

# FAQs: Health Pass

## GENERAL

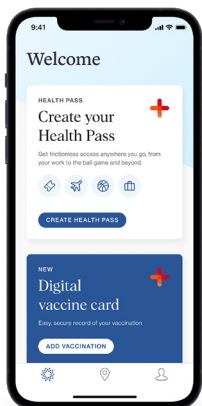
### What is CLEAR Health Pass?

CLEAR Health Pass is a feature in the free CLEAR app that provides an easy way to complete health screenings for a safer return to what you love.

To create a Health Pass, you'll be asked to sign up for CLEAR and follow instructions to comply with the health requirements of the participating venue. This could include uploading proof of vaccination, linking a negative COVID-19 test, or filling out a health survey.

### How to use Health Pass?

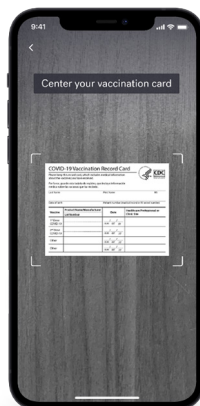
1. Download the free CLEAR app and tap the white Health Pass tile.
2. Select Health Pass and choose the tile associated with your organization or enter a unique code if you were provided one.
3. Follow instructions to create a free account.
4. Complete your entry requirement checklist which could include linking your vaccination information, uploading a negative COVID-19 test, and/or taking a quick health survey.
5. Show your Health Pass upon arrival for faster, safer entry!



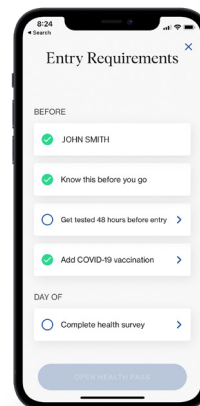
Open the CLEAR app.



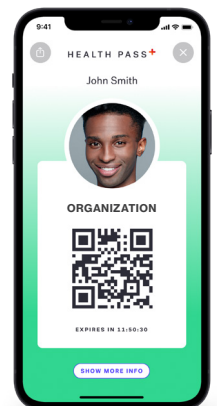
Enroll in CLEAR or confirm identity.



Securely confirm your CDC vaccine card.



Before arrival, take health survey.



Open Health Pass.

## What does it mean to get a red, green, or amber/gold status?

Green means you're good to go. Red means you are not cleared for entry. If your organization has amber/gold, please reach out to your organization for more details about what this status means.

Your Health Pass status is determined by the health information you provided such as your proof of COVID-19 vaccination, COVID-19 test, and/or the responses to the health survey. If you receive a red Health Pass, please reach out to a staff member for alternate screening.



### How long does a Health Pass result last?

It can vary by organization. Your Health Pass will indicate when it expires below the QR code.

### What if I will visit the same location over the course of a few days? Can I use the same Health Pass or do I need to create a new one?

You can use your Health Pass at the same location while it is active. However, your Health Pass will expire after a certain period of time. This window of time varies depending on the organization. Your Health Pass will indicate when it expires below the QR code. Once it expires, you will need to create a new Health Pass which is easy with your existing CLEAR account. No need to re-enroll!

## How can I find my Health Pass result again after I close the app?

Open the CLEAR app and tap on the white Health Pass tile. Select "Open Health Pass" to retrieve your result again.

## Can I take a screenshot of my Health Pass QR code for entry?

No, you must show your Health Pass in the CLEAR app. Your Health Pass features a moving background to deter fraud.

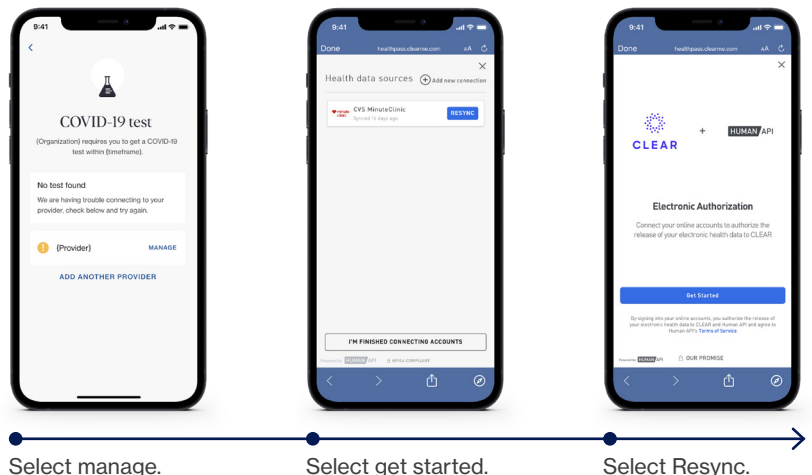
# LINKING COVID-19 TESTS IN HEALTH PASS

## What type of COVID-19 test is accepted to create a Health Pass?

CLEAR accepts a variety of COVID-19 tests, but your organization will determine which type you need in order to complete a Health Pass. Please contact your organization for an approved list of testing providers.

## What if I have trouble linking my COVID-19 test results with CLEAR?

If your COVID-19 test shows up invalid, it is either too old or is inconclusive. Another test must be provided. If no test is found, attempt to re-sync your provider by following the steps on these screens.



# LINKING COVID-19 VACCINATIONS IN HEALTH PASS

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## What if I can't find my vaccination provider or if I find it but am having trouble syncing to Health Pass?

If you are unable to find your provider, CLEAR may not be able to link with them at this time. Please attempt to upload your CDC card.

## What if I receive an “oops” error message when I scan my CDC card?

First, make sure you are using the most updated version of the CLEAR app. If you are still unable to upload your card it may be for one of the following reasons: a sticker is covering it, it is slightly damaged, it is an international CDC Card, you have manually entered incorrect information, you have two different cards.

## What if I entered my information incorrectly for my CDC card?

Contact Member Services and we will wipe your membership clean so you can re-enroll and re-scan your CDC card. Currently there is no option to modify a CDC card after it has been uploaded.

## What if I received my first and second dose of the vaccine by different providers?

There's an option to add another provider when linking your vaccination information. If both providers are listed in the CLEAR app, you'll be able to link directly with both of them. However, if you cannot find them, you may have to upload your CDC card.

## PRIVACY

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### How is the information I provide to CLEAR used?

Your health information – whether that be the details of your COVID-19 vaccination, COVID-19 test, or health survey responses – will only be utilized to generate a red, green, or amber Health Pass for screening purposes. A venue will only receive the color of your Health Pass, and will not receive any of the underlying information unless approved by you.

### How does CLEAR protect my personal data?

Privacy is at the center of everything we do at CLEAR and we are fully committed to protecting your information. Any information provided is used only to deliver seamless and secure services. We never sell or rent personal information. You can read more details about this in our Privacy Policy which can be found at [clearme.com/privacy\\_policy](https://clearme.com/privacy_policy).

### Does CLEAR Health Pass provide medical advice?

No, Health Pass **does not** provide medical advice.

Health Pass is not intended to be a substitute for advice, diagnosis, or treatment from a physician or other health care professional. It is not designed to independently determine if you have been exposed or are at risk for COVID-19 or any other condition. Always seek the advice of your physician or another qualified health provider with any questions you may have regarding a medical condition.

# **TROUBLESHOOTING:**

## **I'm having trouble creating a CLEAR account. Do you have any tips on how to enroll?**

Yes! We have plenty of tips to help you. We've broken them out in a few categories below.

### **General Tips:**

- To start a new enrollment, click the "Get Started" button on the Health Pass tile (found on home screen) and then click the tile associated with your organization or enter a unique code if you were provided one.
- Ensure your mobile device is running on the latest software and you're using the latest version of the CLEAR app (to check for updates check your App or Play Store).
- If you receive a "Sit Back and Relax" screen, CLEAR is finalizing your enrollment. Please check back in a few minutes to complete your account by setting your password.

### **Tips for Scanning an ID Document:**

- Do not use a document that is heavily damaged or expired.
- Make sure your fingers are not over the edges of the document.
- Take the photo in an area with bright, even light and no shadows.
- Your ID photo and the information on the document must be clearly visible without a glare.
- The barcode (if applicable) must be clearly visible.
- If after taking a photo of the document several times you continue to see messages about the barcode, simply click next to continue your enrollment.

### **Tips for Taking a Selfie:**

- Take the photo in an area with bright, even light and no shadows.
- Take photo indoors within a stable environment (e.g. not in a moving vehicle). Position yourself in front of a solid-colored dark background, sitting down would be best.
- Remove masks, heavy glasses, hats, and brush aside very long bangs.
- Hold the phone level with your eyes and keep a neutral expression.
- Follow the instructions and prompts on the screen.
- If you have trouble taking the photo and do not see on-screen instructions, use the back arrow at the top left to move back one step and begin the selfie process again.

### **Tips for Verifying Your Identity with the Live Selfie Cam:**

- Ensure you are indoors in a well-lit area and the light on your face is even.
- Increase the brightness of your phone screen.
- Hold still without speaking or looking away during the scan.
- If you have trouble capturing your liveness selfie, disconnect from your WIFI and try again.

## **What if I made a mistake in my health survey resulting in a RED Health Pass?**

Please contact your organization for next steps or further instructions.

## How do I change my screening option if I selected the wrong one?

Select 'Change Screening Option' on the Entry Requirements screen.

## How do I create a Health Pass if I do not have a smartphone?

You will not be able to create a Health Pass if you do not have a smartphone. Your organization will have an alternate screening option. Please reach out to a staff member for further instructions.

## What if my front-facing camera does not work?

To enroll in CLEAR, you must have a mobile device with a front-facing camera that functions. If you do not have this, please contact your organization for further instructions.

## Can I change my CLEAR photo after I create an account?

If your CLEAR photo is low-quality, you will be prompted to update your selfie when creating a Health Pass. If you continue to receive an error, please contact Member Services for further assistance.

## How do I get in touch with CLEAR?

For general questions, you can visit our FAQ page at [clearme.com/support](https://clearme.com/support). You can also contact our Member Care team by opening the CLEAR app and tapping "Get in Touch" at the bottom of the home screen or by calling **1-855-CLEARME (253-2763)**.