Cryo-EM Core at UTHealth – iLab Go-Live

The Cryo-EM Core at UTHealth is excited to start using an online system to streamline the process of ordering and billing for core service requests. 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.

Internal Customer *Without an Account*:

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/5042/
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 UTHealth 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 UTHealth Fund Name for your use.

To Create an Equipment Reservation:
Once you have been accepted into your PI's lab and assigned UTHealth Fund Name, you can schedule equipment time.
1. Navigate to the core page:
   https://uthealth.corefacilities.org//service_center/show_external/5042/
2. At the upper right hand of the page where it says, 'Welcome UTHealth user, click here to log in or register,' select **click here**.
3. Enter your UTHealth 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 UTHealth Fund Name, you can create service requests.

1. Navigate to the core page:
   https://uthealth.corefacilities.org//service_center/show_external/5042/
2. At the upper right hand of the page where it says, 'Welcome UTHealth user, click here to log in or register,' select **click here**.
3. Enter your UTHealth 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://uthealth.corefacilities.org//service_center/show_external/5042/)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 UTHealth 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 UTHealth Fund Name, you can schedule equipment time.

6. Navigate to the core page:
   https://uthealth.corefacilities.org//service_center/show_external/5042/
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 UTHealthFund Name, you can create service requests.

7. Navigate to the core page: https://uthealth.corefacilities.org//service_center/show_external/5042/ At the upper right hand of the page, enter the username and password provided by iLab and click the "login" button.
8. Select the *Request Services* tab and click on the 'Request Service' button next to the service of interest.
9. You will be asked to complete a form before submitting the request to the core.
10. 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:

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 UTHealth 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 UTHealth 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.

Internal PI:

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://uthealth.corefacilities.org//service_center/show_external/5042/
2. You will use your UTHealth 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 & Institution 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 an Institution Fund Name to a member of your lab, find the member in the above list where it says, 'Manage Institution Fund Name.' Select the checkbox(es) to the right of their name for the Institution Fund Name(s) you wish to assign them.