



University of New Haven



CoVerified User Guide for University of New Haven Students and Employees

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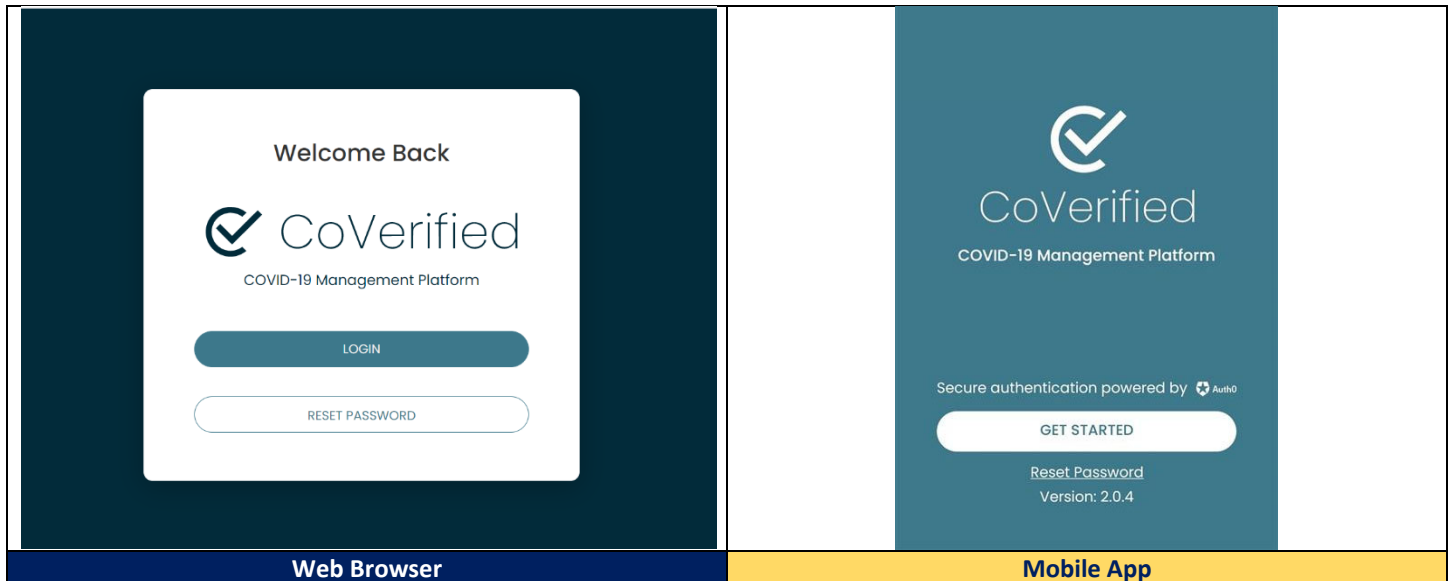
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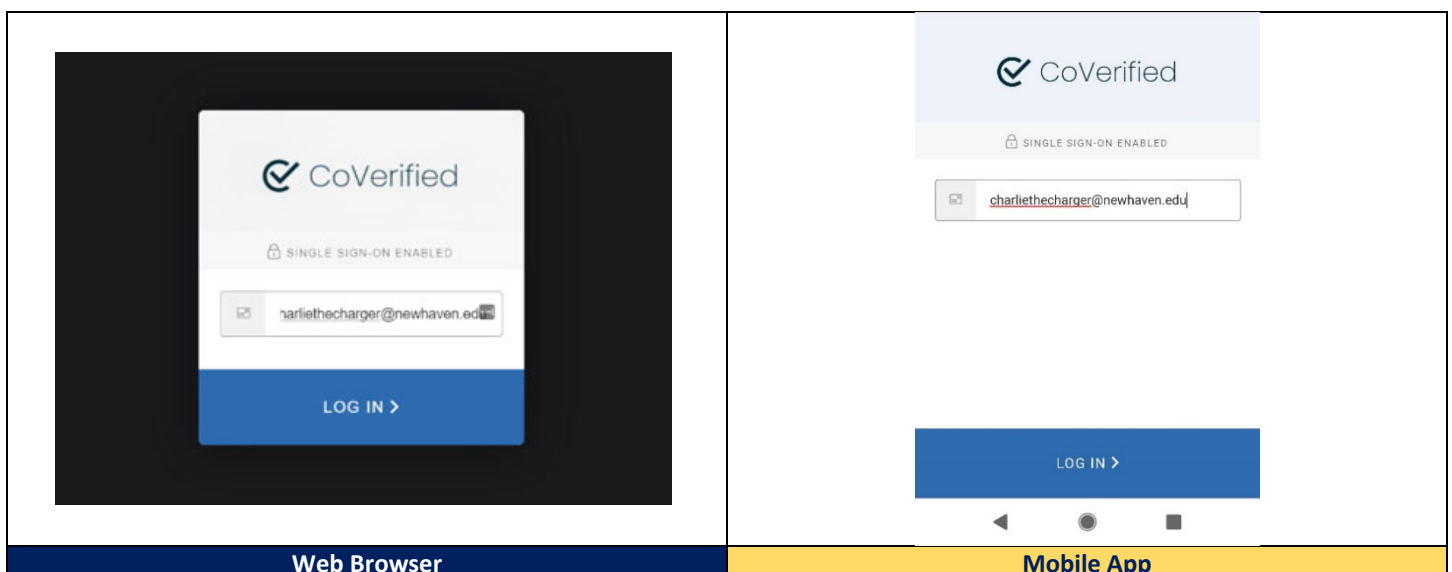
Getting Started with CoVerified



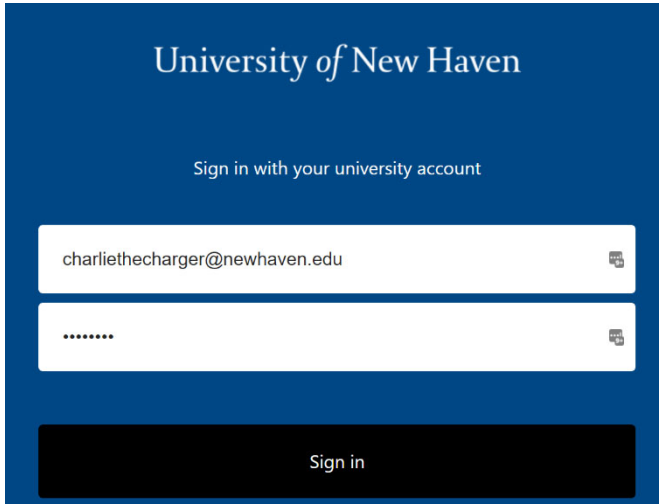
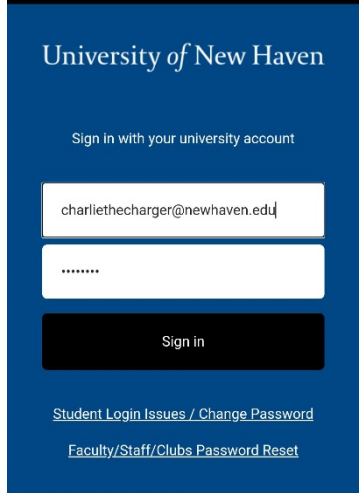
CoVerified can be accessed through a web browser (<https://campus.coverified.us>) or as a mobile app (download from Apple Store or Google Play by searching "CoVerified Campus.").

When accessing CoVerified for the first time, you will see the screens shown above.

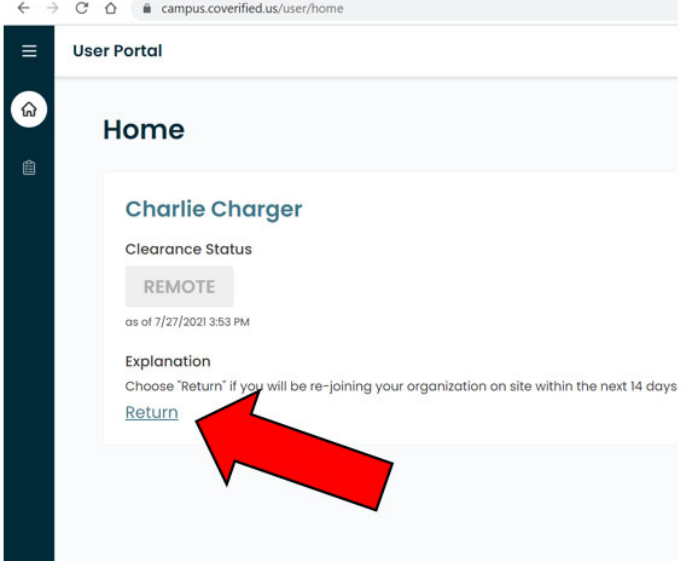
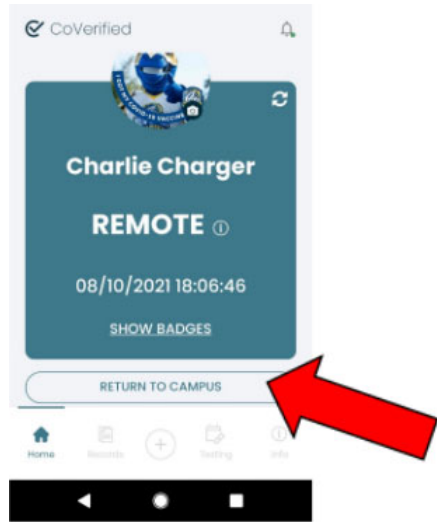
Click "Login" (web browser) or "Get Started" (mobile app).



Enter your **FULL** university email address, then click **LOG IN**.

 <p>University of New Haven</p> <p>Sign in with your university account</p> <p>charliethecharger@newhaven.edu</p> <p>.....</p> <p>Sign in</p>	 <p>University of New Haven</p> <p>Sign in with your university account</p> <p>charliethecharger@newhaven.edu</p> <p>.....</p> <p>Sign in</p> <p>Student Login Issues / Change Password</p> <p>Faculty/Staff/Clubs Password Reset</p>
Web Browser	Mobile App

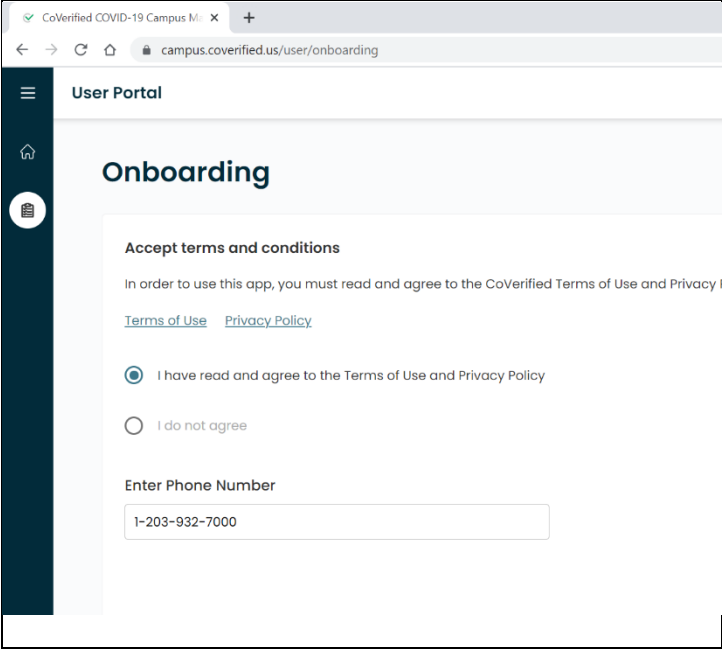
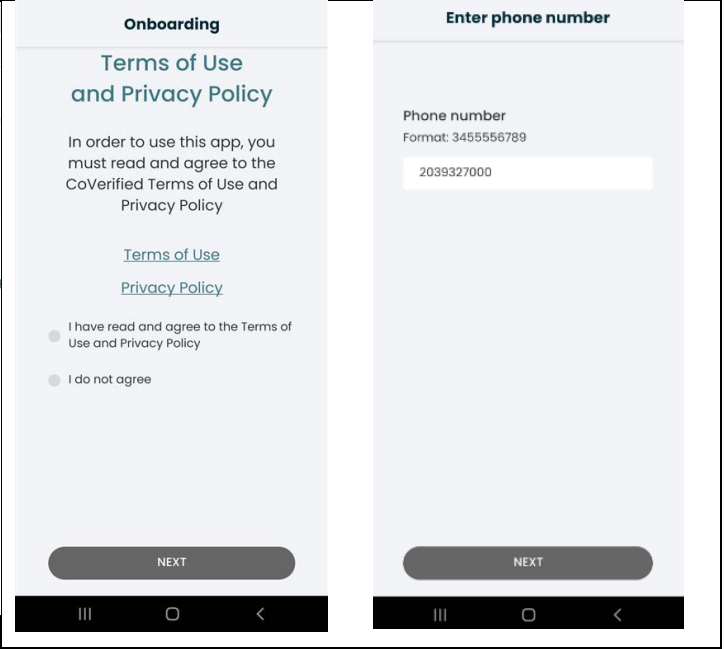
After entering your full university email address, you will be redirected to the University's Single Sign On (SSO) system. **Enter your University credentials and click "Sign in."**

 <p>campus.coverified.us/user/home</p> <p>User Portal</p> <p>Home</p> <p>Charlie Charger</p> <p>Clearance Status</p> <p>REMOTE</p> <p>as of 7/27/2021 3:53 PM</p> <p>Explanation</p> <p>Choose "Return" if you will be re-joining your organization on site within the next 14 days</p> <p>Return</p>	 <p>CoVerified</p> <p>Charlie Charger</p> <p>REMOTE ⓘ</p> <p>08/10/2021 18:06:46</p> <p>SHOW BADGES</p> <p>RETURN TO CAMPUS</p>
Web Browser	Mobile App

The first time you log in, by default you will be REMOTE.

Click the “Return” link (browser) or “Return to Campus” button (app) and complete the onboarding process to progress.

Note: Click “Return” or “Return to Campus” even if you are not intending on coming to campus right now. This is the only way to begin the necessary onboarding required to use the app.

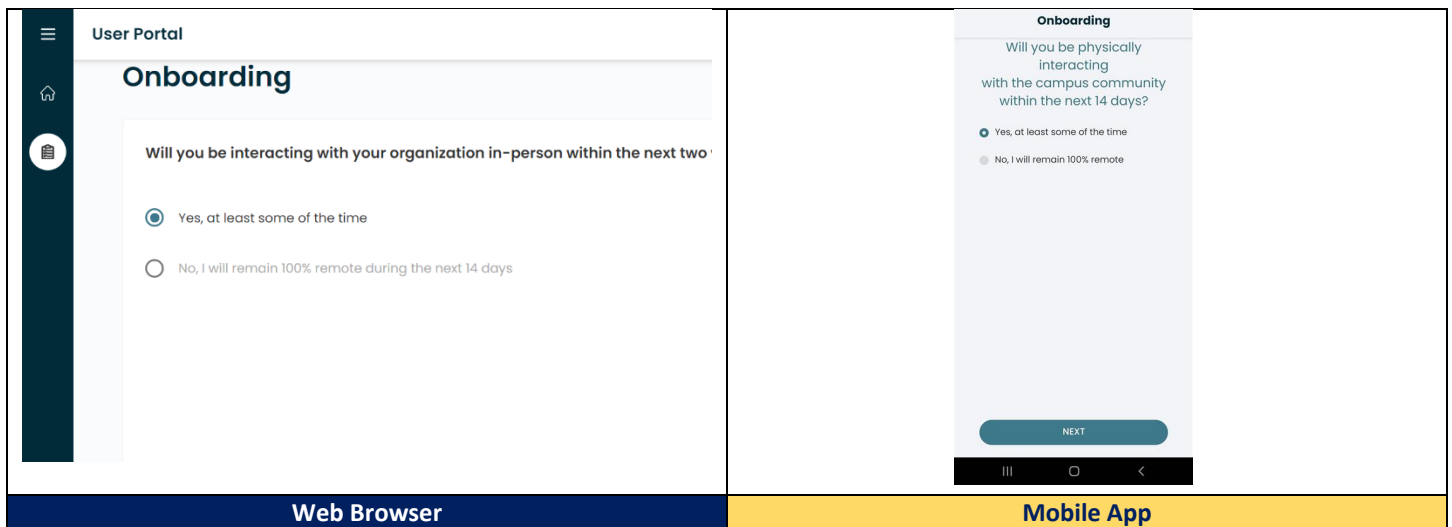
 <p>A screenshot of the CoVerified web browser onboarding page. The page title is 'Onboarding' under a 'User Portal' header. It contains a section 'Accept terms and conditions' with a paragraph stating that users must agree to the Terms of Use and Privacy Policy. There are two radio buttons: the first is selected and labeled 'I have read and agree to the Terms of Use and Privacy Policy', and the second is labeled 'I do not agree'. Below this is a text input field labeled 'Enter Phone Number' containing the value '1-203-932-7000'.</p>	 <p>Two screenshots of the CoVerified mobile app onboarding process. The first screenshot, titled 'Onboarding', shows the 'Terms of Use and Privacy Policy' section with a paragraph explaining the need to agree to the terms. It includes links for 'Terms of Use' and 'Privacy Policy', and two radio buttons: 'I have read and agree to the Terms of Use and Privacy Policy' (selected) and 'I do not agree'. A 'NEXT' button is at the bottom. The second screenshot, titled 'Enter phone number', shows a 'Phone number' field with the format '3455556789' and a text input field containing '2039327000'. A 'NEXT' button is also at the bottom.</p>
Web Browser	Mobile App

Web: When using CoVerified in a web browser, on the first page of the onboarding section you must agree to the Terms of Use and Privacy Policy, AND enter your phone number.

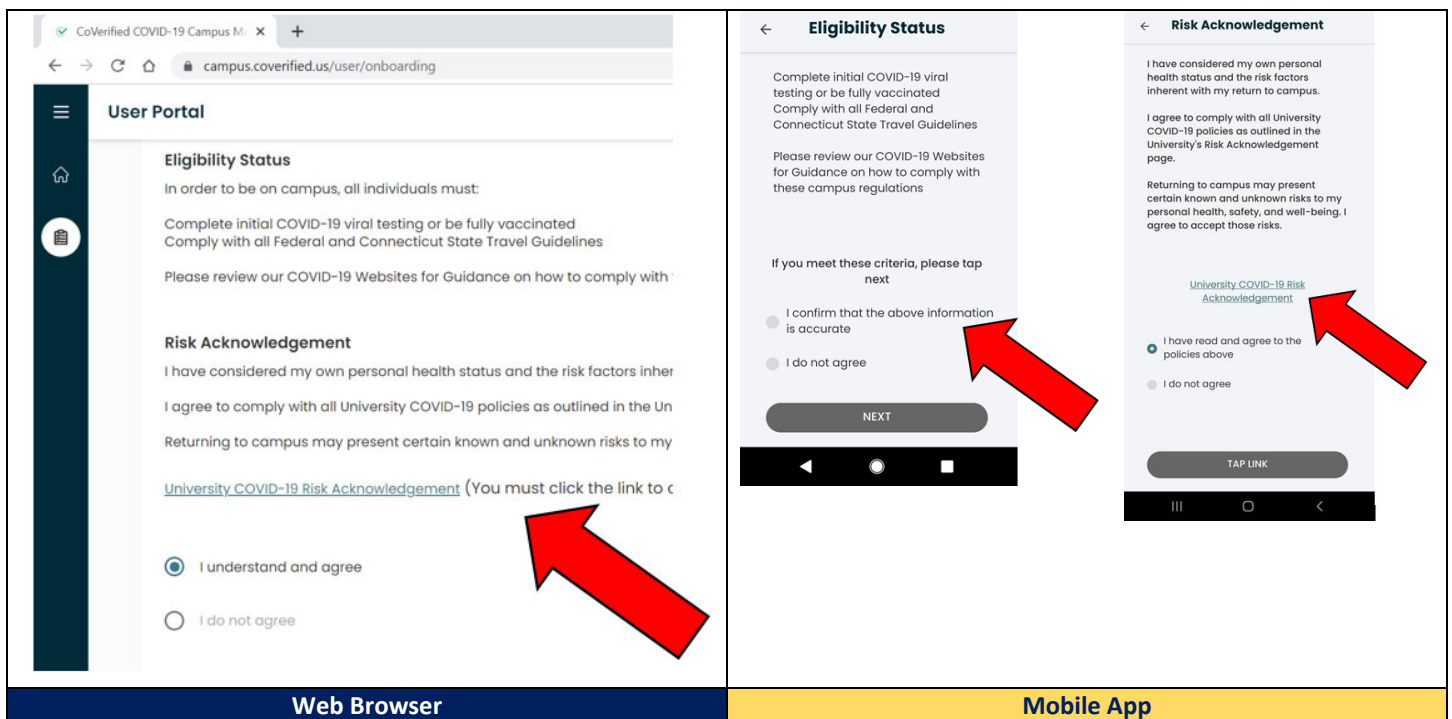
Your phone number must be entered in the **exact** format shown on the screen
1-XXX-XXX-XXXX

**App: On the first screen, you must agree to the Terms of Use and Privacy Policy. On the second screen, enter your phone number in the exact format shown on the screen
XXXXXXXXXX.**

Note: Users who do not have a U.S.-based phone number may use the University’s main number, 1-203-932-7000



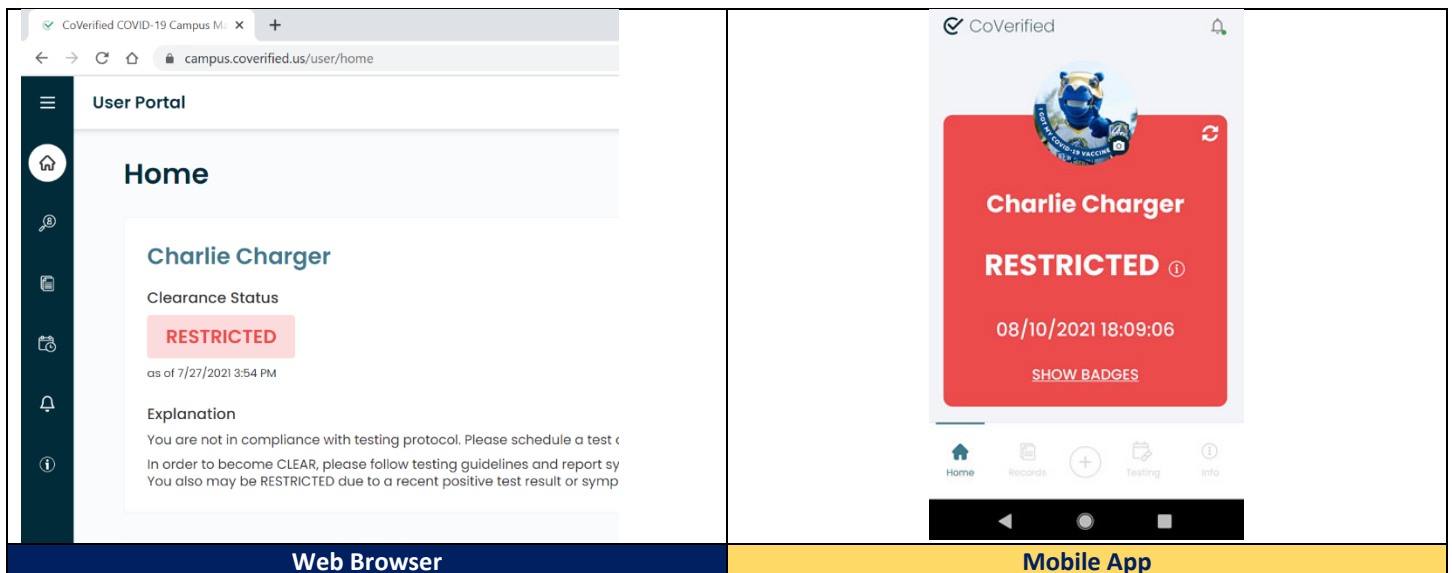
On the next onboarding page, you **MUST select “Yes, at least some of the time.”**



Web: On the final page, you must **click the link for the “University COVID-19 Risk Acknowledgement”** and check the button for **“I understand and agree.”**

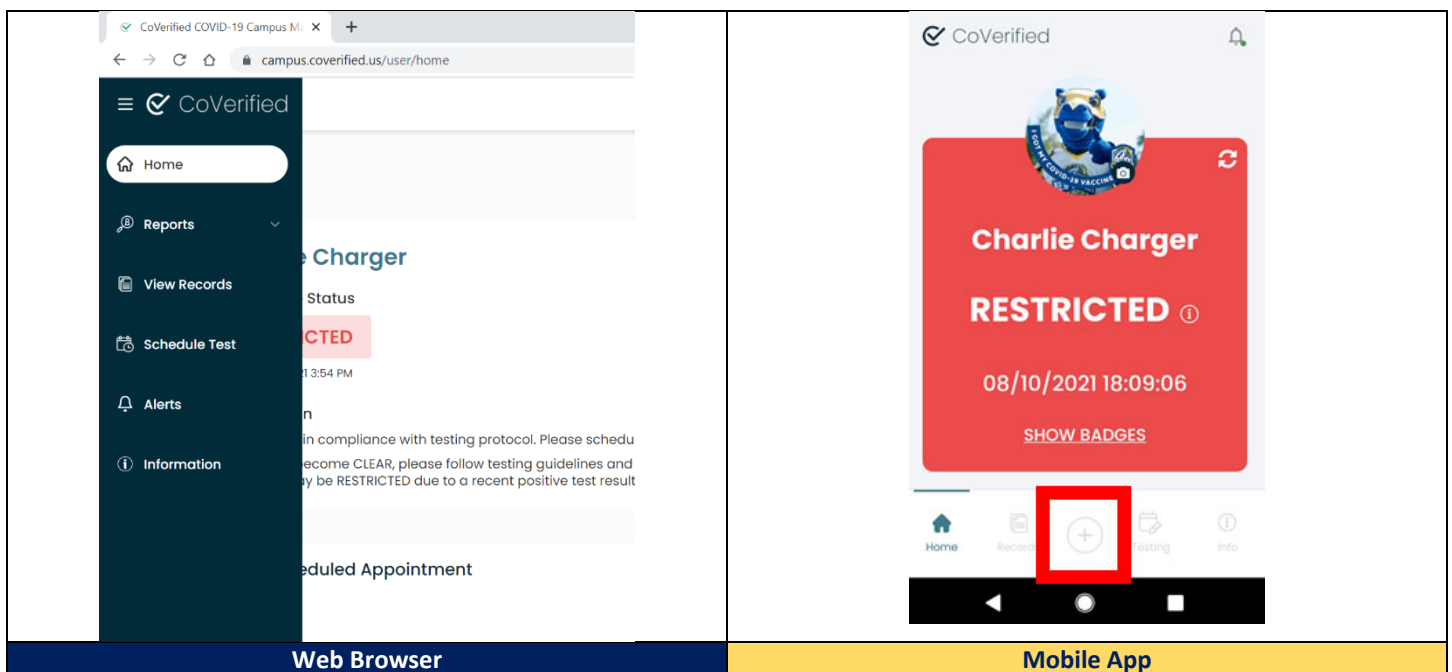
App: On the next screen, **choose “I confirm that the above information is accurate.”**

On the next screen, tap the link to open the **“University COVID-19 Risk Acknowledgement,”** then choose **“I have read and agree to the policies above.”**



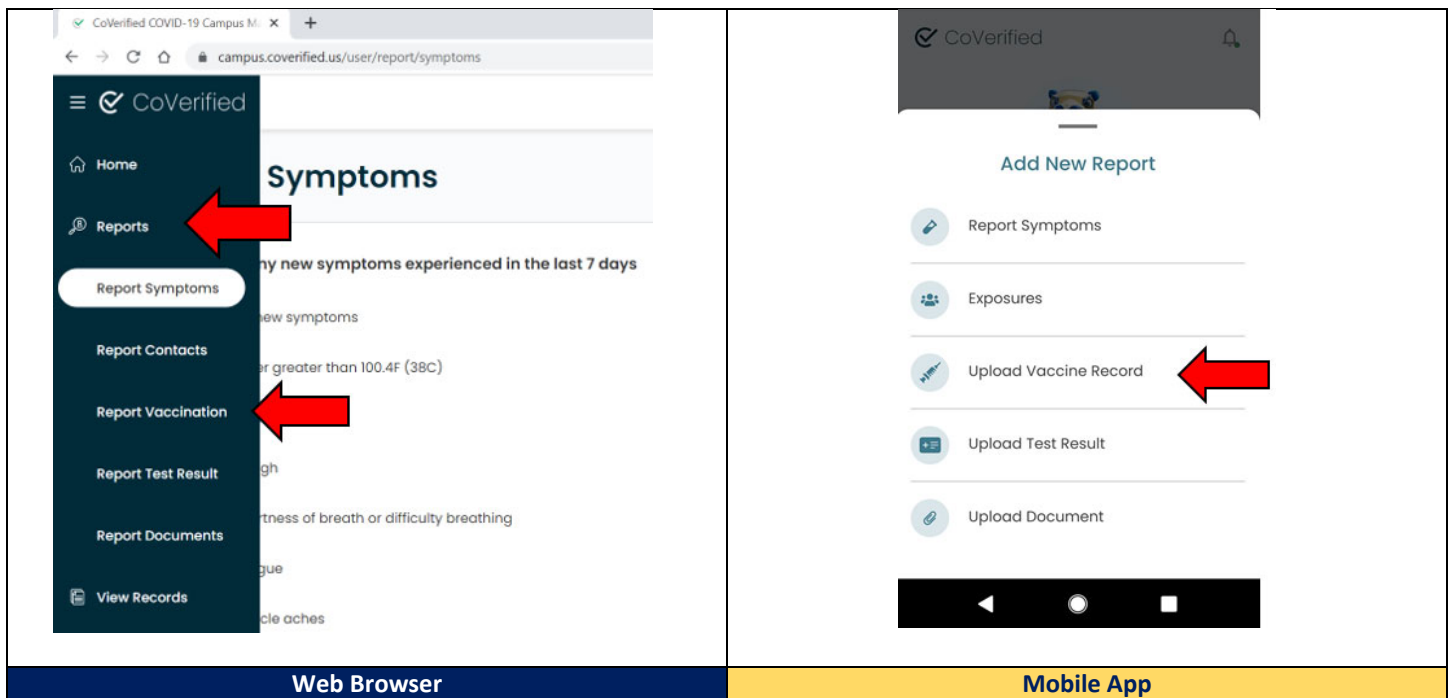
Once you have successfully completed onboarding, this is what your screen will look like. **Congratulations, You're Restricted!** You will need to Submit a Vaccination Record or Negative COVID-19 Test Result to achieve "Cleared" status.

Submitting a Vaccination Record



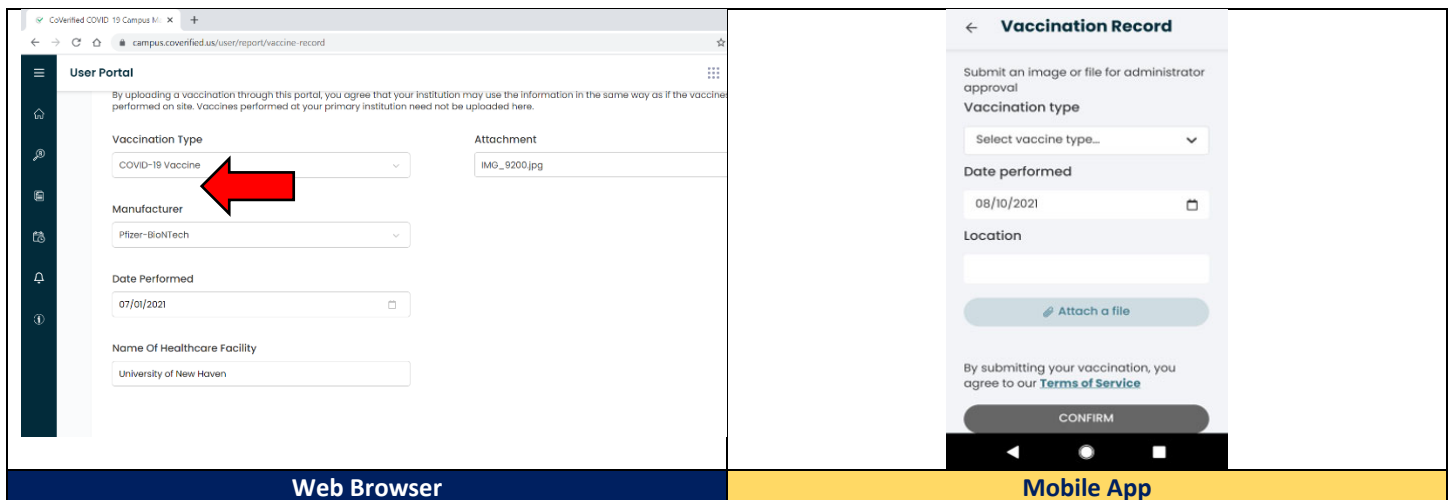
Web: **Point your mouse over the ribbon on the left side of the screen.**

App: **Tap "+" on the bottom, center of the screen.**



Web: Click “Reports” and then “Report Vaccination.”

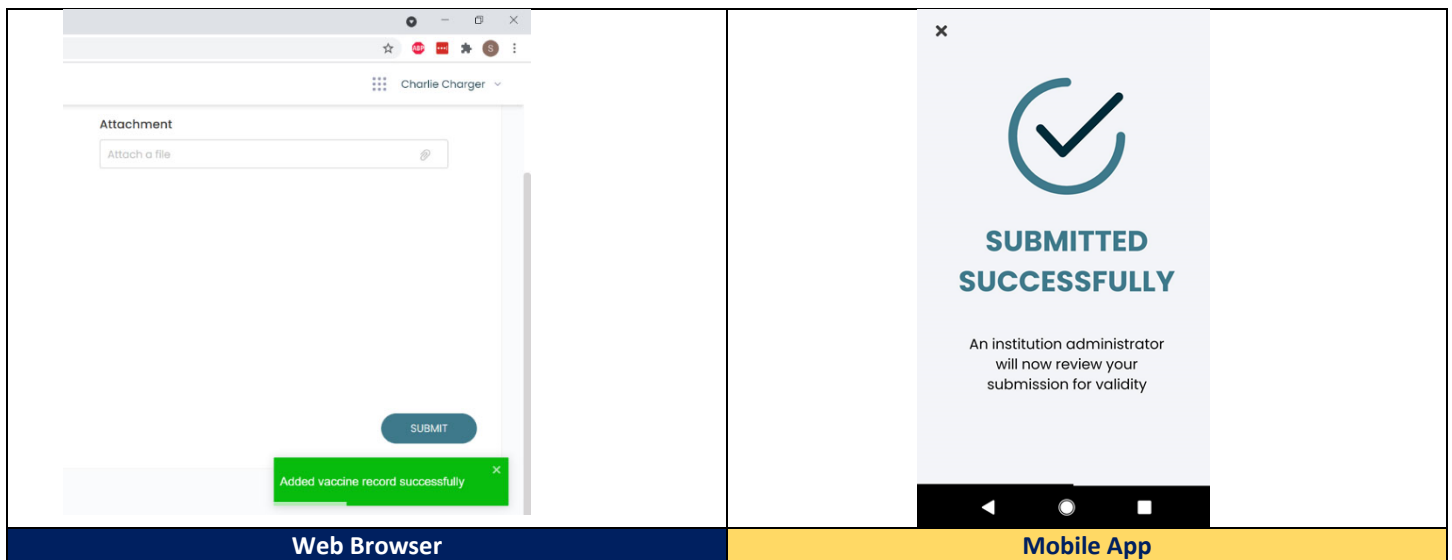
App: Tap “Upload Vaccine Record.”



Fill in each box and attach your vaccine record.

IMPORTANT NOTES:

- The “date performed” you enter **MUST** be the date of your **FINAL** injection. *Do not submit records of the first dose of any 2-dose series. ONLY the FINAL dose.*
- The attachment **MUST** be legible and include your names, the type (manufacturer) of vaccine, and injection date(s).
- The attachment **MUST** be smaller than 10MB.



Success! You've uploaded your Vaccination Record.

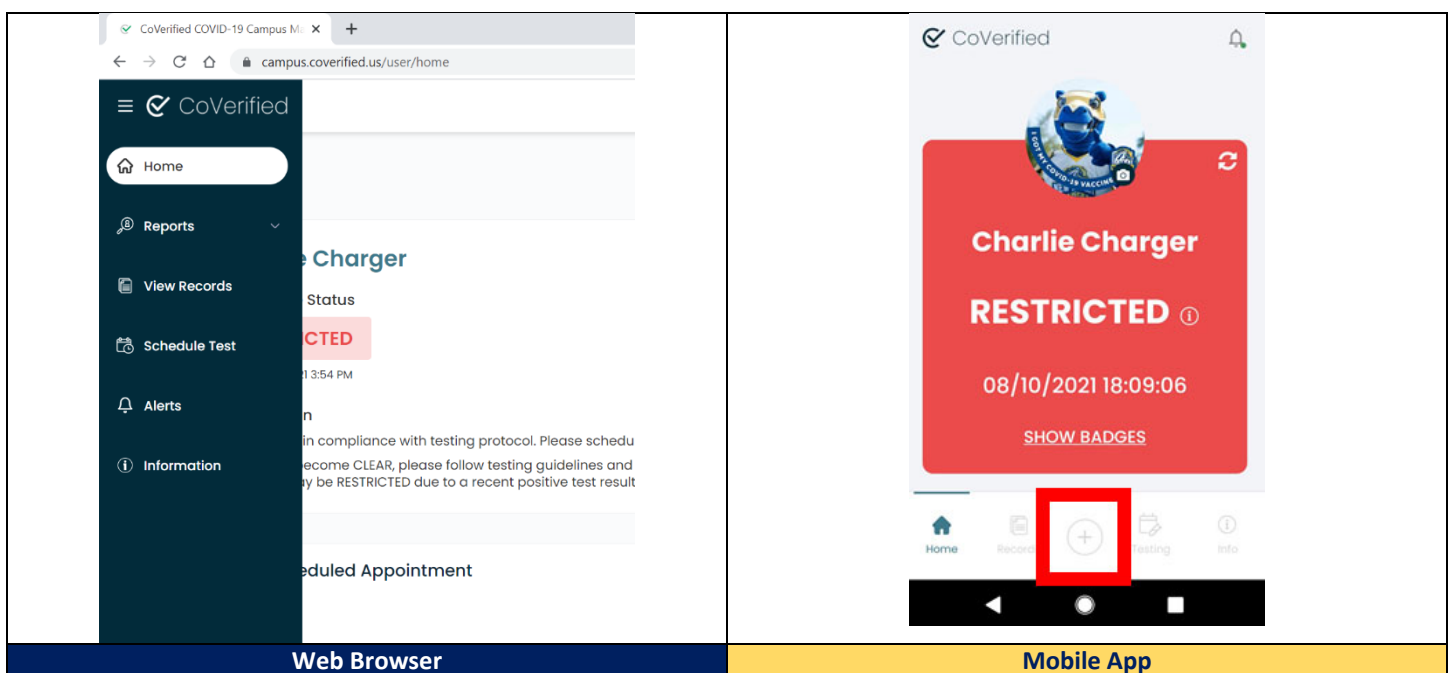
PLEASE NOTE: **ALL** submissions must be manually reviewed by a member of the University's CoVerified team. You should allow at least 24 business hours for this review to occur.

If a submission is rejected, you will receive an email and app notification with the reason why.

Submitting a COVID Booster Record

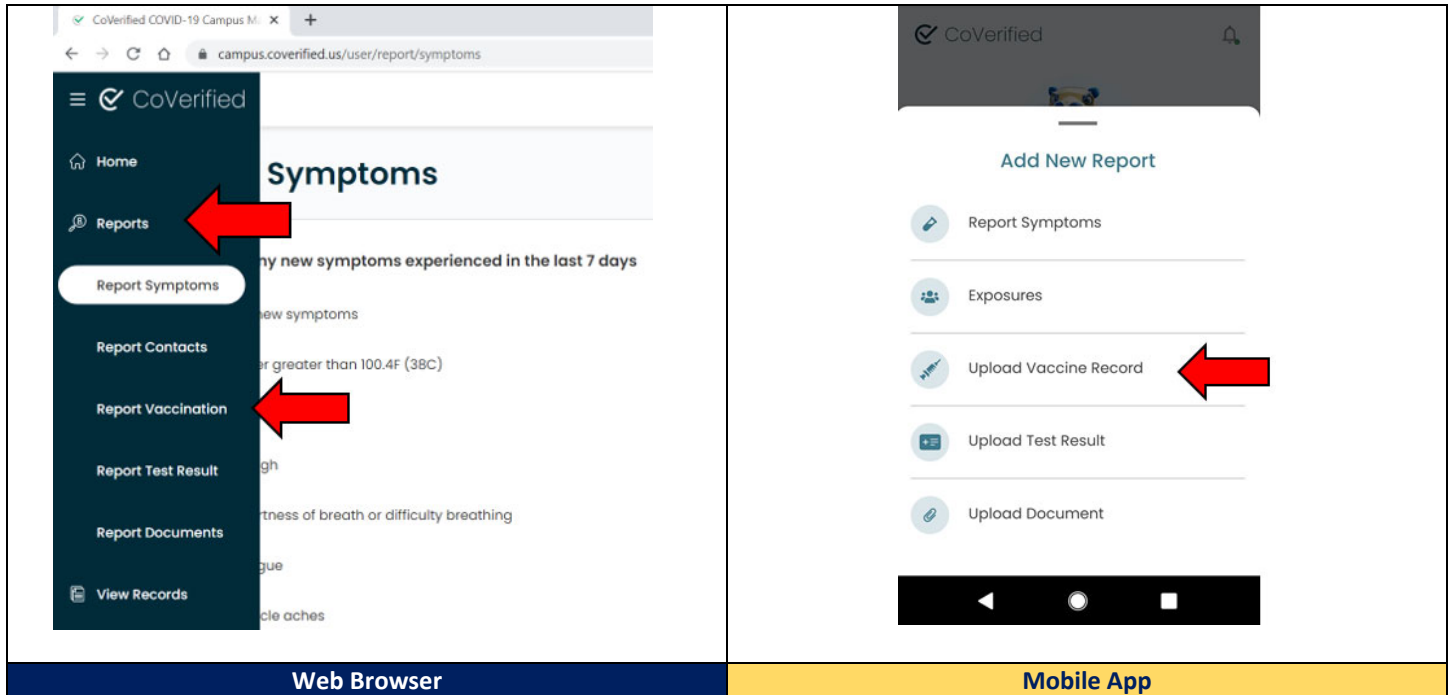
IMPORTANT NOTE: Your application must be updated to version 2.3.0 or later to upload booster records

For instructions on updating your application visit: <https://mycharger.newhaven.edu/web/mycharger/coverified>



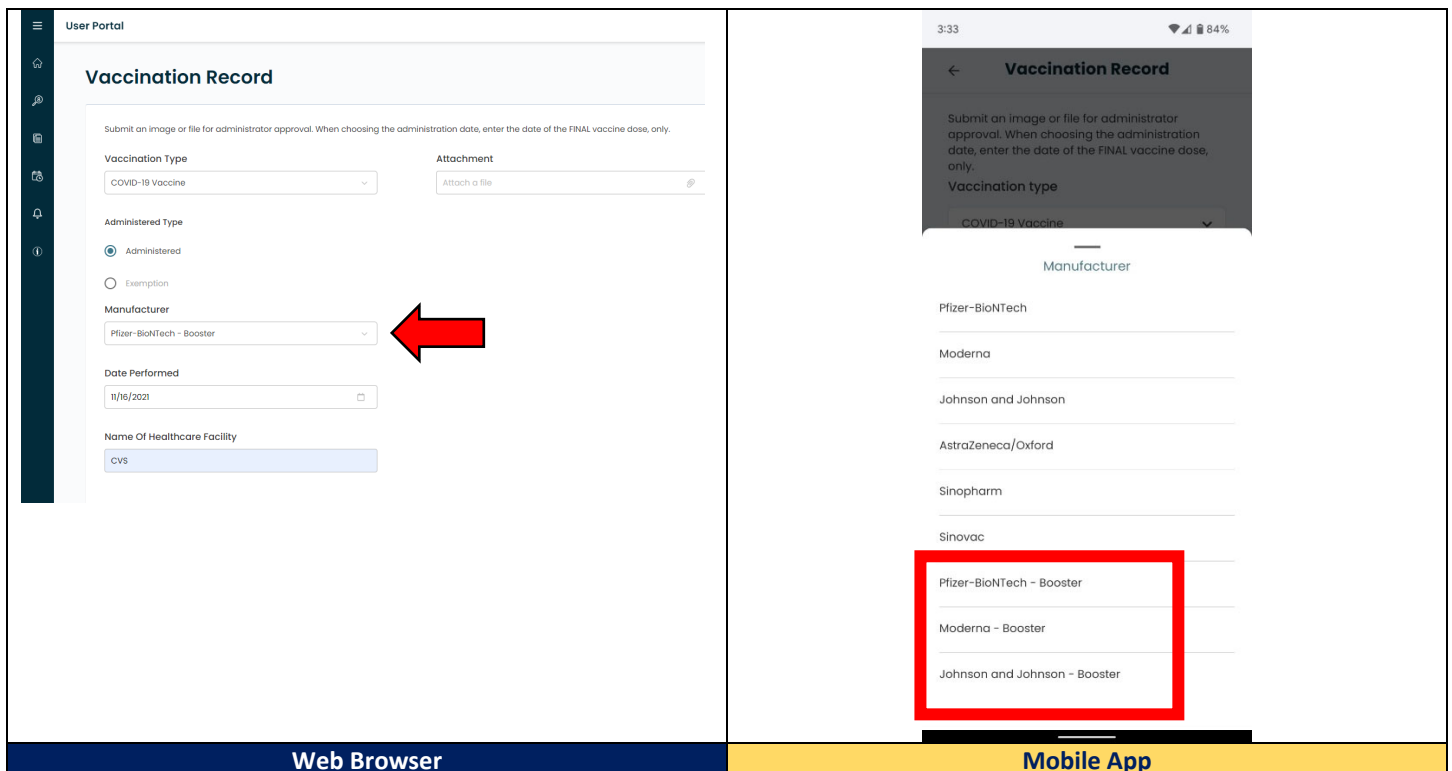
Web: Point your mouse over the ribbon on the left side of the screen.

App: Tap “+” on the bottom, center of the screen.



Web: Click “Reports” and then “Report Vaccination.”

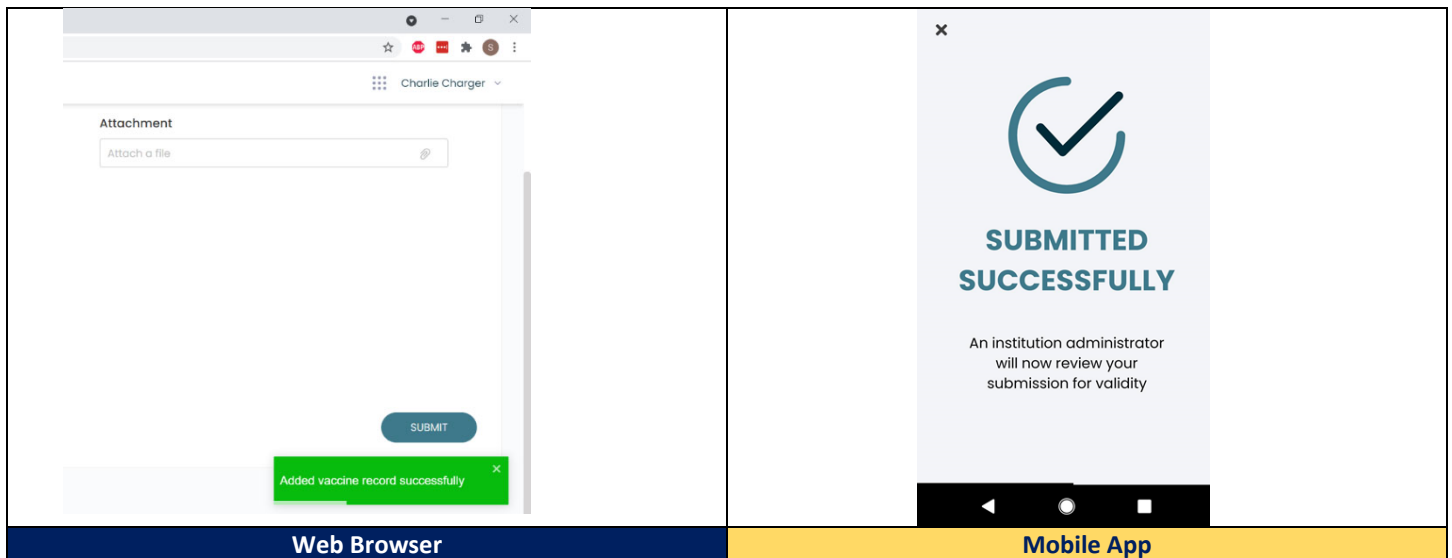
App: Tap “Upload Vaccine Record.”



Fill in each box, making sure to select the booster in the manufacturer drop down, and attach your vaccine record.

IMPORTANT NOTES:

- The “date performed” you enter **MUST** be the date of your **BOOSTER** injection.
- The attachment **MUST** be legible and include your names, the type (manufacturer) of vaccine, and injection date(s).
- The attachment **MUST** be smaller than 10MB.



Success! You’ve uploaded your Booster Vaccination Record.

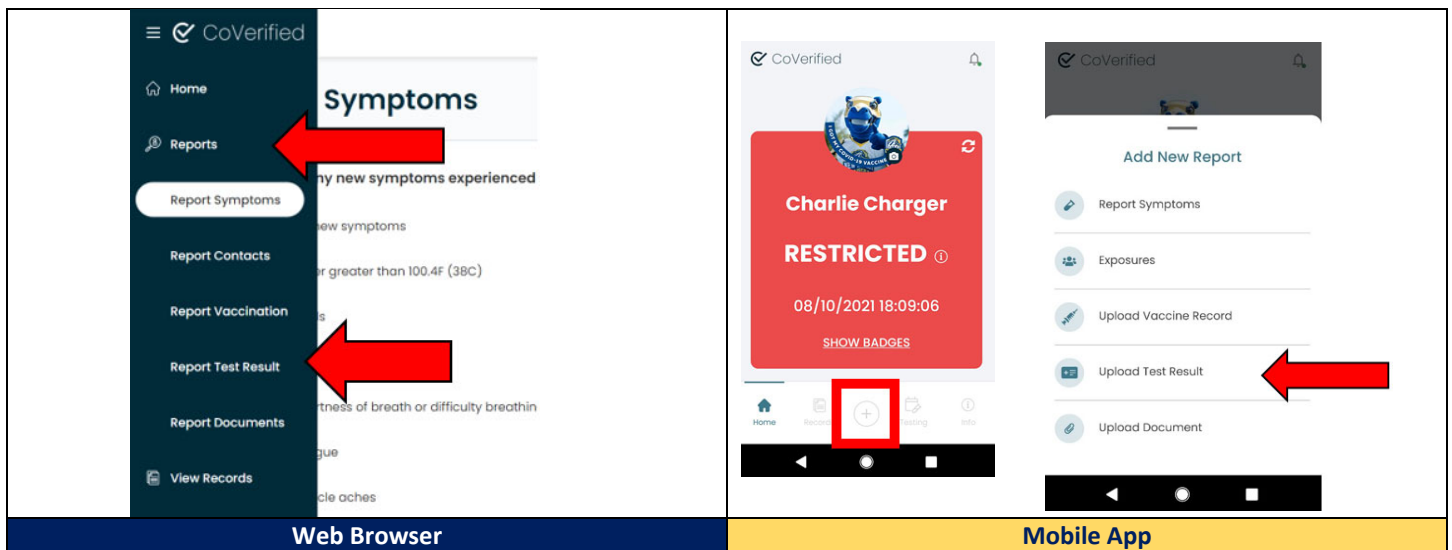
PLEASE NOTE: **ALL** submissions must be manually reviewed by a member of the University’s CoVerified team. You should allow at least 24 business hours for this review to occur.

If a submission is rejected, you will receive an email and app notification with the reason why.

Submitting a Test Result

ONLY results from OFF-CAMPUS tests should be submitted to CoVerified.

On-Campus test results are uploaded automatically by our Testing Center and if you upload one, the CoVerified administrators are going to 😞



Web: Move your mouse over the ribbon on the left side of the screen. Click “Reports” and then “Report Test Result.”

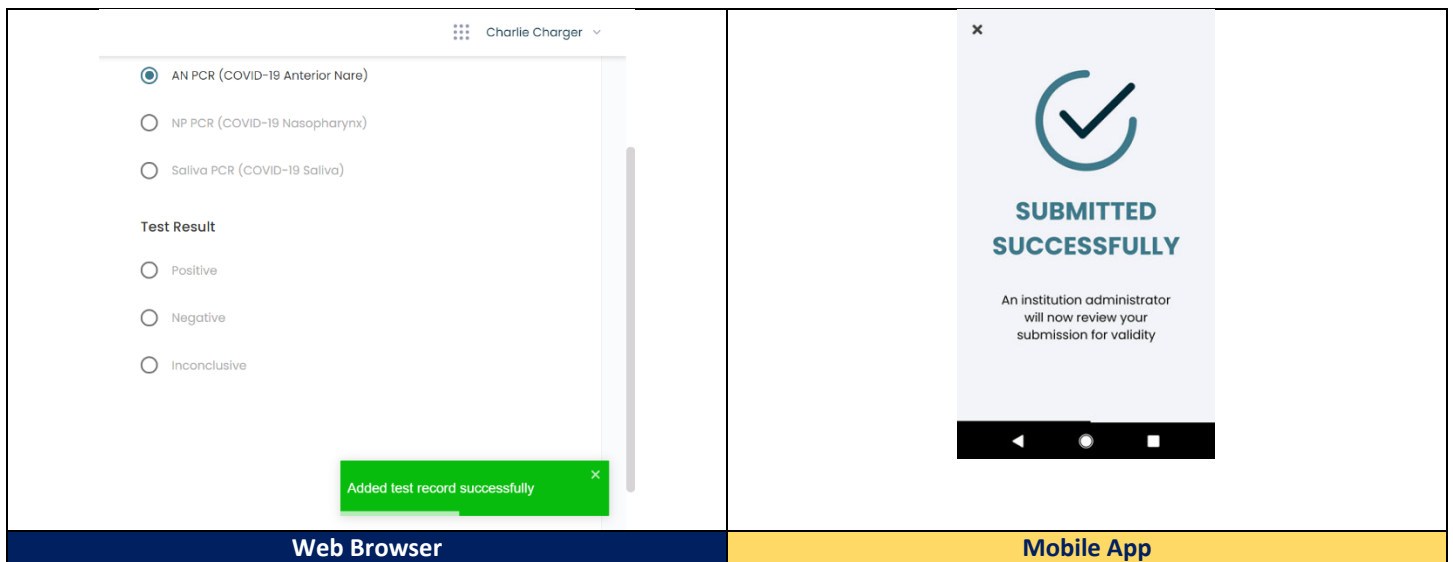
App: Tap “+” on the bottom, center of the screen. Tap “Upload Test Result.”

<p>campus.coverified.us/user/report/test-result</p> <p>portal</p> <p>By uploading a test result through this portal, you agree that your institution may use the information in the same way as if the test site. Tests performed at your primary institution need not be uploaded here.</p> <div> <div> <p>Date Performed</p> <input type="text" value="07/27/2021"/> </div> <div> <p>Test Type</p> <p><input checked="" type="radio"/> AN PCR (COVID-19 Anterior Nare)</p> <p><input type="radio"/> NP PCR (COVID-19 Nasopharynx)</p> <p><input type="radio"/> Saliva PCR (COVID-19 Saliva)</p> </div> </div> <div> <p>Name Of Location</p> <input type="text" value="Docs Medical"/> </div> <div> <p>Attachment</p> <input type="text" value="IMG_9200.jpg"/> </div> <div> <p>Test Result</p> <p><input type="radio"/> Positive</p> <p><input checked="" type="radio"/> Negative</p> <p><input type="radio"/> Inconclusive</p> </div>	<p>Report Test Result</p> <p>Date Performed 08/10/2021</p> <p>Location <input type="text"/></p> <p>Test type Select test type...</p> <p>Test Result Select test result...</p> <p>Attach a file</p> <p>By submitting your test result, you agree to our Terms of Service</p> <p>CONFIRM</p>
Web Browser	Mobile App

Fill in each box and attach your test result.

IMPORTANT NOTES:

- The “date performed” you enter **MUST** match the **collection date** on your test result (*i.e. the date the test was performed – NOT the date you received the results*).
- The attachment **MUST** be legible and include your name, the type of test, collection date, and test result.
- The attachment **MUST** be smaller than 10MB.



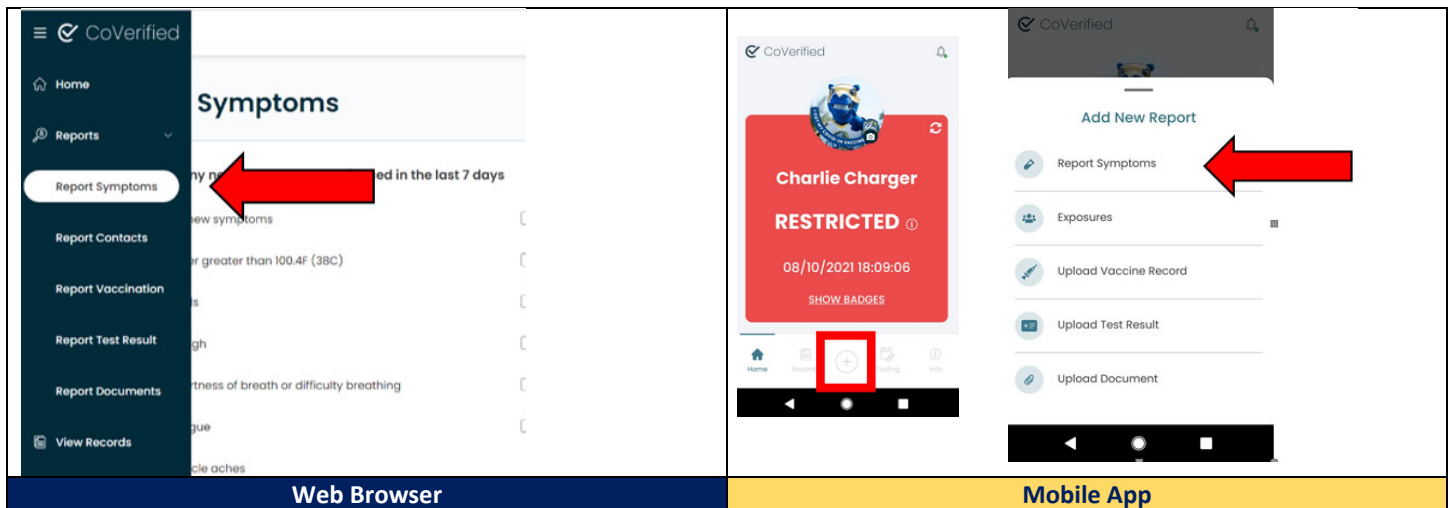
Success! You've uploaded your Test Record.

PLEASE NOTE: **ALL** submissions must be manually reviewed by a member of the University's CoVerified team. You should allow at least 24 business hours for this review to occur.

If a submission is rejected, you will receive an email and app notification with the reason why.

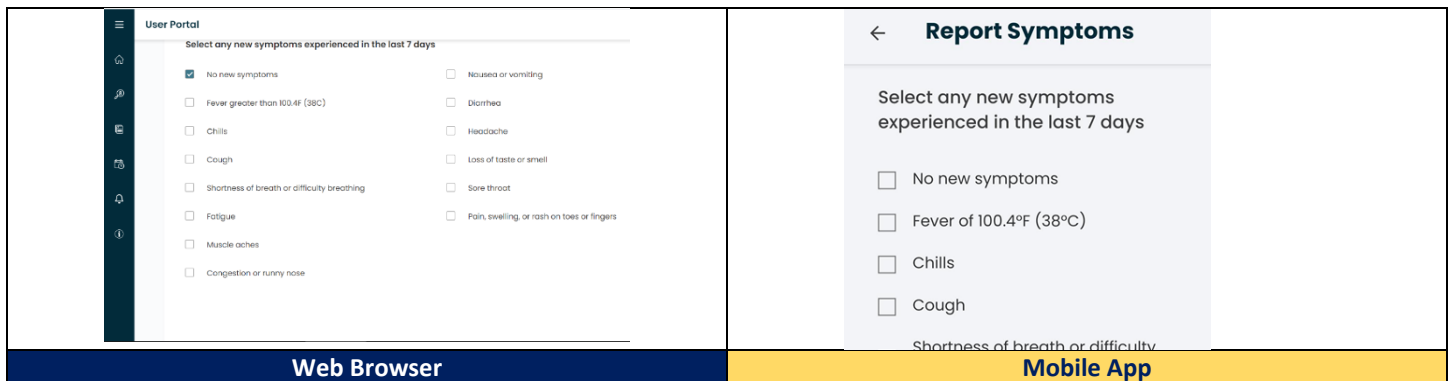
Completing a Symptom Report

ALL users, regardless of vaccination status, must complete symptom reporting daily.



Web: Move your mouse over the ribbon on the left side of the screen. **Click “Report Symptoms.”**

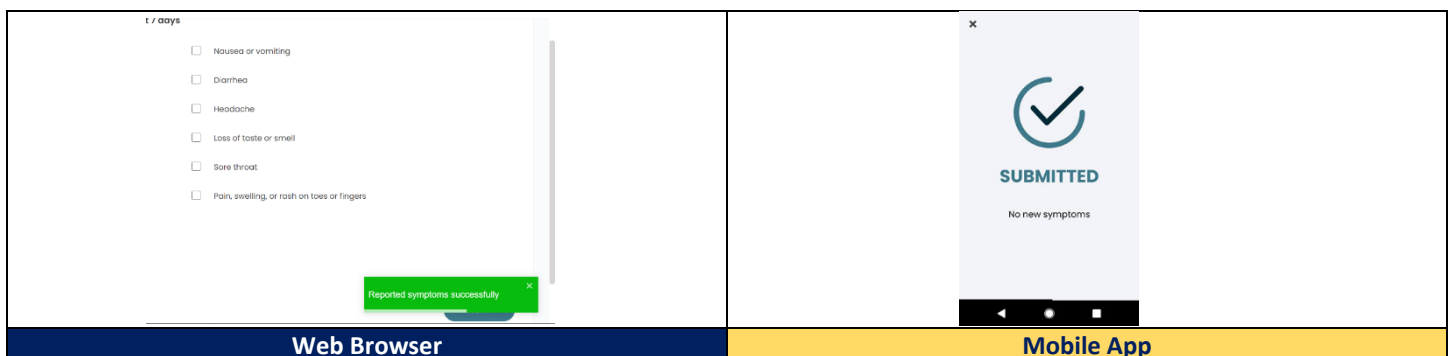
App: Tap “+” on the bottom, center of the screen. Tap “Report Symptoms.”



Review the list of symptoms and select any unusual symptoms you are experiencing.

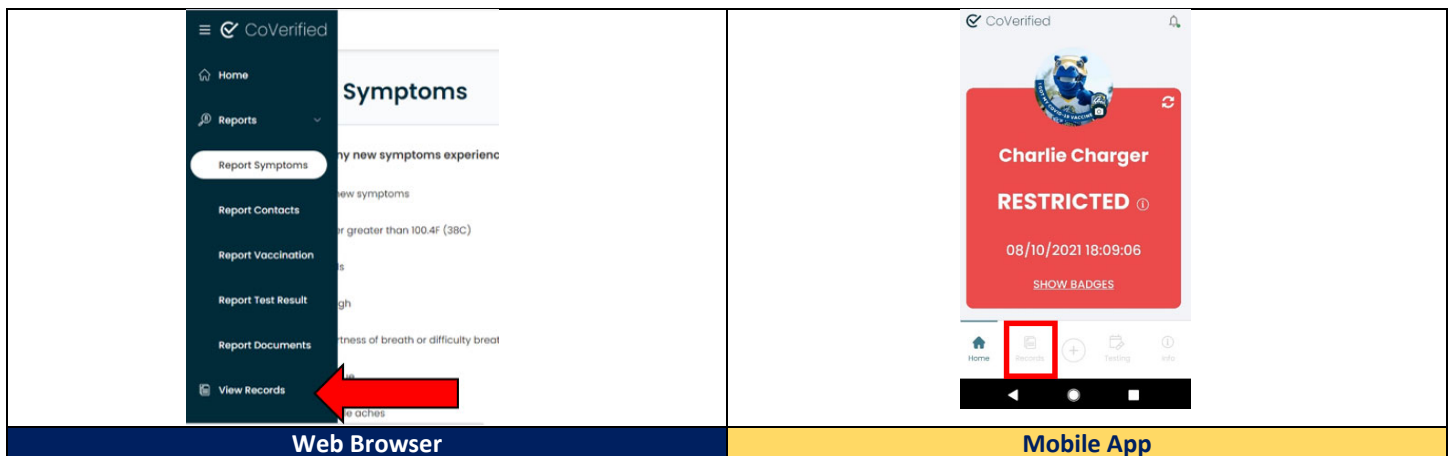
Symptom reports are sent to Health Services (students) or Human Resources (employees) for appropriate follow-up.

Select “no new symptoms” if you are not experiencing any unusual symptoms.



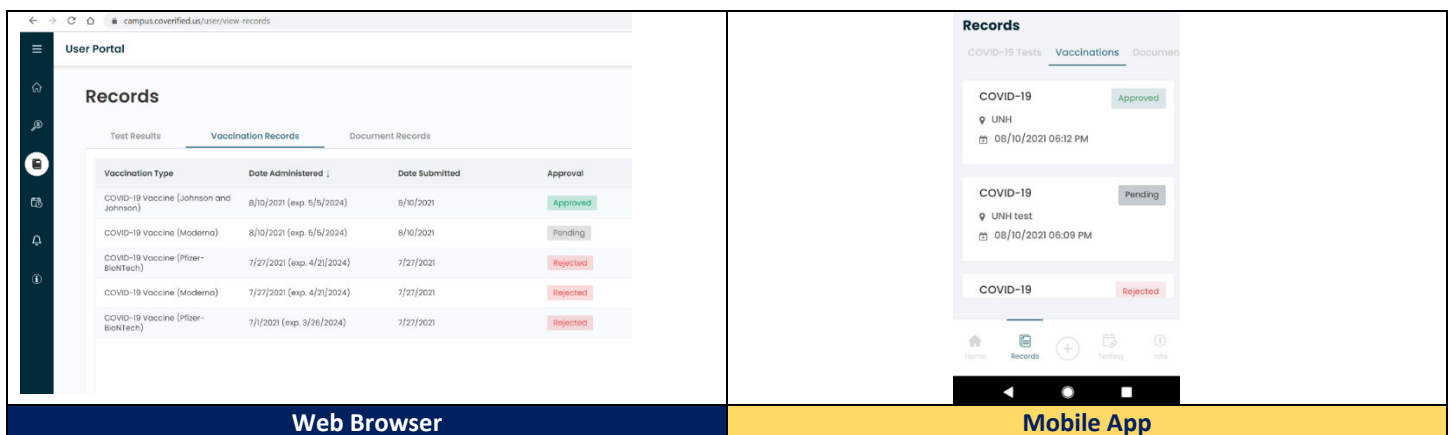
Congratulations! You have no new symptoms.

Viewing accepted, rejected, or pending submissions

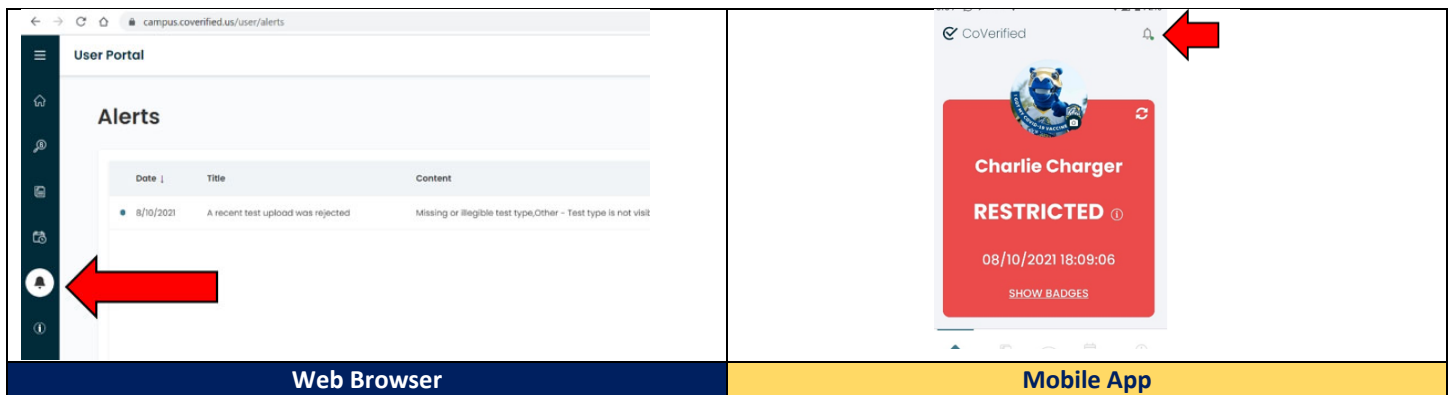


Web: Move your mouse over the ribbon on the left side of the screen. **Click “View Records.”**

App: On the app homescreen, **tap “Records.”**



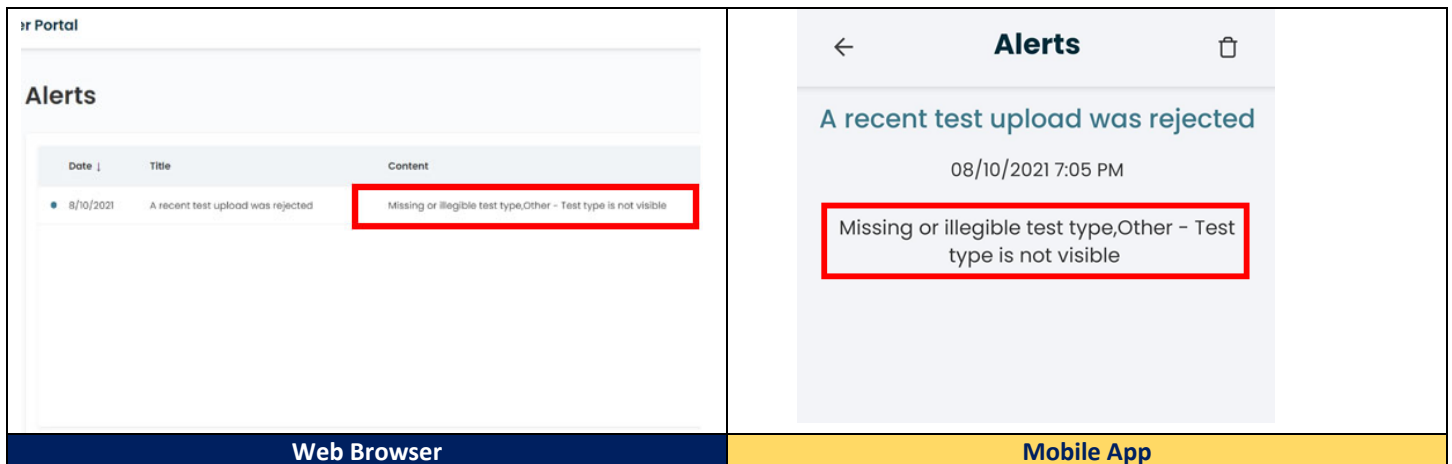
Select the appropriate tab on the top of the screen (Tests, Vaccinations, Documents) to see approved, pending, or rejected records.



When records are rejected, you can view the reason

Web: **Select “alerts”**

App: **Select the “bell” icon**



The rejection reason can be viewed under the “content” area of the web portal or the body of the mobile app alert. This means you need to correct the issue and re-submit your upload.