FAQ

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What is the URL for the Innovation Portal?	www.lbl.wellspringsoftware.net
How do I log into the Innovation Portal?	The Innovation Portal utilizes your LDAP single login. If you are logged into the LBNL network, go directly to the Innovation Portal URL and you will automatically be logged in. If outside the LBNL network, you will be prompted to log into the LBNL network, and then login to the Innovation Portal will follow.
What browser should I be using?	The Innovation Portal can be viewed in multiple browsers: Firefox, Chrome, Safari, Internet Explorer, and Opera. The preferred browser is Firefox.
Who decided on the user role type permission?	IPO reviewed and made the decision on what is accessible and viewable per role type permissions. Certain sections of a record are not visible as they are only internally used by IPO.
Who decided on my role type?	IPO determined each user's role type. Additional role type privileges such as "Division Administrator" were determined by the Division Director or LBNL Directorate management.
What are the definitions of the user roles for the Innovation Portal?	Please refer to the glossary document for definition of user roles.
How do I get back to my homepage?	Press the Home button to take you back to the homepage.
What is Flintbox?	Flintbox is an application bundled into the system that is not used by the IPO office.
Why can't I download files?	All files in a record are internal documents used only by IPO. Lab staff outside of IPO do not have permission to download any files. If you have any questions about a specific record, please contact the appropriate assigned IPO technology manager.
Why are areas in a record greyed out?	Areas in a record that are greyed out indicate that you do not have permission to view them.
How do I get permissions to see more in the Innovation Portal?	The permission for each role type is determined by IPO. Please contact IPO with your request to view additional records. IPO will review and assess the request by business need.
What is the IB number for inventions?	The IB number in the Innovation Portal is represented by the invention track code. The track code uses a Year-XXX format rather than the older invention naming convention of IB-XXXX.

Why do inventions not show up on my homepage?	Only inventions for which you were noted as an inventor will show in your homepage. If you are not an inventor, you will not have any inventions shown. If you have been given a role of Division Administrator, Division Leader, or Organization Leader, you will see inventions for your division and/or the organization in your homepage.
Is a Record of Invention the same as a patent?	No. A Record of Invention is an internal Lab document written by the inventor and submitted to the Lab's Patent group. Once your ROI has been reviewed by IPO, a staff member will contact you and a decision will be made as to whether or not a patent application will be filed. Simply submitting a ROI does not protect intellectual property rights. A patent application is a detailed document prepared by the Lab's Patent group and filed with the U.S. Patent and Trademark Office (USPTO).
Why does the Invention title not match the Intellectual Property title?	The intellectual property title may change from the invention title during the patent application process.
Why can't I see all the inventions in my division? Or for the entire lab?	Your user role will determine what inventions you can see in the Innovation Portal. If you are named as an inventor on an invention record, you will be able to see the invention. Users who have been designated as a Division Administrator or Division Leader will be able to see the division's inventions. Users designated as a Organization Leader will be able to see all the lab's inventions.
Why don't I see license agreements I am associated with?	You will only see agreements that you are associated with if you were named as the Principal Investigator and IPO added you to the Principal Investigator section of the agreement. Many of the older license agreement records were imported into the system from the old licensing management system. These license agreements may not list you if originally reported and entered as such.
Does the Innovation Portal include marketing information? I asked IPO staff to contact a number of companies about licensing my technology. How do I know those contacts were made?	Contact the person listed as the Business Development Manager in your technology's Invention record for information on industry outreach. The Innovation Portal is not designed to manage detailed outreach records and sales leads. It is designed primarily to manage intellectual property and agreements.
Who is the contact for questions regarding the Innovation Portal?	Contact iportal@lbl.gov for help or questions regarding the Innovation Portal.
Who is the contact for questions regarding my inventions or agreements?	Invention Record: Contact the Patent Manager, Technology Manager, or Business Development Manager assigned. License Agreement: Contact the Contract Manager (Licensing Manager).

Who do I contact if I want to request information that I am not able to see in the Innovation Portal?	Contact iportal@lbl.gov with your request and IPO will review it.