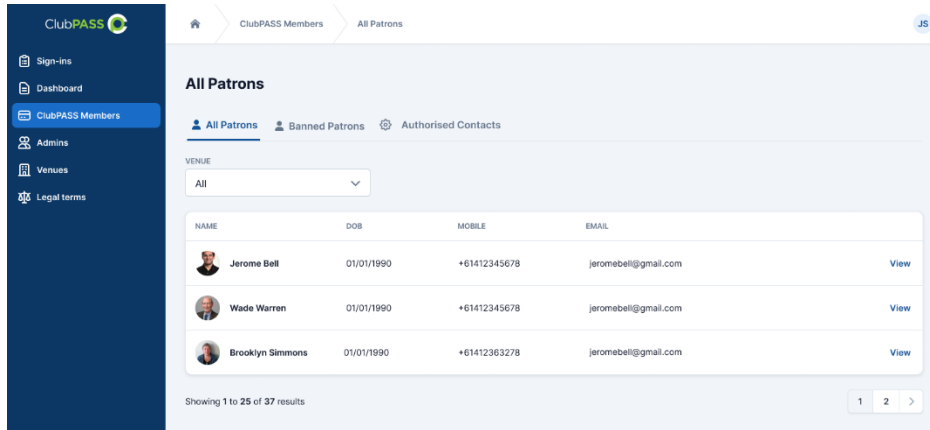
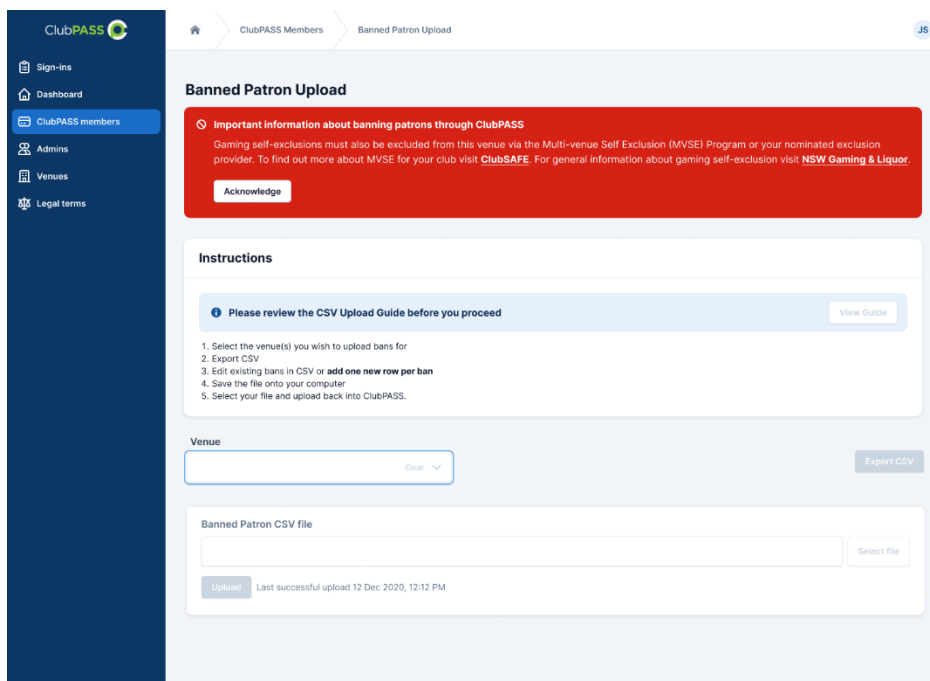


## 2. CSV Upload

1. Navigate to the admin screen and click on the ClubPASS Members tab



2. Select the Banned Patrons Tab and the Upload Banned Patrons button. Acknowledge the Important Information at the top of the page



Instructions on how to upload the CSV are present on the page and can be referred to at any time during the process.

1. To begin the upload process, first you must select your desired venue and export the current active list of banned patrons from the venue
2. Edit this list with your new banned information then upload it to ClubPASS

The screenshot shows the ClubPASS web application interface for the 'Banned Patron Upload' process. On the left is a dark blue sidebar with navigation links: Sign-ins, Dashboard, ClubPASS members (highlighted), Admins, Venues, and Legal terms. The main content area has a breadcrumb trail: ClubPASS Members > Banned Patron Upload. At the top right of the main area is a user profile 'JS'. Below the breadcrumb is the title 'Banned Patron Upload'. A prominent red banner contains the text 'Important information about banning patrons through ClubPASS' with a 'See all...' link and an 'Acknowledged' button. Underneath is an 'Instructions' section with a blue box stating 'Please review the CSV Upload Guide before you proceed' and a 'View Guide' button. A numbered list of five steps follows: 1. Select the venue(s) you wish to upload bans for; 2. Export CSV; 3. Edit existing bans in CSV or add one new row per ban; 4. Save the file onto your computer; 5. Select your file and upload back into ClubPASS. Below the instructions is a 'Venue' selection dropdown menu currently set to 'Baukham Hills Sports Club' with a 'Clear' button. To the right of the dropdown is an 'Export CSV' button. Below the venue selection is a 'Banned Patron CSV file' section with a text input field containing 'any type of label here' and a 'Select file' button. At the bottom of this section is an 'Upload' button and a status message: 'Last successful upload 12 Dec 2020, 12:12 PM'.

- Once uploaded a results screen will show. This will give you information about the upload and if there were any errors in the upload

**ClubPASS**

- [Sign-ins](#)
- [Dashboard](#)
- [ClubPASS members](#)
- [Admins](#)
- [Venues](#)
- [Legal terms](#)

ClubPASS Members > Banned Patron Upload JS

### Banned Patron Upload

**⚠ There was a problem with the upload**

#### Summary

Total entries uploaded  
6

Total matched entries  
3

Total unmatched entries  
3

Deleted entries  
0

Entries with errors  
1

#### Matched Patrons

Below are all banned patrons that were matched with a ClubPASS Profile. To continue, please approve or reject the ban and save.

NAME	DOB	VENUE	BAN TYPE	RESTRICTED AREAS	BAN START	BAN END	REASON
Wade Warren	7/12/1960	Bankstown RSL	Banned	All	1/09/2022	1/09/2022	Intoxicated
Jim Warren	7/12/1960	Bankstown RSL	Banned	All	1/09/2022	1/09/2022	Intoxicated
Rob Warren	7/12/1960	Bankstown RSL	Self Excluded	Bar	1/09/2022	1/09/2022	Intoxicated

#### Un-matched Patrons

Below are all banned patrons that were matched with a ClubPASS Profile. To continue, please approve or reject the ban and save.

NAME	DOB	VENUE	BAN TYPE	RESTRICTED AREAS	BAN START	BAN END	REASON
Wade Warren	7/12/1960	Bankstown RSL	Banned	All	1/09/2022	1/09/2022	Intoxicated
Jim Warren	7/12/1960	Bankstown RSL	Banned	All	1/09/2022	1/09/2022	Intoxicated
7	7	xxxxx	Self Excluded	Bar	1/09/2022	1/09/2022	Intoxicated

[Upload again](#) [Done](#)

#### Error Details

NAME	DOB	VENUE	BAN TYPE	RESTRICTED AREAS	BAN START	BAN END	REASON
7	7	xxxxx	Banned	All	1/09/2022	1/09/2022	Intoxicated

<Error message> / <Error message> / <Error message>

- The banned patrons are now listed on screen with their ban type against their name.

The screenshot shows the ClubPASS web application interface. On the left is a dark blue sidebar with navigation links: Sign-ins, Dashboard, ClubPASS Members (highlighted), Admins, Venues, and Legal terms. The main content area is titled 'Banned Patrons' and includes a breadcrumb trail: ClubPASS Members > Banned Patrons. Below the title are three tabs: All Patrons, Banned Patrons (selected), and Authorised Contacts. A blue information banner states: 'Unmatched Patron view displays all patrons uploaded by CSV that have either not entered a venue you have access to or has not been matched to an existing ClubPASS Member.' with a 'View Guide' link. Below this are two dropdown menus: 'VENUE' set to 'All' and 'PATRON TYPE' set to 'Unmatched Patrons', with an 'Upload Banned Patrons' button to the right. The main section is titled 'Unmatched Patrons' with a sub-note '(last updated 22/12/2022)'. It contains a table with the following data:

NAME	DOB	VENUE	BAN TYPE	RESTRICTED AREAS	BAN START	BAN END	REASON	
Wade Warren	7/12/1960	Multiple Venues	-	-	-	-		<a href="#">View</a>
Jerome Bell	7/12/1960	Bankstown RSL	Banned	All	01/09/2022	01/10/2022	Misconduct	<a href="#">View</a>
Peter Jones	7/12/1960	Bankstown RSL	Self Excluded	Gambling	01/08/2022	01/09/2022	Gambling	<a href="#">View</a>
Sarah Smith	7/12/1960	Bankstown RSL	Lobby Ban	All	01/08/2022	01/09/2022	Gambling	<a href="#">View</a>

At the bottom, it says 'Showing 1 to 25 of 37 results' and has a pagination control showing '1 2 >'.