

## iLab Laboratory Workflow Management FAQs

*Q: What is iLab for?*

A: The service provides the following functionality for four core laboratories in the School of Medicine and Dentistry (SMD):

- Request management
- Inventory management (Genome Centre only)
- Equipment booking
- Quotation management
- Billing management

*Q: Which labs are using iLab?*

A: The following labs are using iLab:

Laboratory	Lab Manager	Phone	E-mail
Genome Centre	Chaz Mein	020 7882 2055	c.a.mein@qmul.ac.uk
Flow Cytometry	Guglielmo Rosignoli	020 7882 3585	g.rosignoli@qmul.ac.uk
Microscopy	Linda Hammond	020 7882 3584	l.j.hammond@qmul.ac.uk
Pathology	Chris Evagora	020 3246 0155	c.a.evagora@qmul.ac.uk

*Q: What's the URL for accessing iLab?*

A: iLab can be accessed by going to:

- General Login: <https://qml.corefacilities.org/>

Or one of the following core landing pages:

- Flow Cytometry - [https://qml.corefacilities.org/service\\_center/show\\_external/3249](https://qml.corefacilities.org/service_center/show_external/3249)
- Genome Centre - [https://qml.corefacilities.org/service\\_center/show\\_external/3261](https://qml.corefacilities.org/service_center/show_external/3261)
- Microscopy - [https://qml.corefacilities.org/service\\_center/show\\_external/3257](https://qml.corefacilities.org/service_center/show_external/3257)
- Pathology - [https://qml.corefacilities.org/service\\_center/show\\_external/3250](https://qml.corefacilities.org/service_center/show_external/3250)

*Q: What username and password do I use to access iLab?*

A: QMUL users will use their QMUL e-mail address and an iLab password to access iLab.

*Q: How do I get an iLab password?*

A: QMUL users can request an iLab password by going to this page:

[https://my.ilabsolutions.com/account/forgot\\_password](https://my.ilabsolutions.com/account/forgot_password)

*Q: How do I get an account created in iLab?*

A: The vast majority of SMD staff needing access to iLab have already had accounts created for them. If you've not had an iLab account created for you then you can request one by clicking the "sign-up" link on any of the core lab landing pages.

*Q: Which browsers are supported?*

A: Firefox and Chrome are the preferred browsers. Users may experience some problems with some web pages using Internet Explorer.

*Q: How do I get iLab installed on my PC/laptop?*

A: You don't need any software installed on your PC/laptop to use iLab. You just need a web browser.

*Q: Who can give me help or advice about using iLab?*

A: The core lab managers listed above can provide help and advice for using iLab.

*Q: What documentation is available for using iLab?*

A: There are also two manuals available:

Core Customer Help Manual

<http://www.ilabsolutions.com/wp-content/uploads/2011/12/Customer-Manual-for-Core-Facilities-v1020111.pdf>

Scheduling Core Customer Help Manual

[http://www.ilabsolutions.com/wp-content/uploads/2011/12/Customer\\_Manual\\_for\\_Scheduling\\_Core\\_Facilities-v102011.pdf](http://www.ilabsolutions.com/wp-content/uploads/2011/12/Customer_Manual_for_Scheduling_Core_Facilities-v102011.pdf)