

When can I expect my result?

Results are typically available in **24-36** hours, with most results delivered in 24 hours.

If you have not received your result in the above timeframe, please check your **JUNK/SPAM** email folder before contacting the lab.

I have received my email result. How do I open it? (Please read carefully)

** We recommend opening the email on a PC or Mac (Computer).*

Option 1 – Sign in with e-mail username and password (BEST AND EASIEST METHOD)

1. Select **Click here to read**
2. Select **Sign in with Google, Sign in with Yahoo ID or Sign in with Work or School account**. If asked for a username and password, use the credentials associated with your email account. If you do not see any of these options listed, **please use Option 2 below**.

Option 2 – One Time Passcode

1. Select **Click here to read**
2. Select **Sign in with a One-time passcode**.
3. You will receive a one-time passcode via email. Copy or write down the code and place it in the web browser passcode box. This process can sometimes be problematic on a phone or tablet. Please refer to the **TROUBLESHOOTING** section on the opposite side of this sheet for tips.

After completing either of the above options, your encrypted email will now be displayed. The attached PDF will contain your result.

Select the rectangle with the attachment name to view it or select the arrow to download it to your device.

I have received my result, but I require a correction or change.

We follow strict procedures to ensure that the information on your result is correct. However, if you do notice an issue or require a change to a report, please e-mail results@avalonlaboratories.ca.

TROUBLESHOOTING

I cannot open the result via one-time passcode on my phone or tablet.

1. Press **Click here to read** and hold your finger on it for a second or two
2. A list will be displayed. Select the item that has **Open** in the name. It is normally the first item in the list. It will say **Open Link**, **Open URL** or something similar.

Please ensure you are switching between your e-mail app and web browser on your device. Only press *Click here to read* once in the original e-mail. You will receive a separate email with the code. You must view this email to retrieve the code.

I am still having issues opening my result.

If you are still having issues opening your result and have tried all the above instructions, please e-mail results@avalonlaboratories.ca.