

COVIDSAFE MOBILE PHONE APP

Ruth's troubleshooting tips!




Thank you to all those who have opted to download the COVIDSafe app and take part in contact tracing to assist in getting on top of the COVID-19 virus.

It is important to note the App doesn't provide any actual protection against the virus. You still need to practice social distancing and stay at home as much as possible.

What the App does is make it quicker and easier to contact anyone who may have been close to another person who has since tested positive – that is within 1.5m for 15 minutes or more – so they can be contacted quickly tested and isolated until the result is known to reduce any further spread of the virus.

I have been hearing from a number of people that they are having difficulties downloading the app. I am in no way a tech expert! That level of skill is way above my pay grade – however here are a few tips which may be of assistance gleaned through my own research.

- ✚ Search for 'COVIDSafe' and ensure you have the correct app – the icon will appear as a green square with an outline of Australia and a white tick, just like the one in that is shown at the top of this information. 
- ✚ Some phones may not be able to run the app – check the specifications required and capacity of your phone. Contact the manufacturer if necessary.
- ✚ Android smartphones running Android 6 or later are fine. But older devices (five years or older) running Android 5, and which cannot be updated, unfortunately cannot run the app.

- ✚ If you are using an iPhone, the COVID Safe app will work with iOS 10 or later which means it will work on the iPhone 5 or later.
- ✚ I have contacted the Federal Government to ask if there will be support for people to purchase a new phone if they want to download their App and they can't afford a new phone to facilitate this.
- ✚ Some people have received error messages when entering their phone numbers. You could try the tried and true method of rebooting the phone and if that doesn't work try turning off WIFI and use your cellular network instead (eg. Telstra, Optus etc) while you are installing the app.
- ✚ Once you do have the app downloaded to your phone, remember your Bluetooth needs to be enabled and the app open in the background in order for it to work as intended.

Please note: this is very basic trouble shooting information. I hope may assist those wanting to assist in the fight to defeat this virus!

