

## **Answers to citizens' enquiries about the process of entering data on Phase platform**

### **What's my user number? Where do I find it?**

The first message you receive with your positive result is sent by the laboratory. When your result is registered on the relevant platform, it will be received by the competent department of the Ministry of Health (MH) and a user number will be created, which you will receive by email the next day (a period of 2 days from the day you took the test may be needed in order to obtain a password). The 48-hour period you have at your disposal to fill in your details starts from the time you receive the message with the user code and not from the time when the laboratory test was carried out.

### **The user code you have sent me does not work and I can't log in.**

The user code is valid 48 hours after receiving the relevant message. If you do not enter the platform to fill in your data within this timeframe, the code expires and only the key elements appearing in the test sent by the laboratory are registered on the official MH base.

So,

- a) If 48 hours have elapsed, you will receive a call from an officer of the Ministry to fill in further details. This, though, could take several days.
- b) If 48 hours have not elapsed, try one of the following:
  - The date of birth should be in the form dd/mm/yyyy, e.g. 03/10/1978.
  - Your date of birth may have been incorrectly recorded from the sampling point/laboratory/pharmacy, where the test was carried out. Check the message you received with your positive test result to verify that your date of birth was correctly recorded. If the received message has a wrong date, log in with the wrong date (as this was entered in the system) and when you log in, you can correct it.
  - If your date of birth is correct, try to reverse the date with the month: e.g. If your birth date is 10/06/2000 (dd/mm/yyyy), try changing in to 06/10/2000 (mm/dd/yyyy).

**I had a positive result, but have not received the codes. When will you send them?**

When your result is registered on the relevant platform, it will be received by the competent department of the Ministry of Health and a user number will be created, which you will receive by email the next day. Therefore, this can take a day or two after you get informed of your positive result.

**I cannot make my declaration via my phone or I do not have internet access.**

It is easier to use the platform via a computer. However, your declaration can be completed via any device (laptop, computer, mobile, tablet) and any software (android, iOS). Any person who has your consent can complete the declaration on your behalf, as long as you provide him/her your user number, date of birth and the one-time password that will be sent on your mobile phone when he/she connects with the platform. In such a case, the person you have assigned will have to fill in your details on the platform.

**My date of birth was wrongly written in the message that says I am positive. How can it be fixed, so that I can log in to the platform.**

Enter the platform with the date of birth indicated in the message (even if it is the wrong one). You can fix it yourself, after you enter.

**I keep receiving passwords on my phone and none works.**

Enter the password sent to you in the message you received from the MH. Once you have entered your date of birth, you will be asked to enter a unique number (OTP). Then, you will receive a message on your mobile phone with a one-time password. Register it in order to proceed. If you click on the “Start here” multiple times, you will be sent the corresponding unique numbers. Register the last one you have received.

**An OTP has been sent to me, I entered it, but I can't proceed.**

The single-use password (OTP) is valid for a few seconds. Enter it as soon as you receive it. If the time passes, you must press again the Start here button, and then a new password will be sent to you.

**I pressed “save” and I'm trying to get back in. Which one of all the passwords do I use?**

You will repeat the process of entering on the platform with the user number, your date of birth and the new OTP that will be sent to you, after you have entered the other two items and press the Start here button.

**It doesn't submit.**

Check that you have filled in the mandatory fields (marked with \*) on all tabs. When you proceed with submission (Submit), the fields that you have not filled in and which are mandatory will be marked in red at the top of the page.

**I'm trying to submit my declaration, after completing it a while ago and nothing happens.**

If you leave the platform inactive for a long time, it is automatically disconnected, therefore you cannot proceed. Press refresh and re-enter your codes and the new OTP. If you hadn't been able to press "save", the information you have already entered has unfortunately been lost and you will have to fill in all the fields again. Remember to temporarily save if you will interrupt again, or Submit when you finish completing your declaration. If the declaration is successfully submitted, then a message of successful submission will appear.

**How do I know that my declaration has been successfully submitted?**

**Will I get an sms?**

Once a message of successful submission appears on the platform, it means that the submission has been completed. You won't get a message or copy. In addition, if you have entered your email in the corresponding field of the declaration, then you will also receive an email with the instructions for your self-isolation.

**Why does it not allow me to submit/save my declaration, while it allows me to proceed and every step turns green as I do so?**

The green colour is not an indication that this step has been completed correctly. It allows you to proceed, so you can fill in information in the other fields. If you have left mandatory fields empty, it will point them to you when you reach the last step and try to Submit. You can temporarily save an incomplete declaration and return later (within the predefined 48 hours), to edit it and Submit it.

**If I don't have all the information, can I save what I filled in and return to fill in the rest?**

Yes, you can. You pass through all the steps until you reach Step 8. At this step you can temporarily save, by selecting NO at the point "Are you ready to submit your form?". You can return later to fill in all the fields and proceed to submission by choosing "Submit".

**What is the use of "save"?**

The purpose of "save" is to save any information you have filled in until that time, in case you need to interrupt the completion of your declaration for any reason, even if you have not completed all the steps of the declaration, so that they can be saved in the system and you can complete your declaration at another time. In addition, if you need help from the telephone lines, provided that you have saved your declaration, the operator you contact will be able to see what you have already filled in and point out where there is a problem with your declaration.

**I have pressed "save". Where can I find my saved declaration now?**

When you log in to the platform again (using the same user number that was originally sent to you by the Ministry of Health and your date of birth, but with the new one-time code that will be sent to the mobile phone of the positive case), you will find all the data you have stored online on the Phase platform and not in a folder on your device.

**I have pressed "save" and my passwords have expired without being able to submit. Can the Ministry of Health see the information I filled in?**

No. In order for your information to be transferred to the national database of the, Ministry of Health you will need to Submit. Otherwise, only the initial data (name, ID number, date of birth and date of sampling) will be automatically transferred and you will be contacted by an officer of the Ministry in the next few days requesting further information.

**QUESTIONS RELATED TO THE COMPLETION OF YOUR PERSONAL INFORMATION ON THE PLATFORM**

**Which fields are mandatory? The ones with a blue symbol next to them or the ones with a star**

Everything marked with a star “\*”. The blue symbol “I” is for explanations.

**I'm trying to edit my name in English because it is wrongly written. But I am not permitted to edit it.**

In order to be able to write in this field, your keyboard must be in English and you must write in capital letters.

**What does the “isolation” option mean in Step 7?**

It means whether you will isolate at home alone or with others, even if they are in different rooms.

**What do I write in the field “Departure Country” in Step 4?**

The country of departure is the country from which you left to come to Cyprus. The departure date, flight data and the passenger seat are also relevant for this flight.

**I'm trying to submit and it takes me to Step 5. Since I am unemployed/ I am working online, why should I fill it in?**

This field is mandatory. You must fill in information regarding your status, whatever it may be (UNEMPLOYED, STUDENT, TODDLER INFANT, PENSIONER, ETC.), even if you have not been, for some time, at your workplace.

**I completed the field marked Education (for students/teachers/other school staff), but the system does not allow me to submit and takes me back to Step 5.**

The employment field is mandatory. You must fill in your status (TEACHER, PUPIL, STUDENT, CLEANER, SECRETARY, ETC.) and then fill in the information required in the Education tab.

**I can't find my doctor in the system.**

Try with your doctor's name, surname, phone number or even your doctor's (d-) code if you know it. But just give one value at a time (name or surname or code- not more than one). Try using the first name or surname also with Greek characters, if not with Latin characters.

**I don't know whether if I have actually selected my personal doctor, because when I select his/her name it turns orange.**

If you press on the doctor's name and it becomes orange, then it has been selected. Click Next to proceed.

**I've submitted my declaration, but I forgot to declare a contact. How do I declare it now? I'm not allowed by the system to re-enter.**

If you have submitted your declaration, you no longer have access to the system. Fill in the file you have received in your email or alternatively you can find it [here](https://bit.ly/3GU5y7l) (<https://bit.ly/3GU5y7l>) and send it to [contacttracing@moh.gov.cy](mailto:contacttracing@moh.gov.cy) to register your additional contacts. The additional contacts will be updated at a different time than the ones you declared on the platform.

**I am trying to insert the dates of birth of my contacts but the system won't allow me. I have to go back to the calendar month by month until I reach the year of my birth, for example.**

This has been observed mainly in users of the platform via specific mobile phone devices. It would be better to press temporary "save" and continue from a computer or another device for more convenience. Alternatively try to enter the date of birth manually by writing it in the correct fields (dd/mm/yyyy) instead of searching for it in the calendar.