

MyIDEXX

Onboarding Guide

What is MyIDEXX?

MyIDEXX is your central hub for managing your IDEXX software and business tools. From one place, you can access the products that you rely on every day, view billing and pricing details, and check the status of any marketing programmes that your practice is enrolled in. It's designed to help you stay organised, informed and efficient, with everything that you need in one convenient location.

What is single sign-on?

Your MyIDEXX login is your single sign-on access point for IDEXX software products and business tools. With single sign-on, you and your team get a faster, more secure experience, without the complexity of managing multiple credentials.

Why single sign-on with MyIDEXX makes your work easier:

- **Log in once.** Access many IDEXX software solutions from a single account.
- **More control.** Self-service password resets reduce downtime and eliminate the need to contact support.
- **Enhanced security.** Each user authenticates through MyIDEXX, adding an extra layer of protection for your business.
- **Greater customisation.** MyIDEXX administrators can define user permissions and roles to match your team's needs.

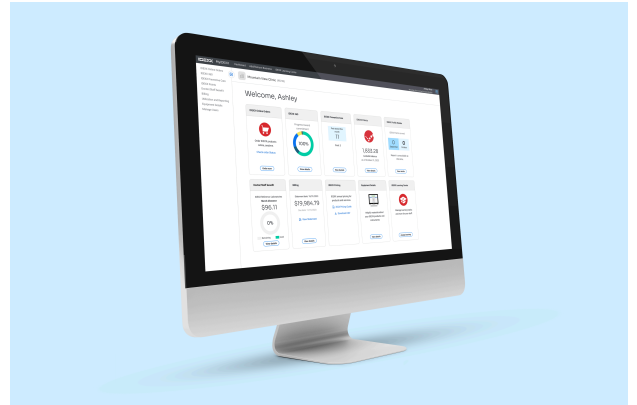
How do I use single sign-on?

1. If your application supports single sign on, open your IDEXX software.
2. Select the **Log in with MyIDEXX**.
 - If you need to create a MyIDEXX account, review the *How to create a MyIDEXX account* section of this document.
3. Enter your **email address** and select **Continue**.
4. Enter your **password** and select **Sign in**.

+ How administrators can invite teammates

If you are a MyIDEXX business administrator, you can invite team members to create their own single sign-on account linked to your business.

1. Go to my.idexx.com and sign in.
2. From the left-hand navigation, select **Manage users**.
3. Locate the **Add new user** field and enter the **email address** of the teammate that you want to invite.
4. The user will receive an email prompting them to activate their MyIDEXX account.
5. Once their account is active, you can review their permissions and manage their access as needed.



How to create a MyIDEXX account.

1. Go to my.idexx.com and select **Register now**.
2. Enter your email address, then select **Create account**.
3. Create a password and select **Create account** again.
4. Check your inbox for a confirmation email from IDEXX.
 - Open the message and select **Confirm your registration** to sign in.
5. A confirmation page will open. Once your email is verified, select **Continue** to complete your profile.
6. Enter your **first and last name, country and preferred language**, and review and accept the privacy policy.
 - Opt in or out of IDEXX email marketing communications and select **Continue**.

+ Affiliate your MyIDEXX account with your business

To connect your account to your practice, have your IDEXX Billing account number ready – this can be found on your IDEXX invoice or statement.

1. Select the business **country** and enter the business **postal code**.
2. Select **Continue** and verify that the correct business appears at the top of the page.
3. Choose your **job title** and your businesses **primary business focus** with IDEXX.
4. Select **Finish**.

Your registration is now complete. You can now **Continue to MyIDEXX** or promote yourself to an administrator for your business by selecting **Make me an administrator**. To become an administrator, review the *How do I become a business administrator?* section of this document. If you continue to the MyIDEXX dashboard, you can begin exploring your account features.

What are MyIDEXX business administrators?

MyIDEXX business administrators are team members who manage staff access and permissions across billing, pricing, IDEXX 360, and other IDEXX programs and services. Administrators receive notifications whenever access changes occur for their business, helping ensure that ordering and billing information stays secure and limited to authorised personnel.

How do I become a business administrator?

1. Sign in to your MyIDEXX account at my.idexx.com.
2. From the left-hand navigation, select **Add/Remove business**.
3. Find the business that you want to administer.
4. Under its list of administrators, select **Make me an administrator**.

Next steps depend on whether your business has submitted a payment to IDEXX:

+ Businesses with a submitted payment

If your business has already submitted a payment to IDEXX, you can verify yourself by confirming a recent payment:

1. Enter the exact amount of one of your last three payments to IDEXX.
 - This amount can be found on a past IDEXX statement.
2. Once verified, your account will be granted administrator access and permissions.

+ Businesses with no payments made to IDEXX

If your business has not submitted any payments to IDEXX, your request must be reviewed:

1. Select your business's primary relationship with IDEXX.
2. Check the box to request that IDEXX grant you the MyIDEXX administrator role.
3. Select **Send request**.

MyIDEXX Customer Support will review your request. Approval may take **one or more working days**.

