



## Frequently Asked Questions

### **Q. What information does the College provide to UnitedHealth Group?**

In order to create the database used for ProtectWell, the College submitted a roster that included first name, last name, employee/student ID number, email address, and work/college housing location or whether the employee/student is working/attending class 100% remotely.

### **Q. Does the College receive the symptoms that employees/students check in the app?**

No. The College receives only the individual's name, email address, whether the employee/student got an okay to go to work/class or a message to stay home or in their room, and the timestamp in which the app was used.

### **Q. Does the ProtectWell app diagnose if I have COVID-19?**

No. The ProtectWell app is only a symptom checker. If you have symptoms, please consult with your healthcare provider.

### **Q. If I have a concern with the privacy policy of ProtectWell, do I have to use the app?**

No. We still ask that you take your temperature every morning and complete the [Daily Health Questionnaire](#) before leaving your home/room.

### **Q. If I do not have a smartphone do I have to use the ProtectWell app?**

No. We still ask that you take your temperature every morning and complete the [Daily Health Questionnaire](#) before leaving your home/room.

### **Q. If I work remotely from time to time or do not work/have classes on the weekend, do I need to complete the app even on days when I am not on campus/attending classes every day?**

*Students:* Yes. Information about when symptoms appear and for how long they have been present can assist with the College's health and safety measures. Therefore, we are asking individuals to continue to use the app/questionnaire even on days when they are not attending classes. In addition, using the app/questionnaire is generally a good safety protocol to determine whether you are able to leave your designated residence.

*Faculty and Staff:* It depends. Faculty and staff who know they will be coming to campus periodically during the week are expected to use the app/questionnaire consistently, Monday-Friday, each day. Staff who are required to work on weekends must use the app/questionnaire every day, all seven days during the work week, Saturday-Friday.

### **Q. If I'm working remotely or taking classes online 100% of the time, do I need to use the ProtectWell app?**

No. However, if you must come to campus for any reason, then yes, you need to use the app or fill out the [Daily Health Questionnaire](#) before coming to campus.

### **Q. Why is there a QR code on the home screen of the app and do I need to use it?**

The ProtectWell app was designed for a variety of employers in various industries. The QR code was designed for those employers who have secured entrances and want their employees to scan in their daily check-in when they arrive to work. St. Olaf is not using the QR code, so you can ignore it.