

RU Lab Member iLab User Manual

- Registration
- How to Request Services
- How to Reserve Equipment
- Additional Resources

➤ Registration:

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



NetID Login

NetID:

Password:

Ensure proper security — keep your password a secret

I am at a public workstation, disable single sign-on. ⓘ

[Log In](#)

[Forgot your NetID or password?](#)
[First-time users, activate your NetID.](#)
[Need more help?](#)

For security reasons, please [log out](#) and exit your web browser when you are done accessing services that require authentication!

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. Search for your PI's lab by last name then first name. The lab name will include "(Rutgers)".

Example: Copeland, Paul (Rutgers) Lab

6. Once your registration has been submitted, please inform your PI that they will need to approve your request to access their lab in the iLab system.

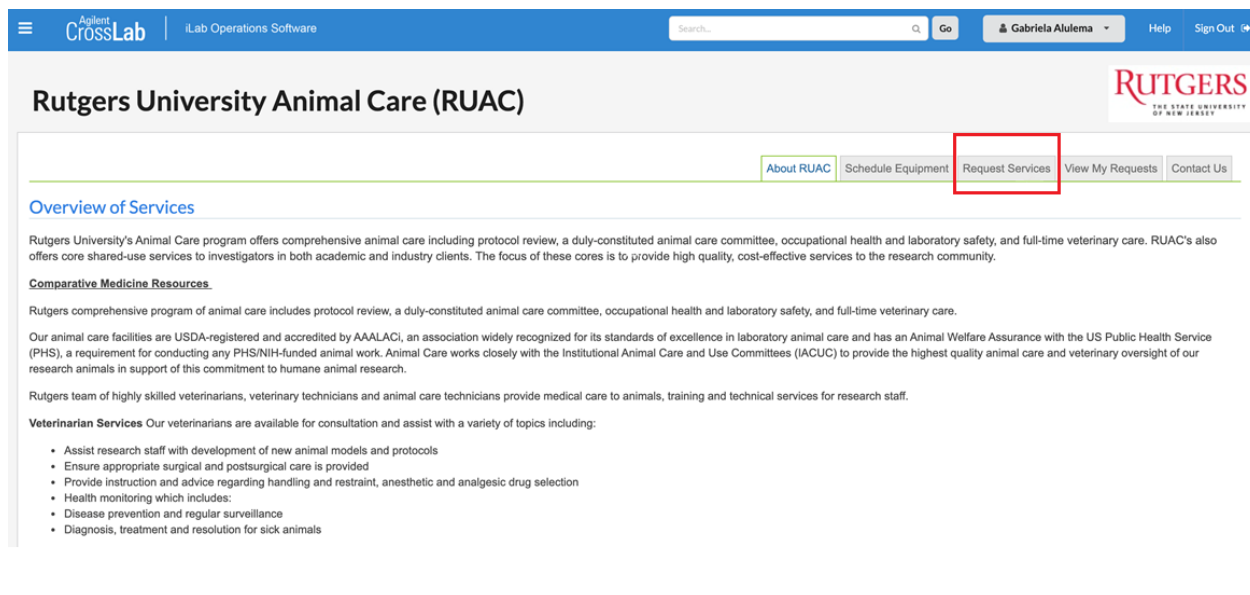
➤ Requesting Services:

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

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	ppr110@cinj.rutgers.edu	7322355978
Metabolomics Shared Resource	Xiaoyang Su	xs137@njms.rutgers.edu	7322355447
Research Pathology Services Core	Marianne Polunas RPH, PhD	marianne.polunas@rutgers.edu	848-445-1430
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



The screenshot shows the Agilent CrossLab iLab Operations Software interface. The user is logged in as Gabriela Alulema. The main heading is "Rutgers University Animal Care (RUAC)". Below the heading, there are navigation tabs: "About RUAC", "Schedule Equipment", "Request Services" (highlighted with a red box), "View My Requests", and "Contact Us". The "Request Services" tab is selected, and the page content includes an "Overview of Services" section with text about the RUAC program and a list of "Veterinarian Services".

- Click on the 'Request Service' button next to the service of interest.

The screenshot shows the Rutgers University Animal Care (RUAC) website interface. At the top, there is a blue navigation bar with the 'Apient CrossLab' logo, 'Lab Operations Software', a search bar, and user information for 'Gabriela Alulema'. Below this is the 'Rutgers University Animal Care (RUAC)' header with the Rutgers logo and navigation tabs: 'About RUAC', 'Schedule Equipment', 'Request Services', 'View My Requests', and 'Contact Us'. A section titled 'Service Projects & Quote Requests' contains a 'Service list' with a 'Sort manually' button. A message states: 'To request work through the Animal Care facility, please submit a work request from the above Service Request section. *If you are requesting a single service, please expand the category below and click the 'Request Service' button for the preferred service.' Below this is a search bar and a 'View by category alphabetically' link. A list of service categories is shown: 'Aquatics Supplies and Services (12)', 'Gnotobiotic Supplies and Services (7)', and 'Husbandry Supplies and Services (3)'. Under 'Husbandry Supplies and Services (3)', three services are listed: 'CMR- Animal Caretaker Support' (Charge is per hour that the service is provided), 'CMR- Euthanasia' (Charge is per hour that the service is provided), and 'CMR- Husbandry Supplies (Non-Standard Enrichment, Caging, Bedding, Special Diets and Gases)' (*Actual price of item is determined by cost). Each service has a 'request service' button. The 'request service' button for 'CMR- Euthanasia' is highlighted with a red box.

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

Please note, one of the required fields on the request forms is **project number. If you do not see the project number in the drop-down list, please contact your PI and ask them to assign the project to you. PI instructions for assigning projects to lab members can be found in the **Rutgers Faculty iLab User Manual**.*

- Once you submit your request, it 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


Core Name	Primary Contact	Email	Phone Number
Rutgers University			
Center for Advanced Human Brain Imaging Research	David Zaid	david.zaid@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	pir110@cinj.rutgers.edu	7322355978
Metabolomics Shared Resource	Xiaoyang Su	xs137@rvms.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@red.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 landing 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.


[About Our Core](#)
[Schedule Equipment](#)
[Request Services](#)
[View My Requests](#)
[Contact Us](#)

Schedule Resources

[Test Equipment 1](#)
[description](#)
[pricing](#)
 Location: Room 101
 Assisted use is available

[View Schedule](#) 

[Test Equipment 2](#)
[description](#)
[pricing](#)
 Default usage type Mon-Fri 09:00 AM - 05:00 PM (\$100.00/hr)

[View Schedule](#) 

Please note: One of the required fields on the request forms is **project number. If you do not see the project number in the drop-down list, please contact your PI and ask them to assign the project to you. PI instructions for assigning projects to lab members can be found in the **Rutgers Faculty iLab User Manual**.*

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.

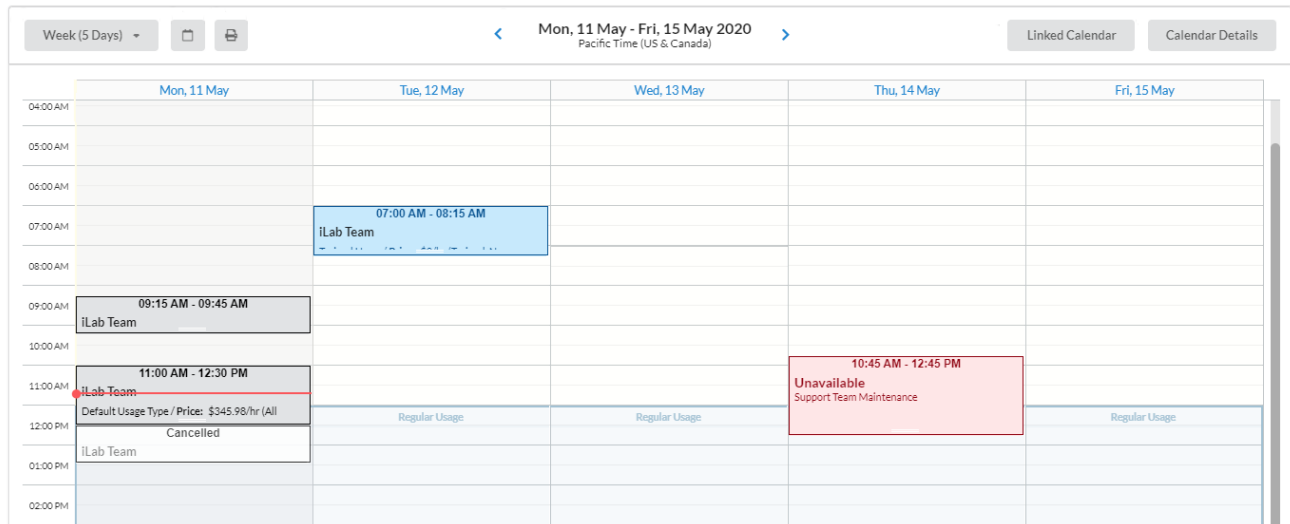
Please note: Some equipment requires training prior to use. A core may ask you to schedule training. A user may request training through the Request Services section of the core's page

Support - Regular Core > View Schedule


Equipment A1 ♥ ⓘ ⚙️

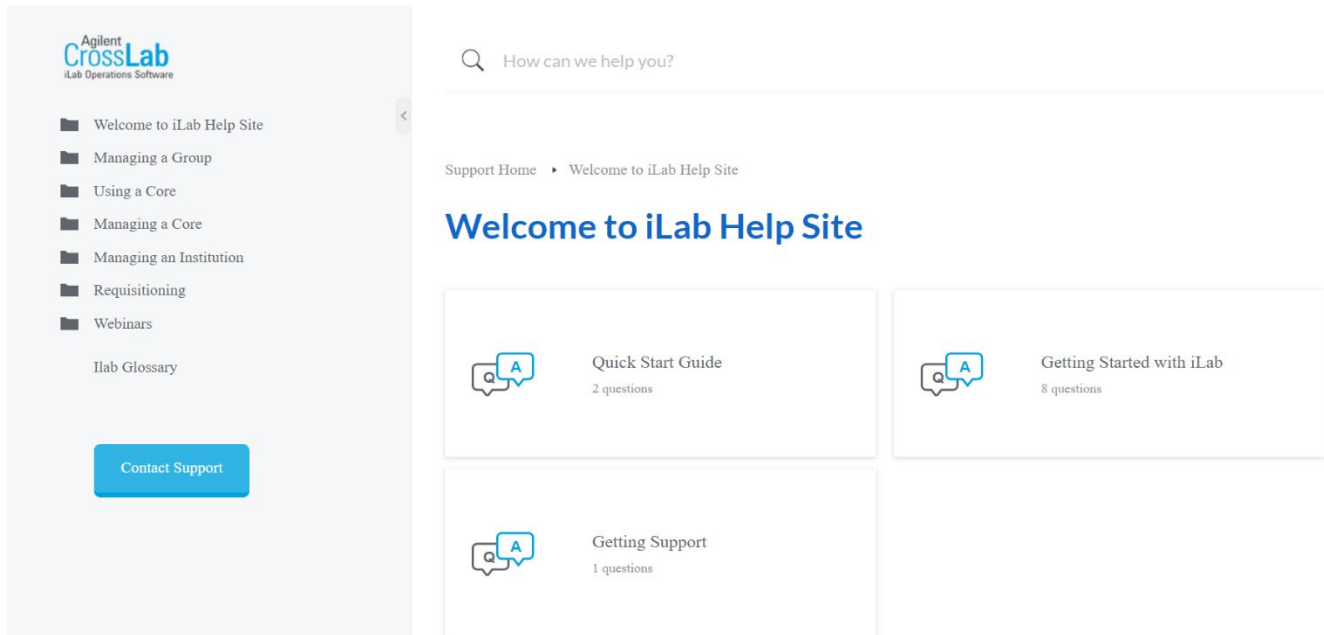
Confirm Usage

Scheduled maintenance - Thurs, 14 May. Only trained users will have access to the equipment during that time.



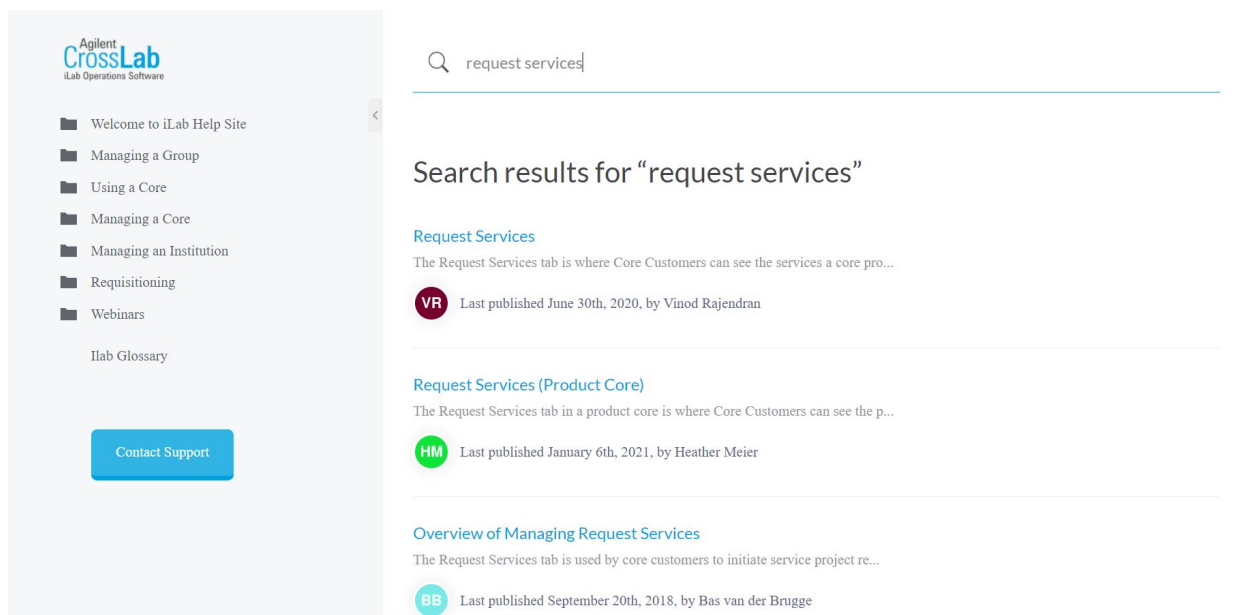
➤ Additional iLab Help

 **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/>



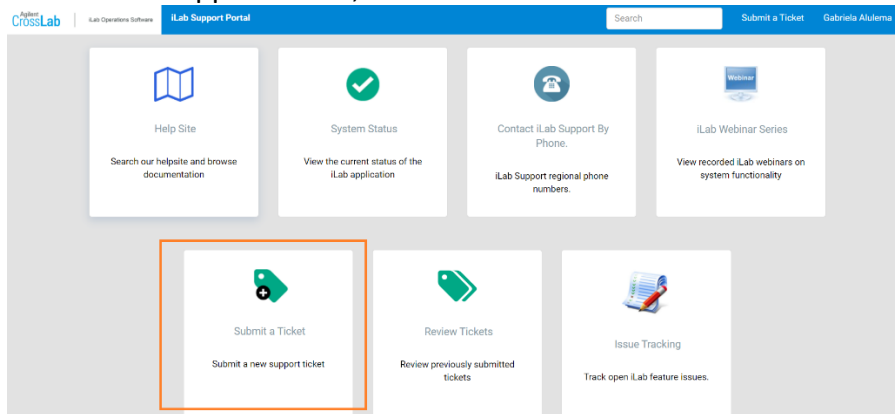
You may use the search box to look up instructions on how to complete tasks in the iLab system.

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.

Title (Subject)


Description

Description of the issue:

Location where issue occurred (e.g. link, name of core, etc.):

Please feel free to record a short video or screen capture of the issue using the tools at the top of this form. Or please attach a screen shot below.



Drop files here or click to upload
Images can be pasted into the description as well

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):

Status	Date Created	Date Modified	Customers	Contacts	Ticket Number	Ticket Name	Ticket Type	Sub category	Date Closed
Under review	11/27/2017 10:52 AM	11/30/2017 9:25 AM	Johnson Company, Memorial Sloan-Kettering Cancer Center (MSK)	John Chouk, Judy Andrew, Steve G...@mskcc.org, Steve G...@mskcc.org, Steve G...@mskcc.org, Steve G...@mskcc.org, Steve G...@mskcc.org	4515	MSK, MSK, MSK	Question - Support	Billing	
Bug submitted	10/30/2017 10:14 AM	10/30/2017 11:20 AM	Johnson Company, Memorial Sloan-Kettering Cancer Center (MSK)	John Chouk, Steve G...@mskcc.org, Steve G...@mskcc.org, Steve G...@mskcc.org, Steve G...@mskcc.org, Steve G...@mskcc.org	4516	MSK, MSK, MSK	Bug		
Waiting for other team	10/05/2017 2:35 PM	10/09/2017 11:16 AM	Johnson Company, Memorial Sloan-Kettering Cancer Center (MSK)	John Chouk, Steve G...@mskcc.org, Steve G...@mskcc.org, Steve G...@mskcc.org, Steve G...@mskcc.org, Steve G...@mskcc.org	4517	MSK, MSK, MSK	Question - Other team		
Needs support follow-up	08/02/2017 1:33 PM	08/29/2017 12:20 PM	Johnson Company, Memorial Sloan-Kettering Cancer Center (MSK)	John Chouk, Steve G...@mskcc.org, Steve G...@mskcc.org, Steve G...@mskcc.org, Steve G...@mskcc.org, Steve G...@mskcc.org	4518	MSK, MSK, MSK	Question - Support	Other	
Under review	03/01/2017 11:03 AM	03/02/2017 12:05 PM	Johnson Company, Memorial Sloan-Kettering Cancer Center (MSK)	John Chouk	4519	MSK, MSK, MSK	Question - Support	Integration	
Needs	09/23/2016 9:27 AM	05/26/2017 1:10 PM	Johnson Company, Memorial Sloan-Kettering Cancer Center (MSK)	John Chouk, Steve G...@mskcc.org, Steve G...@mskcc.org, Steve G...@mskcc.org, Steve G...@mskcc.org, Steve G...@mskcc.org	4520	MSK, MSK, MSK	Question	Scheduling	

- 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).
- Search:** Enter terms like ticket number or partial name to filter the list of tickets.
- Export CSV:** Download the displayed list of tickets to a .csv file.
- 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.