Clinique NA iPad Reference Guide

Welcome to your iPad problem-solving reference guide.



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Clinique Clinical Reality



CCR Quick Solutions

Check out these quick solutions created from your frequently asked questions!





Not Seeing New Products

If you are missing new products listed on your CR App after a recent deployment, **be sure you are connected to Wi-Fi** and allow for the update to automatically push through. Please reference <u>Wi-Fi</u> <u>Best Practices</u> for more information.



Error Message

If you are experiencing an error message when trying to open your CR App, please follow the <u>Delete & Reinstall</u> <u>Clinique Clinical</u> <u>Reality</u> instructions.



Blurry Image

If you are experiencing a blurry image when trying to scan on your CR App, please follow the <u>Delete & Reinstall</u> <u>Clinique Clinical</u> <u>Reality</u> instructions.





Need More Help?

Tech Support: (877) 354-3375 usrthelp@estee.com

Have more questions?

NAiPadSupport@clinique.com





CCR Splash Page

For clients looking for a No-Touch Experience.





Step 1

For clients looking for a **No-Touch Experience**, please open the CR Splash on the iPad home screen



Step 2

Once open, have the client open the camera on their phone and hover over the code



Step 3

Clients will tap on **Open "cliniqueclinicalreality.com"** in Safari box that will appear at the top of their screen



Step 4

It will then prompt the client to select their language





Step 5

Client will make choice of Clinique Clinical Reality or Foundation Match and tap **"Get Started"**



Step 6

Under Clinique Clinical Reality, client will again click, **"Get** Started"





Client will tap, "Allow" for access to their camera



Step 8

Client will tap, "**Got it"** for photo tips



Step 9

Client will tap, **"Ok"** to access privacy policy



Step 10

The **attract loop** will appear, client will **line up their face** in the loop, then proceed as normal for CCR

Confirm CCR App Update

How to confirm your Clinique Clinical Reality App is up-to-date.





Launch

Launch the **"CR** (prod)" app



Hamburger Menu

On the Live Camera attract loop screen, tap on the upper left menu bar, also known as 'Hamburger Menu'





Tap 5 times on the bottom left secret touch area



Enter Password

It will then ask you to enter the supervisor password. Please enter, "**admin**"



Confirm Version

The Admin Settings screen will appear, please confirm the App version says **6.0.1267**





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Have more questions?

NAiPadSupport@clinique.com





Install CCR



How to install Clinique Clinical Reality 6.0.1267 via Hub App.



Step 1 Tap on the HUB app

(blue and white icon)



Step 2 Tap "Apps"













Step 5

Go to Home Page and wait for installation to complete

CLINIQUE Clinical Reality"	Step
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Step 6 Open CR (Prod) App and "Allow" Camera/Location

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Step 7

Enter terminal ID to download Please use the 6-digit EL Asset tag # located on the red sticker on each iPad. (EL######)





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Install CCR

Having trouble downloading Clinique Clinical Reality 6.0.1267 from the Hub App? Follow these steps to download via the web browser.





Step 1

Connect the iPad to the internet



Step 2

Go to iPad Home screen, open Safari browser and enter the following URL in the search bar:

"http://apps.cliniquecomputer.com"





Enter Password: store1234



Step 4

In the CMS Prod App Manager site, tap and install for **CR (Prod) 6.0.1267**





Step 1

Tap on the **HUB app** (blue and white icon)



Step 2 Tap "Apps"













Step 5

Go to iPad Home screen and wait for the app installation to complete

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Step 6 Open CR (Prod) App and allow Camera/Location access.

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Step 7

Enter terminal ID to download Please use the 6-digit EL Asset tag # located on the red sticker on each iPad. (EL######)





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Have more questions?

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Delete & Reinstall CCR

This quick fix will often solve whatever bug you're encountering with Clinique Clinical Reality.





Step 1

Go into settings, under General on the right side, tap **iPad storage**

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Privacy		
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Step 2

Find "CR (Prod)" and tap on the icon





Step 4

Return back to the iPad home screen



Step 5 Tap on the HUB app (blue and white icon)



Step 6 Tap "Apps"





Step 7 Tap "CR (Prod)"

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Step 8

Tap "Reinstall"

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Step 9

Go to Home Page and wait for installation to complete



Step 10

Open CR (Prod) App and "Allow" Camera/Location access



Step 11

Enter terminal ID to download

Please use the **6-digit EL** Asset tag # located on the red sticker on each iPad. (EL######)



iPad Connectivity



Auto-Join Wi-Fi

Connect automatically to your store's specific Wi-Fi once and the iPad will continue to reconnect when necessary.





Step 1

Go to **'Wi-Fi'** under **Settings**

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Settings	Wi-Fi	
This iPad is supervised and managed by Estee Lauder Companies. Learn more		
about device supervision	Wi-Fi	
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Display & Brightness		
Home Screen & Dock	Ask to Join Networks	Notify >
(i) Accessibility	Known networks will be joined automatical are available, you will be notified of availab	ly. If no known networks le networks.
Apple Pencil	Auto, Isia Material	Auto Inc. Inc. 1
Battery	Allow this device to automatically discover	nearby personal hotspots
Privacy	when no Wi-Fi network is available.	
-		

Step 2

Tap the '**info icon'** next to the Wi-Fi you would like to join



Step 3 Toggle "Auto-Join" so that it is green

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Have more questions?

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Wi-Fi Best Practices

Try these best practices to ensure the best use of your Wi-Fi.



Wi-Fi Best Practices



Initial Connection

Confirm Wi-Fi connection by going to **Settings** then **'Wi-Fi'**

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	Cummins_Service	▲ + ()
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C Do Not Disturb	Bully WSE	
Screen Time	VENTY	
Council	ADDIT	
Control Canter	xinitywn	+0
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Home Screen & Dock	Ask to Join Networks	Notify >
Accessibility	Known networks will be joined automatica are available, you will be notified of available	lly. If no known networks ble networks
Apple Pencil		
Battery	Auto-Join Hotspot Allow this device to automatically discover	Ask to Join >
Privacy	when no Wi-Filnetwork is available.	
	•	

Auto Join Wi-Fi

Setup **'Auto-Join'** for Wi-Fi to have your iPad **turn on and automatically connect** to your door's specific Wi-Fi



Poor Connection

If your store has poor Wi-Fi connectivity and there is a scheduled update, **take a quick trip to Starbucks or Apple Store** to connect to Wi-Fi until download is complete





Need More Help?

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Have more questions?

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Content Locker

Files will automatically be pushed to each iPad via Content Locker. iPads will need to be connected to Wi-Fi to have the files download into the app. Once the files are downloaded they will always be available offline for the Consultants to use.



Content Locker



Step 1

Click Content Locker icon.



Step 2

Click **"ELC Retail Content Locker"** to open the folder where we store files.



Step 3

Click "Clinique Education" folder



Step 4

Here you will find **all files pushed to the iPad** such as, the Activation Cards for the season.





Need More Help?

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Have more questions?

NAiPadSupport@clinique.com





Login Credentials

Find all login credentials for any application.



Login Credentials





Click here to access Clinique Clinical Reality Remote Management Usernames by Door





Need More Help?

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Have more questions?

NAiPadSupport@clinique.com





General iPad Settings



Factory Reset

Quick Reference Guide for a full factory reset on the iPads.



Update & Confirm



Step 1

Confirm Wi-Fi connection by going to **Settings** then **'Wi-Fi'.**

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Step 2

Make sure you are updated to latest Apple IOS version by accessing Settings > General > Software Update.



Step 3

iPad needs to be plugged in and charged at 100% to undergo update.

Air Watch Migration



Step 1

Go to Settings > General > Scroll down until you see Reset on the bottom of the menu >Tap "Reset"



Step 2

Select the **"Erase all Content"** and Settings option, when prompted, tap 'Erase iPad'



Step 3

The device will prompt again with a notification saying "Erase iPad: Are you sure you want to continue? All media, data, and settings will be erased. This cannot be undone." **Select "Erase".**



Step 4

The iPad will shut off and begin to reboot. The Apple symbol will appear on the screen for several minutes. Once finished, the welcome screen will appear, and will proceed with a new device enrollment.

N/ CL/N

Re-enroll iPad



Step 1

iPad will turn on automatically. Press Home to open, Select language, select your Country or Region, choose a Wi-Fi Network and manually connect.



Step 2

"Estee Lauder Companies" will automatically configure the iPad. Select "Next" to continue.



Step 3

Enter the Active username & password

supplied by the Field Executive or IT team and select "Next" to continue.

40

Example: Please use the 6-digit # assigned to each door highlighted in green. USERNAME: XXXXXCON PASSWORD: Summer2021!



Step 4

No further action is necessary as screen will automatically advance after a few seconds.



Step 5

Select "Enable Location Services".

@

Click here to access Clinique Clinical Reality Remote Management Usernames by Door

INIQUE ,

Re-enroll iPad



Step 6

The Clinique apps will begin to download. It will take anywhere from a few seconds to a few minutes for all the apps to download completely.



Step 7

When the new suite of apps are downloaded be sure to click on the Hub App. Tap **"Always Allow" to** access your location. Tap **"Don't** Allow" Bluetooth access.



Step 8

Tap "I understand" Data sharing/Privacy at the bottom of the screen after reading through the privacy policy. Tap "I Agree" to collecting data usage to better improve the App.



Step 9

Tap **"I Agree"** to collecting data usage to better improve the App.



Essential Information



Wi-Fi

Always keep iPad connected to Wi-Fi.



Charged

Always keep iPad plugged in to outlet.



Updates

Go to Settings > General > tap "Software Update" to turn automatic updates on.



Display

Go to Settings > "Display and Brightness" to **make sure iPads brightness is all the way up.**



CR Product App 6.0



Step 1

Tap on the CR (prod) App.



Step 2

You must **enable Camera access** as "Ok". You must **enable Location access** as 'Allow While Using' on iOS 14.6 version. On iOS 14 version, enable it as 'Allow'.



Step 3

Enter the Terminal ID.

Use EL Asset tag assigned to each iPad in place of highlighted green: Terminal ID: ELXXXXXX Note: this will take a few moments to load



Step 4

Clinique Clinical Reality is now **ready to be used**! To exit press the iPad's home button.



Launch SMS



Step 1

For Business App "YouCam 4B" from the iPad Home screen.



Step 2

Enter the Account name: Clinique Enter the Password: 26954_KJPZ



Step 3

Select Language. Tap "Allow While Using App" to enable your location. Tap "Ok" to continue to use your location.



Step 4

Next **select your door name**, tap on the radio button and tap continue. You can also **look up your door name in the search bar** on the top of the screen.



Launch the Wrapper App



Step 1

Exit Shade Match Science by tapping the Home button. Launch the Wrapper App from the iPad Home Screen.

CLINIQUE Clinical Reality*
Hello!
Process related a language Explosition courses
Gel Started
•

Step 2

Tap "Allow" for **camera access**. Tap "Allow" for **location access**. On the Wrapper App Home screen **select your preferred language** then tap "Get Started".



Step 3

Here you can change the language if needed on the top right corner.

Tap **"Start"** to go to next screen and launch Clinique Clinical Reality or Shade Match Science.



Step 4

Tap the "+" symbol next to Concern. Then tap "Get Started" to access Clinique Clinical Reality. Tap the "+" symbol next to Shade. Then tap Get Started to access Shade Match Science. **Please note, this screen will timeout after 3 min.** After 30 seconds the Wrapper App will return to the Attract Loop.



Return to Wrapper



CR To return to the Wrapper App from Clinique Clinical

Reality, tap "Exit"

Menu.

from the Hamburger



SMS To return to the wrapper App from Shade Match Science, tap the top left corner arrow on the attract loop screen.

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	Grea	at		
	skin			
	starts			
	here) .		
I				

Wrapper

To exit the Wrapper App, press the **home button on the iPad**.





Need More Help?

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Have more questions?

NAiPadSupport@clinique.com





Shade Match Science



Install SMS

How to reinstall Shade Match Science to the iPad.





Step 1

Launch the Hub App from the iPad home screen



Step 2

Go to the search bar and enter **"YouCam for Business:AR Beauty"**



Step 3

Select the first app, and click **"Install"**

Step 4

Return to the home page to launch the App

Step 5

Account name: Clinique Enter the Password: 26954_KJPZ

Step 6

Select **"Allow While Using App"** to enable your location

Step 7

Select **"Ok"** to continue to allow your location

Step 8

Select your **Door name**, tap on the radio button on the right and then tap continue

Step 9

You can also look up your door name in the search bar at the top of the screen

Step 10

Shade Match Science is ready to go

Need More Help?

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Have more questions?

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SMS Quick Solutions

Check out these quick solutions created from your frequently asked questions!

Error Message

If you are experiencing an error message when trying to open you SMS App, please follow the <u>Delete & Reinstall Shade</u> <u>Match Science</u> instructions.

Blurry Image

If you are experiencing a blurry image when trying to scan on your SMS App, please follow the <u>Delete & Reinstall Shade</u> <u>Match Science</u> instructions.

Need More Help?

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Have more questions?

NAiPadSupport@clinique.com

Delete & Reinstall SMS

This quick fix will often solve whatever bug you're encountering with Shade Match Science.

Step 1

Go to Settings > General > iPad Storage

Step 2

Find **YouCam icon** and tap on the icon

Step 4

Return back to the **iPad home screen**

Step 5 Tap on the HUB App (blue and white icon)

Step 6 Tap "Apps"

Step 7 Tap "YouCam"

Step 9

Enter the Account name: Clinique Enter the Password: 26954_KJPZ

Step 10

Select "Allow While Using App" to enable your location

Step 7

Select **"Ok"** to continue to allow your location

Step 8

Select your "Door Name", tap on the radio button on the right and then tap "Continue"

Step 9

You can also look up your **door name** in the search bar at the top of the screen

Step 10

Shade Match Science is now ready to use

Need More Help?

Tech Support: (877) 354 3375 usrthelp@estee.com

Have more questions?

NAiPadSupport@clinique.com

Wrapper App

How to return to the Wrapper App from other applications.

CR

To return to the Wrapper App from Clinique Clinical Reality, **tap "Exit" from the Hamburger Menu**

To return to the Wrapper App from Shade Match Science, tap the top left corner arrow on the attract loop screen

Exiting Wrapper App

Step 1

To exit the App, tap the Clinique Clinical Reality logo 5 times

Step 2

Enter the password, "admin" and tap unlock

Step 3

Uncheck "Single App Mode" and press the iPad's home button to exit

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Have more questions?

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