

Get connected. Stay connected.

Explore the connectivity of your new iSeq™ 100 System

Make sure you get the most out of your new lab partner with its built-in Wi-Fi capability. From the ability to share data in a secure environment to real-time issue, run, and performance monitoring and troubleshooting, there's no reason not to stay connected. By sharing only instrument diagnostics information, you can take advantage of Illumina Proactive—our secure, free, and simple real-time remote monitoring service.

Analyze, share, and collaborate securely

With over 1TB of free storage, BaseSpace™ Sequence Hub allows you to easily analyze your data. You can accelerate the pace of your research and securely share projects with collaborators without the burden of maintaining your in-house software. And since it's independently audited by multiple third-party experts and compliant with ISO 27001 and HIPAA, you can trust that it's secure.

Prevent costly errors with remote run monitoring

Use the **Run Monitoring** feature in the BaseSpace Sequence Hub for end-to-end visibility into your sequencing run whether you're right next to your instrument, or remotely monitoring from home. In addition, frequent updates to our BaseSpace cloud solutions mean you'll always be up to date with the latest quality enhancements.

Resolve issues more quickly with Illumina Proactive

Connecting your iSeq System also gives you access to our complimentary and secure Illumina Proactive monitoring service. When your system is connected to Proactive, our support teams can remotely diagnose, troubleshoot, and fix issues right the first time—in many cases even before they occur. Avoiding costly downtime allows you to get the most value from your iSeq System.

Stay connected to the lab

Connect your iSeq 100 System and maximize visibility into the lab with MyIllumina—your free, personalized customer dashboard. View real-time updates on run progress and get a snapshot of instrument utilization. You can also see instrument availability, maintenance history, product orders, support inquiries, and more—all in one place. Register for a free account at my.illumina.com.

Be sure your iSeq System is fully connected in your instrument control software.

Note: Illumina Proactive only leverages instrument diagnostic information. No genomic data, Personal Health Information (PHI), or Personal Identifying Information (PII) is collected as part of this service.

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Don't take our word for it—hear from your peers

Illumina Proactive

"Proactive saved reagents and samples and allowed us to complete our run."
—Weill Cornell Medicine

Run Monitoring in BaseSpace Sequence Hub

"Properly awesome... I spent a very happy evening last night watching the counter tick up between each cycle (currently on cycle 186/318, should finish some time tonight)"
—Nick Loman, University of Birmingham