

## Internal Customer Email Template:

Dear [CUSTOMER NAME],

Going forward, the **Name of Recharge Center** at Purdue is excited to start using an online system, iLab Solutions, to streamline the process of ordering and billing for core service requests. All facility users are invited to use the system, which requires a one-time registration as discussed below. Once you are registered, the system will enable you to place service requests, provide required approvals, and monitor progress.

### To register for an account:

To get started, you must register for an account:

1. Navigate to the core page: **Insert Link to Core Landing Page Here** or go to [purdue.ilabsolutions.com](http://purdue.ilabsolutions.com).
2. In the upper-right-hand corner of the screen where it says, 'Welcome Purdue user, please click here to login or register,' select the **Click Here** link.
3. You will be directed to an authentication page where you will need to enter your Purdue credentials.
4. Once you have entered your credentials, click **Login**.
5. You will be directed to an iLab Registration page where you will need to select your PI/Lab, and verify your contact information.
6. Once your registration has been submitted, your PI will receive a notification that you have requested membership to their lab in iLab. They will need to approve your membership and assign the appropriate Account String(s) for your use.
7. Upon your initial log in to iLab, please review your Profile and adjust your email settings to your desired preferences. For detailed instructions, see the [iLab User Profile Settings Quick Reference Card](#).

### To Create an Equipment Reservation:

Once you have been accepted into your PI's lab and assigned Account String(s), you can schedule equipment time.

1. Navigate to the core page: **Insert Link to Core Landing Page Here**
2. At the upper right hand of the page where it says, 'Welcome Purdue user, click here to log in or register,' select **click here**.
3. Enter your Purdue credentials and password, and sign in.
4. Select the **Schedule Equipment** tab and click **View Schedule** next to the instrument of interest. Click and drag on the time frame you would like to schedule your reservation for.
5. A window will pop up that will allow you to verify your reservations details and provide payment information before saving the reservation.
6. For more detailed instructions, see the [Submit an Equipment Reservation Quick Reference Card](#).

### To Create a Service Request:

Once you have been accepted into your PI's lab and assigned Account String(s), you can create service requests.

1. Navigate to the core page: **Insert Link to Core Landing Page Here**
2. At the upper right hand of the page where it says, 'Welcome Purdue user, click here to log in or register,' select **Click Here**.
3. Enter your Purdue credentials and password, and sign in.

4. Select the **Request Services** tab and click **Request Service** button next to the service of interest.
5. You will be asked to complete a form before submitting the request to the core.
6. 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.
7. For more detailed instructions, see the [Submit a Request for Service Quick Reference Card](#).

#### **Additional Help**

Purdue has created a number of Quick Reference Cards (QRCs) and Business Process documents for the new iLab system. Those can be found on the [iLab Business @ Purdue site](#).

For facility questions, please contact the facility director.

For help with iLab billing or system use, please contact [ilabhelp@purdue.edu](mailto:ilabhelp@purdue.edu).

Sincerely,

**Facility Director** and the iLab - Purdue Implementation Team