

Genofax - Frequently Asked Questions (FAQ)

Order & Registration

Q: How can I order the Gut Status test?

A: You can order the Gut Status test from our website.

Q: In which countries is the Gut Status Test available?

A: Currently, you can order our Gut Status Test in Australia and the United States through our partner in their selected stores.

Q: What should I do after purchasing the Genofax Gut Status Test Kit?

A: After purchasing your Genofax - Gut Status Test kit, sign up for your user profile at genofax.com and add the kit to your user profile, complete the 20-minute health questionnaire, produce your sample, and ship it to our lab for analysis.

Q: Where can I find my Kit ID?

A: Your 10-character Kit ID can be found on the outside of your Genofax kit packaging, on the instruction card inside your kit, and on your sample tube itself. This unique identifier is crucial for registering your kit in our system.

Q: When should I register my kit?

A: (No answer provided in the text.)

Q: What happens after I register my kit?

A: Upon registering your kit, you are granted access to make your own Genofax user profile, complete your questionnaire, and gain access to exclusive information. Once you send in your sample, you can track its progress and receive your highly personalized Genofax gut status report as soon as it is ready.

Q: What should I do if I get stuck or encounter a technical glitch in the online registration process?

A: If you encounter any challenges during the registration process, please reach out to our customer support team at support@genofax.com for prompt assistance.

Sampling & Questionnaire

Q: What steps should I follow after adding the kit?

A: After adding your kit, take your sample at home and fill out the questionnaire ASAP. Send the

sample to our lab within 72 hours of collecting it for the best results.

Q: Why is it important to complete the questionnaire?

A: The questionnaire helps tailor your gut status report to you. The more we know, the better we can help you understand your gut.

Q: Do I need to answer every question in the questionnaire?

A: We recommend answering all questions for a comprehensive analysis, but you can skip some if you prefer.

Q: Can the questionnaire be completed in multiple sessions?

A: You can choose to answer one module at a time. However, you'll need to finish one module entirely before you can save it.

Q: What are the implications of not completing the questionnaire?

A: Incomplete questionnaires may result in a less personalized gut status report.

Q: Is it possible to update my questionnaire responses for subsequent tests?

A: Absolutely! You can update your questionnaire responses for future tests. We'll help you stay on top of your gut health.

Report & Results

Q: When will the test report be available?

A: You can expect your test report to be ready 4-6 weeks after you submit your sample.

Q: Where can I see the test results?

A: Once your test kit is registered in our system, you can access your results by logging in to your account. A notification email and/or SMS will be sent when your results are ready.

Q: Is the Gut Status report self-explanatory, or should I consult a physician?

A: The Gut Status report is designed to be user-friendly and provides a clear overview of your gut health. However, if you have specific health concerns, consulting a physician is advisable. Our partners are well-trained to assist you in understanding the report and can provide expert guidance when needed.

General Info

Q: What is my gut?

A: Your gut, scientifically known as the gastrointestinal tract, is essentially your digestive system, where everything you eat becomes vital fuel for your body.

Q: What is microbiome?

A: The microbiome consists of tiny inhabitants, primarily bacteria, that call your body home, like helpful residents of your personal ecosystem.

Q: What is the gut microbiome?

A: The gut microbiome is a vibrant community of trillions of microorganisms, mostly bacteria, that reside in your belly. They engage in vital activities to keep your digestive system in check.

Q: Why is the Gut Status Test important?

A: The Gut Status Test provides insights into microbial dynamics, their roles in health, and offers tailored dietary recommendations.

Q: Is Gut Status Test available for kids?

A: No, it is for adults aged 18 and above.

Q: Im uncomfortable with any sort of test. Is it going to hurt me?

A: The Gut Status Test is non-invasive and pain-free. No needles or unnerving procedures involved.

Q: What is the main difference between the Gut Status Test offered by Genofax and a regular laboratory test regarding gut microbiome?

A: Genofax's Gut Status Test utilizes advanced sequencing technology and an AI algorithm, providing deeper insights and scores beyond standard tests.

Q: Should I collect the sample at a specific time?

A: No, you can collect your sample whenever it suits your schedule.

Q: Are there any dietary recommendations for the time period during which I collect and send the sample?

A: You can stick to your regular dietary routine; no special diets are needed during sample collection.

Q: Can someone take the test when they are menstruating?

A: Yes, menstruation will not interfere with the Gut Status Test.