



Test and Trace

DIGITAL GUIDEBOOK FOR SCHOOLS AND COLLEGES

VERSION 2.4a

DHSC & DfE PROVIDED DIGITAL SOLUTIONS

Account setup: Register a Team Leader – Schools and colleges must first set up Team Leaders for the 'Log test site COVID-19 results service'.

Account setup: Team Leader Admin Portal - Log test site COVID-19 results service

A portal for Team Leaders to approve Testing Operatives, who will be recording test results at each site

Test registration: Lite registration

This is where an individual test subject registers online

Result capture: Log Results Website

Testing Operatives entering results using website on any device

Result delivery: Test Subject only

Test Subject receives SMS and email with result. Reported to National T&T, GP and Public Health of England (PHE)

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1

BEFORE YOU START TESTING

Contents

- Overview
- Onboarding
- Team Leader admin portal (For Team Leaders)

OVERVIEW

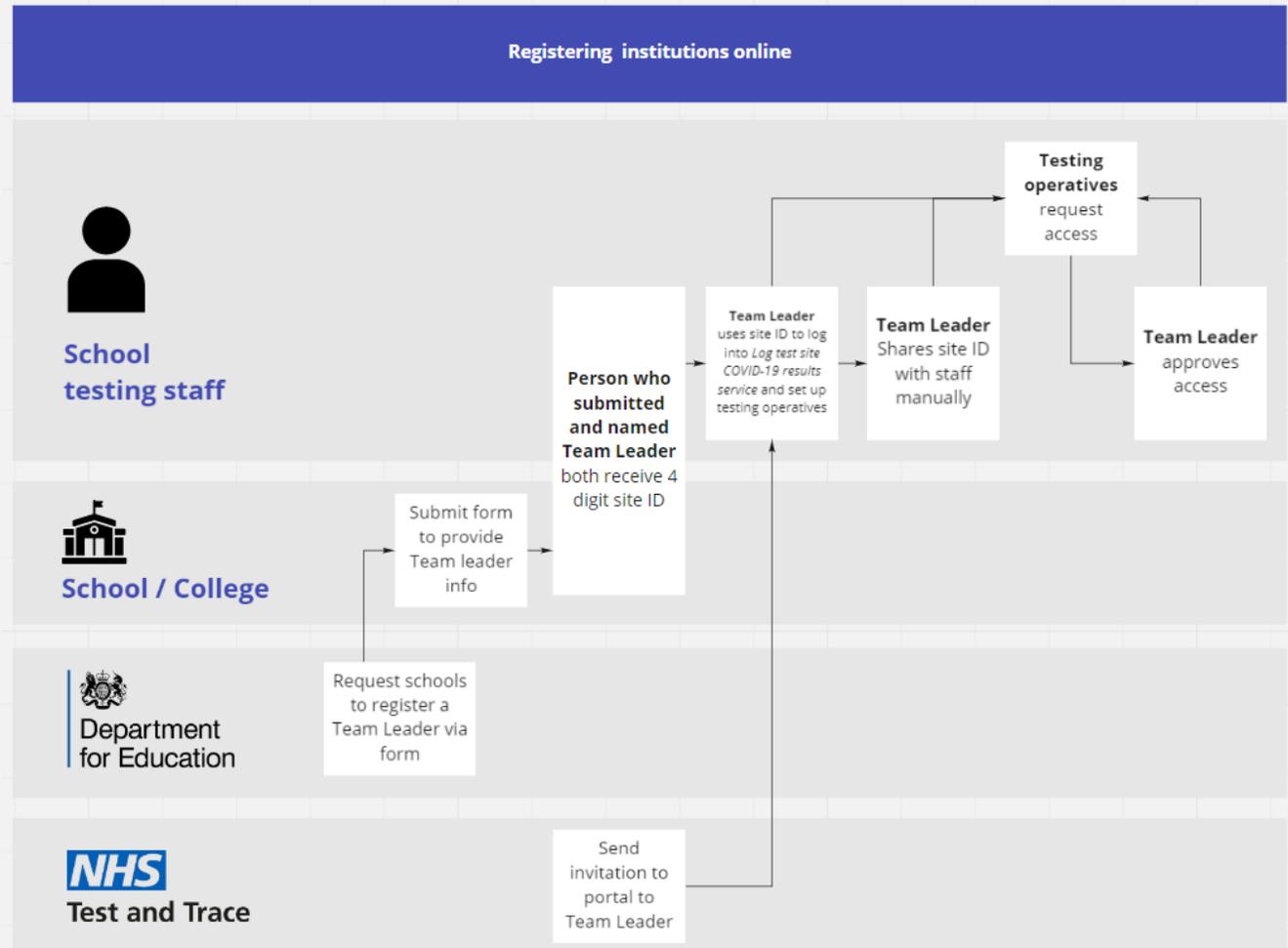
Before a school or college can start testing they must have Team Leader accounts setup for the 'Log a test site COVID-19 results service'. **This can take up to 48 hours so you should start this process as soon as possible.**

To do this:

1. Schools and colleges must register a Team Leader via the online registration form: <https://www.education.gov.uk/register-test-site-team-leader>
2. Registered Team Leaders will receive an email invitation to set up an account on the **Team Leader Admin Portal** (*Log COVID-19 Test Results Service*).
3. Once set up, Team Leaders will use the **Team Leader Admin Portal** to approve Testing Operatives, who will be recording test results at each site

ONBOARDING:

TEAM LEADER REGISTRATION



1

TO REGISTER AS A TEAM LEADER:

1. Go to <https://www.education.gov.uk/register-test-site-team-leader>
2. Log in using your DfE Sign-in account, by clicking 'Start now'
3. Enter your DfE Sign-in account details, and click 'Sign-In'

TEAM LEADER REGISTRATION

GOV.UK

BETA This is a new service - your [feedback](#) will help us improve it.

Register a team leader for your school or college rapid coronavirus (COVID-19) test site

Team leaders are responsible for the overall on-site operations at the test site. Team leaders can assign staff to record test results on the 'Log test site COVID-19 results service'.

It takes no longer than 5 minutes to register a team leader.

To complete this form, you'll need to:

- give the name, email address and mobile number of your designated team leader
- [get a DfE Sign-in account if you do not already have one](#)

Register multiple team leaders

We recommend that you register at least 2 team leaders. You can only register one team leader at a time. To register multiple team leaders, complete the registration form as many times as needed.

Select 'start now' to register a team leader via DfE Sign-in.

[Start now >](#)

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BETA This is a new service - your [feedback](#) will help us improve it.

DfE Sign-in

DfE Sign-in is the new way to access your DfE online services and has now replaced Secure Access.

Before you start

You'll need:

- **An existing DfE Sign-in account.**
This will be the email address and password you created when you first accessed DfE Sign-in.

Need help with DfE Sign-in?

- If you do not have a DfE Sign-in account, or are having problems using the DfE Sign-in service, you can view [DfE Sign-in help](#) for more information and assistance if required.

[Start now](#)

GOV.UK DfE Sign-in

BETA This is a new service - your [feedback](#) will help us to improve it.

Department for Education Sign-in

DfE Sign-in allows you to access several important services in the education sector, such as COLLECT.

Sign-in

Email address

Password
 [Forgetting your password?](#)

By continuing you accept the [terms and conditions](#).

[Sign in](#) [Create Account](#)

Need help? [See our DfE Sign-in help guides](#)

TEAM LEADER REGISTRATION

GOV.UK Logged in as

BETA This is a new service - your [feedback](#) will help us improve it.

Register a team leader for your school or college rapid coronavirus (COVID-19) test site

Your personal details and educational setting information

Your organisation
Langley Grammar School

The unique reference number (URN) of your educational setting
136521

Your name
Kieran Nellist

Your email address
kieran.nellist@education.gov.uk

[Continue](#)
[Back](#)

The user can the add the Team Leader and contact details of the team leader

Once signed in the service will confirm the details of the school and user from the DfE Sign-In account

GOV.UK Logged in as

BETA This is a new service - your [feedback](#) will help us improve it.

Register a team leader for your school or college rapid coronavirus (COVID-19) test site

Add your team leader details

Team leaders are responsible for the overall on-site operations at the test site.

First name

Last name

Email address
The Department for Education will send an email to the team leader to confirm that you invited them to carry out this role. They'll then get an invite to assign staff to record test results on the 'Log test site COVID-19 results service'.

Confirm email address

Mobile number
The team leader will get an invite to assign staff to record test results on the 'Log test site COVID-19 results service'.

Confirm mobile number

[Continue](#)
[Back](#)

TEAM LEADER REGISTRATION

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Check your answers

Select the 'back' link at the bottom of the page if you need to change your answers.

About you and your educational setting information

Your organisation: Langley Grammar School

The unique reference number (URN) of your educational setting: 136521

Your name: Kieran Nellist

Your email address: kieran.nellist@education.gov.uk

Your team leader details

First name: Mesut

Last name: Nellist

Email address: kieran.nellist@education.gov.uk

Mobile number: 07504294553

Submit your information

By submitting this form you are confirming that, to the best of your knowledge, the details you are providing are correct.

[Accept and send](#)

[Back](#)

Once submitted you will receive the following confirmation screen, including your 'Site ID'. The Site ID will be emailed to you but please also keep a note of this.

A confirmation screen will confirm the Team Leader details entered. Press 'back' if you notice and errors on the contact details, or 'accept and send' to submit the team leader details

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BETA This is a new service - your [feedback](#) will help us improve it.

Thank you for registering a team leader

Your reference number for this registration process is AF289504988

Your test site ID is
LGSC

Your team leader will also receive this by email. They'll need it to set up staff to record test results on the 'Log test site COVID-19 results service'.

What happens next?

You'll receive a confirmation email to kieran.nellist@education.gov.uk.

The Department for Education will send an email to the team leader to confirm that you invited them to carry out this role.

The team leader will also get a text and email from the 'Log test site COVID-19 results service', inviting them to set up their testing staff. This can take around 2 working days.

Register multiple team leaders

To register another team leader for your school or college test site, you should [fill in this form again](#).

We recommend that each test site has at least 2 team leaders.

BEFORE YOU START TESTING:

TEAM LEADER ADMIN PORTAL

(Log COVID-19 test results service)

OVERVIEW:

TEAM LEADER ADMINISTRATION SYSTEM

Log test site COVID-19 results service

WHAT IS IT?	<ul style="list-style-type: none"> • A portal for Team Leaders at a test site to securely manage access for testing operatives to log results.
WHAT DOES IT DO?	<ul style="list-style-type: none"> • Approve or revoke a Testing Operative to record results at their site
WHEN DO YOU USE IT?	<ul style="list-style-type: none"> • When a new Testing Operative joins or leaves the team
HOW DO YOU START USING IT?	<ul style="list-style-type: none"> • Register as a team leader: https://www.education.gov.uk/register-test-site-team-leader • Receive an email invitation to the service from NHS Test and Trace • Click a link to activate account (by resetting password) • Enter test site ID
HOW DO I ACCESS IT?	<p>Visit http://log-coronavirus-test-site-results.service.gov.uk/ and select 'I'm a Team Leader'</p>

1

TEAM LEADER ADMIN PORTAL: INVITATION

RECEIVE INVITE TO ADMIN PORTAL:

A Team Leader will receive an email invitation when they are added by NHS Test and Trace. The email will contain instructions to access the Team Leader Admin Portal, along with a text message confirming the temporary password for the account.

Selecting the link in the email will open the Test Site Results service.



You're invited to the log test site COVID-19 results service

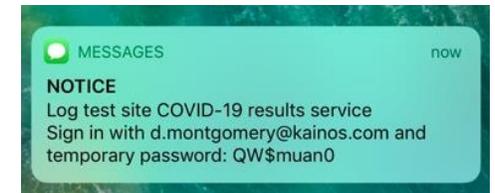
This service lets you manage test site access for new and existing staff. You can:

- approve or deny test site access for new staff
- approve or remove test site access for current staff and view if they're active or inactive

How to create an account

You'll receive a text with your temporary password. Use this to sign in with your email address as the username. Then reset your password to continue.

Start Now at <https://log-coronavirus-test-site-results.service.gov.uk>



2

LOGIN AND UPDATE PASSWORD:

Select 'I'm a Team Leader and log in with the temporary password received in the text message. First time users will need to change their password to complete setup of their account. A code will then be sent to your mobile number for authentication.

Passwords must contain:

- A lower case letter
- An upper case letter
- A special character
- A number
- At least 8 characters

TEAM LEADER ADMIN PORTAL:

ACCOUNT SET-UP

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Test Site Results

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[Back](#)

Choose your role

[I'm a team leader](#)
I approve or deny test site access for staff.

[I'm a testing operative](#)
I log coronavirus (COVID-19) test results at a test site.

[I'm an organisation manager](#)
I manage test sites and team leaders so that my organisation can log coronavirus (COVID-19) test results.

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Sign in with your email and password

Email

Password

[Forgot your password?](#)

Sign in

GOV.UK

Change Password

Please enter your new password below.

New Password

Enter New Password Again

Send

We have delivered the authentication code by SMS to +*****9742. Please enter the code to complete authentication.

Sign in

3

TEAM LEADER ADMIN PORTAL:

TEST SITE SELECTION

TEST SITE SELECTION:

Enter the site ID for your school or college test site and select 'Continue'.

The site ID will have been communicated to you via email, when you registered as a Team Leader using DfE Sign-In.

GOV.UK
Test Site Results
Sign out

ALPHA This is a new service – your [feedback](#) will help us to improve it.

What's the test site's ID?

Enter the 4 character test site ID. If you cannot find it, contact support.

Test site ID
For example, 'LEA4'

Continue

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Test Site Results
Sign out

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< [Back](#)

HAWK - 10018356 - Hawkinge House

Approve or deny test site access for new staff.

Approve or remove test site access for current staff and view if they're active or inactive.

Continue

Change test site ID

4

MANAGE TEST SITE OPTIONS

Team Leaders have the option to manage new Testing Operative access requests for the site, as well as to view and manage the Testing Operatives who currently have access to the test site.

HAWK - 10018356 - Hawkinge House

[Manage new staff site access \(4 requests\)](#)

Approve or deny test site access requests for new staff.

[View and manage current staff \(1 staff\)](#)

See if staff are active or inactive and approve or remove their test site access.

5

TESTING OPERATIVE SITE ACCESS REQUESTS

Team Leaders can view, approve and deny new site access requests from Testing Operatives. If approved, the user's access will be displayed in the Current Site Staff list.

4 requests

HAWK - 10018356 - Hawkinge House

Brian Smith DENIED
brians

Undo

Drew Montgomery ACTIVE
drewm

Undo

Karen Watson
kwatson

Approve

Deny

TEAM LEADER ADMIN PORTAL:

TEST SITE MANAGEMENT

6

CURRENT SITE TESTING OPERATIVES

Team Leaders can view, remove and re-approve site access for current Testing Operatives, with the current status of each operative shown via online 'Approved' or 'Inactive' status.

TEAM LEADER ADMIN PORTAL:

MANAGING CURRENT SITE STAFF

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Test Site Results
Sign out

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< [Back](#)

4 site staff

HAWK - 10018356 - Hawkinge House

Drew Montgomery drewm	APPROVED	Remove site access
John Brown johnbro	INACTIVE	Approve site access
Karen Watson kwatson	APPROVED	Remove site access
Sarah Hill sarahh	APPROVED	Remove site access

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Test Site Results
Sign out

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< [Back](#)

0 site staff

HAWK - 10018356 - Hawkinge House

There are no active staff for this site. Staff will appear here when their access has been approved.

2

DURING TESTING

Contents

- Overview
- Uploading test results (for testing operatives)
- Lite registration - *Register a coronavirus test (lateral flow test) service* (for test subjects)

DURING TESTING:

OVERVIEW

There are two digital solutions that support the testing process:

1. **Log Results Website:** For Testing Operatives to upload a Test Subject's test results to the national Test and Trace programme
2. **Lite Registration:** For Test Subjects getting tested to register their unique sample ID/barcode

	UPLOADING TEST RESULTS	LITE REGISTRATION
	<p>LOG RESULTS WEBSITE For Testing Operatives A website for Testing Operatives at a test site to scan the barcode on a completed LFT (Lateral Flow Test) test and submit its result to the relevant services.</p>	<p>LITE REGISTRATION For Test Subjects Used to register a LFT kit at a test site. This creates a link between the sample ID/barcode and the person's details.</p>
What does it do?	<ul style="list-style-type: none"> • Request approval to log results at a test site • Record test results, once approved 	<ul style="list-style-type: none"> • Register their test kit • Provide personal and contact details to be notified of their test result
When do you use it?	<ul style="list-style-type: none"> • During shift at test site 	<ul style="list-style-type: none"> • Each time they are tested at a test site (can be fast tracked with an NHS account)
How do you use it?	<ul style="list-style-type: none"> • Visit the URL http://log-coronavirus-test-site-results.service.gov.uk • Sign up by creating a username and password • Sign in and enter a test site ID • Request and await access to the start logging results 	<ul style="list-style-type: none"> • Visit URL given at test site (on registration card) • Assistance can be provided for individuals who need help

DURING TESTING:

UPLOADING TEST RESULTS (FOR TEST OPERATIVES)

UPLOADING TEST RESULTS:

LOG RESULTS WEBSITE OVERVIEW

LOG RESULTS WEBSITE:

The 'Log Results' website is accessible via a computer, tablet or smartphone. It enables Testing Operatives to input and communicate results to Test Subjects and mandatory organisations.

DEVICE OPERATING REQUIREMENTS:

- Staff can use any smartphone, tablet or computer that is connected to the internet (a camera is preferable to enable quicker and more accurate results submission, but it is not mandatory)
- The device may be provisioned by the organisation (e.g. the school or college) or by the testing operative (e.g. using a personal device).

MINIMUM BROWSER REQUIREMENTS

DESKTOP	MOBILE (ANDROID)	MOBILE (IOS)
Chrome 57+	Chrome 59+	-
Safari 11+	-	Safari 11+
Firefox 52+	Firefox 55+	-
Opera 44+	-	-
Edge 16+	-	-

1

LOG RESULTS WEBSITE:

The Test Site Operative must choose 'I'm a test site operative' on the starting page (<http://log-coronavirus-test-site-results.service.gov.uk/>) and proceed to 'Sign in' using their username and password.

If it is their first time accessing the website, they will need to select “Sign up” to create their username and password.

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Test Site Results

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< Back

Choose your role

I'm a team leader
I approve or deny test site access for staff.

I'm a testing operative
I log coronavirus (COVID-19) test results at a test site.

I'm an organisation manager
I manage test sites and team leaders so that my organisation can log coronavirus (COVID-19) test results.

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Sign in with your username and password

Username

Password

[Forgot your password?](#)

Sign in

Need an account? [Sign up](#)

GOV.UK

Sign up with a new account

Username

Name

Password

Sign up

Already have an account? [Sign in](#)

2

TEST SITE LOCATION:

The Test Site Operative then selects the test site location they will be logging results at on the selected day. This is a 4-character Site ID and will be provided by the Team Leader. Confirming this will send a request through to the Team Leader to approve.

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< Back

What's the test site's ID?

Enter the 4 character test site ID. If you cannot find it, ask your site coordinator.

Test site ID
For example, 'LEA4'

Continue

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< Back

Request access to HLCH - 10002103 - Heathlands Care Home

Continue to see if the site coordinator has approved your access request.

Continue [Change Site ID](#)

LOGGING TEST RESULTS PROCESS:

PREPARING THE DEVICE

3

LOGGING TEST RESULTS PROCESS:

WAIT FOR APPROVAL

GETTING APPROVAL

The 'Awaiting approval' page will be updated automatically when the user has been given access by their Team Leader. It will then allow them to start logging test results.

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[< Change site](#)

Demo User

HLCH - 10002103 - Heathlands Care Home

AWAITING APPROVAL

Your site coordinator has not yet given you access to this test site. If they approve access, you can start to log results.

Do not refresh this page. It will update automatically.

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[< Change site](#)

Demo User

BEDF - 10000099 - Bedford Care Home

APPROVED

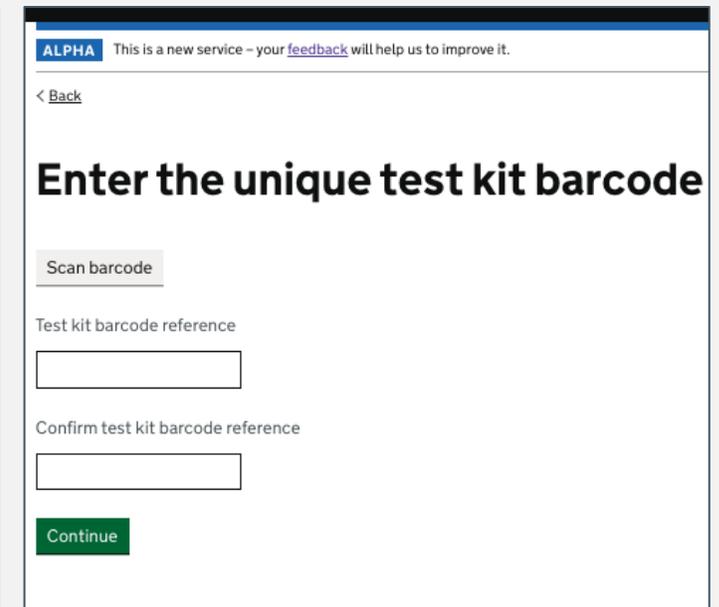
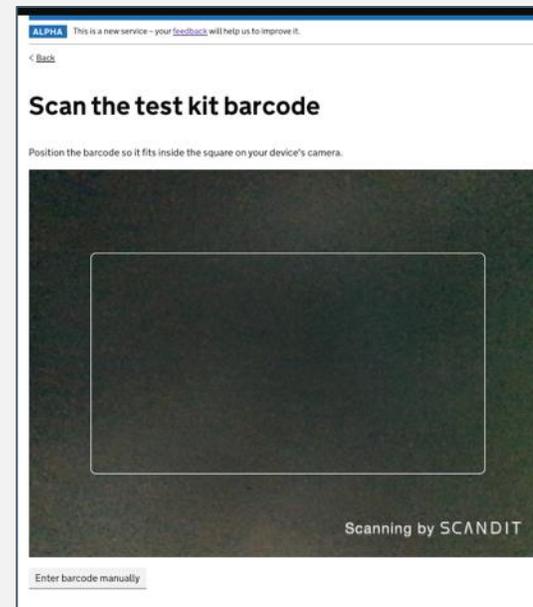
[Log test results](#)
You can now start to log COVID-19 test results at this test site.

4

SCAN BARCODE:

The Test Site Operative positions the device camera so that the barcode sits within the box. When the barcode is scanned successfully, they will be directed to the next page to log result.

There is an option to enter the barcode manually if the device doesn't have a camera to capture the barcode. The user will have to enter the barcode twice to ensure data accuracy.



LOGGING TEST RESULTS PROCESS:

SCANNING RESULTS

5

ENTER RESULTS:

The Test Site Operative selects the result of the test, and selects continue.

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< Back

What's the test result?

Negative

Void

Positive

[Continue](#)

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< Back

What's the test result?

Negative

Void

Positive

Make sure the test is positive before you proceed

[Continue](#)

6

REVIEW AND SUBMIT RESULTS:

A summary of the test result is shown to the Test Site Operator before they can submit the result. The Test Site Operative can change both the barcode and the Test result using the 'change' buttons. Once they are confident with the result they can 'Save and continue' and will be shown a successful 'Test result logged' page if the result was successfully submitted.

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< Back

Check your answers

Test kit barcode reference ABX12345678 [Change](#)

Test result Positive [Change](#)

[Save and continue](#)

ALPHA This is a new service – your [feedback](#) will help us to improve it.

Test result logged

ABX12345678
Positive

[Enter another result](#)

[Exit](#)

LOGGING TEST RESULTS PROCESS:

SUBMITTING RESULTS

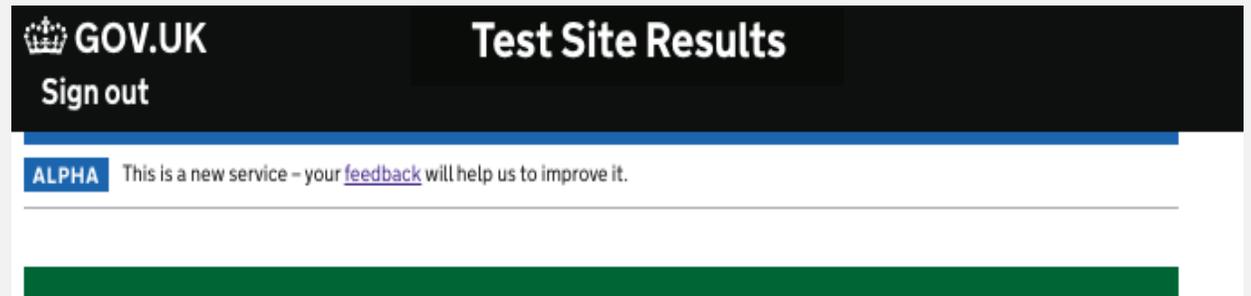
6

LOGGING TEST RESULTS PROCESS:

SIGNING OUT

SIGN OUT:

When the Test Site Operative finishes their shift they must Sign Out. This can be seen at the top left of each screen.



DURING TESTING:

LITE REGISTRATION (FOR TEST SUBJECTS)

TEST KIT REGISTRATION:

LITE

REGISTRATION

OVERVIEW

- *Lite Registration* is the digital solution for matching Test Subjects to their LFD (Lateral Flow Device) result
- Test Subjects are required to access the dedicated URL and enter their personal details and test kit barcode each time they are tested. It is expected that schools will provide help to test subjects if required. <https://gov.uk/enter-lateral-flow-test>
- The email address and mobile number provided here will be used to send the result of the test. Schools and colleges should ensure the email address and mobile match those details provided either on the consent form or emergency contact details held by the school or college.
- Test Subjects that are aged 13 and over can create accounts that save their details, so that they do not need to enter them each time they get tested. Test Subjects aged 12 and under should not create an NHS account.
- Test Subject registration may take between 5 to 15 minutes per person depending on the questions that they have to answer for their circumstances, their digital literacy, and whether they already have an 'NHS Login' account.
- Registration can happen from
 - no earlier than 24hrs in advance of the test and must be completed within
 - 24hrs after for individuals with positive and void results, or
 - 7 days after for individuals with negative results

TEST KIT REGISTRATION:

REGISTRATION DEVICES

Registration devices are optional devices that schools and colleges can provide for Test Subjects to register their test kit barcodes during the testing process.

OVERVIEW:

- Test Subjects are encouraged to use their own mobile devices for the registration process where possible
- Schools and colleges can choose to provide devices for registration if required
- Registration can be completed on any device (computer, tablet, phone) with an internet connection and browser
- Any device provided by the school or college used to support the registration process will have to be operated in 'private / incognito' mode (this is to protect the privacy of the Test Subjects, as it will prevent users going back to previous form entries or seeing form auto-fills with personal information)

1

START REGISTRATION:

Test Subjects need to register their unique barcode at <http://gov.uk/enter-lateral-flow-test>. This process will link them to their test sample and collect their contact details. Test Subjects should the guidance and tap “Start now”.

Register a coronavirus test (lateral flow test)

This type of test checks if you're currently infectious with coronavirus. It's called a lateral flow test.

Your sample will be taken and tested at the site and you'll get your results the same day.

To complete this form, you'll need:

- the barcode for the test you're registering (it starts with the letter 'L')
- a mobile number (for you or the person you're registering it for)

! Only use this service if the barcode on your test kit starts with the letter 'L'. If your barcode does not start with 'L', you need to [register your test kit using a different service](#).

Start now >

How we use your data

To find out how we use your personal data when you register for a coronavirus test, [read the coronavirus privacy note](#).

2

REGISTRATION TYPE:

Test Subjects can register a test kit for themselves or can be registered by someone else, for example a school or college, or a parent/carer.

Who are you registering a test for?

Myself

Someone else

Continue

LITE REGISTRATION PROCESS:

ONLINE PORTAL

3

LITE REGISTRATION PROCESS:

ACCOUNT REGISTRATION

ACCOUNT REGISTRATION:

Test Subjects, aged 13 or over, can create an account or log into their account by tapping “NHS Continue with NHS login”. If the Test Subject does not want to create an account, they can tap “Continue without NHS login”.

Register faster with a Test and Trace account

A Test and Trace account enables you to save your details, so you do not need to enter them next time.

You just need an email address and a mobile number to create an account. Or you can use your existing NHS login details, if you have them.

 Continue with NHS login

Continue without NHS login

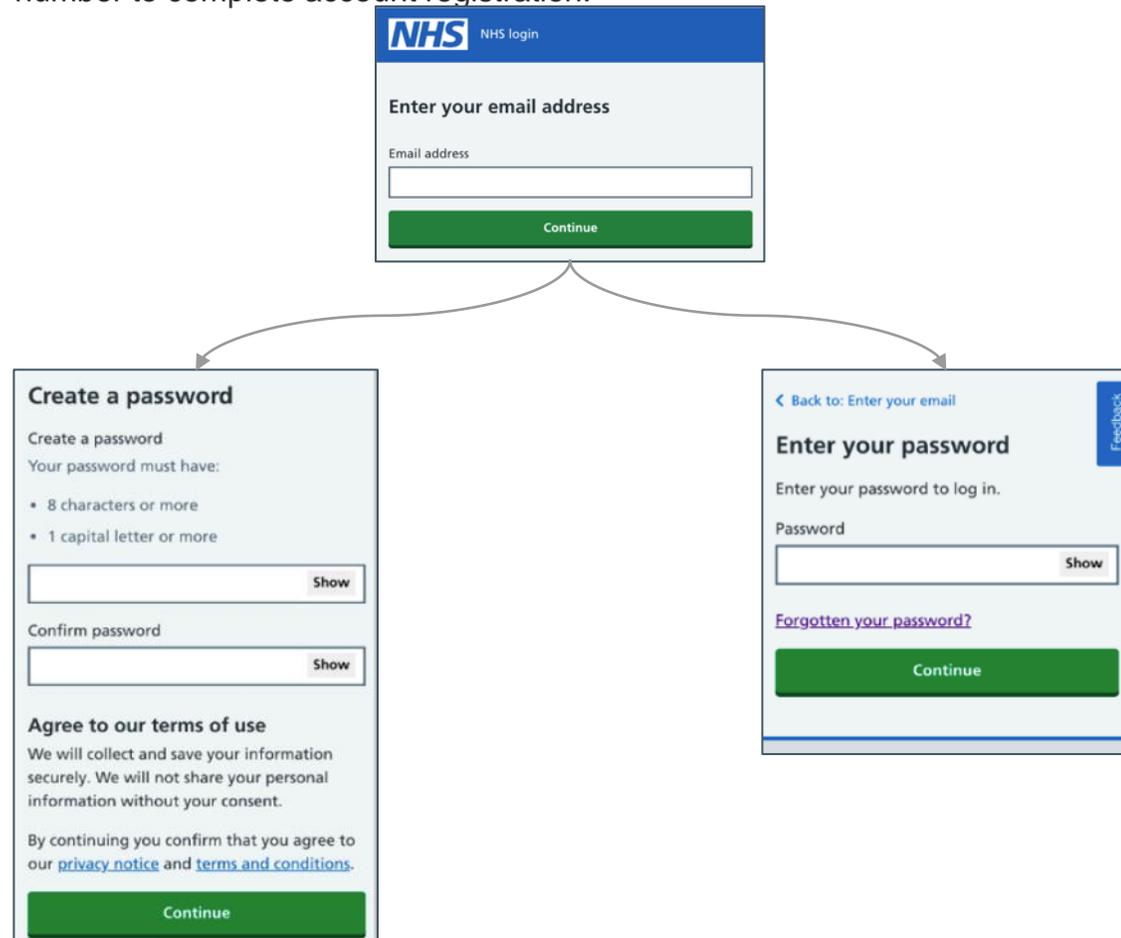
Test Subjects who do not want to create an account can skip to [step 6](#).

4

NHS LOG IN:

If a Test Subject, aged 13 or over, continues to “NHS Log in”, they will be asked to enter their email address. The system will check if the Test Subject has an account. If they have an account they will be asked for their password.

If they do not have an account, they will need to provide their mobile number to complete account registration.



LITE REGISTRATION PROCESS: NHS LOGIN PORTAL

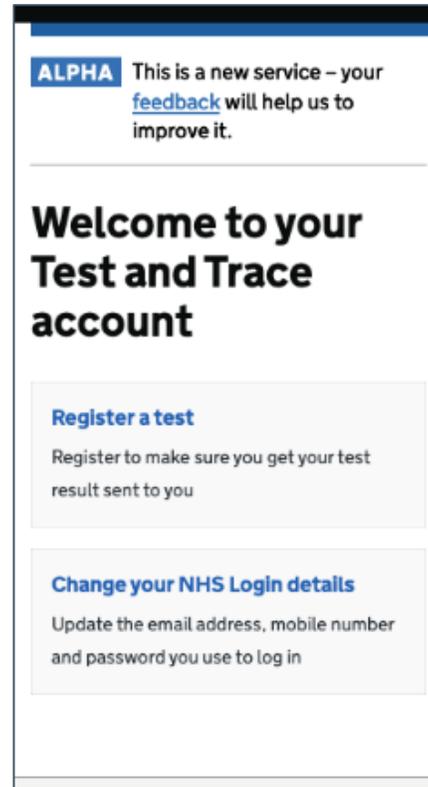
5

LITE REGISTRATION PROCESS:

ACCOUNT HOMEPAGE

ACCOUNT HOMEPAGE:

After the Test Subject logs into their account, or completes their NHS account registration, they will be taken to their account homepage. From here they Test Subjects can register their latest test kit.



6

TEST TYPE:

Test Subjects need to select 'At a test site'.

GOV.UK
Get a coronavirus test

ALPHA This is a new service – your [feedback](#) will help us to improve it.

< Back

Where are you taking your test?

At a test site

At home

Continue

7

TEST SITE ID:

Signage with the site ID should be put up around the site to support the Test Subjects as they register. The Team Leader will have the Site ID if required

Where are you getting your test?

Search for the name of your site below. If you can't find your site, ask a member of staff.

Site ID or name

Continue

Where are you getting your test?

Search for the name of your site below. If you can't find your site, ask a member of staff.

Site ID or name

- A
- AJLW - John Lewis MP1
- ALDM - De Montfort University
- ASCF - Sandyford Community Fire Station
- ASOT - Stoke-on-Trent City Council

LITE REGISTRATION PROCESS:

TEST SITE SELECTION

8

UNIQUE BARCODE:

Test Subjects then need to scan or manually enter their unique test barcode, this will link the Test Subject's test sample to their personal details.

Enter your unique test kit barcode

Use the camera on your phone or computer to scan your test kit barcode.

Or you can manually enter the 11 character reference below the barcode.

If you're using a home test kit, you'll find the identical barcodes inside your home test kit, either attached to the plastic vial, biohazard bag and return box or loose for you to stick on yourself (please read instructions).

These are different from your pre-paid Royal Mail return package barcode on your box.

If you have a Randox test kit, manually enter the 9 or 10 character unique reference number (URN) on the label.

▶ [What does the barcode look like?](#)

▶ [What does the Randox URN look like?](#)

Scan my barcode

Test kit barcode reference or URN

Confirm test kit barcode reference or URN

Continue

9

DATE AND TIME OF TEST:

The Test Subject will then be asked to enter the date and time that they are taking the swab sample.

Test Subjects with accounts, who have previously gone through this process and registered a test kit can skip to [step 11](#).

LITE REGISTRATION PROCESS:

BARCODE AND TEST DETAILS

10

ADDITIONAL PERSONAL DETAILS:

Test Subjects will need to provide the following details:

- Name
- Gender
- Date of birth
- Ethnic group
- Details of recent travel to work or place of education

Depending on what a Test Subject answers to certain questions, they may be required to answer additional questions.

11

COVID SYMPTOMS:

Test Subjects need to confirm if they have coronavirus (COVID-19) symptoms.

Test subjects with accounts, who have previously gone through this process and registered a test kit can skip to [step 13](#).

12

CONTACT DETAILS:

Test Subjects will need to provide the following details:

- Contact email
- Contact mobile phone number
- Home address

LITE REGISTRATION PROCESS:

ADDITIONAL DETAILS

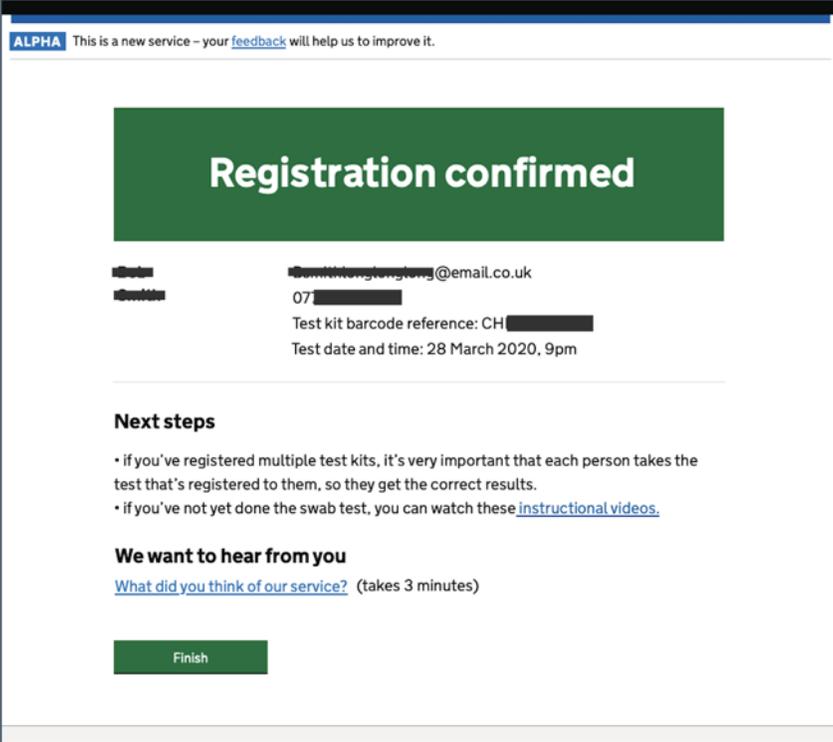
13

LITE REGISTRATION PROCESS:

TEST KIT REGISTRATION COMPLETE

REGISTRATION COMPLETE:

The Test Subject has now completed registration for their test kit.



ALPHA This is a new service – your [feedback](#) will help us to improve it.

Registration confirmed

077 0000 0000
077 0000 0000@email.co.uk
077 0000 0000
Test kit barcode reference: CH 0000000000000000
Test date and time: 28 March 2020, 9pm

Next steps

- if you've registered multiple test kits, it's very important that each person takes the test that's registered to them, so they get the correct results.
- if you've not yet done the swab test, you can watch these [instructional videos](#).

We want to hear from you

[What did you think of our service?](#) (takes 3 minutes)

Finish

3

TEST RESULTS

Contents

- Overview
- Positive Test Result
- Negative Test Result
- Void or Invalid Test Result
- Tracking positive results in schools and colleges

NOTIFICATION OF TEST RESULTS: **OVERVIEW**

The Test & Trace systems will link the test Test Subject's registration record with their test result, by using the data from the 'Lite Registration' and 'Log Results' services.

RECEIVING THE RESULT:

- Result will be sent to the Test Subject via SMS and/or e-mail
- Results will be communicated within a day of the test

NOTIFICATION OF TEST RESULTS: POSITIVE TEST RESULT

NHS COVID-19 Notification:
Dear **[Full name]**
Birth date **[Date of birth]**
Test date **[Date of test]**

Your coronavirus test result is positive. This means it's likely you were infectious when the test was done.

You must take a follow-up test today, or as soon as possible, to confirm the result.

Follow the instructions you were given to take your follow-up test. If you were not given instructions, go to www.gov.uk/get-coronavirus-test to book your test. Choose a test site if you can, it's faster than a home test.

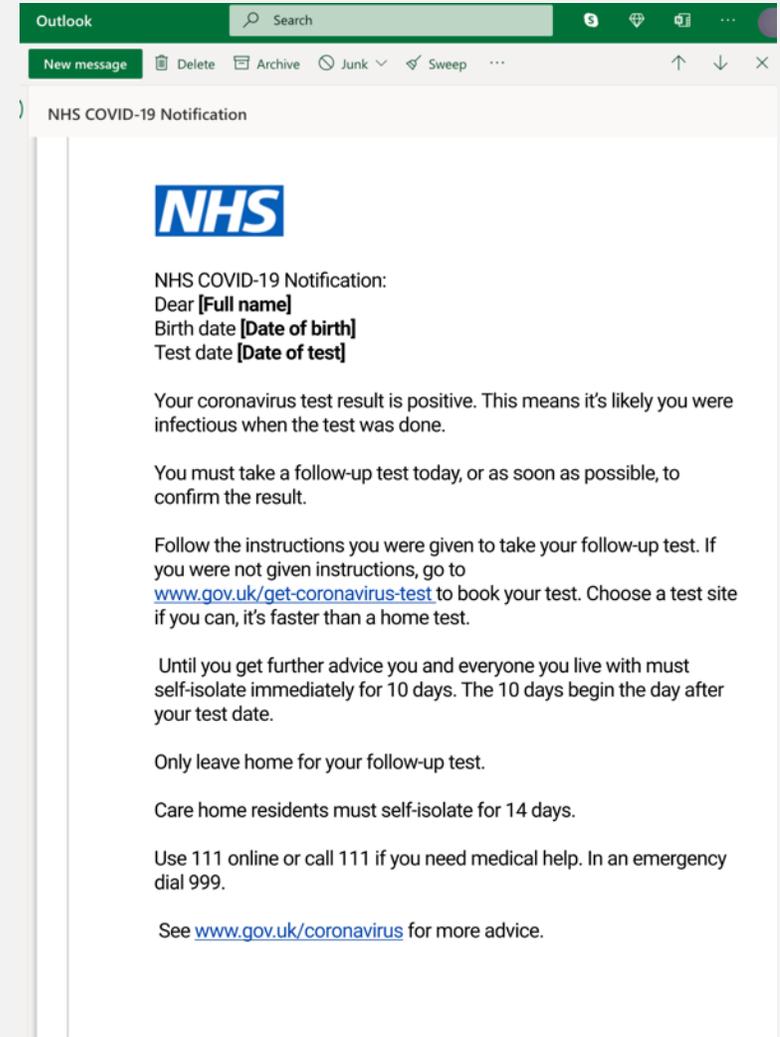
Until you get further advice you and everyone you live with must self-isolate immediately for 10 days. The 10 days begin the day after your test date.

Only leave home for your follow-up test.

Care home residents must self-isolate for 14 days.

Use 111 online or call 111 if you need medical help. In an emergency dial 999.

See www.gov.uk/coronavirus for more advice.



Outlook Search

New message Delete Archive Junk Sweep

NHS COVID-19 Notification

NHS

NHS COVID-19 Notification:
Dear **[Full name]**
Birth date **[Date of birth]**
Test date **[Date of test]**

Your coronavirus test result is positive. This means it's likely you were infectious when the test was done.

You must take a follow-up test today, or as soon as possible, to confirm the result.

Follow the instructions you were given to take your follow-up test. If you were not given instructions, go to www.gov.uk/get-coronavirus-test to book your test. Choose a test site if you can, it's faster than a home test.

Until you get further advice you and everyone you live with must self-isolate immediately for 10 days. The 10 days begin the day after your test date.

Only leave home for your follow-up test.

Care home residents must self-isolate for 14 days.

Use 111 online or call 111 if you need medical help. In an emergency dial 999.

See www.gov.uk/coronavirus for more advice.

NOTIFICATION OF TEST RESULTS:

NEGATIVE TEST RESULT

NHS COVID-19 Notification:
Dear **[Full Name]**
Birth date - **[DD Month YYYY]**
Test date - **[DD Month YYYY]**

Your coronavirus test result is negative. It's likely you were not infectious when the test was done.

You only need to self-isolate if:

you get symptoms of coronavirus – you'll need to book a different test at www.gov.uk/get-coronavirus-test

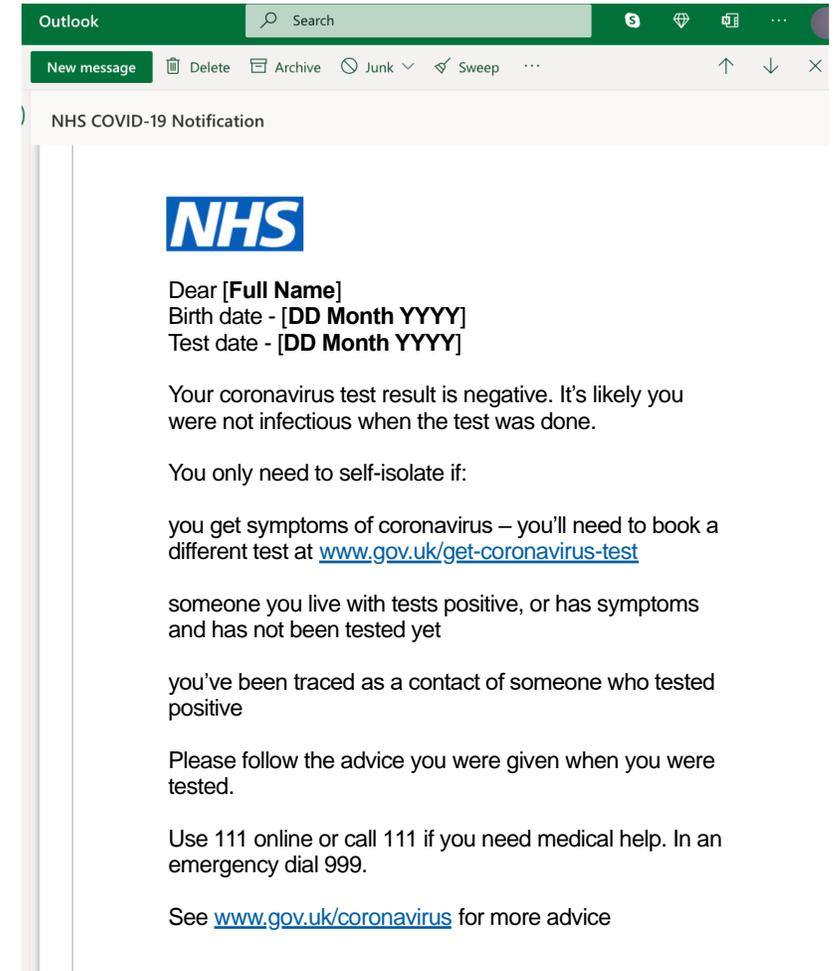
someone you live with tests positive, or has symptoms and has not been tested yet

you've been traced as a contact of someone who tested positive

Please follow the advice you were given when you were tested.

Use 111 online or call 111 if you need medical help. In an emergency dial 999.

See www.gov.uk/coronavirus for more advice



NOTIFICATION OF TEST RESULTS: VOID OR INVALID TEST RESULT

NHS COVID-19 Notification:
Dear **[Full name]**
Birth date **[Date of birth]**
Test date **[Date of test]**

We could not read your coronavirus test sample. This means it's not possible to say if you were infectious when the test was done.

We're sorry, you'll need to take another test as soon as possible. Order your test at www.gov.uk/get-coronavirus-test unless you've already been given another test to do.

You only need to self-isolate if:

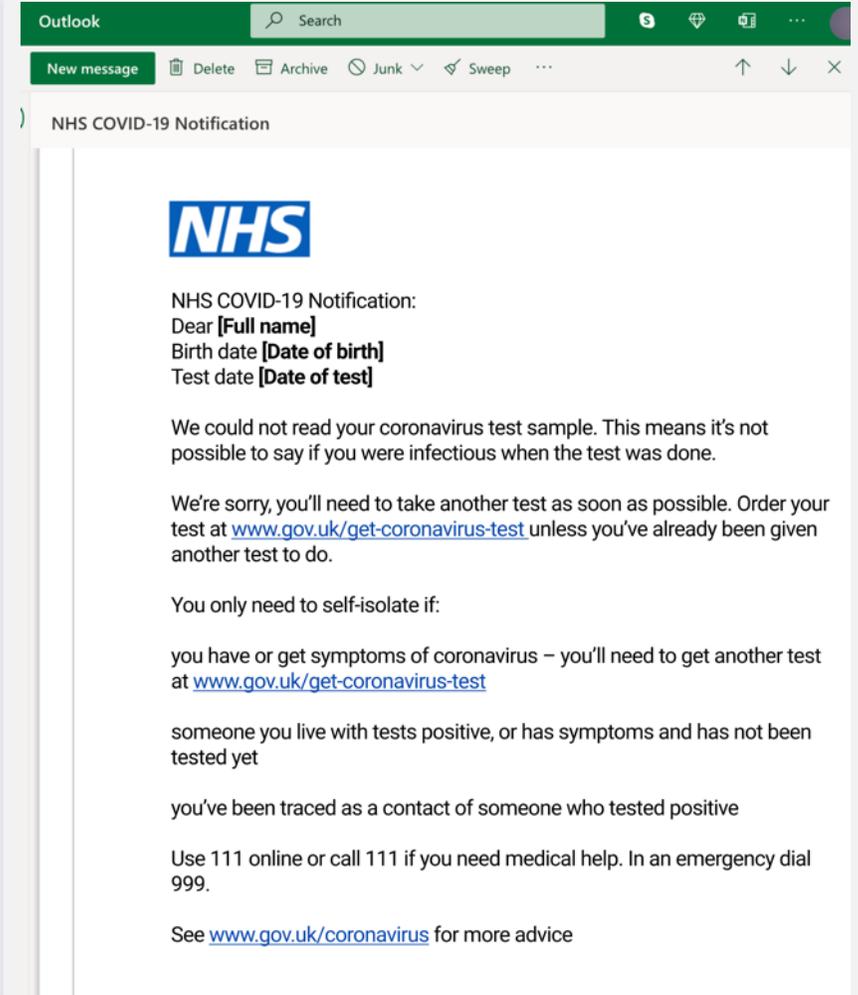
you have or get symptoms of coronavirus – you'll need to get another test at www.gov.uk/get-coronavirus-test

someone you live with tests positive, or has symptoms and has not been tested yet

you've been traced as a contact of someone who tested positive

Use 111 online or call 111 if you need medical help. In an emergency dial 999.

See www.gov.uk/coronavirus for more advice



TRACKING RESULTS

Schools and colleges are required to track all test results via their COVID-19 Test Register. More information on this can be found in the [Schools and Colleges How to Guide](#)

4

TECHNICAL SUPPORT & TROUBLESHOOTING

Contents

- Overview
- Troubleshooting Guide

TECHNICAL SUPPORT & TROUBLESHOOTING:

OVERVIEW

OVERVIEW:

- Testing Operatives are encouraged to firstly seek local assistance with any issues relating use of devices and connectivity, logging in to the web service and the recording of results (e.g., the organisation's help desk)
- Before reaching out for support, please ensure that your device is operating as expected in the first instance, and that it has a good data and/or wi-fi connection
- The following section provides troubleshooting advice for a range of issues. Please refer to this FAQ before calling 1st Line Support
- **If you are unable to resolve the issue locally please request that the site Team Leader call 1st line support on 0203 281 6468**
- Operating hours are 07:00 – 20:00
- You will need to provide the following summary information:

Reporter Name: *your name*

Reporter Organisation: *your school or college's name*

Reporter Tel: *your mobile or landline number*

Reporter Site ID: *the 4-digit alphanumeric reference*

Incident Description: *an explanation of the issue with detailed guidance how to reproduce the issue*

TECHNICAL SUPPORT & TROUBLESHOOTING:

TROUBLESHOOTING GUIDE 1

ISSUE	GUIDANCE	NEXT STEPS
I cannot get my device to switch on / I am having an issue with my device	Seek local support from Test Site Team Leader	
I cannot find the internet browser on my device		
I cannot connect to the internet		
The website will not load	Is your device connected to the internet? Is the internet / site working for other colleagues around you? Can you see any error message displayed on your device?	Seek local support from Test Site Team Leader. If they are unable to resolve locally then please contact 1 st line support for assistance on 0203 2816468
I cannot login at login screen	Have you entered your login details correctly? These are case sensitive. If you have forgotten your login details please refer to subsequent sections of this guide	Seek local support from Test Site Team Leader. If they are unable to resolve locally then please contact 1 st line support for assistance on 0203 2816468
I have logged in but the website says 'Awaiting approval'	After you have selected your Test Site location, a Team Leader must approve you before you can start recording test results.	Check that a Team Leader at your location has done this for you
I am logged in as a Team Leader but cannot see a list of staff under the 'View Staff option	It may be that no staff have logged in to work at your Test Site yet. Alternatively, there may be staff members waiting for a Team Leader to approve their access to your Test Site.	Check under the 'Manage new requests' page to see if you have any staff to approve

TECHNICAL SUPPORT & TROUBLESHOOTING:

TROUBLESHOOTING GUIDE 2

ISSUE	GUIDANCE	NEXT STEPS
I am a Testing Operative - I do not remember my user name or password	Testing Operatives cannot reset passwords currently. If you are unable to log in to your account you will need to re-complete the “Sign up” process again to create a new account. This will also mean requesting access to your test site again	Your Team Leader should be able to view your user name within the Team Leader Webservice ‘View Staff’ page
I am a Team Leader – I do not remember my user name or password	Follow the password reset instructions visible on the login page	If the reset process does not resolve the issue speak with your Team Leader for further assistance
I don't know the Test Site ID	The Test Site ID should be known by the Team Leader(s) and/or organisation responsible for the Test Site	Speak with Team Leader and/or your organisation
I don't recognise the Site name when I enter the Test Site ID	Ensure you have entered the Site ID correctly. The Test Site ID should be known by the Team Leader(s) and/or organisation responsible for the Test Site	Speak with Team Leader and/or your organisation
I have logged in but am unable to use the webservice to record test results	Have your site access request been approved by your Team Leader yet? If you see the word ‘pending’ by your chosen site when logged in you will not be able to log test results	Speak with Team Leader and/or your organisation
I cannot scan a barcode successfully	<p>Please ensure the camera on your mobile device is working, e.g. in other applications on your phone</p> <p>Please ensure the scanning area is sufficiently illuminated and the barcode is clearly readable</p> <p>As a workaround, you can input the barcode manually. You will have to input the barcode ID twice to ensure no spelling mistakes.</p>	Speak with Team Leader and/or your organisation

TECHNICAL SUPPORT & TROUBLESHOOTING:

TROUBLESHOOTING GUIDE 3

ISSUE	GUIDANCE	NEXT STEPS
I am logged in as a Team Leader but cannot see a list of access requests to approve/deny	Ensure that the testing operatives of your test site have successfully logged onto the service, and requested approval to be part of your test site	If the issue prevails, speak to your organisation and ensure you have been onboarded
The barcode is not being accepted when I type it in manually	You will have to input the same barcode ID twice to ensure no spelling mistakes: once in the upper text input field, and again in the lower text input field.	
I think I incorrectly logged the result for a person's test	If you believe that you incorrectly submitted a result, make a note of the barcode, and see the process for 'Repeat LFT results' on the next page.	See next page.
How do I sign out from the webservice?	The Sign out link is in the top left of each page	
The camera on my device is not working / I do not have a camera I can use	You can upload results by entering the barcode manually via the keypad or keyboard of your device.	
How do I know if I'm in the Team Leader webservice or a Testing Operative webservice?	The URL for the Team Leader webservice is: http://admin.log-coronavirus-test-site-results.service.gov.uk/ The URL for the Testing Operative webservice is: http://log-coronavirus-test-site-results.service.gov.uk/	
As a Team Leader, I need to revoke a testing operative's ability to access the service on my test site	Within your dashboard, go to 'View staff'. From here you can view every testing operative assigned to the test site you manage. Team Leads can revoke access on an individual basis.	
I've requested to be set-up as a Team Leader but haven't received an email or SMS yet	It can take up to 48 hours to process the request once you have submitted the 'Register a Team Leader' form.	If you have still not received confirmation after 48 hours of submitting the form. Call the DfE Corona Virus (COVID-19) helpline on 0800 046 8687

TECHNICAL SUPPORT & TROUBLESHOOTING:

REPEAT LFT RESULTS

WHAT TO DO WHEN:

A Lateral Flow Test (LFT) barcode/sample ID has been submitted incorrectly to the result service via the Log Results app or website.

1

OPERATIVE ERROR RAISED:

The operative realises a mistake has been made and asks the Team Leader to re-scan the LFD with their device.

2

RE-SUBMIT RESULT:

Team Leader scans the LFD barcode with a device, selects the correct result, confirms details and submits result.

(If using the Log Results app, this step will need to be performed with a different managed device than the device used to scan the original result.)

3

CONFIRM RESUBMISSION:

When the Team Leader submits the result again, this will update the backend systems that an error was previously made.

4

CORRECTION OF RESULT:

The backend systems will replace the previously incorrect result submission with the corrected result.

5

119 CONTACTS TEST SUBJECT:

The Test Subject who had an incorrect result submitted may have already been notified of their incorrect result via SMS or email. 119 will contact them and inform them of next steps.