

Doc Name	Guideline, iLab External User Guide			
Doc No.	QMS-0177	Revision	01	

1. PURPOSE

The purpose of this guideline is to advise external users (non-partners) 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 external 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
External User	An ACMD laboratory user belonging to an institution external to the ACMD's partner group

Doc Name	Guideline, iLab External User Guide			
Doc No.	QMS-0177	Revision	01	

4. ROLES AND RESPONSIBILITIES

Role	Description
External Researcher	- Create an iLab account and request group access. - Navigate ACMD Core pages to request training, book equipment, or submit service requests. - Provide required information (e.g., booking details, purchase order details) when prompted.
ACMD Lab Team/Platform Managers	- Manage ACMD Cores within iLab, including equipment schedules and service offerings. - Review and process training and service requests. - Confirm costs, verify purchase orders, and grant booking access after training. - Coordinate training sessions and support users with iLab-related issues.

5. PROCEDURE

5.1 Registration

To register for an iLab account, navigate to our landing page: <https://acmd.ilab.agilent.com> and select sign-up in the top right of the screen. Alternatively, please follow the instructions outlined on the iLab Help [Portal](#).

You will see one of two views, both are shown below.

ACMD user (with ACMD email):

Click [here](#) to login or register using your institute login and password.

Not a ACMD user? (no ACMD email)

Click [here](#) to signup for an iLab account.

Register using ACMD credentials

Register for an iLab account

2

2

2

Please follow the second option, shown above, to register. Register using your institution's email address and follow the prompts provided.

If you attempt to register and you already have an iLab account, you will be shown the below message. Navigate back to the ACMD iLab landing page (<https://acmd.ilab.agilent.com>) and select log-in.

Doc Name	Guideline, iLab External User Guide			
Doc No.	QMS-0177	Revision	01	

It seems your home institution is already integrated with iLab. ✕

To access this site, please click Continue below to login with your institution network credentials.

We recommend that you bookmark the URL for future access.

Cancel

Continue

5.2 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.

5.3 Log-In

After registering for an iLab account, navigate back to our landing page: <https://acmd.ilab.agilent.com> and select log-in in the top right of the screen.

ACMD user (with ACMD email):

Click [here](#) to login or register using your institute login and password.

Not a ACMD user? (no ACMD email)

☐ Login using iLab credentials

If you don't have an account, please [register](#) for an iLab account.

[Learn more about iLab Operations Software](#)

☐ Sign in using other institution credentials 

Agilent Employees: sign in using [Agilent SSO](#) credentials

Sign in using [ACMD \(with ACMD email\)](#) credentials

or

1

Sign in using [iLab \(no ACMD email\)](#) credentials

or

2

Sign in using [other institution](#) credentials 

or

Agilent Employees: sign in using [Agilent SSO](#) credentials

2

Initially, please attempt to log-in via option 2. Search for and select your institution, and then follow the prompts to sign-in. If your institution does not appear, see the next option.

Doc Name	Guideline, iLab External User Guide			
Doc No.	QMS-0177	Revision	01	

1

For those who are unable to log-in via option 2, you will need to do so via option 1. Log-in using your existing iLab account email and password.

5.4 Navigating our Cores

5.4.1 Accessing Our Cores

After you have registered and logged-in, you can use these Core links to access your relevant Core:

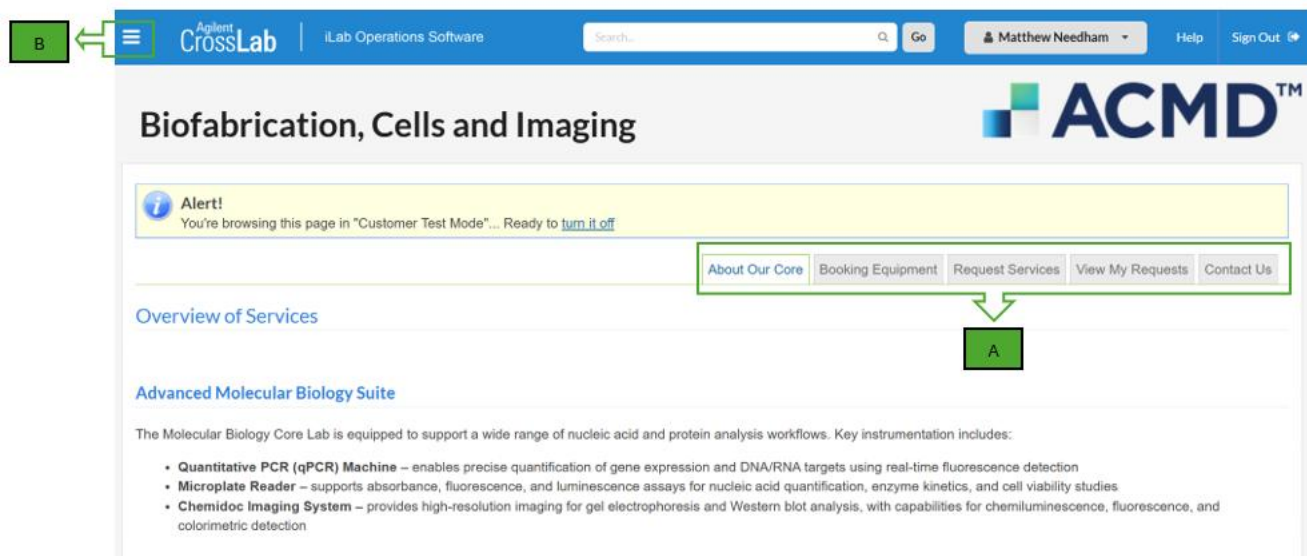
- [iLab Site URL](#) – Biofabrication, Cells, and Imaging
- [iLab Site URL](#) – Kinetics, X-Ray, and Faraday Booths
- [iLab Site URL](#) – Advanced Analytical

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

TIP: Bookmark your favourite core!

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.



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.

Doc Name	Guideline, iLab External User Guide			
Doc No.	QMS-0177	Revision	01	

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

5.5 Financial Information Form

ACMD requires all external users to complete the Financial Information Form prior to utilising our platforms. To do so, select the 'Request Services' tab. From here, select the 'ACMD General' drop-down. Now, click 'Initiate Request' for the 'Financial Information Form'. The form will initially appear as follows:

★ What Platforms will you be accessing at ACMD?

☐ Biofabrication
☐ Engineering
☐ Faraday Booths
☐ Flow Cytometry
☒ Halifax (X-Ray)
☐ Histology
☐ Human Kinetics
☐ Instrumentation
☐ Mass Spectrometry
☐ Microscopy
☐ Molecular Biology

If you selected multiple Platforms, which will you be accessing first?

★ Which Institution are you a part of?

☐ ACU
☒ BI
☐ RMIT
☐ SVHM
☐ SVI
☐ SUT
☐ UOM
☐ Other

★ What is your role?

☐ Student
☐ Research Staff
☐ Lab Head/Financial Delegate

★ Have you been inducted into the ACMD?

☐ Yes
☐ No

Doc Name	Guideline, iLab External User Guide			
Doc No.	QMS-0177	Revision	01	

As you complete the form, further questions will appear.

Below is an example of an individual who already possesses a Purchase Order and does not need a quoted price.

★ Which Institution are you a part of?

☐ ACU
☐ BI
☐ RMIT
☐ SVHM
☐ SVI
☐ SUT
☐ UOM
☒ Other

What is the name of your Institution?

Example

★ What is your role?

☒ Student
☐ Research Staff
☐ Lab Head/Financial Delegate

Please provide your Lab Head's details (Name, Institute, Email):

Matthew Needham, ACMD, matthew.needham@acmd.org.au

★ Do you have an existing PO?

☒ Yes
☐ No

Please upload your PO:

 please upload

★ Have you been inducted into the ACMD?

☐ Yes
☒ No

After submitting this form, please liaise with the relevant Platform Manager to organise a laboratory induction. You can now submit this form.

Please upload your PO to the request, as is shown below.

★ Which Institution are you a part of?

☐ ACU
☐ BI
☐ RMIT
☐ SVHM
☐ SVI
☐ SUT
☐ UOM
☒ Other

What is the name of your Institution?

Example

★ What is your role?

☒ Student
☐ Research Staff
☐ Lab Head/Financial Delegate

Please provide your Lab Head's details (Name, Institute, Email):

Matthew Needham, ACMD, matthew.needham@acmd.org.au

★ Do you have an existing PO?

☐ Yes
☒ No

Please upload your PO:

 please upload

★ Have you been inducted into the ACMD?

☐ Yes
☒ No

After submitting this form, please liaise with the relevant Platform Manager to organise a laboratory induction. You can now submit this form.

Doc Name	Guideline, iLab External User Guide			
Doc No.	QMS-0177	Revision	01	

Below is an example of an individual who does not have an existing PO. This individual will be provided with a quoted price, to assist with raising said PO.

★ What is your role?

☒ Student
☐ Research Staff
☐ Lab Head/Financial Delegate

Please provide your Lab Head's details (Name, Institute, Email):

Matthew Needham, ACMD, matthew.needham@acmd.org.au

★ Do you have an existing PO?

☐ Yes
☒ No

Please request a quote below

★ What is the quote for?

☒ Specific equipment
☐ General equipment usage

Please specify the equipment of interest

Ultimaker S3 Printer

★ How many usage hours are required for the quote?

10

★ Have you been inducted into the ACMD?

☐ Yes
☒ No

After submitting this form, you will soon receive your quoted price within this request in iLab. After receiving this quote, please raise the required Purchase Order. Please submit this Purchase Order in the upload section below:

PO Upload



After submitting this form, please liaise with the relevant Platform Manager to organise a laboratory induction. You can now submit this form.

After submitting the form, a quoted price will be provided. Please use this to raise the PO. Once received, please upload the PO in the upload section shown above.

5.6 Purchase Order

After obtaining and uploading a Purchase Order to the Financial Information Form, it will still need to be added to the iLab system so that you can assign it to equipment training, bookings, and services.

If you are sharing funds between members of your lab, it is recommended that your Lab Head uploads your PO to be shared amongst members of your team.

If you are not sharing funds, it is recommended that you upload your PO yourself.

To upload the PO, select the 'PO' tab from the Core's main landing page. Click 'Add Purchase Order'. Fill in the details accordingly. If need be, this will give you a chance to share amongst group members. If you want to be able to use the PO across multiple Cores at ACMD, select 'All Cores' in the Core dropdown, shown below. Please also upload your PO as an attachment by clicking the 'Upload PO' link, shown below.

Click to save. Once saved, your PO will need to be approved by the Core before you can start utilising it in iLab.

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

Doc Name	Guideline, iLab External User Guide			
Doc No.	QMS-0177	Revision	01	

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](#)

5.7 Creating an Equipment Reservation

5.7.1 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:

Doc Name	Guideline, iLab External User Guide			
Doc No.	QMS-0177	Revision	01	



★ Do you require training or a consultation:

☐ Training
☐ Consultation

★ What instrument are you inquiring about?
(select all that apply)

☐ Electrosinning Apparatus
☐ Luna Crosslinker
☐ Plasma Cleaner
☐ Cellink Inkredible
☐ Ultimaker 3
☐ Ultimaker S3
☐ Anycubic Photon Mono 4K
☐ GeSIM Bioscaffolder 3.2
☐ Stratasys Objet 30
☐ Lumen X

Please provide any additional information you would like us to know:

★ I confirm that I have read and understood the Standard Operating Procedure (SOP) and Risk Assessment (RA) associated with the requested equipment.

☐ Yes
☐ No

Cost/Payment Information Please leave the Cost and Payment Information sections below blank. The cost section will be filled in by the Platform Manager. Once this cost is provided, please upload your PO below. The Payment Information section can remain empty.

Purchase Order Upload 

2. Complete the fields as required.

- You can request training on more than one instrument in the same form.
- 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.
- If you have preferred days/times for training, let the Platform Manager know by leaving a comment in the Additional Information section.
- Click to save a final copy or draft of the form.

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: \$

Payment Information

You may supply the po number (optional)

Please enter the po number 

% po number

1 %

100.0%

Total Allocated 

 Split Charge

enter additional payment information

 submit request to core

 save draft request

 Cancel

Doc Name	Guideline, iLab External User Guide			
Doc No.	QMS-0177	Revision	01	

- a. The Cost section can be left blank and will be filled in by the Platform Manager.
- b. If you are yet to obtain a PO, type 'N/A' into the PO Number section of the Payment Information area or leave it blank. If you already have a PO, please input/upload here.
- c. After submitting the form, the Platform Manager will confirm the charges associated with your training and provide you with this value (cost will appear on iLab, within the request). If you have not yet received a PO, you can use this cost value to do so. After receiving the PO, and with 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 in the 'Purchase Order Upload' section.
 - ii. If you have a 'Standing PO' that is not yet in the iLab system, select 'add new PO' and follow the prompts to provide the required information. You will also need to upload a PDF of the PO in the 'Purchase Order Upload' section.
 - iii. If your PO is already in the iLab system (Section 5.6), you will be able to select it in the drop-down menu.

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.

5.7.2 Booking Equipment

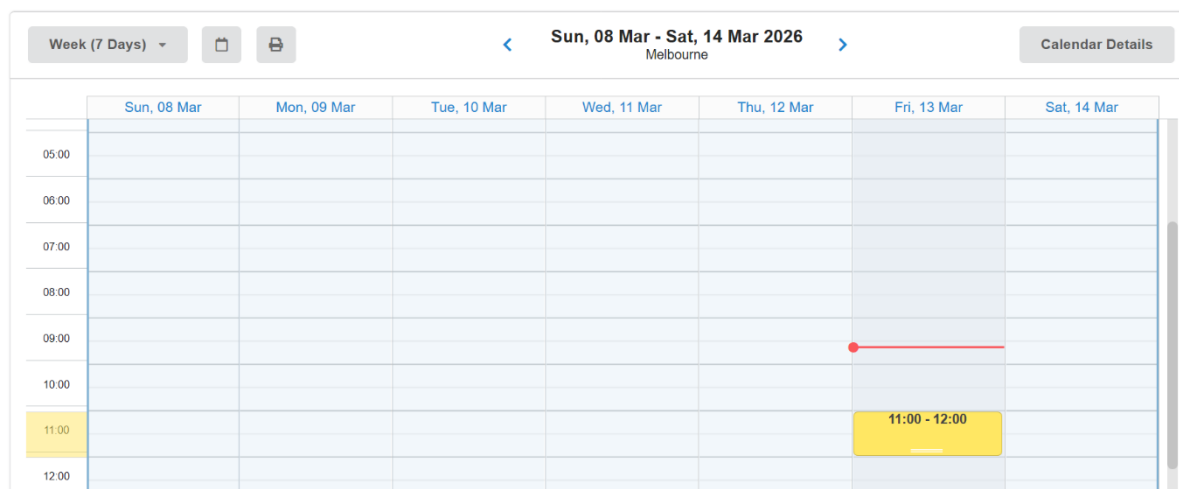
1. Once you have been trained (in-person), click the 'View Schedule' button next to the instrument of interest to book equipment use.
2. Click and drag on the time frame you would like to schedule your reservation for.

[Biofabrication, Cells and Imaging](#) > View Schedule

Biosafety Cabinet (Esco Labculture) 1.5m - Hood 4.1



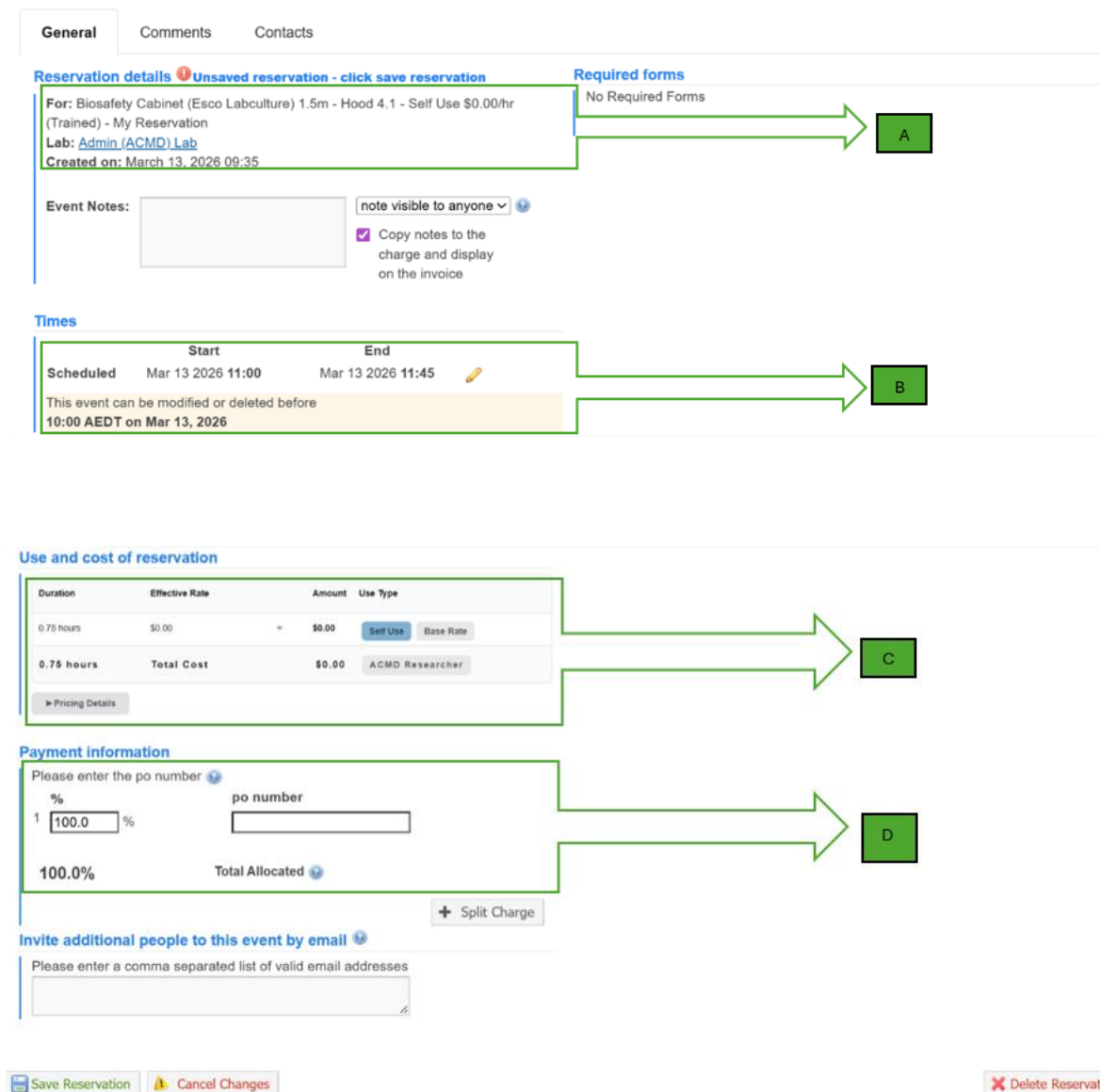
☐ Receive cancellation notifications



3. If you are a member of multiple Labs, you will need to select the correct Lab to assign the booking to.

Doc Name	Guideline, iLab External User Guide			
Doc No.	QMS-0177	Revision	01	

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.



The screenshot shows the 'General' tab of a reservation form. It includes sections for 'Reservation details', 'Required forms', 'Event Notes', 'Times', 'Use and cost of reservation', 'Payment information', and an email invitation section. Annotations A, B, C, and D point to specific areas: A points to the reservation details, B points to the scheduled times, C points to the use and cost table, and D points to the payment information section.

Reservation details (Annotation A): 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

Required forms: No Required Forms

Event Notes: note visible to anyone (dropdown)
☒ Copy notes to the charge and display on the invoice

Times (Annotation B):

	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

Use and cost of reservation (Annotation C):

Duration	Effective Rate	Amount	Use Type
0.75 hours	\$0.00	\$0.00	Self Use
0.75 hours	Total Cost	\$0.00	ACMD Researcher

Payment information (Annotation D):

Please enter the po number

% 100.0 % po number

100.0% Total Allocated

+ Split Charge

Invite additional people to this event by email

Please enter a comma separated list of valid email addresses

Save Reservation Cancel Changes 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

Doc Name	Guideline, iLab External User Guide			
Doc No.	QMS-0177	Revision	01	

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 fill in the required form as directed. If prompted, upload your PO PDF in the 'Required Forms' section shown below.

Required forms



★ Please upload your PO here for validation:

 please upload

 Save Progress

 lock and save form

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

5.5. 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.

5.6. 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.

Otherwise, feel free to contact labs@acmd.org.au with any iLab related questions.

Doc Name	Guideline, iLab External User Guide			
Doc No.	QMS-0177	Revision	01	

DOCUMENT CONTROL

Revision	Date	Description of Changes	Drafted by	Reviewed by	Approved by
01	19/06/2026	First Release	Matthew Needham  Matthew Needham (Jun 12, 2026 10:43:14 GMT+10)	Cynthia Wong  Cynthia Wong (Jun 19, 2026 08:11:01 GMT+10)	Cynthia Wong  Cynthia Wong (Jun 19, 2026 08:11:01 GMT+10)