



for every child

UNICEF at 75 Frequently Asked Questions

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COVID-19 SAFETY PROTOCOLS

DO I NEED TO BE VACCINATED IN ORDER TO ATTEND THE EVENT?

As part of our commitment to the safety of our supporters, staff and vendors attending UNICEF at 75, all attendees must provide proof of vaccination or a negative PCR test in the last 72 hours of the event before checking in. Those attending in Los Angeles, New York City, or San Francisco must provide proof of vaccination (negative PCR tests will not be accepted).

HOW WILL UNICEF USA VERIFY MY PROOF OF VACCINATION OR NEGATIVE PCR TEST?

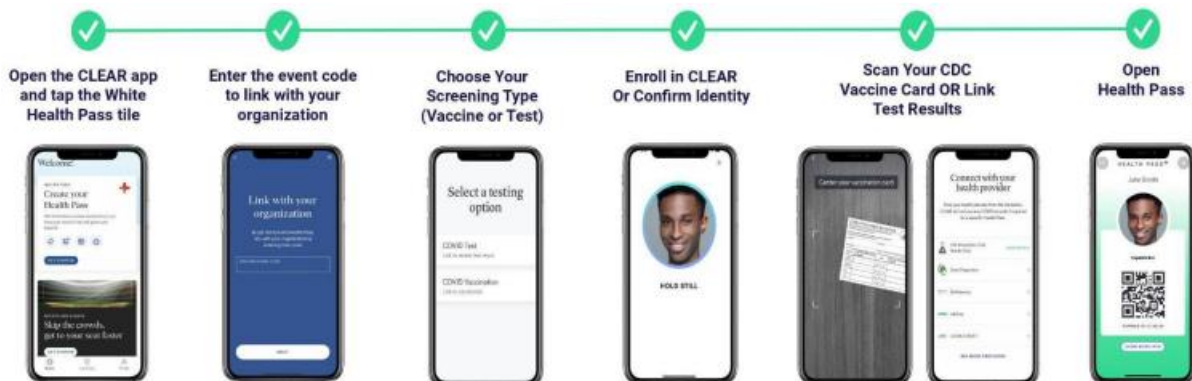
UNICEF USA will be using Health Pass by CLEAR, which provides a secure, digital proof of COVID-related health insights via the free CLEAR mobile app. The [CLEAR mobile app](#) can be downloaded now, but we recommend you wait to upload your proof of vaccine or negative PCR test until you have received your UNICEF at 75 event code.

WHEN DO I NEED TO SUBMIT MY PROOF OF VACCINATION OR NEGATIVE PCR TEST?

For the most efficient entry possible, every attendee should enroll with CLEAR before the event to complete their COVID-19 pre-screening. Once your vaccination record or negative PCR test has been uploaded to the platform, it can typically take up to 30 minutes for your status to be verified. We encourage all attendees to complete this process at least 24 hours before the event.

HOW DO I UPLOAD MY PROOF OF VACCINATION OR NEGATIVE PCR TEST TO CLEAR HEALTH PASS IN ORDER TO ATTEND THE EVENT?

1. Download the [CLEAR app](#) and tap on the white Health Pass tile.
 - a. Select “Have a Code?” and enter the code that you received in your attendee information email.
2. Tap “Enroll or verify you’re in CLEAR” to create your CLEAR member account.
 - a. New to CLEAR? When prompted, enter your email address, phone number, and **have your government issued photo ID ready to complete enrollment.**
 - b. Already a CLEAR member? Use the email address associated with your membership and snap a quick selfie to verify your identity.
3. Continue to follow prompts on the Entry Requirements page to securely confirm your proof of vaccination or negative test results.



IF I AM CHOOSING TO SHOW PROOF OF A NEGATIVE PCR TEST, WHAT KIND OF TESTS WILL BE ACCEPTED?

As a reminder, Los Angeles, New York City, and San Francisco will not be accepting a negative PCR test to attend and proof of vaccine is required. For Atlanta, Boston, Chicago, Dallas, Houston, Miami, and Washington DC, below are approved ways to get your PCR test. For city specific testing options, please review [this list of approved providers](#).

NATIONWIDE TEST PROVIDERS	LOCATION
CVS Pharmacy (Medications & Immunizations)	National Presence
CVS MinuteClinic (Test Results Only)	National Presence
Lucira	At Home Test Kit
Quest Labs	National Presence
LabCorp	National Presence
BioReference Labs	National Presence
Vault Health	National Presence
Worksite Labs	National Presence
BiolQ	National Presence
Pixel by Labcorp	At Home Test Kit
Everlyhealth	At Home Test Kit

WHAT IF I HAVE MORE QUESTIONS ABOUT CLEAR HEALTH?

For additional questions about CLEAR Health Pass please refer to their Frequently Asked Questions document, which can be found [here](#).

OTHER IN-PERSON EVENT QUESTIONS

WHAT SHOULD I WEAR TO THE EVENT?

The event is formal cocktail with a splash of UNICEF blue. We expect that this will include a range of attire between cocktail dresses, formal jumpsuits, and suit and ties. Ideas of how to incorporate the UNICEF blue could be through jewelry, scarves, ties, pocket squares, or in your clothing.

WHO SHOULD I CONTACT IF I HAVE A DIETARY RESTRICTION OR FOOD ALLERGY?

Please contact us at events@unicefusa.org if you have any dietary restrictions that we should be aware of.

HOW CAN I GET CITY SPECIFIC INFORMATION FOR THE EVENT I AM ATTENDING?

Information such as parking, check-in instructions, or other venue specific information will be communicated to you 1-2 weeks prior to the event as well as a second reminder email the day before the event. For any additional questions you may have that are not covered in those pre-event emails, please reach out to events@unicefusa.org

CAN MINORS ATTEND THE EVENT?

While the event is designed for adults and alcohol will be served at all in-person events, minors may attend with their parent or guardian as long as they are accompanied at all times. The parent/guardian is responsible to ensure that no alcohol is consumed by a minor.

IS THE FILM/EVENT SUITABLE FOR CHILDREN?

The film is appropriate for all audiences, though adults are the target demographic.

VIRTUAL FAQs

HOW CAN I GET A TICKET TO ATTEND THE VIRTUAL EVENT?

Tickets can be purchased online [here](#). Ticket are \$200 and the email provided at check-out will be the email granted access to the event site. The deadline to purchase your ticket will be Monday, November 29th at 11:59pm ET.

WILL I BE WATCHING A LIVE STREAM OF THE IN-PERSON EVENT?

No. The virtual event experience will have it's own speakers and run of show for the evening creating a unique experience for the virtual viewers around the country. All virtual attendees will be joining at one time (8:30pm ET/ 7:30pm CT/ 6:30pm MT/ 5:30pm PT) to enjoy the program together from the comfort of their home.

WILL I STILL HAVE THE OPPORTUNITY TO DONATE DURING THE EVENT?

Yes! The virtual viewers are seen as our 11th venue. Virtual attendees will have access to their own Givergy donation site and a specific virtual leaderboard to track the fundraising progress throughout the night. Click here to access the [Virtual Attendee Givergy site](#).

ONCE I HAVE PURCHASED A TICKET, WHEN WILL I GET ACCESS TO THE SITE?

You will receive an email within 24 hours after purchasing your ticket with instructions on how to access the BrandLive site. Once you have received that email you will have access to log in to the BrandLive site. If you have not received the email after purchasing a virtual ticket please reach out to us at events@unicefusa.org.

WHEN SHOULD I CHECK-IN FOR THE EVENT?

We recommend you checking in for the event a couple of days before the event airs to ensure that you have no technical difficulties with getting into the viewing site. When you are ready, you can check-in by [clicking here](#).

DO I HAVE TO LOG IN EVERY TIME I VISIT THE VIEWING PLATFORM?

No, once you have logged in once, your web browser will remember that you have checked into the event and when you re-visit the site you will be directed past the check-in page. However, if your browsing history, cache, or cookies are deleted or you open the event in a different browser then you will be asked to log-in again.

CAN I VIEW THE EVENT ON MY SMART TV OR OTHER SMART TV DEVICE SUCH AS AN APPLE TV OR FIRESTICK?

The information provided below are guides specific to your unique 'at home' setup to help you 'Screen-Mirror' from your computer, tablet, or smartphone to your Smart TV. Please determine your best option.

- For mirroring to an Apple TV or AirPlay compatible smart TV from an Apple (IOS) compatible device such as an iPhone, iPad or Mac computer please follow the instructions provided: <https://support.apple.com/en-us/HT204289>
- For mirroring to a Roku TV from an Android or Windows compatible device (IOS devices are not compatible with Roku) please follow the instructions provided: <https://support.roku.com/article/208754928-how-do-i-use-screen-mirroring-with-my-android-or-windows-device->
- For mirroring to an Amazon Fire TV from an Android compatible device (IOS devices are not compatible with Amazon Fire TV) please follow the instructions provided: <https://www.amazon.com/gp/help/customer/display.html?nodeId=GA7K5AML6222YDEW>
- For Google Casting to a TV from a Chromecast enabled browser or device please follow the instructions provided: https://support.google.com/chromecast/answer/3228332?hl=en&ref_topic=4602553

Wired HDMI

The most basic Computer-to-TV connection consists of running a wire from your computer to the HDMI input on your TV.

Computers have a bunch of different connections, so which wire or adapter you'll need to run depends on what computer you have. If you're not sure, check the manual or Google the model to determine its specifics.

THE PERFORMANCE IS PLAYING BUT I CANNOT HEAR ANY SOUND.

Please click the "audio" icon inside the video player and make sure it is not set to mute and/or select your preferred level of volume.

Please ensure that the video does not say "mute" anywhere on the screen.

Also confirm that the device from which you are viewing the video is not on mute and that the volume is not turned down.

I AM EXPERIENCING BUFFERING ISSUES OR OTHER VIDEO PLAYER SPECIFIC PROBLEMS

Please refer to BrandLive's troubleshooting page by [clicking here](#).

WHAT IF I AM UNABLE TO GET INTO THE EVENT OR AM UNABLE TO VIEW THE LIVE STREAM?

We are sorry to hear, but we are not responsible for technical difficulties on your home devices or any issues with your local broadband or wifi. However, our customer service team is available to help you as best we can. Please call 800-367-5437 and a UNICEF USA staff member will be able to help you.

GENERAL FAQs

IS THIS A FAMILY-FRIENDLY EVENT?

Yes, this is a family-friendly event, but all in-person attendees must be 12 years old or older.

WHAT'S THE REFUND POLICY?

There are no refunds for this event.

IS MY REGISTRATION FEE OR TICKET TRANSFERRABLE?

No transfers or sharing.

GIVERGY AND DONATION FAQs

HOW DO I DONATE TO THE EVENT?

Once you have logged into the viewing platform, you will see a QR code and a link on the right-hand side of your screen. This will take you to our Givergy site where you will have the opportunity to participate in the Live Inspired Auction, purchase Inspired Gifts and donate. During the program we encourage you to use the QR code and donate through your mobile device so that you can view the event uninterrupted.

WHEN WILL I PAY FOR MY DONATION PLEDGES?

At the conclusion of the event, you will receive an invoice from Givergy with the pledges that you made before and during the UNICEF at 75 program. If you would like to pay by some form other than credit card please reach out to Jennifer Lopez at events@unicefusa.org.

WHY DO I NEED TO CREATE A PASSWORD ON THE GIVERGY SITE?

A password field is required so that we comply with data and security requirements. However, the minimum character length for your password only needs to be 6 characters. The system does still check for common or unsecure passwords though such as password123 or qwerty etc.

DO I NEED TO PROVIDE MY PASSWORD EVERY TIME I MAKE A PLEDGE?

No. Once you have registered you will be logged in for 30 days and shouldn't need to login again. If you do, then the default login process is to enter your phone and then a 6 digit code that you will receive by SMS.

IS MY DONATION TAX-DEDUCTIBLE?

The purchase of inspired gifts or making an open donation are fully tax-deductible and you will receive a tax receipt via email after you have made your payment.

If you have your question is not answered please contact the UNICEF USA Customer Service team at 800-367-5437 and we would be happy to help.