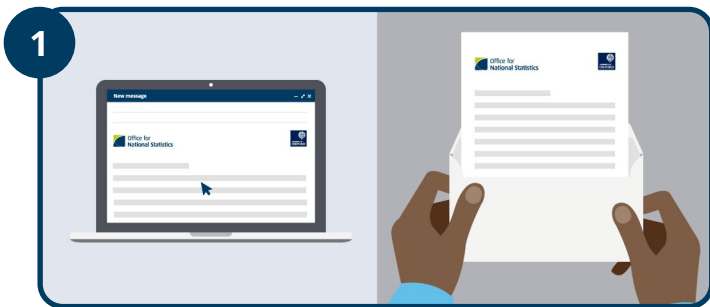


## Storyboard – Existing participant

**As a current participant in the COVID-19 Infection Survey, this document shows what will happen and the steps you should take to let us know you are happy to continue taking part.**



### 1 Get an email or letter about the new way the survey will work

You get an email or letter, based on your previous preference. This explains what to expect if you choose to continue taking part in the survey.



### 2 Read about the new way the survey will work

You can read all the information about how the survey is changing and learn what to expect.



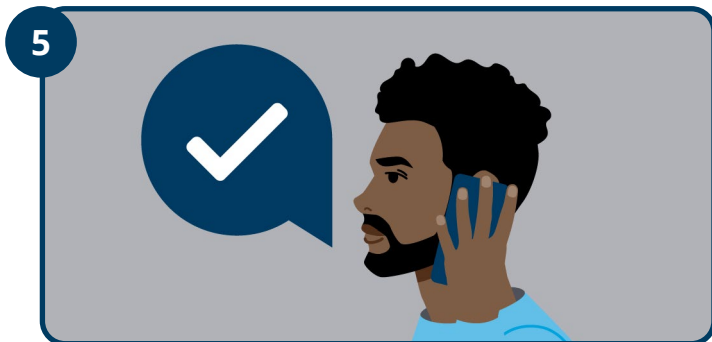
### 3 Check if you can get to a priority postbox

A priority postbox is a special type of postbox that is collected from more often. You check whether you, or someone else, can get to a priority postbox to send your swab and blood samples back to us. You do this by visiting the Royal Mail website or calling us. If you cannot return your samples by priority postbox, you will be able to use a courier.



### 4 Ask questions about the new way the survey will work

If you have any questions, you can call us on **0800 085 6807**.



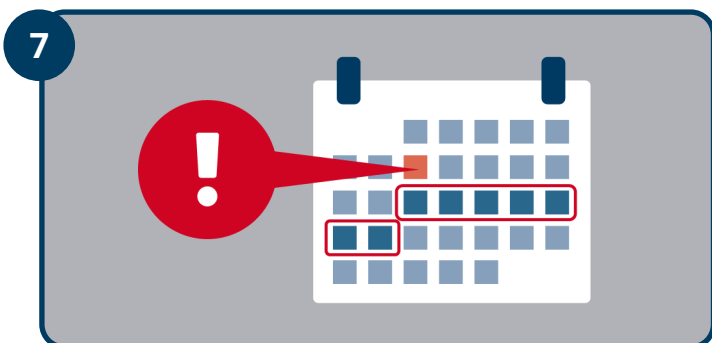
### Call us to say you are happy to continue taking part

If you are happy to continue in the survey, you call us. The phone number is in your first email or letter telling you about the changes to the survey.



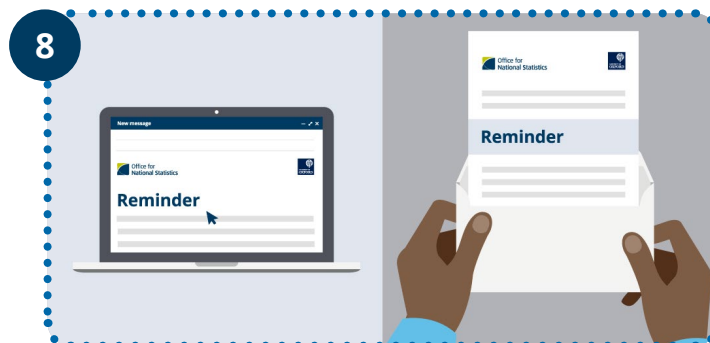
### Give unique participant ID and choose how to send back swab and blood samples

You start the phone call by telling us your unique participant ID, found on your letter or email. You then say how you would like us to contact you in future (email or letter), how you would like to complete the questionnaire (online or by phone), how you would like to send your samples back to us (via post or courier) and whether you would like to continue to receive vouchers, and if yes, by email or post.



### Wait to hear about your next testing window

The next contact will be an email or letter with the dates of your first testing window using the new approach.



### Get reminders to see if you are happy to continue taking part

If you have not said you are happy to continue the survey in its new format, you will get another email or letter, 30 and 80 days after the first email or letter is sent. **If we do not hear from you after 120 days, you will not be able to continue with the survey.**

To read this online, please go to [www.ndm.ox.ac.uk/covid-19/covid-19-infection-survey/step-by-step-guides](http://www.ndm.ox.ac.uk/covid-19/covid-19-infection-survey/step-by-step-guides)