FOLLOW UP EMAIL TEMPLATE

Dear <Name>,

My name is <Name> and I’m from the Central University Support Services COVID-19 Support Team. I’m getting in touch to regarding the email we recently sent you regarding your COVID report as we do not appear to have received a reply from you as yet.

In order to support you and our wider University community, we’d be grateful if you could respond to the below questions as soon as possible. Anything you tell us will only be shared with relevant University colleagues for the purposes of Health Protection.

**Questions**

1. How are you? Is there anything you need help with?
2. Within 72 hours of your symptoms or positive test result (whichever came first) did you have any close contacts (people who were less than a metre close and/or a distance of less than 2 metres for 15 minutes or more)? If so, please can you tell me their name and contact number if possible (and an approximate age, which will help with identifying correct individual)?
3. Within 72 hours of your symptoms or positive test result (whichever came first) which seminars/lectures/other activities did you attend and which buildings?
4. Within 72 hours of your symptoms or positive test result (whichever came first), did you attend any UoM social spaces or anywhere else in the University?
5. Within 72 hours of your symptoms or positive test result (whichever came first), did you go on public transport or visit any venues such as cafes, bars etc?

Thank you for your assistance in this matter.

Best wishes,

<Name>

University of Manchester COVID-19 Support Team.