



**Te Kāwanatanga o Aotearoa**  
New Zealand Government



**Unite  
against  
COVID-19**

# How to use the NZ COVID Tracer app

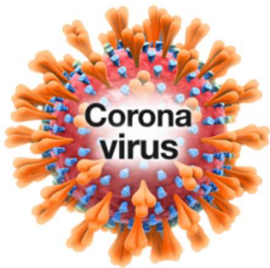


**Updated: 25 July 2021**

Unite  
against  
COVID-19



Here in New Zealand we are all working together to help stop the spread of COVID-19.



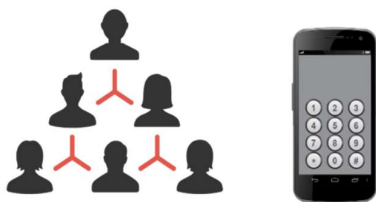
**COVID-19** is a virus that can make people very sick.



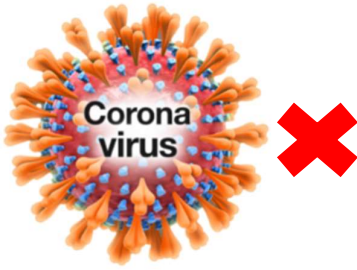
1 of the ways we can stop COVID-19 spreading is by finding people who might have COVID-19 so they can be tested.



Finding people who need to be tested for COVID-19 is called **contact tracing**.



Health services use **contact tracing** to find people who may have been close to someone who has COVID-19.



Doing this can help stop the spread of COVID-19.



There is a free contact tracing **app** called **NZ COVID Tracer** that you can use on your mobile phone.

An **app** is a program that you download onto your mobile phone.

## How to set the app on your mobile phone



If you have an **iPhone** you can download the NZ COVID Tracer app from the App store:



[www.apple.co/3yLPRvu](http://www.apple.co/3yLPRvu)



If you have an **Android** phone you can download the NZ COVID Tracer app from the **Google Play Store**:



[www.bit.ly/2TYeOW6](http://www.bit.ly/2TYeOW6)

The app is **free** to download.



This means it will not cost you any money to:

- download it onto your mobile phone
- use it.



Once you have downloaded the app you will need to fill in some information.

You will need:



- your email address



- a new password just for the NZ COVID Tracer app.



The app will then send you an email with a number.



Write this number down.

Type the **number** into the **app**.



You are now set up ready to use the app.



If you are not sure how to download or set up the app you can ask your:

- family member
- friend
- support worker.



They can also show you how to use the app.

# What the NZ COVID Tracer app does



The NZ COVID Tracer app **does 4 important things:**

1. scans **QR codes** to create a record of the places you visit
2. keeps a record of the people you have been near using **Bluetooth tracing**
3. keeps your contact details so contact tracers can get in touch with you if they need to
4. keeps your **National Health Index (NHI)** number to speed up the process if you need a COVID-19 test.

We will look at what all these things mean on **pages 8 to 22.**



# 1. Scans QR codes to create a record of the places you visit.



A **QR code** looks like a square black and white picture.

The app can read the picture like words.



All places will have a QR code poster:

- at the front door of their building
- on the counter as you walk in.



Some examples of places where you will find a QR code poster are:



- shops
- supermarkets
- cafes / restaurants



- libraries



- doctors
- work places



- schools
- swimming pools



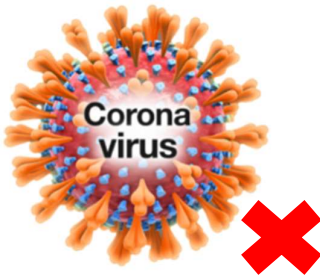
- gyms
- buses
- trains
- taxis.



You will get a message on your mobile phone if you visited the same place at around the same time as someone who later tests **positive** for COVID-19.



A **positive** COVID-19 test means a person has the COVID-19 virus.



The message you get will tell you what you need to do to stop the spread of COVID-19.



Scanning QR codes keeps us 1 step ahead of the virus.

The more we scan the safer we will be.



## How to scan QR codes:

To scan a QR code with the camera on your mobile phone:

1. Open the NZ COVID Tracer app.



2. Hold your mobile phone up to the QR code poster.



3. Make sure the QR code fits inside the box on your mobile phone screen



4. When the QR code has been read:

- your phone will wobble
- a green tick will show.



5. Tap on the **text box** if you want to add any more information such as who you were with or what you were doing

6. Tap **Finish** or **Okay** to close the screen.



You **do not** need to scan the QR code when you leave the place you are visiting.



If you are not sure how to scan the QR code ask someone at the place you are visiting to help you.



If your mobile phone does not scan the QR code you can do a **manual diary entry**.



A **manual diary entry** means you type into the COVID Tracer app the:

- name of the place you are visiting
- time you are visiting that place.

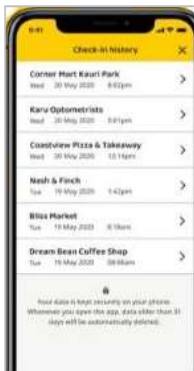
## 2. Keeps a record of the people you have been near using Bluetooth tracing



**Bluetooth tracing** lets you know if you have been near someone whose test says they have COVID-19.



Bluetooth tracing is **not** the same as scanning the QR Codes.



You still need to scan QR codes to record:

- the places you visit
- when you visit these places.



Bluetooth tracing records the **people** you have been near.

## How Bluetooth tracing works:



You do **not** have to open the NZ Tracer app for Bluetooth tracing to work.



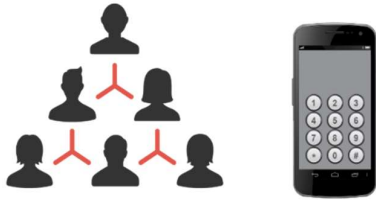
All your information is **private**.

Other phones **cannot** see:



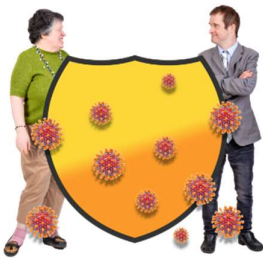
- the places you have visited
- when you visited these places
- who you were with.





You will get a Bluetooth alert on your phone if someone you have been near to in your community tests positive for COVID-19.

The alert will tell you what to do to keep:

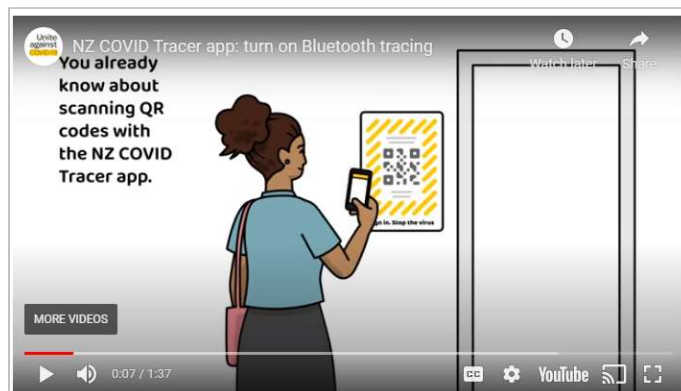


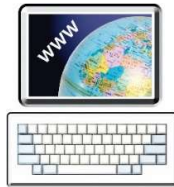
- yourself safe
- your whānau safe.



A video on how Bluetooth tracing works can be found on the Ministry of Health website:

[www.bit.ly/3yUq7x1](http://www.bit.ly/3yUq7x1)





More information about Bluetooth tracing can be found on the Ministry of Health website:

[www.bit.ly/3yUq7x1](http://www.bit.ly/3yUq7x1)



This information is **not** in Easy Read.



You can ask someone you know to read the information with you.

### 3. Keeps your contact details so contact tracers can get in touch if they need to



On the NZ COVID Tracer app you can add your:

- personal details like your name
- contact details like your mobile number.



To do this:



- open up the NZ COVID Tracer app on your phone
- click on **My data**
- click **My contact details.**

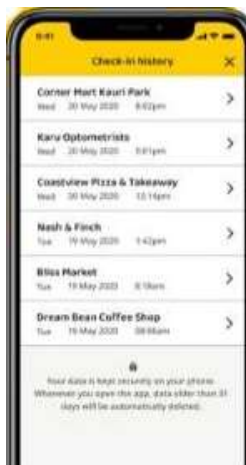


If you have been near someone with COVID-19 a contact tracer may call you.

They will ask you some questions about:



- where else you have been
- who you have talked to.



The contact tracer may ask you to share your diary.

This is so they can check they have all the information they need.



To do this:

1. open up the NZ COVID Tracer app on your mobile phone
2. go to the **My Data** screen
3. tap on **Share my diary**.



The contact tracer will then give you a code you can use to share your diary with the Ministry of Health.

**4. Keeps your National Health Index number to speed up the process if you need a COVID-19 test**



Everyone who uses the health services in New Zealand has a **National Health Index** number.

The number is also called a NHI number.

To add your NHI number to the NZ COVID Tracer app:



- open up the NZ COVID Tracer app on your phone
- click on **My data**
- click on **My NHI number.**



The Ministry of Health website has information about:

- what an NHI number is
- how to find your NHI number.



You can find this information on the Ministry of Health website at:

[www.bit.ly/2TVijfX](http://www.bit.ly/2TVijfX)



This information is **not** in Easy Read.



You can ask someone you know to read the information with you.



This information has been written by the Unite against COVID-19 team at the Department of Prime Minister and Cabinet.



It has been translated into Easy Read by the Make It Easy service of People First New Zealand Inc. Ngā Tāngata Tuatahi.



The ideas in this document are not the ideas of People First New Zealand Inc. Ngā Tāngata Tuatahi.



Make It Easy uses images from:



- [Changepeople.org](http://Changepeople.org)
- [Photosymbols.com](http://Photosymbols.com)



- Sam Corliss.



All images used in this Easy Read document are subject to copyright rules and cannot be used without permission.