User App Tutorial
A Guide to Symptom Reporting, Contact Reporting & Test Results

Your Institution is using CoVerified, a platform built to help colleges and universities get safely back to campus

Downloading the app

- The app is available through the App Store for iOS, direct download for Android and your web browser at web.coverified.us
- Android users may have to change security settings to allow for direct download of the app from the CoVerified website.

Logging into the app

Initial Login for SSO Users

- Students and faculty must use their university SSO credentials to login to the app; You DO NOT need to create an account through CoVerified.
- Accept the Terms and Privacy Policy.
- Choose whether or not you will be on campus soon.
Initial Login for non-SSO Users

• Non-SSO users will have received an email from CoVerified containing a temporary password.
• If you have not received this email, please check your spam folder or contact your school administrator.
• Non-SSO users can input their temporary password by clicking the link underneath “Get started”.
  • You will then be able to set a new password that you can use to login to the app going forward.
• Accept the Terms and Privacy Policy.
• Choose whether or not you’ll be on campus soon.

Home Screen

• If at anytime you want to return to the home screen, select the checkmark in the center of the menu bar.

Clearance Badge

• Determine if you are Clear or Restricted from campus when logging into the app.
• The timestamp under the colored badge indicates when the last status check occurred. This ensures that everyone knows your status is current.

Status Calculation

• Status criteria for determining Clear or Restricted may include symptom reporting, completing a quarantine or getting tested regularly. Please check with your institution for details.
• Select “Why am I RESTRICTED?” or “Why am I CLEARED?” to learn more about your current status.
Reports

Report Symptoms

- You will be prompted to report symptoms at a frequency defined by your university (typically every 24 hours).

- To report symptoms, select the “Report” icon from the menu bar, then select “Report Symptoms”

- Choose any **new** symptoms that may apply, or none at all.

- If you report any of the symptoms listed, you will be prompted to report contacts.

Report Contacts

- You will be automatically prompted to report contacts after receiving a positive COVID-19 test or submitting a positive symptom report.

- To report contacts, select the “Report” icon from the bottom of the app screen and then select “Report Contacts”.

- To report a contact, simply type the beginning of the contact’s name and select the individual from the list.

- If you have not engaged in extended contact with anyone in the past 5 days, select “No contacts to report”.

Alerts

- App notifications will remain in Alerts until deleted.

- All alerts can be deleted by clicking the three lines on the top.

- A single alert can be deleted by clicking the trash icon on the top right.

Info Menu & Support

- Access customized information directly from your college or university by selecting the “Info” menu icon.

- To report a problem, select “App support” and designate whether the problem is related to a technical issue or campus policy.
Testing

View Test Results

- You can view your COVID-19 PCR test result history by selecting the “Testing” icon at the bottom of the app screen.

- To view your prior test history, select the notepad at the top right corner of the screen

- Choose the date of the test result that you want to view.

Schedule a Test

- You can schedule COVID-19 PCR tests on campus by selecting the “Testing” menu icon.

- To schedule a test, select the “+” at the top right corner of the screen.

- After a testing location, date and time is chosen, click “Book” to confirm and schedule the test.

- Upcoming tests will show up on the “Testing” page

- Once you get tested, select “I attended” for the test slot you attended.

- If you are unable to attend your appointment, select “Cancel/ Missed” for the test slot you cannot attend

Remote Status

- If you are leaving campus for more than two weeks, you can change your status to Remote in the app to turn off reminders.

- To go Remote, select the “…” in the top right hand corner of the home page and select “Go Remote”

- In order to return to campus, select “Return to campus” on the home screen and proceed through the prompts.
Reporting Test Results and Vaccinations

Report Test Results

- Results from tests completed at your university or college do not need to be reported by users
- If your university requires you to upload a test result, select the “Report” icon from the menu bar, then select “Upload Test Result”
- Choose the type of PCR test completed
- Enter the date, testing facility name and result of the test, then upload a file of the test result or take a photo. The file can be a maximum of
- A school administrator will confirm your test result via the file that you upload, so make sure the file is correct
- You will be able to see if your test result was accepted by the administrator by going to “Testing” and clicking on the notepad icon

Reporting Vaccinations

- If your university requires you to upload a vaccination record, select the “Report” icon from the menu bar, then select “Upload Vaccine Record”
- Enter the date and name of the healthcare facility, then upload a file of the vaccine record or take a photo
- A school administrator will confirm your vaccination via the file that you upload, so make sure the file is correct
- You will be able to see if your vaccine record was accepted by the administrator by clicking on the folder on the top right of the “Report” screen