

Instructions and FAQs

(Previously a page on our website)

This page will serve as a centralized location for the instructions you will need to complete the study, and will provide some answers to frequently asked questions and troubleshooting tips for common technical issues. We will continue to provide instructions via email and are happy to hear from you by phone or email as questions and concerns arise, but we also wanted to provide resources that you could refer to at any time of day.

Questionnaires

You've been asked to complete a series of six separate questionnaires using Qualtrics. All of these questions are optional. Due to the sensitive nature of some of the questions, you may choose to complete them to whatever extent that you feel comfortable.

You can complete these questionnaires on a phone or mobile device if needed. However, the formatting of the questionnaires is best suited for a computer, so we encourage you to find a quiet place where you can work from a computer if possible. There are also several questions where you will need to type out your responses, so you may want to choose a device with a keyboard.

You will use a regular internet browser (like Chrome, Firefox, or Safari) to complete the questionnaires. Qualtrics works best with Chrome, so we recommend using Chrome if you have it installed. Qualtrics saves your responses automatically. Ideally you should be able to take breaks, close your browser and come back when you are ready. However, this feature requires cookies, so you will need to use the same device and browser when completing a given questionnaire. If you try to open that questionnaire from a different device, it will start at the beginning of the questionnaire. Similarly, if you clear your cookies before you have finished a particular questionnaire, that questionnaire will start from the beginning the next time you open it. If this happens, please contact us, and we can help you resume the questionnaire where you left off.

Experiencing technical issues with the questionnaires?

Check this resource for potential solutions: [Questionnaire FAQ](#)

Sample Collection

We will ship you an at-home sample collection kit. This kit will be packaged in an insulated shipping container and will be delivered via FedEx. When you are ready to collect your sample, you will need to plan ahead to make sure you can ship the sample to the lab on the same day. We will email you when your kit has been shipped, and you can find detailed instructions below.

Written sample collection instructions
[Sample Collection and Shipping FAQ](#)

Video tutorial: https://youtu.be/7_CQPnsgEgw

Note: This video mentions a thermal envelope we are no longer using. You can disregard this step and place your sample in the insulated shipping container with 3 cold packs instead.

Payment

You have the option to be paid by check, PayPal or Venmo. Our default payment procedure will be to send you one combined payment for all of the subcomponents after each assessment. Thus, for this baseline assessment, we will send your payment after you have completed the Primary and Secondary questionnaires, the blood sample procedure, and all 4 of weekly assessments. Subsequently, you will receive your second payment after completing the 4-month assessment, a third payment after the 8-month assessment, and the fourth and final payment after the 1-year assessment. If you would like to arrange a different payment schedule so that you are paid for the subcomponents more quickly, please let us know.