

Internal Customer *Without an Account*:

To register for an account:

To get started, you must register for an account:

1. Navigate to the core page: https://cu.corefacilities.org/service_center/show_external/4527
2. In the upper-right-hand corner of the screen where it says, 'Welcome University of Colorado user, please click here to login or register,' select the **click here** link
3. You will be directed to an authentication page where you will need to enter your University of Colorado credentials
4. Once you have entered your credentials, click the 'Login' button
5. You will be directed to an iLab Registration page where you will need to select your PI/Lab, and verify your contact information
6. Once your registration has been submitted, your PI will receive a notification that you have requested membership to their lab in iLab. They will need to approve your membership and assign any University of Colorado Fund Name for your use.

To Create an Equipment Reservation:

Once you have been accepted into your PI's lab and assigned University of Colorado Fund Name, you can schedule equipment time.

1. Navigate to the core page: https://cu.corefacilities.org/service_center/show_external/4527
2. At the upper right hand of the page where it says, 'Welcome University of Colorado user, click here to log in or register,' select **click here**.
3. Enter your University of Colorado Credential and password, and sign in.
4. Select the *Schedule Equipment* tab and click on the 'View Schedule' button next to the instrument of interest. Click and drag on the time frame you would like to schedule your reservation for.
5. A window will pop up that will allow you to verify your reservations details and provide payment information before saving the reservation.

To Create a Service Request:

Once you have been accepted into your PI's lab and assigned University of Colorado Fund Name, you can create service requests.

1. Navigate to the core page: https://cu.corefacilities.org/service_center/show_external/4527
2. At the upper right hand of the page where it says, 'Welcome University of Colorado user, click here to log in or register,' select **click here**.
3. Enter your University of Colorado Credential and password, and sign in.
4. Select the *Request Services* tab and click on the 'Request Service' button next to the service of interest.
5. You will be asked to complete a form before submitting the request to the core.
6. Your request will be pending review by the core. The core will review your request and either Agree to the work or they will ask for more information if needed.

Internal Customer *With a Pre-Created Account:*

Getting Started with iLab:

1. Click [here](#) to reset your iLab password. Please use the email address from this email you have received as your login.
2. Login(https://cu.corefacilities.org/service_center/show_external/4527) using your iLab username and password. (IMPORTANT: On initial login, set your account time zone, click 'update', then log out once to set the change.)
3. Select a core from the list of cores at University of Colorado by clicking the 'core facilities' list in the left-hand menu.
4. Once on the core's page, click the 'about our core' tab to learn more about the available services.

To Create an Equipment Reservation:

Once you have been accepted into your PI's lab and assigned University of Colorado Fund Name, you can schedule equipment time.

6. Navigate to the core page: https://cu.corefacilities.org/service_center/show_external/4527
7. At the upper right hand of the page, enter the username and password provided by iLab and click the "login" button.
8. Select the *Schedule Equipment* tab and click on the 'View Schedule' button next to the instrument of interest. Click and drag on the time frame you would like to schedule your reservation for.
9. A window will pop up that will allow you to verify your reservations details and provide payment information before saving the reservation.

To Create a Service Request:

Once you have been accepted into your PI's lab and assigned University of Colorado Fund Name, you can create service requests.

7. Navigate to the core page: https://cu.corefacilities.org/service_center/show_external/4527
8. At the upper right hand of the page, enter the username and password provided by iLab and click the "login" button.
9. Select the *Request Services* tab and click on the 'Request Service' button next to the service of interest.
10. You will be asked to complete a form before submitting the request to the core.
11. Your request will be pending review by the core. The core will review your request and either Agree to the work or they will ask for more information if needed.

External Customer Email Template:

To register for an account:

1. Complete the registration form on the sign-up page.
2. Receive a *Welcome Email* from iLab (typically within one business day) with login credentials.

To Create a Service Request:

Using your iLab login credentials, you can place a service request.

1. Login Here using the 'External University of Colorado user?' option.
2. Enter the credentials received in your welcome email from iLab.
3. Select the *Request Services* tab and click on the *Request Service* button next to the service of interest.
4. You will be asked to complete a form before submitting the request to the core.
5. Your request will be pending review by the core. The core will review your request and either Agree to the work or they will ask for more information if needed.

To Create an Equipment Reservation:

Using your iLab login credentials, you can place orders and schedule equipment time.

1. Login Here using the 'External University of Colorado user?' option.
2. Enter the credentials received in your welcome email from iLab.
3. Select the *Schedule Equipment* tab and click on the *View Schedule* button next to the instrument of interest. Click and drag on the time frame you would like to schedule your reservation for.
4. A window will pop up that will allow you to verify your reservations details and provide payment information before saving the reservation.

PI Email Template:

It was indicated that you have researchers who use the core's services, and we wanted to let you know that you may receive email requests from researchers wishing to join your group. The request email will have specific instructions on how to approve the request. In case you are interested in the process, we have pasted instructions below. **If you would prefer to delegate these notifications/approvals to a financial manager, please email ilab-support@agilent.com with your financial manager's name & email.**

Instructions

1. Click here to log-in: https://cu.corefacilities.org/service_center/show_external/4527
2. You will use your University of Colorado credentials to log into iLab
3. Once logged in, look for the link in the left hand menu that says 'my labs'. Hover-over and select your lab.
4. Set the auto-approval amount if you do not wish to approve service requests below a certain dollar amount. To do this, select the 'Members' panel and enter a dollar amount in the 'Auto Pre-Approval' amount and click 'save settings.'
5. To approve lab membership requests, select the 'Membership Requests & University of Colorado Fund Name' tab. New membership requests will show at the top of this page. Click "Approve" to accept a member into your lab. Click "Reject" if they are not a member of your lab.
6. To assign a University of Colorado Fund Name to a member of your lab, find the member in the above list where it says, 'Manage University of Colorado Fund Name.' Select the checkbox(es) to the right of their name for the University of Colorado Fund Name(s) you wish to assign them.