External Customer Email Template:

Dear [CUSTOMER NAME],

Going forward, the Instrumental Chemistry Facility at Lund University 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 *Sign In* 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. Login here using the *Sign In* 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 are available in the HelpSite. For any questions not addressed in the manual, click on the "HELP" link in the upper right hand corner or contact ilab-support@agilent.com .

Sincerely,
The iLab - Lund Team