

QR Codes on public transport

Customer Q&As

Why are you installing QR code check-in signs?

We are constantly reviewing our COVID-Safe measures and controls to make sure we are keeping customers safe while travelling on public transport network.

We encourage customers to register their myki. Using a registered myki helps the Department of Health with contact tracing and to directly contact those who have travelled on a service that is identified as a COVID public exposure site.

QR Codes help us identify customers when travelling in the Free Tram Zone, using replacement buses, where paper tickets are still in use or interchanging at key metro stations.

Does this mean I don't have to register my myki?

Please register your myki.

Registered myki cards allow you to be contacted directly by the Department of Health if you have travelled on a train, tram or bus that is identified as a public exposure site. Registering your myki also has other benefits such as protecting your balance and setting auto top-up. To find out more visit: ptv.vic.gov.au/register.

Where are you installing QR codes?

By 1 July, there will be QR Codes at many locations across the public transport network, including:

- Key metro stations including seven locations (Southern Cross, Flinders Street, Parliament, Flagstaff, Melbourne Central, North Melbourne and Richmond stations)
- V/Line stations
- Tram stops within the Free Tram Zone
- Planned disruption replacement bus stops

Do I have to check-in every time I see QR Codes?

Yes, please check-in at each stage of your journey where you see QR Codes.

Checking in helps the Department of Health directly contact you if have visited a station or stop identified as a public exposure site.

This is particularly important if you are on areas of the network where you don't use your myki to touch on and off, such as when travelling in the Free Tram Zone, using replacement buses, where paper tickets are still in use or when interchanging at key metro stations.

What if I don't have a smart phone? How do I check in? Can I still travel on public transport?

Yes, you can continue travelling on public transport but will not be able to check-in without a smart phone.

Please register your myki or make note of the services and times you are travelling.

How are you going to protect my privacy?

The QR Code check-in use the Services Victoria app, which has tools and processes in place protect data and keep personal information secure.

Information collected with the QR Code is not be shared with the Department of Transport. If required, information is provided to the Department of Health and those authorised to carry out contact tracing.

Visit the Service Victoria website to find out more and view their [Privacy and Security Policy](#) that outlines how your data is being protected.

How do I check-in?

Please check-in while traveling on the public transport network.

Services Victoria is the easy to use app. Instructions are on their website: <https://service.vic.gov.au/check-in> or see the screenshot below:

How to check-in

Check in with your phone

You can check in with your phone if your phone meets these guidelines.

For iPhones

- iPhone 5 or newer
- iOS11 or above

For Androids

- a phone newer than 6 years
- OS 6.0 or newer

Download the Service Victoria app below.



Use the Service Victoria app

1. Open the Service Victoria app on your phone.



2. Tap the contact tracing check-in button at the bottom of the screen.



3. Point your phone's camera at the QR code on the poster until you see it on your camera screen and wait for the prompts.

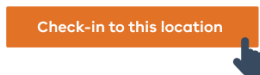


4. Enter your details and tap "Check-in to this location". Next time your details will be saved.

First name
Enter your first name

Last name
Enter your last name

Phone number
Enter your phone number



5. Look for the green tick. You're checked in!

