Android

Setting up and using the NHS COVID-19 Test and Trace app

This document guides you through the process of downloading and setting up the NHS COVID-19 Test and Trace app so you can check-in to venues such as pubs and restaurants, using your Android Smartphone.

Downloading the NHS COVID-19 App

To download and install the NHS COVID-19 app onto your Android Smartphone, follow these steps:

1.   From the Home Screen, locate and activate the Play Store icon. Upon doing this, the Google Play Store will be opened.

Note 1: If you do not have a Play Store icon on your Home Screen, activate the Apps button. Then, in the resulting screen, locate and activate the Play Store icon.

2.   At the top of the screen, you will find a button labelled Search for Apps and Games. Activate this button. Upon doing this, a search edit field will become available and a virtual keyboard will appear at the bottom of the screen.

3.   Using the virtual keyboard, type "NHS covid" (without the quotes) and then activate the Search button situated at the bottom right corner of the keyboard. Upon doing this, the search results screen will be displayed.

4.   The search results will contain a number of possible apps. The one you need is labelled "NHS COVID-19, Department of Health and Social Care". Activate the Install button associated with this app. Upon doing this, the download will begin and the Install button will change to become the Cancel button.

5.   When the download has completed, the Cancel button will change to become the Open button. Activate this button. Upon doing this, the NHS COVID-19 setup screen will be displayed.

Setting up the NHS COVID-19 App

This section describes the various screens you need to go through in order to set up the NHS COVID-19 Test and Trace app on your Android Smartphone. For reference, there are 6 screens in total!

The 1st Setup Screen

The first screen of the setup process is titled "This app helps us keep each other safe". This screen contains the following information:

You will be helping us beat COVID-19 by sharing anonymous information about the virus in your region and public health when you use the app.

Get Notified

Find out when you've been near other app users who have tested positive for Coronavirus.

Check into venues

Use the apps QR code scanner to check into places like bars and restaurants without having to fill out any forms.

Check your symptoms

Feeling unwell? Find out if you could have Coronavirus and order a free test if you need one.

Isolation countdown

If you are isolating, the app will count down the days and give you the right information.

At the bottom of the screen, you will find a button labelled "**Continue**". Activate this button to proceed to the next screen.

The Second Setup Screen

This screen contains the following information:

Are you 16 years or over? You must confirm that you are 16 years or over to be able to use this app.

At the bottom of the screen, you will find two buttons labelled "I am over 16" and "I am under 16". Activate the "I am over 16 button to proceed to the next setup screen.

The Third Setup Screen

This screen is titled "Protecting your privacy". It contains the following information:

You are in control

The NHS values your privacy, meaning the app cannot tell who you are, where you are or who is with you. If you test positive for Coronavirus, you can choose to share your data with the NHS so we can alert other app users. We use automated decision making to help determine which other users need to be anonymously alerted.

Your data

The app securely and anonymously stores data for 14 days after it has been recorded. You can delete the data from the app at any time in your app settings, or by uninstalling the app. Your phone may keep some basic data. This is controlled by your phone's operating system.

When you use the app, you will be helping your community stay healthy and save lives. Anonymous information from the app helps us know where the virus is and how to control it.

Before you activate this app, please read the privacy notice and agree to the terms of use.

Following this information, there are 2 links labelled Privacy notice and Terms of use. Activating either of these links displays the relevant information in a browser window.

At the very bottom of the screen, you will find 2 buttons labelled "I agree" and " No thanks, I don't agree". Activate the "I agree" button to proceed to the next setup screen.

The Fourth Setup Screen

This screen is titled "Enter the first part of your post code (post code district)". It contained the following information:

You need an English or Welsh post code district to use this app. Examples: If your post code is CE1B 2PQ, please enter CE1B. If it is CR0 3RL, please enter CR0. If it is L4 0RE, please enter L4.

Beneath this information, you will find an edit field into which you type the first part of your post code. Activate this edit field. Upon doing this, a Virtual Keyboard will be displayed at the bottom of the screen.   Using the Virtual Keyboard, type the first part of your post code.

Just beneath the edit field, you will find the following information:

Why do we need your post code district?

The post code district helps with learning about the spread of Coronavirus in different areas. This makes sure that we can give the best possible public health advice for your area. Don't worry, the post code district will not be used to track your location.

At the bottom of the screen, you will find a button labelled "Continue". Activate this button to proceed to the next setup screen.

The Fifth Setup Screen

This screen is titled "Contact Tracing". It contains the following information:

Contact tracing helps prevent the spread of Coronavirus (COVID-19)

The app will send you an alert if you have been in close contact with someone who has tested positive for the virus. To enable contract tracing for this app, you need to allow 'Exposure Notifications'. To get alerts, you need to enable Notifications. If you change your mind, you can change your permissions in Settings at any time.

At the bottom of the screen, you will find a button labelled "Continue". Activate this button to proceed to the final setup screen.

The Sixth Setup Screen

This screen contains the following information:

Turn on COVID-19 exposure notifications

Your phone needs to use Bluetooth to securely collect and share random ID's with other phones that are nearby. NHS COVID-19 can notify you if you've been near someone who reported having COVID-19. The date, duration and signal strength associated with an exposure will be shared by the app.

At the bottom of the screen, you will find 2 buttons labelled "Turn on" and "Cancel". Activate the "Turn on" button. Upon doing this, the NHS COVID-19 app will be configured and ready to use!

Description of the NHS COVID-19 App

This section describes the information and controls found in the main screen of the COVID-19 app.

At the top of the screen, you will find a heading labelled "NHS Test and Trace". Beneath this heading, you will find the following, from top to bottom:

The Post Code button

This button displays the current risk level in your post code area. When it is activated, a screen is displayed which contains information about the risk level and gives advice on what action you need to take.

The App Status Message

This is a text label which informs you of the status of your app. It should say "Your app is active and scanning".

The Venue Check-in Button

When this button is activated, a popup window will be displayed which requests permission for the NHS COVID-19 app to use the camera. This is required to scan the official NHS QR code so you can easily check-in to places like bars and restaurants. You have 2 buttons available - "OK" and "Don't allow". Activate the OK button to grant permission. Upon doing this, the "Check-in" screen will be displayed.

The "Check-in" screen is split into 2 sections. The upper section takes up the majority of the screen. It is dedicated to your phones camera. The lower section, contains information on how to use the QR code scanner. We will cover checking-in soon in this document.

The Check Symptoms Button

When this button is activated, a screen is displayed which contains a list of symptoms. You can then check if you are likely to have COVID-19 by answering a few questions.

The Read latest advice Link

When this link is activated, a web page is opened which contains all of the latest advice to do with COVID-19.

The About this App Button

When this button is activated, a screen is displayed which contains information about how the app works, how your data is used and managed, the various policies available, a list of commonly asked questions and information regarding the app version and its date of release.

The Enter Test Results Button

When this button is activated, a screen is displayed in which you can enter the code associated with a recently undertaken test.

The Contact Tracing Button

This button is used to turn Contact Tracing On/Off. When you are out of the house, it should be on at all times. If you choose to turn Contact Tracing off, you will be prompted to specify after what length of time the app will remind you to turn it back on. The options are 4 hours, 8 hours, 12 hours and Don't remind me.

This concludes the description of the information and controls found in the NHS COVID-19 app.

Checking-in to a Venue

When you visit a venue such as a pub or restaurant, you will be required to check-in by scanning an official NHS (Quick Response) QR code, using the camera on your Android Smartphone. For reference, a QR code is used to transfer specific information from an image into a Smartphone, such as the name of a pub or restaurant and its geographical location. QR codes are usually displayed on a wall or pillar and are printed on a white background.

Note 2: If you are blind or partially sighted, you will almost certainly require sighted assistance in order to check-in, as you need to line up the QR code in the view finder of the camera.

To check-in to a venue, follow these steps:

Note 3: Before checking-in to a venue, ensure that Bluetooth is turned on and that the Contact Tracing button in the NHS COVID-19 app is toggled on.

1. In the NHS COVID-19 app, locate and activate the button labelled "Venue Check-in". If you are prompted to allow access to the camera, activate the OK button.

Note 4: Once you have allowed the COVID-19 app permission to use the camera, you will not need to do so the next time you use the Venue Check-in feature.

2. the top section of the screen will now contain the camera and the bottom half will display information on how to scan an NHS QR code. Read this information. You will have to scroll the screen up in order to view all of the information!
3. Point the rear-facing camera at the QR code. When you have successfully lined-up the QR code in the camera's view finder, a photo will automatically be taken and a message will be displayed stating that you have successfully checked-in to the venue!