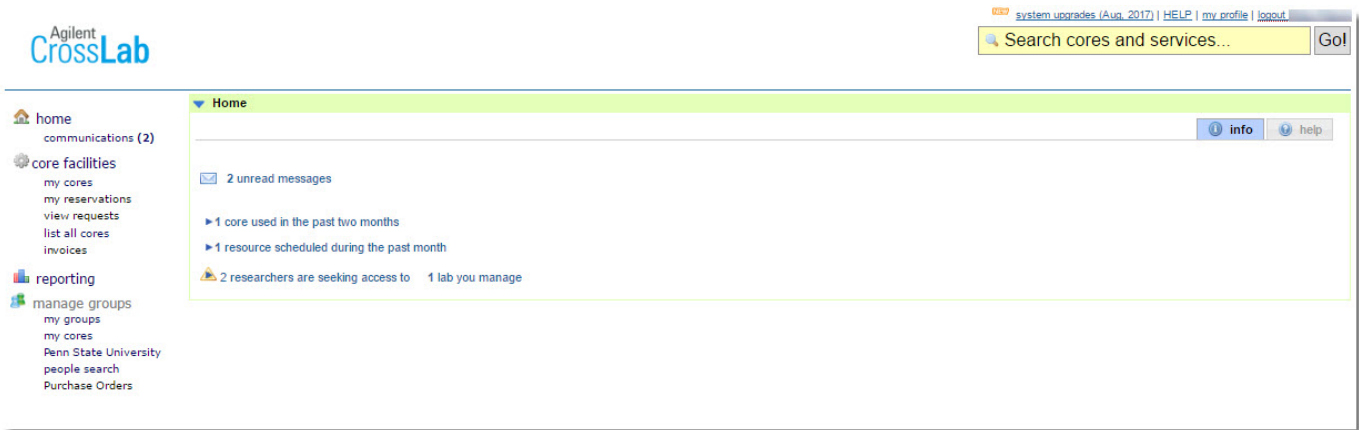# iLab User Homescreen

After logging into iLab, you will be taken to your user specific homepage.

The main section of the page will show:

- For all users:
    - A link to your communication page with a count of all unread communications in the last week.
    - Links to any cores you have recently used.
    - Links to any equipment you have recently scheduled.
- For Administrators & Lab Managers
    - A link to your service request management page if researchers have requested services that require your approval.
    - A link to your lab page in any individuals have requested access to your lab.
- For Core Managers
    - A link to your core page if you have any outstanding access requests requiring approval.

Menu in Upper Right Corner of Screen

In the upper right corner of the screen, there are 4 links in a row with a search box below. The links are:

- system upgrades (month and year of update) - This link will display the latest release notes for the software in the main portion of the page.
- HELP - Pops up a window titled Help and support. In this window, you will be able to submit a ticket to iLab support as well as find information about tickets you have submitted and access iLab's support website.
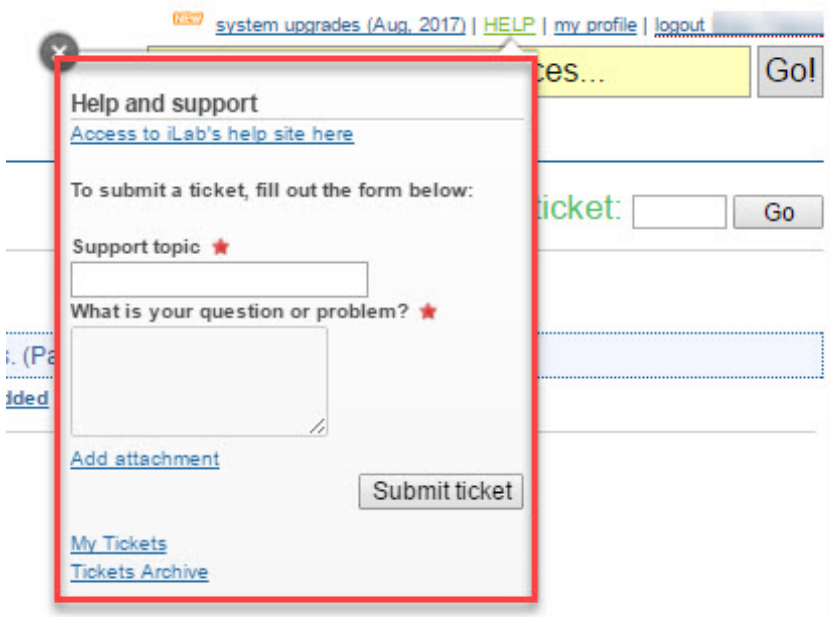
If you are submitting a ticket, you will be required to fill out the ***Support topic*** field as well as the ***What is your question or problem?***

field. You also can add an attachment using the Add attachment link to display the Choose File button. Click the Choose File button to display the file browser to select the file you would like to attach to your support ticket. If you choose to use this window to create a ticket, click the **Submit ticket** button to submit the ticket it iLab support.

Also included on this pop-up are 3 links:
- Access to iLab's help site here (appears at the top of the pop-up) - This link will take you to iLab's support website.
- My tickets - This link will take you to the support center portal and will display a list of tickets that you have submitted to iLab's support team.
- Tickets Archive - This link will take you to a page that displays a list tickets that you have submitted to iLab's support team that have been closed.
- my profile - This link will take you to your profile settings.
- logout - This link will log you out of iLab.

The search box will allow you to search cores and services based on keywords entered in the search box.

Navigation in the Left Menu

The main navigation in iLab can be performed through the menu located on the left side of the screen. The following options are available for all iLab users:

- home - Returns you to your iLab home page.
    - Communications - Takes you to the list of communication messages that you have within iLab.
    - core facilities - Takes you to a list of cores within your institution by default. You can also list cores outside of Penn State as well as search cores for a specific keyword.
    - my reservations - Displays a list of your equipment reservations that occur today, in the future, and in the past.
    - view requests - Displays a list of service requests that you have made.
    - list all cores - Takes you to a list of cores within your institution by default. You can also list cores outside of Penn State as well as search cores for a specific keyword.
    - invoices - Displays a list of current invoices of charges for equipment usage and services requested generated by the core billing process.
- reporting - Allows you to generate reports based on your core use activity.
- manage groups
    - my groups - When clicked, it displays a list of groups/labs, cores, and institutions that you are member of. When hovered over, it displays a list of groups/labs you are a member of.
    - my cores - When clicked, it displays a list of groups/labs, cores, and institutions that you are a member of. When hovered over, it displays a list of cores that you are a user of.
    - people search - Provides the ability to search for individuals within iLab.