

Need help? We're here.

Read answers to frequently asked questions or contact our team for support.



support.everlywell.com

1S-EVW-PK1-II-1001

Make sure your kit is registered so we can contact you if needed. You can check the status by going to everlywell.com/orders

3. We'll email you as soon as your results arrive.

2. A board-certified physician will review your results and securely transmit them to us.

1. Once your kit is received, the lab will process your sample, assuming it passes all quality checks. We'll contact you if there are any issues.

What's next?

Instructions

Your kit includes:



Alcohol prep pad



Collection card



Lancets



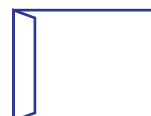
Biohazard bag



Gauze pad



Bandage



Return envelope



Return label

Questions?
support.everlywell.com

Important Reminder

Be sure to complete these 2 steps before mailing your kit.

Register kit



Provide enough blood



Visit www.everlywell.com/register and complete your registration.

The lab **can only** process your sample if you:

- register your kit
- provide enough blood

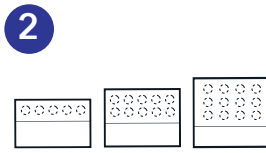
Sample Collection Instructions

Fill each circle completely with blood drops one after another, and be sure to let your collection card dry for 30 minutes. Do not go back to add more blood after your sample has dried.



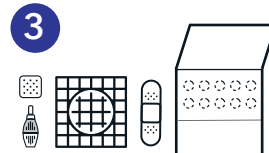
1 Watch video

For best results, watch our collection video at everlywell.com/collect before you start.



2 Get to know your collection card

Your collection card could have 5, 10, or 12 spots. **Make sure to fully fill all of the spots on your card.**



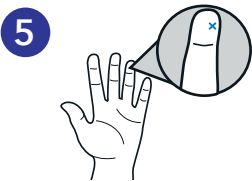
3 Prep your space

Open the gauze pad and bandage. Use the components that came with the kit you registered. **Do not** switch collection cards if you are testing with someone else.



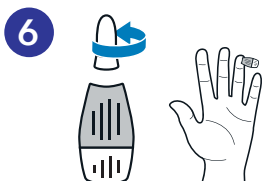
4 Warm your hands

It's essential to get your blood flowing before you collect. Do this by **warming your hands with hot water**, and then shaking them at your sides.



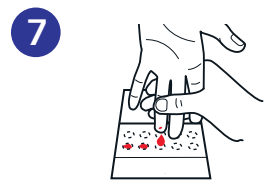
5 Choose finger

Find a spot on the right or left side of your ring finger. Clean the area using the alcohol prep pad.



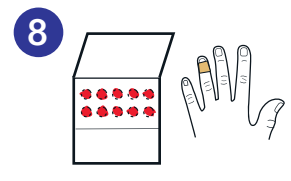
6 Use lancet

Twist the top off the lancet to open it, then press the lancet down on your finger to puncture the skin. Use the extra lancets if you need more blood.



7 Drip blood

With your finger pointed down, gently squeeze from your wrist to the puncture site. This should produce a large "hanging" drop of blood. **Do not touch or tap the collection card.** Avoid excessive squeezing or "milking" of the finger.



8 Check card and clean up

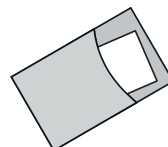
Make sure each circle is fully filled and that your blood soaks through the back of the card. Apply bandage. You did it!

Return Instructions

Double check that you have registered your kit and completed the collection card that came with your kit. **Your sample cannot be processed if either of these steps is skipped.**



Once your sample is dry, put it inside the biohazard bag and place it back into the box (keep the silica gel packet in the biohazard bag). Make sure you mail back the card that came with the kit you registered.



Locate the return envelope and prepaid shipping label under the tray. Place the box in the return envelope using the shipping label provided. You're ready to ship!

What's next? →