

What you need to know about TraceTogether tokens

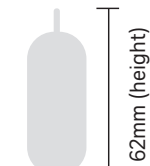
The free TraceTogether tokens will be distributed nationwide starting next Monday in an effort to make contact tracing even more efficient. This is how you can get yours.



Check that the green light is blinking



45mm
(width)



62mm (height)



22mm
(thickness)



Green light: If your token is working, the green light should blink once every minute. If you see a blinking red light, your token is not working.



Don't cover up the QR code on the token

Data: Stored information older than 25 days will be automatically erased.

QR code:

You will get a sticker to label your token, and you can also write your name on it – just don't cover up the QR code.

Battery:

The battery lasts six months and is not rechargeable.



1 How can I collect my token?

Visit token.gowhere.gov.sg and key in your postal code for the details. People who want to collect their tokens before distribution starts in their district can visit any active collection site to do so.

2 Is my token waterproof?

The token is water-resistant but not waterproof. Treat it as you would treat your mobile phone. That is, do not drop it from a height, immerse it in water, or place it near fire.

3 If I collect the TraceTogether token, do I still need the TraceTogether app?

You can use either the app or the token. The token is designed for people who do not want to install the TraceTogether app, or are not comfortable using a smartphone.

4 Can my child collect a token?

Yes, as long as the child is aged seven and above.

5 I am not a Singapore citizen. Can I still collect a token?

Yes, as long as you are a resident here. This includes pass holders.

6 Can I extract the data collected by my TraceTogether token? What if someone steals my token to do so?

No, you will not be able to extract data captured by the token. The data is encrypted and no personal identifiable information is stored on the token, so even if someone steals your token, he will not be able to make sense of the data.

7 What do I do if I have lost my token? What if the token is damaged?

You can get it replaced at any community centre or club where token distribution has started. If you have lost your token, you will not be charged for the first replacement.