



Service requests using iLab

To request a service

1. Go to our [iLab BCF page](#)
2. At the upper right hand of the page click **'Sign in'**
Note: If you do not have an account, create one following the steps in the "To create and account" section below
3. Enter your email 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 BCF.
6. Your request will be pending to be reviewed by the BCF staff. The BCF staff will review your request and either agree to the work or they will ask for more information if needed.

To create an account

Note: The principal investigator (PI) also needs to be registered (see information in section "PI information" below)

1. Go to our [iLab BCF page](#)
2. In the upper-right-hand corner of the screen click **'Register'**
3. You will be directed to an authentication page where you will need to enter your contact details, affiliation and billing details.

Note: We recommend that you use your official institution email address when registering!

4. Once your registration has been submitted, your PI will receive a notification that you have requested membership to their lab in iLab. The PI will need to approve your membership and fill in the billing information that should be used.

PI information

The PI will receive email requests from researchers wishing to join the PI's group on the iLab platform. The request email will have specific instructions on how to approve the request:

1. Go to our [iLab BCF page](#)
2. Use your email and iLab password to log into iLab, if you don't have one, please create an account following the steps under the "To create an account" section.
3. Once logged in, look for the link in the left hand menu that says 'my labs'. 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 & Cost Centers (AnsvNr and x account)' 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 Cost center to a member of your lab, find the member in the above list where it says, 'Manage Cost Centers (AnsvNr and x account).' Select the checkbox(es) to the right of their name for the Cost center(s) you wish to assign them.

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.

For any questions, contact us at bioinformatics@gu.se