

# How Ingenuity Variant Analysis Subscriptions Work

## No more inactive samples for IVA subscribers

Starting in 2018, QIAGEN has changed the way Ingenuity Variant Analysis (IVA) subscription works. Under the new subscription model, there will no longer be the notion of inactive samples. All samples uploaded are deemed active samples, available for IVA analysis. This greatly simplifies the management of active samples as users no longer have to delete samples in order to make samples active. Also, deletion of samples is optional and will not “increase” the number of active samples as there is no longer the notion of inactive samples.

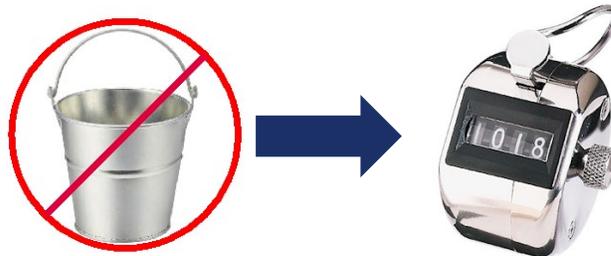
*“...there is no longer the notion of inactive samples in IVA subscriptions”*

## Unlimited analysis

Under this new model, all the accumulated samples in your IVA account is available for analysis. This means the samples you’ve uploaded from prior years are available for analysis (assuming you’ve not deleted them).

## Sample counter instead of sample volume

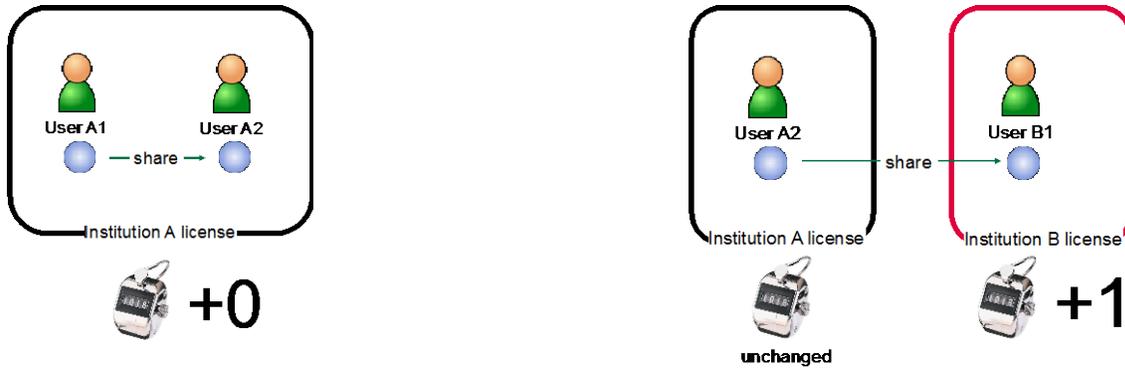
IVA subscriptions will no longer be purchased based on the volume/size of the “bucket” but instead based on the number of samples uploaded during the subscription period. Subscriptions are based on a counter system which counts the number of samples uploaded. Only validated samples are counted. Thus, a sample will not be counted at the time of upload but instead be counted after successful validation of the uploaded sample. The counter will always count up. The counter cannot decrement thus deleting samples will not decrement the counter. Finally the counter is reset with every new subscription or renewal.



Subscribers should consider the number of samples they need for the subscription period. For example, an IVA 50 Samples Upload subscription entitles the subscriber to upload up to 50 samples during the subscription period. If more samples need to be uploaded beyond the originally purchased count, one could top-off a subscription or renew a subscription. Note that duplicate samples uploaded will be counted twice. It is not recommended to delete samples as users will be charged again if the deleted sample needs to be re-uploaded.

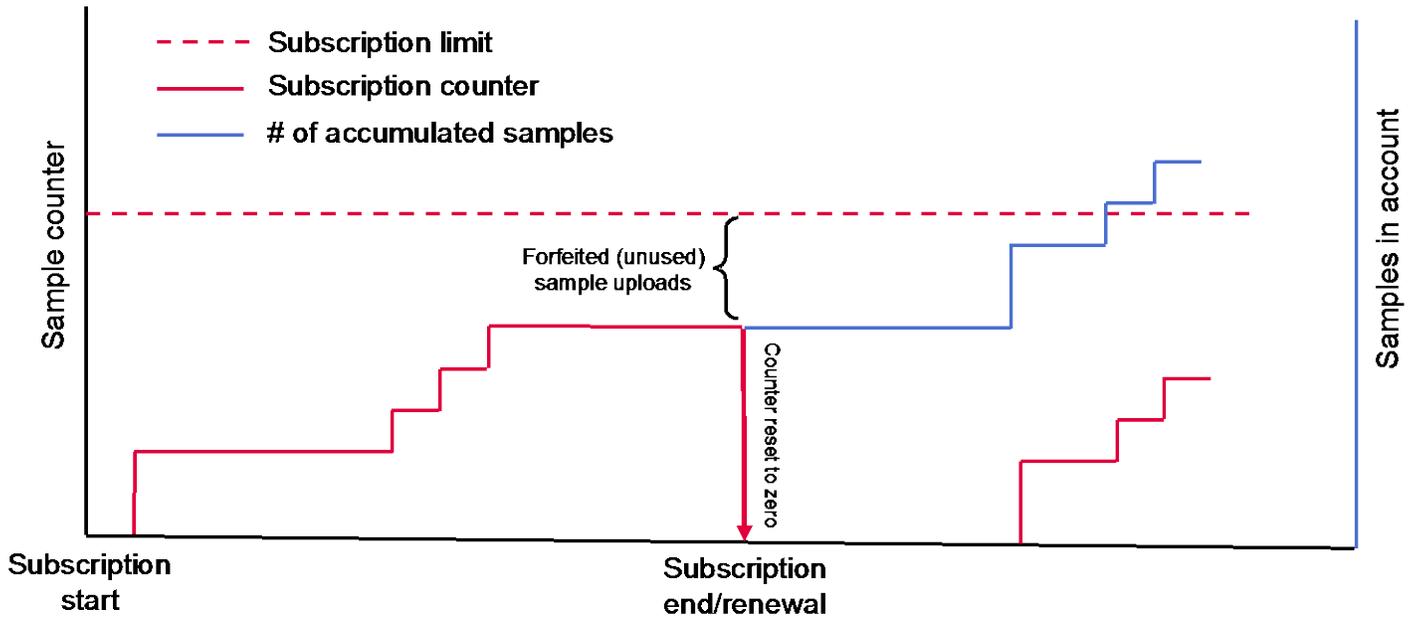
## Sharing of samples

Users can still share samples as before. Just like before, sharing of samples within a group of users does not change the sample upload counter as technically there is no sample uploaded to when sharing within the subscription license. However sharing between license groups will count against the group accepting the incoming shared samples as the acceptor group is technically uploading samples from the donor group.



**Use it or lose it**

Under the new model, subscriber will need to consider the number of samples they wish to upload to IVA at the start of the IVA purchase decision. Unused counts at the end of a subscription period will be forfeited. For example, if a user purchased a 50 samples upload subscription but only uploads 40 samples during the subscription period, then they will forfeit the remaining 10 sample upload counts when the subscription ends. Renewal of a subscription resets the counter to zero. There is no 'rollover' of samples from a previous subscription period.

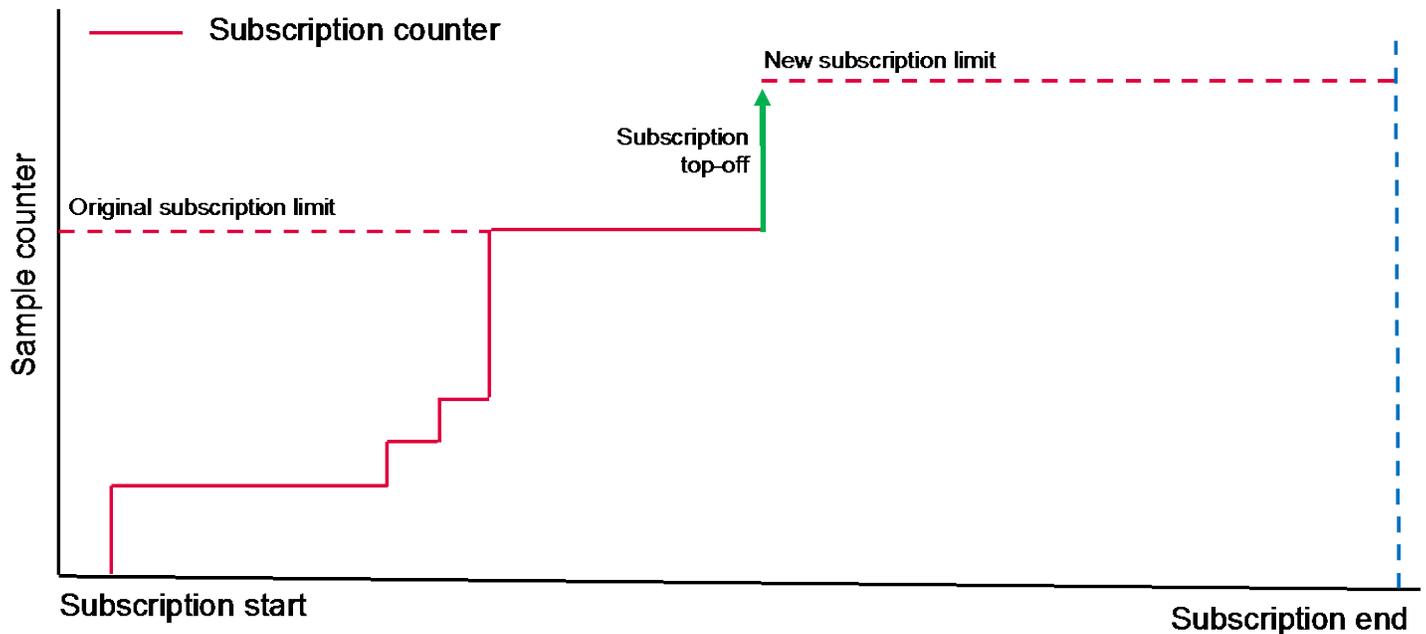


**Samples will be deleted after 90 days without a subscription**

Accounts where a subscription has lapsed for more than 90 days shall have all the samples (and their associated analysis) deleted. If these sample need to be re-analyzed within IVA, they would need to be re-uploaded with the associated upload costs. To prevent the deletion of samples, one could simply "maintain" their samples by purchasing the lowest tier subscription.

### Option to “top-off” a subscription

We understand that it may be difficult to estimate the upload of samples before a purchasing decision. Therefore we offer the option to purchase additional upload counts to ‘top-off’ your remaining subscription period to give you additional count capacity.



### FAQs

#### Q: Can I share my subscription with others in my institution?

A: Yes, your IVA subscription can be converted from an individual to a Group subscription. Contact Customer Care to convert to a Group subscription where you can give all the folks in your organization free access to IVA.

#### Q: Why does uploading the samples not immediately change the count of my uploads?

A: Upon upload, IVA still needs to validate your sample since only validated samples may be analyzed by IVA. If a sample is not validated, it cannot be analyzed and hence we do not count these invalid samples as ‘uploaded’. Also it may take some time from when a sample is uploaded to when its actually validated. In the interim, your sample count will not change. Once a sample has been confirmed validated, IVA will ‘count’ that sample.

#### Q: I’ve reached my upload limit before the end of my subscription, what are my options?

A: Once you’ve reached your sample upload limit you have 3 choices:

1. Without further uploads you can analyze the accumulated samples in your account
2. You can renew a subscription. When you do this you’re essentially committing to another year of access to IVA with new capacity.
3. You can top-off you subscription by buying more counts to your account. When you do this, you’ll be able to upload more samples while keeping your original subscription end date.

#### Q: I still have sample uploads remaining in my subscription when it ends. Can these counts carry over to my renewed subscription period?

A: No. once your subscription had ended and you renew for another year’s subscription, the unused portion from the prior year cannot be carried over to the new renewal period. Rollover of counts is not supported.

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**Q: What's the difference between a new vs. renewal subscription?**

A: A new IVA subscription is a subscription that starts with zero samples in the account. A renewal subscription typically has paid, uploaded samples already accumulated from a previous subscription period.

**Q: Do I need to pay for an IVA subscription in order to access the Allele Frequency Community?**

A: Access to the Allele Frequency Community (AFC) will always be free and no purchase is necessary. Note that uploaded samples to IVA via the AFC program will be inactive. Also note that uploaded samples to the AFC via IVA will be gone when you start a new IVA subscription.

**Q: My subscription expired and I need extra time to get the PO for the renewal. What will happen to my samples in my account?**

A: Rest assured that when your subscription expires you have a 90 day grace period before your account's samples are deleted.

**Q: I accidentally uploaded the same sample. Can I get a credit on my mistaken upload?**

A: Unfortunately IVA cannot differentiate duplicate samples and will count these samples as two separate uploads. There is no ability to rollback (or credit) the sample count.

**Q: I accidentally deleted a sample. Can you undelete the sample or do I have to re-upload the sample?**

A: Unfortunately there is no way for QIAGEN to undelete the samples that have been deleted by users. Once this has happened the user must re-upload the sample. Since IVA no longer charges for how many samples are in one's account, there really is no need to delete samples.

**Q: I accepted a shared analysis from another institution/Group. Why did my counter go down (counted samples)?**

A: When you accept a shared analysis, there are samples associated with that sample so in essence you're also accepting samples into (uploaded) you IVA account.

**Q: I am part of a Group subscription. Why did my uploads failed even when there was sufficient counts available?**

A: When you're part of a Group subscription, your other Group members may also be uploading samples. When this happens your expectations of available counts may be out-of-date and IVA may actually have less counts. IVA will reject a multi-sample upload if any part of the multi-sample upload exceeds the available capacity. For example, if you upload 5 samples but there's only 4 counts available, then all 5 samples will be rejected. You could then try uploading only 4 samples or purchase more capacity.

**Q: Where can I see my current estimated count number?\***

A: As the account coordinator you can log into the Ingenuity Admin Tool (IAT) to view the current estimate on available counts. As a regular IVA user, you can look up the available counts in the IVA application.

*\*This feature is coming soon.*

**Q: Why is the count number always an estimate?**

A: The count number is an estimate since the actual counts is based on the following:

1. Actual samples that are validated. You may have recently uploaded samples which are now in the process of being validated. Until they are validated, they are not counted even though they may have been uploaded.
2. If you're in a Group account, other members of the Group maybe uploading samples which may alter the actual count without your knowledge.

In the absence of the above factors, the count number is likely an accurate representation of the available counts.

**Q: Is there a 'site license' for IVA?**

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A: Every IVA subscription is essentially a site wide license in that all users at an institution gets free access to IVA under a Group license. The Group is still limited to the maximum count of samples within the subscription. We do offer an unlimited count license for Academic accounts. Please contact your sales representative for more information.