



QUICK GUIDE FOR ORDERING COVID-19 TESTS

INSTRUCTIONS

1. Visit the [school ordering portal](#) to confirm your school is listed in the dropdown list under “ESD/School Selection.”
2. If your school is not listed, please complete the [DOH Shipping Information Form](#) to add your school to the school ordering portal.
3. If your school is listed as a “location,” you can submit your supply order via the [school ordering portal](#).

BEFORE SUBMITTING AN ORDER

HOW DO I ORDER COVID-19 TESTS?

Please order tests via the school [ordering portal](#).

HOW MANY TESTS CAN I ORDER?

Schools should plan on ordering a 30-day supply each month. Schools should plan on ordering a 30-day supply each month that includes a buffer to help ensure there is enough supply if needs exceed expectations.

DOES DOH’S NEW MONTHLY ORDERING PROCESS MEAN I CAN ONLY SUBMIT ONE ORDER PER MONTH? WHAT HAPPENS IF WE RUN OUT OF TESTS?

Schools should plan to order once per month based on anticipated demand. DOH encourages schools to add a buffer to their monthly order in case testing demand is greater than anticipated. If a school finds that testing demand is exceeding supply, they can place another order to fill the gap.

WHAT TYPES OF TESTS CAN I ORDER?

Schools can order tests listed on the [school ordering portal](#) under “Testing Supply Menu.” If a test is not listed, it is not available to order.

WHEN WILL I RECEIVE MY ORDER?

You can expect to receive your supplies within 10 business days after receiving an email from DOH that your order has been approved.

I DON'T SEE MY PUBLIC SCHOOL DISTRICT, PRIVATE, CHARTER OR TRIBAL SCHOOL LISTED ON THE SCHOOL ORDERING PORTAL. HOW CAN I ADD IT?

If you do not see your location listed, please fill out the [DOH Shipping Information Form](#) with your shipping and contact information. Each district, private, charter or Tribal school may only have one location listed on the school ordering portal. We encourage you to check the order school ordering portal within a week to see if your location has been added, but please note it could take up to 5 business days for it to appear on the drop-down list.

I CAN'T SEE THE ADDRESS OR CONTACT INFORMATION LISTED FOR MY SCHOOL ON THE SCHOOL ORDERING PORTAL. HOW CAN I FIND OUT WHAT INFORMATION IS USED FOR MY SCHOOL?

Please contact covidtestingsupport@doh.wa.gov to confirm the contact and address information associated with your school district/private school.

HOW DOES MY SCHOOL CHANGE OUR CONTACT OR SHIPPING INFORMATION?

Please fill out the [DOH Shipping Information Form](#) with your updated information.

IF I HAVE GENERAL QUESTIONS ABOUT ORDERING, WHO CAN I CONTACT?

Please contact your ESD Coordinator or email covidtestingsupport@doh.wa.gov for any general inquiries related to ordering COVID-19 tests for your school.

I NEED TO NOTE SPECIAL DELIVERY INSTRUCTIONS FOR MY ORDER.

WHERE DO I PUT THAT ON THE FORM?

If you have special instructions for delivery, such as no delivery on the weekends, please note that in the “Additional Comments” section at the end of the [school ordering portal](#).

AFTER SUBMITTING AN ORDER

WHAT DO I DO IF I NEED TO MAKE CHANGES OR UPDATES TO A PRE-EXISTING ORDER?

Please reach out to covidtestingsupport@doh.wa.gov and include your Request ID in your email. The Request ID for your order can be found in the order confirmation email.

I HAVE NOT RECEIVED AN ORDER CONFIRMATION.

HOW CAN I CONFIRM MY ORDER FOR COVID-19 TESTS WENT THROUGH?

After placing your order, you will receive an email confirming that your order has been received. You will receive a second email from DOH that your order has been approved. If you cannot locate your order confirmation, please check the inbox or spam folder of the email that was provided in the order form. If you still cannot locate your order confirmation, please reach out to covidtestingsupport@doh.wa.gov.

HOW DO I KNOW WHEN MY ORDER WILL ARRIVE?

Once your order has been created, you will receive email notifications from Delivery Express with shipping status information. Please review the [Delivery Express Tracking Information Guide](#) to learn more. If you cannot locate your shipping status email, please check the inbox or spam folder of the email that was provided in the order form. If you still cannot locate your shipping status, please reach out to covidtestingsupport@doh.wa.gov.

