

Help With Ordering Free At-Home COVID-19 Tests

Common Problem Scenarios and Solutions

[Tips from the USPS]

1) “At-home COVID-19 tests have already been ordered for this address”

Some people who live in apartments, duplexes, co-ops or at other addresses that house multiple families ran into the error message above. If so, see the bullet points below:

- It may be because the program is currently limited to one order of four tests **per residential address**, some people may not be able to receive their free allotment.
- For example, if you rent a flat behind a main house, but **your unit doesn't have its own address with the USPS**, you may not be able to sign up **if someone in the main house already claimed your address's allotment**.
- Check with everyone in your household and make sure they didn't already claim your kit of four tests.
- If someone has already claimed the 4 test kits assigned to your address, and the tips below don't work because you don't have a separate address or apartment number, you may need to go to a test site or purchase test kits and receive reimbursement from your health insurance company (which does not apply to Medicare as an insurer).

2) “We couldn't validate your address.”

If you receive the error message above, there's a chance you could be entering your address **slightly differently** than how the USPS recognizes it. For example, you could be typing out “Eighth Street” when the USPS knows it as “8th Street.”

Here's what you should do to get your address validated:

1. Use USPS's address look-up tool by [clicking here](#).
2. Type in your address, then click find.
3. Now try ordering your tests again using the address **exactly as it's listed by the USPS**.

If that doesn't work, the postal service says to [file a service request](#) or call USPS help desk at 1-800-ASK-USPS

3) “We couldn't validate your address as complete.”

- This error has been popping up for some people who live in apartments, condos, or other multi-unit addresses. This could also be an issue of simply typing in your address slightly wrong. For example, you may need to type “Apt. 1” instead of “#1.”
- If that still doesn't work, you might want to try this tip [gaining steam on Twitter](#): Try putting the apartment number in the first line of your address, not separating it out by a separate field.