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# iLab

# Frequently asked questions

## Q: I am unable to access my iLab account using the UoM single sign on credentials. Who do I contact for support?

A: When you receive any error when logging into iLab using the UoM single sign on credentials, contact the Service Centre using the +61 3 834 40888/40999 or visit the University Services Portal. To help resolve the issue faster, please provide a screenshot of the error message.

## Q: I am a researcher at University of Melbourne and I recently requested access to join a lab group on iLab. Who should I contact if my request was still pending?

A: All requests to join a lab group are sent to the PI/Supervisor or the Lab Delegate of the Lab Group. To assist with the request please contact your PI/Supervisor or Lab Delegate via phone or email to approve your request.

## Q: I am a lab group member and when I try to book a resource on iLab, it shows payment information unavailable. Who should be contacted to provide the payment information?

A: The PI/Supervisor of the Lab Group adds the account strings the lab members can use to book resources. Contact your Lab Group PI/Supervisor via phone or email to add the account strings that can be used to book resources. Once the information is provided by the PI/Supervisor, you can select the account strings available to you to book any resource.

## Q: As a PI/Supervisor or Lab Delegate, how do I add lab members and assign account strings to them

A: Please refer to the iLab Quick Reference Guide (cheat sheet) for PI/Supervisors

## Q: Who could I contact for assistance?

A: For any resource, service or platform-specific support, your first contact should be with the platform management staff. Contact information for the platform will generally be included on the ‘About Our Core’ tab.



More Questions?

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