



## JANUS Patron Registration System

The JANUS Patron Registration System is designed to meet a venue's requirement to capture patron contact details as their doors are opened once more. This guide explains how the system works and answers some frequently asked questions that may be directed to entry staff when patrons use the system.

### How does it work?

JANUS is designed to run on a patron's smartphone. It is a web app, meaning it is driven from a website and not by an app that is downloaded from the app store. The concept is simple, as a patron enters the premises, entry staff direct them to scan a prominently positioned QR Code using their smartphone camera. This will direct them to a website that will ask them to register their contact details as required by Government legislation.

Each non-dependent adult should register separately, but dependants such as accompanying children can be added to a responsible adult's registration and inherit their contact details to smooth the entry process. Remember all staff and on-site contractors need to register on entry also.

Provided cookies are enabled on the patron's browser, the system remembers their first visit. Every time they visit any participating JANUS venue again, all they need to do is scan the QR code and away they go!





## Frequently Asked Questions

### Is JANUS a standalone system?

No, JANUS is designed to work alongside entry staff who should ensure that patron's scan the entry QR Code and also that vacant seating is available so that occupancy limits are not breached, and social distancing is maintained.

Patrons should be reminded that supplying their contact details is a legal requirement for their own health and safety. Whilst the address entered will need to be a valid one, there is no verification of the data that is entered.

### How does the dependants process work?

Each non-dependant adult that enters the premises should register separately. If an adult is accompanied by dependents, after entering their own details they can use the Dependants + button to add the names of as many dependants as required. The dependant records will be marked as such in the database so that should contact need to be made, the responsible adult details will be known.

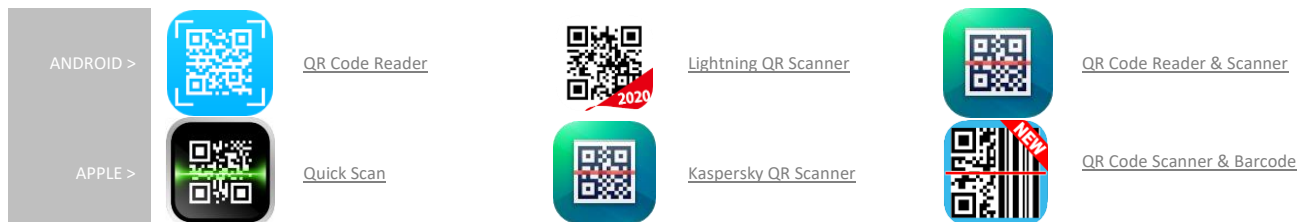
### If a dependant joins a responsible adult after the adult has already registered, can their details be added after registration?

Yes. The patron just needs to reopen their browser and assuming the session has not been closed, just hit the Dependants + button to add the dependant names under their primary contact details.

### What happens if a patron's smartphone does not scan the QR Code with its camera?

Most modern smartphone's will simply detect a QR code when it has a clear view of it using its camera. They may have trouble scanning a QR code if it's tilted at an angle. Make sure the smartphone is level with the surface that the code is printed on. If the smartphone is held too close or too far away, it won't scan the QR code. Try holding the phone about 30cm away and slowly moving it towards the QR code.

Otherwise, the smartphone may be an older model that requires a QR Code reader app. Here's some popular apps:



### What happens if a patron doesn't have access to a smartphone?

If a patron does not have access to a smartphone then it is recommended the entry staff have one available for temporary patron use. Cookies **must** be disabled on this device so that as it is used from patron to patron, the device does not 'remember' the last patron's details. It is also recommended to have suitable cleaning / disinfectant wipes on hand to clean the device between uses.

### When a patron visits for the second time, does scanning the QR code remember the dependants that were registered on their first visit?

No, JANUS only remembers the adult's details that were entered. Dependants will need to be re-added if they accompany the adult again.

### Where is the data stored? Is it stored securely?

All data is stored on Australian based servers. The JANUS Patron Registration solution complies with The Federal Privacy Act 1988 (Cth) (Privacy Act), its Australian Privacy Principles (APPs), and associated data residency stipulations. Communication while registering in the application is encrypted end to end to ensure the users privacy and security.

Further details can be found by clicking the privacy link at the bottom of the JANUS Registration Solution welcome page.

On individual by individual basis, customer details are not stored in a cookie if the REMEMBER ME checkbox is de-selected.