

Implementation Experience: Kiosk Testing Manual

Overview

Implementation Experience Contact

Additional Resources

iLab Registration & Login Guide

Testing Instructions

Kiosk Testing

Overview

Welcome 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 any questions, issues, concerns, or updates you have for your service center.

Additional Resources

Additional resources can be found on the [iLab Help Site](#). You can also sign up for any of our editing [Webinars](#) at any time during or after implementation!

iLab Registration & 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 Instructions

- The training phase of your iLab Implementation is critical. During these sessions, you will collaborate with your iLab Onboarding Manager to understand your site's workflow and capabilities.
- Testing is essential for a successful go-live launch. It builds confidence and comfort with iLab and allows you to identify any workflow issues with your current setup.

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 logout 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.**

Kiosk Testing

Kiosk login workflow testing:

1. To access Kiosk, *login* as the **Test User** your Onboarding Manager provided.
2. If there is a pending reservation, identify it at the bottom of the dashboard screen and click 'start'
 - a. Next review the information that populates on the form screen
 - b. Click 'Log out & use equipment' if not using a personal device
3. If you are using the kiosk to sign in as a 'walk-up' user, select the 'Start Walkup Session' button at the top left, and select the appropriate category/instrument
 - a. Click 'Create Session'
 - b. Select an estimated duration and click 'Create Session'
 - c. Complete any appropriate information on the form screen
 - d. Click 'Start'
 - e. Click 'Log out & use equipment' if using a shared resource
4. To sign out of your reservation on kiosk
 - a. Select your reservation from the right-hand home screen on kiosk
 - b. Login to the reservation (following the prompts)
 - c. Click 'Finish'
 - d. Confirm you're ready to end the event by clicking 'Finish Session'

For additional information on Kiosk, you can read more in [Managing Kiosk](#) on our Help Site.