

Dear External Customers,

Going forward, the WCM CLC Proteomics and Metabolomics Core Facility at Weill Cornell Medicine 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. [Login Here](#) using the 'External Weill Cornell Medicine user?' option.
2. Enter the credentials received in your welcome email from iLab.
3. Select the [Request Services](#) tab and click on the [initiate request](#) button.
4. You will be asked to complete a form before submitting the request to the core.
5. There is no need to select any specific assays for your samples. The core director will select the proper assays for you after your request is submitted.
6. **When prompted to provide a PO number, you may enter a temporary placeholder to proceed with submitting the service request. The PO number can be updated later during the payment process.**
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 are available in

<https://help.ilab.agilent.com/37179-using-a-core/264646-using-a-core-overview>

For any questions not addressed in the manual, please contact iLab-support@agilent.com

Sincerely,

The iLab - WCMC Team