

Implementation Experience: Go-Live Guide

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Overview

This guide will help your site transition smoothly to iLab's go-live. This guide will reference support contacts and help resources.

iLab Help site and Webinar Information

For any assistance with iLab, please use the 'HELP' link in the upper right corner or visit the direct help site link [here](#). We're here to ensure you have a smooth experience!

Webinars- Please visit the help site [webinars](#) page to see and access any of our webinars!

iLab Support Dashboard

Our Support Team is happy to assist you with your questions. The Support Team can be contacted through various methods. Support contact options <https://help.ilab.agilent.com/99561-contact-support/296444-support>

iLab Status Page

The iLab help site includes a system status page for checking outages, major bugs, and planned downtime notifications.

<https://status.agilent.com/>

Customer Email Templates

After we've completed your iLab implementation and training, we'll determine a date to switch your new webpage live so that researchers can see your iLab site online and begin submitting requests and reservations through iLab. We will be sure to remove all test requests in the system prior to notifying users.

You can email the following message to your users when we switch your site live, to notify them about the new system.

These templates provide standardized email content for your users. Please update/customize the highlighted text to match your institution and site.

Customer Email Template:

Dear [CUSTOMER NAME],

Going forward, the **iLab Site Name** at **Institution** is excited to start using an online system to streamline the process of scheduling and reserving equipment as well as ordering and billing. All facility users are invited to use the system, which requires a one-time registration as discussed below. Once you are registered, the system will enable you to place your requests, provide required approvals, and monitor progress.

Registration (if you do not currently have an iLab account):

To register for an iLab account please follow the instructions outlined on the iLab Help [Portal](#).

To Create an Equipment Reservation:

1. Navigate to the iLab Site page: **iLab Site URL**
2. At the upper right hand of the page click 'Sign In'.
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.

To Create a Service Request:

1. Navigate to the iLab Site page: **iLab Site URL**

2. At the upper right hand of the page 'Sign In'.
3. Select the 'Request Services' tab and click on the 'Request Service' button next to the request of interest.
4. You will be asked to complete a form before submitting the request to the iLab Site.
5. Your request will be pending review by the iLab Site. The iLab Site will review your request and either Agree to the work or they will ask for more information if needed.

Additional help

More detailed instructions can be found by clicking on the 'HELP' link in the upper right-hand corner or by navigating to our [iLab Help Site](#). For any questions not addressed in the Helpsite, click on the 'HELP' link in the upper right-hand corner and submit a ticket, or email ilab-support@agilent.com.

Sincerely,

The iLab - **Institution** Team

Any of the areas highlighted in yellow you will need to update to match your institution.

PI Email Template:

Dear [PI NAME],

The iLab Site at Institution is excited to start using iLab to streamline ordering and billing for iLab Site service requests. You will receive a 'request for approval' email once a researcher requests access to your group. **If you would prefer to delegate these notifications/approvals to a financial manager, please email ilab-support@agilent.com with your financial manager's name & email.**

Instructions

1. Click here to log-in: **iLab Site URL**
2. You will use your **Institution** credentials to log into iLab
3. Once logged in, look for the link in the left-hand menu that says, 'my groups'. Hover-over and select your lab.
4. To avoid manually approving service requests below a specified cost, set the auto-approval threshold. Select the 'Members' panel, enter the desired dollar amount threshold in the 'Auto Pre-Approval' field, and click 'Save Settings.'
5. To approve lab membership requests, select the 'Membership Requests **& Institution Fund Name**' tab. New membership requests will show at the top of this page. Click 'Approve' to accept a member into your lab. Click 'Reject' if they are not a member of your lab.
6. To assign an **Institution Fund Name** to a member of your lab, find the member in the above list where it says, 'Manage **Institution Fund Name**.' Select the checkbox(es) to the right of their name for the **Institution Fund Name**(s) you wish to assign them.

Additional help

More detailed instructions can be found by clicking on the 'HELP' link in the upper right-hand corner or by navigating to our [iLab Help Site](#). 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.

Sincerely,
The iLab - **Institution** Team

Below is an optional workflow email if your iLab Site is using Kiosk.

Any of the areas highlighted in yellow you will need to update to match your institution.

Kiosk Instructions Email Template:

Dear **[CUSTOMER NAME]**,

Going forward, the **iLab Site Name** at **Institution** is excited to start using iLab, an online system to streamline the process of ordering and billing for iLab Site service requests. We have integrated a system of interlocks on **all/most/some** of our instruments in our facility. To access these interlocks, we have a Kiosk interface you will need to start familiarizing yourself with. Here are the steps to access the Kiosk interface and begin your session on any specific instrument within our facility.

To Create an Equipment Reservation: (booking an instrument in the future)

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

1. Register and log into the system using the steps in your welcome email
2. 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.
3. A window will pop up that will allow you to verify your reservation details and provide payment information before saving the reservation.

To start your session with an already existing reservation:

1. Please navigate to the Kiosk Interface URL: **iLab Site Kiosk URL insert here**
2. Log into the Kiosk interface using the same credentials you use to log into the main iLab site.
3. Once logged in, you will see a list of your pre-scheduled reservations in 'My Kiosk Sessions' (If you have multiple sessions, there is a search box to help guide you to the session you wish to start)
4. Find your session, to the right you should see a green 'Start' button. Once you click start, you will see the details of your reservation as well as a timer in the upper right-hand corner.
5. To navigate back to your list of sessions, click on the drop-down menu where you see your name. Click 'my reservations'.

6. You may log out while your session is in process. To log out, click the upper right hand side menu and select Log out. On the log out screen, you will see your list of Active sessions.

To start your session as a walk in: (delete if your iLab Site does not allow walk ins on your calendars)

1. Please navigate to the Kiosk Interface URL: [iLab Site Kiosk URL insert here](#)
2. You will log into the Kiosk interface using the same credentials you use to log into the main iLab site for the iLab Site.
3. Select the instrument on the left-hand menu on which you would like to use.
4. A calendar for the availability will appear, click 'Create Session' to begin, select the desired duration, and click 'Create Session' again.
5. A new window will appear with the details for that reservation. You may be required to enter in your payment information and the equipment use type.
6. Once all the required information is filled out, click the 'Start' button to begin your session. Once you click 'Start', you will see a timer in the upper right-hand corner.
7. To navigate back to your list of sessions, click on your name at the top right-hand side, then select 'My Reservations' from the drop-down menu where you see your name.
8. You may log out while your session is in process. To log out, click the upper right-hand side menu and select 'Sign Out'. On the log out screen, you will see your list of 'Active Sessions'.

To end your session:

1. Please navigate to the Kiosk Interface URL: [iLab Site Kiosk URL insert here](#)
2. You will log into the Kiosk interface using the same credentials you use to log into the main iLab site for the iLab Site.
3. Find your current reservation in the list under 'My Kiosk Sessions' and click the blue 'Finish' button.
4. A pop-up box will appear, asking you to confirm your action. Click 'Finish Session' again. Your time on the instrument has been logged.

Additional help

More detailed instructions are available in the [Kiosk Guidelines Document](#), clicking on the 'HELP' link in the upper right-hand corner, or by navigating to our [iLab Help Site](#). For any questions not addressed in the Helpsite, click on the 'HELP' link in the upper right-hand corner and submit a ticket, or email ilab-support@agilent.com.

Sincerely,
The iLab - [Institution](#) Team