MyIllumina: Unified Online Business

Accessing MyIllumina
Welcome

We’ve made improvements to MyIllumina! Within your experience, we have now included Order Management, eCommerce, and Dashboard.

With our recent release of MyIllumina, we are now able to bring you continued improvements to your online experience. Please be on the lookout for notifications and communications about new enhancements.

Thank you for being a valued customer!

What Should I Know Before I Start?

To access MyIllumina, you will need a MyIllumina account.

- [Sign In](#)
- [Create an Account](#)
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## Process Overview
The improved MyIllumina includes Order Management, eCommerce, and MyIllumina Dashboard.

## Accessing MyIllumina

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## What Should I Know Before I Start?

- Customers can directly add products to cart without navigating away from the cart page through the Add Products widget.
- Customers can add a new shipping address or edit an existing shipping address from the cart page.
Execute the following steps to login as a new customer:

1. Populate the following fields to register yourself as a new customer:
   - Email Address
   - First name
   - Last name
   - Password
   - Confirm password
   - Country/Region
   - I’m not a robot checkbox

2. Select the Create Account button.

3. Navigate to the activation email in outlook and select the Confirm Email button.
New Customer Registration

Note: As soon as the account is created, a message appears on the screen indicating the customer to check the email to verify the account.
Continue with the following steps to log in as a new customer:

4. Sign into MyIllumina.

5. Read the Terms of Use and to accept, select the Accept button.

Note: A success message appears once the email address is confirmed.
Continue with the following steps to log in as a new customer:

6. Populate Customer Number to link the account to your organization.

7. To find your organization’s number, select the Find Your Organization’s Customer Number link.

8. Select the Next button to set up the dashboard.

Note: For additional support, contact customercare@illumina.com
Updating Account Information
Validated Customer (1 of 2)

Execute the following steps to update your account information:

1. Log into MyIllumina.

2. Select the Settings icon on the ribbon.

3. Select MyIllumina from the settings dropdown menu.

Note: For additional support, contact customercare@illumina.com
Continue with the following steps to update your account information:

4. Select Associate to a different organization link and select the Next button.

5. Select the Organization info tab to associate to a different organization under.

6. Populate the Customer Number and select the Next button.

Note: For additional support, contact customercare@illumina.com
Updating Account Information
Temporary Account (1 of 2)

Execute the following steps to update your account information:

1. Log into MyIllumina.

2. Select the Enter Customer Number button under the Recent Quotes section on the Order Management overview page.

3. Populate the customer number.

4. Select the Next button to continue the association process.

Note: Temporary accounts are created when a customer number has not yet been assigned. Contact customercare@illumina.com if you need help identifying your account number.
Continue with the following steps to update your account information:

5. Alternatively, select the **Quotes** tab.

6. Select the **Enter Customer Number** button.

7. Populate the customer number and select the **Next** button to continue the association process.

**Note:** For additional support, contact customercare@illumina.com
Execute the following steps to edit personal information on the Order Management page:

1. Log into MyIllumina.

2. Navigate to the Order Management page.

3. The customer can select Edit My Profile to edit the profile.