



CLEAR®

HEALTH PASS™

## 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, from your office to the game and beyond.

Components of Health Pass may include linked COVID-19 test results and vaccine verification.

## HOW DOES HEALTH PASS WORK?

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

1. Download the free CLEAR app and select Create Your Health Pass.
2. Tap 'Have a code?' and enter '**COMICCON**'.
3. New members will be guided through enrollment steps and existing members can use the email associated with their CLEAR membership.
4. When prompted, upload your proof of vaccine before arriving to Comic-Con or a negative COVID-19 test result within 72 hours of entry.
5. Show your green Health Pass at the verification area to receive your wristband.



## 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



## TROUBLESHOOTING RECOMMENDATIONS

**Additional user error troubleshooting: please review these questions & follow the recommended next step:**

- 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. 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.
- Do you have a physical and accepted ID?
  - You need to present a US or Canadian ID card (government issued) OR a US passport.
- 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 secondary screening.

If multiple users encounter the same error, please refer to the CLEAR Customer Service options below.

## 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 "Have a code?"
- Enter "**COMICCON**"
- When prompted, upload your proof of vaccine before arriving to the event or a negative COVID-19 test result within 72 hours of entry

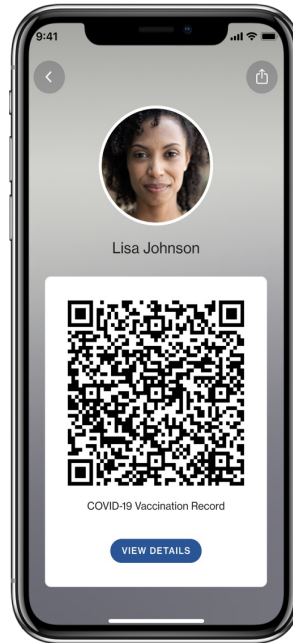
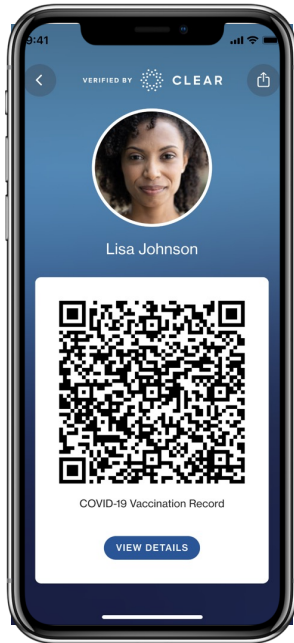
## CLEAR CUSTOMER SERVICE

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](mailto:memberservices@clearme.com)
- Through the app: Contact Us or Get In Touch function

## DON'T SEE GREEN

If you create either of the below passes through the CLEAR app, you went through the incorrect flow.



To enter 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 or organization you see listed on the Health Pass tile
- Tap "Have a code?"
- Enter "**COMICCON**"
- Your vaccine information will automatically sync
- If you're taking a COVID test, the app will prompt you to upload one. Please do this within 72 hours of entry
- Green is good to go!