



## WHAT IS HEALTH PASS BY CLEAR?

CLEAR Health Pass is a free feature in the CLEAR app that provides an easy way to complete health screenings for a safer, easier return to what you love. After a quick one-time enrollment, you'll follow instructions to comply with health requirements for the venue which could include uploading a proof of vaccination, linking a negative COVID-19 test, or filling out a health survey depending on the venue.

Once you have a free CLEAR account, not only will you be able to use Health Pass but you'll also have access to CLEAR Sports for faster, seamless entry to stadiums nationwide using the CLEAR app to move through designated CLEAR Lanes.

## HOW TO USE HEALTH PASS

1. Download the free CLEAR app and select Create Your Health Pass.
2. Enter your unique Health Pass code.
3. New members will be guided through enrollment steps and existing members can use the email associated with their CLEAR membership.
4. Complete your Entry Requirements.
5. Verify your identity by taking a selfie.
6. Show your Health Pass at the event. Green means you're good to go!



### Download CLEAR app



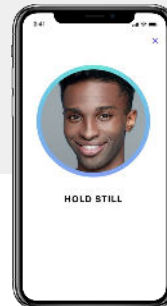
### Enroll in CLEAR



### Complete Entry Requirements



### Verify Identity



### Open Health Pass





## WHAT DOES IT MEAN TO GET A RED OR GREEN PASS?

Green means you're good to go. Red means you are not cleared for entry. These statuses are determined by your survey responses, lab results, or other information required. Please refer to your organization's policy for what to do with a green or red Health Pass.

## GENERAL HEALTH PASS FAQs

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

There is always a secondary screening option. Please reach out to your administrator for further instructions if you do not have a smartphone.

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

Open the app and tap on the Health Pass tile. Choose "Open Health Pass" to retrieve your result again. Your Health Pass is only available for 12 hours and then you will need to complete a new one.

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

The red Health Pass will remain for 12 hours. Please contact HR or your administrator for next steps or further instructions.

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

No, you must show your Health Pass in the CLEAR app because it is a dynamic screen.

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

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

### 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 administrator for further instructions.

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

Unless you are prompted to do so in the app, you can change your photo at the airport. Find the nearest airport location using the free CLEAR app and speak to one of CLEAR's Ambassadors for 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).



## HOW LONG DOES A HEALTH PASS RESULT LAST?

Your Health Pass will remain valid for 12 hours following completion of all requirements.

## HOW TO LINK A VALID COVID-19 VACCINATION

There are multiple options to digitally verify your COVID-19 vaccine, select the one that works best for you:

- **Upload a photo of your CDC Vaccine Card**
  - When prompted to add your vaccination, select 'add your vaccination card'
  - Take a photo of your vaccination card and confirm your vaccine information
    - Please note, the photo of your CDC card is used to generate a Health Pass. You will not be able to access it again after it is taken.
  - Once confirmed, proceed to complete your Health Pass
  
- **Digitally link a vaccine from a Health System or Pharmacy**
  - Select your vaccine provider in the menu or by searching 'other providers'. Log-in to your patient portal and follow instructions to securely link your account with CLEAR. The CLEAR app is integrated with select healthcare providers and pharmacies.
    - If you are unable to find your provider in search, CLEAR may not be able to link with them at this time.
    - Check that your COVID-19 vaccine appears in your patient portal, if not we recommend you reach out to your provider directly
  - Your results will link automatically - do not try to resync your results
    - Note, sync time varies by provider and may take up to 30 minutes
  - Once synced, proceed to complete your Health Pass

## HOW TO LINK A COVID-19 TEST RESULT

Within Health Pass, tap "Add COVID test" in the entry requirements checklist to begin.

Select your testing provider in the menu or by searching 'other providers'. Log-in to your patient portal and follow instructions to securely link your account with CLEAR.

The CLEAR app is integrated with select healthcare providers and pharmacies. If you are unable to find your provider or unable to link a test, please reach out to your event administrator for next steps.



## DOES HEALTH PASS PROVIDE MEDICAL ADVICE?

Health Pass **does not** provide medical advice. Health Pass is not intended to be a substitute for the advice, diagnosis or treatment from a physician or other health care professional and 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 other qualified health provider with any questions you may have regarding a medical condition. Never disregard professional medical advice or delay in seeking it because of any interaction you have had with Health Pass. CLEAR does not guarantee, and makes no representations, regarding the accuracy of anyone else's use of Health Pass and CLEAR does not guarantee that you are safe or safer from infection or any other medical condition by using Health Pass or visiting a place or area that uses Health Pass.

## HOW IS THE INFORMATION I PROVIDE HEALTH PASS USED?

Your vaccination details or lab results are not provided to your employer and are only utilized to generate a red or green Health Status for screening purposes. What will be shared with your employer on a daily basis is your name, Health Pass result (Red or Green), and the time your pass was completed. The use of your data is governed by CLEAR's Member Terms and Privacy Policy.

## 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 our members' information. We never sell or rent personal information. Personal information is only used to deliver a frictionless and secure experience with CLEAR. You can read more details about this in our Privacy Policy which can be reviewed [here](#).



## ENROLLMENT TIPS

For a step-by-step enrollment guide, please visit the link [here](#).

### General:

- To start a new enrollment, click the "Get Started" button on the Health Pass tile (found on home screen) then enter your organization's code.
- Ensure your mobile device is running on the latest software and you're using the latest version of the CLEAR app.
- 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.

### Scanning 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.

### 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).
- 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.

### Liveness Selfie Scan

- Ensure you are in a sunlit 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.