

Notification via the Covid-19 App what you need to do

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Introduction

You will need to download **version 4.00 or later version** of the NHS App

If you have coronavirus symptoms, you must stay at home and begin to self-isolate for 10 days from when your symptoms started. You must book a PCR coronavirus test for home delivery by calling 119 or going on the UK Government's [Get a free PCR test to check if you have coronavirus webpage](#).

People identified as having been in close contact with someone who has tested positive will be contacted by Test and Trace and told to stay at home for 10 days from the point of that contact, even if they do not have symptoms.

From the 16 August 2021, a contact of a positive case who has received full vaccine (double jab) will not be required to self-isolate if they have no symptoms, or if they are 18 or below and have no symptoms.

If you have been notified via the NHS COVID-19 App, you can refer to the countdown timer in the app to understand how long you should self-isolate for.

This virus is difficult and deadly, with millions of people carrying the virus but not displaying symptoms. That's why it is vital that you stay at home for the full self-isolation period advised by NHS Test and Trace, even if you feel well.

Self-isolation means not leaving your home for any reason - even for exercise, food shopping or collecting medication. This will minimise the risk that you unknowingly spread the virus to others and help protect your friends, family, colleagues and community.

If you need support for shopping or medication during self-isolation period you can call our Covid19 Support team on 01582 548955 Monday to Friday from 9am to 5pm who can advise on available help.

If the NHS COVID-19 App has told you to self-isolate because you've been in close contact with someone who has tested positive for coronavirus, you will need to follow some steps to request your Account ID.

This is because the app is anonymous, so you need to register with NHS Test and Trace by following a link in the app. You must do this while you are in your self-isolation period. You cannot request your Account ID after you've finished self-isolating.

To start the process, select 'Financial support'. This button appears on the home screen of the app when you've been told to self-isolate because you've been in close contact with someone who has coronavirus.

You'll be taken to a website which will ask you for some information to check whether you could be eligible. None of the information you provide will be passed back to the NHS COVID-19 App. The app is designed to protect your privacy and does not know who or where you are.

If your answers show that you may be eligible for the NHS Test and Trace Support Payment, there are four steps to apply for the payment.

Step 1 - Confirm who you are with NHS login

You need to log in or register with NHS login so we can check who you are. If you are registering, you will receive a confirmation link in an email. When you read the email, make sure you keep the existing screen open so that you can continue to the next step.

Step 2 - Enter personal details

You will be asked to enter your name so that NHS Test and Trace can carry out some checks. None of your personal details will be given to the app.

Step 3 - Register with NHS Test and Trace

You will get an email and text message from NHS Test and Trace within one hour. Communication hours are between 7.30am to 8.30pm. If you register outside of these hours, there may be a delay in receipt of the email or text message until opening hours resume. If you do not receive an email or text you can call 119 Monday to Friday from 9am to 3pm.

These messages will include a link which you need to follow to complete your registration with NHS Test and Trace. You must do this while you are still in your self-isolation period. You will not be able to apply for the NHS Test and Trace Support Payment without completing this step.

Once you have completed your registration, you will receive a final confirmation email and text message from NHS Test and Trace. You will then be subject to the legal obligation to self-isolate

Step 4 - Apply to your local authority

Once you have received this second email or text message with your NHS Test and Trace Account ID, you can apply for the NHS Test and Trace Support Payment from your local authority. You can apply to your local authority up to 42 days from the first day of your isolation.

Receiving an NHS Test and Trace Account ID does not necessarily mean you will be eligible for the NHS Test and Trace Support Payment. You must request the Account ID during the self-isolation period. Once you have this, you can claim up to 42 days from the first day of your isolation.

Your local authority will ask you to provide additional evidence to prove your eligibility.

Please see our [Test and Trace self-isolate support payment scheme guidance and procedure](#) for more information on eligibility.