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.

![Service Management page icons](image)

**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).

![Service Management page filtering options](image)

**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).

![Request support button](image)

**Figure 6.** Request support button.
The components are listed below with a link to request service per component (Figure 7).

![Component list with Request Support links.](image)

**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 information.](image)

**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.](image)

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.](image)

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 for assistance (Figure 11).

![Figure 11. Contact support link.](image)
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.