

# **SAFER COMMUNITY**

## USER GUIDE

### For SHIELD CU Illinois Families



Version 1.0.0 April 2021

# COPYRIGHT

## User Guide Credits

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## Publication History

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## Software Credits

The Safer Community app was built by [Rokmetro](#) based on the [Rokwire](#) open-source platform in collaboration with Shield CU and the University of Illinois.

## **ABOUT SAFER COMMUNITY**

Safer Community is a mobile app developed by Rokmetro in collaboration with [SHIELD CU](#) and the University of Illinois Urbana-Champaign.

Safer Community is used by community members outside the University of Illinois to provide access to the [University of Illinois COVID-19 SHIELD test](#).

Safer Community is compatible with Apple and Android mobile devices.

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

## **WHO IS THIS USER GUIDE FOR?**

This user guide is for University of Illinois family and household members participating in the SHIELD CU saliva-based COVID-19 testing.

## **ELIGIBILITY FOR TESTING**

SHIELD CU makes the COVID-19 test available to members of families and households of current faculty, staff and students at the University of Illinois Urbana-Champaign. Test eligibility is limited to members eight years of age or older.

More info at [SHIELD CU](#).

## **YOU CAN USE THIS APP TO**

- Join an authorized testing group.
- Confirm your identity at COVID-19 test sites.
- Get your COVID-19 test results.
- Self-report COVID-19 symptoms.
- Get COVID-19 exposure notifications.

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# GETTING STARTED

## OVERVIEW

This section shows you how to:

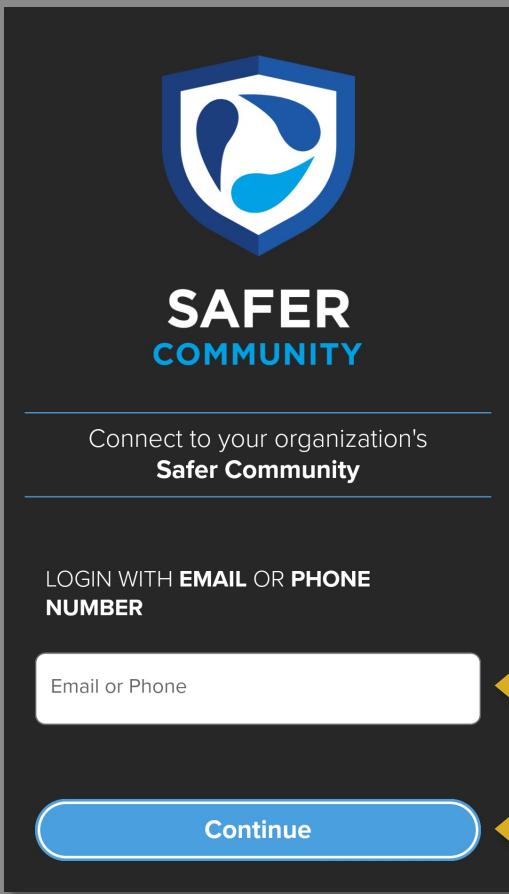
- Sign up for a Safer Community account.
- Sign in to Safer Community.
- Configure data and notification settings.
- Enroll in the testing program.

## CREATING AN ACCOUNT



Tap **Get Started** to begin setup.

## CREATE A NEW ACCOUNT

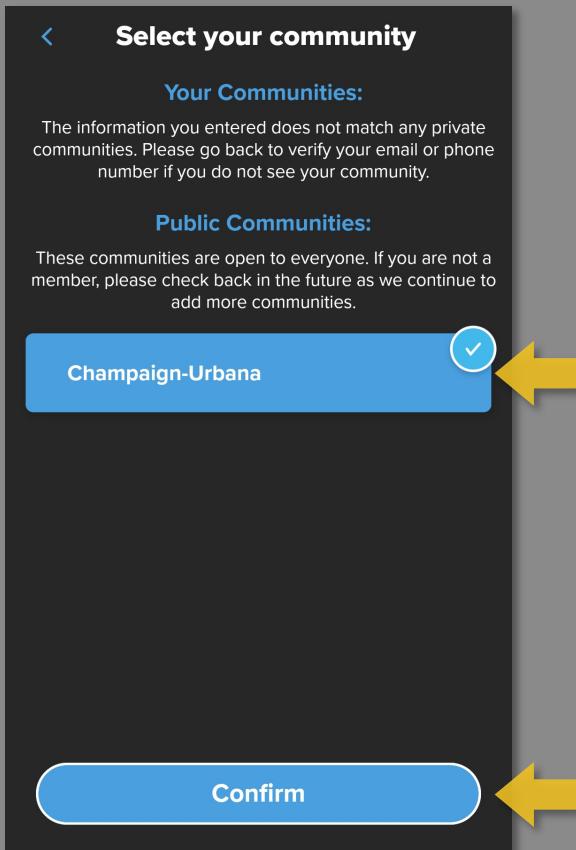


### First-Time Users:

Sign up to use Safer Community by following these steps.  
*Note: Sign up with an email address, not a phone number.*

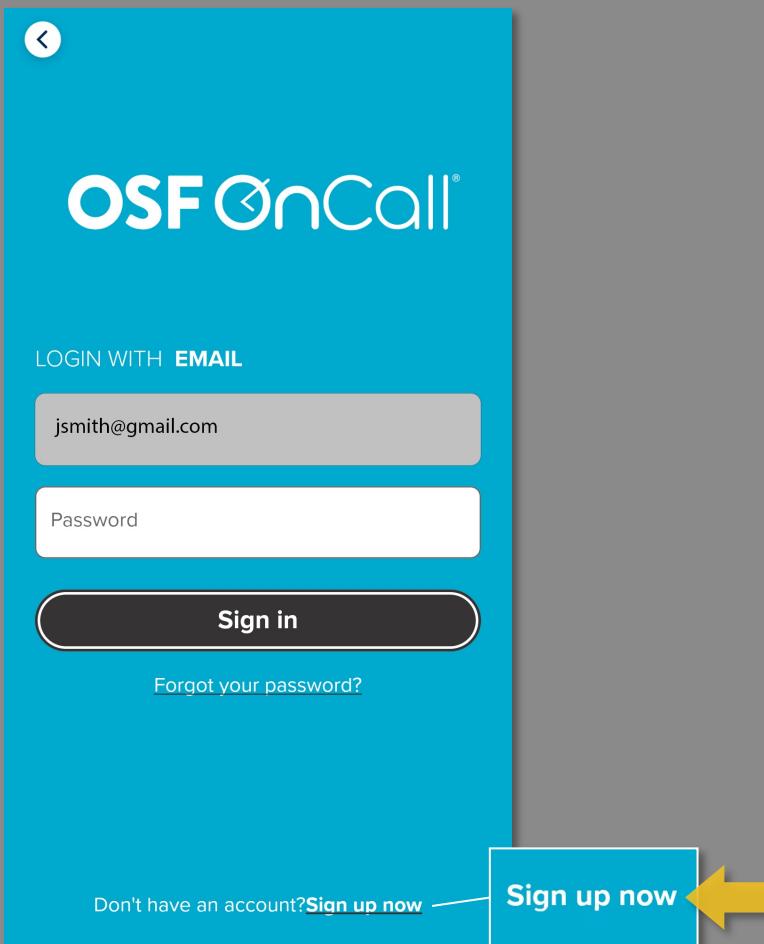
1. Type your email into the empty field. Tap **Continue** to proceed.
2. A notice may appear indicating that no organizations have sponsored your email yet. Tap **Continue** to proceed.

## CREATE A NEW ACCOUNT, cont.



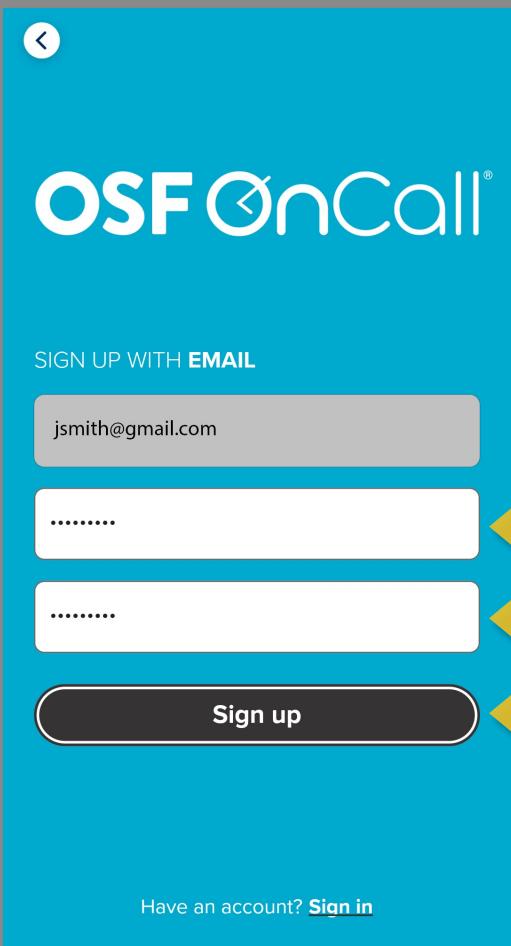
3. Select the **Champaign-Urbana** community and tap **Confirm**.

## CREATE A NEW ACCOUNT, cont.



4. Tap **Sign Up Now** to create a new account.  
The **Sign Up** screen will appear.

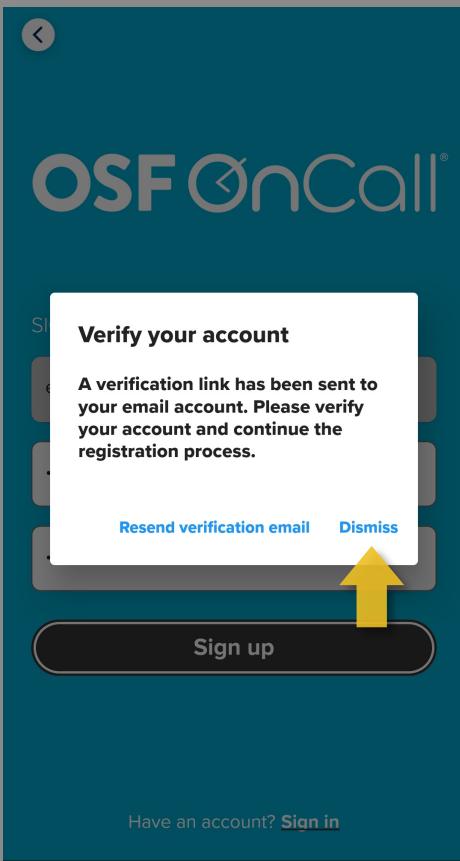
## CREATE YOUR PASSWORD



1. Enter a new **password** into the two empty fields. Ensure that both versions match.
2. Tap **Sign Up** to create the account. A verification notice will be sent to your email.

*Password Requirements:* Eight (8) characters, a number, a special character, uppercase, lowercase.

## VERIFY YOUR ACCOUNT



Verify your email for Safer Community



Sender:  
noreply@safer-community.firebaseio.com

Hello,

Follow this link to verify your email address.

[https://safer-community.firebaseio.com/\\_auth/action](https://safer-community.firebaseio.com/_auth/action)

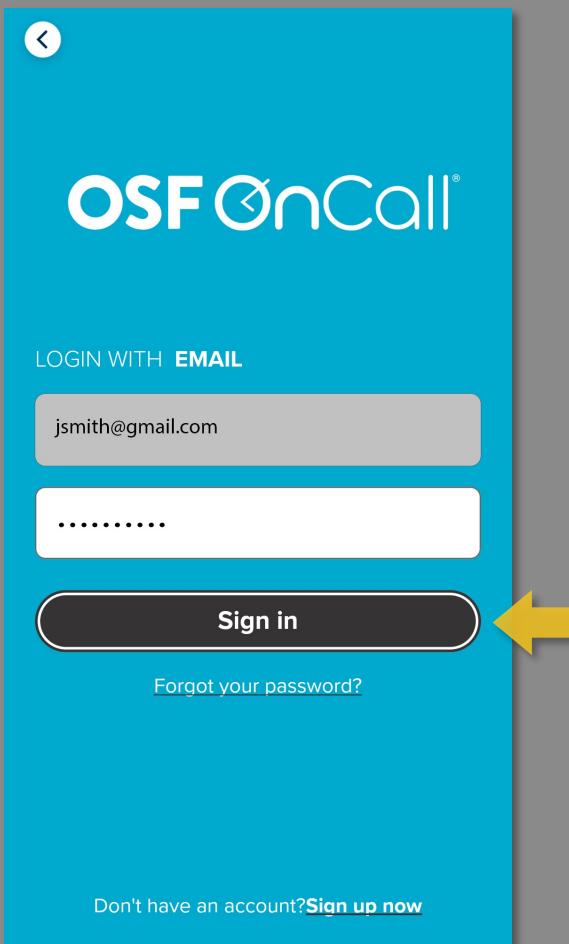
If you didn't ask to verify this address, you can ignore this email.

Thanks,

Your Safer Community team

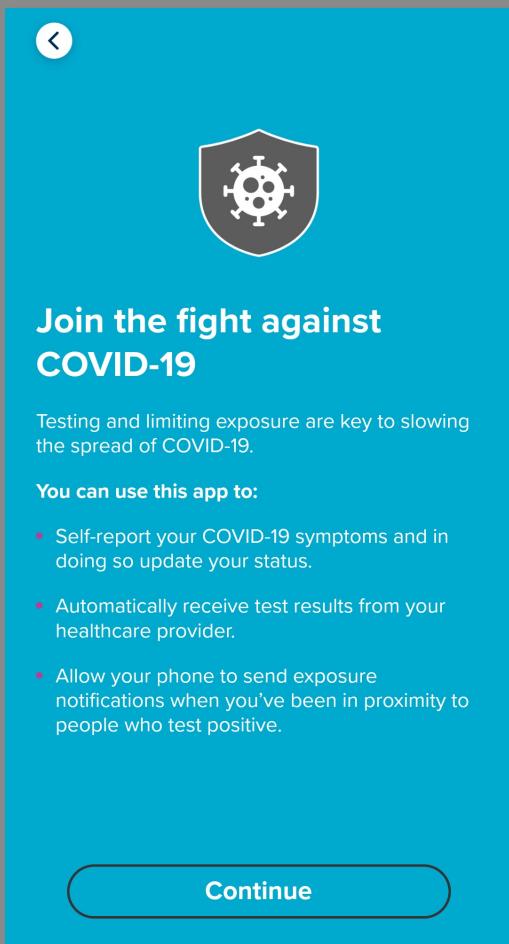
1. Check your email for the verification link. You may need to look in your junk email folder.
2. Tap the **verification link**. You will get a confirmation. You can now sign in with your new account.
3. Dismiss the "Verify" pop-up and tap **Sign In**. The Sign In screen will appear.

## SIGN IN TO THE APP



Enter your password and tap **Sign In**.

## ACCOUNT CREATION IS COMPLETE



Once you have created an account and are signed in you will see the "Join the Fight" screen.

Tap **Continue** to configure the app for notification settings.

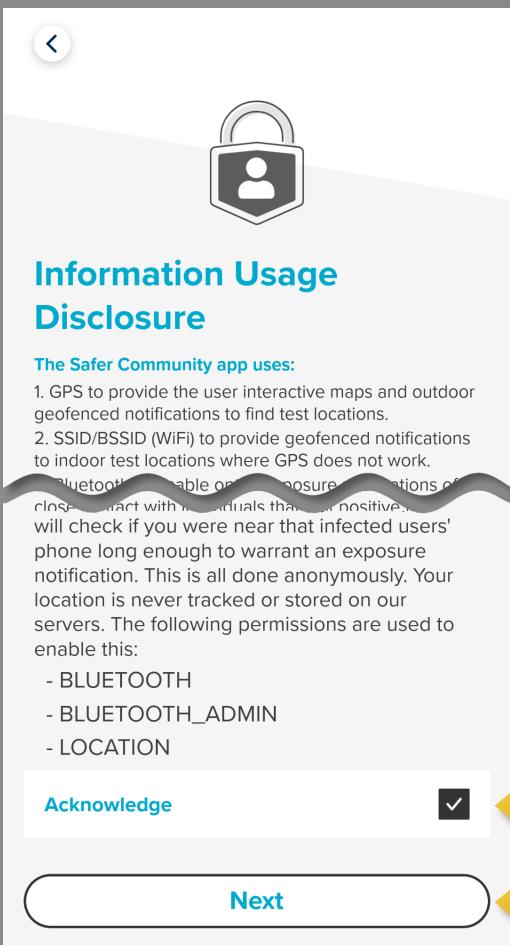
## SETTING UP NOTIFICATIONS

Safer Community 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.

# INFORMATION USAGE DISCLOSURE

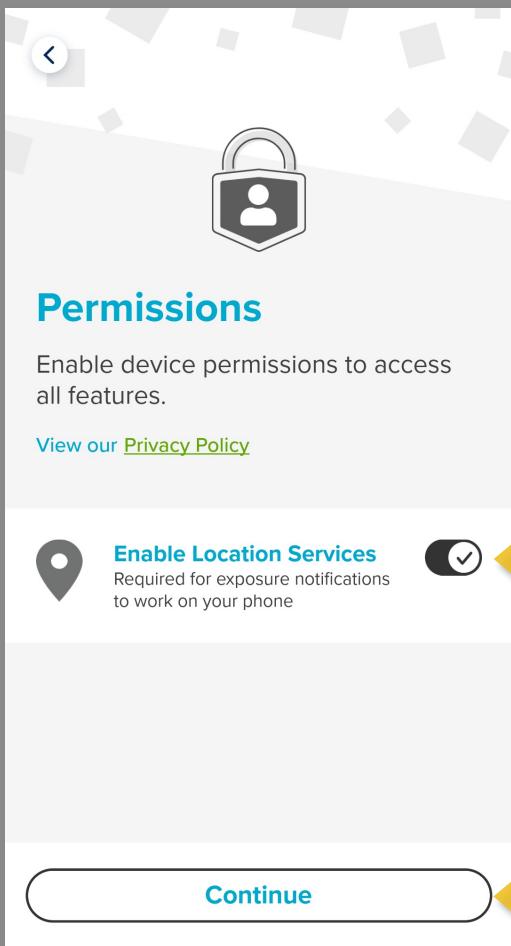


This screen describes data types, data uses, and data storage systems that the app has system permission to access or handle.

Check **Acknowledge** to confirm that you have read and agree to the Information Usage Disclosure .

Tap **Next** to proceed.

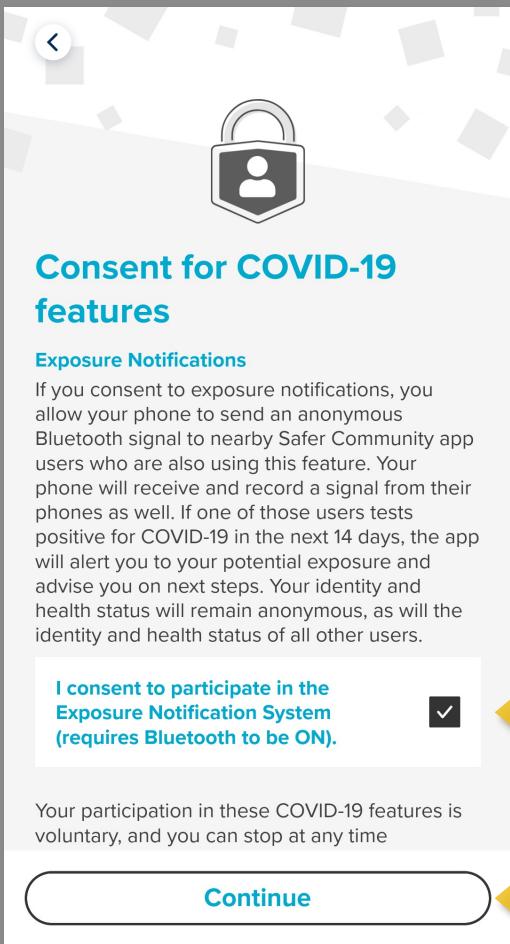
## ENABLE LOCATION SERVICES



Tap the switch to enable **Location Services** on your phone.

Location services must be turned on to activate the [Exposure Notification](#) system. To preserve privacy, the app does not access your location, or collect or store any location data.

## ENABLE EXPOSURE NOTIFICATION

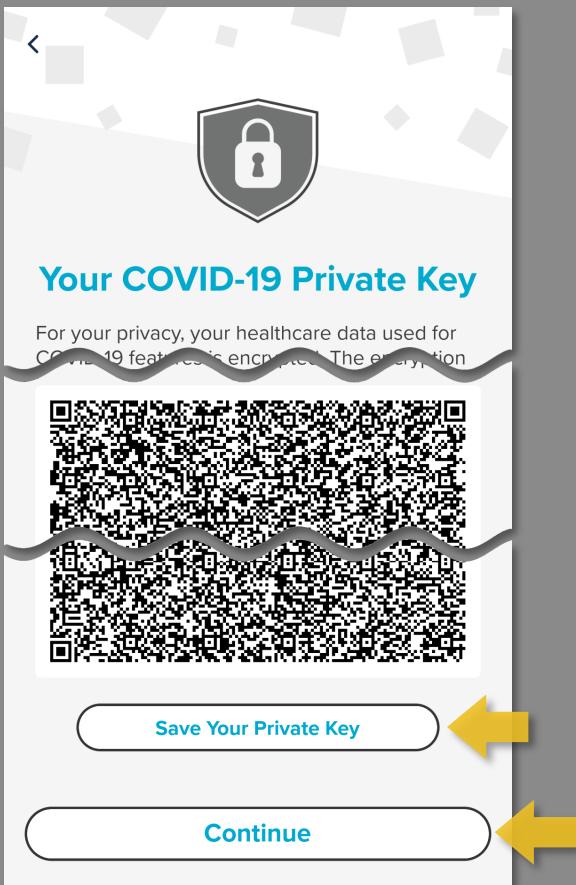


Check the box to consent to the **Exposure Notification** system.

Bluetooth must be turned on to activate the Exposure Notification system. Bluetooth allows the app to track COVID-19 positivity in your area and alert you to possible exposures.

Learn more about [Exposure Notifications](#).

## SAVE YOUR PRIVATE KEY



It is important to Save your **Private Key** so that you can retrieve your health history information later. The Private Key is encoded in a QR code image. You must allow Safer Community to access photos, media, and files on your device to save your Private Key.

See [Transferring to a New Device](#).

*Note: If you are running iOS 14, you must select **Access All Photos**.*

# ENTER YOUR PATIENT INFORMATION

Patient Information Form

## Personal Information for Reporting

**Personal Information**

\* ID  
jsmith@mail.com

**Contact Information**

Phone  
\* +1

Email Ad

**Demographic Information**

\* Sex

Save

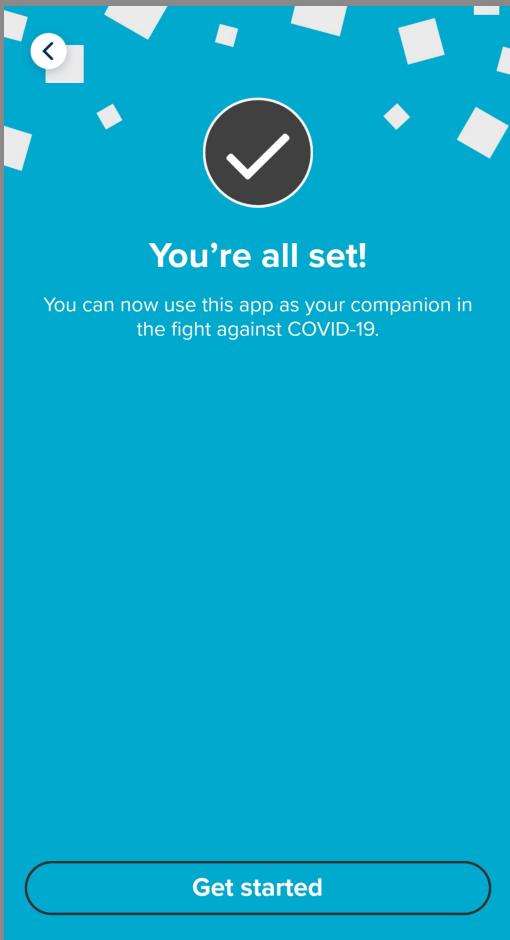
Skip

This screenshot shows a mobile application interface for entering patient information. At the top, it says 'Patient Information Form'. Below that, it says 'Personal Information for Reporting'. It has sections for 'Personal Information' (with an ID field containing 'jsmith@mail.com'), 'Contact Information' (with a phone number starting with '+1'), and 'Demographic Information' (with a sex dropdown). At the bottom, there are 'Save' and 'Skip' buttons.

Complete your Patient Information and demographic information before getting tested.

You will not be allowed to take a test without completing this information in the app first. The information will be sent to Illinois Department of Public Health.

## YOU CAN NOW USE THE APP



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

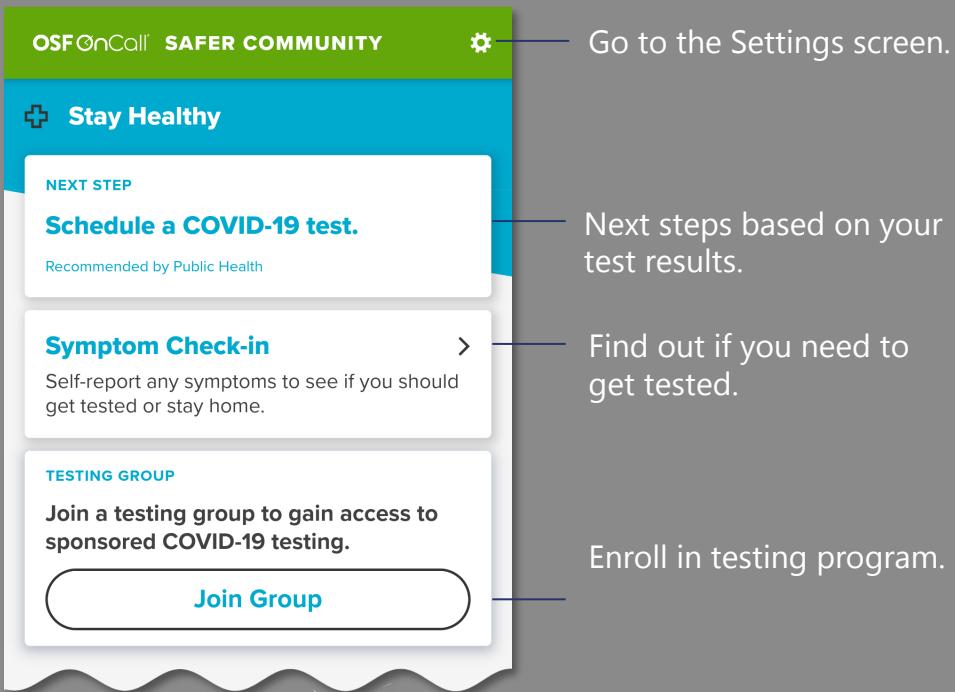
# USING THE HOME SCREEN

## OVERVIEW

This section shows you how to use Safer Community to:

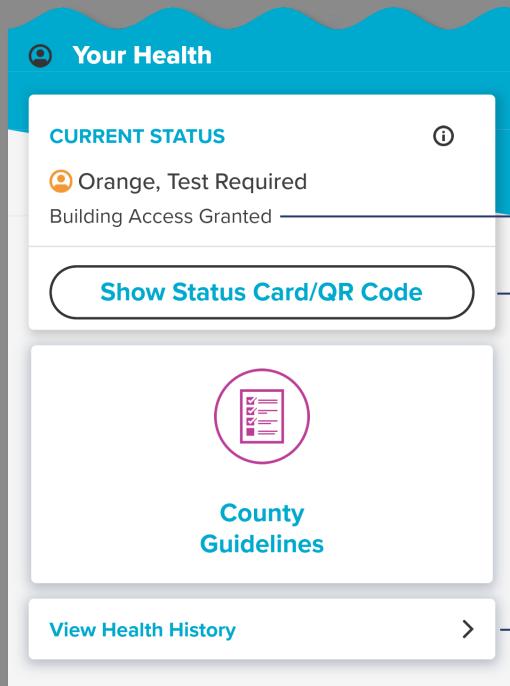
- Enroll in a testing program
- Verify your identity at the test site
- Receive your test result

# HOME SCREEN OVERVIEW



The Home Screen is the main screen that you interact with when you are signed in to the app.

## HOME SCREEN OVERVIEW, cont.



Not applicable to Family and Household members.

Current COVID-19 status and QR code to scan at test sites.

Accumulated test results, exposure history, and symptom reports.

The Current Status section shows your test result. The status of new users who haven't tested is Orange by default.

Building Access status is for use at University classroom buildings and can be disregarded by the Family and Household member participants.

Use [Show Status Card](#) to display the QR code that will be used to identify you and check you into the test site.

# ENROLLING IN THE TESTING PROGRAM

Members of the family or household of an employee or student at the University of Illinois are eligible to enroll in the sponsored COVID-19 testing program.

## Overview

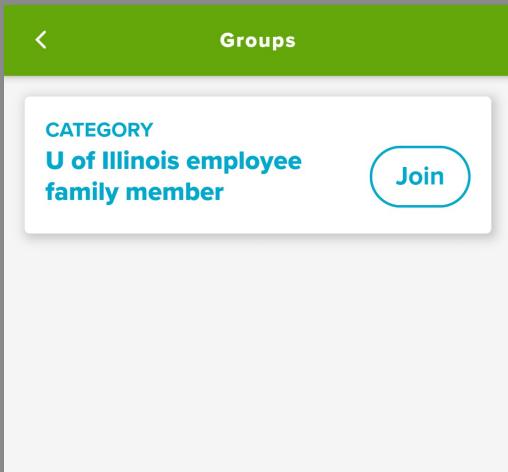
- Join a Testing Group.
- Identify your sponsoring family or household member.
- Provide the sponsor's UIN in your Safer Community app.

The sponsor will use their Safer Illinois app to approve your enrollment. The sponsor will be billed for each of your tests.

The sponsor's UIN can be found on their i-card or by entering their SSN and date of birth on [UIN-find](#).

For more information, visit [Shield CU](#).

## JOIN A GROUP



On **Home > Groups**, tap **Join** to begin enrolling in the testing program.

If more than one group is visible, family or household members of a University of Illinois employee or student should choose "U of Illinois employee family member".

## REQUEST PERMISSION TO JOIN

< Groups

Please enter the UIN and Last Name of a sponsoring family or household member. The sponsor will verify your registration. Your sponsor's University account will be billed \$10 for each COVID-19 test you take.

Enter your sponsor's UIN

Enter your sponsor's Last Name

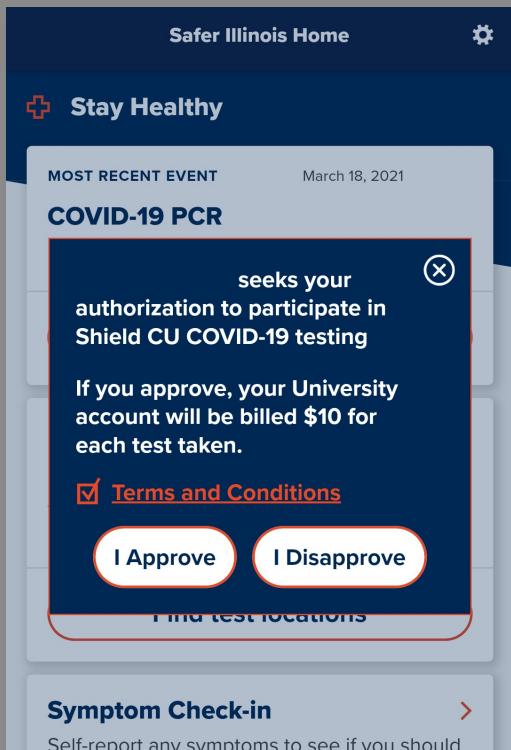
Your sponsor will get a notification in their Safer Illinois app asking them to approve your enrollment in the testing program.

[Terms and Conditions](#)

[Request Permission](#)

1. Type in your sponsor's UIN and their last name.
2. Agree to the Terms and Conditions.
3. Tap **Request Permission** to alert your sponsor that you want to enroll.

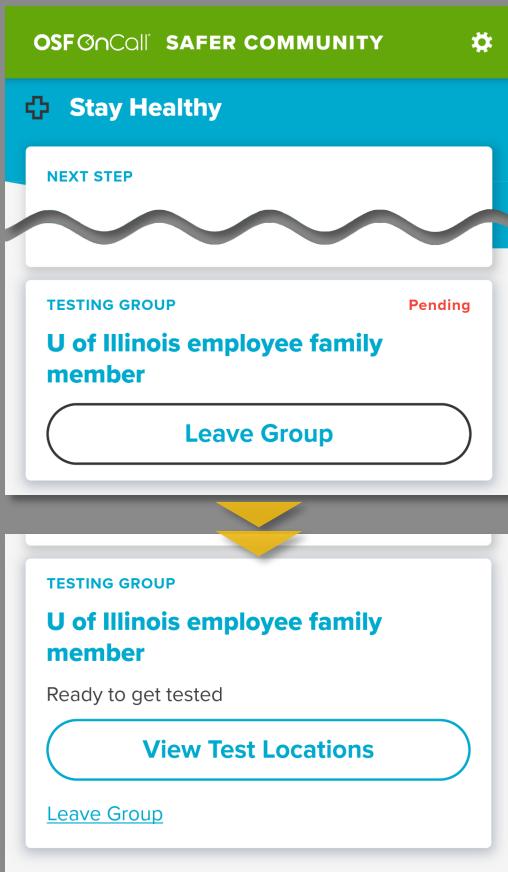
## WHAT YOUR SPONSOR WILL SEE



Your sponsor will receive your request on the Safer Illinois app. You will need to wait for their approval before you can proceed.

Your sponsor needs to be using Safer Illinois version 2.9.21 or later to receive your permission request.

## WHAT YOU WILL SEE



When the sponsor approves your request, the Testing Group section on the Safer Community Home page will show "**Ready to get tested**". The **View Test Locations** button will be enabled.

Use **View Test Locations** to see available testing hours for the Shield CU program.

You can also visit [SHIELD CU Getting Tested](#) for an up-to-date list of testing locations and hours.

# **GETTING TESTED FOR COVID-19**

## GUIDELINES FOR THE TEST SITE

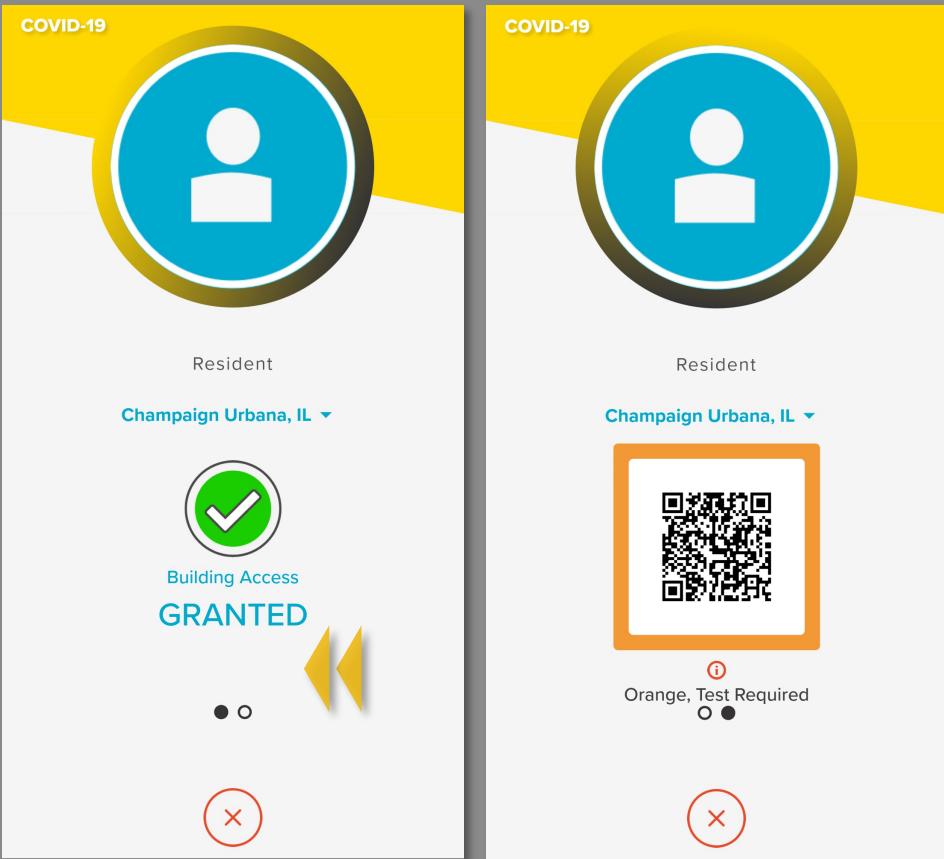
- Be sure you have [Joined a Group](#) and a QR code is showing in your [Status Card](#).
- Visit [SHIELD CU Getting Tested](#) for an up-to-date list of testing locations and hours.
- Make sure you have completed all of your patient information in the app before you go to the test site.
- Avoid eating, drinking, brushing your teeth, chewing gum, or using tobacco for at least **one hour** before testing.
- Wear a mask and keep a safe distance from other people while in line.
- Use the designated SHIELD CU / OSF testing line.
- Present the [Status Card QR Code](#) at the test site registration desk.

## TESTING PROGRAM DETAILS

Visit [SHIELD CU Getting Tested](#) for detailed information on:

- Cost and Eligibility
- Testing Location
- How results are processed and stored
- Testing for minors
- SHIELD CU saliva test background
- Frequently Asked Questions

## DISPLAY YOUR STATUS CARD QR CODE



At the test site:

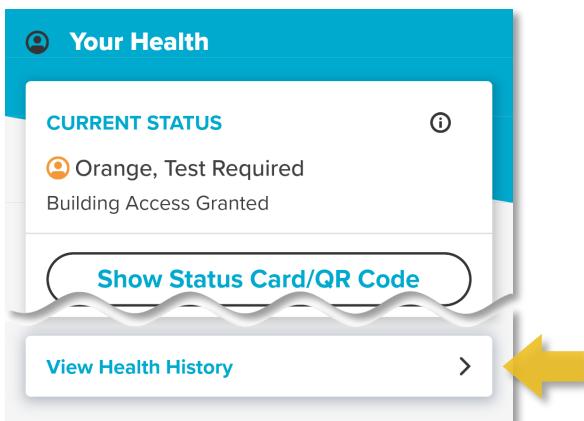
1. Go to Home > Show Status Card.
2. Swipe left to display your QR Code. If there is no QR Code, you have not yet joined a testing group.
3. Present the QR code to the scanner at the registration desk. Your identification information will be registered.

*Note: Building Access status is not applicable to family and household members.*

## VIEWING TEST RESULTS

Typical test results are expected within 12 hours, but results could take up to 48 hours. Test results will be delivered to the Safer Community app.

Your test result details and next steps will be shown on the Home page in the Health History section.



## DECODING STATUS COLORS



Status color definitions can change depending on different counties.



 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.

Tap  to view the COVID-19 status color codes.

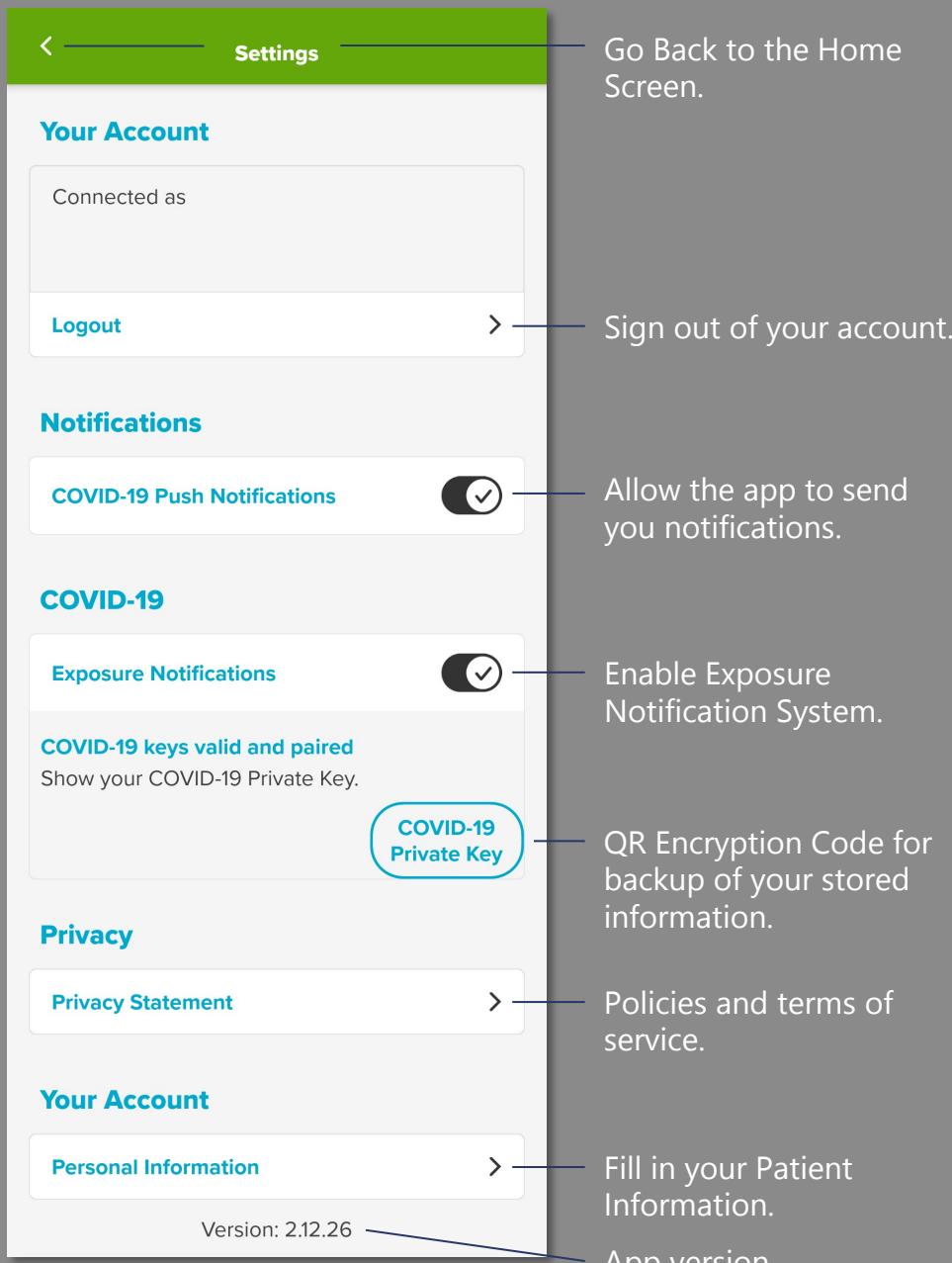
- Yellow: Negative COVID-19 test
- Orange: Visit a Test Center soon
- Red: Positive COVID-19 test

# SETTINGS SCREEN



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

# SETTINGS SCREEN OVERVIEW



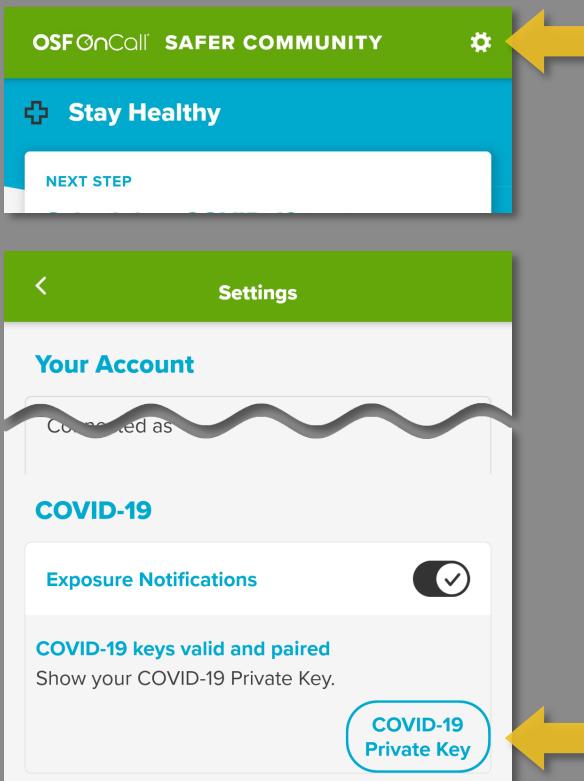
# MAINTENANCE

## SAVING YOUR COVID-19 PRIVATE KEY

The **COVID-19 Private Key** is an encrypted key that protects your data in Safer Community. Your mobile device uses this code to receive your confidential test results and log your reported symptoms. You must use this secret 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.

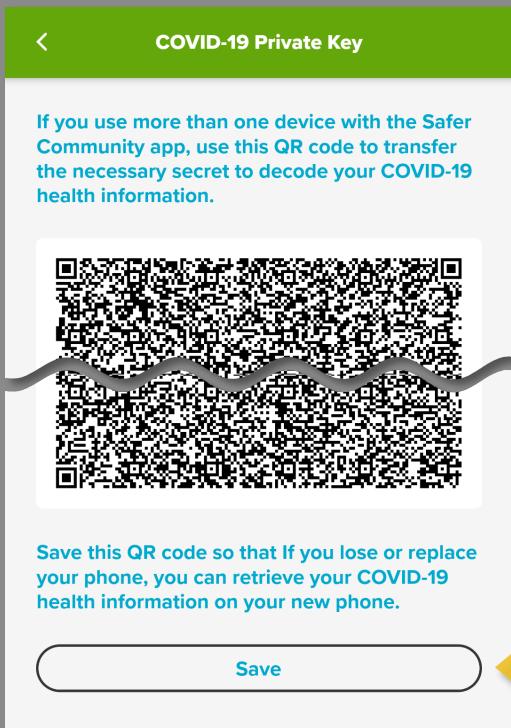
*Learn more about [Encryption Keys and Secret QR Code](#).*

## DISPLAY THE COVID-19 PRIVATE KEY



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

## STORE THE QR CODE



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

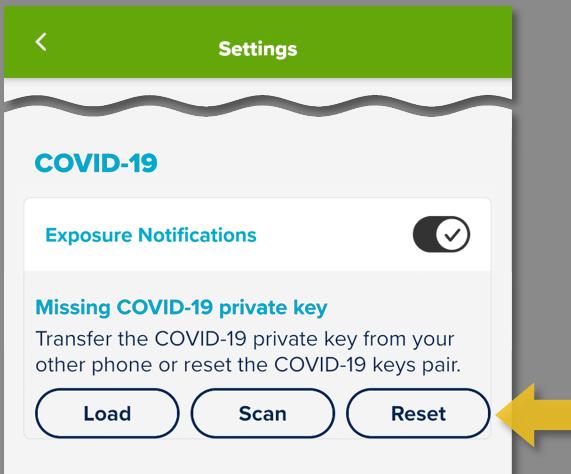
*Note: You can also take a screenshot of the QR Code and save it yourself.*

## TRANSFERRING TO A NEW DEVICE

When you download Safer Community to a new device or reinstall the app on your current device, you will need to scan your COVID-19 secret QR code to retrieve your Health Status, recent test results, and symptoms history. Have the image 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 external photo gallery.

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

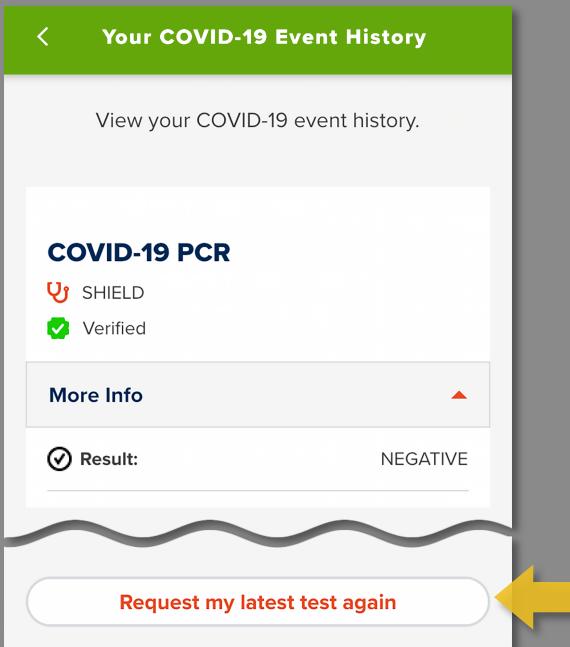
*Safer Community will upload your most recent Test Results and your Health History to the new mobile device.*

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

## **RETRIEVING YOUR LAST TEST RESULT**

When you download Safer Community 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 OSF 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 Community to receive test results.*

# GETTING HELP

# TROUBLESHOOTING

## ■ I did not receive my email verification link.

Check the Junk or Spam folder in your email inbox.

**Sender:** [noreply@safer-community.firebaseio.com](mailto:noreply@safer-community.firebaseio.com)

**Subject:** Verify your email for Safer Community

## ■ Where do I fill out my Patient Information form?

You will be prompted to fill out the Patient Information form the first time that you set up the Safer Community app. If you didn't finish this step during setup, you may return to the Patient Information form in the **Settings** under **Your Account**.

Settings > Personal Information > Patient Information Form

## ■ My UIUC sponsor has not received my request to join a testing group in the Safer Illinois app.

The UIUC sponsor must ensure that they have the latest version of Safer Illinois installed on their device. Safer Illinois **version 2.9.21** or later is required for compatibility with Safer Community.

## TROUBLESHOOTING, cont.

### ■ I can't save my QR Code to my Photos on my iPhone.

You must tap "Allow Access to All Photos" on devices running iOS 14 or later.

### ■ How do I schedule a COVID-19 test?

You must first join a testing group in the app and get approval from your UIUC sponsor. Scroll down on the Home screen to Testing Group and tap Join Group. Follow the instructions in the User Guide for [Enrolling in the Testing Program](#).

### ■ I can't activate the Enable Notifications option during the initial app setup. I get an error message that says: You have already denied access to this app.

Skip this step for now. When you finish setting up the app, you must go to your phone settings and enable notifications for the Safer Community app. Then, you can return to the **Settings** in the Safer Community app and tap **Enable Notifications**.

### ■ I tried to sign up with my Illinois.edu email, but I got a Shibboleth when I signed in.

For now, sign up for a Safer Community account using an external email address (Gmail, Hotmail, Yahoo, etc.).

## USER SUPPORT

Visit [osfhealthcare.org/shield-cu](http://osfhealthcare.org/shield-cu) for information about the SHIELD CU program.

**Direct All Questions about Testing and Results in the Safer Community app to:**

Lucinda Magsamen

Email: [lucinda.a.magsamen@osfhealthcare.org](mailto:lucinda.a.magsamen@osfhealthcare.org)

**Direct All Questions about Billing to:**

UIUC Bursar

Email: [bursarhelp@uillinois.edu](mailto:bursarhelp@uillinois.edu)

**Direct All Other Questions about Illinois Family and Household Member Testing to:**

SHIELD CU

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