



COVID Safe Check-in guide

For your business

COVID Safe Check-in using the NSW Government QR Code is an easy and contactless way to help keep our community safe. Customer information is captured and recorded securely so NSW Health can access it quickly for contact tracing. This means your business isn't responsible for storing customer records. Please refer to nsw.gov.au for the latest customer record keeping requirements by industry.

Using the NSW Government QR Code within your business

Once your business is registered as COVID Safe, you will be emailed a unique QR code.

- 1 Download and display your unique NSW Government QR Code poster where it's easy for customers to see and scan. You must not alter the poster in any way.
- 2 Prompt customers to scan the code when they enter your business and confirm the customer has successfully checked in (look for the green tick on the confirmation screen).

How customers can check in

There are 3 different ways for customers to check in to your business.

With a smartphone:



1 Service NSW app

Customers can use their smartphone camera or the Service NSW app to scan the NSW Government QR Code and follow the prompts to check in.

- If they have a MyServiceNSW Account, they will be prompted to log into their account to complete their check-in.
- If they do not have a MyServiceNSW Account, they can click on the COVID Safe Check-in tool within the app.



2 Service NSW Webform

If a customer does not have the Service NSW app on their smartphone, they can use their camera to scan the QR code. They will be directed to the Service NSW webpage where they can enter their details on the webform to complete their check-in.

With staff help on a business device:



3 Staff use the Service NSW Online Concierge Form on the customer's behalf

If the customer does not have a smartphone, you or your staff can use the Service NSW Online Concierge Form to collect customer details.

- Open the unique Service NSW Online Concierge Form URL that was supplied with your COVID Safe registration confirmation email.
- Enter and submit customer details to complete the check-in.
- Remember to always maintain the privacy of your customers' contact details.

Frequently Asked Questions

What do I do if my internet goes down?

It is important that customer contact details are still collected digitally. You will need to manually collect your customers' contact details, then electronically record the details within 12 hours. You can electronically record customer contact details in this downloadable [Record of visitors at premises form](#) or in an Excel spreadsheet or Word document.

The manually collected forms should be destroyed immediately after being recorded electronically, and digital records kept for 28 days.

What do customers do if the Service NSW app does not work?

If the Service NSW app is not available, customers can continue to check in using the Check-in Webform.

How do I get a QR Code?

When you [register your business as COVID Safe](#) we email you a unique QR Code poster and other resources to display. If your business has multiple locations, a unique COVID Safe registration and QR Code is required for each location.

What if I've lost my QR Code?

You can access your code and resources at any time by entering the email address you used to register your business on the [Access your COVID Safe business resources online](#) page.

Can I access the customer check-in data?

Businesses can't access contact information submitted via the COVID Safe Check-in tool. Access to this data is restricted to authorised personnel in Service NSW and NSW Health and is only used for contact tracing.

Do customers have to check out?

Checking out is strongly encouraged to help with contact tracing. It provides more accurate information about how long customers were on your premises. Customers can also set a reminder in the Service NSW app to alert them to check out after a selected period of time. To do this:

1. Click on the 'settings' icon at the top right corner of the Service NSW app.
2. Select 'Notifications'.
3. Turn on 'Push notifications'.
4. Turn on 'Check out reminders'.

Where do I find the latest information about customer record keeping?

The latest customer record keeping requirements by industry is available at [Electronic Check-in guidance and QR codes](#).

For more information

Call the Service NSW Business Concierge on **13 77 88** or visit nsw.gov.au

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