# iLab Account Registration for First-time External Users

External customers **must register for an iLab account** before being able to access the core site in the iLab System. If you've not logged into iLab before, you'll need to register.

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**External PI Information**

    **External PI Name:**

    **Email Address:**

    **Phone Number:**

**Financial Contact & Invoicing Information**

    **External Organization Name:**

    **Billing Contact Name:**

    **Billing Email Address:**

    **Billing Address (including city, state, zip code):**

    **Billing Phone Number:**

**Billing Reference Number:** Customer should provide the preferred billing number.
This can be an official PO or simply a reference number to be included on the invoice.
If customer does not have a preference, the core can assign a reference number at their discretion.

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**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**:  https://vumc.corefacilities.org

2. **Users from institutions that are a client of iLab**:
   a. User must use their institution's iLab website to login to iLab.
   b. After logging the user can then navigate to invoices or the VUMC core iLab site, as needed in the left-hand navigation panel.

## To register, complete the following steps:

1. Open the iLab application: **https://vumc.corefacilities.org**

2. Click login in the top right of the page.

3. Click the **register** link under the header ***Not a Vanderbilt University Medical Center user? (no VUNET ID)***
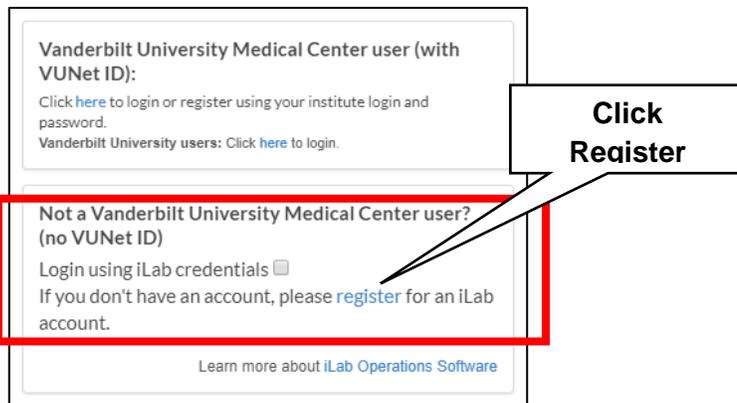


4. A **registration page** will open. The PI should enter his/her email address. Click **continue.**



**TROUBLESHOOTING:** You may receive an error message if your institution has an ID integration with iLab. To resolve, submit an iLab help ticket to activate your account. iLab support can be reached at **ilab-support@agilent.com.**

5.  **Complete all required fields on the Personal Information page.** This is the PI's information.
    a.  List the **PI's name** and phone number in this section.
    b.  Enter in the external institution's name.
        i.  If it doesn't already exist, (create new) will display beside the institution name.
    c.  Select "**Principal Investigator**" as the primary role.
    d.  Click **Continue.**

| Start | Personal Information | Group Associations | Billing Information |
|---|---|---|---|

You are requesting access to the
**Vanderbilt University Medical Center's service centers.**

\* First Name

[                                        ]

\* Last Name

[                                        ]

Phone Number

[                                        ]

\* I am affiliated with the following institution

[ Please type the name of your institution          ▾ ]

\* What is your primary role at the above?

[ Please select a role                              ▾ ]

Cancel      Back      Continue

6. **Complete the Group Associations screen.**
   a.  If the institution is new for iLab, "Create New Group…" will pre-populate for the lab group question.

   b.  The PI First name, last name, email address, and phone number will pre-populte.

   c.  Answer **YES** to the "**Is there another person in your lab who helps manage lab memberships, fund assignments, and spending approval**" question?

7. **After selecting "Yes", the Financial Administrator's details section will display. (This is the billing contact)**
   a. The invoice will be sent via email to the Financial Administrator email address.
   b. Note: "Your Group's Name" will pre-populate.

* Is there another person in your lab who helps manage lab memberships, fund assignments and spending approval?

Yes

* Financial Administrator's First Name

* Financial Administrator's Last Name

* Financial Administrator's Email Address

Financial Administrator's Phone Number

* Your Group's Name

Test, Shelbi (T) Lab

Cancel     Back     Continue

The **Financial Admin** is the individual that will assist the PI will reviewing the invoices and/or managing access for other lab members within the iLab application.

8. Complete the **Billing Information** screen.
   a. Enter the billing contact details again on this screen.

9. Click **Complete** to submit. A confirmation message will display.
10. iLab will send the individual an email notification alerting the individual his/her iLab account is awaiting confirmation.
    a. **Please allow 24 hours for the account confirmation process.**

11. Once iLab confirms your account, you will receive an email notification. This email will include instructions on setting a password to access your iLab account.
    a. **Registered users** can then log into the application using their **iLab credentials.**

| Start | Personal Information | Group Associations | Billing Information |
|-------|---------------------|-------------------|---------------------|

You are requesting access to the
**Vanderbilt University Medical Center's service centers.**

Billing information is required for core facilities to be able to charge when necessary.

☑ Associate new billing address to my account

Billing Contact Name

Katie Helmes                                     + Institution / Department

* Billing Address

6881 Beechmont Avenue                            + Address line

* City

Cincinnati

State / Province

Ohio                                             + Country

* Zip / Postal Code

45230

☐ Add shipping address if different from billing

Cancel     Back     **Complete**

# Invoices

**Invoice Email Notifications:**  All invoices come from, **no-reply@ilabsolutions.com** at the beginning of each month. Please work with your IT department to ensure that this email address is **whitelisted**.  You may need to check your junk mail if this address is not whitelisted.

**Email address used for invoice submission:**  All invoices will be sent to the invoice owner via email. To change this email address, the PI or existing financial contacts will need to submit an iLab help ticket (**ilab-support@agilent.com).** Note, the invoice email notification can only go to one address.

> Ticket Message (*recommended language)*:
>     Please add the following individual as a Financial Manager to my lab group in iLab. Please set this manager as the '**Lab Primary Contact'.** This person will need to receive the invoice notification email.
>     (1) User's Name:
>     (2) User's Email:
>     (3) PI's Lab Group Name:

**Who can view invoices in iLab Application?**
- The invoice owner. This user is the "Lab Primary Contact" assigned for the PI's lab group.
- PIs or other Financial Managers will have access to view invoices directly in the iLab application.

**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 search and sort the invoices that display.
   a. **Example:** Use the '**payment number'** filter and select the invoice number. Click '**Apply Filters**'.
   b. **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.

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

# 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.

**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's Name:
>     (2) User's 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 and provide the following:

> 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:

# VANDERBILT UNIVERSITY MEDICAL CENTER
## Approved Payment Methods

Payments from external customers (non-Vanderbilt) can be made by check or electronic fund transfer.

**Payment by Check:**
Payment checks must be received to the appropriate "lockbox" address shown below. Checks should be made payable to **Vanderbilt University Medical Center**.

**Regular post: Make checks payable to Vanderbilt University Medical Center and send to:**

ATTN: Susan Meyn
Vanderbilt University Medical Center
Finance, Dept 1236
P.O. Box 121236
Dallas, TX 75312-1236

**Payment by Electronic Fund Transfer:** Customer is responsible for all associated fees.

- **Wire Transfer & ACH Instructions:** Email **VUMCcores@vumc.org** for ETF or ACH payment instructions