Employer Referral Portal - User Guide

User Guide for employers of essential workers

23rd 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, 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. Up until now we have operated a manual booking system. In order to make this easier for employers and essential workers, today we are launching a new employer referral portal. This portal will confirm eligibility and make it easier for essential workers to book an appointment for a coronavirus test.

Employer Referral Portal:

From today, the new employer referral portal will allow employers to upload details of essential workers who are currently self-isolating. These staff members will then receive an email or text message inviting them to book a test for the symptomatic member(s) of their household (which may be themselves).

The test will be conducted at one of the regional testing sites across the UK.

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What is the employer referral portal?

- The employer referral portal allows employers to refer essential workers who are self-isolating either because they or member(s) of their household have coronavirus symptoms, for testing.

- It is a secure portal for employers to use to upload the full list of names and contact details of self-isolating essential workers.

- If referred through this portal, essential workers will receive a text message with a unique invitation code to book a test for themselves (if symptomatic) or their symptomatic household member(s) at a regional testing centre.

Registration and set up

How to obtain a login for the employer referral portal?

1. In order to obtain a login, employers of essential workers should email **portalservicedesk@dhsc.gov.uk** with two email addresses that will primarily be used to load essential worker contact details.

2. Once employer details have been verified, two login credentials will be issued for the employer referral portal.

Tip: use a shared mailbox to ensure that the individual(s) responsible for collating this information have access and are able to upload spreadsheets of self-isolating essential worker contact details to the employer referral portal.

Each employer will be given two logins.

Registration and set up

First time user login

Username

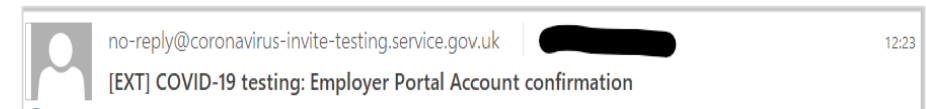- Your <u>work email address</u> is your username

Password

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

Coronavirus Testing Helpdesk:
0300 303 2713

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

no-reply@coronavirus-invite-testing.service.gov.uk

| no-reply@coronavirus-invite-testing.service.gov.uk | ▬▬▬▬ | 12:23 |
| [EXT] COVID-19 testing: Employer Portal Account confirmation | | |

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Using the portal

Process overview

Below is an overview of the process that **employers of essential workers** should take in order to use the employer referral portal:

1	**Log in to the portal**
2	**Download the template**
3	**Populate a list of self-isolating essential workers**
4	**Upload the list of self-isolating essential workers**
5	**(Optional) Download essential worker test allocation details to see who has booked an appointment**

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

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1. Log in to the employer referral portal

A

Go to the portal by entering the following web address into your web browser (do not use Internet Explorer to access):

coronavirus-invite-testing.service.gov.uk

Log in:

B

Enter your work email address (your work email address is your username)

Enter 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

GOV.UK

Employer portal for COVID-19 testing

Enter your email address
This should be your work email address

Enter your password

Save and continue

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Verification:

C

GOV.UK

Employer portal for COVID-19 testing

Enter authentication token
You will receive an e-mail with the token

Save and continue

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

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2. Download and open the template

D Download the template provided on the portal from this link

E Open the downloaded template

Please use this template to upload essential worker information. Any other templates will not be accepted

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

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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

Mandatory fields   **Optional fields**

- **essential worker FIRST NAME**

- **essential worker LAST NAME**

- **MOBILE NUMBER**
MOBILE NUMBER must be provided as a ten-digit number starting with 0 (e.g. 07XXXXXXXX) or Country code + number (e.g. +447XXXXXXXX).
  - We will use the mobile number to send the essential worker a link to book an appointment

F

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

"ORGANISATION - COVID19 essential workers data capture form"

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

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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				

G

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

H

MANDATORY: Enter the first name of the essential worker who is isolating

I

MANDATORY: Enter the last name of the essential 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				

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3. Populate the list (C)

J

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

K

MANDATORY: Enter the essential worker's <u>mobile number</u>**:**

- **MOBILE NUMBER** must be provided as a ten digit number starting with 0 (07XXXXXXXX) or Country code + number (+447XXXXXXXX).
- Any other format is **NOT ACCEPTED** and will prevent us from contacting the essential worker on time. Please don't use brackets or alphabet characters like 'O'
- If you are copy-pasting from another document, we recommend you right click and "paste values"

E	F	G
VEHICLE REGISTRATION	MOBILE NUMBER	EMAIL

L

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

M

Enter NHS Number (or equivalent) of the essential worker here (if known)

G	H	I
EMAIL	NHS NUMBER	ORGANISATION

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3. Populate the list (D)

		WORKER TYPE	FORM STATUS
ORGANISATION	URGENCY		

URGENCY
- Critical
- High
- Medium
- Low

N Enter the name of the organisation of the essential worker in question

O Use this field to give priority to the essential workers in your organisation who most urgently need testing.

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

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

...NISATION	URGENCY	WORKER TYPE	FORM STATUS

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4. Submit the list

Q Click on Select file

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

S **Please upload the spreadsheet with essential worker information by 3pm**

T Navigate to the location where essential worker list file is stored on your PC

U **Make sure to only upload one spreadsheet per day.** If there are multiple spreadsheets, only the last uploaded spreadsheet will be used to allocate appointments.
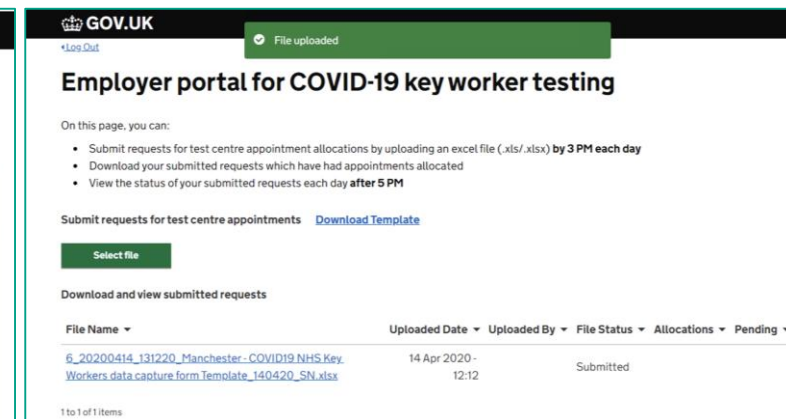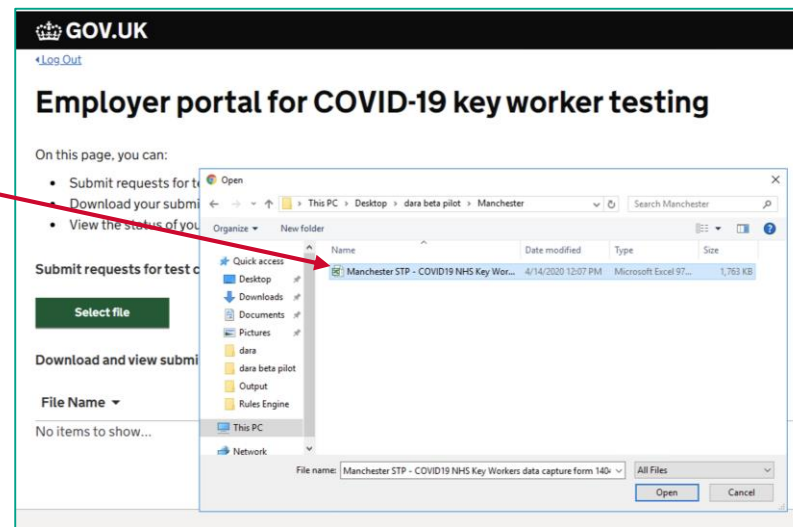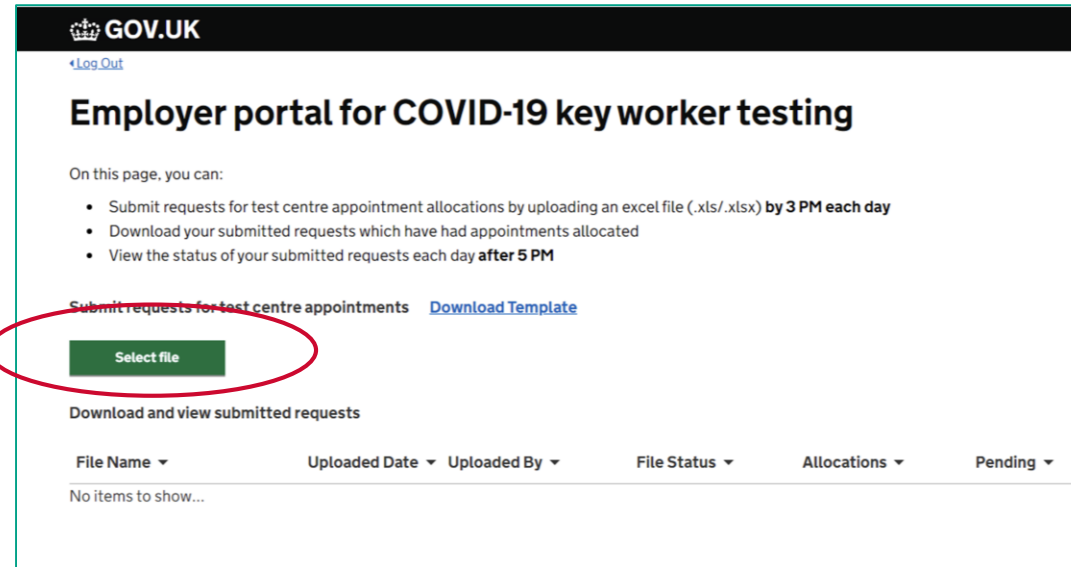
5. Download essential worker test allocation details

V

Click on Download

W

You will receive one or two files back in your portal within 24 hours to confirm which essential workers have been allocated an appointment and which ones have not.
You will need to re-submit a spreadsheet for essential workers who did not get allocated an appointment the following day.

Note that the essential 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 (07XXXXXXXXX or +447XXXXXXXXX)

What communications will essential workers receive?

- essential workers who have been invited for a test are notified via text message of their invitation to attend and book an appointment at a regional testing centre.

- A link is provided for essential workers to register their personal details.

- Once essential workers have registered their details via the online portal they will be directed to the appointment booking system to book a specific slot at the regional testing centre.

What will your text say?

Visit gov.uk/coronavirus. Under 'Testing for coronavirus' select 'Book a test if you have a verification code'. Enter the verification code XXXX-XXXX-XXXX-XXXX

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Employer referral portal
Frequently Asked Questions

Frequently asked questions

Eligibility for testing

To meet the testing criteria you must either be:

- An individual (adult or child) with COVID-19 symptoms living in the same household as a essential worker

OR

- A essential worker, with COVID-19 symptoms.

In addition, you should be in the first three days of the onset of your COVID-19 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

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Frequently asked questions

Access

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. There are known issues with older versions of Internet Explorer.

For further guidance and advice, please visit: www.gov.uk/coronavirus-get-tested

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Frequently asked questions

User login

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 click 'Reset password' and a new password will be sent to you.

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.

For further guidance and advice, please visit: www.gov.uk/coronavirus-get-tested

Coronavirus Testing Helpdesk: 0300 303 2713

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Frequently asked questions

essential worker journey

1. Do I have to tell the essential worker they have been allocated a slot?

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

2. How will you contact the essential worker?

We will send the self-isolating essential worker a text message with a unique code to book an appointment at the regional test centre and the following link test-for-coronavirus.service.gov.uk/appointment

3. Can I see how many of my essential workers have been tested?

You will be able to see who has been allocated an appointment. You will not be able to see whether the test has been taken and what the result is.

For further guidance and advice, please visit: www.gov.uk/coronavirus-get-tested

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