



# Covid-19 Test Kit Instructions

Please follow all steps carefully



You must register your swab on the portal [www.portal.circular1.com](http://www.portal.circular1.com) or your swab will not be processed. If you don't have your login details, click forgot password to receive an email with your login details.



## How to register my swab

1. Login into the Circular1 Portal by visiting [www.portal.circular1.com](http://www.portal.circular1.com) or scan the above QR code.
2. Click "register new swab" and select the type of test you want to submit.
3. Type or scan the barcode that's on the swab tube starting with 50000. Then complete all mandatory fields. Click "submit" to register your swab.
4. You will receive your certified result by email or text within 24 hours from the time the lab has received your swab. Your result will also be available on the portal.



## How to swab

1. Wash your hands and remove the sterile swab from its sheath, twist slightly to break the seal.
2. Guide the swab into one of your nostrils until you meet slight resistance, rotate the swab fully 5 times in each nostril.
3. Put the swab tube back in its sheath and write your full name on it, place it in the plastic bag and seal it. If you have a prepaid postal box, place the plastic bag in the box and seal it.
4. If you wish to drop your swab off, visit [www.circular1.com/contact/](http://www.circular1.com/contact/) to find your nearest location. To post your swab with the prepaid postal box visit [www.royalmail.com/services-near-you](http://www.royalmail.com/services-near-you) to find your nearest Royal Mail location.

FAQ

## Frequently asked questions

### Q: I can't log onto the portal.

A: Go to [www.portal.circular1.com](http://www.portal.circular1.com) and click forgot password and add your email address.

### Q: When will I receive my results?

A: You will receive your result within 24 hours from the time we receive your swab

### Q: How do I contact Customer Service?

A: Visit our website [www.circular1.com](http://www.circular1.com) where you will find our webchat and contact details.

### Q: How long does it take for my swab to arrive at your lab?

A: All test kits include First Class postage which means if you post your sample in the morning, we should receive it the next working day after.