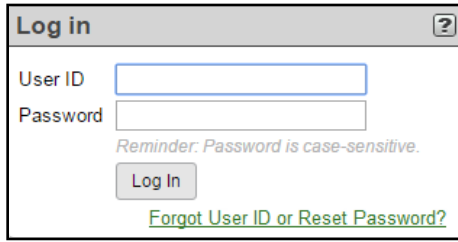


1

Visit the Labs and Meds login page.
Click [Forgot User ID or Reset Password?](#)



The screenshot shows a 'Log in' window with two input fields: 'User ID' and 'Password'. Below the fields is a 'Log In' button and a link that says 'Forgot User ID or Reset Password?'. A reminder note states 'Reminder: Password is case-sensitive.'

2

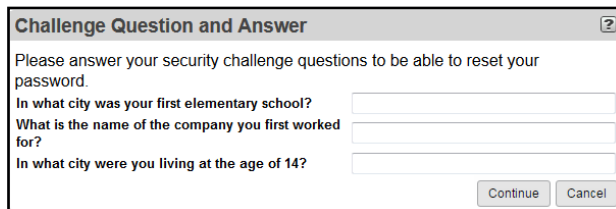
Reset your password.
Enter Your [User ID](#), then click [Continue](#).



The screenshot shows a 'Password Reset' window with a 'User ID' input field and 'Continue' and 'Cancel' buttons.

3

Answer the challenge questions.
If you have only one challenge question, you will be prompted to call Customer Support.



The screenshot shows a 'Challenge Question and Answer' window with the instruction 'Please answer your security challenge questions to be able to reset your password.' It contains three questions with corresponding input fields: 'In what city was your first elementary school?', 'What is the name of the company you first worked for?', and 'In what city were you living at the age of 14?'. 'Continue' and 'Cancel' buttons are at the bottom.

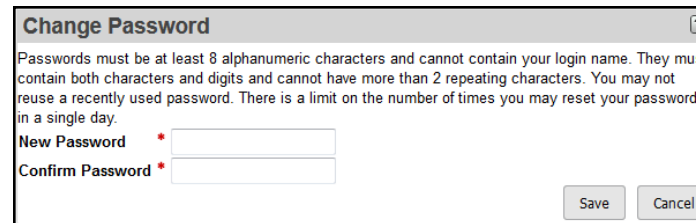
When you have supplied all required information, click [Continue](#).

4

Change your password.
Type a new password in both boxes.
Passwords must contain:

- 8 or more characters
- At least 1 numeric and 1 non-numeric character
- No more than 2 consecutive instances of the same character

Passwords are case-sensitive and cannot be (or contain) your user ID. Make sure Caps Lock is not on when you type a new password!



The screenshot shows a 'Change Password' window with a detailed password policy: 'Passwords must be at least 8 alphanumeric characters and cannot contain your login name. They must contain both characters and digits and cannot have more than 2 repeating characters. You may not reuse a recently used password. There is a limit on the number of times you may reset your password in a single day.' It includes 'New Password' and 'Confirm Password' fields, and 'Save' and 'Cancel' buttons.

5

Log in using your new password.
Be sure to enter your password the same way you entered it in [Step 4](#) (uppercase vs. lowercase), otherwise you will not be able to log in.

Example: If you entered the password as "Welcome1," you cannot enter it thereafter as "WELCOME1" or "welcome1."

For assistance, please call 800-697-9302