

CLEAR[®]1

Front Line Support Guide for CLEAR1

Oct 2025



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What is CLEAR1?

CLEAR1 is the secure identity platform built for enterprises, offering customizable, multilayered verification solutions. Leveraging real-time signals from biometric matching, device integrity, document authenticity, and source corroboration, CLEAR1 instantly confirms an individual's identity. CLEAR1 seamlessly integrates with enterprise technology via low-code and out-of-the-box integrations, and serves numerous industries, including travel and hospitality, rental services, workforce authentication, and digital agreements.

Read more about the CLEAR1 product on our website here ⇒ <https://identity.clearme.com/>

After verifying your identity with CLEAR1, you can use your selfie to unlock:

- Using the CLEAR line at participating event venues
- Renting equipment at Home Depot
- Skipping the checkout lane at Avis
- Certifying that you-are-you on LinkedIn
- Applying for apartments with Get100
- Accessing your MyChart health records at hospital systems
- Standing out from the crowd when applying for Greenhouse jobs (Q3 2025)
- Confirming the person behind-the-signature at DocuSign (Q3 2025)

What will users be doing in CLEAR1?

Users are following a standard sequence of verification steps using a browser on their phone. Users may start the verification process on a laptop/desktop to complete the initial steps, and then scan a QR code or send themselves a link via text message to complete the Government ID and Selfie steps using a browser on their phone. Users are not using a standalone native-application from App Store or Google Play.

Users will be prompted to complete the following steps (see the verification flow details for step by step instructions):

- Enter mobile phone number
- Accept Member Terms
- Enter email address - Return users do not need to complete this step
- Enter your code
- Take a Selfie (GDPR)
- Enter a Government ID - Return users do not need to complete this step



- Thank you

How CLEAR works for your users

Fast, secure, and seamless at every step

The result
A smoother experience that enhances adoption and satisfaction—while maintaining enterprise-grade security.

Returning users

New users

- For new users
 - Enroll in ~90 seconds with biometric and document verification
 - Create a trusted, reusable, and single, secure identity
- For returning users
 - Verify in seconds with a selfie
 - No need to re-enter information or complete forms

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Users may hit errors on each of the individual verification steps, and may not be able to complete the verification. In this guide, we have listed common questions about CLEAR1 and also common errors that end users will see, which include screenshots of the error messages and instructions for how to help the customer complete their verification.

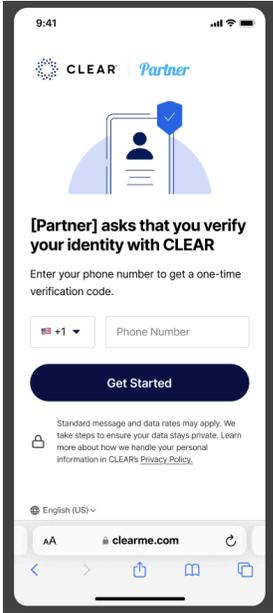
Importantly, users are NOT told whether they pass or fail within the CLEAR experience, and if they failed, what the specific reason was. But end users may be able to infer their verification result based on the experiences after completing the CLEAR1 flow (e.g. not being able to complete a subsequent process, not seeing a badge, not being able to rent equipment, etc).

Front Line Support teams and CLEAR MemberCare should take precautions that avoid telling any users why they pass or fail verifications so that bad actors are not able to gain an advantage and fraudulently get to a success. Instead, Front Line Support teams and CLEAR MemberCare should focus on coaching users to complete the verification using the tips and tricks outlined below.

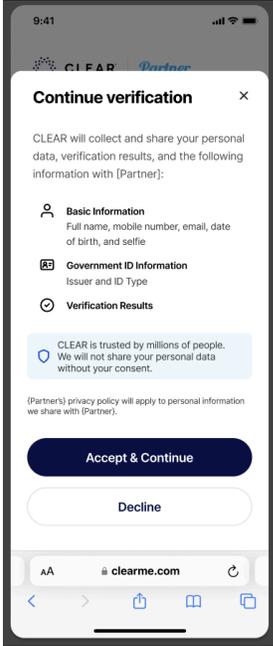
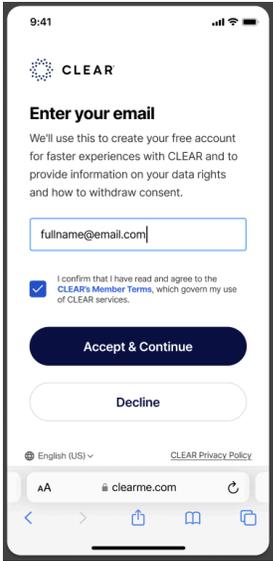
If users have questions about their results from a completed verification or aim to contest the result, they should be directed to reach out to the specific partner’s support team.



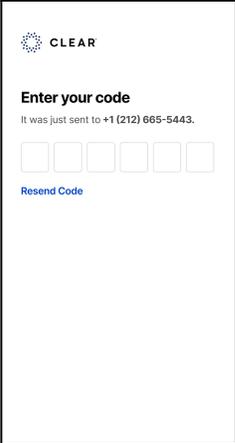
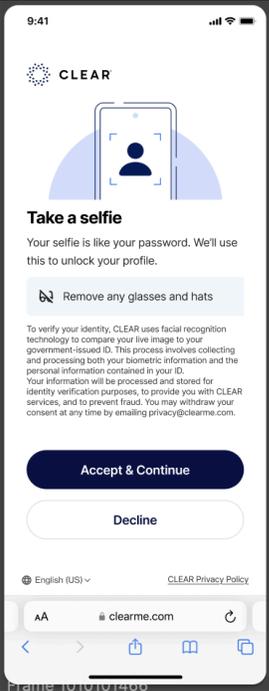
Step-by-Step Experience within CLEAR1

Step of the Verification	What the End User Sees	Description of Step
Enter mobile phone number / Get Started	<p>“[Partner] asks that you verify your identity with CLEAR”</p> 	Users must enter a mobile phone number that is able to receive SMS messages. Entering an invalid phone number, such as a landline, will result in an error on the OTP step.

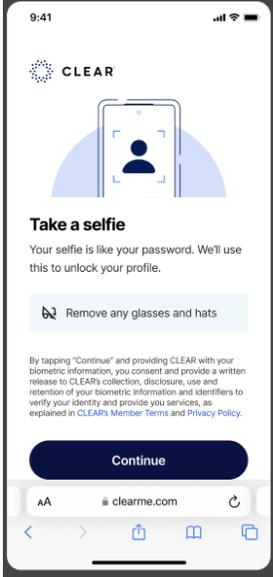
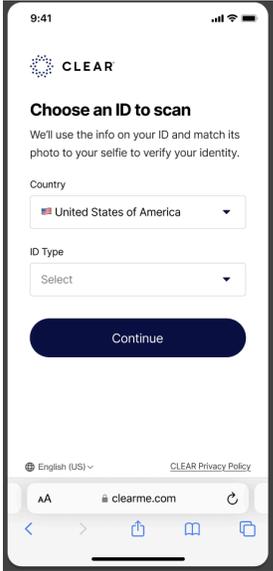


<p>Continue Verification / Accept & Continue</p>	<p>"Continue verification"</p> 	<p>End users agree to have their PII collected for verification. If they click Don't agree, they will not be able to continue.</p>
<p>Enter email address / Accept & Continue</p>	<p>"Enter your email"</p> 	<p>This can be any valid email address, but must be unique to that user and not used/shared by any other CLEAR user.</p>

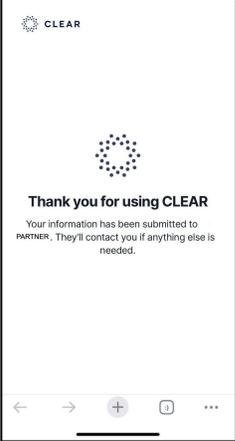


<p>Enter your code</p>	<p>"Enter your code"</p> 	<p>Upon entering this step, the user will receive an OTP.</p> <p>Enter this code in the boxes and, if entered correctly, the user will progress to next step.</p>
<p>Take a Selfie (GDPR) / Accept & Continue</p>	<p>"Take a selfie" (GDPR)</p> 	<p>After clicking continue, take a selfie and wait for auto-capture.</p> <p>Please take off any glasses or hats, unless your government ID contains them. Also have sufficient lighting and a straight forward angle.</p>



<p>Take a Selfie (Non GDPR) / Continue</p>	<p>"Take a selfie" (Non GDPR)</p> 	<p>After clicking continue, take a selfie and wait for auto-capture.</p> <p>Please take off any glasses or hats, unless your government ID contains them. Also have sufficient lighting and a straight forward angle.</p>
<p>Enter a Government ID / Continue</p>	<p>"Choose an ID to scan"</p> 	<p>(Only applicable for new CLEAR1 members, existing CLEAR1 members that have an expired government ID, and existing CLEAR1 members whose government ID is not accepted for this partner's use case)</p> <p>Choose your corresponding country and an official Government ID from there to upload. Allow for auto-capture when taking the photo.</p> <p>Taking the picture against a dark or black background will allow for the greatest chance of success.</p>



<p>Thank you</p>	<p>"Thank you for using CLEAR"</p> 	<p>After uploading a valid government ID, the user will encounter a "Thank You" page. Please note that even if the verification fails, the end user will still encounter this message.</p> <p>For instance, if their selfie does not match their ID or their ID is fraudulent, they will still encounter this message.</p>
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Common Questions from CLEAR1 Users

Type of Error	Description or Error Message	Remedy
General - Device and Hardware Requirements	"What type of phone do I need to complete CLEAR verifications"	<p>Hardware requirements: Smart phone with a working front-facing camera to take a selfie</p> <p>Operating Systems Requirements: iPhones running iOS 18.4 and higher Android phones running Android OS 15 and higher</p> <p>Browser Requirements: Google Chrome 135 and higher Safari 18.4 and higher Edge 134 and higher</p>
General - Broken Phone Camera	"My phone camera/lens is broken and I am unable to take a selfie"	<p>Identity verification through CLEAR1 requires a working personal mobile phone with a front-facing camera for the selfie.</p> <p>If you are unable to complete the verification using an impaired device, please contact the business partner's support team to identify an alternative verification option.</p>
General - Phone Version Out of Date	"My phone doesn't have enough memory to upgrade to the required operating system version / browser version"	<p>Identity verification through CLEAR1 requires a working browser on a mobile phone with a front-facing camera for the selfie.</p> <p>If you are unable to complete the verification using an old operation system or old browser, please contact the business partner's support team to identify an alternative verification option</p>
General - Enrollment	"Should I use my work or personal phone?"	For a smooth experience across CLEAR's network of hundreds of



		partners, we highly recommend that you use your personal phone number when enrolling with CLEAR.
General - Enrollment	"Should I use my work or personal email?"	For a smooth experience across CLEAR's network of hundreds of partners, we highly recommend that you use your personal email address when enrolling with CLEAR.
General - Text / OTP	"I didn't receive a text to verify my phone number" "I didn't receive a one-time-passcode (OTP) to verify my phone number"	Ensure you are in an area with appropriate cell service and/or Wifi Do not use a Voice Over IP phone number (VoIP) or landline phone number Provide the cell phone number associated with your device Check your message settings to ensure that short code 22395 (used for 2FA delivery) is not being blocked
General - Camera Trouble	"CLEAR is not able to open my camera to take a selfie"	Make sure to allow Camera access within your device settings. Follow the on-screen prompts in CLEAR's experience for guidance Try restarting the experience Try restarting your phone
General - Government ID Trouble	"CLEAR is not accepting the photo of my government ID"	Make sure the document is well-lit to avoid glare Place document on a flat, dark surface Make sure your ID is valid and unexpired



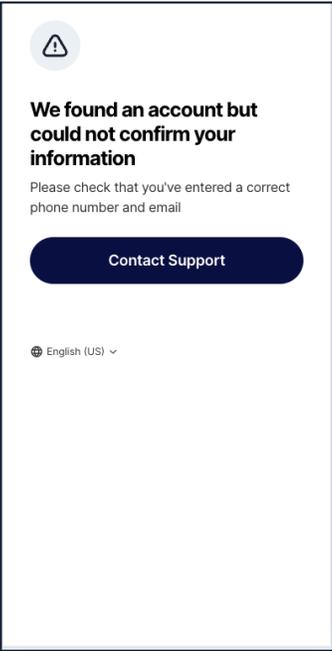
General - Selfie Trouble	"CLEAR is not accepting the photo of my selfie"	Make sure you are in an area with good lighting Remove any eyeglasses or hats Tuck any loose hair away Make sure there is nothing obstructing your full face Find a solid background for your selfie Clean camera lens
General - Stuck in Flow	"My verification is incomplete and stuck on a page / is dead / is in a terminal state"	Try closing the browser tab and clearing the browser cache, then try again. The user experience may vary based on previous failure points. For the best experience, we recommend using Google Chrome, Safari, or Edge.



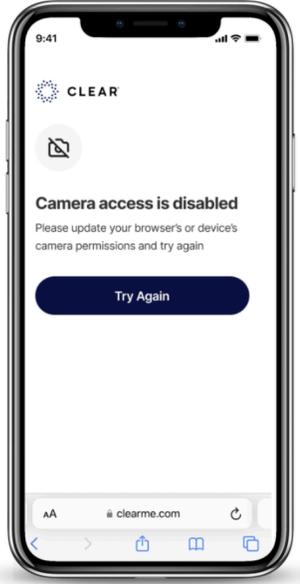
Common Errors from CLEAR1 Users

Type of Error	Description or Error Message	Remedy
UX Error - User is unable to successfully OTP	<p>"Unable to process verification"</p> 	<p>End user was not able to complete the OTP step of the CLEAR experience.</p> <p>Possible reasons include:</p> <ul style="list-style-type: none">User may have accidentally entered a different OTP than what was sent to themUser does not have control over the device that the OTP is being sent toUser may have attempted too many verifications within a short amount of time, so phone number is blocked by the OTP providerPhone is an unsupported regionPhone is an unsupported type <p>Possible remedies may include:</p> <ul style="list-style-type: none">Request a new link from the CLEAR partnerEnsure the verifying phone is the same as the device the user controlsRemind users to not use landlinesSuggest user try with a (+1) phone number (if possible)

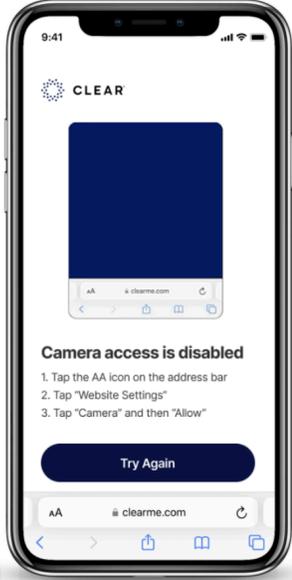
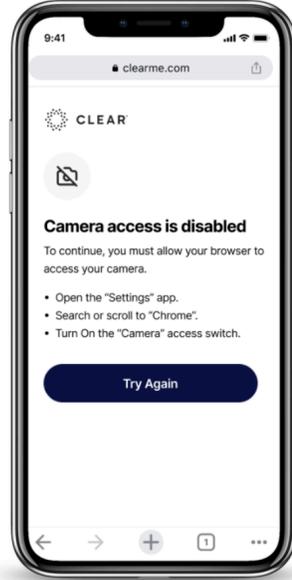


<p>UX Error - User has requested too many OTPs</p>	<p>“Too many OTP attempts”</p> 	<p>End user requested too many OTP.</p> <p>Possible reasons include: User does not have control over the device that the OTP is being sent to Phone is an unsupported region Phone is an unsupported type</p> <p>Possible remedies may include: Request a new link from the CLEAR partner Ensure the verifying phone is the same as the device the user controls Remind users to not use landlines Suggest user try with a (+1) phone number (if possible)</p>
<p>UX Error - User is using a phone number/email that matches a previous CLEAR+ user</p>	<p>“We found an account but could not confirm your information”</p> 	<p>This user’s provided information is associated with an existing CLEAR account, but we were not able to authenticate them.</p> <p>CLEAR has their phone number on file but it is linked to a different email account. Or CLEAR found an old inactive account with the same phone number. If the user is able to confirm their name and the old phone number associated with their account, then we recommend the following:</p> <p>Reach out to CLEAR+ MemberCare to have them update their phone number on their C+ or C+ trial account Reach out to the C1 support team and request an account reset.</p>

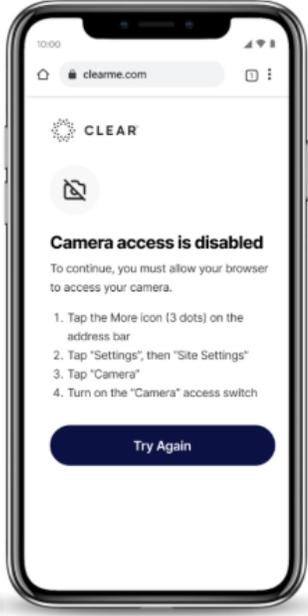
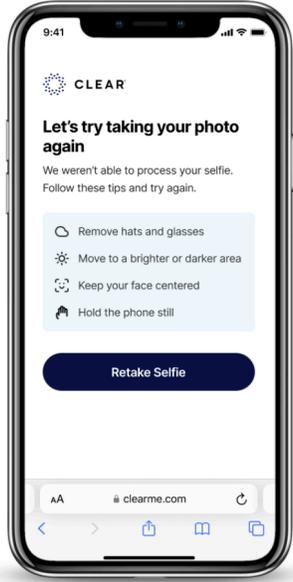


<p>UX Error - Camera Permission</p>	<p>“Camera access is disabled”</p> 	<p>CLEAR needs to be explicitly allowed access to the phone's camera in order to take the selfie</p> <p>Reopen the CLEAR link, and when prompted for camera access, select "Allow" on the on-screen prompt so that you can take the selfie</p> <p>If that doesn't work try restarting your phone to ensure the browser has full permission to use the camera</p>
<p>UX Error - Camera Permission (iOS)</p>	<p>“The “Continue” button is stuck, and my camera is not opening from the CLEAR website”</p> 	<p>CLEAR needs to be explicitly allowed access to the phone's camera in order to take the selfie</p> <p>If the top right of the browser shows a red crossed-out camera icon, then the browser was not given that permission</p> <p>Open the “Settings” app</p> <p>Search for or navigate to “Chrome”</p> <p>Turn On the “Camera” access switch</p> <p>If that does not work, try to:</p> <p>Restart the session, and when CLEAR prompts for camera access, select "Allow" on the on-screen prompt so that you can take the selfie</p> <p>Restart your phone to ensure the browser has full permission to use the camera</p>

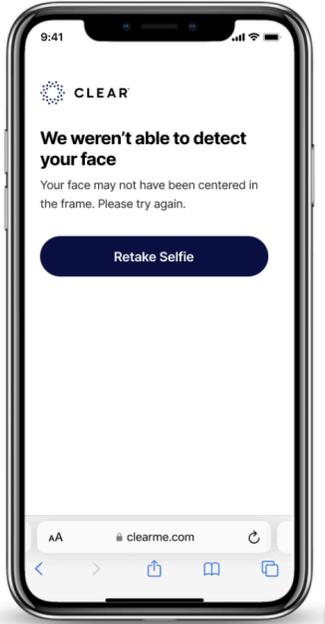


<p>UX Error - Camera Permission (Safari iOS)</p>	<p>Safari - "Camera access is disabled"</p> 	<p>CLEAR needs to be explicitly allowed access to the phone's camera in order to take the selfie</p> <p>Tap the AA icon on the address bar</p> <p>Tap "Website Settings"</p> <p>Tap "Camera" and then "Allow"</p> <p>If that does not work, try to:</p> <p>Restart the session, and when CLEAR prompts for camera access, select "Allow" on the on-screen prompt so that you can take the selfie</p> <p>Restart your phone to ensure the browser has full permission to use the camera</p>
<p>UX Error - Camera Permission (Chrome iOS)</p>	<p>Safari - "Camera access is disabled"</p> 	<p>CLEAR needs to be explicitly allowed access to the phone's camera in order to take the selfie</p> <p>Open the "Settings" app</p> <p>Search to "Chrome"</p> <p>Turn On the "Camera" access switch</p> <p>If that does not work, try to:</p> <p>Restart the session, and when CLEAR prompts for camera access, select "Allow" on the on-screen prompt so that you can take the selfie</p> <p>Restart your phone to ensure the browser has full permission to use the camera</p>
<p>UX Error - Camera Permission (Chrome)</p>	<p>Chrome - "Camera access is disabled"</p>	<p>CLEAR needs to be explicitly allowed access to the phone's camera in order to take the selfie</p> <p>Tap the "More" icon (3 dots) on the address bar</p>

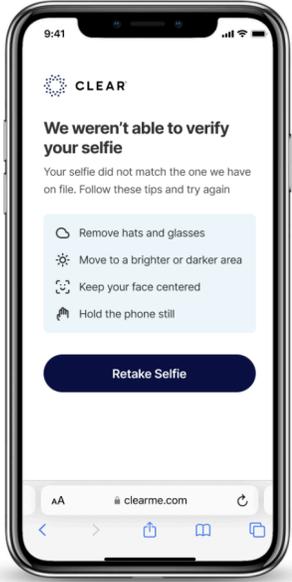
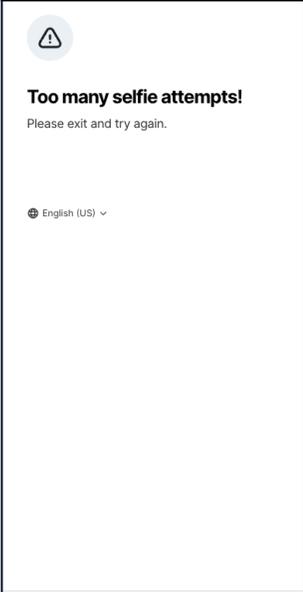


		<p>Tap "Settings" and then "Site Settings" Tap "Camera" Turn on the "Camera" access switch</p> <p>If that does not work, try to: Restart the session, and when CLEAR prompts for camera access, select "Allow" on the on-screen prompt so that you can take the selfie Restart your phone to ensure the browser has full permission to use the camera</p>
UX Error - Selfie	<p>"Let's try taking your photo again"</p> 	<p>Make sure you are in an area with good lighting Hold the phone at eye level or just slightly above it to ensure the same profile as the Gov ID portrait Remove any eyeglasses or hats Tuck any loose hair away Make sure there is nothing obstructing your full face Find a solid background for your selfie Find a solid background for your Gov ID capture Clean camera lens</p>
UX Error - Selfie	<p>"We weren't able to detect your face"</p>	<p>Make sure you are holding your camera parallel with the ground Make sure your face in the center of the image</p>

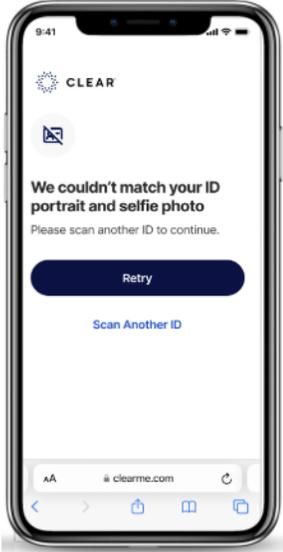
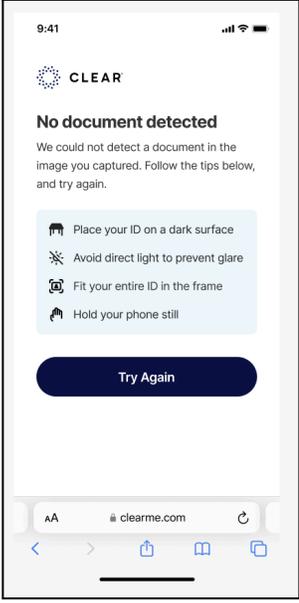


		<p>Make sure you are in an area with good lighting Remove any eyeglasses or hats Tuck any loose hair away Make sure there is nothing obstructing your full face Find a solid background for your selfie Clean camera lens</p>
<p>UX Error - Selfie / "Something went wrong"</p>	<p>"You've reached the maximum selfie attempts"</p> 	<p>Request a new link from the CLEAR partner Make sure you are in an area with good lighting Remove any eyeglasses or hats Tuck any loose hair away Make sure there is nothing obstructing your full face Find a solid background for your selfie Clean camera lens</p>
<p>UX Error - Selfie</p>	<p>"We weren't able to verify your selfie"</p>	<p>Request a new link from the CLEAR partner Make sure you are in an area with good lighting Remove any eyeglasses or hats Tuck any loose hair away Make sure there is nothing obstructing your full face</p>

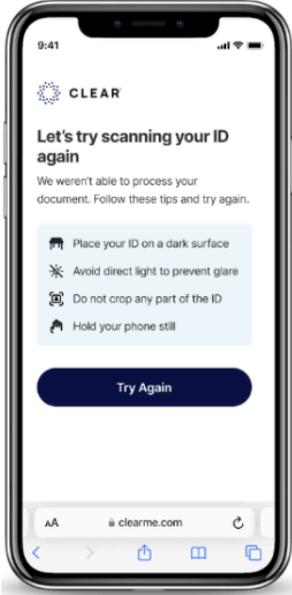
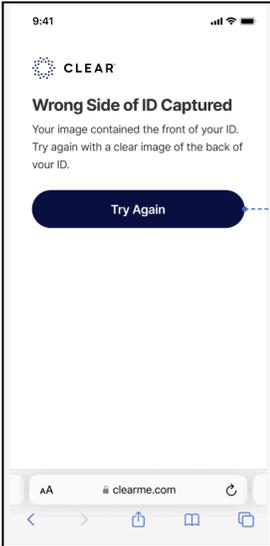


		<p>Find a solid background for your selfie Clean camera lens</p>
<p>UX Error - "Too many selfie attempts!"</p>		<p>CLEAR is not able to match the user's selfie.</p> <p>This user may be fraudulently attempting to verify, so the selfie biometric match is working as intended and they fail the session.</p> <p>Alternatively, the user may be registering with CLEAR using what is called a "recycled phone number". This happens when a user has a new phone number, and that phone number was registered with CLEAR by the old owner of the phone number.</p> <p>End users are not able to take action on their own, since they are not able to authenticate the existing account To resolve this, the partner needs to raise an issue with the C1 support team and request an account reset on behalf of the user</p>

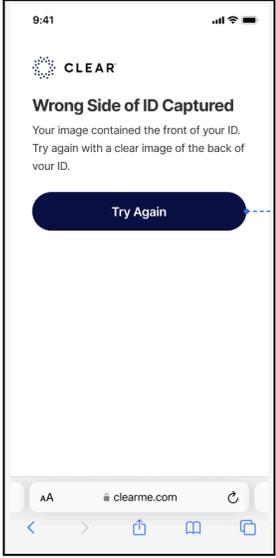
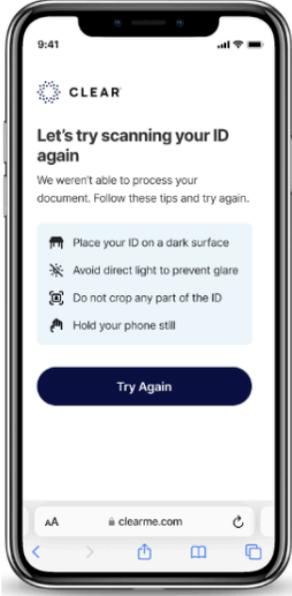


<p>UX Error - Selfie Match</p>	<p>We couldn't match your ID portrait and selfie photo</p> 	<p>CLEAR needs to capture a strong image of the portrait photo on the government ID. Consider using an alternative government ID that may have a better quality photo on it. Make sure the document is well-lit to avoid glare Place document on a flat, dark surface Avoid direct sunlight to prevent glare Angle your ID slightly so that no lights reflect directly into the camera Fit your entire ID in frame Hold your phone still</p>
<p>No Document Detected</p>		<p>We could not detect a document in the image you captured. Follow the tips below, and try again. Place your ID on a dark surface Avoid direct light to prevent glare Fit your entire ID in the frame Hold your phone still</p>
<p>UX Error - Government ID</p>	<p>"Let's try scanning your ID again"</p>	<p>Make sure your ID is valid and unexpired Make sure the document is well-lit to avoid glare Place document on a flat, dark surface Avoid direct sunlight to prevent glare Fit your entire ID in frame</p>

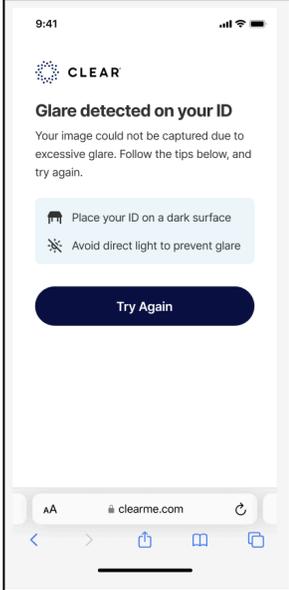
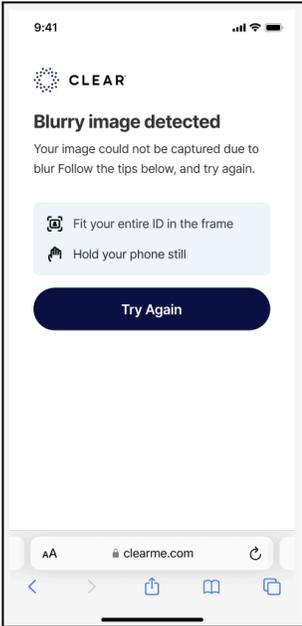


		Hold your phone still
UX Error - Government ID (Front of State ID)		Make sure your ID is valid and unexpired Make sure the document is well-lit to avoid glare Place document on a flat, dark surface Avoid direct sunlight to prevent glare Fit your entire ID in frame Hold your phone still
UX Error - Government ID (Back of State ID)	"Let's try scanning your ID again"	Make sure the document is well-lit to avoid glare Place document on a flat, dark surface Avoid direct sunlight to prevent glare Fit your entire ID in frame

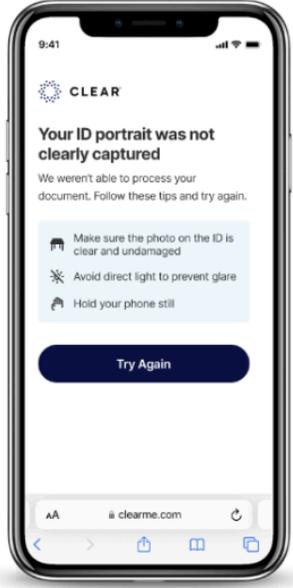
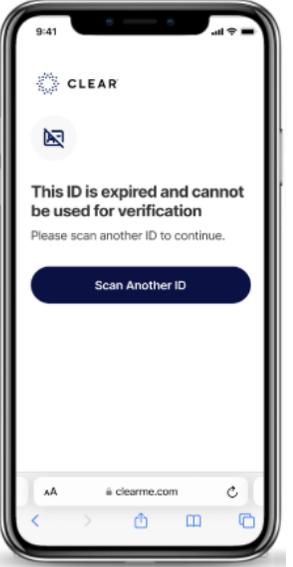


	 <p>9:41 CLEAR Wrong Side of ID Captured Your image contained the front of your ID. Try again with a clear image of the back of your ID. Try Again</p>	Hold your phone still
UX Error - Government ID (Passport)	 <p>9:41 CLEAR Let's try scanning your ID again We weren't able to process your document. Follow these tips and try again. Place your ID on a dark surface Avoid direct light to prevent glare Do not crop any part of the ID Hold your phone still Try Again</p>	Make sure the document is well-lit to avoid glare Place document on a flat, dark surface Avoid direct sunlight to prevent glare Fit your entire ID in frame Hold your phone still
UX Error - Government ID (Glare)	"Your ID photo has glare"	Make sure the document is well-lit to avoid glare Place document on a flat, dark surface Avoid direct sunlight to prevent glare Angle your ID slightly so that no lights reflect directly into the camera



		<p>Fit your entire ID in frame Hold your phone still</p>
<p>UX Error - Government ID (Blurry)</p>	<p>“Your ID photo is blurry”</p> 	<p>Make sure the document is well-lit to avoid glare Place document on a flat, dark surface Fit your entire ID in frame Hold your phone still</p>
<p>UX Error - Government ID</p>	<p>“Your ID portrait was not clearly captured”</p>	<p>Make sure the photo on the ID is clear and undamaged Make sure the document is well-lit to avoid glare Place document on a flat, dark surface Avoid direct sunlight to prevent glare Fit your entire ID in frame</p>



		<p>Hold your phone still</p>
<p>UX Error - Invalid ID</p>	<p>“This ID is expired and cannot be used for verification”</p> 	<p>Use a passport instead of a state-issued ID Use an unexpired photo ID Reach out to the partner administrator contacts to confirm the acceptable documents for this process</p>