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**NHS**

Test and Trace

# NHS Test & Trace Support Payment





## Test and Trace Support Payment scheme



If you live in England and have been told to self-isolate by NHS Test and Trace, **you may be entitled** to a payment of £500 under the Test and Trace Support Payment scheme.

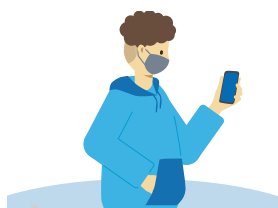


Eligibility for the payment is decided by your local authority and based on certain criteria.



**You may be eligible if you are:**

- employed or self employed,
- on a low income,





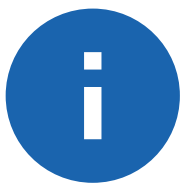
- unable to work from home and



- will lose income as a result of self-isolating.



NHS COVID-19 app users who are advised to self-isolate via the app because they have been in close contact with someone who has tested positive for coronavirus can also apply for payment.



## Before you start

Before you start the process please have the following information to hand:



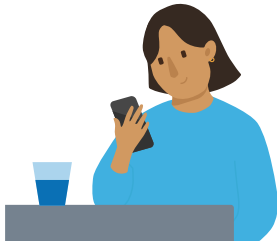
- To declare employment status (employed/self-employed/unemployed)



- Personal details  
(email/ UK phone number/name)



- NHS Test & Trace ref number (8 digits)



- Your LA may ask you for additional documentation about your income (e.g. your bank statement)

## Start the process



To start the process, select **Financial support**. This button appears on the homescreen of the NHS COVID-19 app when you've been told to self-isolate because you've been in close contact with someone who has coronavirus.



If your answers show that you may be eligible for the **NHS Test and Trace Support Payment**, there are 4 steps to apply for the Test and Trace Support Payment.



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.

## STEP 1 **Confirm who you are with NHS login**

A screenshot of the NHS login website. At the top, there is a blue header with the NHS logo and the text 'NHS login'. Below the header, the main heading is 'Enter your email address'. Underneath, there is a text input field labeled 'Email address' with a white border and a light blue background. Below the input field is a green button with the word 'Continue' in white. At the bottom of the page, there is a section titled 'What is NHS login?' with a small paragraph of text: 'You can use your NHS login to access health websites and apps that have the NHS login button. If you do not have an NHS'.

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.

**NHS** Apply for a Test and Trace Support Payment

### Enter your personal details

None of your personal details will be given to the app.

First name

Last name

Email address from NHS login  
name@email.com

## 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

**NHS** Apply for a Test and Trace Support Payment

### Your details have been submitted

**Steps completed**

- ✓ You have confirmed who you are with NHS login
- ✓ You have submitted your personal details to NHS Test and Trace

You have not applied for the Test and Trace Support Payment yet. To do this, you will need to:

You will get an email and text message from NHS Test and Trace within one hour. Communication hours are between 7.30 am to 8.30 pm. If you register outside of these hours, there may be a delay in receipt of the email or text message until opening hours resume.

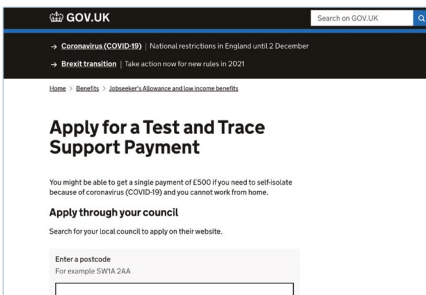


These messages will include a link which you need to follow to complete your registration with NHS Test and Trace. **You must do this while you are still in your self-isolation period.** You will not be able to apply for the NHS Test and Trace Support Payment without completing this step.



Once you have completed your registration, you will receive a final confirmation email and text message from NHS Test and Trace.

## 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 2 weeks after your self-isolation period has ended.