

COVID-19 Traveller Testing

ACCESSING YOUR RESULTS



Thank you for choosing Dynacare for your COVID-19 testing requirements for International Travel. We understand the importance of timely and accurate results and offer **two ways to access your test results digitally**.

E-Mail Results

Dynacare now offers access to your COVID-19 Traveller test results by e-mail. In order to receive your results via e-mail:

1. **Provide and confirm your email address** with your staff at the time of collection.

If you do not have your own e-mail address, you can authorize someone else to receive your test results via e-mail. Parents can receive test results for children under 18 years old.

2. **Validate the e-mail address provided.**

A system-generated e-mail will be sent to confirm that the provided e-mail address is correct. Please check your junk or spam folder for the verification and follow the steps to verify the e-mail address.

Test results will not be issued unless the e-mail address is verified.*

**You will be required to correctly enter the customer's date of birth in order to verify the e-mail account, within 3 attempts.*

If you do not receive a validation e-mail, or if you exceeded your three attempts, please contact Dynacare Customer Care at 1-888-988-1888.

3. Once the e-mail address is successfully verified, you will **receive your results via e-mail** when they are ready.

Dynacare Plus

Access your test results securely and conveniently via the Dynacare Plus app. Your Dynacare Plus membership is **complementary** with the purchase of your COVID-19 Traveller test.*

Activate your membership **using the PIN provided at the time of collection** at the Dynacare Laboratory and Health Services Centre.

**Customers must comply with our Dynacare Plus terms of use. Customers must be 16 years of age or older to qualify. For full Dynacare Plus terms of use, visit [dynacareplus.com](https://www.dynacareplus.com).*

We wish you a safe and healthy journey.