RU Lab Member
iLab User Manual

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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.

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.

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

   *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 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](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.

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.

*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*
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/](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.
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.