

Flow Cytometry Core FlowJo Portal Licensing Policy

Disclaimer:

The Lerner Research Institute Flow Cytometry Core purchases FlowJo software licenses and makes them available for individual labs within the research institute. The core does not represent FlowJo, LLC nor does it profit in any way from our licensing arrangement with the company. Just like any other license sharer, the Flow Core pays full price for the license seats used within the core.

Portal License Overview:

Use of FlowJo software requires a purchased license. The Lerner Research Institute Flow Cytometry Core purchases licenses in bulk from FlowJo and makes them available to researchers for a lower price. The Flow Cytometry Core has transitioned from a serial number/hardware-address-based licensing system to a FlowJo Portal licensing system of license distribution. The FlowJo Portal licensing system only works for FlowJo v10.5 or higher. The Flow Cytometry Core does not offer licensing for older versions of the software. Please contact LRI Computing Services if you require assistance with upgrading to a newer version. Licenses are only available through this program to those possessing a Cleveland Clinic email.

Registering For a Personal Portal License:

LRI Researchers must be invited to register for FlowJo Portal by a member of Flow Core staff. All licenses are specific to the end user, so anyone desiring a license must reach out to the Flow Core to be emailed a personal invitation link and create their own account. Anyone registering for a license must provide the following information at the time of registration.

- First & Last Name
- Department
- Lab (PI) Name
- PI's CCF Email
- 4 LRICS Numbers (these may be updated at any time) for computers they will be accessing the software from
- A Project Number to bill the license to

An end user may use their FlowJo Portal license on up to 4 different computers. **FlowJo Portal licenses may not be shared between multiple end users. This is a violation of FlowJo's end user license agreement. License holders should never share FlowJo Portal credentials with other lab members.**

Logging into FlowJo Portal within the FlowJo Software

Method 1.

If the newest version of FlowJo has just been installed, simply launch the software and select “Use your FlowJo Portal account”. Once an ID and password have been entered, FlowJo is ready to use.

Method 2.

If FlowJo is already installed, FlowJo Portal must be signed into via “Preferences”. Use the “Preferences” button within the software to open the menu, then select “License”. If there is a serial number displayed, delete it. Click the “FlowJo Portal Sign In” button to enter your ID and password. FlowJo will then be ready to use.

Billing

Upon registering, researchers are required to provide a project number. This project number is then used to pay for the license at the time of activation via iLab billing. Thus the researcher must have an active CCF iLab account with the project to be billed listed for the user in iLab. Delays in setting up an iLab account may also delay the activation of the license, as Flow Core staff will need to validate the individual has valid iLab account before the personal invitation link is sent.

The estimated cost for one full year of a license is about \$250. The billing period is April through March of each year. For those researchers who are requesting a FlowJo license after the annual billing in April, the researcher will be billed on a quarterly basis for the remaining quarters of the billing cycle.

All current licenses will be billed via iLab in April with the cost center that was provided upon activation. Should the cost center become expired, the researcher will be contacted to provide a new active cost center. Be aware the license will become inactivated if it could not be billed until a new cost center is provided.

In the past, end users were billed at the end of the license period. Also in the past, all primary investigators who were active users of the Flow Core also got one free license. This is also no longer the case with the new FlowJo Portal Licensing system through the LRI Flow Core.