How to use the COVID Tracker App on:
• Android
• iPhone

AgeAction

Getting Started KIT

Coronavirus **COVID-19** Public Health Advice

HSE

Rialtas na hÉireann
Government of Ireland

NALA
National Adult Literacy Agency
Áisíneacht Náisiúnta Litearthachta do Aosaigh

About Getting Started

The Age Action Getting Started Keep In Touch (KIT) is a national learning initiative to help older people improve their digital literacy skills. It helps them stay connected, informed and supported.

The Getting Started KIT is made up of **How to...** guides and a video tutorial, presented by Mary Kennedy. These support older people to learn, use, and be confident using smartphones and applications.

You can find all the **How to...** guides and the video on www.ageaction.ie/ how-we-can-help/getting-started-kit. If you would prefer a paper copy of the guides you can call 01 – 873 0372 to leave your name and address, and we will post them out to you free of charge.

About the COVID Tracker App

The COVID Tracker App is a free phone application that helps the HSE efficiently track or trace the spread of COVID-19 in Ireland. The app will work on most smartphones. See question 1 on page 6 below for information about the exception of the iPhone 6.

People using the app will be able to do the following:

Get a warning alert

When you have the app installed on your phone, you will get an alert if you have been in close contact with someone who tests positive for COVID-19.

Warn others

If you use the COVID tracker app and you test positive for coronavirus, it will alert others who also use the app who you have had close contact with. This will help keep other people safe.

Symptoms and advice

The COVID Tracker App can track your symptoms and give you advice about what to do if you are sick.

COVID updates

The COVID Tracker App will give you regular updates, and help you to protect yourself and others as we learn to live with COVID-19.

About these instructions

This document gives you steps, points and instructions on how to use the HSE COVID Tracker App. It has four main parts:

1. Key terms you need to know

2. What you need to do before you get the COVID Tracker App on your phone

3. Some common questions about the COVID Tracker App

4. Your step-by-step instructions to download and use the COVID Tracker App

1. Key terms to know

'App' is short for the word application. Think of it as a shortcut that allows you to go directly to the tool or website you wish to access. An app is represented by a symbol or by a picture. You will see a lot of apps on your phone.

Apple ID

An **Apple ID** is a tool that the company, Apple, uses to make sure:

• you are who you say you are;

• you own the device you are using.

Your Apple ID is usually your email address. When people use any 'i' device (iPhone, iPad) they are using a device made by Apple.

People will have to enter their Apple ID on their 'i' device at various times.

'Bluetooth'

Bluetooth allows mobile devices to 'communicate' with each other within short distances without using any cables.

Don't worry about how to turn on your phone's Bluetooth. When you are setting up the app it asks your permission to use the phone's Bluetooth. See step 19 below, on page 18, for more information.

'COVID'

COVID is a disease caused by a new strain of coronavirus.

- 'CO' stands for corona.
- 'VI' for virus.
- 'D' for disease.

This definition is from the World Health Organisation.

'Data'

Data means sets of facts and statistics, usually gathered for reference or analysis.

'Download'

Download means to take information from the internet and to use it on your phone.

'HSE'

HSE means Health Service Executive. It provides all of Ireland's public health services in hospitals and communities across the country.

'Tracker'

Tracker means to find or trace someone or something. In the case of the COVID Tracker App, the app 'tracks' or finds potential COVID-19 positive cases. The app can also help find people who have been in contact with someone with COVID-19.

2. What you need before you get the COVID Tracker App on your phone

You will need to download the COVID Tracker App. We will guide you through how to download an app in steps 1 to 13, found on pages 10 to 15 below. For further information you can read Age Action's **How To… Download Applications** guide before you read this document.

If you have never downloaded an application before, you will need to have either a:

- Gmail account set up **if** you have an Android smartphone
  or,
- an Apple ID **if** you have an iPhone.

Read through Age Action's **How to… Set up an Email** guide to help you with these.

Give yourself time

Set aside some time to download the COVID Tracker App. Be patient with yourself, and remember no matter how hard you try you can't break your phone!

You are ready!

3. Some common questions about the COVID Tracker App

Many people had questions about the COVID Tracker App. Having unanswered questions can stop some people from using the app. We have listed some of the common questions below, along with the answers.

If there are any questions that you still have you can probably find the answer on the COVID Tracker App website, covidtracker.gov.ie, or if you prefer to speak to someone directly you can contact **HSELive on 1850 24 1850**.

Question 1: Can I use the COVID Tracker App fully if my phone is an iPhone 6 or older model?

There are three functions of the app:

- **contract tracing**: tracing and finding potential positive COVID-19 cases
- **check-in**: allowing you to record if you have an COVID-19 symptoms
- **information**: providing information on COVID and its presence in Ireland

If you have an iPhone 6 or older model, the contact tracing function of the application **will not** work. The other two functions, check-in and information, will still work with the iPhone 6 or older model.

Question 2: What do I do if I am not feeling well, and I feel like I have symptoms?

If you have common symptoms of COVID-19:

- self isolate - stay in your room
- phone your GP (local doctor) straight away to see if you need a COVID-19 test

If you are very short of breath, call the emergency services on 112 or 999. This would be if you are so short of breath that you cannot complete a sentence.

Other people in your household will need to restrict their movements by staying at home.

Common COVID symptoms

Common symptoms of COVID-19 include:

- a fever – high temperature of 38 degrees Celsius or above

- a new cough – this can be any kind of cough, not just dry

- shortness of breath or breathing difficulties

- loss or change to your sense of smell or taste – this means you've noticed you cannot smell or taste anything, or things smell or taste different to normal

You can also get advice from the COVID Tracker App when you 'check-in'. This is outlined in step 24, found on page 21 below.

Important – call emergency services first if you are very unwell

Important, if you feel you need medical support always call 999 or 112 before doing anything else, including checking the COVID Tracker App.

Question 3: What if I get a notification that I am a close contact?

If you receive a **'notification'**, or **'close contact alert'**, you have been in close contact with someone who has tested positive for COVID-19. You will get a phone call from the HSE Contact Tracing Team if you have opted to share your phone number with the app (as in step 20, found on page 19 below). The HSE Contact Tracing Team will advise you about what to do next.

If you have not shared your phone number with the app, call **HSELive on 1850 24 1850**. They will take your details so the HSE contact tracing team can call you.

Question 4: What if I test positive – how will the tracker know to contact my close contacts?

If a person tests positive, the HSE sends a text message with the test results and then calls them to start contact tracing. On the call, the HSE asks the person if they use the COVID Tracker App. If they say yes, the contact tracer gives them a unique code to put into the app on their phone. This triggers an anonymous alert to other app users who have been in close contact with this phone.

Question 5: What parts of my information are shared if I use the COVID Tracker App and I test positive for the disease?

All information shared is made anonymous. The app uses what is called an Exposure Notification System (ENS). This allows phones to share information using Bluetooth, but the information does not contain any details about the person's identity. It contains details about how close you were to another app user, and how long you were close to them.

Using an anonymous ID means any information is collected without using your name or any other details that would identify you. No one will ever know your personal details **unless you choose to share them**. This includes the HSE. No one will know:

- your name
- who you met
- what locations you were in
- who tested positive for COVID-19

Remember, you can choose to delete the app and your data at any stage. See step 27, found on page 22 below.

Question 6: Will the COVID Tracker App remind me to check in every day?

No, not currently. You have to remember to check-in every day. The app is being updated soon to include a reminder. The contract tracing function of the app works whether you check-in or not.

4. Your step-by-step instructions to download and use the COVID Tracker App

We cover instructions for two types of smartphones, Android and iPhone. Go to the relevant points in the following table to figure out the steps you need to follow for your phone.

Point 1	Common to both phones
Points 2 – 7 inclusive	Android phone only
Points 8 – 13 inclusive	iPhone only
Points 14 – 27 inclusive	Common to both phones

In the instructions, we illustrate some points with images. These images help you see where to fill in information, and so on.

There is lots of information about the COVID Tracker App available online also. If you are confident using the internet visit covidtracker.gov.ie for more information.

If you need some support getting online, you can refer to Age Action's **How to... Use the Internet**.

Instructions for both Android and iPhone smartphones – point 1

1. Make sure you're connected to the internet

First you need to make sure that you are connected to the internet. If connected you will have one of the following symbols at the top of your phone screen.

WiFi or data package

If you have WiFi at home and your phone is connected to it, you will see the WiFi symbol (see it here on your right).

Or,

If you have a **'data package'** for your phone, the data symbol will show (on the right here) beside '3G' or '4G'. Sometimes this symbol could also be alongside 'H+'.

A data package is an internet connection that comes as part of your mobile phone payment.

Figure 1: 'WiFi symbol'
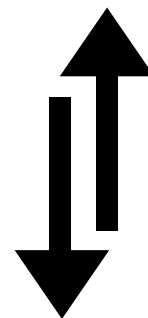
Figure 2: 'Data symbol'

How to install COVID Tracker App on your Android smartphone – points 2 to 7.

If you have an iPhone skip to point 8.

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2. Play Store

On your phone screen, look for the **Play Store** image (see it on your right here).
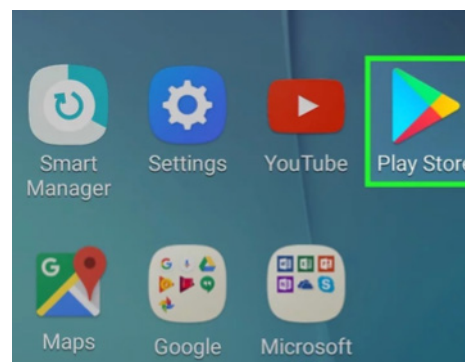
Figure 3: 'Play Store' image on phone screen

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3. Gmail account

At this point you might need to set up a **Gmail** account. An email is an electronic mail. A Gmail is a brand of email, but it is with the company Google ('g' stands for Google). Follow the instructions on Age Action's **How to… Set up an Email** (if you do not have one).

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4. Search bar

Tap on the Play Store image and then tap into the **search bar** at the top of the screen.

Note, the colour around the search bar might not be green as different versions have different colours.
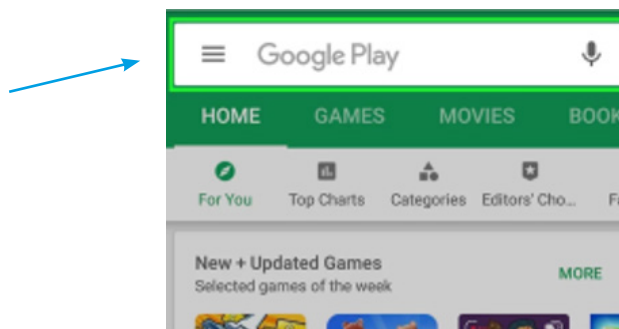
Figure 4: 'Play Store search bar'

5. Search for 'COVID Hracker Ireland'

Type in **'COVID tracker Ireland'**
and press **'search'** or the
magnifying glass (shown here to
the right).
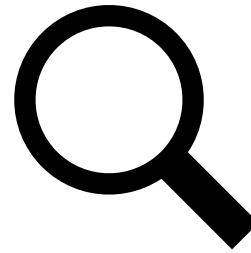
Figure 5: 'Magnifying glass search' symbol

Alternatively, instead of typing the
whole title, when you begin typing
your phone may automatically
suggest on the top line 'COVID
Tracker Ireland'. Press on symbol
with **'COVID TRACKER'** written in
black (see this image to your right
here).

Figure 6: 'COVID Tracker' application icon

6. Press 'install'
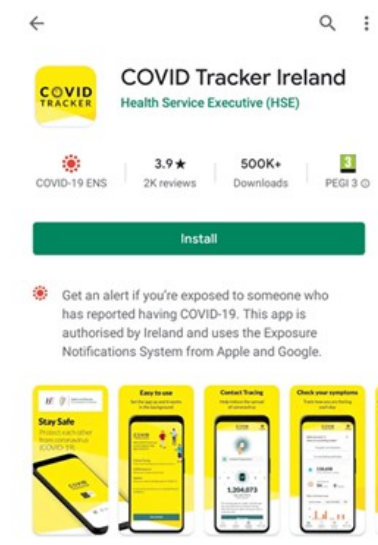
Figure 7: 'COVID Tracker' application

7. Download the app

Allow the app to download – you will see to the left of the screen a spinning circle. That means the app is downloading. Be patient – it takes up to a minute. Once the spinning circle stops, the COVID Tracker App is downloaded onto your phone.

Press **'open'** and it will bring you directly into your COVID Tracker App.

If you have done everything up to this point with your Android smartphone, skip to point 14.

How to install the COVID Tracker App on your iPhone – points 8 to 13

8. Go to App store

On your phone screen, look for the App Store (see it here on your right).
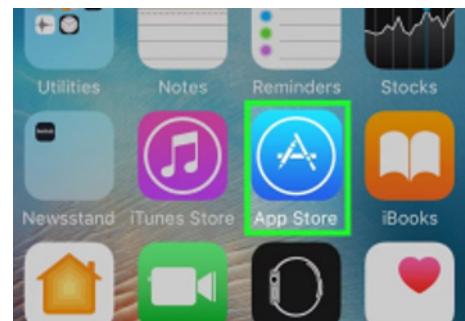
Figure 8: Example of 'App Store on phone screen'

9. You may need an Apple ID

At this point you might need to create an **Apple ID**. You will need an email set up already before setting up an Apple ID.

Follow the instructions in Age Action's **How to… Set up an Email** to set up your email first (if you do not have one).

10. Enter your Apple ID

Enter your Apple ID password if asked.

If you've recently logged into your Apple ID in the App Store, you won't have to do this.

If you do not have an Apple ID, click **'Create ID'** and follow instructions.

11. Tap into search

Tap on **App Store image** and then tap into the search bar at the top of the screen **or** on the magnifying glass on the bottom right of your screen.

Figure 5: 'Magnifying glass search' symbol

12. Enter search for COVID Tracker

Type in **COVID Tracker Ireland** in the search bar and press **'search'** – the search button is located on the bottom right hand of your screen.

Click on COVID Tracker Ireland, then click on **'get'**.

Tap on **'install'** when prompted.

Figure 9: 'COVID Tracker Ireland app option on App Store'

13. Allow the app to download

You will see to the right of your screen a circle with a blue dot in the centre. Tap on this and a cloud shape will appear. **Tap on the cloud shape** and the circle with the blue dot will show the progress being made on downloading your app.

Be patient – it can take a minute or two. Once the spinning circle stops, the COVID Tracker App is downloaded onto your phone.

Press **'open'** and it will bring you directly into your COVID Tracker App.

How to use the COVID Tracker App for both Android and iPhone smartphones – points 14 to 27

14. Open application

When the COVID Tracker app is downloaded, press **'Open'** to open the application.

You will be asked if you are over or under sixteen. Click on the statement that is true for you.

Figure 10: Image of when the app has been fully downloaded

15. 'Get started'

You will then be brought to the next screen which gives an overview of what the COVID Tracker App will do for you. You should click **'Get started'** to continue.

Note, by clicking 'Get started' you are agreeing to the **terms and conditions** of the application. If you want to read the terms and conditions, tap on the 'Terms & Conditions' which will bring you to the screen shown here on the right.

When you are finished reading the terms and conditions you can press **'Back'**, found on the top left corner of the screen, to return to the 'Get started' page.
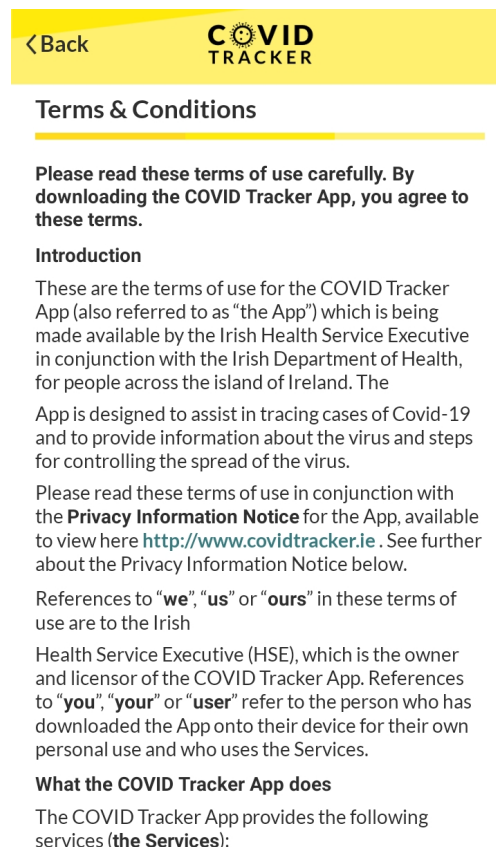
Figure 11: Example of 'Terms & Conditions'

16. Your personal information

You will be directed to a screen which will explain what happens with your data.

Data is information (facts and statistics) about you. Read this page carefully as it explains how and when the HSE might contact you. It also explains what potential suspicious contacts would look like, and how to deal with them.

When you are ready you can press **'Continue'**.
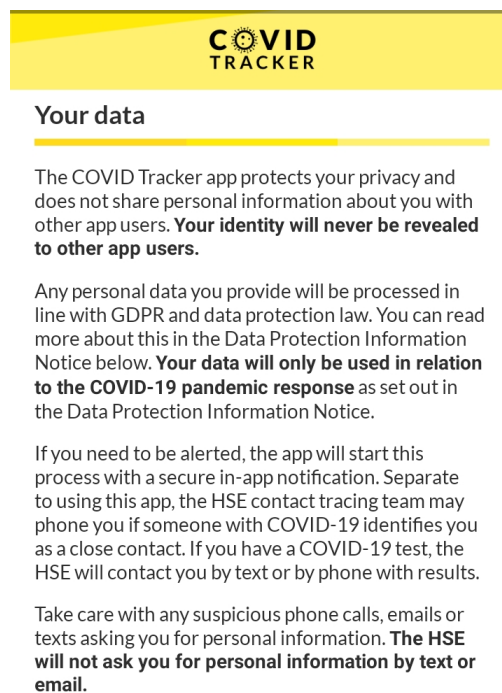
Figure 12: Example of 'Your Data' screen

17. Your consent

The next screen will ask you for consent for the HSE to collect and use **'app metrics'**.

App metrics are a way for the HSE to collect feedback about the COVID Tracker App. By allowing the HSE to take your app metrics, it means that they will be able to measure the effectiveness of the application.

Read through the information and you can then click **'Yes, I consent'** or **'No thanks'** depending on your preference.
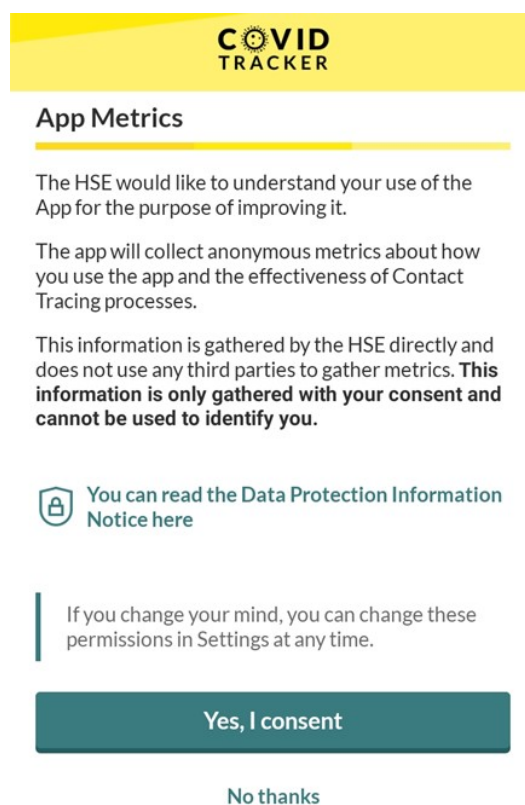
Figure 13: Example of 'App Metrics' screen

18. Contact tracing

The next screen explains how **Contact Tracing** works. Contact tracing identifies people who were in close contact with someone who has coronavirus. Read through the information and click **'Continue'** or **'Maybe later'** depending on your preference.

Remember, you can always change your mind about consent for any of these initial screens by going to the settings of the app. See step 27.
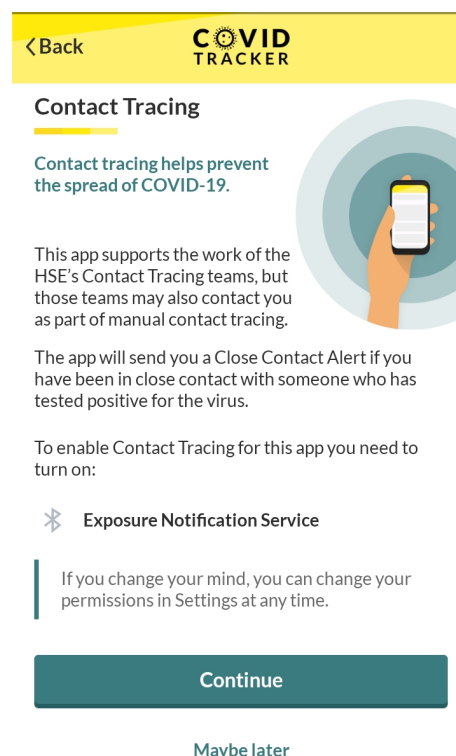

Figure 14: Example of 'Contact Tracing' screen

19. If necessary, turn on Bluetooth

If you have pressed **Continue** on the previous screen, and you do not have your **Bluetooth** option turned on, you may get a notice pop-up (like the one shown here to your right) asking you to turn it on so that contact tracing can be activated. Press **'Turn on'** to activate Bluetooth.
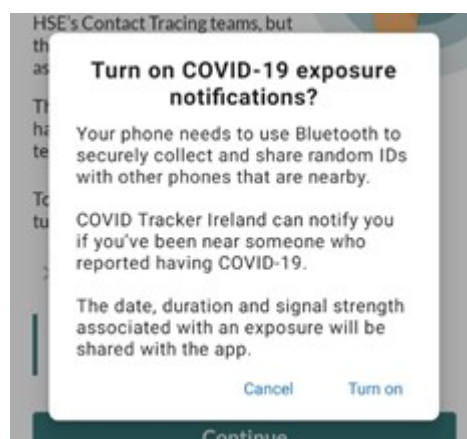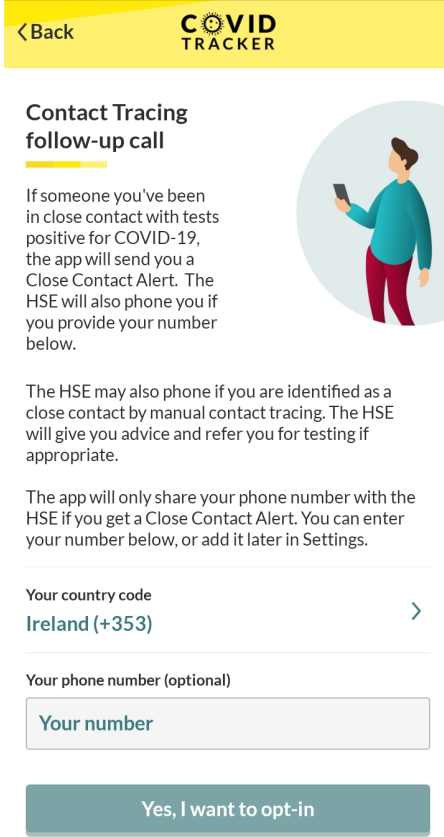
Figure 15: Example of 'Bluetooth notice pop-up'

20. If you wish, enter your phone number

Step 18 above explains how the app will alert you if you have been a **'close contact'** to someone who has tested positive with COVID-19.

If you would like to receive a phone call as well as an app alert if you are a 'close contact', you must enter your phone number and **'opt-in'** on the screen shown here to your right.

Read through all the information on the screen. Enter your phone number into the designated box and click **'Yes, I want to opt-in'** if you would like to receive a phone call. Otherwise, do not enter your phone number and just click **'No thanks'**. If you don't enter your number, you will have the option of entering your number again if you receive a close-contact alert.

Figure 16: Example of 'Contact Tracing follow-up call' screen

21. You are now set up!

You are now set up and ready to use the COVID Tracker App!

22. How to use the app

The Home Screen allows you to use the different features of the COVID Tracker App.

On the bottom of the screen, you can see:

- Updates
- COVID Check-In
- Contract Tracing
- Share App

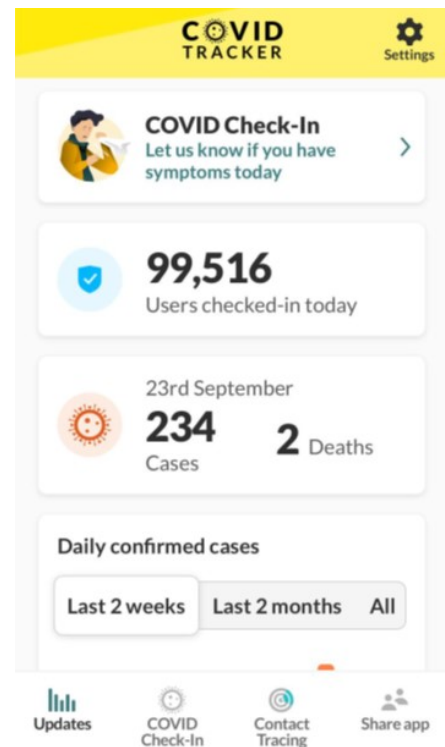These are all options that you can explore by tapping on each icon.

Figure 17: Example of COVID Tracker App 'Home screen'

23. Updates

When you click on **Updates** the page will give you up-to-date national information about COVID-19. This includes things like the number of hospital admissions.

Figure 18: Example of 'Updates' screen

24. Review data protection

When you click on the **check-in** button you will be asked again to review the Data Protection policy before agreeing to use the check-in function.

Read through all the information and if you are happy click **'Yes, I'd like to use COVID Check-In'**. You will be asked for some details like your name, age and gender. You can choose whether or not to input this information.

You will now see two options you can click:

- 'I'm good, no symptoms'.
- 'I'm not feeling well today.'

Choosing **'I'm good, no symptoms'** completes your daily check-in.

Figure 19: Example of 'Check-in' screen

If you choose **'I'm not feeling well today'**, you'll be asked to answer four questions about the common symptoms:

- fever
- breathing
- coughing
- lost or changed sense of taste or smell

The app will give you some advice based on your symptoms. In some cases, the advice will depend on your age.
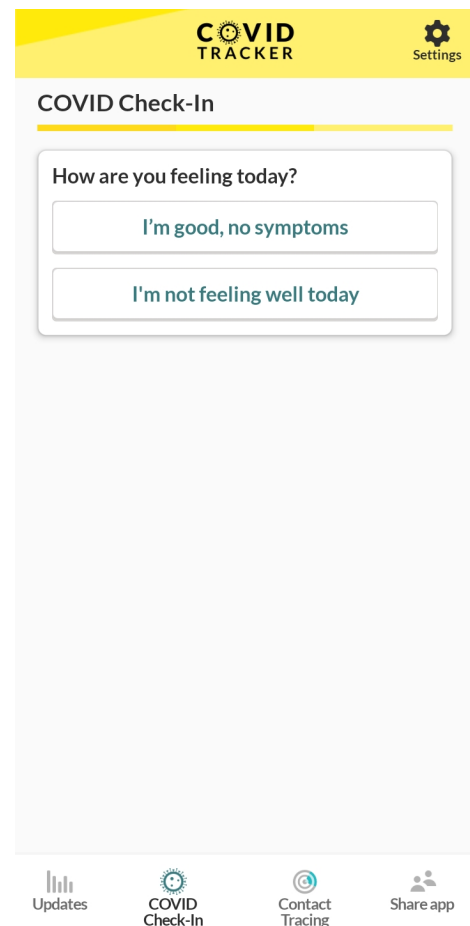
25. Contact tracing

Returning to the options displayed along the bottom of your screen, you can click on **'Contact Tracing'** to find out more statistics about the success of contract tracing through the app.
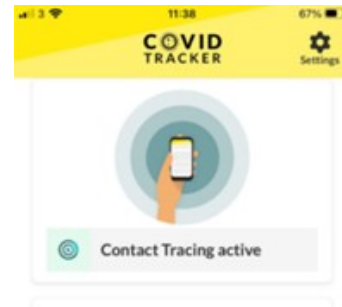

Figure 20: Example of 'Contact Tracing' screen'

26. How to share the COVID Tracker App

Tap on **Share App** icon and follow the instructions if you would like to share the app with other contacts on your phone. This means that the contact you choose would be sent a link to download the COVID Tracker App.

27. App settings

You can go into the app **Settings** by clicking on the 'Settings' icon as shown to your right. This Settings cog icon usually is on the top right corner of your phone screen.
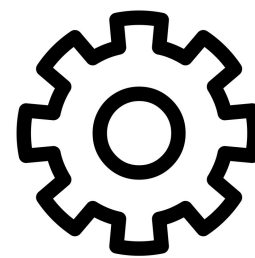
If you want to change or review any of the consents you have given (or not given) before this step click into the relevant topic and follow the instructions on screen.

Figure 21: Example of 'Settings' icon

In Settings you also have the option to leave the app. Simply press **'Leave'** and then **'I want to leave'.** This removes all data from the app, but does not uninstall the app from your phone. To uninstall an app you can hold down the app icon on your home screen. Depending on your phone you can then click **'uninstall'** or **'remove'** to uninstall.
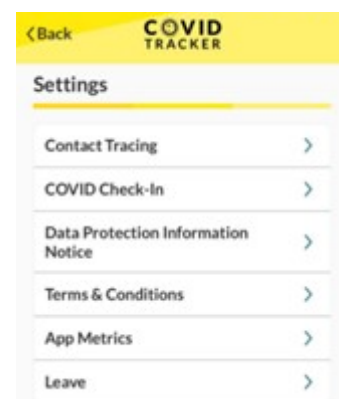

Figure 22: Example of COVID Tracker App 'Settings' screen