

## External Users



### Getting Started with iLab as an External User

1. Navigate to the iLabs page for the Central Instrument Facility: [CIF iLab home page](#).
2. Navigate to the upper-right-hand corner of the screen and click where it says, *Register*. Complete the registration form and submit.
3. You will receive a Welcome Email from iLab (typically within one business day) with your login credentials.

### Using iLab: Create an Equipment Reservation or Request a Service

Once you have an iLab account, you can schedule equipment time and request services.

1. On the upper-right-hand corner of the screen click *Sign in* and then enter the ilab credentials that were sent to you via email.
2. **For SELF USE on an instrument you have been trained on:** Select the *CIF 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.
3. A window will pop up that will allow you to verify your reservations details and provide payment information before saving the reservation.
4. **For FULL SERVICE requests (analyses done by CIF staff):** Select the *Request Service* tab and click on the *Request Service* button next to the service of interest. Options are:
  - a. **CIF Project Request:** to request CIF services for projects that require multiple analyses/instruments and additional staff time for data processing and consulting.
  - b. **General CIF service request:** This is a general form to request a service from the CIF.
  - c. **Specific CIF service request** (e.g. mass spec, XRD, consulting,...): This is a more instrument-specific/analysis-specific request form, in the event you know exactly which instrument you want your samples to be run on. This also applies to requesting consulting time from a CIF staff member.
5. You will be asked to complete a form before submitting the request to the core.

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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.

### Have questions?

Contact [Karolien.Denef@colotate.edu](mailto:Karolien.Denef@colotate.edu) for questions. Additionally, more detailed instructions are available on the [iLab Help site](#). For any questions that are not addressed on the help site you can also click on the “HELP” link in the upper right hand corner to submit a help ticket or send an e-mail directly to [support@ilabsolutions.com](mailto:support@ilabsolutions.com).