

## TROUBLE SHOOTING DOCUMENT FOR ISSUES WITH THE QUEST APP and ONLINE PORTAL

- Quest does not send an email with test results.
- The MyQuest application matches patients to test results based on demographic information, in order of importance: patients provide this information when they create a MyQuest account:
  - Name
  - Social security number
  - Address
  - Date of birth
  - Phone
  - Gender
- After providing this information, patients must log into their account and complete the identity verification as prompted by the application. Using the Quest provided URL for the College will authenticate the individual and enables them to pass this identity verification.
- There are multiple reasons why patients would not see results in MyQuest:
  - The demographic information on the order does not match the demographic information in their MyQuest account – different names, dates of birth, phone number, address, etc.
  - The patient has created a MyQuest account but has not completed the identity verification process that is required before results are available – when they log into MyQuest, the application prompts them to do this.
  - The identity verification process has failed because of user error – they picked incorrect answers to questions such as “did you ever live on that street,” or “did you ever own this car,” etc.
- Patients can request their results via the MyQuest app by providing the ordering provider name and telephone number. They can also call 1866MYQUEST, choose the ‘patient’ option and request their results be sent to them.