



Test and Trace - What Is It and What To Be Aware of

The NHS #TestandTrace system has gone live to help reduce the spread of #Covid19 Here's some information on how the system works and what to be aware of.

NHS Test and Trace will only call you from 0300 0135000, or send you texts from NHS directing you to <https://contact-tracing.phe.gov.uk>

WE WOULD ADVISE TYPING THIS IN TO YOUR BROWSER RATHER THAN CLICKING ON A LINK IN A TEXT MESSAGE You could, if you wish, visit this website and save it in your browser so that if you do get a message, you can go to your saved page safe in the knowledge that you are on the safe and correct page.

UK GOV have a webpage all about how the Test and Trace system works and it also contains a section detailing what tracers WON'T do or ASK to help you avoid being caught out by potential fraudsters <https://gov.uk/guidance/nhs-test-and-trace-how-it-works> (if you prefer, rather than clicking this link search for GOV UK Test and Trace)

Contact tracers will:

- call you from 0300 013 5000
- send you text messages from 'NHS'
- ask you to sign into the NHS test and trace contact-tracing website
- ask for your full name and date of birth to confirm your identity, and postcode to offer support while self-isolating
- ask about the coronavirus symptoms you have been experiencing
- ask you to provide the name, telephone number and/or email address of anyone you have had close contact with in the 2 days prior to your symptoms starting
- ask if anyone you have been in contact with is under 18 or lives outside of England

Contact tracers will NEVER :

- ask you to dial a premium rate number to speak to us (for example, those starting 09 or 087)
- ask you to make any form of payment or purchase a product or any kind
- ask for any details about your bank account
- ask for your social media identities or login details, or those of your contacts
- ask you for any passwords or PINs, or ask you to set up any passwords or PINs over the phone
- disclose any of your personal or medical information to your contacts
- provide medical advice on the treatment of any potential coronavirus symptoms
- ask you to download any software to your PC or ask you to hand over control of your PC, smartphone or tablet to anyone else
- ask you to access any website that does not belong to the government or NHS

⚠ PLEASE HELP US TO RAISE AWARENESS BY SHARING THIS INFORMATION ⚠