Self referral portal

User guide for essential workers to book a test at a regional testing site or via home delivery

24th April 2020

Contents

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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, we are testing essential workers who have coronavirus-like symptoms to see if they currently have the virus. Our aim is that anyone who needs such a test will be able to have one.

We are establishing a nation-wide network of drive-through regional testing sites, which eligible essential workers are able to use. We are also in the process of rolling out a limited number of home test deliveries.

Self Referral Portal:

From today we are launching a new self referral portal here **www.gov.uk/coronavirus**

essential workers will be able to register and book a test for themselves and/ or their household member(s) if they have coronavirus-like symptoms.

There are two ways to get a test:

1) Book an appointment at a regional testing site
2) Request a home delivery test

What is the self referral portal?

- The self referral portal allows essential workers who are self-isolating either because they or member(s) of their household have coronavirus-like symptoms, to register to be tested.

- It is a secure portal for essential workers to register their details and book a coronavirus test. There are two ways to get a test:

  1) Regional testing site
  2) Home delivery

- **Initially, numbers will be limited for the home delivery route.** This will increase over the next few weeks.

How will self referral work for regional testing sites?

The following steps outline how essential workers and their household member(s) can arrange a coronavirus test at a regional testing site:

1. The essential worker will click on the link and register either their details (if they have symptoms) or household member(s) with coronavirus-like symptoms. The essential worker or household member(s) will be added to a list and depending on capacity at regional testing sites, 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.

4. The individual 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. Only one QR code is required, either on a smartphone or a printed copy of the email.

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How will self referral work for home testing?

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

1. The essential worker 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 essential worker before they order their test(s) for delivery. If the essential worker has access to their work email they should use this to support with the verification process.

2. The essential worker 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 essential worker can choose to apply for a test at a drive-through centre.

3. The essential worker 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 you've selected a testing route, you can complete registration

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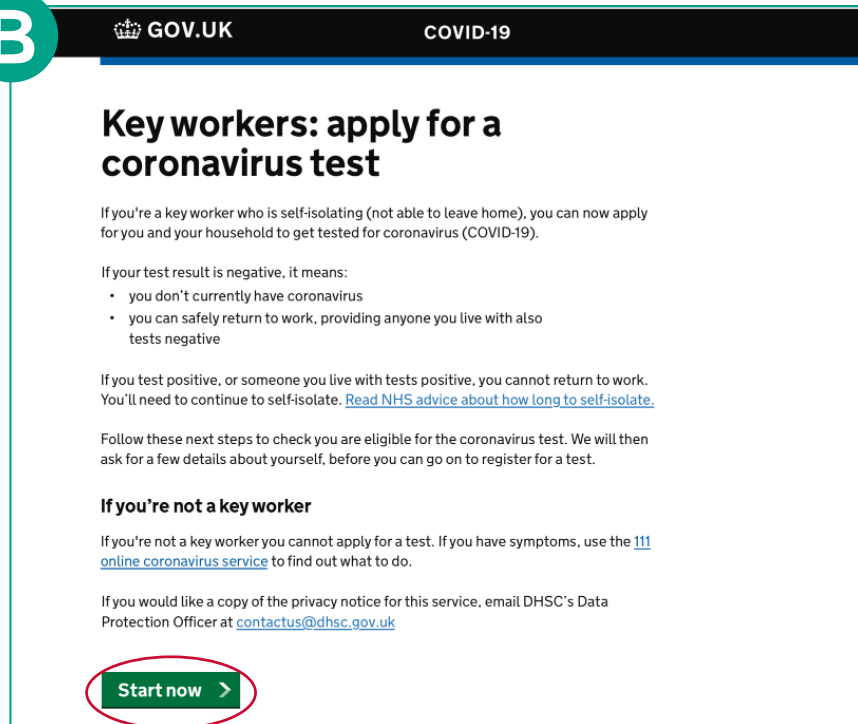
1. Enter the self referral portal and check eligibility

A

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

B

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Key workers: apply for a coronavirus test

If you're a key worker who is self-isolating (not able to leave home), you can now apply for you and your household to get tested for coronavirus (COVID-19).

If your test result is negative, it means:
- you don't currently have coronavirus
- you can safely return to work, providing anyone you live with also tests negative

If you test positive, or someone you live with tests positive, you cannot return to work. You'll need to continue to self-isolate. Read NHS advice about how long to self-isolate.

Follow these next steps to check you are eligible for the coronavirus test. We will then ask for a few details about yourself, before you can go on to register for a test.

If you're not a key worker

If you're not a key worker you cannot apply for a test. If you have symptoms, use the 111 online coronavirus service to find out what to do.

If you would like a copy of the privacy notice for this service, email DHSC's Data Protection Officer at contactus@dhsc.gov.uk

Start now ›

Please read the information provided on the self referral portal landing page.
- **Only essential workers and their household member(s) should proceed to register for coronavirus testing.**

Click 'Start now' to continue to registration.

C

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Check if you can have a coronavirus test

You can only apply for this test if you're a key worker who is self-isolating (not able to leave home) because:
- you have coronavirus symptoms
- you live with someone who has coronavirus symptoms

You should not apply for this test if you are not a key worker.

▸ Am I a key worker?

OK, I qualify

Check to see if you or your household member(s) are eligible for taking a coronavirus test.

Click 'Ok, I qualify' to continue to registration.

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2. Confirm who is being tested and how

D

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What is your current situation?

○ I'm a key worker who has coronavirus symptoms

○ I'm a key worker living with someone who has coronavirus symptoms

❗ It is a criminal offence to apply for a test through this portal by pretending you are a key worker. The maximum penalty if convicted of such an offence is 10 years imprisonment and a fine

[Save and continue]

Select the option that best describes your current situation, outlining who will require coronavirus testing.

Choose to register for a coronavirus test for either:
- A essential worker or
- essential worker householder member(s)

The individual ordering the coronavirus test should continue with registration Click 'Save and continue'.

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How do you want to take the coronavirus test?

○ **By visiting a drive-through test centre**
You'll need to have access to a car to use a local test centre

○ **By requesting a home test kit**
You can request up to 5 kits for your household

[Save and continue]

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** route go to slide 12

If you choose the **home testing** route go to slide 28

Regional testing site: step by step guidance

How to register for a test at a regional testing site

Process overview for regional testing site registration

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

1	Register personal details (for the individual being tested)
2	Verify details and submit registration
3	Receive an invitation to book an appointment

These steps are laid out in the following slides, with accompanying screenshots

1. Register personal details (for the individual being tested)

A

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What's your name?

First name

Last name

► Why are we asking for this?

Save and continue

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

B

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What's your mobile number?

Mobile telephone number

Confirm mobile telephone number

► Why are we asking for this?

Save and continue

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

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Who is your employer?

Select an employer

► Why are we asking for this?

Save and continue

Enter the individual's employer
Click 'Save and continue'

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2. Verify details and submit registration

D

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Check your answers

Current situation	I'm a key worker who has coronavirus symptoms	Change
Name	Bob smith	Change
Mobile number	07830 847 751	Change
Employer	NHS England	Change

Submit application

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 testing sites allows, text message for appointment booking will be sent. This could be immediately or in a few days depending on capacity.

E

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Application submitted
12 April 2020, 11.24am

Your details

Current situation	I'm a key worker who has coronavirus symptoms
Name	Bob smith
Mobile number	07830 847 751
Employer	NHS England

What happens next

You'll receive a text message when it's time to book your testing appointment. The text will usually arrive in a few moments, but may take longer at busy times

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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.

- The individual will click the text message link and enter their unique 16 digit code to access the appointment booking system.

You've been invited to have a coronavirus (COVID-19) test. Go to test-for-coronavirus.service.gov.uk/appointment to book your preferred time. You'll need to enter this code: XXXX-XXXX-XXXX-XXXX

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How to book an appointment at a regional testing site

NHS

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:

1	Access the appointment booking portal
2	Enter personal details for the individual being tested
3	Enter NHS number, if applicable
4	Add household member(s) to the booking
5	Choose a regional testing site and time to be tested
6	Verify details and submit appointment booking
7	Receive appointment confirmation email and text message

These steps are laid out in the following slides, with accompanying screenshots

1. Access the appointment booking portal

A

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Key workers: book a test

You're invited to book a coronavirus (COVID-19) test. This is because we believe you're a key worker who is self-isolating (not able to leave home).

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 (and anyone you live with) must continue to self-isolate. Read NHS advice about how long to self-isolate.

If your test result turns out to be negative, you can safely return to work, as long as:

- you are well enough
- you have not had a high temperature for 48 hours
- anyone you live with also tests negative

If you test positive, or someone you live with tests positive, you cannot return to work. You'll need to continue to self-isolate.

If your condition gets worse, or you do not get better after 7 days, use the NHS 111 online coronavirus service. Only call 111 if you cannot get help online. For a medical emergency dial 999.

You'll have the test at a drive-through test centre. This means you'll need to drive there (a household member can drive you, if necessary). If this is not possible, get in touch with your NHS Trust or employer.

If you live with other people who also have coronavirus symptoms, they should join you for testing. You'll need to include their details on this form.

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

Click 'Start now' to begin your appointment booking registration

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What's your key worker invitation code?

Key worker invitation code

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

| ___ | - | ___ | - | ___ | - | ___ |

Save and continue

Input your unique 16 digit number. This can be found on the text message sent, inviting you to book an appointment

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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

C

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What's your vehicle registration number?

Registration number (number plate). For example, CU57ABC
This must be the number plate of the vehicle you'll use to visit the test centre. It does not have to be registered in your name, just as long as it's the vehicle you turn up in.

If you do not have access to a vehicle, or you cannot drive, get in touch with your NHS Trust or employer. You cannot turn up on foot or in a taxi.

Save and continue

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What's your date of birth?

For example, 31 3 1980

Day   Month   Year

Save and continue

E

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What's your name and gender?

First name

Last name

Gender
○ Male
○ Female

Save and continue

F

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What's your email address?

We'll email your test centre pass to this email address. You can print this out or bring a copy of it on your mobile phone.

Email address

Confirm email address

Save and continue

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What's your mobile number?
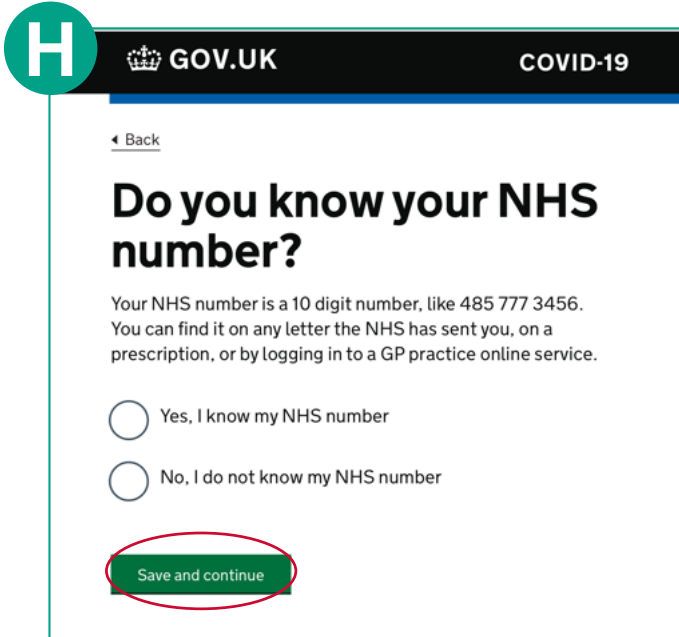
We'll text your test centre pass and your test results to this number.

Mobile telephone number

Confirm mobile telephone number

Save and continue

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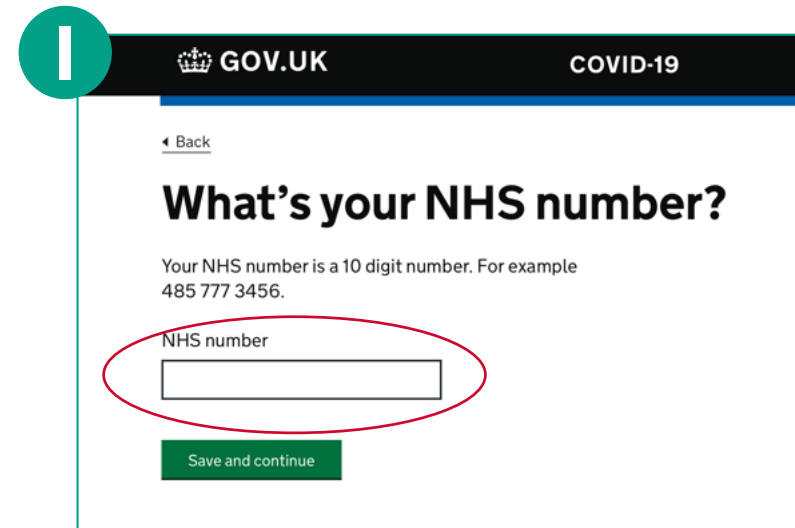
3. Enter NHS number, if applicable

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

J

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

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

K

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 essential worker registered needs a test, proceed to appointment booking by clicking on 'Book appointment'

5. Choose a regional testing site and time to be tested

L

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Find a test centre

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

Postcode

[   ]

[Find a centre]

Enter your post code to find a regional testing site near home.
Click 'Find site'

Choose from the list of regional testing sites available. Click 'See available times'

Select a time for an appointment
Click 'Save and continue'

M

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Test centres near RM6 76D

Choose a test centre

❗ **Some test centres are for over 18s only**

Your nearest test centre is:

◉ **North London Test centre (0.5 miles away)**
    Over 18s only

　125 testing lane
　Highbury & Islington
　RM4 3RS

　54 slots available in the next 5 days.

Other test centres:

See closer test centres

○ **South London test centre (0.8 miles away)**

　125 Sun road
　Edgware
　RM4 3RS

　54 slots available in the next 5 days.

○ **East London test centre (2 miles away)**

　125 testing lane
　Highbury & Islington
　RM4 3RS

　54 slots available in the next 5 days.

○ **West centre name (5 miles away)**

　125 testing lane
　Chelsea
　RM4 3RS

　54 slots available in the next 5 days.

See further away test centres

[See available times] [Change search area]

N

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Choose a time

North London Test centre
125 testing lane
Highbury & Islington
RM4 3RS

Available test times for your household

When booking a test, please be aware that:

- you must turn up on time
- it usually takes no more than 10 minutes to test each person
- if there is more than one of you to be tested, you'll have to wait a bit longer so that each person can be tested
- you may have to wait to be tested, but you should not expect to be at the test centre for any more than an hour

See previous day

Saturday 17th March

○ 8am—9am

○ 9am—10am

○ 10am—11am

○ 11am—12pm

◉ 1pm—2pm

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6. Verify details and submit appointment booking

O

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Confirm your appointment

Appointment details

Test centre	North London Test centre	Change
	125 testing lane	
	Highbury & Islington	
	RM4 3RS	
Date and Time	12 Apr 2020: 11am—12pm	Change

People confirmed for testing

Bob Smith	Bsmith@email.co.uk	07771 900 900
Pete Smith	Bsmith@email.co.uk	07771 900 900
Laura Smith	Bsmith@email.co.uk	07771 900 900
Kate Smith	Bsmith@email.co.uk	07771 900 900

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

Confirm appointment

Check that the information entered is correct.

Click 'Confirm appointment' when ready to confirm the appointment.

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

NEXT STEPS:
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.

P

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Appointment booked

North London test centre, 125 testing lane, RM4 3RS

Vehicle: CU57ABC   Date: 12 Apr 2020   Time: 11am—12pm
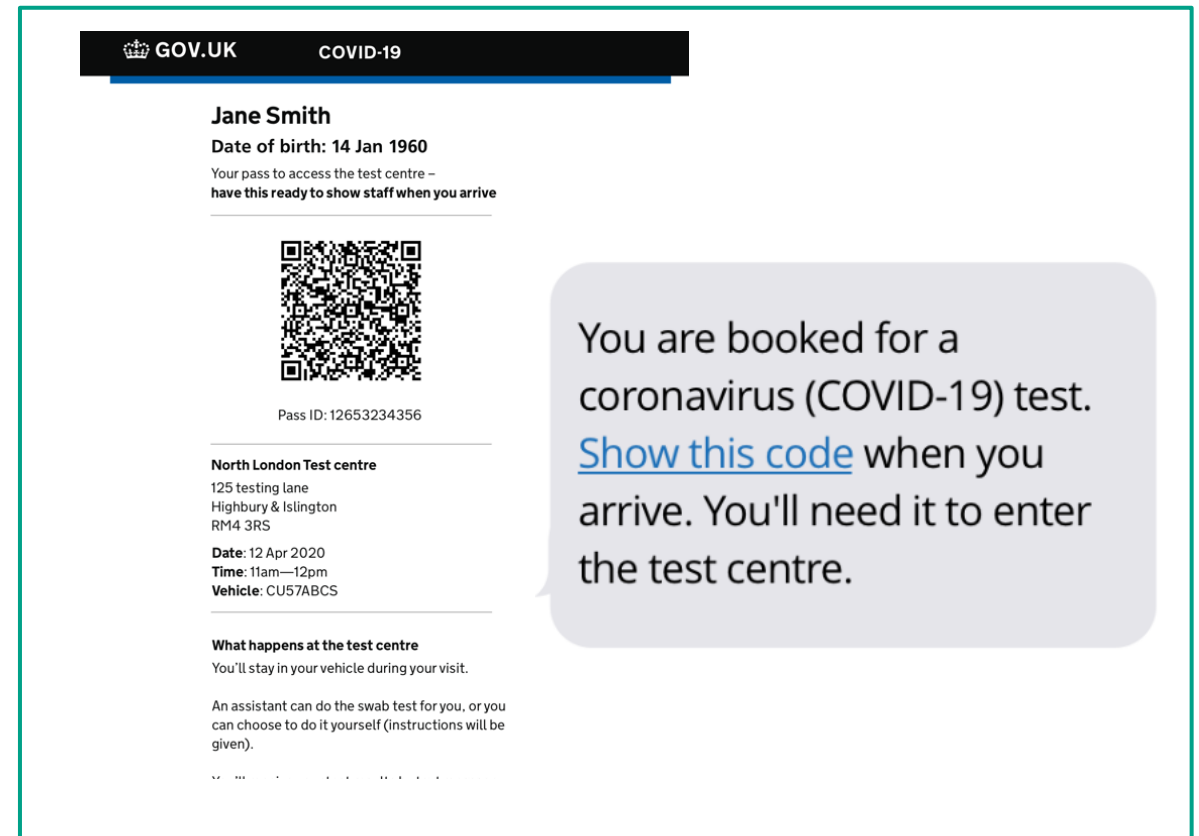
Bob Smith	Bsmith@email.co.uk	07771 900 900
Pete Smith	Bsmith@email.co.uk	07771 900 900
Laura Smith	Bsmith@email.co.uk	07771 900 900
Kate Smith	Bsmith@email.co.uk	07771 900 900

Your test centre pass

Your pass has now been emailed and texted to you. If you've booked a test for a household member, their pass has now been emailed and texted to them. Each pass contains a QR code and an ID number.

What happens at the test centre

You'll stay in your vehicle during your visit.

An assistant can do the swab test for you, or you can choose to do it yourself (instructions will be given).

You'll receive your test results by text message. Most people get their results within 48 hours, but it could take up to 5 days.

7. Receive appointment confirmation email and text message

- Individuals who have successfully booked a specific slot at a testing site 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.

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

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Jane Smith
Date of birth: 14 Jan 1960
Your pass to access the test centre –
have this ready to show staff when you arrive

Pass ID: 12653234356

North London Test centre
125 testing lane
Highbury & Islington
RM4 3RS

Date: 12 Apr 2020
Time: 11am—12pm
Vehicle: CU57ABCS

What happens at the test centre
You'll stay in your vehicle during your visit.

An assistant can do the swab test for you, or you can choose to do it yourself (instructions will be given).

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 essential workers should take in order to request order testing kits for home delivery:

1	**Access the home kit ordering portal**
2	**Enter essential worker personal details**
3	**Verify essential worker email address**
4	**Verify essential worker identity**
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:**
  - **A work or personal email address that you can access and check regularly**
  - **National Insurance Number**

Click 'Start now' to begin the Home Test Kit ordering process

2. Enter essential worker personal details

B

GOV.UK   Key Worker Coronavirus home testing

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Your details

First name

Last name

Date of birth
For example, 27 3 1980

Day   Month   Year

Address 1

Address 2

Town/City

Postcode

National Insurance number
It's on your National Insurance card, benefit letter, payslip or P60

Mobile number

Email address
Enter your work email address if you have access to it. We will use this to send you a code to verify your identity. If you do not have access to your work email, enter your personal email address instead

Continue

Enter the essential worker's personal details:

Name
Date of birth
Address where you are self-isolating
National Insurance Number
Mobile number
Email address (work email if accessible)

Click 'Continue' to progress through the home test booking process

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3. Verify essential worker email address

C

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

Confirm your email

◄ Back

To continue, you must confirm your email address.

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

Send code

Click send code to receive a one-time email passcode

D

NHS ×

Jay Heal Difrent <jay.heal@nhsx.nhs.uk>

Your Coronavirus home testing email verification code

Key Worker Coronavirus home testing <key.worker.coronavirus.home.testing@notifications.service.gov.uk> 27 March 2020 at 14:20
Reply-To: no-reply-key.worker.coronavirus.home.testing@nhsbsa.nhs.uk
To:

GOV.UK

Dear Bob Smith

Your one-time passcode is:

R6DQKVJP

Please enter this code into the form to continue with the order process.

Thank you,
NHS-X

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

E

GOV.UK   Key Worker Coronavirus home testing

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Confirm your email

We sent a confirmation code to Bsmithlonglonglong@email.co.uk

Enter the code to continue

Code

Confirm and continue

4. Verify critical worker identity

F

GOV.UK — Key Worker Coronavirus home testing

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 you do not want us to check your details with TransUnion, start again and choose to visit a drive-through test centre.

- ● Confirm my details via TransUnion
- ○ Start again and choose to visit a drive-through test centre

Continue

Click continue to proceed to the TransUnion Service or to book a drive-through test

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

Alternatively, the critical worker can choose to apply for a test at a drive-through centre if they do not wish to complete the identity verification check

G

GOV.UK — COVID-19 Key Worker Home Testing

We could not confirm your details.

If you believe you may have entered your details incorrectly, please start again.

If you have already tried to re-enter your details, you unfortunately will not be able to order a Home Test Kit online.

Please start again and choose to visit a drive-through test centre.

Next ›

If we cannot verify critical worker details they will still be able to book a test by clicking next and returning to the drive-through test centre option

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5. Provide details for ordering home testing kit(s)

H

I

A essential worker can request up to 5 test kits for members of their household who are displaying symptoms of coronavirus

Note the age-related guidance relating to test administration

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 the details are correct.

Read and confirm your understanding of the Terms and Conditions by clicking here

Place the order by clicking here

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NHS

6. Receive order confirmation details

J

GOV.UK   Key Worker Coronavirus home testing

Home Test Kit(s) ordered
We've sent you a confirmation email

Thank you for registering to take a COVID-19 Home Test.

We know that if you or a member of your household has developed COVID-19 symptoms, it will be a worrying time. The Government is introducing COVID-19 Home Testing to help key workers such as yourself understand whether you, or a member of your household, has COVID-19, and then make informed decisions on your health and when to return to work.

We want to reassure you that the test(s) being delivered to your home are:

- **Safe** – fully clinically validated and approved by the NHS;
- **Accurate** – providing the same results you would get if you were tested in hospital; and
- **Convenient** – delivered straight to your door, and collected the next day by courier (which the instructions will tell you how to book).

If, at any stage over the next few days, you, or a member of your household, cannot cope with the symptoms, your condition gets worse, or your symptoms do not get better after 7 days, use the NHS 111 online COVID-19 service. If you do not have internet access, call NHS 111. In a medical emergency, dial 999.

The essential worker will be presented with a confirmation of their order

Once completed, we will send a confirmation email including details on next steps

We will also send a separate e-mail containing tracking information for the order

K

When you receive your Home Test Kit, you will need to follow the instructions included to:

1. Book a free courier to collect your completed Home Test Kit. **You must do this as soon as you receive the kit.**
2. You must register your Home Test Kit online just before you take your test. **You will not receive your test results if you do not register your kit.**
3. Take a swab sample from your throat and nose.
4. Give your completed home test kit to the courier.
5. Receive your test results by text message or email (2-3 days after the test is collected by courier).

Reminder: Home Test Kit(s) are only for use for those aged 5 years and older.

Please take note of the instructions on the confirmation page.

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

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Frequently asked questions

Frequently asked questions

Eligibility for testing

To meet the testing criteria you must either be:

- An individual (adult or child) with coronavirus symptoms living in the same household as a essential worker

OR

- An essential worker, with coronavirus symptoms.

In addition, you should be in the first three days of the onset of your coronavirus symptoms at the time the swab is taken - although testing is considered effective up until day five.

No testing should be undertaken after day five, unless it's for a specific reason agreed on a case by case basis by local microbiologists.

For further guidance and advice, please visit: www.gov.uk/coronavirus-get-tested
Coronavirus Testing Helpdesk: 0300 303 2713