



# The Territory Check In App

## FAQs for customers and visitors

The Territory Check In is a contactless, secure and easy way for customers and visitors to sign into businesses and venues. The app enables individuals to check-in to venues and have this data stored securely by NT Health so contact tracing can be quickly undertaken if required. It also allows you to check in friends and family, who might not have their own device, using your app.

Customers must provide their name and phone number or email, home address or other means that they can be contacted on, as well as the date and time of entry into the venue.

The Territory Check In will be available for download from **30 November 2020**.

### » What is a QR Code?

A QR Code is like a barcode that can be read by a smartphone camera. A QR Code consists of black and white squares that contain URLs or other information that can be read by the camera on a smartphone.

The Territory Check In app gives you the option of allowing the camera on your smartphone to scan the QR Code and use it to check-in to a business or venue.

Alternatively, there is a six-digit number located next to the QR Code on the venue check-in poster that you can choose to manually enter. The number provides the same information as the QR Code to the app.

### » What happens to my information?

Information collected in The Territory Check In app goes directly to NT Health and is safely and securely stored for 28 days to assist with contact tracing if required.

The privacy policy is available from within the app or on the Northern Territory Government Coronavirus (COVID-19) website.

Contact information is only accessed if required for the purposes of contact tracing and will automatically be deleted after 28 days.

### » Can I check-in other people?

The Territory Check In app provides you with the ability to check in multiple people at the same time.

Once you have checked-in, the app provides you with the option to add any additional people that may be with you including those without their own device or app.

For example, if you attend a restaurant with your family, you can register yourself on your device and then list any additional people or family members who don't have their own device, including children or seniors.

You must seek the consent of any other person before you provide their information via The Territory Check In app, and make them aware of the Privacy Statement.

### » Is my phone compatible with The Territory Check In app?

The Territory Check In app is available on Apple iPhone, iPad and iPad Touch operating iOS 10.0 or later. For Android users, The Territory Check In app is available for devices using Android 5+.

### » What if I don't want to use the app?

Use of the app is optional. If you don't want to use The Territory Check In app, you can provide your contact information by other means. Speak to the business or venue about the other options they may have available to collect your information.

### » What happens if I don't want to provide my contact information?

The Chief Health Officer Directions require customers to provide, and businesses to collect contact information. This is the law.

Failure to provide your contact information may mean that you will be denied access to a location or venue. If you do not want to use The Territory Check In app, you should speak to the business about whether they are collecting required information in any other way.

## » Why was an app developed instead of a QR Code that links to a website?

QR Codes that link to websites and require people to enter their details can be exploited. For example a malicious user could print off a QR Code that directs a user to enter their details on a site with a similar look and feel.

When you use an app, the QR Codes are all recorded in the back-end of the system. If a user scans a QR Code that isn't validated in the back-end, they will receive an error message. This will then stop the user from being directed to a website that may be suspect, to provide their contact information.

Using a website also allows phishing attacks to occur, with the potential for a malicious QR Code to take the end user to a different website that may be suspect. Using The Territory Check In mobile app minimises the potential for phishing.

## » What cyber security does the app have?

The back-end of The Territory Check In app is hosted in Microsoft Azure and has undergone security testing before being made available to the public.

The app itself is only available for download from trusted sources: the Google Play Store and, Apple App Store.

## » Do all QR Codes work using the Territory Check In app?

No. Only QR Codes on The Territory Check In posters located at participating venues will work using the The Territory Check In app.

## » Do I have to use The Territory Check In app to scan The Territory Check In code?

Yes. For security purposes the QR Code functionality was built within the app. This means that the QR Codes on The Territory Check In posters will only work through using the app. You must open the app to scan the QR Code. Scanning the QR Code with your camera will direct you to 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 Territory Check In app:

1. Download The Territory Check In app from the Google Play Store or the Apple App Store.
2. Register your details (this is required for the first time only).
3. Open the app at participating venues to check in by holding your smartphone over the QR Code on display.
4. Add any additional people that may be with you including those without their own device or app
5. When the check-in is complete, show venue staff the successful check in screen on the app

## » Should I still use the COVID Safe app?

Yes. The Territory Check In app compliments the COVID Safe app. The Territory Check In app is specifically for customers in the Northern Territory to use and enables them to provide their contact information when checking-in at a designated venue. The Territory Check In app allows contact information to be stored and accessed quickly by NT Health if required for contact tracing.

The COVID Safe app has a broader use and is not used for venues and businesses. It is for use in other locations such as open spaces, parks and public transport.

