

LET'S GET COVID-SAFE COVID CHECK-IN GUIDE

APPLE IPHONE, IPAD OR WITHOUT DEVICE

This easy-to-use guide explains how to check in **manually** (without using a device) and **digitally** (by using a COVID-safe check-in application) when visiting a venue.



WHAT IS A CHECK-IN AND WHY DO I HAVE TO DO IT?

A check-in is no different from simply saying 'I am here'! This only takes seconds to complete but helps the government with contact tracing and plays a big part in keeping everyone's friends, family, and broader community COVID-safe. Businesses and workplaces are required by the government to use the state government COVID-safe check-in when operating. This means that **whenever someone visits a venue, they will be asked to 'check in'**.

WHAT ARE THE WAYS OF CHECKING IN?

There are **two ways** to check in:

- 1 MANUAL** - by providing the venue staff with your contact details, so that the details can be recorded on the venue's own electronic system. This is the easiest way to check in if you don't have a device or do not feel comfortable to use it. It's okay to always check in manually – venues are required to provide this option. When going to a venue, staff will be available to assist you, just ask for help.
- 2 DIGITAL** - by scanning a QR code and checking in by using the relevant state government COVID-Safe Check-In mobile application (app), which is free to download and use.

WHAT IS A QR CODE?



A QR code is like the barcode on products you buy at a grocery store that can be easily read and scanned by a computer. The difference is that QR codes are square-shaped grids (like the one on the left) that can be read by a smartphone or tablet. When pointing your device camera on a QR code, it will show a web link on screen that you just need to press to open up a website.

More and more businesses use QR codes because it's quicker than typing in the website name (for example 'www.feroscare.com.au') in an internet browser. You will see that QR codes are also used for a digital check-in.

HOW WILL MY CONTACT DETAILS BE USED?

If you've been at a location where there is a verified COVID case, the government will contact you based on your contact details provided during the check-in at a venue.

Be assured, if you are contacted, then there is no need to be anxious. In this case, give us a call and we will give you all the support you need to stay safe.

GUIDE FOR A MANUAL CHECK-IN

Follow this guide if you'd like to check in at a venue without using a phone or the internet.

PREPARE THE INFORMATION REQUIRED AT A MANUAL CHECK-IN

- 1 These are the contact details you may be asked to provide during a check-in:
 - full name
 - phone number
 - residential address
 - email address (if you have one)

TOP TIP FOR MANUAL CHECK-INS:

Prepare your own COVID check-in that already captures all your details required at a check-in. This way, you can take the paper with you when going out and can present it to staff when entering a venue. They can then enter your details manually in their system. No need to always remember and repeat yourself when going from one venue to another. Here's an example of how you could set up your check-in:

COVID CHECK-IN	
Full name:	John Citizen
Phone number:	1300 763 583
Residential address:	Level 3, The Strand, 72-80 Marine Parade, Coolangatta QLD 4225
Email address:	email@gmail.com
Note: Present this paper to the venue staff on arrival and ask for assistance for a manual COVID check-in.	

- 2 Additionally, you will be asked to provide the **date and time of entering** and possibly **time of leaving** the venue.

Note: Not all businesses require you to tell them when you are leaving – **this is not mandatory** to report and it's okay not to check out.

- 3 Once at a venue, reach out to a staff member to assist you. Don't be afraid of asking for help! All staff members are encouraged to help with manual check-ins so they can welcome you to their venue!



MANUAL CHECK-IN COMPLETED

GUIDE FOR A DIGITAL CHECK-IN

Follow this guide if you'd like to check in at a venue by using your phone or tablet.

WHAT DO I NEED?




A smartphone or tablet with mobile data (internet connection when you leave the house).



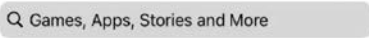
Your device's login details (email address and password) ready to sign in when downloading the application. Use this when prompted.

Note: the login details are those details used when setting up the phone for the first time.

HOW TO DOWNLOAD THE RELEVANT APP

- 1 Look out for your device's digital storefront called  **App Store** and tap on it.
Note: The App Store is used to find and download apps and other types of media on your device. You may be required to use your login details to confirm a download. If you are already logged in, then you won't be asked.

- 2 Tap  **Search** (bottom right)

- 3 Then tap on the  **Search bar**.

- 4 Enter the **Keyword** for your relevant state government app, then tap  **Search**.

NEW SOUTH WALES

Keyword: Check in NSW

App icon:



Service NSW
Digital licences and more

GET

QUEENSLAND

Keyword: Check in QLD

App icon:



Check In Qld
Unite & Recover

GET

SOUTH AUSTRALIA

Keyword: Check in SA

App icon:



mySA GOV
State Government of
South Australia

GET

WESTERN AUSTRALIA

Keyword: Check in WA

App icon:



SafeWA
Department of Health (Western
Australia)*

GET

TASMANIA

Keyword: Check in TAS

App icon:



Check in TAS
Department of Health Tasmania
(Government)

GET

NORTHERN TERRITORY

Keyword: Check in NT

App icon:



The Territory Check In
Northern Territory of Australia

GET

VICTORIA

Keyword: Check in VIC

App icon:



Service Victoria
Victorian Government

GET

AUSTRALIAN CAPITAL TERRITORY

Keyword: Check in ACT

App icon:



Check In CBR
ACT Government Health
Directorate

GET

5 Locate the app icon in the search results, then tap **GET** **Get**.

Note: Be aware that the first search result may not be the correct app.

Compare the app icon of the app you want to download (see app icons above) with the search results and tap on the app that looks correct and is relevant to you.



DOWNLOAD COMPLETED

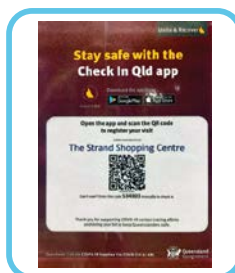
HOW TO CHECK IN

1 When at a venue, find the **check-in QR code** at the entrance.



Example check-in QR code.

The QR code looks like a black-white square.



Example poster at a venue in Queensland.

The QR code is often placed on a poster at the entrance of every venue.

2 Open the relevant state government check-in app that you've downloaded.

- 3 Follow the prompts to **Get Started** for a **COVID-safe check-in**. Please be mindful that each government has their own app and that these steps can vary depending on the state you're in.



Example check-in app for Queensland.

This is an example of the screen you will see when opening the check-in app for Queensland.

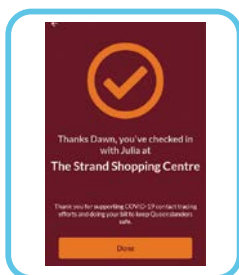
- 4 Hold your camera up to the venue's COVID-safe check-in **QR code**, and tap '**Check In**'.

At different stages, you will be required to:

- ✓ **register your contact details**
- ✓ give permission to **access the camera**
- ✓ and **accept** the government's Data Use Agreement and Privacy Policy if prompted.

- 5 **Good to know:** You may be able to check in additional people who are with you without their own device or app and vice versa! This can come in handy when you are out and about together! If you are in the company of a family member, friend or carer, they can check in for you too.

- 6 When you're done, show your successful check-in screen when entering the venue, and you're good to go!



Example successful check-in using the Queensland app.

This is an example of the screen you will see after checking in at a venue in QLD. Be mindful that this will look different from state to state.



CHECK-IN COMPLETED

Note: If you ever experience difficulties checking in with a COVID-safe app, please ask a venue staff member to assist you with a manual check-in.

HOW TO CHECK OUT

Some COVID-safe check-in state government apps, for example the COVID-safe app in NSW, will ask you to also **check out when leaving the venue**. While a **check-out is not mandatory**, it helps narrowing down the search for contacts if the government is looking for contact tracing within a certain time frame.

- ✔ it is likely that you will get notifications from your COVID-safe app, and that is acceptable – you don't need to worry
- ✔ if you get a notification from your COVID-safe app reminding you about the check-out, you can choose to follow the prompts to do so, but you don't have to (it is **not mandatory**)
- ✔ it is okay not to check out when leaving a venue

If you wish to check out of a venue yourself, then follow these steps. Please be aware that the steps may vary from app to app.

This is an example using the NSW COVID-Safe app:

- 1 Open the **NSW** state government COVID-safe app.
- 2 Navigate to the **COVID-safe check-in**.
- 3 Tap the **Recent** tab (top, middle).
- 4 Tap the **Check-out** button and enter time and date if applicable and confirm.

FREQUENTLY ASKED QUESTIONS

WHO MUST CHECK IN?

Everyone who visits a venue (e.g., a shopping centre or restaurant) or event must check in.

WHAT IF I CANNOT CHECK IN?

You can still visit businesses, organisations, and events if you do not have a smartphone, tablet, check-in app, internet connection or are not comfortable checking in electronically. Venues have alternative, manual check-in methods available (such as paper records). Simply ask a staff member to manually take your contact details or help you to enter your contact details in their system.

If you are unable to provide your contact details, for example, due to language barriers, another person may provide the required contact details on your behalf.

WHAT INFORMATION IS ASKED FOR A CHECK-IN?

For the government to keep everyone safe, a check-in requires your contact details like your full name, phone number, residential address, or email address (if applicable). The date and time of entry will be captured automatically through the app or captured on paper when checking in manually.

HOW DO I KNOW MY DETAILS ARE HANDLED WITH CARE?

Your details will be safe due to regulations and privacy policies government and venues must adhere to as part of their COVID-19 safety plan. Businesses risk a breach and therefore penalty if they do not handle your details with care, such as when using your details for marketing purposes or when not adhering to privacy policies and regulations.

If you want to [speak to someone about this guide](#), need more [assistance with technology barriers](#), or want to [feel more confident using technology](#), please reach out to our friendly team for further assistance.

Call [1300 763 583](tel:1300763583) or visit feroscare.com.au/techhelp