

RV TRACK HEALTH PASS:  
**TROUBLESHOOTING  
& FAQ'S**



# MOHR COVID-19 Daily Health Check: FAQ & Troubleshooting

## Q. WHAT IS DEFINED AS CLOSE CONTACT?

According to the Racing Victoria Health Questionnaire for Industry Participants ‘having face-to-face contact for more than 15 minutes with someone who has a confirmed case of COVID-19; OR ‘sharing a closed space with them for more than 2 hours’.

Things to consider when answering Question 3 are :

- Whether anyone in your home would answer yes to this question, or either of the first two questions;
- Whether you have been in close contact with someone with symptoms of COVID-19 that is awaiting a test result;
- Whether you have had any close contact with someone who works in healthcare or aged or residential care who;
- Has had direct contact with a COVID-19 patient;
- Whether you have had anyone in your residence (other than people that reside with you) e.g. friends, extended family or a service provider (cleaner, plumber, child carer, etc).

## Q. WHAT IS CLASSIFIED AS A HIGH RISK OCCUPATION?

A person who engages in:

Government hotel quarantine program or works in one of the following:

A school, abattoir, aged care, a large warehouse or in medical, pathology or hospital services.

## Q. IF I LIVE WITH SOMEONE WHO WORKS IN A HIGH RISK OCCUPATIONAL WILL THIS IMPACT MY ABILITY TO ATTEND THE TRACK?

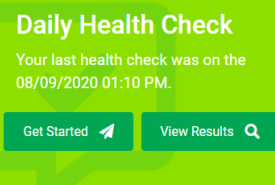
No, you will still be able to attend the track, assuming that you have not flagged against any of the other questions.

## Q. WHEN DO I NEED TO COMPLETE THE RV TRACK HEALTH PASS?

If you are attending a track for a race meeting, jump outs or track work we ask that you complete the RV Track Health Pass prior to leaving your home. Please note that if you are not performing one of these activities you are not required to complete the check.

## Q. WHAT HAPPENS IF I ATTEND MORE THAN ONE TRACK EACH DAY?

If you are moving between multiple tracks each day, we ask that you complete the RV Track Health Pass for each track that you are entering. It's important that RV have this information to assist with contact tracing should a positive case occur. To complete an additional RV Track Health Pass, click on the **'Get Started'** button. To view your current RV Track Health Pass click on **'View Results'**



## Q. WHAT HAPPENS IF I FORGET TO DO MY RV TRACK HEALTH PASS?

Don't worry, we will be sending you daily reminders so that you don't forget to complete your RV Track Health Pass. You will also be prompted to complete the RV Track Health Pass by Race Day Medical Services at the gate or entry point at each track.

# MOHR COVID-19 Daily Health Check: FAQ & Troubleshooting

## Q. I HAVE BEEN RECEIVING EMAILS AND SMS'S EACH DAY, WHAT DO THEY MEAN?

So that you don't forget to complete your check each day, we have been sending daily reminder emails and SMS's. Please use these as prompts to complete your check if you are attending a track on that given day.

## Q. WHAT HAPPENS IF I HAVE AN OLD PHONE AND CAN'T ASSESS THE HEALTH CHECK

Most smart phone will be able to access the health check, if you have problems loading the site please check to see if there are any pending software updates on your device.

## Q. I AM HAVING TROUBLE LOGGING INTO MY ACCOUNT.

Some troubleshooting tips:

- Reload/refresh the web page and try entering your details again
- Check that your device is connected to the Internet
- Confirm that you are using the correct email address – you will have received an email and SMS at the time of registration. Double check these details and then try again
- Reset your PIN – on the log in page you will be able to reset your PIN, click the “rest PIN” option and a new PIN will be emailed and SMS'ed to you straight away. If you do not receive the email or SMS, please speak to your manager so that they can confirm your profile details within the system
- Check your spam/junk folder for PIN email
- Trying turn your device off before trying again

If none of the above work:

- Provide your name and number to the Medical Services Managers or to your Direct Manager so that the MOHR team can investigate and follow up

## Q. WHAT HAPPENS IF I GET A BLUE FLAG WHEN ENTERING MY CHECK?

If a blue flag presents, please stay home or stand to the side and contact your direct manager. Your manager will make the call on what action will be taken.

## Q. NO INTERNET/MOHR WEBSITE WILL NOT LOAD

- Do you have mobile data? If yes, check that data is turned on
- Check that WiFi is turned off in case that is not allowing you to access the website
- Check that you can connect to another website e.g. [www.internet.com](http://www.internet.com) (we suggest this site because it is unlikely you have ever visited it before so it won't be cached on your phone)

## Q. MY CHECK WON'T SUBMIT WITHIN MY ACCOUNT

Try logging out of your account and closing the MOHR web page. Once close reopen the website and try again.

If you have any additional questions or require support, please contact [support@myocchealthrecord.com](mailto:support@myocchealthrecord.com)