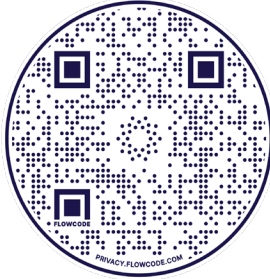
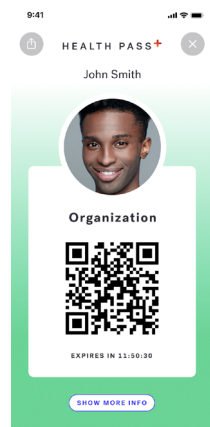
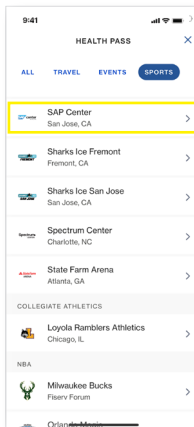
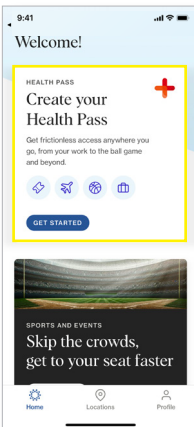




CLEAR provides touchless solutions for easier entry and access with Health Pass.



- 1 Download the free CLEAR app by scanning the QR code above.
- 2 Tap the white Health Pass tile, choose 'Sports' and select SAP Center.
- 3 Sign up or log in. If you're creating an account you'll be asked to upload a government-issued ID and snap a quick selfie to confirm you are you.
- 4 Add your proof of vaccination (including a booster shot) to complete your Health Pass.



## New Health Pass users: how to link your proof of vaccination (including a booster).

### Proof of Vaccination

There are three methods for proof of COVID-19 vaccination

Option 1: CDC Card Upload (recommended)

- 1 Select 'scan your vaccination card' to take a photo of your card\* and confirm your vaccine information.

Option 2: Digital Vaccine Link

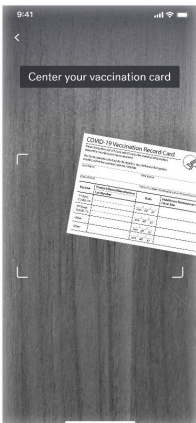
- 1 Select 'healthcare providers' and locate your vaccine provider in the menu or by searching 'other providers'
- 2 Log-in to your patient portal and follow the instructions to securely link your account with CLEAR

Option 3: SMART QR code

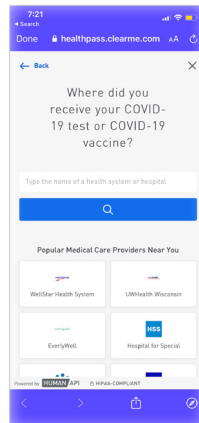
- 1 Tap 'SMART QR Code' and follow the prompts to upload the image of your QR code

Complete your Health Pass. Green is good to go!

Option 1



Option 2



Option 3



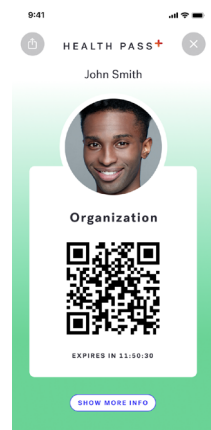
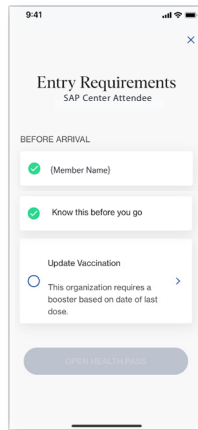
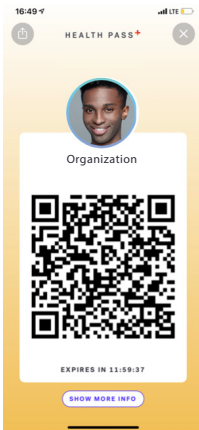
\*Note: the photo of your CDC card is used to generate a green or red Health Pass. You will not be able to access it again after it's taken

## Existing Health Pass users: how to add a booster to an existing Health Pass.

### How to Add Booster

Users who do not have a booster added will now have an amber Health Pass. To update, follow the instructions below:

- 1 Select 'update vaccination' on the entry requirements page
- 2 Confirm the up-to-date booster information via one of the methods outlined on page 2.
- 3 Produce your Health Pass, green is good to go!



## Enrollment Tips

### 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 especially, 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

### 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