HC Clear Instructions

HC Clear is a web application for students, faculty and staff. HC Clear contains a Daily Symptom Checker, an appointment scheduler for COVID tests, provides test results and shows whether the user is compliant with their testing and daily symptom check obligations.

All students and any employee who comes to campus must register for HC Clear.
Employees who come to campus infrequently and are not in the testing protocol should still sign up for HC Clear and perform the Daily Symptom Checker before coming to campus.

Kiosk Locations - You may use one of the following kiosks from the locations listed below to set up your account or schedule an appointment. If you encounter any technical difficulties, please contact the ITS Help Desk at 508-793-3548 or email helpdesk-request@holycross.edu

- ○ 3 Hogan computers - Post Office / Bookstore / Crossroads
- ○ 2 Smith Hall computers - Waiting Area near the Registrar's office
- ○ 1 Loyola computer - Fitness Center
- ○ 1 Public Safety computer
- ○ 1 Smith Hall 101 computer outside the Help Desk
- ○ 1 The Jo' - computer near the testing center

Accessing HC Clear

1. Using your device, open a browser to https://hcclear.holycross.edu

2. Click the Google button to login in. You must be logged into your HC email account to access.

   First time logging in, there will be medical consent forms required for authorization. Read and scroll to the bottom, check the I Agree box and press the Submit & continue button for each approval. The three forms are:
   - Consent to SARS-CoV-2 Testing
   - Authorization for Sharing Covid-19 test Results and Related Information
   - HIPAA authorization for the Release of Protected Health Information

Daily Checker

Every day you will be asked a series of questions. These questions must be answered prior to coming to campus.

Daily Symptom Checker
Rebecca, how are you feeling today?

Are you experiencing any new symptoms that aren't related to an existing medical condition (e.g. migraines, seasonal allergies) today?

Scheduling Tests

Using the **Schedule a Test** button at the top, choose a date and time available.

1. Select a date and time by clicking on the time slot. Select Continue (create one appointment), Add a Time or Recurring (to set up multiple recurring appointments)
2. Enter your Information - First Name, Last Name, Phone and Email address. ***Note***: *this will only ask for this information once, after which time it should remember your information on your computer or phone.*
3. Click Complete Appointment when finished
4. Confirmation - You will see an on screen confirmation and will receive an email confirmation listing each of your appointments.

Important Notes:

- **To add appointments to your Google calendar, use the blue Add to Google Calendar button from the confirmation email.**
- **If you need to cancel an appointment you've made and you can't see it here, check your email. You can cancel any appointment directly from the email notification.**

TODAY
Monday
January 11

9:15am

Continue »

Add a Time...

Recurring...

3 Confirmation

You scheduled 4 appointments, use these links to manage your other appointments:
8:00am January 15, 2021
8:00am January 29, 2021
8:00am February 5, 2021
8:00am January 22, 2021

COVID-19 Test with HC Clear Scheduling
Friday, January 15, 2021
8:00am Cancel   Reschedule   Edit Forms

Add to iCal/Outlook   Add to Google

Register for an Account

Save your information

Schedule another Appointment »

Easily book and manage appointments with College of the Holy Cross on your phone.

Get the mobile app by opening the camera on your phone, and scanning this QR code:

Testing Location

The testing location is located at the gymnasium at the "Jo", the new recreation center. Enter the building using the doors, on the right hand side, which faces Hogan. The doors on the left are for those exiting the building. You will swipe your ID cards at the swipe stations, retrieve a printed barcode from the printer, and bring it to the specimen collection swabbing stations.

Important Reminder: Do not go to the Jo to be tested if you are experiencing symptoms consistent with COVID-19, please stay away from campus and contact your primary care provider.

Test Results

Using the **Check Test Results** button, testing results will show under this tab:

#	Time	Result
1	01/11/2021 -3:35 pm	Pending
2	01/07/2021 -3:52 pm	Negative
3	12/14/2020 -2:24 pm	Negative

Am I Clear

The **Am I Clear** tab is for students, faculty and staff to check for clearance prior to going to a location on campus. Locations such as Kimball and the Dinand and Science Libraries. Other locations may be updated in the future.

A green status allows for access as you are compliant.

A red status will not allow for access. The reason will be listed on the screen.

Once the reason for the red marker has been completed, the status will update and a green checkmark will appear.

Why a Red X?

Reason
Did not complete daily symptom checker for today

How to Follow Up?
Log in and complete symptom check

Optional Settings

Daily SMS Text Reminders

If you would like daily reminders to complete the Daily Symptom Checker, check the box to allow for daily reminders. A text message will remind you every morning at 8am to complete your Daily Symptom Checker. Enter your cell phone number and choose the days in which you would like to receive daily check in reminders. Click update when finished.

Your Preferred First Name

Rebecca

☐ Would you like to receive text notifications?

For each selected day you will receive a text message reminder to complete you daily symptom check at 8 a.m.

Update

Review Medical Consent Forms

Using the View Medical Consent Forms button, you may review the three (3) medical consent forms you have signed to be tested for COVID-19 on campus.

Using HC Clear on Your Cell Phone

To access the HC Clear menu from a cell phone, select the three lines ☰ in the upper right corner.

Adding HC Clear to Your Home Screen

Devices with the Chrome Browser

1. Open the chrome browser to https://hcclear.holycross.edu
2. Click the three dots in the upper right corner ⋮
3. In the menu list, press/select **Add to Home screen**
4. Press **Add** automatically
5. Press **Add** and the shortcut to this app will be added to your phone.

Devices with the Safari Browser

1. On your iOS device, open the safari browser to https://hcclear.holycross.edu
2. Click the Share button at the bottom ⬆
3. From the menu, select **Add to Home Screen**
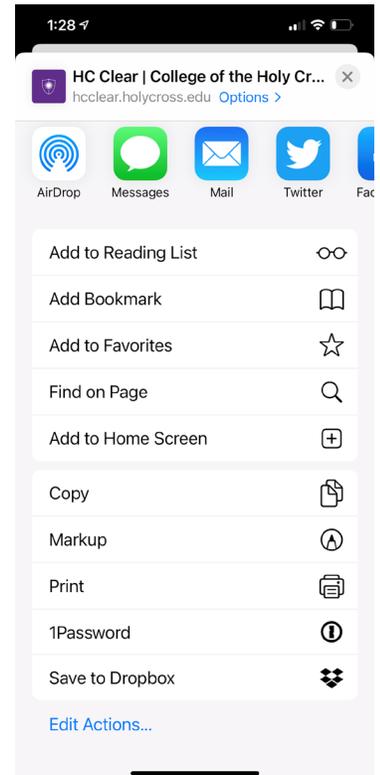
Troubleshooting

Having issues with HC Clear? Please see the following instructions for assistance **Troubleshooting HC Clear**

ITS Help Desk

helpdesk-request@holycross.edu

508-793-3548