

Hi {User Name here},

Welcome to iLab! My name is {iLab Team Member sending email here}, and I am writing to give you login information and instructions on the iLab system.

**Login information:**

Browser: Mozilla Firefox (a free, open-source browser that can be downloaded here: <http://www.mozilla.com/en-US/firefox/>)

URL: {iLab URL to login here}

Username: {email used to register account here}

Please follow the link below to set your password:

{Link to set password here}

**Instructions:**

Reach out to the facility you are ordering from for assistance. If you have any questions or comments about the application, please click the 'HELP' button at the top of each page to contact support or access help articles. You should also feel free to email us at [ilab-support@agilent.com](mailto:ilab-support@agilent.com).

Let me know if there is anything else I can do for you!

Thanks!

{iLab Team Member sending email here}

**{User Name here} - 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](mailto:ilab-support@agilent.com) with any questions.

Best wishes,

The iLab team

**Getting started**

1. Click {link to set password here} to retrieve your password and view available cores.
2. Click on the core facilities link in the left hand menu: {link to core here}.
3. Select a core from the list of cores
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.