



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 a real-time health survey, linked COVID-19 test results, and vaccine verification. Your team will be utilizing the vaccine validation app flow.

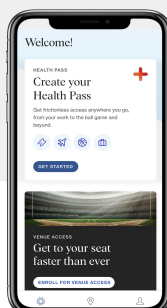
## HOW DOES HEALTH PASS WORK?

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

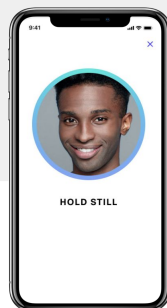
1. Tap the white Health Pass tile in the CLEAR mobile app
2. Select "Sports" from the top menu.
3. Tap "2022 NFL Pro Bowl".
4. New members will be guided through enrollment steps — and existing members can simply use the email associated with their CLEAR membership
5. Verify your identity by taking a selfie
6. Add your proof of vaccination
7. Your Health Pass will appear green and you are good to go!



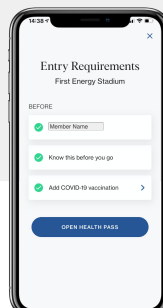
### Enroll in CLEAR



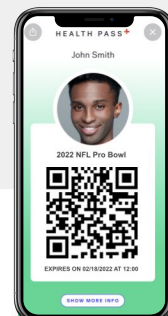
### Verify Identity



### Complete Vaccine Verification



### Confirm Result





## 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:

- Do you have cellular data service?
  - If no, you need to turn 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/Foreign 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.
- Do you have Wifi turned on?
  - If Wifi is on, turn off and try again while on cellular data.
- 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.

If multiple users encounter the same error please report these to your CLEAR partner manager to investigate further.

## ARE YOU A MINOR?

Users age 14-17 are now able to use Health Pass with the help of a parent or guardian.

1. Have your parent or guardian download the CLEAR app
2. Click the account icon on the bottom right hand corner
3. Select “Minor Accounts”
4. Your parent or guardian will go through the enrollment process and then be prompted to add in your email address, set up your account, and have you snap a selfie!

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

- Download CLEAR on your smartphone
- Log in with the email and password your parent or guardian set up with you
- Click on the white Health Pass tile and select the “2022 NFL Pro Bowl” icon.
- Add your proof of vaccine through the CDC card upload option

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

## PARTIALLY VACCINATED?

**You will need to provide proof that you are partially vaccinated prior to the game. This cannot be done through the CLEAR app.**

- You will be required to wear a mask while at the stadium if you are not fully vaccinated.
- Alternate screening will be available at the stadium on Sat. 1/5 and prior to the game on Sunday



## 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

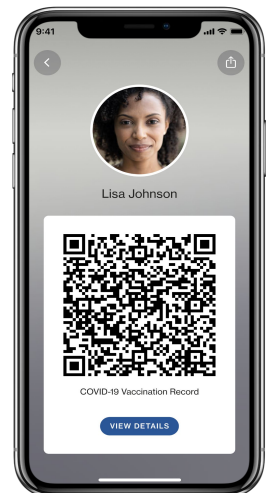
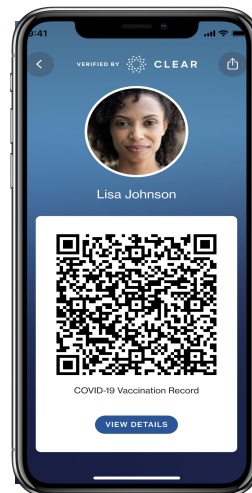
- Tap “Change” under the original event or organization you see listed on the Health Pass tile
- Tap “Sports” from the top menu and then scroll down to find “2022 NFL Pro Bowl”
- Add your proof of vaccination (if you have not for the previous event you attended)
- Complete the daily health questionnaire
- Green is good to go!

## DON'T SEE GREEN?

If you see either of the below passes on your phone, you are using the incorrect flow within the CLEAR app.

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 “Sports” & “2022 NFL Pro Bowl”
- The user’s vaccine information will sync
- Complete the daily health questionnaire
- Green is good to go!



## CLEAR CUSTOMER SERVICE

If a user is experiencing issues that troubleshooting (page 3) does not resolve, please reach out to CLEAR 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