COVID Safe Check-in FAQs

About the COVID Safe Check-in tool

What is COVID Safe Check-in?

The NSW Government has developed a free electronic registration tool called the COVID Safe Check-in.

The COVID Safe Check-in tool allows customers, staff and visitors to check in at businesses across NSW and helps organisations to remain COVID safe and meet requirements for the accurate collection of customer contact details. This data protects the community in allowing contact tracing by NSW Health.

How does COVID Safe Check-in work?

When a business registers as COVID Safe at nsw.gov.au, it is given a unique QR code to display.

Customers use a smartphone or QR code reader to scan the QR code when entering the premises. They will then be prompted to check in using the COVID Safe Check-in tool in the Service NSW app or the Service NSW webform.

The check-in automatically captures their contact details, and the date, time and location. This information is then stored securely on a NSW Government database and only accessed by the Ministry of Health for the sole purpose of COVID-19 contact tracing.

Why are businesses using the COVID Safe Check-in?

Keeping accurate records of those who have entered a location is key to stopping the spread of COVID-19.

The COVID Safe Check-in tool helps businesses to remain COVID safe and makes it easier to meet requirements for the collection of customer contact details.

From 1 January 2021, it will be mandatory for hospitality venues and hairdressers in NSW to use the NSW Government's COVID Safe Check-in QR code to electronically register customer contact details. To find out if it's mandatory for your business visit nsw.gov.au

COVID Safe Check-in customer experience

How can customers check-in using the NSW Government's COVID Safe Check-in tool?

1.) Customers scan the COVID Safe Check-in code with their phone camera or a QR code reader.

2.) The smartphone reads the QR code and:
   a. If the Service NSW app **is already installed** on their phone, this app will open and prompt the customer to confirm their contact details via the COVID Safe Check-in tool.
   b. If the Service NSW app **is not installed** on their phone, the customer will be directed to a webpage where they will be given the choice to download the Service NSW app to check in OR check in using the Service NSW webform.

For a step-by-step overview of this process, see Appendices 1 and 2 at the end of this document.

Do customers need a MyServiceNSW account in order to use the COVID Safe Check-in tool in the Service NSW app?

No, they do not need a MyServiceNSW account. They can complete a guest check-in (no account log-in required) using the COVID Safe Check-in tool in the Service NSW app.

If they do not wish to download the Service NSW app they can complete the Service NSW webform check-in.

For a step-by-step overview of this process, see Appendix 2 at the end of this document.

What if the customer doesn't have a smartphone, the Service NSW app, or an internet connection? How do businesses record their details?

If record keeping is mandatory for your business, you still need to record the customer's details.

If **electronic** record keeping using the NSW Government's QR code is mandatory for your business, you will need to manually collect the customer's contact details, then electronically record the contact details within 12 hours. You can electronically record customer contact details in the fillable pdf Visitor Record template available to download from nsw.gov.au, or in an Excel spreadsheet or Word document.

To ensure that people who are either unable or unwilling to use the app on a mobile phone are still captured for contact tracing purposes, Service NSW has also introduced a COVID Safe Check-in concierge webform.

If your business is using this option, you will be provided with a unique URL for your COVID Safe Check-in concierge webform that can be displayed on a venue-supplied digital device, such as a tablet or laptop. If a customer cannot access the COVID Safe Check-in tool via the Service NSW app or the Service NSW webform, they can be checked in using the concierge webform.

For a step-by-step overview of this process, see Appendix 3 at the end of this document.

Do customers need to check out every time they leave the business location?

When leaving the business location, customers are encouraged to 'check out now' using the COVID Safe Check-in tool in the Service NSW app. Checking out is optional but does help with contact tracing.

What do we do if a customer refuses to check in?

Certain industries are required to have a record of all customers entering their establishment under the Public Health Order. Check your industry specific COVID Safety Plan at nsw.gov.au to see if record keeping is a mandatory requirement for your organisation.

Customer data and privacy

When someone checks in using the COVID Safe Check-in, where will their contact details be stored?

The contact details submitted via the COVID Safe Check-in tool are stored securely on a NSW Government database. After **28 days,** the data is destroyed.

What is the data entered into the COVID Safe Check-in tool used for?

The data will only be used by NSW Health for the sole purpose of COVID-19 contact tracing. Customer data will only be retained for 28 days, after which time it is destroyed.

Can businesses or organisations access the COVID Safe Check-in data to see who has checked in?

No, for privacy protection, businesses and organisations are not able to access contact information submitted via the COVID Safe Check-in tool.

Access to check-in data is restricted to authorised personnel in both Service NSW and NSW Health.

Costs

Is there any cost to use the COVID Safe Check-in tool?

No, COVID Safe Check-in is a free tool for registered COVID Safe businesses and organisations. The Service NSW app is also free for customers.

COVID-19 case notification

How will our business be notified if someone with COVID-19 visits our premises?

NSW Health will be in touch with the business if a confirmed COVID-19 case enters the location.

How will a person know if they have visited a business or organisation where an identified COVID-19 case has been?

People will be notified by NSW Health if a business or organisation they have checked in to is identified as a COVID-19 hotspot and advised of what they should do next.

Record keeping requirements

Is it a requirement for our business to keep a record of customer contact details?

From 23 November 2020, customer check-in using electronic methods, such as a QR code check-in, became mandatory for many businesses and organisations.

From 1 January 2021, it will be mandatory for hospitality venues and hairdressers in NSW to use the NSW Government's COVID Safe Check-in QR code to electronically register customer check-ins.

To find out the record keeping requirements for your business visit nsw.gov.au

Authorised Officers are making inspections to check compliance and are able to issue on-the-spot fines. Penalties for breaching Public Health Orders range up to $55,000, with a further $27,500 penalty possible for each day an offence continues.

Other businesses or organisations, where record-keeping is not mandatory, are still strongly encouraged to provide a check-in so contact tracing can be carried out quickly in the event of an identified COVID-19 case.

Visit nsw.gov.au to find out more about whether customer record keeping is mandatory for your business or organisation.

What if there is an outage with the COVID Safe Check-in – do we still have to collect contact details?

If electronic record keeping is mandatory for your business, you will need to manually collect contact details in instances where electronic forms, such as the COVID Safe check-in, cannot be accessed, including during internet outages.

In these circumstances you will need to manually collect the customer's contact details, then electronically record the contact details within 12 hours. You can electronically record customer contact details in the fillable pdf Visitor Record template available to download from nsw.gov.au, or in an Excel spreadsheet or Word document.
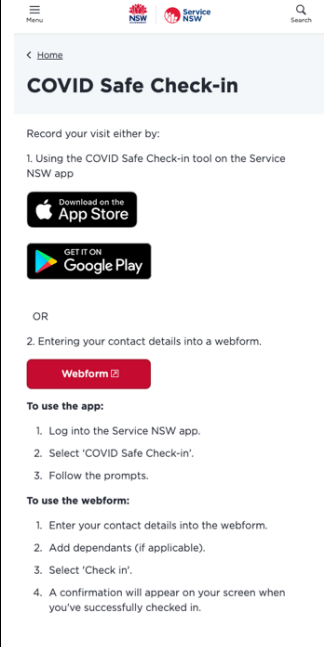
Other

Does the COVID-Safe Check-in replace the federal COVID-Safe app?

No, the COVID-Safe Check-in tool helps businesses and organisations record who has attended their premises and enables NSW Health to conduct vital contact tracing.

This system complements the Federal Government's COVID-Safe app that helps identify people who may have been exposed to COVID-19.

Appendix 1 – COVID Safe Check-in using the Service NSW webform

Customer scenario 1: Webform check-in for customers who do not have, or do not want to download the Service NSW app to their phone.

Checking into a business or organisation using COVID Safe Check-in	
Step 1: Scan business QR code Scan the QR code with a smartphone or QR code reader. Position the QR code so that yellow brackets form at the corners. The customer is directed to a Service NSW webpage with choice to download the app or continue to webform.	
Step 2: Customer clicks on 'Webform' button on Service NSW webpage	

Step 3: Enter contact details

Enter contact details (first name, last name, Australian phone number).

Choose 'International phone number' if required and then enter the international phone number.

Select 'Check in' to submit details or 'Add a dependant' to add a dependant person.

COVID Safe Check-in

Enter contact details

Art Gallery of New South Wales

All fields are required.

First name

Last name

Australian phone number

Enter a 10-digit number (mobile or landline with area code)

☐ International phone number

We respect your privacy

Your contact details are stored securely with Service NSW and will only be used to assist NSW Health in contacting you in the event of a confirmed case at this venue.

Read our full Privacy Collection Statement.

Add a dependant

Include anyone who is unable to check in themselves.

Check in

COVID Safe Check-in

Enter contact details

Art Gallery of New South Wales

All fields are required.

First name

Last name

Australian phone number

Enter a 10-digit number (mobile or landline with area code).

☑ International phone number

Select your country from the dropdown and then complete your phone number.

We respect your privacy

Your contact details are stored securely with Service NSW and will only be used to assist NSW Health in contacting you in the event of a confirmed case at this venue.

Read our full Privacy Collection Statement.

Add a dependant

Include anyone who is unable to check in themselves.

Check in

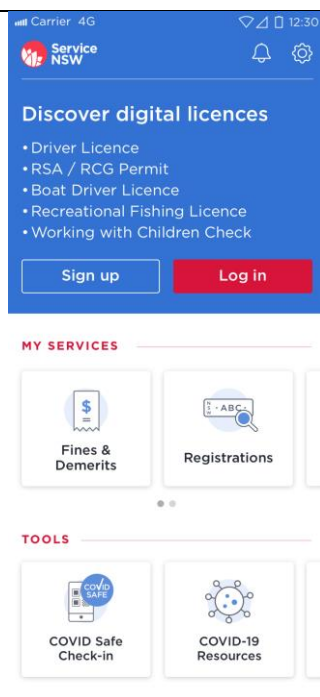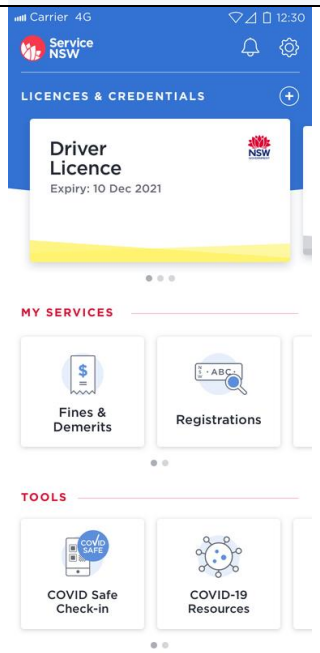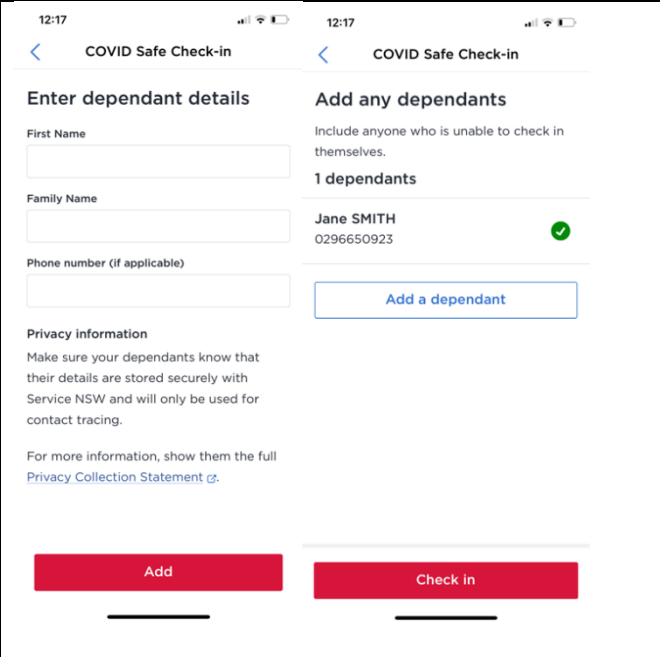|	
Step 3a: Add a dependant person (optional) After selecting 'Add a dependant', enter dependant's contact details (first name, last name, Australian phone number). Select 'Check in' to submit details or 'Add another dependant' if required.	**COVID Safe Check-in** < Back **Add dependant(s)** All fields are required, unless marked otherwise. First name [ ] Last name [ ] Phone number (if applicable) [ ] Enter a 10-digit number (mobile or landline with area code) **Privacy information** Make sure your dependants know that their details are stored securely with Service NSW and will only be used for contact tracing. For more information, show them the full Privacy Collection Statement. [Add another dependant] [Check in]
Step 4: Confirmation screen After selecting the 'Check in' button, the form will display a successful submission screen. Select 'Check-in another person' to go to a blank form to start the process again.	**COVID Safe Check-in** **You've checked-in** ✓ **Check-in complete** You may need to show this confirmation to a staff member. **Check-in details** Location Art Gallery of New South Wales Date and time 06 November 2020 03:54PM Name Steve Citizen Phone number 0403444999 How was your experience? 👍 💬 👎 [Check-in another person]
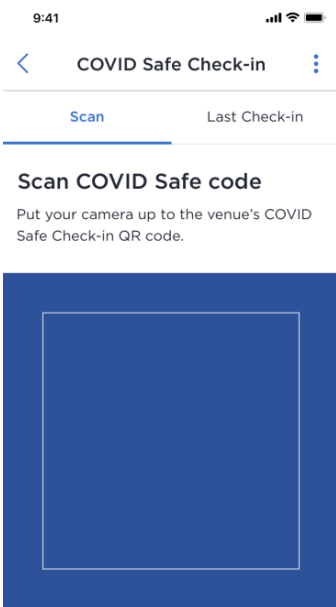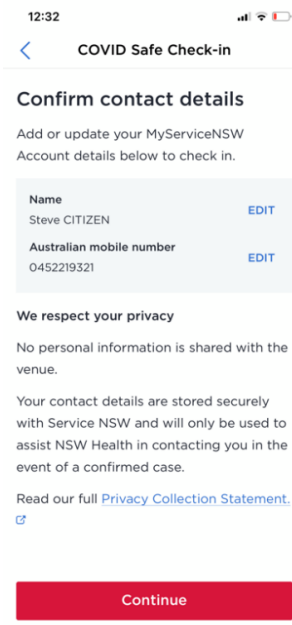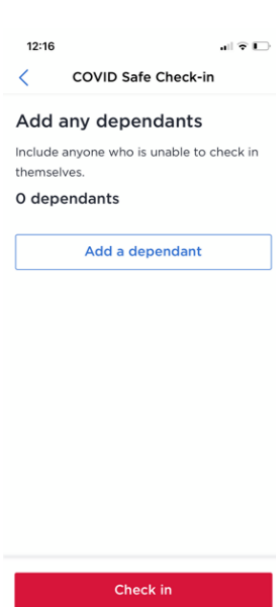
Appendix 2 – COVID Safe Check-in using the Service NSW app

Customer scenario 2: COVID Safe Check-in via the Service NSW app for customers who *already have* a MyService NSW account.

Checking into a business or organisation using COVID Safe Check-in	
Step 1: Download or open the Service NSW app on phone	
Step 2 (optional): Log in If the customer is not already logged into the Service NSW app, they can log in using their MyServiceNSW account details. **Note**: If the customer can't remember their MyServiceNSW account details, they can log in via the guest function instead. **See Customer scenario 3 for this process.**	
Step 3: Select COVID Safe Check-in Under tools, tap the COVID-19 Safe Check-in tile to get started.	

Step 4: Scan business/organisation QR code Customer to use camera phone to scan the QR code. Position the QR code in the square on the screen.	9:41 .ull 🗢 ▪ ‹ **COVID Safe Check-in** ⋮ **Scan** Last Check-in **Scan COVID Safe code** Put your camera up to the venue's COVID Safe Check-in QR code.
Step 6: Update or confirm contact details Customer shown contact details as per their MyServiceNSW account. If contact details correct, tap the red Continue button. If name needs updating, tap Edit, enter correct name details and Save. If mobile number needs updating, tap Edit, enter new mobile number and tap Send code.	12:32 .ull 🗢 ▫ ‹ **COVID Safe Check-in** **Confirm contact details** Add or update your MyServiceNSW Account details below to check in. Name EDIT Steve CITIZEN Australian mobile number EDIT 0452219321 **We respect your privacy** No personal information is shared with the venue. Your contact details are stored securely with Service NSW and will only be used to assist NSW Health in contacting you in the event of a confirmed case. Read our full Privacy Collection Statement. ⤤ [**Continue**]
Step 7: Add a dependant (optional) The 'Add any dependants' page will appear. If there are no dependants to add, tap the red 'Check in' button. If there are dependants to add, tap the 'Add a dependant' button. The 'Enter dependant details' page will appear. Enter the first name, family name and phone number (if applicable) of the dependant. Then tap the red 'Add' button. The dependant details will then show on the 'Add any dependants' page.	12:16 .ull 🗢 ▫ ‹ **COVID Safe Check-in** **Add any dependants** Include anyone who is unable to check in themselves. **0 dependants** [Add a dependant] [**Check in**]

|	
Repeat the process to add more dependants or tap red 'Check in' button to submit details.	
Step 8: Confirmation screen A check-in confirmation message is shown with the details of the check-in, including the location name, time and date and if any dependants were checked in. Check-in information will be available in the 'Last Check-in' tab until the user checks in somewhere else, or logs out of the app. A 'check out now' button and a 'Forgot to check out?' button is also shown.	
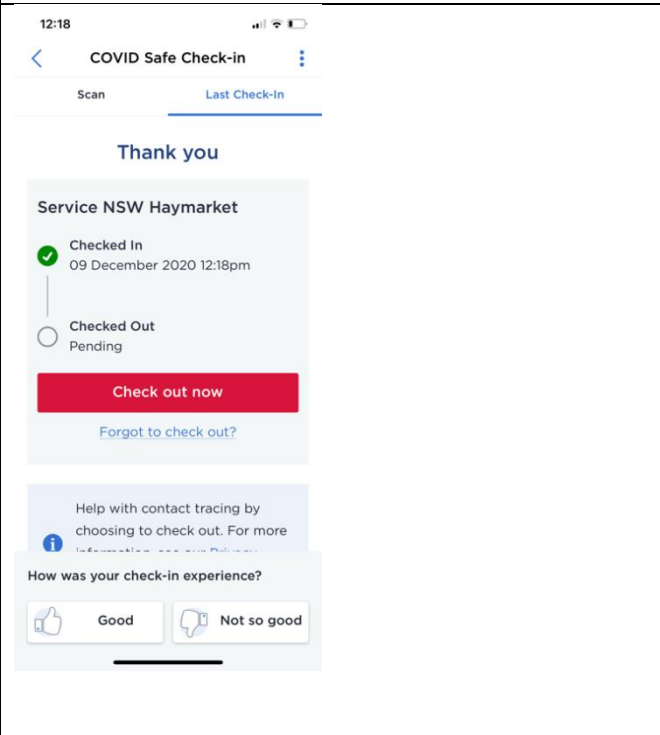
Step 9a: Check out now (optional)

Customer can choose to 'check out now' once they are ready to leave the location.

This is optional but helps with contact tracing.

Confirmation of check out is required before it will be registered.
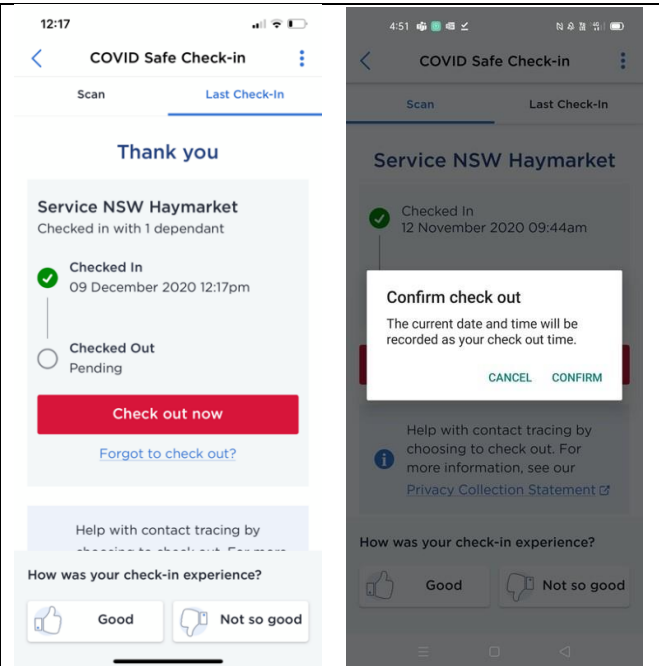
Step 9b: Check out later (optional)

Customer can choose 'Forgot to check out?' on the confirmation screen if they have already left a venue.

This is optional but helps with contact tracing.

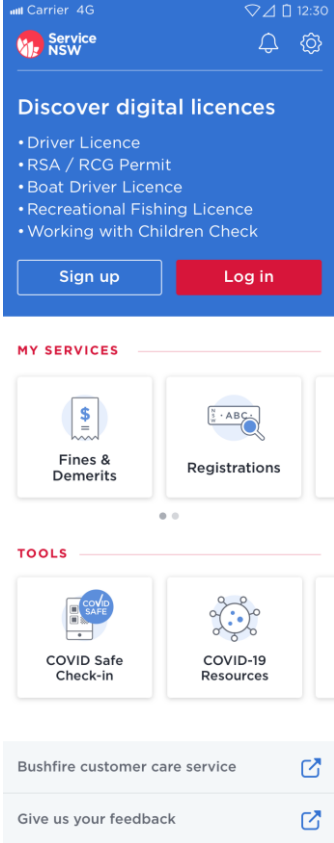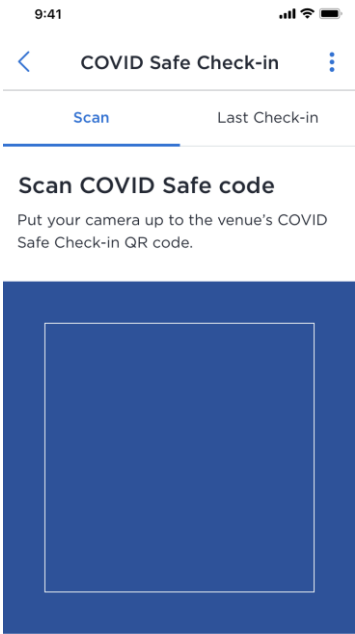A check out time can be chosen from a time picker to record the correct detail.
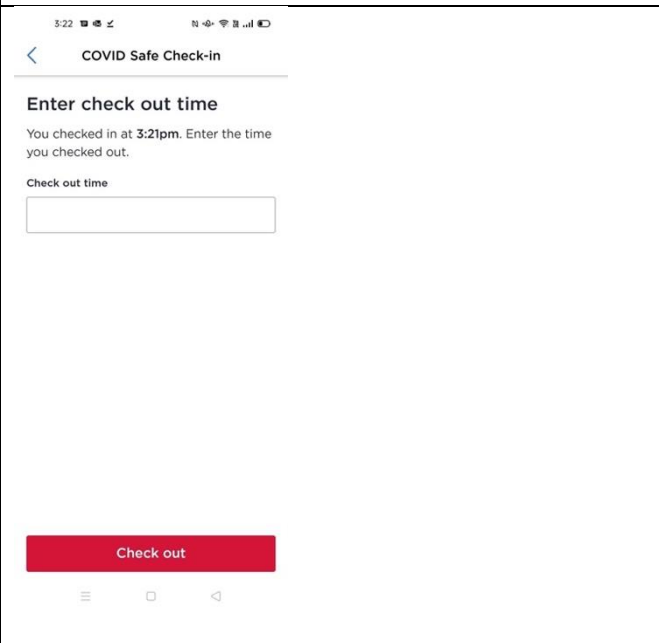
Step 10: Check out confirmed (optional)

Customer will be able to see their check-in date and time and their check-out date and time on the 'Last Check-in' screen.
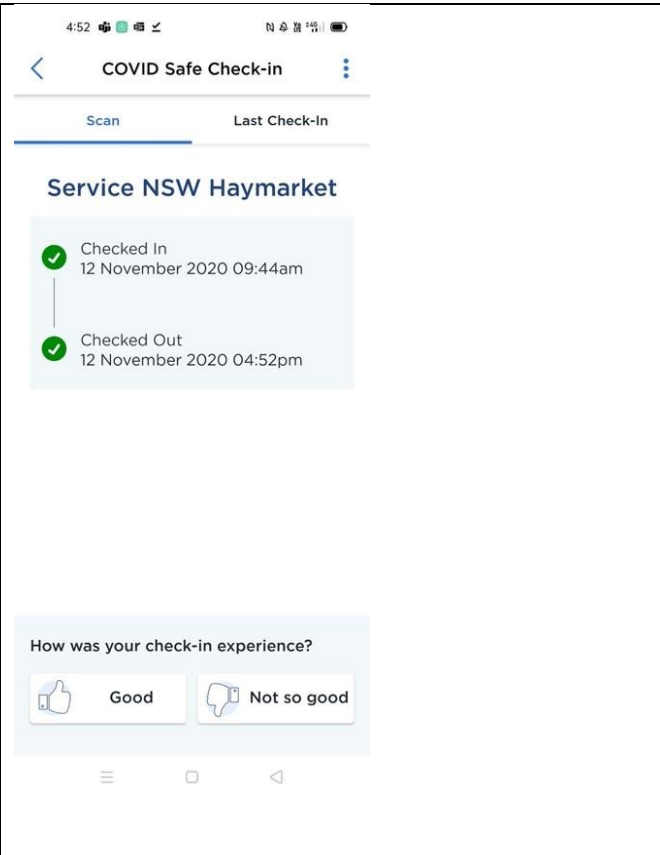
Customer scenario 3: Guest COVID Safe Check-in via the Service NSW app for customers who *do not* have a MyService NSW account.

Checking into a business or organisation using COVID Safe Check-in	
Step 1: Download or open the Service NSW app on phone	
Step 2: Select COVID Safe Check-in Under tools, tap the COVID-19 Safe Check-in tile to get started.	
Step 3: Scan business QR code Customer to use camera phone to scan the QR code. Position the QR code in the square on the screen.	

Step 4: Enter details, review conditions Customer to enter their contact details (first name, family name, mobile number). An option is shown to choose 'Remember contact details' which allows them to save their contact details for the next check-in. Customer to review privacy details and terms and conditions.	**9:41** ← **COVID Safe Check-in** **Enter contact details** In the event of a confirmed case at this venue, NSW Health will contact you using the details below. All fields are required. First name [ ] Family name [ ] Australian mobile number [ ] ☐ Remember contact details **We respect your privacy** No personal information is shared with the venue. Your contact details are stored securely with Service NSW and will only be used to assist NSW Health in contacting you in the event of a confirmed case. **Full Terms and Conditions** Can be found here: Terms and Conditions and Privacy Policy. **Continue**
Step 5: Verify mobile number Customer is required to enter the code sent to their mobile number to verify their identity, then confirm the check-in. **Note**: Verification of the mobile number is important in assisting contact tracing efforts.	**9:41** ← **COVID Safe Check-in** **Verify your mobile number** We've sent a verification code to: 0427542655. Code [ ] Didn't get a code? Resend code **Check in**

Step 6: Add a dependant (optional)

The 'Add any dependants' page will appear.

If there are no dependants to add, tap the red 'Check in' button.

If there are dependants to add, tap the 'Add a dependant' button.

The 'Enter dependant details' page will appear. Enter the first name, family name and phone number (if applicable) of the dependant. Then tap the red 'Add' button.

The dependant's details will then show on the 'Add any dependants' page.

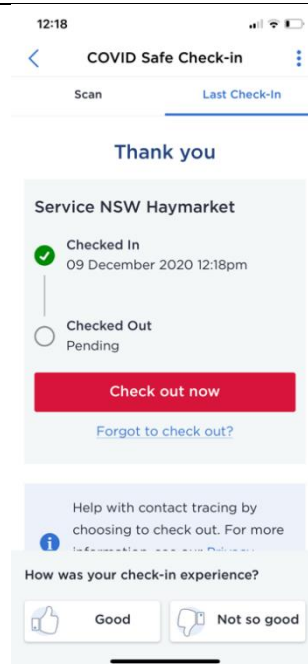Repeat the process to add more dependants or tap red 'Check in' button to submit details.
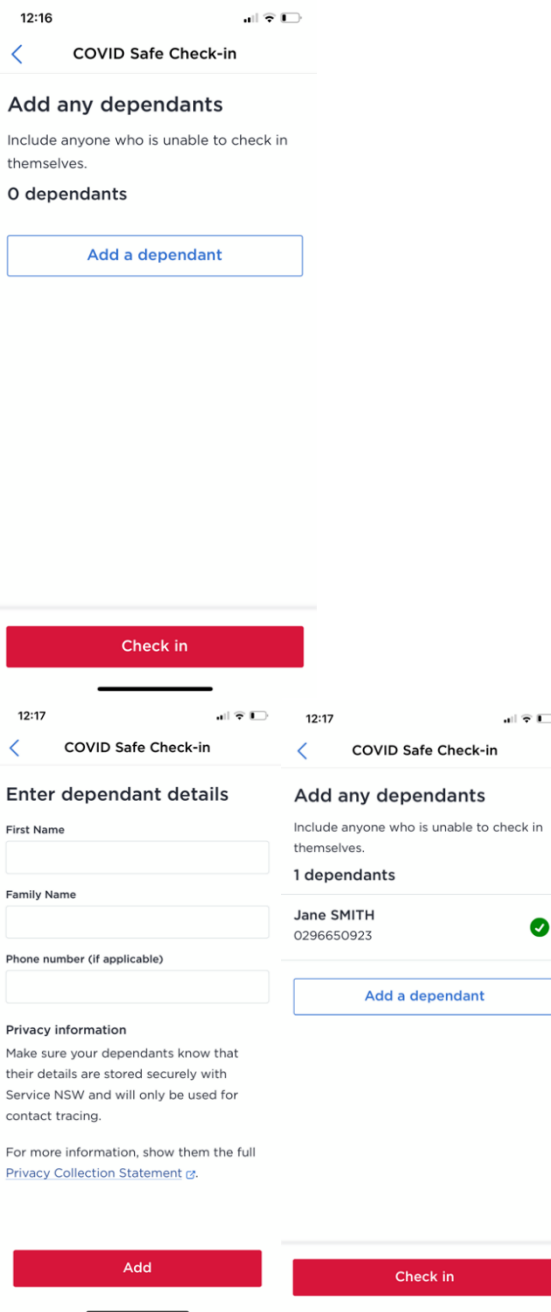
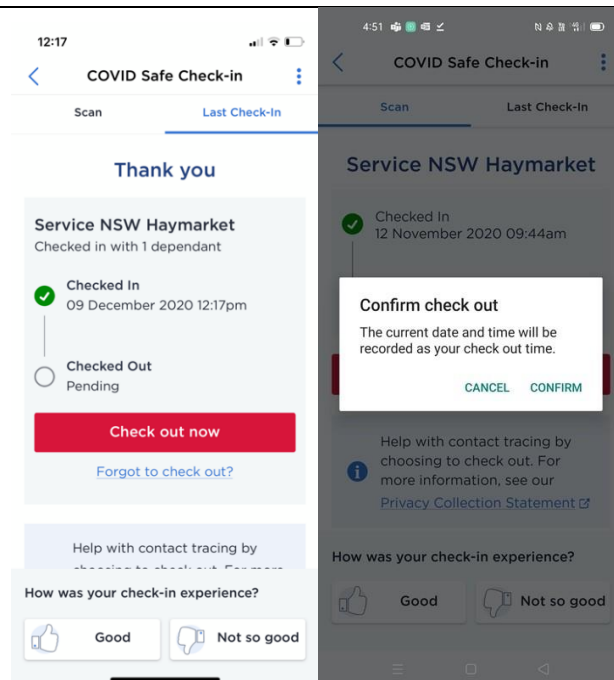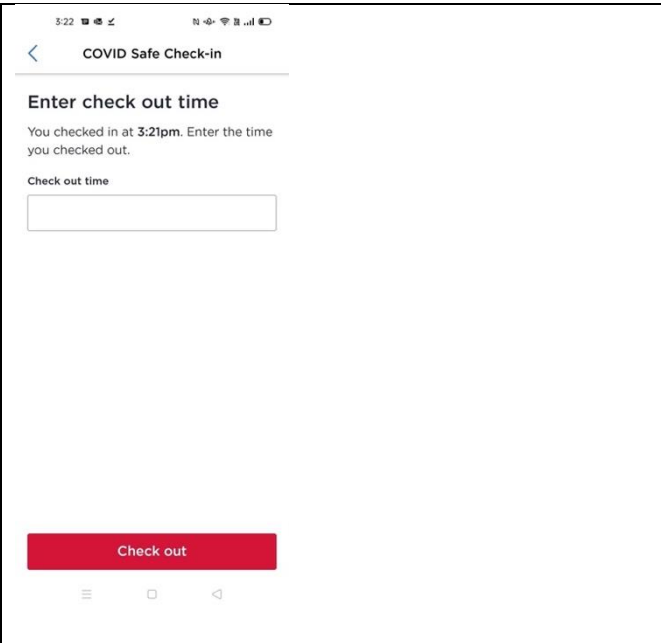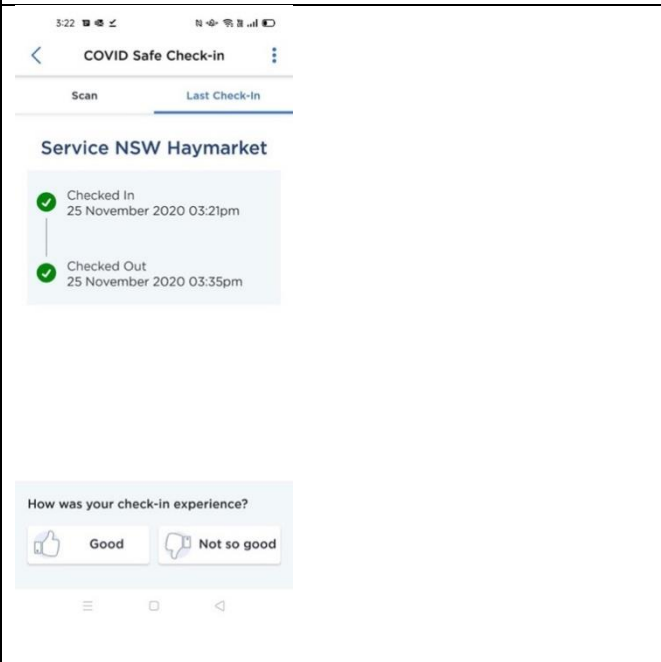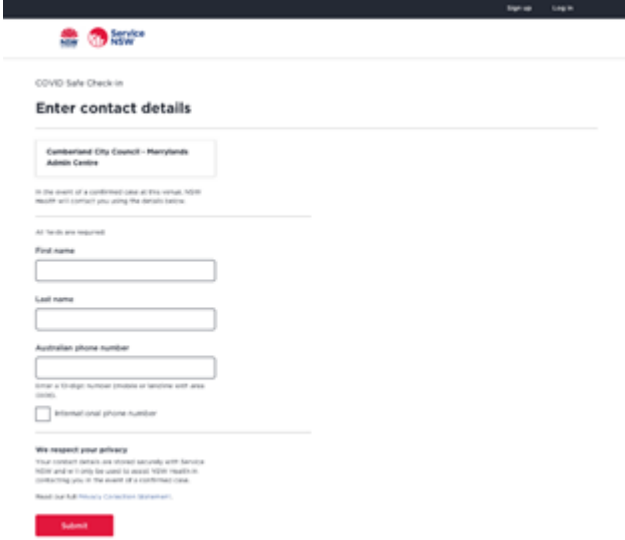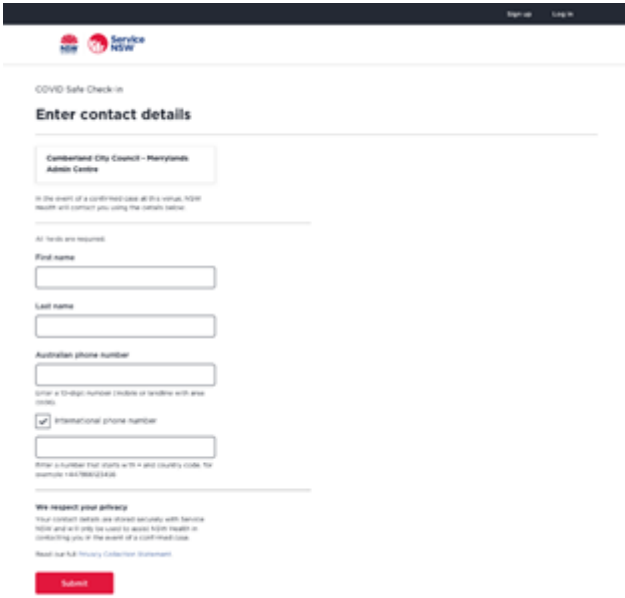|	
Step 7: Check-in confirmation screen A check-in confirmation message is shown with the details of the check-in, including the business name, time and date, and if any dependants were added. Check-in information will be available in the Last Check-in tab until the user checks in somewhere else, or logs out of the app. A 'check out now' button and a 'Forgot to check out?' button will also be shown.	
Step 8a: Check out now (optional) Customer can choose to 'check out now' once they are ready to leave the location. This is optional but helps with contact tracing. Confirmation of check-out is required before it will be registered.	

Step 8b: Check out later (optional) Customer can choose the 'Forgot to check out?' button once they have already left a venue. This is optional but helps with contact tracing. A check-out time can be chosen from a time picker to record the correct detail.	3:22 COVID Safe Check-in Enter check out time You checked in at **3:21pm**. Enter the time you checked out. Check out time [ ] Check out
Step 8c: Check out confirmation screen Customer will be able to see their check-in date and time and their check-out date and time on the 'Last Check-in' screen.	3:22 COVID Safe Check-in Scan Last Check-In **Service NSW Haymarket** ✔ Checked In 25 November 2020 03:21pm ✔ Checked Out 25 November 2020 03:35pm How was your check-in experience? 👍 Good 👎 Not so good

Appendix 3 – COVID Safe Check-in using the concierge webform on a venue supplied digital device.
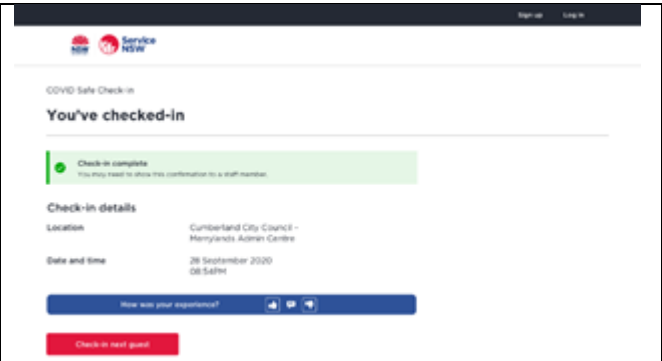
Optional for businesses to supply for customers who do not have access to a phone.

Checking into a business or organisation using COVID Safe Check-in concierge webform	
Step 1: Navigate to unique URL on business or organisation supplied device.	
Step 2: Enter details, review conditions Enter first name, last name and Australian phone number (mobile or landline). Review privacy details and terms and conditions.	
Step 3: International phone number option If the person has an international phone number, check the box for international phone number and enter the number in the box below.	

Step 4: Successful submission After selecting the 'Submit' button, the form will display a successful submission screen. Select 'Check-in next guest' to go to a blank form to start the process again.	
Unsuccessful submission If for some reason the form is unable to be submitted, an error message will appear. Please attempt to submit the customer details again.	