

COVID SAfe Check-In: Frequently asked questions for customers

What is COVID SAfe Check-In?

COVID SAfe Check-In is a new feature that has been added to the free mySA GOV app. If someone in South Australia tests positive to COVID-19, the COVID SAfe Check-In enables SA Health to quickly contact others who may have been exposed to the virus and stop the spread of COVID-19.

How does COVID SAfe Check-In work?

You can download the mySA GOV app using your smart phone. In the mySA GOV app, select the COVID SAfe Check-In tile when you arrive at a venue or business, and follow the prompts to scan their unique QR code and check in.

You are not required to login to use the COVID SAfe Check-In feature.

How do I get the mySA GOV app?

Download the app from Apple App Store or Google Play.

If you do not have a compatible smart phone, a paper record will be available for you to provide your details.

When you first enter the COVID SAfe Check-In tile, you will be asked to fill in your details and mobile number. You will then get a text message with a unique code to enter in to the app. This is to verify your phone number. You will only have to do this once.

Do I need to provide a form of identification to get a mySA GOV account?

You will not be required to sign up for a mySA GOV account to use the COVID SAfe Check-In. You also do not need to provide a driver's licence or vehicle registration details to use it.

I already have the mySA GOV app, and I can't see the COVID SAfe Check-In feature.

You will need to update the app to access the new feature.

What is a QR code?

A QR code is like a barcode, consisting of black and white squares. When you arrive at a venue or business, you will use the COVID SAfe Check-In feature in the app to scan the business' unique QR code. You will get confirmation that you have checked in successfully.

Why are my details being collected?

If someone in South Australia tests positive to COVID-19, the COVID SAfe Check-In will enable SA Health to quickly identify and contact others who visited the same place at the same time and may have been exposed to the virus. The information will only be used for official contact tracing purposes.

What details will be collected?

Your name, phone number and date and time of visit are collected.

Do I need to enter my contact details each time I check in?

No. You will enter your details into the app once the first time you use the COVID SAfe Check-In. You will not be required to enter them each time you check in.

How will my information be kept safe?

The mySA GOV app securely collects limited personal information as you check in at the business or venue. The data is securely stored in a government secured and encrypted database.

Your details will be retained for 28 days and will only be released to SA Health for official contact tracing purposes.

If your data is used for contact tracing, the information will only be retained for as long as necessary for those purposes, and no longer than the COVID-19 pandemic remains.

How long will my details be kept for?

The mySA GOV app will retain your details for 28 days for each place visited.

What if I don't want to provide my details?

Under the Public Activities Direction, a person attending a defined public activity must use their best endeavours to ensure their relevant contact details are captured by the COVID SAfe Check-In. If you choose not to provide your details, you may be refused entry.

How will compliance be checked?

On the mySA Gov app there is a summary screen which shows the last successful check in and people may be asked to show this.

Are there penalties for non-compliance?

SA Police will ensure that businesses and the community are educated on this new system in the first instance.

Blatant breaches may result in a fine.

Can interstate travellers use the mySA GOV app?

Yes, the free mySA GOV app can be downloaded and used by anyone.

What if I don't have a smart phone?

A paper recording log template will be available as a back-up for people who don't have a smart phone.

What if there is no internet connection at the business or venue or I'm experiencing technical issues using the app?

A paper recording log template will be available as a back-up for people who don't have a smart phone.

What if I'm a parent/carer or guardian, can I sign in on their behalf?

Children who are with their parents / carer are not required to check in.

How can I access technical support?

If you're experiencing issues with the mySA GOV app, or require further information, contact Service SA on 1300 450 422 (Monday to Friday) during business hours.

Does the COVID SAfe Check-In replace the federal COVIDSafe app?

No, the COVID SAfe Check-In feature on the mySA GOV app is to help businesses comply with record-keeping regarding who has attended their premises. This information is only accessible to SA Health for contact tracing purposes.