

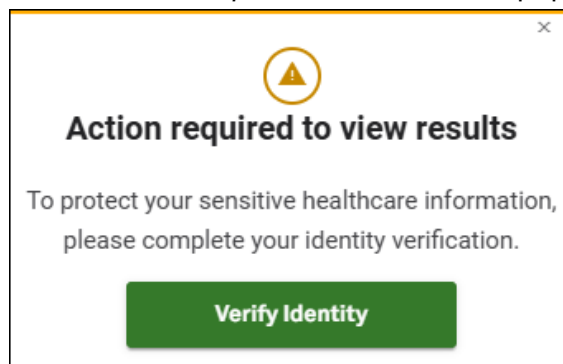
## Verify your identity to access results

Quest Diagnostics® uses identity verification to make sure that only you have access to your test results. You'll need to have a mobile phone number to complete verification.

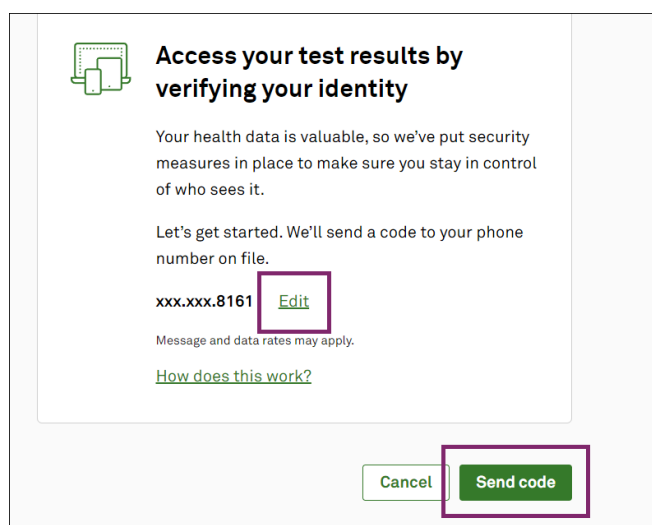
If you don't have a mobile phone, or have trouble verifying, you can complete this process at a Quest Patient Service Center.

### Complete identity verification

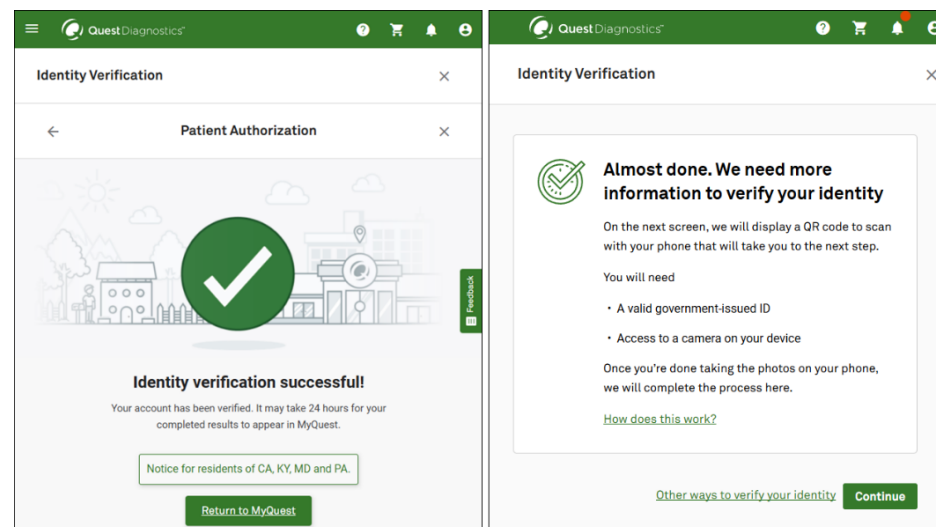
- 1 Sign in to MyQuest at <https://myquest.questdiagnostics.com>.
- 2 On the *Action required to view results* pop-up, click *Verify Identity*.



- 3 On the *Access your test results by verifying your identity* page, make sure the last 4 digits of your mobile number are correct. If not, click *Edit* to update your phone number.

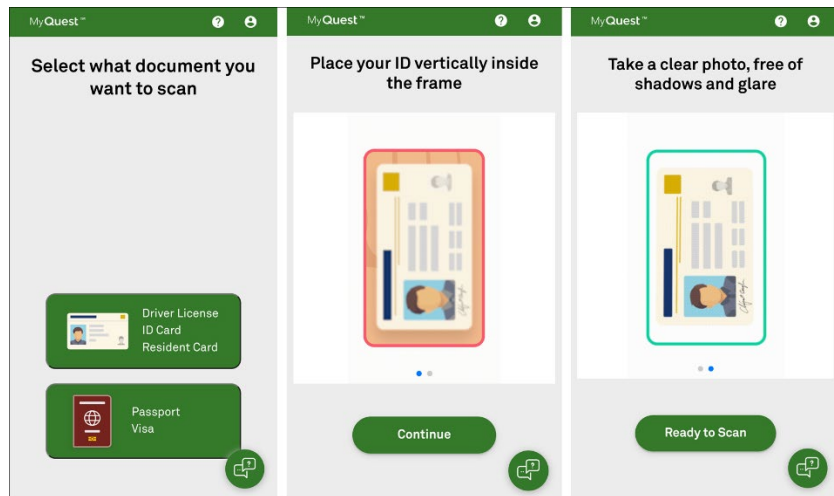


- 4 Click *Send Code* to receive a verification code by text, and then type that code on the *Enter the code* page. Tap *Continue*.
- 5 After entering the code, you'll receive one of these messages:



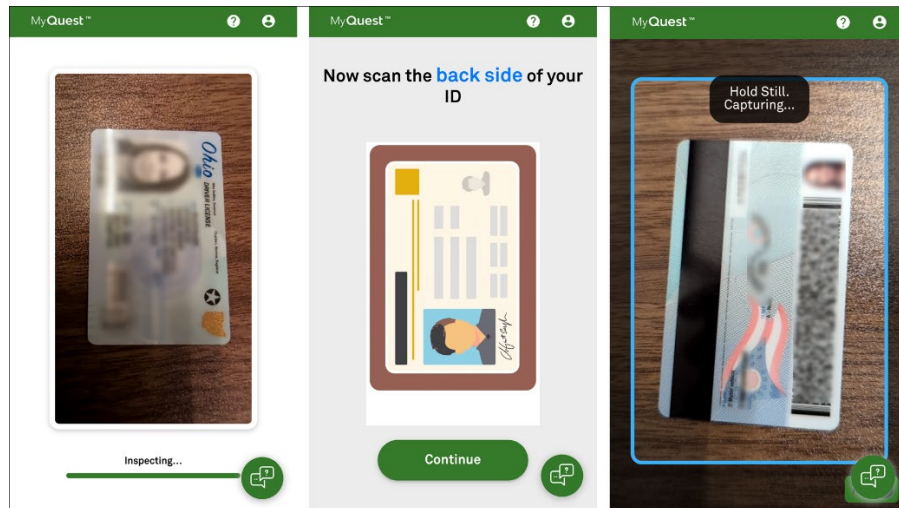
- If you receive the *Identity verification successful!* page, your lab results will be available in 24 hours or less
  - If you receive the *Almost done. We need more information to verify your identity* page, you'll need to take a photo of yourself and your ID. Click *Continue* to proceed
- 6 On the *Scan the QR code to access on your mobile device* page, open your phone's camera and aim it at the QR code. Tap the link that appears on your camera (you don't have to take a picture).
  - 7 Your phone's browser opens to the *Request for biometric processing* page. If you agree, tap the *By selecting this checkbox, I consent to the above.\** option. Tap *Continue*.
  - 8 On the *Select what document you want to scan* page, tap the button that matches your ID.

**9** Place your ID front-side up on a flat surface, and tap *Continue*.

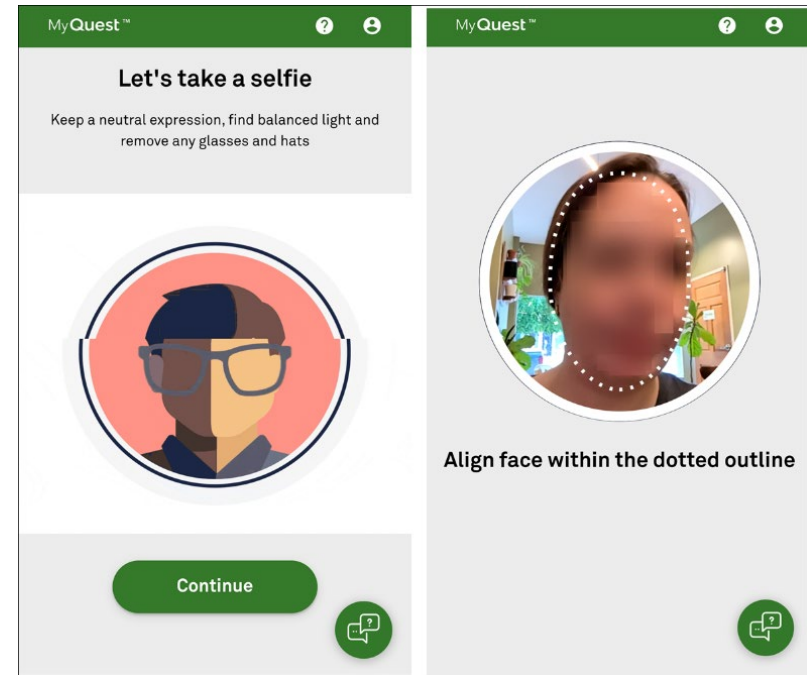


**10** Tap *Ready to Scan* and move your phone to fit your ID inside the frame. *Hold Still. Capturing...* appears, and then *Inspecting...* with the photo taken automatically. If your ID is clearly captured, you'll be asked to scan the back.

**11** Flip your ID over and tap *Continue*.



**12** After the back side of your ID is captured, you'll be asked to take a selfie. Remove any glasses or headwear, and tap *Continue*.



**13** Move your phone so that your face is within the dotted outline, and don't smile. Your photo will be automatically captured.

**14** If we can verify your identity, you'll see the *Identity Verification Successful!* page. Click *Return to MyQuest*. Your lab results will be available in 24 hours or less.

If we're unable to verify your identity online, you can complete this process during your next visit to a Quest Patient Service Center.

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