



External User Instructions

To register for an account:

1. Complete the registration form on the [sign-up page](#).
2. Receive a *Welcome Email* from iLab (typically within one business day) with login credentials.

To Create a Service Request:

Using your iLab login credentials, you can place a service request.

1. [Login Here](#) using the 'External University of Melbourne user?' option.
2. Enter the credentials received in your welcome email from iLab.
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 before submitting the request to the core.
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.

To Create an Equipment Reservation:

Using your iLab login credentials, you can place orders and schedule equipment time.

1. [Login Here](#) using the 'External University of Melbourne user?' option.
2. Enter the credentials received in your welcome email from iLab.
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 you would like to schedule your reservation for.
4. A window will pop up that will allow you to verify your reservations details and provide payment information before saving the reservation.

Help article on [Registering with iLab](#)

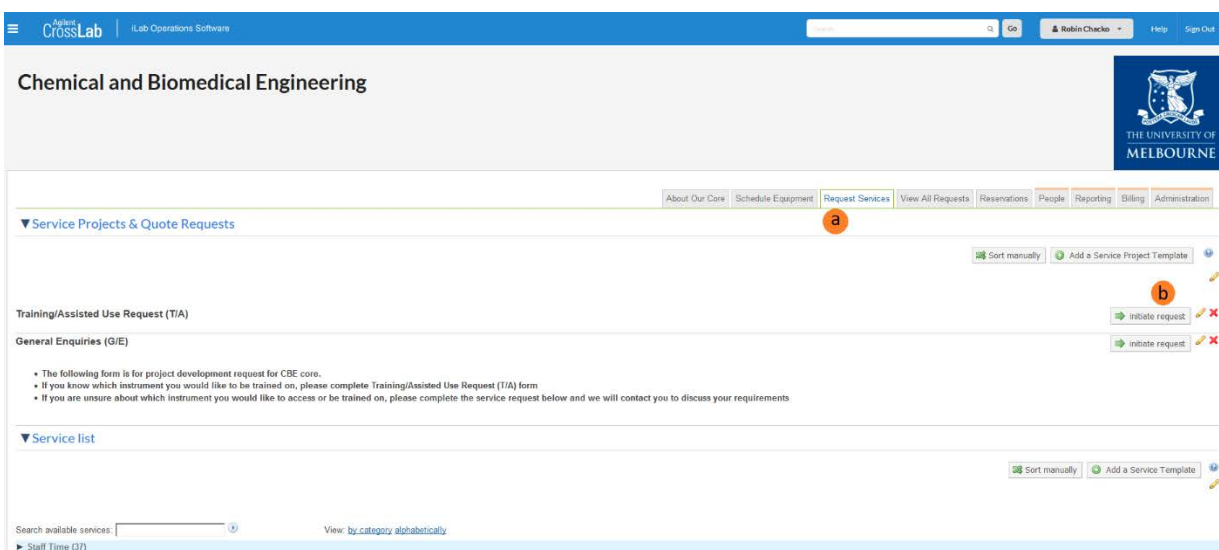
Familiarize yourselves with the iLab's [Overall navigation](#)

Additional help

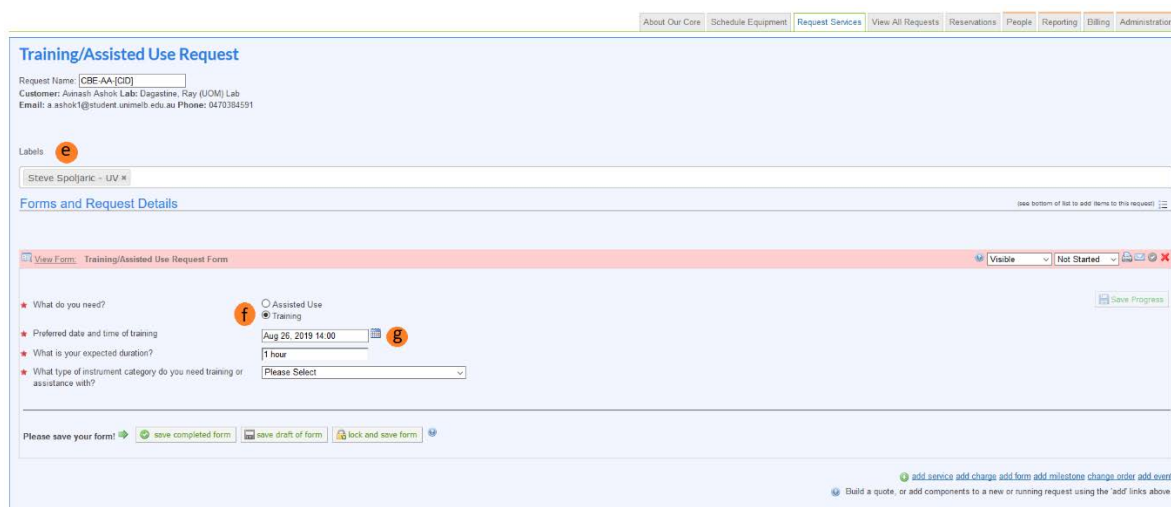
More detailed instructions can be found by clicking on the "HELP" link in the upper right-hand corner or by navigating to help.ilab.agilent.com. For any questions not addressed in the Help site, click on the "HELP" link in the upper right-hand corner and submit a ticket, or email ilab-support@agilent.com.

Workflow Steps – Submit request for Training

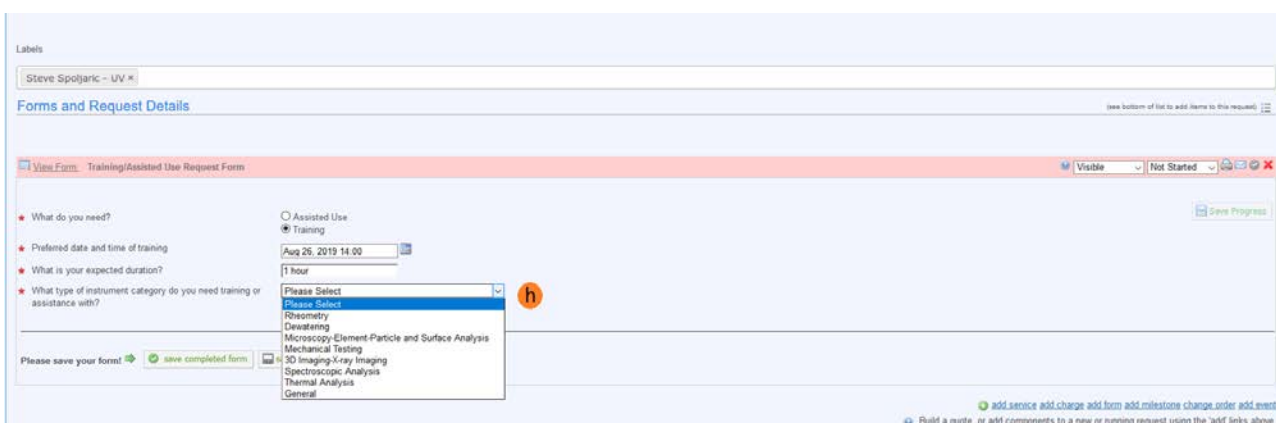
1. Log in to Chemical and Biomedical Engineering core



- a. Click on Request Services tab
- b. Open Training/Assisted Use Request form by clicking Request Services
- f. Select the training radio button
- g. Choose the date and time as discussed and indicate the expected duration



- h. Select the appropriate instrument category from the drop down



- i. This will list all the instruments in that category
- j. Select the required instrument
- k. The names of the instrument supervisors assigned to the instrument will appear
- l. Change '0' to '1' for the supervisor that will be conducting the training
- m. Click 'add selected services' against every supervisor

The screenshot shows a web-based form titled "Forms and Request Details" for a "Training/Assisted Use Request Form". The form is currently in a "Proposed" state and is "Not Ready To" be submitted. The form includes several sections:

- What do you need?**: Radio buttons for "Assisted Use" and "Training" (selected).
- Preferred date and time of training**: A date and time picker set to "Aug 26, 2019 14:00".
- What is your expected duration?**: A dropdown menu set to "1 hour".
- What type of instrument category do you need training or assistance with?**: A dropdown menu set to "Spectroscopic Analysis".
- What instrument do you want to reserve?**: A list of instruments with radio buttons. The selected instrument is "UV-VIS Spectrophotometer (Cary 7)".
- Supervisor selection**: Two supervisors are listed: "Shujun Pan Hourly Rate" and "Steve Spoljanc Hourly Rate". Each has a "1" in a box and an "Add selected services" button. A message indicates "Selected charges added (see below). Click only to add again."
- Form actions**: Buttons for "save completed form", "save draft of form", and "lock and save form".
- Summary table**: A table at the bottom showing a total cost of \$55.00 for 1.0 quantity of "Steve Spoljanc Hourly Rate".
- Form status**: "Proposed" and "Not Ready To" buttons.

2. The cost section will give the predicted cost.

Note: This will list the cost of the staff time for the training session only.

3. Confirm payment details in the Cost section and Submit

The instrument supervisor will review the request and add the instrument booking. Once the instrument supervisor confirms the instrument booking the total cost will include the cost of staff time and instrument usage fees.

4. This will send the request to you to review the total cost and approve before you can begin work on it. You need to login and 'Submit' the request to the core.

5. If you have discussed the costing with the instrument supervisor and they are submitting the request on your behalf, then they can skip approval and make the booking so you can begin work on it.