ADGA NEXT GENERATION SOFTWARE INSTRUCTIONS

Topics Covered in This FAQ

Next Generation Recommendations

The Next Generation Software has been developed to support all current operating systems and web browsers including mobile. However, if you experience any technical difficulties or have trouble navigating the site, please use a laptop or desktop computer and the latest Google Chrome web browser. Please attempt to complete the work using this combination before contacting ADGA support. Technical issues can be exacerbated due to out-of-date operating systems and browser software. Please keep your systems up to date and your experience using the ADGA Next Generation software will be better. If your systems are out of date, the chance for errors increases. Mobile device users may also experience issues with screen resolution as our software is best when viewed at a screen resolution of 1920 x 1080.

Differences between ADGA Next Generation Software and the previous Online Member Services (OMS)

1. Several improvements have been made to NG and there are plans for several more to make managing your ADGA membership and registrations much easier.
2. Based on usage analysis, the most accessed sections of our Member Services portal have been moved to the Home page of this application.
3. Members and non-members have access to NG, but have different privileges and prices.
4. More actions can be performed online such as registration edits, goat transfers, and herd name/tattoo authorizations. Please note that some requests such as registration edits and goat transfers still require the original certificate to be mailed to the office with a note stating the request was paid for online and some of the enhanced functionality requires staff approval for the work to be completed.
5. If work is completed online, error reports are being sent electronically so you don't have to wait for an error report to be delivered by mail.
6. All Transfers and Registration Edits require the original certificate be mailed into the office, with a completed and signed transfer section when submitting transfers, along with a note or statement that they have been completed and paid for online.

How do I get access to the Next Generation Software if I had a web account already?

Once you reach the login page, click on the **Forgot Password** link to request an email with a link to set a new password.
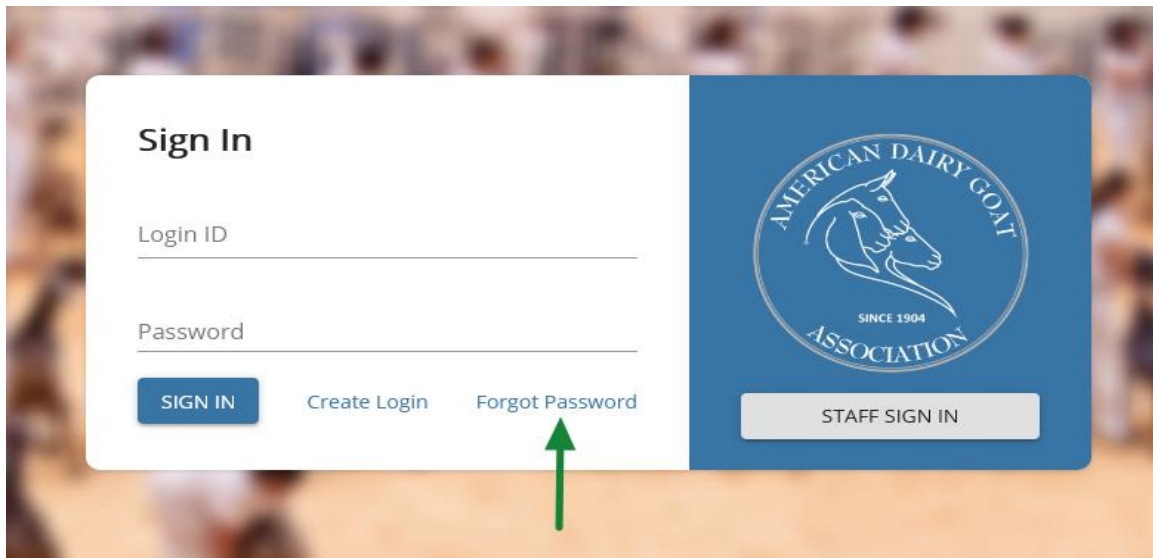
You will be asked for your Login ID/Username from your previous Member Services Account. Depending on when you created an online account in our previous Online Member Services, your previous account may have transferred to our new Next Generation Software. **You will need to know the Login ID/Username you used when creating your old online account**. **In most cases your Login ID/Username is not an email address**. Your old Login ID was used in all emails sent to you with the following subject lines as "Dear [Login ID/Username]":

1. ADGA - Confirmation email / set a password
2. ADGA - Password reset requested
3. ADGA - Password change notification

Once your login ID is entered, click on the RESET PASSWORD button to continue. If you are unsure what your Login ID/Username was or receive an error that your Login ID is not found or active, you will need to contact ADGA Customer Support for login assistance: **https://adga.org/contact**


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You will receive confirmation that your password reset link was sent to the email address associated with your online account. Use the link in the email to access the reset password page where you will be asked to enter your new password in two boxes. If you are unable to locate the information needed to reset your password, please contact ADGA Customer Support specifying the information you are missing and request help logging in: **https://adga.org/contact**
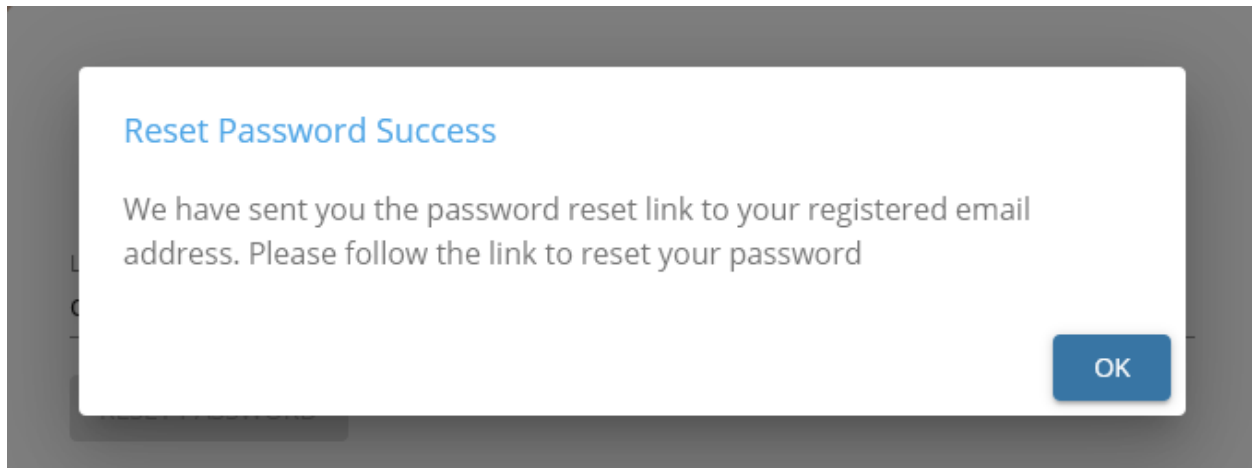

How do I get access to the Next Generation Software if I never set up a Member Services account previously?

With our new Next Generation Software, we have expanded online account access to members and non-members! If you already have an ADGA ID, you may need to contact ADGA Customer Support (**https://adga.org/contact**) for a new PIN if you receive an error when using your previously assigned PIN.

When you have reached the login page at **https://app.adga.org**, click on the Create Login link to get started.
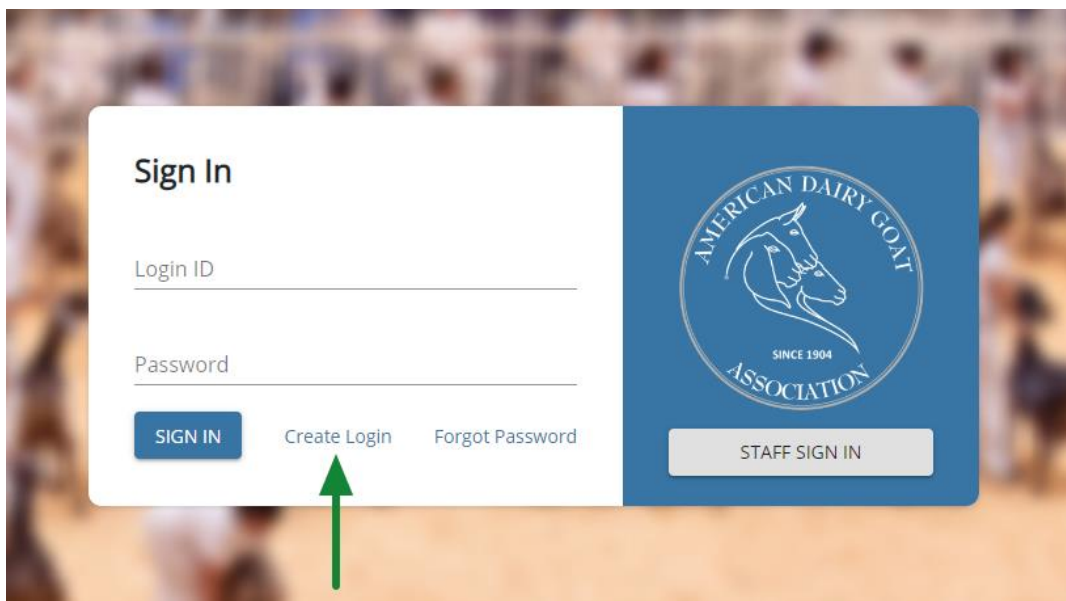
new form will appear that you will need to complete to create your online account. Completing this form without listing an ADGA ID and PIN will create a new non-member account with a new ID that is separate from any of your previous ADGA member data. This form offers toggle switches for some questions to allow those with and without an ADGA ID to set up an account and allow for a business or organization name instead of a first and last name.
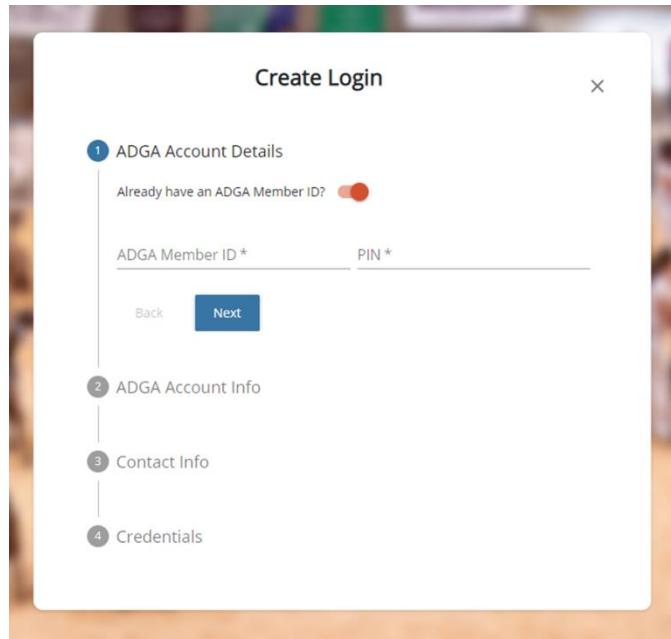
Where can I view my currently owned goats list, ever owned list, or all goats registered with ADGA?

Immediately after you login, you will reach the Member Landing page which will allow you to view your Currently Owned List, Ever Owned List, and All ADGA registered goats by selecting the tab you wish to view at the top. Your lists can also be filtered using the tabs on the left to view these lists for each linked membership as well as a combined list including all linked memberships. To view an expanded version of these lists, use the Goats link in the black menu.
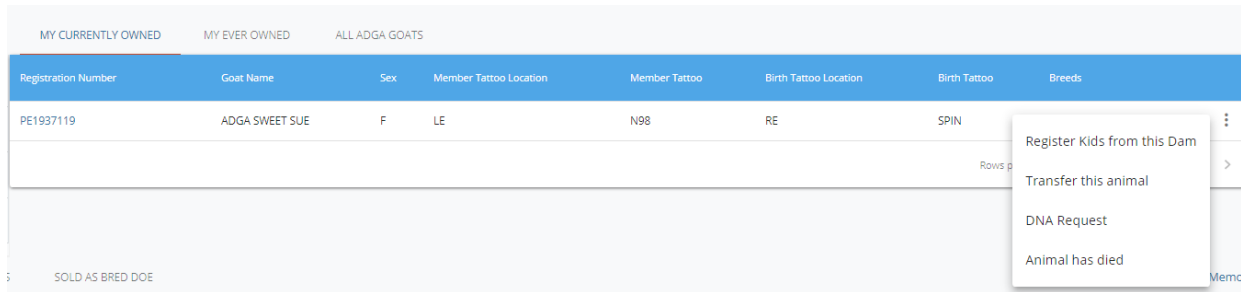

View Goats from:	Registration Number	Goat Name	Sex	Member Tattoo Location
All Memberships	AS1790370	ADGA ADGA TEST NS GOAT	F	RE
ADGA TEST FARM 1539550	AS1604621	CALIFORNIA KARMA K TOO	M	RE
SHIRLEY MCKENZIE * 1196039				

Where can I find information for other members?

Using the People link in the black menu to see a list of all ADGA members. You may search for members by ADGA ID and Name.
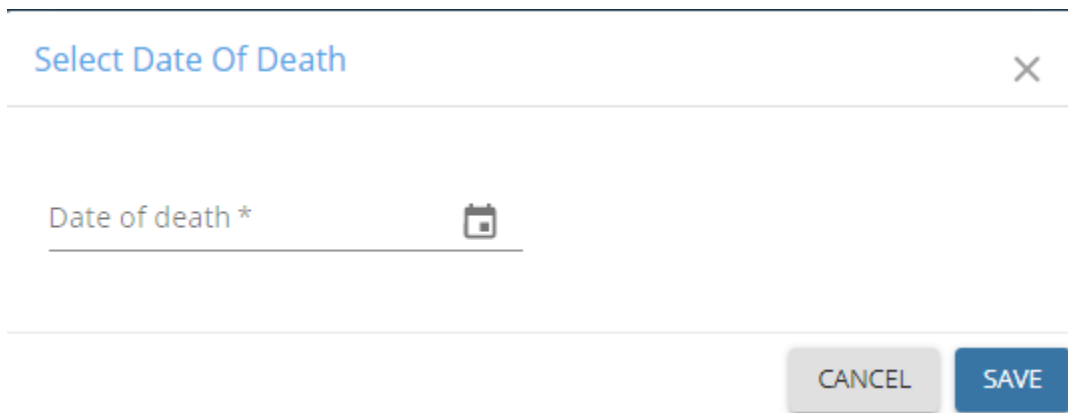
How do I mark my goat as Dead or Sold?

To mark your goat as dead, you will need to locate the goat in your currently owned list from the Member Landing page or by using the Goats link in the black menu. Use the ⋮ symbol for menu options including **Animal has Died**.

MY CURRENTLY OWNED	MY EVER OWNED	ALL ADGA GOATS						
Registration Number	Goat Name	Sex	Member Tattoo Location	Member Tattoo	Birth Tattoo Location	Birth Tattoo	Breeds	
PE1937119	ADGA SWEET SUE	F	LE	N98	RE	SPIN		⋮

Register Kids from this Dam
Transfer this animal
DNA Request
Animal has died

SOLD AS BRED DOE

Using the **Animal has died** option will create a pop-up form where you can provide the date of death.

Select Date Of Death   ✕

Date of death *   📅

CANCEL   SAVE

Your goat's status should be updated immediately, and your goat may no longer appear in your Currently Owned List.
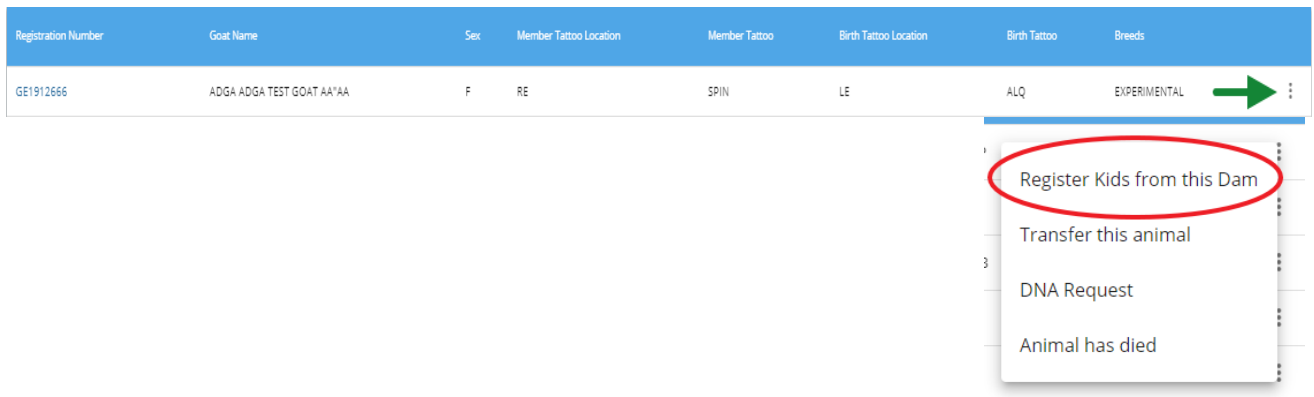
How do I register my goats online?

Once you log into the Next Generation Software, you will see the Member Landing Page that combines the most requested information such as your list of goats, transaction history, and all memberships linked to your account. There are multiple ways to start new registration application from here.
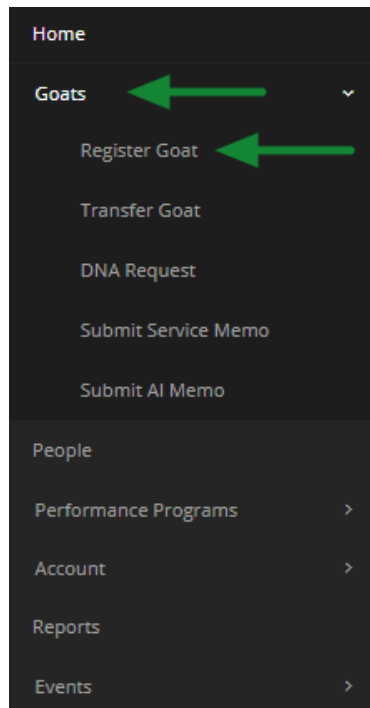
- You may use the **REGISTER GOAT** button above your listed goats to start an application.
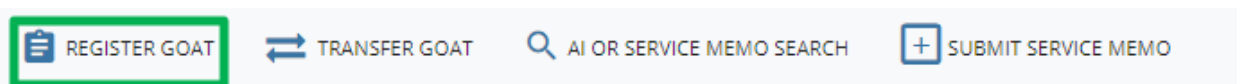
📋 REGISTER GOAT   ⇄ TRANSFER GOAT   🔍 AI OR SERVICE MEMO SEARCH   ⊞ SUBMIT SERVICE MEMO

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- The three vertical dots to the right of the goat's information in your currently owned list or ever owned list contains a drop-down menu. Click on the dots, then select "Register Kids from this Sire/Dam" to continue ⋮ to the online application with this goat's information already added.

Registration Number	Goat Name	Sex	Member Tattoo Location	Member Tattoo	Birth Tattoo Location	Birth Tattoo	Breeds	
GE1912666	ADGA ADGA TEST GOAT AA°AA	F	RE	SPIN	LE	ALQ	EXPERIMENTAL	⋮

Register Kids from this Dam

Transfer this animal

DNA Request

Animal has died

- The black menu on the left contains a **Goats** menu option which contains a drop-down menu with several options including **Register Goat**. Clicking on **Register Goat** will open the registration application.

Home

Goats ⬅ ˅

    Register Goat ⬅

    Transfer Goat

    DNA Request

    Submit Service Memo

    Submit AI Memo

People

Performance Programs   ›

Account   ›

Reports

Events   ›

Once you have opened the Register Goat menu, you will be required to fill out the information necessary for registration for the following areas:

1. Birth Information

1 Birth Information

☐ Use AI Memo ☐ Use Service Memo

Goat Name *
ADGA ⑦

Sire Id ∨ ▣ Animal Name _____ Owner Name _____

Dam Id ∨ ▣ Animal Name _____ Owner Name _____

Date Of Birth *
02/24/2021 📅   Goat sex * ∨ ⑦

Number Bucks ⑦   Number Does ⑦

☐ Is Registration Paperless   ☐ Is Rush

Back   **Next**

2. Appearance

3. Identification

4. Transfer and documentation

5. Review and Summary

Once you have completed the full application, you will have the opportunity to use the buttons below the application to:

A. **Back** to edit details of the current application.

B. **Register Another Goat From Same Litter** to start another application using the same sire and dam.

C. **Register Another Goat From Same Sire** to start a new application using the sire from your completed application.

D. **Register Another Goat** to start a new application without a prefilled sire or dam. Use this button to start an application for a goat from a different litter.

E. **Finish** to add your application to the cart and leave the goat application form.

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How do I obtain a Stamped Duplicate online?

After an animal's registration has been approved, it will appear in your Currently Owned list.   Go to the Animal Page for the animal and select Reports from the menu on the left. (Refer to screen capture below.) Near the bottom of the detail page is a button labeled Stamped Duplicate.   Clicking on this button will generate a stamped duplicate in a separate window for you to print, save, email, etc.


How do I transfer my goats online?

To submit a transfer request for a goat online, you must be the currently registered owner. There are multiple ways to start the transfer request and you will still be required to mail the goat's original Certificate of Registry to the office before the transfer is processed.

- The **TRANSFER GOAT** button above your listed goats to start a transfer request.

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- The three vertical dots to the right of the goat's information in your currently owned list or ever owned list contains a drop-down menu. Click on the dots, then select "Transfer this animal" to continue to the online transfer form with this goat's information already added.

| Registration Number	Goat Name	Sex	Member Tattoo Location	Member Tattoo	Birth Tattoo Location	Birth Tattoo	Breeds	
GE1912666	ADGA ADGA TEST GOAT AA*AA	F	RE	SPIN	LE	ALQ	EXPERIMENTAL	⋮
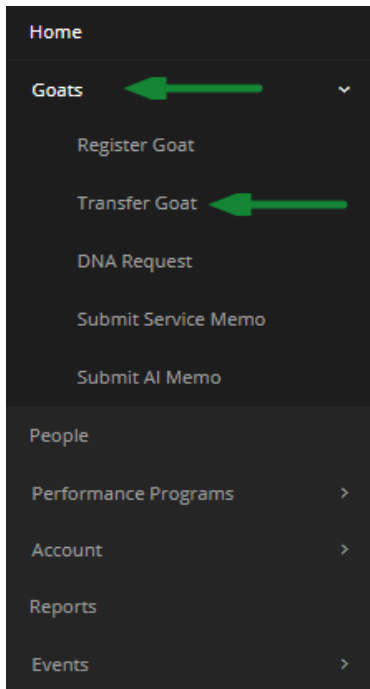
• The black menu on the left contains a **Goats** menu option which reveals a drop-down menu with several options including **Transfer Goat**. Clicking on **Transfer Goat** will open the online transfer form.

I am missing a goat in my current owned list.

There are several potential causes for your goat not displaying in your currently owned list. If you are able to locate the goat in your Ever Owned List, this would indicate that your goat was either transferred to a new owner or was listed as Sold With or Sold Without Papers in our previous system. If you listed your goat as Sold With or Sold Without Papers but the goat was never sold, you may request that the goat's status be updated by phone or by submitting a support request online.
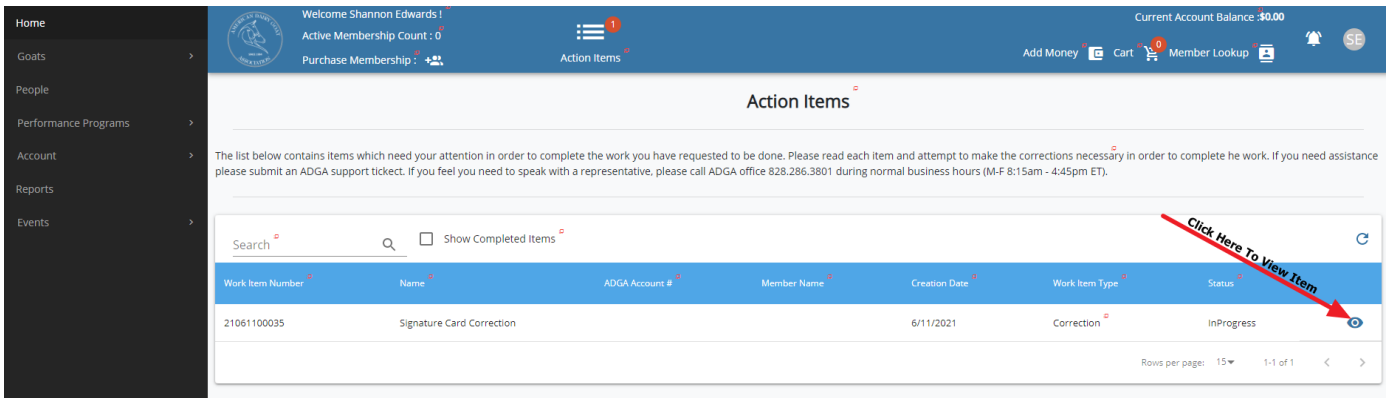
If your goat is not showing in your ever owned list, the goat was either not transferred to you or it's registration and/or transfer may still be waiting for staff to process.

How will I know there is a problem with one of my submitted applications?
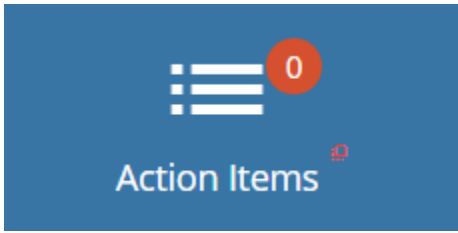
Applications are sent back for corrections for a number of reasons such as a requested name being unavailable, information provided contradicting records already on file, or information that violates our guidelines and bylaws.

When an application has been sent for corrections by Staff, a new action item appears in the navigation bar at the top. Click on the "Action Items" icon to view a list of items which need your response so the work you have requested to be done can be completed by staff.

How to I process a lease for a goat online?

Submitting a lease request for a goat can only be completed by the registered owner of the goat. To submit a lease request, use the Transfer Goat option. A lease provides a limited temporary transfer of ownership to another member.

The Transfer Goat form contains the option to select **Lease**. This option will reveal additional items allowing you to select the effective lease dates or make the lease "Open" with no end date. You may search for anyone who already has an ADGA ID or select **Add New Account To Animal Lease** to provide information for anyone without an ADGA ID and an ID account will be generated for them once the form is submitted.

Can I transfer a goat online that I recently purchased?

The online transfer is limited to allow owners to transfer their goats to other members and non-members. The registered owner of the goat can, however, process an online transfer for you. You may also use the transfer ownership instructions online to submit your transfer request by mail. (**https://adga.org/how-to-transfer-a-dairy-goat**)

Can I register a goat online if I did not own the parents?

The online application is limited to the registration of goats of your own breeding. If you are the registered owner of the dam before she gave birth, you may request that the owner of the buck submit a service memo online for a natural breeding. You can submit an AI memo online for a breeding that is the result of artificial insemination.

Where can I create a Service Memo?

We offer three places to create a service memo online.

- Use the **SUBMIT SERVICE MEMO** button above your listed goats to start a new service memo.
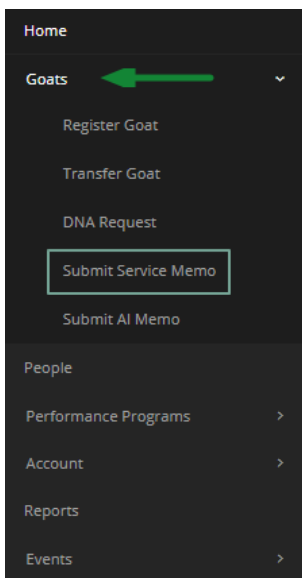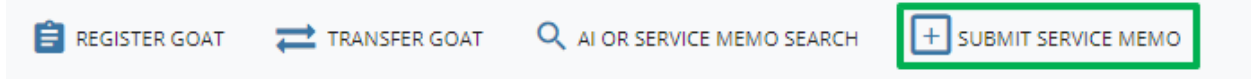
- Selcecting **Goats** from the black menu will reveal several options including **Submit Service Memo**. Use this option to complete the form.

- Using the **Goats** option in the black left menu will also reveal link option when also clicking the **SERVICE MEMOS** tab in the bottom table.

Where can I create an Artificial Insemination (AI) Memo?

We offer multiple places to start an AI Memo online.

- Use the black menu on the left to select **Goats** which will reveal several options including **Submit AI Memo**. Clicking on **Submit AI Memo** will open the online form.
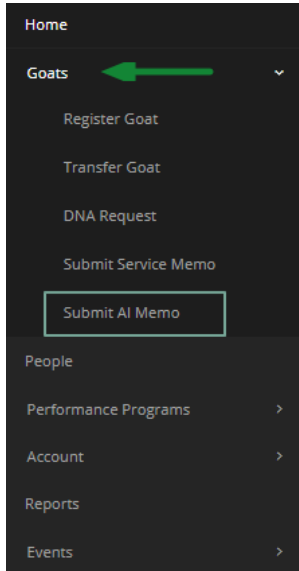
- Using the **Goats** option in the black left menu will also reveal the link for **Submit AI Memo** above the bottom table.

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What happens to my online account if my membership expires?

If your membership expires before it is renewed, your online account will still be accessible and though your herd name and assigned tattoo may be r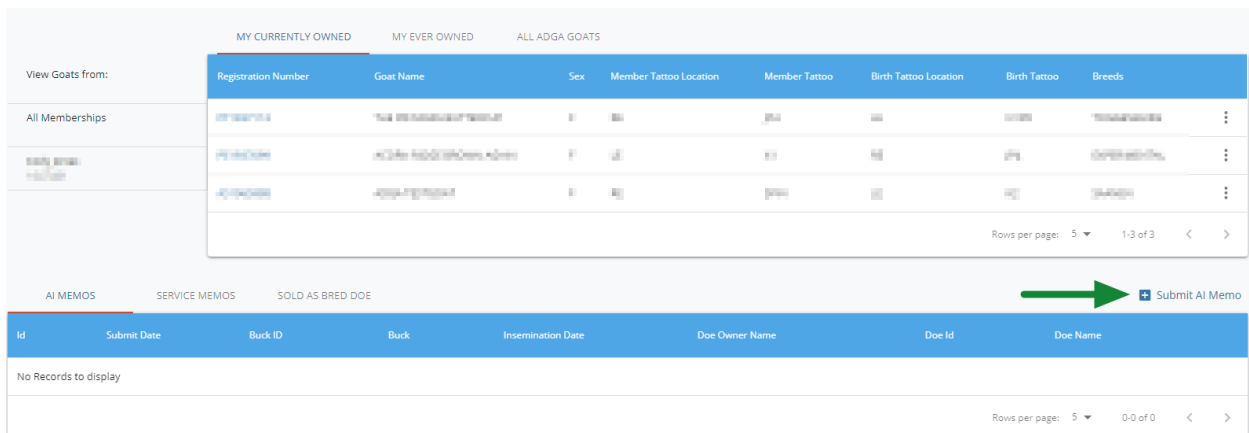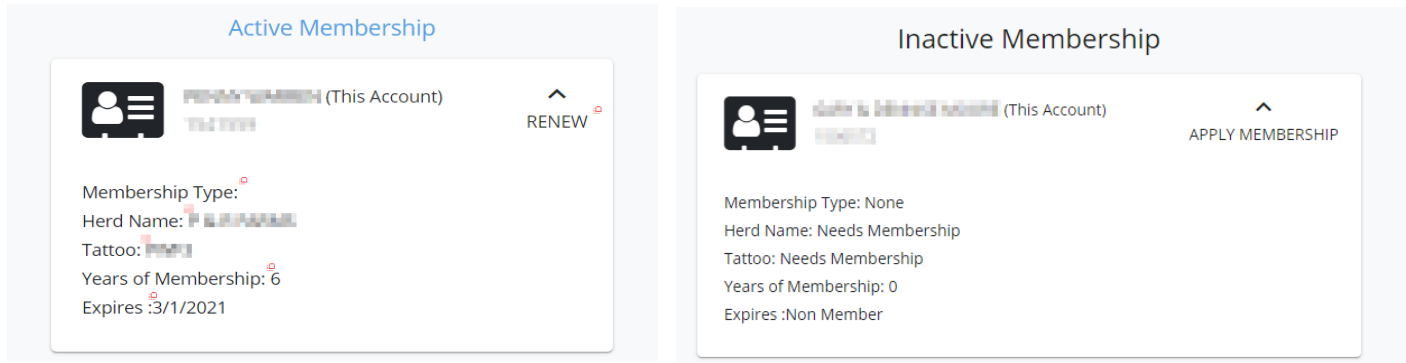emoved per the ADGA Guidelines. Use the **Account** option in the black menu on the left and click on **RENEW** or **APPLY MEMBERSHIP** in the top right corner of your membership card.

How do I reset my password if I cannot login?

Use the **Forgot Password** link on the login page to start a request to change your password.
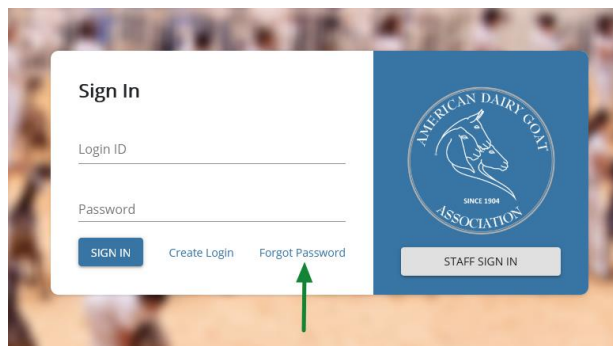
You will be asked for your Login ID to request an email with a link to reset your password.
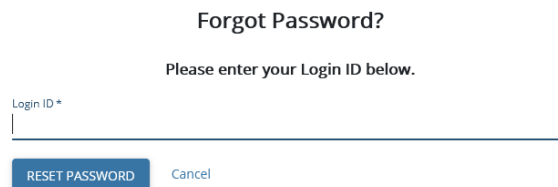
Once you have entered your Login ID and selected the **RESET PASSWORD** button, you will receive confirmation that an email has been sent with the requested link. Passwords must be at least **8 characters** long. The password must contain at least **three character categories** among the following:

- Uppercase characters (A-Z)

- Lowercase characters (a-z)

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- Digits (0-9)

- Special characters (~!@#$%^&*_-+=`|\(){}[]:;"'<>,.?/)

If the email does not arrive in 15 minutes, please check your email's spam/junk folder. If you continue to have issues resetting your password, ADGA Customer Support for further assistance: **https://adga.org/contact**

How do I reset my password if I am able to login?

Once you are logged in, use the **Account** option in the black left menu to reveal additional options, including **Login And Security**. Selecting **Login And Security** will show your current username and provide the **CHANGE PASSWORD** button.

Using the **CHANGE PASSWORD** button will bring up a short form asking for your existing password and the new password you would like to set. Passwords must be at least **8 characters** long. The password must contain at least **three character categories** among the following:
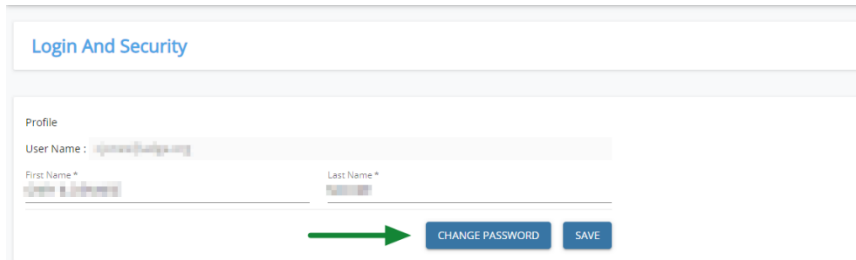
- Uppercase characters (A-Z)

- Lowercase characters (a-z)

- Digits (0-9)

- Special characters (~!@#$%^&*_-+=`|\(){}[]:;"'<>,.?/)

Where can I see a history of my ADGA transactions?

Once you are logged into your account, you will have a table at the bottom of the page that will offer two tabs to view either your Last 5 Transactions or your full Account History.

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Another way to view is the **Account** option in the black menu to reveal the option for **Transaction History**. Clicking on **Transaction History** will provide a new table with tabs to view All Transactions, Registrations Only, Transfers Only, and Performance Programs Only.

Where can I check on my membership status, assigned tattoo, or herd name?

Use the Account link in the black menu to view your digital membership card. Here you will find your membership type, herd name, tattoo, years of continuous membership and when your current membership expires.

ADGA TEST FARM (This Account)
1539550

Membership Type:
Herd Name: ADGA
Tattoo: SPIN
Years of Membership: 4
Expires :3/1/2022

I am stuck on an application; how can I find the problem with my application?

Anytime you are completing an application, you will be notified of any incorrect or missing information before moving forward with the next section or submitting an application. These areas will be highlighted in red with a message indicating what is needed to resolve the issue.

⚠️ Birth Information

☐ Use AI Memo   ☐ Use Service Memo

Goat Name *
ADGA   ⑦
                                                        Name is Required

Sire Id   ⌄   ⊡   Animal Name   Owner Name

Dam Id   ⌄   ⊡   Animal Name   Owner Name

Date Of Birth *
02/18/2021   📅   Goat sex *   ⌄   ⑦
                                                        Goat Sex Required

Number Bucks   ⑦   Number Does   ⑦
Number of Bucks is Required   Number of Does is Required

☐ Is Registration Paperless   ☐ Is Rush

Back   **Next**

My application disappeared, where did it go?

In the event of a communication error when trying to move to the next section of an application, you may receive a blank white screen. Refreshing the page will bring you back to the last page you were viewing. The information on the application will need to be reentered to move forward with your application.

How to I add money to my account?

Use the Add Money symbol in the Navigation Bar at the top to add money to your account. Your current balance/credit is also available above this.

Current Account Balance : **$31.50**

Add Money ▣ Cart 🛒⁰ Member Lookup 📇   🔔   AF
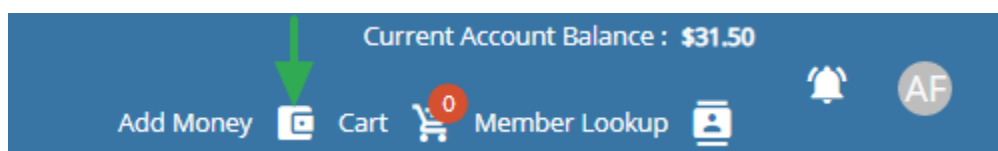
My currently owned list is not correct.

If a goat is not listed in your currently owned list, please check your Ever Owned (EO) list. If the animal is displayed in the EO list, this could indicate that your goat was listed as "Sold With" or "Sold Without" papers in our previous system. If there is an error with your currently owned list, you can request the goat's status be updated by submitting a support request online or contacting our office staff by phone.

If your goat is not showing in your ever owned list, the goat was either not transferred to you or it's registration and/or transfer may still be waiting for staff review or processing.