

“What is the purpose of my test certificate?”

A test certificate serves as the authentication of a COVID-19 test result, whether it is an RT-PCR test, an antigen test, or an autotest realized under the supervision of a health professional.

For further information regarding the use of a test certificate, please visit the following link:

<https://www.gouvernement.fr/info-coronavirus/pass-sanitaire>

“I was tested positive before May 10th 2021 and cannot find my certificate of recovery. What do I do?”

Patients tested positive for COVID-19 (from an RT-PCR or antigen test) before May 10th 2021 and within a 6-month validity period can ask their lab or health professional to re-enter their test result within SIDEPE in order to generate a certificate of recovery (QR Code).

Re-entering the result will automatically trigger SIDEPE to send you two notifications: one inviting you to log on the website and collect your certificate, and one urging you to declare yourself as positive in TousAntiCovid which you can disregard.

“I am not receiving the text message or email enabling me to access the SIDEPE log-in page”

It is strongly possible that some of your personal information collected on the day of your test is incorrect (ie. First name, last name, phone, email, date of birth): please contact the lab or medical professional that tested you for these errors to be corrected and for you to receive the appropriate links to log onto the portal.

You can also log onto the SIDEPE portal <https://sidep.gouv.fr> via the FranceConnect log-in page. This option can be used as an alternative to the usual link sent via text message or email.

“I am not receiving the one-time password enabling me to log onto the SIDEPE portal”

You have received a text message or email inviting you to recover your test certificate. If you are encountering issues accessing the portal, we advise you to read the following recommendations:

1. Please check your internet and network connection.
2. If you received your log-in link via email, please check that your one-time password has not been directed to your “spam” box.
3. It can take up to 10 minutes for you to receive your one-time password. We advise you to wait until the end of this deadline before trying again.
4. If after 10 minutes you have still not received your one-time password, you will need to enter your date of birth on the SIDEPE log-in page once more, and you will receive a new one-time password.
5. If you have still not received your one-time password, this might be due to a technical problem. We are doing our best to resolve this incident rapidly, please try again later.

“How do I upload my test certificate on TousAntiCovid?”

Once you are logged onto the SIDEPE portal on your mobile phone, click on the “Upload to TousAntiCovid” button in order to upload your certificate within the TousAntiCovid app.

You can also add the test certificates of your relatives (ie. spouse and children) on TousAntiCovid. If you are viewing the document from your computer or on paper, you can scan its QR code to upload your it on TousAntiCovid.

For any further question, you can also visit the TousAntiCovid FAQ here: <https://tousanticovid.gouv.fr>.

“How do I access the test certificate of a relative who used my personal information to register their test?”

In order to access the test certificate of a relative, you will need to fill in their date of birth on the SIDEPE portal log-in page. For example, you will need to fill in your child’s date of birth on the SIDEPE portal’s log-in page in order to access his/her test certificate, even if your own email and phone number was used to register the test.

You can also log onto the SIDEPE portal <https://sidep.gouv.fr> in order to access your relative’s test certificate by logging-on via FranceConnect.

∨ “Where can I find 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

∨ “Which QR code should I scan in order to upload my test certificate on TousAntiCovid?”

When connected on the SIDEp portal via a computer, you can scan the QR code located on the main page below the test date (where you will find “TousAntiCovid” written below) using your smartphone photo camera. You can also upload your test certificate by clicking on the “Upload to TousAntiCovid” button.

If you have chosen to download the result of an RT-PCR or antigen test instead, the QR code can be found on the second page of the document, right under the mention “Scan to upload on TousAntiCovid”. If it is an Autotest result, however, the QR code is located on the first page of the document.

For any further information regarding the upload on TousAntiCovid, please call the technical support at 0800 08 71 48.

∨ “How long is my test certificate available online?”

Your test certificate is available on the SIDEp portal for a duration of 180 days if your test result is positive. If it is negative, your test certificate is available for a duration of 8 days on the SIDEp portal.