



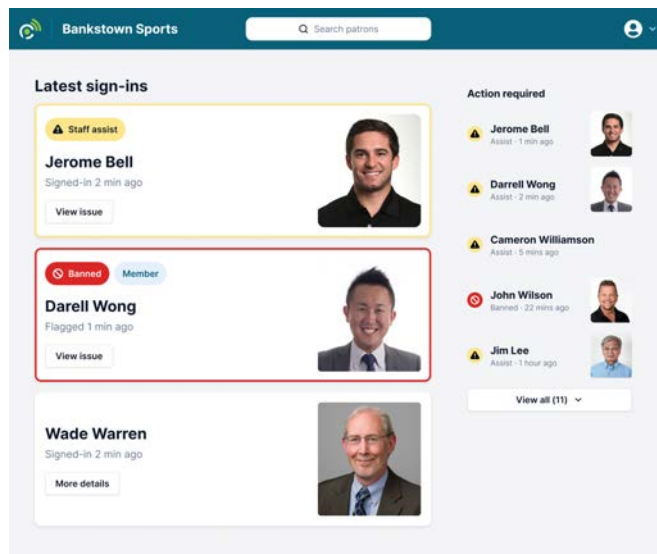
ClubPASS Staff User Guide v1.4

Using ClubPASS	2
Lobby screen	3
Patron details screen	5
Member entry exceptions	5
Visitor entry exceptions	6
Guest entry exceptions	6
Refusing entry/Banning a patron	6
Dealing with entry exceptions	7
Identity needs verification	8
Membership expired	10
Membership required	12
Membership needs verification	14
MVSE	16
Patron banned	18
Vaccination verification	20
Refusing entry/Banning a patron	22

Using ClubPASS

Lobby screen

ClubPASS is designed to help you manage patrons as they flow into your club. The Lobby screen is the homepage for ClubPASS.



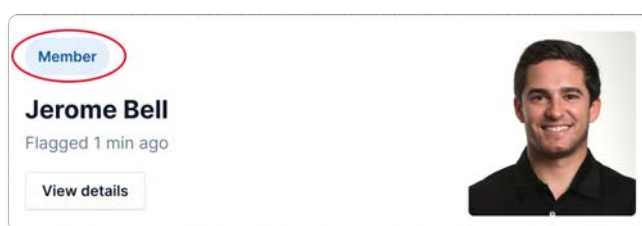
Latest sign-ins

This is a list of all the latest patrons that have signed in with ClubPASS at your club.

Action required

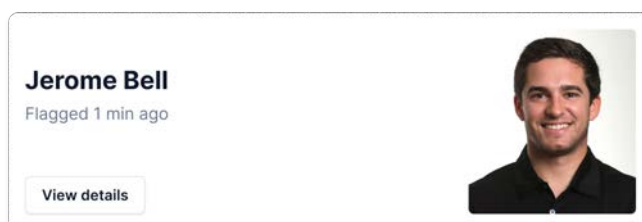
These patrons have attempted to sign in but require your assistance to enter the club.

Members, guests and visitors appear differently in ClubPASS. To get more information about a patron, select the '**View details**' button.



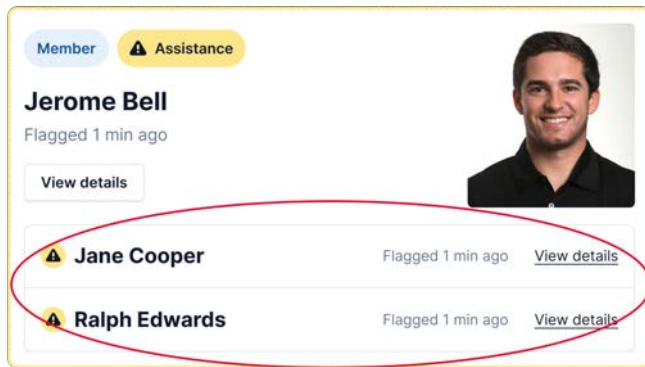
Member

Members have a small badge indicating their club membership.



Visitor

A visitor is a patron who is not a member and lives outside the club's membership radius.



Guest

In ClubPASS, guests are attached to the member they're signing in with.

ClubPASS will alert you if a patron requires your help. This is how alerts appear on the Lobby screen:



Staff assist

Patron needs some assistance from staff before they can enter the club.



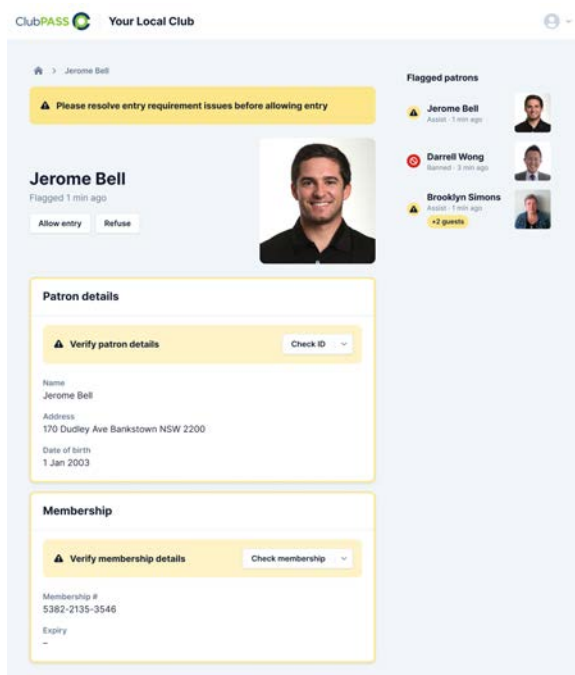
Ban

Patron is currently under a ban which must be resolved before they can enter the club.

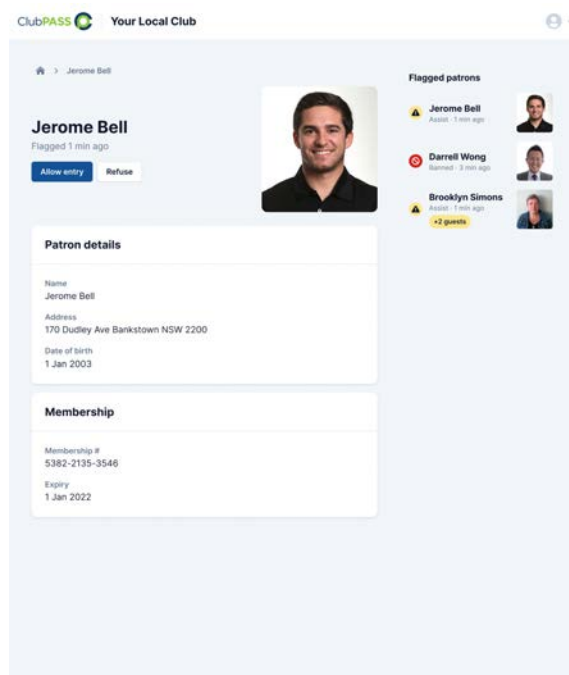
Patron details screen

When a patron requires help, the goal is to address each entry requirement exception before allowing their entry into the club.

- Once all the entry exceptions have been addressed, you can select 'Allow entry'.
- If an entry exception cannot be resolved, the patron cannot enter the club. Select 'Refuse entry' to stop them from entering the club.



Patron with entry exceptions



Patron without entry exceptions

Note: You will still need to exercise your judgement for other entry requirements such as inappropriate attire, bad behaviour, etc.

Member entry exceptions

There are several entry exceptions that can occur when a club member signs in with ClubPASS:

- [Membership expired](#)
- [Membership needs verification](#)
- [Identity needs verification](#)
- [MVSE](#)
- [Patron banned](#)
- [Vaccination verification](#)

Visitor entry exceptions

Visitors are non-members that live outside the club's membership radius. If a non-member lives inside your club's membership radius, they'll need to become a member before they can enter the club.

Note: Some clubs have a policy on making frequent visitors sign up for club membership. If you believe a patron requires membership, you'll need to sign them up for club membership separately.

There are several entry exceptions that can occur when a visitor signs in with ClubPASS:

- [Membership required](#)
- [Identity needs verification](#)
- [MVSE](#)
- [Patron banned](#)
- [Vaccination verification](#)

Guest entry exceptions

Guests can enter a club with a club member. A guest won't be allowed to sign in with ClubPASS until their accompanying member has successfully signed in with ClubPASS.

Note: If the accompanying member signed in using something other than ClubPASS, the guest won't be able to sign in with ClubPASS either.

There are several entry exceptions that can occur when a guest signs in with ClubPASS:

- [Identity needs verification](#)
- [Refuse/Ban patron](#)
- [Vaccination verification](#)

Refusing entry/Banning a patron

If a patron has behaved in a way that goes against any of the conditions of entry, you can refuse them entry into the club. For more serious offences, a ban can be placed on their ClubPASS account.

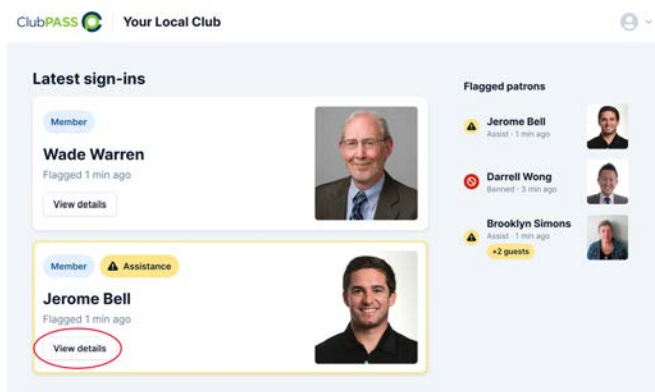
See [Refusing entry/Banning a patron](#)

Dealing with entry exceptions

Identity needs verification

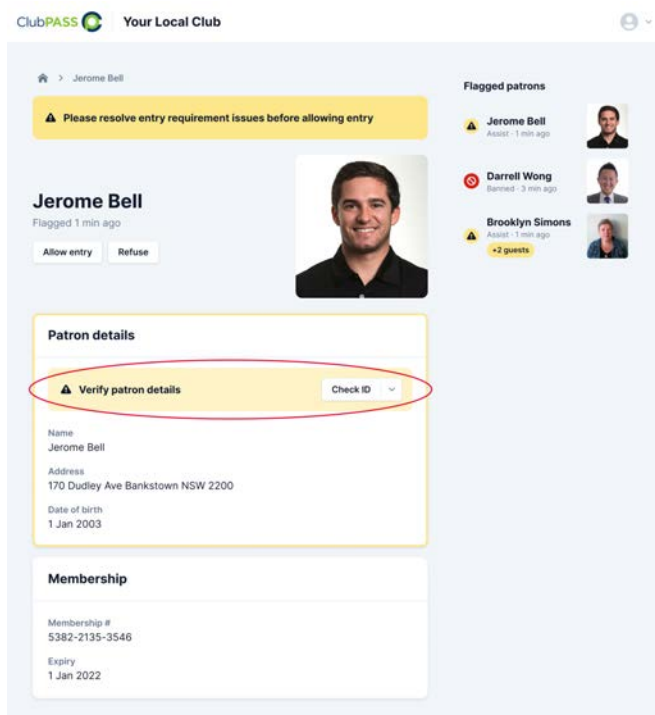
This entry exception will be triggered if a patron's ClubPASS identity needs verification. This can happen for several reasons:

- It's a new ClubPASS account
- Patron has updated their identity in ClubPASS
- It's been a while since their identity was last verified
- Your club's identity verification policy requires



Step 1.

On the Lobby screen, select the 'View details' button.



Step 2.

You will see the 'Verify patron details' entry exception.

Select the 'Check ID' button.

Step 3.

On this screen you'll need to check that the patron details are correct.

Note: If you need to update the patron's details. Select the 'edit' link.

Step 4.

Ask the patron for some photo ID and enter the document no. and expiry. A driver licence, NSW photo card, passport and a proof of age card from other states are all acceptable.

Select '**Save and verify**' when you're done.

Note: If you need more than one document to verify their details, select the 'Add another document' link.

Step 5.

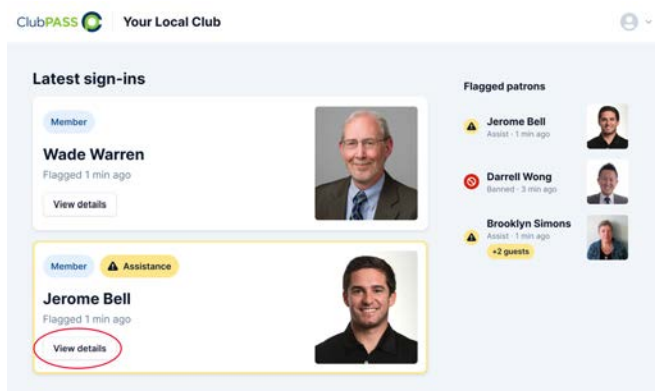
The 'Verify patron details' entry exception should now be resolved.

If there are more entry exceptions, resolve those before you allow entry.

If there are no more entry exceptions, proceed to sign this patron in by selecting the 'Allow entry' button.

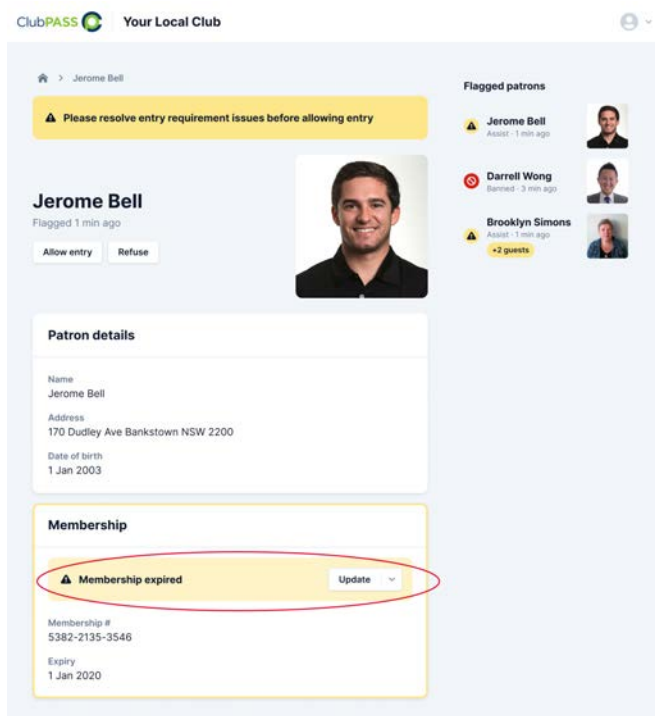
Membership expired

This entry exception will be triggered if a member tries to sign in with an expired club membership. To fix this you will need to renew their membership.



Step 1.

On the Lobby screen, select the 'View details' button.

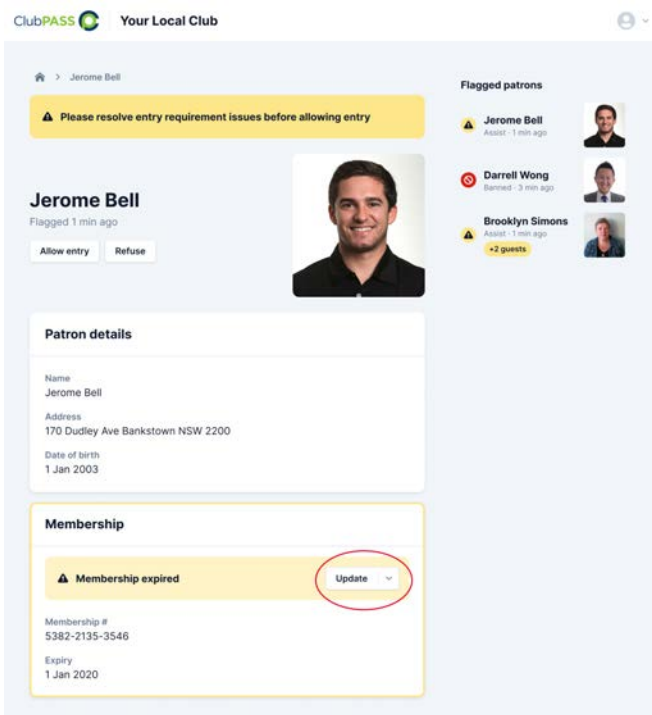


Step 2.

You will see the 'Membership expired' entry exception.

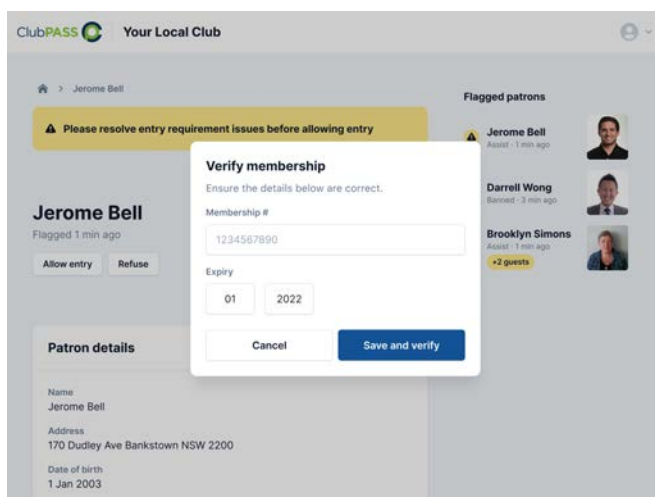
Renew the patron's club membership on your own membership system. Make a note of their new membership expiry.

Note: If you want to let the patron in without verifying their membership, select the small arrow on the 'Verify membership' button and select 'Skip'.



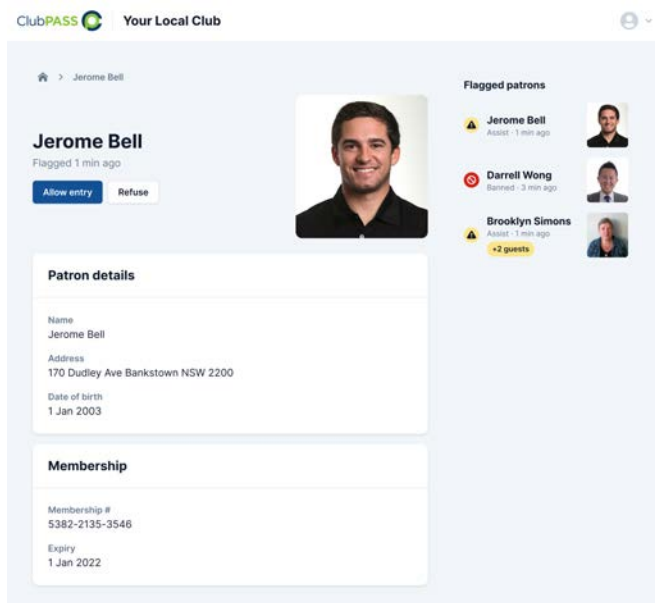
Step 3.

Once you have renewed their club membership, return to ClubPASS and select the '**Update**' button.



Step 4.

Enter their new membership details and select '**Save and verify**'.



Step 5

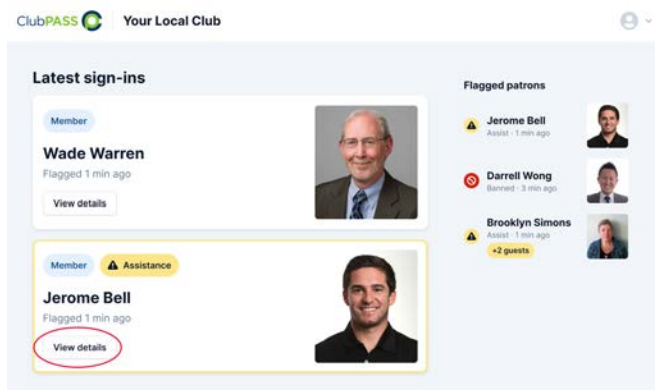
The 'Membership expired' entry exception should now be resolved.

If there are more entry exceptions, resolve those before you allow entry.

If there are no more entry exceptions, proceed to sign this patron in by selecting the 'Allow entry' button.


Membership required

This entry exception will be triggered if a visitor tries to sign in and they live within the club's membership radius. To fix this, you need to sign them up as a club member in your membership system and then add their membership to ClubPASS.



Step 1.

On the Lobby screen, select the 'View details' button.

ClubPASS  Your Local Club

Home > Jerome Bell

Please resolve entry requirement issues before allowing entry

Jerome Bell
Flagged 1 min ago

Allow entry Refuse

Patron details

Name
Jerome Bell

Address
170 Dudley Ave Bankstown NSW 2200

Date of birth
1 Jan 2003

Membership

Membership required Add

Membership #
Not a member

Distance from club
4.24 km

Flagged patrons

Jerome Bell
Assist - 1 min ago

Darrell Wong
Banned - 3 min ago


Brooklyn Simons
Assist - 1 min ago
+2 guests

Step 2.

You will see the 'Membership required' entry exception.

Sign the patron up as a club member on your own club membership system.

Note: Make a note of their new membership number and expiry.

ClubPASS  Your Local Club

Home > Jerome Bell

Please resolve entry requirement issues before allowing entry

Jerome Bell
Flagged 1 min ago

Allow entry Refuse

Patron details

Name
Jerome Bell

Address
170 Dudley Ave Bankstown NSW 2200

Date of birth
1 Jan 2003

Membership

Membership required Add

Membership #
Not a member

Distance from club
4.24 km

Flagged patrons

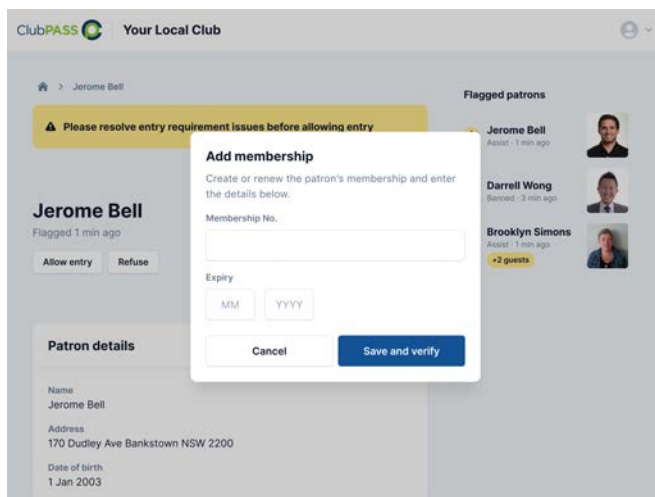
Jerome Bell
Assist - 1 min ago

Darrell Wong
Banned - 3 min ago

Brooklyn Simons
Assist - 1 min ago
+2 guests

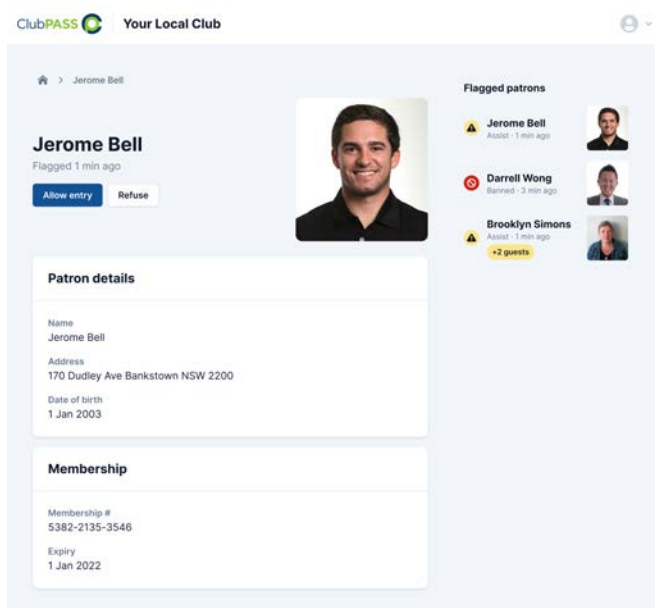
Step 3.

Once you have renewed their membership, return to ClubPASS and select the 'Add' button.



Step 4.

Enter their new membership details and select '**Save and verify**'.



Step 5.

The 'Membership required' entry exception should now be fixed.

If there are more entry exceptions, resolve those before you allow entry.

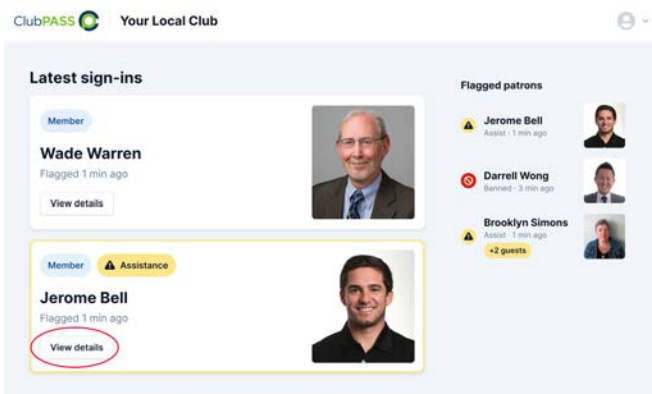
If there are no more entry exceptions, proceed to sign this patron in by selecting the 'Allow entry' button.

Other scenarios

- **If the member doesn't want to be a club member**, then they can't enter the club. Select the 'Refuse entry' button on the patron details screen.
- **If you have a valid reason to allow the patron in without club membership**, you can override the entry exception. To override, select the arrow on the 'Add' button on the Patron details screen and select 'Skip'.

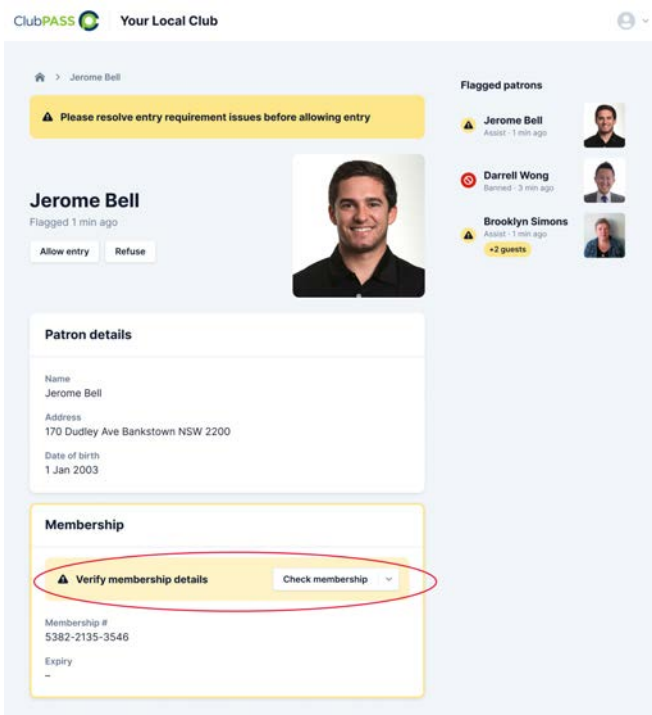
Membership needs verification

This entry exception will be triggered if a patron's club membership in ClubPASS hasn't been verified before. You only need to do this once.



Step 1.

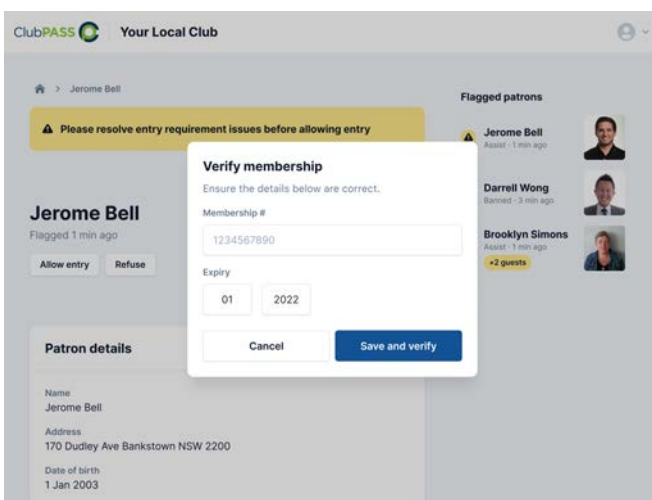
On the Lobby screen, select the **'View details'** button.



Step 2.

You will see the 'Verify membership details' entry exception.

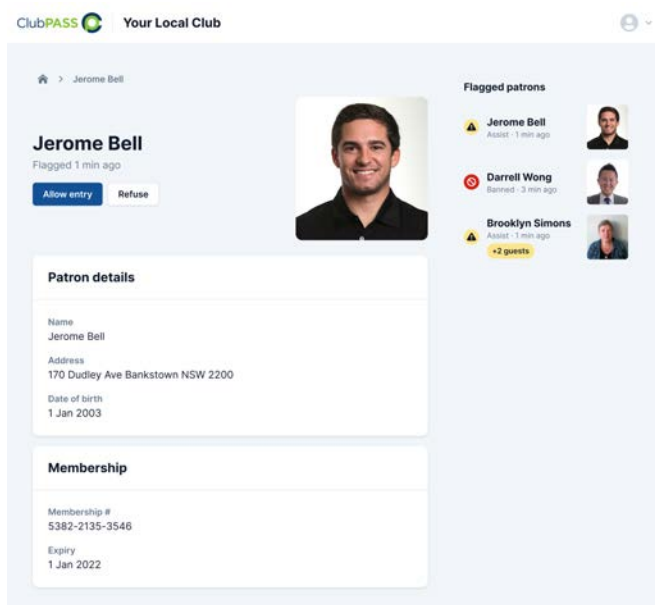
Select the **'Check membership'** button.



Step 3.

Ensure the patron's club membership number and expiry are correct. You can check these against their club membership card or by looking them up on your club's membership system.

Once these details are correct, select **'Save and verify'**.



Step 4.

The 'Verify membership details' entry exception should now be fixed.

If there are more entry exceptions, resolve those before you allow entry.

If there are no more entry exceptions, proceed to sign this patron in by selecting the 'Allow entry' button.

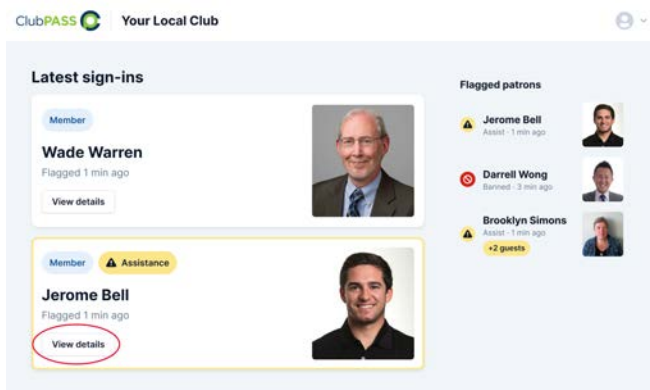
Other scenarios

- **If membership details cannot be verified**, then they can't enter the club. Select the 'Refuse entry' button on the patron details screen
- **If you have a valid reason to allow the patron in without verifying their membership** you can override the entry exception. To override, select the arrow on the 'Update' button on the Patron details screen and select 'Skip'.

MVSE

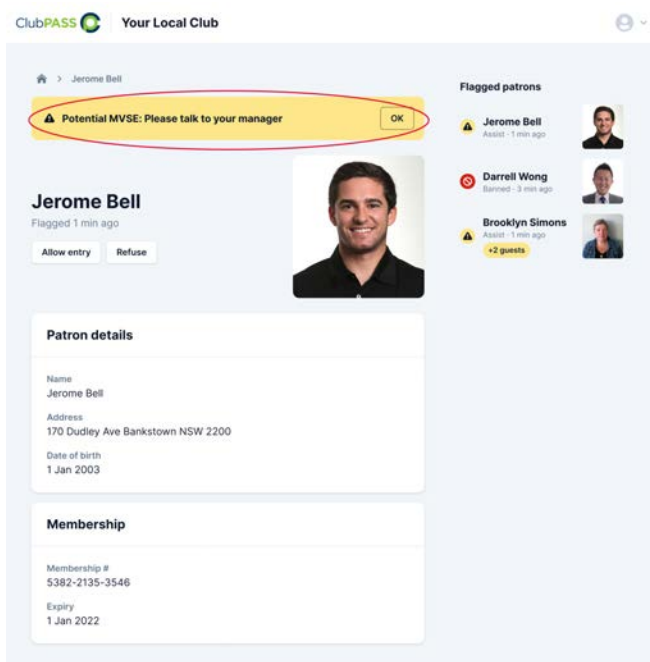
This entry exception will be triggered if a patron is under a Multi-Venue Self Exclusion (MVSE) condition. To resolve this you need to follow your club's MVSE policy.

The ClubSAFE Multi-Venue Self-Exclusion (MVSE) Program is an online system designed to enable people with a gambling problem to self-exclude from venues around where they work, live and socialise. You can read more about it on the [ClubsNSW website](#).



Step 1.

On the Lobby screen, select the **'View details'** button.



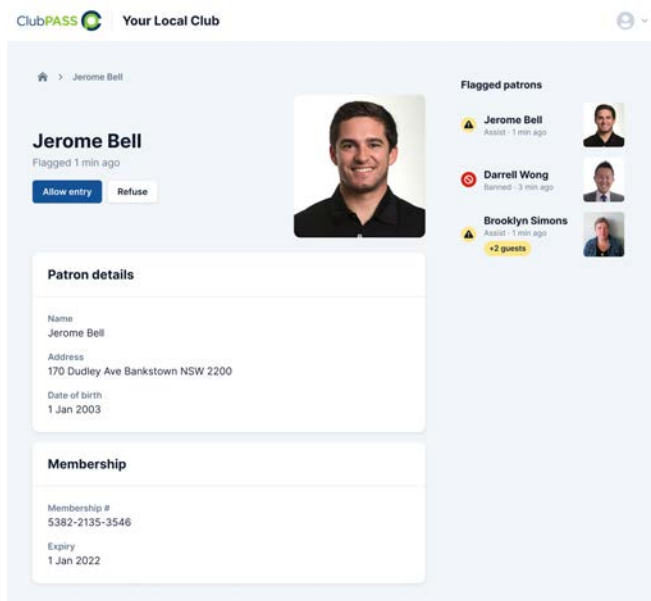
Step 2.

You will see the 'MVSE' entry exception.

Follow your club's MVSE protocol, which may include some of the following:

- Look up the patron's details in your MVSE Program register;
- Alert your manager that a MVSE Program member has signed in;
- Speak with the patron about their entry conditions and any requirements they must adhere to based on their MVSE status.

Once you're satisfied the patron has been appropriately handled as per your club's MVSE policy, select the **'OK'** button.



Step 3.

The 'Potential MVSE' entry exception should now be resolved.

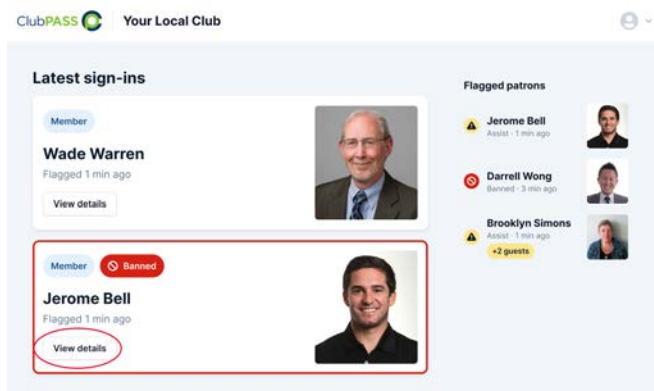
If there are more entry exceptions, resolve those before you allow entry.

If there are no more entry exceptions, proceed to sign this patron in by selecting the 'Allow entry' button.

Patron banned

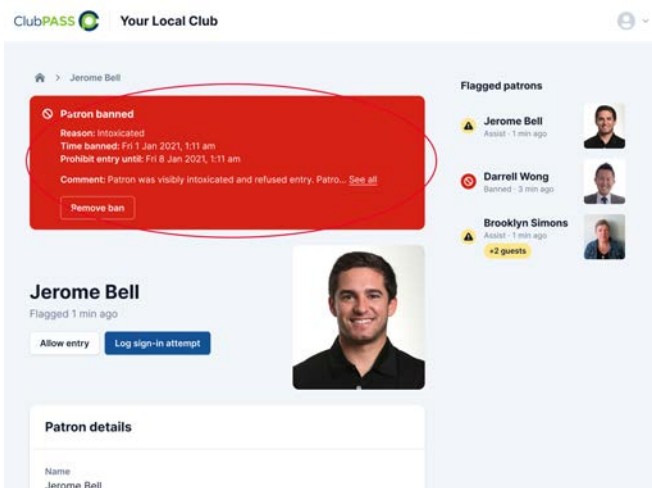
This entry exception will be triggered if a patron is currently under a ban at your club. To resolve this, you need to review and remove the ban.

Also see: [Refuse/Ban patron](#)



Step 1.

On the Lobby screen, select the 'View details' button

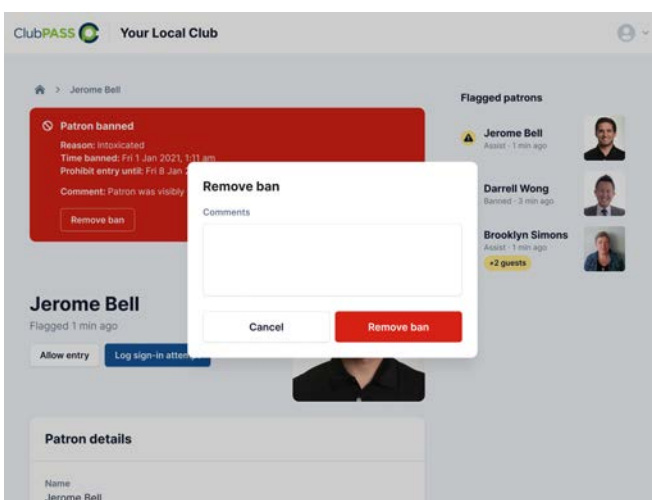


Step 2.

You will see the 'Patron refused entry' entry exception.

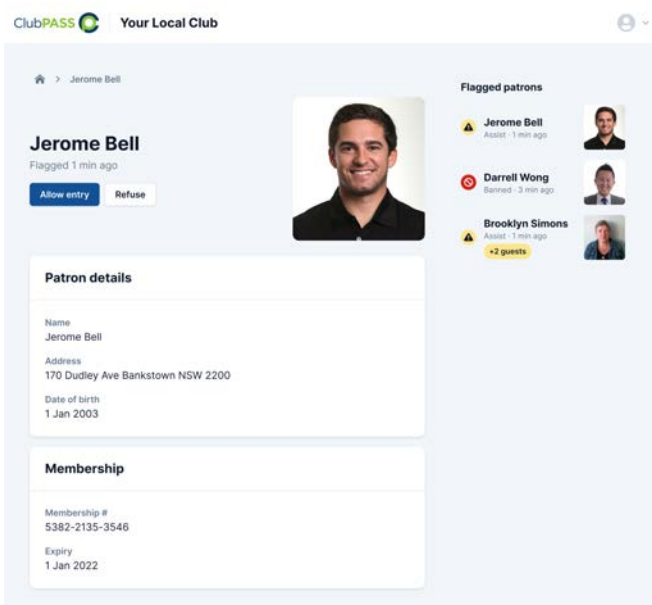
Review the ban details.

If you feel the ban is no longer warranted, select the '**Permit entry**' button.



Step 3.

Enter a reason for allowing club entry. When you're done, select the '**Remove ban**' button.



Step 4.

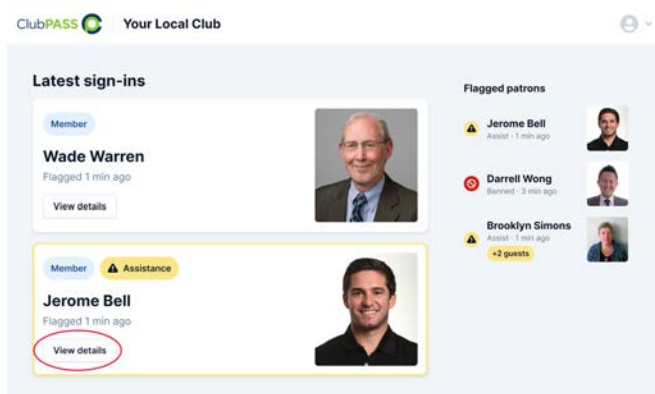
The 'Patron refused entry' entry exception should now be resolved.

If there are more entry exceptions, resolve those before you allow entry.

If there are no more entry exceptions, proceed to sign this patron in by selecting the 'Allow entry' button.

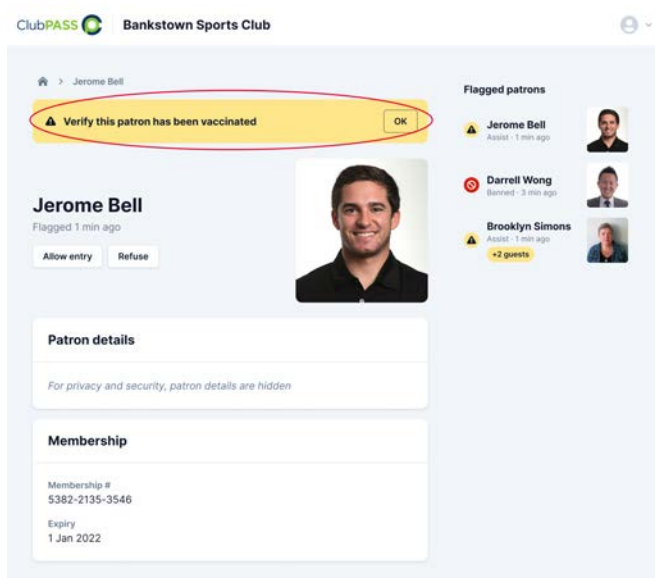
Vaccination verification

Club policy may recommend that only vaccinated patrons be allowed to enter the club. If this is the case, you'll need to confirm that you've sighted a patron's proof of vaccination. You will only be asked to do this once per patron.



Step 1.

On the Lobby screen, select the 'View detail' button.

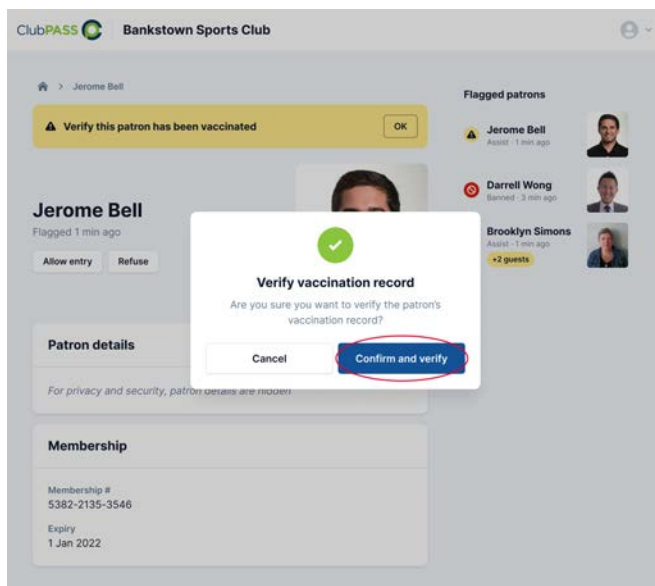


Step 2.

You will see the 'Verify this patron has been vaccinated' entry exception.

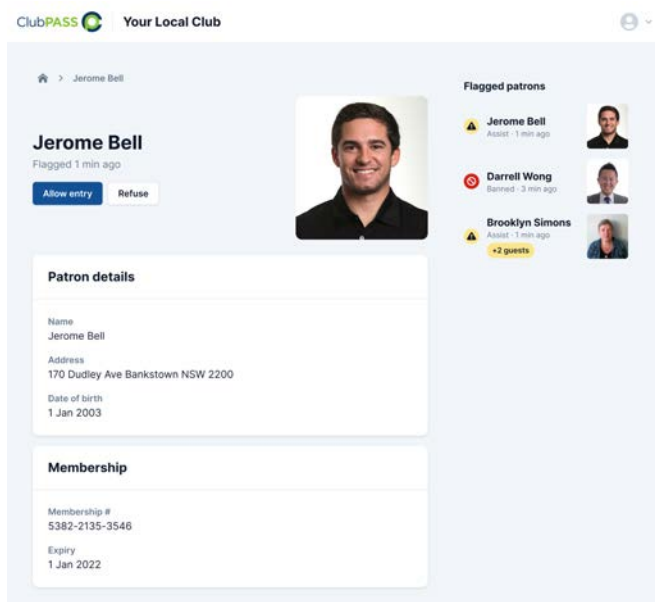
Ask the patron for proof of vaccination

If the patron cannot provide satisfactory evidence of their vaccination status or if their vaccination level is insufficient (eg. they've had one jab but your club requires patrons to be fully vaccinated), they cannot enter the club.



Step 3.

If you are satisfied that the patron has been vaccinated to the level required by club policy, select the **'Confirm and Verify'** button.



Step 4.

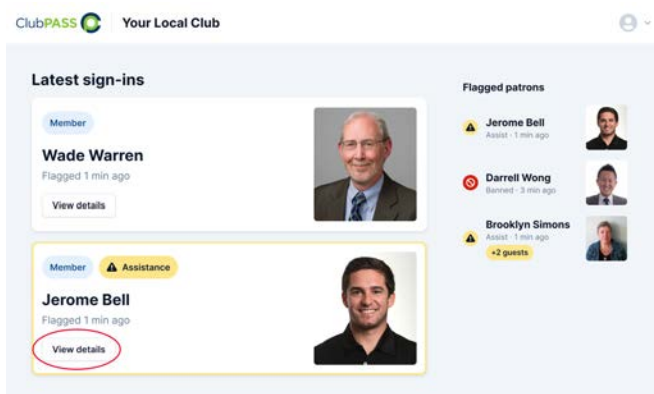
The 'Verify this patron has been vaccinated' entry exception should now be resolved.

If there are more entry exceptions, resolve those before you allow entry.

If there are no more entry exceptions, proceed to sign this patron in by selecting the 'Allow entry' button.

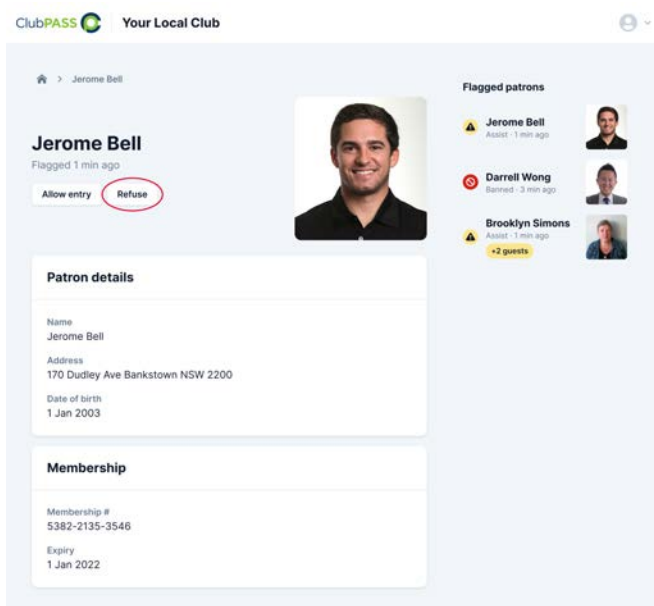
Refusing entry/Banning a patron

If a patron has behaved in a way that goes against any of the conditions of entry, you can refuse their entry into the club. For more serious offences, a ban can be placed on their ClubPASS account.



Step 1.

On the Lobby screen, select the **'View detail'** button.



Step 2.

To refuse entry or to apply a ban to a patron's ClubPASS account, select the **'Refuse'** button on the Patron details screen.

Note: If the patron has already signed in, the 'Refuse' button will read **'Eject'** instead.

ClubPASS Your Local Club

Jerome Bell
Flagged 1 min ago

Allow entry Refuse

Refuse club entry

Reason
Select a reason

Prohibit entry for
Just once

Comments

Cancel Refuse entry

Patron details

Name
Jerome Bell

Address
170 Dudley Ave Bankstown N

Date of birth
1 Jan 2003

Membership

Membership #
5382-2135-3546

Expiry
1 Jan 2022

Flagged patrons

Jerome Bell
Assist - 1 min ago

Darrell Wong
Banned - 3 min ago

Brooklyn Simons
Assist - 1 min ago
+2 guests

Step 3.
Select a reason, duration and add any relevant details to 'Comments' for the ban.

By default, ban duration is set to 'Just once' but can be extended for more serious offences.

When you're done, select the **'Refuse entry'** button.

ClubPASS Bankstown Sports

Jerome Bell
Banned 1 min ago

Patron banned

Reason: Violent, argumentative, or disorderly
Time banned: Fri 1 Jan 2021, 1:11 am
Prohibit entry until: Fri 8 Jan 2021, 1:11 am
Comment: Patron was visibly violent and refused entry. Patron... [See all](#)

Jerome Bell
Banned 1 min ago

Patron details

For privacy and security, patron details are hidden

Membership

Membership #
5382-2135-3546

Expiry
12 May 2022

Flagged patrons

Jerome Bell
Assist - 1 min ago

Darrell Wong
Banned - 3 min ago

Brooklyn Simons
Assist - 1 min ago
+2 guests

Step 4.
The patron is now banned from entering the club.

Note: If the patron attempts to sign in while the ban is still in effect, you will immediately be alerted. See [Patron banned](#).

Change log

1.4	14/9/2021	<ul style="list-style-type: none">• Updated screenshots to reflect UI
1.3	10/9/2021	<ul style="list-style-type: none">• Updated 'Refusing entry/Banning a patron' content to reflect latest designs
1.2	18/8/2021	<ul style="list-style-type: none">• Added vaccination verification entry exception
1.1	29/7/2021	<ul style="list-style-type: none">• Updated Refuse/Ban interaction• Screenshots updated to reflect new branding
1.0	28/7/2021	<ul style="list-style-type: none">• Initial release
