



ClubPASS Admin Guide v1.0

Using ClubPASS admin	2
ClubPASS Users	3
Finding a user	3
Editing a user	4
Deleting a user	5
Admins	6
Creating a new admin	7
Editing an admin (incl. Password reset)	8
Venues	10
Creating a new venue	11
Enabling ClubPASS for a club	13
Setting identity and vaccination record verification levels	15
Adding a club entrance	17
Editing a venue	19
Getting ClubNSW QR posters	20
Deleting a venue	21
Appendix	22
ClubPASS admin roles	22
Change log	22

Using ClubPASS admin

The ClubPASS admin interface consists of 3 basic screens:

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

Things to note

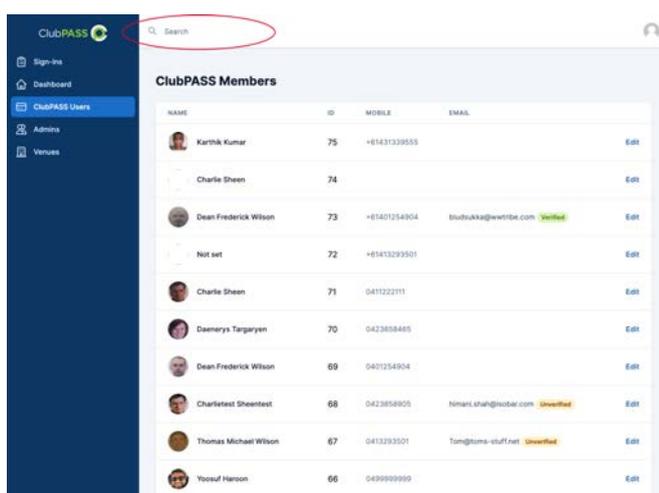
- 'Sign-ins' allows you to switch to managing the lobby of your assigned club
- 'Dashboard' is the designated home screen for ClubPASS admin. It doesn't currently do anything
- Depending on your [admin role/permissions](#) you may not see all these options

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.



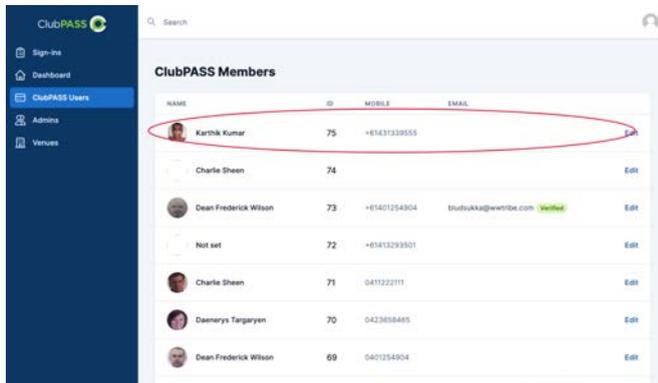
Finding a user



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.

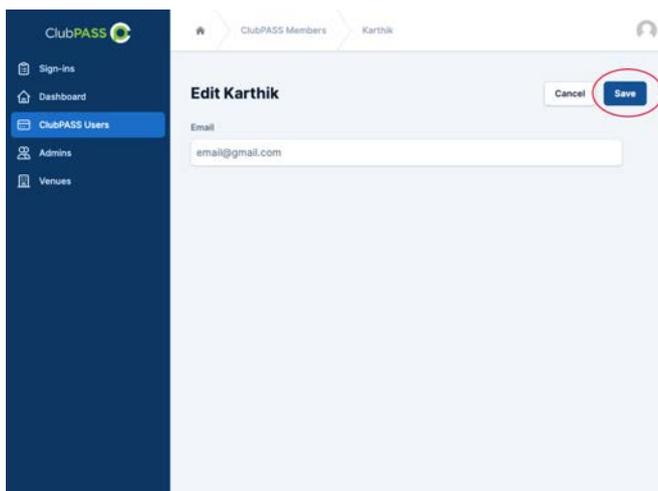


Select on the user you want to edit.

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

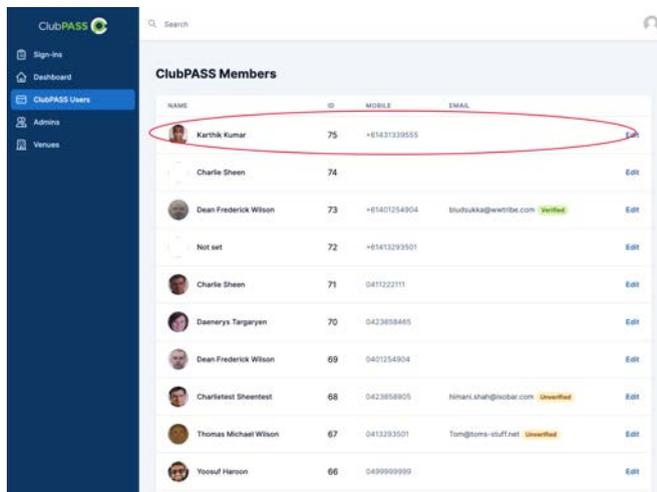


From the user detail screen, select **'Edit'**.

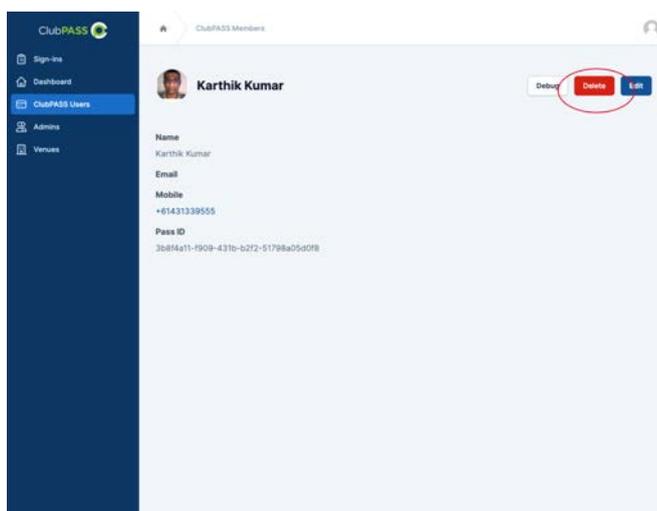


Update the user's email and select **'Save'** when you're done.

Deleting a user



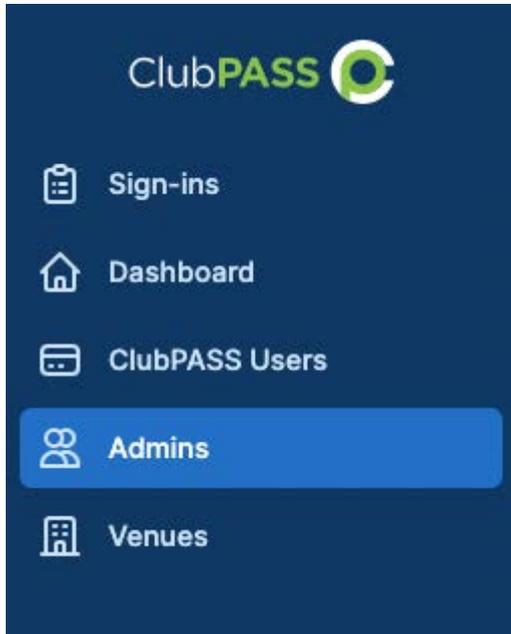
Click on the user you want to delete.



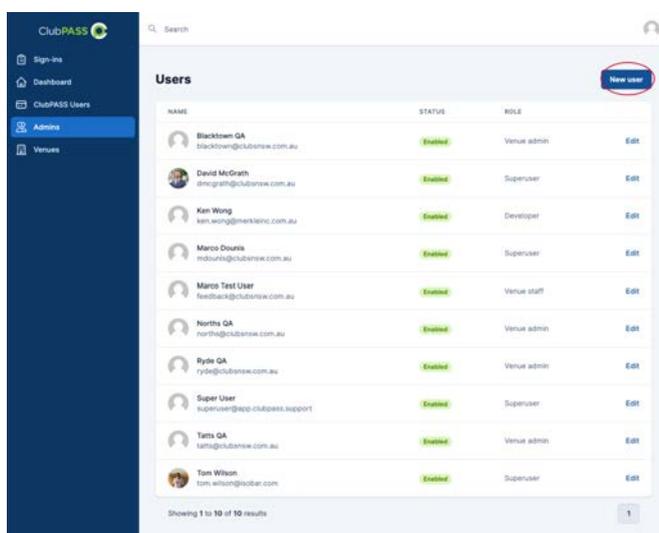
From the user detail screen, select **'Delete'** and follow the prompts.

Admins

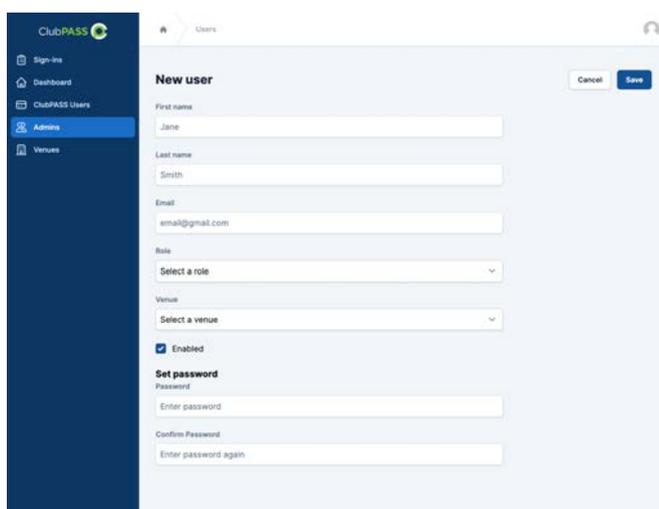
Managing ClubPASS administrators is done via the **Admins** screen which can be accessed from the left-hand navigation bar.



Creating a new admin



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



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:

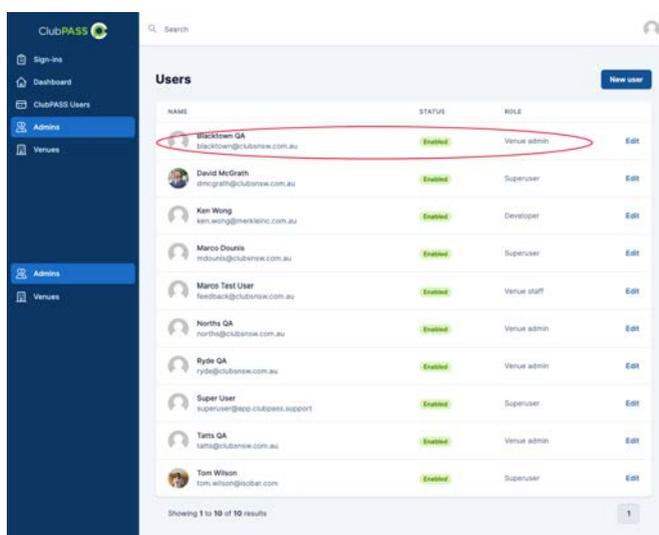
- **Venue staff** - account for lobby staff
- **Venue admin** - account for people managing the club's info in ClubPASS

Also see: [ClubPASS admin roles](#)

Venue

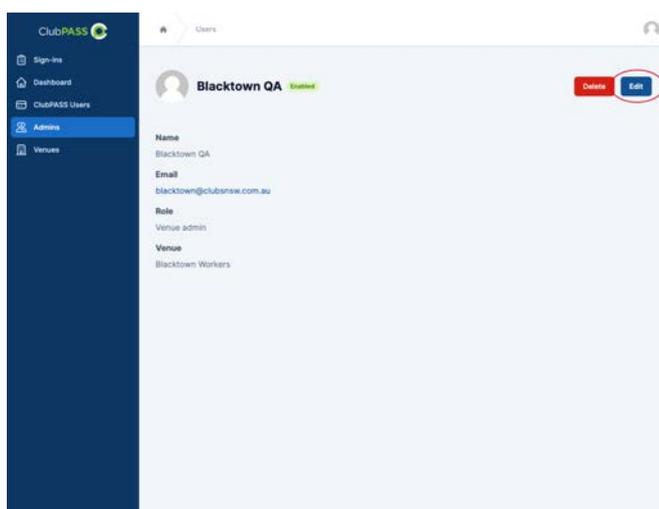
Select the appropriate club. Users can only have admin access to a single club at any given time.

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 shows the 'Edit Blacktown QA' form in the ClubPASS Admin interface. The form is titled 'Edit Blacktown QA' and has a 'Cancel' button and a 'Save' button. The form fields are as follows:

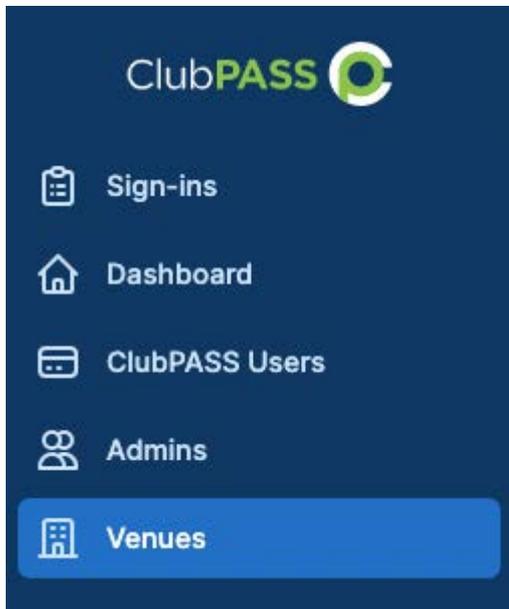
Field	Value
First name	Blacktown
Last name	QA
Email	blacktown@clubsnsw.com.au
Role	Venue admin
Venue	Blacktown Workers
Enabled	<input checked="" type="checkbox"/>
Set password	
Password	Enter password
Confirm Password	Enter password again

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

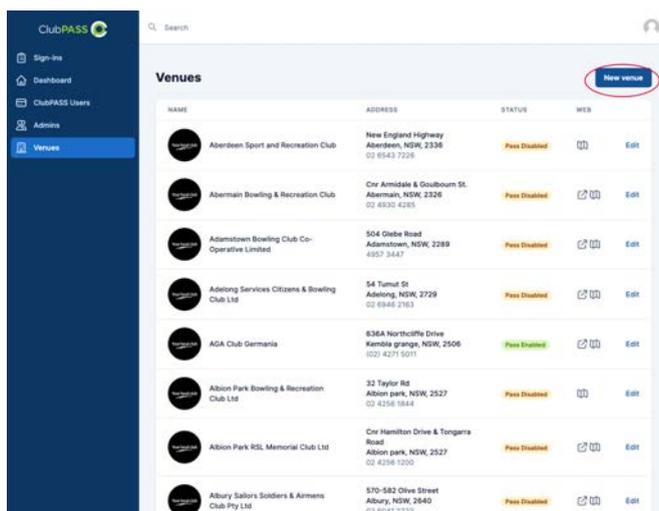
Managing ClubPASS venues is done via the **Venue** screen which can be accessed from the left-hand navigation bar.



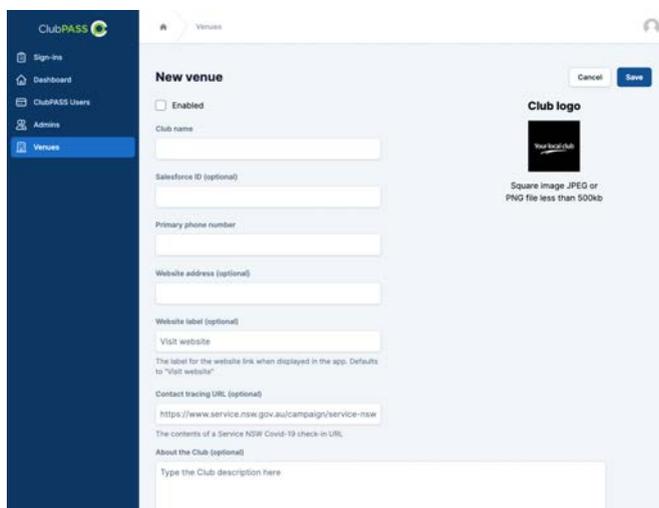
Creating a new venue

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'



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

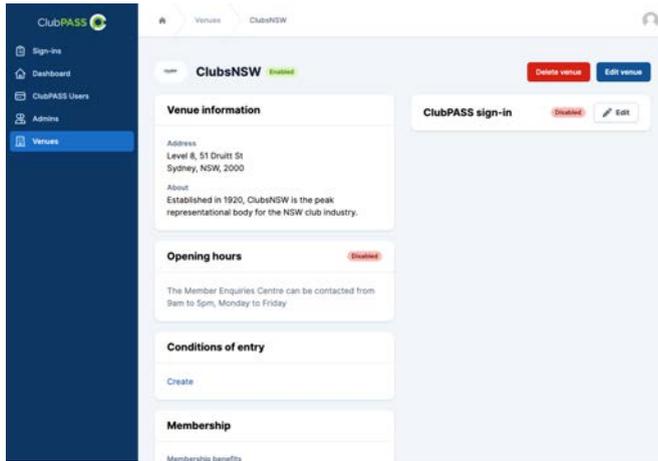
Some fields to pay attention to:

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.



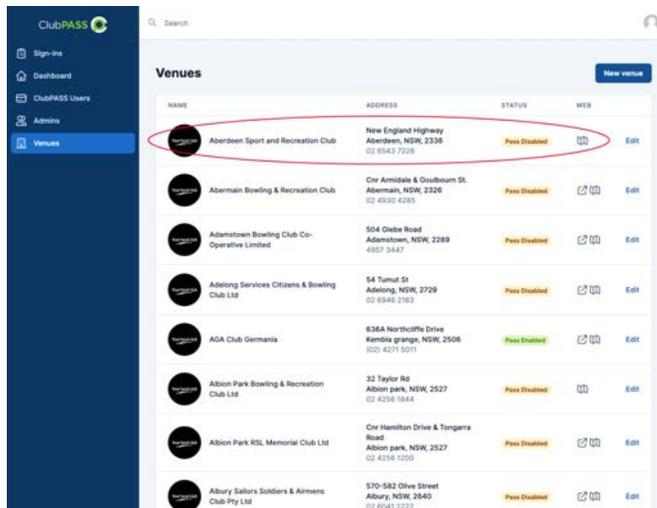
You club has now been created and will appear in the app.

After creating a club you may also want to:

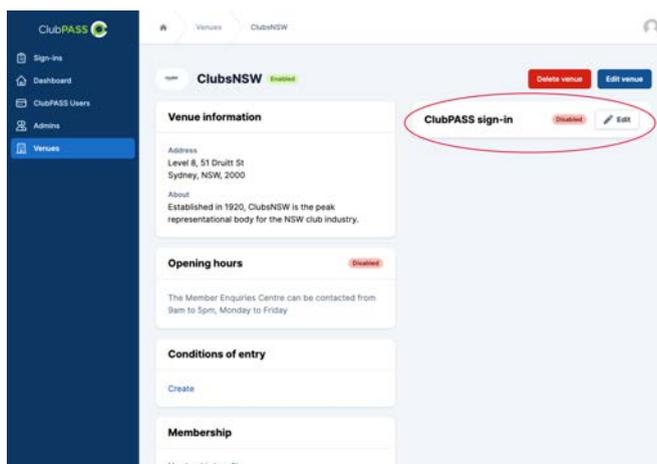
- [Enabling ClubPASS for a club](#)
- [Adding a club entrance](#)
- [Setting identity and vaccination record verification levels](#)

Enabling ClubPASS for a club

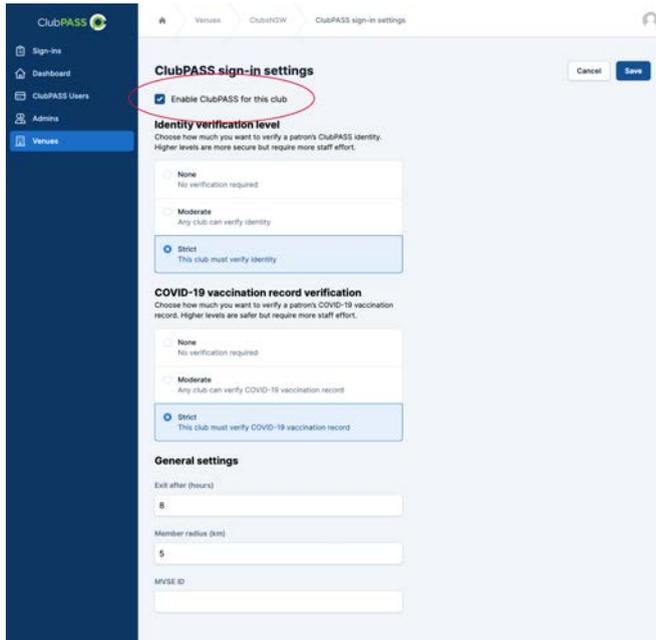
To allow patrons to sign in with ClubPASS, ClubPASS must be enabled for the club.



Select the club you want.



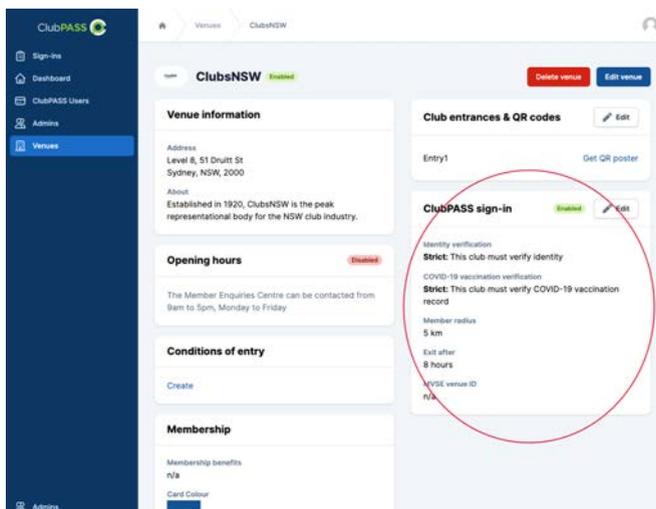
Select 'edit' on ClubPASS sign-in.



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

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

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



ClubPASS is now enabled at this club.

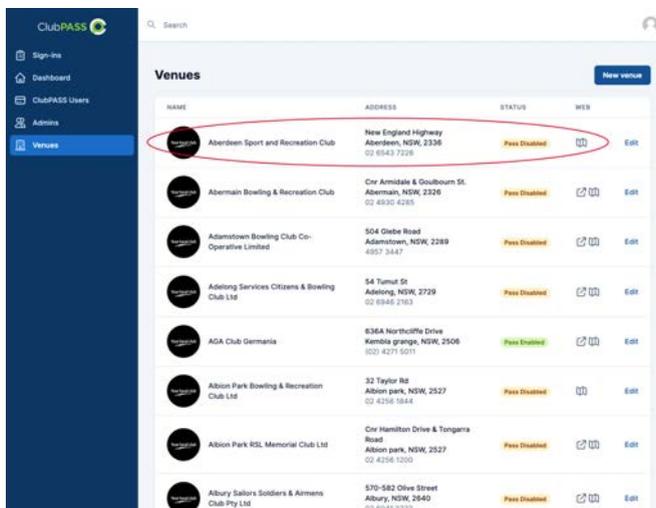
Also see: [Adding a club entrance](#)

Setting identity and vaccination record verification levels

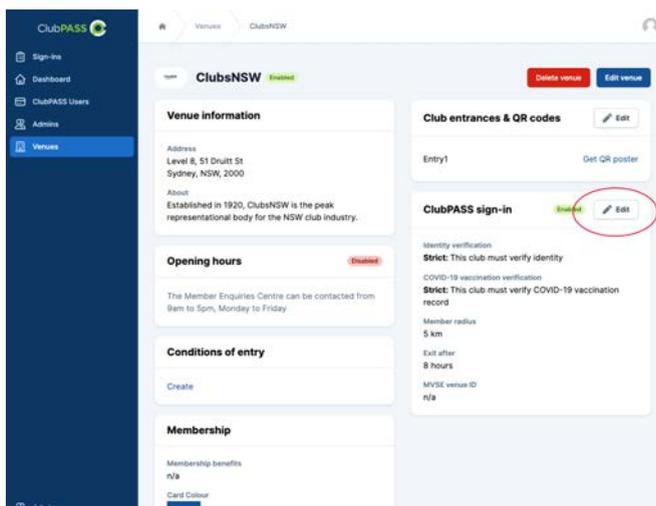
Each club can set how much they want to verify a patron's identity and COVID-19 vaccination record. There are 3 levels of verification:

- **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'.

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 (m)
5

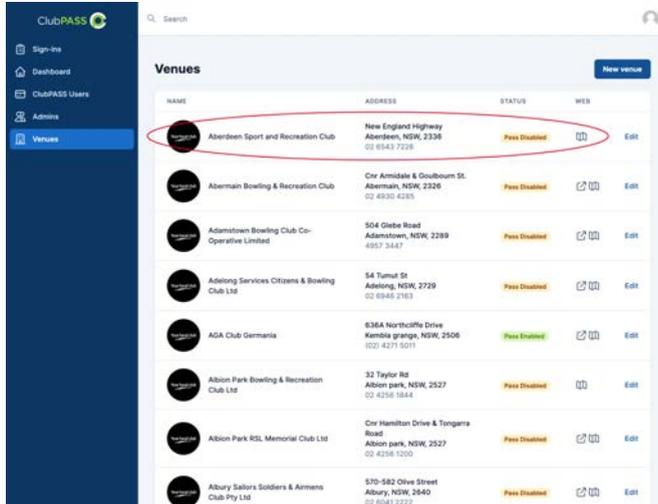
MVSE ID

Select the desired verification levels.

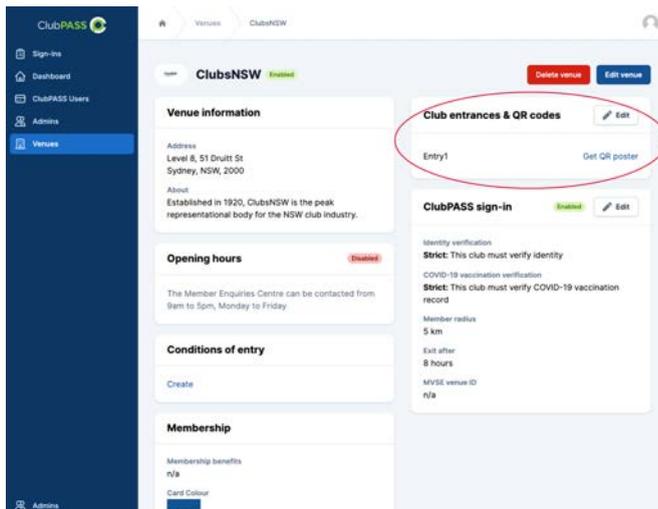
When you're done, select **'Save'**.

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.

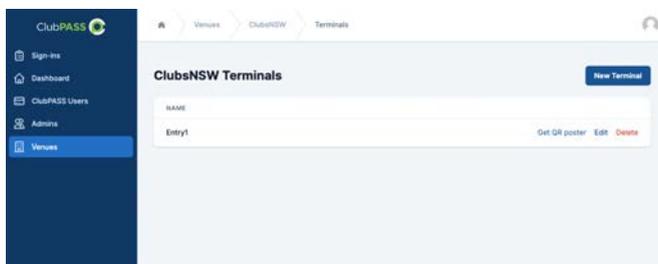


Select the club you want to edit.

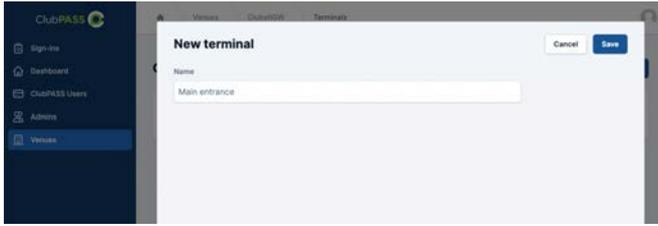


Select 'Edit' from 'Club entrances & QR codes'.

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](#)

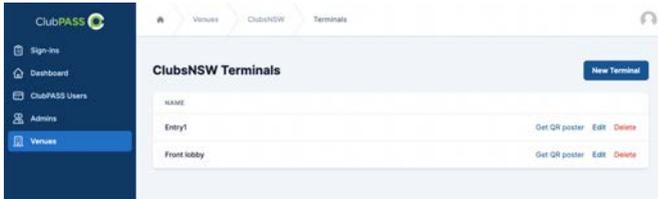


From the club entrances index select 'New Terminal'



Give the new entrance a short, descriptive name.

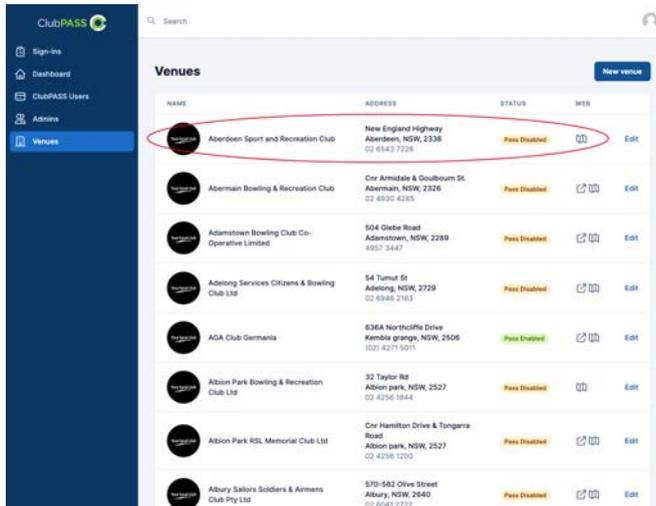
Select **'Save'**



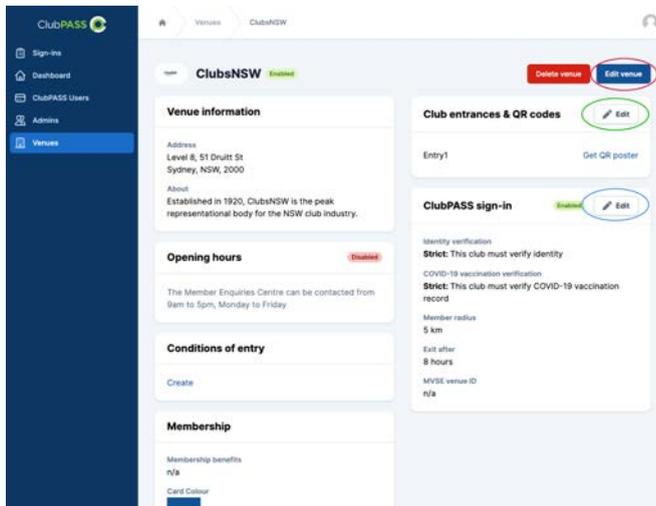
Your new entrance will now appear on the club entrances index.

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.

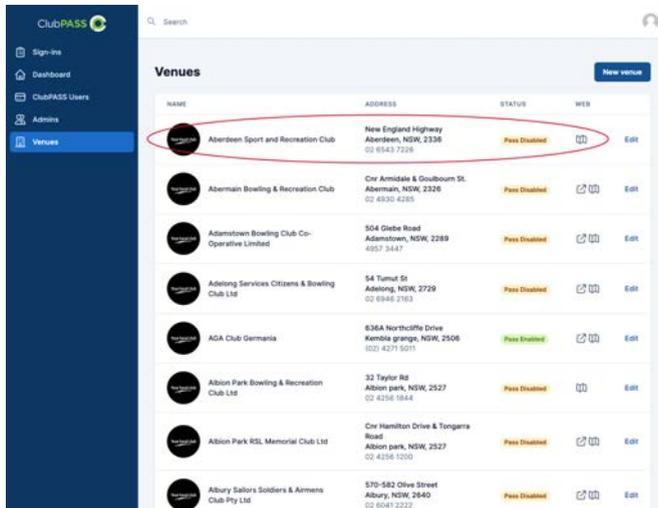


From the venue detail page, decide what aspect of the club you want to edit.

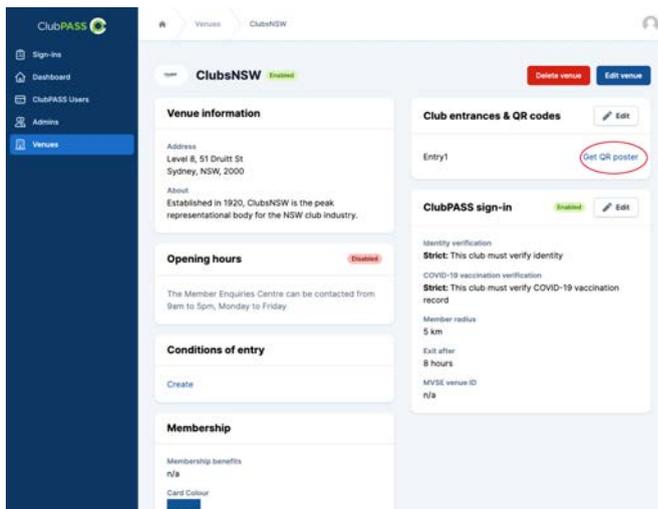
- **To edit general information about the club** (eg, address, images, opening hours etc) select **'Edit venue'**.
- **To edit club entrances** select **'Edit'** from **'Club entrances & QR codes'**.
- **To edit how ClubPASS sign-ins are handled**, select **'edit'** from **'ClubPASS sign-in'**.

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.



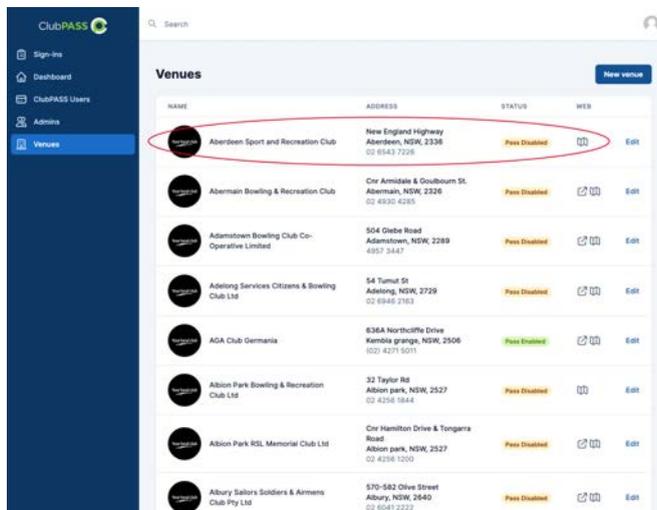
Select the club you want.



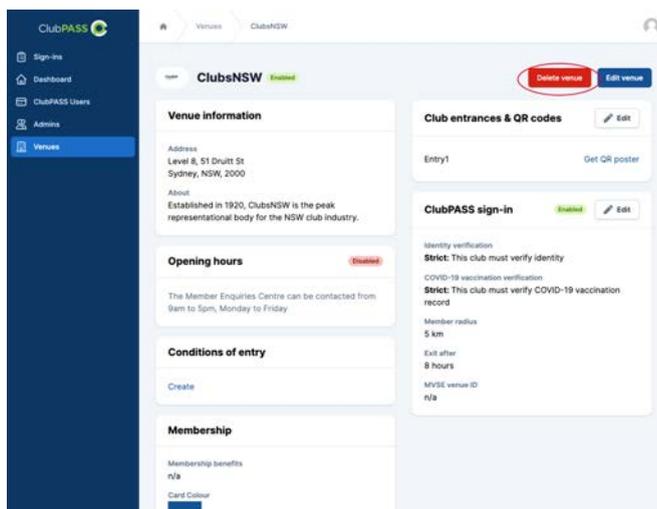
From 'Club entrances & QR codes' box select the appropriate 'Get QR poster' link

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

1.0 17/9/2021 • Initial release