CoVerified User Guide for University of New Haven Students and Employees
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Getting Started with CoVerified

CoVerified can be accessed through a web browser (https://campus.coverified.us) or as a mobile app (download from Apple Store or Google Play by searching "CoVerified Campus.").

When accessing CoVerified for the first time, you will see the screens shown above. 

Click “Login” (web browser) or “Get Started” (mobile app).
Enter your **FULL** university email address, then click **LOG IN**.

After entering your full university email address, you will be redirected to the University’s Single Sign On (SSO) system. **Enter your University credentials and click “Sign in.”**

The first time you log in, by default you will be **REMOTE**.
Click the “Return” link (browser) or “Return to Campus” button (app) and complete the onboarding process to progress.

Note: Click “Return” or “Return to Campus” even if you are not intending on coming to campus right now. This is the only way to begin the necessary onboarding required to use the app.

Web: When using CoVerified in a web browser, on the first page of the onboarding section you must agree to the Terms of Use and Privacy Policy, AND enter your phone number.

Your phone number must be entered in the **exact** format shown on the screen

1-XXX-XXX-XXXX

App: On the first screen, **you must agree to the Terms of Use and Privacy Policy**. On the second screen, **enter your phone number in the **exact** format shown on the screen

XXXXXXXXXX.

Note: Users who do not have a U.S.-based phone number may use the University’s main number, 1-203-932-7000
On the next onboarding page, you MUST select “Yes, at least some of the time.”

**Web:** On the final page, you must click the link for the “University COVID-19 Risk Acknowledgement” and check the button for “I understand and agree.”

**App:** On the next screen, choose “I confirm that the above information is accurate.”

On the next screen, tap the link to open the “University COVID-19 Risk Acknowledgement,” then choose “I have read and agree to the policies above.”
Once you have successfully completed onboarding, this is what your screen will look like. **Congratulations, You’re Restricted!** You will need to Submit a Vaccination Record or Negative COVID-19 Test Result to achieve “Cleared” status.

**Submitting a Vaccination Record**

**Web**: Point your mouse over the ribbon on the left side of the screen.

**App**: Tap “+” on the bottom, center of the screen.
Web: Click “Reports” and then “Report Vaccination.”

App: Tap “Upload Vaccine Record.”

Fill in each box and attach your vaccine record.

IMPORTANT NOTES:

- The “date performed” you enter MUST be the date of your FINAL injection. Do not submit records of the first dose of any 2-dose series. ONLY the FINAL dose.
- The attachment MUST be legible and include your names, the type (manufacturer) of vaccine, and injection date(s).
- The attachment MUST be smaller than 10MB.
Success! You’ve uploaded your Vaccination Record.

PLEASE NOTE: **ALL** submissions must be manually reviewed by a member of the University’s CoVerified team. You should allow at least 24 business hours for this review to occur.

If a submission is rejected, you will receive an email and app notification with the reason why.

**Submitting a COVID Booster Record**

**IMPORTANT NOTE:** Your application must be updated to version 2.3.0 or later to upload booster records

For instructions on updating your application visit: [https://mycharger.newhaven.edu/web/mycharger/coverified](https://mycharger.newhaven.edu/web/mycharger/coverified)
**Web:** Point your mouse over the ribbon on the left side of the screen.

**App:** Tap “+” on the bottom, center of the screen.

**Web:** Click “Reports” and then “Report Vaccination.”

**App:** Tap “Upload Vaccine Record.”
Fill in each box, making sure to select the booster in the manufacturer drop down, and attach your vaccine record.

IMPORTANT NOTES:

- The “date performed” you enter **MUST** be the date of your **BOOSTER** injection.
- The attachment **MUST** be legible and include your names, the type (manufacturer) of vaccine, and injection date(s).
- The attachment **MUST** be smaller than 10MB.

Success! You’ve uploaded your Booster Vaccination Record.

**PLEASE NOTE:** **ALL** submissions must be manually reviewed by a member of the University’s CoVerified team. You should allow at least 24 business hours for this review to occur.

If a submission is rejected, you will receive an email and app notification with the reason why.

**Submitting a Test Result**

**ONLY** results from **OFF-CAMPUS** tests should be submitted to CoVerified.

*On-Campus test results are uploaded automatically by our Testing Center and if you upload one, the CoVerified administrators are going to 😞*
Web: Move your mouse over the ribbon on the left side of the screen. **Click “Reports” and then “Report Test Result.”**

App: Tap “+” on the bottom, center of the screen. Tap “Upload Test Result.”

**Fill in each box and attach your test result.**

**IMPORTANT NOTES:**

- The “date performed” you enter **MUST** match the **collection date** on your test result (i.e. the date the test was performed – NOT the date you received the results).
- The attachment **MUST** be legible and include your name, the type of test, collection date, and test result.
- The attachment **MUST** be smaller than 10MB.
Success! You’ve uploaded your Test Record.

PLEASE NOTE: **ALL** submissions must be manually reviewed by a member of the University’s CoVerified team. You should allow at least 24 business hours for this review to occur.

If a submission is rejected, you will receive an email and app notification with the reason why.
Completing a Symptom Report

ALL users, regardless of vaccination status, must complete symptom reporting daily.

**Web:** Move your mouse over the ribbon on the left side of the screen. **Click “Report Symptoms.”**

**App:** Tap “+” on the bottom, center of the screen. Tap “Report Symptoms.”

Review the list of symptoms and select any **unusual** symptoms you are experiencing.

*Symptom reports are sent to Health Services (students) or Human Resources (employees) for appropriate follow-up.*

**Select “no new symptoms”** if you are not experiencing any unusual symptoms.

Congratulations! You have no new symptoms.
Viewing accepted, rejected, or pending submissions

**Web:** Move your mouse over the ribbon on the left side of the screen. Click “View Records.”

**App:** On the app homescreen, tap “Records.”

Select the appropriate tab on the top of the screen (Tests, Vaccinations, Documents) to see approved, pending, or rejected records.
When records are rejected, you can view the reason.

Web: Select “alerts”

App: Select the “bell” icon

The rejection reason can be viewed under the “content” area of the web portal or the body of the mobile app alert. This means you need to correct the issue and re-submit your upload.