

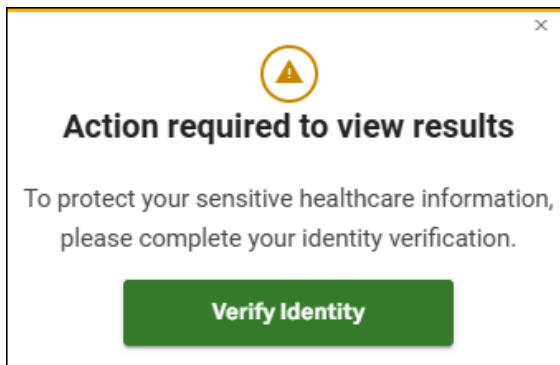
Verify your identity to access results

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.

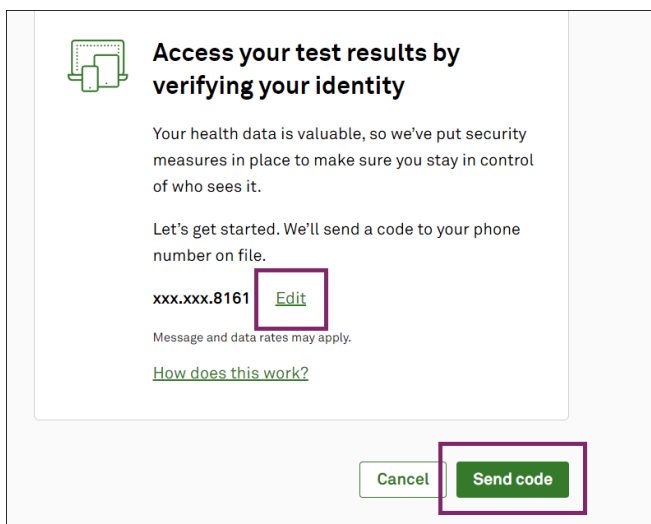
If you don't have a mobile phone, or have trouble verifying, you can complete this process at a Quest Patient Service Center.

Complete identity verification

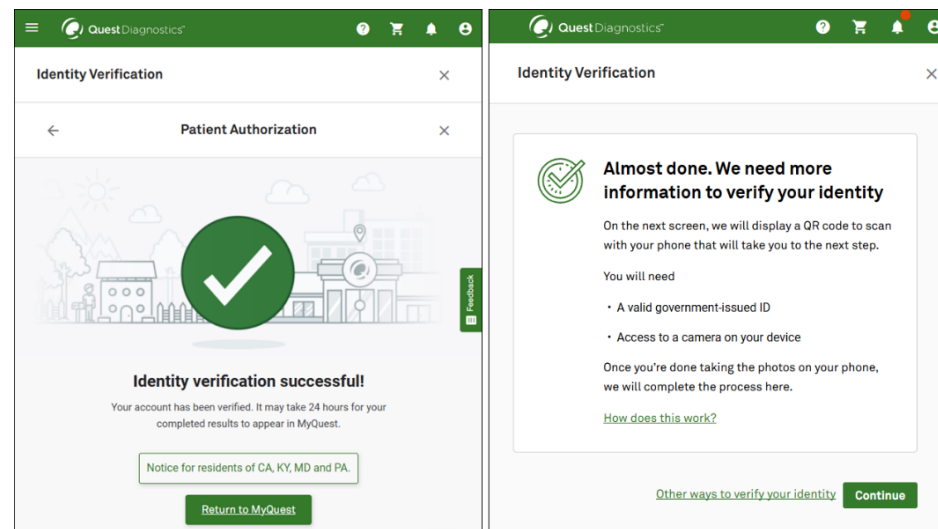
- 1 Sign in to MyQuest at <https://myquest.questdiagnostics.com>.
- 2 On the *Action required to view results* pop-up, click *Verify Identity*.



- 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.

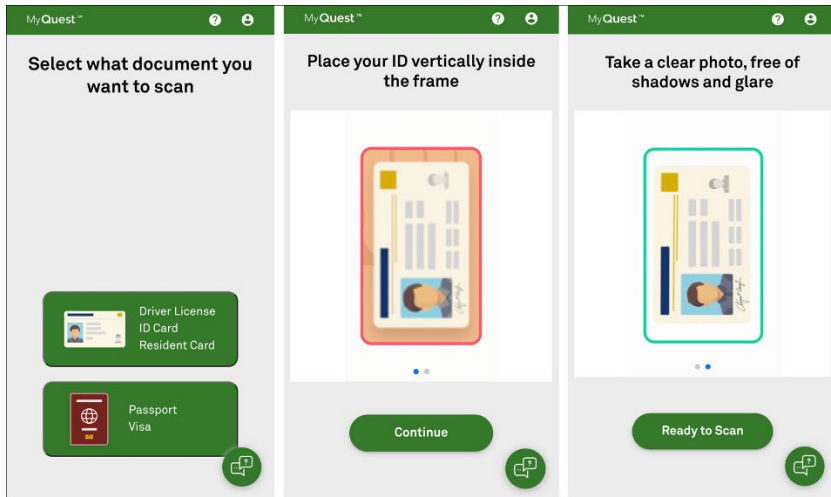


- 4 Click *Send Code* to receive a verification code by text, and then type that code on the *Enter the code* page. Tap *Continue*.
- 5 After entering the code, you'll receive one of these messages:



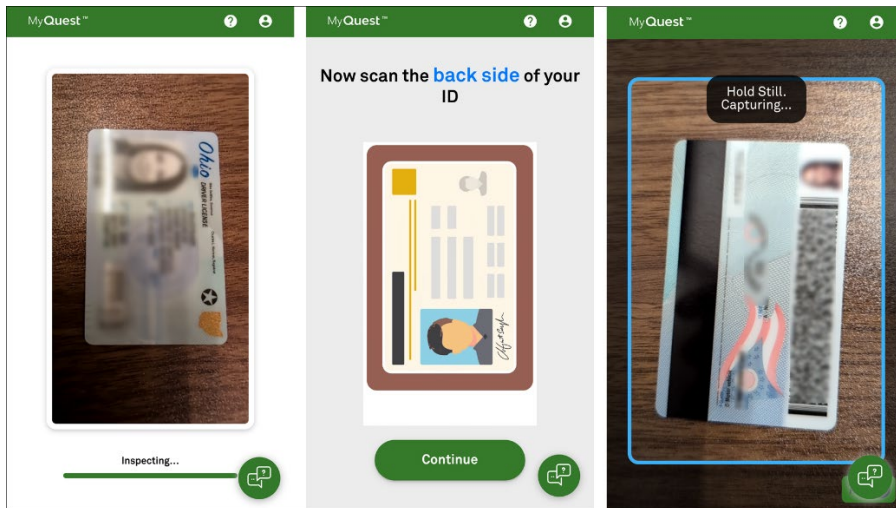
- If you receive the *Identity verification successful!* page, your lab results will be available in 24 hours or less
 - If you receive the *Almost done. We need more information to verify your identity* page, you'll need to take a photo of yourself and your ID. Click *Continue* to proceed
- 6 On the *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*.

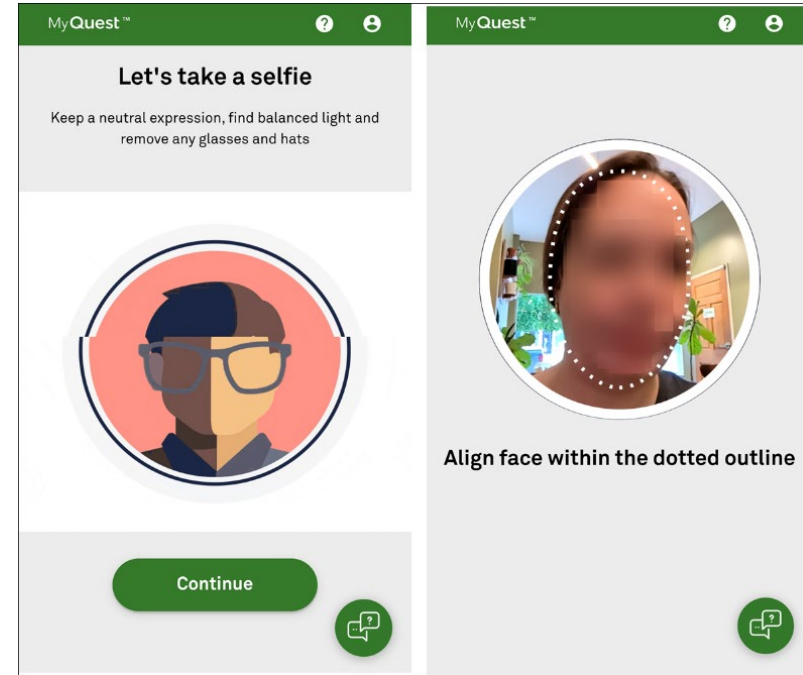


10 Tap *Ready to Scan* and move your phone to fit your ID inside the frame. *Hold Still. Capturing...* appears, and then *Inspecting...* with the photo taken automatically. If your ID is clearly captured, you'll be asked to scan the back.

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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