

## **“LeaveHomeSafe” new version 3.2.3 available for update**

A spokesman for the Office of the Government Chief Information Officer (OGCIO) said today (May 4) that the new version 3.2.3 of the "LeaveHomeSafe" mobile app is now available for update to fix the intermittent problem with the display of the Vaccine Pass QR code in the mobile phones of some users. Members of the public can now update the app in different app stores.

The spokesman said that some users previously encountered intermittent problems in retrieving the stored Vaccine Pass QR code under some specific circumstances when scanning the venue QR code, resulting in an error in displaying a red QR code of "No Vaccination Record". The OGCIO took urgent follow-up action and released the latest version 3.2.3 in all platforms today to fix the issue. The latest version also supports the storage of the "Provisional Vaccine Pass" QR code to facilitate travellers on short-term visit to Hong Kong to enter the specified premises under the Vaccine Pass arrangement.

The spokesman reminded members of the public to update the "LeaveHomeSafe" mobile app through App Store, Google Play or Huawei AppGallery directly and refrain from deleting the old version. Updating the app will not affect previous visit records saved in users' mobile phones.

If members of the public encounter any difficulties in using the "LeaveHomeSafe" mobile app, they can seek assistance from the mobile support stations of the OGCIO at 25 MTR stations. For details, please visit the thematic webpage of LeaveHomeSafe at [www.leavehomesafe.gov.hk/en/](http://www.leavehomesafe.gov.hk/en/).