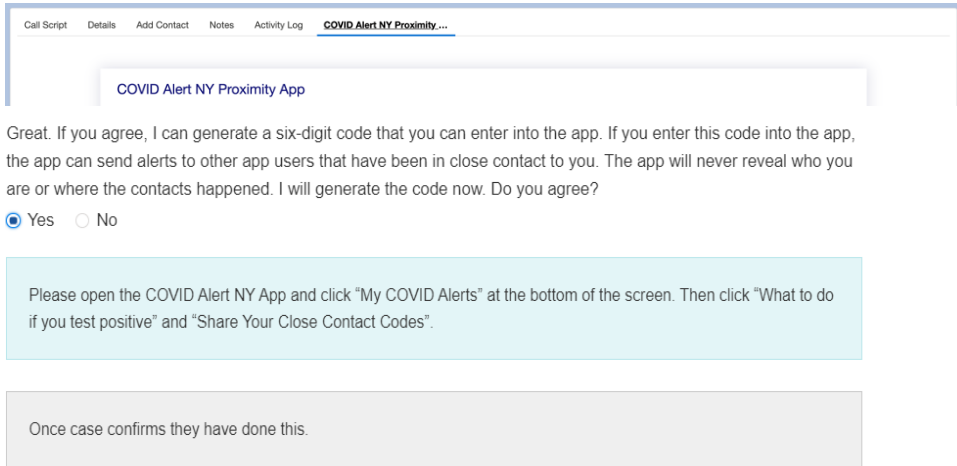




NEW YORK CITY
Test & Trace Application
Case Monitoring Addendum
COVID Alert NY

Addendum	COVID Alert NY Proximity Application During a NYC Test and Trace Case Monitoring, the call center agent will provide the case with a 6-digit code that will allow the case to enter the application. This process will take place on step six of the case monitoring, isolation. On this step, the call center agent will click on the COVID Alert NY Proximity app tab, on the top of the script. This will provide the agent with the option for text message or read over the phone.  If the case decides 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.
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	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 decides 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.
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