

## Office of COVID Response: FAQ Sheet

**Problem:** Having trouble scheduling antigen testing

**Solution:**

1. On your MyPrevea account dashboard, select “COVID-19 Test” at top right
  2. Select “Students/Staff – UWGB Lakeland and UWO Covid-19 Testing”
  3. Choose where you are currently a student or faculty member
  4. Select that you are scheduling for yourself
  5. Indicate whether or not you reside on campus
  6. If registering for antigen testing, select “Surveillance Only” as your testing reason
  7. Accept testing recommendation
  8. Select a time
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**Problem:** Having trouble setting up a MyPrevea account

**Solution:** If they are not already enrolled with Prevea, they create an account through MyPrevea.com

1. Sign up as a new user
2. Select “No Activation Code? Sign up Online”
3. Fill in the required info
4. The next page should be the MyPrevea dashboard

[MyPrevea Registration Link](#)

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**Problem:** I got tested recently but I still have not seen any results, and MyPrevea database doesn't even say I got tested.

**Solution:** Sometimes people who already had a chart in Prevea's system end up with a duplicate account when registering for MyPrevea. If this is the case, that means that their test record, and results when they're ready, are probably showing up on that other account. Notify Jeremy Cleven (clevenj@uwgb.edu), the accounts can be merged on the Prevea end.

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