Login to Igenity® Dashboard

This article provides guidance on the features of the Login Page of Igenity Dashboard.

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Contact Us

With any issues you may experience with Igenity Dashboard, always feel free to reach out to our Neogen Customer Service Team.

Contacting Neogen Customer Service

- Call: 877/IGENITY or 402-435-0065
- Email: dairygenomics@neogen.com

Browser Compatibility

Igenity Dashboard supports the following browsers. If you are not using one of these browsers, you may experience problems with your screen display.

- Internet Explorer 11 or higher
- Google Chrome version 44 or higher

Creating a user account

The user account for Igenity Dashboard is the same user account for all Neogen ecommerce services. Once you have created an account, you can use your ecommerce account to connect with Igenity Dashboard and all other Neogen online services.

The first step in creating a Neogen ecommerce account is to contact our [Customer Service Team](#). For prompt service, please have your herd name and order number on-hand when you call.

Login to Igenity Dashboard

Screen functions

Field, Function or Feature	Directions
Email (Username)	Enter the email address under which your ecommerce account is registered
Password	Enter the password associated with your Neogen ecommerce account. The value entered does not show on the screen.
Forgot my password	If you do not remember the password associated with your Neogen ecommerce account, click this function and follow the prompts.

Field, Function or Feature	Directions
Create an account	Use this function if you have not yet created a Neogen ecommerce account. You will need to call Customer Service to link the new ecommerce account to all Neogen online services.
Login	Click this command button when you have entered your Username and Password. Igenity Dashboard will retrieve all of your data into a personal dashboard, which may take up to a minute. The Igenity Home Page will display when it is ready.

Successful Login

Upon a successful login, the home page will display with your herd information. If your ecommerce account is not directly associated with a herd, you may need to search for a herd. Please see help content on Igenity Dashboard Home Page for further guidance.

Login Error Messages

The chart below provides guidance on how to respond to error messages that may display at login.

Message	Try this
"Either the user name or password is not valid. If you do not yet have an ecommerce account please go here to create one"	This message indicates that what you have entered for username and password is not recognized by our system as a valid combination to an ecommerce account. Do one of the following: - Try again by re-entering your username and password. - Use the function "Forgot my password." - Contact Neogen Customer Service.
"Error. An error occurred while processing your request."	- Close and reopen your browser and try again. - If the problem persists contact Neogen Customer Service.

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Resolving Login Problems

If you are having problems getting logged into Igenity Dashboard, the following chart may provide guidance.

You may also contact Neogen Customer Service at any time.

Scenario	Try this
My password isn't working and I know it is correct.	- Check to ensure your CAPS LOCK key is not turned on. - If your password has numbers in it and you are using a numeric keypad, be sure the Num Lock is turned on. - Use "Forgot my Password" function.
I clicked on Login but nothing happened.	At the bottom left of your screen, check to see if "Waiting…" is displayed. This indicates that your login is being processed, and your herd data is being organized for presentation into your dashboard. It can also mean that a slow network connection is causing a delay.
"Error. An error occurred while processing your request."	- Close and reopen your browser and try again. - If the problem persists contact Neogen Customer Service.

Scenario	Try this
I logged in but there is no data in Herd Results	Igenity Dashboard will only show records for animals that have had either a USDA-CDCB evaluation ordered (Elite, Prime or Select) or have an Igenity Essential profile ordered. If your herd does not have such orders, no animal records will display.
I have successfully logged in but there is no option for Herd Results	Your account may not be directly associated with a herd. Try searching for a herd by herd name. If the problem persists contact Neogen Customer Service.

Changing Your Account Information

To change details associated with your Neogen ecommerce account, contact Neogen Customer Service.

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