

# Password Reset Instructions



**1** Visit the login page.  
Click **Reset Password**.

The screenshot shows a login form with two input fields: "Username" and "Password". Below the fields is a green "Sign In" button. At the bottom of the form, there are two links: "Reset Password" and "Forgot Username".

**2** Enter your username.  
Enter your **Username**, then click **Continue**.

The screenshot shows the "Password Reset" page. It includes a progress indicator with four dots, the first of which is filled. Below the indicator, it says "Please enter your username". There is a text input field for the username. At the bottom, there are "Cancel" and "Continue" buttons, and a "Contact Support" link.

**3** Request a verification code or answer security questions.  
Select one of the available options to reset your password, then click **Continue**.

The screenshot shows the "Password Reset" page with a progress indicator where the first two dots are filled. It asks the user to "Please select one of the following options in order to reset your password." There are three options: "Text message" with a phone icon and code "\*\*\*\*\*3760", "Email" with an envelope icon and address "ram\*\*\*\*\*@questdiagnostics.com", and "Security Questions" with a lock icon and three questions: "1. What is the name of the college you graduated from?", "2. In what city were you living at the age of 14?", and "3. In what city was your first elementary school?". At the bottom, there are "Cancel" and "Continue" buttons.

**4** Submit the code.  
If you requested a verification code, enter the **Code** you received via text message or email, then click **Continue**.

The screenshot shows the "Password Reset" page with a progress indicator where the first three dots are filled. It says "A code that ends with \*\*\*\*77 was sent to:" followed by "\*\*\*\*\*3760". Below this is a text input field for the verification code. At the bottom, there are "Cancel", "Resend code", and "Continue" buttons.

# Password Reset Instructions, cont.



**Password Reset**

✓ — ✓ — ● — ●

You entered user name: ram\*\*\*\*, a code that ends with 84 was sent to:  
**ram\*\*\*\*\*@questdiagnostics.com**

Please enter your verification code

[Cancel](#) [Resend code](#) [Continue](#)

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**Answer security questions.**  
Provide answers to your security questions, then click [Continue](#).

**Password Reset**

✓ — ✓ — ● — ●

In what city were you living at the age of 12?

In what city was your first elementary school?

What is the city where your mother was born?

[Cancel](#) [Continue](#)

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**Type and confirm your new password.**  
Passwords must contain:

- 8 or more characters
- At least 1 numeric and 1 non-numeric character

Passwords are case-sensitive and cannot be (or contain) your username.

Make sure Caps Lock is not on when you type a new password!

**Password Reset**

✓ — ✓ — ✓ — ●

New Password \*

8-40 characters, one alphabetic, and one numeric or special character

Confirm Password \*

[Continue](#)

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**Log in using your new password.**  
Enter your password the same way you entered it in [Step 6](#) or you will not be able to log in.  
Example: “Welcome1” and “WELCOME1” are two distinct passwords.

For assistance, please call 800.697.9302