

GeneArt Strings Assistant tool retirement frequently asked questions

Why is the Invitrogen™ GeneArt™ Strings™ Assistant being retired?

We've been making improvements to our website based on valued customer feedback to provide an exceptional online experience. Invitrogen™ GeneArt™ Instant Designer, our most intuitive online tool, has been expanded to include design and order functionality for Invitrogen™ GeneArt™ Strings™ DNA Fragments, and is available in the new Invitrogen™ GeneArt™ Services Dashboard. Since we now offer a single place for all your gene synthesis needs, we will be retiring the older tools as the capabilities of the GeneArt Services Dashboard are expanded.

Will you still offer synthesis of GeneArt Strings DNA Fragments?

Yes. Our GeneArt Strings DNA Fragments services 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 on my account in GeneArt Strings Assistant?

After November 30, 2022, you will not be able to directly access completed or draft projects in GeneArt Strings Assistant. If you need to record the details of any projects in this tool, please download the sequences by this date.

Useful links:

[GeneArt Strings Assistant](#)

[GeneArt classic portal](#)

[GeneArt Services Dashboard](#)

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

Any projects ordered through the GeneArt Strings Assistant tool by November 30, 2022, will be manufactured to completion, even after this date.

Where can I place my GeneArt Strings DNA Fragments orders in the future?

The GeneArt Services Dashboard is your best option for ordering GeneArt Strings DNA Fragments projects now and in the future. This option is already available, and we encourage you to try it. We think you'll enjoy the new experience.

Can I order GeneArt Strings DNA Fragments in the Invitrogen™ GeneArt™ classic portal?

The GeneArt Strings DNA Fragments service in the classic portal will remain available after November 30, 2022. However, we recommend exploring the new GeneArt Services Dashboard to take advantage of the latest features, including the ability to convert to clone ordering with a single click when a sequence is not feasible as a DNA fragment.

 Start your project at thermofisher.com/strings

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