

# Users guide to the NMR Facility from October 2020

## Abide by these core principles

- All work must be undertaken according to Department of Chemistry/University guidance.
- The NMR Facility risk assessment specific to COVID-19 **MUST** be downloaded, signed and returned (as a PDF ideally) before you use **ANY** of our services.
- You should **COLLABORATE** with your research group to combine tasks in order to minimise the number of visits to the facility.
- Only **ONE** person is allowed in a room at a time (the exception to this will be B19 when announced – **TWO** users max.)
- **NO QUEUES** to form - if the room you wish to enter is occupied by anyone, you must carry on walking West-to-East on the corridor returning via the one-way system to try again.
- **ALL** instruments must be **BOOKED** via the Clustermarket booking system. Please enter and exit the rooms promptly.
- Hands should be **SANITISED** on entry to a room, and again before leaving.
- **YOU ARE RESPONSIBLE** for cleaning **ALL SURFACES** you have touched before leaving a room, using the anti-bacterial spray and paper towel provided.
- Any potentially contaminated material should be **DISPOSED** of in the marked waste **BIN** provided.

## Submitting samples to an automated (open-access) system 08:00 to 23:00

There are four automated systems available, to users that have been previously trained to use them. New users can watch the two **open-access training videos** on Moodle via the Graduate Education site.

- Time to submit and collect samples can be booked in **15-minute** increments.
- **All surfaces** should be sanitised before leaving.
- Users must leave the room **~5 minutes before** their allotted time has finished.

## Using a trained user operated system 08:00-23:00

- Only one person is allowed in an air-conditioned room at a time, therefore the bookings for the **two 500 MHz** systems Glengrant and Glenlivet in B19 are **amalgamated** at present. When this changes there will be an announcement via Clustermarket.
- **All surfaces** should be sanitised before leaving the room.
- Users can book **45-minute sessions** on the hour, with **15 minutes** in between for sanitisation, settling of aerosol particles and any technical issues. **Maximum four** sessions per day per user. Sessions can be **concurrent**, and the 15 minutes can be incorporated free of charge.
- **Overnight** sessions can now be booked on Clustermarket – please **book all slots** between 23:00 and 08:00

## Submitting samples to the NMR service spectrometers

- Downloaded, completed submission forms – **email PDF** to [nmr-submission@ch.cam.ac.uk](mailto:nmr-submission@ch.cam.ac.uk).
- The **labelled NMR tube** should be left in the **IN** rack in the **cold room lobby** opposite B28.
- Results will be **emailed**.
- Result **checked** by the researcher, **email** [nmr@ch.cam.ac.uk](mailto:nmr@ch.cam.ac.uk) **for return**.
- **NMR tubes** will then be returned to the **OUT** rack in the cold room lobby for **collection**.

## NMR Consumables purchase

- **Email PDF** of downloaded consumable request form to [nmr-consumables@ch.cam.ac.uk](mailto:nmr-consumables@ch.cam.ac.uk)
- **Orders** will be processed, **collated** for collection by research group and be **available to collect** once you receive our brief **email**. Go to the **cold room lobby** and collect bag with labelled order summary.

## Links

[www.ch.cam.ac.uk/analytical/nmr](http://www.ch.cam.ac.uk/analytical/nmr)  
[app.clustermarket.com](http://app.clustermarket.com)

## Training/Troubleshooting

Training in a traditional **face-to-face** setting is **only possible with masks and no air conditioning**. We will be training by a mix of **in-person, remote access and video guide** until the pandemic is over. This is subject to workload and any restrictions/changes subsequently deemed necessary. In case of **instrument problems**, use **your personal phone** to call **36397** if Duncan is in work, else email [nmr@ch.cam.ac.uk](mailto:nmr@ch.cam.ac.uk). **Troubleshooting** must be carried out **remotely** where possible, using Google Chrome Remote Desktop to log in to the instrument. When necessary to attend the instrument physically, **users** may be asked to **leave the room** and walk around the one-way system or return to their laboratory and await instruction.

## Further Notes

**Andrew** will work from **home** most of the time. **Duncan** will work within the **department** between approximately 08:00 to 16:00 Mo-Fr. In order that we maintain acceptable baseload capability, we have moved away from a system that facilitates what amounts to a 'while you wait' service, to one that relies on a timetable. For this to be effective, researchers and their group colleagues should collaborate and share tasks. If work can be planned and consolidated, we believe the NMR Facility should be able to cope well and perform to its usual high standards. This will require communication to be effective so please email us at [nmr@ch.cam.ac.uk](mailto:nmr@ch.cam.ac.uk) with any comments, or any problems you encounter.

Check twitter ([@camnrmrservice](https://twitter.com/camnrmrservice)) and our website regularly for updates.

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