

iLab User Guide

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Quick Intro

iLab, a cloud service provided by Agilent Technologies, serves as the centralized platform for managing the life cycle of service requests made by PIs and researchers. It allows user to initiate a service request of any service being provided by CPOS (except Imaging, Cytometry, Bio-reagent and Oligo ordering services). It keeps track of a service from the beginning until invoices are paid.

This guide will walk you through how a service request is made, approved, processed, and invoiced.

Terminology

Core/Core Facility in iLab = CPOS (excluding Imaging, Cytometry, Bio-reagent and Oligo ordering)

Lab/Group in iLab = PI group

Lab Member/Researcher = User/Researcher/Customer

Core Manager = Lab Manager

Core Member = Lab Technician (who processes a request)

Request Approval Workflow

Once the request is successfully submitted by the PI/User, it will follow the approval workflow below:



Benefits of using iLab

1. Online system available 24 x 7 and can be accessed anywhere on the internet
2. Real-time check on status of all service requests raised in your group
3. Online invoices with simplified payment process
4. Paperless

What you can do with iLab

1. Make a service request anytime to our Centre
2. Set a pre-approved dollar value limit for the entire PI group or individually
3. View status the requests made
4. Change billing account number anytime before invoice is generated and split a service charge into multiple billing account numbers by percentage (not by actual value).
5. View invoices online when they are generated
6. Communicate with the Centre

What you need to do as a PI

1. Approve service request financially
2. Set/Change Auto Approval Amount for individual user of your group (Do NOT change the Lab-wide values)
3. Change billing account number, if necessary, before invoice generation
4. View and confirm invoices for payment
5. Add or remove users/researchers in your group

Assigning a manager (proxy)

You can assign a **manager** (proxy) to handle daily operation on your behalf. See “How to authorize a Lab/Group Manager for your group” on page 29 for details.

Account Registration and Creation – you only need to do this once

1. Once we begin registering a new account for you, you will first receive an email from support@ilabsolutions.com with the Subject: NOTIFICATION: Account request received, like below. There is nothing you need to do but wait for the next email.

From: support@ilabsolutions.com [<mailto:support@ilabsolutions.com>]

Sent: Thursday, August 1, 2019 1:59 PM

To: <your_name> <your_email@hku.hk>

Subject: NOTIFICATION: Account request received

Your account request is awaiting confirmation.

Thank you for requesting an iLab account. **Please allow up to 24 hours for account confirmation.**

Next, our team will...

1. ...review the account information that you provided.
2. ...confirm the provided information with your Principal Investigator and/or a Financial Contact.
3. ...send your account credentials to the email address provided during registration.

If you have any additional questions about your account status, do not hesitate to send us an email at ilab-support@agilent.com. Alternatively, you can call us at 617-297-2805.

Please feel free to contact ilab-support@agilent.com if you have any problems accessing or approving your request.

2. Within 24 hours (usually within a couple of hours), you shall receive another email confirming the account has been registered, like below:

From: support@ilabsolutions.com [mailto:support@ilabsolutions.com]
Sent: Thursday, August 1, 2019 6:48 PM
To: <your_name> <your_email@hku.hk>
Subject: iLab - account information



<Your Name> - Welcome to iLab!

Thank you for registering for an iLab account. Please use the information below to help you get started. Feel free to contact ilab-support@agilent.com with any questions.

Best wishes,

The iLab team

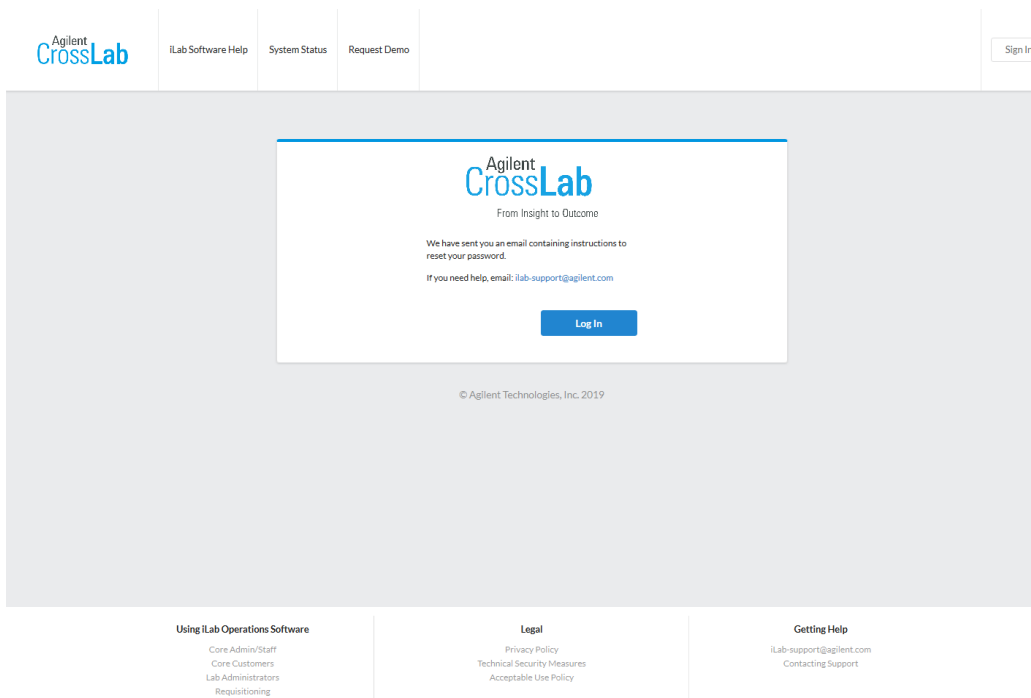
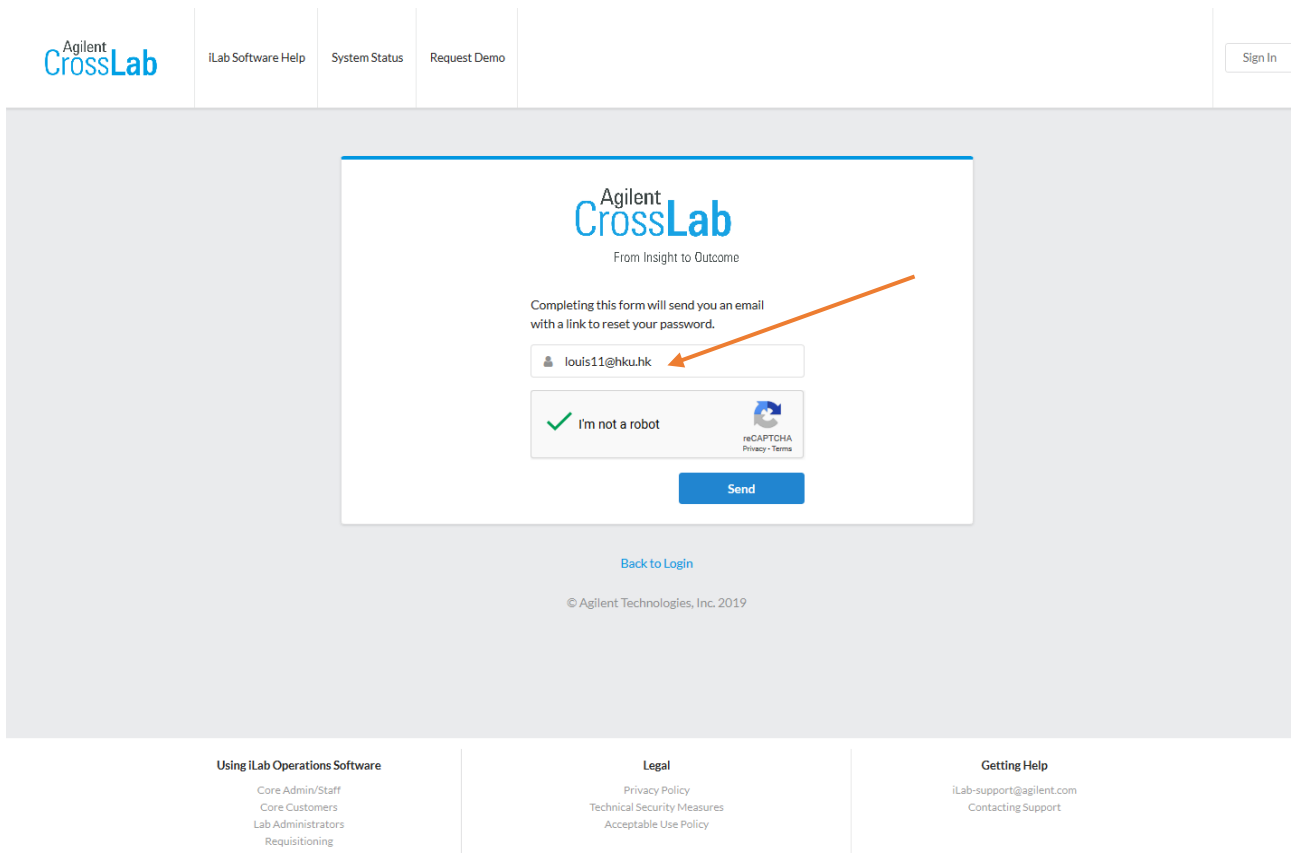
Getting started

1. Click [here](#) to retrieve your password and view available cores.
2. Click on the core facilities link in the left hand menu: [cores](#)
3. Select a core from the list of cores (You requested access to: [Li Ka Shing Faculty of Medicine Centre for PanorOmic Sciences](#).)
4. On the core's page, click the 'about' tab to learn more about the available services.
5. To request services, click the 'request services' tab.
6. For cores with equipment, click on the 'schedule equipment' tab.

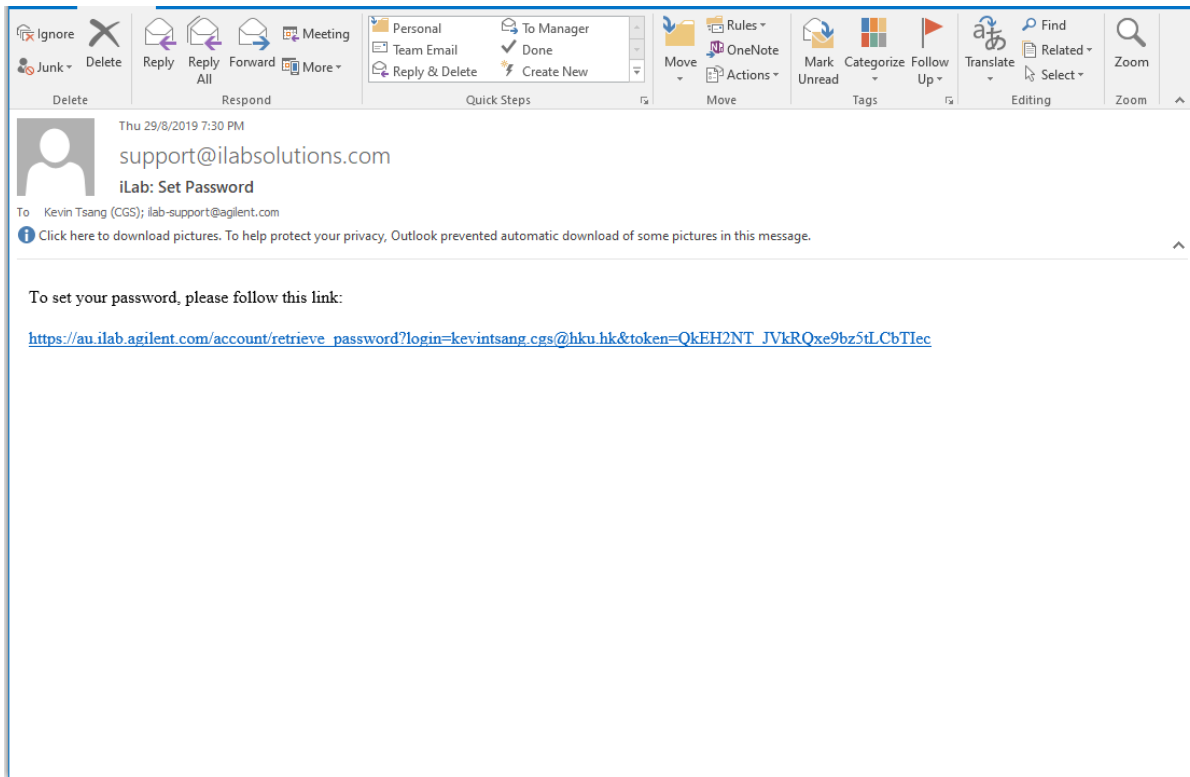
Click on 'HELP' at the upper right of the iLab application to submit a support ticket or access online help articles.

3. When you receive the above email, please click "here" (as shown above with the arrow) to retrieve your password.

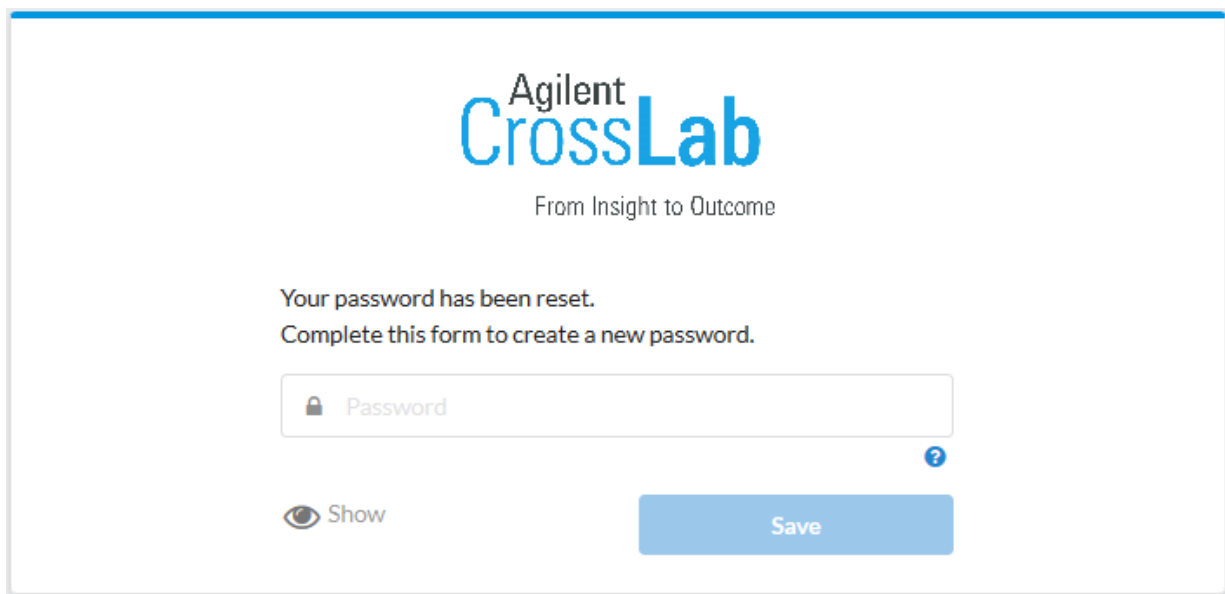
- You will then be directed to the following webpage to retrieve and reset your password. Enter your email address (must be the same as the one you see in the previous emails) and click “Send”.



- You will then receive an email with the link to reset your password. This step is important to ensure it is only you who can change the password. The link is a one-time link just for your password reset.



- Click the one-time link for password change brings to the following page. Just enter your password and click Save. DONE!

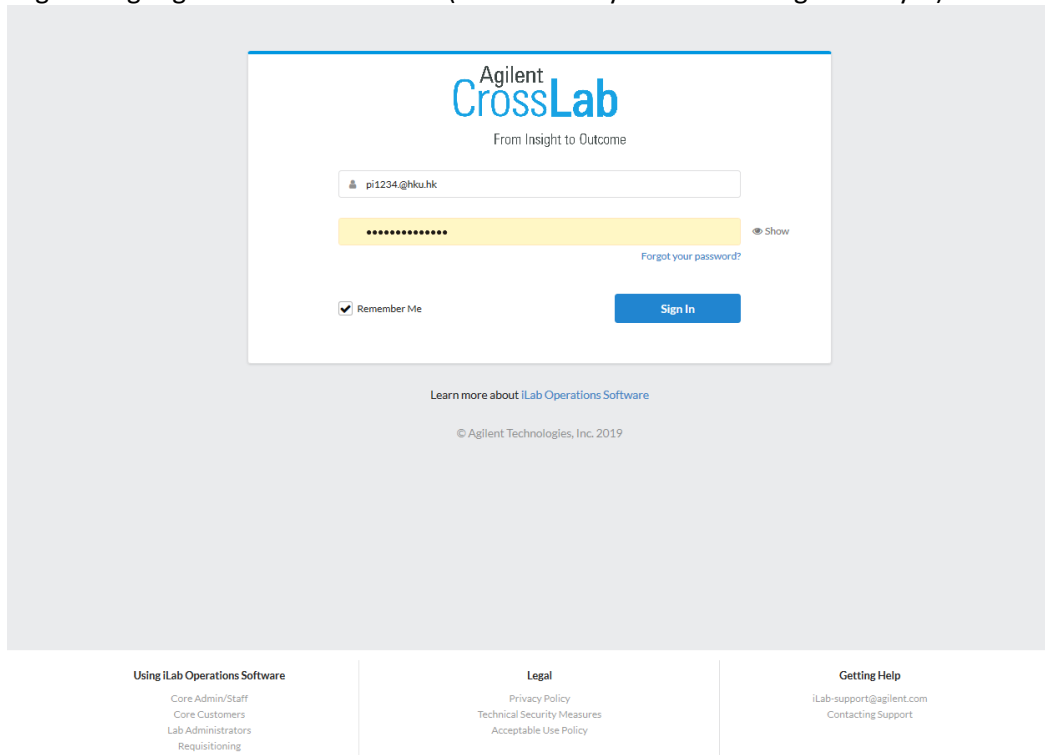


The screenshot shows the Agilent CrossLab password reset page. The page features the Agilent CrossLab logo and the tagline "From Insight to Outcome". Below the logo, it states "Your password has been reset. Complete this form to create a new password." There is a password input field with a lock icon and a "Show" button. A "Save" button is located at the bottom right.

Logging in for the first time

Go to <https://au.ilab.agilent.com/account/login>

Login using registered email address (contact us if you have not registered yet)



Agilent
CrossLab
From Insight to Outcome

pi1234@hku.hk

..... Show

Forgot your password?

Remember Me

[Learn more about iLab Operations Software](#)

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Using iLab Operations Software Core Admin/Staff Core Customers Lab Administrators Requisitioning	Legal Privacy Policy Technical Security Measures Acceptable Use Policy	Getting Help ilab-support@agilent.com Contacting Support
---------------------------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------	-----------------------------------------------------------------------

Once logged in, you will be asked to choose the preferred Time Zone, by default, GMT+08:00 Hong Kong
 Leave the New mail box empty. Click **Set**.

Please select your time zone from the dropdown below and click "Set"
 Time Zone: [(GMT+08:00) Hong Kong]

Below is the email address that iLab has on file for you to receive notifications.
 lous11@hku.hk

If you would like to receive notifications to another email, please update the email address below.
 You can always update this later by clicking on 'my profile' in the upper right.

Note: Your login email will remain unchanged.

New email:

Set

You will then be prompted to enter Billing and Shipping Information. Please input the correct information which will be used in all future invoices.

The fields marked with a red star are required to use this facility.

Use billing address

Billing Information		Shipping Information	
Name	<input type="text"/>	Name	<input type="text"/>
Email	<input type="text"/>	Email	<input type="text"/>
Phone	<input type="text"/>	Phone	<input type="text"/>
Fax	<input type="text"/>	Fax	<input type="text"/>
Institution	<input type="text"/>	Institution	<input type="text"/>
Department	<input type="text"/>	Department	<input type="text"/>
Address1	<input type="text"/>	Address1	<input type="text"/>
* Address2	<input type="text"/>	* Address2	<input type="text"/>
Address3	<input type="text"/>	Address3	<input type="text"/>
City *	<input type="text"/>	City *	<input type="text"/>
State	<input type="text"/>	State	<input type="text"/>
Country *	<input type="text"/>	Country *	<input type="text"/>
Zip *	<input type="text"/>	Zip *	<input type="text"/>

Set **Cancel**

The User Interface of iLab

Your home page right after login. The bottom section shows a list of requests that require your attention. You can directly click the button accordingly to act. You can also click on the service ID to see details of a request.

The screenshot displays the iLab Operations Software interface. At the top, there is a navigation bar with the Agilent CrossLab logo and 'iLab Operations Software'. A search bar and a 'Logged in successfully' notification are also present. The main content area is divided into sections: 'Home', 'Equipment Search', 'Recently Used Cores', and 'Service Requests'. The 'Service Requests' section is highlighted with an orange border and contains a table of requests. Arrows from the text above point to the search bar, the 'Service Requests' section header, and the 'Agree' and 'Disagree' buttons in the table.

Name	Owner	Total Price	State	Action
CPOS-190906-AC-192 Extraction -	Agnes Chan	\$265.00 <small>(\$265.00)</small>	Waiting for Researcher Approval	Agree Disagree
CPOS-AC-176 Biobank -	Agnes Chan	\$0.00 <small>(\$0.00)</small>	Waiting for Researcher Approval	Agree Disagree
CPOS-AC-173 NGS -	Agnes Chan	\$40,540.00 <small>(\$40,540.00)</small>	Waiting for Researcher Approval	Agree Disagree
LKSFMCOS-AC-ICIDJ Tapestation -	Agnes Chan	\$175.00 <small>(\$175.00)</small>	Waiting to Submit to Core	Submit
LKSFMCOS-AC-70 Realtime PCR -	Agnes Chan	\$600.00 <small>(\$600.00)</small>	Core Disagrees	Agree
LKSFMCOS-AC-71 NGS -	Agnes Chan	\$400,000.00 <small>(\$400,000.00)</small>	Waiting for Researcher Approval	Agree Disagree

Click the action buttons to resolve service requests that require your attention. Click the service request name to view the request details.

If you need help, email: ilab-support@agilent.com
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To See more details of all requests, click the “Li Ka Shing Faculty of Medicine Centre for PanorOmic Sciences” or <https://au.ilab.agilent.com/sc/4486/li-ka-shing-faculty-of-medicine-centre-for-panoromic-sciences/?tab=about>

Home

Equipment Search

Search equipment and resources at your institutions...

Recently Used Cores

- Li Ka Shing Faculty of Medicine Centre for PanorOmic Sciences

26 unread messages

Service Requests 6 alerts info help

Name	Owner	Total Price	State	Action
CPOS-190906-AC-192 Extraction -	Agnes Chan	\$265.00 <small>(\$265.00)</small>	Waiting for Researcher Approval	Agree Disagree
CPOS-AC-176 Biobank -	Agnes Chan	\$0.00 <small>(\$0.00)</small>	Waiting for Researcher Approval	Agree Disagree
CPOS-AC-173 NGS -	Agnes Chan	\$40,540.00 <small>(\$40,540.00)</small>	Waiting for Researcher Approval	Agree Disagree
LKSFMC GS-AC-ICID Tapestation -	Agnes Chan	\$175.00 <small>(\$175.00)</small>	Waiting to Submit to Core	Submit
LKSFMC GS-AC-70 Realtime PCR -	Agnes Chan	\$600.00 <small>(\$600.00)</small>	Core Disagrees	Agree
LKSFMC GS-AC-71 NGS -	Agnes Chan	\$400,000.00 <small>(\$400,000.00)</small>	Waiting for Researcher Approval	Agree Disagree

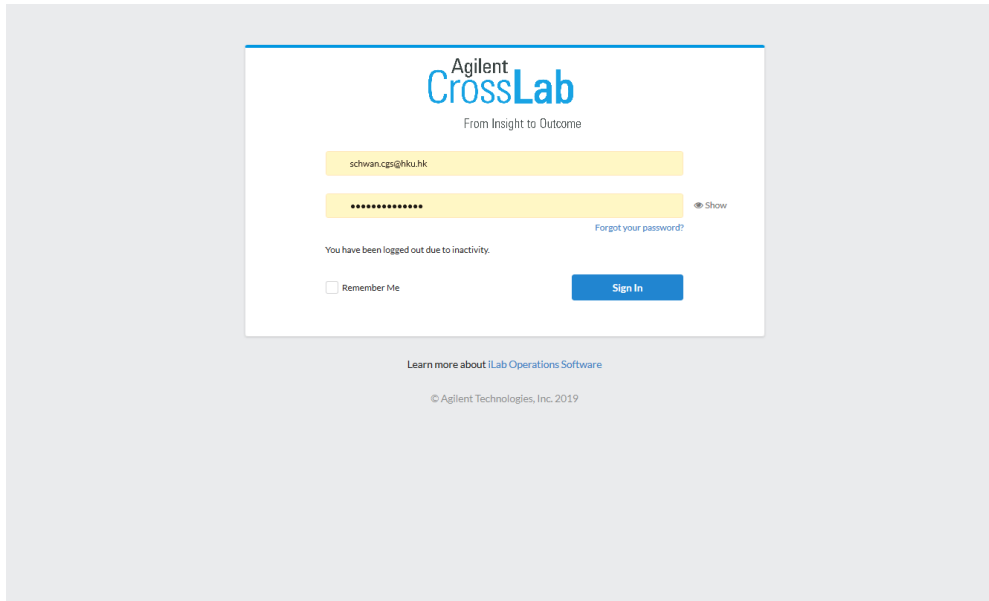
Click the action buttons to resolve service requests that require your attention. Click the service request name to view the request details.

If you need help, email: ilab-support@agilent.com
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How to make a service request

1. Login to iLab (assuming the user account exists in iLab. If not, contact CPOS for account creation)
 - a. <https://au.ilab.agilent.com/account/login>
 - b. Assuming Schwan Lui is a user of a PI group (Ng, Bond (HKU) Group, where Bond is the PI)



Using iLab Operations Software

Core Admin/Staff
Core Customers
Lab Administrators
Requisitioning

Legal

Privacy Policy
Technical Security Measures
Acceptable Use Policy

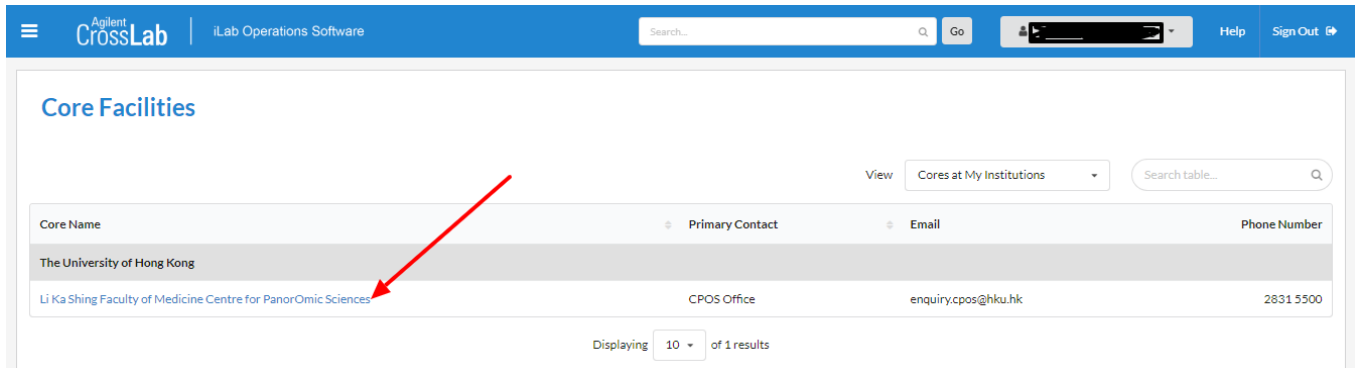
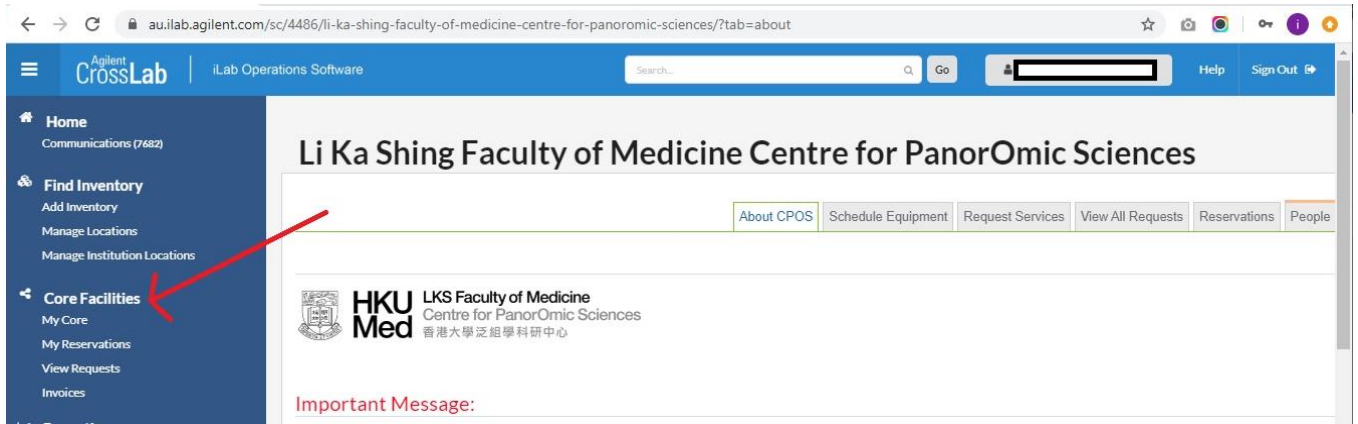
Getting Help

iLab-support@agilent.com
Contacting Support

2. Once logged in, user will see the following landing page. In this page, a user can see all requests that are not completed yet and require attentions. In the example, there are 4 requests (alerts) that require user attention.

Name	Owner	Total Price	State	Action
CPOS-190926-SL-ICID Bioanalyzer	Schwan Lui	\$54.00 (\$54.00)	Waiting to Submit to Core	Submit
CPOS-190925-SL-371 NGS -	Schwan Lui	\$10,000.00 (\$10,000.00)	Waiting for Researcher to Agree	Agree Disagree
CPOS-190925-SL-369 Single Cell -	Schwan Lui	\$0.00 (\$0.00)	New comment	Click icon to respond
CPOS-190925-SL-370 iScan -	Schwan Lui	\$0.00 (\$0.00)	New comment	Click icon to respond
CPOS-190925-SL-368 Massarray -	Schwan Lui	\$14,630.00 (\$14,630.00)	New comment	Click icon to respond
CPOS-190924-SL-367 Proteomics and Metabolomics Core -	Schwan Lui	\$16,020.00 (\$17,320.00)	New comment	Click icon to respond
CPOS-190924-SL-ICID Massarray -	Schwan Lui	\$14,630.00 (\$14,630.00)	Waiting to Submit to Core	Submit
CPOS-190924-SL-ICID NGS -	Schwan Lui	\$0.00 (\$0.00)	Waiting to Submit to Core	Submit
CPOS-190923-SL-365 PacBio -	Schwan Lui	\$34,000.00 (\$37,700.00)	New comment	Click icon to respond

If you don't see the link to the Core Facilities page, you may click the top left menu and then Core Facilities. A link will then show up.



- Go to the Core (CPOS) home page by clicking “Li Ka Shing Faculty of Medicine Centre for PanorOmic Sciences” or <https://au.ilab.agilent.com/sc/4486/li-ka-shing-faculty-of-medicine-centre-for-panoromic-sciences/?tab=about>

Li Ka Shing Faculty of Medicine Centre for PanorOmic Sciences

[About CPOS](#) | [Request Services](#) | [View My Requests](#) | [Contact Us](#)

Overview of Services

About Us:

The Centre for PanorOmic Sciences (CPOS) was established by the LKS Faculty of Medicine of the University of Hong Kong to strategically support omics research. CPOS comprises of three major divisions which operate synergistically with a view to accelerating scientific discoveries and help push forward the frontier of research under the omics revolution. The three divisions are:

- 1) Platform Technologies
- 2) Research and Training
- 3) Strategic Programmes

On this iLab section, core services by cutting-edge platform technologies are available in the areas of genomics, proteomics, metabolomics, bioinformatics and biobanking.

For oligo ordering, imaging, flow cytometry and bio-reagent service support, please refer to separate [links](#) below.

Learn from us

Director

Location and hours of operation

Genomics, Proteomics and Metabolomics, Bioinformatics, Biobank Cores

Hours	Location
Monday - Friday 9am - 5:30pm	6th Floor The Hong Kong Jockey Club Building for Interdisciplinary Research, 5 Sassoon Road Pokfulam, Hong Kong
Samples and goods reception not available 1:00pm - 2:00pm Closed on Saturday, Sunday, all University and Public holidays.	

Links and Resources

Genomics and Bioinformatics Core <http://cgs.hku.hk/portal/>
 Biobank <http://biobank.med.hku.hk/>
 Proteomics and Metabolomics Core <http://pmcore.med.hku.hk/>
 Faculty Core Facility <http://www.med.hku.hk/corefac/index.htm>
 Oligo ordering https://sg.alfdn.com/CoreInstitutions/i_oain.aspx?p=CGS

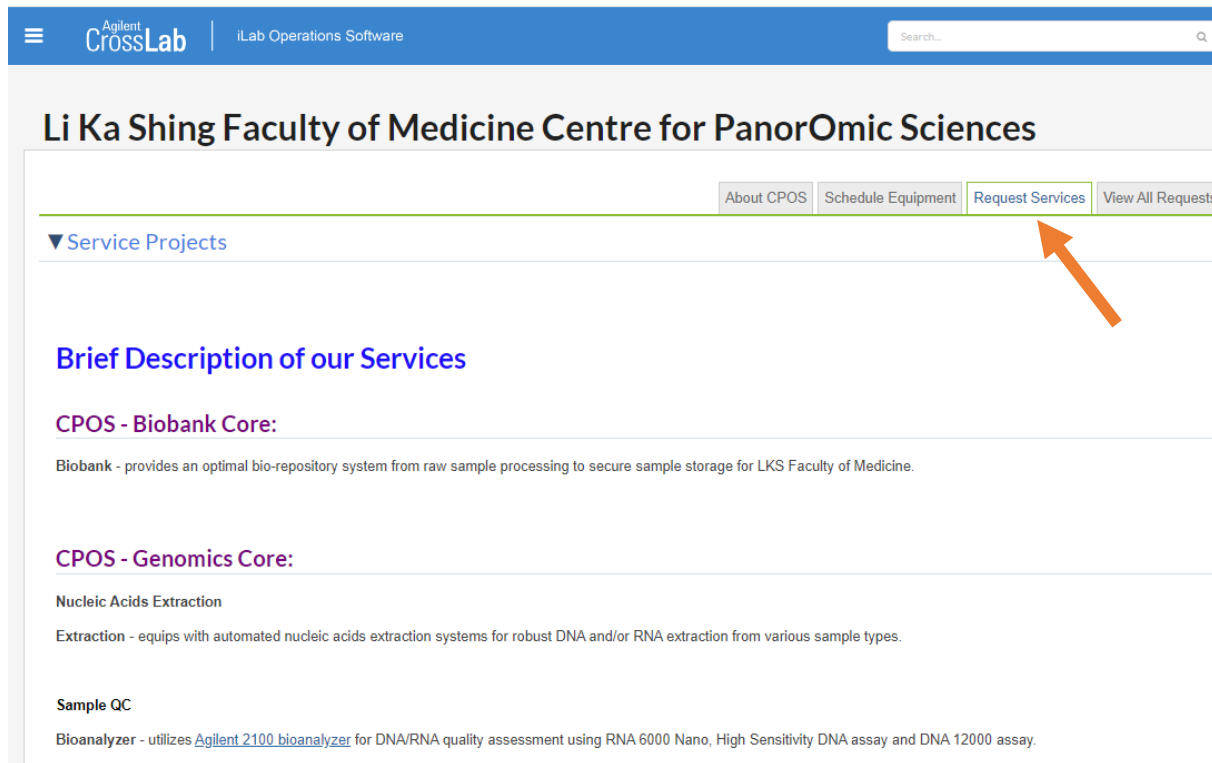
Map

Contacts

Name	Role	Phone	Email	Location
CPOS Office	Core administration	2831 5500	enquiry.cps@hku.hk	6F HKJCIBR

If you need help, email iLab-support@agilent.com
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au.ilab.agilent.com | [Privacy Policy](#) | [Technical Security Measures](#) | [Accessibility Use Policy](#)

4. Make a request by clicking “Request Services” tab on the top right



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Search...

Li Ka Shing Faculty of Medicine Centre for PanorOmic Sciences

About CPOS | Schedule Equipment | **Request Services** | View All Requests

▼ Service Projects

Brief Description of our Services

CPOS - Biobank Core:

Biobank - provides an optimal bio-repository system from raw sample processing to secure sample storage for LKS Faculty of Medicine.

CPOS - Genomics Core:

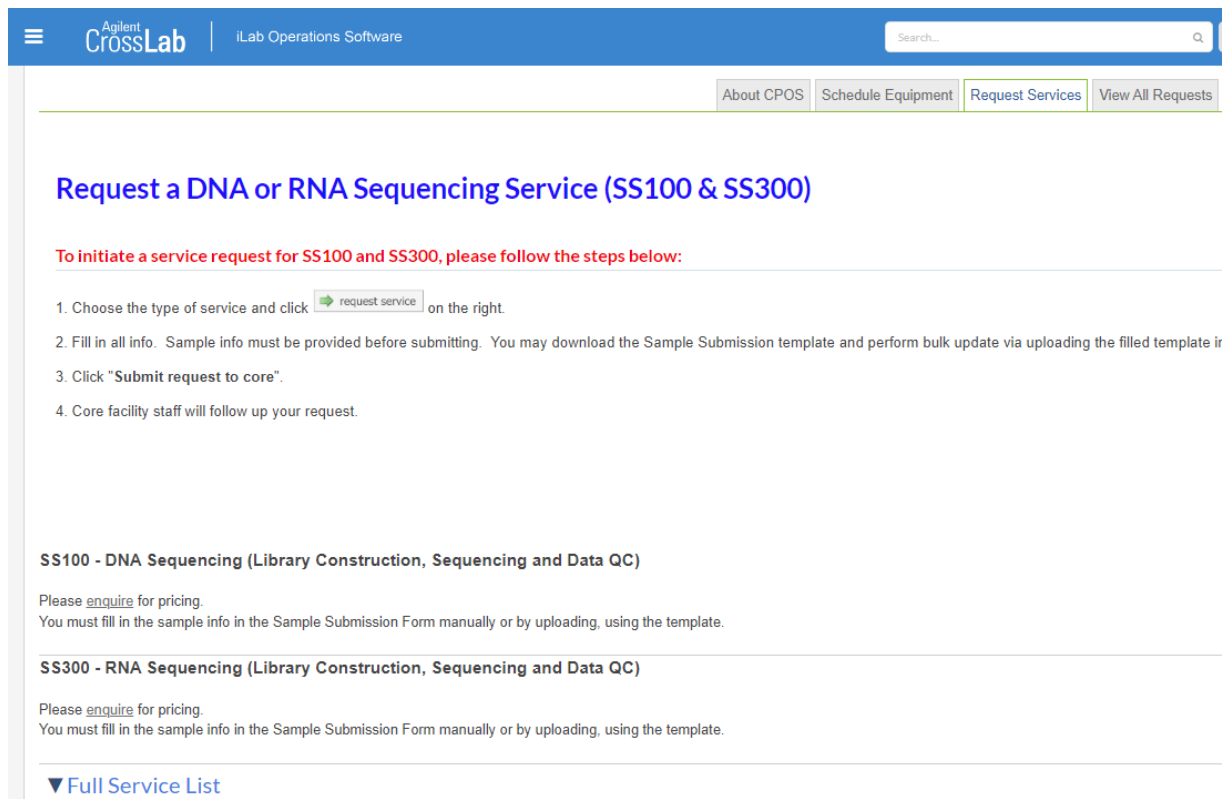
Nucleic Acids Extraction

Extraction - equips with automated nucleic acids extraction systems for robust DNA and/or RNA extraction from various sample types.

Sample QC

Bioanalyzer - utilizes [Agilent 2100 bioanalyzer](#) for DNA/RNA quality assessment using RNA 6000 Nano, High Sensitivity DNA assay and DNA 12000 assay.

5. To make a request for DNA or RNA Sequencing service, scroll down to the section below



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Search...

About CPOS | Schedule Equipment | **Request Services** | View All Requests

Request a DNA or RNA Sequencing Service (SS100 & SS300)

To initiate a service request for SS100 and SS300, please follow the steps below:

1. Choose the type of service and click [request service](#) on the right.
2. Fill in all info. Sample info must be provided before submitting. You may download the Sample Submission template and perform bulk update via uploading the filled template ir.
3. Click "Submit request to core".
4. Core facility staff will follow up your request.

SS100 - DNA Sequencing (Library Construction, Sequencing and Data QC)

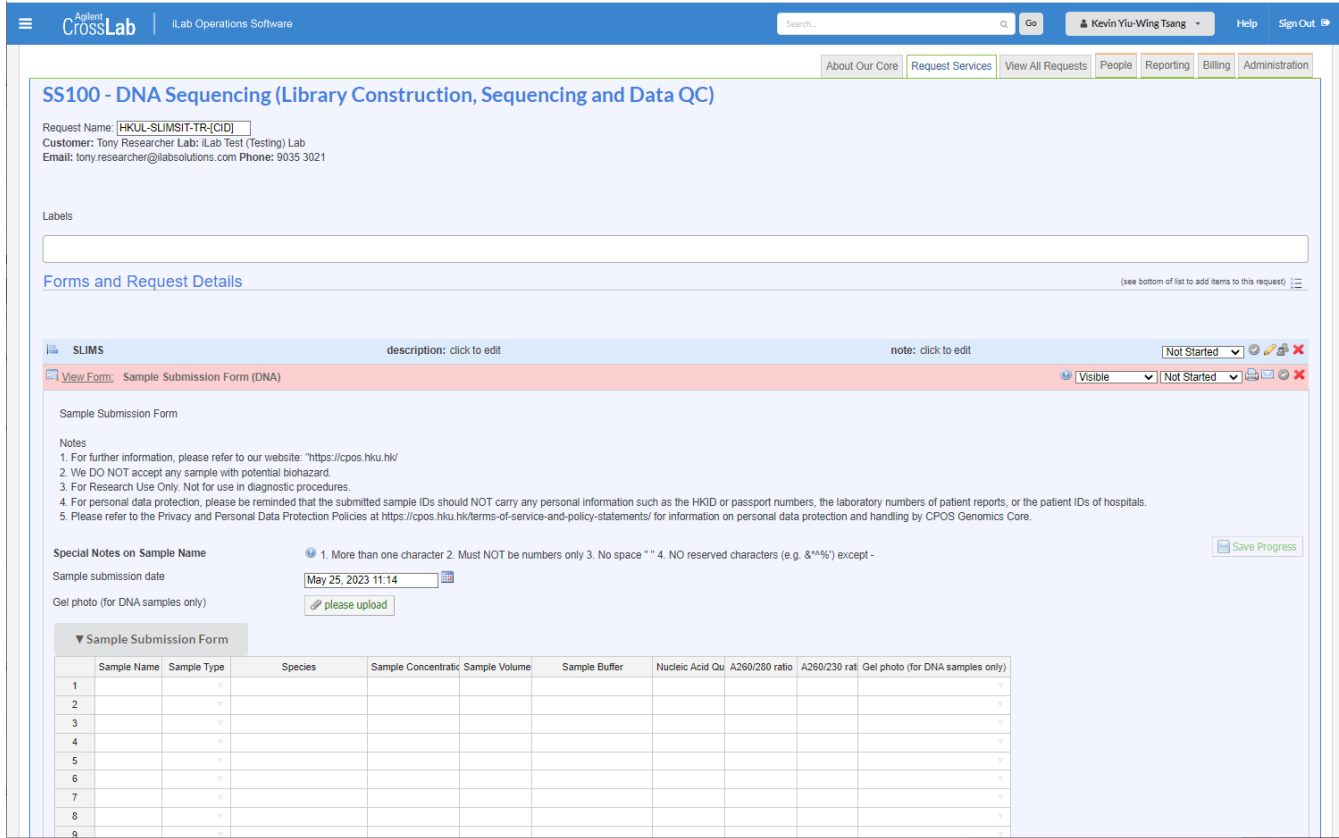
Please [enquire](#) for pricing.
You must fill in the sample info in the Sample Submission Form manually or by uploading, using the template.

SS300 - RNA Sequencing (Library Construction, Sequencing and Data QC)

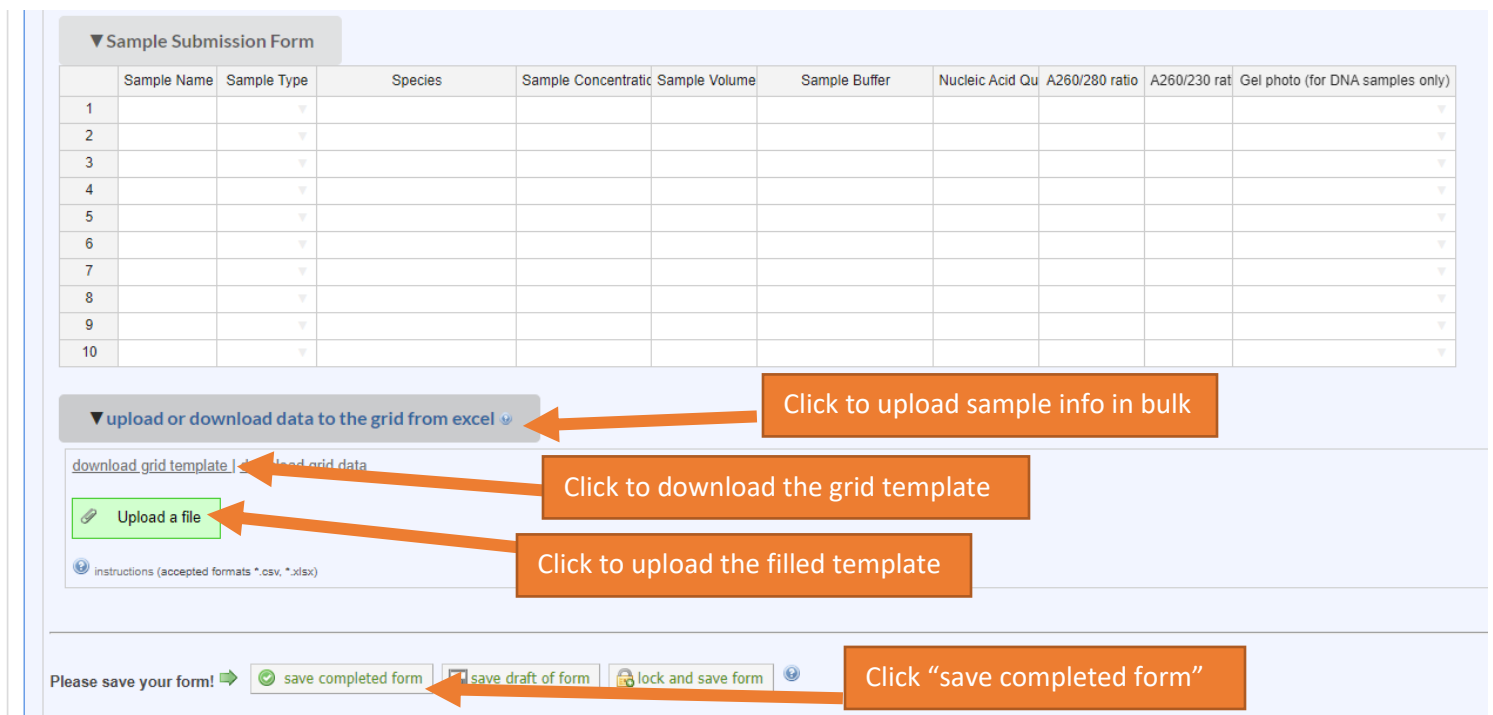
Please [enquire](#) for pricing.
You must fill in the sample info in the Sample Submission Form manually or by uploading, using the template.

▼ Full Service List

- After clicking Request of a DNA (SS100) or RNA (SS300) Sequencing service, fill in the Sample Submission Form with all relevant data by typing direct in the grid or upload all data via a template, which you can download as a CSV file.



- To upload sample information in bulk, first download the grid template (empty), fill in the information and save as CSV in Excel. Then click "Upload a file" and select the CSV file that is filled with sample info and save.



8. Finally click “submit request to core” at bottom right of the page. CPOS will then contact you with the service details and sample submission arrangement upon receipt of your request.
9. To make requests for other services, scroll down to **Services by platforms** and choose the required service. Once clicked on a platform, a list of services will be shown below it. Click “request service” button on the far right of the desired service. Note that since the user is a HKU user, he has been classified as HKU Academics and thus the corresponding price. For non-HKU Academics or Commercial, there may be a different pricing scheme.

The screenshot shows the iLab Operations Software interface. At the top, there is a blue header with the Agilent CrossLab logo, the text 'iLab Operations Software', a search bar, and user information 'Schwan Lui'. Below the header, there are navigation tabs: 'About CPOS', 'Request Services', 'View My Requests', and 'Contact Us'. The main content area is titled 'Services by platforms'. It features a search bar for available services and a 'View: by category alphabetically' option. A dropdown menu is open for 'Bioanalyzer (6)', showing a list of services. Each service entry includes a title, a description, and a 'request service' button. Two orange arrows point to the search bar and the 'request service' button for the first service.

Service ID	Service Name	Price (HKU Academics)
BA101	RNA 6000 Nano Assay (Sample) / per sample	\$54.00
BA102	RNA 6000 Nano Assay (Full Chip) / per chip	\$610.00
BA103	RNA 6000 Pico Assay (Full Chip) / per chip	\$790.00
BA201	DNA High Sensitivity Assay (Sample) / per sample	\$80.00
BA202	DNA High Sensitivity Assay (Full Chip) / per chip	\$830.00
BA203	DNA 12000 Assay (Full Chip) / per chip	\$640.00

10. In this example, a request for “BA101 - RNA 6000 Nano Assay (Sample) / per sample” is raised. Since the user (in this example) belongs to more than 1 PI groups. User will be prompted to select a group to submit the request for.

The screenshot shows the Agilent CrossLab iLab Operations Software interface. At the top, there is a blue header with the Agilent CrossLab logo, the text 'iLab Operations Software', a search bar, and user information for 'Schwan Lui'. Below the header, the page title is 'Li Ka Shing Faculty of Medicine Centre for PanorOmic Sciences'. A navigation bar contains links for 'About CPOS', 'Request Services', 'View My Requests', and 'Contact Us'. The main content area displays a request form titled 'BA101 - RNA 6000 Nano Assay (Sample) / per sample'. The form includes a prompt: 'Please select which lab the request is for:' followed by a dropdown menu with the text 'please select a lab'. An orange arrow points to the dropdown menu. A 'Cancel' button is located in the bottom right corner of the form. At the bottom of the page, there is a footer with contact information: 'If you need help, email: ILab-support@agilent.com', '© Agilent Technologies, Inc. 2019', and a row of links: 'au.ilab.agilent.com | [Privacy Policy](#) | [Technical Security Measures](#) | [Acceptable Use Policy](#)'.

Notes: It is important to ensure the correct PI group is selected. Otherwise monthly invoices will be incorrectly created and thus charged to incorrect PI accounts.

11. User shall then input Quantity (5 in this example) for the service (BA101). Note the Total Projected Cost will be automatically adjusted accordingly. This figure is meant to provide a close estimation on service charges. This may not necessarily end up to the final invoice charges.
 - a. User will need to input HKU billing account number or the service request may not be processed.
 - b. User can also choose to split the charges into different accounts by % (**ONLY by %**).

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Search... Go Schwan Lui Help Sign Out

Li Ka Shing Faculty of Medicine Centre for PanorOmic Sciences

About CPOS Request Services View My Requests Contact Us

BA101 - RNA 6000 Nano Assay (Sample) / per sample

Request Name: CPOS-190926-SL-[CID]
Customer: Schwan Lui Lab: Ng, Bond (HKU) Group - 001
Email: schwan.cgs@hku.hk Phone:

Request Summary

Forms and Request Details (see bottom of list to add items to this request)

Date	Item	Quantity	Unit Price	Total	Billing Status	Work Status
Sep 26 11:51 AM	BA101 - RNA 6000 Nano Assay (Sample) / per sample Bioanalyzer	5.0	\$54.00	\$270.00	Not Ready To Bill	Proposed

Cost

The core will review and update this projected cost. You will only be billed for completed work.

Total Projected Cost: \$ 270.00

Payment Information

Please enter the HKU billing account number

% 1 100.0 %
100.0% Total Allocated

HKU billing account number

+ Split Charge

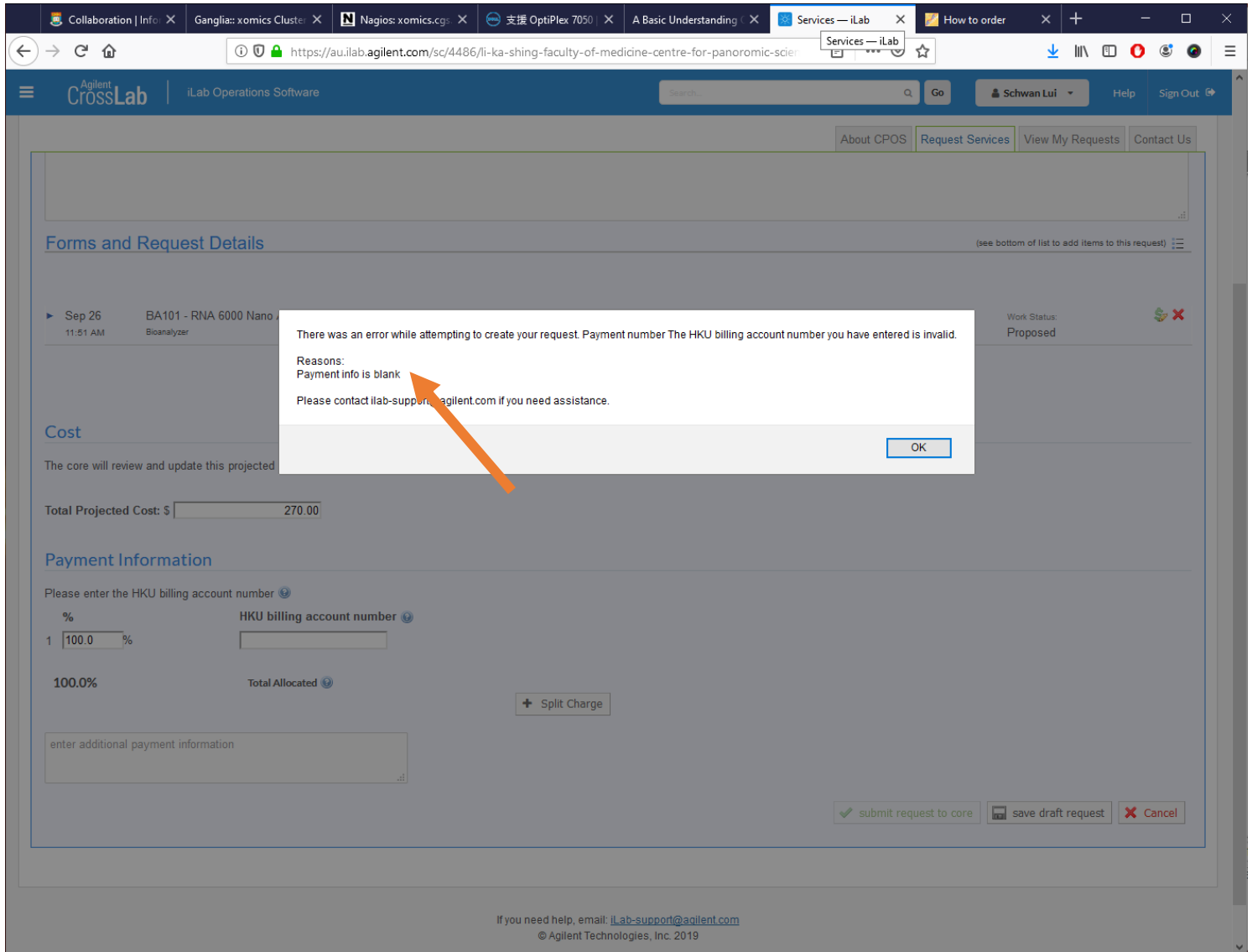
enter additional payment information

submit request to core save draft request Cancel

If you need help, email: ilab-support@agilent.com
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12. If HKU billing account number is absent, user will be prompted with error when clicking “submit request to core” at bottom right.



13. User will then be brought to a page of showing all “active requests” by the user. Note that “completed requests” are not shown by default.

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Li Ka Shing Faculty of Medicine Centre for PanorOmic Sciences

About CPOS | Request Services | **View My Requests** | Contact Us

Reload Active Requests

active requests

Searching within active requests: Results in this tab are restricted by Status (show details)
Please use the filter panels in the left-hand menu to drill down to requests of interest. You can also save filters to custom tabs! [Click here for more details.](#)

Hide Filters

Keywords: [] Go

Recurring Requests: [] Recurring requests (18), [] Recurring requests needing re-approval (1)

Status: [] Core Disagreement (3), [] Disagreement (2), [] Financials Approved (15), [] Processing (31), [] Proposed (5), [] Requested (15), [] Researcher Draft (20), [] Researcher In Agreement (32), [] Service Center In Agre... (6)

Category: [] Labels: [] Assigned To: [] Lab: [] Owner: [] Institution: [] Payment Number: [] Payment Method: [] Request Date: []

Displaying 30 out of 129 results. (Page 1 of 5)

date	for	service_id	status	cost
Sep 26 (Sep 26 2019)	Schwan Lui Ng_Bond (HKU) Group - 001	CPOS-190926-SL-[CID] Bioanalyzer	Waiting to Submit to Core Submit	\$54.00 (\$54.00) Bioanalyzer...
Sep 26 (Sep 26 2019)	Schwan Lui Ng_Bond (HKU) Group - 001	CPOS-190926-SL-372 Bioanalyzer	Waiting for Core to Agree	\$270.00 (\$270.00) Bioanalyzer...
Sep 25 (Sep 25 2019)	Schwan Lui Ng_Bond (HKU) Group - 001	CPOS-190925-SL-371 NGS PIC:Wei	Waiting for Financial Approval	\$10,000.00 (\$10,000.00) NGS Team, Team Bioinf...
Sep 25 (Sep 25 2019)	Schwan Lui Ng_Bond (HKU) Group - 001	CPOS-190925-SL-370 iScan	Waiting for Core to Agree	\$0.00 (\$0.00)
Sep 25 (Sep 25 2019)	Schwan Lui Ng_Bond (HKU) Group - 001	CPOS-190925-SL-369 Single Cell	Waiting for Core to Begin	\$0.00 (\$100.00) Single Cell...
Sep 25 (Sep 25 2019)	Schwan Lui Ng_Bond (HKU) Group - 001	CPOS-190925-SL-368 Massarray	Waiting for Financial Approval	\$14,630.00 (\$14,630.00) Massarray Team
Sep 24 (Sep 24 2019)	Schwan Lui Chan_Agnes (HKU) CPOS - 2223	CPOS-190924-SL-367 Proteomics and Metabolomics Core PIC:Ricky	Waiting for Financial Approval	\$16,020.00 (\$17,320.00) Proteomics ...
Sep 24 (Sep 24 2019)	Schwan Lui Chan_Agnes (HKU) CPOS - 2223	CPOS-190924-SL-[CID] Massarray	Waiting to Submit to Core Submit	\$14,630.00 (\$14,630.00) Massarray Team

14. User can click the “active requests” link on top right section. A list of options will be shown. Select “all requests” to see all requests ever submitted by user, including completed ones.

Agilent CrossLab | iLab Operations Software

Li Ka Shing Faculty of Medicine Centre for PanorOmic Sciences

About CPOS | Request Services | **View My Requests** | Contact Us

Reload Active Requests

active requests

Searching within active requests: Results in this tab are restricted by Status (show details)
Please use the filter panels in the left-hand menu to drill down to requests of interest. You can also save filters to custom tabs! [Click here for more details.](#)

Hide Filters

Keywords: [] Go

Recurring Requests: [] Recurring requests (18), [] Recurring requests needing re-approval (1)

Status: [] Core Disagreement (3), [] Disagreement (2), [] Financials Approved (15)

Category: [] Labels: [] Assigned To: [] Lab: [] Owner: [] Institution: [] Payment Number: [] Payment Method: [] Request Date: []

Displaying 30 out of 129 results. (Page 1 of 5)

date	for	service_id	status	cost
Sep 26 (Sep 26 2019)	Schwan Lui Ng_Bond (HKU) Group - 001	CPOS-190926-SL-[CID] Bioanalyzer	Waiting to Submit to Core Submit	\$54.00 (\$54.00) Bioanalyzer...
Sep 26 (Sep 26 2019)	Schwan Lui Ng_Bond (HKU) Group - 001	CPOS-190926-SL-372 Bioanalyzer	Waiting for Core to Agree	\$270.00 (\$270.00) Bioanalyzer...

active requests
all requests
equipment scheduling
draft requests
information gathering
awaiting financial approval
financials approved
processing
completed
cancelled
all except cancelled

15. **Status of a request** – A typical request will be in any one of the following status.
- a. **Waiting to Submit to Core** – a request has been selected but not yet submitted to Core (ie CPOS)
 - b. **Waiting for Core to Agree** – a request has been submitted to Core and being reviewed by Core
 - c. **Waiting for Financial Approval** – a request is waiting for confirmation by user/PI on the total service charge. A PI can authorize a user to approve a certain amount of charge.
 - d. **Waiting for Core to Begin** – a request has been approved by PI/authorized user. Core to arrange process start date and due date.
 - e. **Processing** – a request is being processed.
 - f. **Completed**
 - g. **Cancelled** – a request is cancelled either by requester or by Core
 - h. **Core Disagrees** – Core refused to carry out the request.

16. During the whole process of request submission until it is completed, user/PI can choose to login to iLab and view the status of the request. **“Service Request History”** shows all status history of a request. But it does not keep track of every change (only major changes) in the request.

The screenshot shows the Agilent CrossLab iLab Operations Software interface. The top navigation bar includes the Agilent CrossLab logo, 'iLab Operations Software', a search bar, and user information for 'Schwan Lui'. The main content area has tabs for 'About CGS', 'Request Services', 'View My Requests', and 'Contact Us'. The 'View My Requests' tab is active, displaying a table of requests. The selected request is for 'AB007 - DNA High Sensitivity Assay (Full Chip)/per chip' on 'Jul 15' by 'Schwan Lui'. Below the table, there are sections for 'Overview', 'Payment Information', and 'Forms and Request Details'. An orange arrow points to the 'Service Request History' link in the 'Comments' section.

date	for	service id	status	cost
Jul 15 (Jul 15 2019)	Schwan Lui Ng_Bond (HKU) Group - 001	LKSFMCGS-SL-41 Bioanalyzer	Completed	\$4,150.00 (\$4,150.00)

completed: Jul 15

Overview

Core Identifier: 41
 Institution Identifier: 74
 Service id: LKSFMCGS-SL-41
 Date request created in iLab: Jul 15, 2019
 Category: Bioanalyzer
 Service name: AB007 - DNA High Sensitivity Assay (Full Chip)/per chip
 Customer email: schwan.cgs@hku.hk
 Customer phone: schwan.cgs@hku.hk
 Customer title: Technician
 Lab Name: [Ng_Bond \(HKU\) Group - 001 \(change lab\)](#)
 Lab PI(s): [Bond Ng: bondng.cgs@hku.hk](#) Phone: [Kevin Yiu-Wing Tsang: kevinTsang.cgs@hku.hk](#)
 Customer institute: The University of Hong Kong
 URL: <https://au.ilab.agilent.com/sc/4486/li-ka-shing-faculty-of-medicine-centre-for-genomic-sciences?tab=requests&sid=1452185>
 Projected cost: \$4,150.00
 Quote expires on:
 Labels:

Payment Information [update payment information](#)

Actual cost: \$4,150.00
 Customer agreed to cost: \$4,150.00
 HKU billing account numbers: 123456
 Default HKU billing account number: 123456

Forms and Request Details

Item	Description	Quantity	Unit Price	Total	Billing Status	Work Status
Jul 15 04:42 PM	AB007 - DNA High Sensitivity Assay (Full Chip)/per chip Bioanalyzer	5.0	\$830.00	\$4,150.00	Ready To Bill	Completed

Comments [add comment](#) [Attachments & URLs](#) [add attachment](#) [add url](#)

Service Request History

Person	Date	Notes
--------	------	-------

17. The “add comment” feature allows requester to send message to selected people directly in iLab.

The screenshot displays the iLab Operations Software interface. At the top, there is a navigation bar with the Agilent CrossLab logo, a search bar, and user information for Schwan Lui. The main content area is divided into several sections:

- Payment Information:** Shows actual cost, customer agreed cost, and HKU billing account numbers.
- Forms and Request Details:** Displays request information for 'AB007 - DNA High Sensitivity Assay (Full Chip) per chip' on July 15, 2019, with a unit price of \$830.00 and a total of \$4,150.00. The billing status is 'Ready To Bill' and the work status is 'Completed'.
- Comments:** A table showing service request history with columns for Person, Date, and Notes. An 'add comment' button is visible next to the table.
- Billing Information:** Lists contact details for Schwan Lui, including email (schwan.cgs@hku.hk), phone, and address.

An orange arrow points to the 'add comment' button. A modal window is open, titled 'add comment', which allows the user to select recipients from a list:

- Financial managers:** Bond Ng-bondng.cgs@hku.hk, Levina Lam-levina.cgs@hku.hk
- Department managers:** Levina Lam-levina.cgs@hku.hk, Bond Ng-bondng.cgs@hku.hk
- Principal investigators:** Bond Ng-bondng.cgs@hku.hk, Kevin Yiu-Wing Tsang-kevintsang.cgs@hku.hk
- Researcher:** Schwan Lui-schwan.cgs@hku.hk

The modal also includes a text area for the message content, a 'Send Message' button, and a checkbox for 'Send me a copy of this email'.

18. "Add attachment" enables requester to upload any file, such as Samples information sheet for sample submission before processing.

The screenshot displays the Agilent CrossLab iLab Operations Software interface. The top navigation bar includes the Agilent CrossLab logo, 'iLab Operations Software', a search bar, and user information for 'Schwan Lui'. The main content area is divided into several sections:

- Payment Information:** Shows 'Actual cost: \$4,150.00', 'Customer agreed to cost: \$4,150.00', and 'HKU billing account numbers: 123456'.
- Forms and Request Details:** Contains a table with request information:

Date	Request Name	Quantity	Unit Price	Total	Billing Status	Work Status
Jul 15 04:42 PM	AB007 - DNA High Sensitivity Assay (Full Chip)/per chip Bioanalyzer	5.0	\$830.00	\$4,150.00	Ready To Bill	Completed
- Comments:** A list of service request history entries with columns for Person, Date, and Notes.
- Attachments & URLs:** A section for adding attachments, with a dialog box open for 'Add an Attachment'. The dialog includes fields for 'File' (with a 'Browse...' button), 'Notes', and 'Upload'/'Cancel' buttons.
- Billing Information:** Fields for Name, Email, Phone, Fax, Institution, Department, Address, City, State, Country, and Zip.
- Shipping Information:** Similar fields to Billing Information.

An orange arrow points from the 'add attachment' link in the 'Attachments & URLs' section to the 'Add an Attachment' dialog box.

Invoices and payments

Invoices are generated electronically monthly for review. No hard copy will be sent to PI. PI can review the invoices in iLab. Unless there is dispute, all invoices will be paid automatically with the Billing Account provided in the requests.

How to view and check invoices

Only the PI or the PI group manager (authorized by the PI) can view all invoices of that PI group. A user (member) of a PI group can only view invoices that contain requests raised by him/her.

After logged in, click the menu at top left of the page to show the menu.



Click Invoices

Invoices

Hide Filters

Keywords: Go

Get PDF of Invoices | Download Results as CSV


This page displays invoices from the past one year. To access older invoices please use the Date Created filter at the bottom.

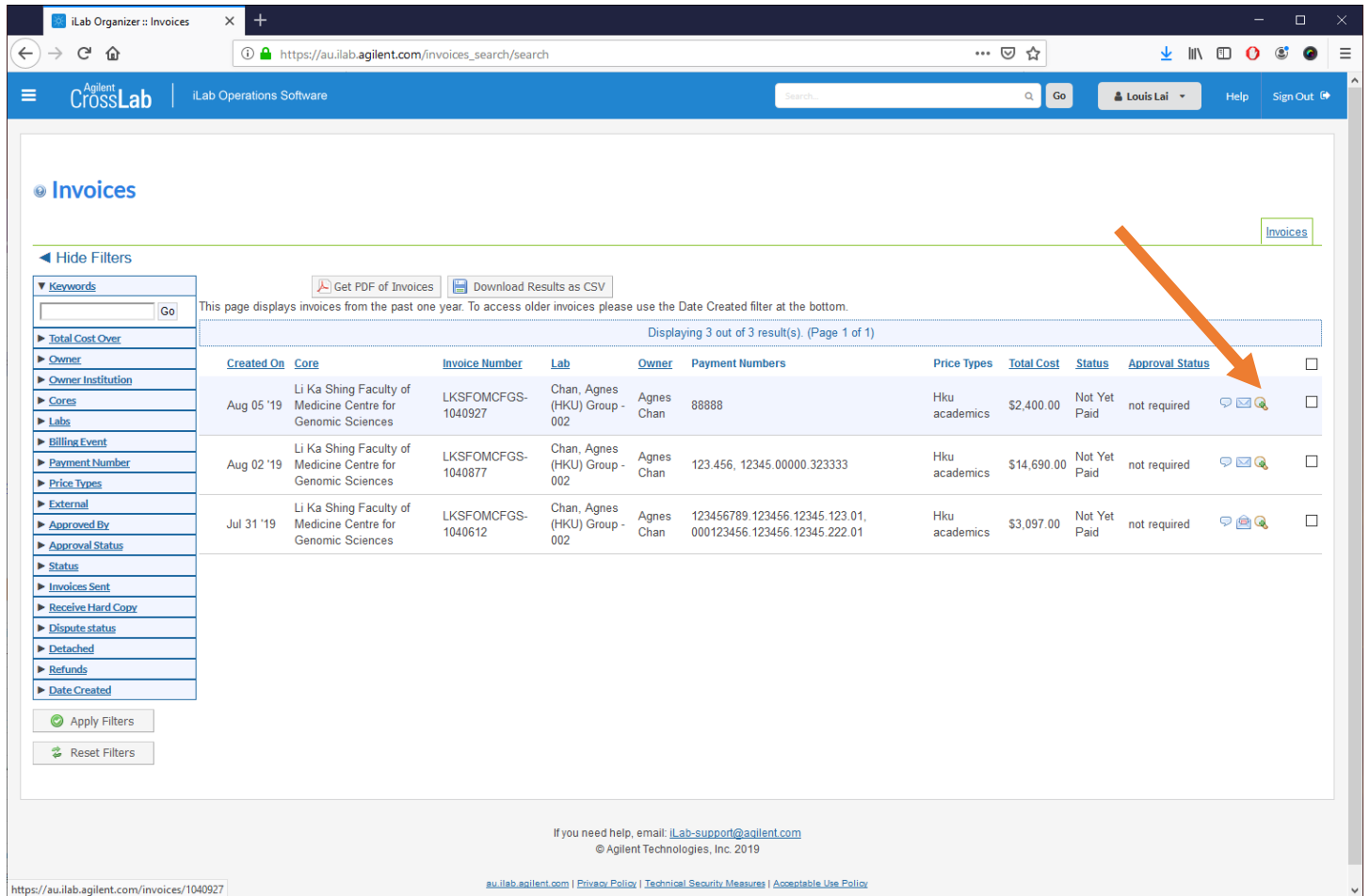
Displaying 3 out of 3 result(s). (Page 1 of 1)

Created On	Core	Invoice Number	Lab	Owner	Payment Numbers	Price Types	Total Cost	Status
Aug 05 '19	Li Ka Shing Faculty of Medicine Centre for Genomic Sciences	LKSFOMCFGS-1040927	Chan, Agnes (HKU) Group - 002	Agnes Chan	88888	Hku academics	\$2,400.00	Not Yet Paid
Aug 02 '19	Li Ka Shing Faculty of Medicine Centre for Genomic Sciences	LKSFOMCFGS-1040877	Chan, Agnes (HKU) Group - 002	Agnes Chan	123.456, 12345.00000.323333	Hku academics	\$14,690.00	Not Yet Paid
Jul 31 '19	Li Ka Shing Faculty of Medicine Centre for Genomic Sciences	LKSFOMCFGS-1040612	Chan, Agnes (HKU) Group - 002	Agnes Chan	123456789.123456.12345.123.01.000123456.123456.12345.222.01	Hku academics	\$3,097.00	Not Yet Paid

Apply Filters | Reset Filters

If you need help, email: iLab-support@agilent.com
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Click  to view a particular invoice.






Invoices

Hide Filters

Get PDF of Invoices | Download Results as CSV

This page displays invoices from the past one year. To access older invoices please use the Date Created filter at the bottom.

Displaying 3 out of 3 result(s). (Page 1 of 1)


Created On	Core	Invoice Number	Lab	Owner	Payment Numbers	Price Types	Total Cost	Status	Approval Status	
Aug 05 '19	Li Ka Shing Faculty of Medicine Centre for Genomic Sciences	LKSFOMCFG-1040927	Chan, Agnes (HKU) Group - 002	Agnes Chan	88888	Hku academics	\$2,400.00	Not Yet Paid	not required	
Aug 02 '19	Li Ka Shing Faculty of Medicine Centre for Genomic Sciences	LKSFOMCFG-1040877	Chan, Agnes (HKU) Group - 002	Agnes Chan	123.456, 12345.00000.323333	Hku academics	\$14,690.00	Not Yet Paid	not required	
Jul 31 '19	Li Ka Shing Faculty of Medicine Centre for Genomic Sciences	LKSFOMCFG-1040612	Chan, Agnes (HKU) Group - 002	Agnes Chan	123456789.123456.12345.123.01, 000123456.123456.12345.222.01	Hku academics	\$3,097.00	Not Yet Paid	not required	

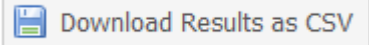
Apply Filters | Reset Filters

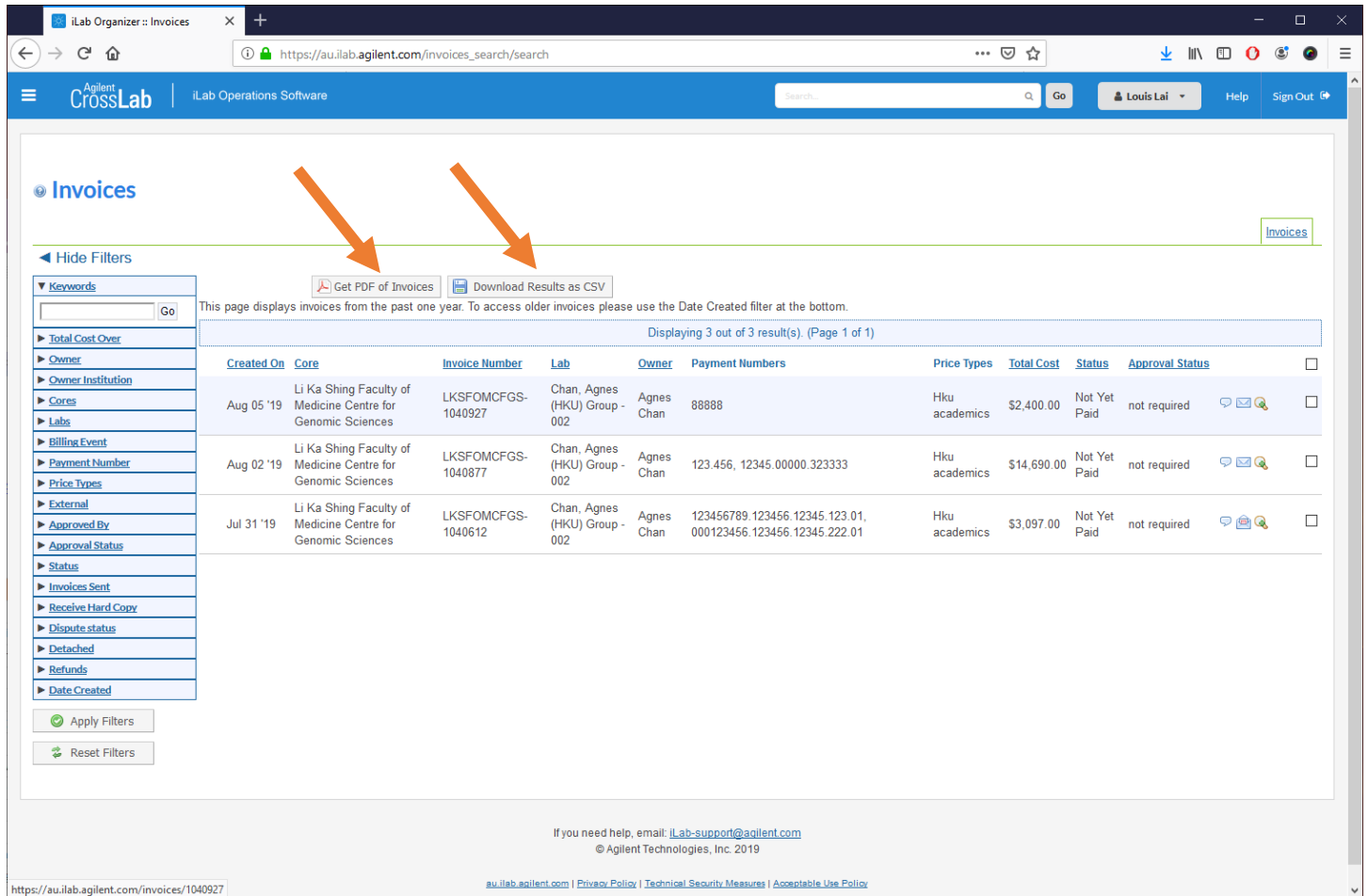
If you need help, email: Lab-support@agilent.com
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<https://au.ilab.agilent.com/invoices/1040927> | [au.ilab.agilent.com](#) | [Privacy Policy](#) | [Technical Security Measures](#) | [Acceptable Use Policy](#)

Checking and downloading an invoice

Since no hard copy will be sent out, it is important each invoice is checked by the PI. You can choose to view invoices in PDF format within iLab or you can download the invoice to your computer in PDF  or CSV formats





The screenshot shows the iLab Organizer interface for viewing invoices. The page title is "Invoices" and the URL is https://au.ilab.agilent.com/invoices_search/search. The interface includes a search bar, user profile (Louis Lai), and navigation options. A sidebar on the left contains various filters such as "Keywords", "Total Cost Over", "Owner", "Owner Institution", "Cores", "Labs", "Billing Event", "Payment Number", "Price Types", "External", "Approved By", "Approval Status", "Status", "Invoices Sent", "Receive Hard Copy", "Dispute status", "Detached", "Refunds", and "Date Created".

At the top of the invoice list, there are two buttons: "Get PDF of Invoices" and "Download Results as CSV". Two orange arrows point to these buttons. Below the buttons, a message states: "This page displays invoices from the past one year. To access older invoices please use the Date Created filter at the bottom." The table below displays 3 out of 3 results.

Created On	Core	Invoice Number	Lab	Owner	Payment Numbers	Price Types	Total Cost	Status	Approval Status
Aug 05 '19	Li Ka Shing Faculty of Medicine Centre for Genomic Sciences	LKSFOMCFG-1040927	Chan, Agnes (HKU) Group - 002	Agnes Chan	88888	Hku academics	\$2,400.00	Not Yet Paid	not required
Aug 02 '19	Li Ka Shing Faculty of Medicine Centre for Genomic Sciences	LKSFOMCFG-1040877	Chan, Agnes (HKU) Group - 002	Agnes Chan	123.456, 12345.00000, 323333	Hku academics	\$14,690.00	Not Yet Paid	not required
Jul 31 '19	Li Ka Shing Faculty of Medicine Centre for Genomic Sciences	LKSFOMCFG-1040612	Chan, Agnes (HKU) Group - 002	Agnes Chan	123456789, 123456, 12345, 123, 01, 000123456, 123456, 12345, 222, 01	Hku academics	\$3,097.00	Not Yet Paid	not required

At the bottom of the page, there is a footer with contact information: "If you need help, email: ilab-support@agilent.com" and "© Agilent Technologies, Inc. 2019".

How to update Payment Information

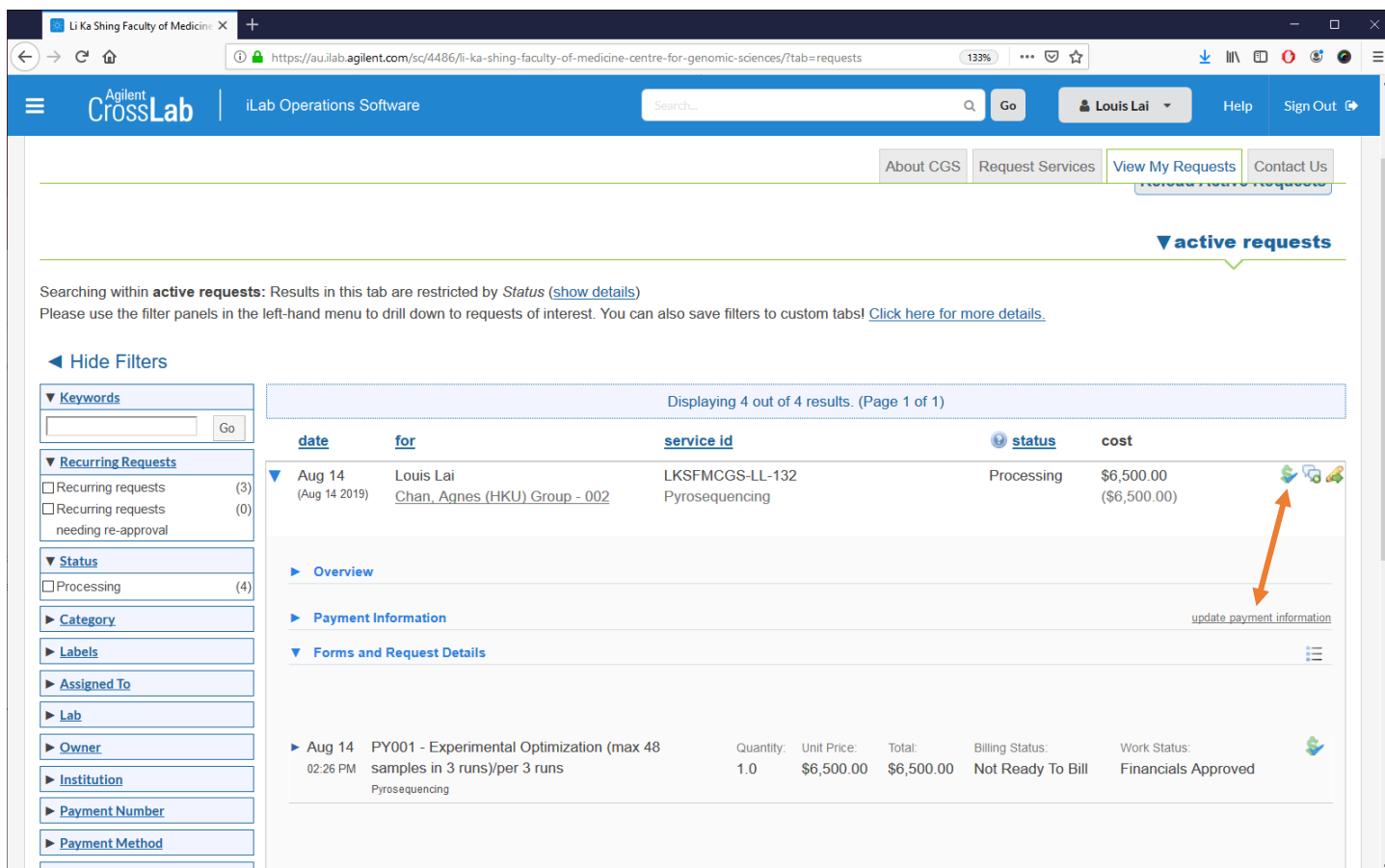
Payment information is entered when service request is made. If you need to change the Billing Account after the service request is made and/or processed, you can make the change any time before the invoice is generated, usually by the last day of each month.

IMPORTANT NOTES:

If you are a HKU user, you must fill in a valid HKU billing account number when initiating a request.

If you are a non-HKU user, you can fill in "NA" in Payment info.

To make the change, select the request that requires payment info change and click  or "update payment info"



The screenshot shows the Agilent CrossLab iLab Operations Software interface. The user is logged in as Louis Lai. The page displays a list of active requests. The first request is highlighted, and an orange arrow points to the 'update payment information' link in the 'Payment Information' section of the request details.

date	for	service id	status	cost
Aug 14 (Aug 14 2019)	Louis Lai Chan, Agnes (HKU) Group - 002	LKSFMC GS-LL-132 Pyrosequencing	Processing	\$6,500.00 (\$6,500.00)

Below the table, the details for the selected request are shown:

- Overview**
- Payment Information** (with 'update payment information' link)
- Forms and Request Details**

Additional details for the request:

- Aug 14 02:26 PM**
- PY001 - Experimental Optimization (max 48 samples in 3 runs)/per 3 runs**
- Pyrosequencing**
- Quantity: 1.0**
- Unit Price: \$6,500.00**
- Total: \$6,500.00**
- Billing Status: Not Ready To Bill**
- Work Status: Financials Approved**

Change the billing account as needed and click Save.

The screenshot displays the Agilent CrossLab iLab Operations Software interface. The main content area shows a table of service requests with columns for date, for, service id, status, and cost. A modal window titled "Payment Information" is open, showing details for a charge: "PY001 - Experimental Optimization (max 48 samples in 3 runs)/per 3 runs". The modal includes a "Payment Information" section with a "Total Allocated" of 100.0% and a "Default to this payment method" checkbox. Below this is a "Forms and Request Details" section with a "Update payment info for selected (*) charges" form. The form has a field for "HKU billing account numbers" with a dropdown set to "1" and a percentage field set to "100.0%". A text input field contains the account number "222233333". There is also a "payment notes" text area and "save" and "cancel" buttons at the bottom of the modal.

date	for	service id	status	cost
Aug 14 (Aug 14 2019)	Louis Lai Chan, Ag			

Displaying 4 out of 4 results. (Page 1 of 1)

Payment Information

Charge: PY001 - Experimental Optimization (max 48 samples in 3 runs)/per 3 runs

Billing Status: Not Ready To Bill

HKU billing account number: 222233333

Amount: \$6,500.00

Selected charge(s) total: \$ 0.00

Amount currently due: \$0.00

Update payment info for selected (*) charges

HKU billing account numbers: 1 100.0% 222233333

Total Allocated: 100.0%

Default to this payment method

payment notes

save cancel

Note: Click cancel anytime to cancel the changes. You must click Save to permanently change the setting/value.

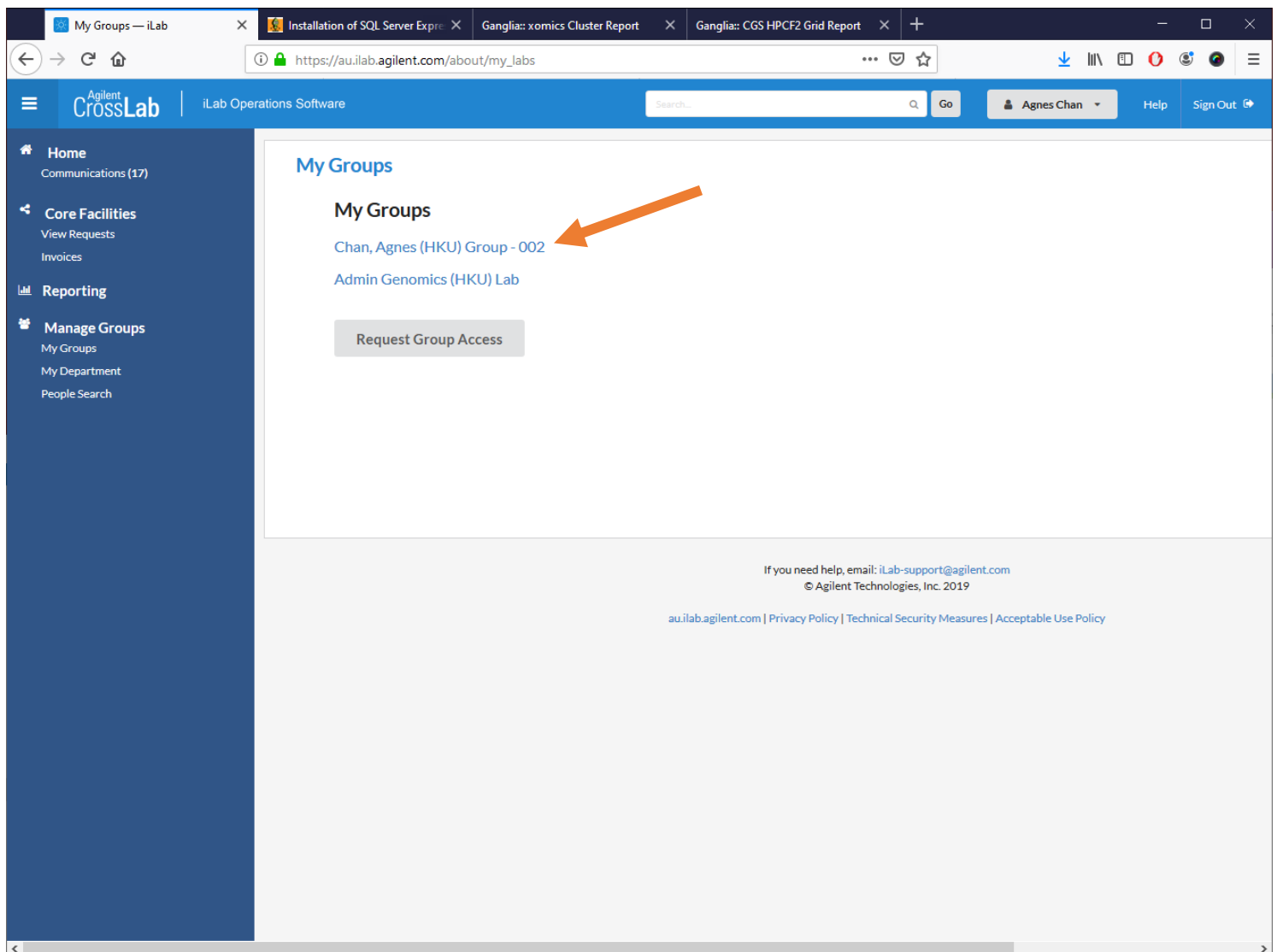
Managing your group (lab) – PI only

As the PI of a group (lab), you have total authority in managing who can raise a service request, financially approve a request, view and confirm invoices, set Lab-wide (group-wide) auto-approval limit.

How to authorize a Lab/Group Manager for your group

This can only be done by PI of a Lab/Group. Login with the PI account. Click Menu at top left corner and then My Groups. You shall then see all the Groups (Labs) you belong to.

Click the group you would like to authorize a member.



The screenshot displays the Agilent CrossLab iLab Operations Software interface. The browser address bar shows the URL https://au.ilab.agilent.com/about/my_labs. The user is logged in as Agnes Chan. The main content area is titled "My Groups" and lists two groups: "Chan, Agnes (HKU) Group - 002" and "Admin Genomics (HKU) Lab". An orange arrow points to the first group. Below the groups list is a "Request Group Access" button. The footer contains contact information for iLab support and copyright information for Agilent Technologies, Inc. 2019.

In the section “Lab members and settings”, you shall see a list of researchers/members of your group. Click the “yellow pencil” icon at the far right of the member who you would like to be your manager of the group.

Agilent CrossLab | iLab Operations Software

Search... Go Agnes Chan Help Sign Out

Chan, Agnes (HKU) Group - 002

Membership Requests **Members (3)** Budgets Bulletin board (2) Group Settings

Lab-wide approval settings

Click the pencil icon next to the person below whom you would like to make the financial approver.

Default auto-approval threshold \$ 10000.0 ⚠

Cost overage buffer \$ 100.0 ⓘ

save approval settings

Lab members and settings

Name	Auto Approval Amount	ERP ID	Email	Phone	Start Date ⓘ	End Date ⓘ	
Agnes Chan	Lab default (\$10,000.00)		agnes.cgs@hku.hk				👤 🗑️ 💰 ✎️
Kevin Yiu-Wing Tsang	Lab default (\$10,000.00)		kevintsang.cgs@hku.hk				👤 🗑️ 💰 ✎️ ✖️
Louis Lai	Lab default (\$10,000.00)		louis11@hku.hk	28315436			👤 🗑️ 💰 ✎️ ✖️

link existing user

Department managers

Name	Email	Phone
Levina Lam	levina.cgs@hku.hk	

Click to select Manager and Save.

Louis Lai

Lvl: **Manager**

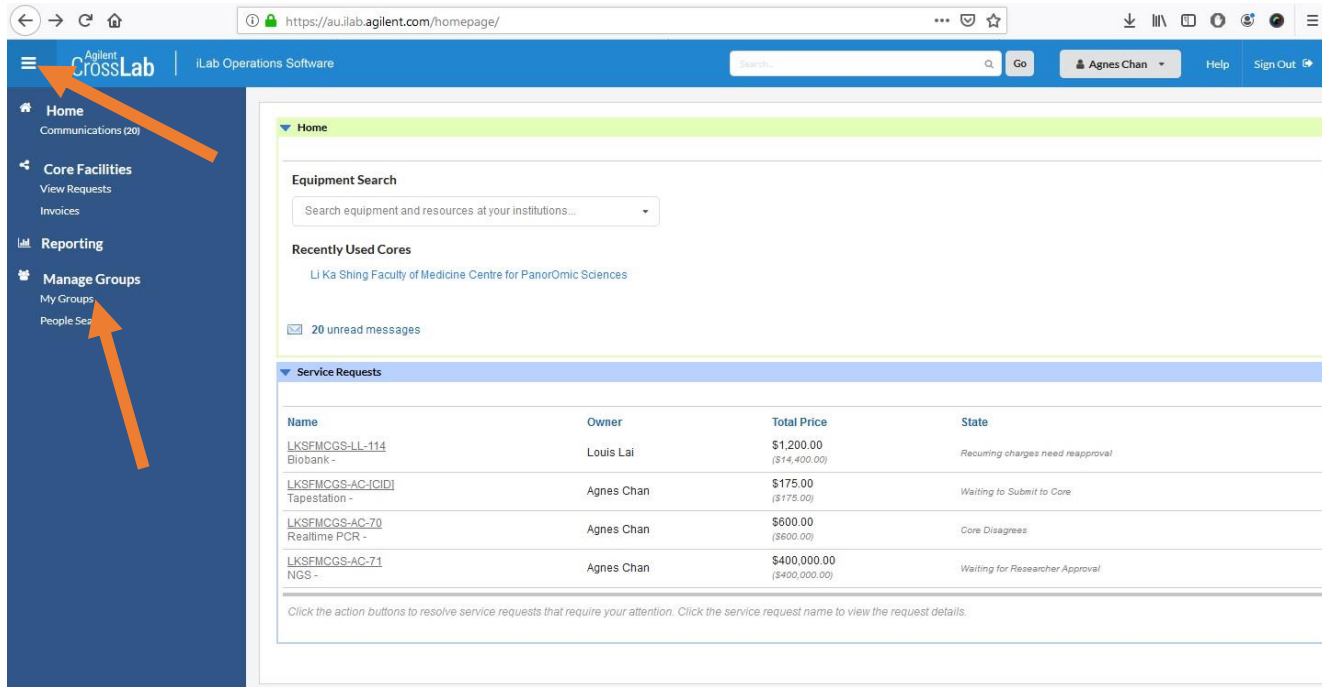
Can order?
 Core Financial Contact

The Manager can now perform daily operation on your (PI) behalf.

Changing Auto Approval Amount

As a PI or Manager of a group/lab, you can set/change Auto Approval Amount for individual user of your group/lab. Any member of your group/lab can make any service requests with a total projected value under that threshold without the need for financial approval.

Login to iLab, click top left menu, click My Groups and select your PI group.



The screenshot displays the Agilent CrossLab iLab Operations Software interface. The left sidebar menu is highlighted with orange arrows pointing to 'Home' and 'Manage Groups'. The main content area shows a 'Service Requests' table with columns for Name, Owner, Total Price, and State.

Name	Owner	Total Price	State
LKSFMCGS-LL-114 Biobank -	Louis Lai	\$1,200.00 (<small>\$14,400.00</small>)	Recurring charges need reapproval
LKSFMCGS-AC-CIDI Tapestation -	Agnes Chan	\$175.00 (<small>\$175.00</small>)	Waiting to Submit to Core
LKSFMCGS-AC-70 Realtime PCR -	Agnes Chan	\$800.00 (<small>\$800.00</small>)	Core Disagrees
LKSFMCGS-AC-71 NGS -	Agnes Chan	\$400,000.00 (<small>\$400,000.00</small>)	Waiting for Researcher Approval

Click the action buttons to resolve service requests that require your attention. Click the service request name to view the request details.

Important Notes: DO NOT change the values in Lab-wide approval settings. Only change the Auto Approval Amount for individual user

Agilent CrossLab | iLab Operations Software


Search... Go Kevin Yiu-Wing Tsang Help Sign Out

NG, Bond (HKU) Group - 001 Test

Membership Requests Members (4) Budgets Bulletin board (2) Inventory Settings Group Settings

Lab-wide approval settings

Click the pencil icon next to the person below whom you would like to make the financial approver.

Default auto-approval threshold  Do NOT change value here!
Cost overage buffer

Lab members and settings

Name	Auto Approval Amount	ERP ID	Email	Phone	Start Date	End Date	
Bond Ng	\$1,000,000.00		bondng.cgs@hku.hk				
Levina Lam	\$100,000.00		levina.cgs@hku.hk				
Louis Lai	\$20,000.00		louis11@hku.hk	28315436			
Cheng Wei Wu	<input type="text" value="\$10,000.00"/>	Lvl: Member Can order?: <input type="checkbox"/> Core Financial Contact: <input type="checkbox"/>	<input type="text" value="chengwei@hku.hk"/>	<input type="text" value="61079988"/>	<input type="text"/>	<input type="text"/>	<input type="button" value="save"/> <input type="button" value="cancel"/>

If you need help, email: iLab-support@agilent.com
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Change the Auto Approval Limit for individual user

1. Click on the “yellow pencil” icon on the right of the user to change.
2. Change the value in the box
3. Click “save”.

Scheduling Resources/Equipment – making a reservation

There are currently 2 types of resources in iLab that allow user reservation, namely Partek Flow and CryoEM.

Login to iLab

Go to Schedule Equipment tab and click CryoEM to expand.

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About CPOS **Schedule Equipment** Request Services View My Requests Contact Us Reservations

Schedule Resources Timeline View

[This page is currently restricted for CPOS internal use only!](#)

To make a reservation of a equipment or facility, follow the steps below:

1. Select the item to book below and click "View Schedule".
2. Click and select the time or day to make reservation.
3. Fill in HKU billing account number for payment. Consult your PI if you don't know the account number.
4. Click "Save Reservation".

You shall then receive an email of reservation confirmation.

Search Resources... Q Search

- ▶ Partek Flow (1)
- ▶ **CryoEM (6)**
- ▶ CPOS Meeting Rooms (4)
- ▶ User PC (2)

If you need help, email: ilab-support@agilent.com
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To make a reservation on a particular equipment, please first check out the reservation details, policy and charges. Click [View Schedule](#) to begin reservation.

▼ CryoEM (6)

[Vitrobot](#) [description](#) [pricing](#)

THIS IS A TEST ONLY. Please DO NOT make booking!

Sample Preparation System- Vitrification by Vitrobot Mark IV

Vitrification is an essential step in structural biology applications such as Single Particle Analysis (SPA), cryo-electron tomography (cryo-ET), and MicroED. During the vitrification process, an amorphous solid is formed that doesn't change the sample structure at all, and it is a vital technique for cell and structural biology research, in which samples are cooled so quickly that water molecules do not crystallize around the samples.

Reservation Details

Availability: Mon - Fri, min 2 hours per session. For non-office hours bookings, please contact us at cryoem.cpos@hku.hk or 3910-2938 during office hours.
Morning Session: 10:00 - 12:00
Afternoon Session: 15:00 - 17:00
Cancellation policy: if cancellation is made within 24 hours of the reservation start time, there will be cancellation fee of 50% of the reservation total.
*Booking policy is subject to change with prior notice.

View Schedule Review Usage Upload Usage Take Offline



Select the desired session by clicking and dragging.

Li Ka Shing Faculty of Medicine Centre for PanorOmic Sciences > View Schedule

Vitrobot ▼ ♥ ⓘ ☐ Receive cancellation notifications

TEST ONLY. DO NOT MAKE BOOKING!

Availability: Mon - Fri, min 2 hours per session. For non-office hours bookings, please contact us at cryoem.cpos@hku.hk or 3910-2938 during office hours.

Morning Session: 10:00 - 12:00
 Afternoon Session: 15:00 - 17:00

Cancellation policy: if cancellation is made within 24 hours of the reservation start time, there will be cancellation fee of 50% of the reservation total.

To make a reservation, click and drag to select either the morning or afternoon session on the calendar.

Week (7 Days) 📅 🖨 < Sun, 06 Aug - Sat, 12 Aug 2023 > Calendar Details

	Sun, 06 Aug	Mon, 07 Aug	Tue, 08 Aug	Wed, 09 Aug	Thu, 10 Aug	Fri, 11 Aug	Sat, 12 Aug
10:00 AM		Morning and Afternoon session	Morning and Afternoon session	10:00 AM - 12:00 PM	Morning and Afternoon session	10:00 AM - 12:00 PM	
11:00 AM							
12:00 PM							
01:00 PM							
02:00 PM							
03:00 PM		Morning and Afternoon session	Morning and Afternoon session	Morning and Afternoon session	Morning and Afternoon session	Morning and Afternoon session	
04:00 PM							

Each session will have a minimum duration. For example, the reservation session duration is 2 hours. If you have selected less than the session minimum, you will see an error message and iLab will automatically adjust it to the minimum for you.

Thu, 10 Aug	Fri, 11 Aug
Morning and Afternoon session	10:00 AM - 11:00 AM

If the selected time is not correct, you can always click the “yellow pencil” to adjust the time accordingly.

Times

	Start	End	
Scheduled	Aug 11 2023 10:00 AM	Aug 11 2023 12:00 PM	

Remember to click Save to confirm the time.

Times

	Start	End	
Scheduled	Aug 11 2023 10:00 AM	Aug 11 2023 12:00 PM	<input type="button" value="Save"/> <input type="button" value="Reset"/>

General | Comments | Contacts

Reservation details ⚠️ Unsaved reservation - click save reservation | **Required forms**

You have scheduled a reservation that is less than the minimum allowed time on this equipment.
Your reservation has been automatically adjusted to meet that minimum.

For: Vitrobot 1 - Morning and Afternoon session \$0.00/hr (Trained) - My Reservation
 Lab: [CHAN, Agnes \(HKU\) CPOS - Test](#)
 Created on: August 07, 2023 14:18

Minimum booking duration is 2 hours. For non-office hours bookings, please contact us at cryoem.cpos@hku.hk or 3910-2938 during office hours.
 Morning session: 10:00 - 12:00
 Afternoon session: 15:00 - 17:00

- Any reservation must be made 7 days in advance.
- Each user/PI group can only reserve up to 12 hours (or 6 sessions) at any given time.
- Cancellation policy: if cancellation is made within 24 hours of the reservation start time, there will be cancellation fee of 50% of the reservation total.
- Contact us for custom and urgent bookings.
- Total charge will appear after approval by Cryo-EM admin

Event Notes: note visible to anyone Copy notes to the charge and display on the invoice

Times

	Start	End
Scheduled	Aug 11 2023 10:00 AM	Aug 11 2023 12:00 PM

This event can be modified or deleted before

Read the reservation policy, especially the cancellation policy and confirm all details.

Each user will have a maximum number of hours of reserving a particular equipment (Capped amount) at any time. For example, each user can only reserve up to 6 sessions (or 12 hours) at any given time.

You are affected by the following capping rules

Scope	Booked amount	Capped amount
Vitrobot	0.0 hours	12.0 hours

***Important: Note that no charges will appear at this stage.**

Use and cost of reservation

Duration	Effective Rate	Amount	Use Type
2.0 hours	\$0.00	= \$0.00	Morning and Afternoon session Base Rate
2.0 hours	Total Cost	\$0.00	Faculty Rate

▼ Pricing Details

Aug 11 '23 10:00 AM - 12:00 PM Morning and Afternoon session \$0.00/h

Depending on the equipment, some requires use of consumables, such as grid.

Click Add additional service charge and select the desired item to add with quantity. Click + button to add the charge.

Additional charges for this event

Aug 07 03:18 PM Schwan LUI CM102 - Quantifoil Grid Cu R1.2/1.3 Quantity: 1.0 Unit Price: \$80.00 Total: \$80.00 👛 ✖

Search:

+ Add additional service charge

Name	Quantity	Show alphabetically
▼ Cryo-EM (2)		
CM102 - Quantifoil Grid Cu R1.2/1.3	<input type="text" value="1"/>	+ \$80.00
CM103 - Quantifoil Grid Cu R0.6/1	<input type="text" value="0"/>	+ \$80.00

Last but not least, please make sure you put in the HKU billing account number. This account is to be charged to on a monthly basis for any charges incurred. Ask you PI for the billing account number before making a reservation.

Payment information

Please enter the HKU billing account number ?

% HKU billing account number

1 %

100.0% Total Allocated ?

+ Split Charge

Use the same payment information for all add-on charges

To keep your PI aware of such reservation, you may add the email address of your PI in the box.

Invite additional people to this event by email

Please enter a comma separated list of valid email addresses

peterchan@hku.hk

Click  to make the reservation.

An email (with outlook calendar event attachment) will then be sent to you on the reservation. Double click the event.ics in outlook to add to your calendar.

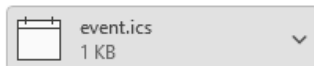
[Li Ka Shing Faculty of Medicine Centre for PanorOmic Sciences] A reservation has ...



no-reply@ilabsolutions.com
To (CPOS); (Cryo-EM (CPOS))

Reply Reply All Forward

Mon 7/8/2023 3:28 PM



A reservation has been created on Vitrobot (Vitrobot 1).

User: [S LUI](#) ()

Payment info: 12345678

Pls: Agnes

[Click here to view reservation details](#)

Original event information:

Start time: August 11, 2023 10:00:00 AM (HKT)

End time: August 11, 2023 12:00:00 PM (HKT)

When Cryo-EM team receives your reservation request, charges will be updated based on standard charge subject to faculty subsidy, if applicable. When you receive another similar email, which informs you of the reservation that has been updated, you can login into iLab and check the total charges for the reservation.

[Li Ka Shing Faculty of Medicine Centre for PanorOmic Sciences] A reservation has ...


 no-reply@ilabsolutions.com
 To  (CPOS)

Mon 7/8/2023 3:51 PM

1 KB

A reservation has been updated on Vitrobot (Vidrobot 1).

User:  ()

Payment info: 1234567890

Pls: Agnes .

[Click here to view reservation details](#)





Original event information:

Start time: August 11, 2023 03:00:00 PM (HKT)

End time: August 11, 2023 05:00:00 PM (HKT)

You may click the link in the email to go directly to the reservation details or you can login to iLab (https://au.ilab.agilent.com/service_center/4486/?tab=about) and double click to open the reservation in Calendar view. You shall see the service charge added. Contact CryoEM Team for assistance if needed.

Additional charges for this event

Time	User	Description	Quantity	Unit Price	Total	Charge Type	Action
Aug 07 03:57 PM	Schwan LUI	CM301 - easiGlow per Vitrobot booking	2.0	\$150.00	\$300.00	<input type="checkbox"/> no charge	 
Aug 07 03:18 PM	Schwan LUI	CM102 - Quantifoil Grid Cu R1.2/1.3	1.0	\$80.00	\$80.00	<input type="checkbox"/> no charge	 

Search:

Invoices will be generated and sent to PIs each month.

Cancelling and Deleting Reservation

Based on the cancellation policy, if a reservation is cancelled within 24 hours of the reserved start time, there will be a 50% cancellation fee.

If you would like to cancel/delete a reservation at least 24 hours before the reservation start time. Just go back to the reservation and click Delete Reservation.

The screenshot shows a reservation management interface with the following sections:

- General** (selected), Comments, Contacts
- Reservation details**:
 - For: Vitrobot 1 - Morning and Afternoon session \$0.00/hr (Trained) - My Reservation
 - Lab: CHAN
 - Created on: August 08, 2023 15:46
 - Minimum booking duration is 2 hours. For non-office hours bookings, please contact us at cryoem.cpos@hku.hk or 3910-2938 during office hours.
 - Morning session: 10:00 - 12:00
 - Afternoon session: 15:00 - 17:00
 - Any reservation must be made 7 days in advance.
 - Each user/PI group can only reserve up to 12 hours (or 6 sessions) at any given time.
 - Cancellation policy: if cancellation is made within 24 hours of the reservation start time, there will be cancellation fee of 50% of the reservation total.
 - Contact us for custom and urgent bookings.
 - Total charge will appear after approval by Cryo-EM admin
- Required forms**: There are no forms required to make this reservation.
- Event Notes**: A text input field with a dropdown menu set to "note visible to anyone" and a checked checkbox "Copy notes to the charge and display on the invoice".
- Times**:

	Start	End
Scheduled	Aug 11 2023 10:00 AM	Aug 11 2023 12:00 PM

This event can be modified or deleted before 10:00 AM HKT on Aug 10, 2023
- You are affected by the following capping rules**:

Scope	Booked amount	Capped amount
...
- Buttons: Save Reservation, Cancel Changes, and Delete Reservation (highlighted with an orange arrow).

You can only “cancel” but not “delete” a reservation if the reservation start time is within 24 hours of the start time.

General | Comments | Contacts

Reservation details

For: Vitrobot 1 - Morning and Afternoon session \$0.00/hr (Trained) - My Reservation
 Lab: [CHAN, C](#)
 Created on: August 08, 2023 16:23

Minimum booking duration is 2 hours. For non-office hours bookings, please contact us at cryoem.cpos@hku.hk or 3910-2938 during office hours.
 Morning session: 10:00 - 12:00
 Afternoon session: 15:00 - 17:00

- Any reservation must be made 7 days in advance.
- Each user/PI group can only reserve up to 12 hours (or 6 sessions) at any given time.
- Cancellation policy: if cancellation is made within 24 hours of the reservation start time, there will be cancellation fee of 50% of the reservation total.
- Contact us for custom and urgent bookings.
- Total charge will appear after approval by Cryo-EM admin

Event Notes: note visible to anyone Copy notes to the charge and display on the invoice

Times

	Start	End
Scheduled	Aug 09 2023 03:00 PM	Aug 09 2023 05:00 PM

This event can be modified or deleted before 03:00 PM HKT on Aug 08, 2023

You are affected by the following capping rules

Scope	Booked amount	Capped amount

[Save Reservation](#) [Cancel Changes](#) [Cancel Reservation](#)

You will be prompted with the following message. Please just click Confirm and **IGNORE** the cancellation fee of \$0.00 message since the actual cancellation fee will be calculated when the invoice is generated by end of the month. If you have any query on the actual cancellation fee, please contact CryoEM team.

Cancelling this event will result in a cancellation fee of \$0.00

[Cancel](#) [Confirm](#)

A deleted reservation will no longer appear in the calendar while a cancelled reservation will still show up. Cancelled or deleted reservation allow other user to make new reservation.

End of Document