Assisting Contacts in Placing an Order for an At-Home Test

- Contacts must place the order for the at-home test and register for an account themselves within the Pixel by Labcorp website. NC DHHS Staff may assist the contact in navigating the website.
- The link to the website can be accessed by clicking here or pasting the following link into your browser: https://www.pixel.labcorp.com/nc

1. Direct your contact to the Pixel by Labcorp website: https://www.pixel.labcorp.com/nc. The first sections of this page describe the overall steps in the ordering and at-home testing process, and it may be useful to discuss these with your contact.

2. Instruct your contact to scroll down to the box labeled North Carolina Residents and click Request Kit. Any contacts who are between the ages of 14 and 18 may complete this process with adult supervision. Contacts under the age of 14 must have an adult complete the form on their behalf.

3. Guide the contact to fill out their personal information, which will be used to ship their test and confirm their identity. See reverse for a full screenshot of what your contact sees as they complete this page.

4. Within the Payer Information box, simply tell your contact to click the Consent box. Ensure your contact knows that the cost of this test is covered by the State of North Carolina and they will not be charged.

5. Instruct your contact to create a password. They should keep a record of this, as they will need it later to register their test and access their results.

6. Have your contact click the Place Order button to finalize the order. The kit will be delivered via FedEx priority overnight shipping.

See reverse for a full screenshot of the entire screen your contact sees when completing their personal and shipping information (steps 3-6).
Ordering a Pixel At-Home Testing Kit from the Contact’s Perspective

**STEP 3**
Complete all personal information.

**STEP 4**
Click “Consent.”

**STEP 5**
Create a password to access your results in the future.

**STEP 6**
Place your order.