



NEW YORK CITY
Test and Trace Application
Case Investigation
COVID Alert NY Addendum

Addendum

COVID Alert NY Proximity Application

During a NYC Test and Trace Case Investigation, the call center agent will educate the case on the COVID Alert NY Proximity Application. The agent will also provide them a 6-digit code that will allow the case to enter the app.

This process will take place on step nine of the case investigation, exposed contact. At the bottom of the page, the case will be introduced to the application and will go through questions that will help the call center agent determine what steps to take.

COVID Alert NY Proximity App

Are you familiar with the COVID Alert NY proximity app?

☐ Yes ☐ No

The first question determines if the case has heard of this application before. If they say yes, they will be directed to the next question. If they say no, a team box will appear for the call center agent to provide them information on the app and the benefits it holds. The text reveals that all information is discrete and benefits NY citizens. The call center agent will allow them to download it and continue with the questions or continue to the next page if the case decides to not download it at the time of the call.

COVID Alert NY Proximity App

Are you familiar with the COVID Alert NY proximity app?

☐ Yes ☒ No

The COVID Alert NY app is a COVID exposure notification app you can download on your phone that can help stop the spread of COVID. The app sends an alert to other app users who have been exposed to someone with COVID who also uses the app. But the app does not tell those exposed users who exposed them, so no one will have their identity revealed by the app. The more New Yorkers that use the app, the more effective it will be at stopping the spread of COVID. Downloading and using this app is voluntary and free. Information about close contacts would only be released by the app with your consent. Please consider downloading the app yourself and also encourage your friends and family to download it. Let us know if you decide to download the app at any time.

The second question determines if the case has the app downloaded. If the case has the application downloaded, they can proceed to the next question. If they answer no to having it downloaded, a teal box will appear for the call center agent to read. This will inform them the application is free and voluntary. If the case decides not to download it, the agent will continue to the next page.

Great. Do you have the app downloaded on your phone?

☐ Yes ☒ No

Okay, Downloading and using this app is voluntary and free. Information about close contacts would only be released by the app with your consent. Please consider downloading the app yourself and also encourage your friends and family to download it. The more New Yorkers that use the app, the more effective it will be at stopping the spread of COVID. Please let us know if you decide to download the app at any time.

Next the third question will ask the case if they agree to using the application to alert anyone using the application. The call center agent will remind the case that all information is discrete about the identity of the case and where the contact happened.

If the case agrees, the agent will continue to provide them a 6-digit code. If the case declines, the agent will let them know they can always change their answer.

Great. If you agree, I can generate a six-digit code that you can enter into the app. If you enter this code into the app, the app can send alerts to other app users that have been in close contact to you. The app will never reveal who you are or where the contacts happened. I will generate the code now. Do you agree?

☐ Yes ☒ No

Okay – please let us know if you change your mind at any time. This is an easy and anonymous way to let others know they may have been exposed and that they need to take steps to stay safe. Remember, no one will know it was you.

Lastly, if the case agrees, the agent will provide them a 6-digit code either through text message or by reading it to them on the call.

I will now provide you with a six-digit number to enter into the App. I can either send you the number via text message, or I can read it to you over the phone. Which do you prefer?

☐ Text message ☒ Read over phone

If they decide to choose texting, a test box will pop up and the agent will enter their phone number and press the “send a code” so the case receives a 6-digit number to enter into the app.

COVID Alert NY Proximity App

Select an option to provide the six-digit number to enter into the App

☒ Text message ☐ Read over phone

*What phone number should we use for the text message?

(469) 540-1108

Send a code

546332

Please enter your six-digit number into the app, click "Next", and then click "Share" when asked if you want to Share Random IDs.

If the case decided to have it read over the phone, the agent will click on read over phone, press retrieve code, and tell them the 6-digit code they need to enter.

COVID Alert NY Proximity App

Select an option to provide the six-digit number to enter into the App

☐ Text message ☒ Read over phone

Retrieve a code

670029

Please enter your six-digit number into the app, click "Next", and then click "Share" when asked if you want to Share Random IDs.

Once they are able to login to the application, the COVID Alert NY Proximity App portion is completed.