

GeneArt classic portal retirement—FAQs

Why is the classic portal being retired?

We've been making improvements to our website based on customer feedback to provide an exceptional online experience. The newer [Invitrogen™ GeneArt™ Services Dashboard](#) offers a modern interface for you to design and order projects, monitor order status, and access the dedicated support you need. Powered by the Invitrogen™ GeneArt™ Instant Designer™ tool, the GeneArt Services Dashboard provides an intuitive experience for designing and optimizing custom DNA clones and linear DNA fragments. To streamline your experience, we will be retiring the older [online portal](#) as the capabilities of the GeneArt Services Dashboard are expanded to help meet the demands of our customers.

Will custom DNA services still be available after the retirement of the classic portal?

Yes. Our DNA synthesis services for both cloned genes and DNA fragments will continue to be available with the same high quality and quick delivery. We've just made it easier and more convenient to order in the GeneArt Services Dashboard.

What will happen to the projects stored in my account on the classic portal?

After November 15, 2024, you will not be able to directly access completed or draft projects in the GeneArt classic portal. If you need to record the details of any projects in this tool, please download the sequences by this date. Quality assurance (QA) documents and basic information about past orders placed in the classic portal are currently available in the GeneArt Services Dashboard under the "Orders & Drafts" tab and will remain there after the portal retirement date.

What about projects that are being manufactured at the time of the retirement?

Any projects ordered through the classic portal by November 15, 2024, will be manufactured as normal even if they are completed after this date. The status of the order can be tracked in the GeneArt Services Dashboard.

Where can I place my online orders instead?

The GeneArt Services Dashboard is our recommended option for ordering custom cloned genes, Invitrogen™ GeneArt™ Strings™ DNA Fragments, and plasmid preps now and in the future. This option is already available, so give it a try. We think you'll enjoy the modern experience.

Where can I track my online orders after the retirement date?

All online orders currently in production can be tracked in the "Orders & Drafts" tab of the GeneArt Services Dashboard. Details include the expected ship date and status details if there is any delay in production.

After the retirement date, what information will be available for historical orders placed in the classic portal?

Basic information about historical portal orders—shipped date, project ID, project name, PO number, order number, construct names, construct IDs, product types, and quality assurance documentation—are available in the GeneArt Services Dashboard.

Navigate to **Orders & Drafts > Past Orders**

What are the benefits of using the GeneArt Services Dashboard?

Ordering gene synthesis constructs in the GeneArt Services Dashboard provides a simplified experience that removes the guesswork. Simply provide the insert and vector sequence you want to receive, and our experienced team takes care of the rest. No need to plan out a subcloning strategy yourself.

You'll also enjoy our best pricing in the GeneArt Services Dashboard, including any discounts your institution has contracted with us. Individual quote or promotion codes can also be added in your online cart, when applicable.

If you frequently order constructs with the same configuration or optimization settings, you may want to create a new personalized project template. This time-saving feature can only be found in the GeneArt Services Dashboard and can be applied to any project prior to import using the bulk configuration option. Please see our [Quick reference guide](#) for more details.

How many constructs can be placed on one order in the GeneArt Services Dashboard?

The GeneArt Services Dashboard can easily manage up to 100 clones or DNA fragments on a single order, and multiple sequences can be configured in bulk at the pre-import step. See our [Quick reference guide](#) for tips on how to configure many constructs in bulk. If you have more constructs to order, please contact your GeneArt technical sales specialist or the dedicated [GeneArt support team](#) for assistance with getting your order submitted.

Useful links:

[GeneArt classic portal](#)

[GeneArt Services Dashboard](#)

Note: Both tools require your [thermofisher.com](#) login.

How can I order GeneArt Strings DNA Fragments libraries after the retirement?

Custom DNA libraries can be complex to order and often benefit from personalized attention. Please contact your GeneArt technical sales specialist or the dedicated [GeneArt support team](#) for assistance with your GeneArt Strings DNA Fragments library or any of our other [custom library options](#).

How can I order mutagenesis variants after the retirement?

The Invitrogen™ GeneArt™ Mutagenesis Service is a cost-effective way to get several closely related sequences synthesized for your research. Please reach out to your GeneArt technical sales specialist or the [GeneArt support team](#) to get a quote for this service.

How can I order consecutive cloning after the classic portal retirement?

In some cases, it may be beneficial to get the same custom sequence in multiple different vectors or to utilize the Invitrogen™ Gateway™ cloning system to first get the sequence into an Invitrogen™ Gateway™ pDONR™ plasmid and then moved to one or more Gateway™ pDEST™ vectors. If this is of interest, please contact our dedicated [GeneArt support team](#) for assistance with placing your order.

Can I use a previously ordered gene synthesis clone as a vector for future orders?

Please contact your GeneArt technical sales specialist or the dedicated [GeneArt support team](#) for options.

Watch tutorials at thermofisher.com/geneartdashboard

invitrogen