

# CLEAR FAQs and troubleshooting for access to MyChart<sup>®</sup>



## FAQs

### **Who is eligible to use CLEAR to create or recover an account?**

Patients must have a valid government-issued photo ID and mobile phone number to use CLEAR.

### **What will I need to verify?**

You'll need a government-issued photo ID and a mobile device to snap a quick selfie.

### **Do I need to download the CLEAR app to verify my identity?**

No, verification is completed within a secure browser.

### **How long does the initial verification take?**

Initial verification happens in real-time and takes about 90 seconds. After setup, future verifications take only seconds.

### **What if I get an error during verification?**

Refer to Troubleshooting for next steps or call the MyChart help desk at 1-888-97CHART (1-888-972-4278).

### **How is CLEAR at SSM Health different from CLEAR+ at the airport?**

The same technology leveraged at the airport is being used to simplify identity verification at SSM Health. This process is free and does not require a CLEAR+ membership. Once verified, your identity can be reused at any location where CLEAR is accepted. However, please note that access to CLEAR+ lanes at airports requires a CLEAR+ membership not included in this verification process.

### **Should I use my personal or work email to enroll?**

Using your personal phone number and email address when you enroll allows for the most seamless verification experience.

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## What personal information will CLEAR be collecting and sharing with SSM Health?

CLEAR shares only the information necessary to complete verification with SSM Health, and always with your consent. You'll see exactly what's being shared before you proceed.

## Does CLEAR require fingerprints or iris scans for the MyChart verification process?

No. CLEAR will use a selfie and government-issued ID to create a reusable identity so it can recognize you whenever you're verifying with CLEAR.

## How can I learn more about what CLEAR and SSM Health will do with my data?

Any data you provide to CLEAR will be covered by CLEAR's Privacy Policy. Any data that SSM Health receives from CLEAR will be covered SSM Health's Privacy Policy. You can visit CLEAR's Privacy Policy and SSM Health's Privacy Policy to learn more.

## How else can I use CLEAR?

Businesses across industries rely on CLEAR to securely verify customer identities. Once you complete the initial setup with CLEAR, you can instantly verify with any other CLEAR partner.

## Does that mean these other companies have my information?

No. Once you're verified with CLEAR, your personal information is securely stored by CLEAR and is not shared with other companies unless you explicitly authorize it.

## Does this mean I can skip the line at airport security?

No, CLEAR identity proofing is not the same as CLEAR+, which allows you to move faster through airport security in designated CLEAR lanes.

## If I already have CLEAR+, do I need to verify with CLEAR?

Yes, but as an existing CLEAR+ member, all you need to do is enter your phone number and snap a selfie to complete the verification.

# Troubleshooting

## I didn't receive a text to verify my phone number:

- Ensure you are in an area with appropriate cell service and/or WiFi.
- Provide the cell phone number associated with your device.

## My camera won't open to capture my selfie:

- Make sure your device settings allow camera access.
- Try restarting your phone.

## I'm having trouble capturing my selfie:

- Choose an area with good lighting and a solid background for your selfie.
- Remove eyeglasses or hats and make sure your full face is visible.
- Clean camera lens.

## I'm having trouble capturing my government-issued ID:

- Choose an area with good lighting.
- Place ID against a dark background and ensure there are no glares on it.
- Clean camera lens.

## My verification (incomplete) is stuck and will not move forward:

- Try closing the browser tab and clearing the browser cache, then try again. Your experience may vary based on previous failure points.

