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Service Victoria – COVID Safe Check-In

Checking in to venues has become the new normal in Victoria. We have prepared the following tips to help make it easier. Please note that this information was prepared in July 2021.

Step 1 - Get Ready in Advance

All Victorian venues will use the Service Victoria App to check you in. We recommend installing the App and going through the setup wizard before you venture out.

Here are a few options to find the app on your smartphone:

iPhone users

- Simply search the Apple App Store for “Service Victoria”
- Tap the following link on your smart phone: [Service Victoria on Apple App Store](#)
- Ask Siri ‘Find the Service Victoria app in the App store’

Please note, your phone will need to meet the following guidelines:

- iPhone 5 or newer
- iOS11 or above

Android users

- Simply search the Google Play Store for “Service Victoria”
- Tap the following link on your smart phone: [Service Victoria on Google Play Store](#)

Please note, your phone will need to meet the following guidelines:

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- a phone newer than 6 years
- OS 6.0 or newer

Step 2 – Checking-in

Once you've downloaded the App, follow these instructions to get you checked-in. Please note, to check-in using the App, you do not need to sign in or sign up for an account.

1. Load the Service Victoria App.
2. Tap the Contact Tracing Check-In button at the bottom of the screen.
3. Hold the camera steady about 30cms from the QR code and it should pick it up.
4. Enter your first name, last name and mobile number. There will be a button that says "Save details for future check-ins". We recommend turning this on. Your details will be saved next time you use the App. If you notice that your details are incorrect, there is an edit button to update your details.
5. Tap "Check- in to this location". There will also be an option to add additional people if you are checking in more than one person.
6. Wait for a green tick and you're all checked in.

Check in without a smart phone

1. Ask the venue to help you check in another way. Venues can check you in on their device or with pen and paper.

Where Can I Get Support

If you're struggling to complete these steps using the accessibility features of your smart phone, please contact the Guide Dogs Victoria on 1800 804 805 between 9am and 5pm for support. Otherwise, contact Service Victoria directly on 13 22 15 or visit the [Service Victoria website](#).