



User App Tutorial

A Guide to Symptom Reporting, Contact Reporting & Test Results



Salem State University is using CoVerified, a platform built to help colleges and universities get safely back to campus

Downloading the app

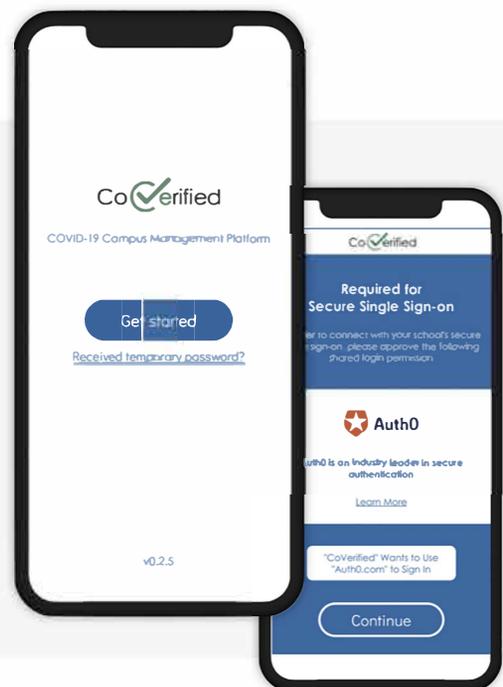


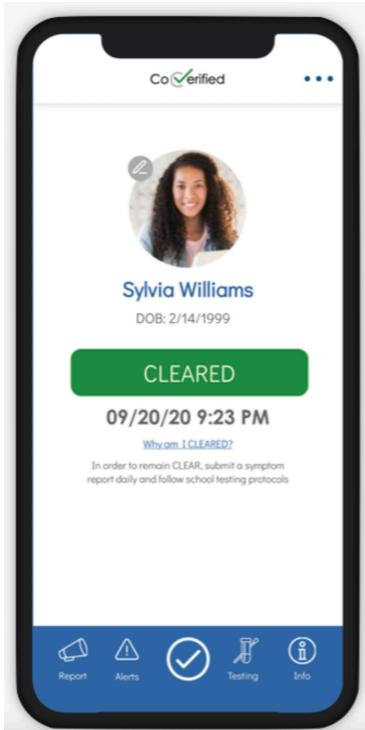
- The app is available for direct download through the App Store for iOS or Google Play. You can visit the [web based portal at web.coverified.us](http://web.coverified.us)
- Salem State University does not recommend that Android users change their security settings to allow for direct download of the app from the CoVerified website.

Logging into the app

Initial Login for SSO Users

- Students and faculty must use Salem State 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.





Home Screen

- If at anytime you want to return to the home screen, select the checkmark in the center of the menu bar.
- Please upload a photograph of yourself to your homepage

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.

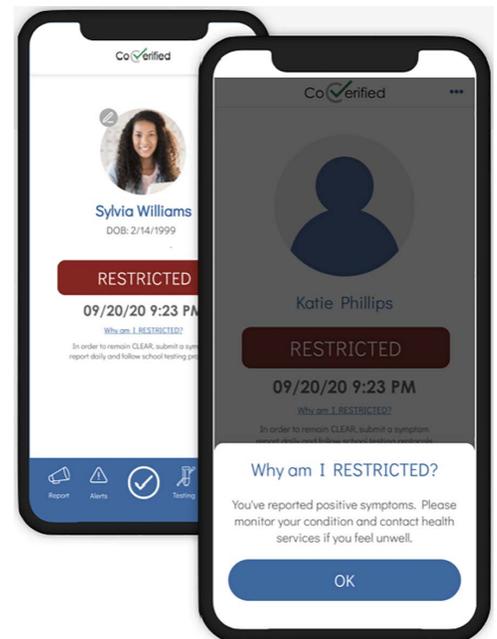
Status Calculation

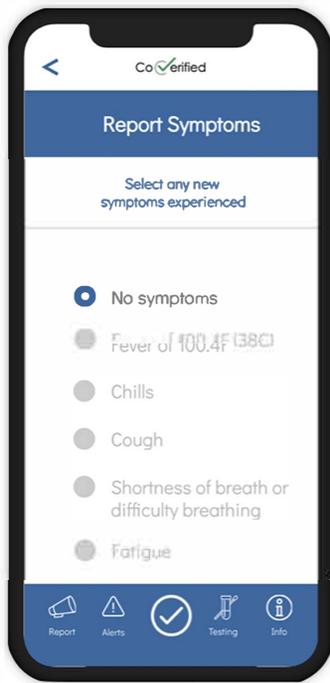
Status criteria for determining **Cleared or Restricted** may include symptom reporting, completing a quarantine or getting tested regularly. Please visit salemstate.edu/covid19testing for more information.

Select "Why am I RESTRICTED?" or "Why am I CLEARED?" to learn more about your current status.

You could be restricted for the following reasons:

- You did not complete your daily symptom report within the past 24 hours. Please complete your daily symptom report.
- You reported positive symptoms. You will be restricted for 24 hours.
- You did not receive negative test results within the past 7 days. Please schedule an appointment for testing as soon as possible. Note, you will remain restricted until you receive negative results.
- You are not compliant with your flu vaccine requirement. Please submit this documentation as soon as possible on your health services portal.
- You've tested positive for COVID. You will remain restricted for 10 days while you are infectious to others and should be isolating.





Reports

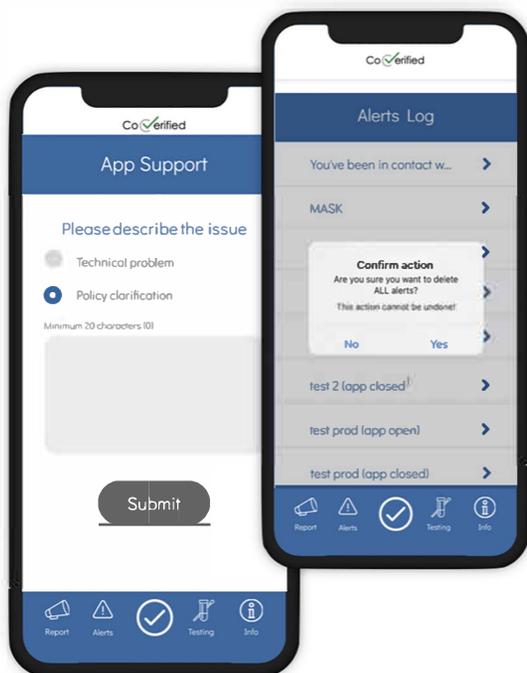
Report Symptoms

- You will be prompted to report symptoms at a frequency of every 24 hours.
- To report a problem or ask a question, 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 symptoms listed, you will be **RESTRICTED** for 24 hours. You should self-isolate and not attend any in person activities, classes, or jobs. Please consult with health services to further discuss your symptoms and testing options, 978-542-6413.



Alerts

- App notifications will be 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 one the top right.



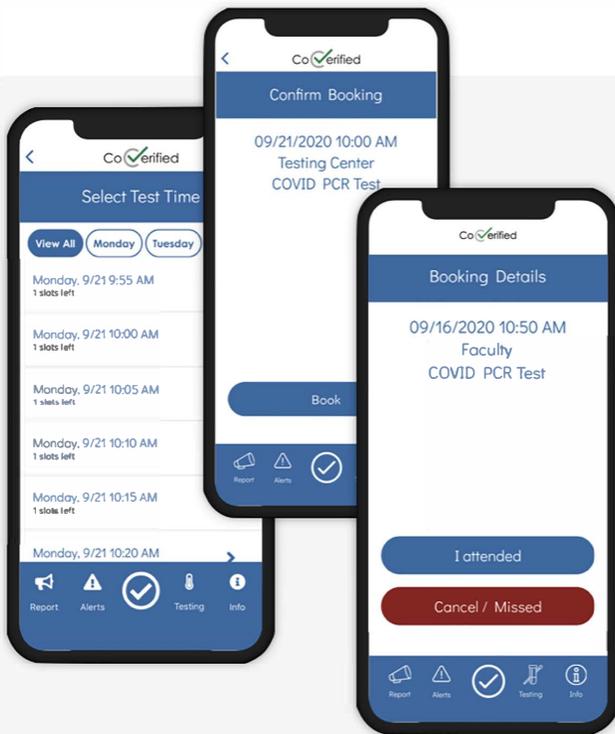
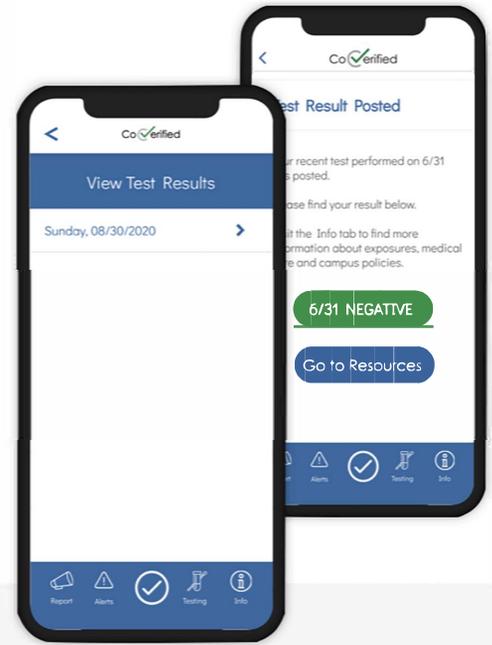
Info Menu & Support

- Access customized information by selecting the "Info" menu icon.
- To report a problem or ask a question, 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. You can also download a pdf copy of your results from this screen.



Schedule a Test

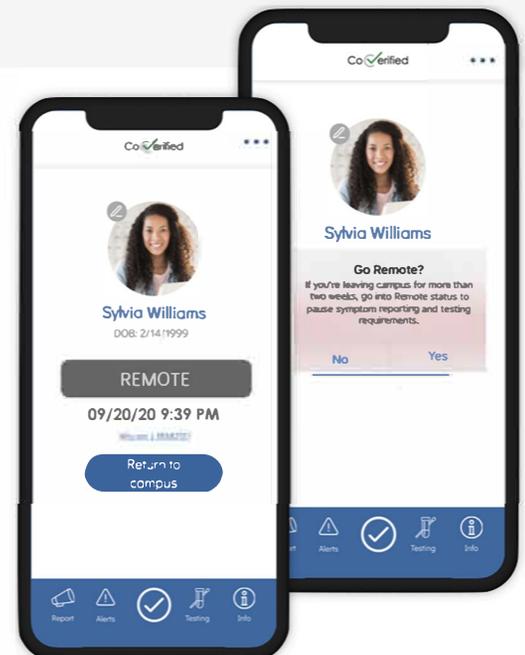
- You can schedule COVID-19 PCR tests on campus by selecting the "Testing" menu icon.
- To schedule a test, select the "+" at the top right corner of the screen.
- After a testing location, date and time is chosen, click "Book" to confirm and schedule the test.
- Upcoming tests will show up on the "Testing" 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

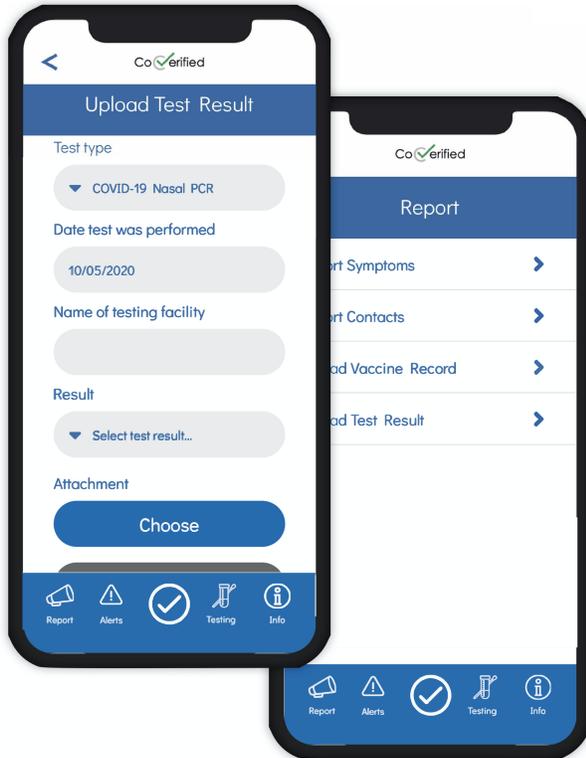
If you will not be on campus in the next 14 days, please change your status to Remote in the app to turn off reminders and requirements for symptom reporting and testing.

- 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.

Residential and in person commuter students must test weekly to prevent a RESTRICTED badge. Once you've missed your weekly testing, you will remain restricted until you receive your negative results.



Reporting Test Results



Report Test Results

- Results from tests completed at Salem State or University **DO NOT** need to be reported by users.
- If you are a commuter student and unable to access on campus testing, please upload your PCR results to CoVerified to maintain a CLEARED badge.
- To meet any campus testing requirements, please complete testing on campus.
- To upload off campus test results 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.
- Health services will confirm your test result via the file that you upload, so make sure the file is correct.
- Your test result may not be accepted for the following reasons:
 - antigen test, not a PCR test
 - no identifying information on result such as name and date of birth
 - illegible
 - results not on report

For more information about COVID-19 testing on campus, please visit salemstate.edu/covid19testing.

Students, please contact health services with any further questions. 978-542-6413 or www.salemstate.edu/healthportal. Staff, please contact human resources 978-542-6123.