Creating a MyQuest™ account

A MyQuest account is required to purchase tests in QuestDirect™. In addition, you will use your MyQuest account to view your lab test results.

1. Go to QuestDirect.QuestDiagnostics.com, add 1 or more tests to your cart, click to review your purchase, and then click Checkout.

2. When prompted with the following options, click Continue As New Customer.

3. Schedule your appointment by entering your search criteria, selecting an available time slot, and clicking Next: Your Info.

4. In the Personal Information area, complete all required fields and then click Continue.

5. When prompted, verify that your personal information is accurate. Your personal information is used to match you to your lab results.

6. In the Create Your Account area, type your email address and a password, and then click Create Account.

   Note: Passwords must include at least 8 characters and contain at least 1 alphabetic and 1 numeric or special character. Additionally, passwords are case sensitive and cannot be the same as your username.

7. If you are not interested in receiving additional emails from Quest, clear the check box.

8. If a reCAPTCHA window appears, select the specified items and click Verify; otherwise, continue with the next step.
In the Payment Information section, complete all required fields, select the terms of service checkbox, and then click Purchase.

Access the email account that you entered in step 6 and open the “Registration Email Confirmation” email from Services@QuestDiagnostics.com. If you don’t see it, it might be in your spam folder.

Click the Account Confirmation page link to verify your email address.

Go to MyQuest.QuestDiagnostics.com and SIGN IN.

When prompted, click Verify Identity to start the identity verification process so that you can view your test results when they become available.

Access the email account that you entered in step 6 and open the “Registration Email Confirmation” email from Services@QuestDiagnostics.com. If you don’t see it, it might be in your spam folder.

Click the Account Confirmation page link to verify your email address.

Go to MyQuest.QuestDiagnostics.com and SIGN IN.

When prompted, click Verify Identity to start the identity verification process so that you can view your test results when they become available.

Read about Identity Verification and then click Get Started.

If prompted, enter the last 4 digits of your SSN.

On the Identity Verification Questions page, answer all 3 questions, and click Continue. If you don’t answer all questions correctly, you will receive additional instructions for completing identity verification.

Congratulations! You have successfully created a MyQuest account and verified your identity. If you had lab tests done at Quest Diagnostics® within the last year, those lab results will be available in MyQuest within 24 hours. Otherwise, results will be available within 2–5 days of your visit to a Quest Patient Service Center.