


# External - Creating Service Requests & Reserving Time on Equipment


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## To Create a Service Request:

1. **Login into iLab** at <https://ufl.ilab.agilent.com/> with your username and password
2. Upon initial login, **set your account time zone**, then click '*Update my time zone.*'
3. **Click** on the  icon to open the iLab menu
4. **Select** '*Core Facilities*'
5. On the right-hand side of the page, **change the View** to '*Cores at Other Institutions*'
6. **Search** 'ICBR' and select your desired core
7. **Depending on the core**, you will either land on the '*Request Services*' tab or the '*Schedule Equipment*' tab. On the '*Request Services*' tab, **find the project** of interest and click on the the '*Request Service*' button to the right of the request
8. You will be asked to **complete a form** and **provide payment information** for your request before submitting to the core.
  - a. Your payment options will be **Credit Card, PO, Wire Transfer, or Check.**
9. Your request will be **pending review** by the core. The cores will add charges and may submit it back to you for your approval. ★ **Make sure to watch for an email from iLab regarding your updated project.**



## To Create an Equipment Reservation:

1. **Login** into iLab at <https://ufl.ilab.agilent.com/> with your username and password
2. **Click** on the  icon to open the iLab menu
3. **Depending on the core**, you will either land on the '*Request Services*' tab or '*Schedule Equipment*' tab. On the '*Schedule Equipment*' tab, **click** on the '*View Schedule*' or the '*Initiate Training*' button next to the instrument of interest. **Click and drag** on the time frame you would like to reservation for.
4. You may be asked to **complete a form** and **provide payment information** for your reservation before submitting to the core.
5. **Your reservation may need to be approved by the core**, you can confirm this by clicking on the *Home* link on the upper left corner of iLab and viewing the Reservations panel.



If you encounter issues at any step, please send an email to the ICBR iLab listserv at [ICBR-iLab@ad.ufl.edu](mailto:ICBR-iLab@ad.ufl.edu) and a staff member will be in contact with you within 24 hours.

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