

# **Managing demand for COVID-19 tests**

## Employer Referral Portal User Guide

COVID-19 National Testing Programme

# What is the Employer Referral portal?

- The Employer Referral portal provides Employers of key workers a **portal to refer isolating key workers for coronavirus testing through the National Testing Programme.**
- It is a secure portal for you to upload the full list of **names and mobile numbers** of your isolating key workers.
- If referred through this portal, and test capacity allows, **key workers will receive a text message with a unique “invitation code” to book** themselves (if symptomatic) or their symptomatic household members a test at a Test Centre and time of their choosing.

# REGISTRATION AND SET UP

# Registration and set up

## First time user login

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### 1. Username

- Your work email address is your username

### 2. Password

- Your password will be sent to your work email address from the sender shown in the image on the right

You will be receive your password in an email from sender:

[no-reply@coronavirus-invite-testing.service.gov.uk](mailto:no-reply@coronavirus-invite-testing.service.gov.uk)



## Forgotten password

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1. In the event you have forgotten your password, please call the service desk, and confirm your email address and organisation name. A new password will be sent to your work email address.

**Service desk: +44 203 514 3817**

# USING THE PORTAL

# The daily steps you need to follow

This document provides **Key Worker Employers** with detailed guidance on the steps to be carried out by them throughout the Employer Referral process:

- 1** Log in to the portal
- 2** Download the template
- 3** Populate a list of self-isolating Key Workers
- 4** Upload the list of self-isolating Key Workers
- 5** Download Key Worker test allocation details once the allocation system has run

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

# 1. Log in to the Employer Referral portal

A

Go to the portal by entering the following web address into your web browser (use of [Google Chrome](#) is strongly advised):

[coronavirus-invite-testing.service.gov.uk](https://coronavirus-invite-testing.service.gov.uk)

## LOG IN:

B

- Enter your work email address (your work email address is your username)
- Enter the your password
- Click 'Save and Continue' - this will trigger an authentication code to be sent to your work email, which you need for the next step

The screenshot shows the login page for the Employer portal for COVID-19 testing. It features a header with the GOV.UK logo and the title 'Employer portal for COVID-19 testing'. Below the title, there are two input fields: 'Enter your email address' (with a subtext 'This should be your work email address') and 'Enter your password'. A green 'Save and continue' button is located below the password field. Red circles and arrows highlight these elements, corresponding to the instructions in the previous block.

## VERIFICATION:

C

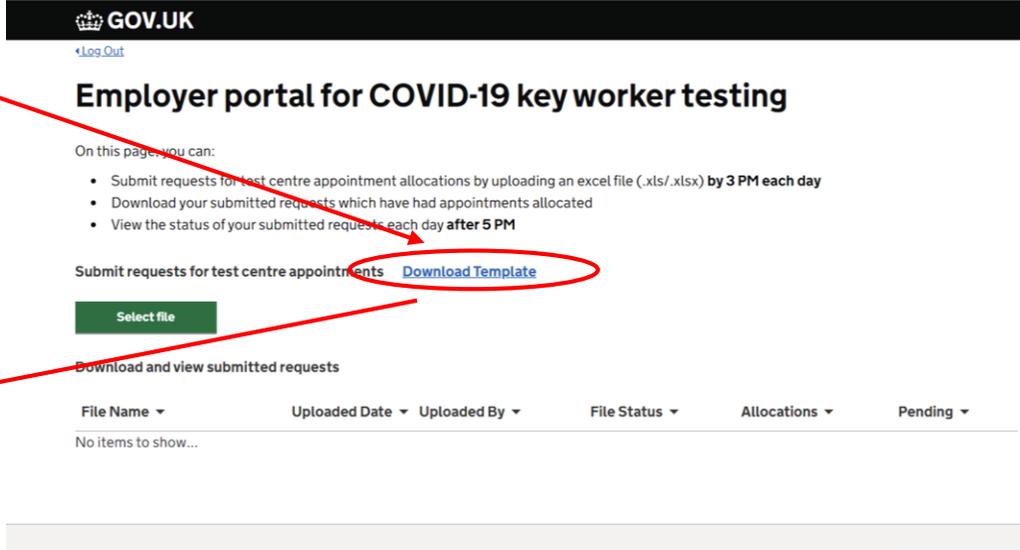
The screenshot shows the verification page for the Employer portal for COVID-19 testing. It features a header with the GOV.UK logo and the title 'Employer portal for COVID-19 testing'. Below the title, there is a text prompt 'Enter authentication token' and a subtext 'You will receive an e-mail with the token'. A text input field is provided for the token, and a green 'Save and continue' button is located below it. Red circles and arrows highlight these elements, corresponding to the instructions in the previous block.

- Enter the authentication code sent to you by email
- Click 'Save and Continue' to complete login

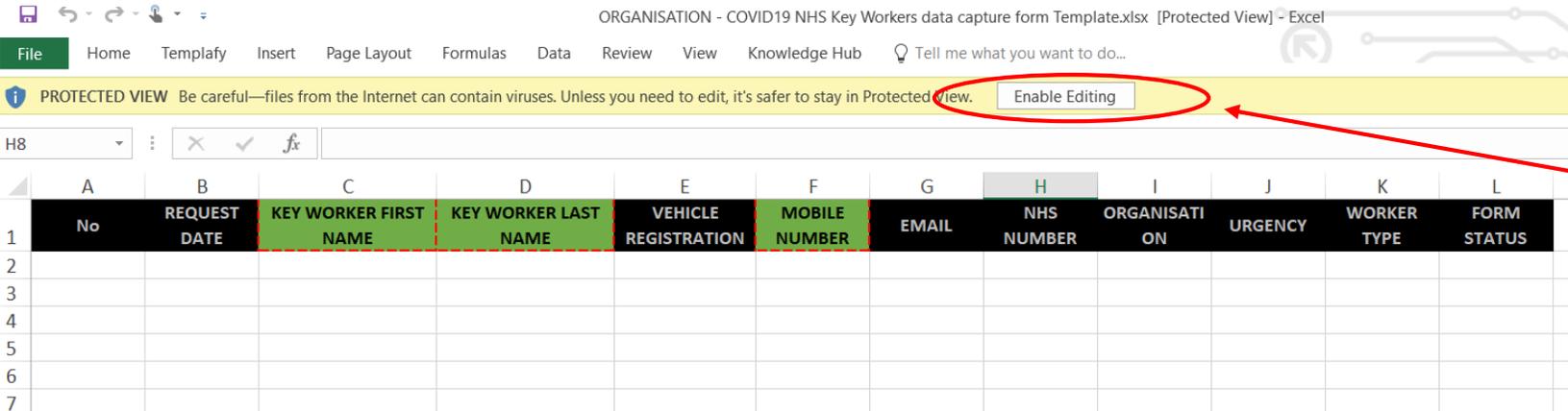
You will receive the authentication code in an email from sender:  
[no-reply@coronavirus-invite-testing.service.gov.uk](mailto:no-reply@coronavirus-invite-testing.service.gov.uk)

# 2. Download and open the template

**A** Download the template provided on the portal from this link



**B** Open the downloaded template



You may need to "Enable Editing" once it is open in Excel in order to fill the template

# 3. Populate the list (A)

	A	B	C	D	E	F
1	No	REQUEST DATE	KEY WORKER FIRST NAME	KEY WORKER LAST NAME	VEHICLE REGISTRATION	MOBILE NUMBER
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						

## Mandatory fields

## Optional fields

- KEY WORKER FIRST NAME
- KEY WORKER LAST NAME
- MOBILE NUMBER
  - **MOBILE NUMBER** must be provided as a ten-digit number starting with 0 (e.g. 07XXXXXXXXXX) or Country code + number (e.g. +447XXXXXXXXXX).
  - We will use the mobile number to send the Key worker a link to book a test appointment

- Click 'Save As' and save the file with the naming convention below (replacing **"ORGANISATION"** with your organisation name):

**"ORGANISATION - COVID19 Key Workers data capture form"**

- Fill out the template with the key workers' details, in the format detailed on the next 3 pages – the list on the right outlines which fields are mandatory or optional

# 3. Populate the list (B)

	A	B	C	D
1	No	REQUEST DATE	KEY WORKER FIRST NAME	KEY WORKER LAST NAME
2				
3				
4				
5				

**No:** List the entries in numerical order  
**REQUEST DATE:** Enter the date the request is being made

**MANDATORY:** Enter the first name of the key worker who is isolating

**MANDATORY:** Enter the last name of the key worker eligible who is isolating

	A	B	C	D
1	No	REQUEST DATE	KEY WORKER FIRST NAME	KEY WORKER LAST NAME
2				
3				
4				
5				

# 3. Populate the list (C)

E	F	G
VEHICLE REGISTRATION	MOBILE NUMBER	EMAIL

Enter the registration plate of the Key Worker's vehicle (without spaces, if known).  
If a registration plate is used more than once it will be highlighted in yellow

**MANDATORY:** Enter the key worker's mobile number.

- **MOBILE NUMBER** must be provided as a ten digit number starting with 0 (07XXXXXXXXXX) or Country code + number (+447XXXXXXXXXX).
- Any other format is **NOT ACCEPTED** and will prevent us from contacting the key worker on time
- If you are copy-pasting from another document, we recommend you right click and "paste values"

Enter the key worker's contact email here (if known)

Enter NHS Number of the key worker here (if known)

G	H	I
EMAIL	NHS NUMBER	ORGANISATION

# 3. Populate the list (D)

	J	K	L
<b>ORGANISATION</b>	<b>URGENCY</b>	<b>WORKER TYPE</b>	<b>FORM STATUS</b>

Enter the name of the organisation of the key worker in question

Use the drop-down options to choose the level of urgency. URGENCY can have 4 values (CRITICAL, HIGH, LOW, MEDIUM)

**URGENCY**

- Critical
- High
- Medium
- Low

Enter, as free text, the type of worker which most suitably describes the key worker. This can be Doctor, Nurse, Paramedic, Police Officer, Judge Etc.

	J	K	L
<b>ORGANISATION</b>	<b>URGENCY</b>	<b>WORKER TYPE</b>	<b>FORM STATUS</b>

# 4. Submit the list

Click on Select file

Upload the document to the same page via the 'Select file' button

GOV.UK  
Log Out

## Employer portal for COVID-19 key worker testing

On this page, you can:

- Submit requests for test centre appointment allocations by uploading an excel file (.xls/.xlsx) by 3 PM each day
- Download your submitted requests which have had appointments allocated
- View the status of your submitted requests each day after 5 PM

[Submit requests for test centre appointments](#) [Download Template](#)

**Select file**

Download and view submitted requests

File Name	Uploaded Date	Uploaded By	File Status	Allocations	Pending
No items to show...					

Navigate to the location where Key Worker list file is stored on your PC

GOV.UK  
Log Out

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[Submit requests for test centre appointments](#) [Download Template](#)

**Select file**

Download and view submitted requests

File Name	Uploaded Date	Uploaded By	File Status	Allocations	Pending
No items to show...					

GOV.UK  
Log Out

File uploaded

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[Submit requests for test centre appointments](#) [Download Template](#)

**Select file**

Download and view submitted requests

File Name	Uploaded Date	Uploaded By	File Status	Allocations	Pending
<a href="#">6_20200414_131220_Manchester-COVID19 NHS Key Workers data capture form Template_140420_SN.xlsx</a>	14 Apr 2020 - 12:12		Submitted		

1 to 1 of 1 items

# 5. Download Key Worker test allocation details

[Log Out](#)

## Employer portal for COVID-19 key worker testing

On this page, you can:

- Submit requests for test centre appointment allocations by uploading an excel file (.xls/.xlsx) **by 3 PM each day**
- Download your submitted requests which have had appointments allocated
- View the status of your submitted requests each day **after 5 PM**

Submit requests for test centre appointments [Download Template](#)

Select file

Download and view submitted requests

File Name	Uploaded Date	Uploaded By	File Status	Allocations	Pending
<a href="#">6_20200414_131220_Manchester - COVID19 NHS Key Workers data capture form Template_140420_SN.xlsx</a>	14 Apr 2020 - 12:12		Allocated	<a href="#">Download</a>	

1 to 1 of 1 items

Note that the key workers will receive an SMS with information on COVID-19 testing registration automatically. The files here for reference purposes to their employers. It is important you fill in the correct mobile numbers in the prescribed format **(07XXXXXXXXXX or +447XXXXXXXXXX)**

Click on [Download](#)

You will receive one or two files back in your portal within 24 hours to confirm which key workers have been allocated and which ones have not.

You will need to re-submit a spreadsheet for Key Workers who did not get allocated a slot the following day.

# FREQUENTLY ASKED QUESTIONS

# Frequently asked questions

## Access

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### 1. Is there a mobile version of the portal?

No, at the moment there is just a URL link which opens up the portal in a web browser. This will be the same for mobile, tablet or laptop/PC

### 2. What are the system requirements to access the portal?

The URL link for the portal is compatible with web browsers on all major operating systems across mobile, tablet, laptop/PC

### 3. I am using Internet Explorer and have problems accessing the portal?

For the best functionality you need to use Google Chrome.

**Service desk: +44 203 514 3817**

# Frequently asked questions

## User login

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### **1. I am unable to register or login, how do I resolve?**

Issues with your login will relate to your organisation username and password. If you have forgotten your password please call the service desk who will be able to generate another one.

### **2. After logging into the portal, the wrong name appears on my profile.**

Please raise a ticket by calling the service desk and let them know what you would like it to be changed to.

### **3. I received an 'Access to website failed message'. What can I do?**

#### **Possible reasons could be:**

- The website denied you access, or the web filter received no reply from the site.
- Internet connectivity issues might be preventing the website from sending or receiving traffic.

#### **If this problem persists, please ask your administrator to:**

Check access to the specific site - the HTTP error code is 504: Gateway Timeout.

**Service desk: +44 203 514 3817**

# Frequently asked questions

## Key Worker journey

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### **1. Do I have to tell the key worker they have been allocated a slot?**

No. Provided the Key Worker's mobile number is accurate, and provided in an acceptable format (see guidance on step 2), we will contact the key worker for them to attend the regional Test Centre.

### **2. How will you contact the Key Worker?**

We will send the isolating Key Worker a text message with a unique code to book an appointment at the Test Centre and the following link

[test-for-coronavirus.service.gov.uk/appointment](https://test-for-coronavirus.service.gov.uk/appointment)

### **3. How will Key Workers be communicated eligibility rules if not by me?**

The isolating Key Worker, if allocated a slot and sent a unique code via text message, will see the eligibility criteria as detailed by government guidelines on the booking portal.

### **4. Can I see how many of my Key Workers have been tested?**

The National COVID-19 Testing Programme is aware of employers' operational desire to understand how many of their key workers may soon be in a position to return to work. Providing you a greater level of information is part of the digital roll out map we are working towards and thank you for your patience.

# Frequently asked questions

## Key Worker journey

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### **5. Can a Key Worker book slots for symptomatic household members?**

Yes, at the point of booking a Key Worker can book a test slot for themselves or the symptomatic household members. As a rule it always should be the symptomatic persons in a Key Worker household that should be tested.

For example, a key worker is self-isolating because their partner shows COVID-19 symptoms. The Key Worker does not show any symptoms. In this case it should be the Key Worker's partner, who should be tested.

### **6. The person who needs to be tested for Covid-19 was found not to be eligible.**

If the person who requires to be tested is under the age of 18 and/or does not have access to a car, they should contact their Employer in order to be considered for home/private testing.