Accessing VUMC iLab

External Users **must register for an iLab** **account** before being able to access the core site in the iLab System.

* To register, click the **register** link under the ***Not a VUMC or VU user? (no VUNET ID)*** headerand complete the registration form.

**After you have registered and your account is approved,** you can access VUMC Cores in iLab by completing the following:

1. Log into the iLab Application
	1. Under the “**Not a Vanderbilt University Medical Center user? (no VUNet ID),**  Click the check box for “**Login using iLab credentials”.**

1. Open the left-hand navigation panel.
	1. Click ***Core Facilities***, to view all VUMC core facilities.
	2. Click ***Invoices***, to view VUMC core invoices.

**How does an external customer access VUMC iLab core group sites?**

External users may need to login to iLab to either view invoices or to request core services (depending on core’s workflow). Users may need to access a custom URL to view the VUMC core groups if their institution currently uses iLab to manage their institutional core billing or operations.

1. **Users from an institution that do not currently use iLab**:
	1. <https://vumc.corefacilities.org>
2. **Users from institutions that are a client of iLab**:
	1. Use your institution’s iLab website to login to iLab.
	2. After logging the user can then navigate to invoices or the VUMC core iLab site, as needed.

Billing Numbers for External PIs and Labs

Externals Labs will use the PO payment method when requesting services or reservations.

* POs are used to create valid billing numbers for external customers within the VUMC iLab Application.
* External PIs can choose to enter either an official PO number from their institution or any reference number used for billing purposes.
	+ This number will display on the invoice.

**Adding a new PO Number:**

Contact the VUMC core manager or contact. The core will create the PO billing number on your behalf in iLab.

Invoices

Invoice copies can be downloaded from the iLab Application. The invoice copy contains detailed information about the charges.

**Who can view invoices in iLab Application?**

* The invoice owner assigned for the PI’s lab group will receive the email notice when an invoice is created.
* PIs or Lab Managers have access to view invoices charged to their PI’s lab group.

**How to Review Invoices in iLab Application:**

1. Click on **Invoices** in the left-hand navigation menu. >> A **list of invoices will appear**.
2. **Use the filter panel on the left** to reduce and sort the invoices that display.
	1. **Example:** Use the ‘**payment number’** filter and select the invoice number. Click ‘**Apply Filters**’.
	2. **Example:** Use the ‘**keyword search**’ and type in the invoice number. Click ‘**Apply Filters**’.
3. On the far right, click the **magnifying glass** to view the actual invoice.
4. To download a copy, click the **pdf** icon in the top left of the screen.

**VUMC Approved Payment Methods:**

VUMC can accept payment by check or electronic funds transfer. Please contact the core directly for more information or options on submitting payments.

**Make checks payable to**: Vanderbilt University Medical Center
 **Reference the invoice number & (core name) on the check.**

**Remit Payment To:**

Vanderbilt University Medical Center
Department of Finance
Dept. 1236 P.O. Box 121236
Dallas, TX 75312-1236

## External Lab Group Management

**Lab Primary Contact | Invoice Owner:** The invoice owner is the individual that will receive the initial auto-generated email from iLab during the monthly closing process.
 If the “Lab Primary Contact” is set to a specific individual, that person will be designated the ‘Invoice
 Owner”. If not officially set, the invoice owner will default to the first financial contact in the lab group
 list.

**Financial Managers:** The financial managers are all individuals (including the invoice owner) that have access to view the invoices directly in iLab. These users will also display as an option when using the optional workflow for additional distribution of invoices.

**Troubleshooting –Invoice notification email not received:**

1. Check your junk mail. Emails are distributed from no-reply@ilabsolutions.com.
	1. You may need to mark as a **safe sender** or contact your institution’s IT department to whitelist this no-reply@ilabsolutions.com email address.

**iLab Support:** To submit a ticket, email **ilab-support@agilent.com**

**To add Financial Managers to existing lab groups: Submit an iLab Ticket and provide the following:**Ticket Message (*recommended language)*:
 Please add the following individual as a Financial Manager to my lab group in iLab.
 (1) User Name:
 (2) User Email:
 (3) PI’s Lab Group Name:

NOTE: If that person needs to be set as the invoice owner, in the iLab support ticket request to add the person as “**Lab Primary Contact**”

**To update billing address: Submit an iLab Ticket**Ticket Message (*recommended language)*:
 Please update this lab’s billing address. This is the address that should display on the invoice.
 (1) PI Name:
 (2) PI’s Lab Group Name:
 (3) New Billing Address: