

External User Setup Email Template:

Dear CUSTOMER NAME,

Purdue is excited to start using iLab, an online system to streamline the process of ordering and billing for core service requests. All shared resource users are invited to use the system, which requires a Purdue account setup and a one-time iLab registration, as discussed below. Please take a moment to complete your Purdue career account profile and register for an iLab account. Once complete, the system will enable you to place service requests, provide required approvals, and monitor progress. Please note that the Purdue and iLab accounts are individual accounts and should not be shared by multiple users.

Include the below step only if user will physically be on campus using the recharge facility.

To setup Purdue Career Account:

1. Visit [Purdue's Online Account Setup](#) tool.
2. Using the Purdue Career account alias and temporary password communicated to you from Purdue via telephone conversation, setup your Purdue account. This link also requests the Purdue ID (PUID) and your Date of Birth
3. Answer all required questions, set account recovery preferences and reset password.

To register for an account in iLabs Solutions:

1. [Click here to login and register](#).
2. Under **Not a Purdue user?**, complete & submit the registration form.
3. iLab will send you a welcome email once the registration has been processed.
4. For detailed instructions, see Purdue's [Register for an iLab Account – External](#) quick reference card.

To Create a Service Request:

Using your iLab credentials, you can request services.

1. Navigate to the core page:
https://purdue.ilabsolutions.com/service_center/show_external/####.
2. In the upper, right hand corner of the page click the green **login** button.
3. Enter your Purdue guest credentials and sign in.
4. Select the **Request Services** tab and click **Initiate Request** next to the service of interest. Work through the request.
5. You will be asked to complete a form for your request before submitting the request to the core.
6. Your request will be pending review by the core. The core will add charges and submit it back to you for approval. Make sure to watch for an email from iLab regarding your updated project.

Include the below step only if user will physically be on campus using the recharge facility.

To Create an Equipment Reservation:

Using your Purdue credentials, you can schedule equipment time.

1. Navigate to the core page:
https://purdue.ilabsolutions.com/service_center/show_external/####
2. In the upper, right hand corner of the page click the green **login** button.
3. Enter your Purdue guest credentials and sign in.

4. Click the **Schedule Equipment** tab and click **View Schedule** next to the instrument of interest. Click and drag on the time frame you would like your reservation for.
5. You will be asked to complete a form for your request before saving the reservation.
6. Your reservation may need to be approved by the core, you can confirm this by viewing your **Home** page by clicking the **Home** button on the upper left corner of iLab.

Additional Help

For facility questions, please contact the facility director.

For help with iLab billing or system use, please contact ilabhelp@purdue.edu.

Sincerely,

Facility Director