McHenry County College CLEARED4 Campus Entry Process

Frequently Asked Questions – September 2021

Welcome to McHenry County College’s Campus Entry process, in partnership with the CLEARED4* platform. This new effort complies with the Governor’s Executive Order regarding vaccination and testing on college campuses in Illinois.

MCC cares deeply about your health and has engaged CLEARED4* to help with its on-campus check-in process. THERE IS NO APP TO DOWNLOAD. Just click on the personal link you received in your text message and/or email and follow the instructions in the browser window that will open up automatically.

MCC Students – you will receive any information about this process via your official MCC Student Email Account.

Q. How does CLEARED4 work?
A. MCC has created your profile already in the CLEARED4 platform using your name and phone number and/or email. You will receive a welcome message to your phone and/or email with a private link. This is your personal, secure link to your health profile. The link never changes so you can save it to your phone homepage and launch it like an app, or bookmark it to your computer. You may receive regular reminders from MCC as well.

Q. Will I have to show my MCC CLEARED4 Entry Pass when I arrive at MCC?
A. You may be asked to scan your MCC CLEARED4 Entry Pass when you arrive on campus at MCC each day. MCC will provide you with more instructions after you register in the system.

Q. I have never received a text and/or email welcome message.
A. Check with HRhealth@mchenry.edu (for employees) or StudentHealth@mchenry.edu (for students) 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: 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:

   ![iPhone Share Icon](image)

   **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.

   ![Android Share Icon](image)
Q: I am under 18 – do I still need to provide consent/test?
A: All students under the age of 18 will receive additional information from MCC/CLEARED4 regarding additional consent communications/documentation.

Q: I was included in CLEARED4 by mistake/ I no longer work for the institution/ I wish to be removed from this platform.
A: Please contact HRHealth@mchenry.edu (employees) or StudentHealth@mchenry.edu (students) to update your information and/or inquire about this concern.

Q: How are you keeping my vaccination information confidential/secure in the CLEARED4 system?
A: The confidentiality of all employee and student records, including COVID-19-related information, is of critical importance to MCC. When you upload your COVID-19 vaccination record/card, you are connecting to the CLEARED4 system via a secure connection. When the card is stored in the CLEARED4 system, it is encrypted with 256-bit Advanced Encryption Standard. Access to the CLEARED4 system is strictly controlled and limited to those individuals tasked with approving uploads and administering the system. Additionally, all actions taken by the administrators of the MCC CLEARED4 system are logged and periodically reviewed to ensure compliance. Your vaccine information is much like other sensitive information you share with the College, such as direct deposit, health benefit-related data, or student records. Access to such information is strictly controlled, protected at all times, and used solely to perform official business.