

⌵ “What is the purpose of my test result sheet?”

A test result sheet indicates the result of an RT-PCR or antigen test carried out by a medical professional. This test result sheet is necessary for all international travel.

For further information regarding the use of the test certificate in the context of your travels, you can visit the following page: <https://www.interieur.gouv.fr/Actualites/L-actu-du-Ministere/Attestation-de-deplacement-et-de-voyage>.

⌵ “I have not received the text message or email necessary for my patient-portal onboarding”

It is possible that your personal and contact information gathered at the time of your test are incorrect. Please reach out to the medical professional or office that carried out your test in order to make sure that these errors are corrected and that you receive your patient-portal sign-in link.

⌵ “I have not received my one-time password granting me access to my patient-portal”

You should have received a text message or an email inviting you to recover your test result sheet. If you encounter difficulties accessing the portal, we invite you to read the following recommendations

1. Please check your internet or network provider connection.
2. If you have received your sign-in link via email, please check that your one-time password is not in your spams.
3. It can take up to 5 minutes for you to receive your one-time password. We advise you to wait until the end of this deadline.
4. If you have not received your one-time password within 5 minutes, please enter your date of birth once more on the first page of the portal, after which a new one-time password will be sent to you.
5. If you do not receive your one-time password at all, this might be due to a technical failure. We are currently taking care of this incident and advise you to try signing in later.

⌵ “I cannot download my test result sheet / how do I activate my negative test result sheet on TAC?”

Please go to [TousAntiCovid](#) in order to solve this problem.

You can access TousAntiCovid’s FAQ via the following link: <https://tousanticovid.gouv.fr>

⌵ “I do not know my lab’s contact information”

If you have tested for Covid-19 via a ‘major screening campaign’ (ie. via *barnum* testing), please contact your Agence Régionale de Santé (ARS) in order to be redirected towards the office that took care of your test.