

iLAB GUIDE for SBB Core:

Moving forward, the Skeletal Biology and Biomechanics Core at University of California San Francisco is excited to start using an online system to streamline the process of ordering and billing for μ CT 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://ucsf.ilab.agilent.com/service_center/show_external/5658
2. In the upper-right-hand corner of the screen click 'Sign In,' and select to sign in using University of California San Francisco credentials
3. You will be directed to an authentication page where you will enter your UCSF 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 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 speedtypes for your use.

To Create a Service Request:

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

1. Navigate to the core page:
https://ucsf.ilab.agilent.com/service_center/show_external/5658
2. In the upper-right-hand corner of the screen click 'Sign In,' and select to sign in using University of California San Francisco credentials
3. You will be directed to an authentication page where you will enter your UCSF credentials
4. Once you have entered your credentials, click the 'Login' button
5. Select the *Request Services* tab and click on the 'Request Service' 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 either Agree to the work or they will ask for more information if needed.

Additional help

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