

FAQ relating to weekly testing in supported living settings

Can I look up my UON number for my supported Living setting?

- Note that Supported Living settings **cannot use the UON lookup tool**. If you don't know your UON, please call 119

What information do I need to register onto the portal?

- You will need your **Unique Organisation Number** and **postcode** to register

When should I book a courier to collect test samples?

- You can book a courier **24 hours after your order is 'confirmed'**
- You must book for **next day before 5pm for the Early (9am-1pm) courier collection slot**
- You must book for **next day before 7pm for the Afternoon and Evening courier collection slots**
- You can cancel couriers by contacting **119**

When should I book new test kits?

- You can book **up to 28 days** in advance or **book ad hoc courier collections** through this portal

How do I send large number of samples with the courier?

- Place all completed test **PCR** test kits inside the large **cardboard box provided (up to 40 test kits)**.
- Additional boxes can be ordered via 119.

Should I record staff members name on test kits that are being collected by courier?

- Personally identifiable information should not be contained with or on returning test kits as these samples are handled by multiple organisations. This includes not writing any personally identifiable information on test kit vials, leak proof bags, individual return boxes, large return boxes or by slipping bits of paper with personal information into the outer return boxes. Only supplied ID bar code stickers should be used for plastic sample tubes.
- Personally identifiable information linking test kits to individuals should only be entered on the registration portal or the bulk upload sheet

How do I record information about the organisation type (e.g. supported living, sheltered accommodation)?

- You must register every test kit at <https://organisations.test-for-coronavirus.service.gov.uk/register-organisation-tests>
- Please select '**Other**' organisation type