

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 IDEXX Online Orders and the Customer Portal, where you can view your order history, open and track customer support and technical service tickets, and view billing and pricing details and pay invoices. It's designed to help you stay organized, informed, and efficient, with everything you need in one convenient location.

What is single sign-on?

Your MyIDEXX login is your single sign-on access point for IDEXX applications such as online ordering, the customer portal, and the IDEXX Water Academy. 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 customization.** MyIDEXX administrators can define user permissions and roles to match your team's needs.

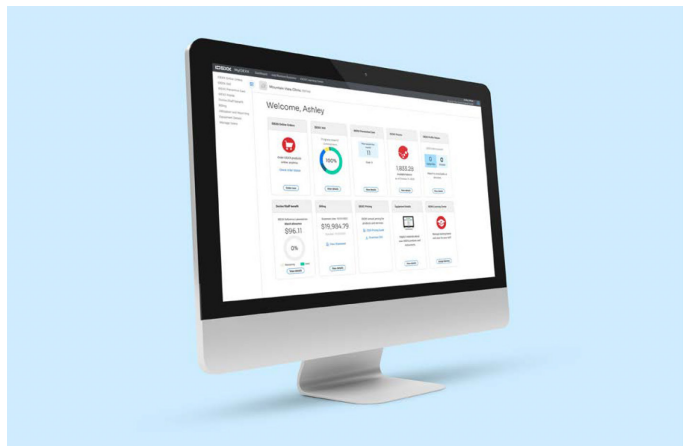
What can I access with MyIDEXX?

IDEXX Online Orders

- **Reorder** your go-to supplies in a few clicks
- **Schedule** recurring orders so essentials arrive before you run out
- **Request, review, and convert** quotes to orders in one place
- **Track** shipments, invoices, and order history from a single dashboard

Customer Portal

- **See your account details**, order history, and shipment status anytime — no phone calls required
- **Pay** invoices online (business administrators only)
- **Open support and technical service tickets** and follow them through to resolution



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 **ZIP/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 business's **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, 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 authorized 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 you want to administer.
4. Under its list of administrators, select Make me an administrator.

The 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 business days.

For more information or help becoming a business administrator, contact:

Water

Phone: 1-800-321-0207

Email: water@idexx.com

Livestock, Poultry, and Dairy

Phone: 1-800-548-9997

Email: lpdcs@idexx.com