

INSTRUCTIONS FOR THE UCI STUDENTS LIVING WELL DAILY SYMPTOM CHECK APPLICATION



The information contained in this document is current as of Jan 21, 2022, and is subject to change.

As we carefully and systematically plan for the cold and flu season in the fall and winter months, it is important that students take precautionary measures to help keep themselves and others healthy. One such measure is a daily symptom check.

State and county guidelines, in addition to the [UC Regents Principles](#), [UC Consensus Standards](#), and the [2021 Fall Planning Guidance](#), advise that students should assess themselves 14 days PRIOR to entering the University and EVERYDAY, even if they are not on University grounds. This includes students who are currently living in University residence halls and apartment communities (including American Campus Communities facilities). To assist students in their daily assessment, the UCI Living Well Daily Symptom Check application has been developed as part of the Anteater Pledge.



WHO SHOULD USE THE SYMPTOM CHECK APPLICATION?

All UCI students are expected to complete the symptom self-assessment and respond to the email or application daily.

DESCRIPTION OF THE APPLICATION

The Living Well Daily Symptom Check application has been developed by third party vendor ServiceNow® for use by UCI and other companies. The UCI Student Affairs version called UCI Living Well has been tailored to UCI students. An email is sent on a daily basis to all students active within the application. Students may choose to respond using either the ServiceNow(®) mobile application or to the daily email they receive. If a student chooses to use the mobile app, they should simply delete the daily email. There is no way for UCI to cancel distribution of emails to activated students at this time, although the request to do so has been submitted to ServiceNow.



USER CHOICES IN RESPONSE TO THE APPLICATION PROMPT

Each day, students will be asked to self-assess whether they are currently experiencing any of the following symptoms:

- Fever (100F+/37.7C)
- Chills
- Muscle or body aches
- Cough
- Shortness of breath or difficulty breathing
- Unexpected fatigue
- Sore throat
- Loss of taste or smell
- Headache
- Diarrhea, vomiting, or nausea
- Congestion or runny nose
- Rash

Students should not answer 'yes' if their symptoms are a result of chronic condition(s) or frequent condition(s) routinely managed by the student.

There are TWO response options within the application:

1. **No Symptoms**

This option should be used by students who have self-assessed and have determined they are not experiencing any of the symptoms listed.

2. **Yes – Exhibiting Symptoms**

This option should be used by students who are experiencing one or more of the symptoms listed. By answering 'yes', a student is *only* indicating that they are experiencing a symptom. It does not mean the student has or does not have COVID-19 or any other possible illness.

If a student answers 'yes', they are directed to stay at/within their residence and follow directions for COVID Testing.

Students may schedule a test from the campus COVID testing site by making an appointment on the Student Health Center portal: osh.chs.uci.edu

Students who have moderate-severe symptoms or chronic medical conditions should contact their medical provider for direction to help assess whether further medical intervention is advised. In some cases, they may be directed for testing at the Student Health Center, offered to meet with a provider, or other guidance based on their medical condition.

If a student develops symptoms over the weekend or after-hours, they should follow the appropriate guidelines provided here:

<https://shc.uci.edu/emergency-medical-mental-health-and-dental-services-and-after-hours-care>

REPORTING A COVID-19 CASE

1. Please remain isolated in your residence (on or off campus). Do not enter UCI shared spaces including classes or dining halls on campus.
2. Complete the Daily Symptom Check and follow directions provided.
3. Positive cases should be reported through the Student Health Patient Portal or contact UCI's Student Health Center (SHC) at 949.824.3870.

APPLICATION DATA MANAGEMENT

The data collected from the Living Well Daily Symptom Check application is stored for thirty (30) days, then it is permanently deleted.

ACCESS TO THE DATA

Access to the application data is restricted to a small number of UCI Central Human Resources professionals, UCI Student Affairs professionals, and UCI Office of Information and Technology employees specifically involved in supporting the Living Well Daily Symptom Check application. This information will be restricted only to those employees who need access to support the campus community and wellness of UCI's students, faculty and staff. Should this change, you will be notified of the change in advance via email.

CONFIDENTIALITY

The data collected includes the individual respondent's name and response selected by day (symptoms, no symptoms, or not on-site today). No personal health information or specific symptoms are collected.

REPORTING CONCERNS

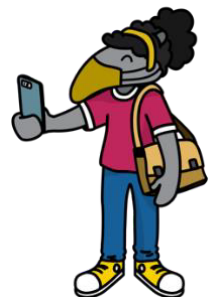
If students have concerns regarding the utilization of this application, they should contact the Employee Experience Center at 949.824.9918 or eec@uci.edu.

HOW THE APPLICATION WORKS

Students are expected to complete this symptom check daily. There are three ways to check-in:

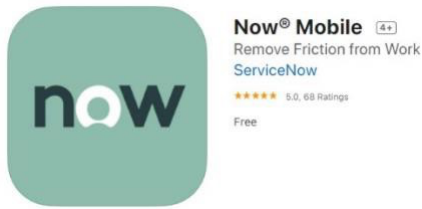
1. Respond to the Email

Every student will receive a daily email. If you check-in using the smartphone app, you can simply delete the email. At this time, there is no way for us to change the notifications that every student who is activated in the system receives.



2. Smartphone App

Download the check-in app for Apple or Android from your app store. Search 'Now Mobile'. The email and the app work exactly in the same manner, so the method of interaction is based on student preference. If you would prefer to use the app, look for:



Once in the Now Mobile app you will be prompted for UCI's instance and nickname:

- Instance URL: uci.service-now.com (all lower case)
- Nickname: Production

Please contact the EEC at 949.824.9918 or eec@uci.edu if you have any trouble downloading or using the app.

3. Call the UCI Coronavirus Response Center

If you do not receive the email, and you are unable to use the smartphone app, you must call the Automated Daily Symptom Living Well Line at 949.824.0300 and answer the check-in questions.

Please send any questions to the UCI Coronavirus Response Center via email at covid19@uci.edu or call 949.824.9918 (Monday through Friday 8 a.m. – 5 p.m.)