

Internal Customer *Without an Account*:

All facility users are invited to use the system, which requires a one-time registration as discussed below. Once you are registered, the system will enable you to place service requests, provide required approvals, and monitor progress.

To register for an iLab account:

To get started, you must register for an account:

1. Navigate to the core page:
https://uthealth.corefacilities.org//service_center/show_external/6034/uthealth_ccric
2. In the upper-right-hand corner of the screen click 'Login,' and select the **click here** link if you are part of the institution
3. You will be directed to an authentication page where you will need to enter your UT Health 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 Chart Field for your use.

To Create an Equipment Reservation:

Once you have been accepted into your PI's lab and assigned Chart Field, you can schedule equipment time.

1. Navigate to the core page:
https://uthealth.corefacilities.org//service_center/show_external/6034/uthealth_ccric
2. At the upper right hand of the page where it says, 'Welcome UT Health user, click here to log in or register,' select **click here**.
3. Enter your UT Health Credentials 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 Chart Fields, you can create service requests.

1. Navigate to the core page:
https://uthealth.corefacilities.org//service_center/show_external/6034/uthealth_ccric At the upper right hand of the page where it says, 'Welcome UT Health user, click here to log in or register,' select **click here**.
2. Enter your UT Health Credentials and password, and sign in.

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.

Additional help

More detailed instructions can be found by clicking on the "HELP" link in the upper right hand corner or by navigating to <https://ilab.helpjuice.com/35322-getting-started/299372-welcome-to-ilab-help>. For any questions not addressed in the Helpsite, click on the "HELP" link in the upper right hand corner and submit a ticket, or email ilab-support@agilent.com.

External Customer:

All facility users are invited to use the system, which requires a one-time registration as discussed below. Once you are registered, the system will enable you to place service requests, provide required approvals, and monitor progress.

To register for an account:

1. Complete the registration form on the https://uthealth.corefacilities.org//service_center/show_external/6034/uthealth_ccric
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 https://uthealth.corefacilities.org//service_center/show_external/6034/uthealth_ccric using the 'External UT Health 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.

Additional help

More detailed instructions can be found by clicking on the "HELP" link in the upper right hand corner or by navigating to <https://ilab.helpjuice.com/35322-getting-started/299372-welcome-to-ilab-help>. For any questions not addressed in the Helpsite, click on the "HELP" link in the upper right hand corner and submit a ticket, or email ilab-support@agilent.com.

PI Guide:

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 need to add CFS please email augustus.bellot@uth.tmc.edu with the email titled “CFS requests for CCRIC.”**

Instructions

1. Click here to log-in:
https://uthealth.corefacilities.org//service_center/show_external/6034/uthealth_ccric
2. You will use your UT Health credentials to log into iLab
3. Once logged in, look for the link in the left hand menu that says 'my groups'. 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 & Chart Field' 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 Chart Field to a member of your lab, find the member in the above list where it says, 'Manage Chart Field.' Select the checkbox(es) to the right of their name for the Chart Field(s) you wish to assign them.

Additional help

More detailed instructions can be found by clicking on the “HELP” link in the upper right hand corner or by navigating to <https://ilab.helpjuice.com/35322-getting-started/299372-welcome-to-ilab-help>. For any questions not addressed in the Helpsite, click on the “HELP” link in the upper right hand corner and submit a ticket, or email ilab-support@agilent.com.

Sincerely,
CCRIC at UTSD