# UMBRELLA IS NOW USING THE CHECK IN QLD APP TO HELP KEEP YOU COVID-SAFE.

The Check In Qld app has been developed to help the Queensland Government with contact tracing in the event of a COVID-19 outbreak. Umbrella is adopting the app to help us collect your details quickly, easily and electronically as you arrive. When you next visit, you'll have the option to register your details using the Check In Qld app.

## The Check In Qld app is free, easy to use and convenient.
We need to collect customer details to support the Queensland Government's contact tracing efforts. The Check In Qld app is a safe, secure and convenient way to do this. Your details will be stored securely by the Queensland Government for contact tracing only (if required). Umbrella won't have access to this information, nor will any third parties.** When you sign up to use the Check In Qld app, the app will remember your details, saving you time in the future and providing easy check-in across other Queensland venues using Check In Qld.

## The Check In Qld app is voluntary.
Everyone who visits our venue needs to check-in – but you don't have to use the app. For our customers who don't have a smartphone or aren't comfortable downloading apps, we can take your details using another method. We have an iPad set up for customer use and our staff and volunteers can assist you to check in.

## WIFI
Visitors can also use our free wifi to download the app so the download doesn't use any of your mobile data.
**Wifi:** freewifi | **Password:** 2Technical

## You can download the Check In Qld app from the Google Play Store or the Apple App Store now – simply search Check In Qld.
The Check In Qld app is compatible with the Apple iPhone, iPad and iPad touch operating iOS 10.0 or later, as well as Android devices using Android 5+. For security purposes the QR code functionality was built within an app. QR codes on Check In Qld posters will only work when using the app, they will not work by opening your camera to scan. If you scan a business's QR code with your camera without the Check In Qld app downloaded, you will be directed to download the app.

## Once you have downloaded the app, it's only a couple of steps to check-in at venues. Follow the five-step process to download and use the app:
1. Download the Check In Qld app from Google Play Store or the Apple App Store.
2. Register your details (required for the first time only).
3. At participating businesses, open the app, select 'Check In Now' and hover your smartphone camera over the venue's displayed QR code.
4. Add any additional people as your guests – those who are with you without their own device or app.
5. When the check-in is complete, show venue staff the app successful check in screen.

Please visit **www.covid19.qld.gov.au/check-in-qld** for more step-by-step instructions. Alternatively, we can help you download and set up the app when you next visit. Once you're set up, all you need to do on your next visit is scan the QR code or type in the unique code provided. These will be displayed at the entry point on a plinth, pole and in the window for opening events. Our team will be here to help if you have any issues.

## Everyone in your group needs to have their details registered, including children & infants.
The Check In Qld app allows you to check in multiple people at the same time. For example, if you arrive with family members (who don't have devices), one person can register themselves on their device and then list additional people (including children) when checking in. Please speak to our staff if you need technical support. For more information on the app, Frequently Asked Questions and instructional videos, call the Check In Qld helpline on 134 COVID (13 42 68) or visit **www.covid19.qld.gov.au/check-in-qld**.

## Technical support and concerns
If you are having technical issues with the app, please call the helpline on 134 COVID (13 42 68). You have the right to access personal information that is collected about you through your use of Check In Qld. To access your personal information, please call 13 42 68. If you believe that personal information that is held about you in connection with Check In Qld is incorrect, incomplete or out-of-date, then please update your details through the Check In Qld app or call 13 42 68 with the correct information. For all app enquiries call 13 42 68.

## More from Umbrella
** As the Check In Qld app data is not available to Umbrella staff, we encourage you to become a member or sign-up to our eNews if you want to keep up with Umbrella's exhibitions and programs.