

I am an agent and would like access to the ExamOne portal. How would I register an account?

Go to <https://Portal.ExamOne.com> and click on the blue link "Register with ExamOne." From there select "I am an agent" and follow the steps to create the account. Once the account is created, you will receive an email from PortalNotification@ExamOne.com requiring you to set up a password and register the account.

What if I work for an agency?

Work with your agency manager, who may add you as a team member for the agency.

I am receiving the message "This user already exists" when trying to create an account.

The email address or mobile number that you are trying to use is currently in use on another profile. Please reach out to your local ExamOne office and ask for an ExamOne sales representative for assistance.

I have just successfully registered with ExamOne.com and have logged into my dashboard. Where do I go from here?

If you need assistance on how to navigate our ordering platform, place orders, search cases, etc., reach out to your local ExamOne sales representative for assistance.

I am receiving the message "The user name/password is incorrect" when logging in.

This is due to an incorrect password being entered when trying to log in. Please click on the "Forgot Password" link and enter your user name to reset your password. You will receive an email from PortalNotification@ExamOne.com with a link to set up a new password.

When I click on the link in the email to reset my password it is telling me that the link has expired.

Go back to the website and click on the "Forgot password" link again to receive a new valid URL via email. Links are only valid for 120 minutes.

I have reset my password, but I keep getting a message stating that it's incorrect.

More than likely your web browser is set to remember passwords and the expired password is currently saved. You will need to delete all saved passwords from Internet Explorer by pressing:

1. ALT + T (opens tools menu)
2. Select Internet Options
3. Select "Delete"
4. Make sure "Passwords" is checked
5. Select "Delete" again
6. Select "Apply" or "OK"
7. Return to the sign-in page and type the new password into the password field.

I clicked on the "Forgot Password" link and I have not received the email containing the link to reset my password.

You will need to check your spam/junk folder to verify that there is not an email from PortalNotification@ExamOne.com. If you do not see an email in your spam/junk folder, either reach out to your local ExamOne sales representative or the ExamOne help desk, ISClientTechnicalSupport@QuestDiagnostics.com or call 1.866.452.2663, option one, to verify the primary email address on your account or provide a different address that we can send the link to. Some of our emails may be blocked or filtered by your email provider.

When logging into the portal, I am receiving the message that my account is locked and that I will need to reach out to support.

Your account will be disabled if there are three failed login attempts or you have not logged into the account in the past 90 days. Please reach out to the ExamOne help desk to have your account re-enabled and the password reset.

Why are none of my cases showing on the widgets in my dashboard?

Cases will fall off these widgets over time. It is always best practice to click on the "Search" tab in the top middle of the page and search for the applicant.

I am trying to place an order, but I need help with adding the company name.

1. Click "Administration" at the top
2. Click "Edit Companies" in the agent or agency's "Companies Field"
3. Click the magnifying glass next to the box on the company line
4. Use the wildcard search feature to locate the company. Type the first part of the company name followed by an asterisk (example: try "State*" for State Farm and try "Northwestern*" for Northwestern Mutual)
5. Once you locate the company, click on it and select "Create Relationship" and then "Finish"
6. You should now be able to place an order for that company

When I try to view an image, it is not showing all of the pages.

This would be due to the file being a .tiff file, which is not viewable in your web browser or Adobe. If you are on a Windows machine, open the file with "Windows Photo Viewer." If you are on a Mac, download and install a free .tiff file viewer.

The file that I am trying to view is a .PDF and I am seeing a grey screen.

This is due to conflicts with Internet Explorer and Adobe. To solve this issue you can either use a different browser or follow the steps below to disable the Adobe PDF add-on in Internet Explorer.

1. Press the Windows key " or  in the bottom-left corner of your keyboard and the "R" key at the same time.
2. When the "Run" box comes up you will want to type "Control Panel" in the search box and then click the "OK" tab.
3. If the first thing you see is "System and Security," click on "Network and Internet" and then "Internet Options" on the next screen.
4. If the first thing you see is "Action Center," click on "Internet Options."
5. Once "Internet Options" is open, click on the "Programs" tab in the top right-hand corner.
6. Under the "Programs" tab, click on the "Manage add-ons" tab.
7. With "Manage add-ons" open, click on the drop-down menu under "Show" on the left side half-way down the page. Then select "All add-ons." This should show the "Adobe PDF Reader" add-on in your add-ons list. Please left-click on the "Adobe PDF Reader" add-on so it is highlighted. In the bottom right-hand corner of the screen click on the "Disable" tab. Once Adobe PDF Reader is disabled, click the close tab in the bottom right-hand corner of the screen.
8. For these changes to take effect you will need to close Internet Explorer.