COVID-19 Testing and Vaccination - Pointnclick FAQ

Common Questions

- Where Can I Find Instructions for Pointnclick?
- I Can't Login to Pointnclick, received error "Unable to locate your record"
- Can I use Pointnclick if I am a contractor (or am an employee of a contractor) and I am based at a UMS campus?
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Where Can I Find Instructions for Pointnclick?

Please visit the UMS Pointnclick Web App User Guide

I Can't Login to Pointnclick, received error "Unable to locate your record"

Answer: This error means that you are not registered in the Pointnclick system.

1. If you are a new student please allow 2 business days as new records are uploaded on a regular basis.
2. If you receive this error and you are trying to schedule a test you may still visit a university testing center during normal testing hours (check before you go). Ask the test center to register you in Pointnclick, not just as a one-time walk-in. You will be tested and you should be able to login to Pointnclick within 24 hours.

Can I use Pointnclick if I am a contractor (or am an employee of a contractor) and I am based at a UMS campus?

Answer: For contractors (non-UMS employees or students), only Sodexo employees based at a UMS campus may be tested under the UMS program. Using Pointnclick requires a maine.edu account. If the Sodexo employee does not have a @Maine.edu account they can be tested at a UMS testing center, using their Sodexo employee ID, and should then contact their supervisor for test results.

How Do I Upload My Vaccination Record to Pointnclick?

Please visit the UMS Pointnclick COVID-19 Vaccination Verification User Guide (Note: If the user is unable to upload due to the 4MB size limit, a quick workaround may be take a screen shot of the picture to upload)

Why is PointnClick asking me to sign a consent form again?

Individuals scheduling an asymptomatic testing appointment for COVID-19 will need to sign a new consent form (former one expired at the end of Spring 2021 semester) instructions on where to find the consent form are located here.