A How-to Guide for External Users of iLabs to register for an account

Related to UNC-CH iLabs and External Customers
Purpose

This is a how-to guide for external customers to register in iLabs in order to request services from The University of North Carolina at Chapel Hill Research Core Facility Service Centers. Once registered the end user/customer or the core administrator can initiate requests for the end user/customer in iLabs.

**External Customer Definition:** Any person who is **not** employed by The University of North Carolina at Chapel Hill or any entity that is not directly part of The University of North Carolina at Chapel Hill.

**NOTE:** If you are directly employed with UNC-CH, please email coresupport@med.unc.edu on how you can register in iLabs.
Go to the following web site: https://uncch.ilab.agilent.com/account/login

Welcome to the UNC Chapel Hill Core Facilities iLab Landing Page!

Check out the "UNC Core Facilities by Category" tab to explore the core facilities available at UNC!

UNC Research Core Facilities are shared resources which offer a wide range of services to the research community, including cutting edge technologies, high end instrumentation, technical support, and education. Our facilities are committed to enhancing and expanding the collaborative capabilities of research at UNC-Chapel Hill.

Research Core Facilities are the backbone of the research infrastructure at UNC. Many core facilities also offer services to customers outside of UNC, including other Universities and private companies.

UNC’s research core facilities offer services in a broad range of disciplines, including analytical chemistry, biostatistics and bioinformatics, genetics and genomics, microscopy, imaging, tissue and cell culture, nanofabrication, drug development, and many others. Use the "UNC Core Facilities by Category" tab for a list of available core facilities at UNC.

Visit the UNC Office of Sponsored Programs Research Core Development website here.

The "Search" tab is currently under construction.

This is the page you will be taken too.

Click on sign-up
Click on pop-up

External Customers must click on the pop-up drop down menu on;

Register for an iLab account
1st Enter your institutional email address here

2nd, Click on the I’m not a robot checkbox and the agree with iLab policies box

3rd, Click on Continue
Continue thru the registration process, providing your information and billing information. Please be sure your accounts payable person provides you with all relevant addresses and tax information.
Continue thru the registration

When you get to this area, please add your accountant or the person who will pay with a credit card to your group and ensure they are entered as a **Financial Manager**. Because a Financial Manager can pay your (the PI’s) invoices for you/on their behalf.
Continue thru the registration

If you have any issues with registration please send an email to
iLab-support@agilent.com

Located at the bottom of the page.
Complete

Once you are finished, please send an email to the following recipients notifying us of what core facility you would like access too;

1. Coresupport@med.unc.edu
2. iLab-support@agilent.com
3. and any other UNC-Chapel Hill personnel you have been in contact with regarding services.

If you have any other difficulties just send us (Coresupport@med.unc.edu) an email and we will be happy to schedule a MS Teams or Zoom call to help you with your registration.