External Customer Account Creation in iLab
(Private industry customers and academic customers who do not have iLab at their home institution)

1. Go to the UA iLab site [https://ua.ilab.agilent.com/landing/3645](https://ua.ilab.agilent.com/landing/3645)
2. In the top right corner of the page hover click “Sign-Up.” Then select here under Not a University of Arizona user.

3. Fill out the required information on the Personal Information Tab

   - **Name of Institution** should be your company’s name/University. If you are a new customer, when you type in the name it will ask you to create new. If you are joining for a company with an account already you can select from the drop down.

   - **Primary role** should reflect your role at the company/University. If you are the lead scientist on the project using the facility, select Principal Investigator.
4. Next is Group Associations. The PI information will auto populate based on your answers on the previous page. **Important!** Select Yes to the question “Is there another person in your lab who helps you manage lab members, fund assignments and spending approval?”

**Enter your Accounts Payable information here!** The primary Financial Contact and the designated PI will receive invoices. It is important that your accounts payable contact is included for billing.

5. The Billing Information will require you to populate your company’s mailing address. Again it is best if this is for the Accounts Payable Department or contact.

6. You are done when pressing Complete. Agilent will send you an email verifying the account creation and you should receive a second email when the process is finished. It typically takes up to 24 hours for a new iLab account to be created.