

External User

Getting Started with iLabs as an External User

- Navigate to the iLabs page for the ARC-ISS: [ARC-ISS iLabs](#).
- Navigate to the upper-right-hand corner of the screen and click where it says, '*sign-up*'. Complete the registration form and submit.
- You will receive a Welcome Email from iLab (typically within one business day) with your login credentials.

Using iLabs: Create an Equipment Reservation or Request a Service

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

1. Navigate to the core page: [ARC-ISS iLabs](#).
2. Navigate to the upper-right-hand corner of the screen and click where it says, '*login*'. Sign in using your CSU credentials.
3. **For self-use on an instrument on which you have been trained:** select the *Schedule Equipment* tab and click on the *name of the instrument* or '*View Schedule*' button on the right. Click and drag on the time frame you would like to schedule your reservation for.
4. A window will pop up that will allow you to verify your reservations details and provide payment information before saving the reservation.
5. **For full-service requests (analyses done by ARC-ISS staff):** Select the *Request Services* tab and click on the '*Initiate Request*' button next to the service of interest.
6. You will be asked to complete a form before submitting the request to the core.
7. Your request will be pending review by the core. The core will review your request and reach out to you about scheduling instrument time and asking for more information, if needed.

Have questions?

- Contact rebecca.miller@colostate.edu for questions.
- Additionally, more detailed instructions are available on the [iLabs 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.