Safer Badgers Guide

Safer Badgers is the official COVID-19 app for UW–Madison. The app provides pandemic resources to support community health and safety.

This page will guide you through getting started with the app, using it, solving problems that may arise, and getting help.

FAQs and other information appear on the Safer Badgers website.

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Using the App

- **Safer Badgers - Replacing the APK Android app with the Play Store version**

  If you previously installed the Android version of Safer Badgers from a source other than the Google Play Store, you must replace the Box download with the Google Play Store version.

  See Safer Badgers – Replacing the APK Android app with the Play Store version for detailed steps.

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- **Setting up the app**

  For detailed, step-by-step instructions on setting up the app, see Safer Badgers – Getting started with iOS and Android.

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- **Setting up a loaner device**

  For detailed instructions is setting up a loaner device from DoIT, please see Safer Badgers – Loaner Device Setup Instructions.

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- **Getting your test results and what to do if you test positive**
Test results are expected to be available within 24 hours, often sooner, and will appear under the “Your COVID-19 Event History” section in the Safer Badgers app. To see your results, tap the More Info arrow for your most recent test. You will also receive a push notification on your phone alerting you that you have a new message on the Safer Badgers app.

Students living in residence halls who receive a positive test are required to isolate for 10 days in designated on-campus spaces. Faculty, staff and students who live off-campus or choose to isolate in an off-campus location should also isolate for 10 days.

If you test positive for COVID-19, the app will note that you are in isolation and your access to campus buildings will be denied for that period. If you are not experiencing any symptoms within the last 24 hours of your isolation, you will be able to once again access campus buildings and will be exempt from testing for 80 days.

See Safer Badgers – Viewing your Test Results for additional details.

- Receiving exposure notifications

The Safer Badgers app tells you if you may have been exposed to COVID-19, securely and anonymously.

To enable exposure notifications:

1. Enable the Exposure Notification feature during the app setup or in the Settings menu.
2. Allow Safer Badgers to use Bluetooth and location services when prompted.
3. Allow Safer Badgers to display notifications.

Your phone may display a notification that says “Checking for exposures...” while exposure notifications are enabled.

See Safer Badgers – Exposure Notifications for additional details.

- Reporting your symptoms (Symptom Check-in)

The Symptom Check-in feature lets you self-report symptoms and maintain a log of symptoms you are experiencing.

1. Tap on the Symptom Check-in button on the Safer Badgers Home screen.
2. Check the boxes next to any symptoms you are experiencing.
3. Tap Submit at the bottom of the page.

Important: Your building access status may change based on symptoms you’ve self-reported. Please test again at an on-campus testing location to regain building access.

You can view previously submitted symptoms by tapping View Health History from the Safer Badgers home screen.

See Safer Badgers – Symptom Check-in for additional details.

- Encryption keys and secret QR code

Safer Badgers uses encryption to protect your data in Safer Badgers. The COVID-19 QR secret code represents the encryption keys used. It enables Safer Badgers to:

- Unlock your test results and reported symptoms.
- Transfer your encryption keys to a second or replacement phone.

For your privacy and protection:

- We don’t store a copy of your QR code.
- Don’t share your QR code with anyone else.
- Don’t lose your QR code.

See Safer Badgers – Encryption Keys and Secret QR code for additional details.
- Data usage

The Safer Badgers app first tries to use your device's WiFi connection, if available. If your device's WiFi connection is too weak or if you have WiFi disabled, it will then use your cellular data.

Note: this is default behavior is subject to your device's settings and whatever changes you may have made to them.

If you’re using a Safer Badgers device borrowed from DoIT, there is no cost to you for data used.

- Accessibility

For the most up-to-date information on app accessibility, including known barriers and suggested workarounds, please see Safer Badgers App – Accessibility & Usability Information.

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Troubleshooting

- My app isn’t updating
- Unable to log in (iOS only)
- My status is "Not Available" and my building access is "Denied"
- iPhone: Connect your NetID fails with a blank page after logging in
- Safer Badgers is not available in my country's app store
- iPhone: Display problems when Larger Text is on
- My status is Not Available and my building access is Denied.
- My on-campus test results have not been delivered to my phone
- Additional troubleshooting advice for the app and loaner devices

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Safer Badgers Features & Downloads

Features

- Access campus buildings
  Present your Badger Badge to get building access.

- COVID-19 proximity notifications
  Find out if you may have been exposed, automatically and anonymously.

- Talk to a specialist
  Connect with health response teams and health care providers.
Safer Badgers download available on:

Apple App Store  Google Play

Safer Badgers is compatible with iOS 11 or later and Android 6 or later.
Please check your app store for updates regularly.

Get a loaner device

Don’t have a smartphone? The DoIT Help Desk will have devices available for loan at no charge to allow current students, staff and faculty who don’t have a smartphone to use the Safer Badgers app.

Request a Safer Badgers loaner device

The limited-use devices will be available to those who need to use the app but do not have access to a smartphone or do not wish to use their personal device. The loaner devices are limited to the Safer Badgers app and website and do not have general phone and app features and functionality like a commercial device.

- Device checkout began on January 11.
- Loans are open to current faculty, staff and students who need to be on campus.
- Loans will be available for the duration of the spring semester.
- Devices are locked down to access only the Safer Badgers app and Duo.
- Available to those who don’t have a smartphone or wish not to use their personal device.

If you still have questions about the loaner program, please email rentals@doit.wisc.edu or see Get Help from DoIT.

More Information

All updates appear on the COVID-19 Response website.

COVID-19 Response website
Get disability-related accommodations
The McBurney Disability Resource Center is the office for students with disabilities & classroom accommodation needs.

Get help with Safer Badgers
Call us at (608) 262-7777 during the following hours:
Mon-Fri: 7am-8pm
Sat: 7am-5pm
Sun: 8am-5pm

If you have questions, please email:
covidresponse@vc.wisc.edu

Still need help?
Contact The DoIT Help Desk