

# University of Pittsburgh iLab Institution Manual

## Standard Operating Procedure 300 for Pitt iLab System

iLab Role: Multiple Roles

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# University of Pittsburgh iLab Institution Manual

## **Purpose:**

This SOP describes how to navigate iLab, assign account numbers and make appropriate changes to labs. The University of Pittsburgh iLab financial integration ensures that PIs, Financial Managers, Researchers and Core Managers will use valid account numbers at each step of the request and billing process for core facilities.

Delegation is at the heart of the system: PI's and/or lab managers assign account numbers to individuals who will utilize Pitt cores. Researchers can order services using account numbers and core managers can bill for these services knowing that they are using valid account numbers. An [overview of iLab terms is available](#).

## **Scope:**

This document can be used by institutional administrators, lab level administrators (i.e. PIs and lab managers), core administrators and core managers as a guide for using iLab.

## **Logging into iLab:**

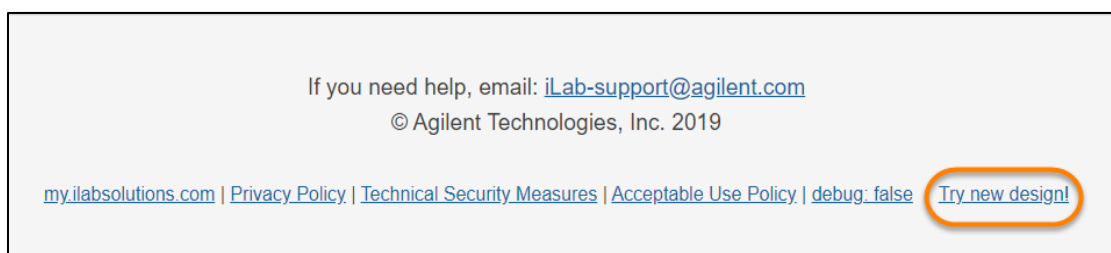
The iLab/ Pitt ID SSO integration allows for internal users to seamlessly register and login to iLab using Pitt credentials. This method is required to link Pitt account numbers with services provided by our shared research cores. See SOP 001 'University of Pittsburgh iLab Registration Guide' for instructions on how to register. External user registration instructions [is described separately](#).

Bookmark the following URL for easy login: <https://pitt.ilab.agilent.com/account/login>

## **Switch to New Design:**

Your account may be in the old design. Update to the new design by:

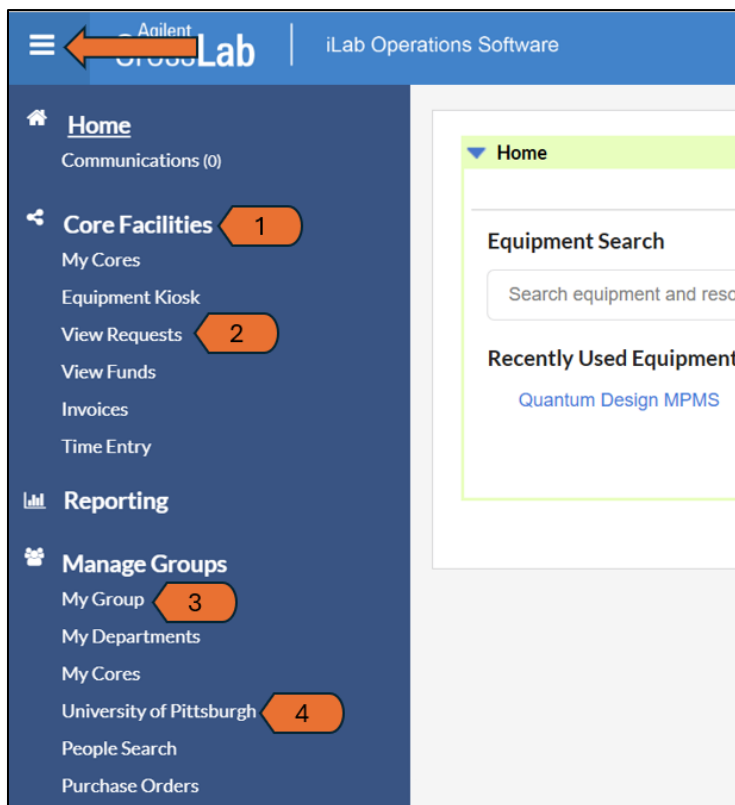
1. Click the 'Try new design!' link at the bottom of the screen near the iLab Agilent trademark.
2. The page will refresh automatically to the new design.



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## Navigating iLab:

Click on the side menu in the top left of the screen to navigate through iLab functionality (orange arrow). To view additional information about overall iLab navigation, [click here](#).



1. **Core Facilities:** A list of all iLab-managed Pitt cores. You can also search for core facilities outside of the University of Pittsburgh.
2. **View Requests:** A list of all requests per core. This area is where a PI/Lab Manager can approve/deny requests or provide account number(s). This feature is only available for Institutional administrators and lab level administrators (PIs and lab managers).
3. **My Groups:** A list of the labs in which you manage.
4. **University of Pittsburgh:** This link is **ONLY** available to those with an Institution Administrator or Financial Administrator role. Click this link to access the Institutional Dashboard which includes a full list of cores (live and in development), Institutional memberships, full list of internal labs, and a full list of account numbers.

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## View Requests:

'View Requests' displays a list of requests per core. This area is where a lab level administrator (PI or lab manager) can approve/deny requests or provide account numbers. This section is only available to Institutional Administrators and Lab Level Administrators (PIs and lab managers). For additional information on the 'View Requests' page, [click here](#).

1. Click 'View Requests' to see all requests.
2. Use the tabs along the top to navigate between requests.
  - i. **Awaiting Approval:** Displays any request made by a researcher from your lab to a core that has exceeded the pre-approved cost that the lab has set. This request now requires approval from a financial manager to proceed with the service request. Simply click 'Agree' or 'Disagree'.
  - ii. **Require Payment Info:** Displays any request made by a researcher that does not have an account number selected to charge. To update, simply click the \$ icon and select an account number. Click save.

Date	Requester	Core	Status
Jun 28 (Jun 28 2024)	Mark Abbott Abbott_Mark (PITTD) Lab	CF-MA-52 Project Request	Processing
Jun 27 (Jun 27 2024)	Mark Abbott Abbott_Mark (PITTD) Lab	CF-MA-[CID] Project Request	Waiting to Submit to
Jun 24 (Jun 24 2024)	Mark Abbott Abbott_Mark (PITTD) Lab	CF-MA-[CID] Analysis Fee (Hou... Services	Waiting to Submit to
Jun 10 (Jun 10 2024)	Mark Abbott Abbott_Mark (PITTD) Lab	CF-MA-[CID] Analysis Fee (Hou... Services	Waiting to Submit to
Jun 10 (Jun 10 2024)	Mark Abbott Abbott_Mark (PITTD) Lab	CF-MA-[CID] Analysis Fee (Hou... Services	Waiting to Submit to
Jun 03 (Jun 03 2024)	Mark Abbott Abbott_Mark (PITTD) Lab	CF-MA-[CID] Analysis Fee (Hou... Services	Waiting to Submit to

**Payment Information**

Charge	Billing Status	Account Number (Ref Code)	Amount
Decontamination Fee	Not Ready To Bill	04-35222-20333-000000	\$50.00
Decontamination Fee	Ready To Bill	05-13204-00000-012669	\$500.00

Selected charge(s) total: \$550.00

Only charges with a pending billing status are displayed. Amount currently due: \$500.00

Update payment info for selected (9) charges

Account Number (Ref Code): 05-13204-00000-012669 Lake Junin Sediments (Expires on Jun 30, 2025)

100.0% Total Allocated

Default to this payment method

payment notes

Send Payment Reminder?

save cancel

- iii. **Processing and Recently Completed:** Displays all current or recently finished requests from any researcher within your lab(s) that does not require actions.
- iv. **All Requests:** Display all requests from anyone within your lab.

## Institution Dashboard:

The institution dashboard is accessible by institutional administrators and institutional financial managers.

1. Navigate to the side menu on the top left of the screen.
2. Select the University of Pittsburgh link. From the dashboard you can:
  - View a summary of cores

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- View user management and account numbers
- View billing events across all cores
- Run reports at the institution level
- Adjust settings
- For additional information on the institution dashboard, [click here](#).

## Summary of Cores

On the ‘Summary of Cores’ tab you can view all cores at Pitt that are live, in development, and details about the core. Each core name is a hyperlink which will take you to the core. There is also a link icon to the left of the core’s name which will provide you with the custom URL for that core. For additional information about the ‘Summary of Cores’ tab, [click here](#).

Core Name	Primary Contacts	Live	Days Since Last Billing Event	Days Since Last Draft Billing Event	Recent Requests
<a href="#">CFAR Core E: Viral Pathogenesis &amp; Persistence</a>	Kerri Penrose, M.S.	yes	50	n/a	0
<a href="#">CFAR Core F: Systems Biology and Biostatistics</a>	Peter Shouair	yes	163	n/a	0
<a href="#">Cancer Pharmacokinetics and Pharmacodynamics Facility (CPPF)</a>	Jan Beumer	yes	1114	n/a	0
<a href="#">Common Instruments</a>	Tom Williams	yes	n/a	n/a	0
<a href="#">Core D Clinical Sciences</a>	Sharon Riddler, MD	yes	12	n/a	3
<a href="#">Cytometry Facility</a>	Mike Meyer	yes	15	3024	50

## User Management

On the ‘User Management’ tab you can view and manage pending lab access requests, research groups (labs), memberships to Pitt, and account numbers. For additional information about the ‘User Management’ tab, [click here](#).

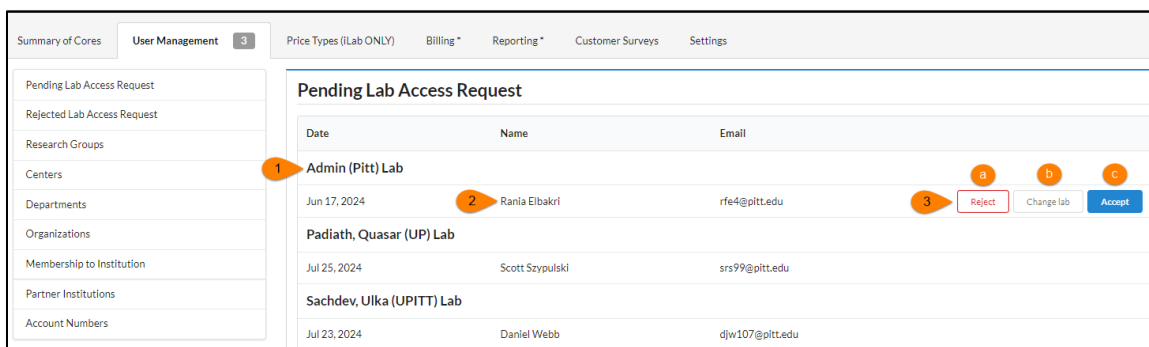
## Pending Lab Access Request

The ‘Pending Lab Access Request’ will appear only when a new internal user registers for an iLab account or is requesting access to a new/additional lab. The grey number on the ‘User Management’ tab indicates the number of outstanding requests. PIs and/or Lab Managers will act on these requests within their lab. An institution administrator can act on these requests on this dashboard.

1. The black bolded name is the lab the user is requesting access to, typically the PI’s name.
2. Below the lab name is the name of the user requesting access.
3. Hover over the user’s name to display action buttons.
  - **Accept:** If the user is part of the lab selected, click ‘Accept’ to add them into the lab.

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- **Change Lab:** If the user is not part of the lab selected but their correct lab is in iLab, select 'Change lab.'
- **Reject:** If the user is not part of any lab within iLab.



## Research Groups

Research Groups, also known as labs, is a central location for a PI, their researchers, and account numbers. The PI and lab manager can manage the researchers and assign account numbers within the lab. The labs in this section are created through the fund file that Pitt sends iLab nightly. The name of the lab is a hyperlink to the lab. For additional information on managing a Research Group navigate to the [Manage Research Groups \(Labs\) & Projects](#) section of this document.

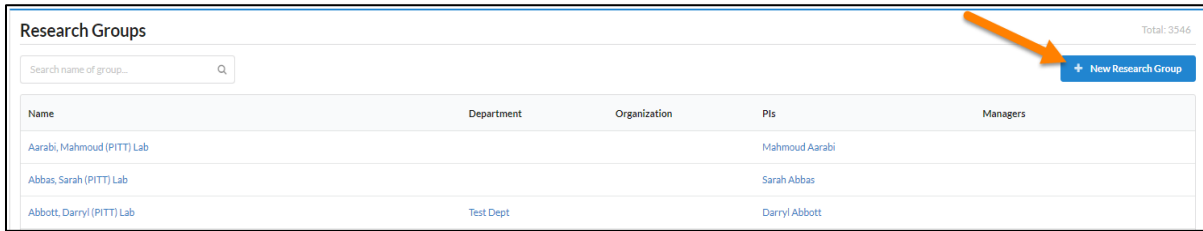
### Manually Creating a Lab:

There may be scenarios where a PI does not come through in the nightly fund file, but they need an account and lab created within iLab. The PI will need to register in iLab first and their lab will need to be manually created by an Institutional Administrator.

1. It is important to first confirm that the PI does not have a lab in iLab to avoid creating a duplicate lab.
  - i. On the 'User Management' tab within the 'Research Group' section search for the PI.
  - ii. If the PI's lab exists, do not proceed with creating a lab.
  - iii. If the PI's lab does not exist, proceed to the next step.
2. The PI must register **before** creating the lab. When the PI is registering, they will select to be in the 'Admin (PITT) Lab'.
3. Click 'University of Pittsburgh' in the left-hand panel.
4. Navigate to the 'User Management' tab.
5. Accept the PI into the Admin (PITT) Lab.
  - i. Hover over the PI in the 'Pending Lab Access Request' section.
  - ii. Select 'Accept.'

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6. Scroll down to the Research Groups section. Click 'New Research Group.'



7. Name the lab.

i. Format should always be Last Name, First Name (PITT) Lab.

8. Sharing should remain on 'Stealth'.

9. In the 'Select Existing' text box, type the PI's name.

10. Click 'Save.'

The screenshot shows the 'New Research Group' form. It has a title bar with a close button. The form contains the following fields and elements:














- Name \***: A text input field containing 'Last Name, First Name (Rutgers) Lab'. An orange callout '1' points to the 'Sharing' dropdown menu.
- Sharing**: A dropdown menu currently set to 'Stealth'.
- Principal Investigator**: A section containing:
  - Select Existing**: A dropdown menu with the placeholder text 'Start typing a name...'. An orange callout '2' points to this field.
  - Enter PI Contact Information**: A section with an 'Email' input field.
  - First Name** and **Last Name**: Two separate input fields.
- Buttons**: At the bottom right, there is a 'Cancel' button (disabled) and a 'Save' button. An orange callout '3' points to the 'Save' button.

11. Navigate to the Admin (PITT) Lab and remove the PI by clicking the trash can icon next to the PI on the 'members' tab.

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Lab members and settings

Active Members   Expired Members

Name	Auto Approval Amount	ERP ID	Email	Phone	Start Date	End Date	
Kenneth	Lab default (\$0.00)						  
Dana	Lab default (\$0.00)				Apr 17, 2020		   
David	Lab default (\$0.00)						  
John	Lab default (\$0.00)						  

12. Navigate to the PI's lab and check that the PI is listed as the PI.
  - i. In the PI's lab on the 'Members' tab hover over the person icon.
  - ii. If any edits need to be made, click the blue edit pencil icon.

## Account Numbers

Pitt sends iLab a nightly fund file which contains account numbers and the owners of those account numbers. The account numbers section will list all projects that are in iLab or were included in a fund file at one point. You can use the search feature to search for a specific account number. This is a valuable tool for troubleshooting. Below is a description of each column within this section. This section applies to the institutional administrator role.

- **Account Numbers:** The account numbers are passed to iLab from Pitt.
- **Status:** Options are either 'active' or 'inactive.'
  - Active means the Account Numbers are currently in the last fund file iLab successfully loaded.
  - Inactive means that at one point that the Account Number(s) was sent to iLab in the nightly file but is no longer in the file.
- **Created On:** This is the date the account number(s) first appeared in the nightly file that was successfully loaded into iLab.
- **Updated On:** Tracks the date iLab made the very last change to the account numbers within iLab.
  - For example, if the account number's expiration date changes in last night's file, that date would be last night.
  - If the status is inactive, this updated date is a good indicator of the first day the account numbers were no longer in the file.
- **Expires On:** This date will match the expiration date that is sent to iLab for that fund in the file.
  - If the account number is inactive, and the expiration date shows a date in the future, that means the account number was removed from the file before it expired.
- **Lab:** A lab will be listed if those account numbers are present in a PI's lab grid.

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- Note: If the PI disables the account number using the 'Disable/Enable Fund' section in the lab, it will show as 'Not in any lab' even though it was just disabled.

For more information about the Billing, Reporting, and Settings tabs on the institution dashboard, follow the links below. This applies to the institutional admin role.

- [Billing](#): The billing tab will show all billing events across all cores at Pitt.
- [Reporting](#): You can run reports across Pitt.
- [Settings](#): There are some settings that an institution admin has access to.

## **Manage Research Groups (Labs) & Account Numbers**

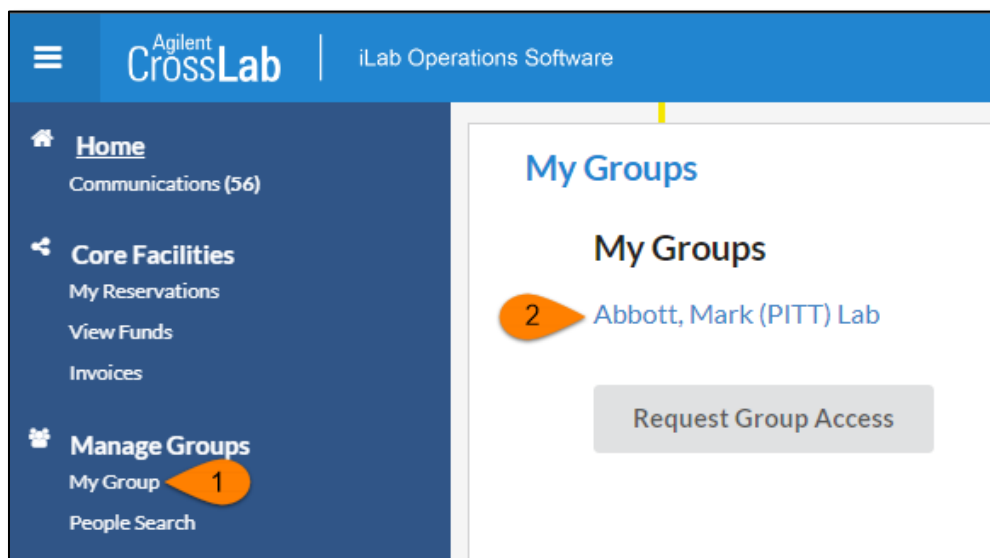
Research groups are the PI's lab where their members and account numbers can be found and managed. A list of PIs and account numbers are loaded and updated in iLab through a nightly fund file provided by Pitt. PIs within this file will have their account and lab created automatically with all account numbers they are an owner of populated in their lab. If an account number is marked as a 'Non-Sponsored Account Number' it will live in the background until it is requested into a lab. Additional information on managing groups is provided in subsequent sections of this SOP.

Note: This section pertains to lab level administrators (PIs and lab managers), however, institutional admins have the same capability across all labs.

## **Accessing your Lab**

1. Click 'My Groups' in the left-hand navigation panel to see a list of labs you manage.
2. Click the lab name for access to adjust settings, members, and account number assignments.

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3. As Principal Investigator (or, if delegated, a Lab Manager), there are a few responsibilities to allow researchers to order services from core facilities and make equipment reservations. Specifically:
  - Accepting users into your lab
  - Assigning account numbers to lab members
  - Managing lab members
  - Approving service requests and reviewing/providing payment information

## **Managing Members of your Group**

Below are links to helpful articles on managing your group and members.

- [Overview of managing a group](#)
- [Managing members](#): This will show you how to add new users, change a member's role, and add membership expiration dates. Note: Please refer to SOP 050 'Required Use of Expiration Dates for iLab User Offboarding'.
- [Update group membership](#): If you have a user who needs access to your lab and already has an iLab account they can request access using the linked article

## **Accepting a member into your lab**

1. Navigate to your lab as described in 'Accessing your lab' above.
2. Click the 'Membership Requests & Account Numbers' tab. This will show any pending membership requests.
3. Approve or reject the membership request. If a researcher selected the incorrect lab, an institutional admin could choose 'change lab' to update membership.

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4. After approving the member's account, assign account numbers to the new member. A user cannot utilize a core facility unless they are assigned an account number.

The screenshot shows the iLab interface for a lab named 'Kenneth (Rutgers) Lab'. At the top, there is a navigation bar with a red circle containing the number '1' pointing to the 'Membership Requests & Project' tab. Other tabs include 'Members (9)', 'Budgets', 'Bulletin board (0)', and 'Group Settings'. Below the navigation bar, the page title is 'Membership Requests'. A warning message states: 'An Access Request requires approval'. Below this is a table with the following data:

Date	Name	Email	Actions
Jan 24 '20	Staff Test11	[Redacted]	<span>2</span> <input checked="" type="checkbox"/> Accept <input type="checkbox"/> Reject

## **Assigning Account Numbers to Members of a Lab**

The 'Manage Account Numbers' section will include a grid of all members that have been given access to your lab and account numbers that you are the owner of. For core facilities to bill for services, the user must be assigned an account number. If the account numbers needed for a lab member to charge services against does not exist in the grid, they can be requested through the ['Request access to additional Projects' workflow](#).

1. Within your lab navigate to the 'Membership Requests & Account Numbers' tab.
2. In the 'Manage Account Numbers' section click on the appropriate check box to assign a member account number.
3. Assign the appropriate account number(s) to each member on the list.
4. When the box turns green that means the information has been applied to the member.

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Manage Project

► Customize Project Grid

Click on the check boxes to change funding assignments in real time. A green highlight indicates a saved change.

Filter Project numbers

Filter Members

Name	Default Projects	300	300	301	301	801
Kenneth	None	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Dana	None	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
David	None	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

## Requesting Access to Non-sponsored Account Numbers

Institutional administrators and lab level administrators (PIs and lab managers) can request access to non-sponsored account numbers. A non-sponsored account number comes through in the nightly fund file with an identifier that it is non-sponsored. These account numbers live in the background within iLab waiting to be requested into a lab.

1. Navigate to your lab as described in 'Accessing your lab' above.
2. On the 'Membership Request & Account Numbers' tab expand the section called 'Request access to additional account numbers.'
3. Enter the account number(s) within the text boxes (all fields are **required**). The account number(s) will be constructed from the following elements:
  - i Entity: should be exactly 2 numeric characters
  - ii Department: should be exactly 5 numeric characters
  - iii Purpose: should be exactly 5 numeric characters
  - iv Project: should be exactly 6 numeric characters
4. Click 'Request.'
5. If the account number(s) is valid a request will be sent to the fund owner to approve.
6. If the account number(s) is not valid an error message will appear.

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**Request access to additional Account Numbers**

If you don't see a Account Number that you should have access to, please type it in below. The Fund Approver will receive a notification and approve or deny your request.

Your account number will be constructed from the following elements:

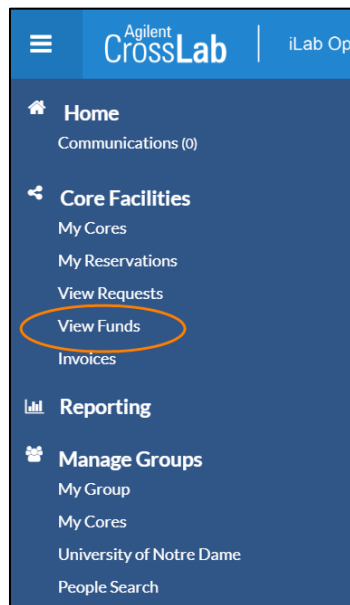
- Entity (REQUIRED) – should be the exactly 2 numeric characters
- Department (REQUIRED) – should be exactly 5 numeric characters
- Purpose (REQUIRED) – should be exactly 5 numeric characters
- Project (REQUIRED) – should be exactly 6 numeric characters

Entity	Department	Purpose	Project
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

## **Managing Non-Sponsored Account Number Requests**

Department Financial Managers, Institutional Administrators, and Lab Level Administrators (PIs and lab managers) can request access to non-sponsored account numbers within their lab. When requesting access, the owner of that account number must approve the request.

1. Within the left-hand menu select 'View Funds.'



2. Pending access requests to non-sponsored account numbers will appear in the first section.

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- Use the action buttons to the left to 'Approve' or 'Reject' the request.

**FOPs**

▼ Pending Access Requests

view all [pending](#) [approved](#) [rejected](#)

Created	Lab	Requestor	Fund Owner	Fund	Notes	State	Actions
Mar 23 '20	(ND) Lab	iLab Admin (admin@ilabx.com) ()	Michelle	10000		pending	<a href="#">Approve</a> <a href="#">Reject</a>
Mar 23 '20	(ND) Lab	iLab Admin (admin@ilabx.com) ()	Charles	10001		pending	<a href="#">Approve</a> <a href="#">Reject</a>
Mar 03 '20	(ND) Lab	iLab Admin (admin@ilabx.com) ()	Jennifer	40000		pending	<a href="#">Approve</a> <a href="#">Reject</a>

- If you need to revoke access to a non-sponsored account number that a lab/PI was given access to, select the 'approved' link in the top left corner of the 'Approved Access Requests' section.
- Select 'Revoke' in the action column to remove the non-sponsored account number from the PI's lab.

Note: You can only revoke access if the account number is not assigned to members within a lab. If members are assigned to the account number, contact the PI to unassign the account number.

**FOPs**

▼ Approved Access Requests

view all [1](#) [approved](#) [rejected](#)

← Previous 1 | 2 | Next →

Created	Lab	Requestor	Fund Owner	Fund	Notes	State	Actions
Apr 27 '20	Archie, Elizabeth (ND) Lab	Jacynthe Krajcik (instadmin.jacynthe.krajcik@ilabx.com) ()	Michael Pfrender	390002-43333-40000		approved	<a href="#">Revoke</a>
Apr 23 '20	Archie, Elizabeth (ND) Lab	Jacynthe Krajcik (instadmin.jacynthe.krajcik@ilabx.com) ()	Michael Pfrender	390001-43333-40000		approved	<a href="#">Revoke</a>
Apr 23 '20	Archie, Elizabeth (ND) Lab	Jacynthe Krajcik (instadmin.jacynthe.krajcik@ilabx.com) ()	Jaroslav Nabrzyski	390010-43333-40000		approved	<a href="#">Cannot reject - fund is assigned to one or more lab members for use. Contact PI to resolve.</a>
Apr 23 '20	Archie, Elizabeth (ND) Lab	Jacynthe Krajcik (instadmin.jacynthe.krajcik@ilabx.com) ()	Richard Gray	380557-30025-10000		approved	<a href="#">Cannot reject - fund is assigned to one or more lab members for use. Contact PI to resolve.</a>

## Custom Billing Fields

The custom billing fields contain accounting information that will be passed through to the billing file that is sent to Pitt GA. These fields must be set for each core **prior** to the core going live in iLab, or billing errors could result upon the first billing event. Specific instructions are outlined in SOP 151 'Custom Billing Fields'. A core administrator or institutional administrator have access to entering custom billing fields.

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## **Billing Process**

Core administrators are responsible for creating billing events which contain completed charges that are ready to be billed. A general overview is outlined below. Specific instructions are outlined in additional SOPs as specified below. For additional general information about how to create a billing event, [click here](#).

1. Each core will create a draft billing event by the 24<sup>th</sup> of each month. Core administrators or core managers must follow directions as outlined in SOP 150 'Core Centralized Billing Manual'.
2. The organization administrator will review and create the billing event as outlined in SOP 250 'Organization Centralized Billing Manual'. Invoices and a billing file are generated.
3. The organization admin will email all invoices to the respective invoice owners.
4. When the organization is ready to send the billing file to Oracle EBS they will click 'Bulk Actions' > Send Billing Files to ERP' > select file to send > click 'Send'
5. The file will be scheduled to be **sent daily at 8:00pm ET**

**Note:** Final submission of all billing files needs to be sent to the CFO office by **the 25<sup>th</sup> of each month**.

## **Invoices:**

Invoices contain charges that live within a billing event. Research core facility users, lab level administrators (PIs and lab managers), core administrators and institutional administrators can view invoices. For additional information about invoices, [click here](#).

1. Click 'Invoices' in the left-hand menu to see a list of invoices.
  - i. Lab-level admins, core admins, and users will only be able to view invoices associated with their respective core or lab. Additionally, users will see invoices if they are listed as the requester.
  - ii. Institution Admins will see a list of all invoices for all researchers at Pitt.
2. Use the filters to reduce and sort the invoices that are displayed.
3. Click the magnifying glass on the right of the invoice row to view the invoice.

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The screenshot shows the 'Invoices' page in the iLab system. On the left, there is a sidebar with a 'Hide Filters' button and a list of filter categories: Keywords, Total Cost Over, Owner, Owner Institution, Cores, Labs, Billing Event, Payment Number, Price Types, External, Approved By, and Approval Status. A callout bubble points to the filter list with the text: 'Use filters to sort the invoices to display'. The main content area displays a table of invoices with columns: Created On, Core, Invoice Number, Lab, Owner, Payment Numbers, Price Types, Total Cost, Status, and Approval Status. A callout bubble points to a magnifying glass icon in the 'Approval Status' column with the text: 'Click magnifying glass icon to view the invoice'. The table shows three rows of invoice data. At the top right, there is a 'Bulk Actions' button and a 'Go' button next to a search field.

Created On	Core	Invoice Number	Lab	Owner	Payment Numbers	Price Types	Total Cost	Status	Approval Status
Apr 12 '20	Flow Cytometry Facility	FCF-12402		Yanyan Li		Internal	\$44.00	Not Yet Paid	not required
Apr 07 '20	Flow Cytometry Facility	FCF-12346		Meredith Adams		External	-\$112.50	Not Yet Paid	not required
Apr 07 '20	Flow Cytometry Facility	FCF-12347		Christopher Agans		Member	-\$30.00	Not Yet Paid	not required

For additional information about invoices, see the following links below:

- [Layout of invoices tab](#)
- [Invoice actions](#)
- [Bulk Actions](#)
- [How to send invoices](#)
- [How to detach an invoice \(Institution admin only\)](#)
- [How to submit a refund](#)

## **iLab Help Site**

The iLab help site is a great resource for Institutional admins, PIs, Core Admins, and Users. Below are a few articles useful for using iLab:

- [Getting started with iLab](#), Also see SOP 001 'University of Pittsburgh iLab Registration Guide'
- [Departments](#)
- [Organizations](#)
- [Memberships to Institution](#)
- [Reporting at the core level](#)
- [Instructions for a researcher on how to use a core in iLab](#)
- [Charge Entry](#)
- [Interlock and Kiosk](#)

# University of Pittsburgh iLab Institution Manual

Approval Authorizations	Signature	Date
Robert Cunningham, <i>Vice Chancellor for Research Infrastructure, University of Pittsburgh</i>		7 Oct 2025
Ashley Zyhowski, <i>Research Project Manager, University of Pittsburgh</i>		8 Oct 2025