The New York State COVID-19 Antibody Testing System (NYSCATS) Access and Navigation FAQ

The New York State Department of Health (NYSDOH) has developed the New York State COVID-19 Antibody Tracking System (NYSCATS) to manage information for individuals who receive COVID-19 Antibody Testing across NYS. Below are several questions and answers that will address concerns you may have as you navigate the process of scheduling an antibody sampling appointment, completing the antibody testing, and obtaining your results.

When accessing the portal, please use one of the following browsers:

- Google Chrome 80 or later
- Safari 13 or later
- Internet Explorer 11 or later
- Edge 11 or later

You can use the following link to identify your browser version: https://www.whatsmybrowser.org/. If your browser does not meet the criteria above, please update the software or try another browser before attempting to access the portal.

If you still have questions after reading through this document, please refer them to:

- NYS.COVID19.AntibodyTestingSystem@health.ny.gov and include your First and Last Name, PURN, DOB and, if relevant, the error screenshot that you are receiving
- 1-888-364-3065

IF TESTED FOR ANTIBODIES AS A WALK-IN AT A COMMUNITY OR STATE-SPONSORED TESTING SITE, PLEASE REFER TO THE FOLLOWING:

Q1. I recently had antibody testing at a local testing site. When will I get my test results?

A1. On average, you can expect to receive your test results seven to ten days from the date of your sample being collected. You will receive a notification through text or email when they are ready for you to view them.

Q2. I just received an email or text notification that my results are ready. How can I view them?

A2. After you completed your intake questionnaire, you will have received two emails from noreply@health.ny.gov and/or texts. One message will thank you for completing the questionnaire and the other will contain your Personal Unique Record Number (PURN). You will need your PURN to log into the system. The email and/or text notifying you that your results are ready will contain a link to view your results. Click on the link to access the portal. Enter your PURN exactly as you have received it, including the dash (-) between characters, and your DOB to review your results. **You will only be able to view your results one time, so be sure to have a stable internet connection and the ability to copy/print your results if you would like to do so. We are updating the system to allow multiple views of your results.**

IF TESTED FOR ANTIBODIES THROUGH A NYSCATS INVITATION AT A HOSPITAL-SPONSORED OR STATE-SPONSORED TESTING SITE, PLEASE REFER TO THE FOLLOWING:

Q3. I am seeking antibody sampling – what do I do if I didn't get an invitation for antibody sampling or a Personal Unique Record Number (PURN)?

A3. All personal and contact information (phone, email, DOB) is provided to NYSCATS by your employer. Once your information is in NYSCATS, you will receive an email invitation to complete a Questionnaire and a separate email containing your PURN. If a valid email address and cell phone number were provided by your employer, you will receive communication via both text and email. If you cannot locate these communications:

- Search for the email sender noreply@health.ny.gov in the junk, spam, and trash folders of your work and personal email accounts that your employer may have on file.

If you are still unable to locate your invitation or PURN:

- Contact your hospital site lead or state agency human resources contact to verify your information and request to be included in their roster for sampling.

Q4. I am trying to log into the system – why am I receiving an error message that states my information is incorrect or my appointment has expired?

A4. You will only be able to log into the system when you receive an email or text asking you to:

- Complete the Questionnaire
- Confirm your appointment Appointment Confirmation
- View your test results Review Results

You will receive an error message if you try to log into the system but you haven't received these notifications. If you have received one of these notifications and cannot log in:

- Confirm that your PURN is entered in the format of **XXXX-XXXX** if you have a nine-character PURN or **XXXXX-XXXX** if you have a ten-character PURN.

- Confirm that your DOB is entered in a format with 4 characters allowed for the birth year (example of **MM/DD/YYYY**).

- Confirm you are using the correct link included in each notification.

  - Questionnaire
  - Appointment Confirmation
  - Review Results

Q5. I am trying to log into the system or submit my Questionnaire – what do I do if I'm having issues with website functionality, such as missing buttons, missing information fields, or CAPTCHA errors?

A5. This is most likely a web browser issue. Please make sure you are using an updated version of the browsers listed at the top of this document.

Q6. I have received a proposed appointment for antibody sampling – how do I get my QR code?

A6. If you have received a notification that you have a scheduled appointment, you will need to confirm the appointment time through the link provided in the notification to receive a confirmation of your appointment and a QR code to be scanned at your appointment.

If your appointment confirmation email does not contain a QR Code, please come to your appointment as scheduled and provide your PURN. The technician can still look you up and conduct the sampling.

Q7. What do I do if I have a valid QR code after confirming my appointment, but it won't scan at my appointment?

A7. If your QR code is not scanning, please:

- Have the technician close and reopen PowerApps.

- Provide the technician with your PURN so that they can pull your record manually.

If the technician cannot pull your record manually, send an email to NYS.COVID19.AntibodyTestingSystem@health.ny.gov with the subject line *'QR CODE FAILURE – PURN NUMBER XXXX-XXXX'*.

Q8. When will I get my test results?

A8. On average, you can expect to receive your test results seven to ten days from the date of your sample being collected. You will get an email and/or text with a link to view your results when they are ready. Click on the link to access the portal. Enter your PURN and DOB to review your results. **You will only be able to view your results one time, so be sure to have a stable internet connection and the ability to copy/print your results if you would like to do so. We are updating the system to allow multiple views of your results.**

Q9. What if I have questions about this initiative, the Dried Blood Spot (DBS) Test, interpreting results, etc.?

A9. Answers to commonly asked questions can be found in these FAQs: https://coronavirus.health.ny.gov/system/files/documents/2020/04/updated-13102-nysdoh-wadsworth-centers-assay-for-sars-cov-2-igg.pdf