***Dear user with external non KI-ID e-mail address***,

OncPat/Theme Cancer started using an online system to manage booking and billing for some of the core facilities’ usage and service requests. All the users are requested to use the system, which requires a one-time registration. Once you are registered, the system will enable you to schedule the equipment, place service requests, monitor progress and provide information for the billing.

Follow the instructions below and watch the video created by the iLab team

[https://www.screencast.com/t/otRZjYMcvKR](https://eur01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.screencast.com%2Ft%2FotRZjYMcvKR&data=04%7C01%7Canna.borgersen%40ki.se%7Cc8015cfe30d34bf8d74708d9357ace5d%7Cbff7eef1cf4b4f32be3da1dda043c05d%7C0%7C0%7C637599623829997393%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C1000&sdata=PQa4yK5BlI2hGghvv54Uekxm%2B%2BBpwm634V%2Fr3W12GF4%3D&reserved=0)

To register for an account:

1. Complete the registration form on the sign-up page. <https://karolinska.corefacilities.org/service_center/show_external/3714>

2. Receive a Welcome Email from iLab (typically within one business day) with login credentials.

To schedule Equipment or Create a Service Request:

1. Sign in here using the ‘Sign in using iLab credentials’ option. <https://karolinska.corefacilities.org/service_center/show_external/3714>

2. Enter the credentials received from iLab.

3. Select the Schedule Equipment tab and click on the ‘View Schedule’ button next to the instrument of interest. Click and drag on the time frame you would like to schedule your reservation. For services, select the Request Service tab and click on the Request Service button next to the service of interest.

4. Complete a form before submitting the Service Request to the core. You will be asked to enter a payment reference (PO number, grant, etc.) that will be used for invoices in iLab. This will be entered per request and will be a free text entry.

5. Your request will be pending review by the core. The core will review your request and either Agree to the work or they will ask for more information if needed.

More detailed instructions can be found by clicking on the “HELP” link in the upper right-hand corner or by navigating the iLab Help Site, or the KI iLab Project page. For any questions not addressed in the Help Site, click on the “HELP” link in the upper right-hand corner and submit a ticket, or email ilab-support@agilent.com.

Sincerely,

The iLab - OnkPat Team