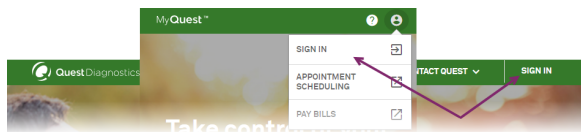


Reset a forgotten password

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



3. Click **RESET PASSWORD**.

A screenshot of the QuestDiagnostics 'Login' page. The page has fields for 'Username' and 'Password'. Below the password field is a 'LOGIN' button. A red arrow points to the 'FORGOT USERNAME RESET PASSWORD' link. There is also a 'CREATE ACCOUNT' link and a 'BACK' button.

4. Type your *User Name* and click **NEXT**.

A screenshot of the QuestDiagnostics 'Reset Password' page. It asks the user to 'Enter your user name to reset your password.' There is a 'User Name' input field and a 'NEXT' button. A 'CANCEL' link is also present.

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

This verification code will remain valid for only 30 minutes.

QuestDiagnostics.com

Quest Diagnostics Incorporated and its subsidiaries (Quest) complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1.844.698.1022. ATENCIÓN: Si habla español (Spanish), tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1.844.698.1022. 注意：如果您使用繁體中文 (Chinese)，您可以免費獲得語言援助服務。請致電 1.844.698.1022。

Quest, Quest Diagnostics, any associated logos, and all associated Quest Diagnostics registered or unregistered trademarks are the property of Quest Diagnostics.

All third-party marks—® and ™—are the property of their respective owners.

© 2019 Quest Diagnostics Incorporated. All rights reserved.

2/2019

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: Verification code to reset password for your MyQuest account

IMPORTANT! Each time you repeat steps 1-4, a new verification code is generated. To avoid multiple emails with different verification codes, wait a few extra minutes for the email (and check your Spam folder). If you sent yourself multiple emails, use the most recent verification code.

6. Type the *Eight-Digit Verification Code* on the *Reset Password* page.

A screenshot of the QuestDiagnostics 'Reset Password' page. It shows a message: 'A verification code has been sent to the email address on record. Please check your email and enter the code below.' There are instructions for handling multiple codes and password requirements. The page has an 'Eight-Digit Verification Code' field with the value '12345678', a 'New Password' field with a strength indicator 'STRONG', and a 'Confirm Password' field. There are 'NEXT' and 'CANCEL' buttons.

7. Type your new password, and then type it again to confirm.

Passwords are case-sensitive, must be 8–22 characters in length, and contain at least 1 alphabetic and 1 numeric or special character.

8. Click **NEXT**.

9. When you see the *Success* page, click *Back to Login* and then log in to your account with your new password.

If you need additional help, send us an email:

MyQuestSupport@questdiagnostics.com