Implementation Experience:

Request Services Testing Manual

Contents

Overview

Welcome to the iLab Family! We are excited to have the opportunity to work with you and are eager to ensure your implementation experience runs smoothly. This manual includes materials and instructions to help supplement your iLab implementation experience.

Implementation Experience Contact

Your Onboarding Manager is your contact during this initial phase of training. As we collaborate on this implementation, please email your Onboarding Manager with questions, issues, concerns, or updates you have for your service center.

Additional Resources

Help Site

Additional resources can be found on the iLab Help Site.

Webinars

You can watch our Webinars at any time during or after implementation!

iLab Community

Talk to other users through the iLab Community Forum.

iLab Registration and Login Guide

As a Site Manager or Staff Member, you will need access to iLab to continue your implementation meetings and to properly review your site.

iLab software serves a global user base, with institutions located across various continents. To optimize performance and comply with local data regulations, iLab is hosted on six different servers or instances. This regional server configuration ensures a more efficient and reliable user experience.

- Regional Login Links
- Using the iLab Access Guide Widget

Regional Login Links

- **United States:** my.ilab.agilent.com
  - **Dana Farber Cancer Institute (DFCI):** dfci.ilab.agilent.com
  - **Stanford University:** stanford.ilabsolutions.com
  - **Important:**
    - If you already have an account on my.ilab.agilent.com, you will need to create a separate account for the DFCI or Stanford instances to access their platforms.
    - Similarly, users with DFCI or Stanford accounts cannot use those credentials on my.ilab.agilent.com and will need to create an account for other U.S.-based locations.
- **Canada:** ca.ilab.agilent.com
- **Europe:** eu.ilab.agilent.com
- **Asia-Pacific:** au.ilab.agilent.com

If you are unsure which link to use, the **iLab Access Guide Widget** is available to assist you. This tool guides users to the correct iLab landing page based on their institution's requirements. Simply follow the predefined questions, and the widget will direct you to the appropriate signup or login page.

Testing Guide

- The training phase of your iLab Implementation is crucial. During these sessions, you will collaborate with your iLab Onboarding Manager to develop and understand your site's workflow and capabilities.

- Testing is essential for a successful go-live. It builds confidence and comfort with iLab and allows you to identify any workflow issues with your site workflows.

Your Onboarding Manager will provide you with login credentials for a Test User to view and navigate the system from the **customer's perspective**.

To comprehensively learn and test all parts of your core's site content and workflow, please follow the steps outlined below. Login with the Test User account to see the site from the **customer perspective.** Then log out and follow the instructions to login with your own account for the **service center member experience**.

- **Quick tip: Login to a browser as yourself and another browser or open an incognito window to login as your Test User. This will help you quickly walk through the workflow of each perspective.**

Request Services Testing

General request-based workflow testing:

1. *Login* as the ***Test User*** *your Onboarding Manager provided*.
2. Click the 'Request Services' Tab.
3. Click on the 'request service' button to the right of the request.
4. Fill out the form and click 'submit request to core.'
5. Log out as Test User and login with **your own credentials** then reload your Cores URL.
6. In the 'View All Requests' tab, review all the requests listed. Locate the one submitted by your Test User. To the left, click the blue arrow to expand the request in full.
7. Below the form section, locate the 'Add Service' link. Click 'Add Service,' locate a couple of services to add to the request.
8. Enter the quantities of each service and click the 'green +' button to add the services.
9. Scroll to the top of the request and locate the 'Status' column. Click 'Agree' once you've made all necessary updates.

Changing the status of a project manually: *(if you prematurely completed a request or forgot to click 'skip approval')*
Dependent upon your institution's settings.

1. Login as yourself.
2. Click the 'View All Requests' Tab.
3. Select the appropriate request and click the blue triangle to the left of it to toggle open its details (please note: if the request has been marked as 'complete,' you will need to change the 'active requests' filter to 'completed' to find your request).
4. Locate the overview section and click the small gray 'edit' link to the right-hand side.
5. Open the Status dropdown and select 'Processing' (or 'Financials approved' for a status of 'Waiting for Core to Begin').

6. Click 'Save.'

For additional information or workflows, you can read more in Overview of Managing Request Services and Request Status on our Help Site.