

# neogen.com

User Management

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# Your Account

## Selected Account

You may have access to more than one account. You can select which account you would like to place orders on and view account information from your account profile.

## Change Your Password

You can change your password from your account profile following the password criteria.

## Update Your Contact Information

Your name, email address, and phone number can be updated online. Changes to your account billing or shipping addresses must be made by our customer service team.

The screenshot displays the Neogen account management page. At the top, there is a navigation bar with links for ABOUT, CAREERS, INVESTORS, SUPPORT, and CONTACT. On the right, it shows USD, TRANSLATE, and UNITED STATES. Below this is the Neogen logo and a search bar. The main content area has a breadcrumb trail: Home / My Account. A dark navigation bar contains links for PROFILE, WALLET, ORDERS, LISTS, and USERS. A help message states: "Need help managing your account? Visit the help page for user guides and other resources." Three forms are highlighted with blue boxes: 1. "Selected Account" form with a dropdown for Account Name (Neogen Corporate (80841200000000000000000000000000) - Lansing, MI), Account Number(s), Country (United States), and Currency (USD). 2. "Need to change your password?" form with fields for Old Password, New Password, and Confirm New Password, along with a password requirement note and an Update button. 3. "Contact Information" form with fields for First Name, Last Name, Email, and Phone, and an Update button.

# Account Users & Permissions\*

## Designated Account Administrators

Only users with admin privileges have access to manage other users in the organization.

## Create New User

Select the “Add User” button to create a new user and select which account they should have access to. New users will receive an email to set their password.

## Manage User

You can lock, send a reset password email, edit (including admin privileges), delete, and update a user’s account permissions by selecting the user action icons.

**Important Note:** Your account may be shared across ship-to facilities. If you delete or lock a user, they will not be able to place orders online.

The screenshot shows the Neogen account management interface. At the top, there is a navigation bar with links for ABOUT, CAREERS, INVESTORS, SUPPORT, and CONTACT. The Neogen logo is on the left, and a search bar is on the right. Below the navigation bar, there are links for Industries, Solutions, and Products, and Special Offers and Quick Order. The main content area has a dark header with tabs for PROFILE, WALLET, ORDERS, LISTS, and USERS. The USERS tab is selected. Below the tabs, there is a message: "Need help managing your account? Visit the help page for user guides and other resources." The main section is titled "Users" and contains an "Add User" button, a "Create New User" link, and a dropdown menu for "Account Name" showing "Users shown are for: Neogen Corporate". Below this is a table of users with columns for Last Name, First Name, Email, Phone, Admin, and Action. The first user is Michelle, the second is Corina, and the third is Kimberly. The Admin column for the first two users is labeled "Designated Account Admins". The Action column contains icons for lock, reset password, edit, delete, and a menu icon.

Last Name	First Name	Email	Phone	Admin	Action
Miller	Michelle	miller@neogen.com		Designated Account Admins	🔒 🔄 ✎ 🗑️ ☰
Reagle	Corina	Corina@neogen.com			🔒 🔄 ✎ 🗑️ ☰
Johnson	Kimberly	kimberly@neogen.com			✎ 🗑️ ☰

# Understanding User Types

neogen.com supports two types of online user roles:

- Administrator
- User

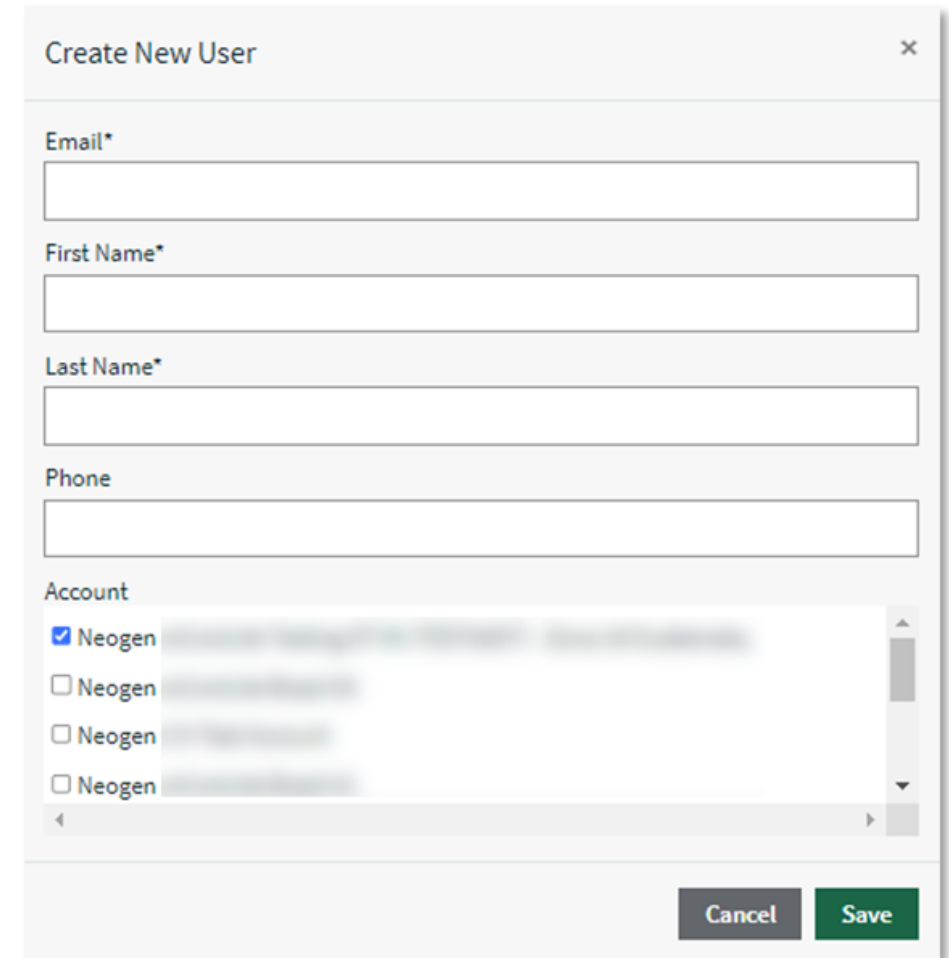
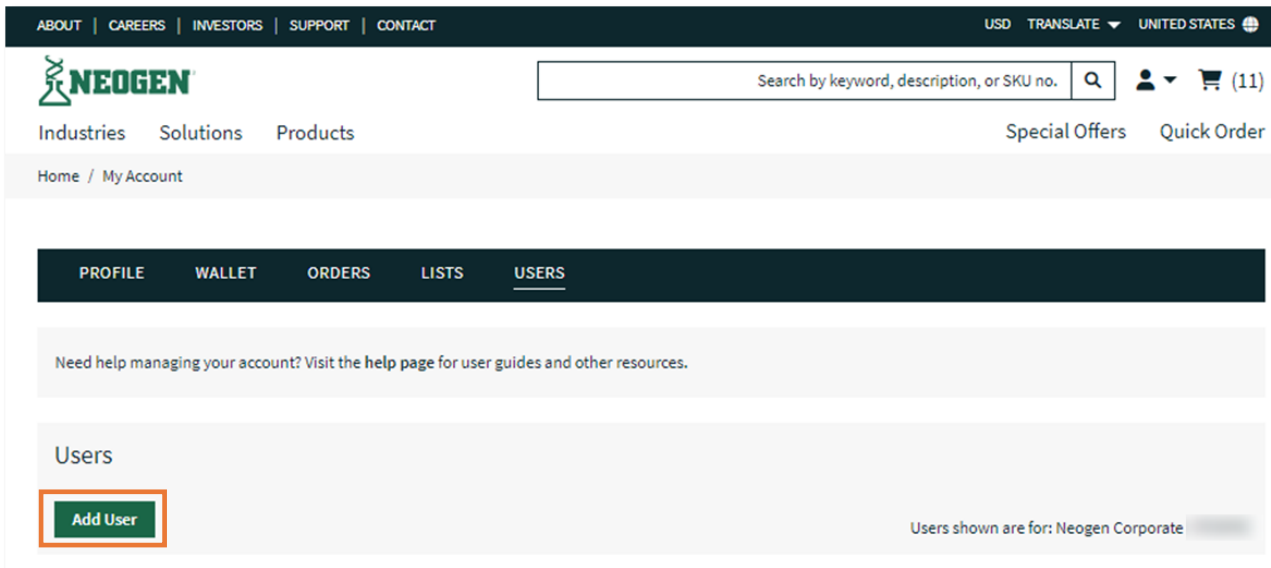
Administrators have access to manage users in the organization

	Administrator	User
Place order/order request	✓	✓
Add/request new shipping addresses	✓	✓
Manage credit cards*	✓	✓
Manage tax exemption certificates*	✓	✓
View online & offline order history*	✓	✓
Track shipments*	✓	✓
View & print invoices*	✓	✓
Create & manage lists	✓	✓
View all users in the organization	✓	✗
Add new users	✓	✗
Lock users	✓	✗
Reset passwords for users	✓	✗
Edit user credentials	✓	✗
Assign admin privileges to users	✓	✗
View & edit account assignments	✓	✗

# Add New User

## Create New User

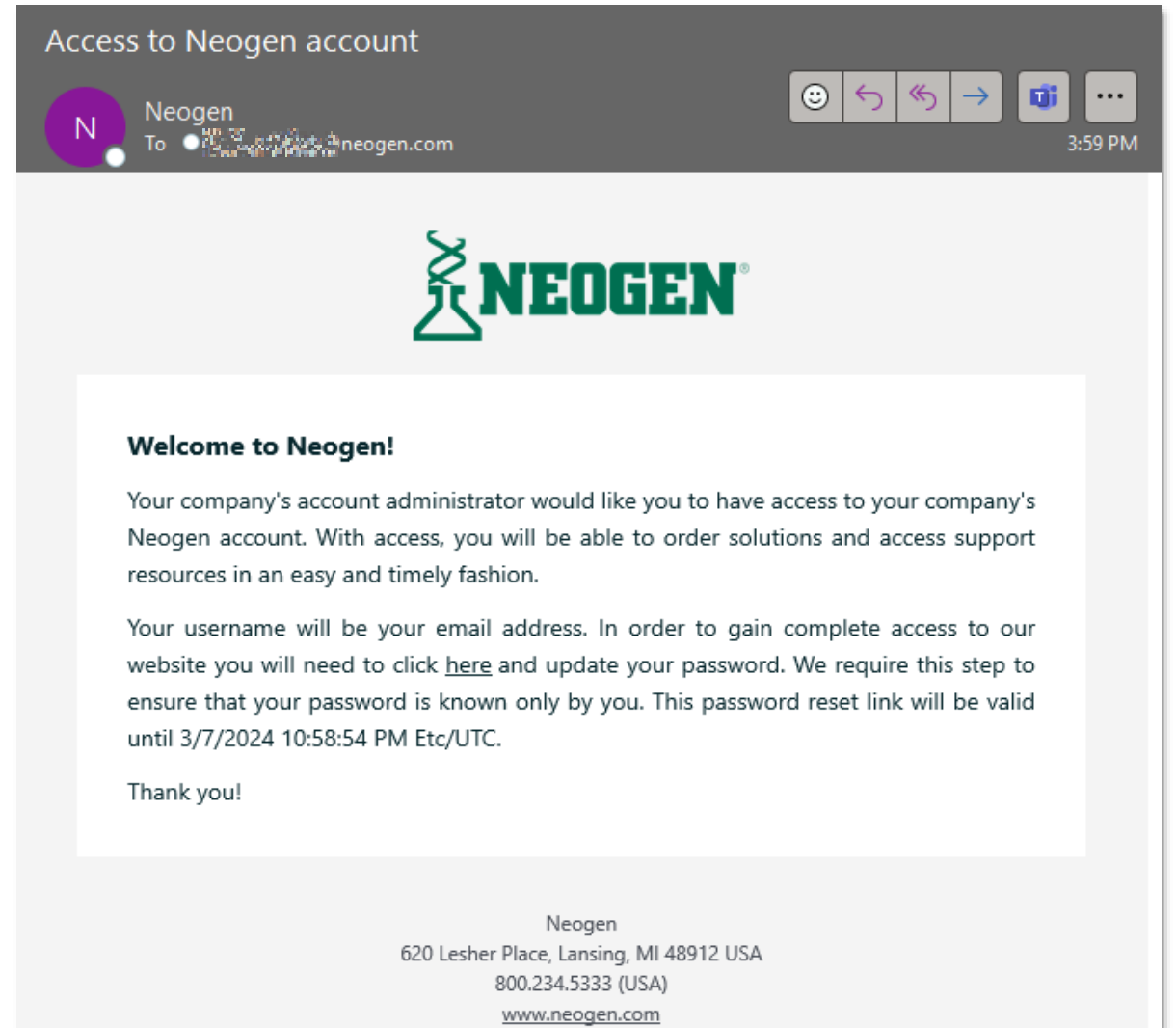
Under the My Account Users tab, select the “Add User” button to create a new user. A pop-up window will appear to enter the users’ information and select which account they should have access to place orders on and view account information. Click “Save” to complete the new user creation.



# Add New User

## New User Email Notification

The new user will receive an email with a link to set their password. The link expires within two hours. They may request a new reset password link from the login page if needed. Once their password is set, they can log in using their email and password to access the account.



# Manage Users

Administrators can manage users through the user action icons.

## Lock User

You can prevent a user from logging in by selecting the circle slash icon.

## Send Reset Password Email

You can trigger a reset password email to send to a user by selecting the `abc` icon.

## Edit User

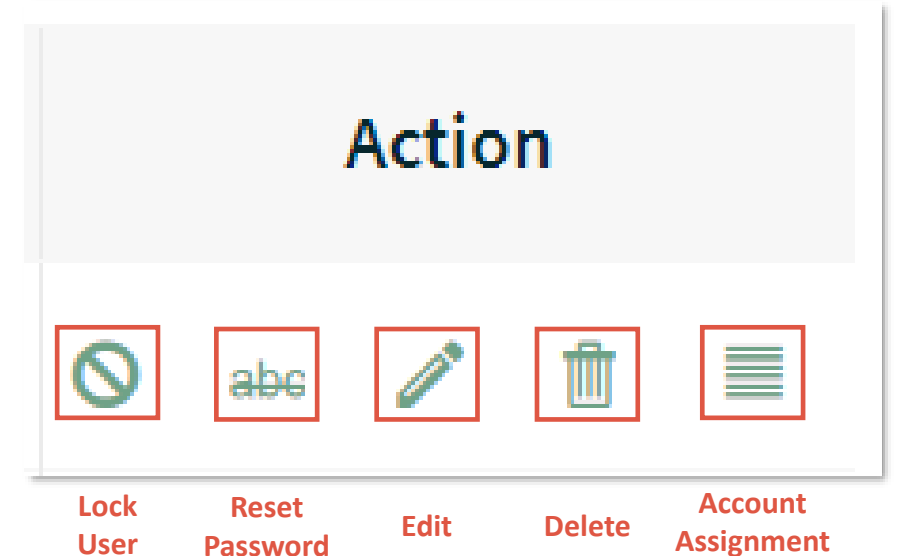
You can edit a users' information and admin privileges by selecting the pencil icon.

## Delete User

You can delete a user from the organization by selecting the trash icon.

## Account Assignment

You can assign which account a user has access to by selecting the hamburger menu icon.



# Lock User

Admin users can lock other users and prevent them from logging in by selecting the circle slash icon.

When the circle slash icon is selected, a browser prompt will pop up to confirm the user should be locked.

After selecting “OK,” a success message will appear confirming the user has been updated, and the action bar for the user will also update. You can unlock the user by selecting the check icon.

The user is notified when attempting to login that their account is locked.

The screenshot displays the Neogen user management interface. At the top, a navigation bar includes links for ABOUT, CAREERS, INVESTORS, SUPPORT, and CONTACT. A confirmation dialog box is open, asking "Are you sure you want to lock" with "OK" and "Cancel" buttons. Below the dialog, a success message states "Success: Your user information has been updated." The main content area shows a "Users" section with an "Add User" button and a table of users. The table has columns for Last Name, First Name, Email, Phone, Admin, and Action. The "Action" column for the first user shows a checkmark icon labeled "Unlock User" and a circle slash icon labeled "Lock User".

Last Name	First Name	Email	Phone	Admin	Action
abc	abc	abc@neogen.com			Unlock User ✓ Lock User ☹️
abc	abc	abc@neogen.com			abc ✎️ 🗑️ ☰

# Reset Password

Admin users can initiate a password reset for other users by selecting the **abc** icon.

When the **abc** icon is selected, a browser prompt will pop up to confirm the user's password should be reset.

After selecting "OK," a success message will appear confirming that the user has been updated and will receive an email with a link to reset their password.

The user will not be able to login until their password has been reset.

The screenshot shows the Neogen user management interface. At the top, there is a navigation bar with links for ABOUT, CAREERS, INVESTORS, SUPPORT, and CONTACT. A modal dialog box is open, displaying the message: "You are about to reset this user's password. Do you want to continue?" with "OK" and "Cancel" buttons. Below the dialog, the Neogen logo and navigation menu (Industries, Solutions, Products) are visible. The main content area shows a success message: "Success Your user information has been updated." and a link to the help page. The "Users" section includes an "Add User" button and a table of users. The table has columns for Last Name, First Name, Email, Phone, Admin, and Action. The "Action" column for the second user contains a red box around the "abc" icon, which is labeled "Reset Password" in red text below the table.

Last Name	First Name	Email	Phone	Admin	Action
abc	abc	abc@neogen.com			✓ abc [edit] [delete] [menu]
abc	abc	abc@neogen.com			abc [edit] [delete] [menu]

Reset Password

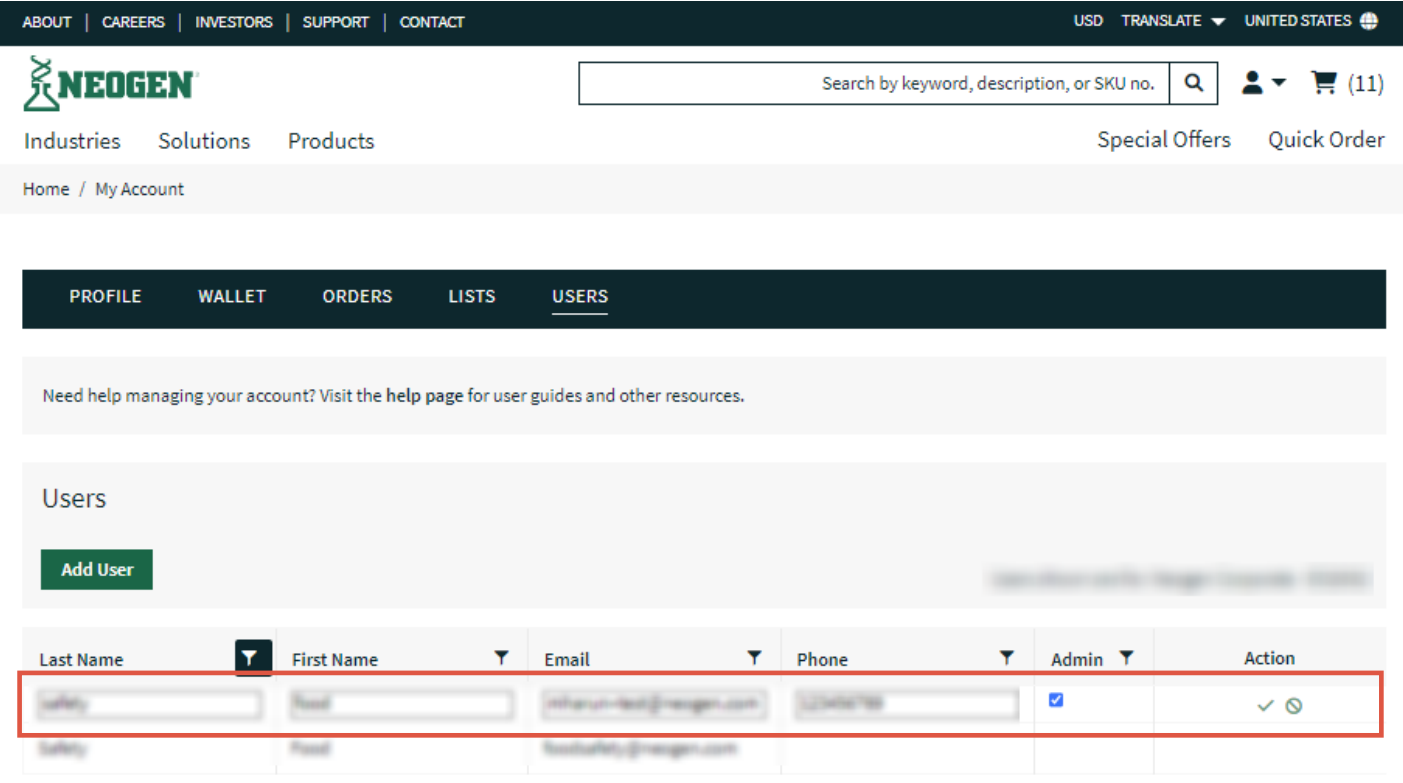
# Edit User

Admin users can edit other user information and admin privileges by selecting the pencil icon.

When the pencil icon is selected, the user information will become editable fields, and a checkbox will appear to manage their admin privileges.

Changes can be implemented by selecting the check icon or canceled by selecting the circle slash icon under the action column. After making the changes, a success message will appear, confirming the user has been updated.

The user will see their updated information under their My Account Profile tab.



The screenshot shows the Neogen website's user management interface. At the top, there is a navigation bar with links for ABOUT, CAREERS, INVESTORS, SUPPORT, and CONTACT. The Neogen logo is on the left, and a search bar is on the right. Below the navigation bar, there are links for Industries, Solutions, and Products, along with Special Offers and Quick Order. The main content area has a dark header with tabs for PROFILE, WALLET, ORDERS, LISTS, and USERS. A message below the tabs says, "Need help managing your account? Visit the help page for user guides and other resources." The "Users" section features an "Add User" button and a table of users. The table has columns for Last Name, First Name, Email, Phone, Admin, and Action. A red box highlights the first row of the table, which is in an edit mode. The fields are: Last Name (John), First Name (Doe), Email (john.doe@neogen.com), Phone (1234567890), Admin (checked), and Action (edit and delete icons).

Last Name	First Name	Email	Phone	Admin	Action
John	Doe	john.doe@neogen.com	1234567890	<input checked="" type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
John	Doe	john.doe@neogen.com			

# Delete User

Admin users can delete other users from the organization by selecting the trash icon.

When the trash icon is selected, a browser prompt will pop up to confirm that the user should be deleted.

After selecting “OK,” a success message will appear confirming that the user has been updated and will be removed from the Users table.

The user is notified when attempting to login that their account does not exist.

The screenshot shows the Neogen user management interface. At the top, there is a navigation bar with links for ABOUT, CAREERS, INVESTORS, and SUPPORT. The Neogen logo is prominently displayed. Below the logo are links for Industries, Solutions, and Products. A breadcrumb trail shows 'Home / My Account'. On the right side, there are options for USD, TRANSLATE, and UNITED STATES, along with a search bar and a shopping cart icon showing 11 items. A confirmation dialog box is overlaid on the page, asking 'Are you sure you want to delete food safety?' with 'OK' and 'Cancel' buttons. Below the dialog, a success message states 'Success: Your user information has been updated.' A help link is provided: 'Need help managing your account? Visit the help page for user guides and other resources.' The 'Users' section features an 'Add User' button and a table of users. The table has columns for Last Name, First Name, Email, Phone, Admin, and Action. The 'Action' column contains icons for edit, delete, and refresh. The delete icon for the user 'Food' is highlighted with a red box.

Last Name	First Name	Email	Phone	Admin	Action
Food	Food	food@neogen.com	555-555-5555	✓	
Food	Food	food@neogen.com			

Delete

# Assign User to Accounts

Admin users can manage other users' account access by selecting the hamburger menu icon.

When the hamburger menu icon is selected, a pop-up window will appear to manage which selected accounts the user has access to from the list of available accounts.

Changes can be implemented by selecting the "Save" button or canceled by selecting the "Cancel" button. After making the changes, a success message will appear, confirming that the user has been updated.

The user will see their account access under their My Account Profile tab.

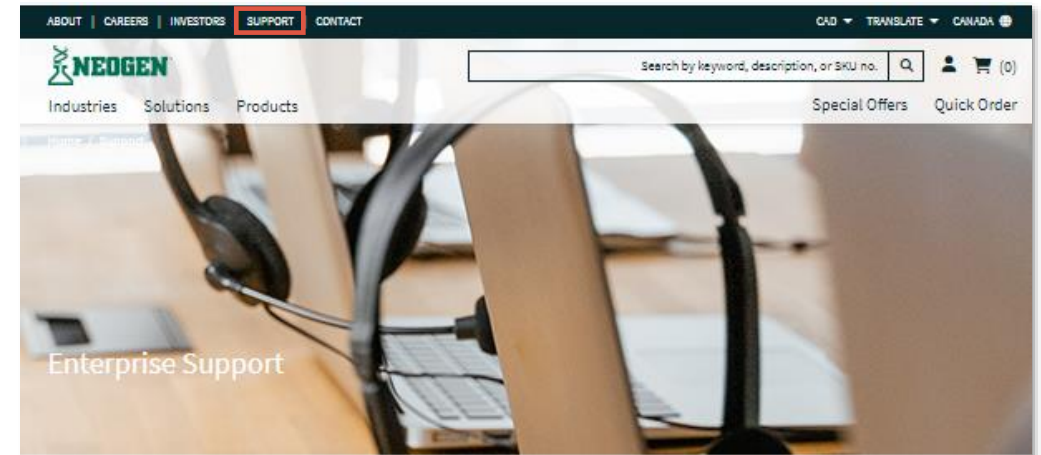
The screenshot displays the Neogen website's user management interface. At the top, there is a navigation bar with links for ABOUT, CAREERS, INVESTORS, SUPPORT, and CONTACT. The Neogen logo is on the left, and a search bar is on the right. Below the navigation bar, there are links for Industries, Solutions, and Products, along with Special Offers and Quick Order. The main content area is titled 'My Account' and includes a sub-menu with PROFILE, WALLET, ORDERS, LISTS, and USERS. The 'USERS' tab is selected. A table of users is visible, with columns for Last Name and First Name. A pop-up window titled 'Account Assignment for' is open, showing a list of available accounts on the left and a list of selected accounts on the right. The selected account is 'Lansing/MI - Neogen Corporate'. The pop-up window has 'Cancel' and 'Save' buttons at the bottom. A red box highlights the hamburger menu icon in the top right corner of the page.

Account  
Assignment

# Support





We are always happy to help! Visit our support page by selecting “Support” in our website header or footer to find customer resources and get connected to our team.

- Hardware Support
- Software Support
- Document Search
- Customer Support



## Streamlining support

Explore the many ways our expert teams can help—no matter what challenge you're facing.

 <b>Hardware Support</b> Request a hardware repair or calibration from our service center experts. <a href="#">Learn More</a>	 <b>Software Support</b> Download software for the first time or troubleshoot your existing software. <a href="#">Learn More</a>	 <b>Document Search</b> From user manuals to product inserts, get product information you need. <a href="#">Learn More</a>	 <b>Customer Support</b> Our team is on hand for any questions or requests. We look forward to hearing how we can help. <a href="#">Learn More</a>
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