Frequently Asked Questions on
Laboratory Instrument Management System (LIMS)

Q1: What are the key differences between the upgraded LIMS 3.0 and the current 2.0 version?

Answer: LIMS 3.0 integrates with the Space Management System, featuring a more modern backend interface. New functions include To-do center, email notifications, a credit management module, self-inspection for equipment reservation eligibility, early log-in before reservation time, and so on. Core user functionalities stay the same as the current version.

Q2: What is the credit management module, and how does it affect me?

Answer: The credit management module is an important component of LIMS, designed to standardize users' behaviors and enhance the efficiency of equipment utilization.
Each user's initial credit score is 100 points. When a user violates the rules such as late log-in and no-show, the system will automatically deduct the credit score. During the trial operation period, the credit score value will have no impact on users. The official launch date and detailed rules will be announced separately.

Q3: What should I do if the webpage reports an error after account login?

Answer: Clear your browser cache and try again. It is recommended to use Google or Edge browsers. If this still doesn't work, please send this problem to LTMO@xjtlu.edu.cn.

Q4: What should I do if I can't find my organization when I register my account?

The information of all XJTLU academic schools and departments has been imported into the system. If you can't find your organization, please send details to LTMO@xjtlu.edu.cn.

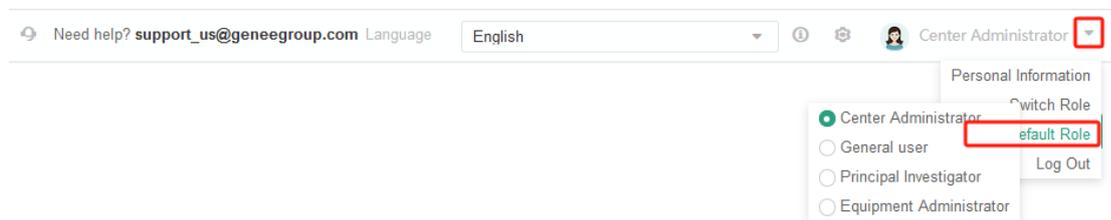Q5: What should I do if I can't find the target research group when I register my account?

Answer: Principal investigators/ supervisors should register first to enable their research groups in LIMS. Please search by keywords when selecting a research group. If no match appears, please confirm with your supervisor whether he/she has registered a LIMS account and research group (academic staff in XJTLU automatically create research groups during account registration). For unresolved cases, please send details to LTMO@xjtlu.edu.cn.

Q6: What should I do if my account has not been activated for a long time?

Answer: When a user submits the account registration on LIMS 3.0, the principal investigator/supervisor of your research group will receive an email reminder. If your account has not been activated for a long time, it may be due to the wrong choice of organization or research group. You can re-register your account and contact your principal investigator to activate it.

Q7: Why do I have multiple roles in the new system LIMS 3.0?

Answer: LIMS 3.0 separates each role. Users are advised to set their highest-privilege role as their default role (e.g., Principal Investigators should default to "Principal Investigator" and technicians to "Equipment Administrator").

Q8: What should I do if I can't find my research group in the new system?

Answer: Due to version changes, the "My Research Group" option is no longer under the research group menu. Instead, click your group's name on the personal homepage and you can find your research group.

Q9: Why do I receive emails from LIMS after the system upgrade?

Answer: LIMS 3.0 includes an email notification feature for important messages. If you don't need the email notification of a certain type of message, you can cancel it in your personal settings.

Q10: What should I do if I can't find a specific equipment during a search?

Answer: Please try different keywords. If you still can't find the equipment, the equipment status may have changed, you can try to search it in the "Temporary failure" or "scrapped" equipment list.


Q11: What should I do if I want to use the equipment of other academic unit?

Answer: Users must contact the relevant lab manager to request access. Upon approval, you need to apply for room access permissions in LMP, complete safety training, and attend equipment operation training and other required trainings.

Q12: What should I do if I can't reserve equipment normally?

Answer: Select "check your reservation eligibility" on the reservation page to identify and resolve issues. Please note that users should make proper reservations and use of the equipment. After the credit module is officially launched, a low credit score will also affect users' normal reservation of equipment.
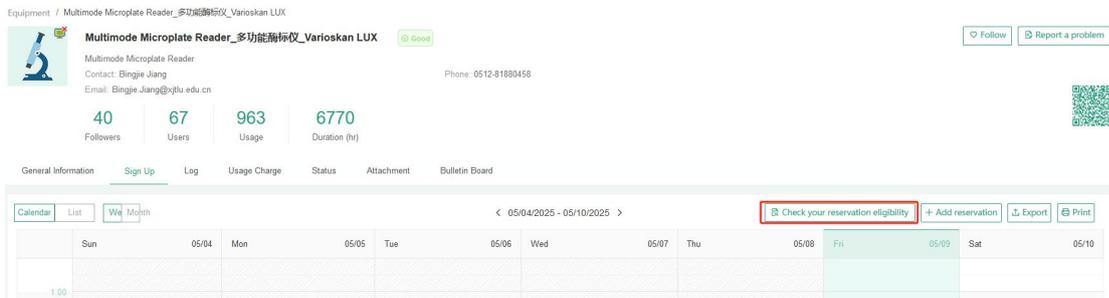
Q13: Why can't I select specific times when reserving equipment?

Answer: The new version requires users to click "Select Time" after choosing a date or manually overwrite existing times. Alternatively, left-click and drag to reserve available slots can also help you to reserve equipment. More details are in the User Manual.

Q14: How can I quickly return to today's schedule after viewing future reservation?

Answer: You need to click "Week" to return.

Q15: Why can others access equipment during my reserved time slot?

Answer: Equipment administrators and higher roles bypass reservation restrictions. If general users can log in, the equipment administrators may have enabled "Allow others to use equipment during reserved periods". Normally, reserving users hold top priority.

Q16: What should I do if the LIMS login box displays "Fail to connect network"?

Answer: Check Ethernet cable connections or reinsert the cable. Restart the computer if the problem is unresolved. For equipment using wireless network, you should check whether the wireless network is correctly connected. If the problem cannot be solved after trying on your own, please contact related equipment administrator to use offline passwords to login. The problem should be reported to center administrator once it occurs.

Q17: What should I do if the computer screen does not respond when I enter my account password in the LIMS software login box?

Answer: The computer may have been set lock screen time, you can re-lock the screen by pressing "Windows" and "L" or restarting the computer. Then you can return to the LIMS software login box to enter your account and password normally.

Q18: What should I do if the card reader shows "no use permission" after I swipe my card?

Answer: Please make sure you were swiping during your reserved time first, and follow the steps listed on *Standard Operating Procedure for LIMS Card Reader*. If the issue persists, please contact relevant equipment administrator for remote startup. Equipment administrator should report this problem to center administrator.

Q19: I am a non-XJTLU user, what should I do if I want to use my temporary card to swipe the card readers to use equipment?

Answer: You can inform the equipment administrator of the equipment you want to use, your LIMS account and temporary card number at least three days in advance, and make sure that the temporary card is used only by you. The information will be sent to center administrator to update.

大型仪器共享管理系统常见问题及解答

1. LIMS 升级版 3.0 与当前版本 2.0 相比，主要有哪些变化？

答：LIMS3.0 版本对接空间管理系统，后台界面更加现代化，增加待办审批、邮件通知功能、信用管理模块、仪器预约资格自检、允许用户在预约起始时间提前登录等新功能，两者核心功能相差不大。

2. 什么是信用管理模块，对我有什么影响？

答：信用模块是大型仪器共享管理系统的重要组成部分，旨在规范用户仪器预约与使用行为，提高仪器使用效率。用户初始信用分为 100 分，当用户出现违规行为（如迟到、爽约）时，系统自动扣除信用分。试运行期间，信用分值不会对用户造成影响。正式施行具体评分细则及限制要求将提前通知。

3. 我在点击账号登录后网页总是报错怎么办？

答：请先尝试清除浏览器缓存后登录，建议使用谷歌或 Edge 浏览器。如仍然不能解决，请将具体情况反馈至 LTMO@xjtlu.edu.cn。

4. 我在注册账号时选择不到相应的组织架构怎么办？

答：目前校内院系均已导入 LIMS 系统，可被选择，请仔细查找。如您仍不能找到相应组织架构，请将问题反馈至 LTMO@xjtlu.edu.cn。

5. 我在注册账号时选择不到老师所在课题组怎么办？

答：在选择课题组时，需要输入关键词匹配。如果匹配不上，请先联系课题组负责人确定其是否已注册 LIMS 账号及课题组。如尚未注册，课题组负责人应先注册课题组（校内学术员工在账号注册时将自动创建课题组），如已注册，应咨询准确的课题组名称。如果仍然找不到相关课题组，请将详细情况反馈至 LTMO@xjtlu.edu.cn。

6. 我的账号长时间未被激活，我该怎么办？

答：用户在 LIMS 3.0 上注册账号时，课题组负责人会收到邮件提醒。如果您的账号长时间

未激活，可能是组织架构或课题组选择错误。您可以重新注册账号，并联系课题组负责人激活。

7. 为什么我在新版系统中有多个角色？

答：LIMS3.0 将各个角色区分开，建议用户设置最高权限的角色为默认角色，如 PI 设置课题组负责人为默认角色，技术员设置仪器负责人为默认角色。

8. 在新系统中，我找不到自己的课题组了怎么办？

答：由于版本变化，新系统课题组菜单栏下无"我的课题组"选项，可以通过点击个人首页的课题组名称进入"我的课题组"。

9. 为什么系统升级后，我会收到 LIMS 的邮件？

答：本期优化项目增加了邮件通知功能，重要信息会通过邮件发送，如果您不需要某类型消息的邮件通知，可以在个人设置处取消。

10. 我在检索仪器的时候，找不到相应仪器怎么办？

答：输入仪器关键词即可查找到相关仪器，如果更换多个关键词仍然找不到，可能是仪器状态改变，可尝试在故障或已报废设备中查找。

11. 我想使用其他院系的仪器应该怎么做？

答：如用户因科研需求，希望使用其他院系设备，应提前联系相关院系的实验室经理/学院技术经理告知需求，实验室经理/学院技术经理在充分考虑本院系设备使用率后给出答复。经过允许后，用户还应在 LMP 系统上申请仪器所在用房的准入权限、参加该院系的安全培训及仪器操作培训。
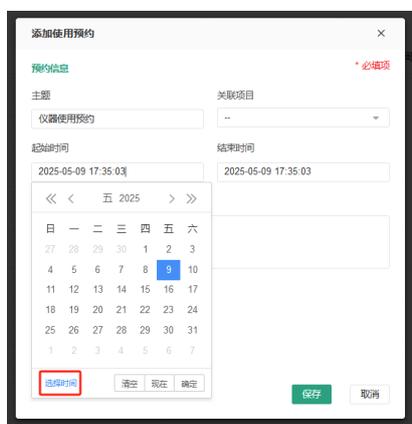
12. 我不能在系统上正常预约仪器该怎么办？

答：请在预约页面选择"预约资格自检"，查看具体原因并解决。注意，请用户规范预约与使用仪器，信用模块正式上线后，信用分过低也将影响用户正常预约仪器。

13. 我在预约仪器时不能选择具体时间该怎么办？

答：新版本预约插件改变，需要用户在选择日期后另外点击"选择时间"来修改时间，或者直接选中需要修改的内容，输入数字覆盖原时间。另外，也可以在预约界面直接用鼠标左键拖动空闲时间进行预约，详见用户操作指南。

14. 我在预约仪器时查看了数周后的仪器预约情况，怎么快速返回查看今天的预约情况？

答：请点击"周"返回本周，查看今天的预约情况。

15. 为什么在我的预约时间段内，其他人员可以登录账号使用设备？

答：仪器负责人及更高权限角色在登录账号时不受预约限制，如果普通用户可以登录，可能是仪器负责人在预约设置中勾选了"允许他人在预约时间段内使用设备"。理论上，用户在本人预约时间段内拥有仪器使用最高优先权。

16. 我在登录 LIMS 软件时，登录框下显示离线怎么办？

答：首先检查网线与各个网口的连接处，可以重新插拔网线，如果不能解决再尝试重启计算机。对于使用无线网联网的仪器，应先检查无线网是否正确连接。

如果自行尝试后仍不能解决问题，应第一时间联系仪器负责人，先使用离线密码登录并使用仪器。仪器负责人需将该情况反馈给中心管理员解决。

17. 我在 LIMS 软件登录框输入账号密码时，计算机屏幕无反应怎么办？

答：可能是计算机设置了锁屏时间，您可以通过"Windows+L"重新锁屏或重启计算机，回到 LIMS 软件登录框后可实现正常登陆。

18. 我在刷卡后，读卡器显示无使用权限应该怎么做？

答：用户应确保在预约时间段内刷卡，按照《LIMS 刷卡器标准操作规程》所列的方案解决问题。如仍不能解决，请尽快联系仪器负责人开启仪器。仪器负责人应将情况反馈给中心管理员。

19. 我是持有临时卡的校外用户，我想使用临时卡刷开仪器应该怎么做？

答：请先确保持有的临时卡仅由本人使用，然后将希望使用的仪器及 LIMS 账号、临时卡卡号信息至少提前三天告知仪器负责人，由仪器负责人反馈给中心管理员。