

iLab For Purdue External Customers

Usage and basic operations

Last updated 5/22/2024



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What is iLab?

iLab At Purdue

iLab is a web-based application adopted by Purdue University to assist in managing research core billings and recharge services provided by the University. The system serves as a central starting point for principal investigators and their lab members to locate research cores and supporting service.

iLab allows users of Purdue research cores to search for and reserve equipment, request services, while allowing the billing for these to be integrated with Purdue's financial systems.



Setting up a BPN for External Customers

What is a BPN and how is it created?

Before External Customers can be added, a Business Partner Number (BPN) must first be established, and then the Institution (the system designation of the External Customer's place of work) and Customer's Lab will also need to be added to iLab.

As an external customer, you should work with the core or the core business contact to have these steps completed. During the BPN creation process, you will be asked to provide information including but not limited to:

- First and Last Name
- Name of Organization/Business (which should match the eventual iLab Institution)
- Address (where to send physical mails for billing or notifications)
- Contact Email: Used for electronic billing
- Once the BPN has been created, the core or their business staff will work with ilabhelp@purdue.edu, to establish the Institution and BPN in the system.

How To Get An iLab Account

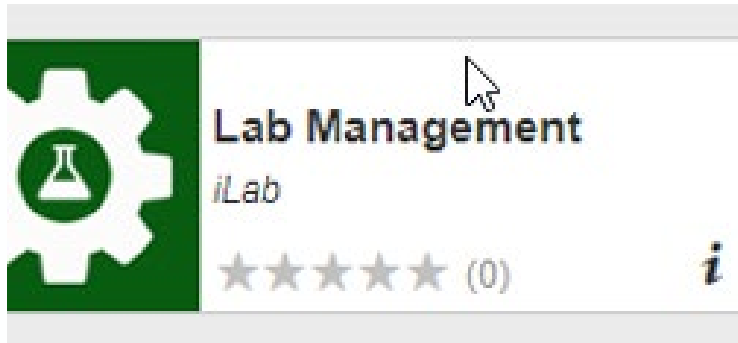
Getting access to iLab@Purdue as an external customer

There are three ways to get access to iLab@Purdue.

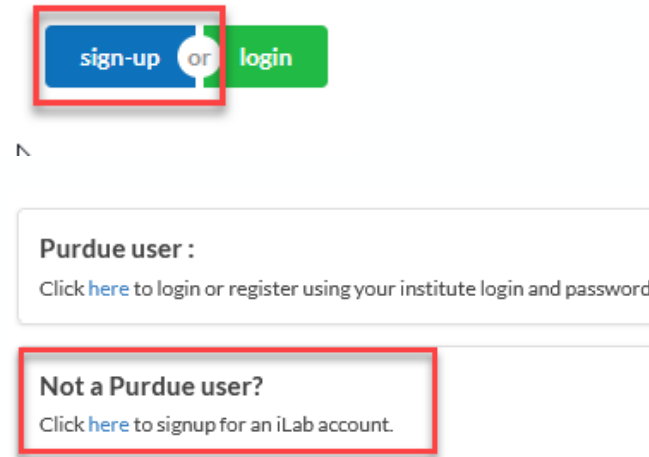
1. The prospective external customer works with a research/recharge core (and their business support) to establish a Business Partner Number (BPN) and have the Institution added, and a Principal Investigator (PI) lab created. Once created, additional members of the external institution can register to that lab. After the Institution and BPN are in the system, a research/recharge core can request additional PI labs to be created under that Institution and BPN, or a different BPN can be linked to a new lab (which would still be created and linked to that Institution).
2. An existing iLab account at another institution can be linked to a Purdue Business Partner Number (BPN) and then Purdue research/recharge cores can provide access to the customer.
3. An external user can self register for an iLab@Purdue account, making sure to follow [all of the steps outlined beginning here](#). This is an alternative process, and we would suggest it only be used if method 1 is not possible.

How To Get An iLab Account-Alternative Process

Alternative External Registration (1 of 4)



1. Go to purdue.ilabsolutions.com or select the Lab Management tile on the One Campus Portal.



2. Click *sign-up*, and then select *Not a Purdue User?*

How To Get An iLab Account-Alternative Process

Alternative External Registration (2 of 4)

3. Provide the email address you use at your institution, then acknowledge you are not a robot and agree to the privacy and security policies.

4. Fill in your first and last name (required), and optionally provide your phone number.

How To Get An iLab Account-Alternative Process

Alternative External Registration (3 of 4)

5. From the dropdowns, select your Institution and your primary role there. Please be aware that if your institution is not in the system, you Purdue business contact will need to email ilabhelp@purdue.edu to have added.



6. Enter your billing information. This should match data provided to your Purdue business contact when establishing a BPN (business partner number).

How To Get An iLab Account-Alternative Process

Alternative External Registration (4 of 4)

Start Personal Information Group Associations Billing Information

You are requesting access to the
Purdue University's service centers.

*What lab or research group are you associated with?

Please type the name of your group

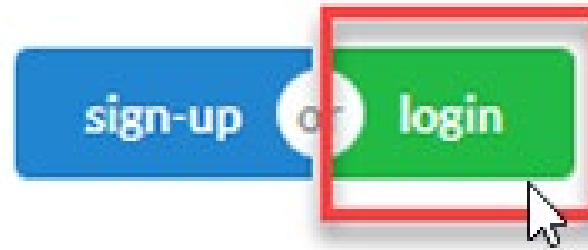
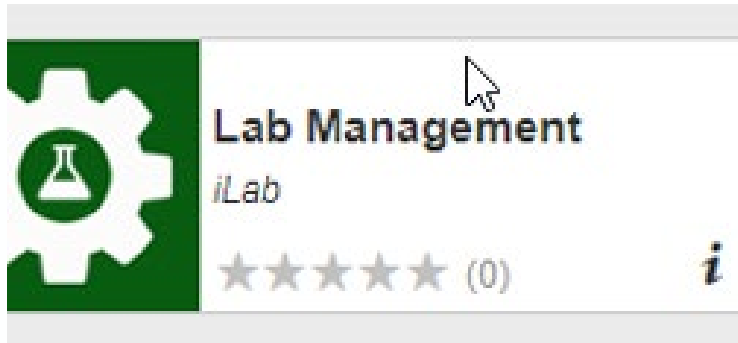
Hint: You can also search using your PI or Manager Name

Cancel Back Continue

7. If you are signing up for an account that will exist under a current PI (principal investigator) from your institution, you can type in their name or search and then select Continue. If your institution does not have any PIs established (you are the first), please follow the steps in the primary method [listed here](#)

How to Login to iLab

Logging in after an account has been established (1 of 1)



Purdue Login

Career Account Username

Password

[Need help?](#)

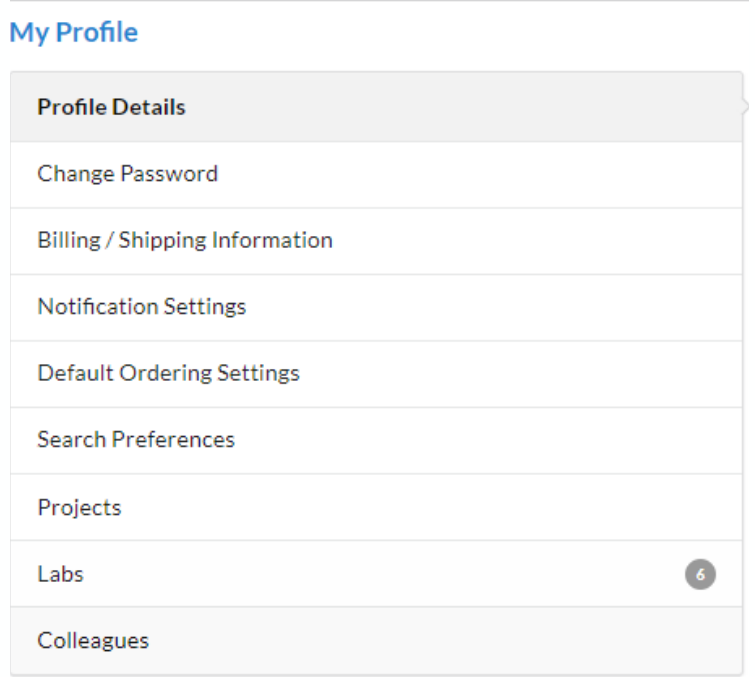
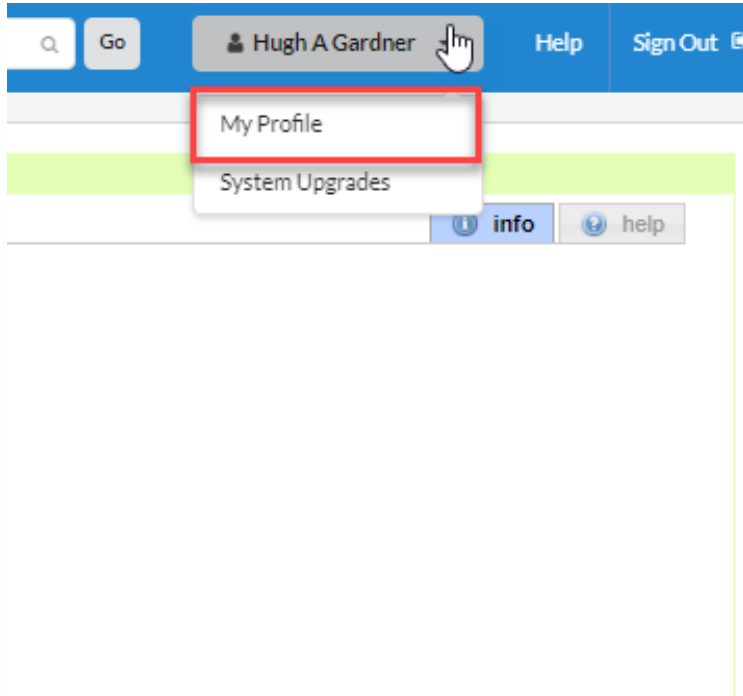
Note: Unauthorized access or misuse of computer resources or disclosure of sensitive information may result in disciplinary or legal action. [Read Purdue's Acceptable Use Policy.](#)

1. Go to purdue.ilabsolutions.com or select the Lab Management tile on the One Campus Portal.

2. Click Login

3. Authenticate with your Boilerkey password

Changing iLab Profile Settings



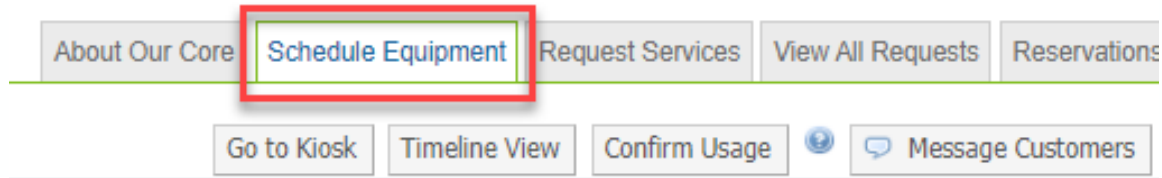
1. Click on the dropdown by your name, selecting My Profile.

2. Click edit. Only a Purdue email or email alias should be used for Email (unless user is External)

3. These additional settings should not be edited as they are not in use/enabled for editing.

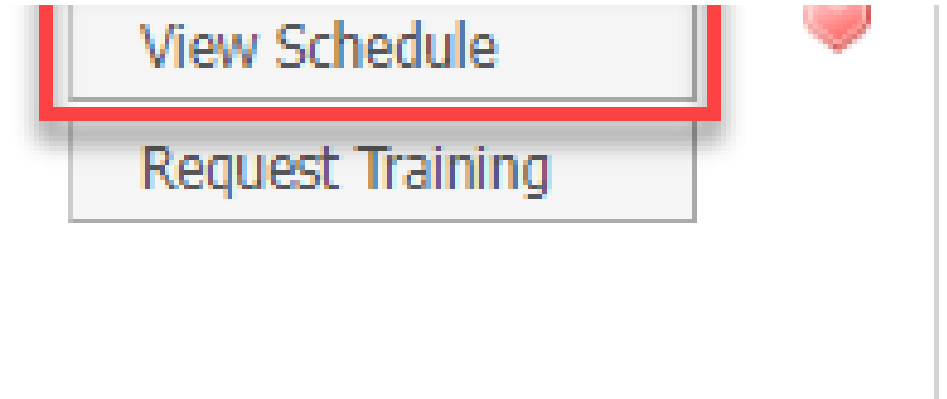
How to reserve equipment

Scheduling on core calendars (1 of 4)



Electron Microscopy Center

In the research core you want to use equipment in, click on the Schedule Equipment Tab

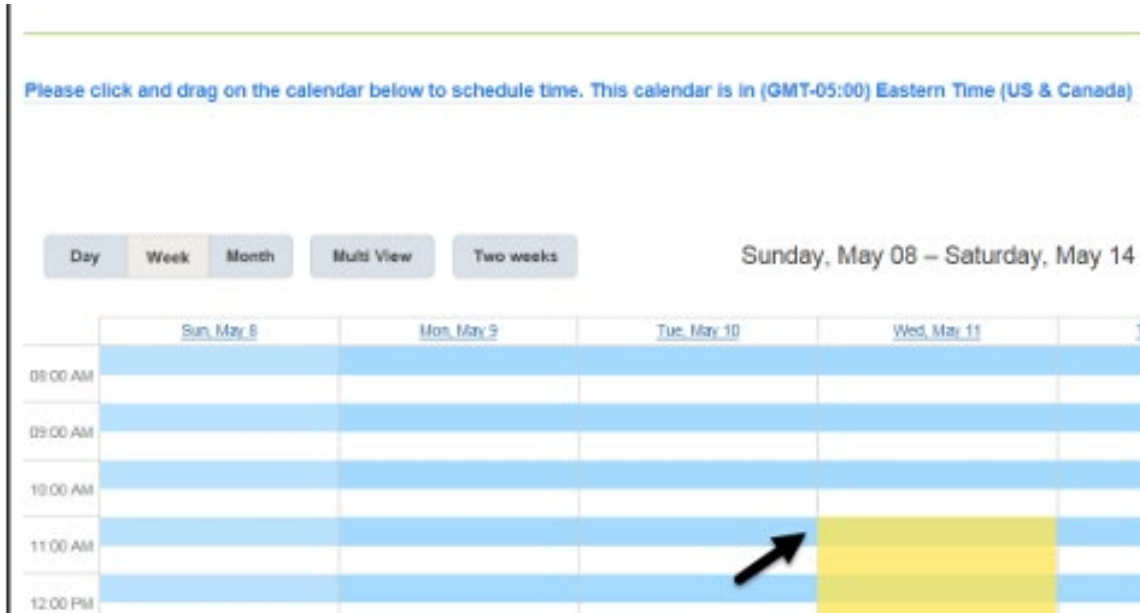


Click **View Schedule** for the piece of equipment you wish to reserve time on.

If training on equipment is required, instead click **Request Training**

How to reserve equipment

Scheduling on core calendars (2 of 4)



Navigate to the desired week, locate day of the week, and click and drag to select the desired time span.

Required forms

There are no forms required to make this reservation.

Reservation details

For: NovaNanoSEM (logged time) - Self Use \$32.00/hr - My Reservation
 Lab: [Bryant, Frances \(PUR\) Lab](#)
 Created on: May 10, 2016 15:13

Event Notes: note visible to any

Required forms contain any forms required prior to use of the equipment.

Review the **Reservation Details** and Add any Event Notes if the reservation required special instructions.

How to reserve equipment

Scheduling on core calendars (3 of 4)

Times	
Scheduled:	May 11, 2016 11:00 AM - May 11, 2016 01:00 PM
Logged:	05/11/2016 11:00 AM - 05/11/2016 01:00 PM
Billable:	05/11/2016 11:00 AM - 05/11/2016 01:00 PM

Review **Times** of reservation

Use and cost of reservation	
May 11 '16 11:00 - 13:00	Self I
Total:	

Review **Use and cost of reservation**

Payment information

Please select the payment method:

	Amount
1 100.0 %	
	Total Allocated

Use the same payment information for all add-on charges

[+ Split Charge](#)

External customers are generally not required to provide an account string, but instead have the option to include a Purchase Order (PO) number.

All other financial billing details are handled by the Business Partner Number and are referenced when billing events are sent.

How to reserve equipment

Scheduling on core calendars (4 of 4)

Payment information

Please select the payment method: ⓘ

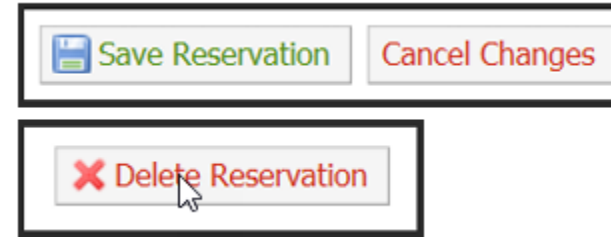
%	Amount
1 100.0 %	
100.0%	Total Allocated ⓘ

Use the same payment information for all add-on charges

Note: The PO Number dropdown and input field are highlighted with a red box in the original image.

External customers are generally not required to provide an account string, but instead have the option to include a Purchase Order (PO) number.

All other financial billing details are handled by the Business Partner Number and are referenced when billing events are sent.



- Click **Save Reservation** to submit
- Click **Cancel Charges** or **Delete Reservation** if you need to start over.

How to reserve equipment

Viewing your reservations



Under Core Facilities, click **My Reservations**

A screenshot of a reservation management interface. It is divided into three sections: 'TODAY'S RESERVATIONS', 'FUTURE RESERVATIONS', and 'PAST RESERVATIONS'. Each section has a table with columns for Resource, Scheduled start time, Scheduled end time, and Duration. The 'FUTURE RESERVATIONS' section is currently selected and shows a reservation for 'May'.

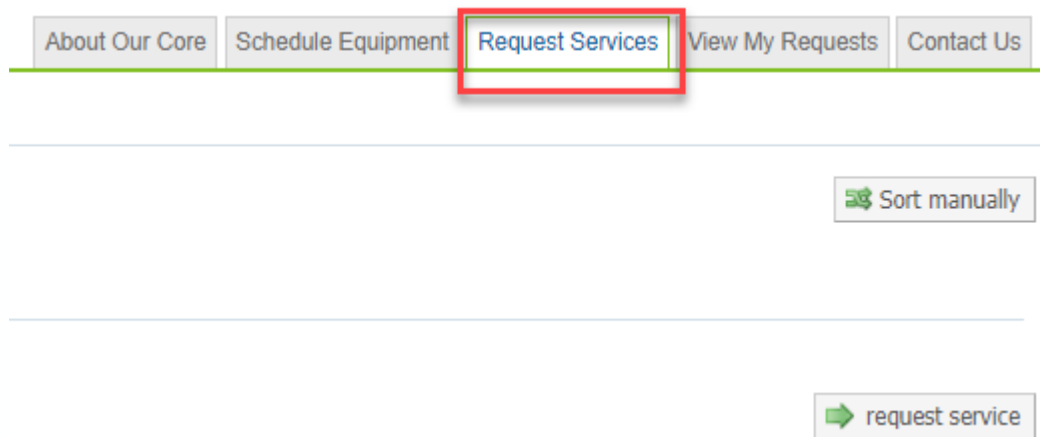
TODAY'S RESERVATIONS			
Resource	Scheduled start time	Scheduled end time	Duration
NovaNanoSEM Q - NovaNanoSEM	Thu, 12 at 02:30 PM	Thu, 12 at 03:30 PM	1.0 hrs
FUTURE RESERVATIONS			
May			
Resource	Scheduled start time	Scheduled end time	Duration
NovaNanoSEM Q - NovaNanoSEM	Wed, 18 at 09:30 AM	Wed, 18 at 11:30 AM	2.0 hrs
PAST RESERVATIONS			
May			
Resource	Actual start time	Actual end time	Duration
NovaNanoSEM Q - NovaNanoSEM	Wed, 11 at 11:00 AM	Wed, 11 at 01:00 PM	2.0 hrs
NovaNanoSEM Q - NovaNanoSEM	Tue, 10 at 01:00 PM	Tue, 10 at 04:30 PM	3.5 hrs
NovaNanoSEM Q - NovaNanoSEM	Tue, 10 at 10:00 AM	Tue, 10 at 12:00 PM	2.0 hrs
CM 500 Q - CM 100	Mon, 09 at 09:00 AM	Mon, 09 at 11:30 AM	2.5 hrs

All reservations from the past, current day, and for the future are listed.

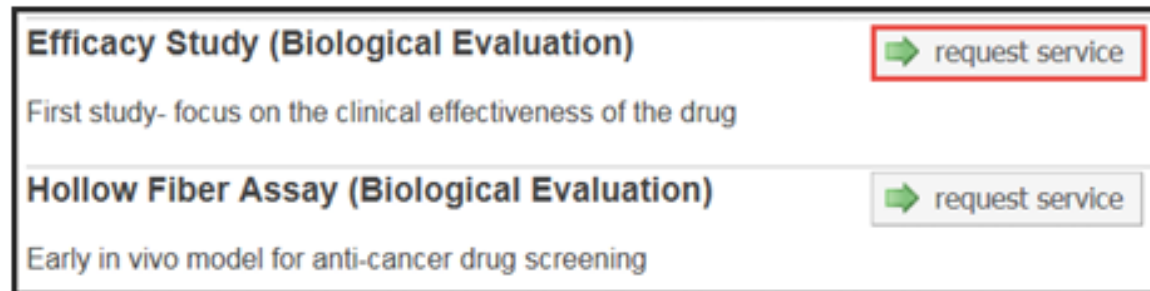
Details can be reviewed and if the reservation has not yet been billed, account/payment information can be edited.

How to request services

Requesting core services (1 of 3)



On the core landing page, click on the Request Services tab.



Locate the desired service and click the corresponding **request service** button.

How to request services

Requesting core services (2 of 3)

Blastocyst Injection of ES Cells

Request Name:

Customer: Stella Price **Lab:** Bryant, Frances (PUR) Lab
Email: stella.price@ilabx.com **Phone:**

The request is named according to the name of the core and the user submitting the request.

1) Forms and Request Details (see bottom of list to add items to this request)

Principal Investigator

Name:

Phone Number:

Campus Address:

email:

Affiliation: PUCR Member
 Purdue University Faculty
 CTSI Member
 External Request

Alternate Contact:

Alternate Phone Number:

email:

Study Summary:

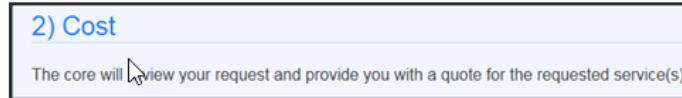
Please list any impending deadlines (consultation, grant application, grant deadline, etc.) related to your project

Any form(s) required from the core are listed.

Complete all fields.

How to request services

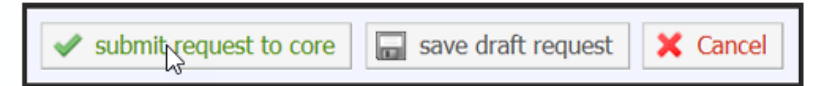
Requesting core services (3 of 3)



Depending on the service request and core, the cost may display based on information and selections from the form or the core may review the request and return a quote to the user.

Under payment information, you may include a Purchase Order (PO) number.

All other financial billing details are handled by the Business Partner Number and are referenced when billing events are sent.



Click **submit request to core** to submit to lab for review.

If request is not yet complete, click **save draft request** to hold and submit at a later time.

To cancel request, click **Cancel**.

How to request services

Viewing Requests (1 of 3)

[About Our Core](#)
[Schedule Equipment](#)
[Request Services](#)
[View My Requests](#)
[Contact Us](#)

[Reload Active Requests](#)

▼ active requests

Displaying 4 out of 4 results. (Page 1 of 1)					
date	for	service id	status	cost	
▶ May 17 (Tue 5/17/2016)	Stella Price Eysant, Frances (EURE) Lab	PUCGR-SP-14 Transgenic Mouse	Waiting for Core to Agree	\$0.00 (\$0.00)	
▶ May 05 (Tue 5/5/2016)	Stella Price Eysant, Frances (EURE) Lab	PUCGR-SP-10C15 Transgenic Mouse	Waiting to Submit to Core	\$0.00 (\$0.00)	
▶ May 05 (Tue 5/5/2016)	Stella Price Eysant, Frances (EURE) Lab	PUCGR-SP-10C15 Transgenic Mouse	Waiting to Submit to Core	\$0.00 (\$0.00)	
▶ May 05 (Tue 5/5/2016)	Stella Price Eysant, Frances (EURE) Lab	PUCGR-SP-7 Transgenic Mouse	Completed	\$300.03 (\$300.03)	

completed: May 05

Click **View My Requests**

A list of all outstanding service requests is displayed.

status

- Processing
- Waiting for Core to Agree
- Waiting to Submit to Core
- Submit
- Completed
- Waiting for Researcher to Agree
- Agree
- Disagree

Review status of requests, and take action when needed.

- Waiting to Submit to Core
- Waiting for Core to Agree
- Waiting for Researcher to Agree
- Processing
- Completed

How to request services

Viewing Requests (2 of 3)

Waiting to Submit to Core

A draft version of the request has been saved. Request has not been submitted to the core.

▶ May 18 (May 18 2016)	Stella Price Bryant, Frances (PUR) Lab	PUCCR-SP-[CID] Transgenic Mouse	Waiting to Submit to Core	\$0.00 (\$0.00)
			<input type="button" value="▶ Submit"/>	

Waiting for Core to Agree

The status of a newly submitted request that requires lab/core approval. The lab manager is reviewing the request and/or preparing a quote or statement of work.

▶ May 17 (May 17 2016)	Stella Price Bryant, Frances (PUR) Lab	PUCCR-SP-14 Transgenic Mouse	Waiting for Core to Agree	\$0.00 (\$0.00)
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Waiting for Researcher to Agree

Request quote/proposal has been approved by requester and is back to the lab manager for final approval.

▶ May 18 (May 18 2016)	Stella Price Bryant, Frances (PUR) Lab	PUCCR-SP-17 Transgenic Mouse	Waiting for Researcher to Agree	\$2,000.00 (\$0.00)
			<input type="button" value="▶ Agree"/> <input type="button" value="⊖ Disagree"/>	

How to request services

Viewing Requests (3 of 3)

Processing				
The request is approved and in progress. No action is required.				
▶ May 17 (May 06 2016)	Stella Price Bryant, Frances (PUR) Lab	PUCCR-SP-15 Transgenic Mouse	Processing	\$800.00 (\$842.00)
Completed				
Service is complete. Billing will occur within the next 30 days.				
▶ May 17 (May 17 2016)	Stella Price Bryant, Frances (PUR) Lab	PUCCR-SP-14 Transgenic Mouse	Completed	\$850.00 (\$850.00)
				completed: May 17

Invoices, Payments and Resolving Billing Issues

Answering Questions About Purdue External Bills (1 of 4)

External customers should be aware of the following.

1. What an invoice from Purdue looks like and what information it includes-[found here](#).
2. What payment options are available and how to get more information on them-[covered here](#).
3. How to contact the appropriate party for resolving billing issues-[information here](#).

Invoices, Payments and Resolving Billing Issues

Answering Questions About Purdue External Bills (2 of 4)



Accounts Receivable
2550 Northwestern Ave, Suite 1900
West Lafayette, IN 47906-1394

Federal ID: 35-6002041

INVOICE NO: 400113473
Page 1 of 1

Contact us:
Telephone: 765-494-9459
Email: ar@purdue.edu

Mail Check or Certified Funds to:
Purdue University
24025 Network Place
Chicago, IL 60673-1240

Online Payment Option:
<https://purdue.university/onlinepay>

International Payment Option:
<https://www.purdue.edu/business/urco/paymentOptions/arInternationalPayments.html>

The invoice will include a date, due date, customer number (corresponding to the Business Partner Number (BPN), and Amount Due.

Invoice Date:	05/07/2022
Due Date:	06/06/2022
Customer No:	100040400
Amount Due:	\$760.00
Purchase Order:	

Additionally, one or more Line Items will be listed, each with a description and Amount.

Line item	Description	Amount
002	36559930, , 1221, (Processo FAPESP 2	\$760.00
	Total	\$760.00

Invoices, Payments and Resolving Billing Issues

Answering Questions About Purdue External Bills (3 of 4)



Accounts Receivable
2550 Northwestern Ave, Suite 1900
West Lafayette, IN 47906-1394

Federal ID: 35-6002041

INVOICE NO: 400113473
Page 1 of 1

Contact us:
Telephone: 765-494-9459
Email: ar@purdue.edu

Mail Check or Certified Funds to:
Purdue University
24025 Network Place
Chicago, IL 60673-1240

Online Payment Option:



International Payment Option:



Online Payment Options information and International Payment Options are covered in more detail on Purdue website. The links are not permissible on public websites, but will be provided on each invoice (areas highlighted in red on left)

Invoice Date: 05/07/2022
Due Date: 06/06/2022
Customer No: 100040400
Amount Due: \$760.00
Purchase Order:

Line item	Description	Amount
002	36559930, , 1221, (Processo FAPESP 2	\$760.00
	Total	\$760.00



Invoices, Payments and Resolving Billing Issues

Answering Questions About Purdue External Bills (4 of 4)

If you have an issue with the invoice, and know which iLab Research/Recharge core the charge originated from, it is best to contact the core admins and staff (listed on the About Our Core tab).

If the iLab Research/Recharge core can not be identified, Accounts Receivable should be contacted (AR@purdue.edu), and provided a copy of the invoice and as much additional documentation as possible (name of the users, user labs, any additional supporting documentation)

Additional information can be found on the [Purdue Accounts Receivable](#) page.

How to get help with iLab

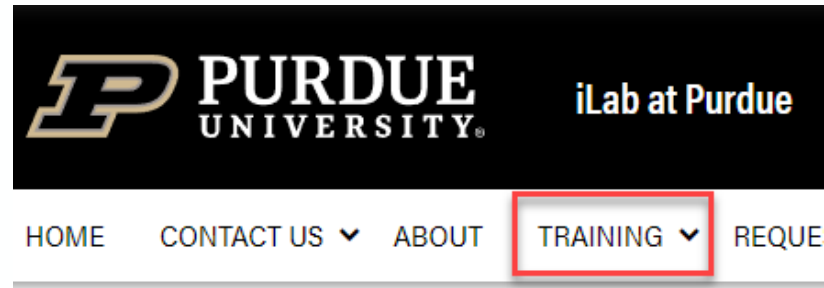
Resources for iLab At Purdue

Campus Email



One of the easiest ways to request help in iLab, is to email ilabhelp@purdue.edu, which will generate a support ticket and alert our team members, who will swiftly respond and provide assistance.

iLab Support site



iLab At Purdue maintains a support site (Purdue.edu/ilab) with a library of Training Quick Reference Cards (QRCs), as well as other iLab related information.

Drop in support sessions



- The iLab At Purdue support team has daily, drop-in support sessions (held using Microsoft Teams). Sessions can be entered by clicking the links on the [iLab support page](#), launching a session during the listed times.

Conclusion

Summary

This document presentation was intended to give external customers of Purdue's iLab Research/Recharge cores a concise overview of iLab and assist them in the task they may need assistance with in using or interacting with iLab.

Additional Trainings

Additional, similar presentations are available for principal investigators, department/center/core financial administrative support, and research core staff and administrators.

Questions

If you need additional assistance or would like to discuss the wider capabilities of iLab, please reach out to the iLab At Purdue support team at ilabhelp@purdue.edu.

Thank You

iLab At Purdue team, ilabhelp@purdue.edu

