

Alhosn app – website FAQs

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FAQs

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About Alhosn

1. What is Alhosn?

Alhosn is the official UAE app for contact tracing and health testing related to COVID-19. It provides you with access to test results and notifies you if you have contacted confirmed cases of COVID-19. Using a health colour coding system, Alhosn will help identify and allow those free from COVID-19 to go to public spaces and workplaces. By using the app, you can help stop the spread of COVID-19 and keep your family, friends, and colleagues safe.

2. How does Alhosn protect me?

The app will help you to:

- **Protect yourself:** Alhosn helps contact tracers notify you faster if you were in contact with someone who has COVID-19, advising you to be tested immediately.
- **Protect your loved ones:** being contacted earlier allows you to better protect those around you, reducing the spread of the virus.
- **Protect your community:** Alhosn makes it easier to complete contact tracing on a national level, containing the spread faster, and protecting the wider community.

3. I have already downloaded CovidTrace and StayHome, do I need to download Alhosn as well?

Yes, please download and use Alhosn to receive your test results on COVID-19 to support the UAE health authorities in their contact tracing efforts.

4. Who should use Alhosn?

Everyone in the UAE should use the Alhosn app. The effectiveness of the app is based on nationwide use to ensure everyone is protected. In simple terms, the more people use the app, the safer everyone will be.

5. What is contact tracing?

Contact tracing is a method used to effectively control infectious disease outbreaks globally. It is based on identifying people who have been in close proximity to others that are infected, and then contacting them so they can be tested by the relevant health authority. Technology has made this laborious process faster and simpler.

6. How does Alhosn use contact tracing?

Alhosn uses Bluetooth technology to record and send signals to anyone nearby who also has the app installed. These Bluetooth signals perform a digital "handshake" and exchange anonymous data and timestamps between devices in proximity of one another with the app. The anonymous data is stored in an encrypted form temporarily on the user's phone and is deleted after three weeks. No personally identifiable information is collected throughout the entire process.

If someone tested positive for COVID-19, the health authority will ask them for this list of anonymous IDs and timestamps from the past 21 days for contact tracing. The health authority then analyses the data and notify those who may be at risk.

7. What is the Alhosn COVID-19 health coding system?

The Alhosn health coding system involves the generation of a unique personal QR code and a colour-coding system that determines the status of your health in relation to COVID-19. The colours represent the following:

- **Grey:** indicates you have no test results that are currently available
- **Green:** indicates you have been tested and you are healthy. This could grant you access to public places in the future.
- **Amber:** indicates that you need to be tested or retested due to possible exposure to COVID-19
- **Red:** indicates your most recent test returned positive and you must seek the advice of the local health authority.

Using Alhosn

1. Is it mandatory to download Alhosn?

No, it is not mandatory. But by using Alhosn, you can help stop the spread of COVID-19 and keep your family, friends, and colleagues safe. Protecting yourself protects your community.

2. How do I install Alhosn?

You can download the Alhosn app from the App Store, Google Play Store, Huawei AppGallery and Galaxy Store for free. You then register and authenticate by entering your Emirates ID and phone number followed by the one-time password (OTP) sent to your phone. You will need to turn on Bluetooth and push notifications on your smartphone to use the app.

An internet connection is required when you first install the Alhosn app. However, the app is whitelisted by the telecom operators, and data used will not be counted against the user's quota.

3. Can I see the test results of my dependents?

Yes. Within a family or household, parents and guardians can access the test results of dependents within their household as long as their Emirates IDs are registered under the same mobile number. Children, the elderly, and Persons of Determination should have accounts – everyone in the UAE should have an account.

4. Is Alhosn available in more than one language?

Yes, the app is currently available in Arabic, English and Hindi. We will consider further languages as the need arises.

5. Do I need to keep Bluetooth and my notification settings on after installation?

Yes, you need to keep your Bluetooth on at all times. Bluetooth is used to determine if you have been near someone carrying COVID-19. It is the key technology element that will help protect you and your family. If you turn off Bluetooth then you are disabling the app and taking an unnecessary risk.

6. Do I need to enable location permissions?

Yes, depending on your device. Some devices, for example Android devices, require the location permission to be granted in order for the Alhosn app to access Bluetooth features.

7. How do I know if the app is working?

The easiest way to make sure the app is working is to keep the app running and check or refresh it from time to time. If the app stops working for any reason you will receive a notification.

8. Do I need data or wi-fi to run the app?

Yes, although the app does not consume data under all circumstances, since it is whitelisted by the UAE telecoms operators.

9. Do I need to keep the app running all the time?

Yes. For the contact tracing to work, and for your safety, please keep the app running in the background at all times. Bluetooth and push notifications should always be kept on as well. The app needs to remain open especially when you are outside your home and in public places.

10. Have you optimised the app to preserve battery life?

Yes, Alhosn uses marginal normal battery life similarly to any other app you may have on your phone. If you usually have Bluetooth running on your phone, you will not notice any major difference to your phone battery consumption.

11. How do I get my COVID-19 test results via Alhosn?

Once the tests results are made available by the health authority, they will be displayed immediately on the Alhosn app.

12. Can I book a COVID-19 test through Alhosn?

No. Currently, Alhosn can only receive your test results.

13. Can I sync Alhosn with my smartwatch?

No, this function is not yet available.

14. Does Alhosn only work on Android and iOS devices?

Yes, the app has been designed to function on smartphones running on Android and iOS only.

15. I don't have a smartphone. How can I use the app?

Unfortunately, the app only works on smartphones. We are considering other options such as wristbands. Meanwhile, please follow the government's guidelines on social distancing and hygiene.

16. Do I need an Emirates ID to use Alhosn?

Yes. The app currently requires a valid Emirates ID number to register. However, forthcoming updates could enable alternatives such as a passport.

17. What happens if I change my phone?

If you change or lose your phone, you have to reinstall Alhosn on your new phone and register using the same Emirates ID and phone number as before to retrieve your profile.

18. Can I get help if I have problems installing or using Alhosn?

Yes. Please call 800 HOSN (4676).

19. I have registered but I have not received the OTP. What should I do next?

If you do not receive the OTP, please wait for 10 minutes then try again. If after 10 minutes, you still have not received the OTP then there may be a technical issue, which should be resolved in a few hours. Please contact us if you require additional support.

Privacy and Security

1. If I am contacted, how can I be sure it is the health authority?

When the health authority contacts you, they will validate your identity and provide you with support and guidance. Before they request you to share the contact tracing data, they will seek your consent and provide you with a unique code. You can verify the code with the corresponding verification code displayed in your app.

Official authorities will never ask you for personal financial details or request you to transfer any money. If you receive such a call, please notify the police immediately.

2. Can I choose what data is shared?

Yes. You need to give your consent when you register for your Alhosn account. This consent allows health authorities to obtain the list of anonymous IDs for the past 21 days for contact tracing. You also control who you share your test results with.

3. How is my data protected?

An important feature of the application is that it preserves the confidentiality of individuals by not sharing their information.

Your personal information is stored on the Alhosn app in an encrypted format. When the app communicates with other phones, your personal details are anonymised. The health authorities will only need to access the contact data list of an individual who is infected.

COVID-19

1. What should I do if I get a notification that I have been in close contact with someone who has COVID-19?

You should be tested immediately to ensure the safety of the people around you.

2. What should I do if I suspect I have been in close contact with someone with COVID-19?

You need to call the local health authority to report your suspicion and they will advise you accordingly.

3. Where can I find the latest updates on COVID-19 in the UAE?

You can visit the website and follow the social media channels of the Ministry of Health and Prevention (@mohapuae), the National Emergency Crisis and Disaster Management Authority (@NCEMAUAE) and your local health authorities for the latest news and developments about COVID-19 in the UAE.

You can also follow Alhosn social media channels (@AlHosnApp) for all our latest updates and tips to help you and your loved ones.