

iLab User Guide

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Quick Intro

iLab, a cloud service provided by Agilent Technologies, serves as the centralized platform for managing the life cycle of service requests made by PIs and researchers. It allows user to initiate a service request of any service being provided by CPOS (except Imaging, Cytometry, Bio-reagent and Oligo ordering services). It keeps track of a service from the beginning until invoices are paid.

This guide will walk you through how a service request is made, approved, processed, and invoiced.

Terminology

Core/Core Facility in iLab = CPOS (excluding Imaging, Cytometry, Bio-reagent and Oligo ordering) Lab/Group

in iLab = PI group

Lab Member/Researcher = User/Researcher/Customer

Core Manager = Lab Manager

Core Member = Lab Technician (who processes a request)

Request Approval Workflow

Once the request is successfully submitted by the PI/User, it will follow the approval workflow below:



Benefits of using iLab

1. Online system available 24 x 7 and can be accessed anywhere on the internet
2. Real-time check on status of all service requests raised in your group
3. Online invoices with simplified payment process
4. Paperless

What you can do with iLab

1. Make a service request anytime to our Centre
2. Set a pre-approved dollar value limit for the entire PI group or individually
3. View status the requests made
4. Change billing account number anytime before invoice is generated and split a service charge into multiple billing account numbers by percentage (not by actual value).
5. View invoices online when they are generated
6. Communicate with the Centre

What you need to do as a PI

1. Approve service request financially
2. Set/Change Auto Approval Amount for individual user of your group (Do NOT change the Lab-wide values)
3. Change billing account number, if necessary, before invoice generation
4. View and confirm invoices for payment
5. Add or remove users/researchers in your group

Assigning a manager (proxy)

You can assign a **manager** (proxy) to handle daily operation on your behalf. See “How to authorize a Lab/Group Manager for your group” on page 33 for details.

Account Registration and Creation – you only need to do this once

1. Once we begin registering a new account for you, you will first receive an email from support@ilabsolutions.com with the Subject: NOTIFICATION: Account request received, like below. There is nothing you need to do but wait for the next email.

From: support@ilabsolutions.com [<mailto:support@ilabsolutions.com>]
Sent: Thursday, August 1, 2019 1:59 PM
To: <your_name> <your_email@hku.hk>
Subject: NOTIFICATION: Account request received

Your account request is awaiting confirmation.

Thank you for requesting an iLab account. **Please allow up to 24 hours for account confirmation.**

Next, our team will...

1. ...review the account information that you provided.
2. ...confirm the provided information with your Principal Investigator and/or a Financial Contact.
3. ...send your account credentials to the email address provided during registration.

If you have any additional questions about your account status, do not hesitate to send us an email at ilab-support@agilent.com. Alternatively, you can call us at 617-297-2805.

Please feel free to contact ilab-support@agilent.com if you have any problems accessing or approving your request.

2. Within 24 hours (usually within a couple of hours), you shall receive another email confirming the account has been registered, like below:

From: support@ilabsolutions.com [<mailto:support@ilabsolutions.com>]
Sent: Thursday, August 1, 2019 6:48 PM
To: <your_name> <your_email@hku.hk>
Subject: iLab - account information



<Your Name> - 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 ilabsupport@agilent.com with any questions.

Best wishes,

The iLab team

Getting started

1. Click [here](#) to retrieve your password and view available cores.
2. Click on the core facilities link in the left hand menu: [cores](#)
3. Select a core from the list of cores (You requested access to: [Li Ka Shing Faculty of Medicine Centre for PanorOmic Sciences](#))
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.

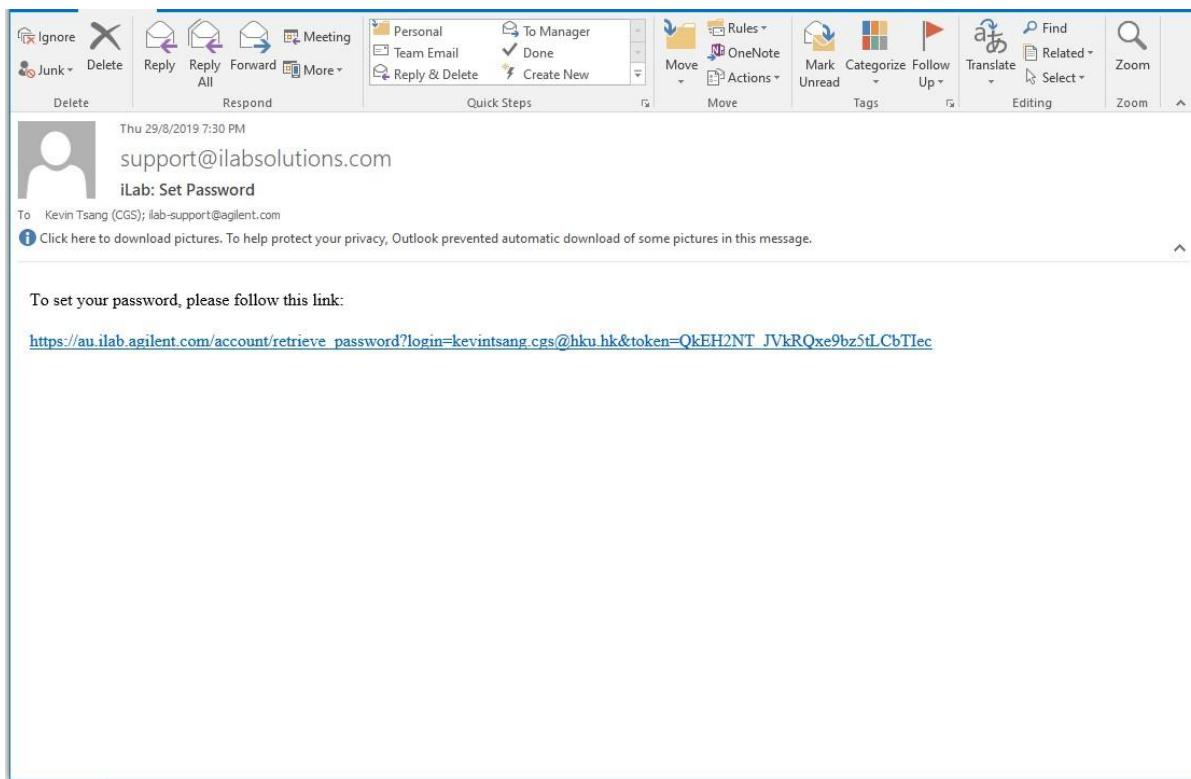
3. When you receive the above email, please click "here" (as shown above with the arrow) to retrieve your password.

4. You will then be directed to the following webpage to retrieve and reset your password. Enter your email address (must be the same as the one you see in the previous emails) and click “Send”.

The screenshot shows the Agilent CrossLab password reset form. At the top, there is a navigation bar with the Agilent CrossLab logo, links for 'iLab Software Help', 'System Status', and 'Request Demo', and a 'Sign In' button. The main content area features the Agilent CrossLab logo and the tagline 'From Insight to Outcome'. Below this, a message states: 'Completing this form will send you an email with a link to reset your password.' There is an email input field containing 'louis11@hku.hk', with an orange arrow pointing to it. Below the email field is a reCAPTCHA verification area with a green checkmark and the text 'I'm not a robot'. A blue 'Send' button is located at the bottom of the form. Below the form, there is a 'Back to Login' link and a copyright notice '© Agilent Technologies, Inc. 2019'. The footer contains three columns of links: 'Using iLab Operations Software' (Core Admin/Staff, Core Customers, Lab Administrators, Requisitioning), 'Legal' (Privacy Policy, Technical Security Measures, Acceptable Use Policy), and 'Getting Help' (iLab-support@agilent.com, Contacting Support).

The screenshot shows the Agilent CrossLab login page after the password reset process. The layout is similar to the previous page, with the Agilent CrossLab logo and tagline 'From Insight to Outcome'. The message now states: 'We have sent you an email containing instructions to reset your password. If you need help, email: iLab-support@agilent.com'. A blue 'Log In' button is located at the bottom of the form. Below the form, there is a copyright notice '© Agilent Technologies, Inc. 2019'. The footer contains the same three columns of links as the previous page: 'Using iLab Operations Software', 'Legal', and 'Getting Help'.

5. You will then receive an email with the link to reset your password. This step is important to ensure it is only you who can change the password. The link is a one-time link just for your password reset.



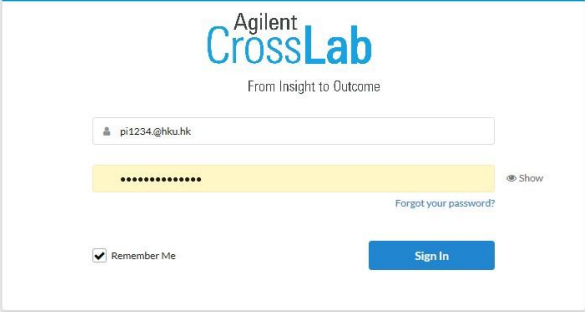
6. Click the one-time link for password change brings to the following page. Just enter your password and click Save. DONE!

A screenshot of the Agilent CrossLab password reset page. The page has a white background with the Agilent CrossLab logo at the top center. Below the logo is the tagline 'From Insight to Outcome'. The main text reads: 'Your password has been reset. Complete this form to create a new password.' Below this text is a password input field with a lock icon and the placeholder text 'Password'. To the right of the input field is a blue question mark icon. Below the input field is a 'Show' button with an eye icon. At the bottom right is a large blue 'Save' button.

Logging in for the first time

Go to <https://au.ilab.agilent.com/account/login>

Login using registered email address (contact us if you have not registered yet)



The image shows the Agilent CrossLab login interface. At the top, the logo "Agilent CrossLab" is displayed with the tagline "From Insight to Outcome". Below the logo is a login form with two input fields: an email field containing "pi1234@hku.hk" and a password field with masked characters "*****". To the right of the password field is a "Show" link. Below the password field is a "Forgot your password?" link. At the bottom left of the form is a "Remember Me" checkbox, which is checked. At the bottom right is a blue "Sign In" button. Below the login form, there is a link "Learn more about iLab Operations Software" and a copyright notice "© Agilent Technologies, Inc. 2019". At the bottom of the page, there are three columns of links: "Using iLab Operations Software" (Core Admin/Staff, Core Customers, Lab Administrators, Requisitioning), "Legal" (Privacy Policy, Technical Security Measures, Acceptable Use Policy), and "Getting Help" (iLab-support@agilent.com, Contacting Support).

Agilent
CrossLab
From Insight to Outcome

pi1234@hku.hk

***** Show

Forgot your password?

☒ Remember Me

Sign In

Learn more about iLab Operations Software

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Using iLab Operations Software

- Core Admin/Staff
- Core Customers
- Lab Administrators
- Requisitioning

Legal

- Privacy Policy
- Technical Security Measures
- Acceptable Use Policy

Getting Help

- iLab-support@agilent.com
- Contacting Support

Once logged in, you will be asked to choose the preferred Time Zone, by default, GMT+08:00 Hong Kong Leave the New mail box empty. Click **Set**.

Agilent CrossLab | iLab Operations Software

Click here to access the left navigation

Logged in successfully

Getting started

Your Recent Access Requests [Li Ka Shing Faculty of Medicine Centre for Genomic Sciences](#)

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 with any questions.

Best wishes,
The iLab team

Getting started

1. Click on the [core facilities link](#) in the left hand
2. Select a core from the list of cores
3. On the core's page, click the 'about our core'
4. To request services, click the 'request service'
5. For cores with equipment, click on the 'schedule'

Click on 'HELP' at the upper right of the iLab application

Equipment Search

Search equipment and resources at your institutions...

Your Recent Access Request for Li Ka Shing Faculty of Medicine Centre for Genomic Sciences

Please select your time zone from the dropdown below and click "Set"
Time Zone: (GMT+08:00) Hong Kong

Below is the email address that iLab has on file for you to receive notifications.
louis11@hku.hk

If you would like to receive notifications to another email, please update the email address below.
You can always update this later by clicking on 'my profile' in the upper right.

Note: Your login email will remain unchanged.

New email:

Set

If you need help, email: ilab-support@agilent.com
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You will then be prompted to enter Billing and Shipping Information. Please input the correct information which will be used in all future invoices.

Agilent CrossLab | iLab Operations Software

Search

Go

Louis Lai

Help

Sign Out

Li Ka Shing Faculty of Medicine Centre for Genomic Sciences

About CGS | Request Services | View My Requests | Contact Us

Overview of Services

The Centre for Genomic Sciences was established to provide genomics, proteomics and bioinformatics. It also aims to facilitate diagnostic and therapeutic measures.

The Centre also offers professional Core Services with advanced fundamental tools such as DNA sequencer, real-time PCR, Bi (10X Genomics) platforms are also available. The Core Services

Leadership

Prof Pak SHAM
Director
Email: pcsham@hku.hk
Phone: 2831 5425

Dr Agnes CHAN
Centre Manager
Email: agnes.cgs@hku.hk
Phone: 2831 5427

The fields marked with a red star are required to use this facility.

☐ Use billing address

Billing Information		Shipping Information	
Name		Name	
Email		Email	
Phone		Phone	
Fax		Fax	
Institution		Institution	
Department		Department	
Address1		Address1	
Address2		Address2	
Address3		Address3	
City		City	
State		State	
Country		Country	
Zip		Zip	

Set **Cancel**

Li Ka Shing Faculty of Medicine Centre for Genomic Sciences
基因研究中心

infrastructure for studies in
isms and for the development of

y, and the pyrosequencer. Other
cBio Sequencing and Single Cell
hly average of 360 jobs.

The User Interface of iLab

Your home page right after login. The bottom section shows a list of requests that require your attention. You can directly click the button accordingly to act. You can also click on the service ID to see details of a request.

The screenshot displays the iLab Operations Software interface. At the top, there is a blue header with the Agilent CrossLab logo, the text 'iLab Operations Software', a search bar, and a 'Logged in successfully' notification. Below the header, the 'Home' section includes an 'Equipment Search' bar, 'Recently Used Cores' (listing 'LI Ka Shing Faculty of Medicine Centre for PanorOmic Sciences'), and a message icon indicating '26 unread messages'. The main content area is titled 'Service Requests' and features a table with columns: Name, Owner, Total Price, State, and Action. The table lists six requests, all owned by 'Agnes Chan'. The first five requests have 'Waiting for Researcher Approval' or 'Waiting for Researcher Approval' states, while the sixth has 'Core Disagrees'. The 'Action' column contains buttons like 'Agree', 'Disagree', and 'Submit'. An orange box highlights the 'Service Requests' section, and orange arrows point from the text above to specific elements: one to the 'Name' column, one to the 'Total Price' column, and two to the 'Action' buttons. Below the table, a note states: 'Click the action buttons to resolve service requests that require your attention. Click the service request name to view the request details.'

Name	Owner	Total Price	State	Action
CPOS-190906-AC-192 Extraction -	Agnes Chan	\$265.00 (\$265.00)	Waiting for Researcher Approval	Agree Disagree
CPOS-AC-176 Biobank -	Agnes Chan	\$0.00 (\$0.00)	Waiting for Researcher Approval	Agree Disagree
CPOS-AC-173 NGS -	Agnes Chan	\$40,540.00 (\$40,540.00)	Waiting for Researcher Approval	Agree Disagree
LKSFMC GS-AC-[CID] Tapestation -	Agnes Chan	\$175.00 (\$175.00)	Waiting to Submit to Core	Submit
LKSFMC GS-AC-70 Realtime PCR -	Agnes Chan	\$600.00 (\$600.00)	Core Disagrees	Agree
LKSFMC GS-AC-71 NGS -	Agnes Chan	\$400,000.00 (\$400,000.00)	Waiting for Researcher Approval	Agree Disagree

Click the action buttons to resolve service requests that require your attention. Click the service request name to view the request details.

If you need help, email: iLab-support@agilent.com
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au.ilab.agilent.com | [Privacy Policy](#) | [Technical Security Measures](#) | [Acceptable Use Policy](#)

To See more details of all requests, click the “Li Ka Shing Faculty of Medicine Centre for PanorOmic Sciences” or <https://au.ilab.agilent.com/sc/4486/li-ka-shing-faculty-of-medicine-centre-for-panoromic-sciences/?tab=about>

Agilent

CrossLab

iLab Operations Software

Search...

Go

Agnes Chan

Help

Sign Out

Home

info

help

Equipment Search

Search equipment and resources at your institutions...

Recently Used Cores

Li Ka Shing Faculty of Medicine Centre for PanorOmic Sciences

26 unread messages

Service Requests

6 alerts

info

help

Name	Owner	Total Price	State	Action
CPOS-190906-AC-192 Extraction -	Agnes Chan	\$265.00 (\$265.00)	Waiting for Researcher Approval	Agree Disagree
CPOS-AC-176 Biobank -	Agnes Chan	\$0.00 (\$0.00)	Waiting for Researcher Approval	Agree Disagree
CPOS-AC-173 NGS -	Agnes Chan	\$40,540.00 (\$40,540.00)	Waiting for Researcher Approval	Agree Disagree
LKSFMC GS-AC-ICIDI Tapestation -	Agnes Chan	\$175.00 (\$175.00)	Waiting to Submit to Core	Submit
LKSFMC GS-AC-70 Realtime PCR -	Agnes Chan	\$600.00 (\$600.00)	Core Disagrees	Agree
LKSFMC GS-AC-71 NGS -	Agnes Chan	\$400,000.00 (\$400,000.00)	Waiting for Researcher Approval	Agree Disagree

Click the action buttons to resolve service requests that require your attention. Click the service request name to view the request details.

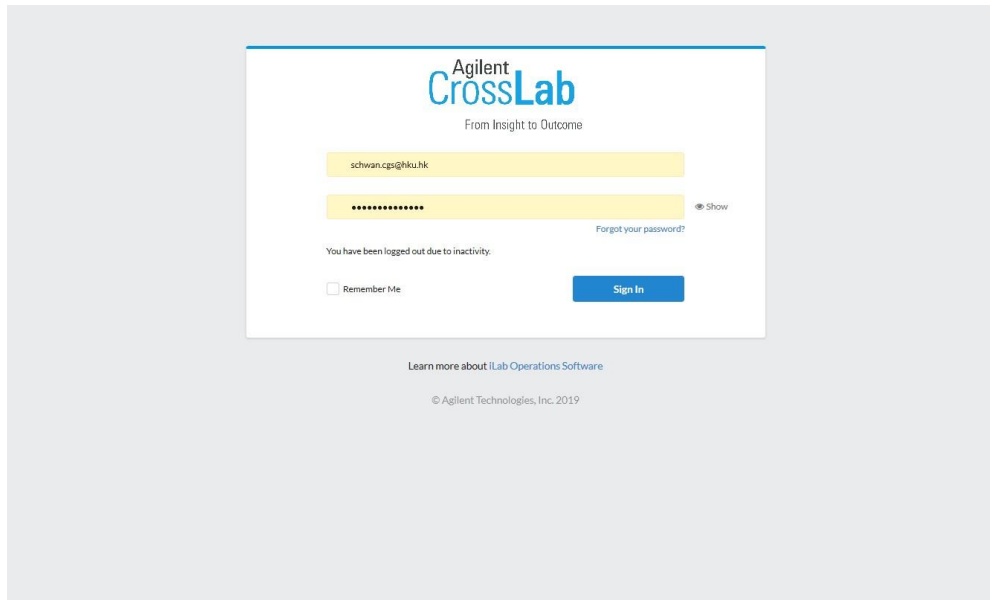
If you need help, email: ilab-support@agilent.com

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How to make a service request

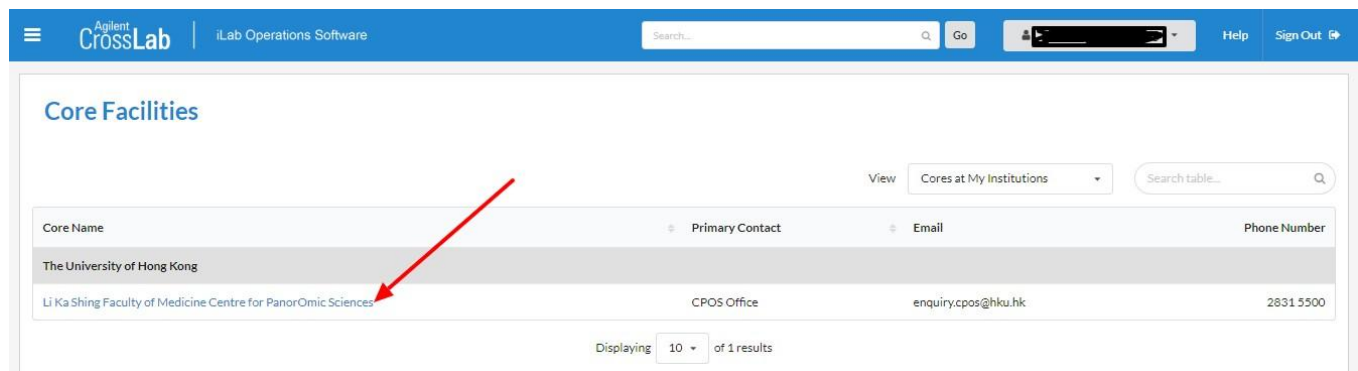
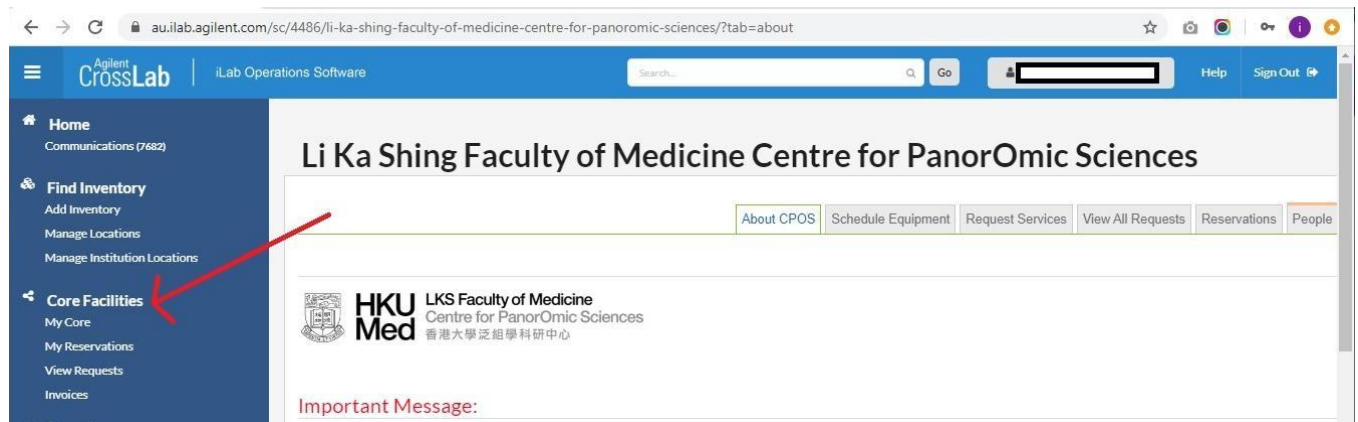
1. Login to iLab (assuming the user account exists in iLab. If not, contact CPOS for account creation)
 - a. <https://au.ilab.agilent.com/account/login>
 - b. Assuming Schwan Lui is a user of a PI group (Ng, Bond (HKU) Group, where Bond is the PI)



2. Once logged in, user will see the following landing page. In this page, a user can see all requests that are not completed yet and require attentions. In the example, there are 4 requests (alerts) that require user attention.

Name	Owner	Total Price	State	Action
CPOS-190926-SL-ICIDJ Bioanalyzer -	Schwan Lui	\$54.00 (\$54.00)	Waiting to Submit to Core	Submit
CPOS-190926-SL-371 NGS -	Schwan Lui	\$10,000.00 (\$10,000.00)	Waiting for Researcher to Agree	Agree Disagree
CPOS-190926-SL-369 Single Cell -	Schwan Lui	\$0.00 (\$100.00)	New comment	Click icon to respond
CPOS-190926-SL-370 iScan -	Schwan Lui	\$0.00 (\$0.00)	New comment	Click icon to respond
CPOS-190926-SL-368 Massarray -	Schwan Lui	\$14,630.00 (\$14,630.00)	New comment	Click icon to respond
CPOS-190924-SL-367 Proteomics and Metabolomics Core -	Schwan Lui	\$16,020.00 (\$17,320.00)	New comment	Click icon to respond
CPOS-190924-SL-ICIDJ Massarray -	Schwan Lui	\$14,630.00 (\$14,630.00)	Waiting to Submit to Core	Submit
CPOS-190924-SL-ICIDJ NGS -	Schwan Lui	\$0.00 (\$0.00)	Waiting to Submit to Core	Submit
CPOS-190923-SL-366 PacBio -	Schwan Lui	\$34,000.00 (\$57,700.00)	New comment	Click icon to respond

If you don't see the link to the Core Facilities page, you may click the top left menu and then Core Facilities. A link will then show up.



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CrossLab

Li Lab Operations Software

Agnes Chan

Help

Sign Out

Li Ka Shing Faculty of Medicine Centre for PanorOmic Sciences

About CPOS

Request Services

View My Requests

Contact Us

Overview of Services







About Us:

The Centre for PanorOmic Sciences (CPOS) was established by the LKS Faculty of Medicine of the University of Hong Kong to strategically support omics research. CPOS comprises of three major divisions which operate synergistically with a view to accelerating scientific discoveries and help push forward the frontier of research under the omics revolution. The three divisions are:

1) Platform Technologies

2) Research and Training

3) Strategic Programmes

On this LiLab section, core services by cutting-edge platform technologies are available in the areas of genomics, proteomics, metabolomics, bioinformatics and biobanking

For oligo ordering, imaging, flow cytometry and bio-reagent service support, please refer to separate [links](#) below.

Leadership

Director

Location and hours of operation

Genomics, Proteomics and Metabolomics, Bioinformatics, Biobank Core

Hours

Monday - Friday 9am - 5:30pm

Samples and goods reception not available 1 00pm - 2 00pm

Closed on Saturday, Sunday, all University and Public holidays.

Location

6th Floor The Hong Kong Jockey Club Building for Interdisciplinary Research,
5 Sassoon Road
Pokfulam, Hong Kong

Links and Resources

Genomics and Bioinformatics Core <http://cgs.hku.hk/portal/>

Biobank <http://biobank.med.hku.hk/>

Proteomics and Metabolomics Core <http://pmcore.med.hku.hk/>

Faculty Core Facility <http://www.med.hku.hk/corefac/index.htm>

Oligo ordering <https://sg.idtdna.com/CoreInstitutions/Login.aspx?p=COS>

Map



Contacts

Name	Role	Phone	Email	Location
CPOS Office	Core administration	2831 5550	enquiry.cpos@hku.hk	6F HKJCIBR

If you need help, email: li-lab-support@agilent.com

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[All lab agilent.com](#) | [Privacy Policy](#) | [Technical Search Measures](#) | [Accessibility Use Policy](#)

4. Make a request by clicking “Request Services” tab on the top right

Agilent CrossLab | iLab Operations Software

Search...

Li Ka Shing Faculty of Medicine Centre for PanorOmic Sciences

About CPOS | Schedule Equipment | **Request Services** | View All Requests

▼ Service Projects

Brief Description of our Services

CPOS - Biobank Core:

Biobank - provides an optimal bio-repository system from raw sample processing to secure sample storage for LKS Faculty of Medicine.

CPOS - Genomics Core:

Nucleic Acids Extraction

Extraction - equips with automated nucleic acids extraction systems for robust DNA and/or RNA extraction from various sample types.

Sample QC

Bioanalyzer - utilizes [Agilent 2100 bioanalyzer](#) for DNA/RNA quality assessment using RNA 6000 Nano, High Sensitivity DNA assay and DNA 12000 assay.

5. To make a request for DNA or RNA Sequencing service, scroll down to the section below

Request a DNA or RNA Sequencing Service (SS100/SS200/SS300)

To initiate a service request for SS100/SS200/SS300, please follow the steps below:

1. Choose the type of service and click [request service](#) on the right.
2. Sample info must be provided before submission. You may download the Sample Submission Form and perform bulk update via uploading the filled form in CSV format.
3. Click "Submit request to core".
4. Core facility staff will follow up your request.

SS100 - DNA Sequencing (Library Construction, Sequencing and Data QC)	initiate request  
SS200 - Exome / Target Capture Sequencing (Library Construction, Sequencing and Data QC)	initiate request  
SS300 - RNA Sequencing (Library Construction, Sequencing and Data QC)	initiate request  
Test Request	initiate request  

6. After clicking Request of a DNA (SS100/SS200) or RNA (SS300) Sequencing service, fill in the Sample Submission Form with all relevant data by typing direct in the grid or upload all data via a template, which you can download as a CSV file.

Request Name: [HKUL-SLIMSIT-TR-CID]
 Customer: Tony Researcher Lab: iLab Test (Testing) Lab
 Email: tony.researcher@ilabsolutions.com Phone: 9035 3021

Labels

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

SLIMS description: click to edit note: click to edit [Not Started] [Visible] [Not Started]

View Form: Sample Submission Form (DNA)

Sample Submission Form

Notes

1. For further information, please refer to our website: "https://cpos.hku.hk/
2. We DO NOT accept any sample with potential biohazard.
3. For Research Use Only. Not for use in diagnostic procedures.
4. For personal data protection, please be reminded that the submitted sample IDs should NOT carry any personal information such as the HKID or passport numbers, the laboratory numbers of patient reports, or the patient IDs of hospitals.
5. Please refer to the Privacy and Personal Data Protection Policies at https://cpos.hku.hk/terms-of-service-and-policy-statements/ for information on personal data protection and handling by CPOS Genomics Core.

Special Notes on Sample Name 1. More than one character 2. Must NOT be numbers only 3. No space " " 4. NO reserved characters (e.g. &""%) except -

Sample submission date May 25, 2023 11:14

Gel photo (for DNA samples only) please upload

Save Progress

	Sample Name	Sample Type	Species	Sample Concentration	Sample Volume	Sample Buffer	Nucleic Acid Qu	A260/280 ratio	A260/230 ratio	Gel photo (for DNA samples only)
1										
2										
3										
4										
5										
6										
7										
8										
9										

7. To upload sample information in bulk, first download the grid template (empty), fill in the information and save as CSV in Excel. Then click "Upload a file" and select the CSV file that is filled with sample info and save.

Sample Submission Form

	Sample Name	Sample Type	Species	Sample Concentration	Sample Volume	Sample Buffer	Nucleic Acid Qu	A260/280 ratio	A260/230 ratio	Gel photo (for DNA samples only)
1										
2										
3										
4										
5										
6										
7										
8										
9										
10										

upload or download data to the grid from excel

download grid template | download grid data

Upload a file

Instructions (accepted formats *.csv, *.xlsx)

Please save your form! save completed form save draft of form lock and save form

8. Finally click "submit request to core" at bottom right of the page. CPOS will then contact you with the service details and sample submission arrangement upon receipt of your request.

9. To make requests for other services, scroll down to **Services by platforms** and choose the required service. Once clicked on a platform, a list of services will be shown below it. Click “**request service**” button on the far right of the desired service. Note that since the user is a HKU user, he has been classified as HKU Academics and thus the corresponding price. For non-HKU Academics or Commercial, there may be a different pricing scheme.

The screenshot displays the Agilent CrossLab iLab Operations Software interface. The top navigation bar includes the Agilent CrossLab logo, the text 'iLab Operations Software', a search bar, and user information 'Schwan Lui' with 'Help' and 'Sign Out' links. Below the navigation bar, there are tabs for 'About CPOS', 'Request Services', 'View My Requests', and 'Contact Us'. The main content area is titled 'Services by platforms'. It features a search bar for 'Search available services' and a 'View: by category alphabetically' link. A dropdown menu shows 'Bioanalyzer (6)' selected. Below this, a list of services is displayed, each with a 'request service' button on the right. The services listed are:

- BA101 - RNA 6000 Nano Assay (Sample) / per sample**: \$54.00 (HKU Academics)
- BA102 - RNA 6000 Nano Assay (Full Chip) / per chip**: \$610.00 (HKU Academics)
- BA103 - RNA 6000 Pico Assay (Full Chip) / per chip**: \$790.00 (HKU Academics)
- BA201 - DNA High Sensitivity Assay (Sample) / per sample**: \$80.00 (HKU Academics)
- BA202 - DNA High Sensitivity Assay (Full Chip) / per chip**: \$830.00 (HKU Academics)
- BA203 - DNA 12000 Assay (Full Chip) / per chip**: \$640.00 (HKU Academics)

Below the BA203 service, there is a list of other platforms available, each with a count in parentheses:

- Tapestation (2)
- Qubit (8)
- Realtime PCR (3)
- Extraction (11)
- Sanger Sequencing and Genescan (7)
- Pyrosequencing (3)
- Massarray (1)
- iScan (3)
- NGS (9)
- PacBio (11)
- Single Cell (8)
- Mass Spectrometry (3)
- Proteomics and Metabolomics Core (6)
- Biobank (11)
- High Performance Computing Facility (1)

10. In this example, a request for “BA101 - RNA 6000 Nano Assay (Sample) / per sample” is raised. Since the user (in this example) belongs to more than 1 PI groups. User will be prompted to select a group to submit the request for.

The screenshot shows the Agilent CrossLab iLab Operations Software interface. The header includes the Agilent CrossLab logo, 'iLab Operations Software', a search bar, and user information for 'Schwan Lui'. The main content area is titled 'Li Ka Shing Faculty of Medicine Centre for PanorOmic Sciences'. Below this, there are navigation links: 'About CPOS', 'Request Services', 'View My Requests', and 'Contact Us'. The main form area is titled 'BA101 - RNA 6000 Nano Assay (Sample) / per sample'. It contains a prompt: 'Please select which lab the request is for:' followed by a dropdown menu with the text 'please select a lab'. An orange arrow points to the dropdown menu. There is a 'Cancel' button with a red 'X' icon. At the bottom, there is a footer with contact information: 'If you need help, email: ilab-support@agilent.com', '© Agilent Technologies, Inc. 2019', and links to 'su.ilab.agilent.com', 'Privacy Policy', 'Technical Security Measures', and 'Acceptable Use Policy'.

Notes: It is important to ensure the correct PI group is selected. Otherwise monthly invoices will be incorrectly created and thus charged to incorrect PI accounts.

11. User shall then input Quantity (5 in this example) for the service (BA101). Note the Total Projected Cost will be automatically adjusted accordingly. This figure is meant to provide a close estimation on service charges. This may not necessarily end up to the final invoice charges.
- User will need to input HKU billing account number or the service request may not be processed.
 - User can also choose to split the charges into different accounts by % **(ONLY by %)**.

Agilent CrossLab

iLab Operations Software

Search... Go

Schwan Lui Help Sign Out

Li Ka Shing Faculty of Medicine Centre for PanorOmic Sciences

About CPOS Request Services View My Requests Contact Us

BA101 - RNA 6000 Nano Assay (Sample) / per sample

Request Name: CPOS-190926-SL-[CID]
Customer: Schwan Lui Lab: Ng, Bond (HKU) Group - 001
Email: schwan.cgs@hku.hk Phone:

Request Summary

Forms and Request Details

(see bottom of list to add items to this request)

▶ Sep 26 11:51 AM	BA101 - RNA 6000 Nano Assay (Sample) / per sample Bioanalyzer	Quantity: 5.0	Unit Price: \$54.00	Total: \$270.00	Billing Status: Not Ready To Bill	Work Status: Proposed	
----------------------	--	------------------	------------------------	--------------------	--------------------------------------	--------------------------	--

Cost

The core will review and update this projected cost. You will only be billed for completed work.

Total Projected Cost: \$ 270.00

Payment Information

Please enter the HKU billing account number

%
1 100.0 %
100.0%

HKU billing account number
Total Allocated

+ Split Charge

enter additional payment information

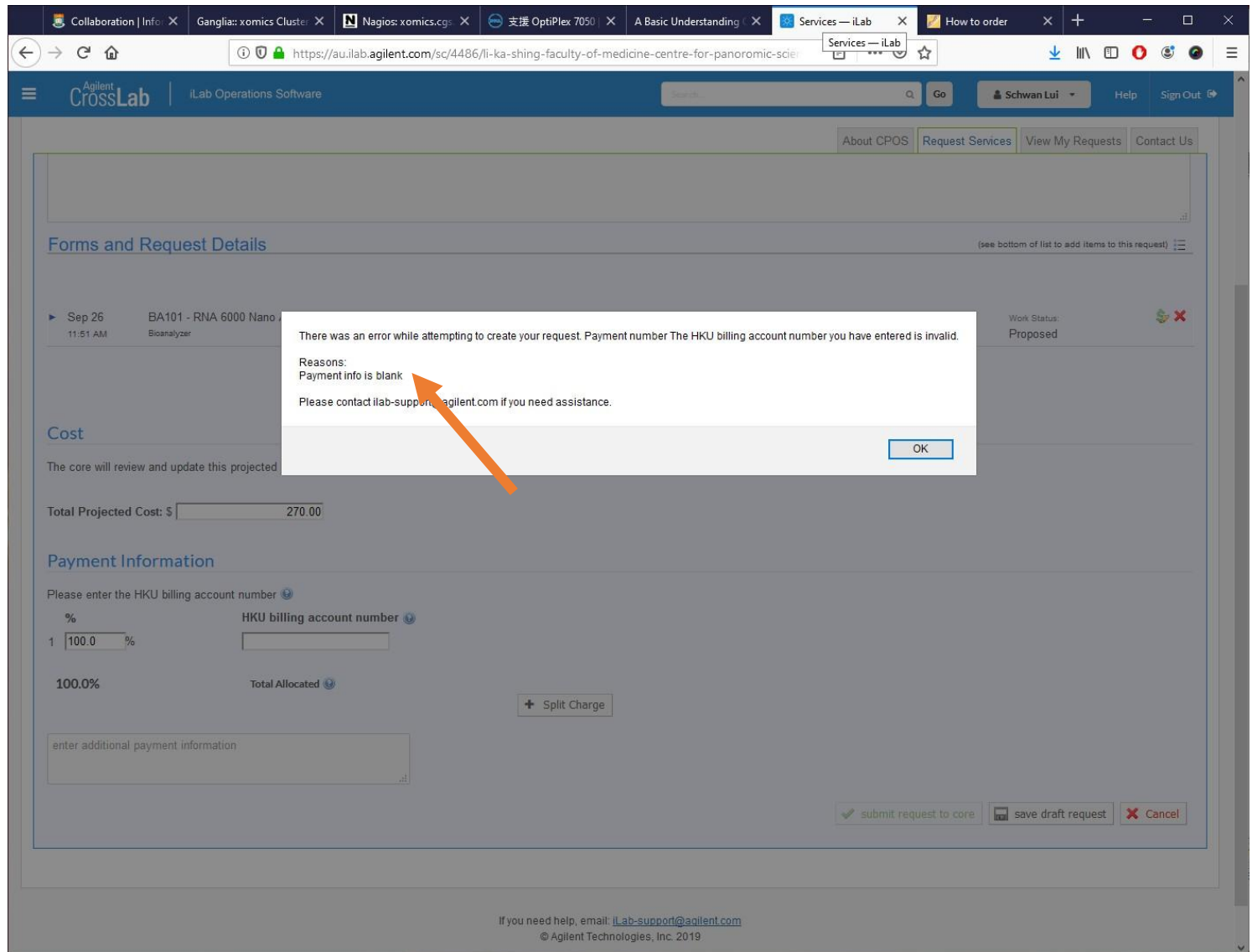
submit request to core

save draft request

Cancel

If you need help, email: ilab-support@agilent.com
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[su.ilab.agilent.com](#) | [Privacy Policy](#) | [Technical Security Measures](#) | [Acceptable Use Policy](#)

12. If HKU billing account number is absent, user will be prompted with error when clicking “submit request to core” at bottom right.



13. User will then be brought to a page of showing all “active requests” by the user. Note that “completed requests” are not shown by default.

Agilent CrossLab | iLab Operations Software

Search: [] Go [] Schwan Lui [] Help [] Sign Out []

Li Ka Shing Faculty of Medicine Centre for PanorOmic Sciences

About CPOS | Request Services | **View My Requests** | Contact Us

[Reload Active Requests](#)

active requests

Searching within **active requests**: Results in this tab are restricted by *Status* ([show details](#))
Please use the filter panels in the left-hand menu to drill down to requests of interest. You can also save filters to custom tabs! [Click here for more details.](#)

◀ Hide Filters

▼ Keywords
[] Go

▼ Recurring Requests
☐ Recurring requests (18)
☐ Recurring requests needing re-approval (1)

▼ Status
☐ Core Disagreement (3)
☐ Disagreement (2)
☐ Financials Approved (15)
☐ Processing (31)
☐ Proposed (5)
☐ Requested (15)
☐ Researcher Draft (20)
☐ Researcher In Agreement (32)
☐ Service Center In Agre... (6)

► Category

► Labels

► Assigned To

► Lab

► Owner

► Institution

► Payment Number

► Payment Method

► Request Date

Displaying 30 out of 129 results. (Page 1 of 5)

date	for	service id	status	cost
Sep 26 (Sep 26 2019)	Schwan Lui Ng_Bond (HKU) Group - 001	CPOS-190926-SL-[CID] Bioanalyzer	Waiting to Submit to Core Submit	\$54.00 (\$54.00) Bioanalyzer...
Sep 26 (Sep 26 2019)	Schwan Lui Ng_Bond (HKU) Group - 001	CPOS-190926-SL-372 Bioanalyzer	Waiting for Core to Agree	\$270.00 (\$270.00) Bioanalyzer...
Sep 25 (Sep 25 2019)	Schwan Lui Ng_Bond (HKU) Group - 001	CPOS-190925-SL-371 NGS PIC:Wei	Waiting for Financial Approval	\$10,000.00 (\$10,000.00) NGS Team, Team Bioinf...
Sep 25 (Sep 25 2019)	Schwan Lui Ng_Bond (HKU) Group - 001	CPOS-190925-SL-370 iScan	Waiting for Core to Agree	\$0.00 (\$0.00)
Sep 25 (Sep 25 2019)	Schwan Lui Ng_Bond (HKU) Group - 001	CPOS-190925-SL-369 Single Cell	Waiting for Core to Begin	\$0.00 (\$100.00) Single Cell...
Sep 25 (Sep 25 2019)	Schwan Lui Ng_Bond (HKU) Group - 001	CPOS-190925-SL-368 Massarray	Waiting for Financial Approval	\$14,630.00 (\$14,630.00) Massarray Team
Sep 24 (Sep 24 2019)	Schwan Lui Chan_Agnes (HKU) CPOS - 2223	CPOS-190924-SL-367 Proteomics and Metabolomics Core PIC:Ricky	Waiting for Financial Approval	\$16,020.00 (\$17,320.00) Proteomics ...
Sep 24 (Sep 24 2019)	Schwan Lui Chan_Agnes (HKU) CPOS - 2223	CPOS-190924-SL-[CID] Massarray	Waiting to Submit to Core Submit	\$14,630.00 (\$14,630.00) Massarray Team

14. User can click the “active requests” link on top right section. A list of options will be shown. Select “all requests” to see all requests ever submitted by user, including completed ones.

Agilent CrossLab | iLab Operations Software

Search: [] Go [] Schwan Lui [] Help [] Sign Out []

Li Ka Shing Faculty of Medicine Centre for PanorOmic Sciences

About CPOS | Request Services | **View My Requests** | Contact Us

[Reload Active Requests](#)

active requests

Searching within **active requests**: Results in this tab are restricted by *Status* ([show details](#))
Please use the filter panels in the left-hand menu to drill down to requests of interest. You can also save filters to custom tabs! [Click here for more details.](#)

◀ Hide Filters

▼ Keywords
[] Go

▼ Recurring Requests
☐ Recurring requests (18)
☐ Recurring requests needing re-approval (1)

▼ Status
☐ Core Disagreement (3)
☐ Disagreement (2)
☐ Financials Approved (15)

► Category

► Labels

► Assigned To

► Lab

► Owner

► Institution

► Payment Number

► Payment Method

► Request Date

Displaying 30 out of 129 results. (Page 1 of 5)

date	for	service id	status	cost
Sep 26 (Sep 26 2019)	Schwan Lui Ng_Bond (HKU) Group - 001	CPOS-190926-SL-[CID] Bioanalyzer	Waiting to Submit to Core Submit	\$54.00 (\$54.00) Bioanalyzer...
Sep 26 (Sep 26 2019)	Schwan Lui Ng_Bond (HKU) Group - 001	CPOS-190926-SL-372 Bioanalyzer	Waiting for Core to Agree	\$270.00 (\$270.00) Bioanalyzer...

active requests
 all requests
 equipment scheduling
 draft requests
 information gathering
 awaiting financial approval
 financials approved
 processing
 completed
 cancelled
 all except cancelled

15. **Status of a request** – A typical request will be in any one of the following status.

- a. **Waiting to Submit to Core** – a request has been selected but not yet submitted to Core (ie CPOS)
- b. **Waiting for Core to Agree** – a request has been submitted to Core and being reviewed by Core
- c. **Waiting for Financial Approval** – a request is waiting for confirmation by user/PI on the total service charge. A PI can authorize a user to approve a certain amount of charge.
- d. **Waiting for Core to Begin** – a request has been approved by PI/authorized user. Core to arrange process start date and due date.
- e. **Processing** – a request is being processed.
- f. **Completed**
- g. **Cancelled** – a request is cancelled either by requester or by Core
- h. **Core Disagrees** – Core refused to carry out the request.

16. During the whole process of request submission until it is completed, user/PI can choose to login to iLab and view the status of the request. **“Service Request History”** shows all status history of a request. But it does not keep track of every change (only major changes) in the request.

The screenshot displays the Agilent iLab Operations Software interface. The top navigation bar includes the Agilent CrossLab logo, a search bar, and user information for Schwan Lui. The main content area shows a list of requests, with the selected request (LKSFCGS-SL-41) expanded to show details.

Request Details:

- date:** Jul 15 (Jul 15 2019)
- for:** Schwan Lui, Ng_Bond (HKU) Group - 001
- service id:** LKSFCGS-SL-41, Bioanalyzer
- status:** Completed
- cost:** \$4,150.00 (\$4,150.00)

Overview:

- Core Identifier: 41
- Institution Identifier: 74
- Service id: LKSFCGS-SL-41
- Date request created in iLab: Jul 15, 2019
- Category: Bioanalyzer
- Service name: AB007 - DNA High Sensitivity Assay (Full Chip)/per chip
- Customer email: schwan.cgs@hku.hk
- Customer phone: (blank)
- Customer title: Technician
- Lab Name: Ng_Bond (HKU) Group - 001 (change lab)
- Lab PI(s): Bond Ng: bondng.cgs@hku.hk Phone: Kevin Yiu-Wing Tsang: kevintsang.cgs@hku.hk Phone:
- Customer institute: The University of Hong Kong
- URL: https://au.ilab.agilent.com/sc/4486/il-ka-shing-faculty-of-medicine-centre-for-genomic-sciences?tab=requests&sid=1452185
- Projected cost: \$4,150.00
- Quote expires on: (blank)
- Labels: (blank)

Payment Information:

- Actual cost: \$4,150.00
- Customer agreed to cost: \$4,150.00
- HKU billing account numbers: 123456
- Default HKU billing account number: 123456

Forms and Request Details:

Date	Request	Quantity	Unit Price	Total	Billing Status	Work Status
Jul 15 04:42 PM	AB007 - DNA High Sensitivity Assay (Full Chip)/per chip Bioanalyzer	5.0	\$830.00	\$4,150.00	Ready To Bill	Completed

Comments:

- Service Request History** (highlighted with an orange arrow)

Attachments & URLs:

The interface also includes a sidebar with filters (Status, Category, Labels, Assigned To, Lab, Owner, Institution, Payment Number, Payment Method, Request Date, Start Date, Due Date, Completed Date) and a bottom section for 'Person', 'Date', and 'Notes'.

17. The “add comment” feature allows requester to send message to selected people directly in iLab.

The screenshot displays the iLab Operations Software interface. The top navigation bar includes the Agilent CrossLab logo, the text 'iLab Operations Software', a search bar, and user information for 'Schwan Lui'. The main content area is divided into several sections: 'Payment Information', 'Forms and Request Details', 'Comments', and 'Billing Information'. The 'Comments' section is expanded, showing a table of service request history. An orange arrow points to the 'add comment' button in the 'Comments' section. The 'add comment' modal is open, showing fields for 'Financial managers', 'Department managers', 'Principal investigators', and 'Researcher'. The 'Email content' field is also visible, with a 'Send Message' button at the bottom.

Payment Information

Actual cost:	\$4,150.00
Customer agreed to cost:	\$4,150.00
HKU billing account numbers:	123456
Default HKU billing account number:	123456

Forms and Request Details

Quantity	Unit Price	Total	Billing Status	Work Status
1	\$830.00	\$4,150.00	Ready To Bill	Completed

Comments

Person	Date	Notes
Kevin Yiu-Wing Tsang	July 15, 2019 16:44	Status Change: Requested
Schwan Lui	July 15, 2019 16:42	Date changed: Submitted on to 2019-07-15 16:42:03 +0800
Kevin Yiu-Wing Tsang	July 15, 2019 16:47	Status Change: Financials Approved 1 more
Kevin Yiu-Wing Tsang	July 15, 2019 16:50	Status Change: Processing 1 more

Billing Information

Name	Schwan Lui
Email	schwan.cgs@hku.hk
Phone	
Fax	
Institution	HKU
Department	CGS
Address1	6/F, The Hong Kong Jockey Club Building for Interdisciplinary Research
Address2	5 Sassoon Road, Pokfulam
Address3	
City	Hong Kong
State	
Country	China
Zip	00

18. "Add attachment" enables requester to upload any file, such as Samples information sheet for sample submission before processing.

The screenshot displays the Agilent CrossLab iLab Operations Software interface. The top navigation bar includes the Agilent CrossLab logo, the text 'iLab Operations Software', a search bar, and user information for 'Schwan Lui'. The main content area is divided into several sections:

- Payment Information:** Shows actual cost, customer agreed cost, and HKU billing account numbers.
- Forms and Request Details:** Displays request details for 'AB007 - DNA High Sensitivity Assay (Full Chip)/per chip' with a quantity of 5.0 and a total cost of \$4,150.00. The billing status is 'Ready To Bill' and the work status is 'Completed'.
- Comments:** A table showing service request history with columns for Person, Date, and Notes.
- Attachments & URLs:** A section with links for 'add comment' and 'add attachment add url'. An orange arrow points to the 'add attachment' link.
- Billing Information:** A table showing contact details for Schwan Lui, including email, phone, fax, and address.
- Shipping Information:** A table showing shipping details for Schwan Lui, including name, email, phone, fax, and address.

An 'Add an Attachment' dialog box is open, showing a 'Browse...' button and a 'No file selected.' message. The dialog also includes 'Upload' and 'Cancel' buttons.

Invoices and payments

Invoices are generated electronically on the last working day of each month for review.

An email containing the invoice attachment will be sent to the PI and the group's designated primary contact (if applicable). No hard copies will be provided.

Both the PI and the group manager can review the invoices in iLab. Unless a dispute is raised, all invoices will be automatically charged to the billing account specified in the request.

How to view and check invoices

Only the PI or the PI group manager (authorized by the PI) can view all invoices of that PI group. A user (member) of a PI group can only view invoices that contain requests raised by him/her.

After logged in, click the menu at top left of the page to show the menu.



Click Invoices

Invoices

Hide Filters

Keywords: Go

Get PDF of Invoices Download Results as CSV

This page displays invoices from the past one year. To access older invoices please use the Date Created filter at the bottom.

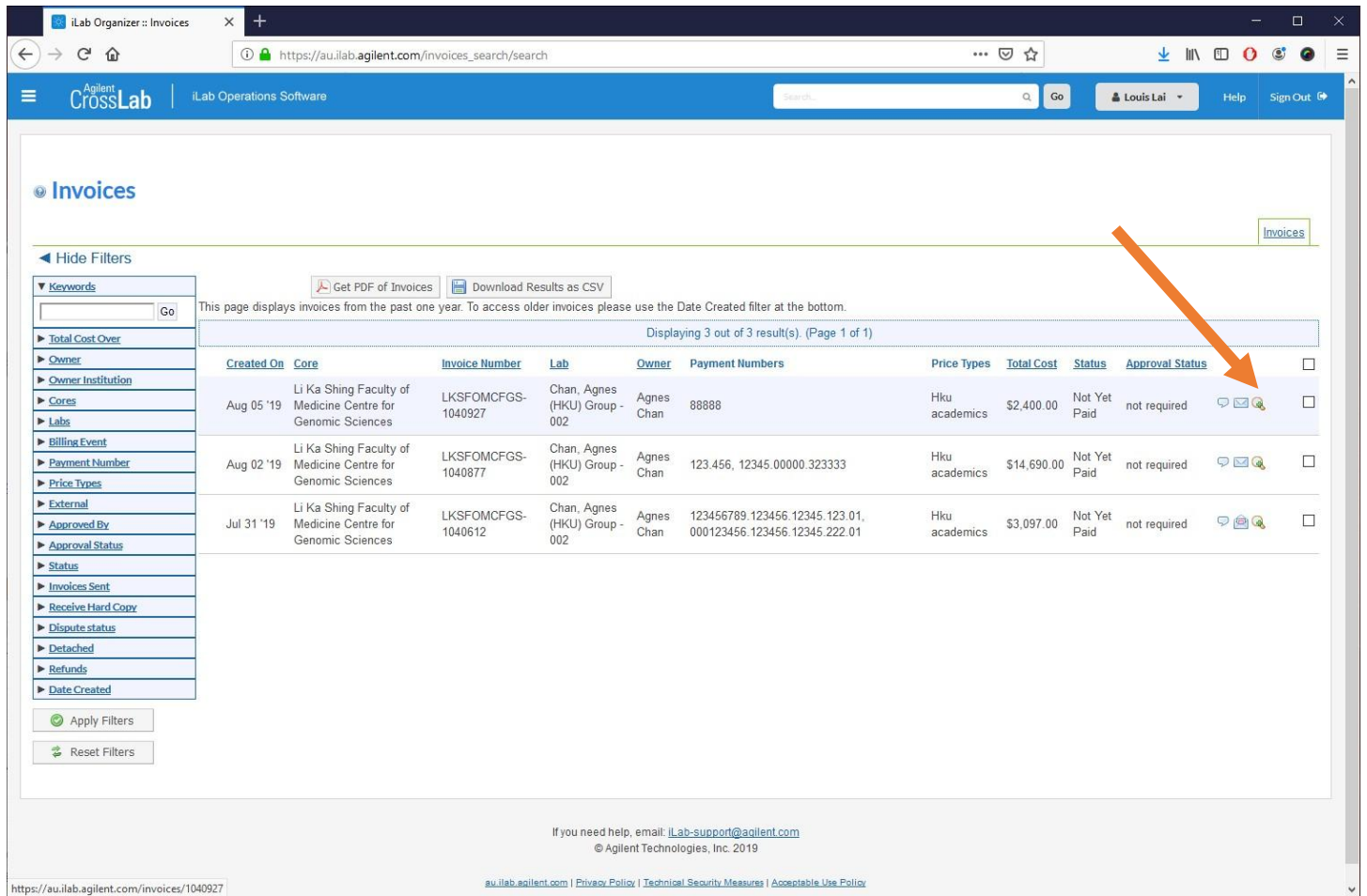
Displaying 3 out of 3 result(s). (Page 1 of 1)

Created On	Core	Invoice Number	Lab	Owner	Payment Numbers	Price Types	Total Cost	Status
Aug 05 '19	Li Ka Shing Faculty of Medicine Centre for Genomic Sciences	LKSFOMCFG-1040927	Chan, Agnes (HKU) Group - 002	Agnes Chan	88888	Hku academics	\$2,400.00	Not Yet Paid
Aug 02 '19	Li Ka Shing Faculty of Medicine Centre for Genomic Sciences	LKSFOMCFG-1040877	Chan, Agnes (HKU) Group - 002	Agnes Chan	123.456, 12345.00000, 323333	Hku academics	\$14,690.00	Not Yet Paid
Jul 31 '19	Li Ka Shing Faculty of Medicine Centre for Genomic Sciences	LKSFOMCFG-1040612	Chan, Agnes (HKU) Group - 002	Agnes Chan	123456789, 123456, 12345, 123.01, 000123456, 123456, 12345, 222.01	Hku academics	\$3,097.00	Not Yet Paid

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Click  to view a particular invoice.



Invoices

Hide Filters

Keywords: Go

Get PDF of Invoices Download Results as CSV

This page displays invoices from the past one year. To access older invoices please use the Date Created filter at the bottom.

Displaying 3 out of 3 result(s). (Page 1 of 1)

Created On	Core	Invoice Number	Lab	Owner	Payment Numbers	Price Types	Total Cost	Status	Approval Status	
Aug 05 '19	Li Ka Shing Faculty of Medicine Centre for Genomic Sciences	LKSFOMCFG-1040927	Chan, Agnes (HKU) Group - 002	Agnes Chan	88888	Hku academics	\$2,400.00	Not Yet Paid	not required	
Aug 02 '19	Li Ka Shing Faculty of Medicine Centre for Genomic Sciences	LKSFOMCFG-1040877	Chan, Agnes (HKU) Group - 002	Agnes Chan	123.456, 12345.00000.323333	Hku academics	\$14,690.00	Not Yet Paid	not required	
Jul 31 '19	Li Ka Shing Faculty of Medicine Centre for Genomic Sciences	LKSFOMCFG-1040612	Chan, Agnes (HKU) Group - 002	Agnes Chan	123456789.123456.12345.123.01, 000123456.123456.12345.222.01	Hku academics	\$3,097.00	Not Yet Paid	not required	

Apply Filters Reset Filters

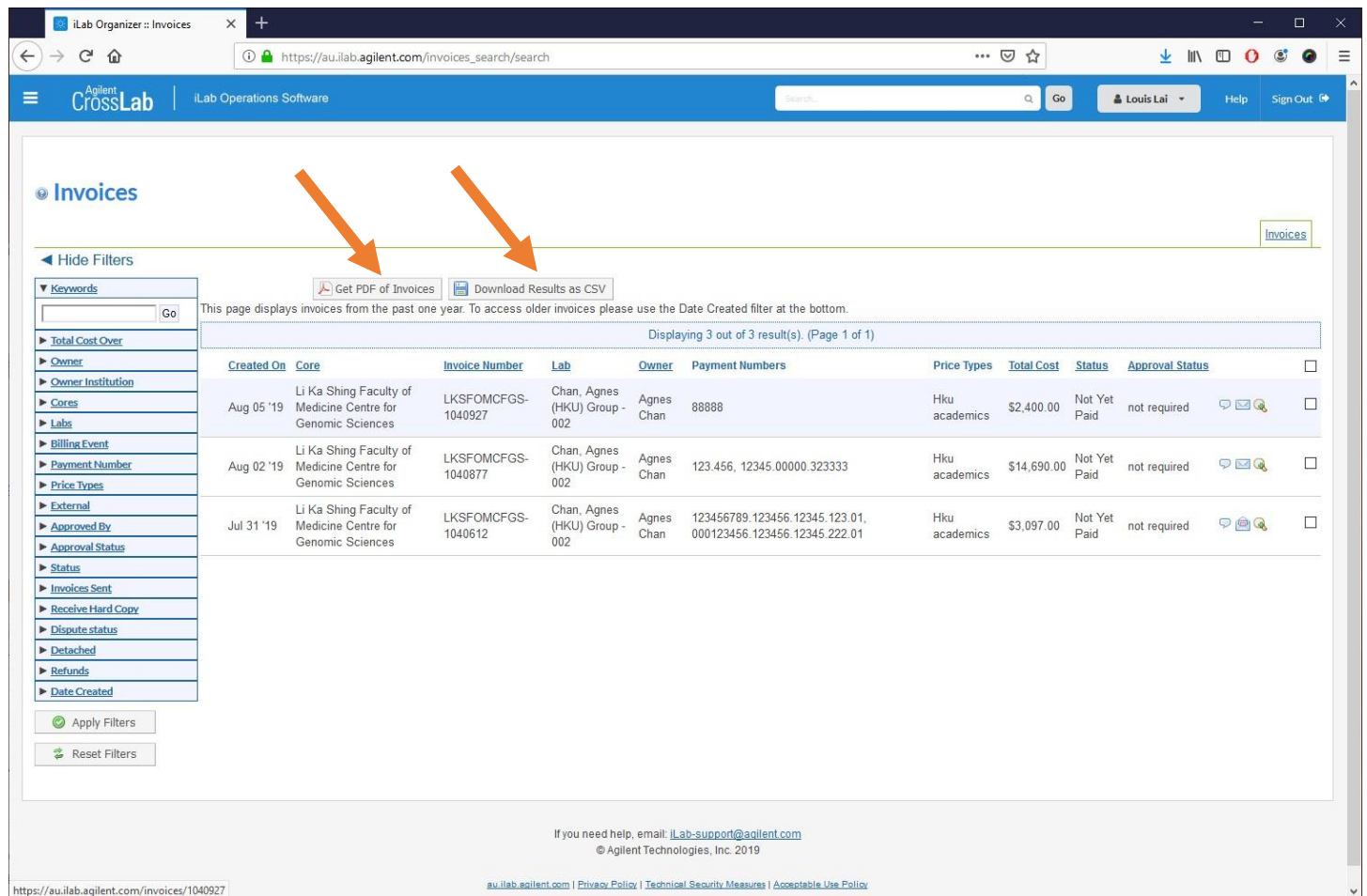
If you need help, email: iLab-support@agilent.com
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<https://au.ilab.agilent.com/invoices/1040927> [au.ilab.agilent.com](#) | [Privacy Policy](#) | [Technical Security Measures](#) | [Acceptable Use Policy](#)

Checking and downloading an invoice

Since no hard copy will be sent out, it is important each invoice is checked by the PI. You can choose to view invoices in PDF format within iLab or you can download the invoice to your computer in PDF  or CSV formats

 Download Results as CSV



Invoices

Hide Filters

Keywords: Go

Total Cost Over

Owner

Owner Institution

Cores

Labs

Billing Event

Payment Number

Price Types

External

Approved By

Approval Status

Status

Invoices Sent

Receive Hard Copy

Dispute status

Detached

Refunds

Date Created

Apply Filters

Reset Filters

This page displays invoices from the past one year. To access older invoices please use the Date Created filter at the bottom.

Displaying 3 out of 3 result(s). (Page 1 of 1)

Created On	Core	Invoice Number	Lab	Owner	Payment Numbers	Price Types	Total Cost	Status	Approval Status
Aug 05 '19	Li Ka Shing Faculty of Medicine Centre for Genomic Sciences	LKSFOMCFG-1040927	Chan, Agnes (HKU) Group - 002	Agnes Chan	88888	Hku academics	\$2,400.00	Not Yet Paid	not required
Aug 02 '19	Li Ka Shing Faculty of Medicine Centre for Genomic Sciences	LKSFOMCFG-1040877	Chan, Agnes (HKU) Group - 002	Agnes Chan	123.456, 12345.00000.323333	Hku academics	\$14,690.00	Not Yet Paid	not required
Jul 31 '19	Li Ka Shing Faculty of Medicine Centre for Genomic Sciences	LKSFOMCFG-1040612	Chan, Agnes (HKU) Group - 002	Agnes Chan	123456789.123456.12345.123.01, 000123456.123456.12345.222.01	Hku academics	\$3,097.00	Not Yet Paid	not required

If you need help, email: ILab-support@agilent.com
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How to update Payment Information

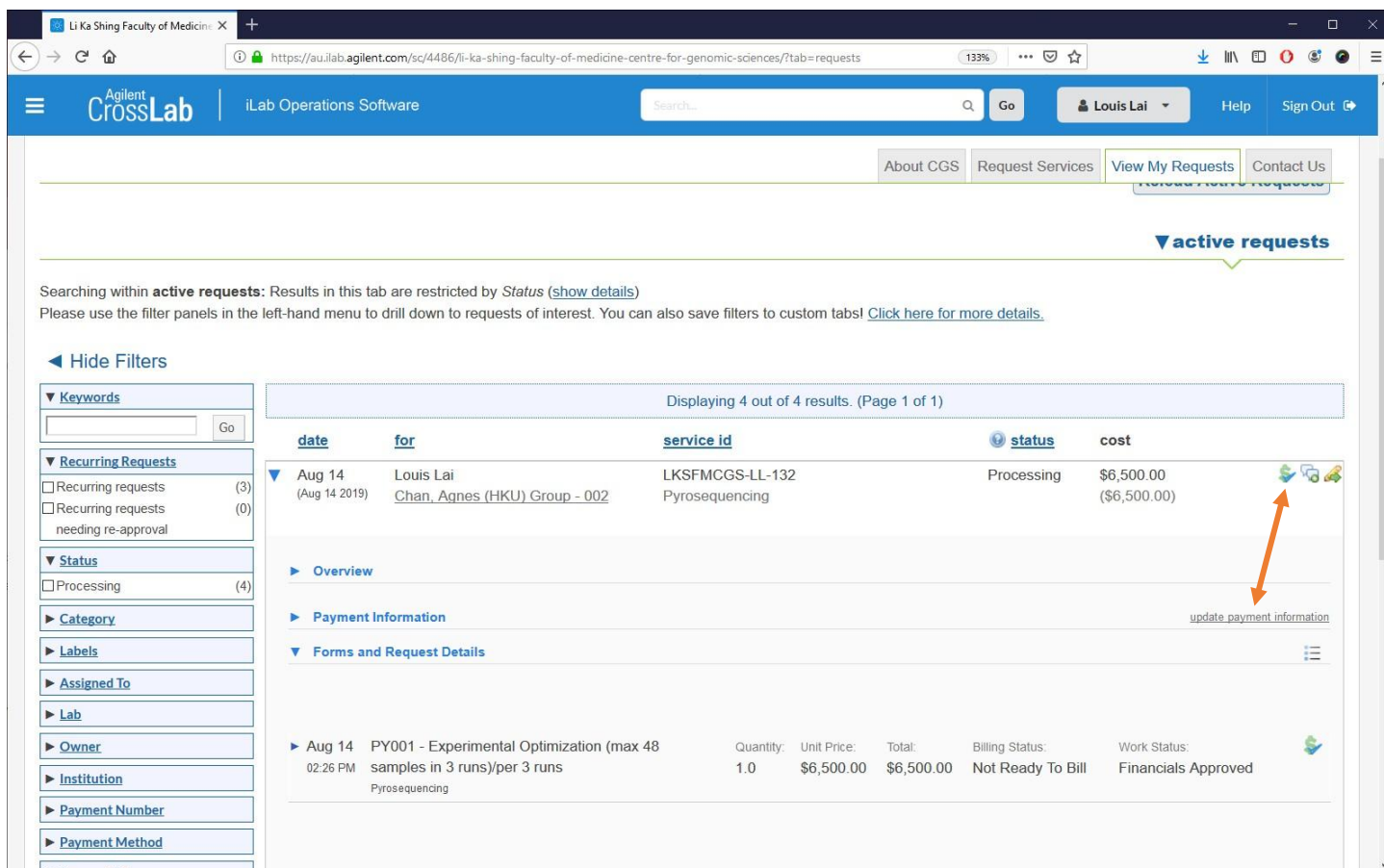
Before the invoice is generated:

Payment information is entered when service request is made. If you need to change the Billing Account after the service request is made and/or processed, you can make the change any time before the invoice is generated, usually by the last day of each month.

IMPORTANT NOTES:

If you are a HKU user, you must fill in a valid HKU billing account number when initiating a request. If you are a non-HKU user, you can fill in "NA" in Payment info.

To make the change, select the request that requires payment info change and click  or "update payment info"



The screenshot shows the Agilent CrossLab iLab Operations Software interface. The top navigation bar includes the Agilent CrossLab logo, a search bar, and user information (Louis Lai). The main content area displays a list of active requests. A filter panel on the left allows for searching by keywords, recurring requests, status, category, labels, assigned to, lab, owner, institution, payment number, and payment method. The request list shows details for a request dated Aug 14, assigned to Louis Lai, with service ID LKSFMCGL-132 and status Processing. The cost is \$6,500.00. An orange arrow points to the 'update payment information' link next to the request.

date	for	service id	status	cost
Aug 14 (Aug 14 2019)	Louis Lai Chan, Agnes (HKU) Group - 002	LKSFMCGL-132 Pyrosequencing	Processing	\$6,500.00 (\$6,500.00)

Displaying 4 out of 4 results. (Page 1 of 1)

Actions: Overview, Payment Information, Forms and Request Details

Details for Aug 14 PY001 - Experimental Optimization (max 48 samples in 3 runs)/per 3 runs Pyrosequencing:

Quantity	Unit Price	Total	Billing Status	Work Status
1.0	\$6,500.00	\$6,500.00	Not Ready To Bill	Financials Approved

When the “Payment Information” window is opened, please:

- (i) Check the box(es) on the right side of each charging item(s),
- (ii) Change the billing account as needed

Click “Save” to confirm the changes.

The screenshot displays the Agilent CrossLab iLab Operations Software interface. The main window shows a list of charges with columns for date, for, service id, status, and cost. A modal window titled 'Payment Information' is open for a specific charge. This modal contains a table of charges with checkboxes for selection, a section for updating payment information (including HKU billing account numbers and percentages), a 'Total Allocated' field, a 'Default to this payment method' checkbox, and a 'payment notes' text area. At the bottom of the modal are 'save' and 'cancel' buttons. Red annotations (i) and (ii) with arrows point to the checkboxes and the HKU billing account number field, respectively.

date	for	service id	status	cost
Aug 14 (Aug 14 2019)	Louis Lai Chan, Ag	PY001 - Experimental Optimization (max 48 samples in 3 runs)/per 3 runs	Not Ready To Bill	\$6,500.00

Displaying 4 out of 4 results. (Page 1 of 1)

Selected charge(s) total: \$ 0.00

Amount currently due: \$0.00

Update payment info for selected charges

HKU billing account numbers		
1	100.0 %	222233333

100.0% Total Allocated

☒ Default to this payment method

payment notes

save cancel

Note: Click cancel anytime to cancel the changes. You must click Save to permanently change the setting/value.

After the invoice is generated:

To make the change, click  to view the specific invoice you would like to update.

Invoices

[Invoices](#)

[Bulk Actions](#)

Hide Filters

Keywords: Go

This page displays invoices from the past one year. To access older invoices please use the Date Created filter at the bottom.

Displaying 9 out of 9 result(s). (Page 1 of 1)

Created On	Core	Invoice Number	Lab	Owner	Payment Numbers	Price Types	Total Cost	Past Due	Status	Approval Status	
Nov 13 '25	Li Ka Shing Faculty of Medicine Centre for PanorOmic Sciences	LKSFOMCFPS-1306483	CHAN, Agnes (HKU) CPOS - Test	Kevin Yiu-Wing TSANG	1	Hkumed	\$17,464.00	over 90 days	Not Yet Paid	not required	  
Oct 31 '25	Li Ka Shing Faculty of Medicine Centre for PanorOmic Sciences	LKSFOMCFPS-1304336	CHAN, Agnes (HKU) CPOS - Test	Kevin Yiu-Wing TSANG	HKU billing account number	Hku academics	\$0.00		Paid	not required	  
Sep 30 '25	Li Ka Shing Faculty of Medicine Centre for PanorOmic Sciences	LKSFOMCFPS-1298704	CHAN, Agnes (HKU) CPOS - Test	Kevin Yiu-Wing TSANG	1	Hkumed	\$0.00		Paid	not required	  
Jun 30 '25	Li Ka Shing Faculty of Medicine Centre for PanorOmic Sciences	LKSFOMCFPS-1284897	CHAN, Agnes (HKU) CPOS - Test	Kevin Yiu-Wing TSANG	12345	Hkumed	\$4,400.00		Paid	not required	  
May 30 '25	Li Ka Shing Faculty of Medicine Centre for PanorOmic Sciences	LKSFOMCFPS-1280535	CHAN, Agnes (HKU) CPOS - Test	Kevin Yiu-Wing TSANG	test	Hkumed	\$29,332.96		Paid	not required	  
May 30 '25	Li Ka Shing Faculty of Medicine Centre for PanorOmic Sciences	LKSFOMCFPS-1280529	CHAN, Agnes (HKU) CPOS - Test	Kevin Yiu-Wing TSANG	12345	Hku academics	\$15,300.00		Paid	not required	  
May 30 '25	Li Ka Shing Faculty of Medicine Centre for PanorOmic Sciences	LKSFOMCFPS-1280467	NG, Bond (HKU) Group - 001 Test	Levina LAM	HKU billing account number	Hkumed	\$0.00		Paid	not required	  
Apr 30 '25	Li Ka Shing Faculty of Medicine Centre for PanorOmic Sciences	LKSFOMCFPS-1276171	NG, Bond (HKU) Group - 001 Test	Levina LAM	HKU billing account number	Hkumed	\$0.00		Paid	not required	  
Mar 31 '25	Li Ka Shing Faculty of Medicine Centre for PanorOmic Sciences	LKSFOMCFPS-1271598	CHAN, Agnes (HKU) CPOS - Test	Kevin Yiu-Wing TSANG	HKU billing account number	Hkumed	\$0.00		Paid	not required	  

Apply Filters Reset Filters

Once the invoice is displayed, select the request requiring a payment information update and click the relevant option .

Invoice No. **LKSFOMCFPS-1306483**

Invoice Date **November 13, 2025**

Lab **CHAN, Agnes (HKU) CPOS - Test**

From: **Li Ka Shing Faculty of Medicine Centre for PanorOmic Sciences** To: **CHAN, Agnes (HKU) CPOS - Test | Kevin Yiu-Wing TSANG**

[show additional contacts](#)

Invoice Total						\$17,464.00
Invoice Details						
DATE	ITEM DESCRIPTION	PMT.#	QTY	PFU	STATUS	TOTAL
▼ Request: CPOS-251110-JKCN-31618 Start: November 10, 2025 Owner: Jason Ka Chun NG   						
November 10, 2025	CM205 - Cryo-EM Sample Preparation	1	8.0	\$500.00/ea	Completed	\$4,000.00
	Test for note					
November 10, 2025	CM206 - Cryo-EM Sample Screening (Glacios)	1	8.0	\$1,683.00/ea	Completed	\$13,464.00
Actual cost: \$17,464.00		Projected cost: \$17,464.00		Invoice cost: \$17,464.00		
Invoice Total						\$17,464.00

When the “Payment Information” window is opened, please:

- (i) Check the box(es) on the right side of each charging item(s),
- (ii) Change the billing account as needed

Click “Save” to confirm the changes.

Invoice Total **\$17,464.00**

Invoice Details

DATE	ITEM DESCRIPTION	PMT.#	QTY	PPU	STATUS	TOTAL
	Charge	Billing Status	HKU billing account number	Amount		
	CM205 - Cryo-EM Sample Preparation	Billing Initialized	1	\$4,000.00	☐	\$0.00
	CM206 - Cryo-EM Sample Screening (Glacios)	Billing Initialized	1	\$13,464.00	☐	\$4.00
Selected charge(s) total: \$0.00						\$4.00
Invoice total: \$17,464.00						\$4.00

Update payment info for selected (↓) charges

HKU billing account numbers 1 %

100.0% **Total Allocated**

☒ Default to this payment method

payment notes

Send Payment Reminder?

Note: Click cancel anytime to cancel the changes. You must click Save to permanently change the setting/value.

After saving, refresh the invoice interface, and the billing account should be updated accordingly.

For recurring services:

For **previously issued invoices**, update the billing account in the relevant **invoice interface** (same steps as to update AFTER invoice is generated).

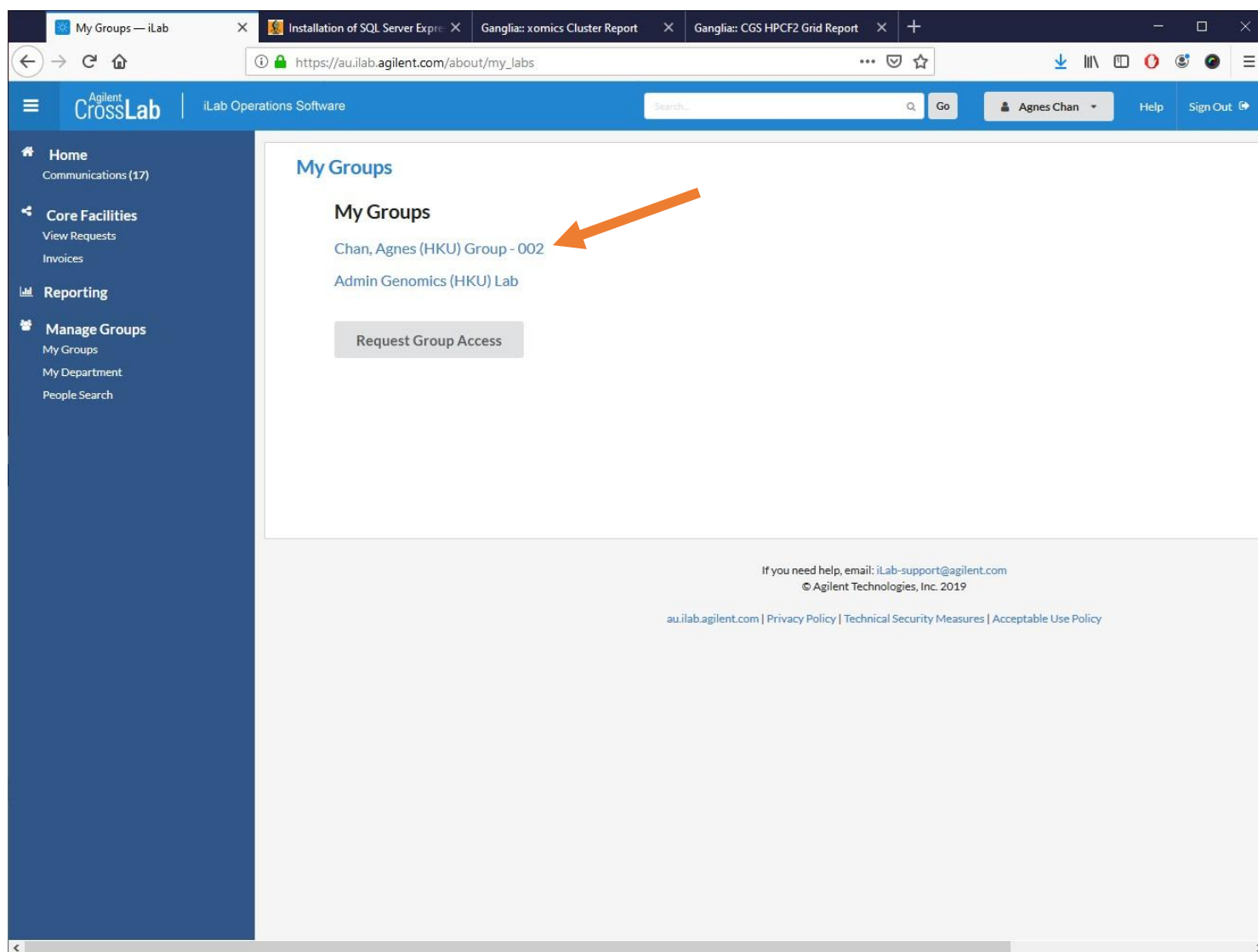
For **future invoices**, update the billing account in the **request interface** (same steps as to update BEFORE invoice is generated).

Managing your group (lab) – PI only

As the PI of a group (lab), you have total authority in managing who can raise a service request, financially approve a request, view and confirm invoices, set Lab-wide (group-wide) auto-approval limit.

How to authorize a Lab/Group Manager for your group

This can only be done by PI of a Lab/Group. Login with the PI account. Click Menu at top left corner and then My Groups. You shall then see all the Groups (Labs) you belong to. Click the group you would like to authorize a member.



In the section “Lab members and settings”, you shall see a list of researchers/members of your group. Click the “yellow pencil” icon at the far right of the member who you would like to be your manager of the group.

Agilent CrossLab | iLab Operations Software

Search... Go Agnes Chan Help Sign Out

Chan, Agnes (HKU) Group - 002

Membership Requests Members (3) Budgets Bulletin board (2) Group Settings

Lab-wide approval settings

Click the pencil icon next to the person below whom you would like to make the financial approver.

Default auto-approval threshold \$ 10000.0 ⚠
Cost overage buffer \$ 100.0 ⚙

save approval settings

Lab members and settings

Name	Auto Approval Amount	ERP ID	Email	Phone	Start Date	End Date	
Agnes Chan	Lab default (\$10,000.00)		agnes.cgs@hku.hk				👤 💰 🖋
Kevin Yiu-Wing Tsang	Lab default (\$10,000.00)		kevintsang.cgs@hku.hk				👤 💰 🖋 ✖
Louis Lai	Lab default (\$10,000.00)		louis11@hku.hk	28315436			👤 💰 🖋 ✖

link existing user

Department managers

Name	Email	Phone
Levina Lam	levina.cgs@hku.hk	

Click to select Manager and Save.

Louis Lai

Lvl: Manager Can order? ☐ Core Financial Contact: ☒

louis11@hku.hk 28315436

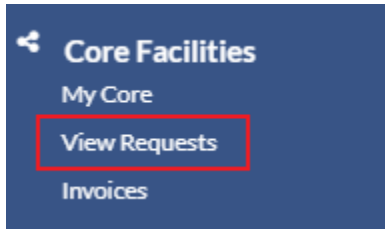
save cancel

The Manager can now perform daily operation on your (PI) behalf.

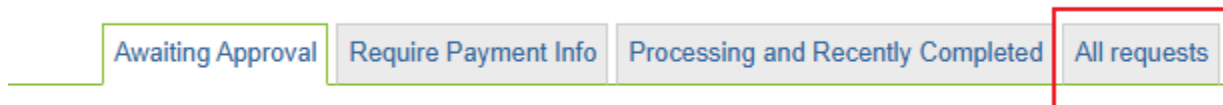
View All Requests

As a PI or Manager of a group/lab, you can view the requests for the whole group/lab.

Top left menu → Core Facilities → View Requests



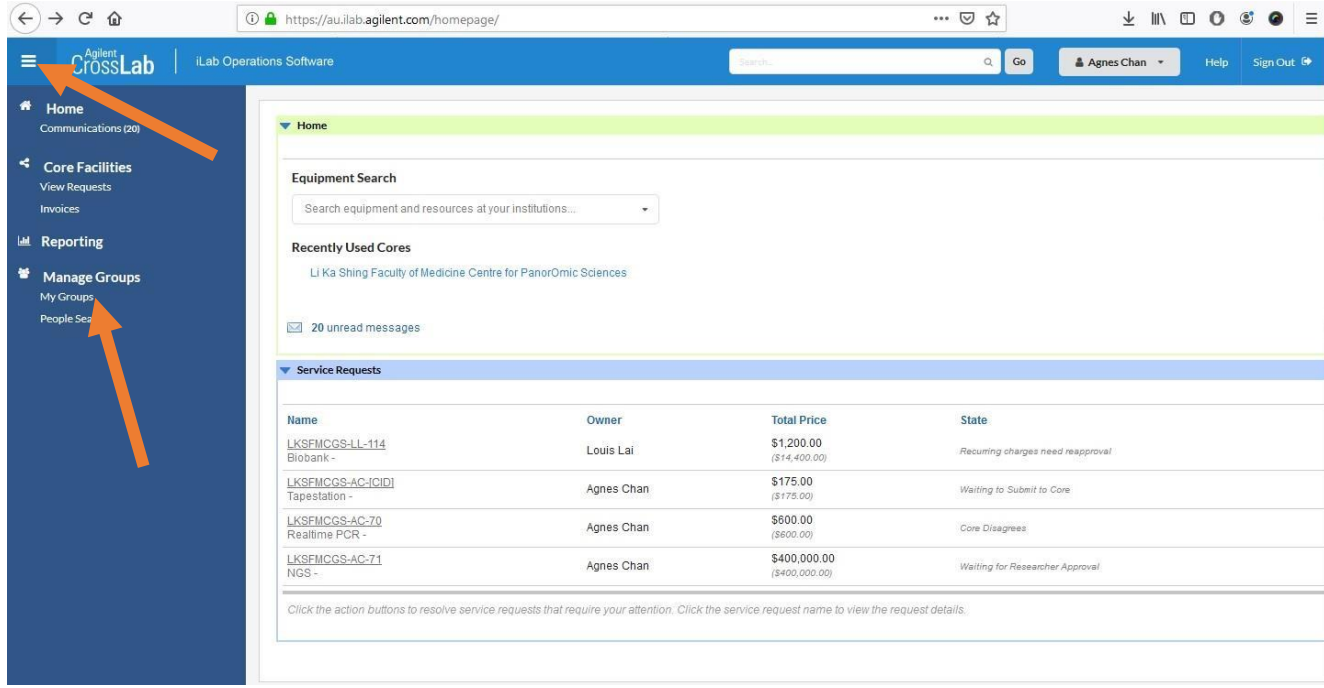
Choose 'All requests' tab on the top right.



Changing Auto Approval Amount

As a PI or Manager of a group/lab, you can set/change Auto Approval Amount for individual user of your group/lab. Any member of your group/lab can make any service requests with a total projected value under that threshold without the need for financial approval.

Login to iLab, click top left menu, click My Groups and select your PI group.



The screenshot shows the iLab Agilent CrossLab interface. The left sidebar menu has 'Home' and 'Manage Groups' highlighted with orange arrows. The main content area shows 'Equipment Search', 'Recently Used Cores', and a 'Service Requests' table.

Name	Owner	Total Price	State
LKSFMCGS-LL-114 Biobank -	Louis Lai	\$1,200.00 (\$14,400.00)	Recurring charges need reapproval
LKSFMCGS-AC-ICIDJ Tapestation -	Agnes Chan	\$175.00 (\$175.00)	Waiting to Submit to Core
LKSFMCGS-AC-70 Realtime PCR -	Agnes Chan	\$600.00 (\$600.00)	Core Disagrees
LKSFMCGS-AC-71 NGS -	Agnes Chan	\$400,000.00 (\$400,000.00)	Waiting for Researcher Approval

Important Notes: DO NOT change the values in Lab-wide approval settings. Only change the Auto Approval Amount for individual user

NG, Bond (HKU) Group - 001 Test

Membership Requests | **Members (4)** | Budgets | Bulletin board (2) | Inventory Settings | Group Settings

Lab-wide approval settings

Click the pencil icon next to the person below whom you would like to make the financial approver.

Default auto-approval threshold: \$1,000,000.00
 Cost overage buffer: \$0.00

Do NOT change value here!

save approval settings

Lab members and settings

Name	Auto Approval Amount	ERP ID	Email	Phone	Start Date	End Date
Bond Ng	\$1,000,000.00		bondng.cgs@hku.hk			
Levina Lam	\$100,000.00		levina.cgs@hku.hk			
Louis Lai	\$20,000.00		louis11@hku.hk	28315436		
Cheng Wei Wu	\$10,000.00	Lvl: Member Can order?: ☐ Core Financial Contact: ☐	chengwei@hku.hk	61079988		

add new user | link existing user

If you need help, email: ilab-support@agilent.com
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[ilab.agilent.com](#) | [Privacy Policy](#) | [Technical Security Measures](#) | [Acceptable Use Policy](#)

Change the Auto Approval Limit for individual user

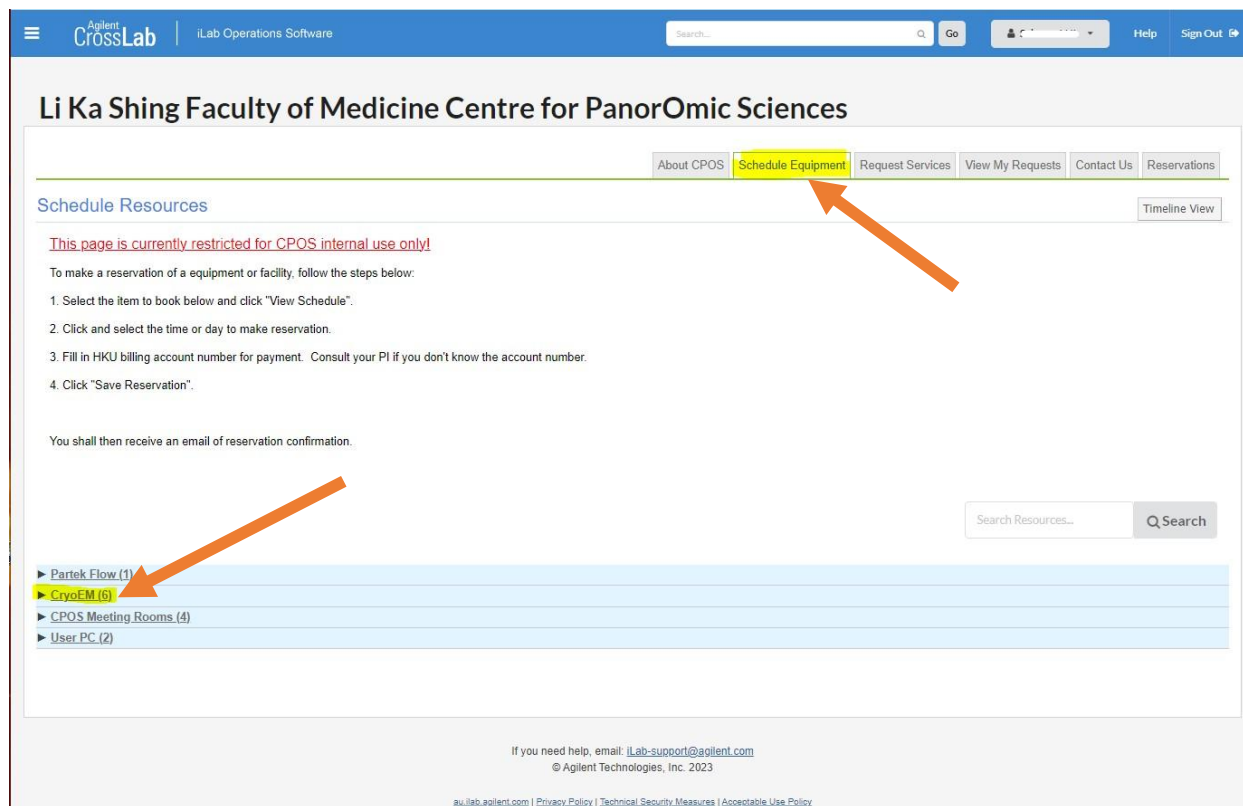
1. Click on the “yellow pencil” icon on the right of the user to change.
2. Change the value in the box
3. Click “save”.

Scheduling Resources/Equipment – making a reservation

There are currently 2 types of resources in iLab that allow user reservation, namely Partek Flow and CryoEM.

Login to iLab

Go to Schedule Equipment tab and click CryoEM to expand.



Li Ka Shing Faculty of Medicine Centre for PanorOmic Sciences

Navigation: About CPOS | **Schedule Equipment** | Request Services | View My Requests | Contact Us | Reservations

Schedule Resources Timeline View

This page is currently restricted for CPOS internal use only!

To make a reservation of a equipment or facility, follow the steps below:

1. Select the item to book below and click "View Schedule".
2. Click and select the time or day to make reservation.
3. Fill in HKU billing account number for payment. Consult your PI if you don't know the account number.
4. Click "Save Reservation".

You shall then receive an email of reservation confirmation.

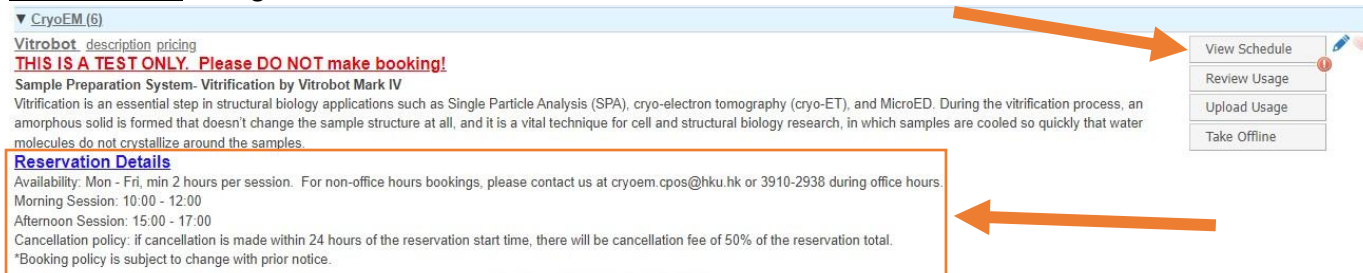
Search Resources... Q Search

- ▶ Partek Flow (1)
- ▶ **CryoEM (6)**
- ▶ CPOS Meeting Rooms (4)
- ▶ User PC (2)

If you need help, email: ilab-support@agilent.com
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[ilab.agilent.com](#) | [Privacy Policy](#) | [Technical Security Measures](#) | [Acceptable Use Policy](#)

To make a reservation on a particular equipment, please first check out the reservation details, policy and charges. Click View Schedule to begin reservation.



▼ CryoEM (6)

[Vitrobot](#) [description](#) [pricing](#)

THIS IS A TEST ONLY. Please DO NOT make booking!

Sample Preparation System- Vitrification by Vitrobot Mark IV

Vitrification is an essential step in structural biology applications such as Single Particle Analysis (SPA), cryo-electron tomography (cryo-ET), and MicroED. During the vitrification process, an amorphous solid is formed that doesn't change the sample structure at all, and it is a vital technique for cell and structural biology research, in which samples are cooled so quickly that water molecules do not crystallize around the samples.

Reservation Details

Availability: Mon - Fri, min 2 hours per session. For non-office hours bookings, please contact us at cryoem.cpos@hku.hk or 3910-2938 during office hours.

Morning Session: 10:00 - 12:00

Afternoon Session: 15:00 - 17:00

Cancellation policy: if cancellation is made within 24 hours of the reservation start time, there will be cancellation fee of 50% of the reservation total.

*Booking policy is subject to change with prior notice.

Buttons: View Schedule, Review Usage, Upload Usage, Take Offline



Select the desired session by clicking and dragging.

Li Ka Shing Faculty of Medicine Centre for PanorOmic Sciences > View Schedule

Vitrobot

Receive cancellation notifications

TEST ONLY. DO NOT MAKE BOOKING!

Availability: Mon - Fri, min 2 hours per session. For non-office hours bookings, please contact us at cryoem.cpos@hku.hk or 3910-2938 during office hours.

Morning Session: 10:00 - 12:00

Afternoon Session: 15:00 - 17:00

Cancellation policy: if cancellation is made within 24 hours of the reservation start time, there will be cancellation fee of 50% of the reservation total.

To make a reservation, click and drag to select either the morning or afternoon session on the calendar.

Week (7 Days)

<

Sun, 06 Aug - Sat, 12 Aug 2023

>

Hong Kong

Calendar Details

	Sun, 06 Aug	Mon, 07 Aug	Tue, 08 Aug	Wed, 09 Aug	Thu, 10 Aug	Fri, 11 Aug	Sat, 12 Aug
10:00 AM		Morning and Afternoon session	Morning and Afternoon session	10:00 AM - 12:00 PM	Morning and Afternoon session	10:00 AM - 12:00 PM	
11:00 AM							
12:00 PM							
01:00 PM							
02:00 PM							
03:00 PM		Morning and Afternoon session	Morning and Afternoon session	Morning and Afternoon session	Morning and Afternoon session	Morning and Afternoon session	
04:00 PM							

Each session will have a minimum duration. For example, the reservation session duration is 2 hours. If you have selected less than the session minimum, you will see an error message and iLab will automatically adjust it to the minimum for you.

Thu, 10 Aug	Fri, 11 Aug
Morning and Afternoon session	10:00 AM - 11:00 AM

If the selected time is not correct, you can always click the “yellow pencil” to adjust the time accordingly.

Times

	Start	End	
Scheduled	Aug 11 2023 10:00 AM	Aug 11 2023 12:00 PM	

Remember to click Save to confirm the time.

Times

	Start	End	
Scheduled	Aug 11 2023 10:00 AM	Aug 11 2023 12:00 PM	<input checked="" type="button" value="Save"/> Reset

General | Comments | Contacts

Reservation details ⓘ **Unsaved reservation - click save reservation**

Required forms
There are no forms required to make this reservation.

**You have scheduled a reservation that is less than the minimum allowed time on this equipment.
Your reservation has been automatically adjusted to meet that minimum.**

For: Vitrobot 1 - Morning and Afternoon session \$0.00/hr (Trained) - My Reservation
 Lab: [CHAN, Agnes \(HKU\) CPOS - Test](#)
 Created on: August 07, 2023 14:18

Minimum booking duration is 2 hours. For non-office hours bookings, please contact us at cryoem.cpos@hku.hk or 3910-2938 during office hours.
 Morning session: 10:00 - 12:00
 Afternoon session: 15:00 - 17:00

- Any reservation must be made 7 days in advance.
- Each user/PI group can only reserve up to 12 hours (or 6 sessions) at any given time.
- Cancellation policy: if cancellation is made within 24 hours of the reservation start time, there will be cancellation fee of 50% of the reservation total.
- Contact us for custom and urgent bookings.
- Total charge will appear after approval by Cryo-EM admin

Event Notes: note visible to anyone ☒ Copy notes to the charge and display on the invoice

Times

	Start	End	
Scheduled	Aug 11 2023 10:00 AM	Aug 11 2023 12:00 PM	

This event can be modified or deleted before

Read the reservation policy, especially the cancellation policy and confirm all details.

Each user will have a maximum number of hours of reserving a particular equipment (Capped amount) at any time. For example, each user can only reserve up to 6 sessions (or 12 hours) at any given time.

You are affected by the following capping rules

Scope	Booked amount	Capped amount
Vitrobot	0.0 hours	12.0 hours

***Important: Note that no charges will appear at this stage.**

Use and cost of reservation

Duration	Effective Rate	Amount	Use Type
2.0 hours	\$0.00	= \$0.00	Morning and Afternoon session Base Rate
2.0 hours	Total Cost	\$0.00	Faculty Rate

▼ Pricing Details

Aug 11 '23 10:00 AM - 12:00 PM Morning and Afternoon session \$0.00/h ▼

Depending on the equipment, some requires use of consumables, such as grid.

Click Add additional service charge and select the desired item to add with quantity. Click + button to add the charge.

Additional charges for this event

Aug 07 03:18 PM Schwan LUI CM102 - Quantifoil Grid Cu R1.2/1.3 Quantity: 1.0 Unit Price: \$80.00 Total: \$80.00  

Search:

 Add additional service charge

Name	Quantity	Show alphabetically
▼ Cryo-EM (2)		
CM102 - Quantifoil Grid Cu R1.2/1.3	1	 \$80.00
CM103 - Quantifoil Grid Cu R0.6/1	0	 \$80.00

Last but not least, please make sure you put in the HKU billing account number. This account is to be charged to on a monthly basis for any charges incurred. Ask you PI for the billing account number before making a reservation.

Payment information

Please enter the HKU billing account number 

% HKU billing account number

1 %

100.0% Total Allocated 

 Split Charge

☒ Use the same payment information for all add-on charges

To keep your PI aware of such reservation, you may add the email address of your PI in the box.

Invite additional people to this event by email

Please enter a comma separated list of valid email addresses

peterchan@hku.hk



Click  to make the reservation.

An email (with outlook calendar event attachment) will then be sent to you on the reservation. Double click the event.ics in outlook to add to your calendar.

[Li Ka Shing Faculty of Medicine Centre for PanorOmic Sciences] A reservation has ...

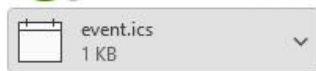


no-reply@ilabsolutions.com

To: (CPOS); (Cryo-EM (CPOS))



Mon 7/8/2023 3:28 PM



A reservation has been created on Vitrobot (Vitrobot 1).

User: S LUI ()

Payment info: 12345678

Pls: Agnes

[Click here to view reservation details](#)

Original event information:

Start time: August 11, 2023 10:00:00 AM (HKT)

End time: August 11, 2023 12:00:00 PM (HKT)

When Cryo-EM team receives your reservation request, charges will be updated based on standard charge subject to faculty subsidy, if applicable. When you receive another similar email, which informs you of the reservation that has been updated, you can login into iLab and check the total charges for the reservation.

[Li Ka Shing Faculty of Medicine Centre for PanorOmic Sciences] A reservation has ...

NR

no-reply@ilabsolutions.com

To  (CPOS)

event.ics

1 KB



 Reply

 Reply All

 Forward



Mon 7/8/2023 3:51 PM

A reservation has been updated on Vitrobot (Vidrobot 1).

User:  ()

Payment info: 1234567890

PIs: Agnes .

[Click here to view reservation details](#)

Original event information:
Start time: August 11, 2023 03:00:00 PM (HKT)
End time: August 11, 2023 05:00:00 PM (HKT)

You may click the link in the email to go directly to the reservation details or you can login to iLab (https://au.ilab.agilent.com/service_center/4486/?tab=about) and double click to open the reservation in Calendar view. You shall see the service charge added. Contact CryoEM Team for assistance if needed.

Additional charges for this event

	Aug 07 03:57 PM	Schwan LUI	CM301 - easiGlow per Vitrobot booking	Quantity: 2.0	Unit Price: \$150.00	Total: \$300.00	☐ no charge	
	Aug 07 03:18 PM	Schwan LUI	CM102 - Quantifoil Grid Cu R1.2/1.3	Quantity: 1.0	Unit Price: \$80.00	Total: \$80.00	☐ no charge	
Search: 								
 Add additional service charge								

Invoices will be generated and sent to PIs each month.

Cancelling and Deleting Reservation

Based on the cancellation policy, if a reservation is cancelled within 24 hours of the reserved start time, there will be a 50% cancellation fee.

If you would like to cancel/delete a reservation at least 24 hours before the reservation start time. Just go back to the reservation and click Delete Reservation.

The screenshot displays a reservation management interface with the following sections:

- General** (selected tab), Comments, Contacts
- Reservation details**:
 - For: Vitrobot 1 - Morning and Afternoon session \$0.00/hr (Trained) - My Reservation
 - Lab: CHAN
 - Created on: August 08, 2023 15:46
 - Minimum booking duration is 2 hours. For non-office hours bookings, please contact us at cryoem.cpos@hku.hk or 3910-2938 during office hours.
 - Morning session: 10:00 - 12:00
 - Afternoon session: 15:00 - 17:00
 - Policy list:
 - Any reservation must be made 7 days in advance.
 - Each user/PI group can only reserve up to 12 hours (or 6 sessions) at any given time.
 - Cancellation policy: if cancellation is made within 24 hours of the reservation start time, there will be cancellation fee of 50% of the reservation total.
 - Contact us for custom and urgent bookings.
 - Total charge will appear after approval by Cryo-EM admin
- Event Notes**: A text area with a dropdown menu set to "note visible to anyone" and a checkbox "Copy notes to the charge and display on the invoice" which is checked.
- Times**:
 - Scheduled: Aug 11 2023 10:00 AM to Aug 11 2023 12:00 PM
 - Message: This event can be modified or deleted before 10:00 AM HKT on Aug 10, 2023
- You are affected by the following capping rules**: A table with columns Scope, Booked amount, and Capped amount.
- Buttons**: "Save Reservation" (green), "Cancel Changes" (yellow), and "Delete Reservation" (red, highlighted with an orange arrow).

You can only “cancel” but not “delete” a reservation if the reservation start time is within 24 hours of the start time.

General | Comments | Contacts

Reservation details

For: Vitrbot 1 - Morning and Afternoon session \$0.00/hr (Trained) - My Reservation
Lab: CHAN, A. (Cryo-EM Test)
Created on: August 08, 2023 16:23

Required forms

There are no forms required to make this reservation.

Minimum booking duration is 2 hours. For non-office hours bookings, please contact us at cryoem.cpos@hku.hk or 3910-2938 during office hours.
Morning session: 10:00 - 12:00
Afternoon session: 15:00 - 17:00

- Any reservation must be made 7 days in advance.
- Each user/PI group can only reserve up to 12 hours (or 6 sessions) at any given time.
- Cancellation policy: if cancellation is made within 24 hours of the reservation start time, there will be cancellation fee of 50% of the reservation total.
- Contact us for custom and urgent bookings.
- Total charge will appear after approval by Cryo-EM admin

Event Notes: note visible to anyone ☐ Copy notes to the charge and display on the invoice

Times

	Start	End
Scheduled	Aug 09 2023 03:00 PM	Aug 09 2023 05:00 PM

This event can be modified or deleted before 03:00 PM HKT on Aug 08, 2023

You are affected by the following capping rules

Scope	Booked amount	Capped amount

You will be prompted with the following message. Please just click Confirm and **IGNORE** the cancellation fee of \$0.00 message since the actual cancellation fee will be calculated when the invoice is generated by end of the month. If you have any query on the actual cancellation fee, please contact CryoEM team.

Cancelling this event will result in a cancellation fee of \$0.00

A deleted reservation will no longer appear in the calendar while a cancelled reservation will still show up. Cancelled or deleted reservation allow other user to make new reservation.

End of Document