State of Hawaii
Office of Enterprise Technology Services

NEW ONLINE SAFE TRAVELS FORM MANDATORY ON SEPT. 1

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HONOLULU – The State of Hawaii is announcing that the new online Safe Travels form will be mandatory for all travelers on Sept. 1. This new digital form, which collects the required health and travel information, is critical to protecting the health of our residents and visitors alike. Safe Travels is one part of a multi-layered screening process which includes arrival temperature checks, and secondary screening for those with symptoms or temperatures of 100.4 degrees Fahrenheit or higher. The digital form can be found at https://travel.hawaii.gov.

"I am pleased to launch this digital form which will allow our travelers to provide their required health and travel information before they arrive at the airport," said Gov. David Ige. "It will also help us keep in contact with those who are required to be in quarantine. This is an important step in preparing to reopen our economy."

Safe Travels digitizes and simplifies the current paper-based process. Currently, there are two different types of forms – one each for interisland and transpacific – for travel to and within Hawaii. This platform provides a one stop shop for both type of travelers.

This new online form will provide the State Department of Health (DOH) access to the mandatory health information that passengers need to provide to monitor and protect public health in real-time. It can also be used by the Dept. of the Attorney General and county law enforcement officials to enforce the quarantine rules.

Travelers are encouraged to enter their information and trip details well in advance of their flight. Once their health information is entered 24 hours before departure, travelers receive a QR code via email. The QR code on their mobile device or printed on paper gets scanned by the airport screener upon arrival.

"Compared to paper processing, this digital form will save travelers time at the airport and will speed up distribution of information to state and county officials who need it to keep us all safe," said Douglas Murdock, chief information officer, Office of Enterprise Technology Services, State of Hawaii.

This new digital platform was developed in partnership with Google and its premier partner, SpringML, at a cost of $638,000 for the initial implementation. A platform to collect, aggregate, display, and analyze data is provided by ESRI. Funding for this project is provided by the Federal CARES Act.

Key features of the new app include:

1. The ability to login using Email, Google or Facebook logins.
2. A highly secured platform built on Google cloud.
3. The verification of passenger contact information before arrival to speed up their processing at the airport.
4. Collection of health and contact information needed for arrival screening and public health monitoring.
5. Creation of a QR code which airport screeners scan to review the traveler's information for clearance or secondary screening.
6. Automated generation of quarantine check-in reminders as emails and text messages.

New features and data elements will be added in future phases, as the Safe Travels process and State travel requirements evolve. Travelers without smart phones or computers can ask a friend or relative for assistance or receive assistance at the arrival airport. Travelers without email addresses will need to create one on an email service to comply with the conditions of quarantine.

This project is being spearheaded by the Office of Enterprise Technology Services, in collaboration with the State Department of Transportation, DOH, Dept. of the Attorney General, Hawaii Tourism Authority and the counties.

Broll: https://www.dropbox.com/sh/k4385cx2c2yiimx/AAAk0mCxntwOfDNLawN8y5sMa?dl=0

Courtesy: Hawaii State Department of Transportation

For more information on Safe Travels:

https://ets.hawaii.gov/travelhelp/

https://ets.hawaii.gov/travelhelp/additional-safe-travels-faqs/

If you need further assistance:

Safe Travels Application Service Desk (10 a.m. to 10 p.m. HST): 1-855-599-0888

Calls outside of working hours will go to voicemail and be returned the next business day.

You may call our partners at Aloha United Way, 2-1-1.

There are multiple ways you can reach them from 7 a.m. to 10 p.m. HST

In Hawaii, you may call 2-1-1

Out of State: Toll free number: 1-877-275-6569

Chat: www.auw211.org

Email: info211@auw.org

Search their online database 24/7 at auw211.or/Search.aspx

For State Quarantine Information:

https://hidot.hawaii.gov/coronavirus/

For Travel to Hawaii:

https://www.hawaiitourismauthority.org/covid-19-updates/

https://www.gohawaii.com/special-alerts-information

1-800-GO-HAWAII