Dear Bioimaging Core Facility users,

As many of you already know, there is a new team running the Bioimaging Core Facility. We, that is Nina Glöckner and Anna Lorentzen, are the new Facility managers. To those of you who we have met already, Thank you for making us feel appreciated and welcome at the department and the faculty in these first months.

Our invaluable student helper, Amanda Howarth, will fortunately continue to support the facility and Christian Garm has started a new position but is still available for questions relating to his previous work here. You can see the new team (unmasked) on our homepage: imaging.au.dk

As we are two managers now, we have more options to support you and provide training in addition to maintaining and upgrading of instruments and software. Furthermore, we are both trained scientists with a strong imaging background and hope to bring some understanding of what our users request from a core facility. Our understanding is that we are here to support you in your research, and we are very happy to help you in any way we can. Our support ranges from very basic training of microscopy beginners to support in highly advanced imaging and analyses techniques.

We are still implementing changes in our procedures and services that we hope will benefit all of you, make your life easier and improve your imaging output. We would be very happy to receive your suggestions, you can send us a mail to imaging@biomed.au.dk, an anonymous message via the new contact form on our homepage or leave a message in the physical suggestion box in our office in the **Skou building, room 256**.

Below we have summarized a few changes we have already introduced and are currently working on:

Introductions and support:

- We now provide more customized and detailed microscope introductions, to avoid frustration of first-time users and ensure the best quality of images.

- We offer new users to discuss their imaging and analyses requirements free of charge to help with choice of instrument and imaging and analysis setup.

- As soon as we can have regular on-site working hours and safely implement personal meetings, we will introduce open office hours (modelled on the FACS facility) where you can come and discuss your imaging questions with us free of charge. For now, please contact us and arrange a zoom meeting.

- If you are thinking about trying out some new technique and would like to have our support, please come and talk to us.

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 Courses:

- As soon as safely possible (after the summer holidays), we will provide one-day beginner's courses in basic fluorescence imaging, introduction to the confocal microscopes and basics of Image analysis.

- Dates will be announced on our front page and under "Events" within the next months - we will place them so that you will easily note them when navigating on our website.

- We are open for suggestions for courses in advanced imaging and analysis techniques our users might be interested in.

- If you are interested in a customized course for your lab, please contact us.

Facility prices:

- So far, we are able to keep the previous prices that you can find on our homepage: imaging.au.dk/services-pricing/

- We have introduced an off-hours discount of -25% for equipment use outside regular hours (8am – 6pm)

- User fees are used to maintain, service and upgrade our microscopes and software. We try to keep them as low as possible.

Facility IT:

- Network problems are finally solved (for now):

Many of you may have experienced that the network has been unreliable and unstable the past few months. AU IT Security has introduced some major security updates that disproportionately affected the Imaging Facility in terms of network access of our microscope PCs as well as remote access to our analysis PCs. This happened, because we have non-AU PCs, which need special attention to "cut holes through the firewall at the correct positions", resulting in recurring and sometimes permanent disconnections and disabled software with each new rollout. With the great help of Health IT, we were able to re-assign our microscope PCs to permanent network positions within the security-improved AU infrastructure and thereby solved the network connection issues. They ensured us, that for now all major updates are done.

New IT security standards require, that many of the equipment-PCs do not have internet access anymore and an updated guide for remote desktop access for the analysis PCs can be accessed on the website: https://imaging.au.dk/image-processing/ (blue button on the right-hand side: remote desktop guide).

What we would like to ask from you:

- If you do not feel confident on an instrument, or you do not remember how something works, please come and ask us. We will not charge for normal every-day support. We will always let you know in advance before we provide a service you will be invoiced for.

- Please treat the microscopes well (follow on/off procedures carefully, clean objectives correctly (ask us if you don't remember how, be careful with immersion)

- Be honest with your bookings/usage.

- Always sign the logbook AND send us a mail in case of problems.

- Keeping our instruments in good conditions is the best way to ensure low user fees in the future.

Acknowledgements and publications:

- Please remember to acknowledge the AU Health Bioimaging Facility

- Please notify us of any publications in which you used the facility (it is the only way we can measure our output).

We would value your feedback and we will always try to accommodate your requests.

Looking forward to working with you,

The (new) Bioimaging Core Facility managers,

Nina & Anna