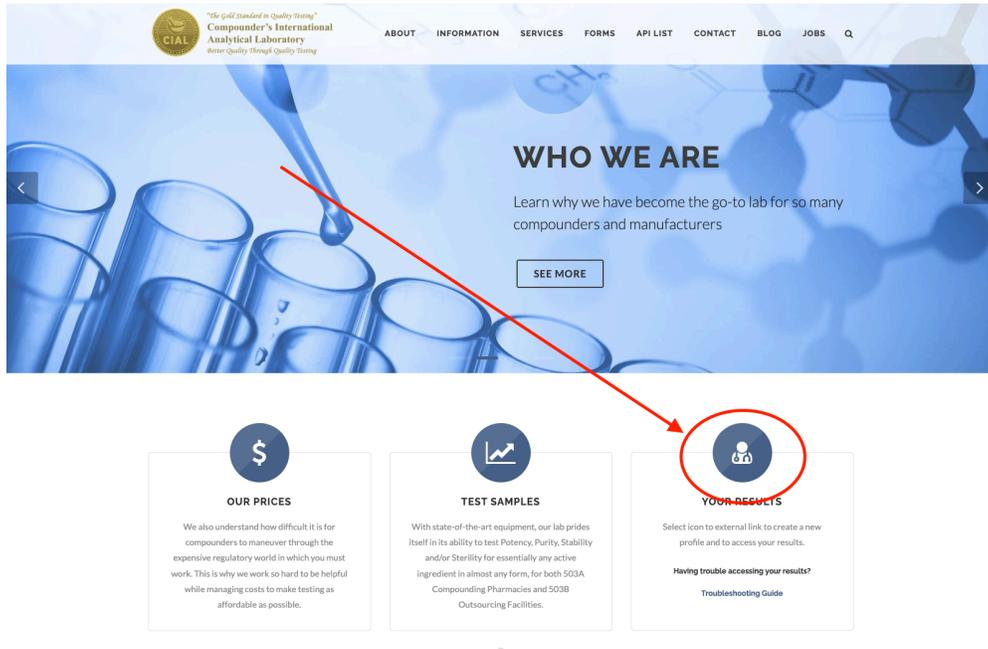
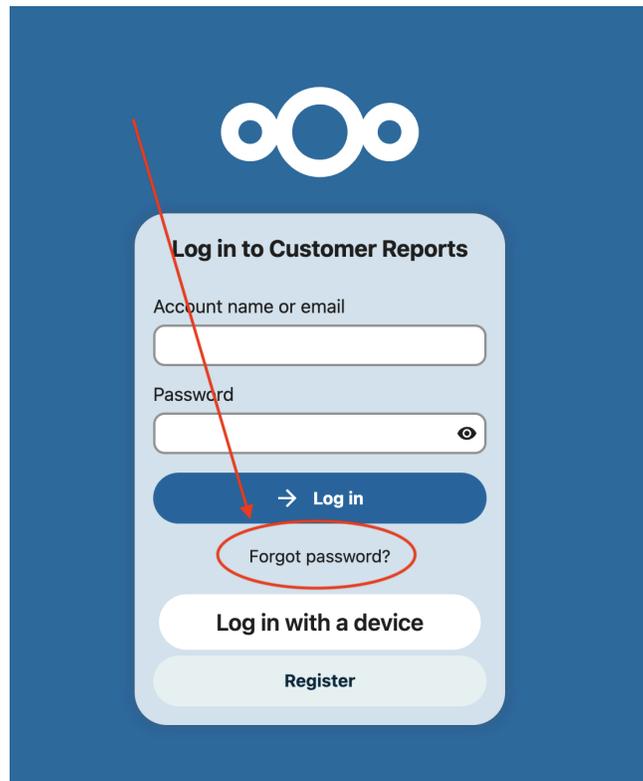


CIAL | Reset My Password

1. Open our main [webpage](#). Select "*Your Results*".

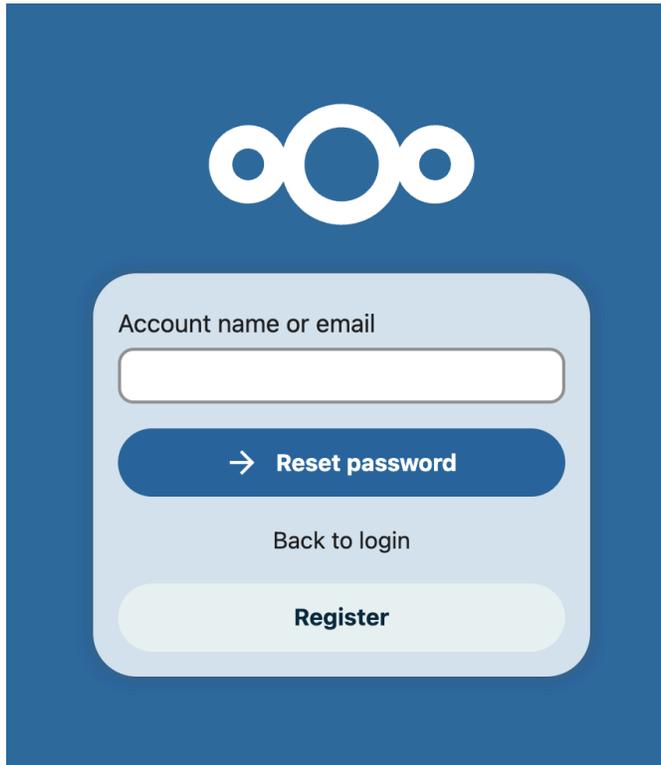


2. A secondary window will appear. Please select "*Forgot password?*"



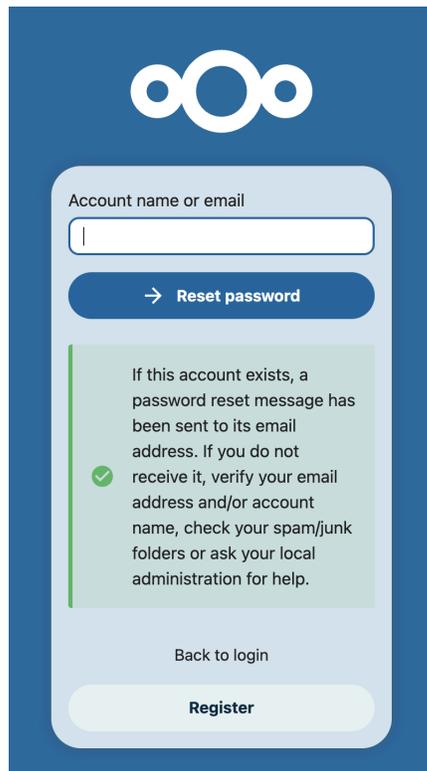
CIAL | Reset My Password

3. A third window will appear where you can input either your email address or username and select “Reset Password”.



The screenshot shows a mobile application interface for resetting a password. At the top is the CIAL logo, consisting of three white circles of varying sizes arranged in a horizontal line. Below the logo is a light blue rounded rectangle containing the following elements: a text label 'Account name or email' above a white input field; a dark blue button with a white right-pointing arrow and the text 'Reset password'; a text link 'Back to login'; and a light green button with the text 'Register'.

4. You will then be directed to a final window where a confirmation message states you will receive a password reset email.



The screenshot shows the confirmation screen of the mobile application. It features the same CIAL logo at the top. Below it is a light blue rounded rectangle containing: a text label 'Account name or email' above a white input field; a dark blue button with a white right-pointing arrow and the text 'Reset password'; a green-bordered box with a green checkmark icon and the text: 'If this account exists, a password reset message has been sent to its email address. If you do not receive it, verify your email address and/or account name, check your spam/junk folders or ask your local administration for help.'; a text link 'Back to login'; and a light green button with the text 'Register'.

CIAL | Reset My Password

5. You will receive an email from iforgot@compounderlab.com with a password reset link*. Please follow the steps.

* Please check your spam folder and confirm with your organization's IT Department that this email address is on the approved list of senders.

Allow 10-15 minutes for the reset email to arrive.

- Passwords must meet the following criteria:
 - Minimum of 10 alphanumeric characters (no special characters)

* Accounts are approved upon receipt of a [Data Authorization Form](#). Please reach out to lab@compounderslab.com to confirm the approved Data Authorization Form.