



It's now easier for customers to check-in with the COVID Safe QR code



We want to update you about **four improvements to the way customers can check-in** to your business using the NSW Government's COVID Safe Check-in QR code.

Please note: these improved functions **only apply** to businesses using the [NSW Government's COVID Safe Check-in QR code](#).

If your business uses another QR code, please consider setting up the free COVID Safe Check-in QR code that was created for your business when you registered as COVID Safe.

Using the COVID Safe Check-in QR code means that your customers' data is:

- stored securely
- deleted after 28 days
- only used for contract tracing by NSW Health
- complying with COVID Safe requirements without your business having to look after it

You can **request your unique COVID Safe Check-in QR code** by entering the address this email was sent to on the [NSW Government QR code and business resources page](#).



Check-in without having the Service NSW app

Previously, to check in using the NSW Government's COVID Safe Check-in QR code, customers had to download the Service NSW app to their mobile phone.

Now, customers who don't have the app, such as **interstate visitors**, can check-in without it. They scan your business' COVID Check-in QR code.

If the customer doesn't have the Service NSW app on their phone, they will be directed to a Service NSW webpage, where **they can choose to download the app or continue to the webform.**

If they choose the webform, they simply need to **type in their contact details to check in.**

You don't need to do anything: All COVID Safe Check-in QR codes (including those currently in use) have been updated to work with the webform.

There is an **updated 'How to check in with a QR Code' poster** that now includes instructions on how to check-in with the self-service webform. You can request a copy by entering the address this email was sent to on the [NSW Government QR code and business resources page](#).

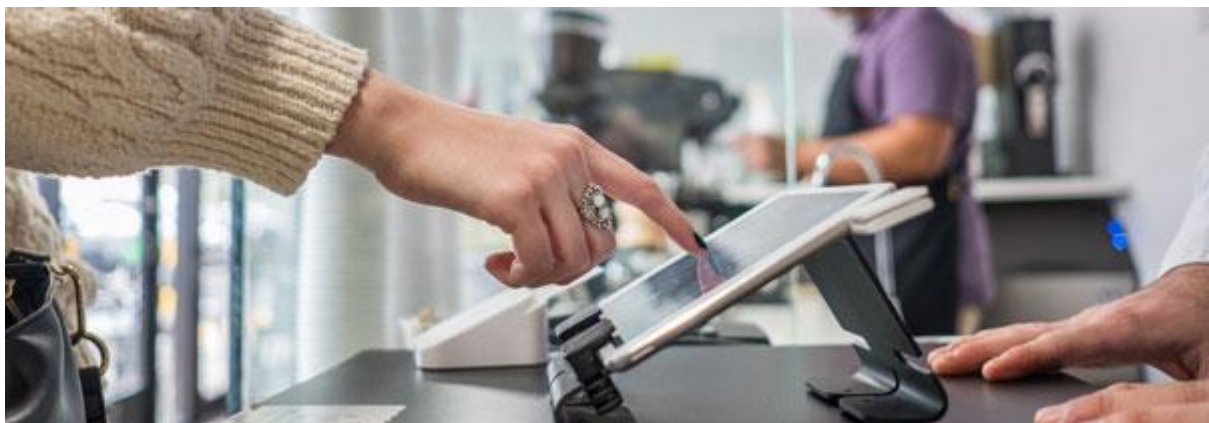


Customers can now easily check-in their dependants

If your customers are with their **children or elderly parents**, they can check them in at the same time.

People who can check in themselves with their own mobile phone, **must still do so**.

After customers check in, they'll see a green tick. There is now an **option to check out** when they leave. This step isn't mandatory, but it helps with contact tracing.



Check-in without a mobile phone

Customers who don't have a mobile phone are **still required to check-in electronically**. You can check them in by using your **online concierge check-in form** on a digital device owned by your business.

The customer can type in their own contact details or a staff member can assist.

You can **request your unique online concierge check-in form** by entering the address this email was sent to on the [NSW Government QR code and business resources page](#).

COVID Safe information is available in other languages including:

[普通话](#), [廣東話](#), [Tiếng Việt](#), [عربي](#) and [Ελληνικά](#)

Or call the free National Translating and Interpreting Service (TIS) on [131 450](#) and ask them to call the Business Concierge on [13 77 88](#).

**Get free personalised support for your business
from a Service NSW Business Concierge**

Call [13 77 88](#)

Or request a call back