Be COVID safe. Check in everyone, every time.

Why check in?

Contact tracing helps stop the spread of COVID-19 in our community. Let's help NSW Health contact tracers by checking in wherever we can, so they can get in touch quickly and easily, if necessary.

This business is required to use the NSW Government QR Code to record contact details for all customers.

How to check in

It's easy to check in with the Service NSW COVID Safe Check-in tool.

Start by scanning the NSW Government QR code with your smartphone camera or QR Code reader app and encouraging everyone you're with to do the same.

> HELP NSW STAY COVID SAFE

NSW GOVERNMENT

Already have the Service NSW App on your phone?

Once you scan the QR Code the Service NSW app will open.

Log in to your MyServiceNSW account.

1. **Update or confirm your contact details.**

   Your registered MyServiceNSW account details will display. Tap 'Edit' to update any contact details, then tap 'Save'. If your details are correct, tap the red 'Continue' button.

   > *If you are not using a MyService NSW account,* follow the prompts to enter your contact details in the COVID Safe Check in tool and verify your mobile phone number via a code sent to your phone.

2. **Add a dependant (optional).**

   You can check in for dependants or another person unable to complete their own electronic registration. Tap to 'Add a dependant' as many times as needed.

   If you have no dependants with you, tap the red 'Check in' button.

3. **Show the green tick on your confirmation screen to a staff member.**

   You will see a check-in confirmation message with details of the check-in, including the location name, time and date and if any dependents were checked in.

4. **Check out.**

   Click 'Check out now' when you are ready to leave – this is optional however it helps with contact tracing.

> **HELP NSW STAY COVID SAFE**

NSW GOVERNMENT

Don't have the Service NSW App on your phone?

After scanning the NSW Government QR code, you will be taken to a Service NSW webpage with options to download the Service NSW app or to check in using a webform. **Downloading the Service NSW App will mean you can check in quickly next time.**

To download the Service NSW app:

1. **Select the link to your app store (iOS or Android) on the Service NSW webpage**

From your app store, tap to 'Install' the **Service NSW app** onto your phone. Once installed, open it and follow the instructions to Sign Up for a MyServiceNSW account – this will make check in as quick as possible each time. You can also check in using COVID Safe Check-in tool in the app without a MyServiceNSW account.

Scan the NSW Government QR code again to check in with the COVID Safe Check-in tool.

2. **Update or confirm your contact details.**
Your registered MyServiceNSW account details will automatically display, tap 'Edit' to update details if needed. If your details are correct, tap the red 'Continue' button.

> *If you are not using a MyService NSW account*, follow the prompts to enter your contact details in the COVID Safe Check in tool and verify your mobile phone number via a code sent to your phone.

3. **Add a dependant person (optional).**
You can check in for dependants or another person unable to complete their own electronic registration. Click to 'Add a dependant' as many times as needed.

Tap the red 'Check in' button.

4. **Show your green tick on your confirmation screen to a staff member.**
You will see a check-in confirmation message with details of the check-in, including the location name, time and date and if any dependants were checked in.

5. **Check out.**
Click 'Check out now' when you are ready to leave – this is optional however it helps with contact tracing.

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NSW GOVERNMENT

Don't have the Service NSW App on your phone?

Using the Check-in webform:

1. **Click the 'Webform' button from the Service NSW webpage that opens when you scan the QR code.**

2. **Enter your contact details.**

   Enter your first name, last name, and phone number.

3. **Add a dependant person (optional).**

   You can check in for dependants or another person unable to complete their own electronic registration. Click to 'Add a dependant' as many times as needed.

   If you have no dependants with you, tap the red 'Check in' button.

4. **Show the green tick on your confirmation screen to a staff member.**

   You will see a check-in confirmation message with details of the check-in, including the location name, time and date and if any dependants were checked in.

Don't have a smart phone?

If you don't have a mobile phone, ask the business to check you in by adding your contact details to their Service NSW COVID Safe Check-in form on their tablet or laptop.

> **> HELP NSW STAY COVID SAFE**

NSW
GOVERNMENT

We respect your privacy
When you scan the NSW Government QR Code, the only personal information sent to Service NSW is your Customer ID (if you have a MyServiceNSW account), your name, phone number, the location of the business and time of visit. The business will not see or collect this information and it will only be used for contact tracing. This information is stored for 28 days.