

Getting Started with the AmpSeq Portal

1. Access the AmpSeq Portal here: <https://www.ampseq-portal.com>



Welcome to AmpSeq!

Log in to continue

Email *

[Continue](#)

Don't have an account? [Sign up](#)



2. If you're a first-time user, click [Sign up](#) to create an account. If you already have an account, [log in](#) with your email and password.

Sign up

Name *

Email *

[Continue](#)

By signing up, you agree to our [Terms and Conditions](#) & [Privacy Policy](#).

Already have an account? [Log in](#)

- After signing up, you'll be directed to [Account Settings](#). Please complete your profile to unlock access to the rest of the portal.

Account Settings
Manage your account

Email
kathryn.hung@gmail.com

Password
***** 

Full Name *
Kathryn Hung

First Name *
Kathryn

Last Name *
Hung

Company/Institution *
AmpSeq

Lab/PI Name

Phone *
 +1 (202) 546-2336

Update

- Once your profile is complete, use the side panel to access the Home page. Please note it may take a few minutes for your access permissions to update.



 Home

 New Order

 Request a Quote

 Resources

 FAQs

 Contact Us

 Our Website

Welcome, Kathryn!

New Orders

We've received your order. You can make edits anytime before we receive your samples. Once the samples arrive, your order you have any questions or need to make changes after submitting the samples, please contact us at order@ampseq.com.

 Search

Service 

5. To place a new order, you can either:

(1) Use the “New Order” tab in the side menu, or

The screenshot shows the AMPSEQ 'New Order' form. On the left, a sidebar menu lists 'Home', 'New Order' (highlighted with a red circle), 'Request a Quote', 'Resources', 'FAQs', 'Contact Us', and 'Our Website'. The main form area is titled 'New Order' and contains the following fields:

- User Name:**
- Account:**
- Customer Name:**
 - First Name:**
 - Last Name:**
- Customer Email:**
- Company/Institution:**

(2) Click the “New Order” button on the Home page.

New Orders

We've received your order. You can make edits anytime before we receive your samples. Once the samples arrive, your order will appear under "Active Orders" below. If you have any questions or need to make changes after submitting the samples, please contact us at order@ampseq.com.

The screenshot shows the 'New Orders' page. At the top, there is a search bar and a 'New Order' button (highlighted with a red circle). Below the search bar is a 'Service' dropdown menu. The main area contains a table with the following columns: Order ID, Service, Service Type, Order Date, Ref Quote, # of Samples, and Expected Submission. The table is currently empty, with a message: 'No results found, try adjusting your search and filters.'

6. Once an order is placed, you'll see it in “New Orders.” Your orders will remain here until we receive your samples.

New Orders

Thanks for submitting your order! If you have any questions or need to make changes, please email us at order@ampseq.com. Once we receive your samples, you'll be able to view it under "All Orders" below.

The screenshot shows the 'New Orders' page with a table of orders. At the top right, there are 'New Order' and 'Pickup Info' buttons. The table has the following columns: Order ID, Service, Service Type, Order Date, Ref Quote, # of Samples, Data Analysis, and a status icon. The table contains four rows of orders:

Order ID	Service	Service Type	Order Date	Ref Quote	# of Samples	Data Analysis	
R-25-00097	Transcriptomics (RNA-seq)	mRNAseq	10/2/2025	N/A	16	Quantification	...
G-25-00094	Genomics (WGS)	WGS	9/24/2025	AMP-250013	16	N/A	...
S-25-00093	Sequencing Only (for pre-...)	2x300 Shared Lane	9/24/2025	AMP-250001	1	N/A	...
S-25-00092	Sequencing Only (for pre-...)	2x150 Shared Lane	9/24/2025	AMP-250001	1	N/A	...

7. You can view your order details by clicking the expand button next to the Order ID.

Order ID	Service	Service Type	Order Date
G-25-00053	 Genomics	WGS	8/29/2025
S-25-00052	Sequencing Only (for pre...	2x150 High FC	8/29/2025
S-25-00051	Sequencing Only (for pre...	2x150 Shared Lane	8/29/2025
T-25-00050	Targeted Sequencing	16S/ITS	8/28/2025

8. On the Order Details page, you can add a tracking number, schedule a sample pickup, or delete the order.

NOTE: Sample pickup is not available for all users. Contact info@ampseq.com for options.

NOTE: If you'd like to make any changes to the order, please email order@ampseq.com.

Expected Submission Date 9/30/2025	Pickup Time -
Pickup Status -	Pickup/Dropbox Location -
Pickup Address -	Pickup PoC -
PoC Phone -	PoC Email -
Pickup Notes	
 Delete  Add Tracking Number  Schedule Pickup 	

9. You can also do so by clicking the three dots on the right side of your order list.

# of Samples	Data Analysis	
16	Quantification	...
16	N/A	...
1		 Add Tracking Number  Schedule Pickup  Delete
1		

10. Before scheduling a pickup, please review our pickup instructions by clicking the “Pickup Info” button in the top right corner.

New Orders

Thanks for submitting your order! If you have any questions or need to make changes, please email us at order@ampseq.com. Once we receive your samples, you'll be able to view it under "All Orders" below.

Search							New Order	Pickup Info
Service ▼								
Order ID	Service	Service Type	Order Date	Ref Quote	# of Samples	Data Analysis		
T-25-00087	Targeted Sequencing (Am...	AmpX	9/21/2025	N/A	7	Abundance Analysis	...	
G-25-00094	Genomics (WGS)	WGS	9/24/2025	AMP-250013	16	N/A	...	

11. Once we've received your samples, the order will be moved to "All Orders." Here, you can track your project status as the project progresses.

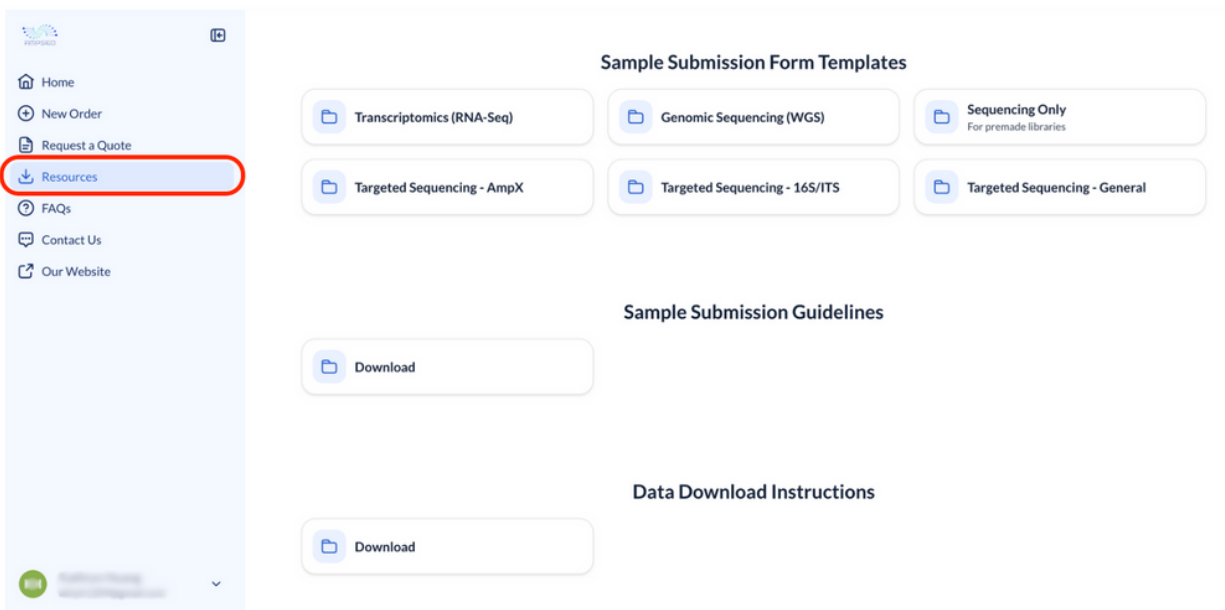
NOTE: If you'd like to make any changes to the order, please email order@ampseq.com.

All Orders

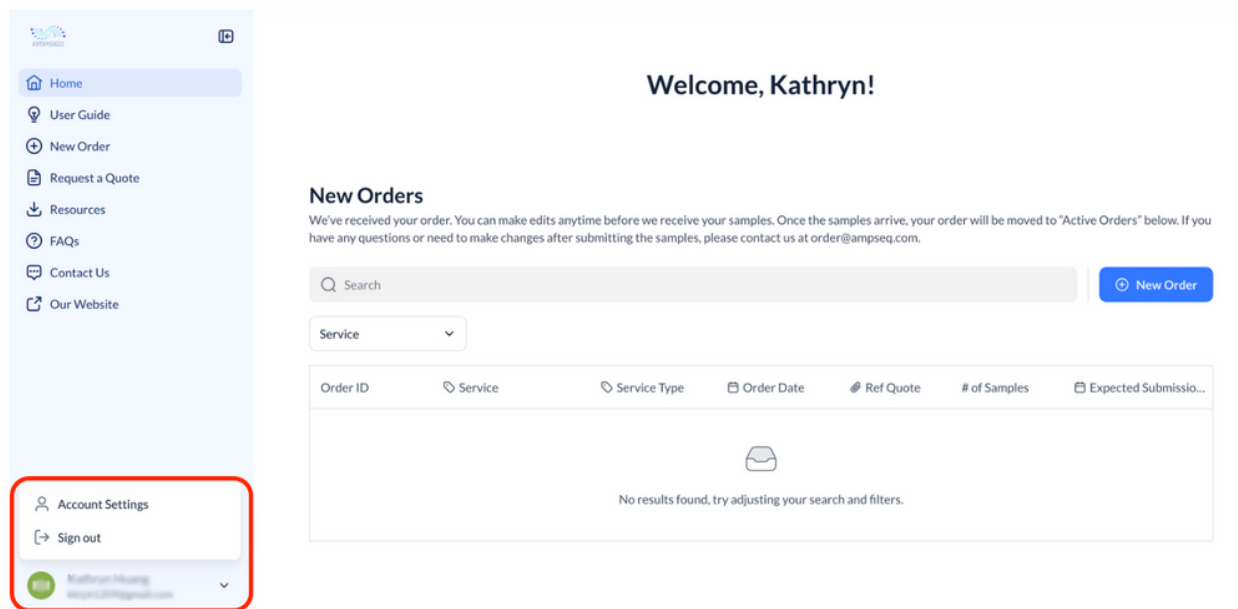
You can view and track all your active and past projects here.

Search						
Status ▼ Service ▼						
Order ID	Status	Service	Service Type	# of Samples	Data Analysis	Order Date
G-25-00094	In Progress	Genomics (WGS)	WGS	16	N/A	9/24/2025
R-25-00097	Sample Received	Transcriptomics (RNA-seq)	mRNAseq	16	Quantification	10/2/2025
S-25-00093	Completed	Sequencing Only (for pre...	2x300 Shared Lane	1	N/A	9/24/2025

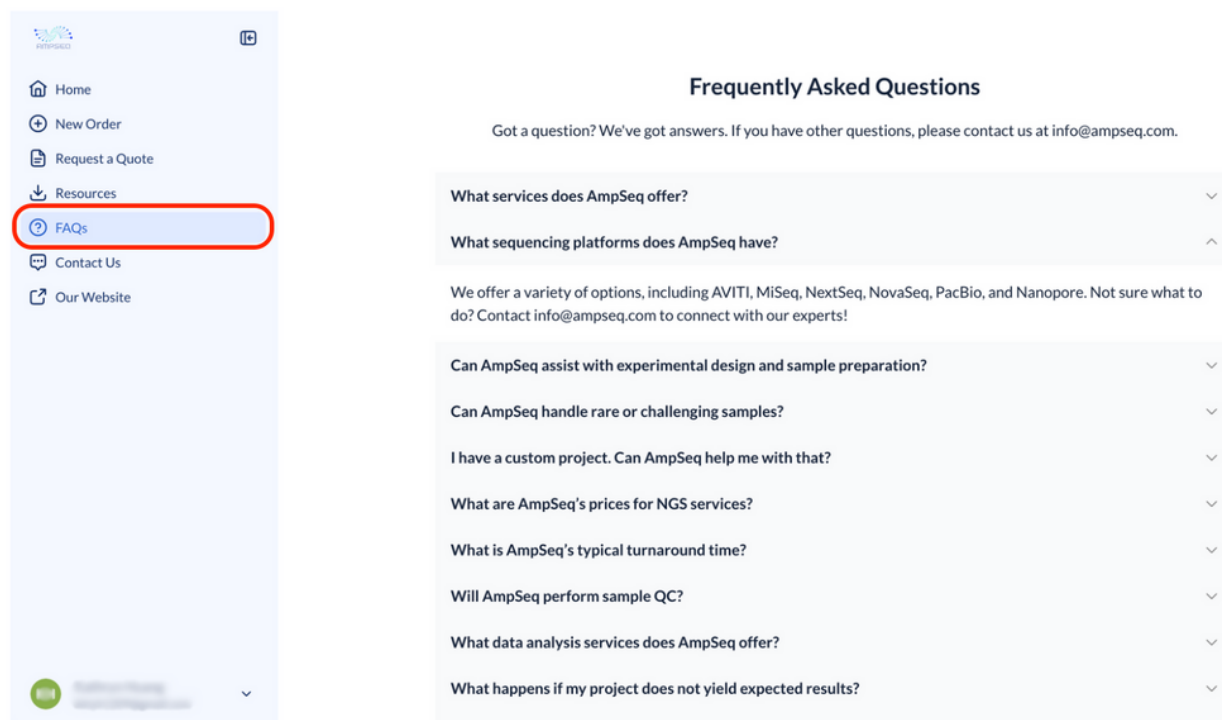
12. On the [Resources](#) page, you can download useful documents, including our Sample Submission Form Templates, Sample Submission Guidelines, and Data Download Instructions once your SFTP account is ready.



13. To update your profile, go to [Account Settings](#).



14. If you have any general questions about AmpSeq or our services, check out our [Frequently Asked Questions](#).



Frequently Asked Questions

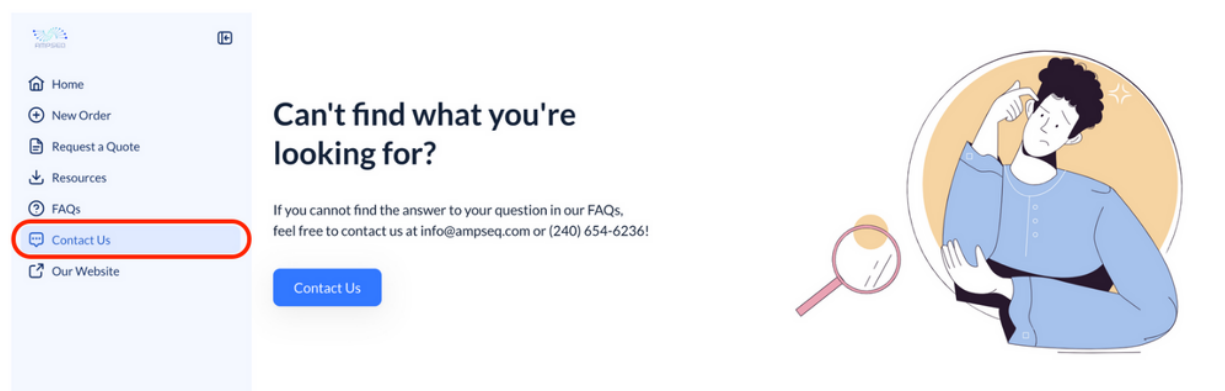
Got a question? We've got answers. If you have other questions, please contact us at info@ampseq.com.

- What services does AmpSeq offer?
- What sequencing platforms does AmpSeq have?

We offer a variety of options, including AVITI, MiSeq, NextSeq, NovaSeq, PacBio, and Nanopore. Not sure what to do? Contact info@ampseq.com to connect with our experts!

- Can AmpSeq assist with experimental design and sample preparation?
- Can AmpSeq handle rare or challenging samples?
- I have a custom project. Can AmpSeq help me with that?
- What are AmpSeq's prices for NGS services?
- What is AmpSeq's typical turnaround time?
- Will AmpSeq perform sample QC?
- What data analysis services does AmpSeq offer?
- What happens if my project does not yield expected results?

15. For other inquiries or general feedback, use the [Contact Us](#) page or email info@ampseq.com.



Can't find what you're looking for?

If you cannot find the answer to your question in our FAQs, feel free to contact us at info@ampseq.com or (240) 654-6236!

[Contact Us](#)