Idea Elan
Infinity Core Management Software
Salk Institute User Access and Help Files Guide

Logging into Infinity Software
2. Enter in your Salk AD Credentials and click “Sign In”

![Sign In Screen](image1.png)

Accessing Help Files

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

![Help Files Icon](image2.png)

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.

<table>
<thead>
<tr>
<th>Facility</th>
<th>Help File Name</th>
<th>Help File Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Flow Cytometry Core Facility (FCCF)</td>
<td>Infinity FCCF User Help Video</td>
<td>Document</td>
<td>1803280347354739_cmmxco</td>
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<tr>
<td>Biophotonics Core (BPHO)</td>
<td>Infinity BPHO User Guide Video</td>
<td>Video</td>
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<td>Flow Cytometry Core Facility (FCCF)</td>
<td>Quick Guide Video</td>
<td>Document</td>
<td>1803280729462946_pxx</td>
</tr>
</tbody>
</table>

Accessing Zendesk Help Portal

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

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.