

# Implementation Experience: Flexible Charges Instructions

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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](https://my.ilab.agilent.com)
  - **Dana Farber Cancer Institute (DFCI):** [dfci.ilab.agilent.com](https://dfci.ilab.agilent.com)
  - **Stanford University:** [stanford.ilabsolutions.com](https://stanford.ilabsolutions.com)
  - **Important:**
    - If you already have an account on [my.ilab.agilent.com](https://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](https://my.ilab.agilent.com) and will need to create an account for other U.S.-based locations.
- **Canada:** [ca.ilab.agilent.com](https://ca.ilab.agilent.com)
- **Europe:** [eu.ilab.agilent.com](https://eu.ilab.agilent.com)
- **Asia-Pacific:** [au.ilab.agilent.com](https://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 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.

## Flexible Charges

**For charges such as Assays, Reagents, or Consumables that will be unique to each project and require flexibility in pricing –**

### **Option 1 – Manually Updating the Charge Price** (*general fee built in as a service*):

1. **Login** with your **iLab credentials**.
2. Click the 'View All Requests' Tab.
3. Locate the appropriate request and click the blue arrow to the left to expand the request's details.
4. Below the form section locate the 'Add Service' link. Click 'Add Service,' and add the generic service (e.g. Assay Fee).
5. Click the 'Unit Price' for the line item.
6. Update the price to the appropriate amount and click the 'Change price' button.
7. You can use the 'gray pencil' icon to the left of the charge's quantity to add a note to that line item if you'd like to include specifics on this charge. This note will follow the line through to the invoice.

### **Option 2 – Utilizing Ad-hoc Charges** (*add charge*):

1. **Login** with your **iLab credentials**.
2. Click the 'View All Requests' Tab.
3. Locate the appropriate request and click the blue arrow to the left to expand the request's details.
4. Below the form section locate and click the 'Add Charge' link.
5. Select a Justification (e.g. Pass-through Expenses).
6. Enter a name, unit price and quantity.
7. Enter a category (*please note: the category will be the reportable name on your Reporting tab, so it's important to set it as something meaningful. The charge name will be included in the source data export*).
8. Click the 'add' button.