

# External Customer iLab Instructions:

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The Microscopy and Imaging Center is using the iLab online system for reservations and billing for core service requests. The new system requires a one-time registration. Once you are registered, the system will enable you to place service requests for microscopy training, consultations, sample processing and other services. **\*\*This means you will need to register (and have an account number approved by the PI) before we can do the training or provide services.\*\***

*I. If you have not used any TAMU facility services before, you will need to be entered into the University financial system.*

Please have your financial representative fill out the Customer Information Form (provided by the MIC) and send the signed form to the Microscopy and Imaging Center to the MIC staff member that you have been communicating with. Once you are in the TAMU financial system, you will be able to proceed to step II, to register for an iLab account.

*II. To Register for an Account:*

1. Navigate to the core page: [https://tamu.corefacilities.org//service\\_center/show\\_external/4561](https://tamu.corefacilities.org//service_center/show_external/4561)
2. In the upper-right-hand corner of the screen, hover over “Register”, and select “Register for an iLab account”.
3. Complete the registration form.
4. Receive a *Welcome Email* from iLab (typically within one business day) with login credentials.

## **Additional help**

More detailed instructions can be found by clicking on the “HELP” link in the upper right hand corner or by navigating to [help.ilab.agilent.com](http://help.ilab.agilent.com). 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](mailto:ilab-support@agilent.com).

You may also email Ashlyn Montgomery [amontgomery@tamu.edu](mailto:amontgomery@tamu.edu) for any additional questions.