Important Message about COVID-19

Thank you for ordering a coronavirus (COVID-19) home test. It will arrive at the address you have provided in the next 48 hours.

A home test will help you understand what to do if you, or someone you live with, has coronavirus. It will also help you decide when to return to work.

When you receive your home test kit

1. Before using your test kit, book your free courier. Visit https://collections.royalmail.com/ between 8am – 4pm to book your courier collection for the next day. Carefully follow the instructions to register the barcode number on each individual postage return label (do not include the #).

2. Register your kit online, just before you do the test. To register visit: https://gov.uk/register-home-test

3. Do the test. You can do the test the night before the courier is due to arrive, any time after 9pm. Or you can do the test on the day the courier arrives, before 7am in the morning.

Follow the instructions to use the test kit and watch this video: https://youtube.com/watch?v=8lo6g-TYZ-c&

- 18+ years old – Self-administer test (unless unable to do so)
- 12 – 17 years old – Self-administer test with adult supervision
- 11 years old and under – Adult to administer test on the child

In England and Wales, children of all ages can have the test. In Scotland and Northern Ireland, testing is only available for children aged 5 and over.

If you're worried

If, at any stage over the next few days, you, or someone you live with gets worse, or your symptoms do not get better after 7 days, use the online 111 coronavirus service:

https://111.nhs.uk/COVID-19. Only call 111 if you cannot get help online. In a medical emergency, dial 999.

Call 111 if you're worried about a baby or child. If the baby or child seem very unwell, are getting worse, or you think there's something seriously wrong, call 999.

Do not delay getting help if you're worried. Trust your instincts.
Get more advice about coronavirus in children at:
https://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-in-children/

After you've used your test kit

After you've done the swab test, follow the instructions to seal the package and attach the return label.

You must wait at home for your courier collection. The courier could arrive at any point between 8am and 4pm. The courier will collect the package and take it to the laboratory.

We may follow up with a short online survey. Learning from your experience will be vital for making home testing as easy as possible for others.

If you have any questions, call the customer contact centre from 7am to 11pm:

› England and Wales: call 119 (free from mobiles and landlines)
› Scotland or Northern Ireland: call 0300 303 2713 (charged at your standard network rate)

Thank you,

COVID-19 Testing Programme