

App Store Preview

COVIDSafe

Ratings and Reviews

4.2

out of 5

10.9K Ratings

Taradb, 27/04/2020

Let's work together and do what it takes

When so much is at stake, in terms of lives, livelihoods, all aspects of wellbeing and quality of life, I feel that downloading this app is the least that I can do. I am confident the limited data collected will not be misused and I found the app itself to be really quick and straightforward to download and set up. One of the other reviewers said to omit the '0' when entering mobile numbers to fit with the international dialling format. Maybe this is why I did not experience the same issues as a few others. In any case, it is great to see so many people being proactive about [more](#)

Guy Aus, 27/04/2020

Doing my bit to Stop the spread. Easy, Fast, Reassuring.

I'm a sceptic when it comes to government apps but I read the Privacy Policy and felt reassured that I could use a fake name, only asked for my age range, postcode and phone number. I was reassured my location is not tracked or recorded and it's deleted every 21 days. The app only works on Bluetooth signal strength vicinity to record distance from potential infected people. Reassured and feel like I'm doing my bit for my friends, family and country so I can be contacted ASAP if I come close to anyone who ends up infected. Brilliant bit of technology actually. [more](#)

Lightning!72!, 26/04/2020

No problems signing up

Those saying they can't get their number recognised, have you tried leaving off the leading zero? Because the app has the +61 at the front this usually means you enter your phone number without the leading zero. I imagine they've put the 61 there to ensure that only Australian numbers can participate, which is sensible. I left off the leading zero and got in straight away with no issues at all.

[more](#)

brass razoo, 26/04/2020

Installed perfectly on iPhone

I have an Apple iPhone X running iOS 13.4.1, I downloaded the app from the App Store and installed without any problems at all.

There is a small glitch which is after you enter your mobile phone number, as well as the 'continue' button the 'verify phone number' text will [more](#)

Ally_K87, 27/04/2020

Let's save lives!

Less than 30 seconds to install and register. If you have ever had anything to do with Ausi Gov they already have more info than this app provides them with. I used a pseudonym no problem. It doesn't ask to use your location services (so no, it's not a 'tracking app') it only uses Bluetooth signals to ping off other app users (that's [more](#)

AndyAdminFlies, 27/04/2020

Drop the leading zero from your phone number

It worked without issues on an iPhone XS. to those that espouse issues around privacy just remember that your decisions have ramifications beyond just you. If this fails then it'll fail because people like you are choosing to make it fail. Let me know later if privacy is that important while passing away from COVID because we as a country couldn't trace the person you caught it from due to perceived privacy issues.

[more](#)

TSJ71, 26/04/2020

Easy peasy

Very easy to set up - asks for minimal information, just first name and number. Only problem is I nearly uploaded my information at the bottom where it asks 'has a health professional asked you to upload your information?' I think that's just for confirmed cases???

Not worried at all about scaremongering of the government having my info - I have a Medicare card, bank accounts, a passport, licence etc

[more](#)

AQ4/48, 30/04/2020

Seems working OK but needs Apple Watch Capability

I installed the app, it was easy to install and seems working OK but since the app doesn't give live feedback to the user due to the privacy of other users, there is no practical way to know if it is working as it should be.

My main concern and suggestion is that it only works on the phone and not on the watch. Phones are not easy to sanitise each time you go

[more](#)

Andro1, 01/05/2020

Keeps asking me to register every day

I am using this on my new iPad as I don't use a smartphone. Not sure what the problem is but every morning the app is asking me to input my information and register again even though I successfully registered and got the screen saying I do not need to do anything further. I am not sure how, but eventually if I close the app a few times and reopen it, it gives me the screen showing I am already registered and the pulsating shield screen. If this keeps happening I will delete it in a few days. Can't find anywhere to send feedback to directly, or get any support so

[more](#)

Sky Velleity, 10/05/2020

Update: Technically Competent, still unnecessarily invasive

After testing the latest update, I have found that it is, at very least, on a technical level, functional. It still unnecessarily stores user data on a server, uses keys which are not truly anonymous, and transmits your device model publicly. Once decentralised key exchange replaces the current system, either by an independent update, or by the implementation of the system in production by Apple and Google, I will update this to five stars.

[more](#)

timmalone, 01/05/2020

Good idea but...

...not very clear how it's actually implemented. The notification sent every morning implies you need the app open on your screen to be effective. Why not take a little extra time to develop something that works in the background? Sure, millions might download, but if it's a requirement to keep it open and few do, it's not gonna help much.

[more](#)

MyNameIs-URL, 13/05/2020

It runs in the background

Some people appear to believe the app must remain active on the screen in order for it to work. Just open the app after you've registered and leave it running in the background. You can use other apps without issue. You'll forget it is even there.

As annoying as the morning notifications is just be assured it is to remind you to check if it is still open in the background and active. I don't

[more](#)

jahejebbd, 04/05/2020

My personal review

I agree to many Australians that this app is fantastic, it doesn't use up battery, it does locate where you are but it's for our safety which I hope you all completely understand. This app will locate where you are so when they find someone who does have COVID 19 they will see who they were close by to and have a look at the location but that is all. I hope that many Australians get this app so that our lives can go back to normal soon, the more people getting the app the closer we get to a healthier and happier life. When everything was our everyday life! [more](#)

Kvishal, 27/04/2020

A really focused contact tracing app

Just installed this. If you are in Australia, please install it too.

For anyone with concerns about privacy, from a technical perspective, this saves Far Less data than Facebook or Google Maps. It also only saves nearby phones if you have been together for 15 mins. And without GPS it doesn't provide hotspot data. It also does not continuously [more](#)

KvaziReviewer, 26/04/2020

Not working well, not privacy friendly

This app has failed in two ways. First, you need to have this app always running with your phone fully unlocked all the time to make it work. This is how iOS was designed to prevent privacy abuse, apps in background do not get a chance to always broadcast data via bluetooth.

The government had a chance to avoid this problem because Apple and Google are coming up with their own contact tracing solution that [more](#)

Zeus1974, 14/05/2020

Daily Notifications

I realise that until Apple and Google release their contact tracing API the only way for COVIDSafe to work is to remain the active app. But sending a daily reminder notification in the morning will quickly make non-technical users ignore/discard notifications from this app.

I am assuming COVIDSafe will use Apple's contact tracing API, otherwise I don't know many iPhone users who will regularly use the app. If [more](#)

AconnectJS, 27/04/2020

Save someone's life

I think this app is a great initiative. For the fearful...If it proves to take away your privacy delete it. Ironically this APP will give back some freedoms. By the way; I have an iT company. If you own a device that can download this app then you can already be tracked; but there is not a big computer in the sky trying to figure out your every move, they only want to sell you something...read google androids and apples terms and conditions. You have already given up those rights before you downloaded this APP. But this APP will save lives! Get behind it. Support each [more](#)

AdamB-GC, 26/04/2020

Easy to setup

I see many people saying they can't get the app to work because they can't verify their mobile number. I had no trouble with my setup. The app did throw up an error when I entered the first 4 digits of my mobile number starting with 0414, but if I just entered 414 (no zero as the first digit) and then entered the rest of the numbers it verified and sent me a pin # to enter on my iPhone. If you tried inputting your mobile number without the first zero and it didn't work, then I would assume it was an overload error on the server with this app currently ranking as the #[more](#)

Julie in Fitzroy, 27/04/2020

Very simple to download and quick to register

I'm all set up ... whoo hoo! . This marvellous app was very simple to download and quick to register. I hope EVERYONE downloads it as it will keep us all safe AND ALIVE. I am satisfied the Australian Government has diligently built in all the checks and balances to make this site secure - even though we only have to enter the most basic information so we can be contacted if we unknowingly come into contact with a 'carrier' of the deadly virus. THANK YOU, THANK YOU, THANK YOU. 

[more](#)

AnonymousReviewer12, 06/05/2020

Suggestion

I know this app serves a great purpose; but it would extend the functionality and greatly improve some people's experience of this app if you (the developers) create an Apple Watch app; since I exercise frequently outside without my phone and always have my Watch on me. The Watch is always on Bluetooth, which I know is the main method of connection to other devices.

Also, occasionally, usually some mornings I have gotten a notification on my iPhone 11 that says I need to reopen COVIDSafe, I'm not sure [\[more\]](#)

TrumpMushroo, 06/05/2020

Wayyy too many notifications!! Tone it down or it goes.

Great app so far. Love the design and the idea. **HOWEVER**, if the app doesn't stop sending me notifications every day, I'm going to delete it. I don't mind getting notifications once a week if there's anything important I need to know, but don't bug me every single day with useless information. Learn how users react to notification spam. When you annoy people, you lose goodwill and they **WILL** delete it. That's not a chance you should be taking with such an important app. The only notifications I should be getting are (A) if my Bluetooth is off and the app won't [\[more\]](#)

darkDancer82, 01/05/2020

Needs "Background App Refresh"

I've deleted this junk app. It doesn't function correctly. I don't want notifications on, period! Bluetooth Sharing is a security risk, like writing your password down on paper and putting it on display in a public place. Other apps have been able to successfully implement "Background App Refresh" without the app having to be open, or running in the tray. Many times I've left the house or gone to the shops, I always forget to make sure it's running, mainly because it's not an app I actively use. Set and Forget would be best for this app to function. Apple have integrated [\[more\]](#)

AndyInOz187, 28/04/2020

6+ activation attempts, WI-FI OFF solved it

I am a fairly savvy iPhone user and app installer using an iPhone SE, and it took me many attempts to get it activated. Firstly it refused to accept my 9 digit mobile number (leading zero removed) then, after finally accepting it, it would not send me an SMS message the first time, then it would not accept my pin when entered in a timely way, then it refused to resend me a new pin. I restarted my phone a few times along the way, which sometimes helped to get a little further. Eventually I TURNED OFF MY MOBILE'S WI-FI to force it to use 4G, then I re-did the activation [\[more\]](#)

San1304, 01/05/2020

"We need you" EDITED

Every day! The app annoys me by saying "We need you" I downloaded the app so I'd be advised if I'd been in contact with someone who had the virus but the daily message is really annoying especially as, when I go in to the app, it says "you don't need to do anything else". Developers please note- if you continue to annoy me I will delete the app. EDIT - ok, I get it now. You open the app & leave it open. The Bluetooth is only active if your phone is unlocked & by opening the app, your phone won't auto-lock after 5 minutes (or whatever your setting is). But if it [\[more\]](#)

Lion369700, 26/04/2020

Good but why do I need a phone number

I think this is a very good app but why do I need to verify the phone number can I just put the number in or out an email, a lot of kids don't have a phone number so it stops them from getting the app it should just tell you in the app if you have come in close contact with someone with it, or make the phone number optional there are also a lot of people having issues with the phone number option so please remove the phone number or make it an in app notification or email. [\[more\]](#)

Unity.Productions, 13/05/2020

Great potential but needs more improvement

So I'm not sure how to review this, there's nothing to show the user what's happening. Just for the innovation of this to track diseases spread it gets 3 stars from me, can be really helpful. However need to show status, what's happening? What's the app doing? What information is it collecting? Also give user control setting what personal information is stored. Also every once in a while it gives an alert "check if coronasafe app is active", I'm sure this can be automated to check if it is active or not and only give alert if it's not. Also run in the background to conser [\[more\]](#)

Loon-i-Tunes, 07/05/2020

Remove pointless notifications

Every day or so when sitting at home I get a notification on my lock screen, but upon opening the app the notification is either a reminder to keep the app working in the background and Bluetooth on when in meetings and out in public, or there appears to be no actual reason for the notification at all.

I'm keeping the app and Bluetooth on, so the reminder seems pointless and annoying.

[more](#)

wartermalone, 29/04/2020

Let's do this!

Installation and registration fine / no issues on iPhone X. It would be good if the user themselves could get stats / feedback such as number of interactions with other people with the app / how close you were to another user and how long. Just so you know it is working properly and can also make sure you can adjust your social distancing if required etc. apart from that everyone should download, privacy reasons touted by some are nonsense. Google, Apple, FB and the ATD have way for info on you so stop worrying

[more](#)

itsrenatak, 27/04/2020

Great App for COVID tracking Doesn't work on an iPhone in the Background

I downloaded this app but soon deleted it when I read online that for it to actually work you need to have it open all the time on your iPhone and you need to have your iPhone unlocked and have the app always on and it apparently chews up battery life on an iPhone leaving it open. It is easy to register to get in the app and it gives you a PIN number over text message to verify in the app for it to load your details you submitted. I read it will notify you when the pandemic is over to delete the app on notifications or maybe text message.

[more](#)

SelonQui, 27/04/2020

Needs to be a little clearer

The government's contact tracing app seems fine, but there's a hiccup with the blue button at the bottom you can press to send your data to the health authorities when requested.

The app designers have (I assume) assumed that you will only press this button if you test positive to covid-19, so the first thing it says is "[more](#)

robdae, 01/05/2020

Seems kinda pointless

I understand the need for this app but it seems a little pointless. As I'm as hearing to the social distancing regulations the only people who I'm ever in contact with for more than 15 minutes are the people in my house. The most likely place I'm going to contact this virus is while shopping and the people I pass in the shops won't be registered. The serving problem with it is Bluetooth which I need to remember to turn on when I leave the house but turn off at home or my phone automatically connects to random home devices.

[more](#)

A_Brisbane, 13/05/2020

Notifications

The app currently says it's not active if notifications are turned off. My understanding was that the app itself won't notify if any close contact with confirmed cases however that a phone call would still be the method of notification. I'm receiving daily notifications from the app that are annoying. I would hope these notifications are minimised OR the app is 'active' without notifications being turned on. Happy to have the app running on my phone, but not happy to have frequent unwanted notifications.

[more](#)

jazzyM6545, 09/05/2020

A necessity but annoying daily notifications

I believe in the concept of this app, but the daily alert to keep Bluetooth and locations on is tedious. It's also confusing for elderly who then think it's telling them to do something and maybe they've accidentally turned it off, so spend ages checking everything. Please please get rid of that, it's not necessary, and it's really making me want to turn off notifications which defeats the purpose. You want ppl to keep the app with notifications on then don't send repetitive unnecessary notifications to ppl trying to do the right thing.

[more](#)

Bespoke66, 09/05/2020

Too many notifications

OK, I downloaded the app because I thought it would help BUT I get sent a notification at least once a day. I don't mind having the app running in the background, like a set and forget app but I DO NOT WANT A NOTIFICATION EVERY SINGLE DAY. Just notify me if you need me to upload my info. I'm not a child, I don't need to be reminded that the app is on my phone and frankly, I am so over all the advice and info on Coronavirus. I get it, I am implementing all the social distancing and hygiene measures..... I just want to get on with life! STOP SENDING ME

[more](#)

Lagiace, 26/04/2020

More info for users

Downloaded and registered without issue. Lots of people tried to register before the start time of 4pm AWST and ended up with error and frustration.

I would like to see a data count on the app to show how many people I have been closer than 1.5 metres and 15 minute duration. This will give me indication that the app is working on my phone and I can verify the numbers I have in close proximity.

[more](#)

LucBut, 04/05/2020

It's fine, but maybe fewer notifications?

It's fine, and it's great it's available so quickly - that would have been a lot of effort :) But getting daily notifications that 'everything is ok and remember to keep your Bluetooth on' is a bit much. I'm not going to fiddle with notifications in settings because having them on is the whole point right? But there's a risk of notification fatigue/blindness if we get them every day, then if we come into contact with someone, we ignore the most important notification...

[more](#)

Saxford, 27/04/2020

Easy way to make everyone safer

Easy to install and sign up on iPhone. Does not seem to drain battery. I'd personally like to know if I'd been in contact with a positive case so I can protect my family and my workmates. Significant effort has been put into maximising privacy, the government know they will be strung up if there is a breach. I imagine 99% of the apps on your phone have worse privacy vulnerability than this. Do your part and protect everyone around you! Australia is winning this fight and you can help!

[more](#)

Adam_007, 04/05/2020

Great easy to use but only one thing

Only one thing is that, below the question, "Has a health official asked you to upload your information?" there should be two buttons. Either, a "YES" or "NO". If the user select "NO" the message which says, "There's nothing else you need to do, except to leave the app running and keep Bluetooth on." appears. If the user select "YES", then "Upload my information" button should appears. I hope they fix that soon. Thanks.

[more](#)

North Sydneysider, 29/04/2020

That's a Fail!

Downloaded the app no problems. Today I received a notification so I opened the app to see what it was. The notification said I had tested positive for COVID-19 and asked me to tick a box to consent to the release of my data. Lol. I haven't even been tested let alone tested positive. Nor do I know anyone who has been tested. I searched around for a phone number to report the problem but all I could find was the Coronavirus hotline number. I called this number to report the problem but they didn't have an answer. All they could do was give me an em

[more](#)

VenixAU, 29/04/2020

So far so good

I'm feeling a little bit safer for having this app as I travel on public transport to and from work - providing the people I'm travelling with have it too... Good job on the government getting this going, it's a great initiative if we're wanting our lives to return to normal. For all those people concerned about the government knowing where you are, it doesn't track your location!! This is proven by the app not asking for access to location services.

[more](#)

forgetfulFunctor, 26/04/2020

The human toll of the COVIDSafe app

Sure this app may save lives. But what about the untold cost to privacy?

What will this mean for drug dealers, already struggling to reorganise their supply chains after having been hit by the pandemic? It may surprise you to hear that many are not covered by the force majeure clauses that you and I take for granted.

[more](#)

ANEECU1, 26/04/2020

Please download!

Straightforward to download. For those concerned re privacy this app holds less information than Facebook or any other social media site, you also can use a pseudonym. For all those users who have had trouble verifying phone number, try downloading again and you need to omit the 0 at start of your number to enter it in International format. And you only need to have it open in background of your phone, your iPhone does not need to be unlocked.

[more](#)

cunneen, 26/04/2020

So easy and may save lives.

I'm an app developer [I had nothing to do with this app though]. We should ALL download & enable this. Privacy-wise, they've taken the right approach. It'll still be useful even without a massive install base. If it notifies even one person who interacts with vulnerable people that they need to get tested, it will have been worthwhile. It only asks for details that are already publicly available on the electoral roll plus your phone number. Worked perfectly for me.

[more](#)

ArleneMC, 27/04/2020

Doing what's needed to control CoVid19

This app is safer than I originally thought. It's crowdsourced information and not invading personal information. I already use several crowdsourcing apps. After reading the privacy information I happily installed it. I have literally far more invasive apps installed! MyGov, google, Social networking, banks.

As a nurse .. I would have installed it regardless, as anything to help Australia fight this virus is important. I'd expect all HCW and first

[more](#)

Its The Franklins, 26/04/2020

Let's Be Positive People!

Why are so many of you complaining about the app not taking your mobile number and giving this 1 star? Yes it happened to me also 3 hours ago, but I knew that of course they will get it sorted out.

Take a breath, and look at what this app is going to be doing.

[more](#)

gam999, 06/05/2020

Work experience developers need more training

While I support the need for an app, it seems the HCI designers need to get back to their year 9 classrooms, rather than pretending to build serious apps. The whole idea of having a smart phone is to use it for a variety of applications in quick succession. smart phones are not supposed to be dedicated data loggers that can only do one thing. While I would like to run COVIDSafe when I go to the supermarket, how can I then check my shopping list, phone my partner to check the brand of cheese on the list, respond to an sms, etc, etc. A massive fail by the

[more](#)

kazzamays, 29/04/2020

What a Great Use of Technology

We need to encourage as many of our friends and family to download this App and as responsible Australia's it's all for one and one for all... I have seen the best and worst in people during this pandemic we all need to accept that the world is going to be a different place when this is all over and realise that our government is doing this to keep us safe it's not espionage it's not some sort of conspiracy..Take Care Everyone and Stay Healthy

[more](#)

The Night Flower, 28/04/2020

Do it for yourself, your country and people you love.

Easy to use and I don't worry about security. I use several games and apps like Facebook and Google Maps, Metromate etc which track my movements throughout the day so I'm not worried about a harmless Bluetooth handshake.

My rights are protected by law so I used this app to protect myself, healthcare workers and people I work with. It's not a bit deal. Easy to use [more](#)

Pitabox987, 10/05/2020

"CrapvidSAFE" would be a more accurate name...

I dunno who the idiots were who wrote this app were are, but they're absolute morons!

The fact that this app doesn't even work unless it's always open in the foreground and doesn't run in the background like basically the majority of all apps designed for iOS just goes to show just how stupid the government's developers have become; not to mention it's a serious breech [more](#)

Hassnick, 14/05/2020

Apple/Google decentralised COVID tracking API

Embrace it! Understand the concerns about the lack of control especially for legality's sake, but right now the framework developed by Apple and Google is far more powerful and effective than the COVIDSAFE app. I can confirm with a simple Bluetooth listener that the app will not work on an iPhone 11 with the screen locked unless the app has opened and allowed to refresh its processes within the 60mins. This needs to be fixed.... iPhone users have a completely unusable app right now and if there are any claims counter this it simply isn't true! We need the Aus [more](#)

peteeeeeeeeeeeeeeeeee, 27/04/2020

Let's Do It Australia

No issues. Signed up and running. Easy. Great info on the registration screens. Just a name a phone number required. No GPS. Excellent. Much better than Facebook and google who ask you for your first born and track your every search keyword, date of birth, every travel-movement, your friends, your family etc. come on everyone - get on board. Such a simple low risk thing to keep us all safe. Stay safe everyone.

[more](#)

MSKelleyMS, 09/05/2020

Stop the dumb notifications

One person in my house has deleted the app because the notifications are annoying and stupid. Saying to keep it active is like having Karen explaining how to be "on the line" on the interwebz.

Limit the notifications to maybe a reminder to have the app open in the background and Bluetooth on whenever you leave the house should surely be enough. Then maybe have a link/menu on the open screen to provide information to Karen about what it means to have the app [more](#)

BlueDynasty, 28/04/2020

You've successfully registered for COVIDSafe

And was told to... "Please keep Bluetooth and Notifications enabled."

No problems registering, ensure Bluetooth and mobile data is active before the registration process. I used 0 preceding my number even though (+61) was indicated in the process.

[more](#)

AD1705, 03/05/2020

Is it actually working?

I have no qualms with having this app, more info is shared through the other apps I use daily, and want to stop the spread. But is it actually working though? The daily notification tells you to make sure the app is running when out. Does that mean actually having your phone unlocked with the app going for it to work? That's impossible, and even if you do the other people around you don't have it open so it's not tracing anything? There needs to be clarification on this.

[more](#)

mudbloodandproud, 06/05/2020

Great

Just super annoying every morning I get a push notification from the app which is always the same thing. I would only want to be notified if I walked around and someone near me had contracted Coronavirus, not just to open the app! And you can't turn push notifications off or it says it's not "actively tracking" me. Like what does that have to do with anything?? I've downloaded it because I want to get home to my family. But dam if it isn't annoying

[more](#)

ZapNote, 05/05/2020

I hope this app will be updated to use Apple's upcoming API

This app is currently kind of pointless as it requires your phone to be unlocked and the app to be actively open on your screen for it to function effectively (a limitation of iOS not the developers). I very much hope with the upcoming release of iOS 13.5 that there are plans to upgrade this app to use the native exposure notification api that apple and google have developed. Most other countries around the world have already conceded that supporting this is the best way forward. I hope we follow and get rid of the background limitations this app would currently [more](#)

Onapele, 28/04/2020

Turn off Wifi

Kept failing when trying to verify my mobile number after more than 10 attempts. Turned off Wifi on my phone so it uses my mobile telco directly and worked straight away. I think it fails when trying to submit my number via wifi.

Given the short timeframes to create the app, some testing/communication has been overlooked. Let's hope what we are being told about [more](#)

pugmahorn, 26/04/2020

Safest App You Will Have on your Phone

This app collects absolute minimal information about you. It doesn't track where you've been, just who you've been near. If you've been near someone for 15 minutes who tests positive to the virus, you get a phone call. Simple. Ignore those reviews saying that they couldn't verify their phone number. As mentioned in the press conference you couldn't register until 6am. App works flawlessly.

[more](#)

Espritlibreone, 06/05/2020

Simple and to the point, missing crucial functionality

In kind of over the daily notifications to keep the app open. Which I appreciate is as a result of apple iOS design. However, Apple has the same functionality in beta which this app should leverage the API for which would remove the requirement to keep the app open. Until then, this app is actually kinda useless...

[more](#)

leftHandMennace., 30/04/2020

Allow opt-in GPS

This may turnout to be pointless if you don't allow for additional tracking. Many people would gladly give their location details if you let them. Appeasing the privacy lobbyists is fine but obviously if the modelling shows 40% of the population need the app to be effective then over 70% of smartphones users need the app, 3 million is nowhere near enough. Allowing people to volunteer their information will make it more effective, it wouldn't be a difficult program change. Please let people help.

[more](#)

sparky_rat, 27/04/2020

Doesn't Allow non-AU mobile numbers!

I am an AU citizen. Who normally lives overseas. Came here and got stuck (blessing now) when Corona broke out across the world. I want to do my part as I am living with family and 2 are essential workers. But my UK phone plan is better value than an Aussie one, so I'm not interested in getting a Aussie one (and having to pay twice for phone sims) - I don't understand why it's necessary to have a AU number only. There will be so many people in Australia for any number of reasons who don't have an AU number who will still want to download this and do the right [more](#)

earlbking, 28/04/2020

Simple

It took less than 30 seconds to download, get the pin and set up on my phone. To the double digit IQs that say they can't get a pin, remove the '0' from the front of your mobile number.

I'm not crazy about supplying this information to the government, or anyone else for that matter, but I think this is one of those times we have to make a sacrifice for the greater good.

[more](#)

Mikecwww, 27/04/2020

Brilliant idea

This is a brilliant idea. It's something everyone who has a comparable mobile device can do. Our medical front line have been doing so much now everyone else can do their bit. If you worried about the app tracking you the which it can't. Why do you have a mobile phone. You've already been tracked by your phone manufacturer, service provider and other apps you've downloaded.

[more](#)

JulesD85684479, 26/04/2020

Please help save lives

A lot of people around Australia have suffered because of the lockdowns and because of COVID. Please consider your community and download this app. If you use Google Maps or Uber or credit cards, the government already knows where you are. It will let you know if you've come into contact with someone who has COVID. You can delete it again whenever you want. Let's get back on track.

[more](#)

Faeryjane, 07/05/2020

App seems to keep closing itself

I have had to reopen the app every day, sometimes several times a day because I keep getting notifications that it needs to be active. I have the app, I open the app but I can't be expected to constantly check that it's running or have it in the foreground with my phone unlocked all the time.

Please make it run better in the background and stop it from continuously crashing/closing and sending notifications. You'll have people

[more](#)

marko8008, 26/04/2020

Why would you not get it?

I want to be safe, I want my family and elderly mother to be safe. If we're near someone who was to be ill I would want to know for our safety. I know a certain independent federal minister may try be pushing a political point and her own publicly over privacy, but this is Australia and every government of the day has good intentions. Be safe, download it and let's beat this virus by all of us doing our part.

Blue collar worker...

[more](#)

thfzgbd, 16/05/2020

Deleted to protest mandatory vaccination

Deleted the COVIDSafe app to protest against the mandatory flu vaccination of the NRL players.

While I believe that vaccines have their merits, they are not as safe as made out by the mainstream media.

[more](#)

Go ones, 14/05/2020

Glad to be part of the fight against COVID19

I downloaded this app when it was launched and have since then updated it to the latest version. I feel I am doing something great to stop the spreading of this virus. Have never felt that this app is going to expose my privacy when there are more apps and social media where privacy is out of the window. Good to use the technology to keep the bad virus at bay.

[more](#)

GiJov, 27/04/2020

It's absolutely the right thing to do!

It's absolutely the right thing to do. It's for the common good. We are in a public emergency. We need to take the context into consideration, this app could keep our family and citizens safe. This app could keep the community safer as is safe distancing.

The risks introduced by the app is balanced to potential benefits it could deliver; which could be 'saving a life!'

[more](#)

SayJayPop, 28/04/2020

TURN OFF WIFI TO REGISTER!!

After trying and failing a million times with no luck to register, turning off my wifi meant I could verify my mobile number without issue. A glitch for sure, but happy to have found a way to get past it. Fingers crossed it's something the app developers are working on because not everyone has the time or energy to wade through reviews to find the fix tip.

[more](#)

Mapdren, 14/05/2020

Let us all work together to achieve our goal !

The app is for the benefit of all ! Let us be proactive, use our foresight to guide us and not let hindsight be our teacher. Let us all work together to stop the spread of the virus and return to the life we enjoy. Let not selfish motives stop you from sharing your cooperation. If you have nothing to hide then there is really no excuse for you not to download it!

[more](#)

Invictus1969, 29/04/2020

Sadly....

I really want to do my part in helping the community recover/move past this horrid COVID situation but our fury friends in the federal government have half assed this app. Requiring it to be permanently open defeats the purpose of facilitating contact tracing (a critical element of from being safe to reduce the need for social distancing). By all accounts there was a better, more functional and to be frank socio-literate app platform which was rejected for reasons only the government boffins know.

[more](#)

Nobody1234567890987654321, 26/04/2020

Downloaded, no problems

Lots of negative reviews about a phone verification bug...

I had no issues when signing up myself so it has likely been fixed. Otherwise please be patient and keep trying over the next few days; everyone is trying their best and I'm sure it'll be fixed soon if not already. It's important not to dissuade people from downloading :)

[more](#)

Ajn85, 29/04/2020

Works fine on iOS13

No issues to date with this app. Drop the leading 0 on your phone number if you're having issues with setup. No noticeable difference on battery either. Works fine with a locked screen. It's pretty much set and forget, just leave Bluetooth on.

If people are having issues try turning your phone "off" then "on" again.

[more](#)

Cluelessplayer, 27/04/2020

If you have trouble getting PIN number.

Had trouble getting past entering my phone number and getting pin. Kept getting a message to say they couldn't verify phone number! Yes, I did delete the 0 from the beginning of the number. ☺

If you find you have problems too.... the trick is to turn off your wifi. It works using the mobile data!!

[more](#)

Mike the fisho, 26/04/2020

App won't accept my correctly formatted number

Downloaded the app the minute it was released. For some reason the first 25 times I tried to enter my number it told me there was an error registering my number. There's no links to an actual support line. Deleted the app reinstalled it, then deleted it again and restarted my phone and tried again - NO JOY. Finally tried it again and it just worked?

[more](#)

darazz, 27/04/2020

I'm Okay - Privacy

All seems good to me, other apps and web sites know more about you anyway, so many other apps out there that trace you! If this app reduces the current lockdown we are all in then it has to be for the better.

My concern is remembering to have the app running in the background and my battery life, If it reduces my battery quickly unfortunately it's gone.

[more](#)

Neil Hargreaves, 28/04/2020

Dutton's dreams come true.

I have no faith in this current version of the conservative Australian government, from bungled cruise ship entries, to pork barrel sports rents to dog whistling and politicising of asylum seekers. These are not trustworthy people.

HOWEVER at this time I see no option other than to be as responsible as possible around community health.

[more](#)

Muddy2287, 26/04/2020

Help Aus

Very easy to install and verify. But people who use the 0 of their mobile number will have problems because the programmer has put the +61 there and a lot of people do not understand what +61 means.

It may have been easy for all to install and verify if everyone simply put their number in including the 0.

Always use the KISS principle. Keep It Simple Stupid.

[more](#)

Ad73536393525, 05/05/2020

Glad to be part of the team

I'm not the type to trust any government body but feel reassured by reading the privacy policy, data deletion after 21 days and being able to use a pseudonym. I can give the Gov my phone number and access to my Bluetooth if it helps save lives. Feels good to know I'm assisting with contact tracing.

[more](#)

zeafer, 27/04/2020

Bluetooth limitations on iPhone

The app currently only works when you have it open and your iPhone unlocked.

Apple does not allow app developers to access Bluetooth from the background - so as soon as you open a different app or lock your phone, this app doesn't work. There is a change coming, but not for another week or so. Hoping this app is updated to take advantage of the change [more](#)

Searider1, 26/04/2020

Does accept phone number

It would make sense to advise people that when they enter a phone number with +61 at the beginning, you DO NOT enter the "0" at the beginning of your phone number.

We may think that everybody should know this but there are many people who do not travel or make overseas phone calls so they may not be aware of international dialling protocols.

[more](#)

BicDave, 08/05/2020

Keeping my customers Safe

When I first heard about this app, I was not sure wanting to join. However, once expecting my beauty business to be open again, I realize how much I need to keep my customers safe. Had mine installed now and I'm asking all my customers to have it too if they are having appointments at my business. So great full to the App !

[more](#)

Ktbgreat2, 28/04/2020

No problems from this Sceptical Optimist

I've always been very wary of government taking too much power but I feel the current admin has been honest about what this apps capabilities are and I am confident it is no more infringing on my rights than any other day to day app. It's voluntary and I can turn it off when I choose. Happy to see so many other people downloading it too

[more](#)

gordino79, 27/04/2020

Quick and easy

I'm usually a bit sceptical about using certain government apps. It says on the news it's encrypted, protects your details and you don't have to give your real name. Only People who can contact you is the health professionals and NOT even the police can access it. If you want to get this epidemic done and over with, get the app. It can also protect you too.

[more](#)

Marahute, 26/04/2020

This is Australia's Dunkirk moment

Ok, maybe a bit of hyperbole, but seriously. On ANZAC day weekend, the least you can do for your country is potentially give up a little privacy. We need 40% uptake for it to be effective. Let's stop the tinfoil hats and just make this work.

Because of my profession, I'm VERY familiar with information security, the importance of data privacy, and how data can be exploited. From [more](#)

Geoff_za, 27/04/2020

Happy to download, but only urgent notifications please!

Happy to provide less info than most common apps ask for, but please... I don't want notifications unless there is a problem... I don't need to be reminded to keep my bluetooth on, when it is in fact on...

A notification just popped up and my heart rate spiked! I want to keep notifications on to be responsive... But your app is going to get deleted [more](#)

Dagaroo, 26/04/2020

All good

Just installed this from the App Store on an iPhone 8. Registered info, verified phone number, no problems at all. Worked perfectly first time!

If you have issues can I suggest trying again tomorrow. The more people have this app, the faster we'll have this virus controlled and the easier we'll be able to keep it under control!

[more](#)

Doc.jill, 26/04/2020

Downloaded and registered no problem

Don't know if people having problems know to drop the 0 off their numbers or if was genuinely not working previously. But downloaded and registered my phone number immediately just now. Stay safe everyone. Stay home and stop the spread. Protect yourselves and help protect those of us who work in the country's hospitals. ❤

[more](#)

Abused by Spam, 26/04/2020

Incentives

What's the chance of getting out for a beer or sitting on the beach if you could prove you had this app open on your phone? Failing that, it's the best chance we have of lifting some restrictions and trying to keep people safe. There's more info about you available every time you open your phone, or appear on the TV saying you won't use this!

[more](#)

Maddy Noble, 27/04/2020

Very Easy And Simple

Signed up very quickly. I've seen reviews saying that the word CovidSafe keeps coming up on the screen. This happens when you tip your phone upside down, so the screen faces down, it is to save power. So when signing up just try to keep your phone level or screen pointing upwards and it won't happen. Hope this helps.

[more](#)

&&&\$\$\$\$???, 18/05/2020

Should be compulsory

They need to advertise how it works on TV more. Unfortunately there are still many people out there who think it's tracks them and they don't want the 'government' to have their personal details. They need a 1 minute commercial on tv that explains what it does and doesn't do. Ignorance is letting us down.... come on Australia download and use it!!!

[more](#)

tomchard, 05/05/2020

Surprisingly good app

As always you'd expect the Aus Government to measure once and cut twice, but in this instance they haven't.

The app is very good and very easy to register on. You can use your initials or similar if you're worried about privacy and your data isn't used or uploaded without you doing it.

[more](#)

RebeccaPerth, 02/05/2020

The spinny wheel thing

How come the wheel up the top of my iPhone screen is spinning for a while sometimes, since downloading the app? Is it because of background data being turned on? Also is there any way to have this app running and still have my low power mode setting on? I like saving battery power. Cheers

[more](#)

Suzem13, 27/04/2020

Finally managed to get Pin

I gave this a one star after being unable to get past the "error verifying phone number" message, and I was unable to get a pin after several attempts. Then I switched off my WiFi and just used 4G and it worked straight away! Maybe they need to include that in the instructions.

[more](#)

Lizeymon, 04/05/2020

Does the job - no issues

The app is working well without any battery drain issues. Note that an individual has control over whether the app is running and gov't needs permission to access your phone data so that should alleviate any concerns re privacy. I think everyone should use this app so we can get back to normal-ish life.

[more](#)

Karlos 007, 28/04/2020

Fine to use

Your mind should be at ease because you share info when you decide with a button with just the Aussie government health dept. Compared to 'free game or social apps' that constantly sync data in the background and don't clearly tell you what they are collecting about you and only ever generally tell you who they shared with. The infamous 'third parties' phrase.

[more](#)

Nisha..., 26/04/2020

Simple and straightforward

The news said it would be active at 6 pm however it worked for me at 6:48 pm and the final screen states that the app is active and I am registered.

The security measures in place to protect the privacy of users are very comforting and I have no issues in letting the app use my Bluetooth [more](#)

The original Cary., 12/05/2020

Does not track you.

For those saying this is another way the government can track you. Seriously, grow up. You install it and it does not ask you anything about using location.

If you are concerned about your data, delete it.

[more](#)

yoshi7af, 06/05/2020

Apps fine, but why?

What's the point in me having this if the people that are out and about spreading Mrs. Rona either don't care enough, or don't trust the government enough (with good reason) to even download it.

I've been using it though during exercise and drives to the store just in case I get pulled up on it as I'm not sure how any of these new lockdowns [more](#)

VoxP, 27/04/2020

Error verifying phone number

App will have an error during registration process when you submit your mobile phone and you used an alias name with a number in it. The error message will say "Error verifying phone number" which is not a helpful error message. To fix this, simply change your alias name and remove the numbers or possibly any other special characters in it.

[more](#)

Bradley.Williams, 05/05/2020

I trust our information is safe

The app installed perfectly on my phone no bugs or glitches as of yet, solid app. I trust our information is safe in the governments hands.

Great idea I would have implemented this app in the same way if I were in charge. 15mins of you being in the area of a COVID-19 patient and you will be alerted, outstanding work.

[more](#)

Madwife4, 01/05/2020

iPhone user

If indeed the contact tracing works best (or maybe only) when the app is open on the screen and the screen unlocked (and my phone did not automatically lock after the set time when this was the case and I wasn't holding it) then the battery will drain very quickly and it's also a major security risk if we lose sight of our phones for a moment or more.

Running as a background app would make much more sense.

[more](#)

WizardOfAuz, 26/04/2020

Easy set up - verification available after 6pm

All the reviews saying they couldn't verify their number didn't read or listen to the launch of the app stating that they can fully register their mobile number after 6pm AEST. No issues registering my mobile number after 6pm. Try again if you had problems earlier.

[more](#)

SimonCraig, 26/04/2020

Downloaded and registered in seconds

Downloaded and registered on this easily in seconds. App works in the background and will only 'do something' if you happen to spend more than 15mins with someone who later tests positive to Covid-19. Otherwise sits quietly in the background. Impossible to argue this isn't working by looking at it. Think this is a great initiative.

[more](#)

nitramluap, 09/05/2020

Reasonable - but need the proper API

Due to the iPhone's "very reasonable" privacy & battery limitations on developers this needs to use the upcoming Apple Exposure Notification API - and there is no excuse for it to not be ready the second iOS 13.5 drops as it's been available to Developers for several weeks already.

If they do NOT use the Apple API, I shall be uninstalling this as it is totally pointless to require it to run in the foreground at all times. I'm not [more](#)

Lilredone86, 05/05/2020

At first looked fine

I thought this would be helpful for when I travel to do essential shopping as I live rural but realised after a few days that it wasn't working and constantly giving notifications to keep app open soon as I had app in background or not actually open I would get notifications prompting me to open it, today I delete it until further work has gone into the app as of right now not having the app is the same as having it either may it appears not to be working so for tracing purposes it's useless

[more](#)

Cenakhoa, 04/05/2020

Bluetooth conflict with other accessories

Thanks Australian government for your initiatives to get this application out.

However when the app periodically use Bluetooth to check surrounding area, already connected Bluetooth devices like headphones and speakers experienced light glitches or complete disconnection based on my testing.

[more](#)

ubervizion, 04/05/2020

Needless notifications

My only issue here is the overuse use of notifications. I've needlessly had the same messages come through a number of times telling me how to use the app which is kind of irritating.

I feel notifications should only be used for important communications, not onboarding.

[more](#)

Eclipse girl, 28/04/2020

Maybe it is too quick to rate but I feel safer

It's new but I feel safer knowing that if someone tests positive to COVID that I will be informed. It works via Bluetooth and to be honest I don't feel like my privacy is compromised. This could change but I take the risk with everything online that I do, so to save lives why not jump on the bandwagon!

[more](#)

Norwest Grommet, 26/04/2020

Protect your family.

People throw their whole lives on Facebook but worry about an app that can actually help save lives. Government already has your tax file, rego, medical, financial. If needed they can track your movements on phone cell towers and have the meta data from your internet. Put your tin hat in the drawer and download the app for your family's sake.

[more](#)

BogW, 05/05/2020

If you have a tin foil hat

It's ok but it's hard to know who else isn't using it since the people wearing invisible tin foil hats don't. If you want more ppl to download load it add a game to it that shows how many ppl you infected, or a gambling add on so you can bet on how many ppl you may have killed, just a thought but if you stop Snot Moron pushing it will fly off the shelf.

[more](#)

Dust dream, 04/05/2020

Need of the hour

Responsible citizens should take extra step to make the community safe. The least we could do is download the app. We living in history during this unexpected times - let's be selfless and do what the govt. says. Questions about privacy is secondary when you have a smart phone in your hand.

[more](#)

hwe2020onwards, 29/04/2020

Useless - DEVELOPERS READ URGENTLY

I really want to download to do my part, however, like I'm sure many people (and everyone in Australian territories with a smart phone should be using this atm) I don't have an Australian mobile number. It is essential that you update this app so it doesn't have to be a +61 number to activate it and it can be activated with ANY mobile number attached to a smart phone. You are failing the full potential of this app and the health of everyone in Australia if you don't do so.

[more](#)

Mairi W., 28/04/2020

Problem with sending pin

I want to do my bit to help stop the spread of COVID but the app gets stuck on the get pin screen every time I submit my phone number, a loading wheel appears on the button and won't progress from there. Help! I've deleted and reinstalled the app and rebooted it a number of times too.

[more](#)

midlap, 27/04/2020

Great app

It has a rough launch but has a easy set up and is simple to use. While on the topic it's pretty entertaining to read the conspiracy theories in the other reviews. One guy was upset that it would send you a message if you came in contact with an infected person, claiming it an evil invasion of their privacy. Little by little I'm losing faith in people.

[more](#)

digitalboss, 26/04/2020

App User

Improvement suggestion. Set an anonymous home location and use location services to send you a notification to turn the app on when you leave your home location. This would allow you to have the app running only when you leave your anonymous home location. You only need the app running when you leave home.

[more](#)

ajhancox, 26/04/2020

Big fan of this initiative

Message for App developers. When searching iOS store, I typed Covid Safe in 2 words. Search results were none. (Tried again typing Covidsafe as 1 word & found the App). Suggest the word search in iOS store is corrected, with either 1 or 2 word search should lead me to the App. We don't to lose people at the download stage.

[more](#)

StuartCRyan, 26/04/2020

Limited information gathered

Great to see the limited information gathered, no more than could be found out online about most already. Also great that the only information that is technically required for validation is your mobile number.

These are strange times and this is a necessary short term solution!

[more](#)

BNEtaxiuser, 14/05/2020

Good but needs to be always on in background

The app is an absolutely great idea and hope everyone downloads it. The only issue I have is you have to turn it on, why cannot it not always be on even if the app is closed, if google can always track me (by choice) why can this app not just work and make it safer for all as no forgetting to turn it on.

[more](#)

prdaniels, 02/05/2020

Possible glitch

Great initiative, but a possible glitch: when I'm streaming music over bluetooth to my wireless headphones, I wonder if this app makes the music cut off periodically - it appears to disconnect the headphones entirely. As I'm quite a heavy user of these headphones, unfortunately I can't use the app at the same time. This issue with the music/headphones cutting out periodically (every 20mins or so? Sometimes more frequently) seemed to only begin when I'd installed the app.

[more](#)

mike_ay, 26/04/2020

Thank you!

To the people having a good moan, look at what the Parliament (both main parties) have done to keep us safe. Yes this is an app that may need some tweaks but to roll this out across the country I'm addition to everything else that is being done to keep us with one of the lowest rates in the world, well just have a little patience

[more](#)

CardSmart, 26/04/2020

Help yourself and help others

This app is about being able to be contacted if you've come in contact with a COVID19 identified person. It's clean crisp and simple. And single purpose.

Would have been nicer if it gave a little vibrate when your app did a handshake with another phone to prove its working - but maybe the next

[more](#)

•_• ;), 27/04/2020

I'm confident!

iPhone 11 Max Pro, super easy required far less information than other apps. Didn't even ask for e-mail address.

I work in construction and believe that this app gives me the best chance to keep those at home I love safe by alerting me of any risk that I should be concerned about that I would otherwise be unaware of.

[more](#)

daHarves, 10/05/2020

15 minute contact is too long

We're hearing that this app hasn't collected data yet. Until health authorities / the CMO acknowledges that COVID-19 can be spread with contact a LOT less than 15 minutes and remember that this is not the flu...
This app needs a custom sensitivity setting. To allow me to set my own time between 1 and 15 minutes.
The app is ineffective otherwise.

[more](#)

HiPPityHoPPditty, 09/05/2020

Concerning...

When I click "Upload My Details" on the main Page of this app, a screen of text comes up saying "You have tested Positive to COVID-19". It then asks if I consent to uploading my info. I WOULD consent to this but I KNOW I have not tested Positive for COVID-19. I don't know if this is an error with the program or just bad wording, but I am now concerned that if I do my civic duty and upload my Personal details to the app that I will be incorrectly recorded as a Possibly contagious carrier of the virus.

[more](#)

billy.everyteen, 05/05/2020

Runs fine in background and not a battery hog

Have seen no change in my phones battery utilisation and the app just runs fine in the background with no interaction needed. Have had no issues setting it up and get the occasional notification that the app is working.

Mat 123441136, 04/05/2020

Runs fine

Low battery drain.
Would be great to show details so I know it's working and more importantly show others the info it collects on screen, much easier to explain that it's a good thing.

[more](#)

Akae7, 28/04/2020

Small thing we do to save lives

Its just some simple steps that's not taking more than 1 min to register. And phone number definitely necessary for us to get contacted if we need to be. I really felt we should sacrifice a little of our privacy to let us get back to our normal life faster.

YoungNational, 26/04/2020

Verifying was simple and easy

I hope everyone takes the right approach and downloads this app so we can reopen our communities sooner and deal with any cases efficiently should more occur.

Contrary to boomer belief this app does not track your location or use GPS. Do not believe the fear mongers who say otherwise.

[more](#)

nata323232, 30/04/2020

Good app but issues with iPod connection

Overall works fine but keeps disrupting my AirPods when listening to music which is annoying because when I'm out it's the only time when I use them and, at the same time, it is critical that the app keeps connected. Please look into it, as others are also experiencing the same issue.

[more](#)

Anthony Lewis 8765234, 29/04/2020

Remembering to activate is a hassle

I really want this to work well. I really do. But there are 2 main issues.

1. Remembering to activate it when you go out.
2. You then can't use your phone to answer calls, reply to messages, use Wallet to pay for things, etc.

[more](#)

Kastronoth, 28/04/2020

No problems signing up

To have no problems signing up you need to drop the leading zero to your phone number and also turn off wifi and use mobile data. For some reason this has worked on 3 phones for me with no problems.

TuckMasterFOS, 27/04/2020

If you have the mobile number issue / error

If you having the issue that it can not verify your mobile number error. Make sure that you have wifi off! In other words be on 4G / mobile data.

Hope that helps and stay safe

[more](#)

Geoffsthoughts, 26/04/2020

Perfect

Set up is quick and easy, all up and running in under 5 minutes.

All the reviews with complaints about not being able to register their phone number are most likely putting in a 0 at the start. Note the 61, it's then your number without the leading zero.

[more](#)

liongalahad82, 05/05/2020

Great and privacy is totally safe

App is great and stores all data in the phone, data is shared only if you get tested positive and you agree to share it. It was 3rd party reviews and they found it totally safe from a privacy point of view. Whoever doesn't download it because of privacy concerns is either misinformed or a fool.

[more](#)

2015JED, 05/05/2020

Bug detected??

While trying to register myself I get an error msg which says - Error verifying phone number. Advice please.

Also in the App in the App Store there is no contact email or phone number for app support - not good Scomo - so I had to resort to rating the app to communicate with the developer - sigh

[more](#)

Scooter Bigglesworth, 27/04/2020

Possible solution for phone number problem

Tried numerous times to register mobile number. Failure after failure while connected to wifi. Tried disconnecting wifi to use 4G and verification number was sent instantly.

Fully endorse the purpose of the app. The herd needs to work together

[more](#)

heath1955, 27/04/2020

Appears to be a problem installing on wifi

I couldn't get the thing to accept my phone number (yes, it was in right format). Scrolling thru comments and saw a comment about wifi. Turned off wifi and voila! It worked. This looks to be a bug that needs fixing. Or give people a hint on the app, would avoid a lot of frustration. Otherwise, great initiative.

[more](#)

RobyK, 27/04/2020

Thank you Australia

Every little bit helps.
Easy to download.
Set and forget until the time comes that you get diagnosed or called to say you have been in contact with someone who has been diagnosed.
Then the magic of contact tracing becomes so much easier. Who knows this could save someone else's life.

[more](#)

wellyoucanguess, 26/04/2020

Well done. Good initiative

Well done team aus. gov. Special 🎉 to the brains behind this app and tech. Definitely can be improved from Bt technology to other means, but so far excellent initiative. Would recommend everyone to start using this app. I think this is a sacrifice we need to make to keep everyone safe including each you...

[more](#)

Eee.N, 26/04/2020

HOW TO FIX MOBILE NUMBER ISSUE!

My partner and I had no issue with registering. When you get to the mobile number bit +61 is already there, so when putting your mobile number in don't do 04 just do 4 and the rest of your number. +61 replaces the 0 in the 04 beginning of a mobile number. Hope that makes sense and helps.

[more](#)

Bbrandall, 26/04/2020

Great, safe step forward

Kudos to govt for doing so much more than most others. This app seems safe and I care about my privacy. They only get my basic contact info if I or someone who was near me for 15+ mins get CoVID and they both seem reasonable reasons to let them contact me or those I was close to. Overall I am happy!

[more](#)

Lulu-1961, 03/05/2020

15 minutes of proximity required? False sense of security
Is 15 minutes of proximity really required to transfer the virus?

If you had close contact with someone, eg shook hands, coughed, spoke without a mask, used a shopping trolley without wiping it down, etc couldn't you catch/spread the virus? But that contact wouldn't register on the app because it only took a few seconds.

[more](#)

OzTurtle, 28/04/2020

Turn off Bluetooth, wifi to register?

If you're having trouble registering try turning off Bluetooth and wifi. It worked for me - Before I did this, the process was failing at the point where it issues a PIN. Turned off wifi and Bluetooth and registration worked. Turned everything back on afterwards and it seems fine.

[more](#)

Sammii715, 26/04/2020

Straight Forward

I downloaded the app and everything worked out fine, simple easy verifying with six digit number sent to your phone. You can delete anytime regardless, it's not compulsory, so people need to chill out. Can't wait to go to the pub and back to the football in the hopefully near future!

[more](#)

Hifive496, 26/04/2020

Quick and easy

App was very quick and straight forward to setup and register. Those who had trouble with this may have been entering their mobile number beginning with zero? The zero needs to be left off. Looking forward to seeing how effective this technology is.

[more](#)

N1Mike, 26/04/2020

Loaded No Problem

I loaded this app in a few minutes. I read the previous review who couldn't get past the phone number page. As the number is entered in international format you just need to drop the "0" at the beginning of your number. I hope this can keep the nation safe

[more](#)

mattcameron10, 26/04/2020

Fantastic initiative, easy to register

Great to see an easy to use and highly relevant app launched by the govt. in a timely manner. For those with privacy concerns: you can choose to download or not but if not then one would hope you stay isolated and keep others safe. Australia has a good record in regard to respecting its citizens privacy.

[more](#)

jesseebr, 26/04/2020

If this helps easy restrictions +++

To anyone suspicious of a "tracking" app - this doesn't even use gps. Seriously you're already on a smart phone with social media and google that are ACTUALLY tracking every tiny detail in your life. Move along and help everyone else stay healthy and get some normal life back

[more](#)

Phil Scott, 18/05/2020

Design flawed

The idea is great but execution is poor.

The power use is crazy and it slows down all other apps in use. As taxi driver I need my phone active and power not getting drained like I live streaming. I can't even use my google maps while this is running as they lag way to much to be any use which only happens while this app [more](#)

Kit Mann, 28/04/2020

Trouble with mobile number

Easy to set up except for it not accepting mobile number. I left the 0 off the beginning of number as suggested below in a review but still didn't work. I noted I was on wifi so I then changed to using mobile data along with leaving 0 off number. This worked. All the best everyone and take care.

[more](#)

Kirstenaaa, 27/04/2020

Still can't verify phone number : (

I have not been able to verify my phone number through this app yet to get it working. I've deleted & re-installed, dropped the 0, tried many times. Anyone have any ideas??

I've left 4 stars as I don't want to de-value the app, but it is a bit frustrating as I don't know who to contact about this. Thanks

[more](#)

Gaz in WA, 27/04/2020

Doesn't work on my iPhone 7. I can't get past the stage when I enter my phone number.

Turned off wifi. Closed all other apps and did a hard reset on the phone. Restarted phone and clicked on the COVIDSafe App. Registration only took a few seconds and it appears to be working fine now. 

dsut1000, 27/04/2020

Phone number verification error fix

If you see this error check to make sure you're not on a wifi connection. You need to be on a mobile data connection to complete the verification process. Just thought I'd share what I worked out as a fix after seeing the same error as many others.

[more](#)

Mike BP, 26/04/2020

App DOES work with correct mobile number

A lot of negative reviews about the mobile number not working, but it needs to be entered WITHOUT the 0 in front of the 4. The mobile you enter needs to be 9 digits long, not 10. A suggestion for the developers is to remove the leading 0 if people enter it by mistake.

[more](#)

pete123123, 26/04/2020

Working Now

In the interest of getting people to use the app, I am reviewing to say it worked for me. I saw lots of people saying it didn't work - it worked for me, so perhaps they've fixed it. Give it a go, I was able to put my number in and register without a problem. Left the 0 out.

[more](#)

Mesipisian, 04/05/2020

Choice as!

Works well, does what it says on the label. I have my phones gps turned off and COVIDSafe still works so it does not care about your location and does not even ask for access. Easy to setup. Negligible battery usage does not even show in my top 10 battery users. A+++

[more](#)

DJJoshuaGames, 03/05/2020

Lets stop the spread

Download this app to protect your fellow Aussies. It's easy to register and you don't need an email account to register. Just a few clicks to stay safe from coronavirus. It's also pretty dang useful if you are near someone who is diagnosed with COVID19 because you get notified. I recommend downloading to stay safe. 

[more](#)

zottles, 01/05/2020

Some issues

The only notifications the app sends me seem to imply that I've turned it off. But it's always on except in one situation. When I'm with a client trying to take a payment using the Square payment app, I have to close COVIDSafe because it causes the Bluetooth card reader to lose contact. And that's about the only situation when I'm anywhere near anyone outside my family, so it loses its usefulness.

[more](#)

megzyjeffs, 28/04/2020

Can't get a pin

Two of us in our household are unable to get a pin. We have tried reinstalling app and have tried again early this morning. Want to do the right thing but can't make it work. Can't verify number is what the message eventually says. One is Samsung one is iPhone.

[more](#)

LeanneCrystalTiger, 28/04/2020

Can't get PIN

I don't know why I can't get pin they ask for it just keeps spinning and eventually sometimes comes up as error we can verify your number and I have tried both with and without the first 0 being put in. I even turned my mobile off and on again still didn't help I think I noticed one other person having this problem on here are there any others? I really believe in the app but it's not allowing me access 😞

[more](#)

Tonners4184, 27/04/2020

Would be great if it worked!

Have now tried to enter my mobile number at least 20 times both with the 0 at the front and without and it keeps giving an error message! I would hope that this gets fixed quickly because I'm a willing participant and I'm getting frustrated. If anyone was a reluctant participant and this error happened continuously I think they would lose a lot of people and those people would just say oh well I tried and it didn't work! Sort it out!

[more](#)

MofoJonathanJo, 27/04/2020

Please download

This app is all about saving lives so please install on your iPhone. I did so immediately when it went live, and it works fantastically. Your privacy will be safe, but please think of everyone's health and safety first as a priority. Think of your family, your friends, and what you can do to help.

[more](#)

dwayneo91, 26/04/2020

Fingers crossed

Like everyone else it didn't verify my phone number, so my initial review was the first disappointed one. But they've since fixed the issue and it's up and running.

I can't give it five stars because the jury is still out on it working or not. But it's easy to sign up for (now) and fingers crossed that it helps Australia continue to hold the virus at bay.

[more](#)

cas_niko, 26/04/2020

App up and running

The app is up and running. Super easy to register through your mobile number and doesn't ask for much information. Seems like everyone who downloaded the app early didn't listen to the government who said you could register from 6pm.

[more](#)

Wechikoma, 26/04/2020

Mobile verification worked fine with me

Mobile verification seems to be working for me. When prompted for the number I left out the '0' at the beginning of my number.

Though I did experience the 'COVID-19' splash screen keep popping up and going away during my registration process. Seems to be only at the registration process so it was all good afterwards.

[more](#)

Scheherazade88, 16/05/2020

It is good but I'm wondering if it could be better

First of all, if this app helps us track and trace I'm for it. One way it could possibly be improved is if there was a way of including a daily count of how many handshakes had happened. I think it would be useful for people to know how often it has occurred so they can moderate their behaviour.

[more](#)

Australasia My Thoughts, 27/04/2020

Turn WiFi off to register!!!! Wish that was instructions!!!!

I want to install this app for all that it supports. However the app won't accept my phone number and says I need to check my details ... I've entered both with the 0 and without, multiple times ... I have now also deleted the app and retried multiple times. I hope they are basing their registration count on successfully registered numbers and not app downloads!! Imagine how many registrations there would be if this was smooth sailing!

[more](#)

Aubz11, 26/04/2020

Downloaded & Registered

Downloaded the app & registered with no issues. People complaining about not being able to pass the phone number section, no issues here. Removed the 0 from my mobile number and away we go.

Chatters23, 26/04/2020

Simple and safe. Thanks Scotty

Scotto... You're a true leader that's leading the way over the world. Privacy is not an issue. All details are stored in the phone. Easy to setup and operate! Can't wait to get back out into the real world. Just have to hope Dopey Dan the Communist also gets behind it, his arrogance leaves him wanting to run his own ship.

[more](#)

BrissieRuth, 15/05/2020

Now not working on my iPhone 5

I have today uploaded the latest COVID19 Safe App on my iPhone 5 - it was working fine before this update - but now the screen won't stay open as the front screen and doesn't appear to me to be operating.

I could not find any where else to record request for technical support for this app

[more](#)

Denzil TwoFathers, 13/05/2020

App + Bluetooth are energy hogs.

I downloaded the app the day it came out and I support it 100% but I'm finding that keeping the app running and requiring Bluetooth is draining my battery to the point where I'm only getting half a day's use (iPhone X). I only leave the house for work but when I'm at work I have to turn off the app and Bluetooth or I drain my battery, defeating the purpose of having the app.

[more](#)

ksquigs, 30/04/2020

Not hard to do your bit!

This is a great app. The more people download it, the sooner we'll be back to normal.

My only issue is that it's only available in the Australian App Store. I have friends who are expats living in Australia who want to download the app but are unable to because they still use the global/another country's App Store. This is much like the people in Australia without Australia more

User4574, 28/04/2020

Killer of my phone battery. 🙄 🚫 🚫

This is a great idea and I really want to use it, I don't care about all the tinfoil hat wearing people who want to complain about privacy, I care only about battery life of my phone, this app is like a virus for your iPhone, due to a bad battery I have the obsessive compulsive need to close all apps before putting the phone back in my pocket! 🙄

[more](#)

Mr_Timothy, 28/04/2020

TURN WI-FI OFF (solves verification error)

I kept getting "Error verifying phone number".

Then I turned off wi-fi and tried again and immediately got my six-digit PIN and it all worked.

Then I turned my wi-fi back on and it's all working well.

Hopefully this solves the issue for some other people....

[more](#)

Fhgcvg, 27/04/2020

Download if you want to get back to the pub

As I was trying to fill in details the screen would fade to black and say COVIDSafe in the centre randomly and frequently, made it really difficult to fill it out. Might be enough to stop a lot of people from completing so maybe fix that up soon

MrNAdds, 26/04/2020

People can't read

The app works fine and registration was easy.

Instructions on the official websites stated that the registration would be available after 6pm. Everyone who had issues with phone number verification were trying to register prior to that time.

[more](#)

azza5442, 26/04/2020

Simple to set up

I downloaded the app and was able to set it up within 2 minutes I see a lot of reviews saying that the app can't verify there phone numbers I'm guessing that is due to to many people trying to do it at the same time and causing an overload to the servers

[more](#)

Bella Boris, 26/04/2020

Drop the first # 0 in your mobile number

I initially read the reviews first before downloading and everyone was having trouble with the phone number.. drop the first #0 from your number and it works just fine.. very easy to set up.. stay safe everyone

[more](#)

Booked line & sinker, 26/04/2020

COVIDSafe - Entering phone number

Several people have said app not verifying phone number. Asking for +81 number. Leave out the zero at beginning of mobile number and enter remaining digits. Firstly came up with error message and then was immediately sent verification PIN number. Once I entered and verified pin it confirmed registration success!

[more](#)

Professor Berry, 26/04/2020

Andrew doesn't run the press conference

"Andrew, I'm sorry, you've had several questions," the prime minister said. "Andrew, I'm sorry, Andrew. I know, but you don't run the press conference, OK? So I'm going to go to other questions of members of the group. Katharine hasn't had a question," "I'm happy to return to you but let's just keep it civil, Katharine?"

[more](#)

Tank(AO), 26/04/2020

Give it a go. It might help.

I had to input my phone number a few times for it to work. I'm usually paranoid however no issues with privacy on this one. Heck you give more information to google and facehook. At least this might get us back to a realistic normality sooner.

Stacebarinacd, 08/05/2020

Would not allow me to sign up

I tried multiple times on different days including reinstalling the app over 3 times. I read a review to turn off wifi and this worked for me. Unfortunately it would not work with my surname with the 'I' in it. Love the idea but needs to be easier to sign up because not everyone will keep trying when it doesn't work.

[more](#)

Weetah 201J, 05/05/2020

WHY 15 MINUTES?

I'm puzzled that authorities believe it takes 15 minutes to catch COVID-19 off an infected person. Shouldn't this app be registering contacts of shorter duration for it to be effective? I certainly won't allow myself to remain within 1.5 metres of another for a lengthy 15 minutes, but could have the misfortune of someone passing me in the grocery aisle as they sneezed.

[more](#)

shadykins-au, 27/04/2020

To the team ...

I'd like to thank the PO, BA, designer, content writer, developer, tester, QA, architect etc who know doubt worked some long nights to get this approved and out the door in such a small timeframe. I'm sure navigating it through risk, compliance and legal while still making it understandable was fun. From one who know what's involved - I thank you!

[more](#)

Amoz&Temba, 16/05/2020

App stopped working today

App will not send the pin to my mobile number, cannot reactivate the app on my iPhone that up until now, has not had any problems. Trying to do the right thing however when the app server appears to be faulting it is getting more and more difficult to maintain the app use that is constantly draining my phone battery. Please URGENTLY resolve the app issue!!

[more](#)

NIH156, 29/04/2020

Thanks to this great initiative.

Great to see the app has attracted over 2m downloads within 3 days since the launch. Given it has passed the Privacy Impact Assessment and received full endorsement from OAIC, I'm encouraging everyone to do our bits in securing the wellbeing of our people and communities by installing this app. #We'reAllInThis2gether

[more](#)

Boogaslot, 29/04/2020

It's fine, but...

Can you please stop the annoying 'We need you.' message that comes up every second day.

I get it - the app is working in the background as requested and I take my phone everywhere. I just don't need the reminder telling me to do what I'm already doing.

[more](#)

TeejayRyan, 27/04/2020

No details needed - it's perfect

You just put your name (don't even have to use real name), and your age range (20's 40's etc). It doesn't "track you" it just keeps track of all the people you go near, then if someone has it you find out right away not weeks later. Perfect!

mckeaj, 26/04/2020

Note: Cannot use zero at start of mobile number

Good to see app is live. When entering mobile please do not include first zero or you get an error. App weiters- please just handle this! Hopefully this helps us get on top of this bug until we have some better medical controls in place

ausJCP, 26/04/2020

Works perfectly fine

Ignore the 1 star reviews from people who don't know how to read. The govt released the app today at 3pm, and go-live for registration was at 8pm. Reviewers saying the app is broken simply didn't wait for the correct launch time, as notified via the media. Pretty sad indictment of our society!

[more](#)

Annehhzhshdhshs, 26/04/2020

Unable to sign up!

Can't sign up as it gives me an error message about my phone number, 'error verifying phone number, please check your details and try again'. Checked my mobile number several times, it's definitely correct.

abtecleejen, 05/05/2020

Breaks Bluetooth

1. Since installed cannot see Bluetooth devices near me therefore not able to able to connect. iPhone 6s. Intermittent.
2. Writing very light on white therefore difficult to read when reporting issues.
3. Installed it on wife's phone and app looks different to my iPhone6s, hers iPhone 8.

[more](#)

knpviap, 02/05/2020

Option to view stats?

I think it'd be very handy if there was an option to view or check stats on "contact" data collected by the app. This would allow users to check for themselves if the app was actually working and/or how well it works with their iPhone locked in their pocket.

[more](#)

Winner743, 30/04/2020

App restarted after 3 days

I downloaded and set up the app about 3 days ago and it was running fine, but this morning it made me set it up again. If this happens every few days it will get annoying and also is a risk that the app can't fulfill its function properly if users have to re-enter their details every few days. Hopefully it was just a one off!

[more](#)

Rosé Dinks, 29/04/2020

Download the app

If you want to get out of lockdown quicker and get back to normal life quicker, just download the app. You are helping not only yourself but other people. If you are worried about being "tracked" you are likely being tracked already from the social media apps you use

[more](#)

Syd Harbour, 27/04/2020

Well done and thank you

A lot fail to understand that the likes of twitter and Facebook already take so much data and sell it or use it to target you. This app saves lives and Data is only released if you authorise it. Easy to use, no fine print. Well done.

brett said, 27/04/2020

Would a watch app be better?

It's a good initiative and the app is well considered and designed taking into account the turn around time required.

Not an expert, would a watch app be better considering the limitations of Bluetooth on a phone? Locked screen, background processing etc.

[more](#)

Monchi71, 27/04/2020

Availability for visa holders

Make the app available for all country iTunes accounts because any person visiting or a visa holder probably has their home country iTunes and if you don't make it available to them it will limit the info. 1.8million temp visa holders are currently in Australia so it's worth doing

[more](#)

Sharu143, 27/04/2020

Easy to access

I find it easy to access. Definitely recommend it to others. Good friend of mine sent it to me and I shared it with my family and friends. Hopefully soon this will over and we'll be back to our everyday life😊 Thanks for creating this app😊

Sophsta&!, 26/04/2020

Worked first time

Had no trouble verifying my number. Also added my work mobile and all went smoothly. Well designed app, good amount of information without being bureaucratic. Simple but effective way to help lift restrictions and keep us all safe.

jason8642, 26/04/2020

You're mad if you don't download this app

You don't have to use your name, just enter your mobile number and you'll be notified if you've come into close contact with a COVID19 case and if you happen to catch it they can use this info to let others know.

WOPA008, 27/04/2020

USELESS

Needs access to functions that I don't use. Pointless for me as the app would never work.

Better option, have an app that tells people that face masks won't stop you getting COVID and if you're wearing a face mask, then obviously you should've be out and about as you're a risk to everyone else because you have COVID.

[more](#)

TheTikiTikiTiki, 26/04/2020

Easy Setup

Setup without a problem. Time will tell whether it keeps running on an iPhone without frequent intervention. Also, with regard to some low ratings, I suspect servers might be overloaded for the SMS verification and that's why some people are having an issue. Just wait a day or two.

[more](#)

Boucephales, 26/04/2020

Easy to register

I found the app easy to register and read the privacy statement easily. I am curious to know how my battery use will be impacted by having Bluetooth on all the time, but we'll see. I have a feeling all it will record is continual contacts with my husband. Good luck everyone and we'll done app developers and designers.

[more](#)

Agghtcbjuvj, 07/05/2020

Just download the app

Just download the app so we can go out to a cafe or a restaurant. The people not downloading are just selfish and only thinking about themselves. They are also on Facebook etc guess what you are traced more on google and Facebook than this app. So just download the app...

[more](#)

mtngirl, 07/05/2020

Push notification

Constant push notifications 'We need you to help stop the spread of Covid-19...' asking me to enable my Bluetooth while it is already enabled and the app is installed successfully and working are driving me nuts. Should be able to turn off the push notifications unless it's an urgent one such as notification of Covid-19 exposure or at the very least let me select how frequently I want to receive push notifications.

[more](#)

Chibibble, 01/05/2020

A glitch or app feature?

I just downloaded it and everything but I found that anytime my phone is close to me the screen for the app blacks out and just has "COVIDSafe" in the middle. I moved the screen away and then it went back to normal. It's like every time it's facing me it's "COVIDSafe" but then I tilt it slightly and it has the app working. Don't know if this just glitch or feature of the app.

[more](#)

Jatz crackers 26, 28/04/2020

Took a bit of effort but got there in the end

Took me the best part of 24 hours to get the PIN number to verify my phone but got there in the end. My guess is was just due to the volume of people down loading and trying to sign up.

Hopefully we get enough people doing it and we can get back to normal sooner

[more](#)

i love builder buddies, 28/04/2020

Parents talk to your kids

It's our 20-29 yo most likely to contract/carry covid 19! Yet this age group seems more opposed to being tracked. I suggest all parents really sit down and discuss what it means for the community and their family and encourage them to download - hey if it means we lift restrictions quicker better for all!

[more](#)

ITDirectorUkOx, 27/04/2020

Protecting Each Other 🌹

As an Australian Permanent Resident but UK national I am extremely fortunate to be in this beautiful country during such a globally challenging time for all peoples. This app is testament to the Australian government exercising its primary duty, to protect its people.

The more of us that download the quicker we can all get back normal, and back to work.

[more](#)

Z1mb0, 27/04/2020

Found the problem

For those getting an error "Error verifying number" try turning off your wifi and use mobile data instead that solved it in my case and of course no leading zero on your number.

Lena D'Spiare, 26/04/2020

A great app!

Easy to use and a quick process. People seem to forget that you cannot register before 6pm. Shame for the negative reviews. I hope it doesn't push people away given people were too eager and tried to register before 6pm. Please download this app!

[more](#)

AdeyGiles, 26/04/2020

Installs easily and makes sense.

Everyone should download this to keep our friends and family safe. There is a lot of other apps on my phone that collect a lot more data than this does, so anyone who thinks this is a privacy invasion needs their head examined. #iamcovidsafe

Hugefart, 14/05/2020

I'm not going to forget a global pandemic.

The idea and everything behind the app is great.

Getting notifications every day is annoying and I have turned off the notifications for the app.

Only sending notifications if it's important would be a great upgrade.

There is a global pandemic, I'm not going to wake up and forget that so please stop with the notifications.

[more](#)

lockedsquirrel, 13/05/2020

iPhone capability limited

On iPhones, does the app actually work in the background or when my screen is locked? I often have to log in multiple times, which makes me think it doesn't or at least not consistently. That seems counterproductive and not shielding me or those around me. It needs a fix pronto. Otherwise, super easy to use.

[more](#)

tophersome, 08/05/2020

Running counter

Would be great if there was a counter to see how many people you have come into contact with over the course of a day with a running total. This would help show just how quickly one person could spread or catch something when they are out in public.

[more](#)

ticket connection, 05/05/2020

Message everyday

Why am I being asked everyday to activate the app? I leave it live and the check each day to ensure I have registered etc. The app says it is active. The daily message is annoying. Please stop it otherwise I will turn notifications off and therefore might as well not have the app. A deluge of unnecessary notifications is annoying not helpful

[more](#)

ndlehrse, 01/05/2020

Too many reminders

Notifications keep popping up telling me to turn on Bluetooth and have the app running in the background - when I have done both already and am using the app correctly. This is annoying and may result in people deleting the app from frustration.

[more](#)

RhiRM, 30/04/2020

Needs to be open to work

This is a great app with a brilliant concept but I'm unable to multitask on my phone and still have it tracking; it doesn't track while the app isn't open. Would be awesome to have as a constant background tracker and be able to work with my phone locked in my pocket.

[more](#)

Kellieja, 27/04/2020

Turn WiFi off to verify phone number

I installed on both mine and my mums phone. No issues installing on my phone, and once we turned off wifi on mums phone she was able to verify her number and install it with no issues.

waggers05, 27/04/2020

COVIDSafe

I downloaded the app with no dramas and hope that most Aussies do so too in order to help the the country get back to pre COVID conditions. One suggestion I'd love to see would be extending the app to smart watches. On many occasions I leave my phone at home as I can also use my watch as a phone.

[more](#)

My cat is plotting..., 27/04/2020

Easy decision.

Hints for those worried....

* The government has your details already through our tax and Medicare - just download the app.

[more](#)

MalcolmThe Golfer, 27/04/2020

Easy to load and register, then just let it run

Straight off the App Store, enter a few easy details and a couple op settings to accept.

It doesn't get much easier to help the country to get through this, and once it's going you need to do nothing.

[more](#)

oxouser, 26/04/2020

Turn VPN off during registration

I saw a comment that the app wouldn't register at the phone number stage. I had the same problem but resolved it by turning off my VPN for registration. That allowed registration to happen and once I completed that, I turned the VPN back on. Hope this helps ✨

[more](#)

TKH10011001001, 26/04/2020

Error has been fixed

Just downloaded app and I was able to verify my mobile phone number and receive the pin. I left the zero off the start of my number, not sure if that's necessary though.
Working fine.

Nigelbrown61, 26/04/2020

Refuses to accept my mobile phone number

Refuses to accept my mobile number (has trouble validating my number) and no matter what format is used it shows the error message. Obviously I'm unable to register with the app until this issue is addressed.

Joans girl, 05/05/2020

Joans girl

Easy to download but can't be used on iPhones? I've downloaded it and applied latest update but I'm not leaving my phone unlocked all the time. I thought maybe having app open and phone locked helped, but reading a lot of articles this is not the case. So basically it's useless on iPhones. That's sad, because it's a great helpful app for department of health in Australia.

[more](#)

Vvvvg9877, 26/04/2020

Easy to register

I see a lot of complaints, I didn't have a problem. I did automatically omit zero when entering my mobile number because it was in international format +61 4_____.

I am not sure if that is the issue that people have been having.

HLCJ, 26/04/2020

Nice and easy

Really simple to register, clear interface.

Heard some people tried to register before 6pm on the day of launch, even though it was announced it would only work from then. Assume that's why there are some 1-star ratings, but all working now.

[more](#)

C@mb0, 14/05/2020

Thought I Was Contributing

I registered using the app and activated, left it active in the background... just happened to click on the app to see if there was any information being shared regarding local take up and I found that it requested me to register again. So now I'm not sure whether I've been contributing to my own safety and that of others around me?

[more](#)

-Grant1964-, 28/04/2020

Will only register if not on wifi

Tried 30+ times over two days to try and register the app. It kept telling me that there was a problem with the phone number I was entering. Same issue for both numbers I entered (dual sim phone). As a last resort I disconnected from my wifi and tried and it registered immediately.

The instructions need to specify that the phone cannot be on wifi to register.

[more](#)

K8tie75, 27/04/2020

Error verifying mobile number

I had the above error but found if I turned my wifi off and then put my number in it worked! Then went back in and turned wifi back on again!

Therodster23, 27/04/2020

What's the problem?

The Government have your name, phone number and postcode anyway. So why not use the app to help everyone? People seem ok to give these details to Facebook and dating apps but not an app that can save lives? Hmmmm makes you wonder. Do it for you're community.

[more](#)

supjtl, 26/04/2020

Installed and Worked on Second Try

Downloaded the app and had to restart it to get it to go through the registration process successfully. All it needs is access to Bluetooth and Notifications - easy as!

Glamourang, 26/04/2020

Private business' use our data everyday for their benefit.....

I'm happy for our elected govt to have my location data for management of this as well as any future epidemics.

Big brother is watching - it's just not the same big brother George Orwell forecast all those decades ago.

[more](#)

Jemshine, 12/05/2020

Laughable, if it wasn't so serious.

Doesn't work in the background, which is how we were told it would work. Endless notifications reminding me to use it - but none of them mention that the app needs to be running in the foreground of an unlocked phone to work. I downloaded this because I decided the greater good was worth the risk, but it seems I've been running nothing but a useless app in the background for data for no reason. Get this fixed!

[more](#)

HugeKhloeFan, 07/05/2020

Room for Improvement

Would be utilised more and more user friendly if the app could run in the background without always needing to be opened (as this drains a lot of battery and is just inconvenient). If users are able to just turn on Bluetooth and opt to have the app run in the background, I believe more people would use this service.

[more](#)

moyzie01, 05/05/2020

-1 star for Bluetooth blocking

This is a great idea and hopefully saves lives but unfortunately if it is running it blocks other Bluetooth devices from working correctly. If the app is running in the background on a apple device running ver 13.4.1 your watch will not connect and vehicles do not connect properly.

[more](#)

Eddie852, 30/04/2020

Less notifications please

Easy app to install but I am getting a notification every day telling me to keep it open and running in background. Issue is - I am receiving this notification when it is open! Please only trigger this when it isn't open if you can!

Maxdownunder, 30/04/2020

Enough with the alerts!

App open and running and twice a day I'm getting an alert to open the app and turn my Bluetooth on. It is open and it is on. An important app we should all have but stop beating us over the head with it when we're already doing the right thing.

jenniferc1104, 27/04/2020

do your part

Stop being paranoid of the government being able to track you, that should be the least of your worries right now! The faster this is over with, the quicker we can recover from this pandemic

Coconut Icing, 27/04/2020

Use different colour scheme if app is inactive

Is it worth entertaining the idea that when the app is installed but a user has not kept it active, and, or the Bluetooth bit, is not running, the app turns from its green colour scheme to another 'alerting' colour as part of its notification to the user?

Timmydsds, 26/04/2020

Great App

App works great, phone verified instantly, doesn't drain battery. If you're worried about privacy I suggest going back to your home screen and deleting every other app on your phone too.

Whatever it takes to get out country running again.

[more](#)

cconcorde, 26/04/2020

Quick and easy

Easy to use. No issues with phone number. As the +61 is also ready there you don't need the '0' at the start of the mobile number. Perhaps some people are starting with 0 rather than 4.
Let's stop the spread!

[more](#)

MonnieB11, 26/04/2020

Able to register - please be patient.

Able to register with no problems. Obviously as it has just been released, everything is super busy with people trying to register so please be patient and try again later!

soleil32323, 01/05/2020

Please open to other App Store locations

The app is currently only available in the AU store. However, with the many international students and migrants in Australia who are still in their original country's store, there is no way for them to access and download the app, even if they wanted to. Might be worth making the app available in all international stores.

[more](#)

Gettung really frustrated, 28/04/2020

Can't get past phone number (without the zero)

I have been trying to set this up on my phone since it was released. I get to the screen where I put my phone number in (without the zero) then they only option I have is to click on 'get PIN'. Nothing happens, just the wheel keeps spinning. I've walked away and left it for ages, and go back and it has either timed out or the wheel is still spinning. I have an iPhone 11 so phone shouldn't be a problem.

[more](#)

stt8457, 27/04/2020

Error verifying mobile number

The app looks promising and could prove to be very effective in controlling the spread of virus using technology. As a responsible Australian, I also wanted to contribute to the community in helping contact tracing, however I gave up after trying for the whole day to register my mobile number. Every time it throws error: error verifying mobile number.

[more](#)

Lord Lamington, 26/04/2020

No issues

Not sure why everyone is having problems with registration, but I had no issues. Verification PIN came through immediately. Enter your number without the zero in front and without spaces

Rhys W. Powell, 26/04/2020

Entirely Ineffective

Due to restrictions iOS places on Bluetooth use, this app only works when it's in the foreground and the user's device is unlocked. The app does very little to tell users about this, and even if it did it's unlikely users would be so disciplined in using it.

Putting out an app that's totally ineffective at contact tracing, while refusing to communicate these limitations to users is dangerously [more](#)

drstaind, 26/04/2020

Mobile Number Verification

It should be made clear to users during signup that +61 substitutes the leading 0 from an Australian mobile number.

This simple clear direction will ensure that all those hundreds of people claiming the app is broken can verify their mobile number successfully and help to support the goals of the app. [more](#)

afk150, 26/04/2020

Worked first time!

I'm happy to report that the first attempt at signing up for the app was successful.

It was a very simple process and I encountered zero problems.

[more](#)

MickaJA, 21/05/2020

Lauded, but seems practically useless!

If this is meant to be the answer to opening up Australia, then why is it so buggy and useless on iOS?!

Does NOT work with the latest iOS that has COVID-19 exposure logging, it does not come up as an authorised app.

[more](#)

phosking, 08/05/2020

If it helps

I see this is a way of keeping us all safe. Pity they need an app for it. But they gotta deal with some dumb public that thinks this app tracks you or something. It uses Bluetooth which can't be tracked. Anyway let's all do the right thing and download it so we can get back to our lives.

[more](#)

Pistashio_lord, 02/05/2020

Essential

This app is essential. It is not foolproof but it is better than nothing. There is no reason not to download it and many reasons that you should download it. It is a must and more people need to use it, this app is no inconvenience but it is saving lives.

[more](#)

AJ986, 28/04/2020

Simple and safe

Extremely straightforward to install. Very easily understood privacy policy. My RACQ app takes more personal and location data than this.

Drop your mobile number '0' per every other comment on here.

[more](#)

Callum Kraal, 26/04/2020

Phone registered quickly, works well

I was able to quickly register my phone number to the app. No issues, not sure what is happening on other people's mobile devices.

Akn123, 26/04/2020

Put your number in correctly people

It works fine. You need to put your mobile phone in correctly people. It picks up as a international number +61 & leave the 0 off your mobile number & it will work fine.

Catdog2210, 26/04/2020

Good and easy to install

Just turn of Wifi when putting your number in.

So it can handshake properly.

As when on wifi it can't see your number.

Easy install no problems just have it on 4g

Jayson fiji, 26/04/2020

Come on guys!!!!

I can't believe some people are concerned about privacy on an issue like this, but only too happy to allow social media platforms to share their images, location, and other info with the whole world.

DocDoom, 20/05/2020

Just download it!

I am a doctor- a GP

The vast consensus of Australian GPs in this forum (currently more than 7000 members) agree that we should download this app. So please go ahead and keep us all safe.

[more](#)

JK007-, 02/05/2020

Doubt this works on iOS

I'm very doubtful this works on iOS. My understanding is the app gets suspended when your screen locks or you press the home button. The prompt "leave the app running" when you open it seemed ambiguous. Are we expect to open the app and constantly unlock our phones when we are out in public?

[more](#)

biggayjohn, 28/04/2020

Let's work together to get back to normal life

It is a very basic app and easy questions to answer . They are not interested in your personal information . It is designed to help us all and as Australians I'm sure we won't our life back 🎉

alec mack, 27/04/2020

No privacy concerns

I'm the suspicious type, but their Privacy Policy explains you don't need to use your real name. Doesn't use GPS. No address information. The only accurate information required about you is your phone number.

G-Fru, 27/04/2020

Join the fight

If you are lying in bed trying to use this app with your phone above your face then you might only see the splash screen... tilt your phone up! Looks to me like the devs switch to a low power image when you tilt the phone.

King spastic. 😊, 26/04/2020

Good app. Let's all support the idea people.

I did not have any problem signing up to the app,
It seems though you guys are putting you number incorrectly.

Skip the 04— just put 40000000. And the rest of the number. Then see if it will work.

[more](#)

DeltaY314, 26/04/2020

Works perfectly now

Seems to have been fixed. Works perfectly well. Make sure you get everyone you know to sign up, and remember to drop the 0 at the beginning of your mobile number.

Tanialeec1, 26/04/2020

You need to remove first 0 from mobile phone number

App works fine. I've I saw numerous reviews saying it won't accept phone number. Where you see a +61 prefix you don't enter the first 0 of your mobile number just the remaining 9 digits.

Yash duggal, 26/04/2020

Super quick and easy set up

Not sure what others are talking about but I was able to set the app and register within few seconds. Pretty straight forward app. Would be good to see more features add up in the future.

Victor's Girl, 26/04/2020

Very simple to register

I read all the reviews that said they couldn't enter a phone number. As they were all written before the app was activated at 6 pm on 26/4, I presume that was the issue.
I applied at 8.30 pm and got straight on. It was a very quick and easy process.

[more](#)

HilsJones, 26/04/2020

Seems straightforward

This is working fine for me to login. Everything seemed very straightforward to register.

I did have some initial privacy concerns when the app was first discussed, but the Bluetooth approach seems a pretty reasonable balance between tracking and privacy.

[more](#)

Coffscoast, 26/04/2020

Family, Friends, school, tertiary n Business

Its an app to keep our children safe at school or in tertiary institutions. Let's us know very quickly if someone around us that has proven positive to Coronavirus and take action very quickly. All Australians need to get behind this app.

Craig13579, 09/05/2020

Useless notifications

The app produces daily notifications telling me to use the app - which I am already using. Unfortunately there seems to be no way of switching these off without switching off all notifications - which would defeat the purpose of the app.

alittlebitdifferent, 27/04/2020

Cyclists often only have smart watches - just a thought.

The app seems straight forward however outside of grocery shopping we only leave our home for exercise - When exercising we often only carry a smart watch. Are you missing low hanging interactions (eg: grabbing a takeaway coffee at the end of a ride) by only having a phone app.

[more](#)

Ches<3, 26/04/2020

Very simple to set up

Some people have complained it's hard to set up and can't put their phone number in. Thus they have given it a 1star rating. I think they must have fixed it all now as it worked without a hitch.

gregoryw9, 26/04/2020

Works as it should

Not sure why it didn't work for others but mine worked fine, mobile phone not an issue. Hope we're all patient and this gets going so Aussie is #1 in the world where we should be!

mummytan, 26/04/2020

Take off the 0 in your phone number

Those people saying the phone number won't accept ... whenever you enter a +61 phone number you take the 0 off.

Setup takes less than a minute

Kaz45327, 26/04/2020

Registration was a breeze

Took less than 2 minutes to install on both household mobile phones. Very easy and notifications seem to work fine when Bluetooth is turned off (I tested it out)

Koolkaid, 26/04/2020

Had to wait to enter phone number

Downloaded straight away on first day but couldn't register phone number. Came back after 6pm (when they said it would be active) and it worked

tc eg btjgnkk, 26/04/2020

Too easy

Completed in about 2 min after reading information. No problem with verifying my mobile number. Remember to drop the first 0 when entering your number! Let's hope it works.

Charamil, 26/04/2020

Awesome, recommend for anyone who wants to go outside.

Only errors if you downloaded before 6pm. They said it would be ready from 6pm for anyone that wants to leave the house in 2020. Otherwise please do not leave your house for the next 8 months.

xander y, 26/04/2020

Easy to install

Reviews who said they could not upload their phone numbers didn't wait until the 6pm launch time today. Try again guys - so we can all get back to some kind of normal life

GordieTas, 26/04/2020

Save lives and get us off restrictions sooner

Speed up the process for tracing infected people compared with hours or days for manual tracing. Don't be a boofhead, install it if you want to save lives and speed up loosening restrictions and get people back to work sooner.

jsargeant3133, 26/04/2020

Won't let me verify my phone number

I put in my phone number but it says an error occurred in verifying my phone number and asked me to check my details again. It's definitely correct, please fix this so I can use the app!

TsarOfAR, 26/04/2020

Error verifying mobile

Great idea, but getting error "Error verifying phone number" when registering (using a valid australian mobile, tried both with and without the leading zero). I'm sure your developers will have this fixed lightening fast.

OzOwais, 07/05/2020

Map

It would be great if this app shows us the map and places we have been to in past few weeks. As long as it is helping all of us I am happy to keep it as long as we need it. We have to fight together to beat Covid-19.

Fergie390, 02/05/2020

Enough with the notifications

It's the like boy who cried wolf. I've got the app, my Bluetooth is on, I don't need reminders everyday to keep it on. Keep the notifications only for when you need them please or at least let people opt out of different types of notifications.

GetSwanny, 28/04/2020

Failed

A really important initiative I support and encourage all to use however, failed to be able to verify phone number of mobile I've been using for 10 years plus. Dropped 0 and added 0 (due +61) but no joy. Appreciate advice on issue or fix. Also, if it makes a difference to loading app, the +61 will confuse those who haven't travelled overseas previously which could delay / stop sign ups. Suggest 'Help Tip' on this point. Keep up the good work everyone.

[more](#)

Corbaisru, 27/04/2020

Not recognising number - turn off wifi

Update: worked once I turned off wifi.

"Same problem as others, the app will not recognise my phone number with or without the 0." One star

Counter Canter, 26/04/2020

Easy to install

Easy to install. Didn't have any issues verifying my mobile number. Drop the 0 at the beginning of your mobile number. Let's hope this works at reducing the spread of COVID-19 and helping society get back to the new normal.

KelvinAU, 26/04/2020

20 second install.

No dramas registering with my iPhone. There's also a great technical analysis on Twitter if you want to know the internal workings of the app. Sounds pretty similar to the papers released by Google and Apple on how they will natively allow support States/Govs to do contact tracing.

Doing my part to stop the spread of COVID-19.

[more](#)

Godders69, 26/04/2020

Muppets with mobile number verify issue

To all the muppets who can't verify their mobile number, it's because you are a muppet, not that the app is broken. I guess you've never been overseas before.

When your number is prefixed with +61, you drop the zero at the start of your mobile number.
ENTER YOUR PHONE NUMBER WITHOUT THE ZERO AT THE START.

[more](#)

Steff.tac, 26/04/2020

Leave 0 away when entering phone number

Everything from downloading to registration went without any problems at all. Remember to leave 0 away when entering your phone number.

Javaerz, 26/04/2020

For all the future whingers

You're willing to give up "freedom" to giant US tech corporations who where you have very little recourse, but you're worried about an update that collects not even half the data.

Get real, download it and move onto your next Netflix binge.

[more](#)

Calacode, 26/04/2020

Give it a go ...

Look, it's worth to use this app if we can recover as a country better due to COVID-19. For people concerned about privacy, this app is no worse than you using Facebook, Google services or TikTok sharing all your personal-information and random photos/socials.

[more](#)

jacklc162, 26/04/2020

Great app, just remember to leave it open.

Easy sign up and works perfectly. Will just be a bit inconvenient to remember to have the app open all the time for it to work, however it is definitely worth it.

creatiu, 16/05/2020

Doing my part to stop the spread!

Despite all the misinformation going around about COVIDSafe, I have no doubt this is the most effective way for each of us to contribute to stopping the spread and going back to normal. Join the fight and help our health authorities trace and contain future breakouts.

[more](#)

miladaraujo, 30/04/2020

Glitches & glitches! App doesn't work

I have downloaded the app and all I see is the black screen that says "COVIDSafe". When I try to switch apps the screen with the explanations appears but when I go back to the app the black screen is still there and it doesn't let me select any options or proceed. Basically I cannot use the app. I have tried closing and opening the app but still the same black "COVIDSafe" screen that doesn't let me do anything.

[more](#)

Channi76, 29/04/2020

Bluetooth dropouts

So I like the idea of this app but it sends you a notification if your Bluetooth happens to drop out reminding you to check that it's connected! Kind of annoying especially if it happens daily. Also it would be great if it linked with the other gov one so it recognises that you already have the alert app active!

[more](#)

BearBait2011, 28/04/2020

Turn WiFi off to register.

We need good contact tracing to reopen society, I'm very supportive of this apps purpose & keen that the target of 10 million people download this.

To register, turn OFF WiFi. Don't enter the leading zero of your mobile number.

[more](#)

TammyBee, 27/04/2020

Fix for mobile registering problem

I had dramas getting it to register my mobile number. I tried several times but in the end I turned off wifi on my phone & it worked straight away.

Doing my bit to help Australia's economy & get us out of self isolation sooner.

[more](#)

anon_@&\$, 27/04/2020

Technology clash

Constant Bluetooth search by the app for nearby devices severely interferes with performance of other Bluetooth technologies in vicinity, eg computer peripherals. Have to turn Phone (and therefore covidsafes) Bluetooth to be able to continue to work. This then requires me to actually remember to turn it on again when leaving the house. Not a great user experience

[more](#)

patschwarz_, 27/04/2020

I trust them

I trust the government in trying to stop the spread - in full support of this app and thankful that they have released it so soon it works well and uses bluetooth to locate you - not location services!! stay home, save lives and stop the spread !!

[more](#)

Rater 0123, 27/04/2020

Easy to register, obvious privacy concern

It's simple to setup, and explains everything well. Obviously, there is a privacy concern to the app, but if handled well, it shouldn't be an issue. It appears that many of the negative reviews here are due to people trying to register before verification opened, causing errors.

[more](#)

Mike-55, 26/04/2020

Pretty simple to install

I presume the app will do what it says and only time will tell if the data is as secure as they say. Very easy to install. Suspect the large number of 1 Star reviews are from ignorant people who put potential privacy above the health of the community.

Leigh1988, 26/04/2020

Works fine

Everyone reporting they couldn't register their mobile didn't read that they had to wait until 6pm to register. It works fine. P.S. always keep the app open in the background.

the ovarc's, 26/04/2020

Too easy!

Downloaded and signed up within a couple of mins.

Looks well designed app and hope it and I can play my part to keep all safe and get back to some kind of normal.

[more](#)

ALXBY, 26/04/2020

Can verify phone number

People really need to read info provided for when the software will be switched on.

App was released a few hours before the servers were switched on that enabled mob numbers to be verified.

[more](#)

Astory-89, 26/04/2020

Privacy Policy looks pretty good

The app uses Bluetooth not GPS and data is only stored on your phone until you manually upload your information. Looks like good security and able to make contact tracing much easier for the health officials.

TFRJennings, 26/04/2020

Great initiative, but not useful if it doesn't work in the background.

It makes me sad that the Government wait for the Apple & Google framework to be released. The gain in having it work in the background would have been worth a few additional weeks in my eyes.

It's a bit worrying that people might develop a false sense of security and take more risks. The home screen literally has a pulsating shield. [more](#)

ghhftjuthj bikd, 04/05/2020

Notifications?

I think it's a great idea however all the notifications are alarming. Eg daily messages saying to have your Bluetooth on etc. just now I got a text saying to download the app I already have. Worried I won't be paying attention when a real notification occurs.

[more](#)

Andy987s, 01/05/2020

Tried and uninstalled

Whilst the app is an excellent idea the implementation leaves a lot to be desired. The daily 'alert' messages which are just advertising were distracting and annoying. I disabled alerts for the app and then the app said they are required.

There is no explanation why, and of course the government has gone back on its promise to open source the app and release an independent [more](#)

rasthasan, 28/04/2020

Definitely the one to download!

Media promised me that it's for our own good! They said "the app won't track you" it simply digitises where you've been and who you've been in contact with"

See it's totally different! They just want to know where you go and who you talk to. That's all. Nothing to see here! Nothing fishy about that at all. Guess who got the contract to "store the data"? It's owned by the "wealthiest man on earth" and the company starts with A and end with [more](#)

Tahnei31, 27/04/2020

Help!

Want to have the app; but unfortunately I do not do the ow have a mobile number, but I do have an iPhone that I carry around.(self funding issue) without verifying a mobile number I can't get the app? Maybe add an email option 

loveandsunshine, 27/04/2020

Expiry of verification number needs to be slower

Happy to help elderly family with the installation of this important app.

My feedback is that the verification number expires too quickly and they were unable to get it entered within the time limit. Can the expiry be extended or can a different verification be used so that all Australians who want to do their bit, are able to participate. [more](#)

Mariobrother2012, 27/04/2020

Useful app

My only gripe is that the upload my information button should have had a few steps/warnings before allowing to press the button. I can lots of people clicking that button accidentally and then being told they are positive.

[more](#)

Fionalota, 26/04/2020

Works perfectly

I downloaded the app and setup ID on first night of release. Smooth easy process. No problems with verification. Wonderful to have this app to assist in contact tracing. I highly recommend it. Keeps us all safe!

jascoecho, 26/04/2020

Signup works fine

Just so need up, use the last 9 digits of my mobile number (dropped the zero at the start) got the test straight away and now have the app up and running. Perhaps there was an issue with everyone signing up at the start at the same time?

Lachlan91, 26/04/2020

Easy to use

For me the installation worked perfectly. No problems verifying my mobile number. I'm sure that any issues for others will be resolved in the next 24 hours

James_jaems, 26/04/2020

Works great - let's keep Australia safe

As was announced the app allows you to register after 6pm today. Very quick and easy to install and register.

No issues to report from me. Thank you Aus government for doing all you can to keep us safe.

[more](#)

varbazza123, 26/04/2020

Everyone should download it

Everyone should download this app to contribute in saving lives.

To the many people reporting an error with the app accepting phone number. That was because at that time registration had not yet been opened .

[more](#)

10 star person, 26/04/2020

Creative solution - super easy to sign up

A smart, creative way to help #stopthespread and to get Australia moving again. Was happily surprised at how swift and easy it is to setup. From clicking download to being done took less than 30 seconds.

JR syd, 26/04/2020

Can't register

I've tried to register using my mobile number, which I've had for over a decade. Get "error verifying phone number" message. Have tried multiple times, with and without "0". Not a great start.

cmascord, 02/05/2020

Interferes with hands free and other Bluetooth devices

The app is simple enough to register but the Bluetooth keeps preventing my phone from pairing with hands free in car and other Bluetooth devices. I generally have to either shutdown the app or go into my phone settings every time I get in the car to pair with hands free. Not only is this annoying but could be a safety issue for people driving.

[more](#)

Smythe99, 27/04/2020

Must have iOS 10+

Fine for me, but my mum in her 70s uses an old iPhone 4 hand me down and can't download it due to software limitations. This has to be a common situation for the older generation by whom this app should ideally be used. Please bring out a version compatible with earlier versions of iOS!

[more](#)

feher44, 27/04/2020

Finally got it working

For anyone getting the error saying invalid details when entering their phone number. I was having the same troubles (yes even when I didn't put 0 at the front). I tried using my mobile data instead of wifi and it work first go! All fast and simple apart from this weird glitch

[more](#)

Ruby Guthrie, 27/04/2020

Very good!

This app is one of the best ideas the government has had so far! It is easy to download and once you have done that, You don't have to do anything else! Stay safe! Ps. Everyone wash your hands and only go out of your house if you need to!

[more](#)

Ozplayer, 26/04/2020

App Registration opened at 6pm AEST time

To respond to all the comments where people couldn't register their mobile number, the accompanying Government release advised people to download and then register from 6pm AEST Sunday night. App registers seamlessly. Try again if you couldn't register pre-6pm.

[more](#)

Allguff, 26/04/2020

Quick and simple to set up

Super easy to navigate through the 3-4 steps to set up the app. Once it's installed and you've given the expected permissions, you just let it run in the background and it will do its thing.

gobbl3dock, 26/04/2020

Issue accepting phone number to register

On first try the app didn't work. Each time I entered my phone number, despite trying variations with and without leading zero, I would get an error message saying the phone number was invalid. However it worked on a retry after leaving it for about 30 mins and restarting the app.

[more](#)

Bozmond, 08/05/2020

Covid 19

I do not know why this is not enforced in Australia as legal requirement, our data is trusted with apple, google, Samsung and iPhone.... but not the government

When our data is leaked by these companies, we go to the government to protect us through OAIC or lawyers who are enforced by government

[more](#)

DavePook, 28/04/2020

Such a good idea

Just keeps a list of the phones you were near in the last 3 weeks using Bluetooth. Only uploads if you tell it to. If we can trace all the contacts of people who get the virus we can beat this.

KJRPerth, 27/04/2020

Works really well so far

Nothing to lose, only things to gain by using this. I develop this stuff for a living so I can tell you it's safe. The government isn't going to know more about you than they already do.

Pennoze, 27/04/2020

Works fine

Some issues at initial launch but it works fine now. Reassured by people who have decompiled it, particularly that my contact details aren't being sent to the other people I am in range of.

Magnamum, 27/04/2020

Easy to set up / lets do this Aussie

It's only keeping details of your proximity to any other mobile with same app, need blue tooth on.

We need this technology to quickly respond to any new breakouts - but like the disease, we need the majority of aussies to be using it.

[more](#)

Brizman, 27/04/2020

Well done!

Brilliant install but may need clarification on two points:

Drop the first 0 when adding your mobile number

Keeping the app running...? I presume it runs in the background as long as I don't delete it.

Enter user name, 26/04/2020

App registration works fine now.

Quick and easy to setup. Leave the 0 off the start of your phone number and it verifies instantly. Great idea. Take off your tin foil hats and do what you need to for everyone to get through this sooner.

Jamesk811, 04/05/2020

Does not work on iOS unless you leave app open in foreground

Useless on iOS unless you change your display settings for the screen to constantly stay on and also make sure the app is always open in the foreground. If you don't do this, After a certain amount of time of running in the background Bluetooth stops working. This is a purpose built safety feature of iOS devices.

[more](#)

Kiwi brisvegas, 29/04/2020

Serves its purpose to a degree

I think 1.5m doesn't seem enough. If you put your phone on a bench it's not going to be very accurate. It's ok if you have your phone on your body all the time. Still confused on when the app works or not if the screen is unlocked or locked and whether it's just the app remaining in the background.

[more](#)

Soprano#, 29/04/2020

Moi

Today there was a msg on my screen when I opened my phone, saying "We have resist you.." but blinked off before I could read the rest. The app is now not operating properly, and not showing info long enough to read anything. I deleted and reinstalled it but no success. It was fine since installing initially until today. Now, its wanting a nickname and telling me all my choices are taken! Surely the review is more important than a nickname!!!

[more](#)

Mr Setek, 29/04/2020

Stop notifying me for no reason

Notifications every morning at 8am that are what, "friendly reminders"? It's already on and in background. Only notify me if something is wrong, or I need to do something.

The annoy factor is huge if you're just notifying me for nothing. I leave it on in background 24/7 (same with Bluetooth) so is it having a prob

[more](#)

BrockFlow, 28/04/2020

Doesn't recognise phone numbers if WiFi is on.

NEED TO TURN WIFI OFF TO REGISTER PHONE NUMBER! Why isn't this on the instructions! Have a multi sim iPhone with one an E-sim and the other a conventional sim. Doesn't recognise either number using the international format (+61 and leaving out the 0). I thought it would have been tested or at least some technical troubleshooting directions could be supplied!!! After several attempts turned WiFi off and it worked.

[more](#)

JP Monck, 27/04/2020

Great Initiative to Stop COVID-19

Contact tracing is one of the proven methodologies to actually track the spread of the virus and isolate its progress. This is critical to saving lives and well worth everybody doing their bit to participate.

App works well and without a hitch now. Thanks for making it happen.

[more](#)

Userufcuvyivryvi, 26/04/2020

SMS registration is working now

It's important that we all install this app! Please disregard the previous comments regarding SMS not working. Prior to 6pm AEST 26-Apr, it is reported that registrations had not been enabled, hence why some people couldn't get through. It now works perfectly.

[more](#)

Kipple236, 26/04/2020

No issues

Easy to use. Read through everything. Seems like my data will be safe and not abused. If it helps with keeping us safe and the virus under control then so be it.

rahulbapat, 26/04/2020

I am downloading it

I am downloading it.. People have privacy concerns around this but it doesn't store your location data.

It will record whose phone was in close contact with yours while you are in public.. store data encrypted and delete after 21 days.

[more](#)

Adtessa, 06/05/2020**We're all in this together**

Simple and easy to install. With this it'll be so much easier to limit the spread and be able to go back to normal life... come on people- download the app. Do the right thing.

[more](#)**jykgaykg, 27/04/2020****Well done**

To the developers of this app and Aussie government, brilliant initiative! Let's keep us safe and keep our privacy safe. I was a bit of a skeptic initially, but feel assured my privacy is being protected. This is the best way for us Aussies to kick this virus and get back to our normal life - because this lockdown life is ultra boring!

[more](#)**Bdnstn, 27/04/2020****Easiest thing you can do to reduce the spread of Covid-19**

Easy to install and use. Installed in less time than it takes to properly wash your hands. Do something good for yourself and your community by installing and using this app.

Matthew Meharg, 27/04/2020**Greatest App I will download this year**

With the challenges around the world we have faced in 2020, this app helps health professionals in being able to stop the spread of the dreadful coronavirus.

Easy to register with just a name, age range, postcode and phone number.

[more](#)**Bazza891, 26/04/2020****Easy. Quick. Everyone must do.**

I'm dismayed to read some people are having tech issues with the app. But glad it's the only thing stopping them from downloading. We must all do our bit.

Legend, 26/04/2020**Help protect Australia**

Saw a bunch reviews stating people couldn't register their mobile number.

Registering couldn't have been easier.

[more](#)**Nanno18, 26/04/2020****Success verifying phone number**

I had success verifying my mobile number. First time I used a nickname and it failed. When I used my real name it worked. May have to match the name on your phone account?

Rodderz, 26/04/2020

Super simple

Everything worked, the whole thing took 30 seconds, not sure why all these other people are having issues.

rrrrroobbbbbbbx, 26/04/2020

Mobile verification now works

Earlier issues with I not able to verify my phone number and get the pin, but now all working fine. Important to download so we can all get back to work.

Teodonim, 26/04/2020

Cannot even start sign in

Downloaded the app and started putting my details. To get PIN number you have to enter your mobile number and that is where is stop. No matter how many time and tried with and without 0 version of mobile number, it keep on giving error. My mobile is always been active but this app cannot recognise it. Maybe test the app first with handful of users prior asking public to use it.

[more](#)

WillPressYesWithoutReading, 26/04/2020

I feel safer already

When I walk down to Bondi and see everyone not social distancing, I think to myself "let's nuke the site from orbit". But with this app, I feel like Ed Snowden would be rolling over in his grave if he died from covid-19.

Too bad Ed, you had your chance

[more](#)

Blackweta, 10/05/2020

Unfortunately doesn't have ntegrate with iOS 13.5 covid-19 tracing features

Apple was already creating a similar feature in rhevnextiOS release. What m RUNNING IOS 13.5 Public beta 3 and the app does not appear to be an app that supports the new Covid-19 health feature. Hopefully there will be an update soon.

xxxLisaReviewxxx, 04/05/2020

Doesn't work on my iPhone

I have deleted this app as it does not work on my iPhone. I leave my Bluetooth on and the app open in the background, but it keeps telling me I have turned my Bluetooth off or they need me to keep Australia safe and to open the app. This happens even after a few minutes. Seems to only be happy if I have my phone unlocked and the app open on the screen, which is unrealistic.

[more](#)

Tinsanta, 02/05/2020

No issues

This app works fine on my phone, no battery drain and to be honest most times I forget it is there. If this helps end the lockdown by even 1 minute then it is worth it!

Hungry APPetite, 29/04/2020

Please do your civic duty...

Never has there been a more important time or technological tool that can make a real difference to your community.

Whilst it is reasonable to ask questions about privacy and security, these have been answered comprehensively in the affirmative.

[more](#)

Ayalin Hyden, 28/04/2020

Please help stop the dementor on our world

Please, do this? I have 3 very vulnerable people in my family. We can protect others and we will be better off sooner than others. Be the wave of love and be the country who remains in their heart space.

MilesyR, 27/04/2020

I Give Up

I can't get the six digit pin and have tried 10 times or more, I read up on all the info about the correct phone number format but still no joy! I've tried turning the Bluetooth off and on and no luck, I've deleted the app and tried again and you guessed it, no luck. I'm taking offence at being told there is an "Error verifying phone number and please to check my details and try again".....really!

[more](#)

logro4, 27/04/2020

Verifying phone number issues

If you are having issues verifying your phone number, switch off your wifi and register with mobile data. It should work straight away then.

BoBo 3000, 27/04/2020

Works now

Had error verifying phone number and then started to glitch with black screen with Covid safe logo. I just removed numbers from my name and had no issues at all logging in.

JTango18, 27/04/2020

Not effective on iOS

While I applaud the Government's attempt to get this app into the hands of Aussie citizens, the technical reality is that in its current state this app is useless. The technical constraints within iOS mean that this app must be open and in the foreground to function. The second that you do something else like open another app, take a phone call or lock your phone; this app no longer works at all. A disappointing false start.

[more](#)

maddie323232, 27/04/2020

Fine

From a UX point of view I wish they had of led with the why and not the how to begin with when installing the app. An overwhelming amount of information at the beginning and having to swipe through all of that didn't make the key message clear or incentivise installation. It's an important tool at this time and should be simplified for those who aren't patient or tech savvy.

[more](#)

Peter3579, 27/04/2020

Read the fine print.

I was under the impression the data this app generates and my personal information would only be used for COVID19 tracking. But the fine print tells a different story. Pretty disappointing.

In the Privacy Policy it says:

We will also use or disclose your personal information to:

[more](#)

El qwerty, 27/04/2020

Finally worked

Read the reviews and saw one that removed the number from their name to make it work. Did the same and Hallelujah - worked immediately. Why can't that simple rule be explained at the point of entry? When I tried at 8pm there were nearly 1,000 negative reviews - all having their mobile rejected 😊

[more](#)

LivinIt!, 26/04/2020

No probs!

Signed up . No problems, iOS current version all good with mobile number & verification pin via mobile #. Looking forward to getting back to a few normal things, starting to look like Casper!

Charlie🌐, 26/04/2020

Key initiative against COVID-19

Hoping everyone in Australia will download and keep active so we can all get back to normal soon!

If you're still unsure, read below and more online before making a decision...
Together we can all help against the virus.

[more](#)

adnan_tanveer, 02/05/2020

It's an essential app but has some errors

Love the idea and the government's proactive approach in rolling this out. But has a few errors that needs fixing kinda ASAP.

1. I keep getting random notifications throughout the day to open the app again and again although I have never closed it. It should just run in the background.

[more](#)

Fghjjhgx, 27/04/2020

No worse than social media

Anyone suggesting this is an invasion of their privacy should consider the benefits. Funny how we've got nowhere near as many objections to social media tracking our every move...

Dissapointed Plant, 27/04/2020

Protecting others & protecting myself

Participating with that app is for me a no brainer. If I can protect others, my friends, family and mates, then I'm in!! People can get tested earlier and the spread gets stopped earlier. That's how Germany does it and they have a very low death rate!

[more](#)

MuHoney, 27/04/2020

Black screen

The only problem is that the screen goes black when the phone is face down, if you're using the phone in bed for example...

Mish0202, 27/04/2020

Works fine

Let's all do this WA. Other apps you use every day track more info about you than this one does. No problems down loading was quick and easy.

The Adjudicator, 27/04/2020

I've given more info for other apps

Lose the hysteria. All the big corporations have way more information and I'm sure they sell it on. This app will help us get the jump on COVID which is exactly what we need

Bijiboy2008, 27/04/2020

Easy install

Easy install but not sure whether it needs to be running to work. The app is not clear about this. I don't like apps running in the background so I usually kill off any non current apps.

More information required.

Slash5k1, 26/04/2020

Worked for me...

No idea what the other reviews are talking about... put your mobile number in without the 0 and it just works... let's hope this app helps and everyone gets onboard!

Luckephil, 26/04/2020

Worked first time

I don't understand the reviews saying they couldn't get past the verify telephone screen. Perhaps they were entering the leading "0" of their phone number when not required.

Caitlin-R-M, 26/04/2020

The app is going to save lives.

The app works perfectly, people were just whinging about it not working because they were trying to log in before it officially opened

izzygelato, 26/04/2020

Worked perfectly

Not sure why there is lot of bad reviews. Worked perfectly first time and no issues whatsoever. Thank you for doing this amazing app to help the stress of an outbreak to notify anyone who may need to get tested.

pcd01, 26/04/2020

Worked first time

No problem at all with registering - I'm probably stating the obvious here (no doubt) but for people experiencing issues registering phone number please ensure you remove the 0 from the mobile number!

Evanhumble88, 26/04/2020

Needs super spreader reporting

Would be good to be able to report when near snifflsy, coughing people and if that reported person ends up being a super spreader give them legal penalties. Think major problem is symptomatic people not isolating need to be taught a lesson.

[more](#)

Billy'smum, 05/05/2020

Vivid-19 ap

Had it on my phone since day 1

No problems

Battery life on phone the same. Occasional messages send regarding the virus.

Good feature it reminds you of Bluetooth is off. Download it make a difference 😊

[more](#)

nugme1, 01/05/2020

Must have app for all in Australia.

There has never been a scenario like this since tech played such a part in our lives. Please get the app and make sure people who may get infected know about it!

Miss kaz, 27/04/2020

Too easy

The app could not be easier to set up. Great initiative by the Australian Government to help keep us safe through this pandemic. It's like an insurance policy, there only if you need it. No privacy concerns.

Help the community and get it on your phone.

[more](#)

Ruadhaidh, 26/04/2020

Easy, very easy!

Very straightforward to register. Sensible permissions and privacy steps. Confirmation by SMS instantaneous. I think other reviewers must have been overly impatient to write off an app within a few minutes of the 6pm (according to SMH) launch.

[more](#)

HelzBelz42, 26/04/2020

Seems to be working fine now

Just registered and no issue with mobile no like other reviews. Maybe they have a fix already

@MichaelIQ, 26/04/2020

Just Do It

Registration for this started 6pm Sydney time - after it was available for download. So if it wasn't working for you before, try registering now.

Absolutely download and run this. This will save greater than zero lives.

[more](#)

valgal81, 26/04/2020

Can't complete registration

Tried to register my phone/details and the app won't accept my phone number. Tried it the 2 different ways it could possibly be entered & it doesn't work. Partner tried to register also on his phone & had the same issue, can't get passed the phone number part.

[more](#)

Phatchants, 20/05/2020

Stop WE NEED YOU! Notifications

Please don't keep reminding me to keep the app on and Bluetooth on. It's repetitive. I'm very happy to help and would like to keep notifications on in case something important needs to be communicated. But every two days or so is a bit much.

[more](#)

EG1976, 09/05/2020

There's a problem

When I leave the app alone and when I get a notification saying to check if the app is still active it takes me to the screen where I set up my details over again. This happened to me like 3 times now. Maybe even more. Fix this pronto please.

1980KC, 04/05/2020

Bluetooth messages

The Bluetooth message sent out every morning could possibly lead to people ignoring messages from the app in the morning deeming it's just the same message when it could actually be a health warning.

Zoota2000, 03/05/2020

Keeps forgetting my details

Downloaded the app, put in my details, left it running in the background but then a day later I start getting messages from the app that I should sign up etc. Did this three times now and the same thing keeps happening! Very annoying.

1633118, 01/05/2020

Wifi problem

Wouldn't send a pin at first because I had the wifi on using my home internet but once I turned wifi off the setup was easy.

[more](#)

MeetupUser125, 28/04/2020

Great initiative, needs some work

This is a great initiative to see from the government. As a developer I know that there are tools from Apple being made available to make sure this app can run in the background, this app really needs to make use of them to make sure that this app is as effective as it can be

[more](#)

Bobjaan, 27/04/2020

Doesn't lock the screen

The app seems to work, but it doesn't lock the screen. This can be a major security issue. The advise is to "keep the app running". This will not be a good user experience to be forced to keep this app on the foreground, let alone remember to do it whenever we go out shopping.

[more](#)

LetsGetOutAustralia, 27/04/2020

Download to end the restrictions

Easy to install. Asks to send notifications. OK. Asks to use Bluetooth. OK. Does NOT ask to use location services! Please Download and leave running in the background so we can get back to normal Australia!

bc626381737, 26/04/2020

Let's all get on board.

Registration worked fine with no problems at all, very quick and easy to install. Let's all help each other to beat this virus. Install now.

QFR2013, 26/04/2020

Works fine

Just downloaded the app and registered. Took less than 5 minutes. Lots of comments about phone numbers- leave the 0 off and no spaces.

Daniel!6829, 26/04/2020

It's working

I just downloaded the app and the process was very easy I didn't get the 'cannot verify your phone' error everyone else is talking about. It took me 3 min to set up, user friendly.

Casey Fulton, 26/04/2020

No issues, works perfectly

No idea what is wrong with the other people leaving reviews. Are they entering their phone number incorrectly? Worked perfectly for me straight away.

Drtsjbyerley, 26/04/2020

COVIDSafe

The app launched at 6pm but was available on the App Store earlier than that. If you couldn't verify your mobile number probably you were trying before the 6pm start time. Try again now.

Jam9er, 26/04/2020

Runs well in background and quick to set up.

Updated IOS before installing and it was a quick registration once installed. It is running well in background.

Cicada_Girl_123, 13/05/2020

App is draining my iPhone battery!!

I am very supportive of this app but it is draining my battery every day and I got caught short with no charge.

I have tried stopping it and then putting back on when I left the house but found that I kept forgetting to start it each time so have been leaving running.

[more](#)

annoyed and blah, 12/05/2020

App issues, no way to tell them

Hey

Believe in the idea of the app!

This app made all my other Bluetooth devices connect to the phone stop working.

I tried it on three different days and times, it's 100% this app.

[more](#)

scotia-thismonkey, 07/05/2020

Cannot register my phone number

Irrespective of the merits or benefits of such an app, my poor rating is because for me the app is useless. I cannot register my mobile number and so cannot participate in the program.

The developers also deserve a low rating because of the lack of detail in the revision history. Simply saying "bug fixes" gives me no indication.

[more](#)

wantohelp, 28/04/2020

Can't get PIN

Re install the application twice still can't get PIN for the mobile phone. Try both with and without leading zero for my phone no.

Disappointing!

[more](#)

Kkaiah, 28/04/2020

We're all in this together! Great App!

Wouldn't let me verify my mobile number at 1st. So for some of those having same trouble...
I turned off my phones wifi, then it worked 

Blackyshark, 28/04/2020

You must turn wifi off to get the pin

Happy to do my bit, but that instruction would have been handy rather than spender three hours trying to get the pin

GregWS, 27/04/2020

Clunky. Needs fixing.

Want to be a pandemic contributor. Easy download. Easy signup using Alias. Can't read Privacy Notice as app keeps darkening screen as I read. Did not finish reading PN. Red flag 1. I use other apps a lot during the day. Do I need to open this app after each use? Who knows? The app won't tell me. Wants to be open 24/7? Red flag 2. A clunky app. It has one week on my iPhone then it's kaput.

[more](#)

random name hdhfhtggdgdfhhg, 27/04/2020

Do it for everyone's safety

The more people who download it, the sooner we can get back to normality.

Most people give may far more personal details on social media. This app asks for very little info.

[more](#)

Frisby donut, 27/04/2020

Do your part to stop this virus

Loads easy, don't worry about your location privacy, it's a little price to pay for such a huge benefit (savings lives, livelihoods and our beautiful country)

ShellieBeach, 26/04/2020

Quick and easy

No problems at all - Don't know why so many people have had issues. All good here. Hopefully it gets smoothed out soon if it is a broader issue. Please be patient everyone.

izington, 26/04/2020

Easy to use

I think people are making the mistake when entering their mobile number of putting the full number in. Take your first digit off as the +61 replaces it. Common sense really

shaze77, 26/04/2020

Easy to register

Worked perfectly if you followed the instructions in the press release and waited until 6pm to register (which clearly many didn't!).

Picjunki, 26/04/2020

All working fine so far

Straightforward. No issues verifying my mobile number. Not sure what the complaints were about. Glad to be doing this for the greater good of our society.

1kanda, 26/04/2020

The app works and will hopefully save lives, even the idiots.

The app works the problem of the phone number verification has been fixed.

Hopefully it will save lives even the morons

Sophie13579000, 26/04/2020

Easy to set up

Took less than 30 seconds to set up. Phone verification now working. The more people that download the quicker we can return to something resembling normality.

secjac, 26/04/2020

Mobile number

When entering your mobile number you have to only enter the numbers after the 0. Don't not enter the 0 just the last 9 numbers

Nick-ACT, 26/04/2020

Works as advertised

Saw many 1-star reviews here because people couldn't register. Worked without a glitch for me, will keep this app on for the next couple of months.

colhavek1837, 06/05/2020

App active or not

Had downloaded the app on the night it was released and had thought the app was active with blue tooth on. Now, nearly 2 weeks later while discussing this with my daughter we discovered that my app was not active. APPARENTLY the app needs to stay green on the whole phone screen.

[more](#)

Hussein Nur, 03/05/2020

Help us to go back work and schools

Please let us tel our family and friends to download this app because I am sure if everyone in Australia download everything back to normal. Thanks.

wwwazzzz, 03/05/2020

Great idea let's all sign up but turn off daily notifications

We want all Australians to use this app, but many will delete it if you keep up with the annoying daily reminders to have it switched on.

Monique.1900, 02/05/2020

Doesn't work on iPhone 6

Downloaded the app, followed all instructions and continuously shows my Bluetooth as off (although it is on) and does not allow me to consent to "Allow Bluetooth" at all. I've deleted and reloaded app and tried all suggestions. Nothing had worked. Total fail for me. Idea was good but execution for iPhone for me was a complete fail.

Here's hoping other iPhone users have better success.

[more](#)

Ajhsndndndnsn, 30/04/2020

App doesn't save login

Title says it, app will make you sign up again every few days. Unsure whether it's actually doing any tracking while it's offline but seems a bit pointless me needing to signup again so often. If the app developers can't figure out how to save a login token on a device I doubt their ability to securely store peoples sensitive data.

[more](#)

covid preventer, 28/04/2020

Anything to help stop the spread and protect Australians

This is one step to reducing the spread of covid -19 and I am happy to use this application knowing the safety of my data and I knowing I am working with many other Australians to prevent the spread that will undoubtedly safe lives.

BenB.au, 28/04/2020

Easy to install - happy to use this app

Works well. Happy to use this and help watch the Covid numbers go down. Let's do our bit and save lives and get the pubs open safely again!

Raaaaah?!, 27/04/2020

Raaaaah?!

If you are having trouble getting the app to verify your phone, make sure you are not using wifi calling. Wouldn't verify for me until I turned wifi off.

AminB, 27/04/2020

Easy to save a life

Very easy to install, only took a minute and all work without issue. Something so simple to help protect my family and I and hopefully get us out of lockdown sooner is a no-brainer!

horizontal07, 27/04/2020

Lets Make This Work

Great idea. It will help you get an early warning of contact with a confirmed case so you can warn your family, fellow workers, friends and health workers. Encourage and help everyone to install this app and to keep it running.

PBaini, 26/04/2020

Install & Mobile Registration

Installed and register my mobile and my parents mobile without any issues.
Quick and easy process.👉

Agatokki, 26/04/2020

Great way to protect each other!

No issues with installing for iPhone. Mobile number registration went without any issues. Thank you everyone for your tireless work and effort to protect Australia from Covid-19! 🙏

Penkat, 26/04/2020

Working perfectly

Downloaded and registered with my mobile number in less than 10 minutes.

Melbourne.

nocoronaps, 26/04/2020

Do your bit and download this!!

Took me 30 seconds to set up! So easy - everyone should be getting on to this so we can go back to normal faster and help protect our most vulnerable

Horse1975, 26/04/2020

For those who can't verify their number...

For those who can't get past the mobile number verification, just leave off the first zero of your number.

Garrethhh, 26/04/2020

It is ready now

If you tried earlier to setup it would not have worked, they said ready after 6pm. All working well now. Support Australia getting back to normal by installing this app.

Bosko73, 26/04/2020

Works on both our iPhones

For those that had errors, potentially was before the govt switched in registrations. Try again. Worked first go on both of our iPhones.

Ben Rae, 26/04/2020

Set-up worked fine

No problems with setting up the app. But the instruction to keep the app running when you're out is ambiguous. Does that mean the app has to be open, or can it run in the background while I'm using another app?

alexz,ro, 26/04/2020

Seems to work

For a first version 1.00 government app, works smoothly and I didn't had problems in logging my data into it. I gave it 5 star, but we'll see if it's worth that much.

Domain12321, 26/04/2020

Can't easily search for app on AppStore

If you didn't know the name of the app and you searched for the term "covid app Australia" then you get a different app. Because this other app is from government I can see where a lot of people will download it and think they are done.

Whycantijustuseanon, 26/04/2020

Works fine

Works fine, easy to register. Everyone who is saying it didn't work it was because it wasn't going "live" to enter your mobile number until 6pm EST.

Sammied81, 26/04/2020

Don't put in 0 for phone number

For those having trouble registering, don't put the first 0 in for your phone number! Start with the 4, this is why you can't complete registration

BijouAmira, 26/04/2020

Great initiative

Wonderful initiative by the Australian government, taking us another step closer to being able to ease lockdown message and keep everyone safe. The more of us cooperate the quicker we'll get this curse under control.

AddsyO, 28/04/2020

Stuck on phone number entry

Found that I needed to turn my wifi off for the pin to come through and get past the phone number stage. Just for anyone that may be having issues.

ViktoriaAnneD, 28/04/2020

Unable to sign up due to error sending pin

I was unable to sign up for this app due to the fact that it says "error" when attempting to text a pin to my phone. However, when I turned my wifi off, and on again, it worked!

Ptc1950, 27/04/2020

Good app

I read the privacy information and quite frankly sounds more secure than most of the apps I have on my phone. Quite frankly if ASIO, CIA, NAC, or any other spook outfit want to know how many times I go to woolies or Coles in a week they really need to get a life!!

[more](#)

Lobotto, 27/04/2020

Great, but I think the 15min is too long

Great, but I think the 15min is too long, would be better if it was 5 or 10 min. That would be more than enough time to catch the virus from someone.

Tippys1963, 26/04/2020

Perfect

I had no problems installing..many here did but I think it's because they forgot to drop the zero when entering their mobile phone number..

head....., 26/04/2020

Mobile number needs the leading 0 to verify.

Make sure you put the leading 0 in your mobile number when verifying. Besides from that it just does what it says.

Fearnzie, 26/04/2020

Drop the first 0 when entering your phone number

Because the phone number you enter is prefixed with +61, you need to drop the first "0" of your mobile number when entering it

Sac8881984, 26/04/2020

Mobile rego worked for me

Great idea, hope the issues others are facing have been quickly fixed. It worked for me straight away.

GirlPeta, 26/04/2020

Very quick and easy.

From previous reviews, they have obviously made the updates to correct the registration issues

nrou5698, 26/04/2020

Fantastic

Safe, efficient, effective way to help us to continue to lead the world in the covid19 response. Privacy concerns are silly, encourage everyone to download this to do their bit to help us open up again ASAP

Psarrami, 26/04/2020

Could not set in- solved

This problem was solved after I tried again an hour later:

When I tried to get the pin by mobile, I got an error message that I need to check my details and try again.

elliebaba22, 26/04/2020

Unable to access

Trying to put my phone number in and it won't allow me to, saying there is an error with my details.

Geegina65, 15/05/2020

Easy.....Thank you

Happy to install it and happy to know if we come in contact with someone who has virus.

If only everyone was as sensible as us. Too many people spreading dangerous misinformed conspiracy theories.

Happy to be sensible and not paranoid ❤️😊

[more](#)

Fester1952, 12/05/2020

Needs a smart watch app

I have no objection to using the Covidsafe app on my phone, but why is there no Apple Watch app? I generally wear my watch when out and about more so than carrying my phone.

illawong60, 11/05/2020

App works fine please remove daily reminder

No issues installing or running since day 1 of release. Please though stop the daily reminder that the app is running when I have never closed it

FuzzBot123, 30/04/2020

Unclear if 'open' means foreground or don't kill

The Singapore version of this app requires it to be kept in the foreground and says that. This version says 'open' and the minister has said it has fixed the problems that require foreground.

Can we get an answer as to if it needs to be in the foreground to work?

[more](#)

Dboychochdude, 28/04/2020

Don't be skeptically about getting this app! It's for the good of you and I

Don't see the reason why I shouldn't download this app! Some say the government are going to monitor what I do and I reply, I have no fear for that unless I am dodgy

Kazzsam22, 27/04/2020

Trouble signing up with phone number

I have been trying for four hours to log in and when I get to entering my mobile it comes up with error recognising phone number. I have tried turning phone off, tried entering mobile number without the zero and still nothing. If this type of error occurs at the beginning then how can we trust the app to give true readings.

Very frustrated.

[more](#)

Kalifire, 27/04/2020

Shares nothing not already known

Don't be put off by the fearful and ill-informed. For all the paranoid conspiracy theories, the fact is this app shares nothing not already known. This will help Australia get back on track. I'm happy and confident to use this app.

jayhua, 27/04/2020

improvement

wish it can turn off Bluetooth while staying home or alone to save energy

Hashman-84, 27/04/2020

Works perfect

Worked fine on my XR. Very easy setup.

I particularly liked that I can put a fake name. I guess the Govt only need to know location and other app users in my radius when I am out and about.

[more](#)

Littlelyn1, 26/04/2020

Phone no

Please note that to enter your mobile number with +61 in front you have to drop the 0

I entered my number and accessed the app straight away.

All done now and I feel a lot safer now.

Pbuff18, 26/04/2020

Keep us safe!

Easy sign up had no troubles at all. It's great to see something like this come in effect to protect us all and help get our way of life back to normal and get the economy back up and going!

Rebecca Phillips, 26/04/2020

Worked fine

Downloaded and all worked fine. Registered my mobile without any issues

MorleyMadHouse, 26/04/2020

Works well for me

Lots of people saying it won't accept the mobile. For me it was seamless and worked first time - so maybe a bug was fixed. Suggest people try again.

Absolutely A Musr, 26/04/2020

Easy To Use

Really happy to do my bit to help reduce communal transmission of this awful virus. Let's join together to prevent a second wave that could be worse than what we have seen. Look at Singapore ..

easyreg, 26/04/2020

Easy to register

Don't know what the others are on about easy to register. +61 is there use remove the 0 from your mobile number and enter from the 4 onwards

I_don't_like_ads, 26/04/2020

Thank you

Thank you for creating this app to keep us safe during these times! People are saying they can't get past the phone number step, but I did.

myangelmydestiny, 26/04/2020



I had no problems downloading this app, verified number with no hassles. When you add your mobile, remember to leave the number zero (0) out. Lets see how it works when I leave my house, which is once every 10 days 😊

Jolyon's Review, 26/04/2020

Easy To Set Up

Set this up in a few minutes. Had no trouble with registering phone number. Hope this technology helps keep the numbers down.

tricky darth, 26/04/2020

No problems registering

Simple multi step process to sign up. No problems. Looking forward to be able to go out of this app helps. Shared with family and friends.

Gherkin459, 26/04/2020

Just install it

You've given up your data to Facebook, Google and other large tech companies for years. This is for the greater good. Just install it

kai_h, 21/05/2020

Well this app get an update to support the new Exposure Notification API from Apple and Google?

This morning Apple released iOS 13.5 that features the new Exposure Notification API. In order to greatly increase the usefulness of this app, it needs to use this API to protect users privacy and allow the app to run in the background.

charliejaewilson, 10/05/2020

Best App for COVID-19

This app is a great help for COVID19 because it notifies you when you come in contact with someone with or has come in contact with someone else with coronavirus.

If we want to stop this we all need to download this app!!!!

bshaas, 06/05/2020

Utterly useless

This app only records handshake data from physical interactions if the app is open in the foreground and on screen. If the app isn't on screen or your phone screen is off it doesn't work. Obviously nobody is going to leave the app open and on screen everywhere they go, which renders it utterly useless and obsolete. Total waste of time and immoral to spread false hope like this is even a solution.

[more](#)

WallyWoofWoof, 30/04/2020

COVIDSafe

Will help us all get back to normal soon if all Australians download this App without worrying about battery life, privacy issues I found it has very little battery drain and certainly feel safer shopping
[DOWNLOAD TODAY](#)

[more](#)

Annoyed as well, 29/04/2020

The Lucky Country

How lucky are we to live in Australia And to have an App like this for the health and safety of all of us is amazing. We should all be grateful that we don't live in the USA or anywhere else at the moment. 🇦🇺 Thank you 🙏

aff1993, 27/04/2020

Cluncky

The notifications about whether the app is active or not don't seem to be consistent.
In the first hour, turning off Bluetooth set off a notification advising that the app was not working, but several hours later after toggling it, it doesn't do anything.
The inability to work in the background is just poor too.

[more](#)

Assassin0387, 26/04/2020

No Issues

Registered without any issues hope the country does the right thing and helps us beat this thing!

expube, 26/04/2020

Keeps on closing as idle

I installed this hoping to recommend it but currently this is not really useful as it closes after a bit of using Facebook, gmail and twitter so it takes too much clicking to keep it alive. Also died while I was just listening to podcasts. If you can update it to the tracking API thingo that apparently can solve this.

[more](#)

Agcousins34, 26/04/2020

Working fine

I was able to register unlike the thousands that said it's not working. Perhaps the issue is resolved now. Anyway here's to the government tracking me as I sit on the couch

AussieFan777, 26/04/2020

Not a problem

Worked fine for me. Got setup in under a minute. No idea what the others are going on about but they must be doing something wrong.

worked fine for me., 26/04/2020

Worked perfectly and only took seconds to set up!

No problem with registering my phone number. Was easy and simple to register.

Bazinga74, 26/04/2020

Easy install, no problem with phone number

Read the reviews and thought I'd give it a go... no problem at all verifying phone number.

Agent1804, 26/04/2020

Simple, easy

Was a simple process and worked seemlessly!

Others unable to load have all tried at once - need to try again tomorrow.

nor5067, 26/04/2020

Drop the 0 from your 10 digit mobile number

Had no problems signing up. Just drop the 0 from your mobile number

rovers2001, 26/04/2020

Simple and quick

Downloaded, installed and registered in seconds.

To all those who can't register their mobile number... remove the 0 if you see +61 prefix...



tryingtohelp, 26/04/2020

Phone number

To put your phone number in you have to remove all brackets, spaces and hyphens when you automatically put your phone number in.

Ellis Ellis Ellis, 18/05/2020

Stop the daily updates!

Developers take note: when users download your app updates, the app is automatically closed. Unless people remember to open it, it stays closed and is then useless. So please reduce the frequency of your tweaks.

Big Crispin, 08/05/2020

A wasted opportunity

What a tremendous idea. To have an app running quietly in the background on our phones. A silent sentinel guarding us against potential spread.

But it doesn't work in the background on iPhones. The Government has still failed to take the correct advice and so the app is still failing to [more](#)

trent123, 04/05/2020

All fine. No issues

Totally fine and no issues with battery life or anything else. Might as well have another tool in the toolkit.

LavenderJadeRose, 04/05/2020

E

I installed the app and as soon as I entered I went into where I upload information or something and it said I have Covid-19. I never got tested, I don't think. I had a blood test 2 days ago but for something else. Did the blood test pick it up??

Navidehs3155, 29/04/2020

A question regarding how this app works

I have only one issues with this covidsafe app.
So if you are driving in your car and behind the red light others have this app in their cars and you know Bluetooth on phones can pick each others even from different cars in 10 m distance.

[more](#)

Ikfitz, 28/04/2020

Turn off wifi to verify mobile number

I couldn't verify my mobile number until I was using mobile data. Others in my household also had the same issue until wifi was turned off on devices.

Bonav3ntura, 28/04/2020

Battery life

Over past 24 hours, no noted issues with the battery levels, if this app saves your life, worth while downloading it

accel12, 27/04/2020

Very safe and privacy focused

Data is stored on your phone encrypted and can only be accessed by a health professional with your permission. Also it doesn't record personal information.

MACA2000, 27/04/2020

Ruby Princess

Imagine if we'd all had this app, when those people were allowed off the ship.
Or before it went through the nursing homes, or the entire country.

Charliejnrk, 26/04/2020

Lets do this

Worked perfectly for me. Enter your mobile without the 0. Here's hoping enough people use this so we can come out of the house and get back to normal life.

Ffysjursd, 26/04/2020

What about other phones in house

As far as I can work out you cannot enter other mobile numbers to ignore as we have three phones and when they are in charging station overnight they all will constantly be recording and storing useless information

Matt-bot, 26/04/2020

It working

Logged in and working. Let's see what happens next. I have given more personal details to business around the world that I trust a lot less than the Australian government.

JessicaQ, 26/04/2020

No registration issues

I've seen a lot of comments about being unable to register. The issue appears to be fixed.

hibbi333, 26/04/2020

Turn off wifi

Wouldn't accept my number much like all the other reviews. I turned off Wifi and used the mobile network and it worked. If you're having trouble registering too perhaps temporarily turn wifi off and try again.

Barnsy125, 26/04/2020

Works fine!

News outlets said to wait to 6pm to register. Predictably, people ignored that advice and tried to register prematurely and then complained when it didn't work. Go figure. Great initiative! Everyone get around it.

Noooky, 26/04/2020

Works fine.

You d*rrongs just need to take the first 0 out of your number when you register.

Privacy policy says all data collected will be eliminated at the end of the pandemic.

[more](#)

Bebingt, 26/04/2020

Downloaded perfectly

Had no issues installing and verified with my mobile number perfectly.

Stevie63748585959, 26/04/2020

Seems easy enough

Asks for name, postcode, age bracket and mobile number. Less information the google and Facebook. Seems like only once you've been informed you've been near someone should it ask for more data..

HP168, 16/05/2020

Essential app

Can't understand the fuss about this. People download most apps without a thought and they track you much more than this one can.

jojomac12345, 11/05/2020

Why daily reminders

I understand it needs Bluetooth to work. I don't understand why I need to be reminded of this daily. Daily reminders are not needed, twice a week would be great. It seems to work fine apart from that.

Dezignz My Game, 06/05/2020

Good idea but

Great idea

But the constant notifications/ reminder to leave Bluetooth on is abit annoying especially when my Bluetooth is always on

bartholomew 2468, 02/05/2020

Good theory bad in practice

Look it's important I get that, but the principal is fundamentally flawed, unless you religiously carry your phone on your person which a lot of people don't. Coupled with its ability to zap 50 percent of phone battery over night, and zap the battery of other Bluetooth devices asking them who or what they are.

[more](#)

octapus.7, 27/04/2020

Gets stuck verifying phone number

I support the app as I want to know if I'm exposed to covid-19 and I'd like others to know if I exposed them so we can stop its spread. It wouldn't verify my phone number though and gets stuck on the get pin screen.

MattJBrown, 27/04/2020

Coming up with an error

When I try to enter my number it comes up with an error, "Error verifying phone number. Please check your details and try again."

I've triple checked my number and have tried about 5 times including closing app and reopening.

[more](#)

ShhaMfna, 27/04/2020

Bit glitchy

Relatively easy to set up, however, had errors verifying my number.. had to turn off wifi and also enter my mobile number without the zero

jorrman, 27/04/2020

Do it for your country!!

Install the app and use it. It's the fastest way to get out of this crisis. Happy with the safeguards put in place by the Government to protect data and not use the information against us. Well done ScoMo/Hunty

Clarke-Smith, 27/04/2020

Dave

I'm not really in a position to rate the app, but I have downloaded as I want to band together and get our lives back to something normal. Let's look out for each other.

bgt243%, 26/04/2020

Great

Downloaded the app easily. I hope people that are having downloading issues remember to drop the zero at the start of their phone number.

Krummo, 26/04/2020

Chill out, it wasn't active until 6pm

Hearing lots of 'it doesn't work' but the announcement was it won't be active until 6pm. Now active and seems to be accepting the phone number registration

Alimajeed, 26/04/2020

Phone number is fixed

Earlier while entering valid phone number and it was giving error. It's now been fixed and working.

Critta73, 26/04/2020

Too easy

Very simple to install.

Make sure no full stops or anything when adding your name and it will then recognise phone number.

MZareripoffs, 26/04/2020

Easy Sign Up

Took less than a minute to sign up. Very user friendly. Not having the issue that some others have mentioned

soylentmeme, 26/04/2020

THIS WILL SAVE LIVES

If you seriously think this app will take more data to the government you have to be crazy. The fact you're on a phone now looking at this review means they're tracing you.

Henrysdndjhf, 26/04/2020

Quick and simple set up

As an Australian we should all be doing all we can to flatten the curve and support contact tracing. I hope this app helps get us all back to our normal daily routine quicker. 🇦🇺

Dnzilla, 26/04/2020

Follow the rules, stay safe we we can all move on!

If we all get this right we can move past this lockdown, save lives and be free again.

Don't stuff it up for all of us. Please.

Mattispantone81, 26/04/2020

Simple enough

Straight forward activation. Privacy policy seems boiler plate. It's not tracking my location and based on the information sites the legal, security and privacy provisions seem solid.

tpgd139, 26/04/2020

Not able to register

Keep saying my phone number is invalid, although everything is correct.

CSafe Bsafe, 13/05/2020

Let's all do our bit

I feel really strongly that everyone should download this app. Such an easy way that we can contribute to easing social distancing restrictions and tracing positive cases. Simple setup too!

Hermaayjr, 03/05/2020

Only updated phones can download this app Poor elderly!

I downloaded the app, but when it came to my husband.. The app did not download, because his version of iOS was not enough!! Can you imagine how many elderly people cannot download this??? Stupid stupid stupid!!! Do you think app developers that this app only needs to keep YOU safe? Many elderly people carry old phones... Keep it simple so ALL can use it

[more](#)

elDamo112, 02/05/2020

Is it signed in?

I have signed up twice now? Every time I open it it's asking me to register and sign up... when I do it says there is nothing else to do and the app is working .. then open it again to check it and it's offering for me to sign up. Perhaps if that isn't required and it is working then don't prompt it.
- Instead have a holding page saying the app is working

[more](#)

mioannickname, 02/05/2020

Updated to IOS 13.4.1, had to reinstall COVIDSafe

Updated my phone to IOS 13.4.1 (iPhone SE old). COVIDSafe displayed errors for Bluetooth settings which I couldn't determine why (all settings correct). Deleted and reinstalled the app. No longer getting errors.

AurBnb host., 29/04/2020

If you can't verify Phone Number

Turn off WiFi and the app will verify.

It would have been nice if the app developers had advised of this problem.

App works well.

Doomadgee01, 29/04/2020

Thumbs up

For once, it's great to see all government agencies working together here to provide information across the board. There is information from the ATO, Centrelink, health, people experiencing hardship etc etc

Good work!

[more](#)

kipster42, 29/04/2020

Doesn't activate

Been trying for two days to activate but get continual error about being unable to verify phone number. No other details , no support contact so have reluctantly had to give up

Ando35, 28/04/2020

Not letting me sign up

Unfortunately the app won't let me sign up due to my phone number 'being incorrect'. I've tried deleting and redownloading the app but it still shows up with the same message. I've tried inputting my phone number as an 04... number as well as a 4... I'd be more than willing to download the app to save lives but unfortunately it's not letting me download it properly :/

[more](#)

Nickyb1003, 28/04/2020

Perfect app ... If ?!?

This app will save lives IF and only IF the government adds EVERYONE who tests (or has already tested) positive to it. Without this information it won't work. Please make it law, punishable by a large fine.

A talking goanna, 27/04/2020

Works great, easy setup

Easy to set up, the app only takes the information you give it which is name, phone number, postcode, and age range. Download it so I can go to the pub!

Madcap66, 27/04/2020

Apple Watch please

Easy to download and simple to use but would like to have it linked to the Apple Watch. Don't need to carry a phone most times as my watch can make and receive calls. It would make sense that when the watch is in range of your phone that it refreshes the new data just like your health apps do.

[more](#)

logan coolum, 27/04/2020

Great app

Very informative and inspirational. Gets somewhat political near the end and you get sick of hearing the blokes point of view when he keeps butting in and talking over the Coronavirus app. We'll done guys keep em coming!

davidbrewster, 27/04/2020

Working well. Easy setup

Like this idea and happy to help but wasn't working. Stuck on splash screen. Half an hour later it was fine. A temporary glitch obviously

Damnation182, 27/04/2020

Easy

The app permissions deem this to be safe app despite giving data to the government. Whether it works or not is another matter, but for the most part it's well designed.

bigbadmillow, 27/04/2020

A little TOO easy to install

Took barely a minute to read the last few reviews, followed them to a "T", and it worked like a charm

Dddddddgoooooooo, 26/04/2020

Works just fine.

Seriously worried about the average IQ of some reviewers - works just fine...if you follow the instructions correctly and drop the 'zero' from your number 😊

Take 0 out people, 26/04/2020

Works Fine

People need to use their brains. App works fine. Don't put the 0 in when entering your mobile number. It staggers me that people clearly have no clue. Well done Federal and State Govt for this app .

foxbat_au, 26/04/2020

Worked well so far!

No problems creating the account, and verifying the phone number. If you are having an issue use +614... don't put 04...

Rosie5674, 26/04/2020

Phone number verification

Installed the app and verified phone number but maybe it should be more clear for users to enter their phone number without the first 0 because it has the country number +61 in front so start with 4 to enter your mobile number.

happy house of fox, 26/04/2020

Less than a minute

Less than a minute to set up- set and forget is the best way.

Most of you negative review - you applied to early, it up and running now

PlatinumChris, 26/04/2020

No problems

Just downloaded the app without any problems. Perhaps people who reported a problem didn't follow the instructions closely which require you to turn your Bluetooth on BEFORE the last step.

cherryblossomtop, 26/04/2020

Quick

Was able to register in less than 3 minutes

JuJu Galore, 26/04/2020

No issues (yet)

Just downloaded and registered, no issues (yet). Make sure you don't include zero at start of your mobile number for verification.

Fozzy2229, 26/04/2020

Simple Registration

Must have fixed the early issues as I completed registration in a few minutes with each step clearly explained.

new00113, 26/04/2020

No problems

No issues with registering

Possibly all the problems others were having was a high demand issue

Syllabub1969, 26/04/2020

Registration only went live at 6pm

If you had problems registering earlier please try again. It is working now. Please share with friends and family.

LightTHx, 26/04/2020

Installed without any issues

Early teething problems experienced by early adopters seems to have been resolved now. Quick and easy sign up!

angel_yonehara, 26/04/2020

Easy to use!!

Works a treat. App must have had an update as I was easily able to verify my number. Very simple to use and had no confusions navigating through the sign up.

Tygeray, 26/04/2020

Works well

If people were not so impatient, they would find that the logon works and the app will do as directed. As far as privacy goes most people give out more detail on social media

Gadget Griffo, 26/04/2020

Great idea...thanks

I've worked in the tech industry for 20+ years and have no issue using this app.. I figure it'll help get back to our usual way of life..

The phone verification step isn't working though, so can you please fix it.

[more](#)

A_Laureti, 03/05/2020

Please encourage two others to download

This is the kind of exponential growth we want. Encourage two others to download, and ask them to do the same

Hgosborne92, 27/04/2020

Works as intended.

Privacy concerns aside and long term those will be exposed - both good and, bad but fixed. I'm happily using this app. Would never normally install this, but given the times it is needed.

Donhesh, 27/04/2020

Your privacy is protected, Download it now..

Download the app ASAP. Don't worry about your privacy, you don't have a privacy when you die anyways. So don't be an idiot. Just download the app and help to stop the spread.

me_99999, 26/04/2020

Does what they say

Easy to set up, looking good so far, hoping I'll never get an alert that I've been near a covid case but at least if I do I'll be able to have a proactive reaction

Dianna308, 26/04/2020

Works great.

Those giving a one star clearly didn't see that whilst the app was released today. You couldn't register till after 6pm. Registered fine.

EO1103, 26/04/2020

Quick and easy

Think they must've fixed the bugs as took me about 60 seconds to complete sign up

Naomib1977, 26/04/2020

Easy to navigate

Quick and easy to download. Had an error message on first try but came back 10 minutes later and it was fixed.

Me_Y, 26/04/2020

Reading the instructions helps

There was a clear instruction not to register your phone number til after 6pm so pretty much every review can be disregarded and it's working fine.

CBEECH01, 26/04/2020

To get passed mobile verification

Make sure you are using mobile data, disconnect any wifi connection. Let's all do our part in returning to a normal life!

Geoffstc, 26/04/2020

Loaded no problem

I had no difficulty registering my phone number which many people are struggling with. I left the leading "0" off when registering.

Pomykev, 26/04/2020

Registered within 60 seconds.

Expected difficulty in registering given the bad reviews. However, it was really simple and I had no problems on my iPhone X

Hudson's mummy, 15/05/2020

Apple Watch

Hi there, great App thank you! Can you please create an Apple Watch version so I can turn it on and not worry about whether I have my phone with me or not when I am out. Thank you 

Shutts13, 01/05/2020

Paul Shuttleworth

After researching privacy protection and against my very strong distrust of big government monitoring systems I decided to download the app. The installation was very easy and quick. Hopefully my decision was a correct one.

cogunn, 29/04/2020

Daily alerts

I willingly downloaded the app, I've kept it running in the background, and I have Bluetooth on. Please stop sending me alerts every day asking for my help when that's exactly what I'm doing.

The quickest way to make me delete the app is to keep these daily alerts. Give me the option to turn them off!

[more](#)

Rusty RustyNails, 29/04/2020

Why no phone or contact email address to report problems or get advice installation etc

I am trying my best to get people on board to install this App but for the life of me I cannot see anyway to ring an expert etc

Jon Tirsen, 28/04/2020

Works well now

It had some issues when it launched but it works fine now.

It's not perfect but it's what we got. Let's try to make this work.

Reece_sp, 28/04/2020

Easy setup!

Setup took less than a minute. The app itself is very polished and I haven't noticed any loss of battery with it running in the background.

Ladybeetle80, 28/04/2020

Registering issues. Turn wifi off.

I kept getting an error that my information couldn't be verified. I tried about 10 times. Then I turned my wi-fi off and it registered straight away.

Nisus, 27/04/2020

Cannot register - unable to validate number

I know that a lot people have successfully gotten this app to register, however, both my wife and I do not receive any sms pin. She is using Telstra and I am on Vodafone. We do not use the zero in our mobile numbers. I've uninstalled and reinstalled, rebooted the iPhone, etc. no luck. I also cannot seem to find a support number or email.

[more](#)

G.Coops, 27/04/2020

Notification error

Continual notification about Bluetooth possible not on as the app is not pinging any other bluetooth device, cause I'm keeping my social distance. If it keeps happening I will delete. And why release before safe guard legislation is in place that was a dumb mistake

[more](#)

Rod314159, 27/04/2020

Show stored data?

Thanks for the app... It would be nice to see some form of activity on the app once it is running, both as interest/encouragement and as a way to show that it is working. Maybe some form of chart?

richie-a, 26/04/2020

Straight forward

Straight forward install, clear instructions. No issues entering mobile number or verifying account.

dy222, 26/04/2020

Easy setup

Very quick and painless setup, informative too. Didn't experience any of the number registration issues everyone spoke of here - they may have fixed it? 9:00pm 26/4

Beonnybeef, 26/04/2020

Unclear instructions...

Registered mobile fine (without leading 0).

Says leave the app running - unclear whether this means with phone on, screen off, or running in background. Video instructions would be sensible!

Penrith Peter, 26/04/2020

So far so good

All the bad reviews didn't read the information that you couldn't register until after 6pm. If you waited there was no problem. Anyway good on them for trying to get in early

Revs66, 26/04/2020

Quick and easy

Registration was quick and I had no trouble entering my mobile number like others have been reporting.

Leesh Peesh, 26/04/2020

Very easy

Simple to use. Doesn't ask for much information - plenty of apps and sites would have more on me than this does!
Do it people

Bella Huo, 26/04/2020

Already activated!

There is no problem connecting to the mobile phone number (iPhone users ,with 0)

You have 1 notification, 26/04/2020

Do it for your loved ones.

Downloaded app at 8:30pm 26/04.

No dramas at all took 3 mins total.

My understanding (could be wrong) is the app was available but registration wasn't till after 6pm.

[more](#)

j-b1256, 26/04/2020

Simple and easy

To all those people having difficulties in entering your mobile number, it only wants a nine digit number so drop the zero at the beginning

Musofreak, 26/04/2020

Works fine

Had no problem activating with my phone number. Make sure you omit the 0 at the start of the number.

KingMattyBoomBah, 26/04/2020

10 second installation, no issues

Not sure what the problem with the phone number was? Surely the '+61' part wasn't confusing people? Just drop the first digit idjits!

troydboy, 26/04/2020

Can't verify number???

The reason for this was the app was available to download but you couldn't actually register until 6pm on Sunday night!!

Cookie monstor 2233, 26/04/2020

Mobile verification working

Not sure if the error was temporary/has now been fixed, but the mobile verification worked for me.

Greeninspire, 26/04/2020

Mobile number verification

You need to have the lasted IOS Software update installed on your phone if you can't verify your mobile number.

Frds17, 26/04/2020

Error verifying phone number

Government wants us to use the app, but I am not even able to register as there is error when trying to sign-up.

oldfolky2, 18/05/2020

Only on the Australian App Store

For a multicultural country with immigrants from all over the world it is exceedingly bone headed to have this app restricted to the Australian App Store. My wife and I have lived here for 7 years and still have US apple IDs so it took a lot of messing around to download this.

Thing of the number of international student wants, temporary migrants and people born overseas who need this app to be as simple to [more](#)

rybornacnud, 05/05/2020

Save not just your own & family or friends lives

I have got a lot of people to come in to close contact with the virustot

Flippnlorry, 04/05/2020

LOCK SCREEN PROBLEM

The app works fine and normally uses little battery. BUT if it is being displayed, it prevents the Lock Screen from working causing serious battery problems and security risk if phone is lost.

AussiePuzzle, 27/04/2020

Do your bit and download this app.

Setup was quick and easy. Ignore the ill-informed conspiracy theorists and download this app. It has great potential to save lives and keep Australia's coronavirus cases under control.

B12345qwerty, 27/04/2020

Works fine

Works without a drama, just had to wait till the registration went live a few hours after app hit stores

John Holmes 69, 27/04/2020

Let's do this

Come Australia let's do this. The sooner we have a way to quickly identify those at risk and need of isolation, the sooner we can get back to work and play!

Tim from Maribyrnong, 27/04/2020

Tim

Easy to install, look forward to the protection it provides. Look after yourself, your family, friends and community.

bbbrruuf, 27/04/2020

Solved stuck on splash screen

Could not get past the splash screen. I had a dozen or more items in my Bluetooth list. I removed a few unused items and could then get past splash screen and register OK

Mad Coder, 27/04/2020

Valuable antivirus system. Awesome.

Just amazing that this is even possible. App works well and is stable. I made a small error when entering my details in a rush and there is no obvious way to correct it, otherwise solid.

Goobertross, 26/04/2020

Super easy

Took less than a minute to enter everything and agree to the conditions.
Anything to help reduce the virus and get our lives back to normal.

happyasrain, 26/04/2020

Phone verification now working

A bunch of reviews from 5h ago say the phone number verification doesn't work but it worked just fine for me.

akaggssg, 26/04/2020

Mobile number issues

when there is a +61 you must drop the 0 before entering your mobile number.

Thomo tested, 26/04/2020

Great initiative!

Set up went super smoothly for me (6pm 26/4). No issues whatsoever. I can only assume those experiencing issues may be due to high demand. Don't stress, just try again a little later.

bigmickhere, 26/04/2020

Easy as, let's get through this together!!

Found it easy to install, good information on what will be used to help Australia get through this together.

Their dreaming, 26/04/2020

It went live at 6pm

So if you have tried to download before then it won't work. Operator error not app or government error. Try again it was easy. Stay safe

MariaFitzherbert, 26/04/2020

Very easy to use

Downloaded and logged on after 6pm, super easy and very reassuring. If we want to get back to anything like "normal" everyone must download the app and use it!

Gazmol, 26/04/2020

Works fine

No problems with phone registration. Just be sure to enter the number WITHOUT the initial "0". You'll see +61....., and just need to enter your number starting with the first 4. Go Australia!

MsVixn, 26/04/2020

All Working

No problem to register. Everything worked as it should!

Hespera J, 26/04/2020

Works fine

Registration only went live at 6pm which is why so many have had issues registering. No problems here, very smooth process. 🙌

Craig_007, 26/04/2020

Downloads fine

Installs and registers fine. Don't know why all the -ve comments. Perhaps turn your Bluetooth on and accept permission requests. App works fine

sydneydos, 26/04/2020

Easy as!

Simple process and no issues at all - wouldn't you want to know if someone with you had the virus? Play your part - help us reopen our country !

CanAussieMatt, 26/04/2020

Phone number could not be confirmed

When I set up the app, it would not send an SMS to my registered number. Is this because it hasn't become operational yet?

f2008, 21/05/2020

Hurry up government!!

Apple just released 13.5 to the public this morning to the world and it has its own integrated COVID-19 so it can work with our Aussie app. Hurry up and released an Update. Thank you!!

michaelmos101, 19/05/2020

Where is Apple Watch version?

For times when out exercising & don't have iPhone but record my activity on Apple Watch it would be great to have this app on the watch. Especially now that outdoor group exercise is allowed for groups 10 & under.

TGZSYDNEY, 27/04/2020

Great app and easy to install

Yes doing my bit to get Australia moving again until someone develops a vaccine for COVID-19
No problems installing the app and the battery life on my phone is still good.

Covidfreesince71, 27/04/2020

Easy to setup

So easy to set up and use. Everyone's worried about privacy but it asks for the absolute bare minimum of information. Everyone should be downloading.

Petethepet, 27/04/2020

Save your friends

If this app helps to save lives why would you download it. Come on everyone let's help each other

pjc_au, 27/04/2020

Simple and easy setup

With all the talk about security I'm comforted knowing that the app does not track my location, only my proximity to other users with the app activated.

Roybles, 27/04/2020

No worries

Quick easy install, clear instructions, no problems registering. Top work on short notice. Will be an important tool for tracing work of our health professionals.

CCAA92, 27/04/2020

Do your bit

Works fine. Easy to setup. Looks like those who had issues verifying mobile attempted before the app was live.

carlagai, 27/04/2020

Quick and Easy

Very quick and easy to install. As I always have Bluetooth on, I don't need to make any other changes to my phone. 

drgreg75, 26/04/2020

Could not pass past verify phone number

The app would not pass the 'verify phone number screen'. I changed my name to take out a number that was in there... I was supposed to be able to be anonymous. Then it seemed to work.

The explanations of leave this on, do this, don't close that are very 'technical' and not written for someone over, say, 50, with limited

[more](#)

tomlikesbeetroot, 26/04/2020

Working fine

Registration worked fine for me, less than 30 second process.

Chargig25, 26/04/2020

Easy down load..

Remember to not put the 0 at the front of your number.. so drop the 0 and then you will register fine.

Elpoida, 26/04/2020

Easy and quick

Within 10 seconds I was up and running with no issues.

Ratatouille12, 26/04/2020

Setup first go.

Not sure if I did anything different but it worked straight away. Don't put the first zero of your number.
Will see about battery life.

Cristic123, 26/04/2020

Easy to set up

To everyone saying that they can't verify their phone number - remember to drop the 0 when entering your number eg if your number is 0567 then only enter 567 

Sunbury star, 26/04/2020

App now working well

I suspect thousands trying to get in quickly to set App up. All good now. Simple to use. Hopefully this is a sign of our community wanting to participate in this.

PC1954, 26/04/2020

So easy to register!!!

I can't believe the negative reviews with setting up on this app. It took me less than a minute to set my mobile number and verify. So so simple!!!

RMtwentington81, 26/04/2020

Works just fine

Accepts my phone number. The media said it wouldn't work before 6pm on the day it was released, so I just waited until then to download.

SimonDig, 26/04/2020

Works perfectly

My phone number was verified in a few seconds. I didn't have any problems, works fine.

wesley19999999995583, 26/04/2020

Easy download, very little info needed

Easy and quite download and register. Little information collected and very clear how the app would be used

Glabster, 26/04/2020

Works fine

To those who are having trouble registering your mobile number- you have to drop the leading zero of your phone number eg instead of 0409.... type 409... it's in my international phone number format.

The_Blanden, 26/04/2020

Worked perfectly

It all worked perfectly. No issues. Very important app during these distressing times.

Lizabella, 26/04/2020

Great!

Let's hope plenty people realise that they just aren't that interesting for the government to track their every movement, and get behind the app. Good on the Aussie government for using innovative solutions to track this disease.

Toddman80, 26/04/2020

Downloaded and installed

Since I downloaded and installed this app I still haven't caught COVID-19 so it must be working 😊 . Seriously - happy to download it if it means Australia gets out of lockdown sooner and helps saves lives.

Buddy for PM, 26/04/2020

Help your family and front line health workers

This will certainly make it much quicker for public health to help crush COVID-19 when a case is detected. The more than download it the more it will protect us all.

congoblue, 26/04/2020

Great idea needs our support

Great idea, but it needs everyone's support to work.

No privacy concerns, why would the government want to track my phone for any other purpose?

James_129, 26/04/2020

Not yet active

Foolish to launch this when people can't actually register yet. Having looked about online, the 'invalid phone number' issue is occurring for everyone, and 'the back end services may only be properly switched on at 6pm.' Well... here's hoping!

Rifat Nabi, 26/04/2020

Error verifying phone number

Getting error verifying phone number even after giving a valid number. Tried with both 04 and 4.

Alicesharlene, 02/05/2020

Not deaf friendly

In the info it says, if you've been near someone who has been in contact with coronavirus, you will get a call.

That shows a big lack of ensuring all of us are put into consideration.

Not just those who are deaf but also those who are unable to communicate verbally.

Please consider an alternative option for those like myself.

[more](#)

Stevekeen123, 27/04/2020

Invalid phone number

After getting frustrated being told phone number is invalid.....I turned off WIFI and hey presto....everything worked:)

Dan N., 27/04/2020

COVIDSafe app

This app is amazing. I would strongly recommend all Australians download it. Set up is easy and does not eat into battery. Anyone of any age can download and use it. Younger children will need a parent's consent.

Danico1983, 27/04/2020

Do your part

Might not be perfect but more downloads will lead to faster easing of lockdowns.

Any social media app had more on you than this app every will. The privacy argument is null.

[more](#)

Pommewise, 27/04/2020

Easy to install on iPhone 6

Why wouldn't you download something that gives you peace of mind and protects yourself and others?

Peacockle, 27/04/2020

Quick, easy and secure

Super quick and easy to get going. Only took a minute. Hope everyone else gets it as well.

rigsales, 27/04/2020

Very easy setup

I have had no issues with installing this app and registering took 20 seconds.

There has been no impact on the phone battery life.

Aj56788, 27/04/2020

DOES NOT TRACK YOUR LOCATION

Great app works well, it does not track your location.. it tracks the people who have been in contact with you in the last 21 days.

danababy1984, 26/04/2020

Easy set up

Was set up in seconds. No more data then what we give Facebook etc so don't see a problem in using it

Proofreader, 26/04/2020

I'll wait for Apple/Google API

Contact tracing is incredibly important, but in its current form this app is likely to be highly ineffective because of the privacy features of iOS

It sounds like it can only work if you don't use any other app. Imagine visiting Woolworths and remembering to launch the app as you enter and not to launch any other app until you leave.

[more](#)

Bhumil Soni, 26/04/2020

Great Initiative

I was able to register it without any problem. If installed by EVERYONE then this is a really good initiative and can be very much helpful in keeping us safe and aware about anyone covid-19 positive nearby .

1bigfellafd, 26/04/2020

Registration

No problem with registration , all completed within a few minutes.

mjhoops, 26/04/2020

Quick and easy

Signed up in 60 seconds. No problem verifying my mobile phone number

DamoCarso, 26/04/2020

Working

Others have said it won't go past the mobile number verify screen.. it's all working now.

huurdy, 26/04/2020

This could save my life.

I'm happily using this app so I can know if I come into contact with a COVID-19 positive person. Hopefully enough others will use this app and we can relax our restrictions sooner.

ttmelbz, 26/04/2020

Stay safe

Good app to stop the spread of coronavirus doesn't give the government your pornhub search history so don't worry about your local member of parliament knowing about your search for muppet bukake party.

qwaqa101, 26/04/2020

App error

It says there is an error verifying my phone number, yet all my details are correct. I have attempted to set up multiple times with no success.

GrannyJCforKL, 19/05/2020

Drains battery on iPhone

Downloaded the app, open it when I'm out plying golf, drains the battery over 18 holes. Do I assume contact tracing can happen by tracking back through bookings and only use it when I'm in a situation where contact tracing is more difficult?

george.osborne92, 08/05/2020

Persistent login issue

Hey guys. Not sure if this a one off user problem or not, but I'm having to re validate myself every morning when I open the app from the push notification.

mirsyf, 02/05/2020

Does not work properly on my iPhone

Every now and then when I open and use the app on my iPhone Xs, which runs 13.3.1, the black screen appears, showing grey letters of "COVIDSafe". The screen would either stuck there forever or fades back to normal interface and then shows black again. Newest version of the app, no storage problems. Someone get it fixed pls!

[more](#)

buthurapi, 28/04/2020

Apple Watch integration?

It would be so much more effective if it worked on Apple Watch. I don't always have my phone with me when I'm out, usually because I forget it, but always wear my watch.

Perinatal 72, 28/04/2020

Great idea , used all my battery in 6 hours at work

As a supermarket worker I thought, this is a great idea , stick phone in my pocket on silent and leave it, downloaded and set it up with no problems , went to work and it used all my battery :(I have Had iPhones for a long time and have NEVER EVER had my phone go flat. Sorry about deleting now , let me know when it's fixed

[more](#)

Adolf999, 27/04/2020

Great app

This is a great way to use your blue tooth signal to tag other users for 21 days, in the event there is an infection everyone can be notified and get a test. Together as a country Australia can beat this

claudecat1, 27/04/2020

Twinkles

Have loaded app on both my phone and my husband's. Phone number accepted on my phone but not my husband's with the error message that his number is unable to be verified. 0 or no 0 at the beginning of the number does not make a difference.

[more](#)

Mell_ss, 27/04/2020

Doing it for the health care workers!

Downloaded app.

I would like to know if I have been close to anyone with virus to keep myself and family safe.

Thank you

WCsutto, 27/04/2020

Buggy but important.

Couldn't get my verification PIN until I disconnected from my home wifi. Try this if you're having trouble.

The real ballchin, 27/04/2020

Not paranoid

It doesn't track you just bounces your Bluetooth.

Plus the gov really couldn't care less about tracking you Karen. So just instal the app. It's 30 seconds.

Julio_Mel, 27/04/2020

Cannot update information

Had no issue with registration, done in 30 seconds.

However, tested the tap of updating information, it required a pin from text message to proceed, tried several times, never received a text, then the app got frozen

This needs to be fixed ASAP

[more](#)

Nesstacular, 26/04/2020

Simple and quick registration

Very simple registration process, took no time at all. Did not experience any of the issues noted in other reviews.

Agamingratfan66, 26/04/2020

Up and at 'em!

On the first try the app froze, most likely due to the high volume of people trying to activate it, but second time it worked like a charm!

ChloeTheLaw, 26/04/2020

sign up issues fixed!

Able to register fine now. Thank you!

GOOD D00D, 26/04/2020

Help keep us all safe and get us back to normal quickly.

Hopefully it helps us all stay safe. Strong privacy protection. Everyone should install it ASAP.

melj217\$, 26/04/2020

All good

Took only half a minute to set up, no problems despite reviews earlier saying that had problems (I'm using an old iPhone)

BeanyBear77, 26/04/2020

Worked first time, no problems

I just hope everyone else uses it too, so we can get back to normal faster.

Richmond Vic, 26/04/2020

Easy

Took 20 seconds to register. You can't say that about most apps. People need to take a reality check on privacy concerns - particularly if they are on social media.

Ibittneswuthlegs, 26/04/2020

Worked fine and was quick

Quick and easy

MLIGC, 26/04/2020

COVIDSafe

Eventually got into through the phone number section and now all good. Takes a little time to verify phone number but only first few hours of being available. MLIGC

Clive_dale, 26/04/2020

Simple step to keeping safe

Loading this was easy. Hoping many do the same to improve my prospects of staying safe.

Male sine, 26/04/2020

Simple and Easy to Set Up

Works well - took me less than a minute to register. Finally some technology that can make a difference!

smicko77, 26/04/2020

Easy to setup

Easy app to use. Setup simple. Hard to find the app though. The Australian government needs to advertise the app more so more people use it otherwise it's pointless

RhinoInAdelaide, 26/04/2020

Just download it

Important for EVERYONE to download and use this app. You may not be sick but you might be in contact with someone. Wouldn't you like to make the community safe?

Ashhhhhh23, 26/04/2020

Unable to register

Unable to put in my phone number to receive PIN. Deleted and redownloaded several times.

Begaras, 11/05/2020

I get why we need it, but hasn't been done well

The constant notifications are making me want to delete the app. It's open. It's running in the background. No, I cannot leave my phone unlocked 24-7. If those are the requirements for it to work, you need to build a better app.

NoFreeNicknames1009, 11/05/2020

It's ok, I think

It would be helpful if users can set their own time to remind us to use the app. Some of us start our day at 6 or 7 am, so a reminder at 9 am is a few hours too late.

joeStealth, 29/04/2020

Stop the paranoia.

Just download it and stop being paranoid.

The sooner we do everything asked of us, the sooner we can get back to normality.

kab83, 27/04/2020

Phone number error

Very frustrating to have an issue entering my phone number. I did not add the zero at the beginning (just went straight to 4.....) and still had an issue. I updated my phone, removed and reinstalled the app and still had the issue. Really annoying.

[more](#)

SydneyMan_zzzz, 27/04/2020

Please clarify if the app needs to open on the screen?

Does the app have to be opened on the screen all the time for it to work? Or can it just be running in the background?

Kanfruns, 27/04/2020

Thank you

To everyone who has downloaded this App.

Thank you so much for being a responsible Australian citizen and caring about our nation's health.

You will make a difference!

floridiculous, 27/04/2020

Mobile number?

Not sure what the app needs my mobile number for, so I stopped at step 2 of the sign up form.

If I need to be notified the app can just send a push notification. I don't understand why it needs any personal information instead.

[more](#)

Ash Tiwari, 27/04/2020

Do your bit

Cmon if you worried about your privacy first delete your Facebook and then stop using your gmail. Ohh wait even this wont work they already profiled you... . JUST DOWNLOAD THE APP

jkat9, 27/04/2020

Battery drain

Great idea but in less than hour my iPhone XS battery has drained 44% with no other use. Makes having the app and leaving Bluetooth on unfeasible. Need to remember to turn it on when likely you come in contact making its efficacy questionable.

[more](#)

Ross138, 27/04/2020

No battery problem - iPhone 6

Left it running in background overnight on my iPhone 6 without charging. 82% at 11pm, 67% at 7am. I can't see any difference to power consumption.

Mattchewtee, 27/04/2020

Worked fine

Worked fine, fast download and easy sign up. Let's all do our part to help stop the spread. Paranoid conspiracy theorists are the enemy of the rest of society.

Bemused and bewildered, 26/04/2020

No problems

Registered entered phone number and received PIN. It works fine if you don't try and do it before it goes live.

yes_matron, 26/04/2020

The mobile error seems to have been fixed

Working effectively now, as I just signed up.

Snooze1018, 26/04/2020

2 minutes

Took me less than 2 minutes to download and register.

Mani8487, 26/04/2020

Easy setup

I'm glad the government finally made this app, very easy to install and use. we can beat this coronavirus if we can work together.

BeentoBerlin, 26/04/2020

Registration worked fine

A lot has changed in four hours it seems. Registration worked fine and it is set up. Straightforward and hoping I never get an alert!

Bob9242, 26/04/2020

Working Now

It's a pity the Government didn't make a release saying the app wouldn't work before 6.00 pm. However it's working now and the good thing is that a lot of people are trying to use it. Hopefully it will get a large take up and assist us in getting back to normal

Boba

[more](#)

Peter_W 1946, 26/04/2020

No problem with installation

To those who had installation problems: perhaps you needed to include the leading zero on your mobile phone number ie: 0421 etc. Just supposin...

StevieTK, 26/04/2020

Registration was surprisingly very quick

Phone number worked fine for me. Left out the leading zero if that helps

anmaca78, 26/04/2020

Need to drop the 0 before entering number

Hi all

You need drop the 0 from tour mobile numbers. As it is set up as international standard. 61 for Australia. Then drop the 0 and start with your 4

Guitarnish, 26/04/2020

Thank you!

Glad we have followed suit from some other countries and developed this app. Should help greatly with contact tracing. Let's hope this works well!

911-996, 26/04/2020

The is not ready yet

Looks like the app was released prematurely. Trying to complete the registration within the app and after entering the phone number to get the pin I keep getting the messages "Error verifying phone number". Why release an app when it's not fully functional. This will only put people off.

[more](#)

Mhano, 21/05/2020

Good start - please update with Apple and google

The app and legislated protections to our privacy are a great start. Please update with the Covid-19 Exposure Notification APIs from Apple and Google to improve effectiveness and privacy.

everyonrwantstobelikeMikey, 08/05/2020

An APP all Aussie's definitely should have on their phone

So simple download register leave running. A great to to help the nation through this crazy time.

jpixie88, 08/05/2020

Have to re-enter details daily

Downloaded the app and set it up easily and seemed very simple to use however noticed that every time I open it I have to re-register. Does it work if not registered? As I'm sure I'm not going to remember to do this every time I leave the house and therefore makes it ineffective

[more](#)

Jesus666, 29/04/2020

Hey idiots stop with the useless notifications

I enabled notifications so I could be notified in case I have C19, but notifications pop up to tell me to turn Bluetooth on and it's already on So I'm turning off notifications, I might as well delete the app - let me give you a heads up, people DONT want useless notifications on their phones popping up interrupting !! Knock it off bozos !

[more](#)

wrfdth, 28/04/2020

Buggy

This app won't install properly. The splash screen keeps popping up during the registration process and then the process stalls when trying to get the PIN. I entered the phone number without the leading 0, no improvement. I've reinstalled, restarted and waited all with no effect. For me this app is currently unusable. And yes, I'm using a current phone with an up to date OS...

[more](#)

CelinaBieber56, 27/04/2020

Cant register my mobile number

For some reason I've tried to enter my number and even tried a family member's phone number i still couldn't get the pin. Also know someone with the same issue

Louc5775, 27/04/2020

Doing my bit

Would like to get the bans and restrictions lifted sooner. Would like to see more Australians downloading the app. My recommendation is that comms from telco to download the app might boost numbers.

sholtom, 27/04/2020

Works fine

Had some issues yesterday but all fixed now

foxj23, 27/04/2020

Working well

There was an initial problem with verifying my mobile, that has now been fixed.

Graeme 963563, 26/04/2020

Let's get on board

Installed this without any problems

Registration easy and successful

This is the next step in making Australia a safer place and helping lift restrictions

Just do it

[more](#)

8765hhw, 26/04/2020

Easy to register

Most negative reviews are by folks who tried to register before the 6pm start time and wondered why the registration process didn't work. Duh

Covid-go-away, 26/04/2020

Keeping Us Safe

Brilliant, easy to install.

Glad to do my bit to keep others, and myself, safe.

The registration process was perfect, after 6pm as announced.

Fokc, 26/04/2020

Looks fine to me

Seen all the comments about unable to verify but no issue here.

Looks simple enough.

[more](#)

chickenpalmer, 26/04/2020

Easy

Installed quick and easily. Records minimal information. You give more personal information completing a tax return.

Happy to get on board to help stop the spread of COVID and get back to normal

Tim Skylovski, 26/04/2020

Phone number issue

Phone number was not registering but then I realised that was because you couldn't sign up till 6pm AEST. Was fine after

Jackthepizzamuncher, 26/04/2020

Wonderful app

You've probably spent half your life on Facebook being data mined - stop worrying about nonexistent privacy issues and download it.

#seemslegit#itislegit, 26/04/2020

5 stars

Works perfectly and only a small app. If you are unsure about it- think of the health workers that you might just save by downloading this...

Scott Marsh Qld, 26/04/2020

COVIDSafe app Mobile number not registering

For those who are saying it's not working the problem is you. Enter your mobile number with the leading zero left off. The +61 takes the place of the first digit of your phone number. Basic stuff people..

Aaronjc78, 26/04/2020

Easy to install

No problems installing. Remember to drop the first zero from your mobile number when verifying, the pin came through in < 1 second

Aldo Mazzoni, 26/04/2020

Well Done. We Need This

Easy registration and setup. I checked this app out and it is secure. The government only gets access to the data if we ever get infected and volunteer the data.

JVPalace, 26/04/2020

Let's work together to defend Australia

It is simple and easy to install and register. I spent less than 5 mins to make it done and now it works for me well.

Covert182, 26/04/2020

Working for me

Read the previous reviews with registration issues. No problems for me. Was quick and simple.

Stager1, 26/04/2020

Signed up no problem.

Signed up to the app after 6.00pm on day of release and everything worked fine. All registered ok.

nickswebtsv, 26/04/2020

Be Safe

Quick to install. Privacy policy is clear to read through. A very simple app that does only appear to have one purpose.

Dixonat, 26/04/2020

Keeping us healthy.

This is a great idea to stop the spread. If someone who's positive comes into contact with me - this makes it easy for me to find out. I want to know this info.

Bob Sunkle, 26/04/2020

Not recognising phone number

I realise it's early in the release of this app, but the fundamentals aren't even working. I can't sign up, because it doesn't recognise my phone number. Many people who are willing to use this app, will be discouraged by this fail straight up.

[more](#)

ajaxspray, 26/04/2020

Phone number verification

Phone number verification doesn't work. Keeps coming up with an error message

Samchae, 26/04/2020

Won't let me register

So I got all the notifications to say the app had been released and to download it. Downloaded it and second step of registration and it WON'T verify my mobile number hahaha. Great app. Doesn't even work first go!!!! Ps: I tried with my full 10 digit number and without the '0' at the beginning and neither worked!! Will you notify us when this is fixed?

[more](#)

Baoilan, 08/05/2020

Switched off Bluetooth when in isolation

When I'm in isolation like at home, I switched off my Bluetooth to save data, and only switched it on when I am out and about. Hopefully this COVIDSafe app developers should respect that and stop sending me text.

NewOptusHater, 06/05/2020

Needs a symbol that it is active & running

Download and activity should be mandatory until a vaccine is available.

Needs a symbol that it is active (nothing fancy that wastes battery) but just a pulsating button (red??) that show Bluetooth is on and app is running

[more](#)

s_mcleod, 01/05/2020

Doesn't run in the background properly

Pretty sure it needs to be running in the foreground or at least reopened frequently to work, really annoying pop ups, would be better if it used the Apple API

oldgrumpyguy, 28/04/2020

Works great

Haven't noticed any problems or battery drain. The whole family's got it. Anything we can do to on top of COVID, we're in!

CaroReviewer, 27/04/2020

Turn off wifi to register

If you are getting an error message not verifying your phone no, switch off WiFi and try it again.

Very important initiative!

Daynzey, 27/04/2020

Difficult

I saw this app and thought that getting it would be a good idea but when I tried to sign in but I couldn't it said there was something wrong with my phone number and I know there is nothing wrong with it

himyff, 27/04/2020

Fix frozen screen

Turn off all over apps and try a couple times

Weather please, 27/04/2020

Very easy

Downloaded, read the privacy policy, registered. Took all of 5 minutes. Hoping this enables life to resume some sort of normalcy.

RebeccaNSydney, 26/04/2020

Easy to install and setup

No problems setting up - took 2 minutes

breettt, 26/04/2020

No more number issues

People reporting number issues should retry as it now works, simple and easy to setup

Premier user, 26/04/2020

Works fine

Just leave to 0 off the front of your mobile number👉

DSN3, 26/04/2020

Quick and Easy

Took less than two minutes from download to finishing registration. Great job!

Kytc78, 26/04/2020

Easy to install

Downloaded and installed, it is important you type your mobile number as +61 minus your zero. All set up and ready to protect my fellow Aussies!

easy to instal, 26/04/2020

Drop the starting zero when registering your mobile

No problems when registering.

Man81, 26/04/2020

Works fine

Not sure what everyone is complaining about. App works fine and registration is seamless. Such an important app to have right now.

now-broken, 26/04/2020

Excellent experience to get started

It was a really smooth installation and lots of explanations of everything.

Hope it helps in this battle.

Grfr12345, 26/04/2020

It works

Despite some reviews saying otherwise, there were no errors setting it up.

Mwadew, 26/04/2020

Works perfectly - no issue with number entering

It works perfectly no issue with number

Joshuah006, 26/04/2020

Easy to use

Easy to install and setup. Mobile phone number issue has not been activated, so it works well!

lets be safe, 26/04/2020

Easy to install

Easy to install, no issues entering phone number, just knock the 0 off your number before entering.

Jeybsb, 26/04/2020

Easy to register

Some reviews mentioned problems with registration, but I am using ios and I didn't have any problems.

Livio regano, 26/04/2020

Easy to use.

When downloading do not put a zero in front of your mobile number. It won't add your number if you put it as +6104... must just be +614...

LiabilityAUS, 26/04/2020

Only leaving a review because

People leaving 1* when they were told don't register until after 6pm 😂 😂 😂

DaveT1357, 26/04/2020

David

Worked perfectly. Not sure why everyone is having so much trouble verifying number. I had no issue at all

Esther Getting fit, 26/04/2020

Adapting to the times

I think it's great the government is adapting to the times and using technology to help us contain and control this outbreak. Thank you for making this possible.

roboh1, 26/04/2020

Verifying mobile number fails

Can not complete the registration process on this release. Unable to verify mobile number.

Luca Staley, 26/04/2020

Error sending pin

There is an error sending the pin after entering mobile phone number so I can not use the app.

Buzzbuzz05, 03/05/2020

Stupid notifications

When installing the app. It asks you to turn on notifications so they can warn you if you come in contact with someone with COVID19. But what they don't tell you is that they will continually send you notifications to "stay home and stay safe".

I want the app. I just don't constantly want my phone going off with stupid notifications.

[more](#)

Bdapples, 27/04/2020

Can't even log in?

I get to the part where I put in my phone number and it comes up with an error after about 4 minutes saying it cannot verify my phone number? I've tried the number without the 0 with the +61 and it still won't work after trying 3 different ways 3 times I gave up! Frustrating!

[more](#)

RachelofUltimo, 27/04/2020

Why to down load

Do it now. Delete it next year. Let's get Covid out of our population so we can go back to normal. Yes it is invasive. But it is necessary for now.

Rezo K, 27/04/2020

Remove the zero for your phone number!

Otherwise works fine.

figjamgle, 26/04/2020

Just fine

No phone number issue

Are your phones up to date?

Sophie-93, 26/04/2020

No issues

Signed up within minutes, no issues at all.

Marshase, 26/04/2020

Works perfectly

Easy to install - seems everybody giving one star doesn't know that +61 is followed by 4... so leave out the zero.

Brozy007, 26/04/2020

Will be confusing with DTAs Coronavirus Australia App

Suggest collaborating with DTA to integrate both apps functionality or retiring the DTA app so only this app is downloaded.

There is the chance that users will download the DTA Coronavirus App thinking it is the COVIDsafe tracking app!

[more](#)

ChoonHunter, 26/04/2020

It's good

I think it's good. They don't request location services so they aren't tracking your location to anyone who thinks the government is watching.

malos.nagrand, 26/04/2020

Worked perfectly

Installed and registered without a hitch. Verified phone number no problems on both my iPhones.

S. M. A. Zaidi, 26/04/2020

Good Work 

Quick n easy to setup within a minute and quickly verified my number as well. Hope it will be effective too. Nice work Gov 

mattmj4, 26/04/2020

Phone number verification works for me!

Just downloaded and installed the app, not issues at all. Clean easy to understand design.

ttlcc1994, 26/04/2020

Took less than a minute to set up

Worked perfectly

deckard31, 26/04/2020

No problem

A lot of people seem to be having an issue with registering.
I've downloaded the app, added phone no. etc with no issues.
Check the app again guys. I'd say problem has been fixed.

vanzylf, 26/04/2020

Great idea

Be part of the solution

Worked perfectly and smoothly no problems

mac_canberaa, 26/04/2020

Easy to install and 1 minute to configure👉

Easy to install. It require your name and mobile number. Total 1 minutes

Sammy68gee, 26/04/2020

So far so good.

Note when entering your phone number you need to leave the first zero off. No problems registering if you do this.

Birchy05, 26/04/2020

Great idea!

I have been able to install the app and it has allowed me to register my details, no issues. This app seems like a great idea to help track the spread of Covid 19.

Jamesrayc, 26/04/2020

Quick and Easy set up

Really easy to set up, let's do the right thing to continue the good work in keeping Australia safe !

Fast food junky, 26/04/2020

Easy, done

Done. Easy to setup.

Can confirm it doesn't ask for and therefore doesn't use location information.

Buddy1eye, 08/05/2020

Needs a fix

I downloaded & set the app up on my iPhone. It was very easy to do & you are allowed to use a different name.

The next day I read on Apple news that the app doesn't work on iPhone's when the locked setting is on.

Ralphmm, 08/05/2020

Too many notifications

Three times a day the app pings to tell me to not turn off my Bluetooth. My Bluetooth is constantly on. If the notifications continue like this I'm uninstalling due to thinking something serious is happening when it's just a tech glitch.

lamboperth, 07/05/2020**COVIDSafe app**

Has anyone received a false notification that they have tested positive to the China virus?
I have and never been tested.!!

Did writers of the app ever consider the psychological implications on recipients of a false positive notification?

[more](#)**RHYS MUCCI, 06/05/2020****Great app**

Please stop thinking the government is stealing your information. If you do you should probably see a doctor. Enough said.

Awesome Paris Lover, 04/05/2020**Should Download**

Y'all should download it bc when they hit their target of downloads they'll open pubs again

Kinkv, 02/05/2020**Bugs**

You need to fix an issue that logs you out when the iphone turns off.

Pd2000, 29/04/2020**Doesn't work :(**

I was really looking forward to helping by using this app, but for the third time this week is is asking me to sign up. I did, and it forgot - so I did it again and now it's asking again. That 3 times in 3 days. Twice it also reminded me to open it even though it was running in the background. I don't think it's working.

[more](#)**forwardsteps, 28/04/2020****Great and no problems**

No problem. Easy to install. No privacy concerns. Glad to do my bit for ridding our country of this virus. :)

Burntbear, 28/04/2020**Not verifying phone number**

Turn off your phone wifi and it will work

TroyDT84, 28/04/2020

Number won't register

I've downloaded the app which is fine, but why can't I register my mobile number? Yes I'm dropping the first 0 and tried adding the first 0 but to no prevail. I understand 1.8million people have downloaded the app but how many have actually registered successfully? Any assistance would be great to register as I want to do my bit!

[more](#)

macpatrol, 28/04/2020

Let's all do our bit to help.

Install was easy and the app really explained itself well. Great job trying to keep us all safe.

Aus_Citizen, 27/04/2020

Fight the bug together

Let us do our bit to help the government to fight this bug. Well done so far . Let's finish this together. (Pauline Hanson & Barnaby Joyce needs technical assistance !)

gaulshow, 27/04/2020

Registration issues

I think due to the immense number of people attempting to get onboard... the app is not coping with the pressure...

Have been trying since released to have my number registered and have waited at different times up to an hour waiting on the pin to be sent to me... have given up now

[more](#)

Who needs a nickname ???!, 27/04/2020

Works fine

Just follow the simple instructions!

I see there were a few had trouble earlier/ I guess that was ironed out- it's a 1 minute task.

bghjkjhbg hghcvg, 27/04/2020

Why not ? Just install it !

Guys, government is doing the right thing, support them !

rather than supporting instagram and fb with all your deep personal data.

e m m a 89, 27/04/2020

Very easy

I have downloaded app extremely easy, I would recommend

Take 10 seconds

LewisB1986, 27/04/2020

Easy

Signed up without any problems in under 60 minutes. Doing my bit! Get on board Australia!

Jjkkoo, 27/04/2020

Easy to Install

Very simple, even for us oldies! Once you sign in you don't need to worry about anything! Just set and forget.

towil, 26/04/2020

No problem registering

The process was smooth and quick

not loui, 26/04/2020

Review

App works just fine for me, was able to successfully register (as opposed to what some other reviews say.) Stay safe everyone :)

Technoandy, 26/04/2020

Easy sign up

No problems registering number. All seemed smooth. Seems like early teething issues are now fixed.

Laura@&79, 26/04/2020

Installation easy

Installed no problem maybe people are having trouble with the mobile screen because they are forgetting to leave out the 0 at the front of their mobile ?

Indy8705J, 26/04/2020

Simple

The app is simple and easy to use. Even the Privacy Policy is easy to understand. What else is simple? Downloading the app to help keep your fellow Australians safe!

Puttzz9, 26/04/2020

Recommend

Very easy to use & very basic information only required

Mickey_8383, 26/04/2020

Don't enter 0 at start of phone number

Extremely easy to register. Don't enter 0 in the phone number.... hit a snag, find a solution, it's not rocket science.

nickname897242, 26/04/2020

Works fine

Entering my mobile number worked fine, if your having troubles try typing it in without the 0 at the front.

K_Iny, 26/04/2020

Simple and quick

Was really straight forward to sign up and quick to verify.

1313skip, 26/04/2020

Happy to Alive

Entered phone number no problems works great no issues takes less than 1 minute

WD14a, 26/04/2020

No-brainer installation

Took me less than thirty seconds to install and start.. don't know what all the 'invalid number' comments are about.

Took the housemate about 40 seconds to complete - this is not hard.

[more](#)

T3sle, 26/04/2020

Easy to install

No problems installing app on an iPhone. Hope it makes a difference

joeyreadsbooks, 26/04/2020

Easy app

I had no problems installing - hopefully the issues have been rectified for everyone

john deuce4, 26/04/2020

Drop the zero when entering mobile phone number

No problem signing up. Glad that this will help contain outbreaks.

kittykatisthebest, 26/04/2020

Simple, took very little time to set up

Very simple to use as there's not much data to input. Verification worked immediately.

AJ Perth, 26/04/2020

Works fine

Didn't have an issue with the phone number. Just drop the zero and all good.

Manovie, 26/04/2020

Drop the zero

Don't input the 0 at the beginning of your phone number and it will register just fine.

dave7009, 26/04/2020

Mobile number was accepted

I registered after 6pm once the server was online and my mobile number was accepted.

Rooney_81, 26/04/2020

Had no issue with number verification

Number verification worked fine for me. See some other people having issues but with my phone it worked. Have 13.4.1 version of iOS installed on my phone.

GregBBA1977, 26/04/2020

Just install it Karen.

The virus kills people. If you don't install this app you aren't doing "everything you can" to help save people's lives. That simple.

Jimmy Grafton, 26/04/2020

Question

Does "keep the app open" means that it doesn't run in the background? ie it must always be on as the active app on the screen?

Jeff51b, 26/04/2020

Phone number not valid

It will not accept my mobile phone number

Shuffle gods, 26/04/2020

Set up errors

Cannot get past the second step in set-up - mobile number verification

ataylor99, 21/05/2020

Suggestion

This app needs to give feedback when it collects data. Either an optional Ping noise, or allow you to see a table of date stamped data. Otherwise you get the feeling it's not working

di_sassy, 14/05/2020

I support this app but battery drain is bad

I hope they can improve battery drain. My phone used to last for 2 days on full charge prior to downloading the app and now i can only get 20hours out of one full charge.

MingMZ, 28/04/2020

From the same government that failed NBN

All your location data are uploaded to central server, there's no anonymity, there's no privacy protection. Remember when people opting out MyHealth in large numbers because there's no guarantee third party will not have access to the data.

We need a contract tracing app that do the job while protecting individual's privacy, this isn't it.

[more](#)

Trashnetter, 28/04/2020

Help

What happens if I change my phone number after it's installed and activated on my old number.

Rachel L, 27/04/2020

Hopeless

Have been trying all day to get this app to work. When I tap next to verify my phone number (yes, I left off the zero) I get the wheel of death - I don't even get to the error message others are getting - just the white-line wheel that spins and spins and spins. I was so keen to get this app to help get C19 under control but can't even get past the verification stage....*

[more](#)

Natty099, 27/04/2020

Error

Couldn't register my phone number, error message. My info is correct (including the lack of 0) Tried multiple times, then tried the turning off WiFi and it worked.

Old Nadine, 27/04/2020

COVIDSafe

Easy to set up. Got my message this morning to tell me it was working properly, that was good for me as verification that it was setup correctly. It will do that daily.

Juggie31, 27/04/2020

Can't get pin to phone

Keeps telling me I've got wrong phone format. Trying lead zero and without. iPhone 11. Very frustrating.

The Ogg Monster, 26/04/2020

Not Private

Claims your data is private unless you release it, but they can contact you if someone sick walks past you... so they clearly have your phone number and location by that time.

Current privacy legislation does not preclude changes allowing future data release or leaks.

Not a reflection on the developers, the product owner is untrustworthy.

[more](#)

KLoo78, 26/04/2020

Straightforward installation and clear explanation

Looking forward to seeing how this app works in the coming days. The usage is explained quite clearly.

bekind2, 26/04/2020

Registered no problems

Both my wife and I registered without any issue. Hopefully the app will help us all get back to normal sooner :-)

Vard555, 26/04/2020

You're entering phone numbers wrong!

Leave the zero off the front of your mobile number and it'll let you in! It already punches in the +61, so just add the rest, minus the first zero.

Fibi, 26/04/2020

Registered Fine

Anyone having issues downloaded before the 6pm launch. Just too eager!

neums64, 26/04/2020

Quick easy setup

No problems setting this app up. Easy and guided through the setup process

Clarky 23, 26/04/2020

Worked fine for me x

Easy to use worked fine no problems at all

CarolMx42, 26/04/2020

Easy to download

Very simple and easy to download. Completed in less than 5 minutes

Mands99, 26/04/2020

Quick & Easy

Downloaded quickly, installed easily and was very quick to set up. Thank you

just.get.it , 26/04/2020

Just get it

Quick and easy to install if you want to get out of this isolation just download the app so we can all get on with life

Anonymous Flamingo, 26/04/2020

Signed up in under 30 seconds

Very quick and easy. Definitely worth it! 

Kalipciyan Family, 26/04/2020

Nothing to worry about.

I guess as long as you are not a crim, you have nothing to worry about.

App was easy to use, download and forget.

FarleyMcFirefly, 26/04/2020

Activated

Easy to install, potential to save lives and allow Australians some freedom to move about again.

adamch, 26/04/2020

Faults already!

I'm trying to do the right thing & register but upon entering my mobile phone number it won't accept my number stating that there was an error & to please check that my details are correct. After trying to enter my mobile number that I've had for 10 years many times, I can't progress any further!

[more](#)

FreddieT12, 26/04/2020

Can't verify number

Go to enter my phone number and says to check details. Can't get past this error.

Georgio007, 09/05/2020

Needs a urgent upgrade

This app only works when in the foreground, if you minimise it it will stop using Bluetooth, it may be in the background with other apps but doing nothing. Worst of all when it is running in the foreground and working it is chewing up battery life. Total a waste of time. Apparently this fail only applies to iPhone.

[more](#)

carecose_SB, 09/05/2020

A must have with a couple of bugs
To the developers:

iPhone X iOS 13.5 app ver 1.1
-> when Bluetooth is off error message is "check your permissions" instead of "turn the Bluetooth on"

[more](#)

James GeewhiZz, 09/05/2020

Turn down the noise (notifications)

I support the app and completely understand the need, but please stop the number of notifications. Apps that constantly notify me are the first apps people delete. Please fix.

MKamilM, 03/05/2020

Download it !

Privacy Concerns? Should've thought before taking Facebook quiz to find what frozen characters you are

corinneof3, 28/04/2020

Other apps now not working effectively

It's been just 24 hrs since downloading this app and so far I cannot have another app running properly with on average it shutting down within minutes. I want to do the right thing having this running but it's driving me nuts!

Katie_Adele, 28/04/2020

Fix / Update this app - Mobile Bug

After several attempts I've decided to give up and write a review in the hope someone will read this and then fix the app.
When I add my mobile number in [xxx without the zero], nothing happens, I've deleted and downloaded the app 4 times over the past 2 days.
Please fix right away.

[more](#)

ActionPete, 27/04/2020

Play your part. Help save lives.

Play your part. Help save lives.

It's a necessary app to help us collective take #PublicHealth action to defeat this Pandemic. Download, turn on, help us trace this 🌎 ... 🙏

Mathias Thompson, 27/04/2020

Showing my support

Helping the rating out, people download the app and help the gov understand the full picture

ThomasWilding, 27/04/2020

Working fine

Works fine!

Let's get this done together so we can all go back to our normal lives!

super eazy, 27/04/2020

Super easy

It hardly takes 45 seconds to do everything.

PriyaRosh, 27/04/2020

Super easy to do

It took less than a minute to register, very easy to do. Come on Australia, let's beat this thing!

helloimalexo, 26/04/2020

Was able to register

I was able to put in my mobile and register just fine. It did flash COVIDSafe (the screen would go dark and COVIDSafe would pop up) while I was entering the info but that was it.

Benos1991, 26/04/2020

Very simple

A monkey would be able to sign up to this with no problems

Shawclan, 26/04/2020

Keeping safe

Easy to install. No problem with phone number.

jkoi, 26/04/2020

Works perfectly

Works great installed and set and forget. Phone number is to be verified without the 0 in front

Chris Kurn, 26/04/2020

Work ok with me

I can registered successfully, just enter your phone number without 0 in the front. Keep your bluetooth ON.

Lulu Tofupants, 26/04/2020

Only took 1 min

Easy to load and register.... now let's hope this thing helps us get out of these restrictions ASAP!

Stan H18, 26/04/2020

Easy to setup .

I checked the location setting, indeed the app does not use the location service . No security concerns for me .

KiwiNatalie, 26/04/2020

Easy as

Installed and set up within two minutes.

no wakkas, 26/04/2020

Did not have a problem

Do not have the issue most are reporting. My mobile number registered 1st go no probs

MissGrinch84, 26/04/2020

Works fine

For anyone having trouble registering try removing the "0" from the beginning of your phone number. It's not needed with the +61 prefix

PuzzlesNgames, 26/04/2020

Easy to set up

I'm not sure how people found this hard to set up... it was very quick and very easy to do.

supersuperspeed, 26/04/2020

No Problems Here

Took 30 seconds to register, simple to navigate with step by step process.

billbob1234567&9, 26/04/2020

Me

Easy to use took me 20 seconds to register. Wasn't hard at all.

PS don't put the 0 at the start of your mobile number.

parents home, 26/04/2020

Ben K

Was a breeze to set up

If you don't use it - then expect to pay on one way or another. Increased health risks for all, more isolation potentially and more economic pain for all.

So get on board and spread the word

[more](#)

pk969, 26/04/2020

Install went well.

Easy to install. Put your mobile number without the 0.

JDOSBORNE, 26/04/2020

Perfect

easy to setup done in less than a minute Hope this can get things back to normal

christopher.ainslie, 26/04/2020

Bogan Chris

I love this app.. lots of fun features... and it gets harder with every level!!! I'm stuck on Level 7 but I'm determined to finish the game! I hear Sco-mo is the boss at the end! Can't wait!!!

msavage, 26/04/2020

Difficult to find the app

Ok, Australian health officials, you need to fix this quick. You need to fix the search problems. Search COVID, does not find the app, Search COVID safe, two words, guess what doesn't find the app. ONLY if you search COVIDSAFE, as one word then it comes up. IT people often to clever for us common people.

[more](#)

justdownloadedcovid, 26/04/2020

Easy to set up. No issues!

App is easy to set up and basic. No problems with setting up and easy to navigate.

lukedok, 26/04/2020

Overseas Apple IDs

Hello, can you please make this app available for all countries in the Apple App Store. Some people don't have Australian Apple Store accounts and can't download this app, but they still reside in Australia.

Leighski81, 26/04/2020

We're all in this together

The positives of the use around this app far outweigh the negatives. Let's do our best to control this virus and not lose our sanity!

MDManga, 26/04/2020

Need decent mobile signal

Would not accept mobile phone number to send verification pin as only 1 bar signal. Worked fine thereafter

Telfie1970, 26/04/2020

Watch Support?

Would be more effective with Wearable support for those that are active and don't take their phone with them.

QwerTY012A-8219737, 26/04/2020

Excellent app

This is one of those apps that is a must to download. In the interests of public safety everyone should be downloading it. Let's all crush this virus together!

Cal456lum, 26/04/2020

Doesnt let me verify phone number

Not sure if other people are also having this trouble?

Richiechinda, 07/05/2020

Notifications

The app only works if you leave notifications on, so that you can be notified in the case that you have been in contact with someone who has the virus. But the owners of the app abuse this privilege by sending me notifications every day that have nothing to do with possible infections. So I have deleted the app.

[more](#)

Mattyforsyth, 29/04/2020

Love it

I have to say I'm pretty impressed. Doesn't even ask for location services so it truly is just a Bluetooth handshake.

firemin, 27/04/2020

Bugs already

I have no problem with the tracing side of things. After signing in and verifying, the app indicating it was working. Next morning, I got a notification that took me back to the app to enter all details again, which I skipped and deleted the app. Can we get an update?

[more](#)

DryMonkey, 27/04/2020

Won't Let Me Sign Up

Sign in process is trash its not letting me sign up everything works until i try to put in my phone number and it says error please check your details when i've checked them and there correct but it still says error

dilligafyoumoron, 27/04/2020

Glitchy as heck

Why so glitchy? And what's this about, leave the app open? Does that mean that I can't close it from running in the background? This will chew my battery 😞 But... I do wish to know if I come into contact with anyone who tests positive

Coolbeeeeeens, 27/04/2020

Downloaded with no issues

App download was easy. Let's get through this pandemic together!

SMH101, 26/04/2020

Learn how to write phone numbers

When you see the +61 then drop the 0 from the front of your number :/

jayayenee, 26/04/2020

Great initiative

Quick and easy to set up

Simple to understand

Thank you for keeping our country safe

Drrandom, 26/04/2020

Thanks for keeping us safe.

Took my number just fine, no issues signing up at all.

Pitters98, 26/04/2020

Easy to use

Had no issues verifying my mobile number in the first go. Downloaded and signed up within 10 minutes of release.

Bordie Bords, 26/04/2020

Easy and quick

Took me less than 2 mins to read and sign up...

Snakedices, 26/04/2020

Michael

When you put your phone number in you do not need the first 0 of your mobile number 🌟

MaWo77, 26/04/2020

No problem registering

Worked fine. Let's see how this helps out going forward...

PATSEY101, 26/04/2020

Installed without issue

Doesn't appear to do much yet, registration went well and no issues.

kjax444, 26/04/2020

Phone number worked fine for me

Leave the zero off the start of mobile numbers. As it's a +61, you have to drop the zero, then it works.

Demo10101, 26/04/2020

Had no dramas signing up.

The app doesn't track your location like everyone was worried. Much ado about nothing.

emmas71, 26/04/2020

Covid Safe

Super easy to install and complete... no issues at all and accepted phone number no problems.

Hoping that this will help ease restrictions sooner

bruhSE#2, 26/04/2020

Worked for me

Phone number worked fine you've just gotta do 10 digits

TimmyButler, 26/04/2020

Phone accepted fine

You must enter your mobile number without the first 0. It's standard when +61 is the prefix.

Robert 1570, 26/04/2020

Does it work?

It would be good if it notified you of contacts it is registering. If I live alone and am watching TV and tomorrow morning it has decided that I have been in close contact with my upstairs neighbour then we have a problem.

georgie, 26/04/2020

New COVID app

This app is really great. I feel it will help a lot with tracking who you should stay away from. Hopefully it will help us get back into normal life sooner.

Albus Pawtter, 26/04/2020

Would not verify my mobile number

Installed the app and while trying to register my mobile number I'm getting an error message "Error verifying phone number. Please check your details and try again". I must have tried at least 6 times with and without 0 at the beginning of my mobile number.

[more](#)

thelastname, 07/05/2020

Won't listen

I had the app but since have deleted it. They're so insistent on sending a notification at 8am every morning telling me to turn Bluetooth on despite it being on. I don't want to know anything about it unless I'm exposed. If I turn notifications off then I won't know of any potential risk. Stop wasting my time!

[more](#)

NiklausC18, 01/05/2020

Shut up and get it

I want to see my friends and family, hurry up and download.

h cui, 28/04/2020

Easy to install, easy to register

Help each other, help our community.

emmacim, 27/04/2020

+61 limitation

Hi, I'm still using my overseas mobile number and can't register as the app requires an Australian phone number. Most grateful if this can be updated, 

Schnazzygal, 27/04/2020

Thankyou

Have been waiting patiently for this app that we the people have been asking for.
Thanks for implementing it with the safeguards you have.

howie7372, 27/04/2020

Easy as

Takes about 30 seconds to set up, anyone can do it even my 72 year old dad

A little slow, 27/04/2020

Quick and efficient sign up

Easy to sign up. App appears to take privacy seriously

Aussie_Fan, 27/04/2020

Simple and needed to keep the cure flat

Simple to install and activate. Clear details on how data will be used and privacy protections in place.

gef75re, 26/04/2020

Top

10 seconds to set up. Released earlier than thought. Other countries still discussing design. Well done Australia!

LadyDoc83, 26/04/2020

Brilliantly simple

To all those people who tried uploading it too soon (before 6pm on 26/4) - try again.

It's a breeze.

W47541, 26/04/2020

Didn't kill the cat..

No reason to not install. And it's probably good to be able to say yes rather than no when the health guys come calling.. 

n1akou3, 26/04/2020

Working fine

Phone registration now works.

Easy to register

Let's see if that app does not drain too much battery and help in this fight against COVID-19

Nick.Moradi, 26/04/2020

Phone Number entry is fine

Just don't enter the 0 at the beginning of your mobile number.

Trav Mc, 26/04/2020

Don't enter the zero of your phone number

You don't need to enter the zero at the start of your mobile number

Reuben Cheok, 26/04/2020

Easy Registration

Unlike some of the reviewers on here, it was super easy to download the app, register and verify my mobile number.

v8superfreak, 26/04/2020

So far so good.

After reading all the negative reviews I was a bit hesitant, install and register all worked very easy for me.👉

George2376, 26/04/2020

Easy as

Easy as to install even on a really old iPhone. Took all of 1 minute. Everyone should get it.

Badshah Khan Saab, 26/04/2020

Working perfect

Lots of negative reviews submitted here but I gave a try and it's working fine. Registered in a first go without any hassle. Thanks to Health department for taking initiative steps.

Bretto_w, 26/04/2020

Works fine for me

Can register fine

I dropped the first zero from the mobile number.

JohnArmatage, 26/04/2020

Phone Number

Needs to be written out without spacing and if that doesn't work, try without the '0'

CMLawler, 26/04/2020

Easy

Super easy to activate, took less than a minute. If it gets us through this sooner, it'll be worth it!

Lolcat72, 26/04/2020

App is active now phone number works now

If it didn't work before it should work now

Aussie donga, 26/04/2020

Thank you

I am not a Criminal or a dumb Socialist whining about privacy issues(clearly they don't understand how it works) , so I have downloaded. I will help stop the spread.

JohnScottLaffey, 26/04/2020

Stay safe

If we all do our bit, we can get rid of this virus and take back our lives.

NOOB795, 14/05/2020

Update

Latest update won't let me open app keeps closing continuously tried uninstalling it reinstalling still closes

Zebrarto, 01/05/2020

Where can we go for APP support from a human being?

I am getting logged out every single night as is my mother who lives miles away from me. We both have left it running in the background with Bluetooth turned on and are finding each morning asking use to use the APP. What are we doing wrong?

[more](#)

bungee_54, 28/04/2020

Turn off WiFi and exclude "0" from phone number.

Promising app. Great to see 2.4 million people have downloaded.

Lost_in_Ideas, 27/04/2020

Cannot get a pin

I have downloaded this app and then tried and it has said many times there has been an error then I deleted and I repeated those steps and it still occurred I was happy to get the app and play my part to stop the spread but I am now sad that I cannot do that

[more](#)

SaniSwiss, 27/04/2020

Overcome Phone Number Bug

Simply turn off WIFI on your phone, so it's just 4G mobile data on. Finally it worked.

Phone now resumed using WIFI as well as 4G. All good,

mitch469955, 27/04/2020

Excellent

App runs in background

People who are so worried about privacy

Should delete there Google and Facebook accounts 😊

Kumar Arik, 27/04/2020

Stay Home, Stay Safe.

Easy. No issue for Ip8. Hope they sort out the low power mode issue if there is one.

blueberries35, 27/04/2020

Works fine

Not sure what technical difficulties others are having but mine was smooth from start to finish. Good UX.

aarryy, 27/04/2020

Too easy!

Used mobile number without 0, and you are on highway!

Did_it_easy, 27/04/2020

Easy as

Easy to find and download.

Took less than a minute to set up.

Tietania, 26/04/2020

Can't configure app - invalid phone number error

Won't allow me to complete the setup of the app as my mobile number is being rejected even though my phone number with and without the leading zero has been entered correctly. Clearly a bug at play. May want to get that sorted out before you roll it out to the masses.

[more](#)

NoNice, 26/04/2020

Super easy to set up

Very easy to set up, all the complaints were from before the app was ready.

keza101, 26/04/2020

Phone number

It uses the international number, drop the 0 at the front and mine worked first go.

Deirdre Chambers, 26/04/2020

Working fine now

Early error message cleared and downloaded fine. Great idea. Here's hoping enough start using it.

edw122, 26/04/2020

Easy to download

No problems to download and register, everyone should download it, I want to keep safe

RHKALYGAL, 26/04/2020

Easy, fast

Very easy and straightforward way to protect each other. Took 60 seconds to set up

yeheyrye, 26/04/2020

Easy no problems 

If you don't get this app or you have been near someone who won't then don't come near me thanks 

Gza222, 26/04/2020

Excellent initiative

Works perfectly after 6pm at which point you could register your number. It's secure, private and non-pervasive. We'll executed Straya!

m00n1, 26/04/2020

Amazing

Installed the app. My ex girlfriend came back. My friend paid me the money he owed. My kids started behaving. My car is now running smoothly. I got covid 19, but still. Pretty good outcome.

dolbydix, 26/04/2020

Great Initiative!

I just downloaded it and didn't find anything intrusive! I want to be safe and keep the community safe, which is why I installed it 

RMW1819, 26/04/2020

Easy to register

Quick to download & easy to register. Information was clearly presented.

Porcbelly, 26/04/2020

Can't verify my mobile number

Stuck at phone number, entered correct number but it says error verifying number. Note that since the app included a +61 I just entered my mobile without the 0. Tried entering 0 too but just won't allow me to get pass this stage. Will try again later to see if this will be fixed.

[more](#)

franadrian, 26/04/2020

Issues in initial registration

The app is giving an error message when entering the user's mobile number to verify registration.

pipidrew, 26/04/2020

Simple to use. ScoMo are you in yet?

Seems pretty simple to get setup. Registration not open yet so it tells me it can't validate my number.

6pm is go live. Will have to go hunt down the virus to test all features of the app.

[more](#)

Farshid749, 15/05/2020

Let's do our part

Must be downloaded to save our lives and loved ones

WL1000, 06/05/2020

Easy to install and run

Every data point is worthwhile.

I have no concerns about privacy given the way the app works and the type of data collected.

[more](#)

DP/13, 28/04/2020

Won't accept mobile ph number

Have tried several times over past 2 days at various times night and day to complete registration without success. It will not accept phone number even though putting in number without the 0 even tried with zero all failed.

tobster1111, 27/04/2020

Great initiative

This app is easy to use and enrolment will hopefully help us get things moving in the right direction. I hope the tin foil hats let us get on with it.

jcmelb_-, 27/04/2020

Get it now

Easy, takes 30 seconds to install and will save lives. Get it now

ChrisAus01, 27/04/2020

Easy

Quick and easy. Let's get out of our homes by downloading this app.

TZK88, 26/04/2020

Easy to set up

Very easy to install, takes about 1 minute to set up with zero issues.

Robert John Seven, 26/04/2020

Stop worrying people this is a good thing

Quick, easy to install and register, set and forget. 100% confidence. Stop worrying people this is a good thing.

HACCer5000, 26/04/2020

Installed and ready to go

For those who can't get past the verify mobile screen, leave off the leading 0 of your number, it's covered by the 61

madelin.e_rose, 26/04/2020

Excellent, quick and Easy

Took less than a minute to set up, no issues at all. Very happy😊

tiddytiddy, 26/04/2020

Works fine

Works fine, I'm not sure what problem everyone has

Lewkid, 26/04/2020

App works fine

No issues adding my phone number

Claire \~:, 26/04/2020

Super easy works fine

Try dropping the zero from your mobile number if having issues. . .

Sam0128, 26/04/2020

Super quick and easy setup

Setup was way quicker and easier than I thought it would be. Nice work!

Marko999999, 26/04/2020

No problems

Registration worked fine, battery life seems unchanged so far.

Hobbyco 1, 26/04/2020

Easy set up, protect your community

Took just 30 seconds to set up, really important we all get behind it and help stop the spread of Covid-19!

Crapmagapp, 26/04/2020

Working

Installed details without issue and verified. Hopefully this works and we can get back to more normal life soon.

tdjusfhidxkjrxhid, 26/04/2020

Easy!

Takes less than a minute to download

Valacious, 26/04/2020

Get on board people

If this helps us with getting back to business it is worth it .

hopeless set up, 26/04/2020

Phone number

You mustn't have tested this real well.

It tells you there's an error when you try to put your mobile number in.

Also a lot of people won't know how to enter there phone number without the 0. Confusing .

I couldn't set it up successfully .

[more](#)

mh0075, 26/04/2020

Error registering details

Won't accept my mobile and send me the pin.

Double checked all is correct.

Brad Yogi, 30/04/2020

Daily Notifications

Had to disable notifications because it kept sending me daily alerts telling me to use the app... Which I was.

App now won't work with notifications disabled so thinking I may as well uninstall. Now won't show anything but a prompt to enable notifications again.

[more](#)

.daniel.feo, 28/04/2020

No issues signing up

Great app. Works well. Get tracking and tracking so we can go back to work!

Shainzzz, 27/04/2020

Small contribution in doing my part

We can get back to normalcy sooner. Just do your little bit.

leithken, 27/04/2020

Feeling Safer

Worked perfectly, very simple app, easy registration, privacy factor thought out well, I am grateful to have it!

Azza303, 27/04/2020

Easy to install & register

App is simple and affective. Let's do our part to keep our community safe.

Kwaza8, 27/04/2020

Number verified.

Phone number verified successfully. Thought people should know that it works now.

LisouLizette, 26/04/2020

No issues

I have had no issues with download and set up, contrary to lots of reviews

Dingo4nsw, 26/04/2020

Worked for me...?

Mobile phone number worked for my wife and myself 

Nigelah, 26/04/2020

Worked for me

Downloaded the app and registered without a problem.

krapi67, 26/04/2020

Great

Can't understand the negative feedback, I had no problems following the instructions and registering

Reelinfish, 26/04/2020

Easy

Done didn't go live untill 6pm registered and done in 1minute

Everyone please get on board this will save lives and help us get back to normal life

NayNayJ, 26/04/2020

Looks like everything is working now.

Installed no with issues.

4ndt3w, 26/04/2020

Simple and easy to register

Installed and registered in less than a minute. Simple and easy

OzMoondance, 26/04/2020

Help - mobile no is not registering

I cannot find a support email address so writing this here. I've downloaded the app and started the registration process, however I am getting an error message when entering my mobile number - I've done it several times, both with & without the first 0. It's stopping me going any further. Help.

[more](#)

TasMarkie, 26/04/2020

A Fantastic Initiative

I'm so glad to see the Australian Government taking such a pro-active step towards monitoring this pandemic. The legislation and policies associated with the privacy controls of this app are very reassuring.

starktheelder, 06/05/2020

The internet already knows all about you.

Your forebears has to fight for their freedoms, all we have to do is chill. So chill, download this app and let's survive COVID-19.

MAMelb66, 05/05/2020

My phone keeps crashing

Since downloading the app our phones keep crashing (3 phones several times a day).

Also annoying that I keep getting notifications to download the app when I already have. I check the notification and it says I don't have to do anything.

[more](#)

Cameron_BR, 03/05/2020

Registration issues?

Every day I get a push notification telling me to keep Bluetooth on and the app open - when I click on the notification it asks me to register... I've had to fill out and submit the registration details every day for the last four days, it doesn't store the details?

[more](#)

CJBingham, 29/04/2020

Technical difficulties registering

I tried downloading and registering but when I open the app the screen just keeps flashing from the register screen to a black screen that says covidsafe. It's making it hard to read and put in my details as it just keeps flashing between two screens.

[more](#)

darrodr, 29/04/2020

Easy to download. No glitches.

Was Super easy to download and register. Hope all individuals download the app for the benefit of all!

Pa2302, 28/04/2020

Covid tracker. Australia Gov

We are senior pensioners. My husband cannot download this app because he only has IOS 10.3.4 which is the max his iPhone will take. I'm sure he won't be the only Australian with an older phone which we have no need to replace

Neesie17, 28/04/2020

Can't get it to work

After downloading we cannot log on to either phone. Have updated the phones, used the phone number without the zero, turned the phones on and off, deleted the app and reinstalled but still can't get past the phone page. What am I doing wrong??????

[more](#)

MackaGeeves, 27/04/2020

Easy to use

Easy to sign up and easy to use. Minimal personal info required too!

jkdoom, 27/04/2020

Update next

Maybe the next update you can use apple watch

hhfdhjuij, 27/04/2020

Background running.

I'm happy to have the app, but it needs to run in background so we don't know it's there. I don't need messages telling me to be safe etc.

Gordrog, 27/04/2020

Can't register with VPN

Error verifying phone number when using a VPN. Tried both with and without the leading 0.

I have read the commentary and though sceptical of the government's goodwill and competence (which is why I use a VPN) I have decided I want to use this app.

[more](#)

Veridette, 27/04/2020

Glitch with phone number

Have to remember to turn wifi off - it's the only way it finally accepted my mobile number- thanks to other reviewer for highlighting this.

Nuzee1, 27/04/2020

Easy to use. Well designed app.

I could install this and easily register. Well designed. Great work!

MickeyMouseabcd, 26/04/2020

Working as intended!

Accepted mobile phone number instantly. Fully registered. Fingers crossed this helps our fight against Covid-19. Stay at Home!

pinmankum, 26/04/2020

Verification

Please start your mobile number with 0 and your verification SMS will come as per normal

No issues with registering the app

Mmmmwinsome, 26/04/2020

Should be fine mate

Set up as intended. Register phone number etc

Let's show this Covid where to stick it

Dmarie88, 26/04/2020

Super easy sign up

Sign up was fast and easy, done within a minute. No dramas with phone number input.

Bulleaves, 26/04/2020

Worked for me

No problem registering. iPhone 11 Pro, I didn't use the 0 before my phone number.

Atko3, 26/04/2020

Easy to install

Downloaded app & found it pretty straight forward to use.

G_Lebb0, 26/04/2020

Works perfectly

It appears that any initial registration errors have been fixed.

kartikbhatkoti, 26/04/2020

Great app

The app works perfectly fine on my iPhone and I appreciate the step taken by our government to keep us safe.

Armcegm, 26/04/2020

iPad use

Good app, needs to be able to download on iPad with multiple devices using same number so I can track my daughters contact as I have shared care.

CEagle85, 26/04/2020

Error when entering phone number

Error when verifying phone number

Rpyuras, 19/05/2020

Rammita Pyuras

All good but enough already with the motivational and self-aggrandising messages it continuously and continuously sends out. I had to turn notifications off to shut the thing up. That probably means I won't get a notification if I come close to a risky patient. Doh!

[more](#)

brlo1973, 13/05/2020

Doesn't work

Every time I open the app after 20 minutes of the app being in the background the app needs to restart. It's useless. I'm certainly not going to keep the app running in the foreground to make sure it works properly. And no, I'm not using low power mode. The app is just poorly implemented. ☹

[more](#)

Gheelu, 05/05/2020

Too many reminders

Downloaded it the first day but have now stopped notifications as I keep getting all the same reminders. If I've gone to the trouble of downloading the app, don't treat me like an idiot and keep telling me to leave my Bluetooth on etc.

nbnbnb78, 03/05/2020

Apartment Living False Positives

The app has not addressed possible false positives from apartment living. My phone Bluetooth can pick up neighbours at least 2-3 apartments left, right, up or below.

ancogk, 01/05/2020

Smartwatch coverage

If this app can be installed on smartwatches, it would be better. Some places don't allow phones like certain workplaces. It is also better to run this app on the background in smartwatches.

brontebeach, 01/05/2020

Needs to be always-on

iOS implementation is poor - the app needs to run in the background once installed and not shut off when inadvertently closed down...

Phillip fr Aus, 30/04/2020

Can't Register - Now Just Annoying

Sunday:

Error verifying mobile number!

Number was entered correctly (with and without leading 0)

[more](#)

11vidakn, 28/04/2020

Simple, Easy, Secure

This is one of the easiest things Australian's can do to secure our nation and prevent future outbreaks. This will allow us to start easing restrictions.

Thermoplastic, 27/04/2020

iPhone 11 Pro running hot after install

Installed this morning and iPhone 11 Pro running hot after install. Turning off the app stops this issue. Within minutes the phone goes back to ambient temp.

non tech older person, 27/04/2020

A non tech older person

I have no idea if I have registered for the coronavirus app

It sort of appeared on my phone (I am not sure what I actually pressed to) BUT I have not downloaded any of the data said to be required such as phone number date of birth etc

So am I registered and if so how do I check this and if not what do I need to now do?

[more](#)

CocoBlackdog, 27/04/2020

Hard to find in the App Store

After that it was smooth sailing. Happy to do my bit for Team Australia.

Janemacs, 26/04/2020

Easy to use
No problems setting up

jgw1612, 26/04/2020

Log in successful
To those saying their phone number won't work, leave out the starting zero - start at the 4

Quirky4113, 26/04/2020

No problems
On my phone and my husband's phone, easy to use, no issues

padgal, 26/04/2020

Easy to install
Downloaded the app and registered no problems at all

mullLoo, 26/04/2020

Works fine and we are saving Aussie lives
Phone number works fine. I did not include the leading zero.

yetiboys, 26/04/2020

Remember to drop the zero
Registered straight away with no problem.
Remember to drop the Zero on your mobile number as they have added + 61 already.

geek01, 26/04/2020

Great. Seamless registration
Easy to work through. Entered mobile number without the 0 and verifying text sent. Bluetooth on. App active. Smash the curve!

chrissygeorg, 26/04/2020

Quick and easy

Literally took 1 minute. No issues at all.

Chuppachup0, 26/04/2020

No issues

I waited until after 6pm to sign up as was advised and had no issues at all, seamless sign up.

Hotando, 26/04/2020

Outstanding

This app has privacy guaranteed and is a big step to us Australians returning to our regular lives! Thanks SCOMO. We're on our way.

AppXidents, 26/04/2020

Joined force in protecting fellow Australian

Happy to join force in protecting fellow Australians from Covid19 virus spread. Please do your duty. It's so easy to setup clearly not stealing any other privacy information.

Alana333, 21/05/2020

Great idea, but

Great idea of the app! But it keeps asking me to turn my Bluetooth on...when it is on. I have to turn it off then on again for the app to be happy. A little annoying because then sometimes it isn't actually on and I'm unaware.

AJBash, 06/05/2020

Simple and Painless

App registered in 30 seconds or less. If you are in a role for an 'essential service' this should be a no brainer.

Flissk, 05/05/2020

Drains battery and deletes data

CovidSafe drains battery like crazy... my battery today went from 30% to 4% in the space of 10 minutes. Friends that work at Telstra have also had customers come in with lost contacts and photos. Rushed app, the government needs to fix it for it to be useful.

[more](#)

great aunt maus, 05/05/2020

Maureen smith

It appears I cannot upload my information and is telling me to ask the health assistant (think that who it is) for help but I can't find where he or she is!!!! As you can tell I'm not terribly computer savvy.

AnOpalCardUser, 02/05/2020

Notifications

Can you stop sending me notifications everyday asking me to keep Bluetooth on?

AKBEXL, 29/04/2020

Download is stuck at the start

The download of app has been stuck at a point for me. I started download of app and it got stuck due to no disk space on my phone. Now I have cleared some files to make space but it won't start downloading again and is stuck. I can't stop and restart the download

[more](#)

Daniel_R, 28/04/2020

Save your life and someone else's too

How important is the life of you, your parents, your children, your partner?

Is privacy more important than potentially saving a life?

[more](#)

dex00000, 28/04/2020

Could not verify phone number

The registration process could not verify my phone number and there are no instructions about how to troubleshoot. Have deleted and reinstalled the app and restarted my phone but with no success.

Turned wi-fi off and worked immediately- should be in the instructions!!!

[more](#)

白河ホシノ, 27/04/2020

An electronic version of vaccine

Would be better if you have an Apple Watch version

Kuranol, 27/04/2020

Easy to use

Straight forward to download, voluntary to use, stay safe everyone #protectingourcommunity #beinformed

RolandoDeVir, 27/04/2020

Grateful

Our numbers are down compared to other countries because of the government 's effort such as these..

pharoahsanderson, 27/04/2020

Excellent

Easy to set up, works perfectly in the background

Dikster56, 26/04/2020

App smooth to use

30 secs to set up. Glad this is out and look forward to how it goes

S Rtss, 26/04/2020

Easy

Took less than a minute to register.

Boona1, 26/04/2020

Easy...no complaints

Easy to setup. Get on board and do your bit. You may just save a life

madelinejy, 26/04/2020

Worked for me..

My mobile number worked fine and I'm registered now

Wha81, 26/04/2020

Easy set Up

Very easy set up. Less than 30 seconds from start to finish.

Captainchassa, 26/04/2020

Chas

Worked fine for me. I did not enter a zero at the start of my mobile number.

WhatTheThisIsMyNormalNickname, 26/04/2020

So far so good

No issues with verification or registration, which a lot of other people seemed to have problems with.

Will be interesting to see what happens now

Ursem94, 26/04/2020

Quick and easy

Installed and set up within 5 mins.

kress76, 26/04/2020

Able to verify phone number

Easy to sign up after 6pm AEST tonight. Not able to verify phone number earlier, but super easy once app was switched on after 6pm. Not sure at this stage how much app will drain battery.

Fongeo, 26/04/2020

How to register

Don't input the first "0" while registering your phone number, use last 9 digits only.

Hoooon Dogg, 26/04/2020

Registrations open from 6pm!

Registrations opening from 6pm, comments from before this time should be disregarded, get on board Australia!

jbygo1, 26/04/2020

Works fine for me

Didnt have any problems signing up

Sanket Wankhede, 26/04/2020

Easy setup

Quick and easy setup. No issues with number verification

amecamec, 26/04/2020

No issue to register

Registered without any problems.

Sqwibble, 26/04/2020

Not working.

I'm trying to sign up but it keeps coming up with an error saying "error verifying phone number". I've tried with the zero; without the zero; with the +61; without the +61. I've tried closing and restarting the app. Tried deleting and reinstalling. I also do have Bluetooth enabled, so I'm not sure what the issue is.

[more](#)

bdn123789, 26/04/2020

Cannot register - unable to verify phone number

Unable to participate and register as I'm being notified that my number number cannot be verified.

Frustrating that there's errors in enabling individuals the opportunity to register on product launch.

[more](#)

Pat (Hobart), 26/04/2020

Thanks Scotty - I'm betting on you

No one is perfect, but I think you're doing a pretty good job keeping us safe. If you think this will help, then that's good enough for me. Thanks Scotty. Pat

Gregorydesign88, 02/05/2020

Pointless notifications

I keep getting a notification every morning to let me know it's on! People will turn off notifications if you keep doing it, then when you really need to notify them about something important you won't be able to.

Sharonemmy, 27/04/2020

Turn off wifi to register!

Once you do the above app works.

NKC73, 27/04/2020

Won't recognise and verify phone

I have tried multiple times, the error message 'Error verifying phone number, please check your details and try again' continues to come up when I press get PIN. I have tried uninstall and reinstall, same issue, now husbands is doing same thing.

[more](#)

HezzieHorror, 27/04/2020

Need work. But smart idea.

Had trouble trying to sign up. Couldn't get past inputting my mobile number. No matter how I tried entering it (with or without the 0), it wouldn't work! Even tried rebooting my phone and it still wouldn't work.

[more](#)

Ice cube lolie, 27/04/2020

Can't load

When I put my mobile number in the app keeps saying the number doesn't match. I've deleted and reinstalled but same thing happens. A friend of mine in another state is having the same issue. I have tried it dropping the zero and it still says error

[more](#)

Boerie boy, 27/04/2020

Quick and easy!

Stop trying to find faults - this is for our greater safety.

Huraboi8, 27/04/2020

Easy as.

Works great! Update your phone if you're having issues.

Selz1326, 27/04/2020

Works fine

Download on iPhone XR easy and works fine. Both wifi and network. All good so far.

CamSki73, 26/04/2020

No issues works fine

iPhone 10, all good no issues.

Alexthehawk619, 26/04/2020

Easy As...

No trouble installing. Finally feel like I can do something towards getting life back to normal.

12283\$, 26/04/2020

Working fine now

No issues with verification very easy to download

in this together, 26/04/2020

Works Perfectly

Took 2 minutes to register. Was a breeze.

mymymypip, 26/04/2020

Easy to sign up!

Took 30secs to sign up! No problems with phone number at all! Easy!

shaddo, 26/04/2020

If you couldn't register you did it too early

The app only started accepting registrations from 6pm AEST Sunday 26th April. If it didn't work it should now.

gasvon, 26/04/2020

Quick

Quick and easy to install

britishcarfreak, 26/04/2020

Easy and clear

Set up with no problems. Small download too. Happy to do my bit for Australia.

Hoody50, 26/04/2020

Simple

Make sure you don't use the first 0 of your phone number

Simon Levy, 26/04/2020

Registration open after 6pm on release day
If you gave up, try again!

Jim In Isolation, 26/04/2020

Help your community install now.

Installed this App to help Health Care workers trace CV patients quickly, and protect friends and family and the whole community. Easy to use. Well thought out.

Joolz5050, 26/04/2020

Simple

Worked first time as advertised . Ignore all the idiots that tried to register before registration was open.

chrisdwm, 26/04/2020

So far so good 😊

The app installed without a hitch. Hopefully it will help Australia to continue minimising the impact of the global pandemic. I'm prepared to share my info if it helps save lives.

U-238, 26/04/2020

Quick and simple

The setup process was very straight-forward! A simple app for an important purpose.

Hawthorn-Daz, 26/04/2020

Still not sick

I installed the app and so far it has provided 100% protection. I'm still not sick with Covid-19. It hasn't helped with my flatulence though.

milc331, 26/04/2020

Lets do this Australia!

Easy to download, took 20 seconds to set-up. Lets do this one small thing to move to the new normal.

Sullz78, 26/04/2020

Was happy to sign up - it may save someone's life

Pleased to sign up. Here is to hoping it works and we can relax the restrictions soon.

Ali tests, 26/04/2020

phone number

it's not accepting my mobile number so I can't finish registering

neither the screen or the error doesn't give the expected format but it seems to accept a number with or without the leading zero. I expected not to need the zero as (61) was there

[more](#)

Yazhad, 13/05/2020

Amazing initiative

This is a really great initiative and very easy to use app.

I was wondering if a similar app can be launched for the apple watch for people exercising outdoors.

John Noble, 06/05/2020

It's running – stop nagging me

What's the notification for? The app is running. Bluetooth is on. If you keep sending me pointless notifications I'll just turn them off, and now the whole point of the app is defeated.

Leave me alone unless you have something critically important to tell me.

[more](#)

Blakus 26, 01/05/2020

Not available in other App Store regions?

My partner is from Canada, but cannot download the app. I'm sure there are thousands of other people in the same boat. Any way of making it available to all App Store regions?

jordaann.j, 29/04/2020

Good idea but it doesn't work

I like the idea of this app, however I had it open in the background and it only ran for 1 minute before stopping (according to the log in settings).

coviddays, 27/04/2020

Error registering

I have been trying to install since yesterday. As I enter my mobile number (I did not add zero at the beginning) it keeps on "getting pin" for forever. Not sure what happened. Tired restarting phone, uninstalling and installing again. Nothing is working. And my phone is iPhone X.

[more](#)

VT Sydney, 27/04/2020

Essential

A great move in public health. I really want everyone to download to help each other and Australia manage Covid19 x

Shahab qamar, 27/04/2020

Screen goes black every few seconds

Like others have mentioned, the screen goes dark with text "COVIDSafe". You have to minimise the app and launch it again to view the actual UI but it goes dark again within 2 seconds. In its current status, the app is practically useless.

10s. Max

[more](#)

Jay_See, 27/04/2020

We all can contribute by using this app

Easy to setup. I have nothing to hide so what's all the fuss about.

Sevza, 26/04/2020

Works Fine

No idea why people can't register their phone numbers. Mine's working and active as of 8:53pm 26/4 - Good thanks

Thelaraking, 26/04/2020

Installed

Done and dusted, was more nervous putting my details into my Pornhub account when I was setting that up 

SCahill69, 26/04/2020

Easy peasy

Installed and registered in less than 2 minutes

Party Bee, 26/04/2020

Easy as

Nil issues with registration.

Let's do the right thing and get back to normal life again soon.

mw89, 26/04/2020

Brilliant

Signed up in 10 seconds and ready to go. Look forward to going to the pub 

Will Egan, 26/04/2020

Absolutely awesome idea

If this helps the country get back to work sooner then I'm all in. Thanks for making this app

Danwaterski, 26/04/2020

Thank you

I would like to thank you for making this app to keep us safe

Hav0k8800, 26/04/2020

Works as you'd expect

Downloaded and registered in 30 seconds. Works fine.

samtalbot96, 26/04/2020

Let's beat COVID-19 together!

Thank you Australian Government for all of your hard work and effort for putting this app together.

I'm fully supportive of your efforts.

The big idea, 26/04/2020

Easy to install

Easy to set up. Let's all get behind this and get back to work sooner.

TonyC45, 26/04/2020

Register

Won't allow as keeps saying my details are incorrect when I input my phone number

BrettB74, 26/04/2020

Mobile number error

It's not accepting my mobile number

martchat, 18/05/2020

Question

Does it really work in the background. If not then it is of little use as we have other app in use in the foreground like Runkeeper, email etc?

JP7577, 07/05/2020

Could not register mobile number

I am always prompted with an Error verifying phone number. As the +61 is already provided, I only put my 9-digit phone number without the leading zero but it keeps popping the error. Also tried putting the leading 0 but still the same error.

Anarkii, 05/05/2020

Doesn't even work

The app itself doesn't even work as advertised. It only works if the iPhone is unlocked, and the app is running in the foreground. If that isn't happening then the app is 100% useless. There is proof of this all over Twitter. (@tommarran being one account). See for yourselves.

[more](#)

Quietisbetter, 05/05/2020

Annoying notifications

The app runs fine but I'm notified daily to keep Bluetooth on and the app running. It is SO annoying. If I get one more I'm deleting it. No one enjoys being nagged by their phone.

nae_654, 02/05/2020

Ok

App was fine other than chewing through my battery, I have deleted it atm as I'm not leaving the house so when I do go back to leaving the house again I will activate again

Carenly kutter, 02/05/2020

Buggy

I downloaded the app and tried to put my details in but every 5 seconds the screen goes to black and it says "covidsafe". I tried restarting my phone and even deleting the app and re-downloading it but nothing worked. Probably just a glitch but it's stopping me from registering.

[more](#)

MickV15, 30/04/2020

It Works

Easy to install and it seems to work as it should 

St kilda, 30/04/2020

Doesn't work well ...

It asking me to register every day, I enter my details...

I've emailed you as to what you mean by keep the app open when out

[more](#)

woftam72, 28/04/2020

Won't accept phone number

Tried about 30 times to register. Tried without the 0 at the front of the number and with it. Deleted the app, restarted the phone and tried again. No support number. Obviously testing was not a priority. Just wasted hours of my time.

LottoFanatic, 28/04/2020

I give up

I have tried entering my details and phone number multiple times. Always comes up with an error.
MyGov uses this number. All my banks use this number.

But this so called simple app is failing yo do so.

[more](#)

S ireland, 27/04/2020

Simple

The easiest of apps to sign up to and the best way we can help each other!!

lengengar, 27/04/2020

Keeps Saying error verifying phone number

Trying to download this app as I want to help but it keeps saying error verifying phone number! Have tried numerous times, both with and without the zero at the front. Really frustrating, gonna have to just uninstall it and give up.

philipw58, 27/04/2020

Mobile number error

App won't accept my mobile number, have tried leaving off the first 0 like others have suggested in the reviews. My wife is also having the same issue! Therefore app is useless as you cannot proceed without a mobile number!

Dylan4776435, 27/04/2020

Great App

Wonderful initiative by the Australian government to help slow down the spread of the virus. Will definitely save lives and allow for restrictions to be eased sooner!

garrytaulu, 27/04/2020

Pointless unless running in the foreground

This app requires your screen to be unlocked and the app running to even work, which means reduced privacy and battery life and an inconvenience if you need to use other apps. It'd be much better to use the Exposure Notification API from Apple than rushing this out.

[more](#)

Old Dobby, 26/04/2020

Easypeasy

Done in a minute, drop the 0 from your mobile number.

Skyboarder1234, 26/04/2020

Works just fine

Simple to setup. Let's hope this will help get us back to normal.

Satina Cooper, 26/04/2020

Download Simple

All working well. Set up simple, fast, registered in under 60 seconds 

AprilM83, 26/04/2020

Easy to use

Easy to download and sign up no problems

Sydney XYZ, 26/04/2020

Very easy to register

Not sure what is the issue for those who can't register.

HelenR777, 26/04/2020

Easy , No problems

Apple phone, Registered 30mins after app available (1830hrs) , no problems. 😊

51CAZ, 26/04/2020

Verified instantly 26th April

Not sure if its a date thing or a network thing but my app verified immediately with no errors on Sunday 26th April. Optus network. Easy

Fisser1, 26/04/2020

No issuesRegistering

People

Have had problems registering mobile numbers for some reason but I had no issues. 👍

Adbenturous1981, 26/04/2020

Sign me up

Get me back a more normal life sooner? Sign me up! Was easy to register and activate, and clear instructions on how to use.

Brockstar004, 26/04/2020

Phone number

Write your number slowly, I had to try it. It works :)

qwertyuifh, 26/04/2020

How to enter your mobile number

Drop the zero off the front of ya mobile number

PrideKnight, 26/04/2020

Did no one read the release notes?

You couldn't register because registration didn't open until 6pm Sunday night. It was fine after that.

the loomp, 26/04/2020

Better than a noltsy tune on Australia Day

Downloaded smooth, asks for minimal info, let's get Australia open again!

Zw9799, 26/04/2020

Official Goverment app

This was super hard to find and If you don't have an Australian number I cannot verify. This is an issue.

Schembri9292, 26/04/2020

Quick and easy

Quick and easy app that will help save the lives of us Australians

Meps2467, 26/04/2020

Doesn't Work

Disappointing that this App has been released without a working registration process. It fails when you enter your mobile number.

As someone who is keen to see this in place I'm very supportive of the approach. They would have been better to wait than release an app that doesn't work.

[more](#)

Bombedybombombom, 08/05/2020

I like the idea but

It chewed up 70% of phone battery in 4 hours.... The point is that it's on all the time but how can you do that when your phone is dead? 70% usually lasts me about 10-12 hours.

It's just not feasible or reasonable for me to keep it running

Longlive Australia, 29/04/2020

How many people has installed

It is good to know how many people has installed this app so far.

Willy6274, 29/04/2020

Re registration required everyday

Every morning I get a notification to register my details and create a profile. Not sure if this is because I turn my phone off over night, but it's very annoying!

CWGB, 27/04/2020

Easy and effective

Super easy to download and will help us all get out and about sooner!

Kram1958, 27/04/2020

Kram1958

App needs to specify to leave '0' off mobile phone number.

Masaba.Gof, 27/04/2020

Great Idea!

What a way to keep us all safe! Hopefully this can save many more lives!

Avikaa_-, 26/04/2020

Works perfectly fine for me

Simple registration and no map or anything, so very safe

Barossa jewels, 26/04/2020

No problems

Downloaded without a hitch. Works fine.

KatrinaDce, 26/04/2020

Registered on

I was able to download and register my mobile. Worked ok, saysit working and I'm safe.

Baby Bear 1980, 26/04/2020

Super quick to register

Downloaded and registered in less than 10 seconds. #inthistogether. Let's kick this COVID-19 into the curb!!

JonBadd, 26/04/2020

Works fine

No trouble installing and everything is clearly explained

Mimeshopper, 26/04/2020

No issues with setup

Quick and simple install and setup using iOS.

appleVgarmin, 26/04/2020

Easy to download

I was able to download & install first attempt

bbqmark, 26/04/2020

Works fine

Sign up to save lives and get Australia moving again.

Pickup problems, 26/04/2020

Worked for me! Play your part

Quick and simple

JD2846261(, 26/04/2020

Working fine

Works fine now. Apparently wasn't open till 6pm

Oleksiy Fil, 26/04/2020

All good.

All works as it should be, I suppose. Phone registration passed through without issues

Aidan 11, 26/04/2020

Family is safe

Just coughed in my room! The microphone picked it up and alerted my family downstairs! Now I can't leave, great.....

Not happy 1423, 26/04/2020

Thanks for keeping us safe

A big FU to the Liberty Australia and everyone else who thinks this app was a bad idea. We care about our safety. You are leeches and lawyers

Buhie79, 26/04/2020

Great use of technology to help us get back to normal.

Thank you to all the health experts and leaders that have guided Australia's response.

Australian's all thank you and trust you.

Blue_Ivy_01, 26/04/2020

Constant error when entering phone number

Requires you to enter a mobile. When I enter mine (tried with both entering the 0 and without it), BB I keep getting an error message. Can't progress in setting up the app until you enter your mobile number. Tried closing app and reopening. Doesn't work.

[more](#)

imbpau, 26/04/2020

Cannot register

I'm all for it! Currently it's unable verify the mobile number for registration

rabidsumo, 26/04/2020

Stay Home, Stay Safe

While I appreciate the government trying to get an App out as quickly as possible it pays to quality test before hand and have the server side infrastructure to support the influx of users. App continually crashes and error message for certifying number is not indicative of the error at hand.

[more](#)

PrimaryTeachQld, 09/05/2020

Annoying

Happy to sign up and hope the app helps in the long term. But the non "notifications" are annoying. If there is nothing to notify why does it keep sending them? This could be counter productive to people's cooperation.

Gryfsrtgffhb, 30/04/2020

Seems ok

Why do I need a notification every day to tell me to keep it on. I have now turned off notifications so hopefully it still works. I do shift work so a reminder at 9am is a fail.

Bursting the bubble, 29/04/2020

Stop the stupid notifications.

I keep getting notifications for no reason with no value to them. I've already downloaded it but it seems it wants to keep sending me notices for no reason

ufhostqdjbkst, 27/04/2020

Problem registering phone number

I cannot progress past the phone number page (like many other reviews), as it won't send me a pin. I have deleted the app until this technical glitch is fixed. It's a great idea for tracing, so hopefully this is fixed soon.

haaylo, 27/04/2020

Doesn't even work

Won't get further than putting my mobile number in then comes up with an error. I have entered my number beginning with 0 and have also entered it without the 0 due to the +61 already being there. Doesn't really surprise me though.

LindaMirror, 27/04/2020

Error message!

I too have been getting an error message saying my mobile number is not valid. Have been trying for two hours to complete the registration and still unsuccessful.

Del8184, 27/04/2020

Can't sign up

I have been trying to sign up. I get to the phone number part and can't get past it. Keeps saying error finding phone number. Blue tooth is on. I've deleted and re downloaded the app and still same problem. Same as on my husbands phone. We have an iPhone

[more](#)

Kt_sports, 27/04/2020

Doesn't work

Cannot get the pin and verification of phone number. Needs to be fixed no point downloading an app if you cannot register.

It is just timing out. Maybe too many people trying to verify at same time.

[more](#)

mitch5525, 27/04/2020

Happy to help

Happy to help with early detection and all the hard work the government has done to minimise the transmission makes it worthwhile.

Chaise Star Fan, 27/04/2020

Easy setup

Very easy to setup, less than 1 minute. Let's keep Australians safe. So glad we have this app.

Ellie-631689531, 26/04/2020

Works

Bugs must be fixed, worked well for me

Mighty Hawks, 26/04/2020

It does what we need it

I just want to get my 100% salary back, so if this app helps then it's what I need. Get me money and beers with my mates

Psyducks Revenge, 26/04/2020

Easy Registration Process

Downloaded and activated without a problem.

MyChemGirl06, 26/04/2020

Registered

Managed to register with no issues. Looking forward to seeing if this lets us resume a somewhat normal life during this pandemic

Classy Es, 26/04/2020

Worked fine for me

It was great I had no problem

mkv,wmv, 26/04/2020

Went smoothly

Easy sign up, went smoothly.

kels_bro, 26/04/2020

Easy

Super easy to Download install - took less than a minute!

jude2310, 26/04/2020

It worked

Verification worked for me, guess just wait to see what happens...

revapet, 26/04/2020

Easy peasy

Takes less then 30 seconds to download and activate.

Katie N Fitz, 26/04/2020

Working

No issues at all, easy to download an intuitive to follow

Lookman1, 26/04/2020

Proud of you

Best innovative strategy to keep people safe. Wish other countries can learn from this

maggie gb 29, 26/04/2020

Easy!!

Worked just like it said. Installation took 1 minute. Support this with all your friends.

Michael Schepis, 26/04/2020

Issue with phone number input.

Issue with phone number input on an iPhone 7 Plus error states error verifying phone number please check your details and try again. My number I entered is correct. Tried without the 0 due to a +61 in front but still didn't work.

Perth Party, 26/04/2020

Won't Verify Mobile Phone Number

When entering mobile phone number (with and without the 0) gives error when trying to verify number.

Vivien152, 26/04/2020

If it worked it would be nice

Won't accept my phone number. Brings up error message. Why should I bother. No way of getting in contact with the developer to tell them of the error. So I guess I'll just not use it after all. Why? Because I can't. It doesn't work. I cannot register.

[more](#)

Jimbo0000055, 26/04/2020

Error verifying phone number

Unable to get pin to register due to error verifying phone number?!

TashaWhirl, 26/04/2020

Unable to verify phone number

Unable to register. After typing in phone number following +61, I can't "get PIN", as it returns "error verifying phone number". This occurs whether including the leading zero or not.

Mamapixza, 07/05/2020

Useless as iPhone has to be unlocked and app open on screen to work

It seems to not work unless your iPhone is unlocked with the app on the screen. That is pointless and defeats the purpose of it. What a waste of our tax paying resources for a useless app that won't actually assist.

Jennpf, 06/05/2020

No confidence this app works

I have had to re- register nearly every second day as the app seems to forget who I am. I get a text most days telling me to sign up. I really want this app to work and for millions to download it, but my confidence in it actually working for me is very low.

[more](#)

PerfectlyPerth, 01/05/2020

Useless.

It has made me re-register a new account every day this week so clearly its stats about users are way out. I got fed up and deleted the app. There is no place myself and my phone is going to be near anyone for 15 minutes so it's never going to measure anything of use.

[more](#)

ellybella123, 28/04/2020

Having trouble registering

Unable to complete registration despite following instructions unable to go back to see if information entered correct unable to request new PIN number to verify phone number

Tuong do, 28/04/2020

Background running

Does app still work if my phone has turn off background refresh and this app is running but run in the background?

TheCloudGallery, 28/04/2020

phone error message

I'm running latest version of iOS apple 8 phone.
Tried every variation of my number and tried and waited a couple of times (congestion), still could send pin to verify my number.

Sorry folks, the easiest part seems like the hardest. Good luck getting to 40%

[more](#)

Tone1930, 27/04/2020

Pin not sent to my phone , app not working smoothly

The app is stuck and keeps trying to send pin, not working. Deleted app and reloaded it and still not working for me.

MASSIVE ITUNES FAN, 27/04/2020

To fix error message turn wifi off

Lots of people including myself had issues verifying their mobile number. If you turn wifi off and try again, it worked and sent a pin straight away.

Zander8888, 27/04/2020

Gov fixed initial errors

Working fine now, keep Bluetooth on for it to work.

\$43fff, 27/04/2020

Easy to set up

Fast and easy to set up, very user friendly. Only issue is that it drains battery life very quickly.

Skater2233, 27/04/2020

Easy setup

I've got a 11 pro max and it's easy and fast, no hiccups or bugs app works fine.

Fathhead 1290, 27/04/2020

Easy

Absolutely easy to install and use.

Grow up and download it !

Maria vh, 26/04/2020

Great idea and was easy to setup

Simple and easy to set up took less than 1 min

Alksdkjfg, 26/04/2020

Phone number

When entering your mobile start with 4 not the 0, it has started your number +61 so you start with +61 4*****. I registered in 30sec

Squidman05, 26/04/2020

App downloaded and setup no probs

Mobile phone number setup no issues, not sure what others are on about!

Tottrev, 26/04/2020

Do the right thing

Do the right thing Australia and download this app so that everyone can be safe and restrictions lifted.

lcmp10x, 26/04/2020

No problems

Downloaded and verified OK. App was easy to setup and looks like it'll sit in the background and do its thing.

abc13445, 26/04/2020

Registered first time no issues.

Registration opened at 6pm AEST. That's why it didn't work before 6pm for many people.

BBFLUFF, 26/04/2020

Working together

The app installed like a breeze.

Let's all work together and save lives.

idontwantanixkname, 26/04/2020

Registration easy and worked for me

Let's do our best to stay on top of this thing!

abw111, 26/04/2020

Registration worked fine

Registration worked fine.

helfa47, 26/04/2020

No problem.

People that are having trouble registering their phone no just drop the 0 at the start of your number. +614***** instead of 04*****.

Clovermoore, 26/04/2020

Takes less than 30 seconds to register. Go Australia
Top notch

TwaddleM, 26/04/2020

Remove the first 0 folks +614 etc
Great idea. C'mon Australia get behind this app and tell COVID-19 to rack off.
If lots download this we can get back to barbies and picnics down the coast.

[more](#)

RawRowdy, 26/04/2020

Took 20 seconds to set it up
Easy and the set up works fine. Drop the leading "0" from your phone number. 👍

hayes82830213, 26/04/2020

Number verification
Forget the +61, you need to put your whole number.

JeremyWong02, 26/04/2020

Title Screen Keep Showing (iPhone X)
It was a bit hard to register when the title screen keep popping in and out. Please fix! Otherwise. Easy setup and we are allowed to use fake names.

mdnbfeirjgh, 26/04/2020

Let's all do our bit!
Great initiative ! Let's all get this app so we can get back to our normal lives 👍

ureallyare trying, 26/04/2020

Easy to install
It was easy.
I was reluctant though to let it supposedly invite others via my mail list.

Ludw1gj, 26/04/2020

Super simple & easy

It took 30 seconds to sign up and no issues :)

Sam_e_d, 26/04/2020

Does not let you sign up

I followed the prompt steps, however when you are asked to enter your mobile number, the app does not accept. A message appears saying check your details. Which I did and applied different combinations with (+61) and without. Please fix this bug.

[more](#)

SarahA1112, 26/04/2020

Won't accept phone number

Downloaded nice and early to help out. Registration process won't accept my phone number. Keeps saying "error verifying number, try again"

Appen20, 26/04/2020

App does not recognise mobile number

I have tried 04xxxxxxxx and 4xxxxxxxx, both numbers can't be identified.

wrexual, 21/05/2020

Needs to support the new Exposure Notification in iOS 13.5

I've got nothing against the concept of the app but it was rushed out too soon. Exposure Notification API was released as part of iOS 13.5 today which provides a better solution. I'll reinstall the app when they upgrade it.

girilang1, 17/05/2020

Covid19

Great App to keep us all safe. Would be even better if it could be used on Apple Watch . Here's hoping this will come

kanony, 06/05/2020

No issues

So far so good. No probs with battery life etc. If it means easier contact tracing then I'm all for it.

Nels3455922, 04/05/2020

Great idea

If all Australian had this app we could make a real difference, strongly recommend.

Leachim7, 04/05/2020

Not visible in App Store if you Don't have your region set to Australia

If the app is intended to be installed by „all people“ in Australia there shouldn't be any obstacles in installing it. I had to change my Credit card and region to an Australia. There are many people who use foreign setup in their phones due to business reasons.

[more](#)

Mark Olsen, 02/05/2020

Wake up Sheeple!!!

As soon as I downloaded this, Bill Gates appeared and tried to give me a vaccine without my permission. Luckily my 5G protective suit saved me.

here for a good time, 01/05/2020

Not sure this is actually working in the background

Looks like the app is sleeping and/or switching off if it has not been in the foreground for a while.

GazNuk, 27/04/2020

Error verifying phone number

Both my wife and I downloaded this app and both got a message saying that it failed when verifying the phone number. We tried both with and without the leading zero and got the same message each time. Great start...

smuffs35, 27/04/2020

Can't sign up. Pin issue

Put in a valid phone number. App says error with phone number after a long delay. We're all trying to help but seems to be some issues with this app or the process

Tommyaustralia, 27/04/2020

Necessary and easy to use

Easy to install, register and confident it only does what it is intended to.

andesmiracle, 27/04/2020

Easy to download

If we all download it we will help protect each other

Gr8AppILikeIt1966, 27/04/2020

Get on it

Do your bit and help us all get back to work

Ecstewar, 27/04/2020

Black Splash Screen fix

You can get passed the black COVIDSafe issue by tilting the screen or laying the iPhone on a flat surface. As soon as you do this the black screen disappears and you can complete the registration process.

barryzetlar, 26/04/2020

Easy to set up.

Anything that will Help keep people safe and help us return to normality I'm willing to do.

ASDM60, 26/04/2020

Works fine

You have to READ the policy FIRST and then registration will happen successfully.

Ollybollee, 26/04/2020

No problems

I didn't have any problem registering. I have an iPhone 7 Plus. iOS 13.3.1

Ricky Brownsound, 26/04/2020

Works fine

Installed and is working fine.

monkeyboy789, 26/04/2020

Name title

Actively looked for the app wanting to download it and couldn't find it anywhere. Had to go to a news article to find it

CCO Nab Products, 26/04/2020

Great idea - thank you australia

Quick and easy to download.

Thank you Australia for keeping us all safe

drjosephwaelchli, 26/04/2020

Easy as...

Quick and easy to download and install.

Lets all crack on and get this done for the greater good. 

To boring to care, 26/04/2020

Good app

Quick to download. Mechanics worked fine.

Condie89, 26/04/2020

Surprised my card was charged \$0.00?!

Although it was a charge of \$0.00, I don't understand why my bank account had to be pinged. Other free apps you download without the app testing your account details. Makes me suspicious and I don't want to be.

do-your-part-123, 26/04/2020

Very simple.

App works fine. Very straight forward.

Very easy to help those more vulnerable.

Missy44woo, 26/04/2020

No problem

Works fine. This is a wonderful idea.

GMAU2018, 26/04/2020

Great app

Very easy to download, fantastic initiative. I suspect the phone number problems are user error

.pmnbjkloiu, 26/04/2020

Upload

Last 9 digits of your mobile works great

AdelaideTown, 26/04/2020

Simple & easy to use

Great to see a Government app that is simple and straight forward to use

StewartGamble, 26/04/2020

Optional Phone number verification please

I would trust this app more if verifying my phone number was optional.

I don't want a phone number/Bluetooth MAC address correlation ending up in the wrong hands.

[more](#)

jaustbo, 26/04/2020

Simple and Safe

Simple to install, and clear interface. Independent privacy review makes this a no-brainer.

leolwso, 26/04/2020

Anything to help the nation!

Just doing my part & I have nothing to hide from our government!

SJAYM88, 26/04/2020

Registration working, instructions unclear

It's not clear whether you need to manually unlock your phone and run the app for this to work

Tempogogo, 20/05/2020

Doing my bit, but...

The app interfered with my other Bluetooth devices if left running in background for more than an hour. It disconnected wireless headphones several times. It unpaired Apple Watch entirely that I had to reset and re-pair my watch.

Mark_Fennell, 06/05/2020

You should get this app

Do you want to go back to the pub?

If yes: Download the app.

If no: Other people want to go to the pub, so download the app.

Lisa_a_h, 03/05/2020

Can't register?

The app won't accept my mobile number. Tried keeping the 0 and dropping the 0 it says there is an error with the number and to put in a correct number. Clearly I know my phone number. Please fix your app if you expect people to use it.

GWEN010101, 30/04/2020

Cuts out

This morning I was using my iPhone 6 and Apple ear buds on Bluetooth to listen to the radio. Of the ten people who passed by my buds/phone cut out five times as we crossed. Could only put it down to app pinging?

chantellestap, 30/04/2020

Won't let me in

The idea of this app is great. But only if it can actually work. I've spent 10 minutes on this app already and haven't even got to the "I consent" button because it keeps glitching out to the "COVIDSafe" black screen...?

ClareBear2020:), 28/04/2020

Phone number issue SOLVED

Turn your wifi off when registering so it is running off mobile data, worked for everyone in my household who was having the same issue

Awesomeeers, 28/04/2020

Turn off Wifi

You have to turn off Wifi to get past the phone number verification step. Then it works

Benito222, 28/04/2020

Helpful App

Easy to download, and there is no risk of privacy. Please install it on your phone with peace of mind and support Australia simply!!

Rob Duca, 27/04/2020

Thank you

Thank you Australia for providing this app and allowing me to play a part in combatting this terrible disease

Antatthebeach, 27/04/2020

Download it for Australia

Do the right thing. Download the app. Let's get on with our lives sooner.

Manon Blacbeak, 27/04/2020

Quick and easy!

Quick and easy to register, the FAQ's are super helpful and nicely formatted.

Ginnie2, 27/04/2020

Very easy to set up

This app is very easy to set up on your phone. Download it to help with contract tracing

Aaron199292, 27/04/2020

No Dramas

Installed and signed up in a matter of minutes. Easy to use.

BrigidOfOz, 27/04/2020

Great initiative

Quick and easy to sign up. Instant phone verification. Stay safe everyone.

Xxbarb, 26/04/2020

It works

Registration is the only thing you need to do and it's simple. Please download it.

Mitch 8313, 26/04/2020

Easy to install

Very easy to install, remove the first 0 of your mobile number (+61 4** *** ***)

The Myth 1983, 26/04/2020

Works fine

Registration was easy, phone number accepted.

Matty TC, 26/04/2020

No problems

Phone number verified for me no problems

littlehedgehog300, 26/04/2020

Easy and quick

Super easy sign up and great method of tracking

The real Acheever, 26/04/2020

Easy to sign up

Signed up with no problem first time.

Bitboyc, 26/04/2020

Bluetooth permissions not enabled correctly

iPhone 6 with current iOS version doesn't report Bluetooth enabled correctly nor register as an app for Bluetooth sharing permissions.

Bennyc1990, 26/04/2020

Onboarding was easy

Very easy to set up. I hope this gets us one step closer to normal.
Stay safe

Cooper S, 26/04/2020

Needs to look more official

Only issue is that it doesn't have enough Aus Government branding on it. Cautious about using something that doesn't have enough official information

Duster D, 26/04/2020

All in this together

A small community service for the greater good of all of us. Done. Easy.

iPwn3g, 26/04/2020

Awesome idea

Great work I'm glad this app doesn't track you and only uses Bluetooth, happy to help

SomeRandomBl0ke, 26/04/2020

Simple Signup

The app was very simple to signup to, explains itself clearly and asked for very little personal information.

AngelaLin477, 26/04/2020

Please make it available for people with an overseas AppStore region

My son can't download the app because he has an international version of the AppStore, please make this app downloadable in all regions

JoeyJoeJoe80, 26/04/2020

Just use it

Anyone who won't download it over privacy concerns needs to get a grip.

pn717, 26/04/2020

We are in this together
Use it to keep your loved ones safe👍

Digitalash2, 26/04/2020

Flatten the curve!
Hopefully using this app for only a month or two will allow us all more freedom and mobility!!!
Download and be free...

Zartulz, 26/04/2020

Error verifying phone number
The app will not accept my mobile phone number. I would like to download but if it won't accept a mobile number I won't try until it's fixed.
Having the +61 doesn't help either as some will find this confusing.

dnz8989, 26/04/2020

Error verifying phone number FAIL
Downloaded the app minutes after it became available. Couldn't register because it couldn't verify my mobile number. This may be a congestion issue (too many people registering) or a fault in the app but either way it's a big fail.

Beejaye50, 18/05/2020

Faulty app
I've had to re download this a number of times now - I'll sign up and enter all my info and it will be fine for a day or two then I'll be booted out and asked to submit all my info again! I've just uninstalled. What use is it if it doesn't work!?

Crazymox2803, 08/05/2020

And it's name is korona
This app is wonderful, i would like to know, how do you even make an app that detects human viruses? Thank you Australia's government!

Mug AFL subscriber, 07/05/2020

Errors
I have had to reload this app to my i5 & i7 Apple phones up to 11 between both phones as it keeps dumping the app. You want people to download it but it keeps failing. So I now have not bothered to reload the covidsafe app. Cheers a concerned Australian who wants to use & do the right thing to others.

[more](#)

Bill from OZ, 03/05/2020

Should be in other languages and compulsory.

Would get more community support if it were available in other languages besides English. We are a multicultural nation and we should do everything to stop the spread in all communities.

If we follow guidelines to keep social distance, then there should be no contacts recorded.

[more](#)

Cprepairslab, 29/04/2020

Just do it

Just download and use it - Save our health system and your love one

Parnianx, 28/04/2020

Wonderful Idea and a Great Initiative

Such a brilliant idea. I'm very keen on this app. I just hope that it's working well with apple phones.

Bvdshkcf, 28/04/2020

Won't verify phone number

This is not an issue with the 0 at the start, as I have been trying without it. Even tried with it to be sure and it comes up with a different error. Lucky I have no job at the moment so I have time to waste on it 😊

james_whatsit, 27/04/2020

?is the server overloaded

Keying in my number correctly (tried with and without an 0 at the front) and getting nothing but a loading wheel...

duanepmiller, 27/04/2020

Seems legit

All the safeguards seem there for privacy. Easy setup/sign up. I'm keen to know if I've been exposed

paultingcs, 27/04/2020

Easy to register. Great initiative!

Very easy to set up. Glad to see this sooner or later

RGarrod, 26/04/2020

Easy as
Works perfectly

Annod83, 26/04/2020

Great idea, bad implementation

As usual, system error on first go! Like everyone else is saying, won't let me register my phone number.
All for the idea, but if you can't get the basic registration right, it now concerns me about my data when before I wasn't concerned in the least!

[more](#)

Solotimeyellow, 26/04/2020

For everyone's benefit.

Easy to set up. Let's hope it allows Australia to relax the lockdown faster.

Karen-100, 26/04/2020

Downloaded

No issues downloading.

ItsAboutWeNotMe, 26/04/2020

Quick and Easy

Easy Peasy. Took less than a minute.

Andy%%%, 26/04/2020

Everyone complaining went too early
App launched at 6pm. Try now

TheTodd22 Hawks, 26/04/2020

Worked fine

You don't need to use the 0 at the start of your mobile number.

meiskra, 26/04/2020

Registered with now issues

I didn't run into registration issues. Hope more people get on board

Danny in Aus, 26/04/2020

Great App

A lot of people had problems, but it worked perfectly for me.

HeeHee😊, 26/04/2020

Does The Job

Thanks Gov for making this - it works, it's clean, and it's a great solution to get Australia back up and running.
Get it!!

Alexander belts, 26/04/2020

Doing my bit to stop the spread.

Download and together we can beat the virus

Horachio, 26/04/2020

Smooth as a baby's (sanitised) bottom

Smooth so far - took 1 min to download, register and set up.

Impressed.

Flynny M, 26/04/2020

Big Brother is watching over us

I, a loyal member of the party of Oceania, praise Big Brother, and accept him watching my every move to protect the party!

Fornite is Beast, 26/04/2020

Great

Hope everyone downloads it so we can go back to normal

Rukala1, 26/04/2020

Can't register

Really want to help and use this app but not recognizing my AUSTRALIAN Telstra mobile number as valid

Working now, thanks!

Nick5797, 26/04/2020

Helps protect doctors, nurses, families, and vulnerable groups!

This app helps protect everyone and bring us closer to getting back to normal- a must-download for every Aussie 🌟

i'mdman, 26/04/2020

Not able to verify my phone number

Hi, I have downloaded the app on my iPhone 6s, latest software is downloaded. When I entered my mobile number, it says can not verify my mobile number check your details.

Please guide what to do?

[more](#)

tom__g, 26/04/2020

Can't verify phone number

Doesn't work

Aperturemonkey, 26/04/2020

Cannot enter mobile number?

I'm unable to verify my mobile number, keeps saying invalid mobile number, when it's correct. Unable to set up as a result pls resolve

Hyoid Bone, 18/05/2020

Works as advertised

Really impressed, I downloaded the app and haven't caught the virus. Amazing how an app can do that.

tana_1, 05/05/2020

Great idea

Great idea, however, it's kept asking for registration repeatedly. Thus, does it mean I will get a new ID and can't track back my previous ID?

Joeecooolest, 04/05/2020

Keeps asking to enter details

The app keeps asking to enter my details. I have done this more than 5 times since downloading on the first day of availability.

quickgold123, 30/04/2020

Doesn't seem to be working in background

App doesn't seem to be working in the background, as I keep receiving reminders about it.

Leka77, 28/04/2020

Doing my bit

Doing my bit to help all of us.

Stirlo60, 27/04/2020

Don't make it difficult

Happy to register and have tried several times but doesn't recognise my phone number (tried with and without the zero). App seems to have some problems....

[more](#)

lachyone, 27/04/2020

Lorraine Aus

After entering my phone number, I received an error message saying "unable to verify phone number. Check details and try again." Unable to find any information on how to troubleshoot this. Thus, I can't use the app even though I wanted to. Disappointing

[more](#)

stuckathomeavidreader, 27/04/2020

Just download it

Be safe and be safe for others

Jogecko9, 27/04/2020

Works Fine

Set up on my iPhone X in less than a minute.

Canberran Dave, 27/04/2020

Very happy to use

Health authorities in Australia are doing a great job.

App seems to use little battery, so no trouble at all.

sopie and abby, 26/04/2020

Works now

Works fine, try again.

BlueMountainAu, 26/04/2020

Hope it helps to stop the virus

Whatever I can do for the country I shall do it

Ts mm, 26/04/2020

Save lives - download!

Doing my bit to help keep Australia protected from this horrible virus.

Long time user of aconex, 26/04/2020

No problems with App

App must be fixed as it worked for me

Izzyyee, 26/04/2020

Works fine

Installs, registers and appears to work as it is meant to. No issues so far.

mike61732002, 26/04/2020

Great solution by Aus Gov!

Easy to setup and forget. Verification of phone number worked without issue.

PeterDeMoor, 26/04/2020

Mobile phone issue
Super easy to use.

m_poppins223, 26/04/2020

Easy to sign up
User friendly and easy to sign up

Whisky101AU, 26/04/2020

Please get onboard people!
The more people embrace these restrictions and new technologies the quicker we'll see light at the end of the tunnel.

Ben Hoad, 26/04/2020

Quick to install
Initially wouldn't register my phone number but is now working.

Emma.m.d, 26/04/2020

Can't get it working
App won't allow me to enter my number, says invalid?

Shieldsy oy, 11/05/2020

Sounds great, doesn't work
I downloaded app and I am for the cause and love the idea but wow MASSIVE battery drain. After testing over a week on and off I can confirm the app uses huge amounts of resources. This needs to be fixed and then I'll be on board.

mickey moody, 08/05/2020

Error message
I get as far as putting my mobile number in & I just keep getting an error message saying my mobile number is wrong. I've deleted & reinstated the app. No change.

caine howard, 07/05/2020

One two three

One star for the government

One star

For the media

One star for How dumb the media makes them look (even though dumb is singing in waves) as per usual. That is terrible

[more](#)

beejay93, 06/05/2020

KEEPS LOGING OUT

I really want this app to work, and play my part in this crisis but unfortunately I've been constantly logged out of the app - causing me to have to resign up almost daily. This app needs to be fixed ASAP otherwise it's just another great idea that won't help anyone...

[more](#)

Kuerguan, 29/04/2020

Nope don't work with my number

Have tried this app on my phone with and without the leading 0 and it declines my number every time. It's a case of i can see the need for the app and want to use it but my number just does not work. 1 star till it's fixed

Jb033, 28/04/2020

Has issues with Bluetooth

App keeps telling me that Bluetooth is off even though it is switched on and active. My other Bluetooth devices are working fine, so it isn't a phone problem. I have uninstalled and reinstalled the app to no avail.

Steve_023, 28/04/2020

Clearly has bugs

Went to download the app to do the right thing and have now been waiting over 24 hours for a 6 digit pin to verify phone number.... guess I'm not the only one so can only imagine how many COULD be registered if they had a working app

greyRider2, 27/04/2020

Not a good start

Won't accept my number. Tried with and without leading zeroes. Poor effort. Programming 101: putting out a message like 'error verifying your phone number' is sloppy, lazy programming. A well written app would tell you why - number is in the wrong format, should be XXXXX, server is too busy, etc.

[more](#)

notlikingios, 27/04/2020

Works

Easy to install and register. Hope this helps to relax restrictions.

debs5150, 26/04/2020

User friendly and streamlined

Downloaded and verified quickly. Streamlined registration process

Wabby 25, 26/04/2020

Works fine

No issues in setup

r453961, 26/04/2020

No problem. Drop the Zero on phone number.

Drop the zero at the start of your number: +61 4???????

Skepies, 26/04/2020

Works a treat

No problem registering the first time. Got my pin within seconds.

jimma1765899), 26/04/2020

Works well

Easy to set up and nice interface

dev0124, 26/04/2020

Works fine

Easy to register

Monkspark, 26/04/2020

Let's get on board!

Fast and easy to download and register. Let's got onboard and beat this together!

casper514, 26/04/2020

Simple to download

Very quick and easy to verify

jc_bigeears, 26/04/2020

Let's do this together!

The most secure app will help us keep track of the coronavirus, leading to much quicker identification and treatment of cases.

Jason Notary, 26/04/2020

Easy to use, minimal info needed

It is easy to setup, only needs Name, age range (not DOB), postcode and phone number. Help end lockdowns - get the app!

wardieward3, 26/04/2020

So far so good

Easy, seamless install. No crashes or hangs.

The more of us that install this app, the safer we'll be.

Kai Lovel, 26/04/2020

Registration errors

Can't enter mobile number as it's displaying error notices.

Lethallawyer, 26/04/2020

Can't sign up

I went to sign up to the app but I can't get past where you're meant to enter your phone number. Despite entering my phone number correctly, the app rejects the number and says it's not valid. I hope this gets fixed ASAP as this is such a valuable resource

[more](#)

simon livingstone, 26/04/2020

Phone number

Can't add my mobile number

Lisarena68, 26/04/2020

Simply doesn't work

Would love to participate but it literally doesn't even get past the register screen and won't even let me put in my mobile number for verification. Probably rushed and will hopefully get resolved but this seems kind of obvious for testing before release...

[more](#)

jamesL91, 26/04/2020

Unable to verify

Issue with phone number verification.

Lethalsteve, 11/05/2020

Make a difference

Get behind this app and help save lives.

reviewaroo, 07/05/2020

Suggested Improvement

Hi Mr Hunt & developers.

I'd like to suggest an icon at the top of the screen e.g. between the wifi icon & the time.

[more](#)

Frog Godbee, 04/05/2020

i dont want your germs

Just download it and keep it running

JakeyboyAU, 04/05/2020

Keeps logging itself out

Useless, it logs itself out all the time and doesn't stay open in the phone memory for long. Sure there was a better way to do this

Akko54, 28/04/2020

Background operation

Why must I leave the app open? Other Bluetooth applications work in background mode.

Too many pop up messages makes this app very annoying

Ben_5082, 27/04/2020

Not working!

I downloaded, then started setting it up. After entering my phone number, it just was just spinning for ages to send me a six digit PIN. I tried multiple times in the end I just gave up.

Will try again tomorrow. It would be nice if this thing works the first time.

[more](#)

YeYeah101, 27/04/2020

Not able to use

When asked to put my phone number in I get the response "Error verifying phone number. Please check your details and try again" I have tried several times with no success. How am I supposed to use?

LOVEFLIES, 27/04/2020

Stop! Keyboard warrior

Hey keyboard warriors

Can you guys just shut up, and go work for government if you can make it better?

20Kj10, 27/04/2020

Easy setup on iPhone 11

No issues, easy install setup. Keen to support the community together

trjack1, 27/04/2020

Works well

Does what it's supposed to do. Works well so far. Download it and help Australia get on its feet faster.

Keen for more BTN, 27/04/2020

Failed at the verify number screen

Like so many others my phone number failed to verify. Tried turning off wifi as suggested by others but to no avail. Will affect uptake if they release a glitchy product. Can't be that hard right????

onesimpleclik, 27/04/2020

Broken & buggy

App is broken, can't even progress past the 'CovidSAFE' splash screen most of the time, and during signup if you're able to get that far the the splash screen keeps popping up when trying to enter information.

EllaK123, 26/04/2020

Works for me

Easy setup. No issues with mobile verification. Support the cause.

ArtVandalei, 26/04/2020

Simple and no issues

Very easy to download

Rach88123, 26/04/2020

Easy and user friendly

Very easy to use and set up.

Sibpatro, 26/04/2020

Everyone should use it

Very simple to register

3321350, 26/04/2020

Covid safe

Only took me 1 minute to load and register. Will see how effective the App is.

Str3tch76, 26/04/2020

Seamless signup

No problem for me. I think the other users signed up before registration was released at 6AEST

FrankDr DRE35, 26/04/2020

It is amazing

Everyone get this app to stop the spread and we can get out of quarantine quicker

AussieMB, 26/04/2020

Easy to upload

Follow the step by step prompts for easy upload - turn on Bluetooth

dtrsg, 26/04/2020

Downloaded and no problem

Downloaded the app and no issue.

WPSmithy, 26/04/2020

Too easy

Took less than a minute - all sorted

Brooklyn Pilgrim, 26/04/2020

Why do you have to leave the app running?

There shouldn't be any reason to leave the app running when it could just use app background refresh. This app has been poorly designed and nothing is actually in the app rather online.

Myosotis.Ola, 26/04/2020

Error on phone numbe page

I couldn't go past the mobile number verification page, it was showing an error even though the number is correct :(

Rossc0108, 26/04/2020

Cant register

Tells me my phone number is invalid

Shahin Amirhassani, 26/04/2020

Error verifying phone number

Can't verify my phone number.

frantsch91, 26/04/2020

Verification error

Can't verify my mobile number. Error keeps occurring despite entering a valid Australian mobile number.

Leasy1234567, 18/05/2020

Interfere with Dexcom CGM diabetes app

It caused my type one diabetes blood sugar monitoring app dexcom's Bluetooth signal to drop out and didn't alert me to my dangerous low blood sugar event. As soon as I deleted the app after hours of trying to get the signal back it magically reappeared. Be cautious CGM users!

[more](#)

xtwrk, 11/05/2020

Zero Update Notifications

For an app that is so important one would think alerts for updates would be sent to users to ensure all users are using the latest version. But no, nothing. Another example of the inept inception of this tool by the developer and the government.

[more](#)

Dropbear1974, 06/05/2020

COVIDSafe

Probably would be a great app if it worked. After initial download and sign up it lasted 2 days then it seems to have reset and asks me to sign up again every couple of days. I have done this 3 more times over the week so now I have given up.

[more](#)

Shamus McDuck, 28/04/2020

Battery drain on old phone

I was happy to comply with health department efforts but I think my phone is too old; the app seemed to drain the battery on my ancient iPhone 5S from 50% to 0 in about 10 minutes. I had to delete it.

mummasar, 28/04/2020

Doesn't accept my mobile number

The mobile number I currently have is the first and only mobile number I'll ever have. Why isn't it being accepted, and who puts +61 in front of a mobile number unless they're calling from overseas?

AlfredoSven, 27/04/2020

Ok; it is working in the background

Let's hope people use it; little to loos lots to gain...

lordskinner, 27/04/2020

Dull so far

Pretty boring app so far, not as fun as Facebook or Instagram but let's see how it goes

Ex fitbit lover, 27/04/2020

Good thing

Better be safe than sorry.

TomTheKiwi74, 27/04/2020

Apple Car Play no longer works. Please fix

Apple Car Play no longer works.

Message says 'The device can no longer be used as a source in "Media".'

I want to do the right thing to help the community so hopefully the developer is reading this. Please fix ASAP

[more](#)

hater 🤦, 27/04/2020

Good

Works like a charm. People need to stop giving 1 star reviews this will save lives.

Mike2222222tftrtgc, 27/04/2020

Easy

Very easy to use. If you're concerned about privacy you can use a fake name. It's legal.

Bevan683, 27/04/2020

Bevan

No problem here quick set up let's ease the restrictions

Phyllisbird, 27/04/2020

Easy

Took all of 20 seconds to register. Too easy.

Rico Ricstar, 26/04/2020

Easy sign up process

No issue verifying number.

Cosmo73, 26/04/2020

Can verify without the first zero

I don't trust my data with this Minister but any tool that can be used should be used

Blue Spider, 26/04/2020

All good

Activated perfectly - everyone needs to install this

Dunnazzz, 26/04/2020

Works fine

No issues registering. There's nothing wrong with the app.

I_don't_have_a_cool_nickname, 26/04/2020

Smooth install

No issues at all. Easy.

GolfWhenICan, 26/04/2020

Worked perfectly!

When entering the phone number, don't start with '0', start with 4XXX

ROFW, 26/04/2020

Simple

No issues. Took 15 seconds. Do it and we can go back to work sooner. Go Aussie!

TRoss-aus, 26/04/2020

Two thumbs up

Quick and easy.

Works as described.

Scstarz, 26/04/2020

Great

Quick and easy to register. Worked first time.

485377747746464888, 26/04/2020

Download Now

Amazing app. Hope enough people get it to finally rid these restrictions. 

zbilfree, 26/04/2020

Easy to install

Easy to install and understand privacy. Do it for Australia!!

Day On Green, 26/04/2020

Can't register

Tried to do the right thing by downloading the app. Doesn't let me register as it falsely says my mobile number is not valid and can't be verified, even though it's correct. No way to feed this back that I have found. Fail at first attempt.

SDavid1234, 26/04/2020

Error registering phone number

Cannot register phone number - error msg occurs

Chrissy J W, 26/04/2020

Unable to enter phone number

Am unable to verify mobile number

Tony PAFC Fan, 09/05/2020

Use it, save lives

Our doctors and nurses are begging us to use this app. That's enough for me.

4006david, 05/05/2020

Do the right thing, download this app

An important part of public safety. Download this app

Fat Judy, 28/04/2020

Can't register

This app is junk. All I get is "error verifying phone number". I've tried turning wifi, Bluetooth and mobile data off and I have a valid phone number. Disappointing that such an important project has been implemented so poorly.

SalvoDan, 28/04/2020

Don't use your phone for *anything* else

This app will not work as intended if you use your phone for *anything* else.

Take a call? It stops working.

Check your messages? It stops working.

DHHS need to support Apple and Google's Privacy-Preserving Contact Tracing ASAP if they really want to protect Australians from COVID-[more](#)

nicolh7, 28/04/2020

Problems registering

Have tried multiple times to get this to work but when it comes to putting in my phone number and I click on "get pin" nothing happens (the little wheel spins to tell me it is thinking about it 😊 but that's it)

Minn83, 27/04/2020

Not able to use

At enter your mobile number, it just buffers and doesn't send me the pin to continue.

zacoolkid, 27/04/2020

Not available in US App Store.

So you cannot download the App if you do not use Australian App Store. So for all the internationals here and those who are locked into say the US App Store you cannot download. That needs fixing right away. Particularly as people one day start to travel again.

[more](#)

JonnyMetro, 27/04/2020

Set up is easy

App is really straight forward to setup and use.

/\$&@!, 27/04/2020

Keep app running

Keeping the app running is not ideal at all it should be able to run the the background. Otherwise a fantastic idea

tb488302, 27/04/2020

Help control the virus

Hope more people install it

Shazzie62, 26/04/2020

Super easy to use

The app was super easy to install and get up and running. 😊

Mig-31, 26/04/2020

Works now

It had some issues seems to be working now.

CassieD20, 26/04/2020

All good

Worked straight away - you need to drop the leading 0 of your mobile number.

Richmond@12, 26/04/2020

Stay safe

App is now working and easy to register

Angel_of_Love, 26/04/2020

Simple and fast

It was an easy set up and now it's running. Good stuff

Oh-ho, 26/04/2020

Works fine for me & hubby

Didnt encounter any issue, could be the lucky ones.

bishwasholy, 26/04/2020

Easy to register

Done in a minute

Johnroth, 26/04/2020

Don't put the zero in front of your mobile number!

61 4xxxxxxxx

Wellsie69, 26/04/2020

Registered successfully

Easy to download and register

will from crown, 26/04/2020

Can we trust it ? No transparency of the data held

Just can't trust that this app does what the Government claim. It only has one feature which sends your data to the Government - there isn't even a feature to allow you to see your own data !!!

If trust is to be earned, tra sparre Xu is essential.

[more](#)

Zigjam, 26/04/2020

PogChamp

What the government is doing is rather PogU, I would say. Coronavirus is a very weirdchamp situation, and if downloading this app means I can omegalul with my friends sooner, then that's a lolW.

Navessa86, 26/04/2020

Not allowing my phone number

This app won't allow me to enter in my phone number. Says there's an error with my phone number. Can't use the app without having my phone number attached.

dm42x, 26/04/2020

Error

'Error verifying phone number' when entering all but the leading zero of my mobile number

Bazzarazzi, 26/04/2020

Phone number

Can't use the app as it won't accept my mobile phone number . Possibly me but I've had the same number for 14 years

DP8097, 13/05/2020

iPhone does not like this App.

I'm onto my 6th registration for this App on my iPhone (2 post "bug fix" upgrade last week). And yes, I am leaving it open/running in the background with Bluetooth on. Lucky the government is not relying on data from the App for anything important.... 😊

[more](#)

whosaid, 06/05/2020

Annoyingly you have to keep the app running

I don't have any complaints except that you have to run the app constantly - it's easy to accidentally close when closing other apps.

Helen1964, 05/05/2020

Still waiting

I've installed it but gotta say I'm not going to keep it open until they make it work. Properly for iPhones. Leave a phone unlocked? Really? Not ideal for most users. My husband has an Android and seems to be a much better setup.

[more](#)

Gwizzz21, 02/05/2020

It doesn't even work

Stop trying to use download numbers to say how successful this app is. It doesn't even work. No one is leaving it open and phone unlocked while going out. It's actually useless and totally impractical

virajosLV, 30/04/2020

Glitches and returns to the home screen

Won't go past the home screen - quickly flickers to the next screen and then crashes. iPhone X with updated iOS

Treasure0608, 28/04/2020

Turn WiFi OFF to register

Turn WiFi OFF to register and leave out the leading 0 for your phone number, should load straight away.

Just imagine how many installations have been missed out on because of this issue.

[more](#)

Christopher Blackman, 28/04/2020

Error verifying phone number

I've been trying multiple times to verify a mobile number. It's ridiculous! There would likely be 10M people using the app if the mobile verification process actually worked!

Eddie22M, 27/04/2020

Protect our health system

Help save lives ! It's in our hands Australia let's do this.

Toepfer, 27/04/2020

Quick and easy.

Super quick and easy setup. No dramas at all.

Splilidd, 27/04/2020

PIN number

It's taking ages for it to send me my pin.

But hoping to get up and running soon. 😊

Great idea. 👍 👍

kmoz6, 27/04/2020

Too easy!

Thanks for helping to keep us safe

Yahyah72a, 27/04/2020

Easy

Easy to setup. Thank you for looking after the community. Great initiative.

Free maybe???, 27/04/2020

Easy as!

Super easy to register! Let's work with it together!

jessay910, 26/04/2020

Great App

The problem with phone verification has been fixed and this is a great app to help protect Australians against COVID-19 please download!!

James O777, 26/04/2020

Work well

No problem with download, installation and verification on iPhone.

Ant4Soil, 26/04/2020

Very easy to install

Simplest app to install with clear instructions.

Jay 453, 26/04/2020

When press upload infor button

Never receive PIN

Sydneyanton, 26/04/2020

No issues

It took my phone number. No issues. All good for us Aussies. 

gypsy3030, 26/04/2020

Question

If I download the app on my iPad, does it need to be near my phone to work.

Mike7368965, 26/04/2020

Quick and easy

Super quick to install. Looks secure 😊

Amazon 2, 26/04/2020

Necessary

Those with unfounded complaints about privacy need to seriously reconsider their priorities.

helloappuser, 26/04/2020

Easy

Took me literally 5 seconds to sign up.

gettingonwithit, 26/04/2020

COVIDSafe

Suspect a lot of people may not realise they need to drop the '0' when recording their mobile number when it's preceded with +61.

Arya Issac, 26/04/2020

Installed in 20 seconds

All worked great in my phone.

Rick Everts, 26/04/2020

Works fine

No problem registering. Perhaps server was overloaded early on, hence problem for early adopters.

Aus-morgs, 26/04/2020

Quick, simple, easy
Download it now!

Joshwazhere, 26/04/2020

Easy
Easy to install and use for the safety of everyone

Tapthatzooman!, 26/04/2020

Do your bit
Do your bit to help Australia get over this rubbish

JeannieThePotter, 26/04/2020

Let's keep Australian Safe Again!
All Australians should help the community and download the app

harrison clarke, 26/04/2020

Stay home
We are in this together stop the spread and stay home, practice social distancing

ElfinShell, 26/04/2020

Edited: Bug fixed
Bug fixed, can now add my ph number. Thank you!

Philo1072, 26/04/2020

Works great
Installed and registered with no issues. Doing my part.

Shmacky_AUS, 26/04/2020

Mobile Number Error

Says my mobile number can't be verified..... tried multiple times, with and without the '0'.

Dcoom99, 26/04/2020

Won't accept mobile number

Keep getting an error when I'm trying to sign up, it won't accept my phone number.

noswonky, 26/04/2020

Doesn't work

"Error verifying phone number"

I tried with and without the leading zero - same result.

Msin16, 13/05/2020

Way too many notifications - about to uninstall

App was simple to set up but STOP sending me notifications to keep the app running and Bluetooth on. I KNOW! Going to delete the app as I'm sick to death of hear repetitive useless notifications.

Richard Silbers, 04/05/2020

I keep getting messages to load it but it's loaded

App is fine I guess but every day I get a message encouraging me to install it, which I did a week ago. It's very annoying. Why do they keep pestering me?

mum_r, 03/05/2020

I am unable to enter my phone number

I'm on an iOS device with the latest system version and am unable to enter my phone number. I get a verification error. I've tried multiple times, with and without a preceding zero.

DJ Tommy Cat, 03/05/2020

Great work ADH

This app is such a brilliant idea. If everyone jumps on board and be responsible, we'll put a stop to this virus and save lives!

!Natski!, 28/04/2020

Can not register my phone number

I am unable to pass the point of registering my phone number, hoping this issue will be fixed soon. I have an iPhone 11, I have read there seems to be more issues with iPhones.

hoin1966, 27/04/2020

Easy to install

Very necessary for the current situation. I am glad to help to fight this virus.

HeyScottyBoy, 27/04/2020

Let's defeat covid

Easy install and doing our bit for the nation

Qdevries, 26/04/2020

Easy as

Works, no issues.

We should all download it, for the benefit of all Aussies!

Frn5735, 26/04/2020

Works well for me

No problem downloading to iPhone!! If I am exposed to Covid19 I want to know ASAP so I can be tested and treated.

chfyuv, 26/04/2020

No worries

Put on two iphones with no problems

nupey, 26/04/2020

So quick and easy thanks

Took about 90 seconds to set. Great peace of mind

ReviewChick 67, 26/04/2020

Community Minded

Super simple to set up. No problems. Quick & easy!

Mimi0556, 26/04/2020

Hard to find

Very difficult to locate in the App Store if you don't know the exact name.

Vidioto, 26/04/2020

Pat

Verified number without difficulty. Launch was at 6pm. Took about 10s to install and verify at 7.

ahshejdb, 26/04/2020

Works great

Worked great - Was easy to use, hopefully will save lives!

concerned-citizen-19, 26/04/2020

Download it now so we can end this in AUS!

No problems registering. Very easy.

We need this! Stay safe everyone!

covid:--, 26/04/2020

Doing my bit

Stay safe people!

No sleep till cup won, 26/04/2020

Didn't allow my phone number to register

Tried to download app. Couldn't complete my details as it keeps saying error to my phone number I'm adding. My number is correct. Tried it with the 0 prefix and without neither work. Shame.

Kassangel78, 26/04/2020

Number verification

I tried to register and have not been able to successfully enter my mobile number for verification.
It produces an error and says it is unable to verify my number.

Ronitram, 06/05/2020

Doesn't work on iPhones

Why did I download it when it doesn't work on iPhones? I keep getting messages that I need to keep Bluetooth running for the app to work?
When my iPhone is in sleep mode Bluetooth is always switched off!

Malcolmbusby, 27/04/2020

Turn off Wi-fi to register your phone number

I don't know why.

I just know it works.

[more](#)

Canozzie4, 27/04/2020

Test your stupid app people!!!

Try to do the right thing but the app just spins and spins when I enter my phone number. Have tried with and without the 0 and have also deleted and re-installed with the same problem. Ridiculous!!

Tkem1959, 27/04/2020

Cannot register

Both I and my wife have downloaded the app and when we attempt to register it doesn't recognise our mobile numbers..tried several times but sorry not working..

Trepidations, 27/04/2020

Taking a leap of faith.

I don't like this government, so I'm trusting they will do what they say- this time...

Privacy hasn't been a concern of mine - as yet - so I'm willing to take a risk for health if others, and hope information won't be used against me.

No glitches for me.

[more](#)

Sir Jasper, 27/04/2020

Team Australia

Let's do this and then quicker for all of us to get out of lockdown.

the lamb man, 27/04/2020

Stay safe!

Alleged privacy concerns are trivial in the face of our safety and economy. Please encourage others to load.

Aloenix, 27/04/2020

Fast Set-up

Took about 1 minute to set-up, easy and fast.

andrewpaol, 27/04/2020

Fantastic

Quick & easy 10/10

Chull213, 26/04/2020

Great app

Simple to register and easy to use.

Also wondering how many of the negative reviews are legit or Russian bots?🤔

JenniO3, 26/04/2020

Easy to install

No issues with installation - very straightforward

robbo2400, 26/04/2020

Phone number not working

App is fine. Remember to leave the first '0' off your mobile phone number otherwise it will not work! Should have a note explaining that on the phone number screen

Art&Eco1234, 26/04/2020

Hassle free set up

All up and running under a minute 👍

Becskjdksgsk, 26/04/2020

Happy 😊

Really easy to sign up!
Can't wait to see how it all goes.

bbbbbeeeeellllllllaaaa, 26/04/2020

No problems so far

No problems so far.

PHHobart, 26/04/2020

PH Hobart

Work well on my phone, no problem register my number

Andx19, 26/04/2020

Easy to set up

Easy to set up

Deeje27 26/04/2020

Easy

Easy
Great initiative to help keep us safe. Easy registration. Took 30 seconds.

HenrysHelper 26/04/2020

End Covid-19

Worked first go. No issues verifying my phone number.

Andrew-ish person, 26/04/2020

Set up was straightforward.

I had no trouble setting it up, let's hope it helps.

julesthomas, 26/04/2020

Easy set up

Easy to set up and an essential tool in fighting this invisible Deamon.

Neethu V, 26/04/2020

Registration was easy

Install and signup was simple and straightforward. Good initiative if people get onboard. Even used a nickname to register.

Eviebug, 26/04/2020

Cannot even register

Can't get past the "enter your mobile number" step in registration. Just says "Error verifying mobile number. Please check your details and try again". Which I did - numerous times. Cannot proceed, so cannot use.

Tonythetiger1891, 18/05/2020

Makes iPhone emails crash

Current version makes emails crash on iPhone.

Happy to help the world but not if it breaks my phone.

Zionde, 15/05/2020

Stuck

I had to delete COVIDSafe app as it would not open this morning & now I can't re-register. Stuck. I was one of the first Australians to download it too! Will try after my phone is updated to latest from Apple sent overnight.

veechinosami, 15/05/2020

So good

Just wondering if this works on my Apple Watch as it doesn't appear to show the app on there

Smileykyls, 09/05/2020

Getting frustrated!!!

Every time I open the app to make sure it's running when I leave the house, the registration screen comes up!!! So frustrating!! If you want us to use this app then make it work or it will be deleted!!!

LenAngela, 30/04/2020

COVIDSafe App

Not impressed with the app when u have to keep the Bluetooth on and if u turn it off it keeps reminding you to turn it back on. Doesn't really tell you where or whom who has it

James, Australia, 28/04/2020

Needs more thought

Understand the need for this app, but it is a killer on the battery. Can't be doing a whole lot of tracking if your battery is flat on the way home from work. Needs to be revisited by app designers.

Slippery Ride, 28/04/2020

Can't Verify PIN

Downloaded it after 6 pm, dropped the leading zero but still spent two hours trying to get a PIN to verify my mobile number. Deleted the app and reinstalled but same result. Disappointing.

Kaz61957, 27/04/2020

TRYING to do my part

Downloaded the app trying to do my part in the fight against Covid 19 but it won't accept my ph number and yes I dropped the zero, also tried with the zero 😞 hope this get fixed ASAP

PD53, 27/04/2020

Faulty

Will not accept my mobile number after multiple attempts. Not sure if this means the app won't be doing its thing????

craig0!@!, 27/04/2020

Stalls on verifying phone number

Trying to do my bit but can't get past verifying phone number. Phone number is correct. Shut down and rebooted but still the same message. No tech support available

NellyL1982, 27/04/2020

Fast and simple

Very fast to download and set up. Only took me a 1-2minutes

Mgmcc, 26/04/2020

Mobile Number

Try entering mobile number without the initial zero (ie +61 international mode)

dwb125, 26/04/2020

Nil issues

I had no problems registering at all..

MikeOo., 26/04/2020

Works perfect

Easy to register. No problems.

RyanCu, 26/04/2020

Smooth and simple

Had no problems entering my details. Nice app.

Good App17277;, 26/04/2020

Works Great

Works fine no problems

gt06wa, 26/04/2020

Working Well

Everything is working well for my app, and I'm sure it will keep Australia safer from COVID-19. Great job guys .

General62, 26/04/2020

Life Saver

Hopefully Australians embrace this. The life you save could be your own, or that of an ill family member.

coriejj, 26/04/2020

5 Star

Important app everyone should use

Lawind Ismail, 26/04/2020

Please download this app, stay safe!

COVID19 is big danger, stay safe with your families and download the app for your safety

caish86, 26/04/2020

Won't accept my number - is it a glitch!?

Trying to be a good obedient citizen and the stupid app won't even accept my phone number... so I can't go any further. 🤦‍♂️ awesome. Hopefully many people are having this problem and it's a glitch and they can fix it. Typical.

[more](#)

RobMorrish, 26/04/2020

Fails to complete registration

Tried to download app stated registration but it fails to verify my mobile number. I entered the correct mobile number but the app does not work. There also seems to be no support button on the app. Terrible experience

GrumpyFrog, 26/04/2020

Does not let me put my phone number in

Went to sign up as I believe important but could not even register properly as would not accept my mobile phone number in any format. My husband also tried.

DaShadow_-, 26/04/2020

Time to get back to work

It's time to get to normal Australia bigger and better

Jqwertbtyre, 26/04/2020

Won't work

Tried to put mobile number in and it isn't working. Tried with and without leading zero.

emnow, 26/04/2020

Won't verify phone number

It makes sense for every single person to download this app (why not if you've ever used Google or Facebook?) However the app would not verify my number to send the six digit pin to authenticate. Details were correct.

AnnabelJS, 26/04/2020

Mobile number

The app keeps rejecting my mobile number.

Biltong2106, 26/04/2020

Cannot register phone number

Get to phone number registration and says "Error Verifying phone number" my number is correct.

immitch, 19/05/2020

Interferes with Apple Watch

Unable to connect to my Apple Watch over Bluetooth after downloading the app. Can be fixed by toggling Bluetooth on/off and reconnecting daily. Very frustrating.

mister-ch, 06/05/2020

Doesn't work on Apple iPhones!

I have been walking around this whole time thinking that I was connected and would be notified if I come into contact with someone that tests positive to Covid19... turns out I was carrying around an inactive app that is inactive 😞 😞 😞

Eyes iPhone, 04/05/2020

I had to delete it last night

The app was flicking between information and the covidsafe title. I couldn't control it. And couldn't fix it. So I'm about to download it again.

Samuel Chileno, 30/04/2020

Eating through my battery

I went out to the shops yesterday and my iPhone 8 was flat by the time I was having an X-ray. So the issue is battery life.

Ronson rouble', 29/04/2020

Australia

Australia won't be bullied. Big local economic recovery coming soon thanks

wirelesslyalways, 28/04/2020

Does not like Australian mobile numberswill not accept number as valid

Finally figured it out

This error message is returned if you have not read the privacy disclosure

aaamazed, 28/04/2020

Turn off wifi to register your number

Tried many times (apple phone) but it said 'unable to verify your number'. Finally found the solution - turn off wifi, registers instantly.

EdnaEverage, 28/04/2020

For those who can't get a pin

Turn off your Wi-Fi, enter details and get a new pin - worked straight away, then turn your Wi-Fi back on..

chalie shane, 28/04/2020

Charles Mitch

Everyone should download and install immediately!

Kalpine, 27/04/2020

"Error verifying phone number"

I keep getting this same error message after pressing the "get PIN" button.

I've tried having no leading zero, then tried with the zero. Also tried deleting and reinstalling the app.

teganwilliams, 27/04/2020

Won't accept my mobile number

Keeps coming up as an error with my mobile number, have tried putting it in differently, closing the app and trying again ect. But can't get it to work

Elephantofanaddiction, 27/04/2020

Frustrated Oversea

Wanted to register while overseas, but consistently getting an error message saying to check my phone number (entered correctly)
Want to support, but unable to register.

Decarboniser, 26/04/2020

Land of OZ Covid19 Track
Working, thank you.

Here's hoping this will nail down the virus in Australia like we all expect.

johncheno, 26/04/2020

Easy installation

Downloading App was v straightforward. No glitch recognising my phone number. Privacy policy reassuring. Looks good so far.

Lanie1970, 26/04/2020

So far so good

Signed on fine no problems at all

nic____nic, 26/04/2020

Easy and fast

It took me 2 mins to set up with no hassles at all.

Ma1Dawg, 26/04/2020

No problem Entering number

The app worked fine for me? Maybe the servers were overloaded earlier?

Ren2468, 26/04/2020

Easy

Simple. Took 30 seconds

Kb:-)<3, 26/04/2020

Easy

Include the "0" in your phone number and it's takes 1 min to setup and verify.

Dffgdfgefvrfev, 26/04/2020

Easy

Easy and quick set up

Great or Grate, 26/04/2020

Easy

Simple to set up and fast to download.

ugigcsdvgicasdgivoacsdgovi, 26/04/2020

Love ot

I just got it, opened it up and can say that it works very well. Keep it up👍

Filth2111, 26/04/2020

Easy, the least we can do to help

Get on board for the greater good Australia

my name kristin lousie day, 20/05/2020

Is ok hugs and kisses go back to normal

Hi my name is Kristin I want to know if you allowed to go back hugs and kisses I just wonder ing that all from Kristin
😊😊😊😊😊 I got boyfriend Neville and I Neville Girlfriend Kristin

Is ✨ with that ok ✨ from Kristin

[more](#)

Relley80, 19/05/2020

I want to like this app...

I think this is a great idea, it's really important for people to download it. However, I've downloaded it twice and each time it has messed with my Bluetooth devices. This needs to be fixed!

WhiteKnight86, 15/05/2020

Daily login required 😞

Requires a daily or Bi-daily login where you need to re-enter your details again. How is this tracking me if I'm having to log in all the time. waste of time - DELETED off our devices. So much for set and forget!!!

symo007, 06/05/2020

Great idea , poor implementation

Issues on IOS. Constantly need to restart the app after a period of time or using other apps. Doesn't really work in 'background mode' so you can't be sure that it's recording as designed.

zyzygig, 30/04/2020

App cannot be used by older Iphones

This app can only be used by Iphones 6 and newer. Any one with an older Iphone cannot use it. If you want more people to use the app create an app for older phones.

R8chme, 29/04/2020

Sign up page shows every time I open the app??

Sign up details required every time I open the app? Giving up using it as its like I have to sign up as a new user every time!!

PayAPremium, 29/04/2020

Stuff the poor punters

Bravo! An app that only works only on the latest phones running latest OS. Whoever put this together is blind to the lived experience of the elderly and the not-so-well off. Even in a pandemic our governing elites are happy to leave 20% of their fellow Australians behind.

[more](#)

About2fail, 28/04/2020

Liberty is a luxury during a pandemic

Personal freedom and liberty is only up to the lowest denominator. Don't be the lowest denominator and download the app.

Phorozan, 28/04/2020

Great job!

Everyone needs to install this app.

91Craigy, 28/04/2020

Still some bugs

Great idea, great simple concept for the app however at this stage for my phone the app will ask again for my details / 'sign up' after a day or so.

DNArmstrong, 27/04/2020

Bugging out

I can't get past the mobile verification page - just freezes on trying to send me a pin. I'm in an up to date iPhone 11. Hope this isn't happening to millions of others. That would be awkward.

Beck001!, 27/04/2020

Won't work

It keeps telling my mobile number is wrong. I've tried with and without the 0 at the start. Pretty pointless app if it refused to acknowledge that I do infact know my own phone number, and I'm typing it correctly ☺

onlywayisup90, 27/04/2020

App keeps flicking to a black screen

Terrible time trying to register the app on my phone. The screen keeps flicking back to a black screen that says covid safe app. I wasn't able to read through the information.

Pretzel1970, 27/04/2020

Frustrated

Can see the benefit but can't register as my phone number can't be validated for some reason. Have tried numerous times. Giving up and deleted app now.

Fourthtimelucky, 27/04/2020

Won't accept my phone number

Easy to load until I had to record my phone number. Then it all stops there. It doesn't recognise my number, despite repeating the process a few times.

Nick\$\$\$\$@@##, 27/04/2020

Super easy useful

Awesome app easy to register, Everyone please download for the benefit of entire Australia Cheers!

Rudetourist, 27/04/2020

Working fine
Just do it.

Harz504, 27/04/2020

Easy installation
Took a minute to register. Very easy.

LilWillow356, 27/04/2020

Expansion?
No issues with privacy, however only taking Bluetooth links when within 1.5 meters of someone for 15minutes doesn't seem wide enough parameters considering speed of spread. Might lead to more ignorance on both sides, government and general public.

[more](#)

kye😊😊 82, 27/04/2020

Great idea
Well done the best thing that has came out of this virus 🌟

hellokarl, 27/04/2020

No activation pin
Downloaded and run it but it never sends me a pin to activate and use it. Help please.

Latino Bowman, 26/04/2020

Just download it 4 Everyone's Sake
There's social benefit here for everyone. The Sth Koreans used something similar with success.

Now it's our turn. Cmon 🇦🇺 Australia 🇦🇺

Blinded by adds, 26/04/2020

Do it AUSTRALIA
Do you care about others?
Prove it, download and start supporting our community

1337_jimbo, 26/04/2020

Easy installation

Simple design, seems pretty solid!

Roger Tick, 26/04/2020

Excellent app download and make a difference

Download this and make a difference Australia

*#nim, 26/04/2020

Register after 6pm as instructed and it works fine

Let's help track COVID.

Review pad 2 app, 26/04/2020

Easy to install

Seems to work well, despite what the conspiracy theorists say lol.

Nic878, 26/04/2020

Successful use

Entered a number with a 0 and it worked first go

Morgan2578, 26/04/2020

All good

Downloaded and all seems to be working.

sjlord, 26/04/2020

Yeah Y Not

What's the worst that could happen do

We want to end up

Like America

whodoesntloveelmosworld, 26/04/2020

I got infected

dunno if it's the apps fault but as soon as i downloaded it i felt sick! is this the app or is it just me????

B2065, 26/04/2020

Won't accept my mobile number

Won't let me register because it won't accept my mobile number. Tried heaps of times. I've had this number for 17 years.

Dodokebab, 15/05/2020

App is saying it's not active but my permissions are telling me it should be.

I can't get the app to work. I have iPhone 6plus. It's telling me I need Bluetooth on but it IS on. I can't see why it's not working. Notifications are on too. Can't figure this out b

Isabel Leith, 07/05/2020

⊗

Would love to download but it won't even take my phone number 😞 😞

gazfaz65, 04/05/2020

Dont work

App won't accept my mobile number and NO I'm Not using the zero at start of number!

Did try once with zero but same result.

Keeps saying error verifying number.

iPhone 10 so not old technology.

[more](#)

dbella2, 01/05/2020

Notification overload

Why does the app keep sending a notification 3-4 a day telling me to keep Bluetooth on when is already turned on?

Very annoying. Now turning the notifications for it OFF!

Sostybona, 29/04/2020

Thank you Australia 🌟

A bit confident now to get outside home.

Way too expensive - Rip Off, 27/04/2020

App failing to verify my mobile number.

Trying to signup but the app is failing to verify my mobile number. Have tried multiple times.

I turned wifi off and then it worked using mobile data.

matt niko, 27/04/2020

Issue registering

I have an issue registering. When I enter my mobile number and press "Get PIN" it gets stuck loading.

Godzer0, 27/04/2020

Essential step

Recommending everyone to download

ChilYogi, 27/04/2020

Bug????

The app appears to be linked to internal sensors.

As when app is open if you tip phone past the vertical, it blacks screen with COVIDSafe watermark
ie Upside down. So laying down looking up at phone

[more](#)

wesleyong, 27/04/2020

Bugs

Hey guys, keen to see an update as this app will help our country a lot. Keeps reverting back to black splash screen randomly. Can't complete registration. Can you please look into this? Thanks and keep up the good work!

Nftwest, 27/04/2020

Covidsafe

Worked fine, too easy

Let's give this Kung flu the chop!

EL80WZ, 26/04/2020

Fresh Air for all to breath!!!!

Fast and easy to sign in, please share and help stop this virus.

goby blenny dragonet guy, 26/04/2020

Worked no problem

Registered without a hitch. Great idea.

Dave Yates, 26/04/2020

Everyone should be using this . Let's kill this virus.
Best defence we have to respond to virus spread .

Slammer65, 26/04/2020

Easy as

So easy. Just follow the links. 30sec setup- max.

I'm using an iPhone 8 . Version 13.3.1 (I think).

Manka_star, 26/04/2020

Mwats

App registration was quick and simple, no issues.

brad2008au, 26/04/2020

Installed and registered without a hitch

It installed without a hitch. Registration process went smoothly.

Foladii, 26/04/2020

What if someone dont have the various ?

I never been tested and i'm well. I don't have the virus so is it important to install the app?
Or this is for everyone ?? Please let me know

wanderlustAU, 26/04/2020

Simple and safe

Easy to use and setup.

Thanks for keeping us safe

sagar sigdel, 26/04/2020

Slow the spread

Lets help each other to fight this virus 😊 ❤

Scottyscottyscott, 26/04/2020

Had some issues with registration validation but now works

Phone number initially failed to 'validate' but the app appears to be working now.

iambutterally, 26/04/2020

Recommend

Very easy to use

MeI198801, 26/04/2020

Can't setup as it won't verify mobile number

Installed fine and going through setup process but it keeps asking me to verify the mobile number even though it is correct - wondering if it due to having an eSim?

Michael.hyde, 26/04/2020

Poor sign in

The App provides no information about timing available for registration ! There should be a pop up communicating with the person on whose phone it is installed. Let's hope it works better in the future.

Pedro2095, 26/04/2020

Well not verify phone number

I have tried a few Times with 0 before mobile number and without. Says error verifying phone number

56078, 26/04/2020

Wont take my mobile #

Can register : took out the 0, then put it back but mobile number is not accepted. Registration wont proceed, no helpline to call

Natalie City Beach, 26/04/2020

Does not work

Can't verify. When I put in my mobile number it says can't verify number and then can't go any further. You would think this would have been extensible tester before releasing an app that has generated so much discussion.

ashmery, 04/05/2020

Cant verify phone number

It seems to be having problems with iphone . I have put my number but doesn't let me verify it as I don't receive the pin

Deckers7, 30/04/2020

Mobile phone number won't verify

I've downloaded, deleted and downloaded again on a number of separate occasions and I still can't get past the mobile phone number verification stage

Matthew Allworth, 28/04/2020

Notifications

Keep notifications to a minimum: no political or nagging spamming, please. If you exceed your limits I'll switch notification off altogether.

Far from, 28/04/2020

No luck

I have repeatedly tried to download this app every thing is fine until I try to put my mobile number in, tried with the 0 and without, will not recognise either, so it's a no go for me I'm afraid.

Friendlycitizen10, 28/04/2020

Bug

Would not let me get past the phone number stage. Tried 5 times incl. delete and reinstall. Need Application Performance Monitoring so these issues don't happen.

Kipakikka, 28/04/2020

Error verifying phone number

Cannot get the pin at all. Not without a zero in the number or with it. It says error verifying phone number.
Also there is no support contact, who do I contact to get this done with?

kajja71, 27/04/2020

Something is wrong

It won't let me put my mobile in. Says error verifying phone number.

MR. KWEL, 27/04/2020

Happy to help

There's no reason you shouldn't get it

dragonborn51, 27/04/2020

I wish that it had a iPad layout

Seeeran, 26/04/2020

So Easy

Literally took a minute to set up

NatePatatty1, 26/04/2020

Help save lives

Download today. Easy. Simple. Works.

gizmo25?, 26/04/2020

Great app

Look great to me. Easy to download. No issues. Very easy. Download and stay alive

cj1864225, 26/04/2020

Done

Easy to sign up, no hassles. Get on board so we can ease restrictions

Flynn MC, 26/04/2020

Good for the better

A great app. Registered with ease and well this is going to be for the future of Australia.

Sven&Nay, 26/04/2020

Won't work with some numbers

Great idea but would be great if it would accept valid mobile numbers.

rnkn, 26/04/2020

Your data is not safe

The data continuously collected by this app is not safe. It falls under the Australian government's Assistance and Access bill, effectively invalidating the safety of any use of encryption for data held in Australia. Situations like this highlight both why encryption matters and the foolish arrogance of our government.

[more](#)

AdellevdI, 26/04/2020

Not accepting my mobile?

Really keen to get downloaded this new app. Hoping it would help to get our life's back to normal quicker however I'm getting an error message when entering my mobile number :(so can't use it. Annoying

whosnicknameisit anyway, 26/04/2020

Does not allow phone number to be verified

Have tried on 2 phones to set up but can not as comes up error on screen saying phone number can not be verified and to try again.

zews21, 26/04/2020

Unable to verify mobile phone number

App constantly unable to verify phone number - comes up with "Error verifying phone number - please check your details and try again" message

Sound80y, 21/05/2020

Bad on iPhone 7 battery

I want to support this , but I actually need my phone to work ..
is it just me ? Since installing this it destroys my phone life, and I get lots of messages re Bluetooth not being on when it is on

YarraDee, 12/05/2020

Why the constant need to log in?

I have had this app a week and it has asked me 4 times to login, requiring a six digit pin being sent to my phone...4 times??

unhapoy with app, 02/05/2020

Unhappy with app

Downloaded the app

Can't get past the initial page except to

Report that I do have or have been tested positive for the covid 19 infection which I haven't .

Deleted the app if I have to report I have something I don't have I'm not interested now

[more](#)

Woody_net, 01/05/2020

Use it and stay Safe Australia

Everyone get on board

Benjamin2856, 01/05/2020

I should be able to use the app anonymously

I don't like that I am asked to provide my name and contact number to sign up.

Why can't they just alert me through the app rather than contacting me via phone?

TangBaoJustin, 01/05/2020

Stay home, stay safe

Stay home, stay safe

Berilac1, 28/04/2020

Valid mobile number

This app keeps suggesting I have an invalid mobile number. I have used two versions the international version and the in country version. Both have been rejected by the sign on for the app.

Narinder., 27/04/2020

Not registering

Seems good , So, tried to download it but couldn't verify my details. I don't know. I put all the details correctly still giving error while sending 6 digit pin..

William T. C., 27/04/2020

Protect You and Others

This App is intending to protect you, not steal your private info.

LUANKEA, 27/04/2020

Easy setup

Easy setup! All the 1 star reviews must be user error

average aussie joe, 27/04/2020

As

Easy to install and register, good app! Well done feds! Keeping all safe!

west coast eagles suck, 26/04/2020

Yawn, worked as described

Seamless, very straightforward and hopefully will help the health care front liners keep us safe 😊😊😊

Buzza69, 26/04/2020

Download app please everyone

Faster this lockdown/isolation is over

Piptot, 26/04/2020

Easy to register

Easy to use. Will do anything to support Aus.

Estaki, 26/04/2020

All good

Worked fine for me. Doing my bit 👍

JohnnyTong, 26/04/2020

Easy to verify and set up

Simple and easy to use, great initiative by the health department

Pasher6961, 26/04/2020

All good

No problems encountered at all...easy process

SandSop, 26/04/2020

#Freedom

Download this so we can get our freedom back

BanjoPat2020, 26/04/2020

Come on Aussies

Download this app so we can get busy with living

MickLee93, 26/04/2020

Anything to help

Excellent idea! I'm all for anything that'll help stop the spread! Download, stage safe, stop the spread!

Xd noscoper, 26/04/2020

Easy to install and setup

Easy to install and setup

James - Sydney, Australia, 26/04/2020

Just do it.... 

If it helps gets life back to normal then I'm all for it.

Saxon sports, 26/04/2020

Won't accept my mobile number

Keen to activate but won't accept my number?

Smither's, 26/04/2020

Error verifying phone number.

Can't get past the phone number verification as it comes up with an error. Tried with and without the '0' in front of the number. Happy to set-up once error is fixed.

Swcodey, 26/04/2020

Error message when signing up

I keep getting an error message when trying to register. Says "error verifying phone number" when I click on Get Pin. I am Definitely entering my correct phone number

alw231, 02/05/2020

Smashes the battery

Right idea but smashes the battery. Need to charge phone twice a day.

Brockmcfaggingtonella, 01/05/2020

Bluetooth notifications are non-stop

Are you looking into the API from Apple and Google so that the app can work more natively with iOS?

kyte50, 29/04/2020

Will not do what it claims

Shuts down even if left in the background, after a few hours. So if you are out at work or wherever, you have to keep checking on it. Its ridiculous.

Polly Waffler, 28/04/2020

Drains Battery

Very easy to setup but drained the power very quickly. Have turned it off while at home until it's fixed.

yogabobby, 28/04/2020

Doesn't work - error verifying my phone number

Have tried three or four times, uninstalled and reinstalled. Still doesn't work. Will try again if they update the app.

Jayr3, 27/04/2020

Registration fails

I've tried numerous times to register. However, at the point of providing my phone number the app fails. I'm aware that you drop the zero when adding the phone number. Big fail from me.

Jjohh22, 27/04/2020

Phone number

Was ready to do my civic responsibilities but the app in no way would accept my phone number even after several restarts
Not happy jan

R_usty, 27/04/2020

Invalid Phone number

Tried to setup many times and keep getting invalid phone number - I've had this number for over 25 years ... I can't type past point so can't install the app... will Jager to wait into it gets fixed...

xXCPT CHAOSx, 26/04/2020

Works for me

Not sure if fixed but works for me!

Jared (^_-)-☆, 26/04/2020

Seems good

The app is simple to use and works well!

r1ckeee, 26/04/2020

Lifesaving

Easy to set up. Let's show the world, Australia can beat this virus.

URMYXTCSUR, 26/04/2020

Easy to set up

Easy to use, easy to set up, great tool to mitigate pandemics.

Locosnotions, 26/04/2020

Easy to use

Very easy to install and use.

shdienr, 26/04/2020

Can't sign up

Tried to sign up and I get stuck on the phone number verification part. Comes up with an error message "Error verifying phone number please check your details and try again"

nicknamenueluat123, 08/05/2020

Will not work

I have tried to register on an iPhone 7 with latest software and gives me an error both with 0 and without in front of my number. Useless

FeeFee38, 08/05/2020

Spam

Notifications are sent multiple times a day and text messages. You asked people to sign up to this and then spam them?
Deleting the app until it's fixed.

Fygic, 04/05/2020

Error message

Not able to register , it keeps giving me the message: error verifying phone number , please check details and try again

Sonza230, 01/05/2020

Needs to be properly tested

This app isn't developed properly it has flaws such as black screen popping up ever few seconds saying covidsafe, text messages not coming through, logins constantly.

Amila_Bandara, 30/04/2020

Asking to login every day

I run this app in the background. And my bluetooth is always on. Why do I need to login to this app daily? Do I need to stay logged in to be able to tracked or is it fine to stay logged out?

loubect, 28/04/2020

Can't even register

The app won't recognise my details, phone number and can't send me a pin to register.
I'm trying to do the right thing by registering but when you get error messages, makes it hard.

FeeJayBee#5-461, 28/04/2020

Can't get a pin

Disappointing! Have tried to do the right thing and download but wheel just spins at the "get pin" stage. Have tried many many times. Have deleted and loaded. And there seems to be no way to get support for this. HELP PLEASE!

Covid prepared 101, 28/04/2020

Glitching, can't install

Really want to do my bit by after repeated attempts to download and install can't get required pin sent and now app itself flashing. Please fix!!

tswoolf, 27/04/2020

Not working

My phone is compatible but it's not working. Every time I put my mobile number in it comes up with an error. Error verifying mobile number. It is not an overseas phone either.

Jono_500, 27/04/2020

'Error verifying phone number'

'Please check your details and try again'
Using an Australian number and have tried the phone number variants (+61)04xxxxxxxx and (+61)4xxxxxxxx. Quite frustrating really. Cannot even register.

Serge Mal, 27/04/2020

Not working with Wifi

The app won't start if the phone connected to WiFi

AppGeorge, 27/04/2020

Limited OS support - critical issue

I can't believe that an app for-the-masses only support iOS10+ what about all the millions of older phones. With such a high number of iPhones in Australia such a limit is unwarranted. Unjustifiable laziness. Please sort this out ASAP

review174882, 27/04/2020

Best app of 2020!

Unbelievable how well it works. Definitely a must for anyone wanting ScoMo to expedite the lifting of social distancing restrictions 🙏

ConHKL, 26/04/2020

For everyone's benefit

I trust the Aus government with my data. For the benefit for all please download the app.

strpswf, 26/04/2020

All good so far

Took 2 mins to get it set up.

Maddx :), 26/04/2020

Set up a breeze

Downloaded and set up in 2min

Josh and his dad-22, 26/04/2020

Phone number - don't use 0 or spaces

Enter the phone number without 0 and without any spaces, should work

kimbahart, 26/04/2020

Phone number works

Phone number works if you drop the zero off the front

ricsbride, 26/04/2020

Drop the zero before your mobile number
As in the title

CJF2021, 26/04/2020

Easy to use
Easy to use and download.

user1user2user3, 26/04/2020

Just worked
Easy to register. Just beauty.

nicknsw89, 26/04/2020

Thanks
Great idea. This will help open up Australia if enough of us use it.

hussain shah para, 26/04/2020

Health information
Hi! Is anyone can add the health information through this app or just the COVID-19 effected people can add? Please assist me. Thanks

RichJN, 26/04/2020

Make it compulsory
If this allows restrictions to be lifted then make it compulsory to quicken up the process

scotty1982_1, 26/04/2020

I give up
Entered my mobile number but it wouldn't verify (tried it with and without a 0 at the start). The government really needs to make sure the app actually works flawlessly if they expect anyone to use it.

SallyTheWonderDog, 26/04/2020

CovidSafe Fails to Install

Found the CovidSafe app link (not yet searchable in AppStore), installed the app and did the initial setup. Finally, entered my phone number to get my PIN ... fails because it 'thinks' my phone number is incorrect. For GOD's sake, test this properly before you launch it — it's not rocket science!

[more](#)

brisvegasokddude, 26/04/2020

Won't validate phone number

Why allow the download when it won't validate the phone number? If it's not operational until 6pm, why not have an elegant error message?

FScoffield, 14/05/2020

Older phones

My husband has an older iPhone. It can't update to the latest iOS and it can't install the COVIDSafe app

bluetooth question, 11/05/2020

Will my hearing aid affect this app?

I use Bluetooth to connect to my hearing aid on my iPhone. Does this limit the effectiveness of this app?

Tonygtg, 04/05/2020

Stop every day push notifications

Stop every day push notifications or you are forcing us to delete it. We know when to use it.

Dr PDB, 02/05/2020

Hungry

Really chews the battery on iPhones.

It pushes the 'brightness' up to maximum. Very few users ever have the brightness up so far. Fix this, and it will be less hungry.

josh_bear, 28/04/2020

Let's get our lives back to normal

Download this app to help stop the spread of COVID-19

Jen429474, 28/04/2020

Also have issue with validating phone #

I want to take part, but like others I can't get past the validation of phone number screen. Have left off zero, deleted app and retried....still no joy.

HighLow., 28/04/2020

Won't verify

The app is not verifying my number, tried it without the 0 because of the +61 and tried with the 0. A little bit frustrated with it. Have uninstalled and reinstalled and still not accepting.

AW526, 28/04/2020

Won't verify mobile number

Sends me an error message when I enter my mobile phone number (in both normal and international format). Have tried deleting app and reloading but still no luck.

Roh87, 28/04/2020

Not Working

I tried to use app but it just gets stuck trying to send a PIN to my phone. Tried different combos and deleted app and tried reinstalling and same problem. Waste of time.

DK1605, 27/04/2020

Error

Error when I enter phone number with a zero or without it, I want to join but it won't let me , how many others are like me... hope the bug can be fixed. Using an iPhone 7 thanks David

Tempo1974, 27/04/2020

Error verifying phone number

I've tried my phone number with zero and without as the first digit, the app will not let me verify my phone number. So I can't use it because I can't complete the registration process.

hotydoccy, 27/04/2020

Problem

Not an actual review as I cannot get passed accepting my mobile number and I can't find anywhere to find a reason as to why it won't accept my mobile number

_--_MN_--_, 27/04/2020

Doesn't run in the background

This does not run in the background. So how can it work? I have apps that do this, monitoring my health, but this app doesn't show up as running in the background. Seems like a dogs breakfast release

slunkett, 27/04/2020

Glitches

Every couple of seconds the screen goes blank except says COVID safe. Makes it difficult when filling out information because it does this glitch.

lovethefooty, 27/04/2020

Easiest App Ever

Very easy to register, great idea, thanks for helping to keep us safe.

The Flying Wharpus, 26/04/2020

Works on iphone

No problems installing on iPhone 6s

chameleon2007, 26/04/2020

Simple

Very easy registration process. If it helps save one life - I'm in.

TG281010, 26/04/2020

No problems

Get on it.

ocallaghana, 26/04/2020

Registration doesn't work if you have an apostrophe in your name

Registration doesn't work if you have an apostrophe in your surname - will fail after you put in your phone number. Work around is to take the apostrophe out of your name.

BELBEL1313, 26/04/2020

Do it! It's easy

Great initiative. Well done Australia. Big data is the future.

Lovepreet045, 26/04/2020

Safe

Thanks for app it may help us saving lives

The Robbo's, 26/04/2020

Easy to Install and Register

Great App in fighting the curve! Easy to download and register.

uberrider00, 26/04/2020

Doesn't work

It won't let me get past the registration of mobile number. Tried both with and without the 0 for my mobile. Error message. Also my daughter got same error message.

fruju_juice, 26/04/2020

Phone number

I entered my mobile number with and without the 0 at the beginning and it simply would not recognise it. I kept getting error... I'd give it a better rating if I could at least sign up

Blissful Bear, 20/05/2020

Works well

Runs quietly in the background, a good public health initiative.

mstrcs app review, 09/05/2020

Thank you Australia

We really needed a good covid tracker app like this to save us, great app

soberske1, 08/05/2020

Great idea

The green let's you know the app is running...

john8362638628272, 03/05/2020

Turns off

This app is constantly turning off by itself. Each day I get the reminder to turn it on even though I've not turned off the app or the phone

Tazzam8, 02/05/2020

I want to use it

Great idea. I wish to use it on my Iphone 6SPlus. But even with the zero off my phone number the app will not recognise my number. Am unable to join. My number is correct and I'm not placing the zero at the beginning.

DJC327, 02/05/2020

Doesn't work in background on iPhone

I keep getting messages to keep the app open even if it's on in the background. Clearly doesn't work properly on Apple devices.

hey mate, 02/05/2020

Bug with phone number

Unfortunately can't log in due to bug with phone number even though I am using the correct format the second time.

Alephone, 27/04/2020

Doesn't work if you don't have an Australian Number

An an Australian Citizen, that is an expat returning during this COVIT-19 period on advice from the Australian government.

I use an international number on roaming and can't use this app as it only accepts Australian mobile numbers.

[more](#)

test app properly, 27/04/2020

Wouldn't register my mobile

Tried to register but wouldn't accept my mobile number and gave error message. Many others using the app do not sure why

helloranga, 27/04/2020

Great initiative

Easy to install, privacy documentation straightforward and clear.

jye123, 27/04/2020

Easy to setup, great idea

High hopes this app allows Australia to open sooner

hh10k, 27/04/2020

Turn WiFi off to verify your phone number

There is a bug with verifying your phone number when on WiFi. I could pass that step as soon as I turned WiFi off!

Dojzie, 26/04/2020

no hassle sign up

accepted my phone number - how many people entered the 0 at the start of their mobile number i wonder?? if the +61 is already entered, you don't enter the 0 of your mobile number

bsf20, 26/04/2020

Working g

Worked for me. Give it a try everyone to end lockdown.

JPsriram, 26/04/2020

Good initiative

Good initiative and expect all would register and help themself and others

Ben1397, 26/04/2020

Perfect

Installed without any issue.

看A, 26/04/2020

App to save life

It's my first app review. Smooth installation and hope it will protect Australian people.

HerxxAU, 26/04/2020

Fight the virus

This is OUR ONE CHANCE to use technology to fight the virus and get our life back.

Diortz, 26/04/2020

Done in 2 mins

Easy to use

first time fail, 26/04/2020

Not off to a good start

Tried to sign up and will not accept my mobile number, deleted and reinstalled app, still won't accept phone number... sooo until then unfortunately can't use the app sorry AUSGOV

Red.Shoes315, 26/04/2020

Error inputting my phone number

Hi. Trying to register but when I input my mobile number I'm getting a message saying "error verifying your phone number". I've tried it with and without the zero at the beginning. What now?

Kesa82, 26/04/2020

Won't accept phone number

Won't accept my phone and keep getting an error

BlueBlis2, 26/04/2020

Australia government usual digital fail

Errors out when attempting to register phone number (presumably can't handle the load) and the screen intermittently blacks out. Such a simple app to get right and yet the Australian Government digital efforts fail yet again. Shameful.

[more](#)

kiwisincebirth, 26/04/2020

Can verify my phone number

Not a great start . when asked for my mobile phone number, was unable to complete registration. "Error verifying phone number". Entered valid 9 digit mobile number starting with number 4

Cinnamon10, 28/04/2020

Only works with iOS 10+

Sadly the app 'for the country' does not work on phones running older iOS versions. Not everyone can afford the latest and greatest phone on the market.

Joshua595, 28/04/2020

Just do it!

Download the app. It could save someone's life.

isthisnametaken????, 28/04/2020

Unable to accept mobile phone number

I would like to download the app but the registration process will not accept the mobile numbers of both my husband and I.

prathishankar, 28/04/2020

Can't get past phone number screen

No matter how many times I try, can't verify my phone number and can't get the app to work. There doesn't seem to be any error reporting and support for it.

Siriussharry, 27/04/2020

Can not verify mobile number

Can not verify mobile number. I tried to restart my mobile/ re-install this app/ different mobile number/different name. Nothing working

5sos27828, 27/04/2020

Phone number doesn't work?

I want to get on board and do my bit, but for some reason my completely fine phone number won't be verified; very frustrating

Barry Savva, 27/04/2020

Track Test Treat - = freedom

Look into the theory. I trust our medical experts. This is NOT political. Its science for a better future.

berlzkai, 27/04/2020

Phone number won't recognise

It won't register my Australian mobile number to get my pin

Tupilak82, 27/04/2020

Easy

A piece of cake to register and go operational. No problems whatsoever. Easy!

RosiePoodle, 26/04/2020

Easy as

Downloaded. It's working.

Jodie W, 26/04/2020

No problems

Super easy to download and register. Working perfect.

Jkyriakou, 26/04/2020

Easy

No problems registering at all.

Very straightforward

AdrianQ, 26/04/2020

Installed ok

Installed and registered no problem. So maybe it's fixed now.

Jen/Divo, 26/04/2020

No worries

Registration worked fine for me. Smooth as.

s.mw, 26/04/2020

Let's help the contact tracers

Let's defeat this virus and get back to normal sooner.

Who took 2 fruits?, 26/04/2020

Essential tool

Love it, happy to help in this fight! Let me know what else I can do!

Simowizard73, 26/04/2020

Useless

App crashes. Won't register your number to complete setup. Constantly getting error messages stating that "your phone number could not be verified".

No help topics available on setup. Completely useless!!

nicknicknick98, 26/04/2020

Great idea

Great idea. Looks very streamlined. Hopefully this helps. Stay safe everyone

sarahinjuly, 26/04/2020

Won't accept number

Downloaded and signed up but it won't accept my mobile number to send me a pin to verify it. Frustrating.

Art 2A, 16/05/2020

Do it now

Works fine on iphonexsmax

Inglehal, 15/05/2020

No longer works on iPhone 5

Since the upgrade to version 1.02 this app no longer works on my iPhone 5. Very disappointing as I'm sure that this could have been avoided by the developers and Apple.

Scibidoo, 08/05/2020

Not working

The app has been released too soon, despite developers providing feedback on this app before release it was hastily pushed out. This morning opening the app it asked to register!

M Al-Banna, 04/05/2020

Question before I consent?

What happens when my Bluetooth is actually off and I come across a COVID+ person?

Essay_23, 04/05/2020

Only available in Australian App Store

Would it be possible to extend the app to other app stores to enable foreign students and nationals to download the app.

SimonDG_76, 04/05/2020

Can not use App!

Downloaded it twice and it just won't open. Comes up with main screen then just keeps going back to black screen and nothing else 🙁

JP 91260, 28/04/2020

Useless for older phones

Sadly this app will not work for those who have an older phone.
If it's running on less than the iOS 10 you can not install it.
Disappointing.

4005400, 28/04/2020

Resistance is futile

So try to help. My mobile phone number nor my wife's could be verified. So, out of the 2+ million Aussies who have downloaded as of this mornings news, how many are actually 'using' the app?

Be a part of the solution., 27/04/2020

Be part of the solution - download the app
Grateful for the ease to download the app.

Paul.tgx, 27/04/2020

Broken
It does not like my phone number
It takes it and goes off to get a pin number (for who knows why), then takes ages to get back with an error message.

AhmetOzkaya24K, 27/04/2020

Health and Safety No:1 Priority
Im sure developers did the best for protecting Australians. Protect your family and colleagues from this virus.

ManojY87, 27/04/2020

Great app
Great app, easy to use and quick to register

Largea, 27/04/2020

Comms blunder
First reaction.. who approved the copy??!
When clicking through to the "upload my information page" please, PLEASE, change the copy to:
"If you have been asked my a health professional to upload information related to your coronavirus test, please continue. This will help us [more](#)

jt•, 26/04/2020

Works first go
No issues

Jeffgibbo, 26/04/2020

Let's stop this Pandemic
This is a brilliant way to stay safe and cut the risk of spreading this dreadful pandemic

Asonwallsj, 26/04/2020

So far so good

No issues registering here. Let's see how we go!

Wiyld like to see, 26/04/2020

Phone issue

Won't accept phone number to send pin on iphone - amended star as now working.

Used Chocolate, 26/04/2020

Thank you aus gov!

Every bit helps

MeI.M@rqu1s, 26/04/2020

Brilliant!

Thank you for keeping us safe!!

malachi4258, 26/04/2020

Amazing!

Absolutely amazing! I feel so much safer in these tough times

YadhGupta4992, 26/04/2020

Not able to register phone number

Hi,

M not able to register the phone number it is giving me error saying check your details even if I am sending correct number.

goloan, 26/04/2020

Mobile number verification failed

During the mobile number verification process my number could not be verified. I entered it correctly and the app wouldn't let me submit for verification. The process failed.

myalterego_au, 26/04/2020

Major fail

Great idea but not much use when it gives you an error and says it can't verify your number so can't register. No support option. Same thing happened with a friend.

Chachala bourrique, 26/04/2020

Hope this help prevent the spread

Hopefully this app won't be needed next year

johndoejanedoe, 28/04/2020

Won't recognise phone number

Downloaded the app

Tried to register - says there is an error with the phone number; phone number is fine so must be some error somewhere...?

Faylrr, 27/04/2020

Grr

5 hours trying to get it to accept my phone number. I give up. Can't understand how so many have had no problem. Tried with zero in and zero out nothing works.

The Instructions, 27/04/2020

Can't get the pin to install App

I've tried 5 times to get this thing to send me a pin so giving up and deleting - useless - Australian Gov can never do effective tech - it always fails at the first step - the entry point!

Colette_I, 27/04/2020

Kept saying can't verify phone number

Regardless if I tried 04xxxxxxxx or 4xxxxxxxx.. tried a couple of times all failed so can't finish the registry.

Puffy wanderer, 27/04/2020

Stay safe Australia

Do your bit

son200000, 27/04/2020

Won't accept my mobile number. IT'S NOT WORKING!

When I tried to enter my mobile number... tried every option, with & without 0 in front, it doesn't accept mobile number.

Ginny_23, 27/04/2020

Covid Safe review

Why not make the app available on Apple Watch?

Jhb104756, 27/04/2020

Good public health tool

Easy to download and set up.

mrpurple21, 27/04/2020

COVIDSafe

Well thought out and easy to install. Great job 👍

Gpelvin, 27/04/2020

Data Input Glitch

App would not accept my phone number until wifi and VPN were switched off.

thomqos, 27/04/2020

Easy enough

It Installed & setup with no problems.

jimfree73, 26/04/2020

Great

App works well, hope this helps the nation.

DTB82, 26/04/2020

Worked

Worked for me

Sheldon Gump, 26/04/2020

It Works 😊

Worked fine for me.

mz20200400, 26/04/2020

Good

It will be useful if more people install it

Fletchma, 26/04/2020

All good

Easy to register. Now let's eliminate this virus together!

Hawksman717, 26/04/2020

Easy to set up.

Very simple to set up and verify consent.

loui. m, 26/04/2020

So far so good

I had no problems whatsoever . I'm using the iPhone XR.

DannyBhoy85, 26/04/2020

Worked straight away

And was seamless!

justplanemad, 26/04/2020

Easy setup

Easy setup. No problems

davelewis2, 26/04/2020

Team Australia

Easy to upload, minimal personal details... get onboard Team Australia 🇦🇺👍

mumma big, 26/04/2020

Issue putting mobile number

Having issue with app accepting mobile number does not matter if i write 0417xxxxxx or 417xxxxxx app says cant verify number check details
What going on

Ravo99, 26/04/2020

What the.

Can't get past trying to get my mobile verified, just advises an error verifying my details, it's my device, my mobile number not sure what the issue is, gave up after a dozen attempts.

NBAU2020, 26/04/2020

Unable to verify phone

It does not accept my mobile number as a valid number even though it is correct. Strange to launch a crucial app with such basic details not figured out!

DigiScape, 26/04/2020

Issues

App region is set to US not Australia had to change my settings to allow install

could not verify active mobile number with or without 0 could not complete setup

[more](#)

aer0033, 18/05/2020

Disrupts Bluetooth connections

App interferes with Bluetooth connection to other devices. My Phone now disconnects my Apple Watch multiple times a day. Only by turning Bluetooth on and off can I reconnect my watch.

Stiffx, 01/05/2020

Absolutely useless

An absolutely useless app that doesn't work unless you walk around with your phone unlocked and the app open. Counting download rates doesn't count the apps effectiveness.

kokalche, 30/04/2020

Spammy notification

Look, I really want to help stop the spread and I really don't mind having the app installed and running but I've uninstall coz I'm fken sick and tired of the spammy notifications every single day. Get rid of this bloatware.

Rambo1_#, 28/04/2020

Seems ok

Anything that can help is a positive

HarDCorE+KiD, 27/04/2020

No Verification Message

I didn't receive an Verification Message to access which is very disappointing I want to see an update of the app to fix this glitch as soon as possible

101JM, 27/04/2020

Disappointed

This app keeps saying there is an error with my mobile phone number, but my number is correct. Tried deleting and reinstalling the app on numerous occasions.

Geoff8888, 27/04/2020

Battery drain

App seems good but it is a bit of a battery hog!

BDS2020, 27/04/2020

Can't login in

Tried to but it keeps rejecting my phone numbers. I also tried deleting the app and reinstalling, plus putting the zero in front of the number.

Humpty01, 27/04/2020

Doesn't accept phone number!

After so much hype about this app it's disappointing that it won't accept my phone number. Tried with zeroes and without zeroes, just get an error message!

Swetha Voleti, 27/04/2020

A way for citizens to contribute to the betterment of public health

Super easy to use, consent is two-fold and a great measure to tackle covid-19.

jon tumeke, 27/04/2020

Just do it

Just downloaded it, you can take ya tinfoil hat off.

hhhhggftgdfhkifdhjkfdth, 27/04/2020

Can't register

Can not enter a mobile number as will say it can't verify, so can't register

Peter @ SGB, 26/04/2020

Setup worked for me

Simply follow the prompts and get your app registered.

Jay1983!!, 26/04/2020

Error seems to be corrected



Lucy LaStiq, 26/04/2020

No prob logging in

Logging in was a breeze. No problem at all.

Knows better by far, 26/04/2020

Stay Safe Australia use this app

Use this app easy to set up

Stay safe

rrftufuküyutvutv, 26/04/2020

I'm doing my part!

Don't get Wuhaned, fight the bugs, do your duty for the empire ;).

Antonyc123, 26/04/2020

Works Great

Let's get through this together.

TiginAus, 26/04/2020

Verification working for me

Happy to help keep COVID contained. This is a small thing I can do!

a_snez, 26/04/2020

Unable to sign up

Just trying to do the simplest thing of entering my number to verify and it fails, throwing errors that my number is wrong...need to fix this so we can all work together. And get life back to normal.

Chadb76, 26/04/2020

Won't verify mobile number

Tried to register but keep getting the error 'Error verifying phone number - please check your number and try again'

T8ers666, 26/04/2020

Not off to a good start

Just downloaded this app. Tried to register but it won't recognise my mobile number so registration will not complete. Maybe this is just the servers overwhelmed by the rush. If so, very poor planning.

Quite pathetic really.

[more](#)

lancaner, 26/04/2020

Can't register

It doesn't allow me to pass the mobile number stage.. no clear error reason given apart from not accepting it.

tammythankyou, 26/04/2020

Doesn't work

Trying to put my mobile number and it keeps telling me there's an error. I've tried typing the number with and without the zero - doesn't work

Good day to be a duck, 05/05/2020

I want me freedoms back

This is how I get them

NRuxton, 02/05/2020

App for iWatch

Any plans to extend the app to iWatch? Normally don't take my phone exercising.

marcuslacy87, 27/04/2020

Dude, where's my pin?

I wanna do my bit to help, but I can't get your app to send me a pin. I enter my details, then my phone number, click next and it just wigs out. The old spinning wheel of death. Better luck next time ScoMo.

Amrahsud, 27/04/2020

Lets make Australia Safer

Doing my bit to ensure my and community's wellbeing.

Madelaide25, 27/04/2020

Doesn't work.

I have tried numerous times to get the app working but it keeps coming up with an error message and can't verify my mobile number. I use an iPhone.

RP9999999, 27/04/2020

Can't get it to work

When I try to register it says my phone number is not valid. But I'm using my correct name and phone number. My wife has the same problem.

ZacMcaZ, 27/04/2020

Needs a bug fix

iPhone XS keeps flicking back to the loading screen. Other than that easy set up

The serenity, 27/04/2020

PIN

You receive a PIN text to you, and have to enter that as a verification. I entered it and it states "not valid" contact health officer for another PIN. Couldn't find anywhere to contact for this, so not wasting time stuffing around with it.

medi8all, 27/04/2020

Ezzy Pezzy

No problems. The sooner we all do this, the better!

Diver Dan, 26/04/2020

Easy to register

Technology that enhances public health. Works for me.

Daemo, 26/04/2020

Let's join the fight

Join the fight

Works now

WendyMilly, 26/04/2020

Brilliant safe app

Easy to install and set up.

Kevinpng, 26/04/2020

All good

Seamless and activated without any problems

evie636272, 26/04/2020

Buggy

Kind of buggy

Pixelchicky, 26/04/2020

So far so good

Remember if entering your phone number, do not add the (0) after the +61 then 43***** etc. not 043. You may find that it will work then.

kjhfxc, 26/04/2020

Easy

Easy to sign up to. Great concept.

Oppy56, 26/04/2020

Easy and it works.

No problems in registration. iPhone app is sweet.

Brad_S_1985, 26/04/2020

Saves lives

Easy to setup

josop69, 26/04/2020

Up there quite up there

Up there

Khaaalid Anwar, 26/04/2020

Abomination

Honestly, I thought this app would make me safe from Covid? But when I gone out and licked a pole, this app stood futile, i'm now infected with COVID-19. I honestly do not recommend this app for other users. Misdirection and misogyny.

JJ Melbourne, 26/04/2020

Easy to install

Only requirements are Name, phone no and age bracket

frankthetank375, 26/04/2020

Corona Time

The best app since Angry Birds, it's free and it could save your life, 5 out of 5 potato mash pies from me.

Peej_AU, 26/04/2020

Great idea!

All registered! Let's all help save the community!

Catkysydney, 26/04/2020

Finally I registered

Before it became error, but now it is OK !

deanisgreen, 26/04/2020

Doesn't work

Tried signing up in the app however could not get passed the verification step (step 2) An error message appears stating "Unable to verify mobile number"

Black Dog 1234, 26/04/2020

Unable to enter phone number

I put my phone number in and press the button for a PIN number and it says it's unable to verify the number and to check my details

shaz25/7, 26/04/2020

It won't let me enter my mobile number

I'm trying to assist and upload but it keeps telling me my mobile number is incorrect

RangaBear, 21/05/2020

Daily Notification

Every day, a daily Notification just to let you know that the app is active and no further action is required.

Then STOP the incessant notification.

Frankzing, 17/05/2020

Great Initiative, thank god they god rid of the annoying daily notifications lol

As above lol

checkout doinstuff, 12/05/2020

THANKS

THANK YOU ! For looking after Australians & Our Aussie business's.. & other Global countries.... AWESOME JOB Well done!!!STAY SAFE !

Mattd57, 10/05/2020

Useless if just works running in foreground

I consider this app could be really helpful in the battle against the spread.
But if the user needs to keep the app running in foreground it becomes useless.

Rod, 06/05/2020

Great

Do your part for the country

Irish333, 30/04/2020

Upload info approval process

Download app ok, register details ok, but the approval to upload info won't work. It states that a sms with number would be sent to my phone but does not happen. What to do?

@Janos4youtubers, 29/04/2020

Battery Drained

This app drained my battery so quickly, my phone only lasted a few hours before the battery was flat.

Ecd204, 28/04/2020

Can't register

My husband and I have tried loading the app on numerous occasions over the last two days - we cannot get a verification number. This is useless!!

Sshezza, 28/04/2020

Number Verification

I've tried numerous times now and the app is unable to verify my mobile number. I am not the only person having this problem.

JustJeansy, 28/04/2020

Freezing on mobile number and won't give pin

My app is Freezing on the mobile number section and won't give pin - and yes I don't have zero as it is an international number entry

schiznick69, 27/04/2020

Error verifying phone number

Can't get passed confirming my details.

Have tried all the obvious things like number with 0 first then without. Tried different personal details.

jmit61, 27/04/2020

Trust in Gov

Want Australia to be set free from lockdown? Digital CV19 contact tracking is essential to do this...

daddy-disco-69, 26/04/2020

Worked well - engadine maccas a high infected area
don't go to cubicle 4

NewIz, 26/04/2020

Only works on Aussie Apple IDs

People who are here temporarily or who have recently immigrated are not able to download the app at all. That's millions of Australians.

Yioda27, 26/04/2020

All good

Signed up with no issues 🎉

!!!JC&66!!, 26/04/2020

Mobile number won't load

App won't accept my mobile number. Have reinstalled multiple times - very frustrating.

Sopissedimactuallyreviewing, 26/04/2020

No issues

No problems registering on a Telstra/iPhone device 6:40pm 26/04

woolfie92, 26/04/2020

Not ready for roll out

Great concept if people could get past the verification of phone number. Will wait to see when it gets fixed

CMNsydney, 26/04/2020

Now the app won't send me a pin

Very frustrating, the app now recognises my mobile number but hasn't sent me a pin to complete registration even though I have requested a new one multiple times.

gksbhir, 26/04/2020

Can't verify number

There's a bug where it won't let me validate my number even though I type it correctly

kstanwell, 26/04/2020

I can't sign up coming up with error

I can't sign up it keeps on coming up with an error saying can't verify phone number

September Jeans, 26/04/2020

Can't sign up.

I tried signing up, but keep getting "Error verifying phone number. Please check your details and try again". My number is definitely correct.

DarrenJadams, 26/04/2020

Doesn't work. Does not accept phone numbers

Downloaded. Failed to accept my phone number. Used both with and without a '0' to start. Disappointed.

TheObjectivist, 08/05/2020

Stop the pointless notifications FFS!

Stop continuously sending pointless notifications!!! Who designs these apps!??

If these don't stop within the next week I'm going to delete the app.

[more](#)

Katina94, 06/05/2020

I have given up

I really wanted to do my bit, but I have given up using the app because it keeps signing me out, even though I have the app open and Bluetooth on.

Sharlize, 04/05/2020

Crashes other apps

This app crashed other apps on my iPhone 8. When I removed the app the other apps stopped crashing.

Gloomy K, 01/05/2020

I just want my normal life back

I just want to go back to school and if this helps I'll do it.

iam_wonderwoman_, 28/04/2020

Great Initiative

Smart fantastic way of keeping us safe !

Jaime_C, 28/04/2020

Not working

I can't get this app to verify my mobile number. I swear I'm Entering it all correct. Keep getting an error message. I've installed / deleted / installed still get the unable to verify error 🤦 .

Koolski101, 27/04/2020

Pin error

I am keen to download the app but I can't as I'm also getting a pin error. Have tried 3 different times of day. Am leaving a review as I don't know where else or who else to report this to.

sokkongcj, 27/04/2020

Enter your number

Got stuck in the enter your number part. Tried putting zero and no zero, but still can't access the next part.

BM Stacey, 27/04/2020

Can't get PIN number

Entered my information, but the app tells me there's an error in my phone number. Assuming the provided "+61" is the leading Zero, I entered the rest of my mobile number. No luck. Can't finish the registration.

Oldy1234567890, 27/04/2020

Get the app

So we can get to the pub quicker

OzCent, 27/04/2020

Awesome App

Works well and protects us all. I am impressed. Well done.

Mary in Australia, 27/04/2020

Keep downloading Aussies!

The more who download the safer we are.

Likkie, 27/04/2020

Straightforward

Simple to set up

Aldrene, 26/04/2020

Registered on 1st attempt.

No issues with registration.

lollychocolatelollies, 26/04/2020

The app works

You guys arnt entering your mobile number properly . It's +61 then you mobile number without the 0. Can't really write a review until I can actually see the app work.

It's a review!, 26/04/2020

Works!

Working beautifully. Haven't got Covid.

Disneychicka, 26/04/2020

COVIDSafe

No issues verifying phone number now. 

waterspout71, 26/04/2020

Working well

Works well

Max34hhg, 26/04/2020

Setup is easy

The app is easy to setup, no issues

ian g b, 26/04/2020

Ian

Let's kick the virus and then we can get on with our lives

Mr. Industry 4, 26/04/2020

Very good initiative to flatten the curve

We may stay apart but we will be together in this fight.

amandacovid, 26/04/2020

Unable to verify phone number

Tried to register but it tells me it can't verify my mobile phone number. I put in with a 0 and without. Gave up in the end!

Hatchet78, 26/04/2020

Unable to verify number

Happy to use this app but it won't verify my phone number. I have tried multiple times

Missyhp, 26/04/2020

Needs to be fixed

Won't let you get pass the point or entering your mobile. I did it twice correctly and got an error message message

Drimmelen, 04/05/2020

Run in background not available

Have to have the app running and open for it to work? No thanks... use the run in background tool - that's what it's for.... deleted.

technolagger, 03/05/2020

Not everyone has iOS 10.0

Some of us dinosaurs still have our old iPhones which can't be upgraded to iOS 10.0. Would love to participate in this but can't download the COVIDSafe App.

paatlo, 28/04/2020

Good app

This app is really helpful and easy to use

Shazzabam004, 28/04/2020

Can't verify my phone

I tried last night & again this morning. Just sits there trying to send a pin....

nandojab, 27/04/2020

App doesn't work

Been trying to do my part, but unfortunately the app doesn't work. Unable to verify my phone number, which makes no sense.

Man without Covid, 27/04/2020

Garbage app

Like a lot of others the app can't verify my phone number in the registration process. I've tried with and without the leading zero but it makes no difference.

PhucVan, 27/04/2020

Bluetooth and App on all the time while outside??

best way to drain your phone's battery.

best way to get fined for looking at your phone while crossing the road

[more](#)

Soccernic, 27/04/2020

Really Easy - Good Idea

Easy to download and enter info.

Rodney Ellis, 27/04/2020

Melbourne Anti Vaxxer

Took me a while to set up, because I'm a boring dum dum with no sense of humour.

PatStarPatterson1975, 26/04/2020

Thanks!!!

So easy to set up!!! Terrific stuff-thank you!

SeanoDirtyHands, 26/04/2020

Hurry Up

Hurry and download Australia so I can stop washing my hands!

DingoAU, 26/04/2020

Great App!

Very good app which helps save us from the pandemic!

Themenace60, 26/04/2020

Will not verify mobile

I have tried without and with 0 and get "error..."

MSSSPP89, 26/04/2020

Doesn't work

Decided to jump on early and support this initiative. Doesn't recognise my phone number. Had the number for 20 years. Clearly the testing process was poor.

Cicada12, 26/04/2020

Can't add phone number

Tried to help but it won't accept my phone number, keeps telling me it is wrong. I'm pretty sure I know my number after 20 odd years of having it.

Jzh-perth, 26/04/2020

Would not accept my mobile number

Got as far as inputting my phone number for the pin and it would not accept my mobile number.

Ross from Australia, 26/04/2020

Gives me error when entering my phone number

It's not going to be very useful if it rejects my phone number during the setup process. The same thing happens on my wife's phone.

reviwee10001, 26/04/2020

Doesn't verify mobile number

Both my wife and I downloaded the app but when trying to get the pin it errors out verifying the phone number? Not a good start.

Ghost51423654, 26/04/2020

Cannot register

Installed the app but in the registration process, it returns an error saying "error verifying phone number" - doesn't even send a PIN to my mobile. Can't use it past that point. It's a brick...

coviman, 26/04/2020

Error message

I can't register. There is an error message when trying to submit my phone number. Support the idea, but it needs to actually work.💡

Bobboooogf, 07/05/2020

Doesn't open

I chose to say no to certain questions and now it doesn't want to work. Obviously I don't actually have any control over the app as the GOV said I did

Stace_86, 03/05/2020

Unable to register

Downloaded after a lot of deliberation, yet I can not register as a black COVIDSafe screen keeps flickering on my screen

Xitrus, 02/05/2020

App won't load

When I open the app, it flashes back and forth between the black screen with "COVIDSafe" and the welcome screen, too quick to click the button.

jimbo, 02/05/2020

App keeps logging me out

App keeps logging me out and now I couldn't be bothered to re-register.

Greg Robertson, 30/04/2020

Works now...

After some install hassles it now appears to be working.

Splatcat, 30/04/2020

Have to Signup again every morning

Asks me to sign up again every morning. Gets tiring after a couple of days.

iPhone 11 Pro 13.4.1

Why can't we simply use the Apple/google developed API

Goodbye app. Delete.

[more](#)

JJJJK1, 28/04/2020

Black Screen

Downloaded the app on iPhone8 but when I open it the front page appears for 1/2 second then goes to a black screen with COVID-19. Can't even get to the questions!

litespeedBS, 28/04/2020

Pathetic

I entered my mobile number and it refused to send me a PIN, I tried again removing the zero at front, and eventually got the PIN, entered the PIN, and it timed out over the 5 minutes not accepting the PIN. Please try harder.

Dazza64!!, 27/04/2020

Would not accept a valid address and phone number.

I tried 4 times to register and have now deleted the app and given up.

AmmazTRap, 27/04/2020

Get Pin isn't working

Trying to add my mobile number but the get pin wheel just keeps spinning. My friend tried and got invalid phone number error - for a correct number?!

Scott 19831983, 27/04/2020

Headphones

If you're using Bluetooth Headphones then COVIDSafe probably won't work effectively.

In fact there are hundreds of possible and like scenarios that defeat COVIDSafe due to multiple design flaws.

[more](#)

Dee4802, 27/04/2020

Won't accept my mobile number

I'm happy to use the app to help protect the community. However the app won't accept my mobile number so is currently on my phone but useless

todius, 27/04/2020

Can't verify mobile number

How do I activate app when it wouldn't send me a PIN to activate. All the information provided is correct but it still says can't verify mobile number?!?!

Parismodel, 27/04/2020

Can't sign up

It won't verify my number or details so I can't go past putting my telephone number in.
What else can I do as I'm trying to help the stop of COVID:19. Disappointing after all the hype about it.

Redsloth786, 27/04/2020

Good stuff

Make it happen!

Français novice, 27/04/2020

Dismal fail

Can't even register - never received the sms containing the PIN. Tried many times, even uninstalled/reinstalled. This is what you get when these things are rushed for release. 😞

Anji1111224, 27/04/2020

Suggest

Doesn't work if VPN is enable in your phone. So disable VPN first

Gggw2020, 26/04/2020

Easy

Obviously they have ironed out the initial gremlins

Loch231, 26/04/2020

Easy

Registered in 1 minute. Nice work.

annietrichards, 26/04/2020

5 stars

Worked perfectly!! Great job Aus government

Bmcc1, 26/04/2020

Can't register

Won't accept my valid Australian mobile number. Problem with your validation coding!
Plus you need to add note to users about first 0 in mobile number when prefix of +61

Neebags, 26/04/2020

Poor

Can't use it as it won't verify my mobile number. I've deleted the app and re-installed and have also rebooted phone. It still won't verify the number - well done.

Honkandmash, 26/04/2020

Needs a bug fix - can't register

I can't register - it won't accept my mobile number. Tried many times, reloaded the app, restarted the phone, still no good.

Rainshine74, 26/04/2020

Can't verify mobile number

I am trying to register via app on my mobile phone. It keeps giving me the error "can't verify phone number" so I can't receive 6 digit pin to finalise registration.

DavedO7777, 26/04/2020

Can't get past mobile phone number registration?

I have an Australian mobile number, getting a consistent error saying I haven't entered a valid mobile number.

Can't finish sign up. 🙃

Kendy79, 26/04/2020

Can't verify phone number

Can't verify phone number as says error

Jonframe, 26/04/2020

Sign Up Fails

Cannot complete the initial sign-up.

"Error verifying phone number" for both full number and dropping the leading zero. Oh well. Not much use if you can't get the very first steps to work..

disappointed 9909901, 27/04/2020

App does not install

5 attempts to install, takes forever at "sending pin", then finally after 10 mins informs that it can't verify my number

jmscgar, 27/04/2020

Won't verify mobile number

Neither my husband or I were able to verify our mobile phone numbers so unable to use the app

helenwhan, 27/04/2020

helenw

I really really want to make this work but it won't recognise my Australian mobile nos I have had for a zillion years so I'll have to leave it for now - hopefully an update will address this

Kyle_Rob, 27/04/2020

Not working. Will not except my number when registering
Not sure why the app will not recognise my number.

Tried to register but unfortunately can't use this app

wazman:)), 27/04/2020

Let's do this
App is easy to set up. Help save Australia

mattyd69, 27/04/2020

Confusing messages...
What does this statement actually mean - "app open in power saver mode"?

Apang24, 26/04/2020

It has a bug
First time opening it, it toggles between the registration and the word covidsafe with black background. Can't get pass the rego as unable to fill up the fields due to constant quick toggles.

canberrachick, 26/04/2020

Super simple
Thank you Australian Government. Done and super easy.

CruisEzy, 26/04/2020

Can't complete signup
Tried multiple times to complete signing up, but keeps coming up error after I put in my mobile number...

Tasmanian_devil00, 26/04/2020

Works great! #stayathome
All good! No problem installing or using 👍

Mr12dollars short, 26/04/2020

Annoying Error

While trying to signup after installing. An annoying image of covidsafe keeps popping it difficult to fill in details.

Tom Messenger, 26/04/2020

Great initiative.

Very simple format and easy to use.

dduraisa, 26/04/2020

I support

I support this initiative and we should work together defeating COVID.

DaveyinOz, 26/04/2020

Error verifying phone number

Finally it accepted phone number😊

NazHasanHuda, 26/04/2020

Useless - doesn't take my mobile number

Can't past the third screen (verify mobile number). And yes, tried the number with or without the first zero digit.

appisreallybad, 26/04/2020

Apple users - use the name registered in your ph

It won't recognise the ph number if you use a name different from that which your Apple ph has as its registered name for you

You can't use a dodgey name or an abbreviation, or nick name

[more](#)

Padg64, 26/04/2020

Phone number error

This has just been launched today yet can not register as error when validating my number. Pretty important to get this right!

Abu43234, 26/04/2020

Cant verify number.

Getting an error saying 'error verifying phone number - please check your details and try again' my details are correct....

BHBus, 26/04/2020

Cannot verify phone number

Cannot get past the 'Verify Mobile Number' screen. It present an error. Have tried on multiple devices.

A.J.Bully, 26/04/2020

Not allowing me to sign up

The app sign up is not letting me sign up. It states when I input my phone number "error verifying phone number. Please check details and try again"

Phoenbiker, 26/04/2020

Phone number ERROR!!

Can't register as app says my phone number is invalid. Why would you even put in the +61 prefix. Will confuse many. I have tried both with and without the 0!!!

pietrorob, 26/04/2020

Doesn't work - stops at mobile number

Error verifying mobile number response when entering mobile number with and witho the '0' in front.

probvv, 26/04/2020

Not accepting phone number

I've entered my mobile phone number - I know it is correct and it's telling me it can't verify my number - I've entered my number with and without the 0 in front

Kokinda, 26/04/2020

Won't accept my phone number

Want to down load it but it won't accept my mobile number I have tried it with and without the 0

Eryn1978, 26/04/2020

Error at phone number

Tried to sign up and it won't let me get past adding my phone number. It said it can't be verified even though it's entered correctly.

Ishka11, 26/04/2020

Unable to receive pin

I'm using on its first day so I'm sure this is a just a teething problem.

Daniel593, 05/05/2020

Naggy

If this view version continues to nag me at 9am every morning and if it doesn't work with notifications disabled then I will have to delete it. What's with the nagging??! Good implementation ruined by this stupid detail.

[more](#)

ThisIsGrant, 30/04/2020

Easy and perfect!

this is a perfect app and safe to use!

peeeeettteeeerrr, 28/04/2020

Turn wifi off to initiate the app

Tell people upfront they need to turn wifi off to initiate the app

E-Bay1th, 28/04/2020

Doesn't work

Can't even sign up because you can't get past the page asking for your mobile number. Looks like I can't help 😂

Dunny1999, 27/04/2020

Love the built in games

Games are the best part.

Pudding0021, 27/04/2020

Can't get it no how

I have an iPhone X, I took of the 0, updated my phone, changed my name and I could not get it to work. I even waited until late night. Still no luck.

Gia 20192080, 27/04/2020

Why does the app go black all the time?

It seems they don't want me to read the terms of use. Every 2 seconds it goes black and it tries to make me accept the terms.

Bettyscat, 27/04/2020

Can't get PIN

Cannot get PIN. No difference even if leading zero is left off. What were the developers thinking? Could be more user friendly. Typical IT development without real world thinking.

Roseannn, 27/04/2020

Can't load it

I tried to put this app on my husband's phone but it didn't recognise his phone number.

Angel Ceit, 27/04/2020

Unable to verify my number

The app is unable to verify my phone number. Tried several times. Nothing seems to work.

amontzergh, 27/04/2020

No instructions

No instructions on how to troubleshoot install. Does not accept my mobile number ??? Want to do the right thing but unable under the circumstances

eljohnston1990, 27/04/2020

All good

Works fine for me.

Suzbry, 27/04/2020

Error

Keeps telling me there's an error with my phone number. Have deleted app and reloaded several times it still won't recognise my number

A_Fridge, 26/04/2020

Easy enough to setup

Easy enough to setup

dyhbrd, 26/04/2020

Problem

I too can't get past the phone number request. Been trying for hours including deleting and reloading

Kevo1992, 26/04/2020

easy registration after launch

5 stars to offset against the users below who tried to register before launch and therefore failed.

Tiger AC, 26/04/2020

Won't accept mobile number

Can't get past the mobile number stage. Have even tried without putting the 0 in front.

briTyler01, 26/04/2020

Can't verify number

Tried verifying two people on two different phones. Neither was able to verify.

If an app fails before even reaching the start line, why bother releasing it!

[more](#)

richgregory, 26/04/2020

COVIDSafe black screen keeps appearing

I'm unable to register as the COVIDSafe entry screen keeps displaying as I try to enter information. It's not very reassuring to register my information with an app that looks to be faulty. Please address.

Lucky197618, 26/04/2020

Boom Tings!

Stay safe and keep everyone safe with this app!

Sliz777, 26/04/2020

Good Idea

Hopefully this proves useful and enough people use it.

Bob1155776, 26/04/2020

'Error verifying phone number'

When entering my phone number I get the error above. So it doesn't go past this point

Sam1394950282!, 26/04/2020

Can't verify phone number

The phone number verification step doesn't work, on my phone, or my partners phone

JackWoodman, 26/04/2020

Can't even get in.

Love the concept of the app - just a pity it can't even verify my phone number to let me join. Doesn't give much confidence for the engineering of the app if I can't even get my number verified.

[more](#)

tmecht, 03/05/2020

No Pin sent ever after 10 tries I gave up 🙄

For all my family members the app dis not work simply because no pin was ever sent ? And yes we did reinstall and yes we omitted the leading 0 in the mobile nr .. Anyone who can help is welcome!

phone1122334455, 28/04/2020

Phone number error

Each time I enter my phone number an error box comes up. Also the screen keeps going black with a Covid sign.

tucky0164, 28/04/2020

Can't get past phone number verification
Tried many times. Deleted and reloaded.
Waited until this morning.
All attempts failed

Kitty not happy, 28/04/2020

No PIN received.
Tried to install on iPhone 8. Provided mobile number but App hung on sending PIN which we never received. Deleted and reinstalled but still does not work. 🌟

Intrepid001, 28/04/2020

POS won't send me a pin
Will not accept my mobile number. Have tried on 2 different numbers across 2 days and different times of the day. Fix it.

MariFias, 27/04/2020

COVIDSafe
I downloaded the app on my i phone.
I entered all the personal details correctly and it shows my details are incorrect!!!
I tried many times show the same error.

glenys590, 27/04/2020

Won't download
I have an iPhone 11 and when trying to download I get an error message saying Error verifying phone number. Nothing wrong with my number so.????

kvd1977, 27/04/2020

Won't recognise my number
The app says there is an error verifying my phone number. I know my phone number so it seems pointless that an app thinks it know better.

ILMyiPhoneXS, 27/04/2020

Good Cause, Great App, Very Well Done!
Easy Set Up.. No Lag.. Works Fine on my iPhone XS..

Harryjatta, 27/04/2020

Great Initiative

Easy to download and Follow Info.
No issues

Abu Jemaah, 27/04/2020

Unable to register

My, Australian registered mobile phone number is not acceptable for some unknown reason. I have tried several times.

dontwantrona, 26/04/2020

Works... just start your number from 4

Works... start your number from 4

PKMGH, 26/04/2020

Works for me

Downloaded and registered with no dramas

TheExpress, 26/04/2020

This is just a tribute.

This is not the greatest app of all time. This is just a tribute.

bowjam007, 26/04/2020

Stop the spread

Good idea down load the app help save Australia.

Bukkulla, 26/04/2020

Downloaded

Just do it!

bitcoin eagle, 26/04/2020

Saving lives one download at a time!
Love the initiative.

Dinglees, 26/04/2020

Easy to set up
Great concept to get these restrictions eased

lucaskowalski, 26/04/2020

Fail - cannot enter phone number
Already a fail, asked to enter a mobile number, enter the number and error message appears

m736251, 26/04/2020

Phone number
It won't save my mobile and tells to check and try again

Shaheryar Ali, 26/04/2020

Won't recognise an active mobile number to send pin
Good effort but app won't recognise an active mobile number to send pin for registration purpose.

Lynne&Graham, 26/04/2020

Cannot register
The keeps telling me that the mobile phone number that I have had for over 20 years is wrong. How am I suppose to register?

Ben246547643, 26/04/2020

Doesn't work
The app can't even verify my mobile number, and no support option. Not a great start!

Fnnona, 26/04/2020

Fee

I am unable to get past the mobile number section. Keeps telling me it having trouble verifying my mobile number. Cant help out if i cant sign up

daeh2012, 19/05/2020

Fail

Tried to join. Gave phone number error. Both wifi and Bluetooth were active.

\$Lyn\$, 28/04/2020

Phone number problems

Tried several times. Does not recognise my phone number. I've left off the leading zero. Looks like this app is not for me.

Cyclingdentist, 27/04/2020

Impossible to register

Tried to register wouldn't recognise my number. Tried using all 10 digits and twice leaving first 0 off. No difference. So deleted app

enduser2018, 27/04/2020

Problems verifying phone number

Failed to verify phone number after multiple attempts - with and without leading 0.

Not a very encouraging start.

AnnASpaz, 27/04/2020

amazing

So easy to set up!

123buhuj, 26/04/2020

Thanks

Thanks for setting this up!!!

ducomatt, 26/04/2020

It set up without a hitch
It set up without a hitch

RRW101, 26/04/2020

RRW
Easy to download. Hope it's effective .

The Galactic Phoenix 69, 26/04/2020

Do YOUR part!!!!
Keep Australia safe!! Works fine.

N8Boi1985, 26/04/2020

Easy
Super easy to sign up.

Jessieej2609, 26/04/2020

looks like the mobile number is fixed!
was able to put my phone number in and register fine!

2145marg, 26/04/2020

Inserting age from the scroll!
Touched wrong button trying to scroll for my age. Can't correct, no chance to correct!

triple5adam, 26/04/2020

My taxes paid for this
This app was garbage. I couldn't even register. Full of bugs. I thought this app was designed to fight bugs. Not create more. Would not recommend.

KillerKamali, 26/04/2020

Error verifying phone number

Tried it with and without the zero. Want to use this but this seems like a basic error.

Abood1994Melbourne, 26/04/2020

Doesn't allow me to register

Just downloaded it and it won't allow me to register for some reason. Keeps saying an error has occurred.

appUserBrett, 26/04/2020

Fails on registration

Error verifying mobile number. Please check details and try again. Details are all fine for both me and wife.

Timtam70, 26/04/2020

App won't recognise my mobile number

I just tried to do my civic duty and sign up and it says my mobile phone number isn't valid. No error on my part. Can't sign up.

ThatchBomber, 26/04/2020

Error getting verification pin

I keep getting an error after entering my mobile. Error is please check your details and try again.

Ercwyne, 05/05/2020

Ok but spams me to keep it running

I really don't need to be reminded every day to keep the app running.

Make it stop!

Tsa4nd, 04/05/2020

App is great

This app is great so more people need to download it

Belinda 12345, 29/04/2020

Not everyone in Australia has mobile phone reception!

Tried to set this app up but can't activate because we do not have mobile phone reception.

sarahoojo, 28/04/2020

Buggy

Downloaded it, worked fine for a day. Then started to flash on and off. Then it froze, along with my phone. Deleted it!!

Karina\$\$, 27/04/2020

Not able to get mobilePin

Tried several times and cannot past mobile pin. Not sending me the pin!

LucyBub, 27/04/2020

Brilliant

Absolutely no problems.

No not listen to the naysayers.

Ripped Off too often, 27/04/2020

Bluetooth over-rides

Having the app active means Bluetooth hands free in my car doesn't work.

I don't want to risk a fine trying to do them right thing'....

M.Mash, 27/04/2020

SMS Verification not working

The step which is supposed to send an sms for pin verification doesn't work. Could be an issue with sms gateway & Vodafone. SMS never comes have tried 10+ times.

reecel, 27/04/2020

Cannot register as wont accept my phone number - please fix!

Cannot find link to raise support ticket. Please fix this - surely a common issue for others. Thanks

Roara 😊, 27/04/2020

Glitchy

Every couple seconds the screen blackens and just says covid safe. Not allowing me to read/access or report issues with all its flashing

jim8a, 27/04/2020

Pin doesn't work

Pin to verify was sent, auto added but then doesn't work - then won't deliver new pin :/ It has corona virus.

geoffreysau, 27/04/2020

Works I guess?

Just runs in the background. I assume it works...

A2587, 26/04/2020

COVIDSAFE

Perfect, no problems loading, very simple!

Kym12345, 26/04/2020

Not available on all stores

If you are here on a visa from another country, and don't have an Australian App Store account, it's not available to download. Which is reaaaally dumb. Please fix.

s.subhay, 26/04/2020

Fairly easy process

Install and registration without any issues.

Lets keep AUSTRALIA Safe.

STOP THE SPREAD OF COVID-19

MichaelFrew, 26/04/2020

Phone numbers only no email

Why can you not use email to verify and communicate with use. Why is it only phone numbers?

deltafierce, 26/04/2020

JasonR

Great app, good to know it's helping keeping you safe

DR0877, 26/04/2020

number verification is fine

just leave the 0 off your phone number

cjb999888, 26/04/2020

Can't add my phone number?

Says there is an error verifying phone number so I can't actually register

Girlincanberra, 26/04/2020

Error

Giveback error when putting in mobile number. So cannot get the pin.

JonBoy62, 26/04/2020

Can't load... says phone number incorrect

Can't load... says phone number incorrect ... can anyone help please

dak-bne, 26/04/2020

Will not recognize my mobile number.

Despite many attempts, app continues to reject my mobile number.. how can it not understand 10 numeric characters..?

Slideshowmissing, 26/04/2020

Doesn't accept phone number

The app is not accepting phone number. I keep getting 'error in verifying phone number' message. Number is 100% correct.

Drubost, 26/04/2020

Broken

So you need to enter your phone number to get a PIN for the next step. Apparently I don't know my own phone number. Using iPhone software up to date.

[Fix It](#)

[more](#)

Aeder01, 26/04/2020

Error verifying mobile number

I can't register because the shows an error message satiating it can't verify my mobile number, which is an Australian Optus number *shrug*

drives me flipping nuts, 26/04/2020

Trying to do my bit

App tells me my phone number can't be recognised, and therefore I can't get a pin. Very annoying when you want to support an important initiative.

kick him and he will die, 26/04/2020

Error verifying phone number

Despite having the same phone number for the past 25 years with Telstra - I get 'error verifying phone number. So can't register

Seriously mojang, 26/04/2020

This could save live, no WILL

Please download this.

Tribal pengo, 26/04/2020

Trouble registration

Can't get past the phone Number info

DisappointedwithSBS, 08/05/2020

Phone calls drop out with app notifications

Every time a COVID app notification pops up on my phone if I'm on a phone call all calls suddenly drop out. Not cool!

elaamm, 04/05/2020

Doesn't load at all

I can't access the contents of the app, only the initial display reading "COVIDSafe". No functionality beyond showing the logo obviously renders it useless for all purposes.

shpo224, 28/04/2020

No faith

This app doesn't even recognise my mobile phone number. I have no faith the app will work. Plus app would let negative reviews through

kerkehkerkeh, 28/04/2020

Not working

Great idea but despite repeated tries, deleting and reinstalling, verification of my phone number hasn't worked.

Decenarro, 28/04/2020

Won't work

I can't get it to verify my phone number, regardless of which format I use. I have deleted and reinstalled the app several times

Kayzed, 28/04/2020

Can't register

Error message when I put in my phone number for a pin so I can't register. I am definitely using my phone number.

EJAAJ07, 27/04/2020

Can't load. Will not accept my phone number 😞

I have left the first 0 off and it will not load. Coming up with error. What do u suggest ?

AdzyV, 27/04/2020

Doesn't work

I have down loaded deleted down loaded several times it won't accept my phone number and yes I removed the 0 ⚡

Jogggg, 27/04/2020

Can't access

I've downloaded the app and when I put my phone number in it returns a error -

"Error verifying phone number"

[more](#)

Bitcoin guy, 27/04/2020

Good application

This application is good! A very nice effort from the Australian Government to help stop the spread of the coronavirus!

Rebel Power, 27/04/2020

Can't Register

Keep getting error message can't verify number, please check details. I think I know my name and phone number. It's a work phone

LJTSK, 27/04/2020

Covid19

I have been trying to download but it keeps telling me it's having trouble verifying my phone number,don't know what else I can do.

jhfgkhdd, 27/04/2020

Can't verify my phone number

I tried to sign up for the app and Cannot verify my contact number.
So unfortunately can't get to the next step.

BeegApple, 27/04/2020

Do yourself a favour

Just do it for everyone's sake.

adamjamesw, 27/04/2020

Faulty Login

Was looking forward to using, however, can't register passed entering my mobile phone number..
"Error verifying phone number"

Using iPhone 8

[more](#)

jackxavierross, 27/04/2020

Believe

This app is to help us. Please download.

jimmyjohnjohn, 26/04/2020

Help - won't accept my mobile number

[Help](#)

Won't accept my valid mobile number

[more](#)

Gjm1806, 26/04/2020

Excellent

Great initiative. Easy and problem free install.

StopCovid, 26/04/2020

Signed up! Get onboard Australia

Spread the word and save lives and livelihoods!

ShanR31, 26/04/2020

Works great

Worked well- easy to set up. Joining the COVID fight 💪

Kembo123, 26/04/2020

I'm in

Let the great tracking commence!

AiiZ18, 26/04/2020

Worth it to help suppress COVID19

Happy to download and do what must be done.

Hobohome, 26/04/2020

So far so good
Smooth sign up

wisey2020, 26/04/2020

Error verifying phone number
When you type in your phone number to get it errors can't get passed. Not just happened to me.

Jen_star26, 26/04/2020

Can't register
I have downloaded the app and when registering my details I keep getting a message saying that it can't verify my number. Any help out there?

woodywoodpecker64, 26/04/2020

Can't enter phone number
Tried with and without 0 in front of number and comes up with error message

Word_cheat_queen, 26/04/2020

Doesn't accept mobile number
Won't accept my mobile number so unable to progress any further.

AusJoshC, 26/04/2020

Useless
Can't even register, app appears slow. Not a great start if you want people to willingly use this thing

Jimmycornssss, 26/04/2020

Mobile number error
The app has bug when you load your mobile number. Possible server overload . Thank you

dean888, 26/04/2020

Doesn't work

Can't get past the phone number registration page put my number in get an error message does not recognise my number.

covidfail, 26/04/2020

Error ridden and useless

Tried entering mobile number on step two and get a can't verify number error...useless if you can't even get that right 😂

mentat333, 16/05/2020

Still doesn't work in background

The German and Italian tracing apps already work in the background mode for iOS. Come on Australian Government do your part and use the Apple API.

olas93, 09/05/2020

Great idea

In all Australians interest to download

Gurglebarp1, 06/05/2020

Great idea but....

Great idea but needs more.

- Should be able to run in background on iOS

[more](#)

Lans6, 30/04/2020

Won't accept my mobile number

I've tried with and without the "0" and deleted and reinstalled the app

Bartley Boy, 29/04/2020

Won't work!

Have iPhone X, won't verify my phone number have tried numerous times. Have deleted app and reloaded, turned off wifi etc NOTHING Works!

Justin fp, 28/04/2020

Disappointed

Won't allow me to activate it and get past the loading of the phone number to generate the pin.

Benny1278, 28/04/2020

Won't verify my phone number

The application just hangs and won't verify my phone number, I tried multiple times.

pabill55, 27/04/2020

Cant complete install

Cannot get past get pin. Times out. Have tried with and without leading 0 on mobile number

Cfraums, 27/04/2020

Please fix

Like many others, it won't accept my mobile number. I am not putting the 0 at the front.

Mickhall23, 27/04/2020

Error verifying phone number

I've entered my phone number correctly with and without leading zero and keeps returning same error. Bug to be squashed.

pete193837, 26/04/2020

Worked for me

Worked for me 

Duiga01, 26/04/2020

Civic Responsibility

Registration activation from 6pm AEST on day of release. Get on board peoples... help me, help you!

ala987654321, 26/04/2020

Cannot verify mobile phone number

Awesome... I'm behind this app as I think we should all be doing our bit.

But it won't allow me to verify my telephone number!



[more](#)

Rambo 59, 26/04/2020

Registration error ???

I've been trying to register my details on the new app & it won't allow me to go any further than entering my mobile number

juliem65, 26/04/2020

Flawed

Really wanted to participate but when it won't accept your phone number, well it's pretty useless 😞

LachieMC, 26/04/2020

Cannot create an account.

Downloaded the app and went to create an account. Cannot verify my phone number apparently, not sure why?

Takeanotherlook, 26/04/2020

Doesn't recognise mobile number

Tried to register but can't because it won't accept my mobile number.

hitchhiker55, 26/04/2020

Hard to trust

Govt won't guarantee that security agencies won't use the app to invade your privacy.

Mobile Phone verification doesn't work.

pveazbuusfmkvsw, 26/04/2020

Won't take requested mobile number; can't finish registration.

If you can't register, you can't use it.

Pointless until fixed.

Tanj01, 26/04/2020

App Not working

When I try to put my phone number in it keeps telling me the number is incorrect, but it is not. Unable to go any further.

Nickelslol, 26/04/2020

Tells me my phone number is wrong

Can't use app as it says my phone number is wrong

Melba Mei, 26/04/2020

Will not accept my phone number!!!!

Please help!

aaaanndnjdjebjxbdj, 08/05/2020

Phone verification failing

I dowloaded app and registered. Accidentally I deleted the app. Then re-installed app. But now phone registration is failing. Error verifying phone number.

Jay\$&@, 07/05/2020

Draining the battery. Useless to me

Tells me it won't work unless open. My battery is flat in 4 hours. Had to delete

mark082636739, 05/05/2020

Daily signups

The app doesn't function correctly on my IPhone 10. Every 24 hours prompted to re-enter my Information.

Geckofli, 04/05/2020

Stop txtng me, I'm in already

I don't mind having the app. I got the app for the txt that tells me I've had a contact, not a daily txt.
What I do mind is the daily txt.

Mad Mickey 2011, 03/05/2020

App Doesn't work

Tried entering all the details. But it comes back with an error saying it can't validate my number. A waste of my time.

jennifer eckles, 28/04/2020

Disappointed

I was so willing to help but I downloaded app 24 hrs ago and cannot login. Keep getting mobile not verified. I'm in my 60's and at risk. Want to do eve to help but app not works for me

Kitesplosh, 27/04/2020

Won't let me sign up

Hangs when you enter a phone number. It says it will send me a PIN and then just displays a waiting animation that doesn't end.

chelesbels, 27/04/2020

Problem verification

App would not let me verify my mobile. I left off the 0 and put it on but still not able to verify.

Katscorpio, 27/04/2020

Won't verify my phone number leaving out the 0

I can't use the app as it won't verify my phone number and I am leaving out the 0 due to the +61

nickimc13, 27/04/2020

Battery drain

This sucked my battery dry within hours (and I wasn't even out and about). Be good if it only activated when you weren't at home.

CDT_DEM, 26/04/2020

Great App

Easy registration process. Hoping to contribute fight against the deadly enemy!

Colormass, 26/04/2020

Works well
Works well

TimVeitch, 26/04/2020

All good
No troubles setting it up.

Hemmy99, 26/04/2020

Good Initiative!!
Installed and running fine. Let's see how it goes. Great effort in designing such an app.

Pramod.K, 26/04/2020

Well Done Australia!
This is the best use of technology for direct benefit to Australian communities.

Josh from Melbourne, 26/04/2020

Save the economy
Use the app to save jobs!

trac, 26/04/2020

Phone number registration not accepting mobile
I cannot register an Australian telstra mobile number that I have had for years and years

braext, 26/04/2020

The App Doesn't Work
The app doesn't work... you cannot sign up because of an 'error' with your mobile number, even though it's correct.

yourfather419, 26/04/2020

Get behind this app Australia

Greg Hunt and Stuart Robert promised they'd quit if this app stuffed up and we got hacked.

rockin, 26/04/2020

Doesn't work!!

I'm really happy to be involved. Downloaded the app and it won't accept my mobile number to send me a PIN!! Of course there's no contact info anywhere....

DJ 2004, 10/05/2020

This app is trash

Don't install this app, I'm trying to the battery, uses your location, and what happens if you had an Apple Watch or pair AirPods, I would not connect

MidnightStar05, 04/05/2020

People are dying

Stop the spread. Download the app.

PDad89, 28/04/2020

Great idea

Great idea. Glad to play my part.

Jangi 4574, 28/04/2020

Not identifying phone number

Have entered mobile number multiple times without the 0 and is not recognising .

Reset2020, 27/04/2020

Did they test this?

Can't register it because my perfectly fine mobile number is invalid...

Lizzie1797, 27/04/2020

Unable to register mobile number

Unable to register my mobile to sign up for the app

Gayzzoli Fan, 26/04/2020

Would not install

Got stuck at Bluetooth and there was no information on how to resolve it. Deleted it off my phone

Kaylenegg, 26/04/2020

Easy!

Simple, fast, easy 😊

Burgs14, 26/04/2020

Save us all.

Great work stop the spread.

mia.....❤, 26/04/2020



This has been so helpful! ❤

LarVin111222555, 26/04/2020

Keep virus out

Does the job !

Alby5268, 26/04/2020

Easy to use

Easy to use

avinawhine, 26/04/2020

Bug on phone number entry

"Error verifying phone number. Please check your details and try again"

The app wont allow me past the prompt

[more](#)

Lha4007, 26/04/2020

Not able to verify phone number

Useless app can't even verify my mobile number. No worries about privacy here it doesn't work.

Cantbelieverthebias, 26/04/2020

Phone Number not aaccepted

Got to the third page and won't recognise an Australian mobile number with or without the 0 in front. Can't complete registration.

NicknameAD, 26/04/2020

Not working

I downloaded app.. and now I get a message saying error verifying number. I've tried a couple of times and is not sending me PIN number

Widger20, 26/04/2020

Phone number verification

Doesn't seem to recognise a mobile number. Tried with many family members

EvanClark, 26/04/2020

Fails to accept mobile number

App cannot be setup because the registration process will not accept my mobile number.

YellowOlie, 26/04/2020

Got error message

It asked for my mobile number to send a PIN. It kept giving error message after that step.

Gffn4277433, 26/04/2020

App won't take my mobile number so can't send verification PIN
Won't accept mobile number

nicknamehjkk, 07/05/2020

Fundamental design flaws
Wish I could rate this 0 stars, a waste of \$3m for an app that wasn't scoped effectively to be developed and released with known fundamental design flaws. It cannot do what it promises to do, it's a joke.

courtnjaxon, 04/05/2020

Battery usage
It drained my battery so quickly that I missed out on an important phone call

Hawkwind133, 03/05/2020

I phone
Doesn't work on I phone unless open on front screen. Needs to be fixed to be effective

help me onmy ipad, 02/05/2020

I can't get the app to download
I have a mini iPad that I take with me everywhere. I can't receive the pin, there is no help to contact, very frustrating.

lilmcgiff, 02/05/2020

Can't fill in my details
Whenever I open the app a black screen saying Covid safe keeps popping up. I can't even fill in my details

Tynnad, 28/04/2020

Interface crashes!
Downloaded but the constant black "CovidSafe" screen flashes prevents anything else happening! Can't move to next screens. Very rushed job!

GPeterD, 27/04/2020

Error

Error verifying phone number. With and without leading 0. WiFi on and off. Deleted and reinstalled app. Turned phone on and off. iPhone 11.

D.J. Chico, 27/04/2020

Won't work....

Gets to "we'll send you a seven digit verification and fails with an error check details and try again"
All details correct! 😞 😞

98736251738920;626)2(2, 27/04/2020

Does not recognise my phone number

The failure of the app to recognise people's phone number renders this app useless. I would give it no stars if I were able to!

GPJ1951, 27/04/2020

Does not show on my Bluetooth menu

The app does to show on iPhone XS Bluetooth menu if you have other applications open. Needs work.

serpifeu, 26/04/2020

Can't register

Another one with error verifying phone number, I wonder if someone had actually managed to pass this stage?

udayaaaaaaaa, 26/04/2020

Awesome

Got no error while registering . So far so good .

obug1981, 26/04/2020

Glitchy

No probs signing up but a black screen keeps flashing up.

FernSam, 26/04/2020

Sleek!

No issues with registration. Great concept, privacy protected with no overreach.

damo77, 26/04/2020

So far so good

The registration was easy. I am happy to sign up to help reduce the spread.

gdoggg9870, 26/04/2020

A must install!

A great health app! Get it now and help keep Australia covid free.

RamikeW, 26/04/2020

Good app

Excellent app, keeping the public safe

lcosrusupphitxpjc, 26/04/2020

Conspirators

Can't wait for the conspirators to blow up

Hazfun, 26/04/2020

Not Smart

Will not accept mobile number, can only assume because it is a work phone....one less that cannot use.

TheFinMaster, 26/04/2020

Data issues

App will not accept mobile phone number. Repeatedly throws up an error message. Unable to get pin to authorise

Rogofire, 26/04/2020

Anonymous

Does not work when registering the phone number. Tried two separate numbers and neither work.

Mmjlw4, 26/04/2020

Won't work

The app won't let you enter your mobile number to verify. Not a good start

peterzak, 26/04/2020

Can't register

Unable to get past the mobile phone validation screen. Message reads "Error verifying phone number".

DannyAtkins, 26/04/2020

Does not work

Won't accept my mobile number with or without the starting 0 and no way to get support on it... why bother

Shinert1, 26/04/2020

Issues

I started entering my details and cannot get past the phone number, tried with 0 and without 😞

Brock04, 26/04/2020

Protect everyone

Protect our community

Kjz xoxo, 26/04/2020

Problem setting up app

App won't recognise my mobile number tried several times to set up the up..
It's no good if doesn't work..

alex-c91, 26/04/2020

Keep getting error

Won't let me get a pin when I try to verify my number. Just says check info and try again.

quancey_lad, 26/04/2020

Can't register

Keen to help out, get to the second step of registering and despite putting my mobile number in many times, it's telling me it's wrong.

Exasperated Doc, 08/05/2020

HC

The repeated reminders to turn blue tooth on even though it is on are very annoying.

Liveitup333, 03/05/2020

Won't work!!!

Downloaded the app ok. However when I tried to use it, It dose not work. Keeps going back to opening back screen.

gracos, 28/04/2020

Useless for iPhones.

This app will only work if the phone's unlocked and the app is running.

It does nothing if the app is running in background mode.

zebaneh, 27/04/2020

PIN number does not work

I cannot register as I cannot get the PIN number when I enter my mobile number. The app does not work.

Ambodive, 27/04/2020

Will not accept Mobile No.

Will not accept Australian mobile phone number - either dropping the leading '0' or including it... totally useless as a result.

Benster2.0, 27/04/2020

BEST APP EVER

Only took few seconds to setup. Stay home. Save lives. Long live JACINDA ARDERN

a.k.zzz, 27/04/2020

Bug

The screen goes black for every few seconds making it impossible to use. I am on iPhone X.

Kibs72, 27/04/2020

Doesn't open

Have tried to delete and restart but it still won't open.

HYPHENSBACK, 26/04/2020

Just get me out of Isolation

Love it if it will Just get me out of Isolation

dimsim2074, 26/04/2020

Great

Easy to install. Great concept.

GodisaFish, 26/04/2020

Unsecured

The government can't protect the personal information of our police officer's. They've proven inept at keeping data secure in the past so why would you trust them with yours?

anotheredge, 26/04/2020

Let's do this.

I am on board.

GeoffSchuil, 26/04/2020

Too easy
Hassle free setup

Ghgkdgyj, 26/04/2020

Get it get it get it
Get it and let's stop covid

sean.s.chen, 26/04/2020

Good app
Thanks for the initiative. We need to make this app mandatory.

h.de.zeeuw, 26/04/2020

Error on phone number
This app does not support a mobile number.
Must be a bug.

ajliwksnekke, 26/04/2020

It's for the health of everyone!
It's for the health of everyone!

Davros2009, 26/04/2020

Doesn't allow for mobile number registration
Absolute fail!

Cant get past registering your mobile number.

RobbbbbBf, 26/04/2020

Does not recognise mobile phone number to set up pin
Come on guys !!!! Need this step to at least be sorted before launching. Jeez.

Polly1308, 26/04/2020

Doesn't recognise any phone number

Well this is disappointing. It doesn't recognise any mobile number in our home. Useless

not working for benjamin, 26/04/2020

Mobile number not verifying

Any one else seeing a error show up when entering a valid mobile number for Australia?

StruppiPumpkin, 26/04/2020

Failed at first hurdle

I fully support this app but it fails at installation with "Error verifying phone number". I hope it's fixed soon, this is too important to fail

GeorgeMcFly, 26/04/2020

Can not verify phone number

Attempted to register and would not accept mobile phone number

StillnotGareth, 26/04/2020

Doesn't work

Ok this app doesn't work. I couldn't find any way to trace Peter Dutton back to the Ruby Princess. Also no in-app purchases for Franking Credits, hopefully a future update will have this.

SeanWilliamC, 26/04/2020

Error Registering

I am for this initiative, however unable to register as it says 'error verifying phone number'

Wazr, 16/05/2020

No verification sms received

Not received the sms, tried several times. Not much use if the front door to the app is locked 😊

♡ ♡ ♡ ♡ ♡ ♡ ♡ , 04/05/2020

Annoying

Now that I have downloaded the app, I keep getting annoying messages to download the app.

Lady_Angelcake, 28/04/2020

Doesn't work

Wouldn't accept my phone number. I thought it was just me, but then it wouldn't accept my wife's as well.

MauzieC, 28/04/2020

Phone number

Get as far as muting my mob in, but do not get a pin, yes tried leaving off the Zero at the start and leaving it on! Still nothing

Akila Ravi, 27/04/2020

Verification issues

The app doesn't recognise my mobile number at all and doesn't give me a pin to verify and get started

tradey-1, 27/04/2020

Will not accept my Number

Been trying for at least an hour and get verifying error. I give up.

KEW202, 27/04/2020

Won't accept my number

I was keen for this app when I return to work, although it is not accepting my phone number. Please fix this. Thankyou

Lulu_m, 27/04/2020

Won't send me a confirmation pin

I've tried about 6 times to get it to send me a confirmation PIN number, it just sits and spins and nothing is sent to me. I'm out.

lionsfan2005, 27/04/2020

Glitchy

Can't sign up and fill out the information as the screen keeps changing to black saying covidsafe.

playsport, 27/04/2020

Ok

Very buggy to start with please fix bugs

jsosoxmxnjwiwkoww, 27/04/2020

Brilliant

Works very well

cidiqi, 27/04/2020

Stuck on splash screen

Can't get past the splash screen, tried killing and restarting app multiple times

Lucky Lucy from the moon, 26/04/2020

easy :)

super easy to sign up. feel like i was one of the only people without any issues.

TerrysEvents, 26/04/2020

Cannot verify mobile number

Gets stuck and cannot Verify mobile

Parnikakgs, 26/04/2020

Do download the app

During this pandemic downloading of this app is the most imp thing. Thank Aus Gov!!

PoolDogE, 26/04/2020

Lifesaver
Hoping this helps!

'bladder, 26/04/2020

Phone number check fails
When I enter my phone number in the international format, the verification check fails.

stu2750, 26/04/2020

Won't except phone number
No matter what you do it will not except you phone number
Not a good launch unfortunately

nzer123, 26/04/2020

Error verifying phone number
Tried to get past mobile number step to get PIN but it fails. Two people in household have same issue. Tested 4.30pm Sunday 26th

aasfdd127we, 26/04/2020

Phone number won't verify
Keep getting an error message when I put my phone number in for verification.

Jaz_Jensen_19, 26/04/2020

Error entering phone number
There is an issue entering your phone number on the app. 'Error verifying phone number '
Which means I cannot install it.

livefromthe504, 26/04/2020

The LNP and Australia's police are unbelievably corrupt and violent
Literally only installing this so they can track my incredibly boring personal information, hopefully it'll waste a bit of their time

DEBRA_LB, 11/05/2020

?

Doesn't work at all on iOS?
Has anybody read the news.

kajinoz, 08/05/2020

Interferes with Bluetooth in other apps using Bluetooth

I noticed poor audio in Bluetooth earphones when Covid19 is running on iPhone 7

Tormead56, 29/04/2020

Iphone failure to register

Unable to register iPhone 5 & 6 running ios12. Unable to verify phone numbers. Let's compare #downloads with registrations.

JJinOz, 27/04/2020

Doesn't work

Just continuously says there is an error with my mobile number.

.=.=, 27/04/2020

Won't accept my mobile number

Downloaded but it won't accept my phone number.

TryingToHelpWithoutSuccess, 27/04/2020

Norman7777

Tried 3 times but each time rejected my mobile number. No help anywhere as to what could be wrong.

Xlamaxdio, 27/04/2020

Nice

Works great. Easy set up.

Deh lom, 27/04/2020

Can't register

Keeps coming up with an error on 3 out of 4 devices in my house, saying "error verifying phone number"

Ssor4591, 26/04/2020

Great work

Makes me feel safer already 🌟

GihanR, 26/04/2020

Verification is working now

Looks good !

AN CONCERNED CITEZEN, 26/04/2020

Won't verify my phone

I think it won't work because I have another device with the same info

Jem1915, 26/04/2020

CovidSafe is awesome

Chill and Fun app, kids love playing and good for passing the time!

jj_hum, 26/04/2020

Simple

1 minute setup

faeboy, 26/04/2020

Can't sign up

Sounds like a useful app if you want to be involved in Covid 19 tracing, but I can't sign up as it won't recognise any of my phone numbers. Maybe I just don't exist.

Brisbane Australia, 26/04/2020

Won't send a pin to my mobile.

Stalled so long and now won't even take my mobile number. I guess I'm not going to be allowed to be a user.

juderidley, 26/04/2020

Won't accept my mobile phone number

Keeps saying my phone number is incorrect

MrPete78, 26/04/2020

Not working

Unable to enter phone number when registering. Returns an error when trying to verify phone number.

Zombiesmel, 26/04/2020

Unable to verify my number

Tried to sign up unable to verify my mobile it keeps giving me an error

johndw20, 26/04/2020

Mobile Phone # Bug

The app will not accept my mobile phone number. Perhaps it's not ready for registration at this time.

madsmeditates, 26/04/2020

Not accepting my number to set up

The app won't let me past the phone number step. I've tried with and without the leading 0

simonelecat, 26/04/2020

Bugs already?

How does one get a PIN? Error when I put in my mobile number. Without 0. Or with 0, it didn't work. Back to the drawing board....

Lapin426, 15/05/2020

Useless app

I was expecting to have information relating to where those confirmed cases are. But this app said nothing about that. Totally useless.

David1971cross, 01/05/2020

Download

Download and protect Australia - it's as simple as that!

Jiffyham, 27/04/2020

Error msg

Have tried several times to register but keep getting "Error verifying phone number".

jxxnl, 26/04/2020

It worked!

For mobiles drop the 0 and type in "+614....."

oigaib, 26/04/2020

Number 1

I was first to review I win

meisyws, 26/04/2020

Genius app

This will definitely flatten the curve

Brian1972, 26/04/2020

Error with phone connection

Can't upload phone number, comes up with error.

Matthew Roberts, 26/04/2020

It doesnt work.

It doesn't accept my phone number. Must be a fault with the app. Shame as I think it's a great idea.

Fogging Bottom, 26/04/2020

Error verifying phone number

...please check your details and try again.

Dipee77, 26/04/2020

Enter phone number ERROR

Have tried to enter mobile phone number numerous ways to send my pin and it refuses to acknowledge any format. So can NoT use

DamoH, 26/04/2020

Can't even sign up - can't get past mobile number

Not great. Can't even get past the sign up mobile number screen.

We've been had, 26/04/2020

First day fail

Just downloaded the app. Failure to get past the send pin to phone number. Didn't accept my mobile number. Great start.

Bradleee16, 26/04/2020

Cannot verify phone number

The app says that my phone number is not valid when I attempt to sign up.

Willboz58, 26/04/2020

Won't accept phone number

Every time I try to enter my mobile number it won't verify and go to next step

kipade, 30/04/2020

Unable to register.

App won't accept a valid phone number when registering. Cannot use app at all.

Jonesystar1212, 27/04/2020

Phone Number Error

Keeps saying my phone number is invalid and won't let me continue

SN2017Syd, 27/04/2020

Doesn't accept my phone No.

And yes, I've tried without adding the first 0. I've deleted and retried 5 times. Think I'll give up now.

PerthObserver, 27/04/2020

Stuck on black splash screen.

Stuck on black splash screen with COVIDSafe title. The actual app only occasionally flashes up, so have not been able to set up.

sharednicknamesarereal, 27/04/2020

iPhone XR

Does what it says it will do.

HighFuelPriceHater, 27/04/2020

COVID APP FAIL

The introduction screen flashes up and is unable to be retrieved regardless of battery settings, brightness modes or manual/auto brightness selection. Surely this App would have been Beta tested?

nicholasdb, 26/04/2020

Easy Setup

Too easy...

youngdot41, 26/04/2020

Unable to register

Phone number not recognised. Gave up after multiple attempts.

OzBull0g, 26/04/2020

No issues so far

Let's stop this virus together

Defender of troglodytes, 26/04/2020

Won't verify my phone number

Tried to sign up but can't because it won't verify my phone number.

Geryesm, 26/04/2020

Thank you

Random outback guy, 26/04/2020



Easy to use, peace of mind

Just Dienloaded, 26/04/2020

Can't verify phone number

Tried to register and app says there's an error trying to verify my phone number.

magnum1430, 26/04/2020

Could not register

Could not receive a pin to my phone number

Not working 192567, 26/04/2020

Doesn't accept phone number

Won't accept my mobile number, that I've had for 18 years

Mackassssss, 26/04/2020

Can't create profile

It is saying my phone number is invalid but it's not. Can't continue without completing this step.

Puswa, 26/04/2020

Error Message

I get to the mobile number part and no matter what I do it comes up with an error message.

trishbk15, 26/04/2020

Won't load phone number

Waiting for an update already

grponline, 15/05/2020

Any time I open the app it ask me to register again

Its asking me to register again and again

dwgm19, 29/04/2020

Not working on iPhone screen goes dark

After starting app the screen goes dark with COVIDsafe text in the middle.

Daggster, 28/04/2020

Why develop an application without any support

Tried several times to upload name & phone number using the zero and without the zero even deleted the application as well.

Still couldn't get it to work.

[more](#)

moosehead85, 27/04/2020

Another Aus Government Fail!

Enter phone number. Can't recognise phone number.
Check phone number. Enter phone number.
Can't recognise phone number....

Scott-tay1, 27/04/2020

Excellent idea

Excellent idea!! Let's stop the spread togeather

emily.colour, 27/04/2020

Good initiative

Download and help us to reopen.

Metro_trAiNs_2, 27/04/2020

Great app

App works great on iPhone 6S. I like it. All good for now.

Amac31, 27/04/2020

Screen keeps going black

During registration, screen goes black with covidsafe word and can't continue process.

Andybisho, 26/04/2020

Great initiative

This should help reduce the risk of being infected.

Rana966, 26/04/2020

Easy As - Stop the spread

Download and stop the spread.

Robdownunder, 26/04/2020

Yup

Easily the best Australian Government funded covid 19 contact tracing app that I've ever downloaded.

Dfarmer 01, 26/04/2020

Great app if helps save lives

Great app if helps save lives

george230669, 26/04/2020

Will not except my mobile #

Will not except my mobile number says it cannot verify my number??

68Sharny68, 26/04/2020

App won't accept my mobile number

App won't accept my mobile number. I really want to help by doing this so I'd like a fix please.

Daquinx, 26/04/2020

Will not register valid mobile number

This app does not recognise my mobile number. So cannot even register!!!

Od1909, 26/04/2020

Cannot sign up

As it's impossible to get past the enter phone number section. Unable to rate past that.

Sadly unsurprising circumstances.

mr_irwin, 26/04/2020

Error

When entering mobile phone number : receiving error message "Error verifying phone number"

Megsssy, 26/04/2020

Error verifying phone number

Tried to register, but stuck on verifying phone number. Error verifying phone number.

Nopiley, 29/04/2020

Ok

Yeah the fourth level where you use the sniper rifle on the terrorist is tough

Unhappy user 664, 28/04/2020

Doesn't work

Will not let me register keep getting phone number error. Sorry I cannot help fight covid

Chriscatblue, 28/04/2020

Mobile phone

Will not accept my mobile number so I can't use the app without the verify pin typical

Saripp, 27/04/2020

Would not verify my mobile number!

Entered details and mobile number could not verify!

January Rose, 27/04/2020

Activate

Have tried several times to activate this app continues to come up with error verifying phone number, so far I'd rate zero

Yajmai, 27/04/2020

Not useful without proper API implementation

Will not be using this until the Au Gov implements the upcoming Apple/Google 'exposure notification' API. I do not feel comfortable with the centralised data approach they are currently using.

Outofdate, 27/04/2020

Will not install on iPhone 4s

App requires iOS 10.....

Must be thousands who would like to have the app but can't install it!

SexyNiLoveIt, 27/04/2020

Doesn't work

Can't get passed the verification page. Says check details when attempting to verify.

Dudley76490, 26/04/2020

All good

That was easy

loafy398, 26/04/2020

Great app.

Literally a potential life saver

Atalanta44, 26/04/2020

Can't get past the 'enter your mobile number' page

Please fix this.

Arloout67, 26/04/2020

New App

Signed up with no problems at all

ronatime, 26/04/2020

good idea

this is a fantastic idea to help people once they have tested positive to tell people who have been around them to self isolate

keep me covid free, 26/04/2020

Glitches

The app is completely glitching from the main screen to the black covidsafe screen.

BilawalBilal, 26/04/2020

Filled with bugs

Practically unusable. Ripe with bugs. Expected something better from the government in times like these.

Kaiao88, 26/04/2020

Big on sign up?

Unable to verify mobile number with or without 0 at front

KAM105, 26/04/2020

Can't register

I get as far as entering my mobile number and it tells me there is an "error verifying phone number"

Rappper, 26/04/2020

Error verifying phone number

Not a good start. I can't set it up. When will the fix be available?

Deeepar, 26/04/2020

Won't verify mobile number

No matter how the number is entered the app won't verify a mobile number and send the pin

Kureus, 26/04/2020

Doesn't accept my mobile number

Doesn't accept my mobile number

Yoyoyoyoooyoyoo, 26/04/2020

Bugs

Keeps saying error with phone number. Even though I triple checked it was correct. Typical aus government, can't even get an app right 😂

codeinfront, 26/04/2020

Error when confirming mobile number

Entering mobile number results in an error.

NhiBui, 26/04/2020

Unable to complete the registration.

Not able to verify phone number to complete the registration. Please check

Vigour65, 18/05/2020

Disrupts Bluetooth

Derails other Bluetooth devices. Had to uninstall the app. Will reinstall if they fix this.

Assassin creed fan 2001, 03/05/2020

Stop with the unnecessary notifications

Stop with the unnecessary notifications in the morning at 9:00am. We aren't idiots. It's demeaning and annoying. Remove or I'm removing the app.

M@Lutwyche, 01/05/2020

easy download

no problems with download and install to iphone 8+

AWSMCD, 29/04/2020

Battery life

I am finding the app is running my battery down very quickly.

Kobecody, 28/04/2020

Keeps saying my mobile number not verified
I don't even get a PIN texted because of that issue

Debbiwc, 27/04/2020

Can't get it to work
Have tried to register twice but it keeps crashing 😞

ricko19741974, 27/04/2020

Won't accept numbernumber
Tried with and without 0 after the +61. I run duel SIM (hardware sim and esim). Might have something to do with it????? Deleted app. I did try.

unhappy_chappy, 27/04/2020

Error verifying phone number
I'll change the rating once I can activate, just wanted to lodge the bug

pw@melbourne, 27/04/2020

doesn't work
Doesn't seem to work on iPhone 8 Plus. I just get the starting splash screen and that's it.

Yrinoz, 26/04/2020

Mine doesn't get past banner screen
Reinstalled and problem still exists

fleetmac, 26/04/2020

Flawed implementation
As mentioned in another review I am unable to get past entering my mobile number. It may be that servers are overloaded? or that in the rush to get it implemented inadequately tested?

only11andapoopothead, 26/04/2020

it's a good app!

stop complaining even i know how to get past verefying my phone number

Lifestyle2255!, 26/04/2020

Thumbs down

Won't accept my phone number which I've had for 30 years ..?

NicolleBR, 26/04/2020

Amazing

Thank you mr. Morrison for keeping us safe!!

TC_hammer, 26/04/2020

Best App I've ever used

Saving lives!!!

Vineesh.ghai, 26/04/2020

Apple Watch app

Please introduce Apple Watch app

Chrir, 26/04/2020

Phone number entry

Trying to set up but not recognising phone number with or without the zero at the start

Joel Fagin, 26/04/2020

Doesn't Work

It doesn't seem to like my phone number and, as such, I can't get the PIN required to get it working.

Liykh001, 26/04/2020

Says my mobile number is not recognized when trying to sign up
As above

petegredvgncsdcfg, 26/04/2020

Can't enter my mobile number
I can't use the app because it won't accept my mobile number

Bchakk, 26/04/2020

Another app from govt cannot be registered
Useless app was unable to register my mobile number. Another debacle from govt

ghendo, 26/04/2020

Couldn't sign up
Tried to sign up but couldn't verify my correct mobile number

Coopercr, 26/04/2020

Can't enter phone number
It will not accept my mobile phone number, so can't get it to work

StiffUpperLens, 26/04/2020

Error verifying details when entering phone number
The app throws an error when I enter my phone number. As a result I can't complete registration.

K8Raff, 26/04/2020

Glitchy
I downloaded this app but I couldn't progress past the mobile phone registration.

Gfdsat, 26/04/2020

Error registering phone number

I keep getting an error registering phone number. I have tried with and without the leading 0.

Marj123456779, 26/04/2020

Mobile Number Error

I can't register as my mobile number keeps prompting an error message

pbh63, 26/04/2020

Error message

Tried to sign up but it can't verify phone number. Same error message on my son's phone.

3429au, 26/04/2020

Can't install it

Errors on confirming phone number no matter which way you enter it.

Lostmywork, 26/04/2020

Can't even verify phone number

Seriously. First bug

tommyshaw47, 15/05/2020

Pointless

I have to re-enter my details every day. What's the point in even having the app if my details aren't reliably stored?

Cat....., 03/05/2020

Requires iOS 10 or greater !

Requires iOS 10 or greater !

I cannot use it on all my family's phones, so it's useless !

Ran out of gas, 30/04/2020

Absolute junk

It continues to ask me to re-register.

Have submitted a support email and just get automated responses.

[more](#)

Kay Pea Dee, 29/04/2020

Doesn't save signup info

Have to sign up every time you start the app. This will get tiresome quickly.

pascal111122223333, 27/04/2020

So far so good.

Works well.

Moni_Angela, 27/04/2020

Doesn't send PIN to phone number; just stays with loading symbol

Must be some glitch; can't get anything

thepalmtree123, 27/04/2020

Doesn't work

Can't get past number verification. Apparently doesn't work on apple

Paulk197921, 27/04/2020

Turn wifi off to register

Seriously can't believe this

Mr Pusskles, 27/04/2020

Easy Peasy

Installed and setup easily

Vincent Vega-19, 26/04/2020

Awesome app, thanks ScoMo!!
Just what we need to beat the Chinese corona virus! 😊👍

bus & train of aus, 26/04/2020

Thank you Australian government
Amazing application

atmccauley, 26/04/2020

Cannot get past 'verify mobile number'
Can't even set the thing up.

Norm Douglas, 26/04/2020

Simple
Perfect install. No troubles

Bill_bob, 26/04/2020

Just do it!
Great app. Ignore the tinfoil hat brigade and just install it.

Hm538, 26/04/2020

Pity it doesn't work
Was prepared to put my qualms about privacy aside for the greater good but the app doesn't recognise my mobile number so I needn't have worried

RHORUS, 26/04/2020

Doesn't working
When I try add my mobile number for verification the app crashed

Itzyitz, 26/04/2020

Error with mobile number

Won't accept my mobile number

GraemeMc, 26/04/2020

Can't register

Can't register, it won't accept my mobile number with or without a leading 0

ozihobbit, 26/04/2020

Doesn't work

Once you get to registering your mobile number it says it can't verify it

Rowdier1, 26/04/2020

Phone Number not verifying

I have tried on my phone and iPad and it won't accept my phone number!

Psyche Park, 26/04/2020

Tech Epic Fail

After all that hype on television, they haven't got the phone number registration validation process right! Thank goodness that nobody needs to pay for this app!

Meerkatknows!, 26/04/2020

Can't enter phone number

App won't move past Step 2 as will not accept valid phone number.

Cazemoto, 26/04/2020

Can't enter phone number

Can't error my phone number, keep getting an error message

Scorp69696969, 26/04/2020

Bugs

Won't let me get past the mobile phone verification stage. Looks like someone forgot to test it properly?

Steffer69, 26/04/2020

App doesn't work

The word "COVIDsafe" along with a black screen keeps popping up and I can't even register my phone number.

TraceyMatthews, 04/05/2020

Covid Safe

Doesn't want to work on my phone. Keeps telling me that my number & details are incorrect 😞 😞

Tomfox83, 28/04/2020

Really slow I'm disappointing

Would not recommend

fizzer111, 27/04/2020

What a failure !

After downloading the app have been trying all nite to have it accept mobile number. What a dudd. I'm out of here !

Gwen_196, 27/04/2020

App Doesn't Verify

Can't get past the mobile number entry.

Just comes up with an error and can't verify.

[more](#)

T Boy76, 27/04/2020

Won't accept phone number

Downloaded but won't Celt my phone number please fix

Cherry Ripe, 27/04/2020

Mobile doesn't work

Can't sign up - won't accept my phone number.

namukutty, 27/04/2020

Rubbish app

Keeps saying my mobile number is invalid. Please don't release it if you can't perfect the registration process!

AzzDav, 26/04/2020

Works great

I can smell the ISO freedom already.

DoubleDover69, 26/04/2020

EZY peezy

Easy to install. Works first time.

Australian Flyer, 26/04/2020

Phone Number not accepted

All good until I get to the Mobile Phone section where it will not recognise and send me a pin.

Vicky□, 26/04/2020

Number verification

Will not verify my mobile number tried with zero and without after the +61

Mersinas, 26/04/2020

Cannot register

Will not accept my mobile number.

Kateyoung7, 26/04/2020

Can't register

Won't accept phone number, tells me to check details

Laccgqhqhd, 26/04/2020

Fav app

Can't wait to go to the pub!

Census 2.0, 26/04/2020

Doesn't work

You'd think they'd rest it first before releasing it. It's like the last Census - Fail!!

Can't get past the phone number stage!!

Kathperth, 26/04/2020

Not working

Does not allow me to enter my mobile phone number to sign up.

Markyb75, 26/04/2020

Can't sign up

Will not allow me to verify my phone number so cannot complete the registration process.

hsiuabebka, 26/04/2020

First

Move manufacture back to Oz

Petsinwater, 26/04/2020

App does not work

How are you supposed to sign up to the great weapon against the virus when it won't accept my phone number?

lsx_australia, 26/04/2020

Not working
It keeps saying

"Please check your details and try again"

aarnold1987, 26/04/2020

I can't even register
I'm trying to register and can't get past the mobile number verification.

Itsjimjam781, 26/04/2020

Not Working
Won't verify my number. Also why have +61 number? That's only for international numbers and will confuse some users

Jim K 5555, 26/04/2020

Excellent
Great app that meets all my privacy concerns.

SimCodeFish, 07/05/2020

This app is a joke.
This app does not work! The concept itself has major fundamental issues.

KS453, 29/04/2020

Doesn't work
Can't get pass verify stage because of the same issue assent others

Joe the cameraman, 27/04/2020

Five stars, as soon as it works
It's a wonderful initiative. I want to take part. But it repeatedly fails on verifying my valid phone number.

dan 147, 27/04/2020

Can't verify mobile number

Won't allow me to verify mobile number

mvd69, 27/04/2020

Phone number registration fails

Won't register phone number - gets error.

avaadore_, 27/04/2020

Can not activate

As per usual dropped the mobiles first number of 0, still can't get through

shellzybellz, 27/04/2020

Not able to verify mobile number???

It won't verify my mobile number

RowieMcRowie, 27/04/2020

Doesn't work for me.

I don't have an Australian mobile number. The app doesn't allow foreign numbers. Oh well

Lynne Ellis, 27/04/2020

Mrs

What happens if both married partners only use one telephone number?

No one seems to know.

AndrewHarward85, 26/04/2020

Couldnt be easier

Fantastic App ScoMo

Happy todo my part mate

Lulu_086, 26/04/2020

Glitch

Can't get past first few steps as it won't recognise my mobile number in set up. Please help.

Mattybonas, 26/04/2020

Phone number issue..

Won't accept mobile number.

J.ay.B, 26/04/2020

Mobile can't be verified

The app can't/won't verify my mobile number so I can't complete the registration process

BO49\$, 26/04/2020

Phone number won't accept

Won't accept a phone number. Can't get past that page.

mobile entering, 26/04/2020

Mobile number

It won't accept my mobile number

funkshwae, 26/04/2020

Registration not working

Hi team, error when trying to enter phone number

ted22453, 26/04/2020

Verification of phone number creating error

Please re-test the app. Phone number verification isn't working.

MJR18999999, 26/04/2020

Unable to verify number

Could not get my phone number verified. So seems can not use the app

Edeirob, 26/04/2020

Error verifying mobile number

Error verifying mobile number can't even get it setup

Lyndabel, 26/04/2020

Trouble with phone number

Won't accept mobile phone number.

mchambers123, 26/04/2020

Can't register my mobile number The app doesn't work

It just doesn't work.

Lachy Norms, 26/04/2020

Cannot Verify Phone Number

Number is correct but app continues to say there was an error verifying phone number.

nonicknamesleftstill, 26/04/2020

Phone number error

Not recognising phone number.

huwr, 07/05/2020

Doesn't work!

This app can't work in the background. Doesn't do what it is advertised to do.

Jake96', 05/05/2020

Had to create new account 3 times cause I turn my phone off while I sleep
^

☺ bliss, 05/05/2020

Doesn't send pin
I tried several times but don't receive the pin

Woody121121, 01/05/2020

Stop the reminders
Please STOP sending daily reminders to leave Bluetooth on

VVulch, 28/04/2020

Daily sign in??
I have to reregister every morning?. Was it designed to do that, and not save my info?
Will quickly tire of that!

hutcma, 27/04/2020

Pin won't work
I have tried several times and can't get a pin. Useless app

Memyselfandi55, 27/04/2020

No working
It doesn't recognise my phone number.
I tried many times.

trying in the Hunter, 27/04/2020

Can't sign up
Tried for 20 minutes. The App can't find my phone number so I can register.

3485 Farmer, 26/04/2020

iPhone 4

I am 62. I have an iPhone 4. The app will not work with the OS on my phone. Shaun Micallef & Judith Lucy have the same phone. A vulnerable section of the population are being excluded.

Fredericooooiii, 26/04/2020

Fred

Registration worked alright here.

james_ieueieirhehbdhhd, 26/04/2020

Registered good to go 🙌

Keep safe!

Fool !, 26/04/2020

Didn't work!

Given no time to set verification number...2nd attempt failed also 😞

Hud2805, 26/04/2020

Doesn't let me log in

The app won't accept my phone number. Tried 6 times

Hebulonicus, 26/04/2020

Can't enter phone number

Can't enter my phone number, keep getting error message.

Rabbit0h, 26/04/2020

Error verifying phone number

I get "Error verifying phone number" when I enter my mobile number - what now?

Couta Sailor, 26/04/2020

Can't verify mobile

Completely useless. App will not let me verify my mobile so cannot register.

paulm2020, 26/04/2020

Can't register phone number

Can't register phone number to receive the 6 digit pin

Franjiappanni76, 26/04/2020

Didn't work

Doesn't like my phone number! Typical government app up there with my gov app. Glitchy can't even sign up.

Cody7856, 26/04/2020

Error

This app keeps saying the mobile number has a error

s.a.m.ll, 26/04/2020

Mobile Verification Doesn't Work

App won't accept my mobile number to register.

JayBhas, 26/04/2020

Error confirming the mobile number

Can not proceed to register

cjd_85, 26/04/2020

Mobile phone verification failed

Can not verify mobile number. Please fix this issue ASAP the health of all Australians depends on it.

watashiwajei, 26/04/2020

Cannot sign up

Can't sign up. There is an error when trying to get PIN number sent to you.

Sean from Perth, 27/04/2020

Fail to register

App just crashes on register unable to use

lol_wiki, 27/04/2020

Crashes

Just downloaded, and the app blinks between the first logo screen and registration screen!!

MollyMoo73, 27/04/2020

Didn't work

Can't get past mobile number

RJQuigley, 26/04/2020

Useless app

Doesn't use the new Apple frameworks that would make this app actually useful.

Rewrite it with these in mind and I will use this.

Nzbankboy, 26/04/2020

Great idea!

Let's go Aussie! Let's give Covid the boot!

phoozie, 26/04/2020

Says my phone number is invalid

Can't seem to register says my valid phone number is invalid and I can't proceed.

Swazi70, 26/04/2020

Really?

Good cause and I'll use , but need to keep the app running? Really...

The bloomin' vet, 26/04/2020

Great initiative. Sign up now.

Great stuff

hashtagluks, 26/04/2020

Error

Literally can't get past the home screen. It keep flashing back to the black covidsafe screen.

anaz54, 26/04/2020

Trace

Works fine

Daisy1158, 26/04/2020

Doesn't work on iPhone XS

Tried to register but won't accept my mobile number.

123Jocat, 26/04/2020

Not working.

Can't get past the phone number section.

Swinndogg84, 26/04/2020

Lol

Won't even let me sign up. Doesn't recognize my mobile number I've had for 30 years lol.

Mattycode, 26/04/2020

Phone number

I enter my phone number correctly and it says can not verify it. Useless

Willytaur, 26/04/2020

Hopeful. But false start.

I am fully supportive of this new app, however I could not get passed the phone number verification. Not impressed.

AndrewSharpe, 10/05/2020

Bluetooth fail

Stops apple watch connecting to phone. Kills the battery.

15 minutes wont get back, 27/04/2020

Couldn't get it to work

Does not accept my phone number

xxxxccjjjk, 27/04/2020

App isn't working

App will not send me a Pin. Been trying off and on for over 5 hours.

One Horse Media, 27/04/2020

PIN never arrived

I want to sign up but need the PIN which I've tried to get multiple times but nothing happens...

Joelko, 26/04/2020

Easy to setup and working

Hoping this app genuinely help managing Covid spread efficiently.

ken white 149, 26/04/2020

Works well
Works well

PopperJuicee, 26/04/2020

Works well
Great

pcswfrth, 26/04/2020

Phone number input doesn't work
Phone number input doesn't work

Sam brown_reviewer, 26/04/2020

Phone number
Will not let me verify my phone number during sign up

chrishawkeye33, 26/04/2020

Unusable
Can't even register, says it has errors verifying the phone number.

iantoday, 26/04/2020

Glitches
Can't sign up due to phone pin not working. Black screen keeps flashing up with COVIDsafe while using the app.

How do you unsubscribe, 26/04/2020

Registration
Can't register on a company mobile it appears, if that's the case you just blew off a big chunk of the population

MessyWitch, 26/04/2020

Can't sign up

Can't sign up as it won't accept my correct mobile number

KayeJayde, 26/04/2020

Error when inputting mobile phone number. Won't let me go any further.

Poor

*******+, 26/04/2020**

Problem with mobile number

App says it can't verify the number.

GG_AU, 26/04/2020

Doesn't work

Can't sign up, it doesn't accept my mobile number.

Pookey-94, 26/04/2020

Mobile number wrong??

Apparently my mobile number is wrong? Fix it the app!!!

Nane214, 03/05/2020

Bogus

I can't even open the app to set it up at all and my phone is iPhone 11. Disappointed.

Jeff3506, 30/04/2020

Good app

More reliable than Barnaby Joyce's condoms in the secretary's office.

Fonsie12, 27/04/2020

App keeps flickering

Installed on an iPhone 6S. Every few seconds, the screen goes black with the words COVIDSafe in the middle of the screen.

Gangways, 26/04/2020

COVIDSafe

Quick to install, no probs.

LunioRyder, 26/04/2020

Can't verify phone

I try with an 0 and without. Still says there is an error....

pgags, 26/04/2020

Can't click the first consent box

App is unresponsive on some screens. "I agree" button greyed out because the consent checkbox cannot be tickled.

Antony Jijo, 26/04/2020

Ticket back to normal...

I m in

Rooooomiki, 26/04/2020

Waste of taxpayers money

You have to run this app in the foreground to make it work. It won't work in the background.

Tangled Fox, 26/04/2020

Easy enough to set up

Aa

expressrose, 26/04/2020

Doesn't recognise my mobile number
It says my mobile number is invalid

luke77378, 26/04/2020

App not recognising phone numbers
The app will not recognise phone numbers resulting in not being able to register

Theworstattinhistory, 26/04/2020

Can't even get past registration
Keeps saying wrong mobile number. Not surprised though, typical aus government.

MukundGuruji, 26/04/2020

Won't let me register
I downloaded the app but the app couldn't verify my mobile number. Does this app. Or work with eSIM?

mike67923047, 26/04/2020

Can't even use it
Won't verify my phone number or anyone else's in my family. Useless.

Mctag01, 26/04/2020

Problem
Won't accept my mobile number

Baileipiper, 26/04/2020

Doesn't work
Won't let me past phone number section!

sam19362, 26/04/2020

Good app

Good way to get aus back to normal !

Mghammer113, 26/04/2020

Doesnt work for me

Phone number won't accept either with the 0 or without.

Davidmoyle, 26/04/2020

Mobile

Won't take mobile number ... error message

coshermi, 26/04/2020

Problem

It won't accept my mobile phone number so I can't sign up.

Tania007, 16/05/2020

No longer opens

Worked initially, but now won't open at all.

cybercatgurrl, 07/05/2020

Garbage

Doesn't work when the app is closed. How is it supposed to be useful then?

blah blah blah de blah blah, 04/05/2020

Doesn't work for me

Gives an error can't sign up.

halcrawford, 29/04/2020

Failing to register

I cannot get the app to recognise my phone number - tried everything. Hopeless.

timmcmahon82, 29/04/2020

Excellent

Works as intended. Recommended!

DesiAussie, 28/04/2020

Unable to validate phone number

Get an error.

Able to download

The app fails to send an OTP sms to validate my number.

Diva1105, 27/04/2020

Well done Australia 

Thanks 

djf b if dcj, 27/04/2020

Trouble verification phone number

Couldn't verify phone number to get PIN number so I'm deleting it

Ukulele67, 27/04/2020

Error

The app won't send me a pin, then error pops up saying cannot verify your number.

Captain Jonah, 26/04/2020

Can't verify phone number

I can't get my phone number verified.

Great concept here but I'm unable sign up...

foofyb, 26/04/2020

A+

Easy set up. Great initiative

Hugger87)(, 26/04/2020

Registration quick & painless
Good

Sami Comparte, 26/04/2020

Wrong work

I tried to enter my mobile number but it didn't work,

jamie_depalma, 26/04/2020

Mr Jamie De Palma

Excellent App. Well compiled. Easy to download and implement. Highly recommended.

Sanwal Sansi, 26/04/2020

I hope this app will help stop COVID-19 spread in Australia!

Great initiative by Australian Government.

Jalati, 26/04/2020

This app works!

So far no covid.

Sar72bear, 26/04/2020

Can not Setup

Gives error 'can not verify mobile number'

\$1ck R1ck, 26/04/2020

Broken

Doesn't let you register a mobile, so doesn't work yet

DM_4031, 26/04/2020

Sign-In issue

Unable to verify phone number, so unable to sign in to get required PIN number

Angry birds addict, 26/04/2020

Won't accept my mobile

Great app - maybe you should do proper testing before releasing it to the public - another great govt blunder

Matt-Michalos, 26/04/2020

Cannot add phone number.

Will not allow me to add my phone number when registering.

Peterbyrne, 26/04/2020

Can't register

Tried but it won't recognise my mobile number

ufueiehxhf, 26/04/2020

Does not work

I tried to sign up and it keeps telling me it can't validate my number.

bearwinta, 26/04/2020

Phones number problems

I'm trying get my number on your app but error

benjaminjam, 26/04/2020

Mobile Number is not recognised

Mobile number does not recognise when inputting.

NothAU, 26/04/2020

Can't even sign up

I can't even sign up, the app won't recognise my mobile number as real

Hugbugman, 26/04/2020

Covid app useless

Doesn't accept phone number neither does google play app my husband downloaded.

Klancie Star, 26/04/2020

Error

I'm trying to download when I enter my mobile it won't accept it

agreysiren, 26/04/2020

Verification

Can't get past the phone verification. Not receiving SMS

Farcu, 07/05/2020

Doesn't work

I downloaded and deleted. Didn't help in easing restrictions, drains my battery, so what's the point?

Wenchbags, 29/04/2020

Interferes with mobile hot spot

Mobile hot spot not available or interference while using this app forced me to delete it.

Diesel - Coyote-Doyle, 28/04/2020

Problem app

Doesn't work I've tried on 2 phones

Aaron138989, 27/04/2020

Thankyou daddy

Thankyou daddy for making us safer

Sjmchef, 27/04/2020

Not working!

Put on my details. Doesn't recognise my phone number!

Cannotfindafreenickname, 27/04/2020

Would not let me login

Would not accept my number, I guess I'll just get corona then.

Laj3943, 27/04/2020

Phone number

Cannot verify my phone number

vecevrbtbrvevrbt, 27/04/2020

Bugs need fixing

Very quick but the words COVIDSafe kept coming up. Bugs need fixing

Ajrthebadjr, 27/04/2020

Broken

Can't even verify my number. Tried it 10 times.

Useless app.

erno16, 26/04/2020

Error verifying your phone number.

Not working. So, you know, no point in downloading it, right now.

Judyw155, 26/04/2020

Not working

The app will not accept my mobile number

dplongden08, 26/04/2020

Won't let me sign up

Won't accept my mobile phone number

scouserabroad, 26/04/2020

Not surprised!

Not even able to verify mobile number so not a great start!

Ajhiston, 26/04/2020

Can't even finish set up

Says my mobile number isn't correct. ☹

krisvanston, 26/04/2020

Can't verify phone number????

Not sure why but the app does not allow verification

Hugh526, 13/05/2020

birthday wishes

was the only notification i received on my birthday. thank you covidsafe

Jimdanaman8282, 27/04/2020

I love this app

This app is truly great.

newsy94, 27/04/2020

This does track you do not download

Stop downloading this app if you want to keep your civil liberties fools

Scatrd, 27/04/2020

Overreaction

Haven't we already slowed the spread and flattened the curve? It's all just a massive overreaction. Give our lives back and stop this hypocrisy!

Dnathan28, 26/04/2020

Error verifying phone number

Tried several times! Same message comes up😊

Taxpayers \$, Ruby v1.2

4deboiz, 26/04/2020

Great app

Easy to use, nice UI, great app

aVers.com.au, 26/04/2020

Does not work

TXT verification is glitching to the extreme.

blake&rach, 26/04/2020

Error verifying the phone number

Error verifying the phone number. Can not go any further.

Xfryjeeryo, 26/04/2020

Can't verify phone number- silly error....
Impossible to verify phone number - so can't use...

Dougie82, 26/04/2020

Can not activate
Downloaded the app however I cannot enter my phone number to activate

LukeyPooToo, 26/04/2020

Can't sign up
Doesn't recognize mobile number either in international or AU format. Useless 😞

Fredbv, 26/04/2020

Useless as expected
The app won't recognise my mobile number! Entered both with and without '0'. So predictable!

Ledda, 26/04/2020

Can't pass the verify mobile number step.....
Apparently testing is not mandatory before releasing software 🤪

Jonathon L., 26/04/2020

Can't register
It won't accept my phone number and the app design is gross. I can't wait for the Apple/Google app.

gertbysea1, 26/04/2020

Gertbysea
Unable to use as won't accept my mobile number to enable a pin to be sent

xanderdesmo, 26/04/2020

Error Verifying Phone Number

It doesn't even try to send me a PIN.
Just doesn't like my phone number...

Donny Preston, 21/05/2020

Fave App

This is my favorite app. It is great. I love it.

Bingo blitz, 30/04/2020

Needs fixing

It keeps asking me for my information everytime I open the app

Yianmaro, 28/04/2020

Phone number verification.

Needs improvement with SMS confirmation

Squidlydid80, 28/04/2020

Error!

Anytime I put my mobile number in it tells me it cannot verify. Help!

Klyvard, 27/04/2020

Does not work

It's phone valid process is not functional. Useless

LeighNewton, 27/04/2020

Register consent

Doesn't let me consent to registration. The tick box stays blank and I can't move to the next page.

Dr. D., 27/04/2020

Unable to register

Get to the registration screen and before I can enter details the screen goes black with grey lettering saying "COVIDsafe"

Auspkrkid81, 26/04/2020

Can't use

Will not verify my mobile phone number.

techimum, 26/04/2020

Can't register

The app won't accept my mobile number to verify.

ktnicholls1234, 26/04/2020

Doesn't work

Error verifying phone number message..

Batby55, 26/04/2020

Can't register.

Keeps saying it can't verify my mobile number.

cbillster, 26/04/2020

Error verifying phone number

Doesn't validate my mobile

Saberecho, 26/04/2020

Sign up Error

Can't active. Doesn't recognise mobile phone number.

asdfvggtdc, 26/04/2020

Phone number verification won't work

It won't verify my phone number. Don't know why.

Coelix, 26/04/2020

Won't take phone number

'Error verifying phone number. ' ummm...so it's not actually working.

Superparadise, 26/04/2020

Not working

Unable to verify phone number and receive PIN

jesskchristo, 26/04/2020

Can't validate phone no.

Won't accept my phone number to validate! Makes it useless!!

Lachlan_Cuzza, 10/05/2020

Good

I heard it was good, I got it, now what?

Bobo2617, 30/04/2020

You have tested positive message

My wife and I have loaded the app OK it seems. When we goto the UPLOAD CONCENT page it says "You have tested positive to Covid-19". What the!!!!!!

Aitape, 28/04/2020

Can't get the pin

Easily downloaded the app. But does not acknowledge my name.
& Mobile no and won't give me a PIN

japick12, 27/04/2020

Won't verify number

I want to use this app to help reduce social distancing restrictions yet the app reckons it can't verify my number!!!!

RandomParent, 27/04/2020

Impossible!

How will it ever work if it refuses to accept my mobile number?!!

perrt@apple, 26/04/2020

Error in registering

Not working, error when verifying phone number

revvie222222, 26/04/2020

Works well

Working ok for me! 26/4 8:45pm

Blueice101, 26/04/2020

impressive!

it was a straight forward download and super easy registration

D: man, 26/04/2020

Rubbish

Just keeps crashing when I try and sign up , uninstalled.

OmniiOMEGA, 26/04/2020

Won't accept any Mobiles

Just keeps saying please enter in correct mobile?

UnhappywithMim, 26/04/2020

Unable to enter phone number
No working

GM2705, 26/04/2020

Fail
Wont accept mobile # Says it can't verify it. Might be load issue ? Dunno but not good start..

VIC parent, 26/04/2020

Doesn't work
It fails mobile phone validation.... makes me think this is not a legit app

Andrew in oz, 28/04/2020

App not working
I'd like to register but the app won't accept my mobile number. Pity, I work in a high risk job.

PossP28, 27/04/2020

Won't verify number
Won't verify the phone number and provides no means to assist.

Vishal Mahajan, 26/04/2020

Confusing
At upload consent it says I am COVID19 positive. Not sure why does that mean?

amru37, 26/04/2020

Typical Morrison gov IT
Tried many times and will not recognize my phone number.

Olzo123, 26/04/2020

Can't get past step 1

Error - can not verify phone number

L, not happy Jan, 26/04/2020

Phone Number

I can't add my phone number to complete the registration process.

orangehkmonaro, 26/04/2020

Won't except my phone number

Won't except my phone number

rjhutch, 26/04/2020

Not working

Won't let u register your phone number??

Jarmadbea, 03/05/2020

Info upload

Will not except pin

Macc808, 28/04/2020

Number won't verify

Won't verify my number and yes I have left the zero off the front.

Chloe8, 26/04/2020

No PIN arrives!

Can't sign up because no PIN comes. Have had it sent three times - no joy.

OzOlive123, 26/04/2020

Can't rego

Your app is bugged. Can't rego because the app restarts after I switch app to check the one time passcode.

Boab75, 26/04/2020

Busted

This app is not working. Can not variety my own phone number.

aod1959, 26/04/2020

Doesn't work

Can't verify phone number - so can't register?

guygtuggti, 26/04/2020

Error validating phone number

Can't get past the setup. Please fix!!

DKT86, 26/04/2020

Phone number won't verify

I can't verify my mobile number

Slam Bonker, 26/04/2020

This is Australia leading the world

Great idea. I'm sold!

blah969075432, 15/05/2020

Not working

Can't verify my mobile number.... what else to say....

Terrew12, 28/04/2020

No good

Requires a phone no.... tells me my number is an error.
Same for my wife

ohjackieo, 26/04/2020

Not working

Can't get passed the phone number verification

Killerbunny250, 26/04/2020

Orwell was right

Was only a matter of time really. We will just sit here and swallow it then ask for more. The sheeple have spoken

AcieBear, 26/04/2020

Won't accept my mobile number

Not much more I can say, really?

beeg2020, 26/04/2020

Registration problems

Can't get thru pass the phone number in registration

Kwood1966, 26/04/2020

Will not except mobile number

The app is refusing the mobile number. Either 432 or 0432

Cfaaaara, 26/04/2020

Won't accept my phone number

Hi, this is rejecting my mobile number so I cannot register...

rachiifay, 26/04/2020

Can't sign up

It won't verify my mobile number

AdnOfLand, 26/04/2020

Can't register, can't verify phone number

Good initiative if can register in the first place

dog19074,, 26/04/2020

Can't register

Get to phone number submit and returns error message

111146894, 26/04/2020

Doesn't work

Wont accept my phone number so can't register???

beanzz25, 08/05/2020

Covid19

This is a really good and trustworthy app

xyxyabcd, 27/04/2020

Does not seem to download on iPhone 5

Xx

Drkia, 27/04/2020

Error message

I am all for this app

I have an iPhone X

I am a HCW

APP not registering my number. Where do I get trouble shooting support?

[more](#)

mmainame, 27/04/2020

Can't validate my phone number
Can't validate phone number

Wersula, 27/04/2020

Sign on screens
Leave them on for longer.....
Keep turning off - iPhone 11

TMS234561789, 27/04/2020

Very glitchy
On the iPhone XR it is very glitchy. Hard to add details in and has a constant black screen saying COVIDSafe

My Name Is Jeff 9, 26/04/2020

It's good I like
It's really good

Shea-B, 26/04/2020

Doesn't work
Someone didn't test well before you promoted ??

JassieJ, 26/04/2020

Can't register
The app will not register my mobile

BrianRWalkington, 26/04/2020

Can't register
Won't accept my phone number.

nic patman, 26/04/2020

Doesn't work

Phone number doesn't verify.

Aussiebroad, 26/04/2020

Not accepting mobile phone number ???

Not working

Leatherrubberwetsuit, 27/04/2020

Accessible sms

It's good idea for Deaf people and hard of hearing. ! If call by voice will not answer voice caller.

Sorgy6, 26/04/2020

Works a treat!

So far so good !

lennypicks, 26/04/2020

Typical

Doesn't accept mobile numbers... you'd think they'd bet their app

Ended enchant, 26/04/2020

Not working

Won't except my Mobil number

marie3454321, 26/04/2020

Doesn't work

It won't verify my phone number

billnunners, 26/04/2020

It won't recognise my phone number
It won't recognise my phone number

TonyS02, 11/05/2020

App keeps asking me to register
Every 3-7 days this app asks me to register again.

Merristar, 28/04/2020

No pin sent
I can't get a pin sent to be able to use this app.

Trudi/2345, 27/04/2020

Can't verify my phone number
More app issues related to Amazon:Cloud scalability

RJ_NewUser, 27/04/2020

Error in registration
Getting the error
"Error verifying phone number"

Alashnumagaj gayu, 27/04/2020

Great job Australia
Great steps against fight against covid19

oscarcmc, 27/04/2020

Can't pass the number verification
Can't use

Gerg H, 26/04/2020

Awesome!

Simple, effective, life saving...

kickoutscomo, 26/04/2020

Bad idea

You should not be tracking us

Han Tong-Ho, 26/04/2020

Not working

Won't let me enter mobile number

Mikeyk, 26/04/2020

Not sending pin

I get a message of 'Error verifying phone number'

KAI.020202, 27/04/2020

Great App

This is a fantastic app developed by the Australian government!

tasibrett, 26/04/2020

Doesn't install on early iphone

Won't install on iPhone 4

Dsertred, 26/04/2020

So far so good

So far so good

qizt01, 26/04/2020

Mobile verification not working.!

Got error when trying to put contact no. for verification. Says" ERROR VERIFICATION PHONE NUMBER"

MattyBoth, 26/04/2020

Can't register

The app refuses to accept my mobile number, so I can't register.....

Asi9dog, 26/04/2020

Doesn't accept my phone number

What more can I say?

Alymae987654321, 26/04/2020

Cant sign up

Wont accept my phone number so I cannot sign up

danvder, 26/04/2020

Does not work

Does not recognise my mobile number

Ozzygirl81, 26/04/2020

Won't verify phone number

Won't verify phone number

GregJ123, 19/05/2020

Too energy hungry.

Flattens battery in a few hours.

—graygray, 02/05/2020

Reluctantly downloading
Don't snitch on me guys lol

Brigid 101, 27/04/2020

Doesn't work
My phone number does not work!!! Why !!

JonnyO5, 26/04/2020

Great Initiative!
Great option to eliminate the spread of Covid!

11111DK, 26/04/2020

Can't register
Says unverified phone number

shanoodley, 26/04/2020

Dodgy
Keeps telling me there is an issue validating my phone number

Scomiloveturnbull, 26/04/2020

Crashed
Cant verify my phone number

hydey ton, 26/04/2020

Phone number not accepted
The app will not accept my phone number

Whathsppen, 01/05/2020

Useless

What good is the app if someone is active with the virus and they don't use the app, then the app is useless

nitecrawler3, 26/04/2020

Extreme power consumption

Wow this app took down my battery from 100 to 30 in just 20min..

Nick1200rt, 26/04/2020

Poor effort

I can't register - app fails to get past entering the phone number - FAIL

quick one., 26/04/2020

Can't register

Doesn't recognise my number... tried numerous times.

Germanphile, 26/04/2020

Failing at phone number verification

The app throws up an error at verifying the phone number

KAV077, 26/04/2020

Does not recognise my phone number

Can't use it

Pironik, 06/05/2020

Don't bother

It does nothing. Don't bother downloading it.

Alexx0005, 06/05/2020

Support Apple/Google API

Useless iPhone without using Apple's/Google's API. Please implement it. Won't use until it's implemented.

ab136753248, 27/04/2020

Not working

Won't even let me register

azaxaz1, 26/04/2020

Aaaaa

Can't get past the verify mobile screen!

spaceistasty, 26/04/2020

Great work

Great Work

GooseGoogle22, 26/04/2020

All good

All good so far 

antipodean_gourmet, 26/04/2020

Could not register

Refused to recognise my mobile number

Clydie66, 26/04/2020

Karen Clydesdale

Just tried to sign up, it wld not take my mobile number and I cld not register

Siva Tharmalingam, 26/04/2020

Siva Tharmalingam

Mobile PIN option is not working..please further test

khmaalam, 27/04/2020

Can't register

This is not letting me register. Is there any limitations for visa holders to subscribe it?

gabelish, 27/04/2020

?

great initiative, just don't like that the app has to be kept running.

HATE !!!!, 27/04/2020

Battery use.

Drains your battery really fast.

evilnat1010, 26/04/2020

won't recognise my bluetooth

no matter how many times i give it

permission it won't recognise my bluetooth and fully activate and my bluetooth is always on to sync with my other gadgets...frustrating

Honest.Feedback., 26/04/2020

Govt can't do IT

Can't get past "error verifying phone number".

Nu2346775431146, 26/04/2020

Will not download

Can't download it.

Nauticalnath, 26/04/2020

Number verification

This app refuses to verify my mobile number nice one guys What a complete and utter waste of taxpayers money 🤦

NamTrakKid, 26/04/2020

Won't validate phone number

Not working yet.

covid19ap, 26/04/2020

New app

Can't logon. Won't accept my mobile phone number

ICE-000, 26/04/2020

Broken

Can't verify phone number?

Marcus the critic, 26/04/2020

Can't verify phone number

Not a good start

Martykenny, 26/04/2020

Broken

Software testing is recommended before releasing apps. 🤦

alexmc77, 02/05/2020

Add Apple Watch app

Pls add watch app!

Janiedeva, 27/04/2020

Error message at PIN stage

Unable to access PIN so can't complete

wpstjs, 27/04/2020

Can't register

Can't register - get to getting PIN number and app just spins.

Xoxo bollywood, 27/04/2020

Covid safe

Why cant I remove the app from my phone

jfsgcggc, 26/04/2020

Good

Amazing app first review

lambrill2, 26/04/2020

Silky

Can register phone number

Jayhoward23232, 26/04/2020

Not working

App will not work says

Invalid phone number

bmain1001, 26/04/2020

Error verifying phone number for PIN

Not great start, Error verifying phone number for PIN

57847906, 02/05/2020

Battery prob

App drained my iPhone SE from full charge to empty in 3 hours. Doesn't work!!!

Longjin Zhong, 02/05/2020

Flashing black

It's okay but there's a black screen every few seconds that says "COVIDSafe".

Marian Brisbane, 27/04/2020

Can't register. Says can't verify my phone number.

M Taylor

plamnarl, 27/04/2020

Won't install

Spinning wheel of death on "get pin" screen

thebeastarshole01, 27/04/2020

Hack

I am safe now yay

LordModdy, 27/04/2020

Does not work

Does not work, all I get is a blank black screen with COVID in the middle.

19285!!;\$, 26/04/2020

Phone number verification fails..

Attempted multiple formats, just keeps failing.

Michelles6303, 26/04/2020

Error

Won't recognise my phone number

santalo1, 27/04/2020

great

great idea everyone download thanks

Laksh29, 27/04/2020

Good initiative

Good initiative by Scott Mo, good job so far

BIG Tom, 26/04/2020

Immunised me from coronavirus!

Thanks Scomo

Beno12345678910, 27/04/2020

Does not work

App gets stuck on entering the phone number. Spins a spins.

Macka42, 26/04/2020

Coroners app

If it gets us out of stinking lockdown then sign me up

Mrs A-P, 26/04/2020

Mrs A-P

Easy. Let's do this Australia.

richie_colin, 26/04/2020

Says phone is invalid
Can't sign up. Annoying.

Nick Angry Orange, 28/04/2020

Can't get the pin
No PIN number
Does not work

Cikick, 27/04/2020

Faulty app
Will not send 2nd PIN number so you can upload ya information

Shamblowie, 26/04/2020

Doesn't work haha
"Error verifying phone number" amazing

Harry1952, 26/04/2020

Heather
Does not accept my phone number so can't sign up ????????

Parky_123, 26/04/2020

Can't identify ph
Can't get past registration as it cannot verify my ph number

muho_61, 26/04/2020

Can't verify
Can't verify my phone number

Pattop2, 26/04/2020

Doesn't work
Can't get past log in stage

Critic_N, 05/05/2020

Is the app on iOS doing what it suppose to do ?
Hi, how do you know if app on iOS is working or not ?

Babak Dadvand, 27/04/2020

Good app
Good for contact tracing!

Br3nt0n, 26/04/2020

PIN Verification Does Not Arrive
Can't use if number cannot be verified

Selima Begum, 27/04/2020

Faulty
Won't even let me register

lunayoshi, 26/04/2020

Couldn't complete reg
Pin sent not working.

DJDarcy321, 26/04/2020

Helps to stop the spread of COVID-19
Helps to stop the spread of COVID-19

Qwanza, 26/04/2020

First

Great app. Very happy.

TheAussieGeek, 26/04/2020

Invaid phone number

It will not accept Aus phone numbers

Peanutbuta, 26/04/2020

Bugged

Can't register phone number

SaraLovesCake, 26/04/2020

Can't verify mobile

Not a good start.

Huddo2010, 26/04/2020

Verifying Telstra mobile

The app will not verify my Telstra mobile

419xxxxxx

0419xxxxxx

[more](#)

Doha's girl, 26/04/2020

it's..... not working somehow??

hello! i've entered my number but it keeps saying that it's incorrect ?!?!? something the problem??! that's my number tho??

Mr-Man987, 26/04/2020

Usefull

A very good app for tracing and stopping coronavirus

Ramy81, 27/04/2020

Can't sign on

Doesn't send sms to verify pin.

Reonsan, 27/04/2020

won't recognise phone number

tried to install multiple times but wont recognise my phone number, no help contact to resolve.

belle945, 27/04/2020

Amazing

Get the app!!!

64Marc, 26/04/2020

Marc

Won't accept my phone number.

lizxie58, 26/04/2020

Sick of living in Oz

Won't accept my mobile no matter the form...really!!!!!!!!!!!!

qwerty9741, 27/04/2020

Fail

Cant activate - my mobile number isn't valid?

-/:4566, 27/04/2020

Mr r mason

This is poor— it won't allow me to put in my Mobil phone number

Bumbledim, 26/04/2020

Err
Works fine

painfulparking, 26/04/2020

Can't verify mobile number
Nice work, guys 😅

Mataoe12345567, 29/04/2020

Good app
Works the goods

I dontlikebuzzmusic, 27/04/2020

Can't get pin to verify number
No pun received

Fritz Gimsteug, 27/04/2020

Vundervale
Gutten Tag iz za wokinza za fine

Sherrianns ipod, 26/04/2020

Great idea!
I'm in!

Shsnsshzns, 26/04/2020

Downloaded at 6:56pm
26/04

Hayley's say, 20/05/2020

don't download

The government is stalking you just like Life360 so yep, don't download this.

kkk1967ccc, 27/04/2020

Covid Sade app

Won't accept my phone number

@matrix01, 26/04/2020

Doesn't work

Can't be install great app NOT

ROM-000, 26/04/2020

COVID SAFE Won't load

When installing it won't go past 60%

covidsafe fail, 26/04/2020

🤣🤣🤣

Was ANY testing done? Doesn't verify mobile number COVIDSafe fail

mfactor7, 26/04/2020

Installed seamlessly

Installed and activated by sms seamlessly 👍

Amy Tominfigiur, 26/04/2020

Meh...

Scmo told me to download it

Pessem, 26/04/2020

Install fail.

PIN failing and unable to request new onw

River278, 26/04/2020

Very nice

It's very nice

18sheep, 28/04/2020

COVIDSafe

Cannot verify my mobile number!!

Bus_Traveller, 26/04/2020

Great app!

Works best on 5G

fredtheconquar, 26/04/2020

Pin

Won't send me the PIN to my mobile

marvin1224456, 26/04/2020

cant setup

i cant even get past the mobile phone number registration screen....

GrumpyOldMAJ, 26/04/2020

Well Done NOT

App doesnt recognise my phone number.

yoninaz, 26/04/2020

Not open sourced
Not open sourced

Bsg666, 26/04/2020

Don't download
This App is a invasion of privacy! The Government can't be trusted.

mu dog scooby, 27/04/2020

Does not work
Does not work

Kishacat, 26/04/2020

New app
Won't verify my noble number

Alex Padula, 26/04/2020

Yolly yolly yo he who
Boo hoo it's a good app

e33338, 19/05/2020

Bad
Styiped thing it is a kid hear don't download it

Tom165, 26/04/2020

First
First

mj jack 23, 26/04/2020

Phone verification failure
Phone verification not working

Drayto30, 26/04/2020

Useless
Wont let me verify my ph number?

boid69, 26/04/2020

Boid69
I'm good to go :)

kiropun, 26/04/2020

uh
corona virus isn't real it's israel

JoJoDevine, 26/04/2020

Jo
It wound recognise my mobile so can't proceed

djlefevre, 27/04/2020

COVID-19
Be a good citizen, download the app!

Digweed4lifes, 26/04/2020

error during signup
could not register

Dazili, 26/04/2020

Issues with phone registration
Stuart Robert design this app? 😊

Socoolbeerch, 20/05/2020

Corrupt-safe
False security blanket with a dash of invasion of privacy

Wong-19, 26/04/2020

+61 phone numbers only
Obviously overseas folk are not a threat...

Ben Macintosh, 26/04/2020

h
walk past me to be arrested

Tejr777, 26/04/2020

Ok
Works now.

LuckyChappy, 26/04/2020

Great
Good incentive

samuelorourke1996, 26/04/2020

Great
Great app

Bradqirst, 26/04/2020

Christos

Not as good as angry birds but not bad

hgfyd gg k BBC dch, 27/04/2020

Buggy

Flicking on my iPhone X.

RoboElector, 27/04/2020

pin

keeps hanging when trying to retrieve pin #

Impressed799, 26/04/2020



Great idea.

shbdbfbtnt, 26/04/2020

Dodgy as

Developed by the Chinese Communist Government in partnership with the Australian government to help trace and track citizens

Piemanzzz, 26/04/2020

Mr Mcmain

Won't recognise my phone number

twohandedbowler, 26/04/2020

Read below

Stalkers.

Runnaln, 27/04/2020

Did not accept PIN they sent me meh!
Meh

Mercedes clk500, 29/04/2020

Govt spying
Dont trust em dont download violating ur rights as usual

nickhohnny, 26/04/2020

First
First review KNEGARRRR

mabland, 26/04/2020

Solidarity Scotty
👉

tynan164, 21/05/2020

Good app
Yep

ang101 reviews, 26/04/2020

Not working
Good start Aust Gov

Sekbangsaen, 26/04/2020

G'Day Sir! Cheers!
G'Day Sir! Cheers!

DanJames123, 26/04/2020

First
Hey Jordy

Milo4878, 26/04/2020

Great!
..

bbc bbc bbc, 27/04/2020

📍
It's a McDonalds.

jrinfkehrindjdydjdd, 06/05/2020

Good
Good

lescb109, 26/04/2020

Cheers Scomo
Xx

Levi pub, 04/05/2020

Pub
Get tha pubs OPPPEENNNN 

skjdshshsjaurbewhdh, 26/04/2020

idk
idk

Mr NumNum Bug, 01/05/2020

bad
bad

nickarme, 26/04/2020

Love it
SUCH A GOOD GAME!

Sandywhiteangel, 13/05/2020

Angel
Be careful ☺

Dinosaur64000, 21/05/2020

TRASH
TRASH

Hsjxbet, 11/05/2020

Baf
D

JackJage, 26/04/2020

👉
🔥🔥🔥😊😊😊

talos_soulhunter, 29/04/2020

Details are'nt safe
No

Cabler57, 27/04/2020

Access

Unable to get PIN

aakjsjas, 27/04/2020

App

Best app ever

nuce aind, 27/04/2020

Yes

Corona

ericandmonique, 27/04/2020

Let's do our part!

Very easy. Let's do our part!

DW109730, 26/04/2020

Great!

Excellent app

GapingRim, 26/04/2020

Very good

I like turtles

catpna, 26/04/2020

Mrs Cosier

Can't enter on details ?

jaffa1771, 26/04/2020

Error message

Can't register as keep getting an error verifying phone number message

BlueEyedGirl84, 26/04/2020

Error verifying phone number

I can't even register.

AP7420, 26/04/2020

Not verifying number

keeps saying error verifying number to get pin

Sheptenqe, 20/05/2020

Never Gonna Give You up

We're no strangers to love
You know the rules and so do I
A full commitment's what I'm thinking of
You wouldn't get this from any other guy

[more](#)

NUQUE UNLTD, 20/05/2020

Next update... please add:

Widget - to automate its function running in the background, instead of manually opening the app most people tendency to forget.

ICMHo, 20/05/2020

Other bluetooth devices disturbed

The CovidSafe app disturbs connections with other bluetooth devices after the CovidSafe is launched, just stay in the background or even after it has quit.

I need to turn off my iphone and restart, or I can't transfer BGL readings from the Accu-CHEK device wirelessly. I can't hear a sound while [more](#)

Da Blokes, 20/05/2020

Why need my phone number?

could you not keep it all anonymous?

Everyone gets a unique identifier, and the app keeps 20 days of contact with other identifiers. Then when someone gets a positive result they also get given an access code that only works once so prankers can't pretend they have it to scare others. You punch that code in and if it comes up yes, the alert goes out to your buddy phones.

[more](#)

samjarrett, 18/05/2020

Cheap copy?

The app sends a daily push notification mentioning putting the app into an internal “power saving mode”, which isn’t present on the Australian version of this app. Did no one review the code they cloned from Singapore?

iiNetter, 17/05/2020

An unfortunate necessity

In addition to my previous reviews below, I understand that Apple don’t approve apps that utilise undocumented/private APIs, but I would have thought that, given the current circumstances, they would be willing to make exceptions so apps like this can better integrate with the security features of iOS. This would be particularly important for devices that won’t receive iOS 13.4.5/13.5 and therefore won’t receive the Exposure Notification API feature that has been jointly developed by Apple and Google in response to the pandemic.

[more](#)

Peter 1359, 17/05/2020

Keeps nagging pointlessly.

Every single day the app tells me to register even though I already have done so correctly, as well as telling me to have my Bluetooth on — it is on all the time. I dislike being told to do things I already have done. If I want pointless nagging about things — I would get back with my ex! I do not watch / listen to annoying ads on the tv / radio (I change stations or watch a DVD).

There is no where on the app to send feedback about this annoyance. I am sure that if I sent e-mails daily to the Prime Minister berating him

[more](#)

Miss Juliet, 16/05/2020

Only 11000 downloads??

Come on Aussie! Download this protector 😊

BrainsTB6, 15/05/2020

Crashes on iPhone 5 with iOS 10.3.4

Latest version of 32 bit COVIDSafe app (1.2) does not work with iOS 10.3.4 (14G61) on iPhone 5. It crashes upon starting up. Please fix this problem ASAP and perform full app testing on latest supported versions of iOS on all iPhones to ensure proper working order.

[more](#)

bookreveiw.com, 12/05/2020

Cmdkjdjs

Dnejdjd did so jdbs

r_mtz, 10/05/2020

It does what it suppose to do

Hoping this helps to get rid of virus for good and ease restrictions.

Clearly indicated everywhere, app available to download early, live and ready to register numbers till 6:00 EAT.

[more](#)

BeeMezzzz, 08/05/2020

Shit
Terrible app

roseires, 07/05/2020

Rating

Why is my rating only 3 star?
No reason known to me why it is not 5, therefore worries me for no good reason I can think of....
Guy Pease
0419225819

[more](#)

ArtXXXXX, 06/05/2020

Source Code?
When it's publicly available, then sure.

GBSA1, 05/05/2020

Turn off lock screen notifications

Set up on iPhoneX or 11 easy and followed previous reviews. Updated app has rotating symbol to show working. Once set up go to settings scroll down to COVIDSafe app > notifications untick notification to lock screen. Leave other settings as is. App appears to run normally in background but without annoying reminders. Assume they'll contact if necessary.

[more](#)

LuckyAdam, 05/05/2020

Well done to the devs .. from another developer

Well done to the team that built the app. Battery drain is less than 1% per day (which was one of my initial concerns). Can't wait to see the source code, but bug free for me and privacy is spot on with what they have said all along.

kelvin_yli, 05/05/2020

I prefer the previous app icon
The latest update version of app icon on 05/05/2020 makes it less attractive to use.

Monroe-dresser, 05/05/2020

Entering Information Bug

Every time I try to enter in my information it says it is texting me a code to do so, but the code never comes. I can't use the app to its full potential.

Davidoyeah, 05/05/2020

I have a iPhone 11pro not max iOS 13.68

It great app no glitches and works fine so suggest to get it

petersanad, 04/05/2020

Error Laced Registrarion

App refuses to recognise my phone number. Attempted to register with the usual +61 426 etc, and also attempted with +61 0426 etc. Both to no avail. My mobile is a modern iPhone on a long-standing Telstra plan. Private industry would have sorted out a bug like this in 5 minutes.

[more](#)

Studevery, 04/05/2020

DATA STORED WITH AMAZON?

The data, once you consent to it being uploaded from your app at the time you test positive, will be held by the federal government on an Amazon Web Services server in Australia. - source: The Guardian

Global tech giant Amazon may not be able to protect Australian Government data held in its Australian servers — including data gathered by [more](#)

Frizz 87, 03/05/2020

So damn annoying I deleted it

This stupid add constantly send notifications telling me to keep it open. I already had it open and got fed up with constant notifications so I deleted it.

zugaj, 03/05/2020

I'll keep it, but...

Stop sending a message telling me to keep the app running and Bluetooth on.
The app IS OPEN and my Bluetooth IS ON. Such a pain in the ass!

hsiebsjisbsksnbdnansbxjjsbsbsb, 03/05/2020

Can't receive verification code

Tried a few time but still wasn't able to receive the code to make an account

Kepler-186, 02/05/2020

Not good enough!

1. Ok, it's installed, but how do I know it's working properly?

2. Why can't the Government find a data store of its own that is secured either owned by an Australian based company or at a secure Government location?

3. Why hasn't the source code been published so that it can be peer reviewed.

[more](#)

Fuzzeu, 02/05/2020**Can't register**

I'm using an iPhone 7 with the latest iOS. I cannot get the pin code to register. Sometimes I get an error message re verifying the phone number. Other times nothing but I don't get the code. Tried turning phone off and back on, rebooting the phone, switching off wifi, deleting and re-downloading the app, inputting phone number and without the zero. Very frustrated.

[more](#)**kk ola, 02/05/2020****Not working at all**

Can't getting through second time code very frustrating

raiden337, 01/05/2020**Seriously held back by iOS**

As reported by News.com.au and within the app itself, the app must be open with your screen turned on to track Contacts.

I can't leave my phone unlocked whilst I'm roaming public places as this is specifically the time I want my phone protected by security.

[more](#)**maxrat90, 01/05/2020****Pretty good. Hopefully helps smash the rona!**

Although I'm not sold on this helping as much as they claim but we gotta try. I mean we've all sold our backsides to google, Facebook etc already. This app collects less data than those so although I'm big on privacy, I can't argue against this whilst still using google and Facebook. Which I do. Let's beat the damn rona!!!

[more](#)**Ds-wife, 30/04/2020****COVID reporting /tracking system**

Unable to register onto this app. It has constantly rejected my access code -037086.

It referred me back to the system administrator. I have been trying to do so.

Every time I try to reregister I don't get a new access code number. When I use the only number applied I get rejected and told to try again.[more](#)

Frank-Sydney, 30/04/2020**Small App 12.5MB**

For the non-tech ppl, it is a small app only 12.5MB. I hope our small contribution here truly helps us all.

Also note you cannot add an emoji to your 'Firstname Surname' field when registering your details in the app, you'll get a false error that your number couldn't be verified.

[more](#)**JessicaAUS, 29/04/2020****Save lives**

Install this app is less about me, more for others, it's about reducing risks to my family and friends. When I get informed being under the risk, I can immediately avoid meeting others to make sure they are safe. If I do it for you, can you do it for your loved ones.

The app itself only requests phone Num, post code and age range. This is less than any services I sign up these days. I'm sure Gov knows [more](#)

Bonzo543, 29/04/2020

Bluetooth connectivity

Downloaded very straight forward. Having trouble with blue tooth as keeps disconnecting when phone goes to sleep. Allow Bluetooth remains off with no ability to switch this on via app. So don't think my app is functioning. There is no real help/troubleshooting available for the app. So have given up. I did give high rating because the concept is good!

[more](#)

jumblybum, 29/04/2020

Notification spam. Lack of transparency.

Keeps spamming the same notification, telling me that 'we need you'. So I disabled notifications, rendering the application useless since I used a fake mobile number.

Despite how terrible the app is. The lack of transparency is atrocious. I can't trust the security of this application if they aren't releasing the [more](#)

evie.evие.e, 29/04/2020

Good

Even if you can't find the app if you get someone to send it to you it works just as well but you have to have apple store or google or something else play but really good and easy

mrs pike, 29/04/2020

STOP with the message notifications

If you keep pissing off the public with your spam notifications they'll just uninstall the app and you're back to square one.

app_user_b01, 28/04/2020

You're an idiot if you don't have it

"IT'S gOInG To TrAcK mY lOCAtIoN" "I dON'T wAnT tHe GoVeRnMeNt FoLIOWInG mY mOvEmEnTs" - said every halfwit on Facebook comments section. I'm still waiting for one of these armchair tech geniuses to tell me how an app that doesn't even request location services can track me. Furthermore why are they so paranoid? Have they seen government spies hiding in their front garden lately or something? Look Karen I don't think they could care less what you do so why would they want to track you. This app is great. Uses little battery and mobile data. The men [more](#)

fbzjxgskdbfbgjc, 28/04/2020

Turn off wifi if mobile registration won't work.

Turn off wifi to receive activation code.

The Madame of MW, 28/04/2020

Super easy to download

Super easy app to download, but the verification code SMS took over half an hour to appear. Leave out the "0" when putting in your mobile phone number, and be patient!

Cdtihdryvkdb, 28/04/2020

Battery suck

Great app, important, but it's hammering the battery.

CountSwagula, 28/04/2020

Still no official source code released

We still haven't seen the official release of the source code of this app. Concerned about the horrible track record of this government on digital privacy violations.

Sir Chudwell, 28/04/2020

Too many notifications!

If you need us, the users, to leave notifications turned on, STOP WITH THE DAILY SPAM NOTIFICATIONS!!! Don't piss off your users!

managerKieran, 28/04/2020

The App Crashed

I am a community RN and were asked to download app. Accidentally type my personal number instead of my work phone where I downloaded this app. The code was sent to my personal phone and absent mindedly used the code to verify. Realising my mistake, I have downloaded the app on my personal phone. I went through the "enter pin" and would not send me one to verify. Clicked resend but nothing happened. Maybe an issue with using multiple device.

[more](#)

Boo dog cat, 28/04/2020

Can't send sign up text.

Can't seem to text me the code to sign up. Would love to help. But app doesn't work.

Mohave sig, 28/04/2020

US Data Leak - Why not use Australian Servers?

All data is subject to US laws under the CLOUD Act - Which allows them access to our data since it is stored on a US based companies servers (Amazon)

Would of made more sense to have this hosted securely on an Australian Network.

Deleting the app and letting everyone know.

[more](#)

DeadlyGMack, 28/04/2020

Good idea, but it is buggy.

My wife and I both have iPhone 8's on the same iOS. Downloaded the app on my phone first go, worked like a charm. But when we subsequently tried to download it to my wife's phone, every time we typed in her number and requested a verification code, we got an error message. Tried rebooting phone, deleting and reloading app, all to no avail. Then found a clue on line. We switched off wifi on wife's phone, and were able to complete the installation process. Anyone like to explain this problem?

[more](#)

fc_appleuser, 28/04/2020

Issues signing up

Can't get 6 digit pin code when I enter my mobile phone number... saying there is an error after it thinks for ages.

bsifjfhxghsjwkjheiso, 28/04/2020

Unable to receive PIN

App telling me my phone number is incorrect.
It isn't 246810

surfonmarsvideo, 28/04/2020

Cannot get "verify" code

Tells me my mob. no. Is wrong, 1000's have this problem so it's useless

GCBoi, 28/04/2020

Just do it!

If you're worried about being tracked start by deleting Facebook, Amazon and google apps. This uses Bluetooth which carries no location data.

Slippery Jim., 28/04/2020

Keeping Australia safe

Pull your fkn head in Australia and download the app. If your an anti Vaxer, this is not a needle so you can also download it.

mattdrew, 28/04/2020

Can't get code

Trying to set it up but unable to get past 'get pin' screen. Several restarts and reinstall made no difference

paulsugis, 28/04/2020

Phone is not recognized

Just letting you know we have tried multiple times waiting for a code but it does not seem to work. This also happened to my wife. I guess is the amount of people trying to do the same thing.

After trying all last night and this morning I still do not get a phone code. Cannot activate the app.

[more](#)

CoffsLass, 28/04/2020

Doesn't Work Has Bugs

I downloaded this app as it was announced on the 5 o'clock news. On the first attempt, it said there was an error in verifying the phone number and it never texted a verification code. I tried it again and I got through. BUT my husband has never been able to set it up. Despite many attempts, including deleting the app and redownloading, he has never succeeded in getting it set up. It's the same problem over and over again. ... error in verifying phone number and verification code is never sent. All details are correct. I hear other people are having the same issue.[more](#)

pppppppoyihhdjxkjndjd, 28/04/2020

Can't get the confirmation number

My wife and I tried on both our mobiles and we can't get the confirmation code. We've tried with the zero and without the zero in front of the number

xmkgr, 28/04/2020

Unable to verify mobile number

Tried for an hour last night, an hour this morning. My mobile number is unable to be verified. Tried deleting the app and downloading again. Tried doing a variation on my name. Tried restarting my phone. OBVIOUSLY did not include the 0. I have the most recent operating system downloaded. Not sure what to do next?

[more](#)

coner91, 28/04/2020

Do your bit

The source code has been thoroughly looked over. Nothing to freak out about.

Even if it constantly tracked your location, you're all too boring to be constantly surveyed. Stop thinking you're interesting enough for the government to "spy" on you whatever that entails.

[more](#)

JDoveton, 28/04/2020

Why is Amazon hosting this site?

This site should be hosted by an Australian company. I do not want my data accessible under the USA Cloud Act. I will probably delete this App if this isn't addressed. The Government should be supporting Australian ingenuity and protecting its citizens.

[more](#)

Holforks, 28/04/2020

Won't recognise number

Have been trying since last night to register. Keeps returning a message that the phone number isn't recognised and no verification code gets sent. Tried all combinations of my phone number. App says phone is comparable. iPhone 7 iso 12.4.6.

Update. Fixed by turning wifi off.

[more](#)

Chooka berry pie, 28/04/2020

Stupid

Won't send me the code

Diggles junior, 28/04/2020

App does work - turn off wifi

Had trouble getting app to verify my phone number, so I checked some of reviews and found the fix.

Turn off wifi and try using without wifi
This worked immediately for me.

[more](#)

Sinner278, 27/04/2020

I am me!

Doesn't work. Can't get the PIN as it doesn't recognise the phone number I've had for the last 9 years; or is it my name, or my post code?

D Harpo, 27/04/2020

Great app but needs a bug fix

When I put my phone number in I still remove the zero from the front but it doesn't do anything but show a loading circle and stays like that and It won't send a pin code so if you can update it then I'll be able to use it.

contented aussie, 27/04/2020

Do your bit

It seems to me that if you have an Amazon account they would have your real name and phone no. If you have Alexa Amazon can hear your conversations. If you have Google it is pinging your location. Even stores ask for your location when you go to their website. So how in gracious is this an invasion of privacy? Or a worry on security! Beats me. Come on Aussies do your bit and download this app

[more](#)

Unhappy cricket viewer, 27/04/2020

Error with phone number and getting PIN code

I have download the app on my iPhone, but have spent several hours trying to get it to accept my phone number and get the six digit verification code sent to me to complete the registration process. I am 100% sure I'm entering my mobile number correctly but it just keeps failing. I have been unable to locate a help desk type number to get support. So from my perspective it's just not working and hasn't been thought through correctly

[more](#)

rsw1965, 27/04/2020

It is the right thing to do, protect your mates.

Use the app and help clear the country of this damn virus. You would not want your mates to get this virus and using this app will help stop the spread.

Straeng, 27/04/2020

Please get this app, folks

To all those out there who are suspicious about whether you can trust the government about this kind of thing, please understand that the entire source code has been made public. We can understand exactly how the information works, and I'd encourage you to google and do some reading if you're worried and on the fence. This is going to be a really powerful tool to help us fight this pandemic, and it's important as many of us have this app as possible.

[more](#)

eraserheadborgy, 27/04/2020

Glitchy

Won't send me six digit code to register

Sari us, 27/04/2020

Disgraceful

The app works and installed easy.

Computer nerds around Australia are wanting to get the source code for this app so they can dissect it and see exactly what it does and how it works. If the Govt really have nothing to hide, why are they not prepared to release the source code. After all, it's just an app that supposedly doesn't impinge on people's privacy and civil liberties. Somehow I think there is more to it than what they say.

[more](#)

NikkiCatalano, 27/04/2020

Feedback for developer

I just downloaded this app and when asked for the code I flicked between the Covidsafe app to my messages and then back to the Covidsafe app. When I returned a black screen with covidsafe text appeared which didn't me to see the code I was trying to enter. Would be good to get these issues sorted and feedback helps which is why I am writing this review.

[more](#)

9rar grunt, 27/04/2020

Wally McL

Downloaded and deleted, restarted phone and it still doesn't recognize my phone number

Turn your wifi off and you will get your code!

Thanks to "bigglesworth" supplying the info!

Blind dan, 27/04/2020

Will not activate

Tried to see this up on iPhone SE, tried a few times reboot delete reinstall. Running IOS 13.3.1 I can't get verification code to register the app..

Spotydog101, 27/04/2020

Couldn't get code

Tried many times to get a code. With and without a zero etc and several restarts of the app.

Decided to turn off wifi, not sure why but text came straight after.

[more](#)

Guyufgtuf, 27/04/2020

Won't accept mobile number

Disappointing to find the same issue that many other users have experienced with the mobile number failing verification. Appears someone wrote that bit of code on Friday afternoon... . However, try turning off wifi and using the cellular network and it seems to fix the issue. Stay safe people.

[more](#)

Rish237, 27/04/2020

Has a bug

Stuck at Get Pin page. Stress Testing was not done well it seems.

janryan9a, 27/04/2020

Can't download COVIDSafe App

I was sent the code but the app said it was wrong.

I have been unable to get past the point where it says to download information.

I tried several times but still can't download it. Frustrating

Sumo san, 27/04/2020

Needs work

Some basic rules needed.

1) you need a name, age and postcode.

2) need a mobile number to register.

Big hint it will only send a confirmation code if you have mobile data turned on. It will not send the code if mobile data is turned off.

[more](#)

Emma1771, 27/04/2020

I really want it to work

But it's not sending my mobile a code. Just a spinny wheel of death.

Nicktwice, 27/04/2020

Download it

I was a little bit concerned about the privacy before I heard Sunday live by Dr. Murphy. You can use fake name, the infos you need to input are age group and post code. Records would be destroyed after 21 days.

Hopefully we can uninstall the app sooner.

[more](#)

FiCam, 27/04/2020

Flawed..

Sceptical, but downloaded and began set up with a false name I was then asked for my phone number so I could be sent a 6 digit code to verify that phone number

I entered my mobile number and hit "Get Pin"... spinning doughnut for 6 minutes then an error message saying my number could not be verified, please check details. All details were correct EXCEPT my real name... wonder why my phone number couldn't be verified???? Hmn

[more](#)

Davtacc, 27/04/2020

I'm in

All sorted in less than a minute. If this helps deal with outbreaks quickly, and gets restrictions lifted, it's worth any perceived danger to my civil rights...and if the spooks want to follow me, they are welcome to. It might even cure their insomnia...

[more](#)

"/(I\$@", 27/04/2020

Zapping energy
Zapping energy

Adriné, 27/04/2020

Fabulous work Australian Gov! #weareallinthistogether

Dear users who have complained about the phone number not working,
Try using international format perhaps?
eg: +61412XXXXXX

With God's blessing, 27/04/2020

Asking for another code

Please send me another code to update my information as the code you have sent me earlier had been expired. Thank you

frtyuiio, 27/04/2020

Can't register

Just said error to send me code.

Cvickj, 27/04/2020

mary

extremely easy to use! Very happy with the privacy setting. If you use google, facebook or any of those types of apps...they have so much more data on you than this app collects.
Hopefully everyone will download and we can put a stop to this damn virus!

[more](#)

Planum, 27/04/2020

Here we go

Worth doing to get the country back on its feet. Location data is not shared, your privacy is kept intact (people have already explored the code to find out). Get this app and save some lives!

Stevo25010, 27/04/2020

Stevo25010

Easy setup on iPhone X. More people that download the quicker we can get back to normality in Australia!

thenameskita, 27/04/2020

Works well

I downloaded the covid19 safe app on my iPhone 7 and it seems to work well. The only details you need to share is Full Name, Phone number, post code and age range then you need to make sure Bluetooth is on at all times when you are out and about. I am somewhat concerned about privacy breaches, but hoping my privacy is safe.

[more](#)

Jordan396, 27/04/2020

Wrong number

After providing mobile number for verifications, the words 'wrong number?' shows up. These words wrongly send the message to people that they've entered the wrong number but it's only asking if you've entered wrong number. This needs to be changed to 'didn't receive code?' I had to explain that to someone so that may be why people are thinking they can't verify their number. If you receive a code it means your phone number is verified.

[more](#)

Fffhhhhssshjaaa, 27/04/2020

Nice

For everyone who is concerned about the government tracking your location, you gave up your privacy the moment you were added on a birth certificate. Stop wearing your tin-foil hats and giving yourselves so much credit that your data is even interesting in the first place lmao

If you don't want to have the government finding you, live off the grid. 

[more](#)

Momentarydivision, 27/04/2020

Simple and a tool to get us back to the new normal

Simple registration and had it up in under a minute.

It amazes me the people who get on their soapbox when they don't or simply can't be bothered learning how the app has been architected. A FB comment summed everything up as "It was built in America by Amazon, they took our jobs and are storing data there!!" 

[more](#)

frustrated:(, 27/04/2020

Try a little harder

Can't believe the number of people coming here to rate the app 1 star because the phone verification "isn't working"... have you ever signed up to anything before? When there is a country code at the start drop the zero off of your phone number, do this and the verification works without a problem. Don't waste people's time writing negative reviews, just learn to think for yourself or do some simple googling 

[more](#)

Howdrive, 27/04/2020

Easy to register

Privacy looks good. Everything is encrypted, not even users can see the information collected. When entering your phone number drop the first '0' of your number as +61 has already been entered. Age range is to enable prioritisation of those to contact first, and Post Code so they know which State should've contacting you.

[more](#)

Wonderwomanjane, 26/04/2020

Easy

Worked without a hitch. Just make sure when prompted to enter your phone number to leave out the first 0 otherwise it will not work. (Standard when asked for your phone number and our country code +61 is already entered.)

gerald_of_rivia, 26/04/2020

Ignore the bad reviews, the app is fine

You can register your number fine, people just ignored all of the instructions and didn't wait until 8pm when registration opened.

Your data is safe, there's a 5 year gaol term for anyone who accesses it for any reason, even through a court order, and you can use a fake name if you want (I have), no other private details are required other then a post code and a phone number.

[more](#)

Paparooster, 26/04/2020

All loaded Ok - hope I don't need it

See people having problems with phone numbers - entered mine minus leading zero , got message with 6 digit code, entered - all seems ok👍

KidCovid, 26/04/2020

OK, Boomer

Have trouble with your mobile number?

You tried to sign in before 18:00 26/04.

[more](#)

disappointed-993, 26/04/2020

Privacy protection is too notch.

On hearing the conditions put on the data collected and the fact that the code is open source, I really cannot think of any extra steps the government could take to protect my privacy. I am an app developer and definitely no supporter of the current prime minister.

[more](#)

Rthumma, 26/04/2020

Successfully registered

Guess everyone typed 0 as well for phone number where as should have started with 4 as the country code prefix is already part of the app.

TashaaGoddess, 26/04/2020

Had no issues

Anyone reading this, leave out the 0 at the start of your phone number and see if that works. So mine would be +61 412345862 or whatever instead of 04..... I had no issues verifying my mobile number at all.

Ajc411983, 26/04/2020

App works

For all those that say it does not work, after the county code (+61) that is already entered, out your mobile number in but without the first zero. This is standard practice when entering a mobile number after a country code!

Duzntmattr anyways, 26/04/2020

Really?

I read here that many people can't get past the phone registration.
Here is a helpful reply..
drop the "0" at the beginning of your mobile phone number.
For example, if your number is

[more](#)

KSil94, 26/04/2020

For everyone commenting on the error!

You must be entering your phone number incorrectly.

It needs to be entered by dropping the 0 - as you would if you were calling an Australian mobile from overseas.
For example 0412 345 678 would become

[more](#)

Dave42.Zip, 26/04/2020

Initially Verification Issue but Sorted Now :)

Initially it could no recognise my mobile number to send a verification code. Obviously teething issue which they have sorted and all registered no problems now :)

GGW65, 26/04/2020

Me

Hardest part was finding covidsafe in App Store , lucky I went in through Aust covid virus app , no problem registering when it asked for mobile , code was sent straight away , let's hope it saves lives .

DJR72, 26/04/2020

Registered Flawlessly

When registering your phone number, you do not need to enter the first 0 when entering immediately after a country code. ie +61 4*****

akmor99, 26/04/2020

Installed and registered quickly and without issue

Process was very quick. Got my verification code which was accepted and I am done.

S2F97, 26/04/2020

Easy registration

Simply looked at so many registration fails. Do not put zero at the start. It will send a pin code to your mobile. Insert the code and you are ready to go.

The Wrong Number in blue is simply if you have entered the wrong number. Otherwise ignore it.

[more](#)

Voods9832, 26/04/2020

Don't put a 0 at the start of your phone number

For everyone saying your number wasn't working, when it prompts you for your number you DO NOT include the zero at the start. If your number was 0412 345 678 then you should put the following after the 61.... 412 345 678. Hope this helps.

kaz6193, 26/04/2020

Signed up

Signed and verified in about 90 seconds - just had to walk upstairs for phone signal to get the verification code.

myles<, 26/04/2020

Drop the 0 from the start of your mobile number

eg the number 0455 555 555 should be entered as 455555555 (drop the zero)

nickjs7, 26/04/2020

Sign up works

Enter your mobile number without the '0' at the beginning because the '+61' area code is there

Morphkurt, 26/04/2020

Worked perfectly

Took me 10s sign up and successfully received the verification code.

Crispy0001, 26/04/2020

Works fine.

The app works fine.

Just don't put the 0 in from the front of your mobile number.

61 0141 should be 61 141

Adza1, 26/04/2020

Can't Verify phone number

I want to use this app but I can't be sent the code to verify my phone number

pingudownunder, 26/04/2020

PIA not released, neither is source code

More broken promises ... also this app doesn't use the APIs being delivered by Apple and Google, so for Bluetooth to work you have to have the app running and in the foreground? How useful is that ...

ant1993n, 26/04/2020

For those at phone verification stage

Since they have included the +61, you don't have to enter the first 0 of your mobile phone.

So if your phone number is 041234567, it's actually +61 41234567. So enter 41234567 and you will get the SMS to verify.

[more](#)

doitforall, 26/04/2020

Verifying phone number

This is for those that have had trouble verifying their phone number.... drop the leading 0, it use international code (+61) so I think the 0 isn't necessary. I did it and had no trouble.

UK_Merlin, 26/04/2020

Piece of Piss

Easy to set up, register and use. Simple and intuitive. Won't need it I am keeping away from everyone...!

DaveoAU, 26/04/2020

Works fine. Registered fine.

Works fine. Registered fine.

Derberty, 26/04/2020

Error

I'm getting an error after entering in my mobile number and trying to get the code also.

DJandyJB, 26/04/2020

Rego works fine

Had no issues registering...got a text code within seconds...didn't use a '0' in front of number.

Kye Fenton, 26/04/2020

Works fine...

Easy to setup, got my verification code once I entered my phone number and together we can beat this beast...

DaneDuFer, 26/04/2020

Don't put the first 0 of your mobile phone number.....

Easy to install, saw a few reviews saying they can't proceed past the mobile number rego....it's got the +61 Australian country code, so you don't need to use the first 0 of your mobile number.....

safteythird, 26/04/2020

Easy to register

Used my mobile number without the 0 (due to country code being added by default) and it worked first go.

YokaV, 26/04/2020

Can't verify

App does not recognise my phone number. I did my husband's phone for him and there was no problem. This needs to be fixed urgently as many potential participants will be lost.

Ddownes, 26/04/2020

All worked perfectly

Downloaded and installed fine. Registration was straight forward and worked without issue.

Some other reviews suggest not being able to register their mobile numbers. I think this may be because they are not dropping 0 off the front of their number as is the standard when using the international dial code +61

[more](#)

san-against-covid, 26/04/2020

Works smoothly

Installed easily- did not face the problem of the phone number verification. It took about a minute to get the verification code though.

Eli-shaw, 26/04/2020

All good

App works fine. Added my mobile phone number without the 0, my wife added the 0. It worked both ways. Got the text and entered the confirmation code. Accepted all questions. Up and running.

useyourbrain2020, 26/04/2020

Works fine to me

To all those people who can't understand how to enter a phone number properly then listen and learn. +61 is our region code. So all you have to do is drop the 0 from your number and enter it in. Eg. your phone number is 0412 345 678. In the app it would be +61 412 345 678.

[more](#)

LukeMcCallum, 26/04/2020

If you use Facebook, Google or Amazon, don't pretend. You don't care about privacy.

Despite the negative press, I'm happy to install the app as I am out and about seeing clients, so anything I can do to help myself and clients I'll do.

Luketoh, 26/04/2020

Easy to install and activate

Simple app to install and activate. Those having issues should not include the 0 in front of their mobile numbers, because when the country code is already included, you drop the first zero in the number.

App developer should automatically check for the zero and drop it for the users.

[more](#)

jenarch16, 26/04/2020

There are NO set-up problems with this app

All those people giving this app 1 star as they were not able to complete their registration - i.e. could not enter their phone number, tried to register too early. They did not bother to actually read or listen to any information when the app was launched.

Negative reviews written early on the 26/4/2020 referencing contact number issues should simply be IGNORED.

[more](#)

Stevie7677, 26/04/2020

Easy to use!

The Australian International Dialing Code +61 is part of the mobile phone number registration, therefore, don't include the 0 at the beginning of your mobile number, that is the reason why so many of you are having registration issues.

jennisunhappy, 26/04/2020

Working

It's working for me 26/4/20 20:50AEST Apple iPhone 6

LKL registered, 26/04/2020

Improve information

The following information

" When the app recognises another user, it notes the date, time, distance and duration of the contact and the other user's reference code. The COVIDSafe app does not collect your location."

should repeat that phone

[more](#)

hangs and crashes, 26/04/2020

Worked immediately

No problem downloading and registering. Code came through within seconds. Easy process (for me anyway)

Dan089, 26/04/2020

Easy sign up

Are the people getting a sign up error dropping the zero from their phone number?

It has the +61 so don't include 0

Like 404 123 123

DynamiteComet, 26/04/2020

Quick and easy

Simple to install, SMS message with confirmation code came through straight away. So easy.

Btegcl, 26/04/2020

Easy to use

The easiest app to download. I understand that some people are having trouble with the mobile phone number. Given the mobile starts with the Australian international prefix (+61) you then need to enter your mobile without the first 0, e.g. (+61) 400 000 000.

[more](#)

Young Tully 😊, 26/04/2020

Easy install

No problem installing. Accepted my mobile number straight away. I dropped the first 0 as country code was in front

it worked first time, 26/04/2020

Works perfectly

Assuming you remove the first '0' from your mobile number - as when there is international code the first '0' isn't needed - it registered straight away and was up and running in less than 30 seconds

Convenient App....96, 26/04/2020

Use the international code

When entering your mobile number, the app shows the Australian international code (+61) so type everything after the first 0, for example, if your number is 0412 345 678, you only need to input "412 345 678" because the international code is at the start

[more](#)

Debdu44, 26/04/2020

How to fix mobile verification

When u put your number in drop the first 0 in your number. The app has +61 which is Aus international prefix you need to drop the first 0 then you will get the code ie if number is 012345678 you enter 12355678

docfrommelb, 26/04/2020

Works fine

Download, installed OK, registered easy - reminder to omit the initial zero since it prompts with the international +61 code. Works fine after that. IOS inserts the pin code automatically making it easy.

Th3_M1CR0WAV3, 26/04/2020

Phone number verification now works.

Phone number verification now works.

D1273773, 26/04/2020

Works for me!

I don't know why so many people have issues registering their mobile numbers.

When entering your mobile number, don't enter the leading zero (0) of your number (as your number is preceded by the country code). Hope that helps!

[more](#)

Hushles, 26/04/2020

All good right now

When typing in the number, do not put the first 0.

Everything is good right now, hope it will help. And making Australia great again

Katrinastrat, 26/04/2020

Verify phone number

I think the app is a great idea, and for those who can't get past the phone number verification question, ensure you DON'T include the zero at the start of your mobile number. After the country code of 61, add your mobile phone number, without the zero at the start. Wondering if this may have been your problem, as mine went through easily first go.

[more](#)

Calypso Lulu, 26/04/2020

Mobile number

For everyone saying they cannot enter mobile-

Please omit the zero at the beginning of your mobile number as it's a 61 area code entry. Then it should be fine.

Stay safe everyone. This will help us contain this virus...

[more](#)

fffffttttttyyuu, 26/04/2020

Verification Code

Didn't initially send verification code out, but when I turned off wifi and re-started app installation it worked perfectly

Shaggy1964, 26/04/2020

Major accessibility issues with this app

This app has major accessibility issues. Buttons not label correctly, the verify button was not detected by VoiceOver, labels of edit fields are not correctly labelled and more. Very disappointing for such a simple app and from the government. As Covid-19 impacts everyone and some care should have been done to ensure everyone can access the app, dor

[more](#)

janpel, 26/04/2020

Cannot verify mobile

Can only access code by exiting the app but when I return the app sends you back to the beginning of registering, therefore unable to register.

Ibsn, 26/04/2020

Who wouldn't want to know if they have been near someone who tests positive?

I hope people get on board. I have no issue with privacy concerns. The code has been open sourced to public scrutiny and found to work as described.

Using google or Facebook is FAR FAR more intrusive then what this does. So anyone complaining about privacy is ignorant.

[more](#)

Bumlegs, 26/04/2020

Keeps crashing during registration

Keeps crashing during registration

bfsmi, 26/04/2020

App fail

App isn't working - it tells me my details are not correct. It won't accept my phone number which is correct,

Good Aussie, 26/04/2020

Happy to do my part

As Aussies we have to do our part. I have no issue with privacy concerns given I use google, Waze, amazon and various other apps that monitor my activities and movements in a much more invasive, and less worthwhile, way than this potentially life saving app!

[more](#)

matt098123, 26/04/2020

Simple install

Impressed by ease of install.

As it's Australian only, remove the country code and allow ppl to put in their typical mobile number (prefix with 0 instead of +61)... this will save some ppl from claiming it doesn't work

jasethame, 26/04/2020

The screen keeps flashing and registration cannot be completed Serious problem

The screen keeps flashing and registration cannot be completed Serious problem

TRERRITEVOR, 26/04/2020

ARGH

ARGHHHHHHH

AmericanAmbrose, 26/04/2020

Community equanimity

First let me start off by saying I'm an American, as such, liberty and privacy are deeply important. But there is one idea that underlines all of that and that is the value of the community itself, in general the community must be safe, or individual rights and freedoms mean little. Can I have this data, be abused! Absolutely in many different ways. However, I think we have to trust for the sake of the community as a whole and accept the risk to the individual. It is said that those who give up liberty and rights in fear, do not deserve either liberty or rights. That's not [more](#)

Thecrawf73, 26/04/2020

Phone number

Mmm I think I know my mobile phone number to get the verification code sent.

larrylaffer111, 26/04/2020

Doesn't work

How poor a developer or engineer must you be at coding apps to not even be able to code it to send a verification code. And not know it does not work beyond the second screen before releasing it. Wow!

Avocasign, 26/04/2020

Won't except my details

Keeps saying my details are wrong, I know my name, how old, my post code and my mobile number, so couldn't go any further

B2_Bruce, 26/04/2020

Auto fill for name, post code and phone number not enabled.

This is standard functionality on apple apps and would ensure faster and more accurate registration

Chrysalid1977, 26/04/2020

Won't accept my Australian Mobile number

Won't accept my Australian mobile number. Just gives error code and stops

aushonest, 26/04/2020

Trying to install

Doesn't accept phone number 2 send code

imperialism 747, 26/04/2020

Error phone number verification

Error phone number verification

Marvin HHGTTG, 26/04/2020

Registration...

Cannot get past entering my phone number. System tells me there's an error verifying the number. There's also an inconsistency with the country code being shown. When the code is used it's normal to omit the 0 of the mobile number, but no, the app allows the zero.
Wait ! I have just realised what the problem is, it's probably made in China.

[more](#)

Satisfied 25, 26/04/2020

Doesn't work

Will not accept my phone number in any format so I cannot get the code to use it

Paul.mckinnon, 26/04/2020

Can't register phone number...

App not working 26/4. 515pm

DopeyBear681, 26/04/2020

Error verifying phone number
Error verifying phone number

Mrenton, 26/04/2020

Issues with registration
The app will not go past the mobile pin code part of the registration process.

actron-user, 26/04/2020

Cannot get registration code
I'm stuck on the step where I enter my phone number. Entering with or without the leading zero results in "error verifying phone number".
Edit: so it seems the app was release before the back-end was ready. Looks like you have to wait until 6pm to register.

[more](#)

ReidPurvis, 26/04/2020

App registration with SMS Code not working
App registration with SMS Code not working

Mickphoenix76, 26/04/2020

Phone number entry doesn't work
When asked to enter your phone number to receive a verification code, it doesn't accept my number.

jc?!, 26/04/2020

Hmmm.
Doesn't accept my mob ph#.

Greg 11324, 26/04/2020

Goodbye Private Data
How refreshing to see the liberal government doing some of their best, most corrupt work in the name of public safety. Why give a big contract to a local business in desperate need when you can send it offshore for the cheapest price, having our data stored overseas and the US government being legally able to seize it. Bravo Scotty from marketing. New heights.

[more](#)

Edutehead, 26/04/2020

Rego failed

Submitted pound number. No code.

NerfShudderwock, 26/04/2020

App keeps giving me error message when I put mobile phone number in

I am trying to install app - I get to the screen where I have to put in my mobile number in order to be sent a 6 digit code. Despite multiple attempts, I keep getting an error message asking me to check and try again.

Can you advise?

[more](#)

opensourceorburst, 26/04/2020

Not open source as promised

They didn't release the code open source as promised. No idea what they are actually doing with our data

Grendels, 26/04/2020

Registration process not yet activated

Registration process not yet activated

Mattc1971, 26/04/2020

Fails on mobile number

App fails to recognise my phone number to send a pin code

Jordanian26, 22/05/2020

This app doesn't work without being open in the foreground. I've deleted the app and all of my data

I don't want to open the app every five seconds, I've deleted the app and my data. Why would you not use the API developed by the people who write the operating system? Are you stupid?

kmitalian, 22/05/2020

Hurry up and get on board Apple and Googles Bluetooth API

I ain't downloading it till you guys use Google/Apples CoVid API so we have extra protection

Antlaw75, 22/05/2020

Not happy

Bluetooth won't play through any devices since installing app even though it shows them as connected 😞

More ways to shop: [Find an Apple Store](#) or [other retailer](#) near you. Or call 133-622.

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Australia