

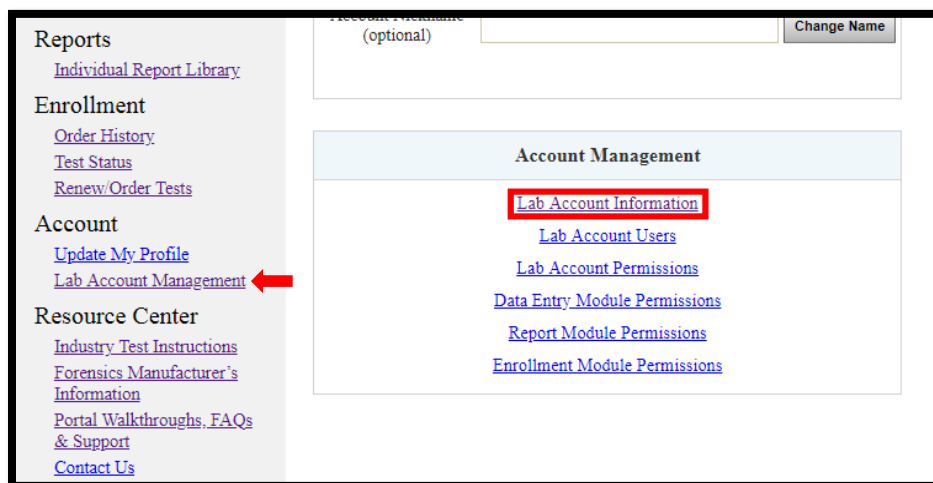
# How to Update Lab Account Information

This guide explains how the Lab Account Owner (Primary Contact), or Authorized Users can request updates to their CTS Account Information.

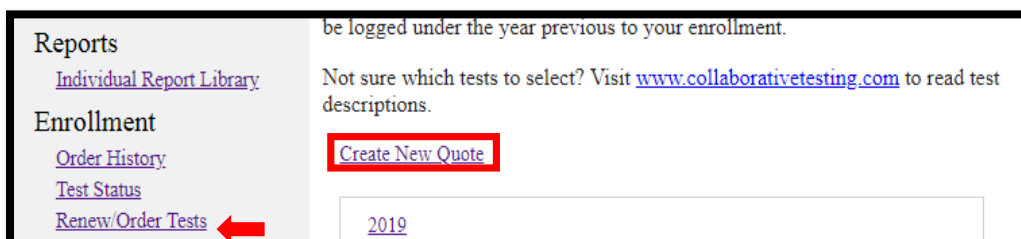
**Note:** *The Lab Account Owner can set permissions for other Users to view and request updates to lab account information via the “Review/Create Quotes” permission located under “Enrollment Module Permissions” in “Lab Account Management”. Refer to the [Enrollment Module Permissions Guide](#) for further details on how to add a user to a lab account and set permissions.*

You can access your Lab Account Information two ways: through Lab Account Management or before creating a quote.

To access the information through Lab Account Management, click the corresponding link under the “Account” heading, then click “Lab Account Information”.



To access the information before creating a quote, click on “Renew/Order Tests” then “Create New Quote”.



On the next page, click the link to be taken to your Lab Account Information.

Shipment information not accurate? [Click here](#) to contact CTS to update Shipment or Primary Contact information.

The page will open a form where you can make changes to the shipping address/primary contact info. Once you've input the desired changes, click "Submit Changes to CTS".

The screenshot shows a web form titled "Lab Account Information" with a sub-header "Information on file with CTS". It is divided into two sections: "Shipment Information" and "Primary Contact".

**Shipment Information**

- Company:
- Address One:
- Address Two:
- City:
- State or Providence:
- Postal Code:
- Country:

**Primary Contact**

- Name:
- Email:
- Phone:

Changes made above must be submitted to CTS for review prior to update using the button below. Please allow 2 business days for the submitted changes to be reflected on the CTS Portal.

Once your changes have been submitted, please allow 2 business days for the changes to be confirmed by CTS. CTS will then alert you that the changes have been made, at which point you may log back into the portal and proceed to create your quote.