iLab User Guide

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Overview & Registration

As of September 14, 2018, the Biomedical Imaging Core, Flow Cytometry Core, and Molecular Analysis Core are excited to begin using iLab - an online system to streamline the process of ordering services and scheduling instrumentation within core facilities.

Users of these facilities are advised to familiarize themselves with the new system, which requires a one-time free registration, as described below. If you are a named PI on a current Sponsored Project Account in UAccess Financials, you have already been registered for an iLab account. Even if you do not use any of the facilities named above, you may want to get your financial accounts and research group members setup in the system now so you will be ready to access the services and instrumentation of facilities you use once they are live in the new system.

Step-by-Step Instructions to Register for an iLab Account with UA NetID

1. Navigate to the login page and click on the green "Login" button at the top right of the screen. https://ua.ilab.agilent.com/service_center/show_external/4570?name=phoenix-biomedical-core

2. In the pop up, click the “here” hyperlink.
3. You will be directed to the WebAuth page where you will need to enter your NetID credentials and click the LOGIN button.

4. If you are setup for two-factor authentication, you will need to provide authentication via the Duo-Mobile application.

You will bypass steps 3 and 4 if you are already logged into a U of A system via WebAuth.

5. If you do not already have an account, you will be directed to an iLab Registration page where you will need to select your PI/Lab, and verify your contact information. You can be added to additional PI’s labs later, as necessary.

6. Once your registration has been submitted, your PI will receive a notification that you have requested membership to their lab within iLab. They will need to approve your membership and assign at least one financial account for you to be able to request services or schedule time on instrumentation.

The first time you login to iLab after being accepted into your PI’s lab you will need to set your time zone. Please set this as Arizona so that you are in sync with the equipment calendars. You will also have the opportunity to set your preferred email address for messages from this system. Once you have set these as appropriate click the ‘Set’ button. The changes will be registered to your account the next time you log out and log back in.

Step-by-Step Instructions for External Customers to Register for an iLab Account

1. Navigate to the login page and click on the green “Login” button at the top right of the screen. https://ua.ilab.agilent.com/service_center/show_external/4570?name=phoenix-biomedical-core
2. In the pop up, click the "register" hyperlink.

3. Complete the registration form that you are directed to. **Note: there are multiple tabs to complete.**
4. You will receive a *Welcome Email* containing the login credentials for your new iLab account, typically within one business day.

The first time you login to iLab after having your account setup, you will need to set your time zone. Please set this as Arizona so that you are in sync with the equipment calendars. You will also have the opportunity to set your preferred email address for messages from this system. Once you have set these as appropriate, click the ‘Set’ button. The changes will be registered to your account the next time you log out and log back in.

**How-To**

Regardless of your role in the various lab groups within iLab to which you may belong, you will need to know how to login, reserve equipment and request services within the new system. The following sections provide general step-by-step instructions on these processes. Because workflows vary from facility to facility, some cores will have minor variations in their processes that the core staff can assist you with, if necessary.

**Video for General User Processes**

*Watch a video that walks you through the processes of reserving equipment and requesting services*

**Logging In**

1. Navigate to the *login page* and click on the green “Login” button at the top right of the screen.
   [https://ua.ilab.agilent.com/service_center/show_external/4570?name=phoenix-biomedical-core](https://ua.ilab.agilent.com/service_center/show_external/4570?name=phoenix-biomedical-core)
2. In the pop up, click the “here” hyperlink.

3. You will be directed to the WebAuth page where you will need to enter your NetID credentials and click the ‘LOGIN’ button.

4. If you are setup for two-factor authentication, you will need to provide authentication via the Duo-Mobile application.

You will bypass steps 3 and 4 if you are already logged into a U of A system via WebAuth.

On initial login, you will be asked to set your time zone. Please set this as Arizona so that you are in sync with the equipment calendars, and then click ‘Set.’ The change will be registered to your account the next time you log out and log back in.

Creating an Equipment Reservation

Once you have been accepted into a lab group and assigned a UAccess Financials account number, you can schedule equipment time.

1. Login to iLab.
2. Navigate to the core that houses the equipment you wish to schedule.
3. Select the Schedule Equipment tab, and click on the ‘View Schedule’ button next to the instrument of interest. Click and drag on the time frame for your reservation.

4. A window will pop up that will allow you to verify your reservation details and provide payment information before saving the reservation. Payment information is required to schedule equipment.
Creating a Service Request

Once you have been accepted into a lab group and assigned a UAccess Financials account number, you can create service requests.

1. **Login to iLab.**

2. Navigate to the core that provides the services you wish to request.

3. Select the *Request Services* tab, and click on the ‘Request Service’ button next to the service of interest.

4. You will be asked to complete a form and provide a financial account number before submitting the request to the core. Payment information is required to request services.

5. Your request will be pending review by the core. The core will review your request and either agree to the work or they will ask for more information if needed.