

Obtaining a NHS Test and Trace Account ID

NHS Test and Trace uses a web-based tool called the Contact Tracing and Advice Service (CTAS) to record information about people who have tested positive for COVID-19 and their contacts. This system allocates individuals an Account ID is an 8-character identifier unique to each record on the web tool (e.g. 4a2c204a).

How applicants obtain an NHS Test and Trace Account ID

Most people who test positive for COVID-19 or are a contact of someone who has had a positive test will receive a digital invitation from the CTAS web tool to undertake the contact tracing journey. The invitation message (sent via a text message or email) contains the 8-character Account ID.

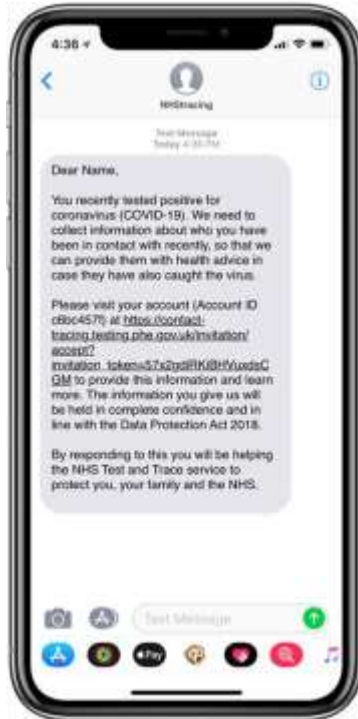
Everyone who has completed the contact tracing journey (including those who were ineligible for the digital invitation, such as children or individuals with a landline number only) will receive a message upon completion of the NHS Test and Trace questionnaire. The message (sent either via a text message/email or postal service for people with no access to mobile phone or email) contains the 8-character Account ID.

Notification messages which contain the NHS Test and Trace Account ID

The NHS Test and Trace Account ID can be found in text messages and emails that are sent to people who are asked to self-isolate by NHS Test and Trace. A list of messages that contain this ID include:

1. an initial invitation message asking the individual to create an account on CTAS if they test positive for COVID-19 or they are identified as a contact.
2. a reminder messages to create an account (where applicable).
3. advice providing guidance on self-isolation, health, wellbeing and legal duties.

Sample invitation message



Sample self-isolation messages

Thank you for self-isolating. You are not alone - many people are also having to self-isolate right now in England. Support is available for you to make sure that you are able to play your part in controlling the spread of Covid-19 by isolating at home.

Find help in your local area: <https://contact-tracing.testing.nhs.gov.uk/links/coronavirus-local-help>

You are eligible for support from local NHS volunteers. Call 0800 196 3646 (8am to 8pm) if you need support. For further information see: <https://volunteering.royalvoluntaryservice.org.uk/nhs-volunteer-responders>.

Find out about the local support available to help you continue to stay at home: <https://www.gov.uk/guidance/coronavirus-covid-19-accessing-food-and-essential-supplies>

Guidance on shielding and protecting people who are at high risk from Covid-19: <https://contact-tracing.testing.nhs.gov.uk/links/guidance-for-shielding>

You must continue to self-isolate and not leave your house.

If you or anyone in your household experience coronavirus symptoms:

- 1) Check them on NHS111 online <https://111.nhs.uk/covid-19>
- 2) Get a test via <https://www.nhs.uk/ask-for-a-coronavirus-test>
- 3) Follow instructions you get from the testing service

To make sure that you are financially able to self-isolate, we have introduced a one-off payment of £500 through the Test and Trace Support Payment scheme for people who are on a low income and cannot work from home while self-isolating.

Along with this additional support, we have now introduced a legal duty to self-isolate. This means that you could be fined if you do not stay at home and self-isolate.

We recognise that self-isolation can be hard. If you are feeling low or worried, check out these tips and advice: <https://www.nhs.uk/oneyou/ewery-mind-matters/>

Thank you for preventing the spread of coronavirus.