

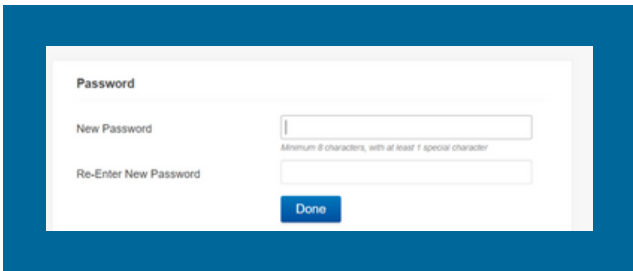
GETTING YOUR RESULTS

For patients who used the COVID-19 scheduling system **before November 30th**, regardless of the appointment date, you'll be able to access your results on the patient portal.

For those who have booked appointments after November 30th, you'll receive your results via encrypted email. Please see instructions below for opening your encrypted email.

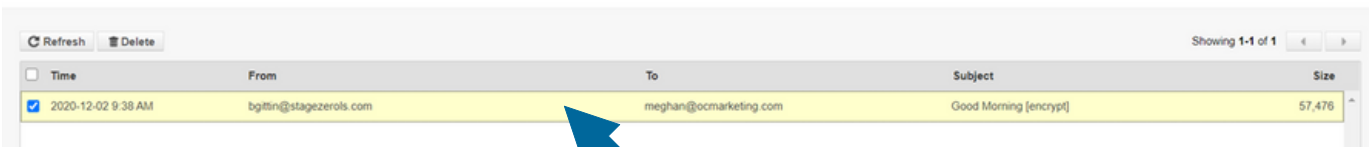
Instructions for accessing your COVID-19 test results via Encrypted Email

1. When your results are ready, you will receive an email from **noreply@barracuda.com** with a subject line **You Have a New Encrypted Email from LabResults@stagezerols.com**. If you did not receive an email please check your spam folder before contacting our help desk.
2. To retrieve your results, click on the [click here](#) button in the body of the email.
3. The first time you click this link, you will be prompted to create a new password. Simply create your own password and re-enter it in the next field. Click done.

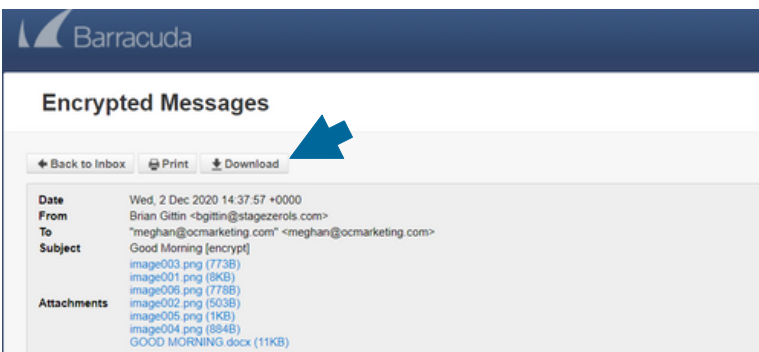


The link will expire in 72 hours (or after being clicked) and no longer allow you to change your password. If this happens, you can request a new link by clicking the "Reset or Change Password" link on the login page. Once you have setup a password you can login to pick up subsequent encrypted messages.

4. Click the bar to access your encrypted message



5. Download your report



Need Help?
Contact our help desk at
helpdesk@stagezerols.com

For instructions on how to open downloaded PDF results document from the encrypted email on iOS please visit <https://www.businessinsider.com/where-do-downloads-go-on-iphone>