

# FAQs for organisations and businesses

**CHECK IN**  
**TAS**



## What is Check in TAS?

The Tasmanian Government now requires use of the free Check in TAS app to collect contact information about everyone who enters an applicable location or event. This is done by requiring patrons to scan a unique QR code when entering the location.

After a customer downloads the free Check in TAS app they only need to enter their contact details into the app once, then each time they check in at a different location that information is automatically sent to Tasmania's Department of Health for contact tracing purposes only.

## What is a QR code?

A QR code is like a barcode that can be read by a smartphone camera.

By prominently displaying your unique Check in TAS QR code at all entrances to your premises, your patrons can use their smartphones to check themselves in.

## Do staff also need to check in on each shift?

If you are on the list of businesses required to use the Check in TAS app, then your staff must also check in at your business on every shift.

## Is there a minimum time in a location before a patron needs to check in?

No. There is no longer a minimum time required before requiring to check in. Each person aged 16 years or older must check in no matter how short their visit to the business or event is.

## Why should my organisation register to use the Check in TAS app?

Most businesses, venues and event operators are required to use Check in TAS to collect contact information about everyone who enters their premises or event.

For a full list of businesses required to use Check in TAS, visit [www.checkin.tas.gov.au](http://www.checkin.tas.gov.au).

## Where should I display my QR codes?

Clearly display your QR code at the entrance to your business. Where possible, display extras inside your business to support physical distancing. Have a think about accessibility and whether all your customers will be able to access the code.

You may print off as many QR code posters as you think are required for your location or event.

## Where and for how long will my customers' contact details be stored?

The information collected through the app goes directly to the Tasmanian Department of Health's secure AZURE platform and will only be accessed by authorised departmental staff involved in contact tracing, if required.

All contact information collected through Check in TAS is automatically deleted after 28 days.

## My organisation operates at multiple premises. Do I need to set up multiple codes or can I use one for all of them?

Each Check in TAS QR code is assigned to a physical address. If you operate at multiple premises or locations, you need to complete a separate registration for each site.

## What if people do not want to check in?

A business must do their best to encourage everyone to check in. This could include:

- Actively monitoring of points of entry.
- Requesting that patrons show staff the 'green tick'.
- Signage or messaging in clear view advising of the need to check in.

If a customer refuses to check in, operators should highlight the importance of checking in to assist the contact tracing efforts and keep the community safe.

If a customer still refuses, the responsibility is on the individual who refuses. Penalties may apply to that individual.

## What if people experience errors using the QR code or don't have access to a smartphone?

If the QR code doesn't scan, the six-digit number located on the QR code poster at your venue can be entered manually into the app instead.

If there are still problems, you can check your patrons in on their behalf using the business profile function in the app.

If there is no internet access or working device, the organisation can check them in manually on paper. WorkSafe have provided a template on their [website](#) that can be used to manually check patrons in. This information must be retained by the organisation for 28 days or added into the app when access is restored.

More information on the business profile function and how to use it is available via [www.checkin.tas.gov.au](http://www.checkin.tas.gov.au)

## Where can I go to get more help?

For assistance setting up for Check in TAS or if you are having difficulties with your venue's QR code please phone the Public Health Hotline **1800 671 738** or email [check.in.tas@health.tas.gov.au](mailto:check.in.tas@health.tas.gov.au).