

Karolinska Institutet - Internal Customer [Without an Existing iLAB Account](#)

Going forward, Clinical Proteomics Mass Spectrometry Facility at KI 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.

To register for an iLab account:

To get started, you must register for an account:

1. Navigate to the core page:
https://karolinska.corefacilities.org/service_center/show_external/3726
2. In the upper-right-hand corner of the screen select Sign In and use the 'Sign in using SWAMID credentials' option (SWAMID is the same as your KIID)
3. You will be directed to an authentication page where you will need to enter your SWAMID (KIID) 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 Project numbers for your use.

To Create a Service Request:

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

1. Navigate to the core page:
https://karolinska.corefacilities.org/service_center/show_external/3726
2. At the upper right hand of the page 'Sign In' and then select the 'Sign in using SWAMID credentials' option.
3. Enter your SWAMID (KIID) credentials, 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.

You can also watch the pre-recorded [iLab user training](#) for more information on using iLab.

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](#) or on the [KI iLab Project page](#). 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.

External Customer Email Template (no SWAMID):

Going forward, Clinical Proteomics Mass Spectrometry Facility at KI 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 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.

** In order to request services and projects at KI, you will be asked to enter a payment reference (PO number, grant, etc.) that will be used as payment information on invoices in iLab. This will be entered per request and will be a free text entry.*

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Additional help

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