



Rapid Testing Program FAQ Sheet

Thank you for your efforts to keep our community safe and healthy by participating in a COVID-19 rapid testing program. Below are answers to some frequently asked questions.

Who is Color?

Color is a population health testing company that has partnered with major universities, municipalities, and enterprises to run large-scale COVID-19 testing programs. Color will prepare your results, notify you when they are ready, and give you a secure way of viewing them online. Color complies with the Health Insurance Portability and Accountability Act of 1996 ("HIPAA") to maintain the privacy and security of your protected health information.

Program eligibility & requirements

I have tested positive for COVID-19 in the past. Do I need to participate in mandatory testing?

If you have tested positive for COVID-19 with a confirmed molecular test within the last 90 days, your testing start date will be 90 days from the date of that confirmed molecular test.

Can I share the rapid tests with my family, friends and colleagues?

No. These kits are for employees and contractors and part of the mandatory testing program. They are not intended for use by spouses, domestic partners, dependents or anyone other than employees.

Will there be a cost to me?

No, testing is free for employees.

Account / Registration

What device can I use to register?

You can use any WiFi connected device, including a smartphone, laptop or tablet.

What email address will Color use to send me notifications?

Communications from Color will be sent to the email address associated with your account.

Can I update my email address in Color?

Yes, you can update your email address in account settings. If you are having trouble doing so, please feel free to email us at mycovidtest@color.com for assistance.

**Do I need to use my work email each time I test?**

It's your choice. You can choose to use your work email, or you can update your Color profile with an alternate email address.

After I register once, do I need to input my information every time I need to get tested?

No. Once you've registered once you do not need to re-register or input your information every time you get tested.

Results

Who will my results be shared with?

You and the physician who ordered your test will receive a copy of your results. Your results will be shared with your employer to keep our workplaces safe and healthy. We will also share your results with your local health department as required by law. Please visit color.com/covid-support for more information.

How quickly will I receive my results?

This program uses rapid test kits, where results are available about 15-30 minutes after you test.

Should I report my results to the health authorities?

Yes. Please follow the instructions from the kit manufacturer for sharing your results with your healthcare provider, or report them to the health authorities as indicated in the instructions that come with the kit.

Will I have access to my testing history?

Yes. You will have access to your testing history and results through your Color account.

If I get an inconclusive test result, should I retest?

An inconclusive result means the test results were internally inconsistent and cannot be classified and either positive or negative. If you receive an inconclusive or invalid result, please test again, following all instructions included with the test.

What happens after I test positive? How do I know when I can come back to work?

The CDC recommends isolating for at least five days after the first day of symptoms, or five days after a positive viral test if you're asymptomatic. Visit the [CDC's website](#) for additional guidance, or consult with your organization.

Who should I contact if I have questions about Color or the test?

If you have questions about the Color software or need help accessing your Color account, contact Color Support at 844-352-6567 or mycovidtest@color.com.



Privacy & Security

How long does Color retain COVID-19 test data?

Color's CAP-accredited, CLIA-regulated laboratory must retain test records for a period of at least two years after the test date.

How is my personal health information protected?

Color complies with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) to maintain the privacy and security of your protected health information. Color manages test results via a secure, password-protected portal. Read our [Notice of Privacy Practices](#) for more information.