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## Frequently Asked Questions

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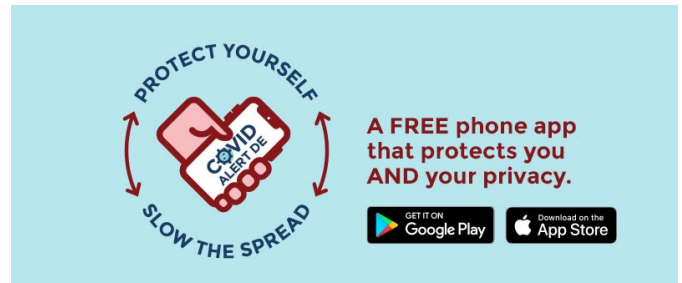
# Use Your Phone to Fight COVID-19

The State of Delaware is pleased to announce COVID Alert DE, Delaware's official COVID-19 exposure notification app, will launch September 15, 2020.



### What is COVID Alert DE?

**COVID Alert DE** is the official Delaware Exposure Notification System (ENS) app developed by NearForm in partnership with the State of Delaware. This free smartphone app will be available to all who live, work or go to college in Delaware in the Google Play Store and the App Store beginning on Sept. 15. After downloading the app, you will be able to use your phone in the fight against COVID-19 without compromising your privacy or personal information. **COVID Alert DE** uses Bluetooth Low Energy (BLE) technology to quickly alert users if they have been in close contact (within 6 feet for 15 minutes or more) with someone who has tested positive for COVID-19. The app also allows users to log their symptoms daily, so they can check back and review at any time. And it keeps users up to date on the fight against COVID-19 in Delaware.



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### Who should use COVID Alert DE?

Everyone 18 and older who lives, works or goes to college in Delaware, and uses an Android or Apple phone is encouraged to download and use **COVID Alert DE**.

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### Why is COVID Alert DE important?

**COVID Alert DE** alerts app users of potential exposure, even before they may experience symptoms, so they can act quickly and take the steps needed to protect themselves and others. Knowing about a potential exposure allows you to self-quarantine immediately, get tested, and reduce the potential exposure risk to your family, friends, neighbors, co-workers or fellow students. The more people in Delaware who use **COVID Alert DE**, the greater the likelihood that you will receive timely anonymous exposure alerts that will ultimately lead to slowing the spread of COVID-19 and protecting others.

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### Is my privacy protected?

Absolutely. The State of Delaware takes privacy seriously. The **COVID Alert DE** app protects your privacy and does not collect or share any personal information that can identify you. The app does not use GPS navigation to collect movement or geographic location of individuals. Instead, this app uses Bluetooth proximity-enabled exposure notification service technology provided by Apple and Google. Therefore, your identity can never be revealed to anyone. At all times, you are in control and remain anonymous. And if a person tests positive for COVID-19, it's up to them whether they share their result anonymously through **COVID Alert DE**. You can delete the app or turn off alerts at any time. You decide.

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## COVID Alert DE: FAQs p. 2

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### How does COVID Alert DE work?

**COVID Alert DE** works by using random Bluetooth keys that change every 10-20 minutes. Phones with the app installed will share these random keys anonymously if they are in close proximity. Positive COVID-19 results submitted by other app users are checked against the list of random keys they have encountered in the past few days. If there is a match, **COVID Alert DE** alerts the individual, taking into account the date and duration of the exposure, and the Bluetooth signal strength, which is used to estimate proximity.

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### How do I download COVID Alert DE?

The free **COVID Alert DE** app is available for download via the App Store and the Google Play Store.



### Is it possible to get an app alert and be contacted by a contact tracer?

Yes. This app supports the work of the Division of Public Health's Contact Tracing teams. If someone who tests positive for COVID-19 identifies you as a close contact when speaking to a member of the Contact Tracing team, another member of the team will contact you. However, if you receive an exposure alert through the app, it will not trigger a contact or call back from the Contact Tracing team.

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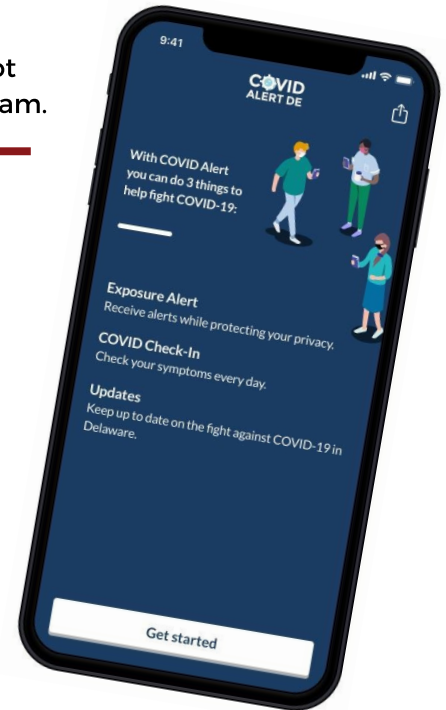
### Are other states in our region using a similar app?

Pennsylvania's app - COVID Alert PA - uses the same technology as Delaware's app, which allows for interoperability. We expect additional states in the region to use the same platform. But it is important for you to download the app of the state in which you are currently living and where you expect to be tested if needed.

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### Is this different than the exposure notification app launched by Google and Apple?

Yes, it is. **COVID Alert DE** is the official exposure notification app of the State of Delaware. In addition to alerting users if they have been in close contact with someone who has tested positive, **COVID Alert DE** allows users to log their symptoms daily and stay up to date on the fight against COVID-19 in Delaware.



### How do I get more info about COVID Alert DE?

Additional information is available at [de.gov/covidalert](https://de.gov/covidalert). Questions about partnership opportunities should be directed to [DHSS\\_TownHall@delaware.gov](mailto:DHSS_TownHall@delaware.gov). General questions about **COVID Alert DE** can be directed to [DPHCall@delaware.gov](mailto:DPHCall@delaware.gov).

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