

UNE Beahvior Core – iLab Implementation

Going forward, the Behavior Core at UNE 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.

To register for an account:

To get started, you must register for an account:

1. Navigate to the core page:
https://my.ilabsolutions.com/service_center/show_external/6087?name=behavior-core
2. In the upper-right-hand corner of the screen click ‘Register,’ and go through the registration wizard.
3. Once your registration has been submitted, you will receive an email confirming your submission.
4. Once your account has been approved, you will receive an email with login information.

To register for an iLab account:

To get started, you must register for an account:

1. Navigate to the core page:
https://my.ilabsolutions.com/service_center/show_external/6087?name=behavior-core
2. In the upper-right-hand corner of the screen select the ‘Register’ option
3. You will be directed to an iLab Registration page where you will need to select your PI/Lab and enter your contact information.
4. 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.

To Create an Equipment Reservation:

Once you have been accepted into your PI’s lab you can schedule equipment time.

1. Navigate to the core page:
https://my.ilabsolutions.com/service_center/show_external/6087?name=behavior-core
2. At the upper right-hand of the page click ‘Sign In’
3. Enter your Credentials, 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 reservation details and provide payment information before saving the reservation.

To Create a Service Request:

Once you have been accepted into your PI's lab, you can create service requests.

1. Navigate to the core page:
https://my.ilabsolutions.com/service_center/show_external/6087?name=behavior-core
2. At the upper right-hand of the page 'Sign In'
3. Enter your Credentials, 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.

Additional help

More detailed instructions can be found by clicking on the "HELP" link in the upper right hand corner or by navigating to our [iLab Help Site](#). 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 Specific Instructions:

It was indicated that you have researchers who use the core's services, and we wanted to let you know that 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 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://my.ilabsolutions.com/service_center/show_external/6087?name=behavior-core
2. You will use the 'Register" option to create an iLab account and Lab
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 & Fund' 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.

Sincerely,

The UNE Behavior Core