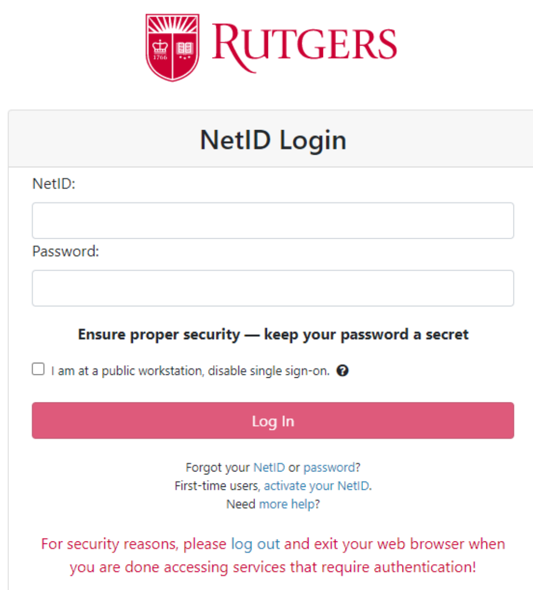
RUTGERS

Rutgers Faculty
iLab User Manual

➢ Registration (For Faculty who are **not** pre-registered):

To get started, you must register for an account:

1. Navigate to the following URL: https://rutgers.ilab.agilent.com/account/saml/rutgers
2. Bookmark this URL for future use.
3. You will be directed to an authentication page where you will enter your Rutgers University credentials

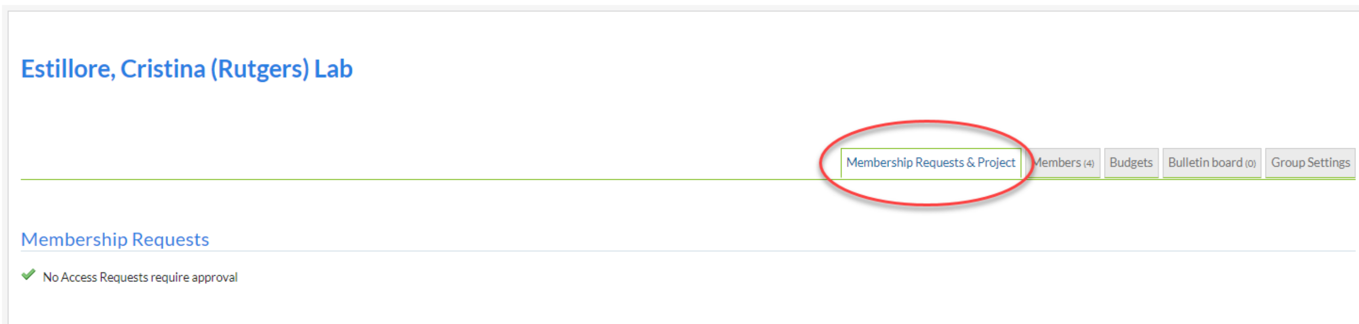


4. Once you have entered your Rutgers credentials, click the ‘Login’ button
5. You will be directed to an iLab Registration page where you will select PI/Lab and verify your contact information. Please select the “Admin (RUTGERS) Lab”.
6. Once your registration has been submitted, contact Cristina Estillore (cristina.estillore@rutgers.edu) and Gabriela Alulema (galulema@research.rutgers.edu. They will create your lab in the system.

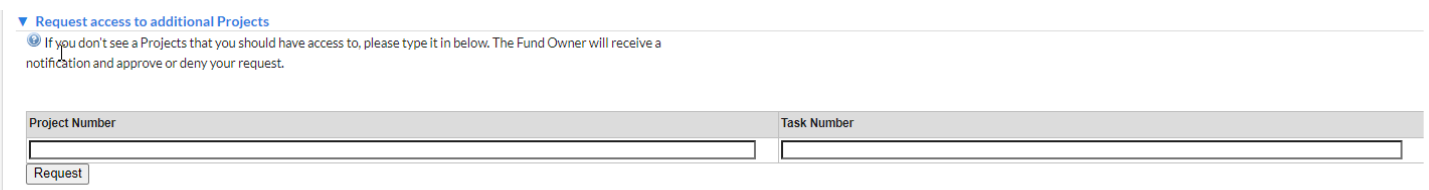
➢ What to do when your project number is not in iLab:

Although most sponsored and 800 series projects will automatically be pulled into iLab from Oracle, other types of projects may require access approval. These typically include start-up, discretionary, 300 series project accounts.

1. From your lab’s page, click on the “Membership Requests & Project” tab.



2. Scroll toward the bottom of the page to view “Request access to additional Projects.



3. Enter the project number you wish to request access to in the “Project Number” textbox and the task number in the “Task Number” textbox.

4. Click “Request”

5. A notification will be sent to the owner of the project number for approval. If you are the owner of the project, you will be able to approve your own request by clicking the link on the email notification and then selecting “Approve”.

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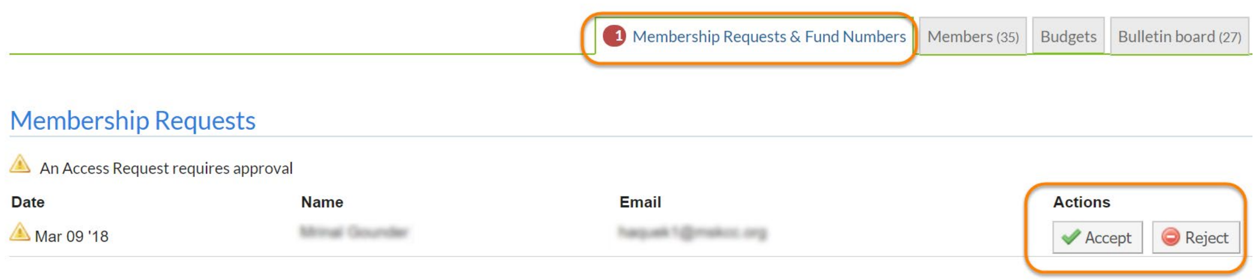
➢ How to Accept Access Requests in iLab:

Users who wish to place requests for services and supplies on your lab's behalf will request access to your group. Before users can access your group/lab page, you will have to approve their request.

1. From your lab's page, click on the "Membership Requests & Project" tab.

2. Under "Membership Requests" will be the name of the member(s) who wish to join your lab.

3. You can choose to 'Accept' or 'Reject' the membership request. If accepted, the user will be added to your group/lab. You will then be able to assign funding to your user.



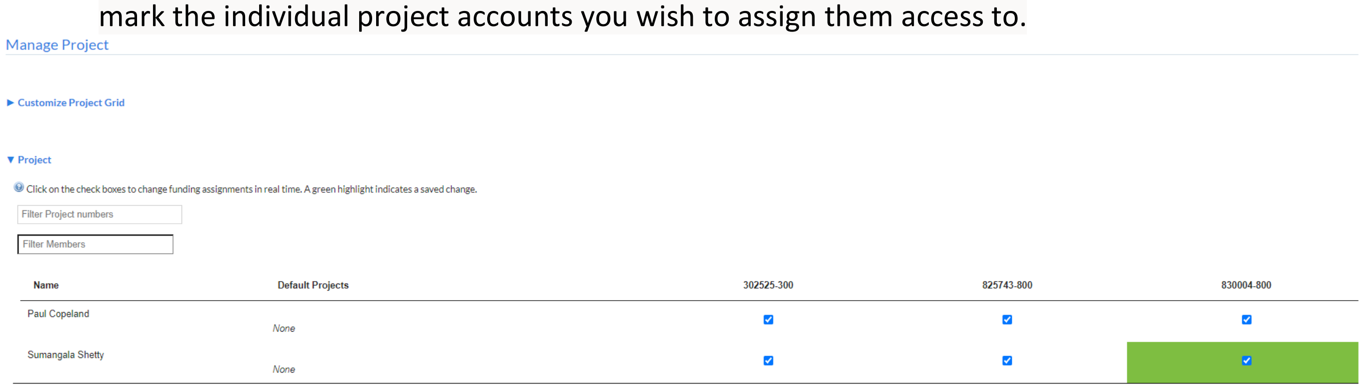
➢ How to assign Project numbers to lab members

You can assign specific project numbers to every member of your lab.

1. From your lab's page, click on the "Membership Requests & Project" tab.

2. Scroll toward the middle of the page to view "Manage Projects". Here you will see a list of lab members and project numbers.

3. To assign a project number to a lab member, locate the row with the member's name and check mark the individual project accounts you wish to assign them access to.

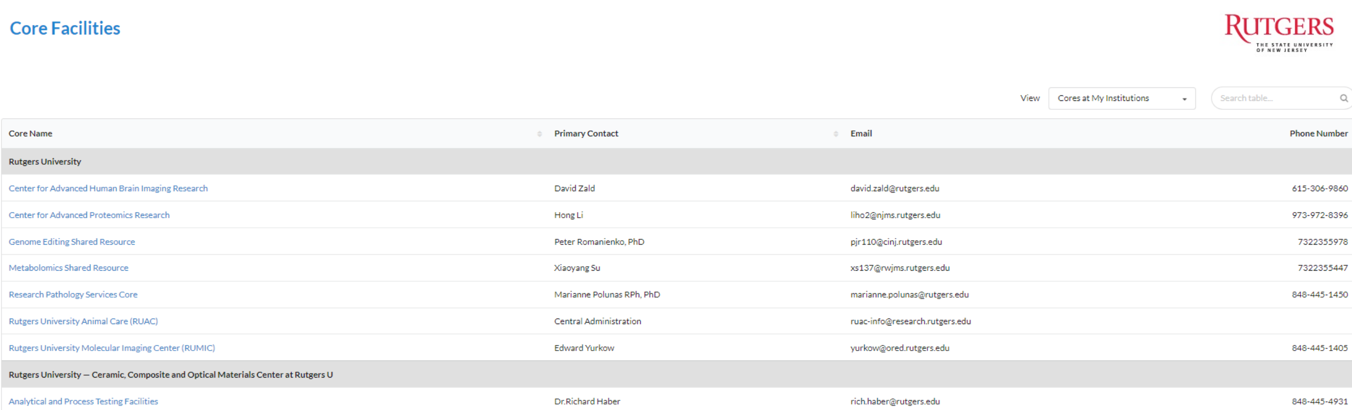


➢ Requesting Services:

1. Click on the following link: https://rutgers.ilab.agilent.com/service_center

2. Select “Rutgers iLab User Login” and login using your Rutgers NetID and password

3. On the following page, you will see a list of the available Rutgers “Core Facilities”. Select the core you wish to request services from.

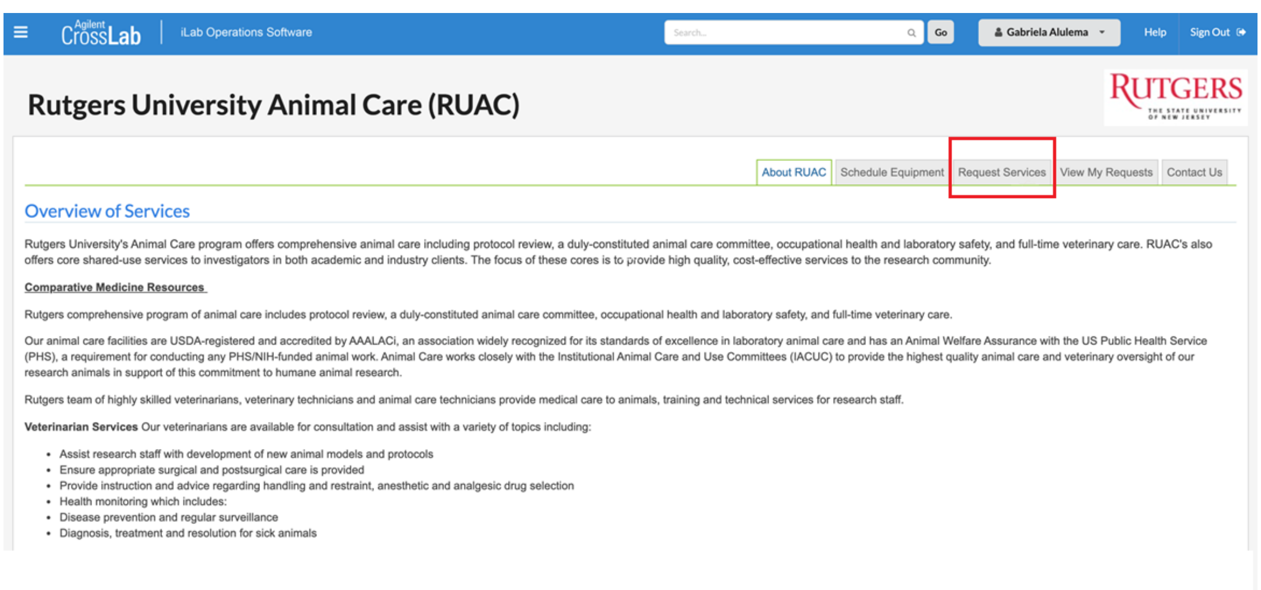


Core Facilities

View Cores at My Institutions | Search table...

Core Name	Primary Contact	Email	Phone Number
Rutgers University			
Center for Advanced Human Brain Imaging Research	David Zald	david.zald@rutgers.edu	615-306-9860
Center for Advanced Proteomics Research	Hong Li	liho2@njms.rutgers.edu	973-972-8396
Genome Editing Shared Resource	Peter Romanienko, PhD	pjr110@cinj.rutgers.edu	7322355978
Metabolomics Shared Resource	Xiaoyang Su	xs137@rwjms.rutgers.edu	7322355447
Research Pathology Services Core	Marianne Polunas RPh, PhD	marianne.polunas@rutgers.edu	848-445-1450
Rutgers University Animal Care (RUAC)	Central Administration	ruac-info@research.rutgers.edu	
Rutgers University Molecular Imaging Center (RUMIC)	Edward Yurkow	yurkow@ored.rutgers.edu	848-445-1405
Rutgers University — Ceramic, Composite and Optical Materials Center at Rutgers U			
Analytical and Process Testing Facilities	Dr.Richard Haber	rich.haber@rutgers.edu	848-445-4931

4. On the core’s home page, Select the *Request Services* tab



Agilent CrossLab | iLab Operations Software | Search... Go | Gabriela Alulema | Help | Sign Out

Rutgers University Animal Care (RUAC)

About RUAC | Schedule Equipment | Request Services | View My Requests | Contact Us

Overview of Services

Rutgers University's Animal Care program offers comprehensive animal care including protocol review, a duly-constituted animal care committee, occupational health and laboratory safety, and full-time veterinary care. RUAC's also offers core shared-use services to investigators in both academic and industry clients. The focus of these cores is to provide high quality, cost-effective services to the research community.

Comparative Medicine Resources

Rutgers comprehensive program of animal care includes protocol review, a duly-constituted animal care committee, occupational health and laboratory safety, and full-time veterinary care.

Our animal care facilities are USDA-registered and accredited by AAALACi, an association widely recognized for its standards of excellence in laboratory animal care and has an Animal Welfare Assurance with the US Public Health Service (PHS), a requirement for conducting any PHS/NIH-funded animal work. Animal Care works closely with the Institutional Animal Care and Use Committees (IACUC) to provide the highest quality animal care and veterinary oversight of our research animals in support of this commitment to humane animal research.

Rutgers team of highly skilled veterinarians, veterinary technicians and animal care technicians provide medical care to animals, training and technical services for research staff.

Veterinarian Services Our veterinarians are available for consultation and assist with a variety of topics including:

- Assist research staff with development of new animal models and protocols
- Ensure appropriate surgical and postsurgical care is provided
- Provide instruction and advice regarding handling and restraint, anesthetic and analgesic drug selection
- Health monitoring which includes:
- Disease prevention and regular surveillance
- Diagnosis, treatment and resolution for sick animals

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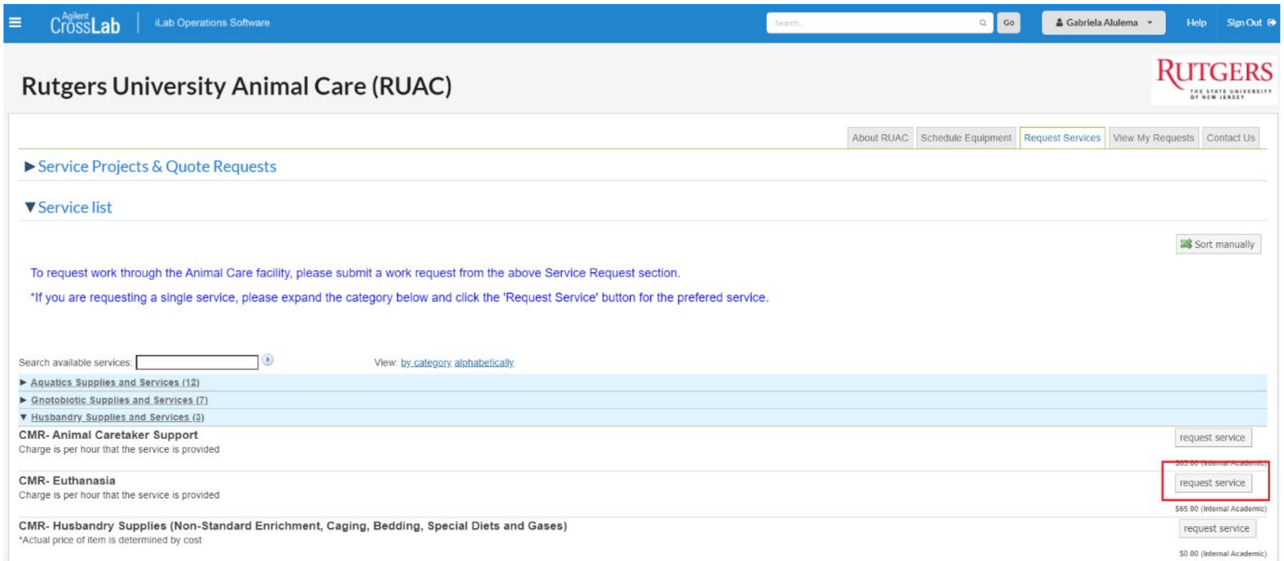
5. Click on the ‘Request Service’ button next to the service of interest.



6. You will be asked to complete a form before submitting the request to the core.

7. 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.

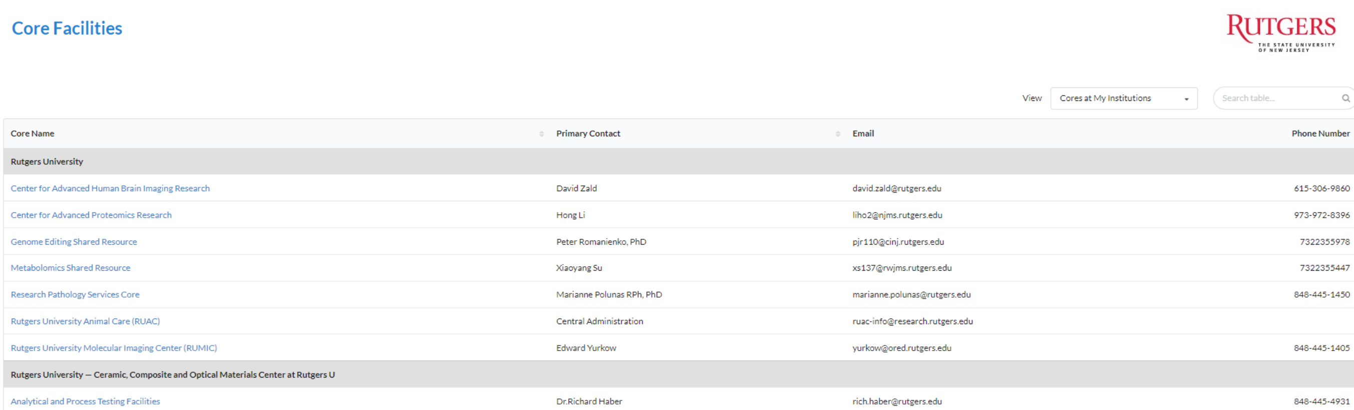
➢ Reserving Equipment:

To Create an Equipment Reservation:

1. Click on the following link: https://rutgers.ilab.agilent.com/service_center

2. Select “Rutgers iLab User Login” and login using your Rutgers NetID and password

3. On the following page, you will see a list of the available Rutgers “Core Facilities”. Select the core you wish to reserve equipment from.



Core Facilities

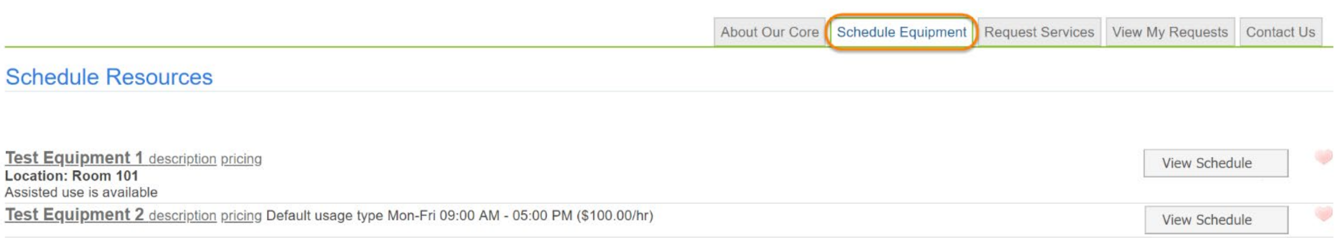
View Cores at My Institutions

Core Name	Primary Contact	Email	Phone Number
Rutgers University			
Center for Advanced Human Brain Imaging Research	David Zald	david.zald@rutgers.edu	615-306-9860
Center for Advanced Proteomics Research	Hong Li	liho2@njms.rutgers.edu	973-972-8396
Genome Editing Shared Resource	Peter Romanienko, PhD	pjr110@cinj.rutgers.edu	7322355978
Metabolomics Shared Resource	Xiaoyang Su	xs137@rwjms.rutgers.edu	7322355447
Research Pathology Services Core	Marianne Polunas RPh, PhD	marianne.polunas@rutgers.edu	848-445-1450
Rutgers University Animal Care (RUAC)	Central Administration	ruac-info@research.rutgers.edu	
Rutgers University Molecular Imaging Center (RUMIC)	Edward Yurkow	yurkow@ored.rutgers.edu	848-445-1405
Rutgers University — Ceramic, Composite and Optical Materials Center at Rutgers U			
Analytical and Process Testing Facilities	Dr.Richard Haber	rich.haber@rutgers.edu	848-445-4931

4. On the core’s home page, Select the *Schedule Equipment* tab

5. 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.

6. A window will pop up that will allow you to verify your reservations details and provide payment information before saving the reservation.

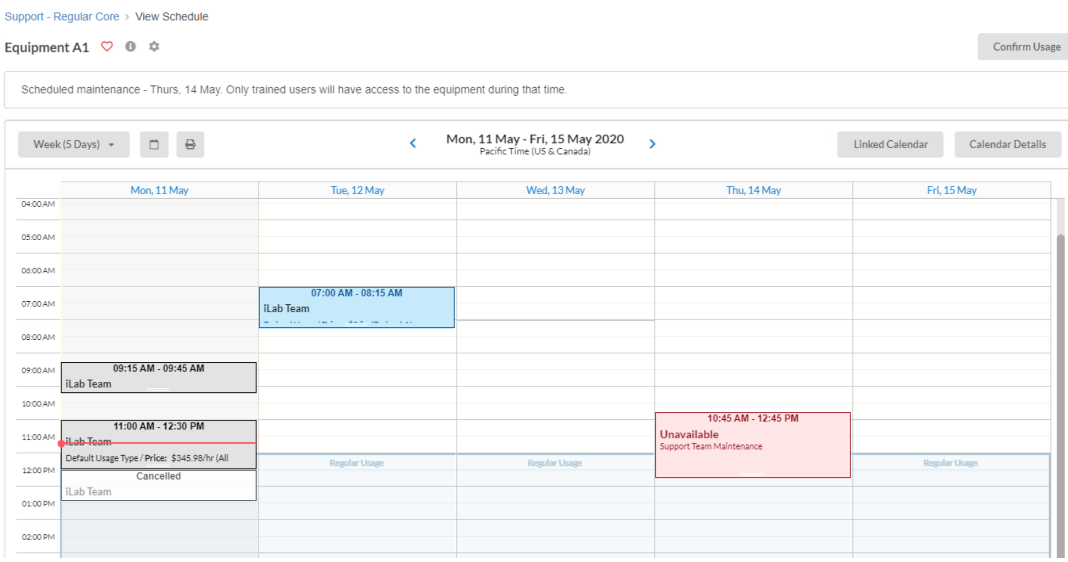


7. Once submitted, the core will review the *Schedule Equipment* request. They will confirm or deny the request at that time.

    a. If the core accepts your request, your scheduled time will be confirmed. No further action is needed. You will be able to use the equipment at your designated time.

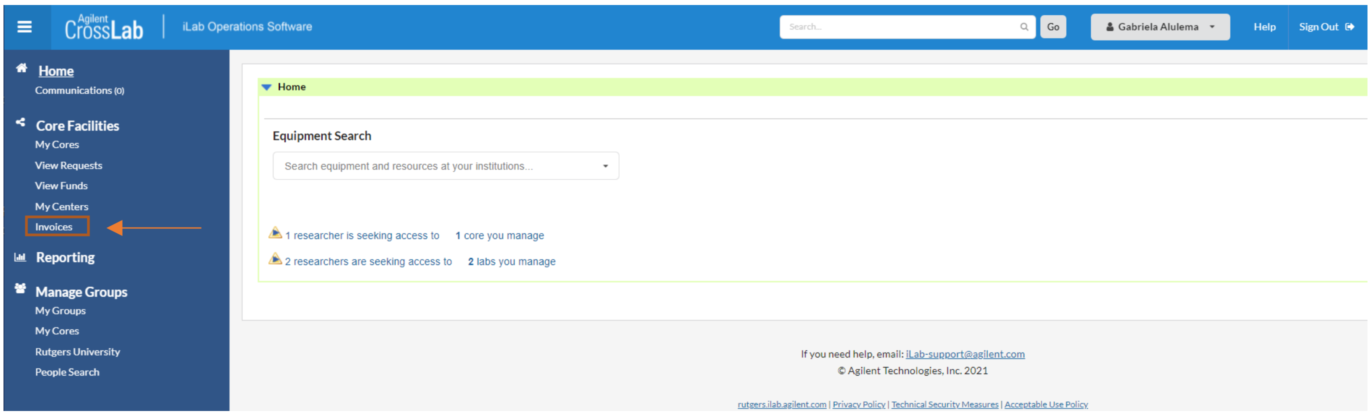
    b. If the core rejects your request, they may provide an alternate date or request additional information through a comment in iLab.

    Please note: Some equipment requires training prior to use. A core may ask you to schedule training. A user may request training through the Request Services section of the core's page

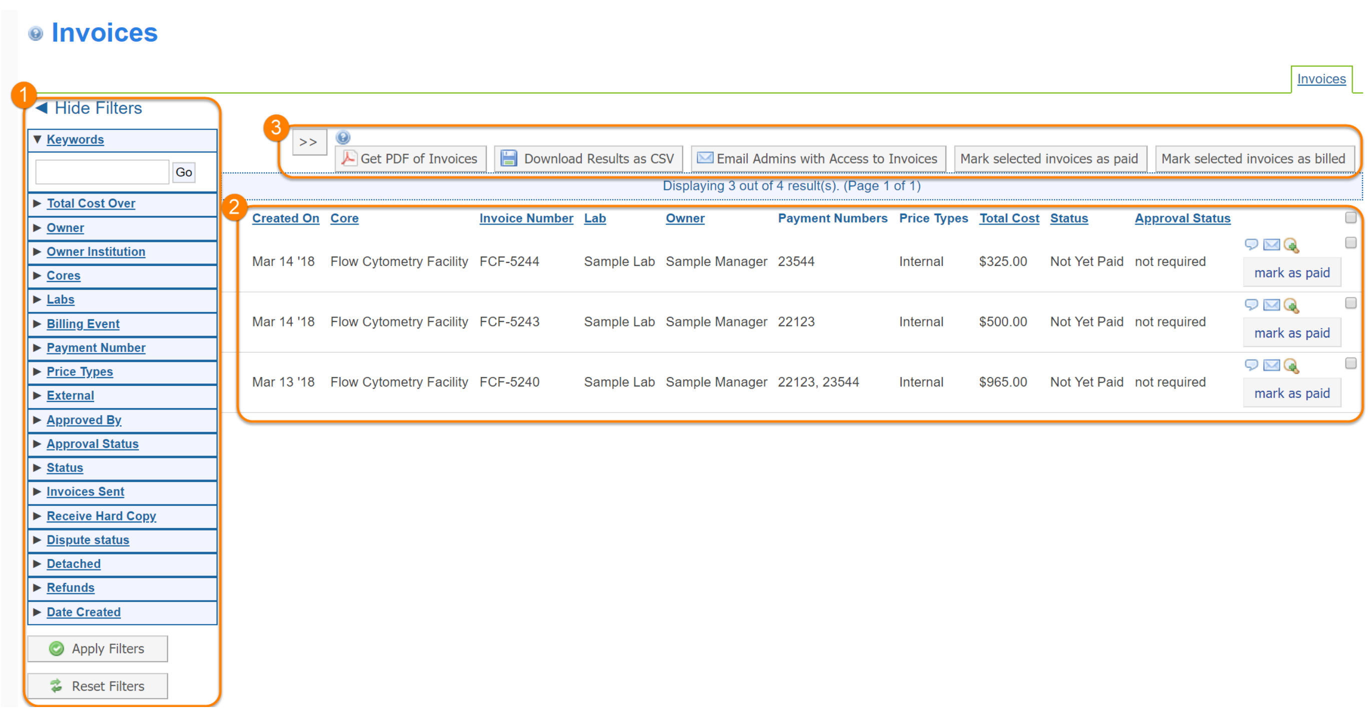


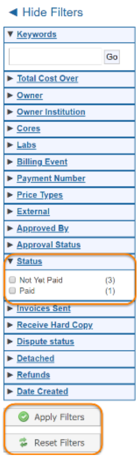
➢ Invoices and Payments:

Invoices can be accessed through the link e-mailed to the user. A list of invoices is also accessible from the left-hand side navigation.



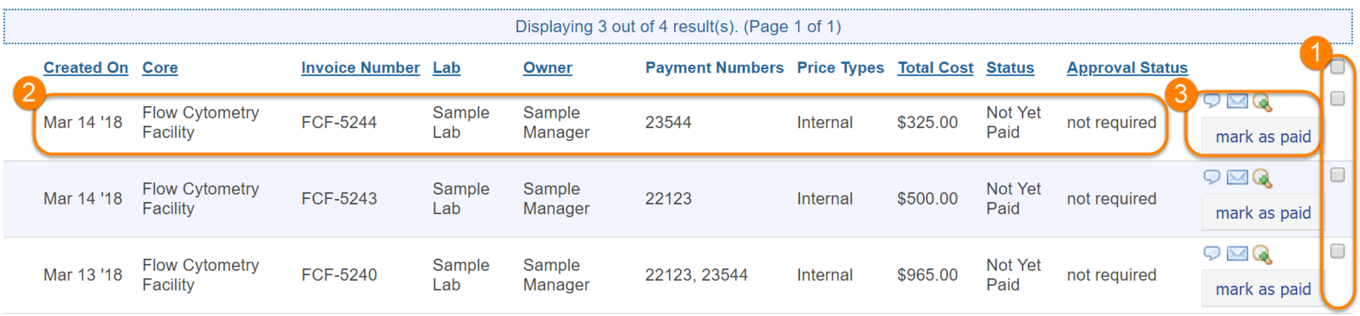
Invoices Interface





- **Filters:** You can filter invoices on a wide variety of other attributes using the *Filters* panel. If the filter panel is not visible, click on the "Show filters" link in the upper-left. To use filters, use the black arrow to the left of each category to expand the filter you would like to search on. Then, select from the available entries

View Invoice Information:



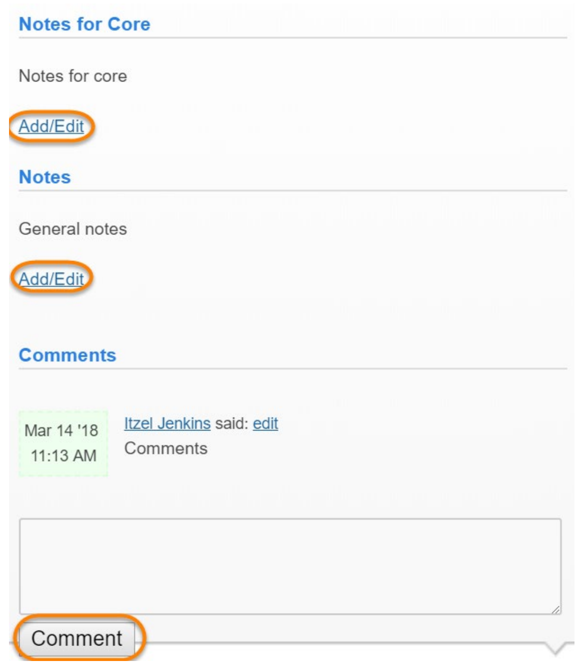
Displaying 3 out of 4 result(s). (Page 1 of 1)

Created On	Core	Invoice Number	Lab	Owner	Payment Numbers	Price Types	Total Cost	Status	Approval Status		
Mar 14 '18	Flow Cytometry Facility	FCF-5244	Sample Lab	Sample Manager	23544	Internal	$325.00	Not Yet Paid	not required	mark as paid	
Mar 14 '18	Flow Cytometry Facility	FCF-5243	Sample Lab	Sample Manager	22123	Internal	$500.00	Not Yet Paid	not required	mark as paid	
Mar 13 '18	Flow Cytometry Facility	FCF-5240	Sample Lab	Sample Manager	22123, 23544	Internal	$965.00	Not Yet Paid	not required	mark as paid	

- **Created on**: The date the invoice was created.
- **Core**: The core that issued the invoices for services rendered
- **Invoice Number**: The number assigned to the invoice.
- **Lab:** The lab that is responsible for payment of the invoice.
- **Owner**: This is the person responsible for this invoice in the lab (the *Primary Contact* defined in the Group Settings)
- **Payment Numbers:** The various funds used to pay for charges on this invoice
- **Price Types**: Each service will be charged at a specific price type, depending on the nature of the customer (in some case overridden by the Core administrator).
- **Total Cost:** Total amount charged on the invoice.
- **Status:** The status of the invoice (*Paid* or *Not Yet Paid*).
- **Approval Status**: Certain institutions require that the lab formally approves the invoice. In these cases, the approval status is listed in this column. Otherwise, it will show as *not required*.

Invoice Actions

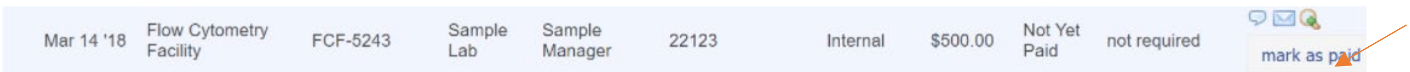
- **Notes and comments (text bubble icon):** The pop-up panel lets you add and edit notes and comments. The Notes for Core panel is only visible to core staff and can be used for internal notes. The Notes panel is used for general notes visible to both core and others.
  The Comments panel can be used for back and forth conversation between all users who have access to the invoice.



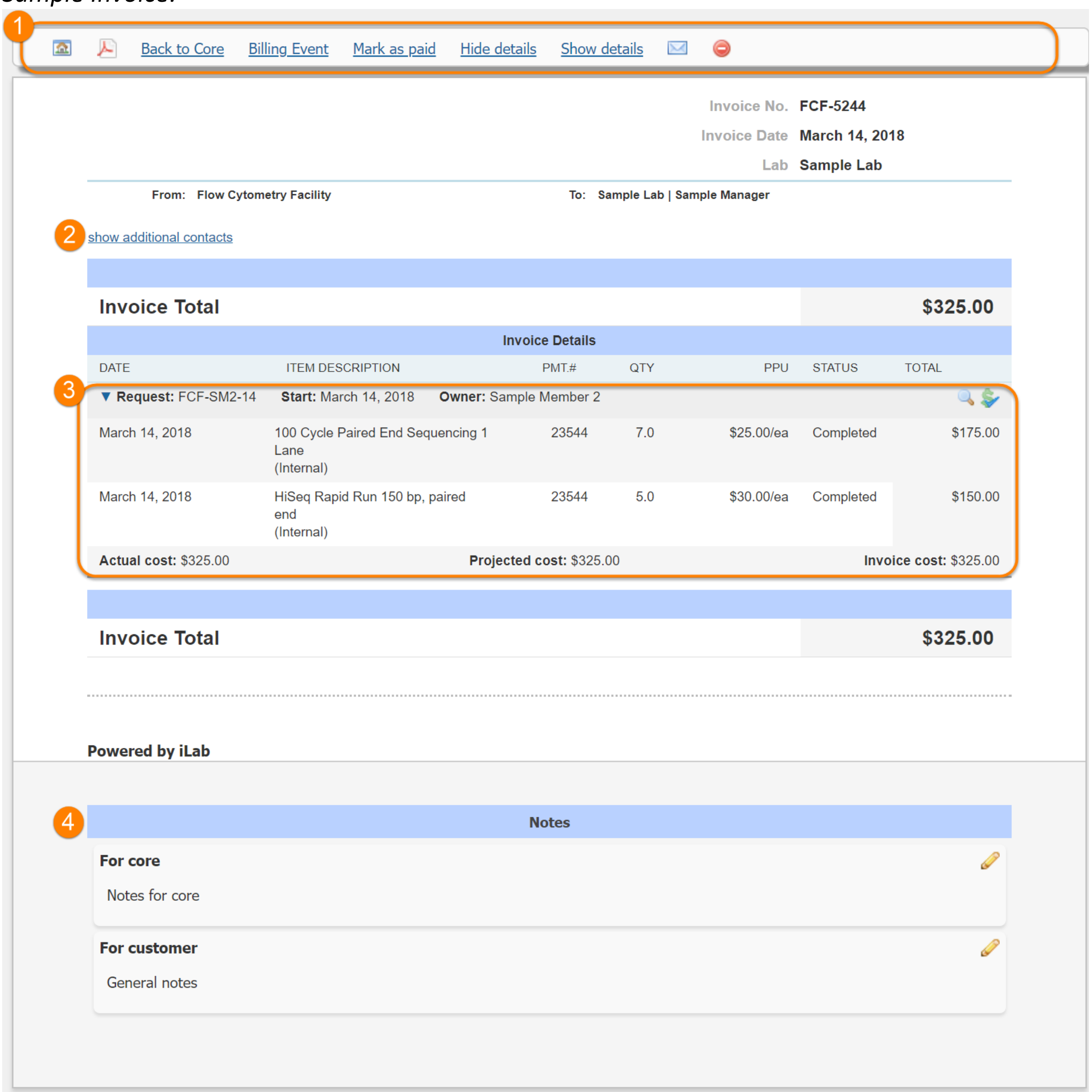
- **View invoice detail** (magnifying glass icon): Open up the full invoice (as discussed further in the Invoice Detail section)

Viewing invoices

- To view an invoice from the Invoices Interface, select the magnifying glass icon located to the right of each invoice line.



Sample Invoice:



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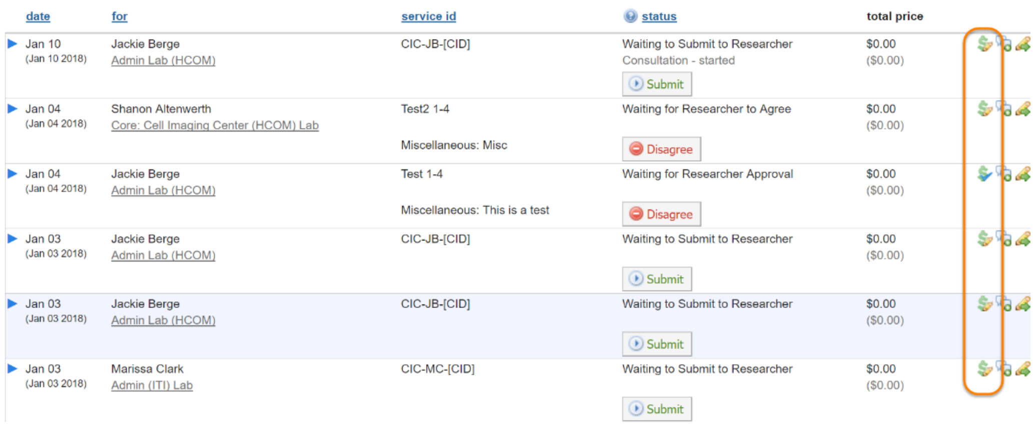
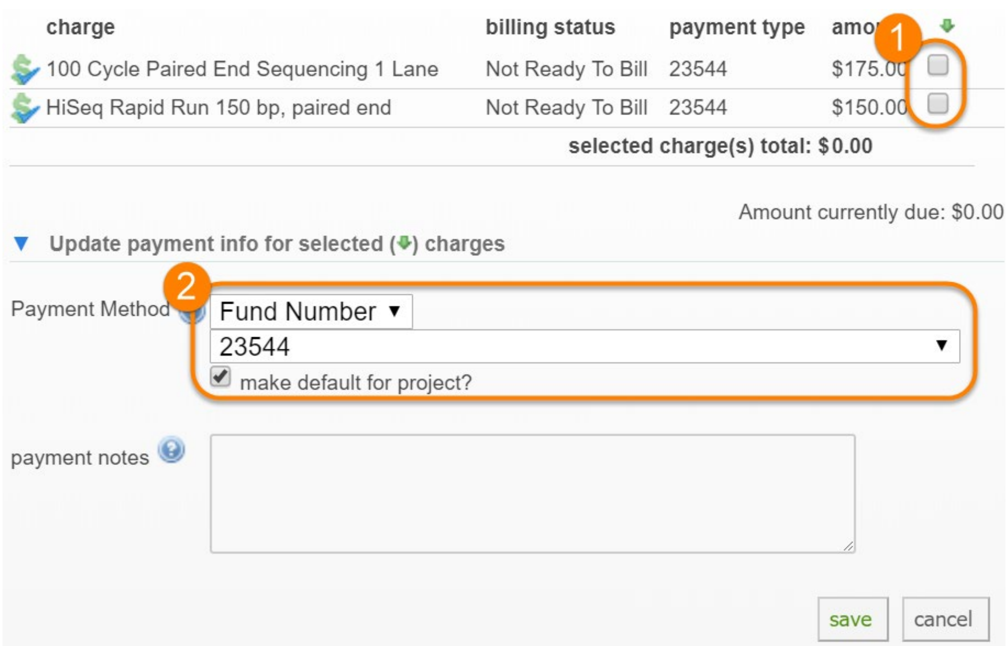
➢ Changing Project/Payment Information

To change the Project/Payment information that applies to an entire Service Request, find the request in the *"View All Requests"* tab of the core, and then click the dollar icon for that request:



This will open the service request fund window, which lists the charges that are part of the service request at the top.



To change the project account information you need to:

- **Select the charges** to which you want the new fund information applied.
- **Select or change the desired payment method**, as discussed in more detail in Payment Methods.

By checking the "make default for project?" check-box, the selected payment method will be used for any new charges added to the project.

➢ How to identify iLab transactions in Oracle reports
(For Faculty's Business Managers/Finance Team)

The following Oracle reports show the iLab transactions that have posted to a faculty user's grant and/or departmental accounts:

RU PJ 073 Project Costs Detail Report:

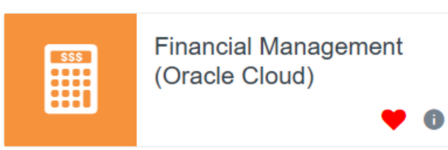
- *Document Name* (Column L) – iLab transactions will be titled "RU iLab"
- *Expenditure Comments* (Column AA) – the corresponding iLab invoice number will be listed in this column. Please see the *Invoices and Payments* section of this document for instructions on how to view invoices and identify invoice numbers.

Account Analysis Report:

- *Account* (Column N) – For internal RU PIs, iLab transactions will be posted to Account #74125
- *Line Description* (Column W) – The Trx Source and Trx Doc will be titled <RU iLab>

Financial Management – Manage Cost Projects

- From the Rutgers Portal, click on *Financial Management (Oracle Cloud)*



- Next, select <u>*Costs*</u>

- On the following page, select the paper icon  on the right hand-side to expand the menu.

- Under Review and Adjust, select *Manage Project Costs*

- Click the triangle to the left of *Search* to expand the search table.

- Enter the Project Number you wish to look up and then enter **74125** in the Expenditure Type search box. All internal RU iLab transactions are posted to 74125.

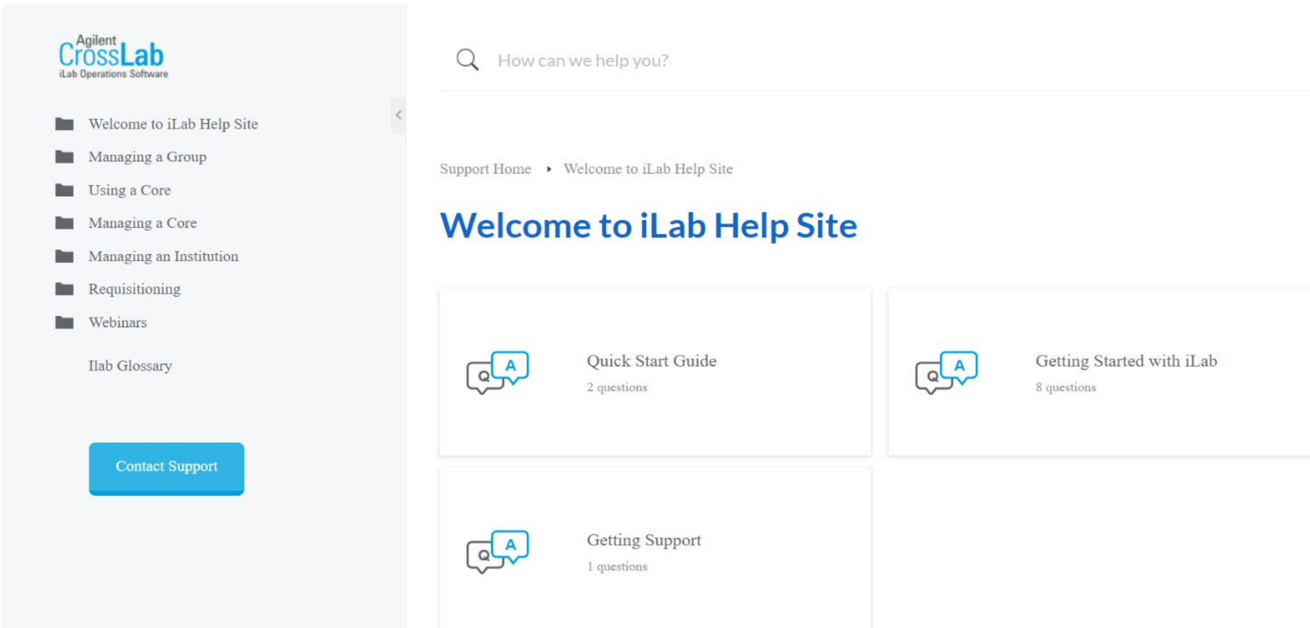
- Click **Search** at the bottom right of the search table.

- All RU iLab transactions will be listed at the bottom of the page under *Search Results*

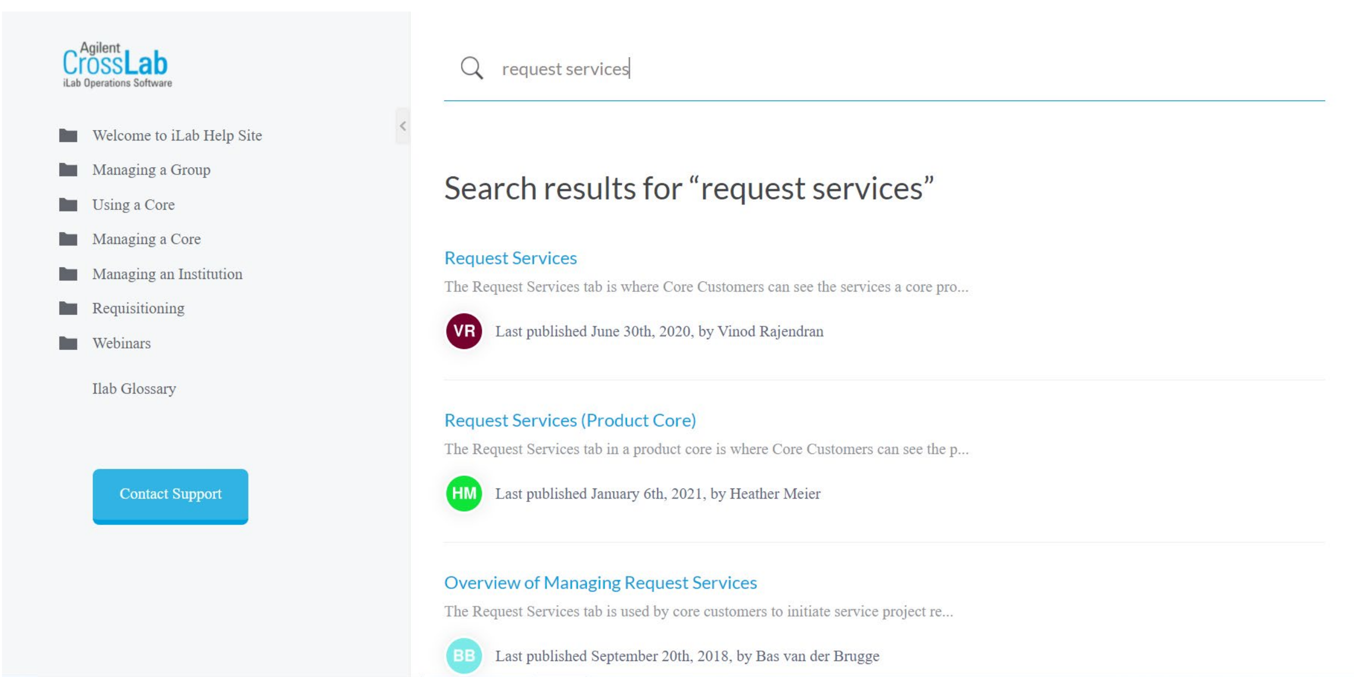
- Click on a transaction number to view more details. The invoice information will be in the Comment of the transaction details

➢ Additional iLab Help

- **Help Site:** iLab offers numerous user training resources. Some training resources may be found in the Help Site at the following link: https://help.ilab.agilent.com/



You may use the search box to look up instructions on how to complete tasks in the iLab system.
Ex: If you would like more information on requesting services, you may type in "request services" in the search box.



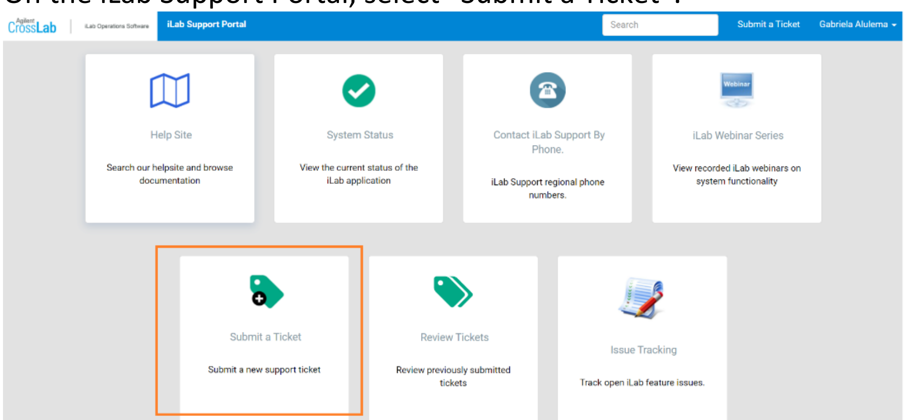
Opening Tickets

- ***Email***: For assistance from an iLab Support team member, you may email ilab-support@agilent.com. You will receive an automatic ticket number from Agilent-iLab Support. A team member will get back to you with a response. If needed, you can follow up with Agilent and reference the ticket number from your email.

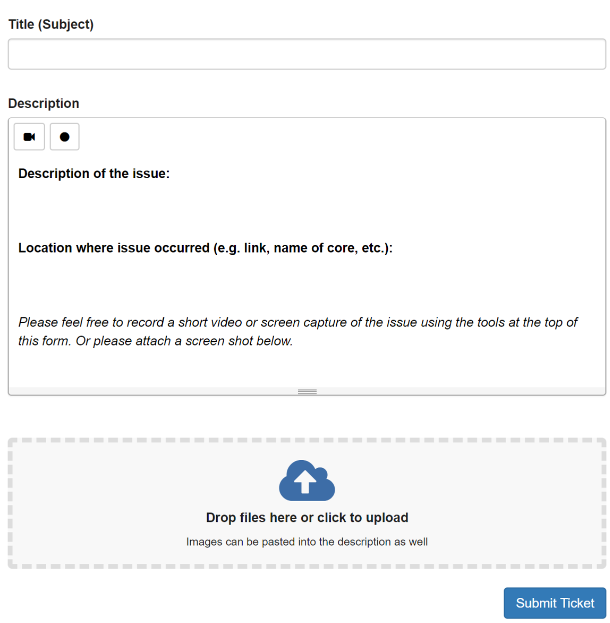
- ***iLab Support Portal:*** You may also submit a support ticket directly from the iLab portal.

  1. Select the "Help" button on the top right corner of your homepage.

  2. On the iLab Support Portal, select "Submit a Ticket".



  3. Fill in the form with a description of the issue you are encountering.



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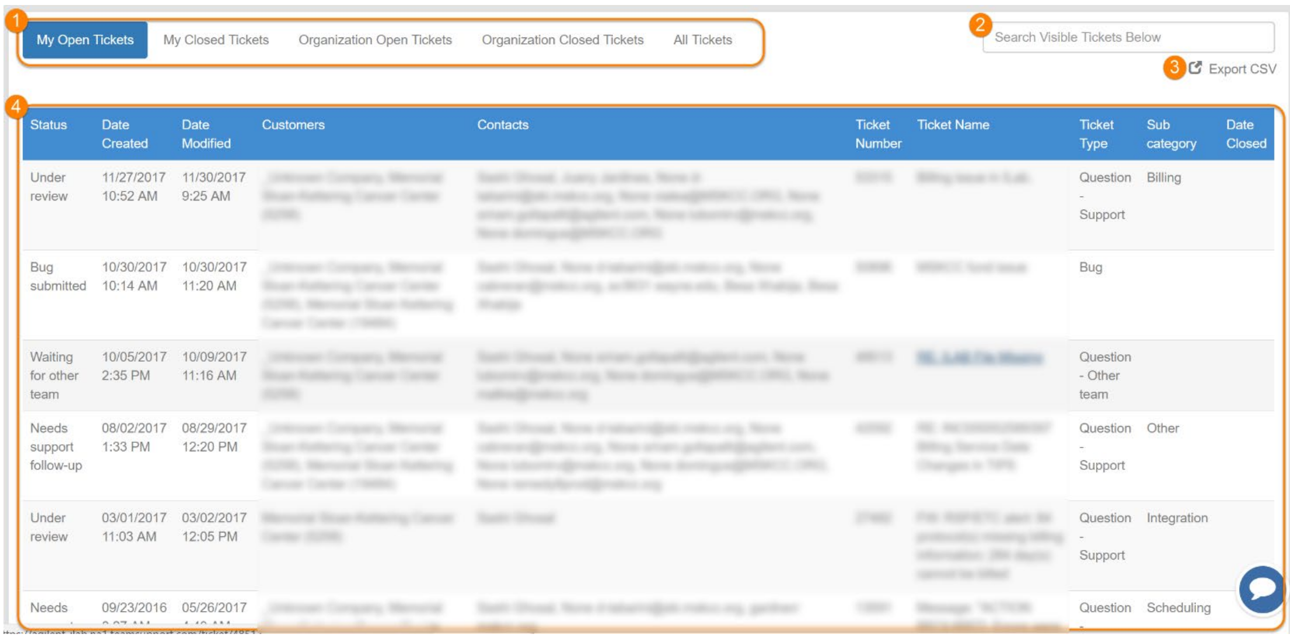
Reviewing Open Tickets

You can review all the tickets you have submitted directly from the Support Portal or by e-mail by clicking on the 'Review Tickets' button. This will open up the ticket review panel (some columns have been masked):



1. **Ticket filter:** By default, you will see all of your open tickets. However, you can also choose to review only your closed or all of the tickets. If you are an Institutional Administrator, you will also see options to view all open tickets and closed tickets across your entire organization (i.e. tickets submitted by all other users at your institution).
2. **Search:** Enter terms like ticket number or partial name to filter the list of tickets.
3. **Export CSV:** Download the displayed list of tickets to a .csv file.
4. **Ticket list:** Show all the tickets based on the applied filter criteria. Click on the ticket name or number to access its detailed information, such as current status or history.