COVID-19 Test Order Process via the Health Partner Order Portal (HPoP)

To order and receive shipments, partners must have an active account within HPoP. Click here to register if you do not have an active HPoP account.

EVERY MONDAY BY 11:59 PM

TUESDAY

WEDNESDAY

Orders typically arrive 7-10 days from the shipping date.

SUBMIT TEST ORDER

Orders must be submitted in HPoP by **Monday at 11:59 PM** to receive a shipment that week

ORDER REVIEW

NC DHHS will review, validate and process orders

ORDER TRANSMISSION

On Wednesdays at 9:30 AM, all orders will be transmitted from ASPR to distribution partners for processing

ORDERS DELIVERED

To check delivery status of your order in HPoP, navigate to **Site Orders/Inventory** and click **View** under the Actions column to find the Shipped Date and Tracking Number.

How to Submit a Test Order:

1. Sign in at https://hpop.hhs.gov
2. Navigate to **Site Orders/Inventory**.
3. Make sure you are in the **Orders** tab.
4. Click **Create Order** in the top right corner of the screen.
5. Select **COVID-19/Diagnostic.**
6. Select the **Test Brand** you wish to order.
7. Select the **Quantity.**
8. Review your order.
9. Once you have reviewed your order and are ready to proceed, click **Submit Order.**

Available COVID-19 Tests:

SEKISUI OSOM (2 ct)
Min: 5 packages/1200 tests
Max: N/A

Access Bio CareStart (2 ct)
Min: 1 package/464 tests
Max: 1,000 packages/464,000 tests

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES

NCDHHS COVID-19 Response

If you are experiencing any issues or need further assistance, please email covid19testingandtreatments@dhhs.nc.gov