



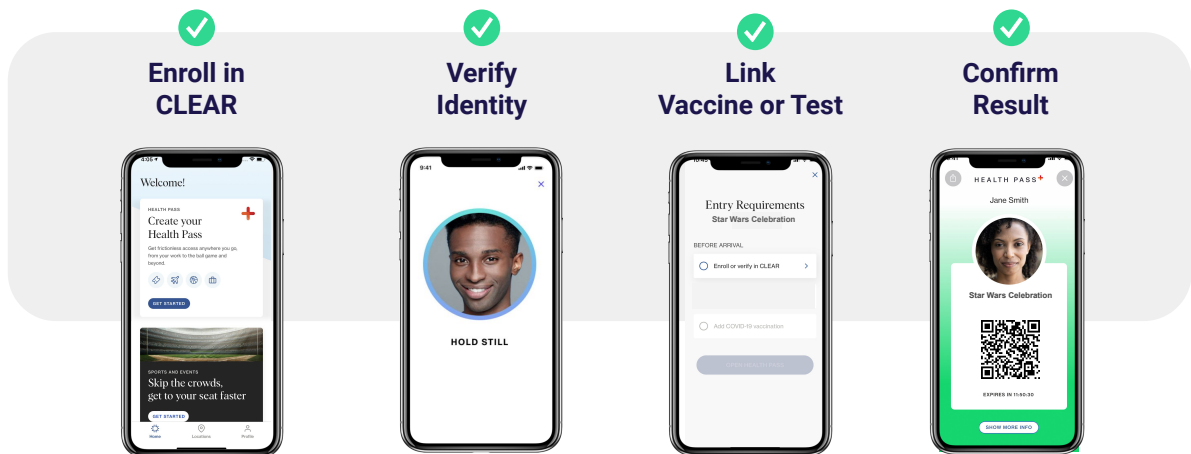
WHAT IS HEALTH PASS BY CLEAR?

Health Pass is a free service on the CLEAR mobile app that connects your verified identity - using CLEAR's established biometric platform - with your health insights to allow you frictionless access anywhere you go!

HOW DOES HEALTH PASS WORK?

Health Pass helps fans quickly verify their identity and health status for entry. Here's how it works:

1. Tap the white Health Pass tile in the CLEAR mobile app
2. Tap **Events** and select **Star Wars Celebration**
3. New members will be guided through enrollment steps – have your government issued ID handy – OR existing members will simply use the email associated with their CLEAR membership
4. Verify your identity by taking a selfie
5. Add your proof of vaccination or negative COVID-19 test result
6. Your Health Pass will appear green and you are good to go!



CLEAR CUSTOMER SERVICE

If users are experiencing issues that troubleshooting does not resolve, please advise them to contact Member Care:

- Phone Number: 1-855-CLEARME (253-2763)
- Email: memberservices@clearme.com
- Through the app: Contact Us or Get In Touch function



ENROLLMENT TIPS

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

Scanning ID Document:

- Do not use a document that is heavily damaged or expired
- Ensure 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, very long bangs
- Hold the phone level with your eyes and keep a neutral expression
- A solid background works best
- 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

VACCINE VERIFICATION TIPS

Scanning Your CDC Card:

- Do not use a document that is heavily damaged or expired
- Ensure your fingers are not over the edges of the document
- Take the photo in a well lit area with a dark solid background
- The information on the card must be clearly visible without a glare specifically, the logo in the top right corner, title and subtitle in the top left corner
 - Stickers blocking any of these pieces of information may impact your upload
- If you photo copied the card, ensure it still maintains the 4:3 ratio of the card
- Ensure your app is up to date to avoid any unforeseen errors

Linking to Your Health Care Provider:

- Please have your patient portal username and password handy
- Ensure you are connected to strong wifi or turn wifi off to use cellular data
- Linking to results through your Health Care Provider may take several minutes. You may close out of the app while results sync

ARE YOU A MINOR?

A parent or guardian (over the age of 26) can now add a minor to their free CLEAR account. Once the minor is added to the parent/guardian account, the minor can use their own device to create a Health Pass for proof of vaccine by using the CDC Card Upload feature.

This process applies to users aged 14-17.

Users age 12 & 13 will need to follow the venue's secondary screening process.

To add a minor to the parent/guardian account:

1. Open the CLEAR app on parent/guardian's device
2. Tap the Profile icon on the bottom right hand corner
3. Tap "My Account" and then "Accounts for Minors"
4. Tap "Add Minor". *If you have previously added a minor they will be listed on this screen*
5. Your parent or guardian will go through the enrollment process to setup the minor's account.

Once your parent or guardian has set up your account, all you need to do is:

6. Download CLEAR on minor's device
7. Tap "Create your Health Pass" and select the venue/event you are attending
8. Log in using the email and password your parent or guardian set up with you
9. Add your proof of vaccine through the CDC card upload option
10. Green means you are good to go!

TEST UPLOADING TIPS

UPLOAD TEST RESULTS:

- When prompted to add your negative COVID-19 test, select 'Upload Test Results' to upload a photo or PDF of your results and input your test information. Please see attached process guide for screen-by-screen instructions

LINK LAB PROVIDER:

- When prompted to add your negative COVID-19 test, select your testing provider in the menu. Log into your patient portal and follow instructions to securely link your account with CLEAR.
- The CLEAR app is integrated with select healthcare providers. If you are unable to find your provider or unable to link a test, please upload your test results.
 - Note: If you linked your testing provider previously and you already have a recent valid test result on file with us, you can skip this step and proceed to complete your Health Pass.

VENUE STAFF TROUBLESHOOTING RECOMMENDATIONS

Additional user error troubleshooting:

- Are you sure that you're updated to the latest version of the CLEAR app?
 - If not, please check the App Store or Google Play and update to the latest version of the CLEAR app.
- Do you have cellular data service?
 - If no, you need to turn on cellular data and ensure you have a strong connection.
- Do you have Wifi turned on?
 - If Wifi is on, turn off and try again while on cellular data.
- If you see the "Oops, something went wrong error message", close out of your app and try again.
 - If still doesn't work ensure you are on the latest version of the app. The last option would be to install and uninstall the app. If none of these options work, proceed to the manual check.

HAVE YOU USED HEALTH PASS IN THE PAST?

If you have previously used Health Pass for another event or organization, follow the steps below: Open the CLEAR app, ensure you are at the top of the Home Screen

- Tap "Change" under the original event or organization you see listed on the Health Pass tile
- Tap **Events** and select **Star Wars Celebration**
- Add your proof of vaccination or test (if you have not for the previous event you attended)
- Green is good to go!

DON'T SEE GREEN?

If you see either of the below passes on a users phone through the CLEAR app, you went through the incorrect flow.

To get them into the correct flow:

- Go back to the app homepage
- Scroll up to the top and select the Health Pass tile
- Tap "Change" under the original event you see listed on the Health Pass tile
- Tap **Events** and select **Star Wars Celebration**
- The user's vaccine information will sync
- Green is good to go!

