

# Guide to Logging in to Agilent CrossLab Connect

Welcome to Agilent CrossLab Connect. CrossLab Connect is a software platform which 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 initial log in to CrossLab Connect.

If you would like access to CrossLab Connect and have not spoken to your Agilent Account Manager or Program Manager, please speak to them first. They can assist you with starting the process to obtain access.

Once you have been added to the access list, you may go to [crosslab.agilent.com](https://crosslab.agilent.com) to log in. If you have access to other Agilent.com sites, you may use the same email and password to log into CrossLab Connect (Figure 1).

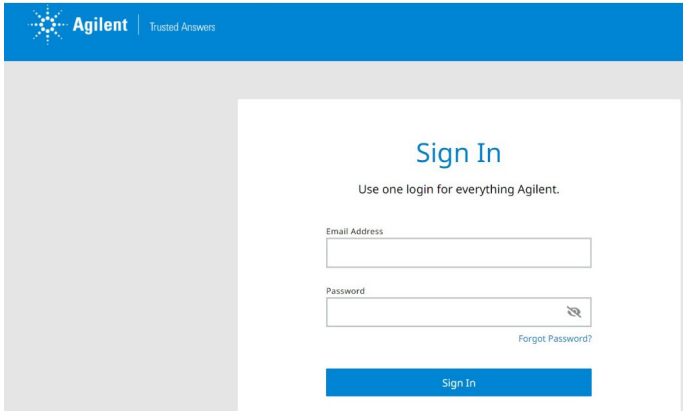


Figure 1. Agilent Crosslab login page.

If you do not have an existing Agilent password, please create an account. The link to create an account is located on the bottom of the Sign In box labeled **Create a new account** (Figure 2).

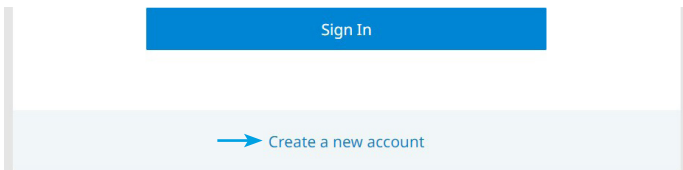


Figure 2. Create a new account link.

Complete the required fields with a red asterisk on the registration page, agree to the Terms of Use at the bottom, and click the **Create Account** button at the bottom of the registration page (Figure 3).

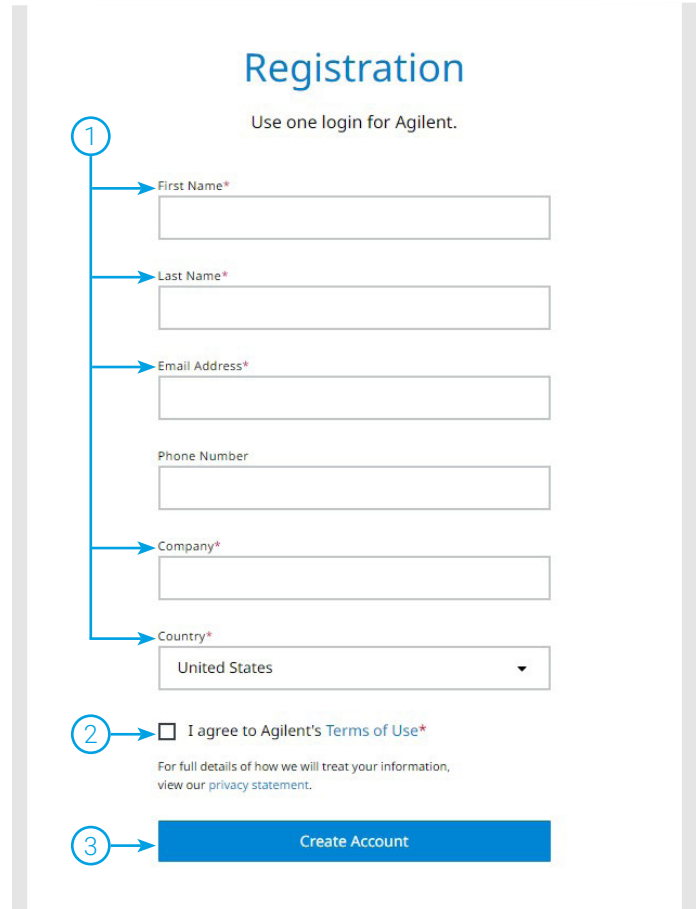
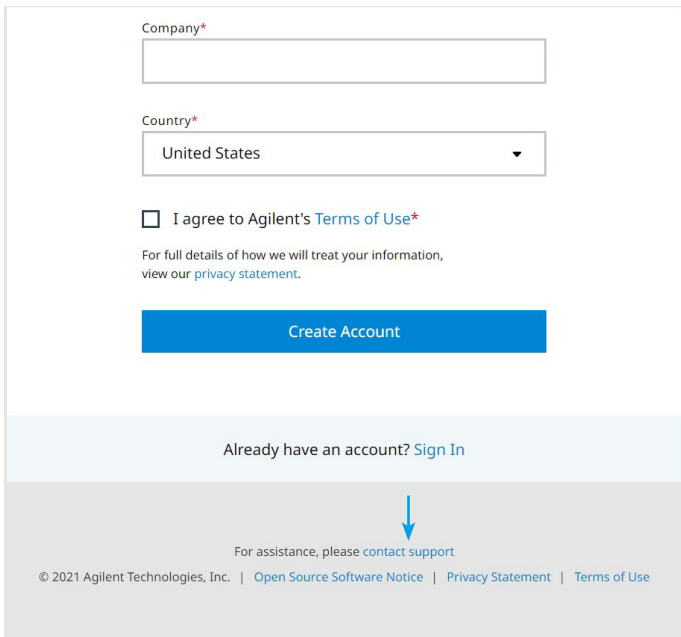


Figure 3. Agilent Crosslab registration page.

You will receive an email with a link to create a password. Once your password is created, you may log into [crosslab.agilent.com](https://crosslab.agilent.com)

If you have questions or difficulty logging in, please select the contact support link on the bottom of the login page. You may also email CrossLab Connect Support at [crosslab.support@agilent.com](mailto:crosslab.support@agilent.com). Please provide any error messages you receive and attach screen shots where applicable. They are often helpful with troubleshooting login issues (Figure 4).



The screenshot shows a login page with the following elements:

- A text input field labeled "Company\*".
- A dropdown menu labeled "Country\*" with "United States" selected.
- A checkbox labeled "I agree to Agilent's Terms of Use\*".
- A link: "For full details of how we will treat your information, view our [privacy statement](#)."
- A blue button labeled "Create Account".
- A light blue banner with the text: "Already have an account? [Sign In](#)".
- A blue arrow pointing down to the text: "For assistance, please [contact support](#)".
- A footer with copyright information and links: "© 2021 Agilent Technologies, Inc. | [Open Source Software Notice](#) | [Privacy Statement](#) | [Terms of Use](#)".

Figure 4. Contact support link.

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

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