

# Guide to Using 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 navigation and base functionality of CrossLab Connect for all users.

This is a general overview of CrossLab Connect. After logging into CrossLab Connect, users land on the Service Management page (Figure 1), which lists all company assets included in Agilent's database. This page is tabbed to allow users to page through the list of assets (found at the bottom of the screen).

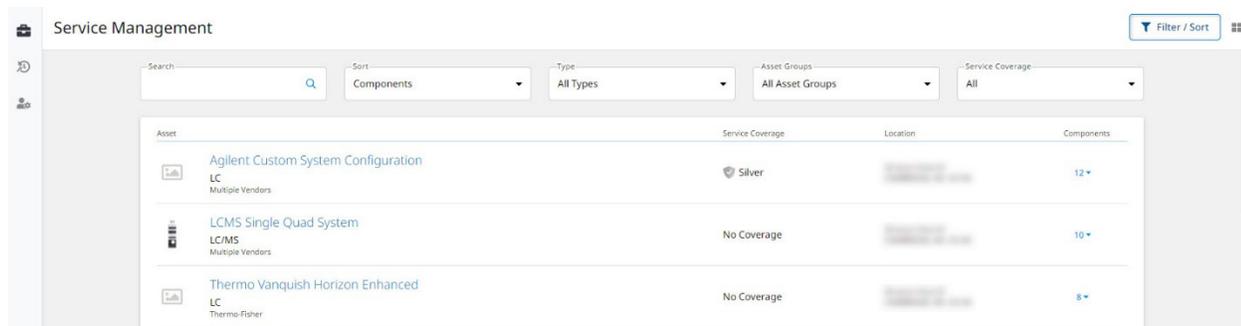


Figure 1. Service Management page.

On the right side of the screen is the user's name. Clicking on the name allows the user to see their profile and log out of the site (Figure 2).

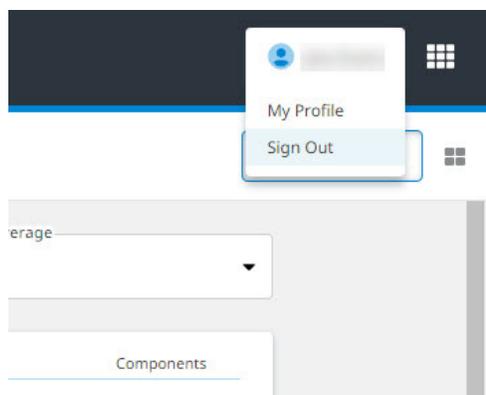


Figure 2. User name on click.

Next to the user's name is a menu that allows the user to access other links within Agilent.com (Figure 3).

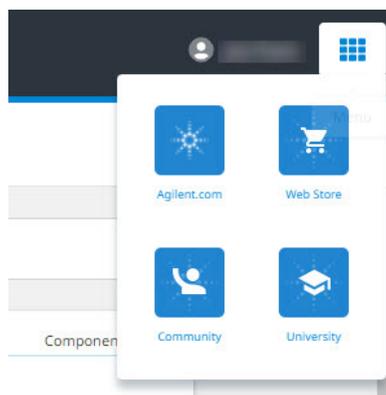


Figure 3. Agilent links menu.

On the left side of the page are several icons (Figure 4). The top icon allows the user to access the Service Management page. The middle icon is the Service History page where the user can view all service tickets submitted to Agilent for their instruments. The third icon is the Admin page. This icon may not be visible for some users.

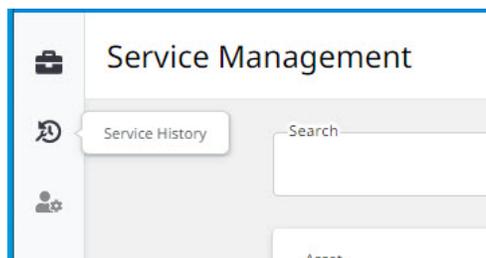


Figure 4. Service Management page icons (on left).

At the top of the Service Management page, there is a Sort option to sort by Components, Asset Name, Location, and level of Service Coverage. There are also filtering options for Type, Asset Groups, and Service Coverage. Use the Search box on the left to search for a specific name or serial number (Figure 5).

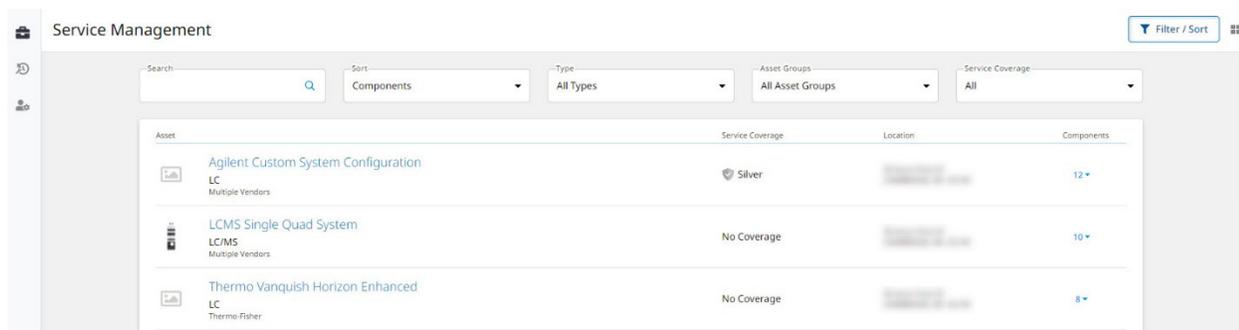


Figure 5. Service Management page filtering options (at the top of the page).

To view the assets and components in more detail, click the name of the asset on the Service Management page. Once an asset is selected, the top of the page provides the user with information, such as Manufacturer, Model, Type, Name, System ID, and Manufacturer date. The **Request Support** button is located at the top right to request service for the asset (Figure 6).

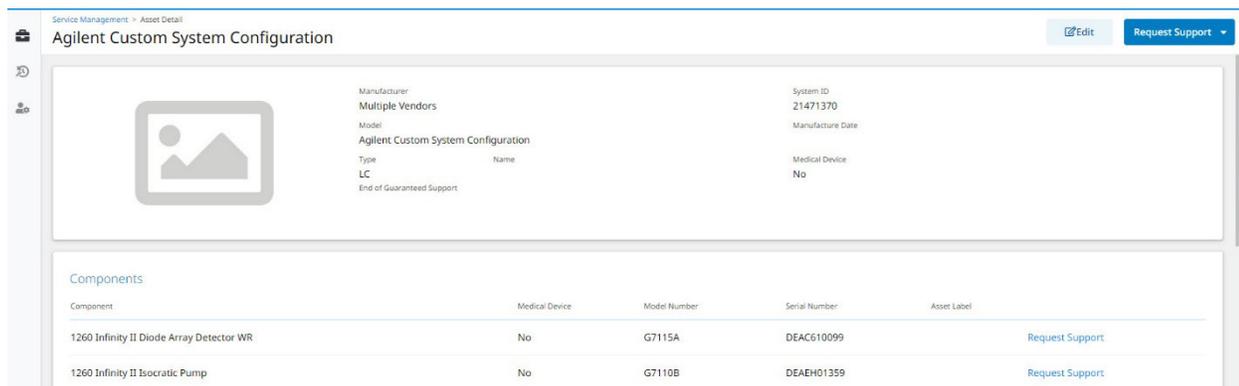


Figure 6. Request support button.

The components are listed below with a link to request service per component (Figure 7).

Service Management > Asset Detail

### Agilent Custom System Configuration

[Edit](#) [Request Support](#)

#### Components

Component	Medical Device	Model Number	Serial Number	Asset Label
1260 Infinity II Diode Array Detector WR	No	G7115A	DEAC610099	<a href="#">Request Support</a>
1260 Infinity II Isocratic Pump	No	G7110B	DEAEH01359	<a href="#">Request Support</a>
1260 Infinity II Prep Autosampler	No	G7157A	DEAEL00438	<a href="#">Request Support</a>
1260 Infinity II VW Detector	No	G7114A	DEACX22772	<a href="#">Request Support</a>
1290 Inf II Prep Open-Bed FracCol	No	G7159B	DEBBE00589	<a href="#">Request Support</a>
1290 Inf II Prep Open-Bed FracCol	No	G7159B	DEBBE00515	<a href="#">Request Support</a>
1290 Infinity II ELSD	No	G7102A	GB19330002	<a href="#">Request Support</a>
1290 Infinity II Prep Binary Pump	No	G7161B	DEBBT00271	<a href="#">Request Support</a>

Figure 7. Component list with Request Support links.

The bottom of the page provides Service Coverage information, Software, and Location details (Figure 8).

#### Service Coverage

Your asset is **not covered** under warranty or with a service plan.  
Contact your Sales Representative to protect your equipment.

#### Control Software

Software  
Version  
Manufacturer

#### Location

Location	Site	Building	Department
	Room	Lab	Bench

Figure 8. Service coverage information.

To view service tickets for the instruments, click the **Service History** icon on the left of the screen (Figure 9). A list of all service tickets is displayed on the screen with a filter button at the top. A **Request Support** button is on the top right of this page. Clicking the **Filter/Sort** button brings up a search field box, allowing users to search by ticket number, date submitted, status, serial number, type, and contact person.

Click the **Service Management** icon on the left to go back to the Service Management page (Figure 9).

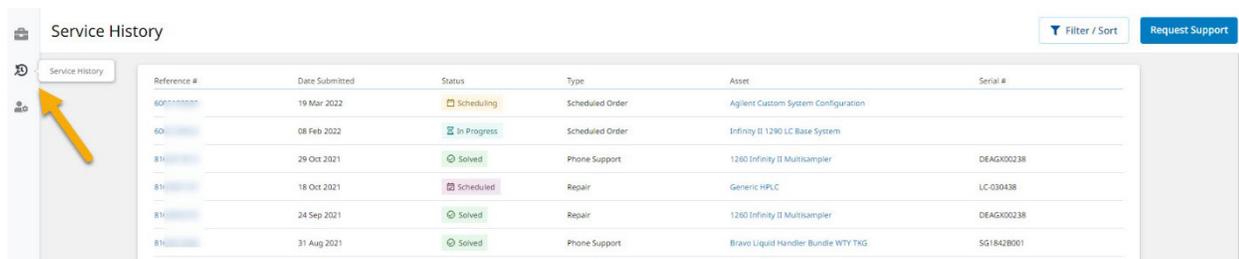


Figure 9. Service History and Service Management icons.

Clicking the **Filter/Sort** button on the right brings up several fields by which to search. There is a **Search** box and **Sort**, **Request Status**, and **Request Type** dropdown filter options (Figure 10).

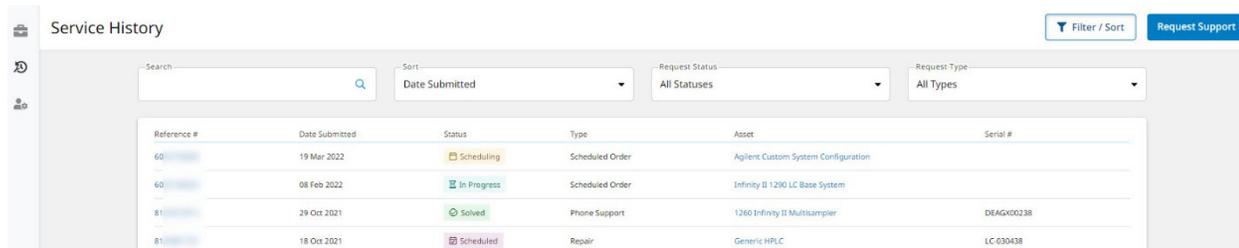


Figure 10. Service History page.

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 Support. Users may also email [crosslab.support@agilent.com](mailto:crosslab.support@agilent.com) for assistance (Figure 11).

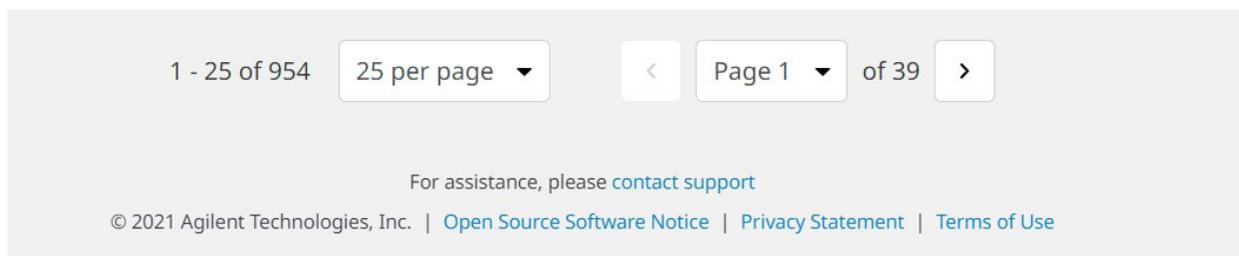


Figure 11. Contact support link.

The Agilent CrossLab Connect team always welcomes feedback. Users with feedback are encouraged to click the **Feedback** button on the right side of the screen to provide feedback. The feedback form takes less than 2 minutes to complete and provides Agilent CrossLab Connect with valuable information to improve the application. (See Figure 12).

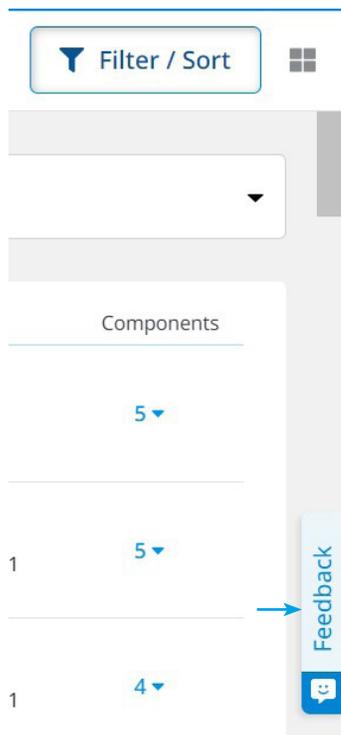


Figure 12. Feedback link.

[www.agilent.com](http://www.agilent.com)

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This information is subject to change without notice.

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