

## Check In Qld app – business set up

Last updated 10:10am 15 February 2021



### Thank you for using the Check In Qld app in your venue.

This document outlines the steps your business needs to take to finalise set up of the Check In Qld app. It also outlines how to use the app in your business, and includes some handy tips to ensure everything runs smoothly.

If you have any additional queries, please check the FAQs on [www.covid19.qld.gov.au/check-in-qld](http://www.covid19.qld.gov.au/check-in-qld)

### Venue set up

1. A poster with your venue's unique Check In Qld QR code and numerical code is attached to your welcome email.
2. Please print this poster and display where your customers will check in. We suggest removing other materials related to previous check in processes.

**Tip:** each Check In Qld QR code is assigned to a physical address. If have multiple locations or venues, each will require a separate registration and unique QR code. You will need to complete the registration process online at [www.covid19.qld.gov.au/check-in-qld](http://www.covid19.qld.gov.au/check-in-qld) for each individual location or venue.

3. You may also wish to print and display the instructional poster (found in the resources kit, also attached to your welcome email) at the sign in point.
4. Ensure there is a mobile phone or tablet at each check in point.

Your staff will use this device to manually check in any customers who don't have a smartphone or can't use the app. More detail on this process is provided later in this document.

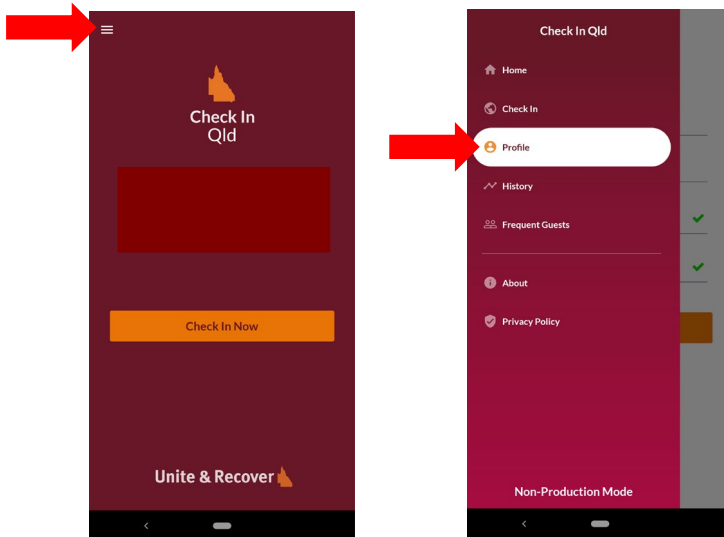
### Business profile set up

**Set up your Check In Qld business profile on every device at the check in point:**

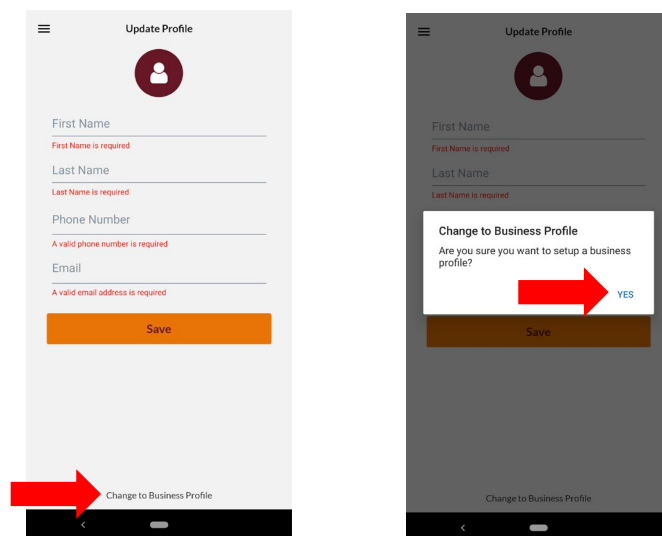
1. Visit [www.covid19.qld.gov.au/check-in-qld](http://www.covid19.qld.gov.au/check-in-qld) for links to download the app.
2. Open the app and follow the prompts to create a business profile.



- To create your business profile, open the menu by clicking the 'hamburger' in the top left, then select 'Profile'.



- Select 'Change To Business Profile' at the bottom of the screen, then 'Yes' to confirm.



- Select 'Scan Venue QR Code' and scan your custom QR code to create business profile at your venue.

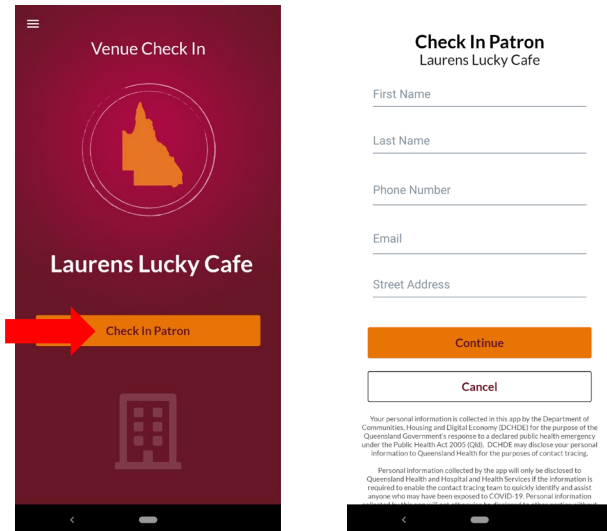
Tip: you can have multiple business profiles on the same device, which is useful for managing multiple venues. Select 'Change Venue' from the menu to create and switch between your different business profiles.

## Manual check in – for customers who do not want to or can't use the app

While most customers will use the app independently, there are several reasons why a customer may need to be checked in by staff instead – for example, if they do not have a smartphone, are not familiar with technology, don't have enough mobile data, etc.

**You can check individuals and groups in manually through the Check In Queensland app:**

1. In your business profile, select 'Check In Patron', then add the customer details.



2. Select 'Continue'.
3. Follow the prompts to manually register additional guests within the group.

## Checking customers in

When customers arrive, they will need to use the Check In Qld app to scan your venue Check In Qld QR code or enter your unique numerical code.

1. **If they do not have the app they will need to download it first:**

- a. Direct them to [www.covid19.qld.gov.au/check-in-qld](http://www.covid19.qld.gov.au/check-in-qld) for links to download the app from Google Play or Apple App stores.
- b. Open the app when the download is complete.
- c. Click 'Get Started'.
- d. 'Accept' the Privacy Policy and Usage Agreement.

**Tip: this outlines how the Queensland Government intends to use their data. A copy of this policy is also included in your registration email.**

- e. Create a profile by adding first name, last name, phone number and email address.

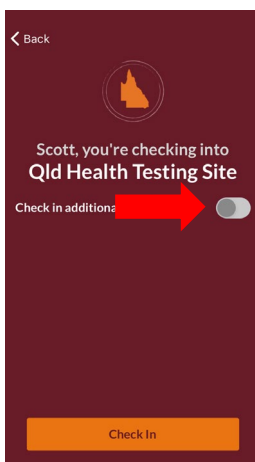
f. All fields must be complete and valid to create a profile.

**2. Once the customer has the app and a profile, they will need to check in:**

- a. In the app, the customer selects 'Check In Now'.
- b. Scan the venue's unique QR code through the app or select 'Enter Code Manually' to enter the numerical code.
- c. At this point, the customer can also choose to check in other guests attending with them.

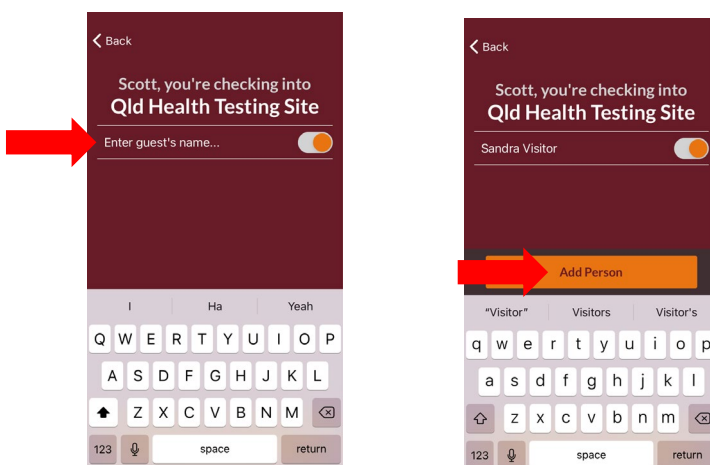
**Select 'Check In' to finalise the process as an individual, or select the toggle next to 'Check in additional people' to check in additional customers.**

**Tip: remember that everyone in a group needs to have their details registered, including children and infants.**



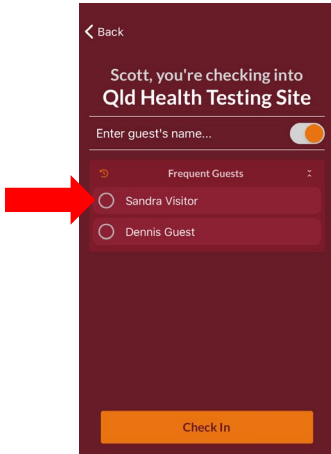
d. Type to enter the full name of the additional guest, then select 'Add Person'.

**Tip: click the blue cross by a guest's name to remove them from the check in.**

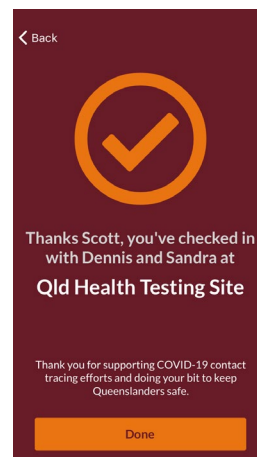
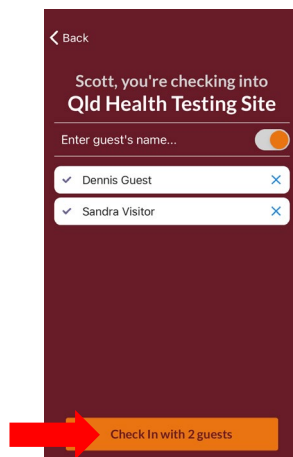
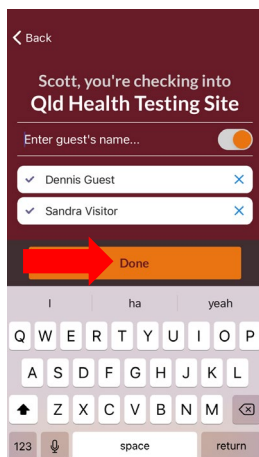


e. Repeat this process for everyone in the group.

Tip: the app remembers guests the customer has previously checked in. Simply select a name from the Frequent Guest list to add a guest to a current check in.



- f. Select 'Done' when all guests have been added, then select 'Check In with X Guests' to finalise.



- g. Staff should review the details on the confirmation page, then the customer can select 'Done'.

## Staff briefing

We suggest you run through the app with your staff, to ensure they're familiar with how it looks and works.

Information is provided in the resource kit to help familiarise staff with the app and answer some of the questions they may have.

Tip: make sure your front of house staff are familiar with the venue mode, which is used to check in patrons manually.

### **Communicate with customers**

You may want to let your regular customers know that your venue is using the Check In Qld app. A range of materials, including content for customer newsletters or social media posts, is available in the resources kit to help you.

### **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).

