

# **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 <u>nsw.gov.au</u>, 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 <u>nsw.gov.au</u>

# **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 <u>nsw.gov.au</u>, 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 <u>nsw.gov.au</u> 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 <u>nsw.gov.au</u> 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 <u>nsw.gov.au</u>, 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	g 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.	
on Service NSW webpage	<image/> <complex-block><ul> <li>A contract of the service is the service</li></ul></complex-block>

#### Step 3: Enter contact details

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

Choose 'International phone number' if requ and then enter the international phone numb

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

Menu NSW Search	Enter contact details
COVID Safe Check-in	
Enter contact details	Art Gallery of New South Wales
Art Gallery of New South Wales	All fields are required. First name
All fields are required.	
First name	Last name
Last name	Australian phone number
Australian phone number	Enter a 10-digit number (mobile or landline with area code).
Enter a 10-digit number (mobile or landline with area code)	International phone number
International phone number	Select your country from the dropdow and then complete your phone number
We respect your privacy	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.	Your contact details are stored securel 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 <u>Privacy Collection</u> <u>Statement</u> .	Read our full <u>Privacy Collection</u> <u>Statement</u> .
Add a dependant	Add a dependant
Include anyone who is unable to check in themselves.	Include anyone who is unable to check in themselves.

Step 3a: Add a dependant person (optional)	Henu NSW Service Q Search
After selecting 'Add a dependant', enter dependant's contact details (first name, last	COVID Safe Check-in < <u>Back</u>
name, Australian phone number).	Add dependant(s)
Select 'Check in' to submit details or 'Add another dependant' if required.	All fields are required, unless marked otherwise.
	First name
	Last name
	Phone number (if applicable)
	Enter a lo-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 <u>Privacy Collection Statement</u> .
	Add another dependant
	Check in
Stop 4: Confirmation careen	
Step 4. Commation Screen	Menu NSW Service Q Search
After selecting the 'Check in' button, the form	COVID Safe Check-in
	You've checked-in
Select 'Check-in another person' to go to a blank form to start the process again.	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 usin	g COVID Safe Check-in
Step 1: Download or open the Service NSW app on phone	Service NSW
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.	Driver Licence     RSA / RCG Permit     Boat Driver Licence     Recreational Fishing Licence     Working with Children Check
MyServiceNSW account details, they can log in via the guest function instead. See Customer scenario 3 for this process.	Sign up Log in MY SERVICES
	Fines & Demerits Registrations
	TOOLS COVID Safe Check-in COVID-19 Resources
Step 3: Select COVID Safe Check-in	and Carrier 4G         ♥⊿ □ 12:30           Service         ♀         ◊
Under tools, tap the COVID-19 Safe Check-in tile to get started.	LICENCES & CREDENTIALS
	Fines & Demerits Registrations
	COVID Safe Check-in Check-in

Step 4: Scan business/organisation QR code	9:41 ul 🤉 🖿
Customer to use camera phone to scan the QR code. Position the QR code in the square on the screen.	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	12:32 atl 🗟 🖸
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.	COVID Safe Check-in         Confirm contact details         Add or update your MyServiceNSW         Account details below to check in.         Name       EDIT         Steve CITIZEN       EDIT         Australian mobile number       EDIT         O452219321       EDIT         Var respect your privacy       EDIT         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
<ul> <li>The 'Add any dependants' page will appear.</li> <li>If there are no dependants to add, tap the red 'Check in' button.</li> <li>If there are dependants to add, tap the 'Add a dependant' button.</li> <li>The 'Enter dependant details' page will appear.</li> <li>Enter the first name, family name and phone number (if applicable) of the dependant. Then tap the red 'Add' button.</li> <li>The dependant details will then show on the 'Add any dependants' page</li> </ul>	12:16       COVID Safe Check-in         Add any dependants       Aidd any dependants         Include anyone who is unable to check in themselves.       O dependants         O dependants       Add a dependant
	Check in

Repeat the process to add more dependants or tap red 'Check in' button to submit details.	12:17       IIIIT         COVID Safe Check-in       COVID Safe Check-in         Enter dependant details       Add any dependants         First Name       Include anyone who is unable to check in themselves.         Family Name       Jane SMITH         Opendants       Jane SMITH         Opendants       Add a dependant         Phone number (If applicable)       Add a dependant         Privacy information       Add a dependant         Make sure your dependants know that their details are stored securely with Service NSW and will only be used for contact tracing.       Add a dependant         For more information, show them the full       Privacy Collection Statement g.         Add       Check in
Step 8: Confirmation screen	12:18 In The Covin Safe Check-in
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.	Scan Last Check-In Thank you Service NSW Haymarket
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.	Checked In O9 December 2020 12:18pm Checked Out Pending
A 'check out now' button and a 'Forgot to check out?' button is also shown.	Check out now Forgot to check out?
	Help with contact tracing by choosing to check out. For more How was your check-in experience?

Sten 9a: Check out now (ontional)		<b>1</b> 1 40   <b>1</b> 10
	COVID Safe Check-in	
Customer can choose to 'check out now' once	Scan Last Check-In Scan Last Check-In	eck-In
	Thank you Service NSW Hayma	rket
i his is optional but helps with contact tracing.	Service NSW Haymarket Checked in with 1 dependant Checked In 12 November 2020 09:44a	m
Confirmation of check out is required before it will be registered.	<ul> <li>Checked In O9 December 2020 12:17pm</li> <li>Checked Out Pending</li> <li>Check out now</li> <li>Forgot to check out?</li> <li>Help with contact tracing by</li> <li>How was your check-in experience?</li> <li></li></ul>	ent IS co good
Step 9b: Check out later (optional)	322 13 6 ⊻ N ⊕ ♥ II al D	
Customer can choose 'Forgot to check out?' on the confirmation screen if they have already left a venue.	COVID Safe Check-in Enter check out time You checked out. Check out time	
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)	4:52 🖷 📴 📾 🗹 🛛 🛝 發 譜 🏭 🎟)
Customer will be able to see their check-in date and time and their check-out date and time on the 'l act Check in' across	COVID Safe Check-in : Scan Last Check-In
the Last Check-In Scieen.	Service NSW Haymarket
	Checked In 12 November 2020 09:44am
	Checked Out 12 November 2020 04:52pm
	How was your check-in experience?
	Good 🖓 Not so good

# **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 usin	g COVID Safe Check-in
Step 1: Download or open the Service NSW app on phone	Service NSW
Step 2: Select COVID Safe Check-in	and Carrier 4G         ♥⊿ □ 12:30
Under tools, tap the COVID-19 Safe Check-in tile to get started.	Arrow Discover digital licences 9. Sign up Log in MY SERVICES Fines & Demerits For TOLS CVID Safe CVID Safe CVID Safe CVID Safe COVID-19 Resources MI SERVICES COVID-19 Resources COVID-19 Resources COVID-19 Resources COVID-19 Resources COVID-19 Resources COVID-19 Resources
Step 3: Scan business QR code	9:41 <b></b> I 🗢 🖿
Customer to use camera phone to scan the QR code. Position the QR code in the square on the screen.	COVID Safe Check-in  Scan Last Check-in  Can COVID Safe code  Put your camera up to the venue's COVID Safe Check-in QR code.

Step 4: Enter details, review conditions	9:41 <b></b>
Customer to enter their contact details (first	COVID Safe Check-in
name, family name, mobile number).	Enter contact details
An antion is shown to shoose (Democratica	In the event of a confirmed case at this
An option is snown to choose Remember	the details below.
contact details for the next check-in.	All fields are required.
	First name
Customer to review privacy details and terms	
and conditions.	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: <u>Terms and Conditions</u> and <u>Privacy Policy</u> .
	Continue
	Continue
Step 5: Verify mobile number	9:41 <b></b> I 🕈 🗩
Step 5: Verify mobile number Customer is required to enter the code sent to	9:41 •••I 중 ■ COVID Safe Check-in
Step 5: Verify mobile number Customer is required to enter the code sent to their mobile number to verify their identity, then	9:41 <b>I ? ■</b> COVID Safe Check-in
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.	9:41l र ■ COVID Safe Check-in Verify your mobile number
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.	9:41 I I I I I I I I I I I I I I I I I I I
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<ul> <li>Step 5: Verify mobile number</li> <li>Customer is required to enter the code sent to their mobile number to verify their identity, then confirm the check-in.</li> <li>Note: Verification of the mobile number is important in assisting contact tracing efforts.</li> </ul>	9:41       ✓     COVID Safe Check-in       Verify your mobile number       We've sent a verification code to:       0427542655.       Code
<ul> <li>Step 5: Verify mobile number</li> <li>Customer is required to enter the code sent to their mobile number to verify their identity, then confirm the check-in.</li> <li>Note: Verification of the mobile number is important in assisting contact tracing efforts.</li> </ul>	9:41 COVID Safe Check-in COVID Safe Check-in Verify your mobile number We've sent a verification code to: 0427542655. Code Didn't get a code? Resend code
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<ul> <li>Step 5: Verify mobile number</li> <li>Customer is required to enter the code sent to their mobile number to verify their identity, then confirm the check-in.</li> <li>Note: Verification of the mobile number is important in assisting contact tracing efforts.</li> </ul>	9:41 COVID Safe Check-in Covid Covid Check-in We've sent a verification code to: 0427542655. Code Didn't get a code? Resend code
<ul> <li>Step 5: Verify mobile number</li> <li>Customer is required to enter the code sent to their mobile number to verify their identity, then confirm the check-in.</li> <li>Note: Verification of the mobile number is important in assisting contact tracing efforts.</li> </ul>	9:41     COVID Safe Check-in      Verify your mobile number   We've sent a verification code to:   0427542655.   Code
<ul> <li>Step 5: Verify mobile number</li> <li>Customer is required to enter the code sent to their mobile number to verify their identity, then confirm the check-in.</li> <li>Note: Verification of the mobile number is important in assisting contact tracing efforts.</li> </ul>	9:41 COVID Safe Check-in  Cerify your mobile number We've sent a verification code to: 0427542655. Code Didn't get a code? Resend code
<ul> <li>Step 5: Verify mobile number</li> <li>Customer is required to enter the code sent to their mobile number to verify their identity, then confirm the check-in.</li> <li>Note: Verification of the mobile number is important in assisting contact tracing efforts.</li> </ul>	9:41     COVID Safe Check-in <b>Verify your mobile number</b> We've sent a verification code to:   0427542655. <b>Code</b> Didn't get a code? Resend code
<ul> <li>Step 5: Verify mobile number</li> <li>Customer is required to enter the code sent to their mobile number to verify their identity, then confirm the check-in.</li> <li>Note: Verification of the mobile number is important in assisting contact tracing efforts.</li> </ul>	9:41     COVID Safe Check-in <b>Verify your mobile number</b> We've sent a verification code to:   0427542655. <b>Code</b> Didn't get a code? Resend code
<ul> <li>Step 5: Verify mobile number</li> <li>Customer is required to enter the code sent to their mobile number to verify their identity, then confirm the check-in.</li> <li>Note: Verification of the mobile number is important in assisting contact tracing efforts.</li> </ul>	9:41     COVID Safe Check-in      Core   Code   Didn't get a code? Resend code
<ul> <li>Step 5: Verify mobile number</li> <li>Customer is required to enter the code sent to their mobile number to verify their identity, then confirm the check-in.</li> <li>Note: Verification of the mobile number is important in assisting contact tracing efforts.</li> </ul>	9:41     COVID Safe Check-in      Code   Code   Didn't get a code? Resend code
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<ul> <li>Step 5: Verify mobile number</li> <li>Customer is required to enter the code sent to their mobile number to verify their identity, then confirm the check-in.</li> <li>Note: Verification of the mobile number is important in assisting contact tracing efforts.</li> </ul>	941   COVID Safe Check-in   Definition code to:   0.75742655.   Code
<ul><li>Step 5: Verify mobile number</li><li>Customer is required to enter the code sent to their mobile number to verify their identity, then confirm the check-in.</li><li>Note: Verification of the mobile number is important in assisting contact tracing efforts.</li></ul>	\$241   COUD Safe Check-in Check in Counce Counc

### 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.

Add any dependants	
Include anyone who is unable to chec	k in
O des es des te	
0 dependants	
Add a dependant	
Check in	12:17
Check in 12:17 III T III T III COVID Safe Check-in Enter dependant details	12:17 ∎ ₹ □ < COVID Safe Check-in Add any dependents
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Check in 12:17 II T COVID Safe Check-in Enter dependant details First Name	2 12:17 ■ T ■ T ■ COVID Safe Check-in Add any dependants Include anyone who is unable to check in themselves. 1 dependants
Check in 12:17 II T II T COVID Safe Check-in Enter dependant details First Name Family Name	12:17     Image: The second sec
Check in 12:17 III R III R III R III COVID Safe Check-in Enter dependant details First Name Family Name Phone number (If applicable)	12:17   COVID Safe Check-in   Add any dependants Include anyone who is unable to check in themselves. I dependants Jane SMITH 0296650923
Check in 12:17 II T II T II T COVID Safe Check-in Enter dependant details First Name Family Name Phone number (if applicable)	12:17       I = ■         ✓       COVID Safe Check-in         Add any dependants       Include anyone who is unable to check in themselves.         I dependants       I dependants         Jane SMITH 0296650923       Image: Compare the second
Check in  12:17 COVID Safe Check-in  Enter dependant details  First Name  Family Name  Phone number (if applicable)  Privacy information	12:17   ✓   COVID Safe Check-in   Add any dependants Include anyone who is unable to check in themselves. I dependants Jane SMITH 0296650923 Add a dependant
Check in  12:17 COVID Safe Check-in  Enter dependant details  First Name  Family Name  Phone number (If applicable)  Privacy information Make sure your dependants know that their details are stored securely with	12:17   COVID Safe Check-in   Add any dependants   Include anyone who is unable to check in themselves.   1 dependants   Jane SMITH   0296650923     Add a dependant
Check in  12:17 COVID Safe Check-in  Enter dependant details  First Name  Family Name  Phone number (if applicable)  Privacy information Make sure your dependants know that their details are stored securely with Service NSW and will only be used for	12:17   COVID Safe Check-in   Add any dependants   Include anyone who is unable to check in themselves.   1 dependants   Jane SMITH 0296650923   Add a dependant
Check in  12:17 COVID Safe Check-in  Enter dependant details  First Name  Family Name  Phone number (if applicable)  Privacy information Make sure your dependants know that their details are stored securely with Service NSW and will only be used for contact tracing.	12:17   COVID Safe Check-in   Add any dependants   Include anyone who is unable to check in themselves.   1 dependants   Jane SMITH 0296650923   O26650923
Check in  12:17 COVID Safe Check-in  Enter dependant details  First Name  Family Name  Phone number (if applicable)  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 g.	12:17   COVID Safe Check-in   Add any dependants   Include anyone who is unable to check in themselves.   1 dependants   Jane SMITH 0296650923   Add a dependant
Check in  12:17 COVID Safe Check-in  Enter dependant details  First Name Family Name Phone number (If applicable) 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 g.	12:17   ✓   COVID Safe Check-in   Add any dependants Include anyone who is unable to check in themselves. I dependants Jane SMITH 0296650923 Add a dependant

Step 7: Check-in confirmation screen	12:18
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.	COVID Safe Check-in : Scan Last Check-In Thank you Service NSW Haymarket
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.	Checked In 09 December 2020 12:18pm Checked Out Pending Check out now
	Help with contact tracing by choosing to check out. For more How was your check-in experience?
Step 8a: Check out now (optional)	4-51 🗳 🖩 45 🖬 👘 🔊 12:17 대한 🐨 💭
Customer can choose to 'check out now' once they are ready to leave the location.	COVID Safe Check-in     COVID Safe Check-in       Scan     Last Check-In
This is optional but helps with contact tracing.	Thank you Service NSW Haymarket
Confirmation of check-out is required before it will be registered.	Service NSW Haymarket   Checked in with 1 dependant <ul> <li>Checked In</li> <li>Op December 2020 12:17pm</li> </ul> Checked Out   Pending   Check out now   Forgot to check out?   Help with contact tracing by thorous your check-in experience? Good    Cool   Cool </th

Step 8b: Check out later (optional)	3-22 10 45 ⊻ № 49- 11 10
	COVID Safe Check-in
Customer can choose the 'Forgot to check out?'	Enter the deside and block
button once they have already left a venue	Enter check out time
	You checked in at 3:21pm. Enter the time you checked out.
	Check out time
This is optional but helps with contact tracing.	
A check-out time can be chosen from a time	
picker to record the correct detail.	
	Check out
Step 8c <sup>+</sup> Check out confirmation screen	3:22 19 45 ⊻ № 49 कि 18 11 10
Step 8c: Check out confirmation screen	322 19 4 ⊻ १। 4 % % ∄ al 10
Step 8c: Check out confirmation screen	3-22 19 व ⊻ № % की all ID COVID Safe Check-in     :
Step 8c: Check out confirmation screen Customer will be able to see their check-in date	3:22 19 € ± N 40-93 H all E COVID Safe Check-in : Scan Last Check-in
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	3:22     N ≪ % R and D        COVID Safe Check-in       Scan     Last Check-in
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     N ← % N → M       COVID Safe Check-in       Scan       Last Check-in       Service NSW Haymarket
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.	S22 B € 2 N 40 % R and D COVID Safe Check-in : Scan Last Check-in Service NSW Haymarket Checked In
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.	St2     N ← R H all D       COVID Safe Check-in     :       Scan     Last Check-in       Service NSW Haymarket       O     Checked In       25 November 2020 03:21pm
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.	St2     N ← R H all D       COVID Safe Check-in     :       Scan     Last Check-in       Service NSW Haymarket       Checked In       25 November 2020 03:21pm
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 B ≤ 2     N ↔ % R and D       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
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.	St2     B ≪ Stand D       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
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 B ≤ 2     N ↔ R H ald D       COVID Safe Check-in     :       Scan     Last Check-in       Service NSW Haymarket       O     Checked In 25 November 2020 03:21pm       Checked Out 25 November 2020 03:35pm
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.	322 B ≤ 2     N ↔ % H ald D       COVID Safe Check-in     :       Scan     Last Check-in       Service NSW Haymarket       O     Checked In 25 November 2020 03:21pm       Checked Out 25 November 2020 03:35pm
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.	322 B ≤ 2     N ↔ % H and D       COVID Safe Check-in     :       Scan     Last Check-in       Service NSW Haymarket       O     Checked In 25 November 2020 03:21pm       Checked Out 25 November 2020 03:35pm
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.	St22 B ≤ 2     N ↔ % R and D       COVID Safe Check-in     :       Scan     Last Check-in       Service NSW Haymarket       O     Checked In       25 November 2020 03:21pm       Checked Out       25 November 2020 03:35pm
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.	State     N ≪ R H all D       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
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.	State 2     N ← R H ald D       COVID Safe Check-in     :       Scan     Last Check-in       Service NSW Haymarket       O     Checked In       25 November 2020 03:21pm       Checked Out       25 November 2020 03:35pm
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.	State 2       N ← R H and D         COVID Safe Check-in       :         Scan       Last Check-in         Service NSW Haymarket         O       Checked In         25 November 2020 03:21pm         O       Checked Out         25 November 2020 03:35pm
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.	322 B ≤ 2       N ↔ % R and D         COVID Safe Check-in       :         Scan       Last Check-in         Service NSW Haymarket         O       Checked In         25 November 2020 03:21pm         Checked Out         25 November 2020 03:35pm
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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.	322 B @ 2       N + % R and D         COVID Safe Check-in       :         Scan       Last Check-in         Service NSW Haymarket         O       Checked In         25 November 2020 03:21pm         Checked Out         25 November 2020 03:35pm
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.	322 B ≤ 2       N ↔ % R and D         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

# 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	Nopilai Ling Iz Sonifice Schild
Enter first name, last name and Australian phone number (mobile or landline).	00VID Safe Checklin Enter contact details Contention Of Council - Marylane
Review privacy details and terms and conditions.	Additional control from the formation of th
Step 3: International phone number option	Agrad Legin
If the person has an international phone number, check the box for international phone number and enter the number in the box below.	<form></form>

Step 4: Successful submission	Narradi Care N Refer 🧑 Services
After selecting the 'Submit' button, the form will display a successful submission screen.	COVID Safe Deckrim You've checked-in
Select 'Check-in next guest' to go to a blank form to start the process again.	Check-in details     Concerned to a solar fractional to a solar fractione     Check-in details     Location     Cumberland City Council -     Monytexed, Addres Council -     Monytexed, Addres 2020     Old Solaria
	None man pour experience?
Unsuccessful submission	Ban da una n Se Con Station
If for some reason the form is unable to be submitted, an error message will appear. Please	covo sav checkin Enter contact details
attempt to submit the customer details again.	View check in defaults were unable to be submitted     Presence by again.     In the owner of the sufficient case of the sum of the'
	Rectif or Context ray only the Balak Balan
	Laf rane
	Australian phone number
	bitemational phone number We request your privacy
	Were your of the most or constrained and the second
	Extent