



# ClubPASS Admin Guide v1.0

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# Using ClubPASS admin

The ClubPASS admin interface consists of 3 basic screens:

- [ClubPASS Users](#)
- [Admins](#)
- [Venues](#)

## Things to note

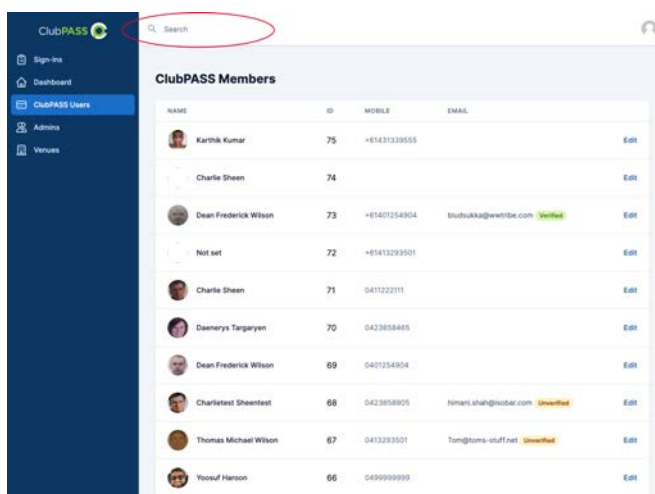
- 'Sign-ins' allows you to switch to managing the lobby of your assigned club
- 'Dashboard' is the designated home screen for ClubPASS admin. It doesn't currently do anything
- Depending on your [admin role/permissions](#) you may not see all these options

# ClubPASS Users

ClubPASS users are essentially club patrons with the ClubPASS app. Managing users is done via the **ClubPASS Users** screen which can be accessed from the left-hand navigation bar.



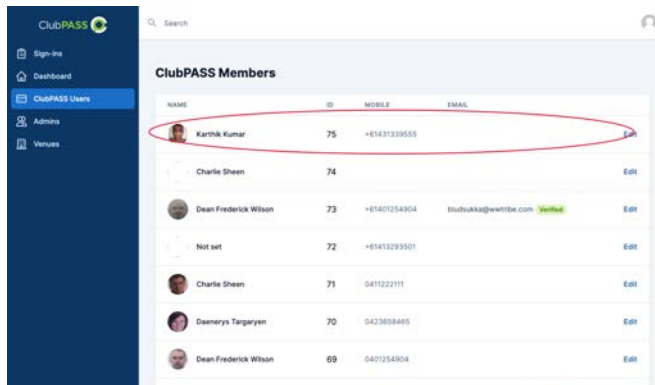
## Finding a user



Enter a user's **name** or **email** in the search field and hit enter.

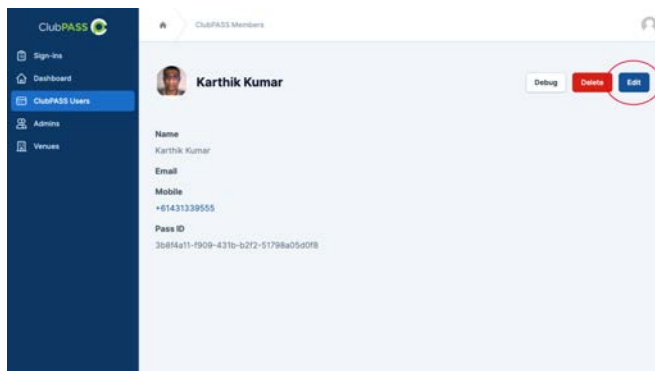
# Editing a user

For security reasons, only a user's email can be edited.

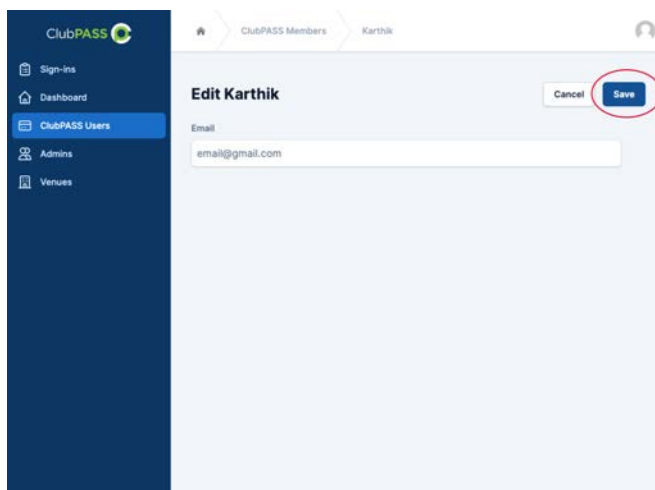


Select on the user you want to edit.

**Note:** You can also select the edit link from this screen.

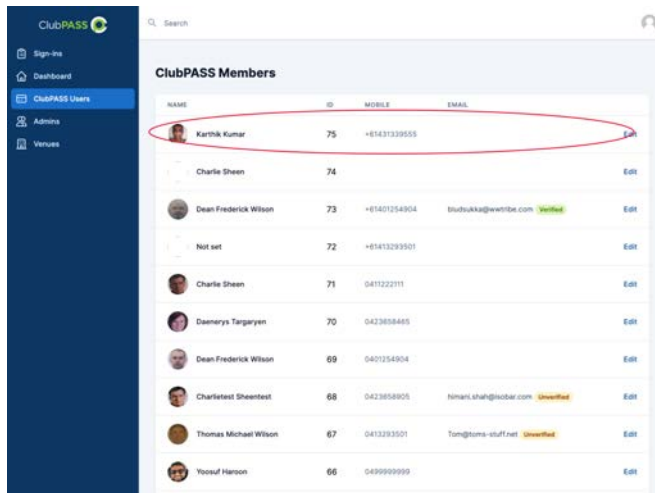


From the user detail screen, select **'Edit'**.

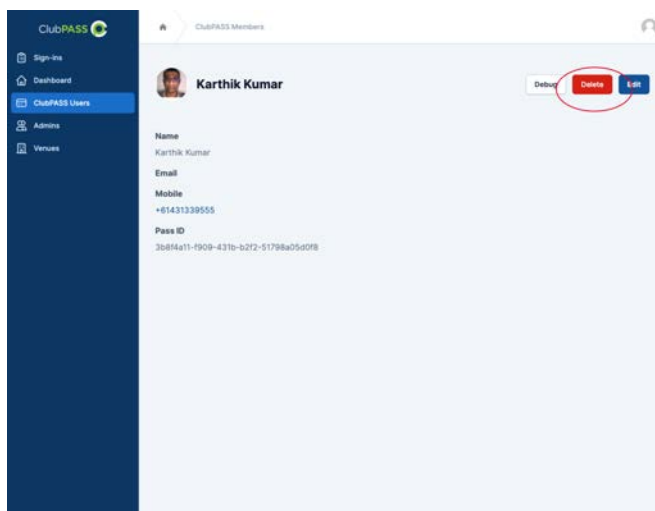


Update the user's email and select **'Save'** when you're done.

# Deleting a user



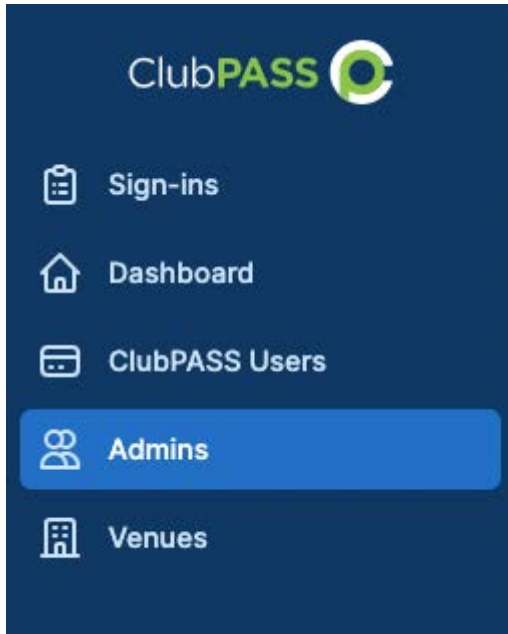
Click on the user you want to delete.



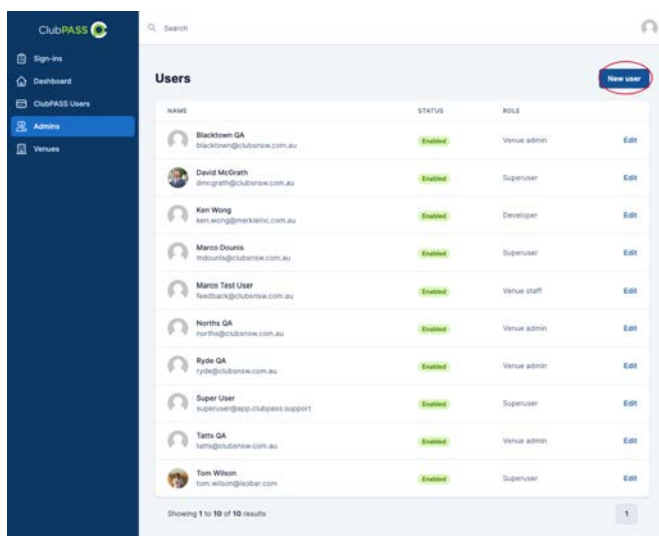
From the user detail screen, select '**Delete**' and follow the prompts.

# Admins

Managing ClubPASS administrators is done via the **Admins** screen which can be accessed from the left-hand navigation bar.



# Creating a new admin



From the 'Admins' screen, select 'New User'.

A screenshot of the 'New user' form in the ClubPASS Admin interface. The form is titled 'New user' and includes fields for First name, Last name, Email, Role (a dropdown menu), and Venue (a dropdown menu). There is a checkbox for 'Enabled' which is checked. Below these fields is a 'Set password' section with 'Password' and 'Confirm Password' fields. At the top right of the form are 'Cancel' and 'Save' buttons. The sidebar on the left is the same as in the previous screenshot.

Enter the details for the new admin account and select '**Save**' when you're done.

## Role

For club staff role is generally one of the following:

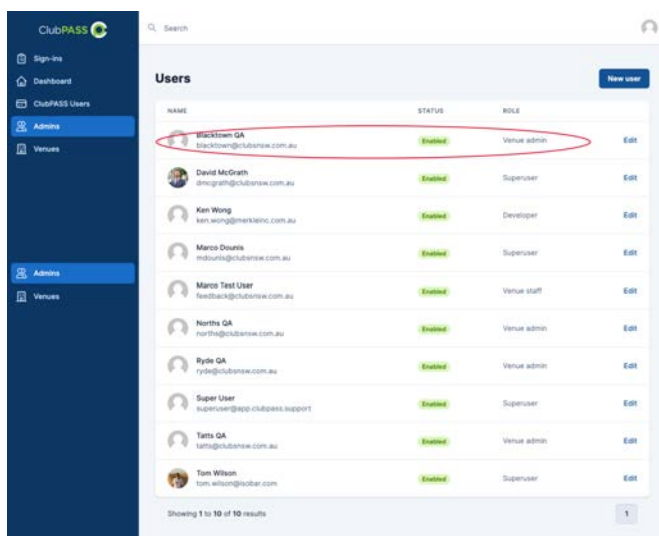
- **Venue staff** - account for lobby staff
- **Venue admin** - account for people managing the club's info in ClubPASS

Also see: [ClubPASS admin roles](#)

## Venue

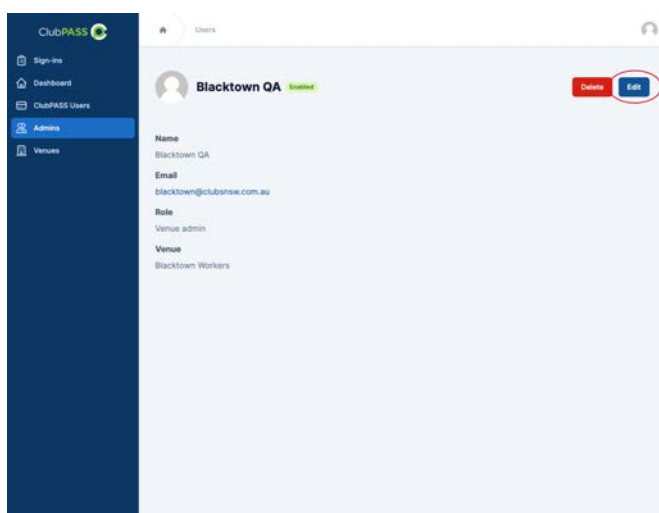
Select the appropriate club. Users can only have admin access to a single club at any given time.

# Editing an admin (incl. Password reset)



Select the admin you want to edit.

**Note:** You can also select the edit link from this screen



From the admin detail screen, select **'Edit'**.



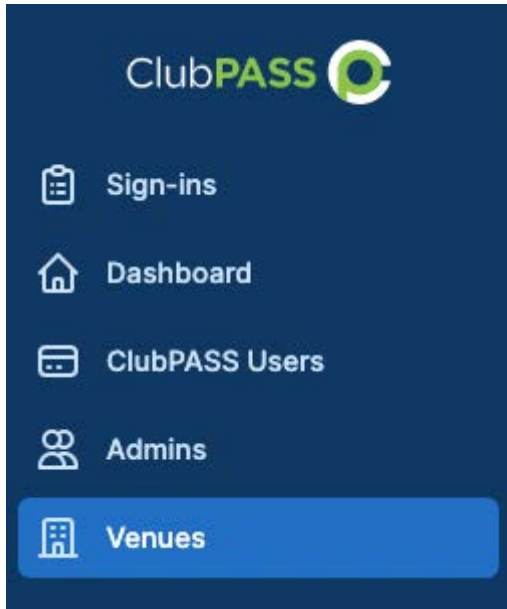
The screenshot displays the ClubPASS Admin interface. On the left is a dark blue sidebar with navigation links: Sign-ins, Dashboard, ClubPASS Users, Admins (highlighted), and Venues. The main content area is titled 'Edit Blacktown QA' and includes a breadcrumb trail 'Admins > Blacktown QA'. The form contains the following fields: First name (Blacktown), Last name (QA), Email (blacktown@clubsnsw.com.au), Role (Venue admin), and Venue (Blacktown Workers). There is an 'Enabled' checkbox which is checked. Below these is a 'Set password' section with 'Password' and 'Confirm Password' fields, each with a placeholder 'Enter password'. 'Cancel' and 'Save' buttons are located at the top right of the form.

Update the admin details as required and select '**Save**' when you're done.

**To reset the password** enter a new password into the 'Password' and 'Confirm Password' fields and select 'Save'.

# Venues

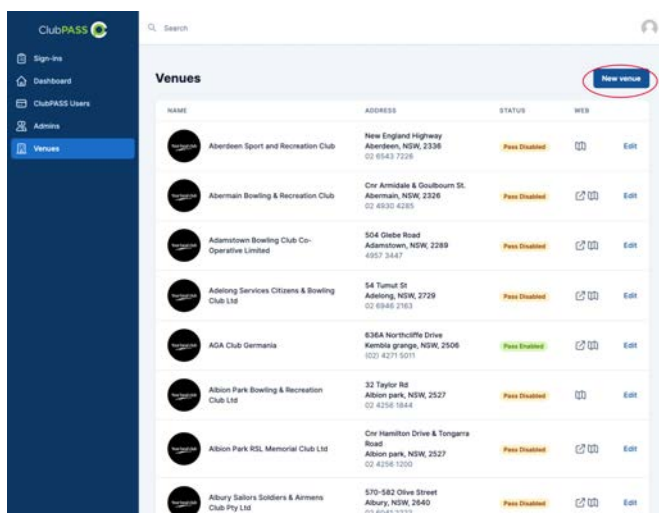
Managing ClubPASS venues is done via the **Venue** screen which can be accessed from the left-hand navigation bar.



# Creating a new venue

Before creating a new venue ensure you have the following handy:

- Basic club details (name, address, phone, website, social links etc)
- Club logo (square image <500kb)
- Contact tracing URL (for COVID-Safe check-ins)
- Club image (16:9 image < 500kb)
- Opening hours



From the 'Venues' screen, select 'New Venue'

A screenshot of the 'New venue' form in ClubPASS. The form is titled 'New venue' and has a 'Cancel' button and a 'Save' button. It includes several input fields: 'Club name', 'Salesforce ID (optional)', 'Primary phone number', 'Website address (optional)', 'Website label (optional)', 'Visit website', 'Contact tracing URL (optional)', and 'About the Club (optional)'. There is also a 'Club logo' section with a placeholder image and instructions: 'Square Image JPEG or PNG file less than 500kb'. The form also has a checkbox for 'Enabled'.

Fill out the appropriate details and select 'Save' when you're done.

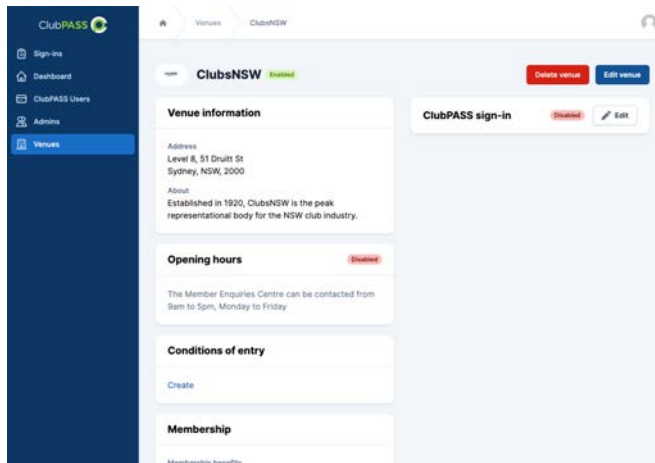
Some fields to pay attention to:

## Enable

Ensure this is checked otherwise the club will not appear in the app

## Latitude/Longitude

Go to google maps, search for the club and right click on the pin for lat/long details.



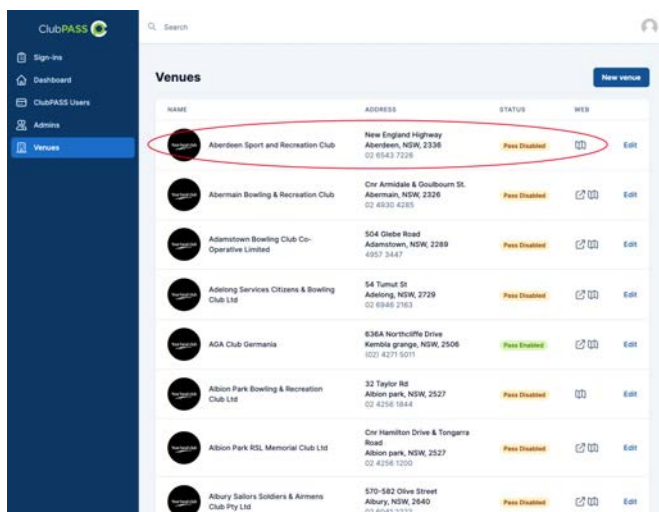
You club has now been created and will appear in the app.

After creating a club you may also want to:

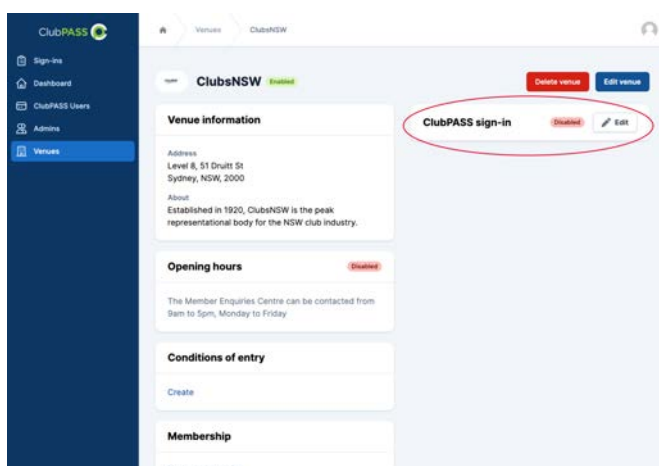
- [Enabling ClubPASS for a club](#)
- [Adding a club entrance](#)
- [Setting identity and vaccination record verification levels](#)

# Enabling ClubPASS for a club

To allow patrons to sign in with ClubPASS, ClubPASS must be enabled for the club.



Select the club you want.



Select 'edit' on ClubPASS sign-in.

ClubPASS sign-in settings

☒ Enable ClubPASS for this club

**Identity verification level**  
Choose how much you want to verify a patron's ClubPASS identity. Higher levels are more secure but require more staff effort.

☐ None  
No verification required

☐ Moderate  
Any club can verify identity

☒ Strict  
This club must verify identity

**COVID-19 vaccination record verification**  
Choose how much you want to verify a patron's COVID-19 vaccination record. Higher levels are safer but require more staff effort.

☐ None  
No verification required

☐ Moderate  
Any club can verify COVID-19 vaccination record

☒ Strict  
This club must verify COVID-19 vaccination record

**General settings**

Exit after (hours)  
8

Member radius (km)  
5

MVSE ID

Select the **'Enable ClubPASS for this club'** option.

Also see: [Setting identity and vaccination record verification levels](#)

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

ClubsNSW Enabled

**Venue information**

Address  
Level 8, 51 Drutt St  
Sydney, NSW, 2000

About  
Established in 1920, ClubsNSW is the peak representational body for the NSW club industry.

**Opening hours** Disabled

The Member Enquiries Centre can be contacted from 9am to 5pm, Monday to Friday

**Conditions of entry**

Create

**Membership**

Membership benefits  
N/A

Card Colour  
Blue

**Club entrances & QR codes** Edit

Entry? Get QR poster

**ClubPASS sign-in** Enabled Edit

Identity verification  
**Strict:** This club must verify identity

COVID-19 vaccination verification  
**Strict:** This club must verify COVID-19 vaccination record

Member radius  
5 km

Exit after  
8 hours

MVSE venue ID  
N/A

ClubPASS is now enabled at this club.

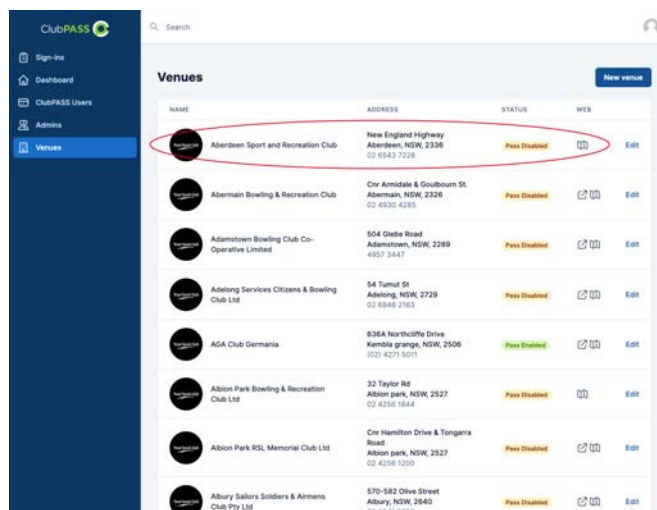
Also see: [Adding a club entrance](#)

# Setting identity and vaccination record verification levels

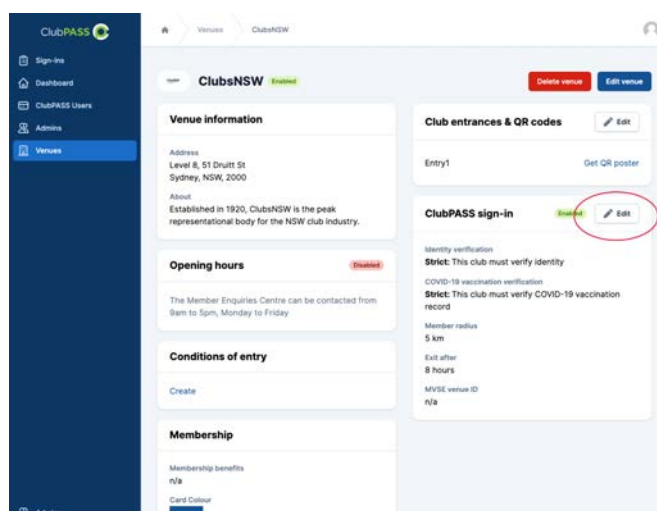
Each club can set how much they want to verify a patron's identity and COVID-19 vaccination record. There are 3 levels of verification:

- **None** - No verification is required
- **Moderate** - Any club can verify a patron's identity/vaccination record
- **Strict** - Only this club can verify a patron's identity/vaccination record

**Note:** Higher levels are more secure but will require more staff effort and slow down sign-ins.



Select the club you want to edit.



Select 'Edit' on 'ClubPASS sign-in'.

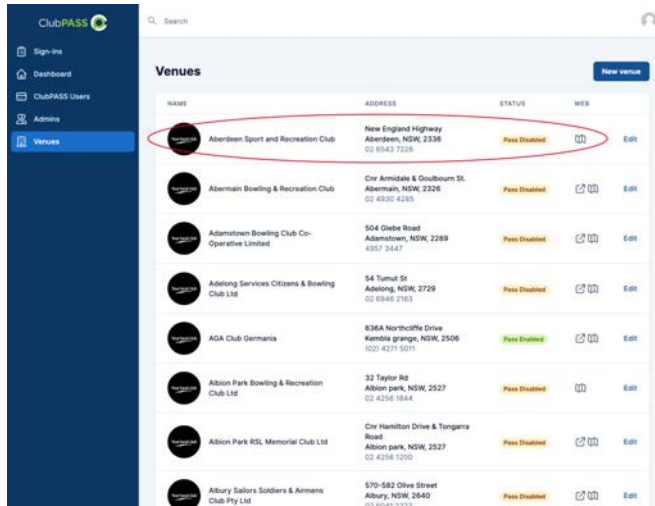
Select the desired verification levels.

When you're done, select **'Save'**.

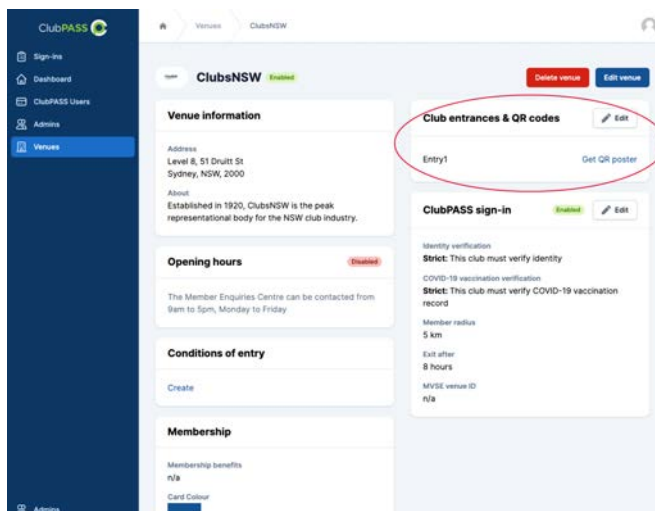


# Adding a club entrance

Some clubs might have more than one entrance. If this is the case, you may want to set up multiple entrances in ClubPASS to help manage sign-ins more effectively.

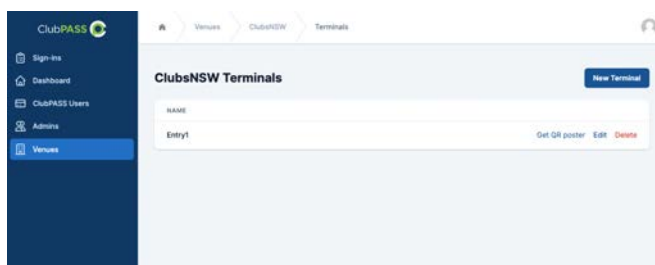


Select the club you want to edit.

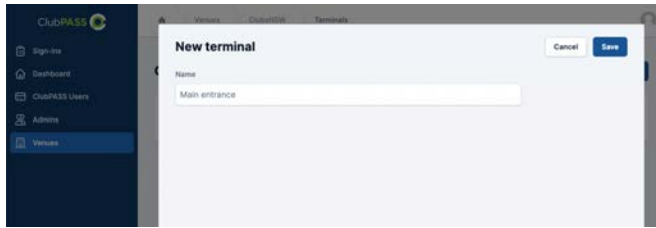


Select 'Edit' from 'Club entrances & QR codes'.

**Note:** If you can't see 'Club entrances & QR codes', check that ClubPASS has been enabled for this club. See: [Enabling ClubPASS for a club](#)

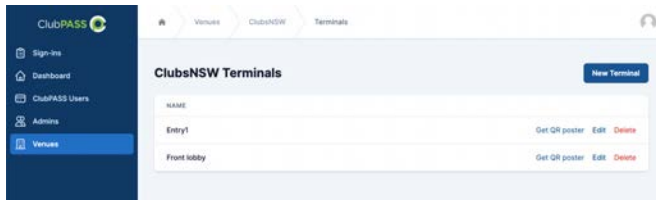


From the club entrances index select 'New Terminal'



Give the new entrance a short, descriptive name.

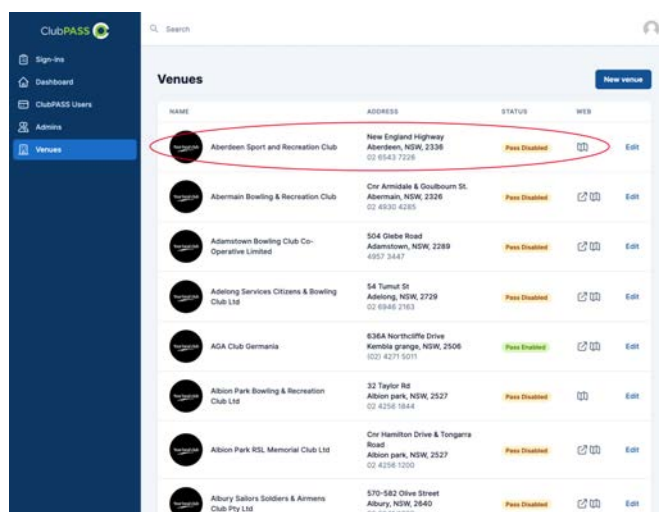
Select **'Save'**



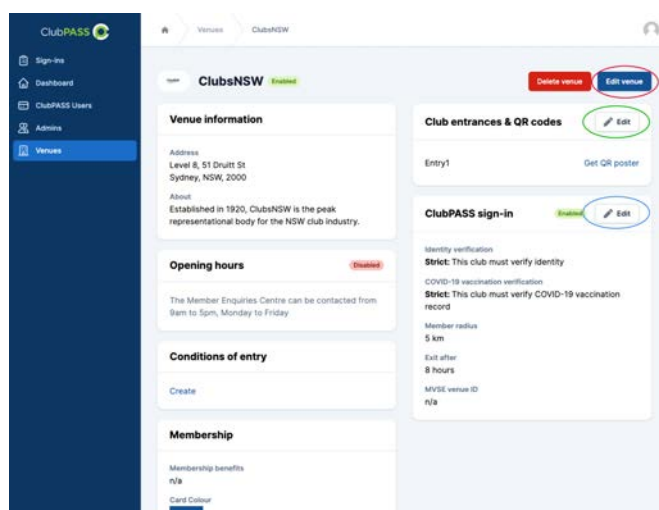
Your new entrance will now appear on the club entrances index.

Select **'Get QR poster'** to download and print the ClubPASS QR poster for this new entrance.

# Editing a venue



Select the club you want to edit.

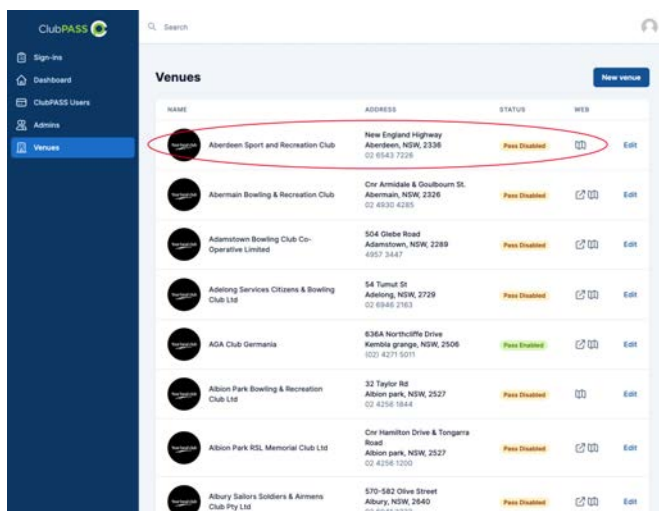


From the venue detail page, decide what aspect of the club you want to edit.

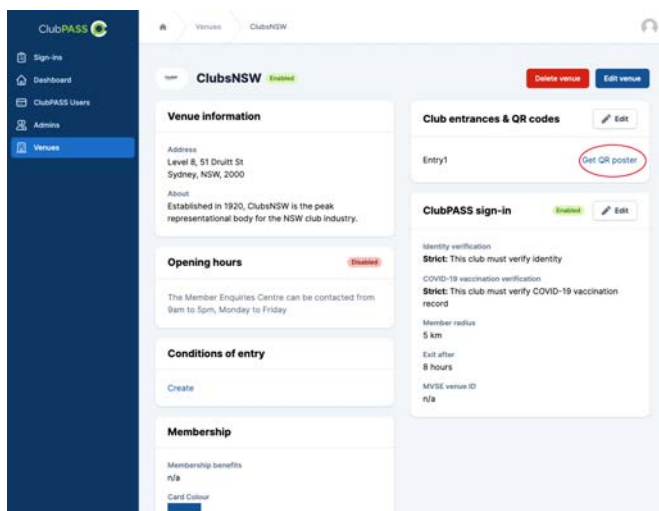
- **To edit general information about the club** (eg, address, images, opening hours etc) select **'Edit venue'**.
- **To edit club entrances** select **'Edit'** from **'Club entrances & QR codes'**.
- **To edit how ClubPASS sign-ins are handled**, select **'edit'** from **'ClubPASS sign-in'**.

# Getting ClubNSW QR posters

Each entrance you set up in ClubPASS will have a unique QR code to help identify where patron's entered from. Ensure the posters are placed at their corresponding entrances.



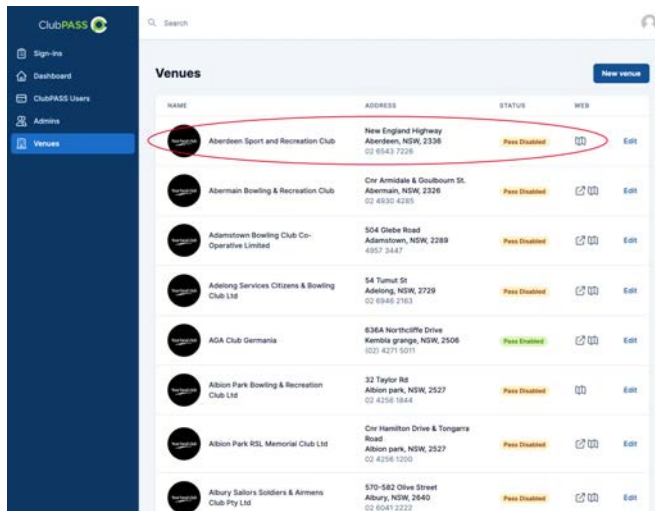
Select the club you want.



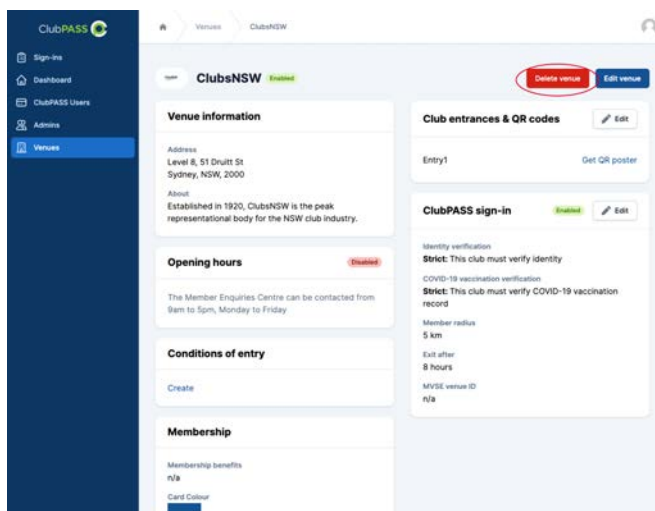
From 'Club entrances & QR codes' box select the appropriate 'Get QR poster' link

Also see: [Adding a club entrance](#)

# Deleting a venue



Select the club you want to edit.



From the venue detail page, select **'Delete venue'** and follow the prompts.

# Appendix

## ClubPASS admin roles

Role	ClubPASS Users	Admins	Venue
Venue staff	-	-	Read for assigned club
Venue admin	-	-	Read/Write for assigned club
Venue Super user	-	-	Read/Write
Super User	Read/Write	Read/Write	Read/Write
Developer	Read/Write	Read/Write	Read/Write
No permissions	-	-	-

## Change log

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1.0    17/9/2021    • Initial release