**Having Issues with the Portal?**

There are two main points that cause customers issues from not having access to their UON (Unique Organisation Number) these are:

1. **They have NOT completed and signed their legal terms.** They must do this before they proceed with anything within the portal. Please use the following tow links:

<https://dhsc.egresscloud.com/w/edit/60074f59106c1c96c3f35004/4.%20Legal%20Agreement%20and%20SOP/>

Link to the legal declaration form where they can tick to accept the legal terms:

<https://dhsc.egresscloud.com/w/edit/6006e083106c1c96c3f34f97/>

1. **They have not completed their On-boarding form (which gives us the key details for ordering). Until this is completed, they cannot place an order.** Please use the following link:

To complete onboarding form go to <https://dhsc.egresscloud.com/w/edit/60074f59106c1c96c3f35004/>  enter onboarding form in the search bar and this will take you directly to the form to be completed.

**If the onboarding form is not available or does not appear.** Please check if you used a different (to your existing egress email address) email address to accept the T&C’s. If you have done, please resubmit your T&C acceptance but with the original email used to register for egress and the process should continue as expected.

**Once completed this will then generate their UON and they can enter the ordering portal to place their order:**

<https://request-testing.test-for-coronavirus.service.gov.uk/>

**If anyone asks about finding the SOP’s, Guidance or Read me First file** – this is found in the documents section as follows:

<https://dhsc.egresscloud.com/w/edit/60074f59106c1c96c3f35004/>

**Important:** As the online portal does not like and is not supported by Internet Explorer, they will need to use another browser: Chrome, Edge, Firefox etc.