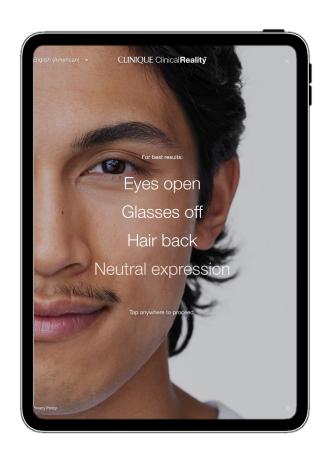


Clinique NA iPad Reference Guide

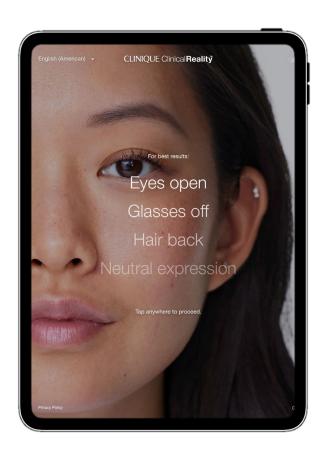
Welcome to your iPad problem-solving reference guide.



Clinical Reality	3
Clinique Clinical Reality Quick Solutions	4
Clinique Clinical Reality Splash Page	7
Confirm Clinique Clinical Reality App Update	11
Installation via Hub App	14
Installation via Web Browser	17
Connectivity	25
Auto Join Wi-Fi	26
Macy's Vendor Wi-Fi	29
Operating Offline	36
Hotspot Best Practices	39
Wi-Fi Best Practices	42
Content Locker	45
Access	46
Credentials	48
Logins & Passwords	49
General iPad Settings	51
Language Reset	52
Observe Error Message	55
iPad Reset	58
Makeup Virtual Try On	69
Install YouCam	70
Makeup VTO Quick Solutions	74
Delete & Reinstall YouCam	77
Single App Mode Solutions	82
Exit Apps in Single App Mode	83



Clinique Clinical Reality 9.3

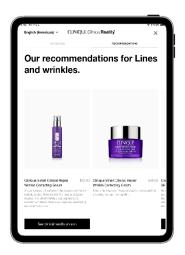


CCR Quick Solutions

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 Wi-Fi Best
Practices for more information.

Error Message



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

Blurry Image



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



Tech Support:

(877) 354-3375

usrthelp@estee.com

Have more questions?



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 skinalysis or virtual try on.

Step 5



Instruct client to select "No" when asked, "Are you shopping in a duty-free store".



Step 6



It will then prompt the Client to select their language

Step 7



Client will tap, "OK" to access privacy policy

Step 8



Client will tap anywhere to proceed to scan.

Step 9



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

Step 10



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



Tech Support:

(877) 354-3375

usrthelp@estee.com

Have more questions?



Confirm CCR App Update

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



Step 1



Launch the "CR (prod)" app.

Step 2



You can access Admin Settings from the Attract Loop by tapping 5 times on the Clinique Clinical Reality logo at the top.

Step 3



Enter password, "admin".

Step 4



The Admin Settings screen will appear, please confirm the App Version says "9.3.246".

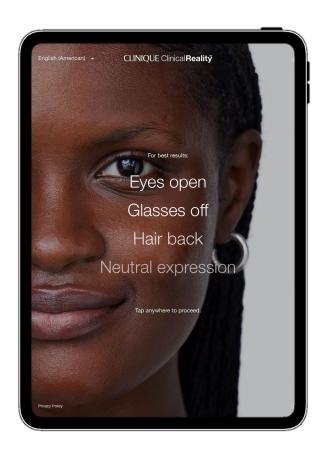


Tech Support:

(877) 354-3375

usrthelp@estee.com

Have more questions?



Install CCR

How to install Clinique Clinical Reality 9.3 via Hub App.



Step 1



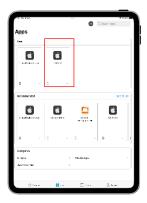
Tap on the HUB app.

Step 2



Tap "Apps".

Step 3



Tap "CR (Prod)" and the app will automatically reinstall.

Step 4



Go to Home Page and wait for installation to complete.

Step 5



Open CR (Prod) App and enter Terminal ID to download.

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



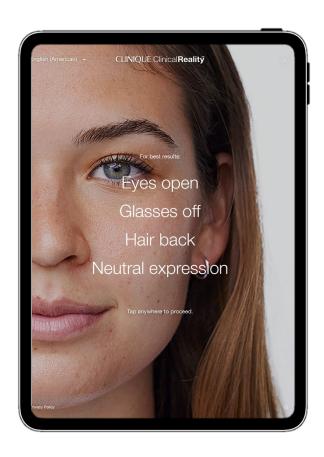


Tech Support:

(877) 354-3375

usrthelp@estee.com

Have more questions?



Install CCR

Having trouble downloading Clinique Clinical Reality 9.3 from the Hub App? Follow these steps to download via the web browser.

Step 1



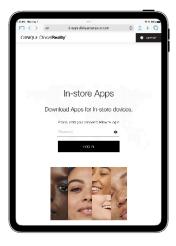
Connect the iPad to the internet.

Step 2



Go to iPad Home screen, open Safari browser and enter the following URL in the search bar: "http://apps.cliniquecomputer.com"

Step 3



Enter Password: "store1234".

Step 4



In the CMS Prod App Manager site, tap and install for "CR (Prod) 9.3.246".

Step 5



Go to Home Page and wait for installation to complete.

Step 6



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

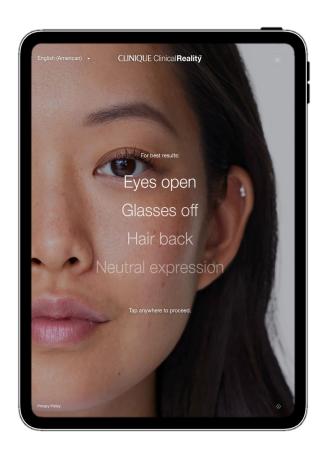


Tech Support:

(877) 354-3375

usrthelp@estee.com

Have more questions?



Delete & Reinstall CCR

This quick fix will often solve whatever bug you are encountering with Clinique Clinical Reality

Step 1



Go into Settings, under General on the right side, tap iPad storage.

Step 2



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

Step 3



Tap "Delete".

Step 4



Return to the iPad home screen and tap on the HUB app.

Step 5



Tap "Apps".

Step 6



Tap "CR (Prod)" and the app will automatically reinstall.

Step 7



Go to Home Page and wait for installation to complete.

Step 8



Open CR (Prod) App and enter Terminal ID to download. Please use the 6-digit EL Asset tag # located on the red sticker on each iPad.





Tech Support:

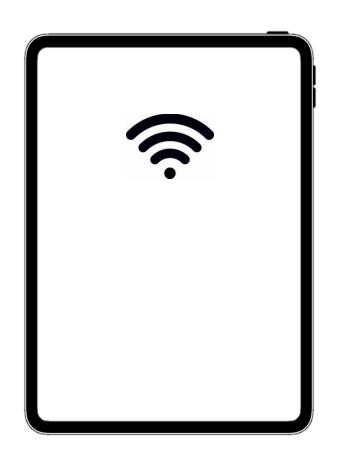
(877) 354-3375

usrthelp@estee.com

Have more questions?



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.

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.



Tech Support:

(877) 354-3375

usrthelp@estee.com

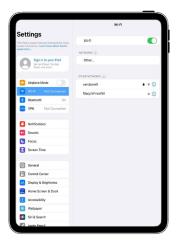
Have more questions?



Macy's Vendor Wi-Fi

Macy's Wi-Fi has been reconfigured! This network is much more stable and will significantly improve the user experience.

Step 1



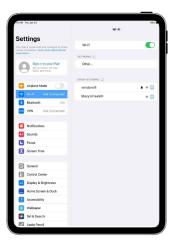
Go to 'Wi-Fi' under Settings.

Step 2



Select "vendorwifi".

Step 3



You should automatically connect to Macy's secure Wi-Fi. If you do not, continue to Macy's Wi-Fi
Troubleshooting.

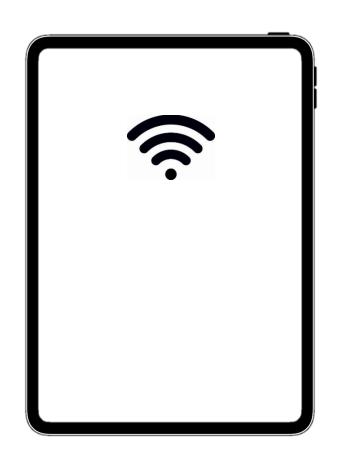


Tech Support:

(877) 354-3375

usrthelp@estee.com

Have more questions?



Troubleshoot Macy's Vendor Wi-Fi

Please reference the following guide to troubleshoot connecting to the reconfigured Macy's Vendor Wi-Fi.

Step 1



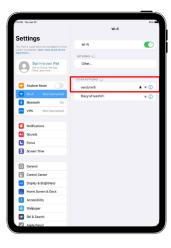
Select (i) beside "vendorwifi".

Step 2



Select "Forget This Network".

Step 3



Reconnect to "vendorwifi".



Step 1



Connect to "MacysFreeWiFi"

Step 2



Navigate to the HUB app on the home screen.

Step 3



Select "Support".

Step 4



Select "Sync Device" to receive the updated profile.

Step 5



Return to Wi-Fi settings, "Forget" MacysFreeWiFi.

Step 6



Reconnect to "vendorwifi".

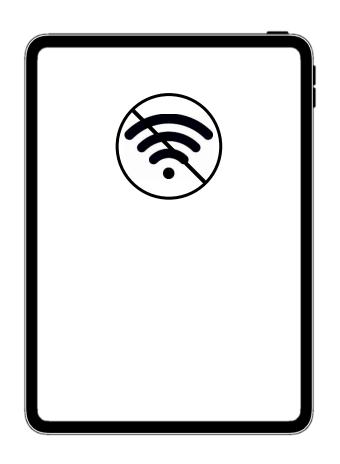


Tech Support:

(877) 354-3375

usrthelp@estee.com

Have more questions?



Operating Offline

In-store iPads do not need to be on Wi-Fi for the apps to operate, only to receive updated. As a matter a fact, a poor Wi-Fi connection can affect the app experience for the client. By simply turning off the retailers Wi-Fi will solve this.

Step 1



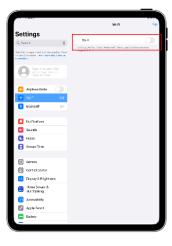
Go to Settings and tap "Wi-Fi".

Step 2



Maneuver to the Wi-Fi section at the top.

Step 3



Tap the Wi-Fi button to turn off and grey out setting.



Tech Support:

(877) 354-3375

usrthelp@estee.com

Have more questions?

Aco borns Aco borns



Personal Hotspot

One quick way to connect your in-store iPad to Wi-Fi to receive updates is to use your personal device as a Hotspot.





Go to Settings on your personal device and click "Personal Hotspot".

Step 2



Here you can make sure you "Allow Other to Join", as well as change your Wi-Fi Password if desired.

Step 3



Go to settings on the in-store iPad and click "Wi-Fi".

Step 4



Here you will now see your personal device listed under "Other Networks". Click to join and enter designated password.

Step 5



Now that you are connected, updates will push automatically to the iPad.

Note: If apps do not automatically update, please reference Delete & Reinstall App instructions.

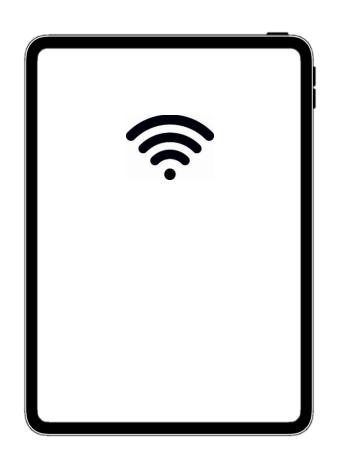


Tech Support:

(877) 354-3375

usrthelp@estee.com

Have more questions?



Wi-Fi Best Practices

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



Initial Connection



Confirm Wi-Fi connectivity by going to Settings then "Wi-Fi".

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



A poor Wi-Fi connection and affect app experience. Try turning off the Wi-Fi so your iPad can operate offline.

Please Note: iPads will have to be reconnected to Wi-Fi to receiving any pushed updates.

App Update



Once a month ensure iPad connects to Wi-Fi for the latest updates to sync.



Tech Support:

(877) 354-3375

usrthelp@estee.com

Have more questions?

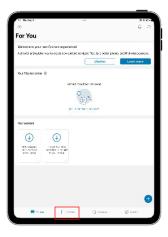


Content Locker

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.

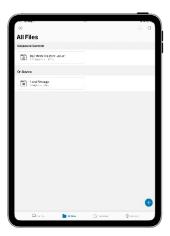
CLINIQUE 2025

NFIDENTIAL. INTERNAL USE ONLY.



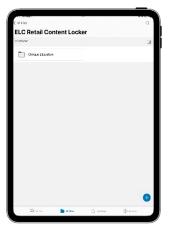
After opening Content Locker, select "All Files" on the bottom toolbar.

Step 2



Click "ELC Retail Content Locker".

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.

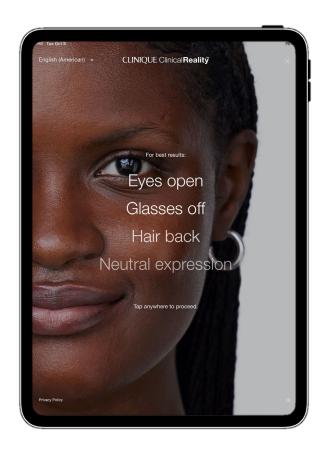


Tech Support:

(877) 354-3375

usrthelp@estee.com

Have more questions?



Login Credentials

Find all login credentials for any application.



Clinique Clinical Reality



Terminal ID: ELXXXXXX

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

Remote Management



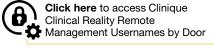
Username: XXXXXXCON

Please use the 6-digit # assigned to
each door highlighted in green
Password: Fall20252025!!

Shade Match Science



Account Name: Clinique Password: 26954_KJPZ





Tech Support:

(877) 354-3375

usrthelp@estee.com

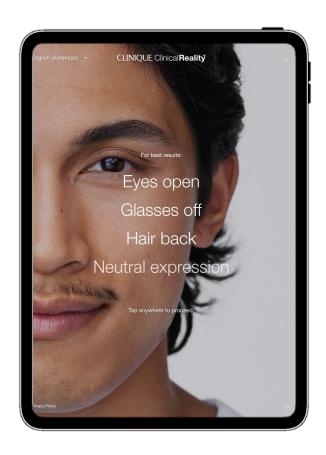
Have more questions?



General iPad Settings

CLINIQUE 2025

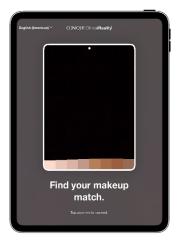
CONFIDENTIAL. INTERNAL USE ONLY.



Language Reset

Quick reference guide if device is not set to English as the default language in the Wrapper App.

Step 1



To access admin settings, tap the Clinique Clinical Reality logo 5 times

Step 2



Enter the password, "**admin**" and tap unlock

Step 3



Select 'Reset'

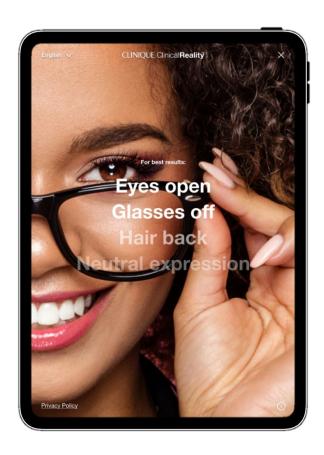


Tech Support:

(877) 354-3375

usrthelp@estee.com

Have more questions?



Error Message: 'No Observ Available!'

Quick reference guide if device is trying to connect to a Pro Device.



Click the "Clinical Reality" Logo at the top of the CCR Prod app 5x.

Step 2



Enter password, "admin".

Step 3



Toggle off CCR Pro as shown below. Also make sure Camera Position (Landscape) is toggled off.

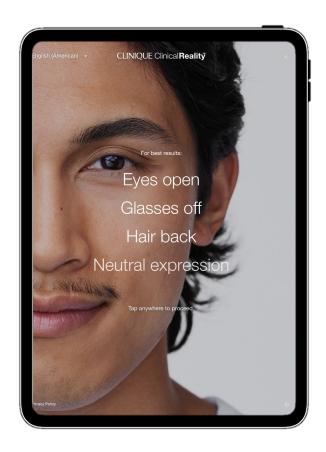


Tech Support:

(877) 354-3375

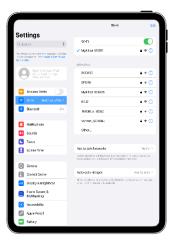
usrthelp@estee.com

Have more questions?



Factory Reset

Quick reference guide to factory reset device.



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

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.

NEW!

Click here to access video tutorials for additional guidance





Go to Settings > General > Scroll down and click "Transfer or Reset iPad"

Step 2



Select the "Erase All Content and Settings" option.

Step 3



When prompted, tap "Continue" then The device will prompt again with a notification, select "Erase iPad".

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.

NEW!

Click here to access video tutorials for additional guidance



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.

Please use the 6-digits assigned to each door highlighted in yellow. USERNAME: XXXXXXCON PASSWORD: Fall20252025!!

Step 4



Select "Enable Location Services".

Step 5



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.

NEW!

Click here to access video tutorials for additional guidance



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



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 7



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 8



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

NEW!

Click here to access video tutorials for additional guidance



Wi-Fi



Keep iPad connected to Wi-Fi to receive pushed updates.

Charge



Always keep iPad plugged into 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.



Step 1



Tap on the CR (prod) App.

Step 2



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 3



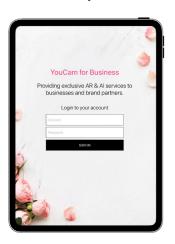
Clinique Clinical Reality is now ready to be used! Select "OK" and then allow access to the camera.

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



Tap "Allow While Using App" to enable your location.

Step 4



Next select your door name, and state.

Please note: You can search using the search bar on the top of the screen.

Step 1



Launch the Wrapper App from the iPad Home Screen.

Step 2



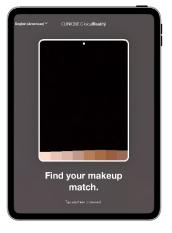
Tap "Ok" to allow for camera access. Tap "Allow While Using App" for location access.

Step 3



Select your language from the drop down then tap "Start" to go to next screen and launch Clinique Clinical Reality or Shade Match Science.

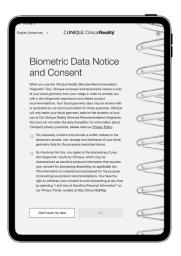
Step 4



Tap anywhere to proceed to Clinique Clinical Reality - then the Client can pick choose between "Analyze your skin" and "Try on makeup".

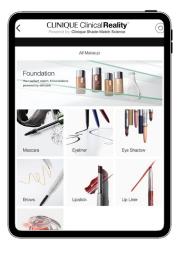


Clinique Clinical Reality



To return to the Wrapper App from Clinique Clinical Reality, tap the "X" in the upper righthand corner.

Shade Match Science



To return to the wrapper App from Shade Match Science, tap the back arrow in top left corner.

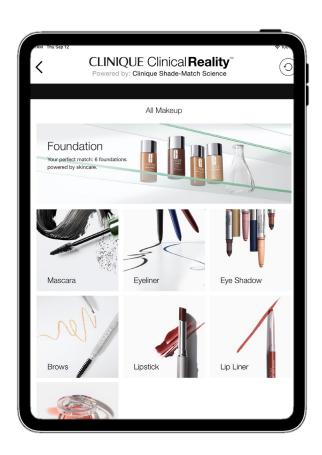


Tech Support:

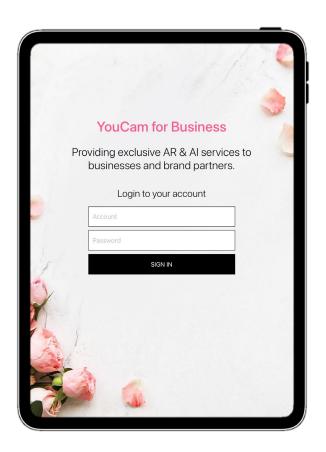
(877) 354-3375

usrthelp@estee.com

Have more questions?



Makeup Virtual Try On



Install YouCam

Quick reference guide for a full factory reset.





Launch the Hub App from the iPad home screen.

Step 2



Tap "Apps".

Step 3



Tap "YouCam" and the app will automatically reinstall.

Step 4



Go to Home Page and wait for installation to complete.

Step 5



Launch YouCam and enter; Account Name: Clinique Password: 26954_KJPZ





Select "Allow While Using App" to continue to allow your location.

Step 7



Select your "Door Name" then tap "Continue'.

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

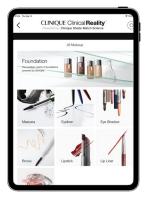
Step 8



Select your "State" then tap "Continue".

Please note: You can also look up your state in the search bar at the top of the screen.

Step 9



Shade Match Science is now ready to use.



Tech Support:

(877) 354-3375

usrthelp@estee.com

Have more questions?



Makeup VTO Quick Solutions

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

CLINIQUE 2025 CONFIDENTIAL. INTERNAL USE ONLY.



Error Message



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

Blurry Image



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

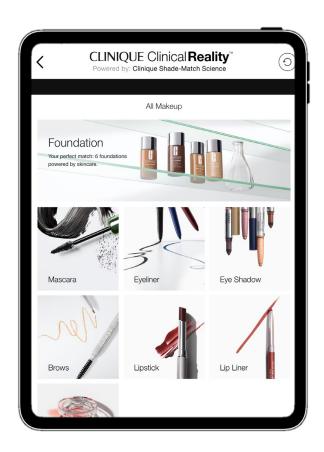


Tech Support:

(877) 354-3375

usrthelp@estee.com

Have more questions?



Delete & Reinstall YouCam

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

CLINIQUE 2025 CONFIDENTIAL. INTERNAL USE ONLY.

Step 1



Go into Settings, under General on the right side, tap iPad storage.

Step 2



Find "YouCam" and tap on the icon.

Step 3



Tap "Delete".

Step 4



Return to the iPad home screen and tap on the HUB app.

Step 5



Tap "Apps".

Step 6



Tap "YouCam" and the app will automatically reinstall.

Step 7



Go to Home Page and wait for installation to complete.

Step 8



Launch YouCam and enter; Account Name: Clinique Password: 26954_KJPZ



Step 11



Select "Allow While Using App" to continue to allow your location.

Step 12



Select your "Door Name" then tap "Continue'.

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

Step 13



Select your "State" then tap "Continue".

Please note: You can also look up your state in the search bar at the top of the screen.

Step 14



Shade Match Science is now ready to use.

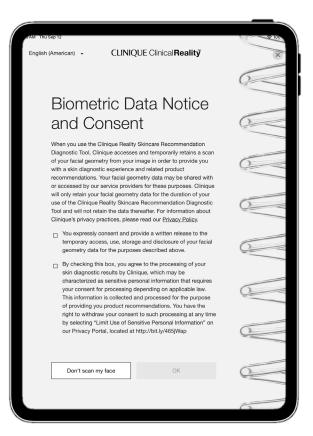


Tech Support:

(877) 354-3375

usrthelp@estee.com

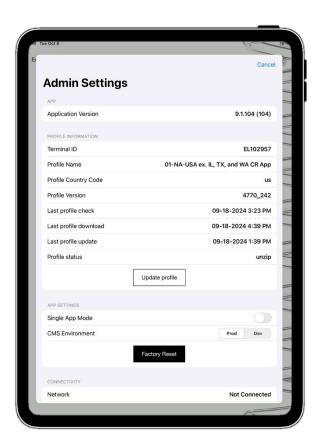
Have more questions?



Single App Mode

CLINIQUE 2025

CONFIDENTIAL. INTERNAL USE ONLY.

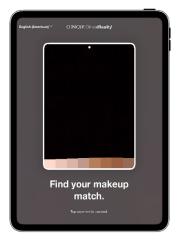


Exit Apps in Single App Mode

How to exit applications with Single App Mode enabled.

CLINIQUE 2025 CONFIDENTIAL. INTERNAL USE ONLY.

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



Tech Support:

(877) 354-3375

usrthelp@estee.com

Have more questions?