

Boston College and Magnetic Resonance Center:

Go-Live Guide

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Overview

As we move into the final phase of implementation this guide will assist in the transition of iLab go-live in Magnetic Resonance Center. This guide will reference support contacts, the iLab Help site and Boston College -specific information provided for your use as you see fit.

It has been a pleasure to work with you over this implementation period. I hope you have enjoyed your experience. Two weeks post iLab go-live you will receive a survey regarding your experience during this implementation. Your feedback is important to iLab as we are continuously striving to improve our process and maintain a high quality of service.

Support

For all support while using iLab, we recommend the '**HELP**' link in the upper right-hand corner of the screen. Our support team triages all requests and helps route them to the appropriate members of our team - this is typically the quickest way to get help using the system.



How do I submit a new Support Ticket?

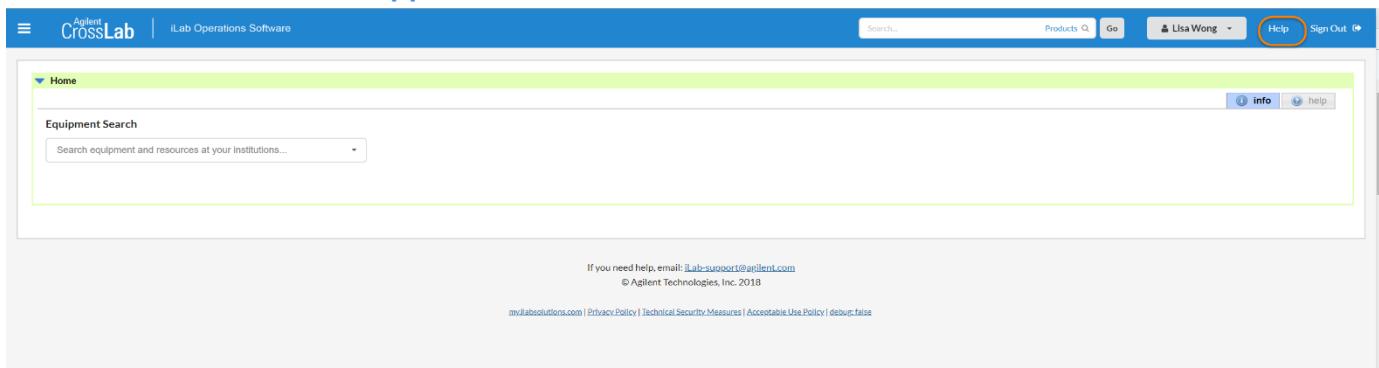


Figure 1. Click HELP to be directed to the help portal.

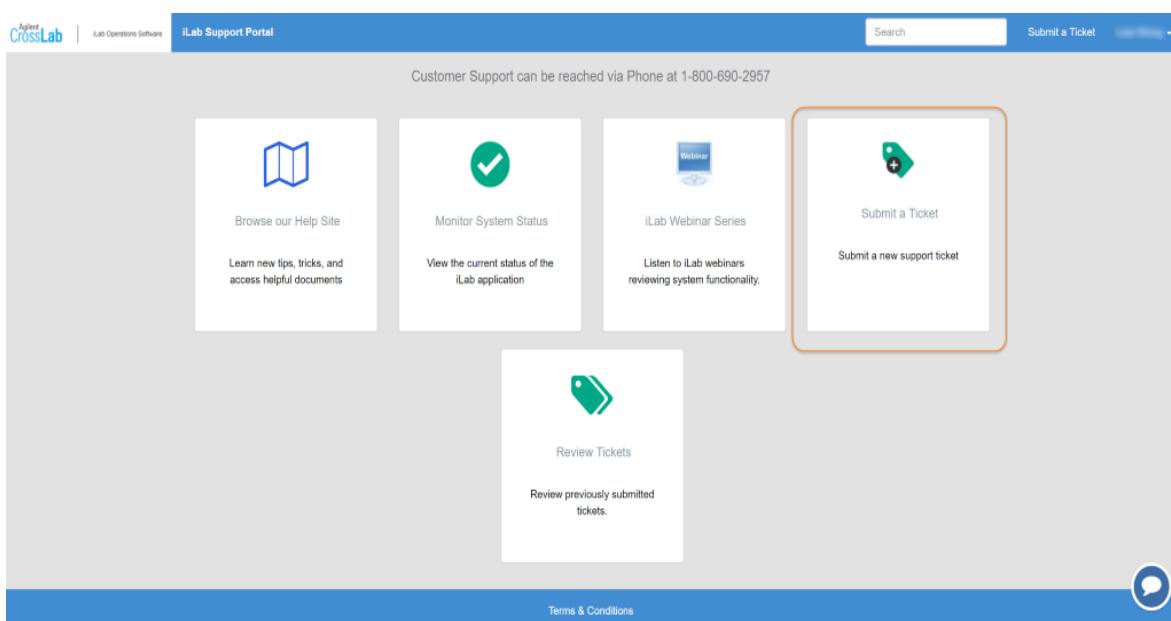


Figure 2. Click on 'Submit a Ticket'



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Title (Subject)

Description

Description of the issue:

Location where issue occurred (e.g. link, name of core, etc.):

Please feel free to record a short video or screen capture of the issue using the tools at the top of this form. Or please attach a screen shot below.



Drop files here or click to upload
Images can be pasted into the description as well

Submit Ticket

Figure 3. Provide as much detail as possible to help iLab Support Team understand the question or issue.

How do I find and access my existing Support Tickets?

After you have submitted a Support Ticket, click the **HELP** and you will be directed to the support portal. From here you can click on **Review Tickets** to see the status of your existing tickets, access the details of a specific ticket to view comments provided by iLab Support Team, and add additional comments to be seen by iLab Support Team.

Support-alternative

If you have problems logging into the system, please feel free to email ilab-support@agilent.com. A team member will either help you directly or route you to the appropriate technical person. Or, you may call the iLab Support Phone.

The toll free iLab Support Phone (US): 1.800.690.2957



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| Country | Phone Number |
|-----------|---------------|
| Australia | 1800-572-319 |
| France | 0800-918-672 |
| Germany | 0800-181-9513 |
| Norway | 800-15105 |
| Spain | 900-958-741 |
| U.K. | 0808-234-2050 |
| U.S. | 1800-690-2957 |

The iLab Support Chat: Click the *Help* link in the upper right-hand corner, select *My Tickets*, then click the chat icon  at the bottom right-hand side of your screen.

Customer support:

If your customers experience a problem with the system, please feel free to encourage them to use the feedback link in the upper right-hand corner. Alternatively, they can email ilab-support@agilent.com. If there is an urgent or critical need, you are welcome to pass along our contact number.

iLab Helpsite and Webinar Information

Sometimes you just need a place to point your customers to for quick iLab instructions! iLab is happy to provide a helpsite dedicated to supplying help documentation for most different roles in the system. The helpsite is always being updated so check back often for new articles.

The iLab helpsite can be located by selecting the *HELP* link in the upper right-hand corner of the screen. Then select *Access to iLab's help site on the left-hand side*.



The screenshot shows the Agilent CrossLab iLab Support Portal. At the top, there's a navigation bar with the Agilent CrossLab logo, 'iLab Operations Software', 'iLab Support Portal', a search bar, and a 'Submit a Ticket' button. Below the navigation is a message: 'Customer Support can be reached via Phone at 1-800-690-2957'. The main content area has several cards: 'Browse our Help Site' (with a blue book icon), 'Monitor System Status' (with a green checkmark icon), 'iLab Webinar Series' (with a blue video camera icon), 'Submit a Ticket' (with a green plus sign icon), and 'Review Tickets' (with a green ticket icon). At the bottom of the page is a blue footer bar with 'Terms & Conditions' and a speech bubble icon.

You can also locate the helpsite here: <https://ilab.helpjuice.com/35322-getting-started/299372>Welcome-to-ilab-help>

The screenshot shows the 'Welcome to iLab help!' page. On the left is a sidebar with a tree view of topics: Getting Started with iLab, Key iLab Terms, Registering with iLab, Logging Into iLab, Overall Navigation, Using Your Homepage, Contacting Support, Using a Core, Managing a Group, Managing a Core, Managing an Institution, and Requisitioning. Below the sidebar is a 'Contact Support' button. The main content area has a search bar ('How can we help you?'), a breadcrumb trail ('Support Home • Getting Started with iLab'), and a 'Welcome to iLab help!' message. It also includes a 'Role: All users' section and a list of introductory topics.

Webinars

Webinars: Please visit the Help site Webinars page to view our [upcoming](#) or [previously recorded](#) webinars on system functions!

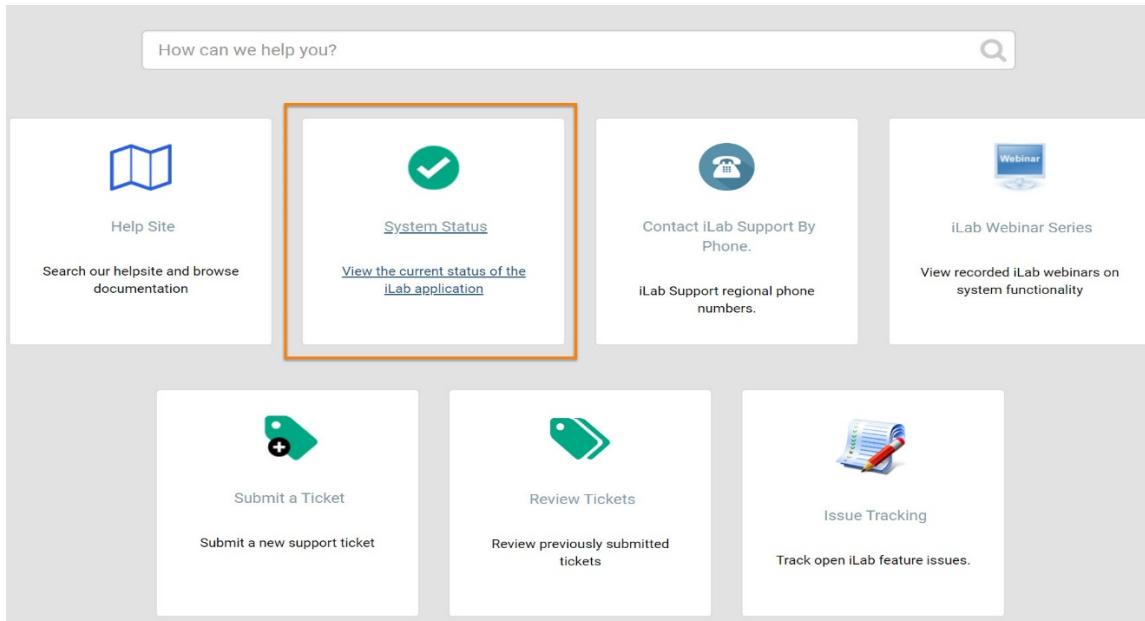


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iLab Status Page

Also embedded within the iLab help site is a system status page that can be used to determine system outages, major functionality bugs being reported. iLab will also use the system status to post notifications for planned downtime.

<http://status.ilabsolutions.com/>



Customer Email Templates

After we've completed your iLab implementation and training, we'll determine a date to switch your core's site live so that researchers can see the core in iLab and begin submitting requests and reservations through iLab. We will be sure to remove all test requests in the system prior to notifying users.

You can email the following message to your users when we switch your site live, to notify them about the new system.

Internal Customer *Without an Account* Email Template:

Dear [CUSTOMER NAME],

Going forward, the Magnetic Resonance Center at Boston College is excited to start using an online system to streamline the process of ordering and billing for 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.



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To register for an iLab account:

To get started, you must register for an account:

1. Navigate to the core page:
[Https://bc.ilab.agilent.com/service_center/show_external/5606/magnetic_resonance_center_mrc](https://bc.ilab.agilent.com/service_center/show_external/5606/magnetic_resonance_center_mrc)
2. In the upper-right-hand corner of the screen select the 'Register using Boston College Credentials' option
3. You will be directed to an authentication page where you will need to enter your Boston College credentials
4. Once you have entered your credentials, click the 'Login' button
5. You will be directed to an iLab Registration page where you will need to select your PI/Lab and verify your contact information.
6. Once your registration has been submitted, your PI will receive a notification that you have requested membership to their lab in iLab. They will need to approve your membership and assign any Chartstring for your use.

To Create an Equipment Reservation:

Once you have been accepted into your PI's lab and assigned Chartstring, you can schedule equipment time.

1. Navigate to the core page:
[Https://bc.ilab.agilent.com/service_center/show_external/5606/magnetic_resonance_center_mrc](https://bc.ilab.agilent.com/service_center/show_external/5606/magnetic_resonance_center_mrc)
2. At the upper right hand of the page click 'Sign In' and then select the 'Sign In using Boston College Credentials' option.
3. Enter your Boston College Credentials and password, and sign in.
4. 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.
5. A window will pop up that will allow you to verify your reservations details and provide payment information before saving the reservation.

To Create a Service Request:

Once you have been accepted into your PI's lab and assigned Chartstring, you can create service requests.

1. Navigate to the core page:
[Https://bc.ilab.agilent.com/service_center/show_external/5606/magnetic_resonance_center_mrc](https://bc.ilab.agilent.com/service_center/show_external/5606/magnetic_resonance_center_mrc)
2. At the upper right hand of the page 'Sign In' and then select the 'Sign In using Boston College Credentials' option.



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3. Enter your Boston College Credentials and password, and sign in.
4. Select the *Request Services* tab and click on the ‘Request Service’ button next to the service of interest.
5. You will be asked to complete a form before submitting the request to the core.
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.

Additional help

More detailed instructions can be found by clicking on the “HELP” link in the upper right hand corner or by navigating to our [iLab Help Site](#). For any questions not addressed in the Helpsite, click on the “HELP” link in the upper right hand corner and submit a ticket, or email ilab-support@agilent.com.

Sincerely,
The iLab - Boston College Team

Internal Customer With a Pre-Created Account Email Template:

Dear [CUSTOMER NAME],

Going forward, the Magnetic Resonance Center at Boston College is excited to start using an online system to streamline the process of ordering and billing for core service requests. Core staff within the Magnetic Resonance Center have identified that you request services or equipment use with their core. We have therefore pre-registered you for an iLab account. Once you are registered, the system will enable you to place service requests, provide required approvals, and monitor progress.

Getting Started with iLab:

1. Click [here](#) to reset your iLab password. Please use the email address from this email you have received as your login.
2. Login [here\(\[https://bc.ilab.agilent.com/service_center/show_external/5606/magnetic_resonance_center_mrc\]\(https://bc.ilab.agilent.com/service_center/show_external/5606/magnetic_resonance_center_mrc\)\)](https://bc.ilab.agilent.com/service_center/show_external/5606/magnetic_resonance_center_mrc) using your iLab username and password. (IMPORTANT: On initial login, set your account time zone, click 'update', then log out once to set the change.)
3. Select a core from the list of cores at Boston College by clicking the 'core facilities' list in the left-hand menu.
4. Once on the core's page, click the 'about our core' tab to learn more about the available services.

To Create an Equipment Reservation:

Once you have been accepted into your PI’s lab and assigned Chartstring, you can schedule equipment time.



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6. Navigate to the core page:
[Https://bc.ilab.agilent.com/service_center/show_external/5606/magnetic_resonance_center_mrc](https://bc.ilab.agilent.com/service_center/show_external/5606/magnetic_resonance_center_mrc)
7. At the upper right hand of the page, enter the username and password provided by iLab and click the “Sign In” button.
8. 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.
9. A window will pop up that will allow you to verify your reservations details and provide payment information before saving the reservation.

To Create a Service Request:

Once you have been accepted into your PI’s lab and assigned Chartstring, you can create service requests.

7. Navigate to the core page:
[Https://bc.ilab.agilent.com/service_center/show_external/5606/magnetic_resonance_center_mrc](https://bc.ilab.agilent.com/service_center/show_external/5606/magnetic_resonance_center_mrc)
8. At the upper right hand of the page, enter the username and password provided by iLab and click the “Sign In” button.
9. Select the *Request Services* tab and click on the ‘Request Service’ button next to the service of interest.
10. You will be asked to complete a form before submitting the request to the core.
11. 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.

Additional help

More detailed instructions can be found by clicking on the “HELP” link in the upper right hand corner or by navigating to our [iLab Help Site](#). For any questions not addressed in the Helpsite, click on the “HELP” link in the upper right hand corner and submit a ticket, or email ilab-support@agilent.com.

Sincerely,
The iLab - Boston College Team

External Customer Email Template:

Dear [CUSTOMER NAME],

Going forward, the Magnetic Resonance Center at Boston College is excited to start using iLab, an online system to streamline the process of ordering and billing for core service requests. All facility users are invited to use the system, which requires a one-time registration as discussed below. Once you are



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registered, the system will enable you to place service requests, provide required approvals, and monitor progress.

To register for an account:

1. Complete the registration form on the sign-up page.
2. Receive a *Welcome Email* from iLab (typically within one business day) with login credentials.

To Create a Service Request:

Using your iLab login credentials, you can place a service request.

1. Sign in here using the ‘Sign in using iLab credentials’ option.
2. Enter the credentials received in your welcome email from iLab.
3. Select the *Request Services* 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.
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:

Using your iLab login credentials, you can place orders and schedule equipment time.

1. Sign in here using the ‘Sign in using iLab credentials’ option.
2. 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.

Additional help

More detailed instructions can be found by clicking on the “HELP” link in the upper right hand corner or by navigating to our [iLab Help Site](#). For any questions not addressed in the Helpsite, click on the “HELP” link in the upper right hand corner and submit a ticket, or email ilab-support@agilent.com.

Sincerely,
The iLab - Boston College Team

PI Email Template:

Dear [PI NAME],

Going forward, the Magnetic Resonance Center at Boston College is excited to start using, iLab, an online system to streamline the process of ordering and billing for core service requests.



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It was indicated that you have researchers who use the core's services, and we wanted to let you know that you may receive email requests from researchers wishing to join your group. The request email will have specific instructions on how to approve the request. In case you are interested in the process, we have pasted instructions below. **If you would prefer to delegate these notifications/approvals to a financial manager, please email ilab-support@agilent.com with your financial manager's name & email.**

Instructions

1. Click here to log-in:
[Https://bc.ilab.agilent.com/service_center/show_external/5606/magnetic_resonance_center_mrc](https://bc.ilab.agilent.com/service_center/show_external/5606/magnetic_resonance_center_mrc)
2. You will use your Boston College credentials to log into iLab
3. Once logged in, look for the link in the left-hand menu that says 'my groups'. Hover-over and select your lab.
4. Set the auto-approval amount if you do not wish to approve service requests below a certain dollar amount. To do this, select the 'Members' panel and enter a dollar amount in the 'Auto Pre-Approval' amount and click 'save settings.'
5. To approve lab membership requests, select the 'Membership Requests & Chartstring' tab. New membership requests will show at the top of this page. Click "Approve" to accept a member into your lab. Click "Reject" if they are not a member of your lab.
6. To assign a Chartstring to a member of your lab, find the member in the above list where it says, 'Manage Chartstring.' Select the checkbox(es) to the right of their name for the Chartstring(s) you wish to assign them.

Additional help

More detailed instructions can be found by clicking on the "HELP" link in the upper right hand corner or by navigating to our [iLab Help Site](#). For any questions not addressed in the Helpsite, click on the "HELP" link in the upper right hand corner and submit a ticket, or email ilab-support@agilent.com.

Sincerely,
The iLab – Boston College Team

Kiosk Instructions Email Template:

Dear [CUSTOMER NAME],

Going forward, the Magnetic Resonance Center at Boston College is excited to start using iLab, an online system to streamline the process of ordering and billing for core service requests. We have integrated a system of interlocks on all our instruments in our facility. To access these interlocks, we have a Kiosk interface you will need to start familiarizing yourself with. Here are the steps to access the Kiosk interface and begin your session on any specific instrument within our facility.



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To Create an Equipment Reservation: (booking an instrument in the future)

Using your iLab/Institution login credentials, you can place orders and schedule equipment time.

1. Register and log into the system using the steps in your welcome email
2. 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.
3. A window will pop up that will allow you to verify your reservations details and provide payment information before saving the reservation.

To start your session with an already existing reservation:

1. Please navigate to the Kiosk Interface URL:
https://my.ilabsolutions.com/service_centers/5606/equipment_kiosk/dashboard
2. You will log into the Kiosk interface using the same credentials you use to log into the main iLab site for the core.
3. Once logged in, you will see a list of your pre scheduled reservations in “My kiosk sessions” (If you have multiple sessions, there is a search box to help guide you to the correct one you wish to start)
4. Find your session, and to the right you should have a green “start” button. Once you click start, you will see the details of your reservation as well as a timer in the upper right-hand corner.
5. To navigate back to your list of sessions, click in the drop-down menu where you see your name. Click my reservations.
6. You may log out while your session is in process. To log out, click the upper right hand side menu and select Log out. On the log out screen, you will see your list of Active sessions.

To start your session as a walk in:

1. Please navigate to the Kiosk Interface URL:
https://my.ilabsolutions.com/service_centers/5606/equipment_kiosk/dashboard
2. You will log into the Kiosk interface using the same credentials you use to log into the main iLab site for the core.
3. Select the instrument on the left-hand menu on which you would like to use.
4. A calendar for the availability will appear, click “Create Session” to begin, select the desired duration, and click “Create Session” again.
5. A new window will appear with the details for that reservation. You may be required to enter in your payment information and the equipment use type.
6. Once all required information is filled out, click the start button to begin your session. Once you click start, you will see a timer in the upper right-hand corner.
7. To navigate back to your list of sessions, click in the drop-down menu where you see your name. Click my reservations.
8. You may log out while your session is in process. To log out, click the upper right-hand side menu and select Log out. On the log out screen, you will see your list of Active sessions.



To end your session:

1. Please navigate to the Kiosk Interface URL:
https://my.ilabsolutions.com/service_centers/5606/equipment_kiosk/dashboard
2. You will log into the Kiosk interface using the same credentials you use to log into the main iLab site for the core.
3. Find your current reservation in the list under “My kiosk sessions” and click the blue Finish button.
4. A pop-up box will appear, asking you to confirm your action. Click “Finish session” again. Your time on the instrument has been logged.

Additional help

More detailed instructions are available in the Kiosk Guidelines Document, clicking on the “HELP” link in the upper right hand corner, or by navigating to our [iLab Help Site](#). For any questions not addressed in the Helpsite, click on the “HELP” link in the upper right hand corner and submit a ticket, or email ilab-support@agilent.com.

Sincerely,

The iLab – Boston College Team



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