



**Safer** in  
**ILLINOIS**

POWERED BY

**I** ROKWIRE

# **SAFER ILLINOIS**

## **USER GUIDE**

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# COPYRIGHT

## **User Guide Credits**

Writers: Rebecca Avgoustopoulos and Isaac Galvan

Design: Chia-Ching Wu

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## **Software Credits**

The Safer Illinois app was developed for the University of Illinois by the Smart, Healthy Communities Initiative, Technology Services, NCSA, and Grainger College of Engineering Department of Electrical & Computer Engineering.

Safer Illinois is open-source software published under an [Apache-2.0](https://www.apache.org/licenses/LICENSE-2.0) license.

Lead Developers: John Paul and Sanjay Patel

[Other Contributors](#)



## **ABOUT SAFER ILLINOIS**

The University of Illinois developed the Safer Illinois application to support the health and safety of the community. It provides resources to monitor personal health and limit exposure to slow down the spread of COVID-19.

Safer Illinois is compatible with Apple and Android mobile devices.

## YOU CAN USE THIS APP TO

- Get confidential COVID-19 test results.
- Show building access status.
- Self-report COVID-19 symptoms.
- Get COVID-19 exposure notifications.

*University of Illinois participants (student, faculty, staff, or affiliate): use your NetID and password to verify your account and sign in.*

*Non-University participants: if you have registered to participate in the testing program, we will use your cell phone number to verify your account at sign-in.*

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# GETTING STARTED

## GETTING THE APP

Safer Illinois is compatible with mobile devices running Android and iOS. Find it in the Apple App Store or Google Play Store.

Be sure to read the [Privacy Notice](#) before using the app.

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## NEED A SMARTPHONE?

If you are a faculty, staff or student at University of Illinois and you don't own a smartphone compatible with the Safer Illinois app, Technology Services can loan you one. Find out about technology loan programs on the [Faculty, Staff, and Student Technology Equipment Needs](#) page and contact them now.



## GETTING STARTED



Tap **Get Started** to begin setup.

## SETTING UP MESSAGING

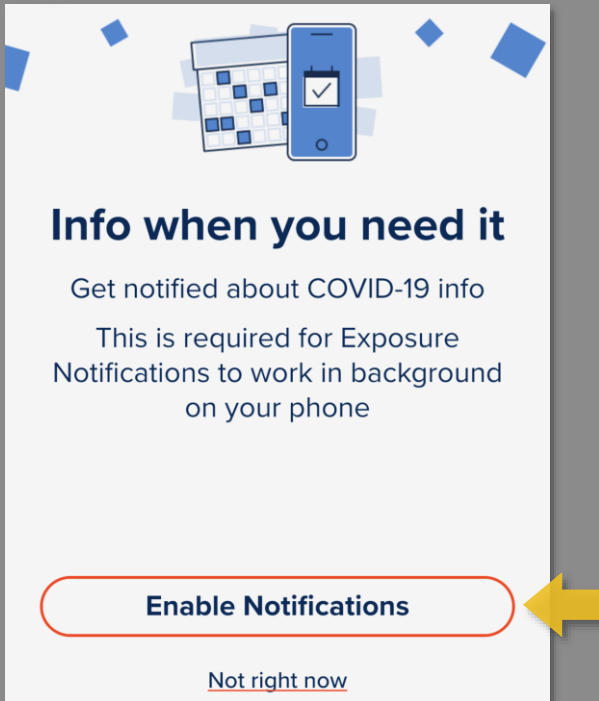
Safer Illinois uses the Exposure Notification system to inform you of possible contact with other users who have tested positive for COVID-19. The system traces proximity to other enabled phones anonymously using Bluetooth.

You must enable **notifications**, **location services**, and **Bluetooth** to receive all messages in the app.

These settings can be adjusted in the app **Settings** after initial setup.

*For more information visit [Exposure Notifications](#).*

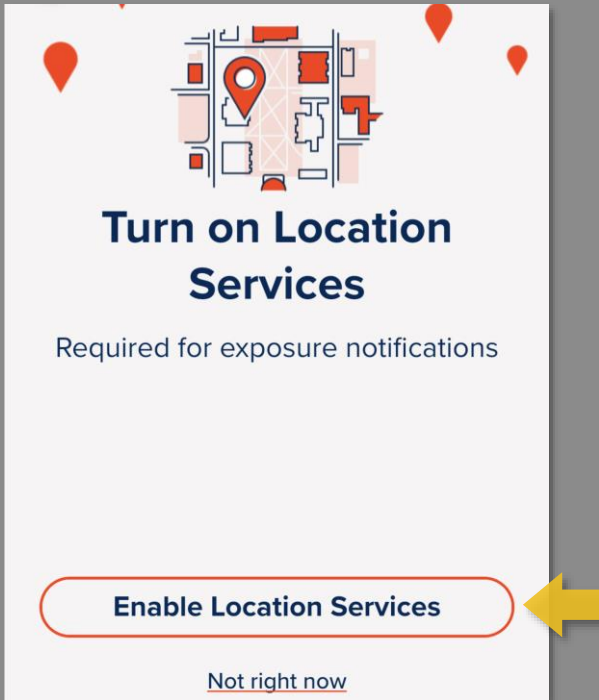
## Enabling Notifications



This setting allows you to receive important notifications.

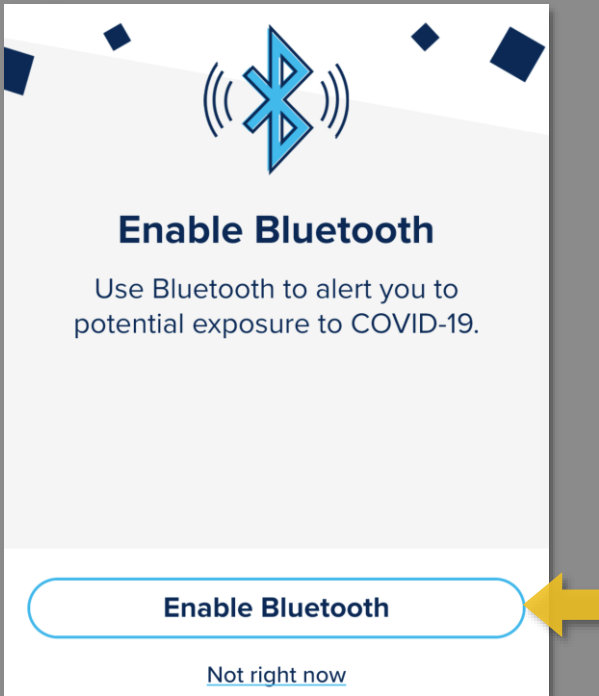
*Learn more about [Exposure Notifications](#).*

## Enabling Location Services



Location services must be turned on to activate the Exposure Notification system. Even if you turn on location services, the app does not access your location, or collect or store any location data.

## Enabling Bluetooth



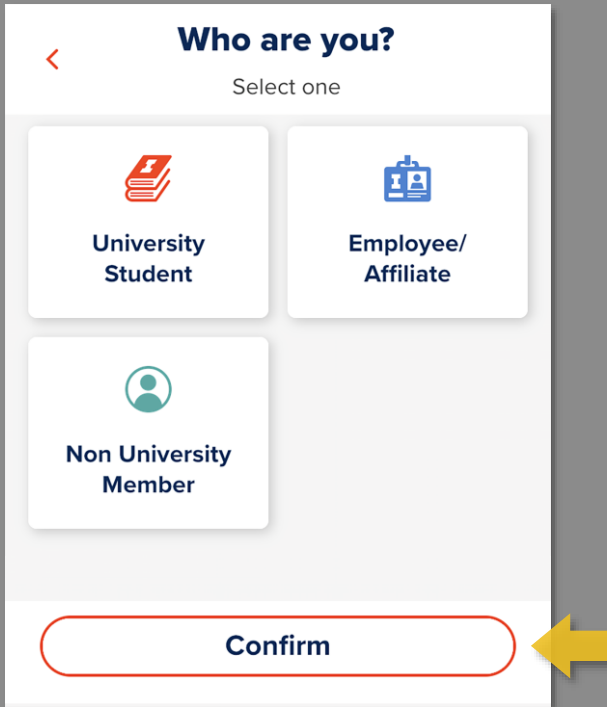
Bluetooth must be turned on to activate the Exposure Notification system. This setting allows the app to track possible COVID-19 exposures.

## SETTING UP ACCOUNT

University affiliates will set up their accounts using their NetID.

Non-University participants will use their cell phone number. They must be registered on the SHIELD CU testing roster to receive their COVID-19 test results through Safer Illinois.

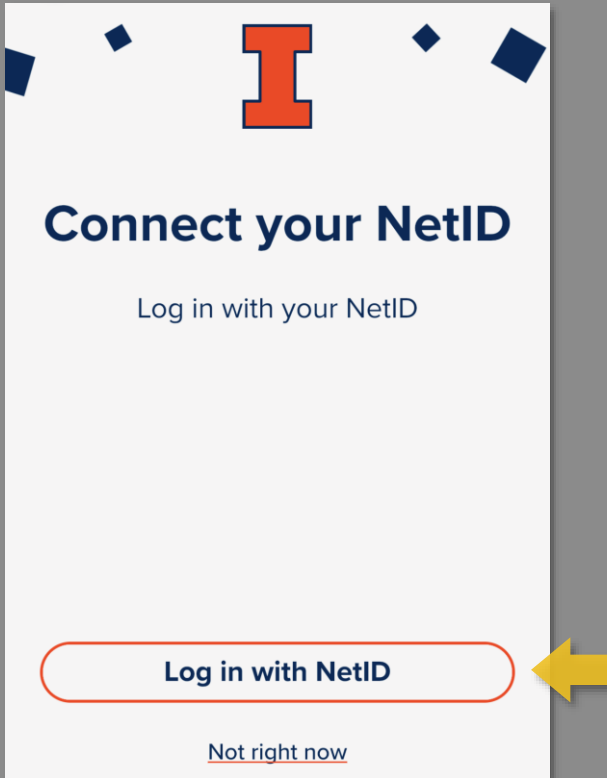
## Selecting Your Affiliation



The screenshot shows a mobile app interface titled "Who are you?". Below the title is the instruction "Select one". There are three selection cards: "University Student" with a red book icon, "Employee/Affiliate" with a blue ID card icon, and "Non University Member" with a green person icon. At the bottom is a red-outlined "Confirm" button, which is highlighted by a yellow arrow pointing from the right.

- **University Student** – Undergraduate or graduate student. Log in with NetID.
- **University Employee** – Faculty or staff. Log in with NetID.
- **University Affiliate** – Other connection to the University with digital access privileges. Log in with NetID.
- **Non-University Member** – Community member in the SHIELD CU COVID-19 testing program. Log in with phone number.


## University Affiliate



Tap **Log in with NetID** to proceed to the University of Illinois single sign-on page.



## Non-University Member



### Verify your phone number


To verify your phone number, choose your preferred contact channel, and we'll send you a one-time authentication code.

**Phone number**

☒ Text me

**One-time code**

**Confirm phone number**



Your phone number will serve as your sign-in credentials.

## CONSENTING TO PARTICIPATE

Now that you have enabled messaging and set up your account, you can give your consent to receive health information.

Your COVID-19 test results cannot be automatically sent to your mobile device without your consent. *You may also withdraw your consent at any time.*

# CONSENTING TO PARTICIPATE

**Consent for COVID-19 features**

**Exposure Notifications**  
If you consent to exposure notifications, you allow your phone to send an anonymous status of your location to other users.

**I consent to participate in the Exposure Notification System (requires Bluetooth to be ON).**

**Automatic Test Results**  
I consent to connect test results from my healthcare provider with the Safer Illinois app.

**I consent to allow my healthcare provider to provide my test results.**

Your participation in these COVID-19 features is voluntary, and you can stop at any time

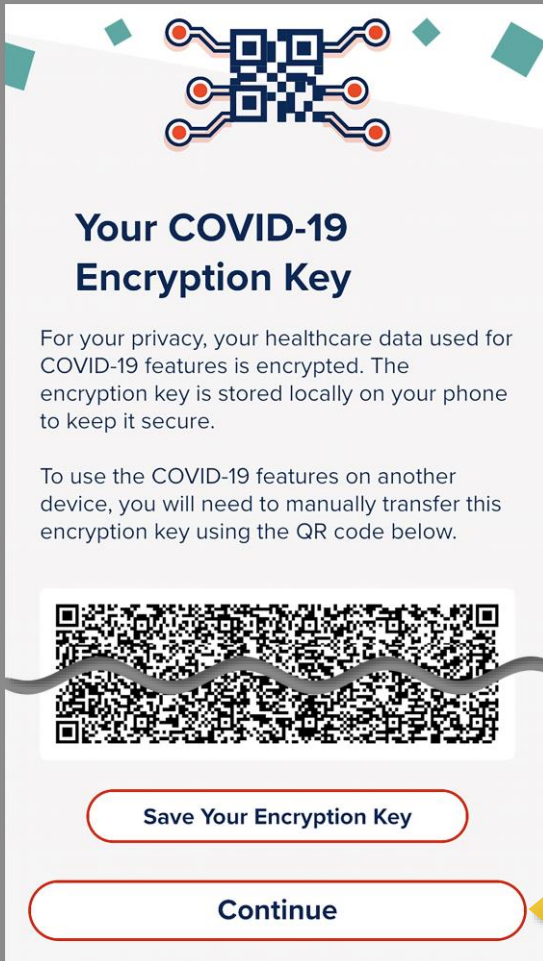
**Next**

Tap the switches to consent to:

- Participating in the Safer Illinois Exposure Notification system.
- Receiving Automatic Test Results from your healthcare provider.

Learn more about [Exposure Notifications](#).

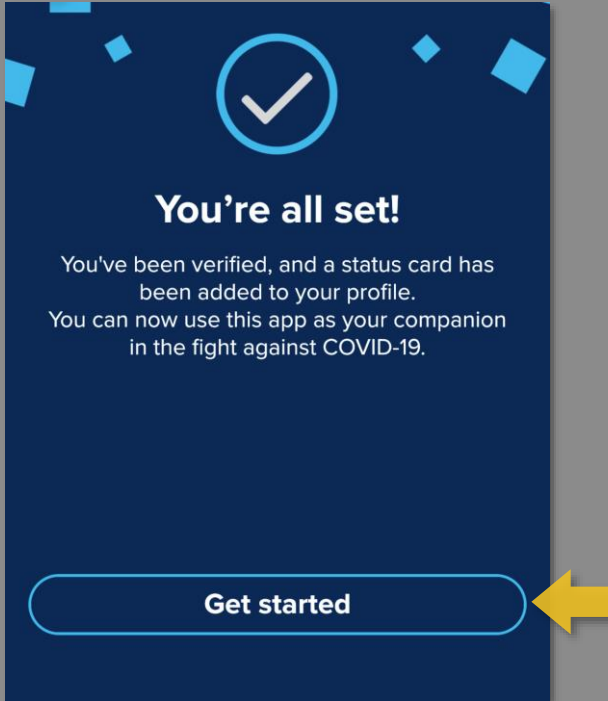
## SAVING YOUR ENCRYPTION KEY



Save your encryption key so that you can retrieve your health history information later.

For more information see [Saving your COVID-19 QR code](#) in the **Maintenance** section.

## YOU CAN NOW USE THE APP



Tap **Get Started** to go to the Safer Illinois Home Screen.

# TOPICS

[Home Screen](#)

[Settings Screen](#)

[Signing In and Signing Out](#)

[Managing Your Health](#)

[Navigating the Testing Process](#)

[Maintenance](#)

[Getting Help](#)

# HOME SCREEN

# HOME SCREEN OVERVIEW

Safer Illinois Home

Stay Healthy

MOST RECENT EVENT

September 28, 2020

COVID-19 PCR

McKinley Health Center / SHIELD

View Health History

NEXT STEP

October 06, 2020

Monitor your test results

You will turn orange/access denied if no negative test by Tuesday, Oct 6.

Find test locations

Symptom Check-in

>

Self-report any symptoms to see if you should get tested or stay home.

Add Test Result

>

To keep your status up-to-date.

Accumulated test results, exposure history, and symptom reports

View the next steps you should take here

Find test sites, schedules, and wait times

Find out if you need to get tested

Retrieve test results from your healthcare provider

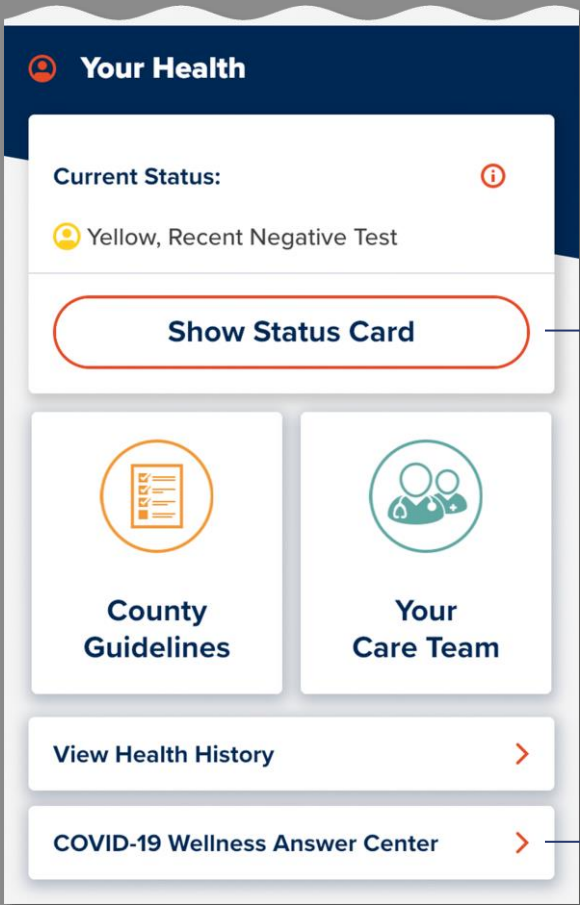
Safer Illinois User Guide

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# HOME SCREEN OVERVIEW

## Continued



Building Access Pass  
and ID Code to scan  
at test sites

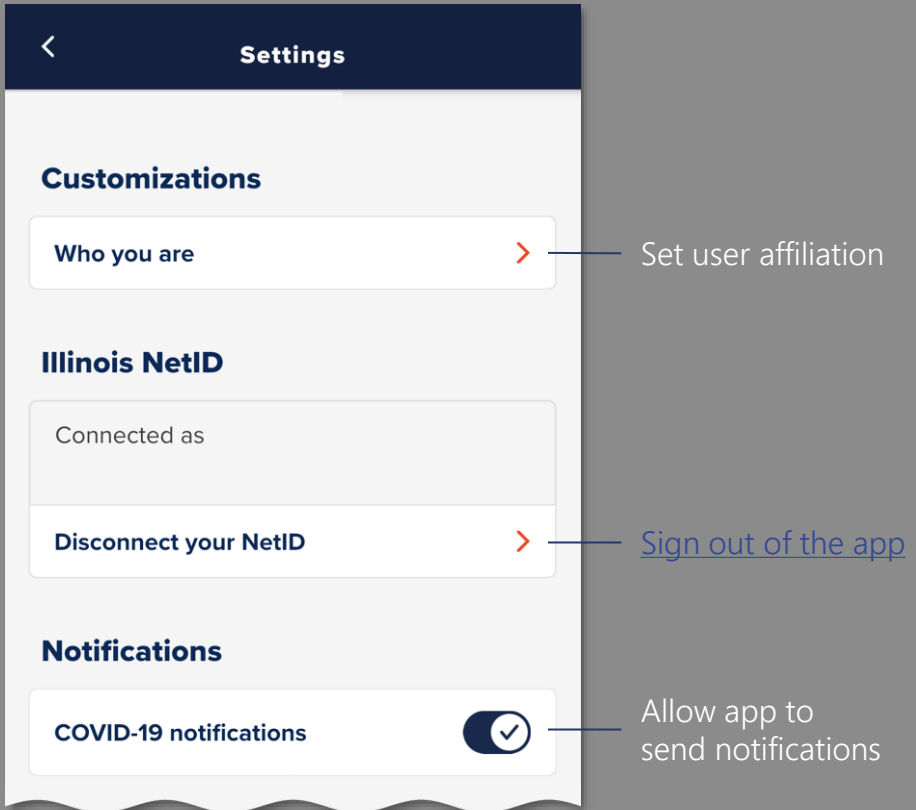
Get help with your  
COVID-19 questions  
and technical support

# SETTINGS SCREEN



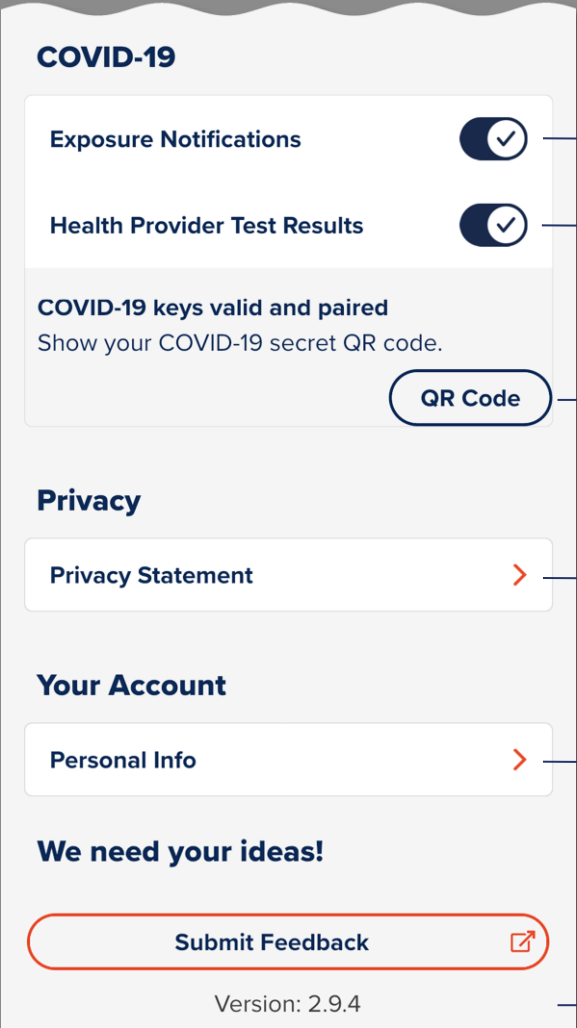
Tap **Settings** (⚙️) in the upper right-hand corner of the home screen to open the **Settings screen**.

## SETTINGS SCREEN OVERVIEW



# SETTINGS SCREEN OVERVIEW

## Continued



Enable Exposure Notification system

Enable automatic receipt of test results

[Secret QR Code](#) for backup of your stored information

[Policies and terms of service](#)

View or [remove your information](#)

Installed version of Safer Illinois

# **SIGNING IN AND SIGNING OUT**

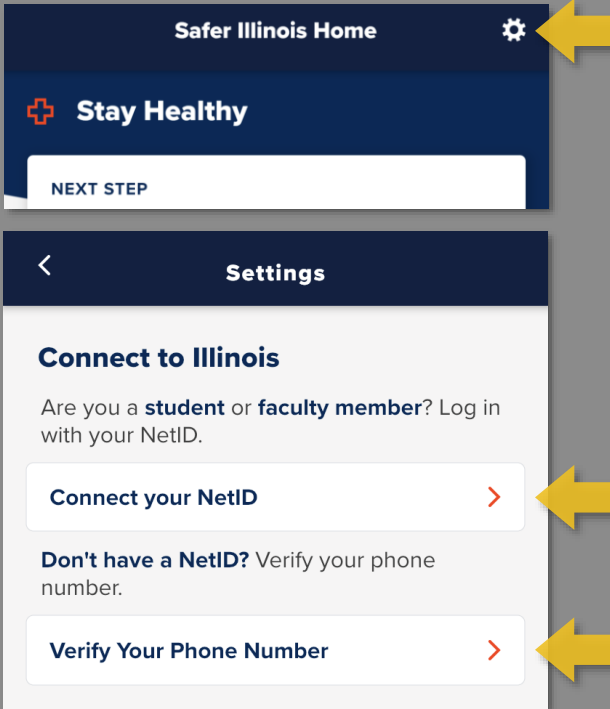
## **SIGNING IN TO THE APP**

If you are not already signed in with your NetID (University Members) or phone number (Non-University Members), this procedure shows you how.

You will need to be signed in to the app to receive test results and gain access to buildings. You can sign in and out of the app any time if you need to switch users.

# SIGNING IN TO THE APP

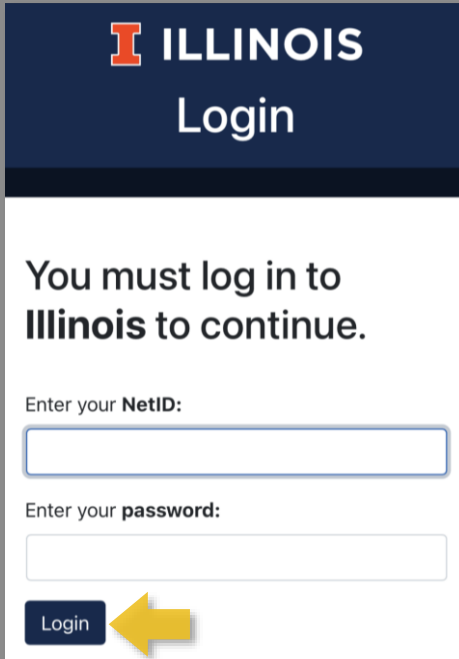
## Continued



1. Tap Settings (⚙️) in the upper right-hand corner of the home screen.
2. Tap **Connect your NetID**. You will proceed to the University of Illinois Single Sign-On page.  
Or tap **Verify Your Phone Number** if you are not a university member.

# SIGNING IN TO THE APP

## Continued



**ILLINOIS**  
Login

You must log in to  
**Illinois** to continue.

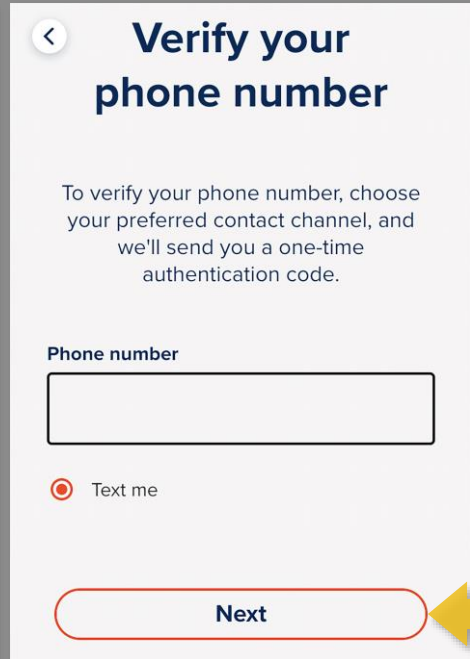
Enter your **NetID**:

Enter your **password**:

Login

### University Members

Type in your **NetID** and **Password**. Tap Login to confirm your credentials.



< **Verify your  
phone number**

To verify your phone number, choose  
your preferred contact channel, and  
we'll send you a one-time  
authentication code.

Phone number

☒ Text me

Next

### Non-University Members

Type in your **Phone number**.  
Tap Next to confirm.



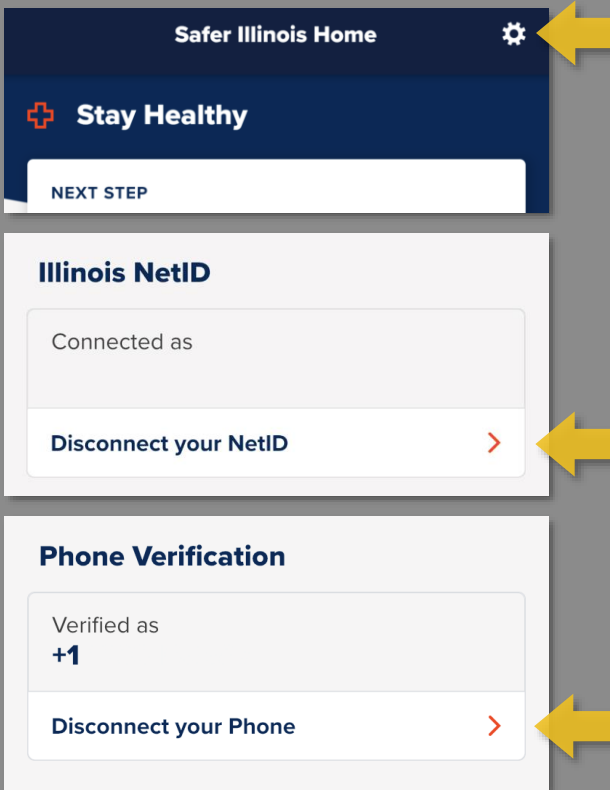
## SIGNING OUT OF THE APP

You may sign out of the app by disconnecting your NetID or your phone number.

Disconnecting will allow other users to sign in to the app from your device using their own NetID or phone number. Users must have their QR code available for scanning to retrieve their health history and building access on another device. See [Transferring to a New Device](#).

This action will not delete information stored about you from the device or the cloud. To delete your information, see [Remove Your Information](#).

## SIGNING OUT



1. Tap Settings (⚙️) in the upper right-hand corner of the home screen.
2. Tap **Disconnect your NetID**. Or **Disconnect your Phone** for Non-University members.
3. Tap **Yes** to sign out. You will return to the home screen and Health Status will no longer be displayed.

*Note: You must be signed in to access campus facilities or buildings.*

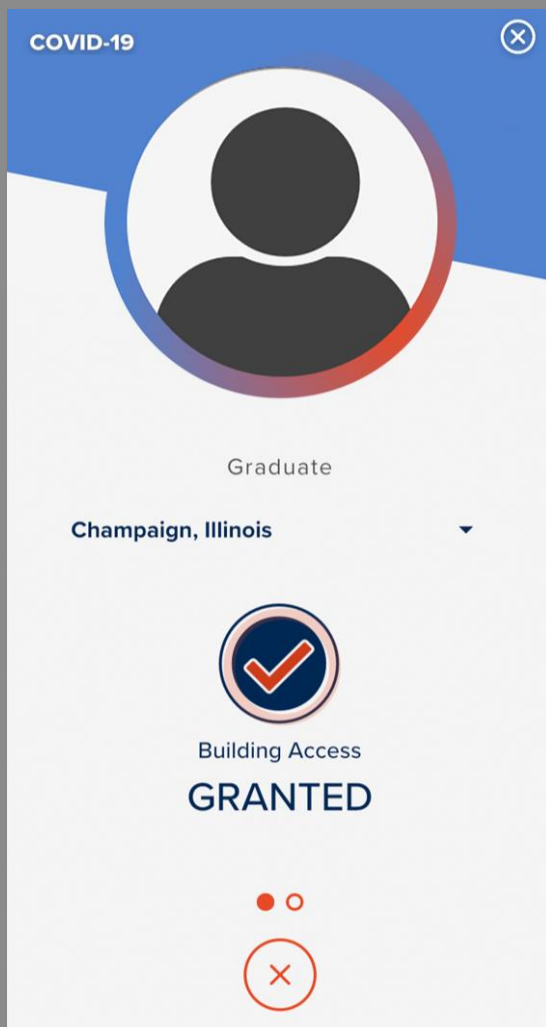
# **MANAGING YOUR HEALTH**

## **ACCESSING CAMPUS BUILDINGS**

You must show the building access Status Card to enter campus buildings. Test status is updated when you receive COVID-19 test results. To gain access to campus buildings, you must maintain Yellow COVID-19 status.

Required test frequency is determined by CUPHD based on local COVID-19 transmission rates.

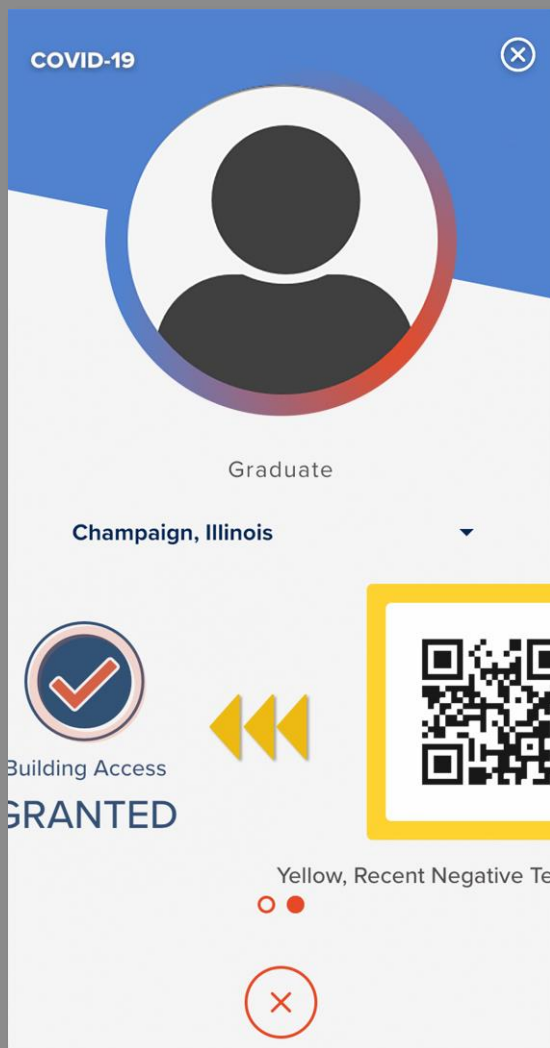
## ACCESSING CAMPUS BUILDINGS



Tap **Show Status Card** on the Safer Illinois home screen. Your building access status depends on your recent test results.

- **GRANTED** – You have access to campus buildings.
- **DENIED** – You do not have access to campus buildings.

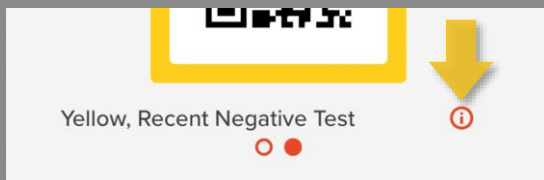
## ACCESSING CAMPUS BUILDINGS Continued




Swipe left to reveal your **COVID-19 test results** and **ID QR Code**.

The ID QR code is the same as your i-card. It can be scanned at any test center.


## DECODING STATUS COLORS



Status color definitions can change depending on different counties. 

Status colors for **Champaign, Illinois:**

 Yellow: Recent negative test

 Orange: First time user, Past due for test, Self-reported symptoms, Received exposure notification or Quarantined

 Red: Positive test

Default status for new users is set to Orange.

An up-to-date on-campus negative test result will reset your COVID-19 status to Yellow, and Building Entry will change to Granted.

Tap  to view the COVID-19 status color codes.

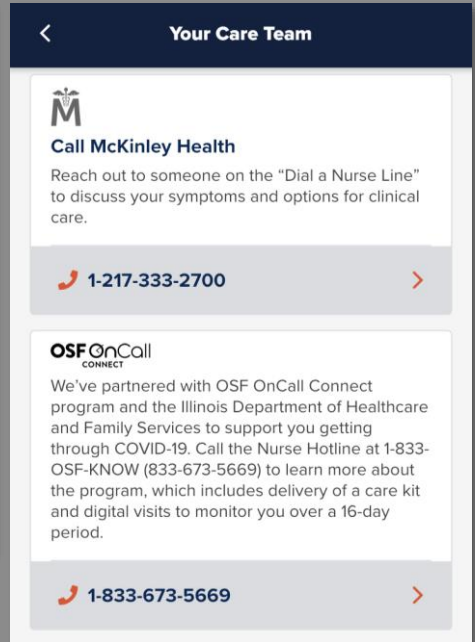
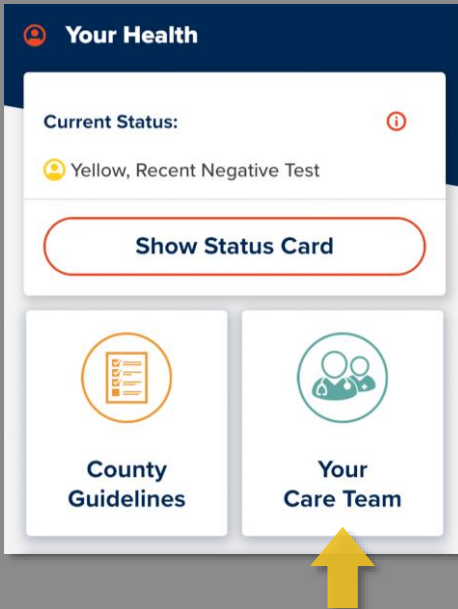
- Yellow: Negative COVID-19 test
- Orange: Visit a Test Center soon
- Red: Positive COVID-19 test

## **CONTACTING YOUR HEALTHCARE TEAM**

Reach out to your healthcare team when you have received a positive test result or if you have symptoms consistent with COVID-19. You can discuss your symptoms with a nurse over the phone or schedule an appointment for clinical care.



# CONTACTING YOUR HEALTHCARE TEAM



Scroll down to **Your Health** on the Safer Illinois home screen.

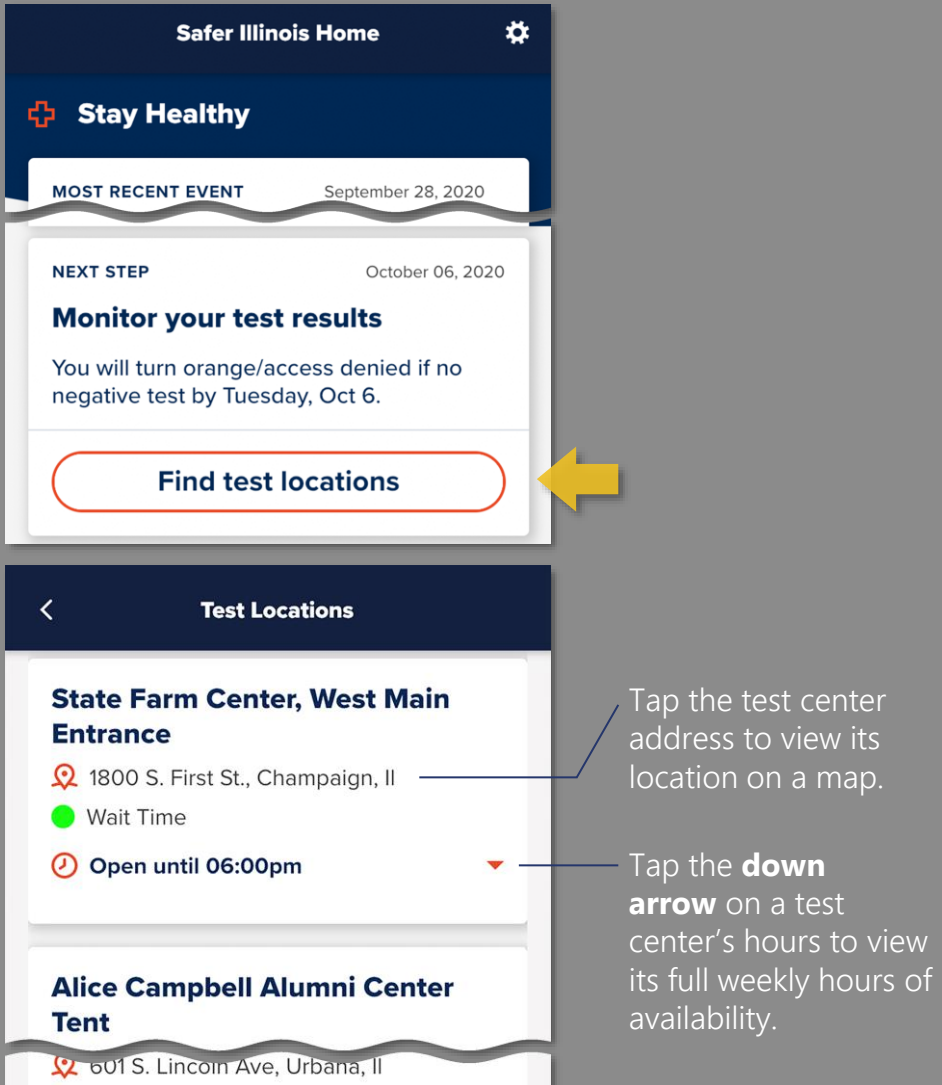
Tap **Your Care Team**.

Tap **Call McKinley Health** or **OSF OnCall** to get in touch with a nurse

## FINDING TEST LOCATIONS

Test centers at many convenient locations across campus are open at most normal business hours. You can find a nearby test center, view its projected wait time, and confirm hours of availability before you even leave your home.

## VIEWING AVAILABLE TEST CENTERS



1. Tap **Find Test Locations** on the Safer Illinois home screen.
2. Scroll down to view a complete list of available test centers.

# **NAVIGATING THE TESTING PROCESS**

## BEFORE GETTING TESTED

### For University Members

All university faculty, staff and students participating in any on-campus activities are required to participate in the on-campus COVID-19 testing program. Follow the required testing schedule. You can test on campus if you have an active NetID and an i-card.

Visit the [On-Campus COVID-19 Testing](#) website for more information.

### For Everyone

- Avoid eating, drinking, brushing your teeth, chewing gum, or using tobacco for at least one hours before testing.
- Bring your current i-card OR use the [Status Card QR Code](#) for identification.
- Wear a mask and keep a safe distance from other people in line.

## GETTING TESTED

Illinois on-campus testing sites administer saliva-based COVID-19 PCR tests, which are non-invasive and quick to analyze. Test locations are conveniently available all across campus. *See Also:* [Find Test Locations](#).

### Registration

1. Approach the next available testing associate when you are called. You will be asked some questions.

Have you had anything to eat, drink, smoke, or chew in the last 60 minutes?

2. Swipe your i-card or show your ID QR Code on your Status Card in the Safer Illinois app. You will be asked some more questions:
  - 1) What is your name and birth date?
  - 2) Is the mobile phone number listed still accurate?
  - 3) Is the address listed still accurate?
  - 4) Do you identify as Hispanic/Latino? (You may say: "I would prefer not to answer this question.")
  - 5) What race do you most identify with? (You may say: "I would prefer not to answer this question.")

## GETTING TESTED

### Giving Your Sample

1. Verify that your name is correct on the test tube label.
2. Move to the next available station.
3. Take the lid off the test tube.
4. Dribble saliva into the tube to the required amount.
5. Replace the lid and take the tube to the collection station.
6. Take your test tube to the collection station.
7. Take a copy of the **COVID-19 Test Fact Sheet for Patients**.

*Note: An online copy of the [COVID-19 Test Fact Sheet](#) is also available in PDF format.*

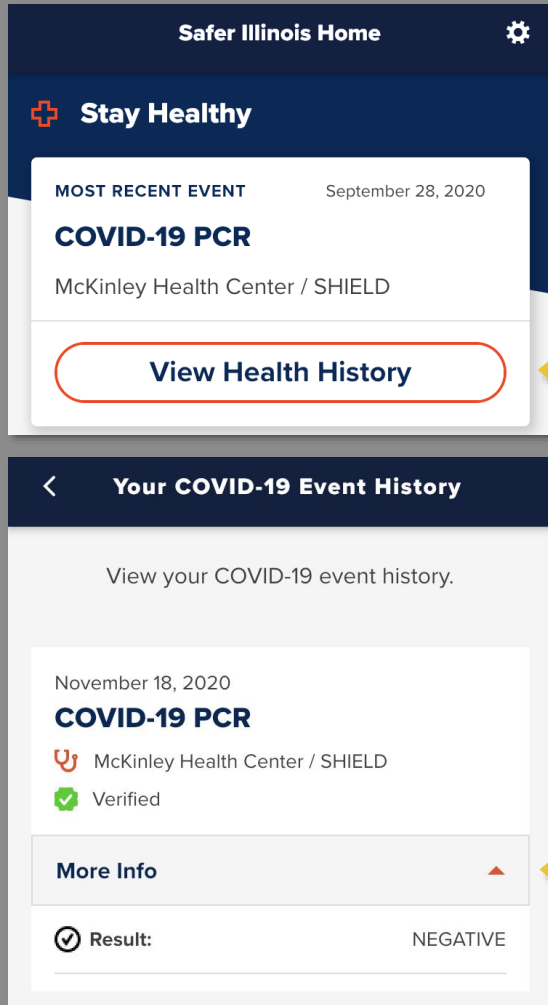
## VIEWING TEST RESULTS

You can expect most COVID-19 test results to be available within five hours of visiting a test center, but results could take up to 48 hours. If you are a university member, you can view your results on the McKinley Health Center Patient Portal. They will also be delivered to the Safer Illinois app.

Non-University members can receive their results only on the app.



## VIEWING TEST RESULTS



1. Tap **View Health History** in the Home screen.
2. Tap **More Info** to view the result of a particular test.

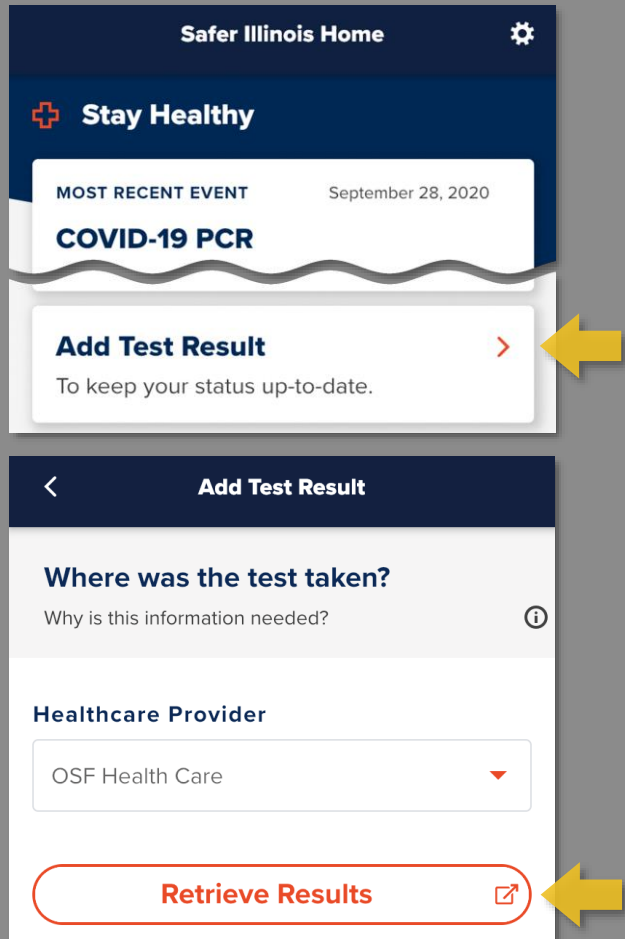
*Note: If you are a new user of the Safer Illinois app or you have recently reinstalled the app, only your most recent on-campus test result will be visible in your Health History.*

## **ADDING NEW TEST RESULTS**

Test results that you receive automatically from McKinley Health Center are already verified. Your health status in the app is updated upon receipt.

Test results that you enter manually must be reviewed by a public healthcare provider. Your health status will update once these results are verified.

## ADDING NEW TEST RESULTS



1. Tap **Add Test Result** in the Safer Illinois home screen.
2. Select your Healthcare Provider from the drop menu.

*Note: Currently, you can select only McKinley Health Center or OSF Health Care.*

3. Tap **Retrieve Results** to login to the OSF Health Care patient portal.
4. Enter your **OSF MyChart** username and password and tap **Sign In**.

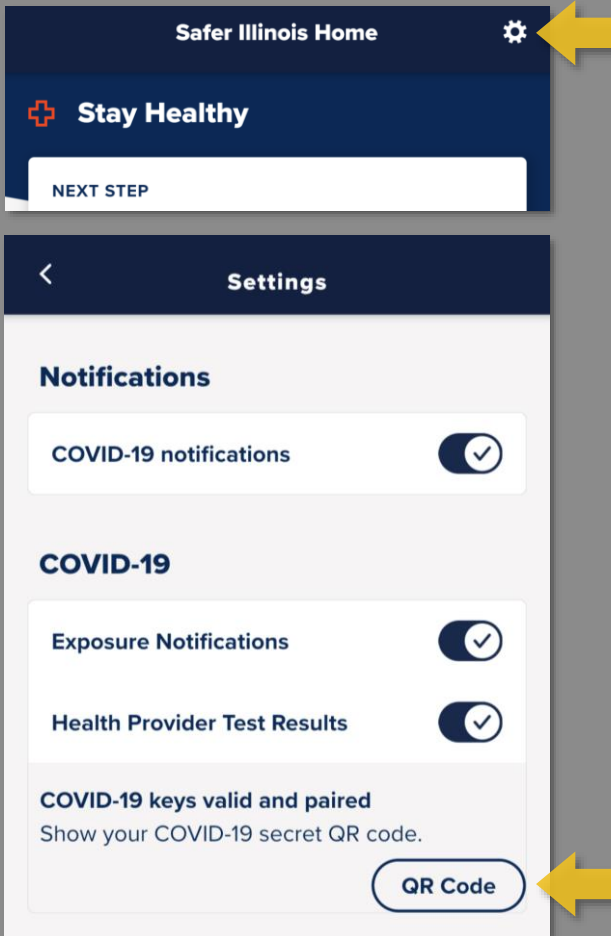
# MAINTENANCE

## SAVING YOUR COVID-19 QR CODE

The **COVID-19 QR code** is an encrypted key that protects your data in Safer Illinois. Your mobile device uses this code to receive your confidential test results and log your reported symptoms. You must use this unique QR code to transfer your information to a new or replacement mobile device. Do not share the QR code with others, as it unlocks your private information.

*Learn more about [Encryption Keys and Secret QR Code](#).*

# SAVING YOUR COVID-19 QR CODE



1. Tap Settings (⚙️) in the upper right-hand corner of the home screen.
2. Tap **QR Code**. This button is located under the COVID-19 section.

## SAVING YOUR COVID-19 QR CODE



Tap **Save**. Your mobile device will save the QR Code as a photo to your gallery.

*Note: You can also take a screenshot of the QR Code and save it yourself.*

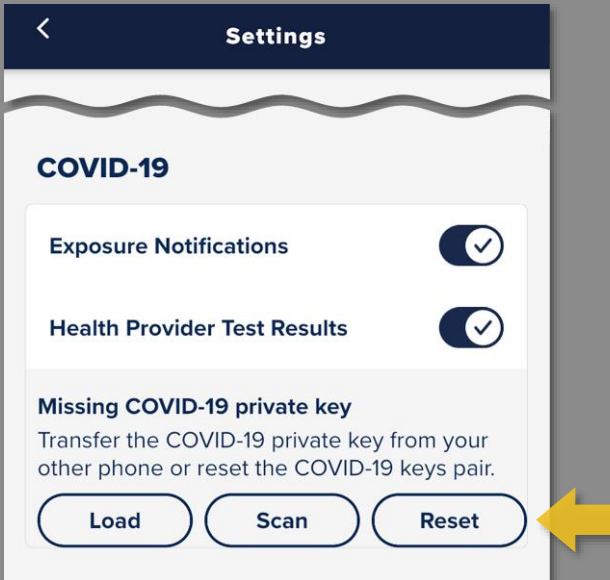
## TRANSFERRING TO A NEW DEVICE

When you download Safer Illinois to a new device or reinstall the app on your current device, you will need to scan your COVID-19 QR secret code to retrieve your Health Status, recent test results, and symptoms history. Have a photo of your QR Code ready to scan when setting up the app.

*Learn more about [Encryption Keys and Secret QR Code](#).*



## RESTORING YOUR SAVED DATA



To transfer your user data to a new device, go to the Missing COVID-19 private key section in Settings.

Tap **Scan** to read the QR code from your other device or photo gallery.

Or, tap **Load** to read in the QR code from a file on the current device.

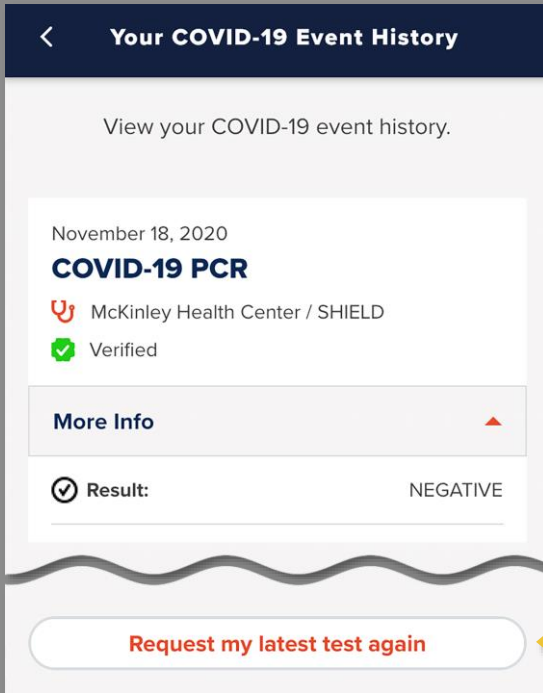
*Safer Illinois will upload your most recent Test Results, Health Status, and Building Access to the new mobile device.*

Tap **Reset** to create a new QR code.

## RETRIEVING YOUR LAST TEST RESULT

When you download Safer Illinois to a new device or reinstall the app on your current device, you will retrieve your test history using the Secret QR Code. However, if you have lost your Secret QR Code, you will need to retrieve your last test result from McKinley Health Center in order to reinstate your building access.

# RETRIEVING YOUR LAST TEST RESULT



Tap **Request My Latest Test Again** to retrieve your most recent test result after reconnecting your NetID or reinstalling the app.

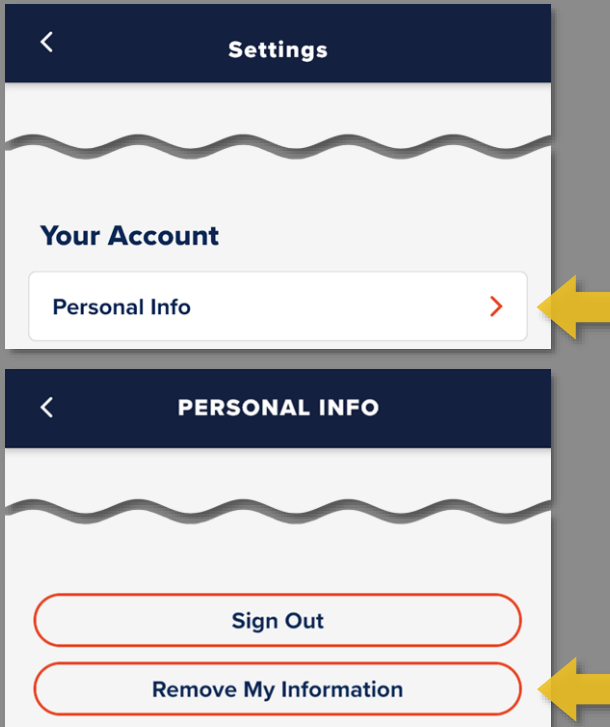
*Note: Your NetID must be connected and you must be running the latest version of Safer Illinois to receive test results.*

## REMOVING YOUR INFORMATION

Safer Illinois stores some of your personal information on your device and on secure servers to keep track of your health status and keep your app preferences up to date. You may opt out of information collection and request that your Personally Identifiable Information (PII) be permanently deleted at any time.

*For more information, visit the [Privacy Notice](#).*

## REMOVING YOUR INFORMATION



1. Tap Settings (⚙️) in the upper right-hand corner of the home screen.
2. Tap **Personal Info**. This button is found under the **Your Account** section of **Settings**.
3. Tap **Remove My Information**.
4. Read the disclaimer and tap **Yes** to confirm

*Once you remove your information, you will be signed out. Your health status and building access will no longer be displayed, and your app preferences will be deleted. Removing your information is permanent.*

# GETTING HELP

## ONLINE HELP

### Privacy

For privacy questions, visit the [Privacy Notice](#) and [Privacy FAQs](#).

For online help, visit the [University of Illinois Knowledge Base](#).

### Knowledge Base Topics

- [Safer Illinois for iOS and Android](#)
- [Safer Illinois, Exposure Notifications](#)
- [Safer Illinois, Viewing your Test Results](#)
- [Safer Illinois, Reset or Remove my Information](#)
- [Safer Illinois, Symptom Check-in](#)
- [Safer Illinois, Encryption Keys and Secret QR code](#)
- [Safer Illinois, Testing Eligibility and Information](#)

### Troubleshooting

- [Safer Illinois, Submit an Issue or Bug Report](#)
- [Safer Illinois, Unable to log in](#)
- [Safer Illinois, Health and COVID Status Features Missing](#)

## USER SUPPORT

### **Direct All Questions About Testing and Results to:**

- COVID-19 Wellness Center

Email: [covidwellness@illinois.edu](mailto:covidwellness@illinois.edu)

Phone: 217-333-1900

### **Direct All Questions About the Safer Illinois App to:**

- Technology Services

Email: [consult@illinois.edu](mailto:consult@illinois.edu)

Phone: 217-244-7000