

Error when retrieving findings

Are you having problems retrieving your findings? In the following, you will find interesting facts about errors:

Why do I have to report to the laboratory for identification?

The identification in the laboratory is necessary because the data you entered does not match the data stored in our system.

The respective test center transmits your data to us. If there has been an error in the recording of your data, you can contact the laboratory responsible for the correction.

Why are my findings not found?

The sample material has either not yet arrived at the laboratory or the order code does not exist. In this case, please be patient and try again later. If you do not receive a status such as "in process" after 48 hours, please contact the laboratory.

Also, please check your data for incorrect entries, make sure you enter them correctly and check all characters; example: 0 (zero) and O.

Frequently asked questions about findings

Below you will find answers to the most frequently asked questions:

01 How does the findings call function?

When you collect your sample, you will receive an accompanying slip with a QR code or order code that can be clearly assigned to the laboratory order. You have two options for retrieving your test result:

If you would like to retrieve the result using your smartphone, use our Travel Pass app for ease of use. If you would like to retrieve the result via a browser, access the printed URL on your companion ticket.

The result will be available simultaneously in both applications.

02 What requirements are needed to use the web interface?

An active Internet connection is required to call up the findings on the web interface.

03 What are the requirements for using the Travel Pass app?

To install the app, at least operating system version 9 is required for Android devices and at least version 13 for IOS devices. For the first retrieval of your result, you also need an active internet connection. Once the result has been retrieved, you can also access it without an Internet connection.

04 What data do I need to retrieve my findings online?

You will need your order code and your date of birth to retrieve your findings.

05 Where can I find my order code?

You can read the order code from your order form, which you can only obtain at the doctor's office or the test center when taking the sample. If you have not received the order code, please ask for it actively. Without the order code, we cannot provide you with any information for data protection reasons.

06 When can I retrieve my findings status and result?

Findings runtimes can vary. As a rule, the runtime is 24-48 hours after receipt of the sample in the laboratory, in exceptional cases it may take longer. Immediately after receipt of your sample in the laboratory, you can check the status of the findings via the app or homepage.

07 Can my findings be sent to me by e-mail?

Sending by e-mail is not permitted for data protection reasons. You can download your findings as a PDF and print them out at any time via our website or app.

08 What should I do in the event of a positive result?

In case of a positive result, please contact your physician. In accordance with the Infection Protection Act, the positive result will also be reported to the responsible health office, which will contact you.

09 Can my ID number be printed on the Corona result?

Yes, the ID card number can be printed on the report, but the indication of the ID card number is voluntary. To do so, provide your ID number when requesting the findings via the app or homepage.

10 How can I integrate the test result into the Corona Warn app?

The result will only be transmitted to the Corona-Warn app if you have indicated this during the smear test and you have received the corresponding QR code for the Corona-Warn app from the test center. The result is thus automatically transmitted to the Corona warning app. Subsequent transmission to the warning app is not possible.

11 How do I obtain the Digital Covid Certificate "DCC"?

The issuance of the Digital Covid Certificate "DCC" takes place in the Corona-Warn app. For this purpose, you must already agree to the transmission to the Corona-Warn app when taking the sample, as described in point 10. Thus, the result is transmitted directly to the Warn app, which you can use to generate the "DCC" Covid certificate.

12 What does the findings status "Sample in process" mean?

It means that your sample has arrived at the lab and is now being analyzed as soon as possible. However, due to the current situation, this may take 24-48 hours, or even longer in extreme cases.