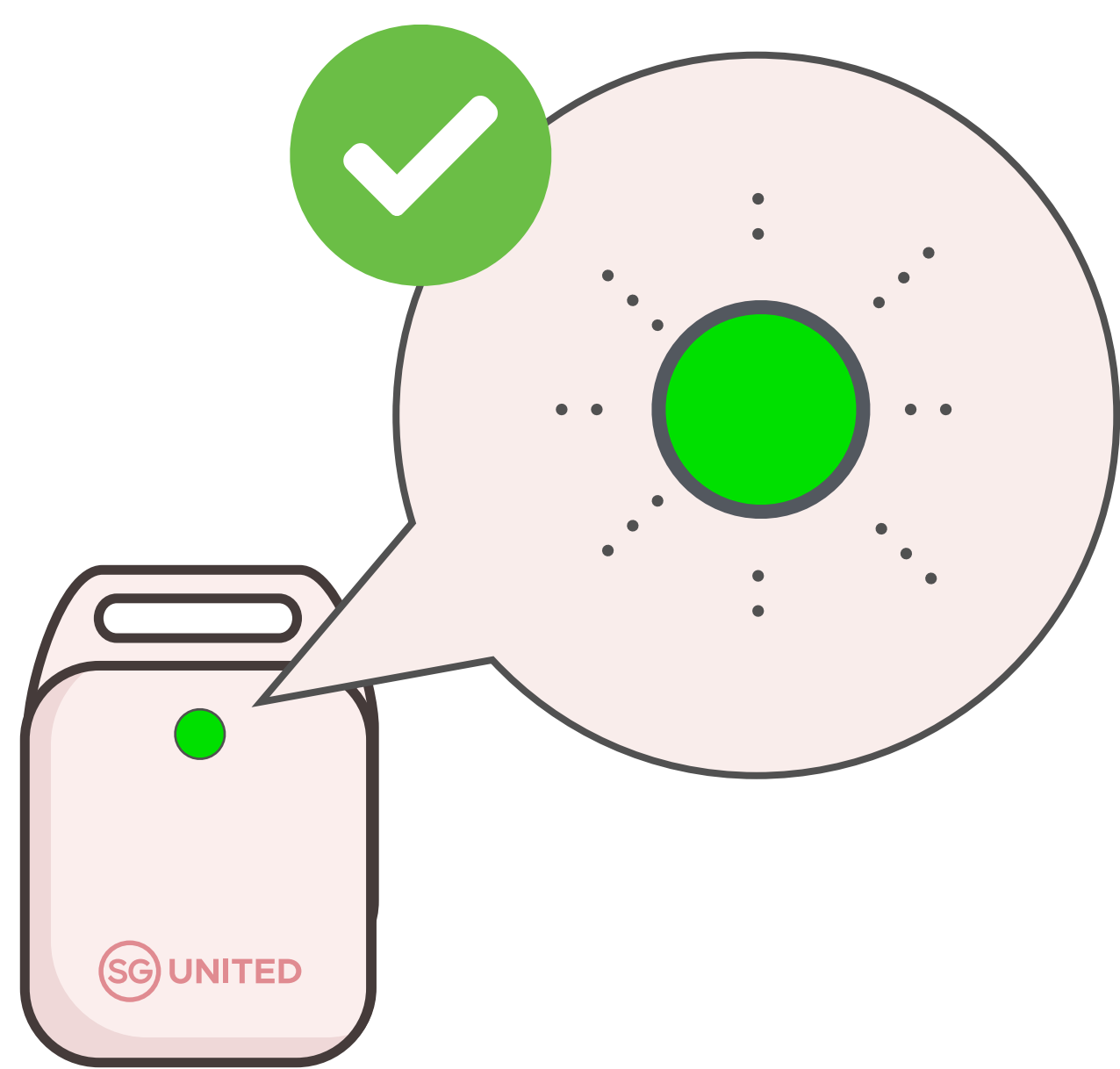


# UNABLE TO CHECK IN WITH YOUR TOKEN?

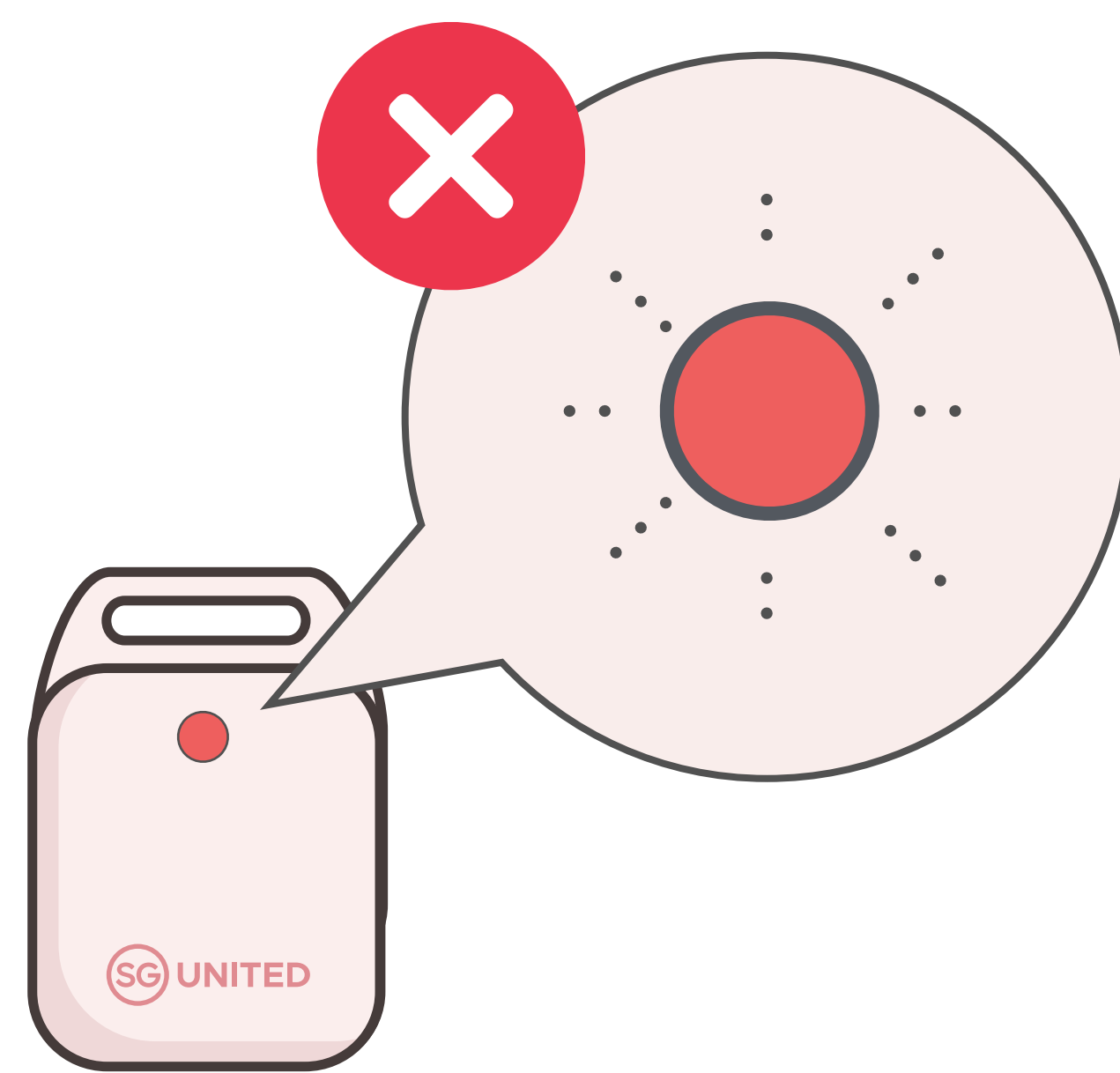
Your Token may have run out of battery. Please use other modes of check-ins and get your Token replaced at any CC.

How to check if your Token is working:

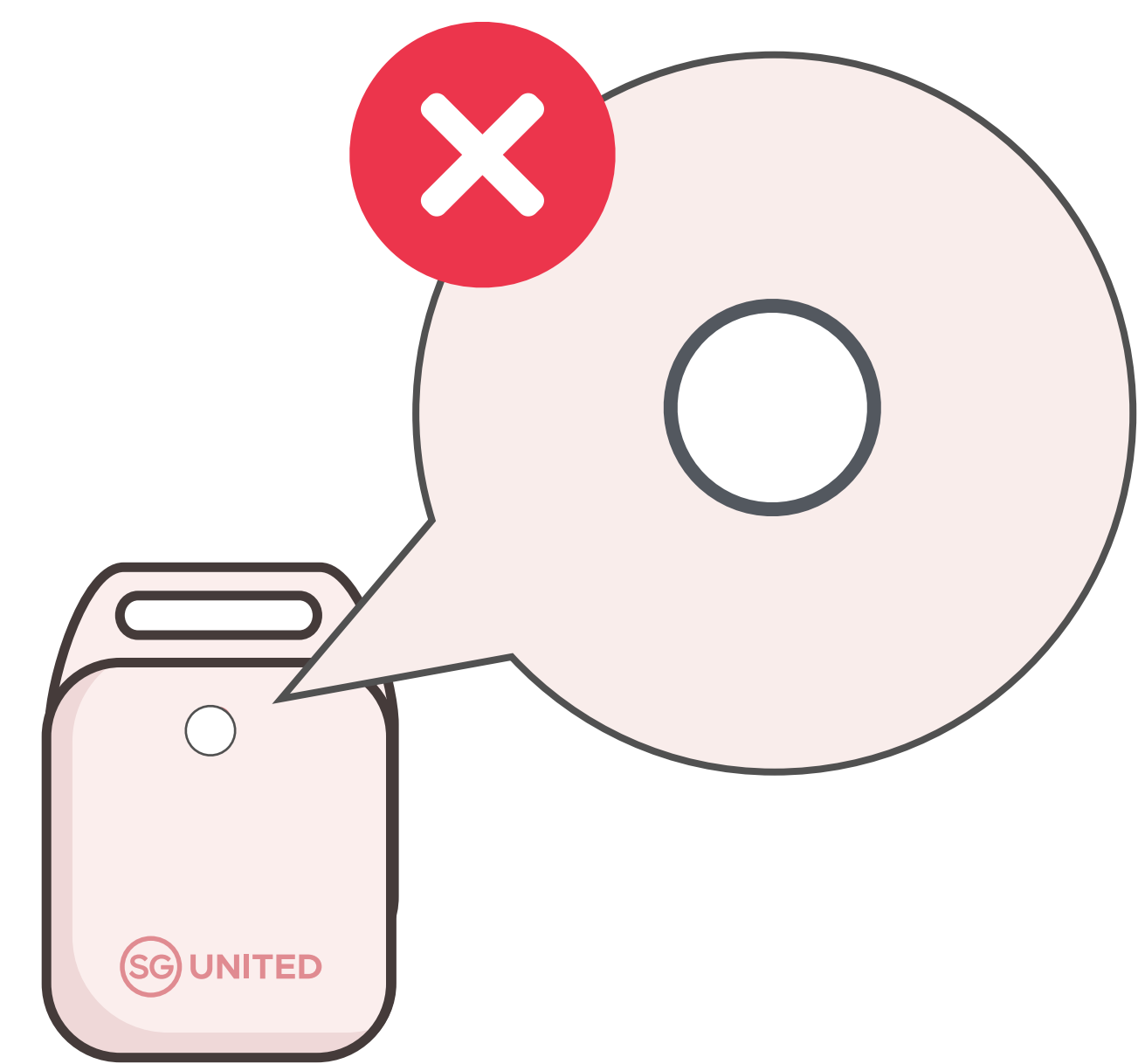


A **blinking green light\*** indicates that your Token is working.

*\*Comes on about once every minute*



If you see a **blinking red light**, this indicates the battery is low.



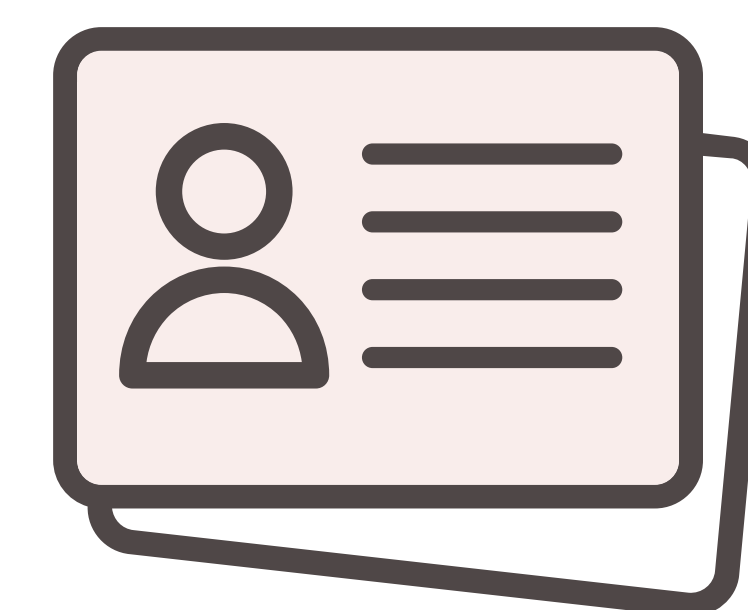
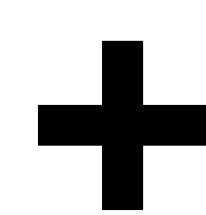
If there is **no light**, your Token needs to be replaced too.

What you will need to bring along to get your Token replaced:



**Your old Token**

If you have lost your Token, the first replacement will be free. A fee will be charged for subsequent replacements of lost Tokens.



**Your personal ID**  
(NRIC or Passport)

Please bring along your family members' personal IDs if you are helping to replace Tokens on their behalf.

**DON'T BE INVISIBLE TO CONTACT TRACERS!**

Ensure your TraceTogether Token is working, and stay protected from COVID-19.