

“LeaveHomeSafe” version 3.2.5 launched for Google and Huawei devices to rectify technical error

A spokesman for the Office of the Government Chief Information Officer (OGCIO) said today (May 11) that, owing to a technical error caused by the service contractor during the update of the "LeaveHomeSafe" mobile app version 3.2.4 released at around 4pm yesterday (May 10), the Vaccine Pass QR codes of some Google and Huawei users were deleted after updating the app. The OGCIO took immediate follow-up action and released the updated version 3.2.5 in Google Play and Huawei AppGallery at around 8pm last night to rectify the problem.

The spokesman explained that if Google or Huawei users of "LeaveHomeSafe" updated the app to version 3.2.4 manually or automatically during the period concerned yesterday, their vaccination records, Exemption Certificate QR codes, recovery record QR codes and more stored in the app would be deleted due to the technical error. The OGCIO appealed to the public to check the Vaccine Pass stored in their "LeaveHomeSafe" mobile app and advised them to update the "LeaveHomeSafe" mobile app to version 3.2.5 through Google Play or Huawei AppGallery and store their Vaccine Pass in the app again if the original vaccination record or more could not be found. This issue does not affect Apple iOS users.

The OGCIO apologised to the public for the inconvenience caused. A warning letter had been issued to the service contractor requesting its serious follow-up action and measures to improve the control procedures. The OGCIO will also strengthen the testing and supervision of the ongoing "LeaveHomeSafe" updates to ensure the mobile app's smooth operation.

If members of the public encounter any problems in using the "LeaveHomeSafe" mobile app, they can either call 1823 or 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/.