All customers need to create an account on our website before they can add dogs to their account.

How to create an account:

Click the Login button at the top of the web page. When the Login To Your Account screen appears click the Create An Account button.

In the Create New Account screen, enter all the required data then click the Create Account button at the bottom of the screen.

List any other people, other than yourself, that you are granting access to. It is ok to leave this blank.

You will receive an email asking you to activate your account. You must activate your account by clicking on the link provided to you in the email. (If you do not see the email, check your junk/spam folder).

Once you have activated your account go to the website and click the Login button. This time enter your Username and Password and click Login.

If you get an error you may need to refresh your browser or click on another page in our website.

You will have successfully logged in when the Login button turns into the My Account button.

How to add dogs to your account:

Once logged into your secure Paw Print Genetics account, click the My Account button at top of the screen. In the dropdown list select My Dogs.

In the My Dogs screen click the Add New Dog button.

In the Add a New Dog screen enter all the required data then click the Add Dog button.

If you have several dogs to enter click the Save and Add Another button.

When you have finished entering your dog(s) you can click the Find Tests button. This will Search our catalog of tests for your dogs breed

How to add tests to your dogs:

At the top of the webpage click Order Tests then in the dropdown select Search Breeds.

Type the breed of your dog in the search field.

If you would like to order all the tests available for your dog click the Select Panel button. To order individual tests simply click the check box next to the test(s) you would like. Click the Add Selected To Cart button.

In the next Choose Dogs screen click the Select Dog From Account button and then select the dog from the drop down list. Repeat this step to order the same test(s) for multiple dogs.

From here you can either Keep Shopping, Checkout or Review Cart.

If you want to delete any tests, click to blue icon next to the test name in your cart. If you want to delete a dog from your cart, simply delete all of the tests for that dog.

Apply your discount code and click 'apply'. You can find all current discounts here:

https://www.pawprintgenetics.com/pricing/current-discounts/

Please review our refund policy before completing your order:
https://www.pawprintgenetics.com/pricing/refunds/

You will receive an email when your order has been received by us.

If you have requested a sample kit, you will receive an email when your kit(s) have shipped.

You will receive another email when the sample(s) have been received by the laboratory

How to swab your dog and send samples to Paw Prints:

Use 5 swabs per dog. For each dog, it is important to spend at least a slow count of 30 on each swab to collect enough cells. Insert the first swab between the cheek and gum, press gently towards the outside against the cheek, and rub and roll the swab against the cheek for a slow count of 30. Place the used swab into a clean envelope and repeat the process with the other two swabs. Label the envelope with the dog's name and the unique PPG ID# assigned to the dog when it was entered into the account.

Print your requisition form, review it, make any changes and sign the bottom. Return the requisition form with your swabs. The swabs that we prefer are found at this link and can be found in the toothpaste aisle in most drugstores or pharmacies
http://www.gumbrand.com/between-teeth-cleaning/interdental-brushes/gumr-proxabrushr-gobetweensr-cleaners-wide.html

We accept a large number of sample types. Please review the sample collection guidelines for all sample types here: https://www.pawprintgenetics.com/samples/ Ship your samples to:

Paw Print Genetics
220 E Rowan, Suite 220
Spokane, WA 99207 USA

Always ship your samples using an international courier that will provide you with a tracking number.

Print the US Customs form from our website and place this form on the outside of your package to expedite your package through US Customs:
https://www.pawprintgenetics.com/samples/customs/ Do not declare a value of more than what the swabs are worth (not what you paid for the testing). Declared values over $25 US are subject to duties and taxes. Any duties or taxes are the customer's responsibility. We suggest a declared value of no more than $15.

You will receive an email when the sample(s) have been received by the laboratory

How to view or download your report and certificate:

You will receive an email when your results have been uploaded to your account and are available to download, print or view.

Once logged into your Paw Print Genetics account, click My Account at the top of the webpage and select My Dogs from the dropdown list.

In the My Dogs screen click View Details and Results for the dog you want to view.

In the Dog Details screen, under your dog's name, there are five tabs. Click the
Test Results button to view the results or click the Reports button to download the Report and
the Canine Genetic Health Certificate™.