



Frequently Asked Questions

Color/MA EOHHS ALOM Shop Online Ordering Site

What is the Color Online Portal?

The [Color online portal](#) is where you can submit your orders for test kits and return shipping materials.

Are there instructions for using the portal?

Yes, there are [registration instructions](#) and [ordering instructions](#).

How do I get a login to the ordering portal?

Color will assign a login to the point of contact identified at the time the site was created and an email will be sent. The user ID will be the unique site ID assigned by Color for your site.

How many kits may I order?

The maximum number of kits you can order per week is based on the number of staff and residents who need to test at your facility. You can request up to one month's worth of tests and materials per order.

Is my order approved after I place it?

Yes, Color will approve each order to ensure that the order quantity requested is less than or equal to the number of kits your site has been approved for.

How quickly can I get more kits?

Orders will ship by the next business day. Materials should arrive within 3-4 business days.

How often should and how many more kits should I order?

You can order no more than once per week, and you should order enough kits for 1 to 4 weeks.

How do I track my order(s)?

You can find tracking information via the online portal. You also will get a confirmatory email when the order has shipped.

Who can I contact with questions?

For questions, please reach out to covidsites@color.com