



About PIN Access

Here are some key points, before we explain how to request a PIN and, optionally, a fob or wristband.

- As we switch over to PIN access, we will phase out most collection of contact details by Guest Services. As we do, access through boundary gates/doors will require your unique 5 digit PIN.
- It will be essential that you do not “tailgate” behind another member, without entering your own PIN, even if the door/gate is open; otherwise our COVID-19 record-keeping will be undermined, putting the re-opening of the Club at risk.
- Your PIN will not change, unless it is compromised by mis-use.
- If you use the same email address as another member in the Club’s member system, only one of you will have received the notification email. All members, except Juniors, need to request a PIN
- If you have a Young Adult member in your family, we may not have an email address on record for her or him. Please ensure they are aware of the process.
- If there is a junior member in your family, for whom you want a PIN issued, please contact Club Admin by email to request this: admin@balmoralbeachclub.com.au
- Changes to access times for the Club will be published, from time to time, in the weekly BBC Update email, so please read it each week.

UNDERTAKINGS:

In applying for a PIN, you agree to the following:

- You undertake not to share your PIN with non-members and only share it with junior members in your family, if they do not have a separate PIN. This means you will be responsible for letting your visitors into the Club (including back from the beach).
- You undertake not to enter the Club without entering your PIN, or recording your contact details with Guest Services, depending on the time you enter the Club.
- You undertake to abide by the Club’s [COVID Safe provisions](#), as long as they remain in force.
- You undertake to accept direction from the Guest Services team, if they are on site.

If you are prepared to abide by these undertakings, see the instructions below, to request your PIN.

HOW TO REQUEST YOUR PIN

STEP 1: Log into Club Portal at <https://bbcmembers.memnet.com.au/> or select **MEMBER LOGIN** in top right corner of the Club's homepage: www.balmoralbeachclub.com.au

STEP2: Select the My Membership tab and click "Change & Update Details", as shown below.

The screenshot shows the Balmoral Beach Club website interface. At the top left is the BBC logo and the text "BALMORAL BEACH CLUB". To the right is a dark blue navigation bar with a lock icon. Below this is a main menu with items: "BBC Public Website", "My Membership" (highlighted with a red arrow), "Support", "Documents & Reports", and "Top Room". A secondary menu below includes "Archive Content", "Forum", "Login", and "Indemnity".

The "My Membership Home" section features a "Membership Details" header with three buttons: "Change & Update Details" (highlighted with a red arrow), "My Invoices", and "My Subscriptions". Below these is a "General Information" section with a plus icon, a "Username" field with a "Change Login Details" button, and a "Member Code" field.

To the right is an "About the BBC member portal:" section with a circular profile picture of a woman and text: "Thank you for using the Members Portal. Please review and update your details." and "To book the top room, click on 'Top Room' on the menu bar and follow the instructions."

STEP 3: In the **Personal Details** section, check that all of your details are correct, especially your email address and phone numbers. Please provide a mobile number, if you have one, to allow for sending you an SMS in an urgent situation. You will be asked to confirm these details have been updated, in the next step.

Personal Details

All fields marked by * are mandatory.

The form contains the following fields:

- Title: [Dropdown menu]
- First Name: *
- Middle Name:
- Last Name: *
- Known as: [Text input]
- Post-nominal: [Text input]
- Email: *

STEP 4: Scroll down to the **Member Details** section (see screen shot below)

Confirm contact details are correct. Don't forget this step, or your request cannot be processed.

Select one of three choices in the "Tokens > Access Request" dropdown box.

Your choices are:

- Request PIN only (No Cost)
- Request PIN plus wrist band (additional \$30 cost)
- Request PIN plus keyring fob (additional \$30 cost)

Click **Save** at the bottom right, just below the **Member Details** box.

The screenshot shows a web form titled "Member Details" with several sections: "Interest Groups", "Safety Inf", "Tokens", and "Other". The "Interest Groups" section has a dropdown menu with "A Cappella, Athletics, Storytellers" selected. The "Safety Inf" section has fields for "Emergency contact name:" and "Emergency contact number:". The "Tokens" section has a "Confirm contact details:" checkbox which is checked, and an "Access request:" dropdown menu. The dropdown menu is open, showing three options: "Request PIN only (no cost)", "Request PIN plus wrist band (additional \$30 cost)", and "Request PIN plus keyring fob (additional \$30 cost)". The "Other" section is empty. At the bottom right, there are "Cancel" and "Save" buttons. Red arrows point to the "Interest Groups" dropdown, the "Confirm contact details:" checkbox, the "Access request:" dropdown, and the "Save" button.

STEP 4: Log out.

You will receive an email containing your PIN, as soon as we have loaded your details into our Access Control System. There are manual steps involved in setting you up on this system and we have to do it in batches, so please be patient. Please allow at least xxxxx days for your PIN to be emailed. If you have chosen to purchase a wristband, there may be a delay of some weeks, due to supply problems. Our Admin Officer, Graham Brown, will be in touch with details for receipt of your fob or wristband, once it is available.

HELP:

If you have difficulty following these instructions, please contact IT Support by email:

itsupport@balmoralbeachclub.com.au