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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.**

Recurring Charges

Recurring charge project-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 project.
4. Fill out the form and submit to core.
5. **Log out** as Test User and **login** with **your own credentials** and reload your Cores URL.
6. In the 'View All Requests tab,' review all the projects 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 'calendar' icon to the right.
9. Select the recurrence pattern (if allowed), set the start date, then set either an end date or number of cycles. If the charges should continue to run indefinitely, check the 'Repeat indefinitely' box. Press the 'Add' button.
10. Click the 'process' button on the right to tell the system this recurring charge is ready. *(Please note: the recurrence itself will not actually start until the Start Date you selected previously.)*
11. Scroll to the top of the project and locate the 'Status' column. Click 'Agree' once you've made all necessary updates.