

# CUNY Health Screening via the Everbridge Health Screening App

## Frequently Asked Questions (FAQs)

---

New York State requires all faculty, staff, students and visitors to complete a health screening questionnaire before entering a CUNY office, building, or campus location. CUNY has implemented the Everbridge Health Screening app, available from the Apple Store and Google Play, to conduct health screening on your mobile phone, tablet or iPad before visiting a CUNY location. Upon arrival, a CUNY employee (“Screener”) will confirm that the results of the symptom checker questionnaire were “Access Approved” before allowing anyone to enter.

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

### **Where can I find instructions on using the Everbridge app?**

See [Using the Everbridge Health Screening App guide](#) for information on accessing and using the Everbridge app.

### **Is the Everbridge app available on all mobile platforms?**

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

### **Is the application available through a web browser, to accommodate people without smart phones?**

No, the Everbridge app is only available for mobile devices running iOS or Android, such as a smartphone, iPad or tablet.

### **How do I log into the Everbridge app?**

Students, faculty and staff who are in CUNYfirst will use their CUNY Login credentials (your CUNY Login username ([firstname.lastname##@login.cuny.edu](#)) and password). Those who do not have CUNY Login credentials will follow the [Guest Registration](#) procedure.

### **How do I get notified that my entry has been approved?**

The notification appears in the Everbridge app under its Feed section within a minute or two of your questionnaire completion.

### **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?**

A print option is not available currently.

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

No. The Everbridge app is not sending daily reminders because submission of the health screening questionnaire is required only when you are coming to a CUNY campus, class or office.

**What if I do not have CUNY credentials to login?**

Notify your CUNY contact to prepare your guest / visitor registration prior to your visit.

OR

For walk-ins, visit the Screener at the entry point to help you with registration process.

**How do I enter the building after passing the health screening?**

The CUNY Public Safety Officer/Screener reviews your health screening pass / fail status based on the Green or Red results message and date on the mobile device, then allows you to enter or directs you to leave.

**What if I am unable to download Everbridge app?**

Contact your [campus Help Desk](#).

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

Health screening is a New York State requirement. Those who do not complete the screening on the app will not be permitted to enter the CUNY office, building or campus location.

**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 all failed health screenings, and campus Human Resources will be notified in the case of employees.

**Are employees instructed to relay to their manager that they are not able to come on campus?**

All employees who receive a failed health screening are instructed to inform their supervisor.

**What about employees who are also students and, therefore, have multiple emails?**

Whichever email address is loaded in CUNYfirst as the Preferred email will be integrated into Everbridge for that person.

**Do employees who work at one CUNY location during the day and teach at another CUNY location at night require separate health screenings?**

It depends. As per New York State guidelines, an employee must complete a screening if she or he is returning to work at least twelve (12) hours or more apart or is onsite for more than 12 hours.

**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 provides the health screening questionnaire in Spanish. You can find the “Comprobador de sintomas” icon for the Spanish version 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.

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