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## 1. PURPOSE

The purpose of this guideline is to advise researchers at the Aikenhead Centre for Medical Discovery (ACMD) on how to use the iLab Software to:

- Register for an iLab account and request group access
- Access ACMD Core Facilities through iLab
- Navigate Core pages and locate key functions such as equipment booking and service requests
- Request equipment training, book instruments, and submit service requests correctly
- Understand where to seek additional help and support for iLab use

## 2. SCOPE


This procedure applies to all researchers, students, and staff who:

- Require access to ACMD Core Facilities
- Need to book equipment, request training, or submit service requests via iLab
- Are newly onboarding into ACMD systems or joining new lab groups within iLab

This procedure is mandatory for anyone intending to operate equipment or engage with ACMD services through the iLab platform.

## 3. DEFINITIONS & ACRONYMS

Term / Acronym	Definition
ACMD	Aikenhead Centre for Medical Discovery
iLab	Agilent's online laboratory platform used for group access, training requests, equipment booking, and service requests
Core Facilities	ACMD platforms hosted in iLab (Biofabrication, Cells & Imaging; Kinetics, X-Ray & Faraday Booths; Advanced Analytical)
Training Request	A request submitted via iLab to obtain training required before booking or using certain pieces of equipment
Service Request	A request for work or specialised support submitted through the 'Request Services' section of a Core

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## 4. ROLES AND RESPONSIBILITIES

Role	Description
Researchers	<ul style="list-style-type: none"> <li>• Create an iLab account and request group access.</li> <li>• Navigate ACMD Core pages to request training, book equipment, or submit service requests.</li> <li>• Provide required information (e.g., booking details, purchase order details) when prompted.</li> </ul>
ACMD Lab Team/Platform Managers	<ul style="list-style-type: none"> <li>• Manage ACMD Cores within iLab, including equipment schedules and service offerings.</li> <li>• Review and process training and service requests.</li> <li>• Confirm costs, verify purchase orders, and grant booking access after training.</li> <li>• Coordinate training sessions and support users with iLab-related issues.</li> </ul>

## 5. PROCEDURE

### 5.1. Registration

To register for an iLab account, navigate to our landing page and follow the steps outlined: <https://acmd.ilab.agilent.com>. Alternatively, please follow the instructions outlined on the iLab Help [Portal](#).

#### 5.1.1. Requesting Group Access

After registering, you will be redirected to a page to request group access (if not already associated with a group).

Click to 'Request Group Access', and then select your Institution and PI/Lab.

Your PI will be notified and must approve your request before you can access the site fully.


#### 5.1.2. Accessing Our Cores

After you have registered, you can use these Core links to access your relevant Core:


- [iLab Site URL](#) – Biofabrication, Cells, and Imaging
- [iLab Site URL](#) – Kinetics, X-Ray, and Faraday Booths
- [iLab Site URL](#) – Advanced Analytical

Once on the correct Core page, at the upper right hand of the page, click 'Sign In'.

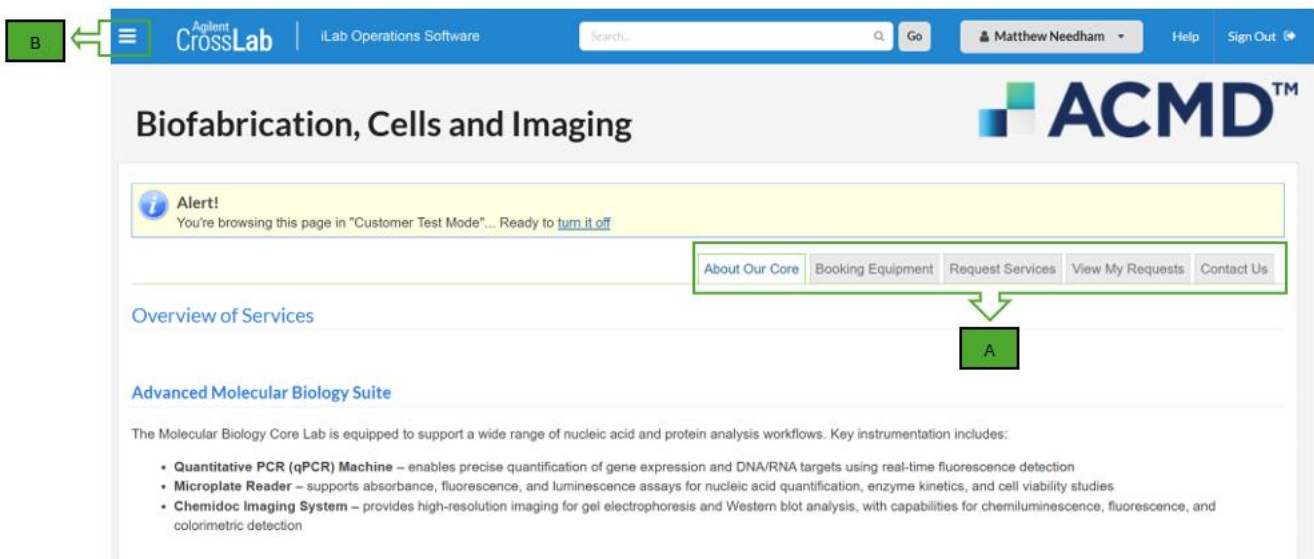
**TIP:** *Bookmark your favourite core!*

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Alternatively, you can search for and access ACMD’s Cores through the ACMD landing page link: <https://acmd.ilab.agilent.com>.

Once you have registered and signed in, click the top left pop-out button -  - and then select ‘Core Facilities’. From here, change the View to ‘Cores at Other Institutions’ and use the Search Bar to search for ‘Aikenhead’. ACMD’s three cores should appear for you to select and enter.

### 5.1.3. Navigating Our Cores



#### A. Navigation Tabs

**About our Core:** an overview of the Core’s capabilities (areas, services, and equipment) and contact information for the Core’s leadership team.

**Booking Equipment:** the area where all equipment information and scheduling is displayed, where you can request equipment-specific training and schedule equipment use.

**Request Services:** navigate here to see and request general services and training, as well as the specialised services that are offered within this Core.

**View My Requests:** view any requests that you have already submitted within this Core.


**Contact Us:** the location to submit any comments, feedback, or questions to the Core’s team.

#### B. Hamburger Icon

**Home:** access previously visited Cores, messages, and service requests.

**Core Facilities:** a place to search for and view all available Cores – at your own, Partner, or external Institutions.

**My Groups:** navigate here to adjust your current group membership and request access to other lab groups

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## 5.2. Creating an Equipment Reservation

### 5.2.1. Training Request

For most of the equipment at ACMD, you will need to request and complete training prior to being able to book for self-use. To do so:

1. Select the 'Booking Equipment' tab and select 'Request Training' next to the instrument of interest. You will be redirected to a training request form that will appear similar to this:

2. Complete the fields as required.
  - a. You can request training on more than one instrument in the same form.
  - b. As you select instruments, links to the relevant safety documents will appear (Standard Operating Procedures and Risk Assessments). Make sure you read these fully **before** completing the form.
  - c. If you have preferred days/times for training, let the Platform Manager know by leaving a comment in the Additional Information section.
  - d. Click to save a final copy or draft of the form.

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3. The second half of the training request form will prompt you to input payment information.


### Cost

The core will review and update this projected cost. You will only be billed for completed work.


Total Projected Cost: \$

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### Payment Information




You may supply the po number (optional)  
Please enter the po number 

%		po number
1	<input type="text" value="100.0"/>	<input type="text"/>


100.0% Total Allocated 

[+ Split Charge](#)

enter additional payment information

 submit request to core
 save draft request
 Cancel

- a. The Cost section can be left blank and will be filled in by the Platform Manager.
- b. Type 'N/A' into the PO Number section of the Payment Information area or leave it blank.
  - i. After submitting the form, the Platform Manager will confirm the charges associated with your training and provide you with this quote (cost will appear on iLab, within the request).
- c. After receiving the quoted price, renavigate to the request, and enter in your Purchase Order details.
  - i. If you have a 'One-off PO', submit the PO number and provide the PDF to the relevant core manager (email).
  - ii. If you have a 'Standing PO', select 'add new PO' and follow the prompts to provide the required information, as shown below. You will also need to upload a PDF of the PO.

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## Add Purchase Order



Fill out the fields below to store your purchase order. The PO name can be used as a quick reference. All fields are required except for PO name.

**Purchase Order Details**
Share with Other Group Members

Who are you creating this purchase order for?

Needham, Matthew - matthew.needham@acmd.org.au - - Admin (ACMD) Lab

Search for Current customers only
 

Proceed

Core:

Biofabrication, Cells and Imaging
▼

\* Number

Name


\* Initial Amount

\* Expiration Date

Attachments
[Upload PO](#)

**Note:** Purchase Orders will be obtained through your institution's process.

- d. Click 'Submit Request to Core' and await a reply from the Platform Manager.
4. Once the Platform Manager confirms your provided details, they will email to coordinate the training time and date with you. Attend and complete this training and you will be granted access to be able to book the equipment.

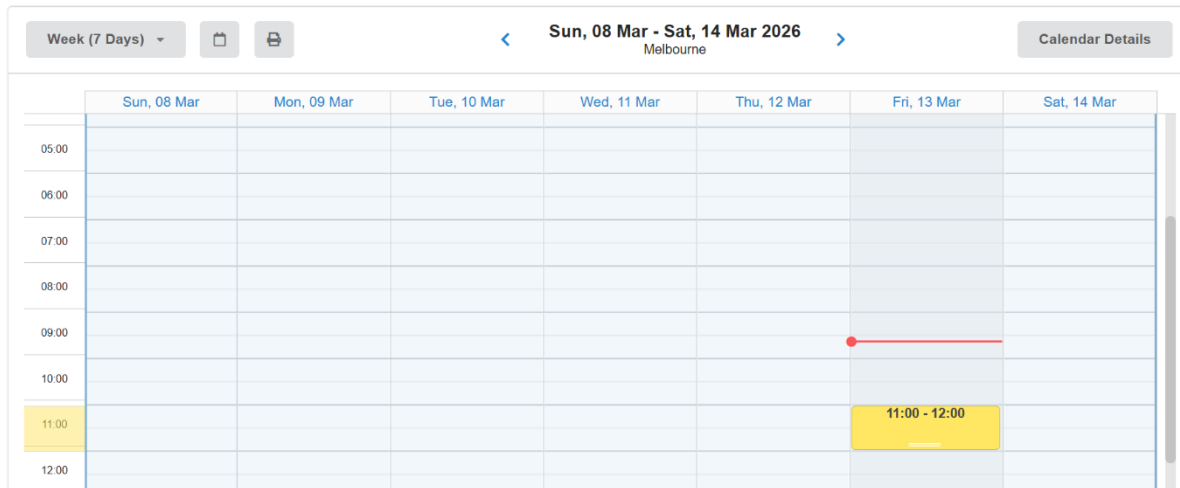
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## 5.2.2. Booking Equipment

1. Once you have been trained (in-person), click the 'View Schedule' button next to the instrument of interest to book equipment use.
2. Click and drag on the time frame you would like to schedule your reservation for.

Biofabrication, Cells and Imaging > View Schedule

**Biosafety Cabinet (Esco Labculture) 1.5m - Hood 4.1** ♥ i Receive cancellation notifications



3. If you are a member of multiple Labs, you will need to select the correct Lab to assign the booking to.
4. A window will pop up that will allow you to verify your reservations details and provide payment information before saving the reservation, as shown below.

**General** | Comments | Contacts

**Reservation details** ⚠ **Unsaved reservation - click save reservation** | **Required forms**

For: Biosafety Cabinet (Esco Labculture) 1.5m - Hood 4.1 - Self Use \$0.00/hr  
 (Trained) - My Reservation  
 Lab: [Admin \(ACMD\) Lab](#)  
 Created on: March 13, 2026 09:35


Event Notes:  note visible to anyone  Copy notes to the charge and display on the invoice

**Times**

	Start	End
Scheduled	Mar 13 2026 11:00	Mar 13 2026 11:45

This event can be modified or deleted before 10:00 AEDT on Mar 13, 2026

**A** **B**

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The screenshot shows a reservation form with several sections. Section C points to the 'Use and cost of reservation' table, which has columns for Duration, Effective Rate, Amount, and Use Type. It shows two rows: one for '0.75 hours' with an effective rate of '\$0.00' and amount of '\$0.00', and another for '0.75 hours' with a 'Total Cost' of '\$0.00'. Section D points to the 'Payment information' section, which includes a 'Please enter the po number' field with a percentage dropdown set to '100.0%' and a 'po number' input field. At the bottom of the form, there are buttons for 'Save Reservation', 'Cancel Changes', and 'Delete Reservation'.

**A. Reservation Details**

Here you will find information on which piece of equipment the booking is being made for, as well as the Lab in which the booking will sit.

**B. Times**

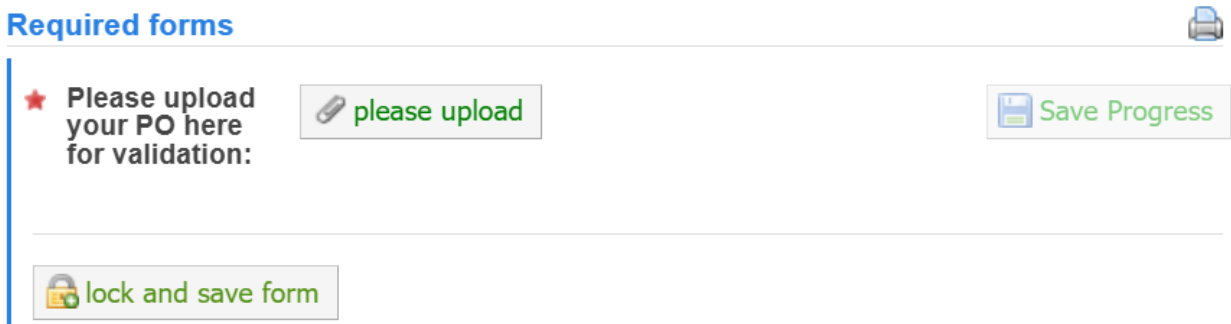
Here you will find the proposed booking timing, which can be edited using the pencil icon.

**C. Use and Cost of Reservation**

Here you will find the cost of the proposed reservation. Your reservation will usually automatically be set as 'self-use'. If you require assisted use, and it is offered for that piece of equipment, change the usage type under 'Pricing Details'.


**D. Payment Information**

Here you will be able to enter your Purchase Order details. For bookings for equipment with no charges, enter 'N/A' into the PO Number section (or leave blank). For bookings for equipment with associated charges, enter your payment information into Section D and upload your PO PDF in the 'Required Forms' section shown below.



The 'Required forms' section features a star icon and the text 'Please upload your PO here for validation:'. Below this is a 'please upload' button with a paperclip icon. To the right is a 'Save Progress' button with a floppy disk icon. At the bottom of the section is a 'lock and save form' button with a padlock icon.

- Once you are satisfied with the information that you have provided, click the 'Save Reservation' button in the bottom left.

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- If you need to change your reservation details, you will need to do so through the equipment's schedule. Locate your reservation and drag accordingly to change the time or date. Alternatively, double-click the reservation and alter the timing by clicking the yellow pencil icon.

### 5.3. Submitting a Service Request

Our Cores at ACMD offer specific services relevant to their capabilities.

- Select the 'Request Services' tab and click on the 'Request Service' button next to the request of interest.
- You will be asked to complete a form before submitting the request to the iLab Site.
- Your request will be pending review. The Platform Manager will review your request and either agree to the work or they will ask for more information if needed.



### 5.4. Additional Help

Additional training is provided on the **ACMD Central** SharePoint, with a training video located in the **Policies, Procedures, Resources & Training** section.

For more assistance with iLab, click the HELP link in the upper right corner or visit the [iLab Help Site](#). Selecting the HELP link will open an email addressed to [ilab-support@agilent.com](mailto:ilab-support@agilent.com).

Otherwise, feel free to contact [labs@acmd.org.au](mailto:labs@acmd.org.au) with any iLab related questions.

## 6. DOCUMENT CONTROL

Revision	Date	Description of Changes	Drafted by	Reviewed by	Approved by
01	31/03/2026	First Release	Matthew Needham  <small>Matthew Needham (Mar 31, 2026 11:38:19 GMT+11)</small>	Siobhan Tuohy  <small>siobhan tuohy (Mar 31, 2026 11:56:29 GMT+11)</small>	Cynthia Wong 