



ClubPASS Quick Start Guide

Welcome to ClubPASS™! This guide will help you set up your lobby and get patrons signing into your club.

Before you start

Ensure you have the following equipment ready:

- ClubPASS pull-up banner
- ClubPASS staff device (e.g. laptop, PC or tablet)
- ClubPASS staff login and password
- Mobile phone (for testing purposes).

If any of the above is missing please contact your club administrator or ClubASSIST.

1

Set up your staff device

The staff device is used to monitor patrons as they sign in using ClubPASS. From your staff device go to app.clubpass.support/admin and log in with your supplied staff credentials.

Download and print your ClubPASS QR code reception sign from the 'Venues' menu on the ClubPASS Admin portal.

2

Place posters & banners

Place your ClubPASS QR code reception sign where patrons enter your club (this includes not only your main entrance but any side or back entrances too). Your pull-up banner will work best at your main reception. Ensure your signs are clearly visible and positioned in a well-lit area.

3

Test your setup

From your personal mobile, follow these steps to test your setup:

1. Download the ClubPASS app from the App Store (Apple) or Play Store (Android) or by scanning the unique QR code on the next page
2. Follow the prompts to set up a ClubPASS account
3. Tap the 'Sign in with ClubPASS' button and scan the poster.

You should now see yourself appear on the staff device. Congratulations!

Need support? Contact ClubASSIST on 1300 730 001 or enquiries@clubsnsw.com.au.

ClubPASS Key Features

ClubPASS is a better, faster way to sign into clubs. Here are a few points that you can use when speaking to patrons who want to learn more about ClubPASS.

Feature	What to tell patrons
<p>ClubPASS is FAST ClubPASS gives your patrons a quick, easy and contactless way to sign in to your club.</p>	<p>Once you download ClubPASS and complete your profile, you can sign in to the club without having to show your membership card!</p>
<p>ClubPASS is SAFE When patrons scan your club's unique ClubPASS QR code, they sign in AND complete their COVIDSafe check-in at the same time.</p>	<p>Just scan our ClubPASS QR code upon entry to sign into the club and complete your COVIDSafe check-in at the same time.</p>
<p>ClubPASS is FOR YOU ClubPASS allows your members to store their membership card digitally and easily find your Club's details.</p>	<p>ClubPASS is a great way to store all your membership cards in one place. You can also find our club information and trading hours really easily too.</p>
<p>The app can be downloaded free from these app stores.</p> <div data-bbox="188 1249 539 1361"></div> <div data-bbox="188 1384 539 1496"></div>	<p>Alternatively, scan this unique QR code to download the app for testing your setup.</p> <div data-bbox="849 1227 1114 1496"></div> <p><i>Please note that this QR code is not used for signing in patrons</i></p>

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