CUNY Health Screening via the Everbridge Health Screening App

Frequently Asked Questions (FAQs)

CUNY has retained the Everbridge Safety Connection Pro, Health Screening application for those visiting CUNY who are not students, faculty or staff. The application is available from the Apple Store and Google Play and will allow you to conduct health screening on a mobile smartphone before visiting a CUNY location. Upon arrival, a CUNY employee ("Screener") will confirm that the app shows a green token indicating "Access was Approved" before allowing anyone to enter.

This document provides answers to anticipated questions about the health screening process and the Everbridge Health Screening application.

Where can I find instructions on using the Everbridge Health Screening application?

See Using the Everbridge Health Screening Application for instructions on accessing and using the Everbridge Health Screening application.

Is the Everbridge app available on all mobile platforms?

The Everbridge mobile app is available for Apple and Android smartphones.

Is the application available through a web browser to accommodate people without smartphones?

A web-based version of CUNY's Health Screening that allows you to complete the health screening questionnaire via email is now available for those who do not have smartphones or cannot download the app to their smartphones. Please see the Everbridge Health Screening via Email guide for information information on signing up and using the Health Screening Email option.

How do I log into the Everbridge app?

See the Guest Registration procedure.

How do I get notified that I can enter a CUNY building?

Notification will be sent in the Everbridge application under its Feed section within a minute or two of your completion of the survey.

How long is the health screening result message valid?

Following NY State guidelines, the approval is valid for 12 hours from the time it is issued.

Will the Everbridge app let you submit the health screening results without answering all the questions?

No, answers to all questions are required in order to submit.

Can I print a paper copy of health screening result?

If you do not have a smartphone and are using the email option, you can print your result to show the Screener.

Will I get a daily reminder to take the health screening?

The Everbridge app is not sending daily reminders because submission of the Health Screening questionnaire is required only when you are going to come to a CUNY campus, class or office. However, if you do not have a smartphone or cannot download the app, you can follow the Everbridge Health Screening via Email guide for signing up to receive a daily email reminder Monday – Friday with the wellness check questionnaire.

How do I enter the building after passing the Health Screening?

Locate the CUNY Screener upon arrival. The Screener will check your Green token (Access Allowed) result of the health screening and allow you to enter. Do not come to a CUNY location if your Health Screening results in a red "Access Denied" token.

What happens if I arrive at campus or Central Office without having answered the Symptom Checker questions?

If you have a smartphone, you can download the Everbridge app and answer the Symptom Checker questions before you set foot on the campus or Central Office site.

If you do not have a smartphone, please inform the CUNY Screener at the entrance that you will need to complete the Symptom Checker questions using the campus Kiosk method. Follow the Taking the Symptom Checker on Kiosk Instructions. The Screener will show you how to begin using the Kiosk (iPad or Android Tablet) to answer the 5 questions in either English or Spanish. Once done, you will be asked to return to the Screener. The results of your symptom check are emailed to the Screener, who is responsible for completing your registration in the Everbridge system. If the result of your responses allow access, you will be asked to provide a Photo ID before entering the building.

What if I am not able to download Everbridge App?

Use the web-based version of CUNY's Health Screening that allows you to complete the health screening questionnaire via email. Please see the Everbridge Health Screening via Email guide for information on signing up and using the Health Screening Email option.

What if I do not want to download the Everbridge app?

CUNY visitors and guests who do not complete CUNY's Health Screening process will not be permitted to enter the CUNY office, building or campus location. If you cannot download the Everbridge app, you can choose to receive the daily Health screening questionnaire via email by following the Everbridge Health Screening via Email guide.

How is the confidentiality of the health screening data maintained?

Everbridge asserts that the health screening app adheres to HIPAA guidelines. CUNY restricts notification to pre-designated and approved stakeholders.

Who, besides the CUNY Screener, is notified of approval or denial to enter?

A limited number of designated campus stakeholders will receive notice of "Access Denied" health screening results.

What data is stored from the health screening questionnaire that I completed?

The app stores personal information (such as name, email address, cell phone number, campus affiliation) and your yes or no replies to the questions regarding symptoms.

Where is the data from my screening stored and is it secure?

Everbridge is a Software-as-a-Service (SaaS) solution. The user information is stored at an Everbridge site located within Continental U.S. Everbridge treats the data as high risk and uses industry standard processes and technologies to maintain the security and privacy of data.

Who has access to my data and for what purposes can the data be used (by CUNY, by Everbridge, by others – NYS or NYC agencies)?

The user data can only be used by CUNY and Everbridge for its intended purpose of health screening and troubleshooting any issues related to the health screening and the app usage. This data is not available to the New York City or New York State agencies.

How long will the data be retained? When should I expect it to be deleted?

Everbridge's policy is to delete data after 18 months.

Is CUNY or the Everbridge Mobile App being used to do contact tracing or tracking me either on or off a CUNY campus or office?

CUNY has not enabled the Everbridge app to do contract tracing or tracking the location of a user on or off the campus. If a user is prompted to turn on or enable the location finder feature, please select "no."

How private is my information to CUNY staff that have access to the system? What information can they see about me and how would they use it?

Health Screening data is restricted to CUNY's COVID-19 Stakeholders who are responsible for confirming that all Visitors to a CUNY school or office have proof of an "Access Allowed" (Green Token) health screening result, for the date and within the timeframe shown.

How do I respond to the symptoms question if I have a pre-existing medical condition with similar symptoms?

A few of the symptoms listed in the question may occur with a pre-existing medical condition, such as allergies or migraines. You should only answer "Yes" to the question if your symptoms are new or worsening.

If I am employed in a clinical or health care setting, how should I respond to the "Have you had any known close contact with a person confirmed or suspected to have COVID-19 in the past 14 days" question?

If you are employed in a clinical or health care setting and following strict personal protective equipment (PPE) protocols, you should only indicate you were in close contact with a person suspected or confirmed to have COVID-19 if:

- there was a known breach in your PPE while present in the clinical or health care setting

OR

- you had contact with someone outside of the clinical or health care setting

Can I retake the Symptom Checker questions if I receive an access denied response (red token) after completing the health screening?

No. If you receive a red token, you cannot retake the Symptom Checker. Clearance to return to a CUNY location requires proof of a negative COVID-19 test result, medical clearance from a physician, and/or quarantine.

Is the Everbridge app accessible for individuals with disabilities such as hearing or vision?

Yes, the Everbridge app conforms to Section 508 guidelines. Additionally, Android and Apple phones have accessibility settings- such as zoom or contrast--that can be set for the app as well as the rest of the phone's functionality that are generally adopted.

Is the Everbridge app available in languages other than English?

Yes. The Everbridge app is also available in Spanish. Look for the icon "Comprobador de sintomas" next to the "Symptom Checker" icon.

Will campus screeners be able to complete a health screening questionnaire on behalf of someone else?

No. The health screening cannot be done on someone's behalf. The screener can assist with the registration process but the health screening questionnaire must be completed by the individual requesting to enter the CUNY location.

Where can I find the NY State travel advisory or list of "Quarantine States"?

Go to Covid-19 Travel advisory icon in the Everbridge app located next to the Symptom Checker icon.