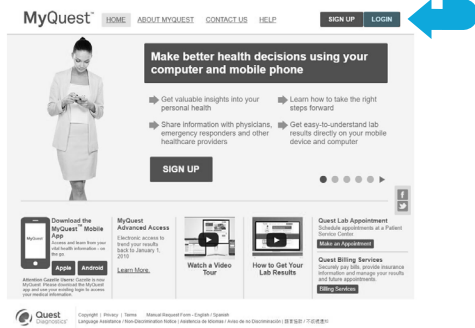


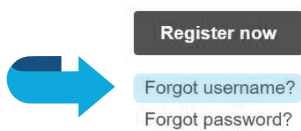
MyQuest

Forgot Username Instructions

- Go to questdiagnostics.com/myquest and click on **“Login”**



- Click on **“Forgot Username”**
Not a registered user?



- Complete all required fields then press **“Submit”**

Forgotten Username

Enter the information requested below to confirm your identity and receive an email containing your username.

*Required field

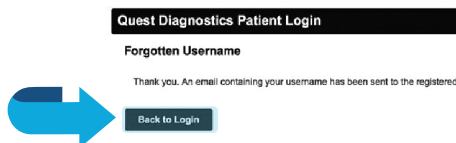
First name*

Last name*

Registered email address*

Date of birth* / /

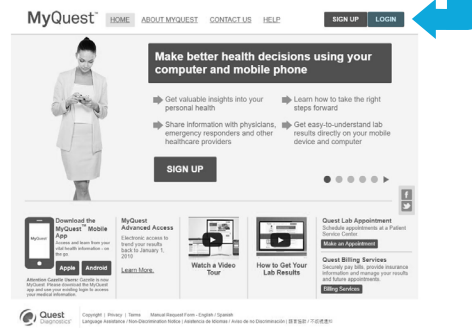
- You will receive an email containing your username. You can then click on **“login screen”** to be redirected back to the MyQuest patient portal.



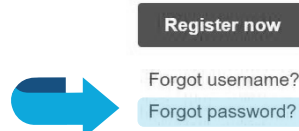
MyQuest

Forgot Password Instructions

- Go to questdiagnostics.com/myquest and click on **“Login”**



- Click on **“Forgot Password”**
Not a registered user?



- Enter in your username then click on **“Submit”**

Forgotten Password

Please enter your username below.

*Required field

Username*

- You will receive a pop up advising you to check your email address for the password reset instructions. Review the email details and follow the instructions to resetting your password. Do not use your existing password.



MyQuest

Patient Registration Guide

Forgot Username and Password Instructions

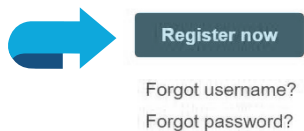
MyQuest Patient Registration Guide

1 Click on **“Sign Up”** to get started



2 Click on **“Register Now”**

Not a registered user?



3 Complete all questions on the Quest Diagnostics Patient Registration Page

Quest Diagnostics Patient Registration

Personal Information

First name*

Middle initial

Last name*

4 Complete the Security Information Page and **Submit**. Please choose security questions that you will remember the answers to for future references

Email address*

Re-enter email address*



5 **Acceptance & Review:** Read Terms & Conditions then click on **“Submit”** at the end of the page

Acceptance & Review

In order to continue the registration process, please read and accept:

Quest Diagnostics Patient Registration: Terms & Conditions

Welcome to Quest Diagnostics' Account Service ("Account Service Incorporated, a publicly held company (NYSE: DGX), and its suit the Account Service (collectively, "We, Our or Quest Diagnostics

*Required field

I have read and accept the Terms & Conditions. *

6 Check your email address that you registered with to confirm your My Quest account. Once you've confirmed your email address, click on **“Account Confirmation Page”** in the body of the email

You are receiving this email to confirm that you signed up for a Q

Please follow the instructions below to confirm, or to cancel the a

Confirm Your Quest Diagnostics Account: Go to the [Account Confirmation page](#) to verify your email address: **Account**.

Cancel Account: Go to the [Cancel Account page](#) if you have not requested a Quer

Please do not reply to this message.

7 You will be redirected back to the My Quest homepage see where you will see **“Congratulations, account email verified”**. Please then click on **“Access your lab results”**

Confirmation

Congratulations, account email verified.

You can also use your account to access these other Quest Diagnos

[Manage your billing account:](#) Pay your bill, view your invoice & [Access your lab results:](#) Make better decisions about your hea [Make an Appointment:](#) manage your future appointments.

8 Click on **“Verify Identity”**

is to MyQuest, you must first verify your automatically.

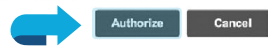
Verify Your Identity

9 Review and Authorize Lab Results to be delivered electronically

If you no longer wish to receive your protected health informat must login to MyQuest and revoke your authorization.

Revocation requests will be effective 10 days after they have been submitted Diagnostics may not send your protected health information in accordance w that after revocation if there is an amended test result of a prior test sent to y Account. You further understand that any disclosure requests that are in request may not be revoked.

I have read and accept the Terms and Conditions.



10 Confirm your identity and continue

Identity Verification

On the next page, you will be asked a few questions to confirm your identity and to prevent someone from fr using your information. Quest Diagnostics uses a technology called knowledge-based authentication (KBA) to a patient is who they say they are. The purpose of KBA is to verify the identity of an individual in order to appropriate access to healthcare records in a situation where they are not physically present. This is a necessary protecting sensitive healthcare information. The data used comes from a large compilation of public records commercially available data sources. The questions were designed based on that compiled data to generate questions that only an individual can answer to prevent guessing; things like the color of a car you owned so ago, or the address of a town you lived in. No private records or credit data were used, nor does Quest Diagno access to or save this information during any point of the verification process. Additionally, Quest Diagnostics share any PHI (Personal Health Information) with the identity verification service. You have a limited number of to verify your identity. You will have to complete the verification within 3 minutes.

Providing the system with the last 4 digits of your SSN is optional, but is highly recommended. This will help us successfully establishing your identity to be sure that we are releasing your results to you. (In some cases the 3c service may require the last 4 digits of your SSN, if your records indicate recent changes or minimal data is ava general.)

Please enter last 4 digits of your SSN (optional)

Continue Cancel

11 Answer the verification questions then click on **“Submit”**

Authorize Lab Result Delivery and Verify your Identity



Patient Authorization

Identity Verification

Answer the questions below:

1. Which of the following corporations have you ever been associate

- Custom Liquidators Of America
- Moonlit Petals

12 Your account has now been setup to automatically receive lab results

LAB RESULTS REQUESTED [Revoke Authorization](#) [Back to Lab Re](#)

Your account has been updated to receive your lab results automatically from Quest Diagnostics.

- * You will automatically receive an email notification when future results are in MyQuest to be viewed
- * If you just created your account, it may take 24 hours for you to start receiving results from the past 60 days
- * Your results will first be delivered to your healthcare professional and then will be delivered within a week* to your MyQuest account
- *Due to state laws in California (14 days) and Oregon (7 days) requiring that your physician have an opportunity to discuss your results will you prior to our release of results to you, you may experience additional delays. In all circumstances and in accordance with HIPAA requirements you will receive your results from us no later than 30 days from the date of your request
- *If you don't see your lab results within the designated timeframes indicated above, please visit the [lab results](#) page and click on "Don't see results" option

Please review the information in (Step 12) so you will know when to expect results to be delivered into your patient portal. Thank you for signing up with MyQuest.

Quest Diagnostics.com

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