

## The COVID-19 check-in card: guide for businesses

The NSW Government has developed a free COVID-19 check-in card that allows customers, staff and visitors without a smartphone to electronically check in at businesses and organisations across NSW.

The COVID-19 check-in card is a hard copy card with a unique QR code that contains a customer's registered contact details. When a business scans the QR code on the card, the customer's registered contact details automatically populate in the unique Service NSW business online form, allowing quick and easy electronic registration.

The customer's check-in information is directly available for NSW Health's contact tracing team in the event of a positive COVID-19 case. Quick access to the information protects the community in allowing timely contact tracing by NSW Health.

### **How do businesses check in people who have a COVID-19 check-in card?**

When a business registers as COVID Safe at [nsw.gov.au](https://nsw.gov.au), it is given a unique QR code to display, along with a unique Service NSW business online form URL. The online form can be displayed on a venue-supplied digital device, such as a mobile or tablet.

To check in a customer, staff member or visitor, please take the following steps:

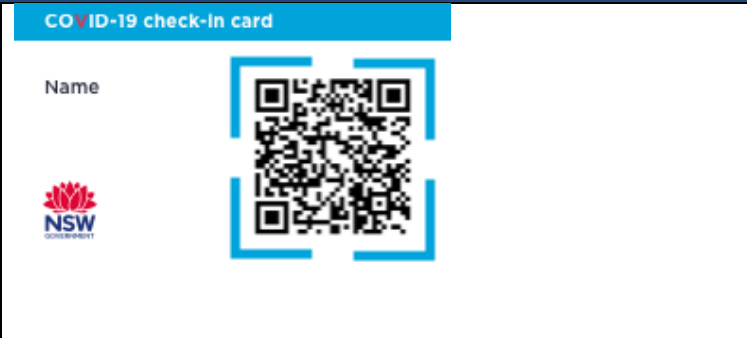
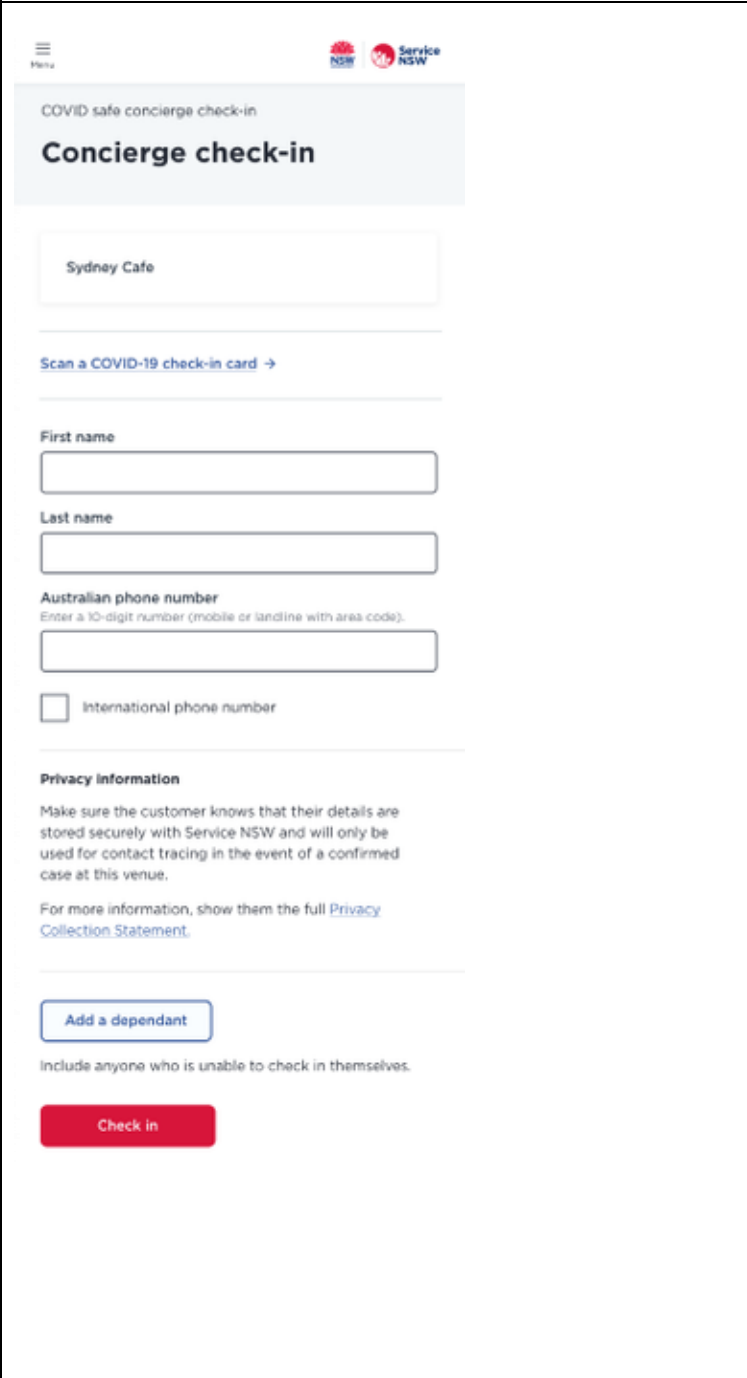
1. Open the unique business online form on the digital device.
2. Click on the 'Scan a COVID-19 check-in card' link on the online form (link can be found above the 'First name' field).
3. When the camera app opens, use the camera to scan the QR code on the COVID-19 check-in card.
4. When the QR code is scanned, the online form automatically pre-fills with the customer's registered information.
5. Confirm the customer's registered information is correct by showing them the details on the screen.
6. Click the red check-in button. Check-in will be confirmed with a green tick.

**Note:** Alternatively, if a customer, staff member or visitor is able to self-serve, they can scan their QR code and check themselves in.

***Please see the Appendix for a step-by-step visual overview of the check-in process.***

For more information on business acceptance of the COVID-19 check-in card see the FAQs on the [Service NSW website](#).

# Appendix: How to check in a customer with a COVID-19 check-in card

Check in with the COVID-19 check-in card	
<p><b>Step 1: Customer presents their printed COVID-19 check-in card</b></p>	
<p><b>Step 2: Open unique business online form on business supplied device.</b></p> <p>If you haven't already got the form open on your device, enter your online form URL into your browser.</p> <p><b>Note:</b> You must scan the COVID-19 check-in card using the digital device that you are using to host your unique Service NSW business online form.</p> <p>You can find the link to your unique business online form on your personalised <a href="#">Business Resources webpage</a>.</p>	

**Step 3: Click on the 'Scan a COVID-19 check-in card' link on the online form.**

**Tip:** You can find the link above the 'First name' field.

COVID safe concierge check-in

### Concierge check-in

Sydney Cafe

[Scan a COVID-19 check-in card ->](#)

First name

Last name

Australian phone number  
Enter a 10-digit number (mobile or landline with area code).

International phone number

**Privacy information**

Make sure the customer knows that their details are stored securely with Service NSW and will only be used for contact tracing in the event of a confirmed case at this venue.

For more information, show them the full [Privacy Collection Statement](#).

[Add a dependant](#)

Include anyone who is unable to check in themselves.

[Check in](#)

**Step 4: Scan the QR code with the device.**



**Note:** Not all digital devices are enabled to scan QR codes. If your device cannot scan the QR code, you will need to navigate back to your online form URL and manually enter the customer's details as per your usual process.



**Step 5: Online form will open and customer's details will be automatically pre-filled.**

Confirm the customer's registered information is correct.

**Note:** You cannot edit a customer's details if they are incorrect. You will need to navigate back to your online form URL and manually enter the customer's details as per your usual process. If this is the case, please advise the customer that they will need to create a new QR code with their correct contact details as QR codes cannot be updated.

Menu  

COVID safe concierge check-in

### Concierge check-in

Sydney Cafe

First name  
Janet

Last name  
Citizen

Australian phone number  
Enter a 10-digit number (mobile or landline with area code).  
0412345678

International phone number

These customer details are generated by the QR code. They cannot be edited. If details need to be changed, please [start over and enter details manually](#).

**Privacy information**  
Make sure the customer knows that their details are stored securely with Service NSW and will only be used for contact tracing in the event of a confirmed case at this venue.  
For more information, show them the full [Privacy Collection Statement](#).

[Add a dependant](#)

Include anyone who is unable to check in themselves.

[Check in](#)

**Step 5a: Add a dependant person (optional).**

After selecting 'Add a dependant', enter dependant's contact details (first name, last name, phone number).

Select 'Save' to submit details and 'Add another dependant' if required.

[< Back](#)

### Add dependant(s)

All fields are required, unless marked otherwise.

First name

Last name

Phone number (if applicable)  
Enter a 10-digit number (mobile or landline with area code)

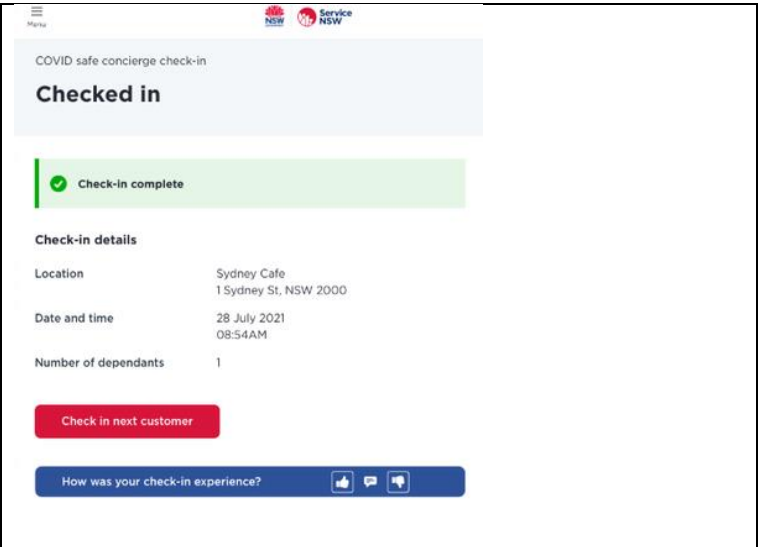
[Save](#) [Cancel](#)

**Privacy information**  
Make sure 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](#).

## Step 6: Successful submission

After selecting the 'Submit' button, the form will display a successful submission screen with the number of dependants checked in (if applicable).

Select 'Check-in next customer' to go to a blank form to start the process again.



The screenshot shows a mobile application interface for a COVID safe concierge check-in. At the top, there is a 'Menu' icon and the 'Service NSW' logo. The main heading is 'COVID safe concierge check-in' followed by 'Checked in'. A green bar with a checkmark and the text 'Check-in complete' indicates success. Below this, the 'Check-in details' are listed: Location (Sydney Cafe, 1 Sydney St, NSW 2000), Date and time (28 July 2021, 08:54AM), and Number of dependants (1). A red button labeled 'Check in next customer' is positioned below the details. At the bottom, a blue bar asks 'How was your check-in experience?' with three icons: a thumbs up, a speech bubble, and a thumbs down.

**Note:** If a customer, staff member or visitor is able to self-serve, they can scan their QR code and check themselves in.