COVID-19: Contact tracing with NZ COVID Tracer app

Businesses should help customers to keep track of where they've been by displaying the NZ COVID-19 QR code poster. Here’s what you need to know about contact tracing, the NZ COVID Tracer app and how to get QR posters for your premises.

To stop the spread of COVID-19, it’s important to be able to quickly identify and find the people who have come into close contact with someone who has COVID-19.

Businesses should help customers to keep track of where they’ve been by displaying the NZ COVID-19 QR code poster.

The Ministry of Health has developed the NZ COVID Tracer app to help the public log and track which businesses and organisations they have visited, and who they have come in contact with. Businesses and organisations can support the app by generating QR code posters to display at their premises.

Using the app helps contact tracing become faster and more effective, which is an essential part of stopping the spread of COVID-19 in New Zealand.

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- Using the NZ COVID Tracer app (/covid-19/contact-tracing/downloadpdf#e-21594)
- How it works (/covid-19/contact-tracing/downloadpdf#e-21597)
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- Questions and answers about the NZ COVID Tracer app (/covid-19/contact-tracing/downloadpdf#e-21636)

Using the NZ COVID Tracer app

The NZ COVID Tracer app is the official government contact tracing app. The app makes it easier to identify people who have come into close contact with someone who has COVID-19.

More information about the app, including how personal information is used, is available on the Ministry of Health website.


How it works

The NZ COVID Tracer app allows people to create a digital diary of the places they have visited and will make sure contact tracers can get in touch if they need to. Businesses and organisations can support the app by generating QR code posters to display at their premises.

The posters include unique QR codes that staff, customers and visitors can scan using the app. The app will log and track that they’ve visited that premises at a specific date and time.

How to create your QR code poster
A new self-service process has been developed for all businesses, organisations and other entities to generate and download posters for all their locations.

Ministry of Health is managing the new form. It includes an option for big organisations that need to create QR code posters for a large number of locations. For example local or central government departments, schools, or nursing homes can use this.

To use the form, you will need:

- a valid New Zealand driver licence so we can verify your identity
- the address details for each of your premises
- your email address
- an email address and contact phone number for each of your locations.

Once you’ve registered your locations, download and print a poster for each premises. Each poster contains a QR code which can be scanned using the NZ COVID Tracer app.

The poster should be displayed at the entrance at each premises.


Find out more about contact tracing, including what information you need to collect, at uniteforrecovery.govt.nz.

Contact tracing at your premises (external link) (https://uniteforrecovery.govt.nz/business/get-your-qr-code-poster/) — uniteforrecovery.govt.nz

Businesses and organisations who are in the process of creating QR posters, or have registered with Business Connect can continue to do so.


Questions and answers about NZ COVID Tracer app

**Does my business or organisation, and the public, have to use the app?**

No, technical solutions like the NZ COVID Tracer app are just one part of contact tracing and are designed to support rather than replace existing contact tracing processes.

If you have existing manual or digital contact tracing processes in place that are effective, you can continue to use these.

For more information about alternative contact tracing methods visit uniteforrecovery.govt.nz.

Contact tracing at your premises (external link) (https://uniteforrecovery.govt.nz/business/contact-tracing-at-your-premises/) — uniteforrecovery.govt.nz

I can’t open or download the poster to print.

The posters generated are PDFs, so you’ll need an application installed on your computer that can read PDF documents, such as Adobe Reader.

We recommend you check your browser settings to see if these are blocking you from opening or downloading the PDF.

**My staff, customers or visitors are having problems scanning my contact tracing poster.**

Try reprinting the poster (or asking someone to do this for you) to see if this helps resolve the problem.

The QR code on the poster should work for people using the NZ COVID Tracer app.
Other contact tracing apps may not have been developed to work with the QR codes.

If you have existing manual or digital contact tracing processes in place that are effective, you can continue to use these.

**I have already registered for QR posters through Business Connect, what do I do now?**

Your job is done. If you want to register or create further posters you can continue to do so through Business Connect, or through Ministry of Health. There are many benefits of using your NZBN, so businesses and organisations are encouraged to create or seek authority of their NZBN.

**I started the process to generate QR posters but it became too complicated, what do I do now?**

You can either continue the process you started or you can begin the process again.

**Is there any need to generate QR posters now at all?**

While there are currently no known active cases of COVID-19, if cases appear in the future, having a strong network of QR posters will better allow Ministry of Health to better isolate case location and help quickly prevent or identify any spread, keeping more people safe from contracting the virus.

**Do you have more questions about the NZ COVID Tracer app?**


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**Related content**

- [COVID-19: Information for businesses](/covid-19/)

  The government’s central resource for COVID-19 business information with updates about COVID-19 and guidance to help.
COVID-19: Latest news and updates

The most recent announcements from government about COVID-19 and how it may affect your business.

COVID-19: Health and safety

Info on developing a COVID-19 safety plan as well as health & wellbeing.

COVID-19: Employment and visas

Government guidance and advice for employers and visa holders affected by COVID-19.