

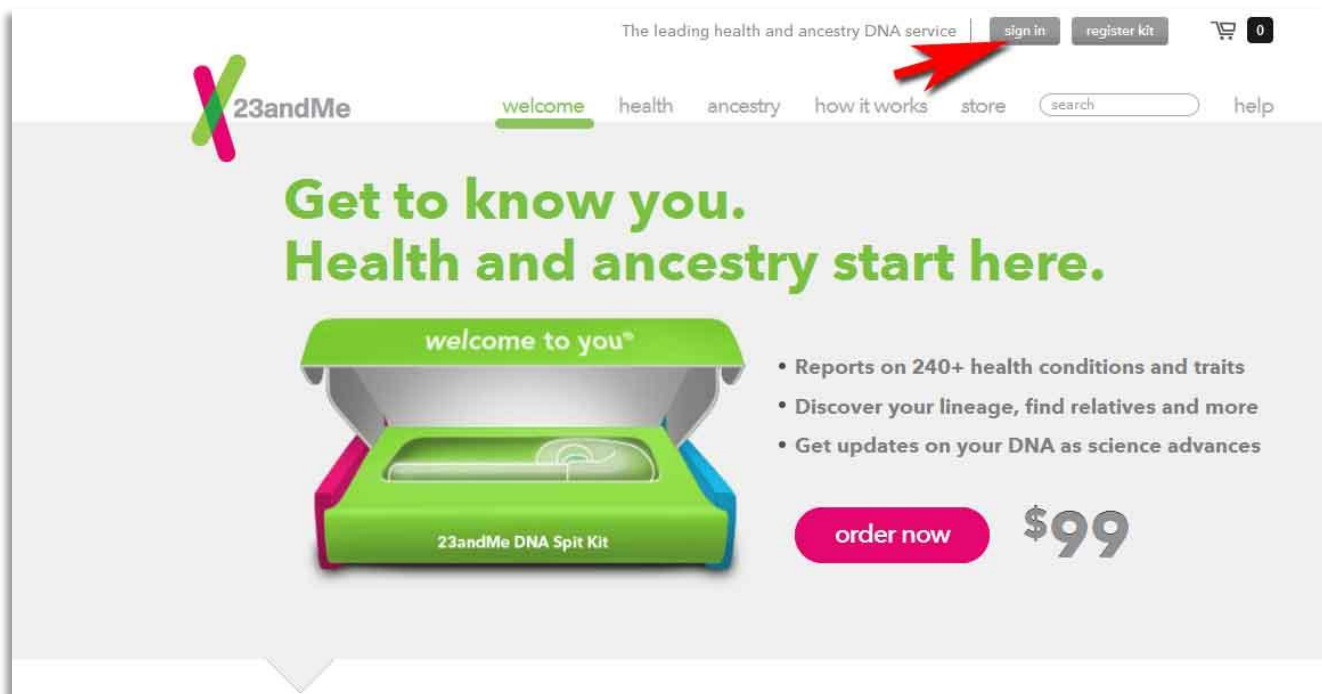
Tutorial: How to Download Your 23andme.com Raw Data & How to Resolve issues with PayPal

- I. Access 23andme.com account
- II. Sign In
- III. Browse Raw Data
- IV. a, Download Raw Data
 b, Download Raw Data (*cont.*)
- V. Saving the file on your desktop
- VI. Uploading your genome (Windows)
- VII. Uploading your genome (MAC)
- VIII. PayPal assistance

I. Access your 23andMe.com account

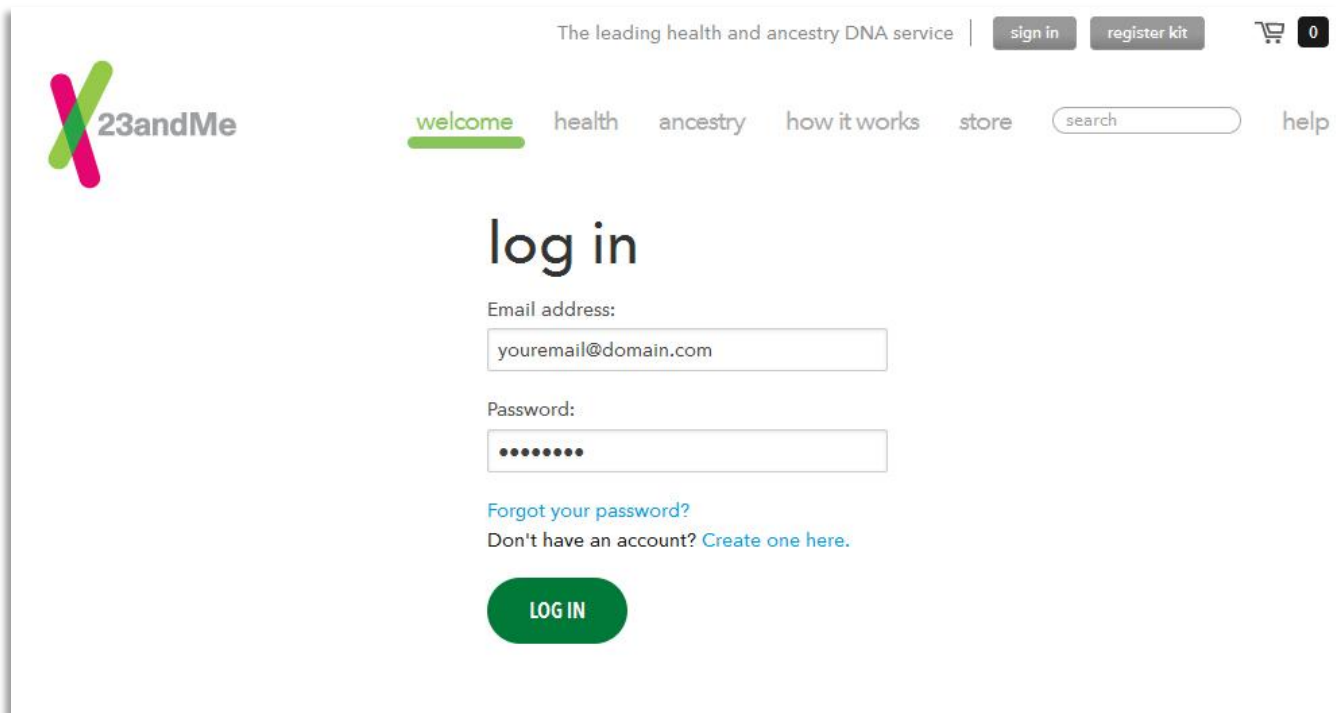
To access your account, in your web browser, visit <http://www.23andMe.com>.

From there you will see the Sign In button in the upper right corner. Click the button.



II. Sign In

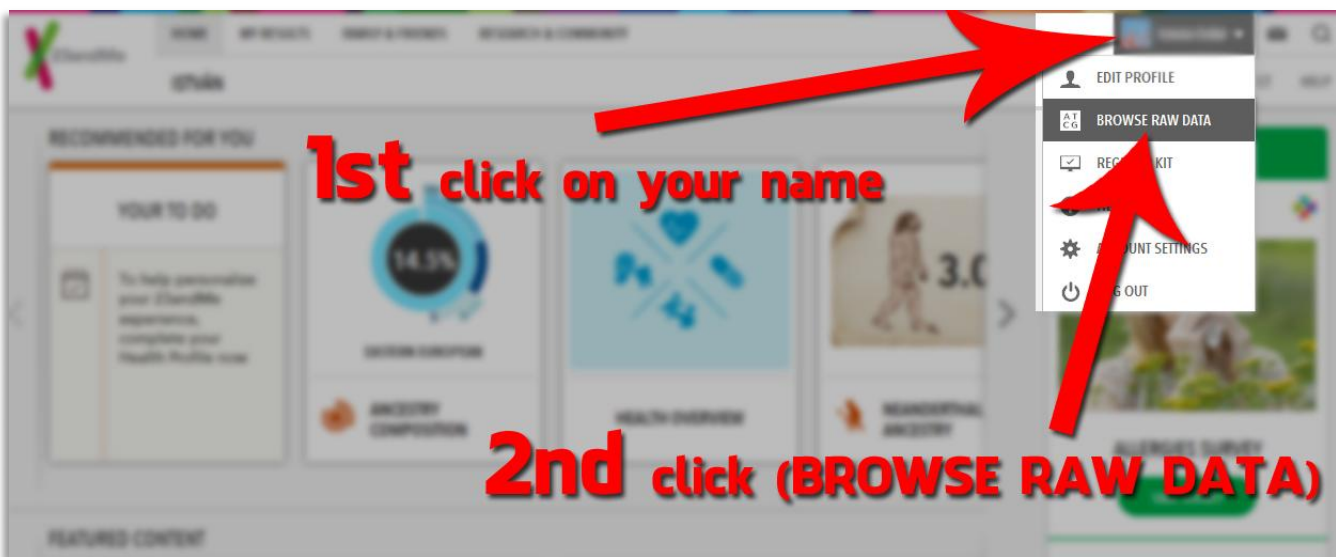
Enter the email address that you registered with 23andMe.com and when done, enter your password. Click Login.



The screenshot shows the 23andMe website's login interface. At the top, it says "The leading health and ancestry DNA service" with links for "sign in" and "register kit", and a shopping cart icon with "0". The navigation bar includes "welcome" (highlighted), "health", "ancestry", "how it works", "store", a search bar, and "help". The main heading is "log in". Below it are two input fields: "Email address:" with the placeholder "youremail@domain.com" and "Password:" with masked characters. There are links for "Forgot your password?" and "Don't have an account? Create one here.". A green "LOG IN" button is at the bottom.

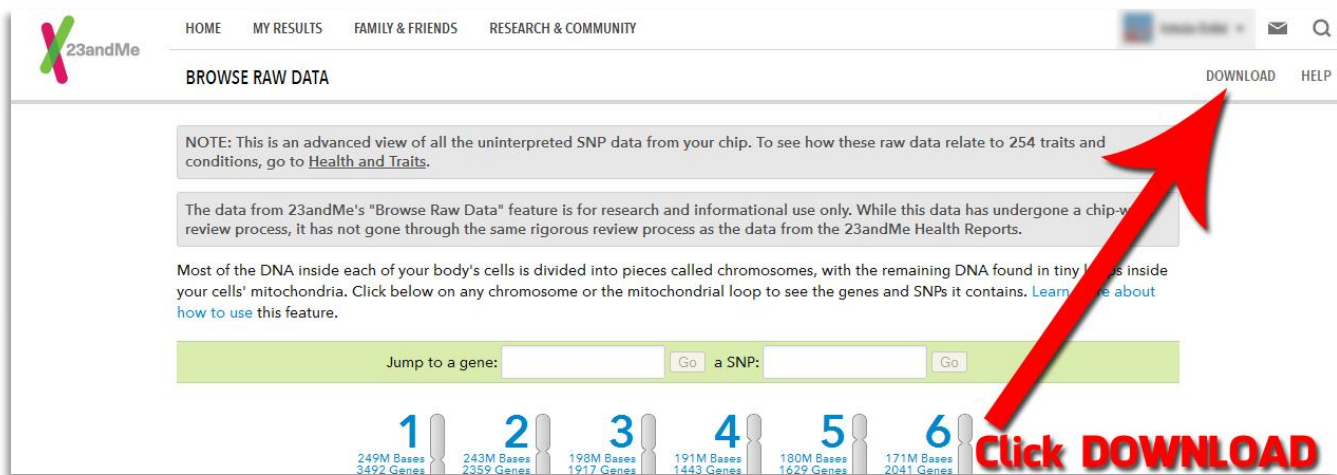
III. Browse Raw Data

Once you have logged in, you will see your profile name on the top right corner. Click on your name and a drop-down menu will appear. From that menu, you need to select 'BROWSE RAW DATA' and click it.



IV.a) Download Raw Data

In the 'Browse Raw Data' section you will see the 'DOWNLOAD' button in the upper right corner. Click it.



23andMe

HOME MY RESULTS FAMILY & FRIENDS RESEARCH & COMMUNITY

BROWSE RAW DATA

NOTE: This is an advanced view of all the uninterpreted SNP data from your chip. To see how these raw data relate to 254 traits and conditions, go to [Health and Traits](#).

The data from 23andMe's "Browse Raw Data" feature is for research and informational use only. While this data has undergone a chip-wide review process, it has not gone through the same rigorous review process as the data from the 23andMe Health Reports.

Most of the DNA inside each of your body's cells is divided into pieces called chromosomes, with the remaining DNA found in tiny loops inside your cells' mitochondria. Click below on any chromosome or the mitochondrial loop to see the genes and SNPs it contains. [Learn more about how to use this feature.](#)

Jump to a gene: Go a SNP: Go

1 249M Bases 3492 Genes
2 243M Bases 2352 Genes
3 198M Bases 1917 Genes
4 191M Bases 1443 Genes
5 180M Bases 1629 Genes
6 171M Bases 2041 Genes

Click DOWNLOAD

"Raising Awareness One Doctor At A Time"

IV.b) Download Raw Data (cont.)

This screen has some security built into it so that no one can access your data without you knowing.

You will need to enter your password again as well as the Secret Answer to the Secret Question you selected when you registered with 23andMe.com.

If you have more than one person's data in your account, be sure to change to the proper profile before clicking the Download Data button.

Also, the default Data Set should automatically be All DNA. Once ready, click the Download Data button in the lower right corner of the web page.



The screenshot shows the 23andMe 'Download Raw Data' page. The page includes a navigation bar with 'HOME', 'MY RESULTS', 'FAMILY & FRIENDS', and 'RESEARCH & COMMUNITY'. The main content area is titled 'DOWNLOAD RAW DATA' and contains a 'Read This First' section, an 'About raw data download:' section, and a form for downloading data. The form includes fields for 'Password', 'Secret question: What is your mother's maiden name?', 'Secret answer', 'Whose data would you like to download?' (with a dropdown menu set to 'Greg Mendel (Dad)'), and 'Choose between downloading data for mitochondrial DNA, only the Y chromosome, or all DNA (chromosomes 1-22, X, Y, and mitochondrial)' (with a dropdown menu set to 'All DNA'). A 'Download Data' button is located at the bottom right of the form.

1st Re-enter your password, answer secret question then select the desired profile. Data set: All DNA

2nd click on 'Download Data' button.

"Raising Awareness One Doctor At A Time"

V. Saving the file on your desktop

After clicking the 'Download Data' button the following message should appear:

„We are generating your data file right now. Click here if the download does not start within 10 seconds.“

You need to **SAVE** the .zip/.rar file to your desktop (so that it can be easily accessed and thereafter uploaded to the website). Our server only grants zipped files to be used as that is 23andme.com's default mechanism of creating a zipped file out of one's DNA.

!!!MAC users will have to work around this.
If you are using MAC OS please scroll down to the 'MAC users' topic!!!



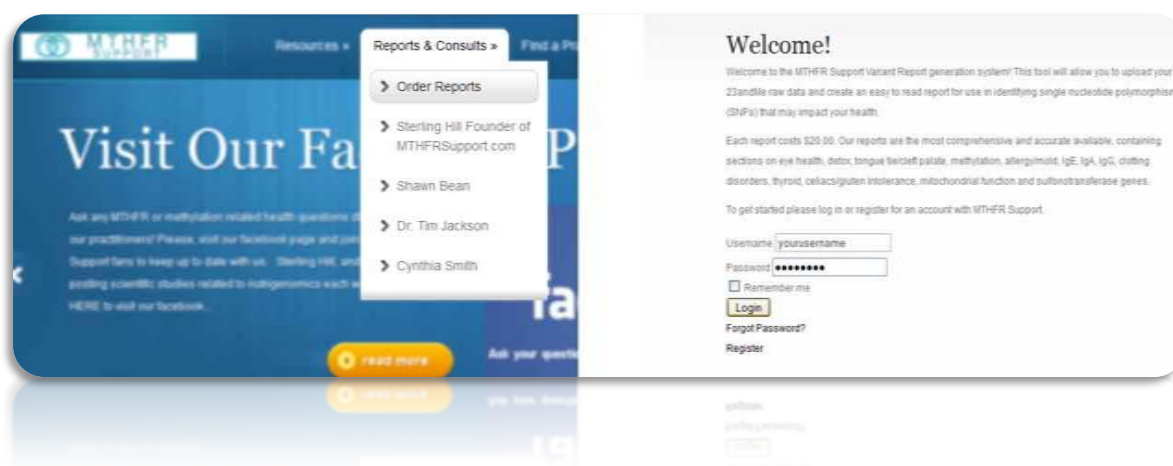
note: we do NOT store any of your information for your protection!

VI. Uploading your genome (Windows users)

Open your web browser and visit <http://www.mthfrsupport.com> then hover your mouse over 'Reports & Consults' and select 'Order Reports' from the drop-down menu.

You will be taken to the order reports page where you'll be able to upload your already zipped genome.

WARNING: uploading file may take up to 10 minutes, be patient!



"Raising Awareness One Doctor At A Time"

VII. Uploading your genome (MAC users)

Uploading the zipped file is done the same way as it is shown in topic VI. **however**, Apple computers' default web browser, Safari, unzips zip files automatically when they're done downloading. If you're on a Mac and you only see the text document once you're done downloading the zip file from 23andMe your best option is to follow the instructions in the following link to manually rezip the file and upload that:

<http://www.macinstruct.com/node/159>

If you still experience problems regarding uploads, please contact our programmer at contact@mthfrsupport.com

note: this e-mail address is strictly for technical support. If you have any medical, methylation, nutrigenomic or other health related questions you need to post it at our facebook page:

<https://www.facebook.com/mthfrsupport>

VIII. PayPal assistance

If you get to paypal and Pay Pal is not accepting your card, this is an issue with Pay Pal itself. Most likely you have your card associated with an existing Pay Pal account. You need to log into that Pay Pal account or use another credit or debit card not associated with an existing Pay Pal account.

If you cannot remember your Pay Pal account, you need to contact Pay Pal customer support.