



C19Pass Employers Website Access

Q – How do I get an account to issue C19Passes?

A - Please go to the following website <http://www.c19pass.co.uk> and complete the registration form.

Q – How long does it take to activate my account?

A – Please give up to 48hrs, normally it is much quicker, just depends on volume. We do check all applicants are actively trading organisations. You will receive an automated email to indicate that your account has been approved and ready to use. If your application has been rejected for any reason you will receive an email explaining why. If you do not receive the automated email, please check your junk folder. If you haven't heard anything within 48hrs, please contact us using C19Pass@ecomscotland.com

Q – Is there a limit on how many employees I can enter into the C19Pass website?

A – No, the system allows you to add employees details via a bulk upload method. A Comma Separated Value (CSV) File format is used to bulk upload, a sample file ready to use format is provided.

Q- Is there a limit on the number of passes I can issue?

A - There are 5 different passes available that can be issued out to your employees. You can allocate different rules to each pass using the "Standards" feature. It can be confusing for employees to have more than one C19Pass, so it might be best to categorise your staff into different groupings and use the 5 passes as different types of passes. E.g. A travel pass, access to a site or location, travel for shift pattern 1 staff, etc.

Q – What do I do if my employee doesn't get the email to activate their C19Pass?

A – If your employee doesn't receive a Pass then you can login to the C19Pass website and revoke the active pass via assertions and redistribute or set up a new distribution.

Q- What do I do if I need help?

A – There is a walk-through video on the website explaining the process. Or you can send a message at C19Pass@ecomscotland.com. We aim to respond as soon as possible. Please give up to 48hrs.



Q – What do I do if I need to expire a C19Pass?

A – You can expire passes at any time, and setup new passes if you still have passes available for the 5 allocated. All issued passes are only valid for 24hrs at a time. To expire a Pass you simply mark the Pass status as inactive. You can then create a new Pass as required.

Q – Is there a time limit on issuing the C19passes?

A – Yes, the current max time you can set the pass active until is 31st December 2020. If you want to continue issuing Passes beyond this date, please contact us at C19Pass@ecomscotland.com