

Attendees FAQ

(Questions for Event Attendees)

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Just open up click on the respective title you have a question about!

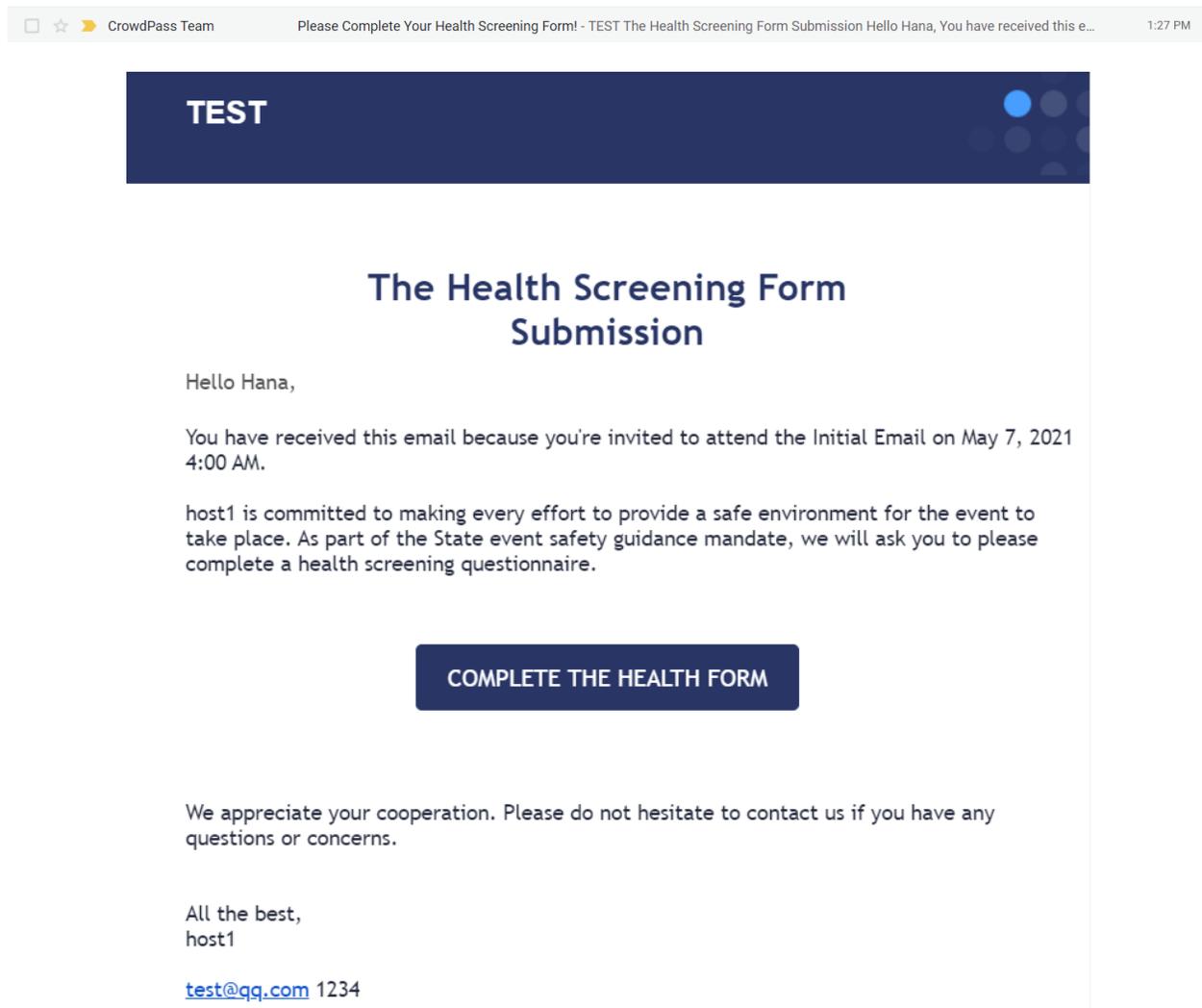
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Attendee Handbook

Complete and Submit Health Form

Using the Embedded Health Form Button

Step 1: In the email from CrowdPass Team, titled “Please Complete Your Health Screening Form!”, click on [COMPLETE THE HEALTH FORM](#).



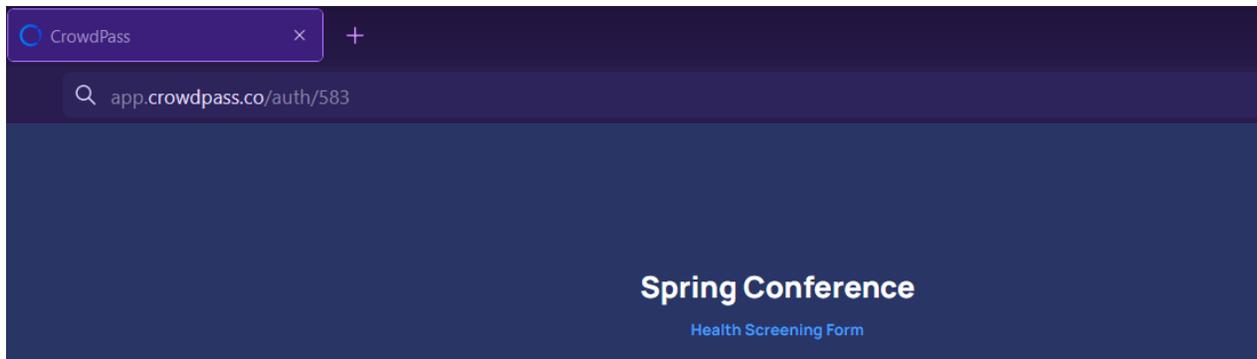
Step 2: The link would redirect you straight to the registration portal for your specific event. Please fill out your phone number (**required**) and set up a password to create your CrowdPass account. Phone number format must be just your 10 digits, no dashes or spaces, and no (+1).

Step 3: Proceed to complete the Health Screening form. Having trouble completing and submitting your Health Form? Click [here](#)

Using the Shared Event Link

Step 1: Directly click on or copy and paste the event link (that has been shared with you by the event host or the person that invited you) onto a browser. Sample: app.crowdpass.co/auth/583

Step 2: Select **SIGN UP WITH EMAIL** if you haven't owned a CrowdPass account before. You can also choose to login with third party extensions such as Google and Facebook. Otherwise, select **LOGIN WITH EMAIL** to connect with your existing CrowdPass account.



Sign up to get started!



LOGIN WITH GOOGLE



LOGIN WITH FACEBOOK

SIGN UP WITH EMAIL

LOG IN WITH EMAIL

Step 3: Proceed to create a CrowdPass account. Keep in mind that CrowdPass system only supports one email address per account per health form submission. Please skip this step if you already have an account and choose to login instead.

Step 4: Proceed to complete the Health Screening form. Having trouble completing and submitting your Health Form? Click [here](#)

Step 5: Once you have completed and submitted the health form, don't forget to also confirm your email or you might not be able to receive approval email/status update emails later. Not sure what confirming your email means? Click [here](#)

Attendee FAQs

Why I Can't Click Submit For My Health Screening Form?

If you're having trouble clicking the SUBMIT button (aka button not lighting up), chances are you have missed one of the required fields while completing your health form which would prevent one from submitting the health form to our system. Please double-check and ensure that you have completed the following components:

1. **Tick on the box next to the waiver** as a way of confirming that you have read and accepted all conditions in the waiver.
2. **Answer all screening questions (yes/no)**. Failure to not answer any question would block the submit button.
3. **Actually select whether you will provide vaccination record proof or negative testing results**. Not selecting one of the options would prevent the upload/camera option to appear for you to upload or take a picture of your document.
4. **If you choose to provide vaccine proof**, beside uploading the document, you are required to also **provide more information regarding your vaccine type and date of each dose**. We recommend selecting the date from the calendar GUI rather than manually inputting it as format issues might occur and prevent our system from recognizing the field as being completed.

P/s: Sometimes switching to a different browser would fix the issue too. On the other hand, if your issue persists, feel free to reach out to our support team directly at support@crowdpass.co with a screenshot of your issue and our team will help you as soon as possible.

Do I Really Need to Complete the Health Screening Form Myself or I Can Just Email Your Team My Document?

For potential future contact-tracing purposes, we prefer each attendee to submit this proof via health form submission while completing his/her health screening questions. It should only take a quick 30 seconds to complete this form but the result is that we can safely store your health data in our system until disposal period (28 days after the event) and ensure a safe environment for your event. However, if you are really having trouble completing the form yourself or need assistance to submit for people who don't have their own email addresses (children and elders), you can also email your information and answers to the screening questions to our secure portal at secure@crowdpass.co.

I Accidentally Uploaded the Wrong Document For My Previous Submission.

How Can I Fix It?

You can log back into your CrowdPass account to correct your document. Either through the same link in the communication email last time or through this link <https://app.crowdpass.co/signin> (Please select "Attendee" tab). Then click on "EDIT" to reupload your document. If the page is stuck or doesn't let you to SUBMIT, refresh the page and try again.

If that doesn't work, feel free to also send correct vaccine card/negative Covid test result to our secure portal: secure@crowdpass.co

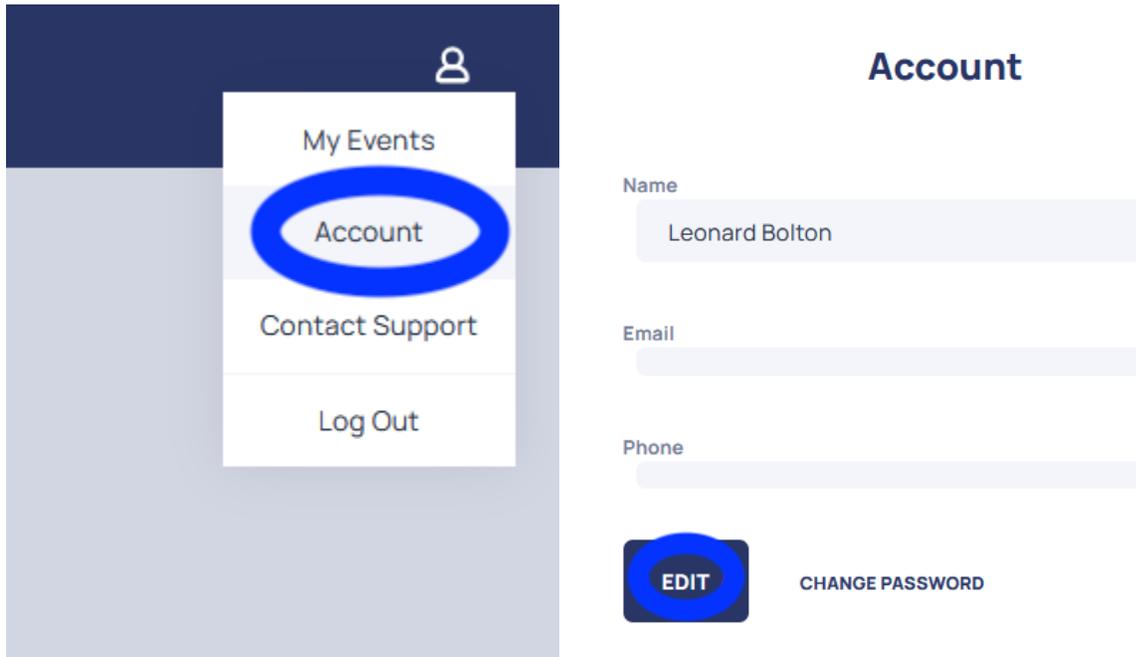
Am I Approved ? How Can I Check?

If your submission has been approved, you definitely should have already received the approval email with attached QR code. Sometimes our CrowdPass email gets filtered to Promotions, Update, or Spam folders so try looking for that email in your mailbox again.

If you still can't find that email, you can also log back into our CrowdPass system at <https://app.crowdpass.co/auth/signin> to view your submission status. If your submission were indeed approved, clicking on **YOU WERE APPROVED** button would direct you to your approval QR code. Please remember to **take a screenshot (as offline record)** for an easy checking experience at the event entrance.

My Account Name Is Wrong and Does Not Reflect My Legal Name. How Can I Update It?

You can log back into your CrowdPass account to correct your document. Either through the same link in the communication email last time or through this link <https://app.crowdpass.co/signin> (Please select "Attendee" tab). Then hover your mouse over the person icon and select **ACCOUNT**. Click on **EDIT** to edit any information you want and finally select **SAVE**.



My Submission Has Been Rejected Because I Uploaded the Wrong/Unqualified Document. What Should I Do?

First of all, please make sure that you (and your accompanying guest(s)) have used a unique email address to register and complete a health screening form separately. Group registration under one account is currently not supported by our system as we want to make sure that each guest can receive a separate QR code to make the check-in process easier for your event host. Failure to do so will result in rejection of your submission. We will only change the decision to approval and give you the clearance for the event if you **edit your previous submission** or **complete a new submission** with the **correct** document.

To edit your previous submission, you can log back into your CrowdPass account to correct your document. Either through the same link in the communication email last time or through this link <https://app.crowdpass.co/signin> (Please select "Attendee" tab). Then click on "EDIT" to reupload your document. If the page is stuck or doesn't let you to SUBMIT, refresh the page and try again.

If that doesn't work, feel free to also send correct vaccine card/negative Covid test result to our secure portal: secure@crowdpass.co

I'm Attending the Events With Other People. How Do I Let Them Also Complete the Health Screening Forms?

On the communication email titled "Please Complete Your Health Screening Form!", there should be a section about how to share the registration link along with the link that should be shared:

Test Event


The Health Screening Form Submission

Hello Hana,

You have received this email because you're invited to attend the Test Event on May 27, 2021 11:40 PM UTC. As a reminder, we are asking you to please complete a short health screening questionnaire. Please click the button below to proceed.

COMPLETE THE HEALTH FORM



Share the event link with guests you are attending with

If you're going with your spouse, parents, children, or friends, please share this event link with them so that they can complete these items as well.

app.crowdpass.co/auth/539

Please use your email account to create your CrowdPass account and complete the health screening form. If your family members don't have an email, please help them create a new email account or directly email the proof to secure@crowdpass.co

We appreciate your cooperation. Please do not hesitate to contact us if you have any questions or concerns.

All the best,
host1

apple@1122.com 1234567890

Please follow the instructions and only share that link with your accompanying guests, family, and friends. **DO NOT FORWARD THIS EMAIL TO THEM** as they might (without reading the whole email) directly click on **COMPLETE YOUR HEALTH FORM** button which is your unique registration portal. This portal has been linked with your personal email and name aka your CrowdPass account. When this happens, either you won't be able to complete your health screening process later and have to use a different email address because that person is now the owner of your CrowdPass account, or that person won't be able to register at all.

How Secure Is Someone's Data and Information On CrowdPass?

Data security is definitely one of **CrowdPass'** top priorities. We have partnered with two amazing companies to ensure the highest level of security for all of our clients and their event attendees:

MedStack and **Security**.

MedStack is a great HIPAA-compliant platform that delivers built-in privacy and security protocols that cover all typical healthcare industry practice on personal data such as encryption, certificate and key management, backups, monitoring and logging. With **MedStack's** secure solution, **CrowdPass** can safely host attendee's health screening process as well as storing these medical data from the contact-tracing period (28 days) until the disposal period (after 28 days). Therefore, all the information collected from each user will only be accessed internally for health-screening purposes and contact-tracing purposes.

On the other hand, we utilize **Security** for constant quality control of our system security. **Security** is an information security management platform for businesses from start-up to large enterprises. The **Security** platform uses industry-leading best practices to generate information security policies for our web application **CrowdPass** and automatically create implementation tasks. They frequently audit our system such as with penetration tests to evaluate our security level and provide tools, resources, and advice for building and maintaining our security compliance.