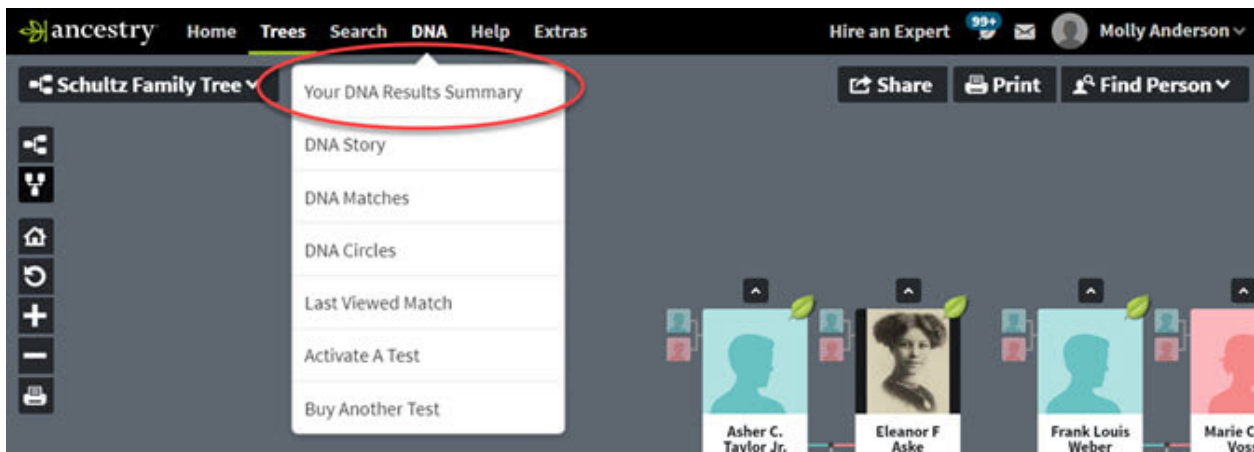


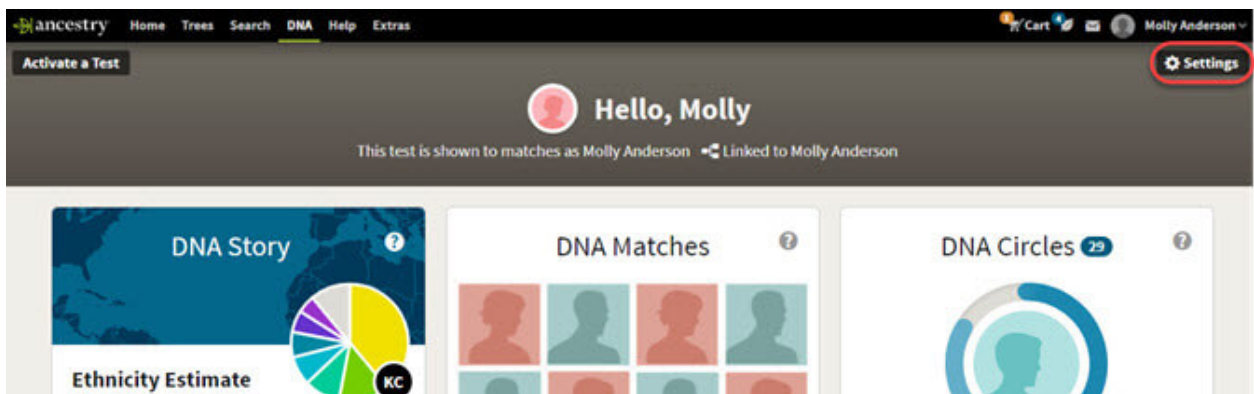
Downloading Raw DNA Data

Raw DNA data is the lab-generated information of a DNA sample that can be downloaded in a .txt (text file) format. The file you download is a .zip file, since we need to compress it due to size. DNA data from other websites cannot be uploaded to Ancestry®.

1. Sign in to [your Ancestry account](#).
2. From any page on Ancestry, click the **DNA** tab and select **Your DNA Results Summary**.



3. On your DNA homepage, click **Settings** on the right side of the page.



4. In the panel on the right side, click **Download Raw DNA Data**.

← AncestryDNA Home

Test Settings for Molly Anderson

To manage emails you receive about this test, visit [Email Settings](#).

Privacy

DNA Matches
You have chosen to see your DNA matches and be listed as a match. [Change](#)

Your Display Name
You will be identified to your DNA matches as **Molly Anderson**. [Edit](#)

The test manager's display name—**Juan Diaz**—will also be shown to identify the test admin.

Ethnicity Profile Display

Show your complete ethnicity profile to your DNA matches. This means your DNA matches will see both your full ethnicity estimate and all Genetic Communities™. (If left

Actions

Download Raw DNA data
Complete security steps to protect your information and download your data.
[What is Raw DNA data?](#)

Download Raw DNA Data

Delete test results from AncestryDNA
Prior to deleting the DNA test results, we will ask you to enter your password.

5. In the box that pops up, enter your password. Check the box saying that you understand that your downloaded copy of DNA data will not be protected by Ancestry's security measures after you download it and click **Confirm**.

This will trigger an email containing a link to confirm the download. **It may take up to 24 hours for the email to arrive. The link in the email will expire after seven days.** Make sure you're checking the email address associated with your Ancestry account by clicking your name or username in the top-right corner of Ancestry and selecting **Your Account** from the drop-down menu. The email address associated with your Ancestry account will be listed in the Your Account section of that page. If you're in the right email account, check your junk folder. If you don't receive the email within 24 hours, please [give us a call](#).

← AncestryDNA Home

Download Your Raw DNA Data

Please enter your Ancestry account password.

You'll receive a confirmation email and download instructions at the email address associated with your Ancestry account.

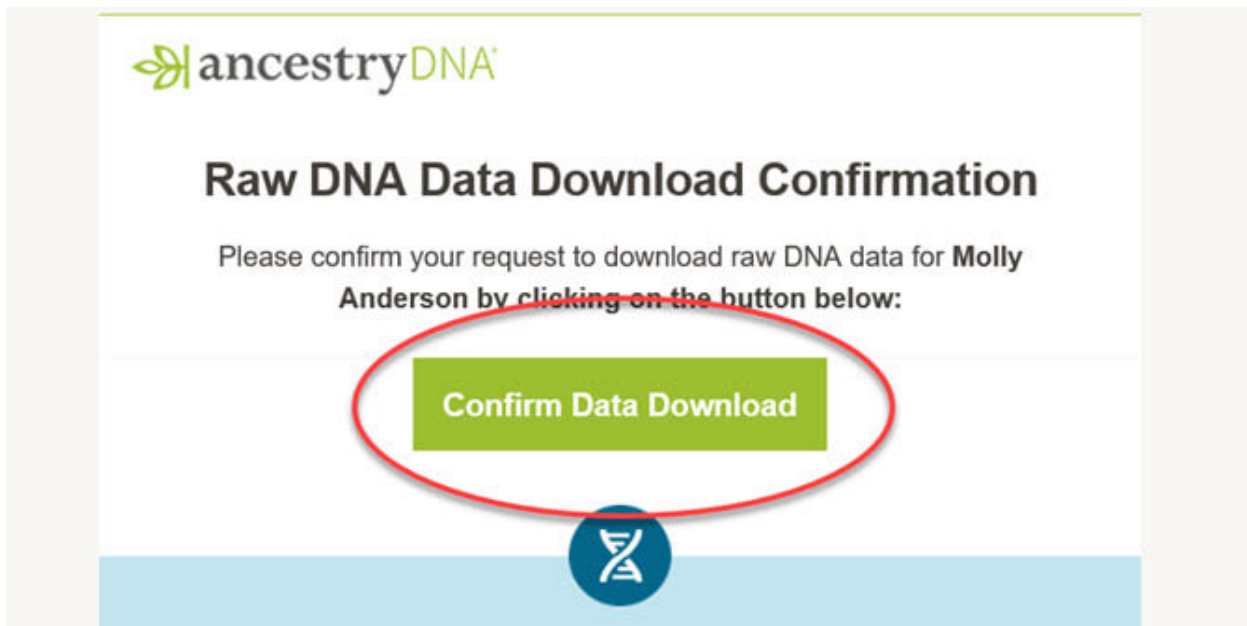
[Forgot password?](#)

I understand that after my DNA data is downloaded, the downloaded copy will not be protected by AncestryDNA's security measures. When I download my raw DNA data, I assume all risk of storing, securing, and protecting my downloaded data.

i The downloaded data is subject to the [AncestryDNA Terms and Conditions](#) and [AncestryDNA Privacy Statement](#).

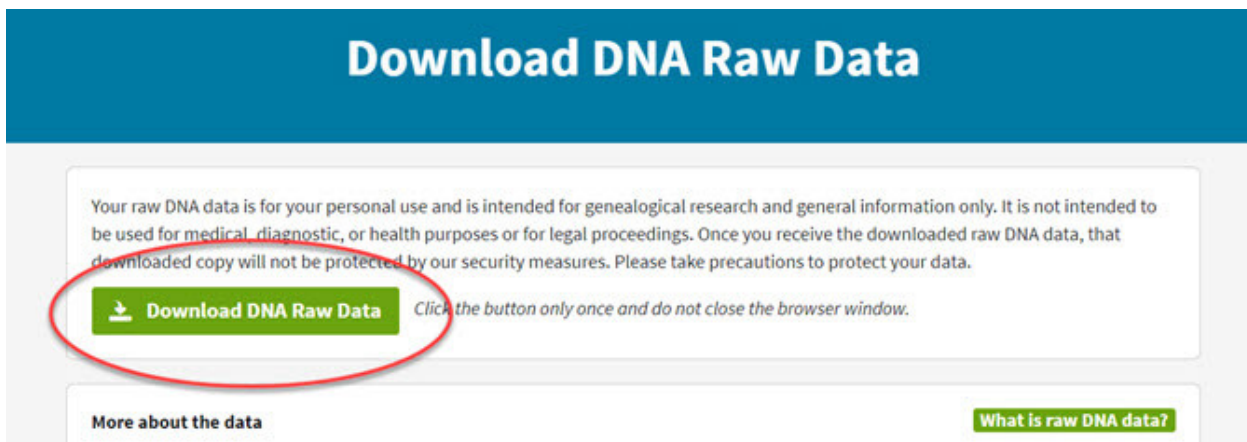
[Confirm](#) [Cancel](#)

- When you receive the email from AncestryDNA®, open it and click **Confirm Data Download**.





- On the Download DNA Raw Data page on Ancestry, click **Download DNA Raw Data**.

The link from the email should bring you to a page that says Download DNA Raw Data at the top. If instead, you're prompted to sign into your Ancestry account, sign in to your account and you'll be brought to the right page. If you're brought to a page that contains a DNA ad rather than a sign in page, you may be in someone else's account; click the name or username in the top-right corner to sign out, then sign in to your account.



- The file will be downloaded to your computer.

The filename will be **AncestryDNA.txt**. If you can't find it, check your downloads folder or your desktop. You can also search for the filename (if you have a PC) by clicking the Windows key  on your keyboard and entering the filename in the Search bar that appears, or (if you have a Mac) by clicking the Spotlight icon  in the top-right corner of your screen and entering the file name in the search field that appears.

9. E-mail your raw data as an attachment to drart@conceptsforhealth.com. Your raw data will be uploaded into our program for evaluation.
10. Please contact us with any questions that may arise. 559-475-8611.

Troubleshooting

Download error

If you receive a download error message when trying to download your raw data, [clear your cache and cookies](#) and ensure that you have enough memory free on your device for the downloaded file.

Can't find your DNA results

If you have DNA results on your Ancestry account, but you see a DNA ad rather than your results, you're either not signed in or you're signed in to the wrong account. Click **Sign In** in the top-right corner to sign in to your account.

Can't find the downloaded file

If you saved the file to your desktop, it should appear on your main computer/device screen when all windows are closed or minimized. If the file isn't on your desktop, check your device's Downloads folder.

Didn't get raw data email

It can take up to 24 hours for the email to arrive. Make sure you're checking the email address associated with your Ancestry account by clicking your name or username in the top-right corner of Ancestry and selecting **Your Account** from the drop-down menu. The email address associated with your Ancestry account will be listed in the Your Account section of that page. If you're in the right email account, check your junk folder. If you don't receive the email within 24 hours, please [give us a call](#).

Details

It can take up to 24 hours for the email to arrive. If you don't receive it, check your spam folder and add [*ancestry.com](#) to the safe senders list in your email account, then try again.

Download links can be used just once, and they're good for only a week. The limited scope of the link is a security measure put in place to protect DNA data. If your link has expired, initiate another download.