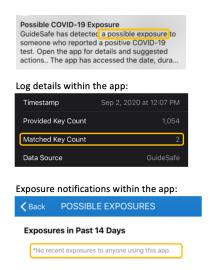# Exposure Notification App
Answers to Common Issues

Provided by the Alabama Department of Public Health, the Exposure Notification app was developed in partnership with Google and Apple. The app is available to the public and anonymously notifies individuals of potential previous close-contact with someone who later reports a positive COVID-19 test result.

The Exposure Notification app is a tool to help make individual decisions about personal health and public safety. While the app is helpful in keeping our communities safe, healthy and open, there have been a couple of issues identified about which we want to make you aware.

✚ POPUP NOTIFICATIONS WITHOUT EXPOSURES

The effectiveness of the app is based on Bluetooth technology and the proximity of your phone may affect the notifications you receive. iPhones specifically, are receiving notifications that may be alarming at first. The notification indicates a device was in proximity to someone who reported a positive test for COVID-19, but the proximity did not reach the threshold to take further action. The threshold established in the app is exposure within about 6 feet of the person, for 15 minutes or longer. Banners and alerts are appearing on iPhones and are generated by the Exposure Notification app. However, the Apple platform is informing the individual of "**possible** exposure" but it does not indicate that the individual should quarantine. We recognize that this can be both alarming and confusing. Apple has been made aware of this issue and they are collaborating on a resolution.

A primary notification from the app will clearly indicate if an individual should quarantine for a specified number of days. Continue to use your personal judgement as the secondary notifications are intended to make you more aware of "**possible** exposure." This functionality is expected to improve with the next update Apple provides within the app.

✚ DATE VARIANCE

To further protect an individual's privacy, the current Google-Apple API implemented in the app does not pinpoint the time of exposure. Occasionally, the expanded timeframe causes the represented date of an exposure to be one day prior to the actual date of exposure. The language within the app will be updated to provide more clarity.

✚ QUARANTINE RECOMMENDATION

The Android version of the app calculates the recommended quarantine days based on the exposure; the Apple version simply recommends 14 days. The language within the app will be updated to provide more clarity.

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