14:42:45 From kwooding : Thank you for waiting we will let you in at 2.55 pm

15:00:18 From Derek Davies : We will give latecomers a couple of minutes but will will run no later than 5pm!

15:05:43 From Peter O'Toole : Please do use the chat and importantly please do also speak out and contribute. Great to see more faces and hear more voices. Just raise your virtual hand

15:05:57 From Richard Grenfell : Hi everyone, happy friday

15:06:14 From Leonor Heleno Wielgosz - Stratocore : Hello from Paris!!

15:06:27 From Yanping Guo : Hello everyone from London!

15:06:51 From Alfonso Blanco : Hola from Dublin ;D

15:07:24 From Chris Allen Colorado State : Hello from Fort Collins, Colorado, USA

15:08:51 From Elango from Idea Elan : Hello everyone from Infinity by Idea Elan!

15:09:30 From Holme : Hello from Aberdeen

15:09:39 From Peter O'Toole : use @, e.g. @richard - thank you for saying hello.

15:10:19 From Holme : doing virtual traing

15:11:03 From Yanping Guo : Preparing the risk assessment for hands-on training

15:11:23 From Rachael Walker : have you been missing doing training? I have always enjoyed training users

15:11:24 From Bee : hands on training with assistance from video as well

15:12:33 From Richard Grenfell : training on Melody type instrument rather than Arias

15:12:48 From Anne Wilson : one person at a time in a room with no-one else

15:12:49 From Desiree Kunkel : Hands-on training with either trainer or trainee (or both) wearing FFP mask

15:12:49 From Karen Hogg : Risk assessment done before training allowed

15:13:04 From Anne Wilson : wearing masks, gloves etc

15:13:31 From Anne Wilson : Pretraining videos, and theory sessions via zoom

15:14:28 From Rachael Walker : How many masks are you given? We are given 2 washable cloth ones for everyday use but surgical disposable for training. We will be given two of them for a full day

15:14:52 From Bee : training with mitigation control (social distance, face masks and reduce face to face time). Training time reduce from 3hr down to 1hr. Assure user we still provide help after training session.

15:15:19 From Anne Wilson : Only training on one of the machines with DIVA, no Imagestream training as yet

15:15:29 From Jon : RE training - are these processes for your respective flow facilities only or do they encompass training which might be conducted within individual research groups, eg. tissue digest / staining / TC?

15:15:51 From Yanping Guo : As we have occupancy limits in the room, so reduce access to other instrument when training happens

15:16:01 From Anne Wilson : Only training use of the machines for new users

15:16:05 From Sandra Cachinho : Training with social distance and full PPE: lab coat, gloves, mask and visor

15:16:06 From Bee : facility provide PPE. Pre-training requirement: attend Crick intro course, read facility machine handling notes.

15:16:34 From Todd A Blute : Is everyone convinced that visors are an ok substitute for masks?

15:16:52 From Bee : No group training-only 1:1 as we need to minimise mixing time.

15:17:02 From Marta Monteiro : For troubleshooting we are doing the “social distance dance” - user leaves, we get in. Always with mask and gloves.

15:17:18 From Lucia Pinon : The 'dance' is happening. Moving from door to instrument and swapping places with the user

15:17:31 From Cora Chadick : Remote viewing is very helpful for assisting with strange results

15:17:35 From Anne Wilson : We do the social distance dance too - and then communicate with what’s app video/phone calls

15:17:55 From Anne Wilson : And team viewer for remote control of the machine

15:17:57 From Bee : I believed reduce training would impact facility in long term.

15:18:33 From Karen Hogg : 1+ plus with side by side preference.

15:18:43 From Rachael Walker : @bee. I agree with this. My fear is that it may return to people ‘learning’ cytometry from someone else in their lab and then we have a lot to undo

15:19:03 From Anne Wilson : @rachel - no access to platform unless we do the training

15:19:12 From Lucia Pinon : Flamenco style!

15:19:14 From Chris Allen Colorado State : We have occupancy limits. Currently doing training 1:1 with Masks, gloves and lab coats as PPE.

15:20:58 From Huw Kruger Gray : We are permitted just 4 people in the main lab, which houses 6 instruments, plus just 1 in the CyTOF room. We are doing no face to face training at all, just remote sessions. Masks are obligatory and gloves must be changed, plus no old dirty lab. coats.

15:21:43 From Rachael Walker : No training is ‘ok’ for now but come the autumn we will have an influx of new students and post docs. So I would like to have training established by then

15:21:57 From Peter O'Toole : @Lucia - sounds fun at least!

15:22:21 From Derek Davies : @Rachael yes big worry with new students. There is only a certain time that we can avoid proper training

15:22:57 From araper : We are still observing 2m at Roslin. We are either screen sharing or we have bought a portable webcam with audio for set up assistance and initial trouble shooting remotely. If not possible then we come in in person and use mask and 2m distancing or leave the room. Clean down surfaces, gloves, masks. Training is distancing with masks and laser pointer booking whole room for trainer and user.

15:23:19 From Huw Kruger Gray : We have taken our instrument reservation system off-line and all sessions must be booked through my staff. We also keep the door locked and have installed a door bell to request pre-approved entry.

15:24:18 From Dhanraj Thaker : some of the steps I have seen being taken include:•Ideally all steps be done in polypropylene tubes and not polystyrene as the latter can and occasionally do crack.•Sample preparation in hoods in a dedicated room with a door, where lab coats waste etc are contained exclusively in that room•Use Cat 2 (ideally Cat 3) conditions/cabinets for positive airflow to minimise sample aerosol being released into working environment.•Use of closed buckets and lids for centrifuges, with full capping of samples.•centrifuge in capped tubes, without the brake on centrifuge to avoid aerosols. •Leave the centrifuge for 60 seconds after completion before opening.•Utilising any loading racks on the flow cytometer to minimise staff interaction.

•Analysers with carousels are left alone for 10-15 min post acquisition due to automated vortexing on analyser.

15:24:21 From Larissa Zarate : At Imperial we are permitted one user+one staff in the main lab. Users watch videos on how to operate the equipment, then we do remote training on Teams for Diva software. A member of staff is present for troubleshooting, doing the physical distancing dance. No sorting training, staff run the Aria and we check the gating with the user via whatsapp

15:24:30 From Peter O'Toole : @huw - we are monitoring the booking system more carefully, and taken systems off where there are too many for social distancing. Then we have a room booking system and only allow 4 in at any onw time (max occupancy 4 in our case)

15:24:35 From Bee : create a 'team bubble' for new student.

15:26:47 From Huw Kruger Gray : We had a problem, when the CyTOF needed repair and the operator could not be in the room with the engineer. Also, we are having a new Aurora installed this week and the training will be held remotely.

15:28:21 From Desiree Kunkel : we postponed hiring (was supposed to be in march)

15:28:52 From Bee : the new person will be forming the 'core bubble' in the facility?

15:29:36 From Rachael Walker : @bee, I don’t know yet. We have had 2 bubbles of two but now we are down to a 2 and a 1.

15:29:39 From Richard Grenfell : we’ll look to do our normal training when we look for staff, will be following the 1+ distancing during that time

15:29:43 From Eric Lam : we set up a zoom link with the user. An old mobile used as a webcam on a tripod to oversee the whole situation. An oldlaptop repurposed as a "face to face" with the user. Operator is also remotely logged into the analyser computer.

This way the remote operator can "train" the new user on the analyser almost as close to being there in person.

no new hire due to budget lock down

15:29:49 From Karen Hogg : Importantly for training the Department Guidelines need to be adhered to and Risk Assessments agreed before the work / training is done.

15:31:06 From Anne Wilson : Our guidelines have been relaxed quite a bit over the last weeks. down to 1.5m distance between people , without a mask!!!

15:31:16 From Alfonso Blanco : For the remote training, have you thought about referring your new users to the on line existing material, rather than going through all of it via telecom?

15:31:44 From Anne Wilson : Not all the online existing stuff is appropriate to tech a software

15:32:25 From Yanping Guo : Training for staff with the same lab is not the same procedure as training for users in out institute. We need to prepare a separate risk assessment for training users. Within the lab, as long as the trainee and trainer are happy with the close distance and their protection, the trains can happen. While the training for users, we have to go through new risk assessment with a few more formal rules and protections.

15:32:51 From Rachael Walker : @anne,. What are the rules in Switzerland for wearing masks? Do you need to wear them in shops etc

15:33:08 From Rachael Walker : The UK are now starting to make them mandatory everywhere.

15:33:14 From Huw Kruger Gray : "Always look on the bright side of life"...

15:33:18 From Thomas.Adejumo : Is this for users or operators?

15:33:55 From Anne Wilson : In Switzerland we need to wear them in public transport all over the country, but obligatory in shops etc since last week only in some parts of the country only

15:34:07 From Rachael Walker : @Zip. Being in Florida, do you have tighter restrictions than elsewhere in the US?

15:34:18 From Thomas.Adejumo : Thanks - as every analyser system is software based, I think remote training can be applied to every technique

15:35:01 From Avrill Aspland : For the people who think they can do full analyser training 100% remotely - how do you perform safety inductions? How does your insurance cover new users who have not been inducted fully (e.g. face to face safety induction)

15:35:21 From Rachael Walker : Just a reminder to everyone, you can save this chat by clicking on those 3 dots.

15:35:27 From Karen Hogg : Remote training: not all cytometers are online so need to be creative.

15:35:53 From Huw Kruger Gray : We are having a major surge in infections down here in southern Florida. People are just being stupid, not wearing masks, etc. and we may be obliged to scale back our operations again soon.

15:36:12 From Desiree Kunkel : How do you train users to listen to the noises the instruments make by remote training?

15:36:41 From Alfonso Blanco : Rachel, may I suggest that the organisers save the chat and make it available together with the recording of the session? Thanks!

15:36:52 From Rachael Walker : @ zip, that’s a real shame. Out and about in Cambridge, I haven’t seen as much social distancing as I would like.

15:37:18 From Jessica Back : @Alfonso the session isn't being recorded but the chat is

15:37:19 From Rachael Walker : @ Alfonso, we are not recording this session

15:37:20 From Desiree Kunkel : @zip @rachael, same here in berlin

15:37:20 From Karen Hogg : Record the sounds with a voice over explaining the instrument status if the sounds are diagnostic

15:37:48 From Eric Lam : @avrill we have safety induction done onsite separately/differently to analyser training.

15:38:11 From Anne Wilson : @∂Desiree, the user is at the machine, we are remote and using Team viewer to control the computer. Plus we use whats app video and phone to talk to the new user. So both of us hear the noises. The video on the phone also means we can see the machine if necessary

15:38:42 From Anne Wilson : Video tutorials for specific machines from the companies. Cytek has excellent ones, but no other companies!!!

15:38:45 From Charlotte Egan : Miltenyi are developing more videos for training and we have helped people out via zoom, teams, WhatsApp when needed

15:39:16 From Huw Kruger Gray : Cytek have offered us remote Aurora training, with future face to face follow up sessions, when possible.

15:39:27 From Derek Davies : @Charlotte - excellent!

15:39:31 From Rachael Walker : How are cytometry companies training people? Say a biotech company buys a new sorter. What training are newbie users being given by companies

15:39:40 From Avrill Aspland : @Eric interesting! We have to do a facility specific safety induction to discuss the hazards in the facility, where our emergency power shutoff buttons are etc.

15:39:49 From Anne Wilson : @Huw that should be OK as Cyteks help is excellent - and no, I do not work for Cytek!

15:40:03 From Desiree Kunkel : Cytek does training and does not seem to be worried with social distancing at all

15:40:35 From Larissa Zarate : @Huw we took the Aurora training and it was very good. We are keeping the recorded session for training purposes, which we are developing

15:40:43 From Huw Kruger Gray : We have 2 days of remote training scheduled now, with 7 people already booked to be trained.

15:41:16 From Thomas.Adejumo : Fluidigm provide personalized online training for operators and users, as well as videos to every part of handling and maintenance, followed up with hands on sessions for Mass Cytometry. Imaging Mass Cytometry can be done remotely and users can access off site instruments and demo software remotely

15:41:16 From Charlotte Egan : @Rachael, Miltenyi are offering remote theory and one-to-one hands with the scientists who can accommodate us onsite (with all appropriate social distancing and local rules followed)

15:41:44 From Eric Lam : @avrill, yes that we do onsite as we do have 50% flow staff on site currently working as team a and team b alt weeks. so users must first come and have the facility safety induction + online induction to the building done first for swipe card access.

then analyser training is organised at a different time but done remotely

15:42:11 From Rachael Walker : Thanks @Charlotte. Although I assume that not many people are buying instruments at the moment? Also I am assuming its hard to manufacture, ship and set up instruments right now

15:43:23 From Jane Chappelle : @Derek your Crick webinars on theory will be very useful for new users!

15:43:29 From Charlotte Egan : @Rachael we have had people purchase during lockdown. Some instruments are still in boxes but where we can, the engineers have installed them and we are still giving training. Manufacture in Germany is also fine as is shipping

15:43:32 From Desiree Kunkel : @Rachael we were only able to buy our aurora because of the situation, using covid-19 patient samples as a reason to hurry up the purchase process

15:43:38 From Avrill Aspland : @eric Ahh ok! Thats similar to us. We’ve not returned to this yet though. Hoping to get back to a few short face-to-face bits soon (sill no face-to-face here at all!)

15:44:46 From Anne Wilson : We have social distancing issues with the younger users - the 20-somethings don’t seem to be at all concerned about the risks!

15:45:43 From Anne Wilson : We have rewritten our SOPs to be more specific about step by step use of the machines

15:45:58 From Bee : remote: made use of Zoom

15:46:13 From Derek Davies : Important to be able to control the remote desktop

15:46:21 From Anne Wilson : We use zoom for theory and Teamviewer to share control of the machine on which the user is being trained

15:46:46 From Bee : Backed by Cribs sheet with photo showing the workflow.

15:46:49 From Dhanraj Thaker : @Rachel, Cytognos Uk Ltd is also able to offer training online and through webinars at this time on the CE IVD Omnicyt flow cytometer + tutorials on the Infinicyt analysis software. :)

15:46:57 From Anne Wilson : No demos, no seminars, but we do allow service engineers in with PPE and reduced access to rooms

15:47:22 From Rachael Walker : The UK are urging people to go back to work and not too be too worried about COVID. Although that is based it seems on economy and not health of the Nation. I wonder if there will be further relaxing of distancing etc. Interestingly the government have said that people in offices don’t have to wear masks. So it seems that scientist in labs are ahead of the curve (or we really understand the risks)

15:47:24 From Avrill Aspland : We use TeamViewer and Google Hangouts to run assisted sessions with users. We’ve installed cameras/speakers on almost all instruments in our facilities.

15:47:38 From Huw Kruger Gray : We have rewritten our Policies & Procedures document, with our new operating rules, which we require all users to read and sign to accept. These encompass social distancing, PPE, etc. requirements and we can ban those who do not comply.

15:47:43 From Karen Hogg : Can use the Beckman Connect system to remote in and see the desktop to do a remote session for training if needed on CytoFLEX.

15:48:02 From Richard Grenfell : instrument engineers have all been fine here. all followed our institute rules

15:48:21 From Anne Wilson : We cut off access to the booking system and thus cut-meters for users who do not comply with social distancing and hygiene rules

15:48:42 From Rachael Walker : @ Anne is it one strike and you are out?

15:49:23 From Anne Wilson : @Rachel No, one warning then they are out. The warning is ccd to the PI and that usually stops it

15:49:40 From Huw Kruger Gray : We have taken our instrument reservation system off-line and all bookings must be made through my staff. We also keep the door locked and use a door bell for entry of those with pre-approved reservations.

15:50:29 From Karen Underwood : We have to have our bldg. manager approve users, and we offer deposable lab coats and gloves, we ask technicians for repair to bring mask

15:50:43 From Richard Grenfell : @Desiree, we’ve had the same when engineer had been abroad. had to wait till they were back in the uk for long enough

15:50:58 From Avrill Aspland : @Jessica - in NSW, Australia we’ve got issues where we don’t have engineers locally. Lots interstate and even more overseas! We’ve restricted access to instruments with overseas engineers (to help limit the need for engineers)

15:51:14 From Svetlana Mazel : Having introductory class for the users is absolutely essential for us and users to start speaking the same language. I have great experience of having this class via Zoom, but the video should be a requirement, which makes it almost “in-person”

15:51:19 From Anne Wilson : @ Huw, we have over 300 users so we are still using our booking system, but have reduced access to machines close together. Only one at a time can be used. We cannot lock the doors as we have 24/7 access to the analysers. So we encourage weekend use to spread the machines around and give as many as possible the chance to use them as flexibly as possible

15:51:44 From Derek Davies : Booking system still in use but inactivated machines or taken off the system

15:53:32 From Eric Lam : not a flow cytometer, but the 10x Chromium connect (robotics system/liquid handler for single cell capture to library prep).Sydney, AU local engineer (Hamilton robotics) installs the instrument.Facility operators: minimised to 3 persons to ensure sufficient space for social distancing (1m-2m depending on sample handling).1 person (me): Camera operator2 operators: trained to handle the sample loading + instrument training.10x Genomics Trainer training via zoom from Singapore,10x Genomics App Specialists in 2 other states (Perth and Melbourne, AU) who are restricted from coming on site.Mobile phone + Zoom was set up as webcam.Loud bluetooth speaker was used so that all operators can hear clearly.Training was spanned over 3 days. Just completed and looked pretty successful.

15:53:48 From Huw Kruger Gray : We have over 300 users also, but are allowed just 4 people in total in the lab. at any one time. Users with after-hours access still can enter with their cards, but Security can monitor room occupancy.

15:55:28 From Karen Hogg : We have purchased webcams to provide video and audio on the desktop PCs for remote training / troubleshooting.

15:56:27 From Derek Davies : Any good recommendations for webcams?

15:56:43 From Derek Davies : Links to proven good kit are welcome in the chat!

15:56:47 From Anne Wilson : @Huw, our labs must be larger than ours as we have 4/6 machines in one room available at any one time (44m2); in another we can have 7 at a time (75m2); our reservation system acts as a contact tracing tools we know who is where at any given time.

15:57:14 From Huw Kruger Gray : I wanted to install ceiling security cameras, but was told that this would infringe personal privacy rules.

15:57:50 From Alfonso Blanco : Some of the mobile cameras are great, not perfect but they could do the job...

15:58:15 From Karen Hogg : We have Canyon CNS-CWC5 webcam and they work well but there are many choices to suit budgets.

15:58:16 From Huw Kruger Gray : We have a large lab, with 6 instruments, plus 2 annexes.

15:58:22 From Karen Underwood : Love the idea of zoom training, and using our cell phones

15:58:36 From paaxh : Has anyone have recommendations for remote software to use via a bridging PC (our Diva machines are still Win7 and not directly on the network)? Cheers, Andy

15:58:45 From Anne Wilson : We have a rule of only one person per machine at any one time. This does need some policing as new users want to come with supervisors. We now limit this to one 15 min session at the start of their booking, then supervisor has to leave, then help as required later on.

15:59:22 From Avrill Aspland : Webcam suggestion: Logitech BCC950 ConferenceCam

15:59:54 From Avrill Aspland : We’ve found them reliable and incredibly user friendly

16:00:01 From Peter O'Toole : @avrill thanks for the suggestions

16:00:34 From Huw Kruger Gray : How well has Team Viewer worked for anyone?

16:00:49 From Bee : we are CL2 lab so what ever we used remain inside CL2 area (lab coat.. and .face masks). So if you need to leave the lab, you need to dispose the face masks.

16:00:52 From Derek Davies : IT have told us not to use TeamViewer

16:01:13 From Desiree Kunkel : I love the cytek webinars. We are just starting to use the aurora and did not have our complete training yet but were already able to start with a short introduction at the instrument and the help of the webinars. Would be nice if other companies would offer this as well.

16:01:17 From Huw Kruger Gray : Why specifically? What do you use instead then?

16:01:17 From Alfonso Blanco : Huw, TViewer works really good for me in all the instruments and computers

16:01:45 From Desiree Kunkel : we use VNC for remote control of the sorter and CyTOF

16:02:08 From Bee : same here

16:02:09 From Dhanraj Thaker : @Desiree Cytognos offers these webinars on their website as well in the Infinicyt Analysis

16:02:58 From Avrill Aspland : @derek have your IT team said why they’ve suggested not to use TeamViewer? I don’t know much about it from an IT perspective, but Adrian from Sydney/Centenary Institute is pretty security conscious (read pretty as VERY) and we rely heavily on TeamViewer (with 2 factor authentication on signin)

16:03:05 From Karen Underwood : We are offering more full service but have only be charging for trained users pricing

16:03:22 From Karen Hogg : Troubleshooting must be for less than 15 minutes and at 2 meters. If closer (but not closer than 1+ meter) and longer is needed then need to do ask for permission and complete a Risk Assessment form. These longer than 15 minutes are logged for records.

16:03:34 From Desiree Kunkel : Our IT is also banning Teamviewer and as a reason they said that clinicians use it to share patient data which is not safe ;-)

16:03:34 From Christopher Hall : team viewer worked for me but it's far too expensive for what I need. I've moved to NoMachine now, which is free and works well. I heard about it here in the last webinar.

16:03:53 From Derek Davies : Its a licensing issue with TV. Using Teams or Zoom at the moment

16:04:08 From Karen Underwood : At this point we are not getting more full service, but I expect it will change soon.

16:04:14 From Richard Grenfell : not doing more full service, but staff time counted for any work they do with/on experiment

16:04:19 From Anne Wilson : we use the free version of team viewer!

16:04:49 From Rachael Walker : On a side note, it great to see that we have an international meeting today. Thanks for all of your inputs from around the Globe.

16:05:48 From Huw Kruger Gray : Quite so, indeed. Good job, you lot!

16:05:49 From Avrill Aspland : @derek ah ok. We’ve got NFP licence for TeamViewer, instrument login is restricted to staff only (some “superusers” also for specific needs)

16:06:34 From Karen Hogg : Our IT also do not want us to use Team Viewer for work as it is business use and so not under the licence agreement. UoY has licence for Zoom (including webinar at request) so we are to use this instead of Team Viewer.

16:07:40 From Eric Lam : we previously have issues with TeamViewer causing crashing issues on the sorters (when we are using TV to remote monitor the sort. so we stopped using it. but our institute I think is using the NFP license so might give it another try again

16:08:25 From Peter O'Toole : @desiree - thanks for commenting

16:08:55 From Avrill Aspland : @desiree oooo that’s a bit of a scary application for TV!

16:09:34 From Derek Davies : @Karen, yes same with us, the webinar option of Zoom is not outrageous and works well for didactic teaching and we use meetings and screen sharing for training/troubleshooting

16:10:00 From Rachael Walker : do you think that this will permanently change the way you train and the services that your core offers?

16:11:01 From Peter O'Toole : @anne - many thanks. UK can charge back for service etc

16:11:01 From Derek Davies : @Racheal, yes it will have a big impact and its not an easy change to implement properly.

16:11:50 From Karen Underwood : We use iLabs and mark it in the comment section

16:11:58 From Desiree Kunkel : @anne Same in germany. we can only charge "project specific additional costs" in consumables and staff.

16:13:28 From Huw Kruger Gray : We have not charged specifically for staff time, but this may have to change. We record use in iLab and port the data through to Workday for invoicing at the end of each month.

16:14:16 From Anne Wilson : @Desiree, we have the same problem. Our total costs are about 50% more for sorting and double for self-use of analysers. And e, we have no service contracts on our sorters and conventional analysers

16:14:29 From Karen Hogg : Some instruments service contracts are considered business critical so allowed with the post covid budget restrictions.

16:14:39 From Huw Kruger Gray : Does everyone charge for "no shows"? We charge them a fixed instrument setting up fee of $50.

16:15:02 From Avrill Aspland : We use Stratocore PPMS to manage our facility - we can track assistance in there. We don’t track incidental assistance, but can set up to monitor uncharged ongoing assistance (for us this is most often for collaborative work to track staff contribution)

16:15:15 From Anne Wilson : @ Huw, not allowed to officially, but if they dont complain wee just charge for the time they resefrved

16:16:34 From Huw Kruger Gray : We are not allowed to charge the full cost of their reserved time (grrr!), but we can get away with the setting up fee.

16:16:57 From Christiane Hassel : Right now I'm the only staff - so not worried about a cut in staff because then there would be no one to run the facility. :)

16:17:05 From Peter O'Toole : @huw - we charge for the booked time or used, which ever is greater

16:17:06 From Karen Underwood : We have been open since COVID but minimal usage we are just now gearing up. We more than doubled our income for the fist 25 % opening, but do not know what is to come.

16:17:15 From David Leclerc : Don’t have service contracts, our budget got depleted to cover other catastrophic expenses somewhere else at UoC. Then a UV laser died on a Fortessa, and we had to convince our admin to let us go in deficit for the next year.

16:17:50 From Karen Hogg : With a full cost recovery model in place for many years then there is the funds currently to cover the contracts and staff for now: but more concerned for the future years.

16:18:04 From Anne Wilson : @ Rachel - that’s very true, we have no idea how long we will go on like this¨

16:19:15 From araper : It's difficult to say grants will cover this. Grant applications say how many hours at what rate. So by increasing our charges would impact hours quoted for in a grant. These increases have to be phased in for us.

16:19:48 From Christopher Hall : I've seen a big in uptick in use since reopening 2 months ago. this is undoubtedly a temporary surge, so I won't see the real effects till next year. Having said that, many group and unit hrads are pushing hard for Covid19 funding which will need flow cytometry 🤞.

16:19:50 From Christiane Hassel : We restarted research at our university in June and I did ~40hrs of sorting that month. Not too worried about budget. Where I am a little more worried is that we were under contract with Cytek and are switching back to BD. The BD contracts are MUCH higher cost than Cytek...

16:20:26 From Christiane Hassel : We ARE under contract with Cytek ('til Dec 31, 2020)

16:20:32 From Yanping Guo : We have been told that the facility will receive less funding from next year! Service contract will be reduced to lower level with cheaper price wherever possible. The funding for staff will certainly be reduced.

16:20:33 From Karen Hogg : Need to make sure that we give a value added service and the cytometers are fit for purpose to keep the User base on our side and champion the output we provide

16:20:44 From Huw Kruger Gray : Do BD still offer "umbrella" contracts at home? I had all of their instruments on campus covered under a single contract, at a big discount.

16:21:16 From Eric Lam : oh yes. Our facility is basically a combination of the flow core + genomics core

16:22:57 From Richard Grenfell : @Huw, yes, we have one that covers the Addenbrookes campus plus a few other instruments round Cambridge

16:23:16 From Huw Kruger Gray : We are a private university and receive no state or federal support, other than research grants.

16:23:43 From Yanping Guo : We don’t charge at the moment, but will start charge users to help the run soon, hopefully we will recover some for staff

16:23:43 From Desiree Kunkel : @Huw, we have contracts that covers all of the Charite instruments with BD and Miltenyi.

16:24:07 From Huw Kruger Gray : Lucky you! BD abandoned umbrella contracts a couple of years ago, but we managed to keep the discount.

16:26:14 From Karen Underwood : This meeting has been very useful. Thank you

16:26:30 From Peter O'Toole : @yanping 4:20 - I do not think that you will be alone. It will trickle through in this coming FY and for the coming 5 years or more. Now we need to set our minds to increasing our effectiveness and make us as invaluable and efficient as possible. What we always do, but make sure everyone who needs to, knows it.

16:26:44 From Rachael Walker : What do you think you have learnt from lockdown/new working restrictions that will carry forward when we get back to ‘normal’?

16:27:25 From Rachael Walker : I think that I will try to work from home when I have important paperwork to be done as I can concentrate more.

16:30:30 From Bee : I foresee we are all returning back to the 'new normal' not the usual normal we used to. Till there is a vaccine or effective medication, we have to continue with social distancing/face masks.

16:30:31 From Yanping Guo : @Rachael Walker : (4:27 pm) I think those users who have been doing the trouble shooting by themselves through videoing on WhatApp, they become more confident with the instruments!

16:32:22 From Rachael Walker : What I meant, was have you learnt a new skill or working practice that you will carry on?

16:32:25 From Christopher Hall : That I need to update Windows on all the machines so IT will allow permanent network access and a fixed I address. Before it was an annoyance, now it's a business critical upgrade.

16:32:59 From Christopher Hall : \*IP address

16:34:46 From Karen Hogg : Upgrading the PC and software to allow remote access is expensive and not sure it is going to be deemed high priority with the restricted purchasing.

16:35:19 From Derek Davies : Cytometry Sepcial Edition: response to Covid pandemic. Want to contribute, email derek.davies@crick.ac.uk

16:35:25 From Rachael Walker : maybe have you made operational changes that will help you better handle any future crisis?

16:36:18 From Desiree Kunkel : I am much more confident now with using all the virtual meeting tools and will use it more in future

16:36:43 From Rachael Walker : Desiree, I agree more zoom and less phone calls and conference calls using a telephone

16:37:22 From Peter O'Toole : less travelling for meetings will be appreciated, but zoom has made meetings easier and demands even more time!

16:37:35 From Anne Wilson : 20-somethings are worst offenders of not complying with social distancing etc. They do not seem to be worried at all!

16:38:06 From Desiree Kunkel : I really miss the "real" meetings!!!

16:38:20 From Derek Davies : @Anne, agree completely!

16:38:26 From Yanping Guo : Zoom meeting or webinar will definitely be more often even when we back to normal. It save time to traveling and booking venue.

16:39:22 From Huw Kruger Gray : Travelling by public transport here in Miami can be dangerous. Many other passengers either can not, or will not, wear masks and social distance. They can be obnoxious and dangerous.

16:39:30 From Alfonso Blanco : the answers are well correlated as if safety is a concern, the number of user will be lower, as there are less people working in the labs, therefore, the amount of money recovered will be lower, so you´ll have financial issues to cover staff and instrument maintenance...

16:40:07 From Bee : I felt the institute is responsible for educating and informing staff that the mitigation control the institute implement is mandatory. So that you don't have to do the policing. Everyone who work in the same institute should know before they are allow back in the first place. We have institute wide compulsory induction.

16:40:17 From Bee : Covid secure induction

16:40:32 From Karen Underwood : We have issues with the SD as well. Thankfully EHS comes around unannounced so that helps some. However we do have some that it is just very time consuming to police

16:40:35 From Cora Chadick : My time has been used much more efficiently. I can be in the lab and join meetings remotely.

16:40:36 From Huw Kruger Gray : Especially here in Florida!!!

16:41:24 From Avrill Aspland : Completely agree with the “longer we’re open, the more they think its ok” - struggling with compliance in NSW (low case numbers = even more lax behaviour)

16:41:31 From Bangwen : Here in UK the PM just announced relaxation on guidance of public transport and going to workplaces.

16:41:49 From Huw Kruger Gray : The new rules are well understood and practiced on campus, but the general population is selfish and stupid.

16:41:54 From Bee : The institute encourage that we care for one other working in the same space. By telling the person to keep a distance is not a rude remark.

16:42:55 From Huw Kruger Gray : Here, it could be taken as rude.

16:43:24 From Bee : here (my institute) , it meant we care about you....

16:43:40 From Bangwen : Social distance is good, but I think it's important to be considerate and give people the option to feel more protective if they like to wear a mask, for instance.

16:43:49 From Karen Underwood : We have a problem with some of the PI's not many but some

16:43:54 From Alfonso Blanco : place fake cameras instead... heheheh

16:44:04 From rebecca : It is difficult to keep an eye on if people are adhering to cleaning the machines. I agree with Anne, people are getting slack and relaxed as time goes on. Facility staff can only take on so much responsibility for making sure users adhere to the rules. We have a good process that we can take things higher up if we see something wrong

16:44:20 From Anne Wilson : @ Alfonso - we did that several years ago. But don’t let the admin catch you at it!

16:44:49 From Rachael Walker : do your institutes have plans if someone is confirmed as COVID positive?

16:44:56 From Karen Underwood : We do not take for granted that users are cleaning, our staff cleans periodically though out the day, as well as asking users to do so.

16:45:01 From Rachael Walker : Will there be a ‘lockdown’ of the institute

16:45:55 From Alfonso Blanco : @anne Wilson have a chat with the admin over some beers... make him/her your friend ;P

16:46:05 From Desiree Kunkel : @Rachael, there is no plan in our institute for that case. for our lab we will check who had contact and send that person in quarantine until tested, just in case

16:46:06 From Yanping Guo : In our institute, Everyone enter the building need to report their heath

16:46:21 From Bee : Probably, if the R number increased. I hope not...

16:46:28 From Huw Kruger Gray : We enforce our rules as best we can in the labs. and Security enforce them on campus, but on the street far less so.

16:46:53 From Anne Wilson : @Karen, yes we do. All UNIL PIs including myself have to maintain a xls file with all their staff movements each week and submit the direction for contact tracing. So all my staff send me a whats app message when they arrive and leavee the building. Then submit a spreadsheet of where they were (which lab) each hour of the day

16:47:12 From Derek Davies : Weekly PCR testing of anyone working in building; serology tests in the next week or so.

16:48:02 From Huw Kruger Gray : Beaches, bars, etc. were reopened way too early here and have had to be closed again.

16:48:17 From Bee : This is a 'Pandemic' message hasn't get through most people mind. this is projected to happen once every 100 yrs.

16:48:46 From Cora Chadick : Is anyone experiencing social distancing enforcement fatigue?

16:49:21 From Cora Chadick : In your facilities specifically.

16:49:23 From Royal Microscopical Society : Poll Results 1) Are you already doing in-person training? Yes – 41%No – 44%N/A – 15%2) Which Trainings are you currently doing?None – 19%Analysis only – 29%Sorting Only – 0%Both – 20%N/A – 32%3) Since Returning to work, have you trained a novice user?In person – 17%Remotely – 10%Hybrid model – 19%No training offered since return – 25%N/A – 29%4) Which cytometry techniques do you think would be suitable for 100% remote training? (Check all that apply)

Basic analyser training – 46%

Advanced analyser training – 25%

Cell sorting – 2%

Imaging flow cytometry – 7%

Mass Cytometry – 4%

Data analysis – 96%

Other - 2%

None – 4%

16:49:30 From Anne Wilson : @ Bangwen, all our doors are blocked open all day so we don’0t need to open and close them

16:49:34 From Royal Microscopical Society : 5) Which cytometry techniques would work better with a hybrid training approach? (Check all that apply)Basic analyser training – 86%Advanced analyser training – 57%Cell sorting – 39%Imaging flow cytometry – 47%Mass Cytometry – 27%Data analysis – 47%Other - 0%None – 0%6) Are you offering more full service work than you would normally?a. Yes – 39%b. No – 14%c. No change – 31%d. N/A – 16%7) Are you charging for the necessary staff time (setting up/operating the cytometer) in addition to instrument time?

a. Yes – 24%

b. No – 39%

c. N/A – 37%

16:49:46 From Peter O'Toole : obedience is an institutional issue, not just core labs, and we can only help.

16:49:48 From Royal Microscopical Society : 8) Are you finding that people are using a full service option more than before?a. Yes - 14%b. No – 33%c. Too soon to tell – 33%c. N/A – 20%9) Are you worried that you will have to cut service contracts/maintenance budgets because of COVID?a. Yes - 41%b. No – 59%10) Are you worried that you will have to cut staff because of COVID?a. Yes – 49%b. No – 39%c. N/A – 12%11) What is your biggest CURRENT concern?a. Finance – 21%b. Training – 21%

c. Scheduling – 13%

d. Lack of users – 8%

e. Too many users – 2%

f. Staffing – 8%

g. Safety – 25%

h. Other – 2%

16:49:49 From Bee : How do people 100 years ago managed to go through the pandemic? Any lesson to learn? Especially now, we have the best medical care and convenience in lifestyle.

16:49:59 From Huw Kruger Gray : Most "ordinary" people just do not understand what a virus is and how infections are spread. They often consider being required to wear a mask is an invasion of their personal freedom.

16:50:02 From Anne Wilson : 100 years ago they all died!

16:50:07 From Karen Underwood : Thank you again for a great meeting.

16:50:45 From Lilia Draganova : Has anyone had a user contacted by Track and Trace (UK only)? Would your staff have to self isolate if they were in contact?

16:50:48 From Bangwen : @Anne, I don't think we are allowed to keep doors open, as we have ventilation system on in the lab

16:50:51 From Derek Davies : We need to get the message to the public but hard in the era of fake news!

16:51:12 From Anne Wilson : Yes I meant the corridors etc not the doors to the labs with zircon etc

16:51:23 From Anne Wilson : I mean aircon

16:51:38 From Huw Kruger Gray : Shaming does not work here and you are likely to find a gun in your face.

16:51:45 From Karen Hogg : Our workshops made all of us in the department a Personal Aid Leaver to open doors (and a visor) to assist moving around with out opening doors. Who is providing masks or visors for staff at work is there a pack or box by the entry points to use?

16:52:01 From Bangwen : yeah, fake news. I think the gov key figures can play better role to show the importance of social distancing, face masks etc, whenever they are in spot like, they shall demonstrate that

16:52:09 From Rachael Walker : social distancing is stressful with children. Toddlers wander and are sociable. Will be interesting to see how schools returning in sept etc will affect numbers of cases.

16:53:22 From Rachael Walker : has your SRL implemented any plans for any future lockdowns?

16:53:51 From Desiree Kunkel : @Karen, the core facility is purchasing the masks for staff and is also providing visitors and service engineers, application specialists, etc with masks.

16:54:09 From Anne Wilson : @ Rachel, I have to provide a replacement plan if someone gets sick and /or my staff have to self-isolate

16:54:46 From Huw Kruger Gray : Do you provide masks, or require users to bring their own?

16:54:54 From Anne Wilson : Require users to byo!

16:55:03 From Desiree Kunkel : users bring their own

16:55:16 From Bangwen : yeah, in GSK we were provided masks for travel to and back from the site

16:55:21 From Anne Wilson : Service contracts are way too expensive!!!

16:55:54 From Anne Wilson : Much less expensive without service contracts - pay as you go and have repairs

16:56:00 From Derek Davies : We have been given 2 washable masks for travel outside the building.

16:56:08 From Cora Chadick : We provide masks if they don’t have their own

16:56:30 From Bee : how do you manage face masks usage in a CL2 lab?

16:56:50 From Thomas.Adejumo : During lockdown, please contact the Service team at each company to discuss contracts. Here at Fluidigm, we are trying to support our users with this.But please email me our your local team if there is any other support we can provide

16:56:54 From Huw Kruger Gray : We would never be without a contract. Just one laser can cost more than that and you drop to the bottom of the pile for engineers' visits.

16:56:54 From Desiree Kunkel : we were also given 2 washable masks, they provided even two different models, one of them with the institutes logo on it

16:57:03 From Bangwen : in the lab, if one needs to wear mask, the EHS officer said a risk assessment needs to be carried out....

16:57:07 From Anne Wilson : @ Jessica , we buy lasers on eBay

16:57:34 From Karen Hogg : @masks: if we need staff to wear them for work then they should be provided but not at personal cost - stores item and make them a consumable item needed for work?

16:57:40 From Todd A Blute : @anne- Really?!?

16:57:45 From Bangwen : the masks is mainly for travel purpose and also vulnerable people can choose to wear in places like social distance is difficult to keep

16:57:45 From Huw Kruger Gray : Ask about academic discounts and umbrella contracts, to save money.

16:57:55 From Bee : are you allowed to wear the same face masks transit from a CL2 lab to outbuilding area\/

16:58:34 From Bangwen : no, not the same masks

16:58:42 From Anne Wilson : @Huw, really, we do. Even UV lasers. So far, all have worked and we got a UV laser for about 1000 CHF /USD and it’s in the machine (an Aria II sorter9 and working fine!

16:58:45 From Huw Kruger Gray : We teied a 3rd. party schene and it was a disaster, plus you still are at the bottom of the engineers' schedule.

16:58:47 From Peter O'Toole : @karen - if needed, dept does supply them, as with he visors etc.

16:58:47 From Karen Hogg : @masks: need to change mask when moving into an different area.

16:58:55 From Bee : so restricted 2 pcs a day would not work

16:59:05 From Bangwen : the masks to be worn in Cl2 lab shall be assessed and provided by, not to use your own.

16:59:08 From Bee : if you work in CL2/CL3

16:59:55 From Rachael Walker : I picked up a pack of 2 masks from ASDA this morning for £3 and was surprised they were security tagged.

16:59:55 From Huw Kruger Gray : These meetings are brilliant and most useful. More, please and thanks again.

17:00:00 From Lucia Pinon : Thank you!

17:00:06 From Leonor Heleno Wielgosz - Stratocore : thank you!!

17:00:11 From Huw Kruger Gray : Noon, here. Lunch time!

17:00:15 From Cláudia @ AGENDO : Thank you for such a great meeting! Looking forward to the next ones

17:00:15 From Bangwen : Safe trip, Pete

17:00:18 From Marta Monteiro : Thank you everyone!

17:00:19 From Thomas.Adejumo : Thanks a lot for this - ben very useful and a great forum

17:00:20 From Yanping Guo : We don’t have replacement plan or any plan about potential new lockdown or staff in isolation. It would be good to hear the thoughts and experience about this topic.

17:00:20 From Leonor Heleno Wielgosz - Stratocore : @peter enjoy the holidays!!

17:00:21 From Chris Allen Colorado State : I would suggest quarterly forums to get updates as to what's working/what's not

17:00:29 From Bangwen : And thanks for organising the meeting!!

17:00:43 From Richard Grenfell : off to the pub now!

17:00:44 From Yanping Guo : Many thanks for the meeting! Really useful and interesting discussion!

17:00:50 From Todd A Blute : Thanks All. Have a good Holiday Peter!

17:00:58 From Eric Lam : 2am here in Sydney hehe time to snooze

17:00:59 From Alfonso Blanco : Great job!!! Congrats. Stay safe and enjoy your holidays!

17:01:15 From Huw Kruger Gray : Could we make these meetings regular?

17:01:21 From Chris Wilson : Many thanks for the meeting!

17:01:28 From Eric Lam : thanks everyone

17:01:33 From Alfonso Blanco : good time

17:01:39 From Desiree Kunkel : yes, time of day and friday is great

17:01:40 From Bangwen : Friday is good

17:01:46 From Eric Lam : time is still good cos no work on sat

17:01:52 From Karen Hogg : Thanks to RMS for hosting the event.

17:01:52 From Huw Kruger Gray : Time to break open the garage beer 'fridge soon...

17:02:14 From Chris Allen Colorado State : Thanks to all. Great discussion. Have an awesome Friday!!

17:02:35 From Huw Kruger Gray : Have a safe weekend everyone.

17:03:06 From Bangwen : what data analysis platforms are available?

17:03:16 From Karen Hogg : Joint resources sharing?

17:03:18 From Eric Lam : The Australasian Cytometry Society is also holding something similar monthly but Aussie time so welcome to join in too

17:03:22 From Bangwen : as a potential topic?

17:04:09 From Anne Wilson : Biosafety - running COVID-19 samples in a flow core!

17:04:17 From Rachael Walker : rachael.walker@babraham.ac.uk

17:04:21 From Eric Lam : it will be good to see evolution of all our methods to deal with these situation over time (6mths, 2 yrs etc)

17:04:34 From Rachael Walker : Thanks everyone, great meeting

17:04:51 From Svetlana Mazel : Dear Organizers, it's amazing how complimentary are these Forums - Light Microscopy and Flow Cytometry ones. Great Job, THANKS!

17:05:17 From Eric Lam : anyone going to cyto2020?

17:05:47 From Cora Chadick : Thank you!

17:05:49 From Eric Lam : thanks!! stay safe

17:06:04 From Huw Kruger Gray : Thanks again for such a good session. Ciao!

17:06:25 From Eric Lam : love this one.. the duration is long but gives time for lots of chat and discussion

17:06:38 From Bangwen : Bh

17:06:40 From Svetlana Mazel : I enjoyd both, indeed!

17:06:41 From Huw Kruger Gray : Are the pubs open at home? I miss real ales...

17:06:44 From Bangwen : Bye bye\*