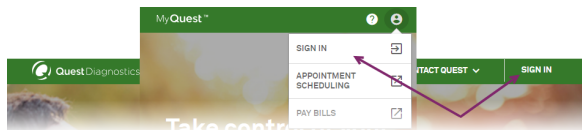


Retrieve a forgotten username

1. Go to MyQuest.QuestDiagnostics.com.

2. Click **SIGN IN**.



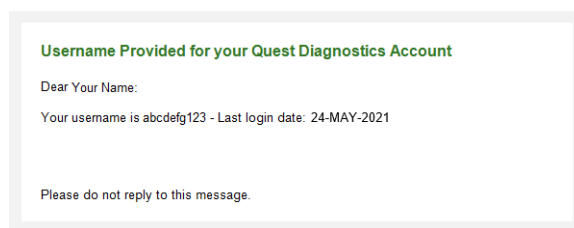
3. Click **Forgot Username** (located under the **Sign In** button).

A screenshot of the MyQuest 'Sign In' page. The 'Forgot Username' link is highlighted with a purple box. The page includes fields for Username and Password, a 'Sign In' button, and links for 'Reset Password' and 'Create an account'.

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

A screenshot of the 'Retrieve Username' form on the MyQuest website. It contains four input fields: 'First Name', 'Last Name', 'Registered Email Address', and 'Date of Birth (MM/DD/YYYY)'. At the bottom, there are 'Cancel' and 'Continue' buttons.

5. Check your email (the 1 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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