



Frequently asked questions

1. What is my username and where can I find it?

Please contact the CentoPortal® support team.

- support@centoportal.com
- +49 (0) 0381 / 80113417

2. How can I change my username and/or email address associated with my account?

1. Go to settings
2. Select Profile
3. Under login details replace the old email or username with the new email or username
4. Confirm with your password
5. Click on Save.

3. How can I change my password?

1. Go to settings
2. Select Profile
3. Go to Change password
4. Add Current password, new password
5. Click on Save.

4. How can I retrieve my password?

1. Go to the link: <https://centoportal.com/login>
2. Add Username
3. Click on Redeem Password
4. Type your username
5. Type text from the image
6. Click on Submit.

You will receive an email to reset your password in few minutes. Click on the link in the email provided and enter your new password.

5. How can I sign-up for CentoPortal®?

1. If you don't have an account, Go to the link: <https://centoportal.com/sign-up>
2. Click on Sign Up
3. Fill up the form
4. Click on Submit

You will receive an activation email within 24 hours. Click on the link in the email provided to activate your account.

CENTOGENE AG

Am Strande 7
18055 Rostock,
Germany

Contact Details

Phone: +49 (0) 381 80 113 -416
Fax: +49 (0) 381 80 113 -401

customer.support@centogene.com
www.centogene.com



6. What happens if I do not have a Centoportal® account and I am waiting for my reports? How can I get my reports?

1. Your CentoPortal® account will be created by CENTOGENE
2. Once your first report is ready you will receive an activation email
3. Click on the link in the email
4. Set your password
5. Log In with your details
6. Go to My orders
7. You will find your reports
8. Select the report
9. Click on download

7. Where is my report?

1. Go to Log In
2. Enter your username & password
3. Go to My orders
4. Search your report
5. Select your desired report/s
6. Click on Download

CENTOGENE AG

Am Strande 7
18055 Rostock,
Germany

Contact Details

Phone: +49 (0) 381 80 113 -416
Fax: +49 (0) 381 80 113 - 401

customer.support@centogene.com
www.centogene.com