WORCESTER POLYTECHNIC INSTITUTE

PRACTICEPOINT

ADVANCING HEALTHCARE THROUGH CYBER-PHYSICAL SYSTEMS

Establishing and Utilizing iLab Account

The PracticePoint facility at Worcester Polytechnic Institute is excited to start using iLab, an online system to streamline the process of ordering core service requests. All facility users are invited to use the system, which requires a one-time registration as discussed below. Once you are registered, the system will enable you to place service requests, provide required approvals, and monitor progress.

To register for an account:

To get started, you must register for an account:

1. Navigate to the core page: https://wpi.ilab.agilent.com/service_center/show_external/5091

2. In the upper-right-hand corner of the screen, click "Register".

3. Then select the link to register for an iLab account. (Not the WPI user option)

4. You will be directed to an iLab Registration page where you will need to verify your contact information and select your institution and PI/Lab or research group. Please select WPI as your institution and PracticePoint as the lab.

5. Once your registration has been submitted, you will receive a Welcome Email from iLab (typically within one business day), along with login credentials.

To Create a Service Request:

1. Using your iLab login credentials, you can place a service request. 1. Navigate to the Core page: https://wpi.ilab.agilent.com/service_center/show_external/5091

2. At the upper right hand of the page, click "Sign In". Choose the link to sign in using iLab credentials. Enter the credentials received in your welcome email from iLab.

3. Select the Request Services and Training tab and click on the Request Service button next to the service of interest.

4. You will be asked to complete a form before submitting the request to the core. *** There must be characters within the PO field in order to submit the request. If you do not have a PO# related to the request, simply put in the date or name of the project and click submit. ***

5. 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.

To Create an Equipment Reservation:

1. Using your iLab login credentials, you can place orders and schedule equipment time. 1. Navigate to the Core page: https://wpi.ilab.agilent.com/service_center/show_external/5091

2. At the upper right hand of the page, click "Sign In". Choose the link to sign in using iLab credentials. Enter the credentials received in your welcome email from iLab.

3. Select the Schedule 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.

4. A window will pop up that will allow you to verify your reservations details and provide payment information before saving the reservation. *** There must be characters within the PO field in order to submit the request. If you do not have a PO# related to the request, simply put in the date or name of the project and click submit. ***