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

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.