

# Introduction to Using Agilent CrossLab Connect

## Introduction

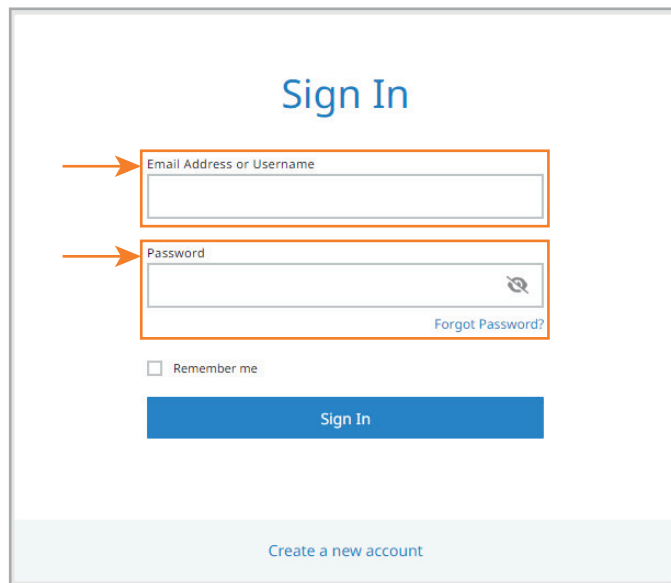
Welcome to Agilent CrossLab Connect, a comprehensive lab-wide software platform that provides insight and control over all scientific assets, from instrument service management to advanced utilization analytics.

This guide reviews the basic navigation and functionality of CrossLab Connect for all users.

## Getting started with CrossLab Connect

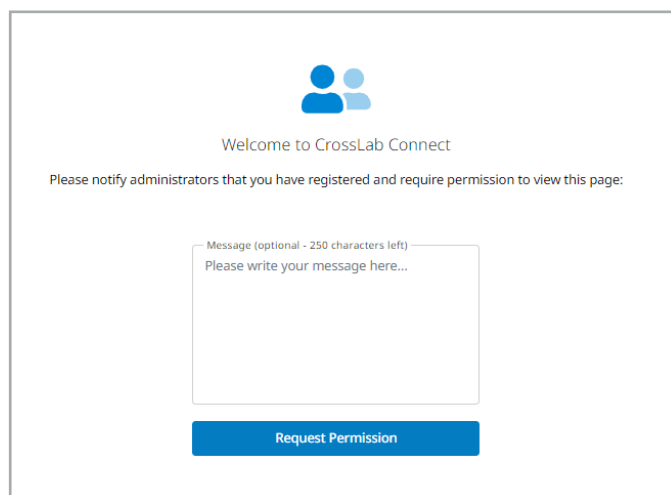
CrossLab Connect is a web-based application that can be accessed from a browser on your PC or mobile device. Please visit <https://crosslab.agilent.com/> to get started.

Users with existing accounts can log in using their email address or username, and password (Figure 1).

The image shows a 'Sign In' page. At the top, the text 'Sign In' is displayed in a large blue font. Below this, there are two input fields. The first field is labeled 'Email Address or Username' and has an orange arrow pointing to it from the left. The second field is labeled 'Password' and also has an orange arrow pointing to it from the left. To the right of the password field is a small icon of an eye with a slash through it, indicating a toggle for password visibility. Below the password field is a link that says 'Forgot Password?'. Underneath these fields is a checkbox labeled 'Remember me'. At the bottom of the form is a blue button with the text 'Sign In'. Below the button, there is a light blue bar with the text 'Create a new account' in a smaller blue font.

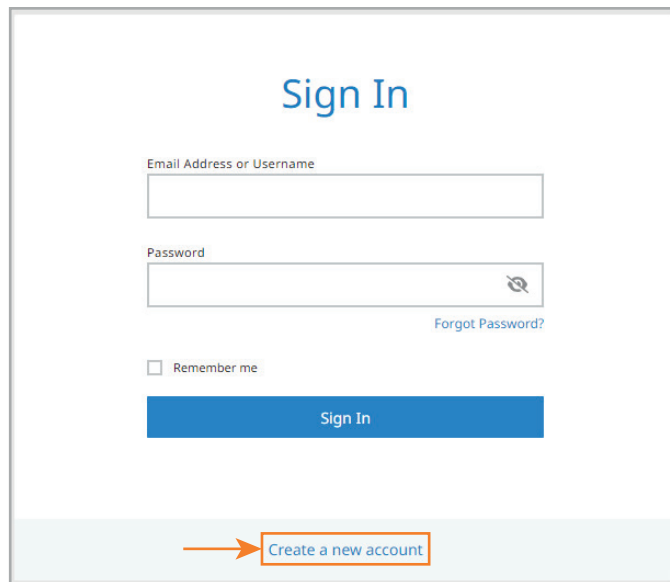
**Figure 1.** Existing user sign-in page.

First-time users will need their permissions set by an administrator as indicated by an error message when navigating to Service Manager (Figure 3). Use the provided form or contact your administrator directly to request access.

The image shows a 'Request Permission' page. At the top, there is a blue icon of two people. Below the icon, the text 'Welcome to CrossLab Connect' is displayed. Underneath this, there is a line of text that says 'Please notify administrators that you have registered and require permission to view this page:'. Below this text is a text area for writing a message. The text area has a placeholder text that says 'Please write your message here...'. Above the text area, there is a small text that says 'Message (optional - 250 characters left)'. At the bottom of the form is a blue button with the text 'Request Permission'.

**Figure 2.** Request permission page.

Users without credentials can click the link from the user sign-in screen to register for an account (Figure 3).

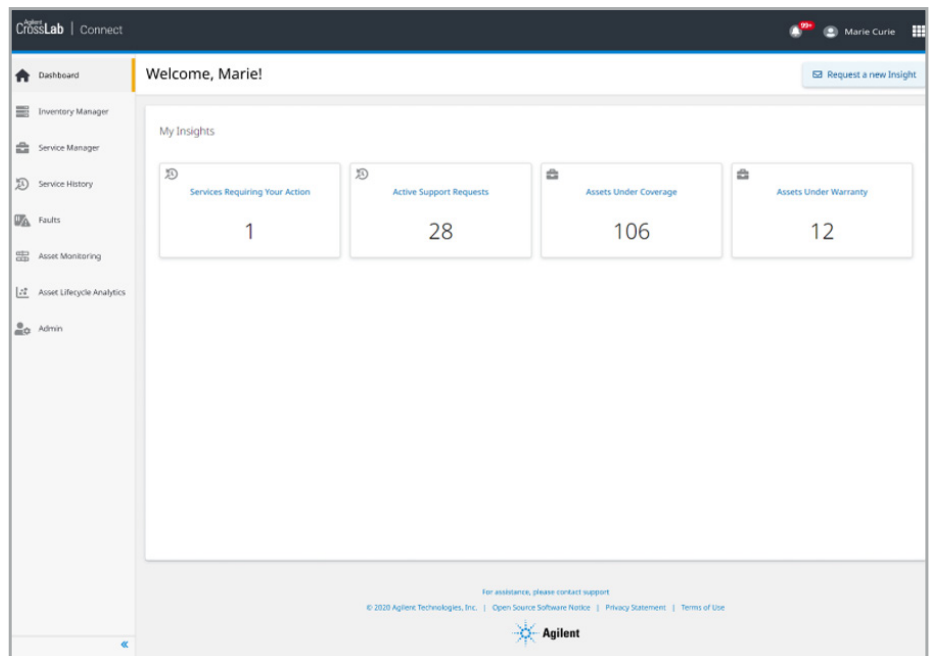


The image shows a 'Sign In' page. At the top, the text 'Sign In' is displayed in a large blue font. Below it, there are two input fields: 'Email Address or Username' and 'Password'. The 'Password' field has a small eye icon to its right. To the right of the 'Password' field is a link that says 'Forgot Password?'. Below these fields is a checkbox labeled 'Remember me'. At the bottom of the form is a blue button labeled 'Sign In'. At the very bottom of the page, there is a light blue bar containing a link that says 'Create a new account'. An orange arrow points to this link from the left.

**Figure 3.** Link to new user registration page.

## Basic navigation

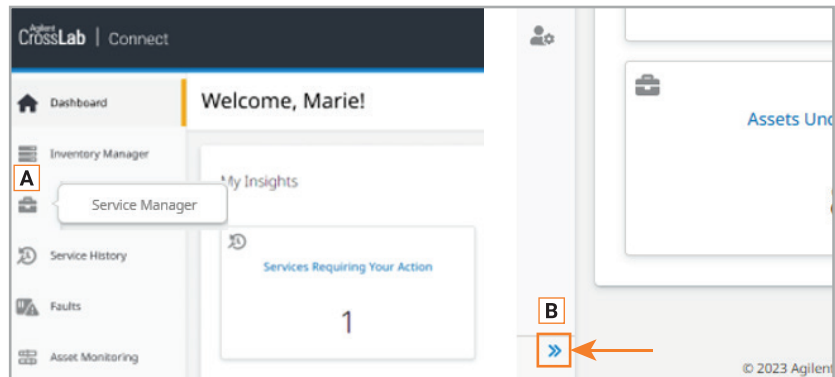
After logging into CrossLab Connect, you will land on the My Insights Dashboard (Figure 4), which enables you to quickly see summarized metrics across CrossLab Connect applications in a centralized place. [More information](#) on using the Insights Dashboard can be found in the Agilent Community.



**Figure 4.** My Insights Dashboard.

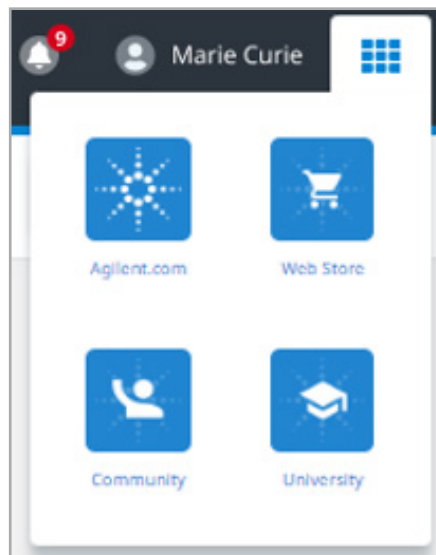
The navigation on the left side (Figure 5A) displays several icons representing the applications to which you can navigate. Hovering over the icon will display the name of the application, while clicking the double arrow at the bottom of the navigation bar (Figure 5B) will expand the menu to display the application names next to the icons. You can click the icons to navigate to the application home pages.

Icons will be displayed only for the applications you have access to. For [more information](#) on using each application, please visit the Agilent Community.



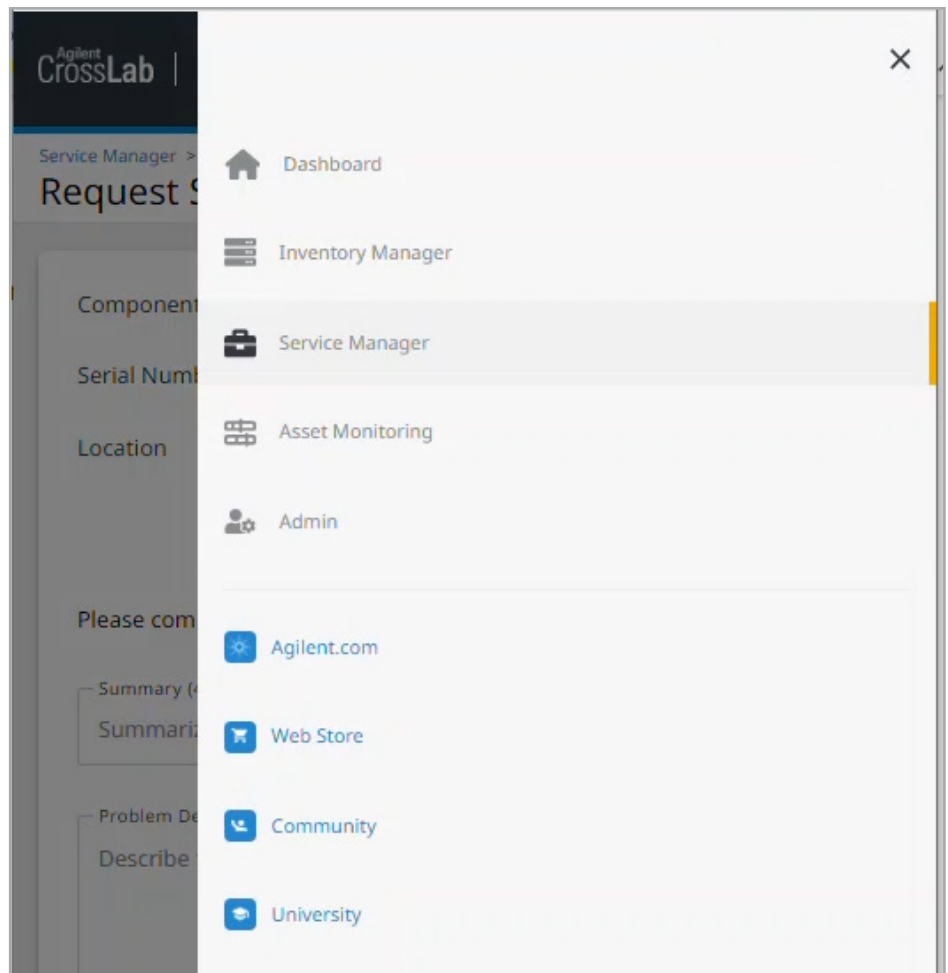
**Figure 5.** CrossLab Connect navigation bar.

There are several additional navigational options in the upper-right corner of the screen. Next to your username in the top right is a menu that allows users to access other links within [agilent.com](#) (Figure 6).



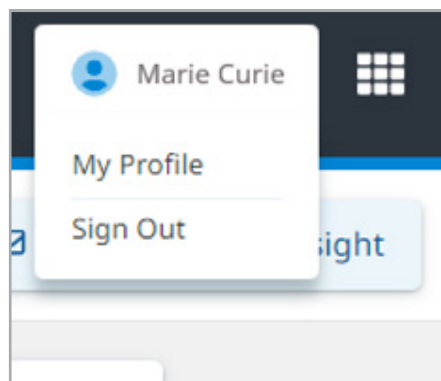
**Figure 6.** Agilent links menu.

In the mobile view (Figure 7), the menu also displays the CrossLab Connect applications.



**Figure 7.** Agilent links menu, mobile view.

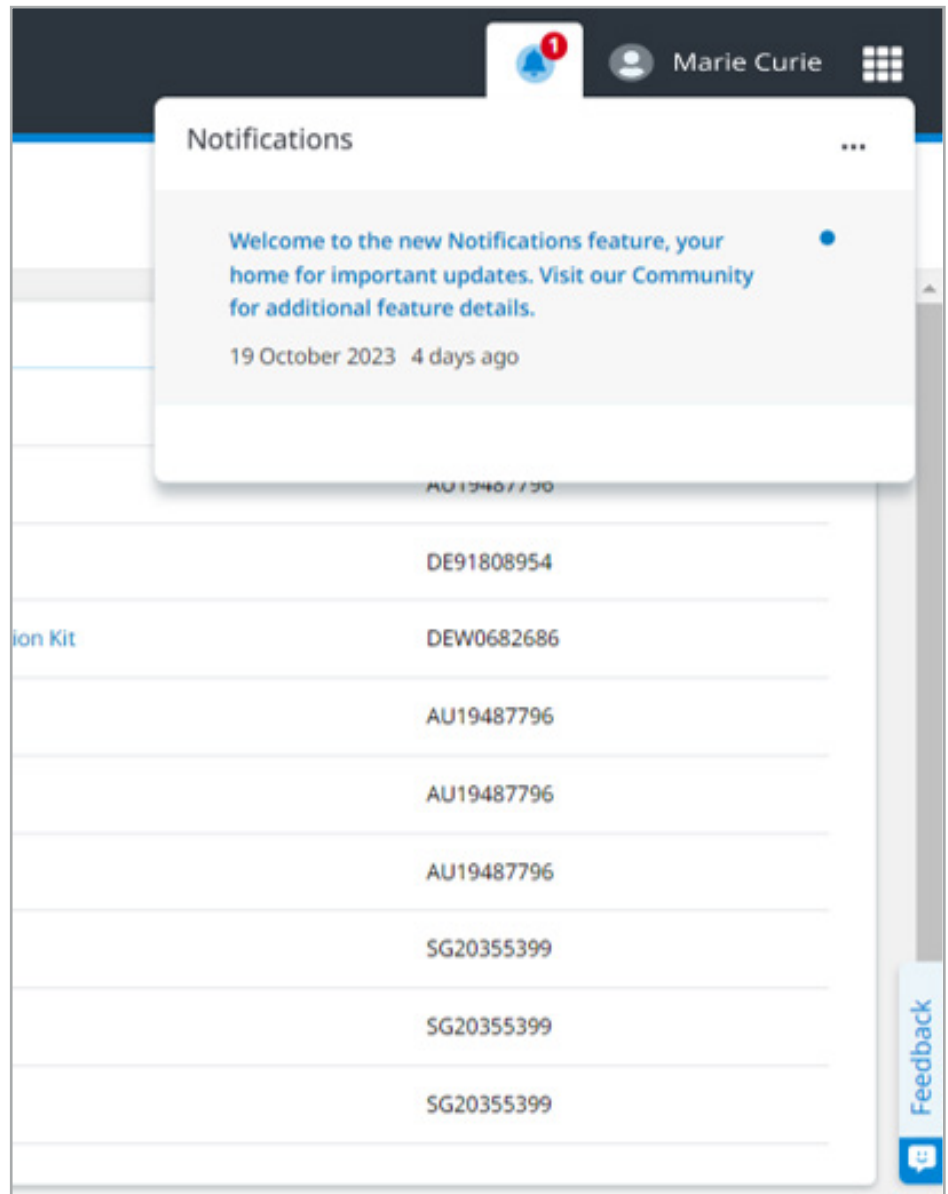
Clicking the user icon allows you to view your profile and log out of CrossLab Connect (Figure 8).



**Figure 8.** User options menu.

## Notifications

You can access Notifications by clicking the bell icon at the top right (Figure 9). The icon will have a red counter if there are new or unread notifications. After clicking the Notification icon, a list of notifications will be displayed.



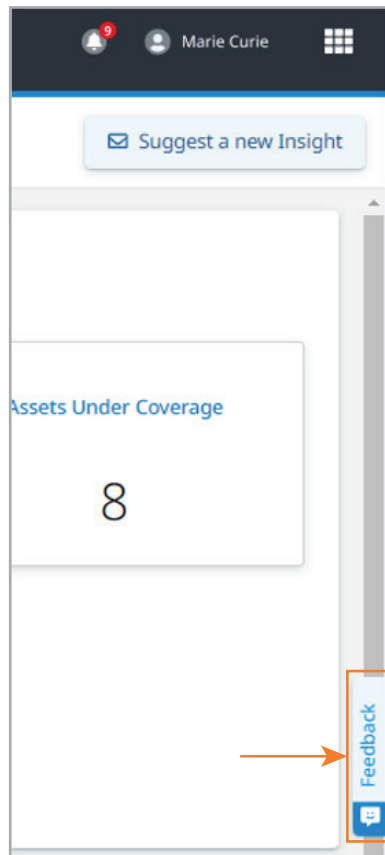
**Figure 9.** Notifications

From the menu, notifications can be marked as read or deleted. If there are no notifications to display, the menu will display a "No Notifications" message.

You can close the notification menu by clicking the bell icon or clicking anywhere on your screen except the menu.

## Provide product feedback

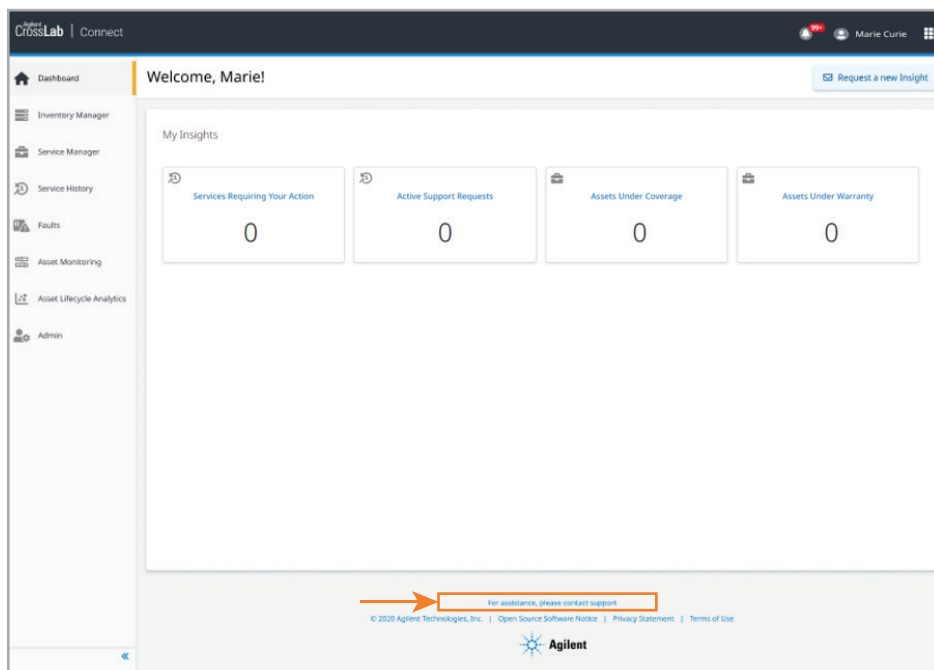
The Agilent CrossLab Connect team always welcomes feedback. To provide feedback, you can click the Feedback button on the right side of the screen (Figure 10). The form takes less than two minutes to complete and provides Agilent with valuable information to improve CrossLab Connect.



**Figure 10.** Feedback link.

## Contact support

For questions or issues encountered, use the Contact Support link on the bottom of the page (Figure 11) to request assistance.



**Figure 11.** Contact Support link.

You may also email [crosslab.support@agilent.com](mailto:crosslab.support@agilent.com) for assistance.