

CLEARED4WORK

Safely Reopening Our World^(TM)

Welcome to the CLEARED4* platform. Triton College cares deeply about your health and has engaged CLEARED4* to make sure Triton College is safe for you to return to.

THERE IS NO APP TO DOWNLOAD! Just click on the link in your email and follow the instructions in the browser window that will open up automatically.

Q. How does CLEARED4 work?

A. Triton College has created your profile already in our platform using your name and email. You will receive a welcome message to your email with a link. The link never changes so you can save it to your phone home page and launch it like an app or bookmark it to your computer.

Here are some key points about Cleared4:

- Cleared4 is HIPAA, FERPA and GDPR compliant
- Data is owned by Triton College, not Cleared4
- Only Covid-19 vaccination data are collected

Q. I have never received an email welcome message.

A. Check with the administrator of Triton College at cleared4@triton.edu to see if

1. Your mobile phone number is correct
2. Your email address is correct
3. You are on Active Status
4. Did you type STOP to the text messages? If so, type START back to 833- 635-1086 If you block the CLEARED4* phone number, you will not receive text message reminders.
5. Please check your spam filter and mark no-reply@cleared4.org as safe. If you mark it as SPAM, you will not receive the email reminders.
6. For T-Mobile subscribers: They should contact T-Mobile via social support on Twitter or Facebook, by dialing 611 on their T-Mobile handset, or at one of T-Mobile's retail store locations and request "short code blocks to be removed". The change should take immediate effect, it is a quick and easy call, or message to resolve.

Q. First time users: I cannot open the link or the link does not work.

- A. Follow these steps one at a time, checking after each step to see if the link works.
1. If using an iPhone, go to Settings>Safari and turn off "Block all cookies." Then restart phone
 2. If unblocking cookies is not the issue, restart phone in any case
 3. If the link still does not work, try opening the link on another device: phone, tablet or laptop. If the link works on another device, then this can be a temporary fix
 4. NOTE: If you have already completed the survey for that day, before the reminder time, you will not receive a reminder.

Q. Regular users: I cannot open the link or the link does not work anymore.

- A. Follow these steps one at a time, checking after each step to see if the link works.
1. Close all old CLEARED4* browser windows
 2. Restart phone
 3. If the link still does not work, try opening the link on another device: another phone, tablet or laptop. If the link works on another device, then this can be a temporary fix
 4. NOTE: If you have already completed the survey for that day, before the reminder time, you will not receive a reminder.

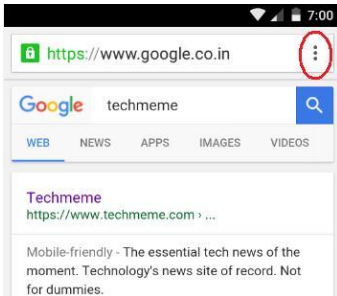
Q. How do I bookmark Cleared4* on my phone?

- A. iPhone
Click your personal link in your text message or email. Safari will open. Click the Share icon at the bottom of the page and decide where you would like to save your bookmark. It looks like this -



Android Phone

Click your personal link from the text message or email. Chrome will open. Click the three dots on the upper right corner of the screen. Select add to home page or bookmark as you prefer.



Q. I was included in Cleared4* by mistake/ I no longer work for Triton/ I wish to be removed from this platform.

A. Please contact your HR or Health contact at cleared4@triton.edu to be completely removed from the platform, meanwhile follow these steps to stop receiving any reminders.

1. Click on your personal link and click the gear icon, located on the upper right corner of your screen.
2. Uncheck Remind Via SMS and Email to stop all reminders.

V. 8.6/2.9