HOW TO MAKE A SERVICE REQUEST IN ILAB

**Action**

**iLab Login Screen**

**Steps**

**Note:** You need to already have an account set up in iLab to make a service request.

**Internal customers:** [https://fhcrc.corefacilities.org/account/login](https://fhcrc.corefacilities.org/account/login)

- Log in with your HutchNet ID and password

**External customers:** [https://fhcrc.corefacilities.org/account/signup/144](https://fhcrc.corefacilities.org/account/signup/144)

- Complete & submit the registration form
- We will set up your external customer account details
- iLab will send you a welcome email with login credentials

**Home Page**

- On the Home page, from the left hand navigation section, select the Core that you want to make the service request.
- You will land on that Core’s page on your ‘View All Request’ tab which is visible in the upper right side of the page.
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Request Services Screen

- Select the ‘Request Services’ tab
- Select the ‘Initiate Request’ button under the desired service

Custom Form Screen

- Complete the required fields (red asterisk)
- Enter sample information and instructions
- Be sure to click the 'save form' button when details are complete
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Cost & Payment Screen

- The total cost for the service request will calculate below.
- Internal: Under Payment Information choose the Project ID from the drop down list
- External: Enter your PO number. Leave blank if you don’t use a PO
- Click the ‘submit request to core’ button (bottom right) to submit this request.
- If required, the Principal Investigator or a Financial Administrator reviews and approves the request
- Core staff will ‘agree’ to request and begin processing
- Your Service Request will be now be visible on the ‘View My Requests’ tab
- You will be billed once the request is completed.

Any Questions? Contact Suzanne Giftai at 206-667-1270 or sgiftai@fredhutch.org