Self referral portal

User guide for essential workers and other eligible persons to book a test at a regional testing site, mobile testing unit, or via home delivery

30th April 2020
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The Coronavirus National Testing Programme

The coronavirus pandemic presents a critical national challenge and testing for the virus is a central part of the Government’s response. One of the most challenging things about coronavirus is the uncertainty. Good-quality testing can help provide us with greater certainty. It’s a big part of how we’re going to defeat this disease.

Our response so far:

As part of the government’s 5-pillar strategy for coronavirus testing, testing essential workers who have coronavirus-like symptoms to see if they currently have the virus has been a priority, and our aim is that anyone who needs such a test is able to have one.

To support this, we are establishing a nation-wide network of drive-through regional testing and have also recently introduced mobile testing units and home testing. We are continuously increasing capacity at testing sites and expanding the number of home tests available to enable access to testing for eligible groups of people.

In the last week, a self referral portal has gone live to make the process of registering for and booking a test easier for essential workers.

In the last few days, eligibility criteria for testing has also been expanded to cover a wider range of groups (further information about who can access testing is covered on slide four of this pack).

Self referral portal:

The self referral portal can be accessed here www.gov.uk/coronavirus. Essential workers and other eligible groups are able to register and book a test for themselves and/ or their household member(s) if they have coronavirus-like symptoms.

There are three ways to get a test via the self referral portal:

1) Book an appointment at a regional testing site
2) Book an appointment at a mobile testing unit
3) Request a home delivery test
What is the self referral portal and who is eligible for a test?

- The self referral portal is a secure portal that allows eligible people to register their details and book a coronavirus test. Eligible people include:
  - All essential workers including NHS and care workers with symptoms
  - Anyone over 65 with symptoms
  - Anyone with symptoms whose work cannot be done from home
  - Anyone with symptoms of coronavirus who lives with those identified above
  - Care workers and residents in care homes (with or without symptoms)
  - NHS workers and patients without symptoms where there is a clinical need in line with NHS England guidance


- Note: those who are asymptomatic, (have no coronavirus symptoms), should not use the self referral portal to book a test

- There are three ways to get a test via the self referral portal:
  1. Regional testing site
  2. Mobile testing unit
  3. Home delivery

- Initially, numbers have been limited for the home delivery route but these have been increased over time and will continue to do so over the next few weeks.
How will self referral work for regional testing sites and mobile testing units?

The following steps outline how eligible individuals can arrange a coronavirus test at a regional testing site or mobile testing unit:

1. The individual will click on the link and register either their details (if they have symptoms) or household member(s) with coronavirus-like symptoms. The individual or household member(s) will be added to a list, and depending on capacity at regional testing sites and mobile testing units, will be invited to book an appointment for a test.

2. The individual(s) being tested will receive a text message inviting them to book an appointment. The text message will contain a link to the appointment booking system and a unique 16 digit code.

3. The individual will click on the text message link and be directed to the appointment booking system where they will be asked to enter their unique 16 digit code. They will then be able to book a specific appointment for a coronavirus test at a regional testing site or mobile testing unit.

4. Each individual being booked a test will receive a confirmation of their appointment via text message and email. These will contain a QR code, which will need to be shown to security at the regional testing site or mobile testing unit. A QR code will be required per-person being tested, either on a smartphone or on a printed copy of the email.
How will self referral work for home testing?

The following steps outline how eligible individuals and their household members can arrange for a coronavirus test(s) to be delivered to their home:

1. The individual will click on the link and register their details, via the online self referral portal. These details will be used to verify the identity of the individual before they order their test(s) for delivery. If the eligible person has access to their work email they should use this to support with the verification process.

2. The individual will then receive an email with a one-time code. If the email address cannot be verified we will need them to complete a short verification check through TransUnion. Alternatively, the eligible person can choose to apply for a test at a drive-through regional testing site.

3. The individual will then be able to request up to five tests for members of their household displaying symptoms of the coronavirus. Order details should then be reviewed and confirmed.

4. The individual will receive a confirmation of their order by email, as well as details of what to do next. Tracking details for their delivery will also be provided. Once the individual receives their test kit they should follow the instructions provided.
How to choose a testing route
Process overview for choosing a testing route

Below is an overview of the process that individuals with coronavirus-like symptoms should take in order to choose a testing route via the self referral portal:

1. Enter the self referral portal and check eligibility
2. Confirm who is being tested and choose a testing route
3. Once a testing route has been selected, follow the steps to complete registration

These steps are laid out in the following slides, with accompanying screenshots
1. Enter the self referral portal and check eligibility

1. Go to the self referral portal by entering the following web address into your web browser (do not use Internet Explorer to access):
www.gov.uk/coronavirus

Please read the information provided on the landing page.
• Only eligible people and their household member(s) should proceed to register for coronavirus testing. For details of eligibility please go to: https://www.gov.uk/guidance/coronavirus-covid-19-getting-tested.

Click the appropriate link reflecting your eligibility as either an essential work or other eligible person. If you are an essential worker you will be presented with screenshot C and will click ‘Start now’ to continue registration. If you are otherwise eligible you will be taken to screen D.

Check to see if you or your household member(s) are eligible to take a coronavirus test.
Click ‘Ok, I qualify’ to continue to registration.
2. Select how you want to take the test

Choose where the individual(s) would like to take the coronavirus test, either at a testing site, or at home via a home test kit.

Once selected, click ‘Save and continue’.
If you choose the **regional testing site or mobile testing unit** route go to slide 12

If you choose the **home testing** route go to slide 27
Regional testing site and mobile testing unit: step by step guidance
How to register for a test at a regional testing site or mobile testing unit
Process overview for regional testing site and mobile testing unit registration

Below is an overview of the process that **eligible persons** should take in order to register for a coronavirus test via the self referral portal:

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<table>
<thead>
<tr>
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<th></th>
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<tbody>
<tr>
<td>1</td>
<td>Register personal details (for the individual being tested)</td>
</tr>
<tr>
<td>2</td>
<td>Verify details and submit registration</td>
</tr>
<tr>
<td>3</td>
<td>Receive an invitation to book an appointment</td>
</tr>
</tbody>
</table>

These steps are laid out in the following slides, with accompanying screenshots.
1. Register personal details (for the individual being tested)

Enter the individual's first and last name
Click 'Save and continue'

Enter the individual's mobile number
Click 'Save and continue'

Use the dropdown to select the reason why you are getting tested
Click 'Save and continue'
2. Verify details and submit registration

Check that the information entered for the individual is correct.

Click ‘Submit application’ when ready to submit registration.

A confirmation of the individual’s application is shown.

NEXT STEPS:
Look out for a text message with an invitation to book an appointment for testing. All registrations will be shortlisted for testing and when capacity at regional testing sites or mobile testing units allows, a text message for appointment booking will be sent. This could be immediately or in a few days depending on capacity.
3. Receive an invitation to book an appointment

- The individual will receive a text message from UK_Gov to invite them to book a specific appointment at a regional testing site or mobile testing unit.

- The individual will click the text message link and enter their unique 16 digit code to access the appointment booking system.
How to book an appointment at a regional testing site or mobile testing unit
Process overview for booking an appointment

Below is an overview of the process that essential workers should take in order to book an appointment for a coronavirus test at a regional testing site or mobile testing unit:

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Access the appointment booking portal</td>
</tr>
<tr>
<td>2</td>
<td>Enter personal details for the individual being tested</td>
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<tr>
<td>3</td>
<td>Enter NHS number, if applicable</td>
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<tr>
<td>4</td>
<td>Add household member(s) to the booking</td>
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<tr>
<td>5</td>
<td>Choose a regional testing site or mobile testing unit and time to be tested</td>
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<tr>
<td>6</td>
<td>Verify details and submit appointment booking</td>
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<tr>
<td>7</td>
<td>Receive appointment confirmation email and text message</td>
</tr>
</tbody>
</table>

These steps are laid out in the following slides, with accompanying screenshots.
1. Access the appointment booking portal

Book a drive-through test

You can now have a coronavirus (COVID-19) test.

The test is only for people who have symptoms of coronavirus – whether that’s you, or someone you live with. It involves taking a swab sample from your nose and throat.

While you wait for your results, you must self-isolate. If you’re unwell, check your symptoms.

Your test result turns out to be negative:
- you are well enough
- you have not had any symptoms
- you are not the only person in your household to have a test

Your test result turns out to be positive:
- you need to continue to self-isolate

Your results are in.
- The next appointment is in 2 weeks.
- If you fall ill in the 2 weeks, you need to book a test again.

Check if you live with someone else who’s also had a test:
- Who is eligible for a test
- What to do if you’re unwell
- What to do if you’re positive

Check if you need a test in the last 3 days:
- What happens at the regional testing site and mobile testing unit
- The information that you need to complete your appointment booking

Click ‘Start now’ to begin your appointment booking registration

Read the information on the appointment booking page. Check you understand:
- Who is eligible for a test
- What happens at a regional testing site and mobile testing unit
- The information that you need to complete your appointment booking

Click ‘Start now’ to begin your appointment booking registration

What’s your invitation code?

This is the 16 digit code you received in the text message we sent you.

Input your unique 16 digit number. This can be found on the text message sent, inviting you to book an appointment.
2. Enter personal details for the individual being tested

Enter the individual’s personal details:
C. Car registration
D. Date of birth
E. Name and gender
F. Email address
G. Mobile number

Click ‘Save and continue’ to progress through the appointment booking.
3. Enter NHS number, if applicable

Enter the individual’s NHS number, if applicable.

Click ‘Save and continue’ to progress through the appointment booking system.
4. Add household member(s) to the booking

An individual (adult or child aged 5 or over) with coronavirus symptoms living in the same household as an eligible person can be invited for testing.

Check the eligibility for testing before booking anyone for a test.

Provide personal details of the household member(s), information required:
- Name and gender
- Date of birth
- Email address
- Mobile number

Check the information provided for household members is correct.

Click ‘Save and continue’ to progress to the appointment booking.

If only the eligible person registered needs a test, proceed to appointment booking by clicking on ‘Book appointment’.
5. Choose a regional testing site or mobile testing unit and time to be tested

Find a test site
Put in your home (UK) postcode to find a test site near your home.

Enter your post code to find a regional testing site or mobile testing unit near you. Click ‘Find site’

Choose from the list of regional testing sites and mobile testing units available. Click ‘See available times’

Select a time for an appointment Click ‘Save and continue’
Verify details and submit appointment booking

Check that the information entered is correct.

Click ‘Confirm appointment’ when ready to confirm the appointment.

Next steps:
A confirmation of the individual's appointment booking is shown.

A text message and email will be sent to each individual confirming the appointment booking. The email and text message will contain a QR code which will need to be shown to security when entering the regional testing site or accessing the mobile testing unit. Each person coming for testing will need to be able to show their own QR code.

Confirm your appointment

Appointments details

Test site: North London Test site,
125 testing lane,
Highbury & Islington
Date and Time: 12 Apr 2020, 11am—12pm

People confirmed for testing:

- Bob Smith
  - Email: Bsmith@email.co.uk
  - Phone: 07771 900 900
- Pete Smith
  - Email: Bsmith@email.co.uk
  - Phone: 07771 900 900
- Laura Smith
  - Email: Bsmith@email.co.uk
  - Phone: 07771 900 900
- Kate Smith
  - Email: Bsmith@email.co.uk
  - Phone: 07771 900 900

Check these details carefully before you confirm your appointment. You cannot change the appointment once it has been confirmed.

Confirm your appointment
7. Receive appointment confirmation email and text message

- Individuals who have successfully booked a specific slot at a regional testing site or mobile testing unit will receive an email and text confirmation.

- Individuals will need to bring the QR code, either on their smartphone or printout of the email, to their coronavirus test appointment.

- Security will ask to see the QR code at the testing site gate - a QR code will be required per-person being tested.

- The QR code will also be scanned and attributed to the individual’s coronavirus test.

You are booked for a coronavirus (COVID-19) test. **Show this code** when you arrive. You’ll need it to enter the test centre.
Home testing: step by step guidance
How to order a home test kit
# How to order a home test kit

Below is an overview of the process that individuals should take in order to request order testing kits for home delivery:

| 1 | Access the home kit ordering portal |
| 2 | Enter personal details |
| 3 | Verify email address |
| 4 | Verify your identity (if applicable) |
| 5 | Provide details for ordering home testing kit(s) |
| 6 | Receive order confirmation details |

These steps are laid out in the following slides, with accompanying screenshots.
1. Access the home kit ordering portal

Read the information on the home testing booking page:

- **Who is eligible for a test, including the guidance for different age groups**

Key information needed to complete the home test kit ordering process:

- **An email address that you can access and check regularly**

Click ‘Start now’ to begin the Home Test Kit ordering process

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Help using the service

If you have any questions, contact our Service Desk on 0300 303 2713.

Lines are open from 8am to 8pm and this is free to call from mobiles and landlines.
2. Enter personal details

Enter the personal details of the individual (with symptoms of coronavirus) to be tested:

Name
Date of birth
Address where you are self-isolating and want to receive the test kit
Mobile number
Email address

Click ‘Continue’ to progress through the home test booking process
3. Verify email address

C. Click send code to receive a one-time email passcode

D. Locate the one-time password sent to your chosen email address

E. Enter the one-time code and click 'Confirm and continue'

We'll send a confirmation code to Bsmithlonglong@email.co.uk

To continue, you must confirm your email address.

Dear Bob Smith

Your one-time passcode is:

Enter this code into the form to continue with the order process.

Thank you,
NHS-X
4. Verify your identity (if applicable)

We could not confirm your details.

To confirm your identity, we need to share the information you’ve given us with TransUnion. This will be used to check your credit information from one of the main credit reference agencies. This will enable us to confirm your identity to help prevent fraudulent use of testing services.

This is not a credit check and won’t impact your credit rating.

If we are not able to confirm your details, we will need to complete a short verification through the TransUnion Service.

Alternatively, you can choose to request a test at a drive-through centre if you do not wish to complete the identity verification check.

If we cannot verify your details, you will still be able to book a test by choosing the drive-through test centre option.
5. Provide details for ordering home testing kit(s)

Up to 5 kits can be requested for people in your household who are showing symptoms of coronavirus.

Note the age-related guidance for administering a test. Home test kits can only be used on people aged 5 years and older.

Add additional names by clicking the 'add person' button. When all individual’s details have been included, click continue to view the order summary.

Review the order summary, ensuring that details are correct.

Confirm you agree to the Terms and Conditions.

Place the order.
6. Receive order confirmation details

A confirmation of your order will be displayed

We will send a confirmation email including details on next steps

Please take note of the instructions on the confirmation page.

It is important to carefully read and follow the detailed instructions included in the home test kit(s) when it arrives.

Using your test kit

Do the test any time from 9pm the night before the courier is due to arrive, to 7am on the day the courier arrives.

Follow the instructions (inside the test kit) on how to carry out the test.

You’ll need to take a swab sample from your nose and throat.

Place the used test inside the return packaging. Seal it up and attach the return label.