MSF 132-021-356-2

13 July 2021

Dear Student Care Centre Operators

**Implementation of TraceTogether-only SafeEntry (TT-only SE) and SafeEntry Gateway in Student Care Centres**

       The Multi-Ministry Taskforce (MTF) has announced the resumption of more economic and community activities in Phase 3 (Heightened Alert). As we gradually resume community and economic activities, MOH is taking a more targeted contact tracing approach to prevent large clusters via localised ringfencing of people who were possibly exposed to COVID-positive (C+) cases. For example, when MOH detects a possible cluster, individuals who had been to higher-risk venues on the same day(s) as the C+ cases may be notified and informed of the appropriate next steps.

2.      For this to be done effectively, the address for each SafeEntry venue needs to be accurate. Currently, we observed that the addresses registered to the venues often do not corroborate with the physical address of the actual venue itself (e.g. there are instances where the HQ office address, or owner's residential address is reflected instead). There are also cases where all the branches of a business are associated with the same address, when they in fact have different physical addresses.

3.      This inaccurate address data makes it challenging and time-consuming to look up the individuals who had checked in to the venues associated with the location that the C+ cases had been to, reducing the speed and effectiveness of MOH's ringfencing efforts. We need to ensure that the SafeEntry App IDs are unique to each physical premise and are correctly associated with the address of the physical premise.

4.      In order to address this, Smart Nation and Digital Government Office (SNDGO) has done a guide (see attached) for which business owners/Student Care operators are able to refer to in order to verify, and update their business address associated with each App ID via the SafeEntry Business App or Web App. Alternatively, businesses may update via the Singpass {api} portal. Detailed steps for this are laid out in Section 4 of the SafeEntry QR user guide.

5.      You can downloada copy of the guide for your reference at our website https://www.msf.gov.sg/studentcare.

6.      If you require assistance, please contact your respective Student Care Officer or call the SCC hotline at Tel: 6354 8487 (8.30am to 6pm daily).

**Student Care Centre Operations, MSF**