

Verify Ontario: Frequently Asked Questions

QUESTIONS AND ANSWERS

1. What is that status of the Verify Ontario App?

The government is ahead of schedule rolling out its enhanced vaccine certificate with a unique scannable Quick Response (QR) code along with the Verify Ontario app for businesses and organizations.

Businesses and organizations can download the free made-in-Ontario Verify Ontario app from the Apple App and Google Play stores starting on October 15, 2021. All organizations that require proof of vaccination are encouraged to download the Verify Ontario app, which makes it quicker and easier to confirm that visitors are fully vaccinated, while protecting their privacy.

2. Does a person's identity need to be confirmed along with vaccination status?

Yes. Businesses and organizations will have to confirm that the name of the individual on government-issued ID matches the name associated with the vaccine certificate.

3. Will the Verify Ontario app be able to scan and read Quebecers' QR codes?

The app is designed to work with Smart Health Card QR codes created in other jurisdictions. At launch the Verify Ontario app will work with QR codes issued by B.C., Quebec and the Yukon Territory. As more provinces roll out the Smart Health Card QR code, we will add them to our list.

We are actively working with other jurisdictions to provide them with the necessary information to enable Ontarians to use their enhanced vaccine QR code outside of Ontario and will update the list of compatible jurisdictions as we gain confirmation.

4. Can the Ontario QR codes work in other provinces (i.e. Quebec)?

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5. Can I use vaccine certificate tools developed by third parties (i.e. Vaccine Hunters new tool to house vaccine receipts inside Apple Wallet)?

Only official, government-issued QR codes are accepted with the Verify Ontario app. QR codes from third parties are not a valid form of proof of vaccination. Anyone using a third-party service should immediately switch and get an official QR code from the Ministry of Health at ontario.ca.

Ontario's official QR code meets the leading standard being adopted across Canada. Having an official Ontario QR code means it can be scanned in other provinces such as Quebec, British Columbia and the Yukon Territory.

The government cannot guarantee the security of privacy of third-party services.

6. Is the Grassroots tool associated with the Ontario Government's vaccine certificate app?

The app that Grassroots developed houses a person's vaccine credentials and is not affiliated with the app that the Ontario government is developing for businesses.

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7. Will the Grassroot QR code or codes developed by other third parties be compatible with the Verify Ontario app?

No. Many people who uploaded these to their digital wallets might not be aware that the QR code is not acceptable proof of vaccination and isn't compatible with Verify Ontario - to most users, a QR code is a QR code. So, by providing that custom yellow 'Not a government-issued certificate' result that recognizes Grassroots QR codes, we provide clear direction to seek government issued proof of vaccination and if they don't have it, to visit ontario.ca/getproof

8. Will there be education for employers / employees to implement both paper and app?

In the app, Verify Ontario contains a help section to assist users with troubleshooting.

Businesses and organizations can visit ontario.ca/verify for more information about the Verify Ontario app and how it works.

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9. Will businesses and organizations be required to download the app?

Under [Ontario Regulation 364/20](#), businesses are required to verify that people are eligible to enter designated settings. If such a business wishes to scan a vaccine certificate QR code to confirm vaccination status, it must use the Verify Ontario application. Verify Ontario is currently the only application authorized for this purpose.

Business may also validate eligibility to enter by visually verifying vaccine receipts or medical exemption letters under the original process that continues to be described in the Guidance and was implemented on September 22nd.

Regardless of the method of verification, businesses must also confirm that the patron's name and date of birth on their ID matches the QR scanner result, the proof of vaccination receipt, or the medical/clinical exemption letter.

While not mandatory, the Government of Ontario encourages all businesses and organizations in Ontario to download and use the free Verify Ontario app from Apple App and Google Play stores.

Guidance will be provided to businesses in advance of app launch to ensure that they are prepared.

10. How does the app work?

Businesses and organizations can download the free Verify Ontario app from Apple App and the Google Play store, starting October 15.

The Verify Ontario app uses a device camera on a smartphone or tablet to scan and interpret a QR code when presented on a paper certificate or displayed on a phone screen.

Using the app is as simple as: Download. Show. Scan. And go.

The Verify Ontario app scans and reads the QR codes on government-issued vaccine certificates.

If an individual is fully vaccinated, the result shows as a green check mark with the word Verified.

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The data in the QR code is a digitally readable version of the vaccine receipt. The key feature of the design is that it is self-contained and there is no need for the app to communicate with a central server. It is designed not to have any sort of trail of where people are using it or to allow people to see more information than they need. The goal is to keep the app as simple as possible while ensuring that the privacy of people is protected.

Only official, government-issued QR codes will be scannable.

Businesses and organizations can visit ontario.ca/verify for more information.

11. What are businesses expected to do if the Verify Ontario App is down?

Since Verify Ontario does not require a regular connection to the internet to operate, it is unlikely to be down.

However, in the case where an establishment cannot or does not use the app, a vaccine receipt – with or without QR code – can still be checked manually at the door. A valid, government-issued ID is also required, along with proof of vaccination, for entry to prescribed settings.

12. How will children and youth prove their age, as many do not have a photo ID?

Any form of provincial ID (with or without pictures) will be accepted. We will provide more guidance on this in the near future.

13. Will the vaccine certificate verification app be compatible with older phones?

The Verify Ontario app works on Apple and Android devices (iOS 11+ (iPhone 5S) and Android 6+).

14. Will the app be available in French? What about other languages?

The Verify Ontario App will be available in English and French (iOS 11+ (iPhone 5S) and Android 6+).

15. Can the app be equipped to accommodate accessibility needs, such as visual impairments?

The Verify Ontario App will be fully compliant with the *Accessibility for Ontarians with Disabilities Act* and optimized to take advantage of Android and Apple's robust

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accessibility feature sets, like voiceover mode. The app also includes haptic responses in addition to meeting other accessibility requirements.

16. Will the app include the medical exemption information? Or will people be showing their exemption info separately (either in hard copy or electronically)?

Work is underway that to integrate medical exemptions and clinical trial into digital certificates. Once medical or clinical trial exemptions are embedded in a QR code as part of a certificate recording the exemption, when scanned the Verify Ontario application will display a checkmark and state "verified" so the person can enter if the displayed name and date of birth match the name and date of birth on their identification.

17. Will Apple and Google own the data stored in the Verify Ontario App?

No.

18. Is the Verify Ontario app safe?

The app never stores personal information and shows only the minimum amount of information necessary to confirm vaccination.

No personal data is kept or shared. The app also does not track a user's specific location or connect users to one another.

The government worked with privacy experts and consulted regularly with the Information and Privacy Commissioner of Ontario, throughout the app's development to ensure the privacy of people's data.

The information displayed on screen is limited and can't easily be saved or otherwise shared outside of the app.

The enhanced vaccine certificate will include a QR code containing similar information to the current receipt people receive on paper and in PDF form after their shots. It will also have the enhanced security measure of being digitally signed and when printed, display a watermark to prevent fraud.

19. What happens if there is a breach of data?

The Verify Ontario app does not connect to any external application or database in order to verify a QR code. No data is retained by the app.