FAQ's Gardian Self-Check App

Where can I download the Gardian Self Check app?

If you have an android device access google play, then search for the " Gardian SelfCheck" app then click install. Once the app has installed on your device, click open.

If you have an apple device access the app store, then search for the "Gardian SelfCheck App" then click install. Once the app has installed on your device, click open.

Do I have to pay to use the app?

No. The app is included in the cost of your test kit.

How do I register my details on the app?

Enter your mobile number and follow the prompts.

Where do I enter my details on the app?

Click on the User Profile icon and follow the prompts, then click update.

Do I need to set up a separate account for my child or dependants?

No, you can add dependants by clicking on the "Dependants" tab on the home screen.

Can I view my test results on the app?

Yes. You can view your current and past test results by clicking the "Test Results" tab on the home screen.

Can I share my test results?

Yes. You can share your test results by clicking on the share icon on the app home screen.

How do I carry out a COVID test using the app?

Click on the "New Test" tab, select the test you are using. Select "commence test", then select the person who is being tested, click "next". Continue to follow the steps until the timer starts. Once the timer has reached 0 the app will prompt you to select your result. Continue to follow the steps until the process is complete.

What will happen if I click the back button on my device?

The app will automatically log you out for security purposes. Please click the "home" icon to return to the home page.

Is the app difficult to use?

No, the app is simple to use and is user friendly. If you need assistance, you can contact our customer support team on 1800 996 929.

How will my data be stored?

Your data is encrypted and stored securely, complying with the AMA Code of Ethics, Australia Privacy act 1988 and Data protection laws.

Are there any cyber security risks involved with the use of the app?

We use bank level encryption to ensure that every piece of data stored within our system remains 100% safe from prying eyes.

Are the test kits used TGA approved?

Yes, all test kits incorporated in the app have been approved by the TGA. A list of all the rapid antigen tests that have been approved in Australia are listed on the TGA's website. You can find them here.

What is a self-test Rapid Antigen Test (RAT) and what does it involve?

A self-test RAT is carried out at home or at the workplace before you come on site. The test involves using a shallow nasal swab or saliva sample. You can expect to get results from anywhere from 3-20 minutes. No medical knowledge is required.

Can I carry out the test if I have COVID-19 symptoms?

Yes, you can undertake a rapid antigen test when you are showing symptoms of COVID-19.

Should I carry out a RAT if I have no symptoms?

Yes, carrying out a RAT is beneficial in reducing the spread of COVID-19.

Is self-testing legal in Australia?

Yes, approval to carry out self-testing was granted by the TGA to apply to individuals from the 1st of November 2021.

Is a RAT better than a PCR?

The RAT is a screening tool, and the PCR is a diagnostic tool. RAT helps to slow the spread of COVID-19 by detecting the virus in individuals.

My RAT shows a negative result, does that mean I don't have COVID-19?

Not necessarily, if you have COVID-19 symptoms you should seek a PCR test at your nearest testing centre.

I'm not sure how to read the results, what should I do?

The app provides you with an illustration of positive, negative and invalid results. You can also refer to specific test kit instructions, there is a clear illustration of results to refer to on the app. All test kit instructions have been designed for lay persons, meaning someone without a medical/healthcare background.

When is the best time to carry out a RAT?

The best time to carry out a RAT is within 7 days of onset of symptoms, this is when the viral shedding/viral loading is at its highest.

My test results are invalid, what should I do?

Please repeat the test, it may be that there was insufficient sample used or the test has not been carried out according to the instructions.

Could my result be a false positive?

Yes. In the case of a POSITIVE test result, a list of your nearest PCR testing locations will be emailed to you.

Please go to your inbox and look for an email from Gardian.

You must attend that PCR testing location immediately.

Please wear your mask at all times and self isolate until you receive your PCR test result.

Could my result be false negative?

Yes, if testing is carried out after the first 7 days of onset of symptoms.

I don't speak English, what should I do?

All instructions are available in different languages.

I have poor eyesight or blind. How do I use the app or carry out the test?

A family member/friend/carer can assist you with the test and app. The person assisting with the test should wear a mask when carrying out the test.

What happens if there is a COVID-19 mutation, will the test still work?

Most of the test kits have been designed to detect virus mutations.

I've had recent surgery on my nose/head/face/neck, can I still use the shallow nasal swab test?

No, it's not recommended. A saliva-based RAT would be the best option as it is less invasive.

I have tested negative, but I still have COVID-19 symptoms, what should I do?

Repeat the RAT the next day for up to 3 days. If symptoms persist, attend for a PCR at your local testing centre.

Can I reuse the test kit?

No test kits are single use only.

I have young teenagers. Can they test themselves?

No, children 2-15 years old need to be tested by their parents or guardians.

How do I dispose of the used test kit?

Most test kits have waste bags provided, make sure bags are sealed when disposing of them. They can be disposed of in your general waste. Please do not place the used test kit into the recycling bin.

My app has stopped working?

Check your internet or phone connection.

Can I watch a video on how to carry out the test?

Yes, a video is available online and can be accessed via the Gardian Self Check App or website at www.GardianTestTracker.com/Helpcentre.

I still need help, who can I call?

Yes, help is available via our help line. Call 1800 996 929 or contact us on info@gardian.tech

Where can I purchase a rapid antigen test kit?

Rapid antigen test will be widely available to purchase from pharmacies, supermarkets and online.

How often do I need to test myself?

This will depend on the state you reside and relevant Public Health Orders. Information can be found here **Local state and territory health departments(link is external)**

What is the difference between rapid antigen self-testing and point of care testing?

Point of care testing is carried out under the supervision of a healthcare professional.

Self-testing is carried out without supervision. The individual will interpret results themselves, however the Gardian Self Check app enables you to determine the results. Once the test is complete a photograph of your test is added into the testing process on the app.

What if I test positive using the self-test rapid antigen test?

If your test comes back as positive you must present to your nearest PCR testing site.

You should not repeat the RAT hoping to receive a negative result.

Where can I report a problem or complaint?

Any complaint or issue can be reported to our customer service team at info@gardian.tech or contact us at 1800 996 929.

How do I dispose of the test kit?

Most test kits supply a bag for disposal which should be sealed before disposing of in household waste. If no bag is provided, please use a small bag and secure it before disposing in household waste.

Where can I find more information on RAT?

More information can be found on the website or by visiting the TGA website:

Point of Care Tests: https://www.tga.gov.au/covid-19-point-care-tests

Self Tests: http://www.tga.gov.au/covid-19-rapid-antigen-self-tests