

Sine Pro check in FAQs

What is the Sine Pro system?

- Sine Pro is a digital check-in system that enables State Library to maintain a record of the dates and times of everyone entering or leaving the site.
- Sine Pro improves the safety and security of all persons onsite and enables compliance with Queensland Health directives with respect to our COVID-Safe Site Plan.
- Sine Pro is free and available for iPhone and Android. It allows staff and contractors to check in to State Library when they are nearby.
- Sine Pro also allows patrons and visitors to State Library to check in via iPads that are located at Reception and the Infozone.

How do I use the Sine Pro system?

- Please follow the How To guide located on the COVID-19 staff updates web page.

Are my personal details secure on the Sine pro system?

- Sine Pro is a web-hosted service and all communications between mobile devices and the Sine Pro servers are encrypted. Download the security whitepaper [here](#).
- Apart from ICTS and Facilities staff who have admin access to the system, no other staff, visitors or contractors can access any personal details or metadata within the system.

I do not have a mobile phone or would prefer to not use my phone for checking in and out of the Sine Pro system.

- You can use the iPad located at Main Reception to check in and out of the system for every visit.

The iPad at Reception will not let me check in or check out of the Sine Pro system.

- Please check that you have entered your email or mobile number details correctly and try again.
- If you have not used the system before you will need to create a profile. Please refer to the How To guide that is located on the COVID-19 staff updates web page.

Do I need to provide my email and mobile details to use the Sine pro system?

- In order to create a profile you will need to provide a mobile number or email for verification purposes, and this can be either your work or personal email/mobile depending on personal preference.

I have the Sine Pro app on my mobile but it is not letting me check in to the Sine Pro system.

- Refer to the How To guide that is located on the COVID-19 staff updates web page for information on the correct settings to use for the mobile app.
- Ensure that you have an active data connection from your mobile using either 3G/4G/5G or WiFi services.
- The Sine Pro system has been setup with a 250 metre geo-fence radius and you need to be within this distance of the site to enable mobile check-in.

I left work for the day and forgot to check out of the Sine Pro system.

- That's all ok and the system will automatically check you out once you move outside the 250 metre geo-fence radius of the site.

I left State Library temporarily during the day and the system checked me out automatically.

- That's all ok and the system will automatically check you out once you move outside the 250 metre geo-fence radius of the site.
- Please remember to check back in once you return to the site.

I have changed or want to update my email and/or mobile details on the Sine Pro system.

- You can create a new profile on the system by entering your updated email or mobile details, or you can follow the Login and Password reset instructions located on the COVID-19 staff updates web page.

I do not want to use the Sine pro system.

- The Sine Pro system is a mandatory requirement for all staff. We have been directed by Qld Health to provide the dates and times for all persons entering or leaving the site on a daily basis, and State Library faces significant fines for failing to provide this information when requested.

I do not want to use the mobile app but am concerned about touching the iPad screen to check in and check out.

- There is hand sanitiser provided at the iPad and please use this before and after touching the iPad screen.

I have tried everything and consulted the How To guide, but the Sine Pro system will not allow me to check in.

- Do not despair. Please email John Mobbs john.mobbs@slq.qld.gov.au the first chance you get so that the fault or issue can be rectified for you.