

Frequently Asked Questions - CovScan

1. What is CovScan Cyprus?

CovScan Cyprus is an application for smart devices (mobile phones, tablets). The purpose of the application is to verify electronically the validity of the EU Digital COVID Certificate, in accordance with national directives in effect at the time.

2. How can I download the application?

CovScan Cyprus is immediately available for android devices and can be downloaded from Google Play, at <https://play.google.com/>. The application operates with versions of Android 8.1+. At a later stage, the application will also be available for iOS devices (versions of iOS 12.1+).

3. How to use the CovScan Cyprus application on Android smart devices?

To use the application, follow the steps below:

1. Before activating the CovScan Cyprus application on your smart device, make sure that your device is connected to the **internet**.
2. Start the application.
3. During the first use, the message "**Downloading Rules**" will appear on your smart device's screen. This will take a few seconds.
4. **During the first use, but also on a daily basis**, before starting to scan certificates, make sure that the **Trusted Public Keys** are **updated**. Select the icon on the top right (icon "?") where the application settings are displayed. Click and activate the update of the control information (select Trusted Public keys, icon "**Reload**"). This will take a few seconds.
5. Start scanning.

Note: Having updated National Control Rules and updated Trusted Public Keys are preconditions for the smooth operation of the CovScan Cyprus application and for ensuring reliable indications/results.

4. What is CovScan Cyprus used for?

Scanning the QR code on a certificate (in printed or digital format), the application provides the following results:

- **Green**: The certificate is a "**Valid vaccination certificate**" or a "**Valid Recovery certificate**", which is in accordance with the provisions of the Decree.
- **Blue**: The certificate is "**Valid**" and means that the holder of the certificate has undergone a PCR laboratory test with a negative result within the period of time defined in the Decree.
- **Yellow/Orange**: The certificate is "**Valid**" and means that the holder of the certificate has undergone a rapid antigen test with a negative result within the period of time defined in the Decree.
- **Purple**: The vaccination certificate is "Valid" only with the additional presentation of a negative PCR or rapid test result, within the period of time defined in the Decree, which must also be presented in the form of an EUDCC and will be subject to check through the CovScan Cyprus application.
- **Red**: The certificate is "**Invalid**". The "Invalid" indication will also correspond to cases of revocation of recovery and vaccination certificates of individuals who have been tested positive to Covid-19, for the period during which they remain under self-isolation/mandatory isolation.

5. What is **Purple** result?

The "purple" colour result corresponds to the following cases, for which, according to the Decrees, an additional presentation of a negative PCR or Rapid Test result is required, with the sampling having taken place within the period of time defined in the Decree:

1. Presentation of a single dose vaccination certificate for a two-dose vaccine and with not more than 35 days having elapsed since the vaccination date.
2. Presentation of a single dose vaccination certificate for a single-dose vaccine and with not more than 14 days having elapsed since the vaccination date.
3. Presentation of a single-dose vaccination certificate for a single-dose vaccine or for two-doses for a double dose vaccine, if more than seven (7) months have elapsed since the last dose.

6. What is the validity of the Safepass of people who have already issued an EUDCC but have subsequently tested positive?

The certificate of people who have tested positive to COVID-19 will be temporarily revoked for the period during which they remain under self-isolation/mandatory

isolation, and during the check of the validity of the EU Digital COVID Certificate (EUDCC) the CovScan Cyprus application will present the certificate as **Red**: "Invalid".

It is noted that these persons will **not** be able to issue new EUDCC certificates **before** their release.

7. Which categories of citizens are excluded from the mandatory check through the CovScan Cyprus application?

The following are excluded from the mandatory check through the CovScan Cyprus application:

1. People aged 65 and over,
2. People aged 14 and under,
3. Turkish Cypriot citizens vaccinated in areas of the Republic of Cyprus, where the Government does not exercise effective control,
4. Tourists (i.e. persons not permanently residing in the Republic and legally entering the Republic) who have been vaccinated in countries other than those of the European Union, the European Economic Area (Norway, Iceland, Liechtenstein) or Switzerland,
5. Permanent/legal residents of Cyprus who have been vaccinated in countries other than those of the European Union, the European Economic Area (Norway, Iceland, Liechtenstein) or Switzerland, and
6. Individuals who are proven and after a decision of the Medical Council are not recommended to be vaccinated, and who must present the special card issued by the Ministry of Health and at the same time a negative PCR or rapid test on a weekly basis.

8. What are the local regulations?

The CovScan Cyprus application returns a VALID result in the following cases (regulations according to the MoH decree dated 14-12-2021):

- upon completion of all three vaccination doses in case of the two-dose vaccine, or two vaccination doses in case of the single-dose vaccine (booster dose).
- for a certificate of recovery from COVID-19 within the last 6 months
- for a negative molecular laboratory test for COVID-19 within the last 72 hours

- for a negative rapid antigen test for COVID-19 performed in the last 48 hours for persons over 18 years, in the last 72 hours for ages 12-17 and in the last week for ages 6-11.

9. What are the possible reasons for incorrect indications through the CovScan Cyprus application?

Having **updated National Control Rules** and **updated Trusted Public Keys** are preconditions for the smooth operation of the CovScan Cyprus application and for ensuring reliable indications/results. The date and time of the last update is shown at the end of the Settings menu of the application, under Reload. If NO date is shown (or if the date is not marked “today”), check the internet connection and try again.

10. In case of a problem regarding the use of CovScan Cyprus, which is not related to the above cases, where can I get assistance from?

For any problem you can contact the Service Centre for COVID-19 issues via email info@eudcc.gov.cy or at the phone number 1474 for Cyprus numbers and +357 22285757 for foreign numbers and calls from abroad.

To facilitate the problem assessment process, please provide the Service Centre with all relevant information:

- Nature of the problem
- Device details e.g., manufacturer and model
- Android version - appears in Device Settings
- CovScan Cyprus application version - appears in the Settings (top right) of the application

11. How is the CovScan Cyprus application automatically updated?

On **Android** smart devices you must activate the “Auto-update apps” from the “Play store” application.

12. What is the procedure for issuing the EU Digital COVID Certificate?

The User Guide explaining in detail the procedure for issuing the EU Digital COVID Certificate is available on the www.eudcc.gov.cy Portal.

13. What is the format of the European Digital COVID certificate and which are its main characteristics?

The European Digital COVID Certificate can **be issued and presented in digital and/or printed form**. It contains a QR code with digital stamp that ensures its authenticity and is verified by the scanning of the code through the CovScan Cyprus application. Its content appears in both Greek and English language and it is issued free of charge.