

SafeWA | Troubleshooting Guide

Troubleshooting for businesses

| Problem | Solution |
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| How do I register my business with SafeWA? | <p>Registering your business with SafeWA is easy. Download the app from either the Apple App Store or the Google Play Store and follow the steps in the user guide on safewa.health.wa.gov.au to register your business.</p> <p>A welcome email with your SafeWA QR code poster and display guidelines will be sent to your nominated email address once you have registered.</p> |
| I cannot access the SafeWA website to register my business. | <p>Registering your business is done through the app. Visit the Apple App Store or Google Play Store to download the app to your device, then follow the user guide on safewa.health.wa.gov.au to register your business.</p> <p>If you need help contact 13 COVID (13 26843) 8am to 6pm WST or email support@safewa.health.wa.gov.au</p> |
| I have registered my business for SafeWA but did not receive a welcome email. | <p>Check your junk folder for emails from no-reply@safewa.health.wa.gov.au. You can also go to the Settings page in the app, choose the venue in question and select Resend welcome pack.</p> <p>If you continue to experience problems contact 13 COVID (13 26843) 8am to 6pm WST or email support@safewa.health.wa.gov.au and provide the venue details that you registered (venue name, address, contact person and number).</p> |
| I have lost/need to re-print my venue QR code poster. | <p>Look for the welcome email you received from SafeWA, or go to the Settings page in the app, choose your venue and select Resend welcome pack. If you cannot locate it contact 13 COVID (13 26843) 8am to 6pm WST or email support@safewa.health.wa.gov.au.</p> |
| I have lost or accidentally deleted the welcome email. | <p>Contact 13 COVID (13 26843) 8am to 6pm WST or email support@safewa.health.wa.gov.au</p> |
| I cannot print my SafeWA QR code poster. | <p>You may display your SafeWA QR code on a tablet device or screen if you prefer. If you don't have access to print or display your poster electronically, ask your customers to sign into the venue using the hard copy visitor log.</p> <p>If you need help contact 13 COVID (13 26843) 8am to 6pm WST or email support@safewa.health.wa.gov.au.</p> |
| My business has multiple venues and functional areas, can I create unique QR codes for each one? | <p>Yes you can. Refer to the user guide on safewa.health.wa.gov.au to add more venues and scan locations (for different functional areas within a venue, e.g. function room 1).</p> <p>If you need help contact 13 COVID (13 26843) 8am to 6pm WST or email support@safewa.health.wa.gov.au</p> |



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| I cannot add, edit or delete venues on my account. | Refer to the user guide on safewa.health.wa.gov.au to add, edit or delete venues (or scan locations) on your business account. If you need help contact 13 COVID (13 26843) 8am to 6pm WST or email support@safewa.health.wa.gov.au |
| I cannot add a secondary contact for my venue. | Refer to the user guide on safewa.health.wa.gov.au to add a secondary contact for your business account. This person will also receive a welcome email with the SafeWA QR code poster. If you need help contact 13 COVID (13 26843) 8am to 6pm WST or email support@safewa.health.wa.gov.au |
| My customers have told me the QR code is not scanning. | Ask your customers to sign into the venue using the hard copy visitor log. Make sure the QR code is not obscured, distorted or damaged where it is displayed. Contact 13 COVID (13 26843) 8am to 6pm WST or email support@safewa.health.wa.gov.au |
| I'm having issues with my venue's QR code, who do I contact? | Make sure the QR code is displayed correctly and not obscured, distorted or damaged so that it can be easily scanned by visitors. If you need help contact 13 COVID (13 26843) 8am to 6pm WST or email support@safewa.health.wa.gov.au |
| I have a reception counter / someone greeting people as they arrive, can my staff check people in to my venue? | Yes they can. Refer to the user guide on safewa.health.wa.gov.au to select your venue QR code, then add visitors. If you need help contact 13 COVID (13 26843) 8am to 6pm WST or email support@safewa.health.wa.gov.au |

