

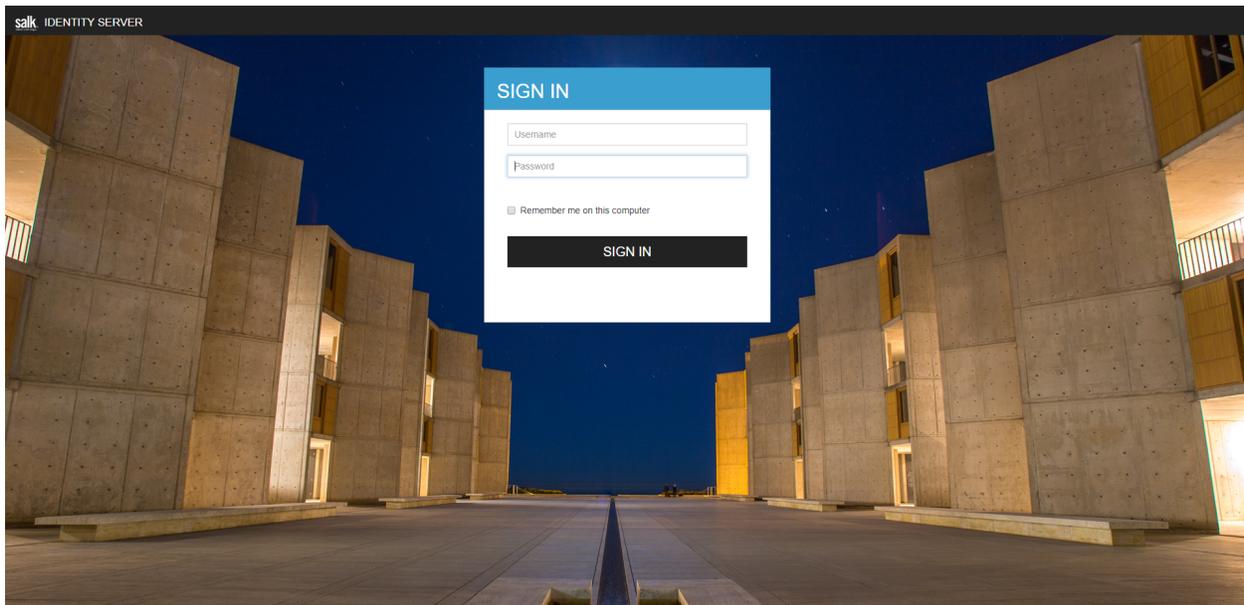
Idea Elan

Infinity Core Management Software

Salk Institute User Access and Help Files Guide

Logging into Infinity Software

1. Go to <https://secure8.ideaelan.com/secure/public/applogin.aspx>
2. Enter in your Salk AD Credentials and click “Sign In”



Accessing Help Files

1. Once logged into the software, click the 9-square on the top right-hand side of the toolbar.



2. Click on the Help Files icon for videos, PDFs, and software guides.

3. Select from the list of help files that relate to your facility/ needs.

Facility	Help File Name	Help File Type	Description
<input type="text" value="Search here"/>	<input type="text" value="Search here"/>	<input type="text" value="Search here"/>	
Flow Cytometry Core Facility (FCCF)	Infinity FCCF User Help Video	Document	1803280847394739.camproj
Biophotonics Core (BPHO)	Infinity BPHO User Guide Video	Video	180326090022022.camproj
Flow Cytometry Core Facility (FCCF)	Quick Guide	Document	1803280729462946.pptx

Accessing Zendesk Help Portal

1. Once logged into the software, click the 9-square on the top right-hand side of the toolbar.



Help

2. Click on the Help icon
3. Submit requests to Idea Elan Support Staff, search for articles that may assist in questions you have or click the tabs to search through your user role. How-to videos are also available.

