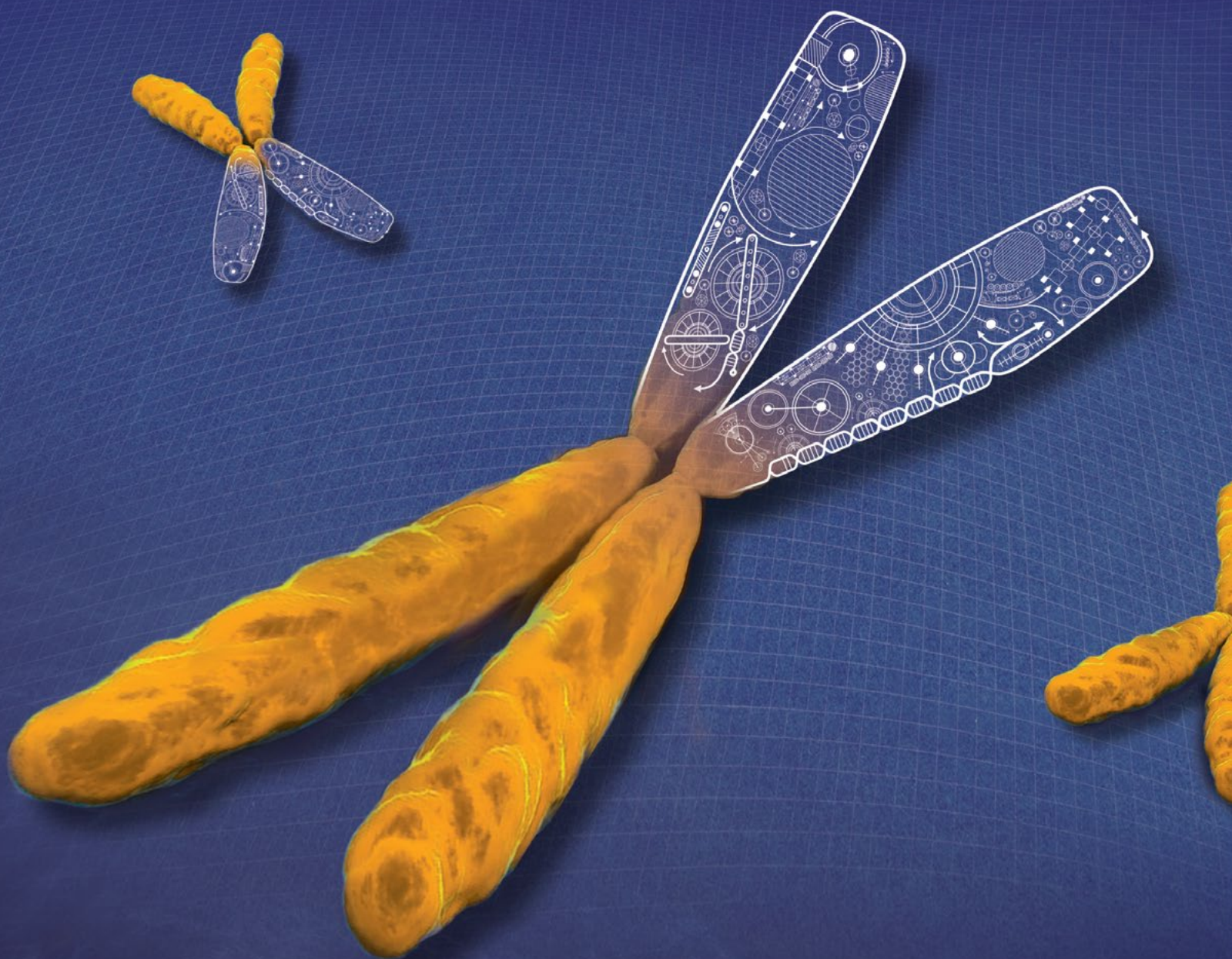invitrogen

GeneArt GeneObserver
online tracking system: tutorial
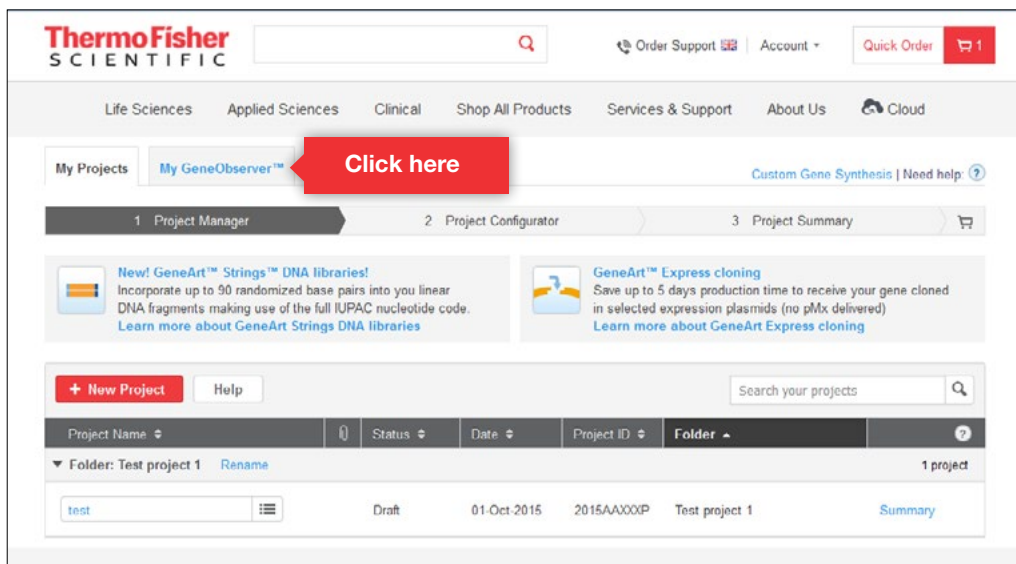
ThermoFisher
S C I E N T I F I C

How to monitor your production status

This tutorial will guide you through our Invitrogen™ GeneArt™ GeneObserver™ tracking system, which gives you online access to the production status of your order. At the end of this document is a glossary explaining terms used in the GeneObserver system.

There are two ways to access the GeneObserver system:

1. For portal orders, log into your portal account and click on the "**My GeneObserver™**" tab.

2. For projects ordered by email, please use the "GeneObserver" link provided in your order confirmation to access the system, or contact geneartsupport@thermofisher.com to get your personal GeneObserver link.

The "My GeneObserver" tab consists of three levels—the project level, construct level, and detailed construct view. As shown below, the project level gives you an overview of the status of all of your projects. The construct level can be displayed by clicking the triangle to the left of the project name.
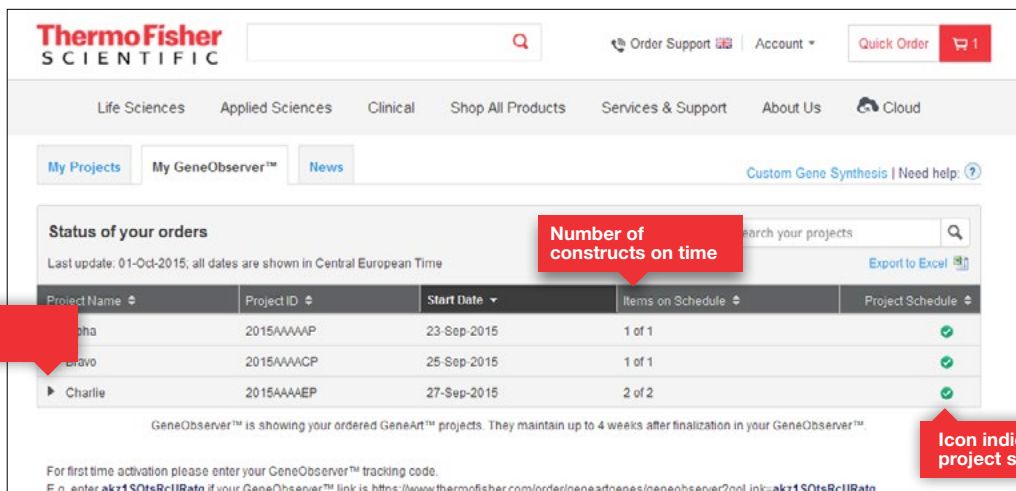
The following screen shot shows an example of the construct level in a project named "Charlie". This level gives you an overview of the status of each of the individual constructs in a project. A construct named "Ant" is shown here.

The detailed construct view gives you the most complete information on the production status of your construct. The single production steps are displayed as chevrons. A green chevron indicates that the step is on time; an orange chevron indicates that there is a delay in the production step.

Another example is shown below for project "Golf". This project includes construct "Frog" being on time (check mark in green circle) and construct "Jaguar" being delayed (exclamation mark in orange circle and an orange chevron). A new due date is provided. A second project, "Kangaroo", is already finalized and shipped. Shipped projects will be displayed for up to 4 weeks after finalization.

invitrogen

Please note that GeneObserver updates occur daily at 5:00 a.m. CET. Any changes in the production processes after this time will not be shown until the following day's update.

Icon definitions

✅ On schedule.

⚠️ A delay has occurred—for detailed information, click the triangle to the left of the construct name.

✉️ The actual status cannot be displayed at the moment. This may occur with special projects or difficult constructs. For detailed information about the current status of your project, click the mail icon to contact geneartsupport@thermofisher.com—a pop-up window with a prefilled email address and subject line will open.

Glossary

Construct ID: The internal GeneArt construct ID.
Construct name: The name you have given the construct.
Dependent on: Tells you the construct or plasmid that production of the displayed construct is dependent on (e.g., if you requested variants, the "Dependent on" column will have the ID of the master gene included).
Due date: Estimated date of finalization of production. Shipping times vary, depending on your location.
In time: Reflects if your construct is on schedule. Icons show whether constructs are on schedule or delayed (see icon definitions).
Items on schedule: Displays the number of constructs within your project that are on schedule.
New due date: Adjusted due date based on expected delays during production. A new due date occurs only in cases of delays.
Project ID: The internal GeneArt project ID.
Process information: Shows the actual production process.
Project name: The name you have given the project.
Project schedule: Shows the overall status of your project. Icons show whether constructs are on schedule or delayed (see icon definitions).
Service type: Displays the kind of service for the individual construct.
Start date: Reflects the production start date.

Please contact us if you have any questions.

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Find out more at **thermofisher.com/geneart**

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