ARC iLab Guide – External User

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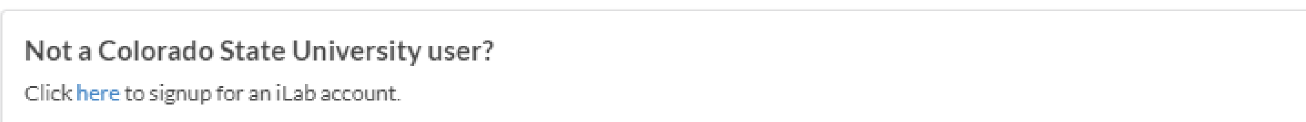
Creating an Account & Logging In

1. Navigate to the ARC iLabs webpage.
   - ARC: https://www.research.colostate.edu/arc/toolbox/
   - iLab: https://colostate.ilab.agilent.com/sc/5970/analytical-resources-core-arc/
2. Click the blue *Sign Up* button at the top right. If you already have an account, click the green *Login* button, and continue to a different section in this guide.
3. A pop-up box will appear. Click *here* below "Not a Colorado State University user?" and follow the prompts.



IMPORTANT: Your contact and billing information (name, address, phone, and any shipping/billing information) **must** be entered completely and accurately. It is possible to edit your information once your account is set up. See below. Please make sure the billing contact information contains the information of the person/address who should receive the invoice.

Also, it is critical to assign a Financial Contact for each Lab/Group in iLab. This email address will be the recipient of the monthly ARC invoices. We can only send the invoice to one email address. The head of the Lab/Group will automatically be the Financial Contact unless they assign this role to a different member of the group. See instructions in the Section Assigning a Financial Contact below.

4. You will receive a Welcome email from iLab (typically within 1 business day) with your login credentials.

You can update your billing information by logging into your account in iLab and then clicking on *your name* at the top right of the screen followed by *My Profile* in the drop-down menu. (Fig. 1)

On the next page, click *Billing/Shipping Information*. Click the *pencil/Edit button* to edit. When finished, click the blue *Save* button at the bottom of the screen. (Fig. 2)

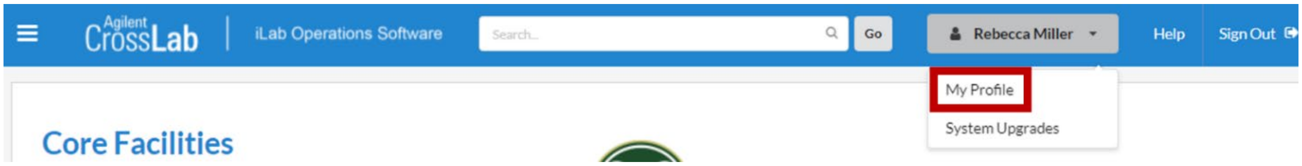


Fig. 1

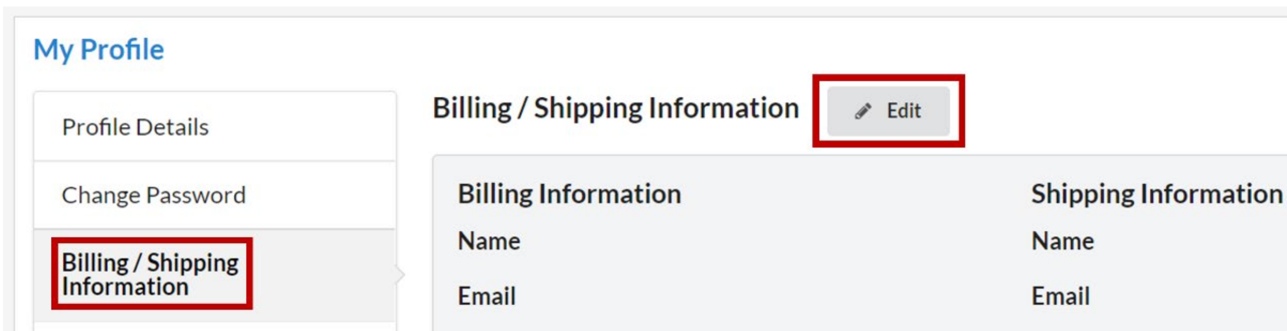


Fig. 2

Invoicing and Payment Options

Note: These are our general payment policies. Please check in for center-specific payment policies.

Invoices are sent monthly via email to the Lab/Group's Financial Contact and can only be sent to one email address. Please see the Section Assigning a Financial Contact below.

Invoices will include a once per invoice administrative fee ($80 in FY 2023).

Please include a copy of the invoice with payment.

Payment Options

- **Payment by mail:**
  Payable to: Colorado State University
  Cashier's Office
  6015 Campus Delivery
  Fort Collins, CO 80523-6015

- **Payment by credit card (fee assessed) or e-check (no fee):**
  - Payments are made online in Famweb. CSU does not accept credit card payments over the phone.
  - Please reach out to CSU Accounts Receivable at 970-491-2697 or AROperations@colostate.edu to have your Famweb account set up. See: http://busfin.colostate.edu/Depts/ALR_Commercial_accts.aspx
  - Once your Famweb account is setup, you can log in here: https://famweb-prod.is.colostate.edu/
  - Please note that there is a 2.25% portal fee and a $0.75 transaction fee on all credit card payments.

- **ACH/Wire Transfer Payments:**
  Please send an email to arc_ilab@colostate.edu and AROperations@colostate.edu for instructions.

Assigning a Financial Contact

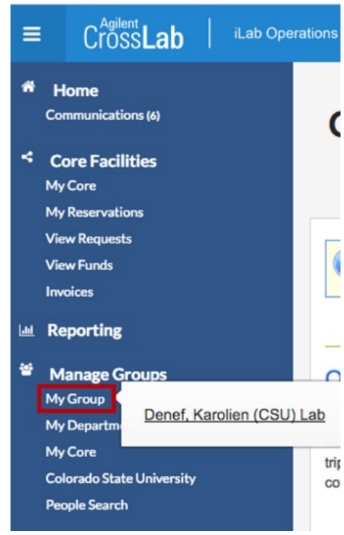


Fig. 3

The monthly ARC invoices can only be sent out to one email address: the Financial Contact for a group in iLab. The head of the Lab/Group in iLab will automatically be the Financial Contact unless they assign this role to a different member of the group. To do so, follow the steps below.

1. Navigate to the ARC iLab website. https://colostate.ilab.agilent.com/sc/5970/analytical-resources-core-arc/
2. Log in to iLab with your personal credentials.
3. Click on the *main menu symbol* at the top left (three horizontal bars) and click on *My Group*. (Fig. 3) If you are part of multiple groups/labs, you can then click on your research group on the next page.
4. Under the *Members* tab, ensure that the Financial Contact is a member of your group. (Fig. 4)
    a. If not, the person you wish to be the Financial Contact must create an iLab account if they do not have one. See the Section Creating an Account & Logging In above.
    b. Then, they can request access to your group by navigating to the *main menu* at the top left (three horizontal bars) and clicking *My Groups*. (Fig. 3)
    c. On the next page, they will click *Request Group Access*. In the window that pops up, they will type in the name of the institution (company) followed by the name of the head of the group and request to join.
    d. Alternatively, you can add them to your group as long as they have an iLab account by clicking the *Link Existing User* button at the bottom of the *Members* tab webpage. (Fig. 4)
    e. Depending on the group settings, the head of the group will receive an email notification and needs to accept their membership, or they will automatically be added to the group. The head of the group can accept their membership under the *Membership Requests* tab.
5. To then assign the new group member as the Financial Contact needs to navigate to the *Members* tab.
    a. Find the name of the group member you wish to be the Financial Contact, and click the *edit symbol* for this person in the list of Lab members & settings. (Fig. 4) 
    b. A window will open up. (Fig 5)
        i. Change the *Permission* drop-down menu to *Manager*.
        ii. Then, check the box below for *Core Financial Contact?*
        iii. Click *save*.
    c. Now this person should have the green dollar symbol on their line under the Members tab.
6. Under the *Group Settings* tab and below the *Communication Settings* heading, choose your Financial Contact as the Lab Primary Contact. *Click to edit* and select your Financial Contact. (Fig 6)

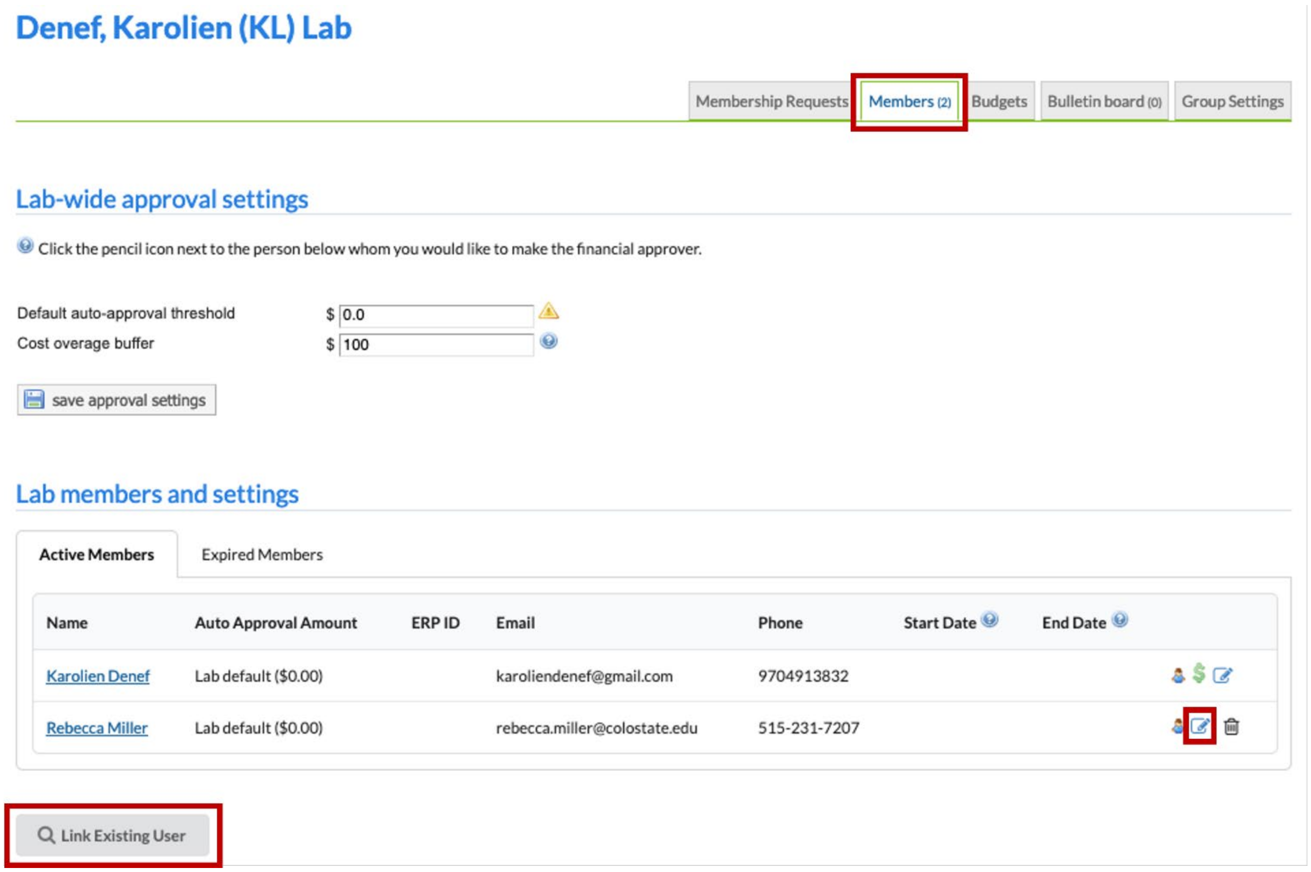


Fig. 4

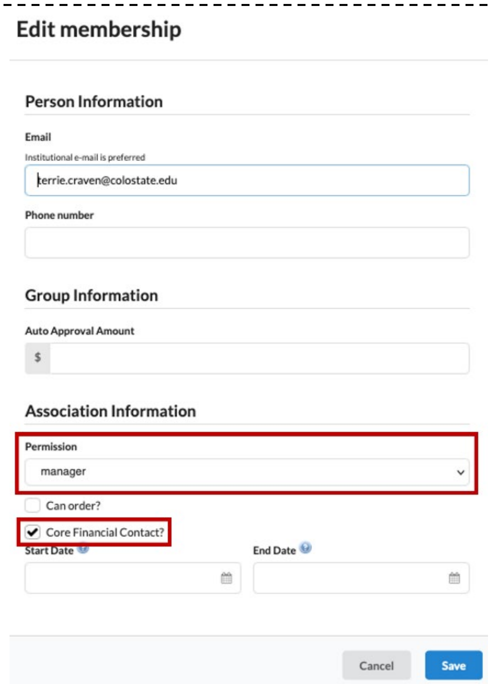


Fig. 5

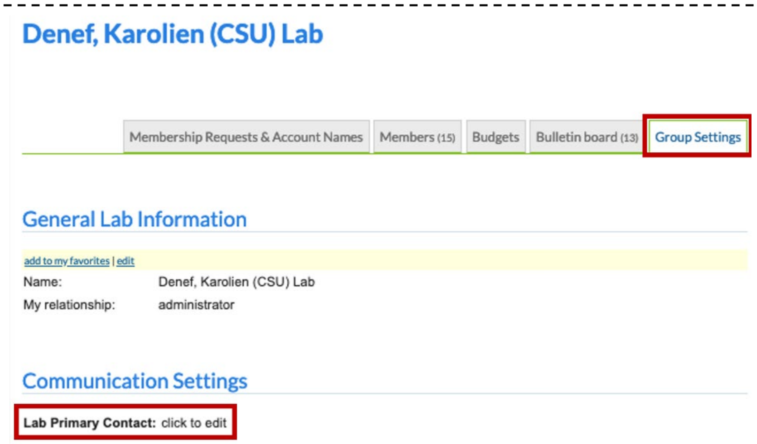


Fig. 6

Request Service or Training

If you require ARC staff to carry out data collection and analysis, submit a service request. If you wish to be trained on an instrument, submit a training request. Some instruments are not available for external user training.

7. Navigate to the ARC iLab website. https://colostate.ilab.agilent.com/sc/5970/analytical-resources-core-arc/
8. Log in to iLab with your personal credentials.
9. Select the *Request Services* tab and click on the *Initiate Request* button next to the service of interest.
    a. Request Options:
        i. **Training Request:** if you would like to independently use an instrument, request training.
        ii. **Full Service Requests:** if you wish ARC employees to perform analysis, please find the request that fits your needs based on the analysis needed.
    b. You will be asked to complete one or more form(s) before *submitting* the request to the core.
        i. Note: the Payment Number field needs to be filled out for the request to be valid. (Fig. 7)
            1. If a PO needs to be referenced upon invoicing, please make sure to type in PO followed by the PO number (i.e. PO #). If you don't have a PO number at the time of the request submission, type "PO xxxxx". Please email a copy of the PO to your ARC center contact and arc_ilab@colostate.edu and attach the PO to your service/training request in iLab (see step 7d below).
            2. If paying by credit card, please type "credit card".
            3. If paying by e-check, please write "check".
            4. If paying by ACH/Wire Transfer, please write "transfer".

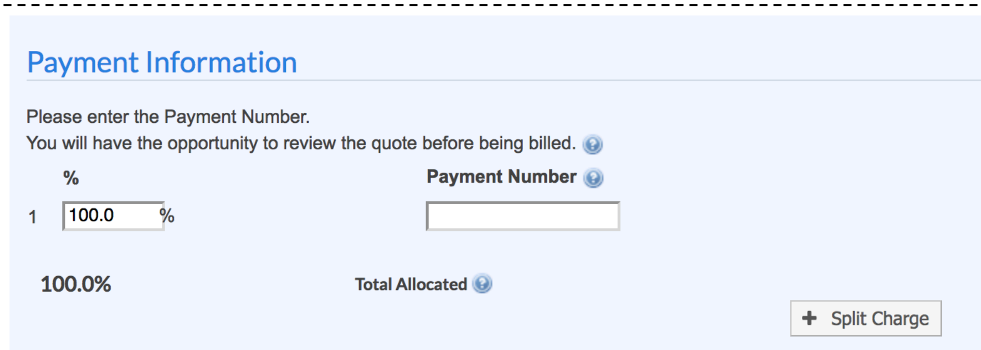


Fig. 7

    c. 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.
    d. If paying with a PO, please attach a copy of the PO to your iLabs request. Navigate to the *View My Requests* tab and click on the *blue triangle* at the left side of the request. (Fig 8)
        i. If you didn't have the PO number at the time you submitted the request, please add it in when you know the number. To do so, click the *dollar sign* on the right side of the request to view and edit payment information. Change the payment number from "PO xxxxx" to "PO [#]". (Fig 8)
        ii. At the bottom right side of the request, click *add attachment* and find your copy of the PO to upload the PO to the request. (Fig. 9, 10)

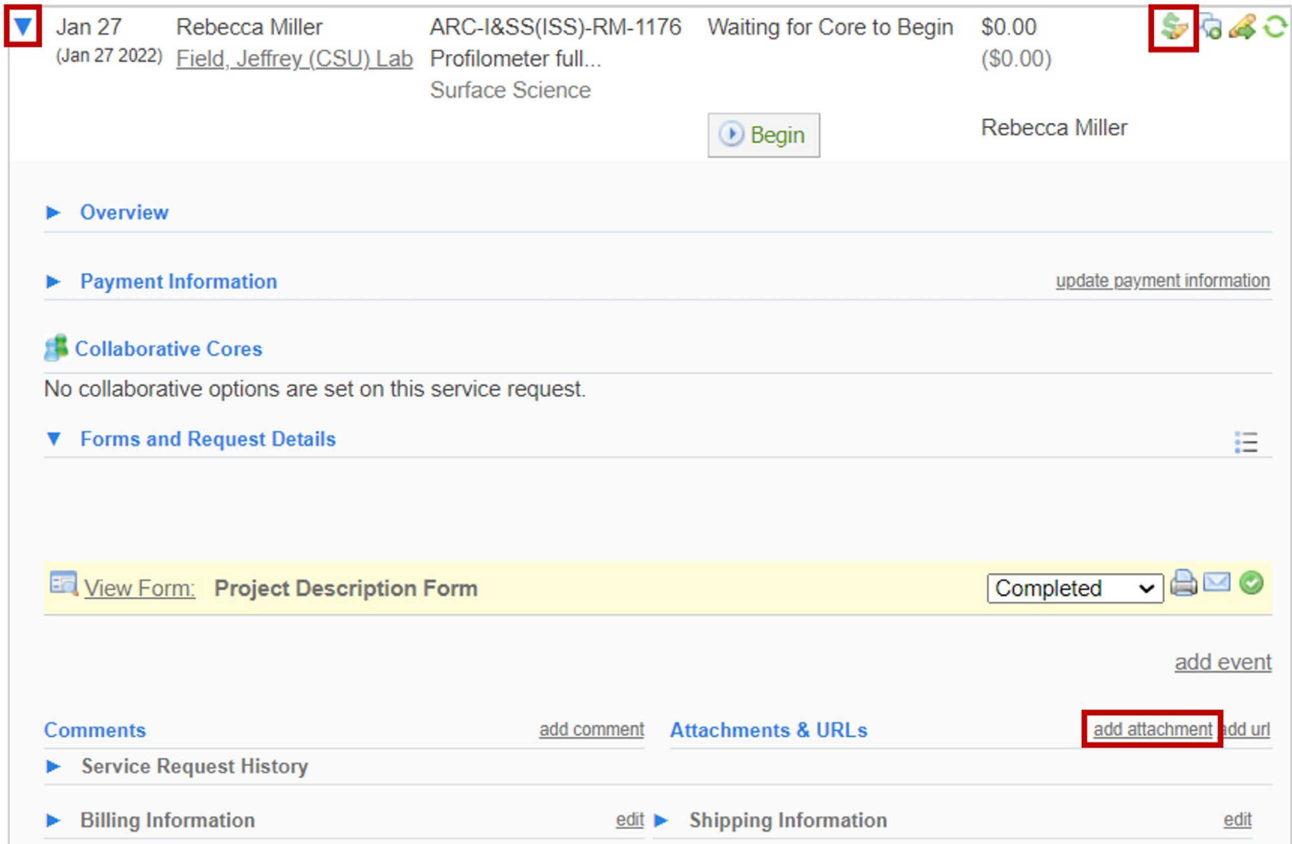


Fig. 8

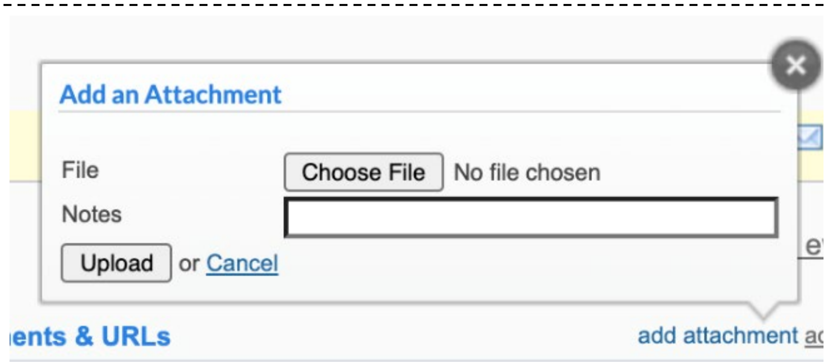


Fig. 9

Fig. 10

Create an Instrument Reservation

If you have been trained on an instrument, you can create a reservation to use the instrument. Some instruments are not available for external user training.

10. Navigate to the ARC iLab website. https://colostate.ilab.agilent.com/sc/5970/analytical-resources-core-arc/
11. Log in to iLab with your personal credentials.
12. Select the *Schedule Equipment* tab and click on the name of the instrument or the *View Schedule* button next to the instrument of interest.
    a. On the calendar, click and drag to select a time frame.
    b. The next page will allow you to verify your reservation details and provide payment information before *saving* the reservation.
        i. The Payment Number field needs to be filled out for the request to be valid. (Fig. 7)
            1. If a PO needs to be referenced upon invoicing, please type in PO followed by the PO number (i.e. PO #). If you don't have a PO number at the time of the instrument reservation, type "PO xxxxx". Please email a copy of the PO to your ARC contact and arc_ilab@colostate.edu.
            2. If paying by credit card, please type "credit card".
            3. If paying by e-check, please write "check".
            4. If paying by ACH/Wire Transfer, please write "transfer".

Use the iLab Kiosk to Record Instrument Time

1. Navigate to the iLab Kiosk website. Typically, when you log in to an instrument computer, a web browser should automatically open to this site and you'll log in with your CSU eID credentials. Otherwise, you can use the link below or click *Go to Kiosk* under the *Schedule Equipment* tab of the ARC iLab webpage.
    a. ARC Kiosk: https://colostate.ilab.agilent.com/service_centers/5970/equipment_kiosk/dashboard
2. If you created an instrument reservation, you will see a list of your reservations under My Kiosk Sessions. For creating a walk-up session in the iLab Kiosk, see instructions under 2b.
    a. Previously existing instrument reservations:
        i. Click the green *Start* button at the right for the instrument session you are about to begin.
    b. Walk-Up Instrument Sessions:
        i. Select the instrument on the left hand menu. You may need to open a drop down menu.
        ii. Choose your lab group if you are part of multiple groups. If you are in one group, it will skip this step.
        iii. A calendar for the availability will appear. Click the green *Create Session* button and select the desired reservation time. Click *Create Session* again.
        iv. A new page with your reservation details will load. Click the green *Start* button to start the instrument session.
3. You can alter various details about your instrument reservation on this page.
    a. Payment Information: You can select the appropriate account that should be billed for this instrument reservation.
    b. Add-on Charges: You may need to select an add-on charge for your reservation. If so, click *Add charge*. Select the appropriate charge from the drop down menu. Enter the quantity and click *save*. (Fig. 11)
    c. Use Type: You may need to alter the Use Type of your reservation. If so, you can select the appropriate usage type from the drop down menu.

4. If you need to extend your instrument reservation, click the *Extend* button. Select the amount of extra time you need, and click the blue *Extend* button to save. Note: if another instrument reservation exists after yours, you may not be able to extend your reservation time.
5. When you are finished on the instrument, click the blue *Finish* button. Confirm by clicking the green *Finish Session* button.
6. Log off the iLab Kiosk page.

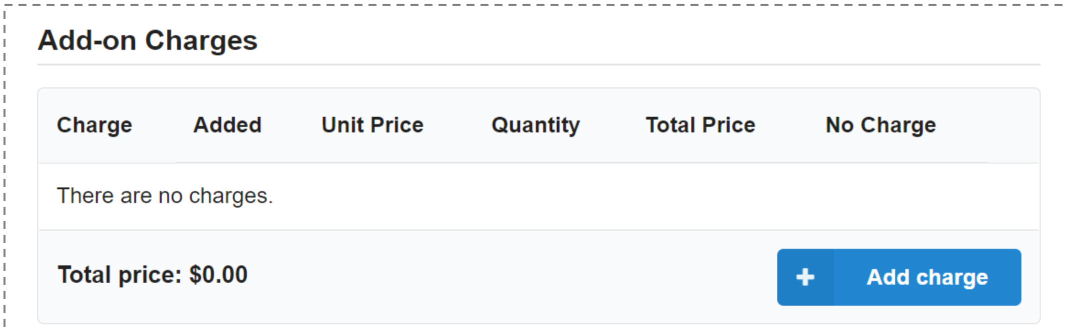


Fig. 11

View your Requests

13. You can view your submitted service or training requests under the *View My Requests* tab. (Fig 12)
14. To view the details of your request, click the little blue triangle at the top left of the request.
15. To cancel a request, click on the pencil and arrow symbol on the right side of the request. Then, click *cancel* in the window that opens up and confirm your cancellation. (Fig 13)

16. You can view your non-active requests (i.e. drafts, cancelled, completed) by clicking on *active requests* at the top right and choosing a different option. (Fig 14)

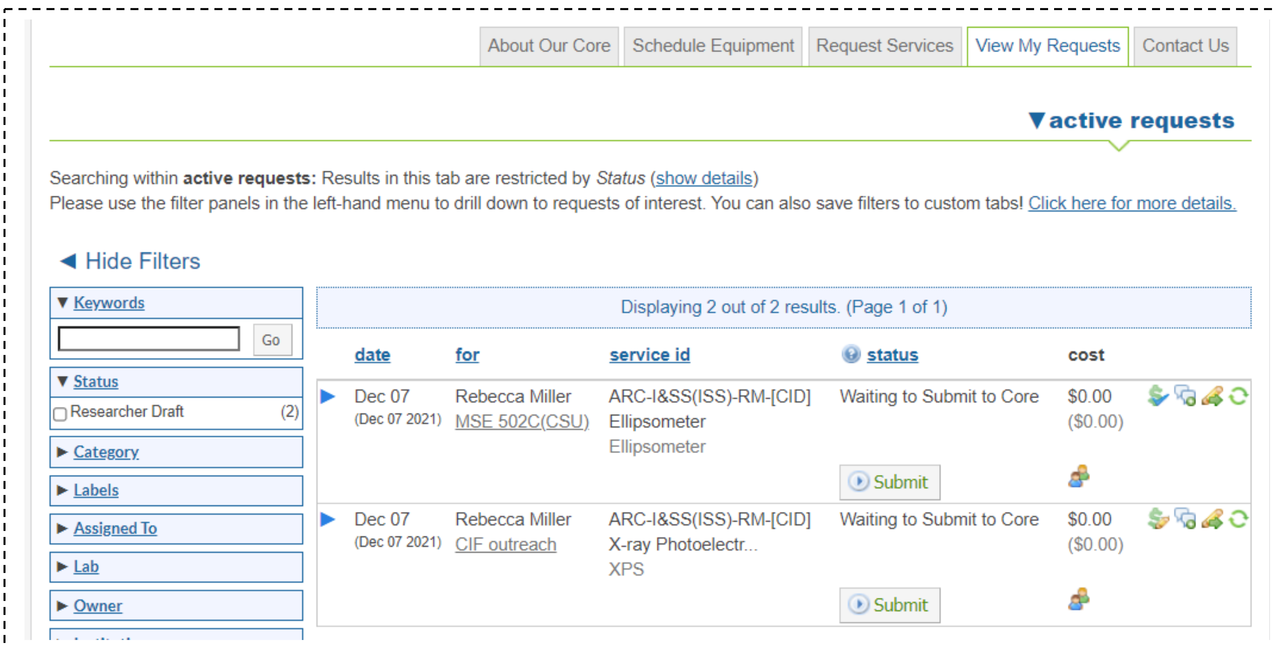


Fig. 12

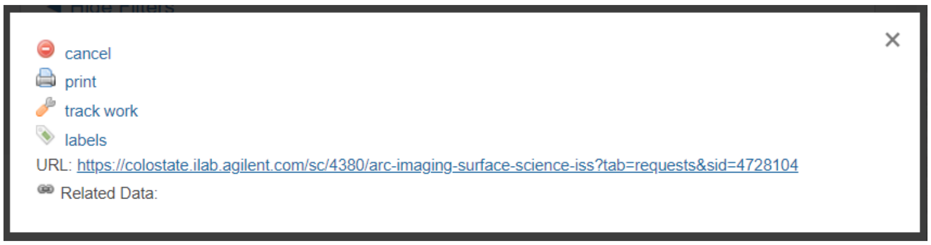


Fig. 13

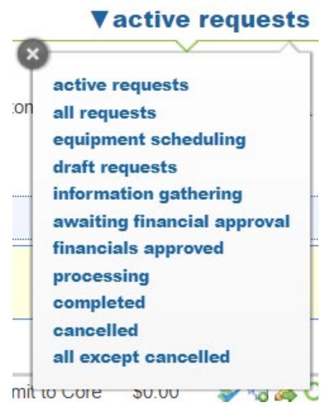


Fig. 14

View your Invoices

1. Under the main menu (three horizontal bars at the top left), click *Invoices*. (Fig. 15)
2. If needed, filter the invoices by opening any of the Filter drop-down menus, checking the appropriate boxes, and then clicking *Apply Filters* at the bottom of the filter list.
3. To view an invoice, click on the *magnifying glass symbol* at the right side of invoice line. It will open in a new tab with the invoice ready to be reviewed. 
   a. You can save a PDF of the invoice by clicking the adobe PDF symbol at the top.

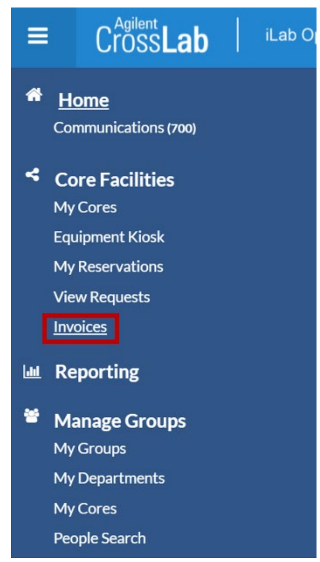


Fig. 15

Pricing/Rate Categories

Prices for customers external to CSU fall into one of two categories:

- Academic and non-profit
- Commercial

Academic and non-profit rates are available when the payment will be received from either a registered academic institution or a registered not-for-profit organization, such as those listed here: https://www.guidestar.org/NonprofitDirectory.aspx

Questions?

Any questions can be directed to arc_ilab@colostate.edu.

Additionally, more detailed instructions are available on the iLab Help Site. For any questions that are not addressed on the help site, from the ARC iLab webpage, you can click on the “HELP” link in the upper right hand corner to submit a ticket or send an e-mail directly to support@ilabsolutions.com.