

APPENDIX

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A1 - USER SURVEY (1)

Title: Covid-19 testing

Goals

- Overview of demographics in reference to the subject.
- Overview of motivations, behaviours and needs.

Introduction

Hello! I am a Politecnico di Milano student who is conducting a research on needs and behaviors related to different typologies of Covid-19 tests, which will be an instrumental part of my Master Thesis. This survey will take approximately 3 minutes. Your data will be collected anonymously and only used for this research. Thank You!

Part 1

Overview

- How old are you? [selection]
- Where do you live? [short text]
- What is your status? [single choice: worker; student; student worker; retired; not employed]

Status specification

- Are you a healthcare worker, part of teaching staff or a first aid volunteer? [Y/N]
- Are you a frequent traveller? [single choice: Yes, I often travel for work; Yes, I often travel for study purposes; Yes, I often travel for leisure; no]

Part 2

Covid-19 testing introduction

- Have you ever taken a Covid-19 Test? [Y/N]

Covid-19 Test - reasons

- What are the reasons you took a Covid-19 Test? [multiple choice: I was showing some symptoms; It was required for travelling; I was in contact with a person who resulted positive; I have frequent contact with immunocompromised people; I am immunocompromised]

Covid-19 Antigen Test (1)

- Have you ever taken a Covid-19 ANTIGEN test? (The antigen test type is the one showed in the picture) [Y/N]
- How many Covid-19 ANTIGEN tests have you done from the start of the pandemic until now (approximately)? [single choice: 1-3; 3-6; 6+]
- Why did you choose this type (ANTIGEN) of test? [multiple choice: I could do it easily at home, by myself; It was less expensive than other test types; I wanted a result quickly; It was too complicated to book an appointment for another test type; other]
- How would you describe your experience in taking a Covid-19 ANTIGEN test? [single choice: excellent, very good, good, neutral, poor, very poor]
- Why [long text]

Covid-19 PCR Test (2)

- Have you ever taken a Covid-19 PCR test? (The PCR test type is the one showed in the picture) [Y/N]
- How many Covid-19 PCR tests have you done from the start of the pandemic until now (approximately)? [single choice: 1-3; 3-6; 6+]
- Why did you choose this type (PCR) of test? [multiple choice: I wanted a precise and reliable result; It was required for a specific activity (eg. travel); other]
- Where did you take this type (PCR) of test? [short text]
- How would you describe your experience in taking a Covid-19 ANTIGEN test? [single choice: excellent, very good, good, neutral, poor, very poor]
- Why [long text]

End

Thank you very much for taking the time to complete this survey! If you would like to answer a few more questions, please write your email address in the box below.

A2 - USER INTERVIEWS

Goals

- Go deeper into the relationship between travel and covid tests
- Understand what works and what doesn't for testing

Introduction

Thank you for agreeing to talk with me today. I want to take the next 1 hour to understand your experience with travel and covid-19 testing. I'll ask a few questions: it's important that we hear everything from your perspective. I am going to record the audio of this session. It's completely anonymous and just for my own reference later. I may take some photos—of course with your permission. If there's anything that you're not comfortable speaking of, just say so.

Background

- Can you tell me a little bit about yourself (age, occupation, living context, etc.)

Travel

- Could you describe to me the travels you did in the last two years of pandemic?
- How many times you travelled, what did you do?

Covid-19 testing













- Could you describe to me your experience with covid-19 tests?
- Which types did you use and why?
- Hardest thing, easiest thing
- Concern about the reliability
- Getting a certification

// general prompt questions

- Walk me through the process of...?
- What do you like/dislike about...?
- What's the hardest / most frustrating part about ...?
- Why?
- You mentioned [xxx], what's the reason for that?
- Can you give me / think of an example of [xxx]?

A3 - BOUNDARY OBJECTS

Warm-up

Nome:	Età:	Vivi con:	Occupazione:
I miei pensieri:	Le mie emozioni:	lo quando viaggio	
		DOVE:	COME:
		 → 	 → 
		DOVE:	COME:
		 → 	 → 
		DOVE:	COME:
		 → 	 → 
		DOVE:	COME:
I miei viaggi negli ultimi 2 anni			

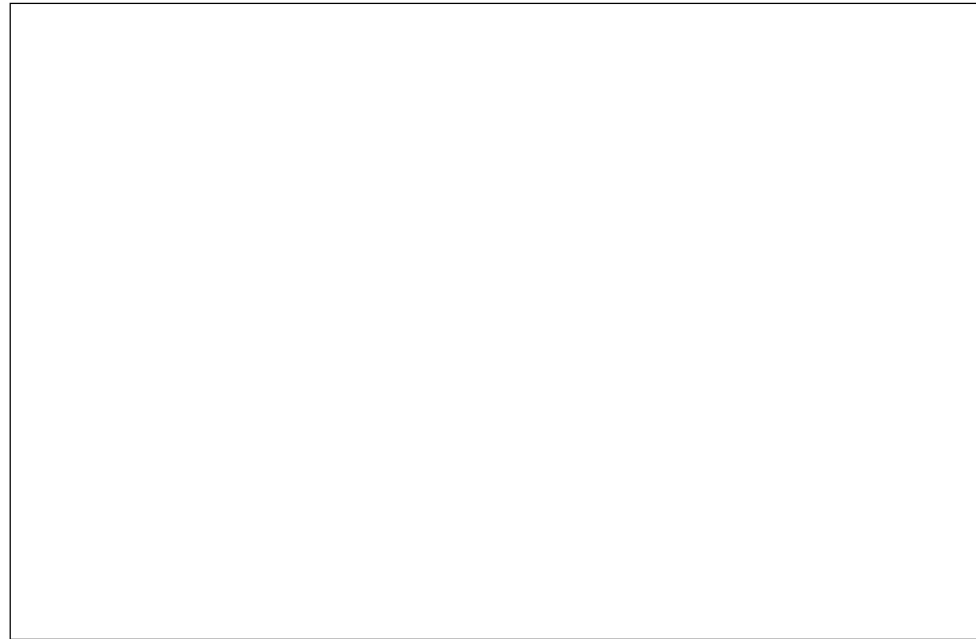
Warm-up

SCENARIO L'AREOPORTO	SCENARIO LA STAZIONE

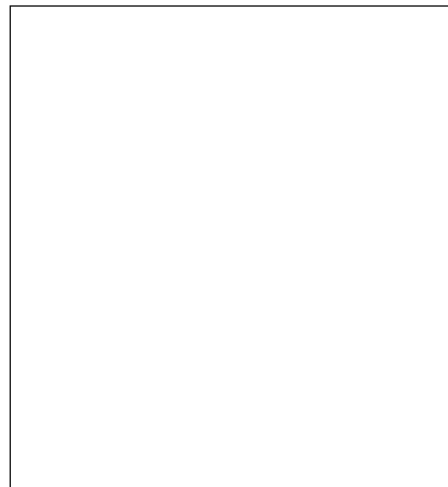
A3 - BOUNDARY OBJECTS

Intermezzo #1 & 2

Se sento **“cabina automatica per test di malattie”**,
mi immagino...



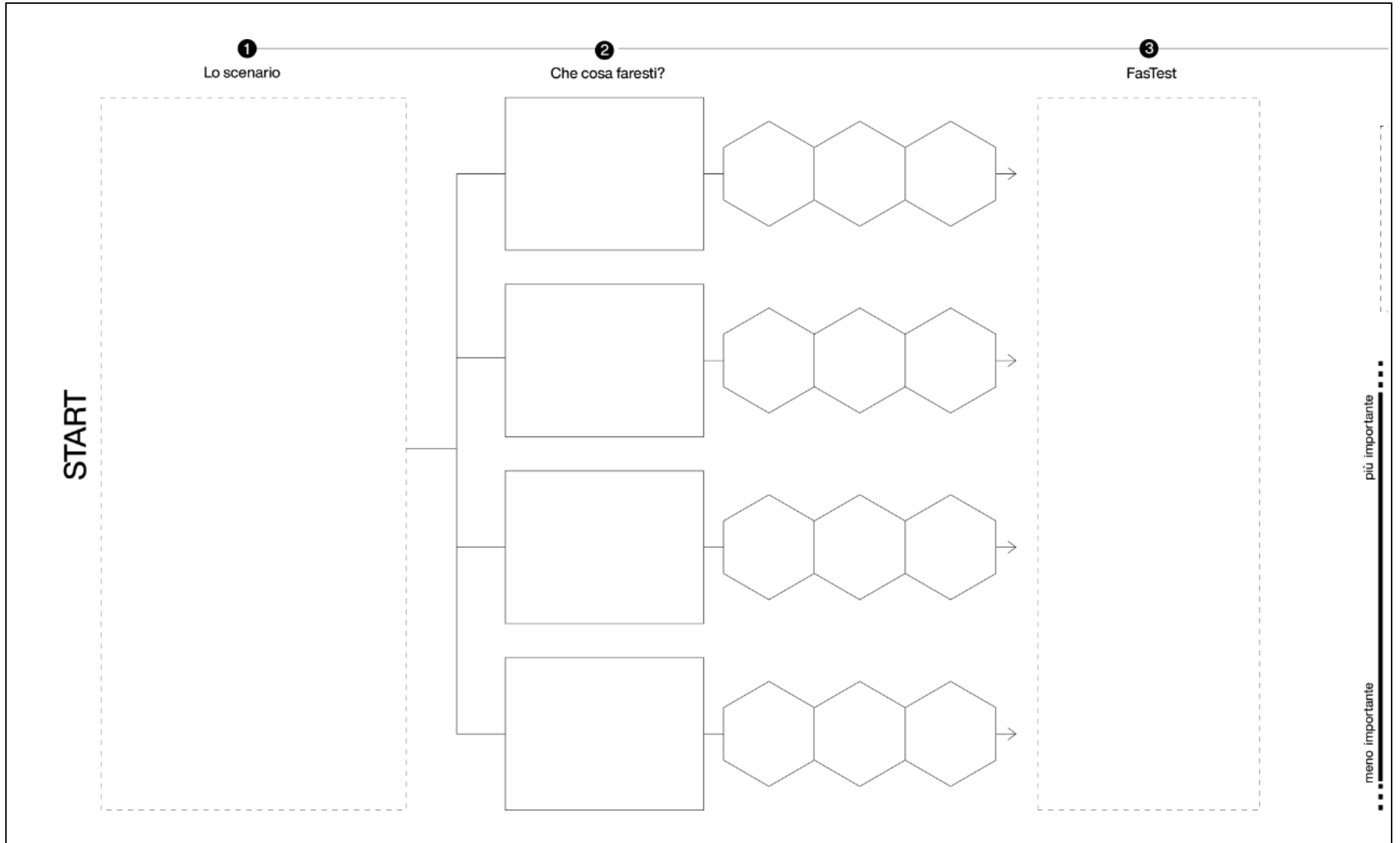
Queste caratteristiche:



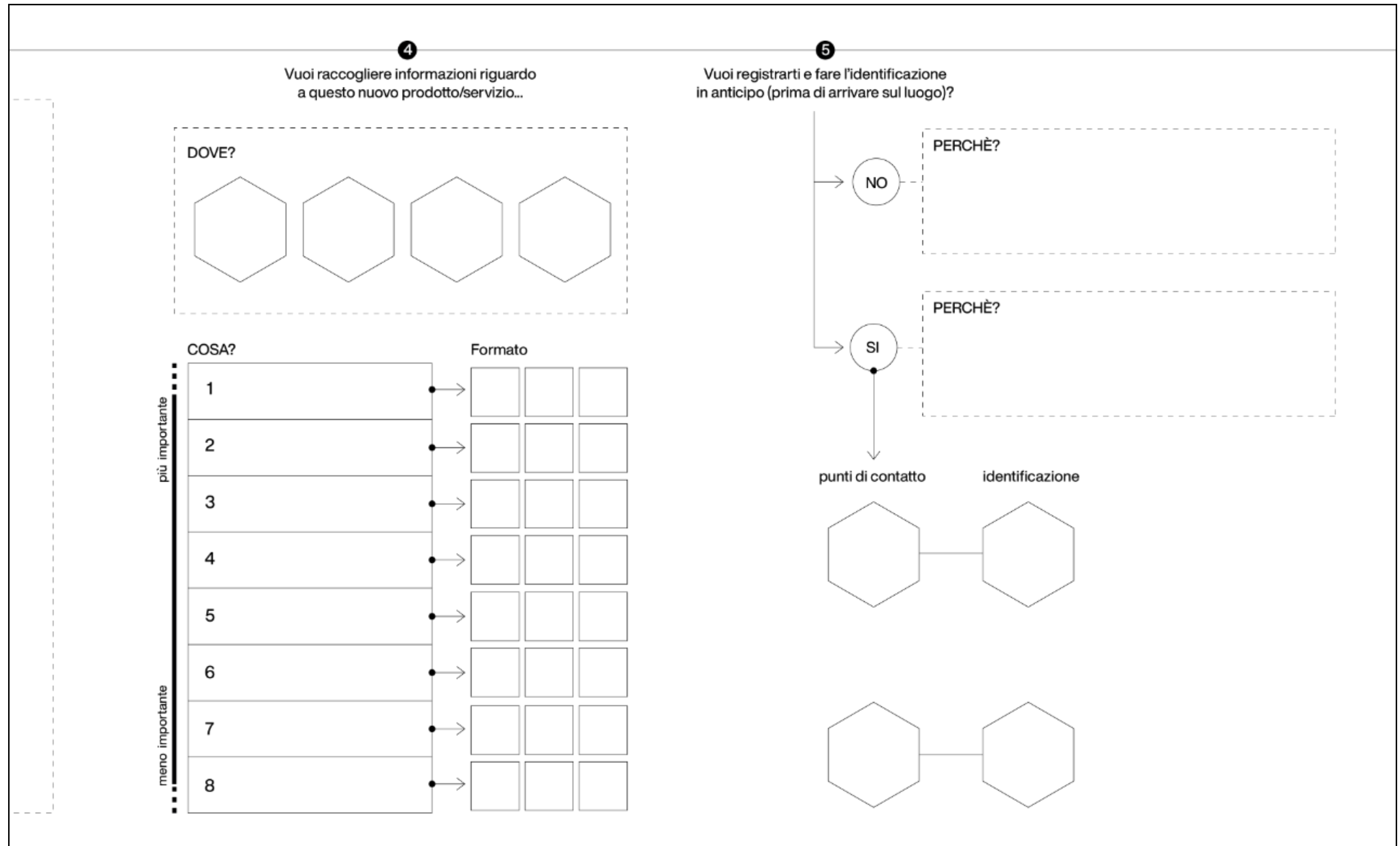
Queste emozioni:



Core



Core



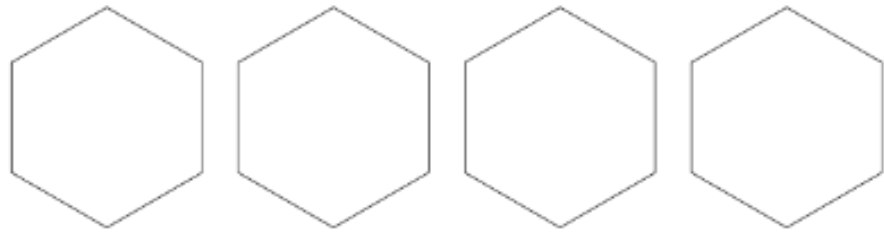
A3 - BOUNDARY OBJECTS

Core

6

La registrazione e l'identificazione sono andate a buon fine. Preparati per usare FasTest.

DOVE?



COSA?

Formato

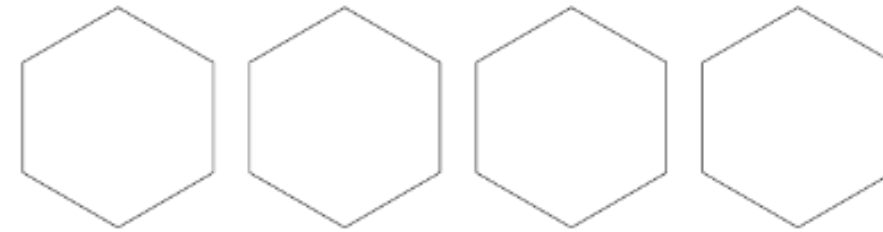
più importante	1	• →	<input type="text"/>	<input type="text"/>	<input type="text"/>
	2	• →	<input type="text"/>	<input type="text"/>	<input type="text"/>
	3	• →	<input type="text"/>	<input type="text"/>	<input type="text"/>
	4	• →	<input type="text"/>	<input type="text"/>	<input type="text"/>
	5	• →	<input type="text"/>	<input type="text"/>	<input type="text"/>
	6	• →	<input type="text"/>	<input type="text"/>	<input type="text"/>
	7	• →	<input type="text"/>	<input type="text"/>	<input type="text"/>
	8	• →	<input type="text"/>	<input type="text"/>	<input type="text"/>
meno importante					

9

Il tuo campione è stato processato correttamente e i risultati sono pronti per essere inviati.

Generare u
(verd

DOVE?



COSA?

Formato

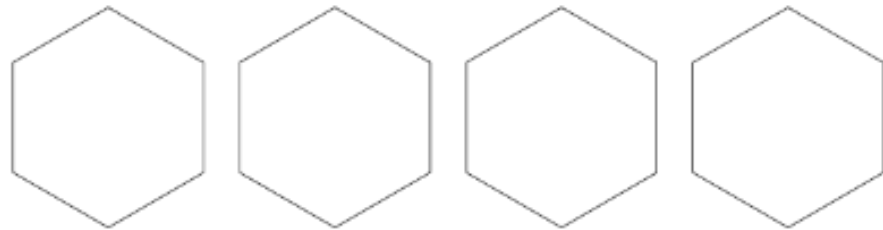
più importante	1	• →	<input type="text"/>	<input type="text"/>	<input type="text"/>
	2	• →	<input type="text"/>	<input type="text"/>	<input type="text"/>
	3	• →	<input type="text"/>	<input type="text"/>	<input type="text"/>
	4	• →	<input type="text"/>	<input type="text"/>	<input type="text"/>
	5	• →	<input type="text"/>	<input type="text"/>	<input type="text"/>
	6	• →	<input type="text"/>	<input type="text"/>	<input type="text"/>
	7	• →	<input type="text"/>	<input type="text"/>	<input type="text"/>
	8	• →	<input type="text"/>	<input type="text"/>	<input type="text"/>
meno importante					

Core

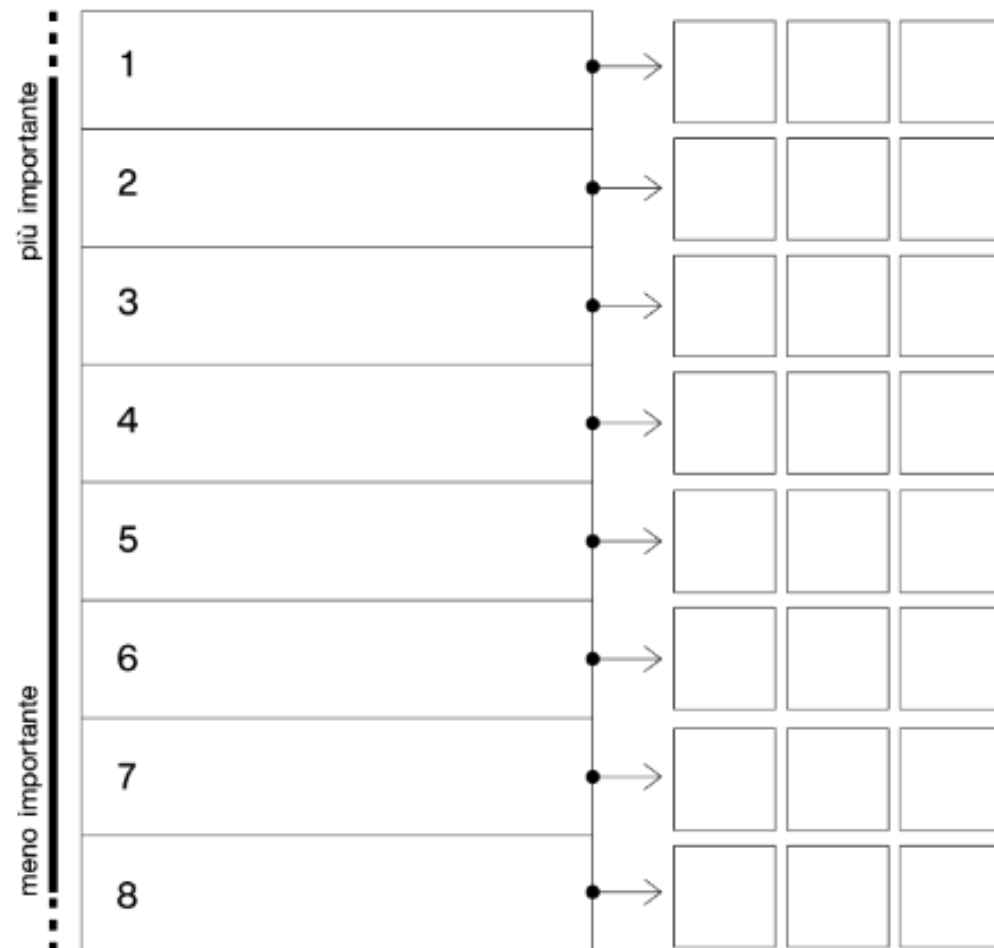
9

Il tuo campione è stato processato correttamente e i risultati sono pronti per essere inviati.

DOVE?

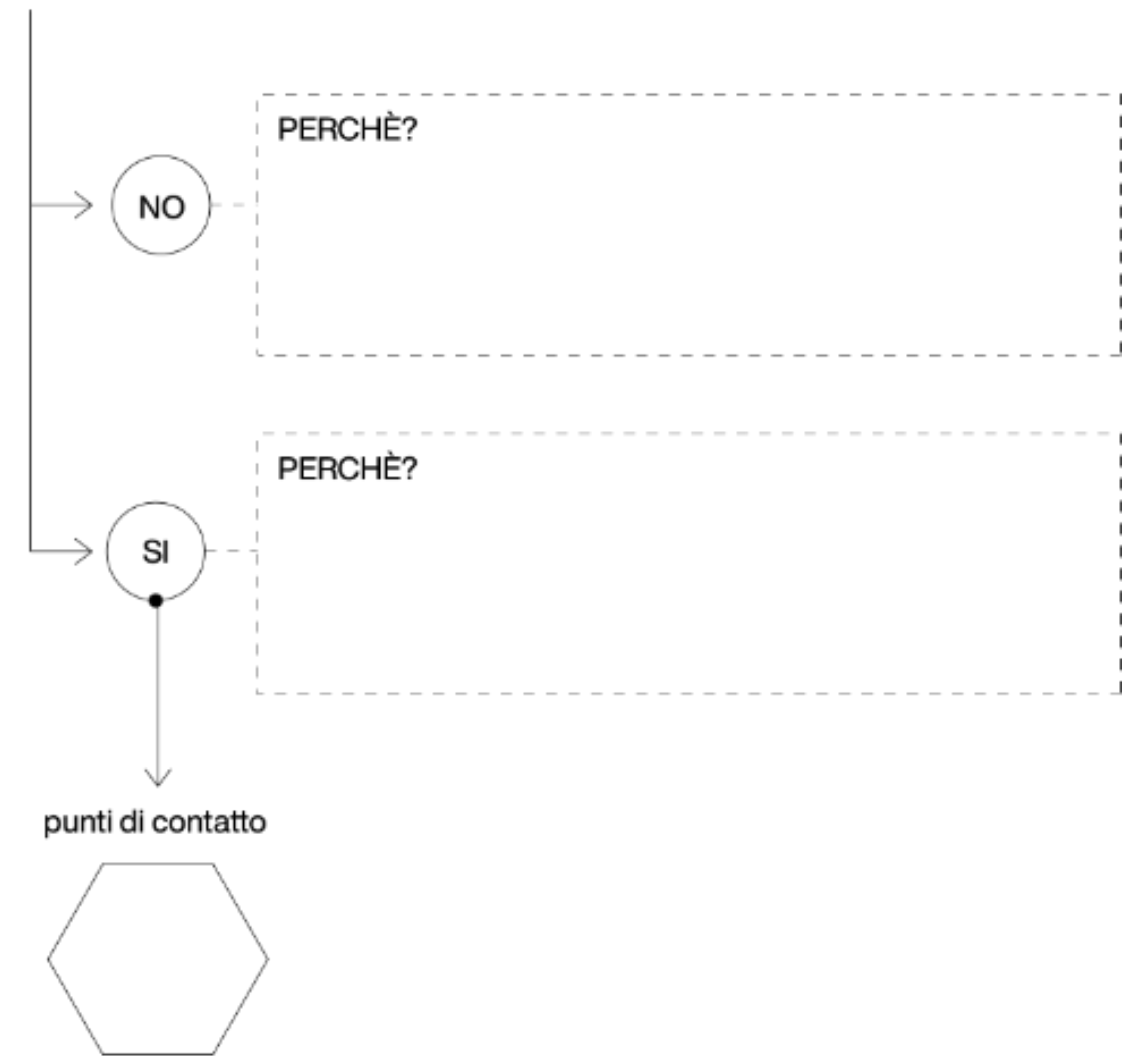


COSA?



10

Generare una certificazione (verde) ufficiale?



Closure

Riflettendo sulla cabina

COSA FUNZIONA...	COSA CAMBIEREI...
HO ANCORA QUESTI DUBBI...	HO QUESTA NUOVA IDEA...

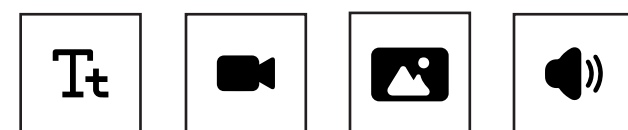
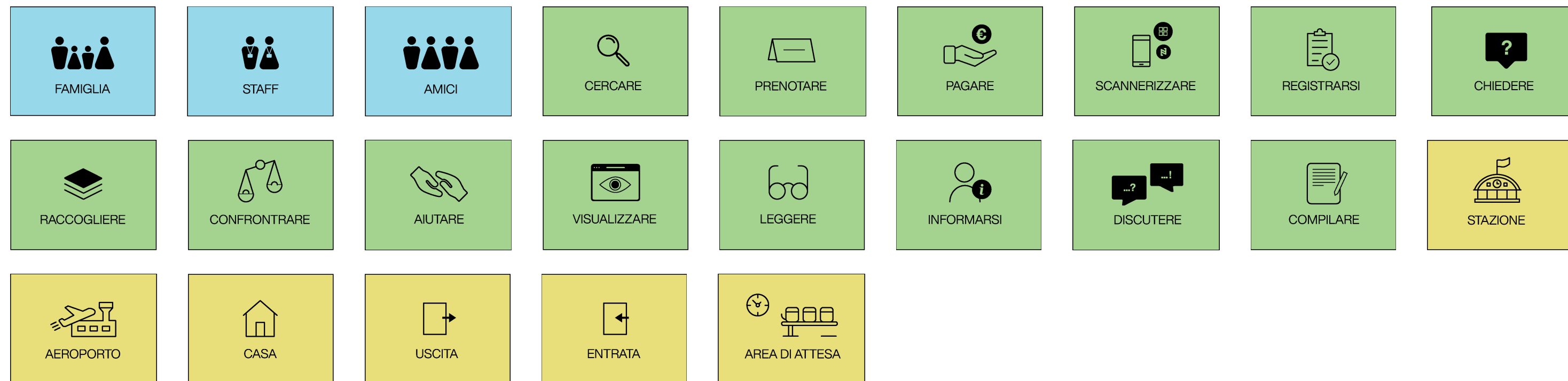
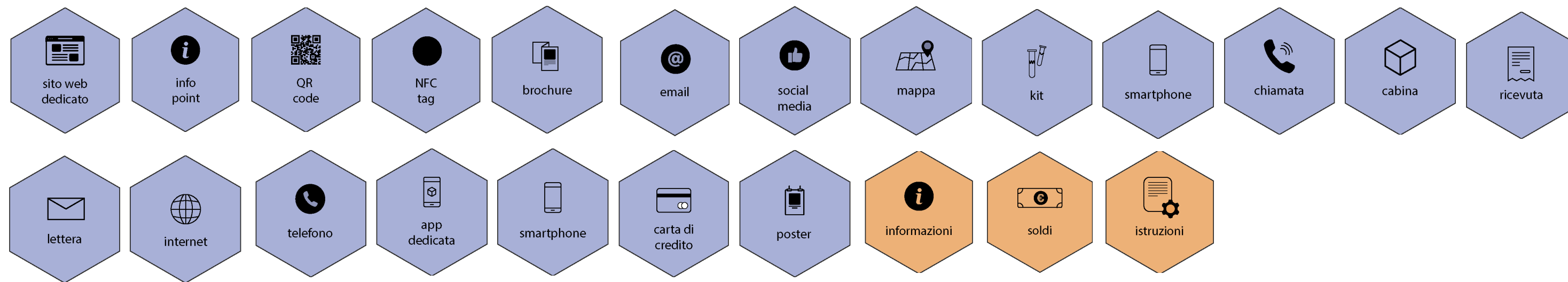
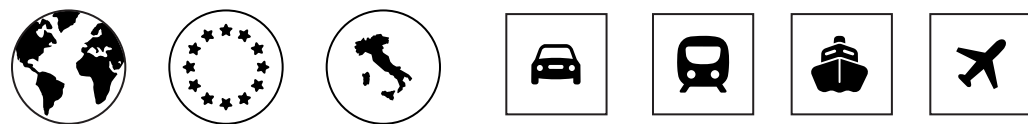
Come hai trovato la sessione di co-design?

Spiegazioni e attività ti sono sembrate chiare?

Hai qualche suggerimento o critica da pormi, per migliorare in futuro?

A3 - BOUNDARY OBJECTS

Cards and elements



A4 - USER SURVEY (2)

Title:Covid-19 testing booth

Introduction

This survey will take less than 1 minute. Your data will be collected anonymously and only used for a research project. Thank You!

Covid-19 testing booth

Imagine you have to take a Covid-19 self test in a public setting (eg. airport), which requires a mouth or nasal swab.

- Considering the situation described above, how important is privacy to you? [single choice: Very important; Moderately important; Not important]
- If you had to take the Covid-19 self test inside a booth, in which situation would you feel more comfortable? [single choice: In a booth with all four sides closed.; In a booth with one side open and three closed.]

Booth with all four sides closed.

- You answered "In a booth with all four sides closed". Why? [long text]
- Would you feel more comfortable with the fourth side being: [single choice: Automatically sliding doors; Manually sliding doors; Drape or cloth; Regular door; other]
- Why? [long text]
- You answered "other". Could you describe what you picture and why? [long text]

In a booth with one side open and three closed.

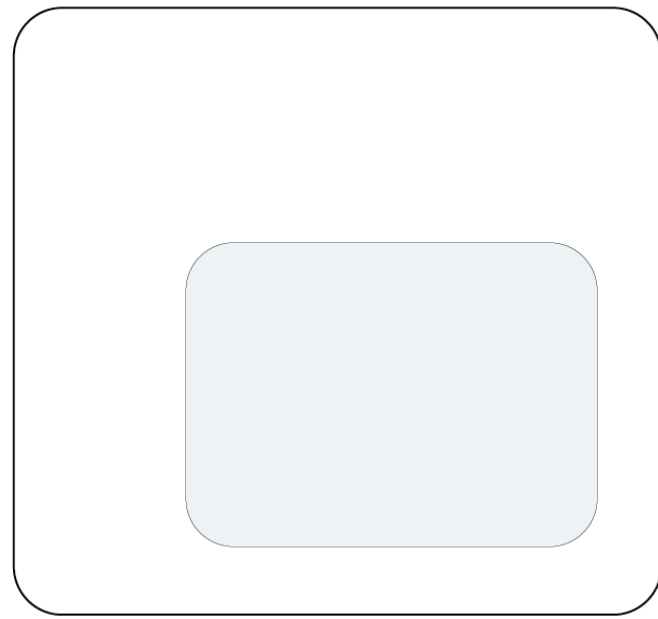
You answered "In a booth with one side open and three closed". Why? [long text]

End

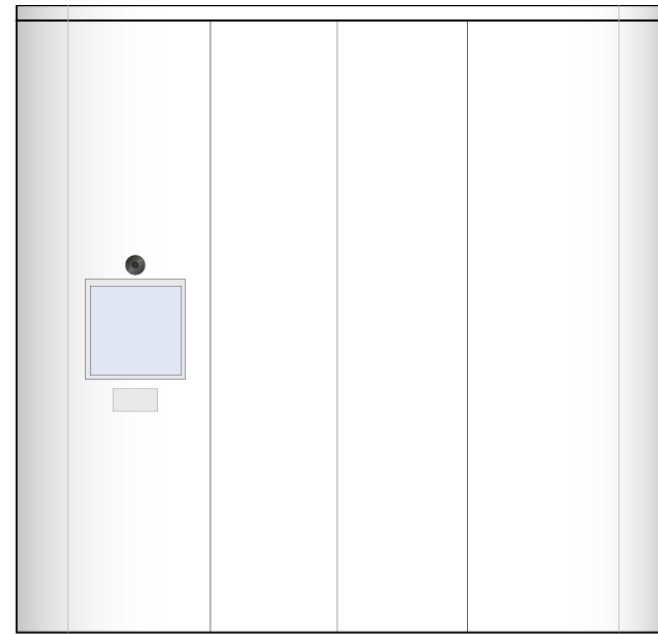
Thank you very much for taking the time to complete this survey!

A5 - CONCEPTS

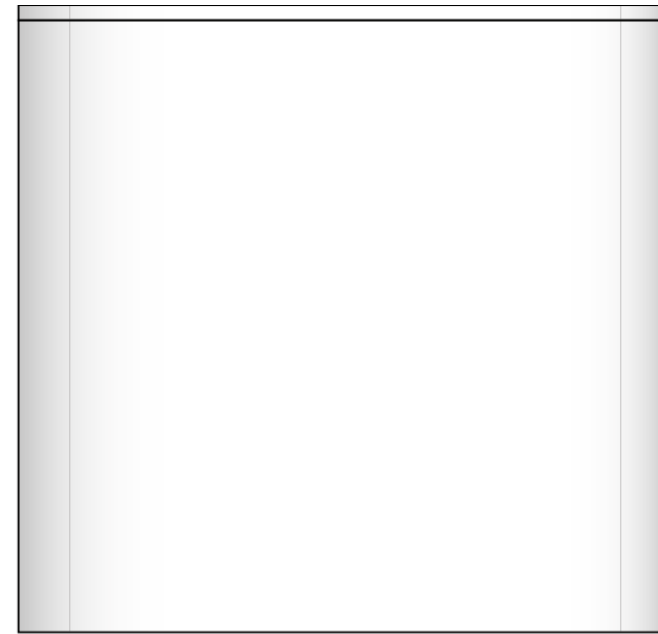
Concept #1



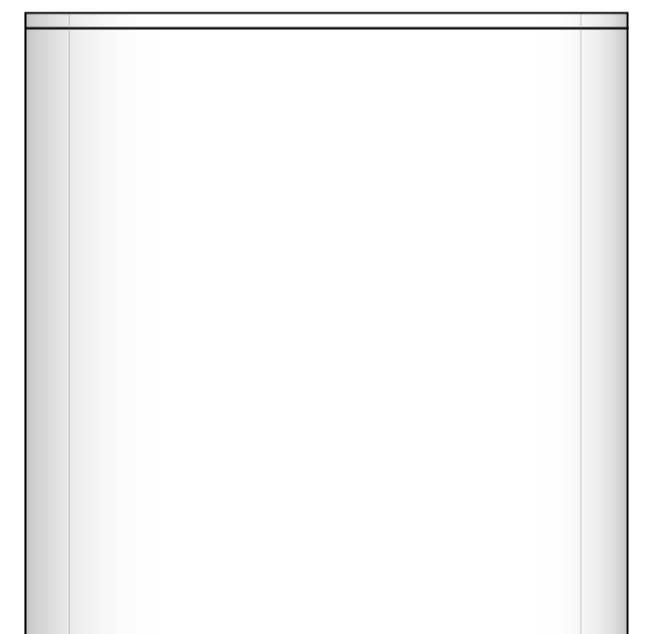
PLAN



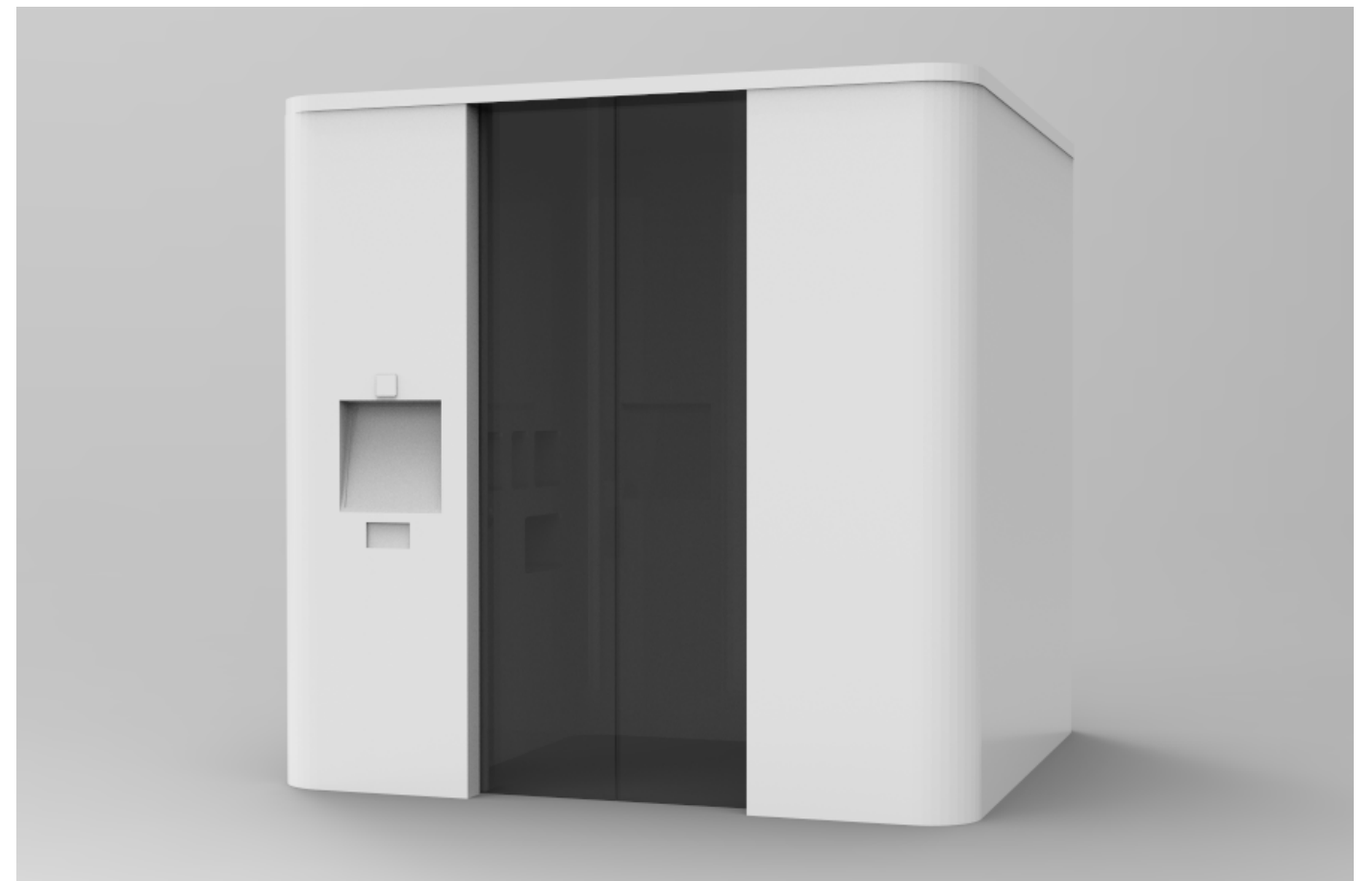
FRONT ELEVATION



REAR ELEVATION

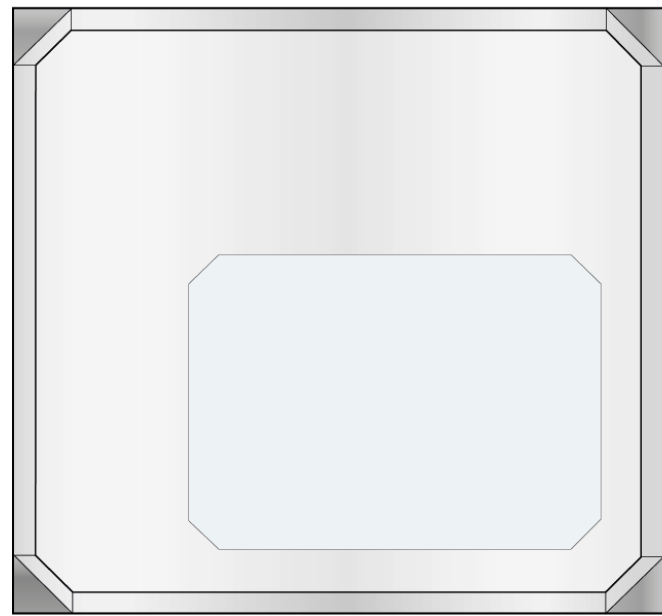


LEFT/RIGHT ELEVATIONS

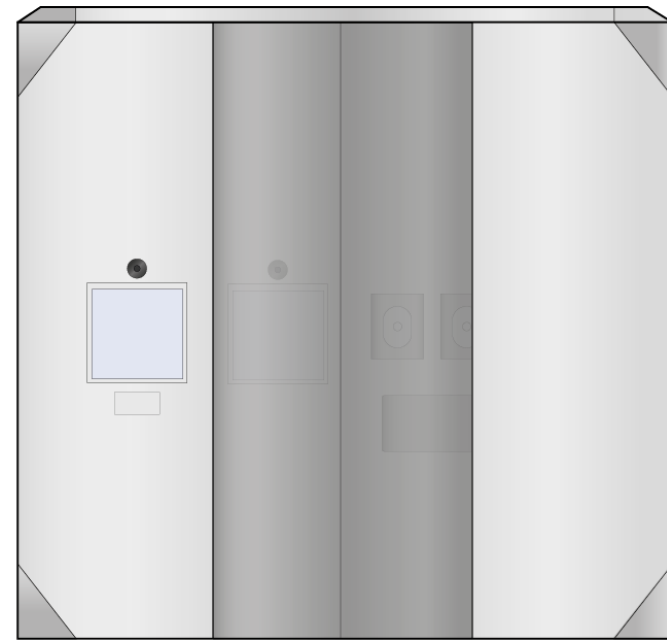


A5 - CONCEPTS

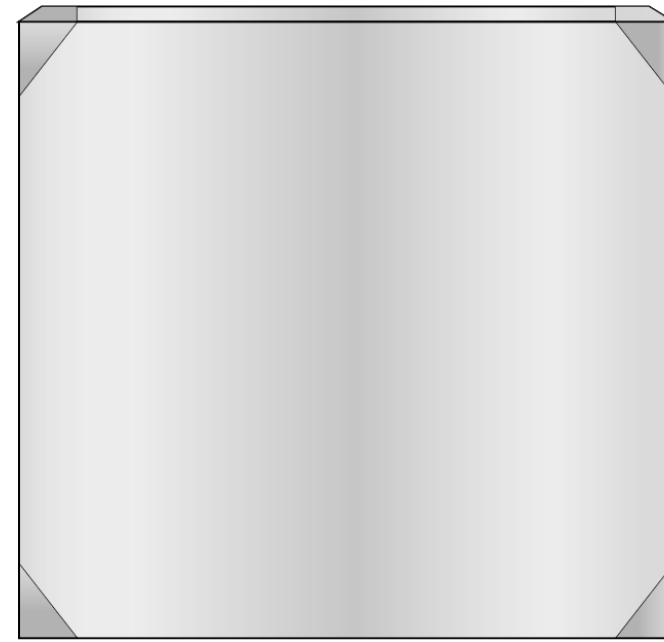
Concept #2



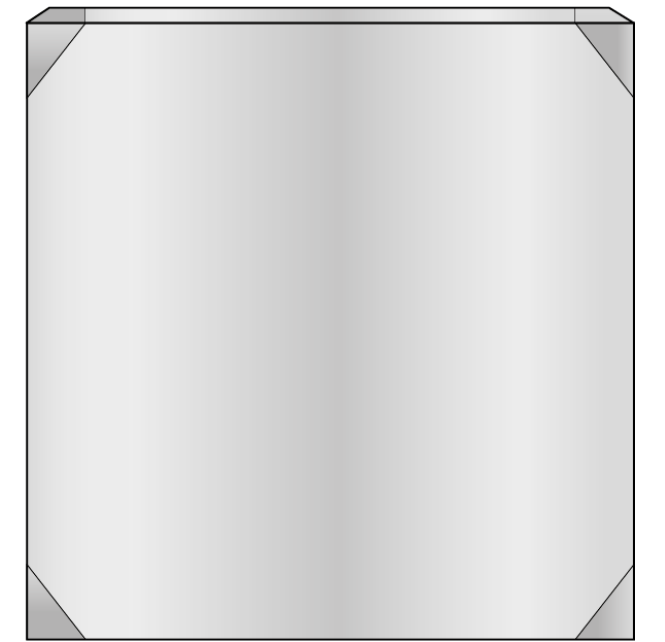
PLAN



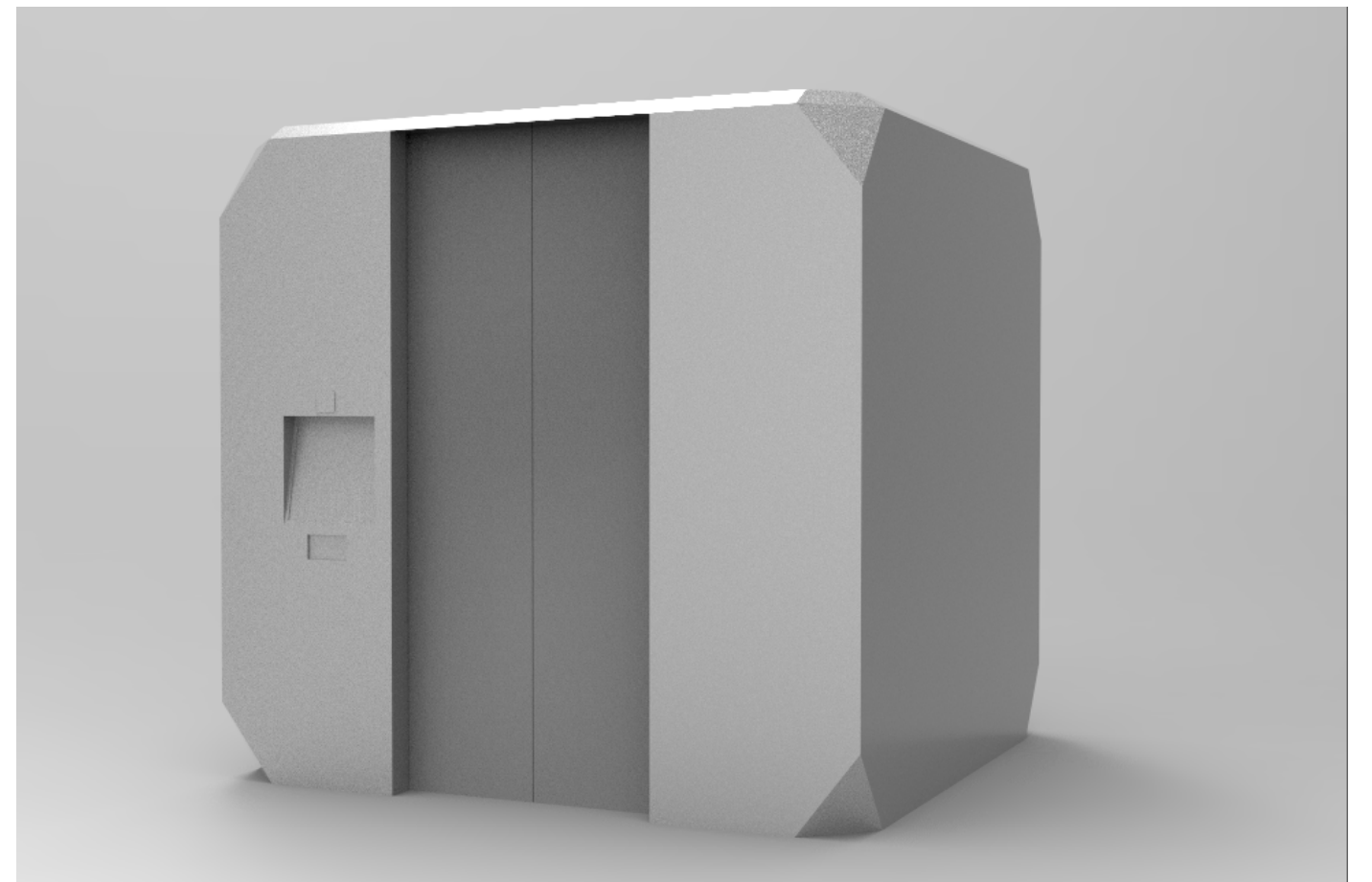
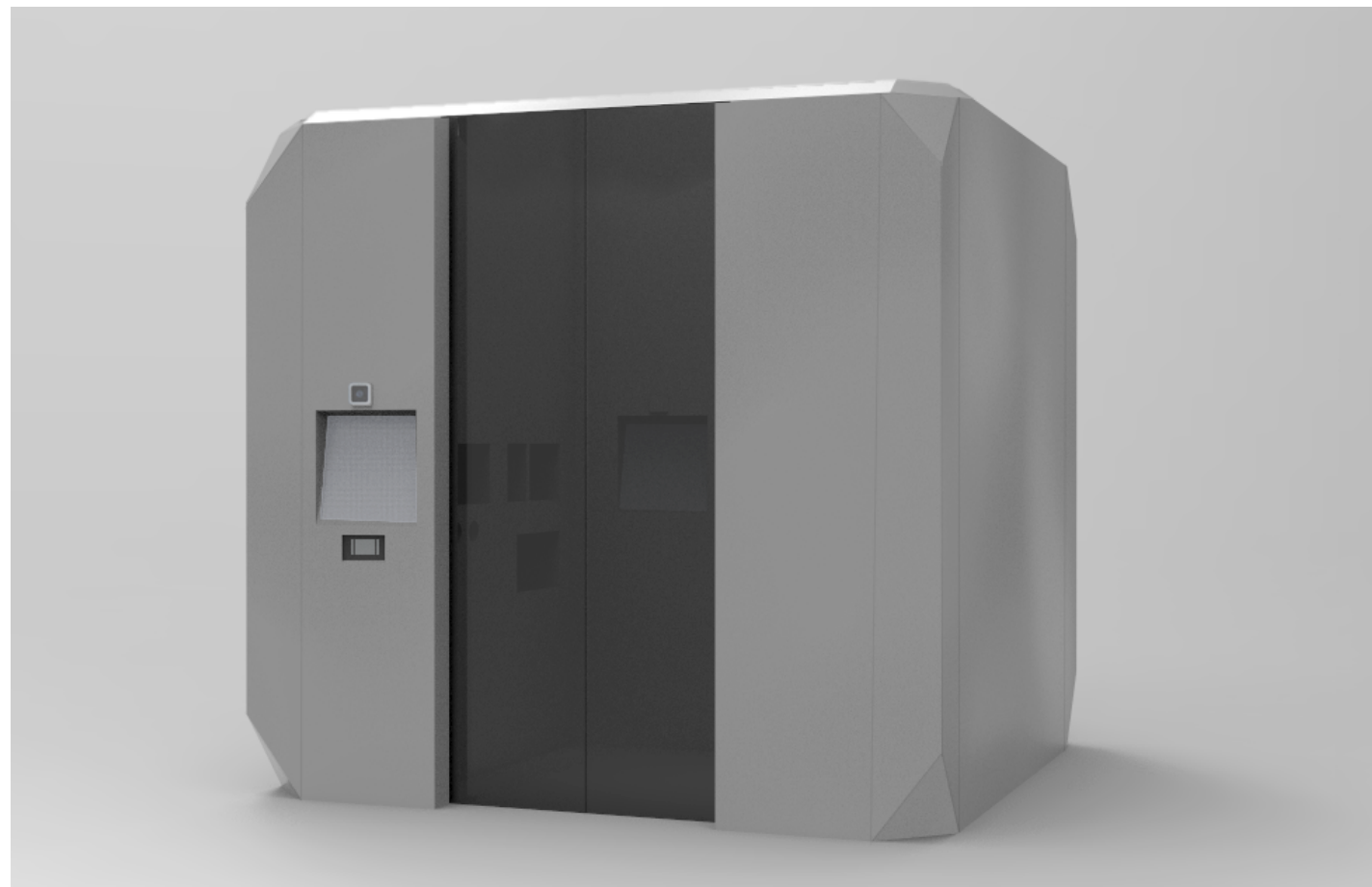
FRONT ELEVATION



REAR ELEVATION

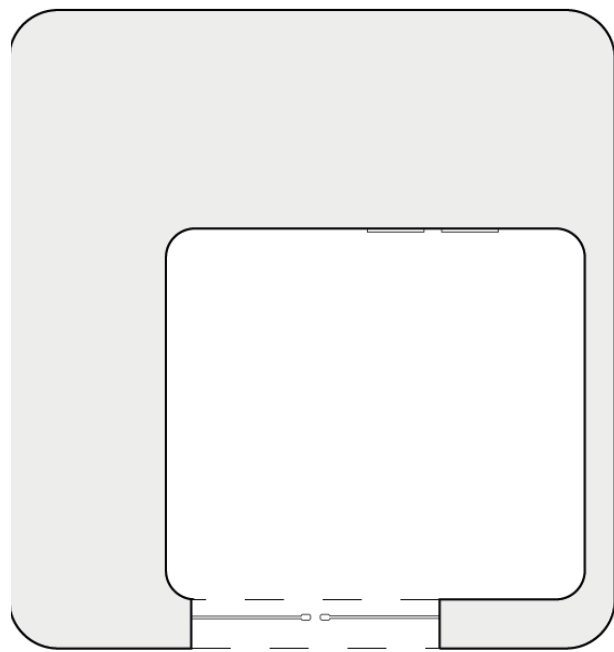


LEFT/RIGHT ELEVATIONS

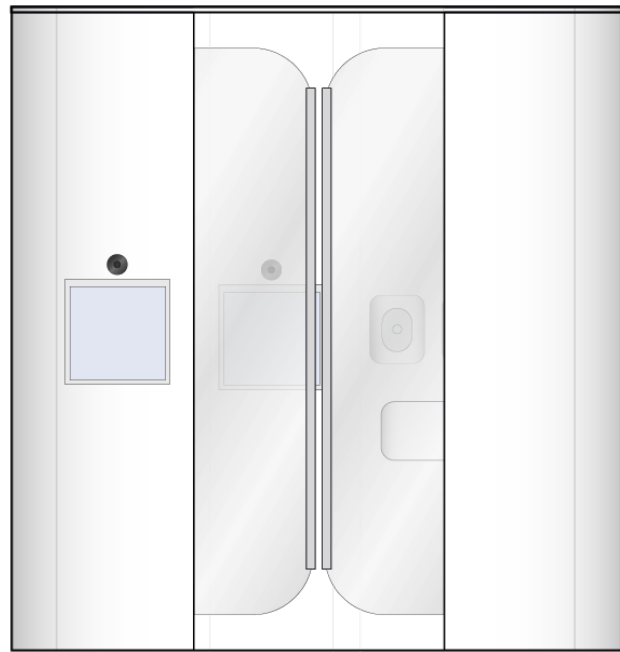


A5 - CONCEPTS

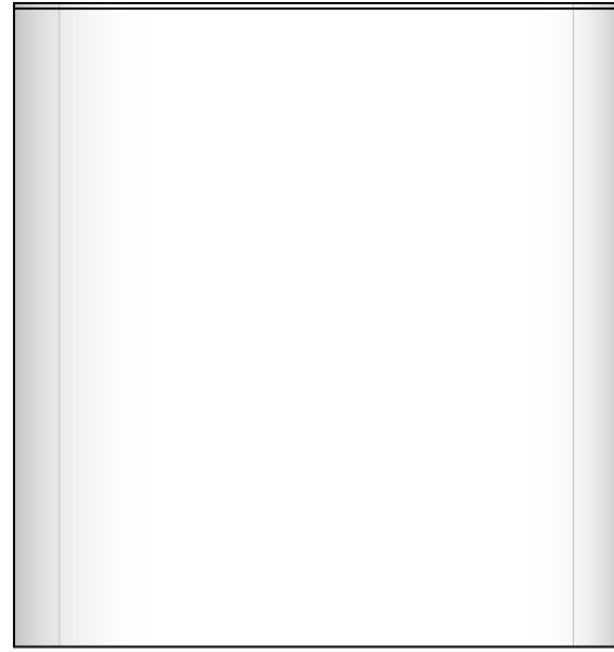
Concept #3



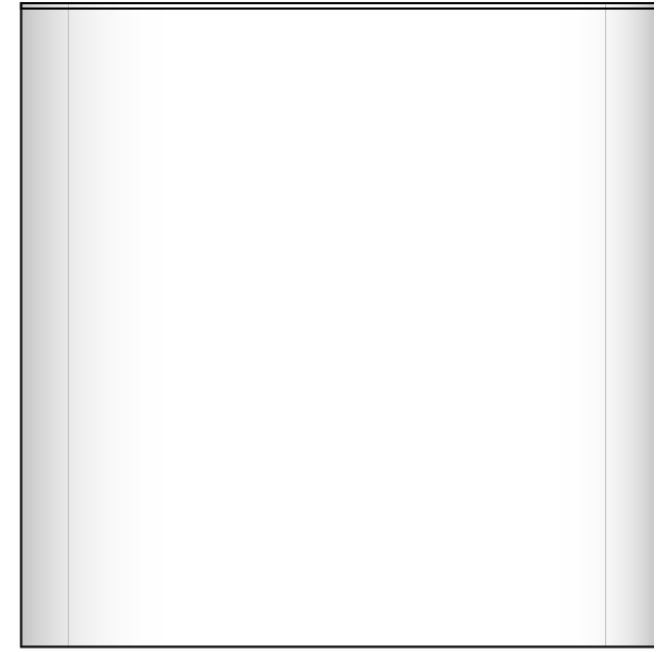
PLAN



FRONT ELEVATION



REAR ELEVATION



LEFT/RIGHT ELEVATIONS



A6 - WAYFINDING PROPOSALS

Proposal #1



FRONT ELEVATION



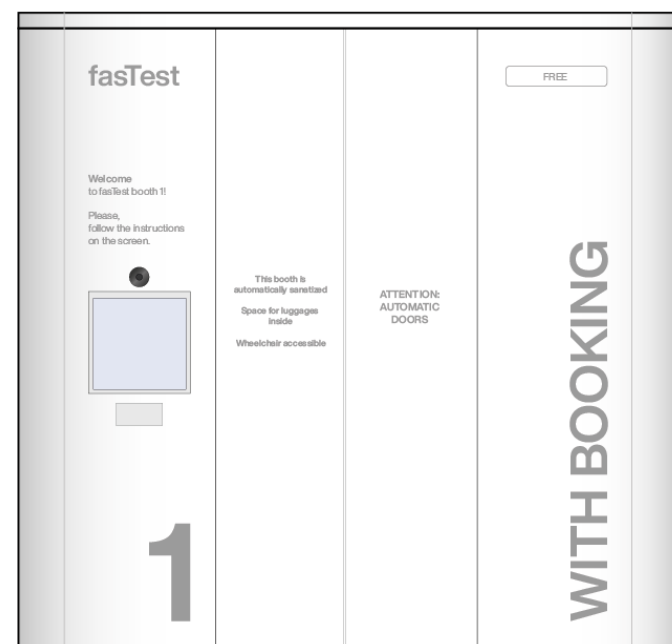
REAR ELEVATION



LEFT/RIGHT ELEVATIONS



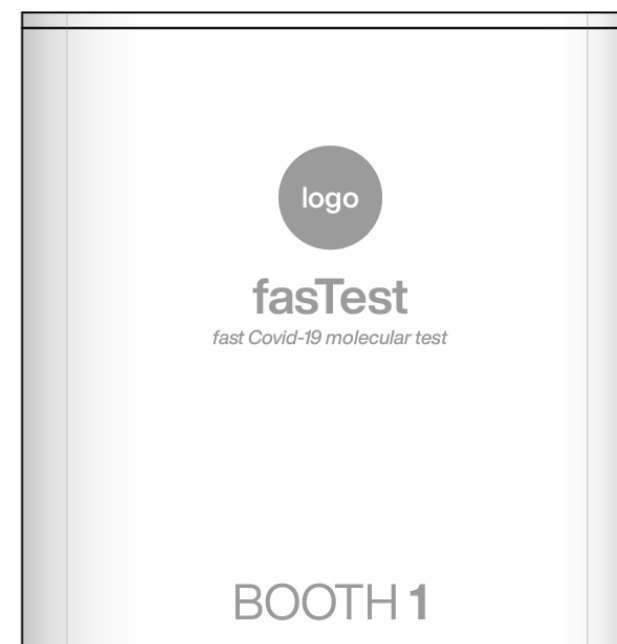
Proposal #2



FRONT ELEVATION



REAR ELEVATION

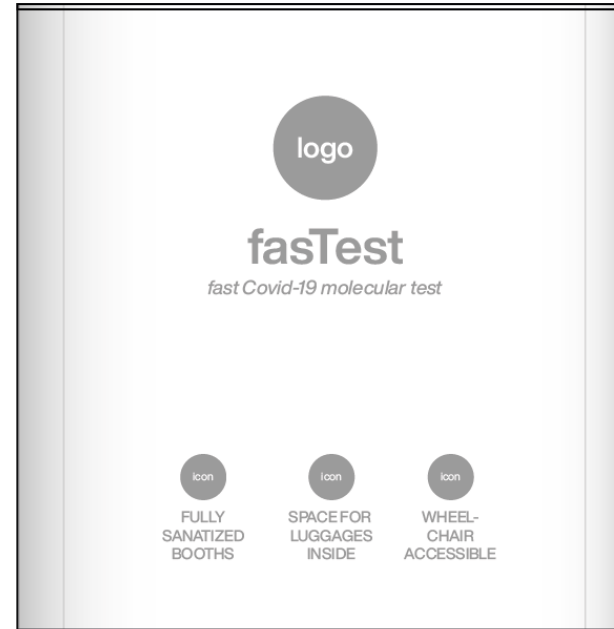


LEFT/RIGHT ELEVATIONS



A6 - WAYFINDING PROPOSALS

Proposal #3

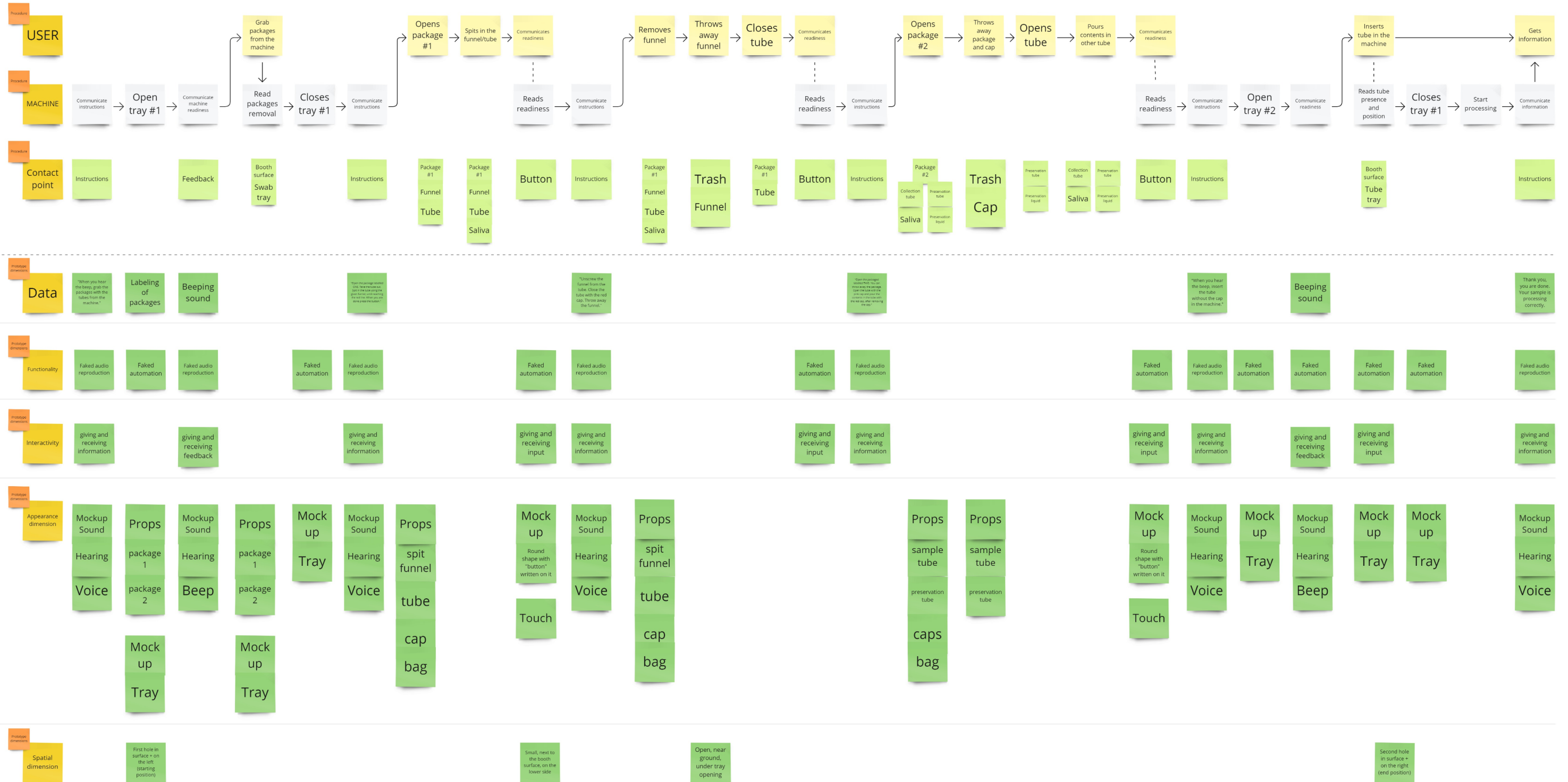


A7 - BRAND IDENTITY PROPOSALS

	PROPOSAL 1 TESTAWAY	PROPOSAL 2 ONElabs	PROPOSAL 3 t-Pod	PROPOSAL 4 CHECKD.
CONCEPT	<p>"test" ↓ self explanatory</p> <p>"away" ↓ used as in the acceptance "without esitation"</p>	<p>"ONE" ↓ ("one site") everything happens in one location only and there is no need to move things in different places</p> <p>"labs" ↓ it is technically a full laboratory (just it is totally automatic)</p>	<p>"t-" ↓ as the initial for "test/testing" + the hypen to make it more legible and visually clear from the other word</p> <p>"Pod" ↓ it represents the booth in a more friendly way</p>	<p>"checkd" ↓ from "check" which is a sighly more amicable version of "testing" to which it has been removed the final "e"</p> <p>." ↓ the final dot is added to give a sense of "straightforwar dness" and efficiency</p>
CHARACTERISTICS	<p>friendly/approachable ★★ ★★ ☆</p> <p>professional/reliable ★★ ☆☆☆</p> <p>safe/secure ★★ ★☆☆</p> <p>care/empathy ★★ ★☆☆</p>	<p>friendly/approachable ★★ ★☆☆</p> <p>professional/reliable ★★ ★★ ★</p> <p>safe/secure ★★ ★★ ☆</p> <p>care/empathy ★★ ☆☆☆</p>	<p>friendly/approachable ★★ ★★ ★</p> <p>professional/reliable ★★ ★☆☆</p> <p>safe/secure ★★ ★☆☆</p> <p>care/empathy ★★ ★★ ☆</p>	<p>friendly/approachable ★★ ★★ ☆</p> <p>professional/reliable ★★ ★★ ☆</p> <p>safe/secure ★★ ★★ ☆</p> <p>care/empathy ★★ ★☆☆</p>
ASSOCIATED COLORS				
DRAFT LOGO				

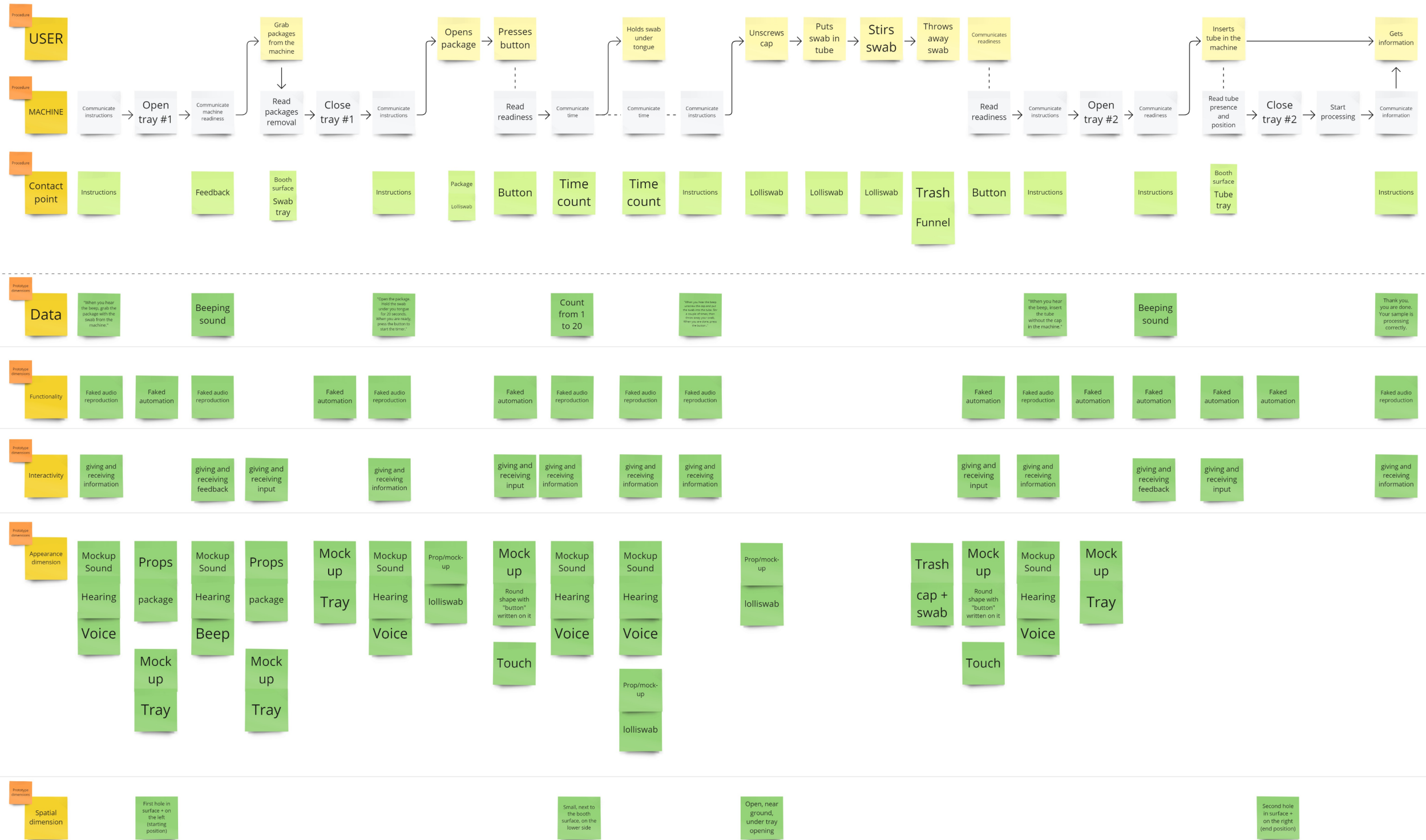
A8 - EXPERIENCE PROTOTYPING BREAKDOWN

Manual saliva



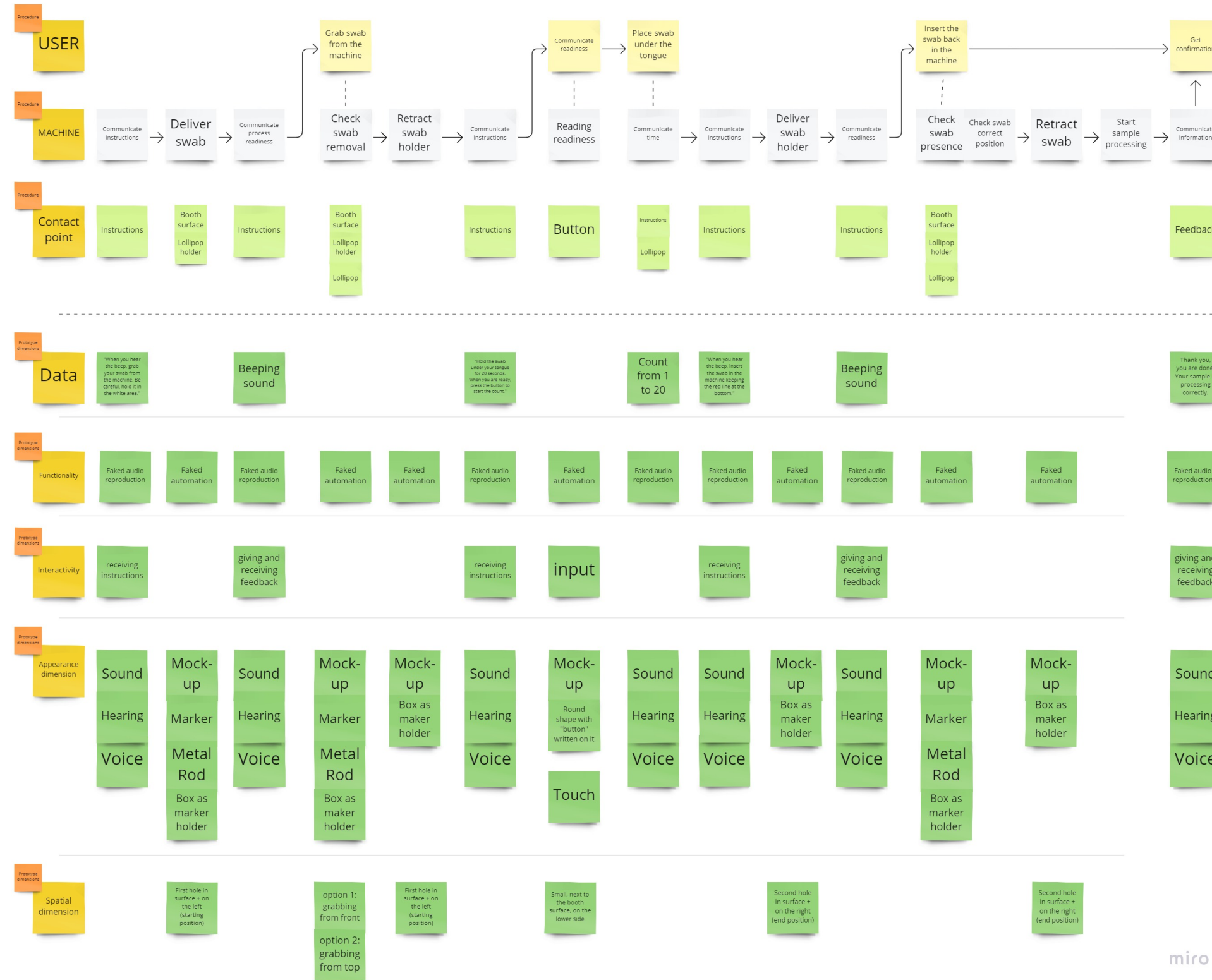
A8 - EXPERIENCE PROTOTYPING BREAKDOWN

Manual lolliswab



A8 - EXPERIENCE PROTOTYPING BREAKDOWN

Automatic lolliswab



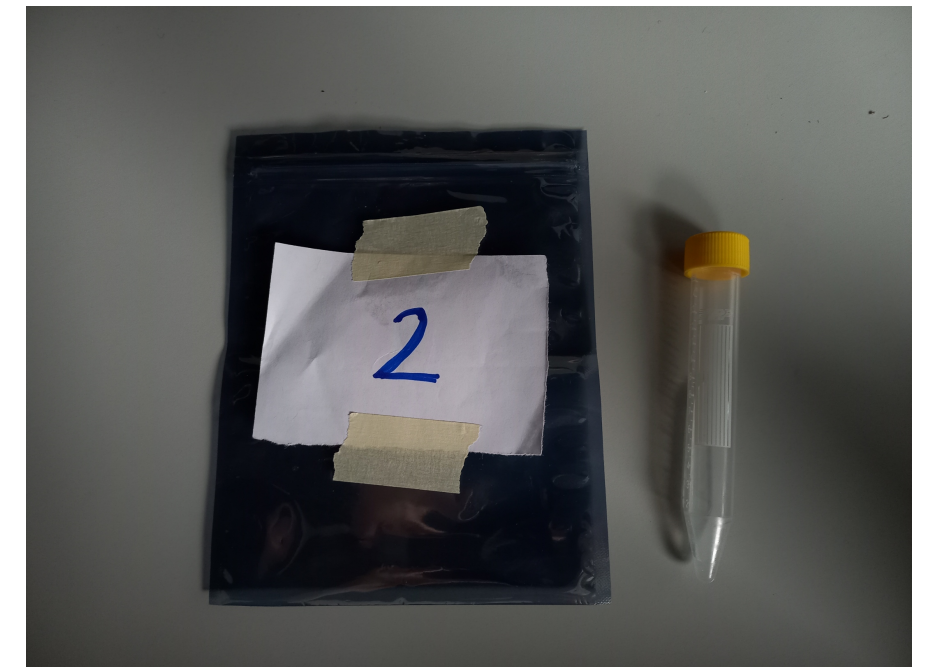
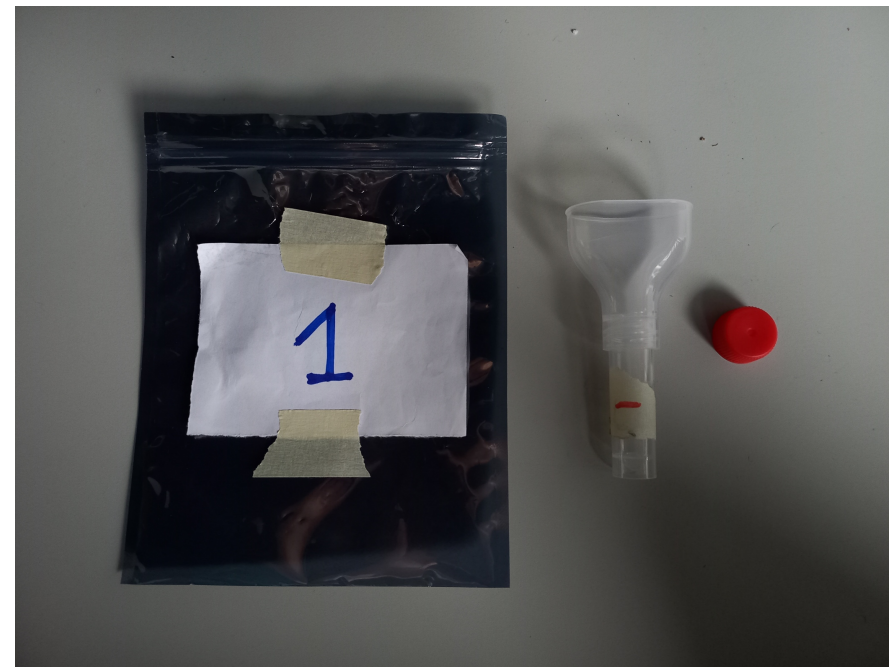
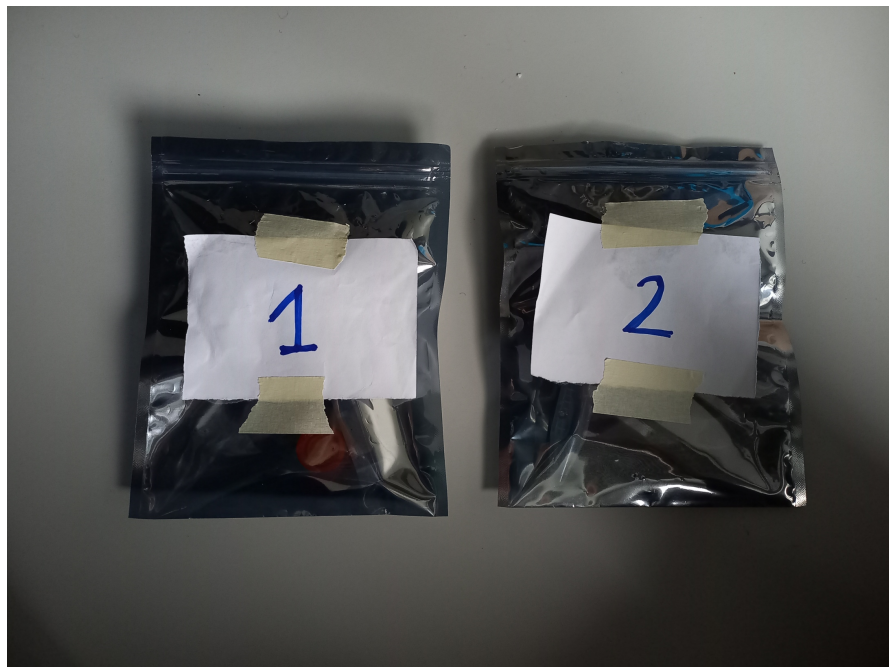
miro

A9 - EXPERIENCE PROTOTYPE: MANUAL SALIVA

Set up



Artefacts



A10 - EXPERIENCE PROTOTYPE: MANUAL LOLLISWAB

Set up



Artefacts

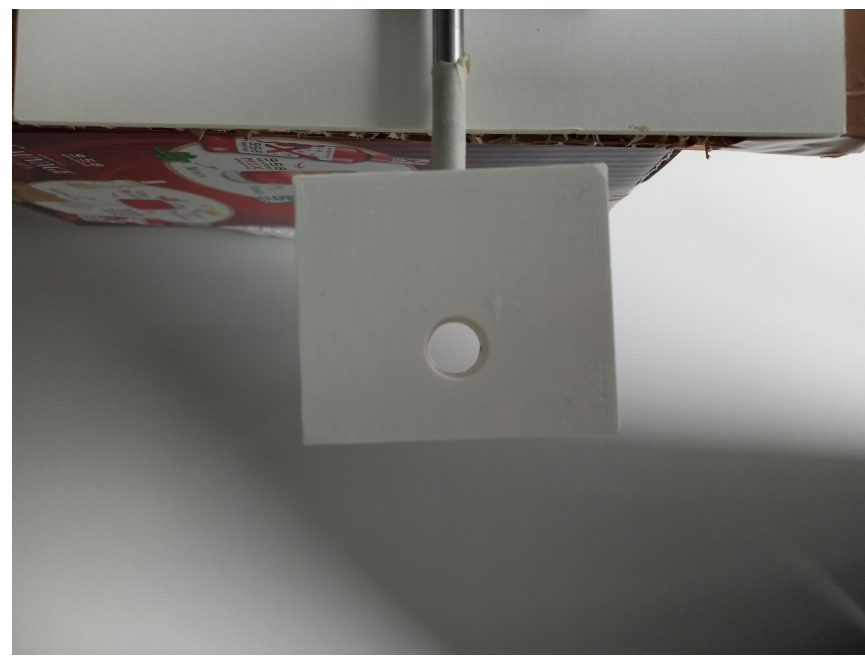


A11 - EXPERIENCE PROTOTYPE: MANUAL LOLLISWAB

Set up



Artefacts



A12 - EXPERIENCE PROTOTYPE: QUANTITATIVE RESULTS

Total time of completion

EFFICIENCY MEASURE	MANUAL SALIVA	MANUAL LOLLISWAB	AUTOMATIC LOLLISWAB
P1	2.40	1.45	0.58
P2	2.42	1.34	1.05
P3	4.05	1.52	1.10
P4	2.03	2.10	1.04
P5	2.45	1.11	0.57
P6	2.40	2.10	1.22
P7	3.20	2.29	1.05
P8	1.76	1.20	1.05
P9	3.15	2.30	0.59
P10	2.02	1.20	1.00
P11	2.25	2.01	1.38
average	2.5	1.66	1.1

miro

Number of errors

EFFECTIVENESS MEASURE	MANUAL SALIVA	MANUAL LOLLISWAB	AUTOMATIC LOLLISWAB
P1	0	0	0
P2	1	1	1
P3	5	2	1
P4	3	2	0
P5	3	0	0
P6	3	0	0
P7	7	0	0
P8	2	2	1
P9	1	0	0
P10	3	1	0
P11	0	2	1

	MANUAL SALIVA	MANUAL LOLLISWAB	AUTOMATIC LOLLISWAB
COMPLETIONS WITH ERRORS	18/21	14/21	7/21
COMPLETIONS WITHOUT ERRORS	3/21	7/21	14/21
COMPLETION RATE	14.2%	33.3%	66.6%

miro

A13 - SERVICE WALKTHROUGH BREAKDOWN

Check-in



A13 - SERVICE WALKTHROUGH BREAKDOWN

Sample collection procedure



A13 - SERVICE WALKTHROUGH BREAKDOWN

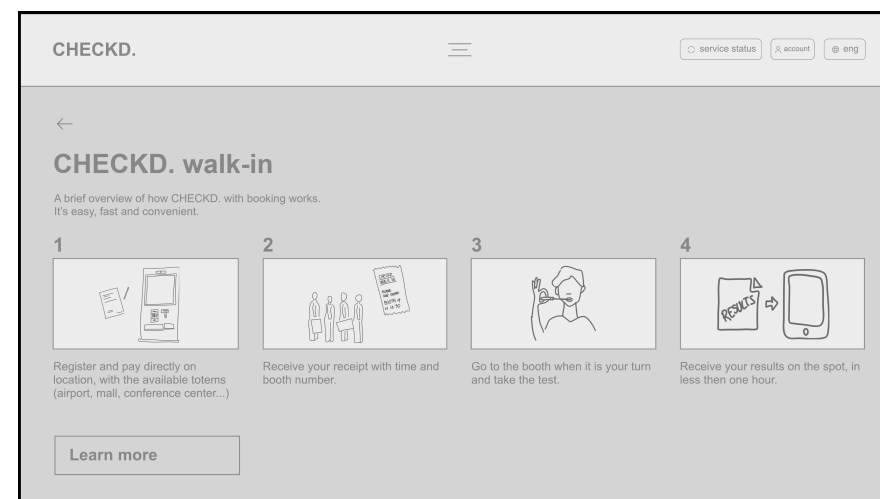
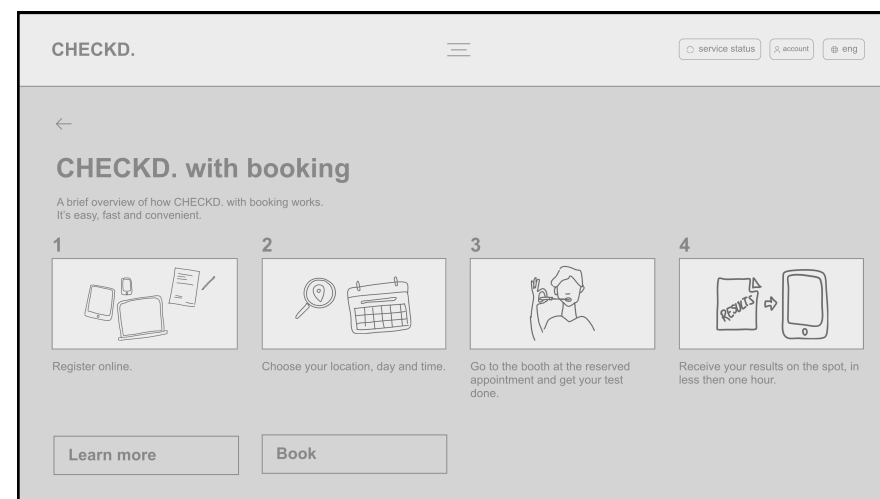
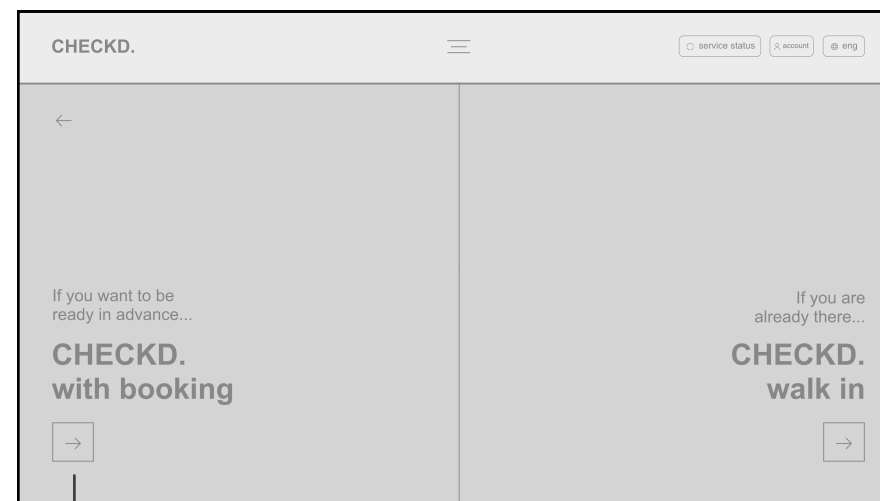
Sample collection procedure



miro

A14 - SERVICE WALKTHROUGH DIGITAL ARTEFACTS

Website - home page



A14 - SERVICE WALKTHROUGH DIGITAL ARTEFACTS

Website - the booths

CHECKD. service status account eng

Covid-19 testing, made easy.

With CHECKD. you can take a molecular Covid-19 test.

CHECKD. tests have the quality of laboratory ones, but without their struggles: high cost and long waiting times.

Fast results

You will have your results in **one hour**, directly on your smartphone.

Affordable

A test only costs **15CHF**, no other fees involved.

Secure

The booth's design allows to carry out a procedure which is as **reliable and safe** as possible for you. The booth is constantly cleaned and they follow strict maintenance and **igenization** procedures.

Easy procedure

Do not get scared by the word "automatic" because the procedure is **quick and painless**. It is designed to be carried out in a **few minutes** and with minimum steps.

Accessible

The booth can accommodate different kind of situations. Whether you have one or more kids, a baby, or a **wheelchair** there is space for you. Support is offered inside the booth in **multiple languages**, with voice and video instructions.


How it works

STEP 1

Register

On the website or download our app. The registration procedure will take around 7 minutes.


Be aware that you will need personal information, official ID documents and you will have to carry out a video identification for security measures, that will allow us to give you a valid certification.



STEP 2

Book

Once you registered you are ready to book! Just select the location of your choice and the available time slot.

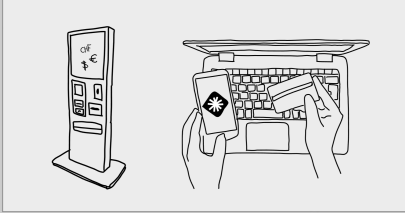


CHECKD. service status account eng

STEP 3

Pay

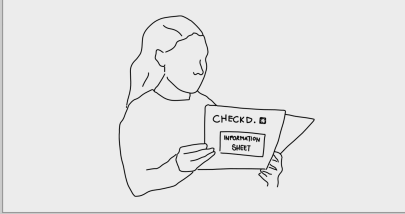
You can choose to either pay online right away or pay at the location, where there will be a totem for payments.



STEP 4

Prepare

You will receive a receipt with all the summarized information you will need in the moment of using the booth and how to prepare yourself for the procedure, either in your inbox or directly on our app. Here you will also find information on how to reach our booth inside your preferred location.



STEP 5

Go

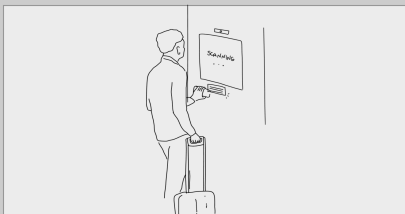
Reach the right place at the time slot that you have booked. The booth will signal to you when it's ready to be approached.



STEP 6

Access

Scan your barcode, identify yourself and the booth will unlock for you.




STEP 8

Results

Relax, your results will be delivered right to your smartphone in one hour (by email, pdf file or directly in our CHECKD. app). Take a stroll around the airport, have a meal at the restaurant or just scroll on your phone while you wait.

Your Covid19 certificate can be directly shown to the competent authorities and also be sent to other applications for storage.



CHECKD. service status account eng

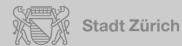


Locations

CHECKD. offers a system of booths that you can find in different places around the world. If you register for our service you will have immediate access to all the booths in the system, wherever you are in that moment.

EUROPE	CITY	SITE
Switzerland	Zurich	Zurich Flughafen Zurich The Circle Zurich Technopark
	Geneva	Geneva Airport
	Italy	Milan Milano Linate Milano Malpensa
	Bergamo	Orin al Serio Orin Center
Germany	Berlin	Berlin Schönefeld Airport Berlin Tegel
	Hamburg	Hamburg Airport
	France	Paris Paris Charles De Gaulle Forum des Halles
	Nice	Nice Côte d'Azur Airport

Certifications

CHECKD. has official certifications and it is supported by international organizations and government institutions.

Privacy

We safeguard your privacy.

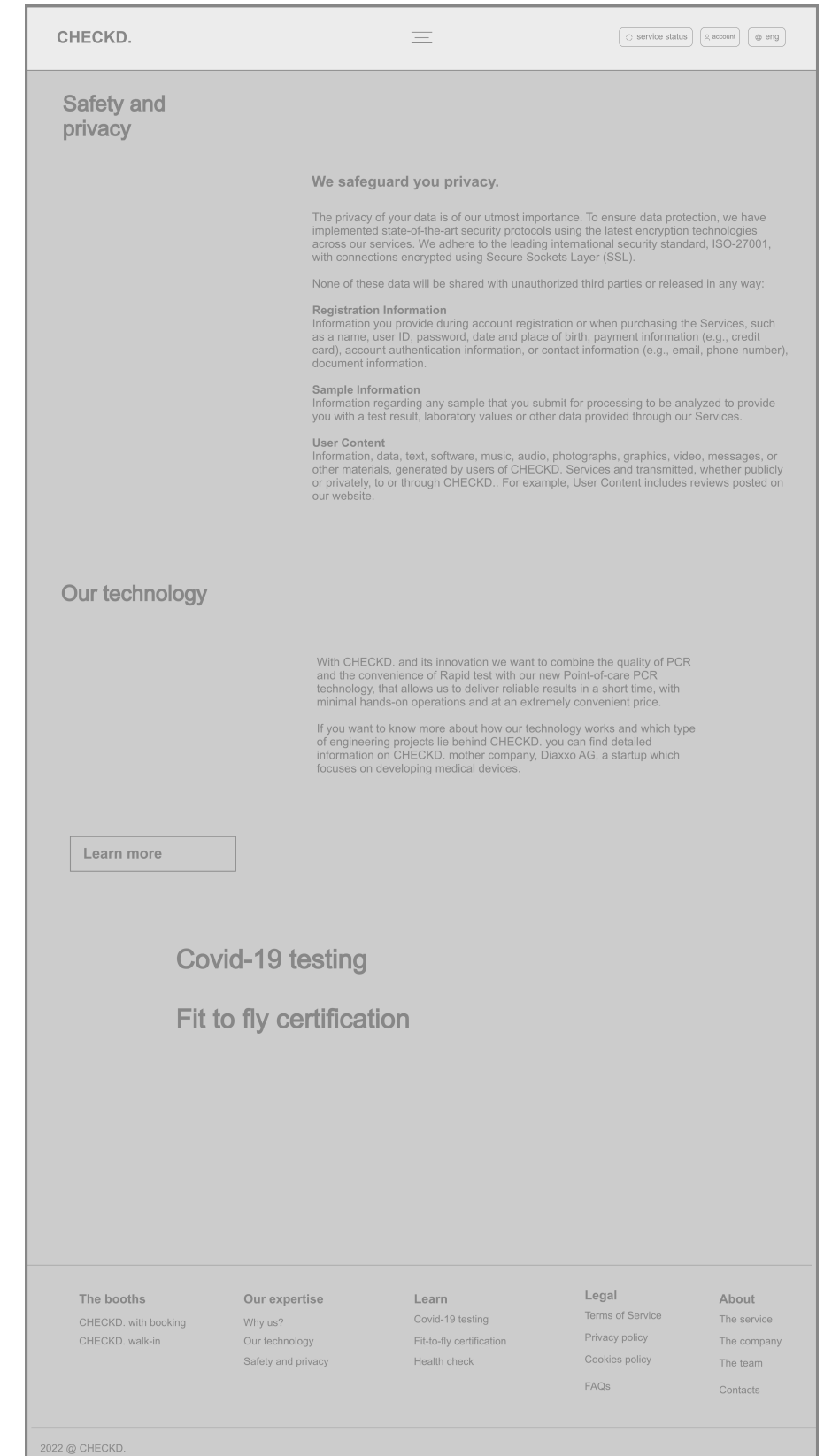
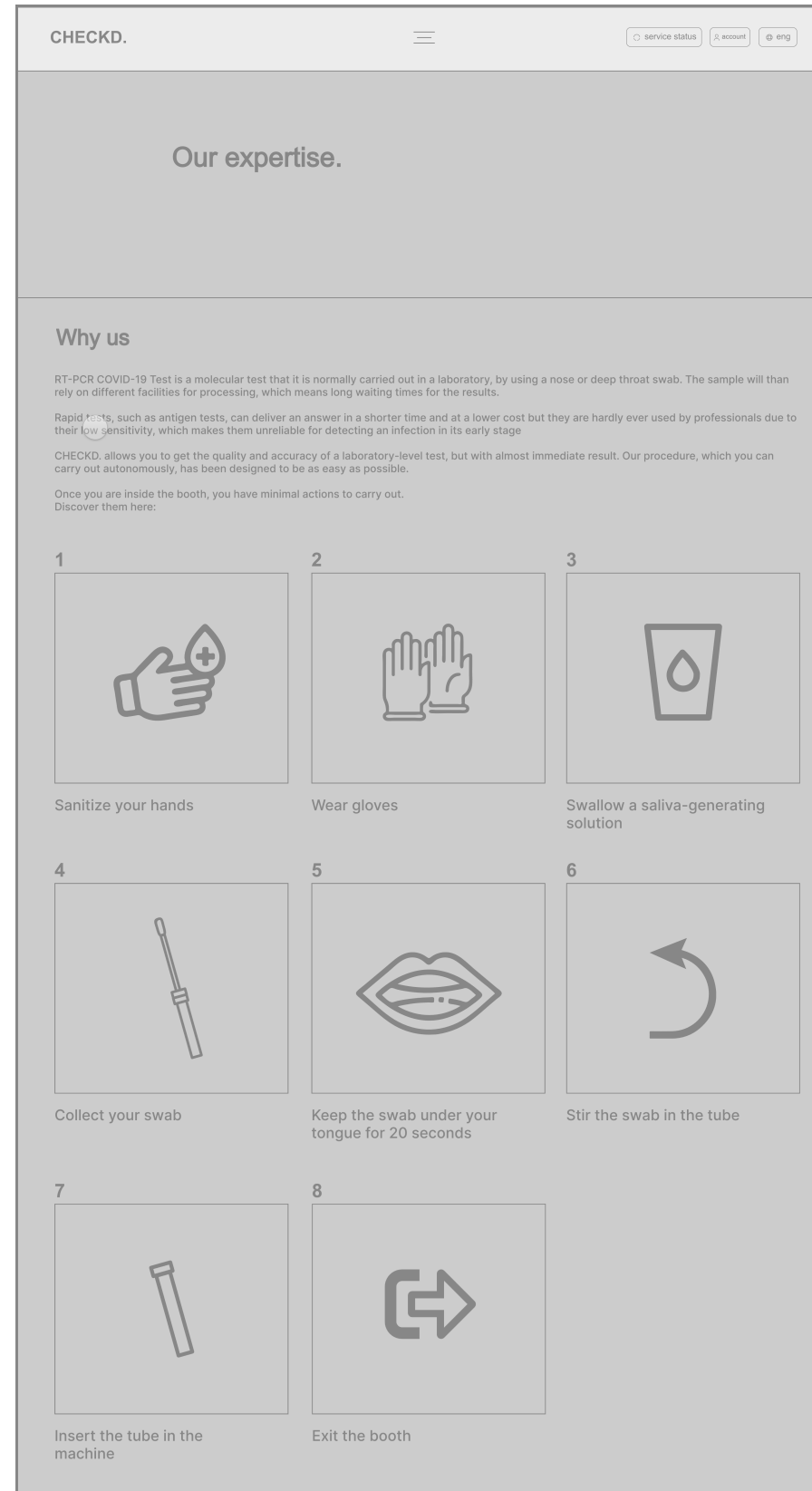
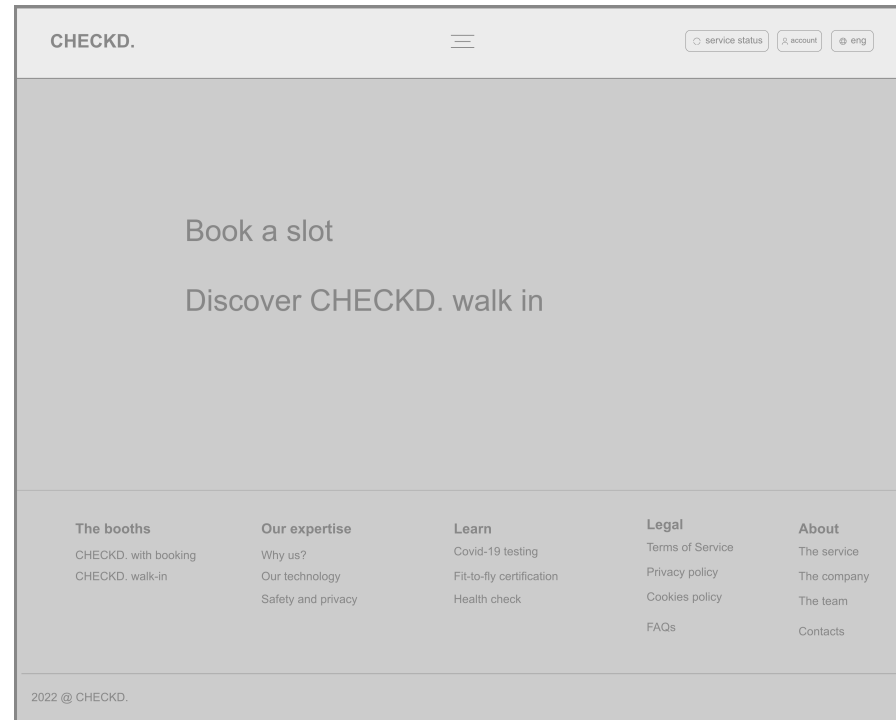
Accurate diagnosis stands at the base of what we do. We want to provide a service that is safe and reliable for its customers. Our mission is to avoid the spread of Covid-19 and keep people safe, giving the possibility of a quality test, but done with ease and minimal time.

For this reason, it is fundamental for us to be sure that each test is actually taken by the specific person that is registered to. Being legally able to provide an official certificate imposes us to record and process the videos so that the person is accurately matched to its identity and therefore the latter is 100% confirmed. Despite this, we are strongly convinced that privacy is fundamental and it still acts as one of CHECKD's main values. For this reason no data that concern you or your family is going to be shared in any way with third parties.

[Learn more](#)

A14 - SERVICE WALKTHROUGH DIGITAL ARTEFACTS

Website - our expertise



A14 - SERVICE WALKTHROUGH DIGITAL ARTEFACTS

Website - learn & about

CHECKD. service status account eng

Learn

Covid-19 testing

Covid-19 testing can happen in different ways. CHECKD. employs the RT-PCR methodology.

RT-PCR is a highly-accurate, global gold standard technology in the detection of COVID-19. RT-PCR tests are widely recognised and accepted by majority of countries for pre-departure certification.

RT-PCR Measures
The presence or absence of SARS-CoV-2 Coronavirus

Collection Method
Deep throat, nasal or saliva sample collection

Testing Method
RT-PCR (Reverse Transcription Polymerase Chain Reaction) Test
Gold Standard Technology recognised worldwide governments.

Fit to fly certificate

CHECKD. provides you with the results of your RT-PCR test, which, in case of negativity, can be transformed into an official COVID-19 fit to fly certificate.

Our COVID certificate contains a forgery-proof QR code and can be visualized on our website or on our APP. Alternatively, you can scan the QR code and load it to the COVID Certificate app of your preference.

The COVID certificate is personalised and is valid for a limited period, which varies by certificate type. When your COVID certificate is checked, you will be asked to present photo identification (e.g. an identity card). Your personal details on the COVID certificate should match those in your passport or on your ID card. This will ensure that you do not experience possible difficulties when your certificate is being checked against your identification document.

The COVID certificate contains various personal information, including your last name, first name, date of birth and a certificate number.

Visualized here an example of our certificate:

CHECKD. service status account eng

Health check

CHECKD. services can also be used to simply make sure of your health status. You will still be able to generate a certificate in case of need.

The booths CHECKD. with booking CHECKD. walk-in	Our expertise Why us? Our technology Safety and privacy	Learn Covid-19 testing Fit-to-fly certification Health check	Legal Terms of Service Privacy policy Cookies policy FAQs	About The service The company The team Contacts
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2022 @ CHECKD.

CHECKD. service status account eng

CHECKD. helps people who want to take an accurate and highly reliable Covid-19 test in the least time possible to be able to travel by increasing efficiency of sample processing and skipping long processing times of traditional labs.

We provide a molecular/PCR test at the time frame of an antigen test.

The service

What do we do today? We provide totally automatic Covid-19 testing booths, molecular/PCR test with very fast results (30 mins).	Who do we serve? Society at large and travellers.
What are we trying to accomplish? We will make advanced diagnostics accessible even to laypeople without the need for human-supervision, so to support in tracking the spread of epidemics, guarantee the safety of large events or gatherings and making testing more efficient and inexpensive.	What impact do we want to achieve? Reducing the costs for the health-care system and minimizing the risk of spreading infections, large-scale population testing will have positive impact on communities, businesses, universities and other large-scale organizations and keep them open and out of lock-down. Find a way to control the viruses better, reducing the burden of test processing and ease the incoming of people in hospitals (reduce hospitalizations).

The company and the team

Our vision is to help create a world where diseases can be controlled in a faster, more efficient and more secure way.

- We strive to reach equality in access to disease testing, diagnosis and treatment definition.
- We want to bring the disease testing booths in as much countries as possible and build a strong network, also in resource-poor countries.
- We aim to develop testing booths for a wider pool of diseases and enlarge their availability by placing them in new and multiple different sites.

Our values:

Safety and security Our main goal is to allow the user to feel at ease and not let them feel the fear of danger and risk by using our services.	Reliability and trustworthiness We are serious, we want to show competence and we strive to always keep the highest quality possible in all the different facets of the service.	Accuracy and accountability We want to be transparent about our process. We explain how the technology is state of the art, but at the same time we hold ourselves accountable in case something happens.
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Contacts

CHECKD. AG
+41 12 123 21 21
HCI E 103, Vladimir Prelog Weg
1, 8093
Zürich, Switzerland

The booths CHECKD. with booking CHECKD. walk-in	Our expertise Why us? Our technology Safety and privacy	Learn Covid-19 testing Fit-to-fly certification Health check	Legal Terms of Service Privacy policy Cookies policy FAQs	About The service The company The team Contacts
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2022 @ CHECKD.

A14 - SERVICE WALKTHROUGH DIGITAL ARTEFACTS

Website - registration

CHECKD. service status account eng

Sign up to CHECKD.

Email

Password

Confirm Password

CHECKD. service status account eng

Welcome to CHECKD!

Your account configuration is simple and it is going to take approximately **10 minutes**.

What you will need for this procedure:

- Official ID
- Health or insurance card
See [THIS PAGE](#) for more information relating to which health card is valid based on your country of residence.

NOTE
To complete the registration procedure you will need to carry out an online identification. Make sure the device you are registering with has a working webcam.

CHECKD. service status account eng

- STEP 1 Personal information
- STEP 2 Documents verification
- STEP 3 Video Identification
- STEP 4 Booking
- STEP 5 Payment and confirmation

Personal information (1)

Please, enter your personal information as they appear on your government ID.

Name Last Name

Date of birth Place of birth

Nationality

CHECKD. service status account eng

- STEP 1 Personal information
- STEP 2 Documents verification
- STEP 3 Video Identification
- STEP 4 Booking
- STEP 5 Payment and confirmation

Personal information (2)

Please, enter your personal information as they appear on your government ID.

Street address No.

City Province

ZIP/Postal code Country

CHECKD. service status account eng

- STEP 1 Personal information
- STEP 2 Documents verification
- STEP 3 Video Identification
- STEP 4 Booking
- STEP 5 Payment and confirmation

Personal information (3)

Please, enter your phone number.

NOTE: This phone will be linked to your identity. It is not possible to link one phone to more identities.

Phone number

CHECKD. service status account eng

- STEP 1 Personal information
- STEP 2 Documents verification
- STEP 3 Video Identification
- STEP 4 Booking
- STEP 5 Payment and confirmation

Information review

Before proceeding, please review here your personal data.

Name: Last name:

Street address: Street number:

City: Country:

Phone number:

CHECKD. service status account eng

- STEP 1 Personal information
- STEP 2 Documents verification
- STEP 3 Video Identification
- STEP 4 Booking
- STEP 5 Payment and confirmation

Documents verification

In this second step you will have to enter the identity document with which you intend to register and then carry out the Webcam recognition.

Make sure you have these documents readily available:

- Official ID (national ID card, passport, driving license)
- Health or insurance card
See [THIS PAGE](#) for more information relating to which health card is valid based on your country of residence.

NOTE
The document you are registering with, you will need the day of the booking.

CHECKD. service status account eng

- STEP 1 Personal information
- STEP 2 Documents verification
- STEP 3 Video Identification
- STEP 4 Booking
- STEP 5 Payment and confirmation

Documents verification

During this identification procedure you will have to show to the webcam your official documents.

How to carry out the identification correctly:

- Make sure that no other people are taken into the webcam frame.
- Show the document fully open, completely visible and without any type of cover.
- Verify that you are in a properly lit environment, so that all the characters on the documents are readable.

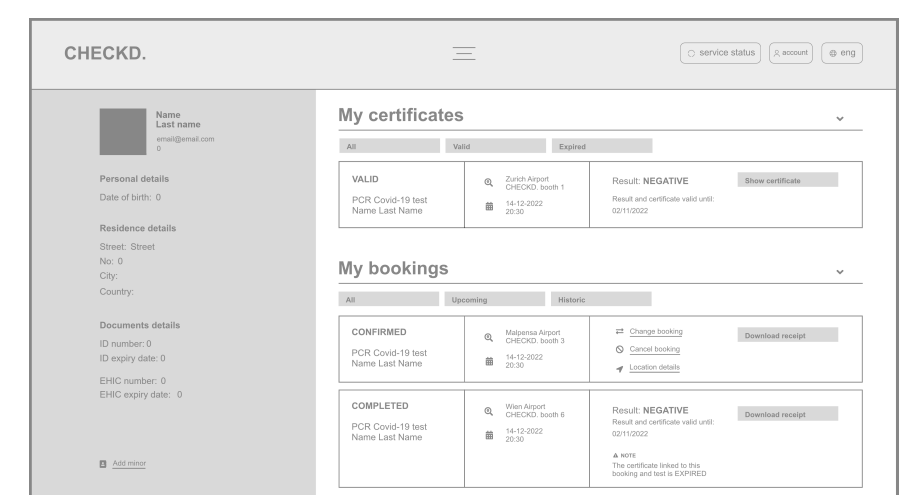
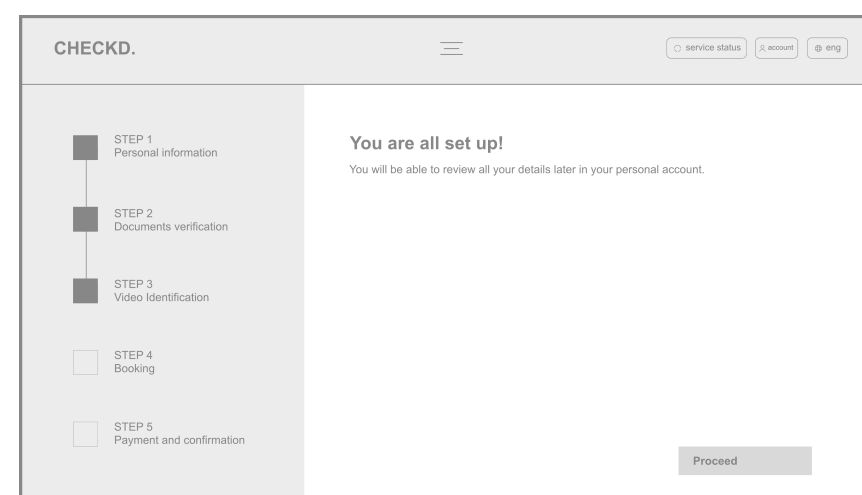
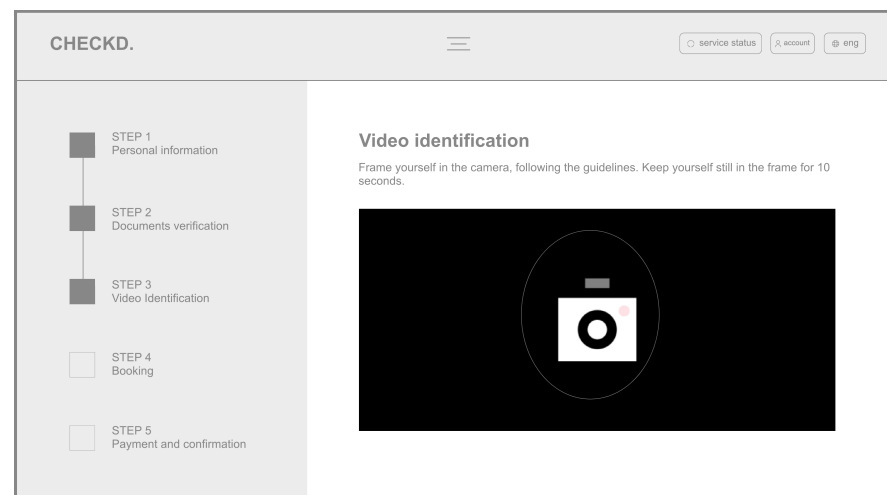
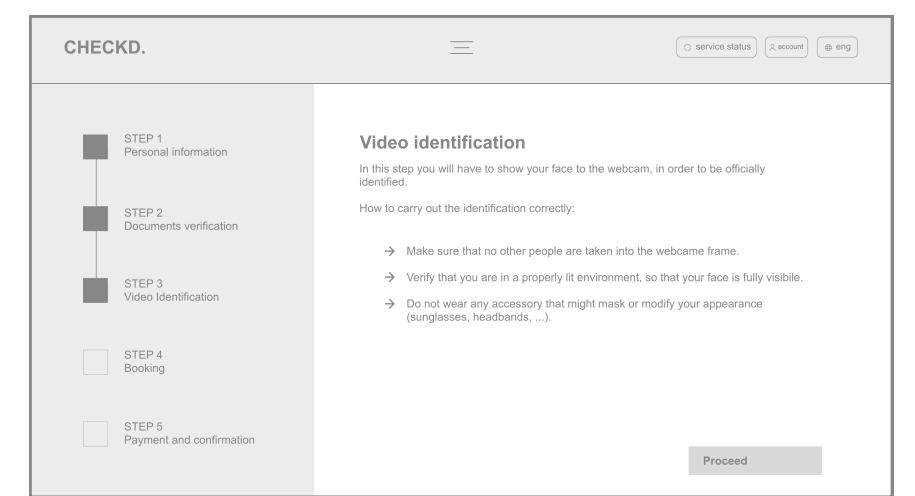
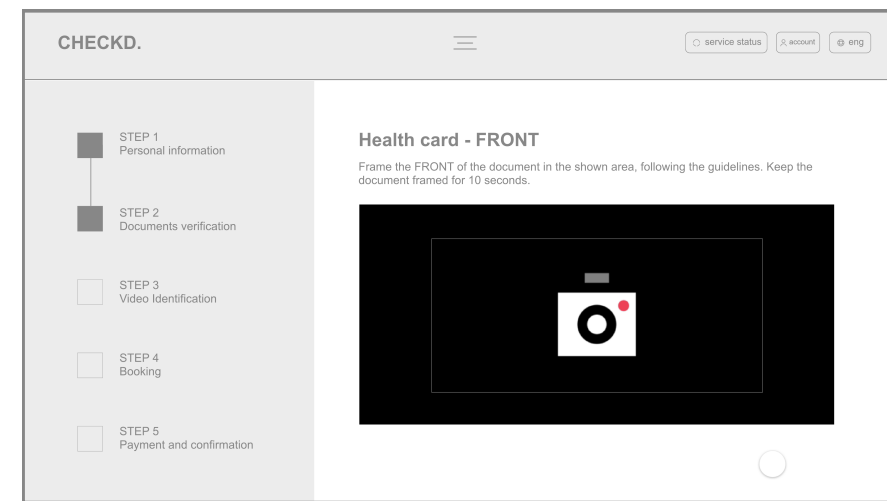
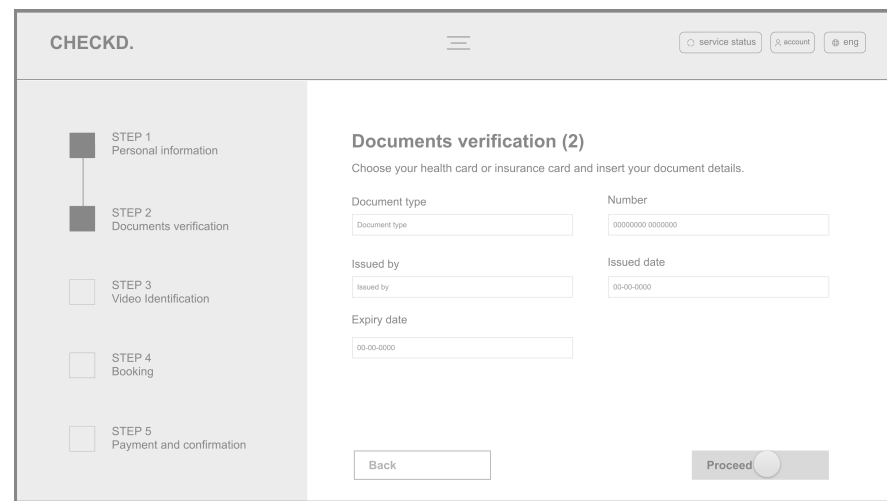
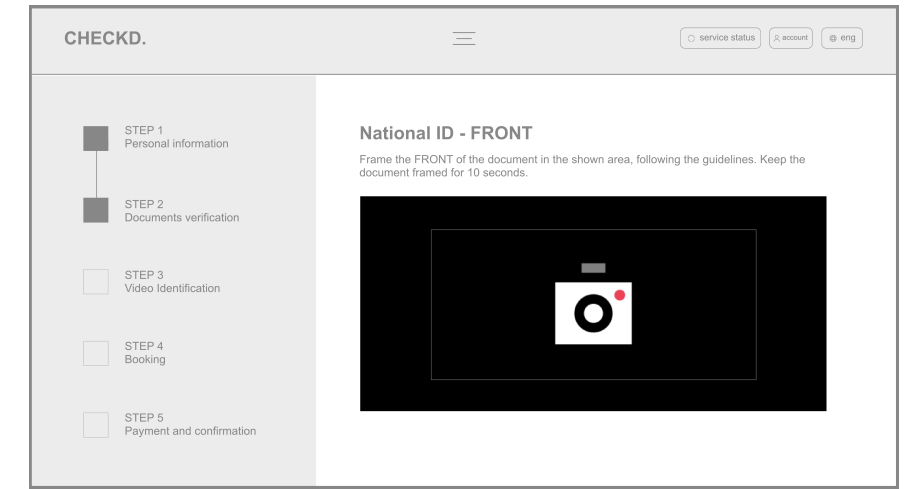
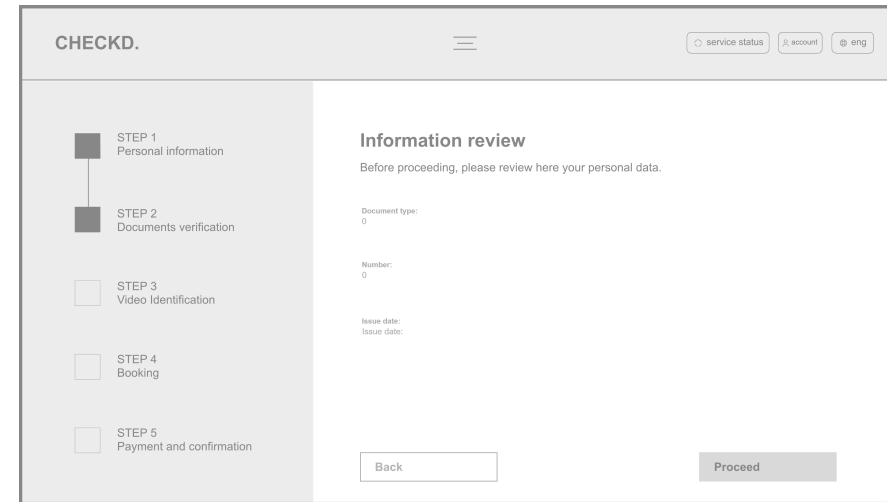
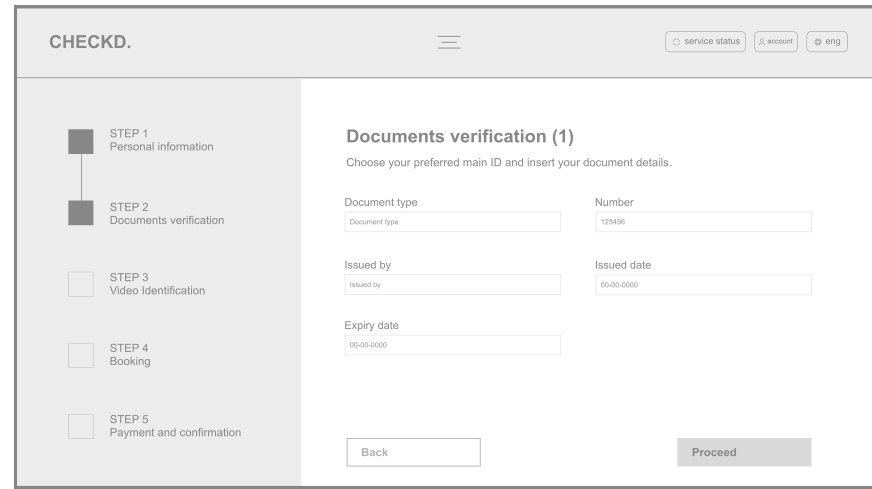
CHECKD. service status account eng

- STEP 1 Personal information
- STEP 2 Documents verification
- STEP 3 Video Identification
- STEP 4 Booking
- STEP 5 Payment and confirmation

Do you agree on the use of your device camera and microphone to verify your identity online?

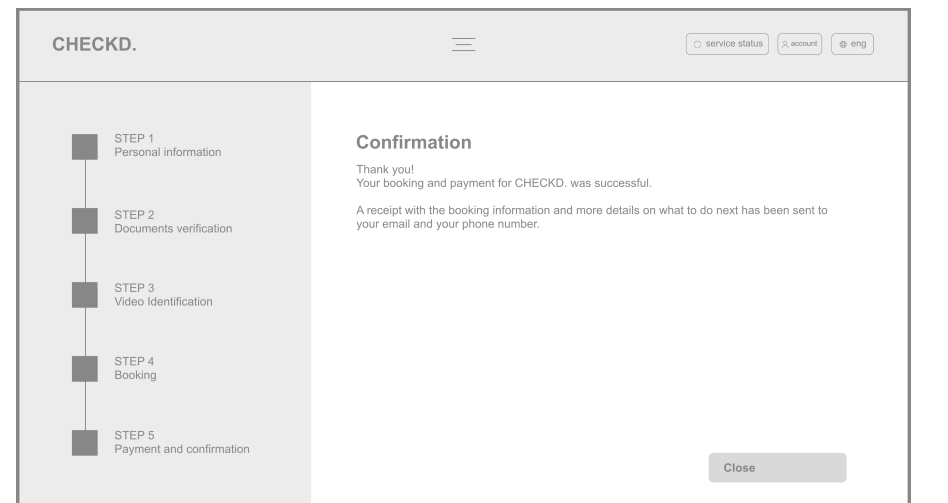
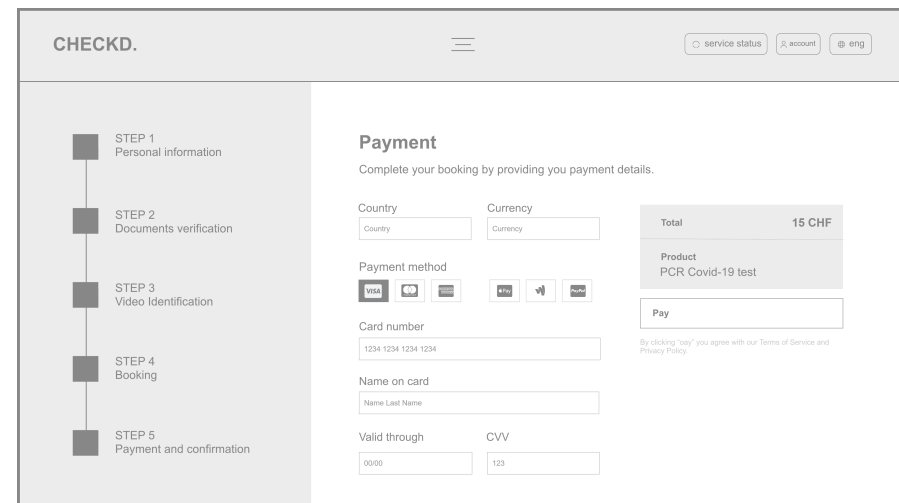
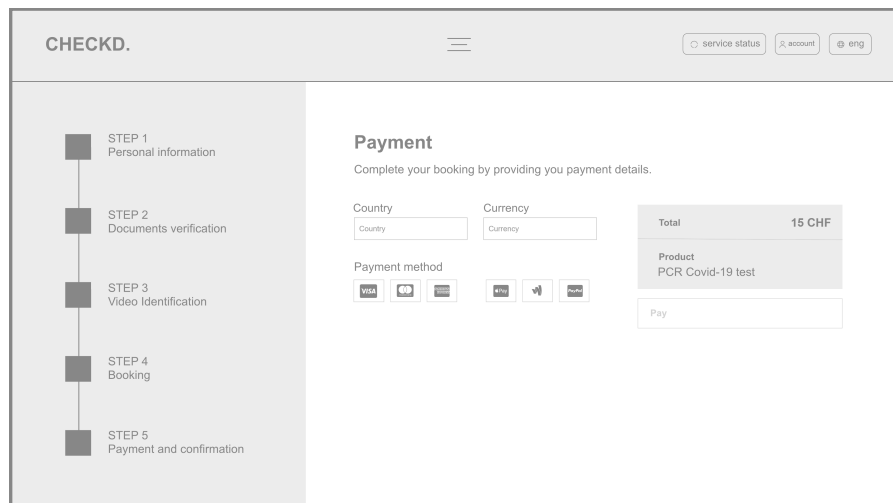
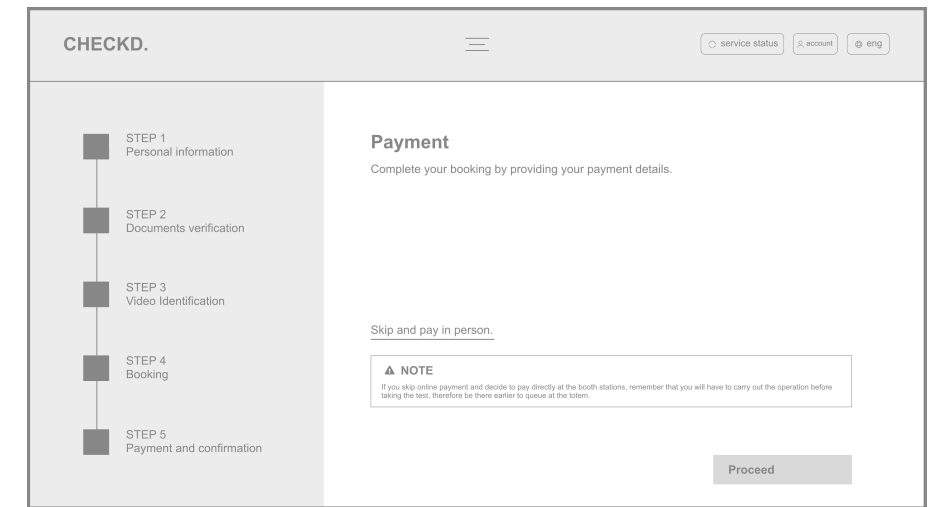
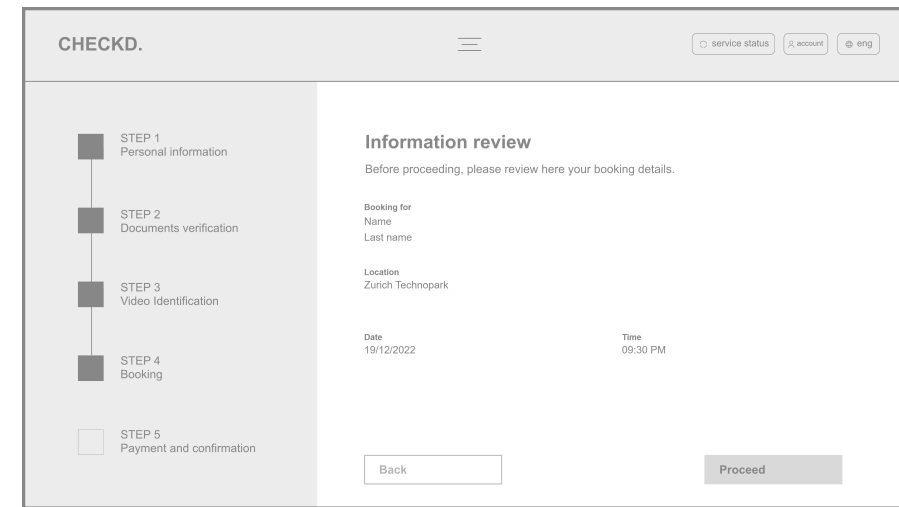
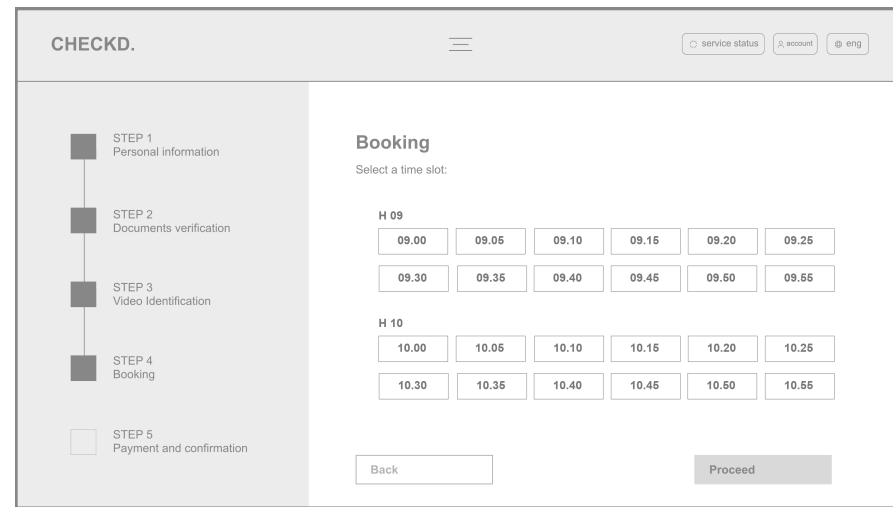
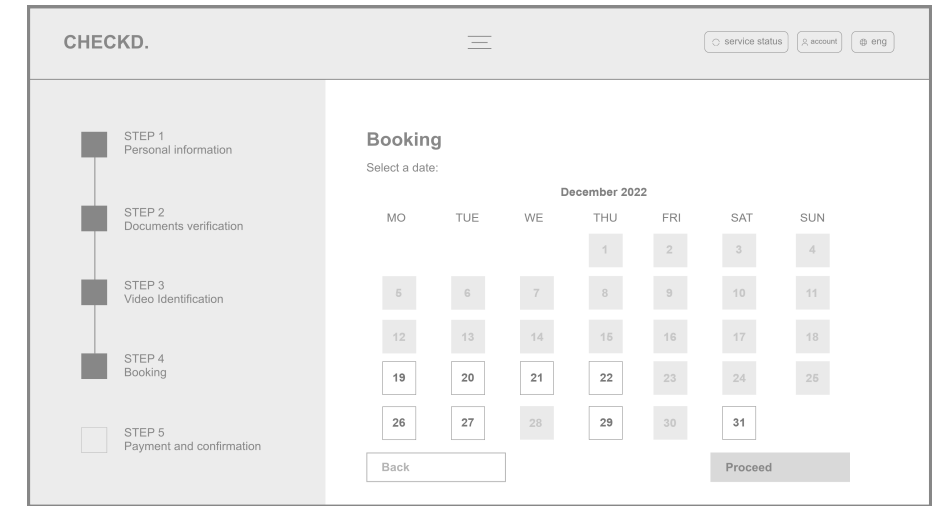
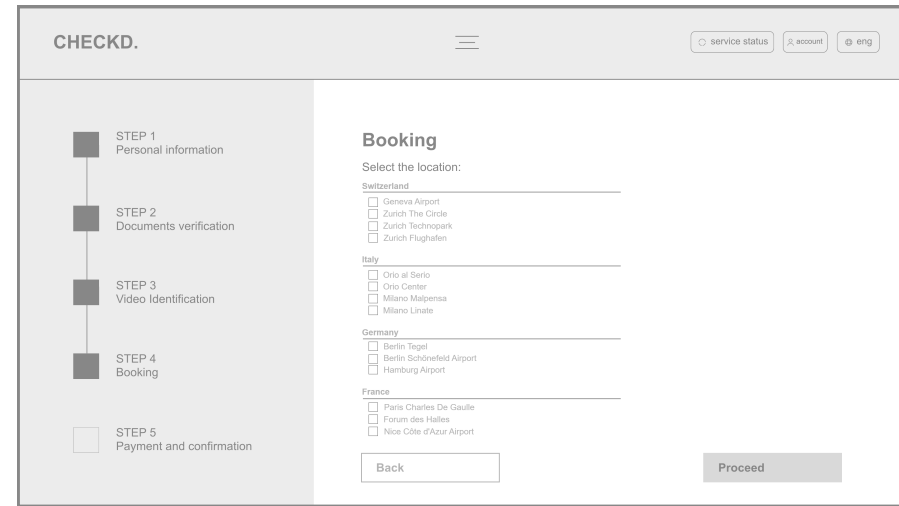
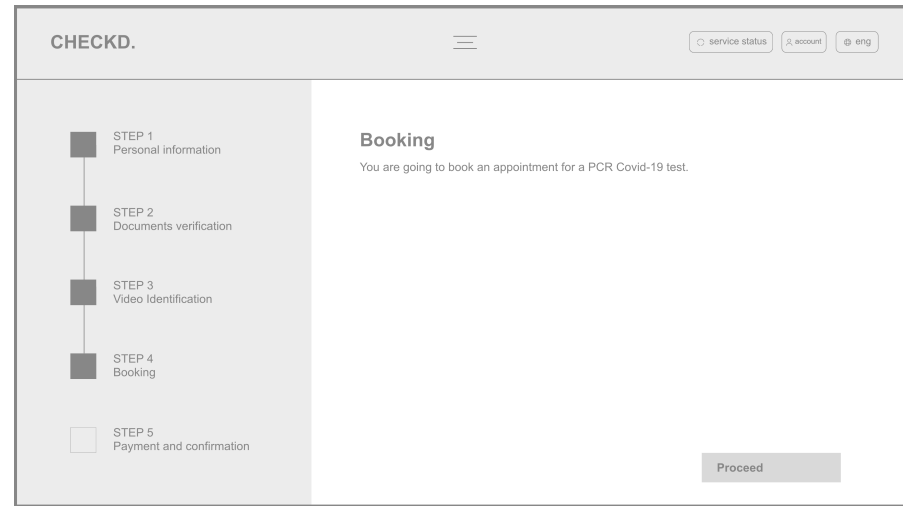
A14 - SERVICE WALKTHROUGH DIGITAL ARTEFACTS

Website - registration



A14 - SERVICE WALKTHROUGH DIGITAL ARTEFACTS

Website - booking



A14 - SERVICE WALKTHROUGH DIGITAL ARTEFACTS

Email & receipt

CHECKD.

Dear CHECKD. customer,

Your booking process was successful!


YOUR BOOKING DETAILS:

Booking number: 123456788

Name: Guglielmo
Last name: Murari

Test type: Covid-19
Location: Zurich Technopark
Time: 16:00 PM
Date: December 12, 2022

YOUR BOOKING CODE:


1 2 3 4 5 6 7 8 8

NOTE

To use the booking code at the booth you can either:

- scan this code directly from your phone email
- view it in our app and scan it from the app
- print this code, using the .pdf attached to this email on A4/letter size paper

YOUR PAYMENT DETAILS:

Transaction ID: 55555 000 11
Transaction date: 05/12/2022

Invoice number: 251

Card type: VISA
Card number: 1234 1234 1234 1234

Order details: Covid-19 PCR test

TOTAL AMOUNT: 15 CHF

Manage your booking

In the "manage my booking" area of our website or on our app in the BOOKINGS you can cancel you appointment or edit the time and place.

- make new reservations, change, cancel
- view old bookings

[Log in here to manage your bookings](#)

OR

[Download our CHECKD. app](#)

Next steps

- Remember to bring the official ID you did the registration and identification with you when you go to the booth, you will need it for the video identification. That will unlock the booth doors for you.
- Remeber to be at least 10 minutes in advance to avoid inconveniences.
- [Check out our page for more instructions about the test procedure.](#)

We're here to help

We answer frequent questions about our service on our FAQs [at this link](#) or on our APP in the FAQs section.

If you need more information or have some urgent issues:

CHECKD. customer assistance number
012345678

CHECKD. customer assistance email
checkd.assistance@mail.com

Downlaod the CHECKD. app

You can download our app to make the CHECKD. experience even easier and smoother.

The CHECKD. team wishes you a pleasant experience.

CHECKD.

CHECKD.

YOUR BOOKING DETAILS:

Booking number: 123456788

Name: Guglielmo
Last name: Murari

Test type: Covid-19 PCR

Location: Zurich Technopark
Booth no: BOOTH 1

Date: Monday,
December 12th
Time: 16:00 PM

YOUR BOOKING CODE:


1 2 3 4 5 6 7 8 8

CHECKLIST BEFORE BOOKING:

- Be 10 minutes in advance to avoid inconveniences.
- Bring the official ID you did the registration and identification with you when you go to the booth.
- Inform yourself about the procedure, so you know what to expect. You can view it by scanning this QR code:

HOW TO REACH THE LOCATION:

- 1 - Enter the building and take the **elevator** in the center of the lobby, to the **underground floor (UG)**.
- 2 - Exit the elevator area. You will be in the **parking lot**.
- 3 - Turn right and cross the car lane. Walk about **5 meters**.
- 4 - Turn **right** and enter the underground floor. You will be passing **two doors**. Be careful, the first one is automatic.
- 5 - Turn left and proceed along the **hallway**. The CHECKD. booth will be in the third room.

Don't worry! Signs will be there to guide you in the space.

A14 - SERVICE WALKTHROUGH DIGITAL ARTEFACTS

Email & certificate

CHECKD. 

Dear CHECKD. customer,

your COVID-19 PCR test results are here!

This email contains your FIT TO FLY CERTIFICATE in a .pdf format. You can directly show the .pdf attached to this email to the competent authorities.

NOTE

You can find and download this certificate also from your personal account on the CHECK website or on our APP.

Happy travelling!
The CHECKD. team.

CHECKD. 

COVID-19 FIT TO FLY CERTIFICATE



TEST DATA

Test
PCR test

Disease/agent targeted
SARS COV-19

Valid until
22/12/2022

Result
Not detected

PERSONAL DATA

Name
Name

Last name
Last name

Date of birth
DD-MM-YYYY

Passport no.
AV89C21

Date of sample collection
21/12/2022

Time of sample collection
10:00 AM

Test conducted by
CHECKD. AG

Location
Zurich Technopark

This COVID certificate is only valid upon presentation of an identity document.

Keep this paper carefully, even if you have saved the certificate in your apps.

A14 - SERVICE WALKTHROUGH DIGITAL ARTEFACTS

Check-in

CHECKD. audio eng help

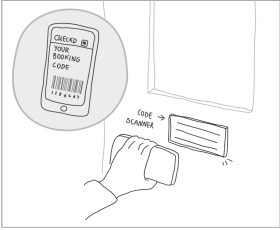
Welcome to
CHECKD. with booking,
this is BOOTH 1.

TOUCH THE SCREEN TO START

Day XX Month, Year - 00.00.00

CHECKD. audio eng help

Please, scan the **bar code** you received when you booked, using the scanner at the bottom of this screen.



Where can I find my bar code?

Back. Proceed

Day XX Month, Year - 00.00.00

CHECKD. audio eng help

Scanning

Day XX Month, Year - 00.00.00

CHECKD. audio eng help

BOOKING NUMBER
This booking is for:

Name
Last Name
Date of birth

ID document:
Number:

NOTE
Get the overmentioned document ready, you will need it for the video identification.

This is not me, go back. Proceed

Day XX Month, Year - 00.00.00

CHECKD. audio eng help

Video identification agreement

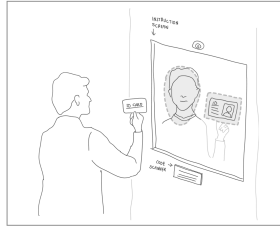
Do you agree on being recorded before and during the test procedure to verify your identity and generate a valid test certificate?

I decline I agree

Day XX Month, Year - 00.00.00

CHECKD. audio eng help

Frame **yourself and your ID** in the camera, following the guidelines.



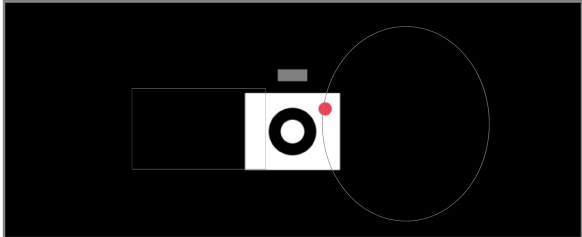
Keep yourself still in the frame for **10 seconds.**

Activate camera

Day XX Month, Year - 00.00.00

CHECKD. eng help

Frame yourself and your ID in the camera, following the guidelines.
Keep yourself still in the frame for 10 seconds.



Day XX Month, Year - 00.00.00

CHECKD. audio eng help

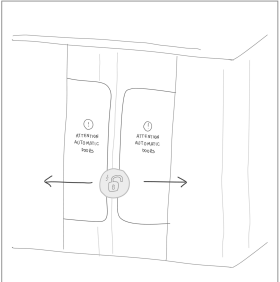
Thank you, your identification was **successful!**

Day XX Month, Year - 00.00.00

CHECKD. audio eng help

The doors have **unlocked** for you.

You can now **enter CHECKD. booth 1.**



Day XX Month, Year - 00.00.00

A14 - SERVICE WALKTHROUGH DIGITAL ARTEFACTS

Sample collection

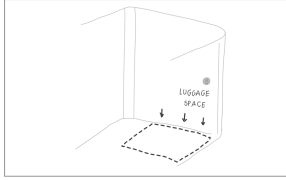
CHECKD. audio eng help

Welcome to
CHECKD. with booking,
this is **BOOTH 1.**

Day XX Month, Year - 00:00:00

CHECKD. eng help

If you have any luggage, you can leave it on the right side of the booth.

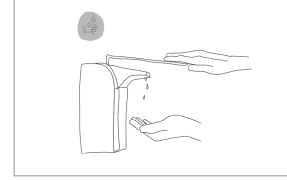


Stop procedure Repeat instruction Proceed
Back

Day XX Month, Year - 00:00:00

CHECKD. eng help

To start the procedure, please **sanitize your hands.**

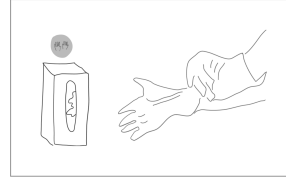


Stop procedure Repeat instruction Proceed
Back

Day XX Month, Year - 00:00:00

CHECKD. eng help

If you want, you can take and wear a pair of gloves to carry out the procedure.



Stop procedure Repeat instruction Proceed
Back

Day XX Month, Year - 00:00:00

CHECKD. eng help

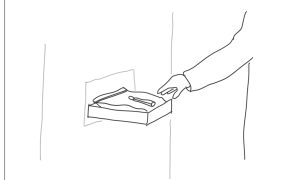
Do you want to **wash your mouth** with a water and salt solution, to help you **generate saliva?**

Stop procedure Repeat instruction Yes, proceed.
No, skip the solution.

Day XX Month, Year - 00:00:00

CHECKD. eng help

Grab the package from the tray, open it and **take the tube** out. You can throw away the package.




Stop procedure Repeat instruction Proceed
Back

Day XX Month, Year - 00:00:00

CHECKD. eng help

Open the tube and **squeeze the contents** in your mouth.

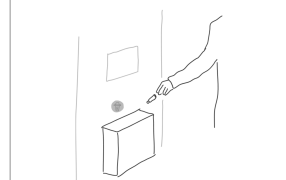


Stop procedure Repeat instruction Proceed
Back

Day XX Month, Year - 00:00:00

CHECKD. eng help

After you are done, please **dispose of the tube** in the trash bin underneath the solution dispenser.



Stop procedure Repeat instruction Proceed
Back

Day XX Month, Year - 00:00:00

CHECKD. eng help

You are ready for the sample delivery.

The sample delivery will start now.

Stop procedure Repeat instruction Proceed
Back

Day XX Month, Year - 00:00:00

CHECKD. eng help

You are ready for the sample delivery.

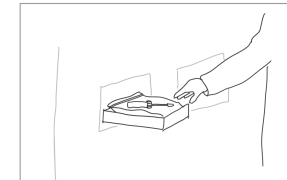
The sample delivery will start now.

Stop procedure Repeat instruction Proceed
Back

Day XX Month, Year - 00:00:00

CHECKD. eng help

Grab the package with the swab from the machine.

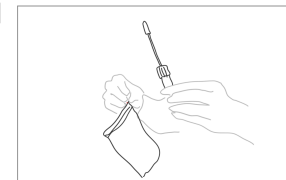


Stop procedure Repeat instruction Proceed
Back

Day XX Month, Year - 00:00:00

CHECKD. eng help

Open the package and take the swab out. You can throw away the package.



Stop procedure Repeat instruction Proceed
Back


Day XX Month, Year - 00:00:00

A14 - SERVICE WALKTHROUGH DIGITAL ARTEFACTS

Sample collection

CHECKD. eng help

Hold the swab **under your tongue for 20 seconds**.
When you are ready, press "start timer" to start the count.



Day XX Month, Year - 00.00.00

CHECKD. eng help

2

Day XX Month, Year - 00.00.00

CHECKD. eng help

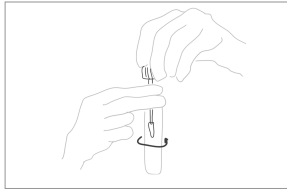
20 are elapsed.

You can now **remove the swab** from your mouth.

Day XX Month, Year - 00.00.00

CHECKD. eng help

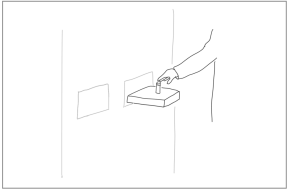
Unscrew the cap and **put** the swab into the tube.
Stir a couple of times, then throw away the cap with the swab.



Day XX Month, Year - 00.00.00

CHECKD. eng help

Insert the tube without the cap in the machine.



Day XX Month, Year - 00.00.00

CHECKD. audio eng help

✓


Thank you!
Your sample was delivered correctly.

Day XX Month, Year - 00.00.00

CHECKD. audio eng help

CHECKD. will communicate the result following your method of choice, in one hour.

You can now **exit** the booth.



Day XX Month, Year - 00.00.00

CHECKD. audio eng help

!

ATTENTION:
You stopped the procedure.

Day XX Month, Year - 00.00.00

CHECKD. audio eng help

⊘

Please wait,
this booth is currently
OCCUPIED

Day XX Month, Year - 00.00.00

CHECKD. audio eng help

☎

Calling remote assistance.
Please, wait.

Day XX Month, Year - 00.00.00

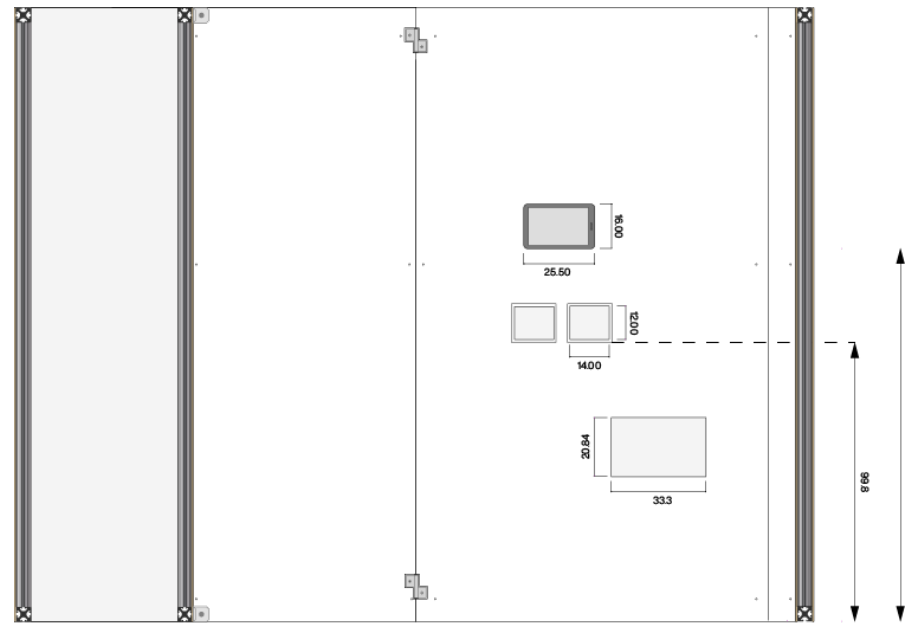
A15 - SERVICE WALKTHROUGH: QUANTITATIVE RESULTS

Time

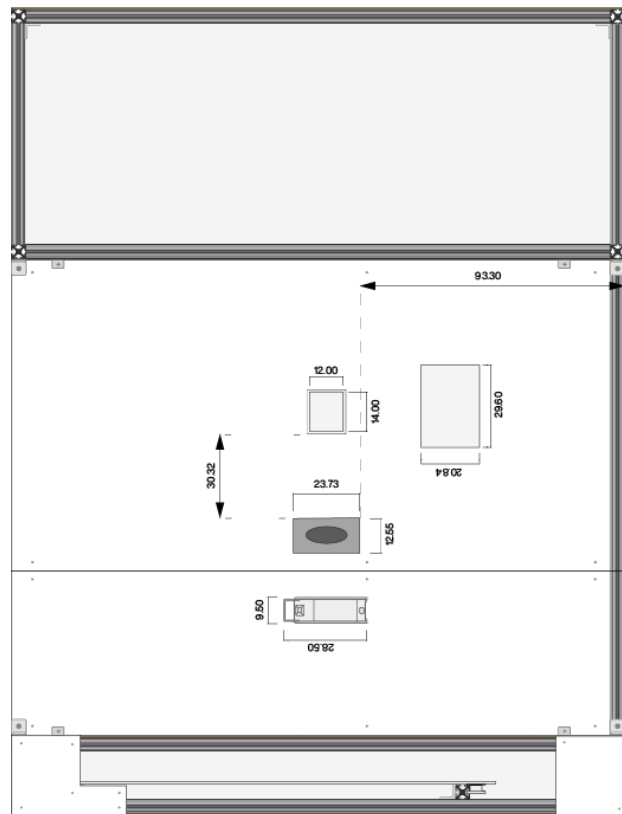
EFFICIENCY MEASURE	BROWSING	REGISTERING	BOOKING	CHECK IN	SAMPLE COLLECTION
P1	2.40	1.45	0.58	1.45	0.58
P2	2.42	1.34	1.05	1.34	1.05
P3	4.05	1.52	1.10	1.52	1.10
P4	2.03	2.10	1.04	2.10	1.04
P5	2.45	1.11	0.57	1.11	0.57
P6	2.40	2.10	1.22	2.10	1.22
P7	3.20	2.29	1.05	2.29	1.05
P8	2.40	1.45	0.58	1.45	0.58
P9	2.42	1.34	1.05	1.34	1.05
P10	4.05	1.52	1.10	1.52	1.10
P11	2.03	2.10	1.04	2.10	1.04
P12	2.45	1.11	0.57	1.11	0.57
P13	2.40	2.10	1.22	2.10	1.22
P14	3.20	2.29	1.05	2.29	1.05

miro

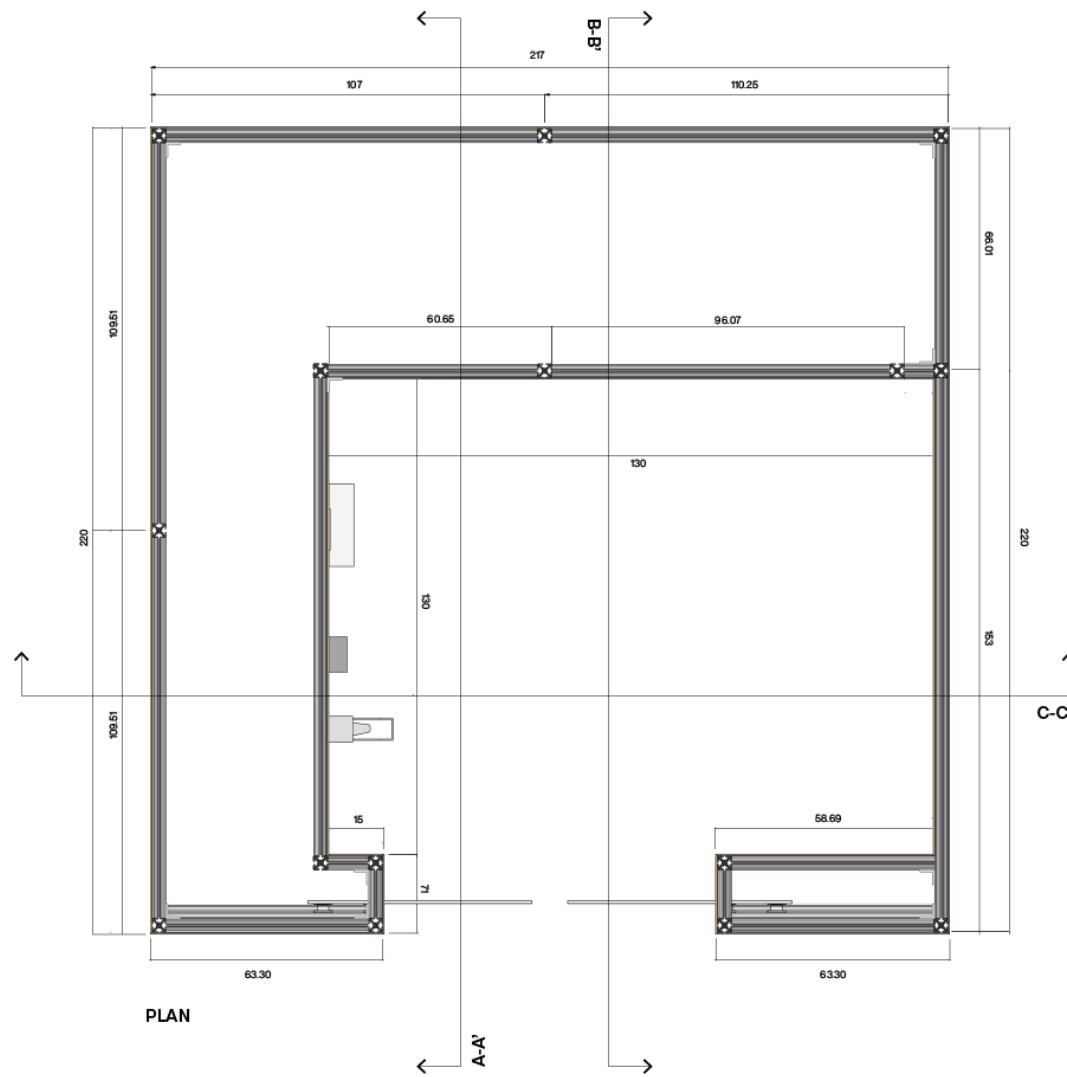
A16 - SERVICE WALKTHROUGH: TECHNICAL DRAWINGS



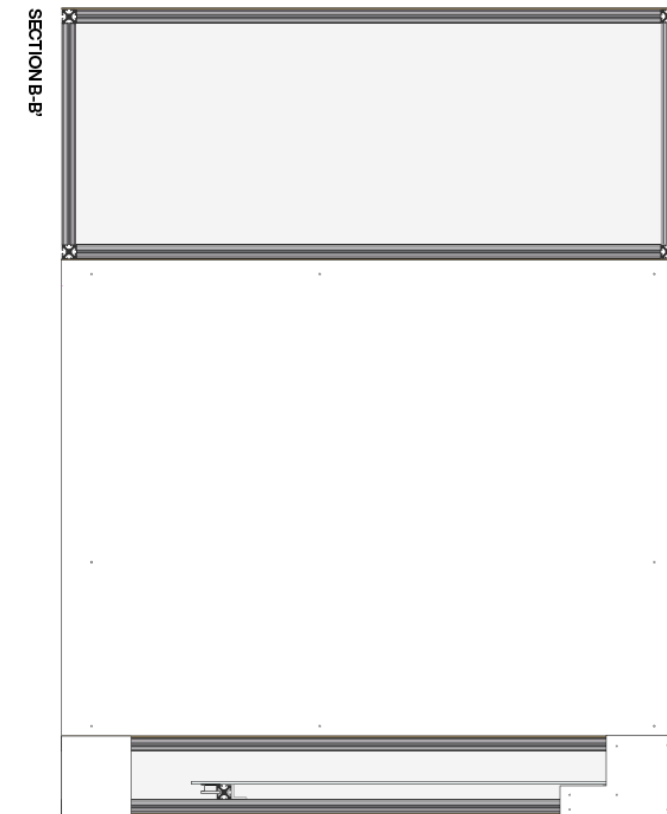
SECTION C-C'



SECTION A-A'

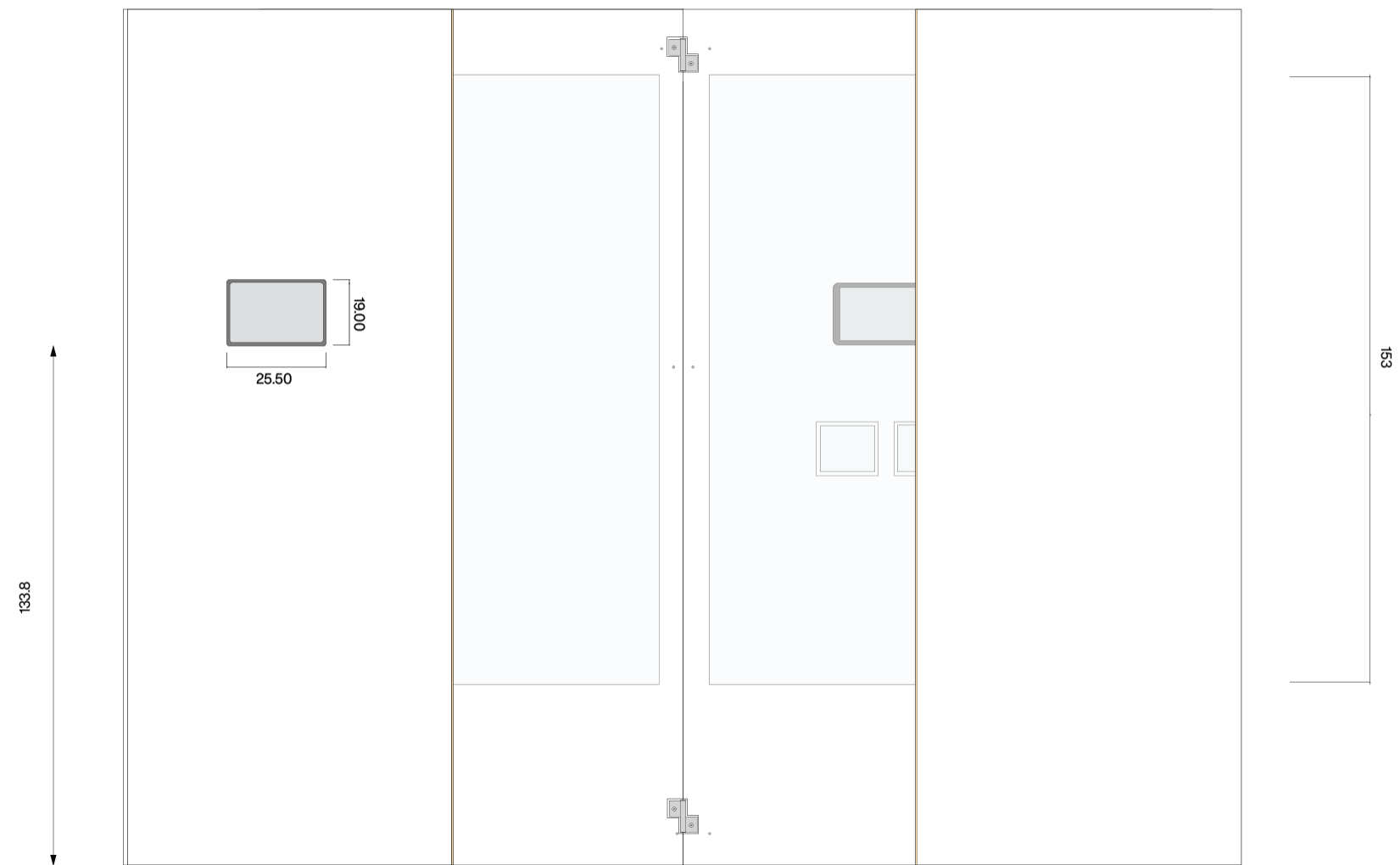


PLAN



SECTION B-B'

A16 - SERVICE WALKTHROUGH: TECHNICAL DRAWINGS



ELEVATION

A17 - SERVICE WALKTHROUGH: ASSEMBLY GUIDE

Overview

The prototype structure described in the following APPENDIX sections is the final optimized version, approved by the stakeholders after two other previous proposals I made.

The person in charge of the design of the proposals, the procurement of the materials and the construction itself was the Author of this thesis. The structure was build over a month time circa (from 26/10 to 28/11), with the help of another person.

In order to give the option of creating new ones or dismantling and rebuilding the existing structure for more prototyping activities, an assembly guide is provided.

A17 - SERVICE WALKTHROUGH: ASSEMBLY GUIDE

Materials

DENOMINATION	SUPPLIER	LENGHT (mm)	QUANTITY (pcs)
Aluminum Profile 8 40×40 E, natural	itemSchweiz		
Struts - full		2200	10
Struts - middle		2120	5
Cover/base - S		550	6
Cover/base - doors		130	4
Cover/base - EW		2110	4
Cover/base - W internal		1340	2
Cover/base - SW internal		150	2
Cover/base - NW		1010	2
Cover/base - NE + NE internal		1040	4
Openings hor - NW internal		570	2
Openings hor - N		875.9	2
Openings hor- W1		350	2
Openings hor - W2		778	2
Openings ver - N + W1 + W2		2108	6
Doors supports		630	4
Angle Bracket V 8 40 Zn	itemSchweiz	//	80
Multiblock 8 PA, grey	itemSchweiz	//	126
Safety Fastening Set Multiblock 8	itemSchweiz	//	126
T-Slot Nut V 8 St M8, bright zinc-plated	itemSchweiz	//	30

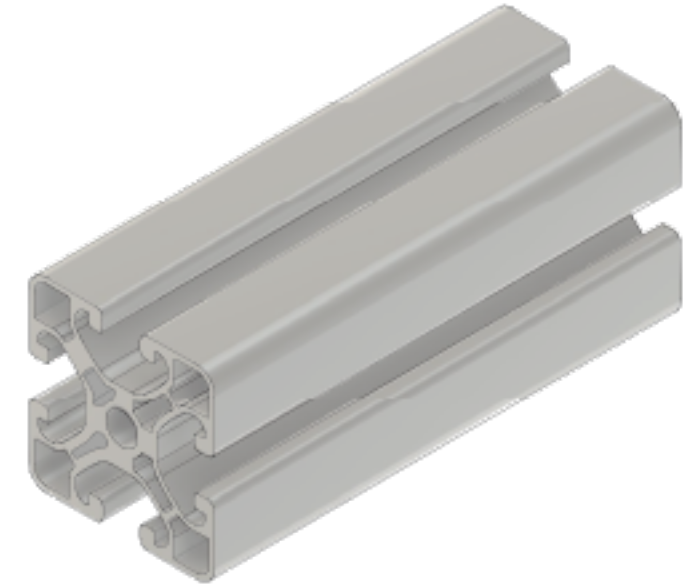
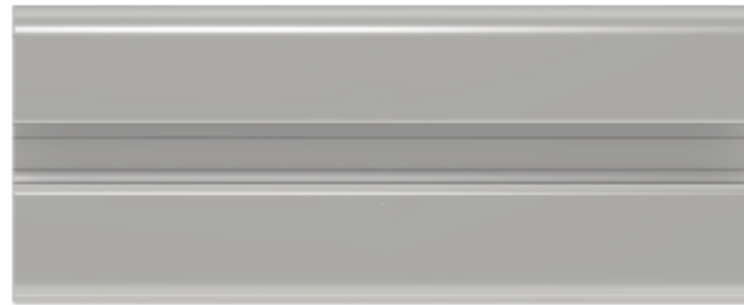
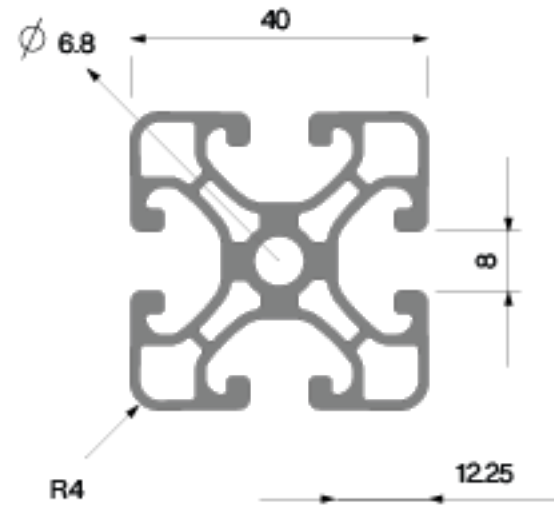
DENOMINATION	SUPPLIER	DIMENSIONS (mm)	QUANTITY (pcs)
Hinge 8 Al PPO, light duty	itemSchweiz	//	6
MDF panels, white 3mm	Hornbach		
Front		636×2200	2
Exterior - E		1585×2200	1
		64×2200ù	1
Exterior - N		2200×2200	1
		1075×2200	1
Exterior - W		1095×2200	2
Interior - NW		150X2200	1
Interior - W		435×2200	1
		865×2200	1
Interior - N		610×2200	1
		960×2200	1
		85×2200	1
Interior - E		1350×2200	1
Interior - NE		59×2200	1
Sliding bearing wheels, ø 30mm	dörner+helemer	52×24×15	8
Double wall plate, polycabornate 4 mm	Jumbo	150×105 cm	1

A17 - SERVICE WALKTHROUGH: ASSEMBLY GUIDE

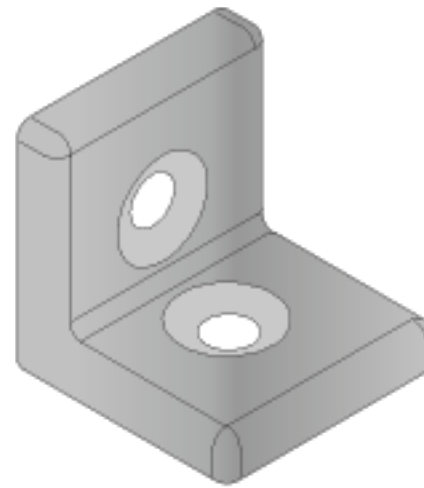
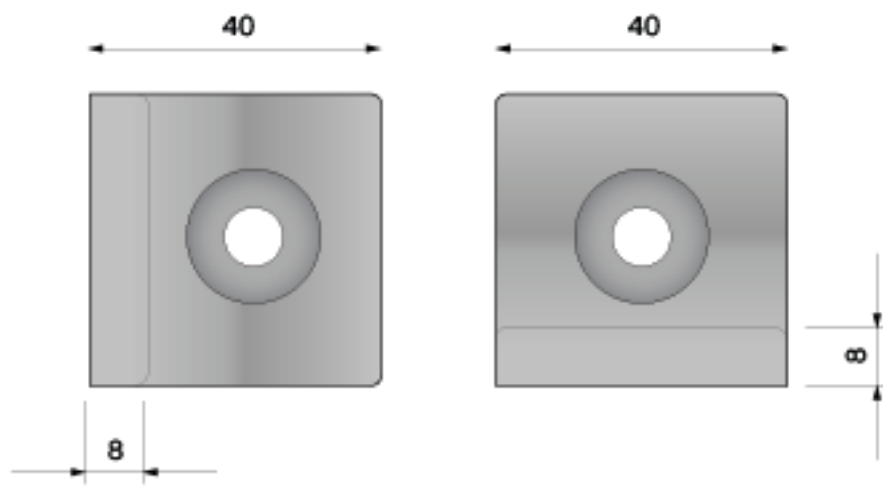
Existing components, scale 1:1 ●

Custom components, scale 1:2 ●

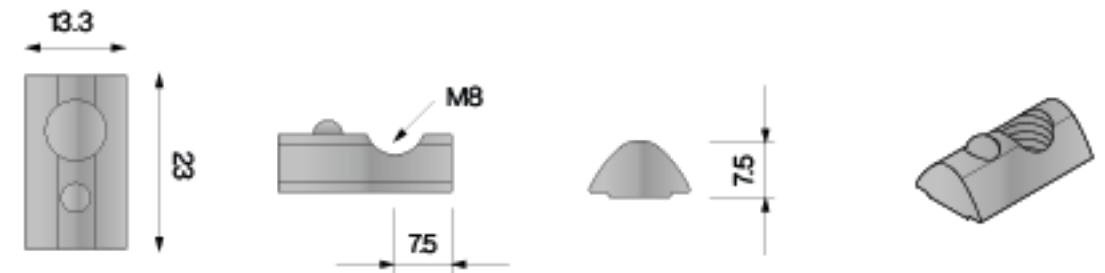
ALUMINUM PROFILES ●



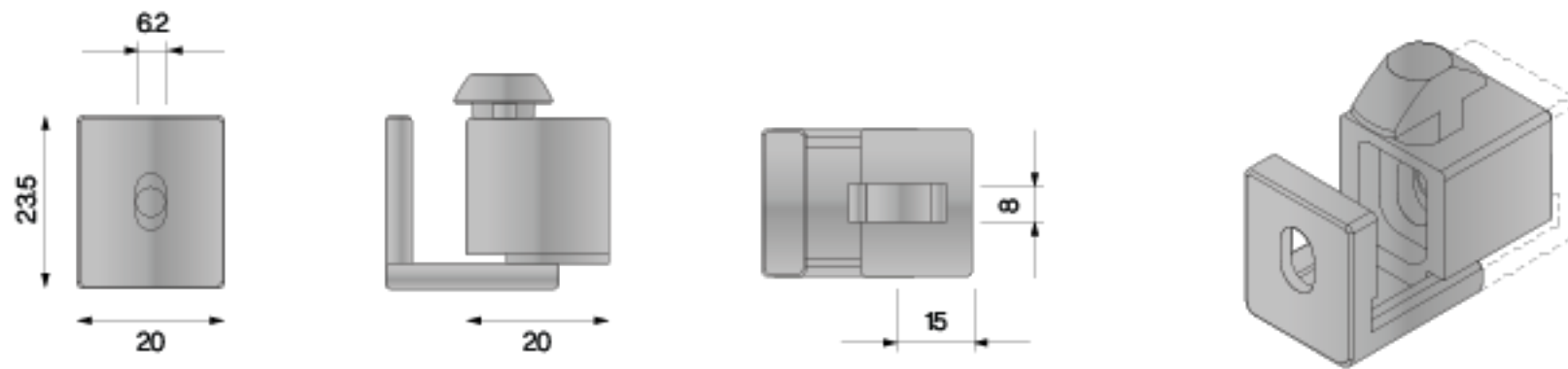
ANGLE BRACKETS ●



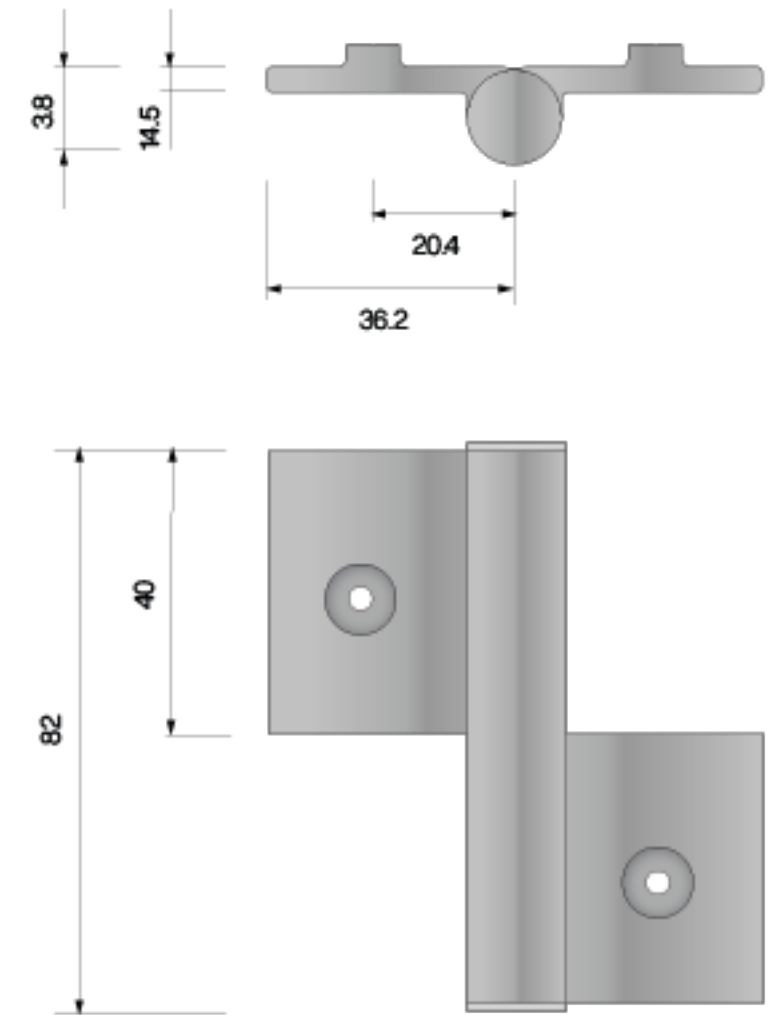
T-SLOT NUT ●



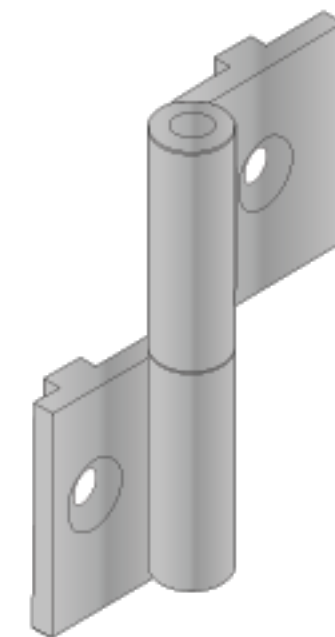
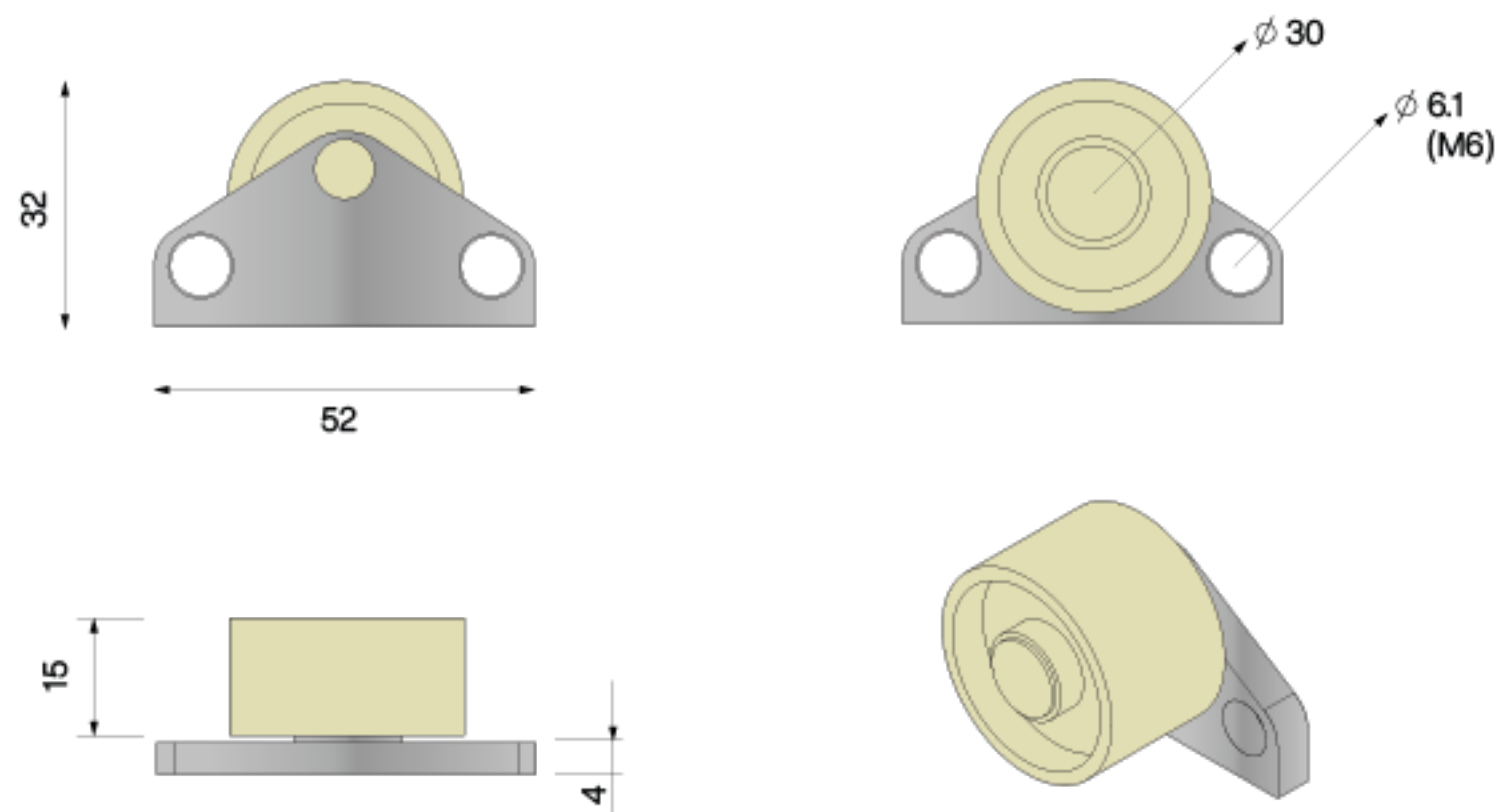
MULTIBLOCK ●



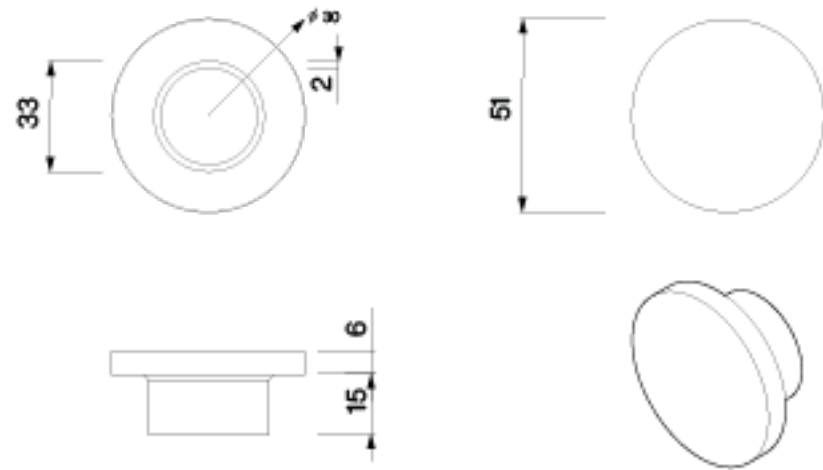
HINGES - LIGHT DUTY ●



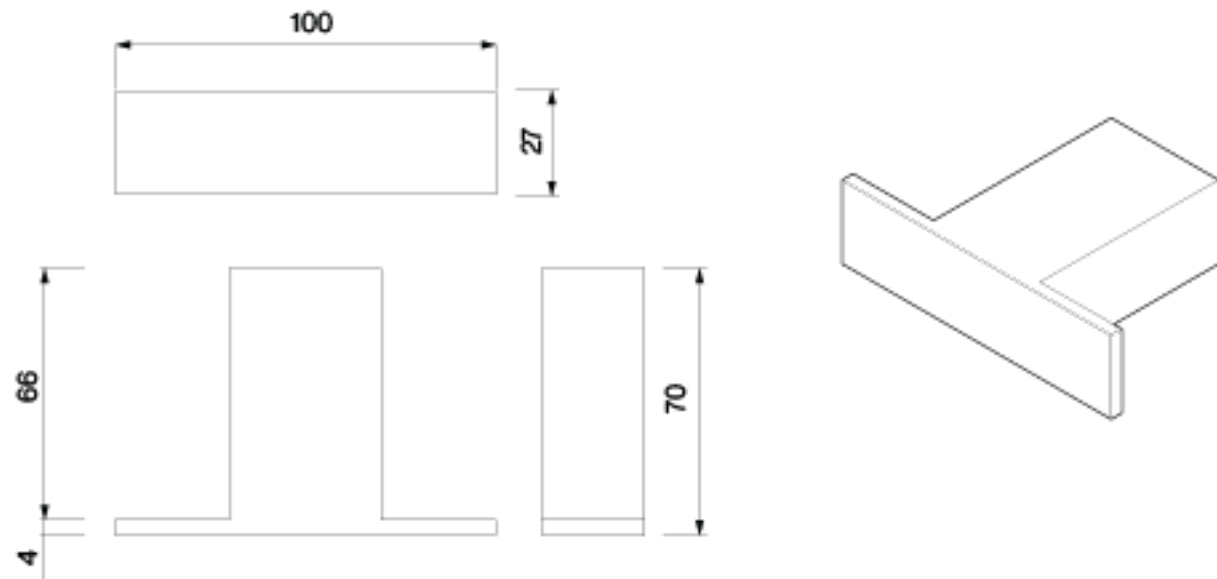
WHEELS ●



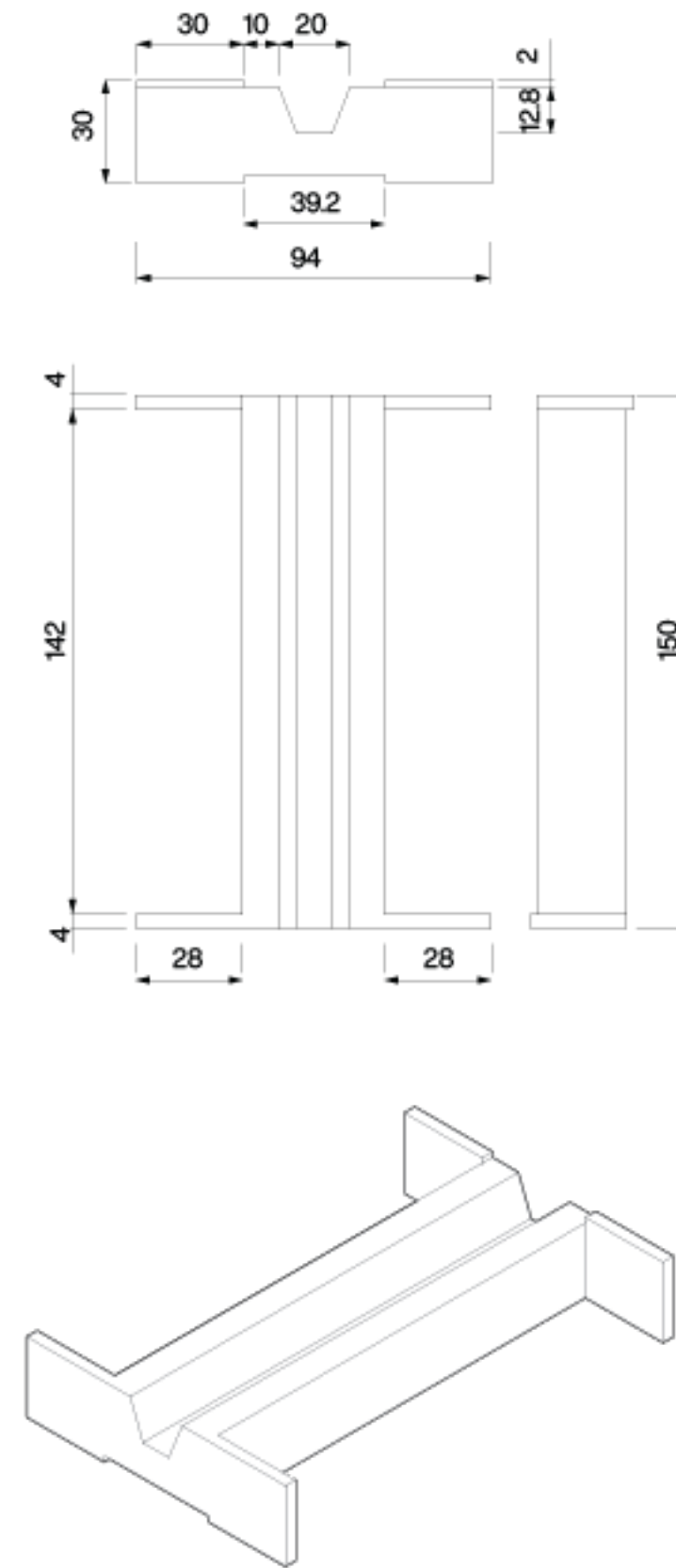
WHEEL GUIDES ●



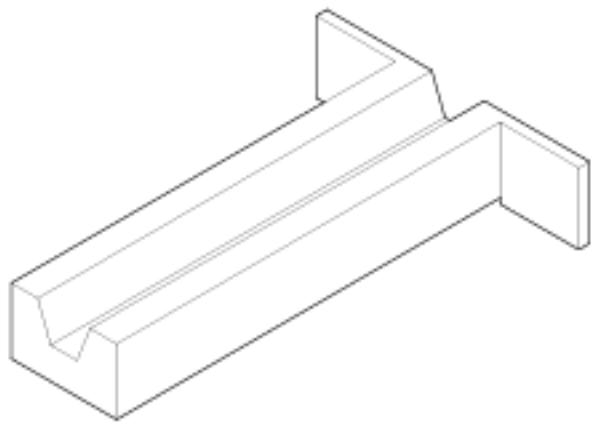
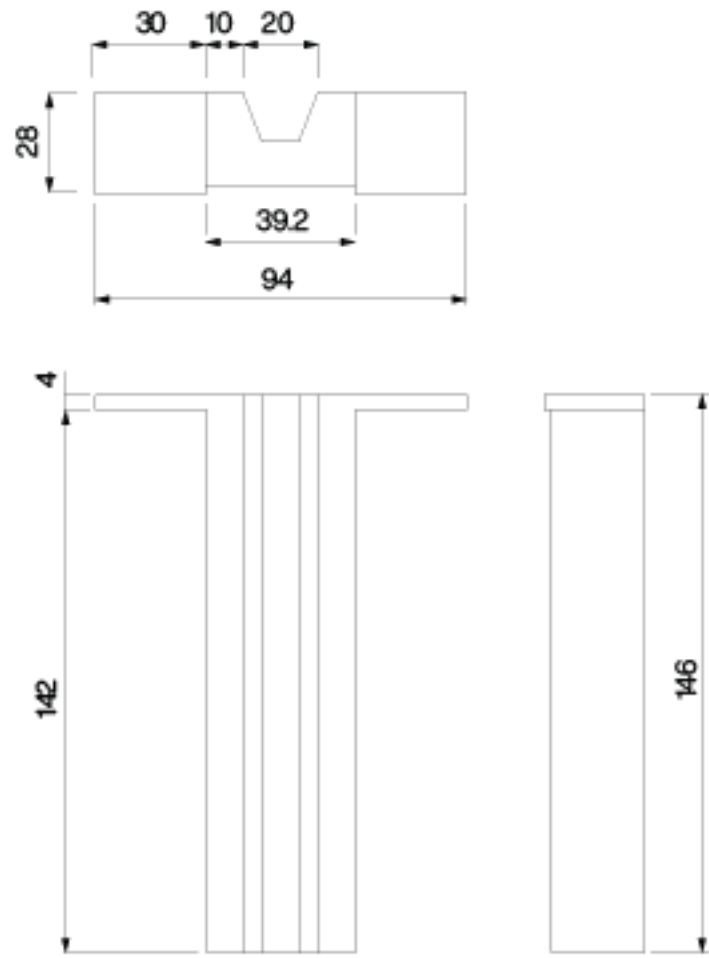
SWAB TRAY TRACK (1) ●



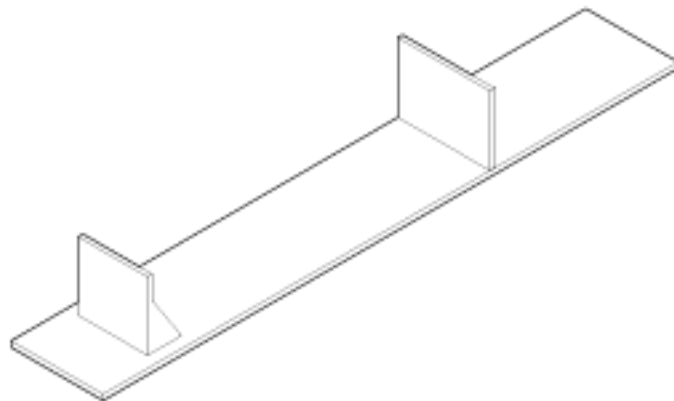
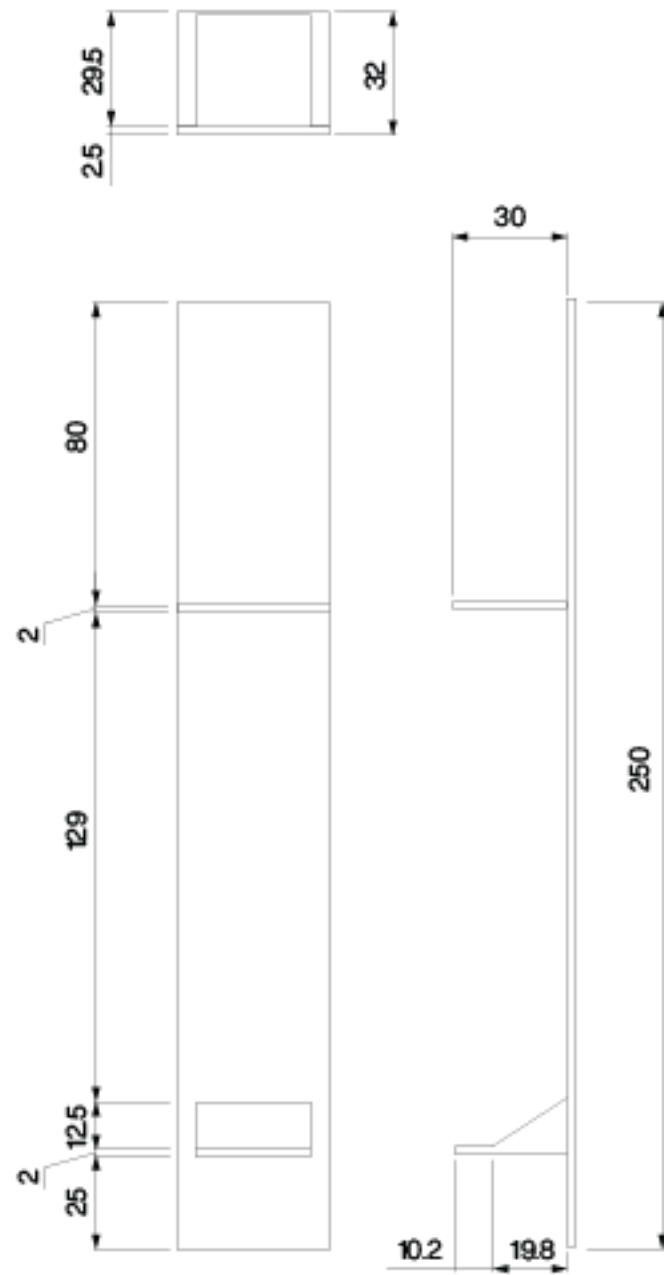
SWAB TRAY TRACK (2) ●



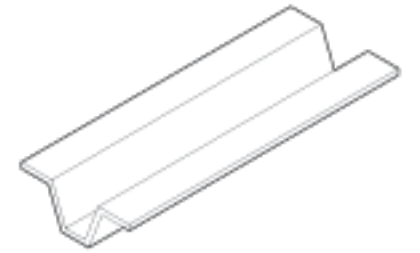
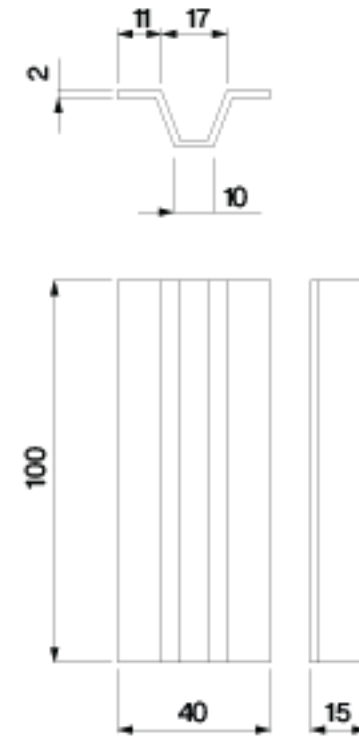
SWAB TRAY TRACK (3) ●



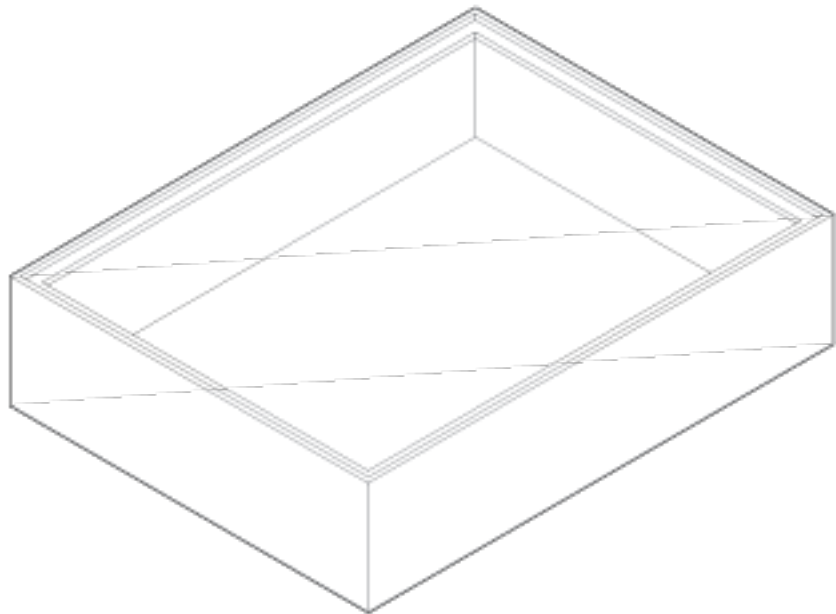
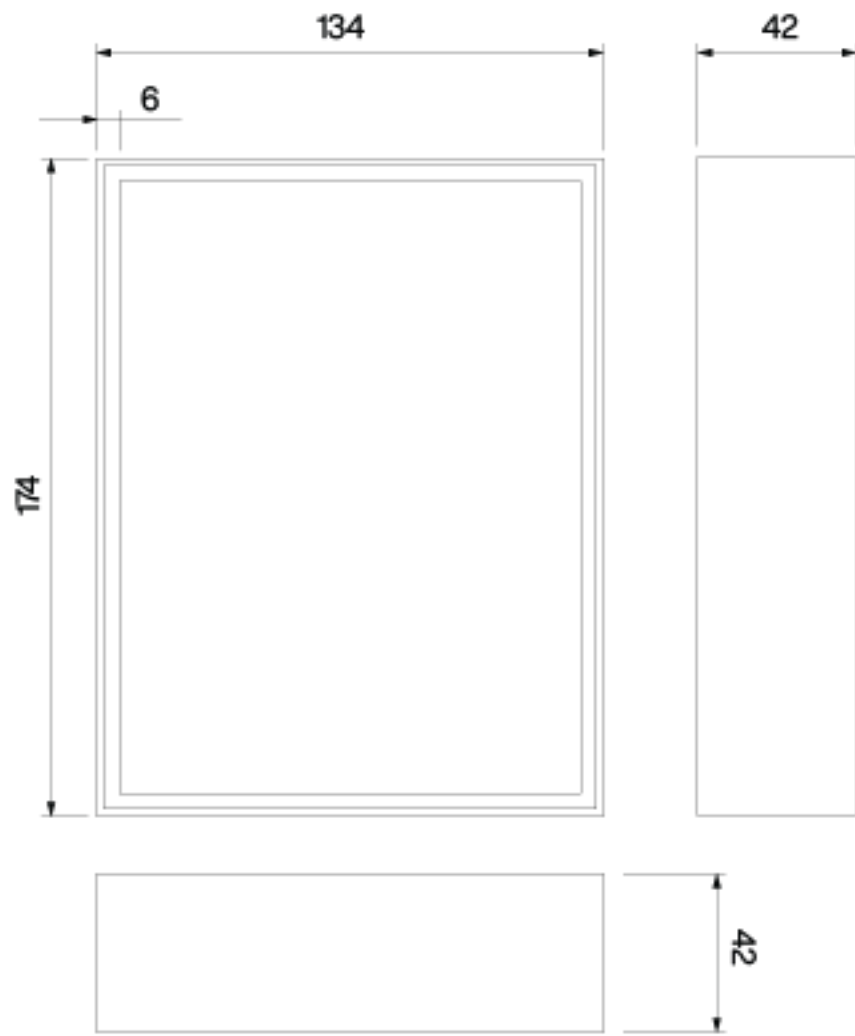
SWAB TRAY SUPPORT ●



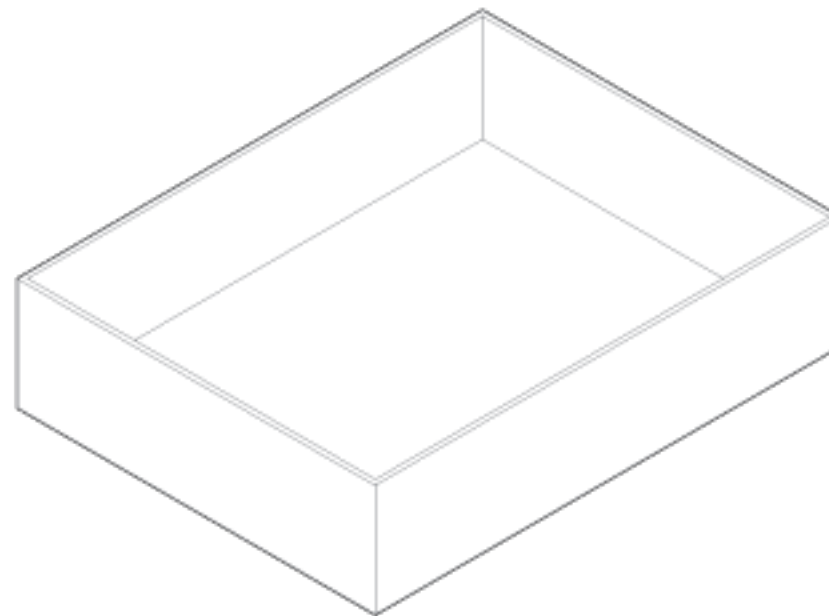
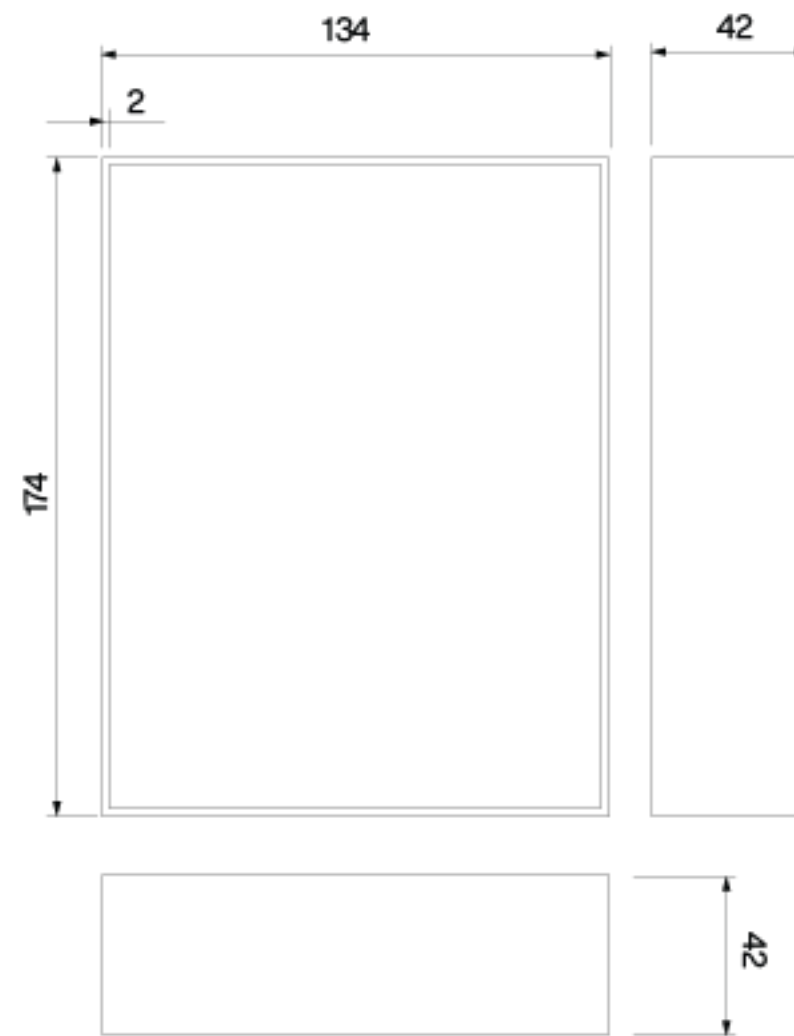
SWAB TRAY SLIDER ●



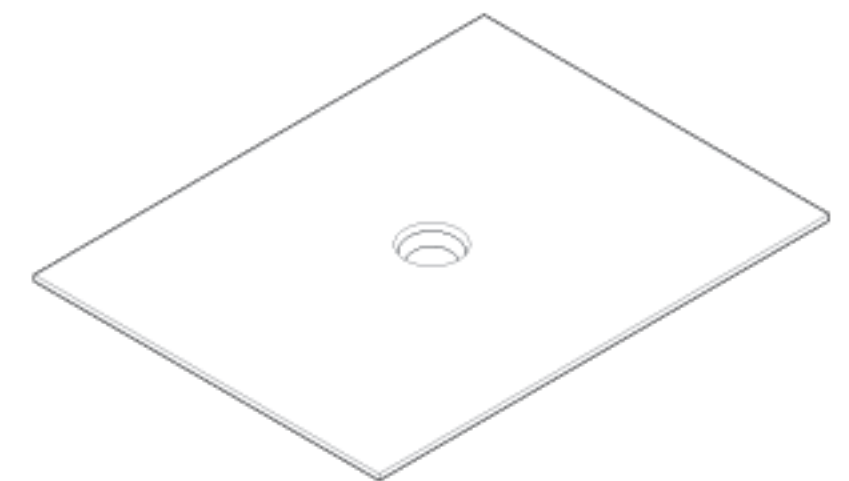
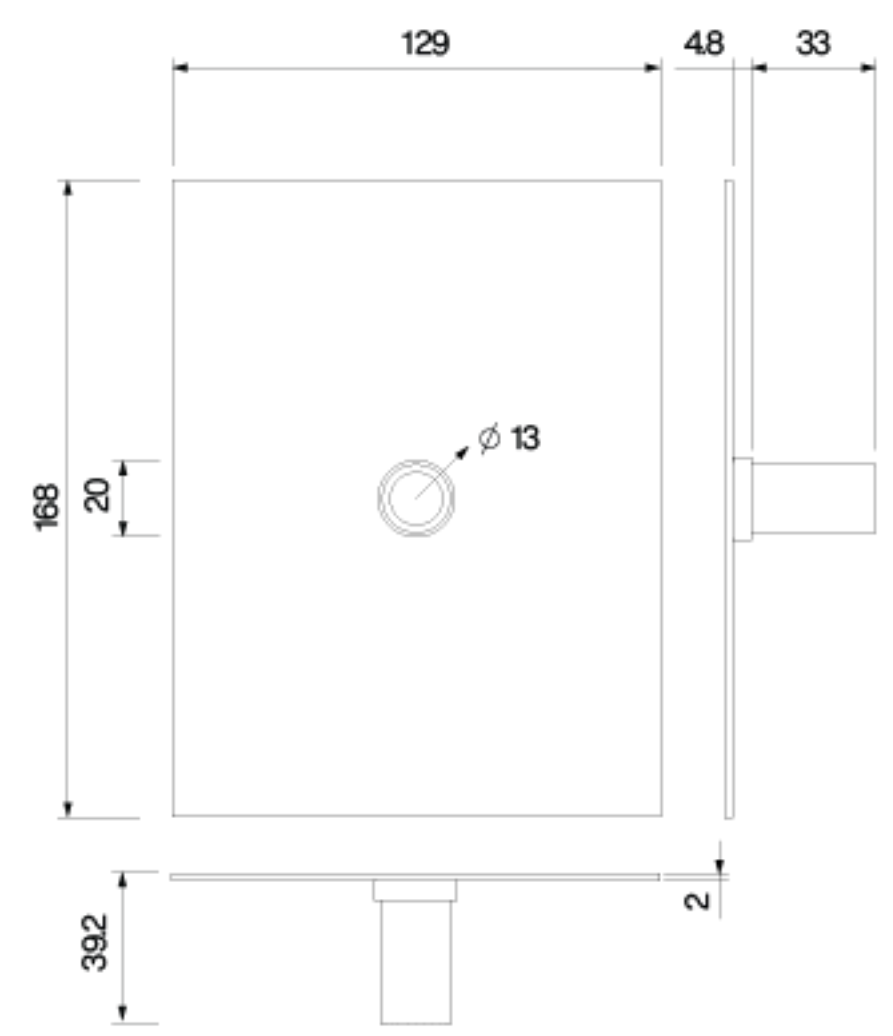
SWAB TRAY ●



SALIVA SOLUTION TRAY (BOTTOM) ●



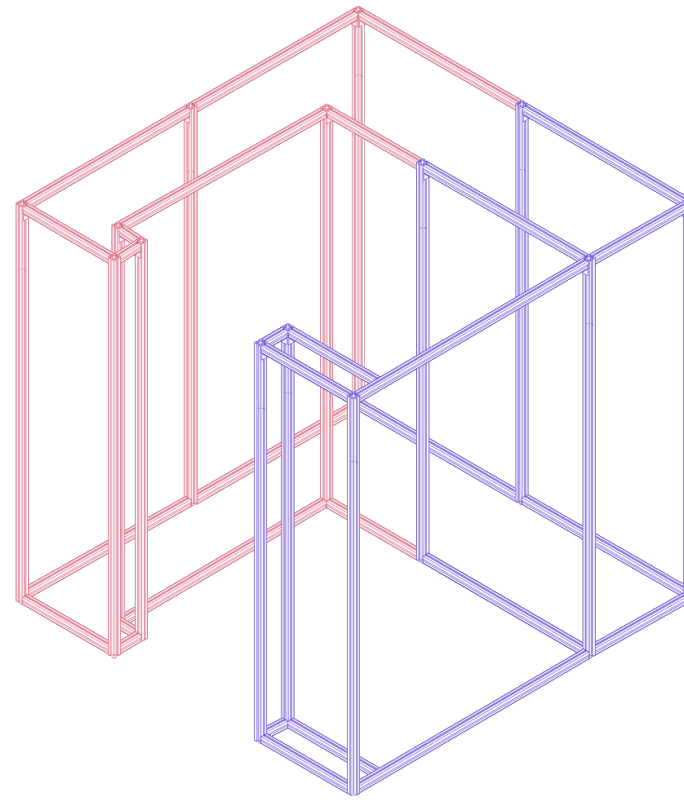
SALIVA SOLUTION TRAY (COVER) ●



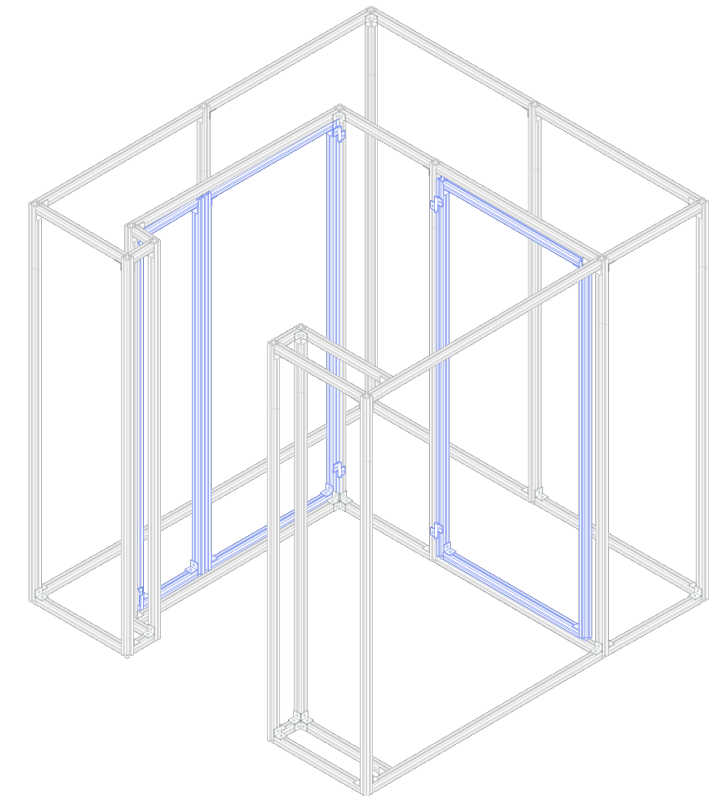
A17 - SERVICE WALKTHROUGH: ASSEMBLY GUIDE

Steps

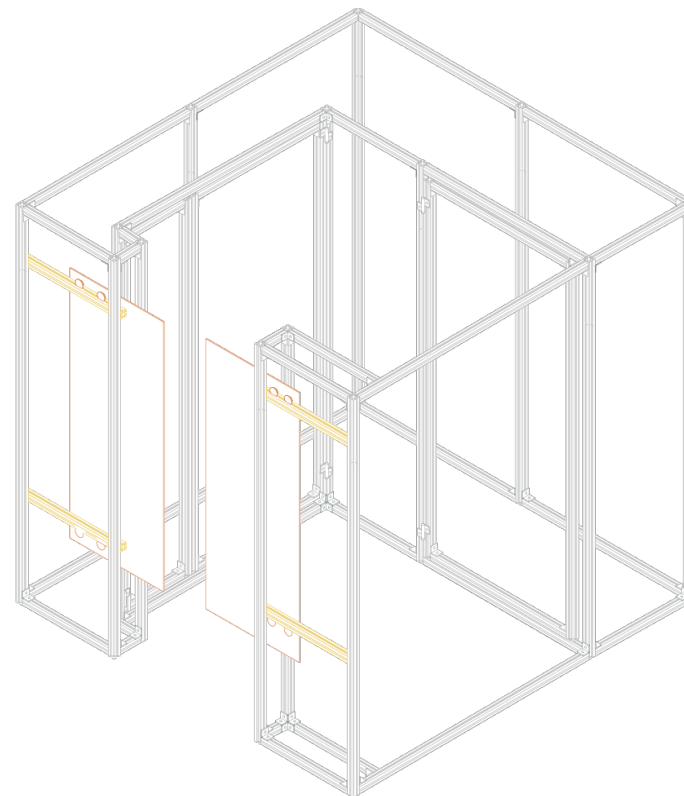
1. Order materials (list provided in next page).
2. Remove square joint detail from angle brackets using a metal bandsaw.
3. Measure aluminium profile pieces and divide them by length.
4. Write length and position (vertical or horizontal) on the piece following a coding system that divides left or right side, vertical and horizontal pieces and coupling.
5. Position profiles that make up the base of the structure, possibly the left side, as you would lay out a plan.
6. Position the respective struts and attach them.
7. Join the struts with the top profiles.
8. Attach the profiles that make up the openings and assemble the joints.
9. Build the right side as the left side.
10. Join the two sides together.
11. Attach hinges to structure and then fix opening to joints (and structure).
12. Divide panels by measurements and placements.
13. Fix multiblocks in profiles (at least three per side, with a total of 6 to 8 multiblock for panel).
14. 3D print wheel doors guides.
15. Attach profiles to entrance.
16. Cut transparent acrylic for doors and attach two wheel per panel.
17. Position wheels into 3d printed door guides and slide them into the profiles.
18. Retouch panels cutting out hinges, angle brackets spaces and opening for the swab trays.
19. Screw them in using at least 6 screws per panel.
20. Cover hinges and angle brackets spaces with custom 3D printed parts.
21. Cut out signage and attach to panels.
22. Attach screens and other elements with strong double sided tape.



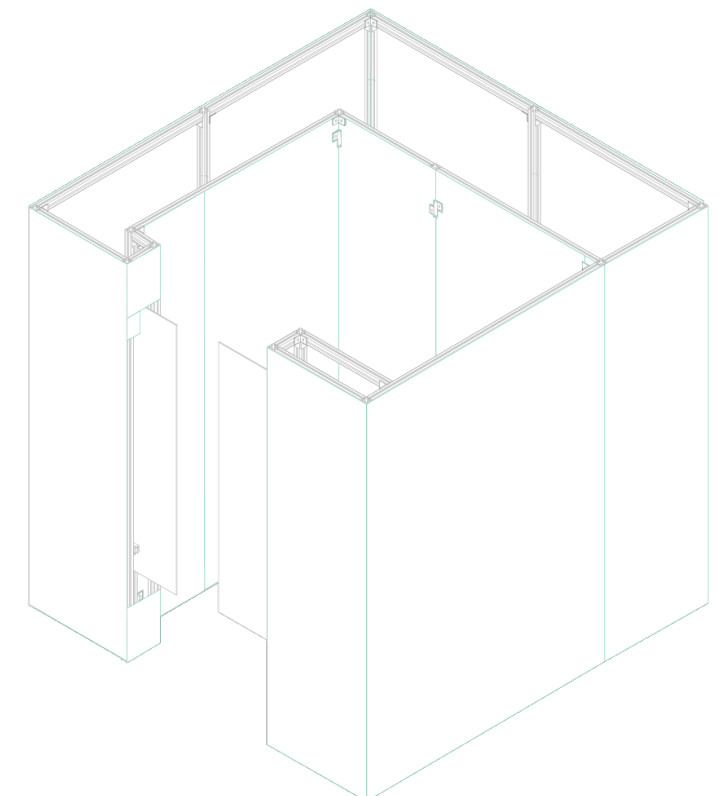
JOINING TWO SIDES TOGETHER



MOUNTING AND ADDING OPENINGS



MOUNTING AND INSERTING DOORS AND DOORS PROFILES

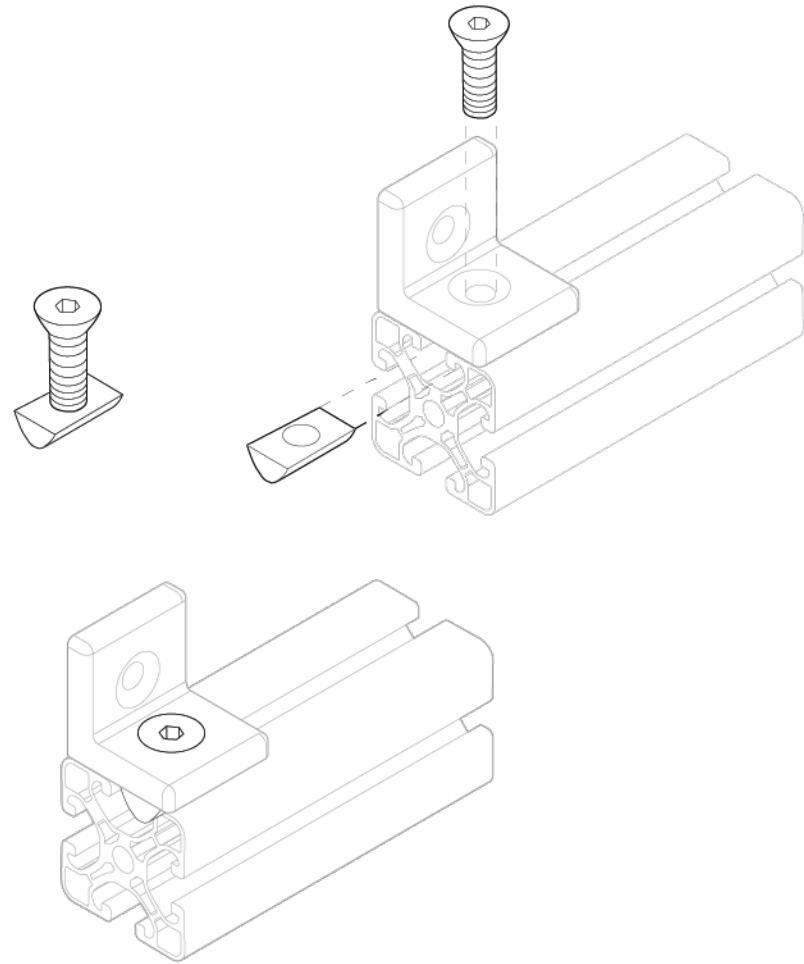


ATTACHING PANELS

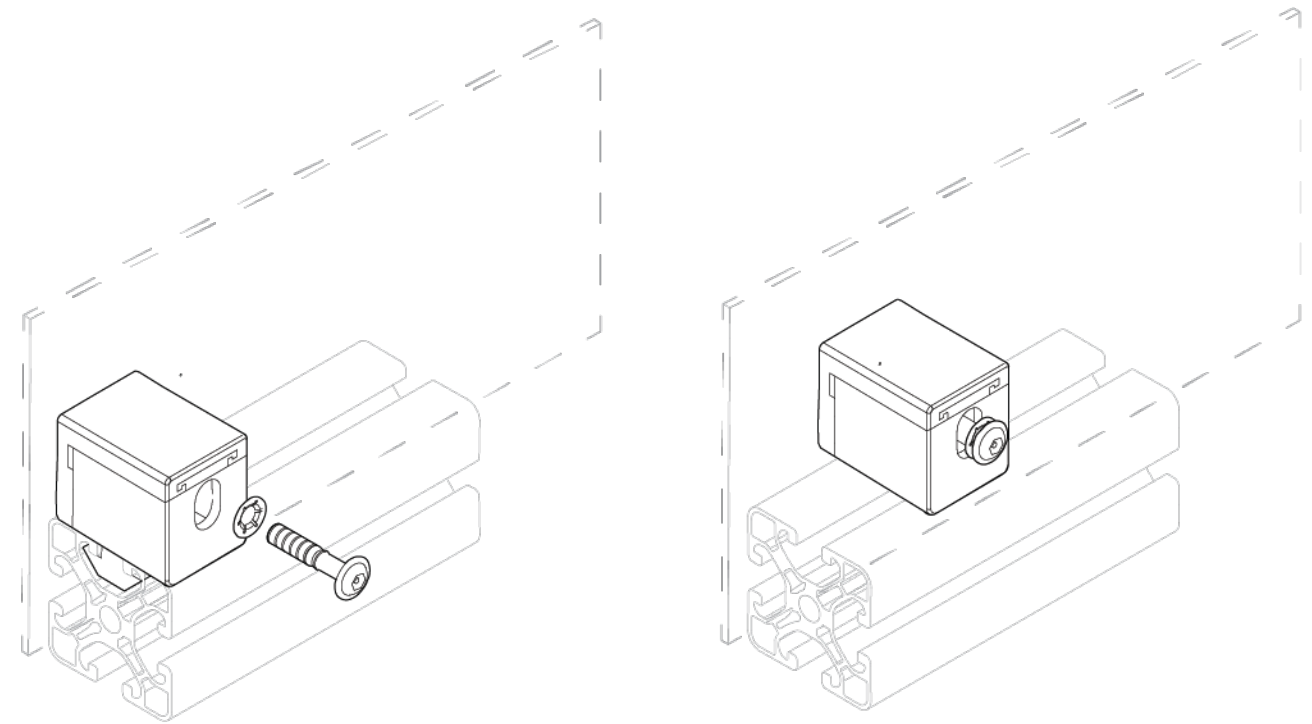
A17 - SERVICE WALKTHROUGH: ASSEMBLY GUIDE

Assembly details

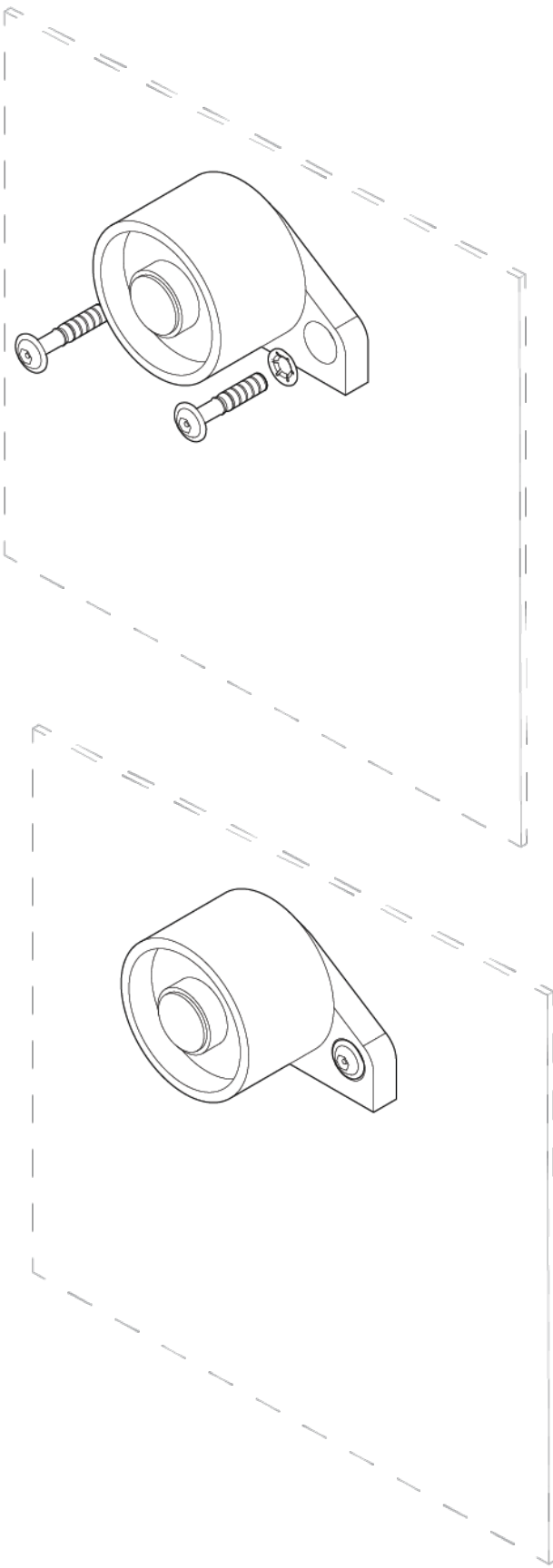
PROFILES AND ANGLE BRACKETS



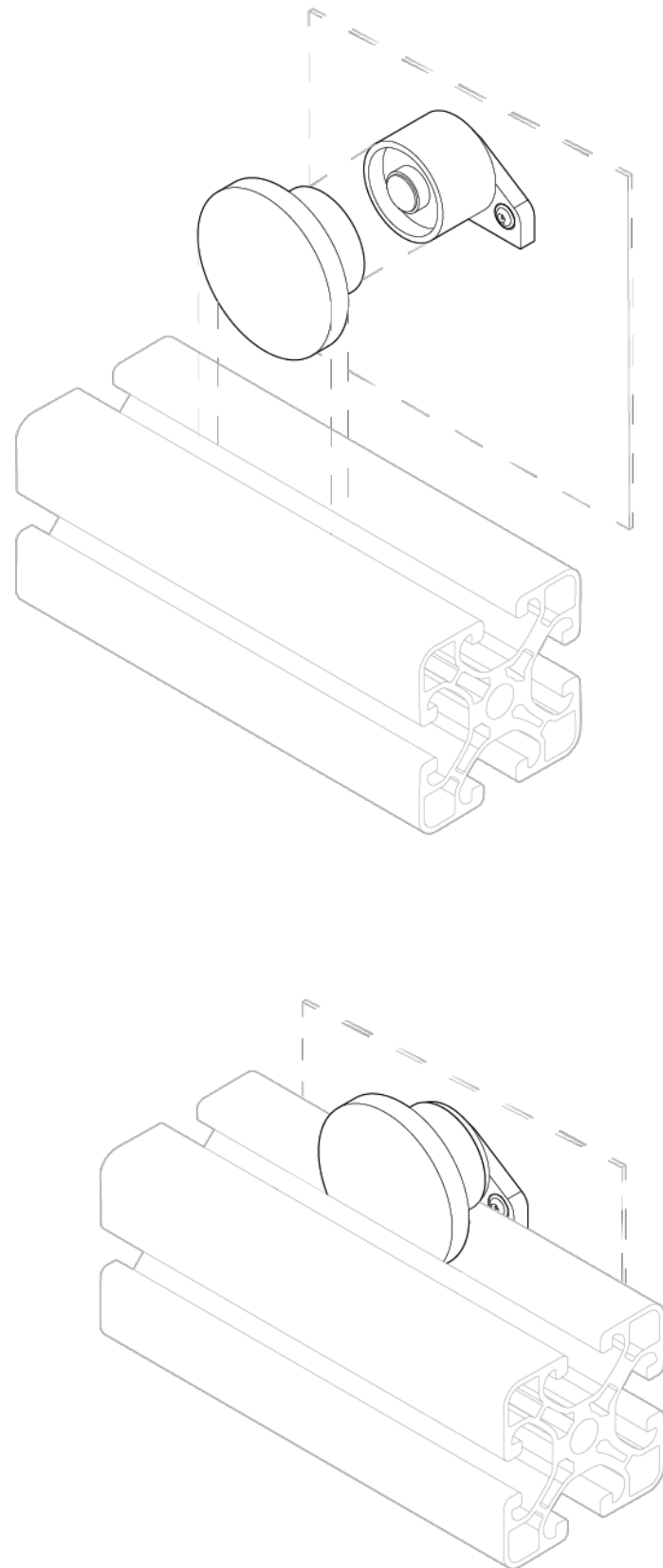
MULTIBLOCKS AND PANELS



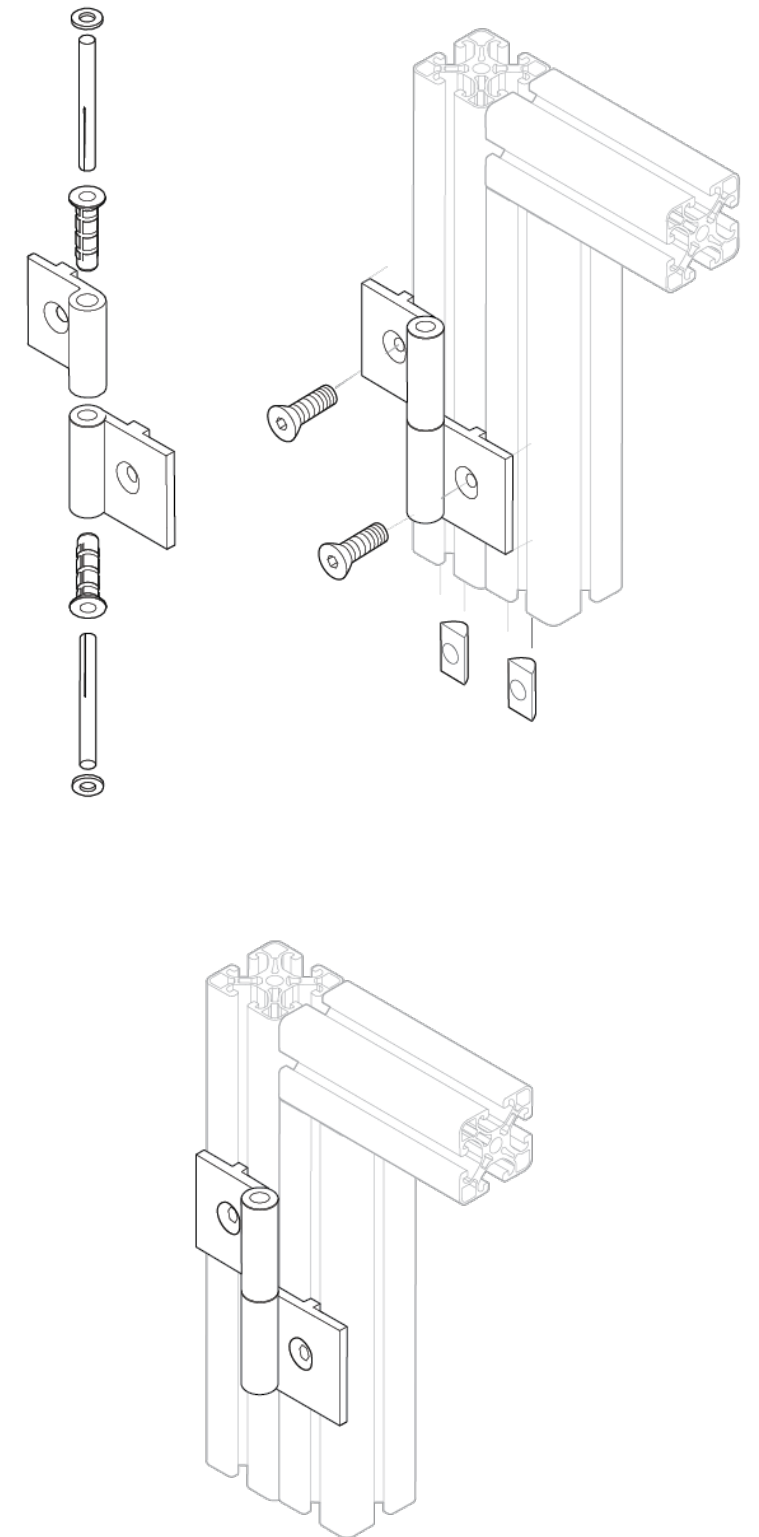
PROFILES AND ANGLE BRACKETS



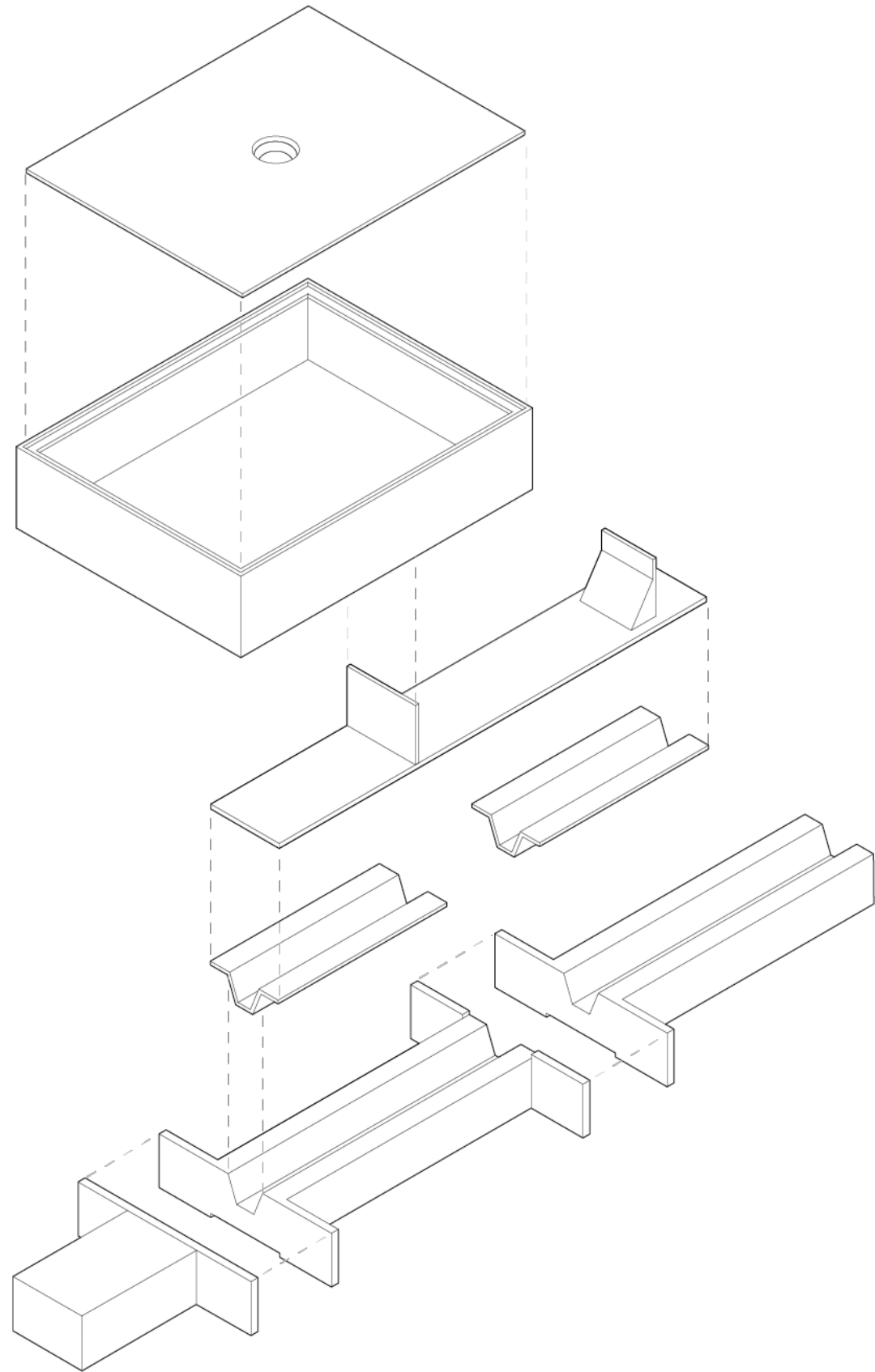
PROFILES AND ANGLE BRACKETS



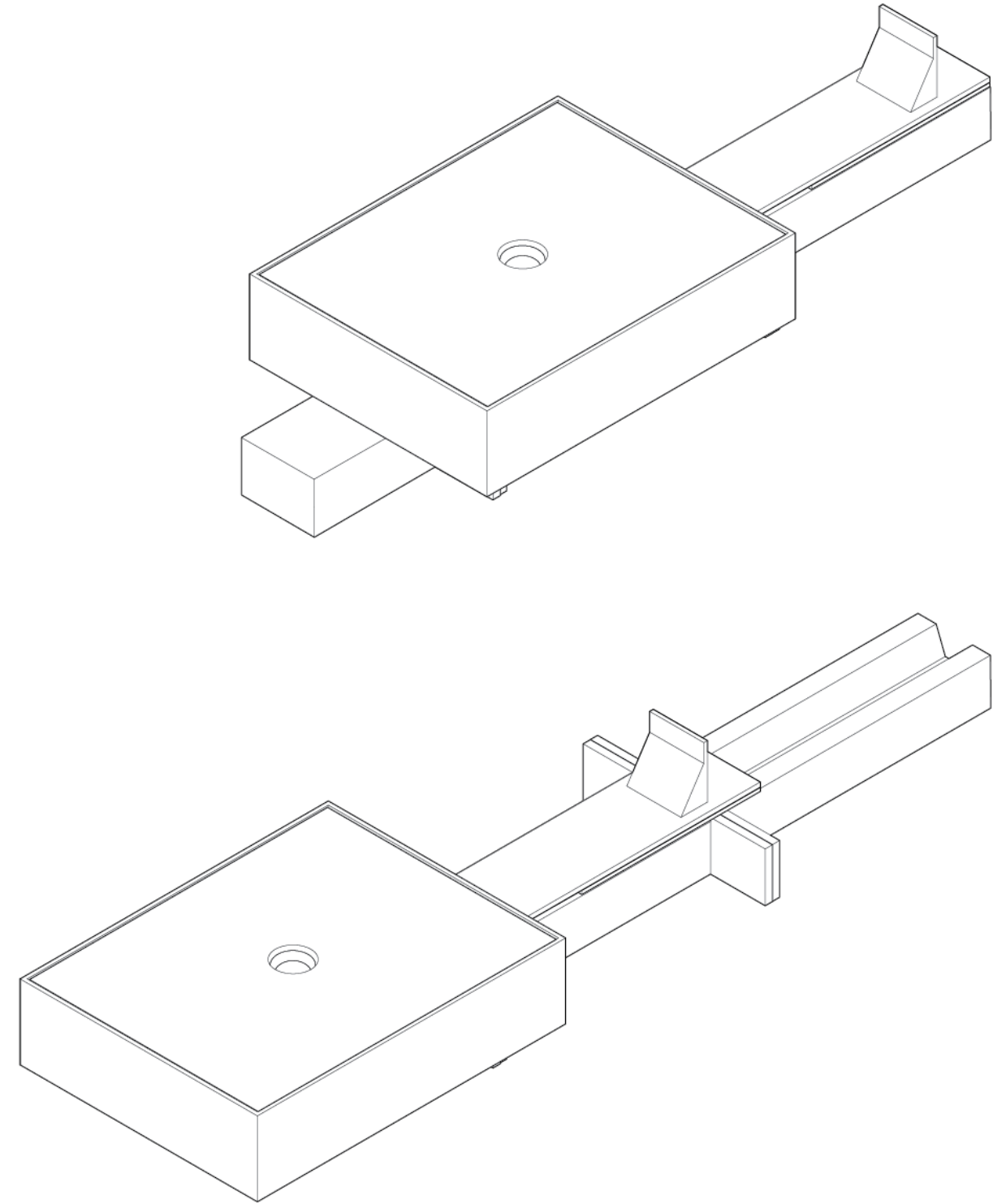
HINGES AND PROFILES



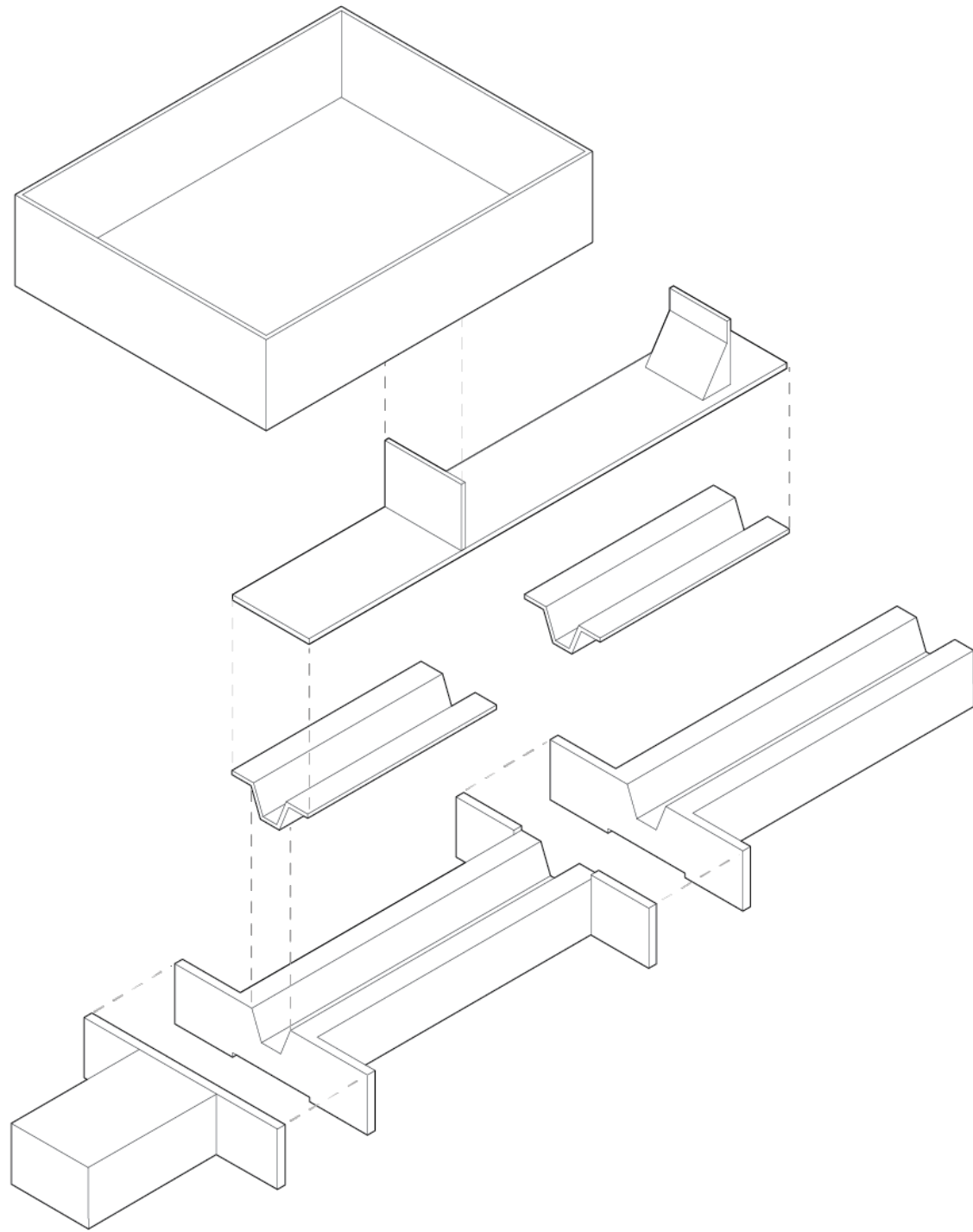
SALIVA SOLUTION TRAY MOUNTING



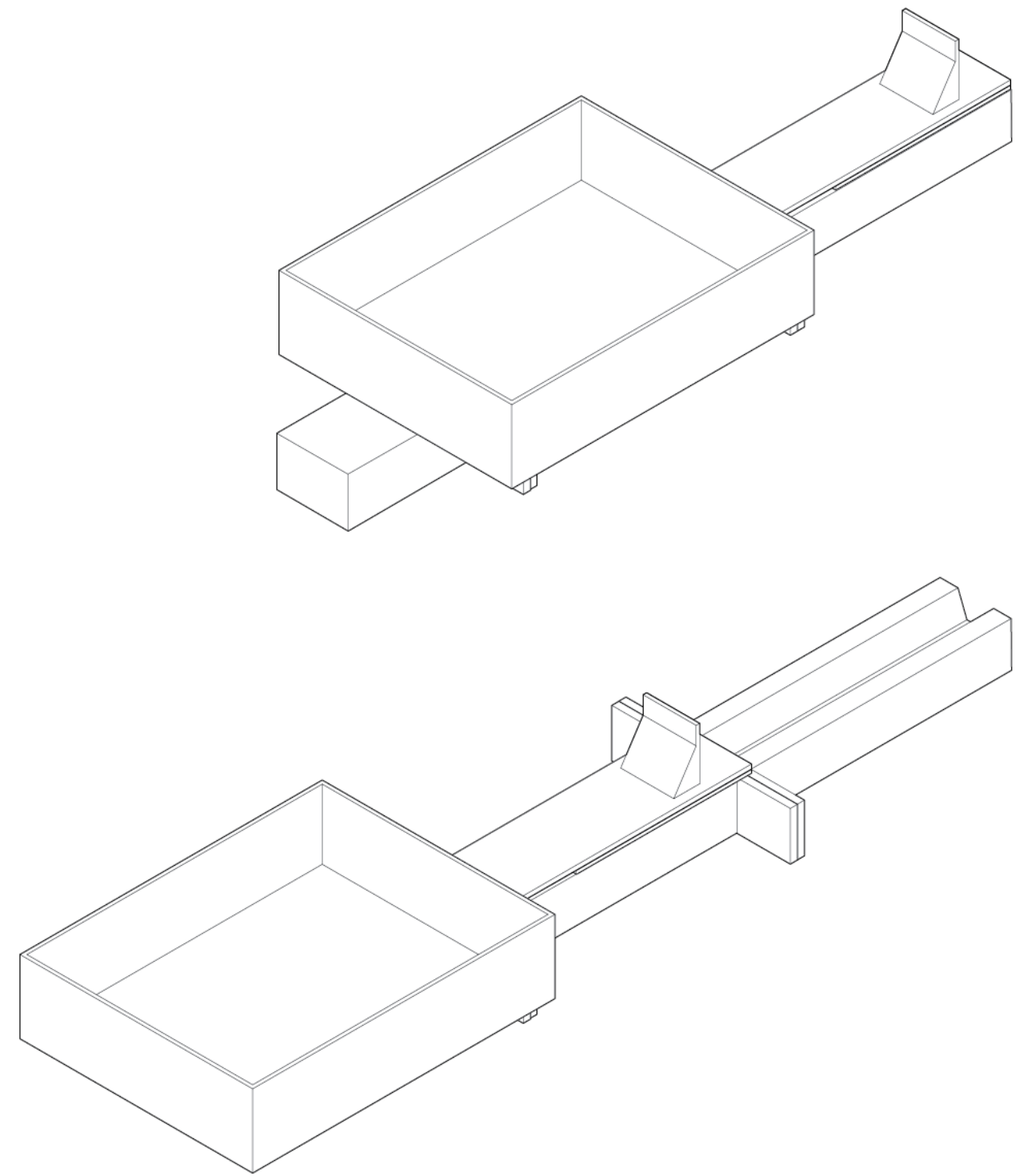
SALIVA SOLUTION TRAY MOUNTING



SWAB TRAY MOUNTING



SWAB TRAY MECHANISM



A18 - TOUCHPOINT MAP

AWARENESS

online

Search engine interactions

direct

institutional websites medical authorities airport website hotel booking websites trainline/airline websites insurance websites

Product ratings Customer reviews or testimonials Blog posts

Social media platforms Infographic

Display and banner ads Marketing campaign initiatives

Directory listings

Email marketing

Peer references

offline

print

billboards posters leaflets flyers

tv

Community involvement

CONSIDERATION

online

Company website App

content

disease info testing typologies awareness benefits of offered test type

offering (test types + disease)

safety + security "approved by" validity

how much it costs discounts packages subscription

how it works times of results times of procedure

restrictions (cases in which you cannot do it) accessibility

locations hours what to do next

interactions

chat bot

assistance call

offline

Help centers (online or in-person)

leaflets

PURCHASE

online

Company website App

email App (sms)

content

create account (register) name last name DOB address are you a caretaker?

identification/verification ID number picture of ID

add minors/other name last name DOB address ID number picture of ID

booking (1) testing options single test double test (A/R) subscription family package

booking (2) location type of test available at the location date + time

payment credit card (Discover, Visa, American Express, UnionPay, JCB, Maestro) mobile (Apple Pay, Android Pay, Google Pay, Apple Pay, Samsung, One, Sisu)

privacy policy + terms and conditions

content

booking confirmation location date time

payment confirmation

instructions pre-use when to go where to go (inside location) what to do once there reference/booking code

instructions during use link to existing (on app/website)

offline

booth registration totem

content

create account (register) name last name DOB address are you a caretaker?

identification/verification ID number picture of ID

add minors/other name last name DOB address ID number picture of ID

payment credit card (Discover, Visa, American Express, UnionPay, JCB, Maestro) regular money mobile (Apple Pay, Android Pay, Google Pay, Apple Pay, Samsung, One, Sisu)

privacy policy + terms and conditions

content

payment confirmation

instructions pre-use where to go (which booth) what to do once there reference/booking code

instructions during use link to existing (on app/website)

LOYALTY

Company website App

feedback

subscription renewal

email newsletter for new tests

reviews

A19 - CHECKD. MOCKUPS

Website - exemplar pages


CHECKD. book log in eng

PCR Covid-19 testing booths.

Fast, secure, automatic.

[HOW IT WORKS](#) →

[BOOK](#) →



Home

How it works

Locations





The certificate

Why us

CHECKD. book log in eng

CHECKD. with booking

A brief overview of how CHECKD. with booking works. It's easy, fast and convenient.

-  Register online.
-  Choose your location, day and time.
-  Go to the booth at the reserved appointment and get your test done.
-  Receive your results on the spot, in less than one hour.

[LEARN MORE](#) → [BOOK](#) →

CHECKD. book log in eng

Covid-19 testing, made easy.

With CHECKD. you can take a saliva base PCR Covid-19 test and generate an official certificate. CHECKD. booth offer fast and high quality tests to be in total autonomy, with a simple procedure.

Our testing booths

- Affordable**
A test only costs 15CHF, no other fees involved.
- Secure**
The booth's design allows to carry out a procedure which is as **reliable** and **safe** as possible for you. The booth is constantly **cleaned** and they follow strict **maintenance** and **hygienization** procedures.
- Accessible**
The booth can accommodate different kind of situations. Whether you have **one or more kids**, a **baby**, or a **wheelchair** there is space for you. Support is offered inside the booth in **multiple languages**, with voice and video instructions.
- Fast results**
You will have your results and your certificate in **one hour**, directly on your smartphone.
- Always available**
The booths run **24 hours** a day, 7 days a week, always.
- Easy procedure**
The saliva-based procedure is **quick** and **painless**. It is designed to be carried out in a **few minutes** and with minimum steps, for both adults and children.

How it works


1/8 ← →

STEP 1

Register

On the **website** or download our **app**. The registration procedure will take around **7 minutes**.

Be aware that you will need personal information, **official ID documents** and you will have to carry out a **video identification** for security measures, that will allow us to give you a valid certification.



STEP 2

Book

Once you registered you are **ready to book!** Just select the **location** of your choice and the available **time slot**.

Locations

CHECKD. offers a system of booths that you can find in different places around the world.

If you register for our service you will have immediate access to all the booths in the system, wherever you are in that moment.

Visualize as: [list](#) [map](#)

[Europe](#) [Americas](#) [Asia](#) [Africa](#) [Australia](#)

COUNTRY CITY SITE

Zurich The Circle
Zurich Technopark



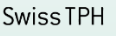
Geneva
Geneva Airport

Italy

Germany

Certifications

CHECKD. is proudly supported by these official institutions.

Privacy

We safeguard your privacy.

Accurate diagnosis stands at the base of what we do. We want to provide a service that is safe and reliable for its customers. Our mission is to avoid the spread of Covid-19 and keep people safe, giving the possibility of a quality test, but done with ease and minimal time.

For this reason, it is fundamental for us to be sure that each test is actually taken by the specific person that is registered to. Being legally able to provide an official certificate imposes us to record and process the videos so that the person is accurately matched to its identity and therefore the latter is 100% confirmed. Despite this, we are strongly convinced that privacy is fundamental and it still acts as one of CHECKD's main values. For this reason no data that concern you or your family is going to be shared in any way with third parties.

[LEARN MORE](#) →

[Book a slot](#) →

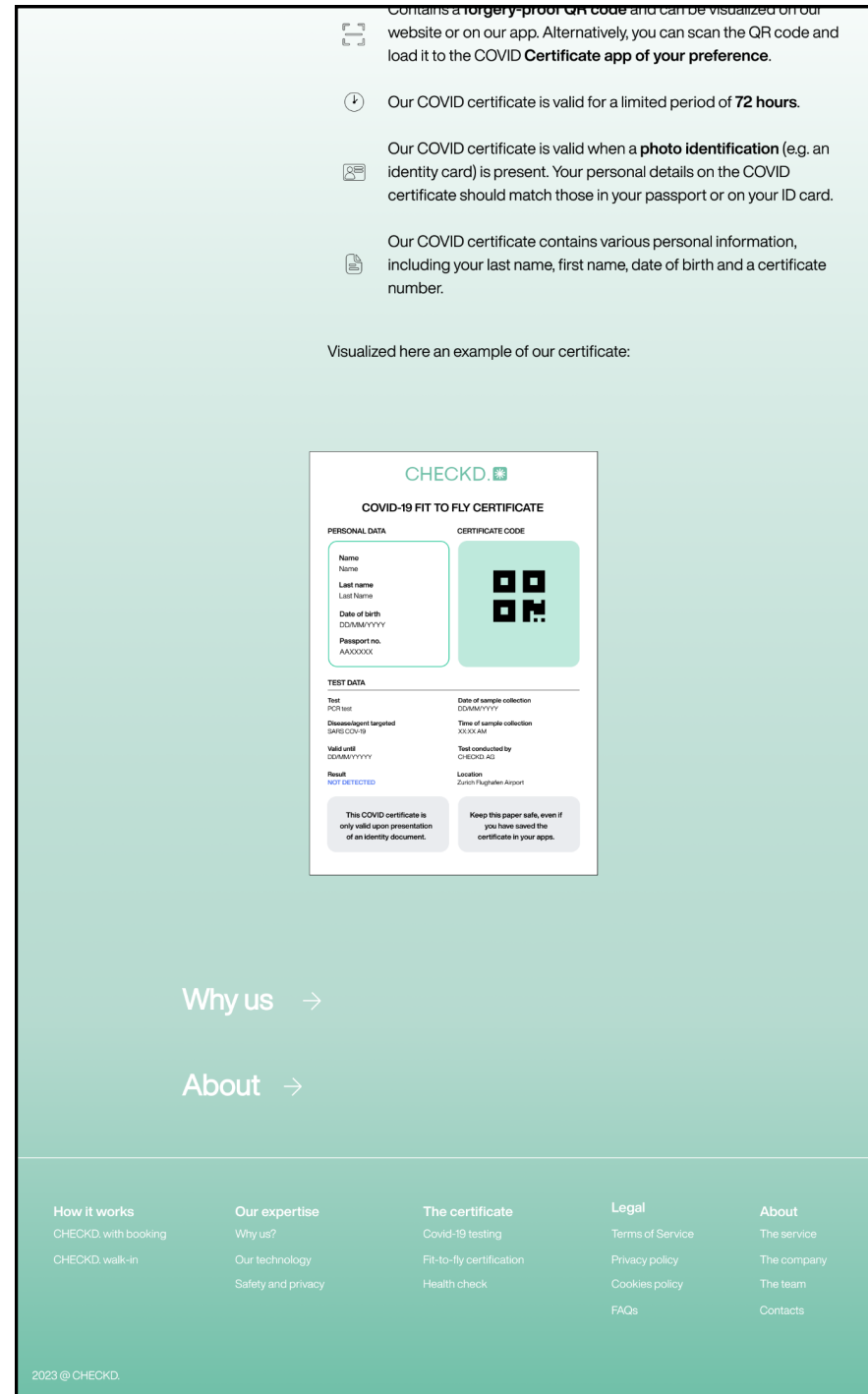
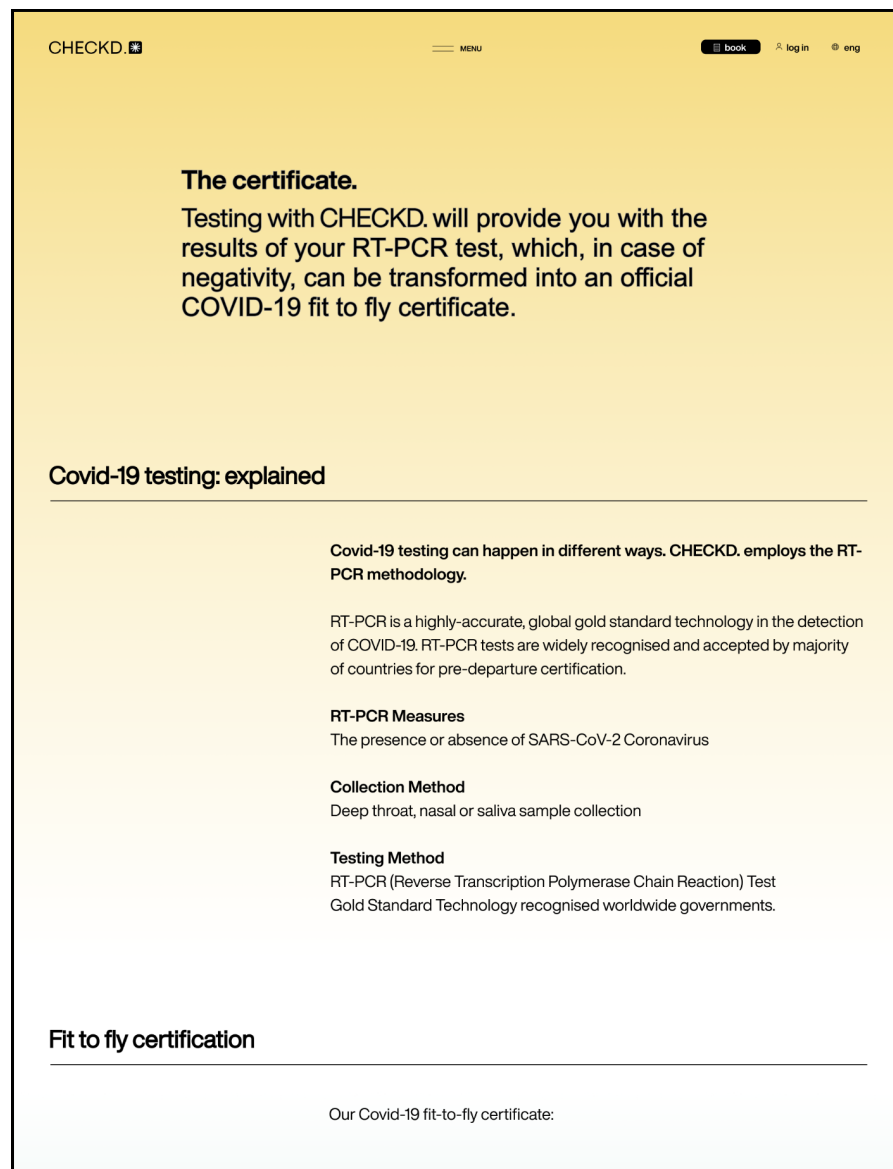
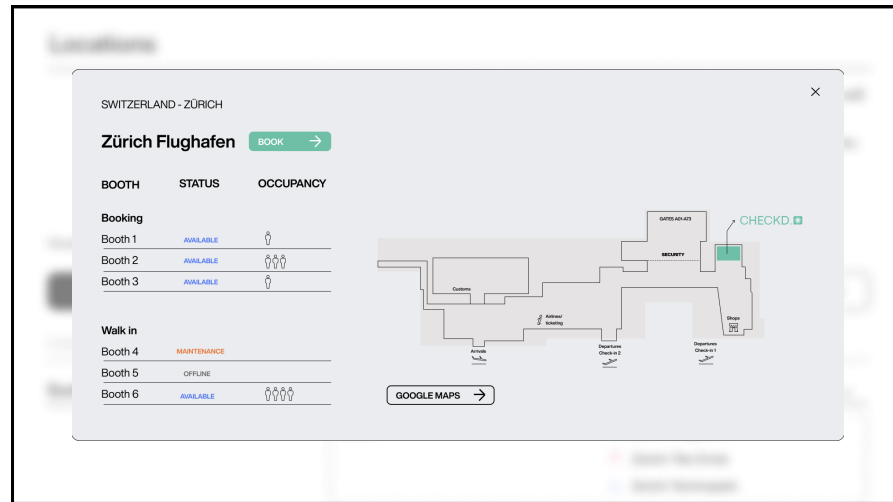
[Discover CHECKD. walk in](#) →

- How it works**
CHECKD. with booking
CHECKD. walk-in
- Our expertise**
Why us?
Our technology
Safety and privacy
- The certificate**
Covid-19 testing
Fit-to-fly certification
Health check
- Legal**
Terms of Service
Privacy policy
Cookies policy
FAQs
- About**
The service
The company
The team
Contacts

2023 © CHECKD.

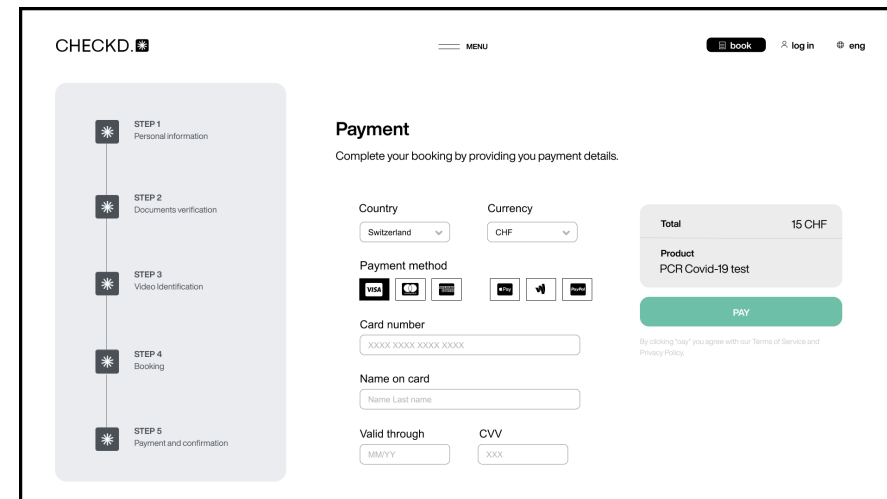
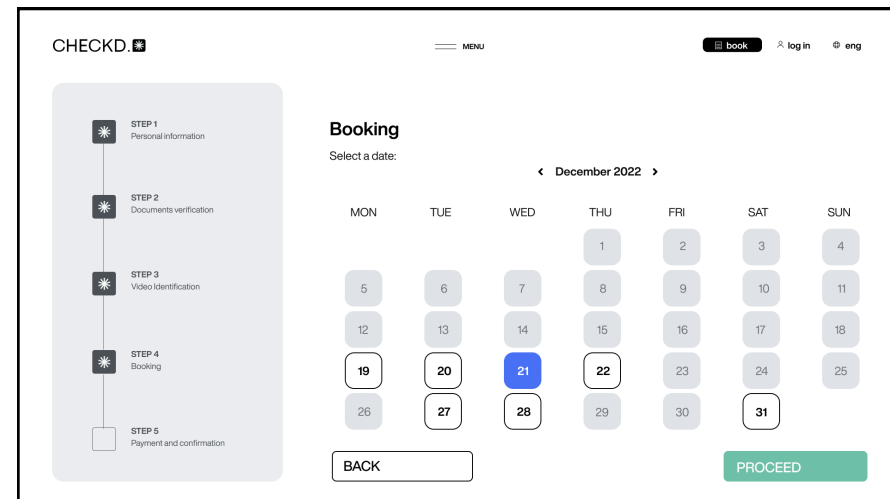
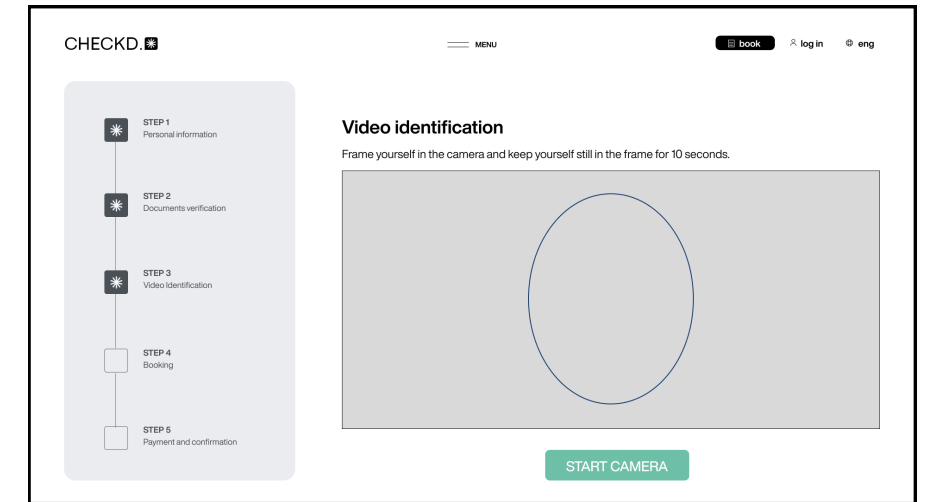
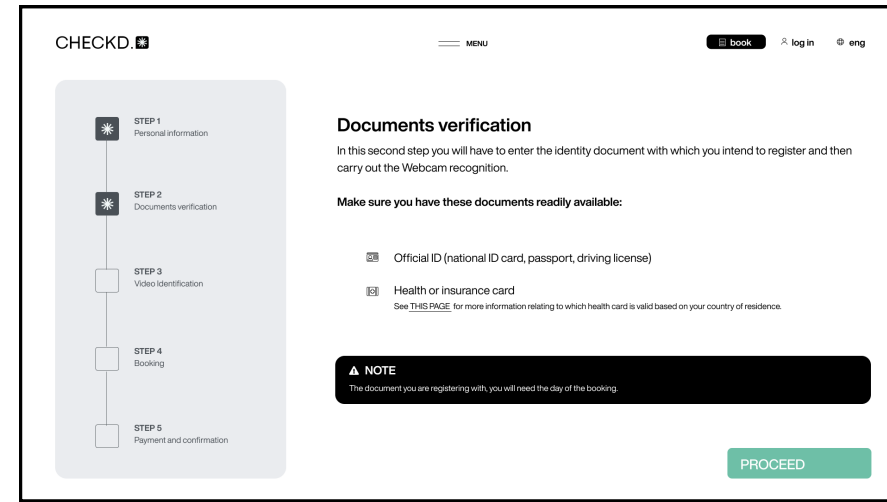
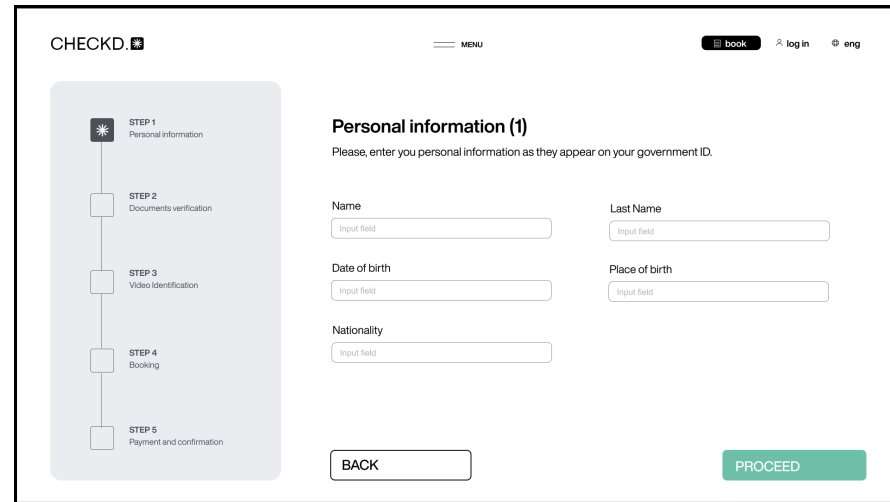
A19 - CHECKD. MOCKUPS

Website - exemplar pages



A19 - CHECKD. MOCKUPS

Website - exemplar pages



A19 - CHECKD. MOCKUPS

Email & receipt

CHECKD.

Dear CHECKD. customer,


Your booking process was successful!

YOUR BOOKING DETAILS:




Booking number: XXXXXXXX

Name: Name	Location: SWITZERLAND Zurich Flughafen Airport	Booth no: BOOTH X
Last name: Last Name		Date: Day, Mont Xth
Test type: Covid-19 PCR		Time: XX:XX PM

YOUR BOOKING CODE:


XXXXXXXX

Next steps

-  Remember to bring the official ID you did the registration and identification with you when you go to the booth, you will need it for the video identification. That will unlock the booth doors for you.
-  Be at least 10 minutes in advance not to risk losing your appointment.
-  Check out our page for more instructions about the test procedure.

[GO TO PROCEDURE →](#)

Manage your booking

In the "manage my booking" area of our website or on our app in the BOOKINGS you can cancel you appoinment or edit the time and place.

- make new reservations, change, cancel
- view old bookings

[Log in here to manage your bookings](#)

OR

[Download our CHECKD. app](#)

We're here to help

We answer frequent questions about our service on our FAQs

We answer frequent questions about our service on our FAQs at this link or on our APP in the FAQs section.

If you need more information or have some urgent issues:

CHECKD. customer assistance number
012345678

CHECKD. customer assistance email
checkd.assistance@mail.com

[Download the CHECKD. app](#)

You can download our app to make the CHECKD. experience even easier and smoother.

The CHECKD. team wishes you a pleasant experience.

CHECKD.

CHECKD.


YOUR BOOKING DETAILS:

Booking number: XXXXXXXX




Name: Name
Last name: Last Name
Test type: Covid-19 PCR
Location: Zurich Flughafen
Booth no: BOOTH X

Date: Day, Mont Xth
Time: XX:XX PM

YOUR BOOKING CODE:


XXXXXXXX

CHECKLIST BEFORE GOING:

-  Be 10 minutes in advance to avoid inconveniences.
-  Bring the official ID you did the registration and identification with you when you go to the booth.
-  Scan this QR code (on the side here) to review the procedure steps, so you know what to expect.

HOW TO REACH THE LOCATION:

- 1 - Enter the building from the main street and take the **elevators** to the **ground floor**.
- 2 - Exit the elevator area.
- 3 - Cross the ground floor, passing the customs areas and going towards the security check.
- 4 - Pass the security check and **turn left**.
- 5 - Proceed along the **hallway**. The CHECKD. booth will be at the end of the open area.

Don't worry! Signs will be there to guide you in the space.

A19 - CHECKD. MOCKUPS

Email & certificate

CHECKD. ✨

Dear CHECKD. customer,

your COVID-19 PCR test results are here!

NEGATIVE

This email contains your **FIT TO FLY CERTIFICATE** in a .pdf format.
You can directly show the .pdf attached to this email to the competent authorities.

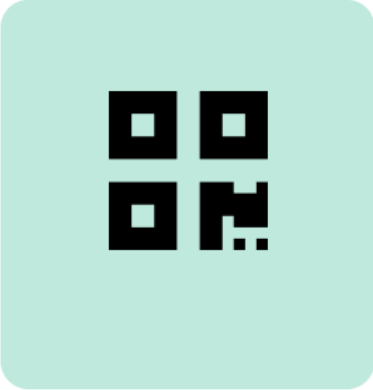
NOTE
You can find and download this certificate also from your personal account on the CHECK website or on our APP.

Happy travelling!
The CHECKD. team.

CHECKD. ✨

CHECKD. ✨

COVID-19 FIT TO FLY CERTIFICATE

PERSONAL DATA	CERTIFICATE CODE
<p>Name Name</p> <p>Last name Last Name</p> <p>Date of birth DD/MM/YYYY</p> <p>Passport no. AAXXXXX</p>	

TEST DATA

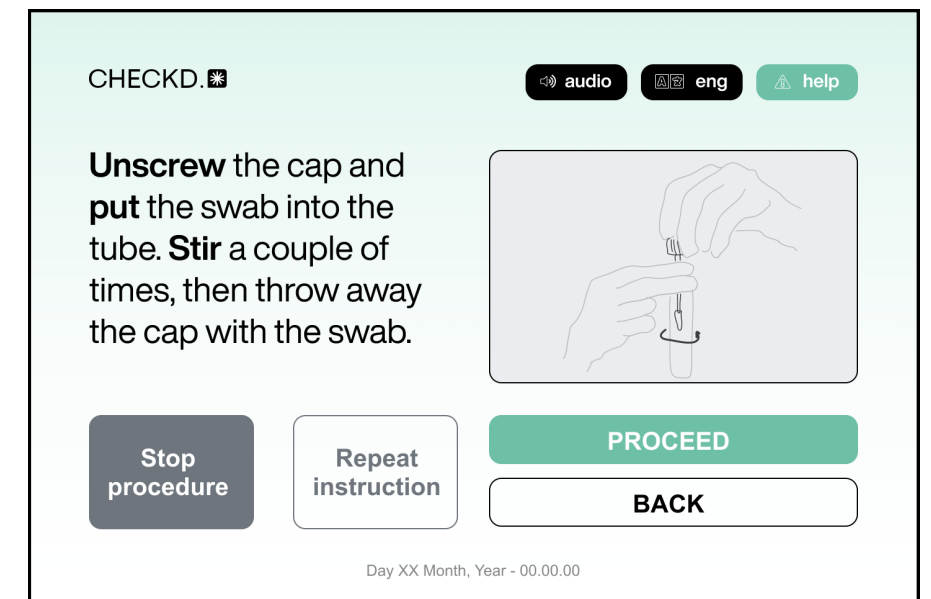
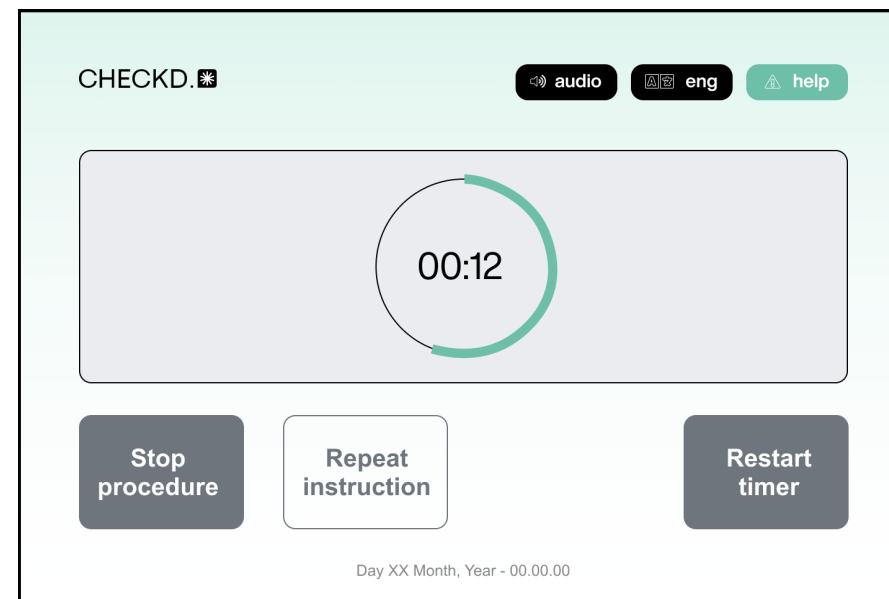
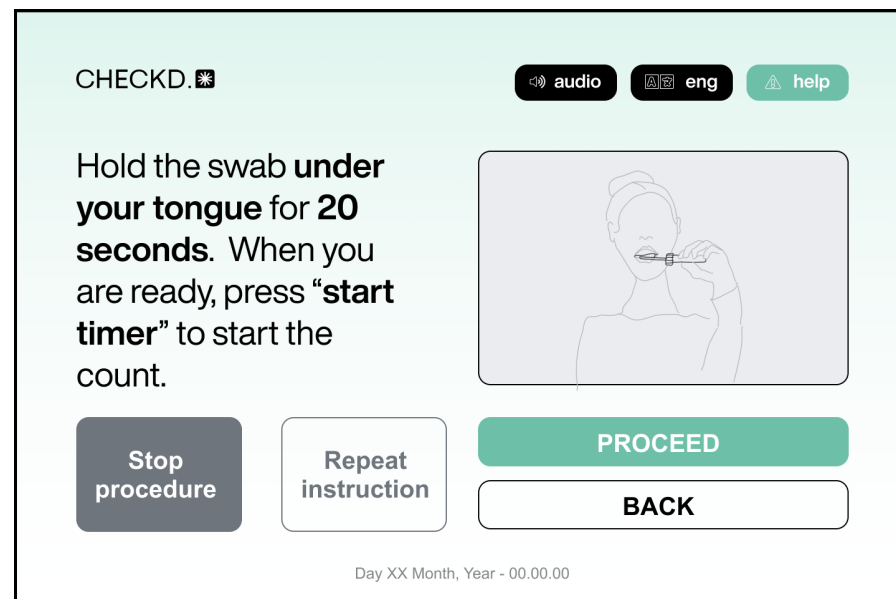
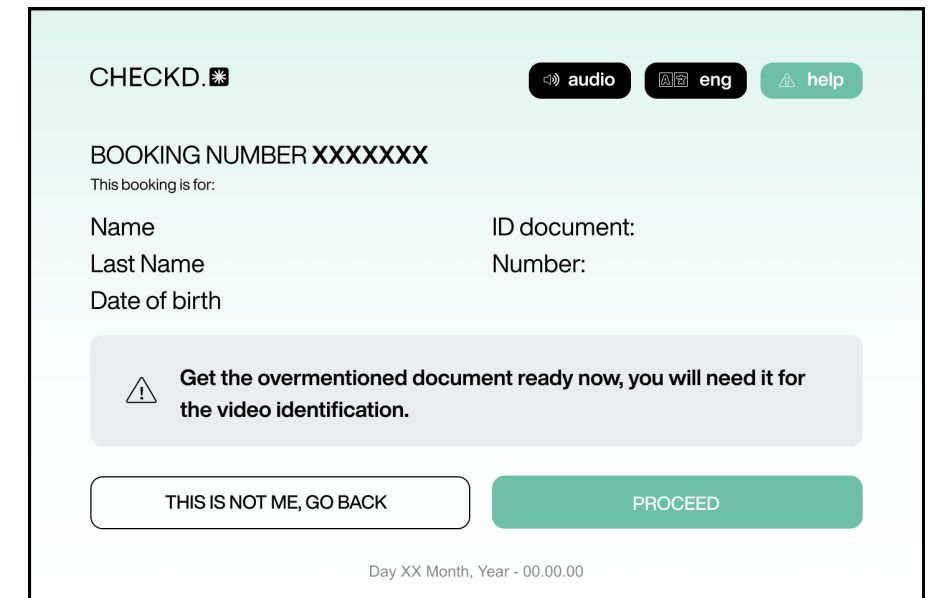
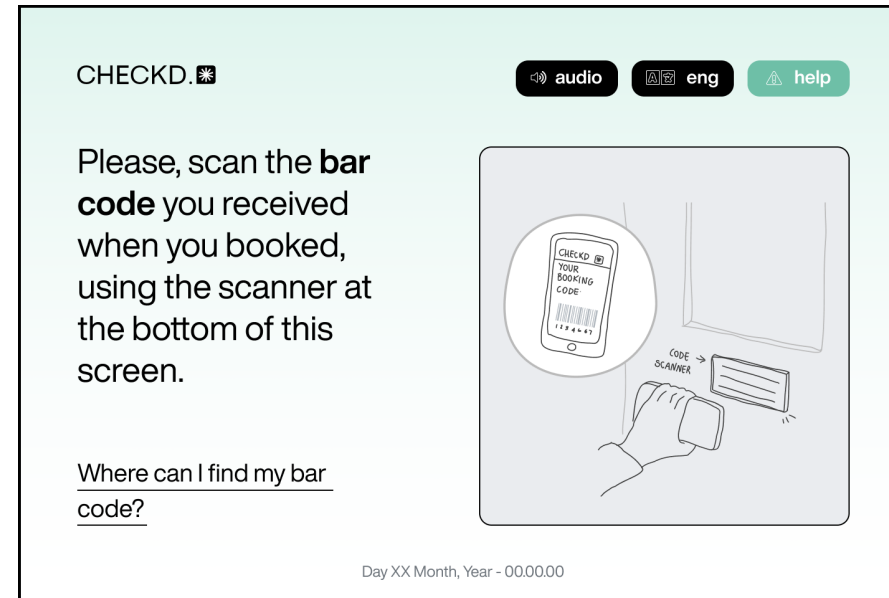
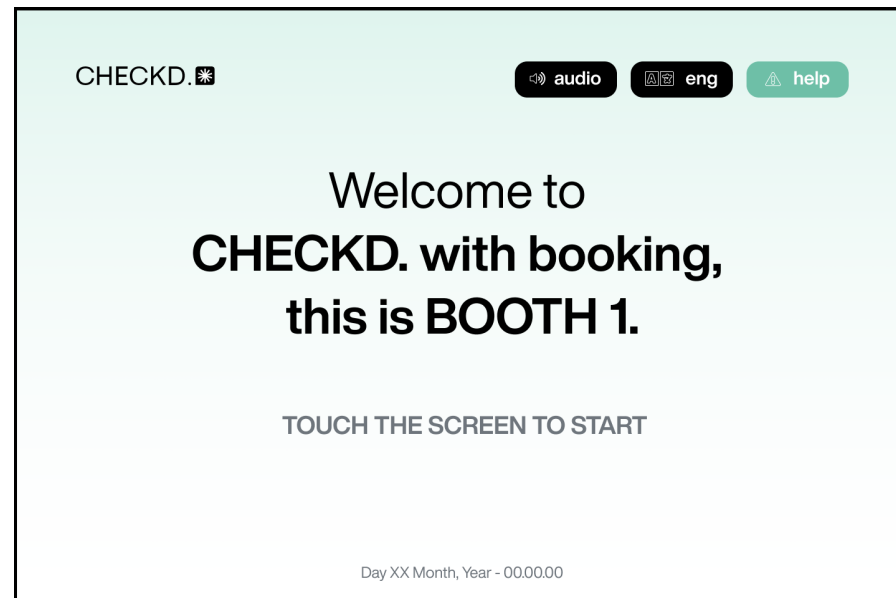
Test PCR test	Date of sample collection DD/MM/YYYY
Disease/agent targeted SARS COV-19	Time of sample collection XX:XX AM
Valid until DD/MM/YYYY	Test conducted by CHECKD. AG
Result NOT DETECTED	Location Zurich Flughafen Airport

This COVID certificate is only valid upon presentation of an identity document.

Keep this paper safe, even if you have saved the certificate in your apps.

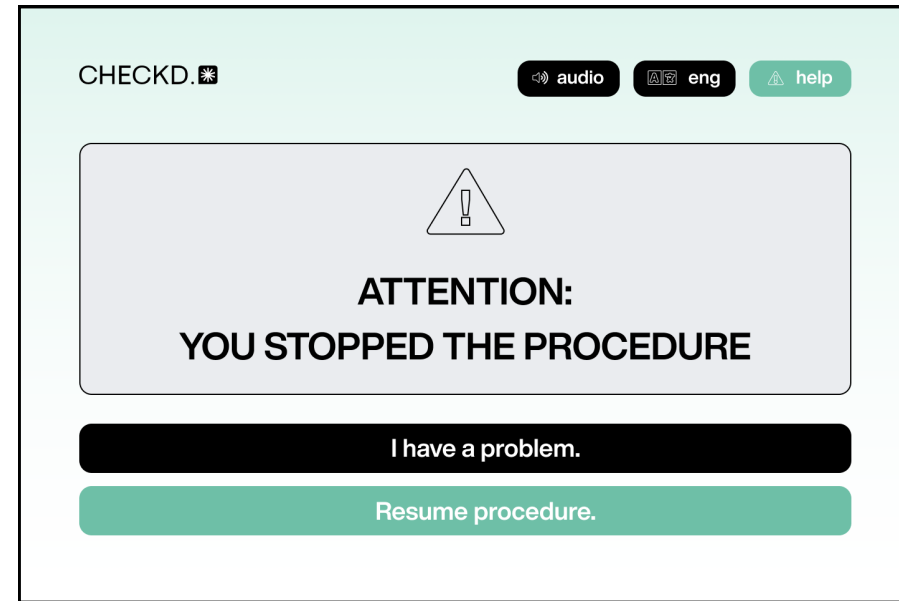
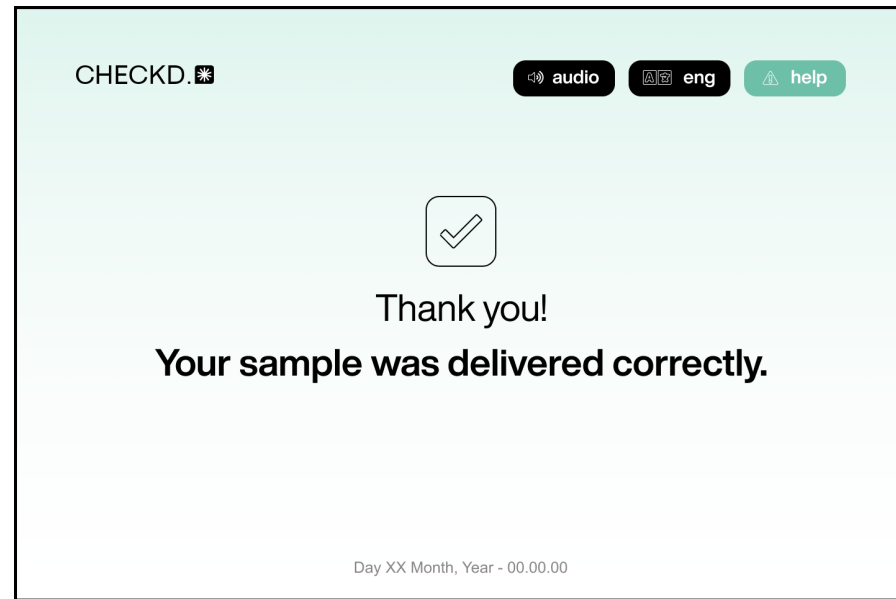
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Booth interfaces



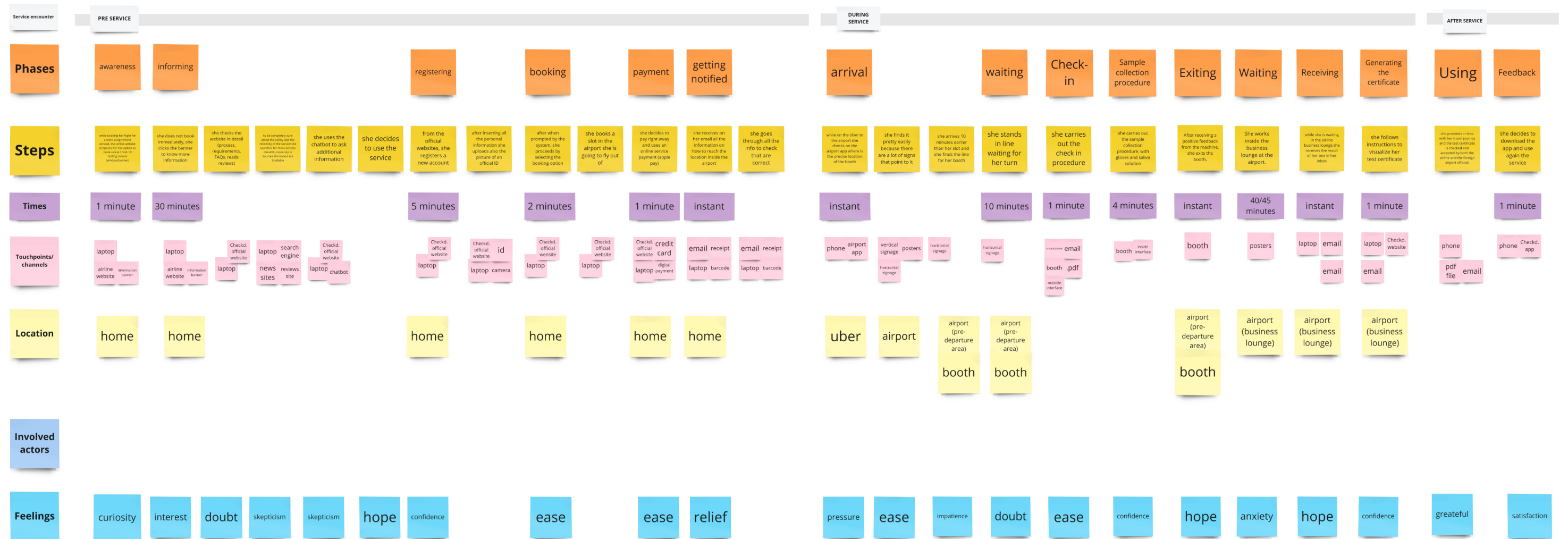
A19 - CHECKD. MOCKUPS

Booth interfaces



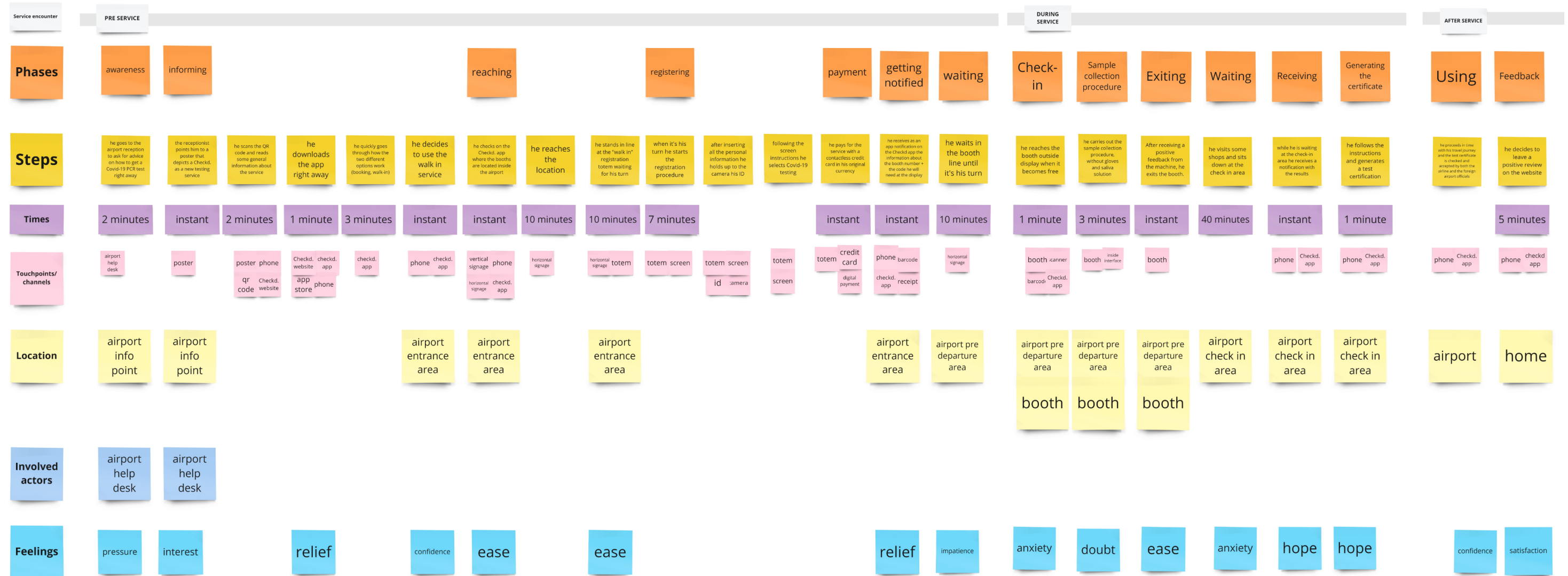
A20 - CHECKD. CUSTOMER JOURNEYS

Anna Business
[Work traveller]



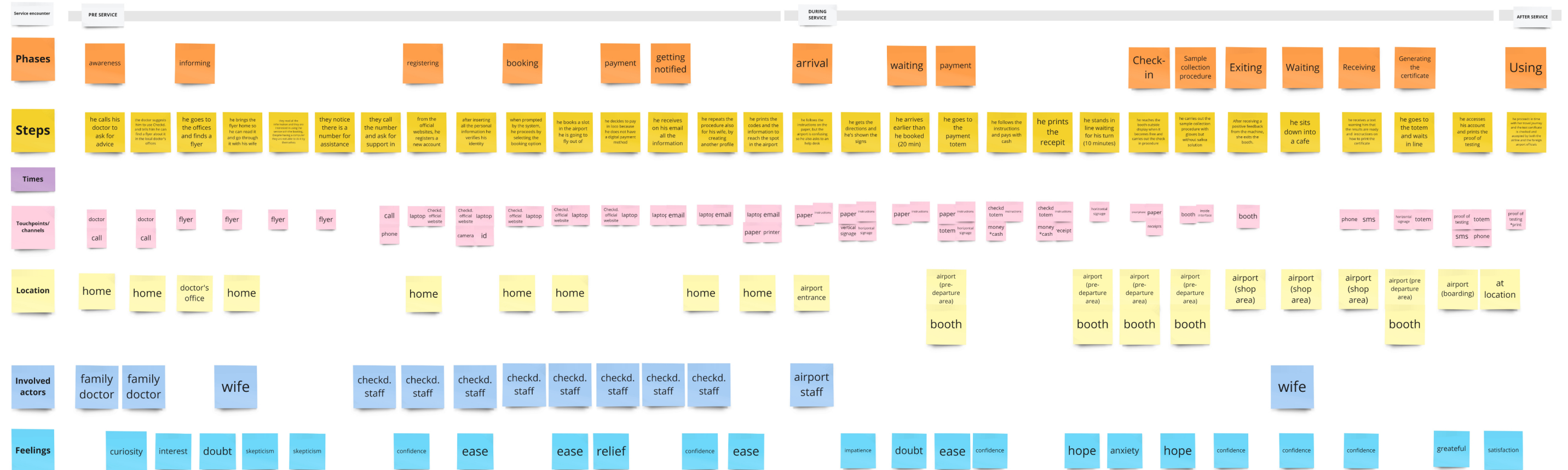
A20 - CHECKD. CUSTOMER JOURNEYS

Lorenzo Adventure [Leisure traveller]



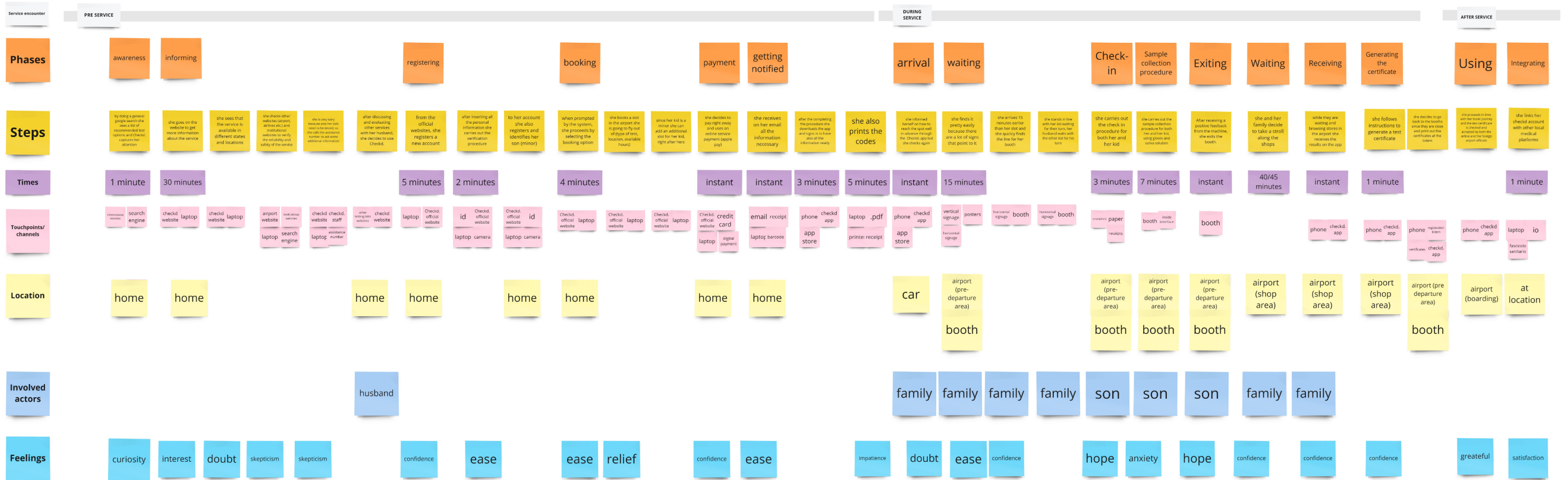
A20 - CHECKD. CUSTOMER JOURNEYS

Marco Senior [Leisure traveller]

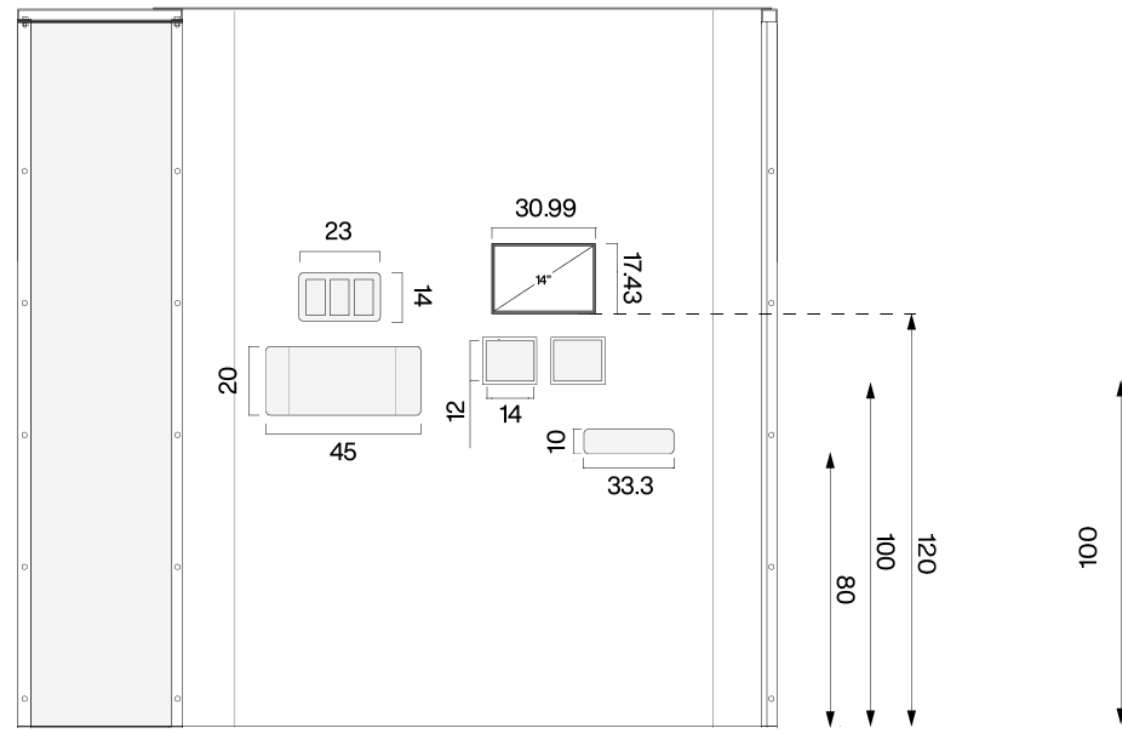


A20 - CHECKD. CUSTOMER JOURNEYS

Gioia Family
[Leisure traveller]



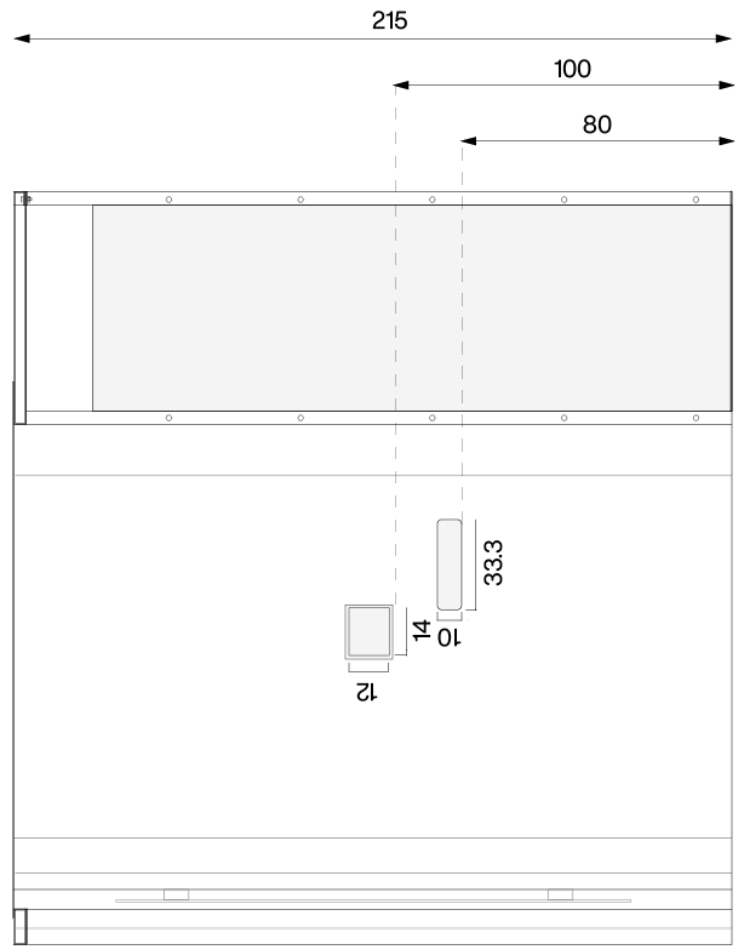
A21 - CHECKD. TECHNICAL DRAWINGS



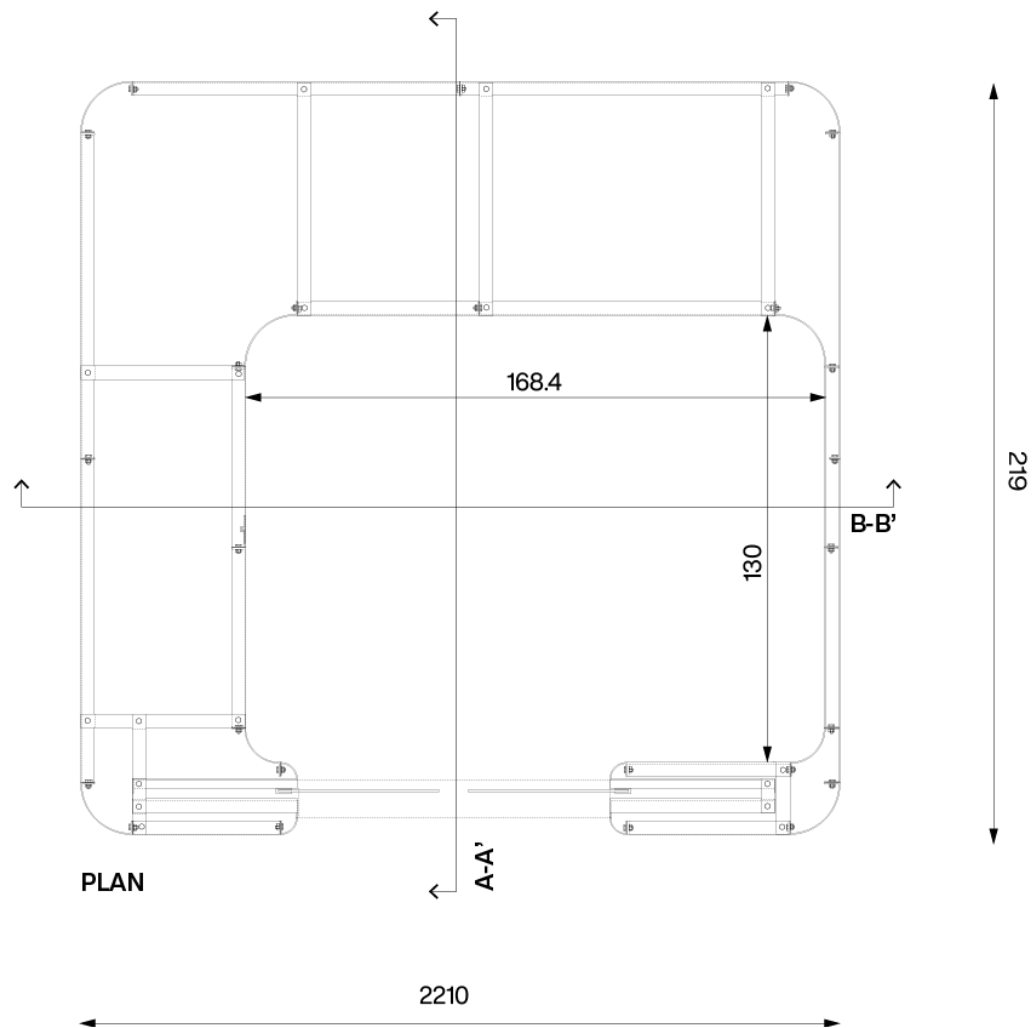
SECTION B-B'



ELEVATION



SECTION A-A'



PLAN