

Check In Qld app – resource kit

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Thank you for registering to use the Check In Qld app in your venue.



The following messages and materials are provided to assist you to promote the Check In Qld app to your customers. You are welcome to adapt these materials to suit your business and customers.

Additional materials (including images for social media) can be found online at www.covid19.qld.gov.au/check-in-qld

In this resource kit you will find:

- Download guide poster
- Social media content
- Newsletter and email content
- Fact sheet or flyer content
- Booking confirmation content

On www.covid19.qld.gov.au/check-in-qld you can access:

- Frequently asked questions for businesses and staff
- Frequently asked questions for customers
- Instructional videos
- Social media images for download
- Check in Qld icons (for use on your website or marketing materials)

Attached to your welcome email you will find:

- Business set up guide
- Your unique Check In Qld QR code poster
- Check In Qld privacy policy

Thank you for supporting this initiative and doing your bit to keep Queenslanders safe.

Please call 134 COVID (13 42 68) if you have any questions or require technical assistance.



We use the Check In Qld app



For fast and secure check in,
get the app on your phone now.

It's easy as...

1 Download the **Check In Qld** app



2 Fill out your details

3 Scan our **Check In Qld QR code**
and **tap 'Check In Now'**

**When you're done, show your successful check in screen
and you're good to go!** Your details are securely stored by
the Queensland Government for contact tracing if required.

SOCIAL MEDIA

Social media images

Download from www.covid19.qld.gov.au/check-in-qld




Sample posts to select and use

Post 1

We're using the new Check In Qld app to help keep you COVID safe the next time you visit.

All you need to do is:

- ✓ download the app  www.covid19.qld.gov.au/check-in-qld
- ✓ enter your details once
- ✓ open the app when you next visit us
- ✓ select 'Check in Now' and hover your smartphone over our QR code

Done!

Using this digital check-in means your details are stored securely by the Queensland Government for fast COVID-19 contact tracing if needed. #CheckInQld

Post 2

We're making it easier for you to help keep us all COVID safe.

Download the Check In Qld app today  www.covid19.qld.gov.au/check-in-qld

We're using it because it's safe, secure and convenient.


We look forward to seeing you soon. #CheckInQld

Post 3

Checked in and good to go!

We're using the new Check In Qld app to help keep your next visit COVID safe.

All you need to do is:

- ✓ download the app  www.covid19.qld.gov.au/check-in-qld
- ✓ fill in your details once
- ✓ scan our QR code when you visit

Don't have a smartphone? We'll be able to help you check in. See you soon. #CheckInQld

NEWSLETTER OR EMAIL CONTENT

For sending to customers – short version

Check in and you're good to go!

We're using the new Check In Qld app to help keep you COVID safe the next time you visit.

All you need to do is:

- ✓ visit www.covid19.qld.gov.au/check-in-qld for links to download the app from Google Play or Apple App stores
- ✓ enter your details once when you first open the app
- ✓ open the app when you next visit us
- ✓ select 'Check in Now' and scan or enter our code

Using this digital check in means your details will be stored securely by the Queensland Government for 56 days to assist with COVID-19 contact tracing (if needed).

The Check In Qld app is safe, secure and private. By using it, you are helping Queensland's pubs, clubs, restaurants and cafes to stay open, and you can visit us with confidence, knowing you can be contacted quickly and easily if there is any risk of exposure to the virus.

Thank you. We look forward to seeing you again soon.



NEWSLETTER OR EMAIL CONTENT

For sending to customers – long version

Please update the <X> with your venue's details.

<Venue> is using the new 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.

<Venue> 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). <Venue> 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.

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+.

Please visit www.covid19.qld.gov.au/check-in-qld for step-by-step instructions. Alternatively, we can help you download and set up the app when you next visit. <We can also connect you to our free wifi so the download doesn't use any of your mobile data.>

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 <in our foyer, at the front desk, at the front door, etc.>. Our team will be here to help if you have any issues.

Everyone in your group needs to have their details registered, including children and 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, visit www.covid19.qld.gov.au/check-in-qld

Alternatively, please call the Check In Qld helpline on 134 COVID (13 42 68).



NEWSLETTER OR EMAIL CONTENT

For sending to staff

Please update the <X> with your venue's details.

We're using the new Check In Qld app at <Venue> to help keep our customers 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.

<Venue> is adopting the app to help us collect our customers details electronically as they arrive and check-in at our venue.

Our customers will need our help as they get used to the new check-in process. Please take a few minutes to better understand how the Check In Qld app works so you're ready for their questions.

The Check In Qld app is free, easy to use and convenient.

The Check In Qld app is a safe, secure and convenient way for our customers to check-in to our venue. Our customers' details will be stored securely by the Queensland Government for contact tracing only (if required).

When customers are signed up to use the Check In Qld app, the app will remember their details, saving them 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 they don't have to use the app.

We hope most customers will use the Check In Qld app. However, for our customers who don't have a smartphone or aren't comfortable downloading apps, we can also enter their details into the app manually. We will show you how to use the app to do this.

If there is a technical issue, we can also collect the required details (name, phone number, email address and home address) on paper and add it to the app later (must be done within 24 hours).

Customers can download the app here at the venue, or prior to arrival.

The Check In Qld app can be downloaded from the Google Play Store or the Apple App Store – let customers know they can simply search 'Check In Qld'.

The Check In Qld app is compatible with the following devices – Apple iPhone, iPad and iPad touch operating iOS 10.0 or later and Android devices using Android 5+.

When taking bookings or responding to enquiries, please encourage customers to download the app before they come to the venue. This will help speed up their check-in. They can find out more at www.covid19.qld.gov.au/check-in-qld



Posters with instructions on how to download the app will be placed at the entrance to our venue and will also be on the posters with our unique QR code.

We will also share this information with customers via our [website](#), [social media channels](#), [newsletter](#), [etc.](#).

Customers can use our wifi to download the app.

If any of our customers are concerned about using their own mobile data to download the Check In Qld app, please encourage them to use our free wifi. Our wifi details are [include details or where details can be found](#).

Everyone who visits [venue](#) in a group needs to have their details registered, including children and infants.

The Check In Qld app allows customers to check in multiple people at the same time. For example, if someone attends our venue with family members (who don't have devices), the customer can register themselves on their device and then list additional people (including children) when checking in.

Call the helpline if you need technical support.

If you or a customer are having technical issues with the Check in Qld app, please call the helpline on 134 COVID (13 42 68).

For more information visit the Check In Qld app website.

For more information on the app, Frequently Asked Questions and instructional videos, visit www.covid19.qld.gov.au/check-in-qld



FACT SHEET OR FLYER

To use in your branded document or letterhead

CHECK IN AND YOU'RE GOOD TO GO!

We're using the new Check In Qld app to help keep everyone COVID safe.

Check In Qld is easy to use. All you need to do is:

- ✓ visit www.covid19.qld.gov.au/check-in-qld for links to download the app from Google Play or Apple App stores
- ✓ fill in your details once when you first open the app
- ✓ open the app when you visit us
- ✓ scan our QR code or enter the unique pin for this venue

Your security is our priority

The Check In Qld app is safe, secure and private. Your details will be stored securely by the Queensland Government for 56 days to assist with contact tracing (if required).

If you don't have a smartphone or in the event of technology or internet outages, there are other ways we will record your information.

Thank you for supporting our business and doing your bit to keep Queenslanders safe.

Questions? Call 134 COVID (13 42 68) or visit www.covid19.qld.gov.au

Available on Google Play and the App Store.



Automatic booking confirmation email

For customers who book a table at your venue

Add the following message to your confirmation email:

We're using the new **Check In Qld app** to help keep you COVID safe during your visit.

It's free, quick and easy to use.

Before you come in:

- ✓ visit www.covid19.qld.gov.au/check-in-qld for links to download the app from Google Play or Apple App stores
- ✓ enter your details once when you first open the app

When you come in:

- ✓ open the app on your phone
- ✓ select 'Check in Now' and scan or enter our code.

We look forward to seeing you soon.

