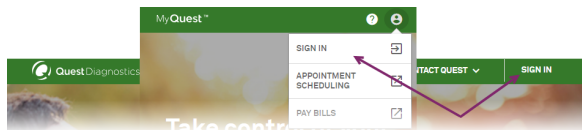
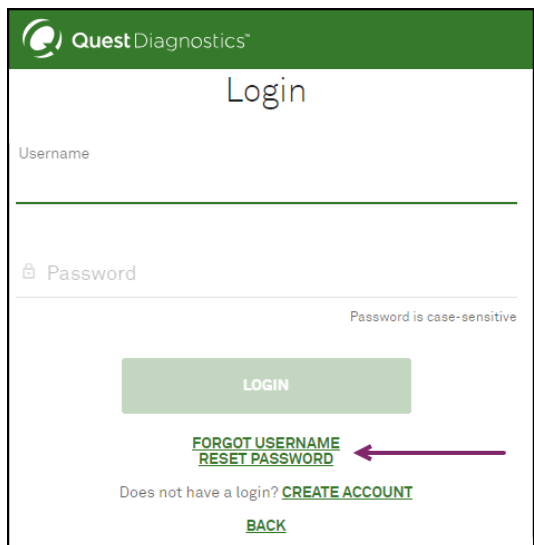


Retrieve a forgotten username

1. Go to MyQuest.QuestDiagnostics.com.
2. Click **SIGN IN**.



3. Click **FORGOT USERNAME** (located under the **LOGIN** button).



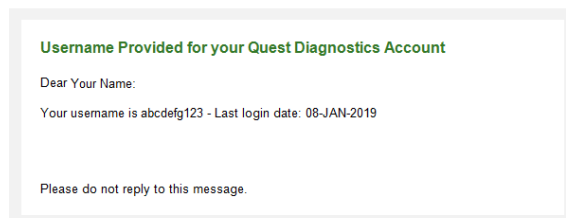
4. Type the first name, last name, email address, and date of birth associated with your account and then click **SUBMIT**.

A screenshot of the MyQuest account verification form. The form has a green header with the QuestDiagnostics logo. Below the header, there is a green box with the text 'Enter the information requested below to confirm your identity and receive an email containing your username.' There are four input fields: 'First Name', 'Last Name', 'Registered Email Address', and 'Date of Birth (MM/DD/YYYY)'. At the bottom of the form is a green 'SUBMIT' button.

In a few minutes, you will receive an email from Services@QuestDiagnostics.com that contains your username.

5. Check your email (the one that is associated with your MyQuest account) for a message with the following:

From/Sender: Services@QuestDiagnostics.com
Subject: *Forgot Username Email.*



If you don't see the message, check your Spam folder.

6. Go back to MyQuest.QuestDiagnostics.com and sign in using the username from the email.
7. If you have forgotten your password and need help resetting it, see the MyQuest [Reset a forgotten password](#) Quick Reference Guide.
8. If you need additional help, send us an email: MyQuestSupport@questdiagnostics.com

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