

# How to Use the NYS Excelsior Pass Wallet App

## Android User Instructional Guide

This guide is for users looking to access the Excelsior Pass Wallet (NYS Wallet) app. Follow the step-by-step instructions to help guide you through the process or use the table of contents to quickly jump to the most appropriate section.

### **Setting up the NYS Excelsior Pass Wallet For the First Time**

1. Download NYS Excelsior Pass Wallet App
2. Launch App
3. Read and Accept Terms and Conditions
4. Read Privacy Policy

### **Adding & Getting Passes**

5. Get a Pass
6. Add Passes to Excelsior Pass Wallet App
7. Add Pass with "Scan Pass QR Code"
8. Add Pass with Add from Photos

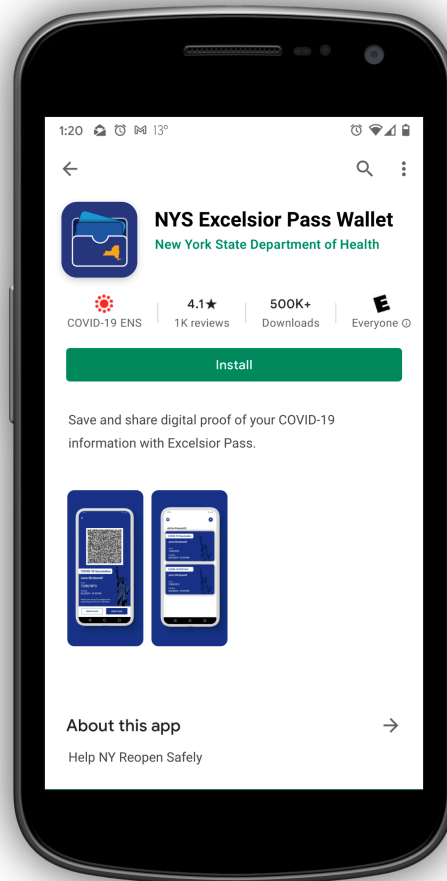
### **Troubleshooting Your Passes**

9. Add Expired Passes
10. Add Passes that are Not Valid
11. Add Duplicate Passes
12. Add Other QR Codes
13. Add Unclear QR Codes from Photos

### **Navigating the NYS Excelsior Pass Wallet App**

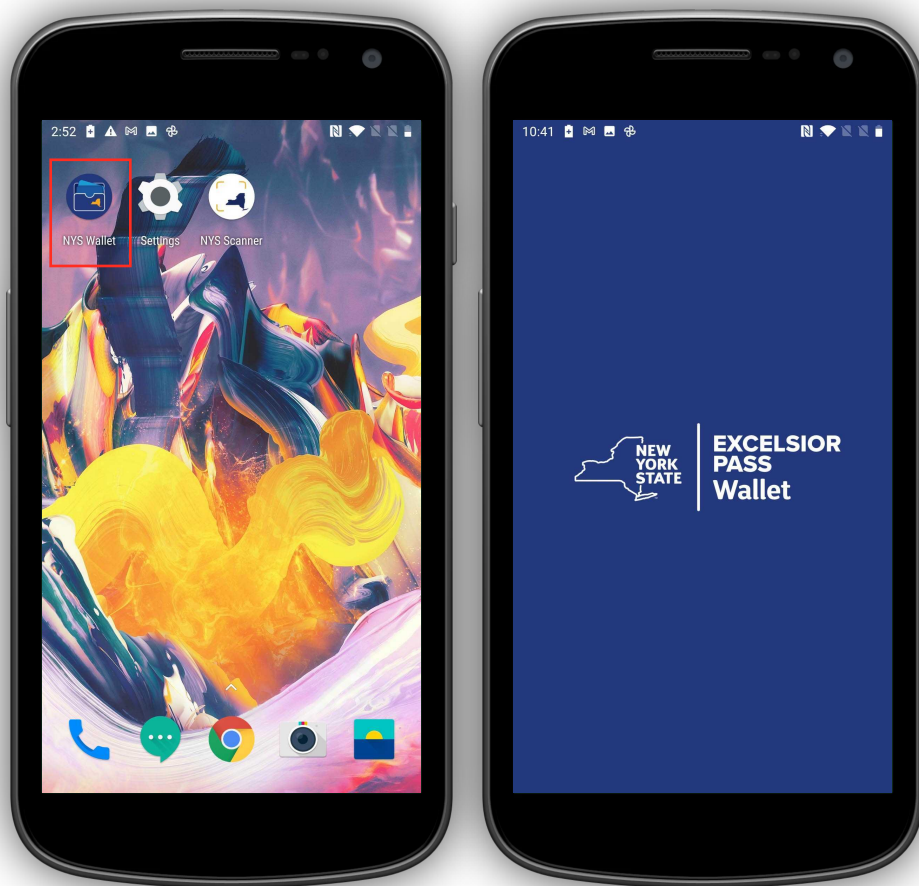
14. View a Pass
15. Print Your Pass
16. Remove Your Pass
17. View Settings
18. Review Terms and Conditions, and Privacy Policy
19. Change Device Language

# Setting up the NY Excelsior Pass Wallet for the First Time



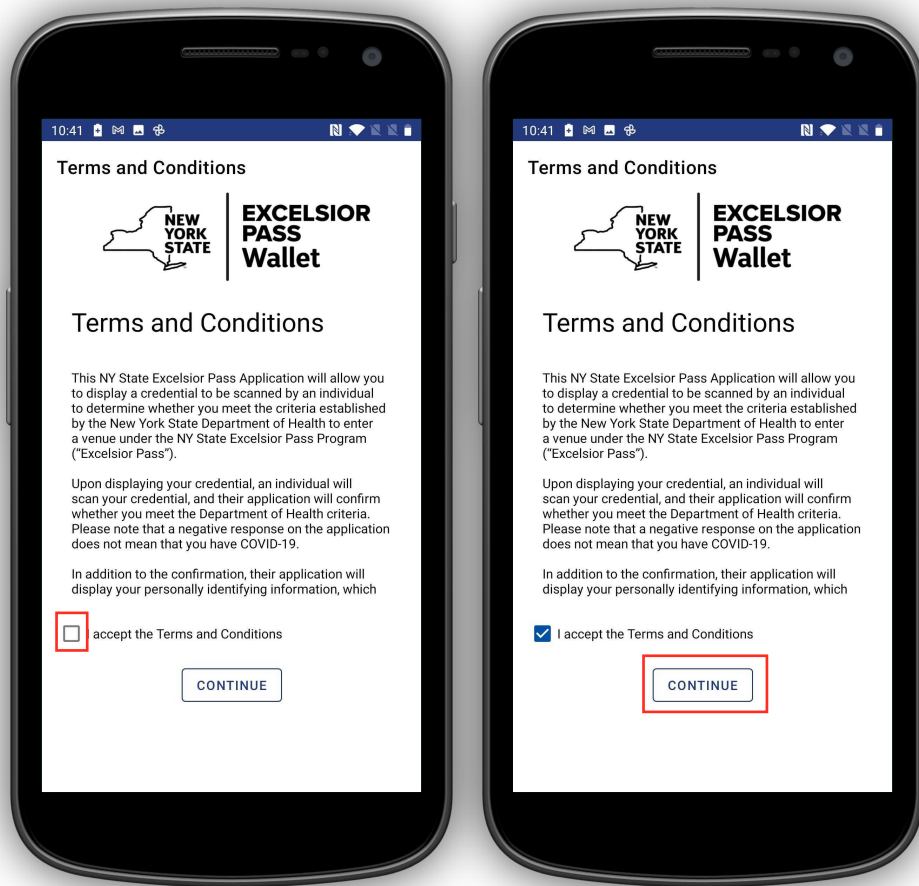
## 1. Download NYS Excelsior Pass Wallet App

- 1.1 Navigate to the Play Store.
- 1.2 Enter "NYS Excelsior Pass Wallet" in the search bar.
- 1.3 Tap "Install" to download the app.
- 1.4 Exit out of the Play Store.



## 2. Launch App

2.1 Tap on the App icon with the name “NYS Wallet.” The app will launch, and you will briefly see the blue splash screen.



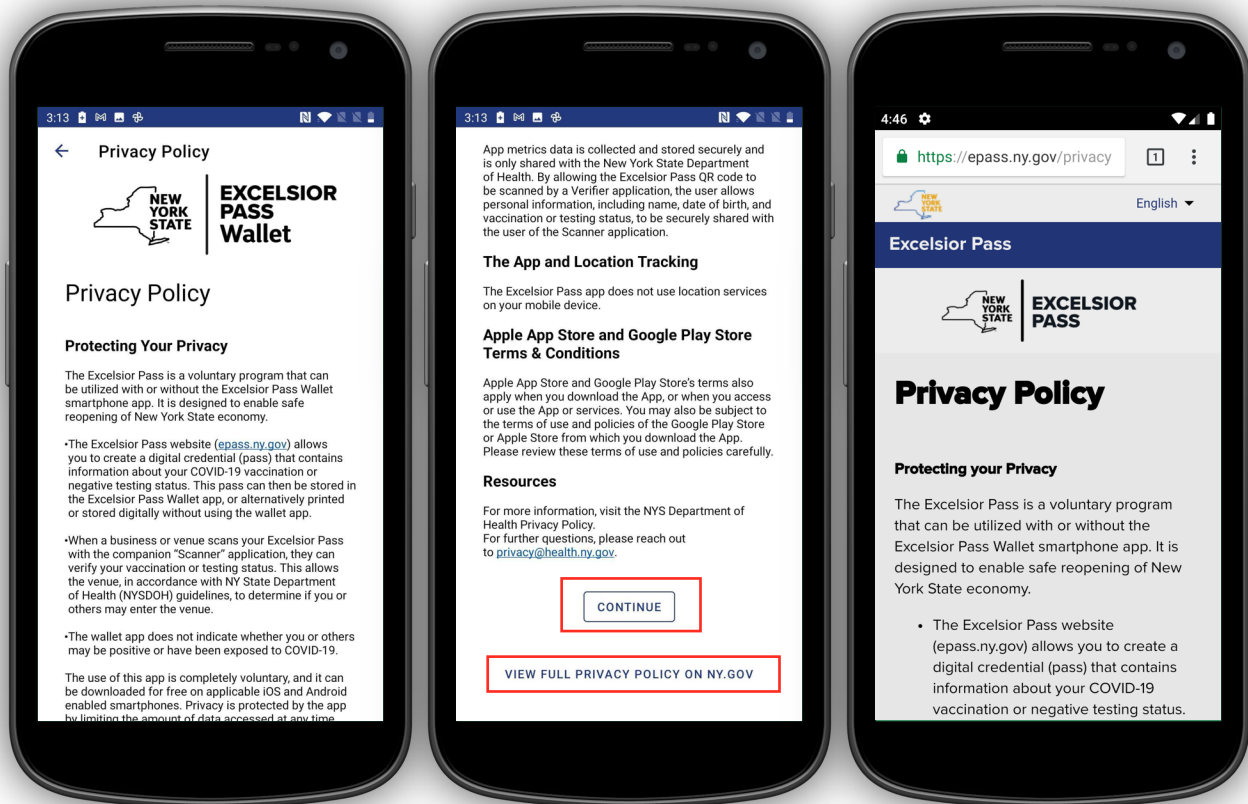
### 3. Read and Accept Terms and Conditions

3.1 After the splash screen, the Terms and Conditions will be displayed. Scroll through to read the entire Terms & Conditions.

3.2 Once the Terms and Conditions have been read, tap the checkbox to check "I accept the Terms and Conditions". A checkmark will appear.

3.3 Tap "Continue" to proceed to the next screen.





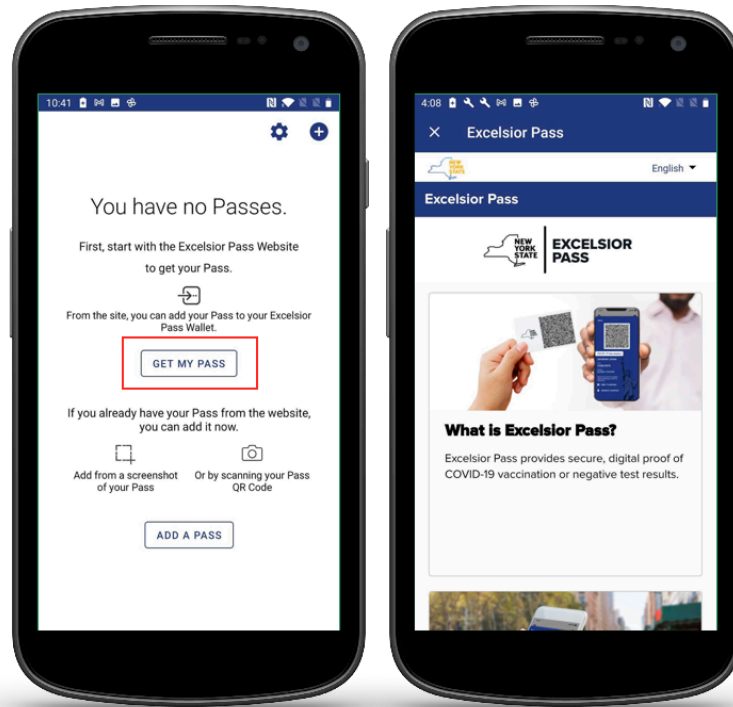
## 4. Read Privacy Policy

4.1 After Terms and Conditions, the Privacy Policy will be displayed. Scroll through to read the Privacy Policy.

4.2 To view the full Privacy Policy, tap the "View full Privacy Policy on NY.gov" link, which will open the New York government website. You will need to return back to the NYS Wallet app to continue.

4.3 Tap "Continue" to proceed to the next screen.

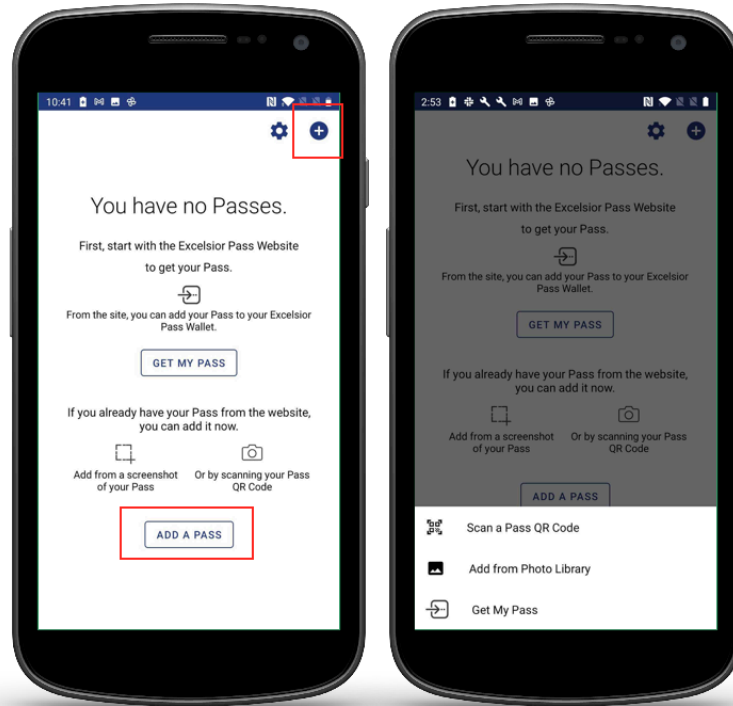
# Adding & Getting Passes



## 5. Get a Pass

5.1 To get a Pass, you will need to first visit the Excelsior Pass website to obtain one. Tap the “Get My Pass” button, which will open the website within your app. Please follow the “How to Use the New York State Excelsior Pass Website” User Guide for further instructions. If you are able to obtain a pass, then it will be downloaded to your NYS Excelsior Pass Wallet App. You may tap “X” to close the website within your app at any time.

5.2 If you already have a Pass, then proceed to Section 6.



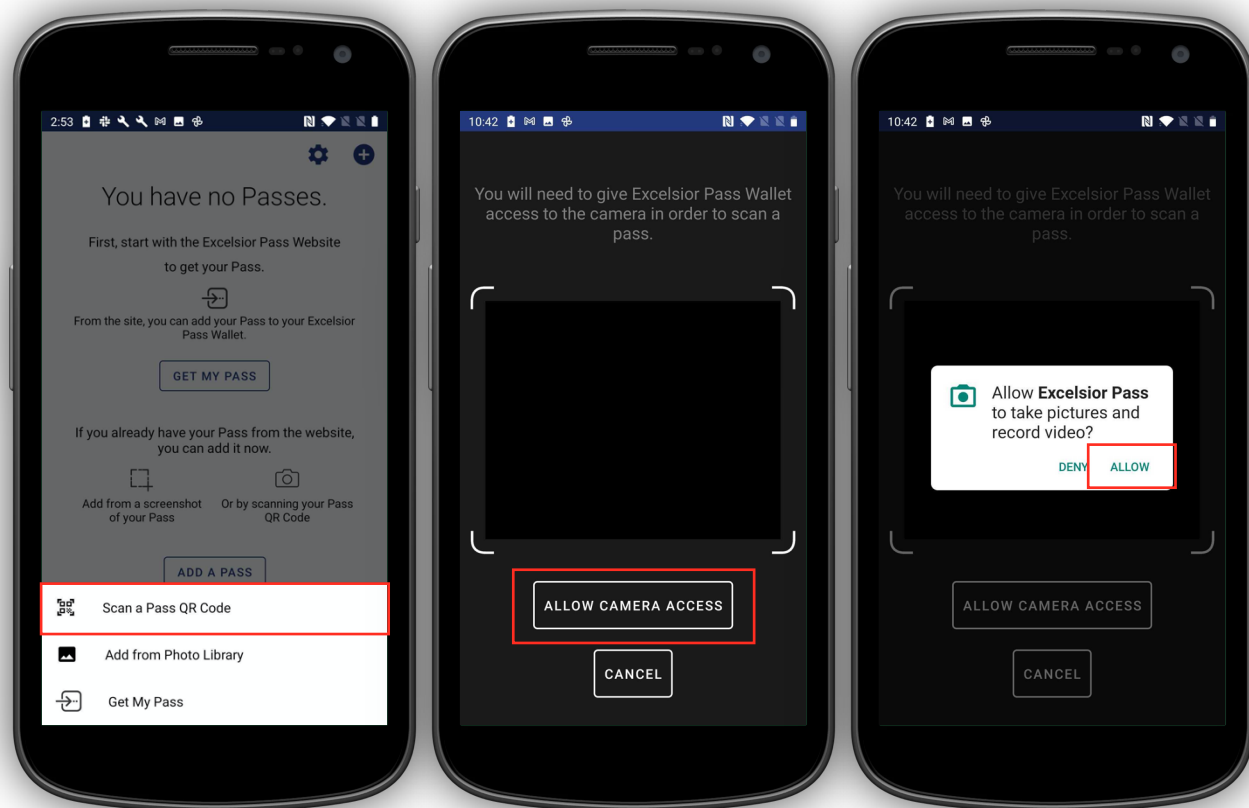
## 6. Add Passes to NYS Wallet App

6.1 Once you have obtained a Pass, you can now add it on your NYS Wallet app.

6.2 Tap on the “+” button on the upper right hand corner or tap on the “Add a Pass” button. Tapping on either button will show you 3 options for how to add a Pass to the app. Each of these will be covered in the following sections.

- Scan Pass QR code
- Add from Photos
- Get My Pass (already covered in Section 5)

6.3 Tap outside the menu to dismiss it.

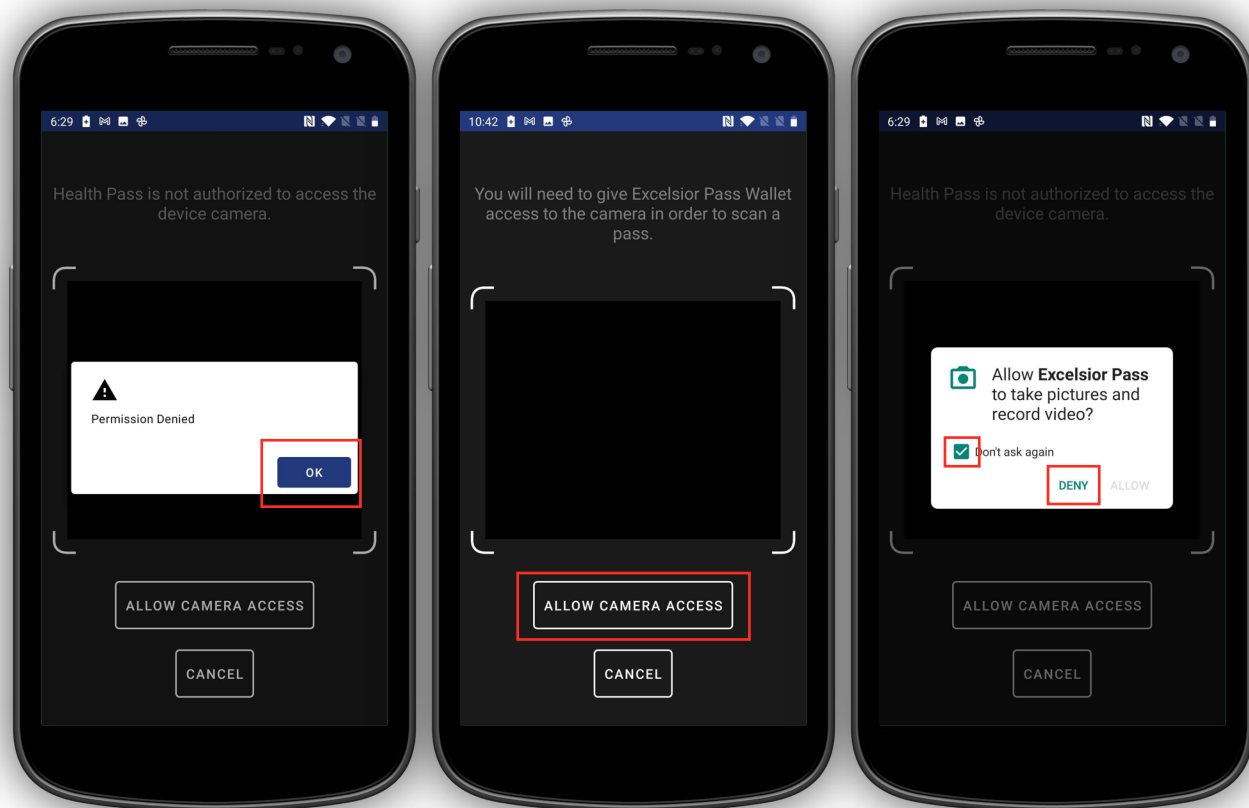


## 7. Add Pass with “Scan Pass QR Code”

7.1 If you would like to add a Pass by scanning, tap “Scan Pass QR code”.

7.2 If this is the first time you have installed NYS Wallet, you need to give the app permission to access your camera. Tap “Allow Camera Access”.

7.3 You will be asked to give permission for the app to take pictures and video. Tap “Allow” to continue.



## 7. Add Pass with “Scan Pass QR Code” (cont.)

7.4 If you select “Deny” then you will see a message letting you know that permission has been denied. Tap “OK” on the message.

7.5 Tap “Allow Camera Access” again in order to give permission, and you will be asked to give permission again, and can tap “Allow” to access the camera. If you select “Don’t ask again” and tap “Deny” then you will have to exit the app to give permission in device settings.



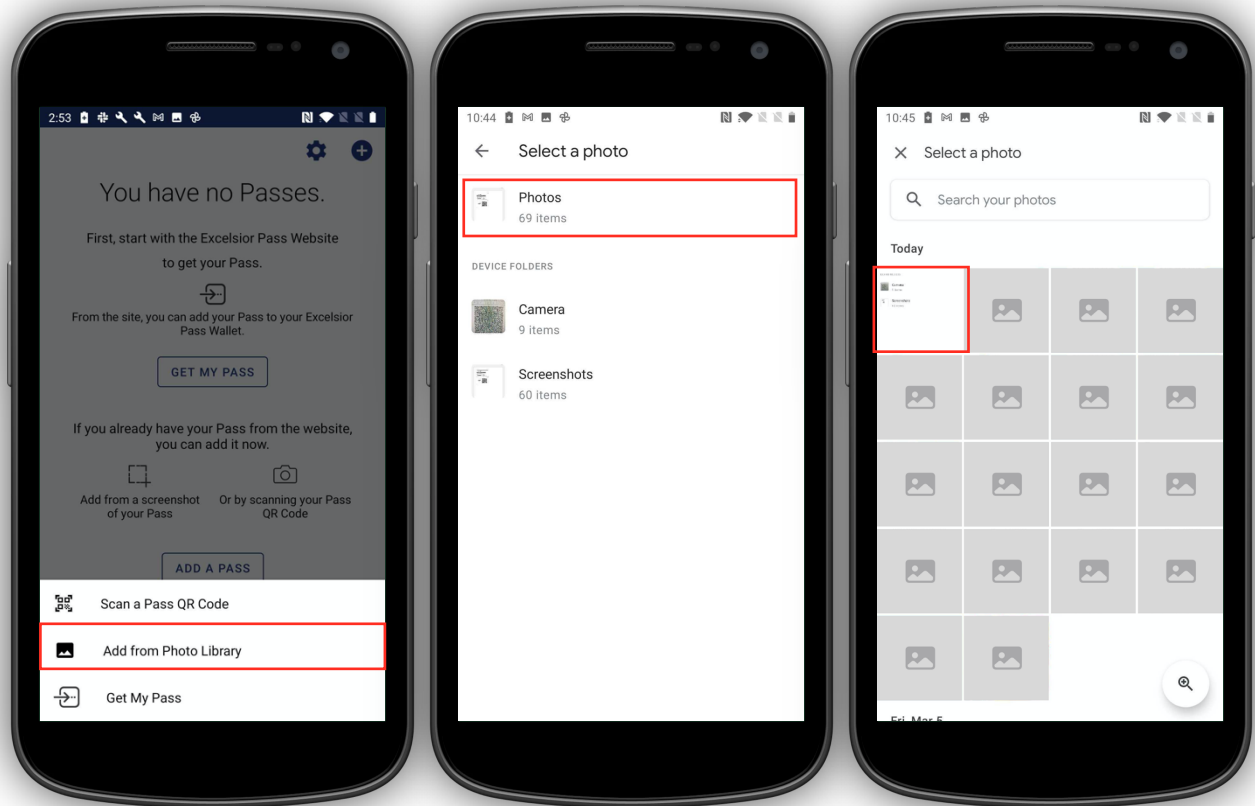
## 7. Add Pass with “Scan Pass QR Code” (cont.)

7.6 After permission is given, the camera should be active. If you would like to exit the camera screen, you can tap “Cancel” at any time.

7.7 Point the camera at the QR code on your Pass and ensure that that the entire QR Code is within the frame.

7.8 If the Pass you’ve scanned is valid, you will see a “Successfully Added” message, which will automatically dismiss. The Pass will then be added to your Wallet.

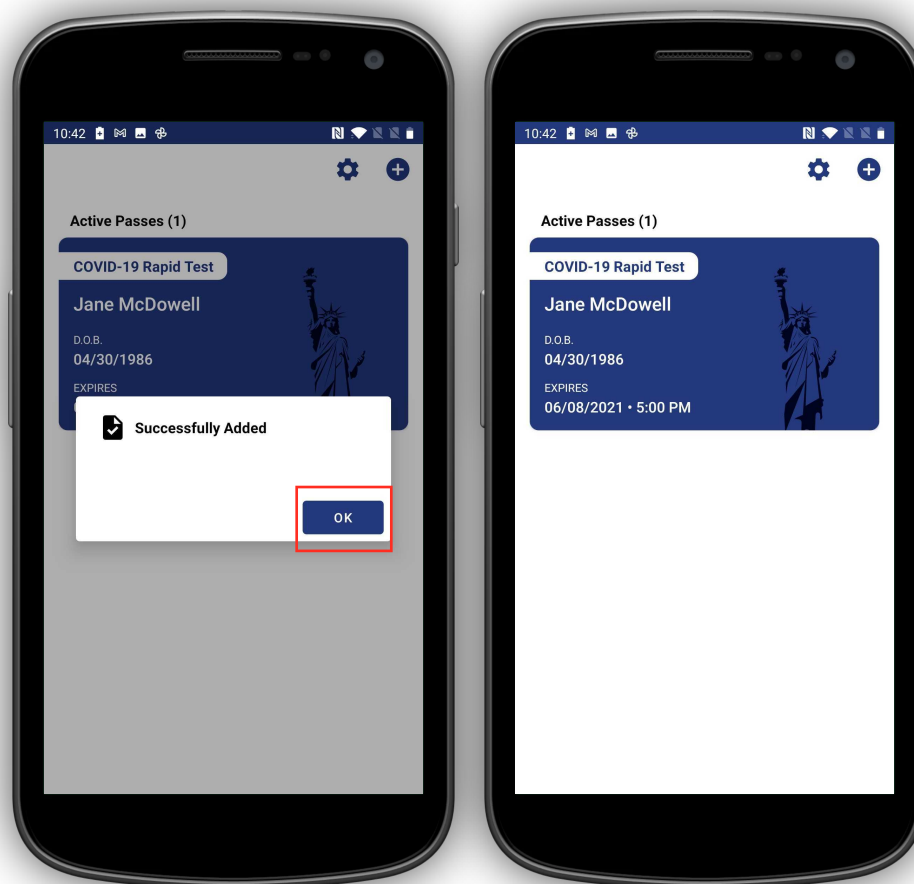
7.9 The QR code on the Pass that you’ve scanned can also be expired, not valid, or already in your Wallet. These situations will be covered in the following sections.



## 8. Add Pass with Add from Photos

8.1 If you would like to add a Pass by selecting a picture from the photos on your phone, tap "Add from Photos".

8.2 The photos from the Photos app on your phone will appear and be available for selection. Select the album you'd like to add the photo from. Tap the photo that contains the Pass with the QR code you would like to add to the Wallet.



## 8. Add Pass with Add from Photos (cont.)

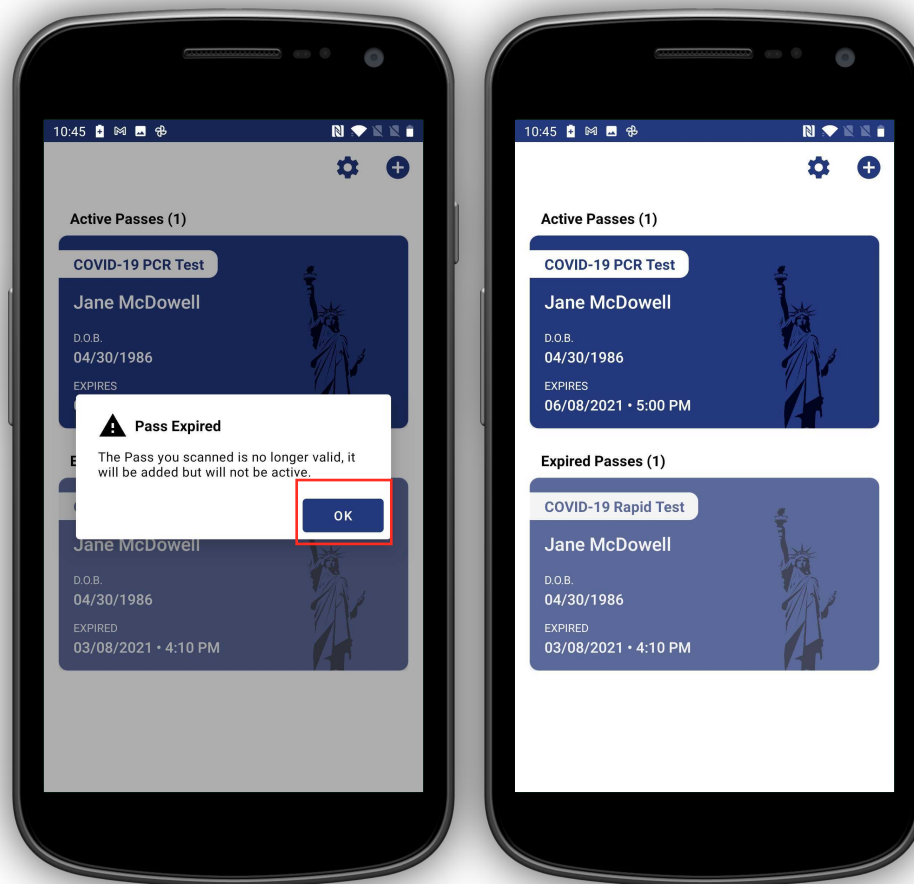
8.3 If the Pass you've selected from Photos is valid, you will see a "Successfully Added" message. Tap "OK" to dismiss. The Pass is already added to your Wallet.

8.4 The Pass you have added will show the type of Pass (for example, COVID-19 PCR Test Pass or COVID-19 Vaccination Pass). It will also show your full name, date of birth and the when the Pass expires.

8.5 The Pass that you've added can also be expired, not valid, already in your Wallet, or the camera is not able to detect the QR code. These situations will be covered in the following sections.



# Troubleshooting Your Pass



## 9. Add Expired Passes

9.1 If you follow the steps in Section 7 or Section 8, and the Pass you have added is expired, you will see the “Pass Expired” message instead of the “Successfully Added” message. The Pass will still be added to your Wallet, but it will be in the Expired Passes section.

9.2 To dismiss the “Pass Expired” message, tap “OK”. The expired Pass has been added to your Wallet.



## 10. Add Passes that are Not Valid

10.1 If you follow the steps in Section 7 or Section 8, and the Pass you have added is not valid, you will see the “Pass Not Valid” message instead of the “Successfully Added” message. The Pass will not be added to your Wallet.

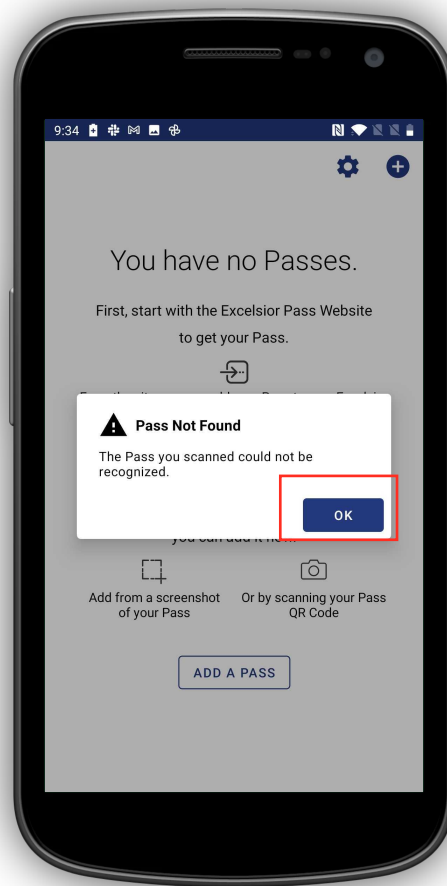
10.2 To dismiss the “Pass Not Valid” message, tap “OK”.



## 11. Add Duplicate Passes

11.1 If you follow the steps in Section 7 or Section 8, and the Pass you have added is already in your Wallet, you will see the “Pass Already Added” message instead of the “Successfully Added” message. The Pass will not be added to your Wallet again.

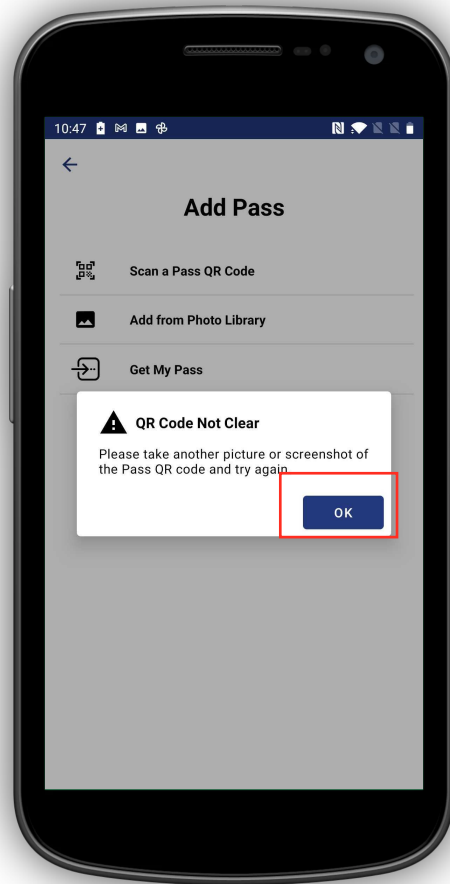
11.2 To dismiss the “Pass Already Added” message, tap “OK”.



## 12. Add Other QR codes

12.1 If you follow the steps in Section 7 or Section 8, and the QR code you have added is not an Excelsior Pass, you will see the “Pass Not Found” message instead of the “Successfully Added” message. Since the QR code is not from Excelsior Pass, it will not be added to your Wallet. For example, this would occur if you scanned a QR code intended for a boarding pass or for other purposes.

12.2 To dismiss the “Pass Not Found” message, tap “OK”.

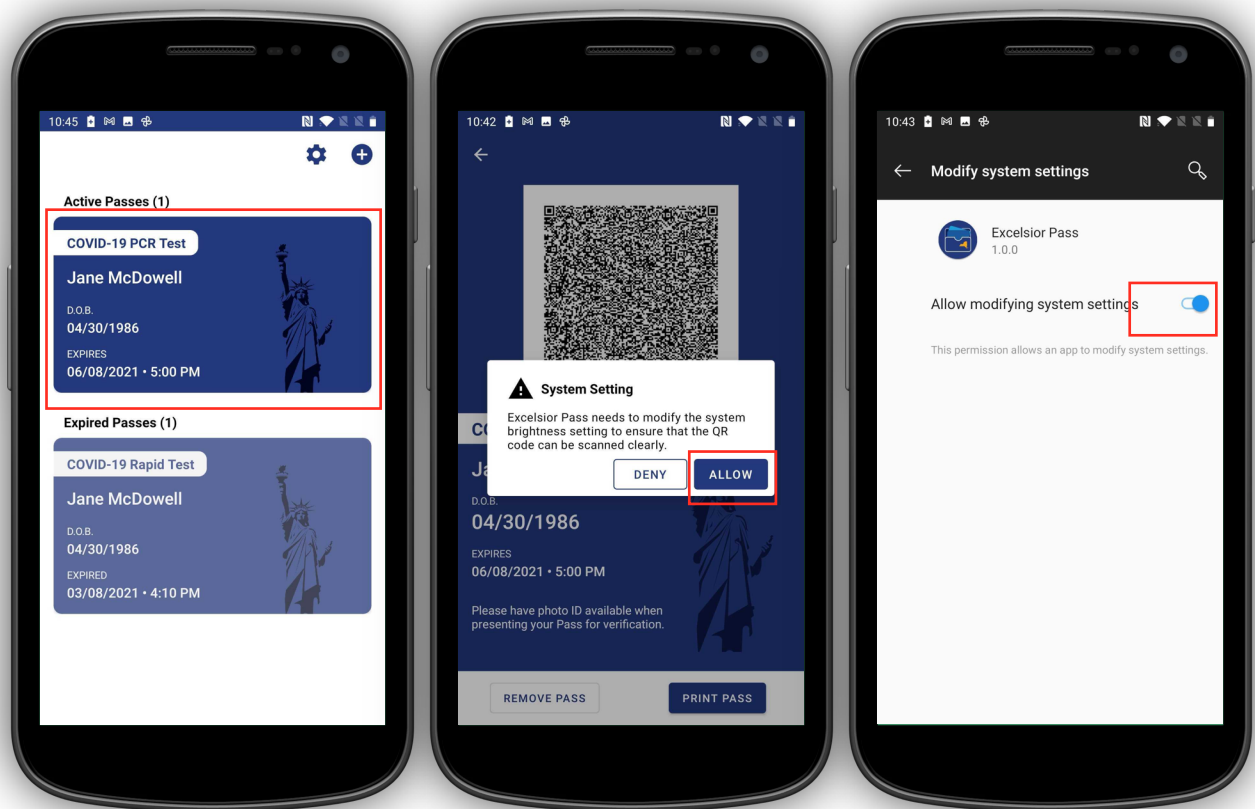


## 13. Add Unclear QR Codes from Photos

13.1 If you follow the steps in Section 8, and the photo you have added does not have a clear QR code you will see the “QR code Not Clear” message instead of the “Successfully Added” message. This may be because the photo you have taken of your Pass has dim lighting, or it’s been angled so that the app cannot recognize a QR code in the photo. Please take clearer photo of your Pass and try again.

13.2 To dismiss the “QR code Not Clear” message, tap “OK”.

# Setting up the NY Excelsior Pass Wallet for the First Time

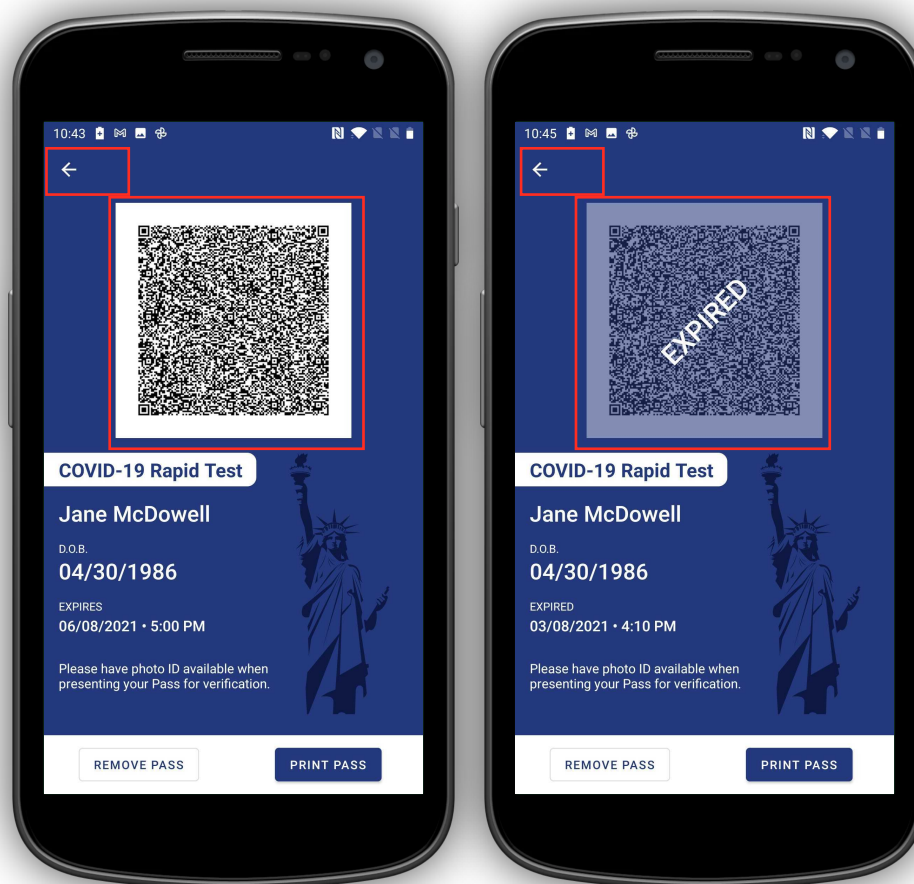


## 14. View a Pass

14.1 If you have added Passes to your Wallet, you can tap on each Pass to open a view with more information, as well as the QR code.

14.3 If it's your first time viewing your Pass in the Wallet, then the app will ask for permission to adjust system settings. This is because when you present your pass to be scanned, ideally the brightness setting on your device will be turned up. Tap "Allow" to grant the app permission to turn up the device brightness when viewing the Pass.

14.3 Once you tap "Allow", you can toggle on the permission for this app in device Settings. You will need to return back to the NYS Wallet app to continue.

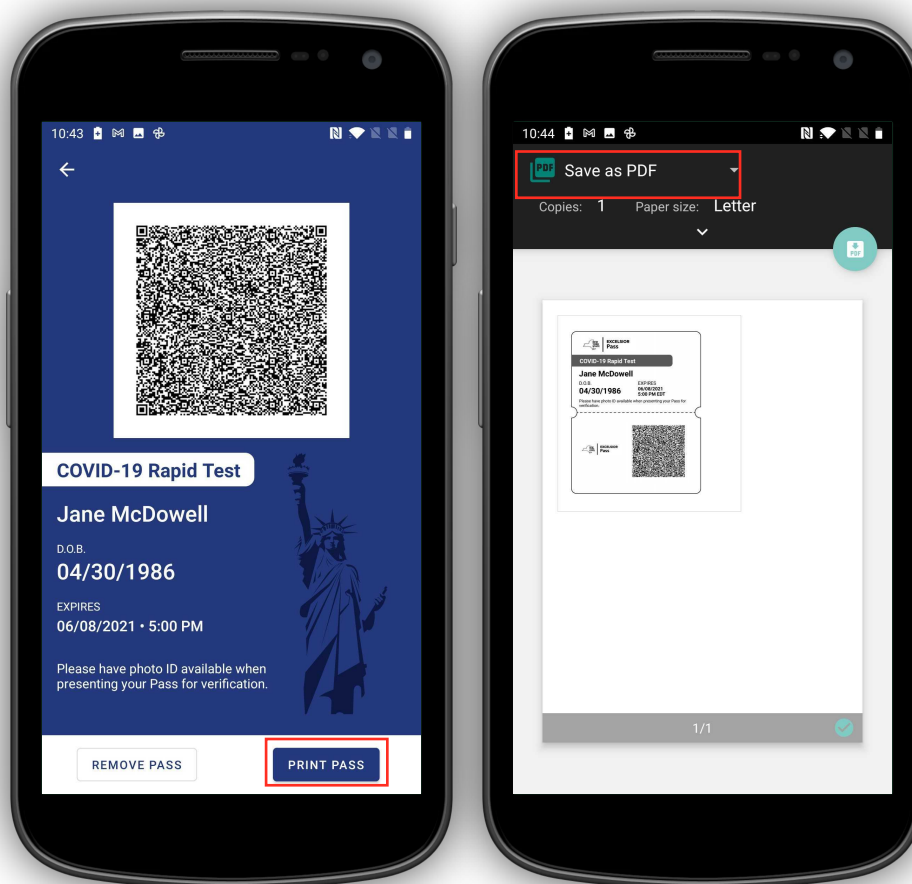


## 14. View a Pass (cont.)

14.4 For Active Passes, you can present this view in order for the QR code of your Pass to be scanned by the NYS Excelsior Pass Scanner app.

14.5 If your Pass is expired, then your QR code will be marked “expired” on your Pass and it cannot be scanned.

14.6 To dismiss the Pass details view and return to the Wallet view, tap on the back arrow in the upper left corner.

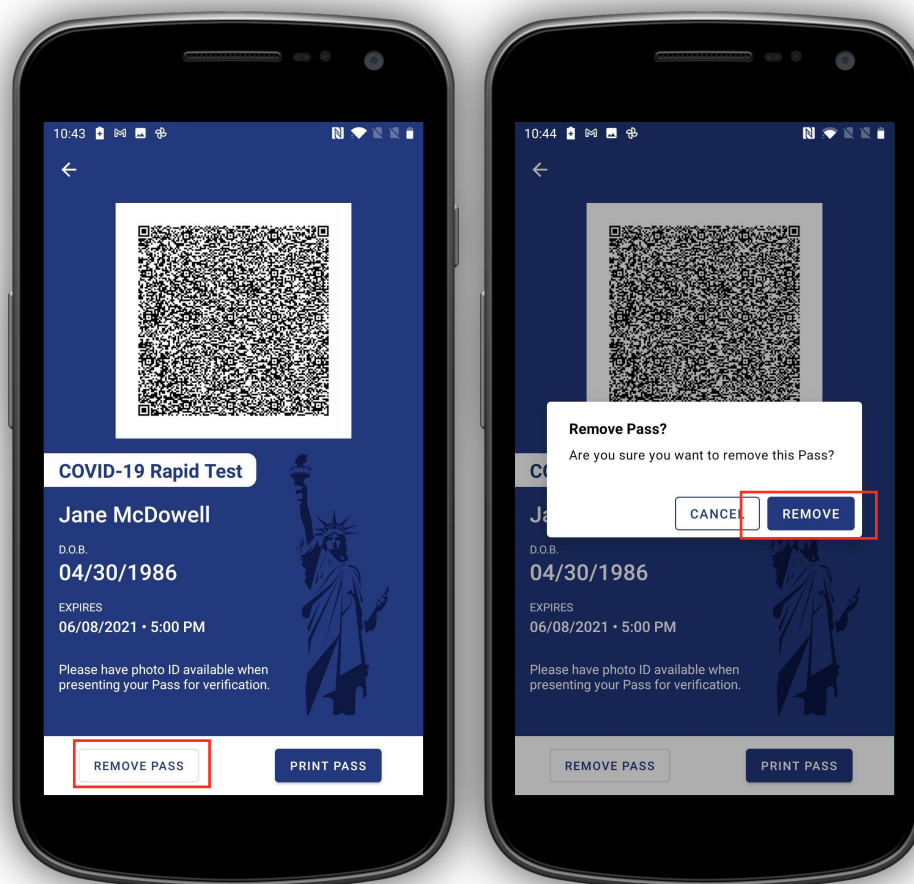


## 15. Print Pass

15.1 On the Pass details view, tap “Print Pass”.

15.2 Android options to print will appear. Select your printer by tapping the drop down “Save as PDF” to select available printers.

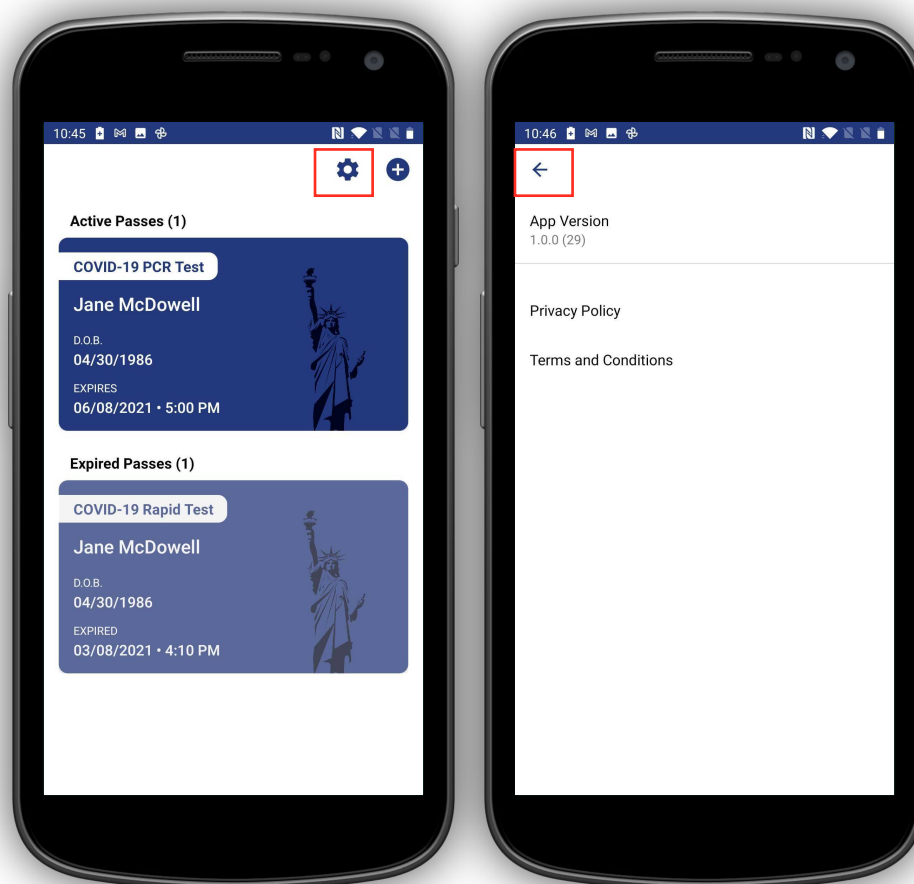




## 16. Remove Pass

16.1 On the Pass details view, tap “Remove Pass”.

16.2 You will be asked to confirm again by tapping “Remove”. Alternatively, if you do not want to remove the Pass, you can tap “Cancel”.

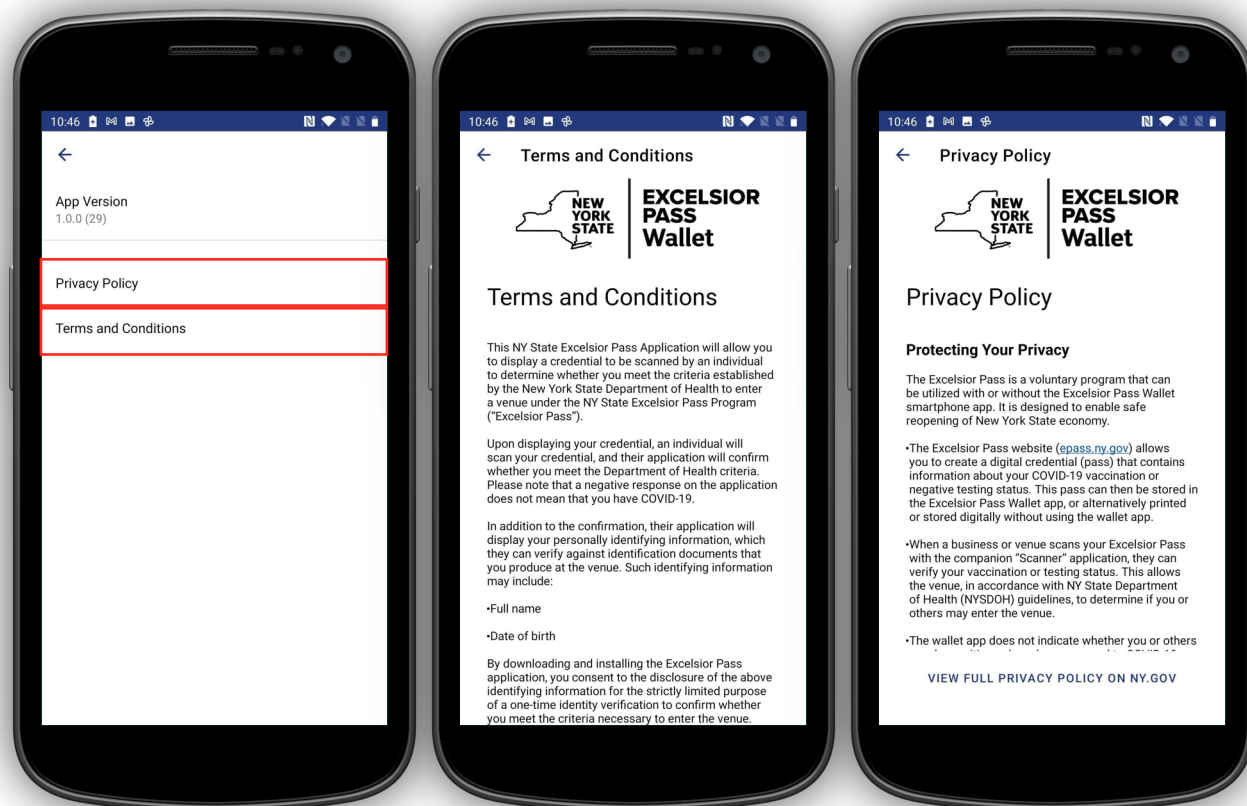


## 17. View Settings

17.1 To view additional information about this App, tap on the “Settings” icon.

17.2 On Settings, you will be able to see the current version of the app you have installed. In addition, you are able to review the Terms and Conditions as well as the Privacy Policy that were shown when the app was first installed.

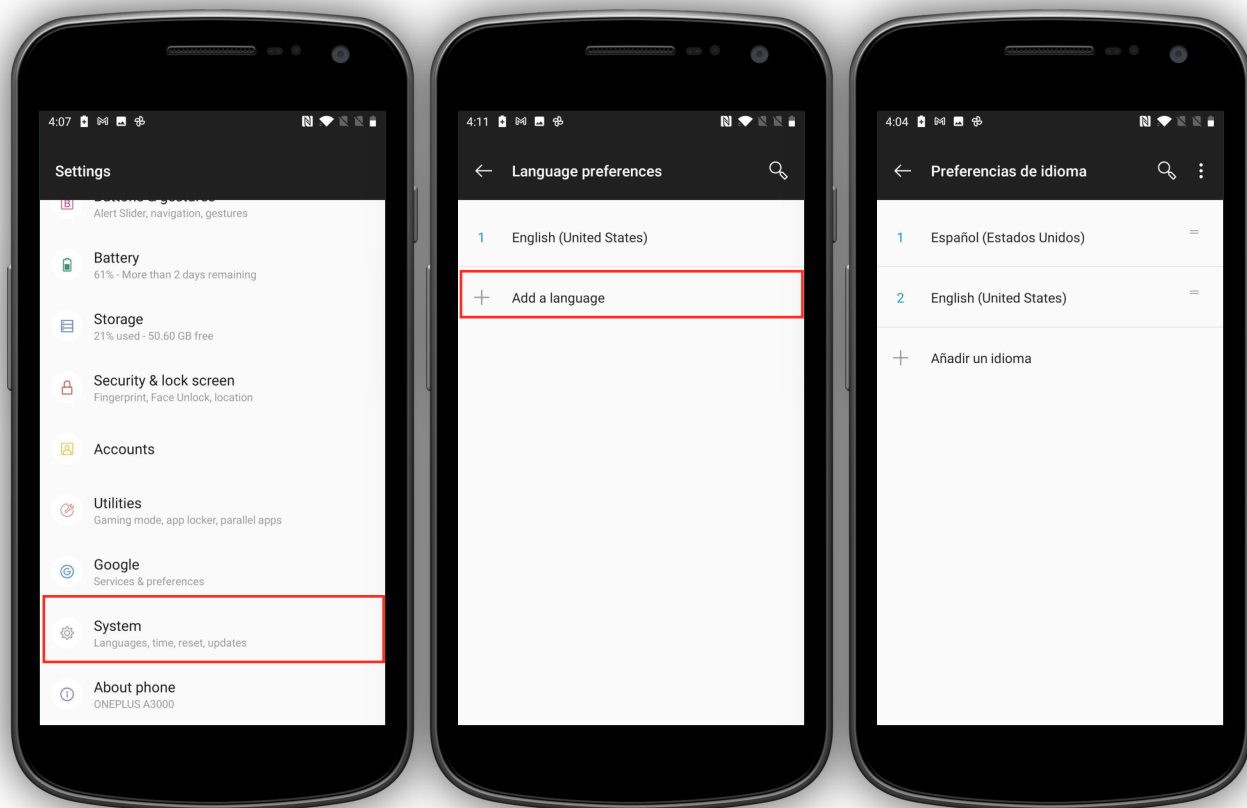
17.3 To dismiss Settings and return to the Wallet view, tap “Close”.



## 18. Review Terms and Conditions, and Privacy Policy

18.1 To review the Terms and Conditions again, tap on “Terms and Conditions”. Scroll through to read the entire Terms & Conditions. Tap the back button labeled “Settings” to return to the Settings view.

18.2 To review the Privacy Policy again, tap on “Privacy Policy”. Scroll through to read the entire Privacy Policy. To view the full Privacy Policy, tap the “View full Privacy Policy on NY.gov” link at the bottom of the screen, which will open the New York government website. Tap the back button labeled “Settings” to return to the Settings view.



## 19. Change Device Language

*If your phone is set to another language, then the language in the Pass Scanner app will automatically reflect your device's language setting . Otherwise, the app default is English and it supports Spanish, Russian, Bengali, Korean and Chinese.*

19.1 Open up the "Settings" icon on your device.

19.2 Tap "System".

19.3 Tap "Languages & input".

19.4 Tap "Languages".

19.5 Tap "Add a Language" and select your language preference from the list. Ensure that it is first on the list in language preferences.

19.6 Open the Pass Scanner app again. The app should now be in your preferred language.