

IMRC iLab - Getting Started - User Account Registration & Service Requests

Thank you for contacting us about the services and resources we provide at the Innovative Media, Research and Commercialization Center at the University of Maine. Please note that as a University Research Facility, some necessary operating processes and procedures at the IMRC Center may be unfamiliar to non-university-affiliated businesses. If you have any questions about the registration or service request process, please contact imrc@maine.edu.

The IMRC uses an online system to streamline and track the process of ordering and billing for service requests. All facility users are required to use this system, which necessitates a one-time registration discussed below. Once you are registered, the system will enable you to place service requests, provide required individual and departmental approvals, monitor progress, and be accurately invoiced for services.

The following information and guide is for following the Innovative Media, Research and Commercialization Center iLab on-boarding process and may not be indicative of all University of Maine CORES and CORE procedures. If you have any questions about other CORE entities and procedures, please visit <https://umaine.edu/core/facilities-and-services/> for a full list of services and contacts.

To register a new iLab account:

To get started, you must register for an account:

1. Navigate to the IMRC iLab page: https://umaine.ilab.agilent.com/service_center/show_external/4979
 - In the upper-right-hand corner of the screen click 'Register' if you are an external user (non university affiliate) and follow the prompts. Please enter your business name or your own name (if sole proprietor) when prompted for affiliated institution. Please enter "Principle Investigator" under primary role. New institutions, businesses or individuals may be prompted to double-check for any existing prior registrations. You will be prompted to enter a Billing Contact and Billing Address. Payment information is requested at a later date.
 - If you are a University of Maine Affiliate - please select the 'University of Maine' link. If you are a University of Maine Affiliate and selected University of Maine registration,
 - You will be directed to an authentication page where you will need to enter your Campus/Employee ID.* **Your 7 digit campus/employee ID# can be found by accessing your MaineStreet Portal and then clicking on Student Self-Service -> Student Center -> Demographic Data*
 - Once you have entered your university credentials, click the 'Login' button
 - You will be directed to an iLab Registration page where you will need to select your Principal Investigator* (PI) and/or Lab and verify your contact information. **Examples of PI/Lab could be a professor, a class, or a university department. The funding options available to you are largely dependent on which PI/Lab you are registered under. If you are requesting work unassociated with a class or faculty member and you are paying for the requested service(s) out of pocket, please select "IMRC Self-Pay Lab". If you are unsure which PI/Lab you fall under, please contact us at imrc@maine.edu.*
2. Once your registration has been submitted, Please wait approximately 24hrs for confirmation. External Users will be contacted from iLab (Agilent Crosslabs). For Internal users, 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 Chartfield* for your use. **University Chartfields are internal payment accounts and are required for internal payments for IMRC services*

For users with pre-existing iLab accounts, returning users or users pre-registered by an administrator:

1. If necessary, visit https://my.ilabsolutions.com/account/forgot_password to reset your iLab password. Please use the email address from the email you will receive as your username login.
2. Login at <https://umaine.ilab.agilent.com> using your iLab username and password. (IMPORTANT: On initial login, set your account time zone, click 'update', then log out once to set the change.)
3. Select a core from the list of cores at University of Maine by clicking the 'IMRC Core facilities' list in the left-hand menu.
4. Once on the IMRC Core's page, click the 'About Our Core' tab to learn more about the available resources, services, and processes.

To Create a Service, Training, or Room Reservation Request:

Once your lab membership and form of payment is set up in iLab, you can create service requests.

1. Navigate to the IMRC iLab page: https://umaine.ilab.agilent.com/service_center/show_external/4979
2. At the upper right hand corner, click "Sign In". Follow the link to sign in as a University of Maine user or external affiliate user.
3. Enter your Employee ID and password, 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 within iLab before submitting the request to the IMRC Core.
6. Your service request will be evaluated by IMRC personnel and you will receive a confirmation email through iLab containing a cost estimate.
7. Once you review and approve the estimate in iLab, the work may begin, and any resource reservations requested will be booked in the iLab resource schedule by IMRC administration.

Please Note: For some IMRC Resources, Specialized Equipment Training may be required before self service access permissions can be granted. Training includes, but is not limited to how to safely and efficiently use IMRC resources, building safety, security and accountability policies, and instructions on how to pay for self service.

To Create a Self Service Equipment Reservation:

Once you have been accepted into iLab as a new institution (or accepted into your PI's lab and assigned a Chartfield) and also completed any necessary specialized training, you can schedule equipment time.

1. Navigate to the IMRC iLab page: https://umaine.ilab.agilent.com/service_center/show_external/4979
2. At the upper right hand corner click "Sign In". Follow the link to sign in as a University of Maine user.
3. Enter your Employee ID and password, and sign in.
4. 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.
5. A window will pop up that will allow you to verify your reservations details and provide payment information before saving the reservation.

Additional Help:

For assistance with account registration, creating a service request, or questions about IMRC specific policy and/or procedures, please email IMRC@maine.edu.