewards'. The registration form includes fields for 'First name: *', 'Last name: *', 'Email: *', and 'Password: *'. There is a 'Password strength' indicator and a 'Don't miss out *' section with a 'Yes' button. At the bottom is a 'Create account' button and a link 'Already have an account? Sign in'.

Adding instruments

- To add instruments to your account, select **Add instruments** in the left navigation menu
- If this is your first time adding instruments, you can also choose the **Add instruments** button on your Services Central dashboard

The screenshot shows the 'Services Central Dashboard'. On the left is a navigation menu with 'Services Central dashboard', 'Instruments', 'Add Instruments', 'Support history', and 'Services Central help'. The main content area has a 'What are you looking for?' search bar and a 'Support request tickets' section with a 'Support request history' link. Below this is a 'No support request tickets' message with an 'Add Instruments' button. A red circle highlights the 'Add Instruments' button in the navigation menu, and another red circle highlights the 'Add Instruments' button on the dashboard.

- On the **Add instruments** page, you can add your instruments using **Manual entry** or **Bulk upload**

– **Manual entry**—to manually add your instruments, you will need to:

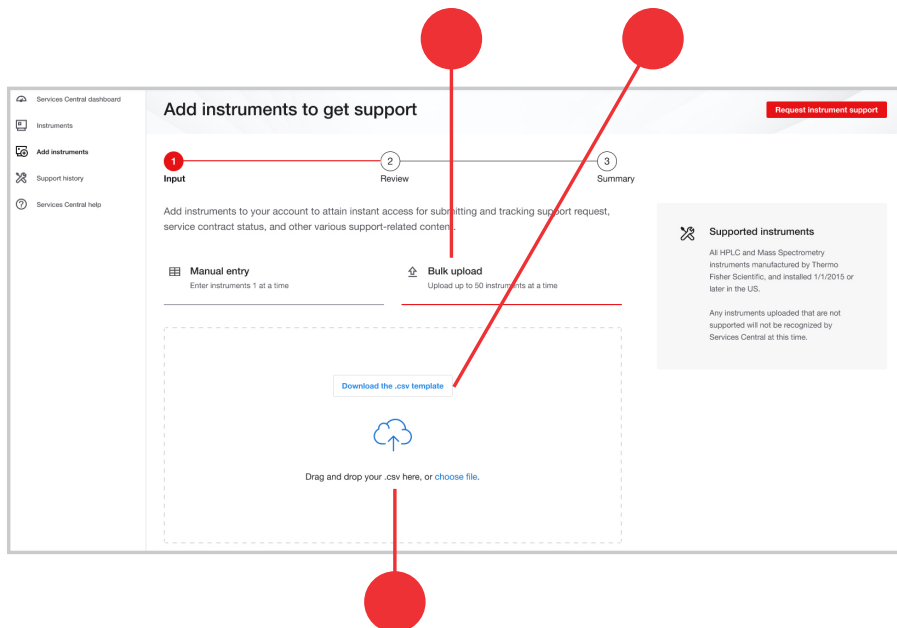
- Enter serial numbers one at a time
- Add nickname for each instrument (optional)
- Select **Continue**

- Review which serial numbers were recognized
- Manually correct any serial numbers that were not found or uncheck the box to exclude
- Then select **Add selected to My Instruments**

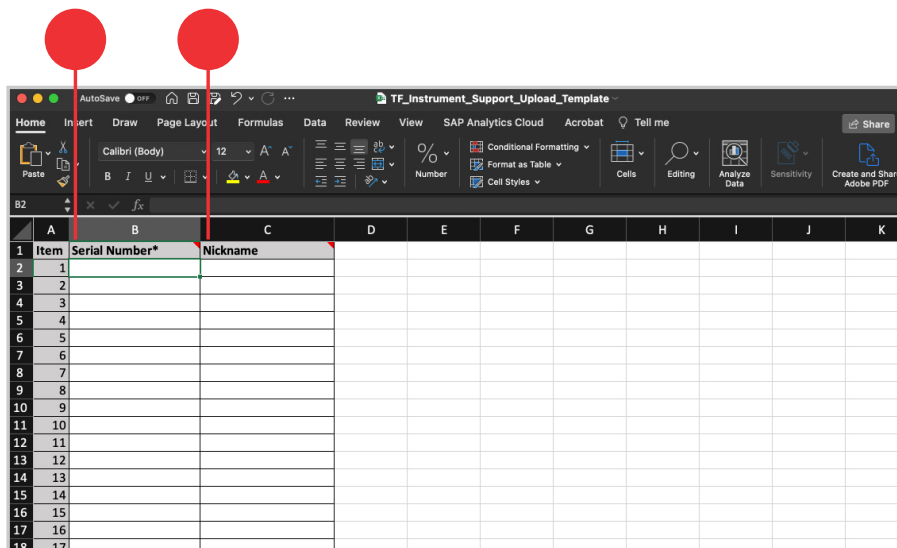
- A summary page will show how many instruments were added successfully

- **Bulk upload**—if you prefer to upload your instruments** all at once, select **Bulk upload**

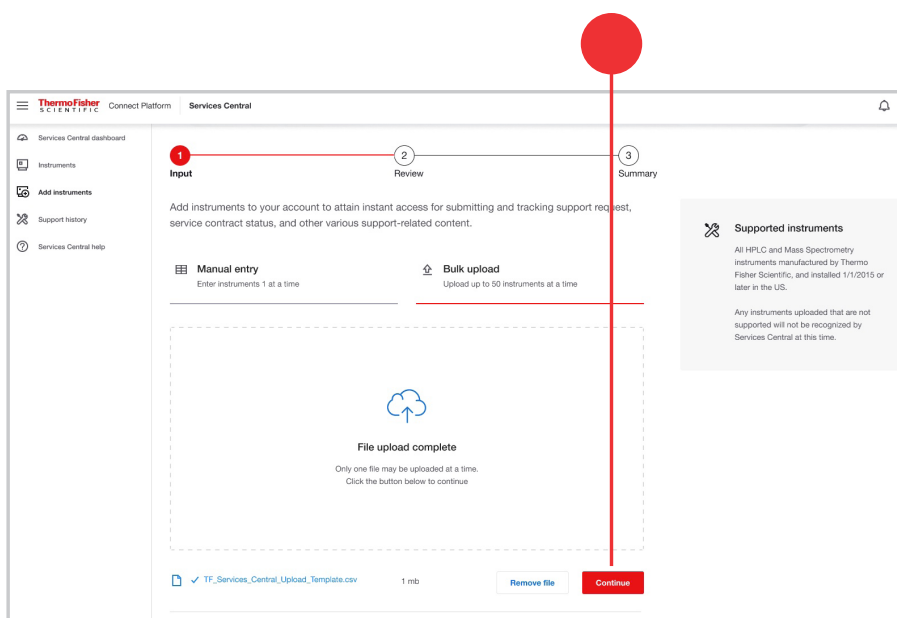
- Download the .csv template



- Copy and paste your serial numbers into the template; you can upload up to 50 instruments at a time
- Add nicknames into the .csv file (optional)
- Drag and drop or upload the .csv file into the upload box



- Once the file has been uploaded, select **Continue**



** Currently supported instruments are HPLC and LC/MS instruments installed in the US after January 1, 2015.

- Review which serial numbers were recognized
- Manually correct any serial numbers that were not found or uncheck the box to exclude
- Then select **Add selected to My Instruments**

Add instruments to get support

1 Input 2 Review 3 Summary

5 instruments recognized

Please review the information below for you recognized instruments. If the information appears correct, continue to the next step with the instruments selected to add them to your Services Central instruments.

	Item	Serial number	Nickname (optional)	Type	Model
<input checked="" type="checkbox"/>	1	8044421	Pump-RD	HPLC	ULT3RDPUMP
<input checked="" type="checkbox"/>	2	8044422	Misc-RD	HPLC	ULT3S0MISC
<input checked="" type="checkbox"/>	3	TSQ-Z-12347	TSQ-1	Mass Spec Life Science	MSTSOQUANTISPLUS
<input checked="" type="checkbox"/>	4	SN98357W	Q-EXACTIVE_32	Mass Spec Life Science	QEXAC00001
<input checked="" type="checkbox"/>	5	SN98358W	Q-EXACTIVE_33	Mass Spec Life Science	QEXAC00001

Cancel Add selected to My Instruments

- You will see a summary page showing you how many instruments were added successfully

Add instruments to get support

1 Input 2 Review 3 Summary

5 Added instruments Go to My Instruments

Instruments added successfully

Click a serial number for instrument support details, or visit [My Instruments](#) to view all within Services Central.

Item	Serial number	Nickname	Type	Model	Coverage	Coverage end
1	8044421	Pump-RD	HPLC	ULT3RDPUMP	Under contract	12/24/22
2	8044422	Misc-RD	HPLC	ULT3S0MISC	Under contract	12/24/22
3	TSQ-Z-12347	TSQ-1	Mass Spec Life Science	MSTSOQUANTISPLUS	Under contract	12/24/22
4	SN98357W	Q-EXACTIVE_32	Mass Spec Life Science	QEXAC00001	Under contract	12/24/22
5	SN98358W	Q-EXACTIVE_33	Mass Spec Life Science	QEXAC00001	Under contract	3/29/25

Inviting other users/sharing instruments

- To share an instrument with colleagues, go to your **My Instruments** list
 - You can navigate to **My Instruments** directly from the **Summary** page after you upload instruments by clicking on the **My Instruments** hyperlink in the middle of the Summary page
 - You can also navigate to **My Instruments** by using the left navigation menu and selecting **Instruments**
- Select the **Share** button in the right corner

Instruments

My Instruments Groups Favorites Shared with me

Instruments 9

Search by instrument serial number, nickname, or group name

Add Instrument Create new group Share

Favorite	Serial number	Nickname	Groups	Type	Model	Coverage	Coverage end	Added date	Actions
★	1009996	Detector-2B	HPLC 2B Sys.	HPLC	VQF0000DET	Under contract	10/25/23	10/10/22	⋮
★	1009999	Column-2B	HPLC 2B Sys.	HPLC	VQH0000OVEN	Under contract	10/25/23	10/10/22	⋮
★	1009998	Sampler-2B	HPLC 2B Sys.	HPLC	VQF000SAMPL	Under contract	10/25/23	10/10/22	⋮
★	1009997	Pump-2B	HPLC 2B Sys.	HPLC	VQF000PUMP	Under contract	10/25/23	10/10/22	⋮
☆	8044421	Pump-RD	Biotherapeutic...	HPLC	ULT3RDPUMP	Under contract	12/24/22	5/10/22	⋮
☆	8044422	Misc-RD	Biotherapeutic...	HPLC	ULT3S0MISC	Under contract	12/24/22	5/10/22	⋮
☆	SN98357W	Q-EXACTIVE_32	Department of...	Mass Spec Lif...	QEXAC00001	Under contract	12/24/22	5/10/22	⋮
☆	SN98358W	Q-EXACTIVE_33	Department of...	Mass Spec Lif...	QEXAC00001	Under contract	3/29/25	5/10/22	⋮
☆	TSQ-Z-12347	TSQ-1	Precision...	Mass Spec Lif...	MSTSOQUAN...	Under contract	12/24/22	5/10/22	⋮

- You will see a **Share instruments** pop-up box appear
- In the **Share instruments** box, add the business email addresses of those with whom you'd like to share
- Add your message (optional)
- Check if you want to share the nicknames
- Select the instruments you want to share
- Then select **Share**

Share instruments

Give your teammates access to these instruments.

Recipient emails *

name.lastname@lab123.com

If adding more than one email, separate with commas. Sharing outside your organization is not allowed.

Share instrument (optional)

☐ Nicknames

Add instrument(s) to share *

Search by instrument serial number or nickname

Serial number	Nickname	Groups	Type	Model
1009996	Detector-2B		HPLC	VQF000DET
1009999	Column-2B		HPLC	VQH000OVEN
1009998	Sampler-2B		HPLC	VQF00SAMPL
1009997	Pump-2B		HPLC	VQF000PUMP
8044421	Pump-RD	Biotherapeut...	HPLC	ULT3R0PUMP
8044422	Misc-RD	Biotherapeut...	HPLC	ULT3S0MSC

Cancel Share

Creating groups

Create helpful instrument groups. Some ideas: group by user, location, and instrument system.

- To create a group, navigate to your instruments
- Choose **Create new group**

ThermoFisher Scientific Connect Platform Services Central

Services Central dashboard

Instruments

Add instruments

Support history

Services Central help

Instruments

My Instruments Groups Favorites Shared with me

Instruments 9

Add instrument Create new group Share

Search by instrument serial number, nickname, or group name

Favorite	Serial number	Nickname	Groups	Type	Model	Coverage	Coverage end	Added date	Actions
★	1009996	Detector-2B	HPLC 2B Sys.	HPLC	VQF000DET	Under contract	10/25/23	10/10/22	...
★	1009999	Column-2B	HPLC 2B Sys.	HPLC	VQH000OVEN	Under contract	10/25/23	10/10/22	...
★	1009998	Sampler-2B	HPLC 2B Sys.	HPLC	VQF00SAMPL	Under contract	10/25/23	10/10/22	...
★	1009997	Pump-2B	HPLC 2B Sys.	HPLC	VQF000PUMP	Under contract	10/25/23	10/10/22	...
☆	8044421	Pump-RD	Biotherapeut...	HPLC	ULT3R0PUMP	Under contract	12/24/22	5/10/22	...
☆	8044422	Misc-RD	Biotherapeut...	HPLC	ULT3S0MSC	Under contract	12/24/22	5/10/22	...
☆	SN98357W	O-EXACTIVE_32	Department of...	Mass Spec Lit...	QEXAC00001	Under contract	12/24/22	5/10/22	...
☆	SN98358W	O-EXACTIVE_33	Department of...	Mass Spec Lit...	QEXAC00001	Under contract	3/29/25	5/10/22	...
☆	T9Q-Z-12347	T9Q-1	Precision...	Mass Spec Lit...	MST9QQUAN...	Under contract	12/24/22	5/10/22	...

Request instrument support

- You will see a **Create new group** pop-up box appear
- Fill in the **Group name**
- You may also add a description (optional)
- Select the instruments you want to add to the grouping
- Select **Create group**

Create new group

Group name *

HPLC 2B Sys.

Description (optional)

Vanguard HPLC System, Lab 2B

Add instrument(s) to your group (optional)

Search by instrument serial number or nickname

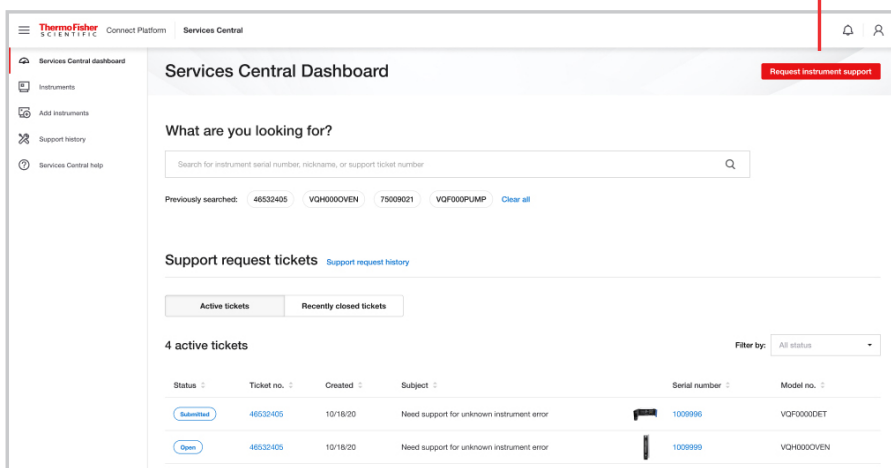
Serial number	Nickname	Groups	Type	Model
1009996	Detector-2B		HPLC	VQF000DET
1009999	Column-2B		HPLC	VQH000OVEN
1009998	Sampler-2B		HPLC	VQF00SAMPL
1009997	Pump-2B		HPLC	VQF000PUMP
8044421	Pump-RD	Biotherapeut...	HPLC	ULT3R0PUMP
8044422	Misc-RD	Biotherapeut...	HPLC	ULT3S0MSC

Cancel Create group

Requesting service

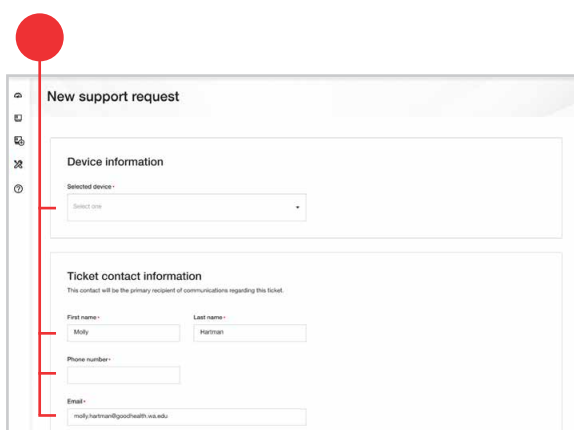
When you submit an instrument support request, it goes straight to a dedicated support team† that can help you with your problem.

- Select **Request instrument support** on the top right



The screenshot shows the 'Services Central Dashboard' with a sidebar on the left containing links to 'Services Central dashboard', 'Instruments', 'Add instruments', 'Support history', and 'Services Central help'. The main content area has a search bar with the placeholder 'What are you looking for?' and a search icon. Below the search bar, it shows 'Previously searched' items: 46532405, VGH000OVEN, 75009021, and VGF000PUMP, with a 'Clear all' link. The 'Support request tickets' section has tabs for 'Active tickets' and 'Recently closed tickets'. Under 'Active tickets', there are 4 active tickets. A table lists these tickets with columns for Status, Ticket no., Created, Subject, Serial number, and Model no. The first ticket is 'Submitted' with ticket number 46532405, created on 10/16/20, subject 'Need support for unknown instrument error', serial number 1009996, and model VGF000DET. The second ticket is 'Open' with the same ticket number, created on 10/16/20, subject 'Need support for unknown instrument error', serial number 1009999, and model VGH000OVEN. A red circle in the top right corner of the dashboard points to the 'Request instrument support' button.

- Select the device for which you want to request support
- Fill in the **Ticket contact information** including **First name**, **Last name**, **Phone number**, and **Email**



The screenshot shows the 'New support request' form. It has a sidebar on the left with icons for 'Instruments', 'Add instruments', 'Support history', and 'Services Central help'. The main content area is titled 'New support request' and contains two sections: 'Device information' and 'Ticket contact information'. The 'Device information' section has a 'Selected device' dropdown menu. The 'Ticket contact information' section has fields for 'First name' (Molly), 'Last name' (Hartman), 'Phone number', and 'Email' (molly.hartman@protonmail.us.edu). A red circle in the top left corner of the form points to the 'Device information' section.

- Fill in the **Support request details**
- Select **Submit request**



The screenshot shows the 'Support request details' form. It has a sidebar on the left with icons for 'Instruments', 'Add instruments', 'Support history', and 'Services Central help'. The main content area is titled 'Support request details' and contains a 'Request subject' field and an 'Additional details' text area. A red circle in the top left corner of the form points to the 'Request subject' field.

† Support teams respond within normal service business hours, but you can avoid phone queues, hold times, and waiting to open a ticket by initiating your service request 24/7/365. If you have an Asset Management program with Unity Lab Services, please do not use Services Central and continue to manage your service requests as normal via **ULS Asset Manager**.

Find out more at thermofisher.com/servicescentral