

How to use the NYS Excelsior Pass Wallet App

iOS User Instructional Guide

This guide explains how you can take advantage of the Excelsior Pass Wallet (NYS Wallet) app. Follow the step-by-step instructions to understand the process in depth or use the table of contents to quickly skip to the section you need.

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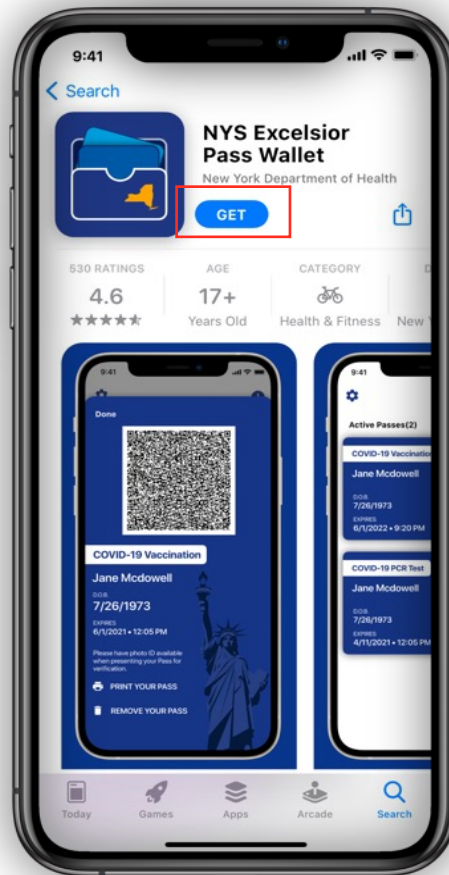
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NY Excelsior Pass Wallet Setup



1. Download NYS Excelsior Pass Wallet App

- 1.1 Navigate to the Apple App Store.
- 1.2 Enter "NYS Excelsior Pass Wallet" in the App Store search bar.
- 1.3 Tap "Get" to download the app.
- 1.4 Exit the App Store.

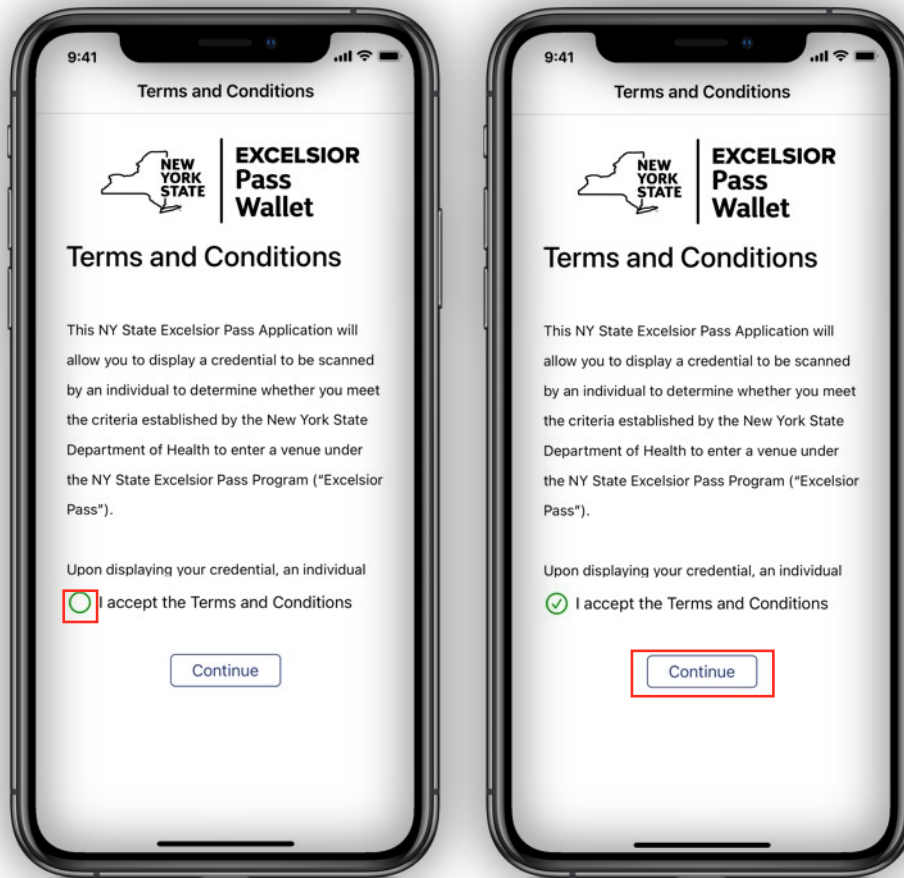
NY Excelsior Pass Wallet Setup



2. Launch App

2.1 To launch the app, tap the “NYS Wallet” app icon.

NY Excelsior Pass Wallet Setup



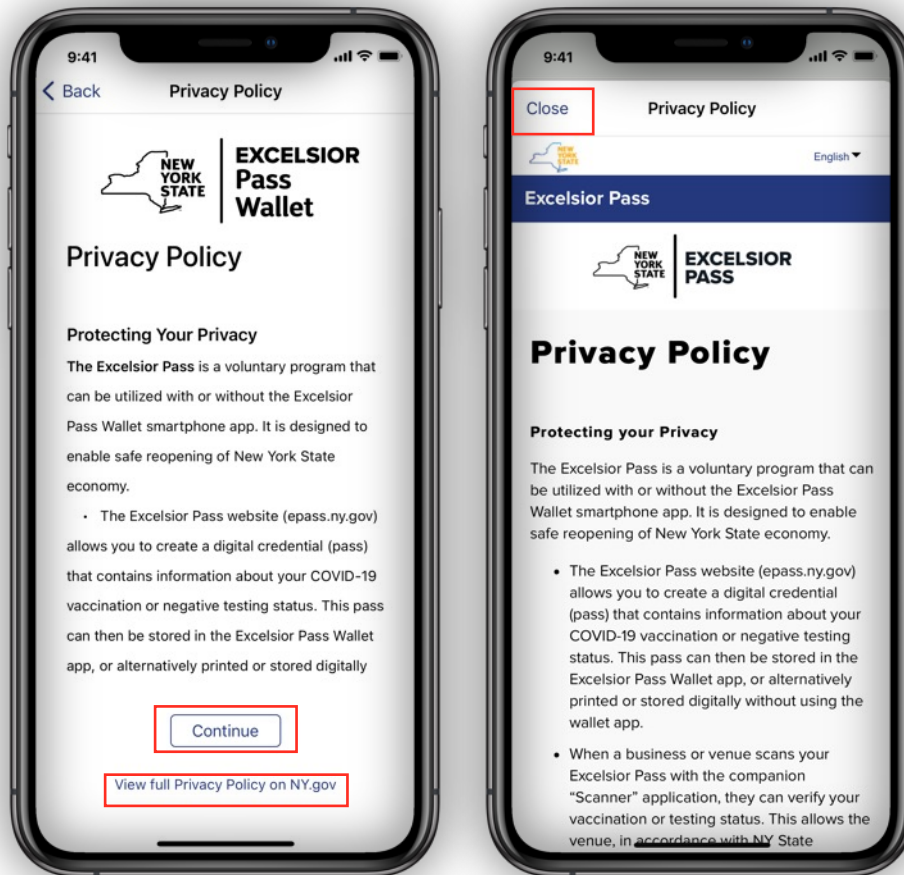
3. Read and Accept Terms and Conditions

3.1 After the app launches, you will be directed to the Terms and Conditions. Scroll through to read the entire Terms & Conditions. You must accept the Terms and Conditions to continue.

3.2 If you agree to the Terms and Conditions, tap the green circle. A checkmark will appear in the circle.

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

NY Excelsior Pass Wallet Setup



4. Read Privacy Policy

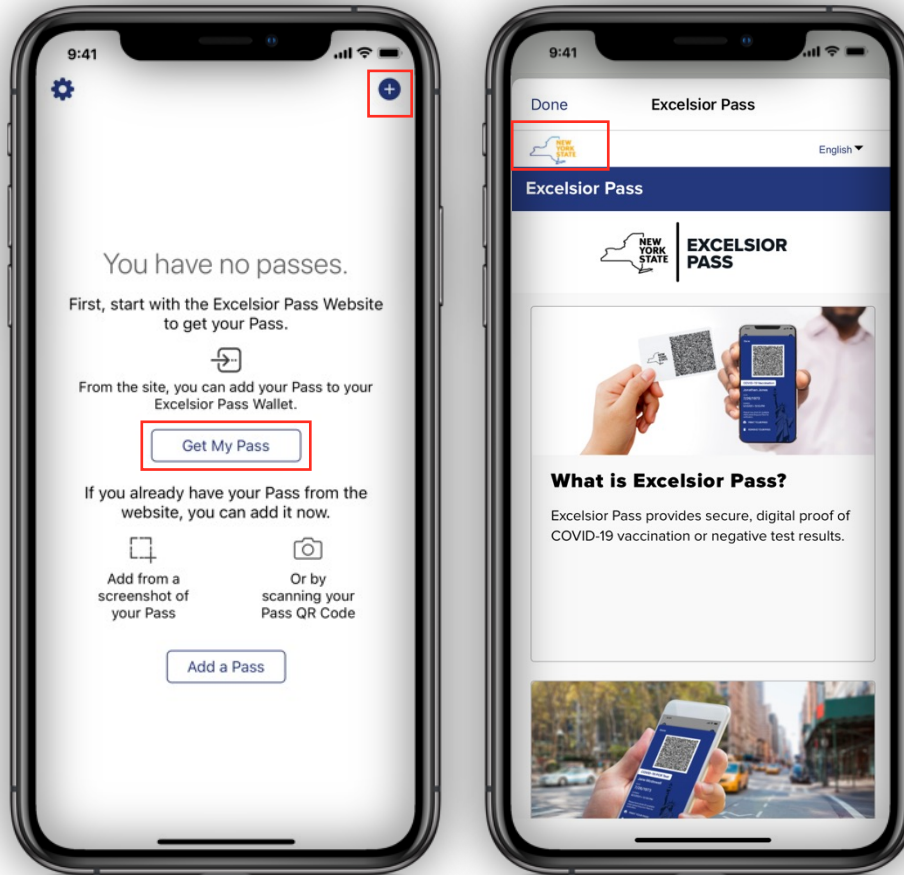
4.1 The following screen will display the Privacy Policy. Scroll through to read the Privacy Policy.

4.2 To read more about the Privacy Policy, tap the "View full Privacy Policy on NY.gov" link, which will open the website in your device's browser. You will then need to return to the NYS Wallet app to continue.

4.3 Return to the NYS Wallet by tapping the "back" button on your device.

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

Getting and Adding Passes

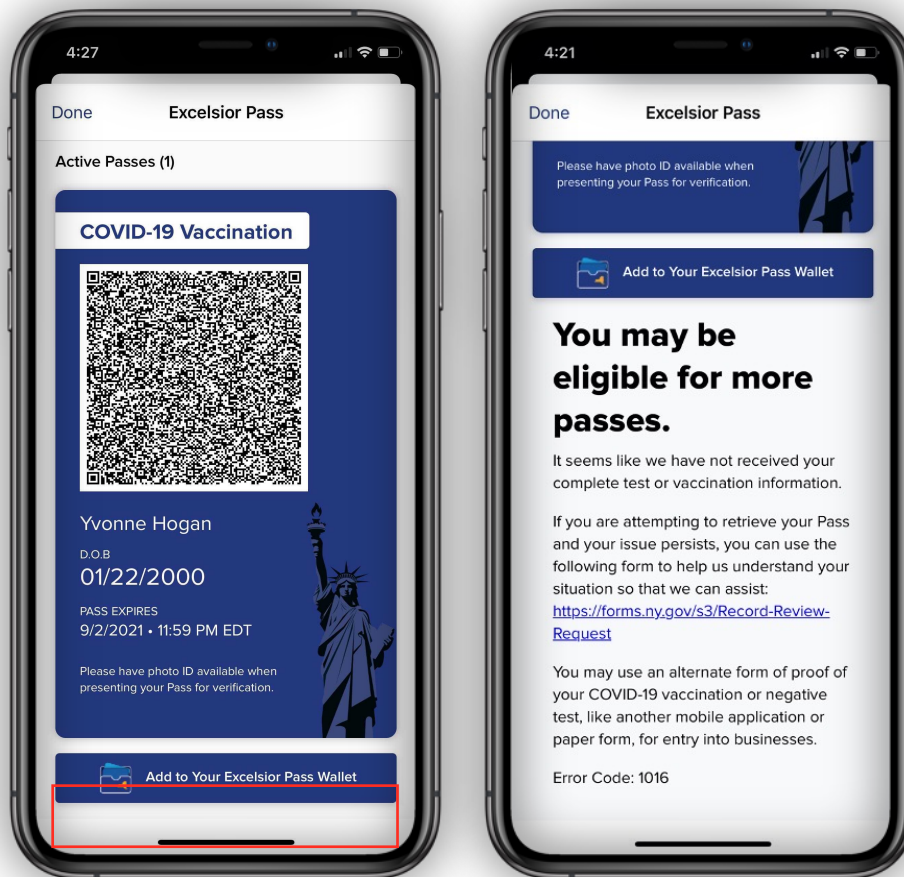


5. Get a Pass

5.1 To obtain a Pass, you must visit the Excelsior Pass website. To open the website from NYS Wallet, tap the app's "Get My Pass" button. Follow the "How to Use the New York State Excelsior Pass Website" User Guide for further instructions. Tap "Done" to exit the Get My Pass view at any time.

5.2 If you meet eligibility criteria (i.e., a negative PCR or antigen test result or COVID-19 vaccination completed in New York State), one or more Passes can be saved to your Wallet.

Getting and Adding Passes

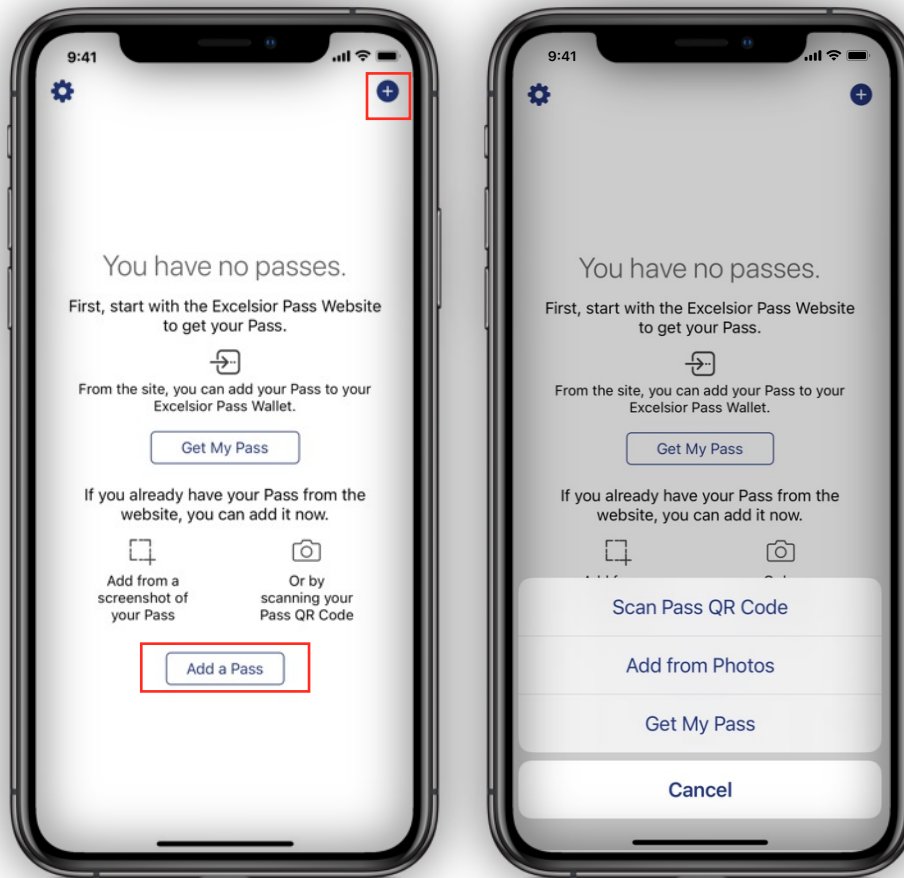


5. Get a Pass

5.3 It is possible you are eligible for multiple Passes, but only some are available. In that case, you can still choose to download the available Passes by tapping “Add to Your Excelsior Pass Wallet.”

5.4 If you already have a Pass, you can skip ahead to Section 6, which explains other ways to add Passes to your NYS Wallet app.

Getting and Adding Passes



6. Add Passes to NYS Wallet App

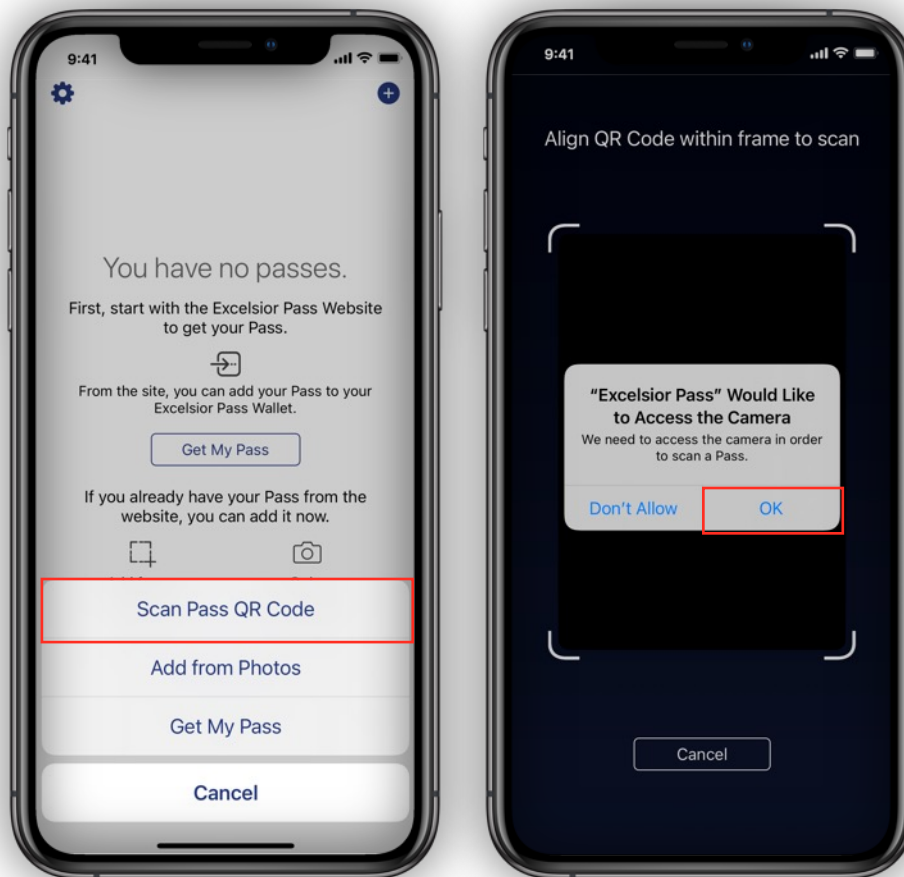
6.1 Once you have obtained a Pass using the Excelsior Pass website, you can add it to your NYS Wallet app.

6.2 To add your existing Pass to the NYS Wallet, open the app and either: Tap the “+” button or the “Add a Pass” button. Tapping on either button will show you the three ways 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

6.3 Tap “Cancel” to return to the back to the previous screen.

Getting and Adding Passes



7. Add Pass with “Scan Pass QR Code”

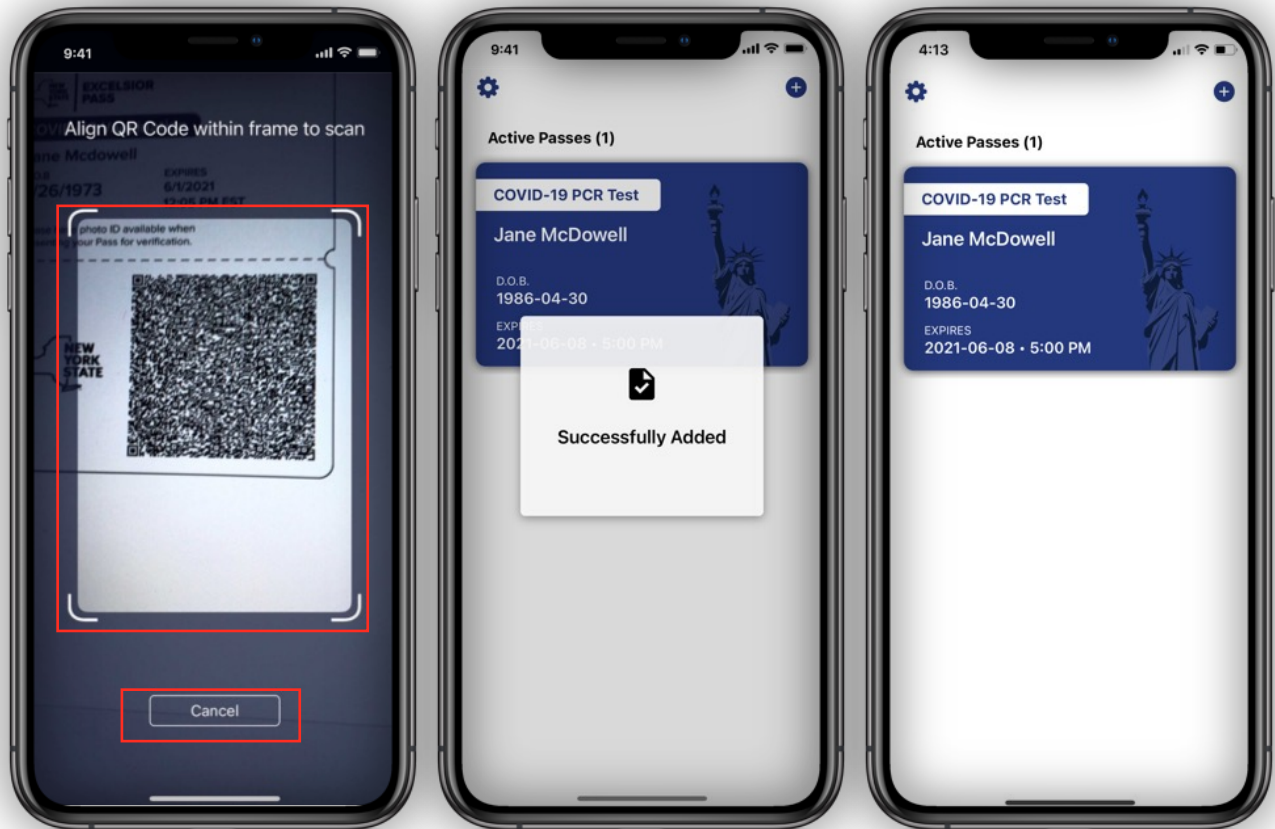
7.1 To add a Pass by scanning, tap “Scan Pass QR code.”

7.2 If this is the first time you have installed the Excelsior Pass Wallet App, you will see an alert appear on the screen, because the app requires your permission to access your device’s camera.

7.3 Tap “OK” on the alert so that you can use your camera to scan the Pass.

7.4 If you select “Don’t Allow,” the camera will be disabled.

Getting and Adding Passes



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

7.5 Tap “Allow Camera Access” if you would like to enable the camera to begin scanning. You will be directed to device settings for Excelsior Pass Wallet, and you can switch on the camera permission.

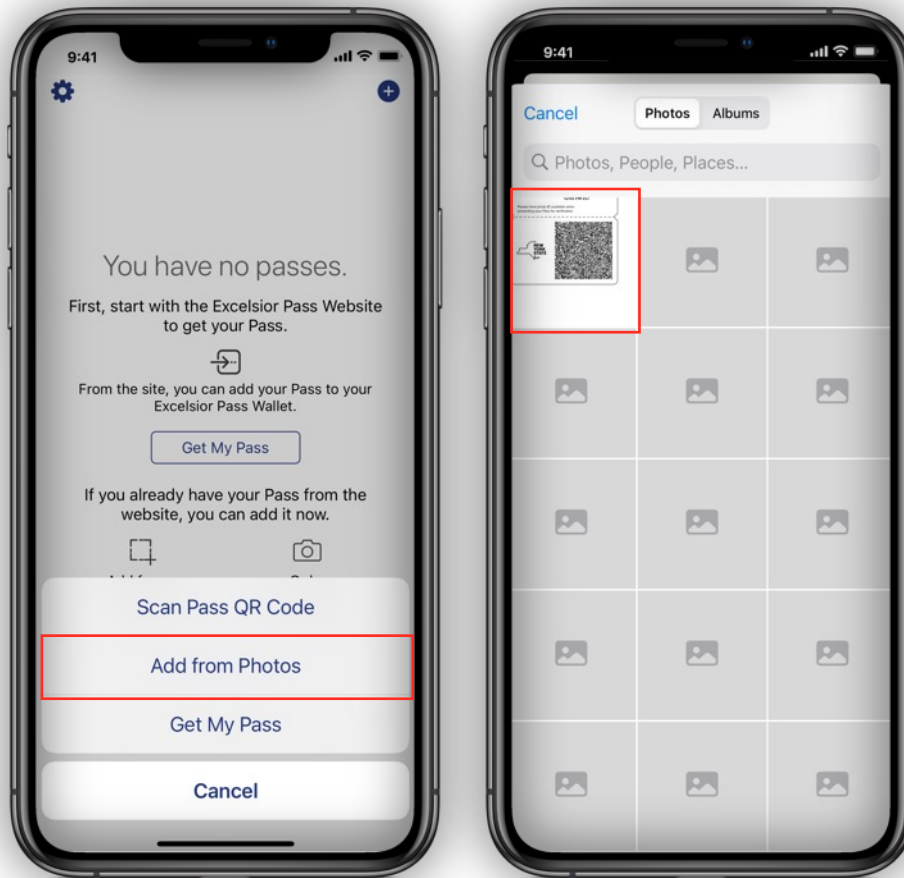
7.6 After permission is given, the camera should be active. If you would like to exit the camera screen, you can tap “Cancel” at any time.

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

7.8 If the Pass you’ve scanned is valid, the app will briefly display a “Successfully Added” message and the Pass will be added to your Wallet.

7.9 The QR code on a Pass may also register a status of Expired, Not Valid, or Not Valid. These situations will be covered in the following sections.

Getting and Adding Passes

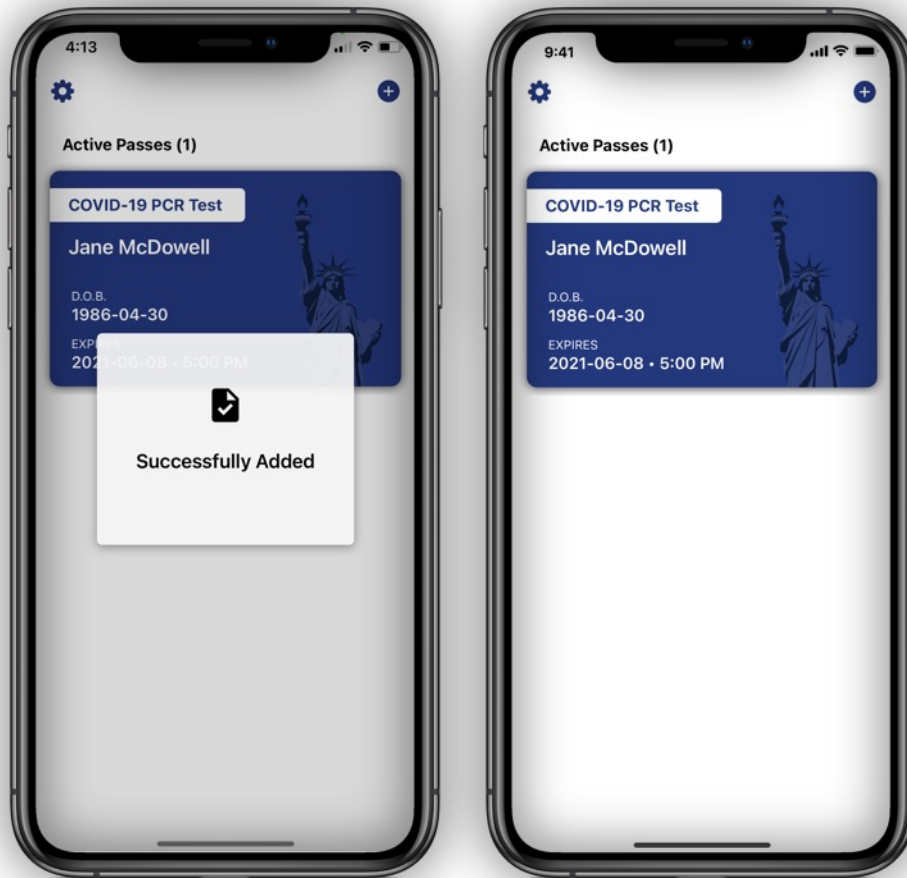


8. Add Pass with Add from Photos

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

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

Getting and Adding Passes



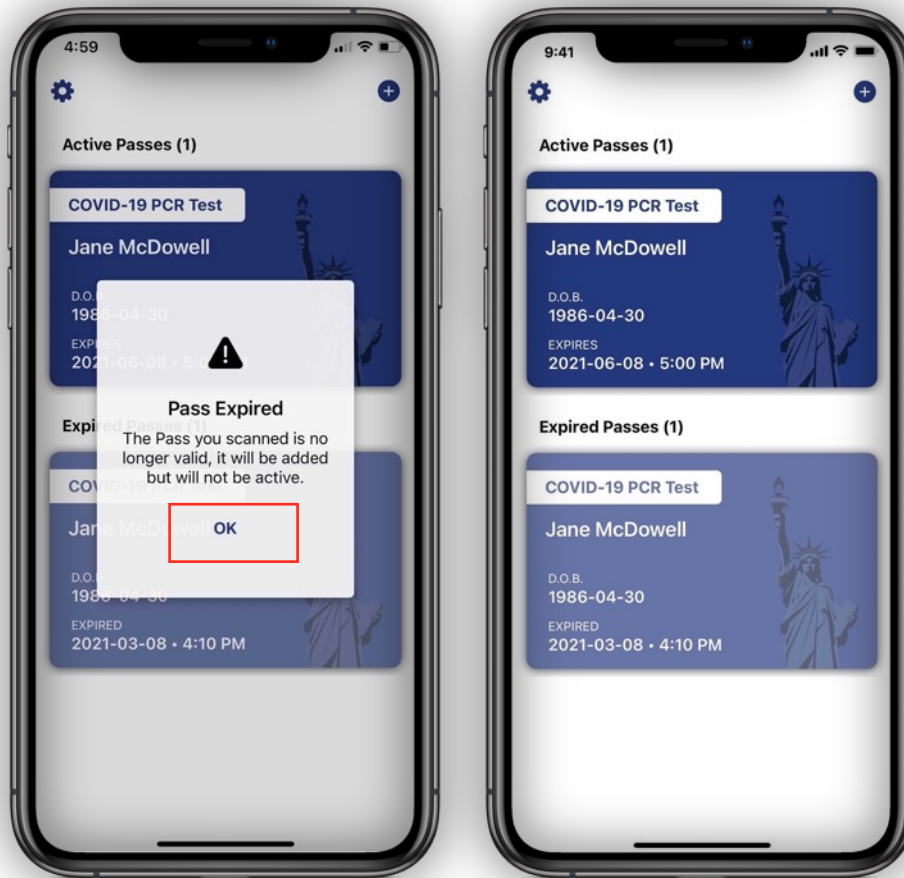
8. Add Pass with Add from Photos

8.3 If the Pass you've selected from Photos is valid, you will see a "Successfully Added" message, which will automatically dismiss. The Pass will then be 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 when the pass expires.

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

Troubleshooting Your Passes



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.

Troubleshooting Your Passes



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.”

Troubleshooting Your Passes



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.”

Troubleshooting Your Passes

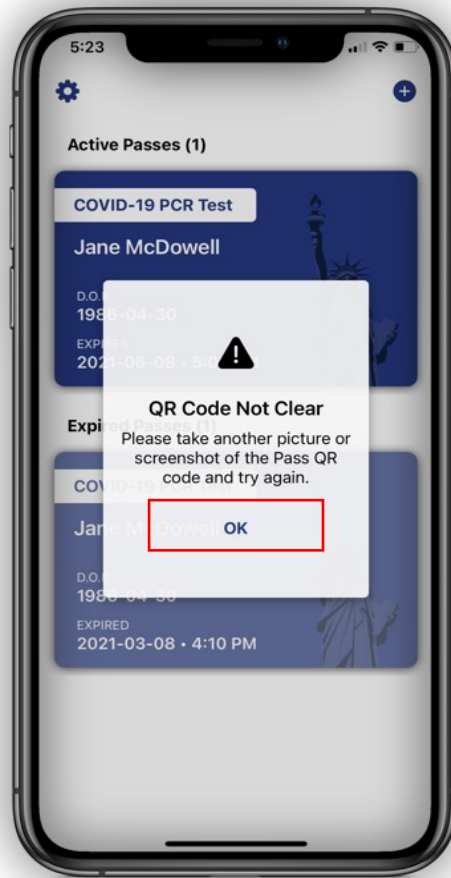


12. Add Other QR Codes

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.”

Troubleshooting Your Passes

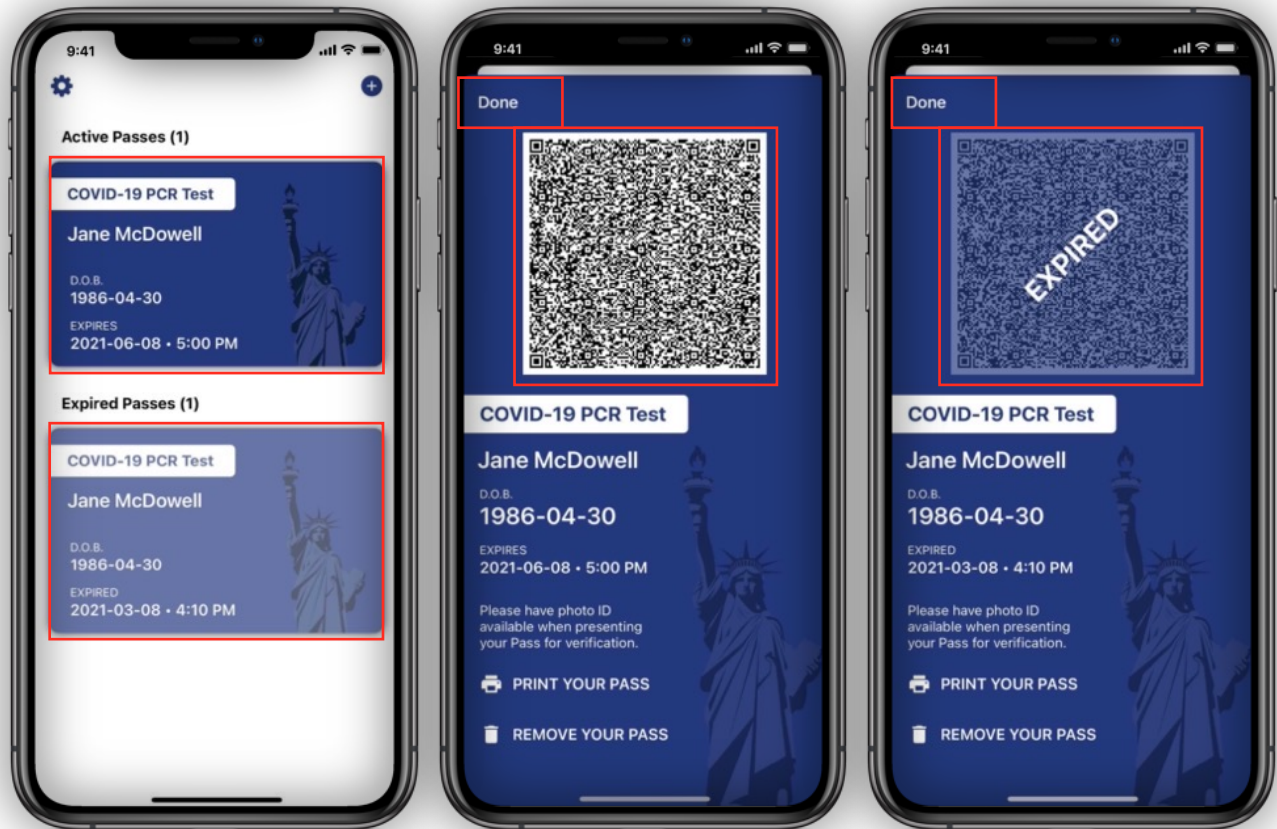


13. Add Unclear QR Codes from Photos

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 has been angled so that the app cannot recognize a QR code in the photo. Please take a clearer photo of your Pass and try again.

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

Wallet Tools and Resources



14. View a Pass

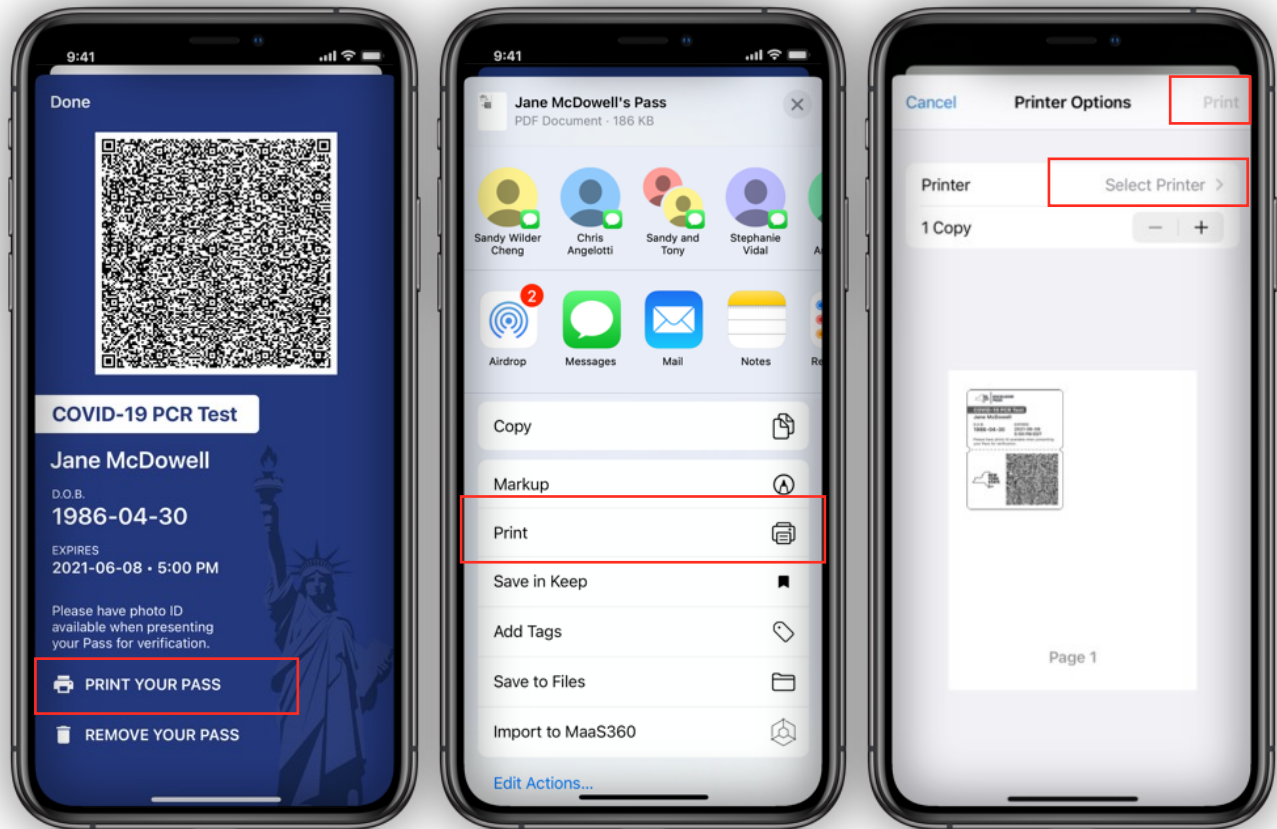
14.1 Tap any Pass you have added to your NYS Wallet to see your detailed testing or vaccine information, as well as the QR code.

14.2 If you have an Active Pass, you can present it document your testing or vaccine status. Open the detailed view of your Active Pass with the QR code ready to be scanned, as shown above.

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

14.4 To dismiss the Pass details view and return to the Wallet view, tap “Done.”

Wallet Tools and Resources



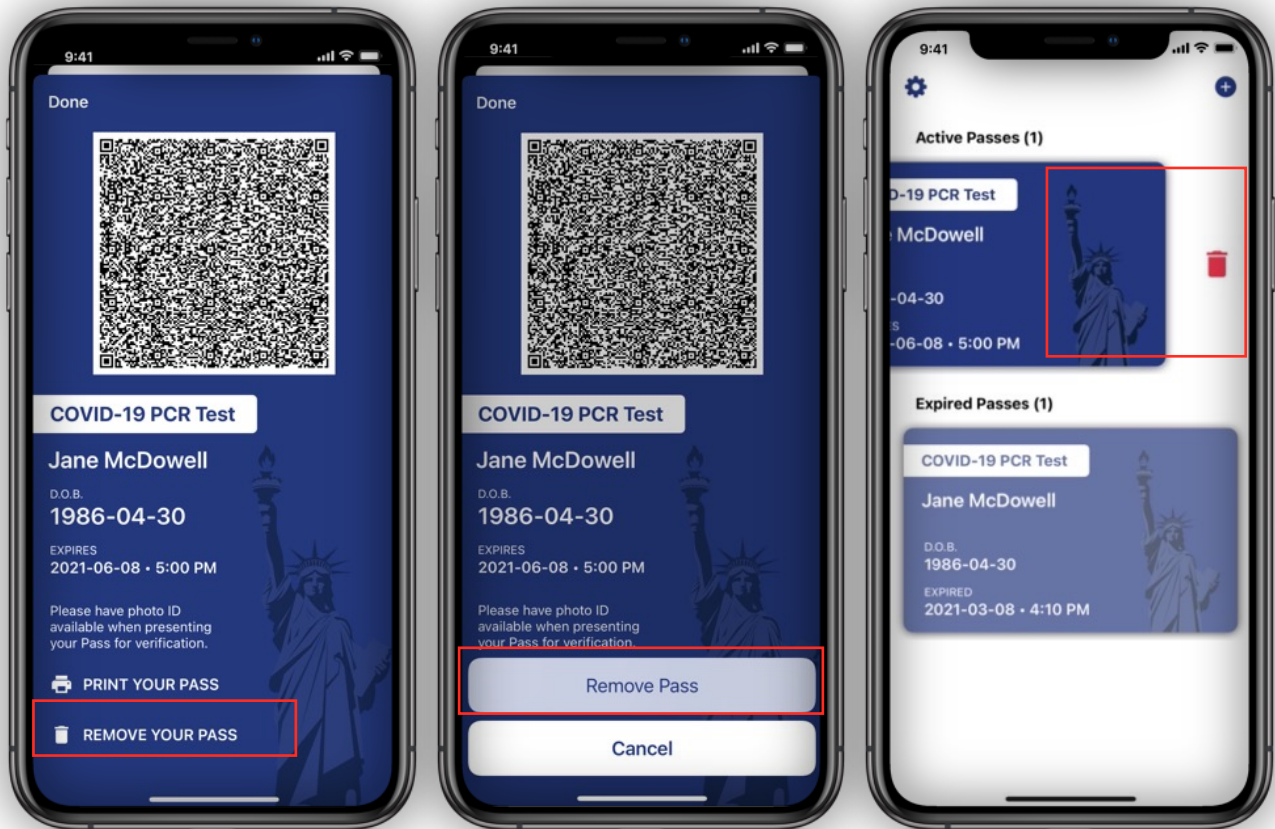
15. Print a Pass

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

15.2 iOS Share Sheet will display document options. Tap “Print.”

15.3 iOS Print Options will display printer options. Select your printer and tap “Print.”

Wallet Tools and Resources



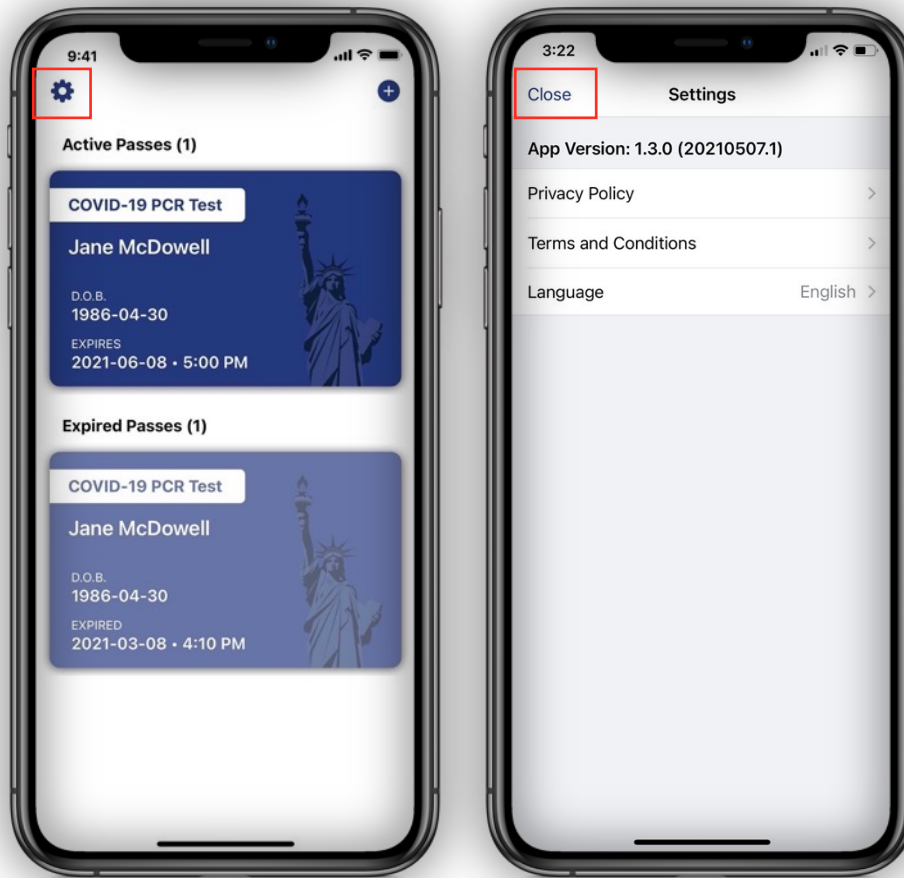
16. Remove a Pass

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

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

16.3 Alternatively, you can also remove your Pass from the screen displaying multiple Passes. Touch the Pass you wish to remove, swipe left, and tap the delete icon when it appears.

Wallet Tools and Resources



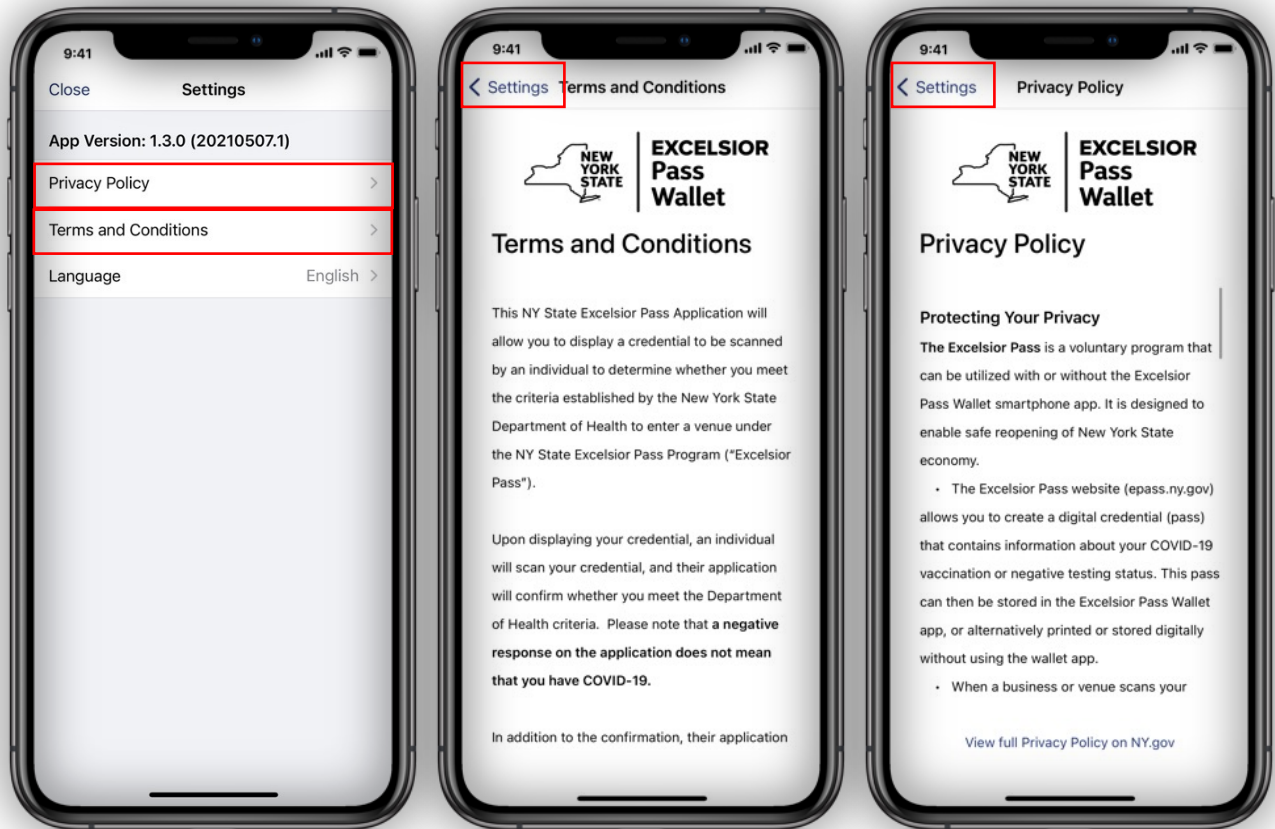
17. View Settings

17.1 To learn more about this app, tap the “Settings” icon.

17.2 In Settings, you can see your current installed version of the NYS Wallet app. In addition, you can review the Terms and Conditions as well as the Privacy Policy that displayed as you installed the app.

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

Wallet Tools and Resources



18. Review Terms and Conditions, and Privacy Policy

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

18.2 To review the Privacy Policy again, tap “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, which will open the New York government website in an embedded view on the app. Tap the back button labeled “Settings” to return to the Settings view.

Wallet Tools and Resources



19. Change Device Language to Spanish

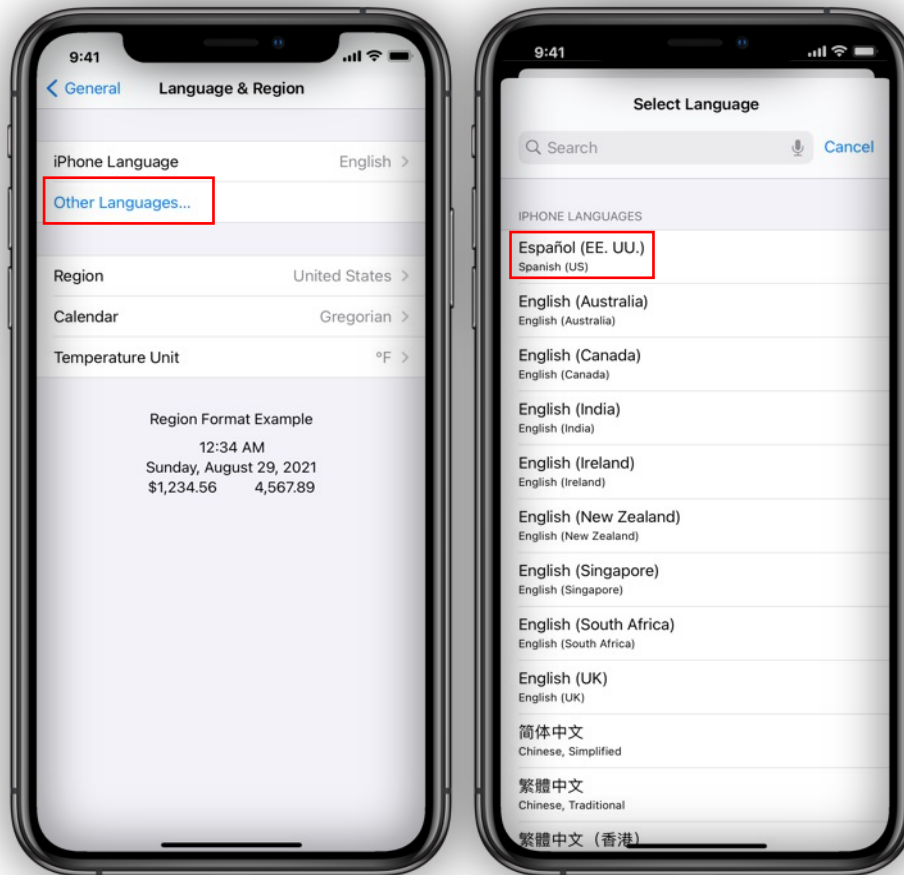
Follow these steps to change the language of the NY State Pass Wallet app to Spanish. This will not impact the rest of your device and is not necessary if your device has already been set up with Spanish as the primary language.

19.1 Tap your device's "Settings" icon to open settings.

19.2 Tap "General."

19.3 Tap "Language & Region."

Wallet Tools and Resources

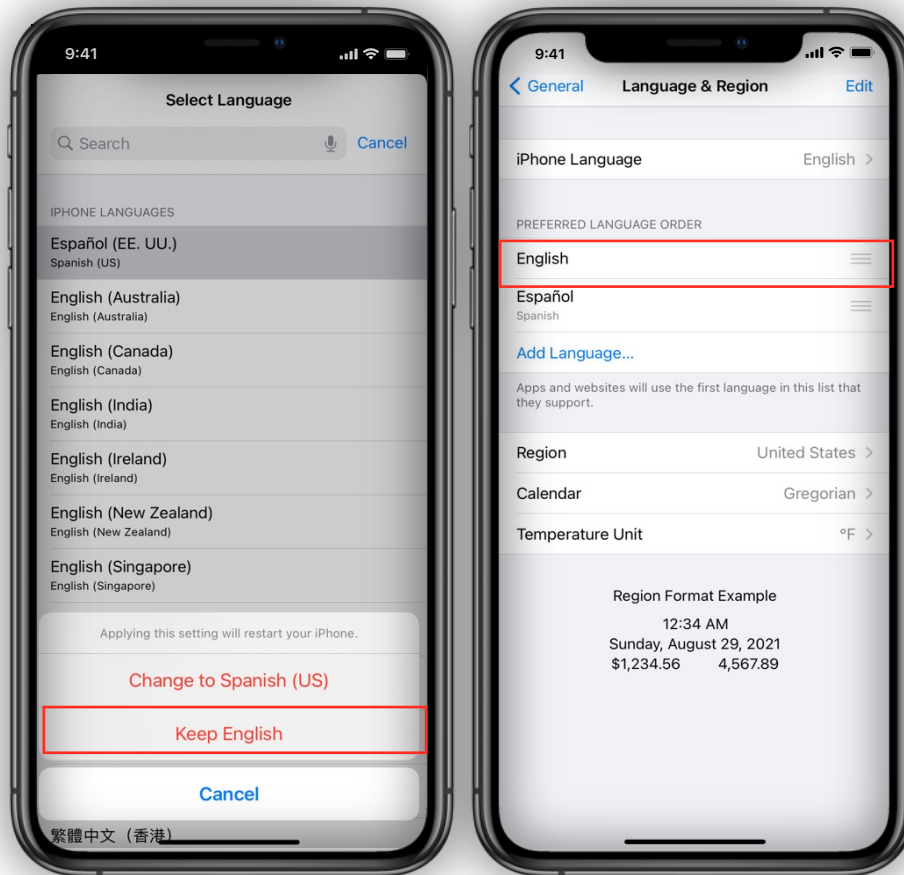


19. Change Device Language to Spanish

19.4 Tap "Other Languages."

19.5 Select "Español (EE. UU.)" from the list of languages.

Wallet Tools and Resources

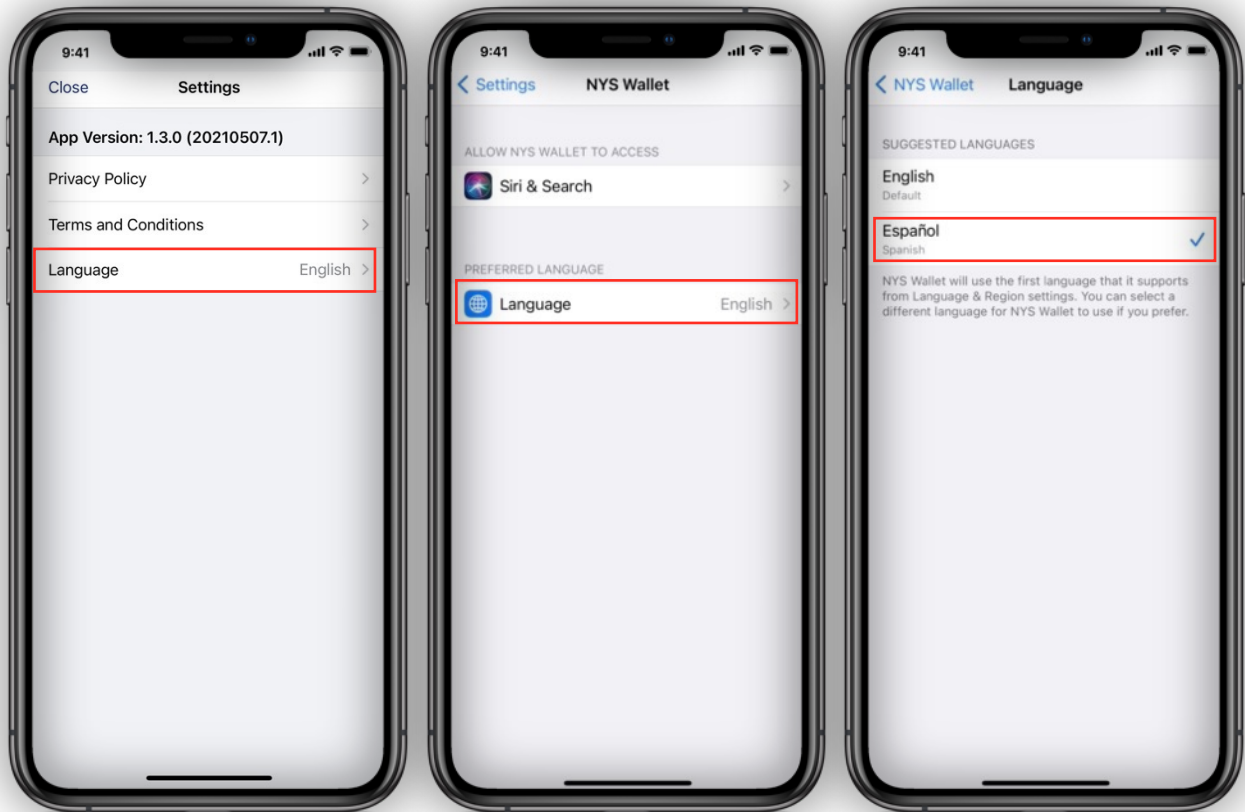


19. Change Device Language to Spanish

19.6 On the next menu that appears, select "Keep English" so that only the language of the app changes.

19.7 Note that "Español" now appears under "Preferred Language Order."

Wallet Tools and Resources



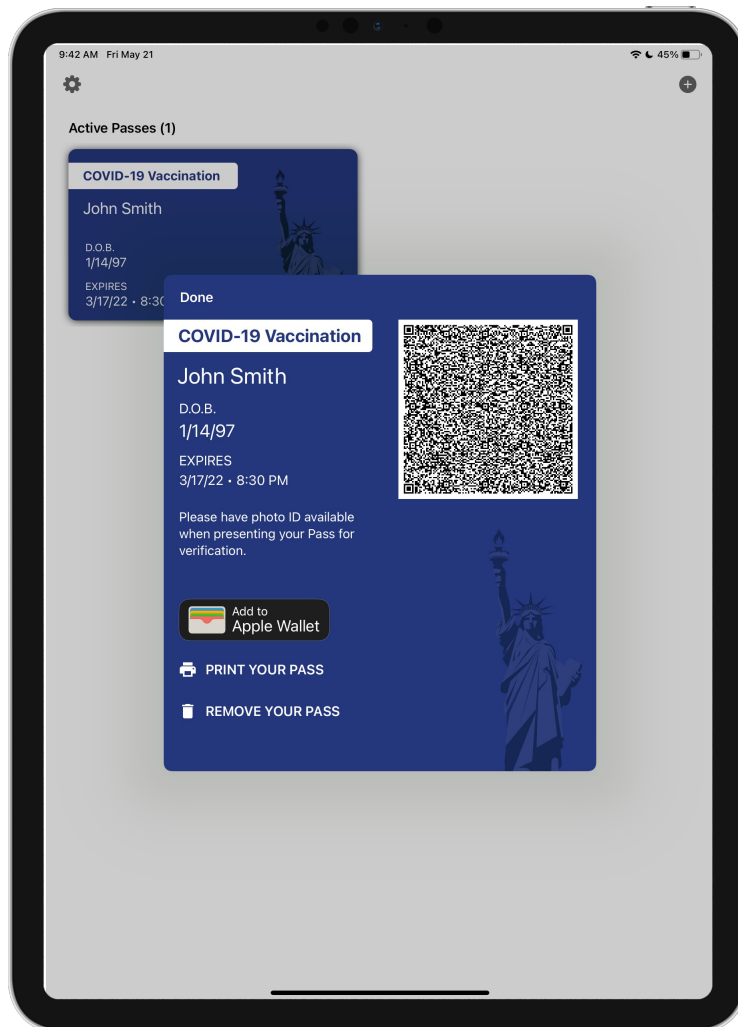
20. Change NYS Excelsior Pass Wallet App to Spanish

20.1 Tap the NYS Wallet app's Settings icon.

20.2 Tap "Language." You will be directed to the device's Settings app.

20.3 You will see the current Language is not set as Spanish. Tap "Language" and select "Español" from the provided list of "Suggested Languages."

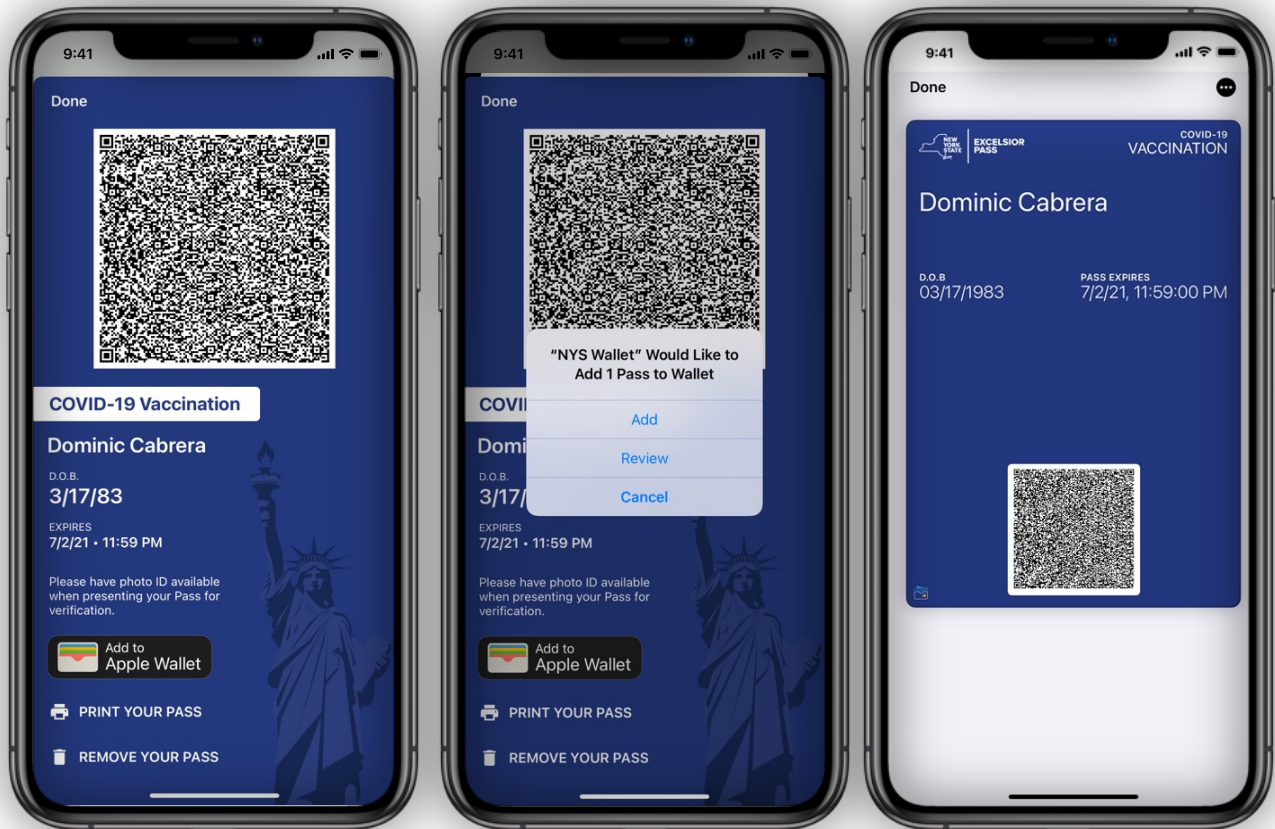
Wallet Tools and Resources



21. iPad Support

21.1 NYS Excelsior Pass Wallet App is also available on the iPad.

Adding Pass to Apple Wallet



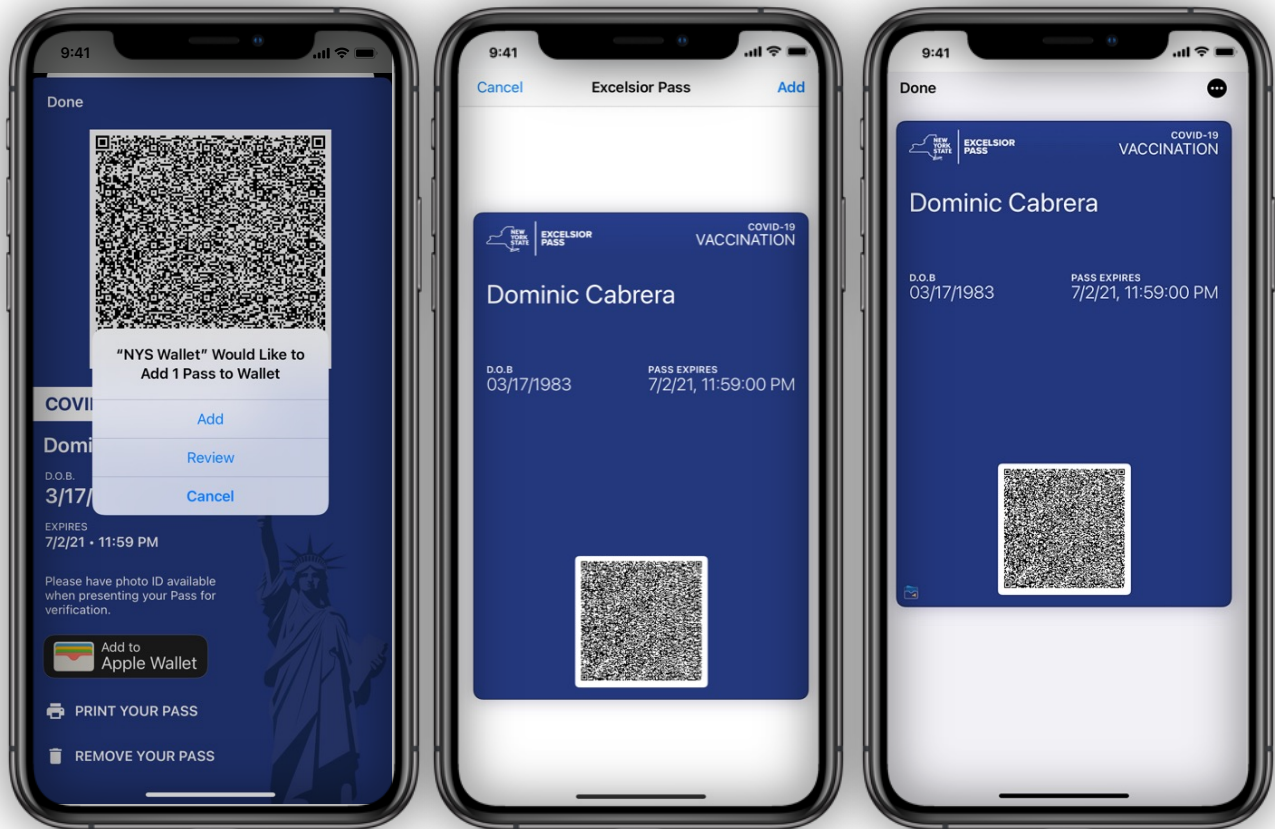
22. Add Directly to the Apple Wallet

22.1 From the View your NYS Excelsior Pass screen, tap the “Add to Apple Wallet” Icon button.

22.2 An alert will display with the options “Add”, “Review”, and “Cancel.” Select “Cancel” to dismiss the alert.

22.3 Select the “Add” option by tapping on it. Your NYS Excelsior Pass will now be accessible to display inside the Apple Wallet App.

Adding Pass to Apple Wallet



23. Add Through the Review Option

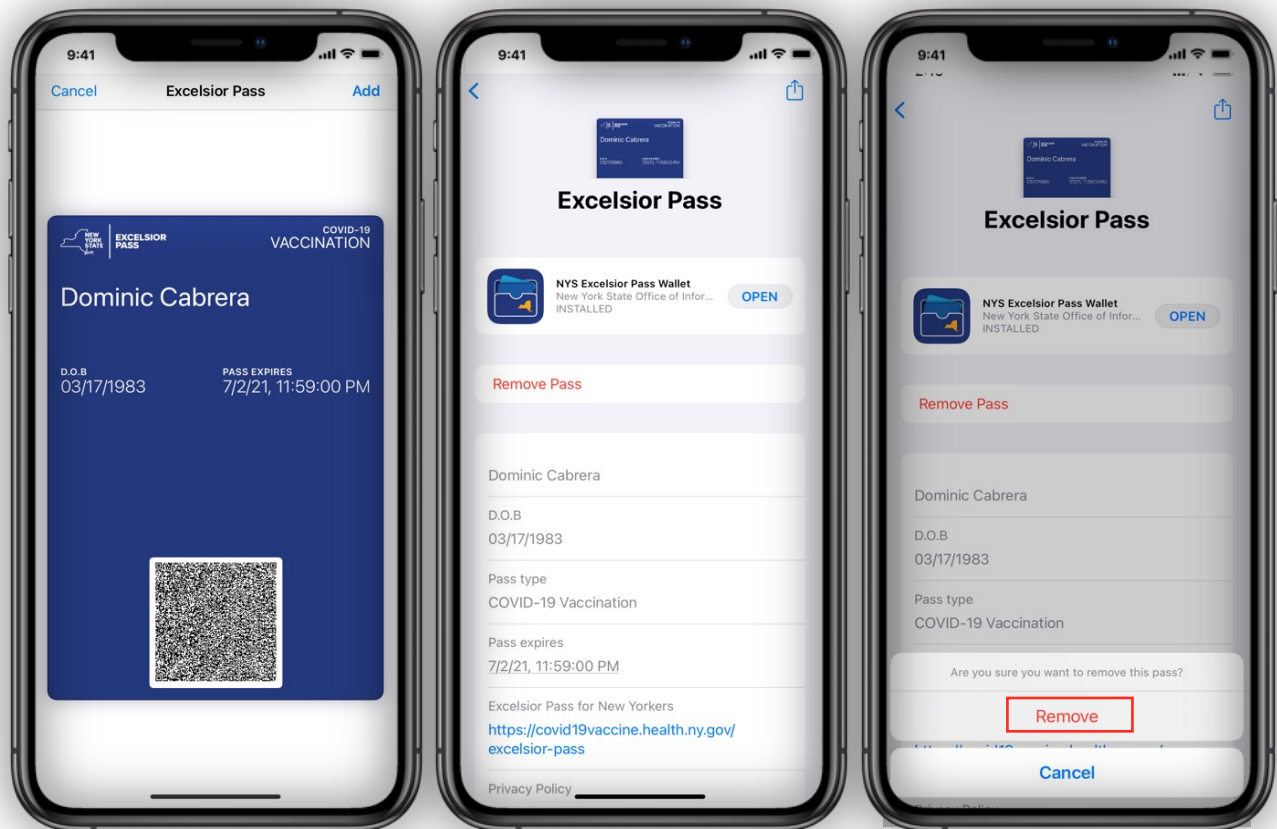
23.1 From the View your NYS Excelsior Pass screen, tap the “Add to Apple Wallet” Icon button.

23.2 An alert will appear with the options “Add”, “Review”, and “Cancel.” Select the “Review” option by tapping on it.

23.3 The NYS Excelsior App will display a preview of your Pass before adding it to the Apple Wallet. Select “Add” in the top right corner of your device to confirm.

23.4 Your NYS Excelsior Pass will now be accessible to display inside the Apple Wallet App.

Adding Pass to Apple Wallet



24. View and Delete Pass from Apple Wallet

24.1 While Viewing your NYS Excelsior Pass from Apple Wallet, tap the Pass to select it.

24.2 On the top right, tap the “...” (three dots) button to view Pass options and details.

24.3 Apple Wallet will display the Pass details. Tapping on the “Open” button will open your NY Excelsior Pass Wallet App.

24.4 Tap the “Remove Pass” option to delete the Pass from your Apple Wallet only. The device will prompt you to confirm. Tap “Remove” on the bottom of the screen to confirm the removal of the Pass.