

Resetting your Password

1. On the login screen, click **Forgot Password?**



Note: If you enter the incorrect password three times you will be locked out of the system. Remember that passwords are case sensitive.

2. Select the **Step-By-Step** online option.
3. Enter the **Profile Identification** information.



4. Answer the **security questions**.



5. Change your password and click **Submit**.

Note: At any time you can change your security questions and password by selecting Security on the My Account tab.

Find more information at www.allomap.com

CUSTOMER CARE

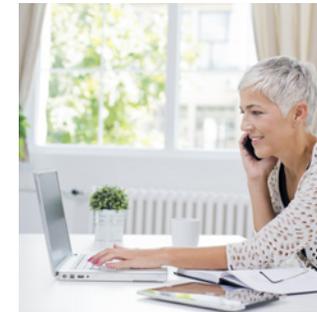
1-888-ALLOMAP • 1-888-255-6627
3260 Bayshore Blvd.
Brisbane, CA 94005
caredxcustomer@careDXinc.com

CareDx Customer Care is available to answer questions about AlloMap testing and to help resolve any problems regarding sample preparation, shipping, or test results.



CareDx® Customer Web Portal

PATIENT QUICK REFERENCE GUIDE



©2014 CareDx, Inc. Allomap and the CareDx logo are trademarks of CareDx, Inc. All other names, logos, and other trademarks are the property of their respective owners.



Welcome to the CareDx® Customer Web Portal

Here is a step-by-step guide to assist you with setting up your account. Should you have any questions about access to the portal please contact Customer Care at: **1.888.255.6627**.

Registering for your Account

1. Check your email account for a notification of test results.

Note: This is the email address you provided to your healthcare provider.

2. Click the **registration link** in the email.



3. Enter your email address and registration code from the email you received.

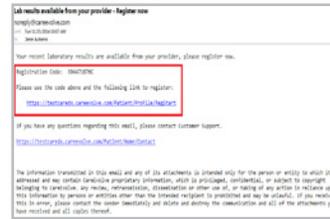


Note: Your password is case sensitive. It must be a minimum of 8 characters and include a least one letter and one digit.

6. A confirmation email will be sent to your email address. You will need this email to proceed with the next step of authorizing your account.

Authorizing your Account

1. Check your email account for the **Confirm Registration** email.



2. Click on the **Authorization Link**.

3. Enter your authorization code from the confirmation email you received and the "CAPCHA" words.



4. Click **Register**.

5. You are now registered and able to access your account.



Accessing your Results

1. Log into your account.



Note: If you have forgotten your password, please see the section on Resetting your Password.

2. Click on the **My Account** tab at the top of the page.
3. Click on **Results** on the left hand side of the page.



4. Click on the result to **view the report**.

Note: You can save and/or print your result(s).

