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Guide to Asset Editing in Agilent CrossLab Connect

Welcome to Agilent CrossLab Connect. CrossLab Connect is a software platform that allows users to view their instruments in a list format, view components of those instruments, review entitlements for each instrument, review the instrument service tickets, and request service for an instrument through its Service Management function.

This guide reviews the Asset Editing feature. The Asset Editing feature allows a user with Admin access in CrossLab Connect to submit proposed edits to asset attributes, such as updates to the manufacturer or instrument name, through the CrossLab Connect application. Agilent receives those proposed edits, reviews them, and updates the requested attributes as quickly as possible.

Note: A user must have Admin access to edit an asset. These users will see the Admin icon on the left panel in the application (Figure 1).
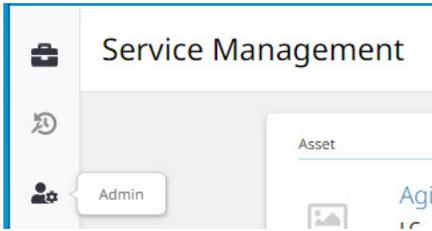

Figure 1. Admin icon.

How to edit a field or attribute for an asset

From the Service Management page

1. Search for the asset to be updated.
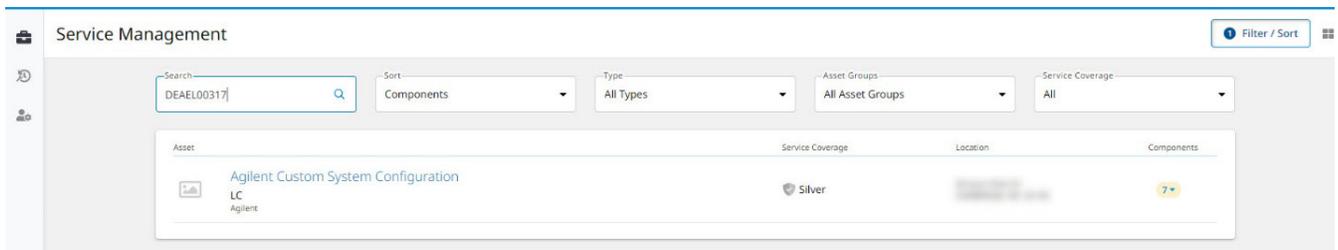2. Click on the name of the asset to open the asset information card (Figure 2).

Figure 2. Service Management page.

3. Click the **Edit** button found on the top right of the asset card page (Figure 3).
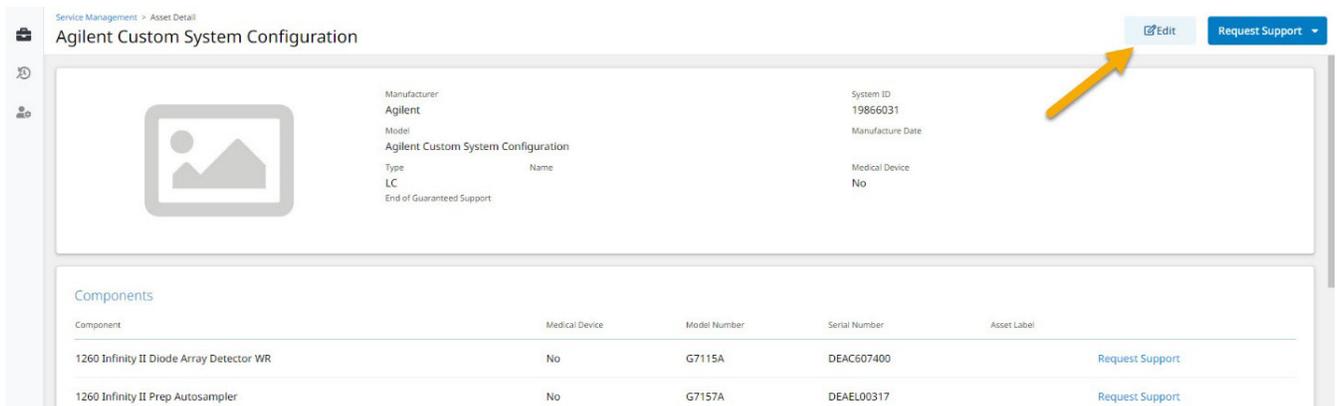

Figure 3. Asset Detail page.

4. A new page loads with fields that can be changed or updated through a request (Figure 4). Here, make the proposed updates in the fields.

Figure 4. Edits page.

5. When the proposed edits have been completed, scroll to the bottom of the page and click the **Submit Edits** button (Figure 5). A box showing the requested edits pops up.

Figure 5. Submit Edits button.

6. If all the edits are correct, click **Confirm** to close the box and have the proposed edits submitted to Agilent (Figure 6). A notification appears that the edits have been submitted and that it could take up to 30 days for the edits to be updated in CrossLab Connect, depending on the field being edited.
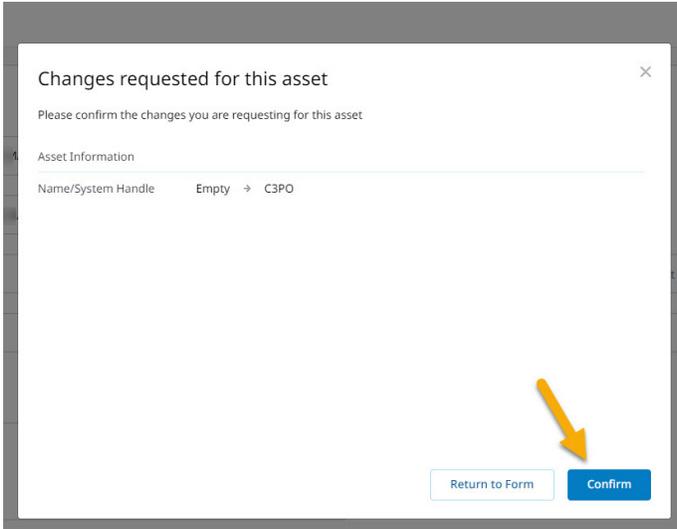

Figure 6. Confirm button.

Note: Some edits require additional review and approval from Agilent and may take longer to update than other edits (Figure 7).
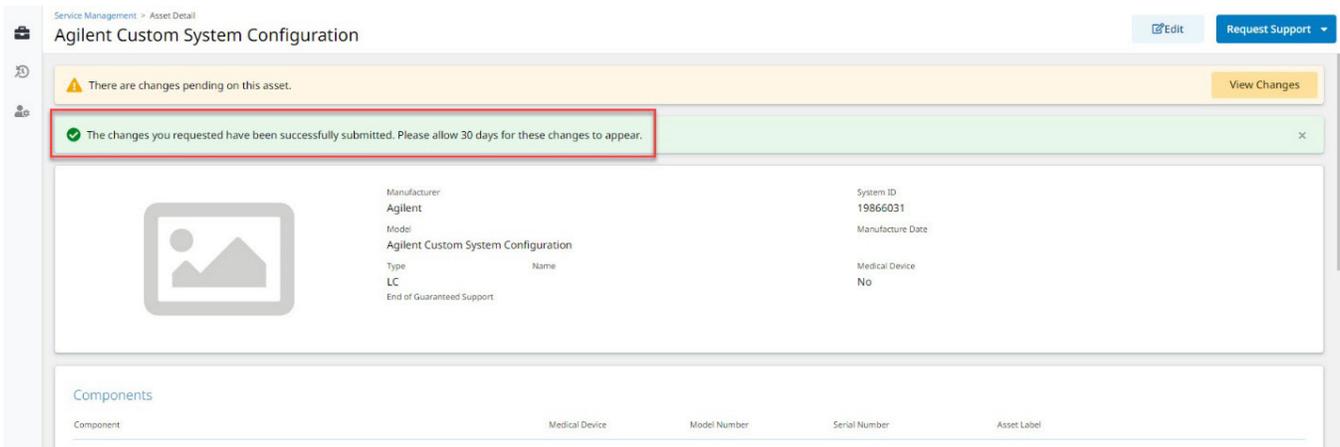

Figure 7. Successful request notice.

Note: There is a limit of five edits that a user can make in a 15-minute period. The limit is per user, not per asset (Figure 8).
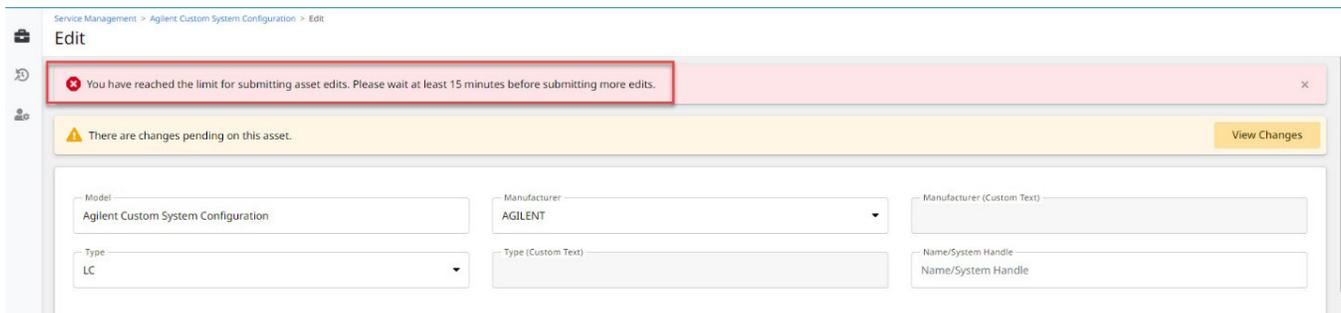

Figure 8. Request limit warning.

Once an edit request has been fulfilled by Agilent, the change will be removed from the pending changes list and the new asset attribute will be reflected in CrossLab Connect.

If a field cannot be edited by Agilent, the request will expire 30 days after the change request has been submitted. CLC Technical Support will reach out to the customer if an edit cannot be completed.

Pending changes to assets

1. There will be a notification to view any pending requests made by you or any other user for an asset on the Asset Detail page. Click the **View Changes** button to review the pending change requests for the asset (Figure 9).
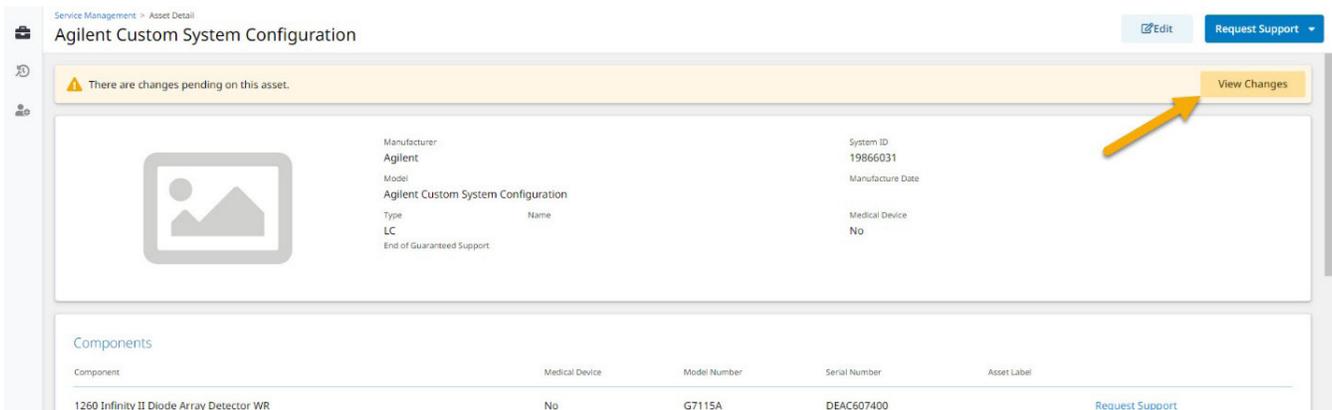

Figure 9. Assets pending notice.

2. A preview page of the change requests for the asset will pop up showing the item (or items) that was requested for editing. The box displays what the current text in the field is and what the proposed changes are. Use the **Close** button to close the box (Figure 10).
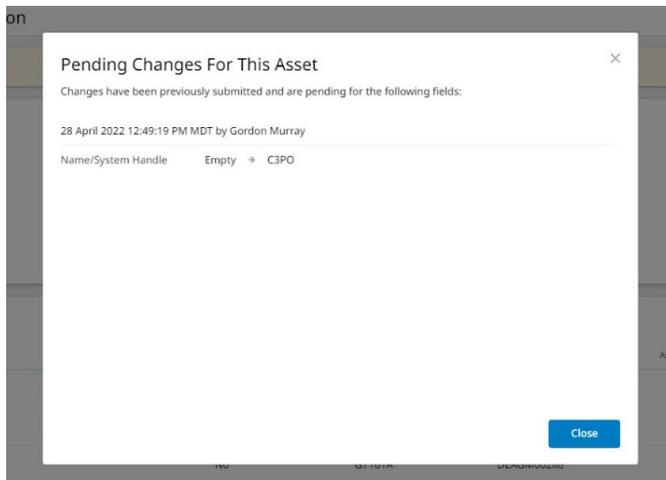

Figure 10. Close button.

Additional support for CrossLab Connect

At the bottom of every page there is a link to request support for any issues encountered in CrossLab Connect, such as if a page does not load, if information is missing or incorrect, or if the user receives an error message. Click the support link to submit a ticket to CrossLab Connect Technical Support (Figure 11). You may also email crosslab.support@agilent.com for assistance.

Figure 11. Contact support link.
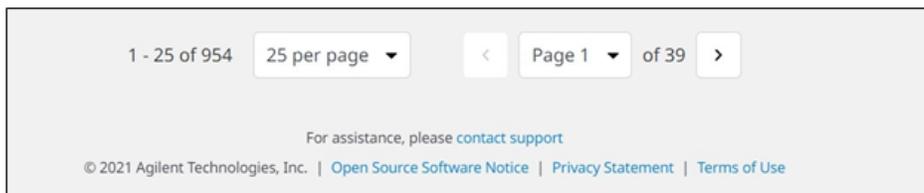
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